



**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: 058

Submitter: David Hilton

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Submission by David Hilton to the **Legislative Assembly** for the **Australian Capital Territory** Standing Committee on Environment, Planning, Transport and City Services **inquiry into the effectiveness of Fix My Street.**

### **Inquiry Terms of Reference**

1. Whether the online tool is fulfilling its intended purpose

**NO the tool is not fulfilling its intended purpose.**

2. The extent to which it provides a user-friendly experience

**The online interface provides an acceptable and functional experience (including the initial automated response). Beyond that it is a dismal failure with a totally negative and frustrating experience.**

3. The responsiveness of the Transport Canberra and City Services Directorate from the receipt of requests to finalisation

**Based on personal experience the responsive is less than poor.**

4. The effectiveness of online tool in its current state

**Currently not effective. I believe that the tool would work to an acceptable level if it had appropriate human resources applied to its management and operational functions.**

5. The impacts of any failures respond to requests in an appropriate and timely manner

**The impact of failed action is directly related to the nature of the request. I still have a broken branch of significant size hanging in a gum tree on the nature strip.**

6. Potential improvements to the online tool with reference to city service programs in other jurisdictions

**I have no knowledge of the interface between the two therefore I can't provide a valid comment**

7. The possibility of transforming Fix My Street into an application

**I believe that it would be a total waste time if the human resource levels involved remain the same.**

8. Any other related matters

**This inquiry should maintain its focus on Fix My Street**

### **Personal experience supporting the above opinion**

Conceptually it is a good way to alert Transport Canberra and City Services Directorate to issues that need to be addressed.

In reality Fix My Street does not work. I have made 3 submissions within the last 5 years; 2 have been closed with no action taken and the request submitted in April 2025 at the direction of an ACT Government tree inspector has still not been assigned. I have made requests for updates and offered to privately arrange and fund the required work if given written approval.

Also while the inspector was at our premises I pointed out a hanging broken branch (150 - 200mm diameter) in a gum tree on the nature strip and he indicated that he would personally request the removal of the broken branch. Guess what, it's still there.

I believe that the system is failing due a lack of human resources. Administration staff levels should be sufficient to allow a request to be assigned within the same timeframe applied to actioning late rate payments or 2 weeks which ever is the shortest time.

To improve customer satisfaction we need prompt feedback on processing and action times and if appropriate there should be the option to allow your valued customers to arrange to have the issue resolved in a prescribed manner.

What we don't need/want is another level of bureaucracy or some AI chatbot delaying the process. What we do need is more people to review, assign the request and provide feedback. I understand that resolution will be determined by a safety based priority system and I believe that most people are accepting of this. However, not being given any feedback or action is totally unacceptable and an indicator of an overwhelmed and under resourced system.

Your patiently waiting rate payer  
David Hilton

