



SAN FRANCISCO
**GRAFFITI
ADVISORY
BOARD**

City Hall
1 Dr. Carlton B. Goodlett Place, #248
San Francisco, CA 94102-4645
415.695.2003

www.sfpublicworks.org/services/graffiti-advisory-board

Edwin M. Lee, Mayor

Larry Stringer, Chair
Jana Lord, Vice Chair

Graffiti Advisory Board

Minutes for January 12, 2017
30 Van Ness Avenue, 5th Floor
San Francisco, California

- **Call to Order:** 3:33 p.m., the meeting was called to order.

PRESENT

MAYOR – Alex Popovics
SF Public Works – Larry Stringer
SFMTA – Gretchen Rude
SFPD – Martin Ferreira
SFRPD – Eric Pawlowsky
Seat 2 – Robert Bardell
Seat 3 – Jason Yee
Seat 5 – Jana Lord
Seat 7 – Peter Gleichenhaus
Seat 8 – Doug Hayward
Seat 9 – Todd Berman
Seat 10 – Howard Hsu
Seat 14 – Dee Dee Workman
Seat 15 – Daniel Kling
Seat 16 – Rebecca Delgado Rottman
Seat 18 – Gregory Dillon

ABSENT

SFDA – Justine Cephus
Seat 1 – Jean Barish (EXC)
Seat 6 – Daniel Pan (EXC)
Seat 13 – Darcy Brown
Seat 17 – Amy Landgraf (EXC)

SFUSD – VACANT
Seat 4 – VACANT
Seat 11 – VACANT
Seat 12 – VACANT

- **Others present:** Jimmer Cassiol, SF Public Works; Philip Singh, SF Public Works; Alisha Whitt, SF Public Works; Peter Clarke, SF Beautiful; Victor Lee, SF Pretrail Diversion Project; Andy Maimoni, SF 3-1-1
- **Welcome and Introductions:** Vice Chair Jana Lord (seat 5) welcomed Board members and other attendees. Each member and guest introduced themselves. Members checked attendance and established there is a quorum at this time.
- **Public Comment:**
 - Greg Dillon (Seat 18):
 - Dillon shared SF 3-1-1 data from the 2016 Controllers Report: There were 72,000 reports submitted through SF 3-1-1 in 2016. This represents a 26% increase from the previous year. Source of reports

have significantly shifted since the inception of SF 3-1-1 in 2008. Greater than 75% of reports in 2016 were submitted through the mobile app, followed by phone calls. An issue that needs to be addressed is duplicate entries.

- *The full 2016 Controllers Report on graffiti can be found at the end of this document.*
- Public comment is closed
- **Review and approval of the draft September 2016, October 2016, and November 2016 GAB minutes**
 - Motion made by DeeDee Workman (seat 14) to approve; Daniel Kling (seat 18) seconded the motion. Minutes are approved.

- **Chair's Report:**

- **Graffiti Stats:**

- **SF Public Works stat report numbers:** For the period of December 2016 the number of calls for graffiti on public property from public and internal sources was 1,277. This number is up from the same time last year with 818 reports received for public property graffiti vandalism. There were 883 non-reported tags abated on public property by Public Works staff in December 2016.
- In October 2016 Public Works staff issued 592 new private property graffiti NOV's (compared to 575 in October 2015), of which 89.7% have been owner abated.
- Of the new NOV cases in October 2016, districts **3** (Chinatown, North Beach, Fisherman's Wharf), **6** (Tenderloin, SOMA, Civic Center) and **9** (Mission, Bernal Heights, Portola) received the most new NOV's with **159** in **D3**, **100** in **D6**, and **118** in **D9**.
- In November 2016 Public Works staff issued 654 new private property graffiti NOV's (compared to 509 in November 2015), of which 88.2% have been owner abated.
- Of the new NOV cases in November 2016, districts **3** (Chinatown, North Beach, Fisherman's Wharf), **6** (Tenderloin, SOMA, Civic Center) and **9** (Mission, Bernal Heights, Portola) received the most new NOV's with **165** in **D3**, **96** in **D6**, and **149** in **D9**.
- Public Works reports show that 20 cases of private graffiti NOV's have gone to blight in October 2016. This number is down from the same time last year with 73 NOV to blight cases.
- DPW reports show that 11 cases of private graffiti NOV's have gone to blight in November 2016. This number is down from the same time last year with 36 NOV to blight cases.

- **Total number of graffiti cases reported to 3-1-1 in the last 60 days:** private – 2,997 and public 6,213.
- **Membership update:**
 - Vacant/inactive seats: seats SFUSD, #4, #11 and #12. If you know of anyone in these districts please have them submit their application to the Supervisors office. We are in the process of setting up meeting with the Supervisors to discuss these vacant and/or inactive seats.
- **17th Year Community Clean Team Update:**
 - The next community Clean Team event will take place Saturday, January 28th in district 2. The kickoff will be at Galileo Academy of Sciences located at 1150 Francisco Street (flyers are on table)
 - Also on January 28th, in partnership with San Francisco Public Works, Recology and SF Clean City, we will be hosting the Gigantic 3 (G3) event in districts 2 and 6:

District 2: Marina Green East Parking Lot – Marina Boulevard & Webster Street

District 6: Golden Gate Disposal – 900 7th Street (at Berry Street)

- **Graffiti Consultants Online Anti-Graffiti Symposium:** The Graffiti Consultants will be hosting a free online webinar on Tuesday, January 24 at 8:30am (PST). The webinar will share tips and tricks to catch graffiti vandals with references taken from “Guidebook 4: Getting Graffiti Vandals to Stop. How to Establish an Effective ‘Package of Penalties.’”
- **Sub-committees:** Please check out the current subcommittee lists and decide if you want to remain on the sub-committee that you are on or if you want to switch to a different sub-committee. If you are not on any of the lists, please sign up for one of the sub-committees **abatement**, **education** or **law enforcement** today.
- **Presentation by Andy Maimoni, SF311:**
 - Andy Maimoni, Deputy Director of SF 3-1-1 Customer Service Center, engaged in a conversation with GAB members regarding SF 3-1-1 services.
 - SF 3-1-1 was launched in 2007 as a phone service with a 24/7 live agent. Since its inception, SF 3-1-1 has evolved to provide citizens information about city resources and programs in over 25 languages. It also gives them the ability to create service requests to resolve issues and community concerns.
 - SF 3-1-1 Evolution: In 2007 SF 3-1-1 was only available via landline phone calls. In 2008 SF 3-1-1 launched an online iteration, followed by social media (Twitter) in 2009, and more recently, the SF 3-1-1 mobile app. The goal is to give citizens the option to use SF 3-1-1 in the manner that is most convenient to them:
 - The success of the SF 3-1-1 mobile app can be troublesome because users do not interact with city agents when submitting

requests, which can result in unanswered questions and unclear requests.

- Some city agencies and outside companies are connected to the 3-1-1 system such as Public Works, the PUC, and most recently the USPS.
 - Other companies such as AT&T and PG&E are not linked to the 3-1-1 system. When reports come into 3-1-1 regarding AT&T and PG&E, they are forwarded to the appropriate company but 3-1-1 does not get notified when the issue has been resolved. This is a concern for many people reporting through the 3-1-1 app.
 - SF 3-1-1 is working closely with Public Works to resolve geo-tagging issues.
 - Users can send suggestions for app improvements via the SF 3-1-1 mobile app.
- **Old Business:**
 - AT&T abatement: AT&T is not abating graffiti on their boxes in a timely fashion. GAB users who reported graffiti on AT&T property throughout the city discovered that graffiti had not been abated weeks after being reported. SF Public Works will be meeting with AT&T in the coming weeks to discuss internal practices and encourage AT&T to resolve requests within 72 hours.
 - 2017 Graffiti Advisory Board Meeting Calendar: Voting members approved the 2017 meeting calendar for GAB.
 - Peter Gleichenhaus (seat 7) moved to approve the motion. Eric Pawlowsky (SFRPD) seconded the motion. Motion approved.
- **Standing Committee Reports**
 - Abatement committee:
 - Subcommittee to provide GAB a final draft letter ready for signature on SF Public Works letterhead at next meeting. Letter will be sent to AT&T to address abatement issue previously discussed.
 - Alex Popovics (seat Mayor) to bring final draft of News Rack Legislation letter for approval during February 2017 GAB meeting
 - Law enforcement:
 - Subcommittee continues to wait on DA's office for 2015 and 2016 case disposition
 - There were 11 graffiti related arrests made in both November and December 2016; all consisting of adults, no juveniles
 - Education:
 - Education sub-committee did not meet.
- **New Business:**
 - Vacant GAB seats SFUSD, #4, #11, & #12 – (discussion and possible action item)
 - Members requesting an update on the status of San Francisco Post Office abatement. It appears that after the Post Office was connected to the 3-1-1 system that they were abating in a timely manner but that is no longer the case.

Adjournment: The meeting was closed at 4:44 pm

- Gretchen Rude (SFMTA) moved to approve the motion; Alex Popovics (Mayor's Office) seconded the motion.

Next Meeting Date: The next Graffiti Advisory Board meeting is scheduled for **3:30 pm** on **Thursday, February 9, 2017** at 30 Van Ness Avenue, 5th Floor, in the Public Works Department of Engineering Main Conference Room.

CITY & COUNTY OF SAN FRANCISCO

Office of the Controller

City Services Auditor, City Performance

STREET & SIDEWALK MAINTENANCE STANDARDS

October 25, 2016

Fiscal Year 2015-16
Annual Report



GRAFFITI

Overview

"Graffiti" includes stickers, paint, and pen markings. Graffiti service requests are generated internally and through reports received by the City's 311 customer service center. Requests received by 311 are sent to the Public Works "28Clean" system. Public Works' Radio Room then dispatches an inspector to assess and document the graffiti, including the type of material affected, the resources or tools required, and who is responsible for abating the graffiti.

When graffiti occurs on private property, such as the window of a storefront or sidewalk in front of a home, the inspector issues a notice of violation requiring that property owner to remove or abate the graffiti. If the property owner does not remove the graffiti or request a hardship hearing within 30 days, then the City dispatches a service crew to remove the graffiti and the responsible property owner may face fines or assessments against their property tax in order to recuperate the cost. Property owners facing hardship, such as frequent and disproportionate graffiti on their property, may appeal for assistance from City agencies through a public hearing¹³.

There is zero tolerance for graffiti in route evaluations – 100 percent of streets, sidewalks, and private and public structures/buildings visible from and immediately adjacent to the street must be free of graffiti to pass the standard. If there is a single instance of graffiti recorded on any block during an evaluation of a route, the entire route does not pass that evaluation.

Graffiti is scored separately according to the entity responsible for maintaining it. Public Works is responsible for mitigating graffiti on street surfaces, public trash receptacles, and some trees. Other entities such as the Municipal Transportation Agency (SFMTA) and Public Utilities Commission (SFPUC), as well as private property owners, are responsible for maintaining other types of property and keeping them clear of graffiti. Public Works may assist in removing graffiti on these properties, such as store fronts or street-facing retaining walls, when it is reported. Information about roles and responsibilities is highlighted in the boxes below and in APPENDIX: STREET & SIDEWALK MAINTENANCE RESPONSIBILITIES.

Graffiti types and responsibilities

<p>3.1 Public Property Maintained by Public Works: Street surfaces and public trash receptacles, and some trees.</p>	<p>3.2 Public Property NOT Maintained by Public Works: Street signs, parking meters, mailboxes, bus stops, and most other public street property. Public Works will abate this graffiti and bill the other agency (e.g. SFPUC, SFMTA, other)</p>	<p>3.3 Private Property: Storefronts, residential buildings, newspaper stands, and other non-sidewalk privately owned property. Public Works notifies property owners to abate graffiti on their property.</p>	<p>3.4 Sidewalks: Sidewalk surfaces are typically the responsibility of private property owners with fronting properties.</p>
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¹³ Find more information about rules and resources for removing graffiti on private property at <http://sfpublicworks.org/services/graffiti-private-property>

Summary

Observations of graffiti increased significantly in all categories for both commercial and residential routes in our evaluations, which include counts of graffiti per block on public property (Standards 3.1 and 3.2), private property (Standard 3.3) and sidewalks (Standard 3.4). Average counts of graffiti doubled on private property along commercial routes in FY 2015-16, driven mostly by large increases in Zone B and Zone D. Zone D also had the highest counts of graffiti on private property, with an average of 3.7 instances per block along commercial routes. Graffiti was most frequently found on non-Public Works public property along commercial routes, where average counts tripled in FY 2015-16 along both commercial and residential routes. On average, evaluators recorded 5.7 instances of graffiti per block along commercial routes in Zone A, 5.9 in Zone C, and 6.9 in Zone D.

Data from SF311 tell a similar story. Service requests related to graffiti increased in all districts between FY 2014-15 and FY 2015-16, and at a rate near or above the average growth in overall SF311 use. Reports of graffiti increased by 76 percent in District 3 (Zone A) – nearly twice the rate of increase in overall SF311 use in that area – driven mostly by a large increase of more than 160 percent in FY 2015-16 in and around the Chinatown neighborhood.

District 10 (Zone E) experienced a 35 percent increase due in large part to additional reports around Potrero Hill. District 6 (Zone B) also produced 54 percent more reports of graffiti driven by large increases in the Tenderloin and South of Market neighborhoods. Service requests in District 9 (Zone D) did not increase significantly, but reports of graffiti were concentrated in new areas, particularly along 24th Street between Mission Street and Potrero Avenue, and along Mission Street between Duboce Avenue and 24th Street. However, there were fewer reports along Valencia Street in District 8 and District 9 (Zone D).

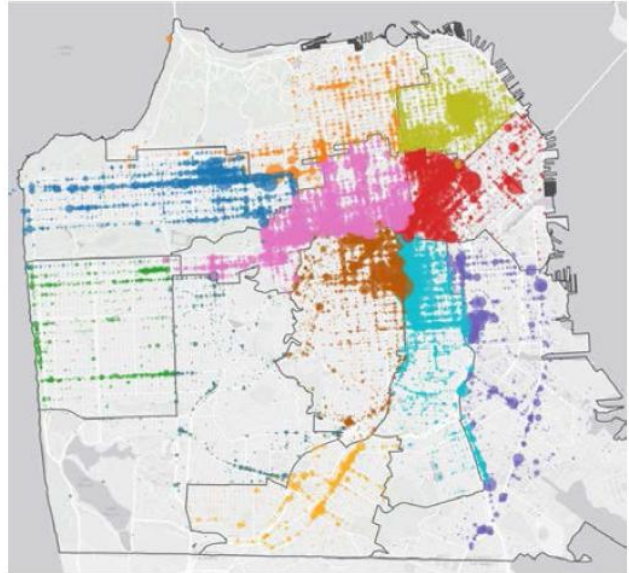
Reports of Graffiti by District

Number of public service requests submitted to SF311 during FY15 and FY16.

Supervisor District	Work Zone	FY15 Count	FY16 Count	Percent Change
District 1	C	3,969	4,931	+24%
District 2	A	2,531	2,692	+6%
District 3	A	4,901	8,630	+76%
District 4	F	1,321	1,515	+15%
District 5	C	10,869	12,340	+14%
District 6	B	6,518	10,058	+54%
District 7	F	1,196	1,033	-14%
District 8	D	7,443	6,922	-7%
District 9	D	11,399	12,392	+9%
District 10	E	2,799	3,784	+35%
District 11	E	1,581	1,681	+6%
Citywide	-	54,527	65,978	+21%

Map of Graffiti in FY16

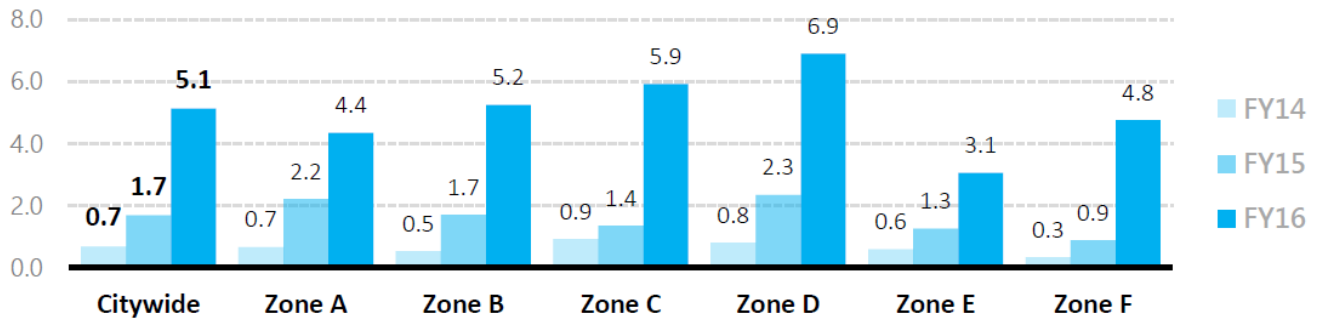
Service requests related to graffiti submitted to SF311 in FY16.



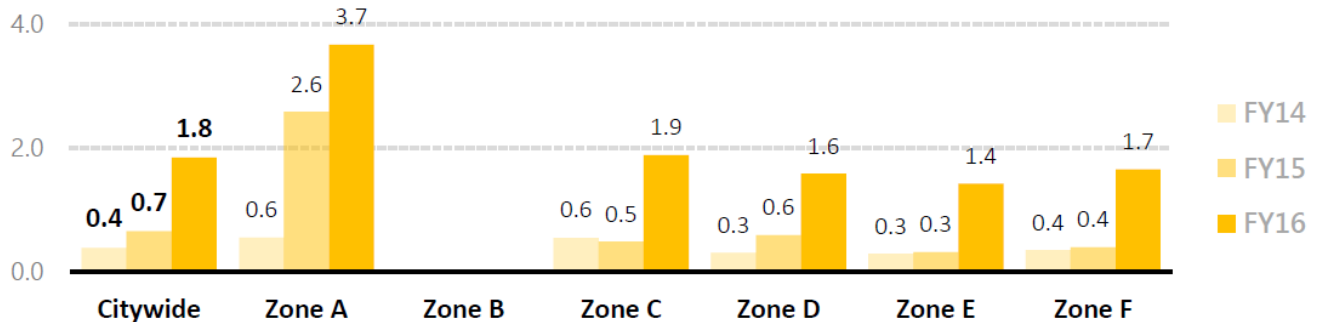
Source: SF311 case records, available through the SF OpenData portal at "Case Data from San Francisco 311 (SF311)".

Graffiti on public property not maintained by Public Works

Average counts of graffiti per block along evaluated commercial routes (Standard 3.2).

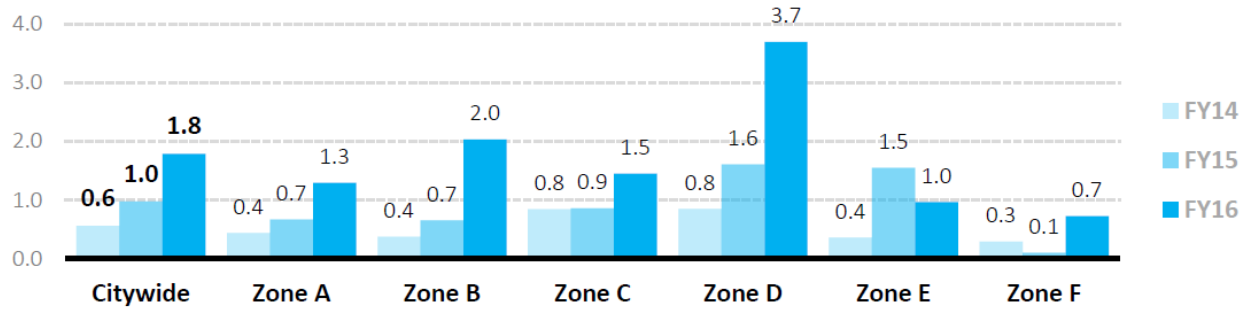


Average counts of graffiti per block along evaluated residential routes (Standard 3.2).

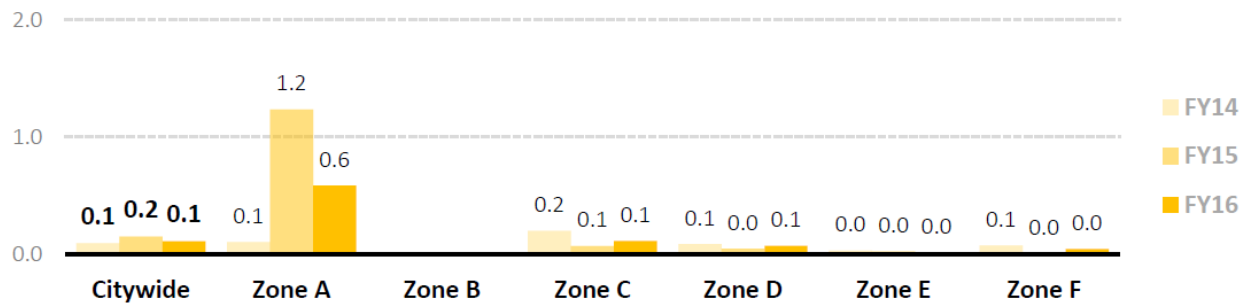


Graffiti on private property

Average counts of graffiti per block along evaluated commercial routes (Standard 3.3).



Average counts of graffiti per block along evaluated residential routes (Standard 3.3).



Note: Observations of graffiti increased significantly in FY16. Zone A includes Supervisorial Districts 2 and 3; Zone B includes District 6; Zone C includes Districts 1 and 5; Zone D includes Districts 8 and 9; Zone E includes District 10 and 11; and Zone F includes Districts 4 and 7. Zone B evaluations do not include residential routes.

Source: SF OpenData portal, "DPW Street & Sidewalk Evaluation Results, 7-1-2013 to Present".