

3-1-1 E-GOVERNMENT

Anti-Graffiti Request System (AGRS)



PUBLIC USER MANUAL

Prepared by the City of Los Angeles
Information Technology Agency

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Introduction

Welcome to the user manual for the Anti-Graffiti Request System (AGRS). This document provides general information about how AGRS functions, and descriptions of each major application feature. AGRS will be used to enter requests for graffiti abatement and track progress of its completion.

What is AGRS ?

AGRS is a single, centralized online application developed by City of Los Angeles employees. It is used for opening, closing, and updating graffiti incidents. It provides for email notification to the requestor and the contractor. AGRS has the capability for constituents to enter online requests which are then routed directly to the contractor resulting in timely abatement of unsightly graffiti in your neighborhood.

Role of the Graffiti Identifiers

Graffiti Identifiers are those that call 3-1-1 or enter requests for abatement online. These are the individuals who report graffiti and consist of L.A. City residents, or other City staff on behalf of those residents. Graffiti Identifiers include 3-1-1 call center agents, LAPD, CHP, RAP, Clean up crews and others.

Any of these users, whether by themselves or via third party operators would provide the details necessary to properly remove graffiti damage such as address, cross street, property type, extent of damage etc., into AGRS via an online form.

Role of Contractors

Once a request has been entered into the system, a work order will be created by the system and assigned to specific community-based contractor hired by the City and assigned to specific geographic boundaries. Crews will be able to print out a list of open incidents, then report to the specified location(s) and clean the property. Once a job is finished, clean up crewmembers return to the online request system and enter the details of the graffiti removal to close the incident. The incident will then be removed from the open incident list.

AGRS Contact:

For questions or assistance using the application, please call 3-1-1. If you find an invalid address, please report this to 3-1-1.

HOME

The Home page provides some information about the AGRS and allows you to select **Start** to begin entering graffiti removal requests.



Address Search

The entry screen displays the address search field. You can also select Report menu to obtain status information on an incident.

Use the form below to create a new graffiti removal request. Enter the street number and name or intersections then press the **Find** button for address/street verification.

The screenshot shows the address search form within the Anti-Graffiti Request System. The title "Anti-Graffiti Request System" is at the top. Below the title, there are two navigation buttons: "Home" (highlighted in orange) and "Report Menu". The main content area contains the following text: "Use the form below to create a new graffiti removal request. Enter the street number and name. Click-on the **Find** button for verification." Below this text is a text input field labeled "Address Search:". Underneath the input field, there are examples: "Examples: '200 Main', 'Hollywood / Vine', or 'Reseda & Victory'". At the bottom of the form area is a "Find" button. The footer at the bottom of the page is identical to the home page, showing "City of Los Angeles Anti-Graffiti Request System" and the three logos.

If the system is unable to find any matches, it will return a screen indicating no matches were found. A valid address or intersection must be found in order to enter a request. Select **Search for another address** and enter a valid address or intersection. If you are unable to enter an address, please call 3-1-1.



If the address you entered is not specific, the system will return a list of valid addresses for you to select from as shown below.



Once you select the desired address, you will be taken to the intake screen.

Anti-Graffiti Intake Form

Anti-Graffiti Request System

[Home](#) [Report Menu](#)

Use the form below to create a new graffiti removal request. All fields are required. Once you finish, click **Submit** to create the new request. Click **Reset** to clear the form.

Graffiti Location

Address: 200 N MAIN ST, 90012

Comments:

Contractor: GCS

Council Dist: 9

Thomas Bro Grid: 634-3G

LAPD Precinct: CENTRAL

Neighborhood: DOWNTOWN LOS ANGELES NC

Council: ANGELES NC

Graffiti On

| | | | |
|---|--|---|--|
| <input type="checkbox"/> ALLEY-DOOR(S) | <input type="checkbox"/> DRIVEWAY | <input type="checkbox"/> PEDESTRIAN FURNITURE | <input type="checkbox"/> STREET SIGN(S) |
| <input type="checkbox"/> ALLEY-GARAGE | <input type="checkbox"/> FENCE | <input type="checkbox"/> PEDESTRIAN TUNNEL | <input type="checkbox"/> STUCCO WALL(S) |
| <input type="checkbox"/> ALLEY-WALL(S) | <input type="checkbox"/> FIRE HYDRANT | <input type="checkbox"/> RED CURB | <input type="checkbox"/> TELEPHONE POLE(S) |
| <input type="checkbox"/> BARRICADE | <input type="checkbox"/> GARAGE | <input type="checkbox"/> RETAINING WALL | <input type="checkbox"/> TRAFFIC CONTROL BOX |
| <input type="checkbox"/> BRICK WALL | <input type="checkbox"/> GRANITE POLE(S) | <input type="checkbox"/> ROLL DOWN DOORS | <input type="checkbox"/> TRAFFIC SIGN(S) |
| <input type="checkbox"/> BRIDGE | <input type="checkbox"/> HOUSE-BUILDING | <input type="checkbox"/> SIDEWALK | <input type="checkbox"/> TREE(S) |
| <input type="checkbox"/> BUILDING | <input type="checkbox"/> MAILBOX | <input type="checkbox"/> SOUNDWALLS | <input type="checkbox"/> UNDERPASS |
| <input type="checkbox"/> CONCRETE BLOCK WALL | <input type="checkbox"/> METAL POLE(S) | <input type="checkbox"/> STAIRS | <input type="checkbox"/> WALL(S) |
| <input type="checkbox"/> CURB(S) | <input type="checkbox"/> OVERPASS | <input type="checkbox"/> STOP SIGN(S) | <input type="checkbox"/> WALKWAY |
| <input type="checkbox"/> DOOR(S) | <input type="checkbox"/> PARKING LOT | <input type="checkbox"/> STREET(S) | <input type="checkbox"/> WINDOWS |
| <input type="checkbox"/> OTHER (Specify in Comment) | | | |

Removal Type Requested

Unknown
 Chemical Solvent
 Sandblast / Waterblast
 Paint (Optional: Color)

Special Cases

Graffiti located above the first floor or on a mural?

Contact Information (Optional)

Contact: Phone: - -

First Name: E-mail:

Last Name: (E-mail notification will be sent if provided)

City of Los Angeles
Anti-Graffiti Request System

Once at the intake screen, enter the following information:

Address: If a verified address is found and selected, the Street Address and Zip Code will be automatically populated into the intake screen.

Comments: Enter any other pertinent information such as major Cross Street or a landmark. Also use this field, if you select OTHER under the Graffiti On field.

Graffiti On: This allows for multiple selections. Check all that apply. If you select OTHER, you will be required to enter a description in the Comment field when you press submit.

Removal Type Requested: Select type of removal requested if known. The default is Unknown. You may select multiple removal types.

Special Cases: Indicate whether the graffiti is above the first floor or on a mural by checking the box. This will automatically assign this request to the appropriate contractor who has the appropriate equipment for this type of abatement.

Contact Information (Optional): This is an optional field. Enter Name of the requestor here. Also indicate the status of the requestor whether owner, resident, manager or other. The requestor can also leave a phone number and email. If the requestor leaves an email address, they will be automatically notified at open and close of incident.

Once all the necessary information has been entered, press the **SUBMIT** button. This will take you back to the Address Search screen for the next anti-graffiti request. This also will display that the graffiti removal request was successfully completed and provides the service request number for that incident as shown below.

The screenshot displays the 'Anti-Graffiti Request System' interface. At the top, there is a navigation bar with 'Home' and 'Report Menu' links. A central message box states: 'You have successfully created this graffiti removal request. The Service Request number is GRR183364.' Below this, instructions read: 'Use the form below to create a new graffiti removal request. Enter the street number and name. Click-on the Find button for verification.' The form includes an 'Address Search:' label and a text input field. Examples provided are: '200 Main', 'Hollywood / Vine', or 'Reseda & Victory'. A 'Find' button is located below the input field. The footer contains the City of Los Angeles logo, the text 'Anti-Graffiti Request System', and logos for the City of Los Angeles Department of Public Works and the 3-1-1 service.

Report Menu

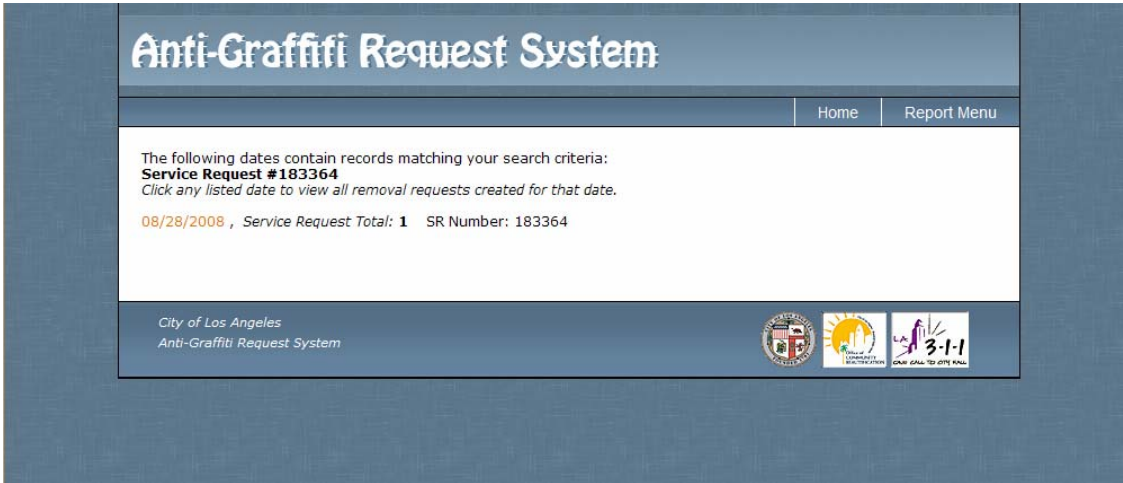
Select the Report Menu whenever you need to check on the status of a graffiti removal request. Once here, select **Graffiti Request by Status**.



This will display the ad hoc reporting feature where you can get a listing of graffiti removal requests by the Service Request Number, Street Name, Status of incident and Starting and ending Date Range. Enter the necessary information and press **Submit** to find the status.



This will provide the date of the service request for you to select from. Select the date to view the service request.



This displays the status of your service request.



From here you can select Home or Report Menu.