



City Of Wilsonville

Public Works Department

Graffiti Response SOP

Purpose/Scope

The City of Wilsonville is responsible for removing graffiti from City owned assets in the public right of way and will notify public utility operators about their assets being tagged or vandalized.

Receiving Graffiti Reports

- Ask the City!/CRM System
 - Citizens can submit a report with photo attachments in the “Reporting Graffiti” section of the Ask the City! Webpage. All reports are routed to the Public Works Program Coordinator, regardless of location or responsible party.
 - Citizens may also assume that this report is to the Wilsonville Police Department/Clackamas County Sheriff’s Department. They do not track graffiti incidences unless there is a gang connection, offensive/hate speech, threat of violence, OR there is a suspect.
 - If vandalism has occurred on private property, recommend that they submit a report through the Clackamas County Sheriff’s Department non-emergency [Online Crime Reporting system](#). The City/Public Works does not maintain records of vandalism or graffiti on private property unless it is a utility box in an easement area.
 - CRM Standard Responses:

CRM Response for vandalism and damage to non-city utilities.

Thank you for reaching out to the City about your concern.

The damaged/vandalized asset identified is owned by a private utility operator who is responsible for maintenance and repair of the asset. The City will notify the property owner about the reported issue. If the asset identified has owner contact information posted, citizens are encouraged to directly reach out to the utility provider to report any damage to their assets.

Thank You,

Response to City owned graffiti or Vandalism:

The City will respond within 3 business days of notification of graffiti or vandalism of city owned assets. If the Graffiti of an offensive nature (definitions below) the Graffiti will be removed within 24 hours of notification.

Definition of offensive: Hate speech or derogatory racial remarks, genitalia, sexual content, Political satire or derogatory political content:

- Phone call or email – internal and external
 - If the crime is *in progress*, they should be directed to dial 911.
 - Ask for as much detail as possible about the location and surface type. This helps determine who to contact for cleanup and what potential resources will be required.
- Internal Cartegraph Graffiti/Vandalism Report
 - Facilities, Fleet, Parks Maintenance and Public Works staff have access to Cartegraph and should submit a report using this [Work Flow Process](#).
 - Cartegraph is configured to notify the Asset Management Coordinator, Roads Maintenance supervisor and the Program Coordinator when a Graffiti/Vandalism report has been assigned to Public Works.
 - Any report that has been flagged as “Important”, which means it is offensive, a safety risk or needs immediate attention, will generate an automatic email to the department supervisor and PW Admin Staff.
 - Offensive markings include comments or drawings that portray genitalia, hate speech, derogatory or discriminatory against any people or persons.

Notifying the Responsible Party

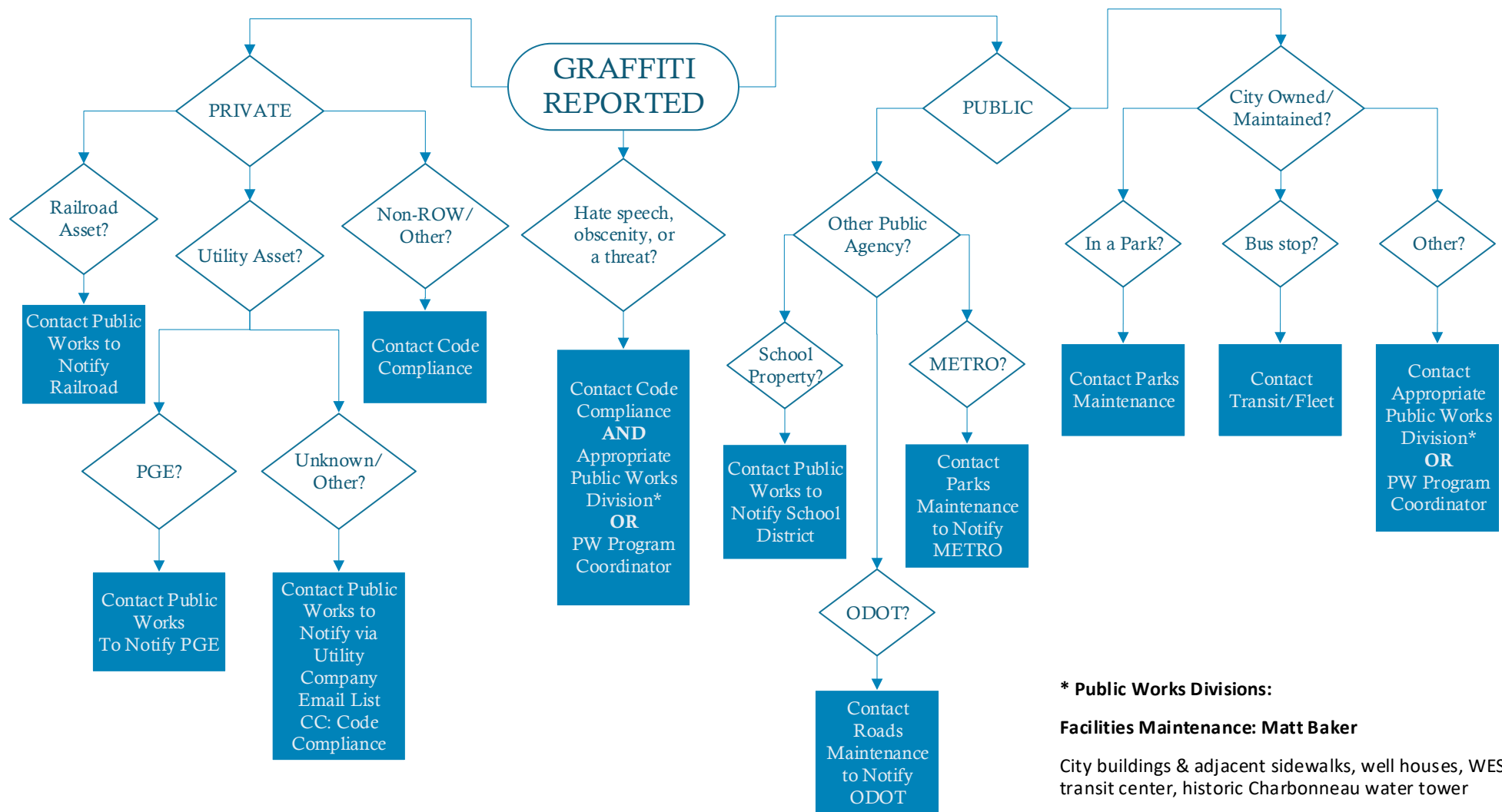
- If the Program Coordinator receives a report, it needs to be entered into Cartegraph if possible, or ask a staff member in the appropriate division to locate the vandalism.
- Any report that has been flagged as “Important”, which means it is offensive, a safety risk or needs immediate attention, is an urgent matter. Contact the Code Compliance Coordinator, the appropriate division supervisor or Ops Manager.
- Determine Public or Private Property. The City is responsible for city-owned/maintained assets. Public Works must notify public utility operators (if known) of vandalism on their assets in the right-of-way. Private property owners must complete their own maintenance. Questions about City Code should be directed to Code Compliance Coordinator.
- For Public/City-owned assets, contact the appropriate City staff to respond. Public Works will pass along the information to the appropriate agency – PGE (streetlights), Clackamas County (traffic signals), ODOT (I-5 Bridge, Elligsen overpass, on/off ramps), railroad company (crossings, signage), and school district property (West Linn-Wilsonville). Please refer to the [Graffiti flowchart](#) for general guidelines.
 - Facilities: City buildings, including Stein Barn and Tauchman house, assets, & adjacent sidewalks, well houses, Wilsonville Transit Center, Wilsonville monument and flags, historic Charbonneau water tower
 - Fleet/Transit: Bus shelters

- Parks Maintenance: Parks assets, trails, lampposts, signage, Metro property/Graham Oaks
- Roads Maintenance: Signs, roadways, bridges, railroad crossings, streetlights, traffic signals, Beauty & The Bridge (I-5 underpass on Wilsonville Road)
- City Utilities: Hydrants, water meters, lift station, manhole covers, vaults

Utility Boxes in Public ROW

- Have staff investigate and determine the utility type or company to contact.
 - Electrical, Streetlights – PGE
 - Non-Emergency: Email landscape@pgn.com or LightOut@pgn.com or use [Report a Streetlight](#) webform
 - Traffic Signals – Clackamas County Roads
 - Roads & Bridges: (503) 650-3262
 - Streetlights: (503) 742-4660
 - Ryan Hixon (503) 650-3205 or rhixson@clackamas.us
 - Carl Olson (503) 742-4684 or colson@clackamas.us
 - ODOT (971) 673-6200
 - Private Telecommunication Contacts:
 - Comcast
 - Matt Bravo - Matthew_bravo@comcast.com
 - Zach Martin - zachary_martin@cable.comcast.com
 - Van Mesplay – Construction Specialist (971) 801-5787
 - Lumen
 - Carl Haynes - carl.haynes@lumen.com
 - Scott Wynkoop - scott.wynkoop@lumen.com
 - Anglina Wilson - anglina.wilson@lumen.com
 - Ziplly
 - John Bielec - john.bielec@ziplly.com
 - Ian Hughes - ian.hughes@ziplly.com
 - David Kime - david.kime@ziplly.com
 - William Davis - william.davis@ziplly.com
 - Michael Isbell - michael.isbell@ziplly.com
 - Scott Binney - scott.binney@ziplly.com
 - Ian Cook- ian.cook@ziplly.com
 - Wyatt Hoag - wyatt.hoag@zipply.com

- After completing the notification to the responsible party, enter the date of contact and responsible party in the Notes on the Cartegraph task. Complete the task.



*** Public Works Divisions:**

Facilities Maintenance: Matt Baker

City buildings & adjacent sidewalks, well houses, WES transit center, historic Charbonneau water tower

Roads & Stormwater Maintenance: Brad Painter

Signs, streetlights, traffic signals, roadways, ROWs, Beauty & the Bridge

Utilities: Ian Eglitis

Hydrants, water meters, lift station, manhole covers, vaults

Cartegraph Workflow Link: TBD

Cartegraph Work Flow Process


City of Wilsonville

To: All Users
From: Sheehan, Andy
CC:
Date: 07/17/2023
Re: Graffiti/Vandalism Reporting


The following workflow will detail the steps for reporting graffiti and vandalism on both City and privately owned property, as well as the process for tracking these incidents in Cartegraph.

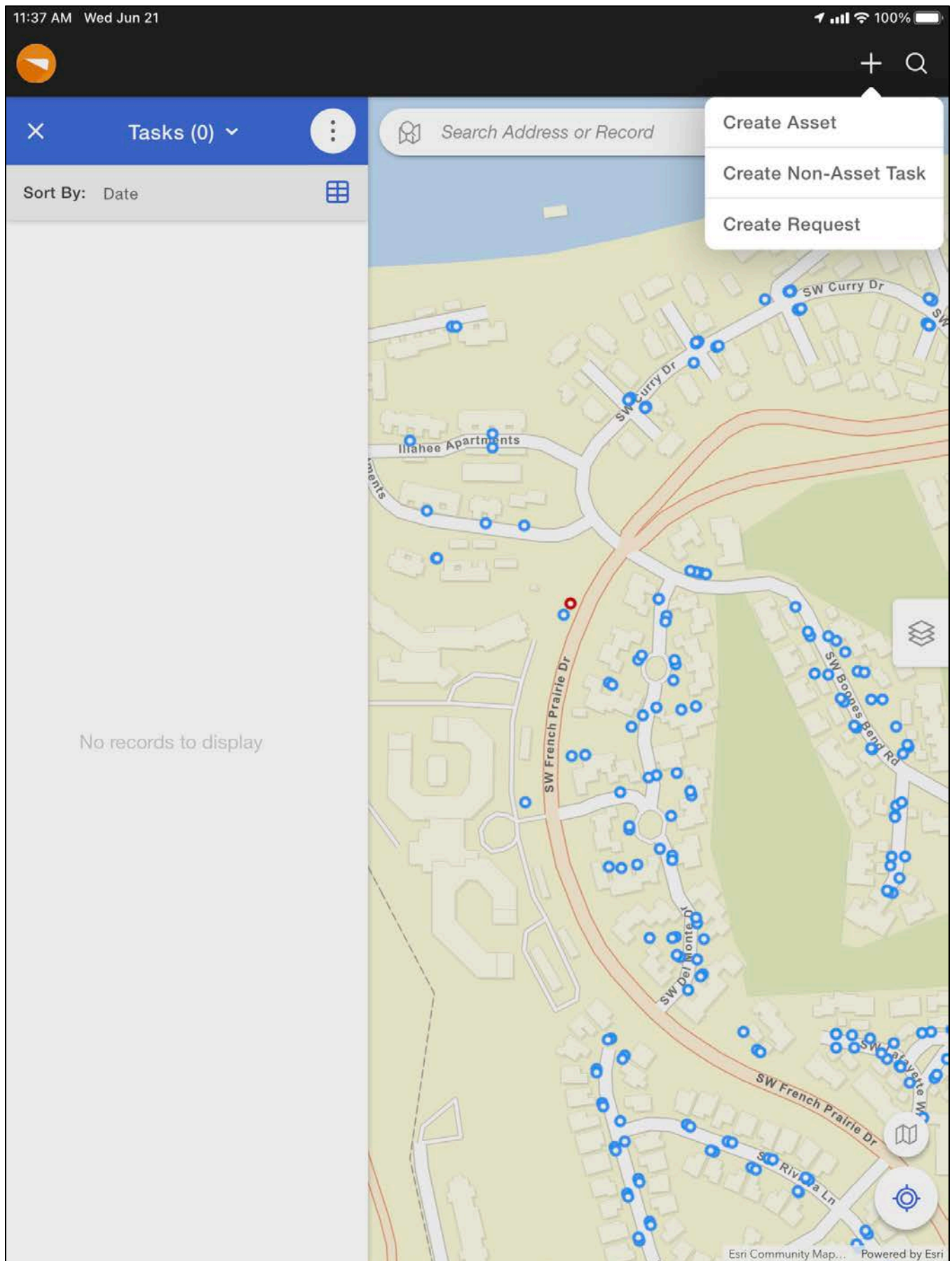
1. When City staff discover graffiti or vandalism, or if a citizen reports it, a Non-Asset Task needs to be made in Cartegraph/OpenGov to create a record of the incident.

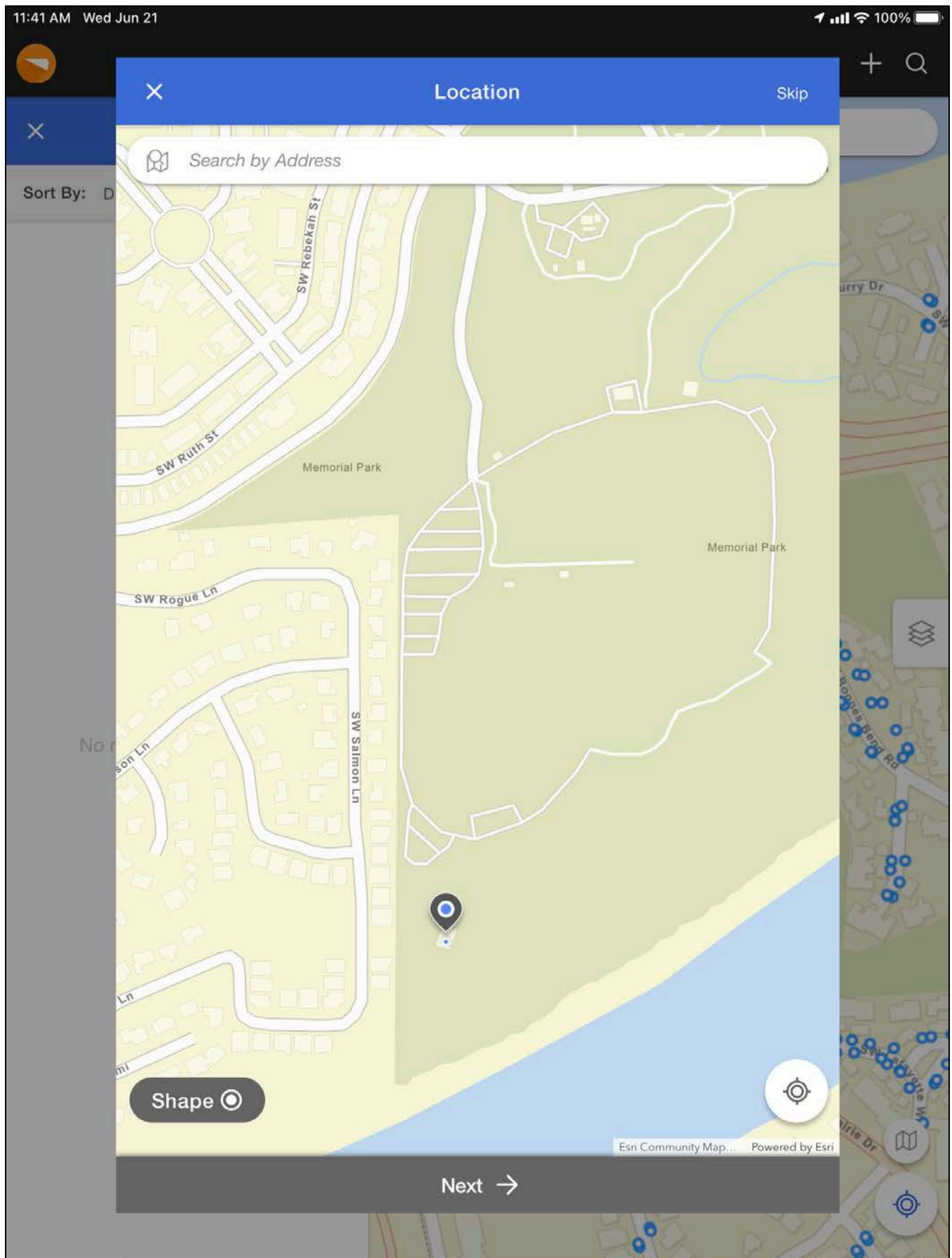
To create this task on the CartegraphOne mobile app follow these steps:

- a. After logging into the app, select the plus sign icon  in the upper right corner of the screen. Choose **"Create Non-Asset Task"** from the dropdown.
- b. On the pop-up map move the location pin to the location of the graffiti/vandalism and then tap **"Next"** at the bottom of the screen.
- c. On the "Create Task" pop-up screen tap the "Select Value" dropdown menu below the "Activity" field and select **"Graffiti/Vandalism Reporting"**. Then under the "Department" field choose the most appropriate department from the options (Parks, Roads, SMART, etc...), **for Private or Unknown ownership choose "Administration"**.

Under the "Priority" field **ONLY** choose **"Important"** if the graffiti/vandalism is something offensive or a potential safety hazard and needs to be addressed immediately. Otherwise, it can be left as the default of "None".

After filling in the above fields tap the save icon in the upper right of the screen .





12:37 PM Wed Jun 21 Not Charging

Create Task

Task Setup

* Activity
Graffiti/Vandalism Reporting

Start Date
Jun 21, 2023

Stop Date
Jun 21, 2023

* Department
Parks Maintenance

* Priority
None

Work Order
Select Value

Request
Select Value

☐ Citizen Concern

Notes
Enter Text

Assigned To

2. Now that the task is created, you will need to fill in a couple fields on the next screen under the **“Graffiti and Vandalism Reporting”** section.

Fields are:

Asset Owner – Choose the appropriate option from the dropdown selections for the likely responsible party for the asset. The options are **City of Wilsonville, Private Residential/Commercial, Private Utility – Minor, Private Utility – Major, Other Governmental Agency** (Railroad, ODOT, Metro, etc...) **or Unknown**. This will alert the appropriate staff by email to follow-up and/or communicate the issue for removal.

Graffiti Notes – Include details such as, location, description, time of discovery, or any other relevant information.

Police Report Number – This field should **ONLY** be filled in by Admin staff or Supervisors and will be used on a case-by-case basis. Only admin staff or supervisors should be communicating with police unless you are otherwise directed by your supervisor to do so.

12:03 PM Wed Jun 21 Task 257557

Details Assignments (1) Labor Log (0) Equipment Log (0) Material Log (0) Other Log (0)

SW Metrol

Esri Community Map... Powered by Esri

Graffiti and Vandalism Reporting

Asset Owner
City of Wilsonville

Graffiti Notes
Graffiti on north wall of River Shelter, see attached photos.

Police Report Number
Enter Text

Location


Please Photo Courtesy

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3. Including photos of the graffiti or vandalism is important and can be done by selecting the camera icon on the right side of the screen . Photos can be taken with your iPad and directly attached to the task or can be selected from the image library on the tablet. There is no limit to the number of photos that can be attached so make sure to completely document the incident.

12:03 PM Wed Jun 21 Task 257557

Details Assignments (1) Labor Log (0) Equipment Log (0) Material Log (0) Other Log (0)

SW Metrol

Esri Community Map... Powered by Esri

Photo Library

Take Photo or Video

Choose Files

Graffiti and Vandalism Reporting

Asset Owner
City of Wilsonville

Graffiti Notes
Graffiti on north wall of River Shelter, see attached photos.

Police Report Number
Enter Text



Location

Task Setup

* Activity
Graffiti/Vandalism Reporting

Asset
Non-Asset

Complete Task ✓

4. After filling in the required fields and attaching photos tap the save icon  in the upper right corner of the screen to save the task. Enter in any labor, equipment or material resources for reporting, investigating or removal/repair just as you normally would for any other task by selecting the blue dot icon  in the lower right of the screen.

If the issue is resolved at the time of discovery, enter labor time and any other resources utilized then Complete the task.


Add Labor Log

Add Equipment Log

Add Material Log

Add Other Log

If the situation requires additional time, resources or if a Supervisor needs to be involved then Do Not Complete the task until all cleanup and/or repairs are finalized.

Then tap the back button  in the upper left part of the screen to return to the main screen. At this point, you have finished reporting the graffiti/vandalism. If needed your Supervisor will advise you on any next steps.

Standby Duty Response

If you are on standby duty and receive a call concerning graffiti or vandalism, follow the protocol in the Standby Duty Handbook, see excerpts below.

The incident still needs to be recorded in Cartegraph following the steps detailed in this document.

Vandalism (Graffiti)

Reports of vandalism that only involve graffiti may require Standby staff to respond depending on the nature of the incident. If the material is graphic or obscene in nature then staff may respond during weekend daylight hours or investigate the next business day if it is after daylight hours. Staff should contact a supervisor when unclear as to what requires immediate response. If the call is reported over a weekend working hours, contact the appropriate Parks weekend staff to investigate.

Vandalism (Property Damage)

Reports of vandalism involving property damage should be investigated to determine if the damage poses a risk to the public and if additional efforts are needed to secure the asset or area. If damage is found, create a Cartegraph task to document the incident including photos of the affected area.

Determine if repairs are needed now or if they can wait until regular business hours. If a hazard exists that cannot be eliminated or a facility needs to be taken out of service notify your supervisor. Do not leave any unsafe conditions in park site without addressing each one to the best of your ability.

Automated Emails and Follow-Up:

When a **“Graffiti/Vandalism Reporting”** task is created by staff in Cartegraph and is marked as a **City of Wilsonville** asset, an automated email is sent to the selected department’s supervisor for follow-up.

If the asset ownership is marked as **“Private Utility - Minor”**, **“Private Utility – Major”**, **“Other Governmental Agency”** or **“Unknown”** then an email notification will be sent to the Public Works Program Coordinator and the Roads Supervisor who will attempt to determine ownership and notify the company or organization that needs to address the issue. After contacting the responsible party note date of contact in the Notes and complete the task.

If the asset ownership selected is **“Private Residential/Commercial”** the City’s Code Compliance Coordinator will receive an automated email and follow-up with the property owner.

If a graffiti/vandalism task is flagged as **“Important”**, meaning it is offensive or a safety risk and needs immediate attention, both the department supervisor and admin staff will receive an automated email.