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# Enforcement Response Plan

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

*Prepared for:*

**City of Perry**

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## 1. INTRODUCTION

As required in the National Pollutant Discharge Elimination System (NPDES) Phase II Municipal Separate Storm Sewer System (MS4) permit effective December 6, 2022, the City of Perry (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

It should be noted that requirements of illicit discharge prohibition are within *Article 7 – Stormwater Management* of the *Land Management Ordinance*. The purpose of this article is to protect the public health, safety, environment and general welfare of the citizens of the City through the regulation of non-stormwater discharges to the storm drainage system to the maximum extent practicable. The objectives of this article are:

- a. To regulate the contribution of pollutants to the municipal separate storm sewer system (MS4) by stormwater discharges by any user;
- b. To prohibit illicit connections and discharges to the MS4; and
- c. To establish legal authority to carry out all inspections; surveillance and monitoring; and enforcement procedures as necessary to ensure compliance with this article.

### 2.2 Authority

Perry Land Management Ordinance, Article 7 – Stormwater Management, Section 7-1, provides the authority to implement illicit discharge and illegal connection enforcement measures. It provides the authority to implement an inspection, investigation and enforcement action to prevent any type of illicit discharge or illegal connection into the MS4 system.

### 2.3 Violations, Enforcement Mechanisms, Appropriate Responses, and Time Frames

Violations of the Land Management Ordinance can be characterized as Minor Violations or Major Violations, which are a threat to the environment and/or public health. Possible violations are listed in the table below:

<b>Illicit Discharge Detection and Elimination Violations</b>		
<i>Violation</i>	<i>Definition</i>	<i>Violation Type</i>
Sewage/Septage Flows	Flows from sewer pipes or septic systems.	Major - Threat to environment and/or public health

Washwater	Flows generated from commercial car washing, gray water (laundry) from homes, and commercial laundry wastewater.	Major - Threat to environment and/or public health
Liquid Waste	Hazardous waste that is commonly found disposed of in the storm drain system. Examples include: oil, paint, gasoline and radiator flushing water.	Major - Threat to environment and/or public health
Tap Water	Flows that come from leaks that occur during the distribution of drinking water in the water supply system.	Minor
Leaking Dumpster	Dumpster is missing drain plug or rusted holes in the side walls has led to leaking of dumpster.	Minor
Exposed, leaking containers	Containers that are stored outside are missing lids or have damage resulting in leakage.	Minor
Illicit Connection	Direct connection of anything other than stormwater or clean groundwater to a storm drain.	Major - Threat to environment and/or public health
Improper Storage	Petroleum tank without proper containment	Minor

### Minor Violation Escalation

All minor violations will start with a verbal warning, with a re-inspection to be completed after 48 hours. A verbal warning can consist of phone calls or face-to-face discussions. The inspector should specify the nature of the violation and the required corrective action during the conversation. If the violation is not corrected after 48 hours a notice of violation (NOV) will be issued.

A NOV will consist of a form or a letter that has been hand-delivered or sent by certified mail. Copies of the NOV will be retained by the City inspector for potential escalating enforcement. The NOV shall contain the following information:

- a) The name and address of the owner or the applicant or responsible person or alleged violator;
- b) The address when available or a description of the building, structure or land 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 an approved erosion sedimentation and pollution control plan, an approved State General Permit for construction activity, an approved site plan or provisions of this chapter and a time schedule 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 Planning Commission by filing a written notice of appeal within 30 days after the notice of violation.

Following issuance of the NOV, the site shall be re-inspected after 48 hours for compliance. If the violation has not been corrected after the initial 48 hours, a stop work order (SWO) will be issued with final notice. The final notice will serve as a warning to the violator that if the violation is not corrected after an additional 48 hours, fines will begin. The City will re-inspect the site approximately 48 hours after the SWO has been issued. If the site is still not in compliance, the following escalating fine schedule will be implemented:

- a) Issue a \$500 fine; reinspect after 48 hours
- b) Issue a \$1,000 fine; reinspect after 48 hours
- c) Issue a \$2,500 fine; notify owner of daily \$2,500 fine until violation is corrected

If the violation remains unresolved, the City will suspend MS4 discharge access and take corrective action with the cost to be borne by the violator. For nonpayment of incurred costs, the City shall place a lien upon the property. A flow chart showing the detailed escalation described above has been provided in Appendix A.

### **Major Violation Escalation (Threat to Environment and/or Public Safety)**

If the violation is determined to be a threat to environment and/or public safety, a verbal warning or NOV will be issued. The City inspector must make a judgement call on which type of enforcement measure to use. Many factors (e.g. severity, willingness to cooperate) will need to be evaluated to determine which enforcement action is more appropriate. The violator will be provided 24 hours to correct the violation. After 24 hours the site will be re-inspected and if not in compliance, a stop work order with final notice will be issued. The final notice will serve as a warning to the violator that if the violation is not corrected after 24 hours, fines will begin. After 24 hours the site will be re-inspected and if the site is not in compliance the following fine schedule will be implemented:

- a) Issue a \$500 fine; reinspect after 24 hours
- b) Issue a \$1,000 fine; reinspect after 24 hours
- c) Issue a \$2,500 fine; notify owner of daily \$2,500 fine until violation corrected.

If the violation remains unresolved, the City will suspend MS4 discharge access and take corrective action with the cost to be borne by the violator. For nonpayment of incurred costs, the City shall place a lien upon the property. Please note that unlike a minor violation the circumstances surrounding a significant violation have a greater impact on the environment and public health. As such, the timeline between inspections has been shortened from 48 hours to 24 hours. A flow chart showing the detailed escalation described above has been provided in Appendix A.

## **2.4 Tracking**

Enforcement of the Land Management Ordinance is the responsibility of 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:

- Name of owner/operator of the facility and/or location and address
- Type of site (e.g. Construction, Commercial)
- Description of noncompliance

- A description of the remedial measures necessary to bring the action or inaction into compliance
- Description of enforcement mechanism/actions used
- Time frame given to owner for corrections, repairs or cleanup
- A statement of the penalty or penalties
- Time frame for other enforcement actions (e.g. before citation is issued)
- A statement that the determination of violation may be appealed
- Date of violation resolution

Inspection reports, notices of violation and stop work orders provided to violators as well as any other correspondence will be maintained on file by the Community Development 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 general permit. Additionally, the installation of BMP's should conform to the installation methods outlined in the GSWCC field manual for erosion & sediment control in Georgia (i.e. Green Book).

#### 3.2 Authority

Perry's Land Management Ordinance, Article 7 - Stormwater Management Ordinance, Section 7-2 provides the authority to implement E&S enforcement measures.

The City has been certified as a Local Issuing Authority (LIA) in accordance with the Georgia Erosion and Sedimentation Control Act of 1975, as amended. In addition, the City has entered into a Memorandum of Agreement with the Georgia Soil and Water Conservative Commission. The Memorandum of Agreement authorizes the City as a Local Issuing Authority to:

- Conduct development plan reviews;
- Conduct inspections of all active construction projects;
- Conduct erosion control enforcement; and
- Implement a tracking program of land disturbance activities

#### 3.3 Violations, Enforcement Mechanisms, Appropriate Responses, and Time Frames

If an owner violates the Soil Erosion, Sedimentation and Pollution Control section of the Stormwater Management Ordinance the following enforcement mechanisms will be used:

Erosion and Sedimentation Control Violations		
<i>Violation</i>	<i>Circumstances of Violation</i>	<i>Violation Type</i>
No Level 1A on site	Owner is not aware of requirement	Minor
	Owner is aware, but has chosen not to comply	Significant
Land disturbance activities without obtaining permit	Owner is not aware of requirement	Minor
	Owner is aware, but has chosen not to obtain a permit	Significant

Failure to submit copy of NOI to the City at least 14 days prior to starting construction	First Violation	Minor
Failure to submit copy of NOI to the City within 90 days of issuance of new Construction General Permits by EPD.	First Violation	Minor
Grading Outside Defined Disturbance Area	Owner is not aware of grading outside of defined area	Minor
	Owner is aware, but has chosen not to revise plans	Significant
Significant amounts of sediment leaving the site	First Violation	Minor
	Second Violation	Significant
Use of BMP not approved on E&S Plan	First Violation	Minor
BMP failure or incorrect installation*	First Violation	Minor
Failure to submit copy of Notice of Termination (NOT) to City within 14 days of final stabilization	First Violation	Minor

\*A list of BMPs can be found on Erosion and Sedimentation Control Violations Spreadsheet

Please note that the full list of BMP failures or incorrect installation can be found in the spreadsheet of E&S violations, located in Appendix C of this document. The minimum requirements for the BMPs were taken directly from the GSWCC field manual for erosion and sediment control in Georgia (i.e. Green Book). Additionally, the flow chart for enforcement escalation has been included in Appendix A and should be used in conjunction with the E&S violation spreadsheet.

### ***Minor Violation Escalation***

All minor violations will start with a verbal warning. The exception to this will be any violation that meets any of the following criteria:

- Sediment from site has reached City MS4
- Sediment from site has reached State Waters
- Sediment in street for 5 days or more
- Dust from construction has reduced visibility
- Same violation has occurred within the last 30 days

If the violation meets any of the above criteria, an immediate stop work order (SWO) will be issued. The SWO shall be served on the applicant or other responsible person. The SWO shall remain in effect until the applicant or other responsible person has taken the remedial measures set for the in the SWO or has otherwise cured the violation or violations described therein, provided the SWO 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.

If the violation does not meet the above criteria, a verbal warning will be issued with a re-inspection to be completed after 48 hours. A verbal warning can consist of phone calls or face-to-face discussions. The inspector should specify the nature of the violation and the required corrective action during the conversation. If the violation is not corrected after 48 hours, a notice of violation (NOV) will be issued.

A NOV will consist of a form or a letter that has been hand-delivered or sent by certified mail. Copies of the NOV will be retained by the City inspector for potential escalating enforcement. The NOV shall contain the following information:

- a) The name and address of the owner or the applicant or responsible person or alleged violator;
- b) The address when available or a description of the building, structure or land 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 an approved erosion sedimentation and pollution control plan, an approved State General Permit for construction activity, an approved site plan or provisions of this chapter and a time schedule 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 Planning Commission by filing a written notice of appeal within 30 days after the notice of violation.

Upon issuance of a stormwater violation written notification, all building inspections related to the subject site shall be suspended. No further inspections, including but not limited to structural, plumbing, mechanical, electrical, or engineering inspections, shall be conducted until either the stormwater violation has been fully corrected or a reason for the delay in correcting the violation(s), along with an action plan and a scheduled date of completion has been provided to the City. After either 48 hours or the scheduled date of completion, the site shall be re-inspected for compliance. Compliance must be verified before the resumption of any inspections. If the violation has not been corrected, a SWO will be issued with final notice. The final notice will serve as a warning to the violator that if the violation is not corrected after an additional 48 hours, fines will begin. The City will re-inspect the site approximately 48 hours after the SWO has been issued. If the site is still not in compliance, the following escalating fine schedule will be implemented:

- g) Issue a \$500 fine; reinspect after 48 hours
- h) Issue a \$1,000 fine; reinspect after 48 hours
- i) Issue a \$2,500 fine; notify owner of daily \$2,500 fine until violation is corrected.

If the violation remains unresolved, the City will suspend MS4 discharge access and take corrective action with the cost to be borne by the violator. For nonpayment of incurred costs, the City shall place a lien upon the property. A flow chart showing the detailed escalation described above has been provided in Appendix A.

### ***Significant Violation Escalation***

If the violation is determined to be significant, a stop work order will be immediately issued. The violator will be provided 24 hours to correct the violation. After 24 hours the site will be re-inspected and if not in compliance a final notice will be issued. The final notice will serve as a warning to the violator that if the violation is not corrected after 24 hours, fines will begin. After 24 hours the site will be re-inspected and if the site is not in compliance the following fine schedule will be implemented:

- a) Issue a \$500 fine; reinspect after 24 hours
- b) Issue a \$1,000 fine; reinspect after 24 hours
- c) Issue a \$2,500 fine; notify owner of daily \$2,500 fine until violation corrected

If the violation remains unresolved, the City will suspend MS4 discharge access and take corrective action with the cost to be borne by the violator. For nonpayment of incurred costs, the City shall place a lien upon the property. Please note that unlike a minor violation, the circumstances surrounding a significant violation have a greater impact on the environment and public health. As such, the timeline between inspections has been shortened from 48 hours to 24 hours. A flow chart showing the detailed escalation described above has been provided in Appendix A.

### **3.4 Tracking**

Enforcement of the Erosion and Sedimentation Control Ordinance is the responsibility of 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:

- Name of owner/operator of the facility and/or location and address
- Type of site (e.g. Construction)
- Description of noncompliance
- A description of the remedial measures necessary to bring the action or inaction into compliance
- Description of enforcement mechanism/actions used
- Time frame given to owner for corrections, repairs or cleanup
- A statement of the penalty or penalties
- Time frame for other enforcement actions (e.g. before citation is issued)
- A statement that the determination of violation may be appealed
- Date of violation resolution

Inspection reports, notices of violation and stop work orders provided to violators as well as any other correspondence will be maintained on file by the Community Development 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 Perry jurisdiction.

### 4.2 Authority

Perry’s Stormwater Management Ordinance Section 7-2 provides the authority to implement enforcement actions to insure proper MS4 system development, maintenance and operation.

### 4.3 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:

<b>Post-Construction Stormwater Management Violations</b>		
<i>Violation</i>	<i>Circumstances of Violation</i>	<i>Violation Type</i>
Failure to obtain a stormwater maintenance permit	First Violation	Significant
Storm drain box not built to specification	First Violation	Minor
Wrong type of drainage materials outside the approved plans.	First Violation	Minor
Straying from E&S approved plans	First Violation	Minor
Grading Outside Defined Disturbance Area	Owner is not aware of grading outside defined area	Minor
	Owner is aware, but has chosen not to revise permit	Significant
Failure to submit as-build plans or final plats	First Violation	Minor
Lack of maintenance/violation of maintenance agreement (see inspection checklist inspection items)	First Violation	Minor

#### ***Minor Violation Escalation***

All minor violations will start with a verbal warning. The exception to this will be any violation that meet any of the following criteria:

- Sediment from site has reached City MS4
- Sediment from site has reached State Water
- Sediment in street for 5 days or more

- Dust from construction has reduced visibility
- Same violation has occurred within the last 30 days

If the violation meets any of the above criteria, an immediate stop work order (SWO) will be issued. The SWO shall be served on the applicant or other responsible person. The SWO shall remain in effect until the applicant or other responsible person has taken the remedial measures set forth in the SWO or has otherwise cured the violation or violations described therein, provided the SWO 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.

Because post-construction related violations tend to be labor and financially intensive, there may be a deviation from the time frame outlined in the flow chart. A specified time frame for these violations will typically exceed 30 days. During each phase of the enforcement escalation, the owner and City will need to work together to determine the most appropriate time frame. The owner will need to develop a plan of action. The plan should show how the violation will be corrected and the timeline for completion. At that point, the City will provide a NOV with the required time frame. After the predetermined time frame has expired, the site will be reinspected for compliance. If the violation has not been corrected after the provided time frame, a SWO will be issued with final notice. The final notice will serve as a warning to the violator that if the violation is not corrected after a predetermined time frame, fines will begin. After the predetermined time frame, the site will be re-inspected and if the site is not in compliance the following fine schedule will be implemented:

- a) Issue a \$500 fine; reinspect after predetermined time frame
- b) Issue a \$1,000 fine; reinspect after predetermined time frame
- c) Issue a \$2,500 fine; notify owner of daily \$2,500 fine until violation corrected

If the violation remains unresolved, the City will suspend MS4 discharge access and take corrective action with the cost to be borne by violator. For nonpayment of incurred costs, the City shall place a lien upon the property. A flow chart showing the detailed escalation described above has been provided in Appendix A.

### ***Significant Violation Escalation***

If the violation is determined to be significant, a stop work order will be immediately issued. The violator will be provided 24 hours to correct the violation. After 24 hours the site will be re-inspected and if not in compliance, a final notice will be issued. The final notice will serve as a warning to the violator that if the violation is not corrected after 24 hours, fines will begin. After 24 hours the site will be re-inspected and if the site is not in compliance the following fine schedule will be implemented:

- d) Issue a \$500 fine; reinspect after 24 hours
- e) Issue a \$1,000 fine; reinspect after 24 hours
- f) Issue a \$2,500 fine; notify owner of daily \$2,500 fine until violation corrected

If the violation remains unresolved, the City will suspend MS4 discharge access and take corrective action with the cost to be borne by the violator. For nonpayment of incurred costs, the City shall place

a lien upon the property. Please note that unlike a minor violation, the circumstances surrounding a significant violation have a greater impact on the environment and public health. As such, the timeline between inspections has been shortened from 48 hours to 24 hours. A flow chart showing the detailed escalation described above has been provided in Appendix A.

#### **4.4 Tracking**

Enforcement of the Post-Construction Ordinance is the responsibility of 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:

- Name of owner/operator of the facility and/or location and address
- Type of site (e.g. Construction)
- Description of noncompliance
- A description of the remedial measures necessary to bring the action or inaction into compliance
- Description of enforcement mechanism/actions used
- Time frame given to owner for corrections, repairs or cleanup
- A statement of the penalty or penalties
- Time frame for other enforcement actions (e.g. before citation is issued)
- A statement that the determination of violation may be appealed
- Date of violation resolution

Inspection reports, notices of violation and stop work orders provided to violators as well as any other correspondence will be maintained on file by the Community Development Department.

## 5. FLOODPLAIN MANAGEMENT

### 5.1 Purpose

The purpose of the Floodplain Management Ordinance is to protect, maintain and enhance the public health, safety, environment and general welfare and to minimize public and private losses due to flood conditions in flood hazard areas, as well as to protect the beneficial uses of floodplain areas for water quality protection, streambank and stream corridor protection, wetlands preservation and ecological and environmental protection.

### 5.2 Authority

Perry’s Land Management Ordinance, Article 7 - Stormwater Management, Section 7-1 provides the authority to implement floodplain management enforcement measures.

### 5.3 Violations, Enforcement Mechanisms, Appropriate Responses, and Time Frames

If an owner violates the Floodplain Management Ordinance the following enforcement mechanisms will be used:

<b>Floodplain Management Violations</b>		
<i>Violation</i>	<i>Circumstances of Violation</i>	<i>Violation Type</i>
Performing development activities in areas of special flood hazards without a permit	First Violation	Significant
Failure to submit a floodplain management and flood damage prevention plans as required	First Violation	Minor
Failure to submit required engineering flood management studies	First Violation	Minor
Failure to perform required maintenance that would insure flood-carrying or flood storage capacity is not diminished	First Violation	Minor
If a variance is granted, failure to adhere to variance specifications	First Violation	Minor
Failure to follow approved building standards for structures located within floodplain	First Violation	Minor

### **Minor Violation Escalation**

All minor violations will start with a verbal warning. The exception to this will be any violation that meet any of the following criteria:

- Sediment from site has reached City MS4
- Sediment from site has reached State Water
- Same violation has occurred within the last 30 days

If the violation meets any of the above criteria, an immediate stop work order (SWO) will be issued. The SWO shall be served on the applicant or other responsible person. The SWO shall remain in effect until the applicant or other responsible person has taken the remedial measures set for the in the SWO or has otherwise cured the violation or violations described therein, provided the SWO 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.

Because floodplain violations tend to be labor and financially intensive, there may be a deviation from the time frame outlined in the flow chart. A specified time frame for these violations will typically exceed 30 days. During each phase of the enforcement escalation, the owner and City will need to work together to determine the most appropriate time frame. The owner will need to develop a plan of action. The plan should show how the violation will be corrected and the timeline for completion. At that point, the City will provide a NOV with the required time frame. After the predetermined time frame has expired, the site will be reinspected for compliance. If the violation has not been corrected after the provided time frame, a SWO will be issued with final notice. The final notice will serve as a warning to the violator that if the violation is not corrected after a predetermined time frame, fines will begin. After the predetermined time frame, the site will be re-inspected and if the site is not in compliance the following fine schedule will be implemented:

- a) Issue a \$500 fine; reinspect after predetermined time frame
- b) Issue a \$1,000 fine; reinspect after predetermined time frame
- c) Issue a \$2,500 fine; notify owner of daily \$2,500 fine until violation corrected

If the violation remains unresolved, the City will suspend MS4 discharge access and take corrective action with the cost to be borne by the violator. For nonpayment of incurred costs, the City shall place a lien upon the property. A flow chart showing the detailed escalation described above has been provided in Appendix A.

### **Significant Violation Escalation**

If the violation is determined to be significant, a stop work order will be immediately issued. The violator will be provided 24 hours to correct the violation. After 24 hours the site will be re-inspected and if not in compliance, a final notice will be issued. The final notice will serve as a warning to the violator that if the violation is not corrected after 24 hours, fines will begin. After 24 hours the site will be re-inspected and if the site is not in compliance the following fine schedule will be implemented:

- a) Issue a \$500 fine; reinspect after 24 hours

- b) Issue a \$1,000 fine; reinspect after 24 hours
- c) Issue a \$2,500 fine; notify owner of daily \$2,500 fine until violation corrected

If the violation remains unresolved, the City will suspend MS4 discharge access and take corrective action with the cost to be borne by the violator. For nonpayment of incurred costs, the City shall place a lien upon the property. Please note that unlike a minor violation, the circumstances surrounding a significant violation have a greater impact on the environment and public health. As such, the timeline between inspections has been shortened from 48 hours to 24 hours. A flow chart showing the detailed escalation described above has been provided in Appendix A.

## 5.4 Tracking

Enforcement of the Floodplain Management Ordinance is the responsibility of 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:

- Name of owner/operator of the facility and/or location and address
- Type of site (e.g. Construction)
- Description of noncompliance
- A description of the remedial measures necessary to bring the action or inaction into compliance
- Description of enforcement mechanism/actions used
- Time frame given to owner for corrections, repairs or cleanup
- A statement of the penalty or penalties
- Time frame for other enforcement actions (e.g. before citation is issued)
- A statement that the determination of violation may be appealed
- Date of violation resolution

Inspection reports, notices of violation and stop work orders provided to violators as well as any other correspondence will be maintained on file by the Community Development Department.

## 6. COMPLAINT REPORTING

The City developed a Citizen Complaint Contact Number for citizens' use to report suspected water quality and E&S violations. The Citizens Complaint Contact Number is (478) 988-2720 and is located on the Community Development webpage. The Citizen Complaint Contact Number is answered by a City Staff member who forwards the complaint via email or submitting a work order request that is assigned to the appropriate City department. The City staff member taking the original citizen complaint call is responsible for entering the date, time, location, and the nature of the complaint as well as the contact information for the citizen into the work order system and complaint spreadsheet. Additionally, complaints can be made using the City's Facebook Page ([www.facebook.com/cityofperryga](http://www.facebook.com/cityofperryga)) and the Your Perry mobile application. All complaints received by the City are logged and tracked using a spreadsheet. An example of the spreadsheet is included in Appendix F.

After the complaint is forwarded to the appropriate department, City staff within that department are responsible for investigating all complaints within 72 hours, documenting each step of the complaint process, documenting the resolution, and taking any necessary enforcement actions per the enforcement response plan.