

1,536,702

vehicles traveled through Tyne Tunnels in March. This is the highest March result for six years, since before the roadworks started at Silverlink roundabout.

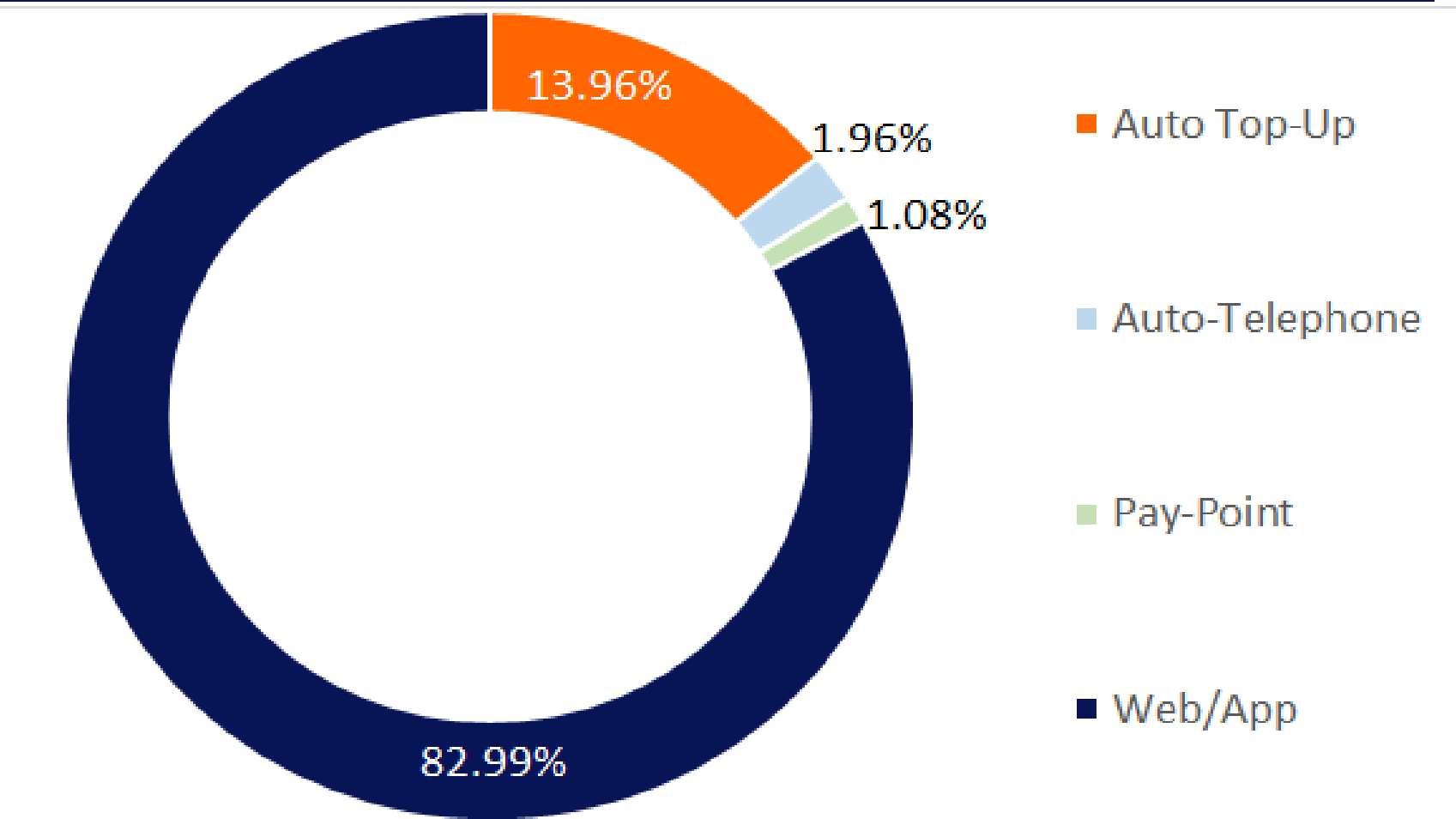
96.16%

of customers paid their toll on time, the highest figure recorded so far.

78.42%

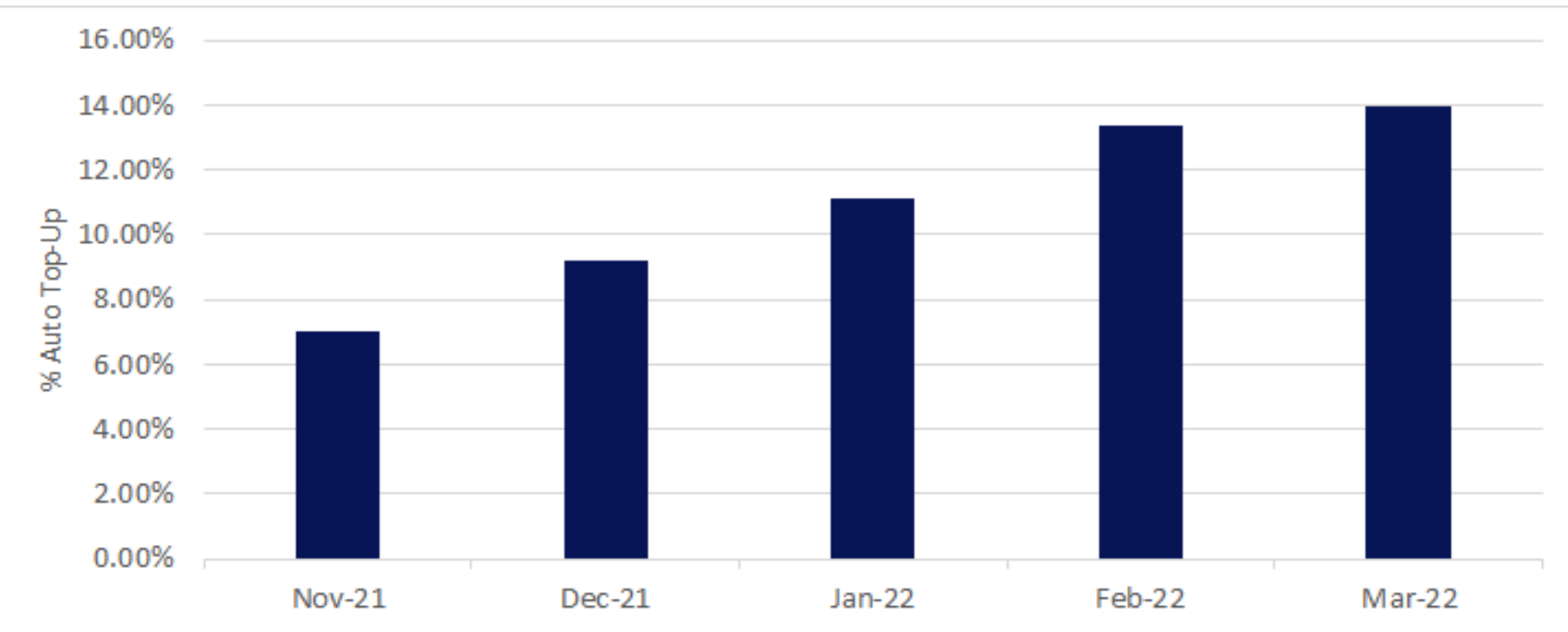
of customers used Pre-Paid accounts to pay their toll. This is the highest proportion of any similar UK operator.

Payment Modes



Over 96% of payments are by digital channels

Auto Top-up

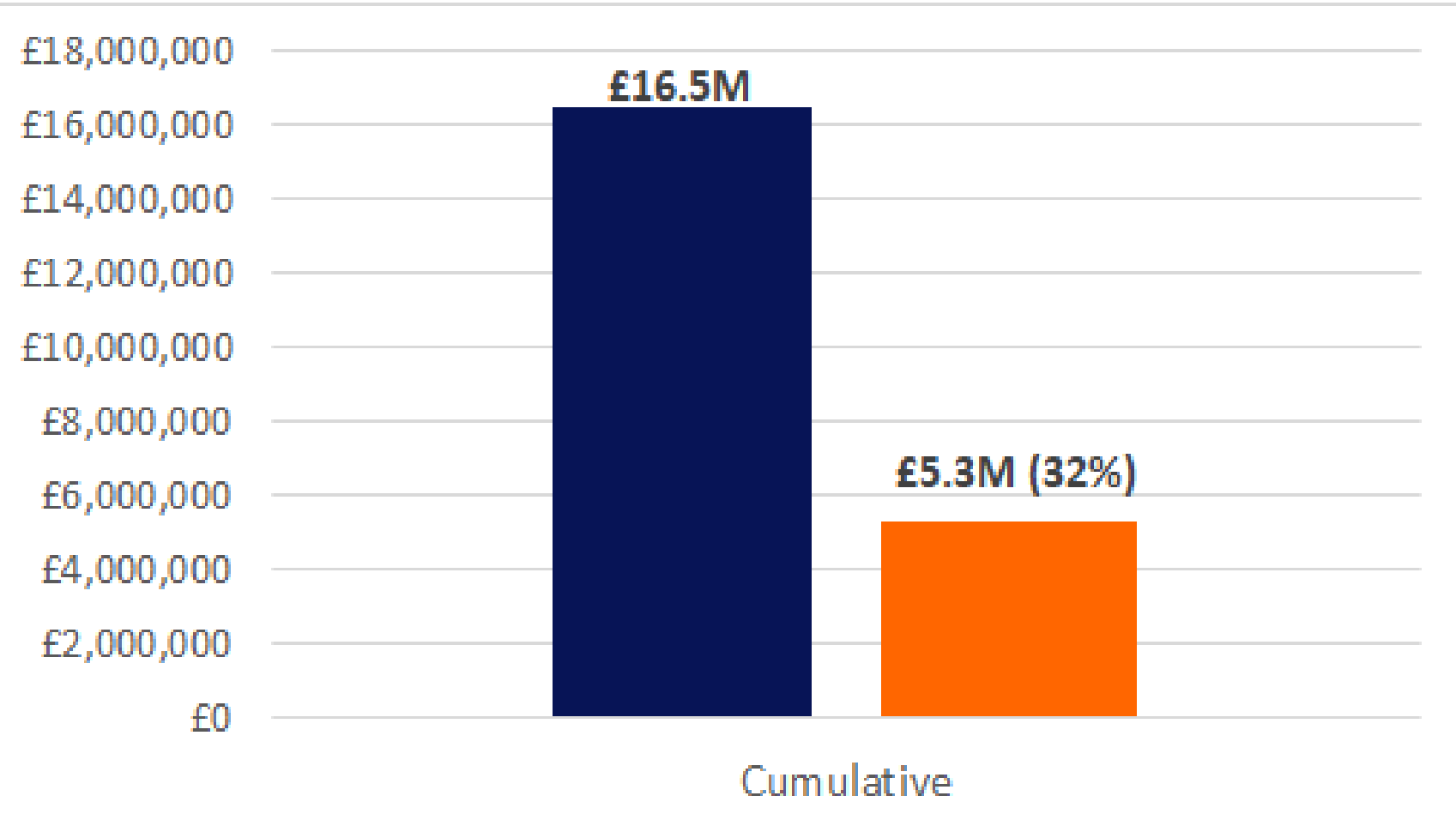


The percentage of customers who use Auto Top-up as their chosen method of toll payment has doubled since Tyne Pass went live. Following customer feedback, we have halved the Auto Top-up minimum to £5.

Total Tunnels Revenue and Receipts from UTCNs Since Go Live

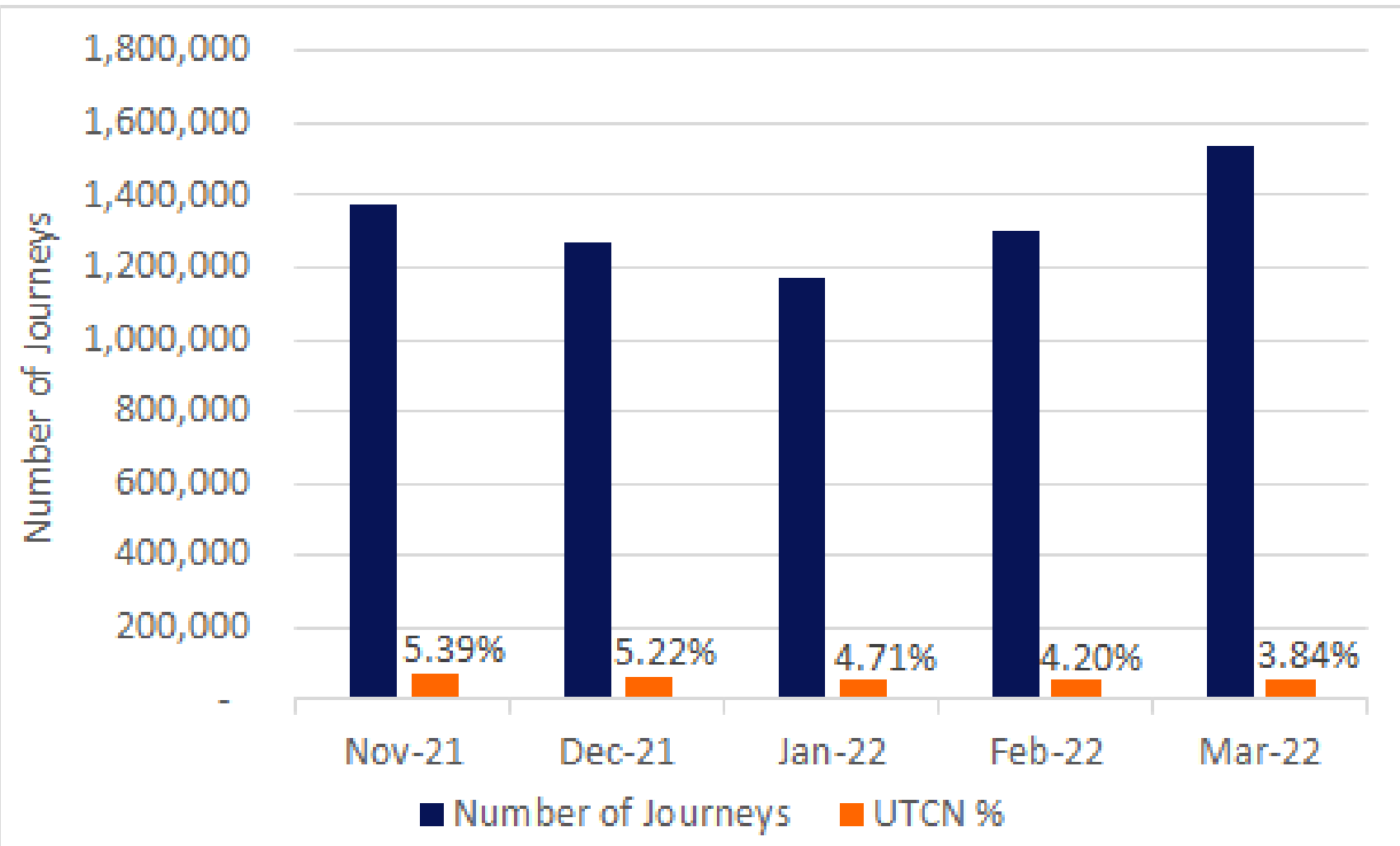
	Total Revenue (Incl UTCN Revenue)	Receipts from UTCNs	%
Cumulative*	£16.5M	£5.3M	32%

* This calculation is from 8th November 2021 to 31st March 2022.



Latest figures include additional contributions from December 2021.

Journeys vs UTCNs



Journey Times



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

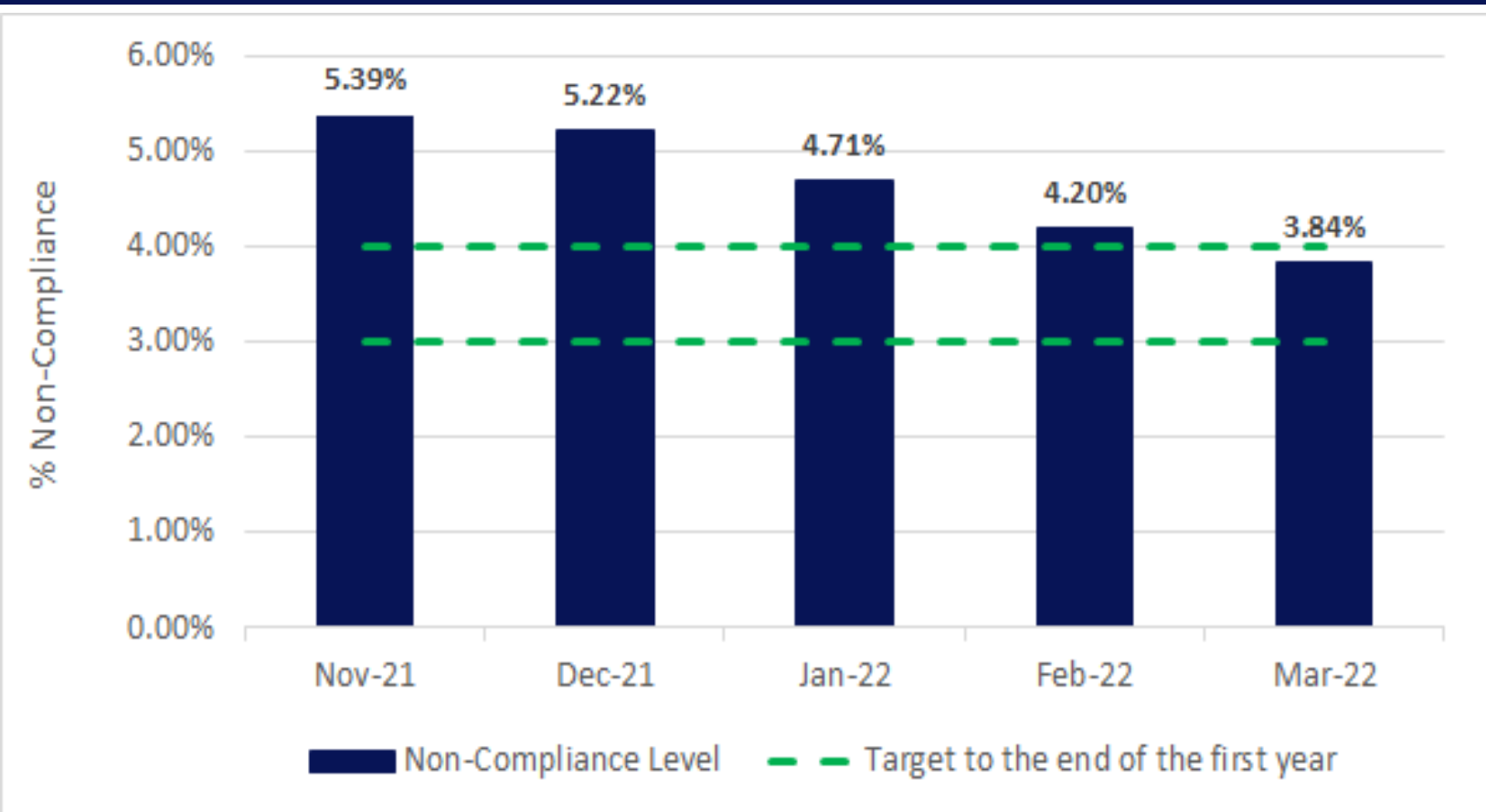
We measure time between 2 points on the A19 in each direction using data data supplied by Google. This allows us to understand the impact of changes and congestion etc. The effect of introducing Tyne Pass is shown above and is calculated on a weighted average across the full 24 hours of the day.

Environment

Customer vehicles CO₂ e missions 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.

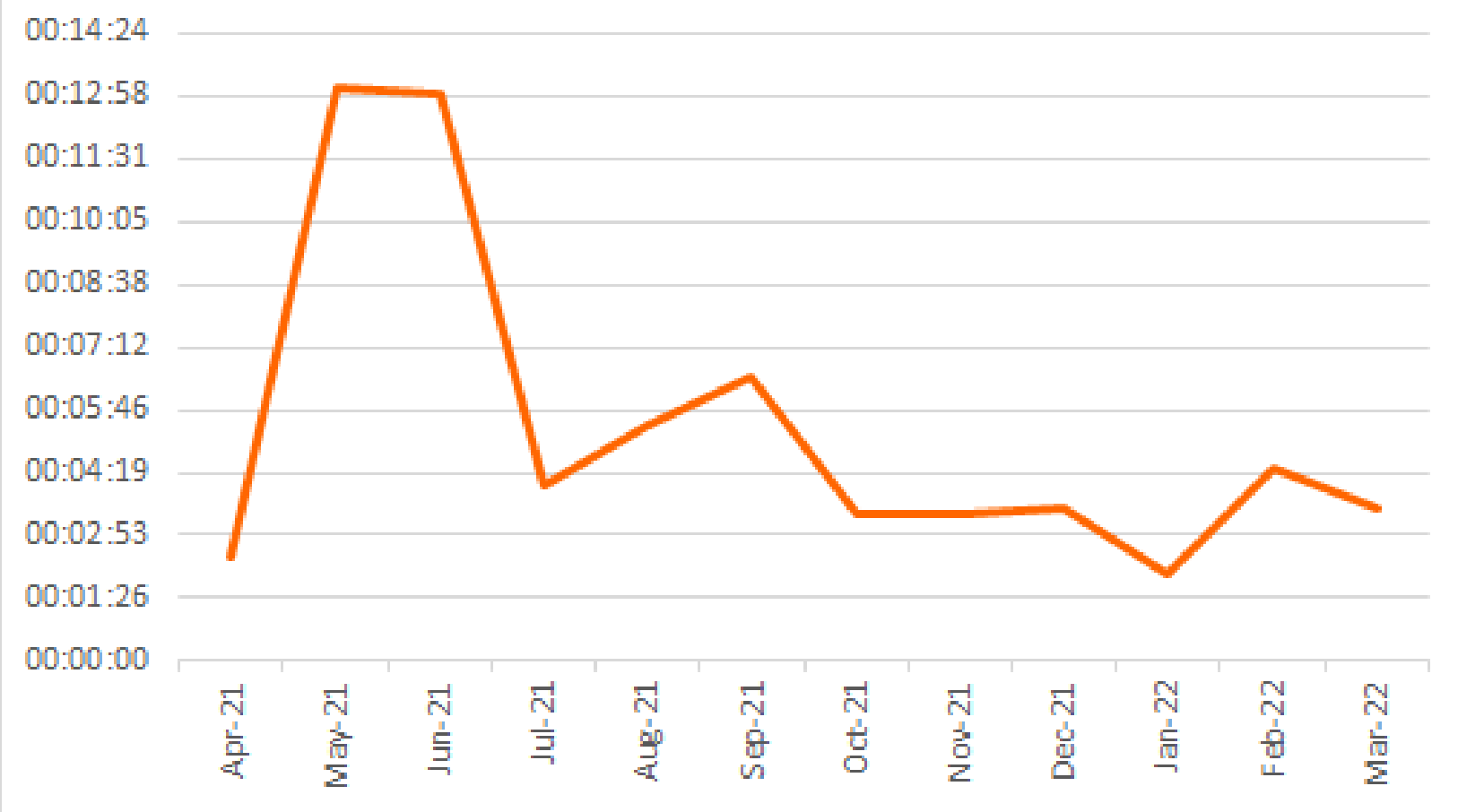
Saving of CO₂ in March equated to 2,600 passenger return flights from Newcastle to New York.

Non-Compliance



Tyne Pass Non-Compliance is the measure of the non-compliance percentage of traffic. This reduced again in March, showing a continuing downward trend. TT2 is expecting this trend to result in non-compliance of 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 volumes improved in March as the last banks completed migration to 3DS secure payment arrangements ahead of the deadline on 14th March.

UTCN Upheld Appeals

41.50%

When a customer receives a UTCN they are entitled to appeal against it. The figure shown here is the percentage of appeals that are upheld and so the UTCN is cancelled by TT2. Over 70% of upheld appeals were due to transitional rules, where customers have been excused a non-payment while they get used to the new toll arrangements.