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Cambridgeshire County Council

# IHMC Incident Report February 2019

The IHMC responded to 74 incidents on the road network throughout Cambridgeshire in February. The IHMC covered 20 week days in February, which included half term at the end of the month.

Our **@Cambs_Traffic** Twitter account gained 136 followers, a slight drop compared to January. The number of profile visits peaked at 41,866 and the number of Tweets sent out was 721, which is the highest figure over the last 6 months. There is now a new figure to the table below showing the number of Tweet impressions for every month. Twitter impressions are the number of times a tweet shows up in somebody's timeline or in search results.

| Twitter Analytics | Sep-18 | Oct-18 | Nov-18 | Dec-18 | Jan-19 | Feb-19 |
|---|---|---|---|---|---|---|
| Number of Followers | 12,288 | 12,552 | 12,725 | 12,829 | 13,027 | 13,163 |
| Increase in followers from previous month | 205 | 264 | 173 | 104 | 198 | 136 |
| Number of Tweets sent | 368 | 517 | 500 | 289 | 420 | 721 |
| Number of profile visits | 41,200 | 98,700 | 124,000 | 35,600 | 48,800 | 41,866 |
| Number of Tweet impressions | 1.03 million | 1.41 million | 1.38 million | 772,000 | 1.07 million | 1.18 million |

**Table 1: Twitter Analytics for @Cambs_Traffic**

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

The number of incidents recorded was busiest between 7 - 8am. There was a smaller peak at 2pm, and another between 4 - 5pm.

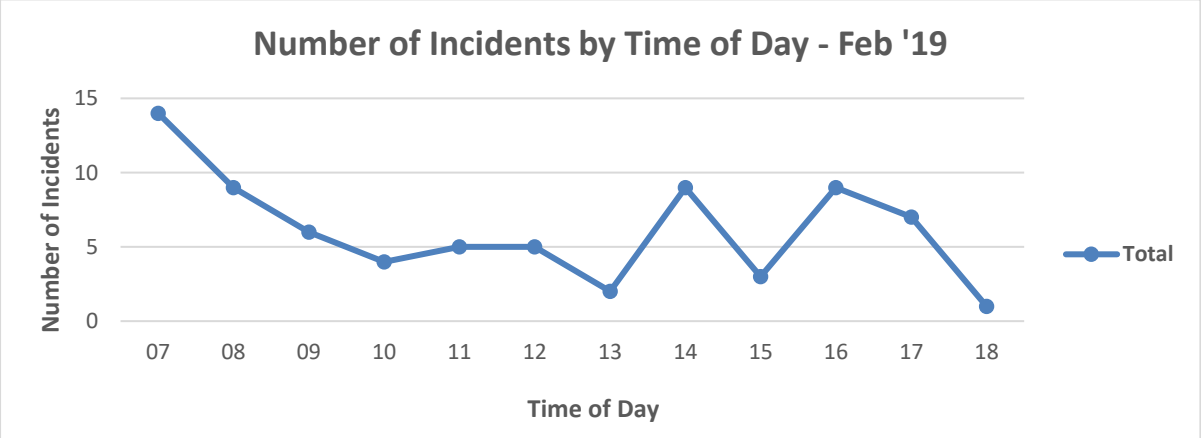



**Figure 1: Number of incidents recorded by time of day – February 2019**

Of the incidents recorded during February, 41% were due to Road Traffic Collisions (RTC's). A further 24% were due to road works (both planned and unplanned). A further 16% were due to breakdowns, 15% were due to an obstruction in the carriageway, and 4% were classed as 'Other'. The incidents recorded as 'Other' included exceptional volumes of traffic and police incidents. See Figure 2 below.

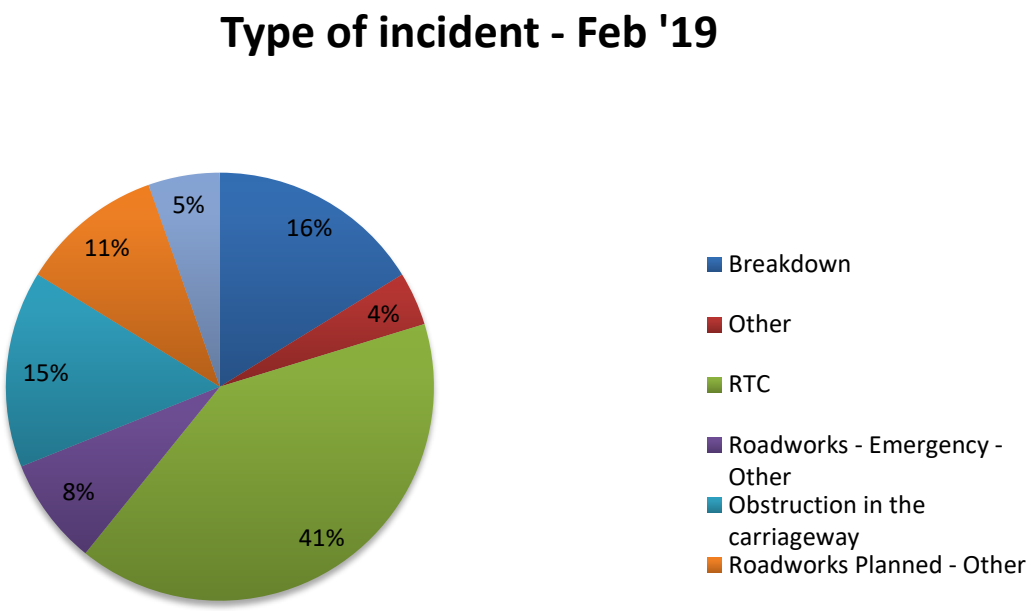



**Figure 2: Type of Incident - February 2019**

Of those incidents recorded 20% were due to a lane closure and 30% due to the road being partially blocked. (See Figure 3). The road was closed for 18% of incidents. A further 16% had temporary traffic lights and 13% had congestion which wasn't considered normal for the location and time of day.

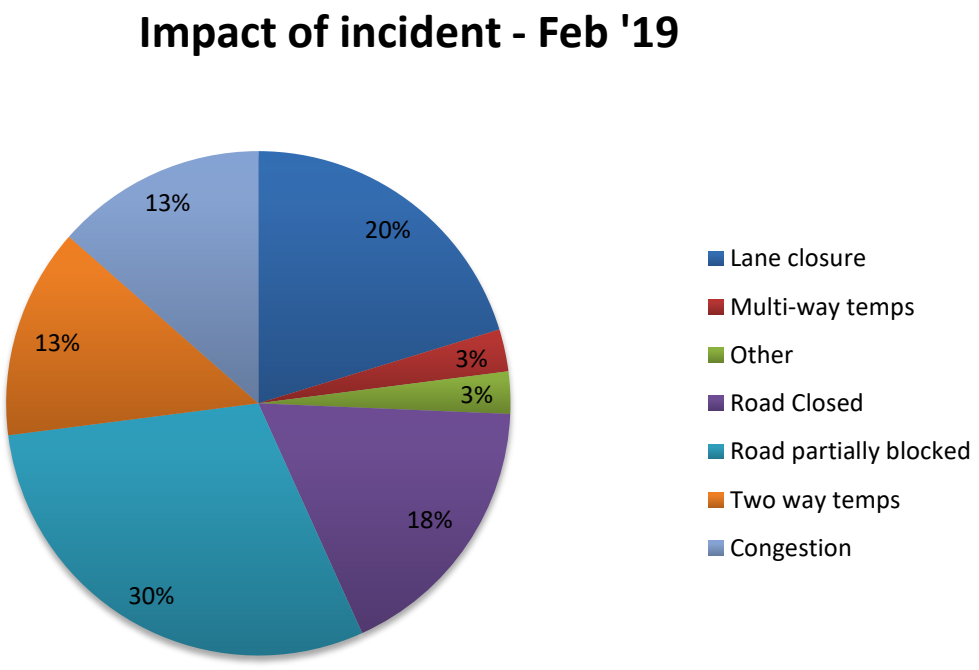



**Figure 3: Impact of Incident on the network - February 2019**

This month the highest number of incidents were recorded in Huntingdonshire, closely followed by South Cambridgeshire (Figure 4, below). Fenland and East Cambridgeshire equally had the lowest number of incidents, with Cambridge City not far behind.

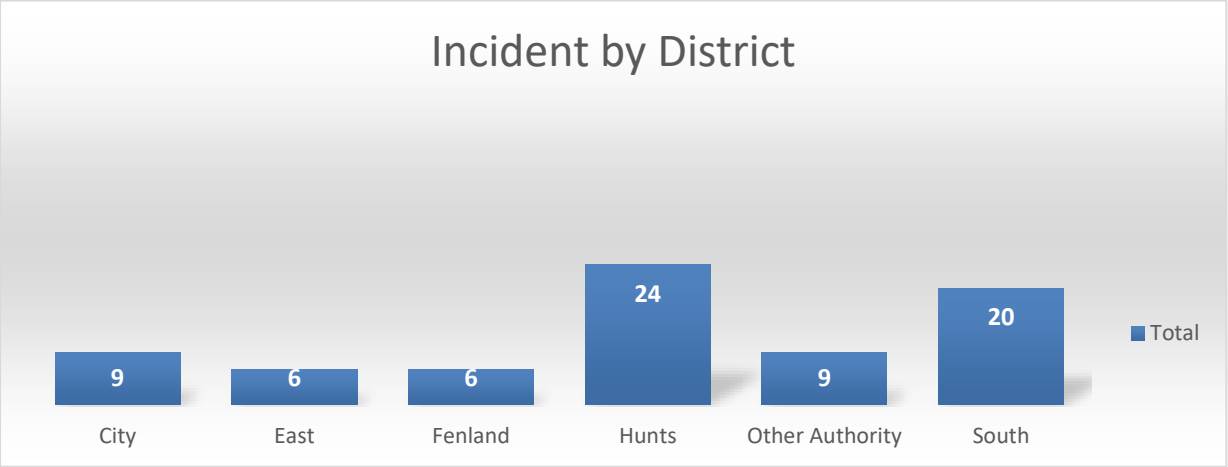
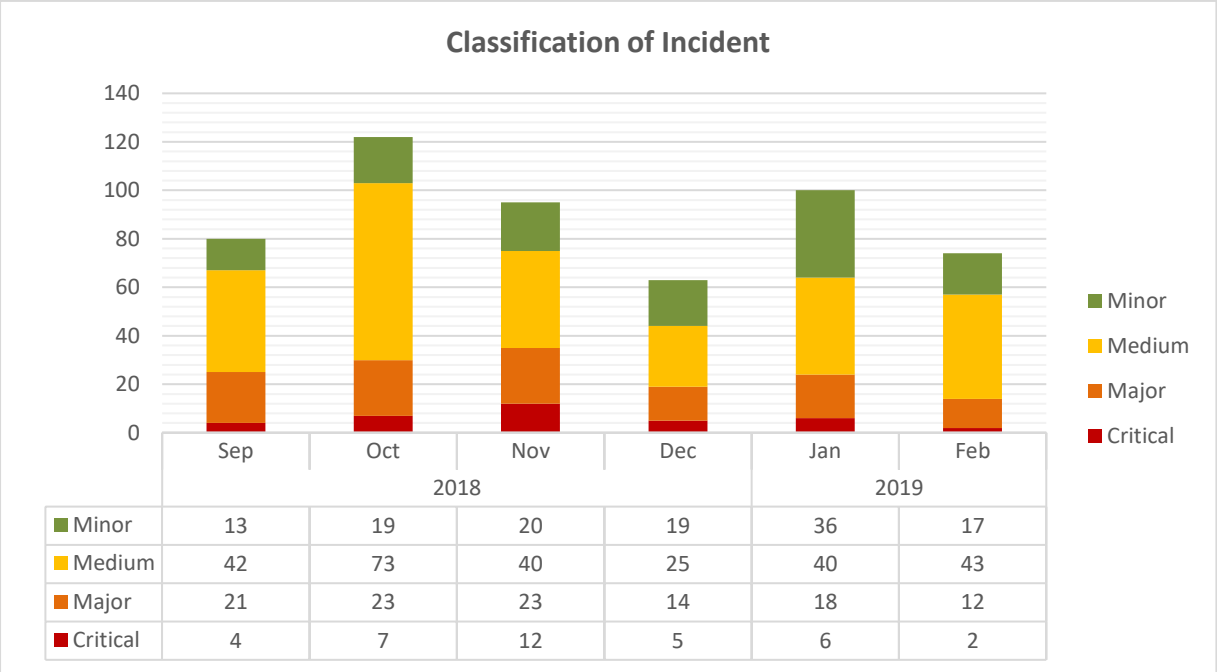



**Figure 4: Incident location by District area - February 2019**

During the month we responded to 17 minor incidents and 43 medium incidents. There were 12 major and 2 critical (See Figure 5).




| | Sep | Oct | Nov | Dec | Jan | Feb |
|---|---|---|---|---|---|---|
| | 2018 | | | | 2019 | |
| Minor | 13 | 19 | 20 | 19 | 36 | 17 |
| Medium | 42 | 73 | 40 | 25 | 40 | 43 |
| Major | 21 | 23 | 23 | 14 | 18 | 12 |
| Critical | 4 | 7 | 12 | 5 | 6 | 2 |

**Figure 5: Classification of incident**

**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.





The theme for February, in particular the first week, was water. Road closures were implemented along Victoria Road and Fendon Road due to emergency repairs for burst water mains. It was unfortunate that these occurred at the same time and did cause a lot of disruption at first. The repairs proved more intricate than first thought and took longer than anticipated. We were able to communicate regular updates about the repairs and our Twitter followers were better prepared to plan their journeys.

This was then followed by another burst water main along Victoria Road, which was fortunately managed by temporary traffic lights instead of a road closure.

The critical incidents are explained in more detail below.

- **01/02/19** (16:44 – 18:45) **A14 Eastbound J36 (Stow Cum Quy) – J37 (Newmarket)** – RTC partially blocking the carriageway. Delays peaked at 2 hours 15 minutes.

- **04/02/19** (16:46 – 17:14) **A14 Eastbound J36 (Stow Cum Quy) – J37 (Newmarket)** – Road partially blocked by a collision. Delays reached 90 minutes.