

1,445,047

vehicles traveled through Tyne Tunnels in April 2022. Traffic continues to grow strongly. April's traffic was the highest for that month since 2016.

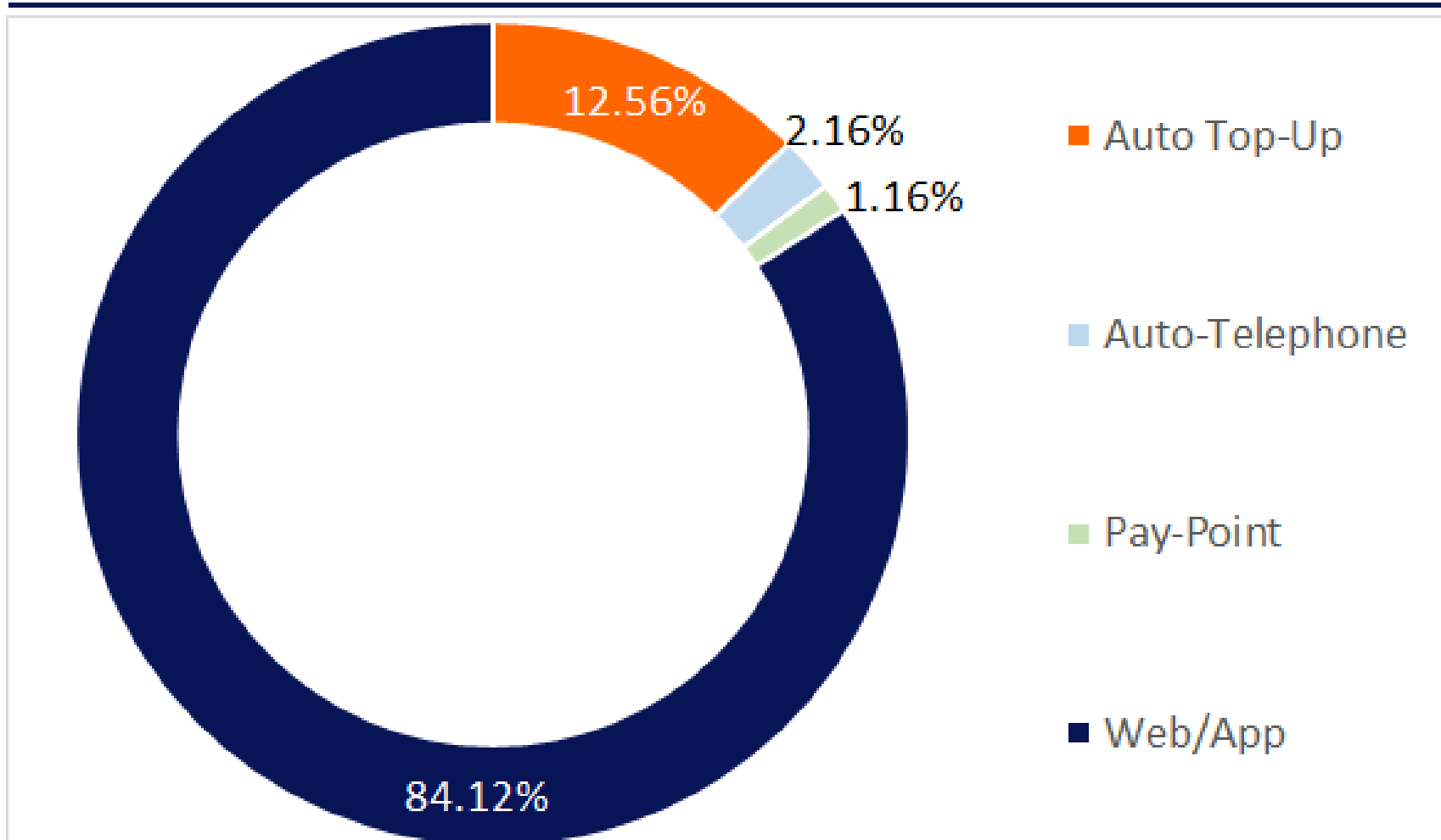
96.30%

of customers paid their toll on time, the highest figure recorded so far. Non-compliance has dropped every month since the launch of Tyne Pass.

75.91%

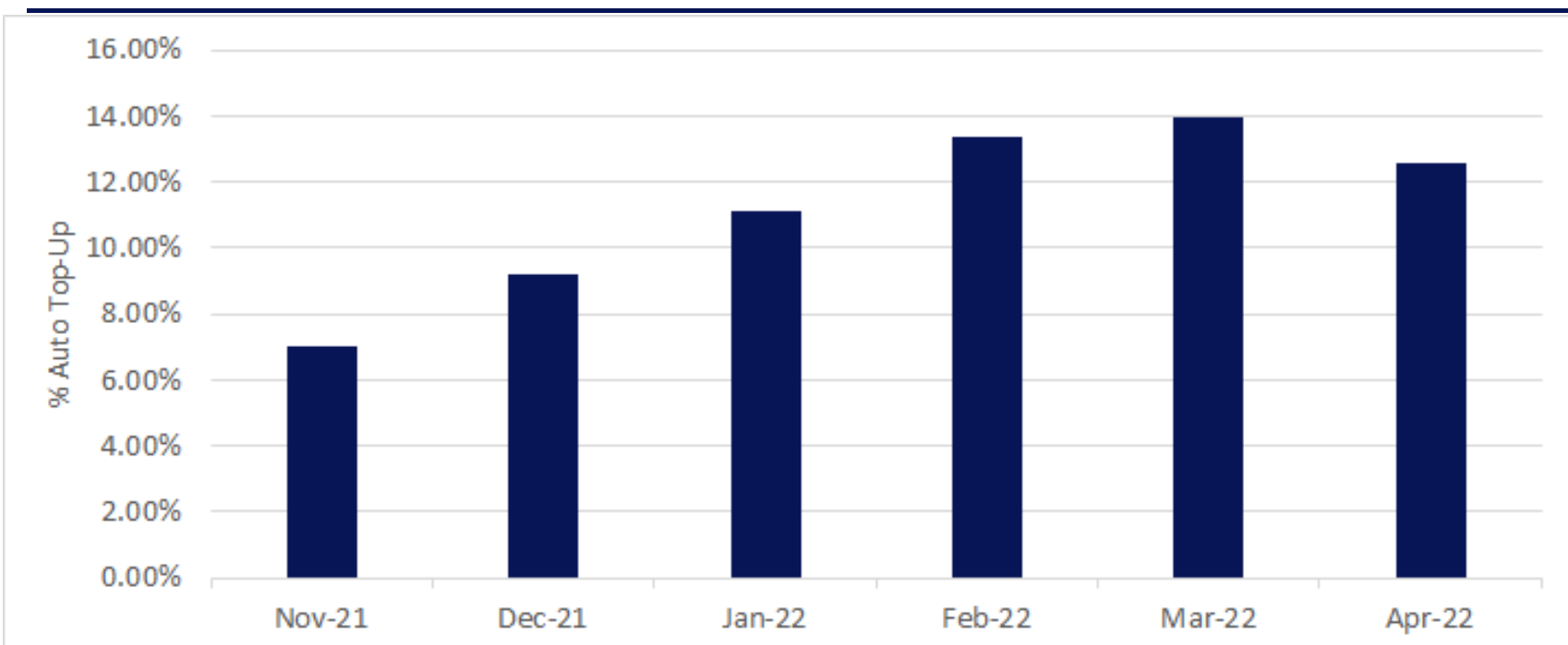
of customers used Pre-Paid accounts to pay their toll. This value dropped slightly compared to March because of Easter.

Payment Modes



Over 96% of payments are by digital channels

Auto Top-up

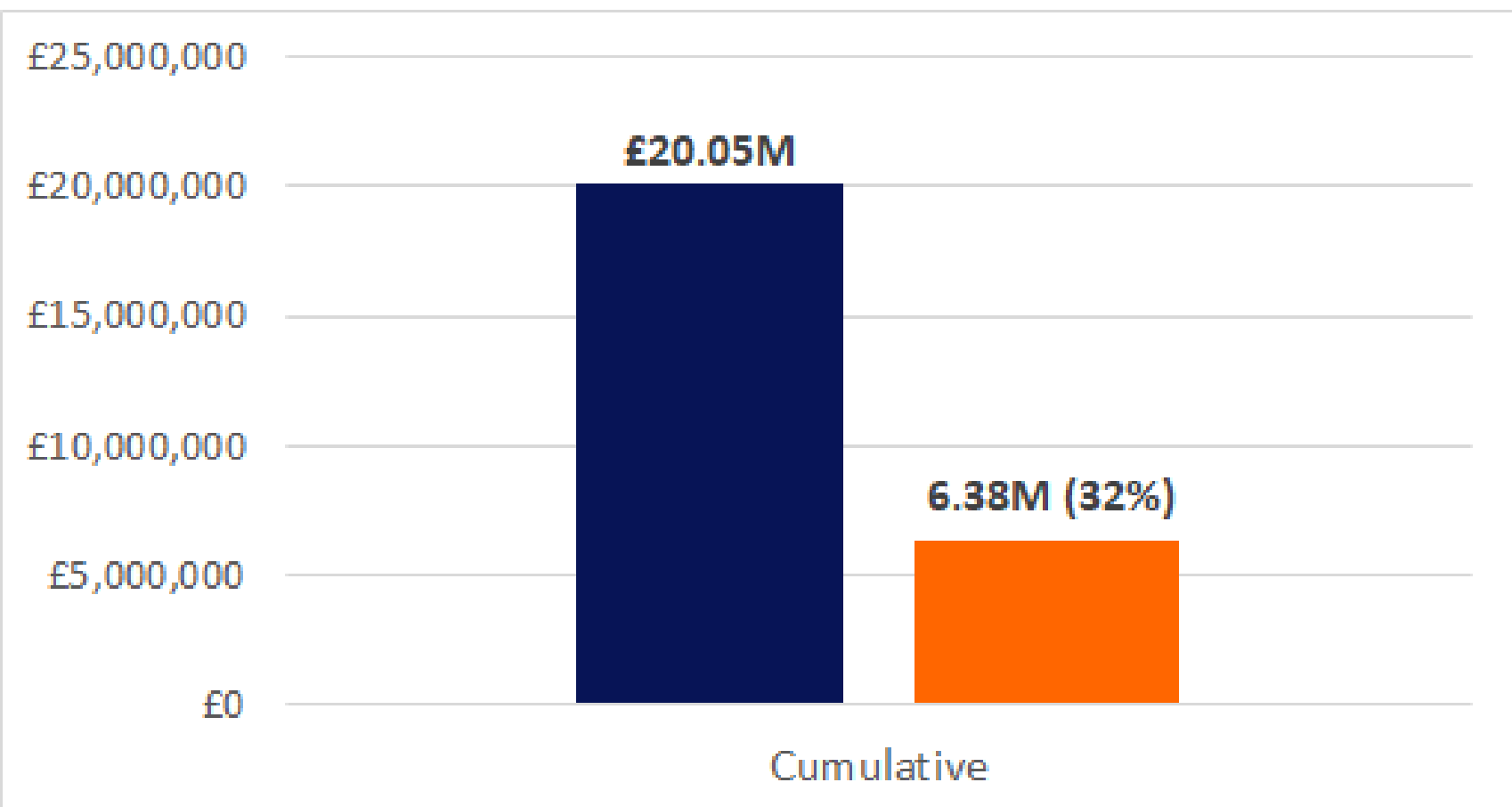


The percentage of customers who use Auto Top-up as their chosen method of toll payment has doubled since Tyne Pass went live. It dropped compared with March slightly.

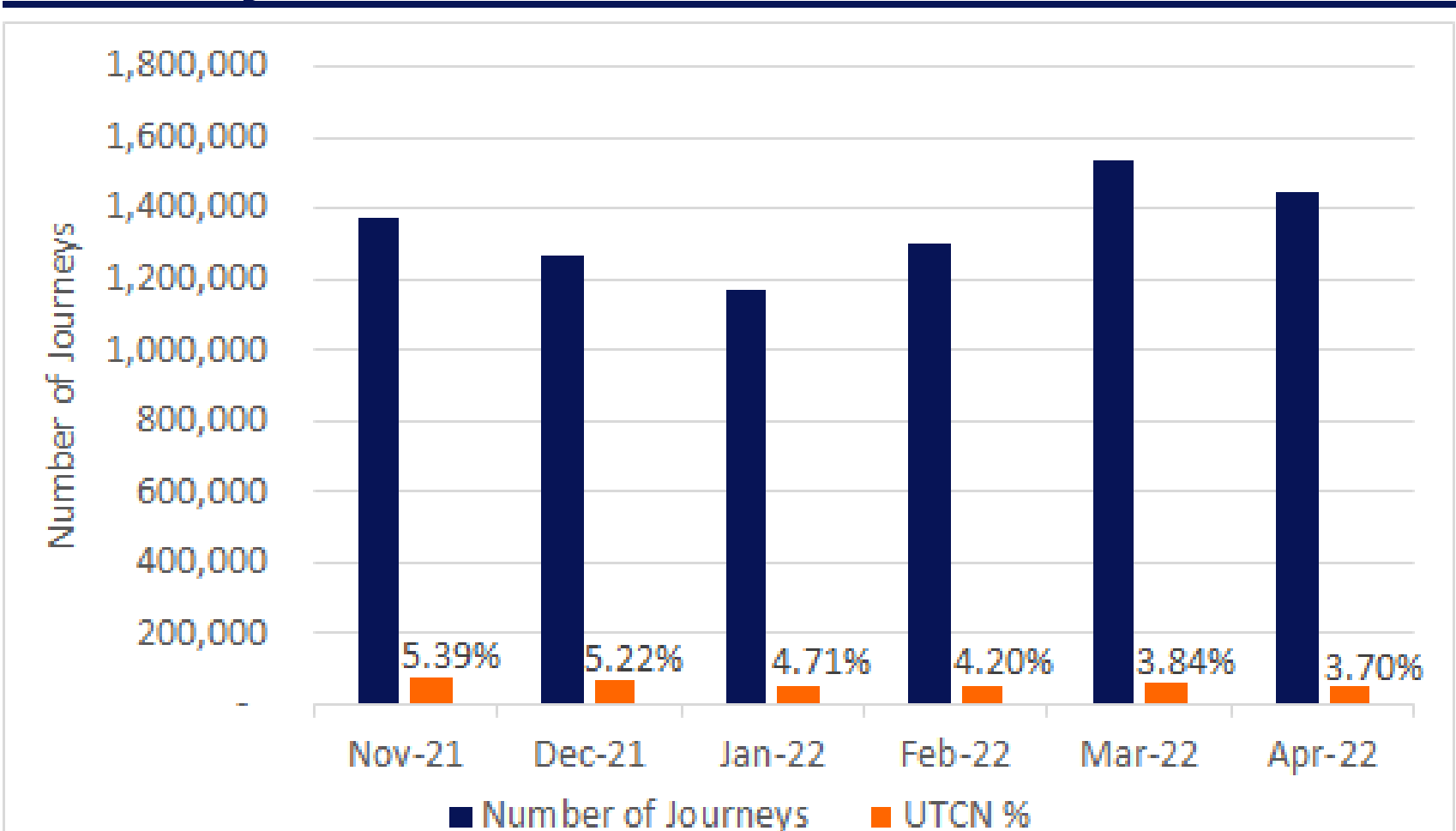
Total Tunnels Revenue and Receipts from UTCNs Since Go Live

	Total Revenue (Incl UTCN Revenue)	Receipts from UTCNs	%
Cumulative*	£20.05M	£6.38M	32%

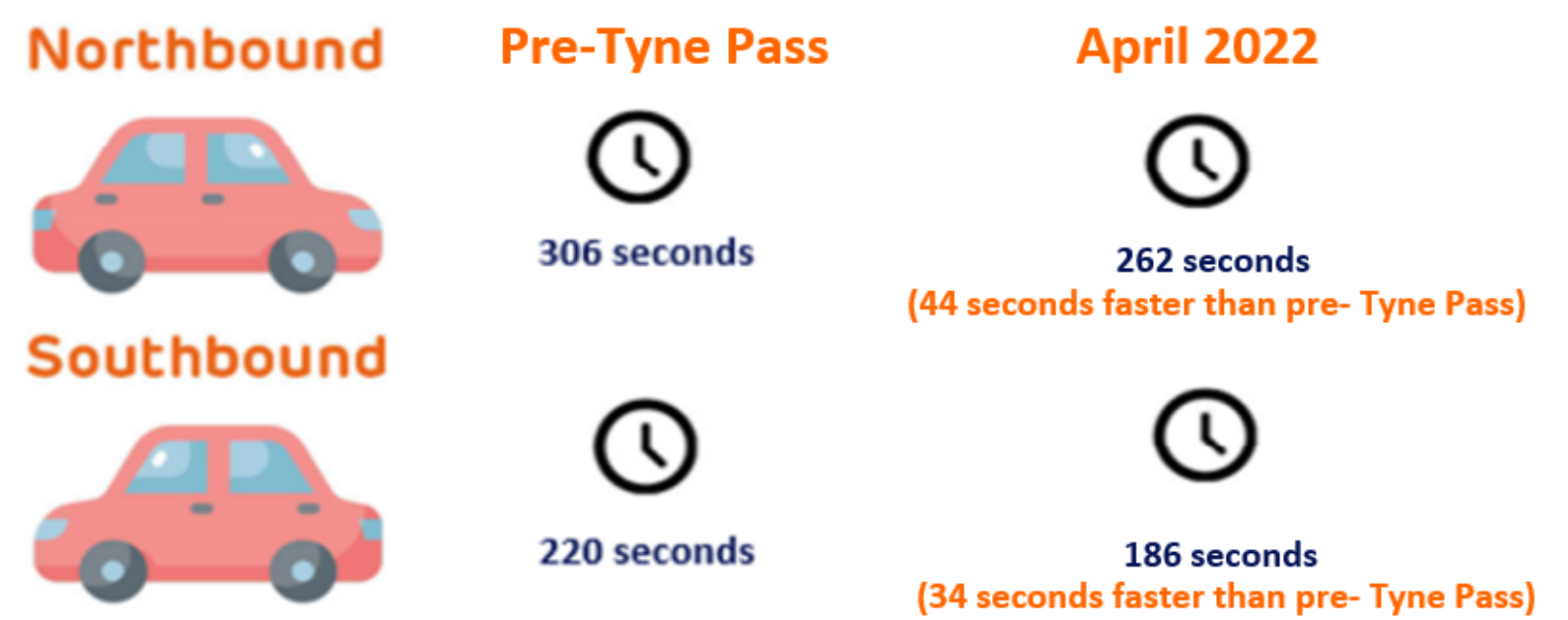
* This calculation is from 8th November 2021 to 30th April 2022.



Journeys vs UTCNs



Journey Times



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

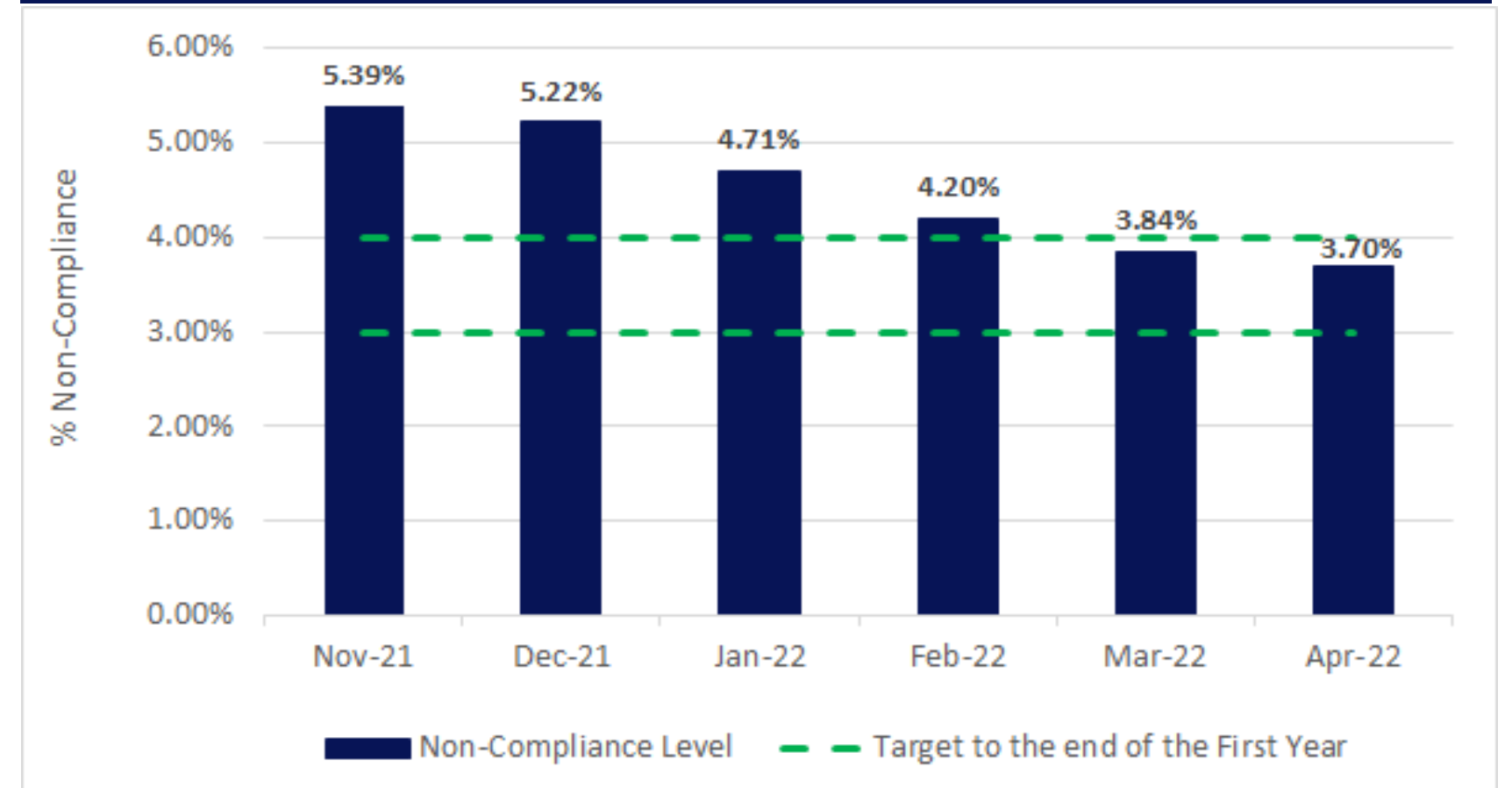
We measure time between 2 points on the A19 in each direction using data supplied by Google. This allows us to understand the impact of changes and congestion etc. The effect of introducing Tyne Pass is shown above and is calculated on a weighted average across the full 24 hours of the day. These results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

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.

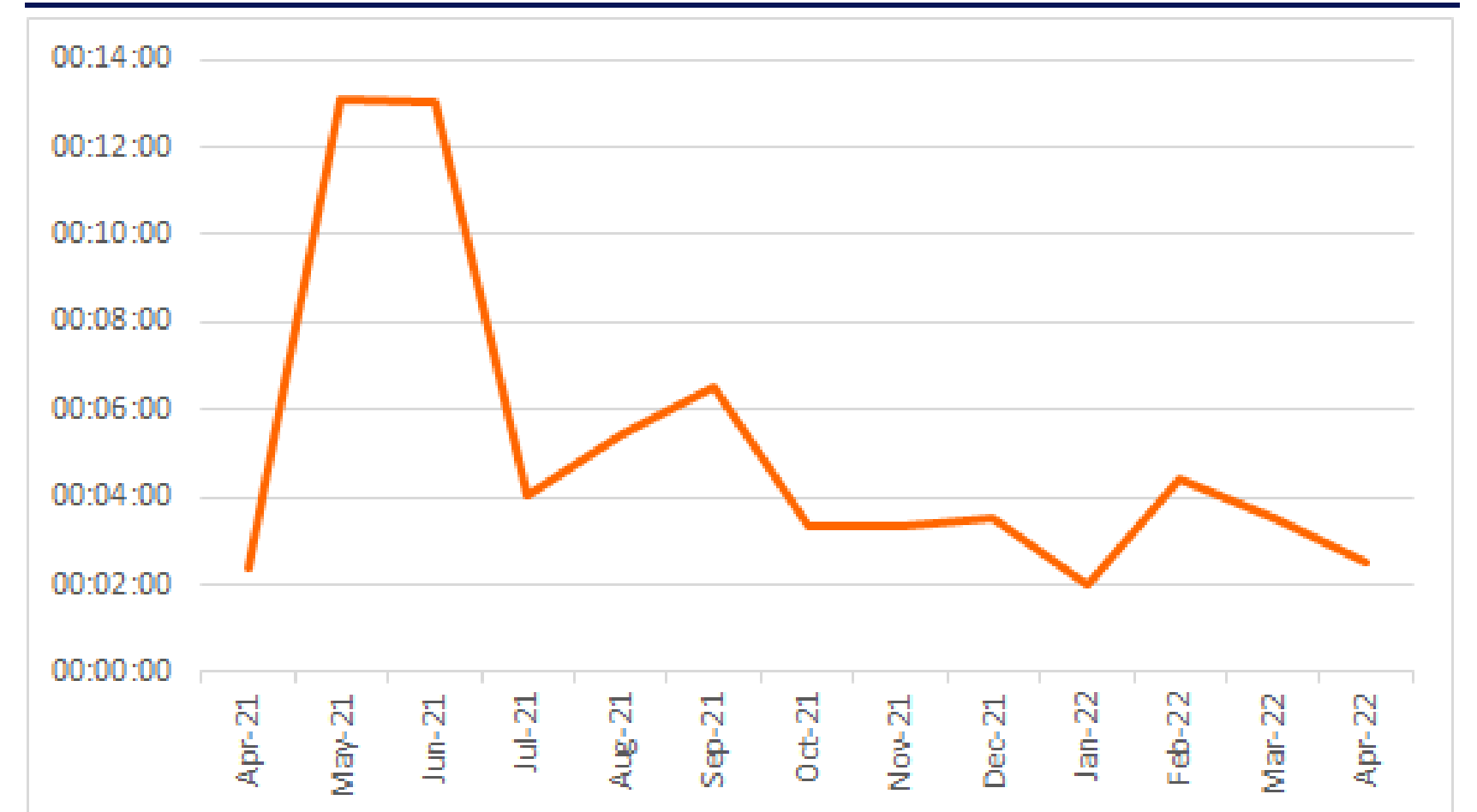
Saving of CO₂ in April equated to 2,670 passenger return flights from Newcastle to New York.

Non-Compliance



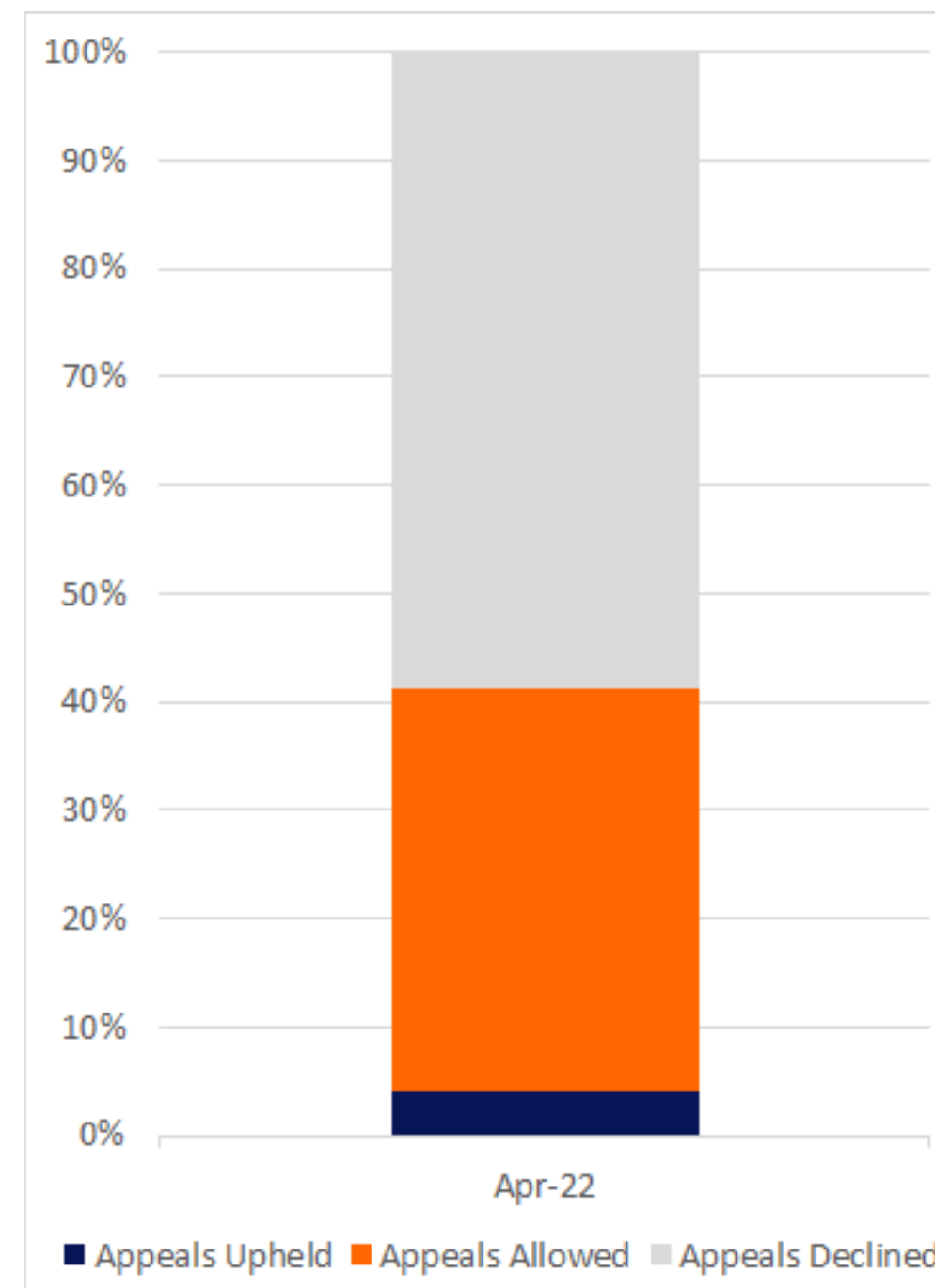
Tyne Pass Non-Compliance is the measure of the non-compliance percentage of traffic. This reduced again in April, showing a continuing downward trend. TT2 is expecting this trend to result in non-compliance of between 3% and 4% during the first twelve months of operation.

Call Wait Times



Call Wait Times (Minutes) is the average wait time before a contact centre agent answers a call. Now that the new banking security protocol, 3DS, has been launched, call times have improved again.

UTCN Upheld Appeals



Appeals upheld are those where the appeal has been successful in accordance with the criteria established by NECA.

Appeals allowed are where we have a transitional rule in place which allows a customer to be excused payment whilst they get used to the new arrangements.

Appeals declined are where we have rejected the appeal in accordance with the criteria established by NECA.