



**Legislative Assembly** for the  
**Australian Capital Territory**

Standing Committee on Transport  
and City Services

# Submission Cover Sheet

## Inquiry into the effectiveness of Fix My Street

Submission number: 032

Submitter: Motorcycle Riders Association

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**Motorcycle Riders Association  
of the  
Australian Capital Territory Inc  
(MRA ACT)  
ABN 95 778 768 132**

**Motorcycle Riders Association (MRA) ACT**

Legislative Assembly for the  
Australian Capital Territory  
Standing Committee on Environment, Planning, Transport and City Services

To whom it may concern,

The Motorcycle Riders Association of the ACT (MRA ACT) represents motorcyclists in the Australian Capital Territory and surrounding regions. For over 50 years, the association has focused on riders' rights, safety measures, community involvement, and has developed a network that connects riders throughout the region.

Members and riders have expressed that the current web-based reporting system is outdated and not user-friendly. There is a preference for an online app, such as See Snap Send used in other areas. Integrating such an app with the Waze application could also be beneficial.

An app would allow users to stop, take photos, describe issues affecting riders, and upload information promptly. The existing web-based reporting system is viewed as less efficient for these purposes.

Feedback and committee experience indicate that responses from Transport Canberra and City Services Directorate to reports submitted via the web-based system are often delayed or perceived as unsatisfactory. Cases may be closed without notification or clear explanation.

We encourage the upgrade of the current system with an application that can easily be used on a mobile device.

Thankyou for the opportunity to provide feedback.

Yours Sincerely

President, Motorcycle Riders Association of the ACT