

# 1,574,136

vehicles traveled through the Tyne Tunnels in January 2026.

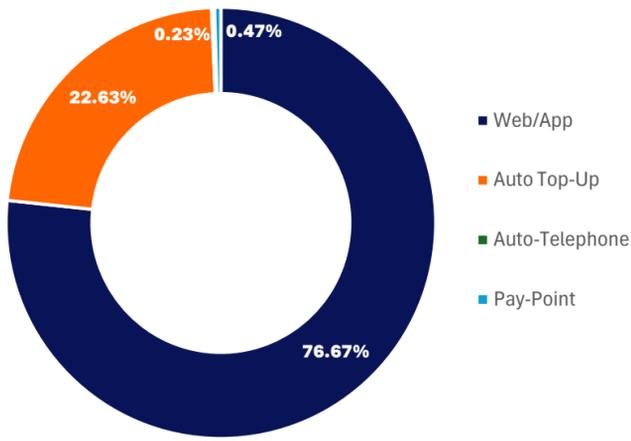
# 97.78%

of customers paid their toll on time, compared to 98.15% in January 2025.

# 85.63%

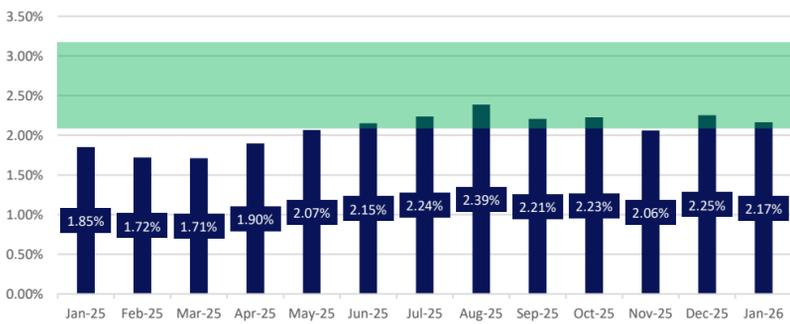
of customers used Pre-Paid accounts to pay their toll.

## Payment Modes



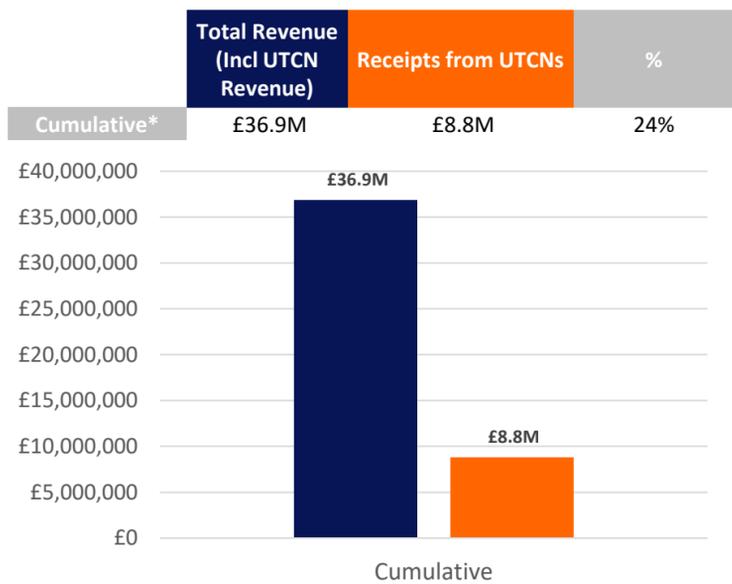
Over 99% of payments are by digital channels.

## Non-Compliance



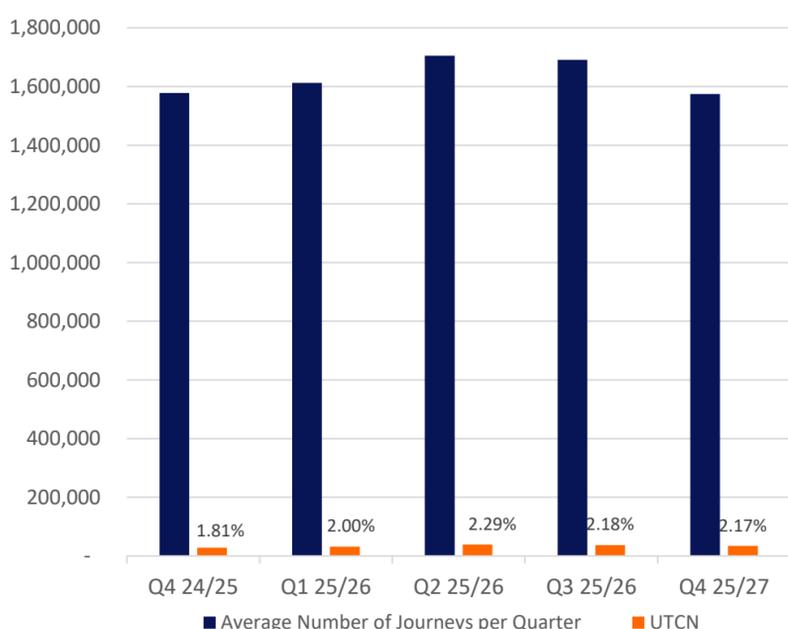
Tyne Pass Non-Compliance is a measure of the non-compliance percentage of traffic. The green band is TT2's target of being under 3% for the end of the year.

## 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



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

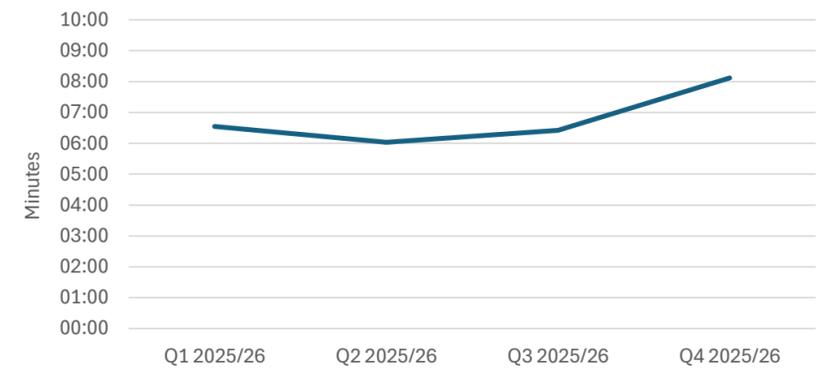
Whilst higher traffic volumes have increased congestion risk, **average journey speeds remain above those pre-Tyne Pass (i.e., delay has decreased)**. As a result, customers now travel closer to optimal speed in both directions

**CO2 savings in December 2025 due to Tyne Pass: 20.6 tonnes** (Equivalent of a standard petrol car driving around Earth 3.1 times)

**Total CO2 savings in 2025: 205.4 tonnes** (Equivalent of a standard petrol car driving around Earth 31.2 times)

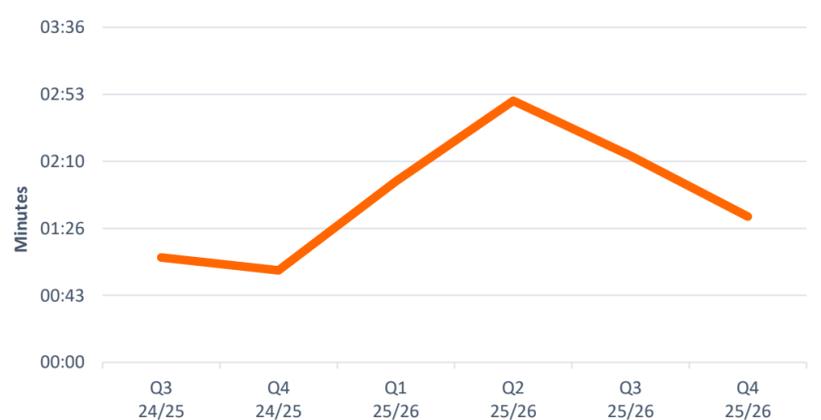
Environmental data reported 1 month behind due to data retention delay.

## Incident Response Times



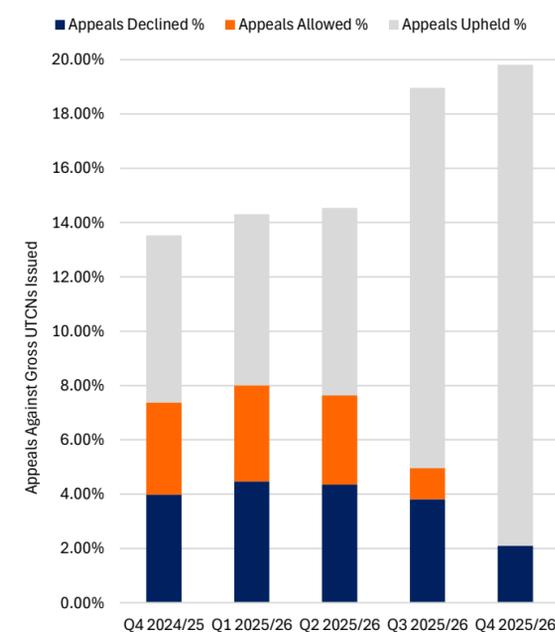
This is the average time (Minutes) in each quarter, takes TT2 to respond to incidents affecting traffic, such as customer vehicle breakdowns, and shows the time from the TT2 Control Room being notified of an incident to the time the incident is managed.

## 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.