

**Complaint Investigation Status Summary
May 2020**

This report is an overview of the complaints and investigation of complaints from citizens about the air quality in Jefferson County.
Citizens can submit complaints by calling the APCD complaints line (502-574-6000) or by calling Metro 311. Closed investigations
are retained by the APCD and are referenced during future investigations

SR #	Type	Request Date	Location	Summary of Complaint	Summary of Inspection Notes & Current Status
OBRN-20-66044	Burn	5/1/20	9112 Auburn Woods Ct	The complainant reported that the resident at this address burns yard waste. The complainant has been contacted with an update on the investigation.	The CO was able to observe a manufactured fire pit in the back yard. A door hanger was left with a request for the resident to contact the APCD. The resident contacted the APCD and explained that she had been using this to burn leaves and sticks. The CO explained the open burning regulations to her. This investigation has been closed.
NOEM-20-65722	Odor	5/1/20	2325 Perth Dr	The complainant reported a hose from a house that had liquid coming from it and smelled like sewage. This complaint was anonymous.	The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors. This investigation has been closed.
OBRN-20-66382	Burn	5/3/20	Iroquois Park	The complainant reported that someone had a fire in Iroquois Park recently and is worried about a wildfire. The complainant has been contacted with an update on the investigation.	The CO forwarded all of the information provided by the complainant to a representative of the park. This investigation has been closed.
NOEM-20-65722	Odor	5/3/20	4513 S 2nd St	The complainant reported an odd odor from this residence, possibly something dead, and is concerned for the welfare of the resident and her dog. The complainant has been contacted with an update on the investigation.	The is outside the scope of the APCD's jurisdiction. The information provided has been sent to the appropriate agency. This investigation has been closed.
SMKE-20-66903	Burn	5/4/20	321 S Bayly Ave	The complainant reported that this resident has a fire almost every day. This complaint was anonymous.	The CO visited this address and was able to observe a legal manufactured fire pit. The CO left a door tag with a request for the resident to contact the APCD. The resident contacted the APCD and explained that the neighbor had complained to him before and that he had looked up the regulations in Jefferson County to ensure everything was legal. He explained that he only burns clean dry firewood in a legal firepit. This investigation has been closed.

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OBRN-20-66794	Burn	5/4/20	3537 Craig Ave	<p>Codes and Enforcement stated that there may be illegal burning at this address.</p> <p>The original complainant was not provided.</p>	<p>The CO was able to observe a pile of smoldering debris in the back yard that was left unattended. A door hanger was left with a request for the resident to contact the APCD. The resident contact the CO and the CO explained the regulations. The resident explained that her husband would be cleaning up the area and that they would no longer burn on the ground.</p> <p>This investigation has been closed.</p>
OBRN-20-66447	Burn	5/4/20	Middlerose Cir	<p>The complainant reported a strong odor of burning garbage at this location (routed from Smell MyCity).</p> <p>This complaint was anonymous.</p>	<p>The CO investigated for odors and evidence of open burning around the location provided by the complainant but was unable to observe any evidence of this. The complainant did not leave their contact info to obtain more information to assist the investigation.</p> <p>This investigation has been closed.</p>
OBRN-20-66538	Burn	5/4/20	4206 Hewitt Ave	<p>The Jeffersontown Fire Dep contacted the APCD about a voicemail they received stating that someone was burning trash at this location.</p> <p>This complaint was anonymous.</p>	<p>The CO left a door hanger at this address requesting that the resident contact the APCD. The resident called and explained that there is no burn activity occurring at this address at all.</p> <p>This investigation has been closed.</p>
NOEM-20-66484	Odor	5/4/20	Mellwood Ave	<p>The complainant reported a strong odor of marijuana (routed from Smell MyCity).</p> <p>The complainant has been contacted.</p>	<p>The CO contacted the complainant and explained that the APCD does deal with drug activity and that they should contact the LMPD if this is an ongoing issue.</p> <p>This investigation has been closed.</p>
DUST-20-67127	Dust	5/4/20	1319 Tile Factory Ln	<p>The complainant reported that this property has been cleared and that mud and dust is all over the neighborhood from this location.</p> <p>This complaint was anonymous.</p>	<p>The CO visited this address and was not able to observe any dust issues. The CO performed a follow up investigation and did not observe any dust issues.</p> <p>This investigation has been closed.</p>

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DUST-20-67069	Dust	5/4/20	948 Vine St	<p>The complainant reported that this house is being remodeled and that dust is coming out of the front and back door.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO was able to observe a small amount of dust coming from this building that was not observed to be leaving the property. The CO spoke with the contractor, explained the regulations and recommended that he spray down the dumpster and its contents occasionally to avoid any future dust issues. A follow up was made and no dust issues were observed.</p> <p>This investigation has been closed.</p>
NOEM-20-68879	Odor	5/6/20	10905 Torrington Rd	<p>The complainant reported that their neighbor is painting car parts and the fumes are drifting onto their property.</p> <p>Additional complaint received 5/7 (NOEM-20-69836). The complainant has been contacted with an update on the investigation.</p>	<p>The CO visited this address but was unable to detect any objectionable odors. An additional complaint was received the following day, the CO returned to this address and again did not observe any objectionable odors. The CO left a door hanger with a request for the resident to contact the APCD. The resident contacted the APCD and explained that they had been painting their deck and garage the previous week. The CO explained that there is not an issue with this.</p> <p>This investigation has been closed.</p>
NOEM-20-68343	Odor	5/6/20	411 Industry Rd	<p>The complainant reported a burning plastic odor in the area.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO was able to observe a moderate odor of burnt plastic while in the lot of 521 Industry Rd. The CO was also able to observe smoke coming from the furnace exhaust at Industrial Container Services (ICS). The CO contacted Steve Doty, a manager at ICS, who told the CO that he would look into this. Mr. Doty soon contacted ICS's Industrial Compliance Engineer at APCD and explained that silicon drums had been burned, which has caused odor problems in the past, and that ICS would submit a report for this. A report was submitted the following day and Mr. Sherron stated that it was actually drums of laminating resin, and that the corrective action was to instruct the operators to keep the lids on the drums to be burned just until the time they are conveyed into the furnace.</p> <p>This investigation will remain open as surveillance continues.</p>
NOEM-20-69080	Odor	5/6/20	Pioneer Dr	<p>The complainant reported a strong synthetic odor in the area that was burning her eyes.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors.</p> <p>This investigation has been closed.</p>

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OBRN-20-69810	Burn	5/7/20	5508 Woodcross Pl	<p>The complainant reported that someone is burning construction materials at this location.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO was able to observe a manufactured fire pit on the pool deck with no evidence of prohibited materials being burned. The CO left a door hanger with a request for the resident to contact the APCD. The resident did so shortly after and explained that he only burns clean, dry firewood.</p> <p>This investigation has been closed.</p>
OBRN-20-69948	Burn	5/8/20	3111 Dogwood Dr	<p>The complainant reported that this resident burns on a regular basis and the smoke bothers them.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO visited this address and was not able to see the back yard. The CO left a door hanger with a request for the resident to contact the APCD. The CO left an additional door hanger after not being contacted and the resident called shortly after. The resident explained that his son had been burning fresh cut firewood in a manufactured fire pit. The CO explained the regulations and the resident stated that they would no longer burn fresh wood to avoid excessive smoke.</p> <p>This investigation has been closed.</p>
NOEM-20-70593	Odor	5/10/20	2607 Briargate St	<p>The complainant reported a bad odor and attached a picture of a back yard that appeared to be filled with trash (routed from Metro 311).</p> <p>The complainant has been contacted and informed that Codes and Regulations will be handling the complaint.</p>	<p>Due to the fact that the source of the problem appears to be trash that has been sitting in a backyard, this complaint is outside the scope of the APCD's jurisdiction.</p> <p>This investigation has been forwarded to the appropriate agency.</p>
NOEM-20-70596	Odor	5/10/20	3509 W Broadway	<p>The complainant reported too many people parking at this address as well as excessive noise (routed from Metro 311).</p> <p>This complaint was anonymous.</p>	<p>This complaint is outside the scope of the APCD's jurisdiction.</p> <p>This complaint has been forwarded to the appropriate agency.</p>

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DUST-20-70990	Dust	5/11/20	2901 River Rd	<p>The complainant reported mulch blowing onto his property from his neighbor Jacobson's Mulch and More.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO was not able to observe any airborne mulch during the investigation. The CO later spoke with the Jacobson's Mulch and was told that, weather allowing, they should be getting netting installed to catch any mulch that becomes airborne to prevent it from crossing the property line. A follow up investigation was performed and the CO observed that construction of the net barrier was underway and did not observe any dust issues at this time. A follow up investigation was made, construction of the net was nearly complete and no dust issues were observed.</p> <p>This investigation will remain open as surveillance continues.</p>
NOEM-20-71689	Odor	5/12/20	Central Ave	<p>The complainant reported a very strong chemical odor (routed from Smell MyCity). This complaint was also reported to Industrial Engineer and it was explained that this is an indoor odor that could also be observed outside, and that it was coming through their drains.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>MSD has been informed of this complaint and stated that they would be performing their own investigation. The CO was able to observe a moderate odor of sour alcohol at the intersection of Lindbergh Dr and Homeview Dr. The odor lasted for 10 minutes before dissipating. The CO performed a follow up the following day and was not able to observe any objectionable odors.</p> <p>This investigation was closed and a new one has been opened (NOEM-20-75129) for the continued investigation.</p>
NOEM-20-71856	Odor	5/12/20	Wrocklage Ave	<p>The complainant reported a burning garbage odor in the area.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors.</p> <p>This investigation has been closed.</p>
OBRN-20-73253	Burn	5/13/20	10701 Back Run Rd	<p>The complainant reported that someone is burning garbage in the back of this property.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO left a door hanger at this address requesting that the resident contact the APCD. The CO performed a follow up and was able to speak to the resident. The CO explained the regulations to him and provided him with a copy of the regulations and a burn brochure.</p> <p>This investigation has been closed.</p>

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OBRN-20-72664	Burn	5/13/20	4623 Bellevue Ave	The complainant reported that someone is burning garbage at this address. This complaint was anonymous.	The CO spoke with the tenant at this address who showed her a barrel in the back of the property that contained burnt trash. The CO explained the regulations, suggested that he remove the burn barrel from the property and provided the resident with a copy of the open burning regulations. This investigation has been closed.
NOEM-20-76237	Odor	5/13/20	I-264	The complainant reported a very strong chemical odor on I-264 (routed from Smell MyCity). This complaint was anonymous.	The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors. This investigation has been closed.
NOEM-20-72864	Odor	5/13/20	436 Downes Terrace	The complainant reported fuel leaking from stacked containers at this company. The complainant was contacted with an update on the investigation.	This complaint was forwarded to the KY Department of Environmental Protection. The APCD CO performed an investigation and was not able to observe any odors around the address. The CO also spoke with the company and was shown around the property. The containers that are stacked were shown to be empty and there was no evidence of leaking fuel or any objectionable odors observed during the investigation. This investigation has been closed.
NOEM-20-73906	Odor	5/14/20	W Chestnut St	The complainant reported a strong rotten egg odor at this location (routed from Smell MyCity). This complaint was anonymous.	The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors. This investigation has been closed.
NOEM-20-74350	Odor	5/15/20	2045 River Rd	The complainant reported a bad odor and rust dust coming from River Metals Recycling. The complainant has been contacted with update on the investigation.	The CO was not any airborne dust on or coming from the property reported by the complainant and was also not able to observe any objectionable odors in the area described by the complainant. This investigation has been closed.

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OBRN-20-75191	Burn	5/18/20	4309 Seagrape Rd	<p>The complainant reported open burning at this address.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO visited this address and the resident showed her a legally constructed fire pit containing some burned cans with a gasoline container nearby. The CO explained the regulations and provided the resident with a burn brochure, copy of the regulations and her business card.</p> <p>This investigation has been closed.</p>
NOEM-20-75129	Odor	5/18/20	Central Ave	<p>The complainant reported a very strong chemical odor (routed from Smell MyCity).</p> <p>The complainants have been contacted with an update on the investigation.</p>	<p>The CO was not able to observe any objectionable odors while investigating the area reported by the complainant. A follow up investigation was performed and the CO was able to observe a moderate sour alcohol odor that was traced to catch basins at the intersection of Central and Colorado Ave. The CO informed MSD of these findings. MSD responded by saying that they will have their Industrial Waste Department look into it. A follow-up investigation was performed by the APCD and the CO was unable to detect any objectionable odors. An additional follow-up investigation was performed and again the CO was unable to detect any objectionable odors.</p> <p>This investigation has been closed.</p>
NOEM-20-75181	Odor	5/18/20	500 Downes Ter	<p>The complainant reported a paint odor coming from this location.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO was not able to observe any odors in the area during the investigation. A door hanger was left with a request for someone from this business to contact the APCD. The CO performed a follow up and was able to talk to the owner, Yousif Alhafi, who explained that they mostly do mechanical work and only do touch up paint jobs. The CO did not observe any painting equipment in the service area but did notice an exhaust fan without a filter. Mr. Alhafi stated that he would install a new filter.</p> <p>This investigation has been closed.</p>
NOEM-20-75189	Odor	5/18/20	1907 Elba Dr	<p>The complainant reported a dead animal odor in the area.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors.</p> <p>This investigation has been closed.</p>

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NOEM-20-75979	Odor	5/18/20	2530 Guelat Way	<p>The complainant reported a strong odor coming from a nearby dumpster.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO was unable to detect any objectionable odors in the area around the business referenced by the complainant (Dittle's Pay Lake). The CO spoke with the owner's partner who explained that a dead fish had been thrown in the dumpster, but that the dumpster had been emptied. They also explained that the dumpster had been getting rusty and that they had ordered a new one and that they would request that the dumpster be emptied more often if necessary. The CO explained the odor regulations and left their business card.</p> <p>This investigation has been closed.</p>
OBRN-20-77308	Burn	5/20/20	7205 Arrowwood Dr	<p>The complainant reported that someone at this address was burning yard waste.</p> <p>This complaint was anonymous.</p>	<p>The CO spoke with the resident who showed a manufactured firepit that contained some yard waste. The CO explained the open burning regulations and provided the resident with a burn brochure and copy of the regulations.</p> <p>This investigation has been closed.</p>
OBRN-20-77401	Burn	5/20/20	4702 Burkley Ave	<p>The complainant reported a burnt wood odor in the air that has been going on for several years</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO was able to observe a moderate burnt wood odor while on the ramp to South Crittenden Dr. but was unable to trace the odor to its source. A follow-up was performed the following day but the CO was unable to detect any objectionable odor. An additional follow up was performed and again the CO was unable to detect any objectionable odor</p> <p>This investigation has been closed.</p>
NOEM-20-77694	Odor	5/20/20	E Ormsby Ave	<p>The complainant reported a moderate burnt rubber odor at this location (routed from Smell MyCity).</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors.</p> <p>This investigation has been closed.</p>
NOEM-20-78516	Odor	5/21/20	146 St Matthews Ave	<p>The complainant reported a burning tar odor at this location.</p> <p>This complaint was anonymous.</p>	<p>The CO was able to observe a slight odor of tar while on St Matthews Ave. A follow up investigation was performed the following day but no objectionable odors were observed in the area.</p> <p>This investigation has been closed.</p>

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DUST-20-78487	Dust	5/22/20	Dixie Hwy	<p>The complainant reported dust coming from road construction between I-264 and Heaton Rd.</p> <p>This complaint was anonymous.</p>	<p>The CO was able to observe dust clouds being created by contractors dry cutting concrete. The CO asked the workers to stop and explained to the foreman with Gordon's Paving and Maintenance, James Hurst, the regulations and methods of dust suppression. Mr. Hurst stated that he would take precautions to avoid dust leaving the worksite. The CO performed a follow up investigation and observed that they were wetting the concrete while cutting and that dust was no longer an issue.</p> <p>This investigation has been closed.</p>
OBRN-20-79251	Burn	5/22/20	Green Manor Dr and Fernhaven Rd	<p>The complainant reported campfire smoke coming into their backyard but does not know where it is coming from.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO was not able to find any evidence of burning in the area reported by the complainant.</p> <p>This investigation has been closed.</p>
OBRN-20-79429	Burn	5/22/20	7200 Arnoldtown Rd	<p>The complainant reported smoke coming from this address onto their property.</p> <p>The complainant has been contacted with an update on the investigation.</p>	<p>The CO was able to observe a burn barrel at this location. He spoke with someone who was cutting the grass at this address, who told him that the owner had been using the barrel to burn tree limbs. The CO explained the regulations and provided him with open burn information to give to the owner.</p> <p>This investigation has been closed.</p>
NOEM-20-79556	Odor	5/22/20	1728 Bowling Ave	<p>The complainant stated that they believe odors are coming from the drainage ditch in front of their house.</p> <p>This complaint was anonymous.</p>	<p>The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors.</p> <p>This investigation has been closed.</p>
NOEM-20-79331	Odor	5/22/20	2919 Gudgel Rd	<p>The complainant reported foul odors coming from the nearby MSD facility.</p> <p>This complaint was anonymous.</p>	<p>The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors.</p> <p>This investigation has been closed.</p>

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NOEM-20-79115	Odor	5/22/20	364 Kenwood Hill Rd	The complainant reported smelling vehicle exhaust fumes. This complaint was anonymous.	This complaint is outside the scope of the APCD's jurisdiction. This investigation has been closed.
OBRN-20-80291	Burn	5/25/20	9017 Lethborough Dr	The complainant reported "smoke that is causing them distress." The complainant has been contacted with an update on the investigation.	The CO was able to observe a legal manufactured fire pit on the patio, turned upside down, with no evidence of recent burning. The CO left a door hanger requesting that the resident contact the APCD. The resident called and explained that they had not had a fire for over a month. The CO explained the open burning regulations. This investigation has been closed.
NOEM-20-80343	Odor	5/26/20	Grade Ln	The complainant reported a strong rotten egg odor at this location (routed from Smell MyCity). This complaint was anonymous.	This complaint has been forwarded to MSD. The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors. This investigation has been closed.
NOEM-20-80389	Odor	5/26/20	Collier Ln	The complainant reported a sewage odor coming from the Cedar Creek MSD facility. The complainant has been contacted with an update on the investigation.	This complaint has been forwarded to MSD. The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors. This investigation has been closed.
OBRN-20-80753	Burn	5/26/20	4103 San Marcos Rd	The complainant reported burning at this address causing health issues for the neighbors. The complainant has been contacted with an update on this investigation.	The CO was able to observe a legal fire pit with a stack of seasoned fire wood nearby. Multiple complaints and investigations have been made on this address and no illegal burning has been observed upon investigation. This investigation has been closed.
NOEM-20-81015	Odor	5/26/20	9011 Beulah Church Rd	The complainant reported a strong chemical odor (routed from Metro 311). This complaint was anonymous.	The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors. This investigation has been closed.

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OBRN-20-81628	Burn	5/27/20	1133 15th St	<p>The complainant reported that someone is burning trash at this location.</p> <p>This complaint was anonymous.</p>	<p>The CO was not able to observe any burn evidence from the front of the house. A door hanger was left with a request for the resident to contact the APCD. After not receiving any contact from this resident , another visit was made with an additional request for the resident to contact the APCD.</p> <p>A warning letter has been sent.</p>
NOEM-20-81777	Odor	5/27/20	Cedar Creek Rd	<p>The complainant reported a strong sewage odor. 25 Complaints received from the day the investigation was opened to 6/11/20.</p> <p>Complainants have been contacted with an update during this investigation.</p>	<p>Four complaints of this odor were received the evening of 5/26 and an additional three complaints were received the following day (5/27). MSD has been informed of these, and future complaints received from the area around the Cedar Creek MSD facility. A CO performed three investigations around in response to these complaints but was unable to detect any objectionable odors during any of these investigations. Three additional complaints were received that night (5/27) and the CO performed a follow up the following morning (5/28). Two additional complaints were received on the afternoon of 6/1. The CO performed an investigation in the area but was unable to detect any objectionable odors. Daily surveillance and complaint response has been performed during the workweek. The only objectionable odor observed was a moderate sewage odor in response to a complaint received on 6/8/20. The CO spoke with Jeremy Fields with MSD during this investigation and Mr. Fields agreed that he also smelled the sewage odor and thought that it may be related to the digesters and when their fans are active. MSD Management was informed of these observations. Daymond Talley responded explaining that the day after APCD detected the moderate odor, the fans were left on for the digesters in hopes that it would make a difference. He also stated that the facility is trying to catch up with wasting old sludge out of the digesters. Evening surveillance was performed around this facility starting at 7pm on 6/10/20 and no objectionable odors were detected.</p> <p>This investigation will remain open as surveillance continues.</p>
NOEM-20-81596	Odor	5/27/20	Algonquin Pky	<p>The complainant reported a very strong odor similar to kerosene or burning gas (routed from Smell MyCity).</p> <p>The complaint was anonymous.</p>	<p>The CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors.</p> <p>This investigation has been closed.</p>

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NOEM-20-82520	Odor	5/28/20	1335 1st St	The complainant reported a strong sewage odor at this location (routed from Metro 311). This complaint was anonymous.	MSD has been notified in regards to this complaint. The APCD CO performed an investigation around the area reported by the complainant but was unable to detect any objectionable odors. This investigation has been closed.
NOEM-20-82877	Odor	5/28/20	4914 Poplar Level Rd	The complainant reported a paint odor coming from this location. This complaint was anonymous.	The CO was able to detect a slight paint odor while in the parking lot of the business but did not observe this odor moving beyond the property line. A follow-up investigation was performed and no objectionable odors were detected. This investigation has been closed.
NOEM-20-81680	Odor	5/28/20	3757 Craig Ave	The complainant reported "homeless using bathroom in yard" (routed from Metro 311). This complaint was anonymous.	This complaint is outside the scope of the APCD's jurisdiction. This complaint has been forwarded to the appropriate agency.
OBRN-20-84562	Burn	5/30/20	132 E Ashland Ave	The complainant reported that someone is burning garbage at this address. The complainant has been updated on the investigation.	The CO was able to see into the backyard and observed a pile of burnt debris including what appear to be trash and clothes. The CO left a door hanger with a request for the resident to contact the APCD. A follow up investigation will be performed at this address.