

Your Ref:
Our Ref:



Corridor Enhancement Strategies
Asset Services SEQ
QR Ltd
277 Bilsen Rd Geebung 4035

Tel 07 3265 8521
Fax 07 3265 8541
Email peter.pulbrook@qr.com.au
Web www.qr.com.au

To Whom It May Concern

Re GRIPSYSTEMS graffiti tracking database and auditing processes.

David Black and his company Gripsystems were first engaged by QR Ltd in January 2006 to conduct our first, whole of network graffiti and anti social behaviour audit of all Permanent Way graffiti. Spanning some 200+ kilometres, the network extends and covers the entire metropolitan area and reaches North and South to more remote locations.

GRIP was selected due to the extensive field knowledge of graffiti crimes, their ability to analyse and report on all incidents, and their ability to build a specific database module for our rail needs that would allow us full reporting on day to day removals and other considerations.

Three annual audits have been conducted with the most recent being specific to affected private property throughout the network. QR Ltd is pro active in removing graffiti from all assets, noise walls and building through out the rail corridors and it was vital for us to have a system in place that could not only maintain a cost count of the damage, but allow our Law enforcement and Queensland Police Service to interact with the database as required when offenders were caught.

There have been dozens of incidents over the years where QPS have requested offender information, incident reports, and for extended research into apprehended offenders. The GRIP database and intelligence that came from the analysis GRIP provided ensured that all known and co offenders were realized and potentially additional arrests were possible.

GRIP's extensive knowledge and ability to design and alter the system as we required gave us incredible abilities to manage new challenges such as contacting and engaging with private property owners within the rail corridors. With new legislative requirements, we were able to identify and consider each site with ease and make contact with the owners of these properties.

Designing and implementing a whole of network database is a huge cost. GRIP was a perfect scenario for QRL in that no server costs or programming costs were required. Our only costs were for our annual field audits and ongoing data entry David's team provides.



I would recommend Gripsystems to any Rail body or City who is in need of a detailed, user friendly searchable system which takes in not only statistical information but offender profiling and analysis.

The companies professionalism and drive to see results has been of huge benefit to the Network these past three years and we feel that any other stakeholder group or City could only benefit from their commitment and dedication to the anti graffiti effort.

A handwritten signature in black ink, appearing to read 'Peter Pulbrook', with a long horizontal flourish extending to the right.

Peter Pulbrook
Manager Operations - Corridor Enhancement Strategies
Asset Services
18 March 2010