



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: 056

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To: [LA Committee - Transport](#)
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To the Committee:

[REDACTED]

My overall experience of Fix My Street over the past few years has been one of moderate expectations and disappointing delivery. While I have had some positive experiences, these have not been the norm.

There are some minor issues with the online system which could be improved. For example, when you receive an email acknowledgement of a reported Fix My Street matter, the email should include the subject rather than just the case number.

The larger problem, however, is in relation to either no action, or excessively slow action, being taken in relation to complaints and requests for service or action.

While reports of potholes have tended to be responded to within a reasonable time, and there has been an improvement in addressing some reports of illegal parking, there seems to be no rhyme or reason in relation to which other issues receive attention and which do not. A range of matters – for example, uplifted or otherwise hazardous pavements, missing street name signs, tree branches obscuring street signs, non-functioning street lights, missing Give Way signs, storm water drains with large uncovered openings, rusted beams on underpasses, and street trees in need of trimming or removal -- are issues that may take years to address, or may not be addressed at all.

If the problem is a lack of resources, then this should be addressed as a Budget matter so that important public infrastructure, amenity and road safety issues are not ignored or continually delayed.

We need a system which is able to truly benefit from the information provided by those of us who are vigilant about the condition of our city and who go to the trouble to report matters requiring attention. At the moment, many of us suspect that much of the information that we report is, at worst, ignored, and, at best, given no priority.

Thank you..

Margo Saunders

