

Integrated Highways Management Centre

Incident Report - July 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 63 incidents on the road network throughout Cambridgeshire in July, covering 22 weekdays. This is a decrease in figures compared to June and understandably higher than July 2020 when lockdown restrictions were in place. In July 2019 we responded to 58 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

	Feb	Mar	Apr	May	Jun	July
2020	96	60	11	17	30	29
2021	37	69	65	52	72	63

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 July we saw an increase of followers of 32. The number of Tweets sent, the number of Tweet impressions and the number of profile visits increased compared to June.

Twitter Analytics	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21
Number of Followers	15,382	15,393	15,415	15,400	15,400	15,500
Increase in followers from previous month	24	11	22	-15	0	32
Number of Tweets sent	245	321	257	250	271	327
Number of profile visits	8,622	9,497	10,200	10,500	16,400	20,700
Number of Tweet impressions	478,000	633,000	586,000	482,000	571,000	650,000

Table 2: Twitter Analytics for @Cambs_Traffic

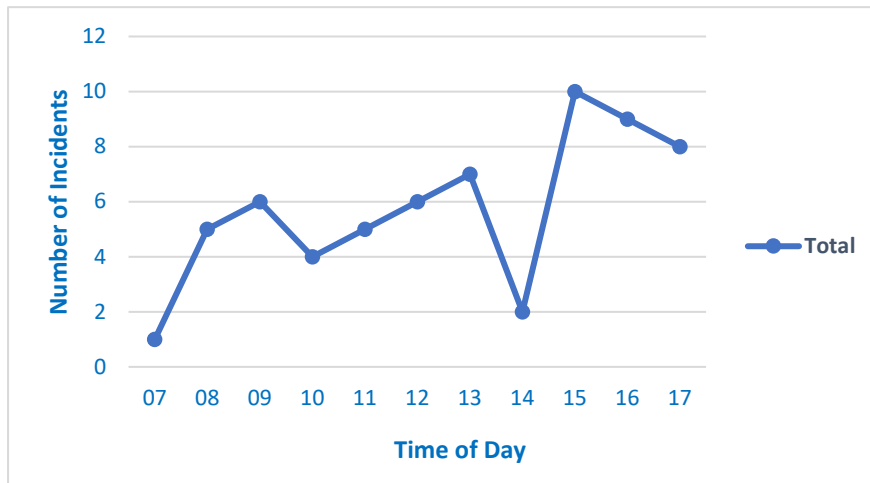
Note: The number of Tweets sent includes advance notice road works and event Tweets alongside live incident Tweets.



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

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Number of Incidents by time of day - July '21



The number of incidents recorded peaked at 9:00am, followed by another peak at 1:00pm and a much higher peak at 3:00pm.

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

Type of Incident - July '21

Of the incidents recorded during July, 19% were due to Road Traffic Collisions (RTC's) and 43% were due to road works (both planned and unplanned). A further 11% were due to an obstruction in the carriageway and 6% was due to a vehicle breakdown. A further 19% were classed as 'Other' which includes incidents where the cause could not be confirmed (Figure 2).

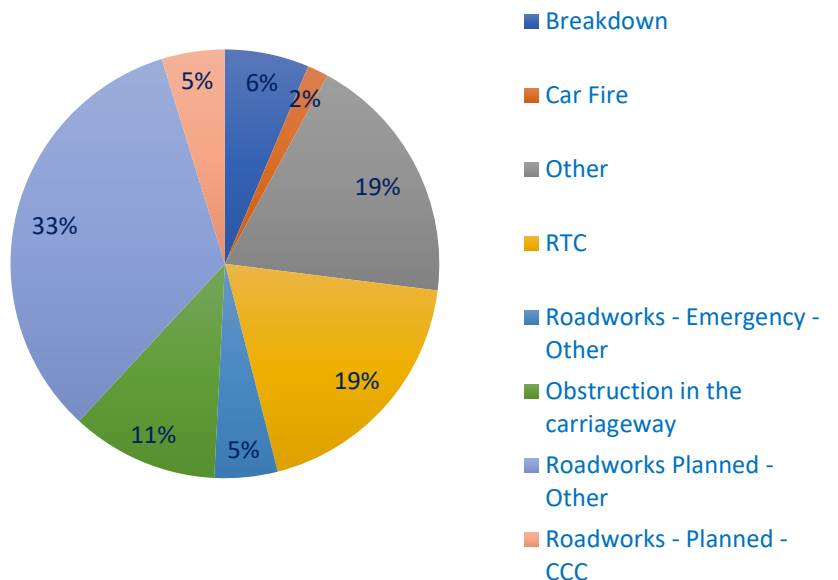


Figure 2: Type of Incident - July 2021



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Impact of incident - July '21

Of those incidents recorded 3% had a road closure, 23% temporary traffic lights, and 52% had congestion which was not considered normal for the location and time of day. (See Figure 3). A further 17% had a lane closure, 5% resulted in the road being partially blocked.

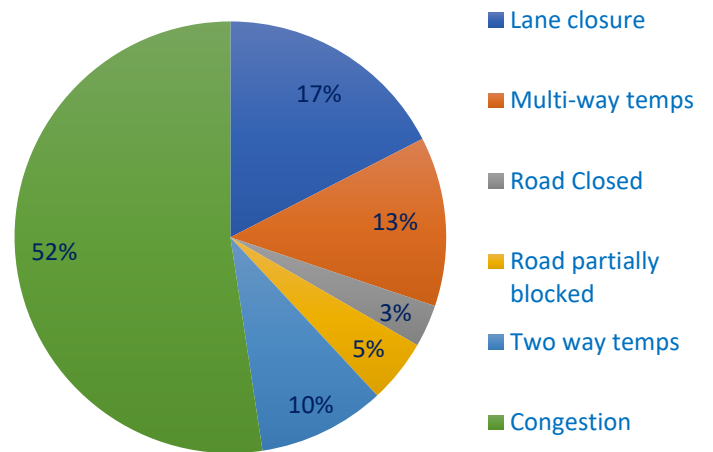
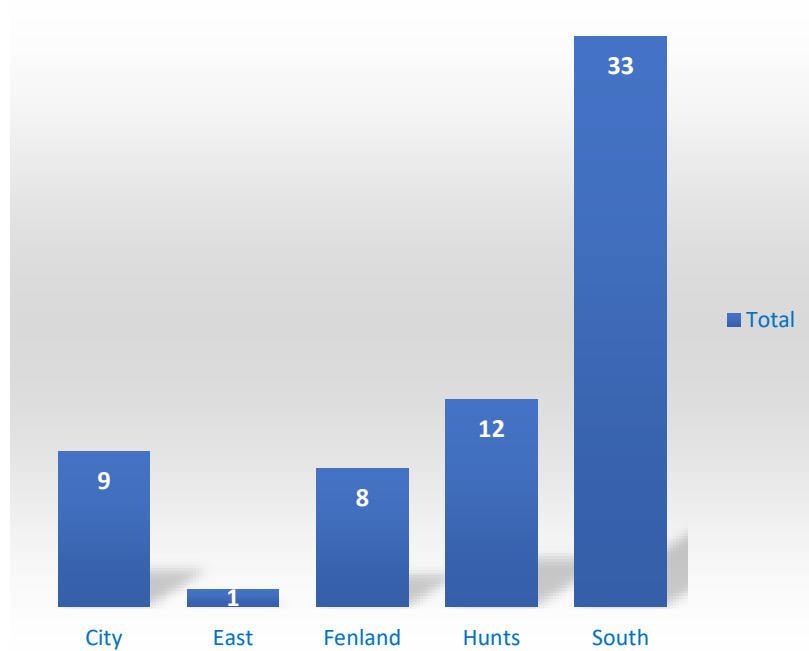


Figure 3: Impact of Incident on the network - July 2021

Incidents by District



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

East Cambridgeshire had the lowest number of incidents recorded throughout July, followed by Fenland and then City.

Figure 4: Incident location by District area - July 2021



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Classification of Incident

During the month we responded to 33 minor incidents, 19 medium incidents, 11 major incidents and no critical incidents.

(See Figure 5).

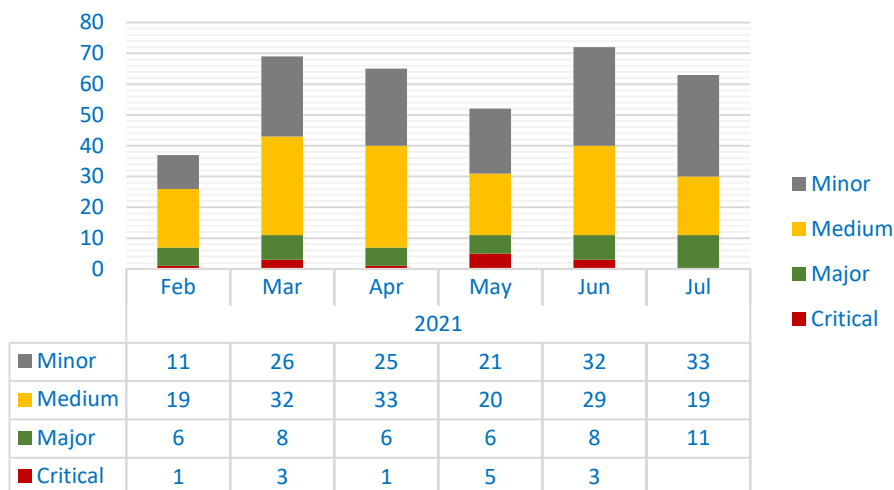


Figure 5: Classification of incident

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

Although most restrictions have been lifted, the number of incidents we have dealt with has decreased slightly since June, we are still not seeing 'normal' levels of congestion quite yet although they are increasing from 2020.

The longest delay we recorded throughout July was 55 minutes on the M11 southbound at the A11 spur due to a lorry fire in Essex with queues encroaching onto our network. This happened on the 15th of July.

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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