



# City Innovation Snapshot SAN DIEGO, California, USA

## Overview

- ▶ **Mayor:** Kevin L Faulconer
- ▶ **Term:** 2014–2022
- ▶ **Innovation Lead:** Alex Hempton
- ▶ **Population size:** 1.43 million (2018)
- ▶ **Innovation / open data website:**  
[www.sandiego.gov/panda](http://www.sandiego.gov/panda)

## What is the organisational structure?

San Diego’s innovation work is sprinkled throughout the municipal administration. As part of the Performance and Analytics Department, the city’s Technology and Innovation team consists of **6 staff**.

Staff skills and profiles include:

- Project Manager
- Data Scientist
- Strategic Communications / Marketing
- Community Engagement



## Spotlight | Get It Done

San Diego has designed a mobile app called ‘Get It Done’, that allows citizens to report quality of life problems and request fixes directly to the administration. Residents can upload a formal complaint regarding issues like graffiti, pot holes, or illegal dumping with a precise location, description, and photo. The app also offers scheduling for passport renewal and collection of hazardous material. The city of San Diego receives 20,000 reports through the app each month, underscoring how effective interfacing between citizens and government can be when forged through innovation to improve well-being.

## What is the city’s innovation vision?

Like 50% of cities surveyed, San Diego has no **formal innovation strategy**.

The city most closely associates innovation capacity with:

- **Data analytics**
- **Resident engagement**

## What is the city’s innovation approach?

Similar to 24% of cities surveyed, San Diego approaches innovation capacity in **specific policy areas**.

The top two priority policy areas for the city’s innovation work are:

**Water, public works**

**Environment / climate change**

## What innovation partnerships exist?

San Diego has developed partnerships to **promote innovation capacity** with other public agencies, private firms, not-for-profit organisations, and city residents/resident associations.

To **improve data use**, the city has also developed data partnerships with academia and think tanks, to collect and analyse data, as well as with other cities.



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### What funding is available?

Like 19% of cities surveyed, San Diego has **no dedicated funding** to support innovation capacity.



### How is innovation helping the city?

- ✓ Improving internal government operations
- ✓ Improving service delivery
- ✓ Improving resident outcomes

The most critical success factors in supporting the city's innovation work are a **focus on metrics** and **leadership from the Mayor**.



### How is data used?

Data plays a **significant role** in a decision-making and innovation efforts in San Diego. However, the city does not currently use data to align its budget process with its strategic priorities. Challenges preventing the use of data to support innovation goals include a **lack of technical infrastructure** and **limited compatibility of data across policy areas**.

San Diego publishes open data to a central, public online location.



### How are outcomes measured?

Policy areas **with sufficient data** or **without sufficient data** to support innovation capacity in the city.

Transport / Mobility	Economic Development	Housing	Policing and Law Enforcement	Health
Government Finance	Waste and Sewage	Labour Market and Skills	Environment and Climate Change	Education
Culture	Social Inclusion, Equity	Public Works	Tourism	Digital Governance