

1,552,331

vehicles travelled through the Tyne Tunnels in September 2022.

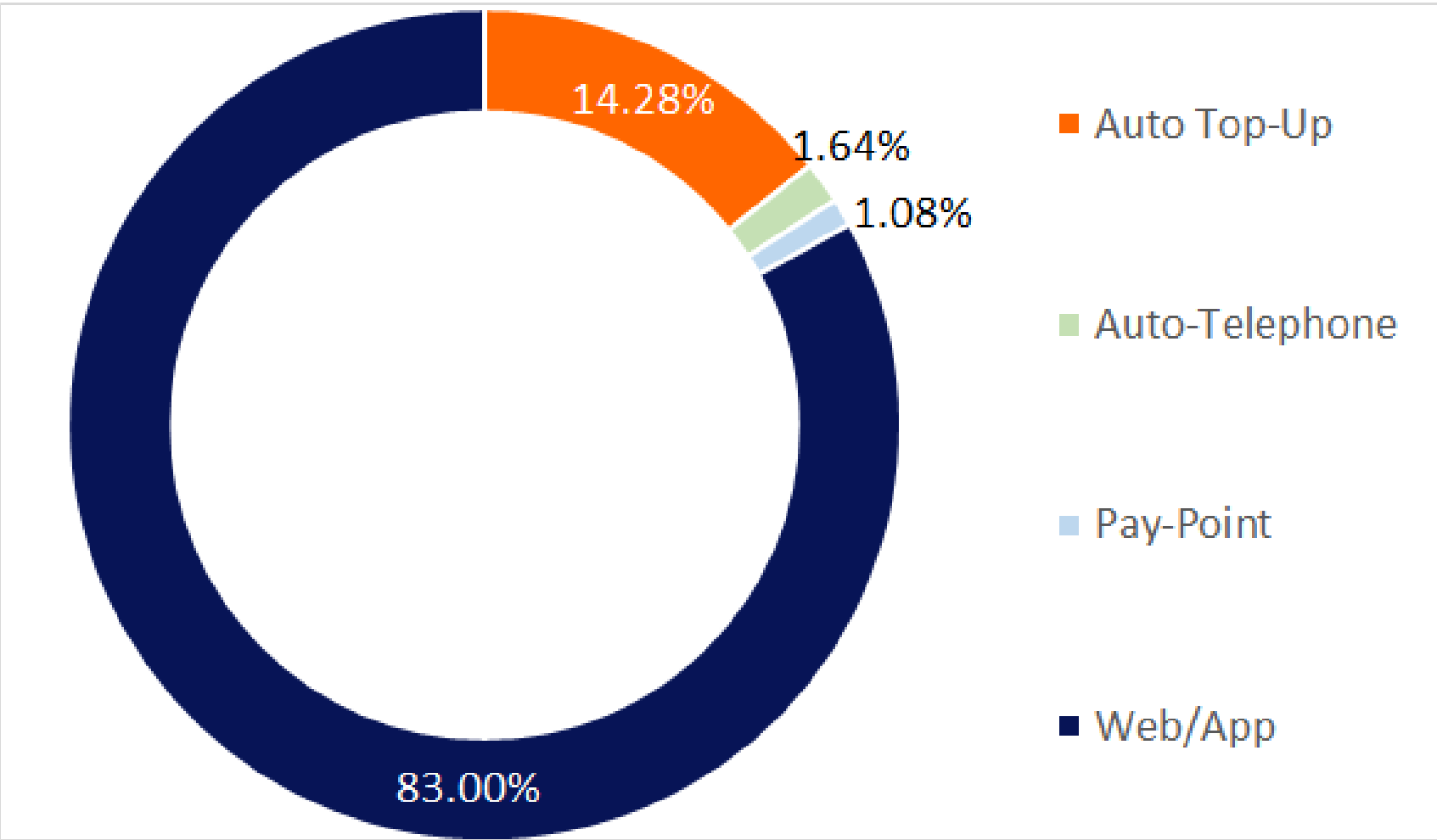
96.79%

of customers paid their toll on time. This is the highest figure to date.

78.59%

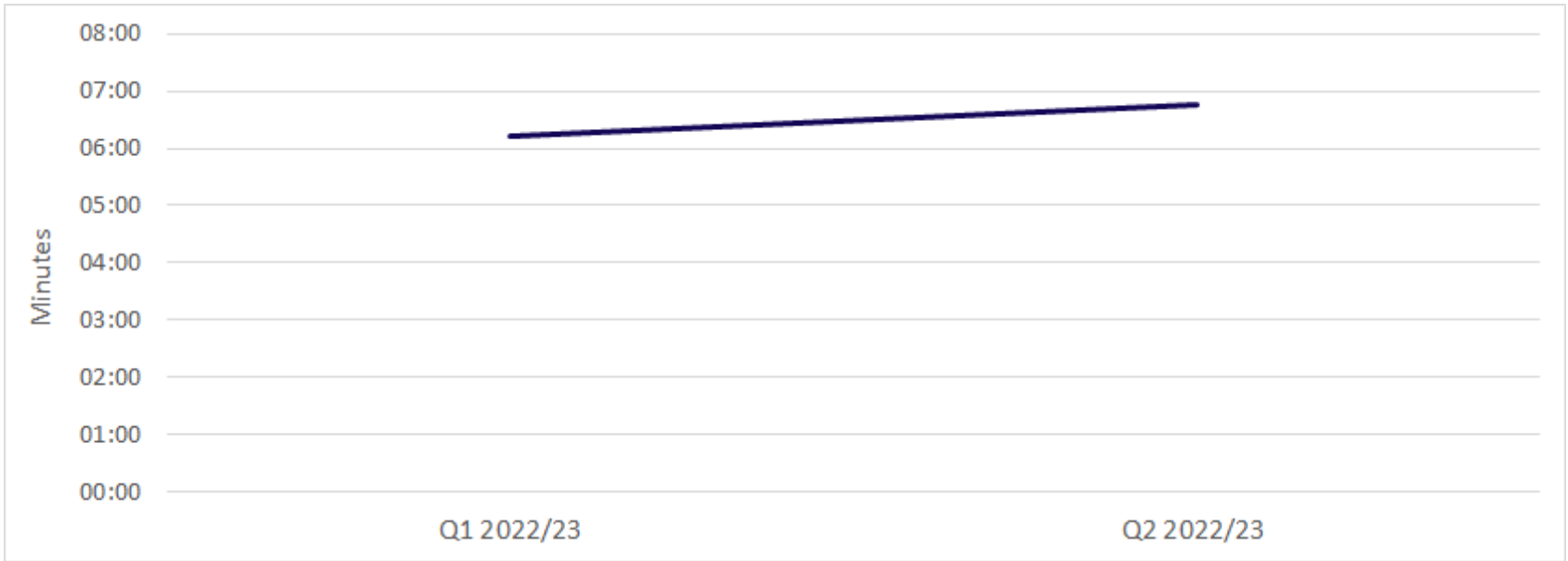
of customers used Pre-Paid accounts to pay their toll. One year ago the comparator figure was 65%

Payment Modes



Over 97% of payments are by digital channels.

Incident Response Times

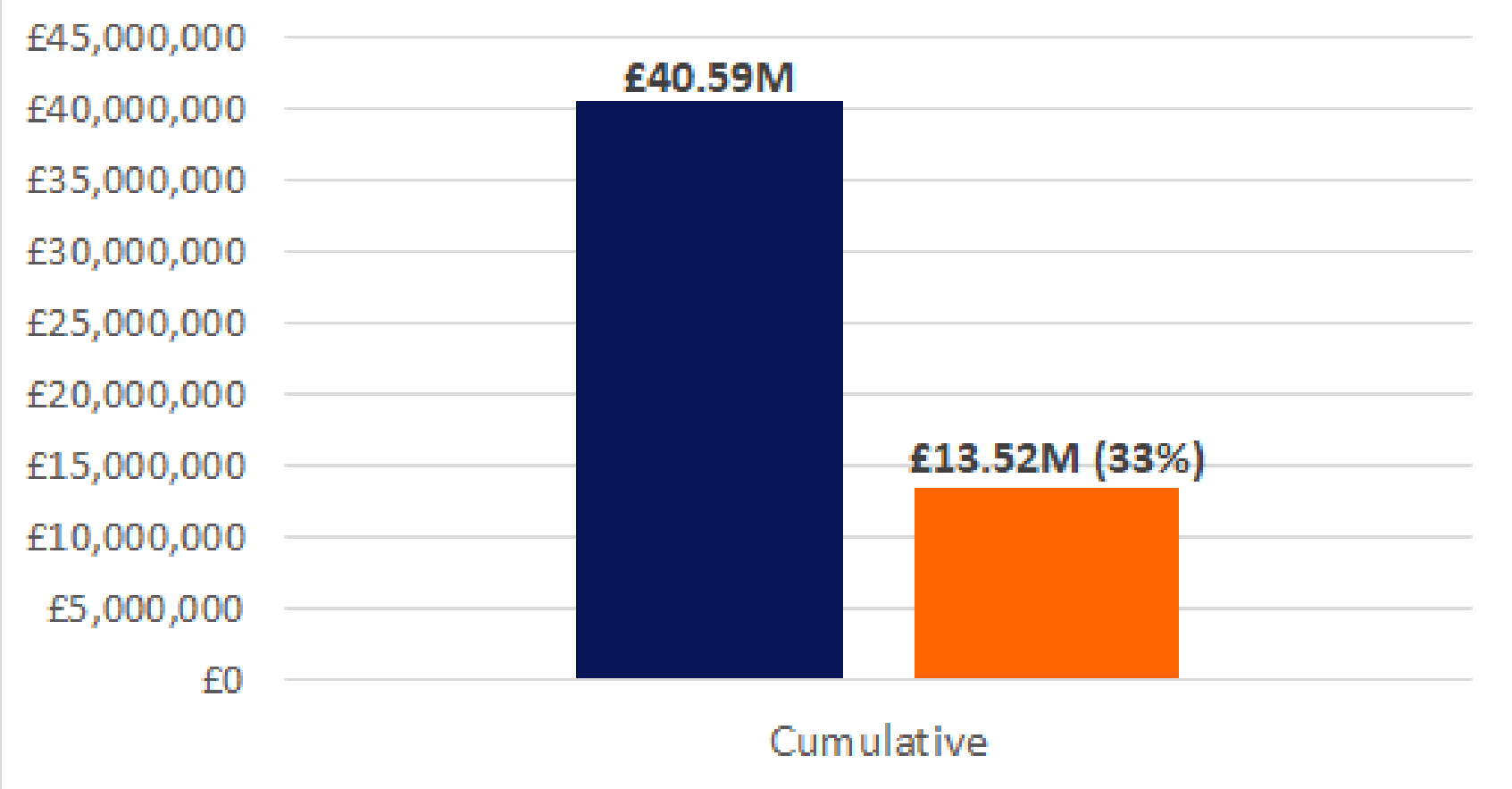


This is the average time each quarter it takes TT2 to respond to incidents affecting traffic, such as customer vehicle breakdowns, and to ensure that normal traffic can resume.

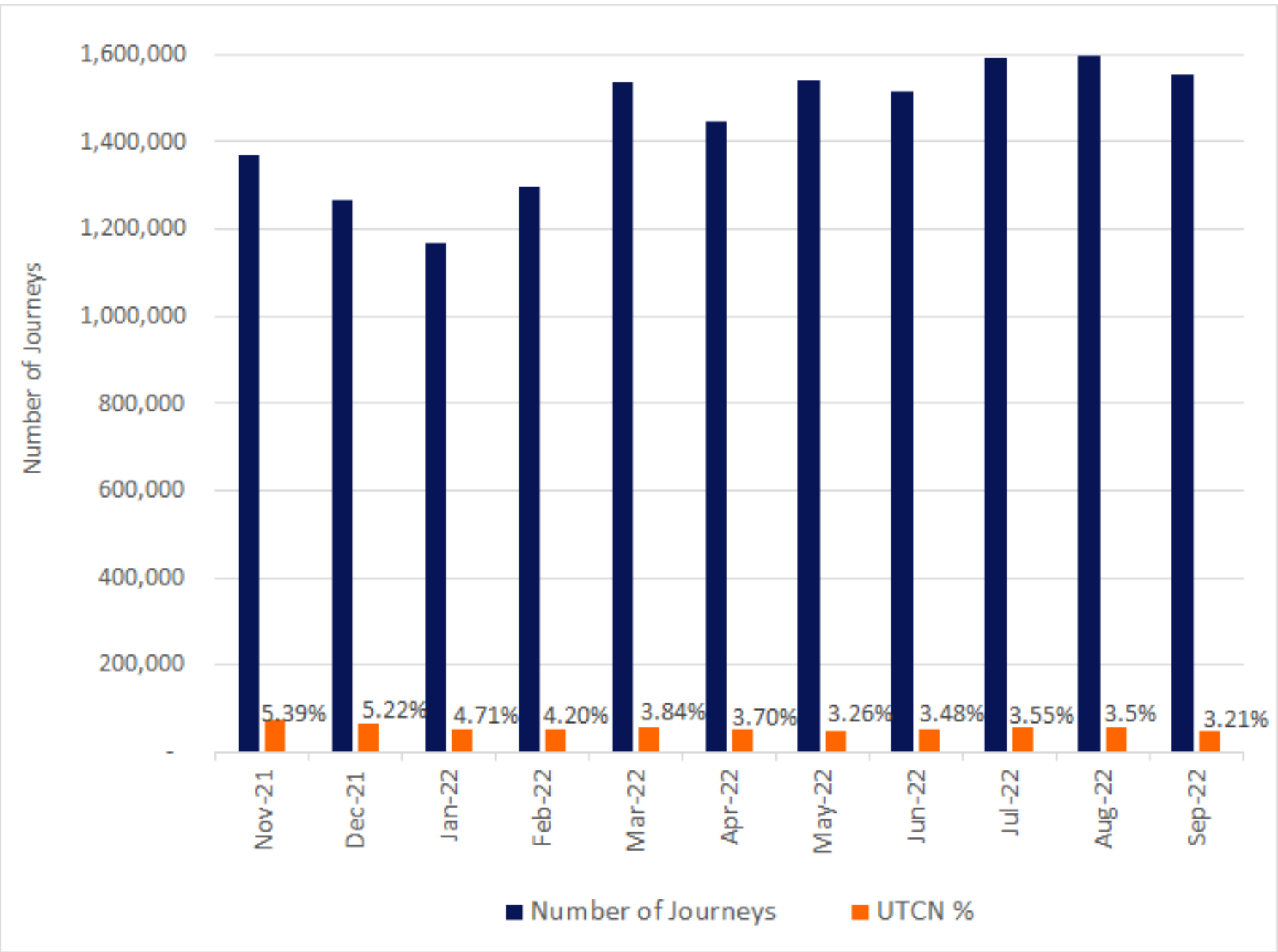
Total Tunnels Revenue and Receipts from UTCNs Since Go Live

	Total Revenue (Incl UTCN Revenue)	Receipts from UTCNs	%
Cumulative*	£40.59M	£13.52M	33%

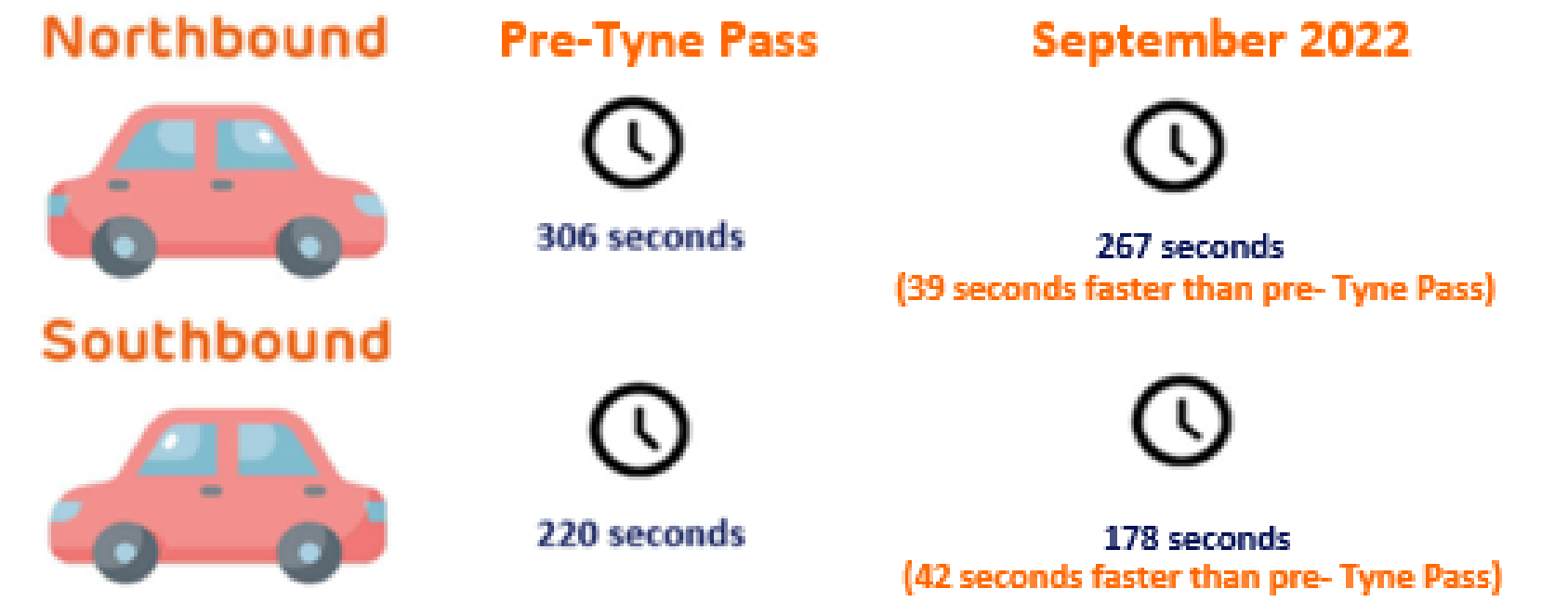
* This calculation is from 8th November 2021 to 30th September 2022.



Journeys vs UTCNs



Journey Times



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

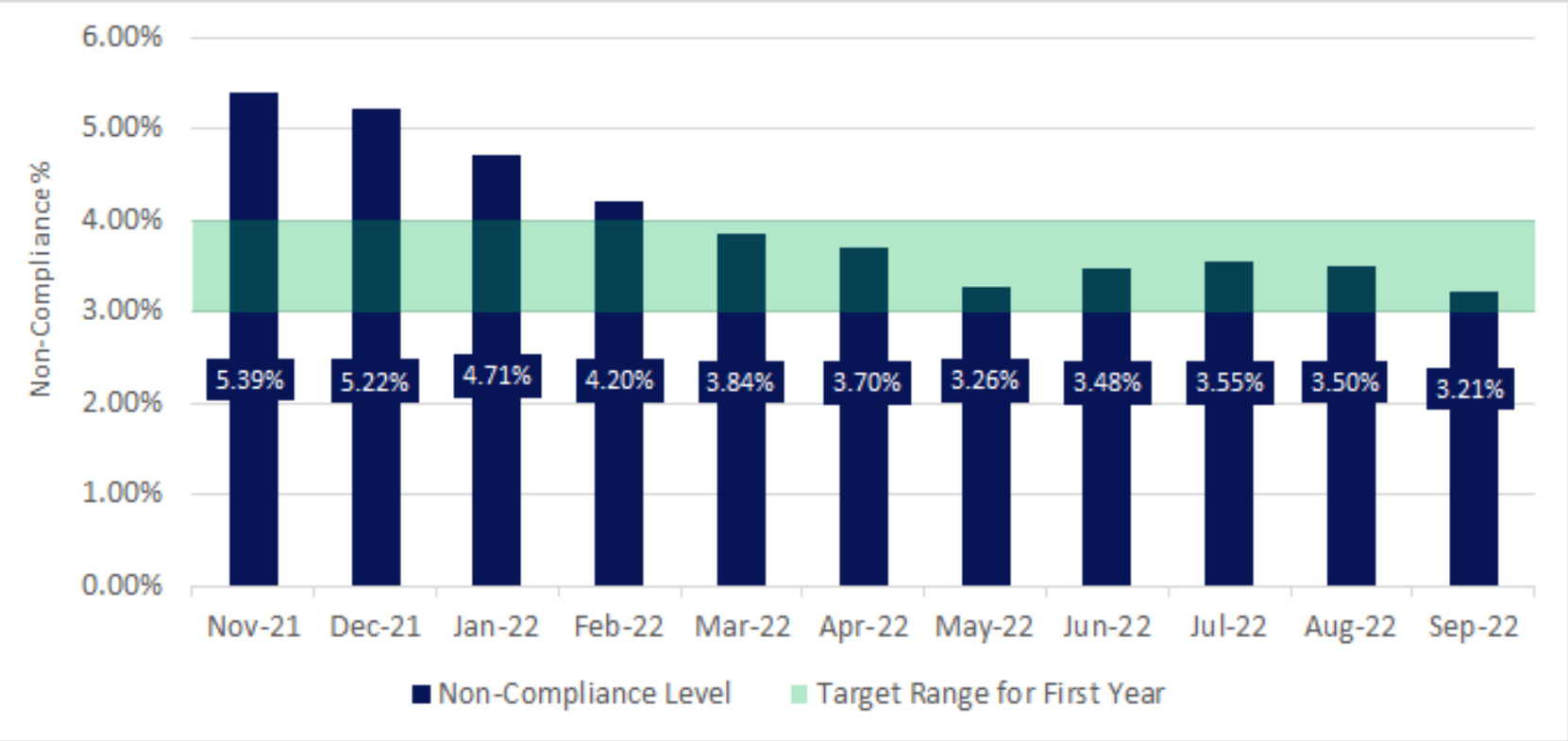
We measure time between 2 points on the A19 in each direction using data supplied by Google. This allows us to understand the impact of layout changes and our operation of performance. The effect of introducing Tyne Pass is shown above and is calculated on a weighted average across the full 24 hours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

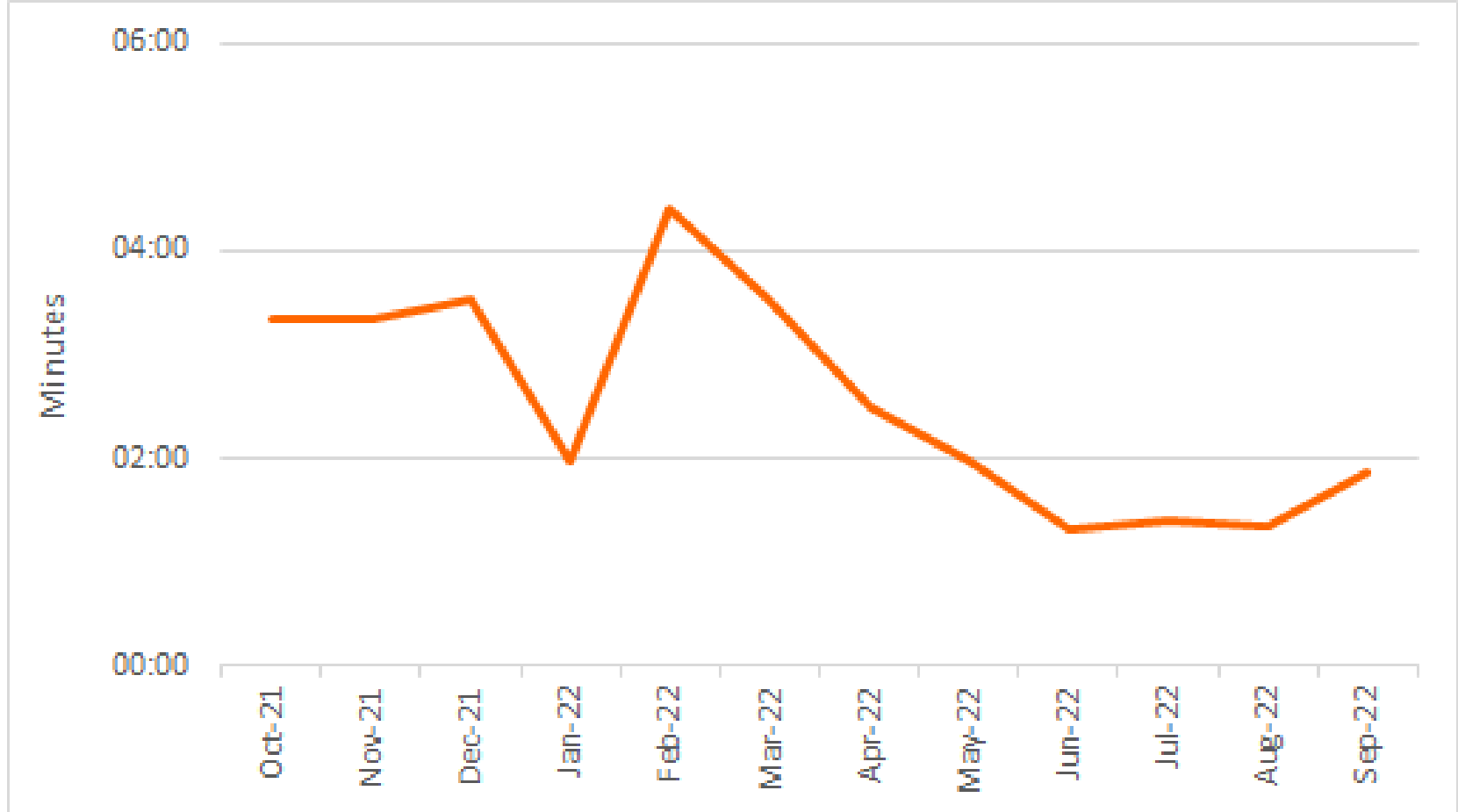
Saving of CO₂ in September equated to approx. **2,640** passenger return flights from Newcastle to New York, meaning over 4,700 tonnes of CO₂ were saved.

Non-Compliance



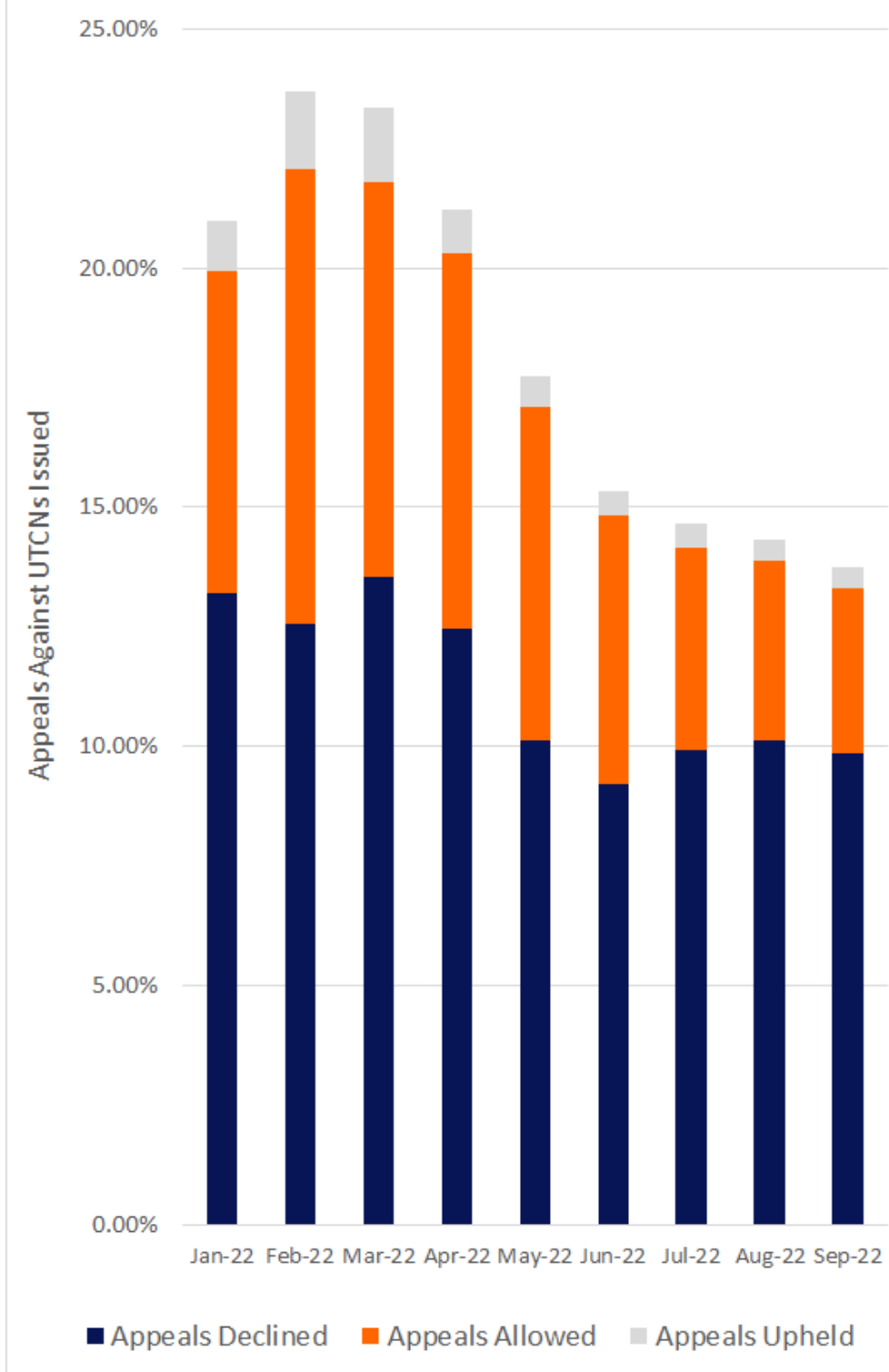
Tyne Pass Non-Compliance is a measure of the non-compliance percentage of traffic. Changes to customer profile during the holiday season slightly increased the non-compliance over the past few summer months, but the downward trend has now resumed.

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 5 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.

The number of appeals has dropped by a third since March 2022.