



ACT
Government

Transport Canberra and
City Services

FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: TCCSFOI 2018-076

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents	Published
4. Additional information identified	No
5. Fees	n/a
6. Processing time (in working days)	24 days (extension granted)
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a



Freedom of Information – Access Application Form

PRIVACY NOTICE

The personal information you supply on this form will only be used for the purpose of processing your request. Your application must include an email or postal address to which the respondent can send notices under the Act. If all or some of this information is not collected, [AGENCY] may not be able to communicate with you, inhibiting their obligations under the Act. This could mean the request cannot be dealt with. Your personal information will not be disclosed to a third party without your consent unless statutory obligations require otherwise.

The [AGENCY] Privacy Policy contains information on how you can access or seek to correct any of your personal information that is held by the [AGENCY], as well as the process for lodging a complaint about an alleged breach of the *Information Privacy Act 2014*. The Privacy Policy can be found on the [AGENCY] website at [WEBSITE].

I wish to make an access application to [AGENCY] under the <i>Freedom of Information Act 2016</i> .	
Name	[REDACTED]
Address (where notices relating to this request can be sent – either postal or electronic)	[REDACTED]
Telephone Contact Residential	[REDACTED]
Telephone Contact Mobile	[REDACTED]
Email Contact	[REDACTED]

<ul style="list-style-type: none">• To help [AGENCY] process your request, please include enough detail in your application so that we can fully understand what government information you want.• You may wish to include a statement about how the release of information is in the public interest.• If your application is for access to your own personal information you must include evidence of your identity. If you are an agent acting for an applicant, please supply evidence of your authorisation and evidence of the identity of the agent.• If for reasons in section 30 of the Act is not compliant and your application cannot be processed, [AGENCY] will take reasonable steps to assist you and give you reasonable time to amend your application if you wish.
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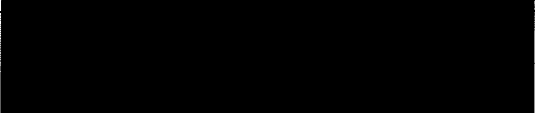
I would like copies of any and all documents relating to :

1. parking traffic and/or any other complaints affecting [REDACTED] O'Malley from 2012 to current date
2. traffic and/or other complaints which relate to [REDACTED] O'Malley from 2003 to current date
3. the costs paid by the ACT Government of any investigations and subsequent traffic control measures instituted in [REDACTED] in 2017-2018
4. the advice your office provided to EPSDD in 2018 regarding [REDACTED] O'Malley
5. any other reports you have provided to other ACT Government entities dated 2012 - to current date.

I seek this information as a matter of urgency for ACAT Application TOR No. 80/2018 proceedings.

a copy of these documents via email sent to the above address.



<p>If you wish to apply for a fee waiver, the Act sets out a number of provisions to do so:</p> <ul style="list-style-type: none">• The information being requested was previously publicly available but no longer is.• The information being requested is of special benefit to the public (Ombudsman guidelines see Section 66).• The applicant is a concession card holder and demonstrates a material connection with the information requested (concession cards include a current health care or pensioner card issued under the <u>Social Security Act 1991</u>; a current pensioner concession card issued in relation to a pension under the <u>Veterans' Entitlements Act 1986</u> or the <u>Military Rehabilitation and Compensation Act 2004</u>; a current gold card; or a card prescribed by regulation).• The applicant is a not-for-profit organisation and the application relates to the activities or purposes of the organisation.• The applicant is a member of the Legislative Assembly. <p>[AGENCY] must waive any fees for providing information if the information was not publicly available and the agency makes the information publicly available before or within 3 working days after giving it to the applicant.</p>	
<p>I would like to apply for a fee waiver because (state reason/s from the list above).</p> <p>I am a concession card holder (please see attached) and have a direct interest in this matter as a Bulwarra Close property owner.</p>	
	29 August 2018





ACT
Government

Transport Canberra and
City Services

[REDACTED]

Dear [REDACTED]

Freedom of information request: Reference 18-076

I refer to your application made under the *Freedom of Information Act 2016* (the Act), received by Transport Canberra and City Services Directorate (TCCS) on 29 August 2018, in which you sought access to:

- parking traffic and/or any other complaints affecting [REDACTED] O'Malley from 2012 to current date;
- traffic and/or other complaints which relate to [REDACTED] O'Malley from 2003 to current date;
- the costs paid by the ACT Government of any investigations and subsequent traffic control measures instituted in [REDACTED] in 2017-2018;
- the advice your office provided to EPSDD in 2018 regarding [REDACTED] O'Malley; and
- any other reports you have provided to other ACT Government entities dated 2012 to current date.

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 Act.

TCCS was required to provide a decision on your access application by 26 September 2018, however, I note you agreed to an extension until the 3 October 2018.

Decision on access

Searches were completed for relevant documents and 83 pages have been identified that fall within the scope of your request.

Documents identified as relevant to your request contain information that I consider to be, on balance, contrary to the public interest to disclose under the test set out in section 17 of the Act.

I have decided to grant access, under section 50 of the Act, to copies of documents ([Attachment A](#)) with deletions applied to information that I consider would be contrary to the public interest to disclose.

Statement of Reasons

In reaching my access decision, I have taken the following into account:

- the Act; in particular
 - Schedule 2, Section 2.2 (a)(ii) – Prejudice the Protection of an Individual's Right to Privacy,
- *Information Privacy Act 2014*;
- the content of the documents that fall within the scope your request.

As an Information Officer I am required to decide where, on balance, public interest lies.

As part of this process I must consider factors favouring disclosure and non-disclosure.

Factors favouring disclosure (Schedule 2.1):

- promotion of open discussion of public affairs and enhancement of government accountability;
- informing the community of the government's operations, including the policies, guidelines and code of conduct followed by the government in its dealings with members of the public, or reveal the reason for a government decision and any background or contextual information that informed the decision.

Factors favouring non-disclosure (Schedule 2.2):

- prejudice the protection of an individual's right to privacy or other right under the *Human Rights Act 2004*.

Information removed from documents is personal information about individuals, including names and contact details. As a general rule an agency that holds personal information about an individual that has been collected for a particular purpose must not disclose the information to a third party without consent (*Information Privacy Act 2014* (Territory Privacy Principle 6)). Considering the type of information, I am satisfied that the factors in favour of release can still be met while protecting the personal information of the individuals involved, therefore, I have decided to release the information with deletions applied to information that I consider would be contrary to the public interest to disclose.

You also asked about the cost to the ACT Government of any investigations and subsequent traffic control measures instituted in [REDACTED] in 2017-2018. No document has been identified that contains this information. The finance section within TCCS has provided relevant information. A total of \$524K was spent in 2017-18 on street signs. The average street sign costs approximately \$110.

With regards to your request for any advice TCCS provided to EPSDD in 2018 regarding [REDACTED] O'Malley, I can confirm that our search did not identify any documents falling within scope of this part of your request.

As far as any reports provided to other ACT Government entities dated 2012 to current date on this matter, I confirm that no reports have been located.

Charges

I have decided not to charge fees for the release subject to this decision as it is marginally over the fee-free threshold for numbers of pages.

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents will be published in the TCCS disclosure log from 3 days after the date of this decision. Your personal details will not be published.

You may view TCCS' disclosure log at www.tccs.act.gov.au/about-us/freedom_of_information.

Ombudsman review

My decision on your access request is a reviewable decision 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(1) 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
Level 4, 1 Moore Street
GPO Box 370
CANBERRA CITY ACT 2601
Telephone: (02) 6207 1740
www.acat.act.gov.au

If you have any questions concerning the directorate's processing of your request, or would like further information, please contact the directorate's FOI Coordinator on 6205 5408 or email tccs.foi@act.gov.au.

Yours sincerely



Cherie Hughes
Information Officer

3 October 2018

From: [REDACTED]
Sent: Tuesday, 2 January 2018 9:36 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Parking Consultation proposal along [REDACTED]
[SEC=UNCLASSIFIED]

Thanks [REDACTED] for the feedback I'll advise you of the consultation outcome as soon as it's completed.
Regards

[REDACTED]
Roads ACT | Transport Canberra and City Services | ACT Government
496 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

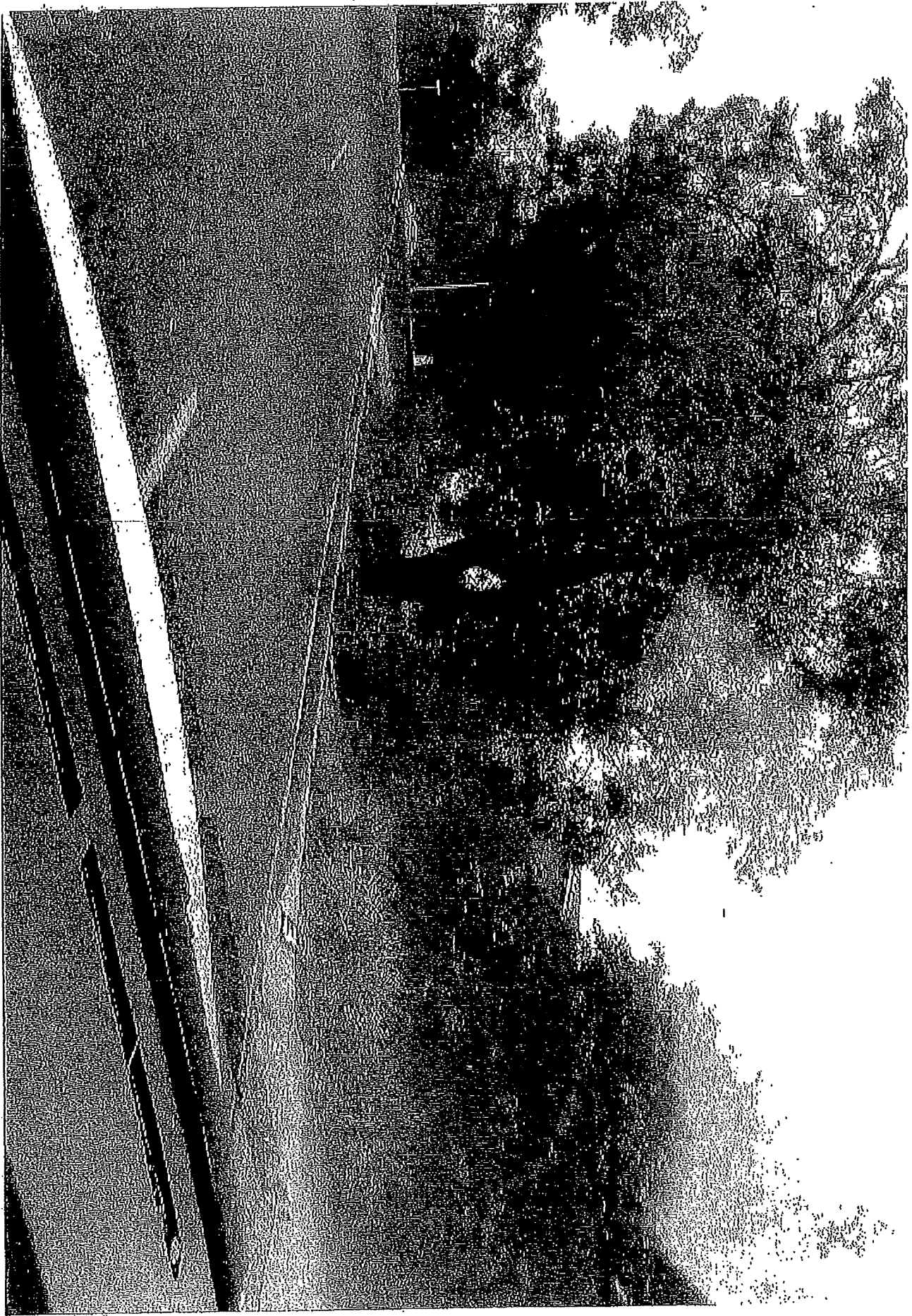
From: [REDACTED]
Sent: Tuesday, 2 January 2018 9:01 AM
To: [REDACTED]
[REDACTED]
Subject: Parking Consultation proposal along [REDACTED]

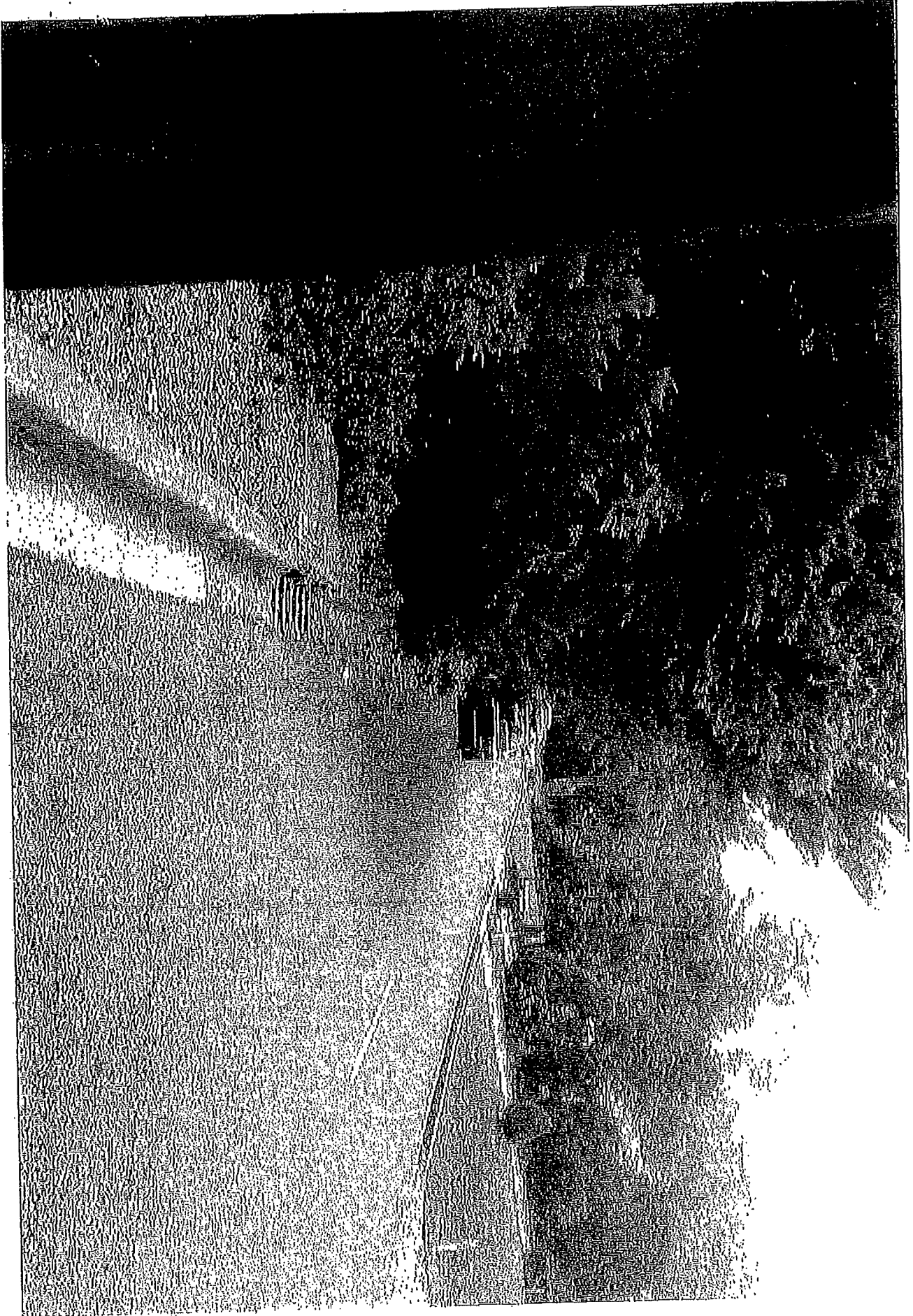
Hi [REDACTED]

Thank you for the second consultation letter dated 18 December 2017 regarding the parking issues at [REDACTED]

As discussed during the community meeting, our preference to resolve the parking and traffic issues at [REDACTED] is Option 2. This offers the best chance to restore the traffic density to the levels originally designed for this residential area. It also will reduce the parking problems that impede access, and thoroughfare in the street. Most importantly, Option 2 will improve the safety for residents and pedestrians in [REDACTED] which are currently at risk because of the current traffic and parking volumes.

The businesses [REDACTED] being conducted in [REDACTED] are being pursued without proper approvals and should not, in our view, have been allowed to be established in the first place, let alone grow the size of their operations to where they are now adversely impacting the

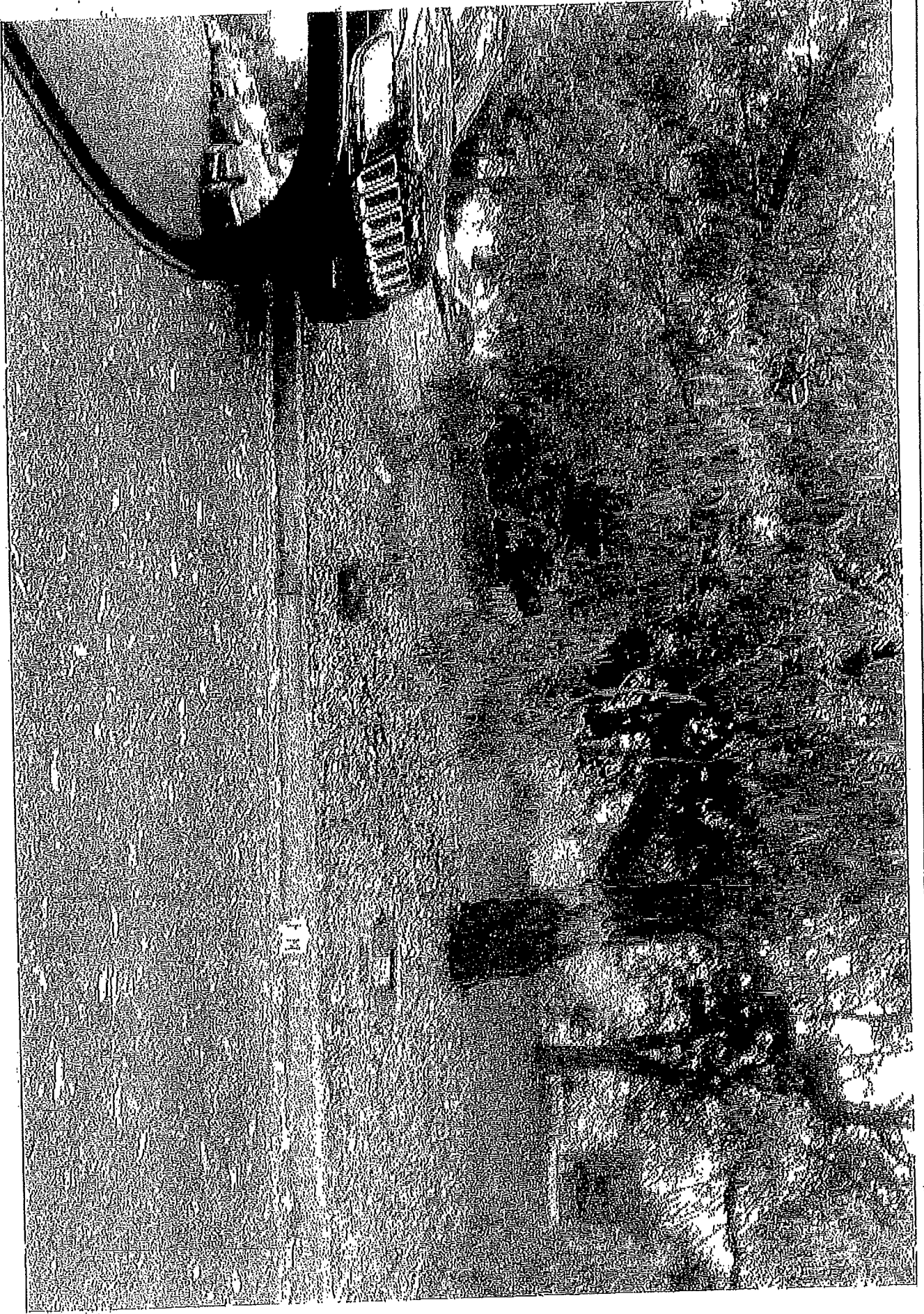


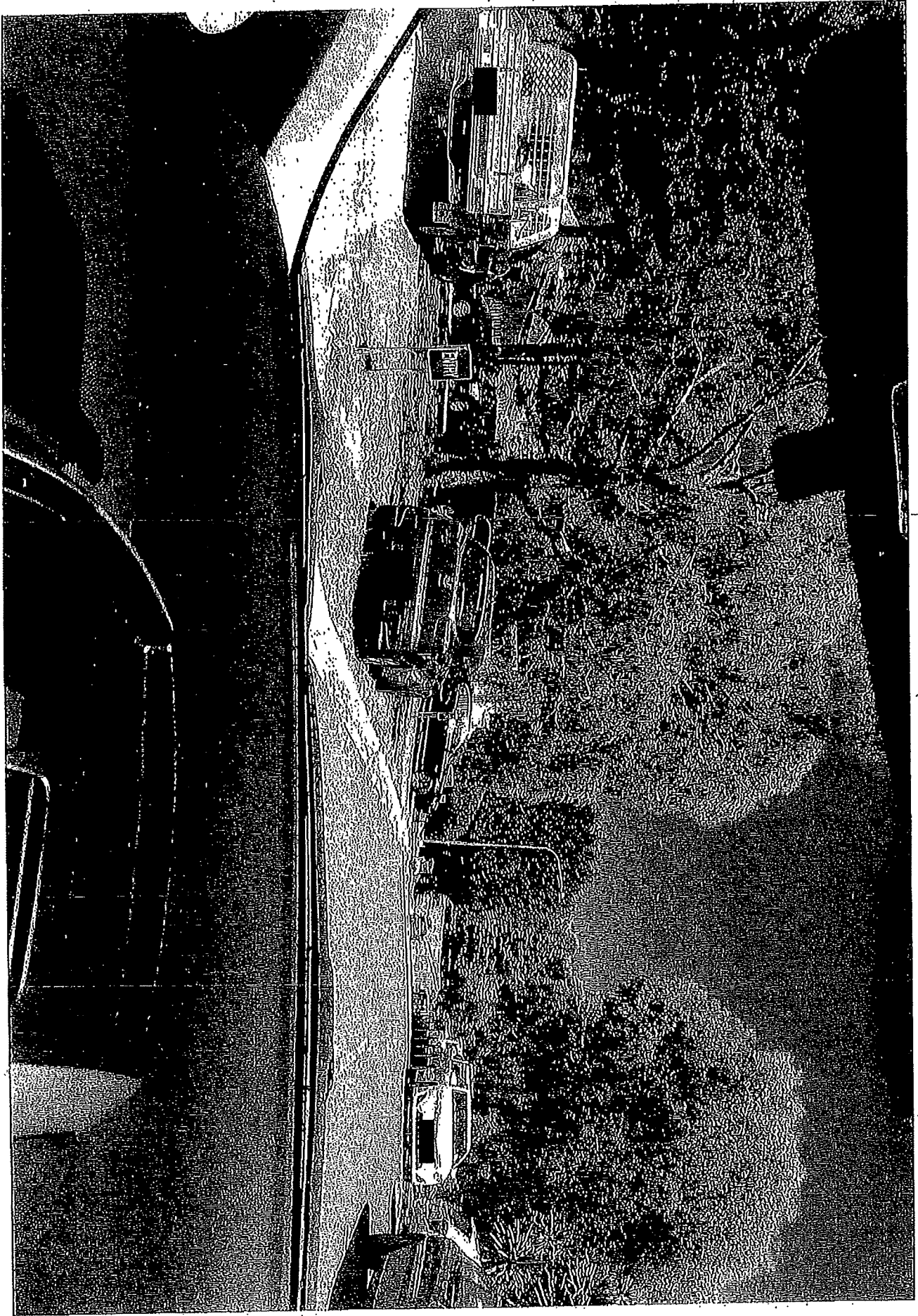
















ACT
Government

Transport Canberra and
City Services

The Resident

[REDACTED]
O'MALLEY

RE: Parking consultation proposal along [REDACTED] O'Malley - [REDACTED]

Dear Resident,

I refer to my letter dated 8 November 2017 to change the existing parking restrictions along [REDACTED] O'Malley.

As an outcome of the parking consultation proposal and further discussions with residents and National Capital Authority representative it was suggested to revise the current parking proposal.

Accordingly, Roads ACT now proposes the following options:

Option 1: apply parking restrictions "No Parking at all times" on the side with even house numbers and "No Stopping" parking restrictions at various intersections to improve line of sight.

Option 2: apply parking restrictions "No Parking at all times" on the side with even house numbers and "2 hour time limit at all times" on the side with odd house numbers as well as erecting "No Stopping" parking restrictions at various intersections to improve line of sight.

Option 3: Do nothing and retain the existing parking arrangements.

Please see revised map overleaf.

Should you have any comments or concerns with regards to the above, please contact [REDACTED] or by email: [REDACTED] by Friday 19 January 2018.

Yours sincerely



ACT
Government

Transport Canberra and
City Services

The Resident

[REDACTED]
O'MALLEY

RE: Parking consultation proposal along [REDACTED] O'Malley - [REDACTED]

Dear Resident,

I refer to my letter dated 8 November 2017 to change the existing parking restrictions along [REDACTED] O'Malley,

As an outcome of the parking consultation proposal and further discussions with residents and National Capital Authority representative it was suggested to revise the current parking proposal.

Accordingly, Roads ACT now proposes the following options:

Option 1: apply parking restrictions "No Parking at all times" on the side with even house numbers and "No Stopping" parking restrictions at various intersections to improve line of sight.

Option 2: apply parking restrictions "No Parking at all times" on the side with even house numbers and "2 hour time limit at all times" on the side with odd house numbers as well as erecting "No Stopping" parking restrictions at various intersections to improve line of sight.

Option 3: Do nothing and retain the existing parking arrangements.

Please see revised map overleaf.

Should you have any comments or concerns with regards to the above, please contact [REDACTED] on phone [REDACTED] or by email: [REDACTED] by Friday 19 January 2018.

Yours sincerely,

[REDACTED]

From: [REDACTED]
 Sent: Wednesday, 22 November 2017 12:33 PM
 To: [REDACTED]
 Cc: [REDACTED]
 Subject: RE: Parking- [REDACTED] OMalley [SEC=UNCLASSIFIED]

Thanks [REDACTED] for the feedback I'll advise you of the consultation outcome as soon as it's completed.
 Regards

[REDACTED]
 Roads ACT | Transport Canberra and City Services | ACT Government
 496 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: [REDACTED]
 Sent: Wednesday, 22 November 2017 12:25 PM
 To: [REDACTED]
 Cc: [REDACTED]
 Subject: Parking- [REDACTED] OMalley

Thank you for your letter of 8 November proposing parking restrictions in [REDACTED].
 Your action is timely because this once quiet street now has frequent congestion and restricted flows.
 We have lived at [REDACTED] and have become well aware of the problems, and their cause.

Restricted traffic flows are caused by all day parking, mostly along the "odd number" side of the road, which leaves only one laneway for traffic, or visitor parking.

The vast majority of the problem is caused by all day parking by employees at the [REDACTED]. It's normal for over 18 cars to be so parked from 9-30 until 4-30 each business day.

This is compounded by the fact that the adjoining [REDACTED] usually has 15 plus cars parked within its grounds or on the footpath.

Frequent business day deliveries and visits to these [REDACTED] forces delivery trucks, couriers or callers to stop on the even side of the road, as there is nowhere else to park- so blocking traffic.

The [REDACTED] does not seem to offer access to its grounds for short term parking.

The obvious solution is to ask the [REDACTED] to provide off street all day parking for its employees (either on their grounds or nearby), which would largely resolve the problem.

They have a large [REDACTED] and a large vacant site nearby (reserved for a proposed [REDACTED]) which could perhaps be used for this purpose.

The next best solution is to limit parking to 2 hours on the currently used odd number side of the street, with a No Parking restriction on our even number side of the street (the opposite to your proposal).

Realistically this may not resolve the problem, as all day parkers can easily shuffle parking spots every 2 hours.

However, it is much better than doing nothing.

As the great majority of traffic enters [REDACTED] from our north eastern junction with [REDACTED] providing for No Parking on our "even" side of the street will better facilitate traffic flow.

On another matter, there is a potential accident risk nearby which we draw to your attention. The frequency of through traffic on [REDACTED] has greatly increased during peak traffic times- as people cut out 2 traffic lights by using the [REDACTED] route between [REDACTED]. Frequently these vehicles travel at speed.

From: [REDACTED]
Sent: Wednesday, 15 November 2017 2:27 PM
To: [REDACTED]
Subject: RE: Parking Consultation proposal along [REDACTED] O'Malley- [REDACTED]
[SEC=UNCLASSIFIED]

Dear Sir/Madam,

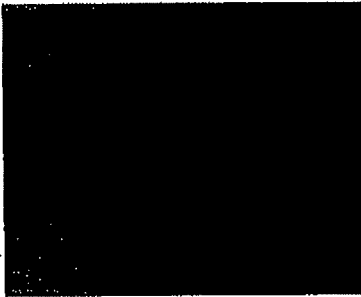
Thank you for your feedback, we will advise you further once the consultation period finishes.

Best Regards,

[REDACTED]
Roads ACT | Transport Canberra and City Services | ACT Government
Ground Floor, 496 Northbourne Avenue | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: [REDACTED]
Sent: Wednesday, 15 November 2017 2:02:23 PM (UTC+10:00) Canberra, Melbourne, Sydney
To: [REDACTED]
Subject: Parking Consultation proposal along [REDACTED] O'Malley- [REDACTED]

Dear [REDACTED]
We received your letter dated in 8/11/2017 in regards the parking situation along [REDACTED] we will go for Option 2: Do nothing and retain the existing parking arrangements. If you require further information please do not hesitate to contact us on :



From: [REDACTED]
Sent: Wednesday, 15 November 2017 2:21 PM
To: [REDACTED]
Subject: FW: Parking Consultation proposal along [REDACTED] O'Malley- [REDACTED]

From: [REDACTED]
Sent: Wednesday, 15 November 2017 2:02:23 PM (UTC+10:00) Canberra, Melbourne, Sydney
To: [REDACTED]
Subject: Parking Consultation proposal along [REDACTED] O'Malley- [REDACTED]

Dear [REDACTED]
We received your letter dated in 8/11/2017 in regards the parking situation along [REDACTED] we will go for
Option 2: Do nothing and retain the existing parking arrangements. If you require further information please do not
hesitate to contact us on :



From: [REDACTED]
Sent: Tuesday, 14 November 2017 8:47 AM
To: [REDACTED]
Subject: RE: Parking Consultation proposal along [REDACTED] O'Malley [REDACTED]
[SEC=UNCLASSIFIED]

Good Morning [REDACTED]

Thank you for your feedback, we will advise you further once the consultation period finishes.

If the signs are agreed on and to be implemented, parking operations will need to be contacted to enforce.

Wish to advise you that there are only 2 options to choose from.

Regards,

[REDACTED]
Roads ACT | Transport Canberra and City Services | ACT Government
Ground Floor, 496 Northbourne Avenue | GPO Box 156 Canberra ACT 2601 | www.act.gov.au

From: [REDACTED]
Sent: Monday, 13 November 2017 3:51 PM
To: [REDACTED]
Subject: FW: Parking Consultation proposal along [REDACTED] O'Malley [REDACTED]

From: [REDACTED]
Sent: Monday, 13 November 2017 3:51:12 PM (UTC+10:00) Canberra, Melbourne, Sydney
To: [REDACTED]
Cc: [REDACTED]
Subject: Parking Consultation proposal along [REDACTED] O'Malley [REDACTED]

Dear [REDACTED]

I have received letter from ACT Government regarding to Parking consultation proposal along [REDACTED] O'Malley

There are 3 options to choose, as a resident in [REDACTED] we would like to choose
Option 1: Parking on even house number " 2 hour time limit 7.30 am- 6.00 pm Monday-Friday"

I would like to have a question

- Will officer come to check the parking period to make sure they park within 2 hour limit time?

Looking forward to hearing from you soon.

Kind regards

From: [REDACTED]
Sent: Monday, 13 November 2017 3:51 PM
To: [REDACTED]
Subject: FW: Parking Consultation proposal along [REDACTED] O'Malley - [REDACTED]

From: [REDACTED]
Sent: Monday, 13 November 2017 3:51:12 PM (UTC+10:00) Canberra, Melbourne, Sydney
To: [REDACTED]
Cc: [REDACTED]
Subject: Parking Consultation proposal along [REDACTED] O'Malley - [REDACTED]

Dear [REDACTED]

I have received letter from ACT Government regarding to Parking consultation proposal along [REDACTED] O'Malley

There are 3 options to choose, as a resident in [REDACTED] we would like to choose
Option 1: Parking on even house number " 2 hour time limit 7.30 am- 6.00 pm Monday-Friday"

I would like to have a question

- Will officer come to check the parking period to make sure they park within 2 hour limit time?

Looking forward to hearing from you soon.

Kind regards

[REDACTED]



ACT
Government

Transport Canberra and
City Services

The Resident

[REDACTED]
O'MALLEY

RE: Parking Consultation proposal along [REDACTED] O'Malley - [REDACTED]

Dear Resident,

Roads ACT, which is part of the TCCS Directorate, is responsible for providing traffic and parking controls throughout the ACT, as well as monitoring and reviewing their effectiveness.

Concerns have been received regarding the current parking situation along [REDACTED] O'Malley. These complaints relate to vehicles parking on the both sides of the road, which restricts two-way flow of traffic and thus restricting of vehicles entering and/or exiting residential driveways and prohibits visitor parking.

Accordingly, Roads ACT proposes the following options:

Option 1: apply parking restrictions "No Parking 7.30 am to 6.00 pm Monday to Friday" on the side with odd house numbers and "2 hour time limit 7.30am to 6.00pm Monday to Friday" on the side with even house numbers and erect "No Stopping" restrictions at its intersections with [REDACTED]

Option 2: Do nothing and retain the existing parking arrangements.

Please see map overleaf.

Should you have any comments or concerns with regards to the above, please contact [REDACTED] or by email: [REDACTED] by Friday 15 December 2017.

Yours sincerely

[REDACTED SIGNATURE]

8

November 2017.



ACT
Government

Transport Canberra and
City Services

The Resident

[REDACTED]
O'MALLEY

RE: Parking Consultation proposal along [REDACTED] O'Malley - [REDACTED]

Dear Resident,

Roads ACT, which is part of the TCCS Directorate, is responsible for providing traffic and parking controls throughout the ACT, as well as monitoring and reviewing their effectiveness.

Concerns have been received regarding the current parking situation along [REDACTED] O'Malley. These complaints relate to vehicles parking on the both sides of the road, which restricts two-way flow of traffic and thus restricting of vehicles entering and/or exiting residential driveways and prohibits visitor parking.

Accordingly, Roads ACT proposes the following options:

Option 1: apply parking restrictions "No Parking 7.30 am to 6.00 pm Monday to Friday" on the side with odd house numbers and "2 hour time limit 7.30am to 6.00pm Monday to Friday" on the side with even house numbers and erect "No Stopping" restrictions at its intersections with [REDACTED]

Option 2: Do nothing and retain the existing parking arrangements.

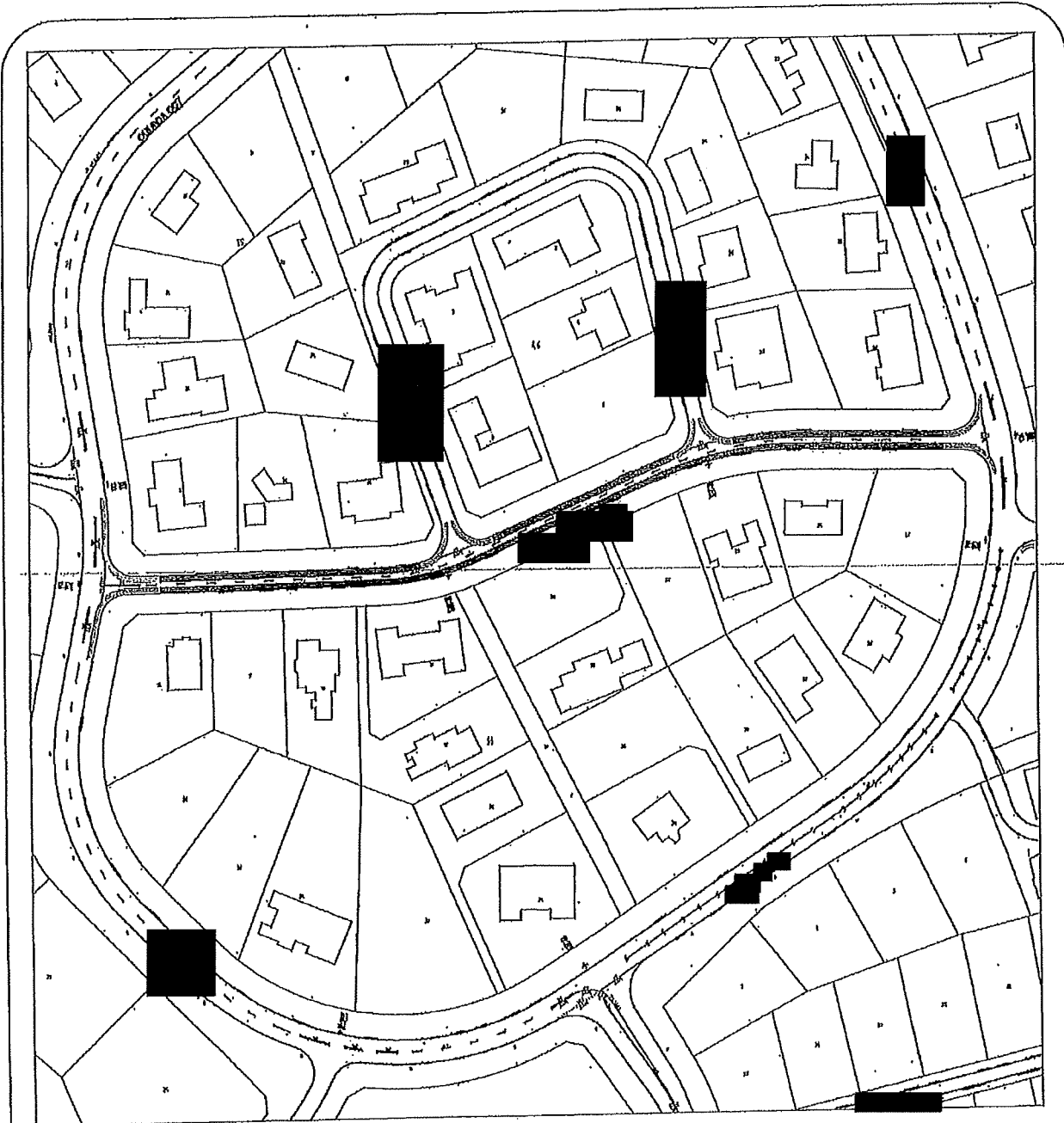
Please see map overleaf.


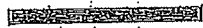

Should you have any comments or concerns with regards to the above, please contact [REDACTED] or by email: [REDACTED] by Friday 15 December 2017.

Yours sincerely

[REDACTED]

8 November 2017.



-  NO STOPPING
-  NO PARKING - 7.30AM-6PM MON-FRI PUB HOL EXCEPTED
-  2 HOUR - 7.30AM-6PM MON-FRI PUB HOL EXCEPTED

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
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ACT GOVERNMENT

Authorized pursuant to Part 5 of
 Public Transport (Safety and
 Traffic Management) Act 2011
 - Allowing signage



O'MALLEY

Traffic Control Devices

TO:
Traffic Management and Safety

COMPLAINT/ENQUIRY

Roads ACT - TMS
IAMS Public Enquiry No:
1035863

DETAILS
Suburb / Site O'MALLEY, [REDACTED] O'MALLEY

Reason for Inspection Request
[REDACTED] lives on a street that is shared with numerous [REDACTED]. They are having a lot of issues with parking in the street. People visiting the [REDACTED] are parking on peoples nature strips / blocking driveways / reserve area (blocking access to entry) / corners of the street, etc. [REDACTED] guests at number [REDACTED] are causing the most problems. [REDACTED] would like to request no parking signs be installed on both sides of the road between certain times (Eg: 9am - 2pm) to try and resolve this issue. Parking inspectors have previously been out to the area, but this has not deterred them.
Please email or call [REDACTED] to discuss what options may be available once the site has been inspected.

(93)

Primary Asset Type
REQUEST FOR SERVICES
ROAD PAVEMENT
TMS ISSUES - NOT MAINTENANCE

Request Originator
[REDACTED] (H) (B) [REDACTED]

Processed By Requested: 20-OCT-2017

Inspection Report By Traffic Management and Safety	
Description of issue and possible cause	
<ul style="list-style-type: none"> * Littering (Rangers) * BINS (Tuesdays) - Problems for collecting. * August 2015 [REDACTED] * [REDACTED] 	
	Recommended Remedial Works
Action / NoAction	Complainant advised of outcome
Inspected By	
Date	

From: [REDACTED]
Sent: Tuesday, 31 October 2017 2:49 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]

Good Afternoon [REDACTED]

Please consult with drivers and querying if there are any significant parking issues in this area and respond to [REDACTED]?

Kind Regards,

[REDACTED]
[REDACTED] Transport Canberra and City Services | ACT
Government Level 2, WOTSO House, 490 Northbourne Ave, Dickson, ACT 2602 GPO Box 158, Canberra, ACT 2601 |
www.act.gov.au

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, 31 October 2017 1:41 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]

[REDACTED]
Can you please advise me if you have any concerns regarding bin collection along [REDACTED] O'Malley due to vehicles parking on both sides of the road?

Cheers

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 31 October 2017 1:41 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]
Attachments: doc_[REDACTED].doc

[REDACTED]

Can you please advise me if you have any concerns regarding bin collection along [REDACTED] O'Malley due to vehicles parking on both sides of the road?

Cheers
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 31 October 2017 1:44 PM
To: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]
Attachments: doc_[REDACTED].doc

Hi [REDACTED]

Thanks for the chat earlier.

Please contact Parking operations on 6207 7000 if you experience any illegal parking such as vehicles encroaching driveways or vehicles parking on Nature Strips.

You can email also on: parking.operations@act.gov.au

Regards,

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Monday, 30 October 2017 2:23 PM
To: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]

Good afternoon [REDACTED]

Thank you for raising your concerns re parking in [REDACTED] O'Malley.

In the first instance I have contacted [REDACTED] who is responsible to contact the [REDACTED] you are also welcome to contact [REDACTED] to discuss further, I have not had a response from him as of yet.

I have also notified parking operations to monitor the area, please continue to do so as you see fit.

Regards,

[REDACTED] Administration Assistant FOI/Claims & Major Events
Phone: [REDACTED] | Email: [REDACTED] | Roads ACT | Transport Canberra and City Services | ACT
Government Ground Floor, 496 Northbourne Avenue | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

1/1/17

PUBLIC CONSULTATION REPORT

Location/Project: [Redacted]

Issues: [Redacted]

Method of Consultation: [Redacted]

Number of Consultations: [Redacted]

Number of Responses: [Redacted]

Number of Responses: [Redacted]

Number of Responses: [Redacted]

Proposal: [Redacted]

Other Comments: [Redacted]

Recommendation/Decision: [Redacted]

Investigation Officer: [Redacted]

Signature: [Redacted]

Date: 6/11/17

[Redacted]

public relations

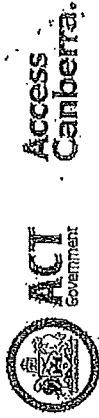
[Redacted]

For: [Redacted] Against: [Redacted] Unsure: [Redacted]

Next step

TO NEXT STEP KEEP LIST 15/12/17

From: Access Canberra Customer Services <accesscanberra@act.gov.au>
Sent: Monday, 18 December 2017 11:04 AM
To: [REDACTED]
Subject: Trees & Shrubs : Fix My Street Report Submission [Incident: [REDACTED]]



You recently contacted the ACT Government and an enquiry has been submitted. Below is a summary of your correspondence.

Subject

Trees & Shrubs : Fix My Street Report Submission

Correspondence

[Auto-Response by Administrator] (18/12/2017 11:04 AM)
Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.

If you have requested a response you should expect to be contacted within 10 working days.

Your reference number is: [REDACTED] (18/12/2017 11:04 AM)
[Customer by CSS Web] [REDACTED]
Concern has been received from [REDACTED] representative regarding branches falling on parked cars adjacent number one [REDACTED] O'Malley. Tree doesn't look to be very healthy it may need to be removed.

Additional Details

Reference #: [REDACTED]
Date Created: 18/12/2017 11:04 AM
Status: In Progress
Category: Trees & Shrubs
Type of Correspondence: Request for Service
Incident Address: [REDACTED] O'Malley ACT 2606, Australia

Your Details

From: [REDACTED]
 Sent: Tuesday, 12 December 2017, 12:20 PM
 To: [REDACTED]
 Subject: RE: 12 DECEMBER 2017 COMPLAINT: 1. BREACH OF PRIVACY - SECURITY CAMERA 2. BREACH OF ... [Incident] [SEC-UNCLASSIFIED]

Security: UNCLASSIFIED

Hi [REDACTED]

As discussed yesterday [REDACTED] are seeking clarification from ACT Government Leasing department on any specific requirements that should apply for [REDACTED] leasing properties in residential zones. They believe under ACT zoning requirements a clause for any [REDACTED] which is located in a residential area (on ACT land - not through NCA) are supposed to reapply for permission to lease every three years. This is what needs to be confirmed by the ACT Government. [REDACTED] has also forwarded you security breach matter onto the APP and are awaiting a response.

Regards

[REDACTED]

National Capital Authority

[REDACTED]

National Capital Authority | Treasury Building, King Edward Terrace, PARKES ACT 2600
 GPO Box 373, CANBERRA ACT 2601 | www.nca.gov.au | Twitter: @NCA_Media

From: [REDACTED]
 Sent: Tuesday, 12 December 2017 5:23 AM
 To: [REDACTED]
 Subject: Fwd: 12 DECEMBER 2017 COMPLAINT: 1. [REDACTED] 2. BREACH OF ...
 Incident: [REDACTED]

Hi [REDACTED]

Thank you for your advice yesterday and confirmation that [REDACTED] has been made aware of the issues occurring in [REDACTED]

We welcome news that [REDACTED] has clarified the (3 year rule issue) and has confirmed that [REDACTED] set up on ACT Government land must re-apply for permission to continue to operate in the same location, (after the initial 3 year period has elapsed) and that this hasn't happened in the case of the [REDACTED]. We look forward to receiving advice from [REDACTED] who have sought clarification from ACT Leasing.

is to be used for residential purposes. Please find attached a copy for your info.

The cameras have been erected without any consultation with us and they look directly into our front yard. Our privacy and that of our friends and family are being impinged upon.

For your information this is another issue in a series of complaints which are ongoing and are the subject of current action by ACIPLA for breaches relating to unapproved structures at [redacted]. You also need to be aware that there is currently an active complaint raised by another home owner and other long term concerned owners with the ACT Transport team regarding the daily illegal parking and dangerous traffic conditions occurring in [redacted]. There are also formal complaints regarding rubbish being routinely thrown onto the Street.

As [redacted] is zoned for residential purposes, the [redacted] has occupied the property for more than 10 years (way past the [redacted] maximum 3 year rule). They are conducting commercial activities that are having a negative impact on all of [redacted] is aware of the issues and is investigating [redacted] compliance.

I would suggest that if the Crown Lease provisions were enforced, the ongoing formal complaints by the residents of [redacted] would cease to exist.

Additional Details

Reference #: [redacted]
Date Created: 12/12/2017 06:27 AM
Status: Unresolved
Category: Construction/Licensing Complaints
Type of Correspondence: Complaint
Incident Address: [redacted] Orvalley ACT 2606, Australia

Your Details

First Name: [redacted]
Last Name: [redacted]
Email Address: [redacted]
Phone Number: [redacted]
You can update or track your correspondence on our website.

From: [REDACTED]
 Sent: Tuesday, 12 December 2017 9:23 AM
 To: [REDACTED]
 Subject: [REDACTED]

Hi [REDACTED]

Thank you for your advice yesterday and confirmation that [REDACTED] has been made aware of the issues occurring in [REDACTED]

We welcome news that [REDACTED] has clarified the (3 year rule issue) and has confirmed that [REDACTED] set up on ACT Government land must re-apply for permission to continue to operate in the same location, (after the initial 3 year period has elapsed) and that this hasn't happened in the case of the [REDACTED]. We look forward to receiving advice from [REDACTED] who have sought clarification from ACT Leasing.

As suggested, I have now lodged a formal complaint ([REDACTED]) regarding the breaches of our privacy via the ACT Government portal. We note that the AFP and [REDACTED] have been informed of our privacy concerns and we await their response in due course.

Thank you for your continuing assistance with these matters.

Regards,

[REDACTED]
 Forwarded message
 From: Access Canberra Customer Services <accesscanberra@act.gov.au>
 Date: 12 December 2017 at 06:27
 Subject: 12 DECEMBER 2017 COMPLAINT: 1
 BREACH OF... [Incident]
 To: [REDACTED]

You recently contacted the ACT Government and an enquiry has been submitted. Below is a summary of your correspondence.

Subject

I would suggest that if the Crown Lease provisions were enforced, the ongoing formal complaints by [REDACTED] of [REDACTED] would cease to exist.

Additional Details

Reference #: [REDACTED]
Date Created: 12/12/2017 06:27 AM
Status: Unresolved
Category: Construction/Licensing Complaints
Type of Correspondence: Complaint
Incident Address: [REDACTED] O'Malley ACT 2606, Australia

Your Details

First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Phone Number: [REDACTED]

You can update or track your correspondence on our website.

From: [REDACTED]
 Sent: Thursday, 7 December 2017 12:00 PM
 To: [REDACTED]
 Subject: FWC Parking Issues at [REDACTED]
 Attachments: 171207 Letters from [REDACTED] - Parking.pdf; IMG_6482.jpg; IMG_6488.png; IMG_6480.png

Can you print all this and place on file I would like to go again today in the area with you what time you will be back from lunch?

From: [REDACTED]
 Sent: Thursday, 7 December 2017 10:59 AM
 Subject: Parking Issues at [REDACTED] O'Malley

Good morning [REDACTED]

Many thanks for coming out to [REDACTED] yesterday to discuss the parking issues with [REDACTED]

We acknowledge the proposed restricted parking in [REDACTED] has been rejected by the [REDACTED] whose representatives attended the meeting).

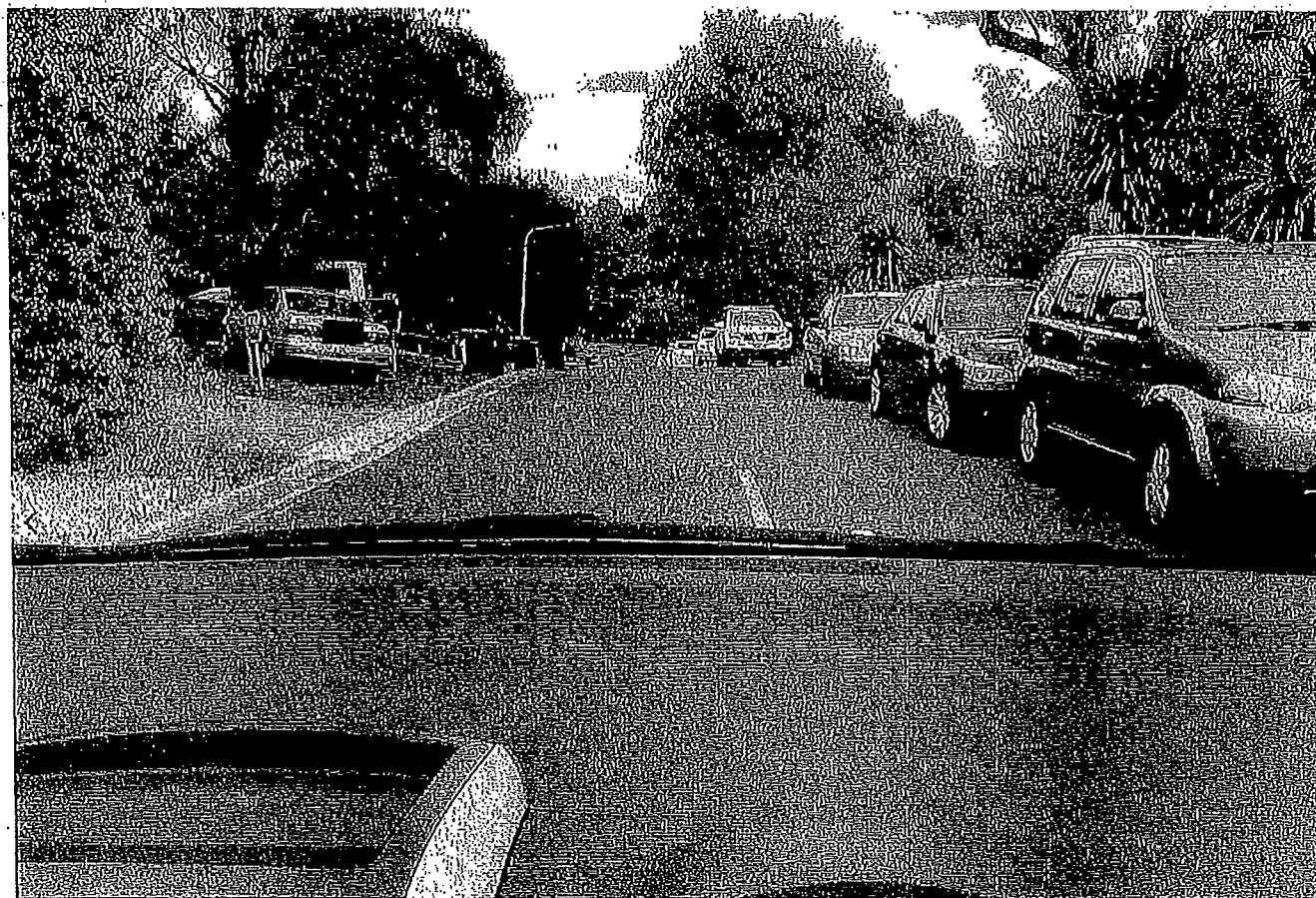
For clarity, we would like to point out that the commercial nature of business conducted by the [REDACTED] and the [REDACTED] (not represented at the meeting) are the sources of the parking woes in our street AND that they are also tenants residing in these [REDACTED] properties. I respectfully suggest that as tenants, (residing in a residential property zone of O'Malley) that their opinion is therefore irrelevant. You will see from the attached photographs the extent of the parking issues in this street.

At the meeting yesterday, the owners who attended made it quite clear that they want to have no parking on the EVEN side of the street and timed parking on the odd side of the street.

proposal. Most weekdays there are some 40 or so vehicles parked the entire length of [redacted] with another 20 odd parked in the front yard of number [redacted]. Delivery drivers, visitors and couriers routinely park on the even side of the street (forcing us to drive in the centre of the roadway). They park on the verge, or worse on our driveways to deliver packages to the [redacted] and the [redacted]. It was noted that the [redacted] driveway, which in the past was used for deliveries now restricts [redacted] visitors to "staff only", thereby not permitting any vehicular standing on their driveway at all.

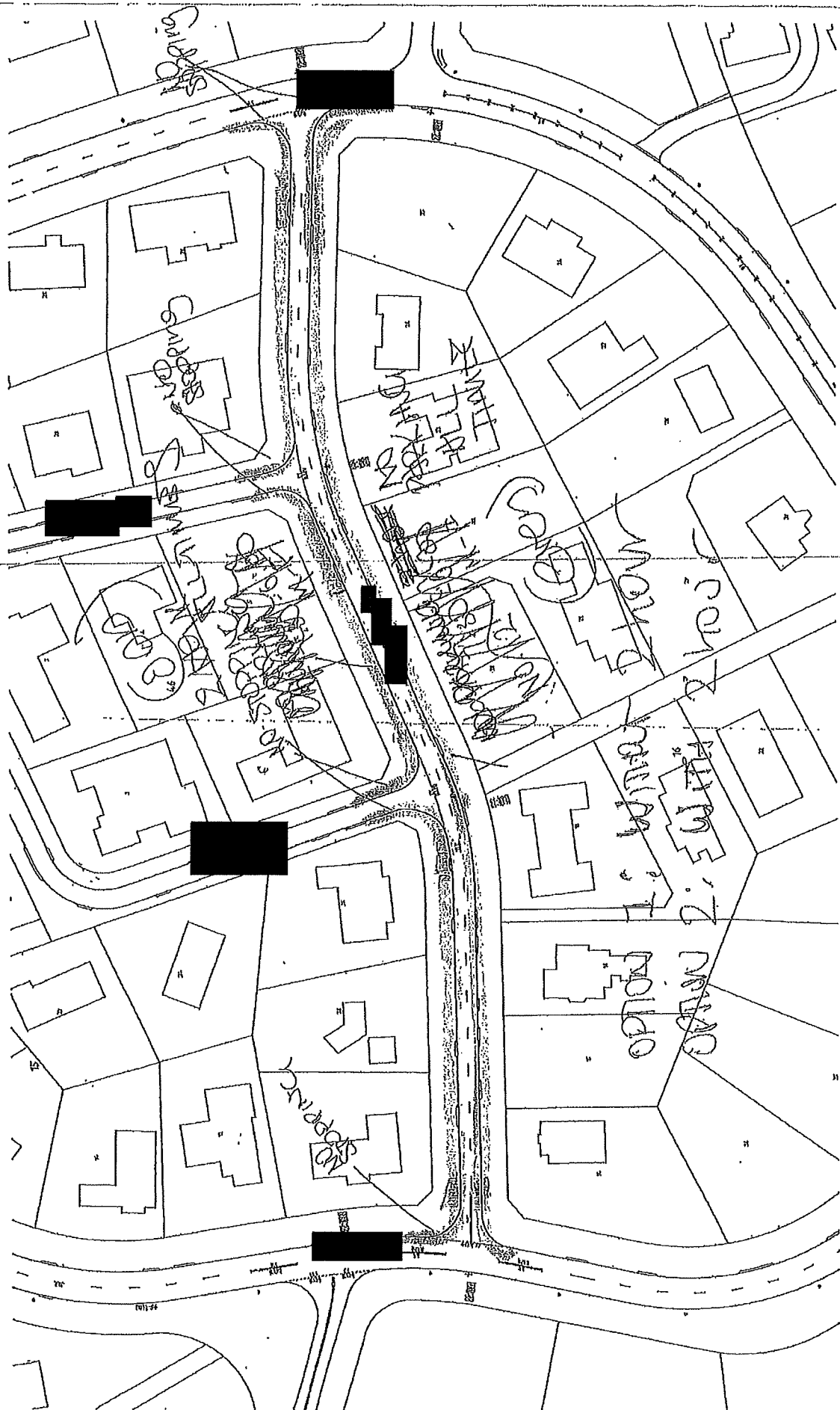
We look forward to urgent action from the ACT Government to bring order to the congestion and chaos in [redacted]

Kind regards,
[redacted]





9/14/85



From: [REDACTED]
 Sent: Tuesday, 14 November 2017 8:31 AM
 To: [REDACTED]
 Subject: FW: Parking Consultation proposal along [REDACTED] O'Malley - [REDACTED]
 Attachments: IMG_6607.JPG

From: [REDACTED]
 Sent: Tuesday, 14 November 2017 8:29:56 AM (UTC+10:00) Canberra, Melbourne, Sydney
 To: [REDACTED]
 Subject: Parking Consultation proposal along [REDACTED] O'Malley - [REDACTED]

Dear [REDACTED]

As residents of [REDACTED] we welcome the proposed action outlined in [REDACTED] letter.

We agree with option 1 to apply parking restrictions to [REDACTED] however we would suggest that the "No parking 7.30am to 6.00pm Monday to Friday" should be on the side with even house numbers and that the "2 hour time limit 7.30am to 6.00pm Monday to Friday" should be on the side with odd house numbers.

The reason for this, as you can see in the attached marked up plan, is that there are [REDACTED] properties located on the even numbered side of [REDACTED]. The other [REDACTED] properties belong to [REDACTED]. This means that [REDACTED] are impacted daily by parking issues in [REDACTED].

On the odd numbered side of [REDACTED] there are [REDACTED] properties. [REDACTED] are [REDACTED] and [REDACTED] has been unoccupied for many years. The other [REDACTED] properties belong to [REDACTED]. Of the [REDACTED] only [REDACTED] has sole [REDACTED] frontage. The other [REDACTED] are located on corner blocks with extra frontage in [REDACTED] for access and/or parking.

As you can see, of the [REDACTED] houses on the even numbered side of the street [REDACTED] houses have [REDACTED] frontage only. On the odd

From: [REDACTED]
Sent: Tuesday, 14 November 2017 9:47 AM
To: [REDACTED]
Subject: RE: Parking Consultation proposal along [REDACTED] O'Malley - [REDACTED]
[SEC=UNCLASSIFIED]

Good Morning [REDACTED]

Thank you for your email and feedback, we will advise you further once the consultation period finishes.

Your suggestions have been noted.

Regards,

[REDACTED]
Roads ACT | Transport Canberra and City Services | ACT Government
Ground Floor, 496 Northbourne Avenue | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: [REDACTED]
Sent: Tuesday, 14 November 2017 8:31 AM
To: [REDACTED]
Subject: FW: Parking Consultation proposal along [REDACTED] O'Malley - C17-93

From: [REDACTED]
Sent: Tuesday, 14 November 2017 8:29:56 AM (UTC+10:00) Canberra, Melbourne, Sydney
To: [REDACTED]
Subject: Parking Consultation proposal along [REDACTED] O'Malley - C17-93

Dear [REDACTED]

As residents of [REDACTED] we welcome the proposed action outlined in [REDACTED] letter.

We agree with option 1 to apply parking restrictions to [REDACTED] however we would suggest that the "No parking 7.30am to 6.00pm Monday to Friday" should be on the side with even house numbers and that the "2 hour time limit 7.30am to 6.00pm Monday to Friday" should be on the side with odd house numbers,

The reason for this, as you can see in the attached marked up plan, is that there are [REDACTED] properties located on the even numbered side of

From: [REDACTED]
Sent: Tuesday, 5 December 2017 10:24 AM
To: [REDACTED]
Subject: Contact
Importance: High

Good morning [REDACTED]

The [REDACTED] as recently received a letter RE: Parking Consultation proposal along
[REDACTED] O'Malley - [REDACTED] would like to contact you because
we have some concerns in regards to the mentioned matter.
The [REDACTED] would kindly appreciate if you can give us call at your earliest convenience on [REDACTED]
Thank you in advance for your time.

Kind regards,

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 5 December 2017 5:36 PM
To: [REDACTED]
Subject: RE: [REDACTED] O'Malley parking concerns [SEC=UNCLASSIFIED]

Security: UNCLASSIFIED

Hi [REDACTED]

I have a meeting from 10 to 11 and then again at 4 tomorrow but otherwise I'm free.

[REDACTED]

National Capital Authority

[REDACTED]

National Capital Authority | Treasury Building, King Edward Terrace, PARKES ACT 2600
GPO Box 873, CANBERRA ACT 2601. | www.nca.gov.au | Twitter: @NCA_Media

From: [REDACTED]
Sent: Tuesday, 5 December 2017 5:25 PM
To: [REDACTED]
Subject: [REDACTED] O'Malley parking concerns [SEC=UNCLASSIFIED]

Hi [REDACTED]

I would like to arrange meeting with urgently in relation to parking concerns at the above address ASAP?
Thanks

[REDACTED]

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [REDACTED]
Sent: Thursday, 7 December 2017 5:12 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Parking Issues at [REDACTED] O'Malley [SEC=UNCLASSIFIED]

Hi [REDACTED]

Thanks for sending through the additional information and photos.
The matter will be presented before RAC next Wednesday to advise of the situation and recommended actions against the lessee of the property in relation to the unapproved fence and temporary structure.

We will advise then outcome of the RAC submission.

Kind Regards

[REDACTED]
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government (this line bold)
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

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act.gov.au/accessCBR

From: [REDACTED]
Sent: Thursday, 7 December 2017 10:59 AM
To: [REDACTED]
Subject: Parking Issues at [REDACTED] O'Malley

Good morning [REDACTED]

Many thanks for coming out to [REDACTED] yesterday to discuss the parking issues with the residents of our street.

There are two other owner/occupiers who were unable to attend the meeting yesterday who also support no parking on the EVEN side of the street with timed parking on the odd side of the street.

Yesterday, you canvassed the idea that the whole street may not need restricted parking. The owners strongly reject this proposal. Most weekdays there are some 40 or so vehicles parked the entire length of [REDACTED] with another 20 odd parked in the front yard of number [REDACTED]. Delivery drivers, visitors and couriers routinely park on the even side of the street (forcing us to drive in the centre of the roadway). They park on the verge, or worse on our driveways to deliver packages to the [REDACTED] and the [REDACTED]. It was noted that the [REDACTED] driveway, which in the past was used for deliveries now restricts [REDACTED] visitors to "staff only", thereby not permitting any vehicular standing on their driveway at all.

We look forward to urgent action from the ACT Government to bring order to the congestion and chaos in [REDACTED]

Kind regards,
[REDACTED]

From: [REDACTED]
Sent: Thursday, 7 December 2017 5:34 PM
To: [REDACTED]
Cc:
Subject: RE: Parking Issues at [REDACTED] O'Malley [SEC=UNCLASSIFIED]

Thanks [REDACTED] for the feedback, I'll arrange for a new letter drop as soon as possible in the area.

I wish to advise that I have visited [REDACTED] today and discussed parking concerns with representative of the Centre I am in the process of sending maps with information regarding the nature strip boundaries and an application to allow them to improve the damaged nature strip.

I have also pointed out that some vehicles were parked illegally on the nature strip.
Regards

[REDACTED]
Roads ACT | Transport Canberra and City Services | ACT Government
496 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: [REDACTED]
Sent: Thursday, 7 December 2017 10:59 AM
To: [REDACTED]
Subject: Parking Issues at [REDACTED] O'Malley

Good morning [REDACTED]

Many thanks for coming out to [REDACTED] yesterday to discuss the parking issues with the residents of our street.

We acknowledge the proposed restricted parking in [REDACTED] [REDACTED] has been rejected by the [REDACTED] (whose representatives attended the meeting).

For clarity, we would like to point out that the commercial nature of business conducted by the [REDACTED] and the [REDACTED] [REDACTED] (not represented at the meeting) are the sources of the parking woes in our street AND that they are also tenants residing in these [REDACTED] leased properties. I respectfully suggest that as tenants, (residing in a residential property zone of O'Malley) that their opinion is therefore irrelevant. You will see

engagement. They did however, stop long enough to say that their vehicle has suffered damage as a result of an illegally parked vehicle across their driveway. They also cite concerns over the road safety of their 3 young grand children when visiting their property.

I provide copies of emails from [REDACTED] and [REDACTED] long-term residents of [REDACTED], documenting their support for the proposal for no parking on the EVEN side of the street and timed parking on the odd side of the street.

There are two other owner/occupiers who were unable to attend the meeting yesterday who also support no parking on the EVEN side of the street with timed parking on the odd side of the street.

Yesterday, you canvassed the idea that the whole street may not need restricted parking. The owners strongly reject this proposal. Most weekdays there are some 40 or so vehicles parked the entire length of [REDACTED], with another 20 odd parked in the front yard of number [REDACTED] (The [REDACTED]). Delivery drivers, visitors and couriers routinely park on the even side of the street (forcing us to drive in the centre of the roadway). They park on the verge, or worse on our driveways to deliver packages to the [REDACTED] and the [REDACTED]. It was noted that the [REDACTED] driveway, which in the past was used for deliveries now restricts [REDACTED] visitors to "staff only", thereby not permitting any vehicular standing on their driveway at all.

We look forward to urgent action from the ACT Government to bring order to the congestion and chaos in [REDACTED]

Kind regards
[REDACTED]

Paunovic, Slobodan

From: [REDACTED]
Sent: Thursday, 7 December 2017 5:12 PM
To: [REDACTED] Paunovic, Slobodan; [REDACTED]@nca.gov.au
Cc: [REDACTED]
Subject: RE: Parking Issues at [REDACTED] O'Malley [SEC=UNCLASSIFIED]

[REDACTED]

Thanks for sending through the additional information and photos.
The matter will be presented before RAC next Wednesday to advise of the situation and recommended actions against the lessee of the property in relation to the unapproved fence and temporary structure.

We will advise then outcome of the RAC submission.

Kind Regards

Bob Alford | Senior Manager - Enforcement & Compliance
Phone: 02-6205-4261 | Mobile [REDACTED] | Email: robert.alford@act.gov.au
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government (this line bold)
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

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act.gov.au/accessCBR**

From: [REDACTED]@gmail.com]
Sent: Thursday, 7 December 2017 10:59 AM
To: Paunovic, Slobodan <Slobodan.Paunovic@act.gov.au>; [REDACTED]@nca.gov.au; Alford, Robert <Robert.Alford@act.gov.au>
Subject: Parking Issues at Bulwarra Close, O'Malley

Good morning Bob,

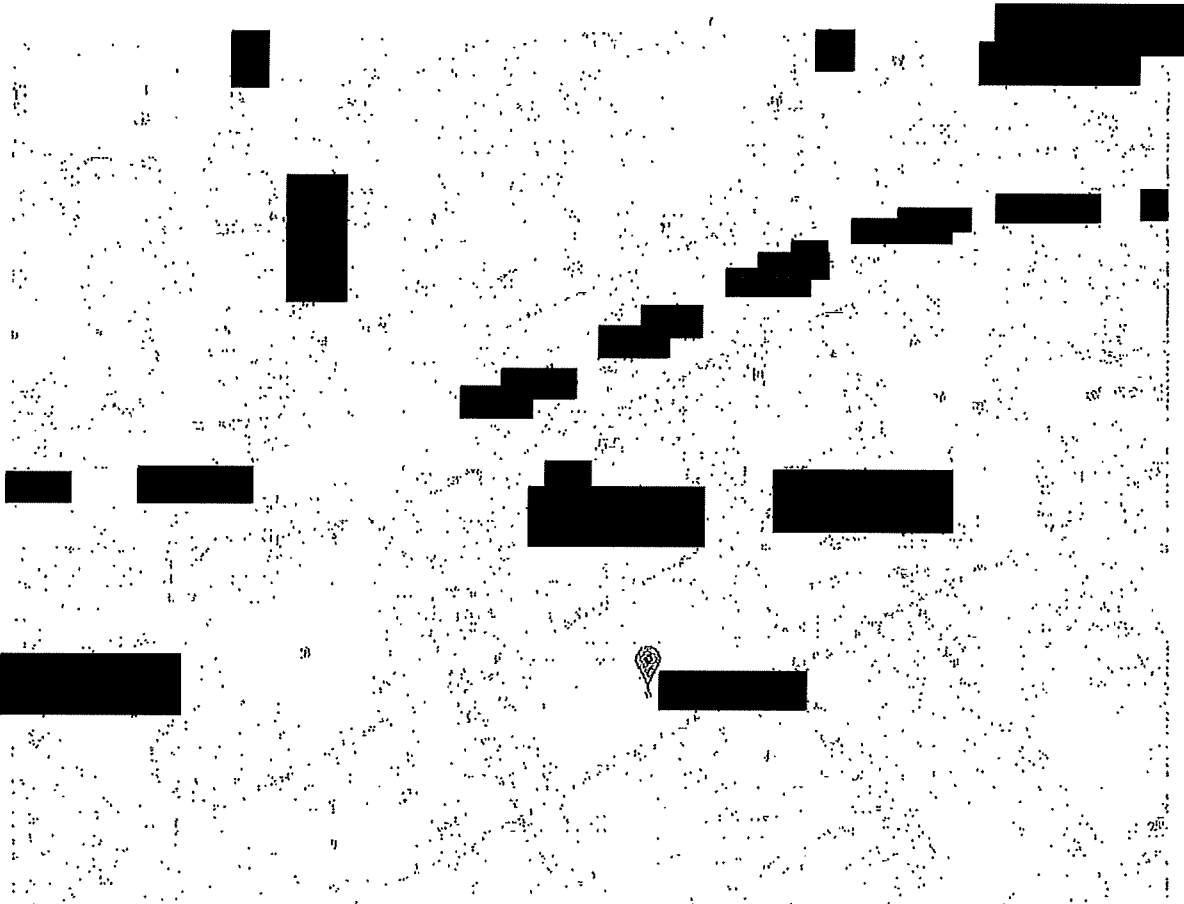
Many thanks for coming out to Bulwarra Close yesterday to discuss the parking issues with the residents of our street.

From: [REDACTED]
Sent: Friday, 24 November 2017 6:00 PM
To: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] SEC=UNCLASSIFIED]
Attachments: doc_1037724.doc

Hi [REDACTED]

Please have a look at this IAMS from a potentially angry resident at [REDACTED] in O'Malley?

Too bad [REDACTED] driveway is between a [REDACTED] and the [REDACTED]



Thanks.

Cheers,

[REDACTED]

TO:
Traffic Management and Safety

COMPLAINT/ENQUIRY

Roads ACT - TMS
IAMS Public Enquiry No:
[REDACTED]

DETAILS

Suburb / Site O'MALLEY, [REDACTED] O'MALLEY

Reason for Inspection Request
PLEASE SEE THE ATTACHED DOCUMENT FOR REQUEST AND ENQUIRY DETAILS.
REGARDING TMS ISSUES.

Primary Asset Type
REQUEST FOR SERVICES
ROAD PAVEMENT
TMS ISSUES - NOT MAINTENANCE

Request Originator [REDACTED] (H) (B) [REDACTED] (MOB) [REDACTED]

Processed By

Requested: 24/OCT/2017

Inspection Report By Traffic Management and Safety

	Description of Issue and possible cause
	Recommended Remedial Works
Action / No Action	Complainant advised of outcome
Inspected By	
Date	

Return to Operational Support Unit after completion of remedial works or assessment, by no later than 07-NOV-2017

Good afternoon,

██████████ have been struggling for a few years now with the same problem regarding traffic safety and illegal parking, and is looking to finally instigate some action and resolution to the issues at hand.

██████████ has phoned Access Canberra today, after submitting an online report to the complaints management team regarding the illegal parking and lack of enforcement received in the area in the past. ██████████ has stated that ██████████ believes the lack of enforcement capability isn't necessarily due to a lack of inspection and infringements, but is due to the lack of recognition and consideration for ACT law, as there is a majority of ██████████ houses and centres in the street.

██████████ expresses ██████████ concern, because the property they live in is situated on a battle-axe block, and in the past ██████████ and ██████████ have been put in danger by a significant lack of regard for parking law and traffic safety. The neighbours on either side of the listed address, at ██████████ and ██████████ have both caused significant problems by parking on the nature strip beside and in front of ██████████ block, and this causes a major line-of-sight hazard which is prominent every single time they wish to leave the property.

The residents / employees at ██████████ have made significant efforts to improve the naturestrip by re-turfing and placing split coppers-logs around the grass. ██████████ have set an example of how to approach the issue at ██████████ however at ██████████ the issue persists, and there is an overflow of cars parking on the naturestrip and also the roadside directly adjacent to the exit of ██████████ driveway, where ██████████ must back out blindly into an extremely tight space on the street.

There is also the added factor to consider that there is currently no footpaths along this street, so any pedestrians in the area are also forced to walk in the centre of the road, due to the excessive parking of sometimes 20+ cars on the naturestrip and roadside. This puts cyclists, pedestrians and motorists all in danger.

██████████ would like to discuss this issue personally with any unit that might be able to respond and take action in regards to ██████████ request for the installation of street signage which will make roadside parking restrictions enforceable; and also installation of bollards or barriers in order to deter such excessive parking on the naturestrips as well.

There are many other residents in the area who have made such complaints in the past, and who would benefit from action being taken now. There are many issues with the ██████████ in the area, in terms of overflowing bins, dumping of rubbish and similar; however at this stage the most important thing for ██████████ and ██████████ is to tackle the safety hazard that is caused by the line-of-sight issue that endangers the residents and visitors to the area.

██████████ has requested to be contacted in response to this request ██████████ has made, and if possible would like to meet on-site with an inspector or assessor, in order to discuss the many issues relating to this enquiry, directly. ██████████ considers this to be urgent, and will be seeking to take any actions necessary to resolve the issues at hand.

Thank you.

From: [redacted]@nca.gov.au>
Sent: Thursday, 26 October 2017 11:43 AM
To: [redacted]
Subject: RE: ACT Urban Services Enquiry - [redacted] [SEC=UNCLASSIFIED]

Security: UNCLASSIFIED
Hi [redacted]

You will need to advise him which [redacted] the complaint is against and he could help liaise with them to arrange a meeting with yourselves.

[redacted]

[redacted]
National Capital Authority | Treasury Building, King Edward Terrace, PARKES ACT 2600 GPO Box 373, CANBERRA ACT 2601 | ; www.nca.gov.au | Twitter: @NCA_Media

-----Original Message-----

From: [redacted]
Sent: Thursday, 26 October 2017 11:28 AM
To: [redacted]
Subject: RE: ACT Urban Services Enquiry - [redacted] [SEC=UNCLASSIFIED]

Thank [redacted] I have just emailed [redacted] what can he do?

I think 16 November, still few weeks away, I'm drowning over here.

[redacted]

-----Original Message-----

From: [redacted]
Sent: Thursday, 26 October 2017 11:20 AM
To: [redacted]
Subject: RE: ACT Urban Services Enquiry - [redacted] [SEC=UNCLASSIFIED]

Security: UNCLASSIFIED
Hi [redacted]

[redacted] is my [redacted] contact at [redacted] email [redacted] [redacted] He should be able to assist or at least point you to the correct [redacted] desk that this complaint relates to.

Cheers [redacted]

Ps. When is [redacted] due back...

[redacted]

National Capital Authority

From: [REDACTED] behalf of Parking Operations
Sent: Thursday, 26 October 2017 11:45 AM
To: [REDACTED]
Subject: RE: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]

[REDACTED]

We had a look at the area this morning. No illegally parked vehicles found. The street narrows to 1 lane when vehicles are parked there. No Parking signs will just move them to another street nearby.

[REDACTED] | Team Leader | Parking Operations

Office of Regulatory Services | Access Canberra Level 1, 255 Canberra Avenue Fyshwick | Phone 02 6207 7200

-----Original Message-----

From: [REDACTED]
Sent: Thursday, 26 October 2017 8:56 AM
To: Parking Operations <Parking.Operations@act.gov.au>
Cc: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]

Hi Team,

For inspection, any comments feedback for this area?

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, 25 October 2017 5:01 PM
To: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]

Hi [REDACTED]

Can you please investigate this IAMS on parking in O'Malley?

The resident is complaining about [REDACTED] parking everywhere.

Thanks.

Cheers,

[REDACTED]

From: [REDACTED]
Sent: Thursday, 26 October 2017 11:27 AM
To: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]
Attachments: doo_1035864.doc

Hi [REDACTED]

I got your name from [REDACTED] from NCA.

I received this parking complaint, attached in relation to parking from [REDACTED] can you please advise me further of what can be done or with whom to talk too in relation to [REDACTED] concerns?

Regards,

[REDACTED]
[REDACTED] | Transport Canberra and City Services | ACT
Government Ground Floor, 496 Northbourne Avenue | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

-----Original Message-----

From: [REDACTED]
Sent: Thursday, 26 October 2017 9:01 AM
To: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]

Hi [REDACTED]

Can you help us out with this complaint please? Do you know who the contact is in relation to protocol section for [REDACTED]
Any advice would be appreciated.

Regards,
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Thursday, 26 October 2017 8:55 AM
To: Parking Operations <Parking.Operations@act.gov.au>
Cc: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]

Hi Team,

For inspection, any comments feedback for this area?
[REDACTED]

-----Original Message-----

From: [REDACTED]

From: [REDACTED]
Sent: Thursday, 26 October 2017 8:55 AM
To: Parking Operations
Cc: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]
Attachments: doc_1035864.doc

Hi Team,

For inspection, any comments feedback for this area?

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, 25 October 2017 5:01 PM
To: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]

Hi [REDACTED]

Can you please investigate this IAMS on parking in O'Malley?

The resident is complaining about [REDACTED] parking everywhere.

Thanks.

Cheers,
[REDACTED]

From: [REDACTED]
Sent: Thursday, 26 October 2017 8:55 AM
To: Parking Operations
Cc: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]
Attachments: doc_1036864.doc

Hi Team,

For inspection, any comments feedback for this area?

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, 25 October 2017 5:01 PM
To: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]

Hi [REDACTED]

Can you please investigate this IAMS on parking in O'Malley?

The resident is complaining about [REDACTED] parking everywhere.

Thanks.

Cheers,

[REDACTED]

From: [REDACTED]
Sent: Thursday, 26 October 2017 9:01 AM
To: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]
Attachments: doc_1036864.doc

Hi [REDACTED]

Can you help us out with this complaint please? Do you know who the contact is in relation to protocol section for [REDACTED]
Any advice would be appreciated.

Regards,
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Thursday, 26 October 2017 8:55 AM
To: Parking Operations <Parking.Operations@act.gov.au>
Cc: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]

Hi Team,

For inspection, any comments feedback for this area?
[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, 25 October 2017 5:01 PM
To: [REDACTED]
Subject: FW: ACT Urban Services Enquiry - [REDACTED] [SEC=UNCLASSIFIED]

Hi [REDACTED]

Can you please investigate this IAMS on parking in O'Malley?

The resident is complaining about [REDACTED] parking everywhere.

Thanks,

Cheers,
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 6 December 2017 6:27 PM
To: [REDACTED]
Subject: FW: [REDACTED] O'Malley dangerous tree concern [SEC=UNCLASSIFIED]

Hi [REDACTED]

I would like to arrange meeting with urgently in relation to dangerous tree concerns on the nature strip opposite [REDACTED] at the above address ASAP?
Thanks

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 5 December 2017 6:26 PM
To: [REDACTED]
Subject: O'Malley parking concerns [SEC=UNCLASSIFIED]

Hi [REDACTED]

I would like to arrange meeting with urgently in relation to parking concerns at the above address ASAP?
Thanks

[REDACTED]

From: [REDACTED]
Sent: Friday, 8 December 2017 4:01 PM
To: [REDACTED]
Subject: FW: [REDACTED] parking [SEC=UNCLASSIFIED]
Attachments: 20171208141648640.pdf; 3.-Nature-Strip-Development.doc

Hi [REDACTED]

I wish to thank you for information provided in the meeting on Wednesday.

I have attached a map of the block boundaries and copy of the application to use unleased Territory land for your information, please feel free to call me if you have any questions related to parking concerns in the area.
Regards

[REDACTED] Major Events Officer

[REDACTED] Transport Canberra and City Services |

ACT Government

496 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: [REDACTED]
Sent: Friday, 8 December 2017 3:54 PM
To: [REDACTED]
Subject: FW: [REDACTED] parking [SEC=UNCLASSIFIED]
Attachments: 20171208141648640.pdf; 3.-Nature-Strip-Development.doc

Hi [REDACTED]

I wish to thank you for information provided in the meeting yesterday.

I have attached a map of the block boundaries and copy of the application to use unleased Territory land for your information, please feel free to call me if you have any questions related to parking concerns in the area.
Regards

[REDACTED] Major Events Officer

[REDACTED] | Transport Canberra and City Services |

ACT Government

496 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: [REDACTED]
Sent: Thursday, 7 December 2017 6:41 PM
To: [REDACTED]
Subject: Re: Parking Issues at [REDACTED] O'Malley [SEC=UNCLASSIFIED]

[REDACTED]
Thanks for keeping us informed. We appreciate your efforts.

Regards,
[REDACTED]

Regards,
[REDACTED]

On 7 December 2017 at 17:34, [REDACTED] wrote:

Thanks [REDACTED] for the feedback, I'll arrange for a new letter drop as soon as possible in the area.

I wish to advise that I have visited [REDACTED] today and discussed parking concerns with representative of the [REDACTED]. I am in the process of sending maps with information regarding the nature strip boundaries and an application to allow them to improve the damaged nature strip.

I have also pointed out that some vehicles were parked illegally on the nature strip.

Regards

[REDACTED]
Roads ACT | Transport Canberra and City Services | ACT Government
496 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: [REDACTED]
Sent: Thursday, 7 December 2017 10:59 AM
To: [REDACTED]

[REDACTED] and

The owners of [REDACTED] were unable to attend and add their concerns to this meeting due to a previous engagement. They did however, stop long enough to say that their vehicle has suffered damage as a result of an illegally parked vehicle across their driveway. They also cite concerns over the road safety of their [REDACTED] when visiting their property.

I provide copies of emails from [REDACTED] and [REDACTED] documenting their support for the proposal for no parking on the EVEN side of the street and timed parking on the odd side of the street.

There are two other [REDACTED] who were unable to attend the meeting yesterday who also support no parking on the EVEN side of the street with timed parking on the odd side of the street.

Yesterday, you canvassed the idea that the whole street may not need restricted parking. The owners strongly reject this proposal. Most weekdays there are some 40 or so vehicles parked the entire length of [REDACTED] with another 20 odd parked in the front yard of [REDACTED]

[REDACTED] Delivery drivers, visitors and couriers routinely park on the even side of the street (forcing us to drive in the centre of the roadway). They park on the verge, or worse on our driveways to deliver packages to the [REDACTED] and the [REDACTED]. It was noted that the [REDACTED] driveway, which in the past was used for deliveries now restricts

Open Enquiries All Enquiries
 Open Enquiries All Enquiries

Type: ENQUIRER Ref: [Redacted]
 Email: [Redacted] Home: [Redacted] Work: [Redacted] Mobile: [Redacted] Fax: [Redacted]

Search Contacts Summary View Contact Details Primary Contacts

Class: TCD Traffic Control Device
 Summary Remarks: Site inspection, spoke to [Redacted] officer at the [Redacted] he assured us that parking will be only on one side of the street and agreed that both [Redacted]

Issues: [Redacted] Damage: [Redacted]

Date Reported: 24-OCT-2012 15:15 Incident Date & Time: 24-OCT-2012 15:15
 Follow Up: [Redacted] Acknowledgment: [Redacted] Follow Up 2: [Redacted] Follow Up 3: [Redacted]
 Priority: 2 Target Date: 07-NOV-2012 15:15 Complete Date: 29-OCT-2012 15:39 Reference No: 1211005-001887

Date Time Arrived: [Redacted] Reason for Late Arrival: [Redacted] Correspondence Date: [Redacted] Corr Received Date: [Redacted]

Associated Asset: [Redacted] Road Type: SECT Road: O'MALLEY Easting: 20875.82240863348
 Associated National: [Redacted] Closed: [Redacted] Northing: 695946.7011533689

Would you please investigate the possibility of prohibiting parking along one side of [Redacted] O'Malley, near the intersection of [Redacted] always has staff cars parked both sides of the road and it is dangerous trying to squeeze through. Today I was forced up onto a driveway today by a Landrover that charged through the gap between the cars. See map location and photo attached taken this afternoon showing the usual number of cars parked in that area.

Recorded By: [Redacted] Status: CO Complete

Responsibility Of: TR1

Enquiry Details: [Redacted]

Source: ICS ACT

Open Enquiries: All Enquiries

ENQUIRER: [Redacted] Ref: [Redacted]

Type: [Redacted]

Email: [Redacted] Home: [Redacted] Work: [Redacted] Mobile: [Redacted] Fax: [Redacted]

Search: [Redacted] View Contact Details: [Redacted]

Contacts Summary: [Redacted]

Primary Contact: [Redacted]

Property Type: [Redacted]

Class: TRSS: Trees - Street (Single)

Action/Remarks: Inspected 22/1/13 clear street signs & lights completed, 5/2/14. Tree pruned

Injuries: [Redacted]

Damage: [Redacted]

Date Recorded: 19-APR-2012 11:30 Incident Date & Time: 19-APR-2012 11:30 Correspondence Date: [Redacted] Cor Received Date: [Redacted]

Follow Up: [Redacted] Acknowledgment: [Redacted] Follow Up 2: [Redacted]

Priority: 5 Target Date: 31-MAY-2012 11:30 Complete Date: 05-FEB-2014 00:00 Reference No: 120418-001946

Date Time Arrived: [Redacted] Reason for Late Arrival: [Redacted]

Associated Assets: [Redacted]

Road Type: SEN Road: ISACS

Get From Map: ISACS

Assn Shared Network: [Redacted]

Essing: [Redacted] Morning: [Redacted]

Find: [Redacted] Start: [Redacted] End: [Redacted] ASP: [Redacted]

Asset no. 333288: on the footpath between [Redacted] and [Redacted]. Another light next to this one has been knocked by trees - on for a while and off for a while.

Asset no. 333288: on the footpath between [Redacted] and [Redacted]. Another light next to this one has been knocked by trees - on for a while and off for a while.

Open Enquiries All Enquiries

ICS POPMS
 ICS 401
 Source Admin Unit

Navigable
 Status CO
 Complete

Recorded By EJO
 Responsibility Of RMS
 Request Maintenance Service

Priority 2
 Date Time Armed

Name [Redacted]
 Organisation [Redacted]
 Postcode [Redacted]
 Street [Redacted]
 Town [Redacted]
 County [Redacted]

Building [Redacted]
 Number [Redacted]
 Sub [Redacted]

ENQUIRER [Redacted]
 Email [Redacted]
 Home [Redacted]
 Work [Redacted]
 Mobile [Redacted]
 Fax [Redacted]
 Rec [Redacted]
 Flat [Redacted]

Search [Redacted]

Contacts Summary
 View Contact Details
 Primary Contact

Class ROPA
 Road Payment

Action Remarks
 Issues
 Damage

Incident Date & Time 29-NOV-2012 15:05
 Acknowledgment
 Target Date 13-DEC-2012 15:05
 Reason for Late Arrival

Date Reported 29-NOV-2012 15:05
 Follow Up 1
 Priority 2
 Date Time Armed

Correspondence Date
 Follow Up 2
 Complete Date 06-DEC-2012 10:22
 Reference No 121129-001075

Associated Asset
 Road Type SEC
 Road O'MALLEY
 Geofence Map O'MALLEY

Associated Network
 Closed
 Easing 218882 39663245075
 Nothing 395981 3742480068

Find
 Create Start
 End XSP

This street is littered with debris from trees piling up in the gutters.
 Gum trees which cause the leaf litter are overhanging the street
 outside the [Redacted]

"/>

Trees overhanging my property less than metre of my roof and antenna need pruning. Trees are located on the path between [REDACTED] and [REDACTED] 29/8/2016 Customer would like an update on her request?

"/>

Complete
 Open Enquiries
 All Enquiries

Source: ICS
 Form: ACT

Type: ENQUIRER
 Email: [REDACTED]
 Home: [REDACTED]
 Work: [REDACTED]
 Mobile: [REDACTED]
 Fax: [REDACTED]

Search: [REDACTED]
 Contact Summary: [REDACTED]
 Primary Contact: [REDACTED]
 View Contact Details: [REDACTED]

Class: HQS
 Unpaid Open Space: [REDACTED]

Accro/Remarks: Belongs to the [REDACTED]
 Injuries: [REDACTED]
 Damages: [REDACTED]

Correspondence Date: [REDACTED]
 Follow Up Z: [REDACTED]
 Complete Date: 14-DEC-2017 14:31
 Reference No: [REDACTED]

Road Type: ROAD
 Road: O'VALLEY
 Call From Map: O'VALLEY

Associated Network: [REDACTED]
 Chosen:

Date Recorded: 01-DEC-2017 16:01
 Incident Date & Time: 01-DEC-2017 16:01
 Acknowledgement: [REDACTED]
 Target Date: 15-DEC-2017 16:01
 Reason for Late Arrival: [REDACTED]

Date Recorded: 01-DEC-2017 16:01
 Follow Up: 7
 Priority: [REDACTED]

Date Time Arrived: [REDACTED]

Associated ASSE: [REDACTED]

Print: [REDACTED]
 Create: [REDACTED]

Name: [REDACTED]
 Organisation: [REDACTED]
 Postcode: [REDACTED]
 Street: [REDACTED]
 Dependant Street: [REDACTED]
 Town: [REDACTED]
 County: [REDACTED]

Category: [REDACTED]
 Enquiry Type: [REDACTED]
 Location: [REDACTED]

Description: [REDACTED]

7 December 2017
 Rubbish is still being routinely thrown out of the vehicles parked
 opposite the [REDACTED] A formal
 complaint has been sent to the [REDACTED] properties at [REDACTED]
 The tenants of these [REDACTED] negatively impact on the streetscape and flagrantly
 disobey ACT Government laws. I seek your assistance in
 addressing this matter as a matter of urgency.
 Many thanks for your assistance.

Good afternoon,

██████████ have been struggling for a few years now with the same problem regarding **traffic safety and illegal parking**, and is looking to finally instigate some action and resolution to the issues at hand.

██████████ has phoned Access Canberra today, after submitting an online report to the complaints management team regarding the illegal parking and lack of enforcement received in the area in the past. ██████████ has stated that ██████████ believes the lack of enforcement capability isn't necessarily due to a lack of inspection and infringements, but is due to the lack of recognition and consideration for ACT law, as there is a majority of ██████████ houses and ██████████ in the street.

██████████ expresses ██████████ concern, because the property they live in is ██████████ and in the past ██████████ and ██████████ have been put in danger by a significant lack of regard for parking law and traffic safety. The neighbours on either side of the listed address, at ██████████ and ██████████ have both caused significant problems by parking on the nature strip beside and in front of ██████████ block, and this causes a major line-of-sight hazard which is prominent every single time they wish to leave the property.

The residents / employees at ██████████ have made significant efforts to improve the naturestrip by re-turfing and placing split coppers-logs around the grass. ██████████ have set an example of how to approach the issue at ██████████ however at ██████████ the issue persists, and there is an overflow of cars parking on the naturestrip and also the roadside directly adjacent to the exit of ██████████ driveway, where ██████████ must back out blindly into an extremely tight space on the street.

There is also the added factor to consider that there is currently no footpaths along this street, so any pedestrians in the area are also forced to walk in the centre of the road, due to the excessive parking of sometimes 20+ cars on the naturestrip and roadside. This puts cyclists, pedestrians and motorists all in danger.

██████████ would like to discuss this issue personally with any unit that might be able to respond and take action in regards to his request for the **installation of street signage** which will make roadside parking restrictions enforceable; and also **installation of bollard's or barriers** in order to deter such excessive parking on the naturestrips as well.

There are many other residents in the area who have made such complaints in the past, and who would benefit from action being taken now. There are many issues with the ██████████ and ██████████ in the area, in terms of overflowing bins, dumping of rubbish and similar; however at this stage the most important thing for ██████████ is to tackle the safety hazard that is caused by the line-of-sight issue that endangers the residents and visitors to the area.

██████████ has requested to be contacted in response to this request ██████████ has made, and if possible would like to meet on-site with an inspector or assessor, in order to discuss the many issues relating to this enquiry, directly. ██████████ considers this to be urgent, and will be seeking to take any actions necessary to resolve the issues at hand.

Thank you.

Open Enquiries All Enquiries

ICS FORMS

Sub Unit: []

Name: []

Status: [] Complete

ID: 79915

Recorded by: []

Responsibility of: []

Open Enquiries All Enquiries

Name: []

Organisation: []

Postcode: []

Street: []

Town: []

County: []

Number: []

Building: []

Sub: []

Type: []

Email: []

Home: []

Work: []

Mobile: []

Fax: []

Ref: []

Primary Contact:

Search: []

Contacts Summary

View Contact Details

Property Type: []

Class: []

Urban Open Space

The easement between [] and [] C'Malley is cluttered with debris from gum trees growing on the easement. Reasonably large branches and twigs have fallen into the walkway and need to be removed. The leaves and branches overhanging my property [] and continuously drop branches and leaf litter into my property. Grateful if overhanging tree branches could be removed.

OK Cancel Search

Action/Remarks: PD Inspected 11/7/13 illegal dumping. Clean up laneway between No. [] To Maintenance Landscapes direct. 22ND July

Injuries: []

Damage: []

Correspondence Date: []

Follow Up 2: []

Complete Date: 05-AUG-2013 09:22

Reference No: 121129-001101

Date Received: []

Date Time Arrived: []

Reason for Late Arrival: []

Associated Asset: []

Road Type: []

Road Name: []

Set From: []

Start: []

End: []

XSP: []

Date Received: 29-NOV-2012 13:28

Incident Date/Time: 29-NOV-2012 13:28

Acknowledgment: []

Target Date: 01-AUG-2013 00:00

Reason for Late Arrival: []

Associated Asset: []

Road Type: []

Road Name: []

Set From: []

Start: []

End: []

XSP: []

Date Time Arrived: []

Reason for Late Arrival: []

Associated Asset: []

Road Type: []

Road Name: []

Set From: []

Start: []

End: []

XSP: []

Id: 14933 Status: CO Complete

Reported By: ESO Responsibility Of: RMS Road Maintenance Service

Enquiry Details: [View Details](#) | [View Summary](#) | [View Comments](#)

Name: ██████████ Ref: ENQUIRER Type: Email Home Work Mobile Fax Primary Contact

Organisation: ██████████ Building: ██████████ Sub: ██████████ Flag: ██████████

Postcode: ██████████ Street: ██████████ Local: ██████████

Dependent Street: ██████████ Property Type: ██████████ Search: [View Contact Details](#)

Town: ██████████ Country: ██████████ [Contacts Summary](#)

Category: REQS Request for Services Class: ROPA Road Pavement

Enquiry Type: DEB Debts Location: ██████████ O'Malley

Description: This street is littered with debris from trees falling up in the gutters. Gum trees which cause the leaf litter are overhanging the street outside the

Action/Remarks: Injuries: Damage:

Date Recorded: 29-NOV-2012 15:05 Incident Date & Time: 29-NOV-2012 15:05 Correspondence Date: Com Received Date:

Follow Up 1: Acknowledgment: Follow Up 2: Follow Up 3:

Priority: 2 Target Date: 13-DEC-2012 15:06 Complete Date: 06-DEC-2012 10:22 Reference No: 121129-001075

Date/Time Arrived: Reason for Late Arrival: Associated Asset:

Find: Create: End: Start: XSP Gal From Map: O'MALLEY O'MALLEY

Associated Network: Road Type: Road Road No: Road Name: Road Type: Road No: Road Name: Road Type: Road No: Road Name:

Escalation: 208832.39681245075 Morning: 599981.5712480088

Complete
 Recorded by: JEU
 Responsibility Of: KCS
 Status: CO
 Source: ICS
 Admin Unit: ACT
 ICS FORMS
 Open Enquiries
 All Enquiries

Name: [REDACTED]
 Organisation: [REDACTED]
 Postcode: [REDACTED]
 Street: [REDACTED]
 Building: [REDACTED]
 Sub: [REDACTED]

lives on a street that is shared with numerous [REDACTED] they are having a lot of issues with parking in the street. People visiting the [REDACTED] are parking on people's nature strips / blocking driveways / reserve area (blocking access to entry) / corners of the street, etc. The [REDACTED] guests at number [REDACTED] are causing the most problems. She would like to request no parking signs be installed on both sides of the road between certain times (Eg. 9am - 2pm) to try and resolve this issue. Parking inspectors have previously been out to the area, but this has not deterred them. Please email or call [REDACTED] to discuss what options may be available once the site has been inspected.

Date: [REDACTED]
 Priority: 2
 Date/time Arrived: [REDACTED]
 Reason for Site Arrival: [REDACTED]

Associated Asset: [REDACTED]
 Road Type: [REDACTED]
 Road: O'MALLEY
 Section Map: O'MALLEY

ENQUIRER: [REDACTED]
 Email: [REDACTED]
 Home: [REDACTED]
 Work: [REDACTED]
 Mobile: [REDACTED]
 Fax: [REDACTED]

Search: [REDACTED]
 Contacts Summary: [REDACTED]
 Primary Contact: [REDACTED]
 View Contact Details: [REDACTED]

ROPA: [REDACTED]
 Road Payment: [REDACTED]

Currently under MOW - scheduled for completion end of March/April 2018

Complete Date: 27-FEB-2018 15:06
 Reference No: 171020-001654

Associated Network: [REDACTED]
 Closed: [REDACTED]

Target Date: 15-NOV-2017 00:00
 Search: [REDACTED]

Find: [REDACTED]
 Create: [REDACTED]

JA 1840548 Stamps: CO. [Complete] Navigator: ICS: ICS FORMS

Reported By: JBU Source: ICS: ACT. Admin Unit: Open Enquiries All Enquiries

Responsibility Of: HRT

Enquiry Details: [Details] [Previous] [Next] [Home]

Name: [Redacted] Ref: [Redacted]

Organisation: [Redacted] Type: ENCOUNTER

Postcode: [Redacted] Sub: [Redacted] Email: [Redacted]

Street: [Redacted] Locality: [Redacted] Home: [Redacted] Flag: [Redacted]

Street: [Redacted] Town: [Redacted] Mobile: [Redacted] Work: [Redacted] Primary Contact:

County: [Redacted] Property Type: [Redacted] Search: [Redacted] View Contact Details

Category: Request in Services Class: UOS Urban Open Space

Enquiry type: DIR Dirty Location: [Redacted] O'Malley

Description: 1 December 2017 Rubbish is still being routinely thrown out of the vehicles parked opposite the

Incident Remarks: [Redacted] Belongs to the [Redacted]

Issues: [Redacted] Damage: [Redacted]

Date Recorded: 01-DEC-2017 18:01 Incident Date & Time: 01-DEC-2017 18:01 Correspondence Date: [Redacted] Conf Received Date: [Redacted]

Follow Up: [Redacted] Acknowledgment: [Redacted] Follow Up 2: [Redacted] Follow Up 3: [Redacted]

Priority: 7 Target Date: 15-DEC-2017 16:01 Complete Date: 14-DEC-2017 14:11 Reference No: [Redacted]

Date Time Arrived: [Redacted] Reason for Late Arrival: [Redacted]

Associated Asset: [Redacted] Associated Network: [Redacted]

File: [Redacted] Road type: SEC Road: O'MALLEY Closing: Existing Nothing

Create: [Redacted] Start: [Redacted] End: [Redacted] Cat From Map: O'MALLEY

ID: 74409 Status: CC Complete ICS FORMS Source: ICS Admin Unit: ACT
 Requested By: MPI Responsibility Of: TRS Open Enquiries: 6 All Enquiries
 Enquiry Details: [Details] [Print] [Close]

Name: MR [Redacted] Type: ENQUIRER Ref: [Redacted]
 Organisation: [Redacted] Email: [Redacted]
 Postcode: [Redacted] Number: [Redacted] Building: [Redacted] Home: [Redacted]
 Street: [Redacted] Street: [Redacted] Local: [Redacted] Work: [Redacted]
 Town: [Redacted] County: [Redacted] Mobile: [Redacted] Fax: [Redacted]
 Property Type: [Redacted] Primary Contact:

Category: REOS Request for Services Class: TRSS Press Street (Single)
 Enquiry Type: PRUN Prune excess foliage
 Location: [Redacted] and [Redacted] ISAACS
 Description: Asset no: 335262 on the footpath between [Redacted] and [Redacted] inspected 22/1/13 after street signs & light completed, 5/2/14. Tree pruned
 Action Remarks: [Redacted] Injuries: [Redacted] Damage: [Redacted]

Date Recorded: 19-APR-2012 11:30 Incident Date & Time: 19-APR-2012 11:30 Correspondence Date: [Redacted] Cont. Received Date: [Redacted]
 Follow Up 1: [Redacted] Acknowledgment: [Redacted] Follow Up 2: [Redacted] Follow Up 3: [Redacted]
 Priority: 8 Target Date: 31-MAY-2012 11:30 Complete Date: 05-FEB-2014 00:00 Reference No: 120418-001945
 Date Time Arrived: [Redacted] Reason for late arrival: [Redacted]

Associated Asset: [Redacted] Associated Network: [Redacted]
 Road Type: SECT Closed Existing: [Redacted]
 Road: ISAACS Nothing
 Call Room Map: ISAACS

Find Create Stat Edit XSP

714010| ASSET NO. 335263; ON THE FOOTPATH BETWEEN [REDACTED] AND [REDACTED]
[REDACTED] AND [REDACTED] | SAACS|SL335263|SING|REQSI19-APR-2012|SEI03-
MAY-2012| 595808.6051322363|208757.48782181187|19-APR-2012|[REDACTED]
|19-APR-2012|[REDACTED]

745915 Skills: CC Complete Navigator Source: ICS ICS FORMS
 Recomed By ACT Open Enquiries All Enquiries
 Responsibility Of: IRES

Enquiry Details: Details Summary History Attachments

Name: [REDACTED] Type: **ENDURER** Ref: [REDACTED]
 Organisation: [REDACTED] Email: [REDACTED]
 Postcode: [REDACTED] Home: [REDACTED] Flag: [REDACTED]
 Street: [REDACTED] Work: [REDACTED]
 Dependant Street: [REDACTED] Mobile: [REDACTED]
 Town: [REDACTED] Fax: [REDACTED]
 County: [REDACTED] Property Type: [REDACTED] Primary Contact:
 Search Contacts Summary View Contact Details

Category: **REOS** Request for Services Class: **UOS** Urban/Open Space
 Enquiry Type: **DIR** Dir Injuries: [REDACTED]
 Location: [REDACTED] O'MALLEY Damage: [REDACTED]
 Description: The easement between [REDACTED] and [REDACTED] O'Malley is cluttered with debris from gum trees growing on the easement. Reasonably

Date Recorded: **29-NOV-2012 13:23** Incident Date & Time: **29-NOV-2012 13:23** Correspondence Date: [REDACTED] Cont Received Date: [REDACTED]
 Follow Up 1: [REDACTED] Acknowledgment: [REDACTED] Follow Up 2: [REDACTED] Follow Up 3: [REDACTED]
 Priority: **13** Target Date: **01-AUG-2013 00:00** Complete Date: **05-AUG-2013 09:22** Reference No: **121128-001101**
 Date Time Arrived: [REDACTED] Reason for Late Arrival: [REDACTED]

Associated Asset: [REDACTED] Associated Member: [REDACTED]
 Read Type: **SECRET** Closed: [REDACTED] Existing: [REDACTED]
 Read: **O'MALLEY** North: [REDACTED]
 SacFrom Map: **O'MALLEY** SacFrom: [REDACTED]

Id: 1925683 Status: DO Complete Navigator Source: JCS Admin Unit: ACT

Recorded By: JEU Responsibility Of: KSS: Open Enquiries: All Enquiries

Entity Details: Name: [Redacted] Type: ENQUIRER Email: [Redacted] Home: [Redacted] Work: [Redacted] Mobile: [Redacted] Fax: [Redacted] Building: [Redacted] Sub: [Redacted] Locality: [Redacted] Property Type: [Redacted]

Category: REQS Requester Services Class: ROPA Road Payment

Entity Type: TMS TMS ISSUES Location: [Redacted] O'Malley Description: [Redacted] lives on a street that is flanked with [Redacted] they are having a lot of issues with parking in the street. People visiting [Redacted]

Date Recorded: 20-OCT-2017 16:34 Incident Date & Time: 20-OCT-2017 16:34 Correspondence Date: [Redacted] Date Rec'd Date: [Redacted] Follow Up: [Redacted] Follow Up 2: [Redacted] Follow Up 3: [Redacted]

Date/Time Arrived: [Redacted] Target Date: 15-NOV-2017 09:00 Complete Date: 27-FEB-2018 15:06 Reference No: 171020-004654

Associated Assets: [Redacted] Associated Network: [Redacted] Road Type: SECT Closed Road: O'MALLEY Easting: 208734.74828881015 Northing: 592951.0785968271

Find Create Start End XSP

Open Enquiries All Enquiries All Enquiries

ICS: ICS FORMS

Source: Admin Unit:

Recorded By: Status: Complete:

Responsibility: Kim Garing

Enquiry Details:

Name: Ref:

Organisation: Email:

Postcode: Phone: Fax:

Street: Work:

Dependant Street: Mobile:

Town: County:

Site inspection, spoke to [redacted] assured us that parking will be only on one side of the street and agreed that both sides was a problem. advised [redacted] if outcome, he was happy, NFA

Category: Requesting Services:

Enquiry Type: TMS ISSUES

Location: O'Malley

Disruption: Would you please investigate the possibility of prohibiting parking along one side of [redacted] O'Malley, near the intersection of [redacted]

Date Recorded: 24-OCT-2012 15:15 Incident Date & Time: 24-OCT-2012 15:15

Follow Up: Acknowledgment: Correspondence Date: Cont Received Date:

Priority: 2 Target Date: 07-NOV-2012 15:15 Complete Date: 29-OCT-2012 15:39 Follow Up 2: Reference No: 121009-001887

Date Time Arrived: Reason for Late Arrival:

Associated Network: Associated Network:

Road Type: SECT Closed:

Road: O'MALLEY Easting: 20875.8224086348

Get From Map: O'MALLEY Northing: 595946.7011533069

Edit Create

Recorded By: [Redacted] | Responsibility Of: [Redacted]

Enquiry Details: [Enquiry Details](#) | [Enquiry History](#) | [Enquiry Actions](#) | [Enquiry Reports](#) | [Enquiry Settings](#)

Name: MR [Redacted] | Title: ENCOURER | Ref: [Redacted]

Organisation: [Redacted] | Building: [Redacted] | Sub: [Redacted]

Postcode: [Redacted] | Street: [Redacted] | Locality: [Redacted]

Department/Street: [Redacted] | Town: [Redacted] | Property Type: [Redacted]

County: [Redacted] | Search: [Redacted] | Contacts Summary: [Redacted] | View Contact Details: [Redacted]

Primary Contact: [Redacted]

Category: REGS | Request for Service | Class: SLHT | Streetlight

Enquiry Type: SNG | Single streetlight out | Action Remarks: [Redacted]

Location: [Redacted] and [Redacted] Saabs | Issues: [Redacted] | Damage: [Redacted]

Description: Asset no. 305263 on the footpath between [Redacted] and [Redacted]

Date Recorded: 19-APR-2012 11:20 | Incident Date & Time: 19-APR-2012 11:20 | Correspondence Date: [Redacted] | Cont. Received Date: [Redacted]

Follow Up: 9 | Acknowledgment: [Redacted] | Follow Up 2: [Redacted] | Follow Up 3: [Redacted]

Date Time Arrived: [Redacted] | Reason for Late Arrival: [Redacted] | Complete Date: 03-MAY-2012 11:20 | Reference No: 120418-001946

Associated Asset: [Redacted] | Associated Network: [Redacted]

Find: [Redacted] | Road Type: SECT | Class: T | Easting: 28757 4878218187

Creates: [Redacted] | Start: [Redacted] | End: [Redacted] | XSP: [Redacted] | Get From Map: SAACS | Get From Map: SAACS

Northing: 6061322963

Open Enquiries All Enquiries CS FORMS
 Source: CS Complete Navigator
 Recorded By: LA Status: CO Building Unit: ACT
 Responsibility Of: JRI PEES

Enquiry Details Enquiries PEES
 Name: [Redacted] ENQUIRER: [Redacted] Ref: [Redacted]
 Organisation: [Redacted] Type: [Redacted] Email: [Redacted]
 Postcode: [Redacted] Building: [Redacted] Street: [Redacted] Floor: [Redacted]
 Street: [Redacted] Street: [Redacted] Work: [Redacted]
 Dependant Street: [Redacted] Mobile: [Redacted]

PD Inspected 11/7/13 illegal dumping, Clean up laneway between
 To Maintenance landscape direct. 2ND July
 redacted as requested CC - Job completed. Green waste
 removed.

Property type: [Redacted] Account: [Redacted]
 Category: PECS - Request for Services
 Enquiry type: DIR Location: [Redacted] O'MALLEY
 Description: The easement between [Redacted] and [Redacted] O'Malley is cluttered with debris from gum trees growing on the easement. Reasonably

Date Recorded: 29 NOV 2012 13:23 Incident Date & Time: 29 NOV 2012 13:23 Correspondence Date: [Redacted] Conf-Received Date: [Redacted]
 Follow Up: [Redacted] Acknowledgment: [Redacted] Follow Up 2: [Redacted] Follow Up 3: [Redacted]
 Priority: 13 Target Date: 01-AUG-2013 00:00 Complete Date: 05-AUG-2013 09:22 Reference No: 12-123-001101
 Date Time Arrived: [Redacted] Reason for Late Arrival: [Redacted]

Associated Asset: [Redacted] Associated Network: [Redacted]
 Road type: SECT Closed:
 Road: O'MALLEY Easement Number: [Redacted]
 Get From Map: O'MALLEY KSP: [Redacted] Status: [Redacted]
 Create Edit End

ID: 596641 Status: ES ICS FORMS Source: IOS Admin Unit: ACT All Enquiries Open Enquiries

Recorded By: NLO Responsibility Of: RWS Road Maintenance Service Enquiry Details: [Icons] Email Sent: [Icon] Navigator: [Icon]

Name: [Redacted] Type: ENQUIRY Ref: [Redacted] Primary Contact: [Redacted]

Organisation: [Redacted] Email: [Redacted] Home: [Redacted] Work: [Redacted] Mobile: [Redacted] Fax: [Redacted]

Postcode: [Redacted] Building: [Redacted] Sub: [Redacted]

Street: [Redacted] Localities: [Redacted] Property Type: [Redacted]

Dependant Street: [Redacted] Search: [Redacted] Contacts Summary: [Redacted] View Contact Details: [Redacted]

Category: REQS Request for Services Class: ROPA Road Pavement

Enquiry Type: DEB Debris Location: [Redacted] O'Malley Action Remarks: [Redacted]

Description: [Redacted] Injuries: [Redacted] Damage: [Redacted]

[Redacted] is in need of street sweeping there is an abundance and buildup of debris such that plant matter is growing in the drains

Date Recorded: 27-APR-2015 09:10 Incident Date & Time: 27-APR-2015 09:10 Correspondence Date: [Redacted] Corr. Received Date: [Redacted]

Follow Up 1: [Redacted] Acknowledgment: [Redacted] Follow Up 2: [Redacted] Follow Up 3: [Redacted]

Priority: 2 Target Date: 11-MAY-2015 09:10 Complete Date: [Redacted] Reference No: 150425-1100528

Date Time Arrived: [Redacted] Reason for Late Arrival: [Redacted]

Associated Asset: [Redacted] Associated Network: Closed

Road Type: SECT Road: O'MALLEY Easing: 206749.0892662757 Nonring: 599950.823804726

Get From Map: [Redacted] ASP: [Redacted] End: [Redacted] Start: [Redacted]

CM Closed MNW Navigation CS FORMS Source KCS Admin Unit ACT Open Enquiries All Enquiries

Recorded By: Responsibility Of: Empiry Details:

Name Type: ENQUIRER Ref:
 Organisation Email:
 Postcode Number: Building Sub: Flag:
 Street Telephone:
 Dependent Street Locality:
 Town Fax:
 County Property Types: Primary Contact:
 Search Contacts Summary View Contact Details

Category: Request for Services Class: ROPA Road Pavement
 Enquiry Type: TMS ISSUES

Location: O'Malley
 Description: MNW - Erect parking restrictions as marked in OPTION 2
 Injuries:
 Damage:

Date Recorded: 24-OCT-2017 14:08 Incident Date & Time: 24-OCT-2017 14:08 Correspondence Date:
 Follow Up: Acknowledgment: Follow Up 2: Follow Up 3:
 Priority: 2 Target Date: 11-DEC-2017 00:00 Complete Date: Reference No: 171024101019
 Date/TIME Arrived: Reason for Late Arrival:

Associated Asset: Associated Network: Closed
 Road Type: SEGI Easing: 208754.06806573082
 Road: O'MALLEY Northing: 599968.8946710866
 Get From Map: XSP End Create Start

Please see the attached document for request and enquiry details. Regarding TMS issues.

ID: 1028926 Status: CO Complete Navigator ICS FORMS Source: ICS Admin Unit: ACF
 Recorded By: [Redacted] Responsibility Of: HRET Open Engines All Engines

Enquiry Details [Details](#) [Map](#) [Print](#) [Share](#) [Add to Favorites](#)

Name: [Redacted] Ref: [Redacted] Type: ENQUIRER
 Organisation: [Redacted] Email: [Redacted] Home: [Redacted] Flag: [Redacted]
 Postcode: [Redacted] Building: [Redacted] Sub: [Redacted] Work: [Redacted]
 Street: [Redacted] Localities: [Redacted] Mobile: [Redacted] Primary Contact: [Redacted]
 Town: [Redacted] Fax: [Redacted] Search Contacts Summary View Contact Details

Category: PEOS Request for Services Class: UOUS Open/Open Space
 Enquiry type: DMRB Dumping of Rubbish Action/Remarks: Rubbish removed from location. FIE x2x 45min
 Location: [Redacted] O'Malley Issues: [Redacted] Damage: [Redacted]

Description: [Redacted] would like make a complaint about the rubbish which is routinely thrown from motor vehicles parked outside the [Redacted] and the [Redacted]

Date Recorded: 26-JUL-2017 12:09 Incident Date & Time: 26-JUL-2017 12:09 Correspondence Date: [Redacted] Date Time Arrived: [Redacted]
 Follow Up 1: [Redacted] Acknowledgment: [Redacted] Follow Up 2: [Redacted] Follow Up 3: [Redacted]
 Priority: 7 Target Date: 09-AUG-2017 12:09 Complete Date: 26-JUL-2017 13:00 Reference No: 170713-001519

Associated Asset: [Redacted] Associated Network: [Redacted] Road Type: SEC Closed: [Redacted] Estimating: [Redacted]
 End: [Redacted] OSP: [Redacted] Road: O'MALLEY Get From Map: O'MALLEY Nothing: [Redacted]

Find Create State

