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We would appreciate any information which you could provide insofar as nature of complaint, facts established by investigation, any action that may have been taken by your Department, readings at the Kensington Station on Monday, 1979 January 01, and what is average reading at the Kensington Station in order that we may complete our report to Council.

We would take this opportunity of thanking you for your continued co-operation in matters relating to air pollution.

Yours truly,

Signed

S.L. Hemming, M.B., D.P.H., F.R.C.P. (C)
MEDICAL HEALTH OFFICER

c.c. () Municipal Manager

The Regional reply was received 1979 January 26 and read as follows:

"January 25, 1979.

"The Corporation of the
District of Burnaby,
6161 Gilpin Street,
Burnaby, B.C.
V5G 4A3

Attention: Dr. S.L. Hemming, M.B., D.P.H., F.R.C.P. (C)
Medical Health Officer

Dear Dr. Hemming:

Re: Burrard Inlet Odours on January 1, 1979

Further to your letter of January 4, 1979 regarding reports of odours on January 1, 1979, the following information is provided.

The Regional District received no odour complaints on or near January 1, 1979. Our monitoring station at Kensington Park indicated that levels of sulphur dioxide and all other measured contaminants were well within the desirable limits for air quality. The local winds were light and consistently from the east.

You are aware, from our letter of October 17, 1978, that odour sources can be difficult to isolate, particularly if the odours are of short duration. It is imperative, therefore, that reports of odours be immediately directed to this office or, outside of regular working hours, to the District's 24-hour reporting centre. Delays in reporting these odours to us will only impede the already difficult task of isolating the related source. Your letter of January 4, 1979, for example, was received by the District on January 15, 1979. You can appreciate that it is difficult for us to be of complete service to you with this two week delay in reporting the odour to us.

While we will continue to fully investigate any future enquiries, regardless of when we receive them, you may wish to advise your Council that we could provide a more comprehensive service, if we were notified of any air pollution problems during their actual occurrence.

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Thank you for your co-operation in this matter.

Yours truly,

Signed

J. Barrie Mills, P. Eng.,
Pollution Control."

Paragraph two of the Regional letter relates directly to and would appear to answer our questions of 1979 January 04, however, paragraph three requires elaboration:

- (1) The fact that our letter of 1979 January 04 was not received by Regional until 1979 January 15 was due to a postal delay.
- (2) We recognize the difficulty involved in tracing the origin or cause of odours as this Department was actively engaged in air pollution for many years prior to Air Pollution becoming a Regional responsibility. As we are aware of this difficulty, we endeavour to report air pollution complaints to Regional authorities as soon as we receive them.
- (3) The 1976 February issue of "Information Burnaby" contained the following information:

"AIR POLLUTION - ENQUIRIES AND COMPLAINTS

Any enquiries or complaints about air pollution should be directed to the Greater Vancouver Regional District Air Pollution Control office, 2294 West 10th Avenue, Vancouver, B.C. V6K 2H9 or phone one of the following numbers:
GVRD Air Pollution Control office (week days 8 a.m. - 4 p.m.) 731-1155
GVRD Report Centre (outside office hours, weekends and holidays) 929-1201

Air pollution is controlled by two items of legislation. The Provincial Pollution Control Act applies to all industrial emissions and to incinerators having a capacity greater than 5 tons per hour. The Air Pollution Control By-law No. 92 applies to domestic, commercial and institutional heating installations and incinerators for disposal of domestic and commercial waste which have a capacity of 5 tons per hour or less.

Both the above laws are administered by the Greater Vancouver Regional District, the officers of which make routine inspections and act on complaints or enquiries concerning smoke, dust, gas odours etc."

We would believe that the above information should be repeated at least once per year. We are forwarding an appropriate article to the Editor of Information Burnaby with the request that this article be inserted in the issue of Information Burnaby to be distributed 1979 May 01.

When this Department receives a complaint from a private citizen, the complaint is telephoned to the Regional authorities. In cases where an extensive explanation accompanies the complaint, we issue the telephone number of Regional and suggest that the complainant, personally, speak to Regional authorities in order that nothing is lost in the transmitting of the complaint.

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There is one area where time may be lost in advising Regional authorities of information required and that area is when the request for such information comes through Council. In such cases, it has been the policy of Regional authorities to request a letter setting forth the specific information required in order that all facets of the requested information be investigated thus ensuring that the Regional reply will be complete.

We have made arrangements with the Municipal Clerk's office that future requests of this type be verbally relayed to this Department on the morning following Council meeting, at which time we will verbally advise the Regional authorities of the nature of the complaint with a letter of confirmation to follow.

CONCLUSION

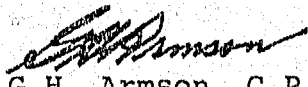
In conclusion, we would advise that in future the following procedures will be carried out in order that all agencies may act promptly in the investigation and reporting of air pollution complaints:

- (1) We will continue to promptly forward all telephone complaints received by this Department to the Regional authorities for their action.
- (2) We will continue to give the Regional telephone number to persons having a complex complaint which requires a detailed explanation to ensure that all facets of the complaint are communicated to Regional authorities.
- (3) Appropriate articles advising citizens of reporting procedures will be published, at intervals, in "Information Burnaby."
- (4) Information requested through Council enquiries will be telephoned to Regional authorities setting forth the nature of required information with a letter of confirmation to follow.

SUMMARY

In summation, we would state that while the relationship between this Municipality and Regional authorities is most satisfactory the adoption of the foregoing procedure will result in the elimination of postal and other delays, informed citizens and an improved notification system.

GHA:pm


G.H. Armson, C.P.H.I. (C)
CHIEF PUBLIC HEALTH INSPECTOR

cc: MUNICIPAL CLERK
EDITOR, INFORMATION BURNABY NEWSLETTER