

2020 Graffiti Incidents

There were 703 reported graffiti incidents in 2020 representing a 23% decrease compared to 2019's total of 909.

Incidents by Location

The total numbers of incidents by location are listed in the table below:

Graffiti Incidents by Location		
Location	Total # of Incidents	Total % of Incidents
City Road Allowances*	370	53%
City Parks	195	28%
City Properties	38	5%
Utilities	35	5%
Private Property	52	7%
Bus Shelters	13	2%
TOTAL	703	100%

*City road allowances include utility, communication and postal companies' property and equipment.

Incidents by Ward

The following table provides the total number of graffiti incidents by ward:

Graffiti Incidents by Ward				
	2019		2020	
Ward	# Reported Incidents	% of Total	# Reported Incidents	% of Total
1	81	10%	94	13%
2	45	6%	64	9%
3	45	6%	91	13%
4	90	11%	57	8%
5	27	3%	18	3%
6	18	2%	16	2%
7	36	4%	42	6%
8	27	3%	24	3%
9	45	6%	48	7%
10	45	6%	42	6%
11	36	4%	24	3%
Unreported*	314	38%	183	26%

**Note: Because roads span across multiple wards, the graffiti tracking system is unable to attribute wards to most city road allowance incidents.*

Incidents by Graffiti Types

The following table provides the breakdown of the graffiti incidents by type:

Graffiti Incidents by Type		
Type	Number of Incidents	%
Inoffensive	15	2%
Tagging	106	15%
Offensive	92	13%
Gang	65	9%
Hate	2	<1%
Mural	0	0%
Not Reported	423	60%
TOTAL	703	100%

Definitions of Graffiti Types

Type of Graffiti	Description	Removal Service Level
Hate	Conveys political messages, racial, religious or ethnic slurs	Within 2 business days
Offensive	Drawings, messages, etc. that are obscene, lewd or indecent	Within 2 business days
Tagging	Repeated use of a symbol or initials	Within 5 business days
Gang	Markings associated with gangs or to mark territory	Within 5 business days
Mural	Large images, such as a paintings or designs, resembling intricate artwork	Within 5 business days
Inoffensive	Drawings or markings or messaging that deface property	Within 5 business days

Note: There is no nationally recognized standard for graffiti classification; however the above types are consistent with other municipalities and law enforcement agencies in the Region of Peel as well as the Greater Toronto Area.

Graffiti Removal Targets

- Hate – removal within 2 business days
- Offensive – removal within 2 business days
- Gang – removal within 5 business days
- Tagging – removal within 5 business days
- Mural – removal within 5 business days
- Inoffensive –removal within 5 days

The following is a breakdown of the 2019 service level targets by location:

Graffiti SLA Targets by Location			
Location	Total # of Incidents	SLA Target Achieved	%
City Road Allowances	370	165*	45%
City Parks	195	159	82%
City Properties	38	23	61%
Utilities	35	34	97%
Private Property	52	N/A**	
Bus Shelters	13	N/A***	
TOTAL	703	381	60%

* Data used for the 2020 SLA Target Achieved is based upon date of invoice verification from the graffiti removal vendor, not actual service date of graffiti removal, which is completed in advance of invoice verification. This process was modified in the latter portion of 2020 to reflect actual service levels achieved. Preliminary SLA Target Achieved for 2021, year to date, is above 90%.

**Service levels for removal of graffiti from private property is based on the Property Standards By-law specifications, which are different from the service levels set for City owned properties.

***Graffiti on bus shelters is managed by a third party company. The process of tracking this information more effectively is being examined for 2021.

Notifications of graffiti incidents are now forwarded directly to the business unit responsible for removal:

Business Unit/Division	Graffiti Location
Works Operations and Maintenance	<ul style="list-style-type: none"> • City Road Allowances • Utility & Communication Companies' property or equipment or Canada Post property
Parks Operations	City Parks
Building Services and Operations	City Buildings
Third Party Company	Bus Shelters
Compliance and Licensing	Private Property

Removal Costs

In 2020, the total cost for graffiti removal was \$124,676. This included both contracted vendors as well as staff labour costs.

The total cost for contracted vendor graffiti removal services was \$92,373:

Graffiti Removal Costs:	
Contracted Vendor	
Location	Cost 2020
City Road Allowance and City Parks	\$87,867
City Properties	\$4,506
TOTAL	\$92,373

The total staff labour cost associated with graffiti removal was \$32,303:

Graffiti Removal Costs:	
Staff Labour	
Unit	Cost 2020
Parks Operations	\$3,728
Works Operations	\$27,812
Facilities Operations	\$763
TOTAL	\$32,303