

See something unsafe? Report it. Repeat. Rally the City to fix it.

How to Report a Mobility or Access Issue to Denver City Services

We often hear that the Denver Department of Transportation and Infrastructure (DOTI) makes “data-based decisions.” Let’s give them the human-based data they need to provide safe access in our communities.

Use this guide to navigate Denver’s 3-1-1 City Services reporting system when you see anything that makes getting around less safe or accessible. The more we speak up, the more we show the need for real change!

You don’t have to be a Denver resident to submit a report!


Report it by phone

Give ‘em a call!



Call **3-1-1** to talk to a real person Monday-Friday 7 AM-5 PM



1. Have the **location** ready (exact address/intersection). If an automobile/truck is involved, grab the plate number. Take a photo if you can. 
2. Explain the **challenge** you and/or others are facing when moving in your community.
3. Request a submission/report **number** for future reference.
4. OPTIONAL: Provide your **name** and call-back number so they can follow up.


Use this guide to report other issues, too! (broken sprinklers, snow on or damaged sidewalks, damaged/fallen tree, etc.)



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Report it online in 10 easy steps

1. Have the **location** ready (exact address/intersection). If an automobile/truck is involved, grab the plate number. Take a photo if you can.
2. Visit the Denver **Online Services Hub** (bit.ly/Denver311Report) anytime.
3. OPTIONAL: Create an **account** to keep track of your submission(s).
4. To continue as a **guest** (fastest), scroll down to 'What can we help you with?'
5. Select **Other** (notice how there isn't even an option for obstructions to safe mobility!), then **Next**.
6. Provide a detailed but short **description** (max. 500 char.) of the issue (think a short social media post).
7. Add a **Photo!** 
8. In 'Where did this occur?', add an exact **address** or **intersection** by clicking on the **navigation symbol** to see the drop-down menu.
 - A. If the issue is at a private residence or business, enter the **address**.
 - B. If it's something wrong with the street design (like a sidewalk ramp that's consistently icy), select **Intersection** and enter each **full** street name, then Next.
9. On the **Contact Info** page, report the issue anonymously by clicking on the **toggle button**, then Next or share your contact information to hear back from the City, then Next.
10. Review your report and **Submit!**

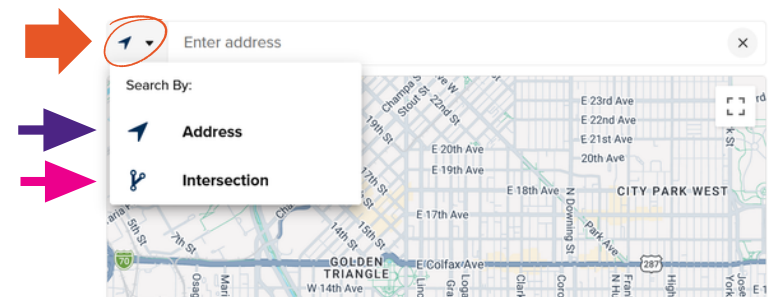
SCAN QR CODE
TO REPORT ISSUE
ONLINE



6. Sample Description

There's an unsafe crossing at W 40th Ave & Julian St. Drivers often park blocking students' visibility when they want to use the crosswalks at this intersection. I've seen many close calls. There's only 1 stop sign at Julian. Can City staff visit this location to see for themselves & consider doing something to prioritize student safety?

8. Navigation Symbol and Icons



9. Toggle Button

