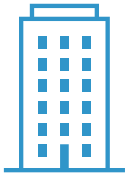
Our Vision: Healthy People in Healthy Communities

Reporting Environmental Issues in Incorporated Cities of Los Angeles County



STEP 1: GET THE FACTS

Collect information like the street address, a description of the location, date, time, what is happening, who is affected (older person, pregnant woman, kids), how they are affected and for how long, and describe what the hazard might be.



STEP 2: CONTACT THE RIGHT AGENCY

Environmental issues are managed by different city departments or regulatory agencies with different roles and responsibilities. Begin by contacting your city to find out which department takes complaints.



STEP 3: SEND AN EMAIL (OR CALL)

If the issue is about land, water, air, or noise, send the information you have collected with any pictures or videos taken to the right city department or regulatory agency.

When you call, ask for the name of the person you spoke with and if they can give you a complaint or record number. Keep the information for your records.

If you submit an online complaint form, keep the confirmation email and complaint number for your records.



STEP 4: FOLLOW UP ACTION

After you send an email, submit a complaint form, or leave a message with the city department and regulatory agency. Follow up to make sure they received it and ask what the next steps are.

Connect with others in your area and encourage them to take these steps. The city or agency you contact may respond quicker when others report the issue too.

Regulatory Agencies in Incorporated Cities of Los Angeles County

Environmental issues are managed by different agencies with different roles and responsibilities. When you want to report an environmental health issue, start with your city government. Contact any of the regulatory agencies on this list. If you live in the cities of Long Beach, Pasadena, or Vernon, contact them first.

ISSUE	AGENCY	CONTACT	LAW/POLICY
Bad Smells, Dust, Air Pollution	South Coast Air Quality Management District (AQMD)	**1-800-CUT-SMOG (1-800-288-7664)** **Email:** cut_smog@aqmd.gov **Website:** https://www.aqmd.gov/home/air-quality/complaints	Clean Air Act: CA Health & Safety Code
Idling Trucks and Cars	California Air Resources Board	**1-800-END-SMOG (1-800-363-7664)** **Email:** helpline@arb.ca.gov **Website:** https://ww2.arb.ca.gov/complaints-idling-vehicles	Clean Air Act
Hazardous Materials	**Call your city to report hazardous materials.** Your city may have a contract with the LA County Fire Dept., Health Hazardous Materials Division. If they do, call 323-890-404 or Email: AskHHMD@fire.lacounty.gov Website: https://fire.lacounty.gov/hazmat-contact-us/		Hazardous Materials Transportation Act, Resource Conservation and Recovery Act, Comprehensive Environmental Response, Compensation and Liability Act
Noise	**Call your city to make a noise complaint.**		Local code
Mold, Rats, Food Borne Illness, Lead Hazards	Environmental Health Call Center, LA County Public Health	**Call 1-888-700-9995 or Link to the online complaint form:** https://ehservices.publichealth.lacounty.gov/servlet/guest?service=0&formId=4&saveAction=5 **about all cities except Long Beach, Pasadena, and Vernon, they have their own process.**	Los Angeles County Health & Safety Code Title 11
Lead Paint	Lead Program, LA County Public Health	**1-800-LA-4-LEAD (1-800-524-5323)** **Website:** http://publichealth.lacounty.gov/eh/safety/lead.htm	Toxic Substances Control Act
Trash and Debris	**Call your city to pick-up of trash and debris.**		Local sanitation code
Mosquitos	There are five Vector Control Districts in Los Angeles County	**Go to** https://www.socalmosquito.org/ **to enter your zip code and connect with the vector control district in your area. Or call:** • Greater LA County Vector Control District 562-944-9656 • LA County West Vector-Borne Disease Control District 310-915-7370 • Compton Creek Mosquito Abatement District 310-933-5321 • Antelope Valley Mosquito & Vector Control District 661-942-2917 • San Gabriel Mosquito & Vector Control District 626-814-9466	CA Health and Safety Code

There are three cities in Los Angeles County that have their own health departments: Pasadena, Long Beach, and Vernon. Vernon is the only city health department that does not receive state or federal funds.

Issue	Agency	Contact	Law/Policy
Sanitation, Foodborne Illness, Mosquitos, & Noise, Hazardous Materials	City of Long Beach Environmental Health Bureau	**562-570-4132** **Email:** environmentalhealth@longbeach.gov **Website:** https://www.longbeach.gov/health/inspections-and-reporting/inspections/environmental-health-bureau/file-a-complaint/	Local and State regulations
Sanitation, Food Borne Illness Mold, Rats, Mosquitos, Lead Hazardous Materials	Pasadena Public Health Department, Environmental Health Services Division	**626-744-6004** **Website:** https://www.cityofpasadena.net/citizen-service-center/	Local and State regulations
Sanitation, Health Services, Food Borne Illness and Licensing	City of Vernon Health & Environmental Control Department	**323-583-8811** **Website:** http://www.cityofvernon.org	Local and State regulations