

1,540,348

vehicles travelled through the Tyne Tunnels in May 2022. Traffic continues to grow strongly. May's traffic was the highest for that month since May 2015, all the more remarkable given the cost of fuel currently.

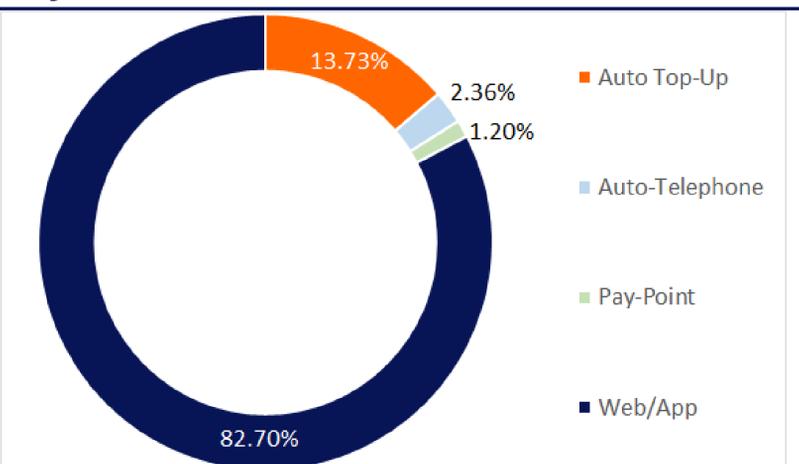
96.74%

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.

78.17%

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

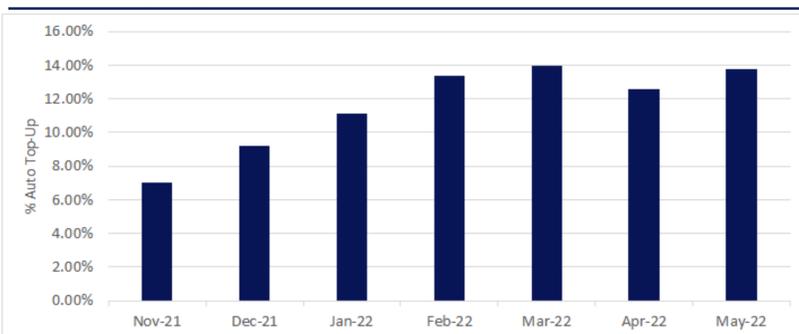
Payment Modes



Over 96% of payments are by digital channels.

40,000 people make payments such as top-ups or journey payments on a typical day.

Auto Top-up

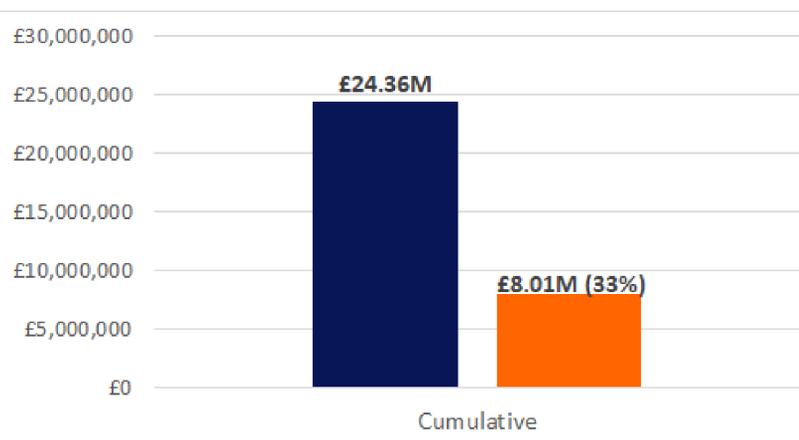


The percentage of customers who use Auto Top-up as their chosen method of toll payment has doubled since Tyne Pass went live.

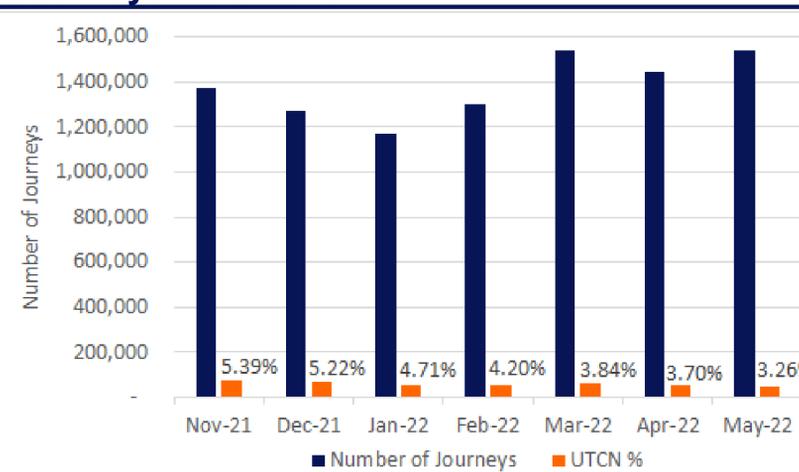
Total Tunnels Revenue and Receipts from UTCNs Since Go Live

	Total Revenue (Incl UTCN Revenue)	Receipts from UTCNs	%
Cumulative*	£24.36M	8.01M	33%

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

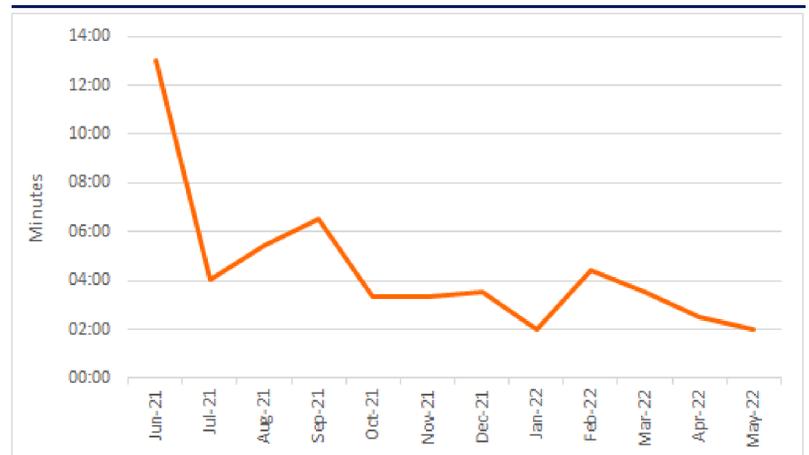
Saving of CO₂ in May equated to 2,640 passenger return flights from Newcastle to New York.

Non-Compliance



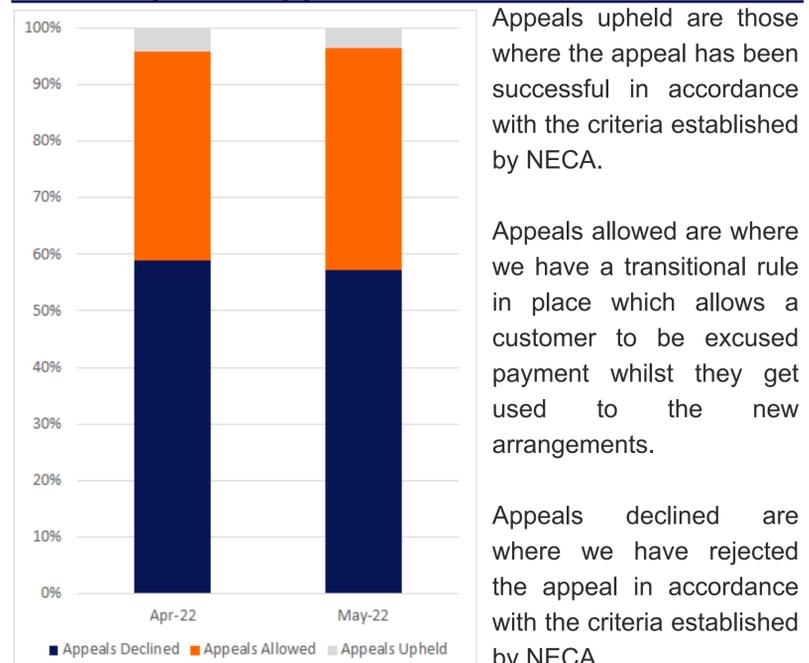
Tyne Pass Non-Compliance is a measure of the non-compliance percentage of traffic. This reduced again in May, showing a continuing downward trend. Based on previous years data, it is likely that changes to customer profile during the holiday season will affect non-compliance over the next few summer months, and the downward trend may not continue until the standard customer profile resumes in Autumn.

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.