

1,594,658

vehicles travelled through the Tyne Tunnels in July 2022, bucking the trend of traffic levels across the rest of the region, which have remained broadly flat. The number of vehicles using the Tunnels are now at record levels, with July 2022 being the busiest month in the 55 year history.

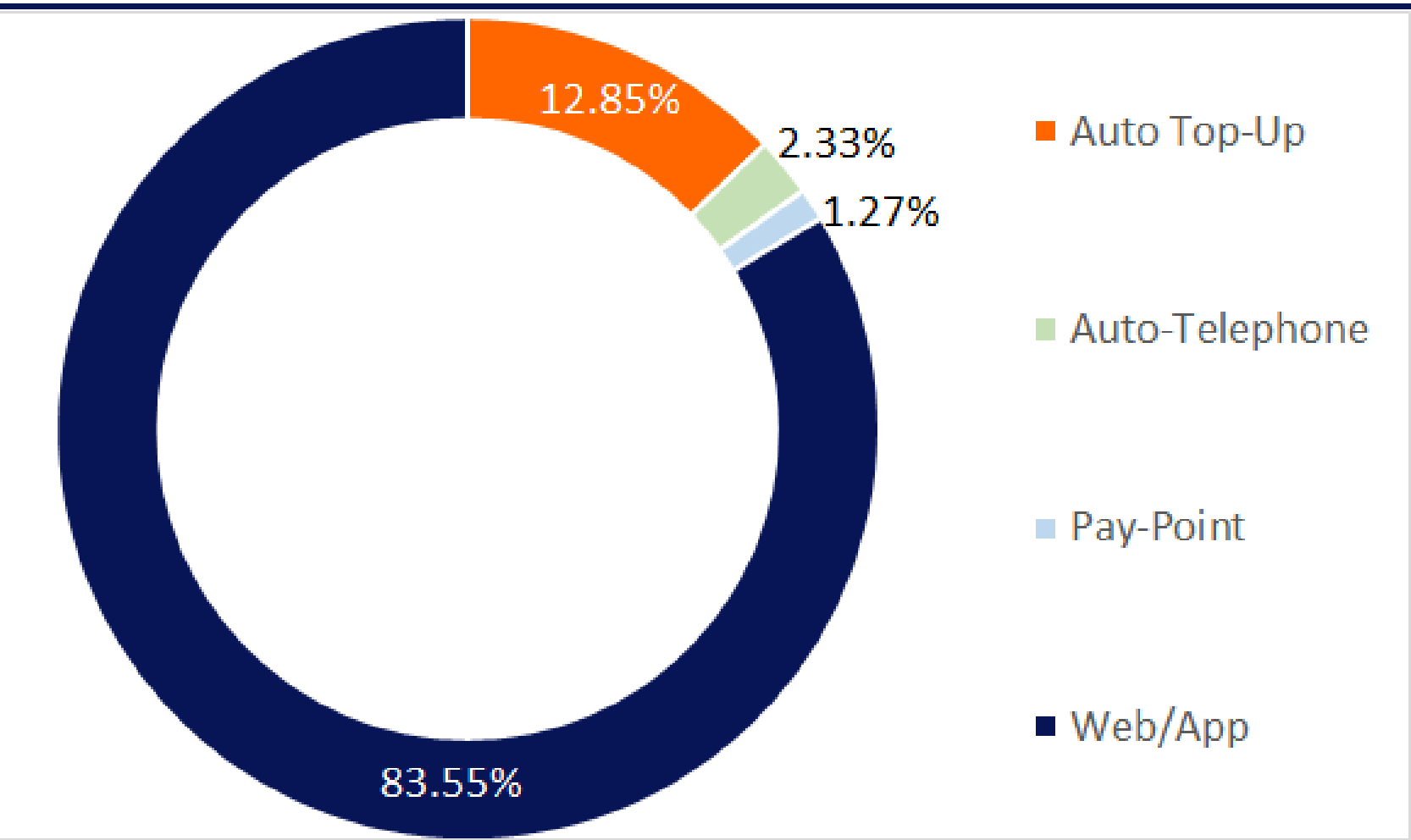
96.45%

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

76.60%

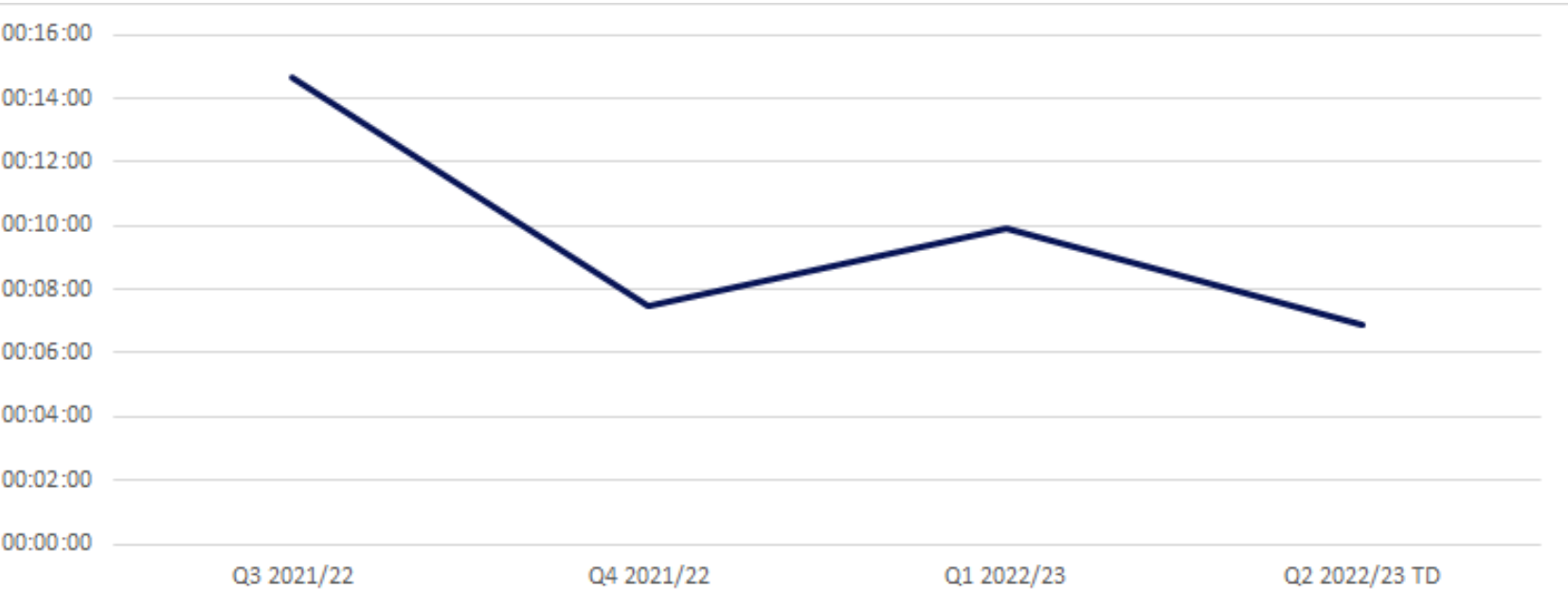
of customers used Pre-Paid accounts to pay their toll. One year ago this was 59%, showing the success of the marketing of Pre-Paid accounts.

Payment Modes



Over 96% of payments are by digital channels.

Incident Rectification Times

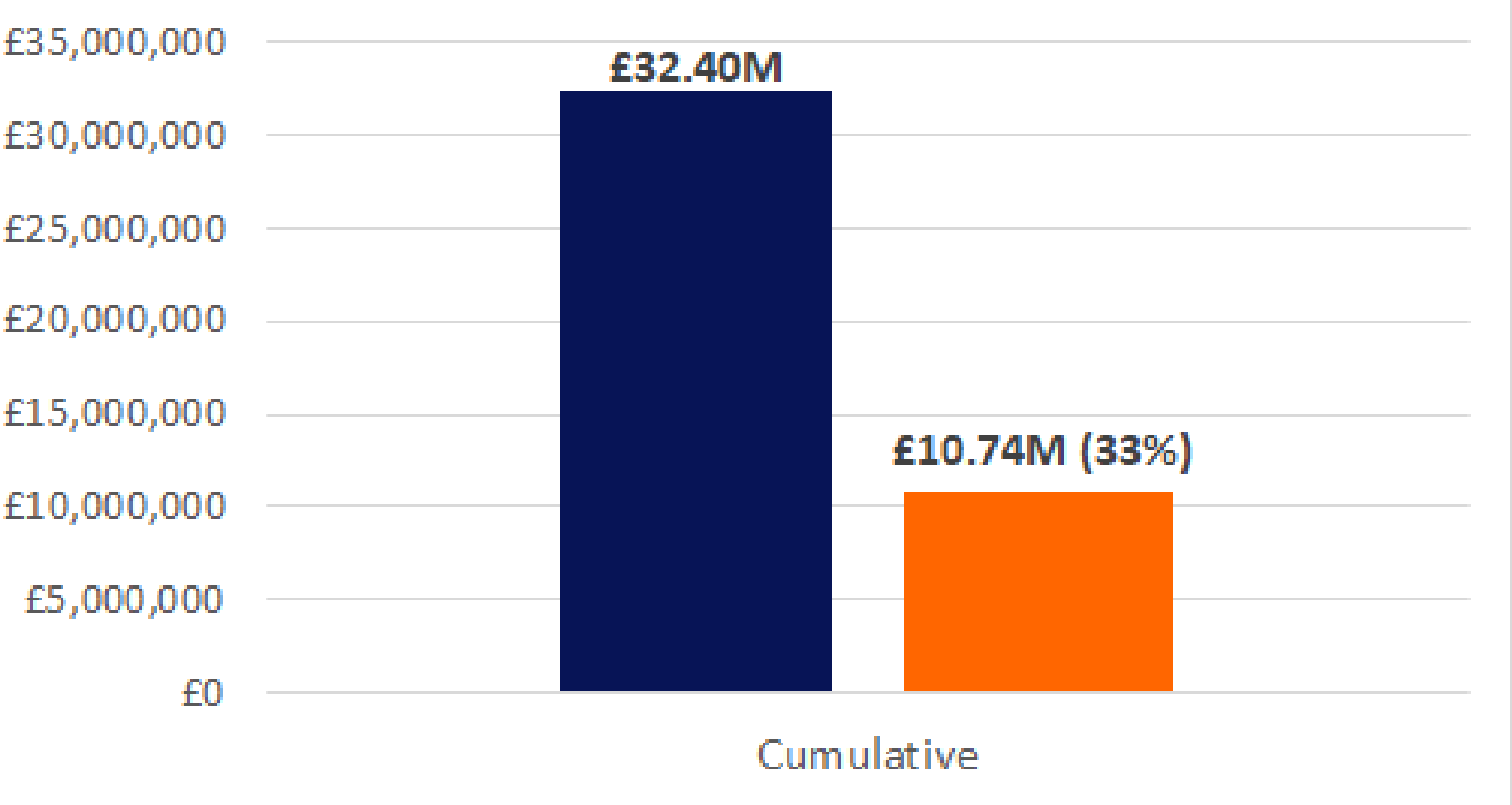


This is the average time each quarter it takes TT2 to respond to incidents affecting traffic, such as customer vehicle breakdowns, and to rectify it so that normal traffic can resume.

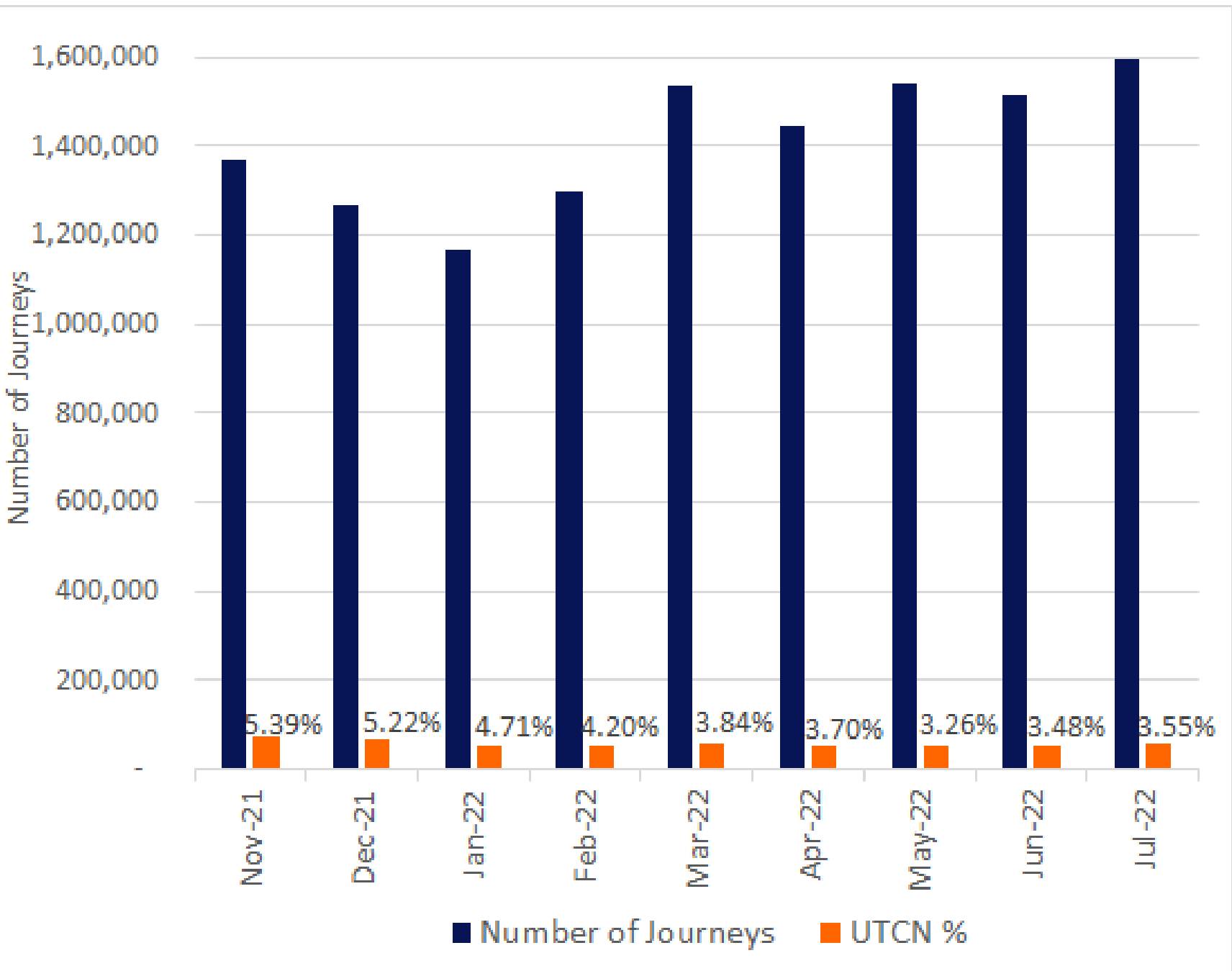
Total Tunnels Revenue and Receipts from UTCNs Since Go Live

	Total Revenue (Incl UTCN Revenue)	Receipts from UTCNs	%
Cumulative*	£32.40M	£10.74M	33%

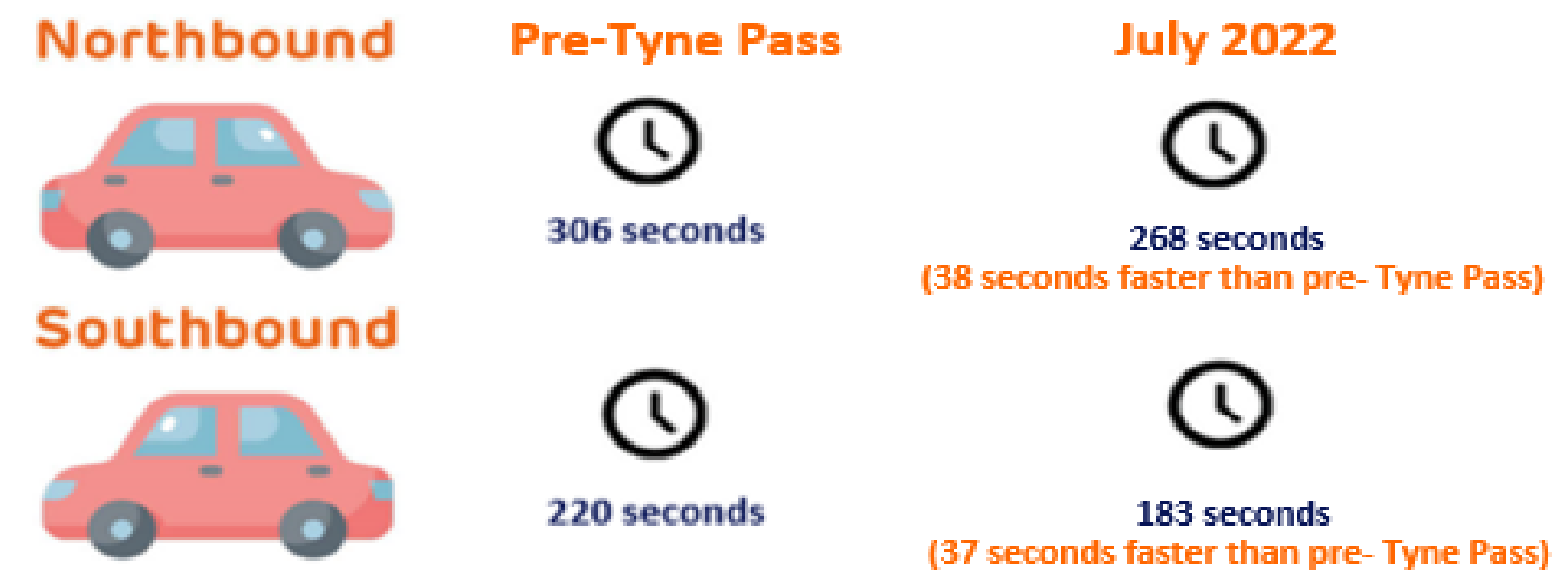
* This calculation is from 8th November 2021 to 31st July 2022.



Journeys vs UTCNs



Journey Times



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

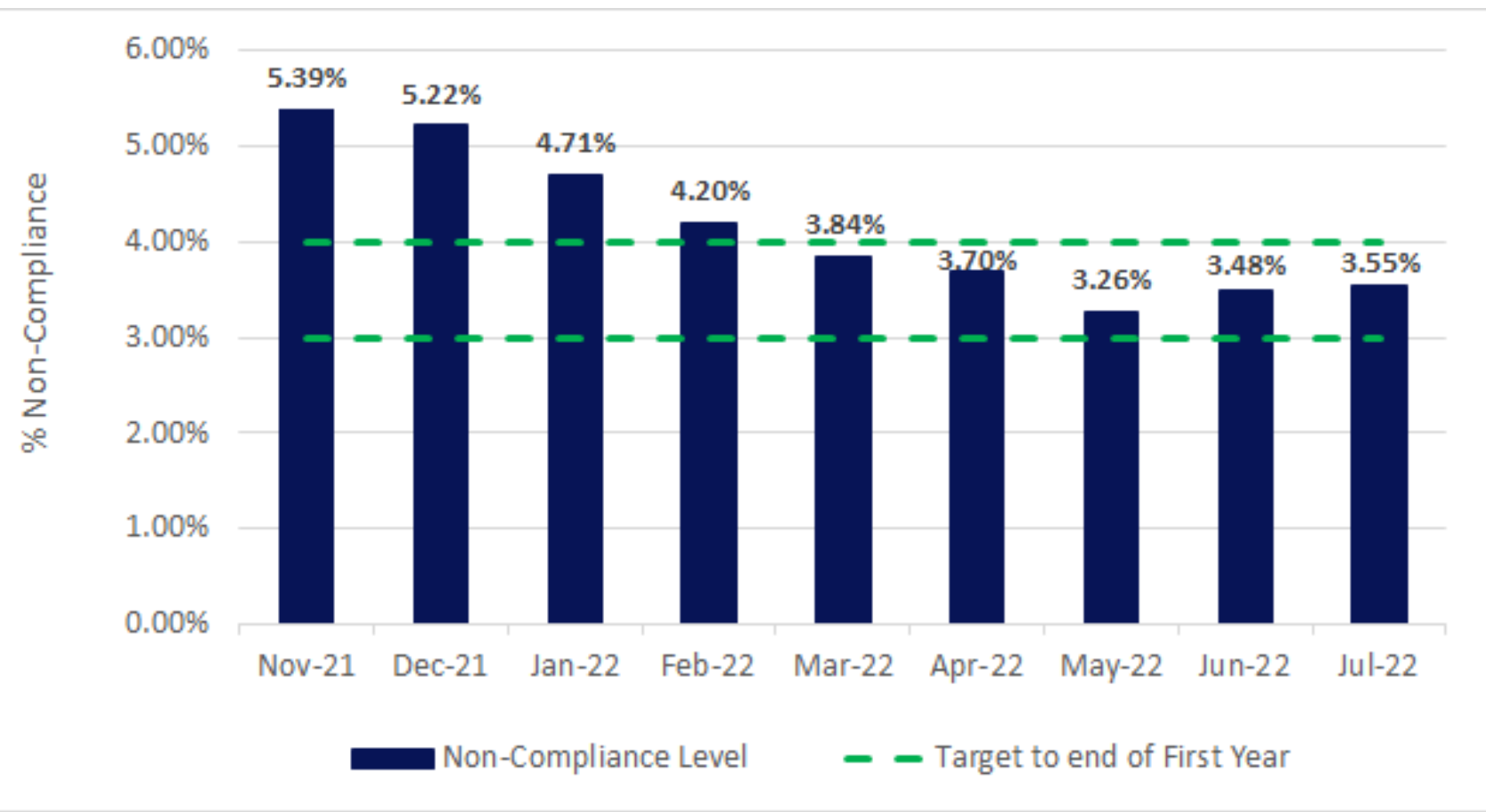
We measure time between 2 points on the A19 in each direction using data supplied by Google. This allows us to understand the impact of layout changes and our operation of performance. The effect of introducing Tyne Pass is shown above and is calculated on a weighted average across the full 24 hours of the day. As the roadworks were completed, motorists saved more time than June despite record traffic levels.

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.

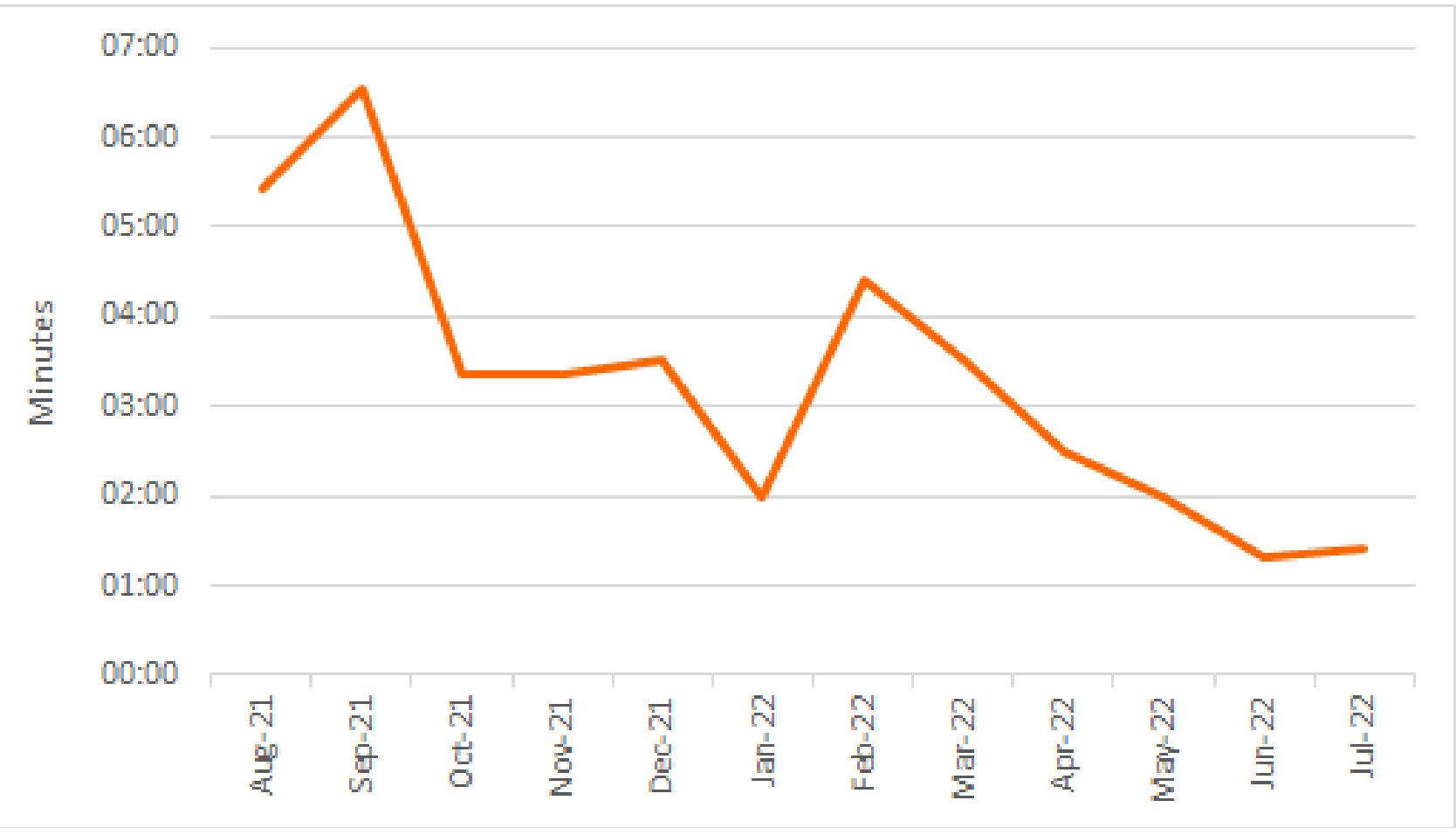
Saving of CO₂ in July equated to approx. **2,630** passenger return flights from Newcastle to New York.

Non-Compliance



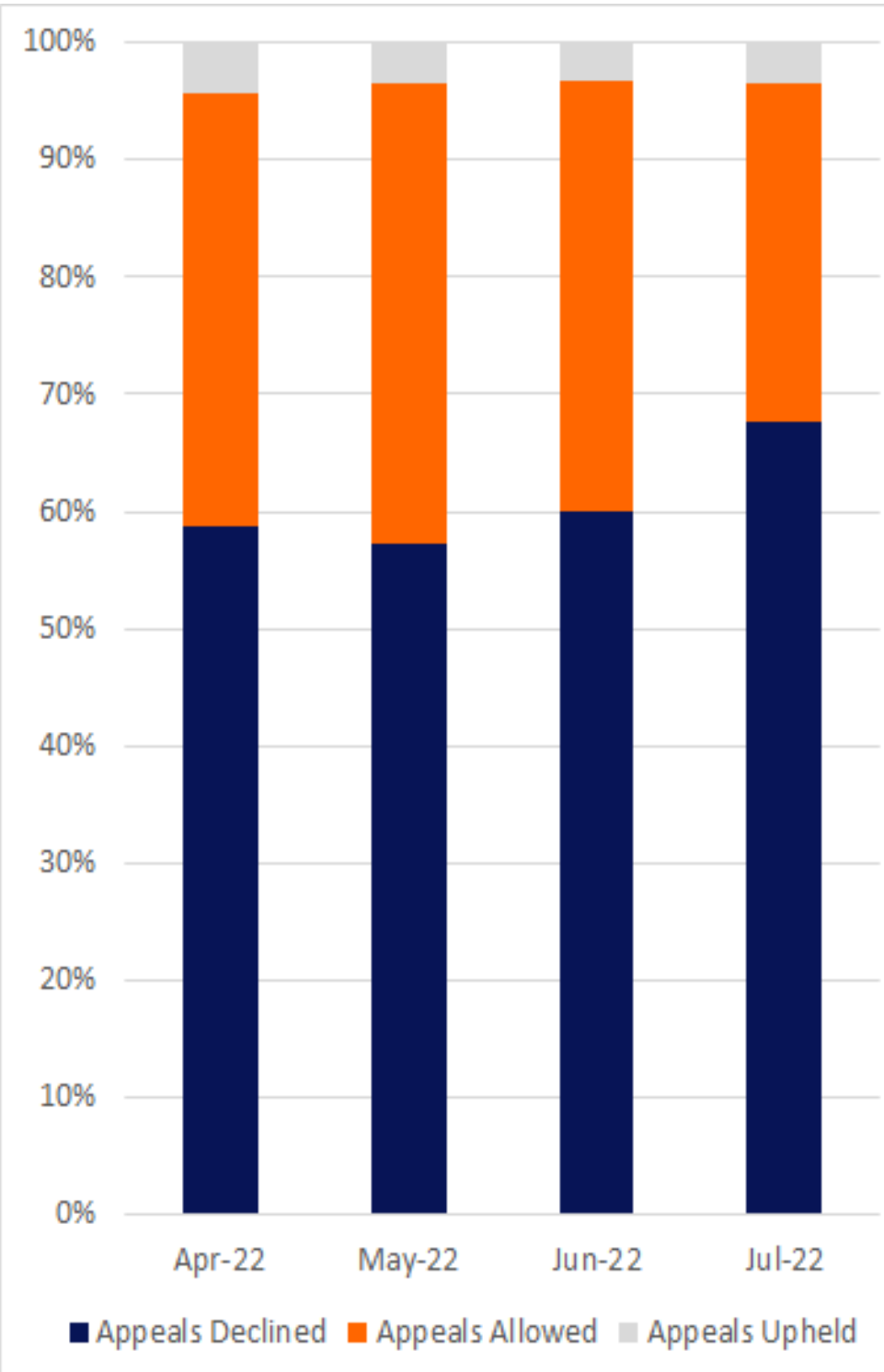
Tyne Pass Non-Compliance is a measure of the non-compliance percentage of traffic. This increased slightly in July, in line with forecasts. Based on previous years data, it is likely that changes to customer profile during the holiday season will affect non-compliance over the next few summer months, 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. It has now been below 2 minutes for the whole of the last 3 months.

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.

Numbers of appeals have dropped by a third since March 2022.