



FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: 24-089

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Published
4. Documents	Published
5. Additional information identified	Not applicable
6. Fees	Not applicable
7. Processing time (in working days)	39 days
8. Decision made by Ombudsman	Not applicable
9. Additional information identified by Ombudsman	Not applicable
10. Decision made by ACAT	Not applicable
11. Additional information identified by ACAT	Not applicable

[REDACTED]

FOI and Subpoenas, Legal and Contracts
Transport Canberra and City Services
GPO Box 158
Canberra City ACT 2601

Our Ref: CE:400223:sfw

14 June 2024

By email only: tccs.foi@act.gov.au

Dear Colleagues

[REDACTED]

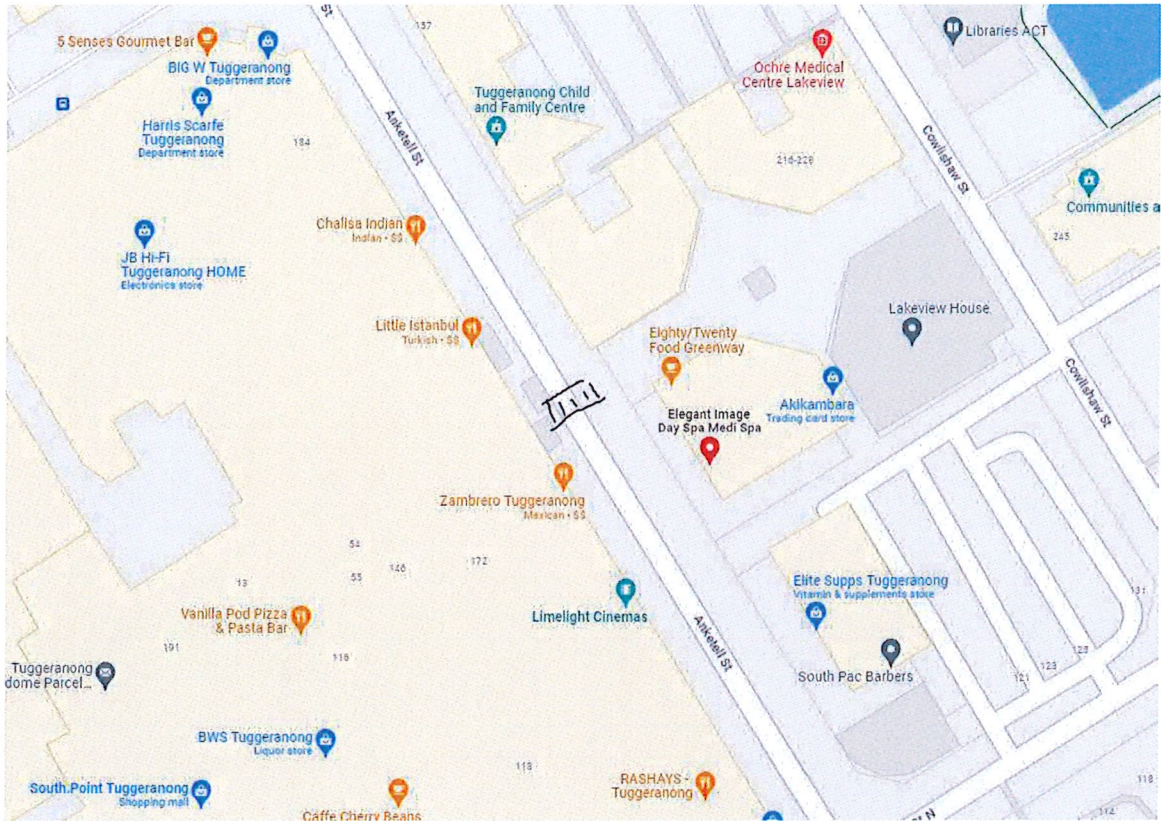
We continue to act for [REDACTED] in relation to a claim for personal injury damages arising from a public liability accident in the Australian Capital Territory on 5 July 2021.

We request access to the following information under the *Freedom of Information Act 2016*, for the date range 1 January 2018 to 1 January 2020:

1. All records relating to the maintenance, upkeep, monitoring, and repair of the footpath and pedestrian crossing located in the vicinity of 175 Anketell Street in Greenway in the Australian Capital Territory ('**the crossing**') including but not limited to Spreadsheets, lists, Work Order memos, Fix My Street submissions, priority designations, and Work Order completion records.
 - a. We **enclose**, for ease of reference, a Google Maps image with added markings to indicate the location of the above-referenced crossing.

Please provide any invoice for processing charges that may apply to this request so that we can attend to pre-payment of your reasonable fees.

[REDACTED]





Dear [REDACTED]

Freedom of Information Request - Reference 24-089

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 14 June 2024. It is my understanding that you are seeking access to the following government information:

"...for the date range 1 January 2018 – 1 January 2020:

All records relating to the maintenance, upkeep, monitoring, and repair of the footpath and pedestrian crossing located in the vicinity of 175 Anketell Street in Greenway in the Australian Capital Territory ('the crossing') including but not limited to Spreadsheets, lists, Work Order memos, Fix My Street submissions, priority designations, and Work Order completion records."

I thank you for enclosing, for ease of reference, a Google Maps image with added markings to indicate the location of the above-referenced crossing.

Timeframes

A decision was initially due on your application by 26 July 2024. I thank you for agreeing to an extension until 9 August 2024.

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the FOI Act.

Decision on access

In accordance with the FOI Act, a search of TCCS records which are accessible has been completed. Data relating to your application was identified on two of our ICT management systems. Information relevant to your application has been compiled into three documents.

Upon reviewing the information within the records and applying the public interest test under section 17 of the FOI Act, I have decided to provide you with:

- Full access to one record; and
- Partial access to two records.

The records identified as relevant to your application are listed in the schedule enclosed at Attachment A. A copy of the records with deletions applied to the information I have found to be contrary to the public interest is enclosed at Attachment B.

Statement of Reasons

In making my decision on disclosing the relevant government information, I must identify all relevant factors in schedule 1 and 2 of the FOI Act and determine, on balance, where the public interest lies. I have taken the following into account:

- The FOI Act; and
- The *Human Rights Act 2016*.

Schedule 1:

- No relevant sections identified.

Schedule 2:

Factors favouring disclosure (Schedule 2.1)

- Schedule 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability;
- Schedule 2.1(a)(iv) - ensure effective oversight of expenditure of public funds; and
- Schedule 2.1(a)(viii) - reveal the reason for a government decision and any background or contextual information that informed the decision.

Factors favouring non-disclosure (Schedule 2.2)

- Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2016*.

In reviewing the relevant records, I have identified third party personal information, such as names, contact details or photo images. I have considered that this information is not readily available to the public and the disclosure of this information is likely to prejudice the protection of an individual's right to privacy under the *Human Rights Act 2004*. I have attributed significant weight to this factor and find the disclosure of personal information to be, on balance, contrary to the public interest.

I have found that the factors favouring disclosure can be satisfied with the deletion of information which is contrary to the public interest. A copy of the relevant information is enclosed at [Attachment B](#).

Charges

In accordance with [Freedom of Information \(Fees\) Determination 2018](#), a fee of \$0.35 per page of information disclosed, except for the first 50 pages, may be applied to an access application. No fee is applicable as the total number of pages is within the fee-free threshold.

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. In accordance with section 28, your application, my decision and the information disclosed to you will be published within 3 – 10 business days. Your, and your client's, personal information will be removed prior to publication. You may view the TCCS' disclosure log [here](#).

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek an Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in TCCS' disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision, you may write to the Ombudsman at:
The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82 on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal
GPO Box 370
CANBERRA CITY ACT 2601
www.acat.act.gov.au

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the TCCS FOI team on (02) 6207 2987 or email to tccs.foi@act.gov.au.

Yours sincerely



Lisa Johnson
Information Officer

8 August 2024

ATTACHMENT A - ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 24-089

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log

Factors favouring non-disclosure:

Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2016*.

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1 - 6	01. Customer Relationship Management System (CRM) export	Multiple	Partial Access	Schedule 2.2(a)(ii)	Decision to be published on the TCCS Disclosure Log .
2	7 - 8	02. Incident Asset Management system (IAM) data export	Multiple	Partial Access	Schedule 2.2(a)(ii)	
3	9	03. Incident Assest Management system (IAM) defects data export	Multiple	Full access	Not applicable	

Total number of documents: 3

REFERENCE NUMBER	DATE CREATED	DATE LAST UPDATED	STATUS	SUBJECT	DESCRIPTION	SUBURB	ADDRESS	ADDITIONAL INFORMATION	CATEGORY_LEVEL_1	CATEGORY_LEVEL_2	CATEGORY_LEVEL_3	CATEGORY_LEVEL_4	ASSIGNED	COMMENT_CATEGORY	FIRST_NAME	SURNAME
190510-000738	5/10/2019 10:53:26 AM	9/16/2020 1:51:32 PM	Resolved	Roads : Fix My Street Report Submission	Road surface uneven and old with deep grooves. Intersection of Athllon Drive and Anketell Street North (near dam side).	GREENWAY	Unit 1/1 Anketell St, Greenway ACT 2900, Australia	IAMS Generic Workspace: Not Required CGD Source: CRM_ACT_ROADS_INCIDENTS_V2	Fix My Street	Roads				Request for Service	Anonymous	ANONYMOUS
190129-001100	1/29/2019 11:57:48 AM	1/31/2019 8:46:05 AM	Forwarded to SME	Building and Planning - Taxi Rank Placement - 210 Anketell St, Greenway	Customer called to make a complaint in regards to Tax Rank at the South Point Tuggeranong. Its too far away for me to walk where the new taxi rank is located now, since the roadwork started. The new taxi rank is near where the Tuggeranong College is. I'm an old lady and its to far for me to walk. Could you do something in regards to another taxi rank closer to the shopping centre.	GREENWAY	U 1 210 ANKETELL STREET, Greenway ACT 2900		Fix My Street	Roads			Nicholas Lourandos	Complaint		
181121-000002	11/21/2018 6:35:06 AM	11/21/2018 6:50:58 PM	Forwarded to SME	Other : Fix My Street Report Submission	Outside the Jax Tyres and Shell servo is a deep and dangerous trench that has been there for months and months - fix it!!!	GREENWAY	Tuggeranong Square, 310 Anketell St, Greenway ACT 2900, Australia	Customer Requested Urgent: Yes	Fix My Street	Naturestrips			Ben Smith	Request for Service		
190709-001817	7/9/2019 3:10:47 PM	5/7/2021 3:58:41 PM	Resolved	FixMyStreet Submission: Cycle & footpaths > Shared paths > Damage to path or other	Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)? Oiutside Jindebah Cafe on footpath next to loading zone signage What is the issue?: Damage to path or other What is the damage?: Sunken or collapsed What is the material?: Brick or concrete pavers Could it cause a trip, fall or injury?: Yes Is it causing traffic or cyclists to swerve?: No Please provide more information: Please note an employee of Tuggeranong Child and Family Centre actually fell in this hole at lunch time today injuring her ankle and has had to seek medical attention offsite from a doctor. Verify Email Address: [REDACTED]	GREENWAY	rear of 159 Anketell Street	IAMS Generic Workspace: Not Required CGD Source: CRM_ACT_ROADS_INCIDENTS_V2	Fix My Street	Cycle & footpaths	On road cycle lanes	Damage to path or other	Request for Service			
190410-000949	4/10/2019 11:33:42 AM	4/10/2019 1:54:14 PM	Escalated	FixMyStreet Submission: Footpaths & cycle paths > Damage to path or other > Footpath	Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)? Footpath leading to pool uplifted by tree roots posing a trip hazard Kind of material?: Asphalt What is the issue?: Uplifting due to tree root Verify Email Address: [REDACTED]	GREENWAY	Pool & Recreation Centre, 1 Anketell St, Greenway ACT 2900, Australia	IAMS Enquiry ID: 1071242 Customer Requested Urgent: Yes	Fix My Street	Footpaths	Damage		Margaret Perkovic	Request for Service		

REFERENCE NUMBER	DATE CREATED	DATE LAST UPDATED	STATUS	SUBJECT	DESCRIPTION	SUBURB	ADDRESS	ADDITIONAL INFORMATION	CATEGORY_LEVEL_1	CATEGORY_LEVEL_2	CATEGORY_LEVEL_3	CATEGORY_LEVEL_4	ASSIGNED	COMMENT_CATEGORY	FIRST_NAME	SURNAME
180628-000988	6/28/2018 12:11:26 PM	7/2/2018 7:57:50 PM	Escalated	Footpaths : Fix My Street Report Submission	Good Afternoon, The footpath out the front of Lakeside Leisure Centre in Greenway has lifted resulting in one of our members tripping over. Attached are photos of the path that is lifted, if you could please contact the centre on 6293 3122 or have someone come out ASAP that would be greatly appreciated. Kind Regards, Lakeside Leisure Centre	GREENWAY	Athllon Drive &, Anketell Street, Greenway ACT 2900, Australia	IAMS Enquiry ID: 1057548	Fix My Street	Footpaths			Tara Sanderson	Request for Service	Lakeside Leisure Centre	Greenway
190130-000003	1/30/2019 6:45:02 AM	2/6/2019 9:29:08 AM	Resolved	FixMyStreet Submission: Footpaths & cycle paths > Damage to path or other > On road cycle path	Can you identify any nearby notable landmarks?: Bridge & water overflow Kind of material?: Asphalt What is the issue?: Cracked, broken or uneven Please describe the issue or upload a photo in the next section so we can assess your request Flood debris blocks path. Verify Email Address: [REDACTED]	GREENWAY	Athllon Drive &, Anketell Street, Greenway ACT 2900, Australia	Old Sub Topic: Other Trees Comments: Cycle path blown IAMS Enquiry ID: 1067133 Work Completed on: 2019-02-06 00:00:00 Customer Requested Urgent: Yes	Fix My Street	Footpaths	Damage		Tara Sanderson	Request for Service	[REDACTED]	[REDACTED]
181109-001806	11/9/2018 4:19:32 PM	11/20/2018 12:16:05 PM	Forwarded to Agency	FixMyStreet Submission: Footpath & Cycle path; Accessibility issue;	Footpath & Cycle path Accessibility issue Please provide any other details?*	GREENWAY	Anketell St. &, Reed St N, Greenway ACT 2900, Australia		Fix My Street	Footpaths	Accessibility issue			Request for Service	[REDACTED]	[REDACTED]
190305-002453	3/5/2019 4:05:37 PM	3/5/2019 4:20:22 PM	Escalated	there is weeds along the pavement on the corner near the lights can you please spray....	there is weeds along the pavement on the corner near the lights can you please spray.	GREENWAY	Anketell St and Cowlishaw St	IAMS Enquiry ID: 1069222	Fix My Street	Naturestrips			Bree Lyons	Request for Service	[REDACTED]	[REDACTED]
191115-001938	11/15/2019 4:46:22 PM	12/20/2019 10:41:47 AM	Resolved	FixMyStreet Submission: Cycle & footpaths > Shared paths > Damage to path or other	Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)?: The public walkway in the area (on the entrance of Evoenergy driveway) What is the issue?: Damage to path or other What is the damage?: Cracked, broken or uneven What is the material?: Concrete Could it cause a trip, fall or injury?: Yes Is it causing traffic or cyclists to swerve?: Yes Please provide more information: The public walkway in the area (on the entrance of Evoenergy driveway) has some uneven surfaces on the concrete areas. Some areas are higher than the other areas. These uneven surfaces may not be visible from the top when pedestrians walk on it Phone Number: [REDACTED] Verify Email Address: [REDACTED]	GREENWAY	Anketell St & Oakden St, Greenway ACT 2900, Australia	IAMS Generic Workspace: Not Required CGD Source: CRM_ACT_ROADS_INCIDENTS_V2	Fix My Street	Cycle & footpaths	On road cycle lanes	Damage to path or other	Dean Downes	Request for Service	[REDACTED]	[REDACTED]

REFERENCE NUMBER	DATE CREATED	DATE LAST UPDATED	STATUS	SUBJECT	DESCRIPTION	SUBURB	ADDRESS	ADDITIONAL INFORMATION	CATEGOR Y_LEVEL_1	CATEGOR Y_LEVEL_2	CATEGOR Y_LEVEL_3	CATEGOR Y_LEVEL_4	ASSIGNED	COMMENT_CATEGORY	FIRST_NAME	SURNAME
180915-000330	9/15/2018 3:44:18 PM	9/24/2018 6:41:55 AM	Resolved	Nature Strips : Fix My Street Report Submission	The nature strip between Oakden Street and Cynthia Teague on Anketell Street Greenway has been closed off for a very long time by a colourbond fence on the road side and a construction fence on the other side. Loads of litter have collected; it cannot be mown and has become a dreadful mess. Could you please look at this please. Much appreciated.	GREENWAY	Actew, 398 Anketell St, Greenway ACT 2900, Australia	Old Sub Topic: Other IAMS Enquiry ID: 1060948 Work Completed on: 2018-09-24 00:00:00	Fix My Street	Naturestri ps			Nicole Close	Request for Service		
180923-000139	9/23/2018 12:34:23 PM	9/27/2018 2:48:39 PM	Escalated	Need a crossing!	Hi there are many new apartments in Tuggeranong with resturants. There is NO parking for these except in Tuggeranong square or Bunnings car park. There needs to be a light or zebra crossing put in before someone is hurt or killed crossing to access these resturants. We have disabled parking due to disability and the extra walk to the lights in the other directions is offer too much.	GREENWAY	Actew, 398 Anketell St, Greenway ACT 2900, Australia		Fix My Street	Footpaths			Pauline Bennett	Request for Service		
180427-002136	4/27/2018 6:16:46 PM	5/4/2018 10:06:04 AM	Escalated	Shared Paths (walk/bike) : Fix My Street Report Submission	Between Oakden St and Cynthea Teague Cresent in Greenway (southern part of community path, running parallel between Anketell St, behind Jardin hoarding) there are a lot of animal faeces scattered along the shared pathway.	GREENWAY	398 Anketell St, Greenway ACT 2900, Australia	Old Sub Topic: Other Task / Referral Info: Please refer to City Rangers. IAMS Enquiry ID: 1054574	Fix My Street	Shared Paths (walk/bike)				Request for Service		
180627-000045	6/27/2018 7:48:14 AM	8/18/2018 8:30:31 AM	Escalated	Footpaths : Fix My Street Report Submission	Anketell St western side footpath adjacent to Bunnings. There is a large hole in the footpath which has been fenced off for underground services works for over 6 months. There has been no works done on this site for over two months. Pedestrians have to walk out onto the road to get past this obstruction. When will this job be completed and why has it taken so long?	GREENWAY	325 Anketell St, Greenway ACT 2900, Australia		Fix My Street	Footpaths			Ryan Bacon	Request for Service		
191110-000118	11/10/2019 1:39:40 PM	5/7/2020 3:08:26 PM	Resolved	FixMyStreet Submission: Cycle & footpaths > Shared paths > Damage to path or other	Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)? Steps leading down from two before ten cafe What is the issue?: Damage to path or other What is the damage?: Cracked, broken or uneven What is the material?: Unknown/other Could it cause a trip, fall or injury?: Yes Is it causing traffic or cyclists to swerve?: No Please provide more information: The strips across the steps are lifting significantly in a number of places. It is lifted enough that a foot could catch and cause a fall down the steps. Verify Email Address: [REDACTED]	GREENWAY	325 Anketell St, Greenway ACT 2900, Australia	IAMS Generic Workspace: Not Required CGD Source: CRM_ACT_ROADS_INCIDENTS_V2	Fix My Street	Cycle & footpaths	On road cycle lanes	Damage to path or other	Garry George	Request for Service		
180207-001227	2/7/2018 1:12:57 PM	5/23/2019 11:26:14 AM	Resolved	Footpaths : Fix My Street Report Submission	The manhole cover is raised above the footpath surface and visibility of this is obscured by the tree and street light placing it in shadow early in the morning. This is in Anketell St near the old Ansett Call Centre. My husband tripped when walking on the footpath and injured his arm, shoulder and leg.	GREENWAY	269 Anketell St, Greenway ACT 2900, Australia	IAMS Generic Workspace: 1047635 CGD Source: CRM_ACT_ROADS_INCIDENTS_V2	Fix My Street	Cycle & footpaths				Request for Service		
180328-002187	3/28/2018 5:44:02 PM	4/19/2018 8:51:48 AM	Resolved	Shared Paths (walk/bike) : Fix My Street Report Submission	Abandoned bike on bike rack. Rear wheel and saddle have been removed. Front wheel and frame remain secured to rack.	GREENWAY	210 Anketell St, Greenway ACT 2900, Australia	Old Sub Topic: Other IAMS Enquiry ID: 1053570 Work Completed on: 2018-04-19 00:00:00	Fix My Street	Shared Paths (walk/bike)			Nicole Close	Request for Service		

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190718-000519	7/18/2019 9:46:09 AM	8/12/2019 10:44:25 AM	Resolved	pavement	A trip hazard	GREENWAY	210 Anketell St	IAMS Generic Workspace: Not Required CGD Source: CRM_ACT_ROADS_INCIDENTS_V2	Fix My Street	Roads				Request for Service		
180913-001225	9/13/2018 12:57:55 PM	9/14/2018 1:03:02 PM	Escalated	FixMyStreet Submission: Footpaths > Accessibility issues	Can you identify any nearby notable landmarks?: Walk way near CIT Tuggeranong to turn into car park Please provide any other details The foot path is uneven and tiles are raised up. [REDACTED] [REDACTED]. Near the hopper bins. Verify Email Address: [REDACTED]	GREENWAY	205 Anketell St, Greenway ACT 2900, Australia	IAMS Enquiry ID: 1060730	Fix My Street	Footpaths	Accessibi lity issue		Ryan Bacon	Request for Service		
180605-001847	6/5/2018 3:24:29 PM	6/12/2018 2:36:46 PM	Escalated	Footpaths : Fix My Street Report Submission	The paving on the footpath on Anketell Street, outside Tuggeranong Homeworld is raised up in places. It is a trip hazard (I tripped) and will need to be rectified.	GREENWAY	190 Anketell Street, Greenway	IAMS Enquiry ID: 1056675 Customer Requested Urgent: Yes	Fix My Street	Footpaths			Tara Sanderson	Request for Service		
180204-000212	2/4/2018 2:21:39 PM	2/15/2018 12:18:29 PM	Action Not Required	Pedestrian Access & other infrastructure - Greenway	Just some feedback. For weeks/months now the work being done on Anketell Street near Bunnings and on the corner of Soward Way has made pedestrian access a nightmare. For cars I understand it is a 2 minute detour but for pedestrians these very poorly signposted detours soak up a massive amount of time. I understand that the work needs to be done but I think you could put more effort into considering pedestrian needs too. As bus prices go up and the quantity and quality of bus services go down people are choosing to find other means of transport. This doesn't even begin to scratch the surface of the planning & infrastructure issues in Tuggeranong. Why is so much being invested in aesthetics when there is some absolutely essential infrastructure which is being ignored and quickly becoming a breeding ground for public liability claims (the Tuggeranong Bus Interchange is a good place to start)? Schools and health providers are struggling to keep up with demand and people are responding by travelling further just to get critical services. If they rely on public transport as I do they are seemingly subject to a system of pure pot luck as to whether they can reach their destination in time. I am beyond frustrated at the ACT Government's prioritisation strategy for Tuggeranong. Enough is enough.	GREENWAY	190 Anketell St, Greenway ACT 2900, Australia		Transport, Road & Traffic	Roads			Alicia Jukic	Complaint	Anonymous	ANONYMOUS
180412-001266	4/12/2018 1:47:54 PM	4/16/2018 3:16:07 PM	Escalated	Road Signs : Fix My Street Report Submission	Parking Road sign next to pavement/Homeworld damaged, Anketell St.	GREENWAY	190 Anketell St, Greenway ACT 2900, Australia	IAMS Enquiry ID: 1053760	Fix My Street	Traffic & Road Signs			Margaret Perkovic	Request for Service	Anonymous	ANONYMOUS
181015-002458	10/15/2018 1:15:25 PM	10/16/2018 4:16:53 PM	Escalated	Foot path damage	A removalist truck parked on the footpath on last Friday night 12th October in front of Homeworld at 150 -180 Soward Way, Greenway during a schedule move of Department of Human Service, and unfortunately the ground under a section of the paved footpath gave way with the weight of the truck on it and damaged (this is on the Anketell St. side). The affected areas have been barricaded on Friday night to make it safe. Landlord advised this section is ACT Government land. I am touching base to discuss the repair options. Can you please advise if you would like us to repair it or ACT Government will conduct the repairs and send us the bill.	GREENWAY	190 Anketell St, Greenway ACT 2900, Australia	IAMS Enquiry ID: 1062187	Transport, Road & Traffic	Roads			Margaret Perkovic	Notification		

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180911-002175	9/11/2018 4:18:03 PM	9/12/2018 9:49:28 AM	Escalated	FixMyStreet Submission: Footpaths > Damage to path or other > Footpath	Can you identify any nearby notable landmarks?: Tuggeranong Child and Family Centre Kind of material?: Concrete What is the issue?: Cracked, broken or uneven Verify Email Address: [REDACTED]	GREENWAY	159 Anketell St, Greenway ACT 2900, Australia rear of building	IAMS Enquiry ID: 1060597 Customer Requested Urgent: Yes	Fix My Street	Footpaths	Damage		Ryan Bacon	Request for Service	[REDACTED]	[REDACTED]
180509-001634	5/9/2018 3:30:36 PM	5/9/2018 3:44:13 PM	Escalated	SNAP SEND SOLVE	There was a near miss of an elderly woman tripping on the paving when entering a coffee shop. Paving has sunk along the perimeter of the building.	GREENWAY	150 Anketell Street, Greenway	IAMS Enquiry ID: 1055075 Customer Requested Urgent: Yes	Fix My Street	Footpaths			Tara Sanderson	Request for Service	[REDACTED]	[REDACTED]
190930-002608	9/30/2019 12:53:50 PM	10/1/2020 5:13:57 PM	Resolved	FixMyStreet Submission: Cycle & footpaths > Shared paths > Damage to path or other	Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)?: pavers on footpath are uneven and coming up and are a tripping and falling hazard. What is the issue?: Damage to path or other What is the damage?: Cracked, broken or uneven What is the material?: Brick or concrete pavers Could it cause a trip, fall or injury?: Yes Is it causing traffic or cyclists to swerve?: Yes Please provide more information: damaged brick pavers are uneven and coming up in areas causing a major tripping issue. I have had several members of the public complain about them. Verify Email Address: [REDACTED]@abodehotels.com.au	GREENWAY	150 Anketell St, Greenway ACT 2900, Australia	IAMS Generic Workspace: Not Required CGD Source: CRM_ACT_ROADS_INCIDENTS_V2	Fix My Street	Cycle & footpaths	On road cycle lanes	Damage to path or other	Garry George	Request for Service	[REDACTED]	[REDACTED]
181108-001104	11/8/2018 1:55:58 PM	11/9/2018 10:24:56 AM	Escalated	FixMyStreet Submission: Footpath & Cycle path; Blocking the path; Footpath;	Footpath & Cycle path Blocking the path Footpath what is causing the obstruction* Other Could it cause a trip fall or injury?* Yes is it causing traffic or cyclists to swerve?* No Any additional information? There is a brass looking round ring fixed to pavement with a piece of wire sticking. Customer was injured by tripping over this. Please provide more information* Located between first and second trees (near a stormwater drain) near the corner. Drain is in line with the second tree.	GREENWAY	147 Anketell Street, Greenway	IAMS Enquiry ID: 1063257 Customer Requested Urgent: Yes	Fix My Street	Footpaths	Obstruction		Tara Sanderson	Request for Service	[REDACTED]	[REDACTED]

REFERENCE NUMBER	DATE CREATED	DATE LAST UPDATED	STATUS	SUBJECT	DESCRIPTION	SUBURB	ADDRESS	ADDITIONAL INFORMATION	CATEGORY_LEVEL_1	CATEGORY_LEVEL_2	CATEGORY_LEVEL_3	CATEGORY_LEVEL_4	ASSIGNED	COMMENT_CATEGORY	FIRST_NAME	SURNAME
191030-001968	10/30/2019 4:34:09 PM	10/31/2019 1:41:26 PM	Escalated	Tuggeranong Anketell Street Upgrade	<p>Thankyou for the upgrade of Anketell Street. I like it but have one problem with it.</p> <p>Previously there was disabled parking close outside the Tuggeranong Health Centre. Now there are some parking spaces further down the street and I'm not sure how many of those spaces are even for disabled parking.</p> <p>I find it very difficult to walk more than a few metres. I cannot walk from the Health Centre to the taxi rank which is even further down the street. There is nowhere for a taxi to pull up in front of the Health Centre anymore. The closest place is the above mentioned parking places a number of metres down the street. About two weeks ago I was trying to get a taxi and there was nowhere for the taxi to pull up even in that parking area let alone any disabled spots. The taxi consequently couldn't see me and went away. I had to call the taxi about six times before I got some assistance. You can imagine my distress after all that time.</p> <p>Is there any way to make it possible for disabled people who cannot walk to be able to catch a cab near the Health Centre. I'm sure I'm not the only person who needs parking closer to the Health Centre.</p> <p>Thank you for the opportunity to raise this matter with you. I hope you can find a better solution for me and other disabled people.</p>	GREENWAY	140 ANKETELL ST, GREENWAY ACT 2900	IAMS Enquiry ID: 1079625	Transport, Road & Traffic	Accessible Transport			Margaret Perkovic	Suggestion		
180703-000575	7/3/2018 10:21:22 AM	7/6/2018 8:46:02 AM	Escalated	footpaths	<p>Would it be possible to put a footpath from the bus stop on Anketell Street to Bartlet Place. Currently there is no footpath and pedestrians have to cross the busy Anketell street to avoid walking through wet and sometimes long grass to get to the traffic island. There is also no path on either side of the road from Anketell Street along Barlet Place and I have seen mothers with prams trying to get to the gym. A crossing would also be handy where the traffic island is in Anketell St for the same reason that it is dangerous to cross that road especially with small children.</p>	GREENWAY	1 Anketell St, Greenway ACT 2900, Australia	IAMS Enquiry ID: 1057668 Customer Requested Urgent: Yes	Transport, Road & Traffic	Road Safety			Colleen Exposito	Request for Service		
<p>Applied filters: SUBURB is GREENWAY CLOSEST_RESIDENTIAL_ADDRESS contains 'anketell st' DATE_CREATED is on or after 01/01/2018 00:00:00 and is before 02/01/2020 00:00:00</p>																

ENQUIRY_ID	CREATED DATE	COMPLETE DATE	CLASS	STATUS	LOCATION	DESCRIPTION	ACTION	NAME
1054574	4/30/2018 3:15:56 PM	04/05/2018 11:35:30 AM	Community Paths	Complete	398 Anketell Street, Greenway	Between Oakden St and Cynthea Teague Crescent in Greenway (southern part of community path, running parallel between Anketell St, behind Jardin hoarding) there are a lot of animal faeces scattered along the shared pathway.	Forwarded to City rangers.	[REDACTED]
1055075	5/9/2018 3:43:00 PM		Community Paths	Received	150 Anketell Street, Greenway	There was a near miss of an elderly woman tripping on the paving when entering a coffee shop. Paving has sunk along the perimeter of the building.	Jim	[REDACTED]
1056675	6/12/2018 2:34:29 PM		Community Paths	Received	190 Anketell Street, Greenway	The paving on the footpath on Anketell Street, outside Tuggeranong Homeworld is raised up in places. It is a trip hazard (I tripped) and will need to be rectified.		[REDACTED]
1057548	7/2/2018 7:53:43 PM	06/07/2018 8:19:23 AM	Community Paths	Complete	Athllon Drive &, Anketell Street, Greenway	The footpath out the front of Lakeside Leisure Centre in Greenway has lifted resulting in one of our members tripping over. Attached are photos of the path that is lifted, if you could please contact the centre on 6293 3122 or have someone come out ASAP that would be greatly appreciated.	spoke to lakeside, advised its not roads asset to maintain	LAKESIDE LEISURE CENTRE GREENWAY
1057668	7/6/2018 8:36:41 AM		Community Paths	Received	1 Anketell St, Greenway	Would it be possible to put a footpath from the bus stop on Anketell Street to Bartlet Place. Currently there is no footpath and pedestrians have to cross the busy Anketell street to avoid walking through wet and sometimes long grass to get to the traffic island. There is also no path on either side of the road from Anketell Street along Bartlet Place and I have seen mothers with prams trying to get to the gym. A crossing would also be handy where the traffic island is in Anketell St for the same reason that it is dangerous to cross that road especially with small children.		[REDACTED]
1060597	9/12/2018 9:48:00 AM		Community Paths	Referred To Other Body	159 Anketell St, Greenway ACT 2900, Australia rear of building	Can you identify any nearby notable landmarks?: Tuggeranong Child and Family Centre Kind of material?: Concrete What is the issue?: Cracked, broken or uneven Verify Email Address: [REDACTED]	Tripped out the back on the gravel to the path. Needs granite top up to path.JS. Passed to City Services	[REDACTED]
1060730	9/14/2018 1:01:29 PM		Community Paths	Work Instructed	205 Anketell St, Greenway ACT 2900, Australia	Can you identify any nearby notable landmarks?: Walk way near CIT Tuggeranong to turn into car park Please provide any other details The foot path is uneven and tiles are raised up. [REDACTED] Near the hopper bins. Verify Email Address: [REDACTED]		[REDACTED]
1062187	10/16/2018 4:10:15 PM		Pedestrian Paving	Referred To Other Body	190 Anketell St, Greenway	A removalist truck parked on the footpath on last Friday night 12th October in front of Homeworld at 150 -180 Soward Way, Greenway during a schedule move of Department of Human Service, and unfortunately the ground under a section of the paved footpath gave way with the weight of the truck on it and damaged (this is on the Anketell St. side).The affected areas have been barricaded on Friday night to make it safe. Landlord advised this section is ACT Government land. I am touching base to discuss the repair options. Can you please advise if you would like us to repair it or ACT Government will conduct the repairs and send us the bill.	This is for the maintenance team	[REDACTED]
1063257	11/9/2018 10:22:55 AM		Community Paths	Received	147 ANKETELL STREET, GREENWAY	Footpath what is causing the obstruction* Other Could it cause a trip fall or injury?* Yes is it causing traffic or cyclists to swerve?* No Any additional information? There is a brass looking round ring fixed to pavement with a piece of wire sticking. Customer was injured by tripping over this. Please provide more information* Located between first and second trees (near a stormwater drain) near the corner. Drain is in line with the second tree.	pit lid, referred to stormwater Adam	[REDACTED]

DEFECT_ID	STATUS	DESCRIPTION	ACTIVITY_TYPE	DEFECT_TYPE	DATE_INSPECTED	LOCATION	ACTION_DESCRIPTION	WO_NUMBER	INSPECTOR
89525	AVAILABLE	metal bollard/barrier	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Metal Bollard Missing	19/11/2019	191 Anketell St Greenway			Dean Downes
73796	COMPLETED	Damaged asphalt path	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Path - Asphalt Crack (beyond repair)	13/02/2018	269 Anketell Street, Greenway	Damaged asphalt path	ACT/8656	Michael Rootsey
73797	COMPLETED	Damaged asphalt path	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Path - Asphalt Disintegrated (Coldmix)	13/02/2018	269 Anketell Street, Greenway	Damaged asphalt path		Michael Rootsey
82948	COMPLETED	damaged path	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Path - Asphalt Displaced	20/11/2018	Athllon drive by Anketell street 260m NE near bridge approach	Damaged path, 260m NE Near brdge approach	ACT/8551	Bradley Tarlinton
90366	AVAILABLE	damaged path	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Path - Concrete Crack (beyond repair)	20/12/2019	Cnr Oakden st and Anketell St Greenway			Dean Downes
82957	COMPLETED	damaged path	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Path - Concrete Displaced	20/11/2018	Across from 398 Anketell st Greenway	damaged path		Bradley Tarlinton
82959	COMPLETED	damaged path	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Path - Concrete Displaced	20/11/2018	Cnr Anketell st by Athllon Drive Greenway	dmaaged path, coldmix to make safe		Bradley Tarlinton
90367	SELECTED	trips	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Path - Concrete Displaced	20/12/2019	Cnr Oakden st and Anketell St Greenway		ACT/9112	Dean Downes
82919	COMPLETED	Displaced pavers	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Displaced (relay)	19/11/2018	205 Anketell St, Greenway. CIT		ACT/8523	Jim Smith
87559	COMPLETED	Displaced pavers	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Displaced (relay)	19/08/2019	159 Anketell St, Greenway @ Chalisa	Displaced Pavers		Joseph Kenna
87560	COMPLETED	Displaced pavers	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Displaced (relay)	19/08/2019	168 Anketell St, Greenway @ BrewBar	Displaced Pavers		Joseph Kenna
87561	COMPLETED	Displaced pavers	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Displaced (relay)	19/08/2019	190 Anketell St, Greenway	Displaced Pavers		Joseph Kenna
87563	COMPLETED	Displaced/Missing paver	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Displaced (relay)	19/08/2019	175 Anketell St, Greenway @ Com Bank	Displaced/missing pavers		Joseph Kenna
87578	COMPLETED	Sunken pavers @ pit and concrete edge	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Displaced (relay)	19/08/2019	Anketell St, Greenway @ JAX tyres entry	Sunken Pavers	ACT/8917	Joseph Kenna
87581	COMPLETED	Displaced pavers @ multiple locations	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Displaced (relay)	19/08/2019	310 Anketell St, Greenway @ Tuggeranong square medical	Displaced Pavers	ACT/8917	Joseph Kenna
87591	COMPLETED	Displaced pavers	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Displaced (relay)	20/08/2019	311 Anketell St, Greenway @ Autobarn	Displaced Pavers	ACT/8917	Joseph Kenna
87592	COMPLETED	Displaced pavers (Multiple locations)	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Displaced (relay)	20/08/2019	320 Anketell St, Greenway @ Bunnings	Displaced Pavers	ACT/8917	Joseph Kenna
87632	COMPLETED	Displaced pavers (Multiple locations)	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Displaced (relay)	21/08/2019	Plaza between Anketell st and Cowlshaw st, Greenway	Displaced Pavers	ACT/8917	Joseph Kenna
87638	COMPLETED	Displaced pavers	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Displaced (relay)	21/08/2019	Corner of Cowlshaw and Anketell St (west)	Displaced Pavers	ACT/8917	Joseph Kenna
87586	COMPLETED	Damaged tactiles	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Non Standard	20/08/2019	311 Anketell St, Greenway @ Autobarn	Damaged tactiles	ACT/8917	Joseph Kenna
87600	COMPLETED	Damaged/missing tactiles	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./Con. Is	Paver - Non Standard	20/08/2019	Bus stop 1810 - Anketell St opp Lakeside Leisure Centre	Damaged/missing tactiles	ACT/8917	Joseph Kenna
Applied filters: DATE_INSPECTED is on or after 01/01/2018 and is before 02/01/2020 LOCATION contains 'Anketell St'									