Methodology

For this report, I pulled all the Get It Done reports available from <https://data.sandiego.gov/datasets/get-it-done-311/> which included closed cases from 2016 through 2022, open cases in 2022, and a dictionary of terms used in the data sets. I filtered out the calls that had a service name of “Streetlight Maintenance.” I counted the total reports; I did not filter for repeat calls. I also used the case age in days to find the average days to closure (or average days open, for open cases) and to find the distribution of days to closure. To figure out how we could best report on the location of a case, I counted the number of blank cells in the zip code column; the council district column; the community plan code column; and the community plan code name. I divided this by the number of total cases to get a percentage of missing information. I used the Open Get It Done Requests to make a sortable pivot table to count the number of cases per community name. I also pulled the Police Calls for Service 2022 from <https://data.sandiego.gov/datasets/police-calls-for-service/> and the Police Calls for Service Dictionary to see what kind of information it contained, including the location or community information it had and the detail of calls for service. I looked at this parameter in case the Transportation Department wanted to correlate their response rates to pedestrian traffic collisions, for example. Other concerns are addressed in the department report. I also did some basic research on ideas like Crime Prevention through Environmental Design (CPTED): <https://en.wikipedia.org/wiki/Crime_prevention_through_environmental_design>

and People-Oriented Policing: <https://popcenter.asu.edu/content/improving-street-lighting-reduce-crime-residential-areas-page-2>

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