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IHMC Incident Report April 2020

The IHMC responded to 11 incidents on the road network throughout Cambridgeshire in April, covering 19 week days. As a Country we observed lockdown throughout the month. We continued monitoring the road network across the County because there were still those making essential journeys and key workers using the network.

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 April we saw a drop in new followers. We gained new followers, however lost more, making the total a loss of 18 across the month. This could be due to the restrictions on travel during lockdown. The number of profile visits was 2,957 and the number of Tweets sent out was 73. These figures are understandably lower compared to the last 6 months and since this is a new situation for everyone, there is nothing similar to compare this to.

| Twitter Analytics | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 |
|---|--------------|--------------|--------------|--------------|---------|---------|
| Number of Followers | 14,659 | 14,819 | 14,974 | 15,298 | 15,318 | 15,300 |
| Increase in followers from previous month | 274 | 160 | 155 | 421 | 20 | -18 |
| Number of Tweets sent | 490 | 350 | 420 | 421 | 347 | 73 |
| Number of profile visits | 40,100 | 35,000 | 29,600 | 18,200 | 9,301 | 2,957 |
| Number of Tweet impressions | 1.28 million | 1.05 million | 1.17 million | 1.21 million | 926,000 | 219,000 |

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.

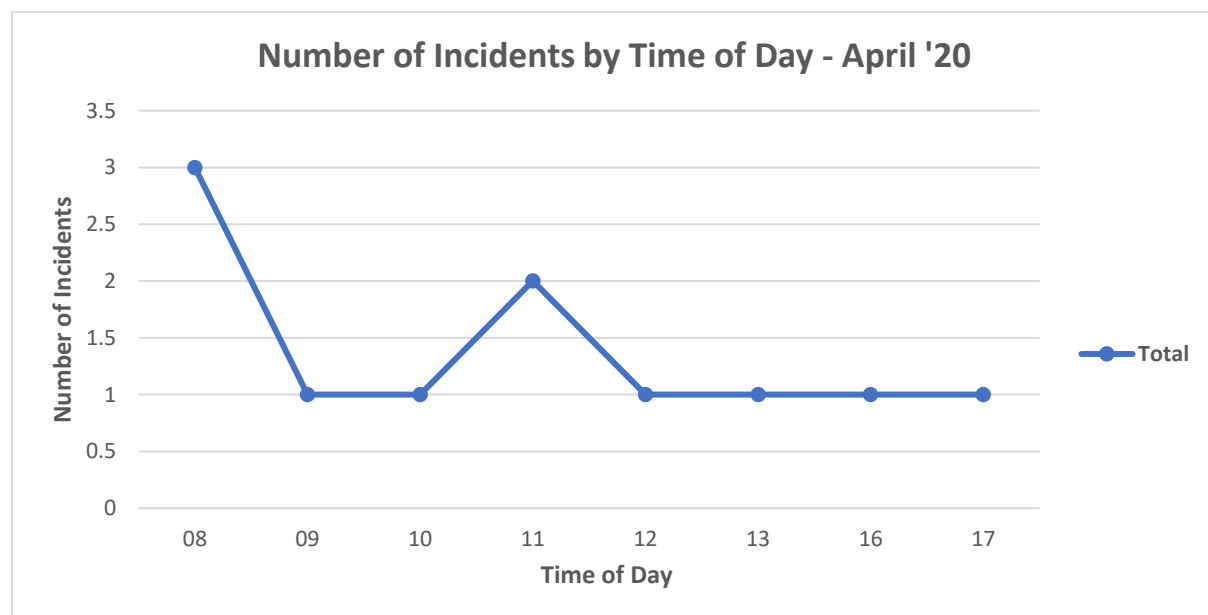


Figure 1: Number of incidents recorded by time of day – April 2020



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Of the incidents recorded during April, 37% were due to Road Traffic Collisions (RTC's) and 18% were due to road works (both planned and unplanned). A further 27% were due to an obstruction in the carriageway and 18% were classed as 'Other'. The incidents recorded as 'Other' included exceptional volumes of traffic and police incidents. See Figure 2 below.

Type of incident - April '20

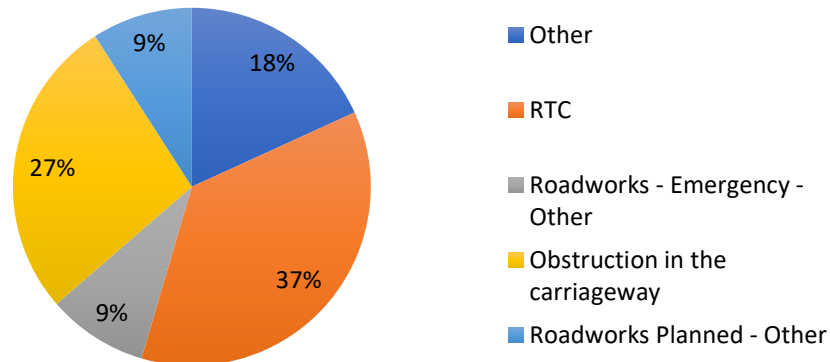


Figure 2: Type of Incident - April 2020

Of those incidents recorded 46% had a road closure, 18% temporary traffic lights, and 27% had congestion which was not considered normal for the location and time of day. (See Figure 3). A further 9% was classed as other – this included a fault at a level crossing where the barriers were stuck in the down position.

Impact of incident - April '20

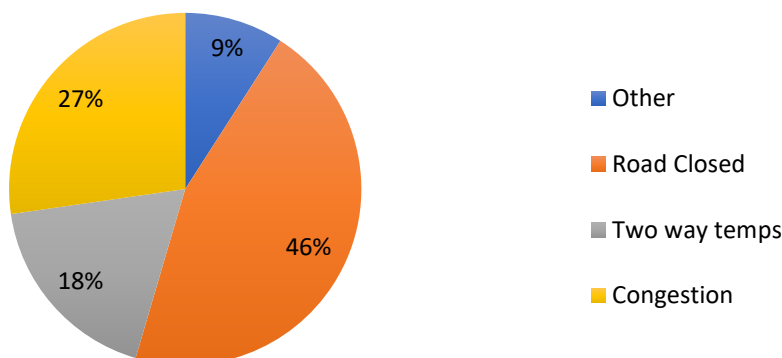


Figure 3: Impact of Incident on the network - April 2020

This month the highest number of incidents were recorded in South Cambridgeshire, followed by Fenland and Huntingdonshire, and then East Cambridgeshire (Figure 4, below). Cambridge City had no incidents recorded for April. Other authority can include Peterborough, or another neighbouring authority where the delays affect our County.



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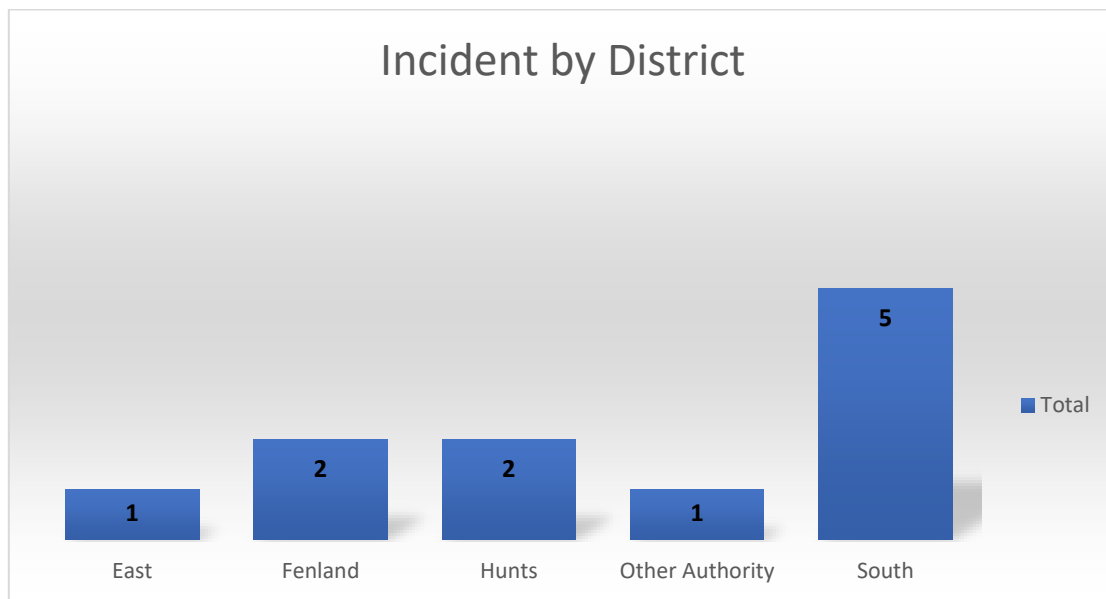


Figure 4: Incident location by District area - April 2020

During the month we responded to 7 minor incidents and 3 medium incidents. There was 1 major and 0 critical incidents (See Figure 5).

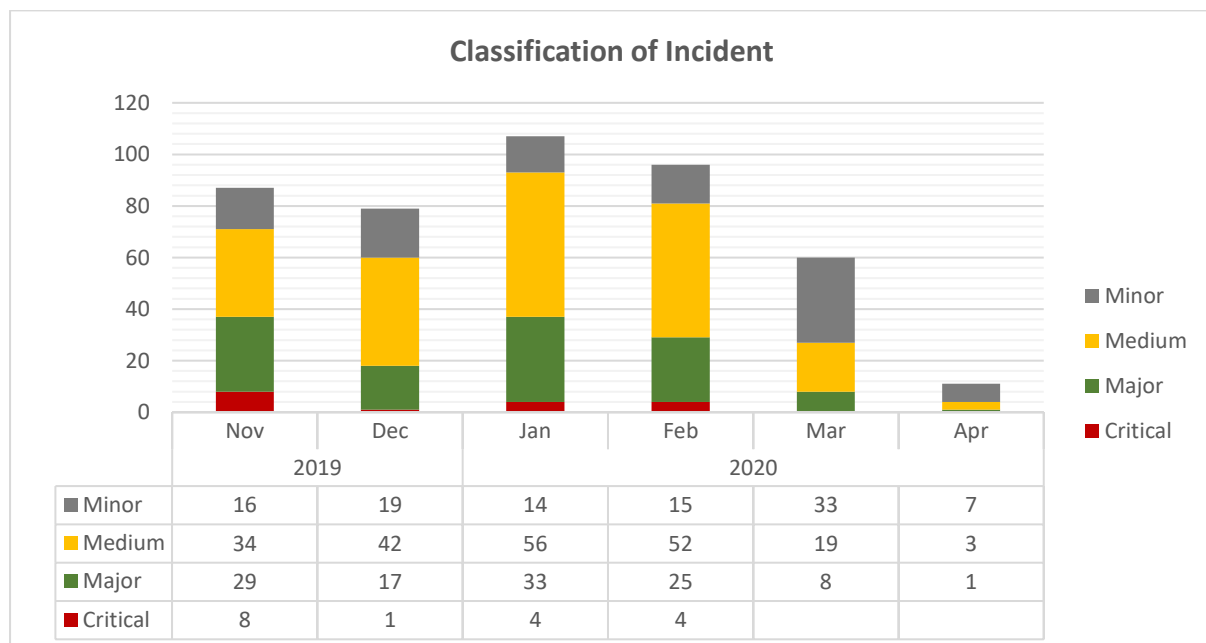


Figure 5: Classification of incident

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.



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Less traffic on the roads does mean less incidents and delays. We haven't seen the effects from collisions and roadworks that we did under normal circumstances.

We did not record any critical incidents throughout the month, with the longest delay being 40 minutes due to a collision (caused by a reported medical episode) on the A1(M) in Huntingdonshire on the 14th April.

Whilst there is less traffic on the roads, revised timetables for public transport, and whilst some of our team are redeployed helping with the Covid-19 response, we have reduced our monitoring hours to 08:30 - 17:30 for the short term, but will continue to monitor the Cambridgeshire network for those that do still use it.

Our Twitter feed is also a vital tool in communicating any relevant updates and changes in real time, whilst also advising of essential and emergency roadworks that may impact on journeys.



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

Operating Hours: 8:30am-5:30pm Mon-Fri.

Contact us: 01223 507176 ihmc@cambridgeshire.gov.uk

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