

**2018 Graffiti Incidents**

There were 909 reported graffiti incidents in 2019 representing a 2% increase compared to 2018's total of 894.

**Incidents by Location**

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

<b>Graffiti Incidents by Location</b>		
<b>Location</b>	<b>Total # of Incidents</b>	<b>Total % of Incidents</b>
City Road Allowances*	401	44%
City Parks	314	34%
City Properties	54	6%
Utilities	62	7%
Private Property	53	6%
Bus Shelters	25	3%
<b>TOTAL</b>	<b>909</b>	<b>100%</b>

\*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:

<b>Graffiti Incidents by Ward</b>				
	<b>2018</b>		<b>2019</b>	
<b>Ward</b>	<b># Reported Incidents</b>	<b>% of Total</b>	<b># Reported Incidents</b>	<b>% of Total</b>
1	116	13%	81	9%
2	71	8%	45	5%
3	44	5%	45	16%
4	158	18%	90	10%
5	26	3%	27	3%
6	26	3%	18	2%
7	71	8%	36	4%
8	26	3%	27	3%
9	89	10%	45	5%
10	98	11%	45	5%
11	44	5%	36	4%
Unreported*	125	14%	314	35%

*\*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:

<b>Graffiti Incidents by Type</b>		
<b>Type</b>	<b>Number of Incidents</b>	<b>%</b>
Inoffensive	34	4%
Tagging	52	6%
Offensive	9	2%
Gang	6	<1%
Hate	0	0%
Mural	2	<1%
Not Reported	806	89%
<b>TOTAL</b>	<b>909</b>	<b>100%</b>

**Definitions of Graffiti Types**

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

<b>Graffiti SLA Targets by Location</b>			
<b>Location</b>	<b>Total # of Incidents</b>	<b>SLA Target Achieved</b>	<b>%</b>
City Road Allowances	401	175	44%
City Parks	314	286	91%
City Properties	54	47	87%
Utilities	62	56	90%
Private Property	53	N/A*	
Bus Shelters	25	N/A**	
<b>TOTAL</b>	<b>909</b>	<b>564</b>	<b>68%</b>

*\*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 2020.*

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

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

**Removal Costs**

In 2019, the total cost for graffiti removal was \$146,252. This included both contracted vendors as well as labour costs.

The total cost for contracted vendor graffiti removal services was \$108,509:

<b>Graffiti Removal Costs:</b>	
<b>Contracted Vendor</b>	
<b>Location</b>	<b>Cost 2019</b>
City Road Allowance and City Parks	\$103,359
City Properties	\$5,150
<b>TOTAL</b>	<b>\$108,509</b>

The total staff labour cost associated with graffiti removal was \$37,743:

<b>Graffiti Removal Costs:</b>	
<b>Staff Labour</b>	
<b>Unit</b>	<b>Cost 2019</b>
Parks Operations	\$8,149
Works Operations	\$28,624
Facilities Operations	\$970
<b>TOTAL</b>	<b>\$37,743</b>