

# KNOW YOUR RIGHTS: BALTIMORE SIDEWALKS & CURB RAMPS

Baltimore City has a Partial Consent Decree that says it must fix sidewalks and curb ramps that are hard to use for people with mobility disabilities. As part of this, the City must let people ask for new curb ramps or repairs through an Access Request System.

## IF YOU HAVE TROUBLE WALKING OR USE A WHEELCHAIR, YOU HAVE THE RIGHT TO:

- Ask for a new accessible curb ramp
- Ask for a broken curb ramp or sidewalk to be fixed

You can make a request for yourself or for someone else with a mobility disability.

## HOW TO MAKE A REQUEST:

- Go to the 3-1-1 website (<https://balt311.baltimorecity.gov/citizen/s/>)
- Call 3-1-1 in Baltimore or 443-263-2220 from anywhere
- Use the 3-1-1 mobile app (<https://311.baltimorecity.gov/mobile-311>)

## WHEN YOU MAKE A REQUEST, THE CITY MUST:

- Let you know right away that your request was received
- Give you a request number
- Share contact info for a City staff person who can answer your questions

The City has **sixty (60) days** to look into your request.

Within **ten (10) days** after that, they must tell you when they think the work will be done. They should try to finish the work within **nine (9) months** of when you send your request.

If the City can't fully fix the problem because of space or location issues, they still must make the area as easy to use as possible.

## TO REPORT PROBLEMS WITH THE REQUEST SYSTEM:

Call 443-692-2493 or email [Sidewalks@DisabilityRightsMD.org](mailto:Sidewalks@DisabilityRightsMD.org). Use the subject line "Baltimore Sidewalks."

More info: <https://dralegal.org/case/goodlaxson-v-baltimore/>

## THE CITY ALSO HAS TO:

- Give safe, accessible detours during construction
- Remove anything blocking the sidewalk (like plants or trash)