

1,371,310

vehicles traveled through Tyne Tunnel in total during November

94.6%

of customers paid their toll on time.

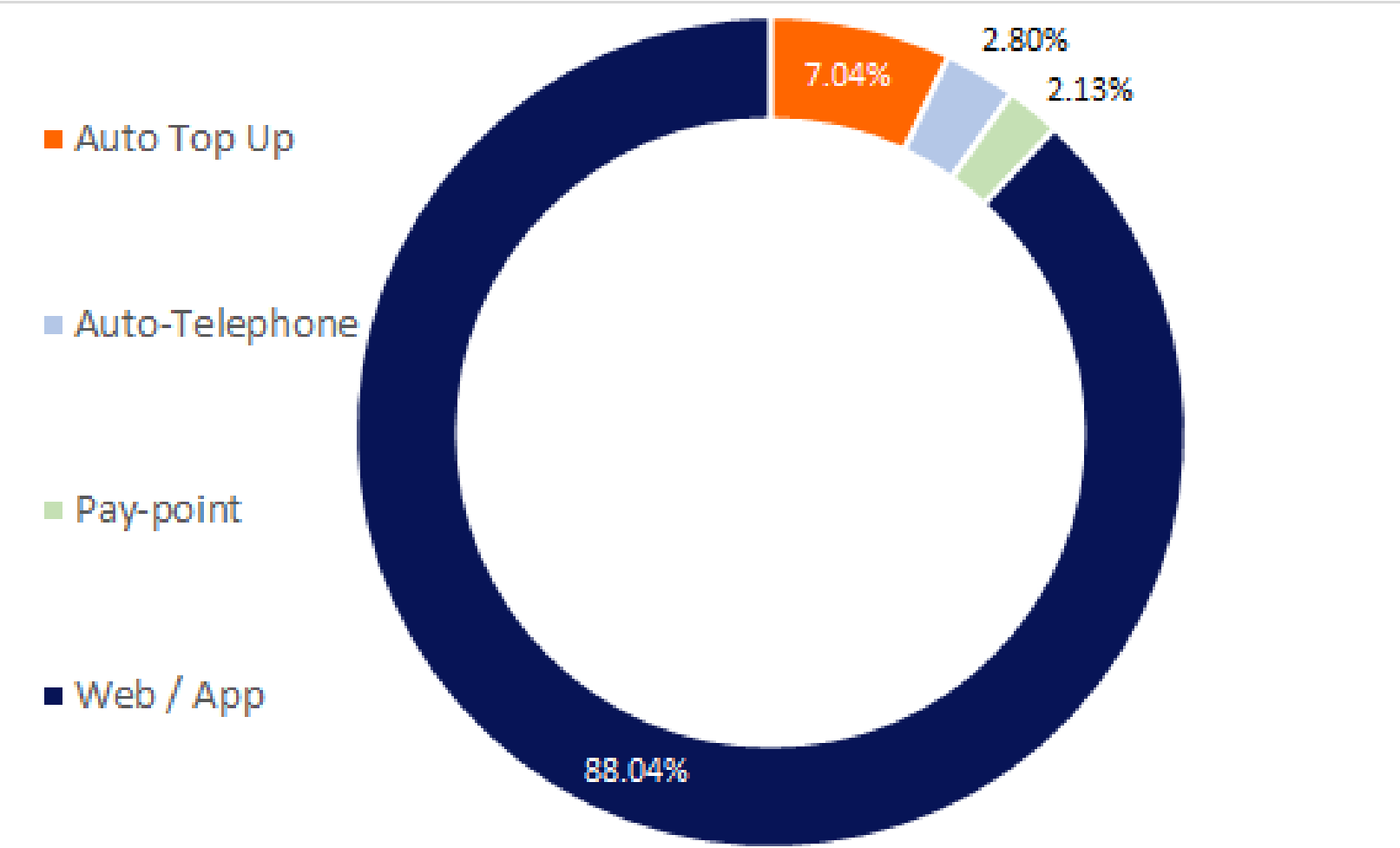
72%

of customers used Pre-Paid accounts to pay their toll, rising to 74% by month end

180

Customers per day paid by PayPoint.

Payment Modes



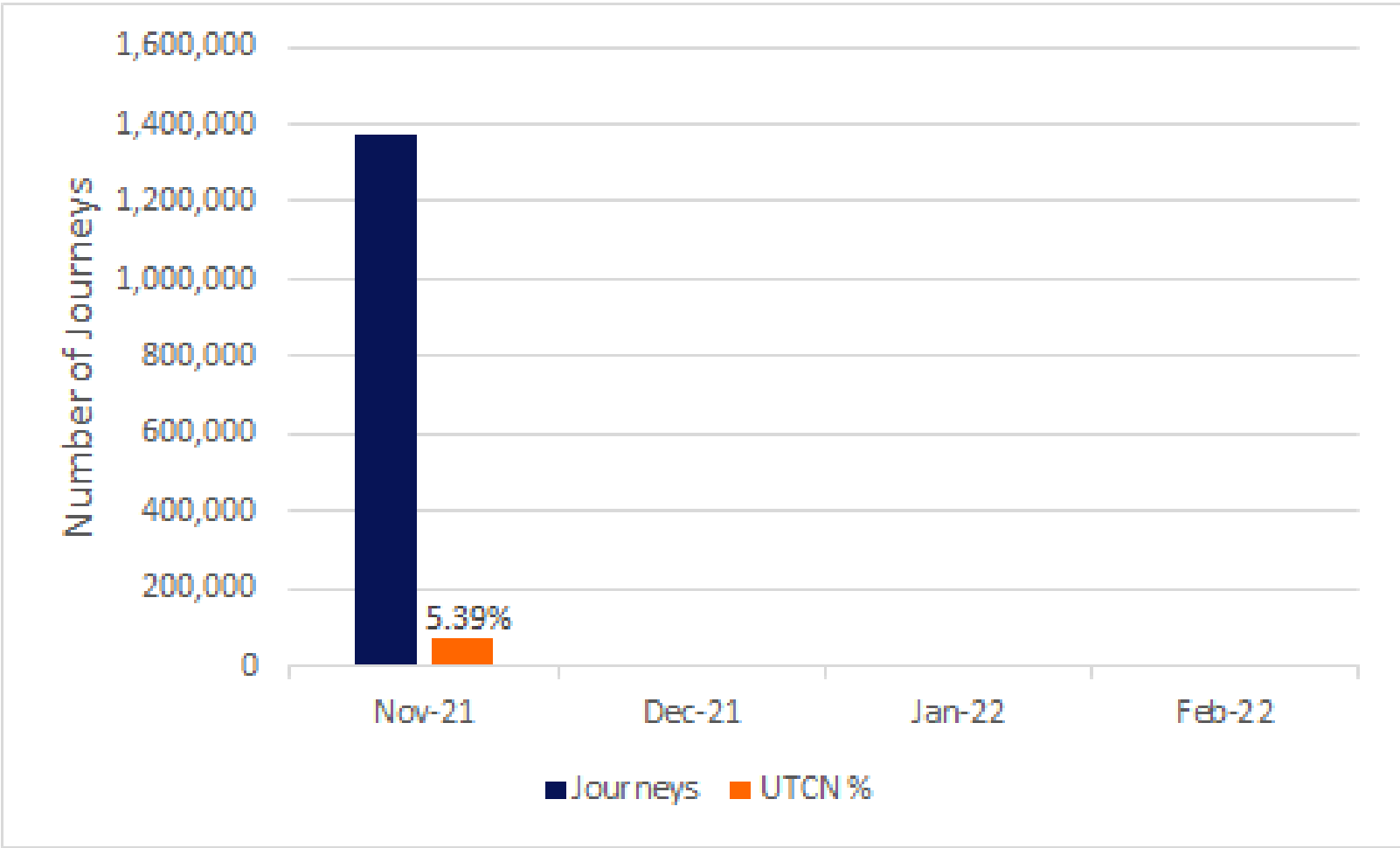
Over 95% of payments are by digital channels

Total Tunnels Revenue and Revenue from UTCNs

	Total Revenue	Revenue from UTCNs
Nov-21	£2.8M	£0.57M

The second tunnel was designed, built and financed in 2011. All revenues contribute to the repayment of the debt and the operation and maintenance of both tunnels.

Journeys vs UTCNs

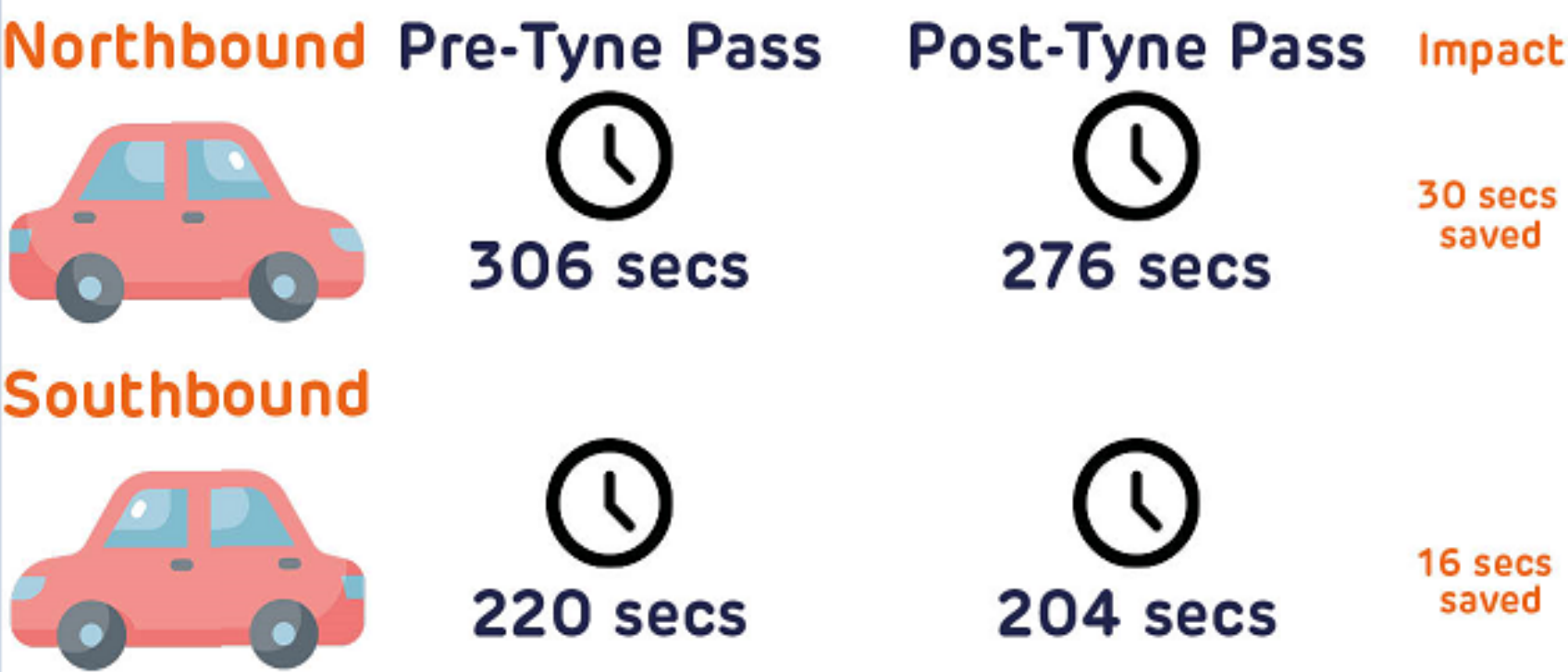


UTCN Upheld Appeals

43%

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. The upheld rate was higher than the historic levels as TT2 worked with customers to help them get used to the new toll arrangement.

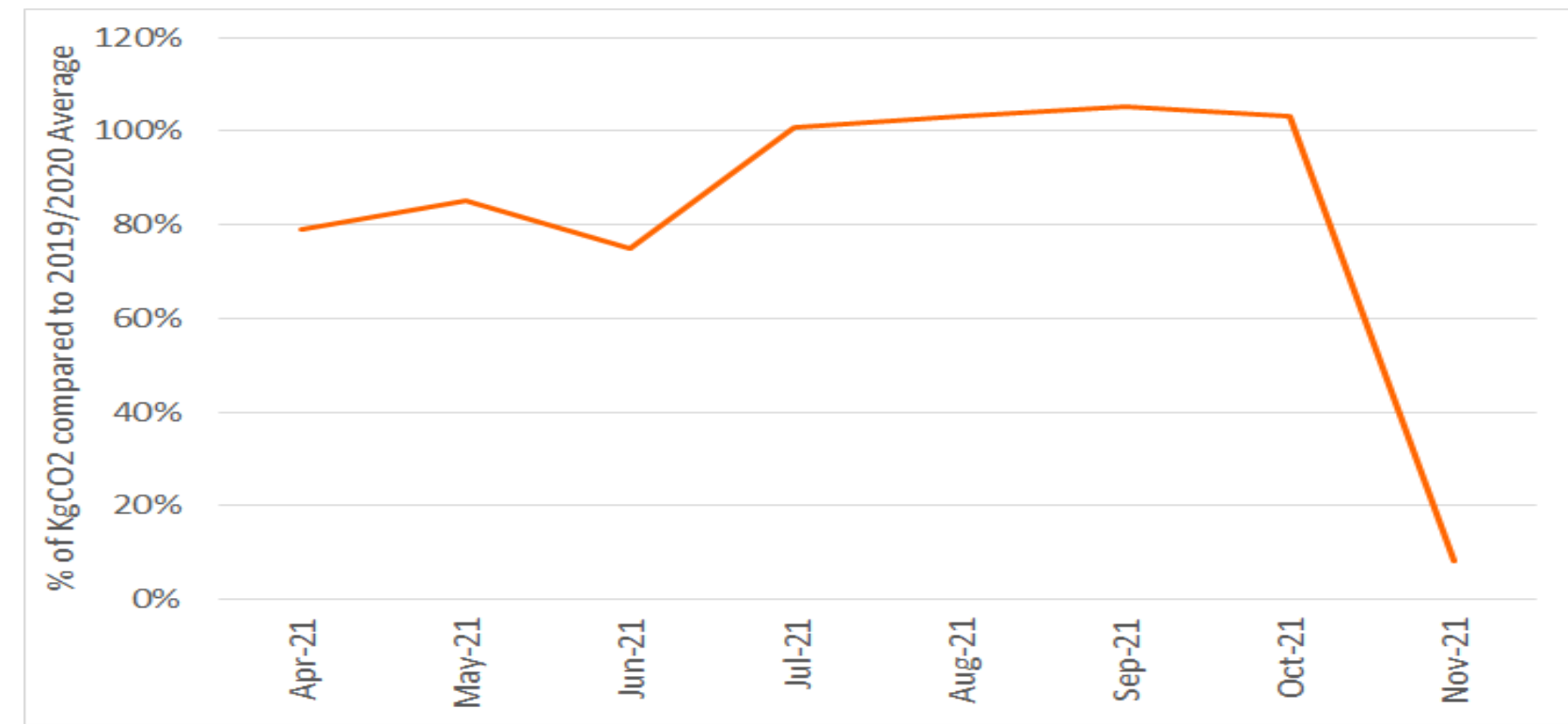
Journey Times



The benefit of removing the toll barriers on journey times can already be seen.

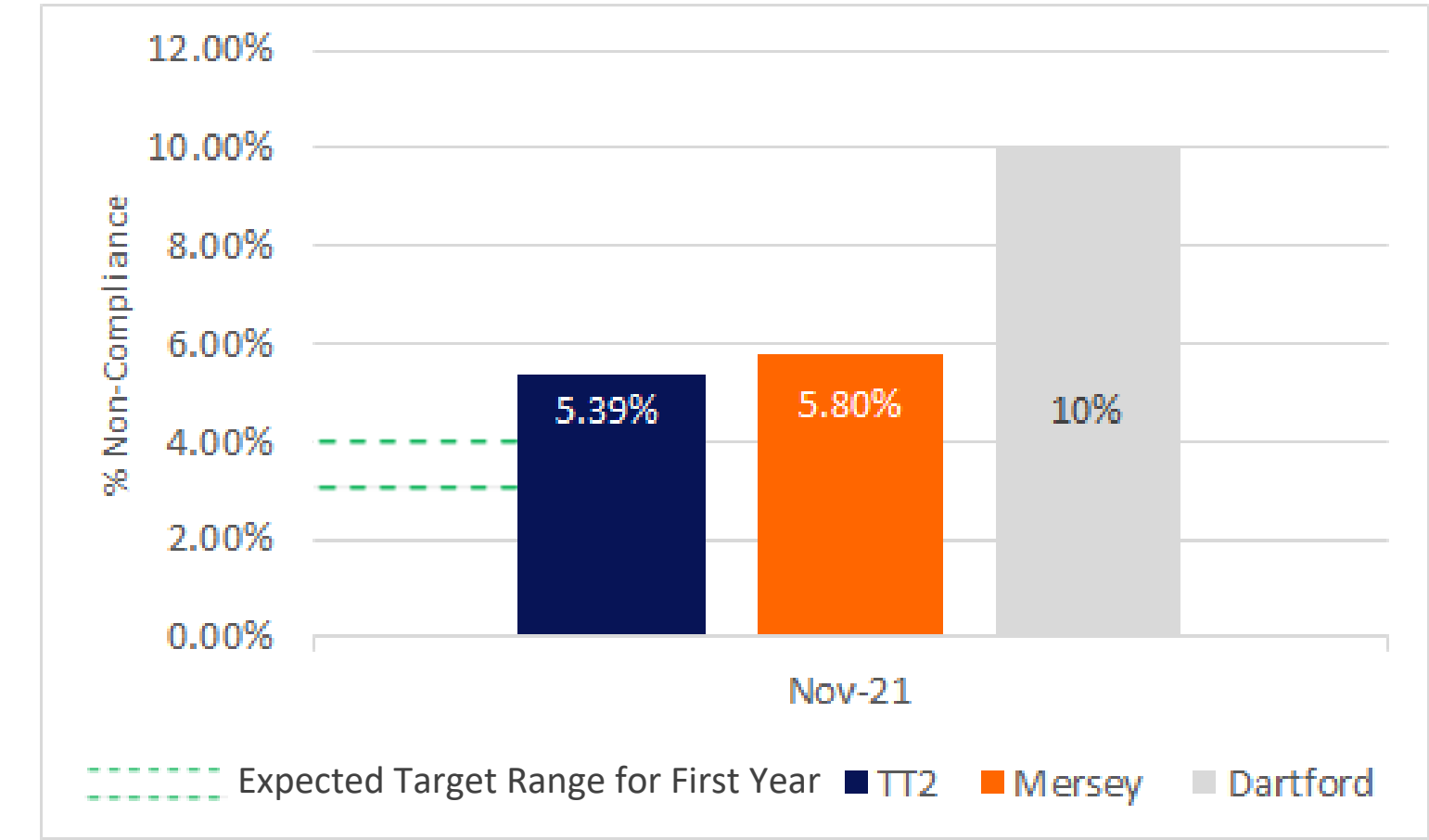
We measure time between 2 points on the A19 in each direction using data supplied by Google. This allows us to understand the impact of changes and congestion etc. The effect of introducing Tyne Pass is shown above and is calculated on a weighted average across the full 24 hours of the day.

Environment



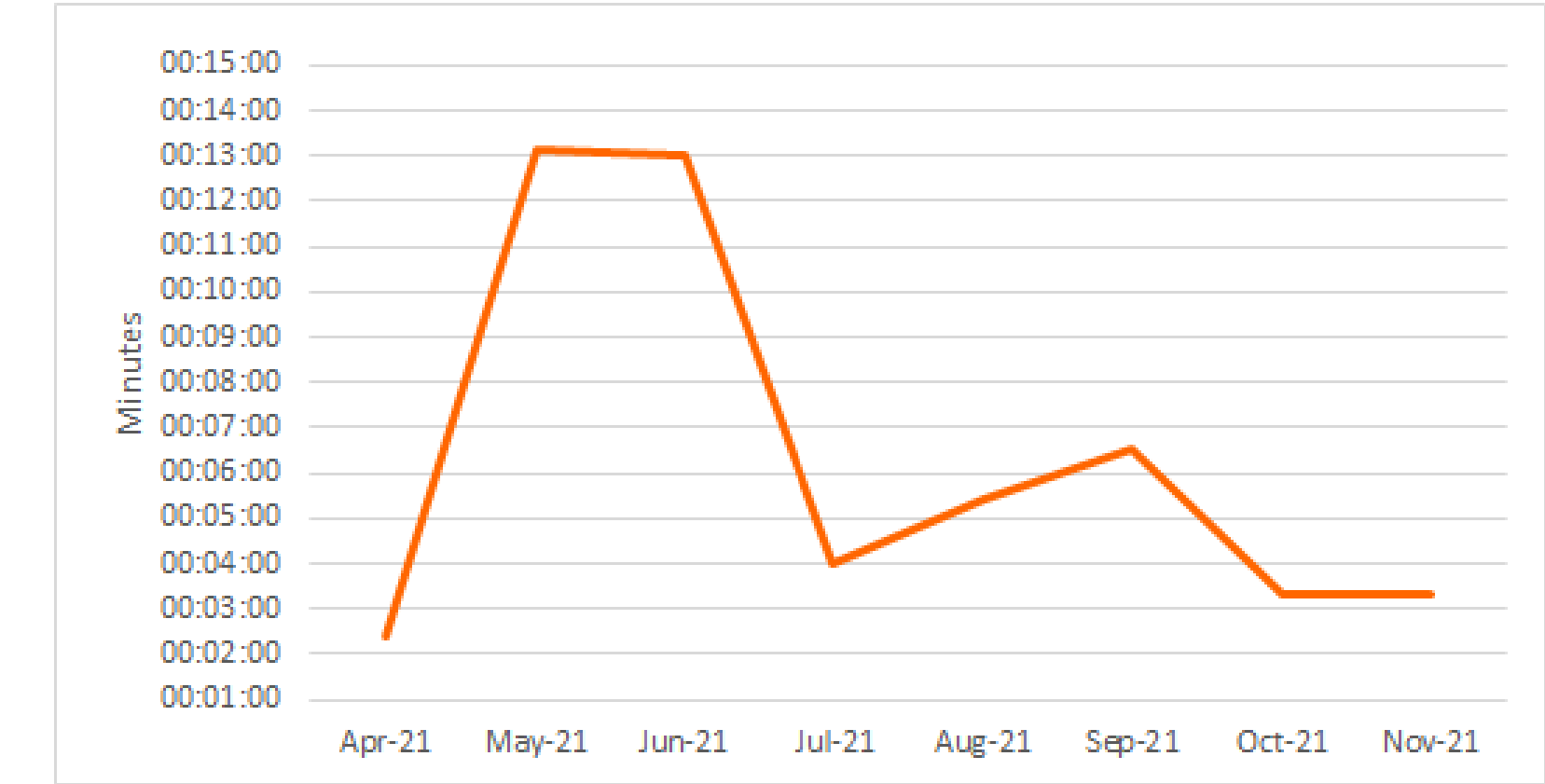
Customer vehicles kgCO2 emissions from traffic using the Tyne Tunnels. This is based on standard emissions volumes by traffic type, compared with 2019/2020 average kgCO2 emissions. It has decreased significantly at the launch of Tyne Pass when the toll booths were removed along with the requirements for all vehicles to stop at the barriers before continuing on their journey.

November Non-Compliance



Tyne Pass Non-Compliance is 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. TT2 is expecting this to trend to between 3% and 4% during the first twelve months of operation.

Call Wait Times



*Call Wait Times (Minutes) is the average wait time before a contact centre agent answers a call. This was at a relatively low level in November as TT2 prioritised telephone calls to ensure that customers who had queries about the new system could speak to a customer advisor.