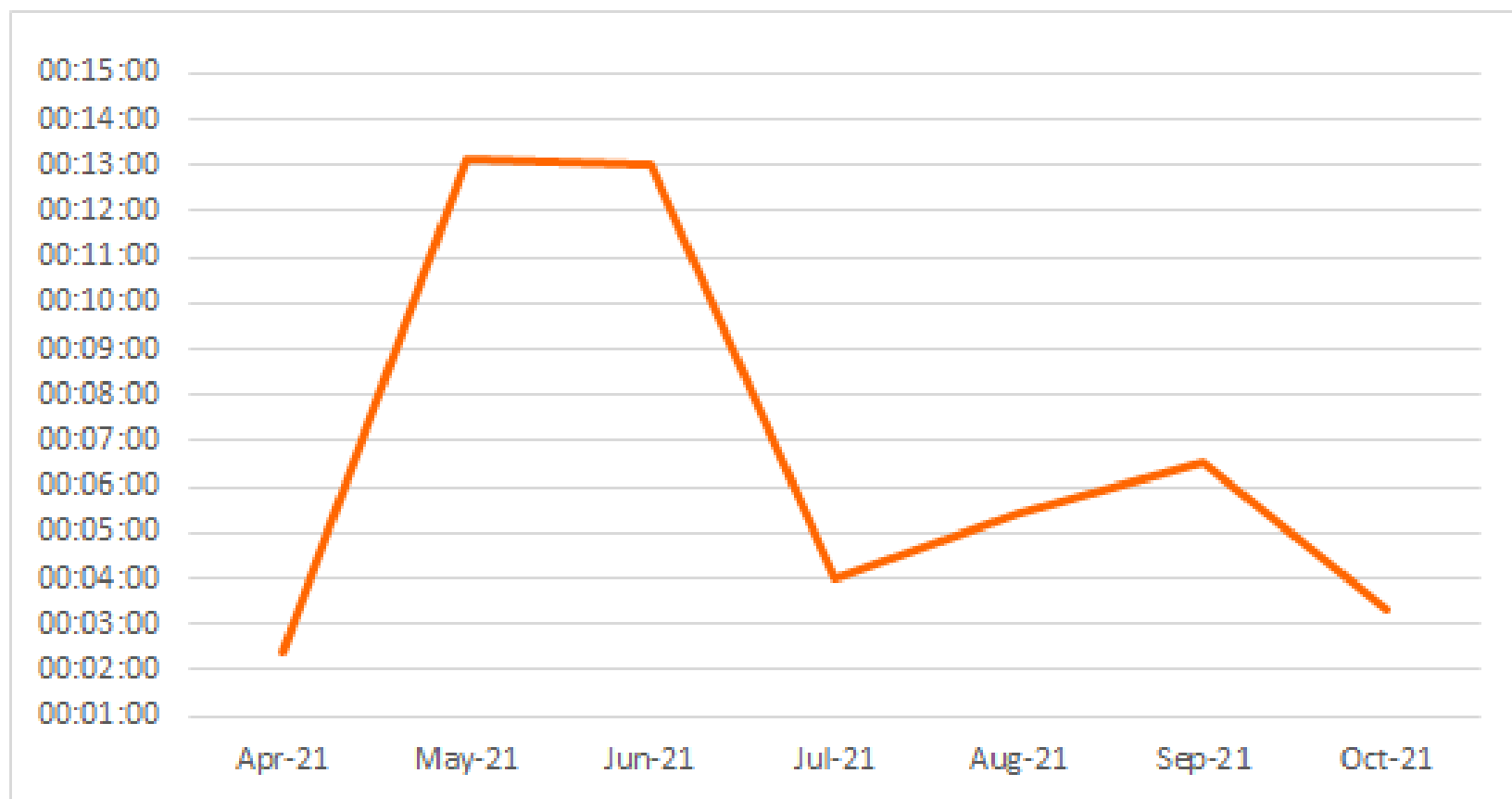


Call Wait Times

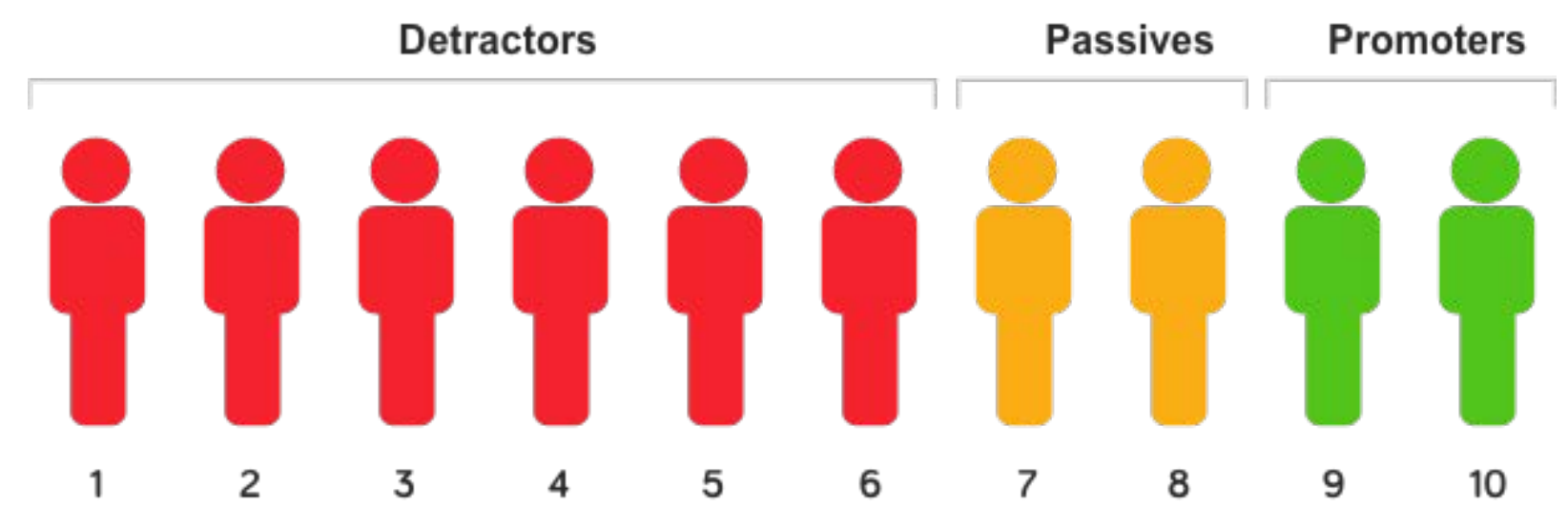


*Call Wait Times (Minutes) is the average wait time before a contact centre agent answers a call. This increased in May as an unexpectedly high numbers of calls were received regarding permit migration. Staff numbers were increased to manage.

Net Promoter Score

45%

*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 number of calls were received regarding permit migration. Staff numbers were increased to manage.



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

During September 2021...

1,438,777

vehicles traveled through Tyne Tunnel in total.

13,000

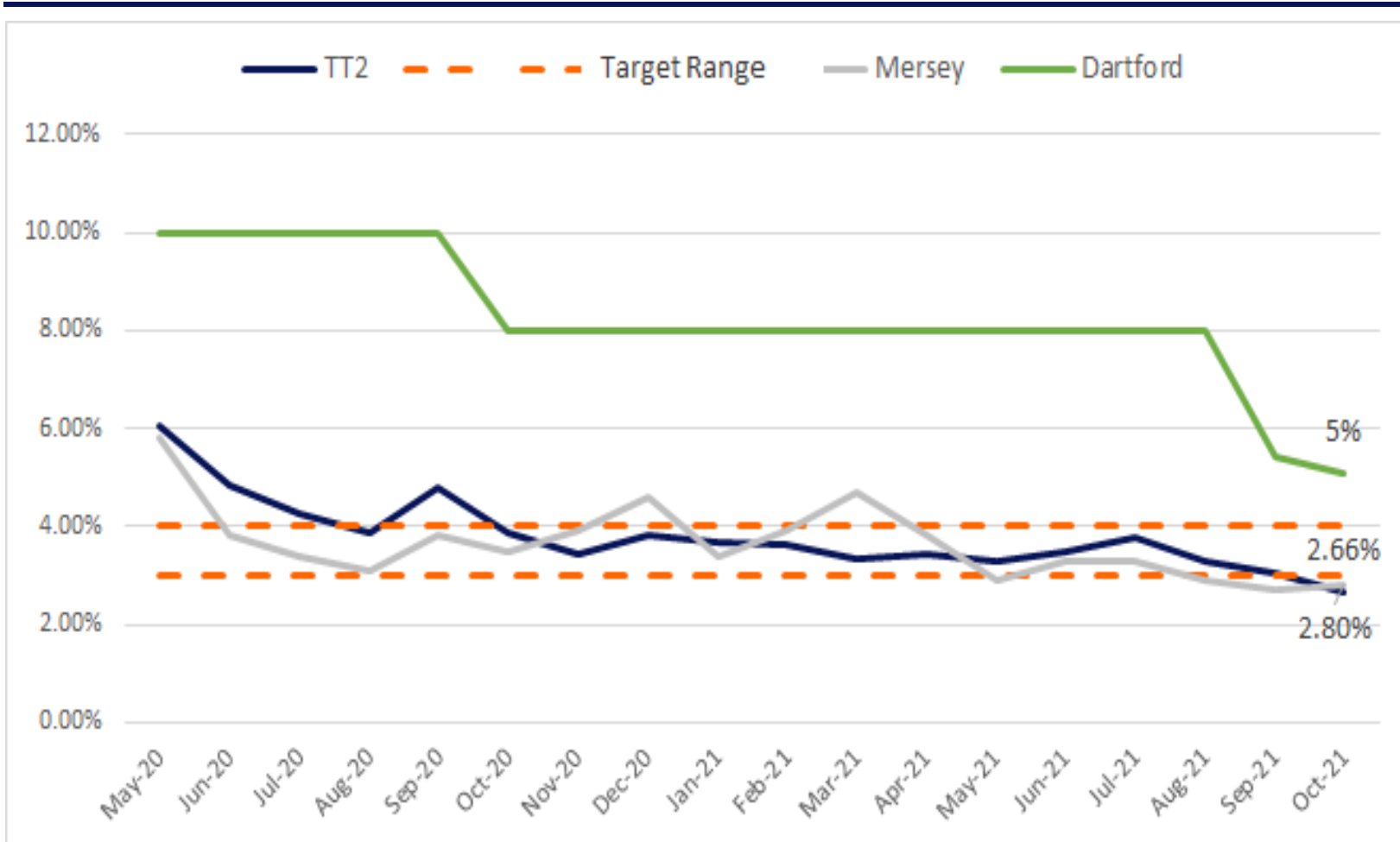
customers per day used the new, faster, barrierless lanes for pre-paid customers.

UTCN Upheld Appeals

32%

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.

Tyne Pass Equivalent Non-Compliance

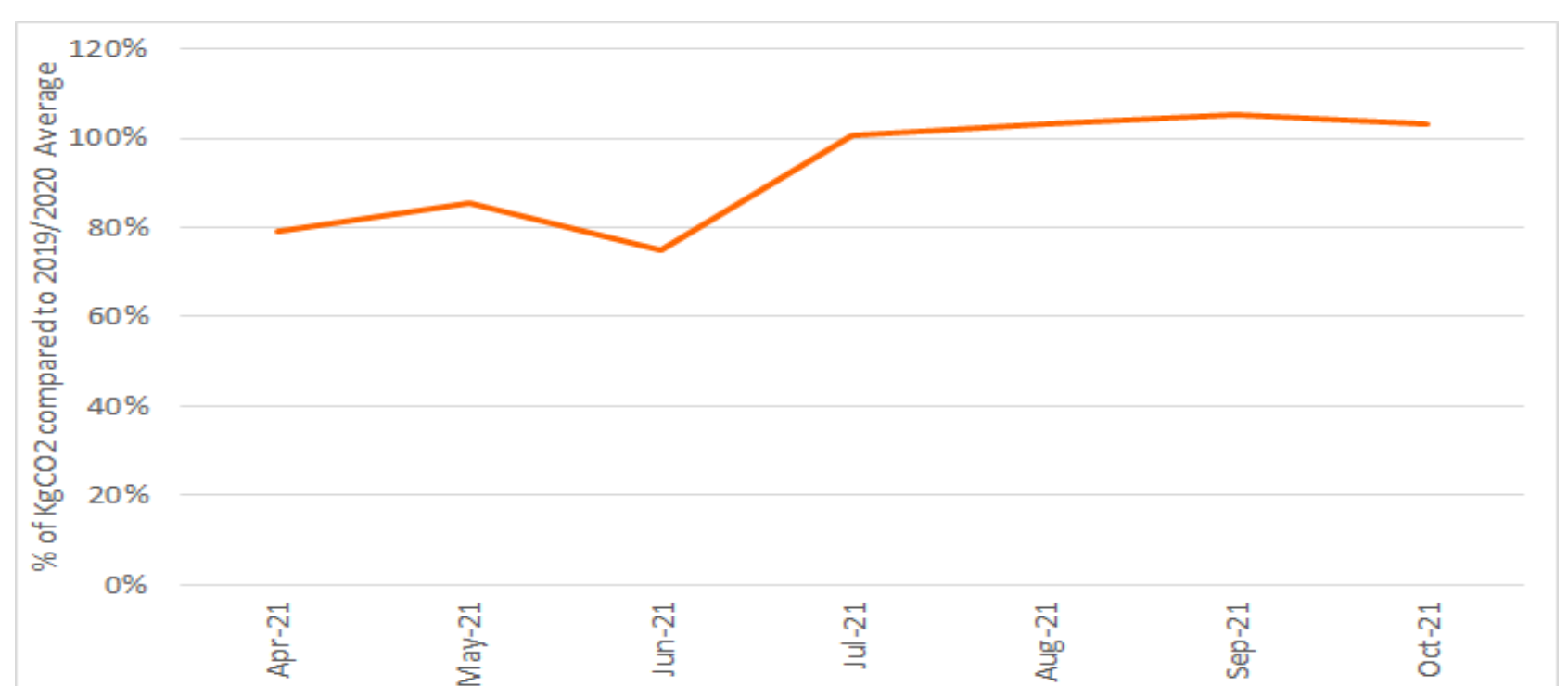


Tyne Pass Equivalent Non-Compliance is measure of the non-compliance percentage of traffic. It compares with Dartford and Mersey at the same points in their lifecycle to see if the Tyne Tunnel systems are better or worse understood by customers.

Journey Delays & Environment



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



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 is expected to decrease significantly at the launch of Tyne Pass later this year when the toll booths are removed.