



# Eradicating Interior Graffiti from Trains Metronet's Successes

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Supporting  
Macmillan  
cancer relief

# Who We Are And What We Do

- Metronet acquired responsibility for two-thirds of the Tube, April 2003
- Five world-class shareholders: Atkins, Balfour Beatty, Bombardier, EDF Energy and Thames Water
- Workforce of some 5,000 – mostly transferred from London Underground
- £17 billion to be invested during the 30-year contract; £7 billion in the first 7.5 years

# Who We Are And What We Do

- Maintain and improve
- On 9 of the 12 lines
- All assets = stations, track, trains & signalling, lifts & escalators, and other infrastructure like bridges, embankments, cuttings
- As part of the London Underground PPP

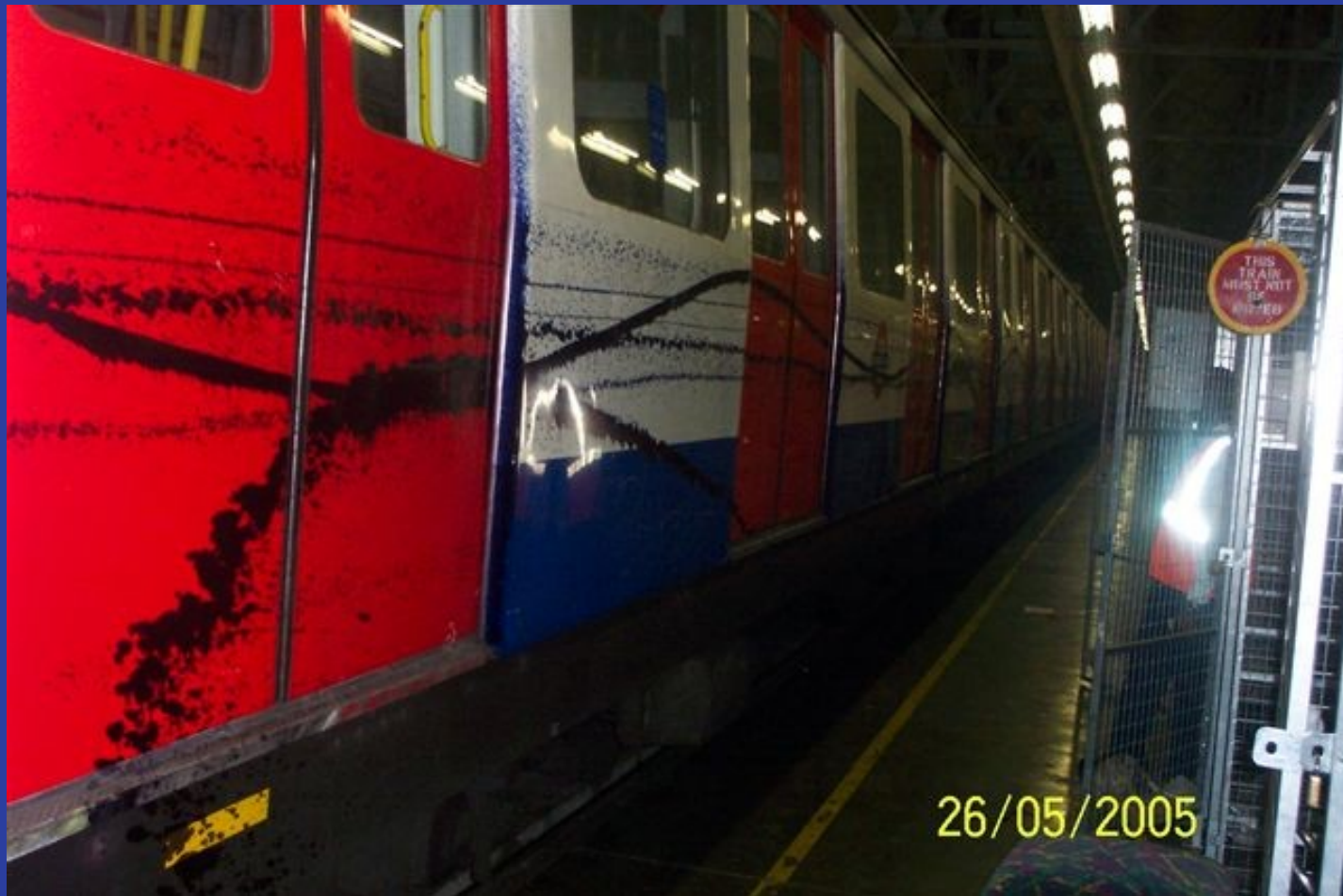
# Interior Bodywork – Marker Pen



# Interior Bodywork – Scratching



# Leather Dye Spraying



# Paint Stripper Etching



# Our Graffiti Promises to London Underground

**24 – All fresh *internal* non-scratched graffiti will be removed within 24 hours**

**48 – All fresh *external* non-scratched graffiti will be removed within 48 hours**

# Tag Counting Method – All Types Except Murals



Each separate mark is counted as a separate tag, even if it's part of a larger word.

# The Initial Programme

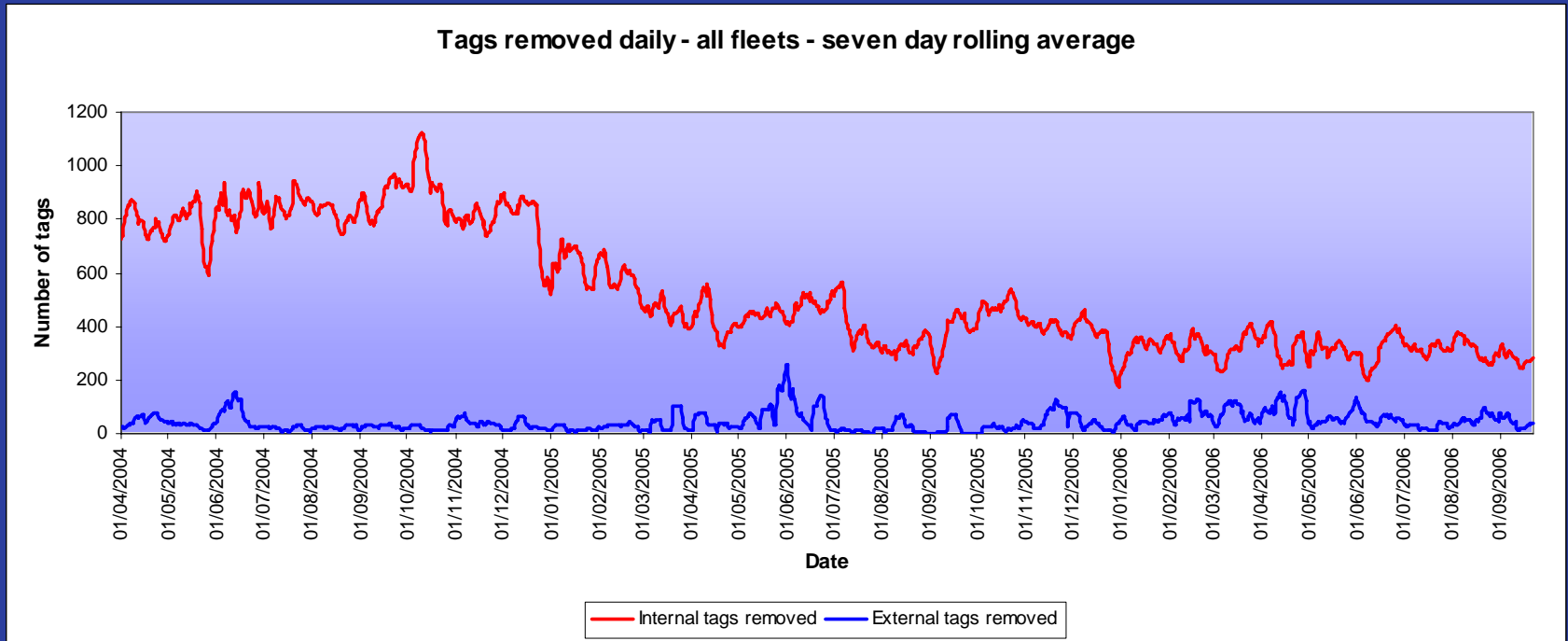
<b>Fleet</b>	<b>Lines Operated</b>	<b>Removal Programme Start Date</b>	<b>Date Graffiti Free Status Declared</b>	<b>Total Number of Tags Removed *</b>
C-stock	Hammersmith & City, Circle, District (Wimbledon to Edgware Road)	26 <sup>th</sup> November 2003	15 <sup>th</sup> January 2004	30,000
A-stock	Metropolitan, East London	23 <sup>rd</sup> January 2004	24 <sup>th</sup> March 2004	17,000
D-stock	District	22 <sup>nd</sup> February 2004	16 <sup>th</sup> March 2004	17,500

**Over 64,000 tags removed during 3 month project**

# The Effect of Buffing

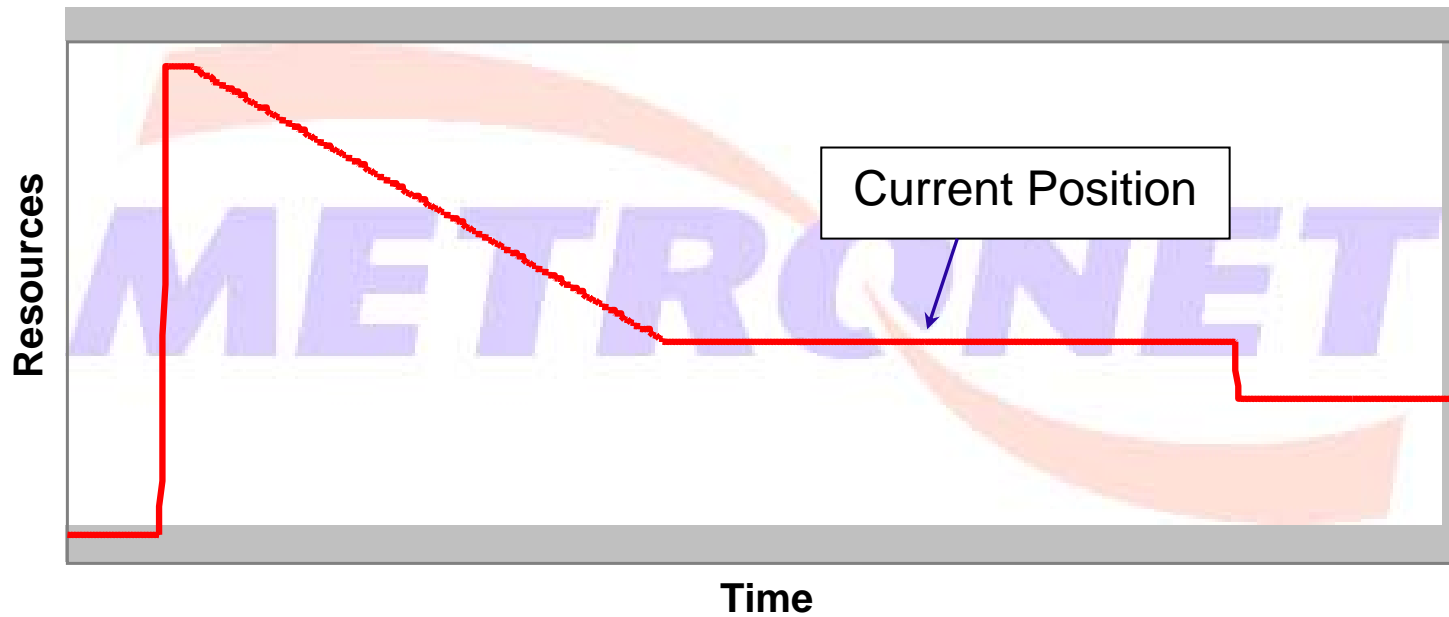


# Trends – The General Decline



# Resource Requirements

Graffiti Resource Profile Sketch



# External Bodywork - Paint Stripper Repairs

Before

Buffing  
damage



Paint  
stripper  
tag

Ingrained  
staining

# External Bodywork - Paint Stripper Repairs

After



# Glass Graffiti – Acid Etching



# Glass Graffiti - Scratching



# Quality People

**Qualified  
Process  
Engineers**

**Experienced  
Operational  
Managers**



**Trained,  
Multi-skilled  
Operatives**

**External support  
for new  
initiatives**

**Expert technical  
advice available**

**Better Quality  
Testing**

**Scratched  
Glass  
Repair**

**External  
Surface  
Re-finishing**

**Plans**

**Better  
Intelligence  
Systems**

**Door Re-finish to  
remove buffing  
damage**



# Any questions?

Thanks for your time