

Integrated Highways Management Centre

Incident Report - November 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 136 incidents on the road network throughout Cambridgeshire in November, covering 22 weekdays. This is an increase in figures compared to September and understandably higher than November 2020 when lockdown restrictions were in place. In November 2019 we responded to 87 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

	Jun	July	Aug	Sept	Oct	Nov
2020	30	29	47	47	69	56
2021	72	63	68	99	127	136

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 November we gained 100 new followers. The number of Tweets sent, and the number of profile visits increased compared to October, although the number of tweet impressions were lower.

Twitter Analytics	Jun-21	Jul-21	Aug-21	Sept-21	Oct-21	Nov-21
Number of Followers	15,400	15,500	15,500	15,600	15,800	15,900
Increase in followers from previous month	0	32	0	100	131	100
Number of Tweets sent	271	327	200	319	438	443
Number of profile visits	16,400	20,700	20,500	31,600	44,400	35,300
Number of Tweet impressions	571,000	650,000	466,000	573,000	691,000	624,000

Table 2: Twitter Analytics for @Cambs_Traffic

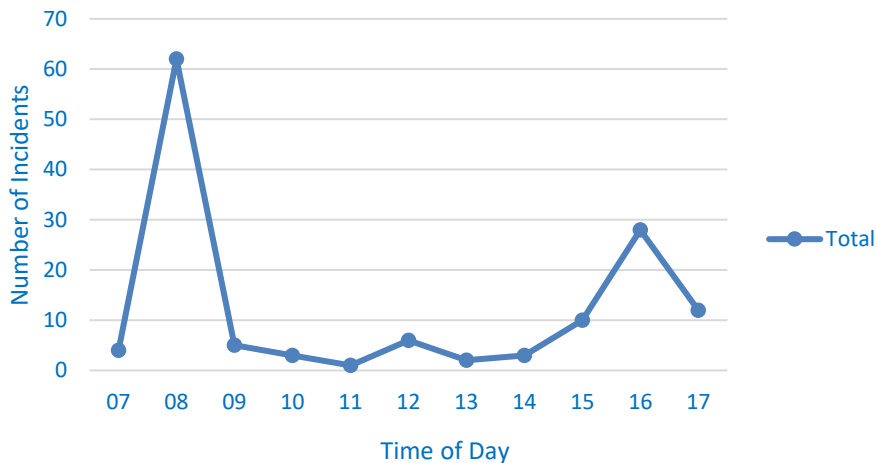
Note: The number of Tweets sent includes advance notice road works and event Tweets alongside live incident Tweets.



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

Incident Report

Number of Incidents by time of day - November 2021



The number of incidents recorded peaked at 8:00am, followed by another small peak at 12:00pm and then a higher peak at 4:00pm.

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

Type of Incident - November 2021

Of the incidents recorded during November, 15% were due to Road Traffic Collisions (RTC's) and 29% were due to road works (both planned and unplanned). A further 2% were due to an obstruction in the carriageway and 1% was due to a vehicle fire. A further 51% were classed as 'Other' which includes incidents where the cause could not be confirmed (Figure 2).

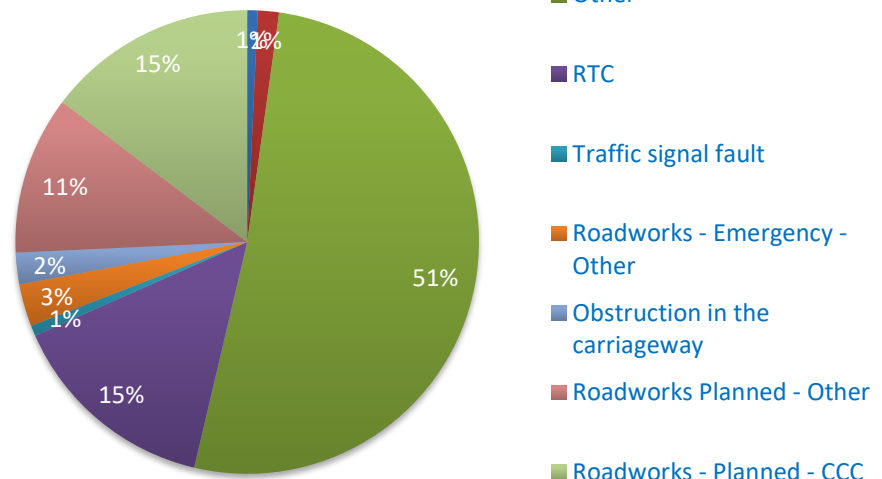


Figure 2: Type of Incident - November 2021



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Incident Report

Impact of incident - November 2021

Of those incidents recorded 7% had a road closure, 12% temporary traffic lights, and 76% had congestion which was not considered normal for the location and time of day. (See Figure 3). A further 5% had a lane closure.

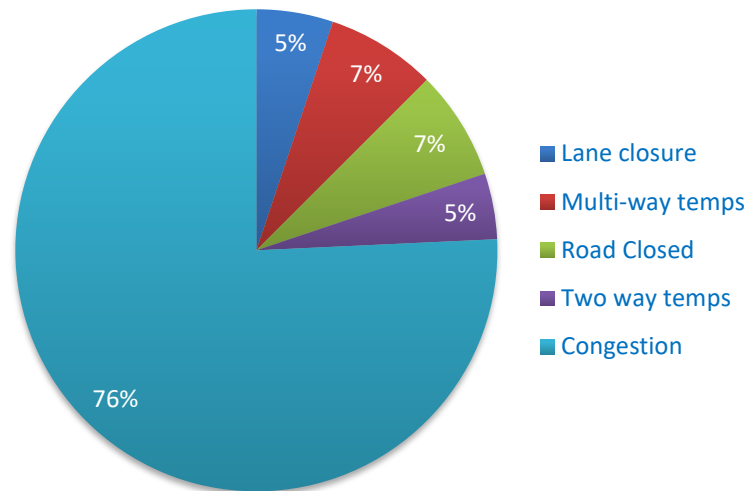
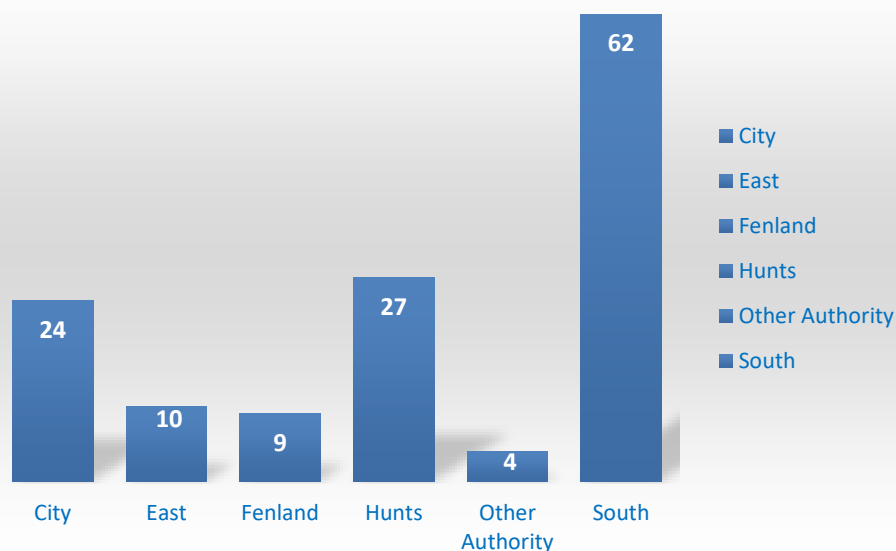


Figure 3: Impact of Incident on the network - November 2021

Incidents by District - November 2021



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

Fenland had the lowest number of incidents recorded throughout November followed by East Cambridgeshire.

Figure 4: Incident location by District area - November 2021



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Incident Report

Classification of Incident November 2021

During the month we responded to 60 minor incidents, 59 medium incidents, 15 major incidents and 2 critical incidents.

(See Figure 5).

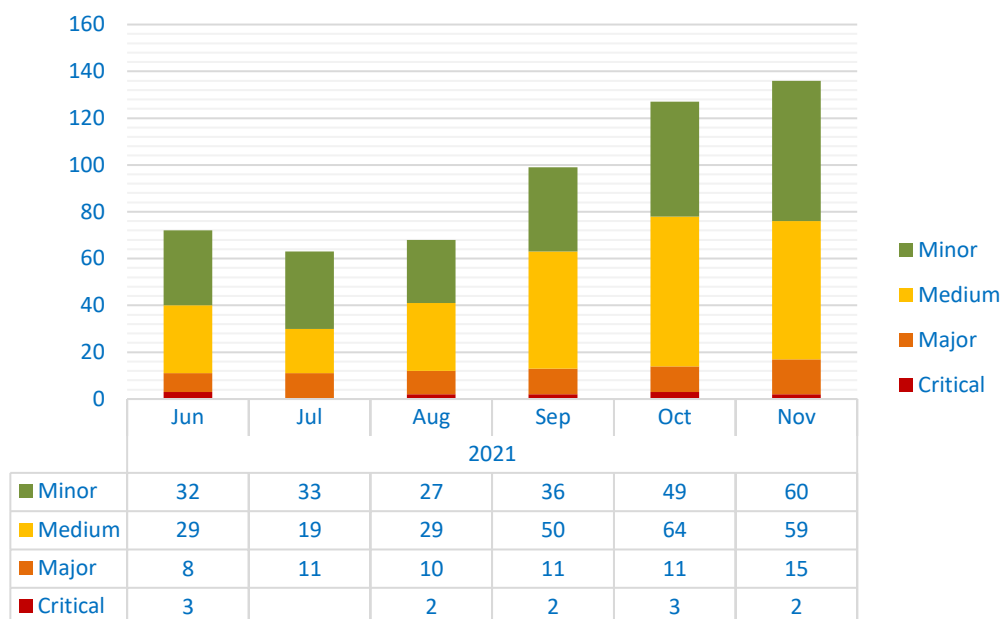


Figure 5: Classification of incident November 2021

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 in incorporate the morning and evening rush hours from 8:00am-6:00pm.

Please find details of the critical incidents below:

- **02/11/21** (15:55 - after 18:00) **B1050 High Street - Willingham** - Temporary signals were put in place on the junction with Over Road for works by Cambridge Water. Delays peaked at just over 1 hour.
- **16/11/21** (15:10 - 07:00 17/11/2021) **A1(M) J15 (Sawtry) - J17 Norman Cross** - Road closure implemented by Cambs Police due to a fatal RTC. Delays peaked at 1 hour and 10 minutes with many surrounding roads congested.

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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