

Get It Done Update

Agenda

- Executive Summary
- Get It Done Go-Live Parks and Recreation
- Service Level Expectations
- Reporting Window Comparisons
- Total Case Volume
- Total Case Types Overview
- Median Closure Time Analysis
- Top Parks and Locations
- Top Council Districts
- Seasonality Trends
- Seasonality by Division
- On-Going Initiatives and Next Steps
- Questions





Executive Summary

At-a-glance operational performance

36,075

Total cases submitted

since Apr 01, 2022

93.6%

Cases closed

33,777 of 36,075 resolved

10 d

Median closure time

p75 = 28d • p90 = 76d

46

Unique case types

actively tracked in GID

KEY FINDINGS

- 1 Volume is steady and predictable.** Monthly intake averages ~719 cases over four years. Peak: 2022-08 (986); recent low: 2025-12 (532).
- 2 Three case types drive most workload.** Since Jan 2025, Graffiti, Other, and Illegal Dumping account for 49.9% of volume. Concentrating workflow improvements here yields the largest operational return.
- 3 Closed-only medians hide the backlog.** System-wide median is 11d closed-only vs 13d when open cases are included. Gap concentrates in infrastructure categories.
- 4 Volume concentrates geographically.** Council District 2 (9,536 cases) and Balboa Park Central Mesa (1,786 cases) lead the system — natural focal points for staffing and KPI design.



Get It Done Go-Live

New Parks-specific case types now live on the Get It Done web portal

GO - LIVE

February 2026

Parks case types launched on the sandiego.gov/GetItDone web portal — residents can now select the specific Parks issue they are reporting instead of a generic category.

BEFORE GO - LIVE

Limited categorization

Parks issues reached the Department through the generic “Other” category, or as Graffiti, Illegal Dumping, and Encampment cases.

NOW LIVE

46

specific case types created, allowing the Department to better categorize incoming cases from the start.

NEXT: MOBILE APP

Mobile app go-live in progress

We are still working toward go-live on the Get It Done mobile application — anticipated to increase reports and cases for the Department.



Parks and Recreation



✓ Park Equipment

Report issues like damaged playground structures, broken benches, malfunctioning exercise equipment.

✓ Drinking Fountain

✓ Sprinkler/Irrigation

Report timing malfunctions and broken sprinkler issues.

✓ Restroom/Comfort Station

Report maintenance, plumbing, sanitary, safety and electrical issues.

✓ Park Enforcement

Report off-leash dogs, park violations, etc. Reports submitted through this form are not acted on immediately. For emergencies or active crimes, call 9-1-1.

✓ Brush Management

Report issues on Parks and Recreation property, including Open Space.

✓ Park Trash or Litter

✓ Other



Public Transparency: GID Website Launch

Service-level expectations now published to residents

GO - LIVE

February 1, 2026

First publicly visible service-level expectations for Parks GID — residents now see committed resolution times when they submit a case.

Park Equipment Issue

SLOW

45 days

Complex equipment repairs and replacements.

Drinking Fountain Issue

SLOW

30 days

Plumbing and parts often required.

Sprinkler / Irrigation

MEDIUM

20 days

Inspection, parts, and field repair.

Restroom / Comfort Station

TIERED

5 / 15 days

5d for supplies, trash, litter • 15d for fixture repairs.

Park Enforcement Issues

SPECIAL

1 day

Closed immediately; Park Rangers follow up proactively at hot spots.

Park Trash / Litter

FAST

5 days

Routine collection and litter response.

METHODOLOGY Estimates derived from the last 90 days of closure data, seasonal trends, and field-staff knowledge.

COMING SOON Mobile app go-live planned for later in 2026.



Total Case Volume Since January 1, 2025

Monthly intake trend and stability band

TOTAL SUBMITTED CASES

12,293

since Jan 1, 2025

~683

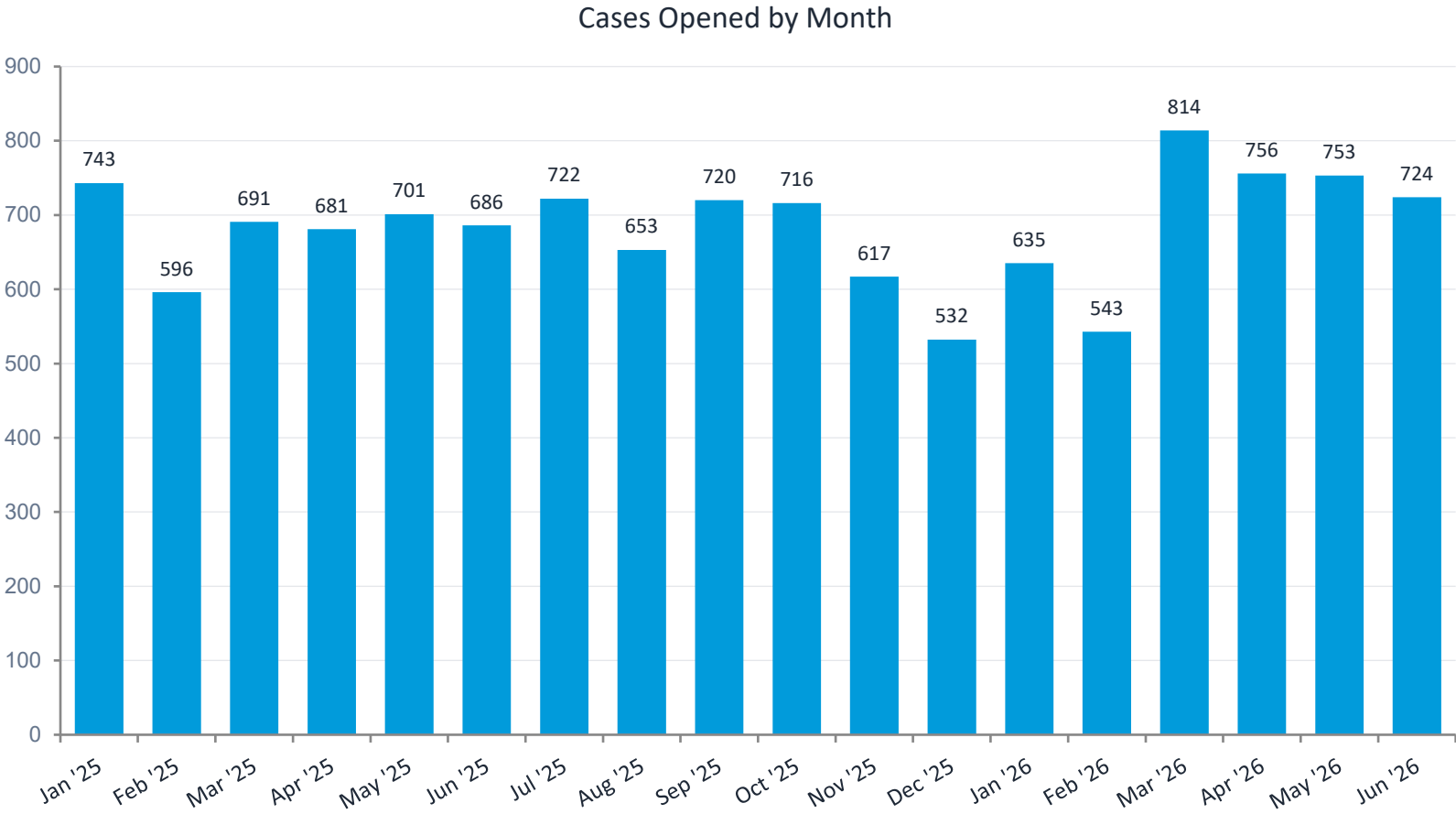
avg cases / month

814

peak month (2026-03)

532

lowest month (2025-12)





Total Case Types Overview

44 unique case types tracked — top 12 shown

46

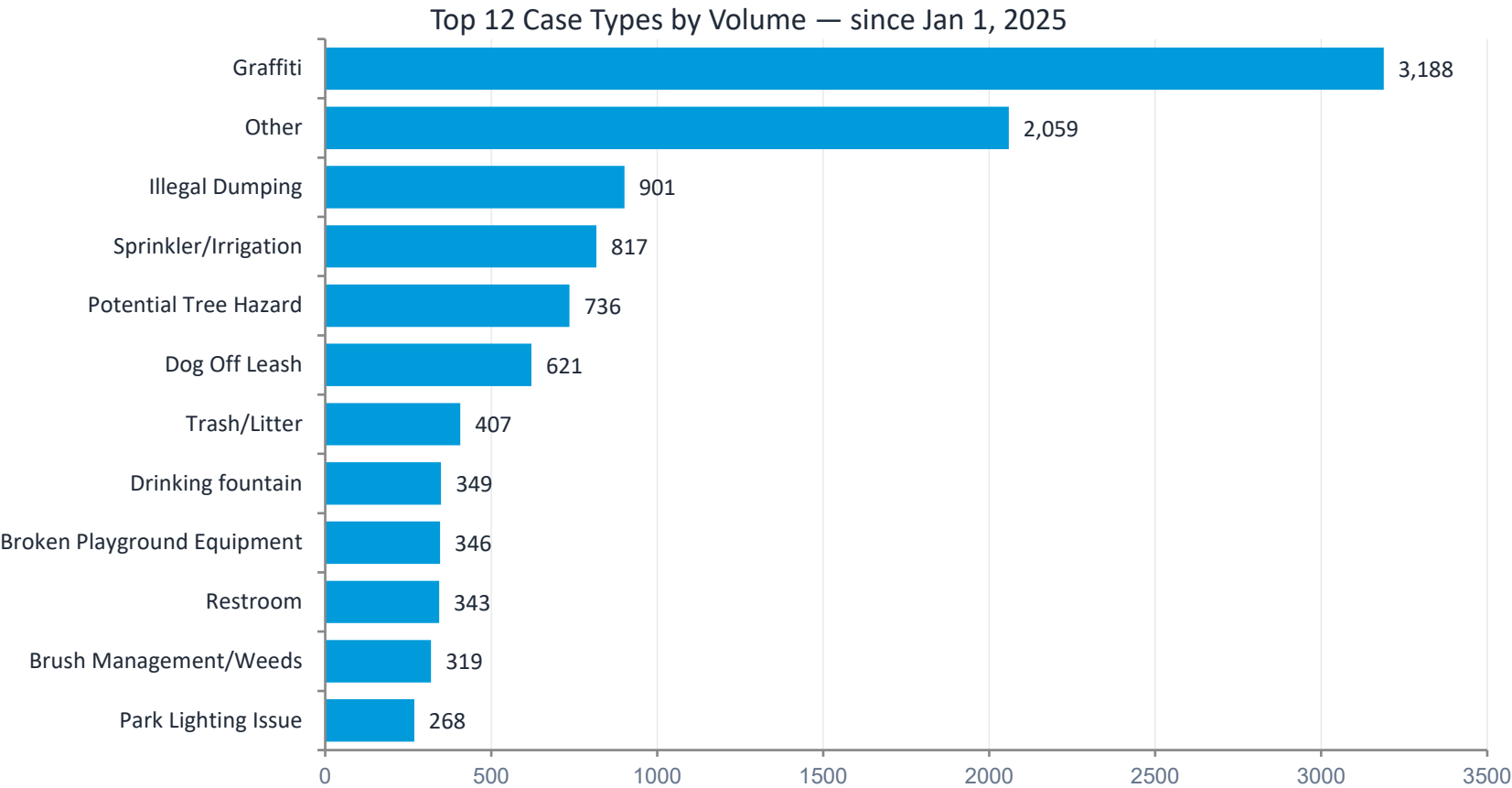
Unique Case Types

12,293

Total Cases (since Jan 2025)

49.9%

From Top 3 Types



Median Closure Time Analysis

Performance and breakdown by case type — Jan 1, 2025 onward

11 d

Overall median closure time

p25 = 5d • p75 = 30d • p90 = 86d

OVERALL

10 d

Fastest category

Graffiti— typically a same-week response

FAST

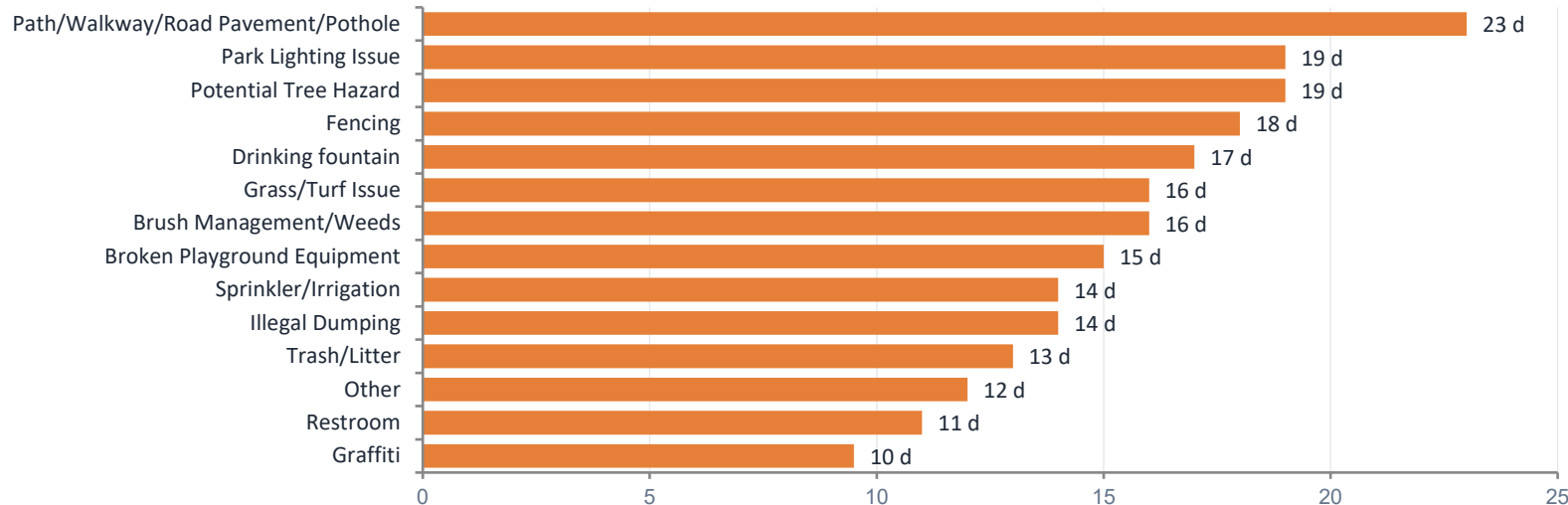
23 d

Slowest top-volume category

Pavement Related Issues— infrastructure-bound

SLOW

Median Days to Close — Top Case Types (since Jan 1, 2025)



WHAT THE PERCENTILES TELL US

Medians compress the picture.

Half of all closed cases resolve within two weeks — that's strong performance for a city-scale system.

The tail is the work.

p90 of 86 days means the slowest 10% can take roughly three months. These long-tail cases concentrate in infrastructure-heavy categories.

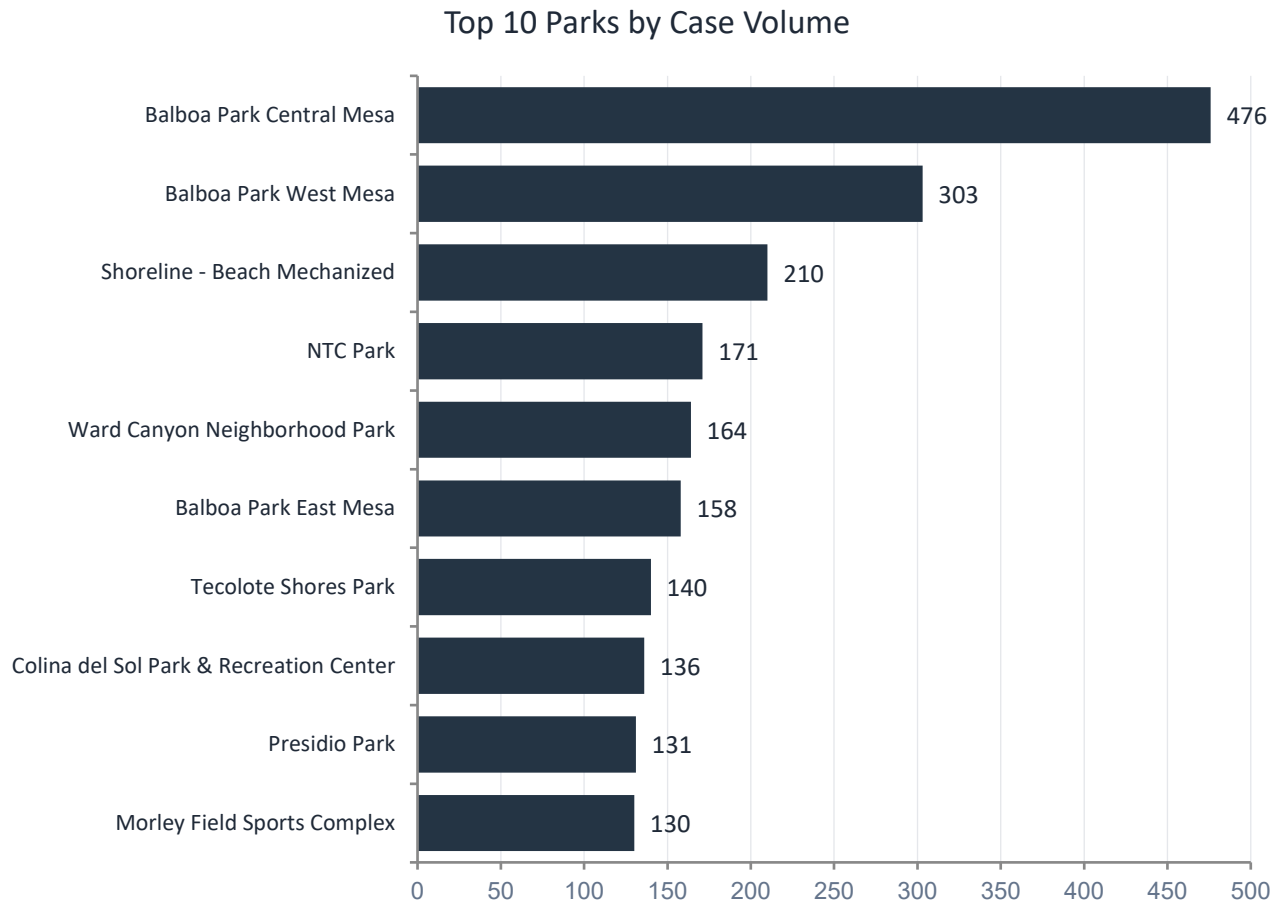
Median ≠ average.

Using medians prevents a few outlier cases from distorting public-facing KPI targets.



Top Parks and Locations

Where the volume concentrates



MOST COMMON ISSUE BY TOP PARK

Park	Cases	Most Common Issue
Balboa Park Central Mesa	476	Graffiti (142)
Balboa Park West Mesa	303	Graffiti (106)
Shoreline - Beach Mechanized	210	Other (76)
NTC Park	171	Graffiti (76)
Ward Canyon Neighborhood Park	164	Graffiti (100)
Balboa Park East Mesa	158	Illegal Dumping (38)
Tecolote Shores Park	140	Graffiti (89)

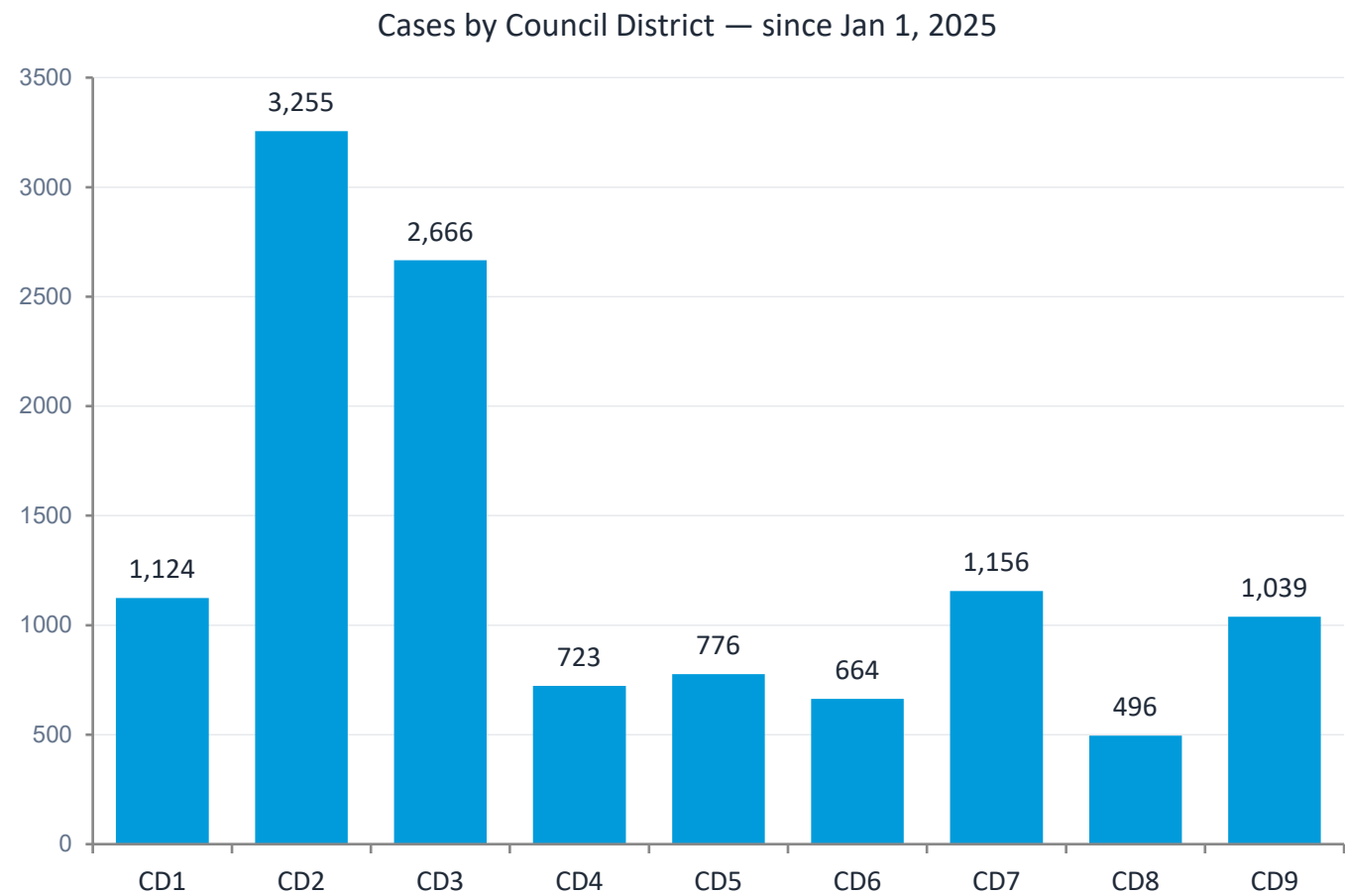
KEY OBSERVATION

Graffiti is the dominant issue at 7 of the top 10 parks. Balboa Park alone (Central, West, East Mesa) contributes 850 cases — a natural place to pilot a focused graffiti-response workflow.



Top Council Districts

Volume and closure performance by district



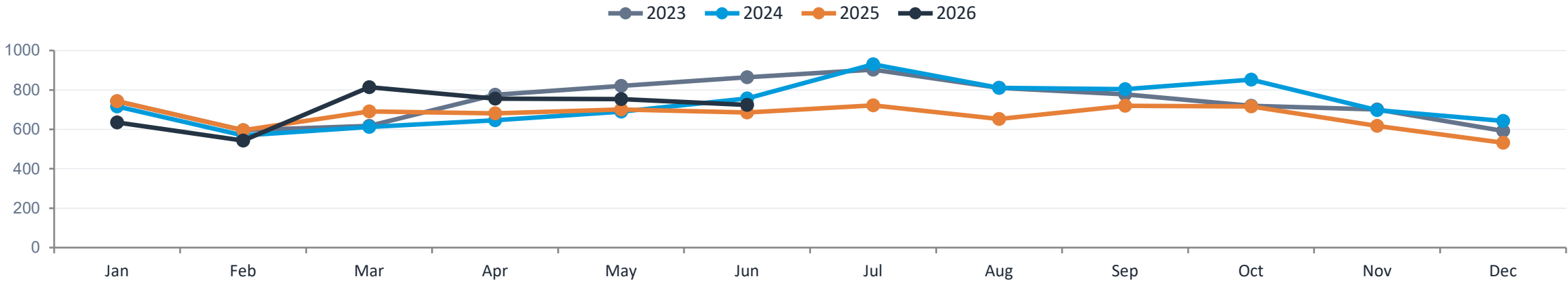
DISTRICT DETAIL

CD	Cases	Top Category
CD1	1,124	Other (188)
CD2	3,255	Graffiti (916)
CD3	2,666	Graffiti (775)
CD4	723	Graffiti (258)
CD5	776	Potential Tree Hazard (141)
CD6	664	Other (128)
CD7	1,156	Other (239)
CD8	496	Graffiti (259)
CD9	1,039	Graffiti (558)

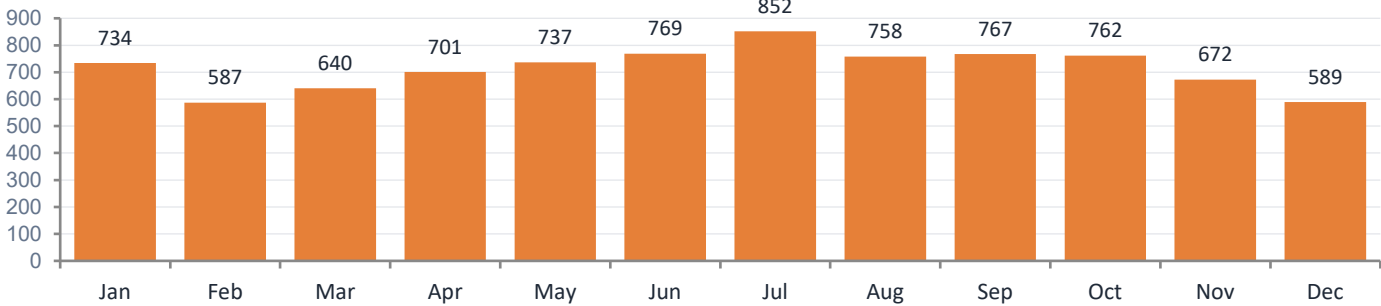


Seasonality Trends

Cases Opened by Month — Year-Over-Year



Average Cases by Month (2023–2025 complete years)



CPI +10%

PEAK MONTH

Jul

852 avg cases

LOWEST MONTH

Feb

587 avg cases

SUMMER LIFT

+15%

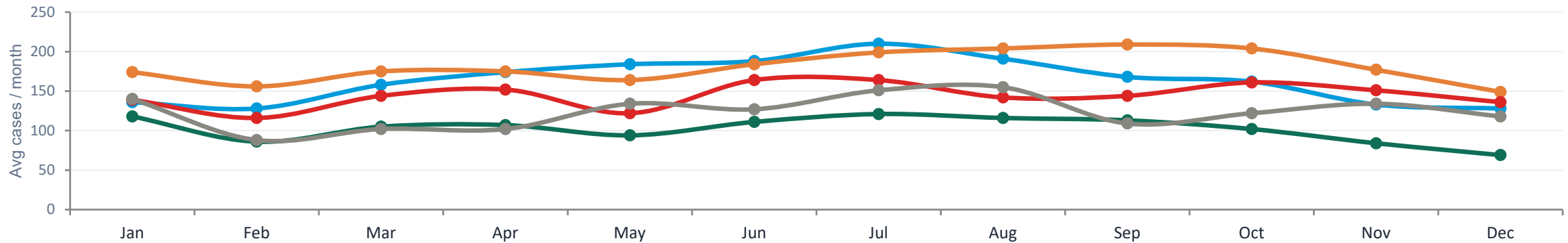
Apr–Sep vs Oct–Mar

Seasonality by Division

Mission Bay / Shoreline drives most of the summer surge

Average Monthly Cases by Division (Apr 2022 – Apr 2026)

MB/SLP OS/MADs CP I CP II BP



STRONGLY SEASONAL

Plan for summer surge

MB/SLP +32%

Jul peak (210) — clear outlier; beach/shoreline crowds drive trash, restrooms, graffiti

MODERATELY SEASONAL

Late-summer / fall lift

OS/MADs +17%

Jul peak (121) — brush mgmt and tree hazards in dry months

BP +11%

Aug peak (155) — summer events and tourism

CP I +10%

MILDLY SEASONAL

Steady year-round

CP II +5%

Jun peak (164) — neighborhood parks see consistent local use



Next Steps

Active and upcoming initiatives across people, process, and technology

01	IN PROGRESS	02	NEXT	03	PILOT		
GID Field App Improvements Behind-the-scenes coding updates to make the app easier for field users and to improve work-order tracking across the team.		Super User Training Additional targeted training for super users once coding changes are implemented — equipping them to coach the broader field team.		Dynamic QR Code Reporting Pilot dynamic QR codes at Joint Use Fields and other parks for fast Dog Off Leash issue reporting, with location auto-tagged at scan.			
04		ONGOING		05		EOFY TARGET	
Facilities Division Coordination Continued discussion with Facilities to improve their work-order notification system and tighten cross-department hand-offs.				Finalize Service Level Expectations Finalize SLAs by case type and publish refreshed public commitments as we move into the next reporting year.			

Conrad Wear
Get It Done Program Manager
cbwear@sandiego.gov

Questions?

