## City of Allentown **Bureau of Recycling and Solid Waste Intitial Complaint and SWEEP Offier Investigation** The **SWEEP Officer** issues a warning with a written education letter stating the Yes The Bureau of Was the violation and the No SWEEP **Recycling and Solid** corresponding ordinance violation Ticket will be Waste receives a number of the violation. The corrected? issued. complaint. warning also advises that they have a certain amount of days correct the violation. No Yes Issue a SWEEP **SWEEP Manager** Α No **SWFFP** Ticket forwards **Department** decides: Is it complaint to the a SWEEP Complaint? proper The **SWEEP Officer** department. Is the violation for high The **SWEEP Officer** completes the IRs that were Yes grass/weeds or vehicle completes his printed by the SWEEP parked on grass, dirt, stone, daily log while Manager and takes pictures Nο or landscaped surface? completing the IRs. of the violation(s). **SWEEP Department** searches the address for the After completing a complaint on the SWEEP Database. review of the assigned IRs, the SWEEP Officer proactively **SWEEP SWEEP Officer** drives to surveys on their Does the designated route to **Department** contacts the address on the IRs No address look for any other complainant to verify and searches for the potential SWEEP the address for the exist? violation that is listed. complaint. Violations. Yes If a SWEEP violation Previous complaints **SWEEP Department** logs IRs are given to the is identified, the and tickets will be the complaint into the designated SWEEP **SWEEP Officer** will shown underneath SWEEP Database to print Officers that are ➤ To P.2 take pictures of the the address on the responsible for the out an Investigation address number and SWEEP Database. Report. (IR) address on the IR. the violation(s).

Pg. 1/6









