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## IHMC Incident Report May 2020

The IHMC responded to 17 incidents on the road network throughout Cambridgeshire in May, covering 19 week days, with 2 Bank Holidays and a school half term. As a Country we continued to observe lockdown throughout the month, with a number of eased restrictions coming into place. One of these included being able to return to work for those that were unable to work from home. 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 May we saw another drop in new followers. We still 32 gained new followers, however lost more, making the total a loss of 31 across the month. This could be due to the continuing restrictions on travel during lockdown. The number of profile visits was 2,722 and the number of Tweets sent out was 183. These figures are understandably lower compared to the last 6 months, however we are seeing the number of Tweets sent creep up.

Twitter Analytics	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20
Number of Followers	14,819	14,974	15,298	15,318	15,300	15,269
Increase in followers from previous month	160	155	421	20	-18	-31
Number of Tweets sent	350	420	421	347	73	183
Number of profile visits	35,000	29,600	18,200	9,301	2,957	2,722
Number of Tweet impressions	1.05 million	1.17 million	1.21 million	926,000	219,000	443,000

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 10am.

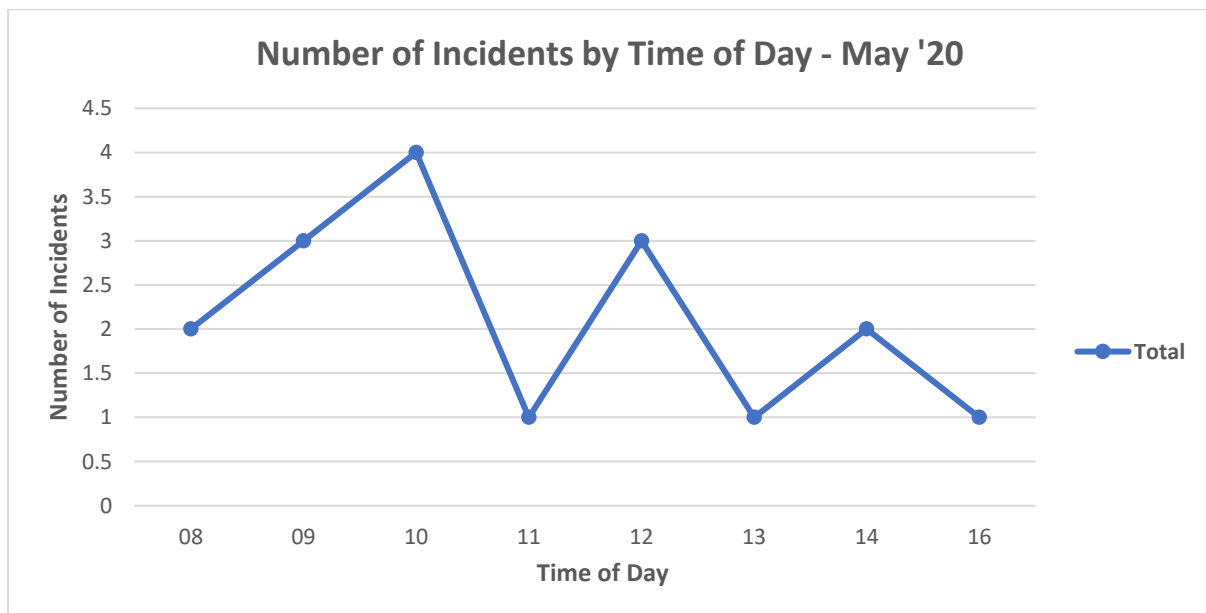


Figure 1: Number of incidents recorded by time of day – May 2020



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Of the incidents recorded during May, 29% were due to Road Traffic Collisions (RTC's) and 47% were due to road works (both planned and unplanned). A further 12% were due to an obstruction in the carriageway and 12% were due to a vehicle breakdown. See Figure 2 below.

## Type of incident - May '20

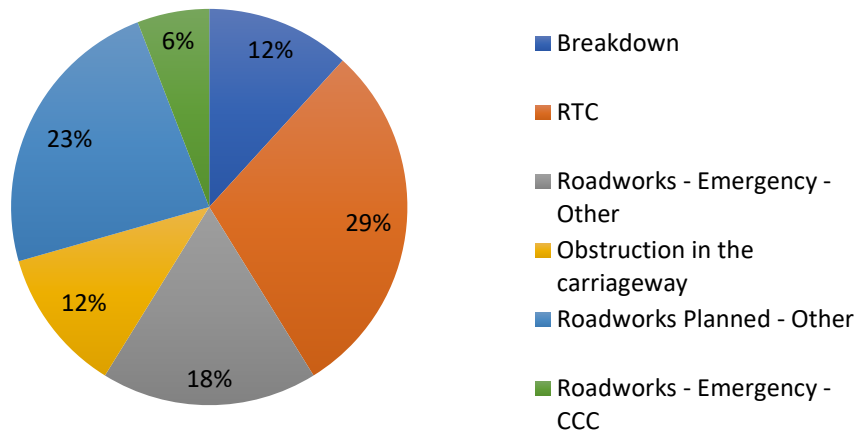


Figure 2: Type of Incident - May 2020

Of those incidents recorded 29% had a road closure, 30% temporary traffic lights, and 6% had congestion which was not considered normal for the location and time of day. (See Figure 3). A further 29% had a lane closure, and 6% resulted in the road being partially blocked.

## Impact of incident - May '20

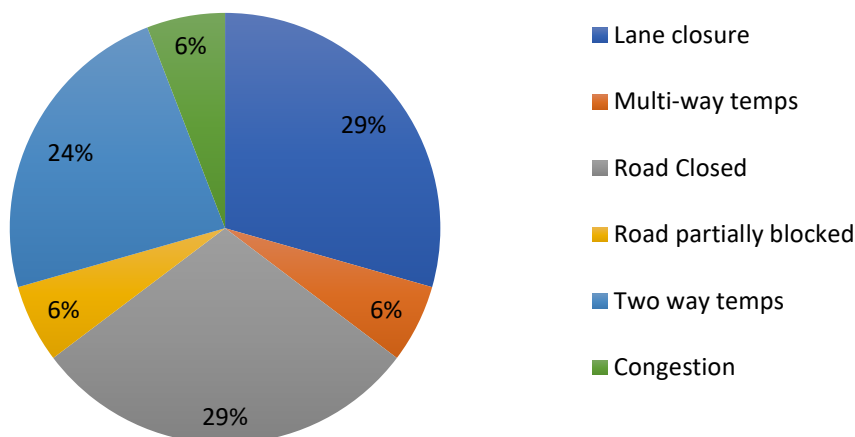


Figure 3: Impact of Incident on the network - May 2020



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

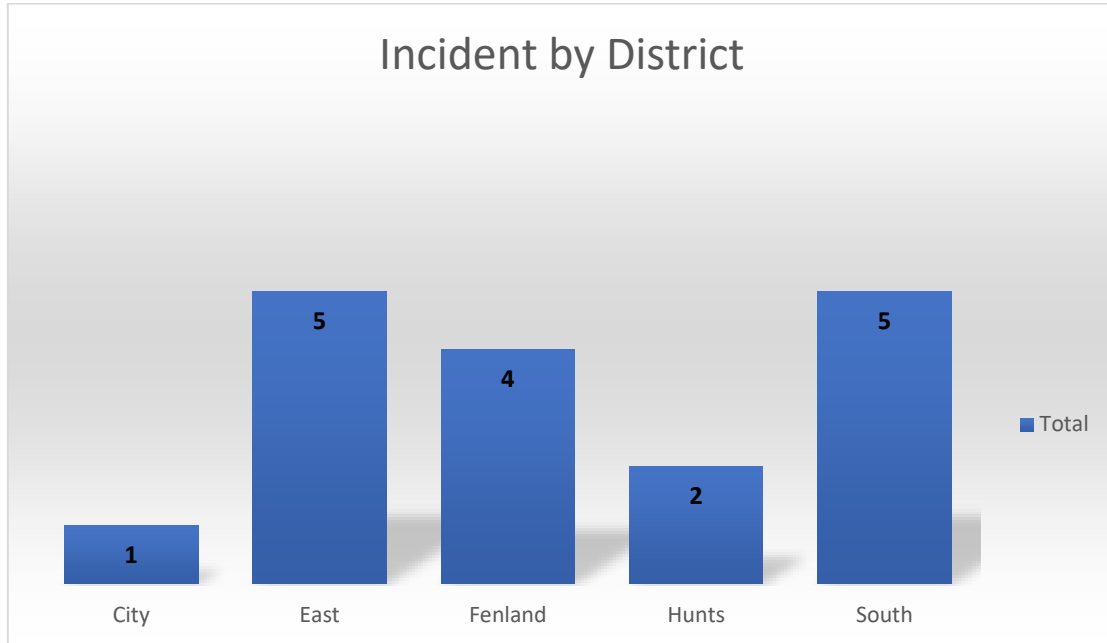


Figure 4: Incident location by District area - May 2020

During the month we responded to 13 minor incidents and 4 medium incidents. We did not record any major or critical incidents (See Figure 5).

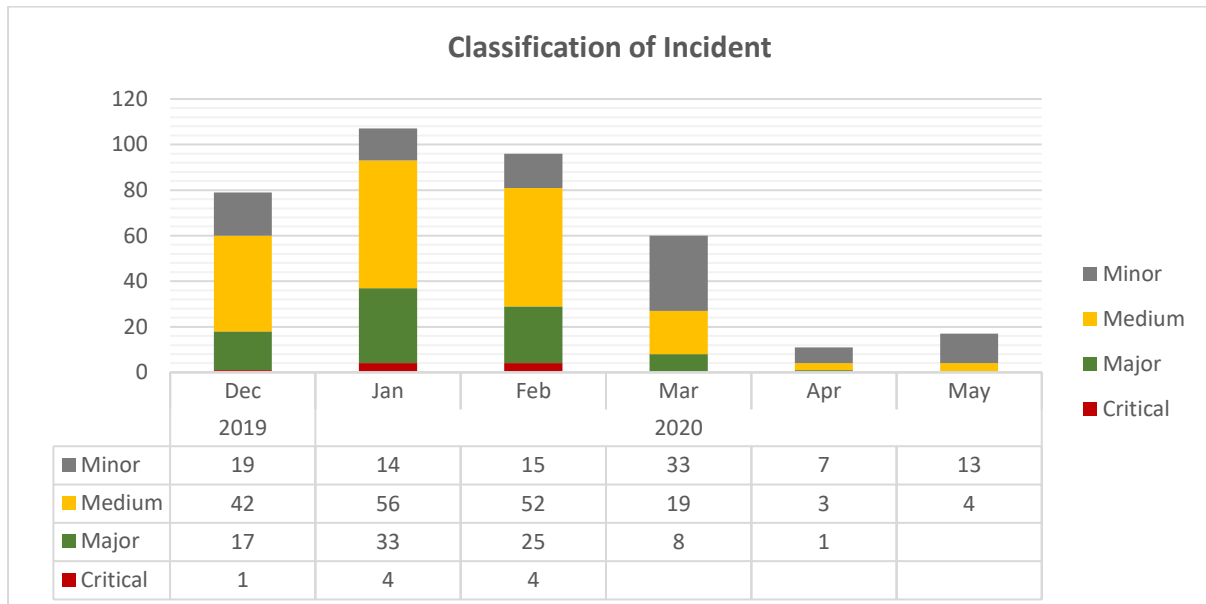


Figure 5: Classification of incident

**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.

There was a serious Road Traffic Collision which happened on the A10 at Waterbeach on the 14<sup>th</sup> April, where the carriageway was closed in both directions due to a fuel spillage and subsequent emergency resurfacing works. The road did not re-open until the following day. Under normal circumstances this could have caused major, or even critical delays when the RTC first occurred, however we recorded delays of around 10 minutes at the time.

At the beginning of lockdown we saw a lot of roadworks cancel, which also had an impact on traffic flow. With restrictions beginning to ease, a lot more works are now able to take place.

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](mailto:ihmc@cambridgeshire.gov.uk)

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