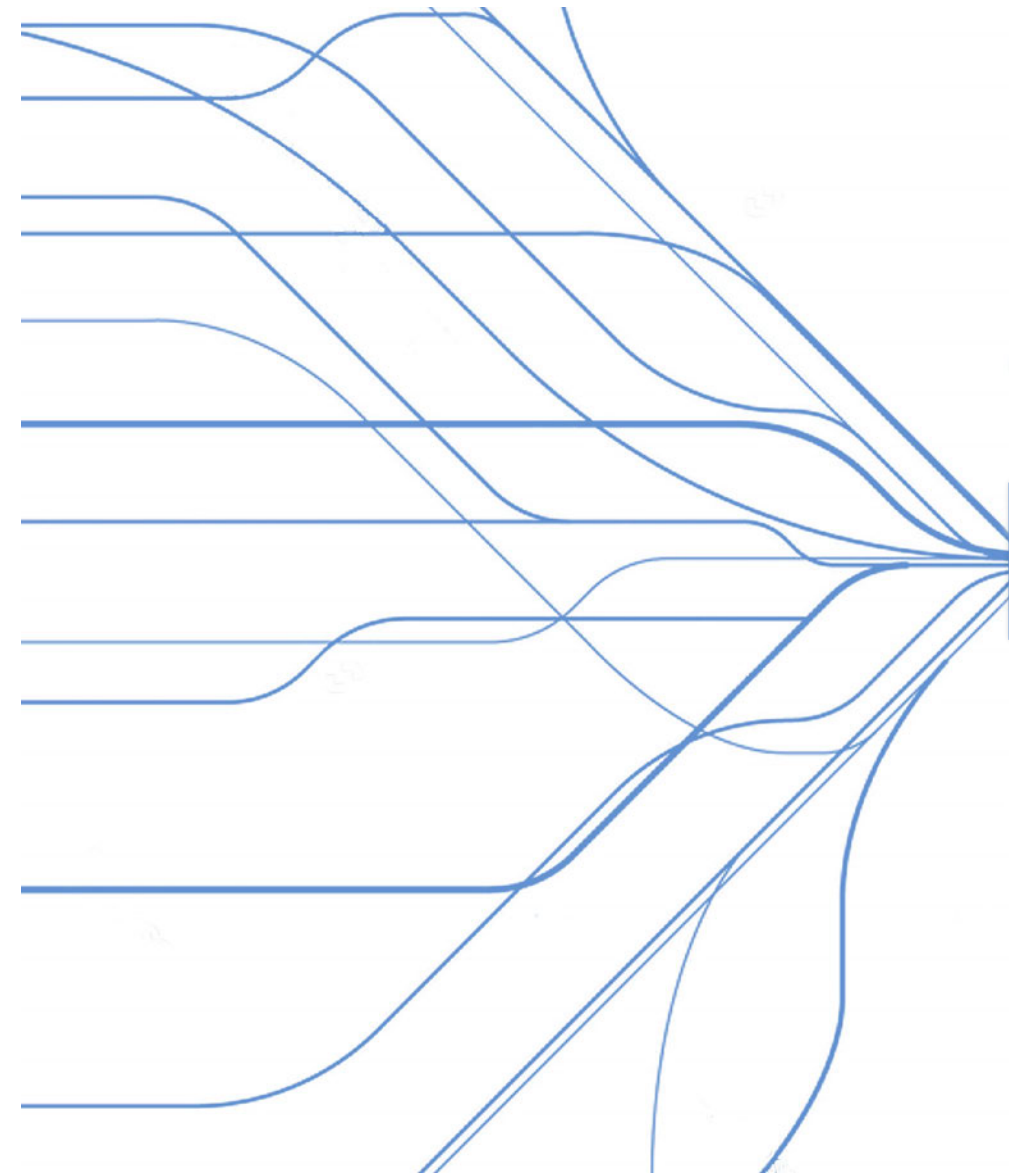




Get It Done Overview

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

The City of SAN DIEGO

Get It Done

SIMPLE AND EASY TO CONNECT WITH THE CITY:

- Report non-emergency problems
- Schedule appointments
- Obtain information

DIAL 911 TO REPORT AN EMERGENCY

- Life threatening emergency or crime in progress: sandiego.gov/911

PASSPORT SERVICES

- Schedule an Appointment for a Passport

HOMELESS OUTREACH / ENCAMPMENT

- Services and Resources

TREES & VEGETATION

- Vegetation Encroachment
- Tree Limb Fallen/Hanging

TRASH COLLECTION, RECYCLING & GRAFFITI

- ADA Assisted Collection
- Additional Trash/Recycle Container
- Container Left Out
- Dead Animal
- Dumpster Encroaching on Public Right of Way
- Find My Trash Collection Schedule
- Graffiti
- Hazmat Appointment
- Illegal Dumping
- Missed Collection
- New Trash Service
- Replace Damaged Container

BICYCLE, SCOOTER & VEHICLE RELATED ISSUES

- 72 Hour Vehicle Violation
- Zone Issue
- Scooter Issue
- Bike Related Issue

STORM WATER & DRAINS

- Illegal Discharge
- Over Irrigation
- Storm Drain
- Street Flooded

STREETS, SIDEWALKS & LIGHTS

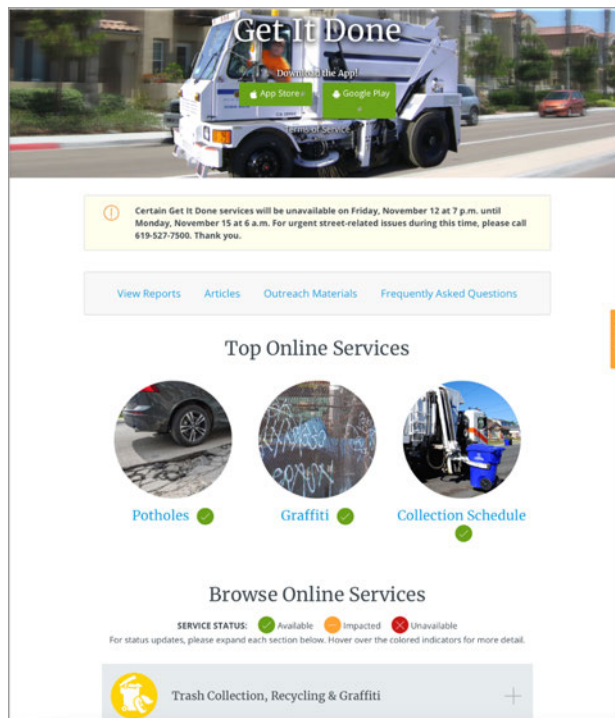
- Curb
- Damaged Guardrail
- Faded Striping
- Pothole
- Sidewalk Repair
- Street Light
- Street Sweeping
- Traffic Sign
- Traffic Signal
- Other

Download your mobile app today!
"Get It Done San Diego"
sandiego.gov/get-it-done

Download on the App Store | GET IT ON Google Play

Where to Get It Done

www.sandiego.gov/get-it-done



Web



Mobile App

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



When to Use Get It Done

Get It Done can be used to report problems related to City assets, making appointments for Passport services or to schedule time at the City's Household Hazardous Waste Materials drop-off facility. Do not use Get It Done for reporting emergencies or other time-sensitive issues. **It can take up to 48 hours to review your report or request for appointment.**

How to Make Efficient and Effective Reports

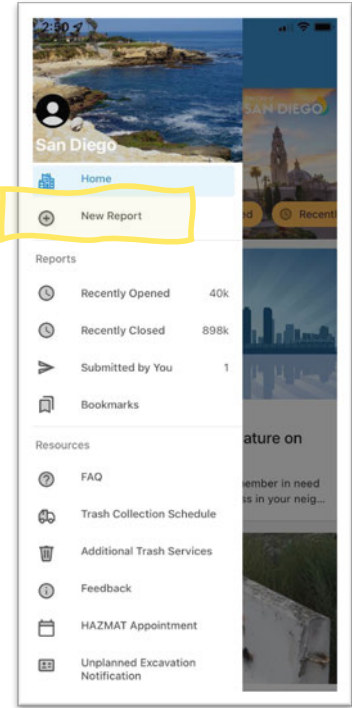
- **List only one (1) issue per report** - Issues may go to different departments within the City to get resolved. It is best to submit reports separately.
- **Include a photo if possible.** When taking a photo, include the surrounding area to help City workers locate the issue.
- **Select the item that most fits your issue.** Selecting the appropriate item from the Get It Done menu of options assists with routing reports to the correct department for resolution.

Download the Get It Done guidelines for more information.

Make a report with the Get It Done mobile app

1

Start New Report



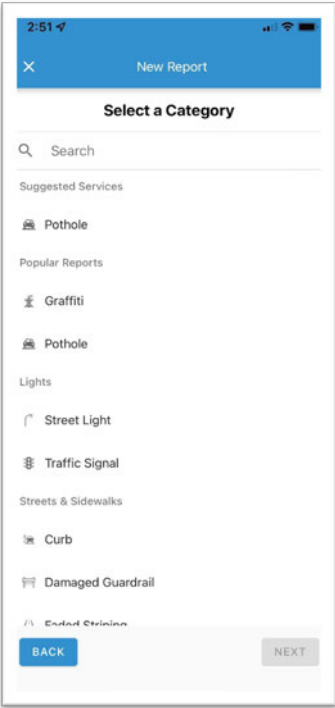
2

Describe + photos



3

Select best category



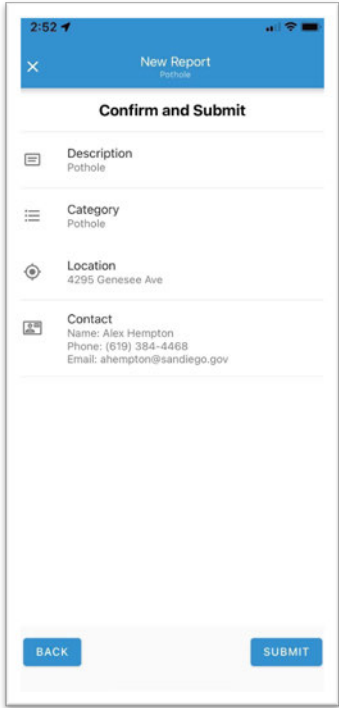
4

Identify the location



5

Confirm + Submit



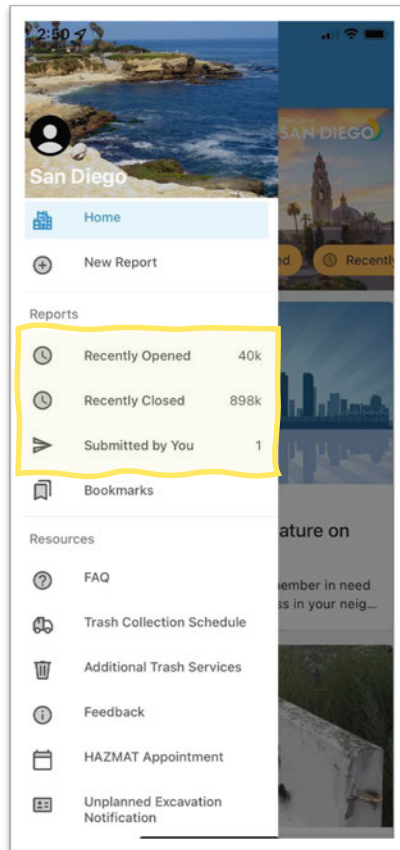
Add photos from the camera, or your library

Locate marker at problem + provide additional info in description

See what's happening around your neighborhood

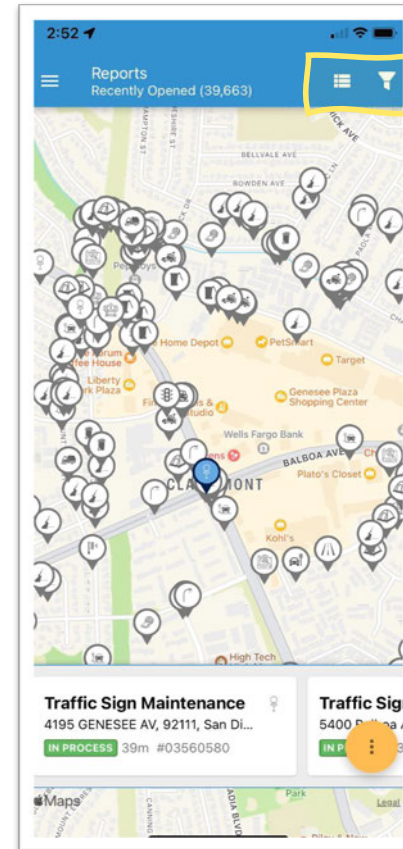
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Tap into Reports



2

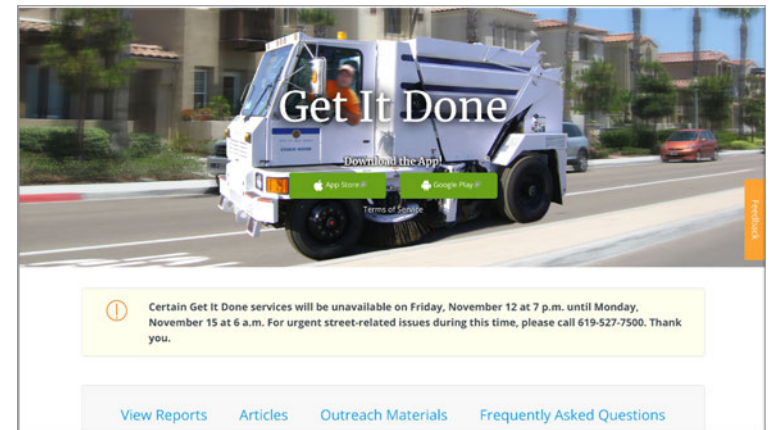
Filter + Explore



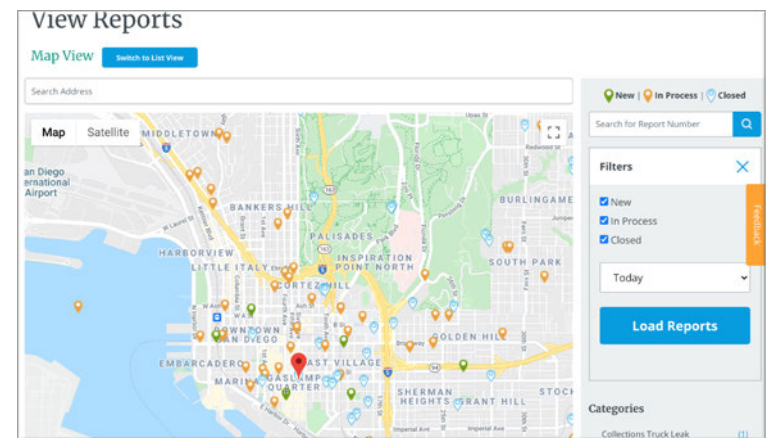
Toggle between map and list views

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




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

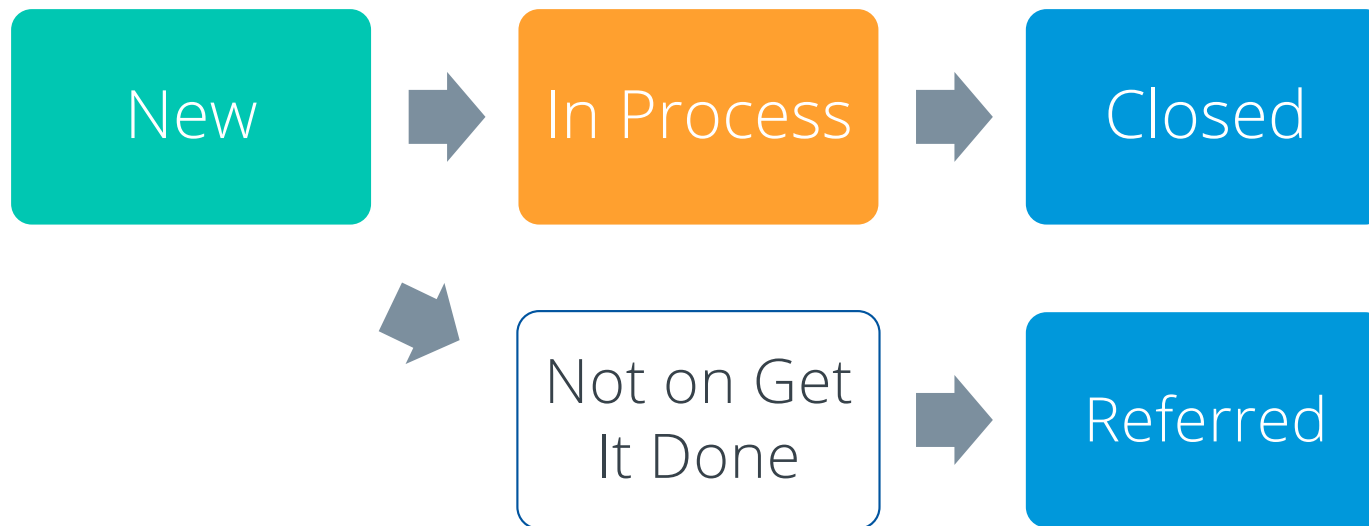
Before Photos:



After Photos:



Report Life-Cycle

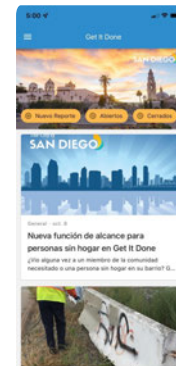
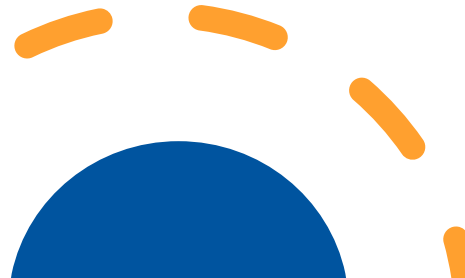
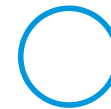
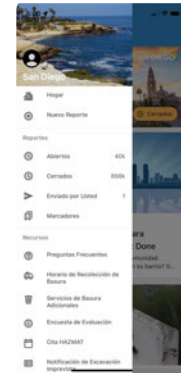
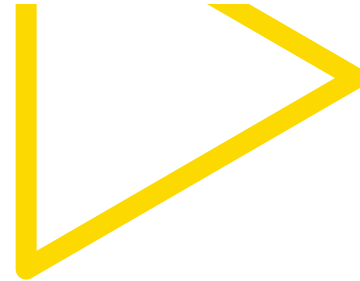


Referrals go to:

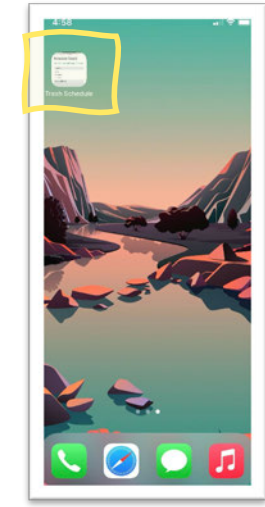
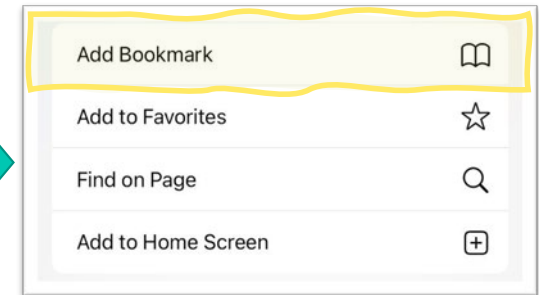
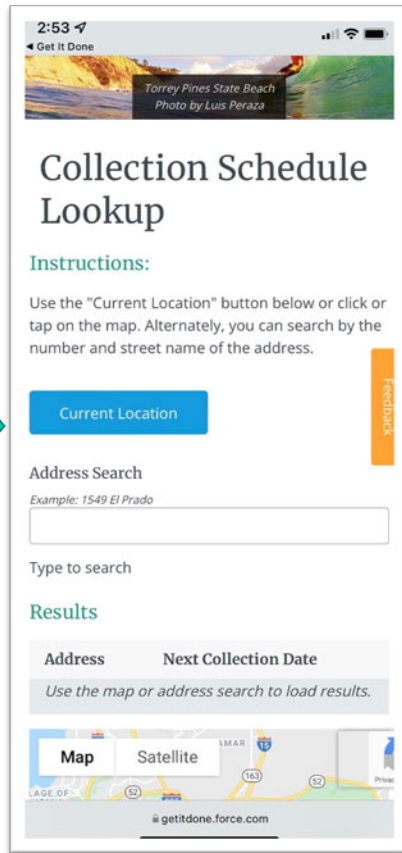
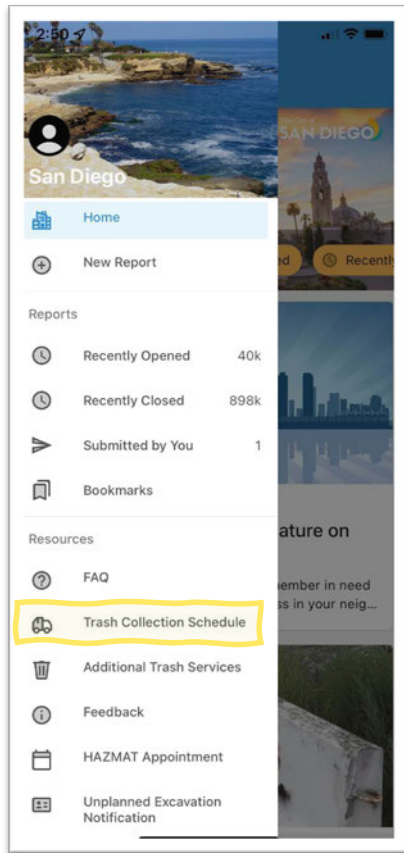
- External referral partners (i.e. CalTrans, SDGE, MTS, etc)
- Internal City departments not on Get It Done

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



Get It Done

Simple and easy to connect with the City:

- Report non-emergency problems
- Schedule appointments
- Obtain information

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<p>DIAL 911 TO REPORT AN EMERGENCY</p> <p>City Reporting emergency customer program sandiego.gov/911</p> <p>PASSPORT SERVICES</p> <ul style="list-style-type: none"> Schedule an Appointment for a Passport <p>HOMELESS OUTREACH / ENCAMPMENT</p> <ul style="list-style-type: none"> Services and Resources <p>TREES & VEGETATION</p> <ul style="list-style-type: none"> Vegetation Encasement Tree Link Recharging 	<p>TRASH COLLECTION, RECYCLING & BIOWASTE</p> <ul style="list-style-type: none"> ADA Assisted Collection Additional Trash/Service Collection Container Left Out Dead Animal Damage Resulting on Public Right of Way Find My Trash Collection Schedule Leaflets Mobile Appointments Recycling Services Waste Collection Waste Track Service Replace Damaged Container 	<p>BIKE, SCOOTER & SERVICE RELATED ISSUES</p> <ul style="list-style-type: none"> 72 Hour Vehicle Violation Damage from Damage from ADA Related Issue <p>STORM WATER & DRAINS</p> <ul style="list-style-type: none"> Illegal Discharge Down Irrigation Storm Drains Street Flooding 	<p>STREETS, SIGNALS & LIGHTS</p> <ul style="list-style-type: none"> Curb Downed Overhead Excess Spraying Paints Sidewalk Trip Street Lights Street Sweeping Traffic Signs Traffic Signal Water
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Get It Done

San Diego



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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.”

