



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

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Submitter: Pedal Power

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Inquiry into the Effectiveness of Fix My Street

Submission by Pedal Power ACT

Pedal Power ACT welcomes the ACT Government's inquiry into the effectiveness of the Fix My Street program. Our members are active users of this service, particularly for reporting issues affecting shared paths, on-road cycle lanes, and crossings. We support the intent of the program as a central, accessible channel for the community to request repairs and maintenance.

Executive Summary

While the program's purpose is sound, our members' experience indicates the current process does not consistently meet community expectations, particularly for active travel users. It requires improvement in six key areas: ease of use, flexibility, responsiveness, transparency, accountability, and evaluation. This submission outlines specific issues, provides real-world examples, and recommends practical solutions that would make Fix My Street more user-friendly, accountable, and effective.

We believe that for Fix My Street to deliver value to the community and government, it must be:

- Easy to find, access, and use
- Flexible enough to capture all relevant issues
- Able to handle active transport infrastructure requests effectively
- Responsive, with clear timeframes and follow-up
- Transparent in how requests are processed and decisions made, and results are reported to users
- Accountable, with performance measured and reported against clear KPIs

At present, the service falls short in each of these areas.

1. Ease of Use

Issue: The current submission process is complex and unintuitive. There are 23 reporting categories, some requiring preconditions that are unclear to the average user. The system controls the order of data entry so that users do not know what information will be requested until part-way through the process.

Example: Members have reported abandoning submissions when they could not find a matching category or when the form rejected their entry because they lacked information the system unexpectedly required.

Recommendation: Simplify and consolidate categories; provide plain-language guidance. Introduce a “general issue” or “other” category to allow triage staff to direct requests to the correct place.

2. Flexibility

Issue: Drop-down menus do not cover all possible issues, particularly for active travel. There is no category for damaged shared paths, missing cycling signage, unsafe crossings, or path obstructions.

Example: A member tried to report overgrown vegetation blocking a shared path but found no suitable category, preventing the report from being lodged.

Recommendation: Redesign the process to include dedicated categories for cycling, walking, and micromobility infrastructure. Include an “other” category to capture issues outside the listed options.

3. Visibility of Existing Requests

Issue: When lodging an issue, users cannot see if the same problem has already been reported. This can result in multiple duplicate submissions and extra work for the triage team.

Example: Members have reported cases where the same path obstruction or damaged surface has been submitted multiple times by different people, yet each was handled as a separate request.

Recommendation: Allow users to see existing lodged issues on a map or list, and give them the option to “support” or “validate” that request rather than submit a duplicate. This would both reduce unnecessary workload and provide a clearer indication of community priorities.

4. Responsiveness

Issue: Users do not receive timely or informative feedback. Submissions do not generate an acknowledgement email with a case number and tracking link. No indicative timeframes for resolution are provided. Attempts to follow up can result in circular redirection between phone, email, and resubmission.

Example: A member followed the published instructions to check progress, only to be told to submit a new request asking for an update on the original request.

Recommendation: Provide instant acknowledgement with a case number, summary of the request, and a link to a live tracking page. Include estimated timeframes for the next stage. Offer direct follow-up where needed.

5. Transparency

Issue: Once a request is submitted, there is no visibility of progress despite the existence of an internal job tracking system. Updates are not proactively provided.

Example: Members have suggested the process should work like parcel tracking — showing when an issue has been logged, assessed, scheduled for work, and completed — even if the timeline changes.

Recommendation: Provide online access to the case file or regular status updates. Use plain, real-time status categories to manage expectations. Report the results to users, e.g. repairs have been made; it will a new path will be laid as part of the asset renewal program etc.

6. Accountability

Issue: There are no clear, published KPIs for Fix My Street. It is not obvious who is responsible for resolving requests or what performance standards apply.

Recommendation: Publish KPIs and quarterly performance reports, including average resolution times, percentage resolved within target timeframes, and satisfaction scores. Identify the responsible area of City and Environment Directorate and Minister for each category.

7. Trial and Evaluation

Issue: The current online form is the default submission method, but it may not be the most efficient or effective channel.

Recommendation: Trial phone-only submissions via Access Canberra for a fixed period, ensuring every request receives a case number and tracking instructions. Compare efficiency, effectiveness, and cost between phone and online channels. Redesign based on findings.

Summary of Current Issues and Recommended Improvements

Criterion	Current Issues	Recommended Improvements
Ease of Use	<ul style="list-style-type: none"> - Complex process with 23 categories and unclear preconditions. - Users do not know required info until mid-process. 	<ul style="list-style-type: none"> - Simplify/consolidate categories. - Plain-language instructions. - Add “other” option for triage.
Flexibility	<ul style="list-style-type: none"> - No categories for many active travel issues. - Some hazards cannot be reported at all. 	<ul style="list-style-type: none"> - Add cycling, walking, and micromobility categories. - Include an “other” option.
Visibility of Existing Requests	<ul style="list-style-type: none"> - Duplicate submissions occur because users cannot see if an issue has already been lodged. 	<ul style="list-style-type: none"> - Show existing requests on a map or list. - Allow users to “support” or

Criterion	Current Issues	Recommended Improvements
Responsiveness	- Creates unnecessary workload and confusion.	“validate” an existing request to indicate importance.
	- No acknowledgement, case number, or tracking. - No clear timeframes. - Circular follow-up process.	- Provide instant acknowledgement with case number and tracking link. - Include indicative timeframes. - Offer direct follow-up where needed.
Transparency	- No visibility of progress despite internal tracking system. - No proactive updates.	- Provide online case access or regular updates. - Use parcel-tracking style status stages. - Report results to user.
Accountability	- No public KPIs. - Unclear responsibility.	- Publish quarterly reports with resolution times, per cent resolved within target, satisfaction scores. - Name responsible agency/Minister.
Trial & Evaluation	- Online form is default, may not be optimal.	- Trial phone-only submissions. - Compare with online for efficiency, effectiveness, and cost. - Redesign based on findings.

Conclusion

Fix My Street has the potential to be a highly effective, community-focused reporting tool, especially for maintaining and improving Canberra’s active travel infrastructure. By simplifying its interface, improving flexibility, providing real-time updates, ensuring timely responses, and making performance accountable, the program can better meet the needs of all Canberrans, including those who walk, ride, and use micromobility to get around.

Pedal Power ACT would welcome the opportunity to work with the ACT Government to refine the system so that it delivers an efficient, transparent, and user-friendly service for everyone.

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Cecily Michaels
Executive Director
 Pedal Power ACT

