



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2024-2025

Ms Nicole Lawder MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),
Miss Laura Nuttall MLA

ANSWER TO QUESTION ON NOTICE

Asked By: Mr Ed Cocks MLA

Addressed to: Minister for City Services

Reference: Transport Canberra and City Services

Hearing Date: 24/07/2024

In relation to: Transport Canberra and City Services Directorate and Fix My Street requests

QON lodgement Date: 25/07/2024

Answer Due date: 02/08/2024

For each month from July 2022 until June 2024, please provide for each suburb in the ACT:

- (1) the number of requests lodged through the fix my street system, the number of unresolved fix my street requests
- (2) the number of fix my street requests closed during the month (broken down by reason for closure - for example if a repair was completed, action was deemed unnecessary, or if closed without action)
- (3) the number of unresolved fix my street requests (broken down by length of time since the request was submitted - for example 3 months, 6 months, 9 months, 12 months, 15 months, 18 months, or longer,
- (4) for requests resulting in a repair only, the maximum, median, and average time for an issue to be resolved, from lodgement of a request to closure of the issue.

Minister Tara Cheyne MLA: The answer to the Member's question is as follows:

- (1) I have been advised by my Directorate that the month-by-month information by suburb sought is not in an easily retrievable form, and that to collect and assemble the information sought solely for the purpose of answering the question would require an unreasonable diversion of resources. However, I can provide the following information:
 - a) There were 120,137 requests lodged through Fix My Street between July 2022 and June 2024.

b) Of the 120,137 requests lodged between July 2022 and June 2024, 7,714 requests remain open and 112,423 requests have been closed (as per data reporting 31 July 2024).

(2) See answer to (1).

(3) Of the 7,714 open requests outlined in (1) the length of time since the request was submitted is:

UNRESOLVED REQUESTS OPEN TIMEFRAME	FIGURE
3 months or less	1,775
6 months	2,278
9 months	1,317
12 months	858
15 months	698
18 months	479
More than 18 months	309

(4) This information is not in an easily retrievable form, and to collect and assemble the information sought solely for the purpose of answering this question would require an unreasonable diversion of resources.

Approved for circulation to the Select Committee on Estimates 2024-2025

Signature: 

Date: 1/8/24

By the Minister for City Services, Tara Cheyne MLA