

COUNCIL AGENDA: 09-25-12
ITEM: 5.1

Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Dennis Hawkins, CMC
City Clerk

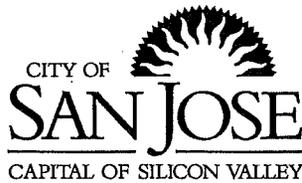
SUBJECT: SEE BELOW

DATE: 9-20-12

SUBJECT: ANTI-GRAFFITI AND LITTER PROGRAM SEMI-ANNUAL REPORT

RECOMMENDATION

As recommended by the Neighborhood Services and Education Committee and outlined in the attached memo previously submitted to the Neighborhood Services and Education Committee, accept the Anti-Graffiti and Litter Program Semi-Annual Report.



Memorandum

TO: NEIGHBORHOOD SERVICES AND
EDUCATION COMMITTEE

FROM: Julie Edmonds-Mares

SUBJECT: ANTI-GRAFFITI AND LITTER
PROGRAM SEMI-ANNUAL REPORT

DATE: 08-27-12

Approved

Date

9-4-12

COUNCIL DISTRICT: Citywide

RECOMMENDATION

It is recommended that the Neighborhood Services and Education (NSE) Committee accept this Anti-Graffiti and Litter Program Semi-Annual Report and recommend this item for full Council consideration at the September 25, 2012 Council meeting.

OUTCOME

The NSE Committee will be provided with a response to Council Referral number 1507 (Item 5.1, dated February 28, 2012) and advised of the current performance of the Anti-Graffiti and Litter Program for Fiscal Year 2011-2012.

BACKGROUND

On June 29, 2011, the City Council approved staff's recommendation to move forward with the new contracted services model in the Anti-Graffiti and Litter (AGL) Program. In making that decision, Council directed the Department of Parks, Recreation and Neighborhood Services (PRNS) staff to provide updates on the program's progress to be reviewed by the NSE Committee and advanced to the City Council for acceptance on a semi-annual basis.

At the February 28, 2012, City Council meeting, the City Council accepted the most recent Anti-Graffiti and Litter Program Semi-Annual Report and referred several questions to staff for discussion at the NSE Committee in September 2012. Those specific referral items are included as an addendum to this semi-annual report (see Attachment A). The AGL Program's summary of the new model's overall progress is provided in the Analysis section, below.

ANALYSIS

PRNS manages the Anti-Graffiti and Litter Program to maintain the beauty and overall livability of San José through various efforts. In addition, the program continues to provide training and education to the community at neighborhood meetings, school campuses, and community service events in order to establish greater public awareness of the effects of graffiti vandalism and litter blight on the City's overall economic, social, and cultural vitality. The following analysis highlights the program's most recent and planned efforts in addressing graffiti and litter issues in the community.

GRAFFITI UPDATES

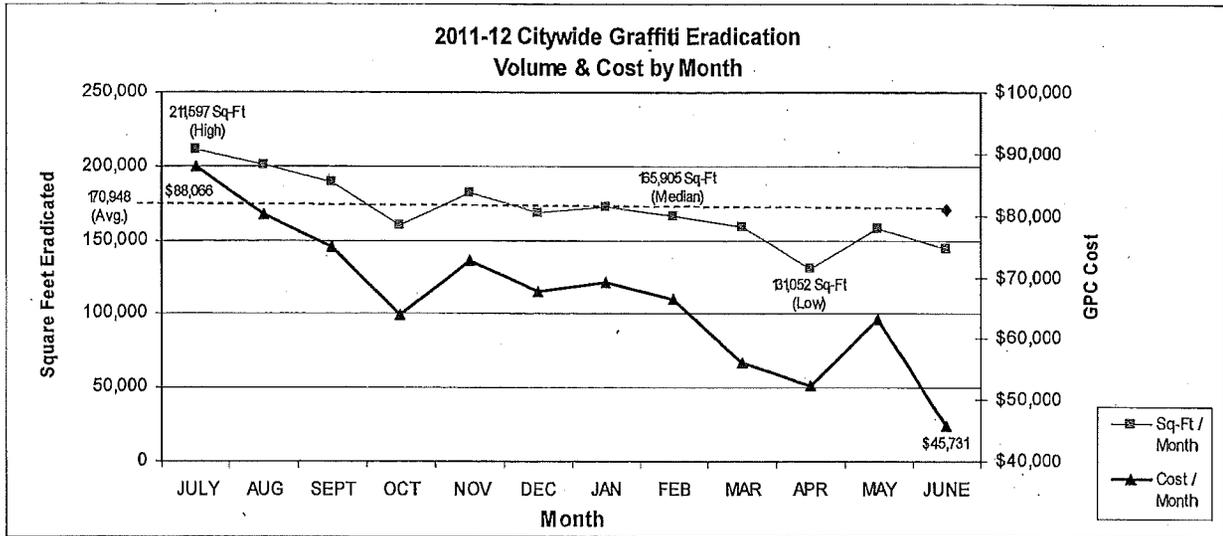
PRNS implemented a new contracted services model for graffiti eradication in Fiscal Year 2011-2012, when the City Council approved the selection of Graffiti Protective Coatings, Inc. (GPC) on June 29, 2011. With GPC, the City is taking a new approach to graffiti eradication that focuses on addressing areas with high rates of vandalism first, followed by areas with lesser graffiti vandalism rates. In doing this, the City is advancing a long-term strategy that has been proven in other municipalities and which is now starting to see positive returns in San Jose. Specifically, the City is beginning to see progress in the advancement of three primary objectives, including: 1) realizing the \$600,000 in cost-savings projected under the new model; 2) ensuring improved service performance and community satisfaction; and, 3) promoting community engagement and partnerships.

Realizing Projected Cost Savings

On May 2, 2012, staff presented a report to City Council titled *Anti-Graffiti Program Contracted Services Cost Report*. This report was submitted in response to previous City Council direction in which staff was directed to report back on any contracted graffiti eradication expenses that exceeded \$633,300 for the fiscal year. In that report, staff noted that it was projecting a total of \$800,000 in year-end vendor expenses, constituting a variance of \$166,700 for that portion of the Anti-Graffiti budget. In the report, staff committed to absorbing the overage within the PRNS annual budget. The total actual vendor expense paid by the City of San Jose for the year was \$800,000 within the AGL Program's \$1.2 million annual budget. In support of citywide fiscal constraints, GPC donated \$12,000 worth of additional services in the month of June to ensure graffiti continued to be swiftly removed within city limits. The final \$166,700 vendor cost variance to purchase additional graffiti abatement services was in fact offset by savings in other areas, such as materials, resulting in no additional impact on the General Fund.

While it is true that this first-year cost spike resulted from increases in graffiti vandalism, staff noted in its May 2, 2012, report that it expected graffiti volume to steadily fall over time as property restorations continued, regular maintenance services became the norm, and timely responses to graffiti reports began to deter repeat taggers. Staff predicted that this would translate into an overall cost decrease, which is now beginning to occur.

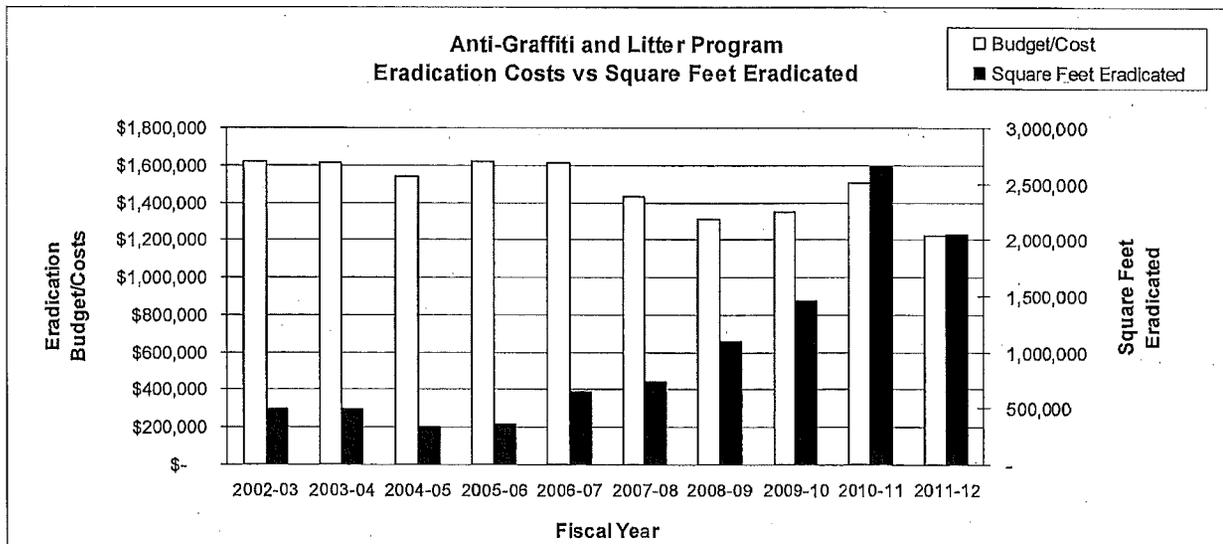
Looking at the chart below, GPC's month-over-month eradication volumes are decreasing as they addressed the graffiti backlog. Staff is predicting that the corresponding cost for graffiti eradication will continue to decrease in 2012-13, as well.



Improved Performance and Community Satisfaction

As alluded to above, the success of the new “restoration” model is predicated on the idea that prompt graffiti eradication and property restoration discourages repeat taggers. The premise is that taggers will see a decrease in their notoriety when tags are removed promptly. The lack of prolonged exposure results in “less bang for their buck” and taggers are less inclined to commit future acts of vandalism because the effort, cost, and risks outweigh the benefits. GPC has experienced this result at other cities and public agencies and the City is now starting to see similar benefits in our community.

In particular, over the last year, the City has begun to see significant progress in target Zones 1 and 2 (see Attachment B). These zones include portions of Council Districts 3, 5, 7, and 8, where graffiti vandalism rates have been historically higher than in other areas of the City. It is in these zones, or “assigned areas,” that the City has focused GPC’s initial restoration efforts. In taking this approach, eradication volume spikes as the graffiti backlog is first addressed and then gradually moves downward as GPC transitions from restoration to maintenance and as graffiti recurrence rates are brought under control.

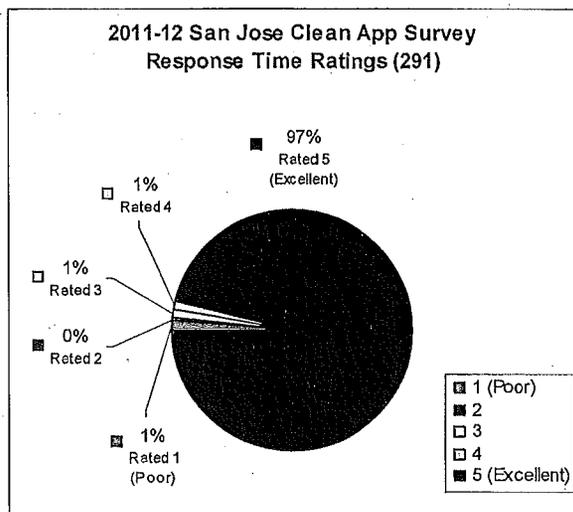
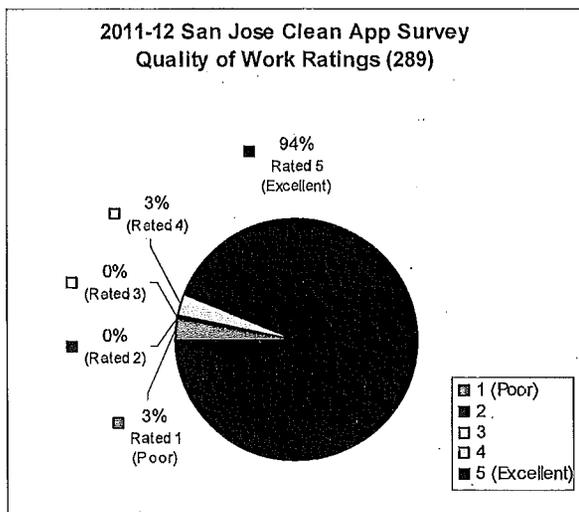


Under the current contract, GPC is required to respond to reports in assigned areas (at present, Zones 1 & 2) within 24 hours after notification. It is reasonable to conclude that there is a strong correlation between the overall decreases in the City's graffiti volume and the promptness with which GPC is responding to graffiti vandalism reports.

GPC Turnaround Metrics "Assigned Areas" (Zones 1 – 2) 7/1/2011 – 6/30/2012		
Work Orders Completed	Zone 1	Zone 2
Within 24 Hours	6,345 (98.0%)	3,951 (98.2%)
1 – 2 Days	98 (1.5%)	60 (1.5%)
3 – 5 Days	4 (0.0%)	5 (0.1%)
6+ Days	34 (0.5%)	8 (0.2%)
Total	6,481 (100%)	4,024 (100%)

For Zones 3 and 4, which are just starting to be addressed, and in other "unassigned areas" throughout the City, GPC supports staff efforts to eradicate tags within 48 hours of notification. Overall, GPC completed 33,375 work orders in 2011-12, with 91% of those completed within 48 hours.

Tracking with this progress and success, the City is beginning to see an increase in overall community satisfaction, as well. With the addition of GPC's 24/7 Call Center and the new *San Jose Clean* smart phone application, the City has seen overwhelmingly positive feedback (see Attachment C) from the community regarding GPC's quality of work and timeliness:



As the AGL Program strives to realize 100% customer satisfaction, staff will continue to work jointly with the Graffiti Services Review Committee, established with the Parks and Recreation Commission in October 2011, to monitor the effectiveness of the new service delivery model and recommend program improvements, as needed. So far, the committee has met on multiple occasions, spending time touring the City, observing GPC's performance, reviewing performance metrics, conducting reference checks with other GPC customers, and providing feedback to staff and GPC on performance. To date, the committee has observed that GPC is providing the City with quality graffiti

eradication services (as illustrated above) and expects to provide a one-year summary of its findings following its first-year anniversary in October 2012.

Promoting Community Engagement and Partnerships

In addition to working with GPC and the Graffiti Services Review Committee, the City is taking strides to preserve support from other departments, including San Jose Police Department (SJPD) and Planning, Building and Code Enforcement (PBCE), other stakeholder agencies and businesses, and the community to eliminate and prevent graffiti vandalism and obtain restitution for abatement costs.

Enforcement and Restitution – The Anti-Graffiti and Litter Program and SJPD have a standing item on the Mayor's Gang Prevention Task Force Policy Team's Interagency Collaboration Subcommittee. This committee meets monthly to report out on current graffiti activities, suppression, and enforcement efforts to ensure that the City is taking a unified approach in tracking and addressing gang-related graffiti activity.

For the 2011-12 fiscal year, the Anti-Graffiti and Litter Program's partnerships with the MGPTF and SJPD's Graffiti Enforcement Unit have resulted in the arrest of a number of vandalism suspects – including tagging crews and individuals with monikers such as "HYSU," "Felix the Cat," "SHOEN," and "SKW" – who were responsible for an estimated \$150,000 in damage to freeways, downtown building fronts, and properties throughout the City. In making these arrests, graffiti investigators report that the team's success has caused a slow down in tagging crew activity in San Jose.

While this is an encouraging sign of progress, the Anti-Graffiti and Litter Program staff is concerned about the pending redeployment of the two positions assigned to the Graffiti Enforcement Unit to patrol. While the highest priority of SJPD is to ensure the availability of officers to provide appropriate response and investigation of criminal activity, performance in the area of graffiti enforcement could be impacted. At risk will be potentially higher rates of graffiti recurrence and lower rates of restitution, which totaled \$14,316 in Fiscal Year 2011-12 due to the Graffiti Enforcement Unit's efforts.

Stakeholder Agencies and Businesses – It is important to recognize that in addition to City staff's internal partnerships, many private businesses and public agencies are integral parts of the City's abatement and suppression efforts. These organizations own significant areas of very visible public and private property within San José (for example, highways and overpasses and other locations usually outside of the City's jurisdiction), making their properties susceptible to large volumes of tagging. In this context, the City is highly dependent on these partners to eradicate a significant volume of visible graffiti within the City's limits in order to meet community expectations. This is illustrated by the work order request volume data, below.

Work Order Requests Addressed by Private & Public Partners (July 1, 2011 – June 30, 2012)		
Service Provider	Work Order Requests	% of Work Order Requests
Graffiti Protective Coatings, Inc. (GPC)	33,375	89%
Sentencing Alternative Program (SAP)	2,321	6%
Partner Agencies: Caltrans (626); Valley Transportation Authority (136); CSJ Department of Transportation (50); County of Santa Clara (45); Santa Clara Valley Water District (32); Clear Channel Billboards (27); Union Pacific Railroad (22); Us Postal Service (21); Pacific Gas & Electric (19); Caltrain (17); CBS Billboards (9); AT&T (2).	1,006	3%
Anti-Graffiti and Litter Program (AGLP) Staff	543	1.4%
Santa Clara County Juvenile Probation Department	243	0.6%
Total	37,488	100%

Understanding that these partners are also experiencing fiscal challenges and have limited resources to support abatement and prevention activities that they do not consider part of their core missions, the Anti-Graffiti staff has been working to develop closer ties to encourage and support their active involvement in graffiti eradication efforts. In particular, staff is pleased that a number of agencies, including AT&T and Caltrans, have provided direct access to their private internal graffiti reporting systems, which has improved our collective responses to the community. In addition, staff continues to work with organizations such as Union Pacific Railroad to encourage greater engagement and responsiveness to graffiti on their properties along the Monterey Corridor, which community members frequently cite as a concern to Anti-Graffiti staff, though these properties are outside of the City's abatement jurisdiction.

Similarly, staff is equipping other private property owners to abate graffiti on their properties as well, as required of them by the San José Municipal Code. In doing so, the program supported property owners in 2011-12 by conducting site visits at which GPC services and anti-graffiti supplies and materials were provided. Of the 748 private property holders that received site visits last year, 95% complied with the City's eradication requirements once they were advised of the City's code requirements. The remaining 5% (39 property owners) were referred to the Department of Planning, Building and Code Enforcement for Municipal Code violations after staff's initial site visits and advisories failed.

Community Volunteers – In addition to developing and maintaining effective public and private partnerships, the Anti-Graffiti and Litter Program has effectively maintained and re-trained an expansive network of over 3,600 volunteers, while making efforts to recruit new volunteers to augment the new service delivery model. In particular, staff has attended 26 community and neighborhood association meetings to provide information about new reporting tools, color-matching services, and the proper access and use of graffiti abatement equipment and supplies.

In recognition of the amazing work that City volunteers have done to keep San Jose safe and beautiful, PRNS will be hosting a volunteer recognition ceremony on September 22, 2012, at Lake Cunningham Regional Park, where volunteers from various PRNS programs, including Adopt-A-Park, community centers, and the Anti-Graffiti and Litter Program will be recognized for their efforts in helping to make San José a great place to live and work.

In addition, it is well worth recognizing the creative solutions being advanced by the community-based Art Box Program. This organization is led by San Jose resident and community activist Tina Morrill, who is connecting sponsoring artists with utility box owners to decorate what are essentially blank utility box "canvases." The Art Box Program's first art box was "born" on September 2011, in the Shasta Hanchett area (the Alameda at Julian Street). Today, there are 27 "art boxes" throughout the City (including in Council Districts 3, 4, 6, 8, and 10) with 10 more in development. Like with GPC's restoration model, this program has been successful in deterring utility box graffiti by taking away the "blank canvases" that are so attractive to taggers. To date, only five incidents of art box vandalism have been reported.

LITTER UPDATES

PRNS' Anti-Graffiti and Litter Program also coordinates a number of litter clean-up activities throughout the City. While graffiti eradication, suppression, and restitution comprise a majority of the program's efforts, it is also important to recognize the activities that complement these efforts:

Pick Up San José – The Anti-Graffiti and Litter Program manages Pick Up San José, which supported 656 volunteers and 31 community groups that removed 1,245 bags of trash and litter from City streets, parks, creeks, and neighborhoods. The volunteers worked a total 4,251 hours of service.

National Night Out – On August 7, 2012, Anti-Graffiti and Litter Program staff participated in National Night Out. AGLP staff hosted information tables at various sites throughout the event.

National River Clean Up Day – On May 19, 2012, the Anti-Graffiti and Litter Program participated in National River Clean Up. Within the City of San José, volunteers and staff collected over 18,301 pounds of trash from local creeks.

Great American Pick Up Day – On March 17, 2012, the Anti-Graffiti and Litter Program coordinated the Great American Pick Up. 2,121 volunteers collected 1,226 bags of trash.

Coastal Clean Up Day – On September 15, 2011, the Anti-Graffiti and Litter Program participated in the 28th Annual Coastal Clean Up Event. The combination of staff and 87 volunteers removed approximately 2,045 pounds of debris.

Upcoming Activities – On September 22, 2012, the Anti-Graffiti and Litter Program will be hosting the Volunteer Recognition Event, followed by the City's Annual Citywide Graffiti Survey in January 2013, and coordinating the City's part in the Great American Litter Pick Up Day on March 16, 2013.

/s/

JULIE EDMONDS-MARES
Acting Director of Parks, Recreation and
Neighborhood Services

For questions please contact Mike Will, PRNS Parks Manager, at 408-535-3582.

ATTACHMENT A

Staff Response to City Council Referral No. 1507

In response to the Parks, Recreation and Neighborhood Services Department (PRNS) Anti-Graffiti and Litter Program Semi-Annual Report presentation on February 28, 2012, the City Council requested that staff provide specific information related to the performance of the program. The following information details the responses to the Council Referral Number 1507.

Item 1 – Staff was directed to provide information showing the highest, lowest, and average processing times between initial intakes to the work order completion process for both gang graffiti and non-gang graffiti reporting.

Response to Item 1 – The following chart shows the highest, lowest, and average processing times that it takes the Anti-Graffiti and Litter Program to in-take graffiti reports and distribute the work orders to responsible parties (including Graffiti Protective Coatings, Inc. (GPC), partner agencies (such as PG&E, Caltrans, etc.), or private property owners):

2011-12 Graffiti Report Intake-to-Distribution Turnaround Time Ranges		
	Gang-Related Tags	Non-Gang Related Tags
High	156 hours*	156 hours*
Low	1 hours	2 hours
Average	13 hours	27 hours

* Occasionally, in-take turnaround times are lengthy in situations involving jurisdictional issues, unclear partner agency contacts, abandoned properties, and other situations where adequate property ownership records are not available.

Item 2 – Staff was directed to provide information showing the number of monthly in-takes (phone and mobile applications) received from reporting period June 29, 2011 to June 30, 2012.

Response to Item 2 – The following chart shows the number of monthly in-takes (phone and mobile applications) received from June 29, 2011, thru June 30, 2012:

Monthly Intake Volume San Jose Clean and Phone Requests (June 29, 2011 – June 30, 2012)			
	San Jose Clean App	Telephone	Total
June 2011	0	88	88
July 2011	0	544	544
August 2011	0	851	851
September 2011	0	174	174
October 2011	0	324	324
November 2011	0	147	147
December 2011	11	150	161
January 2012	142	167	309
February 2012	419	109	528
March 2012	514	113	627
April 2012	487	94	581
May 2012	1,159	99	1,258
June 2012	1,370	129	1,499
Total	4,102	2,989	7,091

Item 3 – Staff was directed to provide Council with the procedure on how GPC and/or staff determines and reports gang-related graffiti activity.

Response to Item 3 – The Anti-Graffiti and Litter Program and GPC staff received training on gang-related graffiti identification from Parks, Recreation and Neighborhood Services' Youth Intervention Services Program staff. Supported by the Police Department and the Mayor's Gang Prevention Task Force (MGPTF), the Youth Intervention Services Program monitors and intervenes in gang activity throughout San José. Anti-Graffiti and Litter Program and GPC staff have been provided with the latest information on monikers associated with regional gangs, and use this information to analyze each incoming service request for graffiti eradication. In addition, graffiti identified by credible sources (such as Council Offices, Police Officers, and Youth Intervention staff referrals) is sent directly to GPC for eradication and the report is entered as a service request. In most cases, these reported tags are eradicated by GPC between one to 24 hours.

In some cases, gang-related graffiti may take longer because it is located in inaccessible areas or on private property, not in the right of way. In these cases, program staff make every effort to contact the property owner (including site visits) to abate the graffiti. When property owners are non-compliant, program staff refers the cases to the Department of Planning, Building, and Code Enforcement for follow up.

In all cases, the Anti-Graffiti and Litter Program monitors and tracks gang graffiti service requests through the GPC database. When GPC staff eradicates a tag, their staff enters the tag letters or symbol into the data base for later reference, tracking, and restitution analysis.

Item 4 – Staff was directed to provide information showing GPC's current staffing structure versus the City's previous employee staffing model and to include hours of operations.

Response to Item 4 – In Fiscal Year 2010-2011, the Anti-Graffiti eradication services were provided by one full-time Senior Maintenance Worker, three full-time Maintenance Worker II's, five full-time Maintenance Worker I's, and 1.5 FTE of Part Time Maintenance Assistants.

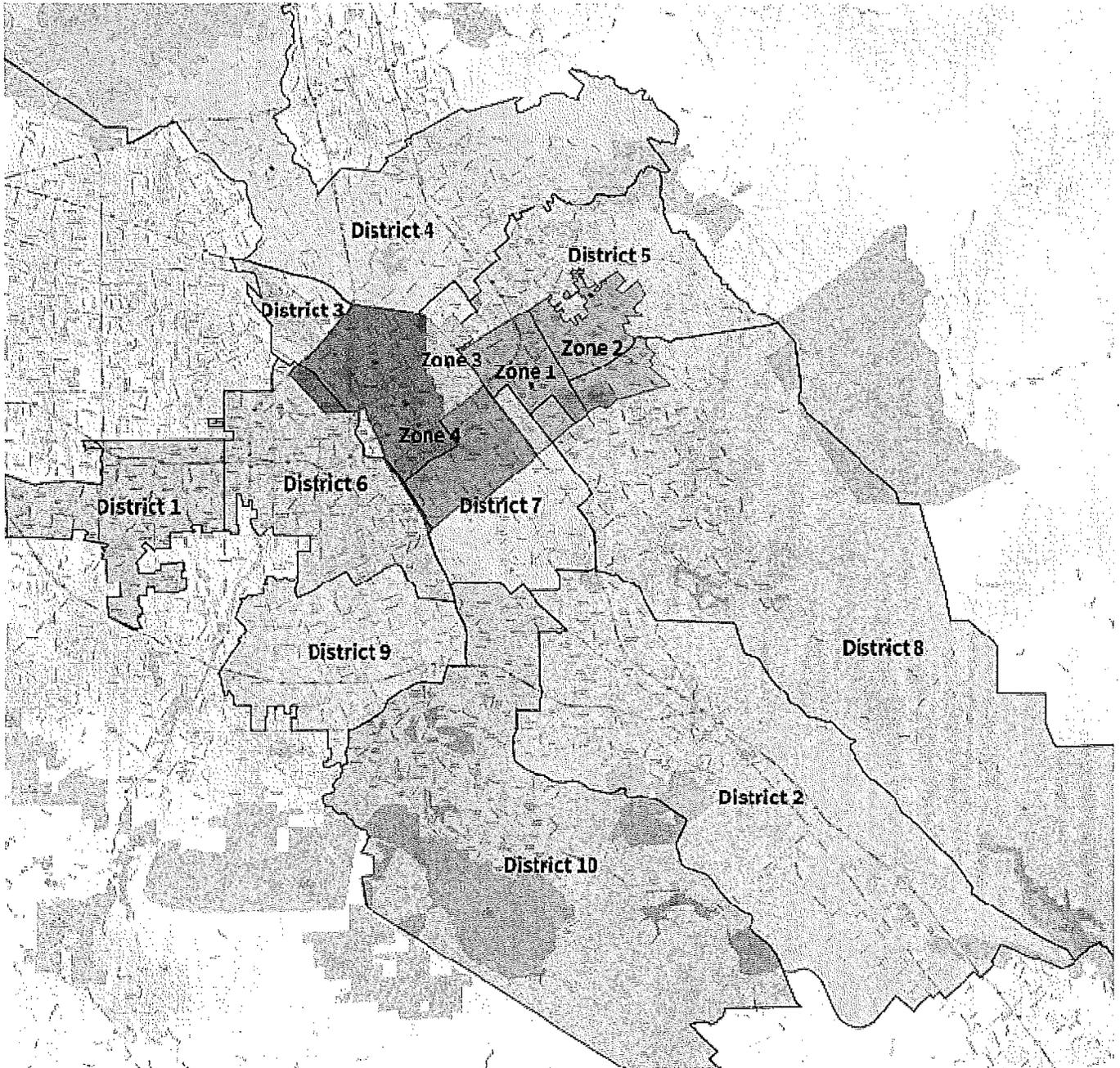
In Fiscal Year 2011-2012, GPC provided fee for service where the vendor flexibly provided an average of 3-4 trucks dependent on graffiti volume. GPC staffed three technicians/trucks per month from the beginning of the contract through December and again in February and March 2012. In January 2012, and then from April thru June 2012, GPC provided four technicians/trucks per month in response to peaks in graffiti.

Item 5 – Staff was also directed to return to Council for a policy discussion if and when staff projected that the GPC contract costs may exceed \$633,300 before the end of the fiscal year.

Response to Item 5 – Staff returned to Council on May 1, 2012 and presented the report entitled, *Anti-Graffiti Program Contracted Services Cost Report* (Item 5.2). Staff advised Council at that time that the cost for the GPC contract was expected to reach a fiscal year total of \$800,000. The total cost for the GPC contract in Fiscal year 2011-2012 was \$800,000, which was \$166,700 higher than the 2011-12 General Fund allocation for contract services. This cost difference was absorbed within the existing \$1.2 Million Anti-Graffiti Program budget at year-end with no additional impact on the General Fund.

ATTACHMENT B

City of San Jose Council Districts and GPC Zones (a.k.a., "Assigned Areas")



Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate		Feedback Comments	Feedback Work Order Number or Location Description
		Quality of Work: 1 (Poor) through 5 (Excellent)	Response Time: 1 (Poor) through 5 (Excellent)		
Rate Graffiti Removal Services	Feedback12-00387	5	5	Keep up the great work!	1265 Nisich Ct.
Rate Graffiti Removal Services	Feedback12-00385	5	5	Thank you once again. I cannot express enough how much I appreciate all that you do for our community in removing the graffiti in such a timely fashion.	Berryessa Road and Penetencia Creek Park
Rate this App	Feedback12-00384			thank you so much!	
Rate Graffiti Removal Services	Feedback12-00382	5	5	Wow! fast turn around time! Thanks	The Alameda
Rate Graffiti Removal Services	Feedback12-00381	5	5	As always thank you for the very fast response in removing the unsightly graffiti.	Penetencia Creek Park
Rate Graffiti Removal Services	Feedback12-00380	1	4	The graffiti is still there. Even on the before and after pics.	Los gatos creek trail
Rate Graffiti Removal Services	Feedback12-00379		5	Wow—nice app! I met Ken Kelly and Linda LeZotte at Doerr Park at 10:00. They are our new AAP volunteers there, but they don't have smart phones, so they complained about the graffiti and so I thought I would use the app. It is awesome! The project was done quickly, but I can't respond to the quality of work since I'm back at the office!	5! The work order number is not given. Location: Portero Drive, San Jose
Rate Graffiti Removal Services	Feedback12-00378	5	5	The is the best service the city offers! Thanks!	Fence on Taylor between The Alameda and Myrtle
Rate Graffiti Removal Services	Feedback12-00377	5	5	Great quality work! Thanks!	Corner of Elm and Asbury.
Rate Graffiti Removal Services	Feedback12-00376	5	5	thank you very much!	Winfield Blvd, San Jose
Rate Graffiti Removal Services	Feedback12-00375	5	5	5 star work, as usual	5395 Harwood Rd, San Jose

Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00374	5	5	another nice job	Blossom Hill Rd
Rate Graffiti Removal Services	Feedback12-00373	5	5	excellent job!	1440 Blossom Hill Rd, San Jose
Rate Graffiti Removal Services	Feedback12-00372	5	5	looks great!	Coleman Rd,
Rate Graffiti Removal Services	Feedback12-00371	5	5	very nice	Oslo Lane
Rate Graffiti Removal Services	Feedback12-00370	5	5	looks good as new	1629 Blossom Hill Rd, San Jose
Rate Graffiti Removal Services	Feedback12-00369	5	5	very nice!	Blossom Hill Rd
Rate Graffiti Removal Services	Feedback12-00368	5	5	looks good!	5668 Meridian Ave, San Jose
Rate Graffiti Removal Services	Feedback12-00367	5	5	Thank you.	Guadalupe River Trail
Rate this App	Feedback12-00366			Since graffiti often is accompanied by broken glass (at least on the bike paths) it would be nice to be able to report that at the same time.	
Rate Graffiti Removal Services	Feedback12-00365	5	5	perfect	714 Colleen Dr,
Rate Graffiti Removal Services	Feedback12-00364	5	5	looks good as new!	Santa Teresa Blvd
Rate Graffiti Removal Services	Feedback12-00363	5	5	nice!	Allen Ave
Rate Graffiti Removal Services	Feedback12-00362	5	5	nice and clean	Almaden Expy
Rate Graffiti Removal Services	Feedback12-00361	5	5	nice clean-up job all along this section, thank you!	along Camden near Coleman
Rate Graffiti Removal Services	Feedback12-00360	5	5	looks good, thank you!	5735 Camden Ave
Rate Graffiti Removal Services	Feedback12-00359	5	5	good as new!	Singletree Way
Rate Graffiti Removal Services	Feedback12-00358	5	5	perfect!	6030 Guadalupe Mines Rd
Rate Graffiti Removal Services	Feedback12-00357	5	5	nice work!	Coleman Rd
Rate Graffiti Removal Services	Feedback12-00356	5	5	very nice	5919 Fleet St
Rate Graffiti Removal Services	Feedback12-00355	5	5	looks great!	Calero Ave

Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00354	5	5	good job	1037 Coleman Rd
Rate Graffiti Removal Services	Feedback12-00353	5	5	nice job	5816 Chesbro Ave
Rate Graffiti Removal Services	Feedback12-00352	5	5	looks good	Blossom Ave,
Rate Graffiti Removal Services	Feedback12-00351	5	5	looks good, thanks	Geronimo Dr, San Jose
Rate Graffiti Removal Services	Feedback12-00350	5	5	nice work	5828 Santa Teresa Blvd,
Rate Graffiti Removal Services	Feedback12-00349	5	5	Thank you for your immediate response.	Beryessa Community Center
Rate Graffiti Removal Services	Feedback12-00348	5	5	excellent work again	Blossom Hill Road, multiple lightpoles with gang tags
Rate Graffiti Removal Services	Feedback12-00347	5	5	great!	5632 Santa Teresa Blvd
Rate Graffiti Removal Services	Feedback12-00346	5	5	thank you for again cleaning up this bridge!	1045 Coleman Rd pedestrian bridge
Rate Graffiti Removal Services	Feedback12-00345	5	5	good job!	15520 Almaden Expy,
Rate Graffiti Removal Services	Feedback12-00344	5	5	perfect!	Allen Ave, San Jose
Rate Graffiti Removal Services	Feedback12-00343	5	5	nice work!	Santa Teresa Blvd
Rate Graffiti Removal Services	Feedback12-00342	5	5	very nice!	6109 Chesbro Ave
Rate Graffiti Removal Services	Feedback12-00341	5	5	very nice!	Snell Ave
Rate Graffiti Removal Services	Feedback12-00340	5	5	thank you for all the work on Colleen Drive!	771 Colleen Dr,
Rate Graffiti Removal Services	Feedback12-00339	5	5	perfect!	834 Colleen Dr
Rate Graffiti Removal Services	Feedback12-00338	5	5	great!	Cahalan Ave
Rate Graffiti Removal Services	Feedback12-00337	5	5	THANK YOU!	dove hill rd
Rate Graffiti Removal Services	Feedback12-00336	5	5	Your company is great! You're fast and thorough. Thanks!	VTA tracks between Park and San Fernando
Rate Graffiti Removal Services	Feedback12-00335	5	5	perfect	Bowen Ave, San Jose

Attachment C

**Anti-Graffiti and Litter Program
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Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00334	5	5	looks great!	5948 Miracle Mountain Dr
Rate Graffiti Removal Services	Feedback12-00333	5	5	Thank you once again for combatting the graffiti here	Los Alamitos Creek Trail
Rate this App	Feedback12-00332			Great app. Works really fast.	
Rate Graffiti Removal Services	Feedback12-00331	5	5	excellent work all along this trail, thank you!	Los Alamitos Creek trail
Rate Graffiti Removal Services	Feedback12-00330	5	5	nice improvement	Graystone Ln
Rate Graffiti Removal Services	Feedback12-00329	5	5	nice work!	Winfield Blvd
Rate Graffiti Removal Services	Feedback12-00328	5	5	looks good!	6099 Winfield Blvd
Rate Graffiti Removal Services	Feedback12-00327	5	5	thank you for the quick response at cleaning up this problem area!	1045 Coleman Rd
Rate Graffiti Removal Services	Feedback12-00326	5	5	excellent	4126 Cherry Ave
Rate Graffiti Removal Services	Feedback12-00325	5	5	good job!	Fell Ave
Rate Graffiti Removal Services	Feedback12-00324	5	5	very nice!	Blossom River Dr
Rate Graffiti Removal Services	Feedback12-00323	5	5	thanks again, for keeping it nice	Almaden Lake Park
Rate Graffiti Removal Services	Feedback12-00322	5	5	I have a new found respect and appreciation for the city employees and contractors	6186 Cahalan Ave
Rate Graffiti Removal Services	Feedback12-00321	5	5	thank you!	Blossom Hill Rd
Rate Graffiti Removal Services	Feedback12-00320	5	5	looks good!	Coleman Rd
Rate Graffiti Removal Services	Feedback12-00319	5	5	thanks!	Calero Ave
Rate Graffiti Removal Services	Feedback12-00318	5	5	perfect!	Allen Ave
Rate Graffiti Removal Services	Feedback12-00317	5	5	great!	Santa Teresa Blvd

Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00316	5	5	I love this service and your prompt response. Thank you for keeping our city beautiful! Keep up the great work!	5 - This service is EXCELLENT!
Rate Graffiti Removal Services	Feedback12-00315	5	5	good job!	Graystone Ln
Rate Graffiti Removal Services	Feedback12-00314	5	5	fast response and quality work!	Almaden Expy
Rate Graffiti Removal Services	Feedback12-00313	5	5	good job, thank you for keeping this trail so pleasant!	Los Alamitos Creek trail
Rate Graffiti Removal Services	Feedback12-00312	5	5	much better, thanks!	1025 Redmond Ave
Rate Graffiti Removal Services	Feedback12-00311	5	5	nice job	Coleman Rd
Rate Graffiti Removal Services	Feedback12-00310	5	5	very nice work	1344 Oslo Ln
Rate Graffiti Removal Services	Feedback12-00309	1	5	the graffiti has not been removed. There is a huge piece of graffiti along the light rail tunnel wall. I'm confused why this report has been closed, when the graffiti remains.	N 1st St, just north of Basset in Light rail tunnel
Rate Graffiti Removal Services	Feedback12-00308	5	5	thank you so much	5454 Drysdale Dr, San Jose
Rate Graffiti Removal Services	Feedback12-00307	5	5	very nice	1661 Blossom Hill Rd
Rate Graffiti Removal Services	Feedback12-00306	5	5	perfect	1715 Almond Blossom Ln, San Jose.
Rate Graffiti Removal Services	Feedback12-00305	5	5	another great clean-up!	1607 Singletree Way
Rate Graffiti Removal Services	Feedback12-00304	5	5	looks good!	Almaden Expy
Rate Graffiti Removal Services	Feedback12-00303	5	5	thank you!	Almaden Lake Dr
Rate Graffiti Removal Services	Feedback12-00302	5	5	very nice work	6055 Fairhope Pl
Rate Graffiti Removal Services	Feedback12-00301	5	5	nice work!	5980 Miracle Mountain Dr

Attachment C

Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
 (July 1, 2011 – June 30, 2012)

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate this App	Feedback12-00300			I'd like to be able to skip the "text note or audio note" section, sometimes I have no useful notes to give. Also, there should be a way to receive notifications via email only, but when I enter an email address and no phone number it puts up a "Warning, you have chosen an option that requires a phone number" I just want emails, which are free, not texts, which I have to pay for"	
Rate Graffiti Removal Services	Feedback12-00298	5	5	thank you!	5632 Santa Teresa Blvd
Rate Graffiti Removal Services	Feedback12-00297	1	3	Nothing was done. It's even worse now.	3560 Gleason Ave, San Jose, CA 95130
Rate Graffiti Removal Services	Feedback12-00296	5	5	good looking results!	Coleman Rd
Rate Graffiti Removal Services	Feedback12-00295	5	5	very nice	Santa Teresa Blvd
Rate Graffiti Removal Services	Feedback12-00294	5	5	good work	1045 Coleman Rd
Rate Graffiti Removal Services	Feedback12-00293	5	5	great!	5442 Copeland Ln
Rate Graffiti Removal Services	Feedback12-00292	5	5	I am VERY impressed with the Graffiti Removal Services. I have used it on 3 different dates and noticed that the graffiti was gone 12 to 18 hours later. That included Sundays! This is a great service for San Jose tax payers. KEEP UP THE GREAT JOB.	Albion Dr. - Mike Will
Rate Graffiti Removal Services	Feedback12-00291	5	5	Thank you for removing this garbage.	Tully road west offramp.
Rate Graffiti Removal Services	Feedback12-00290	5	5	Thanks for keeping this park graffiti free	Almaden Lake Park
Rate Graffiti Removal Services	Feedback12-00289	5	5	thank you once again for working on this bridge	pedestrian bridge at Almaden Lake
Rate Graffiti Removal Services	Feedback12-00288	5	5	neighborhood is looking much better, thank you!	5452 Harwood Rd
Rate Graffiti Removal Services	Feedback12-00287	5	5	nice!	1721 Clovis Ave

Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00286	5	5	thanks again!	5453 Muir Dr
Rate Graffiti Removal Services	Feedback12-00285	5	5	you continue to impress	5456 Fern Dr, San Jose.
Rate Graffiti Removal Services	Feedback12-00284	5	5	looks much better!	5454 Drysdale Dr, San Jose
Rate Graffiti Removal Services	Feedback12-00283	5	5	very nice	5451 Lauren Dr, San Jose
Rate Graffiti Removal Services	Feedback12-00282	5	5	another clean light pole!	5624 Rudy Dr, San Jose
Rate Graffiti Removal Services	Feedback12-00281	5	5	nice work	Singletree Way
Rate Graffiti Removal Services	Feedback12-00280	5	5	great job	Meridian Ave
Rate Graffiti Removal Services	Feedback12-00279	5	5	good job!	1326 Oslo Ln
Rate Graffiti Removal Services	Feedback12-00278	5	5	perfect work	Coleman Rd, San Jose
Rate Graffiti Removal Services	Feedback12-00277	5	5	looks good	1654 Blossom Hill Rd
Rate Graffiti Removal Services	Feedback12-00276	5	5	quick response, and perfect cover-up, thanks!	1670 Blossom Hill Rd, San Jose
Rate Graffiti Removal Services	Feedback12-00275	5	5	thank you! removal is great and the app is great. i'm sure i'll be using this app again, it makes reporting easier. the gangs seem determined to mark their territory	101 north boumd offramp between yerba buena & capitol expy east
Rate Graffiti Removal Services	Feedback12-00274	5	5	good job, thank you	Allen Ave, San Jose.
Rate Graffiti Removal Services	Feedback12-00273	5	5	nice work	Chemeketa Dr, San Jose
Rate Graffiti Removal Services	Feedback12-00272	5	5	speedy and accurate, again	5762 Cahalan Ave
Rate Graffiti Removal Services	Feedback12-00271	5	5	perfect work!	Indian Ave
Rate Graffiti Removal Services	Feedback12-00270	5	5	very nice	Chesbro Ave
Rate Graffiti Removal Services	Feedback12-00269	5	5	quick and accurate job!	847 Colleen Dr
Rate Graffiti Removal Services	Feedback12-00268	5	5	thank you!	CAHALAN AVE, near Foothills Park

Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00267	5	5	awesome!	Allen Ave
Rate Graffiti Removal Services	Feedback12-00266	5	5	i had submitted only one picture, then drove past the other tags but you folks got them all! you guys are AWESOME!	dove hill road near colt way
Rate Graffiti Removal Services	Feedback12-00265	5	5	very nice	Santa Teresa Blvd,
Rate Graffiti Removal Services	Feedback12-00264	5	5	good job!	Santa Teresa Blvd,
Rate Graffiti Removal Services	Feedback12-00263	5	5	perfect	Allen Ave,
Rate Graffiti Removal Services	Feedback12-00262	4	5	Thanks for finding and treating these tags. You got six out of seven. There is still one high up at top.	1045 Coleman Rd, San Jose. Outside facing surfaces of pedestrian bridge
Rate Graffiti Removal Services	Feedback12-00261	5	5	good work!	Coleman Rd, under the bridge
Rate Graffiti Removal Services	Feedback12-00260	5	5	good as new!	Winfield Blvd,
Rate Graffiti Removal Services	Feedback12-00259	5	5	looks good	1756 Chevalier Dr, San Jose.
Rate Graffiti Removal Services	Feedback12-00258	5	5	very nice	5395 Harwood Rd, San Jose
Rate this App	Feedback12-00257			Quick response. Takes a really negative situation and makes it positive.	
Rate Graffiti Removal Services	Feedback12-00256	5	5	good work!	1552 Singletree Way,
Rate Graffiti Removal Services	Feedback12-00255	5	5	very nice, thank you!	Coleman Rd, and Santa Teresa Blvd
Rate Graffiti Removal Services	Feedback12-00254	5	5	perfect!	Almaden Lake Park
Rate Graffiti Removal Services	Feedback12-00253	5	5	Thank you for responding so quickly! School is out, which means this wall/fence will get tagged a lot more, so hopefully future notifications will be just as quick.	5 - EXCELLENT WORK! Graffiti at 781 Sunbrook Court, on Yerba Buena side.

Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00252	5	5	Did you have a chance to look at the play structure, as well? I didn't see a response on that work order.	892 Kingfisher Dr, San Jose clubhouse
Rate Graffiti Removal Services	Feedback12-00251	5	5	thank you so much	Chevalier Dr,
Rate Graffiti Removal Services	Feedback12-00250	5	5	great work!	5432 Copeland Ln,
Rate Graffiti Removal Services	Feedback12-00249	5	5	perfect, thanks!	5482 Bobbywood Ave,
Rate Graffiti Removal Services	Feedback12-00248	5	5	very nice!	Coleman Rd,
Rate Graffiti Removal Services	Feedback12-00247	5	5	great!	5433 Mary Jo Way
Rate Graffiti Removal Services	Feedback12-00246	5	5	looks good	5433 Mary Jo Way,
Rate Graffiti Removal Services	Feedback12-00245	5	5	looks great!	Chevalier Dr,
Rate Graffiti Removal Services	Feedback12-00244	5	5	good work	Chevalier Dr,
Rate Graffiti Removal Services	Feedback12-00243	5	5	bravo, again!	1775 Gable Ln
Rate Graffiti Removal Services	Feedback12-00242	5	5	very nice work	1766 Gilda Way,
Rate Graffiti Removal Services	Feedback12-00241	5	5	that was a tough one, well done	Hanwood Rd,
Rate Graffiti Removal Services	Feedback12-00240	5	5	awesome!	Camden Ave
Rate Graffiti Removal Services	Feedback12-00239	5	5	looks good!	1191 Coleman Rd,
Rate Graffiti Removal Services	Feedback12-00238	5	5	very nice!	1191 Coleman Rd,
Rate Graffiti Removal Services	Feedback12-00237	5	5	perfect!	Coleman Rd,
Rate Graffiti Removal Services	Feedback12-00236	5	5	looks good!	Winfield Blvd,
Rate Graffiti Removal Services	Feedback12-00235	5	5	great work, thanks!	Foothill Dr,
Rate Graffiti Removal Services	Feedback12-00234	5	5	thanks for the good work	5942 Hillrose Dr,
Rate Graffiti Removal Services	Feedback12-00233	5	5	perfect	Allen Ave, San Jose

Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00232	5	5	great!	859 Calero Ave,
Rate Graffiti Removal Services	Feedback12-00231	5	5	good job	Santa Teresa Blvd
Rate Graffiti Removal Services	Feedback12-00230	5	5	great!	726 Almeria Dr
Rate Graffiti Removal Services	Feedback12-00229	5	5	perfect	5762 Cahalan Ave,
Rate Graffiti Removal Services	Feedback12-00228	5	5	looks perfect	5850 Cahalan Ave
Rate Graffiti Removal Services	Feedback12-00227	3	5	clean up looks smeared and sloppy	Santa Teresa Blvd,
Rate Graffiti Removal Services	Feedback12-00226	5	5	this pedestrian bridge has been a constantly recurring problem, thank you for dealing with it	1045 Coleman Rd, San Jose
Rate Graffiti Removal Services	Feedback12-00225	5	5	thank you very much	6099 Winfield Blvd, San Jose
Rate Graffiti Removal Services	Feedback12-00224	5	5	good work	1851 Anne Way,
Rate Graffiti Removal Services	Feedback12-00223	5	5	very good!	Anne Way, San Jose
Rate Graffiti Removal Services	Feedback12-00222	5	5	perfect	Copeland Ln,
Rate Graffiti Removal Services	Feedback12-00221	5	5	very nice	5593 Bobbywood Ave
Rate Graffiti Removal Services	Feedback12-00220	5	5		1751 Blossom Hill Rd,
Rate Graffiti Removal Services	Feedback12-00219	5	5	looks good, thank you	5574 Harwood Rd
Rate Graffiti Removal Services	Feedback12-00218	5	5	thank you!	Begonia Dr, San Jose
Rate Graffiti Removal Services	Feedback12-00217	5	5	very nice	1686 Blossom Hill Rd, San Jose
Rate Graffiti Removal Services	Feedback12-00216	5	5	good job	5628 Drysdale Dr,
Rate Graffiti Removal Services	Feedback12-00215	5	5	great!	5601 Drysdale Dr,
Rate Graffiti Removal Services	Feedback12-00213	5	5	looks good!	1607 Singletree Way,
Rate Graffiti Removal Services	Feedback12-00212	5	5	great, thanks!	Singletree Way,
Rate this App	Feedback12-00211			This app is great!	

Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00210	5	5	looks good as new, thank you!	1037 Coleman Rd, San Jose.
Rate Graffiti Removal Services	Feedback12-00209	5	5	very nice work!	1020 Blossom Hill Rd,
Rate Graffiti Removal Services	Feedback12-00208	4	5		1597 Camden Oaks Ct,
Rate Graffiti Removal Services	Feedback12-00207	5	5	perfect!	5691 Park Manor Dr, San Jose
Rate Graffiti Removal Services	Feedback12-00206	5	5	great work, as usual!	Meridian Ave
Rate Graffiti Removal Services	Feedback12-00205	5	5	good job, thank you!	Coleman Rd
Rate Graffiti Removal Services	Feedback12-00204	5	5	nice!	5705 Begonia Dr, San Jose.
Rate Graffiti Removal Services	Feedback12-00203	5	5	great!	5823 Begonia Dr,
Rate Graffiti Removal Services	Feedback12-00202	5	5	looks good, thank you	Hyacinth Ln,
Rate Graffiti Removal Services	Feedback12-00201	5	5	looks good	1680 Capitancillos Pl, San Jose
Rate Graffiti Removal Services	Feedback12-00200	5	5	perfect!	Coleman Rd,
Rate Graffiti Removal Services	Feedback12-00199	5	5	perfect, thank you!	5691 Rudy Dr
Rate Graffiti Removal Services	Feedback12-00198	5	5	Great! thank you!	1607 Singletree Way,
Rate Graffiti Removal Services	Feedback12-00197	5	5	great!	1607 Singletree Way,
Rate Graffiti Removal Services	Feedback12-00196	5	5	good job!	1647 Almond Blossom Ln,
Rate Graffiti Removal Services	Feedback12-00195	5	5	super fast, good work	Almaden Lake Park
Rate Graffiti Removal Services	Feedback12-00194	5	5	great	1691 Almond Blossom Ln
Rate Graffiti Removal Services	Feedback12-00193	5	5	another success!	Camden Ave
Rate Graffiti Removal Services	Feedback12-00192	5	5	another super fast and perfect clean up!	Singletree Way,
Rate Graffiti Removal Services	Feedback12-00191	5	5	thank you!	Winfield Blvd,
Rate Graffiti Removal Services	Feedback12-00190	5	5	perfect	1037 Coleman Rd,

Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00189	5	5	good job	Coleman Rd
Rate Graffiti Removal Services	Feedback12-00188	4	5	a tough one on sidewalk	Almaden Expressway
Rate Graffiti Removal Services	Feedback12-00187	5	5	more success	1638 Orchard View Dr,
Rate Graffiti Removal Services	Feedback12-00186	5	5	consistently good work!	5679 Rudy Dr,
Rate Graffiti Removal Services	Feedback12-00185	5	5	perfect!	1607 Singletree Way,
Rate Graffiti Removal Services	Feedback12-00184	5	5	nice work	Guadalupe Creek Trail
Rate Graffiti Removal Services	Feedback12-00183	5	5	great!	Almaden Lake Dr,
Rate Graffiti Removal Services	Feedback12-00182	5	5	you continue to impress	6049 Delsea Pl,
Rate Graffiti Removal Services	Feedback12-00181	5	5	another success	Winfield Blvd,
Rate Graffiti Removal Services	Feedback12-00180	5	5	good job	Coleman Rd
Rate Graffiti Removal Services	Feedback12-00179	5	5	keep up the good work	Coleman Rd
Rate Graffiti Removal Services	Feedback12-00178	5	5	great!	Cahalan Ave, San Jose.
Rate Graffiti Removal Services	Feedback12-00177	5	5	thank you for making the walk to the post office more pleasant	Cahalan Ave, San Jose.
Rate Graffiti Removal Services	Feedback12-00176	5	5	great!	Cahalan Ave, San Jose.
Rate Graffiti Removal Services	Feedback12-00175	5	5	perfect work	6156 Cahalan Ave,
Rate Graffiti Removal Services	Feedback12-00174	5	5	looks good as new!	6139 Cahalan Ave,
Rate Graffiti Removal Services	Feedback12-00173	5	5	excellent!	6133 Cahalan Ave,
Rate Graffiti Removal Services	Feedback12-00172	4	5	looks like you got it 95% off	916 Bimmerle Pl, San Jose
Rate Graffiti Removal Services	Feedback12-00171	5	5	great!	5897 Garlough Dr, San Jose.
Rate Graffiti Removal Services	Feedback12-00170	5	5	looks good	5897 Garlough Dr, San Jose.

Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00169	5	5	I've been telling everyone I know to get the SanJoseClean app.	This service is GREAT! The SanJoseClean is the 1st App I got for my new iPhone.
Rate Graffiti Removal Services	Feedback12-00168	5	5	Wonderful!	Delmas and Lakehouse Sidewalk
Rate Graffiti Removal Services	Feedback12-00167	5	5	thank you	Cahalan
Rate Graffiti Removal Services	Feedback12-00166	5	5	good job, again!	Chemeketa Dr, San Jose.
Rate Graffiti Removal Services	Feedback12-00165	5	5	another light pole reclaimed!	Cahalan Ave, San Jose
Rate Graffiti Removal Services	Feedback12-00164	5	5	looks good	Cahalan Ave, San Jose
Rate Graffiti Removal Services	Feedback12-00163	5	5	thank you again	Santa Teresa Blvd,
Rate Graffiti Removal Services	Feedback12-00162	5	5	perfect again!	875 Furlong Dr,
Rate Graffiti Removal Services	Feedback12-00161	5	5	perfect!	5632 Santa Teresa Blvd,
Rate Graffiti Removal Services	Feedback12-00160	5	5	good work	Santa Teresa Blvd, San Jose.
Rate Graffiti Removal Services	Feedback12-00159	5	5	good as new	Coleman Rd, San Jose
Rate Graffiti Removal Services	Feedback12-00158	5	5	looks good	Allen Ave, San Jose
Rate Graffiti Removal Services	Feedback12-00157	5	5	Thanks for making this city park so nice, again.	Coleman Rd
Rate Graffiti Removal Services	Feedback12-00156	5	5	Great!	Coleman Rd
Rate Graffiti Removal Services	Feedback12-00155	5	5	very nice	Winfield Blvd,
Rate Graffiti Removal Services	Feedback12-00154	5	5	looks like new again!	garbage can at Lake Almaden Park
Rate Graffiti Removal Services	Feedback12-00153	5	5	good job!	pedestrian bridge at Lake Almaden Park
Rate Graffiti Removal Services	Feedback12-00152	5	5	thank you so much for painting over that eyesore	under bridge at Lake Almaden
Rate Graffiti Removal Services	Feedback12-00151	5	5	thank's for working on this bridge. It has been a real persistent problem.	1045 Coleman Rd, San Jose.
Rate Graffiti Removal Services	Feedback12-00150	5	5	thanks again!	1045 Coleman Rd, San Jose.

Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00149	5	5	looks good!	1045 Coleman Rd, San Jose.
Rate Graffiti Removal Services	Feedback12-00148	5	5	great!	1045 Coleman Rd, San Jose.
Rate Graffiti Removal Services	Feedback12-00147	5	5	thank you so much!	Guadalupe Creek trail
Rate Graffiti Removal Services	Feedback12-00146	5	5	good job!	Blossom Hill Rd
Rate Graffiti Removal Services	Feedback12-00145	5	5	Excellent response. Keep up the excellent work.	West Tully road exit soundwall
Rate Graffiti Removal Services	Feedback12-00143	5	5	one small step in taking back the streets from gangs	Almond Blossom Lane
Rate Graffiti Removal Services	Feedback12-00142	5	5	looks great, thank you.	Camden Village Cir, San Jose
Rate Graffiti Removal Services	Feedback12-00141	5	5	what a relief to see that gone!	1045 Coleman Rd
Rate Graffiti Removal Services	Feedback12-00140	5	5	good job!	Coleman Rd pedestrian bridge
Rate Graffiti Removal Services	Feedback12-00139	5	5	perfect!	Coleman Rd Almaden Lake
Rate Graffiti Removal Services	Feedback12-00138	5	5	looks great!	Winfield
Rate Graffiti Removal Services	Feedback12-00137	5	5	perfect	Almond Blossom Ln, San Jose
Rate Graffiti Removal Services	Feedback12-00136	5	5	very nice	Almond Blossom
Rate Graffiti Removal Services	Feedback12-00134	5	5	continued excellence!	Coleman Rd,
Rate Graffiti Removal Services	Feedback12-00133	5	5	Thank you so much!	Coleman Rd,
Rate Graffiti Removal Services	Feedback12-00132	5	5	Great work!	Coleman Rd,
Rate Graffiti Removal Services	Feedback12-00131	5	5	Thank you so much for fighting back!	Coleman Rd
Rate Graffiti Removal Services	Feedback12-00130	5	5	Thanks for making this city great!	1604 Almond Blossom Ln,
Rate Graffiti Removal Services	Feedback12-00129	5	5	You are doing great work!	1598 Camden Oaks Ct,
Rate Graffiti Removal Services	Feedback12-00128	5	5	Great job! Thank you	Meridian Ave

Attachment C

Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
 (July 1, 2011 – June 30, 2012)

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00127	5	5	Less than 2 hours after reporting! Wow, excellent work!!!	5745 Park Manor Dr, Meridian Ave
Rate this App	Feedback12-00126			I love this app! Thank you, thank you, thank you, for making it so easy to report graffiti!!	
Rate Graffiti Removal Services	Feedback12-00125	5	5	Thank you again for the very fast response on removal of the unsightly graffiti. The only way to prevent graffiti from working its way into the fabric of the community is through prompt removal. Thanks again and I sincerely hope this program continues as without it our neighborhood and communities would without a doubt become very unsightly, very quickly.	Berryessa RD and Summerpark CT
Rate Graffiti Removal Services	Feedback12-00124				
Rate Graffiti Removal Services	Feedback12-00123	5	5	This is an excellent San Jose service and program. Thank you so very much for the very fast response.	Piedmont and Berryessa Road (CZ12-02989)
Rate Graffiti Removal Services	Feedback12-00122	5	5	Same day service. Thank you.	Highway 87 bike path
Rate Graffiti Removal Services	Feedback12-00120	5	5	Thank you! I love this app and the responsiveness we are getting from Anti-Graffiti.	Highway 87 bikeway between Tamien LRS and Willow Street.
Rate this App	Feedback12-00119			It would be nice to be able to send more than two photos.	
Rate Graffiti Removal Services	Feedback12-00118	2	5		Goddamn that was fast!!!
Rate Graffiti Removal Services	Feedback12-00117		3	Need a more info on (status) closed)(so what is closed ??? Help??	Been getting a e-mail & text that my order has been closed,, need more info like (closed were are not taken care of it or closed yes we are taking care o it???
Rate Graffiti Removal Services	Feedback12-00116	5	1	It doesn't look like anything was done to remove the graffiti at this location based on before/after photos	It doesn't look like anything was done to remove the graffiti at this location based on before/after photos

Attachment C

**Anti-Graffiti and Litter Program
San Jose Clean App Customer Feedback
(July 1, 2011 – June 30, 2012)**

Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00115	5	5	When it's a code enforcement issue, do you forward it or does "closed" actually mean "rejected"?	137 E St James St. When it's a code enforcement issue, do you forward it or does "closed" actually mean "rejected"?
Rate Graffiti Removal Services	Feedback12-00114	5	5	Great app. Has made reporting so much more efficient and user-friendly. I'm a power user. - Eric B.	
Rate this App	Feedback12-00113			You guys are doing a bang-up job. Thanks! - Eric B.	Dozens.
Rate Graffiti Removal Services	Feedback12-00112	5	5	Thanks for responding so fast.	Work on the wall Cataldi Park, Bethany st
Rate Graffiti Removal Services	Feedback12-00110	5	5		
Rate this App	Feedback12-00109				
Rate Graffiti Removal Services	Feedback12-00107				
Rate Graffiti Removal Services	Feedback12-00106	5	5	Thank you so much for quick response and great pictures.	6095 Montalvo Dr
Rate Graffiti Removal Services	Feedback12-00105	5	5	Great program. Much improved over the City run program. Tax payer money well spent!	Albion Dr
Rate this App	Feedback12-00104				
Rate this App	Feedback12-00102			LOVE IT!!	
Rate Graffiti Removal Services	Feedback12-00100	5	5	Out very fast! Looks so much better! Thanks!	THANK YOU!!!
Rate this App.	Feedback12-00099			Easy to use but follow up feature does not advise of substantive outcome - I was simply told it was closed. Not sure if that means the person was cited or they did not find a violation had occurred.	
Rate Graffiti Removal Services	Feedback12-00098	5	5	I assume that 5 is best and 1 is worst! Thanks for the quick action.	98 Paseo De San Antonio

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Rate Graffiti Removal Services	Feedback12-00097	1	1	Help! I sent in about 10 requests on Friday, April 20 on Race Street which got hit very hard with multiple tags and they are all still there! Did the crew go on vacation? Is someone out sick? You are usually so prompt and these are LARGE tags that I cannot cover myself. Does this mean that a tag done early Friday morning stays up for 3-4 days now???	various
Rate Graffiti Removal Services	Feedback12-00096	1	1	The graffiti was never removed. The graffiti is not located at the address above. It is on the wall next to the train track on the corner of Hedding near Mission.	388 E Hedding St, San Jose
Rate Graffiti Removal Services	Feedback12-00095	5	5	Thanks	5-Albertson Parkway The work was done extremely fast. Thanks Claire Cano
Rate this App	Feedback12-00094			Nice to use. Would be nice to be able to opt for either email or text message notifications, rather than just both or none. Also, the email notifications do not include the work order number.	
Rate Graffiti Removal Services	Feedback12-00093	4	5	Paint was not completely removed from the sidewalk textured insert, but mostly was, and response time was very good. Thank you.	CZ12-01367
Rate Graffiti Removal Services	Feedback12-00092	5	5	Less than 24-hour turnaround. Thank you.	CZ12-01372
Rate Graffiti Removal Services	Feedback12-00091	5	5	Less than 24 hours response time. Thank you.	Looks like work orders CZ12-01367 to 01371, and 01373

Attachment C

**Anti-Graffiti and Litter Program
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Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate the Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00090	5	5	Less than 24 hours response time. Thank you.	Looks like work orders CZ12-01367 to 01371, and 01373
Rate Graffiti Removal Services	Feedback12-00089	5	4	So far I am quite impressed with the response time and quality of work. Keep it up!	Rating = 5
Rate Graffiti Removal Services	Feedback12-00087				
Rate Graffiti Removal Services	Feedback12-00085	5	5	Wow, great response time. Thanks very much.	Intersection of 16th&17thstreets
Rate Graffiti Removal Services	Feedback12-00084	5	5	thank you so much!!!!	Several locations near watson Park
Rate Graffiti Removal Services	Feedback12-00083	5	5	You guys are awesome! Thank you for taking care of the site so quickly.	831 North 2 Nd Street
Rate Graffiti Removal Services	Feedback12-00082	4	4	Saying it is closed doesn't tell me anything - will the sign be taken down? What about the sign that is 10 feet south of it for another business on that street? I was told these signs are illegal - especially the ones that are locked to street signs!	CZ12-01072
Rate Graffiti Removal Services	Feedback12-00081	5	5	Great great fast service, love this app, somehow you need to advertise this app to the public, it will be a hit. I only wish app would give option to "attach a photo" or "include photo from gallery" as the Droid phones say, as an option along with "take Photo", because it's often easier to take a few pictures first, then select the photo I want to include to the App.	1746 Bethany, SJ Cataldi Park Tennis Practice Wall

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Rate Graffiti Removal Services	Feedback12-00079	1	1	I drove by today and the graffiti is still there. Why was the case closed? Did you contact the building owner and tell THEM to clean it off?	Graffiti Removal issue at 1445 The Alameda
	Feedback12-00077				
Rate Graffiti Removal Services	Feedback12-00076	5	5	Amazing - you covered that up in less than an hour from my reporting it! You rock!	909 Park Ave. San Jose
Rate Graffiti Removal Services	Feedback12-00075	5	5	Appreciate the quick response.	Penitencia Creek Trail, San Jose
Rate Graffiti Removal Services	Feedback12-00074	1	2	Graffiti not removed even though the city closed the ticket and said it was done.	Request to remove graffiti from utility box and light pole on Fleet Street in San Jose
Rate Graffiti Removal Services	Feedback12-00073	5	5	Thank you for such a quick response and removal!!! Wonderful job!!!	Monterey Road and 42 Linwell Ct
Rate Graffiti Removal Services	Feedback12-00071	1	3	The graffiti is still visible and has not been removed. If this request has been closed, please reopen. Please note, the graffiti is still visible and has NOT been removed.	
Rate Graffiti Removal Services	Feedback12-00070	4	5		
Rate this App	Feedback12-00069			great useful app for the entire community!	

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Citizen Feedback Sort By: Newest

Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate this App	Feedback12-00068			The app is very useful. If you could add multiple picture attach capability when reporting issues like graffiti it would be more helpful. In certain cases you need to combine multiple tags at same location. Thanks, rkq	
Rate Graffiti Removal Services	Feedback12-00067	4	5	Thanks a lot for such a quick response..I really appreciate that. -Rama	
Rate Graffiti Removal Services	Feedback12-00066	5	5	Please indicate who the text message is from in the subject line as I didnt know who the text was from until I opened the email	
Rate Graffiti Removal Services	Feedback12-00065	5	5	Thanks for removing graffiti so quickly! Great job.	
Rate this App	Feedback12-00064				
Rate this App	Feedback12-00063			This a great tool!	
Rate this App	Feedback12-00062			ON the graffiti type, there is no option for sign or metal pole. Otherwise it is FANTASTIC. Best thing ever invented. THANK YOU	
Rate Graffiti Removal Services	Feedback12-00061	5	5	THIS service is fast and fantastic. The app is amazing. It may actually be possible to have a tag free living environment! THANK YOU ALL!!!!!!	
Rate Graffiti Removal Services	Feedback12-00059	5	5	I submitted quite a few graffiti. The response time has been incredible! Thank you for this fabulous service.	

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Feedback Type	Feedback Report Id	Rate Quality of Work: 1 (Poor) through 5 (Excellent)	Rate the Response Time 1 (Poor) through 5 (Excellent)	Feedback Comments	Feedback Work Order Number or Location Description
Rate Graffiti Removal Services	Feedback12-00058	5	5	When I received a text msg saying the report had been closed I presumed I'd been blown off. When I saw the email with before and after pics I was amazed. Excellent response time and a job well done. Atta Boys! - Sincerely, Jerry Lane	
Rate this App	Feedback12-00057				
Rate Graffiti Removal Services	Feedback12-00056				
Rate this App	Feedback12-00051	5	5	Very quick!	
Rate this App	Feedback12-00050			I was very impressed by the response time. I reported the graffiti on my way into work, and by the time I was at my desk, I received the confirmation that the graffiti was abated.	

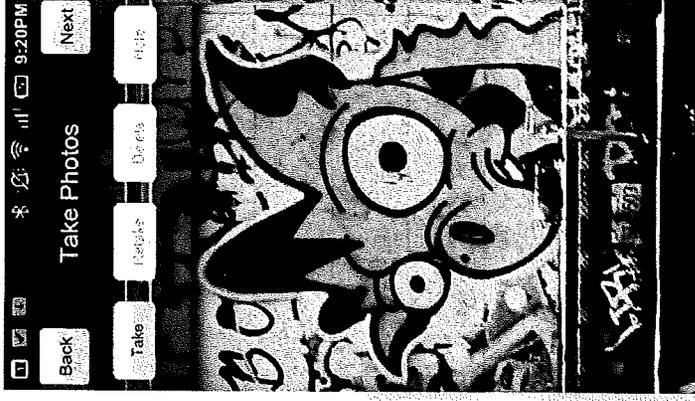
*Anti-Graffiti
and Litter Program
Semi-Annual Report*

NSE Agenda: 09-13-12

Item: d(2)

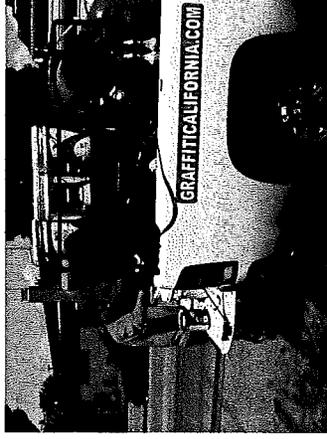
Anti-Graffiti Program New Graffiti Eradication Service Delivery Model

- Restoration Model
- Color Matching
- Assigned Areas / Hot Spots
- Mobile Work Order System
- Multiple Reporting Methods
 - SAN JOSE CLEAN app
 - (866) 249-0543
 - antigrffiti@sanjoseca.gov



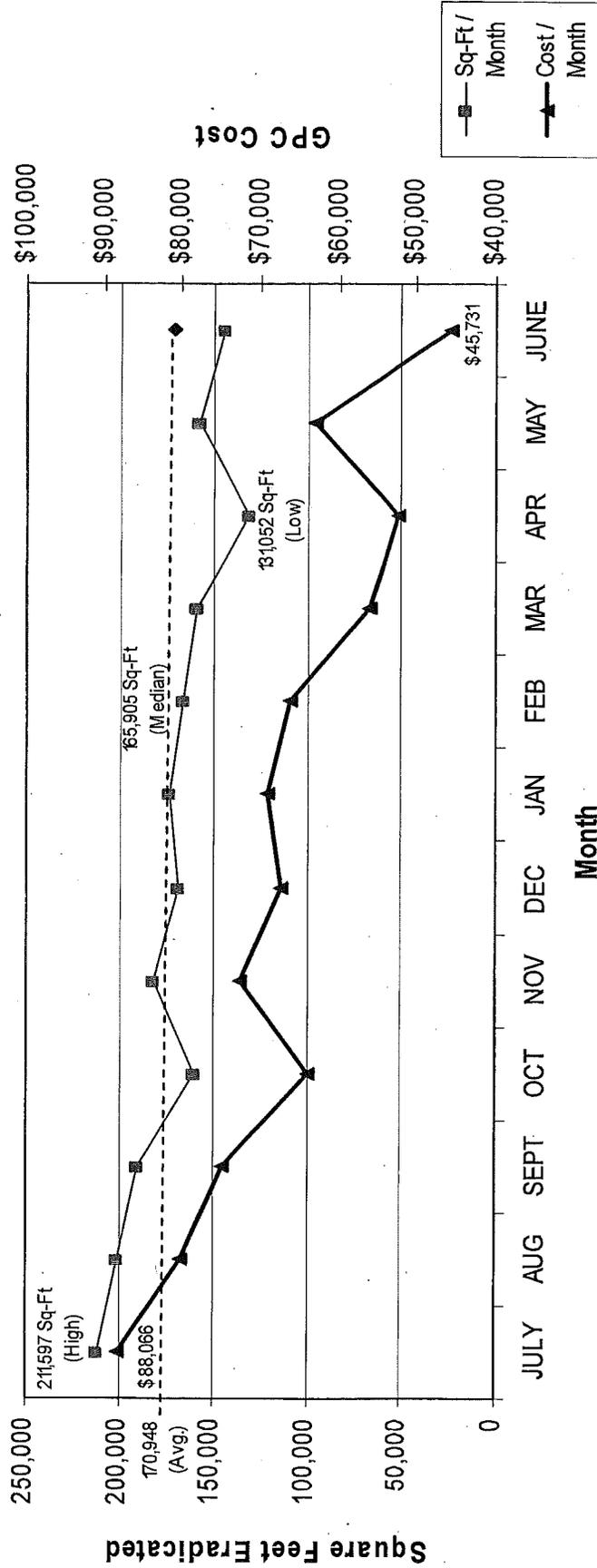
Anti-Graffiti Program Performance

- 98% of GPC work orders completed within 24 hours
- 91% of Citywide graffiti removed within 48 hours

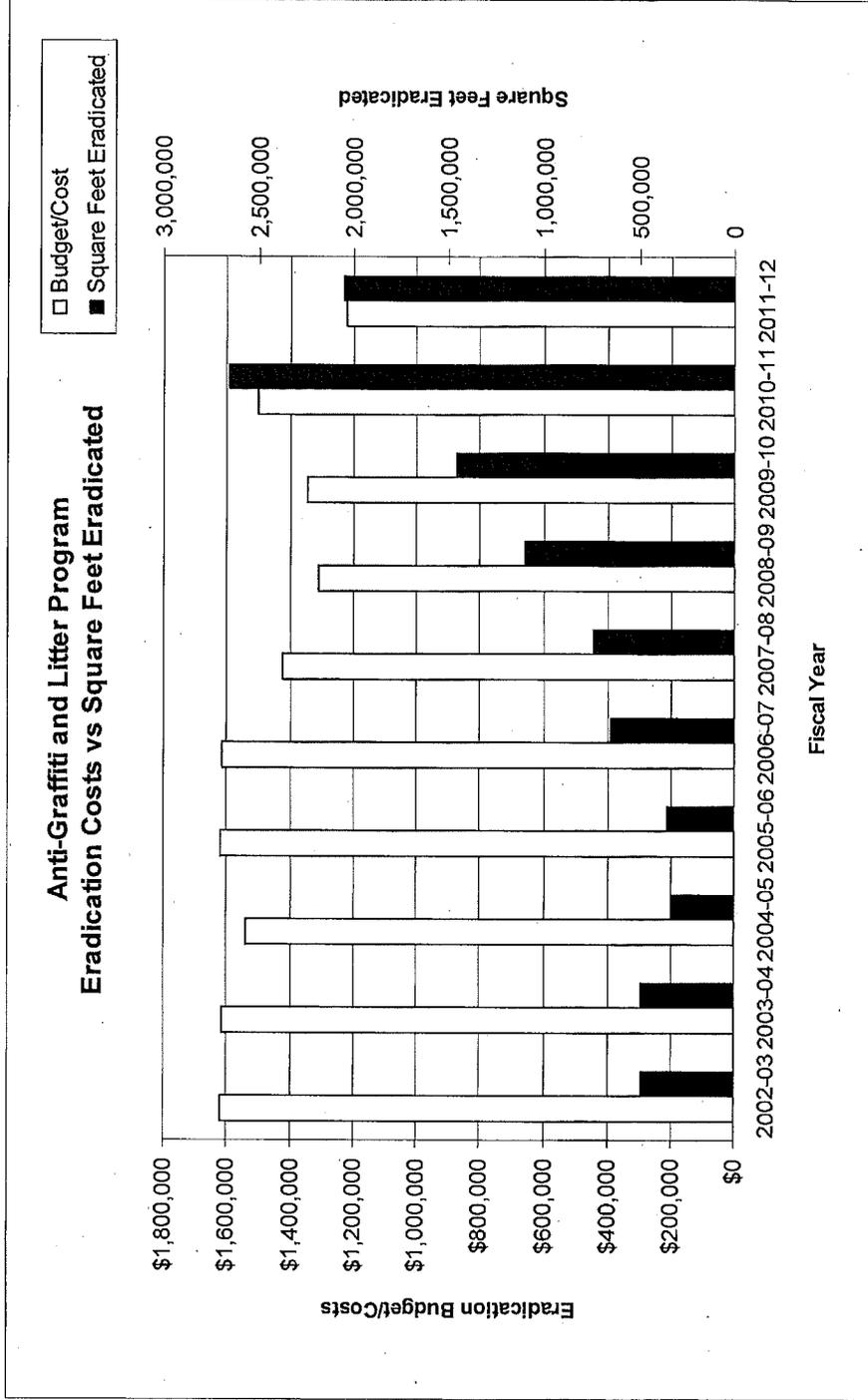


Anti-Graffiti Program 2011-12 Volume & Cost

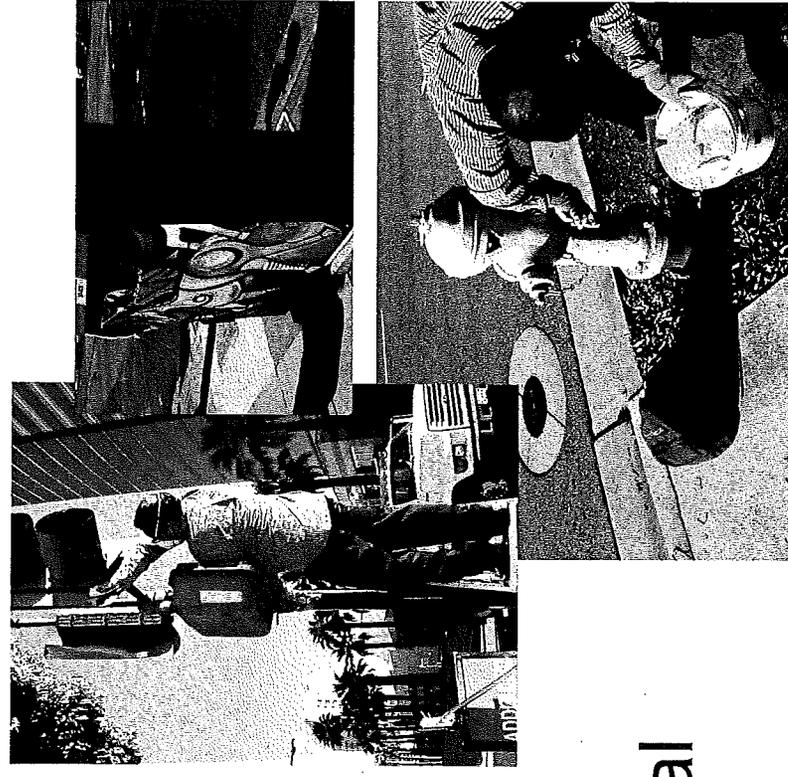
2011-12 Citywide Graffiti Eradication
Volume & Cost by Month



Anti-Graffiti Program 10-Years Volume & Cost



Anti-Graffiti Volunteers



- 3,600 Dedicated Volunteers
- 17 “Super Volunteers”
 - Freeways, Trails, Bus Stops, etc.
 - 3-8 Hrs/Day, 3-4 Days/Week
 - 20-Year Veterans
- Art Box Program
- 26 Neighborhood Educational Meetings
- Volunteer Recognition Event (9-22-2012)

Anti-Litter Update

- Great American Pick Up (3-19-2012)
- Coastal Clean Up Day (9-15-2011 & 2012)
- Pick Up San Jose
 - 31 Community Groups
 - 656 Volunteers
 - 1,245 Bags of Litter
 - 4,251 Hours Served
- Reusable Bag Distribution Program

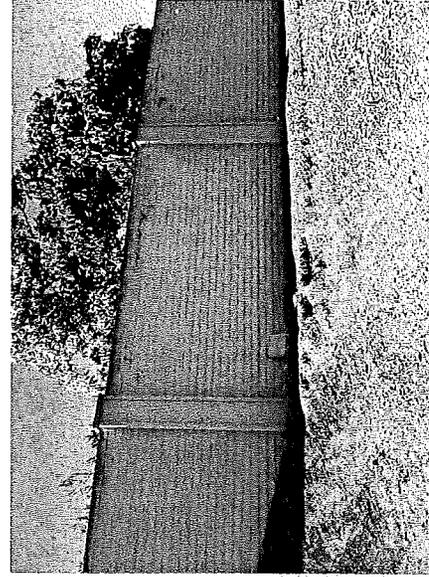
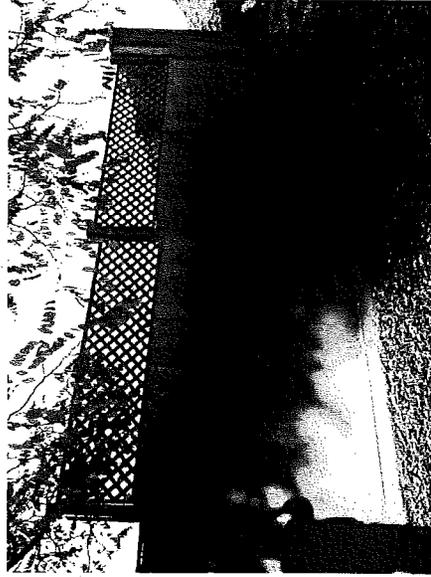


Q & A

Examples of Graffiti Abatement



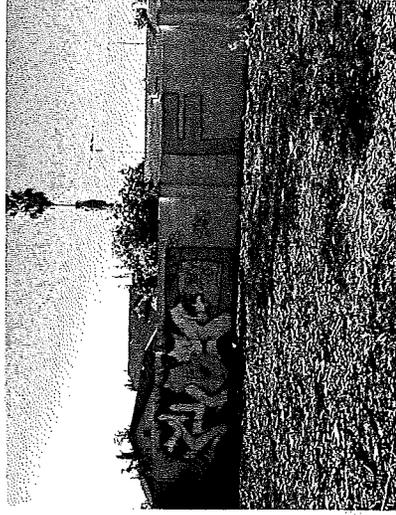
Hayes Ave and
Landau Court



Lava Way and
Maybury Rd

Examples of Graffiti Abatement

1101 Galahad Ave



2394 Brushglen Way