

Graffiti Processes/Procedures

2/17/21 update

Graffiti Hotline 503-823-4824

You have reached the City of Portland' Graffiti Program.

To report graffiti or to request help with graffiti removal, Press 1 **(transfers to 503-823-4000)**

To find out about volunteer activities, request free removal kits, or learn more about the City's graffiti code or graffiti management efforts, Press 2 **(transfers to 503-823-9666)**

Checking Voice Mails for Civic Life and Graffiti (Alma currently doing this, Jessie backup)

- If there is a message in the **Graffiti mailbox** the upper right-hand corner light and the envelope icon lights up.
- If there is a message in the **Civic Life mailbox** the green light next to the 54519 button on the upper right part of the screen lights up

Graffiti Hot Line

Press the Envelope icon button

Enter Password = **8234824**

Civic Life Main Line

Dial 33000 and then hit * and then #

Enter Mailbox number = **54519**

Enter Password = **8234519**

Taking reports by phone – www.portlandoregon.gov/civic/graffitireport

Caller - "I need to report graffiti"

Me – "Ok, I can definitely help you file a report. Is the graffiti on your property?"

If it is their property, ask them if they need assistance cleaning it. The City offers assistance with cleaning for residents, small businesses and non-profits.

Can you please give me the address where the graffiti is located? I'm going to pull that up on a map so I can pinpoint the location for the report.

If not the owner of the property – Do you know who business or property is? Do you have any contact information for them?

This form is pretty detailed so I usually just go through it with them a field at a time to get details needed such as description of the graffiti and location as well as callers contact info.

If they have photos they can email them to graffiti@portlandoregon.gov and put the address in the subject line and then the pictures can be attached to the report by the Graffiti Program staff in Trackit.

If they are the property owner and want help with cleanup direct them to the Graffiti website to complete a waiver and email to graffiti@portlandoregon.gov

Graffiti Reporting * Required Field	
Address	<input type="text"/> <input type="button" value="Verify Location"/>
	<small>e.g. 1120 SW 5TH or 5TH AND MAIN</small>
Nearest Cross Streets	<input type="text"/>
Detailed Damage Location (front of sign, fence post, etc.)	<input type="text"/>
Business or property owner's name and/or contact information:	<input type="text"/>
Structure and Surface Type	<input type="text" value="Bench"/> <input type="text" value="Building - wood"/> <input type="text" value="Building - unpainted brick"/> <input type="text" value="Building - painted brick"/> <small>Hold Ctrl to select multiple items</small>
If other structure or surface type, please describe	<input type="text"/>
Contact Name and phone number/email address	<input type="text"/>
Graffiti Media	<input type="text" value="Paint"/> <input type="text" value="Metallic Paint"/> <input type="text" value="Marker Pen"/> <input type="text" value="Grease Pencil"/> <small>Hold Ctrl to select multiple items</small>
Graffiti Tag (if it's legible, what does it say?)	<input type="text"/>
Additional Notes/Comments	<div style="border: 1px solid #ccc; height: 60px;"></div>
Are you the property owner?	<input type="radio"/> Yes <input type="radio"/> No
Status of Graffiti	<input type="text" value="Removed"/> <input type="text" value="Will Be Removed By Owner"/> <input type="text" value="Not Removed"/> <small>Hold Ctrl to select multiple items</small>
<small>If you have a digital photograph of the damage, you can attach it below. If you have more than 4 photos, please contact the Graffiti Abatement Program Coordinator at 503-823-9666, or e-mail to graffiti@portlandoregon.gov.</small>	
Is the graffiti message racial, political, gang, or hate?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't Know
Is the graffiti message hate, gang or political in nature?	<input type="text" value="v"/>
Photograph of Damage (You may attach multiple files)	<input type="button" value="Browse..."/> <small>(Maximum file size: 30MB)</small>
Additional Photograph of Damage (File Attach)	<input type="button" value="Browse..."/> <small>(Maximum file size: 30MB)</small>
<input type="button" value="Submit"/>	

Location and Photo are only “required” fields but other information is helpful – especially exact location for cleanup so contractors are easily able to find it.

Be sure to note **“Status of Graffiti”**, this is what let’s the Graffiti Program know if they are requesting assistance with removal or if they are just reporting it to document it and they will be cleaning it up themselves. The City only has resources to help residents, some small businesses and non-profits with graffiti removal.

When taking report by phone put your name in the “Contact Name” field – something like “John Dutt (IR) for John Doe, john.doe@yahoo.com, 503-123-4567”

If they have photos but we take the report by phone they may email photos to graffiti@portlandoregon.gov and **reference the TrackIT number** that you can give them once the report is filed.

Photograph of Damage is a required field so if taking by phone just upload any picture (I&R Logo works)

Be sure to tally these contacts in our database!

Requests to Remove graffiti

The Graffiti Program offers free or reduced-cost graffiti removal assistance to residents, small businesses, and non-profit organizations.

- > Small Businesses: A small business must have ten or fewer employees and not be a corporate franchise.
- > Residents: any single-family home, or condo/apartment buildings with ten or fewer units.
- > Non-Profit Organizations: Excludes large nonprofit organizations like Goodwill Industries, Providence, etc.

Free removal assistance may be provided up to three times per fiscal year (July 1 - June 30), OR up to \$1000 in removal assistance for a single location per fiscal year-whichever comes first. Services include painting and/or power washing on painted and unpainted surfaces. We cannot provide removal help on acid-etched glass, nor with graffiti on vehicles.

The Graffiti Program will remove hate graffiti and most gang graffiti from any location, regardless of whether or not the location qualifies for free removal help based on the qualifications listed below.

For locations that do not qualify for City-sponsored graffiti removal assistance, property owners may want to contact a private contractors in town:

- > Portland United Graffiti Removal: 503-764-8355
- > Portland Graffiti Removal: 971-678-5249
- > Graffiti Removal Services: 916-233-7739

To Request Free Removal Assistance:

Download the free graffiti removal service agreement on our website:

<https://www.portlandoregon.gov/civic/article/639531> fill it out, and return it to graffiti@portlandoregon.gov or mail to 1221 SW 4th Ave Suite 110, Portland OR 97204

If no access to download it then we can mail them one.

Trackit and Graffiti Email Mailbox Administration

Start in Trackit –

- Only need to look new items with Status = “Open”. Ignore Type = “Self-generated” as those are reports entered by cleanup contractors.
- Review these Trackit reports to determine if on private property or if need to be referred elsewhere. (PBOT, ODOT, Trimet, Parks, etc) If on private property just leave in Open status for Juliette to review.
- If under PBOT jurisdiction - move Trackit to instance 14. Transportation > Category - BOM Radio Dispatch. It will automatically change Status to “Closed” in Graffiti category after you move to PBOT.
- If other than PBOT jurisdiction, Refer by clicking Edit item and change status to “Referred”. Make sure “Date Received”, “Is graffiti message hate, etc.” and “Agency Responsible” fields are complete. After you change status to “Referred” and hit “Submit” you will get a Recipient list to choose from for referral. (See “**Graffiti Cleanup/Resource Contact List**” for current list of referral contacts). You also must make an entry in the “Message” field on this screen before hitting Submit.
- If the report indicates that the graffiti has already been cleaned you can just change the Status to Closed.

Hate Graffiti can immediately be referred to Paul Watts with Graffiti Removal Services

Gang Graffiti can immediately be referred to Robert Barrie with Portland Graffiti Removal

If a tag is smaller than your hand you can just close it as the Program does not have resources to deal with all graffiti, just the larger stuff.

Check the Graffiti inbox – Only need to look at emails that are NOT email notices regarding Trackit submissions (ignore emails from graffiti@portlandoregon.gov)

Emails reporting graffiti need to have info transferred into Trackit. In “Contact Name” field put something like “John Dutt (IR) entered Trackit from email received from John Doe”. After entering email into Trackit move email to “Input to Trackit” subfolder of Graffiti Program Inbox. Flag other stuff for Juliette to review by flagging with **CATEGORY GREEN** – requests for help with cleanup, evidence of graffiti taggers, cleanup events, communications from contractors, etc.