

# Integrated Highways Management Centre

Incident Report - September 2021

# Incident Report

The Integrated Highways Management Centre (IHMC) monitors traffic around the Cambridgeshire road network in real time to identify any issues caused by works, events or accidents and then relays the information both externally and internally to help mitigate those issues.

The IHMC responded to 99 incidents on the road network throughout Cambridgeshire in September, covering 22 weekdays. This is an increase in figures compared to August and understandably higher than September 2020 when lockdown restrictions were in place. In September 2019 we responded to 74 incidents. Please see the table below which illustrates the number of incidents over the last 6 months, compared to the same period last year;

## Incidents by month/year

	Apr	May	Jun	July	Aug	Sept
2020	11	17	30	29	47	47
2021	65	52	72	63	68	99

**Table 1: Number of Incidents Responded to by IHMC**

*We use the term 'incident' to describe something that has happened on the County's road network which has an impact (of varying degrees) on usual traffic flows. This could include, for example, a Road Traffic Collision, a burst water main or temporary traffic lights for roadworks.*

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.

Throughout August we saw an increase of 106 followers, although we lost a few followers resulting in the number of followers dropping slightly. The number of Tweets sent, the number of Tweet impressions and the number of profile visits increased compared to August.

Twitter Analytics	Apr-21	May-21	Jun-21	Jul-21	Aug 21	Sept 21
Number of Followers	15,415	15,400	15,400	15,500	15,500	15,600
Increase in followers from previous month	22	-15	0	32	0	100
Number of Tweets sent	257	250	271	327	200	319
Number of profile visits	10,200	10,500	16,400	20,700	20,500	31,600
Number of Tweet impressions	586,000	482,000	571,000	650,000	466,000	573,000

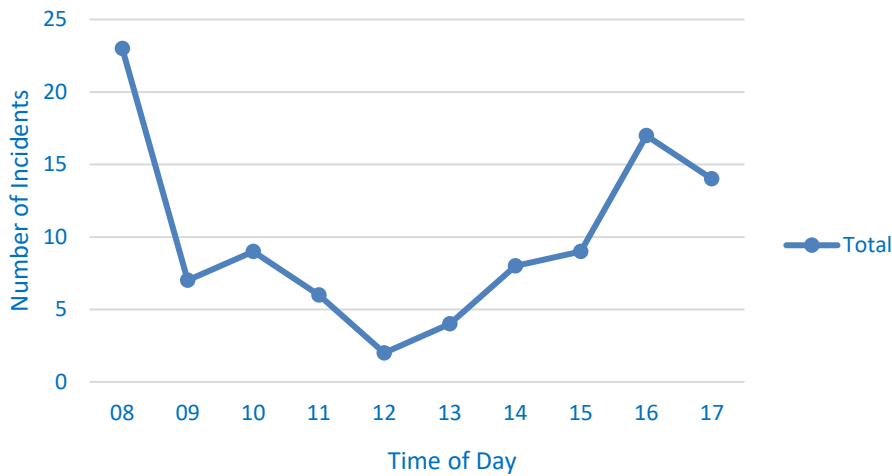
**Table 2: Twitter Analytics for @Cambs\_Traffic**

*Note: The number of Tweets sent includes advance notice road works and event Tweets alongside live incident Tweets.*



Follow us on Twitter for live traffic updates and news at; [@Cambs\\_Traffic](#)

## Number of Incidents by time of day -September '21



The number of incidents recorded peaked at 8:00am, followed by another peak at 10:00am and then a much higher peak at 4:00pm.

Figure 1: Number of incidents recorded by time-of-day September 2021

## Type of Incident - September '21

Of the incidents recorded during September, 15% were due to Road Traffic Collisions (RTC's) and 29% were due to road works (both planned and unplanned). A further 3% were due to an obstruction in the carriageway and 1% was due to a vehicle fire. A further 47% were classed as 'Other' which includes incidents where the cause could not be confirmed (Figure 2).

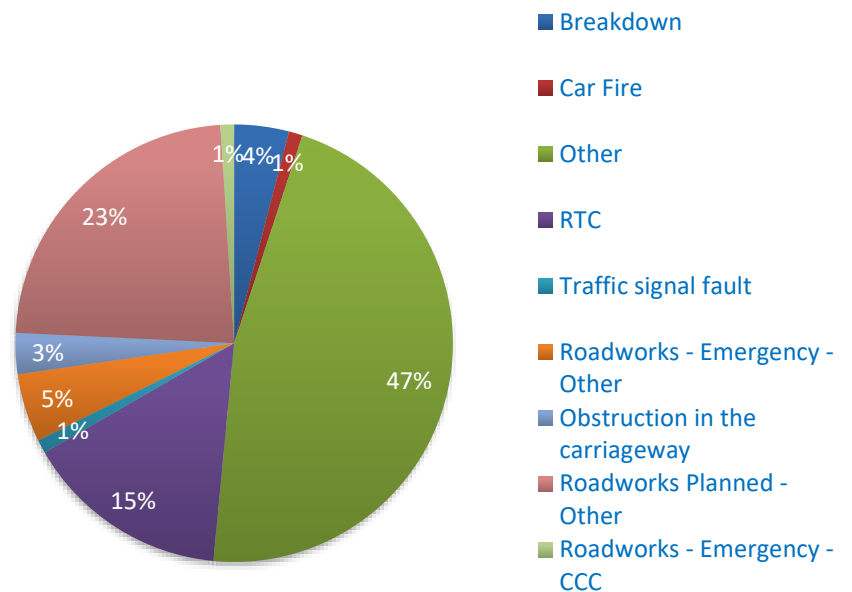


Figure 2: Type of Incident - September 2021



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## Impact of incident - September '21

Of those incidents recorded 3% had a road closure, 25% temporary traffic lights, and 63% had congestion which was not considered normal for the location and time of day. (See Figure 3). A further 7% had a lane closure and 2% were classes as other.

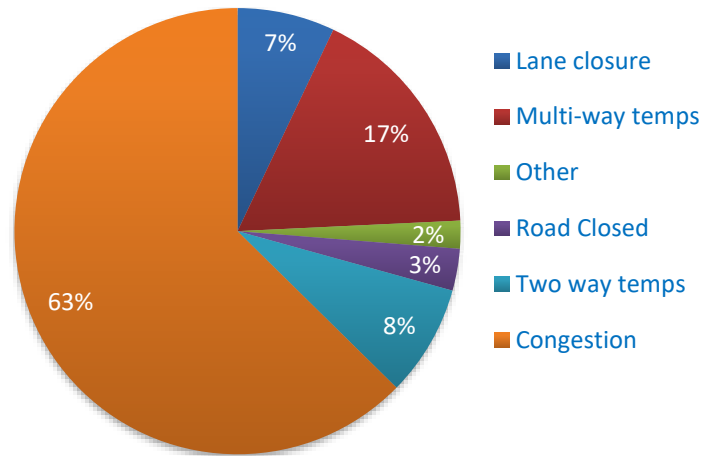
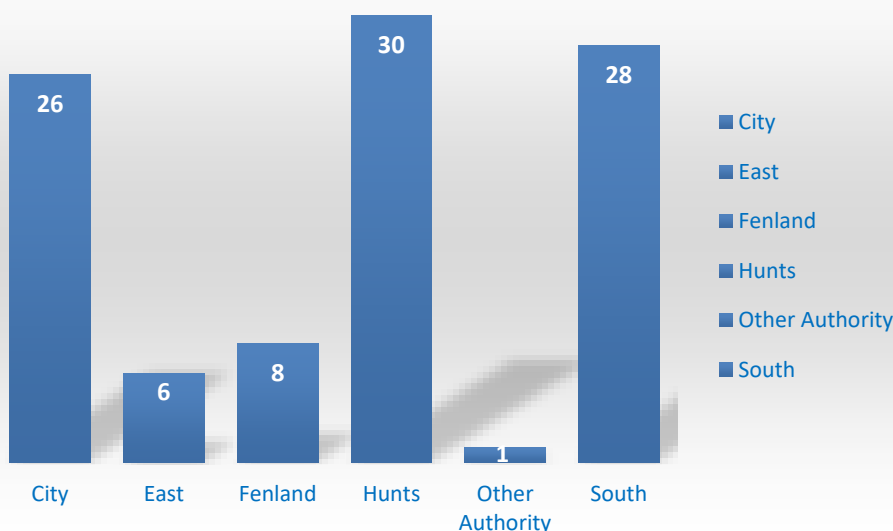


Figure 3: Impact of Incident on the network – September 2021

## Incidents by District



This month the highest number of incidents were recorded in Huntingdonshire followed by South Cambridgeshire and City (Figure 4).

East Cambridgeshire had the lowest number of incidents recorded throughout September followed by Fenland.

Figure 4: Incident location by District area - September 2021



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# Incident Report

## Classification of Incident

During the month we responded to 36 minor incidents, 50 medium incidents, 11 major incidents and 2 critical incidents.

(See Figure 5).

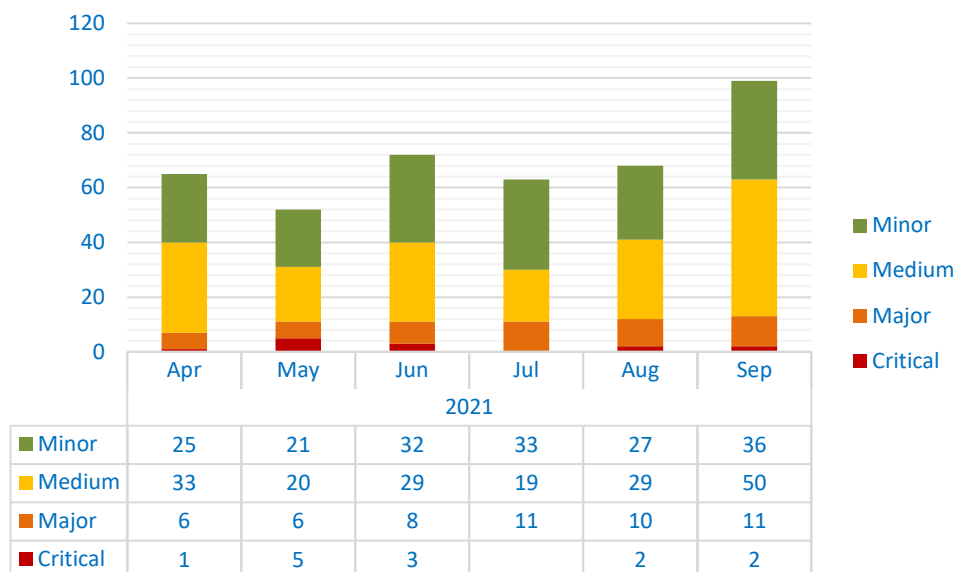


Figure 5: Classification of incident

### 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

With all the restrictions being lifted we have seen an increase in the number of incidents we have dealt with since August, we are still not seeing 'normal' levels of congestion quite yet although they are increasing from 2020. Towards the end of September, we saw increased congestion due to the demand for fuel around the County.

Please find details of the critical incidents below:

- **10/09/21** (14:00 - after 17:30) **A1 Wansford - Huntingdonshire** - Lane closure implemented by Cambs Police due to a Road Traffic Collision. Delays peaked at 59 minutes.
- **29/09/2021** (16:45 - after 17:30) **A141 J36 - J37** Lane closure implemented due to a lorry fire. Delays peaked at just over 1 hour.

For more information on roadworks across the County, please have a look at

<https://one.network/>

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

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

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



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