

TRAFFIC SAFETY IN BEND:

A Guide to Address Your Concerns

Updated 11/11/2025

Welcome to your guide for addressing traffic safety concerns in Bend. Whether you've noticed a problematic intersection, have concerns about speeding in your neighborhood, or want to request new traffic calming features, this guide is designed to help you navigate the City reporting process.

How traffic safety issues are reported depends upon the nature of your concerns. The following information is to be used in a step-by-step fashion. Examples of traffic safety issues are included in this guide, along with helpful City-based links and phone numbers.

The guide also includes a range of information that you can use to get involved in transportation planning activities and related community educational programs.

◆ WHAT ARE YOUR TRAFFIC SAFETY CONCERNS?

You've noticed a traffic safety situation and want to report it to the City. This situation will fall into either of two primary categories:

1. Emergency

Circumstances that represent immediate threats to life or property

- Call 911 for emergency services

2. Non-Emergency

For circumstances that don't require immediate police, fire, or medical services, use one of the following options below, A, B or C.

- A. Bend Works** is the City's interactive service request system that provides an easy way to report a range of non-emergency issues, such as potholes, trash on streets, flooding issues, graffiti, and traffic control requests.

To use **Bend Works** visit www.bendoregon.gov/services/bend-works



Or download the **Bend Works** app from your App Store.

Steps to submit a service request:

1. Click on "Submit a Service Request"
2. A map will be displayed; click on "New Request"

3. The map will display an orange location marker — move the marker to the location of your service request and click the icon
4. Click on “Confirm Location”
5. Click on your requested service category(ies)
6. Fill out the online form with specific details about your concerns (including photos, if possible)
7. Provide your contact information for follow-up

For assistance with Bend Works call the City of Bend main line at **(541) 388-5505**

B. Call (541) 693-6911 for the **City of Bend Police Department non-emergency dispatch office** to report speeding traffic, stolen and abandoned vehicles, parking complaints, noise and other offenses.

- You will be asked to provide:
 - Your name, phone number, and address
 - The nature of your concern

You can request the dispatcher to have Police Department personnel return your call

- Residents may need to place follow-up calls

C. Call (541) 317-3000 (ext. 3) for the **City of Bend Transportation and Mobility Department, Streets and Operations Division** for incidents such as street maintenance, downed signs, and vegetation blocking the right-of-way.

◆ HOW DO I GET INVOLVED?

- Attend Transportation Bond Oversight Committee (TBOC) meetings--Visit <https://www.bendoregon.gov/government/committees/bond-oversight-committee> for information. The TBOC advises the Bend City Council and City staff on the implementation of the \$190 million voter-approved 2020 transportation general obligation bond.
- Join your Neighborhood District (ND) and participate in related discussions — Visit <https://www.bendoregon.gov/government/departments/communications-engagement/neighborhood-districts> for additional information. NDs serve as a bridge between the City Council and local communities.
- Participate in public workshops and open houses — Visit <https://www.bendoregon.gov/events> for additional information.
- Subscribe to the City’s newsletter — Bend Current — <https://www.bendoregon.gov/government/departments/communications-engagement#bendCurrent>

Resident Traffic Safety Reporting Process

