

Call 911

For Life Safety Emergencies:

- Medical Emergency
- Fire
- Violent Crime in Progress
- Mentally Unstable or Threatening Situation
- Trespass or Theft in Progress
- Aggressive Panhandling
- Vehicle Accident
- Suspicious Activity (See Something, Say Something)
 - o Surveillance
 - o Elicitation
 - o Test of Security
 - o Impersonation
 - o Supplies
 - o Funding
 - o Rehearsal
 - o Deployment



Downtown
Denver
Partnership



Downtown
Denver
Business
Improvement
District

Caller Responsibilities:

- Remain Calm
- Stay Safe
- Clearly Articulate the Law Violation or Life Safety Issue
- Answer Operator Questions
 - o Observed Activity
 - o Subject Description
 - o Location
- Answer YES when asked if you want follow-up
 - o Be Willing to Sign a Complaint
- Request Incident Number
 - o Ensure Disposition is Accurate

Police Responsibilities:

- Protect Life
- Make the Scene Safe
- Assess the Situation
- Follow Department Policy for Incident
 - o Issue Warning
 - o Issue Citation
 - o Arrest

Call Non-Emergency 720-913-2000

For Quality of Life Issues:

- Illegal Parking
- Public Drug Use / Intoxication
- Public Urination
- Sit and Lie
- Unauthorized Camping
- Noise Complaint

Caller Responsibilities:

- Identify if Repeat Offender
- Identify Requested Action
 - o Be Willing to Sign a Complaint
- Answer Operator Questions
- Answer YES for follow-up
- Request Incident Number

Non-Emergency Calls are lower priority; therefore, the response time may be delayed depending on the number of higher priority calls being addressed at the time.

Call 311



Denver PocketGov App

- Graffiti
- Pot Holes
- Lighting
- Trash Services
- Snow Removal
- Vandalism



RTD Transit Watch App

- To Report Issues on Light rail, Buses, and RTD property

Call Crime Stoppers

Anonymous Tip 720-913-7867

Downtown Security Action Plan

Business and Property Owner Responsibilities and Expectations

As Downtown Business and Property Owners, we all have a responsibility to maintain our spaces and help to ensure that we our holding ourselves, and fellow Downtown citizens, to the highest level of ownership for our space and behaviors. To help create an environment where all people feel safe, welcome and secure, and help discourage and prevent crime, we ask that all business and property owners adhere to the following responsibilities and expectations:

- **Building Management:**
 - Remove graffiti immediately. The City has a program called Denver Partners Against Graffiti, <https://www.denvergov.org/content/denvergov/en/graffiti-prevention-and-removal.html>, that provides graffiti removal assistance to properties within the city limits.
 - Ensure all exterior lights are working; replace broken lights within 2 business days
 - Ensure ground floor business windows are lit at night
 - Ensure ground floor window displays are transparent to the inside of the store
 - Ensure building façade is maintained – sidewalks are clear of debris (trash, leaves, snow), spills are cleaned up, graffiti is removed, nuisance or criminal activity is reported, etc.
 - Maintain good maintenance practices – ensure building repairs are conducted quickly
 - Contact DPD, 720-913-2000, to sign your building up on the No Trespassing List
- **Alley Maintenance:**
 - Clean alley trash and debris
 - Secure dumpsters with locks. Spoil food before disposal if dumpsters aren't locked
 - Post signs stating Private Property, No Trespassing, No Parking, etc.
 - Work with local authorities to analyze issues and determine methods to secure alcoves
 - Ensure alleyways and alcoves are well lit
 - Install security cameras
- **Proactive Space Management:**
 - Communicate with your neighbors – address ideas/issues with fellow business owners
 - Establish rules within individual spaces that discourage illicit and unwanted behavior (ex: limit how long people can stay; prohibit harassing and threatening behavior, sleeping/lying down, soliciting, panhandling, petitioning, or canvassing of any type or kind, etc.)
 - Encourage neighbors to implement rules and regulations as well
 - Officially report all crimes to the police – 911 or non-emergency (720-913-2000)
 - Be willing to sign a citation when calling police - prosecute for shoplifting when possible
 - Do not give away free items (food, drinks, etc.) – Partner with food collection agencies when possible to make a difference ([Food Donation Connection](#), [We Don't Waste](#))
 - Sign trespass agreements, post trespass signs and call police to report trespass violations
 - Install speakers and play music after hours to discourage loitering
 - Lock down wi-fi access after hours