



**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: 044.1

Submitter: : Pedal Power

Date authorised for publication: 16 October 2025

Dear Secretariat,

This afternoon, I provided spoken evidence to the Fix my Street Inquiry and Mr Braddock asked me to provide extra written submissions regarding a test 'fix my street' request, primarily intended to gain a sample observation to provide evidence to support my submission. The request was valid but would probably be reasonably rejected because the benefit/cost ratio would be unacceptably low by an eyeball assessment. The location of the request is [here](#).

A few days ago I was able to view the history of my 'fix my street' requests as recorded in the ACT Government's dataset, however today I can no longer log in and find the dataset. Fortunately, a few days ago I downloaded all the historical records. I was able to copy the text but not any images. My entire, undisturbed data is attached as 'Historical record...'. - I did not disturb the file to maintain its evidential integrity.

The request number in the attached historical record is AC [REDACTED], however you cannot view the case file by clicking 'View' because I can only access this URL because I have logged into Access Canberra in my name. I have therefore attached a pdf printout of the case file including the Correspondence history, and the text can also be seen in pages 3-7 of the attached Historical record file.

I find the 'Correspondence History' in the case file most enlightening.

I have also attached a copy of the Government's submission, including Fig 2 on pdf page 13 of 29, which is relevant. I have also attached a screenshot of Fig 2 for ease of reading.

I have provided comments on all the assertions made in Fig 2 as they relate to the processing of AC [REDACTED] which I initially requested on 20 June 2025. the comments can be found in the attached, 'Comments on Fig 2 kPIs...' file.

Please do not hesitate to get in touch with me if you feel I can be of further help to you.

Regards,

--

Mike Watson

Advocate for Pedal Power ACT

Case Number	Subject	Status	Date Created	
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths > New path or extension request	Closed	20 June 2025, 4:32 pm	<a href="#">View</a>
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	Assigned	25 Aug 2024, 1:53 pm	<a href="#">View</a>
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	Assigned	25 Aug 2024, 1:49 pm	<a href="#">View</a>
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	Assigned	25 Aug 2024, 1:44 pm	<a href="#">View</a>
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	Assigned	25 Aug 2024, 1:36 pm	<a href="#">View</a>
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths > Litter & illegal dumping	Closed	5 Apr 2024, 7:18 pm	<a href="#">View</a>
[REDACTED]	Grass, trees & shrubs > Trees & shrubs > Remove fallen branch	Closed	29 Jan 2024, 10:41 am	<a href="#">View</a>
[REDACTED]	Fix My Street > Cycle & footpaths > On road cycle lanes > Damage to path or other	Closed	7 Jan 2024, 11:17 am	<a href="#">View</a>

Case Number	Subject	Status	Date Created	
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	Closed	30 Nov 2023, 12:33 pm	<a href="#">View</a>
[REDACTED]	Fix My Street > Roads, parking & vehicles > Roads & traffic > Traffic lights	Closed	11 Mar 2023, 6:20 pm	<a href="#">View</a>
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	Closed	14 Feb 2023, 10:27 am	<a href="#">View</a>
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths > Blocking the path	Closed	9 Jan 2023, 2:00 pm	<a href="#">View</a>
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths > Accessibility issues	Closed	2 Jan 2023, 3:06 pm	<a href="#">View</a>
[REDACTED]	Fix My Street > Grass, trees & shrubs > Trees & shrubs > Remove fallen tree	Closed	7 Nov 2022, 1:58 pm	<a href="#">View</a>
[REDACTED]	Serrated Tussock	Closed	7 Nov 2022, 1:44 pm	<a href="#">View</a>
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths > Blocking the path	Closed	26 Oct 2022, 12:42 pm	<a href="#">View</a>

Case Number	Subject	Status	Date Created	
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths > Blocking the path	Closed	11 Dec 2021, 7:17 pm	<a href="#">View</a>
[REDACTED]	Fix My Street > Cycle & footpaths > Shared paths >	Closed	2 Dec 2021,	<a href="#">View</a>

Case Number	Subject	Status	Date Created	
█	Accessibility issues		3:45 pm	
█	Fix My Street > Streetlights > Streetlights > Single bulb out	Closed	23 Sept 2021, 7:38 pm	<a href="#">View</a>
█	Fix My Street > Cycle & footpaths > On road cycle lanes > Damage to path or other	Closed	25 Aug 2021, 6:08 pm	<a href="#">View</a>
1	Fix My Street > Cycle & footpaths > Shared paths > Blocking the path	Closed	22 July 2021, 11:55 am	<a href="#">View</a>



## Case Details

**Case number** **Subject** Fix My Street > Cycle & footpaths > Shared paths > New path or extension request**Status** Closed**Created Date** 20 June 2025, 4:32 pm**Location** 1 YALLOURN ST, FYSHWICK ACT 2609

## Case Description

**What are you requesting?**

Ramp access to footpath

**Why do you believe this change is required**

There is no ramp on the kerb on this short bike access path, there should be as it accesses Principal route C2.

**More Information**

The path opposite Yallourn St on the Canberra Avenue Service Road primarily provides access to Principal cycle route C2. Bikes work better using ramps than vertical kerbs. The kerb is now vertical when it should be a ramp to provide access to bikes. I'm not sure how much more information you need: sorry.

## Case Location

## Update Case

This Fix My Street case has been closed. To enquire about it, please call Access Canberra on 13 22 81. If you would like to submit a new request visit [Access Canberra](#).

## Attachments

No Attachments currently available

## Correspondence History

TCCS Message - Customer

Subject: Re: Fix My Street request - Ref. [REDACTED] - New path or extension request - 1  
YALLOURN ST, FYSHWICK ACT 2609

Dear Sir/Madam,

I apologise to responding to this address, however I phoned Access Canberra at 15:25 on 08/07//2025 when I checked that my request was reported as closed on your website, but did not state the outcome of the request. The pleasant person who answered the phone told me that the request was rejected, however that was all the information available to her, and she told me that I should email this address if I wanted to find out the reason for the rejection, even though your email asked me not to.

So, please explain to me the reason for your rejection decision, and the information underpinning the reason.

Thank you for your time,

Regards,

Michael Watson,  
Fix my Street requestor.

On Mon, 23 Jun 2025 at 15:02, City Operations Triage <[tccs.triage.casemanagement@act.gov.au](mailto:tccs.triage.casemanagement@act.gov.au)> wrote:

Hello Michael,

Thank you for letting us know about an issue important to you and your local area.

This email is to provide an update relating to your kerb ramp request - 1 YALLOURN ST, FYSHWICK ACT 2609.

The ACT Government is committed to investing in infrastructure that helps to renew our inner precincts, strengthen our suburbs and provide new opportunities for all.

The annual Budget consultation process is the preferred way Canberrans, community groups and local organisations can have a say on how and where the ACT Government should invest to boost services and infrastructure, as well as how we ensure a fair and sustainable funding base to support this.

Your request is valued by the ACT Government and you are invited to complete a survey or provide a submission to the Budget consultation process to support the wellbeing of the Canberra community.

The ACT Government will not generally provide specific responses to individual survey responses or Budget submissions, but it will consider input received in the development of future budgets.

For more information on how to contribute to the Budget process visit the? [Budget Consultation page](#) on the ACT Government's YourSay Conversations website.

Please do not respond to this email. If you have a new issue, please submit a new request through [Fix My Street](#).

For more details on your request(s), log in to your [Digital Account](#) via the Access Canberra website.  
For your reference – please find below additional details submitted as part of your original request:

*What are you requesting?*

*Ramp access to footpath*

*Why do you believe this change is required*

*There is no ramp on the kerb on this short bike access path, there should be as it accesses Principal route C2.*

*More Information*

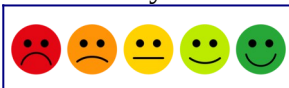
*The path opposite Yallourn St on the Canberra Avenue Service Road primarily provides access to Principal cycle route C2. Bikes work better using ramps than vertical kerbs. The kerb is now vertical when it should be a ramp to provide access to bikes. I'm not sure how much more information you need: sorry.*

Thank you,

City Services

Your feedback helps improve our service quality.

You can rate the request outcome by clicking on the icons below. This link will expire after 30 calendar days.



--

Mike Watson



TCCS Message - Customer

**Tuesday 8 July 2025, 03:56 pm**

To:

From: [tccs.triage.casemanagement@act.gov.au](mailto:tccs.triage.casemanagement@act.gov.au)

Subject: Re: Fix My Street request - Ref. - New path or extension request - 1

YALLOURN ST, FYSHWICK ACT 2609

Hello,

Thanks for reaching out.

Please do not reply as this mailbox is not monitored and the Fix My Street related case has been closed.

If you would like to log a new request for a service, please visit Fix My Street.

Thank you,

City Services



TCCS Message - Customer

**Monday 23 June 2025, 03:02 pm**

To: [REDACTED]

From: [tccs.triage.casemanagement@act.gov.au](mailto:tccs.triage.casemanagement@act.gov.au)

Subject: Fix My Street request - Ref. [REDACTED] - New path or extension request - 1 YALLOURN ST, FYSHWICK ACT 2609

Hello Michael,

Thank you for letting us know about an issue important to you and your local area.

This email is to provide an update relating to your kerb ramp request - 1 YALLOURN ST, FYSHWICK ACT 2609.

The ACT Government is committed to investing in infrastructure that helps to renew our inner precincts, strengthen our suburbs and provide new opportunities for all.

The annual Budget consultation process is the preferred way Canberrans, community groups and local organisations can have a say on how and where the ACT Government should invest to boost services and infrastructure, as well as how we ensure a fair and sustainable funding base to support this.

Your request is valued by the ACT Government and you are invited to complete a survey or provide a submission to the Budget consultation process to support the wellbeing of the Canberra community.

The ACT Government will not generally provide specific responses to individual survey responses or Budget submissions, but it will consider input received in the development of future budgets.

For more information on how to contribute to the Budget process visit the [Budget Consultation page](#) on the ACT Government's YourSay Conversations website.

Please do not respond to this email. If you have a new issue, please submit a new request through [Fix My Street](#).

For more details on your request(s), log in to your [Digital Account](#) via the Access Canberra website.

For your reference – please find below additional details submitted as part of your original request:

*What are you requesting?*

*Ramp access to footpath*

*Why do you believe this change is required*

*There is no ramp on the kerb on this short bike access path, there should be as it accesses Principal route C2.*

*More Information*

*The path opposite Yallourn St on the Canberra Avenue Service Road primarily provides access to Principal cycle route C2. Bikes work better using ramps than vertical kerbs. The kerb is now*

*vertical when it should be a ramp to provide access to bikes. I'm not sure how much more information you need: sorry.*

Thank you,

City Services

Your feedback helps improve our service quality.

You can rate the request outcome by clicking on the icons below. This link will expire after 30 calendar days.



## Case Details

**Case number** 

**Subject** Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other

**Status** Assigned

**Created Date** 25 Aug 2024, 1:53 pm

**Location** 12 WATERHOUSE ST, CURTIN ACT 2605

## Case Description

**What is the damage?**

Uplifting due to tree root

**What is the material?**

Asphalt

**Could it cause a trip, fall or injury?**

Yes

**Is it causing traffic or cyclists to swerve?**

Yes

### More Information

The path between Cotter road and Carruthers street passing north east of Curtin has many short sharp bumps from root uplifts, sufficient to risk safety and damage bikes. Please consider urgent asphalt resurfacing for this well used route.



## Case Details

**Case number** 

**Subject** Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other

**Status** Assigned

**Created Date** 25 Aug 2024, 1:49 pm

**Location** CALVARY HAYDON VILLAGE 33 HAYDON DR, BRUCE ACT 2617

## Case Description

**What is the damage?**

Cracked, broken or uneven

**What is the material?**

Asphalt

**Could it cause a trip, fall or injury?**

Yes

**Is it causing traffic or cyclists to swerve?**

Yes

**More Information**

The path west of Haydon Drive between Purdie street and Jaeger Circuit is very uneven in parts, with many root uplifts, sufficient to risk safety and damage bikes. it connects with far better, faster routes at both ends. Please consider urgent asphalt resurfacing for this well used route.



## Case Details

**Case number** 

**Subject** Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other

**Status** Assigned

**Created Date** 25 Aug 2024, 1:44 pm

**Location** 36 MARTIN ST, CURTIN ACT 2605

## Case Description

**What is the damage?**

Uplifting due to tree root

**What is the material?**

Asphalt

**Could it cause a trip, fall or injury?**

Yes

**Is it causing traffic or cyclists to swerve?**

Yes

## More Information

The main community route West of Yarra Glen between Carruthers Street southbound to the new big smooth bit has many vicious root uplift damages, sufficient to risk safety and damage bikes. Please consider urgent asphalt resurfacing for this well used route.



## Case Details

**Case number** 

**Subject** Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other

**Status** Assigned

**Created Date** 25 Aug 2024, 1:44 pm

**Location** 36 MARTIN ST, CURTIN ACT 2605

## Case Description

**What is the damage?**

Uplifting due to tree root

**What is the material?**

Asphalt

**Could it cause a trip, fall or injury?**

Yes

**Is it causing traffic or cyclists to swerve?**

Yes

## More Information

The main community route West of Yarra Glen between Carruthers Street southbound to the new big smooth bit has many vicious root uplift damages, sufficient to risk safety and damage bikes. Please consider urgent asphalt resurfacing for this well used route.



## Case Details

**Case number** 

**Subject** Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other

**Status** Assigned

**Created Date** 25 Aug 2024, 1:36 pm

**Location** 9 HAGON PL, BELCONNEN ACT 2617

## Case Description

**What is the damage?**

Uplifting due to tree root

**What is the material?**

Asphalt

**Could it cause a trip, fall or injury?**

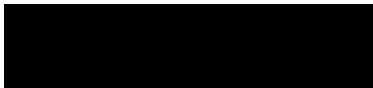
Yes

**Is it causing traffic or cyclists to swerve?**

Yes

## More Information

This section of path is the most damaged and unsafe section of any main community route on the north side of Canberra. It is rough enough to damage bikes, to the extent that cyclists rarely use it. The location is excellent, the need exists and if the path quality was adequate to provide a viable alternative to riding on the verge of an 80km/h Belconnen Way, it would induce its own demand. Please resurface it and make it smooth between Benjamin Way and Eastern Valley Way on the north side of Belc.



Case Details

Case number

Subject Fix My Street > Cycle & footpaths > Shared paths > Litter & illegal dumping

Status Closed

Created Date 5 Apr 2024, 7:18 pm

Location 142 DRYANDRA ST, O'CONNOR ACT 2602

Case Description

More Information

Some grobtag has just dumped a couple of large longues, cushions, doll, etc

What are you reporting?

Other e.g. litter/material/debris

Is it posing a safety hazard?

No

Case Location

Update Case

This Fix My Street case has been closed. To enquire about it, please call Access Canberra on 13 22 81. If you would like to submit a new request visit Access Canberra.

Attachments

20240405\_ crunched

20240405\_ crunched

05/04/2024

947.48 KB

jpg

20240405\_ crunched

20240405\_ crunched

05/04/2024

883.27 KB

jpg

## Case Details

Case number [REDACTED]

**Subject** Grass, trees & shrubs > Trees & shrubs > Remove fallen branch

**Status** Closed

**Created Date** 29 Jan 2024, 10:41 am

**Location** 39 DAVID ST, O'CONNOR ACT 2602

## Case Description

**Was this caused by a recent storm?**

No

**Is it located on private or public land?**

Public

### More Information

A heavy (80-100Kg) branch has fallen, partially caught on the main trunk. It's likely to fall if kids play on it high risk of injury. Near Turner Primary school. 5 minutes with a chainsaw would make it safe, but too heavy for me to lift and drop, sorry

**Is it causing traffic or cyclists to swerve?**

No

**Is the tree blocking a road?**

No

**Is it causing obstruction to a driveway or footpath?**

No

**Could it cause a trip, fall or injury?**

No

**Has it caused damage to private property?**

No

## Correspondence History

TCCS Message - Customer

**Tuesday 30 Jan 2024, 10:03 am**

To: [REDACTED]

From: [tccs.trees.casemanagement@act.gov.au](mailto:tccs.trees.casemanagement@act.gov.au)

Subject: No Action Required [REDACTED]

Dear Michael,

Thank you for your tree-related request for service [REDACTED]. An assessment has been carried out and the attending officer has determined that no maintenance work is currently required. Please note. Can't locate branch

Should you notice a change in the health or stability of the tree or consider that a further assessment is required, please log a further enquiry through the Fix My Street customer service portal.

Please use "Reply All" should you wish to provide/request additional information to ensure we can action your request as promptly as possible.

Kind Regards,

ACT Government, Urban Treescapes

ref: [REDACTED]



## Case Details

**Case number** 

**Subject** Fix My Street > Cycle & footpaths > On road cycle lanes > Damage to path or other

**Status** Closed

**Created Date** 7 Jan 2024, 11:17 am

**Location** 138 DRYANDRA ST, O'CONNOR ACT 2602

## Case Description

### More Information

Large pothole caused by car burnouts in Summernats' vehicles. I have video footage if you wish to reclaim costs. This is also a hazard to all vehicle types.

**Is it causing traffic or cyclists to swerve?**

Yes

**What is the material?**

Asphalt

**What is the damage?**

Potholes

**Could it cause a trip, fall or injury?**

Yes



## Case Details

**Case number** **Subject** Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other**Status** Closed**Created Date** 30 Nov 2023, 12:33 pm**Location** 72 MACARTHUR AV, O'CONNOR ACT 2602

## Case Description

**More Information**

The bicycle counter crossing McArthur Avenue on principal cycle route C6 is counting approximately 10% of all crossing bikes. You can see here <http://macarthurvedisplay.visio-tools.com/> It's been broken since the end of 08/2023.

**Is it causing traffic or cyclists to swerve?**

No

**What is the material?**

Asphalt

**What is the damage?**

Cracked, broken or uneven

**Could it cause a trip, fall or injury?**

No

## Correspondence History

TCCS Message - Customer

**Tuesday 12 Dec 2023, 02:19 pm**To: From: [tccs.roads.casemanagement@act.gov.au](mailto:tccs.roads.casemanagement@act.gov.au)

Subject: Fix My Street &gt; Cycle &amp; footpaths &gt; Shared paths &gt; Damage to path or other

Dear Michael,

Thank you for raising your concern.

An officer Roads ACT has reviewed your enquiry. This device is in the process of being repaired.

Thank you for raising this matter. I trust the information provided has been of assistance.

Sincerely,

Roads ACT

ref: [REDACTED]



## Case Details

**Case number** 

**Subject** Fix My Street > Roads, parking & vehicles > Roads & traffic > Traffic lights

**Status** Closed

**Created Date** 11 Mar 2023, 6:20 pm

**Location** 31 LONDON CCT, CITY ACT 2601

## Case Description

### More Information

A pedestrian crossing control is set up in 'begging button' mode, where ACT traffic rules say it is not justified and needs to be reprogrammed to green automatically in the correct light phase

**Is it posing a safety hazard?**

No

**Is it causing traffic or cyclists to swerve?**

No

**What would you like to report?**

Other



## Case Details

**Case number** 

**Subject** Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other

**Status** Closed

**Created Date** 14 Feb 2023, 10:27 am

**Location** 34 GOODWIN ST, LYNEHAM ACT 2602

## Case Description

**What is the material?**

Asphalt

**What is the damage?**

Sunken or collapsed

**More Information**

A void is forming under the path and it is sinking into the void. Caused by rain and getting worse. This path is used by hundreds of commuters and students daily. The location is opposite the lamp post, photo attached.

**Is it causing traffic or cyclists to swerve?**

Yes

**Could it cause a trip, fall or injury?**

Yes



## Case Details

**Case number** 

**Subject** Fix My Street > Cycle & footpaths > Shared paths > Blocking the path

**Status** Closed

**Created Date** 9 Jan 2023, 2:00 pm

**Location** <https://what3words.com/gladiators.notes.folds>

## Case Description

### What is causing the obstruction?

Hedges, bushes, shrubs, plants, grass, weeds or leaves

### More Information

Blackberries are blocking 50% of a busy, fast principal cycle route.

### Is it growing from private land?

No

### Is it causing traffic or cyclists to swerve?

Yes

### Could it cause a trip, fall or injury?

Yes



## Case Details

**Case number** 

**Subject** Fix My Street > Cycle & footpaths > Shared paths > Accessibility issues

**Status** Closed

**Created Date** 2 Jan 2023, 3:06 pm

**Location** 50 CLUNIES ROSS ST, CANBERRA CENTRAL ACT 2601

## Case Description

### Issue Description

The traffic light on the main multi-user active travel path requires all users to stop, press a button and wait for a green light before proceeding, even when the vehicular traffic light sequence prevents motorised traffic from being hazardous to users



## Case Details

**Case number** 

**Subject** Fix My Street > Grass, trees & shrubs > Trees & shrubs > Remove fallen tree

**Status** Closed

**Created Date** 7 Nov 2022, 1:58 pm

**Location** 98 DRYANDRA ST, O'CONNOR ACT 2602

## Case Description

### More Information

A big eucalyptus has flattened your brand new fence, allowing kangaroos, antelopes etc to get across.

**Is it causing traffic or cyclists to swerve?**

No

**Could it cause a trip, fall or injury?**

Yes

**Was this caused by a recent storm?**

Yes

**Is the tree blocking a road?**

No

**Is it located on private or public land?**

Public

**Is it causing obstruction to a driveway or footpath?**

No

**Has it caused damage to private property?**

No



## Case Details

Case number 


Subject Serrated Tussock

Status Closed

Created Date 7 Nov 2022, 1:44 pm

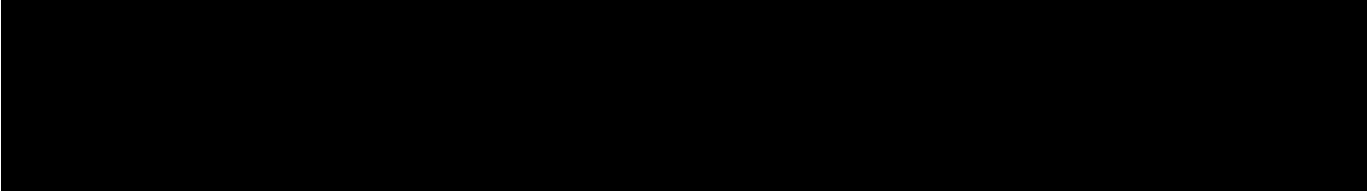
Location 134 DRYANDRA ST, O'CONNOR ACT 2602

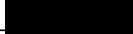
## Case Description

I have a bagful of this highly noxious weed bagged from alongside my front path at 134 Dryandra St. Last time, a ranger came and said, 'don't throw it away, call us as it's so noxious that we will bury it.' Please forward this to an urban ranger. Thanks, Mike Watson. 

## Correspondence History

Email - Customer



Subject: Re: New Response from Access Canberra SME [case: :case]

Thank you Ren, I'll do that.

Mike Watson

On Tue, 8 Nov 2022, 07:44 ACT Digital Feedback, <[digital.feedback@act.gov.au](mailto:digital.feedback@act.gov.au)> wrote:

## SME Response to your Enquiry

Hello Michael,

You have received a response from the Access Canberra SME.

Case Number: [REDACTED]  
SME Response: Hi Michael,

If you double bag it with garbage bags it is fine to put it in landfill. Unfortunately we have serrated tussock almost everywhere across the ACT.

Regards,

Ren Webb  
Senior Ranger  
ACT Parks

Kind regards,  
Access Canberra

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
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SME Response to Customer - Subject Matter Expert

**Tuesday 8 Nov 2022, 07:44 am**

Response to customer from SME:

Hi Michael, If you double bag it with garbage bags it is fine to put it in landfill. Unfortunately we have serrated tussock almost everywhere across the ACT. Regards, Ren Webb Senior Ranger ACT Parks

## **Correspondence History**

Email - Customer

[REDACTED]

Subject: Re: New Response from Access Canberra SME [case:[REDACTED]:case]

Thank you Ren, I'll do that.

Mike Watson

On Tue, 8 Nov 2022, 07:44 ACT Digital Feedback, <[digital.feedback@act.gov.au](mailto:digital.feedback@act.gov.au)> wrote:



## Case Details

**Case number** [REDACTED]

**Subject** Fix My Street > Cycle & footpaths > Shared paths > Blocking the path

**Status** Closed

**Created Date** 26 Oct 2022, 12:42 pm

**Location** No Nearby Address

## Case Description

### What is causing the obstruction?

Fallen tree, overhanging trees or branches

### More Information

a big eucalypt is down

### Is it growing from private land?

No

### Is it causing traffic or cyclists to swerve?

Yes

### Could it cause a trip, fall or injury?

Yes



## Case Details

Case number 

**Subject** Fix My Street > Cycle & footpaths > Shared paths > Blocking the path

**Status** Closed

**Created Date** 11 Dec 2021, 7:17 pm

**Location** 161 DRYANDRA ST, O'CONNOR ACT 2602

## Case Description

**What is causing the obstruction?**

Fallen tree, overhanging trees or branches

**Is it growing from private land?**

No

**Is it causing traffic or cyclists to swerve?**

Yes

**Could it cause a trip, fall or injury?**


Yes

### More Information

it's at <https://what3words.com/last.tens.found> on principal route C3 This is a busy route used by commuters, the low tree goes down to knee-high at th botttom of hill where cyclists frequently go 25-30 km/h. At night it will take out a cyclist.



## Case Details

**Case number** 

**Subject** Fix My Street > Cycle & footpaths > Shared paths > Accessibility issues

**Status** Closed

**Created Date** 2 Dec 2021, 3:45 pm

**Location** <https://what3words.com/spice.coast.zips>

## Case Description

### Issue Description

A gum tree has come down, lifting the tarmac on the path. You will need a chainsaw, digging to fill in the hole left by the root ball and tarmac repair.



## Case Details

**Case number** [REDACTED]

**Subject** Fix My Street > Streetlights > Streetlights > Single bulb out

**Status** Closed

**Created Date** 23 Sept 2021, 7:38 pm

**Location** 134 DRYANDRA ST, O'CONNOR ACT 2602

## Case Description

### More Information


The light does not illuminate at all. It used to.

**Pole number**

103989



## Case Details

**Case number** 

**Subject** Fix My Street > Cycle & footpaths > On road cycle lanes > Damage to path or other

**Status** Closed

**Created Date** 25 Aug 2021, 6:08 pm

**Location** BLACK MOUNTAIN SCHOOL 48 DRYANDRA ST, O'CONNOR ACT 2602

## Case Description

**What is the material?**

Asphalt

**What is the damage?**

Potholes

**More Information**

A big, growing pothole on a busy narrow bike and ar commuting route

**Is it causing traffic or cyclists to swerve?**

Yes

**Could it cause a trip, fall or injury?**

Yes



## Case Details

Case number 

**Subject** Fix My Street > Cycle & footpaths > Shared paths > Blocking the path

**Status** Closed

**Created Date** 22 July 2021, 11:55 am

**Location** No Nearby Address

## Case Description

**What is causing the obstruction?**

Fallen tree, overhanging trees or branches

**More Information**

it is here <https://what3words.com/gladiators.dating.single>

**Is it growing from private land?**

No

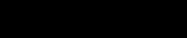
**Is it causing traffic or cyclists to swerve?**

Yes

**Could it cause a trip, fall or injury?**

Yes



Screenshot commentary based on 

Was the request Valid?

Yes, in this [fix my street](#), webpage

## Cycle and footpaths

You can:

- report damaged or blocked paths
- request new paths or ramps to paths
- request cleaning of debris off paths

Performance criteria for the 'Citizen journey'

1. *I can log a request online.*

Yes I can log a request online once I log in.

2. *I am guided by the portal to provide all essential information to ensure my request is received and will be actioned.*

I could not get guidance before I started to input my request, however good, clear explanations were provided during the request process, requiring time to understand, source and provide the data during the submission of the request.

3. *I can communicate directly with my case in-charge officer without having to call a contact centre.*

As I cannot identify any case in-charge officer, I consider this statement to be incorrect.

4. *Additional information or enquiry that I added is updated immediately to my request to accelerates [sic] the progress.*

The timeline, or rate of progress for responding to, making a decision on or implementing action based on a request is not available to the requestor, it is nor possible for a requestor to determine if or whether any progress has accelerated.

5. *I can check my request's real-time status and communication records in one place.*

Recently, the answer was yes, but today, the answer is no unless I am looking in the wrong place on the access Canberra website, and/or the location for the relevant web-page is hard for me to locate. [NOTE] I was able to locate the file record today because I had saved the URL elsewhere before I could no longer find the URL on the fix my street website today.

6. *If my request is a duplicate of another request, it will not be lost in the back of the queue.*

I find this performance indicator unhelpful. I wish for my request to be actioned regardless of whether anyone else has made the same request. Th offered information is of no interest to me.

7. *I can opt-in or opt-out of receiving communications on specific requests.*

I have no recollection or record of being given the choice to opt-in or opt-out of receiving communications on specific requests.

8. *I will be notified of my request's outcome and how it was resolved.*

I received no such notification, and I have rarely received such notification in the past.

9. *I can check all my requests on the digital account portal with full historical records for transparency and accountability.*

I could do this recently but I cannot do it today,

10. *I can provide my satisfaction rating to help improve my future experience.*

I do not recall any meaningful opportunity to provide my satisfaction rating.