

# St Croix County Compliance Assurance Plan

Purpose: This Compliance Assurance Plan will establish standard guidelines that will lead to compliance with the St Croix County Ordinance, Chapter 43 - Recycling.

The St Croix County Recycling Program as part of the Planning and Zoning Department is responsible for enforcing the County's Recycling Ordinance. Personnel shall follow the guidelines identified in this Compliance Assurance Plan in response to issues associated with recycling. This plan is intended to meet the requirements of s. NR544.04 (9g), Wis. Admin. Code, as well as the St Croix County Ordinance, Chapter 43 - Recycling. The Planning and Zoning Director or his/her designee has citation authority for violations of the County's Recycling Ordinance.

## *Types of Compliance Issues - Residential Recycling Program*

Problem 1: Residential property found to have no recycling option in place

- Letter sent to both property owner and tenant(s)
- Current St Croix County Recycling Newsletter and educational materials accompany letter
- Given one week to comply
- Follow up inspection by Planning and Zoning Director or designee
- If no compliance--citation issued to owner

Problem 2: Resident burning recyclables (Aluminum containers, glass containers, steel containers, bi-metal containers, #1 & #2 plastic containers, newspaper, corrugated cardboard, and magazines).

- Reported to the Planning & Zoning Director or staff—usually by a neighbor or town official.
- Planning & Zoning staff drive by site to see if there is evidence of burning
- Planning & Zoning staff calls and sends a letter to the property owner to notify them of the alleged violation.
- Planning & Zoning staff sends educational information, municipal recycling information and proper disposal requirements to the violator.
- If no compliance—a citation is issued.

Problem 3: Hauler is mixing recyclables with trash

- Recycling Program is notified--usually by resident
- Notify the waste hauler--operations manager--immediately and follow up in writing
- DNR notified
- Inspection of collection methods and vehicle
- Follow-up unannounced inspections of route collections
- If not complying after written notification – citation issued

Problem 4: Resident stockpiling tires, scrap metal, appliances, etc.

- Reported to the Planning & Zoning Director or staff—usually by a neighbor or town official.

- A complaint form is filled out by the complainant stating the nature of the complaint.
- Code enforcement staff contacts property owner to notify them of the alleged violation.
- Code enforcement staff conducts an on-site inspection.
- Code enforcement staff sends educational information and proper disposal requirements to the violator.
- If no compliance—a citation is issued.

Problem 5: Trash found mixed with recyclables

- Hauler leaves tag and does not pick up recyclables
- Hauler notifies Recycling Program
- Current St Croix County Recycling Newsletter and educational materials sent
- Second offense—citation is issued

Problem 6: Recyclable Materials Found in Trash

- Hauler leaves tag
- Random inspections by Planning & Zoning staff
- Hauler/department staff notifies Planning & Zoning Director
- Letter is sent along with St Croix County Recycling Newsletter and educational materials
- On-site follow up by Planning & Zoning staff
- If no compliance--citation is issued

Problem 7: Special wastes (lead acid batteries, major appliances, waste oil, yard waste and waste tires) found mixed with recyclables or trash

- Hauler leaves tag and does not pick up recyclables or trash
- Hauler notifies Recycling Program
- Planning and Zoning staff contact resident and inform them of proper disposal techniques for those wastes
- Current St Croix County Recycling Newsletter and educational materials sent to resident
- Second offense—citation is issued

### ***Types of Compliance Issues - Business Recycling Program***

Problem 7: Multi-family property (property containing 5 or more dwelling units) found to have no recycling option in place

- Contact made with both manager and property owner (phone and/or letter)
- Inspection of property and suggestions for setting up adequate recycling for tenants
- Informed of County notification requirement that all tenants must be notified in writing of the recycling program at the time of renting or leasing and at least semi-annually thereafter
- Apartment recycling materials made available: signage, door hangers, and posters
- Given one week to comply
- Follow up inspection by Planning and Zoning Director or designee
- If no compliance--citation issued to owner

Problem 8: Business found to have recyclables mixed with trash

- Contact made with both manager and property owner
- Letter is sent along with St Croix County Recycling Newsletter and educational materials
- Inspection of property and suggestions for setting up adequate recycling for the building
- Given one week to comply
- On-site follow up by Planning & Zoning staff
- If no compliance--citation issued to building owner or agent