



Community Development

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St. Croix County Community Development Compliance Assurance Plan

Purpose: This Compliance Assurance Plan will establish standard guidelines that will lead to compliance with the St. Croix County Ordinance, Chapter 21 - Recycling.

The St. Croix County Recycling Program, as part of the Community Development 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 § NR544.04 (9g), Wis. Admin. Code, as well as the St. Croix County Ordinance, Chapter 21 - Recycling. The Community Development Director or his/her designee has citation authority for violations of the County's Recycling Ordinance under Chapter 1, Citation Ordinance.

Types of Compliance Issues - Residential Recycling Program

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

- Reported to St. Croix County (SCC) Community Development Department/Recycling Program – Director, Recycling Specialist or designated staff – by renter, neighbor, town official or anonymous
- Fill-out a complaint form and create an electronic file
- Confirm the location is in one of St. Croix County's Responsible Unit Member Municipalities
 - If not, forward the complaint to the appropriate Responsible Unit
- Contact the alleged violator by phone or email to discuss alleged violation and set up a site inspection.
 - After connecting by phone, always follow up with a Notice of Alleged Violation letter (mail or email) identifying the alleged violation and confirming the date/time of the site inspection; this is done to establish a paper trail.
 - If unable to connect by phone, send an email and/or letter letting them know we have received a complaint and need to follow-up to determine if there is a violation; request they contact SCC CDD to set up a site inspection.
 - If no reply is received by email or letter, resend as a certified letter, if no reply is received to a certified letter, the next step is service by the Sheriff's Department – consult with supervisor prior to taking this step
- Notice of Alleged Violation letter should include helpful information such as:
 - current St. Croix County Recycling newsletter, educational materials and hauler contact information
- Site inspection to verify if there is or is not a violation, should be done promptly

- On-site meeting with property owner preferred – when site meeting cannot be set up, drive by should be conducted
- Document site visit or drive by with photos, videos and notes added to electronic file
- Once a violation is confirmed, send Notice of Violation letter
 - Include: date, time, location of violation
 - Cite sections of Chapter 21 that were/are violated
 - Provide instructions to resolve violation or comply with ordinance
 - Identify timeframe – usually 30 days from date of the letter – to resolve violation
- After 30 days, follow-up with a phone call and site inspection (time extension may be granted, consult with supervisor)
 - Document site visit or drive by with photos, videos and notes added to electronic file
- If no compliance – a citation may be issued, consult with supervisor
 - Confirm documentation is complete, additional documented site visits may be needed

PROBLEM 2: Trash found mixed with recyclables

- Hauler leaves tag/note and instructions for proper recycling; hauler does **not** pick up recyclables
- After second violation, Hauler notifies SCC Recycling Program
 - Provides name/address/phone number of alleged violator
- Fill-out a complaint form and create an electronic file
- Confirm the location is in one of St. Croix County's Responsible Unit Member Municipalities
 - If not, forward the complaint to the appropriate Responsible Unit
- Contact the alleged violator by phone or email to discuss alleged violation and set up a site inspection.
 - After connecting by phone, always follow up with a Notice of Alleged Violation letter (mail or email) identifying the alleged violation and confirming the date/time of the site inspection; this is done to establish a paper trail.
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 - If no reply is received by email or letter, resend as a certified letter, if no reply is received to a certified letter the next step is service by the Sheriff's Department – consult with supervisor prior to taking this step
- Notice of Alleged Violation letter should include helpful information such as: current St. Croix County Recycling newsletter and educational materials
- Site inspection to verify if there is or is not a violation, should be done promptly
 - On-site meeting with property owner preferred, when site meeting cannot be set up, drive by should be conducted
 - Document site visit or drive by with photos, videos and notes added to electronic file
- Once a violation is confirmed, send Notice of Violation letter
 - Include: date, time, location of violation
 - Cite sections of Chapter 21 that were/are violated
 - Provide instructions to resolve violation or comply with ordinance

- Identify timeframe – usually 30 days from date of the letter – to resolve violation
- After 30 days, follow-up with a phone call and site inspection
(time extension may be granted, consult with supervisor)
 - Document site visit or drive by with photos, videos and notes added to electronic file
- If no compliance – a citation may be issued, consult with supervisor
 - Confirm documentation is complete, additional documented site visits may be needed

PROBLEM 3: Recyclable materials found in trash

- Hauler leaves tag/note and instructions for proper recycling; hauler does **not** pick up trash
- After second violation, Hauler notifies SCC Recycling Program
 - Provide name/address/phone number of alleged violator
- Fill-out a complaint form and create an electronic file
- Confirm the location is in one of St. Croix County's Responsible Unit Member Municipalities
 - If not, forward the complaint to the appropriate Responsible Unit
- Contact the alleged violator by phone or email to discuss alleged violation and set up a site inspection.
 - After connecting by phone, always follow up with a Notice of Alleged Violation letter (mail or email) identifying the alleged violation and confirming the date/time of the site inspection; this is done to establish a paper trail
 - If unable to connect by phone, send an email and/or letter letting them know we have received a complaint and need to follow up to determine if there is a violation; request that they contact SCC CDD to set up a site inspection
 - If no reply is received by email or letter, resend as a certified letter, if no reply is received to a certified letter the next step is service by the Sheriff's Department – consult with supervisor prior to taking this step
- Notice of Alleged Violation letter should include helpful information such as: current St. Croix County Recycling newsletter and educational materials
- Site inspection to verify if there is or is not a violation, should be done promptly
 - On-site meeting with property owner preferred, when site meeting cannot be set up, drive by should be conducted
 - Document site visit or drive by with photos, videos and notes added to electronic file
- Once a violation is confirmed, send Notice of Violation letter
 - Include: date, time, location of violation
 - Cite sections of Chapter 21 that were/are violated
 - Provide instructions to resolve violation or comply with ordinance
 - Identify timeframe – usually 30 days from date of the letter – to resolve violation
- After 30 days, follow-up with a phone call and site inspection
(time extension may be granted, consult with supervisor)
 - Document site visit or drive by with photos, videos and notes added to electronic file
- If no compliance – a citation may be issued, consult with supervisor
 - Confirm documentation is complete, additional documented site visits may be needed

PROBLEM 4: Hazardous / Special wastes found mixed with recyclables or trash

Includes: hazardous waste, oil, lead acid batteries, major appliances, electronics, tires, yard waste

- Hauler leaves tag/note and instructions for proper recycling; hauler does **not** pick up recyclables or trash
- After second violation, Hauler notifies SCC Recycling Program
 - Provide name/address/phone number of alleged violator
- Fill-out a complaint form and create an electronic file
- Confirm the location is in one of St. Croix County's Responsible Unit Member Municipalities
 - If not, forward the complaint to the appropriate Responsible Unit
- Contact the alleged violator by phone or email to discuss alleged violation and set up a site inspection
 - After connecting by phone, always follow up with a Notice of Alleged Violation letter (mail or email) identifying the alleged violation and confirming the date/time of the site inspection; this is done to establish a paper trail
 - If unable to connect by phone, send an email and/or letter letting them know we have received a complaint and need to follow up to determine if there is a violation; request that they contact SCC CDD to set up a site inspection
 - If no reply is received by email or letter, resend as a certified letter, if no reply is received to a certified letter the next step is service by the Sheriff's Department – consult with supervisor prior to taking this step
- Notice of Alleged Violation letter should include helpful information such as: current St. Croix County Recycling newsletter and educational materials on proper disposal of special wastes and hauler contact information for special wastes
- Site inspection to verify if there is or is not a violation, should be done promptly
 - On-site meeting with property owner preferred, when site meeting cannot be set up, drive by should be conducted
 - Document site visit or drive by with photos, videos and notes added to electronic file
- Once a violation is confirmed, send Notice of Violation letter
 - Include: date, time, location of violation
 - Cite sections of Chapter 21 that were/are violated
 - Provide instructions to resolve violation or comply with ordinance
 - Identify timeframe – usually 30 days from date of the letter – to resolve violation
- After 30 days, follow-up with a phone call and site inspection (time extension may be granted, consult with supervisor)
 - Document site visit or drive by with photos, videos and notes added to electronic file
- Second offense – citation may be issued, consult with supervisor
 - Confirm documentation is complete, additional documented site visits may be needed

PROBLEM 5: Resident burning recyclables

Includes: aluminum containers, glass containers, steel containers, bi-metal containers, #1 & #2 plastic containers, newspaper, corrugated cardboard or magazines

- Reported to St. Croix County (SCC) Community Development Department/Recycling Program – Director, Recycling Specialist or designated staff – by renter, neighbor, town official or anonymous
- Fill-out a complaint form and create an electronic file
- Confirm the location is in one of St. Croix County's Responsible Unit Member Municipalities
 - If not, forward the complaint to the appropriate Responsible Unit
- Contact the alleged violator by phone or email to discuss alleged violation and set up a site inspection.
 - After connecting by phone, always follow up with a Notice of Alleged Violation letter (mail or email) identifying the alleged violation and confirming the date/time of the site inspection; this is done to establish a paper trail.
 - If unable to connect by phone, send an email and/or letter letting them know we have received a complaint and need to follow-up to determine if there is a violation; request they contact SCC CDD to set up a site inspection.
 - If no reply is received by email or letter, resend as a certified letter, if no reply is received to a certified letter, the next step is service by the Sheriff's Department – consult with supervisor prior to taking this step
- Notice of Alleged Violation letter should include helpful information such as: current St. Croix County Recycling newsletter, educational materials and hauler contact information
- Site inspection to verify if there is or is not a violation, should be done promptly
 - On-site meeting with property owner preferred, when site meeting cannot be set up, drive by should be conducted
 - Document site visit or drive by with photos, videos and notes added to electronic file
- Once a violation is confirmed, send Notice of Violation letter
 - Include: date, time, location of violation
 - Cite sections of Chapter 21 that were/are violated
 - Provide instructions to resolve violation or comply with ordinance
 - Identify timeframe – usually 30 days from date of the letter – to resolve violation
- After 30 days, follow-up with a phone call and site inspection (time extension may be granted, consult with supervisor)
 - Document site visit or drive by with photos, videos and notes added to electronic file
- If no compliance – a citation may be issued, consult with supervisor
 - Confirm documentation is complete, additional documented site visits may be needed

PROBLEM 6: Resident stockpiling garbage, recyclables, special wastes such as tires, scrap metal, appliances, electronics, hazardous materials, junk, etc.

- Reported to St. Croix County (SCC) Community Development Department/Recycling Program – Director, Recycling Specialist or designated staff – by renter, neighbor, town official or anonymous
- Coordinate with Community Development Land Use Division staff for possible additional violations of Chapter 17 Zoning, and Public Health Department staff for possible additional violations of Chapter 42 Human Health Hazards
- Fill-out a complaint form and create an electronic file
- Confirm the location is in one of St. Croix County's Responsible Unit Member Municipalities

- If not, forward the complaint to the appropriate Responsible Unit
- Land Use/Public Health/Recycling staff contact the alleged violator by phone or email to discuss alleged violation and set up a site inspection.
 - After connecting by phone, always follow up with a Notice of Alleged Violation letter (mail or email) identifying the alleged violation and confirming the date/time of the site inspection; this is done to establish a paper trail.
 - If unable to connect by phone, send an email and/or letter letting them know we have received a complaint and need to follow-up to determine if there is a violation; request they contact SCC CDD to set up a site inspection.
 - If no reply is received by email or letter, resend as a certified letter, if no reply is received to a certified letter, the next step is service by the Sheriff's Department – consult with supervisor prior to taking this step
- Notice of Alleged Violation letter should include helpful information such as : current St. Croix County Recycling newsletter, educational materials and hauler contact information
- Land Use/Public Health/Recycling staff conduct site inspection to verify if there is or is not a violation, should be done promptly
 - On-site meeting with property owner preferred, when site meeting cannot be set up, drive by should be conducted
 - Document site visit or drive by with photos, videos and notes added to electronic file
- Once a violation is confirmed, send Notice of Violation letter
 - Include: date, time, location of violation,
 - Cite sections of Chapter 21 that were/are violated,
 - Provide instructions to resolve violation or comply with ordinance,
 - Identify timeframe – usually 30 days from date of the letter – to resolve violation
- After 30 days, follow-up with a phone call and site inspection (time extension may be granted, consult with supervisor)
 - Document site visit or drive by with photos, videos and notes added to electronic file
- If no compliance – a citation may be issued, consult with supervisor
 - Confirm documentation is complete, additional documented site visits may be needed

Types of Compliance Issues - Hauler Recycling Program

PROBLEM 7: 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 – Haulers are accountable to the DNR
- Inspection of collection methods and vehicle
- Follow-up unannounced inspections of route collections
- If not complying after written notification – citation may be issued

Types of Compliance Issues – Multi-Family Recycling Program

PROBLEM 8: Multi-family property found to have no recycling option on-site

(property containing 5 or more dwelling units)

- Reported to St. Croix County (SCC) Community Development Department/Recycling Program – Director, Recycling Specialist or designated staff – by renter, neighbor, town official or anonymous
- Fill-out a complaint form and create an electronic file
- Confirm the location is in one of St. Croix County's Responsible Unit Member Municipalities
 - If not, forward the complaint to the appropriate Responsible Unit
- Contact the alleged violator by phone or email to discuss alleged violation and set up a site inspection.
 - After connecting by phone, always follow up with a Notice of Alleged Violation letter (mail or email) identifying the alleged violation and confirming the date/time of the site inspection; this is done to establish a paper trail.
 - If unable to connect by phone, send an email and/or letter letting them know we have received a complaint and need to follow up to determine if there is a violation; request that they contact SCC CDD to set up a site inspection.
 - If no reply is received by email or letter, resend as a certified letter, if no reply is received to a certified letter the next step is service by the Sheriff's Department – consult with supervisor prior to taking this step.
- Notice of Alleged Violation letter should include helpful information such as: current St. Croix County Recycling newsletter, Guide to Recycling for Multi-Family Dwellings and hauler contact information
- Inform manager/owner 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
- Site inspection to verify if there is or is not a violation, should be done promptly
 - On-site meeting with property owner preferred, when site meeting cannot be set up, drive by should be conducted
 - Document site visit or drive by with photos, videos and notes added to electronic file
- Once a violation is confirmed, send Notice of Violation letter
 - Include: date, time, location of violation,
 - Cite sections of Chapter 21 that were/are violated,
 - Provide instructions to resolve violation or comply with ordinance,
 - Identify timeframe -- usually 30 days from date of the letter -- to resolve violation
- After 30 days, follow-up with a phone call and site inspection (time extension may be granted, consult with supervisor)
 - Document site visit or drive by with photos, videos and notes added to electronic file
- If no compliance – a citation may be issued, consult with supervisor
 - Confirm documentation is complete, additional documented site visits may be needed

Types of Compliance Issues – Business Recycling Program

PROBLEM 9: Businesses found to have recyclables mixed with trash

- Reported to St. Croix County (SCC) Community Development Department/Recycling Program – Director, Recycling Specialist or designated staff – by renter, neighbor, town official or anonymous
- Fill-out a complaint form and create an electronic file
- Confirm the location is in one of St. Croix County's Responsible Unit Member Municipalities
 - If not, forward the complaint to the appropriate Responsible Unit
- Contact the alleged violator by phone or email to discuss alleged violation and set up a site inspection.
 - After connecting by phone, always follow up with a Notice of Alleged Violation letter (mail or email) identifying the alleged violation and confirming the date/time of the site inspection; this is done to establish a paper trail.
 - If unable to connect by phone, send an email and/or letter letting them know we have received a complaint and need to follow up to determine if there is a violation; request that they contact SCC CDD to set up a site inspection.
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- Notice of Alleged Violation letter should include helpful information such as: current St. Croix County Recycling newsletter, educational materials and hauler contact information
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 - Include: date, time, location of violation,
 - Cite sections of Chapter 21 that were/are violated,
 - Provide instructions to resolve violation or comply with ordinance,
 - Identify timeframe -- usually 30 days from date of the letter -- to resolve violation
- After 30 days, follow-up with a phone call and site inspection (time extension may be granted, consult with supervisor)
 - Document site visit or drive by with photos, videos and notes added to electronic file
- If no compliance – a citation may be issued, consult with supervisor
 - Confirm documentation is complete, additional documented site visits may be needed