

# 1,757,021

vehicles traveled through the Tyne Tunnels in May 2024. The most traffic ever seen in a Month.

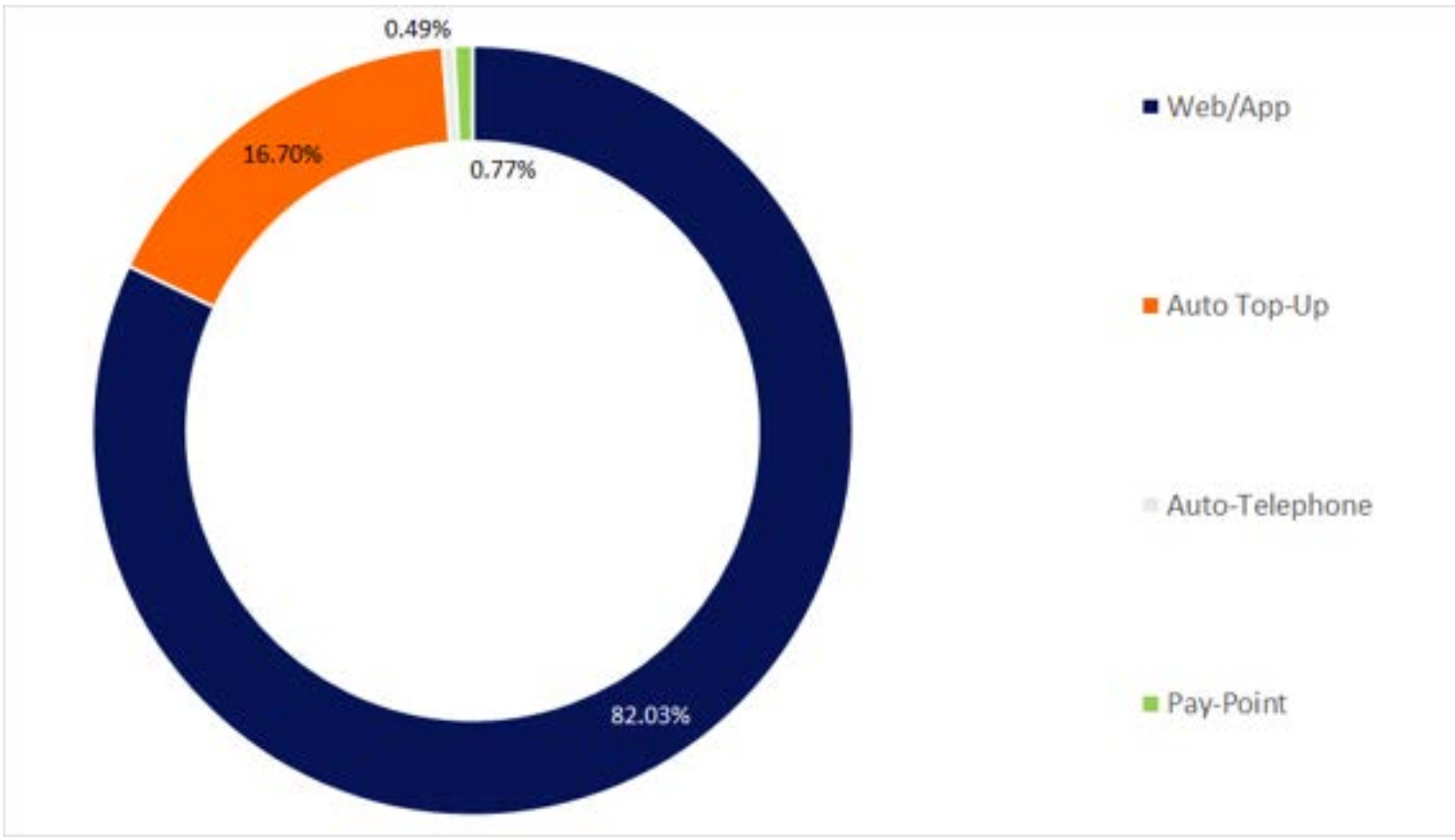
# 97.96%

of customers paid their toll on time, compared to 97.01% in May 2023.

# 85.61%

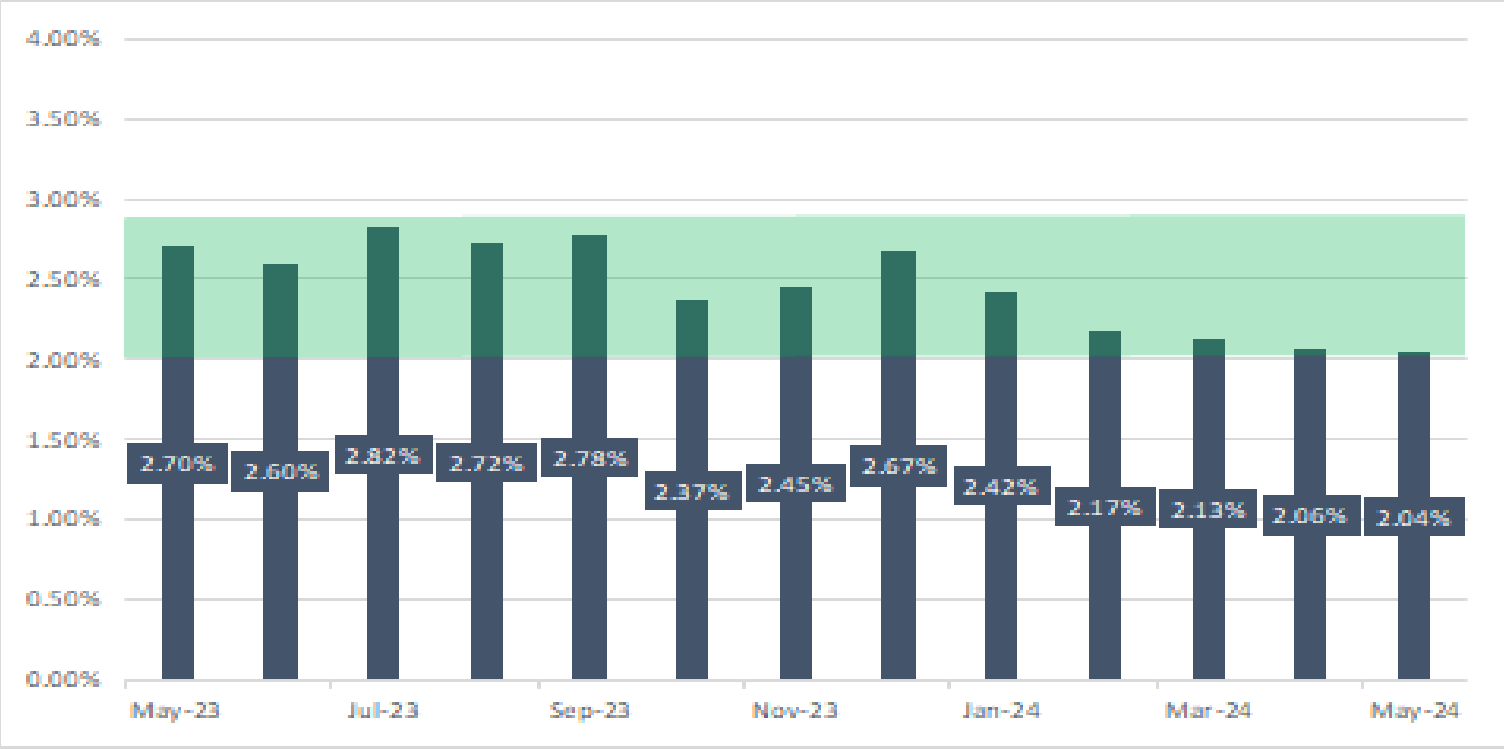
of customers used Pre-Paid accounts to pay their toll.

## Payment Modes



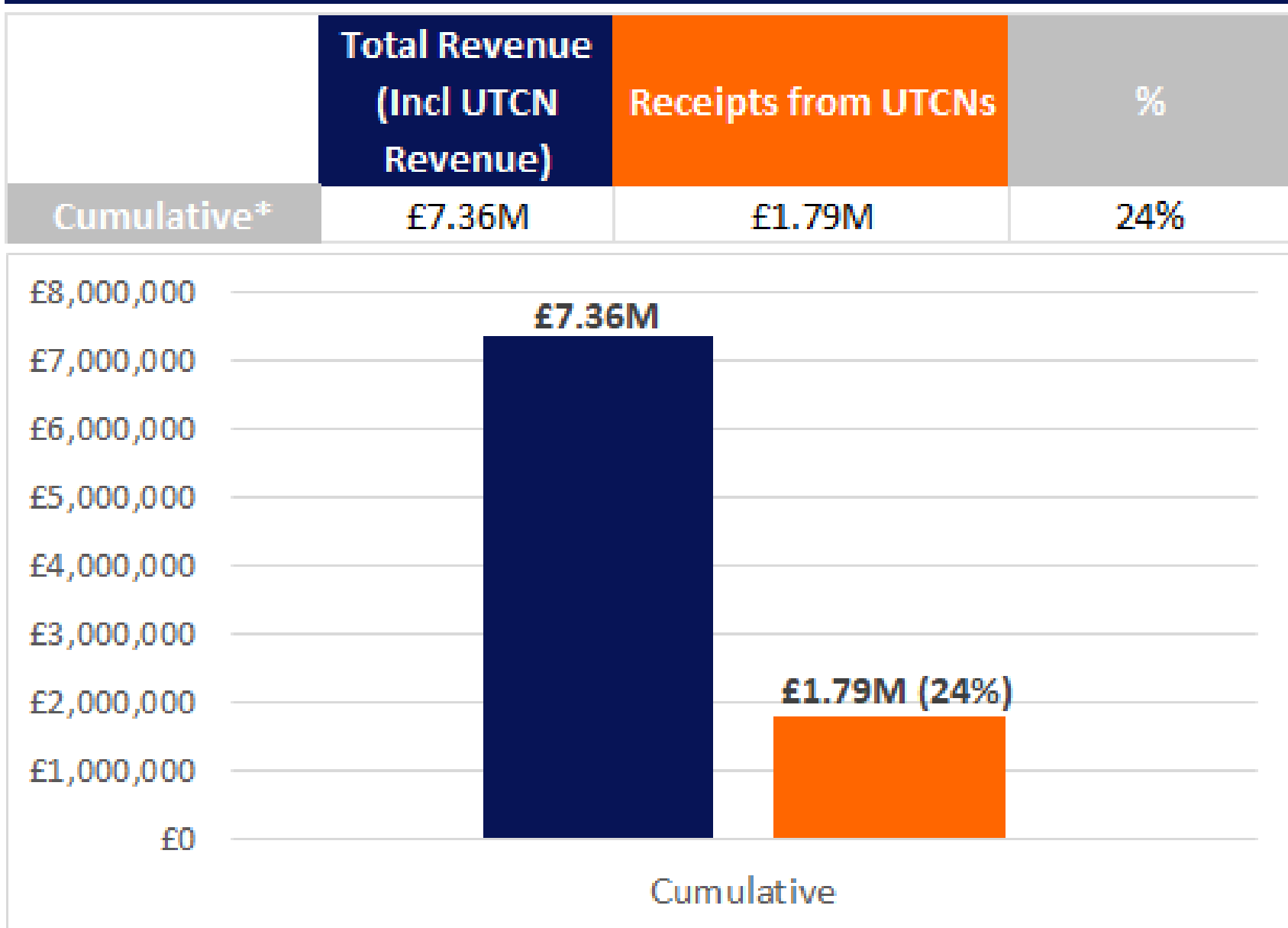
Over 99% of payments are by digital channels. Auto-Top-Up is at the highest percentage thus far.

## Non-Compliance



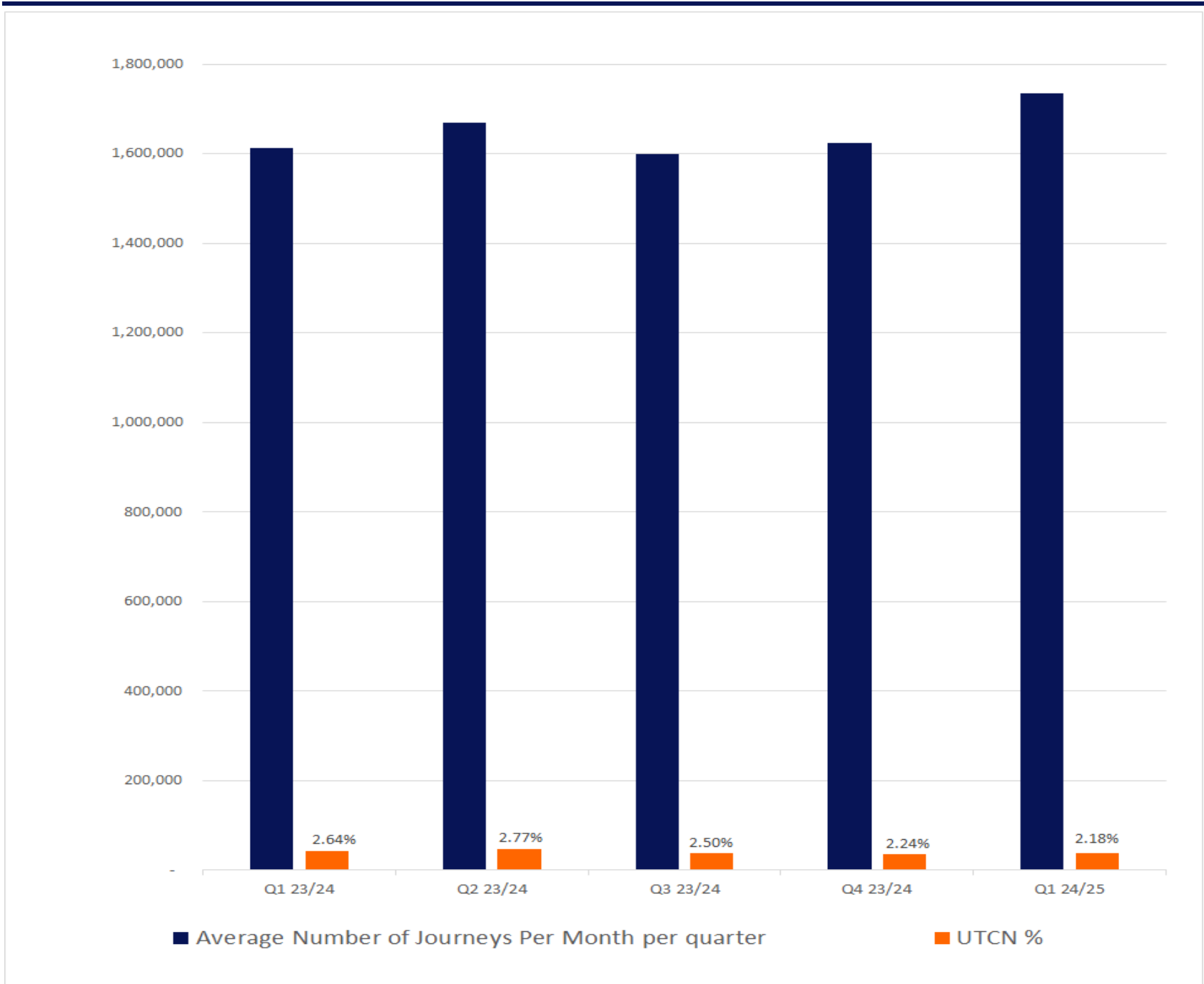
Tyne Pass Non-Compliance is a measure of the non-compliance percentage of traffic. The green band is TT2's target of being under 3% for the end of the year.

## Total Tunnels Revenue and Receipts from UTCNs - 2024/25

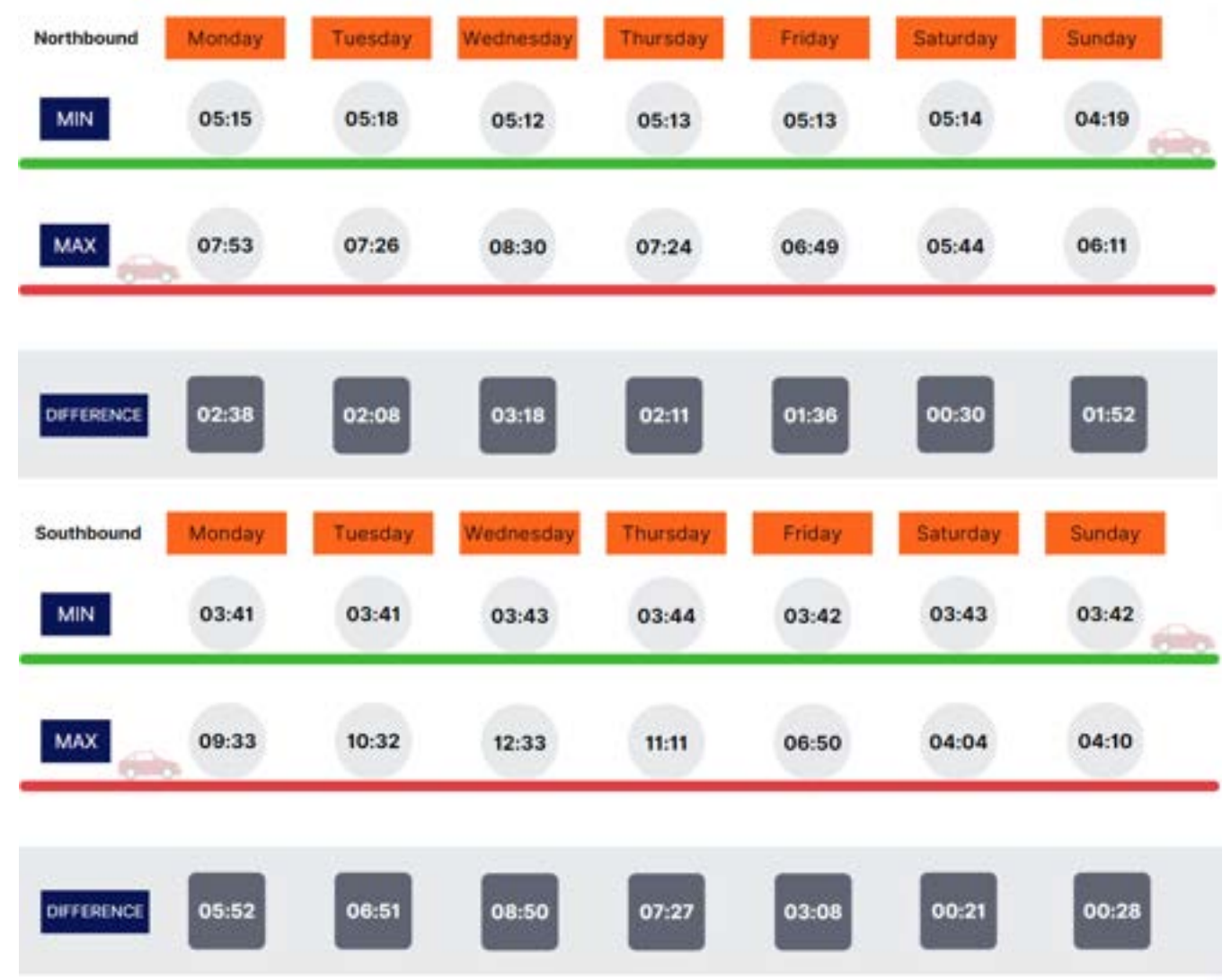


In year one of Tyne pass this was 33%.

## 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)

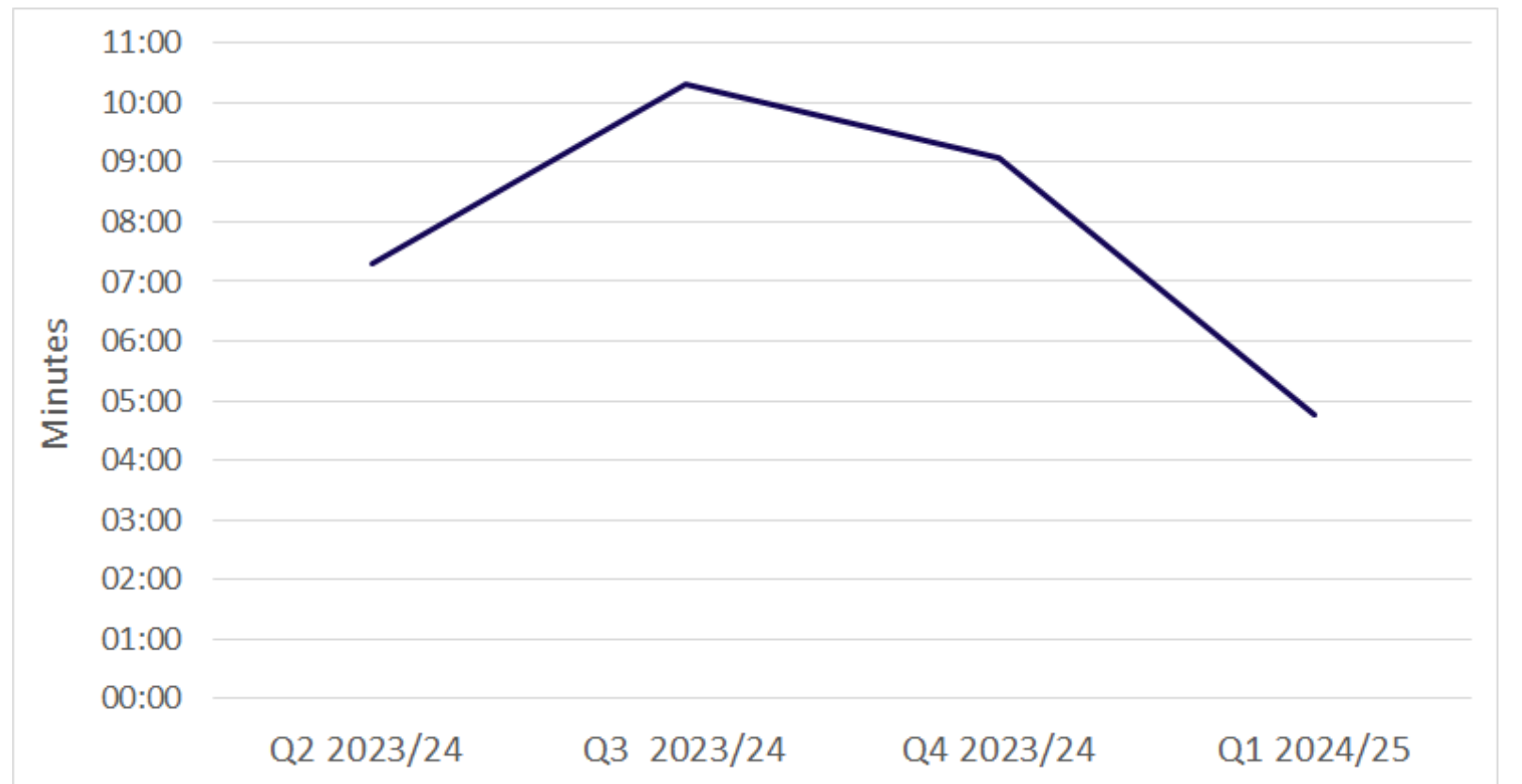
The timings and delays are calculated by taking the journey times across a month during peak and off peak hours to create an average by weekday. Higher journey times this month can be attributed to more HGVs traveling through the tunnel during peak hours.

## 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 November equated to approx. **2,584** passenger return flights from Newcastle to New York, meaning over 4,500 tonnes of CO<sub>2</sub> were saved.

## Incident Response Times



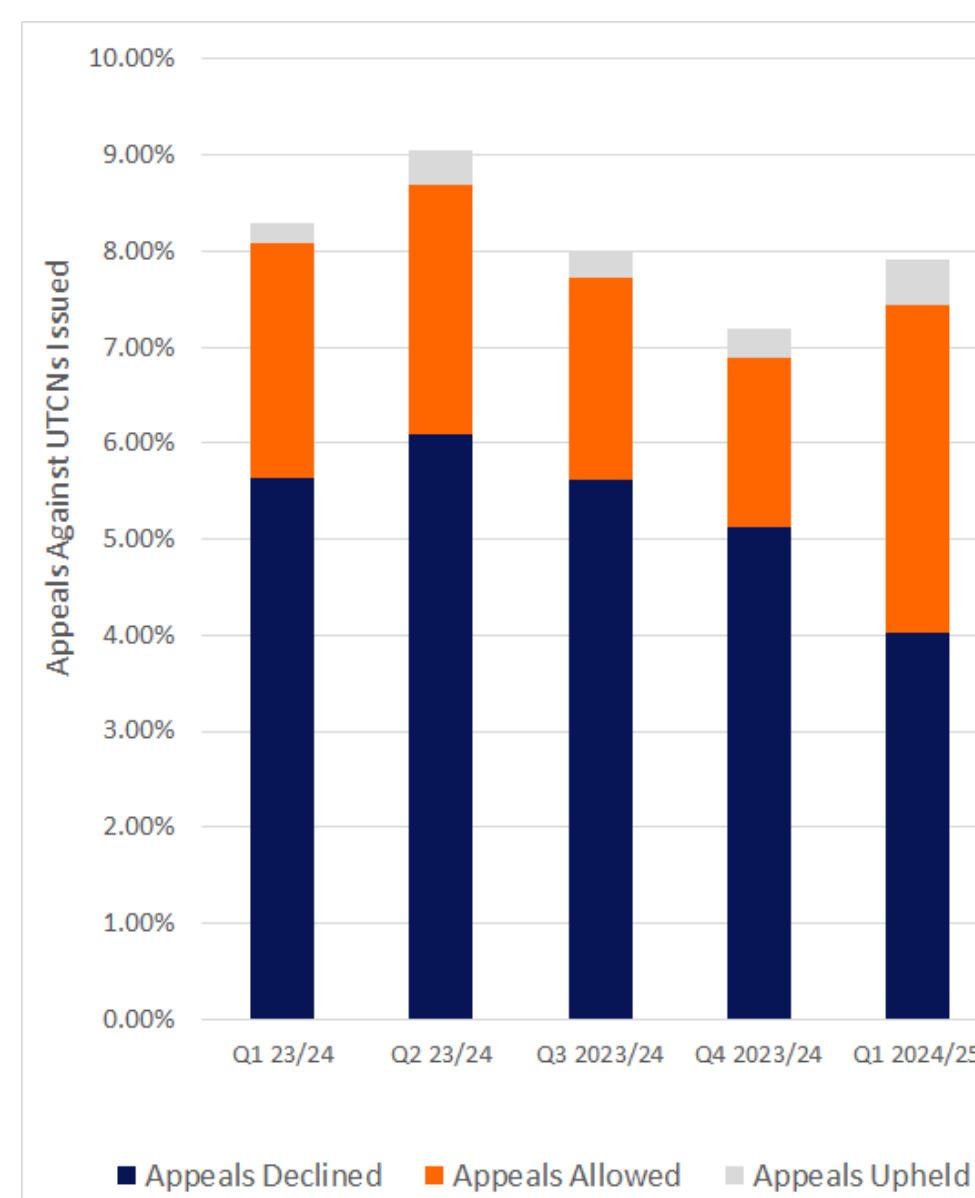
This is the average time (Minutes) in each quarter, takes TT2 to respond to incidents affecting traffic, such as customer vehicle breakdowns, and shows the time from the TT2 Control Room being notified of an incident to the time the incident is managed.

## 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.