



Enforcement Response Plan

National Pollutant Discharge Elimination System
Phase I Municipal Separate Storm Sewer System
Permit

Prepared for:

City of Norcross

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1039 Sullivan Road, Suite 200
Newnan, GA 30265
(p) 678.552.2106
(f) 678.552.2107

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1. INTRODUCTION

As required in the National Pollutant Discharge Elimination System (NPDES) Phase I Municipal Separate Storm Sewer System (MS4) permit effective June 11, 2014, the City of Norcross (City) must develop and implement an Enforcement Response Plan (ERP) that describes the action to be taken for violations associated with this permit and the SWMP. The ERP will detail the permittee's responses to any noted stormwater violations, including escalating enforcement responses to address repeat and continuing violations.

2. ILLICIT DISCHARGE PROHIBITION

2.1 Purpose

The Purpose of the Illicit Discharge Ordinance is to provide for the health, safety, and general welfare of the citizens of the city through the regulation of non-stormwater discharges to the municipal separate storm sewer system (MS4) to the maximum extent practicable. The objectives of the ordinance are:

- a. To regulate the contribution of pollutants to the MS4 by stormwater discharges by any user;
- b. To prohibit illicit connections and discharges to the MS4;
- c. To establish legal authority to carry out all inspection, surveillance and monitoring, and enforcement procedures necessary to ensure compliance with this ordinance.

2.2 Violations, Enforcement Mechanisms, Appropriate Responses, and Time Frames

The following enforcement mechanisms will be used in the event a person violates the Illicit Discharge Ordinance. The following enforcement mechanism shall also be used in the event a violation has occurred at an Industrial or HVPS site:

Notice of Violation – Whenever the department finds that a violation of this ordinance has occurred, the department may order compliance by written notice of violation.

The notice of violation shall contain:

- a. The name and address of the alleged violator; and
- b. The address when available or a description of the building, structure, premises or land upon which the violation is occurring, or has occurred; and
- c. A statement specifying the nature of the violation; and
- d. A description of the remedial measures necessary to restore compliance with this article and a time schedule for the completion of such remedial action; and
- e. A statement of the penalty or penalties that shall or may be assessed against the person to whom the notice of violation is directed; and,
- f. A statement that the determination of violation may be appealed to the department by filing a written notice of appeal with 30 days of service of notice of violation.

Such notice may require without limitation:

- a. The performance of monitoring, analyses, and reporting;
- b. The elimination of illicit discharges and illegal connections;
- c. That violations of this article shall cease and desist;
- d. The abatement of non-storm water discharges, the remediation of land or the effects of pollution, and the restoration of any affected property to its unaffected condition;
- e. Payment of costs to cover administrative and abatement costs; and,
- f. The implementation of pollution prevention practices.
- g. The development and provision to the department of documents showing the location and discharge points of conveyances, pipes, channels, or drains; and
- h. Any other actions that will lead to the remedy of a condition of violation of this article

Appeal of Notice of Violation – Any person receiving a Notice of Violation may appeal the determination of the director or his designee. The notice of appeal must be received by the department within 30 days from the date of the notice of violation. Hearing on the appeal before the director shall take place within 15 days from the date of receipt of the notice of appeal. The decision of the director shall be final

Enforcement Measures After Appeal – If the violation has not been corrected pursuant to the requirements set forth in the Notice of Violation, or, in the event of an appeal, within three days of the decision of the director upholding the decision of the director or his designee, then, in addition to any other remedies that may be available, representatives of the department or its contractors may enter upon the subject private premises, property or facility, where they are then authorized to take any and all actions or measures necessary to abate the violation and/or restore the property. Such measures or actions shall include but not be limited to repairs, maintenance, containment, cleanup and remediation. It shall be a violation of this article for any person, owner, agent or person in possession of any premises, property or facility to refuse to allow the department or designated contractor to enter upon the premises for the purposes set forth above.

Cost of Abatement of the Violation – Within ten working days after abatement of the violation by the department or its contractors, the owner of the property will be notified of the cost of abatement, including administrative costs. The property owner may file a written protest objecting to the assessment or the amount of the assessment within ten working days of such notice. If the amount due is not paid within 30 days after receipt of the notice, or if an appeal is taken, within 30 days after a decision on said appeal, the charges shall become a special assessment against the property and shall constitute a lien on the property for the amount of the assessment. Any person violating any of the provisions of this article shall become liable to the City by reason of such violation.

Criminal Penalties – For violations of this article, the department may issue a citation to the alleged violator requiring such person to appear in a court of competent jurisdiction to answer charges for such violation. Upon conviction, such person shall be punished by a fine not to exceed \$1,000.00 or imprisonment for 60 days or both. Each act of violation and each day upon which any violation shall occur shall constitute a separate offense.

2.3 Tracking

Enforcement of the IDDE Ordinance is the responsibility of the Code Enforcement department. The department will maintain an electronic database of all identified violations and enforcement actions. The case record will include pertinent information including:

- Dates
 - Inspections and reinspections
 - Violation discovered
 - Notice of violation issued
- Property
 - Address
 - Owner
- Type of Enforcement Action
 - Notice of Violation
 - Action by City
- Required Timeframe to Correct Violation
- Final Resolution
 - Date
 - Verification

Notice of violations provided to violators as well as any other correspondence will be maintained on file by the Code Enforcement department.

2.4 Table 2.1 Illicit Discharge Enforcement Table

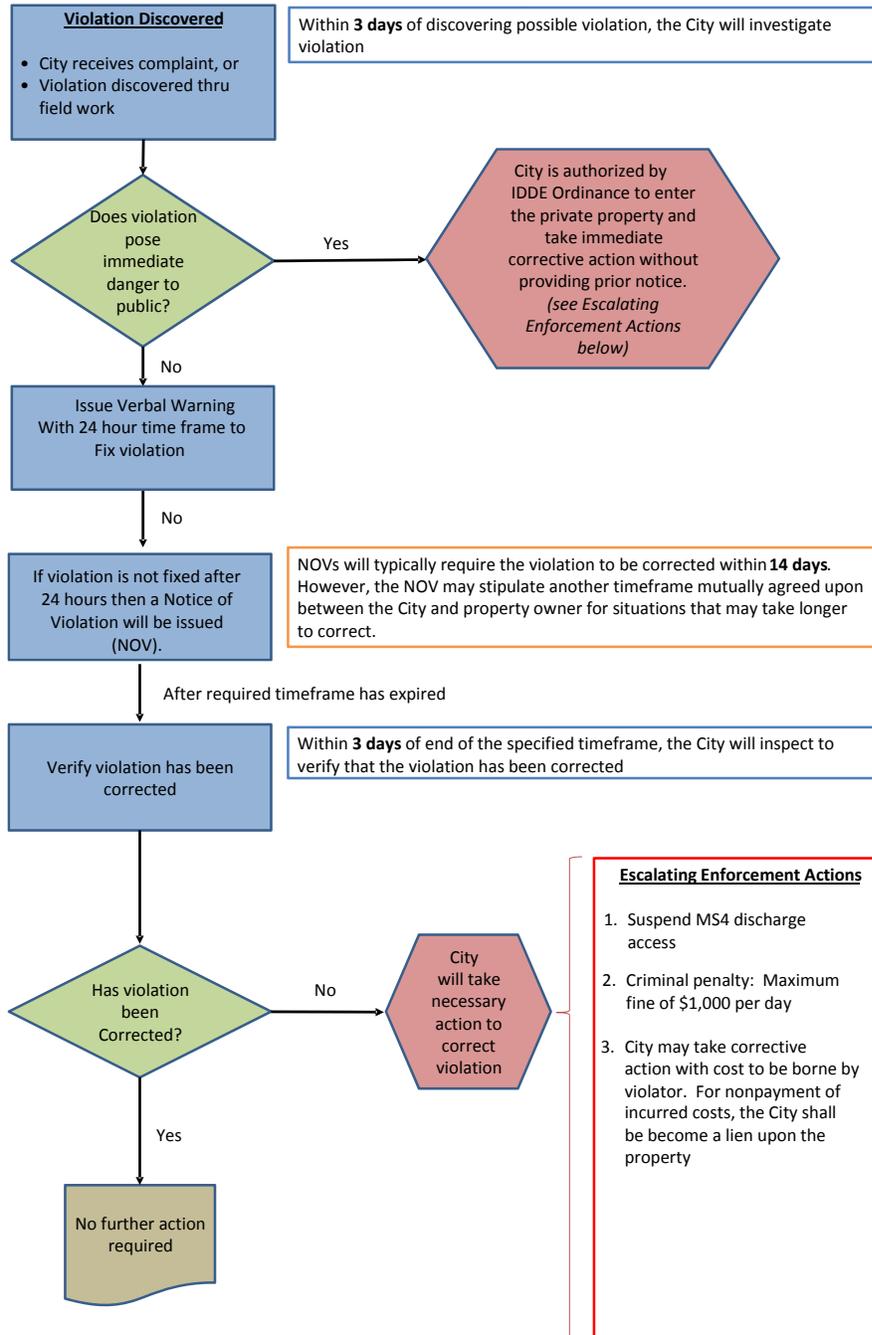
Illicit Discharge Enforcement Table				
Violations	Action Required by Site	Enforcement Mechanisms	Time to Complete Remediation	Ordinance Section
Illicit Discharge	Elimination or cessation of violating discharges, practices, or operations.	The City Code Enforcement Department will first visit the site and give a verbal warning with a 24-hour deadline to correct the violation. If the violation is determined to be intentional then a citation will immediately be issued. After 24 hours if the violation has not been corrected then a notice of violation will be issued with a completion date. If the violation has not been cleaned or fixed by the completion date given, then citation will be issued.	Verbal warning with a 24-hour deadline. The Notice of Violation will have a completion date which states when the violation must be corrected.	Section 102.7
Illegal Connection	Removal of illegal connection	The City Code Enforcement Department will first visit the site and give a verbal warning with a 24-hour deadline to correct the violation. If the violation is determined to be intentional then a citation will immediately be issued. After 24 hours if the violation has not been corrected then a notice of violation will be issued with a completion date. If the violation has not been cleaned or fixed by the completion date given, then citation will be issued.	Verbal warning with a 24-hour deadline. The Notice of Violation will have a completion date which states when the violation must be corrected.	Section 102.7

Figure 2.1 IDDE Ordinance Enforcement Flow Chart

Enforcement Procedures for Violations of City of Norcross Illicit Discharge and Illegal Connection Ordinance

City of Norcross Enforcement Response Plan

Enforcement Responsibility: City of Norcross Code Enforcement Department



3. SOIL EROSION, SEDIMENTATION, AND POLLUTION CONTROL

3.1 Purpose

Excessive soil erosion and resulting sedimentation can take place during land-disturbing activities if requirements of the Soil Erosion, Sedimentation and Pollution Control Ordinance and the NPDES permit are not met. Therefore, plans for those land-disturbing activities that are not exempted by this ordinance shall contain provisions for application of soil erosion, sedimentation and pollution control measures and practices. Measures shall be installed to prevent or control erosion, sedimentation and pollution during all stages of any land-disturbing activity in accordance with requirements of this ordinance and the NPDES permit.

3.2 Violations, Enforcement Mechanisms, Appropriate Responses, and Time Frames

If a person violates the Soil Erosion, Sedimentation and Pollution Control Ordinance the following enforcement mechanisms will be used:

1. *Notice of Violation* – If the violation is not corrected within 24 hours, the city shall issue a notice of violation to the responsible person.

For the first and second violations of the provisions of this ordinance, the director or the local issuing authority shall issue a written warning to the violator. The violator shall have five days to correct the violation.

2. *Stop Work Order* – If the violation is not corrected within five days the director or the local issuing authority shall issue a stop-work order requiring that land disturbing activities be stopped until necessary corrective action or mitigation has occurred; provided, however, that if the violation presents an imminent threat to public health or waters of the state or if the land-disturbing activities are conducted without obtaining the necessary permit, the director or the local issuing authority shall issue an immediate stop-work order in lieu of a warning.

For a third and each subsequent violation, the director or the local issuing authority shall issue an immediate stop-work order.

All stop-work orders shall be effective immediately upon issuance and shall be in effect until the necessary corrective action or mitigation has occurred.

When a violation in the form of taking action without a permit, failure to maintain a stream buffer, or significant amounts of sediment, as determined by the local issuing authority or by the director or his or her designee, have been or are being discharged into state waters and where best management practices have not been properly designed, installed, and maintained, a stop work order shall be issued by the local issuing authority or by the director or his or her designee. Such stop work orders shall apply to all land-disturbing activity on the site with the exception of the installation and maintenance of temporary or permanent erosion and sediment controls.

Bond Forfeiture – If, through inspection, it is determined that a person engaged in land-disturbing activities has failed to comply with the approved plan, a written notice to comply shall be served upon that person. The notice shall set forth the measures necessary to achieve compliance with the plan and shall state the time within which such measures must be completed. If the person engaged in the land-disturbing activity fails to comply within the time specified, he shall be deemed in violation of this ordinance and, in addition to other penalties, shall be deemed to have forfeited his performance bond, if required to post one under the provisions of Section 109-490(j). The Local Issuing Authority may call the bond or any part thereof to be forfeited and may use the proceeds to hire a contractor to stabilize the site of the land-disturbing activity and bring it into compliance.

Monetary Penalties – Any person who violates any provisions of this ordinance, or any permit condition or limitation established pursuant to this article or who negligently or intentionally fails or refuses to comply with any final or emergency order of the Director issued as provided in this article, shall be liable for a civil penalty not to exceed \$2,500.00 per day. For the purpose of enforcing the provisions of this article, notwithstanding any provisions in any City charter to the contrary, municipal courts shall be authorized to impose penalty not to exceed \$2,500.00 for each violation. Notwithstanding any limitation of law as to penalties which can be assessed for violations of county ordinances, any magistrate court or any other court of competent jurisdiction trying cases brought as violations of this article, under county ordinances approved pursuant to state law under this article shall be authorized to impose penalties for such violations not to exceed \$2,500.00 for each violation or may impose a sentence of imprisonment no to exceed 60 days in jail or both. Each day during which violation or failure or refusal to comply continues shall be a separate violation.

1. The court shall have the power and authority to order the violation corrected in compliance with the requirements of this article and the court may require payment of restitution or impose other punishment allowed by law.
2. In any case in which any land is, or is proposed to be, used or activities are undertaken in violation of this article, the county, in addition to other remedies provided by law, may petition for a restraining order, injunction, abatement, or take any other appropriate legal action or proceeding through a court of competent jurisdiction to prevent, restrain, or abate such unlawful use or activity.

3.3 Tracking

Enforcement of the E&SC Ordinance is the responsibility of the City Engineer and Building Official with the Community Development Department. The Community Development Department will maintain an electronic database of all identified violations and enforcement actions. The log will include pertinent information including:

- Dates
 - Inspections and re-inspections
 - Violation discovered
 - Notice of violation issued
 - Stop Work Orders
- Land Disturbance Permit
 - Address
 - Owner
- Type of Enforcement Action
 - Notice of Violation
 - First, Second, or Subsequent
 - Stop Work Order
- Required Timeframe to Correct Violation
- Final Resolution
 - Re-inspection date

Inspection reports and notice of violations provided to violators as well as any other correspondence will be maintained on file by the Community Development Department.

3.4 Table 3.1 Soil Erosion and Sedimentation Control Table

Soil Erosion and Sedimentation Control Table				
Violations	Action Required by Site	Enforcement Mechanisms	Time to Complete Remediation *	Ordinance Section
No Level 1A on site	Get a certified person on site as soon as possible	Give a written warning for the first and second offense. For the third offense a Stop Work is to be issued.	Work may resume once a 1A is on site	Article VIII
No Permit	Stop Work	Post a stop work, issue a site inspection form, and log into the E&S database.	Work may resume once a permit is granted	Article VIII
Silt fence is more than 1/2 full	Remove the silt build up	Verbal warning. For the first and second offense post a Notice of Violation. On the third and subsequent offense post a stop work order. With each of these actions issue a site inspection form listing all violations with a time and date to complete remediation, and log in the E&S database.	This is to be completed by the end of the work day. Special considerations can be made by the inspector, but in no case shall more than 24 hours be given for this repair as the contractor is to inspect E&S on a daily basis.	Article VIII
Silt fence fabric is falling	Replace silt fence and remove any silt build up	Verbal warning. For the first and second offense post a Notice of Violation. On the third and subsequent offense post a stop work order. With each of these actions issue a site inspection form listing all violations with a time and date to complete remediation, and log into the E&S database.	This is to be completed by the end of the work day. Special considerations can be made by the inspector, but in no case shall more than 24 hours be given for this repair as the contractor is to inspect E&S on a daily basis.	Article VIII
Construction exit not in place	Immediately stop all site activity until the construction exit is in place. No vehicles should leave the site unless the sediment is removed from their tires.	Post a stop work order, issue a site inspection form, and log into the E&S database.	24 hours at most as this is required maintenance and should be checked weekly by the site.	Article VIII
Construction exit is in disrepair and tracking is occurring	Maintain pad to original specifications	Verbal warning. For the first and second offense post a Notice of Violation. On the third and subsequent offense post a stop work order. With each of these actions issue a site inspection form listing all violations with a time and date to complete remediation, and log into the E&S database.	24 hours at most as this is required maintenance and should be checked weekly by the site.	Article VIII

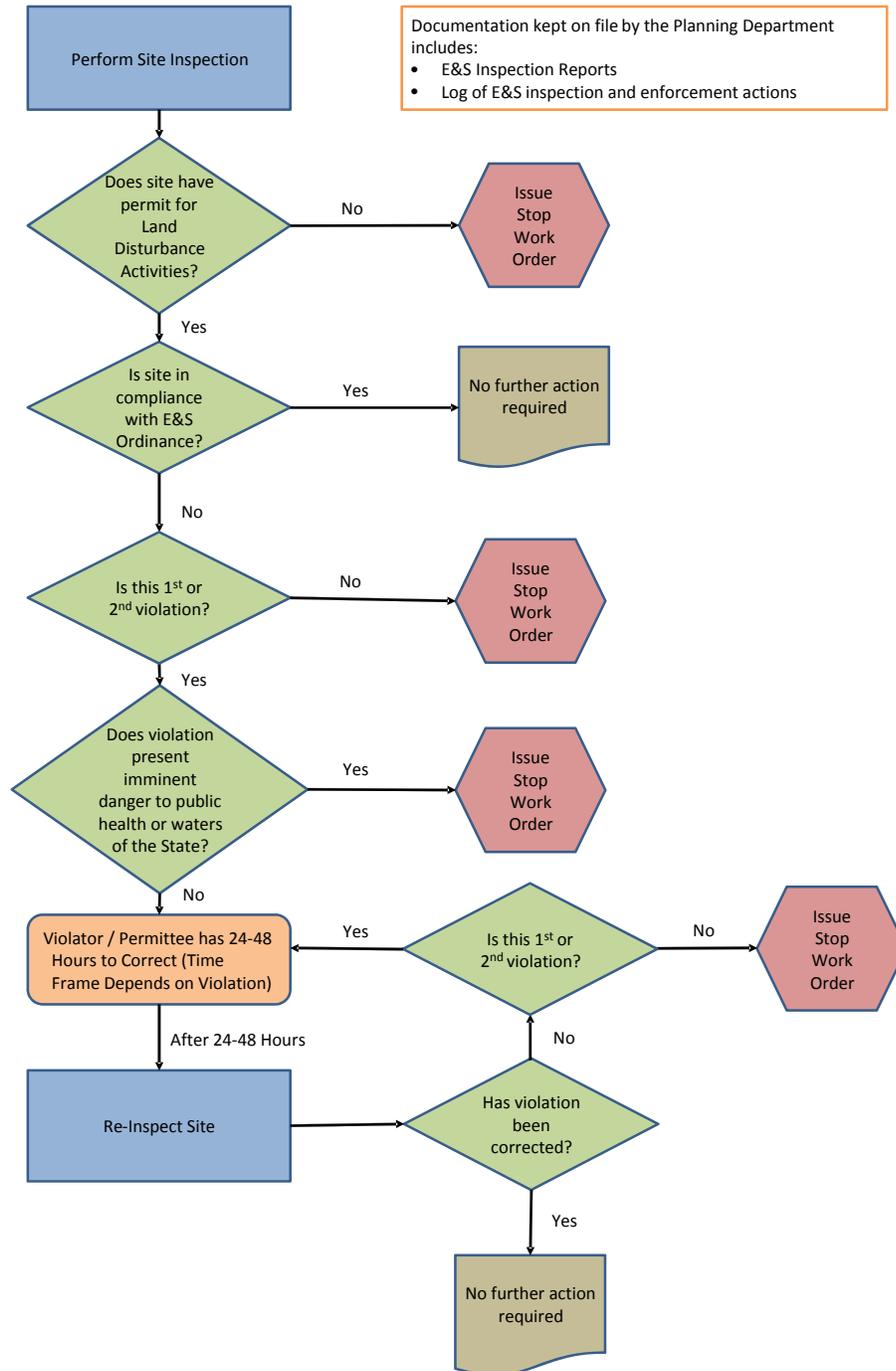
Soil Erosion and Sedimentation Control Table				
Violations	Action Required by Site	Enforcement Mechanisms	Time to Complete Remediation *	Ordinance Section
Inlet sediment trap not installed correctly	Replace as specified on plans	Verbal warning. For the first and second offense post a Notice of Violation. On the third and subsequent offense post a stop work order. With each of these actions issue a site inspection form listing all violations with a time and date to complete remediation, and log into the E&S database.	24 hours	Article VIII
Inlet sediment trap is more than half full	Remove the silt build up	Verbal warning. For the first and second offense post a Notice of Violation. On the third and subsequent offense post a stop work order. With each of these actions issue a site inspection form listing all violations with a time and date to complete remediation, and log into the E&S database.	This is to be completed by the end of the work day. Special considerations can be made by the inspector, but in no case shall more than 24 hours be given for this repair as the contractor is to inspect E&S on a daily basis.	Article VIII
Failure to maintain a stream buffer	Immediately stop all work in the buffer. Take every action to repair the buffer. Replace double row of type C silt fence at the buffer to prevent future encroachments.	Post a stop work, issue a site inspection form, and log into the E&S database	As soon as possible, but not more than 24 hours	Article VIII
Significant amounts of sediment leaving site	Immediately stop work and clean up the sediment which has left the site. Repair and update erosion control to prevent a future reoccurrence.	Post a stop work, issue a site inspection form, and log into the E&S database	As soon as possible, but not more than 24 hours	Article VIII
An area has gone longer than 14 days without grading	Stabilized site in accordance with site plan	Verbal warning. For the first and second offense post a Notice of Violation. On the third and subsequent offense post a stop work order. With each of these actions issue a site inspection form listing all violations with a time and date to complete remediation, and log into the E&S database.	48 hours	Article VIII

Soil Erosion and Sedimentation Control Table				
Violations	Action Required by Site	Enforcement Mechanisms	Time to Complete Remediation *	Ordinance Section
Failure to maintain BMPs in accordance with the plans and the Georgia Manual For Erosion and Sediment Control	Perform maintenance as outline on the plans or the Georgia Manual For Erosion and Sediment Control	Verbal warning. For the first and second offense post a Notice of Violation. On the third and subsequent offense post a stop work order. With each of these actions issue a site inspection form listing all violations with a time and date to complete remediation, and log into the E&S database.	In no case shall longer than 48 hours be given for actions requiring daily inspections	Article VIII

* No more than five days shall be given to correct any violation in accordance with the city ordinance section VII

Figure 3.1 E&SC Ordinance Enforcement Flow Chart

Enforcement Procedures for Violations of the City of Norcross Soil Erosion, Sedimentation and Pollution Control Ordinance
 City of Norcross Enforcement Response Plan
 Enforcement Responsibility: City of Norcross Inspections Department



4. POST-CONSTRUCTION STORMWATER RUNOFF

4.1 Purpose

The purpose of the Post-Development Stormwater Management Ordinance is to establish minimum stormwater management requirements and controls to protect and safeguard the general health, safety, and welfare of the public residing in watersheds within the City of Norcross jurisdiction.

4.2 Violations, Enforcement Mechanisms, Appropriate Responses, and Time Frames

If a person violates the Post-Development Stormwater Management Ordinance the following enforcement mechanisms will be used:

1. *Notice of Violation* – If the owner has not fixed or come up with a plan to fix the violation then a notice of violation will be issued. The notice of violation shall contain:
 - a. The name and address of the owner or the applicant or the responsible person;
 - b. The address or a description of the site upon which the violation is occurring;
 - c. A statement specifying the nature of the violation;
 - d. A description of the remedial measures necessary to bring the action or inaction into compliance with the permit, the stormwater management plan or this ordinance and the date for the completion of such remedial action
 - e. A statement of the penalty or penalties that may be assessed against the person to whom the notice of violation is directed; and,
 - f. A statement that the determination of violation may be appealed to the City by filing a written notice of appeal within thirty (30) days after the notice of violation (except, that in the event the violation constitutes an immediate danger to public health or public safety, 24 hours notice shall be sufficient.

In the event the remedial measures described in the notice of violation have not been completed by the date set forth for such completion in the notice of violation, any one or more of the following actions or penalties may be taken or assessed against the person to whom the notice of violation was directed. Before taking any of the following actions or imposing any of the following penalties, the Community Development Department shall first notify the applicant or other responsible person in writing of its intended action, and shall provide a reasonable opportunity, of not less than ten days (except, that in the event the violation constitutes an immediate danger to public health or public safety, 24 hours notice shall be sufficient) to cure such violation. In the event the applicant or other responsible person fails to cure such violation after such notice and cure period, the City may take any one or more of the following actions or impose any one or more of the following penalties.

Stop Work Orders – The Community Development Department may issue a stop work order which shall be served on the applicant or other responsible person. The stop work order shall remain in effect until the applicant or other responsible person has taken the remedial measures set forth in the notice of violation or has otherwise cured the violation or violations described therein, provided the stop work order may be withdrawn or modified to enable the applicant or other responsible person to take the necessary remedial measures to cure such violation or violations.

Withhold Certificate of Occupancy – The Community Development Department may refuse to issue a certificate of occupancy for the building or other improvements constructed or being constructed on the site until the applicant or other responsible person has taken the remedial measures set forth in the notice of violation or has otherwise cured the violations described therein.

Suspension, Revocation or Modification or Permit – The Community Development Department may suspend, revoke or modify the permit authorizing the land development project. A suspended, revoked or modified permit may be reinstated after the applicant or other responsible person has taken the remedial measures set forth in the notice of violation or has otherwise cured the violations described therein, provided such permit may be reinstated [upon such conditions as the City may deem necessary] to enable the applicant or other responsible person to take the necessary remedial measures to cure such violations.

Civil Penalties – In the event the applicant or other responsible person fails to take the remedial measures set forth in the notice of violation or otherwise fails to cure the violations described therein within ten days, or such greater period as the Community Development Department shall deem appropriate (except, that in the event the violation constitutes an immediate danger to public health or public safety, 24 hours notice shall be sufficient) after the Community Development Department has taken one or more of the actions described above, Community Development Department may impose a penalty not to exceed \$1,000 (depending on the severity of the violation) for each day the violation remains un-remedied after receipt of the notice of violation.

Criminal Penalties – For intentional and flagrant violations of this ordinance, the Community Development Department may issue a citation to the applicant or other responsible person, requiring such person to appear in Municipal Court to answer charges for such violation. Upon conviction, such person shall be punished by a fine to exceed \$1,000 or imprisonment for 60 days or both. Each act of violation and each day upon which any violation shall occur shall constitute a separate offense.

The Community Development Department will be responsible in investigating any violations and enforcing the ERP. Table 4.1 outlines the types of violations, action required, enforcement mechanisms, time to complete remediation, and ordinance references.

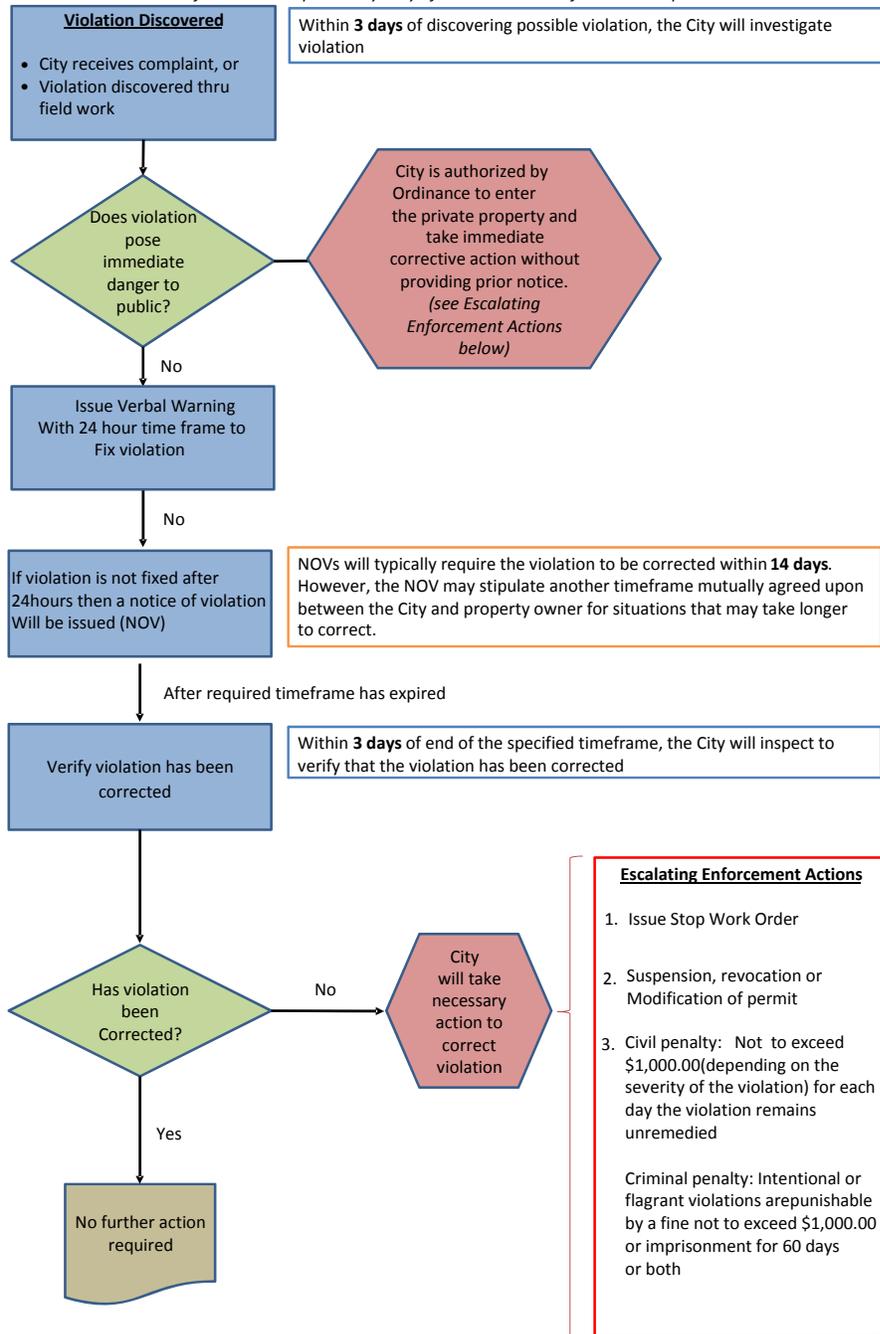
4.3 Table 4.1 Post-Construction Stormwater Management Table

Post-Construction Stormwater Management Table				
Violation	Action Required by Site	Action Required by Inspector	Time to Complete Remediation	Ordinance Section
Dam, Side Slopes, Pond floor, Outlet Structure, Emergency Spillway, Outfalls into Detention Pond, Sediment Forebay, and Trash/Debris violations	Correct the deficiency noted during inspection.	If a deficiency exists, the owner of the structure will be issue a Notice of Violation. If the deficiency remains unresolved, the city may issue a stop work order, correct the deficiency and may fine the violator \$2,500.00.	Time schedule for completion varies and is specified in the Notice of Violation.	Article VII

Enforcement Procedures for Violations of City of Norcross Post -Development Stormwater Management Ordinance

City of Norcross Enforcement Response Plan

Enforcement Responsibility: City of Norcross Code Enforcement department:



4.4 Tracking

Enforcement of the Post-Development Stormwater Management Ordinance is the responsibility of the City Engineer and Building Official with the Community Development Department. The Community Development Department will maintain an electronic database of all identified violations and enforcement actions. The log will include pertinent information including:

- Dates
 - Inspections and reinspections
 - Violation discovered
 - Notice of violation issued
- Property
 - Address
 - Owner
- Type of Enforcement Action
 - Notice of Violation
 - Action by City
- Required Timeframe to Correct Violation
- Final Resolution
 - Date
 - Verification

Inspection reports and notice of violations provided to violators as well as any other correspondence will be maintained on file by the Community Development Department.

5. LITTERING AND DUMPING

5.1 Purpose

The purpose of the Litter Control ordinance is to protect the public health, safety, environment and general welfare through the regulation and prevention of litter. Trash and litter can ultimately reach streams and water bodies by way of contaminating stormwater runoff. These substances could potentially degrade water and aquatic resources.

5.2 Violations, Enforcement Mechanisms, and Abatement

It shall be unlawful for any person to violate any provision or fail to comply with any of the requirements of this article. Any person who has violated or continues to violate the provisions of this article, may be subject to the enforcement actions outline in this section or may be restrained by injunction or otherwise sentenced in a manner provided by law.

Civil Penalties – Any person who violates this ordinance shall be guilty of a violation and, upon conviction thereof, shall be punished as follows:

1. By a fine of not less than \$200.00 and not more than 200.00; and
2. In addition to the fine set out in subsection (c)(1) of this section, the violator shall reimburse the City of Norcross for the reasonable cost of removing the litter when the litter is or is ordered removed by the City; and
3. In the sound discretion of the court, the person may be directed to pick up and remove any and all litter from any public street or highway or public right-of way for a distance not to exceed one mile, any litter he has deposited and any and all litter deposited thereon by anyone else prior to the date of execution of sentence; or

In the sound discretion of the court the person may be directed to pick up and remove any and all litter from any public property, private right-of-way, or with prior permission of the legal owner or tenant in lawful possession of such property, any private property upon which it can be established by competent evidence that he has deposited litter. Pick up and removal shall include any and all litter deposited thereon by anyone prior to the date of execution of sentence; and,

4. The court may publish the names and persons convicted of violating this ordinance

Table 5.1 outlines the types of violations, action required, enforcement mechanisms, time to complete remediation, and ordinance references.

Table 5.1 Litter and Dumping Enforcement Table

Litter and Dumping Enforcement Table				
Violations	Action Required by Site	Enforcement Mechanisms	Time to Complete Remediation	Ordinance Section
Littering, dumping, depositing on or in the premises of another, streets, streams, lakes, including public or private waters	Correct Violation	Any person who violates section 26-89 shall be punished by a fine not less than \$200.00 and not more than \$200.00.	Immeadiately	Article 4 Section 26-89

5.3 Tracking

Enforcement of the Litter Control Ordinance is the responsibility of the Code Enforcement Department. The Code Enforcement Department will maintain an electronic database of all identified violations and enforcement actions. The log will include pertinent information including:

- Dates
 - Inspections and reinspections
 - Violation discovered
 - Notice of violation issued
- Property
 - Address
 - Owner
- Type of Enforcement Action
 - Notice of Violation
 - Action by City
- Required Timeframe to Correct Violation
- Final Resolution
 - Date
 - Verification

Inspection reports and notice of violations provided to violators as well as any other correspondence will be maintained on file by the Code Enforcement Department.

6. TRACKING

Norcross has a complaint form located on the City's webpage so citizens can report any suspected water quality complaints and erosion and sedimentation issues. Complaints can be emailed directly from the website or called into the City. The date, time, location, and nature of the complaint as well as any other pertinent information is logged into an electronic database. Once the complaint has been received, the Norcross Code Enforcement department staff will be responsible for investigating the complaint and taking appropriate action per the procedures in the Enforcement Response Plan.

If a violation has occurred, the violation and subsequent actions will be logged into the City's electronic database by the inspections department staff for tracking purposes. Each violation or complaint in the database will be tracked by the inspections department staff until the violation has been corrected.