



**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: 057

Submitter: Dean Zed

Date authorised for publication: 28 August 2025

## Submission: FixMyStreet (FMS) Feedback

This is written as a heavy user of FMS. I've been involved in submitting over 2400+ requests to fixmystreet over the past 3 years and have built systems that interact with it. To say I know it backwards (as a user) is an understatement!

### 1. Whether the online tool is fulfilling its intended purpose

FMS is *partially* fulfilling its purpose — it enables residents to log maintenance and service requests. However, usability and service outcomes have declined. The platform's age is starting to show, and the majority of problems now stem from how staff use the system: delays, discourteous responses, premature closures, and limited ability for residents to follow up short of calling up the contact centre and submitting NEW additional requests: not efficient.

---

### 2. User-Friendliness

The 5-page interface is outdated but tolerable. The **most unfriendly aspect** is not the UI, but staff behaviour and internal processes behind it. Key technical frustrations include:

- **No mobile device integration** The system should directly take lat/long location and photos if on a mobile device. It doesn't.
  - **Map auto-snap function:** The location pin on the map forcibly jumps to a nearby property address, not the actual road or asset reported (e.g. pothole on Limestone Ave corner). This results in false locations being submitted, creating further work for staff and confusion for residents. This has been raised multiple times and still not fixed.
  - **No integration with SnapSendSolve:** The system should directly ingest SnapSendSolve reports as the baseline.
- 

### 3. Responsiveness of ACT government staff

Highly inconsistent. Some tickets are resolved quickly. Others are:

- **Closed immediately without explanation**
  - **Closed inaccurately (marked 'fixed' when not fixed)**
  - **Closed with abrupt or dismissive staff replies**  
There is *no way to reopen a case, no contact name, and no accountability*. Roads-related requests in particular (e.g. the damaged mangled collapsed 'keep left' sign on Torrens St, Braddon) have been closed multiple times over several years — with zero outcome. The destroyed sign is still there causing safety issues despite someone in Roads ACT marking it complete multiple times.
- 

### 4. Effectiveness of FMS in its Current State

Effectiveness is *declining*. The system is losing public trust due to:

- False closures
  - No follow-up capacity other than creating new tickets
  - Zero two-way communication
  - Technical irritations  
FMS needs urgent improvements *before* planning any 'app'. Priority fixes: location pin logic, staff accountability, SMS/email two-way correspondence, SnapSendSolve merging, and basic mobile-friendly responsive design.
- 

## 5. Impacts of Failure to Respond Appropriately

Residents are becoming disillusioned. They simply stop reporting issues. A sense of apathy and cynicism grows, especially when reports get abruptly closed with no outcome or are dismissed if no photo is attached (despite photo field marked as optional).

---

## 6. Potential Improvements (Drawing from other jurisdictions)

- **The number one issue needing improvement is the ability for advanced users to submit MULTIPLE reports with one submission.** I.e. If there is a tree has fallen, and said tree has broken a sign, and someone has graffitied a nearby sign to warn others, and the fallen tree has caused a pot hole: ACTGOV is expecting us unpaid residents to submit and follow up on at least 4 different reports for this one issue! Advanced users should be given the ability to create one report, link however many issues needed to it i.e. one location: tree, sign, graffiti, pothole, all with associated descriptions, and submit once. It would take less than a minute but still provide all the same issue the staff need to resolve. Similarly when the rains inevitably start again: users will often encounter 10 potholes on a commute from work to home. What do ACTGOV expect a person to do? Prepare and submit 10 FMS reports? Or even worse: the vandals currently causing millions of damage per year to street signs, traffic lights, and poles/surfaces in the city go out at night, work in groups and just one street like Limestone Ave will be left with 90 damaged surfaces in one night. What do ACTGOV staff expect the person who finds this damage to do? Prepare and submit 90 different FMS reports!!?
- **SnapSendSolve integration** (critical)
- **Basic mobile-friendly redesign first** (FYI: this doesn't mean an app, a mobile friendly design is much cheaper and quicker). Most reports should be able to be submitted on one page: map location, category, and description.
- **Ability to track, re-open, and converse on existing requests.** Particularly when overzealous staff close requests that shouldn't be! How do we involve management to address these staff?
- **Staff signatures or initials on closure notes**
- **Service standards: minimum response detail, no instant closures without inspection**

Other jurisdictions (e.g. many Victorian councils) combine FMS-style reporting with community policing and follow-through — not a black hole ticket system.

---

## 7. Transforming FixMyStreet into an App

An app is not the priority. The issues are with functionality, staff handling and mobile responsiveness — not the lack of an icon on App Store. Once those are fixed, then a lightweight PWA/app could be considered, but not before.

Plus there is already an app SNAPSENDSOLVE that can do everything that an ACTGOV app could do: just make FMS compatible with SnapSendSolve.

Persons claiming that fixmystreet is 'broken' or 'clunky' because they can't get their username password to work will not be any better off with an app!

---

## 8. Other Concerns

- **Attitude and culture:** Several staff responses have been openly dismissive, sarcastic or curt. One staff member literally googled a definition of "lane" and read it out to a constituent rather than answer a straightforward coordination query on laneways that should be answerable, or escalated to staff directly.
- **Optional photo field:** Some staff close requests *solely* because a photo was not provided, even though many issues can't logically be photographed (examples: dangerous lane markings while driving, inaccessible locations, or low-income residents without a functioning camera).
- **Graffiti & vandalism:** Repeated tags by known groups (e.g. "2mk", "sent", "goya") are being reported but there is no shared intelligence between FMS and ACT Policing or any enforcement actions. This is a wasted opportunity — these acts are criminal, costly, and traceable. A coordination mechanism with police should be initiated immediately. An ACT Property damage report should be submitted to ACT Policing with each FMS vandalism report so this astronomically expensive issue starts being given the attention it deserves.
- **The overall default needs to be ACTGOV staff log and resolve these issues first:** not expect ratepayers to do all the initial admin work, and then decide they will deem to job 'adequate' or not. Eg ACT ROADS need to audit a different suburb each week and identify broken and damaged signage throughout that suburb. Ratepayers can then submit requests to FMS for any that get damaged in their interim: not create a situation where FMS reports have to be lodged in their hundreds by ratepayers for one suburb!
- **The staff or contractors that go out to a job need to resolve everything they can see that needs issues:** for example: hardworking staff are cleaning public toilets through out Canberra every day. If they find a sharp: they need to collect it: not expect ratepayers to encounter it and then subsequently go log a job to remove it. Same as graffiti: if the contractors/staff are in the bathroom twice a day: they should be removing or reporting on graffiti for removal: not leaving it there for some poor ratepayer to encounter and then go home and write up a FMS report! So absurd!

