



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

OCTOBER 23, 2013

TO: BOARD OF DIRECTORS

THROUGH: ARTHUR T. LEAHY *[Signature]*
CHIEF EXECUTIVE OFFICER

FROM: DEBRA A. JOHNSON *[Signature]*
INTERIM CHIEF OPERATIONS OFFICER

SUBJECT: GRAFFITI ABATEMENT COMPLAINT TRACKING

ISSUE

At the October 17, 2013 System Safety and Operations Committee, Metro Directors requested staff to report back on the processes for tracking graffiti complaints on the Metro system.

DISCUSSION

Metro's graffiti abatement contractor performs daily inspections and graffiti abatement throughout our rail system and on the Orange and Silver Lines. In addition, routine inspections are conducted to report any as-needed graffiti abatement. Requests for graffiti abatement are also received from Metro staff and customers calling or e-mailing Customer Relations. These requests are monitored via a network-based tracking system where inquiries and work progress can be tracked to ensure timely completion. Provided below is a chart with the stations throughout the rail system with the highest volume of graffiti.

**Stations with the Highest Graffiti Vandalism
January 1, 2013 – October 22, 2013**

Station	Rail Line	# of Tags Removed
Firestone	MBL	728
Lincoln/Cypress	PGL	623
Avalon	MGL	542
Willowbrook	MGL	530
Florence	MBL	490
Slauson	MBL	489
Highland Park	PGL	426
Compton	MBL	349
Pico	MBL	336
Indiana	PGL	320

Tracking and Automated Graffiti Reporting System (TAGRS)

On February 15, 2010 and in collaboration with the Los Angeles Sheriff's Department (LASD), Metro implemented a computerized graffiti tracking and reporting system known as Tracking and Automated Graffiti Reporting System (TAGRS). This program provides our contract staff with cameras to visually capture graffiti for reporting to law enforcement. This data capture is primarily for ink, markers, and painted markings as glass film etchings are difficult to capture in a photo and typically do not contain specific monikers that are useful to identify repeat offenders.

TAGRS Summary Report – 2013 (Attachment A)	20,441 Tags Removed to date
Annual Graffiti Abatement Cost – 2013	\$2,912,215 - Graffiti Tags and Paint-out removal, and glass & Stainless Steel anti-graffiti film replacement

The TAGRS program data is uploaded from hand-held devices used by Metro graffiti abatement contract staff. These devices are used to capture graffiti images prior to removal and uploaded daily to a computer-based program accessible by law enforcement agencies such as LASD and Orange County Sheriff Department. The images are used as a tool to analyze graffiti markings, identify, apprehend and prosecute offenders that vandalize the Metro transit system.

The TAGRS program is customized with all Metro bus and rail system stations and terminals are built into the software. An example of the weekly report produced by the TAGRS system is included in Attachment B.

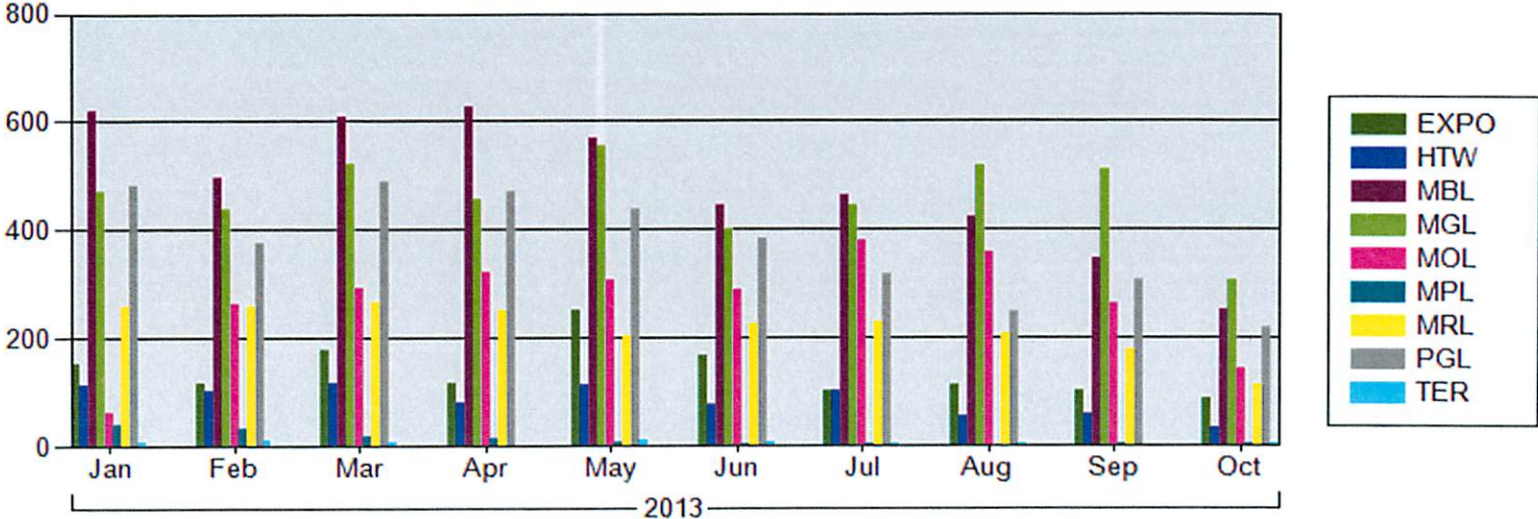
NEXT STEPS

Staff will continue to improve Metro facilities overall appearance and cleanliness, and ensure providing safe, on-time, reliable, and quality services to the public.

Attachments:

- A. TAGRS Summary Report – January 2013-Present
- B. TAGRS Weekly Graffiti Abatement Removal Details – Metro Green Line
October 7 – 14, 2013

TAGRS Summary
Monthly Count of Tags Removed
 01/01/2013 - 10/18/2013



	Year 2013 To-Date										
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total # of Tags
EXPO	152	116	179	118	253	169	103	113	100	86	1,389
HTW	113	101	117	78	112	75	100	54	59	31	840
MBL	621	494	610	629	567	443	463	421	346	252	4,846
MGL	469	438	521	455	556	402	444	518	512	305	4,620
MOL	60	261	290	322	307	288	380	358	262	142	2,670
MPurpleL	38	33	16	13	6	3	2		1	2	114
MRL	259	258	265	252	205	224	229	206	178	114	2,190
PGL	481	376	489	470	439	382	317	247	306	218	3,725
Terminals	6	9	6		12	8	1	4		1	47
Total	2,199	2,086	2,493	2,337	2,457	1,994	2,039	1,921	1,764	1,151	20,441

TAGRS Weekly Graffiti Removal Details - MGL
10/07/2013 - 10/14/2013

ATTACHMENT B

Inc. No.	Incident Date	Address No	Street	City	Title	Rail Code	Graffiti Location	Area (sq. ft.)	Removal Method	Total Images/ # of Tags
1863112	10/10/2013 2:38:51 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Elevator	5	Marker	1
1863111	10/10/2013 2:38:44 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Elevator	2	Marker	1
1863110	10/10/2013 2:38:37 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Elevator	1	Marker	1
1863109	10/10/2013 2:38:30 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Sign	1	Marker	1
1863108	10/10/2013 2:38:24 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Elevator	3	Marker	1
1863107	10/10/2013 2:38:16 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Sign	2	Marker	1
1863106	10/10/2013 2:38:08 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Wall	2	Marker	1
1858779	10/9/2013 2:40:17 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Light Post	1	Slap	1
1858778	10/9/2013 2:40:14 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Fence	1	Slap	1
1858777	10/9/2013 2:40:09 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Unknown	1	Crayons	1
1854597	10/8/2013 2:36:36 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Light Post	1	Slap	1
1854596	10/8/2013 2:36:33 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Fence	1	Crayons	1
1854595	10/8/2013 2:36:30 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Sign	1	Slap	1
1847914	10/7/2013 1:58:35 PM	11667	South Avalon Boulevard	LA	Avalon Station	MGL	Elevator	9	Marker	1
1863078	10/10/2013 1:23:05 PM	11500	Aviation Boulevard	LA	Aviation Station	MGL	Escalator	12	Marker	3
1858383	10/9/2013 10:17:34 AM	11901	Crenshaw Boulevard	IW	Crenshaw Station	MGL	Door	15	Marker	4
1863077	10/10/2013 1:22:57 PM	11901	Crenshaw Boulevard	IW	Crenshaw Station	MGL	Sign	14	Marker	2
1847877	10/7/2013 10:13:54 AM	11901	Crenshaw Boulevard	IW	Crenshaw Station	MGL	Bench	12	Marker	2
1858385	10/9/2013 10:17:42 AM	2226	E. El Segundo Boulevard	ES	El Segundo Station	MGL	Elevator	10	Marker	1
1847875	10/7/2013 10:13:46 AM	11500	S. Figueroa Street	LA	Harbor Freeway/I-105 Station	MGL	Asphalt	12	Marker	3
1863076	10/10/2013 1:22:51 PM	11500	S. Figueroa Street	LA	Harbor Freeway/I-105 Station	MGL	Bench	14	Marker	2
1858384	10/9/2013 10:17:39 AM	11500	S. Figueroa Street	LA	Harbor Freeway/I-105 Station	MGL	Bench	24	Paint Pen	2
1853346	10/8/2013 1:18:07 PM	11500	S. Figueroa Street	LA	Harbor Freeway/I-105 Station	MGL	Sign	14	Marker	2
1853347	10/8/2013 1:18:14 PM	11230	S. Acacia	HT	Hawthorne Boulevard	MGL	Elevator	18	Marker	4
1863079	10/10/2013 1:23:10 PM	11230	S. Acacia	HT	Hawthorne Boulevard	MGL	Billboard	18	Marker	2
1847878	10/7/2013 10:13:58 AM	11230	S. Acacia	HT	Hawthorne Boulevard	MGL	Bench	12	Marker	2
1858379	10/9/2013 10:15:46 AM	12900	Hoxie Avenue	NO	I-605/I-105 Station	MGL	Bench	4	Marker	3
1853342	10/8/2013 1:17:33 PM	12900	Hoxie Avenue	NO	I-605/I-105 Station	MGL	Bench	12	Marker	2
1847872	10/7/2013 10:13:35 AM	12900	Hoxie Avenue	NO	I-605/I-105 Station	MGL	Bench	12	Marker	1
1863080	10/10/2013 1:23:15 PM	12801	Lakewood Avenue	DO	Lakewood Boulevard/I-105 Station	MGL	Newstand	12	Marker	5
1858380	10/9/2013 10:16:03 AM	12801	Lakewood Avenue	DO	Lakewood Boulevard/I-105 Station	MGL	Curb	10	Marker	3
1853344	10/8/2013 1:17:52 PM	12801	Lakewood Avenue	DO	Lakewood Boulevard/I-105 Station	MGL	Map Case	18	Marker	3
1847873	10/7/2013 10:13:39 AM	12801	Lakewood Avenue	DO	Lakewood Boulevard/I-105 Station	MGL	Bollard	6	Marker	2
1853345	10/8/2013 1:17:58 PM	11508	Long Beach Boulevard	LB	Long Beach Station	MGL	Bike Locker	15	Marker	3
1847874	10/7/2013 10:13:43 AM	11508	Long Beach Boulevard	LB	Long Beach Station	MGL	Bench	10	Marker	2
1858381	10/9/2013 10:16:10 AM	11508	Long Beach Boulevard	LB	Long Beach Station	MGL	Escalator	18	Marker	1
1863075	10/10/2013 1:22:40 PM	5301	Marine Avenue	HT	Marine Station	MGL	Elevator	15	Marker	3
1853343	10/8/2013 1:17:43 PM	5301	Marine Avenue	HT	Marine Station	MGL	Elevator	12	Marker	3
1847879	10/7/2013 10:14:01 AM	5301	Marine Avenue	HT	Marine Station	MGL	Bench	15	Marker	3
1847876	10/7/2013 10:13:51 AM	11603	South Vermont Avenue	LA	Vermont Station	MGL	Escalator	10	Marker	2
1863114	10/10/2013 2:39:00 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Elevator	1	Marker	1
1863113	10/10/2013 2:38:55 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Elevator	1	Marker	1
1863105	10/10/2013 2:38:01 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Light Post	1	Marker	1
1858781	10/9/2013 2:40:23 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Light Post	1	Marker	1
1858780	10/9/2013 2:40:19 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Map Case	1	Marker	1
1858776	10/9/2013 2:40:03 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Light Post	1	Marker	1
1858775	10/9/2013 2:39:56 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Light Post	1	Marker	1
1858774	10/9/2013 2:39:48 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Light Post	1	Marker	1
1854599	10/8/2013 2:36:41 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Sign	1	Slap	1
1854598	10/8/2013 2:36:38 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Elevator	1	Spray	1
1854594	10/8/2013 2:36:28 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Guardrail	1	Marker	1
1847915	10/7/2013 1:58:37 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Sign	3	Crayons	1
1847913	10/7/2013 1:58:31 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Light Post	2	Marker	1
1847912	10/7/2013 1:58:26 PM	11651	Wilmington Avenue	LA	Wilmington Station	MGL	Light Post	1	Marker	1

392

93