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## IHMC Incident Report March 2020

The IHMC responded to 60 incidents on the road network throughout Cambridgeshire in March, covering 22 week days. We also saw the effects of the Government's guidance regarding Covid-19 come in to place throughout March. This not only affected the number of incidents we responded to, but also the type of incident as we saw a dramatic decrease in road users, users of public transport and non-essential road works being cancelled.

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 March, the account gained 20 followers, which is unsurprisingly lower than February's record increase. The reason for this is most probably the last update from the Government about everyone staying at home (except for key workers) and not making unnecessary journeys. The number of profile visits was 9,301 which is much lower than recent figures. The number of Tweets sent out was 347, a similar figure to December.

Twitter Analytics	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Number of Followers	14,385	14,659	14,819	14,974	15,298	15,318
Increase in followers from previous month	185	274	160	155	324	20
Number of Tweets sent	477	490	350	420	421	347
Number of profile visits	28,700	40,100	35,000	29,600	18,200	9,301
Number of Tweet impressions	986,000	1.28 million	1.05 million	1.17 million	1.21 million	926,000

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 7am.

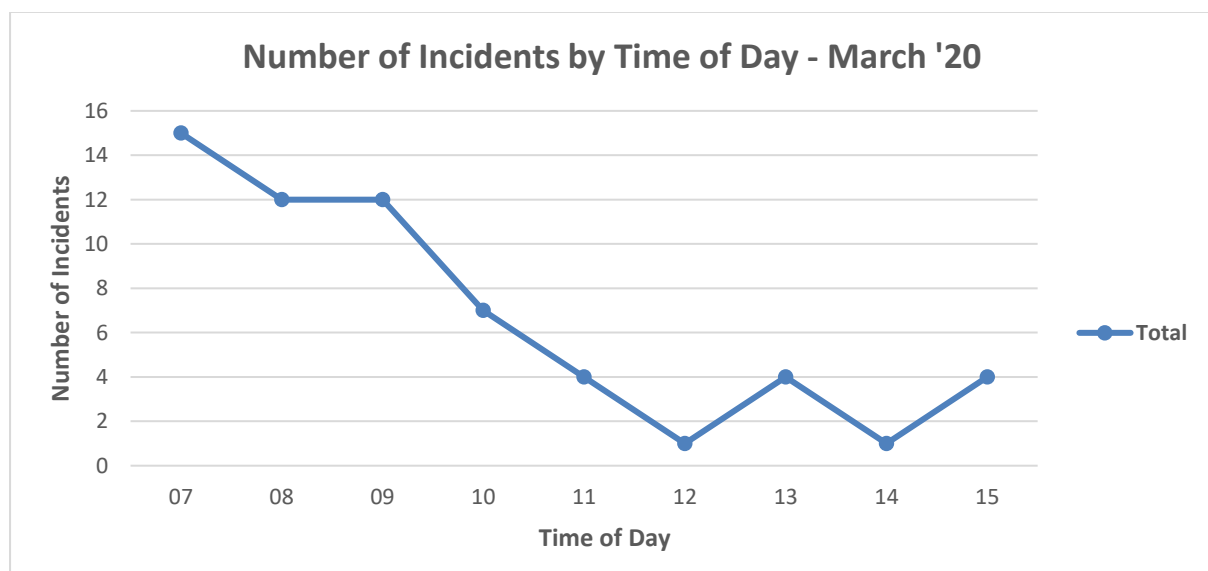


Figure 1: Number of incidents recorded by time of day – March 2020



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Of the incidents recorded during March, 22% were due to Road Traffic Collisions (RTC's) and 30% were due to road works (both planned and unplanned). A further 11% were due to breakdowns, 15% were due to an obstruction in the carriageway, 2% were due to a car fire, 3% due to a traffic signal fault and 17% were classed as 'Other'. The incidents recorded as 'Other' included exceptional volumes of traffic and police incidents. See Figure 2 below.

## Type of incident - March '20

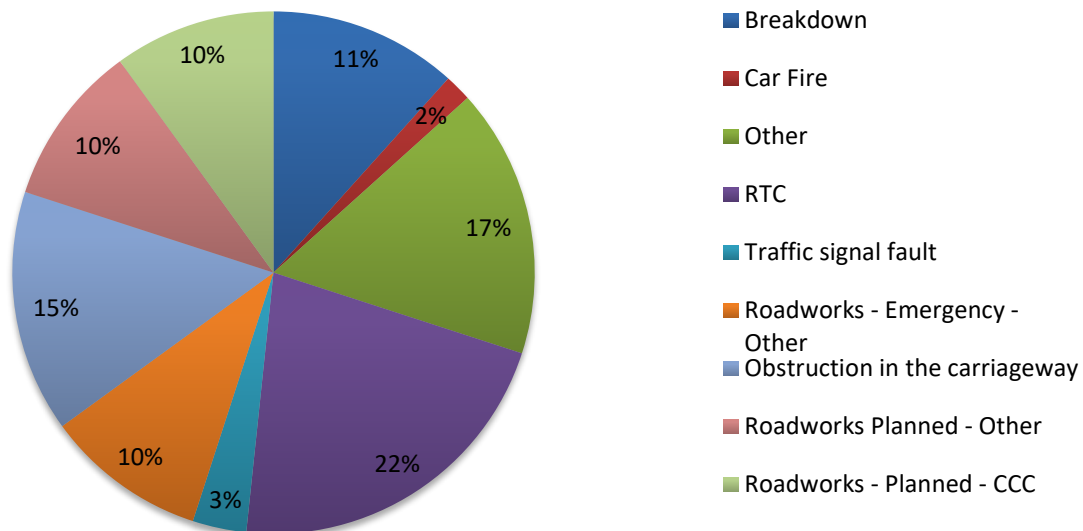


Figure 2: Type of Incident - March 2020

Of those incidents recorded 9% were due to a lane closure, 2% due to a traffic signal fault, and 13% due to the road being partially blocked. (See Figure 3). The road was closed for 8% of incidents, 28% had temporary traffic lights, 35% had congestion which wasn't considered normal for the location and time of day and 2% had Stop & Go boards.

## Impact of incident - March '20

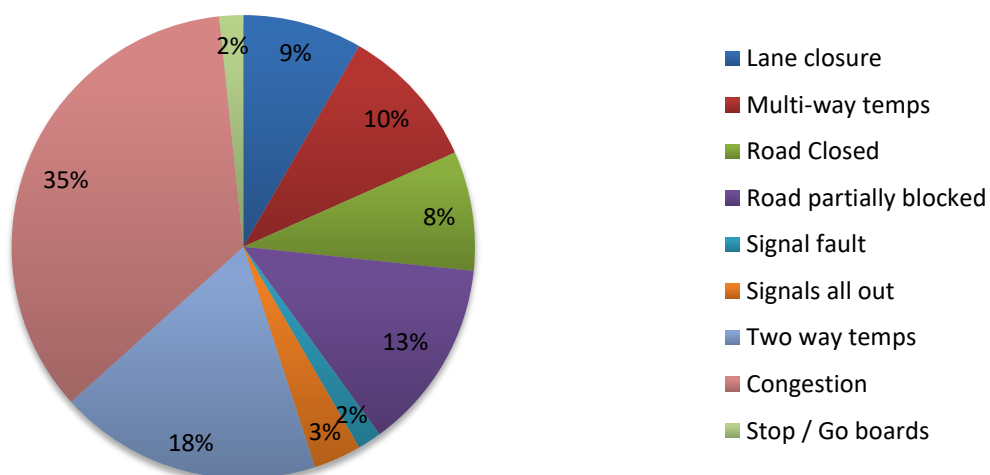


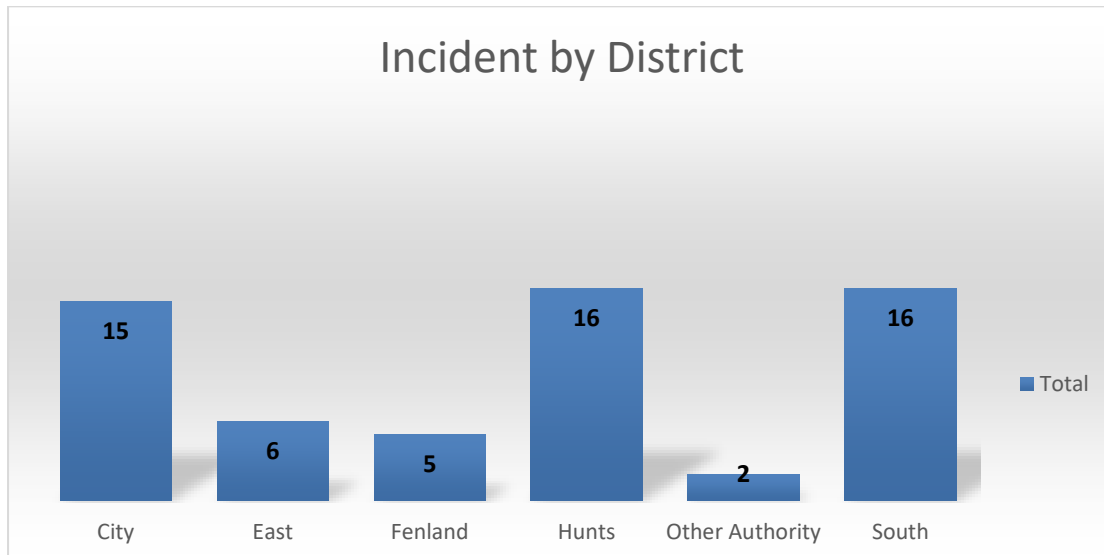
Figure 3: Impact of Incident on the network - March 2020



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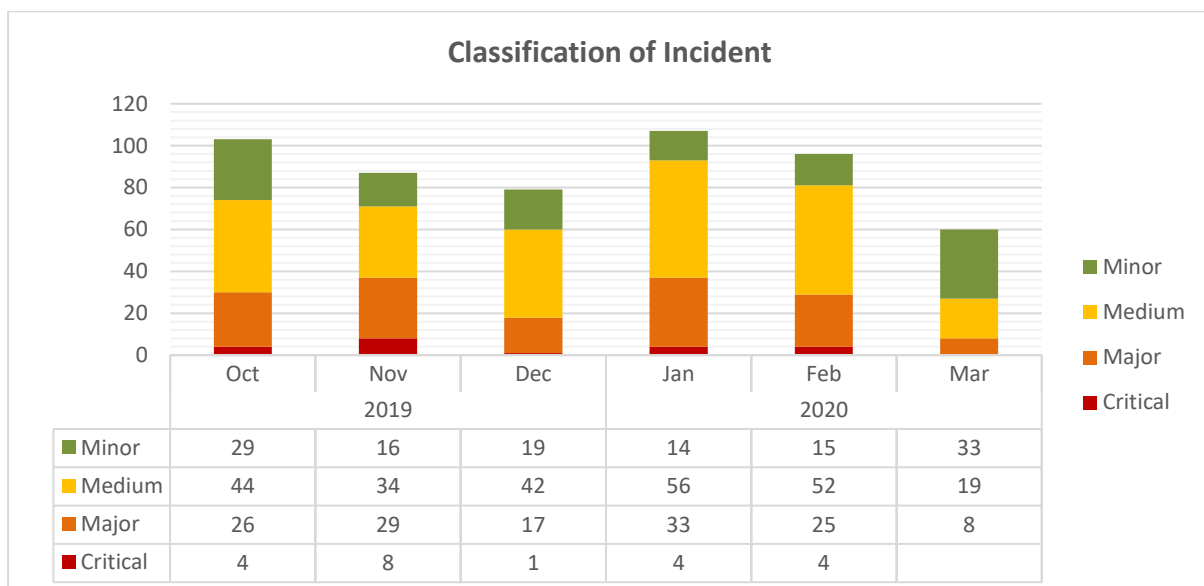


This month the highest number of incidents were recorded equally in South Cambridgeshire, and Huntingdonshire, closely followed by Cambridge City (Figure 4, below). Fenland had the lowest number of incidents, closely followed by East Cambridgeshire. Other authority can include Peterborough, or another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



**Figure 4: Incident location by District area - March 2020**

During the month we responded to 33 minor incidents and 19 medium incidents. There were 8 major and 0 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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March started off as fairly normal in terms of traffic volume and incidents recorded, and this dramatically decreased once the Government advised us all to stay at home, only allowing essential travel for key workers, delivery drivers, NHS staff and carers due to the Covid-19 outbreak.

We did not record any critical incidents throughout the month, with the longest delay being 58 minutes due to roadworks in Teversham on the 3<sup>rd</sup> March.

Whilst there is less traffic on the roads and revised timetables for public transport, we have reduced our monitoring hours to 08:00 - 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: 8am-5.30pm Mon-Fri.

Contact us: 01223 507176 [ihmc@cambridgeshire.gov.uk](mailto:ihmc@cambridgeshire.gov.uk)

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