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Cambridgeshire County Council

IHMC Incident Report January 2020

The IHMC responded to 107 incidents on the road network throughout Cambridgeshire in January, covering 22 week days. Due to New Year's Day falling on a Wednesday, we did not see traffic levels return to normal until the week beginning the 6th January, which is when a lot of the schools returned.

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 January, the account gained 155 followers, which is still a decrease compared to our November high figure. The number of profile visits was 29,600 which is slightly lower than December. The number of Tweets sent out was 420.

Twitter Analytics	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20
Number of Followers	##	14,200	14,385	14,659	14,819	14,974
Increase in followers from previous month	##	153	185	274	160	155
Number of Tweets sent	338	373	477	490	350	420
Number of profile visits	19,300	23,000	28,700	40,100	35,000	29,600
Number of Tweet impressions	859,000	910,000	986,000	1.28 million	1.05 million	1.17 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 figures for August were inaccurate due to factors beyond our control.

The number of incidents recorded was busiest at 7am, with another peak at 5pm.

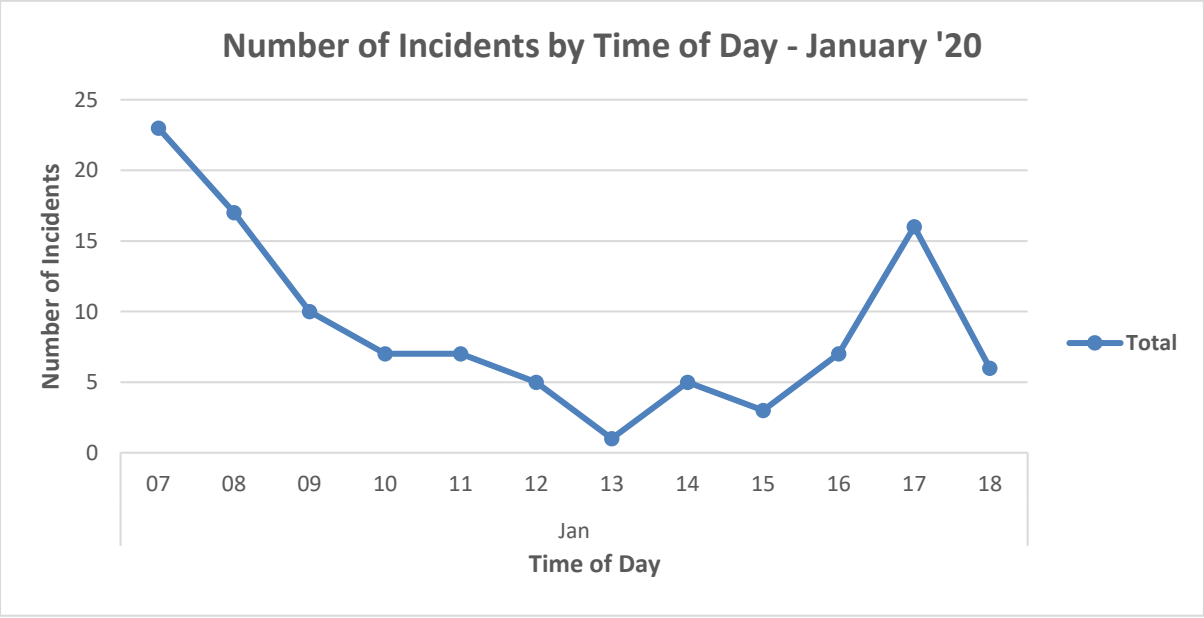


Figure 1: Number of incidents recorded by time of day – January 2020

Of the incidents recorded during January, 24% were due to Road Traffic Collisions (RTC's and 20% were due to road works (both planned and unplanned). A further 11% were due to breakdowns, 14% were due to an obstruction in the carriageway, 3% were due to flooding and 28% were classed as 'Other'. The incidents recorded as 'Other' included exceptional volumes of traffic and police incidents. See Figure 2 below.

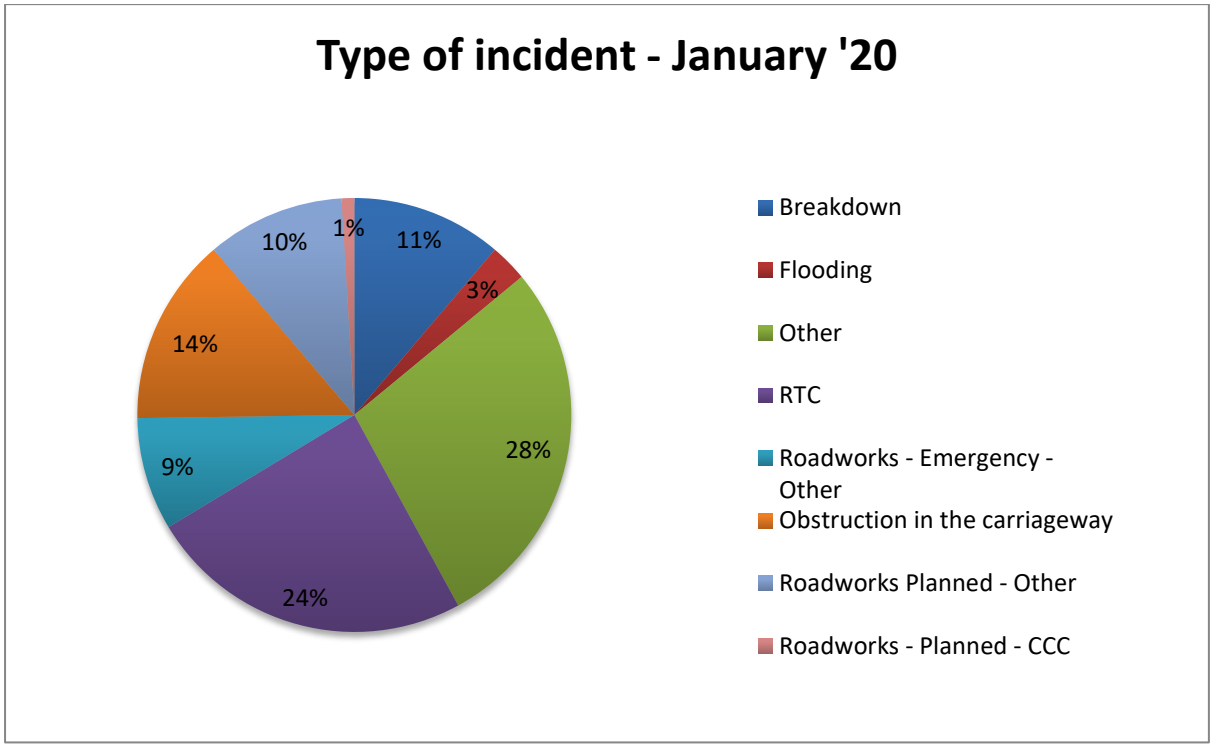


Figure 2: Type of Incident - January 2020

Of those incidents recorded 20% were due to a lane closure and 7% due to the road being partially blocked. (See Figure 3). The road was closed for 6% of incidents, 18% had temporary traffic lights and 49% had congestion which wasn't considered normal for the location and time of day.

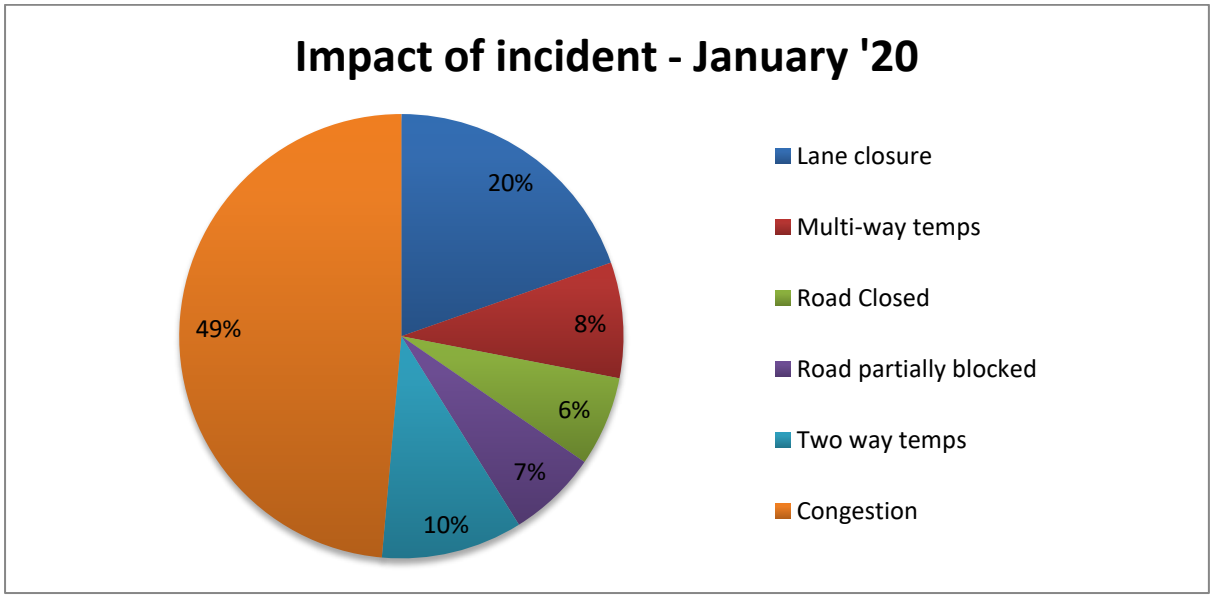


Figure 3: Impact of Incident on the network - January 2020

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

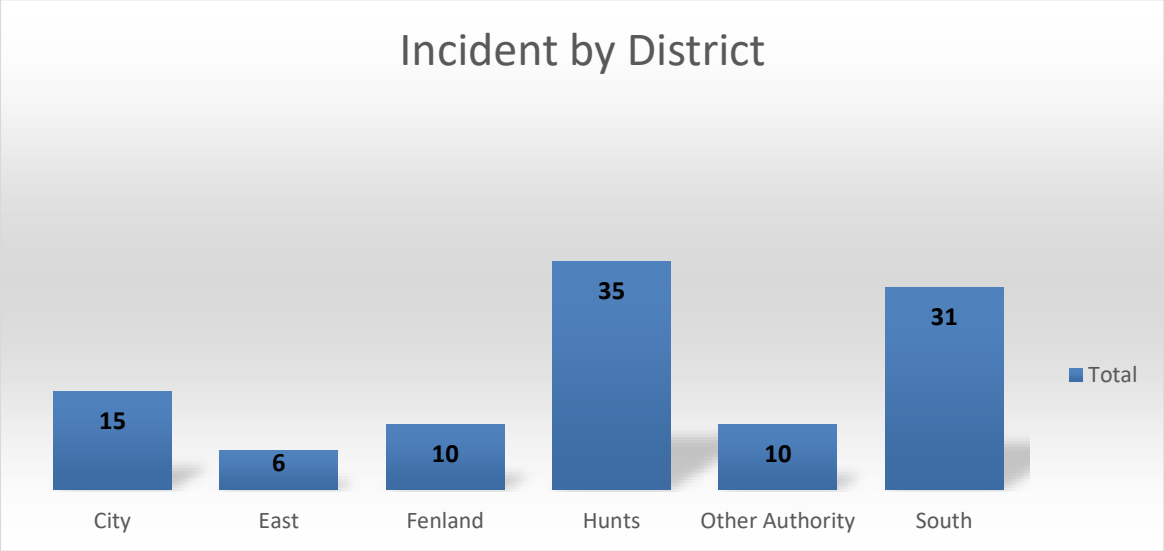
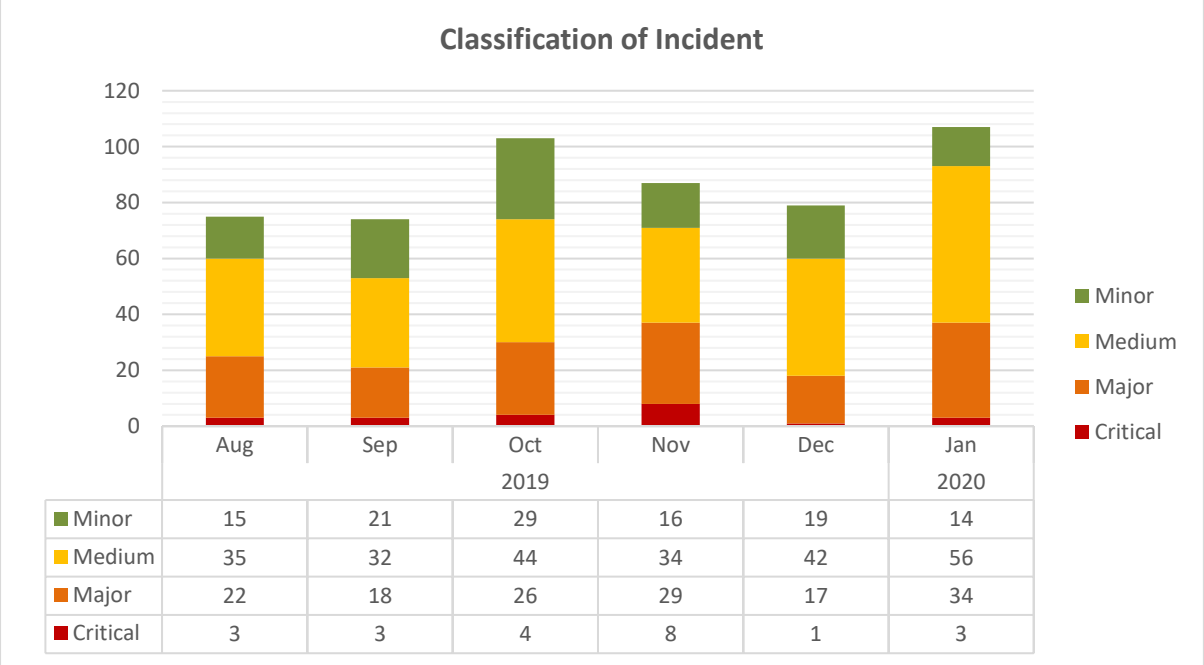


Figure 4: Incident location by District area - January 2020

During the month we responded to 14 minor incidents and 56 medium incidents. There were 34 major and 3 critical (See Figure 5).



	Aug	Sep	Oct	Nov	Dec	Jan
			2019			2020
Minor	15	21	29	16	19	14
Medium	35	32	44	34	42	56
Major	22	18	26	29	17	34
Critical	3	3	4	8	1	3

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.

The majority of incidents in January were classified as Medium (causing significant congestion), and were due to a mixture of reasons including roadworks, RTC's and broken down vehicles.

The critical incidents are explained in more detail below.

- **10/01/20** (17:09 – 19:00) **A14 eastbound between J36 (A11) and J37 (Newmarket)** – Lane closure due to a collision implemented by Highways England. Delays peaked at 1 hours 20 minutes.
- **21/01/20** (07:15 – 20:00) **A1307 at Linton** – Temporary traffic lights for emergency works to fix a burst water main. Delays were nearing an hour and a half for westbound traffic heading towards Cambridge. The Streetworks Team and Inspectors liaised directly with the contractor to get the traffic management altered to ease the queues during the morning rush.
- **27/01/20** (10:31 – 13:35) **A14 westbound J25 (Bar Hill) – J24 (Swavesey)** – Lane closure due to a broken down vehicle. Highways England attended scene. Delays peaked at 1 hour 7 minutes.