

TTM Service Fees: Frequently Asked Questions (FAQ)

Q – Why has CTOC started charging for temporary traffic management (TTM) services?

A – CTOC incurs costs to deliver its TTM services. The CTOC board has directed that in future CTOC services will be paid for on a causer-pays basis, this will mean that organisations or individuals undertaking work that requires CTOC services will be billed for the time and associated cost involved.

Q – How have these services been funded in the past?

A – CTOC is an unincorporated joint venture between Christchurch City Council (CCC), New Zealand Transport Agency (NZTA) and Environment Canterbury (ECan). In the past CTOC TTM Services have been funded by these partner agencies. This means that indirectly local rate payers and tax payers have been funding CTOC TTM services.

Q – How much will it cost for a temporary traffic management plan (TMP) to be reviewed and processed?

A – Up to and including 30 June 2109, TMP processing fees will range from \$80.50 for an application impacting a low volume road to \$195.50 for an application impacting a Level 2 road. The fee to process a generic TMP application will be \$195.50.

A new fee schedule will be active from 01 July 2019. A full schedule of CTOC TTM service fees is available on the CTOC web page www.ccc.govt.nz/CTOC

The published fees are GST inclusive.

Q – How did CTOC calculate the fees?

A – CTOC analysed the actual time and cost incurred to review applications in accordance to the specifications of the Code of practice for temporary traffic management (CoPTTM) and CTOC local operating procedures (LOPs). CTOC can only recover actual TTM costs from the TTM service fees, the service fees will be adjusted from time to time to help ensure that this objective is being met.

Q - What legislation supports CTOC charging for TTM associated services?

A – Provisions under various acts of parliament enables CTOC to charge for TTM services, these include the Local Government Act 2002, Utilities Access Act 2010, Government Rooding Powers Act 1998 and the Health and Safety at Work Act 2015.

Q – Do fees apply if a TMP is declined?

A – Yes – All applications must be reviewed for compliance with CoPTTM and LOP's to determine if the application will be accepted or declined. The processing fee will therefore apply irrespective of the outcome of the application. The CTOC Officer will endeavour to highlight all necessary improvements on the first application, therefore, if all items are sufficiently addressed the applicant should be confident that the application will be accepted on 2nd submission, a processing fee will apply to the 2nd submission.

Q – What if I submit an application in error, or if the planned work is cancelled and I no longer require an application to be reviewed?

A – If you notify a CTOC Officer before any review has commenced, the CTOC Officer has discretion to decline the application and waive the application fee.

Q – How do I appeal a charge or make a complaint?

A – In the first instance, contact a CTOC Officer to discuss the appeal or complaint. If the CTOC Officer is unable to resolve the issue, they will escalate to the TTM Team Leader or CTOC Manager as appropriate.

Q - How do you apply charges if a TMP involves multiple different road levels?

A – When an application affects multiple road levels, the fee will be based on the highest road level where a traffic impact exists. TTM signage will not contribute to the traffic impact extent.

Q – Are there fees associated with a Project Level Discussion (PLD)?

A – If a CTOC Officer agrees a PLD is required, a standard session will not be charged. If the CTOC Officer carries out additional work beyond the standard session, this may be charged for. This will be discussed with each applicant on case by case basis.

Q – What happens if a CTOC error requires a resubmission?

A – CTOC Officers have the discretion to waive fees if it is deemed CTOC has made an error in reviewing any application.

Q – Do you charge a fee for NZTA highways?

A – Within the CTOC area, NZTA has delegated the responsibility of reviewing TTM applications to CTOC, normal CTOC TTM service fees will therefore apply.

Q – Who will receive the invoice for the TTM Fees?

A – The Bill Payer, as nominated by the Worksite/CAR applicant will receive the invoices for TTM service fees.

Q – Why is the invoice sent to the Worksite Bill Payer and not the TMP applicant?

A – Worksite/CAR applications have incurred processing fees for a number of years, there is an existing established practice where the Worksite/CAR applicant will agree with the principal client who will receive invoices relating to application fees. This existing practice will be extended to include TMP Service fees and charges.

Q – How often will invoices be sent?

A – Invoices will usually be sent to the Bill Payer on a weekly basis.

Q – What if I want to pay for a fee because I made a mistake in an application?

A – You can discuss this with Bill Payer and reach an agreement.

Q – Why is the invoice sent from Christchurch City Council and not CTOC?

A – CTOC utilises CCC to undertake the accounts receivable process for TTM service fees.

Q – Where can I find more information on TTM Service Fees?

A – For more information, including fee schedule and conditions of service, please visit the CTOC traffic management news and information page: www.ccc.govt.nz/CTOC

Q - I work for CCC or an organisation owned/part owned by CCC. Do we still have to pay TTM service fees?

A – Yes - The TTM service fees will apply to all applications for traffic management plans including those submitted on behalf of CCC and/or a Council Controlled Organisation. CTOC is responsible for monitoring regulatory compliance and as such must remain impartial, CTOC cannot provide preferential terms to any specific organisation or project.

Q – I would like for TTM service fees to be directed to a specific person or organisation, this is to avoid additional handling and processing costs. Is this possible?

A – Yes - All invoices will be sent to the Bill Payer that is nominated on the Worksite application. Therefore, if you wish for invoices to be directed to a specific contact person, you should ensure that the correct person is nominated as the Bill Payer on the Worksite application.

Q – As the Bill Payer, will I receive an invoice for every TMP that is processed?

A – No, while each TMP application may attract a service fee, the fees for each weekly billing cycle will be combined onto a single invoice for each Bill Payer. The invoice will be issued by email and will be accompanied by a schedule which will provide a full breakdown and include information about each fee and the Worksite/CAR and TMP to which the fee relates.

Q – Can I submit a Worksite (CAR) application and a TMP application at the same time?

A – Yes, you can submit both applications at the same time. CTOC will conduct a detailed review of a TMP application if the parent Worksite/CAR status is either 'Submitted' or 'Accepted'. If the parent Worksite/CAR status is either 'Draft' or 'Declined' CTOC may decline the TMP without undertaking a detailed review. Service fees will only be applied when a detailed review has been undertaken.