

**Policy Title: Graffiti Removal in the City**

**Policy Number: 05-06-05**

Section:	<b>Property and Facilities</b>	Subsection:	<b>Facility Construction And Maintenance</b>
Effective Date:	<b>February 9, 2016</b>	Last Review Date:	<b>April 2020</b>
Approved by: <b>Council</b>		Owner Division/Contact: <b>For information on graffiti on City infrastructure contact the Works Operations and Maintenance Division, T&amp;W. For information on graffiti on City buildings contact Building Services &amp; Operations, FPM Division, Corporate Services Department. For information on graffiti in parks contact Parks Operations, Parks and Forestry Division, Community Services Department</b>	

## Policy Statement

The City of Mississauga endeavours to remove graffiti in a timely manner.

## Purpose

This policy establishes target response times for the removal of graffiti and outlines roles and responsibilities of staff in meeting those response times.

## Scope

This policy applies to graffiti on all City property, including buildings and infrastructure. Utility and communications companies utilize City property under municipal access agreements which address the removal of graffiti.

Graffiti on private property must be removed in accordance with the City of Mississauga's Property Standards By-law ("the By-Law"), as amended.

## Definitions

For the purposes of this policy

"Hate Graffiti" includes drawings or messages that convey political, racial, religious or ethnic slurs.

"Offensive Graffiti" includes drawings or messages that are lewd, indecent or obscene.

## Notification

### From the Public

Graffiti removal is undertaken in response to notification to the City that the graffiti exists.

Members of the public who observe graffiti on City property should notify the City by:

- Calling 311, the City's Citizen Contact Centre
- Completing the online form on the City's external website
- Accessing the mobile application "[Pingstreet](#)"

A service request will automatically be forwarded to the department most responsible. Departmental staff will inspect the graffiti and take appropriate steps to have it removed.

### From Staff

City staff who observe graffiti on property that they are responsible to maintain should follow their division's Standard Operating Procedures (SOP).

All other City staff who observe graffiti:

- On City buildings – complete and submit a [FPM Service Request](#)
- On parkland or right-of-way's and infrastructure (e.g. bridges, sidewalks, noise wall, poles) – report by completing the online form on the City's external website or by accessing the mobile application "[Pingstreet](#)"
- On utility and communication company equipment – report by completing the online form on the City's external website or by accessing the mobile application "[Pingstreet](#)"

A service request will automatically be forwarded to the department most responsible for the maintenance of the property. Departmental staff will inspect the graffiti and take appropriate steps to have it removed.

## Response Time

### Graffiti Removal on City Property

Graffiti found on City property will be inspected by departmental staff who will take appropriate steps to have it removed.

The City makes every effort to ensure that Hate and/or Offensive Graffiti is removed within two business days of notification. Graffiti other than Hate or Offensive Graffiti, such as gang symbols, tagging and murals, is removed within five business days of notification.

Response times are subject to weather conditions and the requirements of police if a police investigation is being conducted.

**Graffiti Removal on Private Property**

A City of Mississauga Municipal Law Enforcement Officer will inspect graffiti found on private property. In accordance with the By-Law if, after inspection, the graffiti is in violation of the By-Law an order to remove the graffiti will be issued.

**Graffiti Removal on Behalf of Other Parties**

In accordance with Municipal Access Agreements, utility and communication companies will clean, remove or conceal Hate and/or Offensive Graffiti within two business days of notification from the City. Graffiti other than Hate or Offensive Graffiti will be cleaned, removed or concealed within five business days of notification.

The external agency responsible for Mississauga transit shelters will remove any graffiti noticed during scheduled weekly inspections or when notified by the City. Removal timelines are in accordance with their agreement with the City, as amended.

**Cost Recovery****Graffiti Removal on City Property**

Where the City can identify the party or parties responsible for the graffiti, action will be taken to recover the costs of removal directly from the party or parties responsible. Charges to the party or parties responsible for the graffiti will be made in accordance with Corporate Policy and Procedure – Responding to Incidents in City Facilities. Staff should also refer to Corporate Policy and Procedure – Reporting a City-owned Property Damage Insurance Claim.

**Graffiti Removal on Private Property**

Where an order to remove graffiti has been issued by a Municipal Law Enforcement Officer but the owner does not have access to maintenance workers or contractors capable of removing the graffiti within the specified time frame, the Municipal Law Enforcement Officer may assist the owner by arranging for the City's contractor to remove the graffiti. If the owner does not agree to assistance from the City for removal and fails to comply with a Property Standard's order, the City will have the graffiti removed upon expiry of the order.

In these instances, the private property owner will be invoiced for the works/repair completed. Should the owner fail to pay the invoice within the period specified by the City, the City shall have a lien on the land for the amount of the invoice, in accordance with the *Building Code Act, 1992*, S.O. 1992, c.23, Section 15.4, as amended.

**Graffiti Removal on Behalf of Other Parties**

Utility and communications companies that have been contacted by Works Maintenance staff with respect to the removal of graffiti may request that the City's contractor remove graffiti from their property or equipment located on municipal property (such as hydro boxes, newspaper

boxes, etc.). If the graffiti is not removed in accordance with the Municipal Access Agreements, the City may remove the graffiti.

In these instances, the utility or communications company will be invoiced for the works completed. Charges will include the direct costs of the work performed, as well as an administration charge, as outlined in the Transportation and Works Fees and Charges By-Law, as amended.

The external agency responsible for Mississauga transit shelters is responsible for all costs related to graffiti removal.

## Revision History

Reference	Description
GC-0255-2005 – 2005 04 27	
May 19, 2010	Housekeeping – change to name of Vandalism policy
June 01, 2015	Housekeeping correction – removed reference to rescinded policy Charges to External Parties
February 09, 2016	Revised to reflect current practices and procedures
April 27, 2020	Scheduled review. Minor admin changes only.