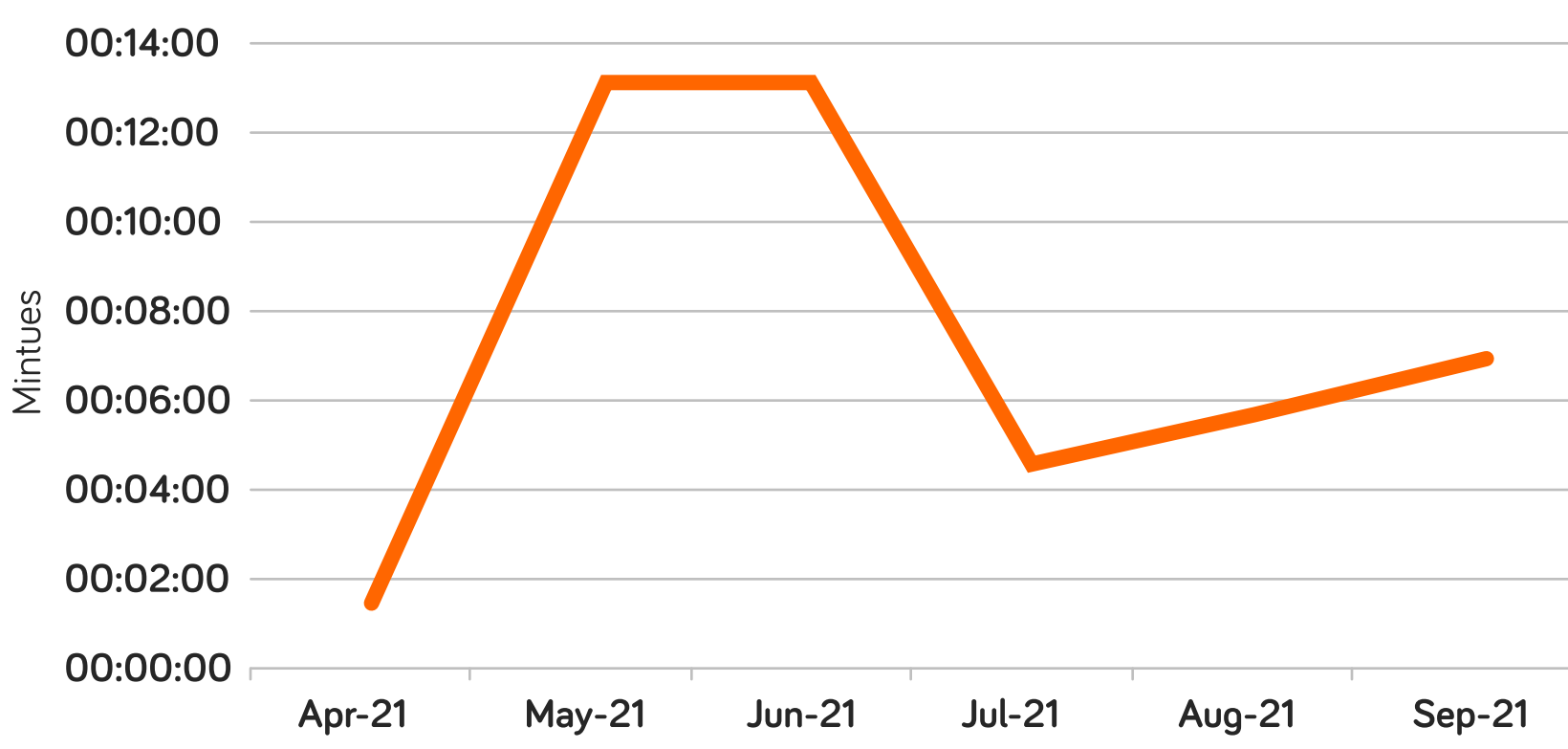


## Call Wait Times



\*Call Wait Times (Minutes) is the average wait time before a contact centre agent answers a call. This increased in May as an unexpectedly high numbers of calls were received regarding permit migration. Staff numbers were increased to manage.

## During September 2021...

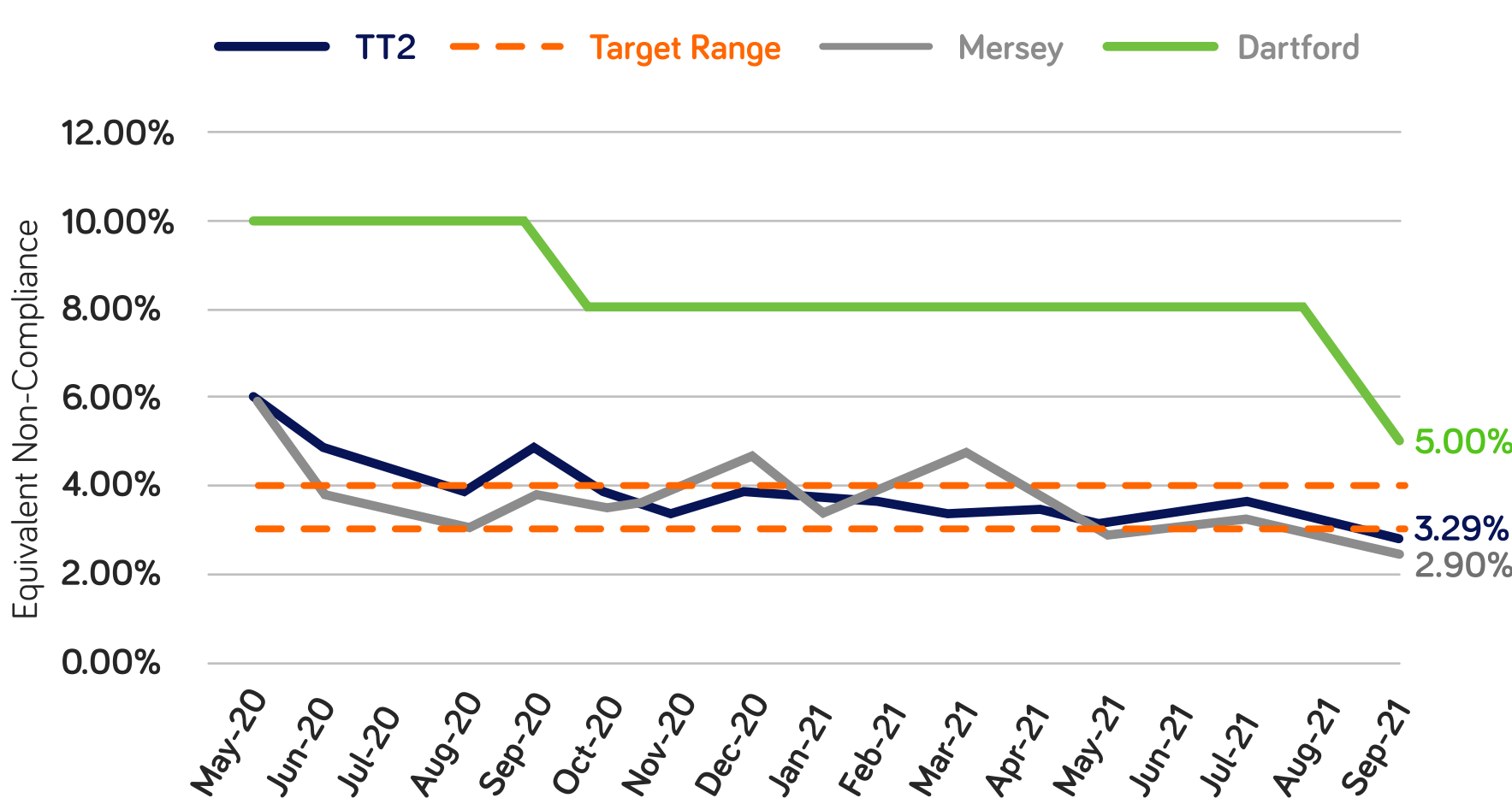
# 1,461,778

vehicles travelled through Tyne Tunnel in total - the highest recorded since COVID-19 hit in April 2020.

# 15,000

customers per day used the new, faster, barrierless lanes for pre-paid customers.

## Tyne Pass Equivalent Non-Compliance

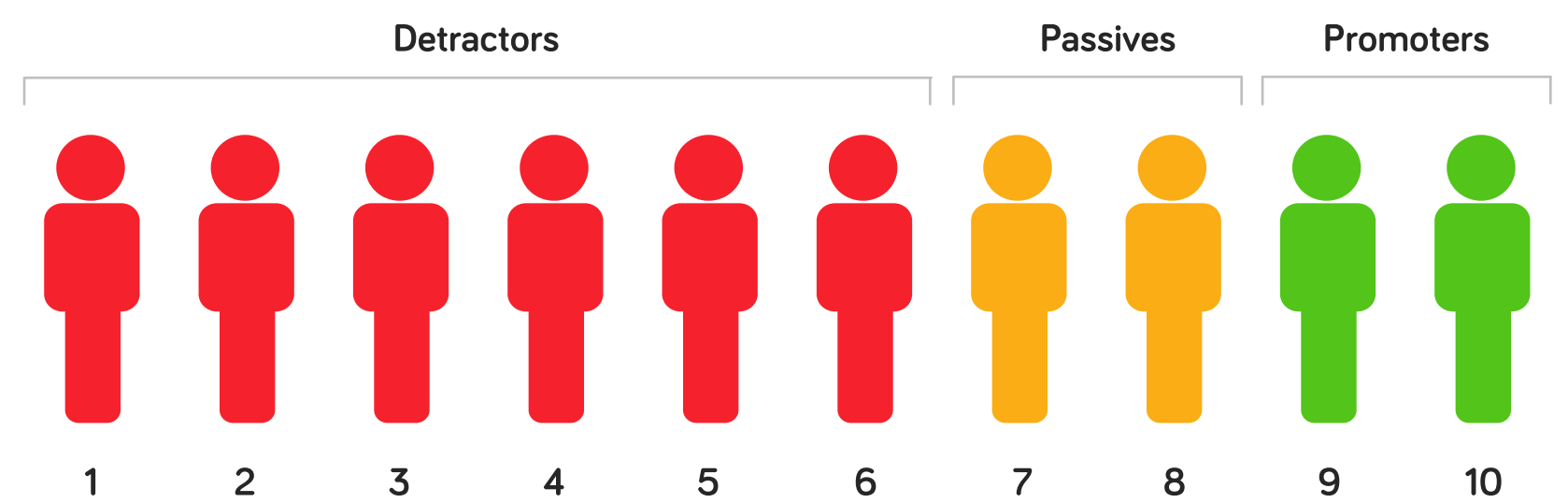


Tyne Pass Equivalent Non-Compliance is a measure of the non-compliance percentage of traffic. It compares with Dartford and Mersey at the same points in their lifecycle to see if the Tyne Tunnel systems are better or worse understood by customers.

## Net Promoter Score

# 54%

This is a transport industry standard measure of how many customers are pleased with our service compared to those who are disappointed.



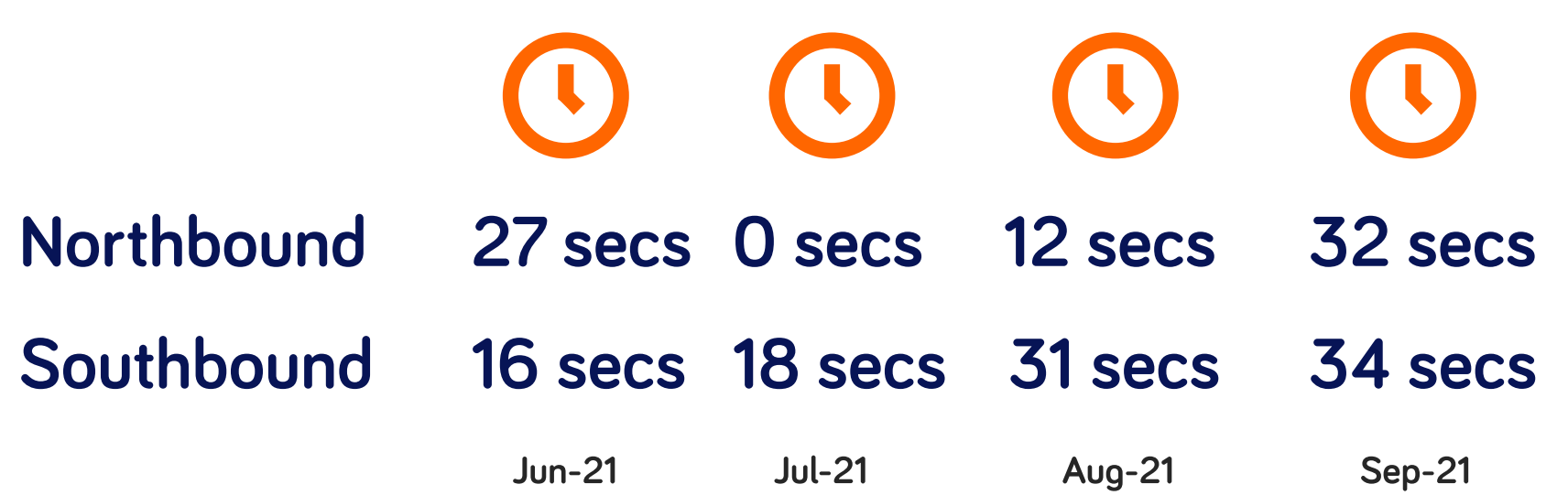
NPS = % of Promoters (9s and 10s) - % of Detractors (0s through 6s)

## UTCN Upheld Appeals

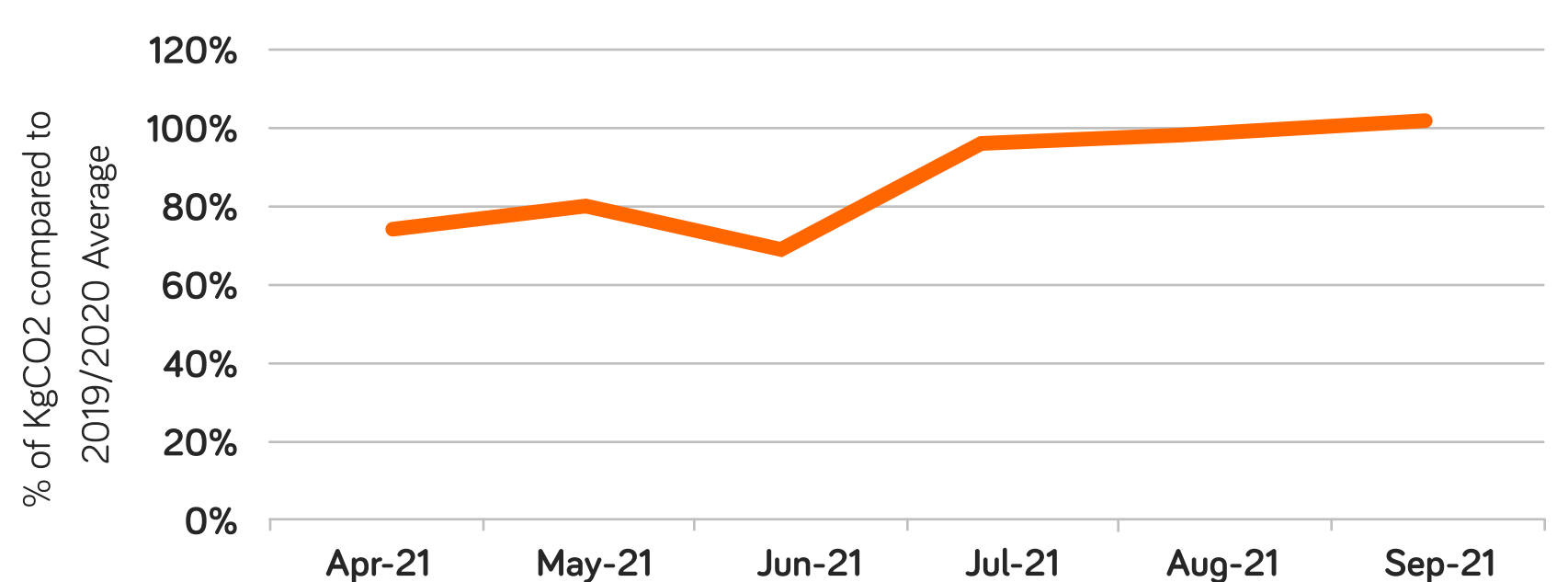
# 28%

When a customer receives a UTCN they are entitled to appeal against it. The percentage shown here is the percentage of appeals that are upheld and so the UTCN is cancelled by TT2. It is calculated as an annual rolling average.

## Journey Delays & Environment



This is the average delay in seconds to a customer's journey due to queueing.



Customer Vehicle kgCO2 Emissions from traffic using the Tyne Tunnels. This is based on standard emissions volumes by traffic type, compared with 2019/2020 average kgCO2 emissions. It is expected to decrease significantly at the launch of Tyne Pass later this year when the toll booths are removed.