

IDLING COMPLAINT PROCESS

City of Kelowna Idling Control Bylaw 12378

1

First complaint-education based

Report an Environmental concern- Air Quality

- Provide the complete physical address and the license plate.
- An education letter (first warning) will be sent by Air Quality to the physical address provided.

2

Second or subsequent complaints

- If unnecessary idling persists after the first complaint, a ticket could be issued if:
 - 1) The witness provides a witness statement
 - 2) An attending bylaw officer confirms the idling violation

Report a second or subsequent environmental concern-Air Quality

- Second complaints are cross referenced by Air Quality and forwarded to Bylaw Services for enforcement or investigation.

Due to staff resources and priority calls, an officer may not be available to confirm an idling violation while idling is happening. A ticket cannot be issued after the fact, unless the witness provides a witness statement.

We strongly suggest providing a witness statement

WITNESS STATEMENT

Be aware that there are circumstances exempt under Bylaw 12378 that will be considered before issuing a ticket.

If a ticket is issued in support of a witness statement and is disputed, the witness will be required to show up to adjudication to read/provide their statement.

Report a second or subsequent environmental concern-Air Quality

The second report must include the following information:

1. Second complaints are cross-referenced by Air Quality and forwarded to Bylaw Services for enforcement or investigation.
2. First line: "Witness Statement-Second Idling violation in contravention of the Idling Control Bylaw 12378".
3. Time and date of idling violation
4. Description of vehicle (including license plate)
5. Idle time
6. First or previous idling report(s) number
7. Any general observations that pertain to the idling violation (idling frequency, etc.)
8. Attach photo/video (with time and date stamp if possible).

