MERSEY GATEWAY STATISTICS
October – December 2020

the mersey gateway — A BRIDGE TO PROSPERITY
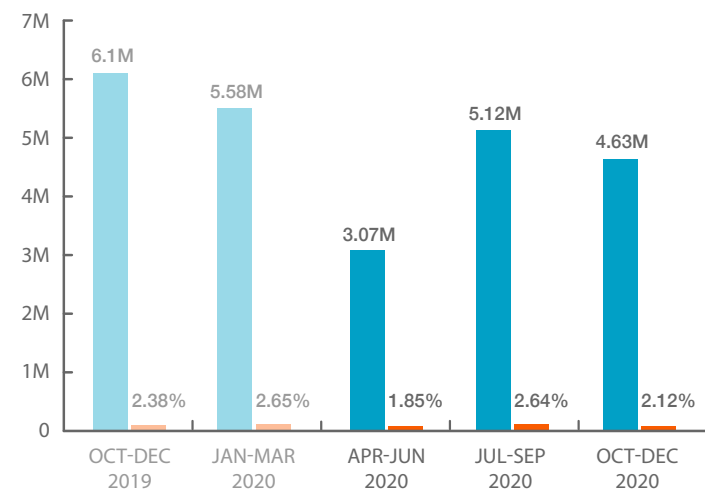
merseyflow — Quicker, easier, more reliable journeys

DURING OCTOBER TO DECEMBER 2020:

- **ALMOST 90% OF UNREGISTERED JOURNEYS PAID FOR THROUGH MERSEYFLOW APP OR WEBSITE –** a new record for payment through digital channels

- **PCNs CONTINUE TO FALL AS A PERCENTAGE OF JOURNEY NUMBERS –** journey levels dropped by 24% compared to this time last year, whereas PCNs have dropped by 32%

- **JOURNEY NUMBERS ONLY DOWN SLIGHTLY IN NOVEMBER RESTRICTIONS –** average daily traffic levels in November were twice as high as they were in the April lockdown

- **ALMOST 98% OF JOURNEYS WERE PAID FOR ON TIME –** the vast majority of people are paying for their journeys by midnight the day after they cross

All revenue, either from tolls/charges or PCNs, contributes towards payment for the Mersey Gateway Bridge. It is not retained by the council or any of its contractors.
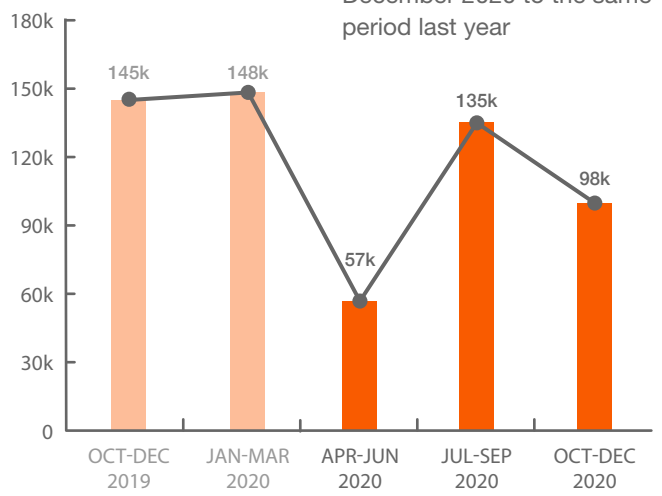
Quarterly journey numbers down by almost 10%
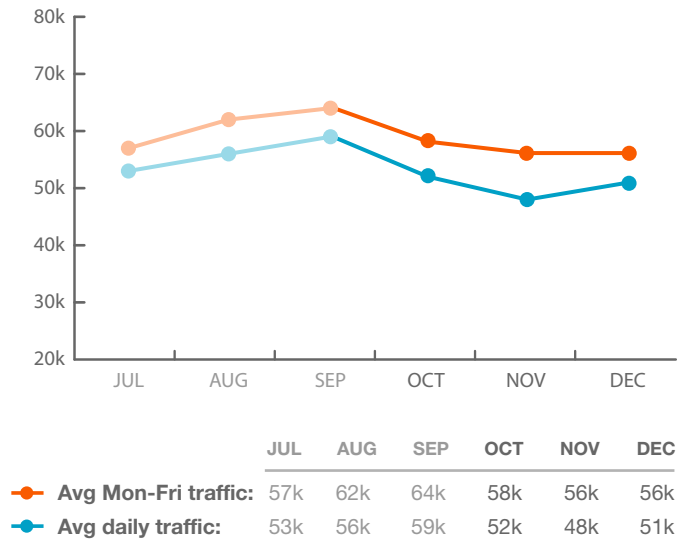
Total journeys and number of PCNs issued

Period	Total journeys	PCN %
OCT-DEC 2019	6.1M	2.38%
JAN-MAR 2020	5.58M	2.65%
APR-JUN 2020	3.07M	1.85%
JUL-SEP 2020	5.12M	2.64%
OCT-DEC 2020	4.63M	2.12%

PCNs decrease by 32%* – a drop of 47,000

*Comparing October – December 2020 to the same period last year

PCNs issued

Period	PCNs issued
OCT-DEC 2019	145k
JAN-MAR 2020	148k
APR-JUN 2020	57k
JUL-SEP 2020	135k
OCT-DEC 2020	98k

Average traffic (in 000s)

	JUL	AUG	SEP	OCT	NOV	DEC
Avg Mon-Fri traffic:	57k	62k	64k	58k	56k	56k
Avg daily traffic:	53k	56k	59k	52k	48k	51k

Payment methods in December 2020

89% of unregistered journeys paid by web or app

- **Payzone:** 2%
- **Phone:** 6%
- **Auto phone payments:** 3%
- **App:** 24%
- **Web:** 65%
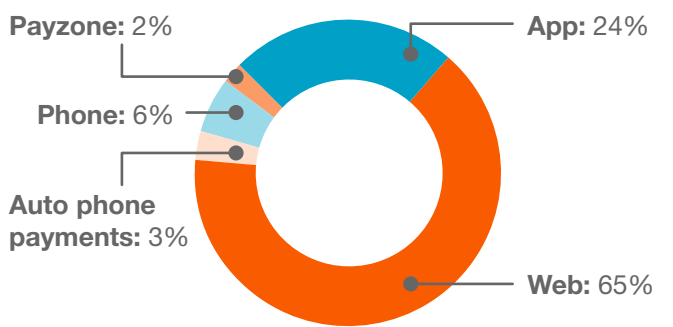
Total Journeys and Penalty Charge Notices (PCNs)

Almost 98% of customers paid their toll/charge on time

Total journeys (2020)		PCNs issued (2020)	
July:	1.63M	**July:**	42k
August:	1.73M	**August:**	43k
September:	1.76M	**September:**	50k
October:	1.60M	**October:**	40k
November:	1.45M	**November:**	33k
December:	1.58M	**December:**	25k

Revenue (total and percentage from PCNs)
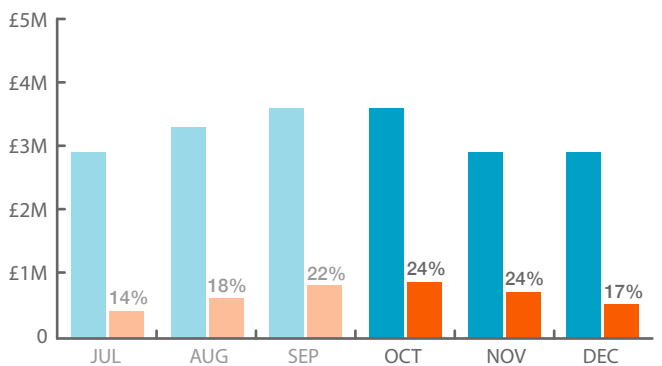
Month	% from PCNs
JUL	14%
AUG	18%
SEP	22%
OCT	24%
NOV	24%
DEC	17%

Total revenue		Revenue from PCNs	
July:	£2.9M	**July:**	£0.4M
August:	£3.3M	**August:**	£0.6M
September:	£3.6M	**September:**	£0.8M
October:	£3.6M	**October:**	£0.8M
November:	£2.9M	**November:**	£0.7M
December:	£2.9M	**December:**	£0.5M

This dashboard shows you at a glance how many vehicles are using the Mersey Gateway Bridge, the number of penalty charge notices (PCNs) issued, payments made on time, payment methods, average daily traffic, total revenue received from tolls/charges, and what percentage of this comes from PCNs.

It provides a quick and easy way to view key statistics about the bridge and tolls/charges.