# Using technology to engage citizens City of San Diego

April 30, 2019 Alaska Smart Communities Forum





### Who are we? Performance & Analytics Department!



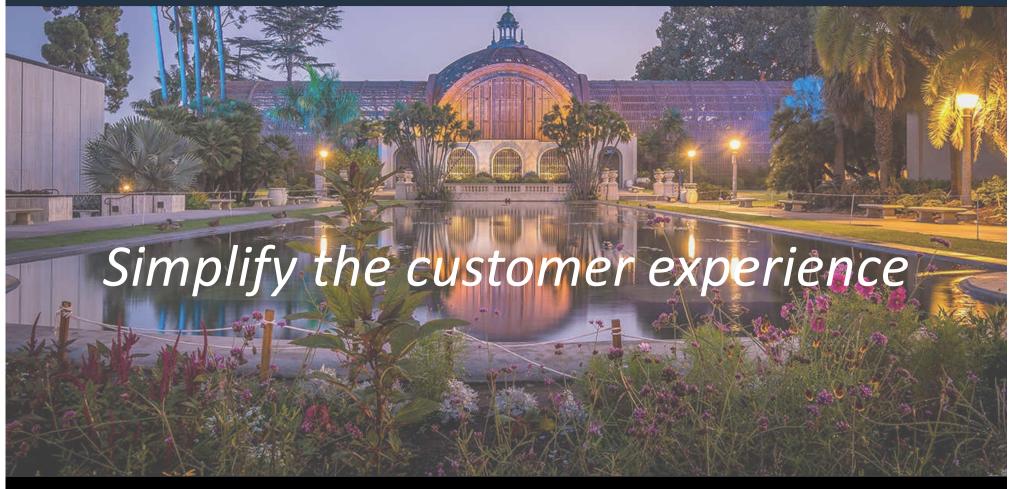
### Our goals

Simplify the customer experience!

Champion data-informed decision making!

Promote a culture of continuous improvement & accountability!





We strive to make it easy to communicate with and receive services from the City. With a focus on the end user, we apply innovative technology and seamless communications to directly connect our communities with the services we provide.



## The City of SAN DIEGO



 Schedule an Appointment for a Passport



#### TREES & VEGETATION

Tree Maintenance:
 Blocking Street/Sidewalk •
 Branch/Tree down • Dead/
 Unstable • Visibility of
 Traffic Signs/Signals



#### PARKING ISSUE

- 72 Hour Vehicle Violation
- Parking Zone Violation
- Oversized Vehicle Complaints



#### STORM WATER & DRAINS

- Illegal Discharge
- Over Irrigation
- Storm Drain: Channel Cleaning • Clogged Storm Drain • Foul Odor • Grate Frame Broken or Missing • Object in Drain
- Street Flooded







#### STREETS, SIDEWALKS & LIGHTS

- Curb: Damage Faded Paint • Illegal Painting
- Damaged Guardrail
- Faded Striping
- Pothole

- Sidewalk Repair
- Street Light: Light On During the Day • Light Out
- Street Sweeping
- Traffic Sign: Faded Sign •
   Knocked Over Missing Sign
- Traffic Signal: All Lights Out • Flashing Red • Light Out • Signal Facing Wrong Direction • Timing
- Other



#### TRASH COLLECTION, RECYCLING & GRAFFITI

- ADA Assisted Collection
- Container Left Out
- Dead Animal
- Dumpster Encroaching on Public Right of Way
- Find My Trash Collection
   Schedule
- Graffiti
- Hazmat Appointment
- Illegal Dumping: Abandoned Camp • Active Camp • Bulky Items
- Missed Collection
- Scavenging of Blue Recycling or Black Trash Containers





In order to achieve maximum levels of service, we believe in applying data to make informed decisions. Through data science and analytics, we learn how to create efficiencies and transition from reactive to predictive solutions.





We seek to be on the cutting edge of service delivery. In order to do so, we apply process mapping, performance and change management techniques to optimize the delivery of services.

### Project links

- Open Data Portal
- Street repair map
- OpenGov budget visualizations
- **PerformSD**
- **OpenDSD**
- NextRequest portal for public records
- Open source automation system
- Open source data portal
- Smart streetlight data API