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Citizens Air Complaint Program

Idling emissions from gasoline and diesel motor vehicle engines are known contributors to health related impacts, including asthma, respiratory and cardiovascular harm. Idling for longer than three minutes or more than one minute while adjacent to a school is illegal. If you witness a vehicle idling illegally, you can anonymously contact **311** or file a complaint online.

Idling Complaint System

If you would like to potentially receive an award for your enforcement efforts, you can also participate in our Citizens Air Complaint Program. To participate, login to our Idling Complaint System to file and track your complaint. Local Law 058 of 2018 details the award amount for submitting this type of complaint.

Learn about the required documentation to submit a complaint.

[Access the Idling Complaint System](#)

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Citizens Air Complaint Program FAQs

[What vehicles can a citizen file an idling complaint against?](#)

[When can a truck legally idle?](#)

[What is a processing device?](#)

A processing device is a device engaging in industrial, commercial, agricultural or other activity, operation, manufacture or treatment in which both (1) chemical, biological and/or physical properties of the material or materials are changed (or in which materials that are conveyed or stored in a non-mobile vented system without changing), and (2) air contaminants are emitted to the outdoor atmosphere.

Trucks that use the motor vehicle engine or a secondary motor to run a piece of equipment such as the refrigeration unit on a delivery truck, an ice cream truck, a truck using a lift gate to load and unload product, etc. are allowed to keep that engine running. If you submit a complaint regarding a refrigeration truck, you must document that the engine that moves the vehicle was on and was not being used to run the refrigeration unit.

In addition, a truck using a lift gate to load and unload product, etc. is allowed to keep that engine running.

Why are armored and other vehicles exempt from the idling rules?

When can a bus legally idle?

Can I file an idling complaint against a passenger vehicle?

Can I file an idling complaint against an emergency vehicle?

How long does the truck or bus have to be idling for in order to file a complaint?

When do you use the one minute standard?

Are there any situations where a respondent does not have to pay the penalty?

What documentation is required to submit the citizen complaint?

How do I submit my complaint?

What happens after I submit my complaint?

How do I request payment if entitled?

Can I track the progress of the summons?