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## IHMC Incident Report August 2019

The IHMC responded to 75 incidents on the road network throughout Cambridgeshire in August, which is an increase compared to July. This is unusual because the schools were on their Summer break, meaning that we usually experience a decrease in incidents due to lower traffic levels throughout the month. The IHMC covered 21 week days in August.

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 August, the account gained 18 followers, which is the lowest figure for some time. This could be due to the fact that there were not as many critical incidents, after which we usually see a spike in the number of new followers, along with the fact that it was the Summer holidays. The number of profile visits was also down, with a figure of 19,300. The number of Tweets sent out was 338.

Twitter Analytics	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19
Number of Followers	13,285	13,333	13,420	13,532	13,702	13,720
Increase in followers from previous month	122	48	87	112	170	18
Number of Tweets sent	402	279	304	367	439	338
Number of profile visits	106,000	99,900	91,000	32,400	90,500	19,300
Number of Tweet impressions	1.14 million	873,000	889,000	970,000	1.29 million	859,000

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 between 1 – 2pm.

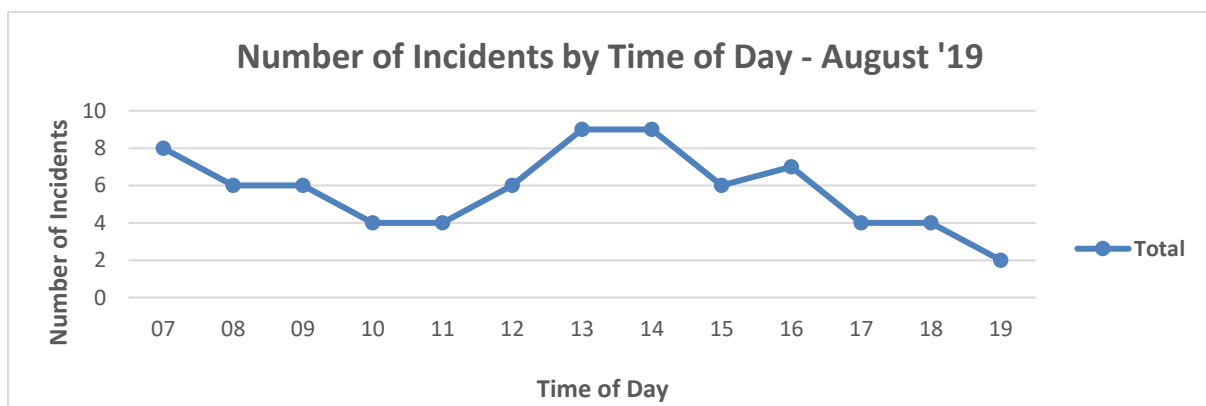


Figure 1: Number of incidents recorded by time of day – July 2019

Of the incidents recorded during August, 29% were due to Road Traffic Collisions (RTC's). A further 12% were due to road works (both planned and unplanned). A further 27% were due to breakdowns, 20% were due to an obstruction in the carriageway, 1% was due to a vehicle fire, and 11% were classed as 'Other'. The incidents recorded as 'Other' included exceptional volumes of traffic and police incidents. See Figure 2 below.

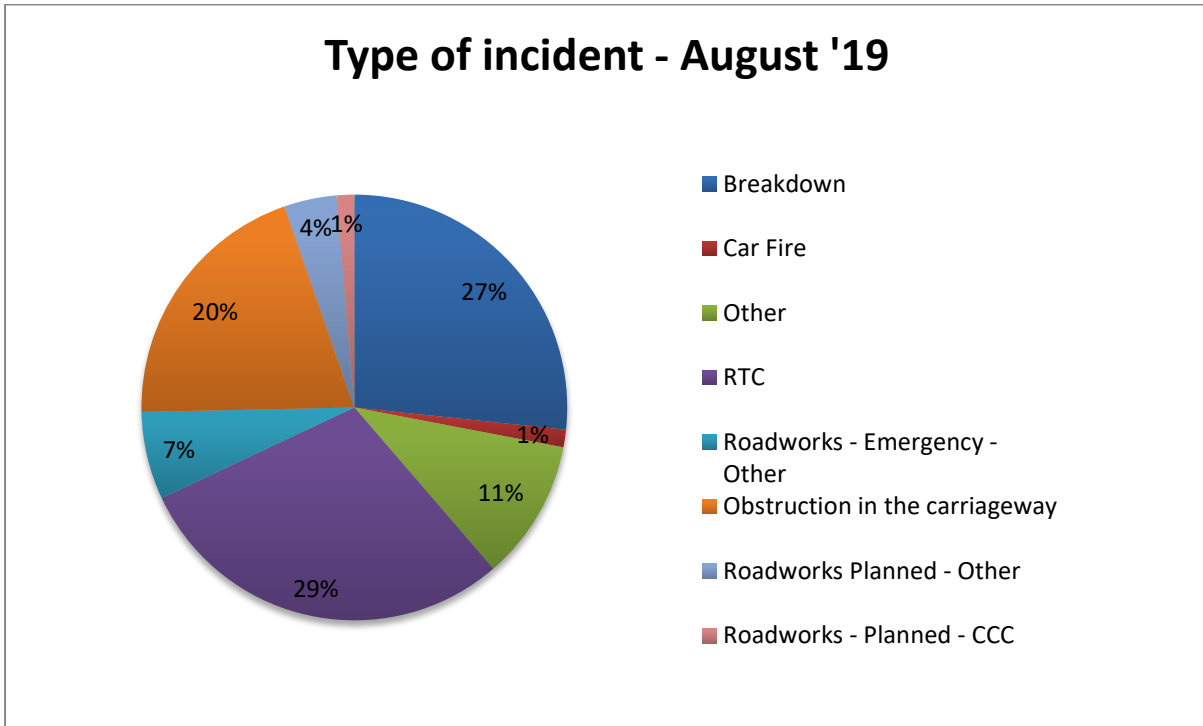


Figure 2: Type of Incident - August 2019

Of those incidents recorded 32% were due to a lane closure and 23% due to the road being partially blocked. (See Figure 3). The road was closed for 12% of incidents. A further 8% had temporary traffic lights and 24% had congestion which wasn't considered normal for the location and time of day.

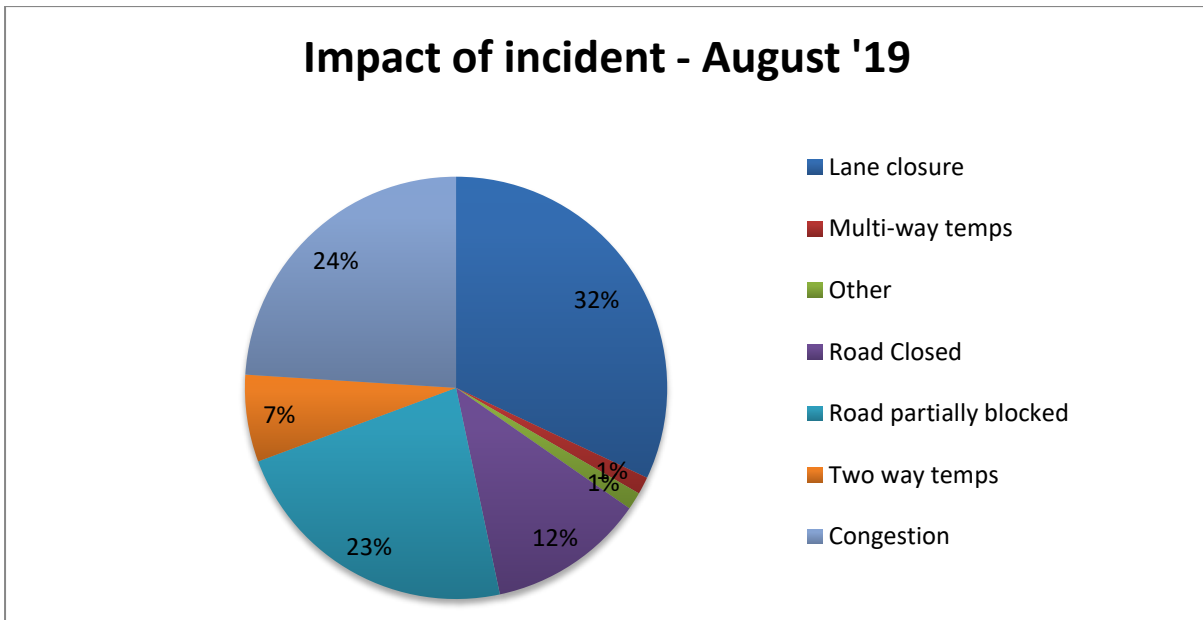
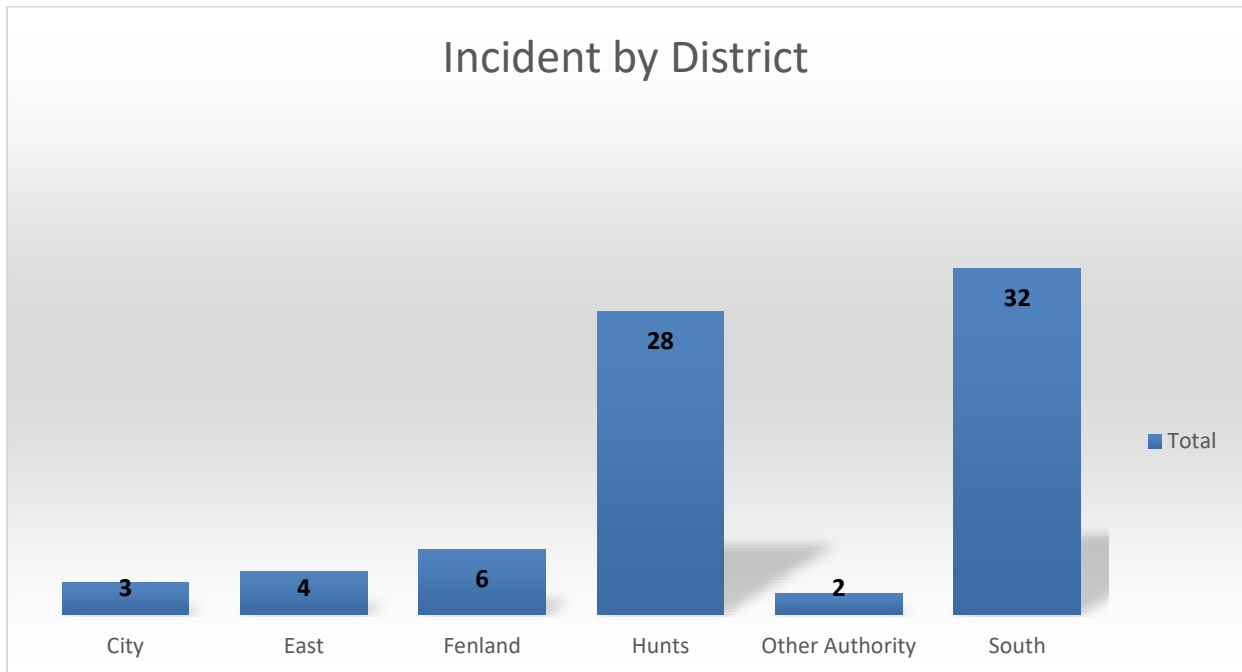


Figure 3: Impact of Incident on the network - August 2019

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

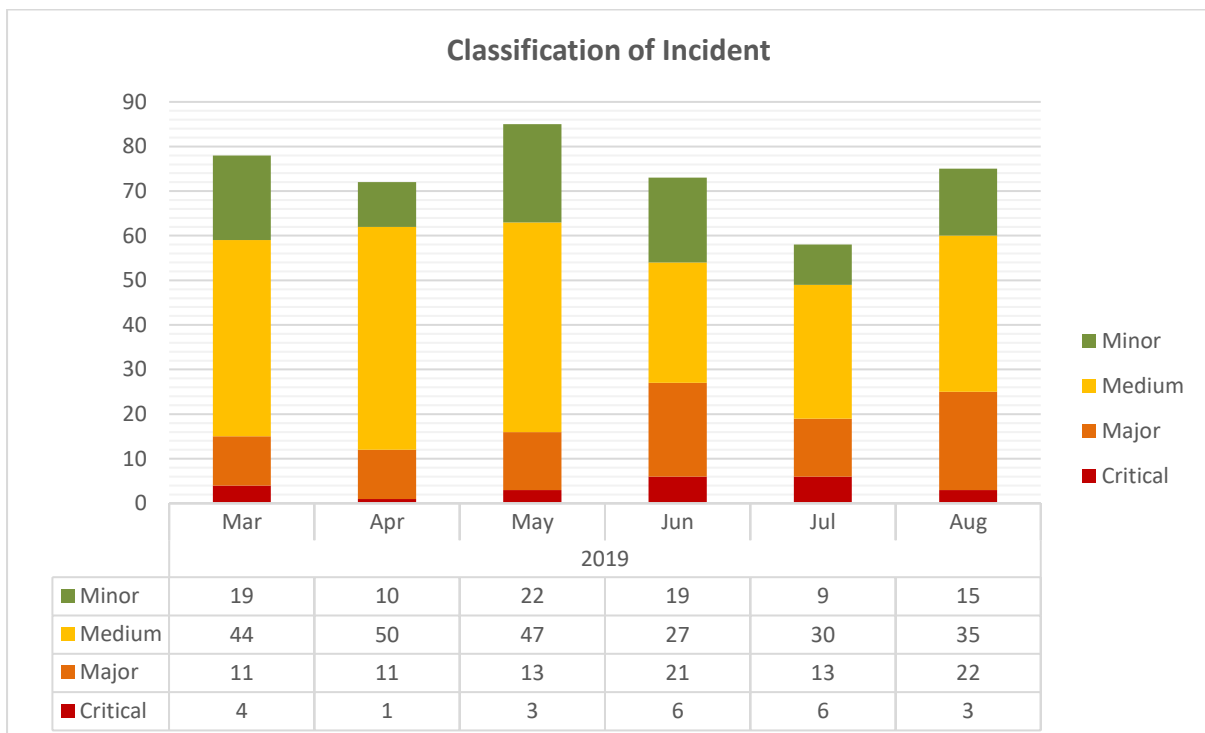


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**Figure 4: Incident location by District area - August 2019**

During the month we responded to 15 minor incidents and 35 medium incidents. There were 22 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 critical incidents are explained in more detail below.

- **02/08/19** (18:00 – 19:00) **M11 southbound J11 (Trumpington) – J10 (Duxford)** – RTC, with an initial southbound closure, then a lane closure. Delays were recorded at 1 hour and 30 minutes.
- **23/08/19** (11:33 – 13:10) **A14 eastbound J28 (Swavesey) – J29 (Bar Hill)** – Multi-vehicle RTC blocking lane 2. Delays peaked at just over an hour.
- **23/08/19** (13:13 – 14:39) **A14 eastbound J36 (Nine Mile Hill / A11) – J37 (Newmarket)** – Multi-vehicle RTC partially blocking the carriageway. Delays of 1 hour and 10 minutes.

Integrated Highways Management Centre (IHMC) – Monitors Cambridgeshire's Highways in order to warn and advise of disruptions on the network.

Operating Hours: 7am-7pm Mon-Fri. Contact us: 01223 507176 [ihmc@cambridgeshire.gov.uk](mailto:ihmc@cambridgeshire.gov.uk) Follow us on Twitter @Cambs\_Traffic