

Integrated Highways Management Centre

Incident Report - August 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 68 incidents on the road network throughout Cambridgeshire in August, covering 21 weekdays (excluding the bank holiday). This is a slight increase in figures compared to July and understandably higher than August 2020 when lockdown restrictions were in place. In August 2019 we responded to 75 incidents, so the current figure is not far from what we have previously experienced under normal circumstances. 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

	Mar	Apr	May	Jun	July	Aug
2020	60	11	17	30	29	47
2021	69	65	52	72	63	68

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 August we saw an increase of 36 followers, although we lost a few followers resulting in the number of followers staying the same. The number of Tweets sent, the number of Tweet impressions and the number of profile visits dropped compared to July. This was more than likely due to it being the school holidays with less traffic on the network.

Twitter Analytics	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug 21
Number of Followers	15,393	15,415	15,400	15,400	15,500	15,500
Increase in followers from previous month	11	22	-15	0	32	0
Number of Tweets sent	321	257	250	271	327	200
Number of profile visits	9,497	10,200	10,500	16,400	20,700	20,500
Number of Tweet impressions	633,000	586,000	482,000	571,000	650,000	466,000

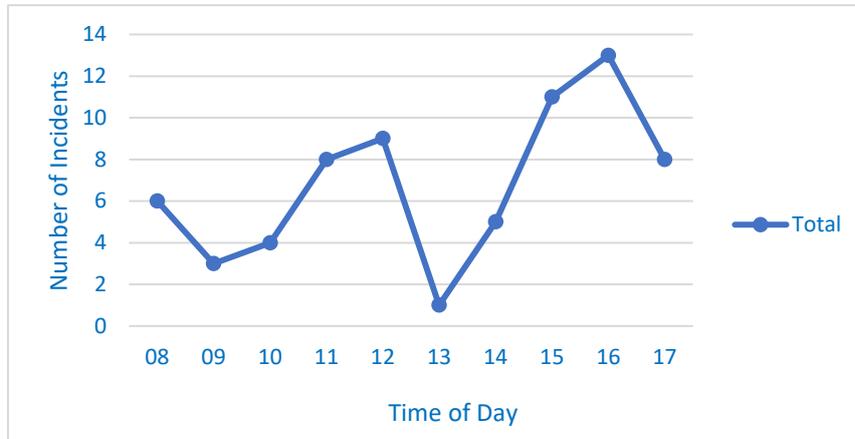
Table 2: Twitter Analytics for @Cambs_Traffic

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](#)

Number of Incidents by time of day - August '21



The number of incidents recorded peaked at 12:00pm, followed by a much higher peak at 4:00pm.

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

Type of Incident - August '21

Of the incidents recorded during July, 15% were due to Road Traffic Collisions (RTC's) and 38% were due to road works (both planned and unplanned). A further 16% were due to an obstruction in the carriageway and 2% was due to a vehicle fire. A further 28% were classed as 'Other' which includes incidents where the cause could not be confirmed (Figure 2).

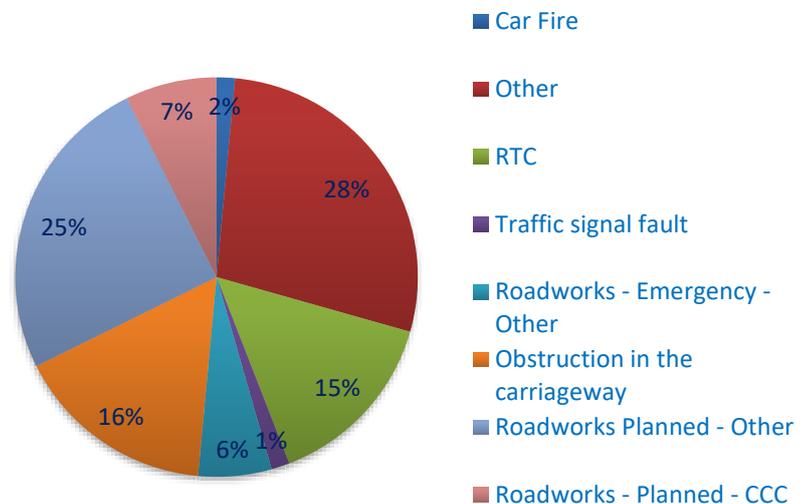


Figure 2: Type of Incident - August 2021



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Impact of incident - August '21

Of those incidents recorded 7% had a road closure, 31% temporary traffic lights, and 51% had congestion which was not considered normal for the location and time of day. (See Figure 3). A further 17% had a lane closure and 5% resulted in the road being partially blocked.

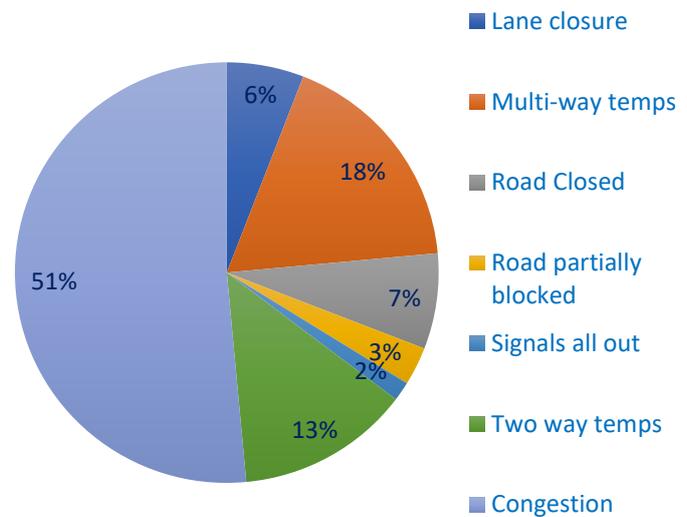
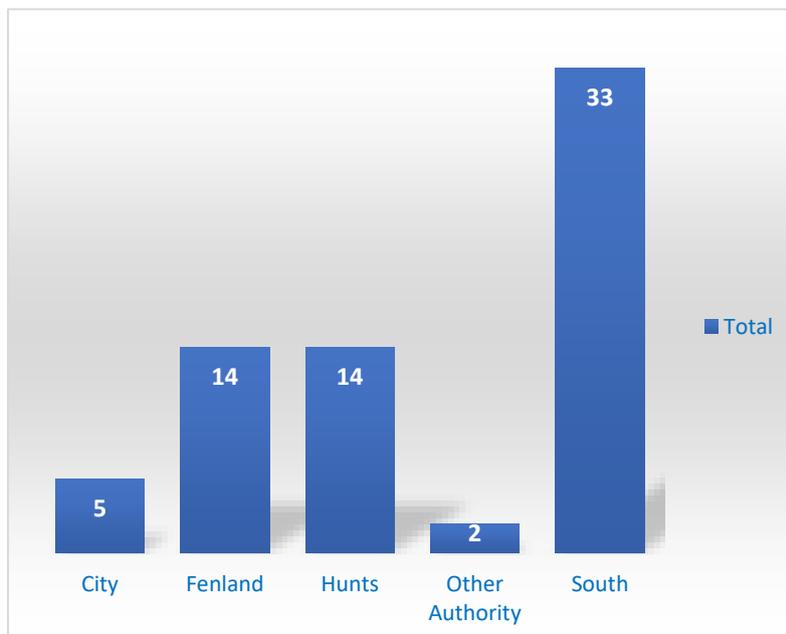


Figure 3: Impact of Incident on the network - August 2021

Incidents by District



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

Cambridge City had the lowest number of incidents recorded throughout August followed by East Cambridgeshire where there were no incidents reported.

Figure 4: Incident location by District area - August 2021



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Classification of Incident

During the month we responded to 27 minor incidents, 29 medium incidents, 10 major incidents and 2 critical incidents.

(See Figure 5).

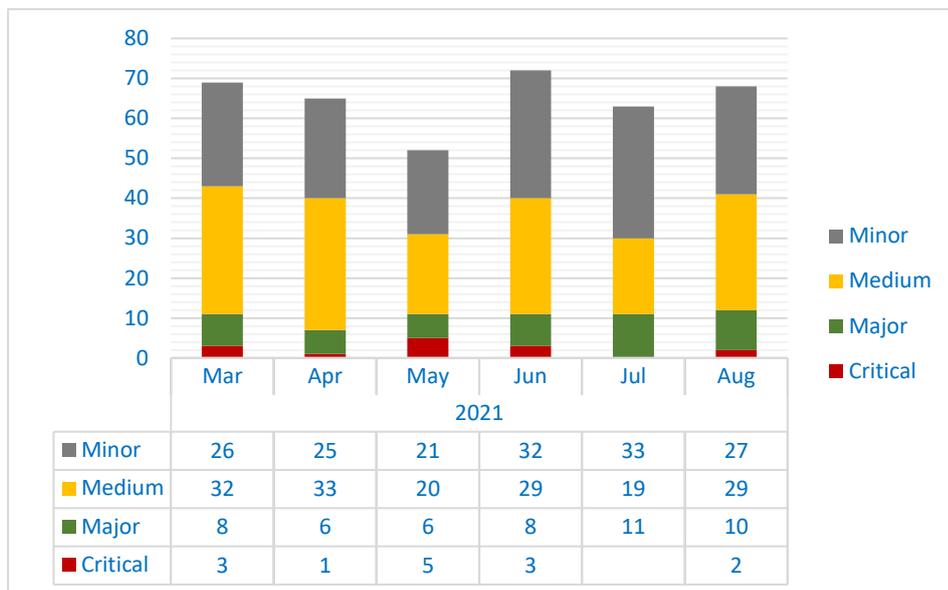


Figure 5: Classification of incident

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

With all the restrictions being lifted we have seen an increase in the number of incidents we have dealt with since July, we are still not seeing 'normal' levels of congestion quite yet although they are increasing from 2020.

Please find details of the critical incidents below:

- **04/08/21** (12:30 – after 17:30) **Norwood Road and Robin Good Fellow Lane - March** – Road closure implemented by Cadent Gas Uk due to a gas leak. Although the delays recorded were minor, the overall impact of the closure is why it was recorded as a critical incident.
- **05/08/2021** (09:30 –13:00) **A14 J35 (Stow-cum-Quy) – J33 (Milton)**- Road closure implemented due to a lorry fire. Delays peaked at 50 minutes.

While there is still less traffic on the roads, we have continued operating under reduced monitoring hours, which are 08:30 - 17:30. This is being regularly assessed as traffic begins to build.

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: **8:30am-5:30pm Mon-Fri.**

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



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