



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: 23-141

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Published
4. Documents	Published
5. Additional information identified	Not Applicable
6. Fees	Not Applicable
7. Processing time (in working days)	32 days
8. Decision made by Ombudsman	Not applicable
9. Additional information identified by Ombudsman	Not applicable
10. Decision made by ACAT	Not applicable

11. Additional information identified by ACAT	Not applicable
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[REDACTED]

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

Our Ref: CE:410121:sfw

23 November 2023

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

Dear colleagues

[REDACTED]

PUBLIC LIABILITY IN THE ACT: 4 November 2023

We act for [REDACTED] in relation to a claim for personal injury damages arising from a public liability accident in the Australian Capital Territory on 4 November 2023.

We request access to the following government information under the *Freedom of Information Act 2016*:

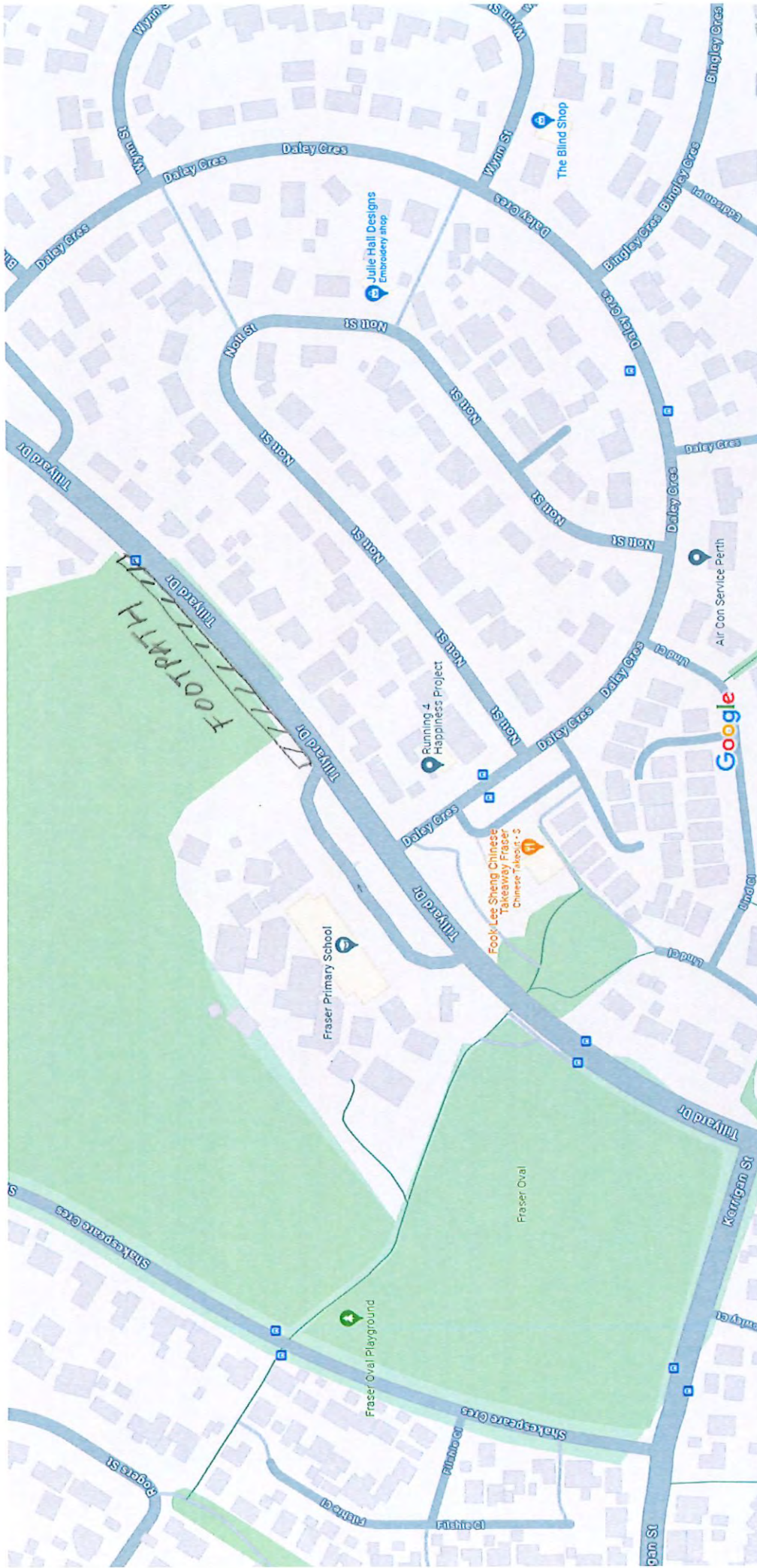
1. All records relating to the maintenance, upkeep, monitoring and repair of the footpath located between 183 and 187 Tillyard Drive in Fraser ACT (**the footpath**) including but not limited to spreadsheets, lists, work orders, Fix My Street submissions, priority designations, photographs, emails and work order completion records.
2. All records relating to defects of the footpath from 1 January 2020 to date;
3. All records relating to any injuries, accidents, or other incidents on the footpath from 1 January 2020 to date;
4. All records relating to work orders for the footpath from 1 January 2020 to date; and
5. All records of complaints in relation to the footpath from 1 January 2020 to date.

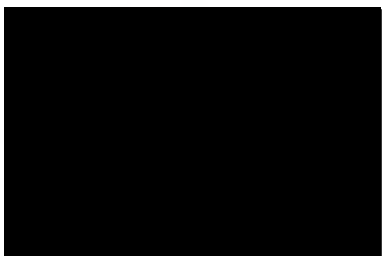
We **enclose** a copy of an Authority to Act signed by our client and a google maps screenshot identifying the location of the subject footpath.

Please provide any invoice in relation to fees or processing charges that may apply to this request so that we can attend to payment.

We look forward to hearing from you.








AUTHORITY TO ACT

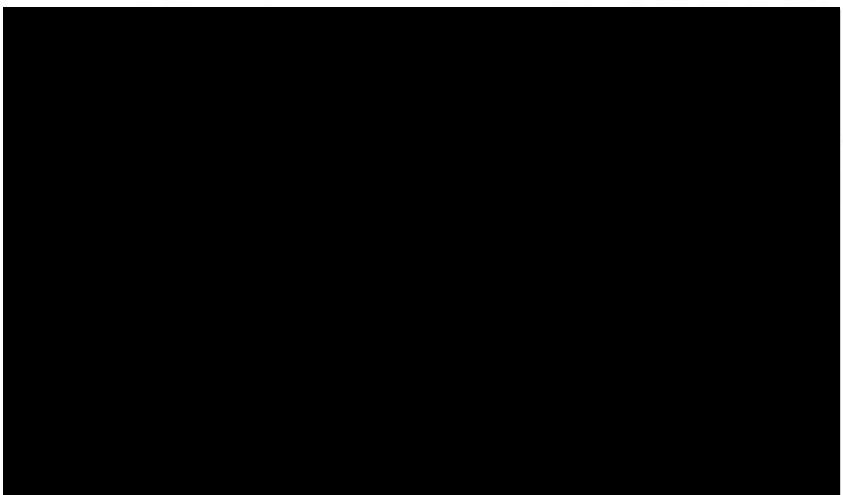


NICHOLLS ACT

2913, hereby authorise  to act as my solicitors in relation to a public liability accident in the ACT on 4 November 2023 and to obtain all documents, notes, reports or other records in relation to this accident, on my behalf.

This authority remains valid until the conclusion of my compensation claim or until it is expressly revoked by me in writing.

Dated this 21 day of November 2023



Mr Samuel Wolfhagen
Solicitor
Maliganis Edwards Johnson
swolfhagen@mej.com.au

Your reference: CE:410121:sfw

Dear Mr Wolfhagen

Freedom of Information Request - Reference 23 – 141

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 23 November 2023 seeking the following government information under the *Freedom of Information Act 2016 (the Act)*:

- “1. All records relating to the maintenance, upkeep, monitoring and repair of the footpath located between 183 and 187 Tillyard Drive in Fraser ACT ('the footpath') including but not limited to spreadsheets, lists, work orders, Fix My Street submissions, priority designations, photographs, emails and work order completion records.*
- 2. All records relating to defects of the footpath from 1 January 2020 to date;*
- 3. All records relating to any injuries, accidents, or other incidents on the footpath from 1 January 2020 to date;*
- 4. All records relating to work orders for the footpath from 1 January 2020 to date; and*
- 5. All records of complaints in relation to the footpath from 1 January 2020 to date”*

Timeframes

A decision on your access application was due on 9 January 2024. I thank you for being agreeable to an extension to 16 January 2024.

Authority

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

Decision on access

In accordance with the FOI Act, a search of TCCS records has been completed. This search identified nine records. The records identified mostly relate to the vicinity of the location that you are seeking records. I have included these records to provide evidence of the transparency of the process with respect to identification and provision of documents.

Upon reviewing the information within the records, and applying the public interest test under section 21 of the FOI Act, I have decided to provide you with:

- Full access to five records; and
- Partial access to four records.

The reasons for my decision are provided below under the heading 'statement of reasons'.

The documents are listed in the schedule at [Attachment A](#), and a copy of the records with deletions applied to the information I have found to be contrary to the public interest is at [Attachment B](#).

Statement of Reasons

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

Schedule 1

- No relevant factors identified.

Factors favouring disclosure in the public interest (Schedule 2, Section 2.1)

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

Factors favouring non-disclosure (Schedule 2, Section 2.2)

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

In reviewing the records, personal information relating to a third party has been identified. I have considered that this information is not readily available to the public and the disclosure of this information is likely to prejudice the protection of an individual's right to privacy under the *Human Rights Act 2004*. I have allocated significant weight to this factor, and I have found the disclosure of personal information to be, on balance, contrary to the public interest.

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

Charges

No fee is applicable as the number of pages being released is within the fee-free threshold.

Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your access application and this notice of decision will be

published on the disclosure log within 3 – 10 business days. Your personal information and your firm will be removed from these documents prior to publication.

Ombudsman review

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

If you wish to request a review of my decision, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

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

Further information may be obtained from ACAT at:

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

Yours sincerely



Lisa Johnson
Information Officer

11 January 2024

ATTACHMENT A - ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

Reference Number: 23-141

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access. Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

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

Factors favouring non-disclosure:

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

Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1	Work Order - 51249 - 9 May 2022	9 May 2022	Partial release	Schedule 2.2(a)(ii)	Decision to be published on the TCCS Disclosure Log .
2	2	Work Ordre 53568 - 23 May 2022	23 May 2022	Partial release	Schedule 2.2(a)(ii)	
3	3	Work Order - 53698 - May 2022	May 2022	Full release	Not applicable	
4	4	Saleforce case number 00488214 - 9 May 2022	9 May 2022	Partial release	Schedule 2.2(a)(ii)	
5	7	Work Order - 93953 - 22 September 2023 - image 084240	22 September 2023	Full release	Not applicable	
6	8	Work Order - 93953 - 22 September 2023 - image 084245	22 September 2023	Full release	Not applicable	
7	9-30	WORK ORDER - 4229 15 October 2020	15 October 2020	Partial release	Schedule 2.2(a)(ii)	

8	31	FIX MY STREET - Tillyard Drive Fraser - Spreadsheet 2022 and 2023	Various	Full release	Not applicable	
9	32-33	Mowing entries for Tillyard Drive 2021 - 2023	Various	Full release	Not applicable	

Total number of documents: 9



Maintenance

Operational

Search

Assetic

Request Plan Schedule Assign Execute Complete Assess

Action

Request Details

Request ID: WR51249

Creation Time: 9/05/2022 12:04 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: [W053568](#)

Asset Details

Asset ID: COPA01896

Asset Name: TILLYARD DRIVE ROAD VERGE CONCRETE FOOTPATH

Asset Category: Pathways

Maintenance Asset Type: Community Path

Work Group: Concrete - RM

Asset Criticality: Medium

Requestor Details

Resource Name: [Redacted]

Firstname: [Redacted] Surname: [Redacted]

Company: [Redacted]

Requestor External ID: [Redacted]

Preferred Method: None

Additional Info

Request Type: 2, Problem, P-CONB, Concrete Belconnen

Responsible Officer: Please type to search for Responsible Officer (Optional)

External ID: 5008w0000017yctAAA

Reference #: 00488214

Brief Description: Cycle & footpaths > Shared paths > Damage to path or other

192 characters remaining

Reactive Inspection

Reactive Inspector: Swadesh Khatri

Inspection Date: 18/05/2022

Request Priority

Work Order Priority: 3

Acknowledgement Due Date: 12/05/2022 12:04 PM

Resolution Due Date: 16/05/2022

Supporting Information

Example; The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

Linked Work Order has been assessed.
 Last updated by Matthew Handley 14/06/2022 1:22:30 PM
 CSRM Case Number : 00192062
 Requester Contact Name: [Redacted]
 Phone Number: [Redacted]

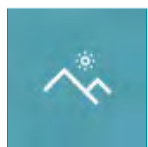
Initial enquiry info only. See CSRM for additional correspondence.

4000 characters remaining

Defect Location

Location Description: 35 LIND CL, FRASER ACT 2615

Attachments



CUSTOMER ENTRY (AUTO NOTE)

WORK ORDER

ORDER DETAILS			
WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO53568	High Risk (14 days)	23/05/2022 12:00 AM	13/06/2022 12:00 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	5008w0000017yctAAA	00488214	
Brief Description			
Damage to path or other on The verge of Tillyard Dr next to Fraser School right next to underpass, trip hazard, need breakout and cold mix			

ASSET DETAILS		
ASSET ID	ASSET NAME	ASSET CATEGORY
COPA01896	TILLYARD DRIVE ROAD VERGE CONCRETE FOOTPATH	Pathways
ASSET TYPE	ASSET CLASS	CRITICALITY
FOOTPATH (COMMUNITY PATH)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
FRASER	Tillyard Dr after 2nd Daley Cr, Fraser ACT 2615, Australia	

FCR		
FAILURE	CAUSE	REMEDY
Horizontal displacement (>35mm)	Improper Material	Coldmix

TASK	
TASK	DESCRIPTION

SUPPORTING INFORMATION
<p>WR51249 : Linked Work Order has been assessed. ***Last updated by Matthew Handley 14/06/2022 1:22:30 PM*** Cold mixed ***Last updated by Craig Madden 26/05/2022 1:18:07 PM*** Heavily cracked f/p next to bridge, needs breakout and cold mix,safety issue, trip hazard, refer to photos ***Last updated by Swadesh Khatri 18/05/2022 1:57:19 PM*** WR51249 : CSRM Case Number : 00192062 Requester Contact Name [REDACTED] Phone Number: [REDACTED] Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). What is the material? Concrete What is the damage? Cracked, broken or uneven More Information The footpath adjacent to the Fraser School on Tillyard Drive is in urgent need of repair. It was noted when we were walking along it last Thursday that many of the panels are cracked in multiple places and need to be replaced. Is it causing traffic or cyclists to swerve? No Could it cause a trip, fall or injury? Yes ***Last updated by TCCS Asset Integrations 9/05/2022 12:04:39 PM***</p> <p>Comments</p>

LABOUR			
TASK	CRAFT	QTY PLANNED	Hours Required
	Coldmix (TCCS)	1	0.00

RESOURCE					
TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	Craig Madden	Coldmix (TCCS)	0.00	5/26/2022 3:17:59 AM	

MATERIAL			
Task	ITEM	QTY PLANNED	QTY ACTUAL
	Coldmix	1.00	0.00

SERVICE			
TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

Attachments

Add Document

Add Route

Download All GPX Documents



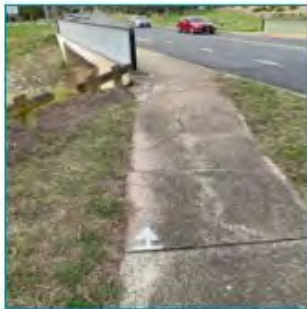
MAY_26_2022



MAY_26_2022



MAY_18_2022



MAY_18_2022



MAY_18_2022



CUSTOMER ENTRY
(AUTO NOTE)



- [Close Window](#)
- [Print This Page](#)

Case: 00192062

Case Owner Roads ACT
Reassignment Reason

Case Overview

Case Number	00192062	AC Case Number	00488214
Feedback Type		Priority	
Subject	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	Follow Up	
Status	Case Closed	Comment Category	Request for Service
Sub Status	Resolved	Region	
ACTCCS Description	<p>What is the material? Concrete</p> <p>What is the damage? Cracked, broken or uneven</p> <p>More Information The footpath adjacent to the Fraser School on Tillyard Drive is in urgent need of repair. It was noted when we were walking along it last Thursday that many of the panels are cracked in multiple places and need to be replaced.</p> <p>Is it causing traffic or cyclists to swerve? No</p> <p>Could it cause a trip, fall or injury? Yes</p>		

Assetic Detail

Assetic Status	Closed	Assetic Queue	TCCS AMIS Concrete
Assetic Work Request ID	WR51249	Assetic Team Allocation	Concrete Belconnen
Assetic Target Finish Date	1/06/2022	Managing Platform	Assetic
Assetic Status Comments	WR51249 has been closed in Assetic by Matthew Handley. Comments: Linked Work Order has been assessed.		
Work Details			

Citizen Details

Account Name		Contact Email	
Contact Phone			

Case Details

Source	Access Canberra	Incident Address	35 LIND CL, FRASER ACT 2615
Case Origin	FMS Form	Suburb	Fraser

Date/Time Opened 9/05/2022 12:01 PM
Date/Time Closed 14/06/2022 1:26 PM

ACTCCS Longitude 149.04259001798397
ACTCCS Latitude -35.192815007556817

System Information

Created By AC TCCS Integration, 9/05/2022 12:01 PM
Last Modified By Assetic TCCS Integration, 15/06/2022 3:19 AM

Contact Information

Account Name [REDACTED]
Birthdate [REDACTED]

Primary Phone [REDACTED]
Email [REDACTED]

Address Information

Billing Address

System Information

Created By AC TCCS Integration, 1/06/2021 10:55 AM
Last Modified By AC TCCS Integration, 1/06/2021 10:55 AM

Case History

14/06/2022 1:26 PM

User Assetic TCCS Integration
Action Changed Sub Status from In Progress to Resolved. Changed Status from Unassigned to Case Closed. Changed Assetic Status from InProgress to Closed.

18/05/2022 2:02 PM

User Assetic TCCS Integration
Action Changed Assetic Status from Assigned to InProgress.

18/05/2022 1:56 PM

User Assetic TCCS Integration
Action Changed Sub Status from Unresolved to In Progress. Changed Assetic Status from New to Assigned.

9/05/2022 12:07 PM

User Assetic TCCS Integration
Action Changed Suburb from FRASER to Fraser.

9/05/2022 12:04 PM

User Assetic TCCS Integration
Action Changed Assetic Status to New.

9/05/2022 12:01 PM

User AC TCCS Integration
Action Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Roads ACT. Deleted Medium in Priority. Changed Case Origin to FMS Form. Changed Case Record Type from TCCS General to ACT Roads. Created.

Notes

Customer Entry (Auto Note)

Last Modified By AC TCCS Integration
Owner AC TCCS Integration
Text Preview This is an auto note of the original customer submission. Subject: Fix My Street > Cycle &

**footpaths > Shared paths > Damage to path
or other Category: Fix My Street > Cycle &
footpaths > Shared paths > Damage to path
or other AC Description (forms): Wha**





WR 4229

Request Details		Asset Details	
Request ID	WR4229	Asset ID	UOS1435
Creation Time	15/10/2020 8:04 AM	Asset Name	TILLYARD DRIVE PEDESTRIAN PARKLAND
Created By	TCCS.ICX Integrations	Asset Category	Land
Source	External CRM	Maintenance Asset Type	Land
Any immediate risk?	Select Risk	Work Group	PM Belconnen Operations
Work Order ID	W033824	Asset Criticality	Medium

Requestor Details		Additional Info	
Resource Name	[REDACTED]	Request Type	2, Problem, P-PMBE, PM Belconnen Operations
Firstname		Responsible Officer	Please type to search for Responsible Officer (Optional)
Surname		External ID	9379530
Company		Reference #	200524-000315
Requestor External ID		Brief Description	FRASER - New Fencing & bollards Request - Safety concern
Preferred Method	None		

19 | characters remaining

Reactive Inspection

Reactive Inspector

Inspection Date

Request Priority

Work Order Priority

Acknowledgement Due Date

Resolution Due Date

Supporting Information

Example; The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

Linked Work Order W033824 has been assessed.

****Last updated by Jody Friend 5/02/2021 9:17:19 AM****

Good afternoon

It has now been almost 8 months since I raised this issue with the ACT Government. Work has not commenced to prevent vehicles (both cars and heavy vehicles) from frequently (multiple times per day) driving across the grass lands. Past correspondence indicates that bollards were expected to be installed mid to late last year.

4000 characters remaining

Defect Location



Location Description

Shakespeare Cres

Linked Work Order WO33824 has been assessed.

Last updated by Jody Friend 5/02/2021 9:17:19 AM

Good afternoon

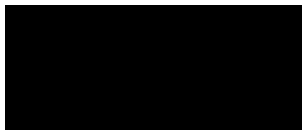
It has now been almost 8 months since I raised this issue with the ACT Government. Work has not commenced to prevent vehicles (both cars and heavy vehicles) from frequently (multiple times per day) driving across the grass lands. Past correspondence indicates that bollards were expected to be installed mid to late last year.

This grass land area is used by many people of all ages and capabilities. We have elderly couples hard of hearing who walk their dogs, there are young children that play in the open area and as it is a popular area to walk dogs having vehicles driving across the area multiple times a day has not only destroyed the landscape, but presents a safety risk.

With school due to return in a few weeks, the safety issues are only compounded as the area that the workers drive through backs onto a primary school. At 3 pm each day children flood out of the back gates across this open area to meet their parents parked along Shakespeare or walk to their nearby homes. This in itself is not the issue, though couple a small child deciding to sit down and do up their shoe lace, while a cement mixer decides to drive across the grassed area to get to the private residence they park the machinery at overnight and it ends in disaster.

I can appreciate that COVID has presented many challenges for the government and community at large, however I implore the ACT Government to take swift action to erect measures to prevent vehicles from driving across this grassed area to prevent an accident from occurring, that could have fatal consequences.

Kind regards



Good evening

Could I please receive an update on this ticket? With School back, the risks presented to children leaving school each day are significantly increased with the frequent vehicle use across this open field behind the school.

Kind regards

[REDACTED]

Last updated by Kaushal Shrestha 15/01/2021 8:47:18 AM

CRM Reference : 200524-000315

Requester Contact Name [REDACTED]

Initial enquiry info only. See CRM for additional correspondence.

Defect location info may be incorrect (address validation limitations).

Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)?:

Tracks start across from 31 and 29 Shakespeare Cres.

What is the issue?:

Request new

Please provide more information

Heavy vehicles (incl. cement mixers) drive across the nature reserve behind Fraser Primary (off Shakespeare) on a daily basis killing the grasslands and wearing deep grooves. Parents have started using these tracks to collect children from school.

Phone Number:

[REDACTED]

Verify Email Address:

[REDACTED]

Last updated by TCCS.ICX Integrations 15/10/2020 8:04:46 AM

CRM Customer Note:

14/10/2020 7:28 PM

Good evening

Could I please receive an update on this ticket? With School back, the risks presented to children leaving school each day are significantly increased with the frequent vehicle use across this open field behind the school.

Kind regards

Response

Please see below response in relation to your feedback submitted to the ACT Government.

Subject

FixMyStreet Submission: Parks and public spaces > Fencing and bollards > Request new

Auto-Response By (Administrator) (22/06/2020 09.04 AM)

Please see below response in relation to your feedback submitted to the ACT Government.

Response By Email (Subject Matter Expert) (22/06/2020 09.04 AM)

Awaiting on supply of bollards. Bollards have been targeted for installation mid August along Shakespeare Street.

Auto-Response By (Administrator) (24/05/2020 04.11 PM)

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: #200524-000315

Customer By CSS Web [REDACTED] (24/05/2020 04.11 PM)

Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)?:

Tracks start across from 31 and 29 Shakespeare Cres.

What is the issue?:

Request new

Please provide more information

Heavy vehicles (incl. cement mixers) drive across the nature reserve behind Fraser Primary (off Shakespeare) on a daily basis killing the grasslands and wearing deep grooves. Parents have started using these tracks to collect children from school.

Phone Number:

[REDACTED]

Verify Email Address:

[REDACTED]

CRM Private Note: 30/05/2020 5:39 PM

Mike forwarded this Enquiry to Peterj.sullivan@act.gov.au

Hi,

The below incident has been received through the ACT Government CRM.

Can you please respond to the customer's enquiry using the below form. When you respond it will be sent directly back to the customer's email.

If this is not for your area, please select 'Reply to Staff Member' before submitting response. (If this option is not available, it will be sent back to the staff member by default, you will not need to manually select this)

Kind regards,

Access Canberra

Municipal Services

Last updated by TCCS.ICX Integrations 15/10/2020 8:04:41 AM

WO33824

Request ▾ Plan ▾ Schedule Assign Execute Complete Assess ⚡ Action

Order Details

Work Type	CM - Corrective
ID	WO33824
Creation Time	5/02/2021 8:28 AM
Requester	Kaushal Shrestha
Creator	Kaushal Shrestha
Brief Description	FRASER - New Fencing & bollards Request - Safety concern
Reference Work Order	
Work Request ID	WR4229
WD Work Group	PM Belconnen Operations

Asset Details

Asset ID	UOS1435
Asset Name	TILLYARD DRIVE PEDESTRIAN PARKLAND
Asset Category	Land
Maintenance Asset Type	Land
Maintenance Asset Sub Type	Urban Open Space
Work Group	PM Belconnen Operations
Asset Criticality	Medium

Categorisation

Budget Type	OPEX
Failure Code	SPF,SPF-01, Specification Issue, Item not within contract specifications
Cause Code	UNK,UNK-01, Unknown Cause, Unknown Cause
Remedy Code	RTS, Return to specification
Loss Of Service Required	<input type="checkbox"/>

Prioritisation

WO Priority	4
SLA Due Date	15/02/2021 8:28 AM
Target Start	5/02/2021 8:28 AM
Target Finish	15/02/2021 8:28 AM
Schedule Start	5/02/2021 7:00 AM
Schedule Finish	5/02/2021 8:00 AM
Actual Start	5/02/2021 8:32 AM
Actual Finish	5/02/2021 8:32 AM
Estimated Duration (hrs)	1.00

Additional Info

Responsible Officer	<input type="text" value="Please type to search for Responsible Officer (Optional)"/>
Reference Number	<input type="text" value="200524-000315"/>
External Id	<input type="text" value="9379530"/>
Work Order Source	<input type="text" value="Please select Work Order Source"/>

Supporting Information

Example; The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician

WR4229 : Linked Work Order W033824 has been assessed.
Last updated by Jody Friend 5/02/2021 9:17:19 AM
WR4229 : Good afternoon
It has now been almost 8 months since I raised this issue with the ACT Government. Work has not commenced to prevent vehicles (both cars and heavy vehicles) from frequently (multiple times per day) driving across the grass lands. Past correspondence indicates that bollards were expected to be installed mid to late last year.

4000 characters remaining

Tasks

Export to Excel | Export to PDF | Add Task

Work Task Id	Item	Brief Description
--------------	------	-------------------

Lowest Maintainable

10 items per page

No items to display

	Work Task Id	Work Group	Craft	Unit	Craft Quantity	Hours Required	Planned Cost	Actual Costs
Edit Delete		PM Belconnen Operations	Built Asset Maintenance	Hours (\$)	1	1	\$0.00	\$0.00

10 items per page 1 - 1 of 1 items

Resources

[Export to Excel](#) [Export to PDF](#)

Work Task Id	Status Id	Craft	Resource	Actual Hours	Completion Date
	Completed	Built Asset Maintenance	Josh Buckingham	1	05/02/2021

10 items per page 1 - 1 of 1 items

Materials

[Export to Excel](#) [Export to PDF](#) [Add Material](#)

Work Task Id	Description	Material	Material Unit Type	Material Availability	Planned Quantity	Planned Cost	Actual Quantity	Actual Cost
No items to display								

10 items per page

Services




Export to Excel | Export to PDF | Add Service

Work Task Id	Description	Service Quan...	Purchase Ord...	Unit Type	Unit Rate	Cost	Actual Quantity	Actual Unit R...	Actual Cost	Cost Code	General Ledger
No items to display											

10 items per page

Attachments

Add Document | Add Route | Download All GPX Documents

		
E937D311-25C5-42DA-B7FD-D696E49A2CDF	E5E61970-07D1-4658-ADD9-8A83D4E34AD1	2D85D6DA-48DD-4F57-B059-896C9BC30931

Defect Location



Map | Satellite

Location Description

Shakespeare Cres

Edit

Cost

Total Planned Cost: 0

WR93953

<h3>Request Details</h3> <p>Request ID: WR93953</p> <p>Creation Time: 26/09/2023 12:29 PM</p> <p>Created By: TCCS Asset Integrations</p> <p>Source: External CRM</p> <p>Any Immediate risk?: Select Risk</p> <p>Work Order ID: W074591</p>	<h3>Asset Details</h3> <p>Asset ID: UOS1445</p> <p>Asset Name: TILLYARD DRIVE ROAD VERGE</p> <p>Asset Category: Land</p> <p>Maintenance Asset Type: Land</p> <p>Work Group: PM Belconnen Operations</p> <p>Asset Criticality: Medium</p>
<h3>Requestor Details</h3> <p>Resource Name: [REDACTED]</p> <p>Firstname: [REDACTED] Surname: [REDACTED]</p> <p>Company: [REDACTED]</p> <p>Requestor External ID: [REDACTED]</p> <p>Preferred Method: None</p>	<h3>Additional Info</h3> <p>Request Type: 2, Problem, P-PMBE, PM Belconnen Operations</p> <p>Responsible Officer: <i>Please type to search for Responsible Officer (Optional)</i></p> <p>External ID: 5000d0000021Ma5IAE</p> <p>Reference #: 00789640</p> <p>Brief Description: maintenance</p> <p>239 characters remaining</p>
<h3>Reactive Inspection</h3> <p>Reactive Inspector: Wayne Croft</p>	<h3>Request Priority</h3> <p>Work Order Priority: 4</p>

Reactive Inspection

Reactive Inspector

Inspection Date

Request Priority

Work Order Priority

Acknowledgement Due Date

Resolution Due Date

Supporting Information

Example: The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

Linked Work Order has been assessed.
Last updated by Andrew Forster 3/10/2023 6:30:45 AM
Linked Work Order has been completed.
Last updated by Andrew Forster 3/10/2023 6:30:39 AM
CSRM Case Number : 00350849
Requester Contact Name
Phone Number

4000 characters remaining

Defect Location



Location Description

Attachments

Linked Work Order has been assessed.

Last updated by Andrew Forster 3/10/2023 6:30:45 AM

Linked Work Order has been completed.

Last updated by Andrew Forster 3/10/2023 6:30:39 AM

CSRM Case Number : 00350849

Requester Contact Name: [REDACTED]

Phone Number: [REDACTED]

Initial enquiry info only. See CSRM for additional correspondence.

Defect location info may be incorrect (address validation limitations).

More Information

Could I please request clearing of over covered pathway. It is a main pathway for school pedestrians and becomes quite narrow in certain spots

Is it blocking access or line of sight?

No

What is the mowing/maintenance issue?

Overgrown grass




Could it cause a trip, fall or injury?

Yes

Last updated by TCCS Asset Integrations 26/09/2023 12:29:26 PM

Attachments

Add Document Add Route

		
CUSTOMER ENTRY (AUTO NOTE)	20230922_084245	20230922_084240

WO74591

Order Details	
Work Type	CM - Corrective
ID	WO74591
Creation Time	29/09/2023 10:44 AM
Requester	Wayne Croft
Creator	Wayne Croft
Brief Description	maintenance
Reference Work Order	
Work Request ID	WR93953
WO Work Group	PM Belconnen Operations

Asset Details	
Asset ID	UOS1445
Asset Name	TILLYARD DRIVE ROAD VERGE
Asset Category	Land
Maintenance Asset Type	Land
Maintenance Asset Sub Type	Urban Open Space
Work Group	PM Belconnen Operations
Asset Criticality	Medium

Categorisation	
Budget Type	OPEX
Failure Code	VEG.VEG-01, Vegetation Issue, Weeds present
Cause Code	ENV.ENV-02, Environmental, Vegetation
Remedy Code	RCW, Remove or Control Weeds
Loss Of Service Required	<input type="checkbox"/>

Prioritisation	
WO Priority	4
SLA Due Date	9/10/2023 11:44 AM
Target Start	29/09/2023 10:44 AM
Target Finish	9/10/2023 11:44 AM
Schedule Start	29/09/2023 10:44 AM
Schedule Finish	9/10/2023 11:44 AM
Actual Start	29/09/2023 10:45 AM
Actual Finish	29/09/2023 10:45 AM
Estimated Duration (hrs)	6.00

Additional Info

Responsible Officer	<input type="text" value="Please type to search for Responsible Officer (Optional)"/>
Reference Number	<input type="text" value="00789640"/>
External Id	<input type="text" value="5000d0000021Ma5IAE"/>
Work Order Source	<input type="text" value="Please select Work Order Source"/>

Supporting Information

Example; The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

WR93953 : Linked Work Order has been assessed.
Last updated by Andrew Forster 3/10/2023 6:30:45 AM
WR93953 : Linked Work Order has been completed
Last updated by Andrew Forster 3/10/2023 6:30:39 AM
Job completed
Last updated by Wayne Croft 29/09/2023 10:45:50 AM
WR93953 : CSRM Case Number : 00350849

4000 characters remaining

Tasks

Export to Excel | Export to PDF | Add Task

Work Task Id	Item	Brief Description
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0 items per page

No items to display

Work Task Id	Work Group	Craft	Unit	Craft Quantity	Hours Required	Planned Cost	Actual Costs
	PM Belconnen Operations	Weed/Pest Control	Hours (\$)	1	6	\$0.00	\$0.00

10 items per page 1 - 1 of 1 items

Resources

Export to Excel Export to PDF

Work Task Id	Status Id	Craft	Resource	Actual Hours	Completion Date
	Completed	Weed/Pest Control	Wayne Croft	6	29/09/2023

10 items per page 1 - 1 of 1 items

Materials

Export to Excel Export to PDF Add Material

Work Task Id	Description	Material	Material Unit Type	Material Availability	Planned Quantity	Planned Cost	Actual Quantity	Actual Cost
No items to display								

10 items per page

Services




Export to Excel Export to PDF Add Service

Work Task Id	Description	Service Quan...	Purchase Ord...	Unit Type	Unit Rate	Cost	Actual Quantity	Actual Unit R...	Actual Cost	Cost Code	General Ledger
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10 items per page No items to display


Attachments

Add Document Add Route Download All GPX Documents



CUSTOMER ENTRY (AUTO NOTE) 20230922_084245 20230922_084240

Defect Location



Map Satellite

Terrain

Fraser Primary School

Tillyard opp Fraser East Terminus, Fraser ACT 2615, Australia

Edit

Cost

Total Planned Cost	0
Total Actual Cost	0

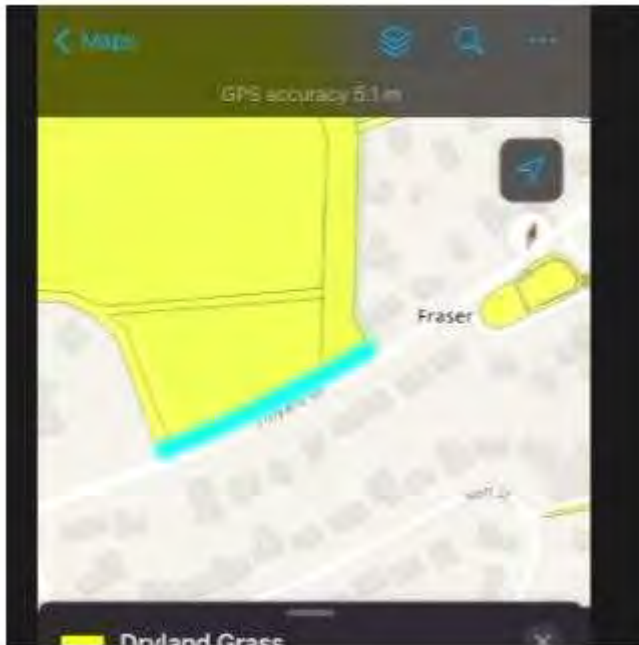






Incident Address	Case Owner	Subject	Date/Time Opened	ACTCCS Description More Information	Case Number	Assetic Work Request ID	Assetic Team Allocation
180 TILLYARD DR, FRASER ACT 2615	Place Management and Graffiti	Grass, trees & shrubs > Grass & weeds > Request mowing or maintenance	24/10/2022 20:41	<p>Corner of Daley Cres and Tillyard Drive. Grass is so high that cars turning from Daley on to Tillyard cannot see on coming traffic. Incredibly dangerous considering school zone and wet roads</p> <p>Could it cause a trip, fall or injury? Yes</p> <p>What is the mowing/maintenance issue? Overgrown grass</p> <p>Is it blocking access or line of sight? Yes</p> <p>More Information Tree branch down</p> <p>Is it causing traffic or cyclists to swerve? No</p> <p>Is it posing a safety hazard? Yes</p>	242331		PM Belconnen Operations
188 TILLYARD DR, FRASER ACT 2615	Roads ACT	Fix My Street > Roads, parking & vehicles > Roads & traffic > Road condition & safety	23/08/2023 14:13	<p>What are you requesting? Other</p>	342799		PM Belconnen Operations

Mowing entries – no entries for 2020/21



Blue = 2697

No entries for 2020/21 for object id 2697

Tillyard Drive Road Verge Mowing Date April - May 2021

OBJECTID	IAMS_ORIG	LAND_TYP	PACKAGE	LOCATION	SUBURB	REGION	Date
11308	LAND6755	DRYG	INHOUSE	TILLYARD DRI	FRASER	BELCONNEN	29/09/2020
15167	LAND6767	DRYG	INHOUSE	TILLYARD DRI	FRASER	BELCONNEN	29/09/2020
15167	LAND6767	DRYG	INHOUSE	TILLYARD DRI	FRASER	BELCONNEN	06/11/2020
5764	LAND6869	DRYG	BELCO ROADS	TILLYARD DRI	FRASER	BELCONNEN	15/12/2020
2461	LAND6796	DRYG	INHOUSE	TILLYARD DRI	FRASER	BELCONNEN	16/12/2020
11308	LAND6755	DRYG	INHOUSE	TILLYARD DRI	FRASER	BELCONNEN	16/12/2020
15167	LAND6767	DRYG	INHOUSE	TILLYARD DRI	FRASER	BELCONNEN	16/12/2020
9809	LAND6868	DRYG	BELCO ROADS	TILLYARD DRI	FRASER	BELCONNEN	13/02/2021
13156	LAND6869	DRYG	BELCO ROADS	TILLYARD DRI	FRASER	BELCONNEN	13/02/2021
9809	LAND6868	DRYG	BELCO ROADS	TILLYARD DRI	FRASER	BELCONNEN	29/04/2021
5764	LAND6869	DRYG	BELCO ROADS	TILLYARD DRI	FRASER	BELCONNEN	29/04/2021
2461	LAND6796	DRYG	INHOUSE	TILLYARD DRI	FRASER	BELCONNEN	28/04/2021
11308	LAND6755	DRYG	INHOUSE	TILLYARD DRI	FRASER	BELCONNEN	28/04/2021
15167	LAND6767	DRYG	INHOUSE	TILLYARD DRI	FRASER	BELCONNEN	28/04/2021
13156	LAND6869	DRYG	BELCO ROADS	TILLYARD DRI	FRASER	BELCONNEN	29/04/2021
11308	LAND6755	DRYG	INHOUSE	TILLYARD DRI	FRASER	BELCONNEN	28/05/2021
15167	LAND6767	DRYG	INHOUSE	TILLYARD DRI	FRASER	BELCONNEN	28/05/2021

Tillyard Drive Road Verge Mowing Date 2021

OBJECTID	LAND_TYPE_CODE	PACKAGE	LOCATION_DESCRIPTION	SUBURB	REGION	Time
14424	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	24/09/2021
2697	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	23/10/2021
11601	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	23/10/2021
14424	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	23/10/2021
2697	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	28/11/2021
11601	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	28/11/2021
14424	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	28/11/2021
14424	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	19/12/2021
14424	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	02/05/2022
5384	DRYG	Roads	Tillyard Drive Road Verge	Fraser	Belconnen	23/10/2021

A	B	C	D	E	F	N
OBJECTID	LAND_TYPE_CODE	PACKAGE	LOCATION_DESCRIPTION	SUBURB	REGION	Time
2697	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	23/10/2021 07:35:47
2697	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	28/11/2021 09:51:16

Tillyard Drive Road Verge Mowing Date October 2022 and February 2023

A	B	C	D	E	F	W
OBJECTID	LAND_TYPE_CODE	PACKAGE	LOCATION_DESCRIPTION	SUBURB	REGION	Mow_Date
2697	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	13/10/2022
2697	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	27/02/2023

Tillyard Drive Road Verge Mowing Date July and September 2023

A	B	C	D	E	F	W
OBJECTID	LAND_TYPE_CODE	PACKAGE	LOCATION_DESCRIPTION	SUBURB	REGION	Mow_Date
2697	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	14/07/2023
2697	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	28/09/2023

Tillyard Drive Road Verge Mowing Date 2023

OBJ	LA	PACKAGE	LOCATION_DESCRIPTION	SUBURB	REGION	Mow_Date
14424	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	14/07/2023
2697	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	14/07/2023
11601	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	14/07/2023
13400	DRYG	Belco Roads	Tillyard Drive Road Verge	Fraser	Belconnen	17/07/2023
2697	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	28/09/2023
14424	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	20/10/2023
11601	DRYG	Inhouse	Tillyard Drive Road Verge	Fraser	Belconnen	19/10/2023
9813	DRYG	Belco Roads	Tillyard Drive Road Verge	Fraser	Belconnen	23/10/2023
5384	DRYG	Belco Roads	Tillyard Drive Road Verge	Fraser	Belconnen	23/10/2023