

MAYOR'S TASK FORCE ON GRAFFITI

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

SUBJECT: ANTI-GRAFFITI STRATEGY UPDATE

RECOMMENDATIONS:

1. THAT Council approve the Anti-Graffiti Coordinator position be extended for another year to 2009 June 30th
2. THAT Council refer the request for use of Gaming Funds for the Anti-Graffiti Wraps in the amount of \$160,000 to the Finance and Civic Development Committee for review.
3. THAT the Mayor's Task Force on Graffiti be granted an additional on year mandate to serve as a resource and reference group for the Anti-Graffiti Strategy.

REPORT

The Mayor's Task Force on Graffiti, at its meeting held on 2008 March 06, received and adopted the *attached* report providing an update on implementation of the anti-graffiti strategy adopted by Council in 2007 January. The anti-graffiti bylaw came into effect in September 2007 and the Anti-Graffiti Coordinator has been involved in a variety of enforcement, education, prevention and eradication activities of the past eight months. The Task Force are pleased with the work that has been undertaken to date and recognize that in order to make "Burnaby Beautiful One Tag at a Time" the goals already achieved must be sustained while working towards other objectives and initiatives identified in the strategy.

To accomplish this goal the Task Force are recommending the continuation of the Anti-Graffiti Coordinator position and amended the attached report by adding a recommendation to continue, for an additional year, the mandate of the Task Force as a resource and reference group for the Strategy. Additionally, the Task Force are requesting consideration of the use of gaming funds to fund the purchase of wraps to cover city traffic control cabinets.

<p>Copied to: City Manager Director Finance Director Planning & Building Director Parks, Rec. & Cult. Services Director Engineering Chief Licence Inspector</p>

Respectfully submitted,

Councillor Colleen Jordan
Chair

TO: CHAIR AND MEMBERS OF MAYOR'S TASK FORCE ON GRAFFITI **DATE:** 2008 February 27

FROM: ANTI-GRAFFITI COORDINATOR

SUBJECT: ANTI-GRAFFITI STRATEGY UPDATE

PURPOSE: To provide the Mayor's Task Force on Graffiti a progress report on the implementation of the Anti-Graffiti Strategy.

RECOMMENDATIONS:

1. **THAT** Council approve the Anti-Graffiti Coordinator position be extended for another year to 2009 June 30th
2. **THAT** Council refer the request for use of Gaming Funds for the Anti-Graffiti Wraps in the amount of \$160,000 to the Finance and Civic Development Committee for review.

REPORT**ERADICATION****Graffiti Bylaw/Reporting of Graffiti**

The graffiti bylaw came into effect September 1, 2007 and it has proved to be a key element in the graffiti eradication area. The intention of the bylaw was to make sure graffiti was removed off of private property or public in a timely manner. Since inception there have been 130 bylaw notices sent out to the tenants and owners of either business or private properties. This number reflects requests that were taken by phone or web complaints and not by being proactive. Once graffiti is removed a thank you letter is sent out to property owners to make them aware that if graffiti reappears it's important to remove the graffiti as soon as it appears to help with prevention. (Attachment #1 & 2)

An amount of \$40,000 has been included in the 2008 annual budget submission to fund graffiti related expenditures for 2008. This amount is necessary to fund the requirements of the Anti-Graffiti Strategy.

Breakdown of all graffiti complaints are as follows up to February 21/08:

To: Taskforce on Graffiti
 From: Anti-Graffiti Coordinator
 Re: Anti-Graffiti Strategy Update
 2008 February 27 Page 2

City Property/Engineering Customer Service requests to date: **321** with **26** outstanding requests.
 Items tagged are:

Traffic Signal Control Boxes	137
Signs, Barricades and sidewalks	30
Fences	15
Bus Shelters	19 (plus on going maintenance)
Retaining Walls, Over/Underpasses	70 (plus on going maintenance)
Sanitation Containers/Pelicans	38
Lamp standards	12

The fight against graffiti on City Property has been an easy one to control due to the fact that our departments have been diligent with our fight against graffiti. Marked improvement on the look of our city appurtenances is evident.

A new focus on city property is to be more proactive with Bus Shelters in 2008. Since there is a real problem with acid etching, we are exploring ideas on prevention with other cities in the lower mainland. Information of product for prevention will be discussed under Prevention.

City Parks Property requests to date: **25** with **5** outstanding requests. Graffiti complaints are on:

- Parks Buildings
- Parks Equipment
- Parks Skateboard Parks(this is an ongoing maintenance item)

Our Parks Department has been diligent on removal of graffiti. The number above is only representative of the calls that go through my office. The Parks Operations Division deal with graffiti calls which are on a different data base.

Public Utilities

Public Utilities customer service requests to date are: **134** with **25** outstanding. The 25 outstanding requests are all hydro boxes or poles.

Skytrain/Translink	31
BC Hydro	25
Telus	6
Canada Post	72

To: Taskforce on Graffiti
From: Anti-Graffiti Coordinator
Re: Anti-Graffiti Strategy Update
2008 February 27 Page 3

Public Utility companies have been excellent with the exception of BC Hydro. Skytrain staff has been reactive with all my requests for graffiti removal. I am very impressed with the service we are receiving from Translink/Skytrain.

- Canada Post has also been on board with our fight against graffiti. Once the complaint is issued I inspect the boxes within a 2 week period and they have been either replaced or cleaned.
- Telus also reacts very quickly on graffiti complaints.
- Burnaby School Board reacts to graffiti concerns and is diligent on graffiti control.

Private Property

Private Property customer service requests to date are: **130** with **23** outstanding. These requests are on either businesses or residential properties. Bylaw compliance notices were issued to all requests.

See attached map for a look at the concentrated areas of where the graffiti is taking place around Burnaby.(Attachment # 3)

The graffiti hotline number is **604-298-TAGS**. The number has been used frequently for reporting graffiti and also for ideas of control.

Graffiti removal companies have been hired to remove graffiti off of two (2) business addresses which has been the choice of the owners.

The graffiti webpage has had over 50 reports to date. Since inception I have had requests to add a feature to download pictures of graffiti with their request for removal. I contacted our information services department and we now have this capability. When a report is submitted an email address is usually left so I follow up with an acknowledgement that their report was received. I also thank them for "Helping Keep Burnaby Beautiful One Tag at a Time".

Contractors

The City of Burnaby Purchasing Department has awarded contracts for graffiti removal to:

- Goodbye Graffiti/Specializes with removal of graffiti with paint
- Envirocare Inc. /Specializes with removal of graffiti with steam

With springtime approaching we may need to look at possibly adding additional contractors to our list. The Anti-Graffiti Coordinator has met with other contractors who wish to be on that list. The City of Burnaby's Purchasing Department will explore these companies.

To: Taskforce on Graffiti
From: Anti-Graffiti Coordinator
Re: Anti-Graffiti Strategy Update
2008 February 27 Page 4

3rd Party Charges

In January our Accounting, Engineering and Licence Department met to discuss 3rd party billing for when we charge the owners with graffiti removal costs. To date we have not been required to use this direct enforcement action but the procedures are in place.

EDUCATION ON GRAFFITI

Burnaby Webpage:

Changes are ongoing with the graffiti webpage.

- Ability to add photographs to the requests online.
- Information on graffiti removal products has also been added.
- Graffiti Profile has been added under Identification/Deterrence.

Brochures:

- Over 5000 brochures have been distributed throughout Burnaby. When a bylaw notice goes out to residents and businesses a brochure is attached.
- The brochures are on display at all recreation centers, libraries, and at all 4 Community Police Stations.
- Creation of new Educational Brochure.(in progress)
- Creation of new Prevention Brochure. (in progress)
- Creation of Poster for Identification&Deterrence has been completed.(Attachment #4)

Meetings with Community Groups/Community Cleanups

- **October 13/07**

KINA Community Clean up at Windsor Elementary School

General cleanup of the neighborhood. The event proved to be quite successful with a full compliment of students, parents, residents, Katimavik (Youth group), Mayor, counselors, MLAs, and city staff. The emphasis was for garbage removal and general cleanup. Photo evidence of graffiti was taken and added to our photo database.

- **October 20/07**

Southeast District 3 Community Graffiti Cleanup

Community Coordinator Jennifer Whyte requested maps of where the concentrated areas of graffiti were in the District 3 area. Graffiti wipes, sprays and gloves were provided by to the volunteers by the City. Groups were organized and instructed to remove graffiti off of city structures and appurtenances. This event was well attended by politicians, city staff, residents, students and there was a high attendance by the Burnaby RCMP in district 3. Groups were organized by the Coordinator and the event was around 2 hours

To: Taskforce on Graffiti
From: Anti-Graffiti Coordinator
Re: Anti-Graffiti Strategy Update
2008 February 27 Page 5

long. Brochures were distributed to businesses in the area. Photos were taken and a CD was provided by Staff Sergeant John Buis. Councillor Colleen Jordan and Mayor Corrigan worked diligently to remove garbage in area and were able to see some unsightly properties up close. Since then, graffiti has been removed off several businesses in the area, as well as three apartment buildings on Walker Avenue and on Linden Avenue. This event proved to be quite a success and we are working towards similar events in all Burnaby communities.

Presentations and Discussion Groups

- **November 13/07**
District 4 Crime Prevention in the Business Area/Presentation and Discussion Group.
- **November 21/07**
Constable Kandola of the Richmond RCMP called and requested a meeting to discuss Anti-Graffiti Start up Program in the City of Richmond.
- **November 22/07**
Hastings District 1 CPAC meeting Power point presentation/Questions and Answer Period.
- **December 4/07**
District 3 CPAC meeting/presentation and Discussion Group.
Introduction to new Superintendent Rick Taylor.
- **January 10/08**
Kristina Copeland Youth Coordinator at Kitsilano Community Center.
Discussions were about their successful RESTART Program that rehabilitates youth who have been caught doing graffiti in the community. There is also the Black Book Sessions that she runs for youth at risk involving graffiti. This program is successfully run by the community center and the Vancouver Police Force. Ideas to run a program in Burnaby were discussed.
- **January 11/08**
Meeting with St. Leonard's Youth Center Dave Stephenson. Ideas discussed regarding community hours for youth involved with graffiti. Plans to develop a program with restorative justice were discussed.

Stephen Morton of Youth Services Restorative Justice and I will have future meetings to establish a program for restorative justice to youth involved with graffiti.

To: Taskforce on Graffiti
From: Anti-Graffiti Coordinator
Re: Anti-Graffiti Strategy Update
2008 February 27 Page 6

- **January 15/08**

Members of the Engineering department and myself met with Don Faulkner of Cure Coating of Edmonton Alberta to discuss a product that removes acid etching on bus shelters. The products works very well on plexi-glass and our shelters are made of polycarbonate. A chemist is now working to see if this product can work for us on our polycarbonate shelters. If this works the cost for maintenance is well worth buying the product. We are waiting to hear from their chemist.

- **January 23/08**

District 4 CPAC Meeting Presentation on Graffiti Platform/Question & Answer Period. Introductions to new Staff Sergeant Dave Eidet

- **February 1/08**

Meeting with Jodie Wilson of the Burnaby School Board regarding educational platform for Grade 5-7 students. There will be future presentations to Parent Advisory Committees and also to the District Parent Advisory Committees

- **February 5/08**

Presentation at the Burnaby Lions Club. Invitation from Dave Fairhall. Proposal to challenge all other Lions Clubs in the lower mainland to adopt a hydro box to remove graffiti and maintain the box to ensure it remains graffiti free.

- **February 13/08**

Demonstration by John Russell of World's Best Graffiti Removal Products came from Manitoba to demonstrate a removal products that work on all types of graffiti. The original intention was to see how the product worked on the Royal Oak Mural but the damage is so severe they feel it is irreparable. Adjacent properties were used to demonstrate the ease of which this product removed graffiti. I have advised our Paint Shop that this product exists and in the future we will do a trial with it. Businesses in the area have shown interest in purchasing the product but the company only sells it in bulk. Businesses in the area will look into larger purchases.

PREVENTION

City of Surrey

The City of Surrey called me to help with the development of an anti-graffiti program within their city. I met with the Beautification Coordinator for the city and explained to her what needed to be done regarding the networking of groups in Surrey to manage their graffiti problem. Surrey is now part of the Metro Vancouver Task Force.

On November 6/07 the City of Surrey RCMP member, Stephanie Rogers invited me to an interview with a young man named John who is actively involved in graffiti in all our cities. He

To: Taskforce on Graffiti
From: Anti-Graffiti Coordinator
Re: Anti-Graffiti Strategy Update
2008 February 27 Page 7

is 28 years old and is known as a Writer, not a tagger. His work is well known in the graffiti sub culture. The City of Surrey was contemplating on hiring Jim (no last name) to paint a few of their traffic control cabinets.

The meeting was to find out about the graffiti world in the eyes of a graffiti writer (VANDAL). His intention for attending was to let us know what we need to do to control the graffiti issues and also to find out more about his role in painting the City of Surrey's traffic control cabinets. I asked him what we could do as a city to prevent graffiti from happening and he said that the graffiti wraps on the utility boxes were a great idea around Metrotown and we should continue with them in all skytrain areas. He insisted that they shouldn't get tagged because of their busy backgrounds. He also told me that Burnaby should provide FREE walls.

Below are questions that I asked the Graffiti Writer:

1. How can we control the graffiti in our city?
His response was to provide free wall and to continue with wraps
2. Why do you do graffiti?
His response was for notoriety within the subculture. Also he explained that they need to express their artistic abilities and walls are where they do it.
3. Do you not know that you are vandalizing personal property as well as the city?
When you're doing your art work that is the last thing you are thinking about. It's all about throwing up your piece and being proud of it.
4. What can we do to eliminate the illegal act of graffiti?
You can provide Mural Program Competition like the City of Vancouver does. When I explained their restrictions and requirements he said that the program would only work for certain individuals like himself as they were now writers and more serious about their work. He then went on to say that we needed to have the artists do their work on walls....which takes me back to the free walls.

It became clear to me that the City of Surrey was catering to this individual to obtain information about the subculture and to provide them with ideas for graffiti prevention. I feel my attendance was of benefit but I also felt that the Cities are somewhat held for ransom by individuals like John.

I have since talked to the City of Vancouver's Anti Graffiti Coordinator Daniel Paquin about the idea of free walls and he feels they DON'T WORK....you give them an inch and they will take a mile. I am not sure if hiring a person who is still involved with the graffiti world is a great idea as this might be setting a precedent with the rest of the subculture. I came to the same conclusion as myself. Why reward a vandal who has cost the city thousands of dollars in damages.

To: Taskforce on Graffiti
From: Anti-Graffiti Coordinator
Re: Anti-Graffiti Strategy Update
2008 February 27 Page 8

City of Vancouver Graffiti Task Force Meeting
November 29/07

Emphasis was on graffiti interpretation, especially when it came to racial or hate graffiti. A Detective from City of Vancouver Hate Crimes was moderator. The course made you understand what true interpretation was. This was educational and informative. After the course we sat together and compared our image databases and was able to identify 2 common taggers. I exchanged this intelligence with our RCMP Community Police Officer Sukh Basi from District 1 and he found out the identity of one of the tagger.

METRO VANCOUVER ANTI GRAFFITI TASK FORCE

In late November Daniel Paquin and I met to discuss what we need to do regarding the set up of a Metro Graffiti Task Force. In early 2008 we will be forming a task force with members from Richmond, New Westminister, Surrey, Burnaby, and Vancouver. The committee will discuss problems that all communities face in regards to graffiti and we will be able to focus on Metro Vancouver issues all together. This will cut down on a lot of duplication and will enable us to be more production as a unit. Emphasis on a central data base will be initiated.

SUPERGRAPHICS ANTI GRAFFITI WRAPS

In November 2007 twenty (20) of our Traffic Control Cabinets were wrapped with an anti-graffiti resistant vinyl. These were all concentrated around the Metrotown area. Since the installation we have had one of our cabinets vandalized by scratches and graffiti. The maintenance was easy as one graffiti wipe took off the graffiti. We were concerned about the scratches but it was determined that the durability of the vinyl was the reason the damage was minimal.

Through our database it was determined that there were numerous incidences of graffiti on the traffic signal control cabinets in the Burnaby Heights Area. In early spring our traffic department has agreed to wrap eleven (11) cabinets on Hastings Street between Boundary Road and Gamma Ave. We are now in the process of choosing the image. (Attachment #5)

An additional 15 cabinets are scheduled in the Lougheed Town Centre area and they will be installed in late spring.

During the last eight months there have been 137 reported incidences of graffiti on these devices at a cost of approximately \$100.00 per incident. Considering the cost of maintenance that is required on the traffic signal control boxes due to continued reoccurrence of graffiti, it is recommended all traffic control boxes be wrapped with an Anti-Graffiti Wrap and coating to reduce the cost of continued maintenance. The cost of each wrap that is applied by Super Graphics is approximately \$600.00 and comes with a 5 year warranty.

In our October Task Force Meeting there was discussion about possible funding for more anti graffiti wraps on city appurtenances. After further discussions with our Chair, Councillor

To: Taskforce on Graffiti
From: Anti-Graffiti Coordinator
Re: Anti-Graffiti Strategy Update
2008 February 27 Page 9

Colleen Jordan, on February 26, 2008 I met with Rick Earle, Director Finance, to see if funding was available through our Gaming Funds.

This report seeks Council expenditure approval for the Anti-Graffiti Wraps in the amount of \$160,000.00. The use of Gaming funds for this project is consistent with Council guidelines to support cultural, art, and environmental projects.

I have also had meetings with Super Graphics about ideas for graffiti prevention on city owned bus shelters. Problems with acid etching will be our focus.

IDENTIFICATION AND DETERRENCE

Constable Sebastien Simard from District 3 has been a great benefit to our cause and has identified four graffiti vandals to date. He is the school liaison officer at Cariboo Secondary and has been educating students and staff on our graffiti problem. Unfortunately his hours have been cut for our graffiti cause as he is needed as a SLO in the district. Once school is finished he will back helping with the graffiti in Burnaby.

Actions Taken

- I have had meetings with District 1, 3 and 4 and in the near future we will be establishing a network with the School Liaison Officers in all districts to help with the graffiti problem. Now that the detachments have fulltime officers in charge this should be an easy transformation.
- On February 5, 2008 District 1 Community Police Station set up a bait wall on Hastings and Willingdon Avenue. The business was approached by myself and the RCMP for cooperation to have their property painted out by the City of Burnaby's Paint Contractor.

The original efforts of graffiti removal failed after the first compliance letter was issued in January 2008. Within one week the graffiti had reappeared. This is why we chose this location as we were sure the graffiti vandals would return. The surveillance took place on February 6 and 7th and no arrest were made. The property is still clear of graffiti. Even though the bait wall wasn't a success I recommend that we continue with this type of action in the future.

- On February 14/08 Constable Simard informed me that "BLAZE" was arrested for mischief and released with extensive conditions. He has also identified the tagger "SMOKE".

RESTORATIVE JUSTICE

It has become very apparent that we as a task force have to make these criminals accountable for their actions. Stephen Morton Youth Justice Coordinator for the City of Burnaby and I have had

To: Taskforce on Graffiti
From: Anti-Graffiti Coordinator
Re: Anti-Graffiti Strategy Update
2008 February 27 Page 10

meetings and are looking at establishing a RESTART program in Burnaby. This is of high priority to me and something I will be diligently working on.

Funding is needed for this type of program and I understand that Stephen's hours have been increased to a temporary fulltime position. This is great news as he is keen on working with our graffiti program. In our discussion Stephen mentioned that an initial start up fees of approximately \$4000.00 is needed to start up the Restart Program.

FUTURE PLANS

ERADICATION/EDUCATION

In my eight (8) months as Anti-Graffiti Coordinator we have made real strides in our goal to make Burnaby Beautiful One Tag at a Time. A main focus was to clean up our own backyard before we make our property owners and business owners accountable for the same. This has been accomplished and through regular maintenance we can sustain this goal.

Enforcement

- The enforcement aspect of the job takes the Anti-Graffiti Coordinator away from what is an important part of the strategy and that is the public relations and educational part. With springtime approaching we need to address the enforcement aspect of the strategy. The only problem with this is time. It would be of great benefit to our cause if a by law enforcement officer was hired on an auxiliary basis to help out with this enforcement. This would enable the Anti-Graffiti Coordinator to step up with all the other platforms regarding public relations that are laid out in the strategy.

Volunteer Programs

- One of the goals that need attention is stepping up the volunteer program throughout our communities. There are many citizens who can make a difference and it's up to the Anti-Graffiti Coordinator to get this organized. I feel that my strengths are in public relations and the job description emphasizes the demand for this and by freeing up my time from enforcement I will be able to continue to build our focus on education and prevention.

In April the Katimivik Group has agreed to volunteer their time in a spring clean up of graffiti. This project will take place on Beresford and MacPherson. Further meetings have resulted in an agreement to have this group work on Community Graffiti Clean ups every spring.

To: Taskforce on Graffiti
From: Anti-Graffiti Coordinator
Re: Anti-Graffiti Strategy Update
2008 February 27 Page 11

PREVENTION

- Continuation of Anti-Graffiti Wrapping Program
- Distribute new posters and pamphlets in our communities
- Initiate a Mural Program with Business Owners
- Public Safety Forum in South Burnaby will be held on March 27, 2008. Emphasis will be on crime prevention with graffiti being one of the platforms.
- Organize Community Paint Outs in all districts

IDENTIFICATION AND DETERRENCE

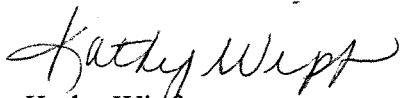
Establishing a Restart Program with Youth Restorative Justice Facilitator

- The primary focus would be to establish a program where there is restitution by youth who are involved with graffiti. Preliminary discussions with Stephen Morton and Dave Stephenson have been encouraging and we need to build on this program. Now that Stephens hours have been increased we are working towards a RESTART program in Burnaby. This is a key part in controlling graffiti in our city.
- An amount of \$40,000 has been included in the 2008 annual budget submission to fund graffiti related expenditures for 2008. This amount is necessary to fund the requirements of the Anti-Graffiti Strategy.

CONCLUSION

The implementation of the Graffiti Task Force Strategy is well underway with the focus over this last 8 months being on controlling graffiti on city property, education of the public and enforcement of the Graffiti Bylaw.

The recommendation to extend the position for an additional year will allow for the continued growth, development and success of our mandate of the Mayor's Task Force on Graffiti.



Kathy Wipf
ANTI-GRAFFITI COORDINATOR

KW:sk

Attachments

Copied to: City Manager