

Tara Cheyne MLA

Minister for the Arts, Culture and the Creative Economy

Minister for City Services

Minister for Government Services and Regulatory Reform

Minister for Human Rights

Member for Ginninderra

RESPONSE TO QUESTION ON NOTICE**Questions on Notice Paper No 40****22 March 2024****Question No. 1667****MR MILLIGAN:** To ask the Minister for City Services

- 1) How many claims were lodged, through Fix My Street, from Kaleen and Giralang regarding (a) cycle and footpaths, (b) grass, trees and shrubs, (c) roads and vehicles, (d) parks and public spaces and (e) streetlights, for each year from 2021 to 2024 inclusive.
- 2) From the categories referred to in part (1), what are the most raised issues for Kaleen and Giralang through Fix My Street.
- 3) How long is the average response time to each of the categories referred to in part (1), from a resident's complaint through Fix My Street in Kaleen and Giralang.
- 4) How often are teams sent out in response to each of the categories referred to in part (1), from fix my street claims in Kaleen and Giralang.
- 5) What are the practical measures that have been taken to resolve the claims for each of the categories made through fix my street in Kaleen and Giralang.
- 6) Are the constituents from Kaleen and Giralang who raised these issues through Fix My Street contacted about the status of their claim.

Tara Cheyne MLA – The answer to the Member's questions are as follows:

- 1) Total lodged cases between 2021-2024 for Kaleen and Giralang:

	2021	2022	2023	2024
Cycle and Footpaths	4	23	42	28
Grass, trees and shrubs	2	21	77	54
Roads, parking and vehicles	9	28	48	18
Parks and public spaces		1	4	10
Streetlights		3	74	29
Total	15	76	245	139



- 2) See response to question 1.
- 3) The average number of days from case opening to case closure is listed in the table below:

	Giralang	Kaleen
Cycle and Footpaths	72.81	91.78
Grass, trees and shrubs	128.69	133.55
Roads, parking and vehicles	46.62	79.92
Parks and public spaces	104.78	30.35
Streetlights	1.25	10.96

*There are a number of factors that contribute to case open times, including adverse weather.

- 4) All requests are assessed and prioritised by City Services employees, which will likely include a site inspection / assessment unless they are already on a program of works, for example mowing and street sweeping requests.
- 5) All requests for Place Management and Roads ACT are inspected and triaged. Public Safety issues are actioned as a matter of priority, with other less priority works being added to the works program and actioned as required. Some works require a procurement process to be undertaken which can extend the time it takes to resolve a case.

All requests for streetlight interventions are inspected and assessed. Where possible, the initial maintenance response crew will rectify the issue and return the streetlight to service. Some requests, such as cable faults, require further works to be undertaken by specialised work teams to return the streetlight to service. These activities are prioritised, added to a forward works program and repaired in due course.

- 6) No. For example, a constituent cannot be contacted if they submit anonymously, which has historically been half the number of FMS requests received.

Approved for circulation to the Member and incorporation into Hansard.



Tara Cheyne MLA
Minister for City Services

Date: 18/4/24

This response required 35mins to complete, at an approximate cost of \$73.42.