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IHMC Incident Report September 2019

The IHMC responded to 74 incidents on the road network throughout Cambridgeshire in September, which is a similar figure to August. The IHMC covered 21 week days in September.

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.

In September, the account gained 153 followers, which is one of the largest figures over the last 6 months. We extract these figures from our Twitter account, and it appears that there has been a blip with the analysis page where it calculates the number of new followers we have gained each month. This means that last month's figure was unfortunately incorrect, and although we do not have an exact number for August, we do know that it was definitely above what we originally thought. The number of profile visits was an increase on August, with a figure of 23,000. The number of Tweets sent out was 373.

Twitter Analytics	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Number of Followers	13,333	13,420	13,532	13,702	##	14,200
Increase in followers from previous month	48	87	112	170	##	153
Number of Tweets sent	279	304	367	439	338	373
Number of profile visits	99,900	91,000	32,400	90,500	19,300	23,000
Number of Tweet impressions	873,000	889,000	970,000	1.29 million	859,000	910,000

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 at 8am, with another spike at 17:00.

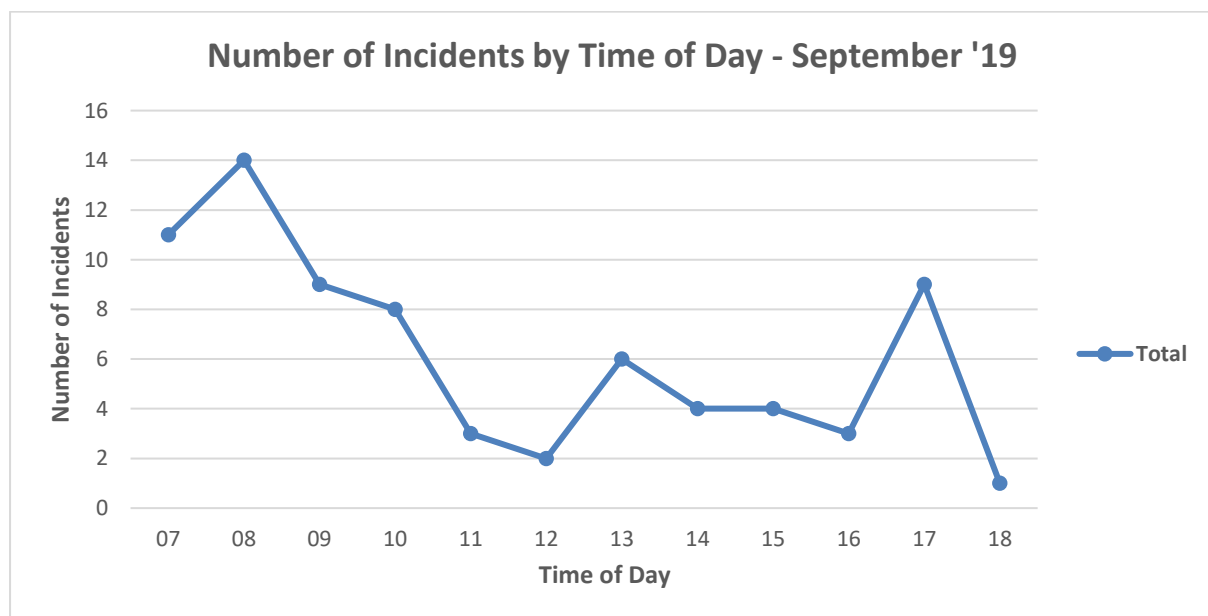


Figure 1: Number of incidents recorded by time of day – September 2019



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Of the incidents recorded during September, 26% were due to Road Traffic Collisions (RTC's). A further 12% were due to road works (both planned and unplanned). A further 35% were due to breakdowns, 17% were due to an obstruction in the carriageway, 3% was due to a traffic signal fault, and 7% were classed as 'Other'. The incidents recorded as 'Other' included exceptional volumes of traffic and police incidents. See Figure 2 below.

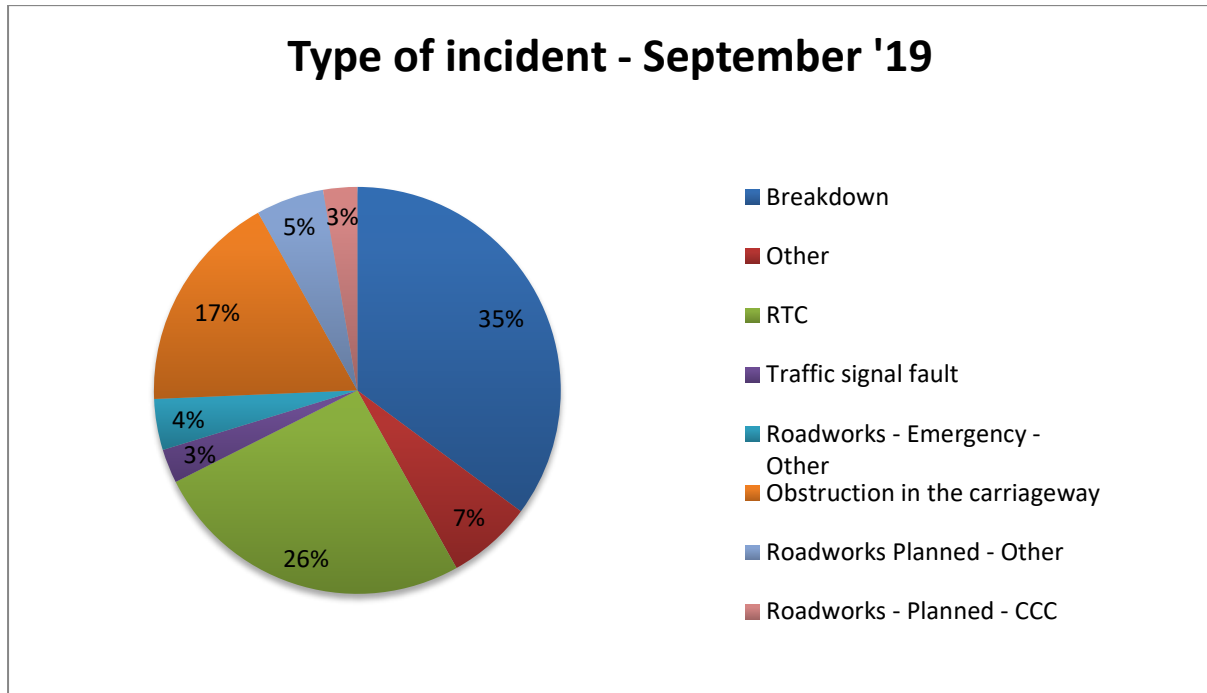


Figure 2: Type of Incident - September 2019

Of those incidents recorded 32% were due to a lane closure and 30% due to the road being partially blocked. (See Figure 3). The road was closed for 5% of incidents. A further 6% had temporary traffic lights and 24% had congestion which wasn't considered normal for the location and time of day. 3% was classed as 'other', which includes slow traffic instead of congestion.

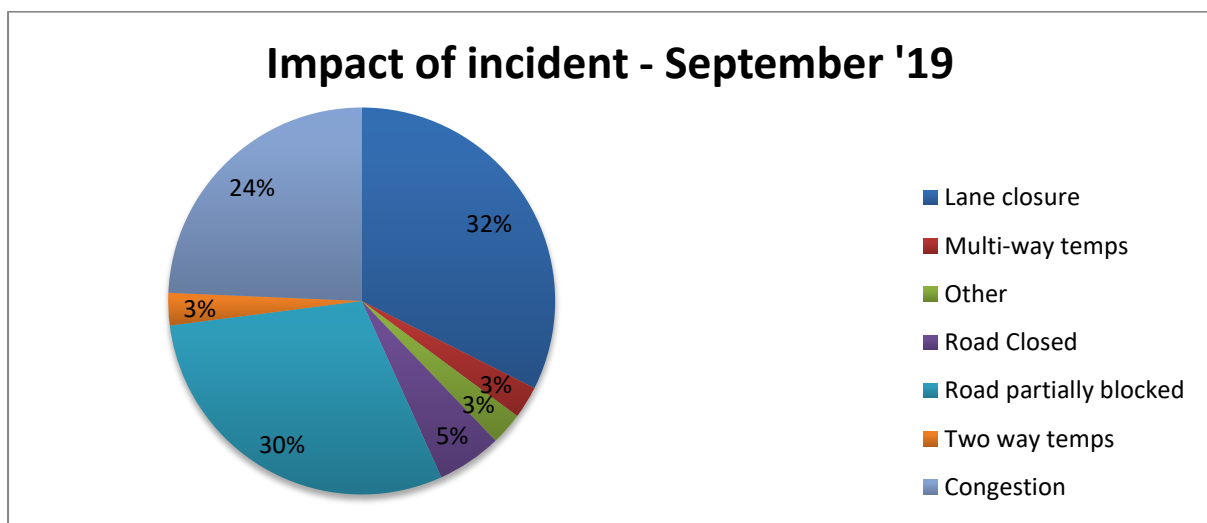


Figure 3: Impact of Incident on the network - September 2019

This month the highest number of incidents were recorded in Huntingdonshire, closely followed by South Cambridgeshire (Figure 4, below). Fenland had the lowest number of incidents, closely followed by East Cambridgeshire and Cambridge City.



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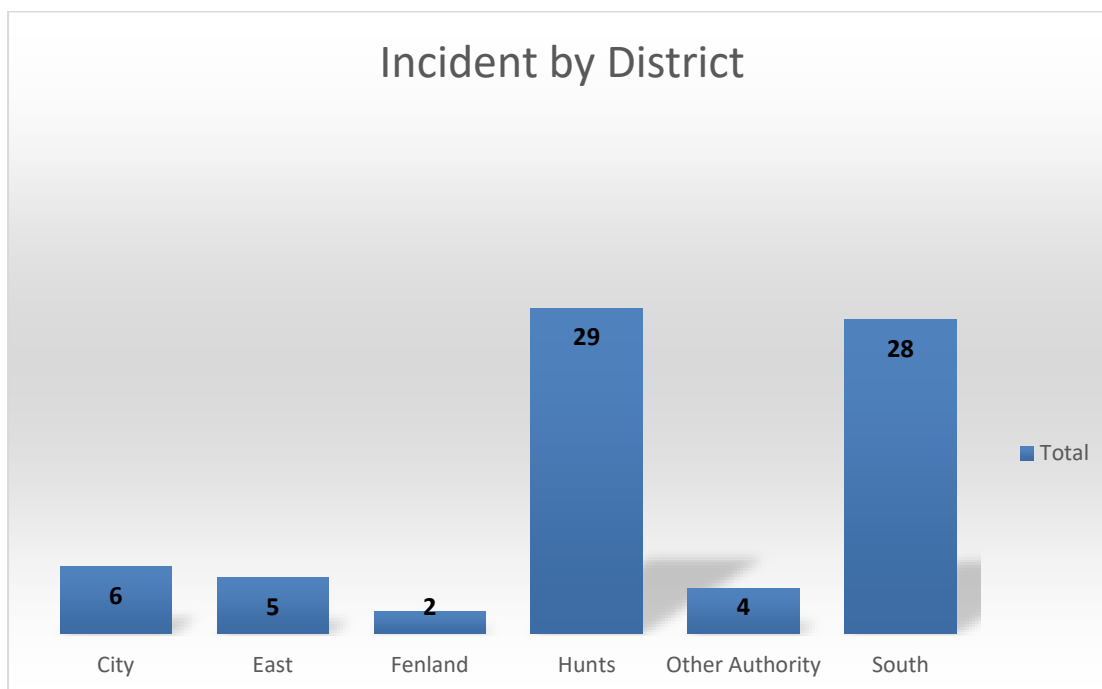


Figure 4: Incident location by District area - September 2019

During the month we responded to 21 minor incidents and 32 medium incidents. There were 18 major and 3 critical (See Figure 5).

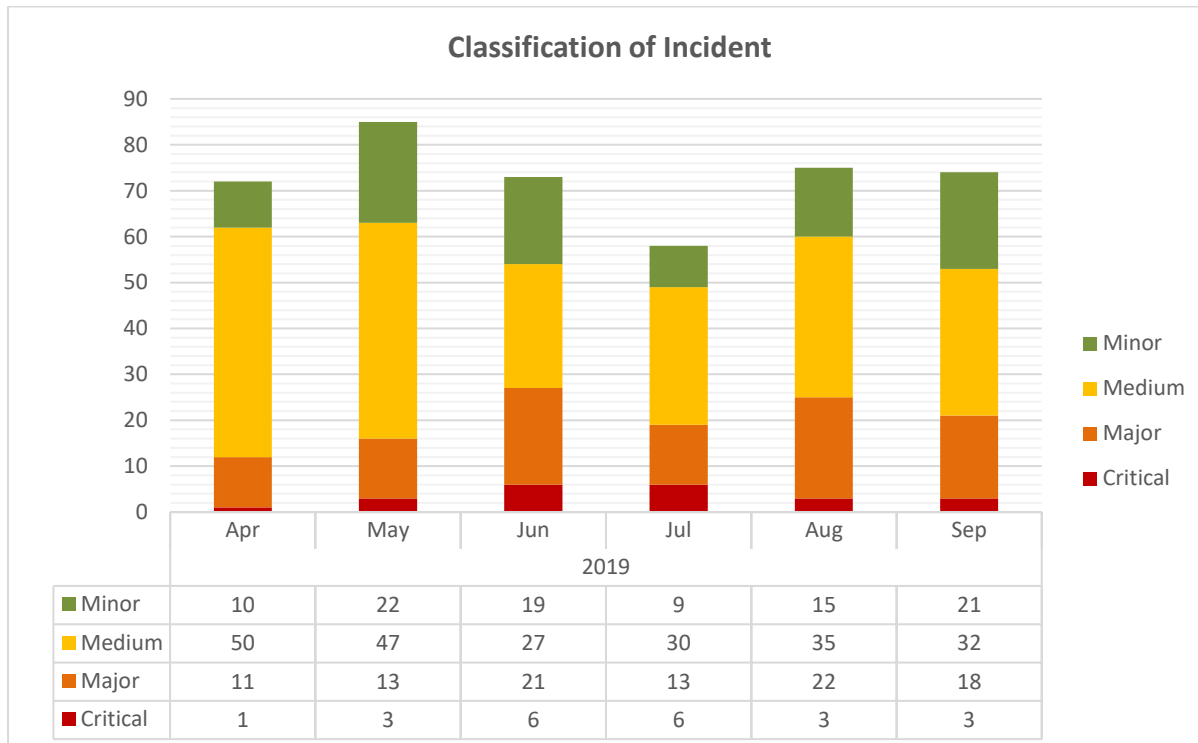


Figure 5: Classification of incident

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.



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The theme for September was roadworks – emergency and planned. There were a few incidents where emergency roadworks had appeared and were not using the best form of traffic management to enable the expeditious flow of traffic through the area. During these incidents, we were able to liaise with other teams, and sometimes directly with the contractor to get this rectified. On one occasion, a follower on our Twitter page reported that the temporary lights for some planned works were not working and causing congestion in the area. We passed this on to our Streetworks team, who then liaised with the project manager for the scheme to get the issue rectified as soon as possible.

As well as receiving helpful reports of issues with the road network throughout Cambridgeshire we also often receive compliments which are always gratefully accepted.

The critical incidents are explained in more detail below.

- **02/09/19** (09:05 – 11:49) **A14 eastbound J24 (Godmanchester) – J26 (St.Ives)** – RTC involving 5 vehicles. No injuries, although there was an oils spillage. The carriageway was closed initially, followed by a lane closure. Delays were recorded at 1 hour and 26 minutes.
- **17/09/19** (07:47 – 14:51) **A10 southbound at Milton** – Emergency works had commenced overnight, using temporary traffic lights on the Milton Road / Kings Hedges Road junction. This caused congestion to back up along the A10.
- **23/09/19** (14:43 – 17:11) **M11 southbound J9 (A11) – J8 (Stansted)** – Lane closure implemented due to a broken down vehicle. Delays of 2 hours 40 minutes.