Tyne Tunnels

1,539,891

vehicles traveled through the Tyne Tunnels in April 2023.
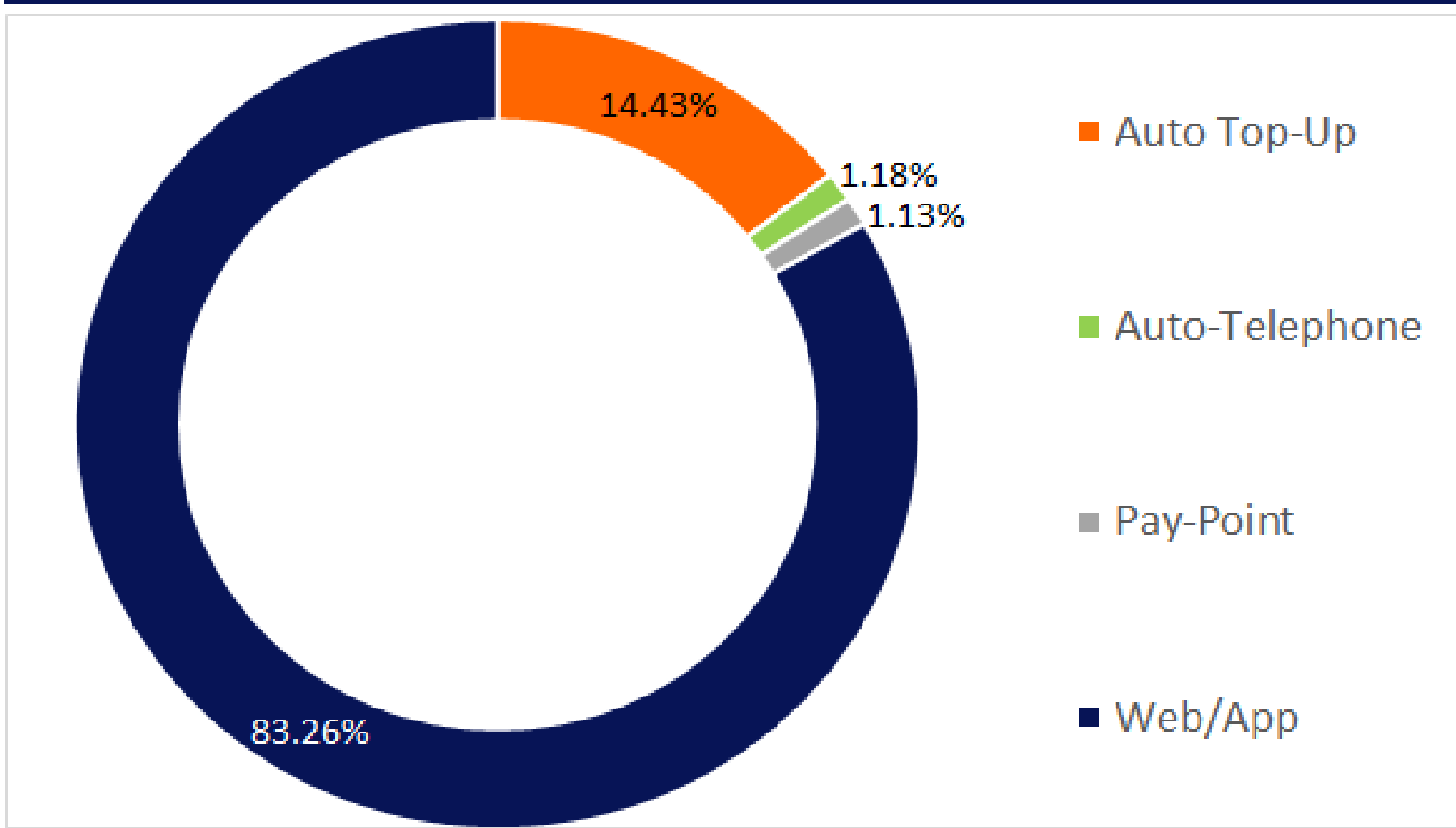
97.28%

of customers paid their toll on time, compared to 96.30% in April 2022.
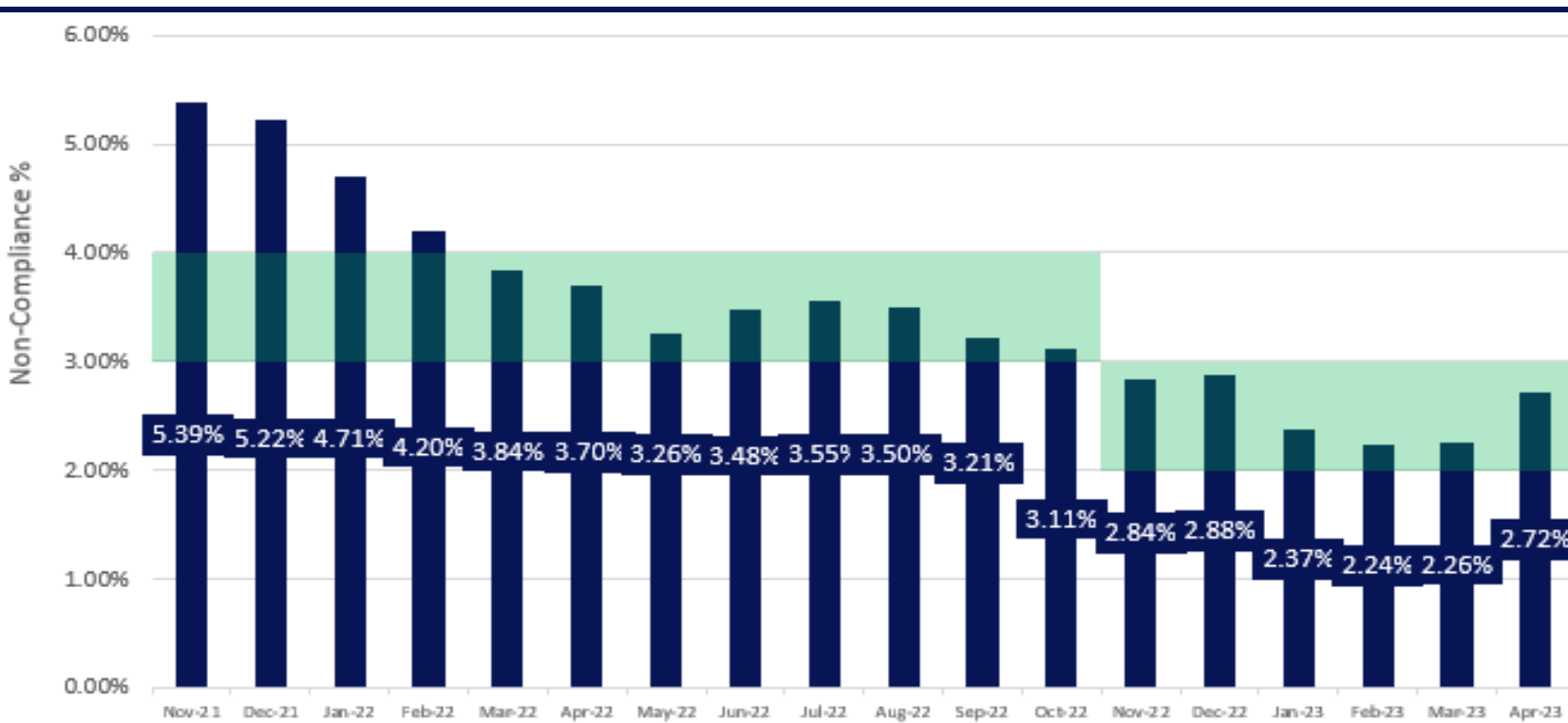
79.14%

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

Payment Modes

- Auto Top-Up — 14.43%
- Auto-Telephone — 1.18%
- Pay-Point — 1.13%
- Web/App — 83.26%

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

Non-Compliance

Non-Compliance %: Nov-21 5.39%, Dec-21 5.22%, Jan-22 4.71%, Feb-22 4.20%, Mar-22 3.84%, Apr-22 3.70%, May-22 3.26%, Jun-22 3.48%, Jul-22 3.55%, Aug-22 3.50%, Sep-22 3.21%, Oct-22 3.11%, Nov-22 2.84%, Dec-22 2.88%, Jan-23 2.37%, Feb-23 2.24%, Mar-23 2.26%, Apr-23 2.72%
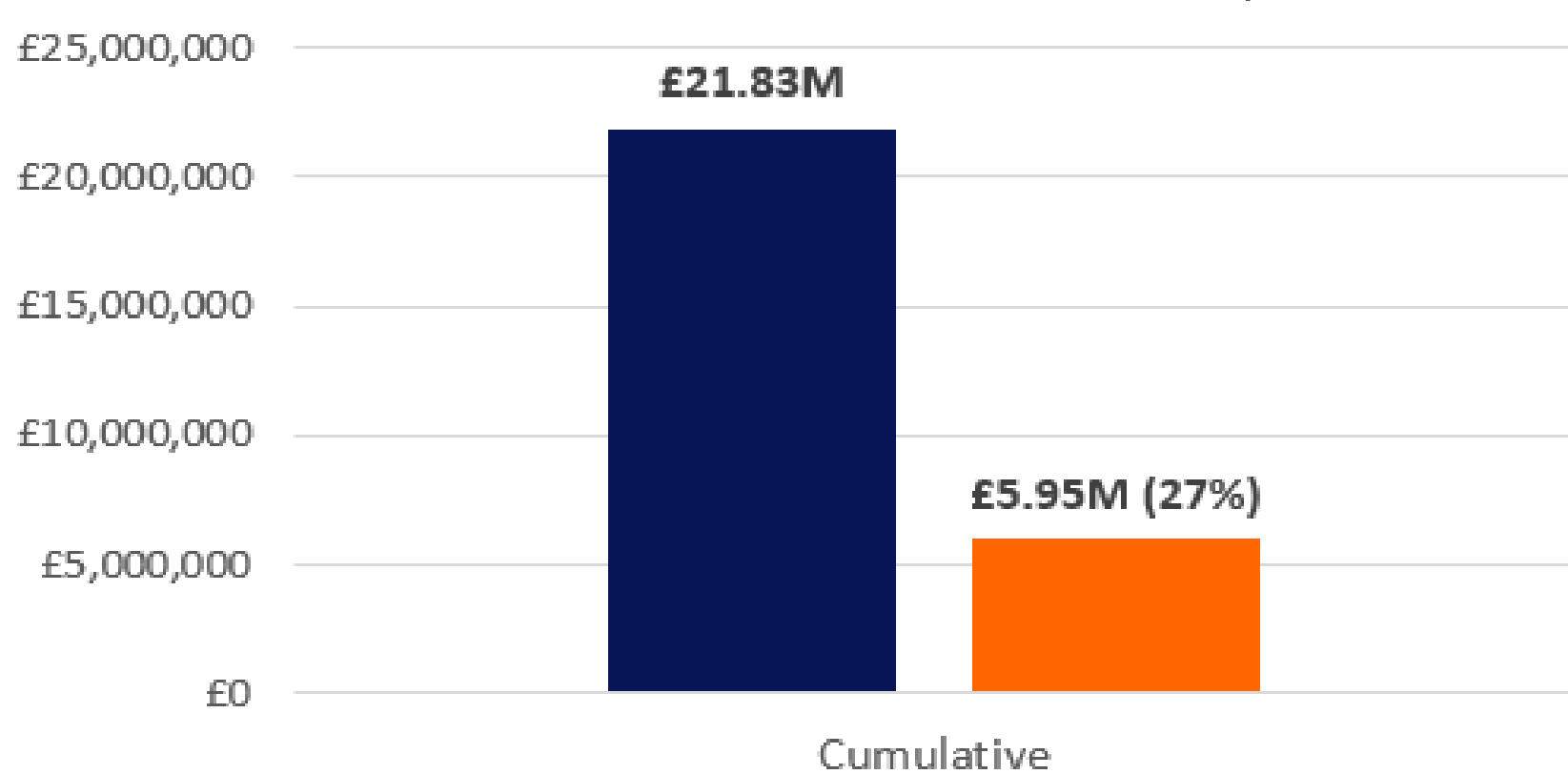
Tyne Pass Non-Compliance is a measure of the non-compliance percentage of traffic. The green band is TT2's target for the end of the year.

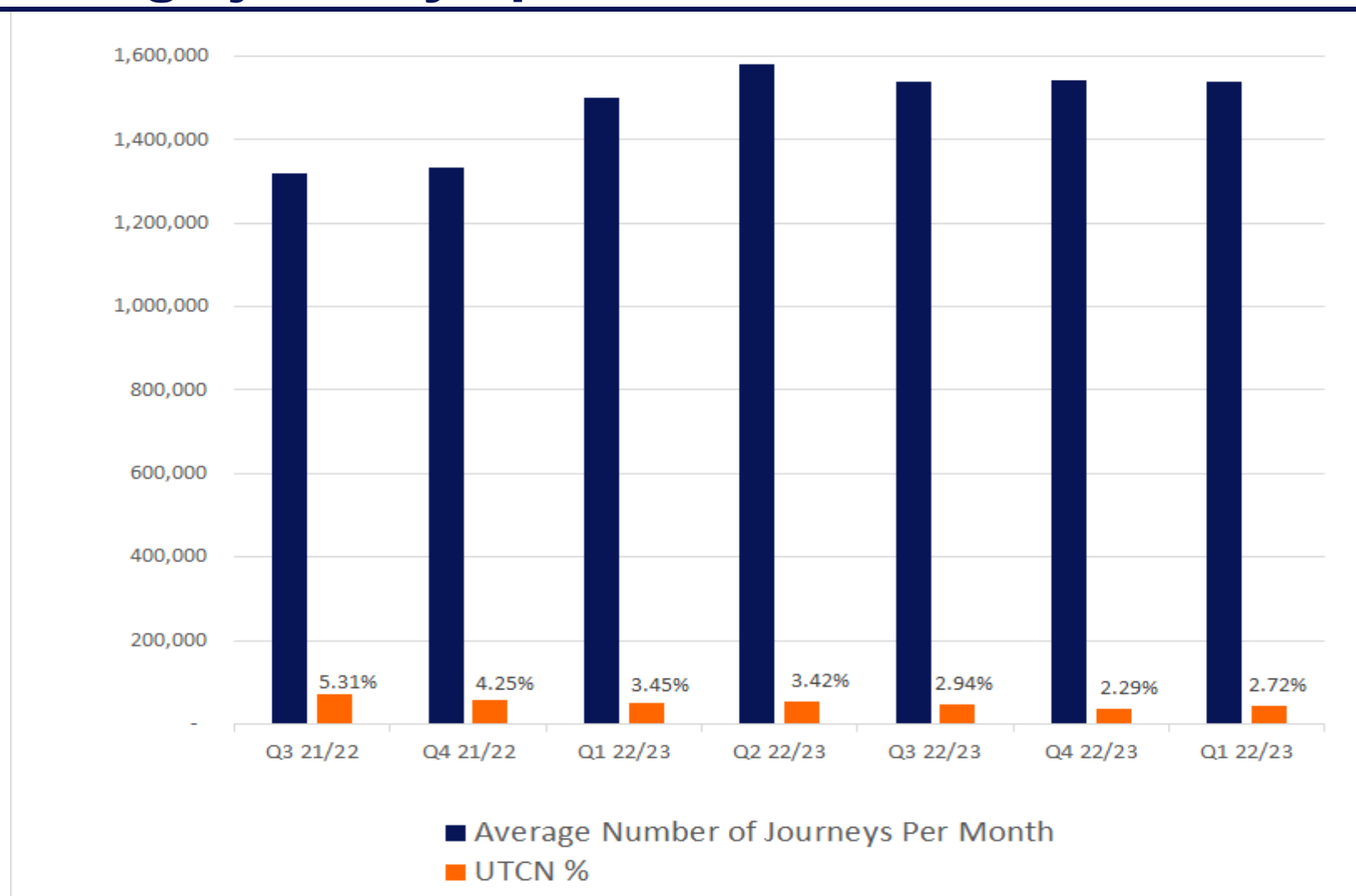## Total Tunnels Revenue and Receipts from UTCNs - Year 2

	Total Revenue (Incl UTCN Revenue)	Receipts from UTCNs	%
Cumulative*	£21.83M	£5.95M	27%

* This calculation is from 1st November 2022 to 30th April 2023.

£21.83M — Cumulative
£5.95M (27%) — Cumulative

In year one of Tyne pass this was 33%.

Average journeys per Quarter vs UTCNs

UTCN %: Q3 21/22 5.31%, Q4 21/22 4.25%, Q1 22/23 3.45%, Q2 22/23 3.42%, Q3 22/23 2.94%, Q4 22/23 2.29%, Q1 22/23 2.72%

- Average Number of Journeys Per Month
- UTCN %

Journey Times

Northbound — April 2023 — 36 seconds faster than pre- Tyne Pass.

Southbound — 28 seconds faster than pre- Tyne Pass
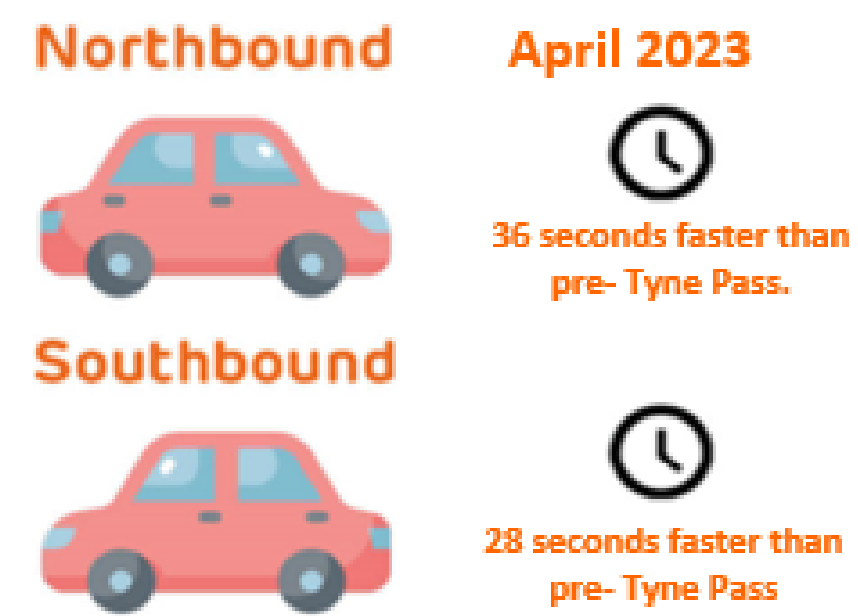
The benefit to journey times of removing the toll barriers can be seen.

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_2 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_2 in April equated to approx. **2,643** passenger return flights from Newcastle to New York, meaning over 4,500 tonnes of CO_2 were saved.

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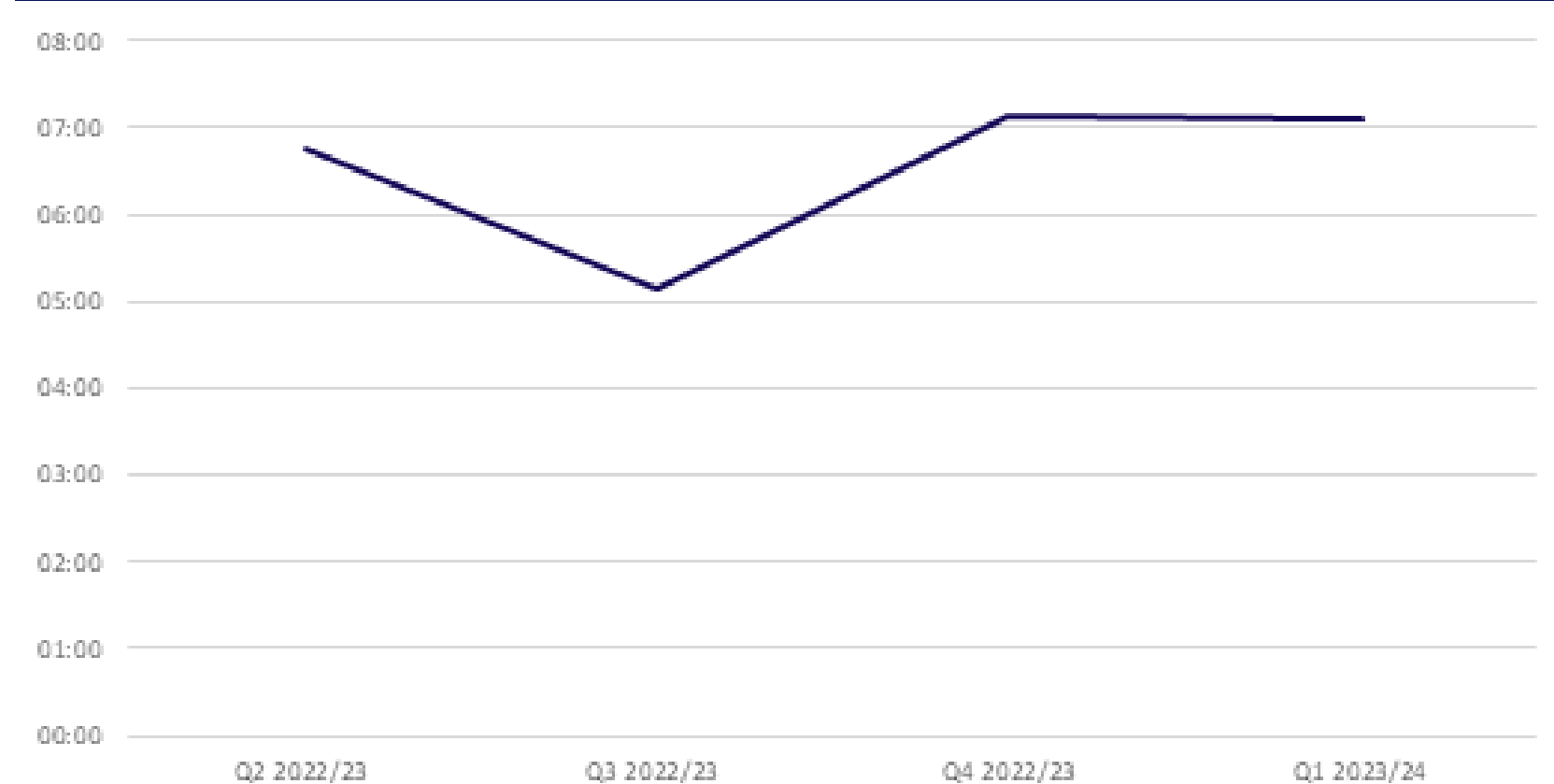
This is the average time (Minutes) in each quarter, takes TT2 to respond to incidents affecting traffic, such as customer vehicle breakdowns, and shows the time from the TT2 Control Room being notified of an incident to the time the incident is managed.

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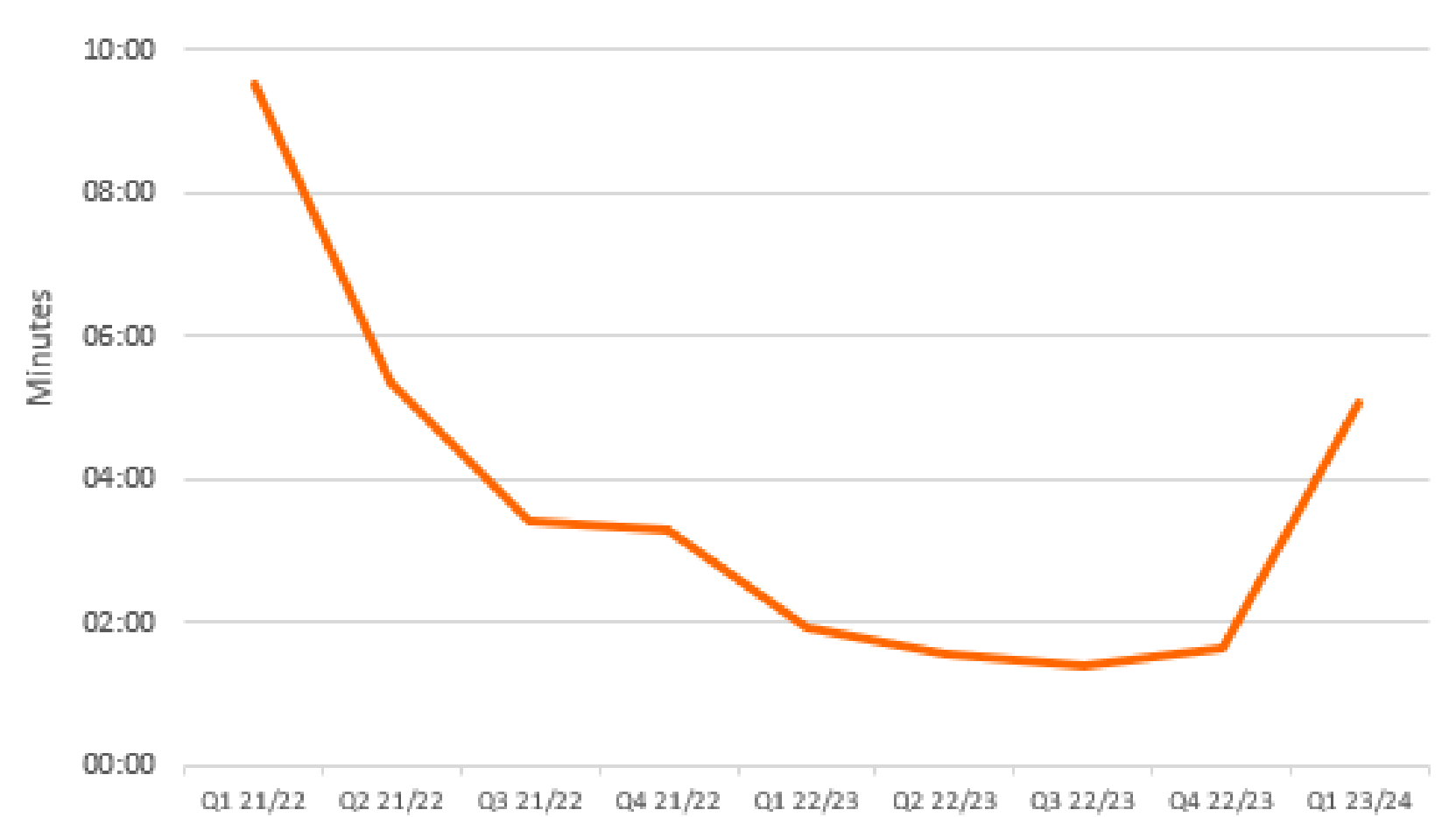
Call wait times (minutes) is the average wait time before a contact centre agent answers a call.

UTCN Appeals

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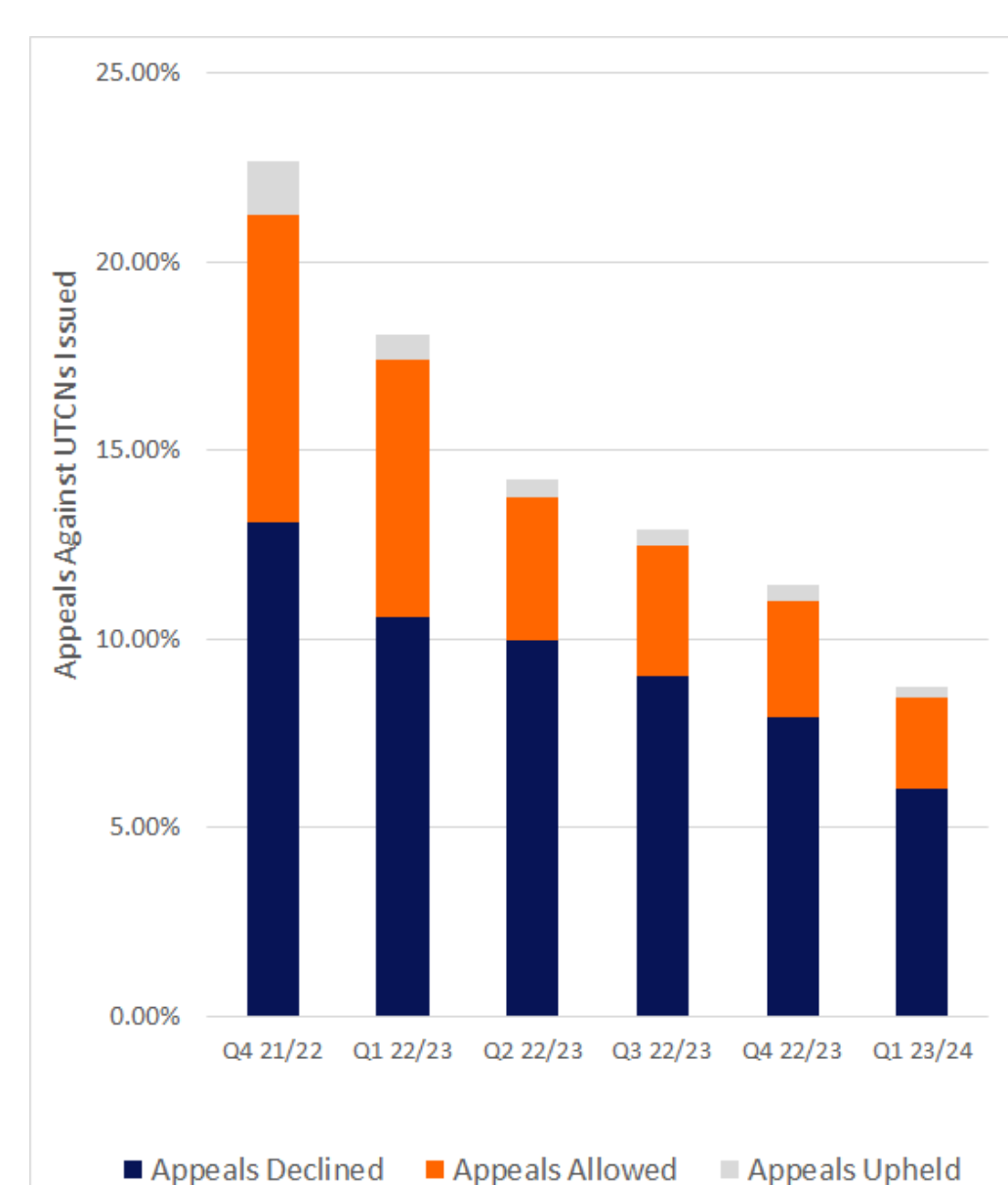
Appeals upheld are those where the appeal has been successful in accordance with the criteria established by NECA.

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.