

## 1,622,785

vehicles traveled through the Tyne Tunnels in May 2023.

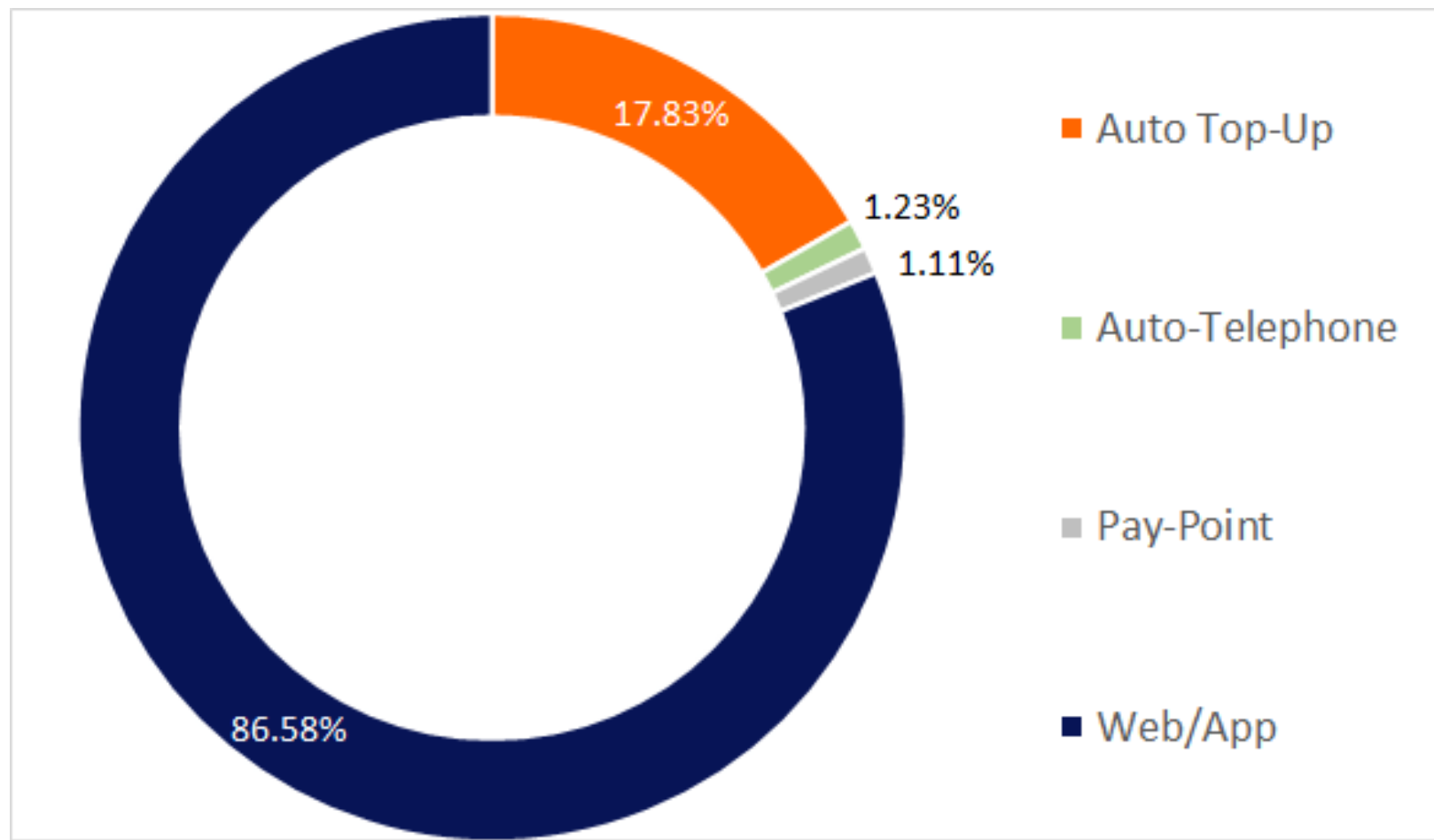
## 97.01%

of customers paid their toll on time, compared to 96.74% in May 2022.

## 79.93%

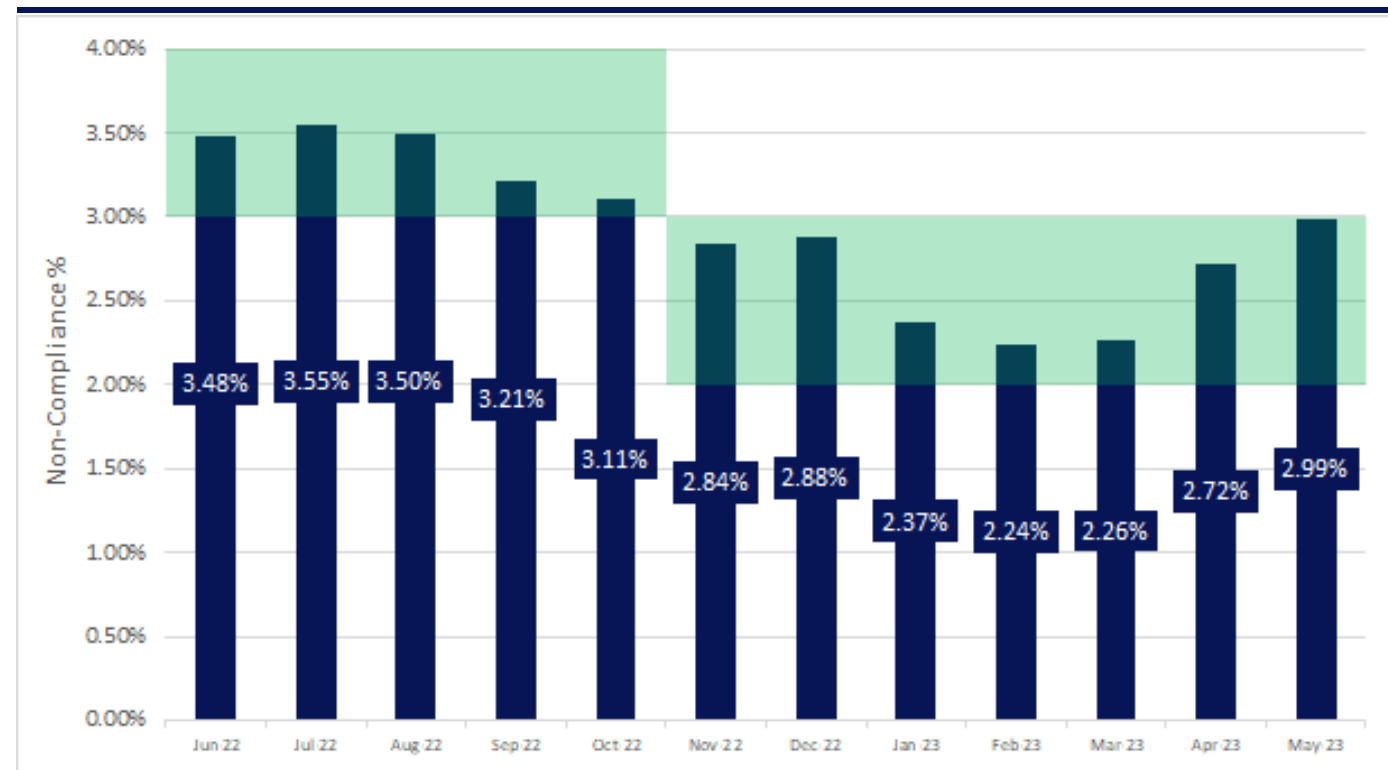
of customers used Pre-Paid accounts to pay their toll.

### Payment Modes



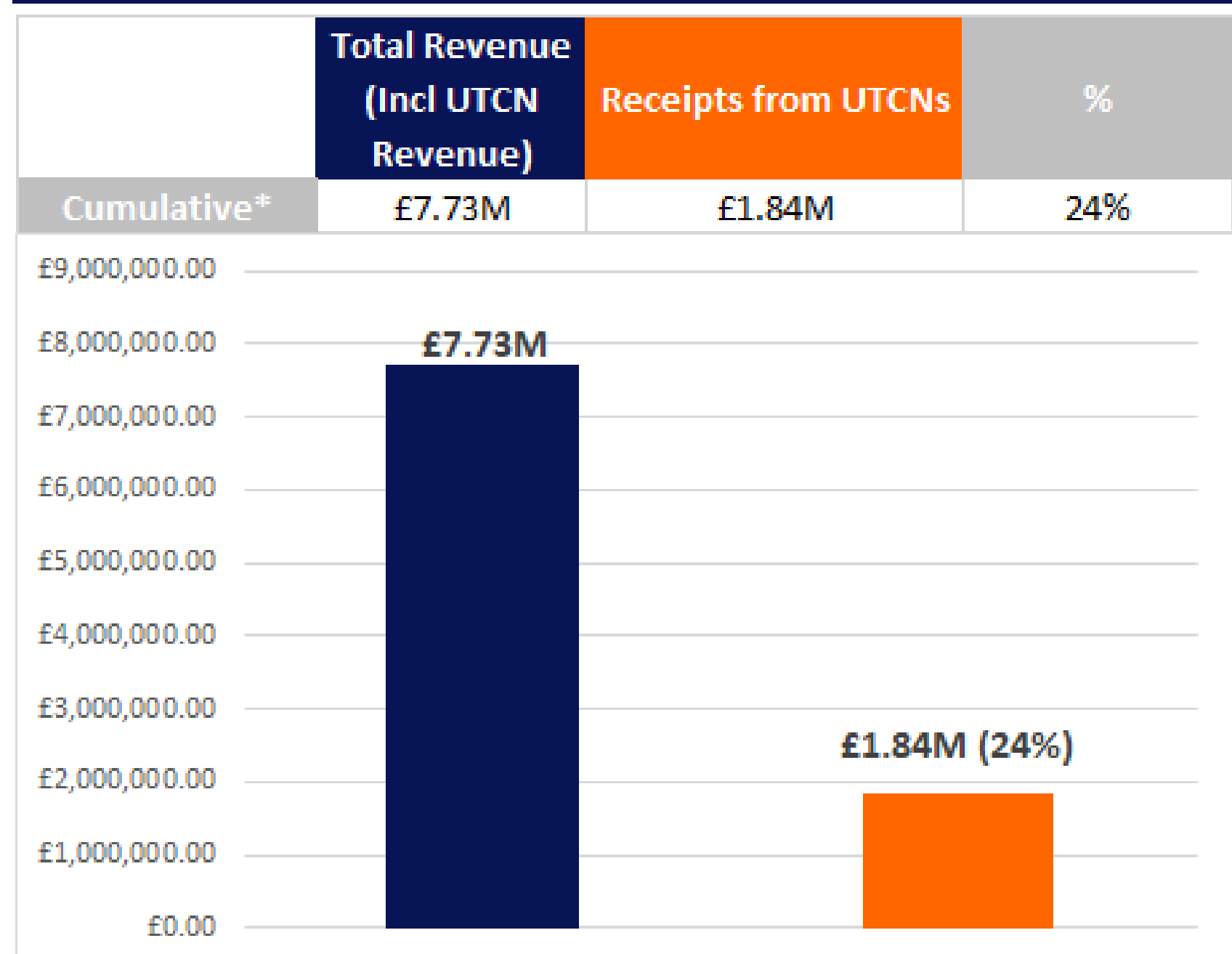
Over 97% of payments are by digital channels. Auto-Top-Up is at the highest percentage thus far.

### Non-Compliance

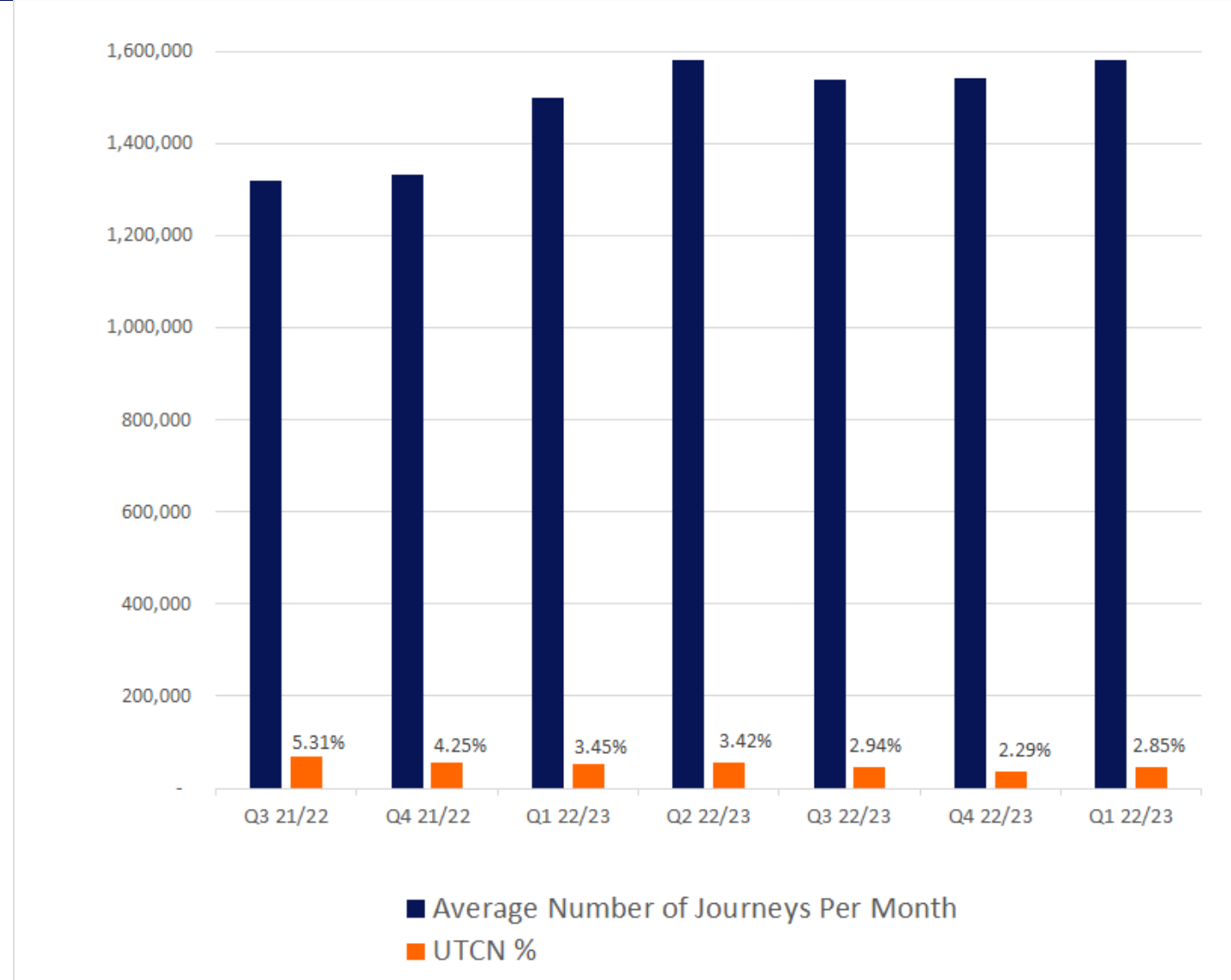


Tyne Pass Non-Compliance is a measure of the non-compliance percentage of traffic. The green band is TT2's target for the end of the year.

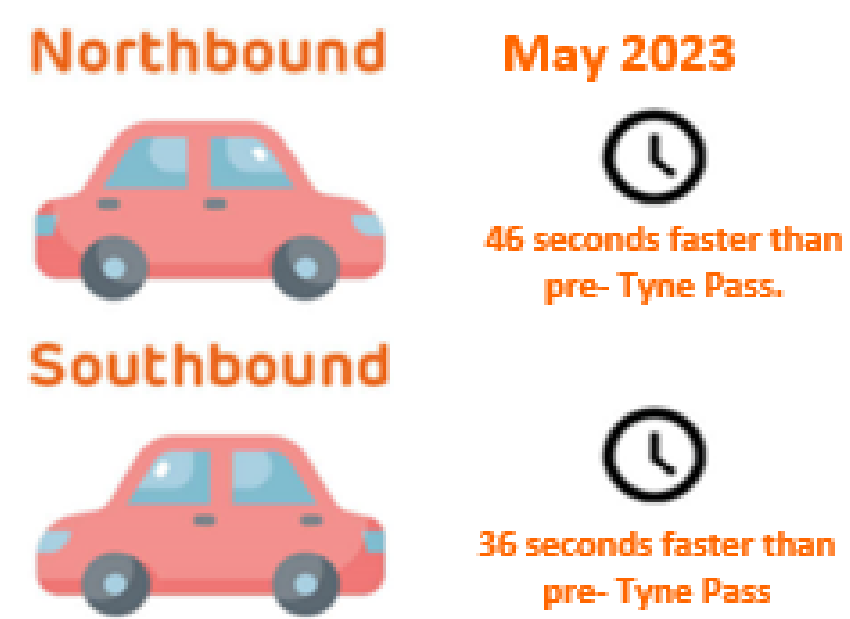
### Total Tunnels Revenue and Receipts from UTCNs - 2023/24



### Average journeys per Quarter vs UTCNs



### Journey Times



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

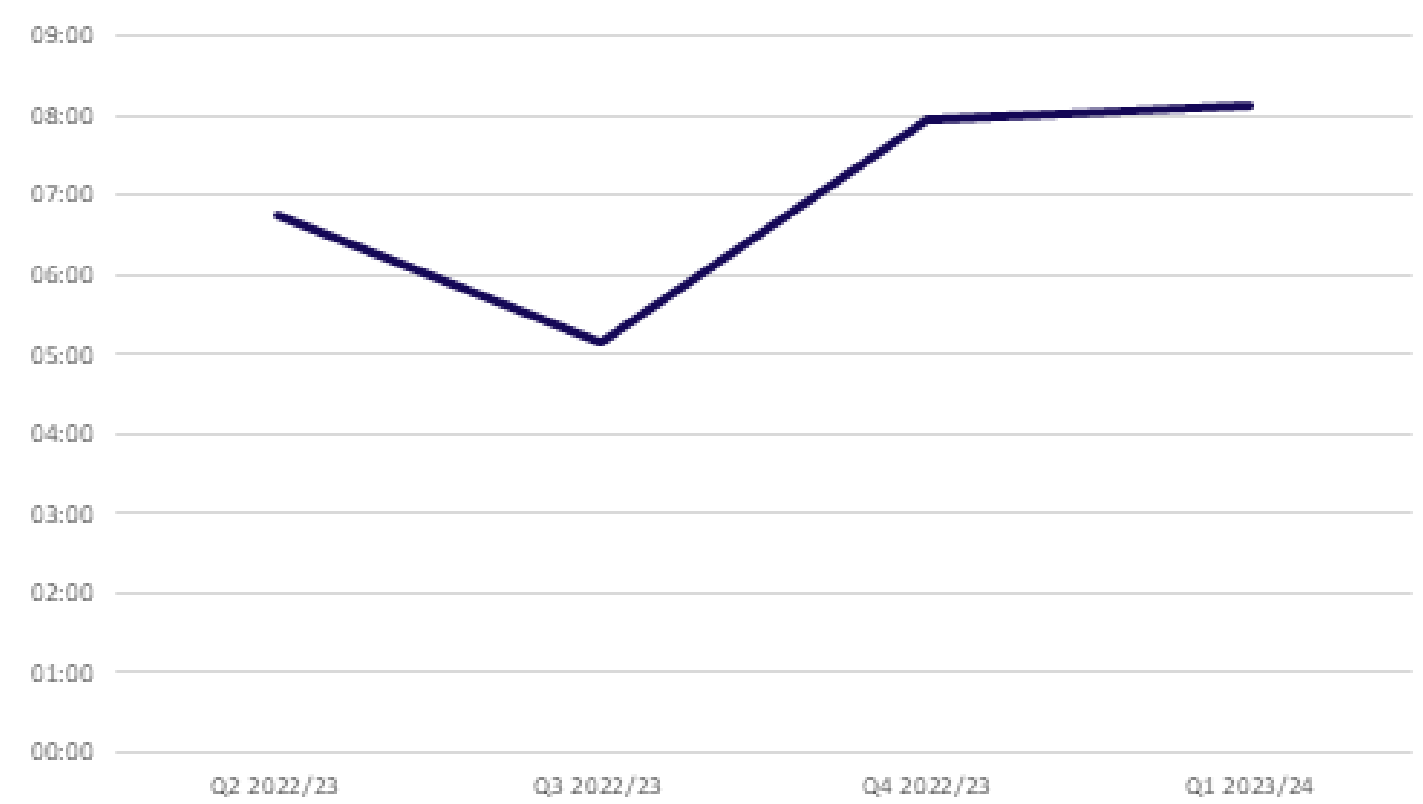
We measure time between 2 points on the A19 in each direction using data supplied by Google. This allows us to understand the impact of layout changes and the performance of our operation. The effect of introducing Tyne Pass is shown above and is calculated on a weighted average across the full 24 hours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

### Environment

Customer vehicles 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.

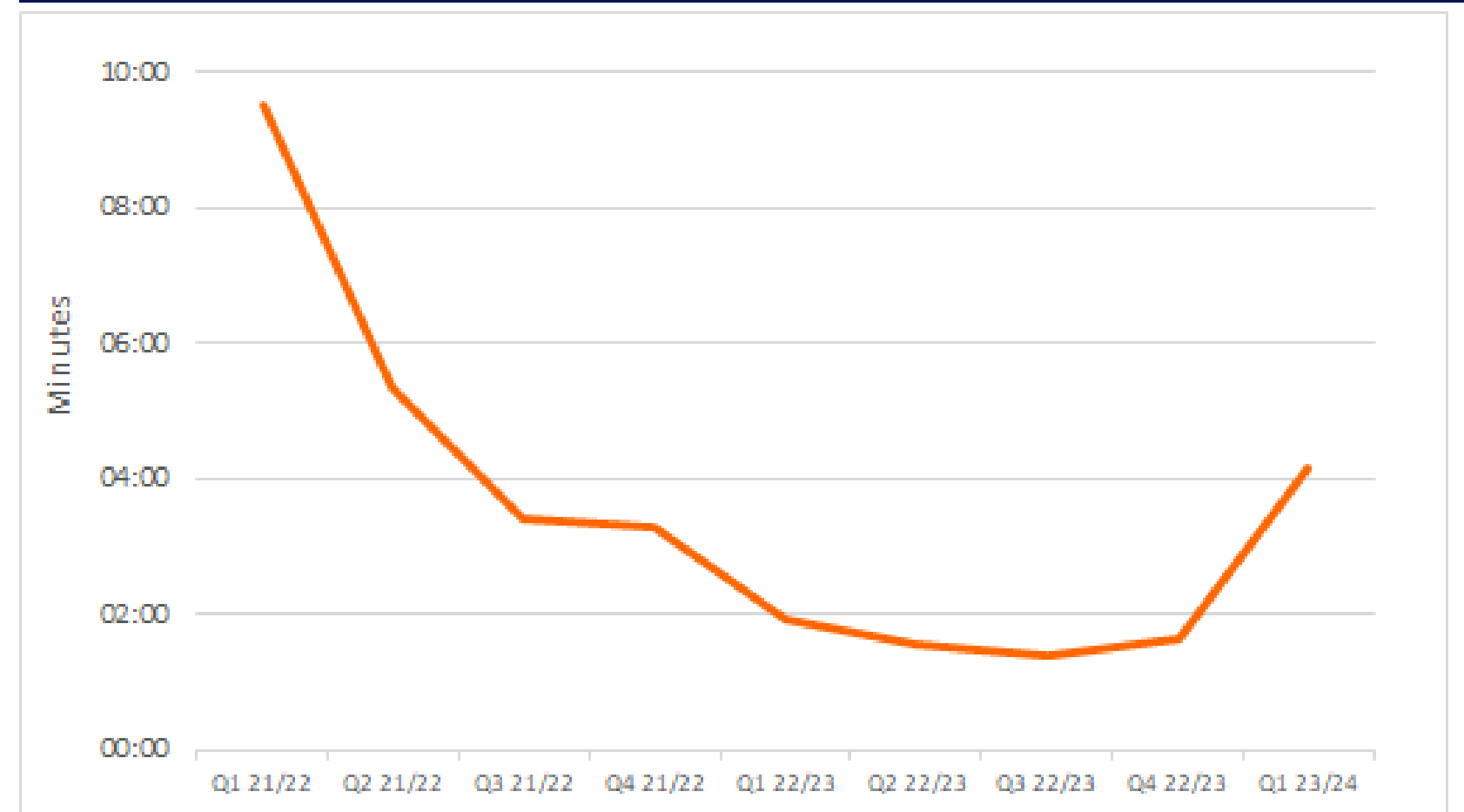
Saving of CO<sub>2</sub> in May equated to approx. **2,640** passenger return flights from Newcastle to New York, meaning over 4,500 tonnes of CO<sub>2</sub> were saved.

### Incident Response Times



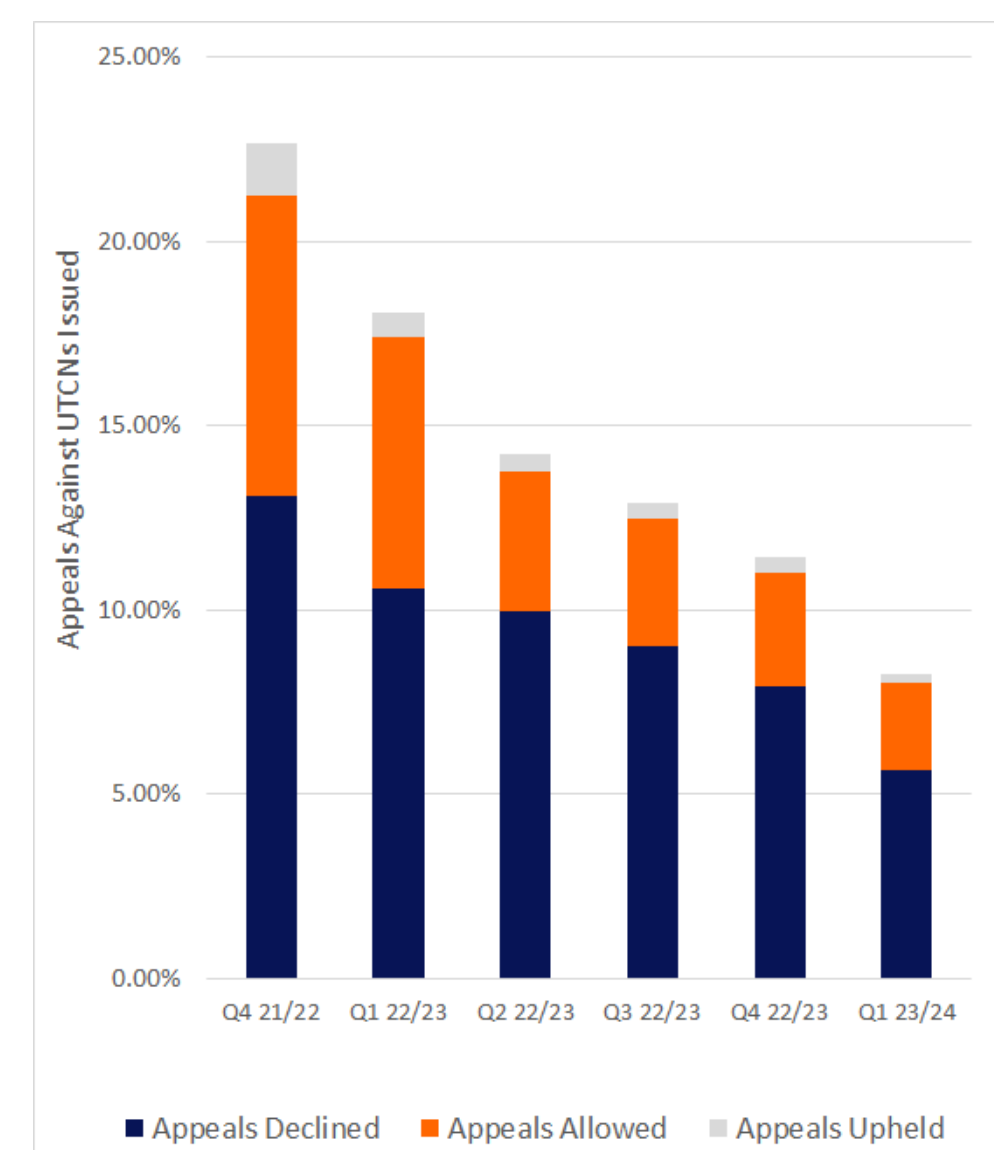
This is the average time (Minutes) in each quarter, takes TT2 to respond to incidents affecting traffic, such as customer vehicle breakdowns, and shows the time from the TT2 Control Room being notified of an incident to the time the incident is managed.

### 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.