

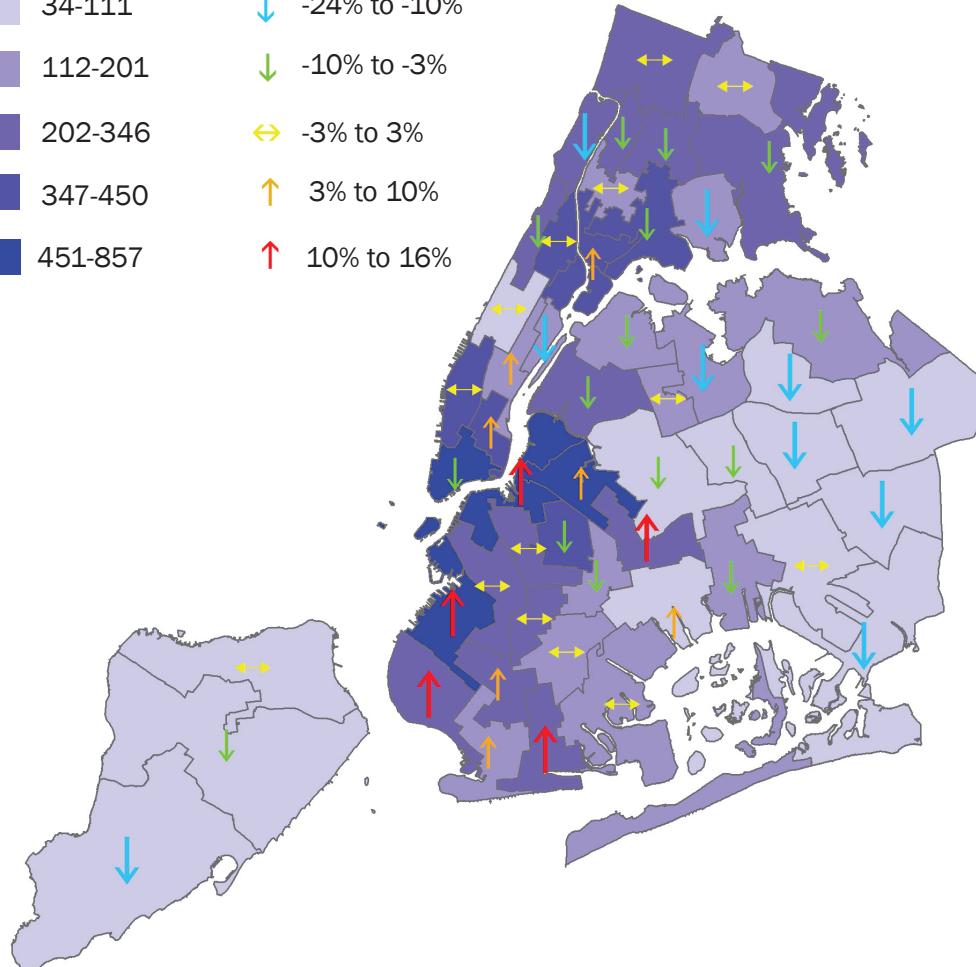
# Which Sections of the City Generate the Most & Least Complaints to Graffiti-Free NYC?

Graffiti-Free NYC is a city program that removes graffiti at no cost to the owners of residential, commercial, or industrial buildings. Anyone can report graffiti on any property by calling 311. The program is run jointly by the city's Economic Development Corporation, Department of Sanitation, and the Community Affairs Unit of the Mayor's office.

Fiscal Year 2016  
Graffiti Complaints

Average Annual Percent Change  
Fiscal Years 2011-2016

34-111	⬇️ -24% to -10%
112-201	⬇️ -10% to -3%
202-346	↔️ -3% to 3%
347-450	⬆️ 3% to 10%
451-857	⬆️ 10% to 16%



SOURCE: IBO analysis of Department of Sanitation data  
NOTE: Map divisions are based on City Council districts.

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- Since fiscal year 2011, Graffiti-Free NYC has received an average of 14,916 complaints a year. But the numbers of complaints citywide are declining, from 15,393 in 2011 to 13,415 in 2016.
- In 2016, the heaviest concentrations of complaints were in Central and Southwest Brooklyn and in Lower Manhattan. Complaints have been largely down in the rest of the city since 2011, particularly in the South Bronx and Queens.
- In 2011 through 2013 it took an average of 67 days from receipt of a graffiti complaint for Graffiti-Free NYC to send a team to clean the site. In 2014 and 2015 it took an average of 114 days for a response (data is not complete for 2016).
- The increased response time may mean owners or neighbors are taking matters into their own hands. The percentage of complaints that resulted in graffiti removal has declined from 84 percent in 2011 to 62 percent in 2015 as cleaning crews responding to complaints increasingly find no graffiti at the reported location.
- The budget for Graffiti-Free NYC from fiscal year 2011 through fiscal year 2016 has averaged \$1.9 million annually, with the majority of the funding in recent years coming from a federal grant program. While the federal funding is no longer available, the Mayor has increased the city funding for the program to \$2.5 million in 2017.

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