

CITY OF SPOKANE ADMINISTRATIVE POLICY AND PROCEDURE	ADMIN 0450-14-02 LGL 2014-0018
TITLE: GRAFFITI REPORTING BY PHONE EFFECTIVE DATE: August 12, 2014 REVISION DATE: N/A	

1.0 GENERAL

1.1 The reporting of graffiti complaints traditionally has required a signature by the complainant to ensure the validity of the complaint. Due to increasing use of electronic communication, including internet and telephone, alternatives to a written signature must be allowed while at the same time ensuring the complainant is informed of his or her rights.

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2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy shall apply to the My Spokane and Office of Neighborhood Services/Code Enforcement departments, or any other department responsible for receiving graffiti complaints via telephone.

3.0 REFERENCES

RCW 42.56

4.0 DEFINITIONS

None

5.0 POLICY

- 5.1 City employees making a graffiti complaint as part of their official duties are exempt from this policy as they cannot request confidentially as an employee. This policy only applies to citizen complaints.
- 5.2 Anonymous complaints will not be processed.
- 5.3 When a complaint is reported via phone, the city employee conducting the intake will make every effort to verify the identity of the complainant. This includes obtaining a full name, address, and phone number of complainant. It is in the discretion of the employee to require a complainant to submit a written complaint if there are doubts about the complainant's identity.
- 5.4 Complaints will be taken by phone only for property that can be seen from the public right of way. If the violation can only be seen from the complainant's property, the complainant must submit a written form with his or her signature in order to grant access to the complainant's property to view the violation.

6.0 PROCEDURE

- 6.1 Employees receiving a complaint by telephone will read the following statement to the complainant after obtaining the other information necessary to file a complaint: "Confidentiality preference: disclosure of information revealing your identity will depend on application of the public disclosure law, chapter 42.56 RCW, other applicable statutes and whether the complaint is criminally prosecuted. Failure to request confidentiality will result in information being subject to disclosure pursuant to a public records request. By requesting confidentiality, you are indicating that the disclosure of your name would endanger your life, physical safety, or property."
- 6.2 If complainant then requests confidentiality, employee will check the "Do Not Disclose" box on form (paper or digital).
- 6.3 If complainant does not request confidentially, employee will check the "May Disclose" box on form (paper or digital).

7.0 RESPONSIBILITIES

- 7.1 Managers and supervisors are responsible for enforcing the provisions of this policy.

8.0 APPENDICES

None


APPROVED BY:



City Attorney



City Administrator



Director

7-28-14

Date