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>> Councilmember Pyle: Ladies and gentlemen in deference to your time and helping you to get out of here when you should be, I'm going to call the neighborhood services and education committee to order. February 9th. I'm happy to tell you we basically have only one item, an exciting one for me and one report. So with that, I need someone to agree that that will be our work plan for today.

>> So moved.

>> Second.

>> Councilmember Pyle: All those in favor, obviously it is unanimous. We will skip the schools city collaborative and move on to our anti-graffiti report. With us are Julie Edmonds and Mares. And.

>> Talk to you about the anti-graffiti and antilitter semi annual report. We are also joined in the audience by several other members, some of them will be helping us with the presentation. Sergeant Ken Davis and officer Tim Harden who work in the anti-graffiti unit. Laurie Jones, who are our supervisor of the area, and Barry Steiner, general manager with our vendor, GPC, Graffiti Protective Coatings. So as you are aware, our anti-graffiti program is very much a collaborative effort both with internal city departments, external agencies, which Mike's going to talk a little bit more about in a moment and of course a cadre of volunteers who really help us make this an effective program. We have changed to a different eradication model in the last year as we wanted to talk to you about that. So beginning in FY 2011-2012 with our new partner GPC, graffiti protective coatings we are now working on our restoration model to remove blight. In the past we used four basic colors to eradicate graffiti. In that we would put, if the wall was brown, we might use beige, and it kind of created a secondary graffiti phenomenon. Now we are looking at a -- we are utilizing a restoration model where we paint match, and it really makes it seem seamless, and restores it to its pre-blight status, if you will, looking very nice. We are working within assigned areas focusing on hot spots for the restoration and just abating quickly in the other areas. And Mike's going to talk about statistics on that. It's been very successful for us in a few minutes. We're utilizing a mobile work order system which is behind the scenes, folks in the community can report through an application that's available, San José Clean on both the iPhone and android networks wherein they can report a graffiti

incident. That particular report goes straight to the GPC folks that are out in the field. So if it's a few blocks away they are able to quickly dispatch. It really is helping our efficiency. We have a 1-800-number where folks enter the information into the database which also feeds into the work order system and our traditional e-mail. With that I'm going to turn it over to Mike, who is going to go over some statistics.

>> So the anti-graffiti program relies greatly on our partner agencies. GPC of course is our greatest partner and statistics of graffiti that was abated in San José over the last six months they represented 63% of the calls for service that were addressed. The next group would be the sensing alternative program which is a group of program provided by the county that's juvenile offenders, truants and so forth that are assigned to provide volunteer service. They go out with our staff and vans and abate graffiti throughout the city. And then we work pretty aggressively with our eight other partner agencies such as CalTrans, VTA, Cal Train. These are significant property owners throughout San José that are obligated through permits they have and business licenses with the city to abate graffiti and keep their property blight-free. Including CBS billboards and Union Pacific, County, Department of Transportation, it's been a very successful program. We started in July with a bit of confusion on their part. They relied heavily on the city in the past to abate their graffiti, but through constant communication we brought them up to speed. For example, CalTrans has repaired their spray rigs have made graffiti a priority for their state highways. Over highway 87 at well low street bridge we recently worked with the other agencies to get that bridge painted. It's a high visibility area, gets a lot of graffiti. We needed that bridge to be protected with barbed wire and other defensive techniques, which CalTrain was happy to do and then we worked with CalTrans to close the highway down and paint that bridge. We found that's been very successful, that bridge has not been tagged. We did the same task back in March with the bridge over Highway 280, a bridge that has been heavily graffiti'd and hasn't been touched since then. So these partnerships certainly have been paying off, and the agencies, these other partner agencies certainly support the direction we're going. Even Union Pacific has voiced a wish to continue to participate in graffiti abatement in San José. The program itself statistically, graffiti protective coatings has abated 99% of the calls for service that have been sent to them. We receive calls either by e-mail or now by the app or by the toll-free number and then they're dispatched out to the company. And so successfully out of 4500 calls for service that the -- sent to them in the first six months only 64 they weren't able to abate within a 24-hour period so we're pretty happy with that. And of the gang tags throughout the City of San José 100% of

those tags were abated within 24 hours of the call of service. Again statistically, the graffiti protective services or coatings is in par with graffiti abatement in previous year. You could see that in the 2011 which is the black line, that first six months of the year, it started off, just over 200,000 and it dipped a little bit but you can see it's pretty consistent with the amount of graffiti that occurred in the previous year. We just completed our annual survey for 2011. And I'm sorry, 2012. And this is the survey where we go out and we count every piece of graffiti in San José. We drive every street in the city and anything that we observe gets tallied on this list. And we're happy to report that in council districts 1, 5 and 6 the graffiti statistics actually dropped. Of course that means that the rest of the council districts graffiti went up slightly. But overall, citywide, graffiti dropped 7%. So this year, there was 37,533 tags that were observed, as opposed to 42,000 the previous year. So we're pretty happy with this outcome. It is a trend that we were anticipating. Early when we met with graffiti protective coatings their model was one that as they conducted the restoration activities, it discourages graffiti from returning. I was just talking to Mr. Steinout earlier today and he was mentioning in the majority of the sites, especially along East Santa Clara and through council district 5 and parts of district 3 where they've been aggressively deploying this model they've seen significant and recurring graffiti in those sites. So as time goes on we anticipate that the company will continue this throughout the rest of the city and we'll see like experiences throughout. With that, I'd like to introduce sergeant Ken Davis to come up and speak about the police department's activities in regards to graffiti abatement.

>> Thank you for allowing us this opportunity to speak with you today in regards to our suppression efforts that we've done within the city. I think as many of you have noticed, there is a significant decrease in the graffiti activity, specifically in the southern division. And as you've seen on TV, we were able to take a very large crew that was responsible for the vast majority of the graffiti in the city not only in the city but along the freeways as well. Currently we have 23 to 30 active cases, detective harden is the only detective left in our graffiti unit now. Back in August of last year we took a new approach and it was a proactive approach. Within the last six months we have documented approximately \$150,000 in property damage that would have gone undocumented if we didn't take our proactive approach with it. Within that six-month process we've arrested over 50 folks. We're in the process with our court system with them obviously in obtaining restitution for that property damage. In addition to that, we're able to determine that there was a very large crew Hysu, H-y-s-u that was going along the entire city

along the freeways. We were able to target those individuals, set up our operation called operation FNF which stood for 594, which a penal code for vandalism. And in that time period we took an assignment and we put four of those guys in jail. One of them is still in jail at this time, and that was back in December. After our December efforts we knew we had three or four other guys to focus on and I'm happy to report that we made our final arrest just this past Monday. We've put seven of the HYSU members in jail and they're responsible for about \$50,000 in damage amongst the 150 we noted. In continuation of our proactive efforts we're definitely going to continue the decrease that you've seen within the graffiti. And with you guys' support, I'd like to continue to lead that charge with detective harden's efforts in the graffiti unit. Thank you.

>> Councilmember Pyle: Well, you've certainly got our permission. Julie, did you have other speakers?

>> Just a few more comments. Some successful parts of the program include our deployment of the graffiti services review committee which is a citizens based review committee which is going to provide feedback and recommendations in the program. And also we've been supportive of various programs in the city one is the art box programs where they paint Muir always on the utility boxes and we found that's successful as well in reducing graffiti. Antilitter program is part of the program we manage and that is that we have the great American litter pickup coming up on March 19th. As well as in September, the volunteer recognition event. And of course we've got numerous litter events throughout the city, and participating in different community events for those, as well as working with the environmental services department for their reusable bag program.

>> So with that we're available for questions.

>> Councilmember Pyle: Thank you, what a wonderful report. I'd like to make my editorial comments before these two. I'm so thrilled to death that you're going after and capturing the people that are predominantly the cause of a majority of the wrongdoing out there. So congratulations on -- on behalf of -- I'm very, very grateful. With that I'm sure both of you have questions. Refer to your colleague.

>> Councilmember Constant: No questions, just a thanks. I can tell you that I've heard from my residents, appreciative of the decrease in graffiti, and a lot of comments about the promptness of the response. So I'm glad to see this is going in the right direction, and glad to see that we are still doing proactive work even though we only have a couple of you. Hopefully we'll fix some of that in the upcoming budget cycle.

>> Thank you.

>> Councilmember Rocha: Thank you. Question on -- where is it -- looking at page 4, second contract, the vendor requires response within 24 hours. 99% of the calls for service within 24 hours?

>> Yes.

>> Councilmember Rocha: And that's under the new contract, right?

>> Since July, yes.

>> Councilmember Rocha: Okay, initially, I thought, if memory serves me, had a little bit of call them a hiccup in temps of responses and some residents were concerned not as responsive as it was previously. And I understand everybody is working towards improving that, and it appears that's the case, and that's great. I'm trying to understand, though, how that 99% correlates over the six months to those hiccups so to speak.

>> So if you recall back to the chart where we showed GPC's response rate versus the whole city's response rate. GPC has been abating 62% of the citywide. And the other percentage has had some lag in time frame. And some of that is planned. And so when we utilize the sentencing alternative program, if we have a large wall and we know we're going to have a crew on the weekend what we'll do is we'll hold off and we'll wait three days because we know we can get to that on Saturday. So we won't meet the 24 hours. But it's in a planned manner. Not in an unplanned manner. There are also occasions where it's difficult to get to a location and Mike can speak to that a little bit.

>> There may be situations where there's a property say that is fenced or Water District property or other agency property where a call would come in and the citizen will just know that they reported graffiti on, say, a wall. It's our job to determine who owns that wall and again if it's Water District or PG&E or whatever utility company it might be, we'll then contact that company to get them to abate it. And that shows up as the delay in the citizen's appearance. But for the statistical purposes of this report, calls for service are calls that we directly point to the contractor to abate. And those utility calls we obviously will not send in the contractor to abate.

>> Councilmember Rocha: That makes sense. But then that leads knee to another question, when you measured it previously in house did you do the measurement, I see the pie chart you're speaking about. I guess I'm trying to understand, did you measure it and report it out the same way previously, whether it was in-house or other entities and the response time was I believe 48 hours at that point, right, that's usually what we measured.

>> It is my understanding and I didn't manage the program at that time. But it is my understanding that they did not separate out the differences between in-house versus external agencies.

>> Councilmember Rocha: Now we are?

>> We are yes. We're trying to create a more accurate picture of what's going on in the abatement programming.

>> Councilmember Rocha: Okay. I did have a question for the officers at the moment. One is, thank you for your work. And I had the opportunity to talk to you a little bit about this at an event I met you at.

>> Yes.

>> Councilmember Rocha: But you mentioned there's only one officer and in the report I saw reference to two officers.

>> Recently the graffiti unit had a member, Tim's partner, resign and go to another agency. Currently that position is not going to be back filled and Tim will be working alone. I don't want to say quite alone but it's going to be, he will be the sole detective that's heading that up. I will be responsible for assisting him with my team, and going out and doing the proactive measures as much as possible.

>> Councilmember Rocha: Okay, thank you. It's helpful to understand. I did have one more question. And it's, I'm not looking for better or worse, in terms of this question. What I'm just generally asking you is, since we transitioned into working with the outside contractor, can you kind of give me an explanation or an opinion of how that's -- transition's worked for you compared to when it was done in-house?

>> I can't answer that. I'll let Tim handle that. I came in towards the end of that transitional period.

>> I think overall, the contractor's been doing a very good job. You know we went from 20 city painters to three contract painters so they're doing the most square footage they can. I think the one benefit about having them is their database that they have. It's a realtime picture, we can send a work order out to the painter. He can get it cleaned for us. With the Hysu case we did, I used their system to find probably about what -- probably 24 additional cases that we didn't have in our system that our painters documented. So it was a real nice system because it showed a before and after. So when we go to the different we can say hey we did clean this, and it was realtime, and this was the data they did at the time. So the system they had has helped us in our investigations. But overall the job they're doing with the people they have is good, great.

>> Councilmember Rocha: Great, that's all, thank you.

>> Councilmember Pyle: Gentlemen I would like to ask one question and it may involve you again but let me ask the question first and if you can't answer it fine, if you can that's okay too. As a teacher of 25 years I have to ask, what happens to the individuals that are -- I'm presuming younger people that are arrested for this activity. I would hope that they can be -- what's the word I'm looking for -- their behavior can be modified without spending a

tremendous amount of time in jail which is not productive for 911. So can you -- do you have information about that or is that a county response?

>> Well I've seen both extremes, you know if we catch them young they'll usually learn from it. The other extreme is we've had kids who have tried to change up their moniker on us but unfortunately we recognize their hand style, their writing style and we can link it to them through sources of friends and all that but when we come after them and they're doing multiple thousands of dollars of damage they're usually held accountable. I just did a case on a kid who previously I did \$15,000 worth of damage on. He tried to change his moniker up, I caught onto it and during that time, he did violate his probation on my first case and then when I presented the probation officer with the second case I had eight more cases on him, probably four, \$5,000 more dollars of damages, he's looking at eight years at the ranch. There are kids who learn and others who think they can outsmart us.

>> On the other extreme, one of the very first kids that I arrested for our active, proactive enforcement, he was having a hard time for the first couple of months and I probably arrested him three different times on citations and whatnot. Just yesterday when I saw him he actually pulled up next to me in a car and thanked me and he said I've changed my ways. He's only 15 years old. I've changed my ways, I've stopped, I'm moving on, I'm doing my education and thank you. So you can see from one extreme to the next how it could affect the kids and the community in general and it just really depends on the individual. So --

>> Councilmember Pyle: And we're not doing them any favor by letting them get away with it, that's for sure, that doesn't help anybody.

>> Juvenile probation is doing really good holding them accountable for restitution. We just got back from our tag class, which is talking about graffiti. So in order to fulfill their restorative justice they have to go through our class. We usually have six taggers attend this class, we talk about graffiti. Their parents have to attend, and if they don't fulfill that, then their restorative justice gets delayed.

>> Councilmember Pyle: Oh.

>> So it's been a really good program and having operation on our side, taking the kids out to do community service is really helping too.

>> Councilmember Pyle: Wonderful. I'm glad to hear that. It has to be some definitely reactionary kind activity so they get the picture. Thank you so much for all you do.

>> Councilmember Constant: Motion to accept the report.

>> Councilmember Pyle: All those in favor, aye. Thank you once again, we should have done this before we had the speaker but Tina if you could make this presentation, this is part you did refer to so this has to do with those beautiful boxes that have been restored. She has some very pretty pictures to share.

>> So good afternoon. My name is Tina Morrill I live in the Vendome neighborhood. I'm the project manager for art box project SJ. Which is painting basically utility boxes. And we have set up a formal process to put art on utility boxes. We have ten complete, you see six pictures. We have six in the works. I've got boxes in districts 3 and 6. I've got one in five, one in 7 I'm working on 4 and 8, and I hope to get 9, I hope to get 1, I hope to get 2, I hope to get 10. So far since September we've had two tags, two. That's it. It's a very cool grass roots project. It brings art into neighborhoods. It puts local artists to work, little money back in the economy because we get people to sponsor the boxes for a nominal fee. And it reduces tagging and graffiti. And Mike will and Laurie Jones and Julie, the City of San José has been a great collaborative partner and we really really appreciate it. It's a bit of good news especially during these times when there's no money for art. And how are we going to put people to work, this is a little bright spot. So I'm really happy to bring the program to the city and I'm available for any questions or comments.

>> Councilmember Pyle: Questions? I want to thank you for your innovation and willingness to put this program together. Very, very good.

>> Thank you.

>> Councilmember Pyle: Are there any other speakers that haven't filled out a card yet? All right, with that we're ready to move on to Kip Harkness.

>> We have one additional item on restitution, graffiti restitution. Restitution rates are required every three years to be reviewed. The last time the city reviewed this was in 08-09 so we need to do it this year. The rates listed in the resolution actually apply to juvenile court cases, but they can be used in criminal court cases and have been utilized in criminal court cases. So in the document itself it actually calculates out the rates and requests we refer this to full mayor and council for adoption and send a copy of resolution to the clerk of the Santa Clara County juvenile court and the Santa Clara County probation officer. We're available for questions.

>> Councilmember Constant: Motion to approve.

>> Councilmember Rocha: I did have a question, second. I'm reading, let's see, page 2, graffiti abatement section. The actual cost of providing graffiti abatement under the new service model is yet to be determined.

>> We -- the basis of making these calculations is on a completed fiscal year. So we based this current calculation on fiscal year 10-11 which we had full data for. We don't have a complete year for 11-12 just yet. So in the fall of -- in 2012 we'll look at this current fiscal year's data to see if it's worth reviewing this cost because of the use of the contractor. All the previous data was based on city staff only.

>> Councilmember Rocha: Why wouldn't it? I mean -- what would determine whether or not we use it?

>> So it's -- we're only required to update this every three years but then we take the initiative to do so if there's been a major change. And because there has been a major change we want to make sure we evaluate the data next year. So to call out the unspoken term here, we're doing this in a more efficient, less expensive model. And so the rate will probably go down a fair amount. Of course, the positive side of that is that the city is abating this

graffiti at a lower cost. The negative side is the restitution drives whether or not the property damage could be potentially a felony or not. So now it will take more to qualify. But that's an he evaluation we'll do next year once we have a full year of fiscal data.

>> Councilmember Rocha: Okay, but you've also mentioned that initially some of the costs will go up but given the matching and we expect that some of the secondary graffiti as you call it will be minimal. So we might have less graffiti tags. I'm trying to reconcile initially some of the costs to go up but yet you said the costs should go down.

>> Correct. But the restitution is based on a unit cost basis. How much does it take to abate one unit and that gets applied to the square footage of the property damage caused by the individual.

>> Councilmember Rocha: I understand. Thank you.

>> Councilmember Pyle: All set?

>> Councilmember Rocha: I second.

>> Councilmember Pyle: All in favor, yes, that is approved. Thank you all for your hard work. Kip, we saved the last until the ends.

>> Kip Harkness assistant to the City Manager. Just briefly three items that we're working on in terms of neighborhood connection. One is an innovative program we have done with PWC Price Waterhouse Coopers called the I lead training. And over the course of a year we worked with about 75 associates and seniors with PWC, paired them with in teams with interested and interesting downtown businesses and nonprofits and then in the week of November had a series of events that raids funds and brought people into those businesses. It was a great series of events and I think what was most powerful out of that was not too stereotype our accounting friends but folks who have spent a lot of time in the office working really hard got out and got connected with

downtown in a very meaningful day and that was a different way of doing business for us. Second event that I wanted to highlight is our ongoing neighborhood walks. That is what they sound like getting out and walking in the neighborhood. Over the last several most months we have had over 20 organized neighbor walks and a number of spontaneous ones on their own involving over 600 volunteers, getting out, cleaning graffiti, picking up litter in their neighborhoods. And we're coordinating those with some of the litter hot spots and graffiti hot spots and our anti-graffiti teams as well. And then finally a little bit more of a preview, more on the details on Monday during the budget study session. I wanted to point out during the January priority setting sessions, we had represents from over 60 neighborhood associations, the neighborhoods commission and the youth commission participating in those exercises. And again, some of the content we'll discuss on the budget study session on Monday, but I just wanted to give you those top line figures.

>> Councilmember Pyle: Any questions? No questions? Okay, all those in favor, and we have completed before the half an hour which I predicted it would take to end this meeting. Thank you all pretty much for being here and have a great refs of the week. Oh, we have a speaker here.

>> I'm ripped Garcia, I'm a volunteer, anti-graffiti painter, volunteer, I love painting so I've taken up a new hobby here. I've worked with Mike Will on the special committee of -- review committee which is really interesting, will help give feedback to the contractor and to the city in terms of expediting, you know, the down time it takes to get the graffiti down. And the response time. In our neighborhood, I try to get it done within 24 hours. It won't even get to most of -- you won't even know it's there in the morning, for example, for myself, I'm out there 6:00 in the morning until about 8:30 in the morning. Summertime I'm out there 4:30 in the morning until about 8:00, before the traffic accommodation up. I go out twice a day, myself, I'm usually two and a half hours in the morning two and a half hours in the afternoon. I get calls from officer Harding, working with the police department, really graffiti task group is really exciting because they'll call me in the morning and they'll say ripped I don't want you to paint that. I know you're going out this morning, leave it there because we're working on a case. Quite interesting work being with them. I find it interesting with the meetings we've had with Mike is there are devices that we can use that might help us trap, so to speak and get a handle on the exact time or the exact time when the graffiti is happening

which I think might be a useful thing to look into down the line. And Mike will be probably talking more with us about that. And I think it's going to be a good program. I'm glad to participate.

>> Councilmember Pyle: We are glad to have you as a volunteer in our city. You make everybody look good for doing so much.

>> They made me look good. I was the volunteer of the year last year and I don't think I deserved that.

>> Councilmember Pyle: You quite deserved it.

>> There are hundreds working just as hard as I am. I share that with all of them.

>> Councilmember Pyle: Thank you, as a pre-- what do you call it at the very end, second thought. This has a dramatic effect on attracting business to the city. It has a huge effect on our economic vitality. And so I'm so happy that you are and all of your volunteers are so aware of how much it brings to the city, if it's handled and how much it detracts if it isn't. So thank you again everybody for all your help and good thoughts. Have a good week. Any other comments? Last chance. Either one of you. Going going.

>> Councilmember Constant: Thanks for the speedy meetings.