

1,575,941

vehicles travelled through the Tyne Tunnels in November 2022. The highest Figure ever recorded for a November.

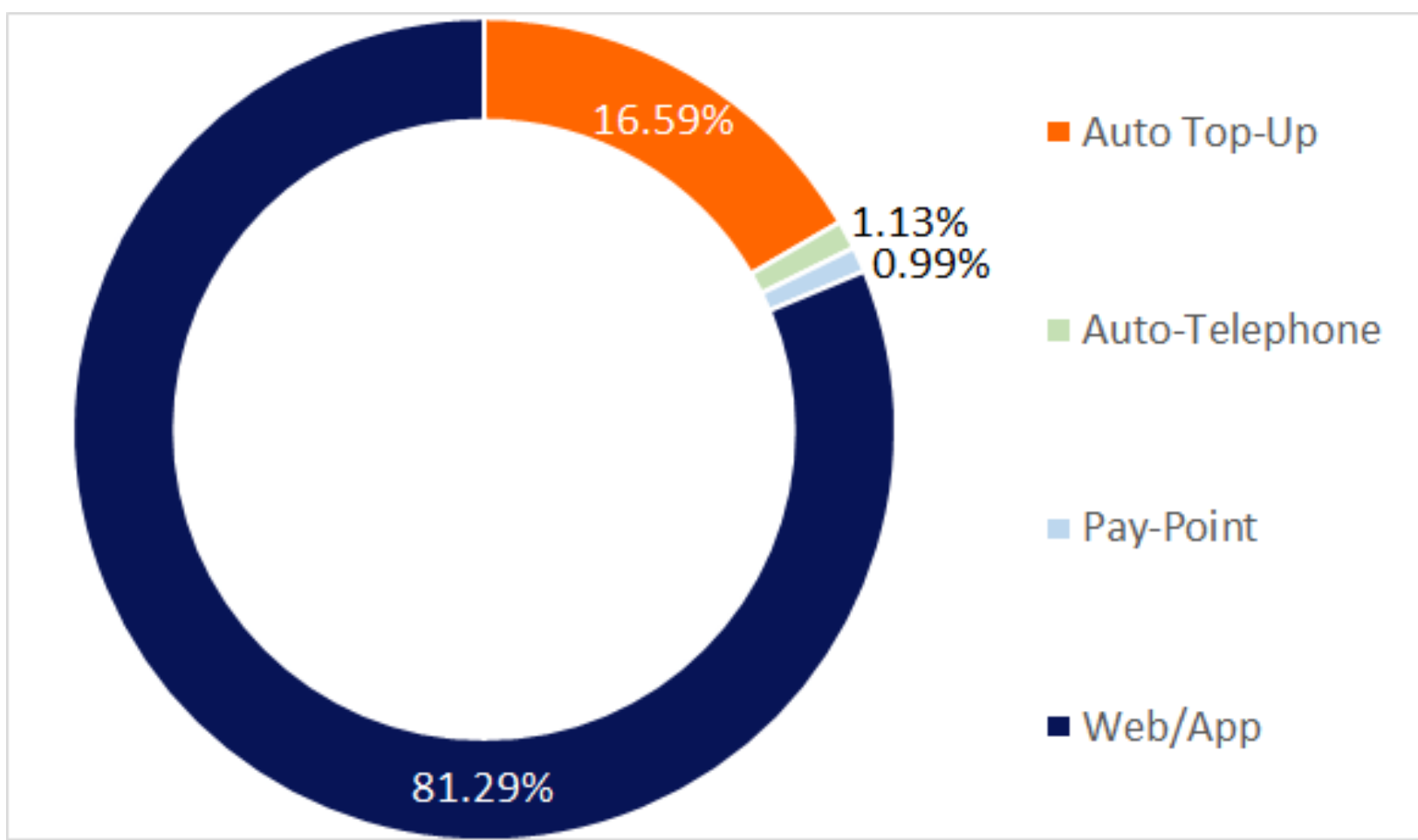
97.16%

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

81.01%

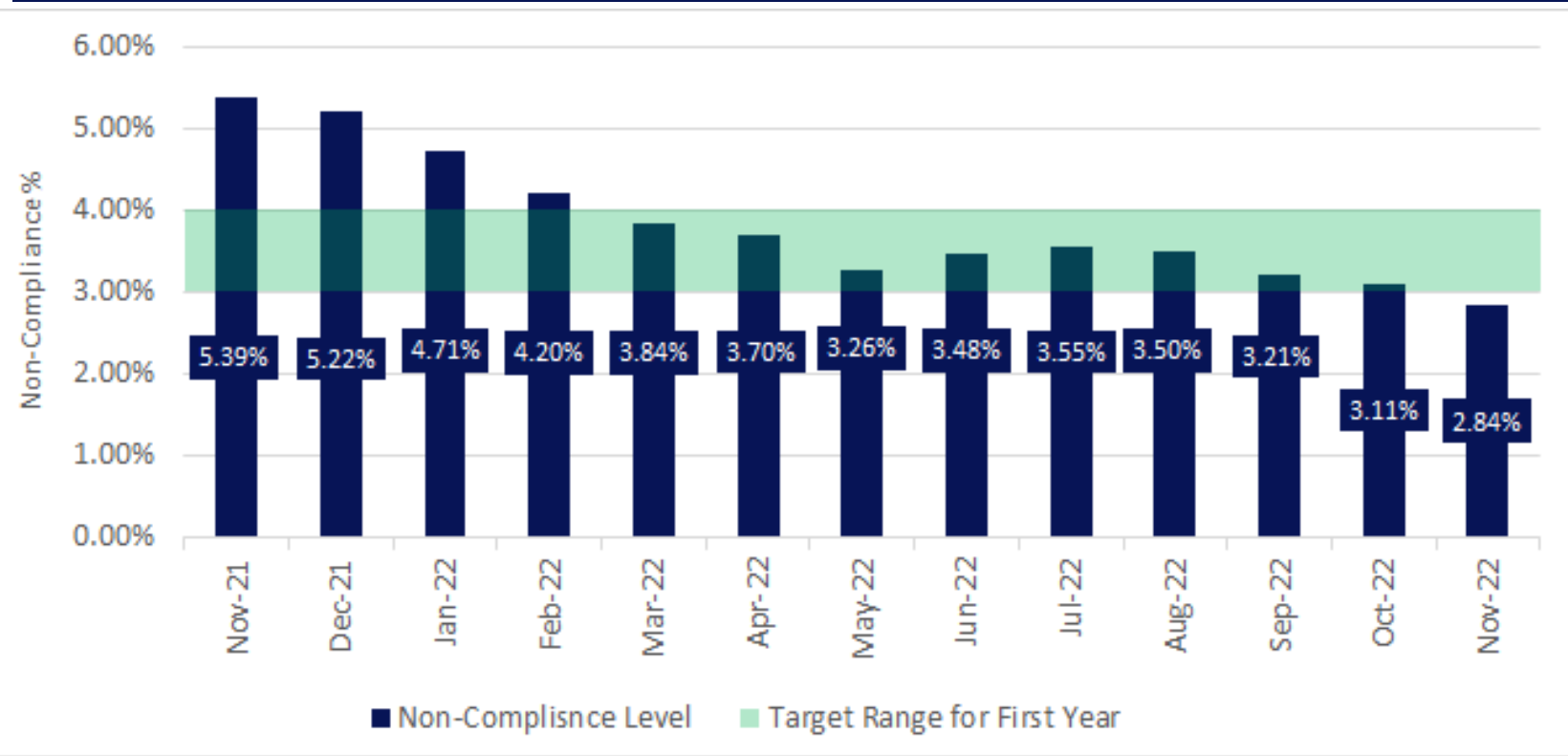
of customers used Pre-Paid accounts to pay their toll. One year ago the comparator figure was 74.35%

Payment Modes



Over 97% of payments are by digital channels. Auto-Top-Up is at the highest percentage thus far.

Non-Compliance

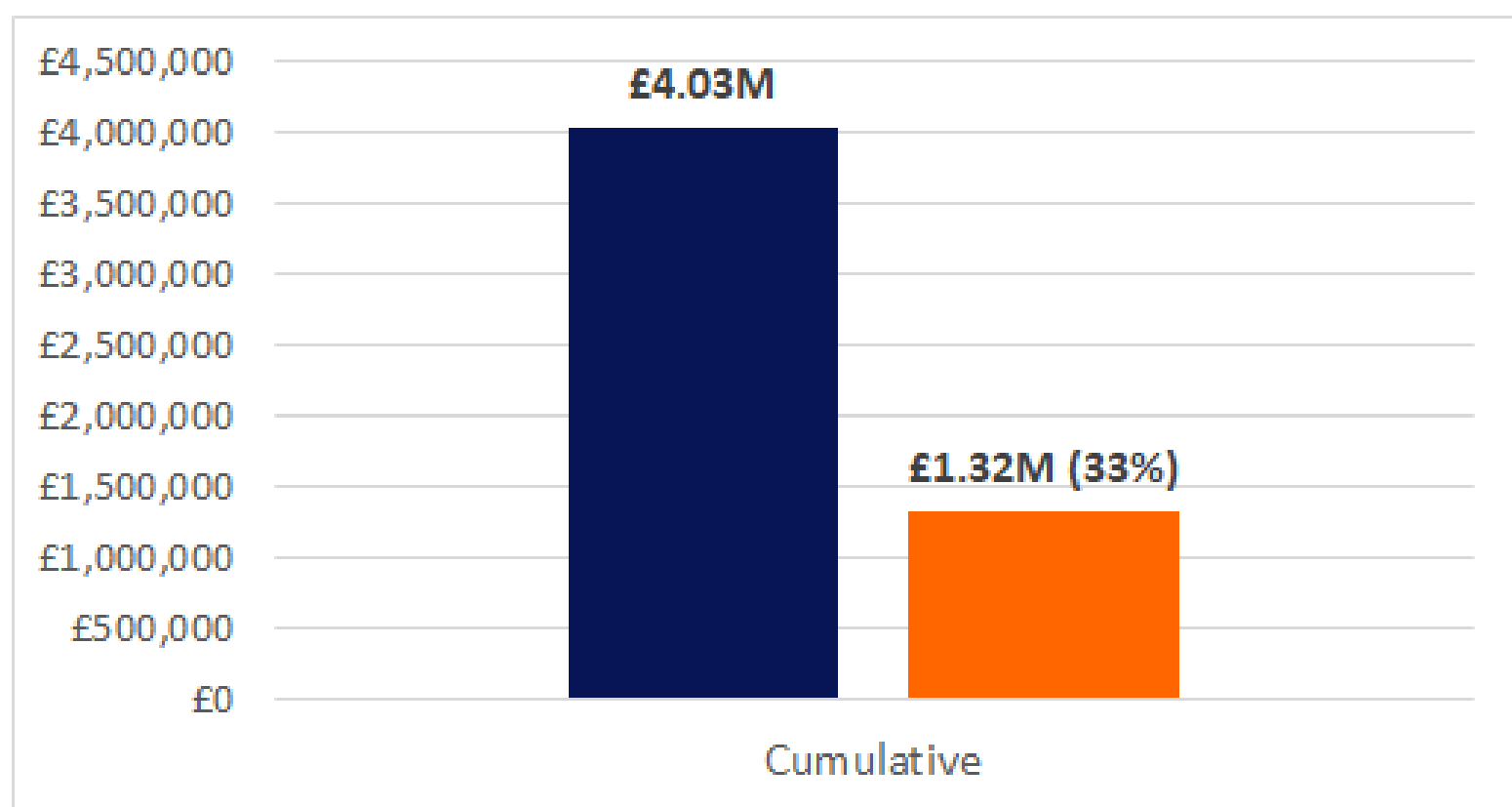


Tyne Pass Non-Compliance is a measure of the non-compliance percentage of traffic.

Total Tunnels Revenue and Receipts from UTCNs Since Go Live

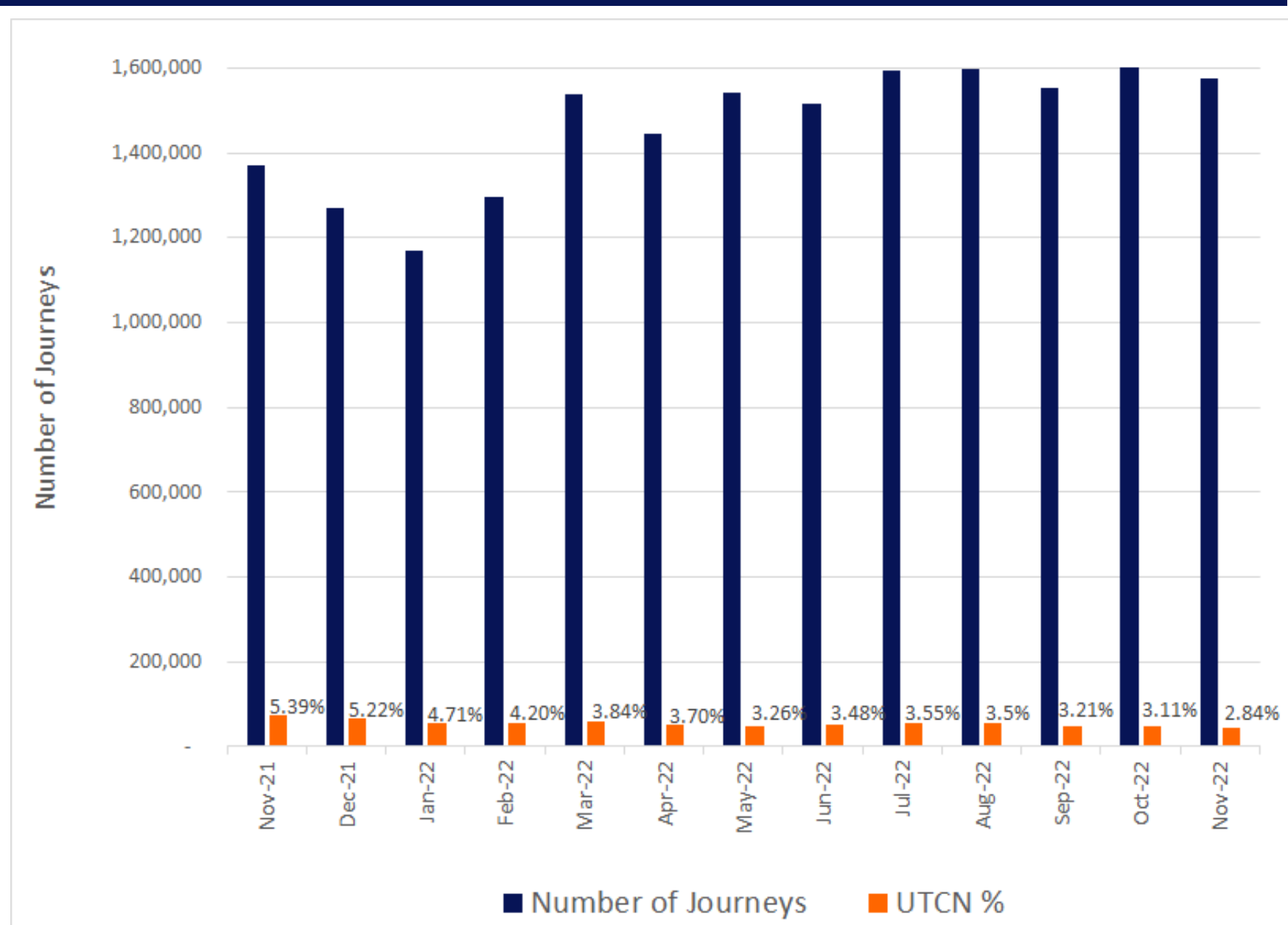
	Total Revenue (Incl UTCN Revenue)	Receipts from UTCNs	%
Cumulative*	£4.03M	£1.32M	33%

* This calculation is from 1st November 2022 to 30st November 2022.

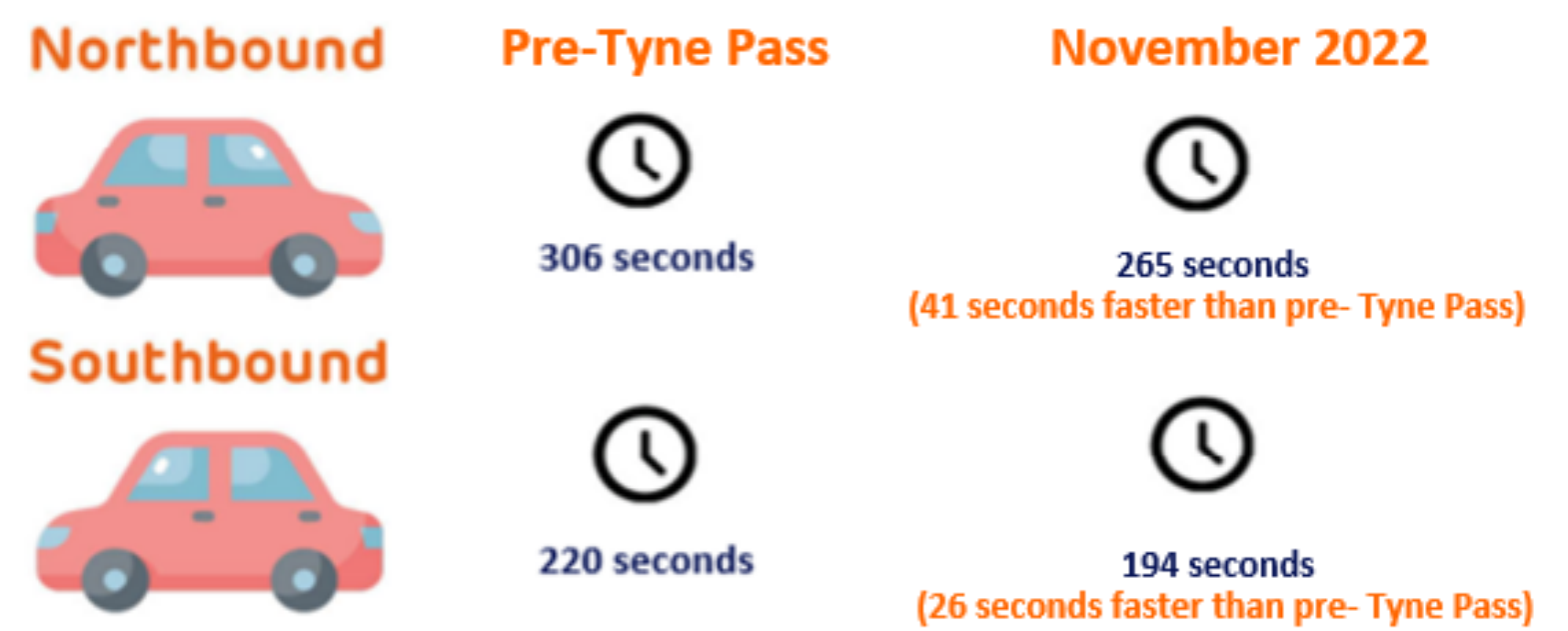


In year one of tyne pass this was 33%.

Journeys vs UTCNs



Journey Times



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

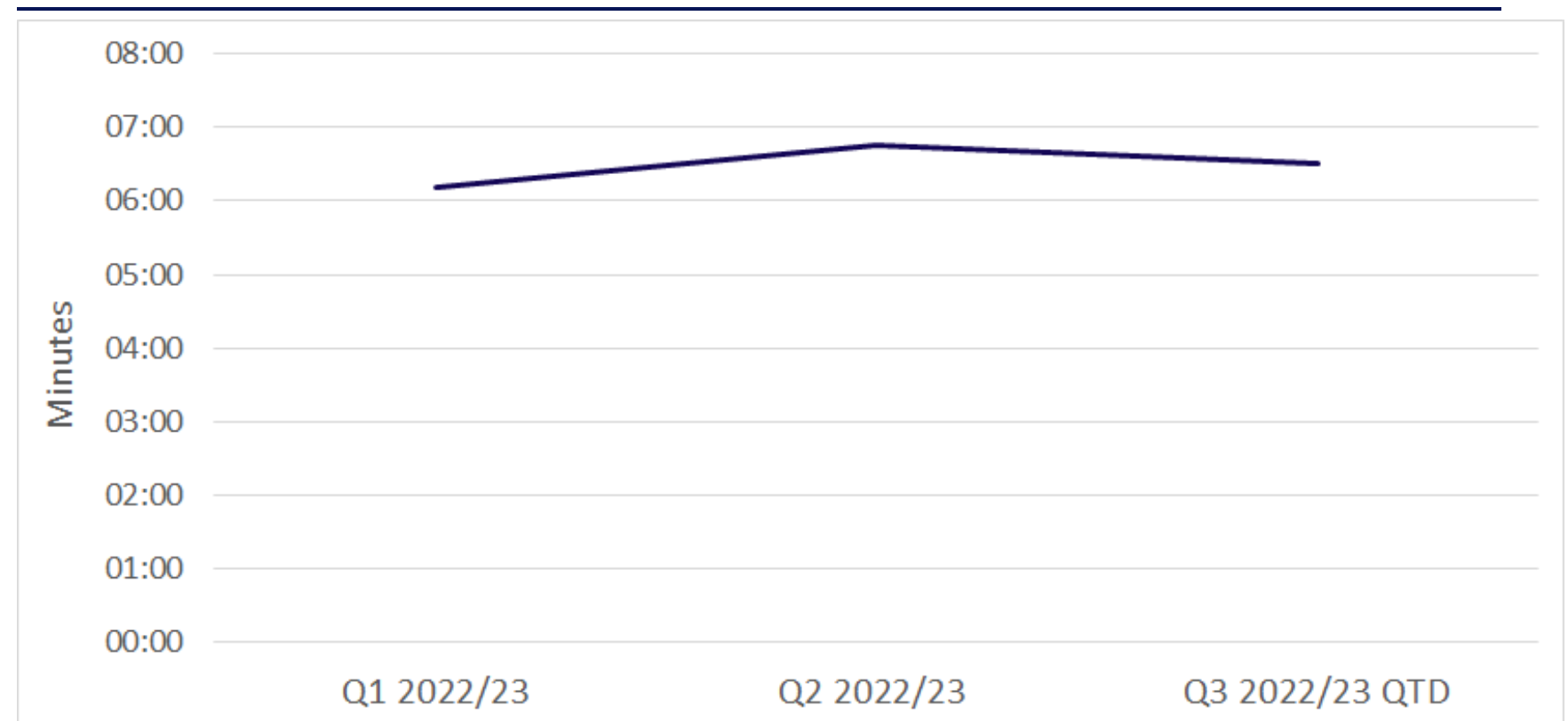
We measure time between 2 points on the A19 in each direction using data supplied by Google. This allows us to understand the impact of layout changes and our operation of performance. The effect of introducing Tyne Pass is shown above and is calculated on a weighted average across the full 24 hours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

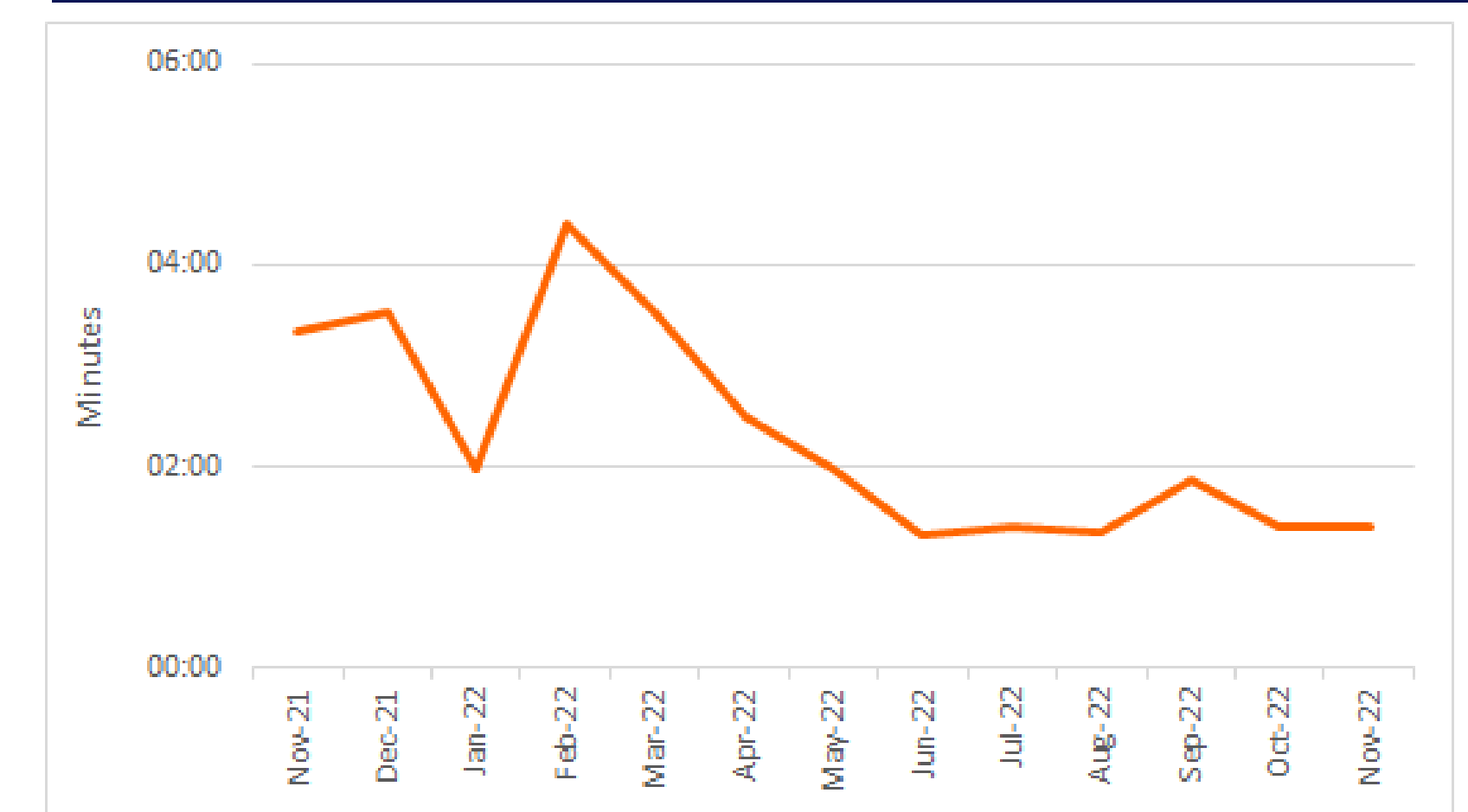
Saving of CO₂ in October equated to approx. **2,642** passenger return flights from Newcastle to New York, meaning over 4,500 tonnes of CO₂ were saved.

Incident Response Times



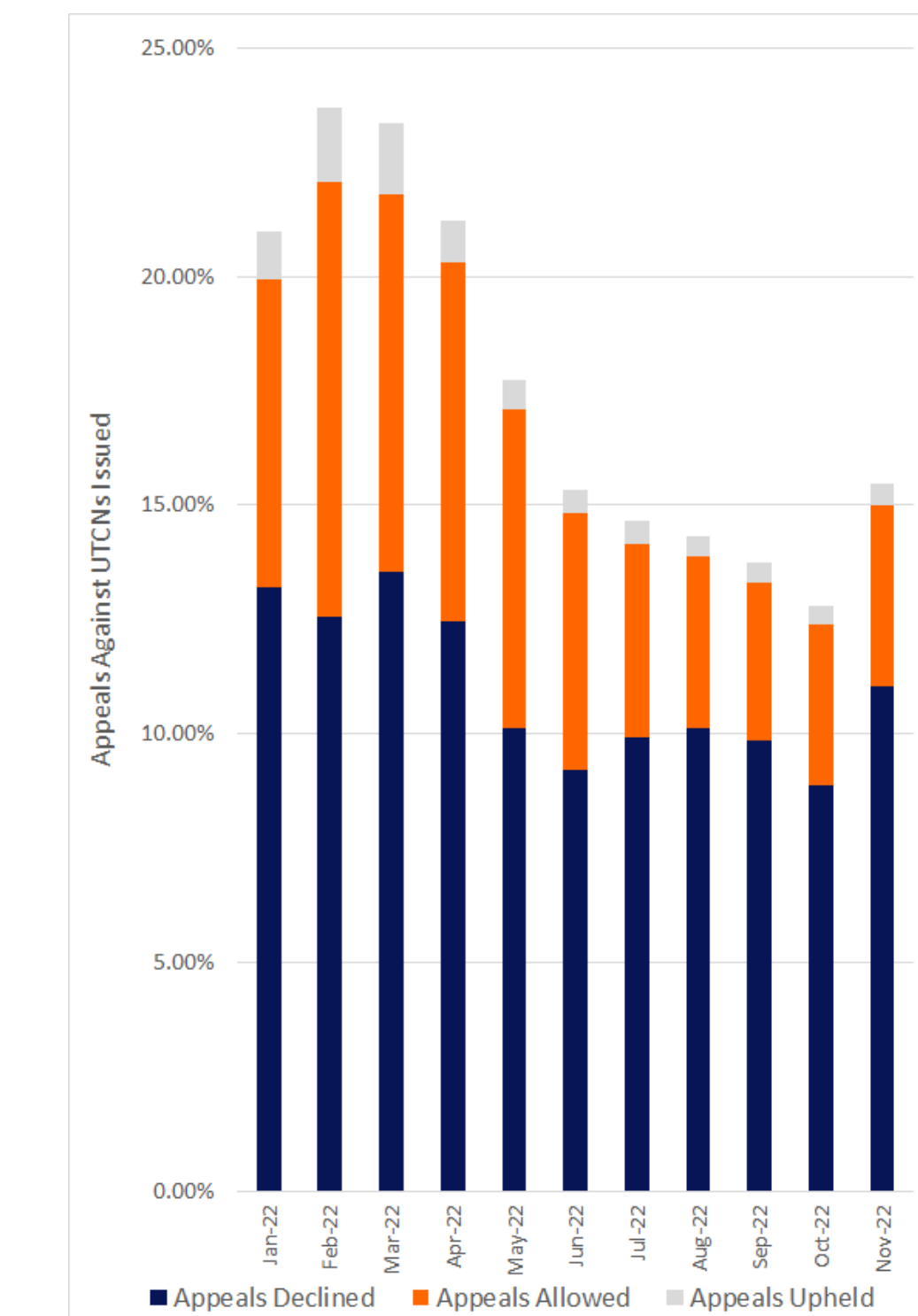
This is the average time each quarter it takes TT2 to respond to incidents affecting traffic, such as customer vehicle breakdowns, and to ensure that normal traffic can resume.

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 last 7 months.

UTCN 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.