



**Metro**

Metropolitan Transportation Authority

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**MAY 11, 2005**

**TO: BOARD OF DIRECTORS**

**THROUGH: ROGER SNOBLE**  
**CHIEF EXECUTIVE OFFICER**

**FROM: JOHN B. CATOE, JR.**  
**DEPUTY CHIEF EXECUTIVE OFFICER**

**SUBJECT: GRAFFITI REMOVAL SERVICE**

**ISSUE**

At the February 2005 Operations Committee meeting, Director Ed Reyes requested Metro's response time and contact information for graffiti removal.

**DISCUSSION**

Metro has a long-standing history of fighting graffiti on its facilities and prides itself in having one of the most effective graffiti abatement programs among local public agencies. The removal of graffiti from facilities is handled through outsourced services. The Board has recently awarded a \$3.6M, multi-year contract to provide graffiti removal service for its facilities. Another \$1.9M, five-year contract was also awarded in September 2003 to provide graffiti guard film installation service to protect Metro facilities glazed surfaces from etching. Facilities Maintenance Department manages both graffiti mitigation contracts and responds to customer's requests for service.

In order to report graffiti on any Metro facility, the public should use Customer Relations phone number at (213) 922-6235. Customer Relations will take the report and forward it to Facilities Maintenance for corrective action. Once Facilities Maintenance receives notice, a contractor is dispatched and any sprayed-on graffiti is removed within 24 hours, except on weekends where removal is performed on the next business day. When graffiti is on a restricted location, such as an elevated bridge or within an active right-of-way, removal typically takes longer as special arrangements to access are required.

Woods Maintenance Service (dba: Graffiti Control Systems-GCS) provides graffiti removal service for non-glazed surfaces for transit stations and facilities. GCS deploys crews from 6:30 AM to 2:30 PM, Monday-Friday to inspect transit stations and facilities.

XLNT Tint provides anti-graffiti guard film installation on all transit station glass panels. In order to reduce glass replacement costs due to etching and to mitigate the negative visual impact of etched glass, Facilities Maintenance initiated this service in May 1990. The film provides a transparent protective barrier to glass panels and stops nearly 90% of mechanical and acid etching from ever reaching the glass face. There is approximately 76,000 square feet of glass panel surface in Metro transit facilities. The graffiti guard film on transit facilities glass panels is on a replacement cycle that averages 45 days.