

# *QUARTERLY REPORT SEWER ODOR HOTLINE PROGRAM*



*4th QUARTER FY 2004-2005  
April 1 - June 30, 2005*

PREPARED BY:  
WASTEWATER COLLECTION SYSTEMS DIVISION



## Quarterly Report on the Sewer Odor Hotline Program – April to June 2005

This report covers the fourth quarter of fiscal year 2004/05, from April to June 2005. This report will be submitted to the Odor Advisory Board and posted on the Sewer Odor Hotline Web Page.

### Sewer Odor Hotline Program

Currently, the Bureau of Sanitation receives complaints regarding possible sewer odors through the 24-hour Odor Hotline or other non-hotline sources. A brief overview of each element is as follows:

#### Hotline

1. 24-hour Odor Complaint Hotline at 1-866-44SEWER or on-line at [www.lasewers.org](http://www.lasewers.org). All phone calls to the odor hotline are answered by operator as of June 2004.

#### Non-Hotline

1. 3-1-1 City-Wide Call Center
2. Direct contact from the public
3. Council District Office or other referrals

The odor complaints are divided into four category types:

#### *Primary sewer ventilation -*

Sewer related odors released due to positive pressure from maintenance holes, scrubbers, defective trap maintenance holes, diversion structures or other sewer structures.

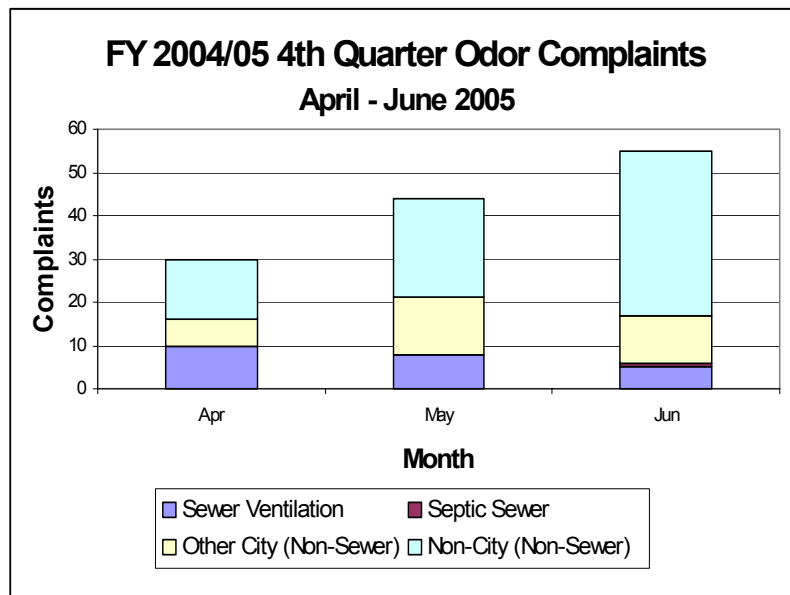
*Septic condition -* Sewer related odors due to septic conditions caused by blockage from grease, roots, and other debris or full, slow moving sewers

#### *Other City Related Issues -*

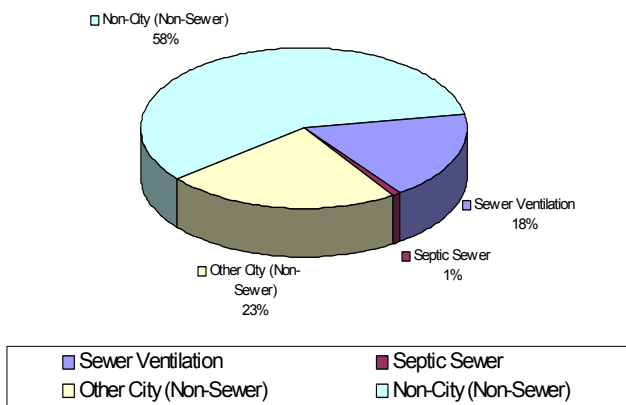
Non-sewer related odors from stormwater catch basin, debris basin or channel odors, dirty alley, and standing water. Typically these complaints are forwarded to the Bureau of Sanitation's Wastewater Collection System Division Stormwater Section, Watershed Protection Division, Bureau of Street Maintenance, or other City Bureaus

*Non-City related Issues -* These are non-sewer related odors due to owner trouble, dead animal, other odors not involving city facilities, such as Los Angeles County Flood Control District and Sanitation Districts of Los Angeles County. This category also includes no odors detected at time of investigation.

A total of 129 odor complaints, hotline and non-hotline, were received and investigated during this reporting period. In comparison with all odor complaints received, 29 complaints or 22% of the total complaints originated from the 24-hour Odor Complaint Hotline. Attached is a list of all sewer odor complaints received by the Sewer Odor Hotline including, the date received, the location, the date when the initial call back was made, the cause of the odor complaint, the action taken, and if applicable, the date of the follow-up call made. The non-hotline complaints were also added for your information.

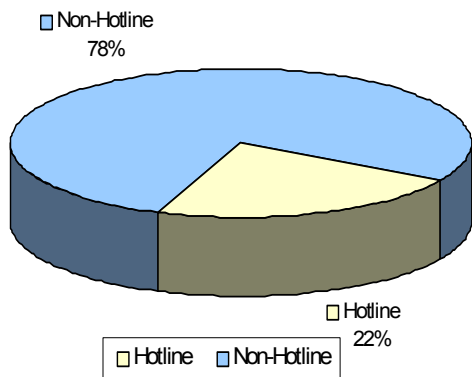


**FY 2004/05 4th Quarter Odor Complaints - Cause**  
**April - June 2005**



The Bureau of Sanitation investigates all sewer and non-sewer related odor complaints received. Of all the odor complaints investigated, 19% were related to the sewer system, of which 18% were caused by sewer ventilation and 1% were caused by septic conditions. 23% of the total odor complaints received were non-sewer sources such as stormwater catch basins, dirty alleys, and standing water. The remaining 58% of odor complaints were not related to the City of Los Angeles. The distribution of the odor complaints investigated and cause of odor during this reporting period is shown mapped on the attached diagram.

**FY 04/05 4th Qtr Odor Complaints**  
**April - June 2005**



As indicated in the report, all hotline complainants who responded with feedback were satisfied with the City's effort to address their specific odor concern.

## City of Los Angeles June 2005 Odor Complaints Hotline Complaints

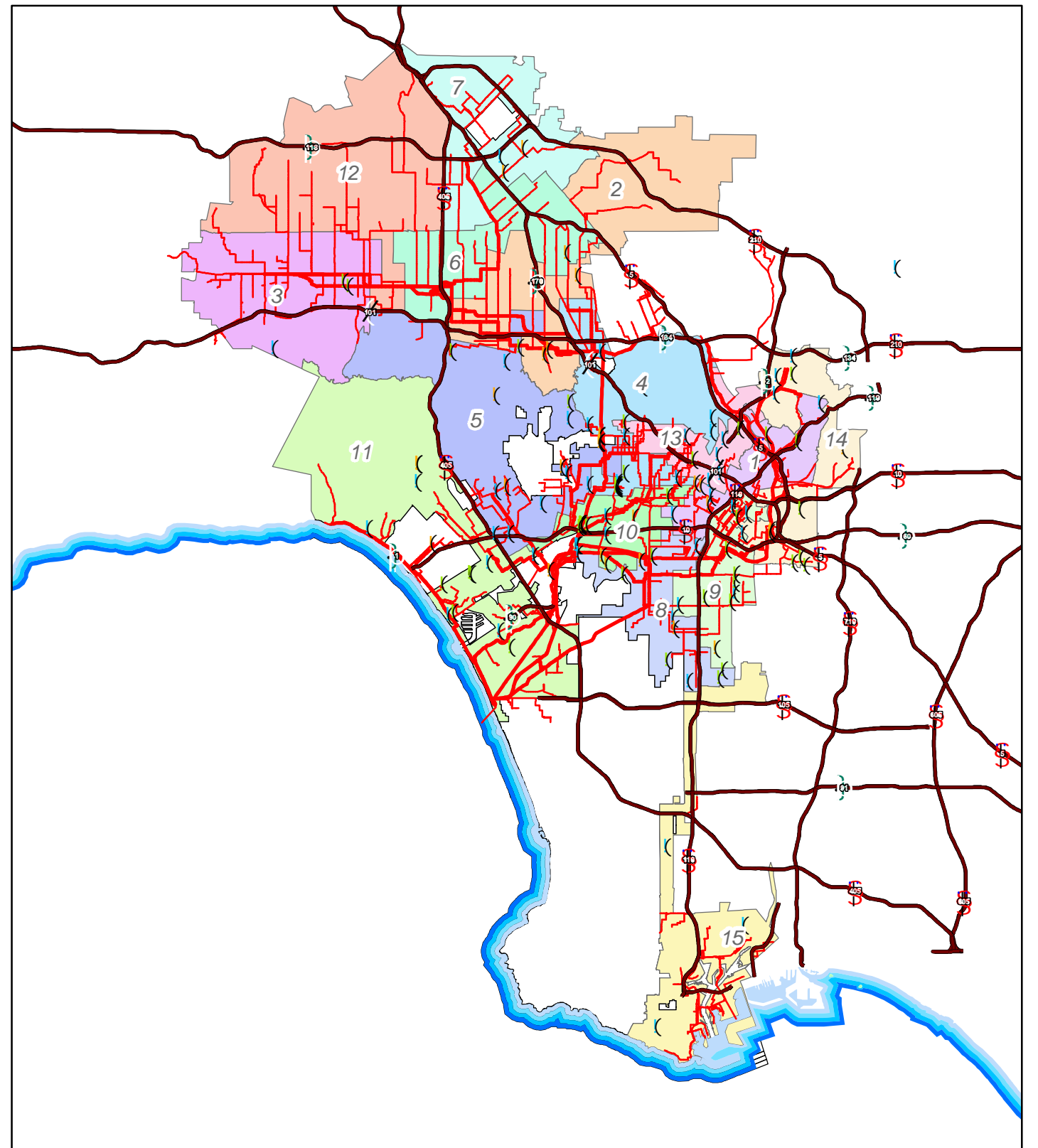
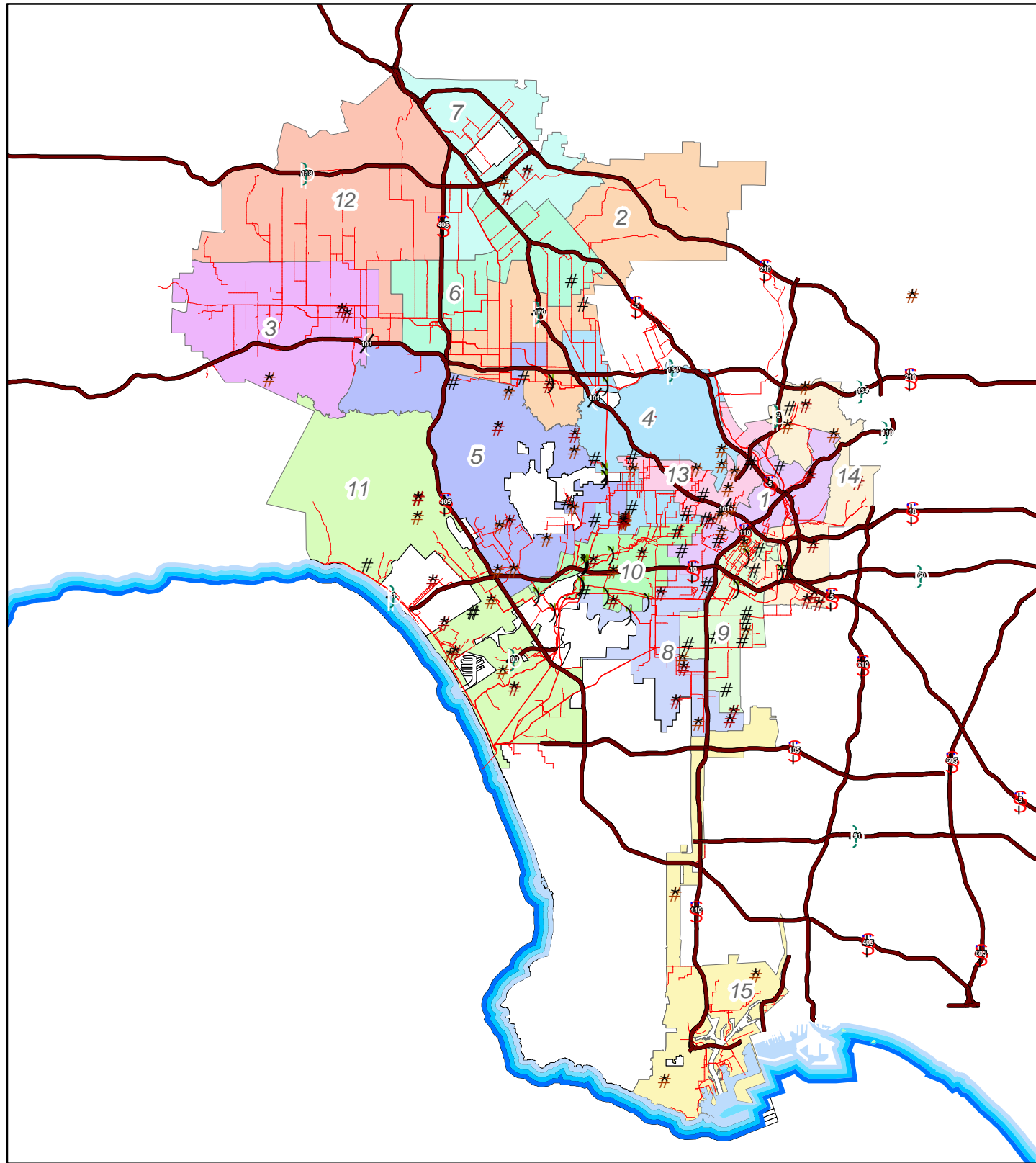
RECEIVED DATE	LOCATION	ACTION TAKEN	CD	COMPLAINT #	CAUSE	INITIAL CALL BACK	30 DAY CALL	FEEDBACK
1 6/2/2005	200 BUDLONG AV ALLEY	Referred to Dead Animal Pick Up	9	H05-035	Other City Related Issues	6/9/2005	Satisfied	Not Requested
2 6/6/2005	600 CITRUS AV	Referred to South Coast Air Quality Mgmt District	4	H05-036	Non City Related Issues	6/10/2005	No Response	Not Requested
3 6/6/2005	600 CITRUS AV	Referred to South Coast Air Quality Mgmt District	4	H05-037	Non City Related Issues	6/10/2005	Satisfied	Not Requested
4 6/7/2005	800 CERES AV	Routinely Cleaned Sewer - Hydro	9	H05-038	Other City Related Issues	6/13/2005	No Response	Not Requested
5 6/11/2005	N/W CORNER FAIRFAX AVE & HOLLYWOOD BLVD	Replaced Storm Drain Cover	4	H05-039	Other City Related Issues	6/17/2005	No Response	Not Requested
6 6/10/2005	8000 RIDPATH DR	Routinely Cleaned Sewer - Referred to Street Services	5	H05-040	Non City Related Issues	6/17/2005	No Response	Not Requested
7 6/18/2005	400 CITRUS AV	Referred to South Coast Air Quality Mgmt District	4	H05-041	Non City Related Issues	6/21/2005	Satisfied	Not Requested
8 6/17/2005	RODEO RD & CLYDE AVE	Referred to Street Services	8	H05-042	Other City Related Issues	6/21/2005	No Response	Not Requested
9 6/13/2005	3800 VINTON AV	Sealed MHs	6	H05-043	Primary Sewer Ventilation	6/21/2005	No Response	Not Requested
10 6/3/2005	817 W.30TH STREET	Referred to Street Services	8	H05-044	Other City Related Issues	6/6/2005	No Response	Not Requested
11 6/12/2005	596 CONCHA ST (ALTADENA)	Referred to City of Altadena	n/a	H05-045	Non City Related Issues	6/16/2005	No Response	Not Requested
12 6/7/2005	1/S CITRUS AVE & WILSHIRE BLVD	Referred to South Coast Air Quality Mgmt District	4	H05-046	Non City Related Issues	6/10/2005	No Response	Not Requested
13 6/7/2005	1/S CITRUS AVE & WILSHIRE BLVD	Referred to South Coast Air Quality Mgmt District	4	H05-047	Non City Related Issues	6/10/2005	Satisfied	Not Requested
14 6/27/2005	1/S DIXIE CANYON AVE & VENTURA BLVD	Routinely Cleaned Sewer - Hydro	5	H05-048	Non City Related Issues	6/30/2005	No Response	Not Requested
15 6/29/2005	5389 PLAYA VISTA DRIVE	Referred to LA County Vector Control	11	H05-049	Non City Related Issues	7/6/2005	No Response	Not Requested

# City of Los Angeles June 2005 Odor Complaints

## Non-Hotline Complaints

COMPLAINT DATE	LOCATION	ACTION TAKEN	CD	COMPLAINT #	CAUSE
1 6/3/2005	15200 LOMBARD ST	Referred to Stormwater Reseda	11	N05-183	Other City Related Issues
2 6/4/2005	600 104TH ST	Routinely Cleaned Sewer - Hydro	8	N05-172	Non City Related Issues
3 6/6/2005	1600 ORANGE DR	Routinely Cleaned Sewer - Hydro	10	N05-168	Primary Sewer Ventilation
4 6/6/2005	300 50TH ST	Routinely Cleaned Sewer - Hydro	9	N05-169	Non City Related Issues
5 6/7/2005	2100 BEVERLY BL	Routinely Cleaned Sewer - Rodding	13	N05-170	Non City Related Issues
6 6/7/2005	300 BOYD ST	Referred to Stormwater North	9	N05-171	Other City Related Issues
7 6/9/2005	3300 CLYDE AV ALLEY	Cleaned Sewer - Sealed MHs	10	N05-173	Primary Sewer Ventilation
8 6/9/2005	500 WESTBORO ST R/W	Cleaned Sewer - Rodding	11	N05-184	Septic Condition
9 6/12/2005	6000 FOUNTAIN AV	Routinely Cleaned Sewer - Hydro	13	N05-174	Non City Related Issues
10 6/12/2005	1700 6TH ST	Routinely Cleaned Sewer - Hydro	14	N05-175	Non City Related Issues
11 6/12/2005	1200 LYMAN PL	Routinely Cleaned Sewer - Hydro	13	N05-176	Non City Related Issues
12 6/12/2005	2200 FARGO ST	Routinely Cleaned Sewer - Hydro	13	N05-177	Non City Related Issues
13 6/12/2005	1400 REEVES ST	Routinely Cleaned Sewer - Hydro	5	N05-210	Non City Related Issues
14 6/13/2005	3300 CLYDE AV ALLEY	Carbon Scrubber Media Changed	10	N05-179	Primary Sewer Ventilation
15 6/13/2005	4300 ESENADA DR	Routinely Cleaned Sewer - Hydro	3	N05-201	Non City Related Issues
16 6/13/2005	2500 WESTVIEW ST	Routinely Cleaned Sewer - Hydro	10	N05-211	Non City Related Issues
17 6/14/2005	2500 MICHELTORENA ST	Routinely Cleaned Sewer - Hydro	4	N05-180	Non City Related Issues
18 6/14/2005	400 SHERMAN CANAL CT	Routinely Cleaned Sewer - Hydro	11	N05-185	Non City Related Issues
19 6/15/2005	20900 DALTON AV	Routinely Cleaned Sewer - Hydro	15	N05-181	Non City Related Issues
20 6/15/2005	1400 CORONADO TR	Routinely Cleaned Sewer - Hydro	13	N05-186	Non City Related Issues
21 6/16/2005	2300 LAS COLINAS AV	Routinely Cleaned Sewer - Sealed MHs	14	N05-187	Other City Related Issues
22 6/16/2005	300 LIVERMORE TR	Routinely Cleaned Sewer - Hydro	1	N05-188	Non City Related Issues
23 6/16/2005	1500 EL PASO DR	Routinely Cleaned Sewer - Hydro	14	N05-189	Non City Related Issues
24 6/17/2005	2000 REDCLIFF ST	Routinely Cleaned Sewer - Rodding	4	N05-190	Non City Related Issues
25 6/17/2005	10200 VALLEY SPRING LN	Sealed MHs	4	N05-195	Primary Sewer Ventilation
26 6/17/2005	10500 ROCHESTER AV	Routinely Cleaned Sewer - Hydro	5	N05-202	Non City Related Issues
27 6/18/2005	200 HOLT AV	Routinely Cleaned Sewer - Hydro	5	N05-212	Non City Related Issues
28 6/20/2005	1400 MARIPOSA AV	Referred to Stormwater	1	N05-191	Other City Related Issues
29 6/20/2005	3600 3RD ST	Referred to Stormwater	13	N05-192	Other City Related Issues
30 6/20/2005	500 GRAND AV	Routinely Cleaned Sewer - Hydro	9	N05-193	Non City Related Issues
31 6/22/2005	1500 HWY 1	Routinely Cleaned Sewer - Hydro	15	N05-194	Non City Related Issues
32 6/23/2005	2800 SELBY AV	Routinely Cleaned Sewer - Hydro	5	N05-213	Non City Related Issues
33 6/24/2005	1200 64TH ST	Routinely Cleaned Sewer - Hydro	8	N05-196	Non City Related Issues
34 6/24/2005	500 BURLINGTON AV	Routinely Cleaned Sewer - Hydro	1	N05-197	Non City Related Issues
35 6/25/2005	10900 TAMARACK AV	Routinely Cleaned Sewer - Hydro	7	N05-214	Non City Related Issues
36 6/27/2005	1500 19TH ST	Routinely Cleaned Sewer - Hydro	15	N05-198	Non City Related Issues
37 6/27/2005	5300 HIGHLAND VIEW AV	Routinely Cleaned Sewer - Rodding	14	N05-200	Non City Related Issues
38 6/27/2005	3300 INGLEWOOD BL	Routinely Cleaned Sewer - Sealed MHs	11	N05-203	Non City Related Issues
39 6/29/2005	500 FAIRFAX AV	Routinely Inspected Area	5	N05-199	Other City Related Issues
40 6/30/2005	2500 BENTLEY AV	Routinely Cleaned Sewer - Hydro	5	N05-204	Non City Related Issues

# City of Los Angeles - Odor Complaints April, May, June 2005 Citywide



**Council District**  
2 Council Districts  
in various colors

**Cause of Odor Complaints**

- ) Primary Sewer Ventilation
- ( Septic Condition
- # Other City Related Issues
- # Non-City Related Issues

- ( April 2005 Complaints
- ( May 2005 Complaints
- ( June 2005 Complaints

- Primary Sewers
- Outfalls
- Freeway



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**Bureau of Sanitation  
Department of Public Works  
City of Los Angeles**

Created 7/20/05

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