

U.N.T.A.G

Block Captain Toolkit

rapid response system for graffiti removal...

You'll need:

- ◆ Graffiti Report Form
- ◆ Graffiti Removal Limitations
- ◆ Graffiti Removal Agreement (English, Spanish, Armenian)

UNTAG's special Rapid Response System for graffiti removal ensures graffiti is painted out quickly to discourage taggers from coming back.

Here's how it works:

1. Block captain uses the "Graffiti Report Form" included in this packet to document any graffiti in the City.
2. Block captain attempts to obtain a signed "Graffiti Removal Agreement" from the property or business owner which grants the City permission to remove graffiti at that location.
3. Block captain contacts 3-1-1 to report the graffiti.
4. 3-1-1 staff reports the graffiti to the abatement agencies.
5. Block captain monitors their hotspot and contact Council staff when graffiti is not removed promptly (within 48 hours) so that abatement agencies can be contacted to identify any problems

◆ Graffiti Report Form

This section includes copies of the "Graffiti Report Form" you can use to keep track of graffiti to report to 3-1-1. You are free to make as many copies as you need. Follow the instructions on the form carefully. The form is important because it reminds you of the specific kinds of details the graffiti removal crews need in order to remove the graffiti right away. If details are missing from the report, graffiti removal may be delayed several days and may not even be possible without the specific details.

◆ Graffiti Removal Agreement

Without legal permission, the City cannot remove graffiti on private property. When property or business owners sign the "Graffiti Removal Agreement" they grant legal permission to the City to remove graffiti from that location. This toolkit contains copies of the form. You are free to make as many copies of this form as you need. You may choose



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to be proactive and obtain these forms from every tagged location in your hotspot area. Or, if you notice that graffiti is not being removed from a particular location, you can check with us to see if the City has not obtained the form, or ask the property/business owner yourself. Please send signed Graffiti Removal Agreements to our office according to the instructions on the form.

◆ **Graffiti Removal Limitations**

The City is prohibited from removing graffiti at certain locations, and does not have the necessary equipment to remove certain types of graffiti. Before you call graffiti into our office, consult the “Graffiti Removal Limitations” sheet to ensure that the job can be done by the City. If the City cannot do the job, we will work to get the graffiti removed by the government agency that has jurisdiction, but we cannot guarantee a rapid response. You may also contact that agency yourself. Information on the type of graffiti removal the City can and cannot do is contained in the “Graffiti Removal Limitations” hand out in your toolkit.

Please note that certain types of graffiti removal, such as sandblasting sidewalks, some walls, and some fences, takes several days longer to do than simply painting out graffiti on a wall. We will work with the abatement agency to get it done as quickly as possible, and block captains should keep in close touch with us about these sites.

Physical obstructions, such as parked cars, will also prevent our graffiti removal crews from doing the job quickly. As a block captain, you can ensure the efficiency of this system by explaining this to a representative at the location and asking them to remove any obstructions.

◆ **Learn how to paint out graffiti and receive free paint!**

One of the privileges of being an UNTAG block captain is that you can participate in a free graffiti paint out training conducted by the experts. The training lasts about one hour and explains all the “Do’s and Don’ts.” Once you have completed the training, you can adopt a wall to paint out whenever you see graffiti. You can then contact your Graffiti Abatement Agency to receive free paint and rollers.