

CAMBRIDGE  
DEPARTMENT  
OF PUBLIC  
**THE  
WORKS**

Ralph E. Dunphy  
Commissioner

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To: Robert W. Healy  
City Manager

From:  Ralph E. Dunphy  
Public Works Commissioner

Date: April 8, 1997

Subject: **Council Order #053, dated 3/31/97**  
**RE: Dealing With Residents Graffiti**  
**Complaints**

RECEIVED  
97 APR -9 PM 1:41  
OFFICE OF THE CITY MANAGER

The procedures for handling calls to the graffiti hotline are as follows: the hotline is a voice messaging system that is checked daily by the Department of Public Works (DPW) staff. A DPW staff member will forward the incident to the Police Department for investigation. The DPW will also contact the property owner about removal of the graffiti, and can supply information on removal techniques and if the appropriate removal materials (solvents) are available, DPW will advise the owner of where such materials are available. The coordinator will forward incidents to other public agencies (i.e. Post Office, MBTA) as well.

If graffiti reported is located on a public building, a Work Order is sent to the Parks Division for removal. Weather permitting, the graffiti is removed within a few days.

Since 1/1/97, thirty (30) incidents have been reported into the graffiti hotline. Fifteen of these calls have been for residential properties and the balance are properties maintained by the Mass Highway Department (bridges), Post Office (mailboxes), etc.





CITY OF CAMBRIDGE  
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EXECUTIVE DEPARTMENT  
ROBERT W. HEALY  
City Manager

RICHARD C. ROSSI  
Deputy City Manager

April 14, 1997

To The Honorable, The City Council:

In response to Awaiting Report Item Number 32, regarding how the graffiti hotline deals with complaints from residents, please find attached a response submitted by Ralph Dunphy, Commissioner of Public Works.

Very truly yours,

Robert W. Healy  
City Manager

RWH/dls  
attachment

Consent Agenda #6

5-215

Relative to Awaiting Report Item  
Number Thirty-Two, regarding how the  
graffiti hotline deals with  
complaints from residents.

In City Council April 14, 1997

**PLACED ON FILE**