

1,567,170

vehicles traveled through the Tyne Tunnels in January 2025.

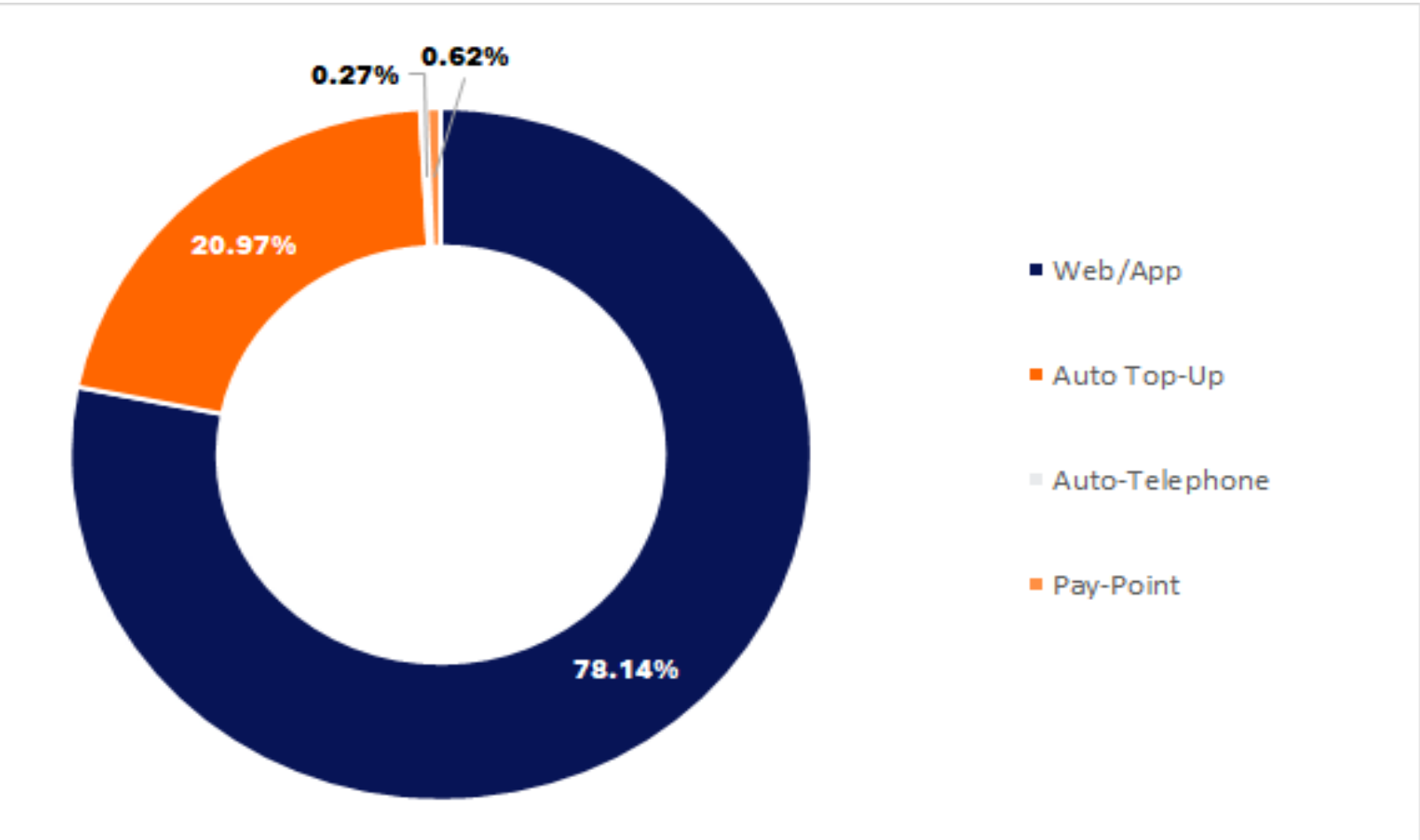
98.04%

of customers paid their toll on time, compared to 97.58% in January 2024.

85.76%

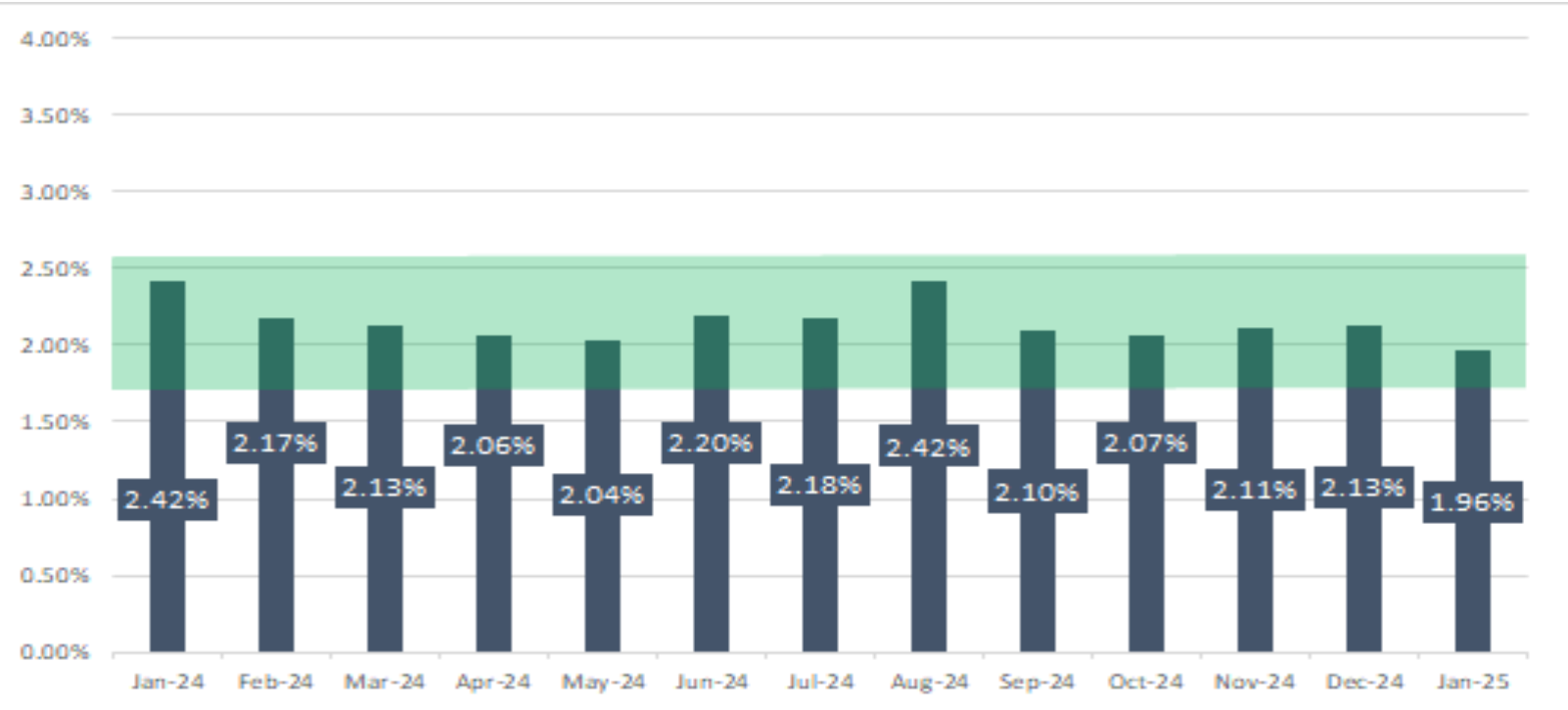
of customers used Pre-Paid accounts to pay their toll.

Payment Modes



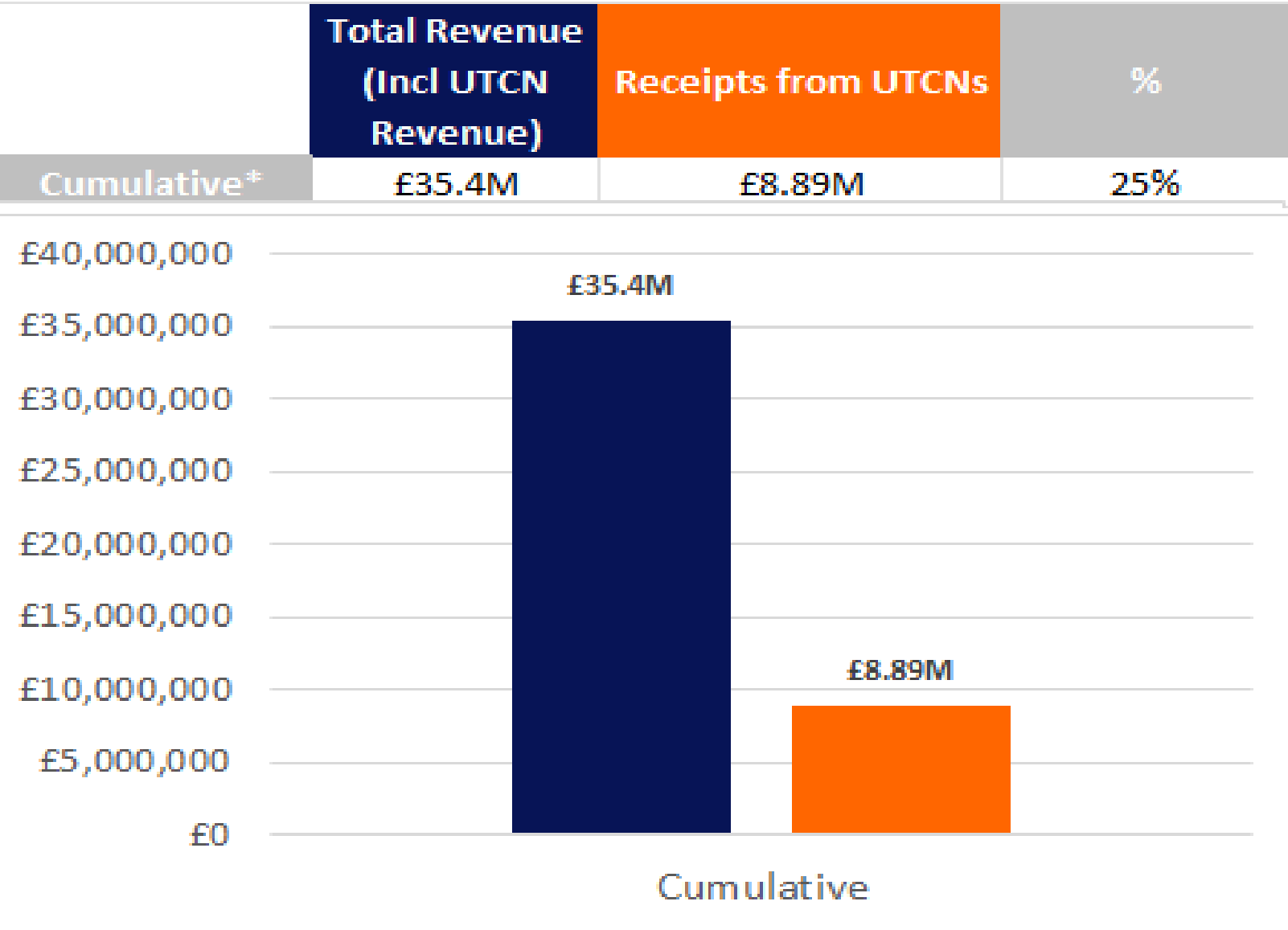
Over 99% of payments are by digital channels. Auto-Top-Up is at the highest percentage thus far.

Non-Compliance



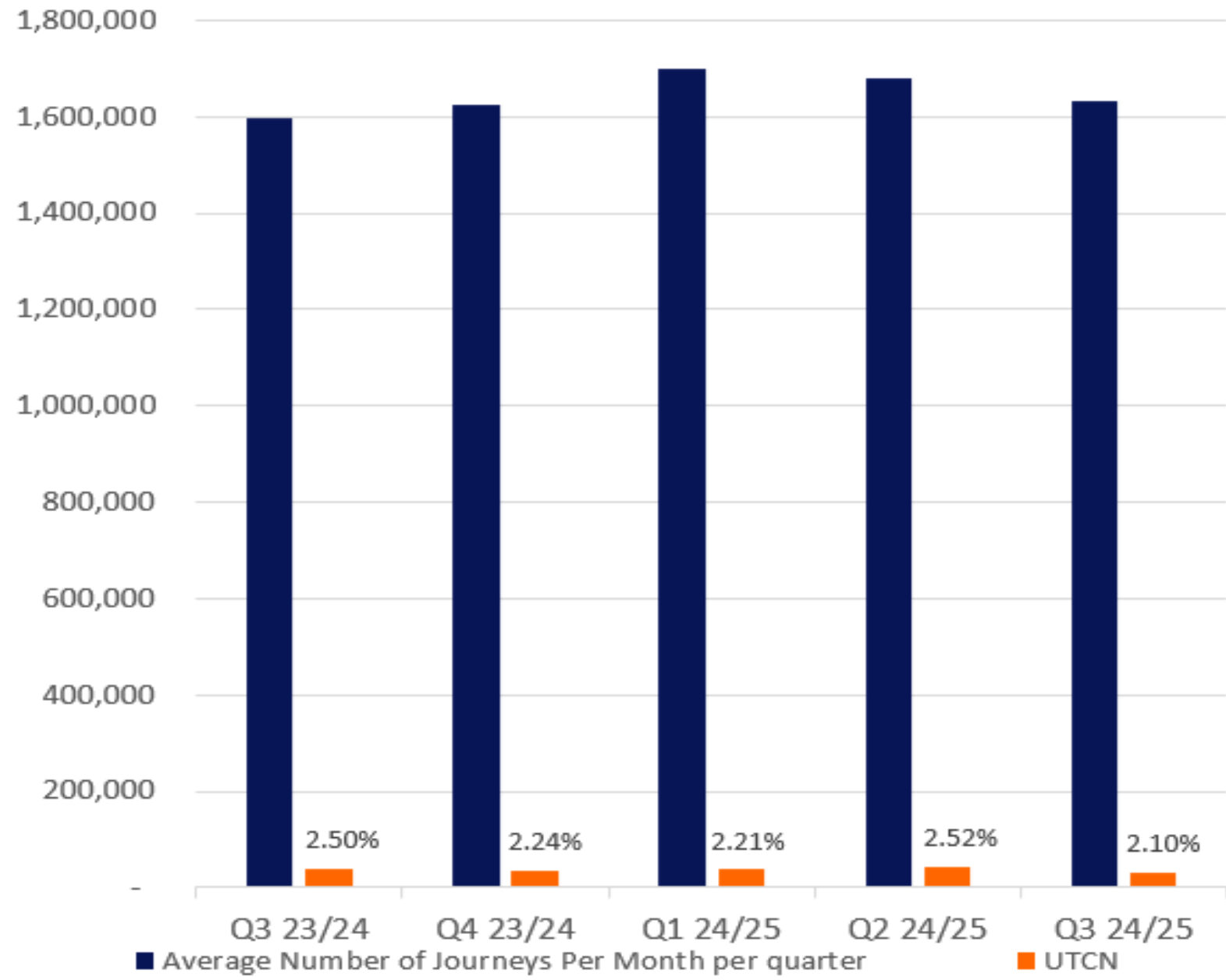
Tyne Pass Non-Compliance is a measure of the non-compliance percentage of traffic. The green band is TT2's target of being under 3% for the end of the year.

Total Tunnels Revenue and Receipts from UTCNs - 2024/25



In year one of Tyne pass this was 33%.

Average journeys per Quarter vs UTCNs



Journey Times

Northbound	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
MIN	06:54	07:15	07:05	07:03	06:46	06:54	06:25
MAX	16:47	20:39	17:53	15:37	09:31	14:53	10:08
DIFFERENCE	09:53	13:23	10:47	08:34	02:45	07:59	02:02

Southbound	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
MIN	05:38	06:58	06:12	06:08	05:16	06:06	06:29
MAX	08:37	10:02	08:56	08:22	05:41	10:17	08:31
DIFFERENCE	02:59	03:04	02:44	02:14	00:24	04:11	02:02

The above data is captured from the below points

- Tyne Tunnel North from Lindisfarne Roundabout to A193/Wallsend & North Shields Exit (3.26mi)
- Tyne Tunnel South from A193/Wallsend & North Shields Exit to Lindisfarne Roundabout (2.8mi)

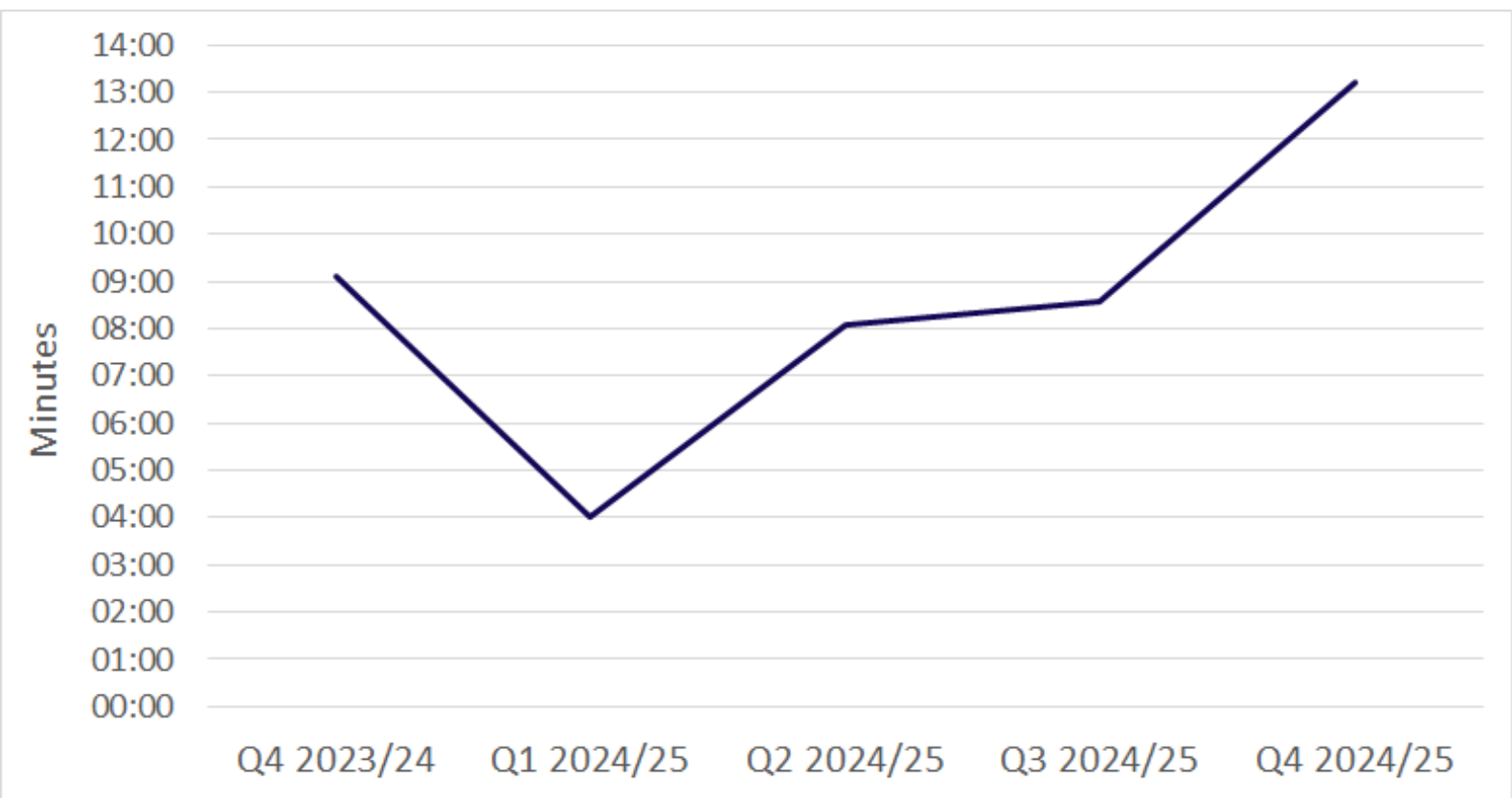
The timings and delays are calculated by taking the journey times across a month during peak and off peak hours to create an average by weekday.

Environment

Customer vehicles CO<sub>2</sub> 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.

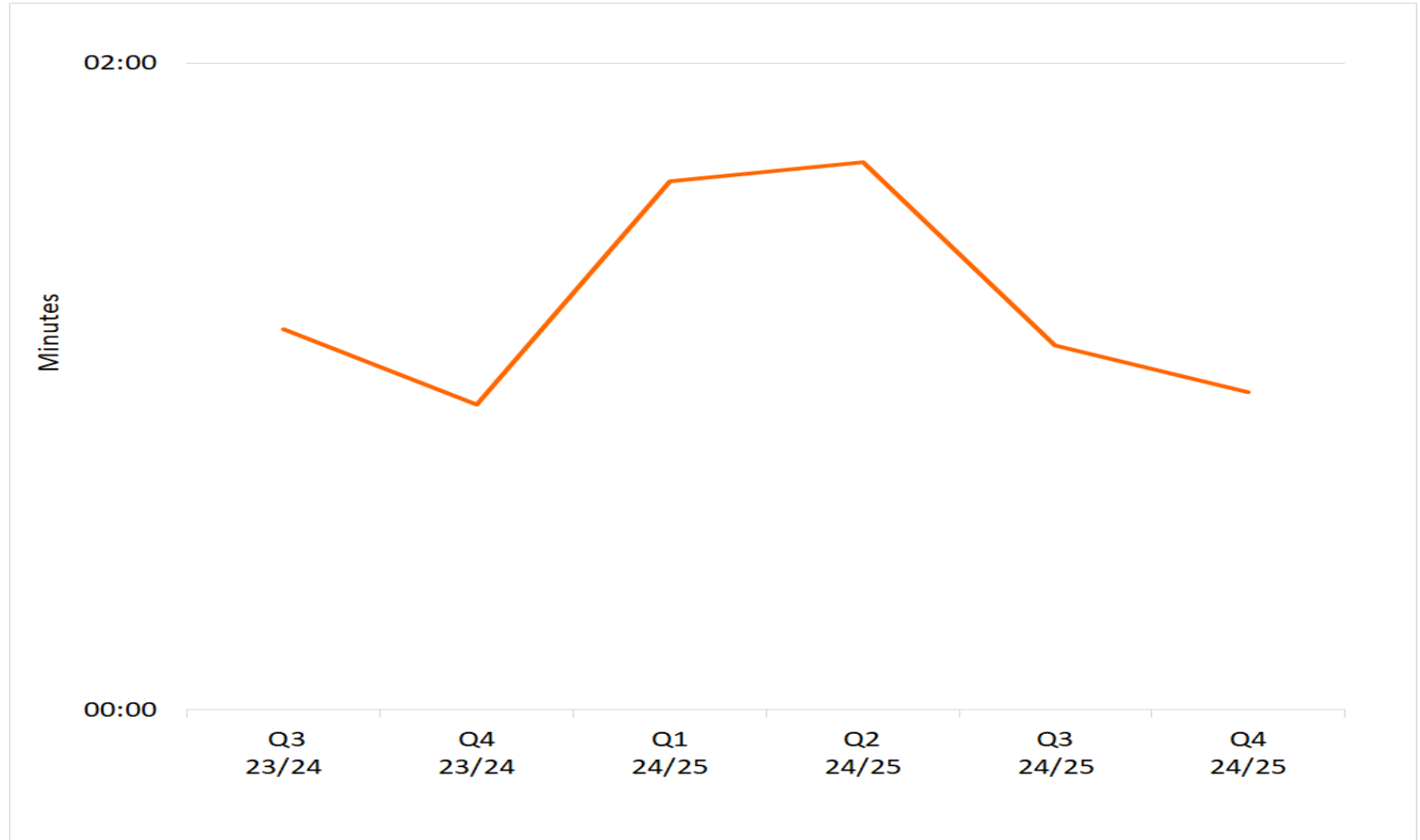
- Total CO<sub>2</sub> savings in **December 2024** due to Tyne Pass: **17.6 tonnes (Equivalent of a standard petrol car driving around Earth 3.25 times)**

Incident Response Times



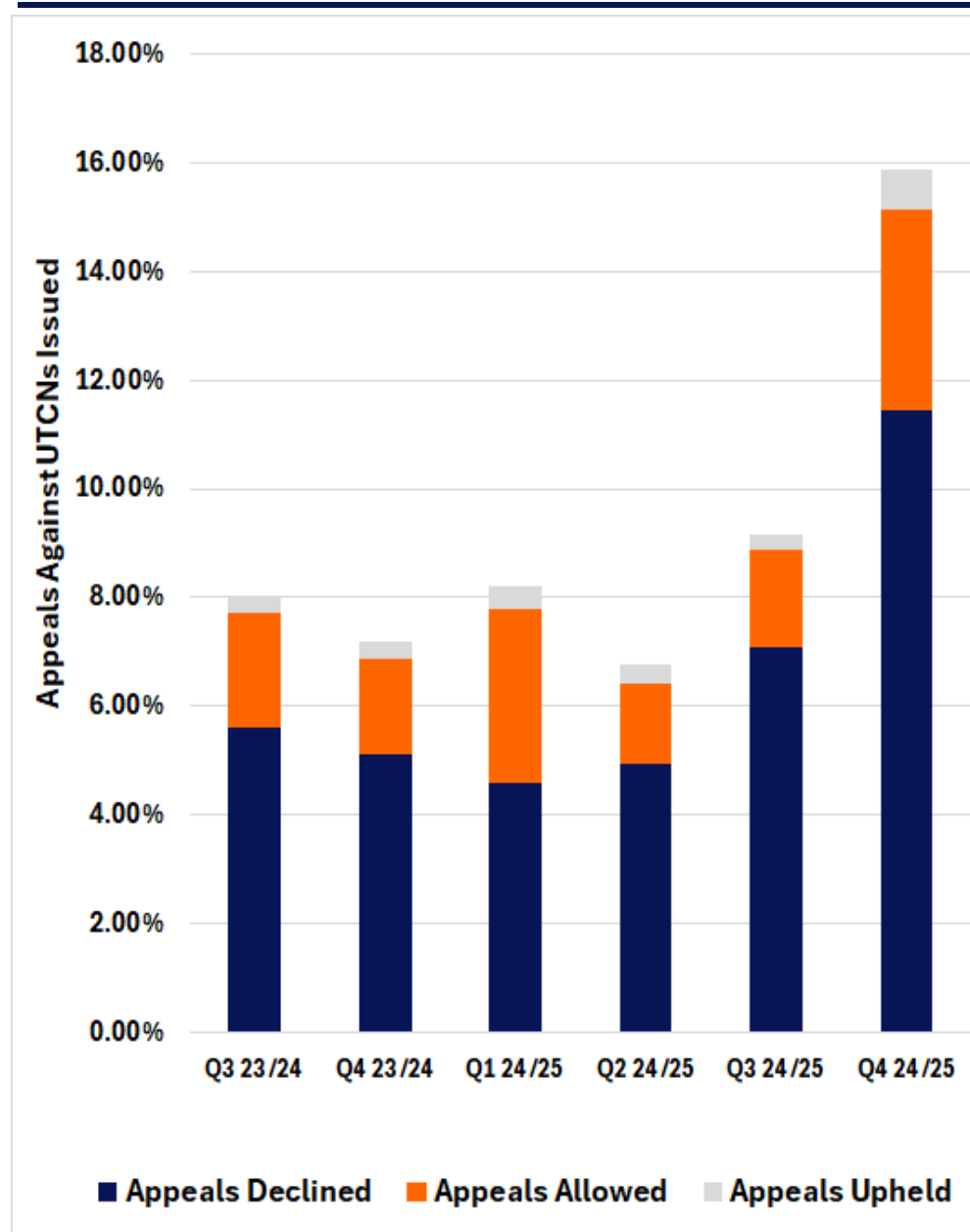
This is the average time (Minutes) in each quarter, takes TT2 to respond to incidents affecting traffic, such as customer vehicle breakdowns, and shows the time from the TT2 Control Room being notified of an incident to the time the incident is managed.

Call Wait Times



Call wait times (minutes) is the average wait time before a contact centre agent answers a call.

UTCN Appeals



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

Appeals allowed are those where there is a rule in place which allows TT2 to excuse payment of the toll due to the particular circumstances of the journey/customer.

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