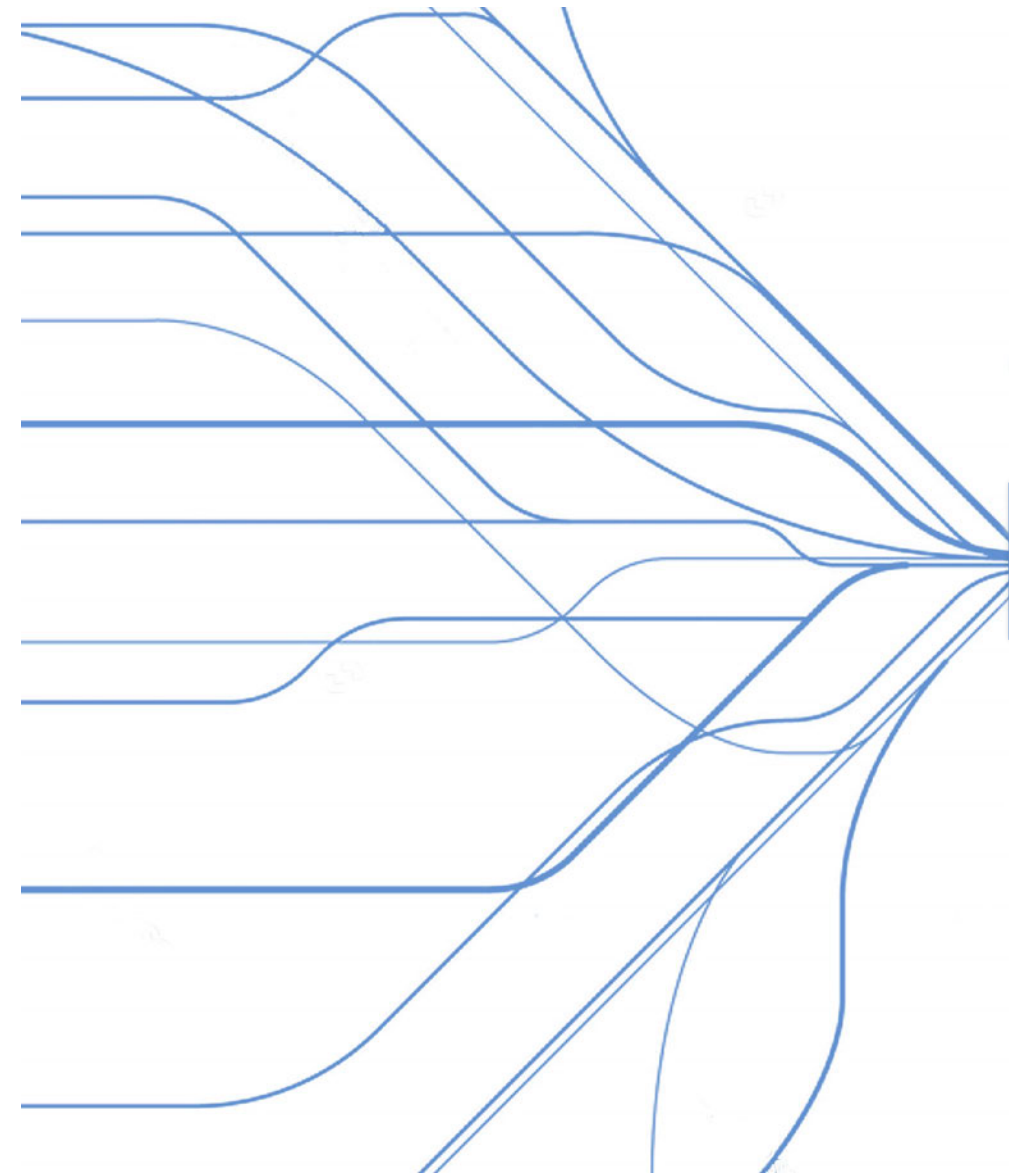SD PandA

Get It Done Overview

Community Outreach

Get It Done Overview

- What is Get It Done?
- How to use Get It Done
- What to expect
- How to share with others

Where to Get It Done

www.sandiego.gov/get-it-done

Web

Mobile App

PandA
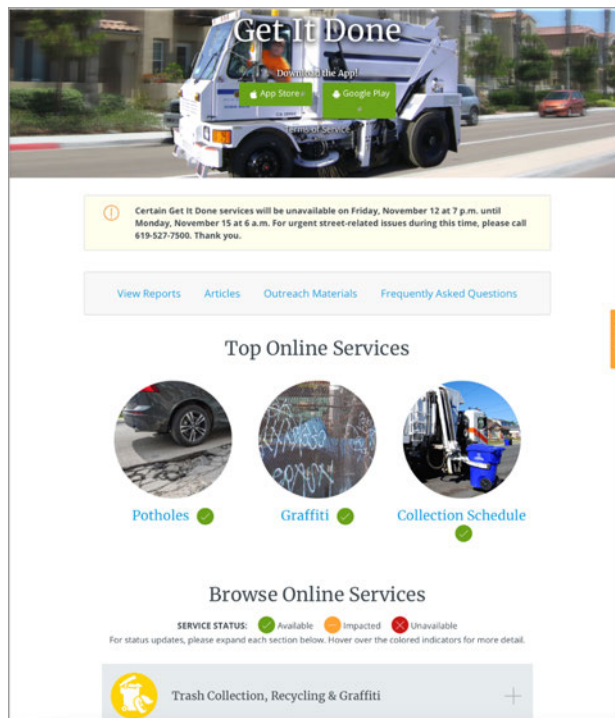
When to use Get It Done

- Use Get It Done to report **non-emergencies** only

- Get It Done is not for immediate time sensitive issues

- Water-Related Emergencies: (619) 515-3525

- Police Non-Emergencies: (619) 531-2000

- SDG&E: (800) 411-SDGE

- Emergencies / Freeway Travel-lane Hazards: **Dial 9-1-1**

Download the Get It Done guidelines for more information.

Make a report with the Get It Done mobile app

1
Start New Report
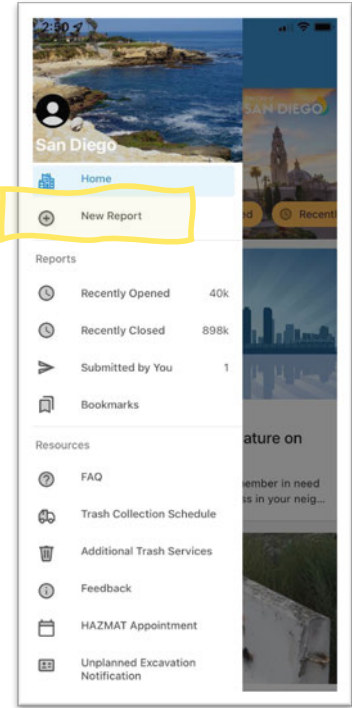
2
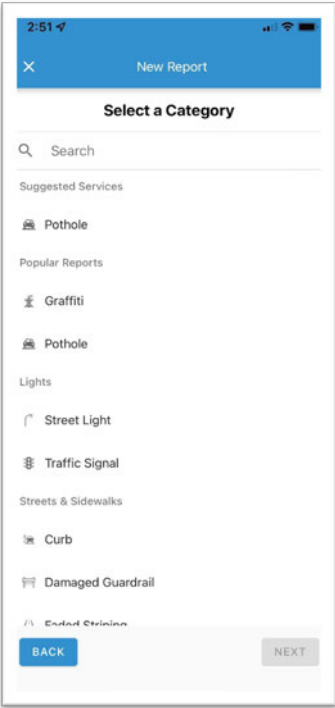Describe + photos
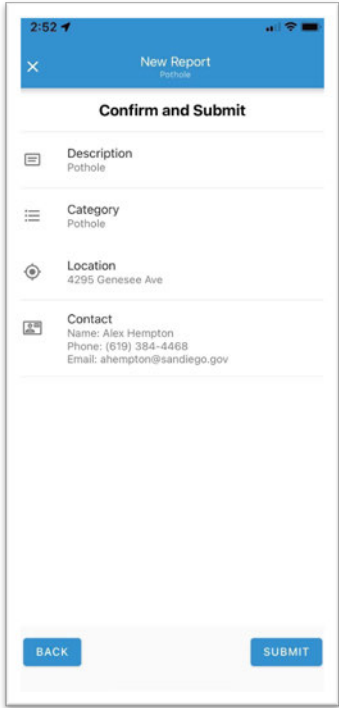
3
Select best category

4
Identify the location
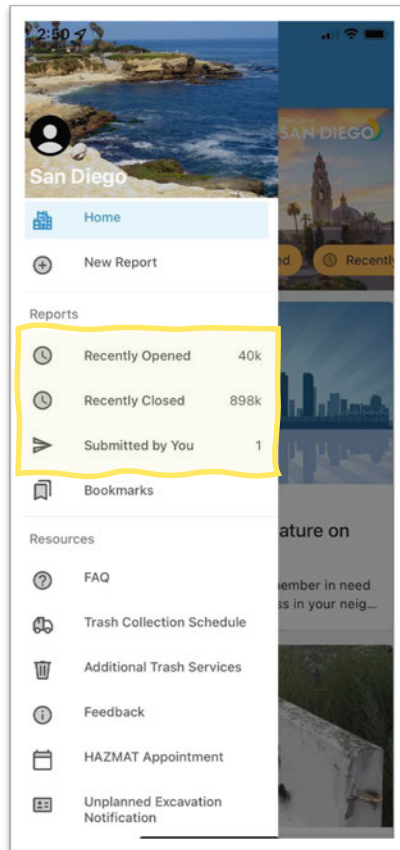
5
Confirm + Submit

Add photos from the camera, or your library

Locate marker at problem + provide additional info in description

SD PandA

5

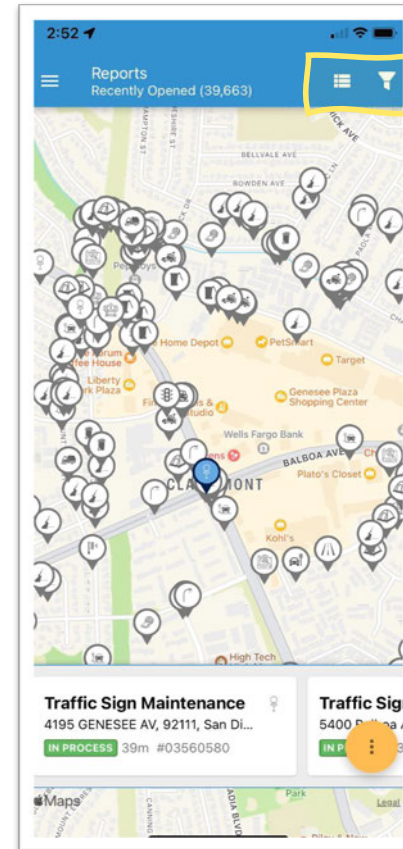# See what's happening around your neighborhood

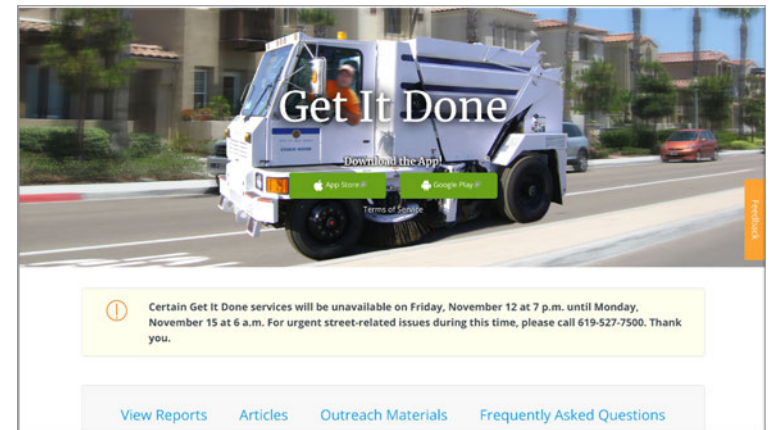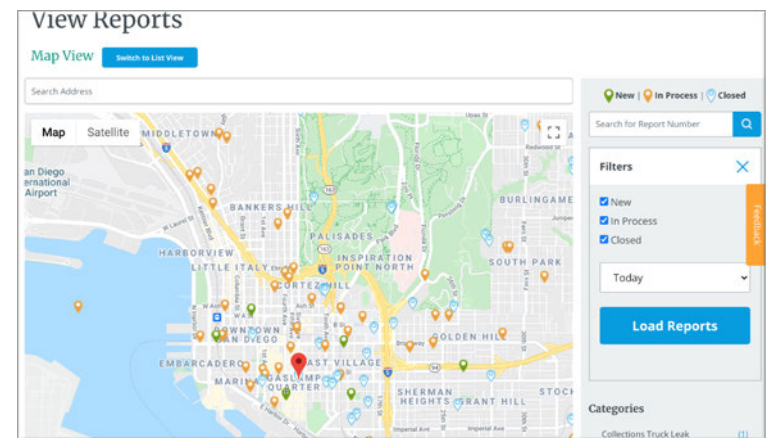**1**
Tap into Reports

2
Filter + Explore

Toggle between map and list views

Tap the three dots to find your current location, or go to an address

Explore the Get It Done web page

- View Reports in List or Map View
- Read articles
- Download & share Outreach Materials
- Explore Frequently Asked Questions from our knowledgebase

Tips for Using Get It Done

- One problem per report

- Provide photos to help crews find issue

- Drop map marker at problem location (address may not always be available)

- Provide additional location details in the description

Trash Collection, Recycling & Graffiti		+
Streets, Sidewalks & Lights		+
Bicycle, Scooter, and Vehicle Issues		+
Trees & Vegetation		+
Storm Water & Drains		+
ADA Services		+

What to expect after you submit a report

- Allow time for report to be addressed
  - FAQ – "How long do problems take?"
- Customer Communication
  - Text + after photos
- Share Your Opinion
  - Surveys
  - Reply to email

Did the City Get It Done? Let us know, click here.

Graffiti

Report Number: 02394766

Report Details:

Report Date: 9/7/2018 1:51 PM

Report Number: 02394766

Current Status: Closed

Report Category: Graffiti

Report Type: Other

Address: 301 University Ave,San Diego,CA,US,92103

Description:
Graffiti Reported at 301 University Ave

Images: 0 uploaded
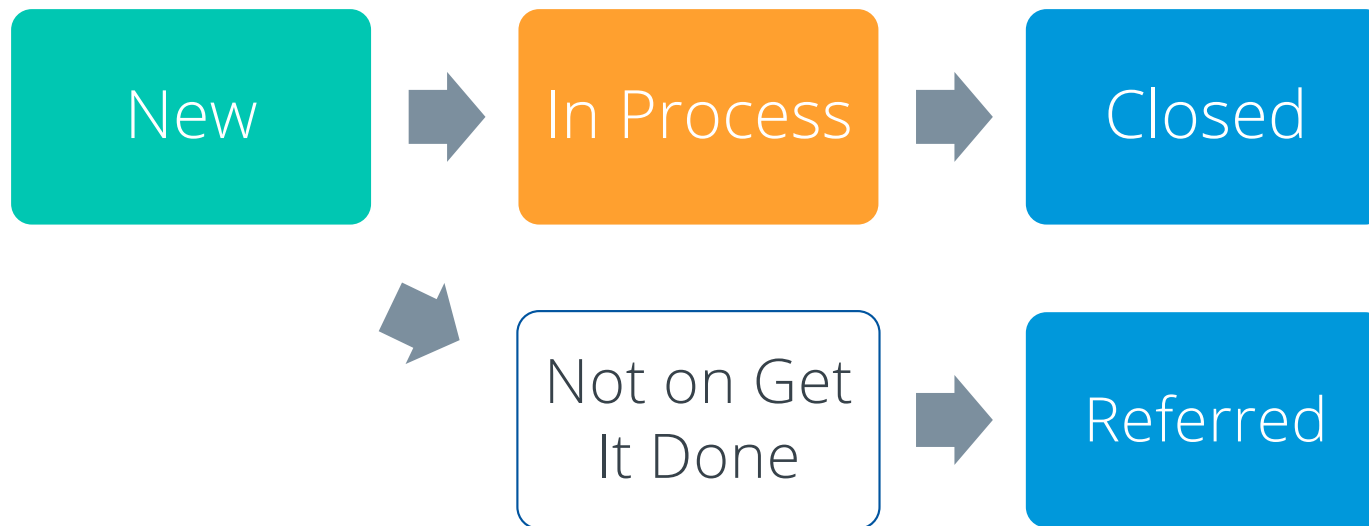
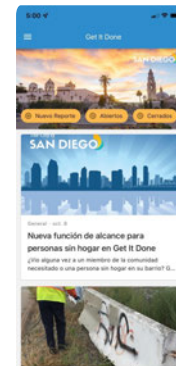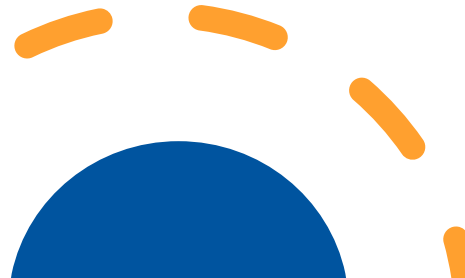**Date Corrected:** September 7, 2018

Before Photos:

After Photos:

SD PandA

Report Life-Cycle

New → In Process → Closed

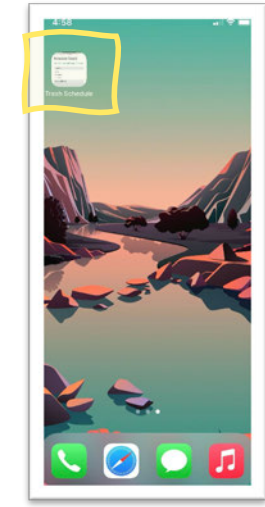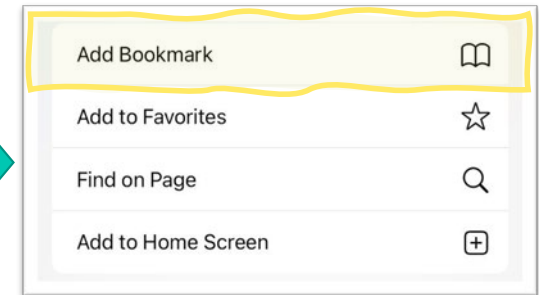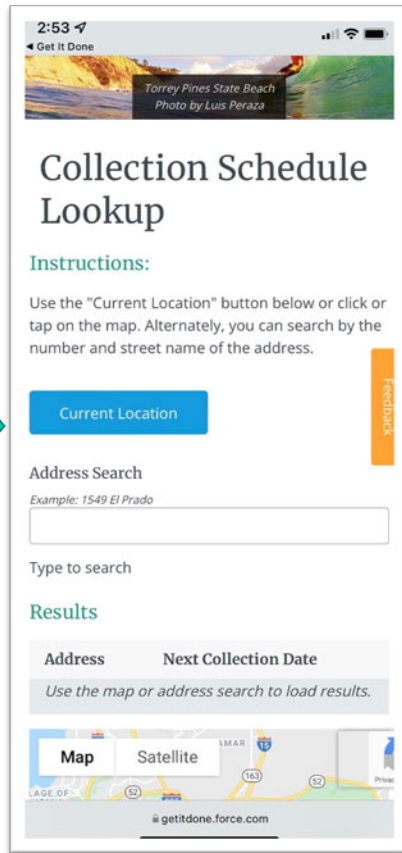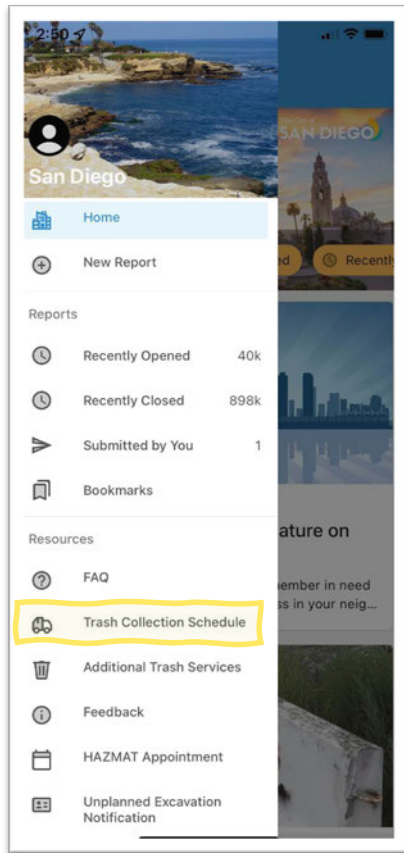In Process → Not on Get It Done → Referred

Referrals go to:

- External referral partners (i.e. CalTrans, SDGE, MTS, etc)
- Internal City departments not on Get It Done

SD PandA

Use Get It Done in Spanish

If your phone is set to Spanish, text in the app will display in Spanish!
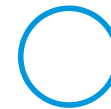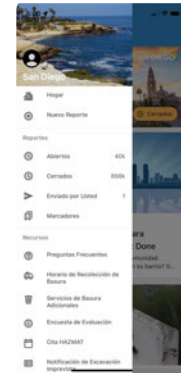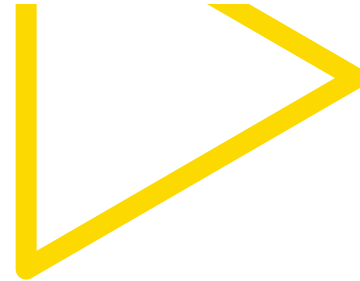
Bookmark your Trash Collection schedule

Share Get It Done with your neighbors

Outreach Materials are available at www.sandiego.gov/get-it-done

Thank you!

• "The Get it Done SD App is very convenient to report non-emergency issues."

• "App is easy to use to use. Like the photos of when thing[s] get completed. The response time was excellent for this report."

• "It took a few months, but eventually the City of San Diego came through."

• "I am very pleased with the Get It Done app! Thank you for all your hard work during these hard times."

sandiego.gov/get-it-done