Incident management is the process of mitigating the effects of traffic incidents via quick and effective response, thus reducing the congestion and the potential for secondary accidents. The evaluation of incident management system (IMS) is challenging and data intensive since incident occurrence and location cannot be predicted. But secondary accidents which occur due to the primary incident offer a window into how effective the incident management system is working. Lower the number of secondary incidents indicates an effective IMS. This research shows by maximizing the incident information i.e. traffic volumes, travel times, roadway capacity, incident progression curves; one can accurately understand the impact of incidents and the number of secondary incidents. This research will help government agencies in fine tuning their IMS policies and components by their returned value.