

**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>