



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QTON No.21

STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM
JEREMY HANSON MLA (CHAIR), DEEPAK-RAJ GUPTA MLA, MICHAEL PETERSSON MLA

Inquiry into referred 2018–19 Annual and Financial Reports
ANSWER TO QUESTION TAKEN ON NOTICE
Thursday 7 November 2019

Asked by Tara Cheyne MLA:

In relation to Fix My Street jobs:

MS CHEYNE: Finally, one of the most common bits of feedback I get where people have not had the loop closed seems to be where they have used Fix My Street to ask for something to be created in their suburb, or like a capital major investment, like, you know, “Two years ago I logged a job on Fix My Street for a traffic light upgrade,” and they have not heard back. What is the process or the policy when you get jobs logged through Fix My Street?

Mr Rynehart: I think Fix My Street is not intended to be a place for people to request for new services or that sort of—as you alluded to. The policy or our policy is that all jobs should be closed at whatever point. So certainly they should be—a response should go back to the customer. Whether that is that action can be taken or it cannot.

MS CHEYNE: Yes. Do you do audits on how many outstanding jobs that you have that are, kind of, more than six months old?

Mr Rynehart: I do not have that to hand. I do know that we have looked at the numbers previously, but I do not have to hand what that might look like.

MS CHEYNE: Would you be able to take that on notice please.

Mr Rynehart: Yes.

Gordon Ramsay MLA: The answer to the Member’s question is as follows:—

There are 12,007 requests older than 6 months that are listed under an ‘open’ status.

These requests comprise of jobs allocated to the following Directorates/Agencies:

- Transport Canberra and City Services- 10,360
- Access Canberra- 322
- Other - 1,325*

*other relates to historic requests that were lodged under the category of “other” which may have been allocated to various Directorates or areas outside the ACT.

Due to system limitations, changes to administrative arrangements and Fix My Street reporting options over time, these figures are unable to be broken down further.



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Approved for circulation to the Standing Committee on Economic Development and Tourism

Signature:

A handwritten signature in black ink, which appears to be "Gordon Ramsay", written over a horizontal line.

Date:

19/11/19

By the Minister for Business and Regulatory Services, Gordon Ramsay MLA