

Integrated Highways Management Centre

Incident Report - December 2021

Incident Report

The Integrated Highways Management Centre (IHMC) monitors traffic around the Cambridgeshire road network in real time to identify any issues caused by works, events or accidents and then relays the information both externally and internally to help mitigate those issues.

The IHMC responded to 82 incidents on the road network throughout Cambridgeshire in December, covering 18 weekdays (due to the Christmas holidays). This is a decrease in figures compared to November and understandably higher than December 2020 when lockdown restrictions were in place. In December 2019 we responded to 79 incidents. Please see the table below which illustrates the number of incidents over the last 6 months, compared to the same period last year;

Incidents by month/year

	July	Aug	Sept	Oct	Nov	Dec
2020	29	47	47	69	56	64
2021	63	68	99	127	136	82

Table 1: Number of Incidents Responded to by IHMC

We use the term 'incident' to describe something that has happened on the County's road network which has an impact (of varying degrees) on usual traffic flows. This could include, for example, a Road Traffic Collision, a burst water main or temporary traffic lights for roadworks.

Our [@Cambs_Traffic](#) Twitter account is our quickest engagement tool with the public and the interaction gives a good indication of how effective the messages are getting out to people.

Throughout December we gained 34 new followers although we lost some too, making the number stay the same as the previous month. The number of Tweets sent, the number of profile visits and the number of tweet impressions decreased compared to November which has given us the lowest figures in 6 months, although we weren't active for the last week in December of course.

Twitter Analytics	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21	Dec-21
Number of Followers	15,500	15,500	15,600	15,800	15,900	15,900
Increase in followers from previous month	32	0	100	131	100	0
Number of Tweets sent	327	200	319	438	443	213
Number of profile visits	20,700	20,500	31,600	44,400	35,300	17,000
Number of Tweet impressions	650,000	466,000	573,000	691,000	624,000	369,000

Table 2: Twitter Analytics for @Cambs_Traffic

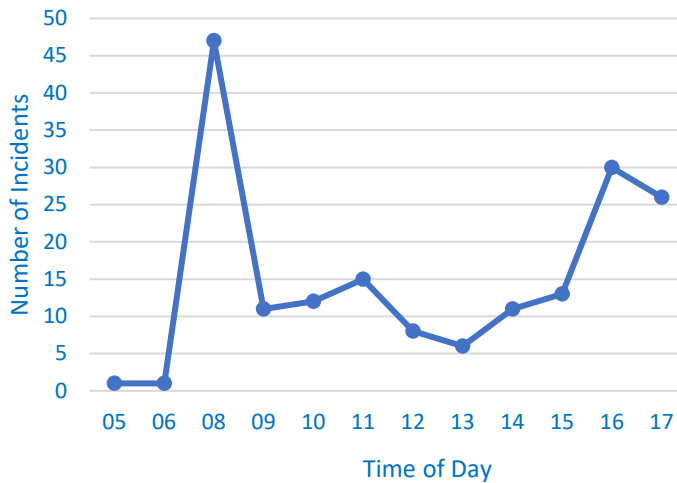
Note: The number of Tweets sent includes advance notice road works and event Tweets alongside live incident Tweets.



Follow us on Twitter for live traffic updates and news at; [@Cambs_Traffic](#)

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Number of Incidents by time of day - December 2021

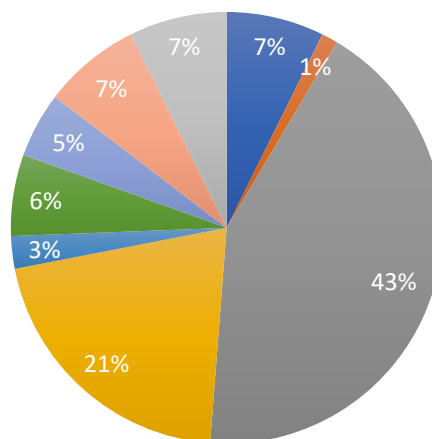


The number of incidents recorded peaked at 8:00am, followed by another small peak at 11:00pm and then a higher peak at 4:00pm.

Figure 1: Number of incidents recorded by time-of-day December 2021

Type of Incident - December 2021

Of the incidents recorded during November, 21% were due to Road Traffic Collisions (RTC's) and 20% were due to road works (both planned and unplanned). A further 5% were due to an obstruction in the carriageway, 3% were due to a traffic signal failure and 1% was due to a vehicle fire. A further 43% were classed as 'Other' which includes incidents where the cause could not be confirmed (Figure 2).



- Breakdown
- Car Fire
- Other
- RTC
- Traffic signal fault
- Roadworks - Emergency - Other
- Obstruction in the carriageway
- Roadworks Planned - Other
- Roadworks - Planned - CCC

Figure 2: Type of Incident - December 2021



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Impact of incident - December 2021

Of those incidents recorded 5% had a road closure, 15% temporary traffic lights, 13% had a lane closure and 65% had congestion which was not considered normal for the location and time of day. (See Figure 3). A further 2% had a signals not working.

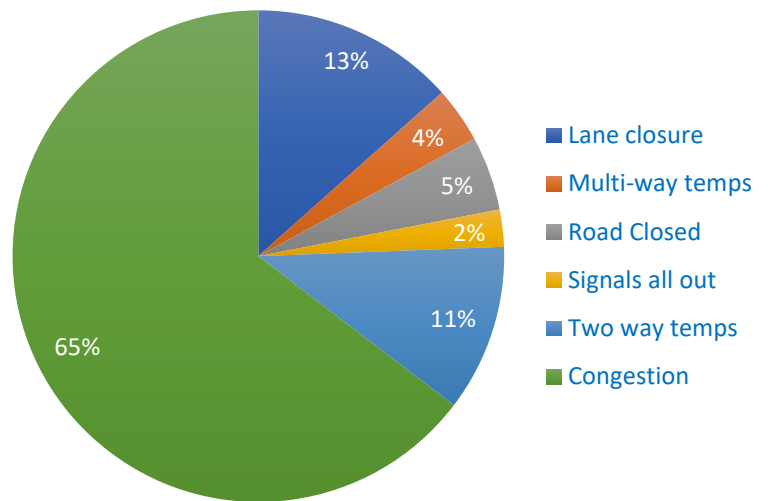
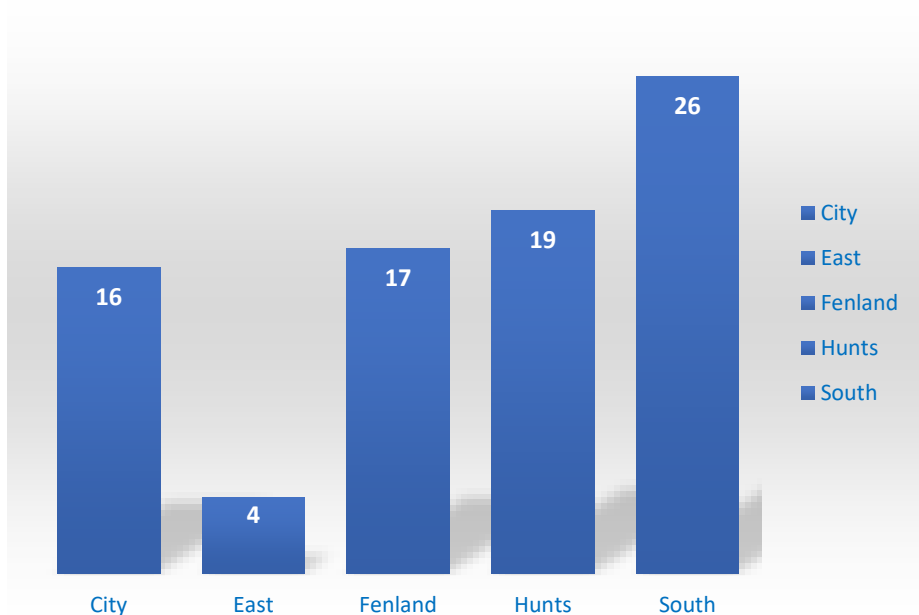


Figure 3: Impact of Incident on the network - December 2021

Incidents by District - December 2021



This month the highest number of incidents were recorded in South Cambridgeshire followed by Huntingdonshire and then Fenland (Figure 4).

East Cambridgeshire had the lowest number of incidents recorded throughout December followed by the City.

Figure 4: Incident location by District area – December 2021



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Classification of Incident December 2021

During the month we responded to 30 minor incidents, 34 medium incidents, 11 major incidents and 7 critical incidents.

(See Figure 5).

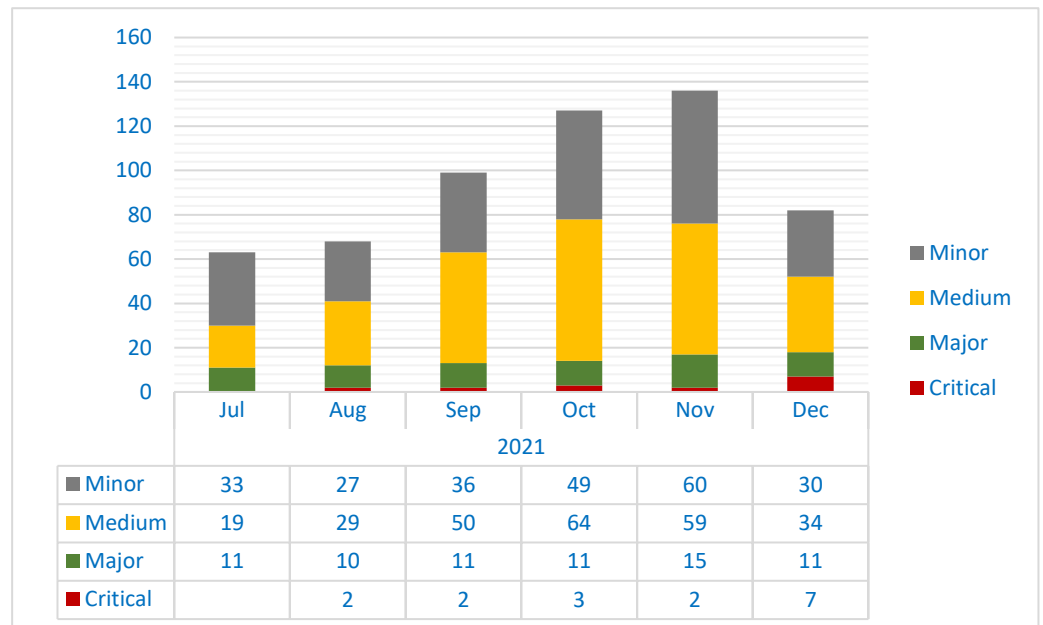


Figure 5: Classification of incident December 2021

Notes: Classification of Incidents

Minor: Delays less than 15 minutes. Low levels of congestion which are not normal conditions.

Medium: Delays of up to 30 minutes. Significant congestion which is not normal conditions.

Major: Delays of up to one hour. Severe congestion that has started to spread to neighbouring roads which is not normal conditions.

CRITICAL: Delays of over 1 hour. Congestion that has spread to numerous roads over a wide area. e.g. whole of central Cambridge

With all the restrictions being lifted we have seen an increase in the number of incidents we have dealt with since October and from what we were seeing in November 2019. Congestion levels are increasing somewhat with traffic looking to be back to 'normal' (pre Covid). We have therefore increased our monitoring hours to incorporate the morning and evening rush hours from 8:00am-6:00pm.

Please find details of the critical incidents below:

- **03/12/21 (11:00 - 19:00) A47 Rings End (Guyhirn)** - Temporary signals were in place for ongoing works by National Highways and we believe a minor RTC occurred although we were unable to confirm. Delays peaked at 1 hour 30 minutes.
- **07/12/21 (17:50 - 19:00) A14 J37 (Newmarket)** - Road closure implemented eastbound due to an RTC. Delays peaked at 1 hour and 10 minutes.
- **13/12/2021 (08:45 - 10:00) A14 J37 (Newmarket)** - A lane closure was put in place westbound due to an RTC. Delays peaked at 1 hour 10 minutes.



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- **15/12/2021** (16:40 - 17:45) **A14 J33 (Milton)** - A lane closure was implemented westbound due to an RTC. Delays peaked at 1 hour 20 minutes stretching back to J35 Stow-cum-Quy. Traffic built up quickly on surround roads.
- **16/12/2021** (08:00 - 20:30) **M11 J10 (Duxford)** - National Highways closed the road in both directions from J10-J11 due to a lorry fire. Delays peaked at 1 hour 10 minutes.
- **16/12/2021** (17:15 - 20:50) **A1 (Little Paxton)** - A closure was implemented by Cambs Police due to an RTC blocking both lanes of the northbound carriageway. Delays peaked at 1 hour 10 minutes with heavy traffic in and around St Neots as a result.
- **17/12/2021** (07:00 - 18:00) **A11 (Pampisford)** - The southbound carriageway was closed because of a fuel tanker breakdown and the carriageway needing to be resurfaced for safety reasons. Delays were relatively low at 20 minutes.

For more information on roadworks across the County, please have a look at

<https://one.network/>

Integrated Highways Management Centre (IHMC) - Monitors Cambridgeshire's Highways to warn and advise of disruptions on the network.

Operating Hours: **8:00am-6:00pm Mon-Fri.**

Contact us: **01223 507176** or ihmc@cambridgeshire.gov.uk



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