

Tuesday 23 April 2019

Dear colleagues and delivery partners,

The Christchurch Transport Operations Centre (CTOC) was established after the Canterbury Earthquakes in response to overwhelming demand on the Christchurch transport network.

CTOC's vision is to "Operate the road network as an integrated whole that delivers a satisfying experience to our customers by providing a one network approach to moving people, goods and services safely and effectively via a variety of transports modes."

Since its inception, the temporary traffic management (TTM) team at CTOC has reviewed and processed over 50,000 TMP's. Over this time it has earned a reputation for creating innovative, outside-of-the-box solutions which have contributed to CTOC being considered one of the leading traffic operations centres in New Zealand.

The services provided by CTOC deliver significant value to the traffic management industry and increase safety for road users. Up until now CTOC's operating costs have been funded by its strategic partners, namely Christchurch City Council, New Zealand Transport Agency and Environment Canterbury.

From 20<sup>th</sup> May 2019 CTOC will recover its TTM operating costs through a user-pays fee structure, which will mean that applicants and delivery partners will fund CTOC TTM services as the main beneficiaries of the service.

Charging a service fee for TMP review and acceptance is common practice in other regions of New Zealand. It is important to note that CTOC can only recover its TTM operating costs, CTOC cannot accrue any surplus income from any fees collected, service fees will be adjusted from time to time to ensure this objective is being met.

CTOC staff will apply the appropriate service fee to each application received, the service fee will be payable irrespective of the outcome of the application. This means that if the same application is submitted multiple times, multiple service fees will be applied.

Invoices for TTM service fees will be issued by Christchurch City Council and will be sent to the Bill Payer that is nominated on the Worksite (Corridor Access Request) application.

For more detailed information on the changes, including a fee schedule and FAQ document, please see the 'TTM Service Fees' Section on the CTOC Traffic news and information webpage:

<https://www.ccc.govt.nz/ctoc>

If you would like to provide any comments or feedback on these changes, please send an email to [TTM.invoicing@tfc.govt.nz](mailto:TTM.invoicing@tfc.govt.nz). We will endeavour to address each all queries received, either individually or by updating the FAQ document.

We greatly appreciate the strong relationships we have with industry and delivery partners in greater Christchurch and look forward to working together in the future.

Kind regards

Simon Harty

Manager, Christchurch Traffic Operations Centre