

**Anna Schirokoff: Success rate and accuracy of the incident information for road users.**  
Helsinki 2003. Finnish Road Administration. Finnra Reports 13/2003. 35 p. + app. 20 p. ISSN 1459-1553, ISBN 951-803-023-5, TIEH 3200803-v.

**Keywords:** Incident Management

## SUMMARY

According to the Finnra's traffic management policy, incident management is one of the most important traffic management functions. However, so far the actual state of the Finnish incident management has not been studied. The current guidelines of traffic management centres state that travellers should be informed if an incident is expected to last longer than 30 minutes and delay traffic more than 10 minutes or might cause secondary accidents.

The aim of the study was to find out the current state of the incident management information in two provinces, Pirkanmaa and Varsinais-Suomi. As current state was defined as the total amount of incidents, the number and type of incidents that were reported, the transmission routes and time it took the incident information to reach the traffic management centres, and the time to reach travellers. In this study, incident was defined as an unexpected event on a public road that disturbed traffic for more than half-an-hour. The studied period was one year.

Information on traffic incidents is carried by multiple authorities and saved to differed databases and records. Data used in this study was carried from the 112-database, fire department's database, police's criminal reports, traffic management centres and Finnish broadcasting company.

During the studied period there had happened in Pirkanmaa 110 and in Varsinais-Suomi 127 incidents that should have been informed. On the highways, where the traffic amounts are higher, also the amount of incidents was greatest. Also most of the long-lasting incidents had occurred on these roads. Drivers had been informed on most of the over two hour incidents independent on their severity (over 4 h 87%, 2–4 h 81%). Incidents shorter than that had been informed on very seldomly (1–2 h 18%, ½–1 h 10%). However, the severity of these incidents improved the reporting (road closed 58%, road not closed 8%). The incidents in Pirkanmaa were better informed on than the incidents in Varsinais-Suomi, which might depend, at least partly, on the smaller amount of actors involved in the process.

The study showed that drivers are informed about traffic incidents slowly. On average, the authorities arrived to the incident scene in 13 minutes. After adding to this time police's information delay and the delay in traffic management centre, it was discovered that the incident reports for the radios were on average done first in 31 minutes after the incident was detected. Drivers were able to get the first incident information from the radio in 43 minutes. Reason for the slow information varied from case to case. Also insufficient information on incident location might had delayed the traveller information. On the other hand the information distribution times might have been long even without any extra delays, because the length of the current information exchange chain.