

Graffiti Coordination/Community Outreach Worker Mission

- Successful if an FTE is hired, maintains coordinated efforts to remove graffiti quickly, and coordinates community safety and crime prevention initiatives.
- Successful if an FTE is hired and maintains regular contact with the identified service population and reduces the number of referrals to the criminal justice system.

Number of Sites Cleaned

- From June to December, over **1241** sites have been cleaned by the Graffiti Removal Team, keeping in mind that most sites contain multiple tags. Some sites have not yet been reported from Adopt-A-Block volunteers.
- Many large scale sites had graffiti removed including the Burgess Electric building, several underpasses on route 27, the building across from the Mayor's office, and a garage door that had been hit almost 5 years ago.
- In November there were several buildings that were hit with graffiti in one night. The Graffiti Removal Team painted and power washed all of these sites within 24 hours with the assistance of the new vehicle and volunteers. Research shows that graffiti removed within 72 hours has a 90% chance of not returning.

Adopt-A-Block

- Several Adopt-A-Block members have removed graffiti within 72 hours of a site in their designated adopted area being tagged. Reports were also sent in with before and after pictures to add to our database of known graffiti locations and tags.

Civic Engagement

- In total, we hosted 103 volunteers who completed 417 hours. That equals \$8,340 worth of community service volunteer hours.
- These volunteers represent several different communities in Burlington including Champlain College, the University of Vermont, YMCA, Linking Learning to Life, Burlington High School, and IBM.

Restorative Justice

- The coordinator has remained as a participant in a restorative justice panel with an adult male who was caught doing graffiti. Through intentional dialogue, and reflective listening, both the victim and graffiti vandal have been able to better understand why individuals choose to participate in graffiti activities, as well as understanding the greater community impact.

New Additions

- There has been interest expressed from other local police stations, businesses and concerned VT residents that a graffiti removal program should be in existence in the entire Chittenden County area. Hopefully, this interest, with the training from the coordinator, will show other cities how a graffiti removal program can operate effectively and sustainably.
- A website is being created that is more accessible for individuals who are interested in removing graffiti from property on their own. Once completed it will be linked to the City's official Graffiti Removal Team page.

Updates

- The preexisting online informational blog has been continually updated, allowing individuals to track what is happening with the program.
- The preexisting database from 2003 was found and is up-to-date with reported cleanings. A senior computer science major student at the University of Vermont has volunteered 7 hours to help streamline the way data is entered into the larger database.
- The preexisting website on the city's server has been merged with the program's website, providing information on proper removal, prevention, and reporting of graffiti. Several hits are made each month showing that the site is being visited.
- The vehicle added to the list of available resources for the program has proven to be a tremendous help in cleaning large projects in a timely manner. Approximately 42 gallons of gasoline were used this season.
- Communication of new vandalism reports from the Police Department is delivered every Monday and added to the list of known graffiti locations that are then added to the specific removal list depending on what surface the graffiti is on, which dictates what removal process will be needed.
- The Face book and Twitter account is still up and active, keeping friends and fans up-to-date with information about the program including pictures of service groups, and future event notifications.

Costs

- The total cost for paint and brushes for the season was \$368.08
- The total cost of cleaning materials for the season was \$342.87.

Advertising

- Interviews with 2 local news stations were conducted in early December, furthering the message that this program exists for Burlington community residents and businesses.
- Two different flyers have been created and posted in local shops in the Burlington community, asking residents to report graffiti and get involved.
- Additional advertising for volunteers are regularly placed on Craigslist, in the Burlington Free Press, and in 7 Days.
- Half sheet of paper detailing what our program is and does was designed and is given to local residents and businesses when graffiti has been removed from their property.

Meetings

- Three strategic meetings have taken place with the heads of several city departments' who are also facing graffiti vandalism on their equipment.
- Emails have been sent to property owners who have an exorbitant amount of graffiti on their property, and community members have identified these locations as hot-spots.
- Contact has been made with local dumpster companies hoping to start a conversation for future collaboration in creating sustainable practices for removing graffiti.

Additional Efforts to Enhance Quality of Life

Operation Snow Shovel:

- A program that matches elderly and differently-able people in the community who are not able to shovel, with volunteers living in close proximity assist their match with shoveling a small walkway out of their home.
- Volunteers commit to shoveling the walk leading up to the front door of their match's residence within 48 hours of each snow fall accumulating over 3 inches.

- Operation Snow Shovel volunteers ensure that the most vulnerable of our community members who cannot physically or financially remove snow from their own walkways can get out and otherwise remain independent.

Systems

- Previous database containing information for volunteers and users of the program was updated and enhanced in an excel file.
- Phone calls and emails were used to communicate with both volunteers and users to update their status with the program.
- Neighborhoods were canvassed, looking for volunteers to help shovel a walkway for an elderly or differently-able person living in close proximity, who have requested help this winter.

Media

- Flyers have been distributed to local businesses advertising this program.
- Local newspapers, Craigslist, Chittenden Valley Agency on Aging, and United Way have been additional vehicles utilized in community volunteer outreach.
- Two local news stations have conducted interviews with the coordinator furthering the awareness of this program.
- Social networking has also been used. A face book fan page has been created as well as a Twitter account, and blog.

Cartography

- A unique map has been created using Google Maps. The status of matches is kept online allowing for a streamlined approach to keeping track of unmatched users and volunteers in the respective 7 wards of Burlington.

Collaborative Practices

- Incorporating the Restorative Justice Program's processes into this program has proven to be an effective approach to community civic engagement. Several individuals going through the Restorative Justice Process are given the option to help serve as a volunteer for someone in their neighborhood.
- The Department of Public Works has donated 6 new shovels for volunteers to use this season if they do not own one. This includes mostly college students.