



REPORT

THE CITY OF SAN DIEGO TO THE PARKS AND RECREATION BOARD

DATE ISSUED: July 16, 2026

REPORT NO.: 201

ATTENTION: Parks and Recreation Board
Agenda of July 16, 2026

SUBJECT: Get It Done Program Update – Parks and Recreation Department

SUMMARY

THIS IS AN INFORMATION ITEM ONLY. NO ACTION IS REQUIRED ON THE PART OF THE BOARD.

BACKGROUND

Get It Done (GID) is the City of San Diego's platform for residents to report non-emergency service needs, including issues in City parks and recreation facilities. The Parks and Recreation Department uses GID to receive, route, and track service requests across its divisions.

Since April 1, 2022, the Department has received 36,075 GID cases across 46 unique case types. Of these, 33,777 cases (93.6 percent) have been closed, with a median closure time of 10 days (75th percentile: 28 days; 90th percentile: 76 days). Monthly intake has been steady and predictable, averaging approximately 719 cases per month over the four-year period, with a peak of 986 cases in August 2022 and a recent low of 532 cases in December 2025.

This report summarizes GID performance for the recent reporting window of January 1, 2025, through July 3, 2026, with comparisons to the broader program history, and provides updates on public transparency efforts and upcoming initiatives.

DISCUSSION

Get It Done Web Portal Go-Live and Public Transparency

In February 2026, the Department went live on the sandiego.gov/GetItDone web portal with Parks-specific case types. Previously, Parks issues reached the Department through the generic "Other" category or as Graffiti, Illegal Dumping, and Encampment cases. The Department has now created 46 internal and external specific case types, allowing new cases to be properly categorized from the start. The initial go-live includes new case types such as Park Equipment, Drinking Fountain, Sprinkler/Irrigation, Restroom/Comfort Station, Park Enforcement, Brush Management, and Park Trash or Litter, along with a general Other option.

As part of the launch, the Department also published its first publicly visible service-level expectations for Parks GID cases — residents now see committed resolution times when they submit a case. Published expectations include: Park Equipment Issue (45 days), Drinking Fountain Issue (30 days), Sprinkler/Irrigation (20 days), Restroom/Comfort Station (tiered at 5 days for supplies, trash, and litter, and 15 days for fixture repairs), Park Trash/Litter (5 days), and Park Enforcement Issues (closed within 1 day, with Park Rangers following up proactively at hot spots). Estimates were derived from the most recent 90 days of closure data, seasonal trends, and field-staff knowledge. The Department is still working toward go-live on the Get It Done mobile application, which is anticipated to further increase reports and cases for the Department.

Recent Reporting Window (January 2025 – Present)

During the recent 20-month window, the Department received 12,293 cases, an average of approximately 682 cases per month, consistent with the long-term average. Of these, 87.4 percent have been closed, with a median closure time of 11 days and a 90th percentile of 85 days. The lower closure rate relative to the long-term figure of 93.6 percent is expected rather than a regression, as newer cases have had less time to close. Monthly intake in this window peaked at 814 cases in March 2026, with a low of 532 cases in December 2025.

Case Type Concentration

Three case types — Graffiti, Other, and Illegal Dumping — account for 49.9 percent of all volume since January 2025.

Closure Time Analysis

The overall median closure time since January 2025 is 11 days (25th percentile: 5 days; 75th percentile: 30 days; 90th percentile: 86 days). Half of all closed cases resolve within roughly two weeks. Graffiti is the fastest major category at a 10-day median, typically a same-week response, while pavement and sidewalk related issues are the slowest top-volume category at a 23-day median, reflecting its infrastructure-bound nature. The slowest 10 percent of cases can take roughly three months to close, and these long-tail cases concentrate in infrastructure-heavy categories. The Department uses medians rather than averages so that a small number of outlier cases does not distort public-facing performance targets.

Geographic Concentration

Volume concentrates geographically. Since January 2025, Council District 2 leads with 3,255 cases (top category: Graffiti, 916), followed by Council District 3 with 2,666 cases (Graffiti, 775). Over the full program history, Council District 2 has generated 9,536 cases and Balboa Park Central Mesa 1,786 cases.

Among individual parks since January 2025, Balboa Park Central Mesa leads with 476 cases, followed by Balboa Park West Mesa (303), Shoreline – Beach Mechanized (210), NTC Park (171), Ward Canyon Neighborhood Park (164), Balboa Park East Mesa (158), and Tecolote Shores Park (140). Graffiti is the most common issue at seven of the top ten parks, and the three Balboa Park mesas together contribute 850 cases.

Seasonality

Systemwide, July is the peak month (852 average cases) and February the lowest (587 average cases), with April–September volume running approximately 15 percent above October–March. Seasonality varies by division: Mission Bay/Shoreline is the most strongly seasonal (+32 percent, July peak of 210 cases), driven by beach and shoreline crowds generating trash, restroom, and graffiti cases. Open Space/MADs (+17 percent, July peak of 121) reflects brush management and tree issues in dry months, and Balboa Park (+11 percent, August peak of 155) reflects summer events and tourism. Community Parks I (+10 percent) is moderately seasonal, while Community Parks II (+5 percent, June peak of 164) sees consistent neighborhood use year-round.

Ongoing Initiatives and Next Steps

The Department is pursuing five initiatives across people, process, and technology: (1) GID Field App Improvements (in progress) — behind-the-scenes coding updates to make the app easier for field users and improve work-order tracking; (2) Super User Training (next) — additional targeted training for super users once coding changes are implemented, equipping them to coach the broader field team; (3) Dynamic QR Code Reporting (pilot) — dynamic QR codes at Joint Use Fields and other parks for fast Dog Off Leash issue reporting; (4) Facilities Division Coordination (ongoing) — continued discussion with Facilities to improve work-order notifications and tighten cross-department hand-offs; and (5) Refining Service Level Expectations (end-of-fiscal-year target) — adjusting service levels by case type and publishing refreshed public commitments for the next reporting year.

Respectfully submitted,

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Attachment(s): Get It Done Program Update – Parks and Recreation Department.ppt

cc: Council District All Office