



Facilities and Operations **POLICY**

Applies to:	Marshall University Facilities and Operations
Title:	Graffiti Reporting and Removal
Number:	MU-FO-02.10
Effective Date:	07/01/2020
Last Revision Date:	N/A

PURPOSE: The purpose of this document is to provide guidelines for addressing graffiti.

SCOPE: Applies to all Facilities and Operations employees regarding the reporting and removal of graffiti on Marshall University property.

REFERENCES: N/A

DISCUSSION: It is important that all graffiti be addressed in a timely fashion as data shows that graffiti which is removed within 24 hours is less likely to recur. It is important to ensure we have a formal process for reporting and removing graffiti.

PROCEDURE / POLICY:

1. Graffiti has been observed or reported.
2. Gather information about the nature of graffiti.
 - a. How was it reported (call, work order, email, etc.)?
 - b. Who reported the graffiti?
 - c. Where is the graffiti located (building and room number, location on campus, etc.)?
 - d. Is the graffiti a symbol or words?
 - e. Is the graffiti offensive in nature?
 - f. How was the graffiti done (sharpie, etched, engraved, etc.)?
3. Non-Offensive Graffiti
 - a. If the graffiti is non-offensive, contact the Paint Shop and have them report to the site as soon as possible. As indicated above, if graffiti is removed within 24 hours then it is less likely to recur.
 - i. Paint Shop Contact info:
 1. Facilities and Operations: 304-638-6681
4. Offensive Graffiti
 - a. If the graffiti is offensive, then **BOTH** the Paint Shop and Marshall Police (MUPD)



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must be contacted.

- i. Facilities and Operations: 304-638-6681
- ii. MUPD: 304-696-4357
- b. The Paint Shop needs to report to the site immediately.
 - i. The graffiti is **not** to be removed until inspection by MUPD.
 - ii. The Paint Shop/Facilities and Operations needs to secure the area if possible OR in community areas, cover the graffiti if possible until it is removed.
- c. MUPD will need to document a “Destruction of Property” report. Once complete, MUPD will give approval to Facilities and Operations to have graffiti removed.
- d. Painters will need to remove the graffiti once the MUPD report is complete.
 - i. Removal – For painted surfaces, typically the graffiti can simply be painted over. For other surfaces such as restroom partitions, granite/stone, etc., care must be used to ensure the base material is not damaged during removal of the graffiti when possible. It is recommended to attempt to remove graffiti from these surfaces starting with standard liquid cleaning compounds followed by paint thinner, mineral spirits, etc. Please avoid using abrasive cleaners (comet, sandpaper, magic erasers, etc.) unless absolutely necessary as these may not only damage the base material but also may result in the graffiti still being legible via the damaged surface.
5. The Paint Shop needs to report to Facilities and Operations Management when graffiti has been removed and the area is ready to reopen.
6. A Facilities and Operations Manager and/or Director will make the final decision to re-open the area.

REVISION HISTORY:

- 07/01/2020 – Initial revision.