

1,514,828

vehicles travelled through the Tune Tunnels in June 2022. This is the highest June since 2016 and includes the highest recorded traffic on a normal day (June 24th).

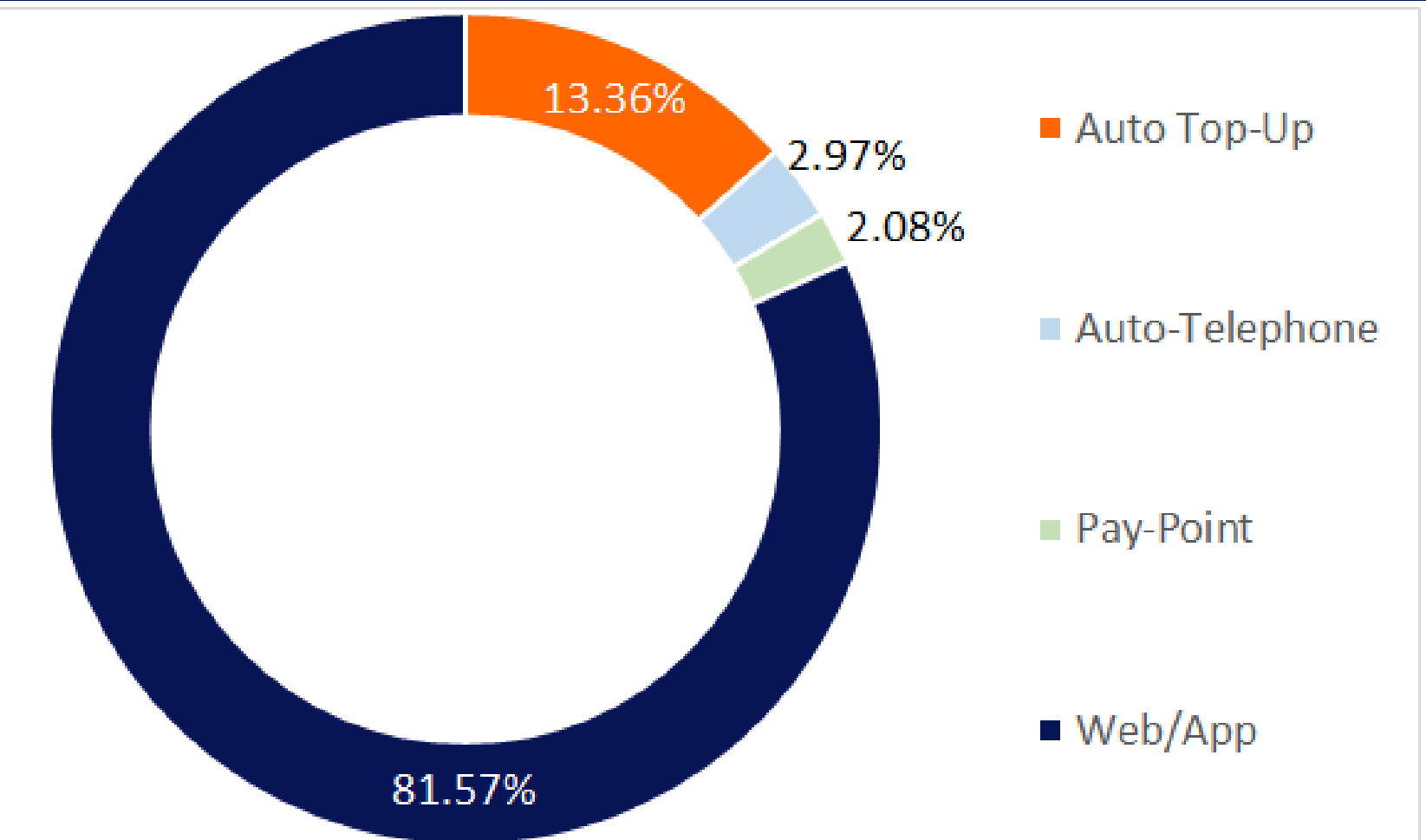
96.52%

of customers paid their toll on time. This is slightly lower than in May as the profile of traffic changes over the Summer.

77.48%

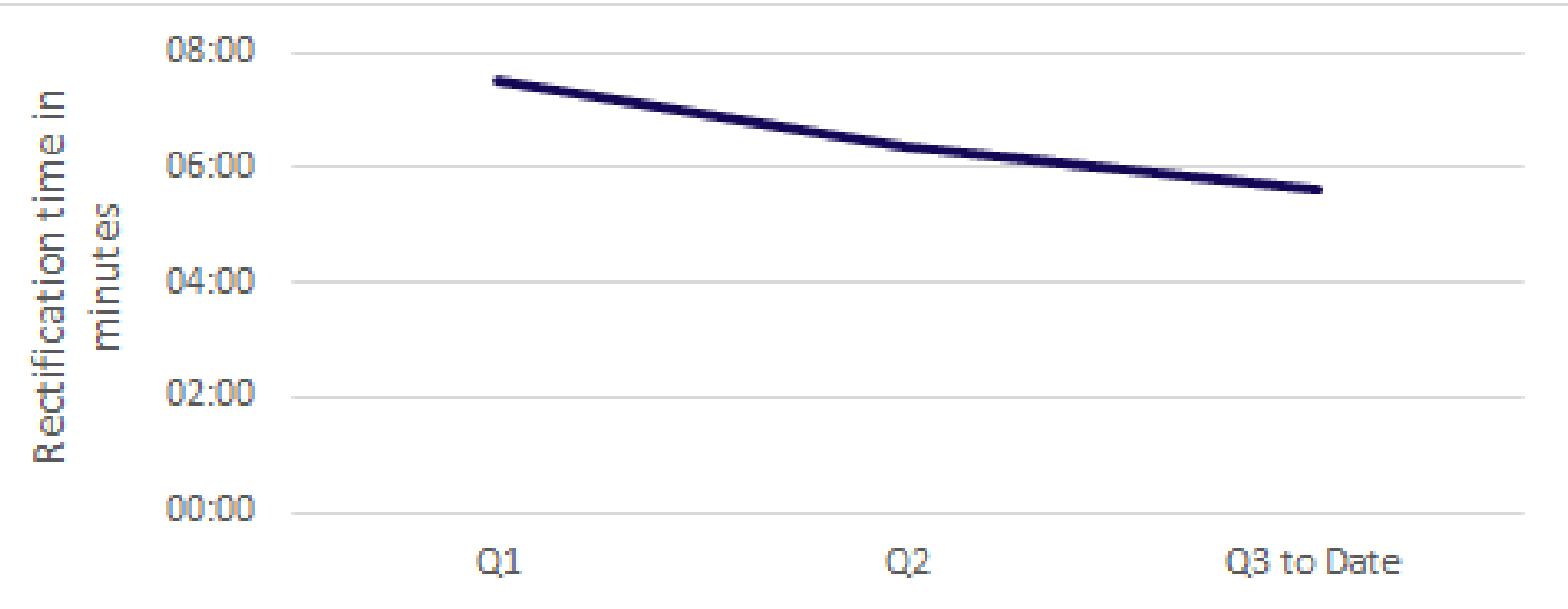
of customers used Pre-Paid accounts to pay their toll.

Payment Modes



Over 94% of payments are by digital channels.

Incident Rectification Times

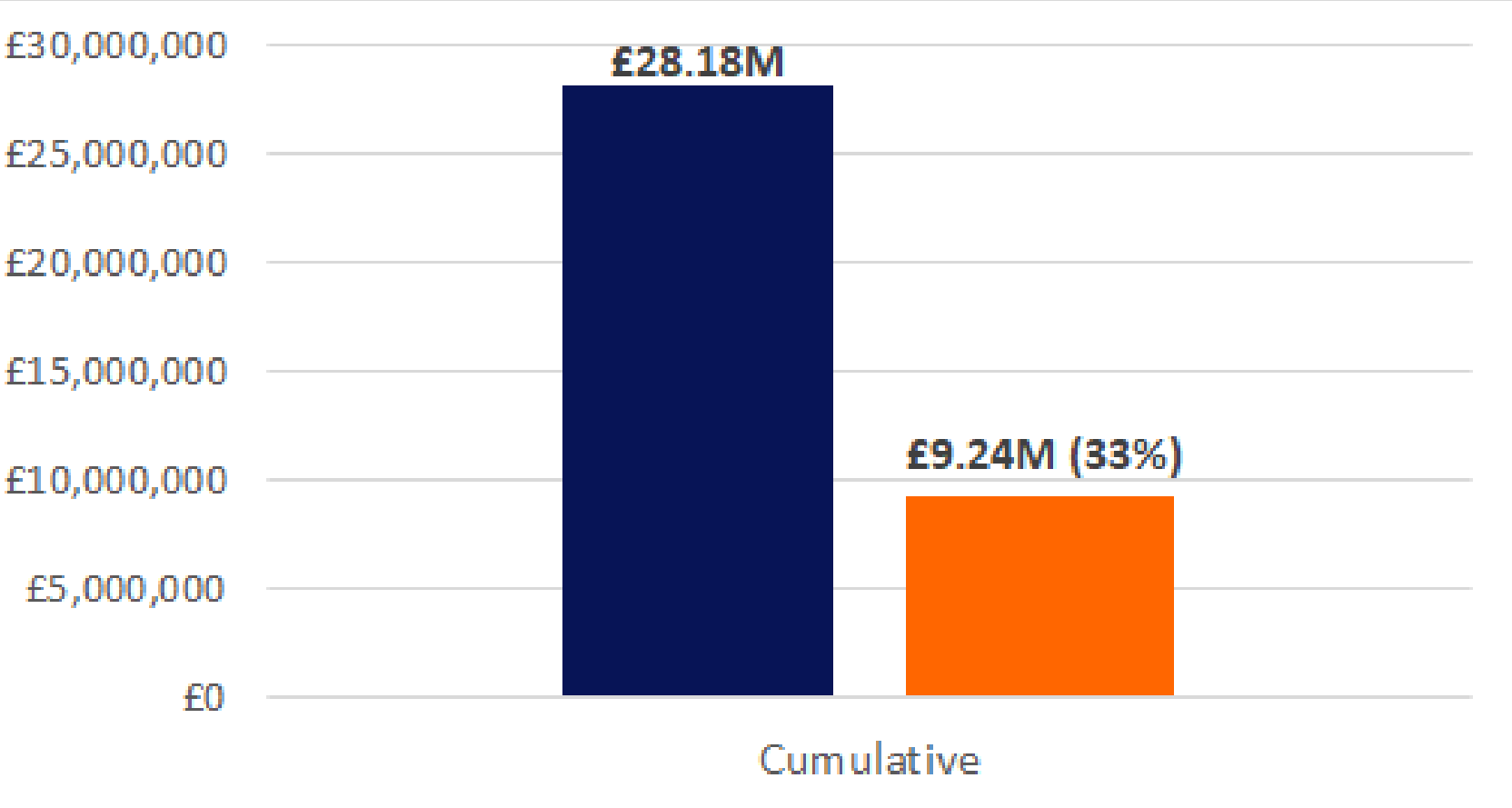


This is the average time each quarter it takes TT2 to respond to incidents affecting traffic, such as customer vehicle breakdowns, and to rectify it so that normal traffic can resume.

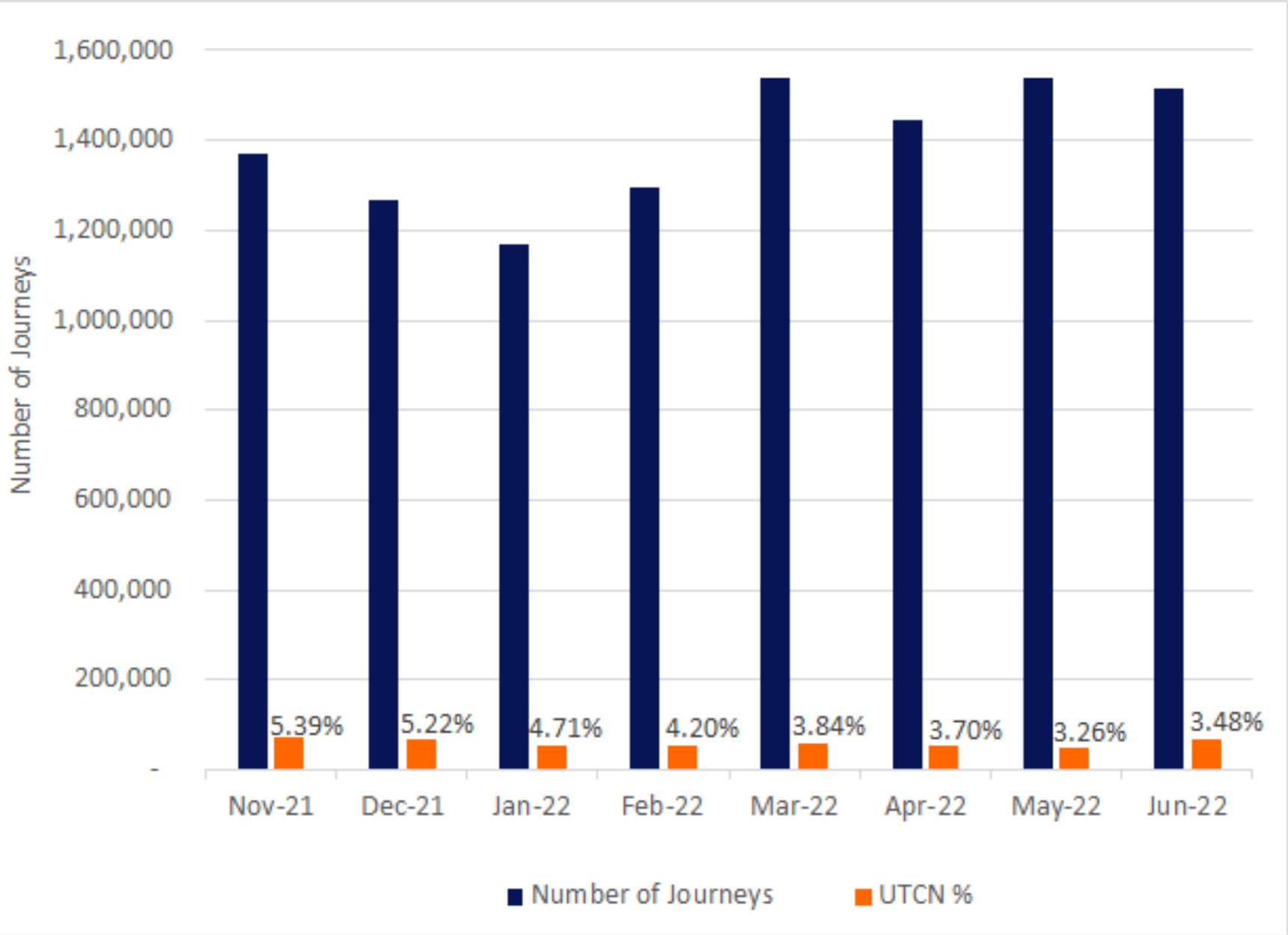
Total Tunnels Revenue and Receipts from UTCNs Since Go Live

| | Total Revenue (Incl UTCN Revenue) | Receipts from UTCNs | % |
|-------------|--------------------------------------|---------------------|-----|
| Cumulative* | 28.18M | 9.24M | 33% |

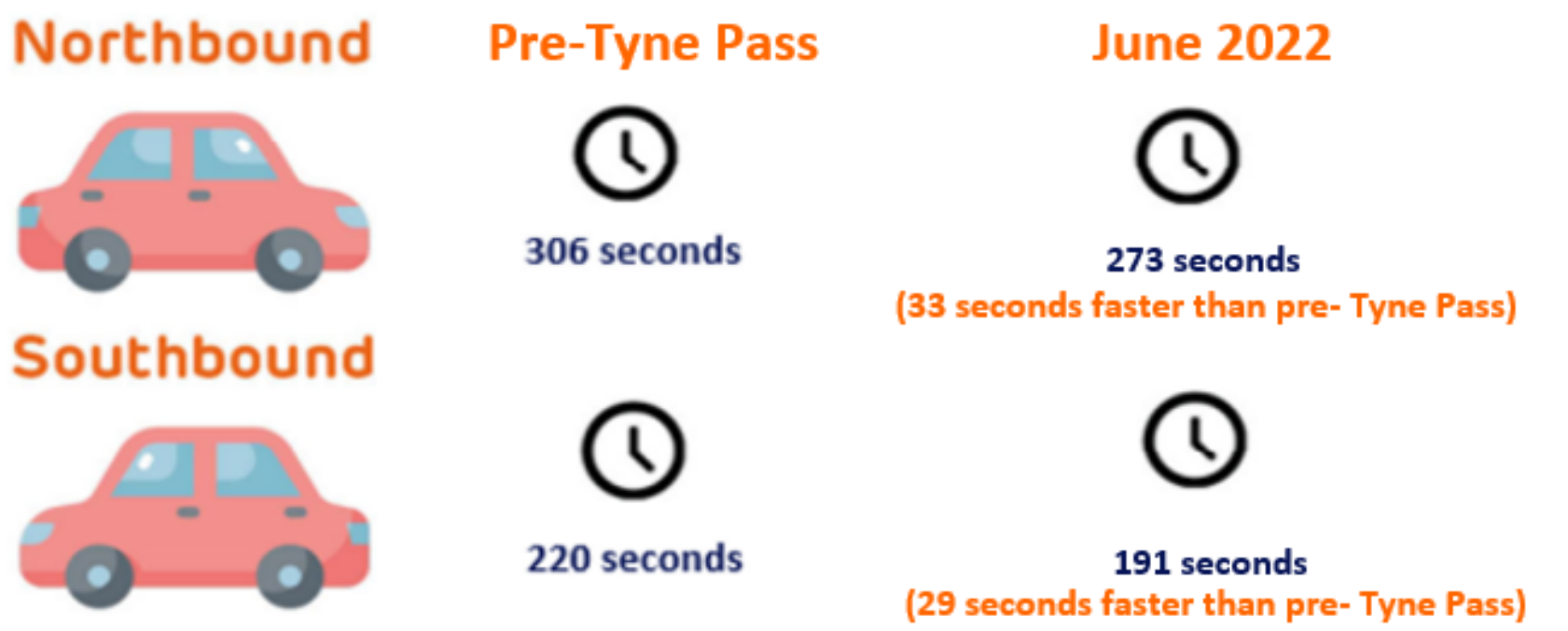
* This calculation is from 8th November 2021 to 30th June 2022.



Journeys vs UTCNs



Journey Times



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

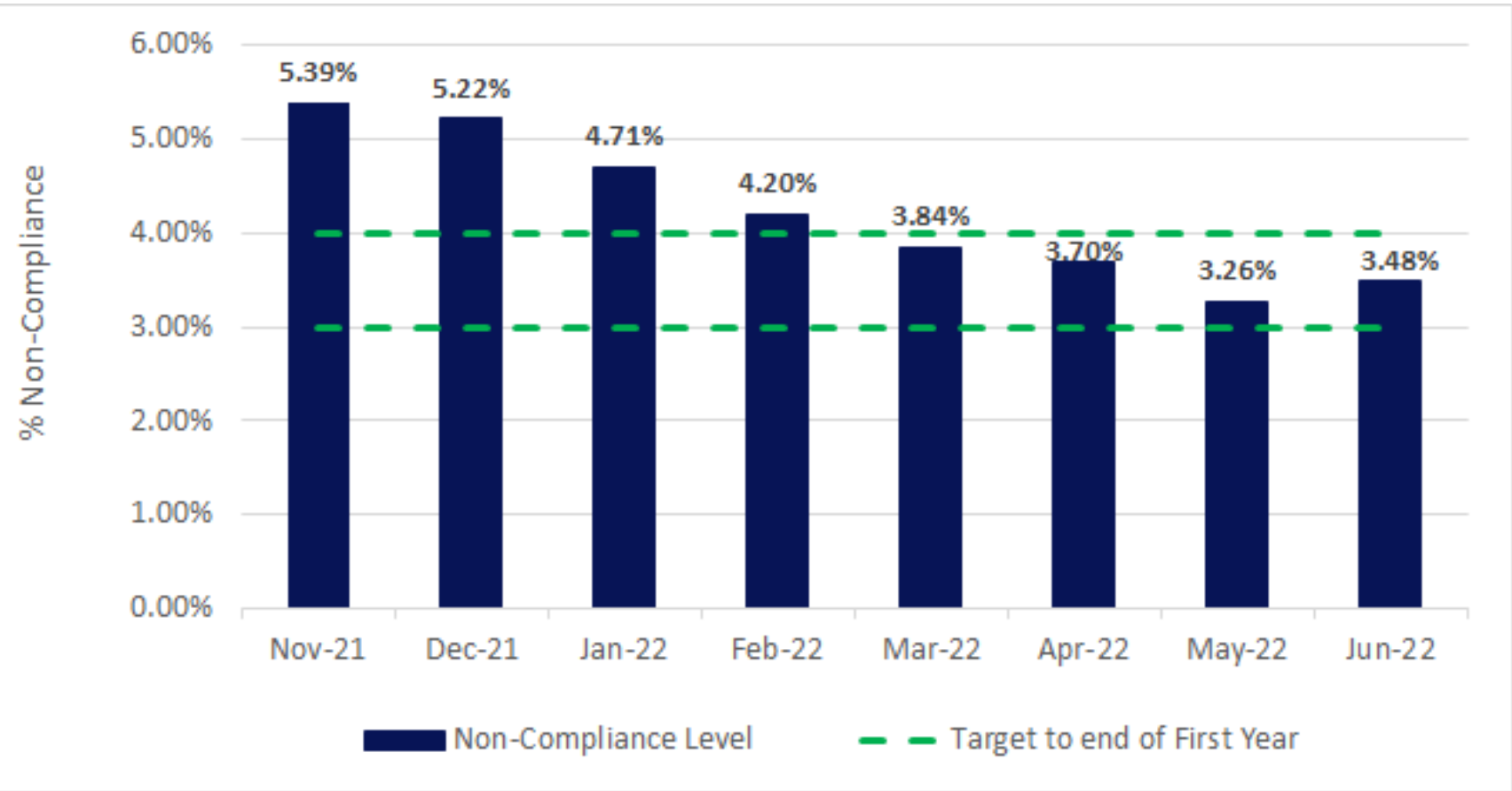
We measure time between 2 points on the A19 in each direction using data supplied by Google. This allows us to understand the impact of layout changes and our operation of performance. The effect of introducing Tyne Pass is shown above and is calculated on a weighted average across the full 24 hours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

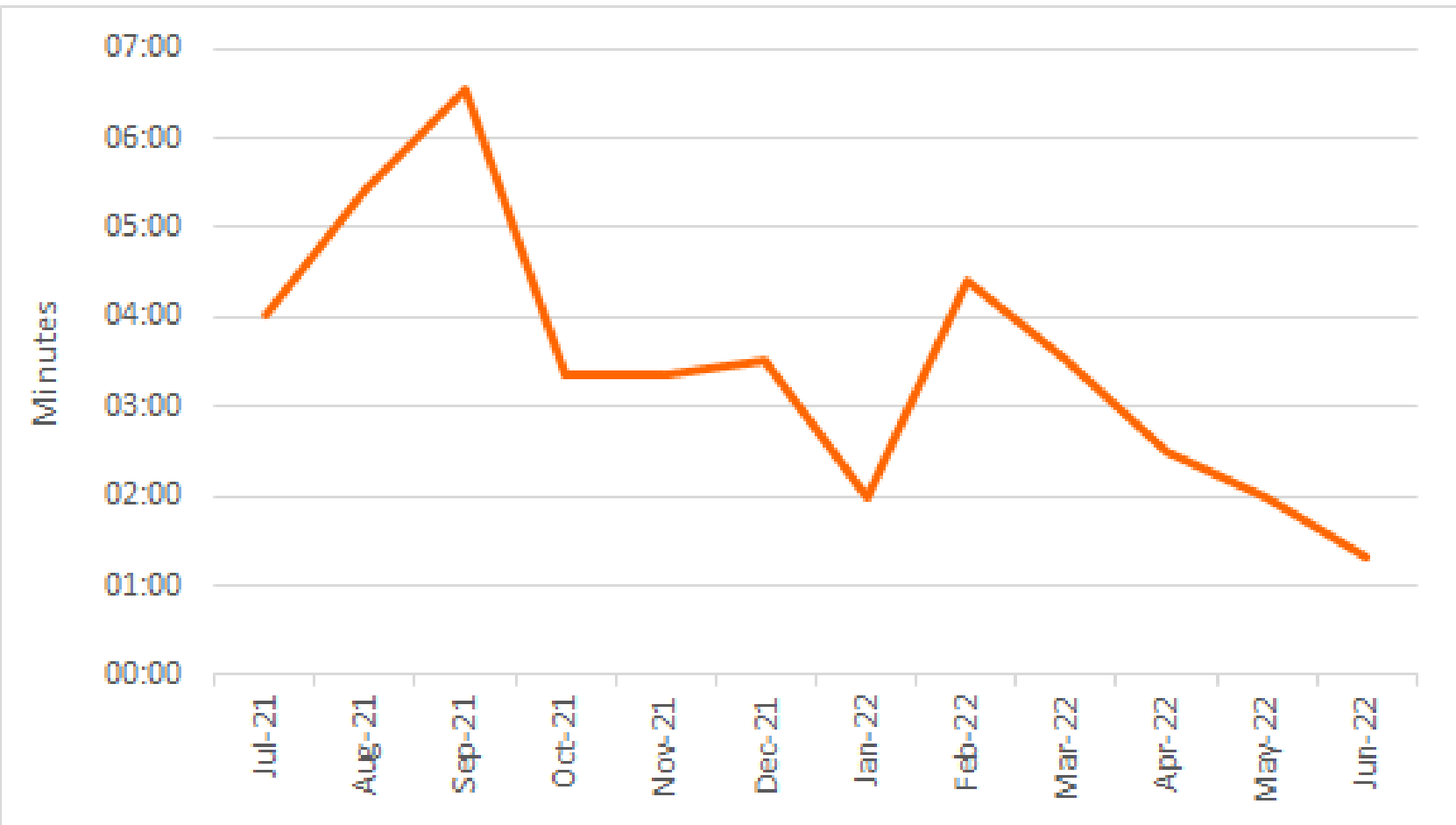
Saving of CO₂ in June equated to approx. 2,640 passenger return flights from Newcastle to New York.

Non-Compliance



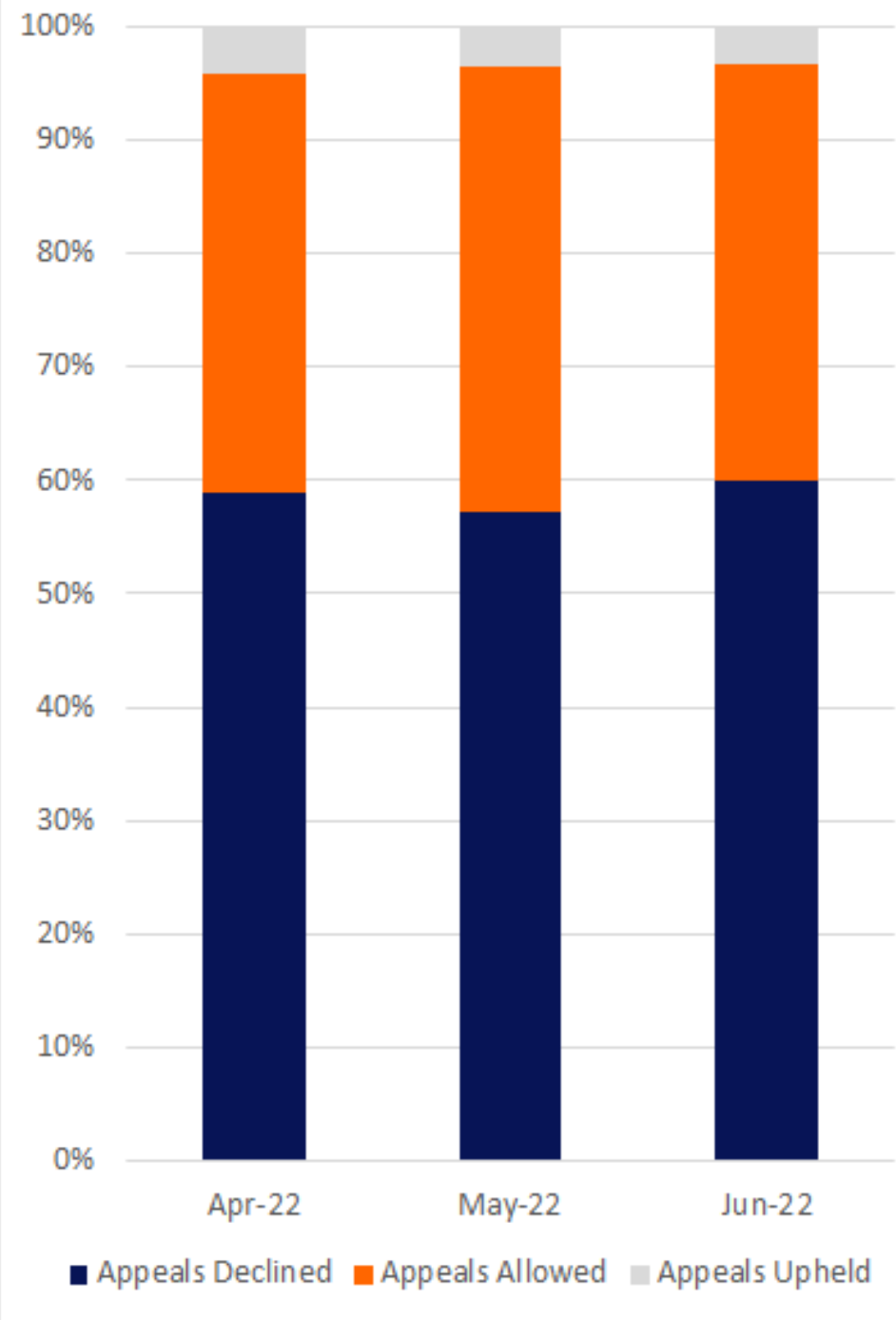
Tyne Pass Non-Compliance is a measure of the non-compliance percentage of traffic. This increased slightly in June, in line with forecasts. Based on previous years data, it is likely that changes to customer profile during the holiday season will affect non-compliance over the next few summer months, and the downward trend may not resume until the standard customer profile returns in Autumn.

Call Wait Times



Call Wait Times (Minutes) is the average wait time before a contact centre agent answers a call. June was the best result recorded to date with average call wait times just over one minute.

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