

See something unsafe?

Be a **Street Superhero** by telling the grown-ups in charge of the City!



Have you spotted a problem that makes it hard to get around, like a bumpy sidewalk or a broken ramp? This your chance to fix it!

Here's how!

It's easiest to work with an adult to report the problem!

Give 'em a call!



Call 3-1-1!

Talk to a real person

Monday-Friday, 7-5 PM



1. **Where are you?** Check street signs and building names to see where you are. Take a picture of the problem if you can.
2. **Tell them about the problem:** Tell them what you saw and why it makes it hard for you to get around. You can say things like:

"I can't see the cars coming when I want to cross the street because there's a bush in the way."

"I can't reach the button to get the little man signal so I can cross the road."

"It's always really icy on the sidewalk ramp in winter, and I'm afraid I'm going to slip when I walk on it."

3. **OPTIONAL:** Give them the **name** and phone number of a grown-up you know, and ask for the number of your report so you can get updates. Don't forget to write down the report number to keep it for later!

You can do this with all kinds of problems you see, like broken sprinklers, snow on sidewalks, or street lamps that aren't working!



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With an adult's help, report it online in 8 easy steps!



- 1. Where are you?** Check street signs and building names to see where you are. Take a picture of the problem if you can. 📷
- 2. Go to the reporting website:** Type bit.ly/Denver311Report into your internet window.
- 3.** If you're racing against time, skip the account stuff and just scroll down to **'What can we help you with?'** and choose **'Other'**, then **'Next'**.
- 4. Tell them about the problem:** What did you see and why did it make getting around hard? You can say things like...
- 5.** Add the picture you took if you have one! 📷
- 6.** In **'Where did this occur?'**, type in exactly where you saw the problem. Start by clicking on the **navigation symbol**.
 - A.** If the problem is **only on one street**, choose **'Address'** and type it in (for example: **265 S Main St**).
 - B.** If the problem is where **two or more streets meet**, like a sidewalk ramp that's always icy when you want to use the crosswalk, choose **'Intersection'** and type in both street names (for example: **S Julian St and Havana St**).
- 7.** On the **Contact Info** page, you can choose to share the name and phone number of a grown-up you're working with, or you can finish your report secretly, without sharing that information by clicking on **the button with a - symbol**.
- 8. Click Next and Submit!**

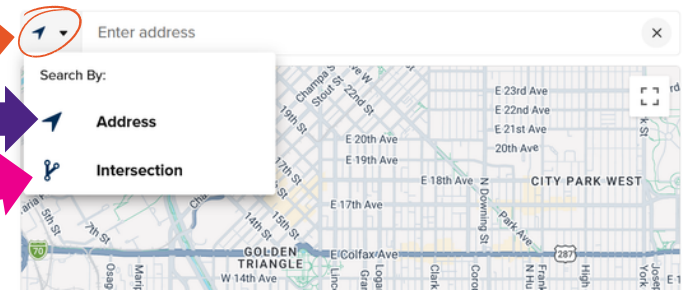
4. Examples of What You Can Say

"I can't see the cars coming when I want to cross the street because there's a bush in the way."

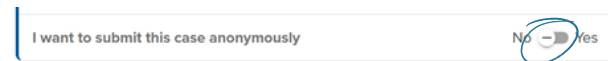
"It's always really icy on the sidewalk ramp in winter, and I'm afraid I'm going to slip when I walk on it."

"I can't reach the button to get the little man sign so I can walk across the road."

6. Navigation Symbol and Icons



7. Toggle Button



Thanks for being a
Street Superhero!