

1,297,295

vehicles traveled through Tyne Tunnel in total during February. As pandemic restrictions have progressively been removed, traffic has returned to pre-covid levels.

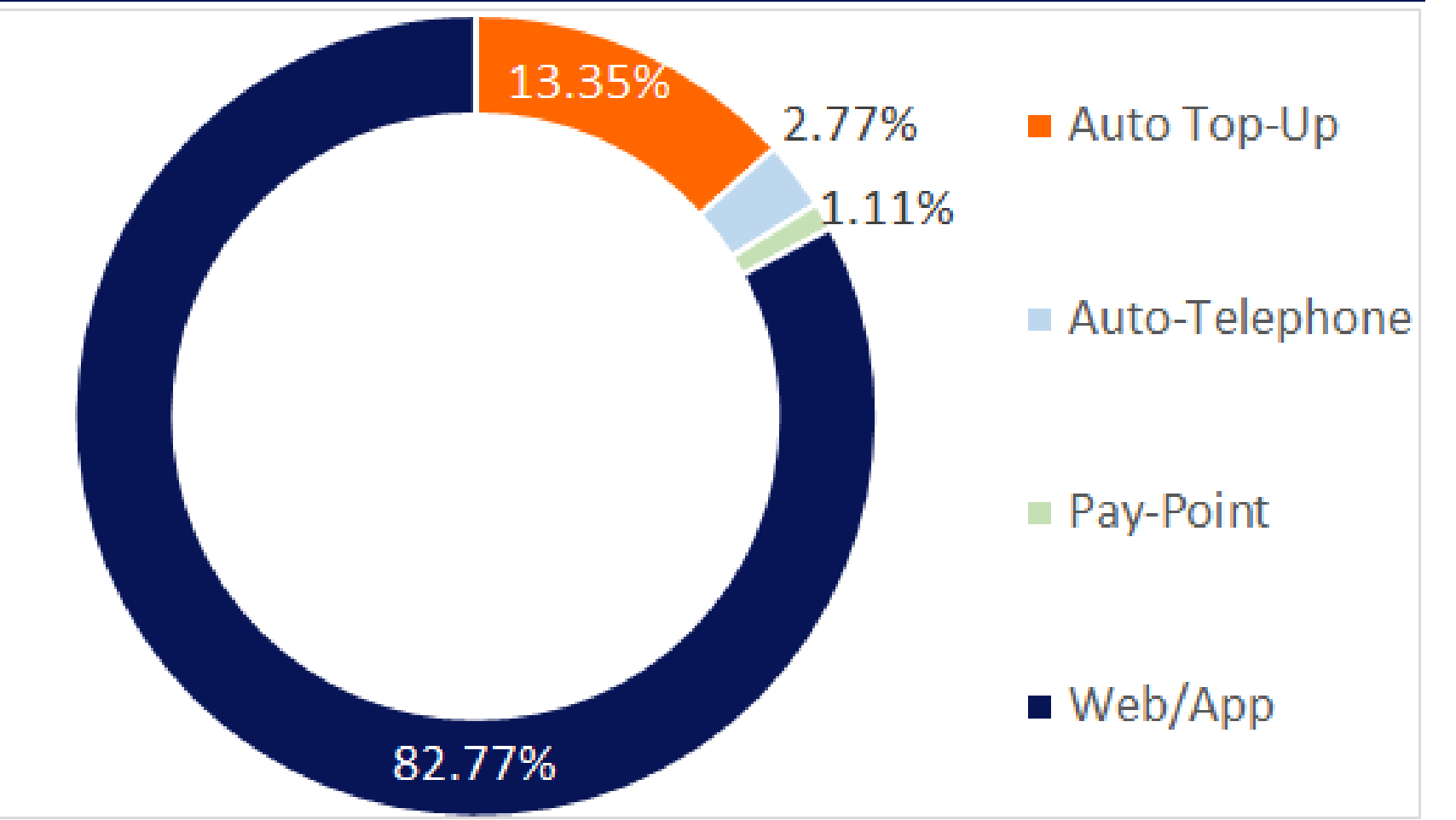
95.8%

of customers paid their toll on time, the highest figure recorded so far. Non-compliance by pre-paid customers was just 1.6%.

77.3%

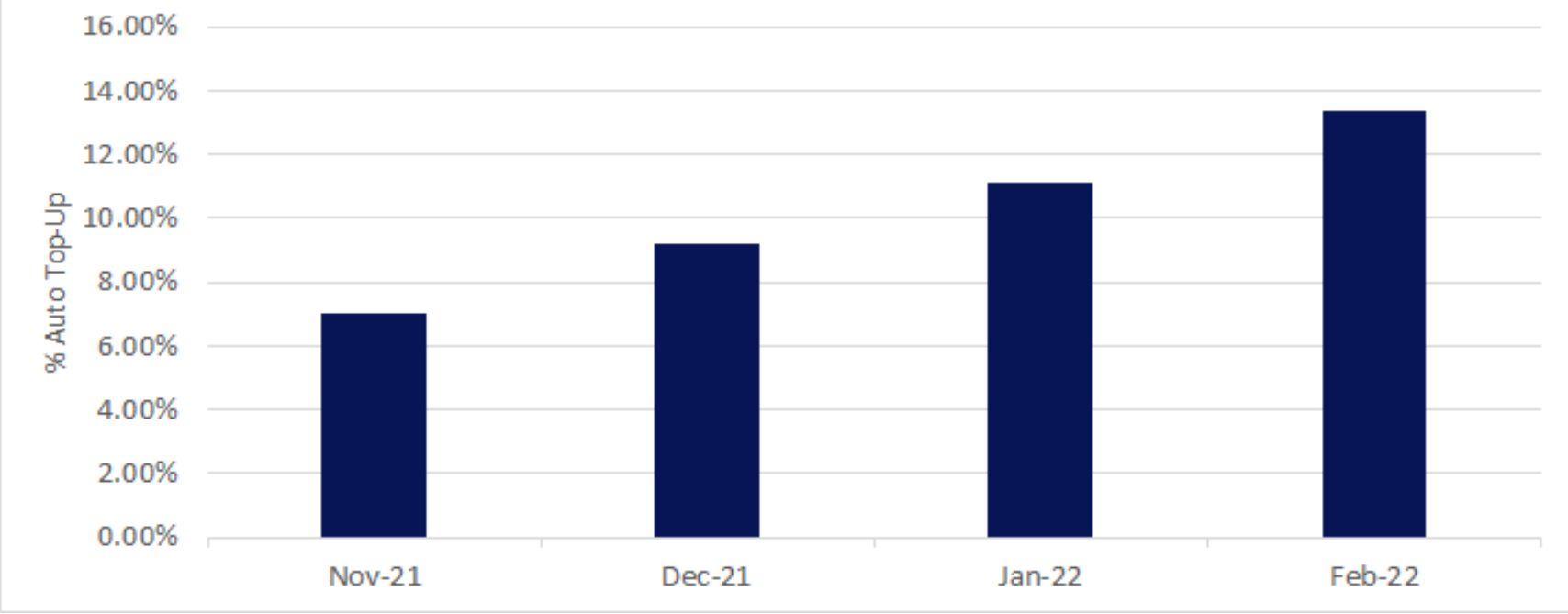
of customers used Pre-Paid accounts to pay their toll. This is the highest proportion of any similar UK operator.

Payment Modes



Over 96% of payments are by digital channels

Auto Top-up

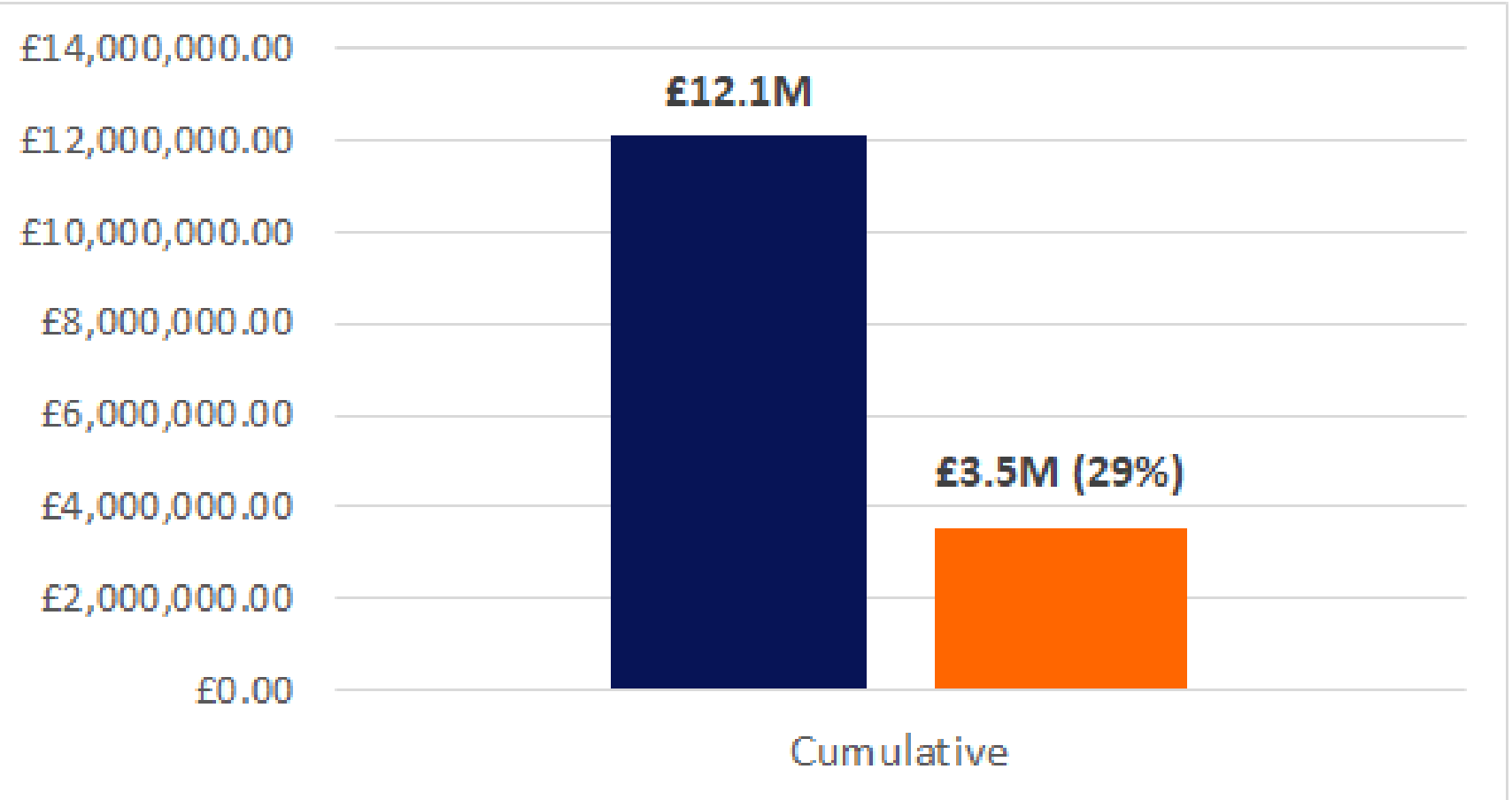


There has been more than a 60% increase in the percentage of customers who use Auto Top-up as their chosen method of toll payment since Tyne Pass went live. Following customer feedback, we have halved the Auto Top-up minimum to £5.

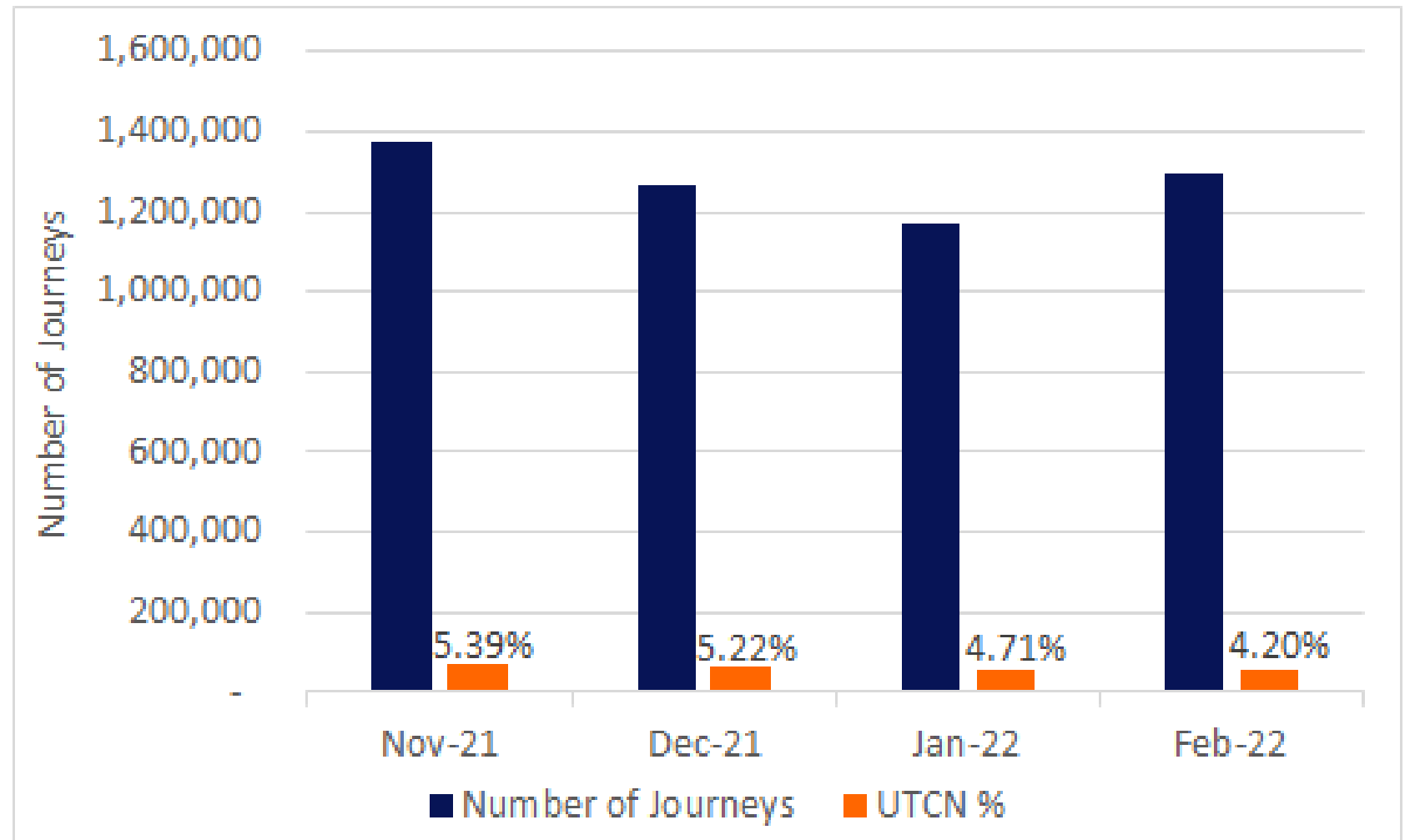
Total Tunnels Revenue and Revenue from UTCNs Since Go Live

	Total Revenue (Incl UTCN Revenue)	Revenue from UTCNs	%
Cumulative*	£12.1M	£3.5M	29%

* This calculation is from 8th November 2021 to 28th February 2022.



Journeys vs UTCNs



Journey Times



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

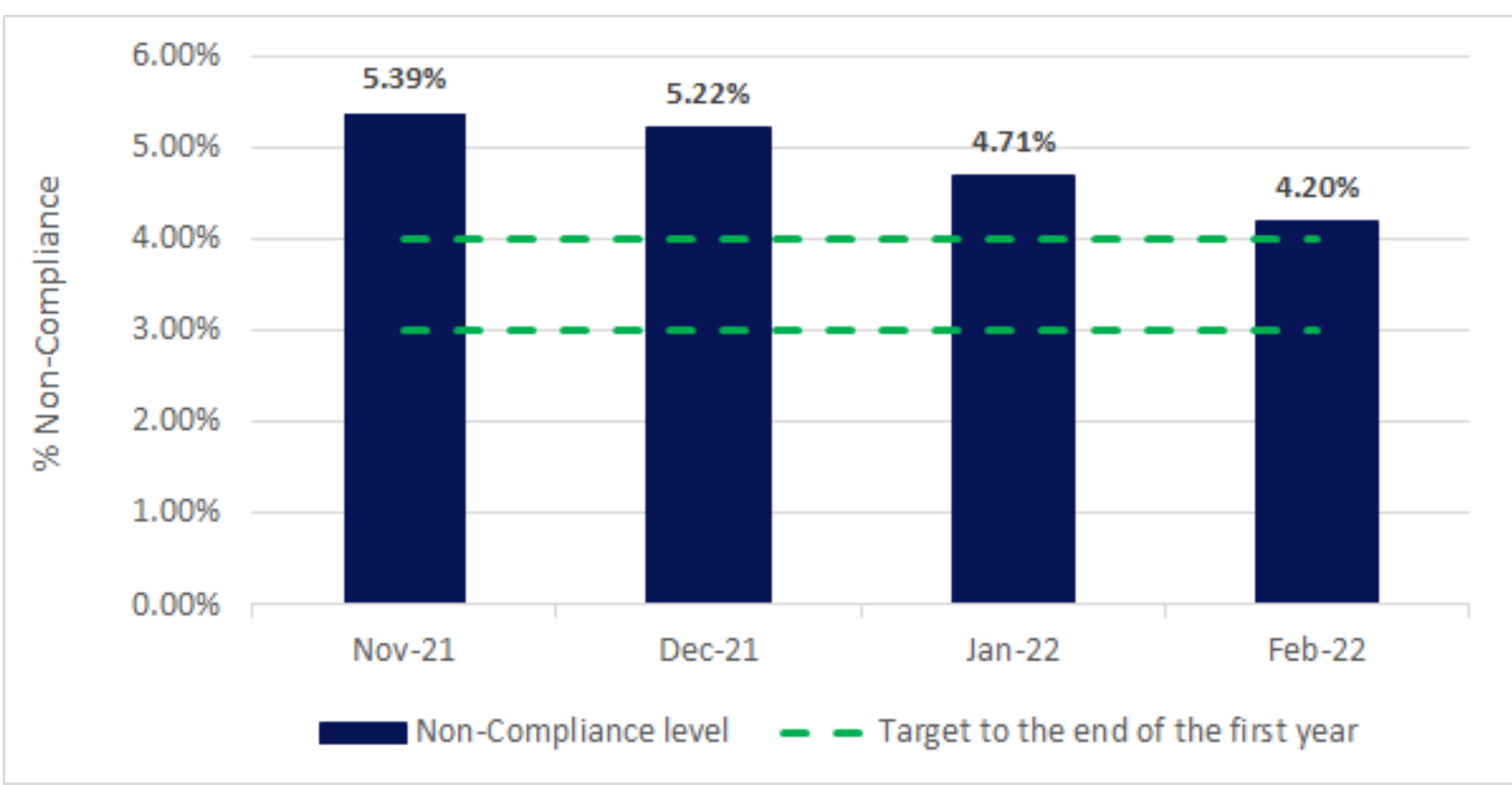
We measure time between 2 points on the A19 in each direction using data data supplied by Google. This allows us to understand the impact of changes and congestion etc. The effect of introducing Tyne Pass is shown above and is calculated on a weighted average across the full 24 hours of the day.

Environment

Customer vehicles CO₂ emissions have decreased significantly since 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.

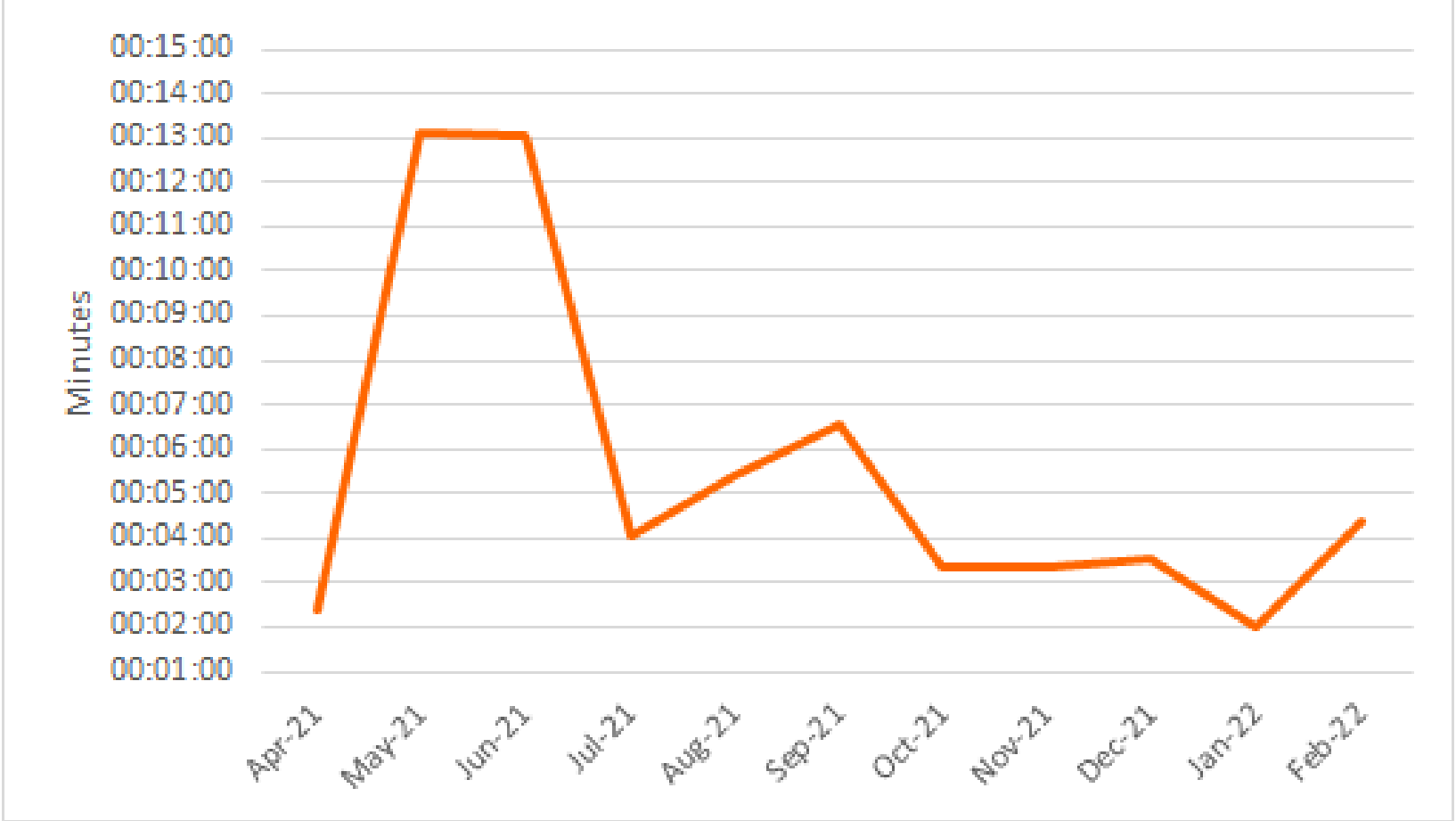
Saving of CO₂ in February equated to 2,600 passenger return flights from Newcastle to New York.

Non-Compliance



Tyne Pass Non-Compliance is the measure of the non-compliance percentage of traffic. This reduced again in February, showing a continuous downward trend. TT2 is expecting this to trend to be 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. Call wait times rose as we migrated to new 3D Secure technology which improves customer security against fraud.

UTCN Upheld Appeals

44.27%

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. Six out of ten appeals were due to transitional rules, where customers have been excused a non-payment while they get used to the new toll arrangements.