To: Transportation Department

I understand that you would like to change your response for requests for streetlight repair to make it more systematic while emphasizing equity and public safety. First, here is some background. I looked at the Get It Done reports for service for closed cases from 2016 through 2022 as well as the cases that are currently open. You can find those numbers in figure 1 (first visual). Since 2016 was the first year the Get It Done reporting was available to the public, it makes sense that we did not have many cases that year and that it has been increasing year over year, perhaps due to people using the system more and, with that, Get It Done becoming the centralized place for collecting these service requests.

The second graph (visual 2) shows the average number of days that streetlight repair cases were open. Again, we can see that the time until closure is increasing over time, which could again be related to the fact that all the service requests are collected through the Get It Done service and not being collected in some other place. However, when we look in graphs 4 and 5, we see that most cases (both those closed in 2022 and those currently open) are closed within 90 days, and half are closed within 180 days. Since the average time a streetlight maintenance case stayed open in 2022 was 262 days, we know that the old cases increased the average age. There are about 265 cases currently open that have been open for about 2.5 years. Going forward, to ensure we have the most accurate data, you may want to look at whether there is anything delaying cases being closed and try to close the very old cases so we can make sure the average case closure times are not artificially low.

Regarding equity, it would help to understand more about how you want to define equity. Some possible equity concerns may be:

* Putting higher priority servicing lower socioeconomic areas (areas to be determined);
* Basing service on population level;
* Basing service on the number of other calls for service (this could be skewed by how engaged or apathetic people are in each community to report problems;
* Basing service on geographic area.

If you want to make sure all areas are served equally, we may want to use the community plan name. When looking at the data we have, the most missing data is for zip code; about 27% of closed cases in 2022 were missing a zip code. Council district information is missing in about 3% of 2022 closed cases. The fewest blanks are in the community plan code and community plan name. Therefore, at this point it would be most accurate to use community plan name or code to determine response area. Table 5 is an interactive table where we can filter service type and see the number of cases currently open per community area. We see from that table that, for example, Downtown, North Park, Pacific Beach and Uptown all have more than 400 open street light maintenance cases while other areas have fewer than 100.

As with equity, it would also help to narrow down what parameters you want to focus on for public safety. Although we have data on police calls for service, it may take more time to use that information for Get It Done reports because the location of police calls is based on a specific address and police beat number, and Get It Done reports use predominantly community name and code. It could still be possible, though. We could also focus on areas with the most Get It Done calls for service overall, or we could filter based on certain calls, for example graffiti or illegal dumping.

I hope this information is useful for understanding a bit about the current street light maintenance situation and considerations for and possible ways to move forward with targeting your responses to meet the goals you have. I look forward to discussing further and making an actionable plan with your department.