

FOR IMMEDIATE RELEASE

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Celebrating 10 Years of ‘Get It Done’ by Knocking on 10,000 Doors

CITY OF SAN DIEGO LAUNCHES OUTREACH EFFORT TO BETTER UNDERSTAND HOW RESIDENTS USE THE REPORTING APP

SAN DIEGO – The City of San Diego is marking the 10th anniversary of its [Get It Done app](#) by connecting with San Diegans in person to better understand how they use the app and identify opportunities for improvement. Get It Done allows community members to report non-emergency issues like potholes, illegal dumping and other neighborhood services.

Since launching in 2016, Get It Done has received nearly 3.5 million service requests. In 2024, the City received more than 367,000 Get It Done requests and successfully resolved 94% of them.

“Get It Done is not only the quickest and easiest way to connect San Diegans with City services, it also delivers the data that drives policy and fiscal conversations,” said Council President Joe LaCava. **“Community input is critical to building on its success and usability.”**

Over the next several months, the City is partnering with CaminoLabs, a University of Southern California-based academic research group, to conduct a brief, five-minute door-to-door survey with residents across all nine City Council districts. Researchers will knock on up to 10,000 doors to ask community members about their awareness of Get It Done and their experiences with pothole and road maintenance services.

The research is intended to help the City better understand how service delivery and public awareness can support improved efficiency, equity and outcomes for road maintenance. Thanks to the academic partnership with CaminoLabs, this outreach and research will be conducted at no cost to the City.

“As we celebrate 10 years of Get It Done, this effort helps us learn more about who is using the app, who may not be and how we can continue improving our delivery of City services,” said Alex Hempton, Chief Innovation Officer and Director of the City’s Performance & Analytics Department. **“By listening directly to community members, we can make Get It Done an even more effective tool for serving San Diegans.”**

The outreach builds on an initial pilot survey conducted at the end of 2025 and will continue through August 2026. Researchers with CaminoLabs will analyze the survey results to better understand how service delivery and communication shape the overall experience for community members with City services.

"San Diego is giving researchers a rare opportunity to study public service delivery at scale," said David Schönholzer, Assistant Professor of Economics at the University of Southern California. **"Our goal is to understand how better service delivery and clearer communication can create a positive feedback loop between residents and local government."**

Schönholzer is one of the principal investigators at CaminoLabs, and his team has been working with the City on several public service innovations since 2023.

For routine maintenance or service requests, community members can submit them through the Get it Done app. For urgent needs in the right-of-way, community members can call Public Works Dispatch at 619-527-7500. Through either option, individuals will receive email updates on the status of their request.

To learn more about Get it Done and to download the app, visit sandiego.gov/get-it-done.



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