

COMMUNITY STANDARDS DISTRICT – COMPLAINT LOG  
SECOND QUARTER 2016

REF #	DATE & TIME	NAME (LAST, FIRST)	PH#	COMPLAINT TYPE	LOCATION	COMPLAINT	FM O&G ACTION	CALLER RESPONSE	RESPONSE TIME	CSD REPORTING (EMAIL)	DATE & TIME REPORTED	COMMENTS
0916	04/25/16 0733	LADRP	213.974.6453	Landscaping	Stocker & La Cienega	FM O&G received an email forwarded from LADRP from a Baldwin Hills resident stating the “landscape improvements in the nearby oil field to be unacceptable.”  (lp)	FM O&G’s ombudsperson responded to the residents email (04/28), outlining the landscaping phases and implementation. FM O&G’s email responds encouraged the resident to contact FM O&G to further discuss if the resident wished.	N/A	N/A	DRP: (tstapleton)	04/25/16 1311	
1016	05/03/16 0946	LADRP	213.974.6453	Odor/ Dust	View Park	FM O&G received an email forwarded from LADRP from a View Park resident regarding odors and dust.  The resident indicated that on 4/23 they smelled a strong odor “ like I have never smelt before.”  The email also indicated the resident saw a lot of dust in the air during “work.”  (lp)	FM O&G Operations verified on Saturday, April 23rd there were no issues on the field and there were no alarms from the air monitoring equipment at the gas plant. The meteorological station data indicated the wind was blowing towards the east for the majority of the day. We are unable to investigate the dust issue as no date or timeframe was provided.	N/A	Noon	DRP: (tstapleton)  AQMD: (mhernandez)	05/03/16 1332  05/03/16 1332	FM O&G attempted to reach [REDACTED] by phone and was able to leave a partial voice message before disconnected. Two more attempts to reach the caller were unsuccessful.

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1116	05/11/16 0635	LADRP	213.974.6453	Noise/ FM O&G 24 Hour Number	Ladera Crest	<p>FM O&amp;G received an email forwarded from LADRP from a Ladera Crest resident regarding noise.</p> <p>The resident indicated at 11:15 PM the previous night there was a loud sound from machinery.</p> <p>The resident also reported a glitch when attempting to reach the FM O&amp;G 800 number.</p> <p>(pg)</p>	<p>FM O&amp;G operations personnel investigated and reported there were no activities at the oil field that could have contributed to the noise described and confirmed that there were no operational issues at any of our facilities.</p> <p>With regards to the glitch FM O&amp;G had an internal communication error with the call service that was immediately corrected.</p>	FM O&G sent an email response to the resident.	5/12 1245	DRP: (tstapleton)  Public Health: (emasis)	05/11/16 104  05/11/16 1004	<p>As a follow-up to the complaint FM O&amp;G night Operators made hourly rounds between 1700hrs to 0400hrs for 2 nights in order to ID the noise.</p> <p>No issues were identified that may have caused any noise impacts.</p>
1216	05/11/16 0953	LADRP	213.974.6453	Noise	Culver City	<p>FM O&amp;G received an email forwarded from LADRP from a Raintree resident regarding noise.</p> <p>The resident indicated they observed a crane, and heard a loud sounds that resemble drilling.</p>	FM O&G Operations verified there was a rig performing a well abandonment at College Road east of Raintree.	FM O&G spoke to the resident and explained the activity taking place and no drilling activity is occurring. The resident was appreciative of the return call and FM O&G provided the caller with The FM O&G 800 number.	5/12 1245	DRP: (tstapleton)  Public Health: (emasis)	05/11/16 1004  05/11/16 1004	

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