

1,710,427

vehicles traveled through the Tyne Tunnels in July 2025.

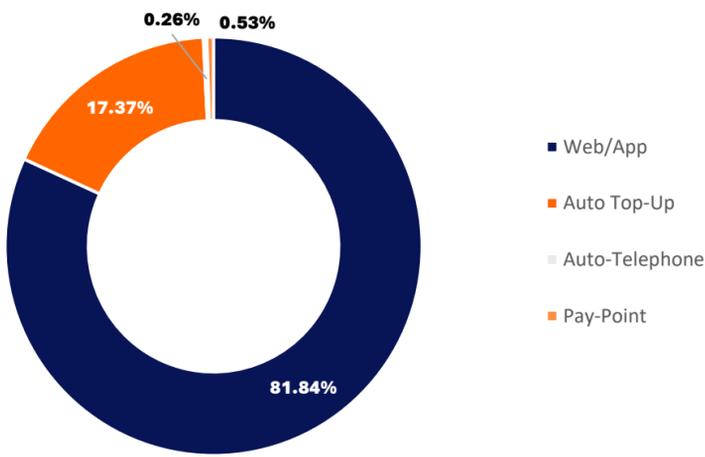
97.75%

of customers paid their toll on time, compared to 97.82% in July 2024.

83.67%

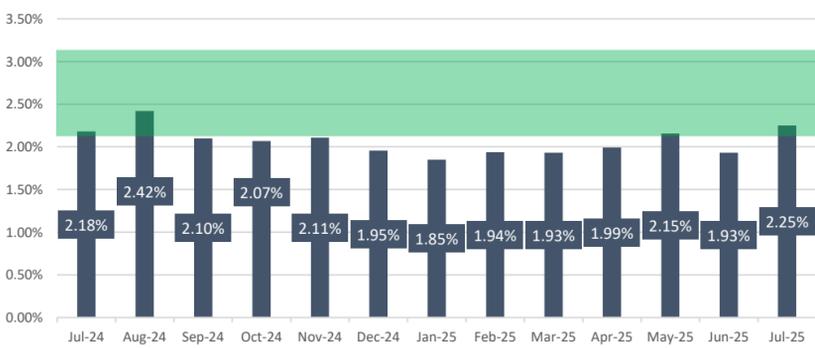
of customers used Pre-Paid accounts to pay their toll.

Payment Modes



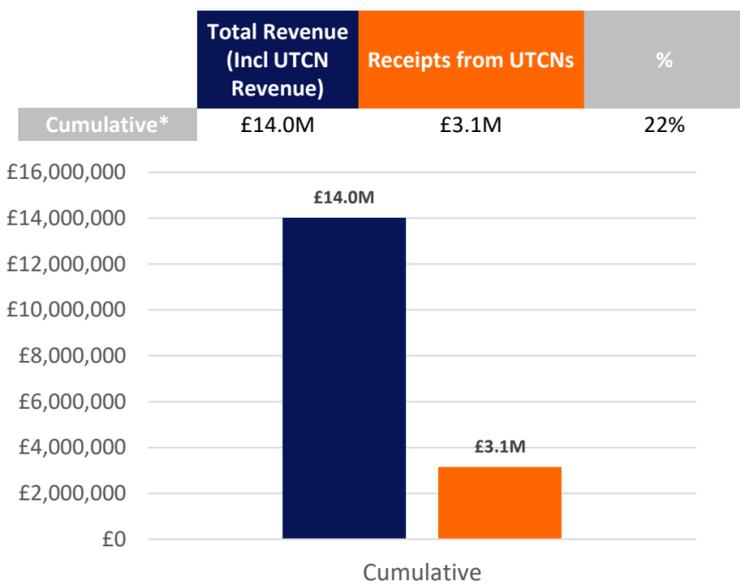
Over 99% of payments are by digital channels.

Non-Compliance



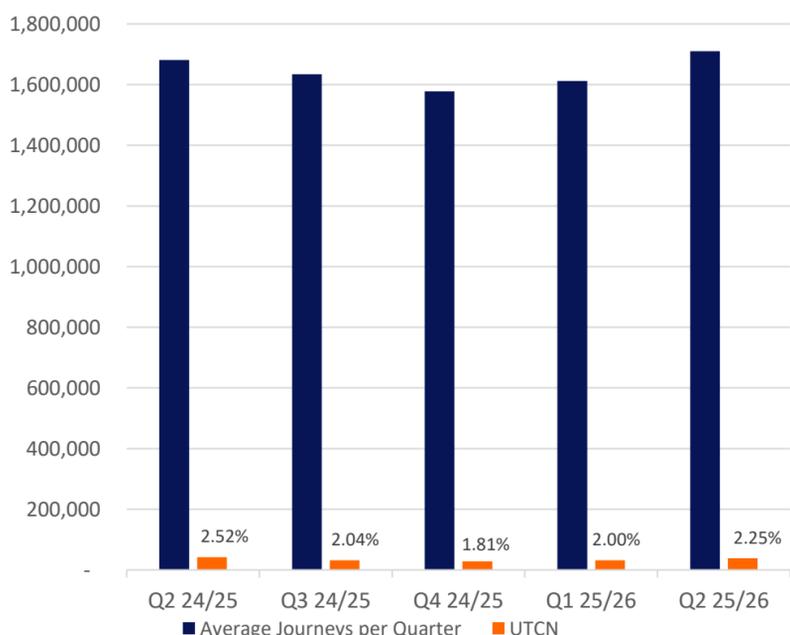
Tyne Pass Non-Compliance is a measure of the non-compliance percentage of traffic. The green band is TT2's target of being under 3% for the end of the year.

Total Tunnels Revenue and Receipts from UTCNs - 2025/26



In year one of Tyne pass this was 33%.

Average journeys per Quarter vs UTCNs



Journey Times

Direction	Day	MIN	MAX	AVG
Northbound	Monday	06:35	10:07	08:21
	Tuesday	06:52	11:55	09:23
	Wednesday	06:46	10:34	08:40
	Thursday	06:42	10:03	08:22
	Friday	06:44	08:17	07:31
	Saturday	08:06	17:10	12:38
	Sunday	06:35	11:19	08:57
Southbound	Monday	05:17	07:27	06:22
	Tuesday	05:37	08:51	07:14
	Wednesday	05:32	08:45	07:09
	Thursday	05:26	08:30	06:58
	Friday	05:12	05:59	05:36
	Saturday	05:35	08:57	07:16
	Sunday	06:08	11:06	08:37

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.

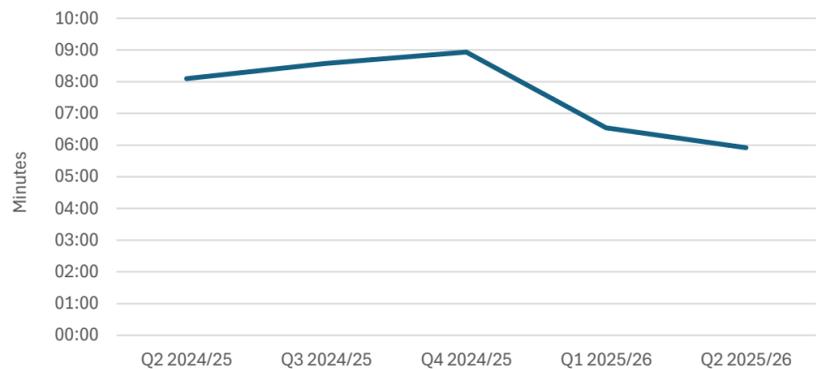
Environment

Whilst higher traffic volumes have increased congestion risk, average journey speeds remain above those pre-Tyne Pass (i.e., delay has decreased) As a result, customers now travel closer to optimal speed in both directions

CO2 savings in June 2025 due to Tyne Pass: 17 tonnes (Equivalent of a standard petrol car driving around Earth 2.6 times) Total CO2 savings in 2025: 90.4 tonnes

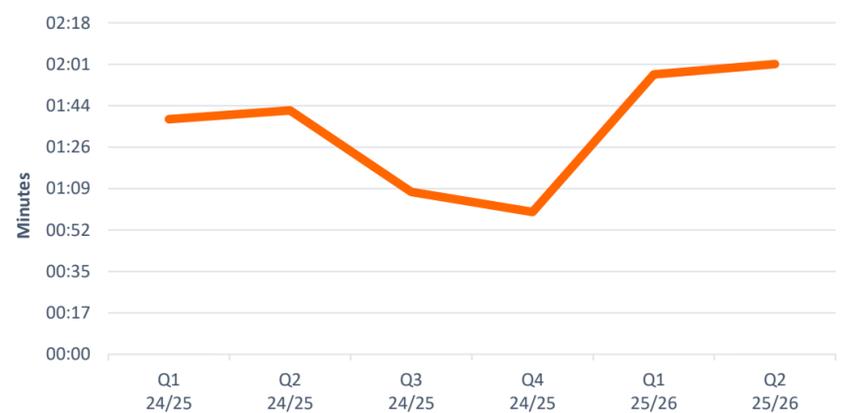
Environmental data reported 1 month behind due to data retention delay.

Incident Response Times



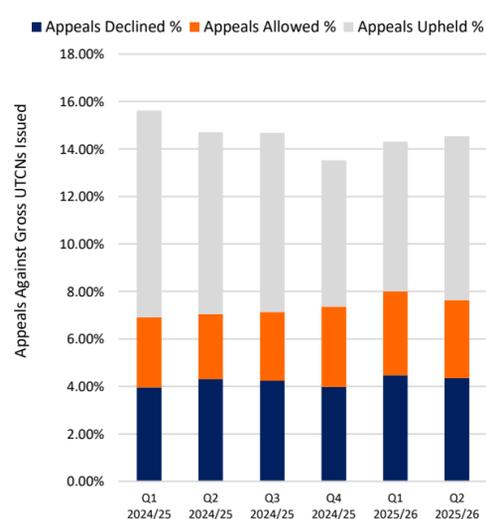
This is the average time (Minutes) in each quarter, takes TT2 to respond to incidents affecting traffic, such as customer vehicle breakdowns, and shows the time from the TT2 Control Room being notified of an incident to the time the incident is managed.

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 circumstances of the journey/customer.

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

Since the last published report, we've updated how this dataset is put together, due to having better data availability and recording. This means the numbers may look a little different from past reports.