

1,371,310

94.6%

vehicles traveled through Tyne Tunnel in total during November of customers paid their toll/charge on time.

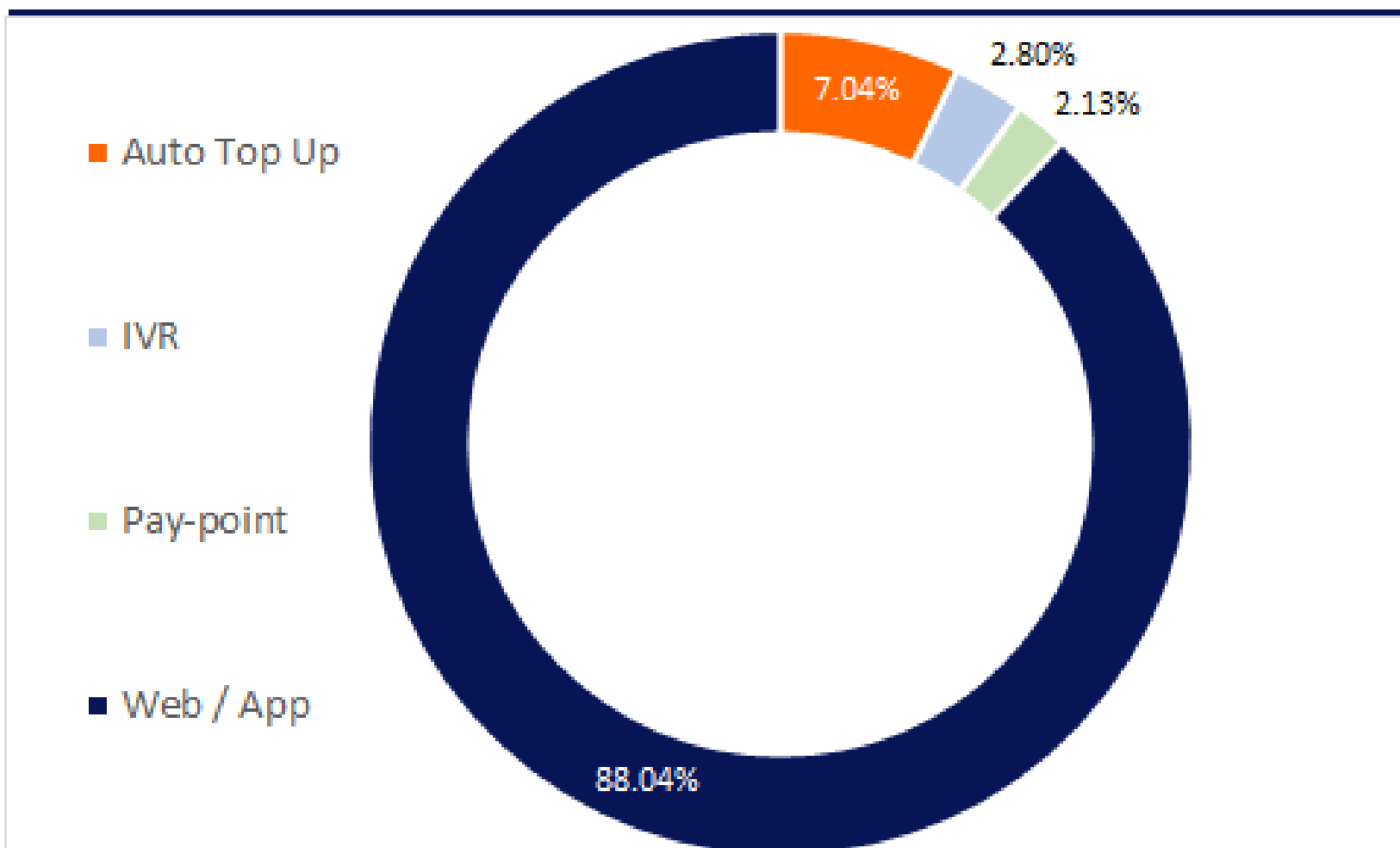
72%

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



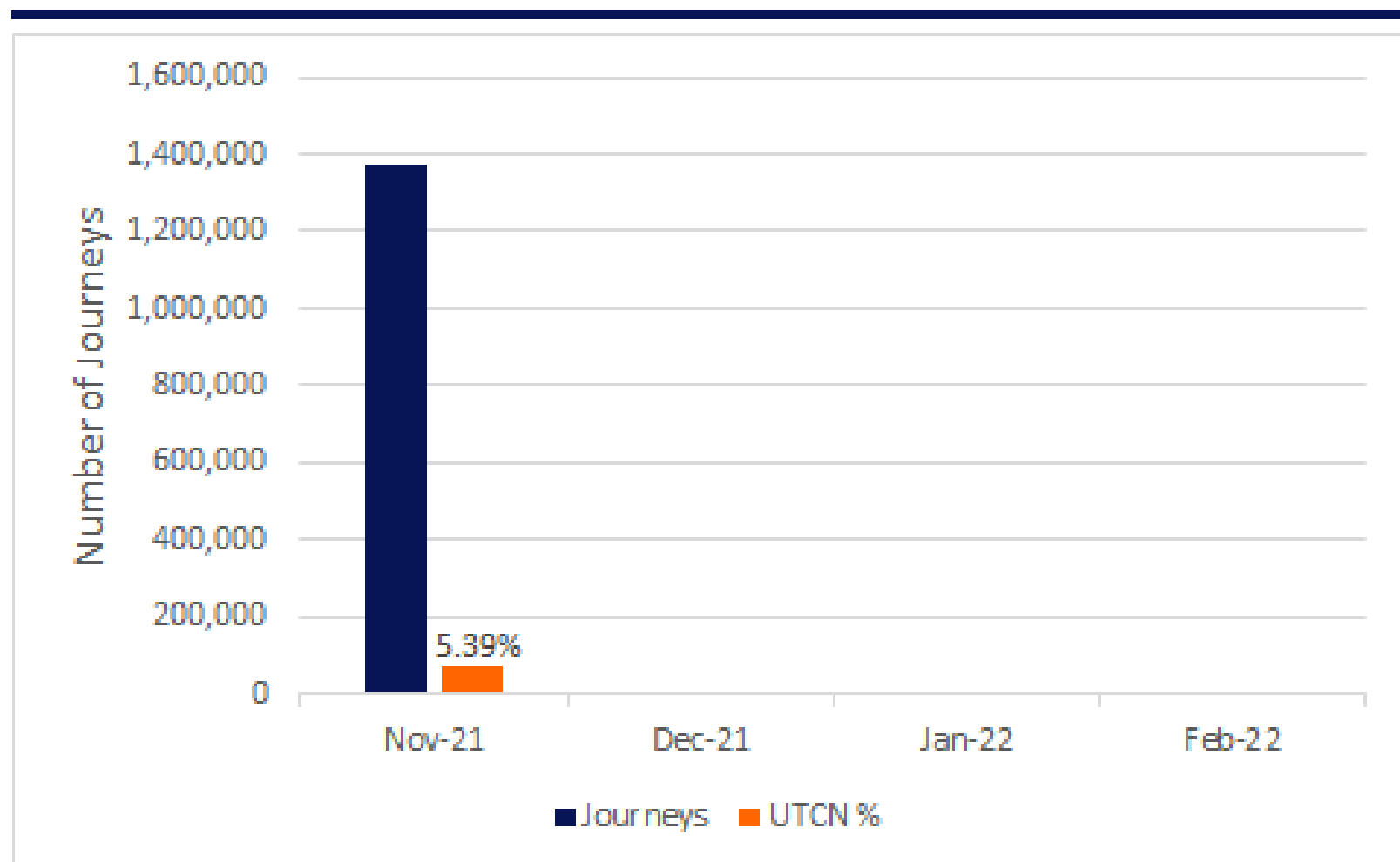
Over 95% of payments are by digital channels

Total Revenue and % from UTCNs

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

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

Journeys vs UTCNs Issued

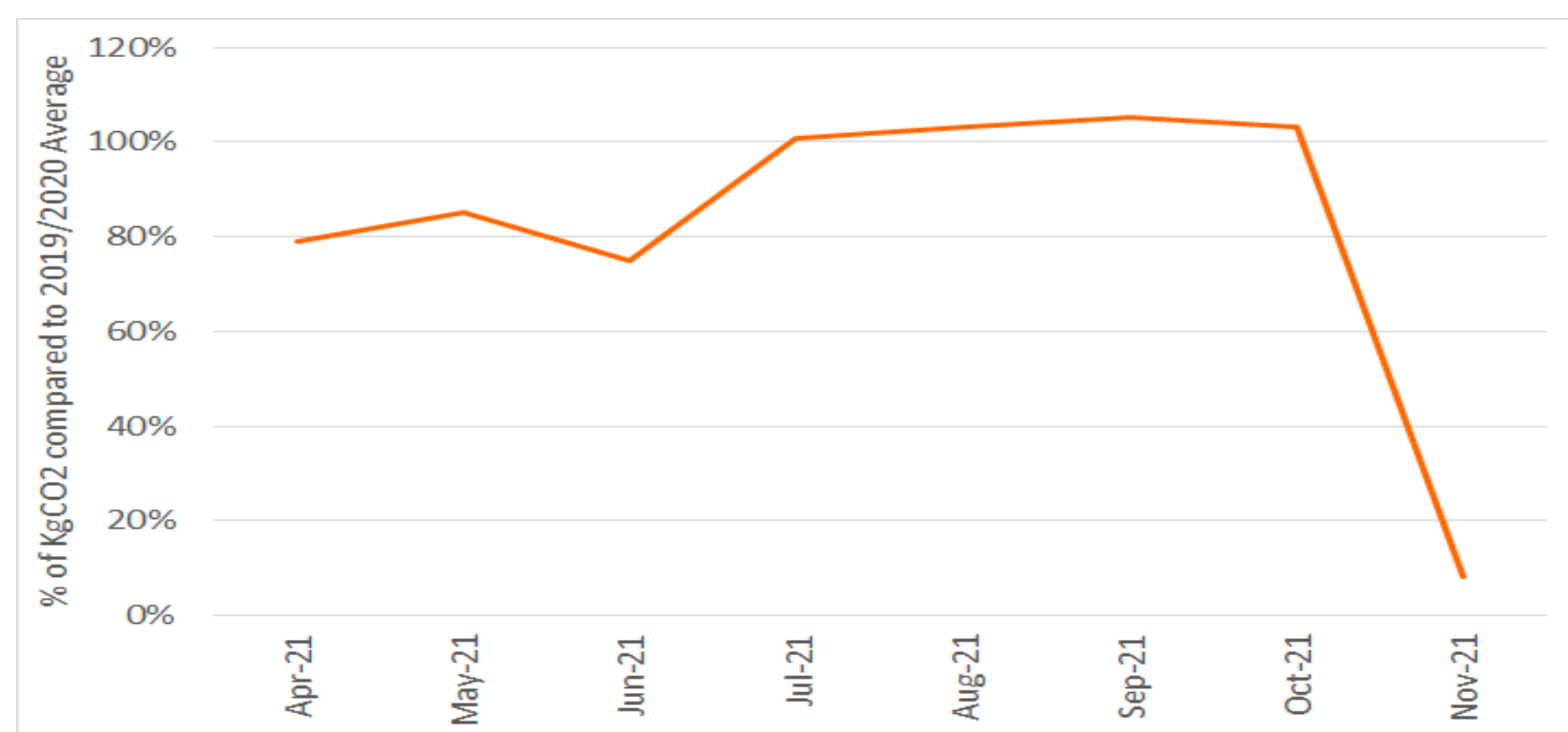


UTCN Upheld Appeals

43%

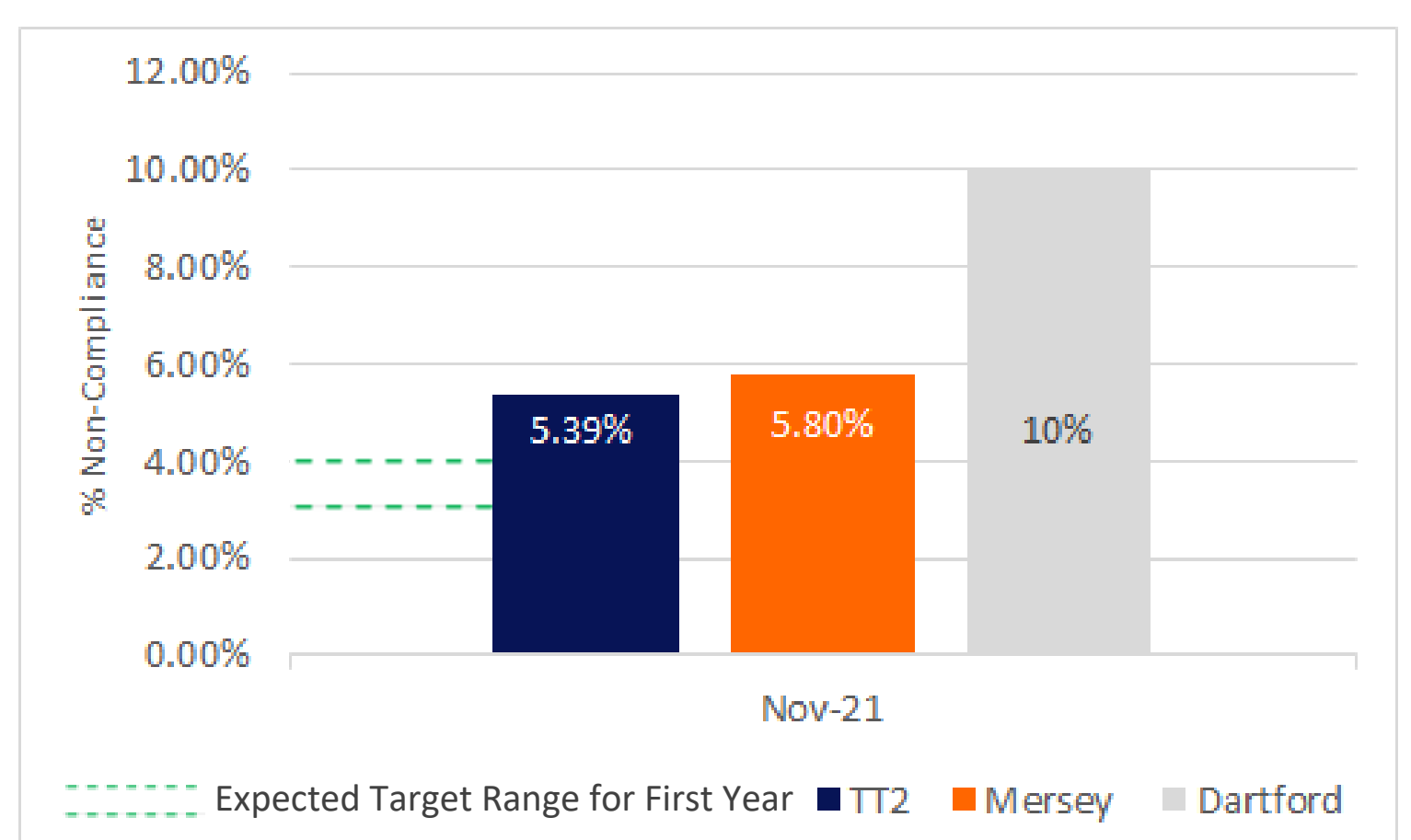
When a customer receives a UTCN they are entitled to appeal against it. The percentage shown here is the percentage of appeals that are upheld and so the UTCN is cancelled by TT2. The upheld rate was higher than the historic levels as TT2 worked with customers to help them get used to the new toll arrangement.

Environment



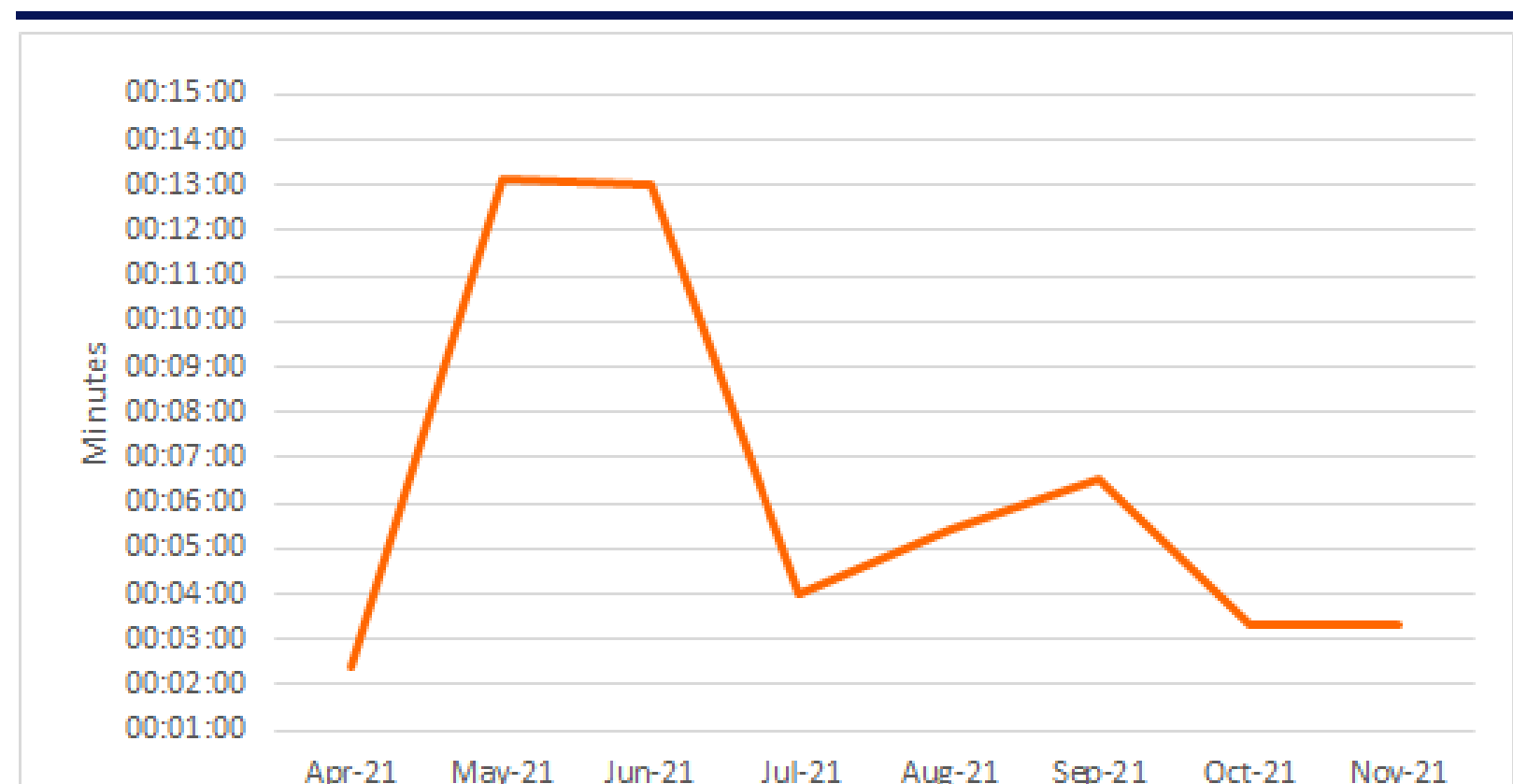
Customer vehicles kgCO2 emissions from traffic using the Tyne Tunnels. This is based on standard emissions volumes by traffic type, compared with 2019/2020 average kgCO2 emissions. It has decreased significantly at the launch of Tyne Pass when the toll booths were removed along with the requirements 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 spite of the number of calls about the new toll system.