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# **San Diego City Council Approves Deal to Market Get It Done Software to Other Cities and Agencies**

**FUTURE SALES OF SERVICE REQUEST SOFTWARE ANTICIPATED TO GENERATE MORE THAN \$1 MILLION IN REVENUE FOR CITY**

SAN DIEGO – The San Diego City Council this week approved an agreement which would allow the sale of the City’s Get It Done software to other cities and government agencies who wish to use the software to help streamline requests for services from their residents.

The three-year marketing agreement between Deloitte and the City allows the sale of the City’s Get It Done software, built on the Salesforce platform, to other cities and organizations – saving them time and cost. Depending on the number of sales, this could provide more than \$1 million in additional revenue to the City.

**“Since the launch of Get It Done, we’ve received interest from other cities to deploy similar programs,” said Alex Hempton, Technology and Innovation Deputy Director with the City’s Performance and Analytics Department. “With this marketing agreement in place with Deloitte, we’ll be able to help provide a path forward for other cities and generate revenue for the City.”**

The Get It Done [website](#) and mobile app was launched in May 2016 with the goal of making it easier for residents to request City services or report issues in their neighborhoods. Originally, the app focused on services provided by the Transportation and Storm Water Department with the capability for users to submit reports for 20 different non-emergency issues. Today, the program includes 24 different internal functional areas and dozens of services including case management, container sales and inventory, code enforcement, inspections and work order management, among others.

**“Cities need ways to innovate and provide quality customer service to their residents and businesses,” said Christina Bibler, Director of the Economic Development Department. “This is where San Diego is leading and wants to share its expertise nationwide to drive solutions to communities and direct responses to customers. Smart cities are providing smarter solutions.”**

The agreement gives other cities and agencies access to software that has already been shown to be successful in improving services for residents in San Diego and eliminates unnecessary development costs while expediting launching the service to the public.

**“The City of San Diego’s Get It Done program has been widely recognized for providing San Diego residents with easy access to City services,” said Michael Henry, Managing Director, Deloitte Consulting LLP. “Deloitte is proud to help take this award-winning solution to other cities through this innovative alliance.”**

Last month, the City [announced](#) an update to the Get It Done app that includes Spanish language support, enhanced mapping and a sleek new interface. Since 2016, more than 1 million reports have been submitted to Get It Done.

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