



Creating a Priority of Safety Working Group

Valencia Park/Malcom X Library

5148 Market St., San Diego, CA 92114

April. 17, 2018, 3-5 p.m.

Meeting Notes

In Attendance: Harder + Co., City of San Diego Performance & Analytics Department, AmeriCorps VISTA, HUD, SAY San Diego, Harmonium, Home Start, South Bay Community Services, San Diego Police Department, The San Diego Women's Foundation.

Welcome and Introductions

Co-Chairs welcomed the group and reminded the group of the goal to engage the residents so that they can be the "eyes and ears". April's meeting has an emphasis on working with the City of San Diego to further engage the residents of the Promise Zone thus encouraging them to embrace and take action in their communities.

Review of last Meeting

Full implementation was underway and the group checked in with its members to set forth the items they will work on first. The Get it done app was the main focus and planning took place for May meeting. Members agreed it was the first item that was most tangible and ready to act upon from the work plan.

Get It Done San Diego App Presentation

Alexander Hempton and Ellen Peneski from the City of San Diego Performance & Analytics Department gave presentation on the app.

- Presenters asked members to introduce themselves and share if they have used the app before and one thing they would like to learn from the presentation.
- Get It Done San Diego is the official app for reporting non-emergency problems to the City of San Diego. You can report problems like potholes or graffiti and connect directly to the City's work tracking system.
- Walking down the street and see a problem? Take a photo and upload it from home or while still nearby. Get it done will automatically update the problem report with information about where the photo was taken.
- Top online services: 72-hour vehicle violation, curb/gutter, dead animal, graffiti, illegal dumping, pothole, sidewalk, storm drain, street light, traffic sign, traffic signal and tree hazard.
- Total reports since app started: 233,000 and total downloads to date: 37,000.
- Get It Done poster and cards available online in English and Spanish.

- Users can report an issue on their phones or through the website at any time.
- Anyone can have access to view reports online.
- When a report is submitted the app sends information to the person who submitted to notify of the status or if report has been closed.

Group Activity

Towards the end of the presentation there was an opportunity to engage the members and break up into small groups. During this activity each group answered a couple questions that pertained to ways the app may be improved. The purpose for this activity was to give the experts in the room to give their suggestions on ways the app can better serve the residents.

Suggestions:

- Educating communities more on the app and how to use it.
- Developing more marketing materials that explain its importance.
- Emphasize on making it user friendly
- Deciding on common language.
- Engaging users and motivating them to continue its use.

Updates

Get It Done App Expansion:

The main goal for the expansion of the app is to increase number of services offered. This expansion will launch in the summer of 2018.

- Adding additional city departments about nine total.
- Currently strictly city service issues only but working to expand.
- Continue to improve communication with users.

Next Steps and Closing

May meeting will be used to plan for future meetings.

Next Meeting Date:

Third Tuesday of each month

Valencia Park/Malcolm X Library

May 15, 2018, 3-5 p.m.