



ADMINISTRATIVE PROCEDURES

Procedure Number: 54-5

Effective Date: 04/10/2007

Revision Date: _____


County Administrator

SUBJECT: PIMA COUNTY'S TAKING ACTION AGAINST GRAFFITI (TAAG) PROGRAM

DEPARTMENT RESPONSIBLE: DEPARTMENT OF TRANSPORTATION

I. STATEMENT

Pima County Department of Transportation (PCDOT) is dedicated to providing Pima County Residents with a safe and clean environment. Pima County has been threatened by graffiti vandals that are jeopardizing the integrity of this community and its residents. PCDOT has a direct interest in eradicating graffiti on all county owned property and providing assistance for graffiti abatement on private property. This endeavor can be accomplished by implementing a Graffiti Abatement Assistance Program titled "Taking Action Against Graffiti" (TAAG). The TAAG Program will be responsible for coordinating all responses for abatement on public property and providing assistance for abatement on private property. The TAAG Program's primary responsibility will be to control the spread of graffiti throughout the unincorporated areas of Pima County.

The program documented in these administrative procedures will provide a course of action for the immediate removal of graffiti blight. This program will provide Pima County private property owners with a graffiti abatement assistance resource program. All residents in the unincorporated areas of Pima County will be eligible to receive assistance through the TAAG program if they meet the eligibility set forth in this program. This program will require the collaborative participation of both Pima County government and its citizens to successfully eradicate graffiti. In order to successfully eradicate graffiti in Pima County, an immediate removal of all signs of graffiti is necessary. This immediate response will convey a no tolerance message.

II. APPLICATION

All private property owners within the unincorporated boundaries of Pima County who are eligible to receive graffiti abatement assistance from Pima County and voluntarily agree to the abatement.

III. PROCEDURE

The Pima County Department of Transportation has established a central intake phone line, 792-8224 (TAAG), and an e-mail address, PCTAAG@pima.gov, for the purpose of receiving reports of graffiti in unincorporated Pima County.

All reports of graffiti will be directed to the TAAG Program Coordinator and the following actions will be taken:

1. A TAAG Incident Report will be completed and each incident report will be categorized under one of the following categories: public property, residential property, commercial property, or utility properties.

Pima County will only provide abatement to those property categorized as public or residential property. Commercial and Utility incident reports will be created in order to track graffiti incidents; however, these incidents will be referred to the responsible party for abatement.

Also Residential Properties that participate/contribute to a Home Owners Association (HOA) will be advised to check with the respective association to ascertain if graffiti abatement assistance is part of the HOA services prior to Pima County providing assistance.

2. A service request will be completed by the Program Coordinator in the service request module of Synergen. All service requests will contain the following information in order to document/track the impact of graffiti: Property type (public, residential, commercial, utility), date of incident report, location of graffiti, surface (block, brick, stucco wood, plastic, metal concrete, glass), reportee's name, board district, square footage, cost, method of removal (paint, chemical, soda blasting, media blasting, water blasting), type of graffiti (hate, racial, gang, offensive and other) and any additional information deemed necessary.
3. If graffiti is located on public property, Pima County's contracted vendor will be provided with an approved work order.
4. For graffiti located on commercial property, a letter will be sent by the Program Coordinator to the responsible party requesting that the graffiti be removed in compliance with the zoning code. These individuals will also be notified that failure to comply may result in a zoning code violation.
5. The graffiti reported on residential property will require the completion of a signed entry waiver by the property owner prior to any abatement action being taken. This process will be coordinated through the TAAG Program Coordinator and a field staff member. This process may entail a site evaluation, especially for those incidents reported by non-property owners. It will be the responsibility of the TAAG Program to ensure that all necessary waivers are signed and received prior to providing assistance.
6. Once all the necessary documentation has been received by the TAAG Program, the TAAG Program Coordinator will coordinate a response team. A response team may include any one of the following service providers: a contracted vendor, a juvenile work crew, or a volunteer group. Each property owner will be made aware of which response team will be dispatched to their location. The Program Coordinator will make every effort to accommodate the property owner's preferences in the choice of response teams.

7. Upon completion of abatement, the TAAG Program Coordinator will be responsible for completing a closeout Service Request and mapping all incidents into the GIS System. The Program Coordinator will also be responsible for maintaining and creating all graffiti incident reports.

OTHER ASSISTANCE

The TAAG Program will provide assistance to individuals, groups, organizations, etc., within unincorporated Pima County wishing to provide their own abatement by providing available resources such as paint, paint supplies, and volunteer groups.

VOLUNTEER GROUPS

The TAAG Program Coordinator will initiate a community graffiti removal and clean-up event every quarter, comprised of volunteer work groups. These events will take place throughout various parts of Pima County in coordination with the individual Board of Supervisor Districts. The purpose of these events will be to involve the community in helping eliminate graffiti in Pima County.

EDUCATION

The TAAG Program will work closely with surrounding jurisdictions to develop an educational program for the youths of Pima County. This process will be under continuous development during the existence of this program.

ENFORCEMENT

The TAAG Program Coordinator will work toward the development of stricter enforcement that will help control the spread of graffiti. Collaboration with the various law enforcements, judicial agencies, community leaders, elected officials and surrounding jurisdictions will be the focus to bring about these changes.

IV. RESPONSIBILITY

The staff of the Pima County Department of Transportation will assume the leadership role in this program.

The Pima County Department of Transportation will maintain a detailed step by step administrative guideline of the program applications.

All Pima County Departments will be responsible for reporting graffiti incidents to the TAAG Program.

V. COMMENTS

Reference: Board of Supervisor Policy No. 54.8