

1,268,483

vehicles traveled through Tyne Tunnel in total during December

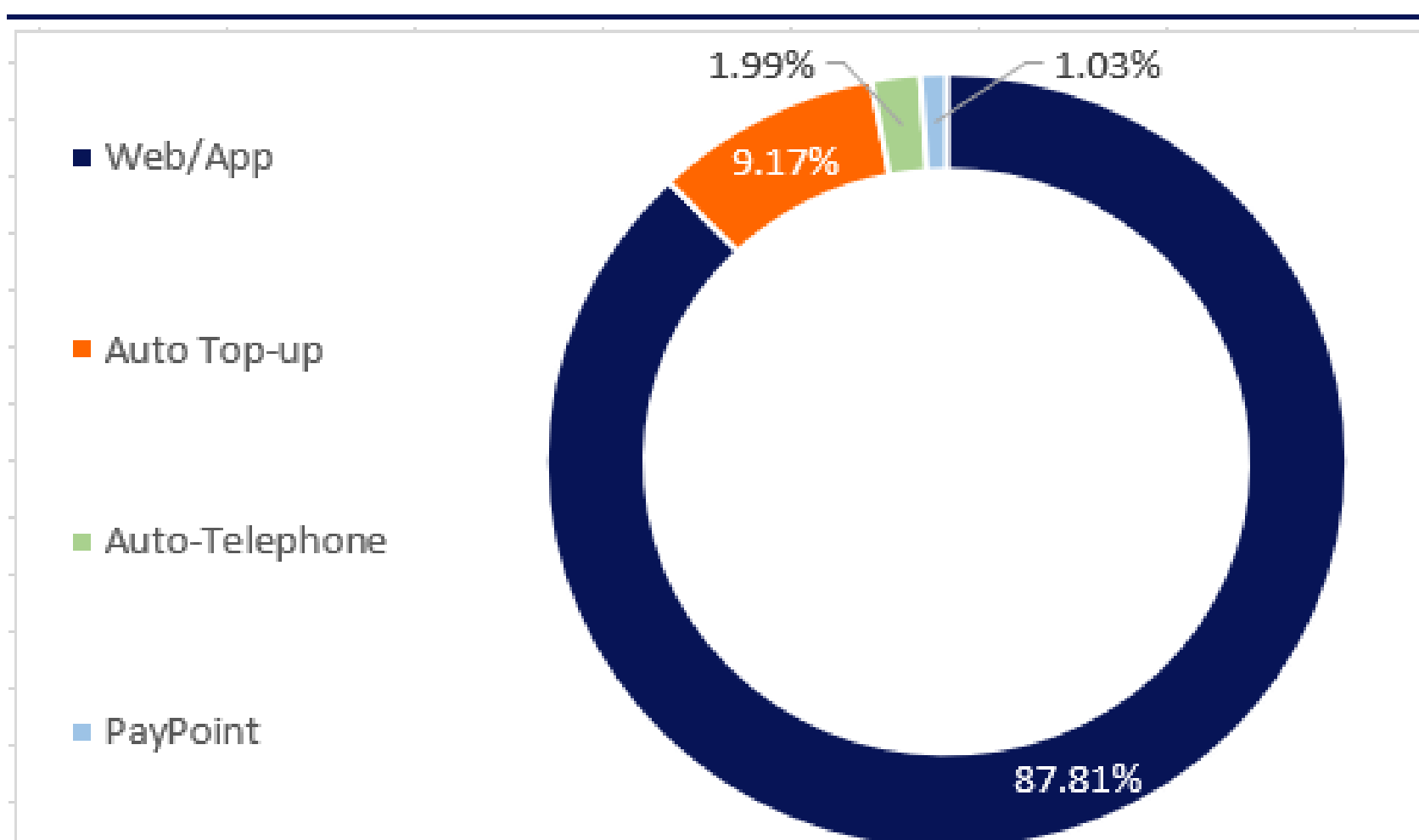
94.8%

of customers paid their toll on time.

74%

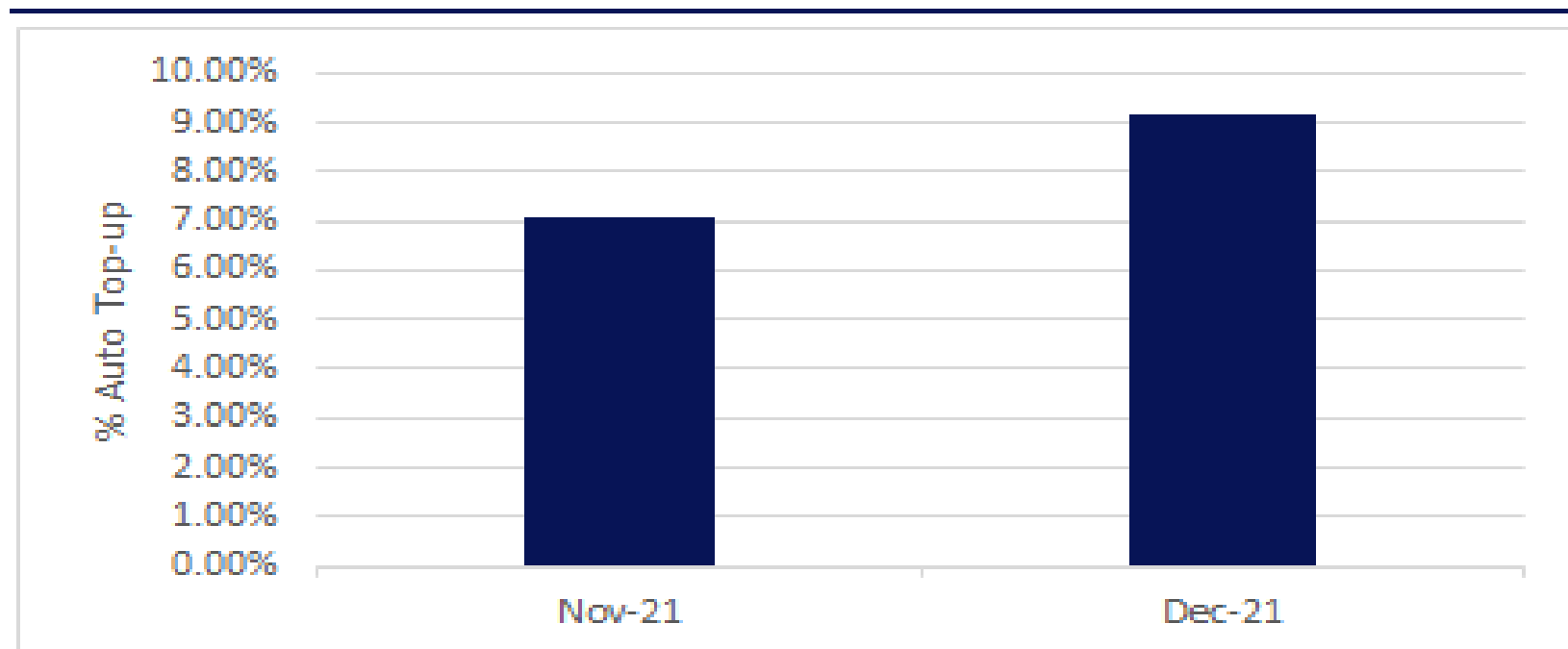
of customers used Pre-Paid accounts to pay their toll.

Payment Modes



Over 96% of payments are by digital channels

Auto Top-up



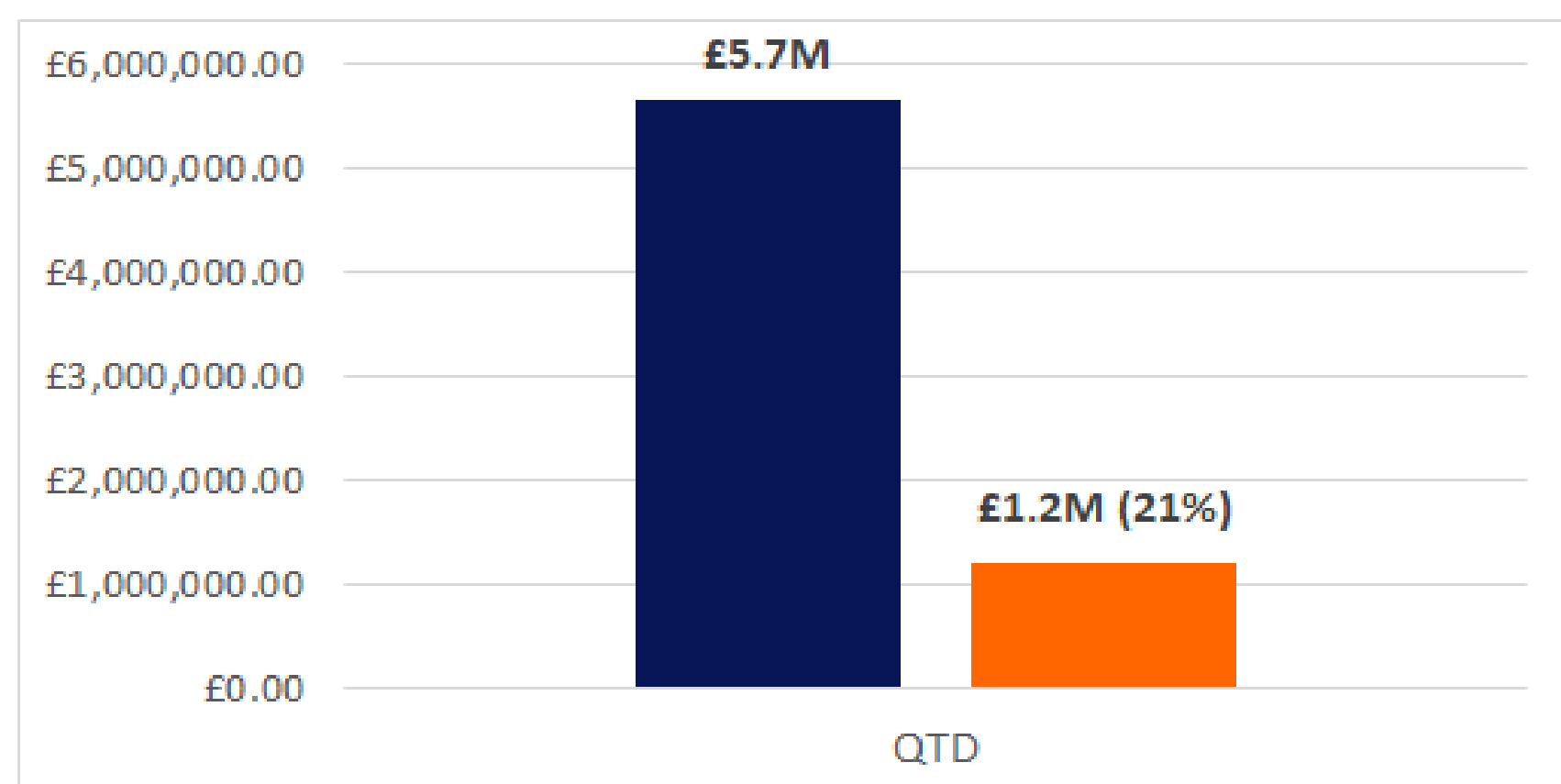
There has been more than a 25% increase in the percentage of customers who use Auto Top-up as their chosen method of toll payment. Following customer feedback, we have halved the Auto Top-up minimum to £5.

Total Tunnels Revenue and Revenue from UTCNs Since Go Live

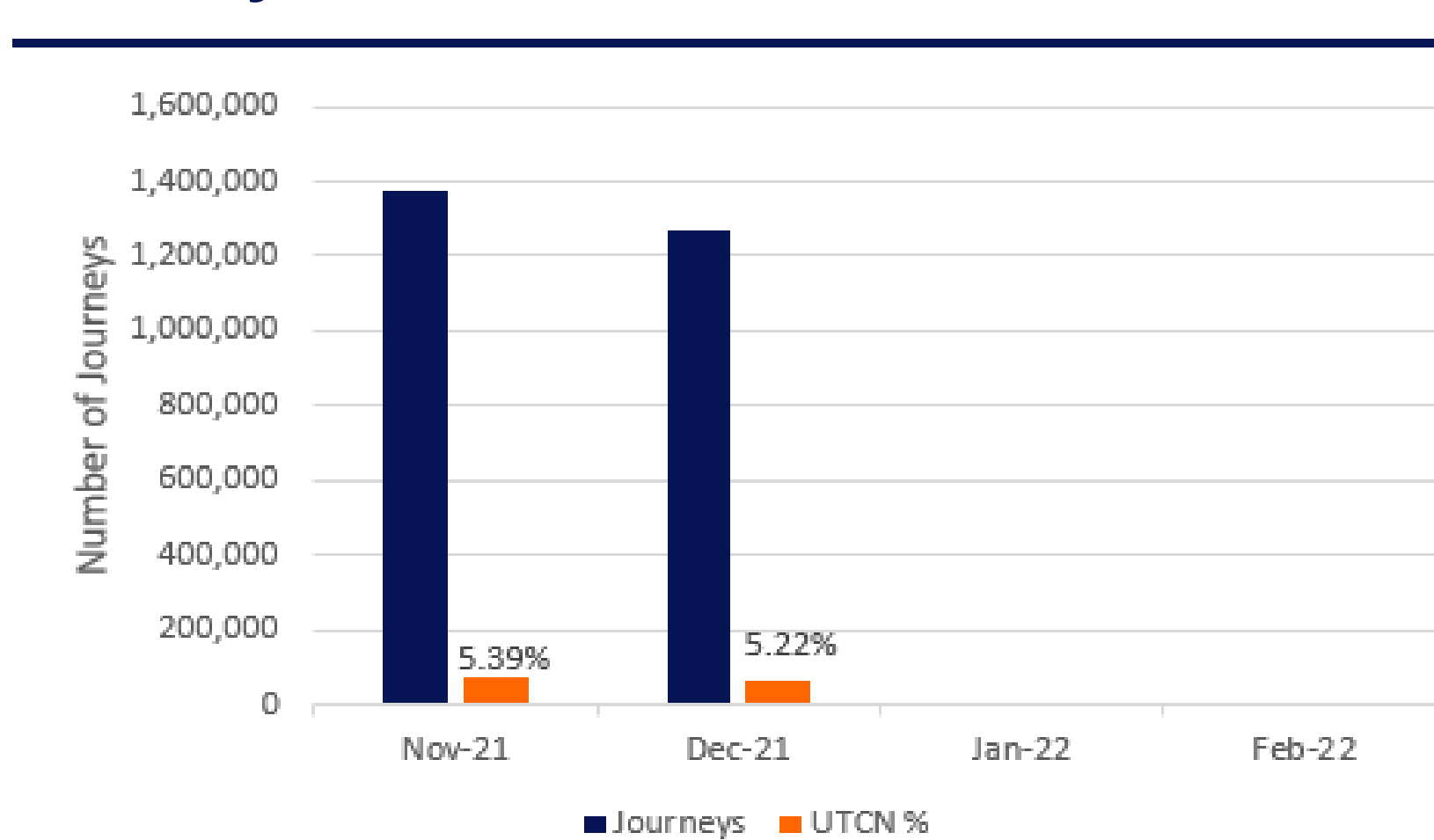
	Total Revenue (Incl UTCN Revenue)	Revenue from UTCNs	%
QTD	£5.7M	£1.2M	21%

*QTD = Quarter to Date

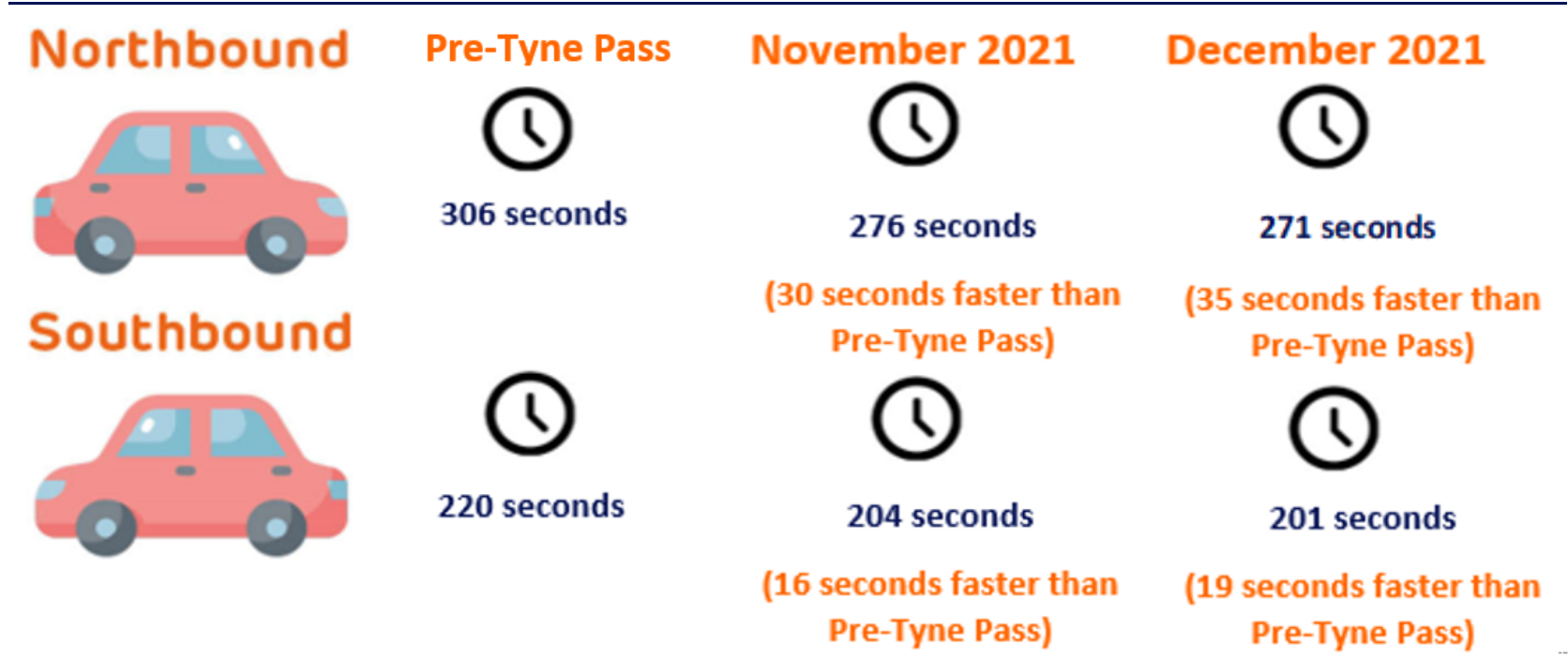
This Quarter Calculation is from 8th November 2021 to 31st December 2021, the first quarter will run from 8th November 2021 to 31st January 2022.



Journeys vs UTCNs



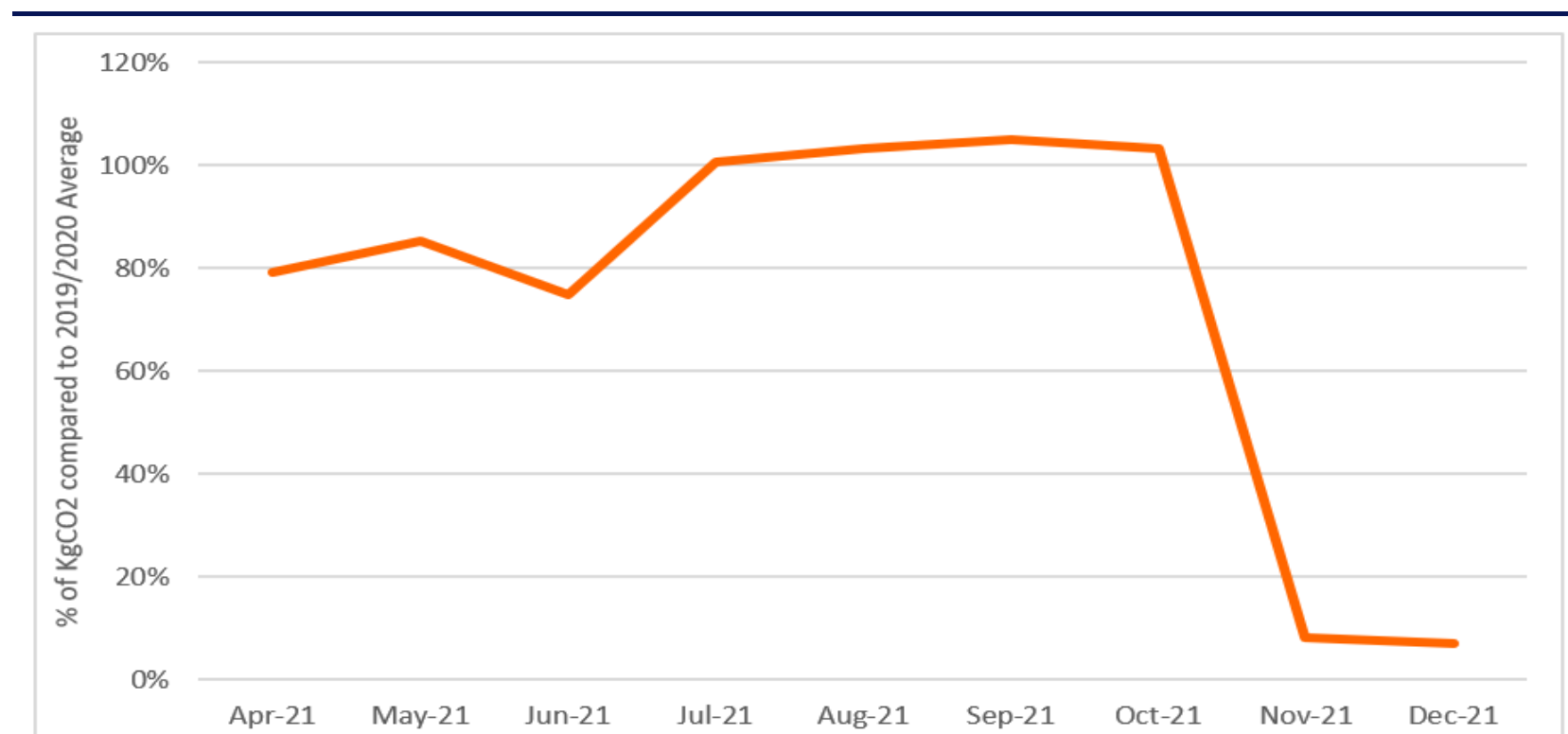
Journey Times



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

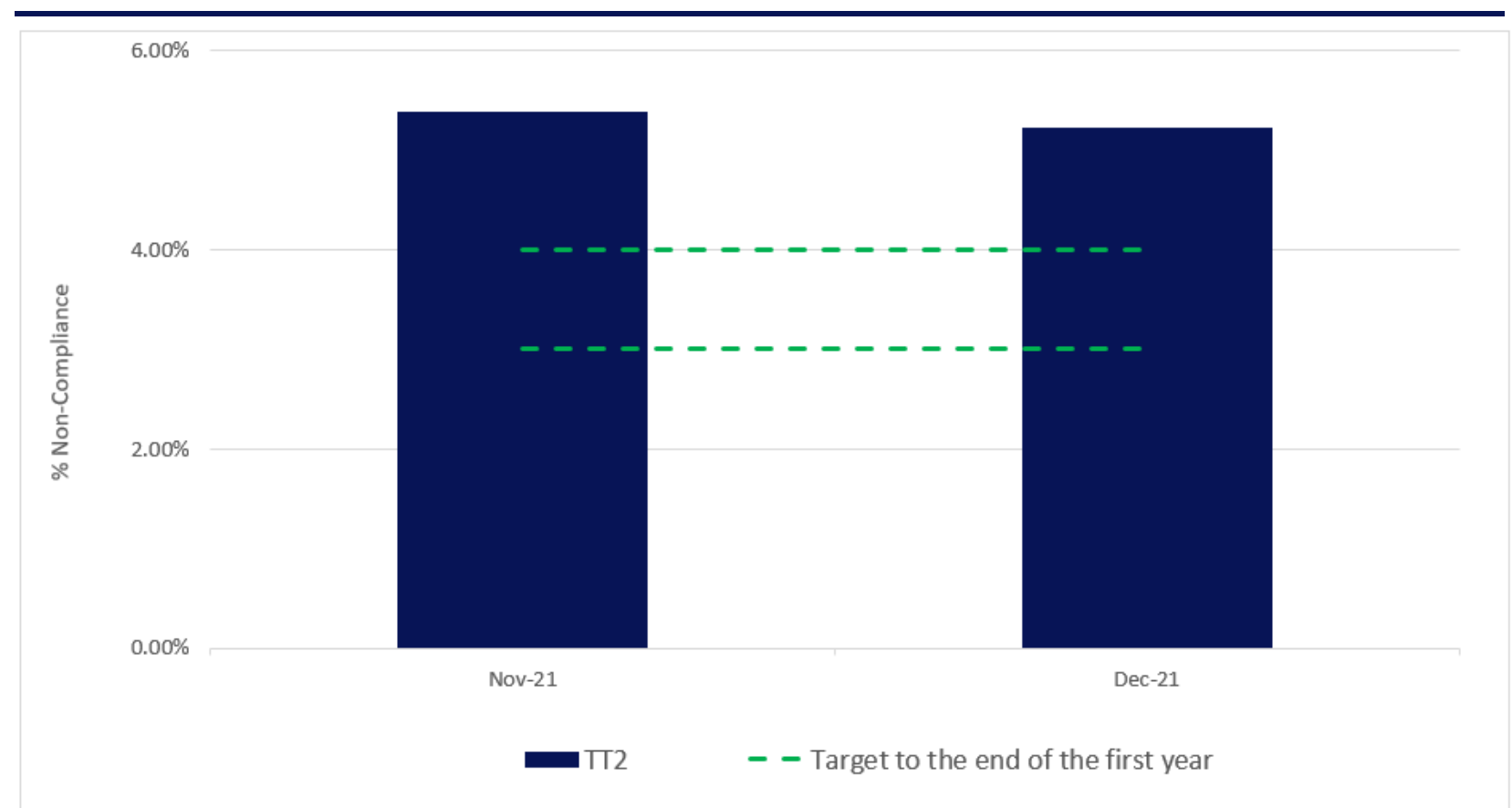
We measure time between 2 points on the A19 in each direction using data data supplied by google. This allows us to understand the impact of changes and congestion etc. The effect of introducing Tyne Pass is shown above and is calculated on a weighted average across the full 24 hours of the day.

Environment



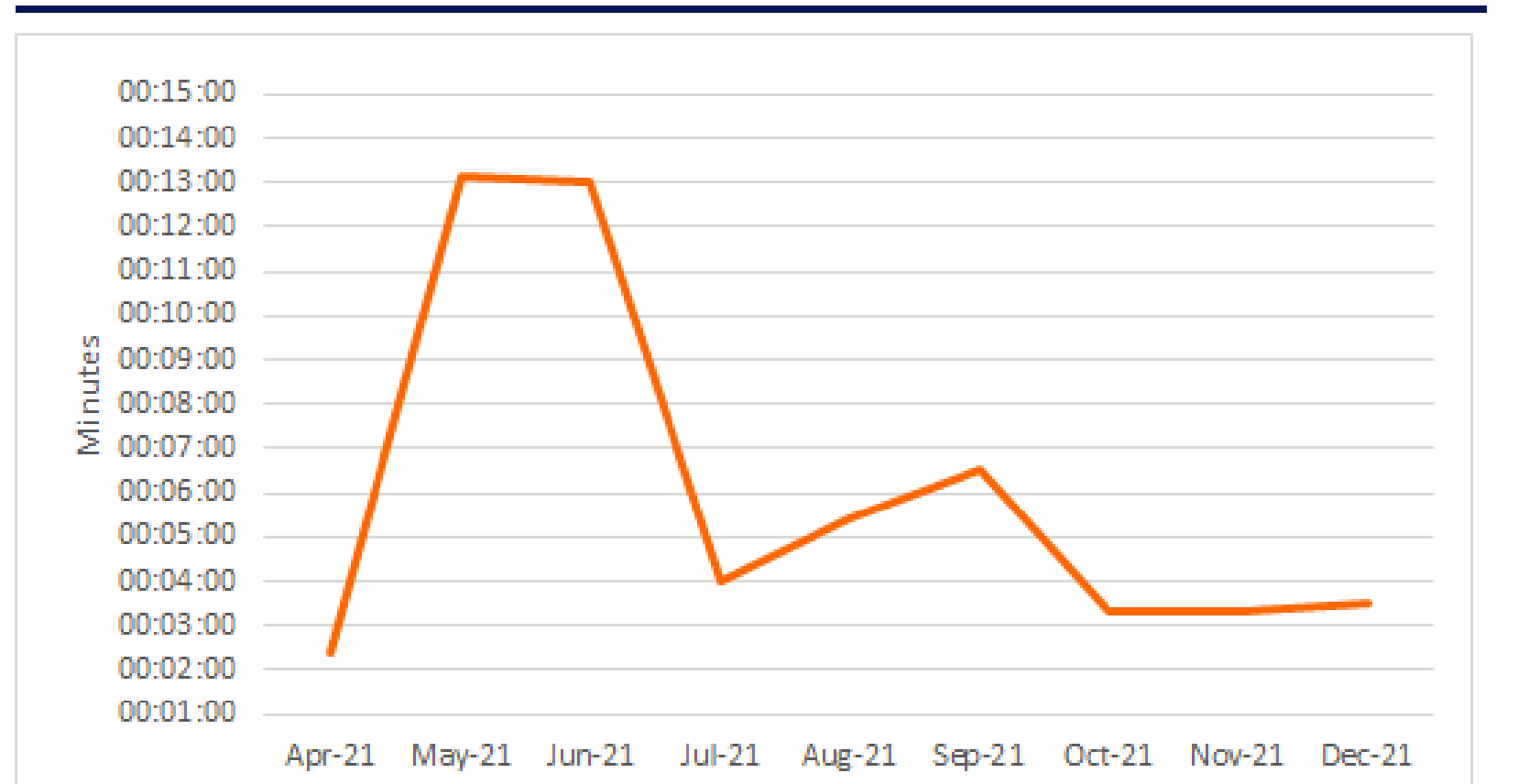
Customer vehicles kgCO2 emissions from traffic using the Tyne Tunnels. This is based on standard emissions volumes by traffic type, compared with 2019/2020 average kgCO2 emissions. It has decreased significantly at the launch of Tyne Pass when the toll booths were removed along with the requirements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

Non-Compliance



Tyne Pass Non-Compliance is measure of the non-compliance percentage of traffic. This reduced in December, even though there is a tendency to have a higher proportion of visitors from outside the region who are unfamiliar with the system. 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 December as TT2 prioritised telephone calls to ensure that customers who had queries about the new system could speak to a customer advisor.

UTCN Upheld Appeals

49.7%

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.