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IHMC Incident Report November 2019

The IHMC responded to 87 incidents on the road network throughout Cambridgeshire in November, covering 21 week days.

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 November, the account gained 274 followers, which is the highest increase over the last 6 months. This could be due to a number of serious incidents throughout the month, when we tend to see a sudden increase in followers. We extract these figures from our Twitter account, and it appears that there had been a blip with the analysis page where it calculates the number of new followers we have gained each month. This means that August'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. Thankfully, this blip has since been rectified. The number of profile visits was another increase, totalling 40,100. The number of Tweets sent out was 490 – which tops last month's high figure.

Twitter Analytics	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
Number of Followers	13,532	13,702	##	14,200	14,385	14,659
Increase in followers from previous month	112	170	##	153	185	274
Number of Tweets sent	367	439	338	373	477	490
Number of profile visits	32,400	90,500	19,300	23,000	28,700	40,100
Number of Tweet impressions	970,000	1.29 million	859,000	910,000	986,000	1.28 million

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 7am and 8am.

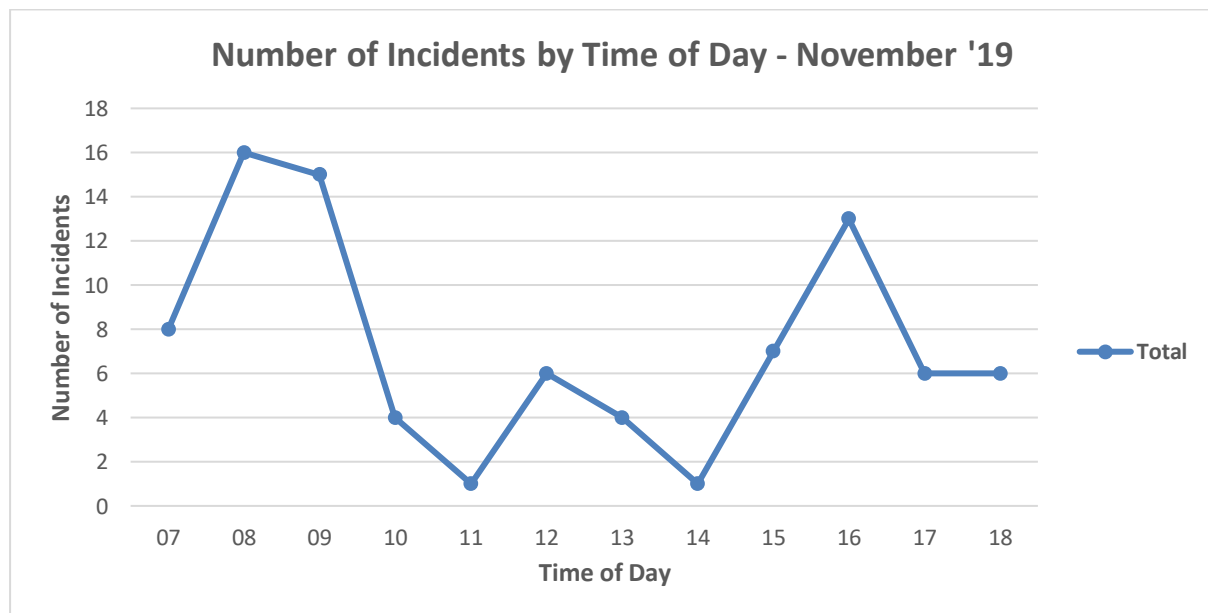


Figure 1: Number of incidents recorded by time of day – November 2019



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Of the incidents recorded during November, 39% were due to Road Traffic Collisions (RTC's). A further 15% were due to road works (both planned and unplanned). A further 13% were due to breakdowns, 17% were due to an obstruction in the carriageway, 3% was due to a traffic signal fault, 1% was due to flooding and 12% were classed as 'Other'. The incidents recorded as 'Other' included exceptional volumes of traffic and police incidents. See Figure 2 below.

Type of incident - November '19

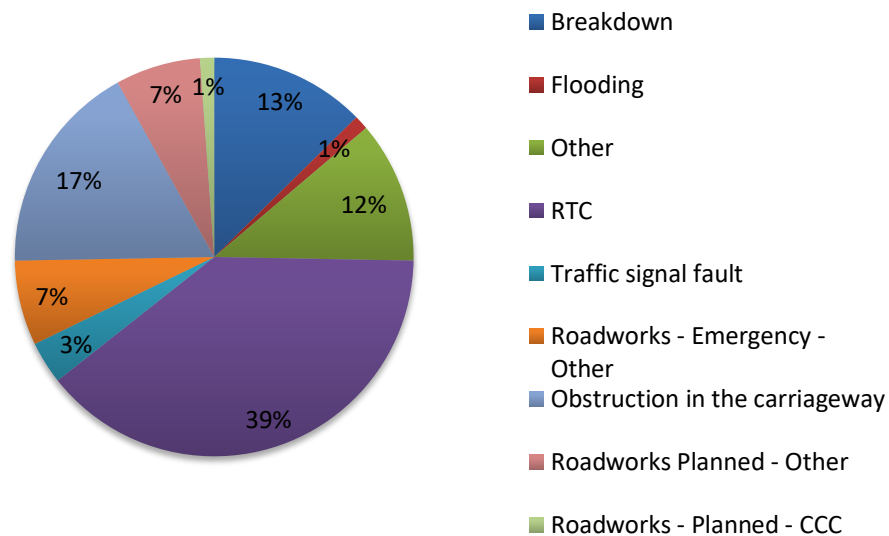


Figure 2: Type of Incident - November 2019

Of those incidents recorded 17% were due to a lane closure and 28% due to the road being partially blocked. (See Figure 3). The road was closed for 15% of incidents. A further 11% had temporary traffic lights and 26% had congestion which wasn't considered normal for the location and time of day. A further 3% was due to traffic signals not working at all.

Impact of incident - November '19

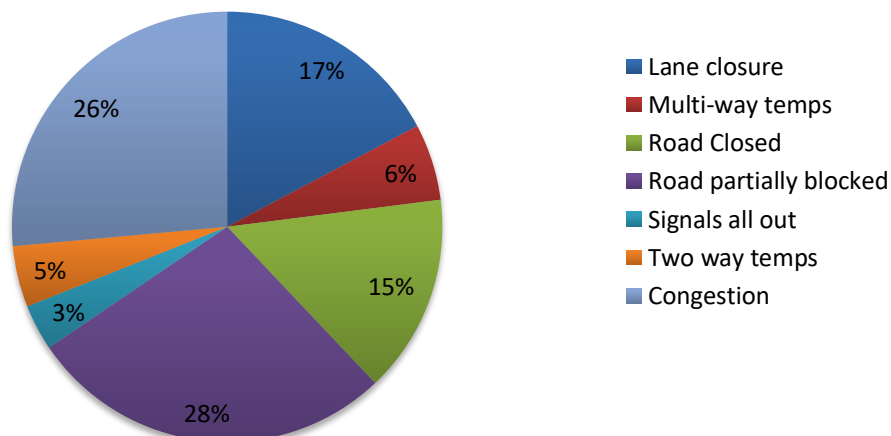


Figure 3: Impact of Incident on the network - November 2019



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This month the highest number of incidents were recorded in South Cambridgeshire, followed by Huntingdonshire (Figure 4, below). Fenland, had the lowest number of incidents, with Cambridge City and East Cambridgeshire in-between. Other authority can include Peterborough, or another neighbouring authority where the delays affect our county.

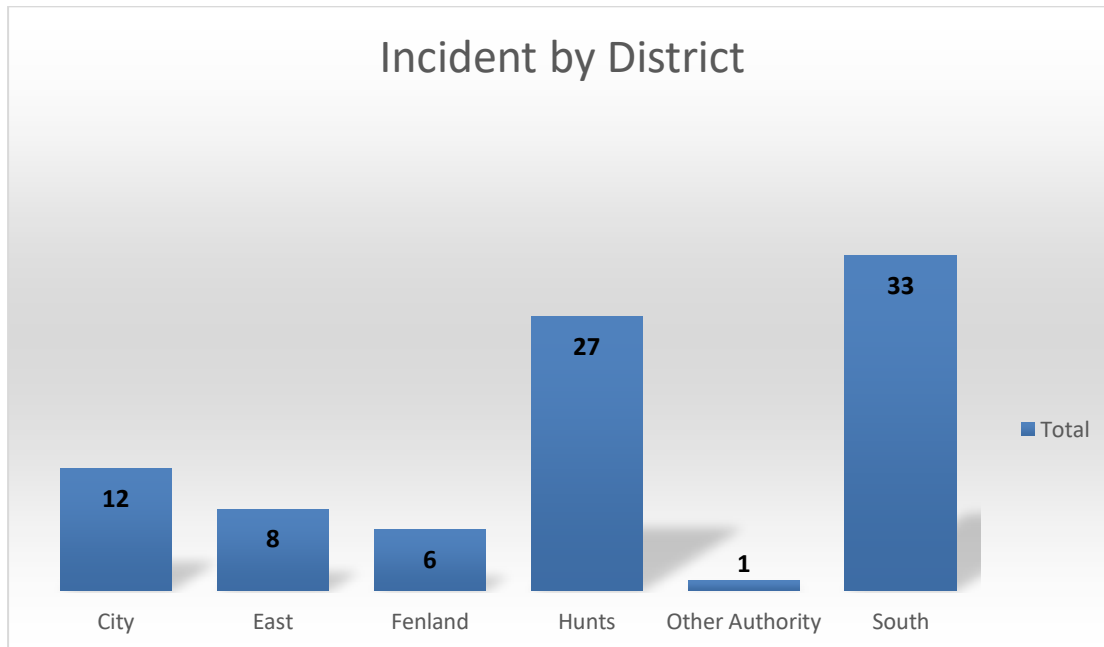


Figure 4: Incident location by District area - November 2019

During the month we responded to 16 minor incidents and 34 medium incidents. There were 29 major and 8 critical (See Figure 5).

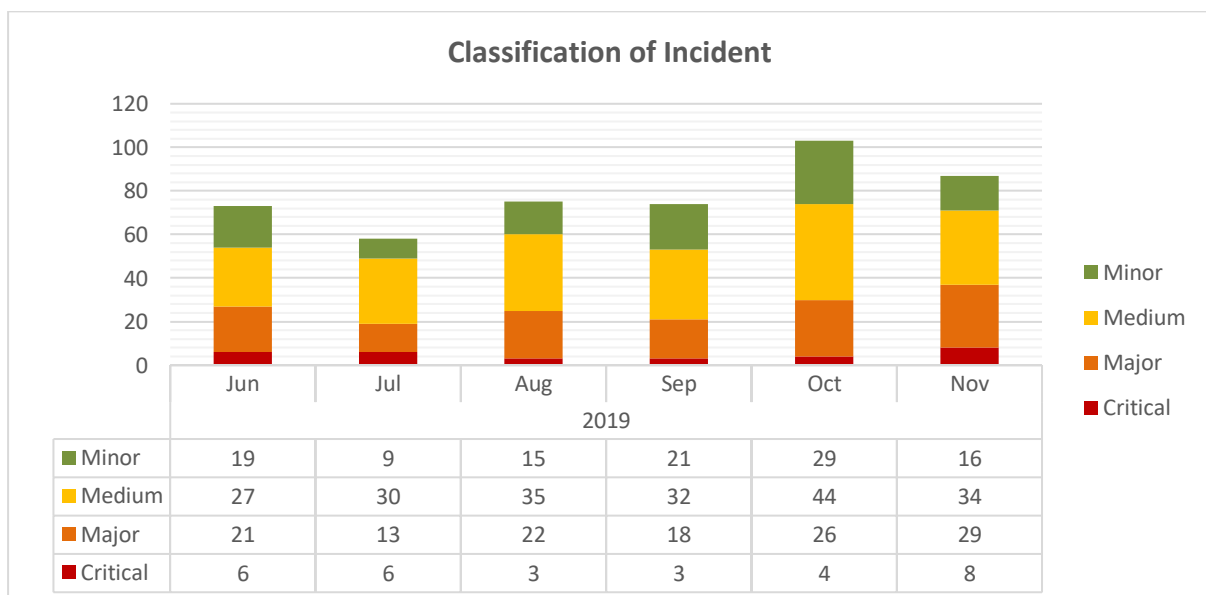


Figure 5: Classification of incident

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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One notable day in November within the IHMC is the 26th. Due to several incidents, our Twitter feed gained an extra 31 new followers in one day.

The day started relatively normally, and we were then informed that part of Hinchingsbrooke Park Road in Huntingdon would need to be closed due to emergency works. Although the closure was for less than two hours, it impacted the roads in the local area. A mixture of various road closures due to collisions and other roadworks across the County followed. There was then a gas leak found on Brampton Road, Huntingdon, forcing a road closure. All of this, along with a new road layout on the A14 at J29 Bar Hill caused issues on the County's road network.

The critical incidents are explained in more detail below.

- **01/11/19** (18:37 – after 19:00) **A14 eastbound J35 (Stow Cum Quay) – J37 (Newmarket)** – Lane closure implemented due to a collision, causing delays of 1 hour 17 minutes.
- **08/11/19** (08:19 – 12:00) **A1303 Madingley Road eastbound at the junction with Storeys Way** – Roadworks using multi-way temporary traffic lights, causing delays of over an hour during the morning peak.
- **11/11/19** (10:10 – 10:35) **A14 eastbound J28 (Swavesey) – J29 (Bar Hill)** – Brief carriageway closure due to clear up of RTC. Delays peaked at 1 hour 15 minutes.
- **14/11/19** (15:37 – 17:19) **A14 westbound J16 (Catworth)** – Rolling road block implemented by police due to flooding on the carriageway, causing delays of just over an hour.
- **14/11/19** (16:30 – after 19:00) **A142 westbound near Mepal Bridge** – Carriageway partially blocked by RTC. Delays peaked just under 2 hours.
- **18/11/19** (15:31 – after 19:00) **A47 at Guyhirn in both directions** – Delays of 1 hour and 25 minutes due to an obstruction partially blocking the road.
- **19/11/19** (12:24 – 14:26) **A14 in both directions J24 (Godmanchester) – J23 (Spittals)** – Carriageway closed due to a collision, causing delays of just over an hour.
- **29/11/19** (18:31 – after 19:00) **M11 southbound J10 (A505/Duxford) – J8 (Stansted)** – Lane closure due to RTC. Although the incident happened out of our County, the delays affected our road, peaking at 1 hour 45 minutes.