



# Statewide Road Ranger Survey for Incident Responders

Florida's Traffic Incident Management Program



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## Road Ranger Background

Florida's Road Ranger service patrol program (Road Rangers) is a free service offered by the Florida Department of Transportation (Department) and other transportation agency partners. The Department initially used the program to manage vehicle incidents in construction zones and has since expanded to all types of incident responses, becoming one of the most effective elements of the Department's Traffic Incident Management (TIM) Program. Road Rangers provide a direct service to motorists by quickly clearing minor incidents from travel lanes in close coordination with the Florida Highway Patrol (FHP) and other law enforcement agencies. They also assist disabled motorists with basic services, such as furnishing a limited amount of fuel, assisting with tire changes, and helping with other types of minor vehicle repairs. Road Rangers typically patrol Florida's interstates, other major freeways, and construction zones on these facilities.

The Department began funding this statewide program in December 1999. Documented program benefits are:

- Decrease in accidents
- Decrease in incident durations
- Assistance to disabled or stranded motorists
- Removal of road debris
- Decrease in air pollutants related to congestion
- Increase in safety at incident scenes

The program is managed at the local District level as a contracted service provided by private vendors. Central Office TIM personnel facilitate program issues of statewide interest. Since the program's inception, the Road Rangers have made over 3.1 million service assists with more occurring daily.



Road Rangers quickly clear minor incidents from travel lanes in close coordination with the Florida Highway Patrol and other law enforcement agencies. They also assist disabled motorists with basic services, such as furnishing a limited amount of fuel, assisting with tire changes, and helping with other types of minor vehicle repairs.

## Purpose of the Survey

The Department developed the 2009-10 Statewide Road Ranger Survey for Incident Responders from a suggestion by District TIM personnel that information on how other agencies' incident responders gauged Road Rangers performance would be helpful, especially since direct program feedback from field level incident responders is limited. The Department designed the survey to gather data from those who work and communicate with the Road Rangers on a regular basis.

Since the inaugural survey was such a success, the Department decided to perform a follow-up survey for 2010-11. Although the core survey questions have remained the same, subtle changes and the addition of a few more questions allow us to analyze more data points.

This survey has a threefold purpose:

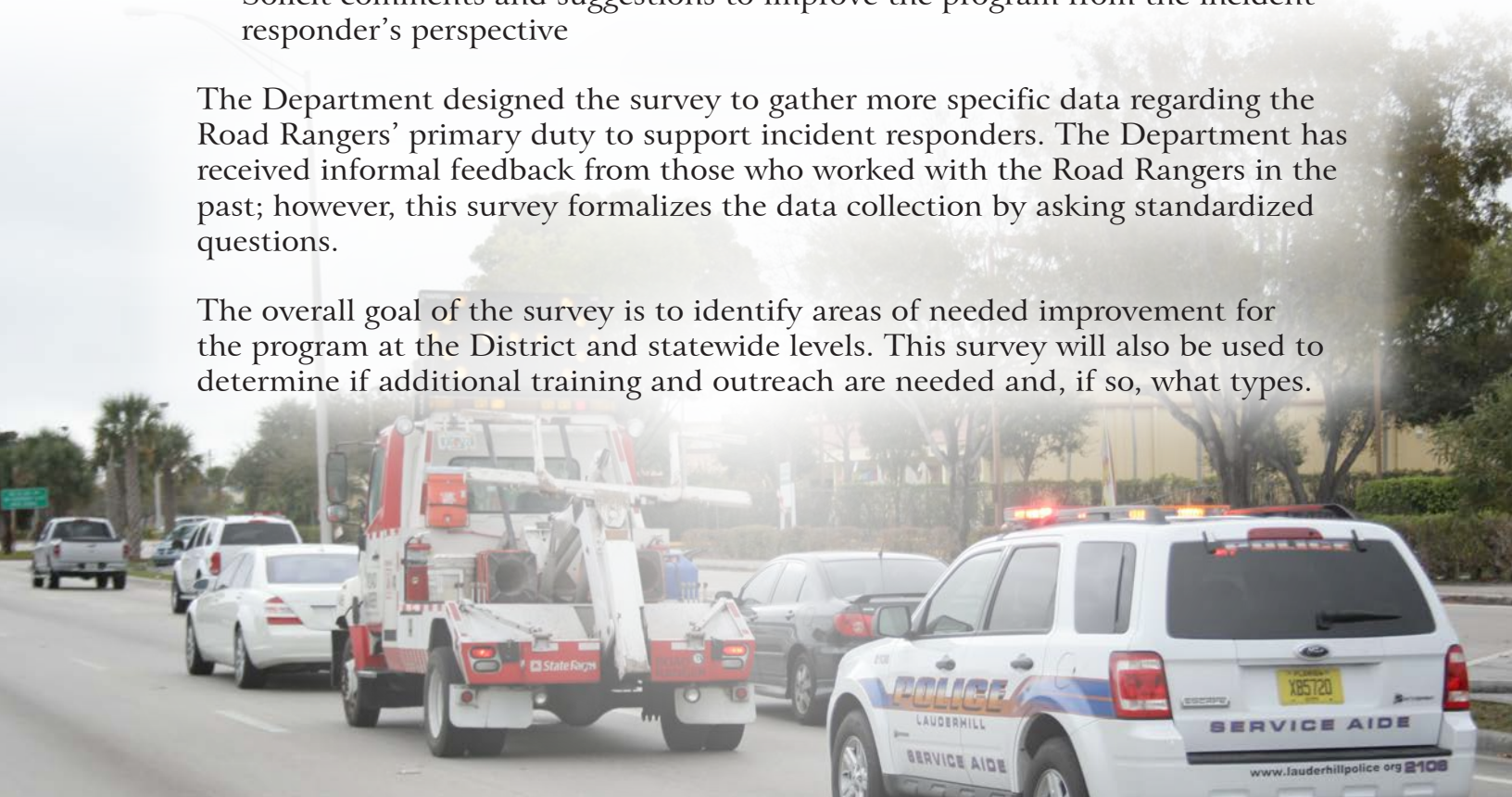
- Determine the incident responders' opinion of the program
- Compare results and customer satisfaction to last year's survey
- Solicit comments and suggestions to improve the program from the incident responder's perspective

The Department designed the survey to gather more specific data regarding the Road Rangers' primary duty to support incident responders. The Department has received informal feedback from those who worked with the Road Rangers in the past; however, this survey formalizes the data collection by asking standardized questions.

The overall goal of the survey is to identify areas of needed improvement for the program at the District and statewide levels. This survey will also be used to determine if additional training and outreach are needed and, if so, what types.



The Statewide Road Ranger Survey for Incident Responders gathers specific data regarding the Road Rangers' primary duty to support incident responders.



## Survey Methodology

The survey includes questions/statements stated in four different formats:

1. Quantitative questions;
2. Ranking statements, where the respondent is provided five response options ranging from “strongly disagree” to “strongly agree;”
3. Rating statements, where the respondent is provided five response options ranging from “extremely dissatisfied” to “extremely satisfied;” and
4. Open ended questions that allow detailed responses.

The survey has a total of 17 areas for responses, with one response area allowing for general comments or concerns regarding the Road Rangers program.

The statements and survey design were vetted by the Department’s Central Office TIM Program staff and the District TIM Program managers. This survey will be conducted annually with the survey period beginning and ending during the first quarter of the year. The survey period lasts approximately 60 days. This extended survey period allows multiple agencies to receive and complete the survey as well as allowing time for the Districts to discuss it with their TIM teams.

A sample of this year’s survey is included in Appendix A of this report.

**Road Ranger Survey for Incident Responders**
**2010/2011**

**What agency do you represent?**

Other Law Enforcement     
  Fire Rescue/EMS     
  Other: \_\_\_\_\_

**Roadway where you worked with the Road Ranger:** \_\_\_\_\_

---

**How long was your last experience working with a Road Ranger?**

1 week to 30 days     
  30 to 60 days     
  60 to 120 days     
  More than 120 days

**Have you ever called a Road Ranger(s) in the past, on average how long does it take them to arrive?**

15 – 30 mins.     
  Over 30 mins.     
  Unknown     
  N/A

**What is your level of satisfaction with the Road Ranger service patrol operators in the following categories:**

Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are your response times acceptable.**

Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are your vehicles adequately equipped.**

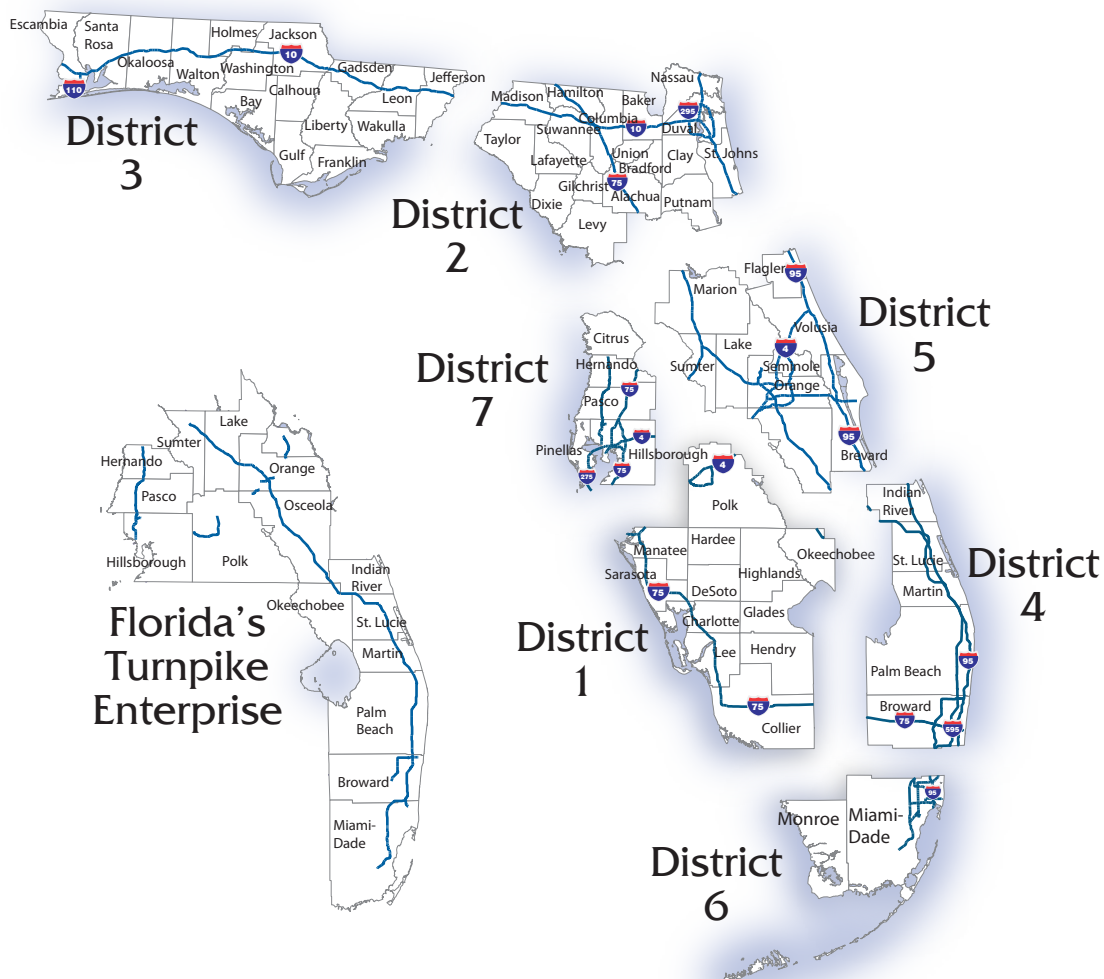
Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Are your operators thoroughly trained for their job.**

Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Survey Distribution

The primary method of distribution for this year's survey was online; however, paper copies were provided to the Districts for responders who were unable to complete the survey online. The Department hosted the survey on [www.surveymonkey.com](http://www.surveymonkey.com) and District TIM program managers were provided a uniform resource locator (URL) to the survey, which was distributed to TIM team members statewide. TIM team members include fire/rescue departments, emergency medical service (EMS) departments, state and local law enforcement agencies, asset management companies, towing and recovery personnel, and others. The online survey distribution method was very beneficial in reaching a large audience in a short timeframe. A total of 512 respondents utilized the online survey and 31 responders submitted hard copies. Both formats combined yielded 543 responses for this year's survey.



## Survey Data Collection

The online survey host, SurveyMonkey™, collects data and compiles it into a Microsoft® Excel spreadsheet for analysis. This streamlined the data collection and processing effort in comparison to last year. The 31 hardcopy survey responses were collected and their values entered into the Microsoft® Excel spreadsheet for analysis as well.



Responses to the open-ended questions were documented as part of the tabulation process and captured in Appendix B. Data from the surveys will be used in several quarterly and annual reports throughout the year. This report contains statewide information only. District-specific surveys will be sent to the District TIM Program managers for further analysis.

The Department has seven geographic Districts, plus the Florida's Turnpike Enterprise (FTE). Surveys were distributed to each District and FTE; however, District Three, which includes Tallahassee and extends west to the Florida/Alabama state line, does not currently have a Road Rangers program; therefore, District Three had a small percentage of survey responses.



## Measurement Methodology

Survey responses were measured by several standard approaches. The first approach was a percentage of responses based on the total number of responses received. This measurement approach gauges the degree of responses in each category or grouping of categories within a single area. The second approach applied a numeric value to each response category with one being the lowest level of approval or satisfaction and five being the highest. The responses were averaged to provide a mean numerical score for the response.

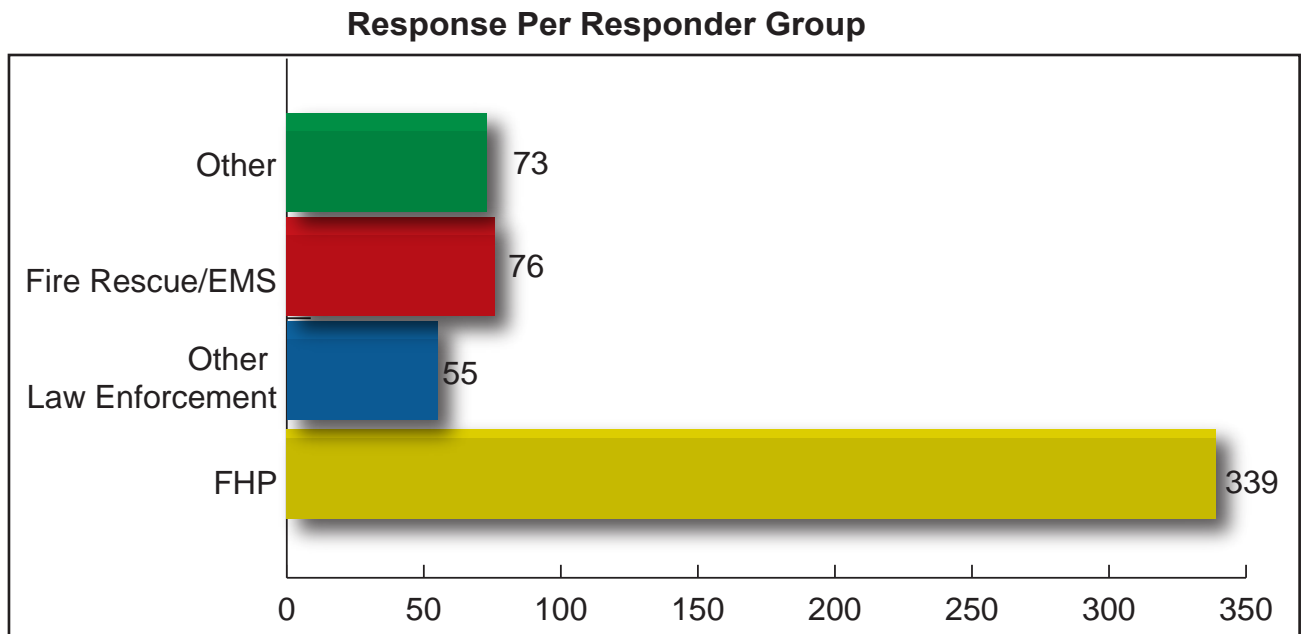
## Survey Results

This year’s survey period was from January 26 through March 31, 2011, and a total of 543 responses were received. Of these responses, six percent (31 responses) were received via hard copies. The online survey was a very successful method boasting 512 responses, 94 percent of the total responses.

### Question 1 – “Which response agency do you represent?”

In order to analyze how different incident responders understand the Road Ranger program, respondents were asked which agency they represented. The listed response choices were:

- FHP
- Other Law Enforcement
- Fire Rescue/EMS
- Other



A majority of the responses, 62 percent, or 339 responses, were from FHP. This high percentage is attributed to FHP’s jurisdictional responsibility of enforcing traffic laws on Florida’s interstate system.

### Question 2 – “City/County/Roadway where you worked with the Road Ranger:

This question helps to determine the geographical location of the respondent working with the Road Ranger. The Department coded paper surveys to determine the area of the state from which they were originated. For the online survey, a detailed analysis of the data input was utilized to determine the originating District. The origination point for 20 percent, or 106 responses, of the respondents was

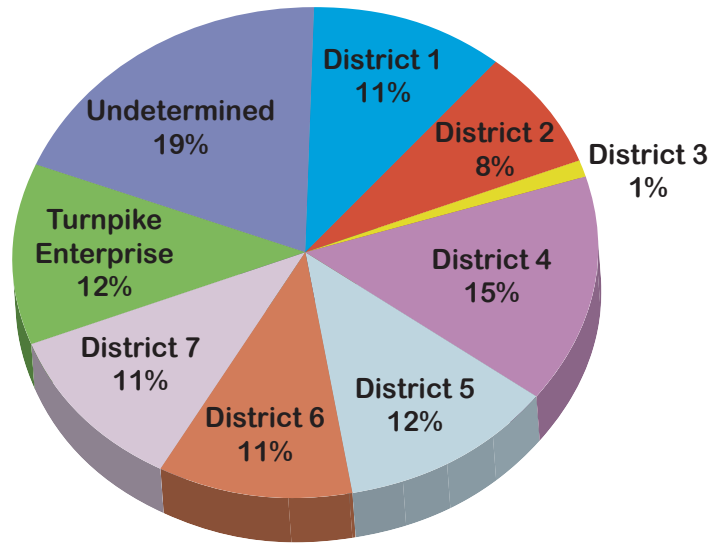


unidentifiable. This group included those responders that provided responses indicating jurisdictions in more than one District or those that did not provide a response.

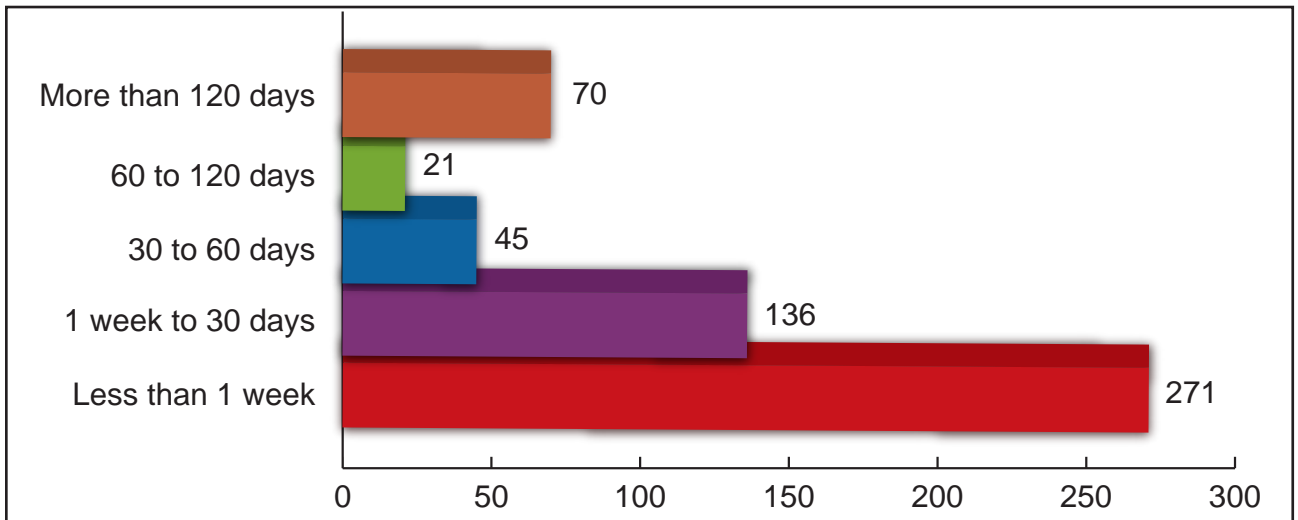
**Question 3 – “When was your last experience working with a Road Ranger?”**

Respondents were asked when they last worked with a Road Ranger. Five options were provided ranging from “less than one week” to “more than 120 days.” This question helped determine if the data received was current.

**Percent of Response by District**



**Last Experience Working with a Road Ranger**

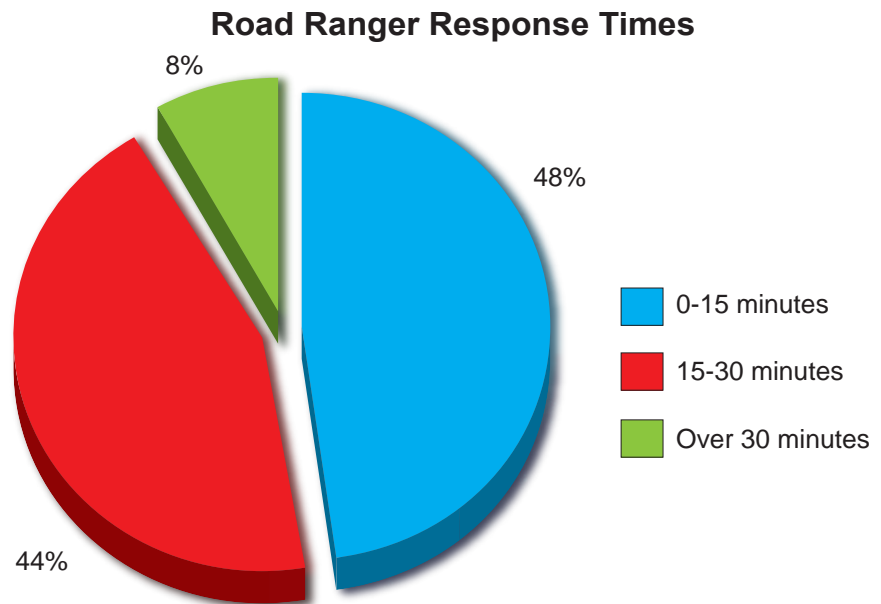


Seventy-five percent, or 407 incident responders, had worked with the Road Rangers within the last 30 days, validating that the survey data received is indicative of current program conditions.

## Question 4 – “If you requested a Road Ranger(s) in the past, on average how long does it take them to arrive?”

This question gauges the Road Rangers response time. Respondents were provided three timeframes ranging from 0 to more than 30 minutes. They were also provided with two additional response options, “Unknown” and “N/A.” The values for unknown (26 responses) and N/A (44 responses) were omitted from the following graph to allow for analysis of time-based responses only.

There were 473 responses that indicated a time value; of these, a Road Ranger arrived on-scene within 30 minutes of request for assistance 92 percent of the time. There is a direct correlation between Questions 4 and 9; these two questions must be analyzed together to accurately gauge the Road Rangers response time versus what is acceptable to the response community.



The following statements (questions 5 through 8) gauge the level of satisfaction with the Road Ranger personnel. Respondents were asked to rate the Road Rangers in four areas:

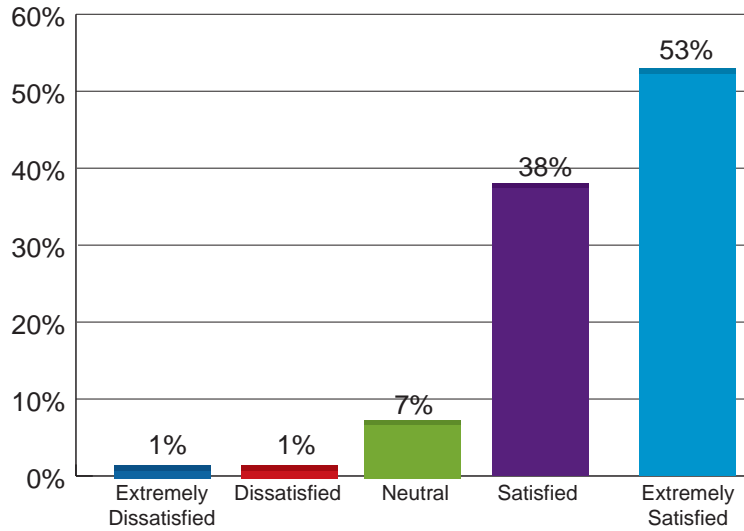
- Professionalism
- Respectfulness
- Helpfulness
- Competency

These four areas are very important to the Department. Respondents were asked to measure each area by choosing one of five statements ranging from “Extremely Dissatisfied” to “Extremely Satisfied.”

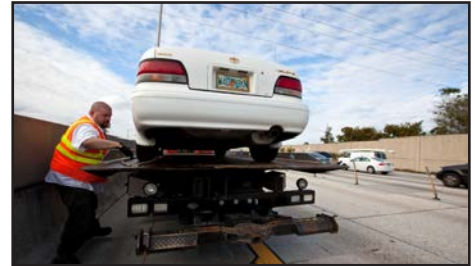
*Questions 5 through 8 were rated based on a five-point scale: 1—extremely dissatisfied; 2—dissatisfied; 3—neutral; 4—satisfied; 5—extremely satisfied*

**Please rate your level of satisfaction with the Road Ranger service patrol operators in the following categories:**

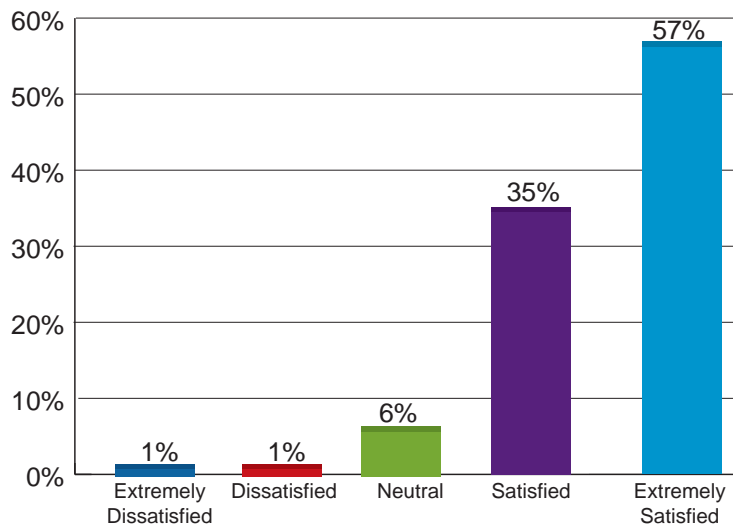
## 5. Professionalism



Professionalism	
Extremely Dissatisfied	6
Dissatisfied	6
Neutral	35
Satisfied	207
Extremely Satisfied	284
2010/11 Mean	4.41
2009/10 Mean	4.23
Change	+0.18



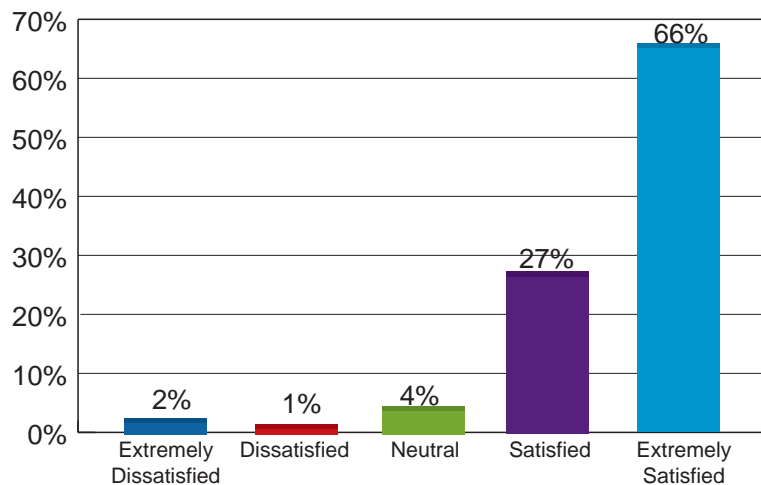
## 6. Respectfulness



Respectfulness	
Extremely Dissatisfied	8
Dissatisfied	3
Neutral	31
Satisfied	188
Extremely Satisfied	305
2010/11 Mean	4.46
2009/10 Mean	4.29
Change	+0.17



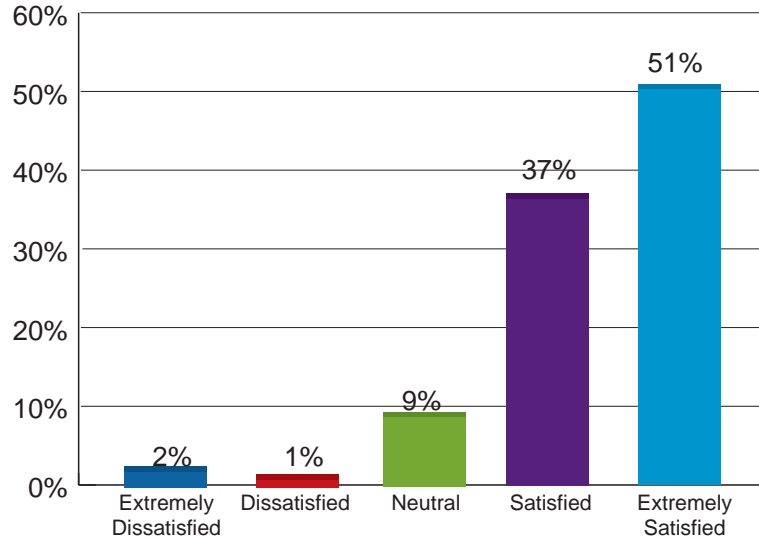
## 7. Helpfulness



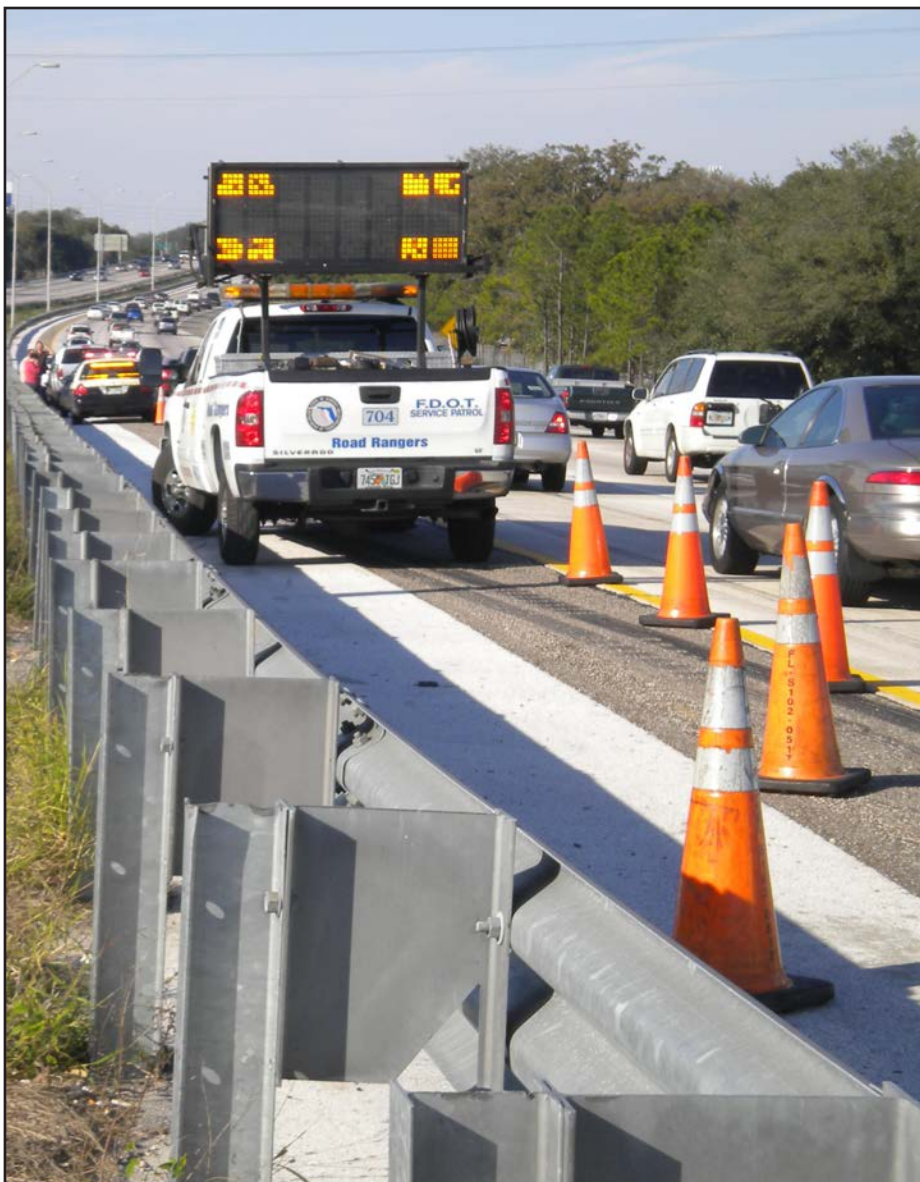
Helpfulness	
Extremely Dissatisfied	9
Dissatisfied	6
Neutral	25
Satisfied	144
Extremely Satisfied	353
2010/11 Mean	4.54
2009/10 Mean	4.36
Change	+0.18



## 8. Competency



Competency	
Extremely Dissatisfied	11
Dissatisfied	7
Neutral	47
Satisfied	197
Extremely Satisfied	270
2010/11 Mean	4.33
2009/10 Mean	4.19
Change	+0.14



As the data for questions 5 through 8 indicates, the overall scores for Road Ranger personnel were very good. High marks were received for respectfulness and helpfulness—each with positive response rates above 92 percent. Road Ranger personnel also received good scores for professionalism and competency—each with positive responses above 88 percent.

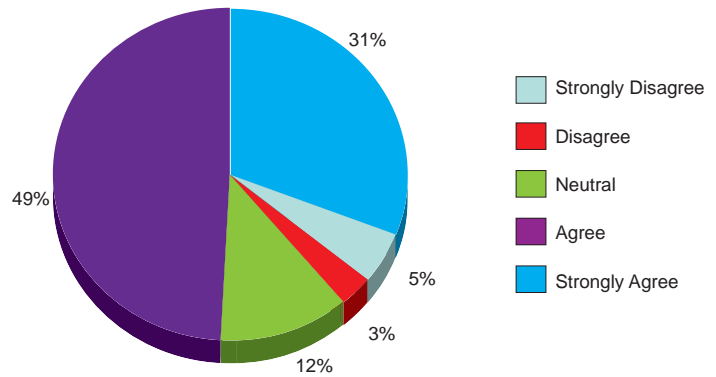
Compared to the 2009/10 survey data, there was an increase in all four areas (professionalism, respectfulness, helpfulness, and competency) ranging from +0.14 to +0.18. Across the four categories, there was an average increase of +0.17. Even with high approval ratings, improvements may still be achieved in all four of these areas.

Questions 9 through 14 were rated based on a five-point scale: 1—strongly disagree; 2—disagree; 3—neutral; 4—agree; 5—strongly agree

## Question 9 – “Road Ranger response times are acceptable.”

This question allows respondents to express their satisfaction with the Road Ranger response times. Out of 543 responses, 80 percent of respondents agreed that the response times were acceptable; 20 percent chose neutral, disagree, or strongly disagree. Since response time satisfaction is generally subjective in nature, a portion, but not all, of these responses may be attributed to differences in perception.

**Acceptable Response Times**

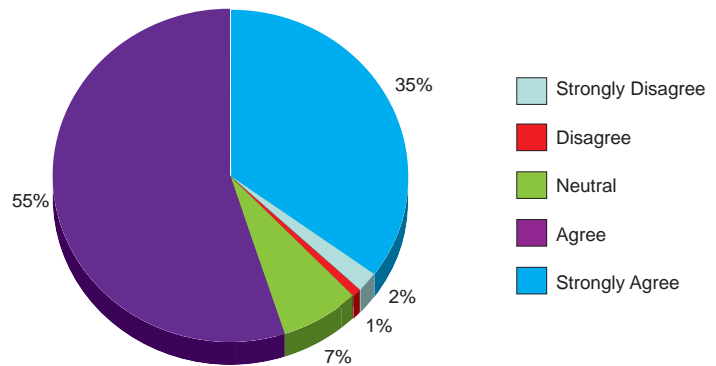


Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2010/11 Mean	2009/10 Mean	Change
26	17	65	267	168	3.98	3.86	+0.12

## Question 10 – “Road Ranger vehicles are adequately equipped.”

This question allows respondents to express their satisfaction with the tools and supplies carried in/on the Road Ranger vehicle. Road Ranger vehicles are equipped with a basic variety of tools and supplies that may differ from one District to another. While 90 percent of respondents agreed that Road Ranger vehicles were adequately equipped, ten percent feel that the vehicles could be better equipped. Respondents were able to provide more specific equipment concerns in the open response replies.

**Vehicle Adequately Equipped**

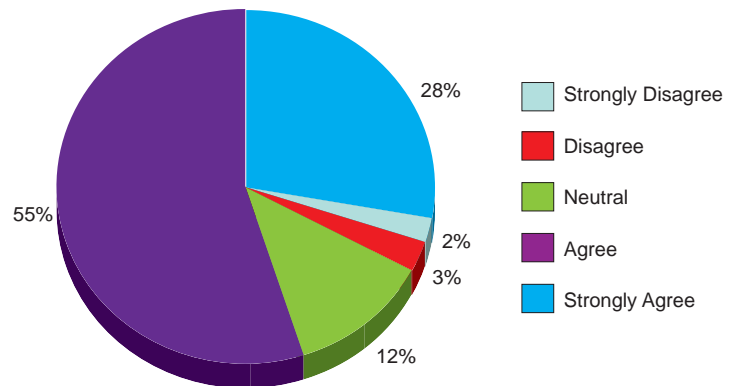


Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2010/11 Mean	2009/10 Mean	Change
10	8	37	297	191	4.20	4.13	+0.07

**Question 11 – “Road Ranger operators are thoroughly trained for their job.”**

This question allows respondents to express their level of satisfaction with the training Road Ranger personnel receive. Eighty-three percent of respondents indicated that Road Rangers are adequately trained for their jobs. The remaining 17 percent selected “neutral,” “disagree,” or “strongly disagree.” Although the total number of negative responses was relatively low, a review of training standards could indicate specific areas for improvement.

**Road Ranger Thoroughly Trained**

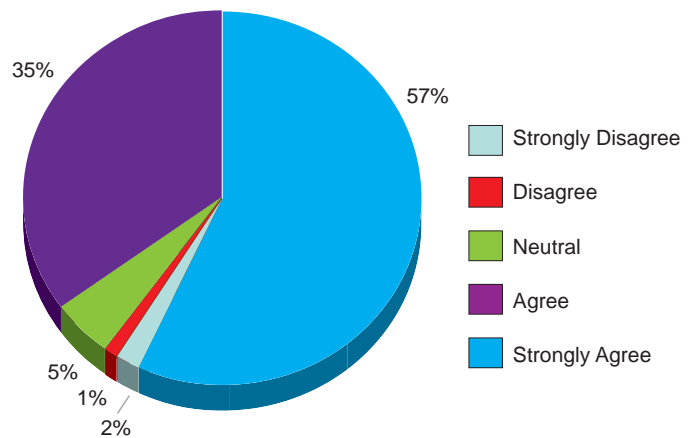


Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2010/11 Mean	2009/10 Mean	Change
12	14	65	298	154	4.05	3.93	+0.12

**Question 12 – “Services provided by Road Rangers are helpful in resolving incidents.”**

This question asks respondents to assess the services that Road Rangers provide with regard to resolving incidents. Ninety-two percent of respondents selected “agree” to “strongly agree,” indicating that the Road Rangers have a positive impact on resolving incidents. Since a key role of the Road Rangers’ mission is to minimize the effects of incidents on Florida roads, the respondents’ positive view of the Road Rangers’ impact is reassuring. Even with high approval ratings, improvements may still be achieved in this area.

**Road Ranger Helpful Resolving Incidents**

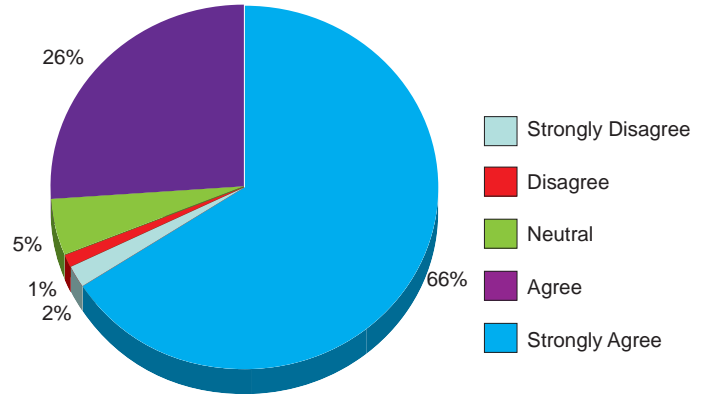


Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2010/11 Mean	2009/10 Mean	Change
10	5	26	191	311	4.45	4.34	+0.11

## Question 13 – “The Road Ranger Program has made it easier for me to perform my duties.”

This question addresses whether Road Rangers are producing a positive impact by enabling responders to more effectively perform their duties. Again, a large majority, 92 percent, agrees or strongly agrees that the Road Rangers are successful in this area. By enabling incident responders to perform their jobs safely and efficiently, Road Rangers are successfully fulfilling part of their mission. However, it is important to identify why the remaining eight percent feel neutral, disagree, or strongly disagree that the Road Rangers are making it easier for responders to perform their duties. In turn, we must identify what we need to do to improve these shortcomings. These less desirable responses may be based on a misconception that the Road Rangers are performing incident responders’ job assignments and are therefore not providing any perceived benefit.

**Made it Easier to Perform Duties**

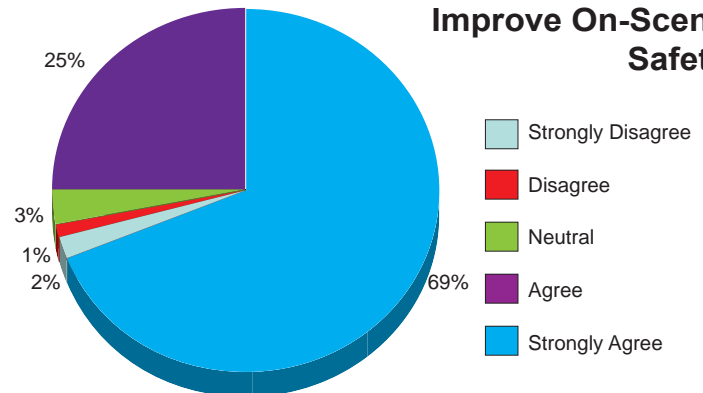


Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2010/11 Mean	2009/10 Mean	Change
12	6	27	140	358	4.52	4.43	+0.09

## Question 14 – “The Road Ranger operators improve on-scene safety for responders.”

New to this year’s survey, this question allows respondents to address whether Road Rangers help improve safety conditions for other responders, crash victims, and motorists. Out of 543 responses, 94 percent (508 responders) agree or strongly agree that Road Rangers are successful in improving on-scene safety for other responders.

**Improve On-Scene Safety**



Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2010/11 Mean	2009/10 Mean	Change
11	4	20	135	373	4.57	N/A	N/A

**Question 15 – “How can Road Ranger incident response capabilities be improved to help on-scene responders?”**

This open-response question received approximately 290 responses, and asks respondents to identify areas that could improve Road Ranger response capabilities, such as additional equipment, different vehicle type, and communications. Many responses were positive, stating that the response capabilities of Road Rangers were adequate or very good. One common issue presented was the need for direct communications via radio between Road Rangers and on-scene responders, especially for large incidents. Another common element among responses was the recommendation that Road Rangers make contact with the incident commander on arrival on-scene. Responses also indicate that it would be helpful if the Road Rangers vehicles could be seen on the FHP computer-aided dispatch system using automatic vehicle location equipment. Overall, comments were positive, yet demonstrated the need for better or enhanced communications between Road Rangers and other incident responders.



Respondents also recommended training to improve on-scene communications. The respondents indicate that it would be helpful for the Road Rangers to have better Incident Command System (ICS) training as well as opportunities to train with other agencies. Several respondents indicated that Road Rangers could benefit from having more knowledge of auto mechanics and better training in removal of vehicles involved in incidents from roadways.

As for equipment-related responses, many respondents expressed a need for more vehicles with towing capabilities in order to clear an incident scene in a timely manner. Another recurring suggestion was for vehicles to be equipped with brighter/more lighting for increased safety of responders as well as Road Rangers.

**Question 16 – “What additional roadway segments/time periods would you like to see Road Ranger Patrols expanded to?”**

The open-response question referenced Road Rangers patrol areas and requested suggestions for roadway segments for possible future patrol expansion. This question received 328 responses with a majority of the responses indicating that coverage on additional state roads would be very helpful. The responses noted a number of specific routes for each local





District; responses are available in Appendix B. A number of respondents also used this area to indicate that longer service hours, including nights and weekends, would be helpful in all Districts.

Another recurring suggestion was to increase Road Rangers authority to tow vehicles from the interstate, including vehicles involved in incidents as well as abandoned vehicles.

Overall, the comments to this question were positive, indicating a desire to have more coverage and assistance from the Road Rangers.

**Question 17 – “If you have any additional comments regarding Road Rangers please provide them on another sheet of paper.”**

This question received a wide range of responses which are provided in “Appendix B”, along with comments for the two previously listed open-ended questions.

## Conclusion

The Statewide Road Rangers Survey for Incident Responders is conducted with the primary goal of assessing the Road Rangers program from the perspective of the Department’s response partners. Road Rangers are the Department’s front line traffic incident management service since they regularly patrol the most highly traveled interstate corridors in the state, assisting responders and motorists.



This survey measures two types of areas with questions pertaining to the program and personnel. The program-oriented questions (3-4 and 9-14) focus on topics, such as response times, training, and the Road Rangers vehicles. The personnel-oriented questions (5-8) were designed to provide information regarding how the Road Rangers performed in the field. In addition to the structured questions, the Department obtained excellent data from the additional comments provided within the open-response areas.

The program-oriented responses (questions 9-14) received an overall average score of 4.30 based on scores ranging from a numerical value of 1 for “Strongly Disagree” to 5 for “Strongly Agree.” The program area where Road Rangers operators improve on-scene safety for responders received the highest average score of 4.57. The program area that received the lowest average score was the satisfaction with response times, with an average total score of 3.98. Although this is an increase from last year’s score, it continues to be an area that needs to be studied. In a related question, 92 percent of the respondents indicated that the Road Rangers responded within 30 minutes of a request for assistance.

Response times are a very important measurement for the Road Rangers program. For each one minute of lane blockage, drivers behind the incident can experience up to four minutes of delay. The risk of a secondary crash increases incrementally. Enhanced communications between the Road Rangers and the on-scene responder who requested their assistance is one factor that could positively influence the response time satisfaction level. This could be accomplished through more efficient use of existing equipment, such as the Statewide Law Enforcement Radio System or better communication of estimated arrival time through the traffic management centers and regional communications centers.

Training is another program area that continues to be an area of concern. Even though 83 percent of the respondents believe that the Road Rangers are adequately trained for their positions, the remaining respondents believe that training could be improved. A number of written comments continue to express the need for better ICS training.

The survey also sought information regarding the knowledge and performance of Road Rangers personnel by presenting a series of questions relating to the satisfaction of the respondents to Road Rangers operators. These areas include: Professionalism, Respectfulness, Helpfulness, and Competency. Respondents rate each area with scores ranging from a numerical value of one for “Extremely Dissatisfied” to five for “Extremely Satisfied.” The average for all responses in these categories is 4.44, which is an improvement over last year’s average of 4.27. A closer review of data reveals that while all four areas received very good scores, competency received the lowest rating and this area can be improved.

A more comprehensive review of the open response questions yielded a wealth of information that, combined with responses from program and personnel sections, highlights program areas needing improvements. As stated at the beginning of this report, the overall goal of the survey is to identify program areas needing improvement at the District and statewide levels.

The following information identifies areas in need of program improvements, both at the District and statewide levels:

### Training

- Research and identify the level of ICS training needed for the Road Rangers to perform their job satisfactorily
- Research and identify opportunities for integrated training with the FHP, fire/rescue, EMS, and other response agencies
- Research and identify equipment training issues
- Research and identify other training needs

### Information Sharing

- Continue to emphasize the need for utilizing interoperable communications
- Research and identify how to improve communication to responders regarding estimated arrival times of Road Rangers
- Conduct outreach activities to educate traffic incident responders on Road Rangers responsibilities and capabilities

### Equipment

- Review requirements for Road Ranger vehicle types and equipment

The Statewide Road Ranger Survey for Incident Responders provides a means to gather performance measurement information on the program from those who often do not have the opportunity to provide direct input. This survey is only successful because of the cooperation received from all of the organizations that work daily with the Road Rangers. This survey informs us that there are many areas where our Road Rangers excel and other areas that need improvement.



## Appendix A – Original Survey

Statewide Road Ranger Survey for Incident Responders

2010/2011

**1. Which response agency do you represent?**FHP  
Other Law Enforcement  
Fire Rescue/EMS  
Other:  

\_\_\_\_\_

**2. County/City/Roadway where you worked with the Road Ranger:** \_\_\_\_\_**3. When was your last experience working with a Road Ranger?**Less than 1 week  
1 week to 30 days  
30 to 60 days  
60 to 120 days  
More than 120 days  
**4. If you requested a Road Ranger(s) in the past, on average how long does it take them to arrive?**0 - 15 mins.  
15 - 30 mins.  
Over 30 mins.  
Unknown  
N/A  

**Please rate your level of satisfaction with the Road Ranger service patrol operators in the following categories:**

	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
<b>5. Professionalism</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>6. Respectfulness</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>7. Helpfulness</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>8. Competency</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. Road Ranger response times are acceptable.**Strongly Disagree  
Disagree  
Neutral  
Agree  
Strongly Agree  
**10. Road Ranger vehicles are adequately equipped.**Strongly Disagree  
Disagree  
Neutral  
Agree  
Strongly Agree  
**11. Road Ranger operators are thoroughly trained for their job.**Strongly Disagree  
Disagree  
Neutral  
Agree  
Strongly Agree  


<b>Statewide Road Ranger Survey for Incident Responders</b>	<b>2010/2011</b>
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**12. Services provided by Road Rangers are helpful in resolving incidents.**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**13. The Road Ranger Program has made it easier for me to perform my duties.**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**14. The Road Ranger operators improve on-scene safety for responders.**

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*How can Road Ranger incident response capabilities be improved to help on-scene responders? (i.e. additional equipment, different vehicle type, communications, etc.)* \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*What additional roadway segments/time periods would you like to see Road Ranger Patrols expanded to?* \_\_\_\_\_

\_\_\_\_\_

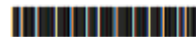
\_\_\_\_\_

*Do you have any additional comments or concerns regarding Road Rangers? Let us know!* \_\_\_\_\_

\_\_\_\_\_

Please return your completed survey to:

**Florida DOT  
Traffic Engineering and Operations Office  
605 Suwannee Street, MS 90  
Tallahassee, FL 32399-0450**



## Appendix B – Survey Comments

Two open-ended questions were provided on the Statewide Road Ranger Responder Survey for Incident Responders which was conducted between January 5 and March 1, 2010. Comments were handwritten and therefore needed to be manually entered into this document. All of the comments were captured exactly as they were received. A few of the comments in each District were exact or nearly exact duplicates and those comments were denoted by (x) to show the number of times that comment was made.

### Comments by Question

#### **How can Road Ranger incident response capabilities be improved to help on-scene responders? (i.e. additional equipment, different vehicle type, communications, etc.**

- Additional cones and signs needed for MOT
- Additional Rangers would be nice
- After arriving go directly to the officer in charge
- may be have a wrecker as one of the trucks like the rangers down south on 95.
- Respond to other than State Roads
- 1. direct line to ranger on scene. 2. carry more oil dry
- Determine from the customer if help has already been requested. If so, make contact and cancel the responding unit. It costs us time, money, and safety when a Road Ranger helps a motorist that's called us and we drive up and down the highway looking for them.
- Use what equipment they have.
- Any equipment to warn the motoring public of a traffic related emergency is critical to public and responder safety.
- additional equipment-more oil dry-additional brooms
- They are great. Nothing at this point to improve!!
- More of you
- The ability to communicate with different agencies
- Possibly some Incident Command training and radio communications with fire service units
- Communications are always through third parties and not directly with other first responders on scene is very limited; communication needs improvement. Hours of operation are not standardized; are different among roadways and not publicized among FHP. Dispatch always has to 'check'. Additional use of the arrow board might be good; many times it seems it is not used during routine assists.
- more training to use there equipment by some.
- When Road Rangers are dispatched to help FDOT it would be helpful if the dispatcher would give our FDOT cell numbers to their staff in case there is a mix up on where we need there assistance. That way the Road Ranger can call the FDOT staff to let them know if he is delayed or can't locate where we are.
- capabilities of speaking to them directly for fire rescue
- Large road reflectors, similar to what many long haul truckers carry.
- Direct Communications would be very helpful!
- Extended hours of operation
- Everything seems okay for now.
- Better on scene lighting would improve safety and provide assistance to all.
- they need to carry stay dry to help clean up oil/fluid spill
- Extend the hours the Road Rangers work back to what it was previously. Often there are only two troopers working midnights in Polk county. If there was a Road Ranger out it would allow the troopers to be free for other calls.
- It would be nice to be able to communicate with road rangers via Mobile/Hand held radio, which would improve safety. I also saw in south Florida, a Road Ranger Truck with a boom to "tow" vehicles off the roadway when they are crashed and therefore free the roadway faster (great for I4).
- the program is very good as is.
- At times more than one is needed
- 24 hour service

- Vehicle with option to tow vehicles off the roadway in Troop K post 1 because I believe post 3 has a vehicle capable of towing.
- As a Chief Officer I would like to interface with them more through combined classes and training together.
- More of them!
- Overall I think they do a good job. When they arrive on scene, it would help if they initially left a little more buffer room until they have met with the officer. Maybe a tow type vehicle or device on current truck.
- FHP units need the ability to radio a road ranger with information
- Communications: It would be better if I could speak directly to them via radio on a large scene.
- More cones to build a longer cone lane to move traffic over
- No improvement needed
- They should call for help sooner
- More Cones
- Better equipment & and better trained operators
- Coverage 24 hours on the Sunshine Skyway Bridge would be beneficial to assist with suicide attempts, disabled vehicles, and crashes.
- More wrecker/tow trucks
- More...
- Be able to communicate with Road Ranger, radio or cell.
- No improvements needed in this area.
- More safety brighter overhead lights. Example \*led lights\*
- Road Rangers need to be directed to only open closed roadways upon direction of law enforcement or their service center. Fire/EMS personnel have limited training in road closures & MOT, and I have had fire/EMS personnel open lanes closed by Road Rangers when it was unsafe to do so. Fire/EMS personnel should be directed to law enforcement with concerns about this; again their training is limited and they do not agree with MOT for closures.
- Direct Communication with Road Rangers /
- On scene help they are a great help.
- Good as is
- Equipment
- Seems OK to me.
- All the above.
- direct communication with officer at the scene
- More Road Rangers, often they approach me and tell me they need to clear because a supervisor is telling them so. If there was more of them, then they would be more able to assist.
- Let them have abandoned vehicle towed entered into fhp system/ allow them to hand of driver exchange for minor crashes that do not need troopers to respond.
- additional rangers need to be added so there are more covering the largest county.
- More training in aspects related to daily tasks
- They have enough equipment for what their intentions are in helping stranded motorists.
- Communications could be improved, and a little more scene management training may be in line.
- More Road Rangers per capita
- Communication, most of the road rangers do not speak English and it makes very difficult to communicate.
- Be provided with vehicles that are not consistently having the same problems/malfunctions, and vehicles that have proper functioning equipment that affects the morale of the Road Ranger, i.e., proper functioning air conditioners, heaters, radios.
- When r/r arrive on sene before fhp they should leave min 3 cars distance from incident to where they park
- In communications and any additional equipment that can be provided will improve to help responders
- i have had no problems
- has always work well with the crews assign to my Battalion
- The only thing I can say is that we need them at night and on weekends. During the day we have motorists that will call in if assistance is needed. There is a lot of times where we could use assistance at night and on weekends are they are off.

- Trucks equipped with a wrecker are the most helpful in situations involving a vehicle disabled in the roadway in certain locations.
- A vehicle that could be equipped with a boom or something to remove disabled vehicles off the roadway immediately if need be would be nice and very helpful that would avoid the possibilities of other crashes occurring.
- No Changes Needed.
- Have a couple more out or later service to 24 hours in rural areas of the Turnpike.
- More equipment
- All should be tow trucks of some sort. The trucks should have more RED lights in the rear. Red get more respect from motorists than amber.
- put more rangers on the interstates. they are understaffed. Give them some of the professional training Troopers receive.
- Minor towing capabilities. Not to tow from location to location but disabled vehicles stuck in a ditch or similar situations.
- By expanding the program to 24 hours. Especially on the weekends. With only limited Troopers on duty after 10 PM they are busy with disabled vehicles instead of enforcement.
- Direct contact with road rangers by radio or phone.
- All seems to be working well.
- When they are finished with helping someone. They have a bad habit of sitting in their truck and working on a computer or talking on the phone with their flashing lights. this is a distraction to traffic and causes secondary crash. I have seen them on the Howard Franklin bridge at the top and sitting in the emergency lane with the flashing lights on doing nothing and the traffic is backed up and slowing down to see what is not going on. I stop a AAA service truck from traveling down the emergency lane with his lights on the traffic was responding to his lights and looking at him and driving. I stop him and told him to turn off the lights and get into the traffic flow before there is a accident from people looking at him.
- We need more of them.
- No suggestions for improvement in this area.
- Upon arrival on-scene contact the incident commander for instructions
- Already good service
- Better communications ability with responding agencies. Having a common channel or Tactical Channel access abilities.
- a more timely response.
- Add more operators
- more of them
- Perhaps carry a larger amount of spill absorbents.
- keep them abreast and up to date on the latest training and safety methods of working on traffic/c scenes
- Their response time to crashes with road blockage or vehicle fires is very good, but their response time for disabled vehicles can be long at times based on how many RR units are out, how far away they are, and how busy they are.
- More vehicles with tow truck type capability/ equipt other vehicles with tow chains
- Is there a way we can get emergency vehicle status for road ranger vehicles? I believe some red flashing lights on Road Ranger trucks would help at scenes and also help Road Rangers get to the scene of the collision/incident.
- They have always there when i need them.
- Amber / Red Warning Lights
- More traffic cones
- They need better/more equipment.
- All vehicles have the ability to push and tow damaged vehicles from the roadway.
- None they are great
- More wrecker type road ranger trucks with working wheel lifts to remove damaged vehicles.
- I have no complaints
- An additional truck with towing capability.
- road rangers could be dispatched through SLERS instead of nextel. sometimes they are difficult to reach.
- Additional road rangers that are available for response.
- The manpower and equipment to do the job right
- they do fine



- 24 hr support
- In Collier County use the vehicles with the tow capability in order to assist in clearing the roadway.
- If at all possible. we would need their svc. 24 hours. Instead of 8 hrs.
- It might help if the trucks were equipped with a wheel lift to help clear the roadway prior to a wrecker arriving.
- If we had Road Rangers, I could tell you. But we don't have a big city nearby, so no Rangers here.
- Have all of them use tow trucks. Have the trucks equipped with red lights and sirens so they can get past traffic to arrive at crashes faster. When traffic backs up from a crash the Rangers can get stuck and takes longer to get there because no one will move over for a yellow light and a beeping horn.
- If the truck could have bright lights for visibility as well as for the safety of the road rangers and everyone else on scene. They need to have several boxes of flares. Drivers seemed to respond (visual) better to flares. You should consider painting the trucks a bright color or changing to brighter lights. It's all about safety. It's bad enough that we get hit (including road rangers) all the time. Visibility is a plus when working on the interstate. We have to worry about drivers not paying attention, in a rush, and even impaired. The road rangers are a great asset to the motorists and law enforcement but I would like to see improvements for their safety!
- Stay through the end of my investigation while on highway. Currently Some Rangers leave when I arrive on scene.
- Better communication to relay setup and breakdown information at a scene.
- Better flares, Better tools to remove tire lug nuts
- Better Communications. I have been told by my dispatch that RR was enroute. RR tells me later that he didn't get called. I communicate with my RRs via our Cell Phones.
- They do an awesome job already~
- Tow combo vehicle
- I can't think of anything that would improve their service. I have no complaints at all.
- Keep them up to date with new equipments and vehicles
- Hire more road rangers.
- Good job!
- The trucks in the orlando region with the taller signs and extended cabs seem to be more developed for the customer assistance program
- possible larger truck or trailer with emergency equipment traffic cone station center location for major incident or period lane closure
- I would like to see Road Rangers added to our AVL (automatic vehicle locator) system
- being able to tow vehicles out of roadway
- They are fine the way they are
- need a communication system to talk to them directly from our patrol car.
- Additional equipment
- Currently satisfied
- Power Winch for stuck vehicle retrieval.
- It's fine
- Additional coverage on I-75 at night because there is none. On I-4 which is one of the busiest and dangerous interstate we have in this county, coverage should not stop at 9 PM and at exit 10.
- None that I know of
- Additional Equipment (Tow Chain)
- Increase response time
- 24 hours!
- They send a road ranger on scene with the wrong car to moved a stalled vehicle in the highway. The send the regular truck instead of a truck with wheel lift. Has happened to me multiple times.
- Give them a means of communication
- More lights
- tow trucks to remove vehicles off the roadways
- The Road Ranger doesn't need to walk up while a trooper is conducting a traffic stop. They seem to think that ever trooper on the side of the road is with a DAV and this could be a very dangerous incident.
- 24 hour coverage, or having 1 man out at 5am and one out till 10 pm
- Able to talk to them on our radios from trooper to road ranger.
- I personally think they are adequately equipped and are staffed correctly.

- At this time, no improvements required
- Electric impact wrenches
- More vehicles
- Direct contact from Trooper on scene to Road Ranger or vice versa
- additional equipment
- More Road Rangers hired
- communication, do not have all of them shift change at the same time
- additional equipment
- They speak better English. Sometimes it is very difficult to understand them. Especially if you do not speak Spanish.
- We need more trucks to patrol in areas like Alligator Alley. 2 trucks to cover almost 100 miles is a lot and creates longer wait times and makes people upset
- The service is excellent.
- We need more of them
- Communications
- Very glad just to have them.
- More equipment, more flares, more absorbent materials.
- better training, such as moving crashed vehicles off the roadways and knowing how to use their equipment better.
- In need of flat bed tow trucks
- truck's wench equipment needs to be working (several trucks have broken wenches) to pull function vehicles from mud/ditch/etc.
- Road rangers need to be properly instructed as to how to give an accurate detailed correct location.
- To have all of there vehicles to be able to pull a crashed vehicle off the roadway.
- Rangers giving dispatch a estimated arrival time to be transmitted to the Trooper via dispatch
- adequate as they are
- More Lighting Equipment is needed.
- The vehicle are governed at 60 mph and cause some traffic issues while they are on the roadway. It would be nice if it could be pushed up to 70 mph to highway speeds, and it also would lessen the response time to a call as well.
- additional equipment
- They are sufficiently equipped
- A different vehicle type that can be used to remove vehicles from blocking a roadway via tow.
- Eliminate them as a service.
- Provide road rangers with blue forms to assist motorists who only want to exchange information
- RCC needs direct communications with Road Ranger.
- Quickly response time, maybe more rangers (?)
- I found that some road rangers can't write a statement when needed.
- All vehicles should have towing capabilities to clear the roadways and increase safety for us and the public.
- Off-set shift change. We always seem to have issues during their shift change
- More hook trucks
- Being able to directly communicate with them on our radios.
- A way to communicate with FHP via radio. We could relay road closure instructions etc, without delay.
- They should be given equipment to help them do their job faster
- road rangers should have direct communication with troopers.
- More tow trucks
- Sign Boards that work, more Road Rangers to assist
- They should have a training session regarding traffic homicide scene
- Have Road Rangers on duty 24 Hrs! When you have only one Trooper on duty after 10 pm we need the Rangers to assist.
- They should be operational 24 hours a day.
- Sometimes they do not have special keys needed for getting lug nuts off to change a tire, or they do not have a proper bar to get a spare tire down because the owners sometimes don't have either. They should be equipped with something similar that can be universal.

- Can't think of any.
- Everything works very well.
- Better training, too many times they do not even know how to use their own equipment
- more electronic sign boards
- FHP scanners
- More coverage to rural areas, longer hours of response to rural areas
- Increased communication with the RTMC. Crash attenuators on back of trucks. 24/7/365 service. More vehicles
- Better English
- Comms
- Need Direct communications
- Traffic control via signs, vehicles. They call other resources.
- Deploy accident ahead signs
- More Tow Trucks and signs
- I think we need more Road Rangers on the roadway
- On (?) crash scenes during rush hour traffic, the use of more traffic cones to shift traffic over sooner as to not have a lane shift at the scene.
- Increasing to 2 man units during high traffic times or multiple units respond to scenes.
- need more info back to RISC vendor and TMC they are sure what to look for
- The Road Rangers show up quick and are very affective at blocking the roadways for a safer operation.
- Carry large quantities of absorbent for large spills. This will augment what local first responders carry.
- Provide a FDOT resource list for severe incidents (i.e. damming/diking resources, etc)
- More push bumpers
- Have direct communications with fire-rescue
- Assist FD with scene clean up and contain hazards. All trucks should have absorbent to contain fluids.
- They do a great job. The only thing that would help is to have more of them on the road.
- MOT training and better communication on scene and with TMC.
- Allow for direct communications with jurisdictions along the I-95 corridor during incidents that occur involving the interstate.
- additional equipment
- They seem to be well equipped in order to help on scene at incidents.
- More duty time around the clock
- Hire more road rangers
- It would be helpful if they can patch into our radio and communicate with us on a large scene. Sometimes we need them to block further down the highway out of voice distance to make the scene safer and to give a notice farther down the road for oncoming traffic.
- Communication and quicker response times. Additionally I believe that when a person knows that a vehicle will not make it off the alley but is not totally out of gas I'd rather give them a gallon at the rest area than two miles down the road and put people in danger on the side of I-75.
- Assisting in clean ups or start clean up after MOTs are set up if needed
- More Road Ranger employees on I-95, a few large Road Ranger Vehicles could be use for larger vehicle in crashes or blocking traffic to assist with enforcement personnel.
- Communication is the key
- Happy with the program as it is.
- Road Rangers should be able to speak, read, and understand English.
- Additional Road Rangers.
- Vehicle equipped with winch's
- More reliable radios. The system they have is out of date and had technical problems which can't be fixed.
- We need more of them out at once and out from 8am to 12am
- Have more than one patrolling 50miles of Turnpike
- radio FHP dispatch on a expected time of arrival so it can be told to the people on scene
- Maybe if a Road Ranger had some way to "scan" our FHP dispatch channel they could hear us ask for assistance and could already be enroute. Thus, getting a few minutes jump on the dispatcher.
- We need more of them on the road. Sometimes there are not enough to go around.

- Bigger trucks that can clear the roadway of small vehicles and trucks.
- Better communications of time of response.
- Portable FHP radios were a great addition
- RR should not be in a hurry to leave. Sometimes they are.
- Better communication with TMC
- Extra Hazmat clean-up equipment. Absorbent pads, Hazmat-boom etc.
- More communications to Fire Communication centers relaying information especially on I-595.
- One additional feature we looked at in the beginning of the program was to include the Samaritan Van sponsored by CVS. These units performed emergency repairs on the Vehicles and were trained as EMTs.
- Either additional training and medical equipment or adding this feature to the program may be worth looking at to improve operations.
- Keeping equipment and vehicles modern and new... More Road Rangers to increase coverage capabilities.
- Easier way to communicate with Fire rescue agencies
- more vehicles to assist on the highway should elevate the stress placed on the individual driver's to respond to multiple calls effecting the roadway
- Enable direct communication with troopers
- more of them
- Road Rangers are a great asset as we are limited manpower and takes a good amount of time for LE response...this is a great safety feature the road rangers provide~Thank you!!
- To Continue
- We need to increase the staffing thereby increase the coverage areas. Also need move tow trucks instead of pickups.
- Move crashed vehicles and open lanes prior to LEO arrival
- More Equipment- Special locking lug nut wrenches.
- Communication with first responders. Radio channel.
- Get rid of them
- Get rid of them
- Additional equipment is needed
- More vehicles which can remove vehicles from the roadway. Full service hours 24/7

### **What additional roadway segments would you like to see Road Ranger Patrols expanded to?**

- Later into the evening hours. Traffic enforcement hours in Jacksonville are 11:30AM - 7:30PM
- I would like to see them everywhere
- 24 hrs 7 day coverage
- US301 University Parkway
- SR29 and possibly US41
- 24/7/365
- 24 hours / 7 days a week especially with inclement weather.
- 24 hrs
- They are needed 24 hours
- SR-82
- None. Let the towers do the job.
- Area bridges during rush hour. Also anywhere there is a special event such as large sporting events, etc. on the roadways that lead to these locations.
- Good coverage on I-75-24hour?
- I-95
- Limited access roadways only.
- 4 - 6 PM
- 24/7
- n/a; Good coverage in my work area.
- I-4 all the time!
- It would be nice to have them working, from 06:00 am to 8:00 pm or later. Due to vehicles needing assistance at all different times.

- 24/7
- Saxon Blvd and Howland Blvd
- Weekends, extend the time frame for the downtown and tourist areas of I-4.
- times are good
- midnights on weekends
- 24/7
- 24 hr service
- Friday and Saturday nights and busy holidays
- The more the better.
- I would very much like to see them 24/7.
- Daytona / Interstate 95
- I do not know the current times, but 0600 to midnight would be great.
- I-95 in the Daytona beach area, other than for race details
- All the Turnpike 24/7/365
- It would be great to have them 24 hours a day.
- When needed for traffic control, to allow usage of their services on all state roads.
- Road Rangers should be on all Interstates, 24/7.
- Stay out later until about 9pm
- Have Road Rangers available on Saturdays and Sundays
- 24 hours a day 7 days a week
- Courtney Campbell Causeway/SR 60
- I would like them to work until 1930
- they cover the entire area that I work
- Midnight Shift
- 24 hours on the Sunshine Skyway Bridge.
- Need increased coverage on the Turnpike.
- Fill in the gaps when they are not on duty on FL's Turnpike.
- Evening hours, up to midnight. Including weekends.
- 24 hour.
- 24/7 coverage
- County Roads
- Times need to extend to 10:00 P.M.
- Would be useful into the night time hours
- In the Ft. Pierce District, there are no trucks on the Midnight shift or the weekends. Perhaps if there was one truck available for calls only.
- The time is pretty good.
- toll roads/parkway
- How about the entire state
- Not really more roadways, but just cover more of the roadways they are already on. For instance, at night and on the weekends when there are fewer Troopers on the road they cover less area. Its terrible when there is someone needing help at MM15 on I-4 but they cant go past MM14.
- 24-7 coverage/ make them FHP employees. CSO'S in tow trucks!
- All Major arteries in Duval county. One on all four quadrants of the county so response time can be minimized even more.
- weekends in Jacksonville
- I-75, all of I-95
- 24 hrs
- Their hours are acceptable.
- Would like them 24/7 but we know budgets won't allow. Haven't had any negative comments about the hours they work.
- Rural state roads of the interstate system i.e. SR 29 of I-75
- Sunday early am
- 24 hour service
- It would be helpful to have the road ranger patrols extend their shifts at night time into the 9pm or 10pm hours.

- us major highways
- SR 52 SR 54 with the construction going on
- I would rather see them at night (for the safety of the public) and on weekend when people are traveling outside their everyday routine.
- It would be very helpful if the Road Rangers were in service for 24 hrs on Interstate 4.
- I would like to see Road Rangers patrolling the Sawgrass Expressway on a 24/7 basis.
- All state roads
- SR 589 Pasco county
- Man we could sure use them 24/7 on the Turnpike from mile post 249 to mile post 184 we have no coverage during the hours of 8pm and 7am I believe, Please help us with this!!!!
- Martin, St. Lucie, Indian River, Okeechobee Counties.
- 24/7
- Overnight
- keep them on the interstates. they are much more helpful there with the intensity of the crashes.
- 24 hours 7 days a week
- SR 60 between Lake Wales and I-95
- Should be 6A to 10P.
- 24 Hours
- Okeechobee Rd. Krome Ave
- We need them on all State Roads.
- Out at all times.
- 24 hours
- I feel they need to stay active on the interstates during evening 3pm-11pm hours. Monday-Friday
- Any roadway they can cover within Hillsborough County. The time frame would be during the peak or rush hours.
- No suggestions for improvement in this area.
- 24/7
- I thought they were covered 24/7
- 24 hrs/7 days
- 24/7
- Northern counties (Citrus, Sutmer, Hernando, Pasco)
- All Interstates and Expressways
- SR 5 and SR 997
- All Interstates
- additional manpower in at the north end and south end during off peak hrs.
- holidays and weekends
- 6am-6pm
- 24 Hours / 7 Days a week
- Weekends 6A-5P
- Pasco and Hernando counties
- Major State Road and US Roads like US-441.
- 24/7 on entire turnpike
- All of I-75 and I-4 and I-275 24 hours
- 24/7 on all limited access facilities.
- Road Rangers are highly needed past 9PM on I-75. This is our highest call area of disabled vehicles during night hours.
- For me it's fine the way it is set up now. I have no comments
- US27
- 24 hour service
- I would like to see a 24 hours operational time. It is important during the night to supplement a trooper who is covering a large area and the Road Ranger presence enhances security for citizens in disable vehicles.
- I would like to see Road Ranger patrol all portions of interstates in the county, 24/7

- Road Rangers are usually out until 10p, but many vehicles become disabled after that time. Night shift has less staffing than day shift, and our response time is sometimes extended when the road rangers are not in-service.
- All interstate systems
- Additional nighttime and weekend hours.
- Weekends! / Holidays (hours should be extended to at least 12:00 AM)
- All limited access highways 24/7
- SR 70 east
- all segments/ all times
- I-10 to Baker County rest areas. 6a-7p
- In Collier County, 24/7 like that of Broward.
- Maybe every other Saturday/Sunday or some weekends if budget allows.
- I would like to see the Road Rangers expanded to 24/7 for Alligator Alley (I-75 from 25mm-100mm)
- I-10
- US-27 in Broward and Palm Beach Counties
- I-95 Volusia county days / evenings / weekends
- The road rangers respond most of the time in a timely manner. Unfortunately, sometimes they are so many incidents going on at one time that it makes it somewhat difficult to have them respond quicker.
- Later hours to include not just peak times.
- State Roads not only highways.
- Week ends
- US 27 (state road 25)
- They are currently on all the Interstates that I patrol.
- Being available 24-7 like other troops!
- 24/7
- Midnight shift & weekends as a safety net for us troopers while working crashes. We feel much safer when they are around
- All state and US highways/roadways other than the interstate.
- 20 minutes or less when called by onscene officer.
- I believe midnights/overnight times would assist officers as that there are less officers for those periods but same amount of calls for vehicle assistance
- weekend service south of 249m.m Osceola a average of 2 motorist spend hours with car trouble that could possibly be corrected by road ranger
- State Road 25 (US Hwy 27)
- 116 mile marker north after midnight
- I would like to have Road Rangers work I-4 and I-75 on the weekends.
- They should be allowed to exit the roadways to assist motorist near the highway exits.
- would like to see the work later and on weekends, because most times they have the needed equipment that we cant carry in our patrol cars.
- Every shift
- At night
- State Roads and Interstates, expanded to weekends and midnight coverage.
- 24 / 7 I-75 All of Troop F
- I would like to see them work (at least) until 10pm on the Orange co expressway system.
- See response on question 12.
- Extend there hours back to the night shift.
- I would like to see the Rangers in service from 6a-11p seven days a week on all limited access highways
- 24 hours
- I-95 to the St. Johns County line instead of stopping at Old St. Augustine Rd. if money was no object, then 5:00 am to 9:00 pm.
- All of I-4 and I-95 and 24/7
- The Road Ranger program covers all of the major roadways and times that i am responsible for.
- As many state roads as possible, or when requested by FHP.
- 24/7

- Some state roads and overpasses on and around the interstate when needed by LEO's to assist them while working crashed or to remove disabled vehicles.
- The entire 18 mile stretch of US 1 from mm 126 to the 108 in Monroe County
- 24/7 on all interstates in Hillsborough and on the skyway. they are 24/7 in smaller counties with less interstate and less traffic. at least quit having the boundaries and allow these guys to go to assist all day's and stop advising they don't cover that area after whatever o'clock
- all day
- have there zone go out to the state line on I-95 they currently stop at pecan park rd in Jacksonville
- I-95
- 24/7 possibly add them to I-95
- Would like to see them on mid nights shifts. To assist when we have traffic crashes that block the roadway.
- I-75 through Sumter/Hernando/ Pasco counties on weekdays and weekends during the daytime hours.
- US 19 in Pinellas county
- I-75 Pasco Co north to state line.
- Sundays
- 7am-3pm Mon-Sun
- Since expanded to 3am on I-4 on Fri/Sat/Sun
- All of the Interstates are covered in Broward County.
- All of I-95
- I would like to see them work weekends.
- Interstate 95
- all interstates
- All of the U.S.-1 stretch from Dade to Monroe County. At least on the weekends
- overnight hours between 9pm and 7am.
- 24 hours a day in all counties.
- 1:am
- I-10
- 441 also known AS SR-7 and thats only because the troopers in Dade county work 441 (SR-7) and we can use there help sometimes
- at least one in the county during midnights.
- Keep them 24 hours a day.
- everywhere in the state
- interstate 10 in Leon, Madison, Jefferson and Gadsden counties.
- 24 hours a day
- in need of flat bed tow trucks & expanded areas of 95
- us interstates, 24/7.
- Some area they do not work the weekend. With special details such as Pro Sports Games on the weekends.
- I patrol the most desolate part of the Turnpike the 152 mile marker to the 190. There are no road rangers till noon and none after 8pm. After the 152 exit there are no exits for 40 miles. We need Rangers around the clock like Palm Beach county has.
- I-10 Baker county
- 24/7 multiple units to cover the zones
- Road Rangers used to be on I-75 (Alligator Alley) 24/7. But now they do not patrol from 10pm-5am. The I-75 stretch commonly referred to as Alligator Alley is a long, dark road with hardly any exits or safe places to stop. During those hours, usually there is only 1 FHP Trooper available. If someone runs out of gas, has a flat tire, etc, then we're called to that disabled vehicle and sometimes we're there for hours at a time. I understand that some of our responsibilities include assisting disabled vehicle, but some people are so helpless then I feel like we're babysitting them, whether it's because they don't (and even FHP) carry the right equipment to change a tire, they don't have a spare tire, don't have money for gas or a tow truck, etc. A lot of suspicious activity occurs at night and we (FHP) can't be occupied with a disabled vehicle.
- I-95
- Midnight shift. There are only two to three troopers out a night and it would help a lot if they were out on midnight shift



- Off the interstate
- midnights on I-4 to 95 interchange
- I would like to see the work periods to be expanded to the weekend (sat, sun) and the midnight hours still be exempt. I-95 is still very busy on the weekend and there is an increase in disabled vehicles throughout the day.
- 24 hour coverage on sunshine skyway bridge
- Road Rangers need to return to 24 hour coverage. Midnight troopers are unable to provide law enforcement services when they are running disabled vehicle calls. Furthermore, troopers are having to transport fuel in the passenger compartment of the patrol car for out of fuel motorists. This is hazardous for the trooper and the motorist as well.
- Interstate 95 and Interstate 4 throughout Volusia
- 24/7 All interstates
- State Roads with heavy traffic congestion, especially during the traffic rush hours.
- All state roads
- I-10 in North Florida
- 24 hours a day. In the area I work, there are no exits for at least 40 miles, and the public would be best served if they program expanded its hours.
- 24 HOURS
- As much as possible. As a supervisor, I get an additional Trooper when the road rangers are out. Without them, basically one Trooper drives back and forth assisting disabled vehicles and you lose them for response and enforcement.
- Weekends
- roadway segments and time periods are currently acceptable.
- We really need them overnight here in Polk County. A lot of our time at night goes to help vehicles that could be helped more efficiently by road ranger.
- all interstates 24/7
- Full time
- 24/7 ; all of SR 528 no cut off at 30 mile marker, go all the way to county line
- US 27
- underneath the I-75 overpasses and surrounding roadways intersecting with I-75
- I would like to see them go north into at least Marion County. I now work in Sumter County, and am constantly called to the interstate to help a disabled motorist who ran out of gas or needs a tire changed. Many times it is a waste of my time to go there because I cannot help them the way a Road Ranger can. It would free up my time so I can actually patrol the way I am supposed to, rather than spending more than an hour waiting for someone to come with gas for them.
- I wish they can be available 24 hrs a day
- Any road they work on is a good thing.
- 24 hours every day on all interstates and limited access roadways.
- 24 hr coverage
- State roads
- 24/7
- 24/7/365 service. Possible US-41 coverage.
- 24/7
- I like it how it is. Great service to our community
- US 27, SR 84
- Yeehaw Junction
- 24 hours. 7 days a week
- To include more state roadways
- 24/7. They greatly increase on scene operations allowing direct patient care and road hazards to be handled by crews.
- Should be available 24 hrs a day
- As often as funding permits. At the minimum maintain service during peak travel periods.
- 24 hours
- State Roads.
- Increased hours in St Lucie, Indian River Counties

- Between MP 133-249 on Floridas Turnpike and Extend R12 shift-MP272-308
- To North Military Trail west from I-95 and East to Central Industrial Drive in Riviera Beach where traffic is directly affected by I-95 for rapid scene clearance.
- 24 hours. The road rangers play an important role in make incident scenes safer for the responders and the public that are involved in the incidents.
- 24/7
- 24/7
- I would like to see a larger road ranger force on the highways at peek times of the day and during the summer when more teens are on the road, and around holidays when more people are on the roads.
- U.S. 27
- This area would refer to hot area roadway for most calls thru FHP Dispatch.
- US 27
- I would like to see them on SR 25
- 24/7 all roadways.
- Arterial Roadways
- mornings and evening mile post 248 - mile post 200 and mile post 116 – 132
- 6am-10pm
- Rush hour patrols on E/W arterials
- 8AM to 12AM
- 8am-12am
- increase the patrol times in the above mentioned counties to include from 8pm till noon the next day.
- Too much road not covered at the darkest hours
- Time 6am-10pm
- State Road 80 between Belle Glade and Loxahatchee. State Road 70 from SR 9 to Okeechobee County. These roads are very rural and there are no facilities for miles and miles. They would also be of assistance for LE and EMS/FIRE to help provide traffic control in large accidents.
- 24/7, 365 days a year.
- In the Fort Pierce area we need them 6A to 10P.
- I would like to see Road Ranger Patrols expand to 24/7 operations.
- Great 24 hr service in Palm Beach. Like having an extra tpr on the road especially on midnights.
- Weekends and evening for sawgrass
- Turnpike System Wide
- Weekends
- Martin and St. Lucie Counties.
- None I'm aware of.
- Not quite sure of the current routes but perhaps extension to Major arterials US 1 I-95 to Fla Turnpike. SW 8th St to Krome from Fla Turnpike and the Turnpike in Miami-Dade county.
- 24/7 coverage on Turnpike
- Okeechobe Road and Krome Avenue
- I like to continue see the services provided by the Road Ranger's 24 hours a day. They not only make it safe for the public, but also for law enforcement officer's working the interstate
- It is crucial that they are out from 6A-9P on weekends/holidays and 6A-7P on weeknights.
- I-95 SR417
- State Road 25
- Dusk time
- I would like to see the Road Rangers expand their area of responsibility to include US 1 SB or NB at least 1/2 a mile from the I-95 ends and begins. These areas of concern have a direct and indirect impact to the I-95 traffic.
- 24/7
- 24 hours a day.
- Not at this time
- US 27 all the time
- 7a to 11 pm
- I believe they should be allowed to assist us (turnpike troopers) in case vehicles are disabled (tire blowouts) when we are off the turnpike as long as we are close to it –

- 24/7 in places –
- 24/7 –
- Add more hours and roadways

### **Do you have any additional comments or concerns regarding Road Rangers? Let us know!**

- Need more training in MOT
- None, have a great working relational ship with Rangers in our area.
- Train them to clear the road with their trucks and let Fire/EMS know that they can do this. Example: once everyone is out of their car and no investigation is required, then push/pull/drag the cars off the road to open for traffic.
- Thank you guys, you all doing a great job!!! Tpr. Jose Rodriguez
- I know that emergency response crews have used Road Ranger's services on I-75 and are helpful in making the scene safer. We have not had a need for the assistance, but we only have limited State Roads in our District.
- Due to the fact that most of the time Road Ranger's are on scene before Fire Rescue, it would be extremely beneficial to our patient's and our safety, if we had a direct line to Ranger on scene.
- Just compliments to all RRs. Never had an issue with any of them. They are always so pleasant and easily directed.
- Great Job!!
- Great job overall. Just keep in mind that the Tow Operators need to be kept in the loop of communication when they're assigned to an incident - whether a simple flat tire or multi-vehicle rollover. Pick up the phone and give us a report when your on-scene first.
- I posted several "Neutral responses due to my lack of personal interaction with the Road Rangers in my jurisdiction. It is a great service to the citizens traveling the busy highways in Florida. The Road Ranger program also improves our apparatus on scene time when an emergency vehicle is not needed but the RR services are.
- The towers are losing money because of the Road Rangers.
- Awesome job! Keep up the great! I am hopeful that Road Rangers are not cut under the new State budget.
- I have never worked directly with any Road Rangers, but believe it is a very valuable service
- Although the Move Over law is advertised with Road Ranger photos and the intent of the Legislature may have been to include them in the requirements of the Move Over law, the language is too vague and does not specifically include public service vehicles (only wreckers and other emergency vehicles). I would like to see support from FDOT and possibly the insurance industry change language in the 'Move Over' law to specifically include these public service vehicles when using flashing amber lights.
- More training
- They do a fantastic job. Their help at accident scenes is greatly appreciated. And helps maintain scene safety for EMS workers and the injured.
- I respond to spills (typically fuel) at the fire department's request. I am normally on scene after the FD has left. I appreciate the safety the Road Rangers provide when needed/requested.
- Thanks for all the help they provide, is there a way for us to readily recognize their performance like our E-Plause?
- FHP risking personnel's safety to open a road way quickly after an accident
- Our experiences with the Road Rangers have been overwhelmingly positive. Great job!
- The road ranger program has helped me be able to perform my job. It can also free us up to respond to other calls after their arrival.
- The road rangers are a huge asset watching our backs while we render aid to injured motorists and resolve emergencies on Orlando's busiest and dangerous roadways!
- No. It is nice to know that I have some watching my back out here. Thank you!
- This program is vital to the safety of travelers, as well as Emergency responders. The only thing that should be considered is additional financial support to expand the program.
- They do a great job. Thank you.
- This is a much needed program
- They are doing a great job.
- More Road Rangers to provide round-the-clock coverage like they used to!

- They are an invaluable asset to this state and I personally believe they have created a safety zone for Emergency Responders, protecting us, thus decreasing Emergency Personnel from getting hit by Motorist.
- Road rangers are a great asset to the patrol and citizens.
- The neutrals above are only because I don't know more about those areas. This is a great program.
- One of my Engine Lieutenants said their Road Ranger was trying to expedite opening lanes of traffic at the expense of our personnel safety. Our crews are trained to 'take' only the necessary lanes to ensure personal safety. This is the only negative issue I have ever experienced with the Rangers. If they checked with the Officer in charge to see if they felt it was safe to reopen lanes it would help communications.
- I believe the Road Ranger Program is an invaluable asset to utilize. I would strongly recommend the use and expansion of this service.
- When traffic is heavy and we're working a crash, my safety is enhanced...immeasurably!
- I think the program is great. If you do not provide a vehicle to be moved off to the nearest ramp on limited access, that would help.
- Need more of them more often and need them to cover 24/7/365 all the Turnpike.
- They have always helped and be a wonderful benefit to Interstate 4.
- I have seen some of them standing behind their vehicles. This is not a safe area when dealing with traffic.
- Road Rangers are a benefit to the economy of Florida by assisting motorists, and by providing safety during lane closures, which expedites the clean up and investigation effort.
- I would like to commend the Road Ranger who responded to a crash on Wednesday, 01-26-2011, at about 6:30 AM near the 151 mile marker north bound I-95. His help was instrumental in saving the live of a motorist who was trapped inside a burning vehicle, and the secure work environment of the first responders.
- It was a great idea to give them a macom radio. It improved the response time.
- The Rangers are an asset to the Florida roadways. They assist when called and are willing to perform any task when asked.
- I had the occasion to need a road ranger once in Tampa coming home from Disney and he was awesome.
- If they are on duty and available, they should not refuse requests for assistance on the Sunshine Skyway Bridge.
- Have the road rangers program and TMC under one and not have different contracts.
- Equipment: The addition of portable warning signs for incidents is great.
- As a trooper, I would forego a raise to keep the Road Ranger program. I feel it has saved lives and property since its inception. Again, they need to only open closed roadways with direction of law enforcement or their service center.
- They have been nothing short of professional, respectful and very helpful! I'm thankful to have them around!
- Keep up the great work!
- Very good program provides a good service to the people of the state.
- Keep up the good work.
- Keep up the good work
- I have no idea what they do. Never seen one.
- I think they are a necessary part of the interstate system in Florida, I just think they could maybe be spread out a little bit more. If someone has to wait an extra 5 minutes to get gas on the weekend its not a big deal, because if an officer has to go we have to drive them to the store and then back to their vehicle. That ties up someone for three times as long.
- The services they provide are very helpful and free us (Fire Rescue) up to take care of our emergency response issues. Don't let this service go away.
- One of the last MVA's worked on SR-8 in the west bound lane at county line, Road Ranger was off duty headed home saw MVA turned around and was setting up traffic control as Engine Company & EMS arrived made for a safe scene while assisting with traffic flow. Great Job!
- Have FHP control all road rangers make them CSO'S with tow trucks
- The Road Rangers are an excellent asset to law enforcement. It really helps get the first responders back to the other law enforcement tasks while the citizen calls for assistance can be handled by this select few.
- They are very safety conscious.
- This program is a God send! Our responders and highways are safer because of them.
- Maybe the use of a local radio band or channel that would allow us, the Road Rangers, and FHP to communicate.
- They are an asset to the highway.

- Road rangers are beneficial in on scene responders and are helpful to those who vehicle's become disabled on the roadways of Florida. They were greatly needed and appreciated.
- great service for all people traveling on I-75
- Need to be out of the scene and not playing trooper, not all do it but several do. Should not be making comments to parties involved in crashes. and should be further back when blocking traffic, seem to always be right up on the scene, back to wanting to be involved and in the action...
- The Road Ranger program is beneficial to the public also. This program is a positive for visitors to our state.
- Road Rangers are a great assistance to everyone who travels the highways: Troopers, EMT personnel, and motorist alike.
- They are a great help for us.
- I know they provide a service that is needed but there should be a charge to the people using the service. AAA does not work for free. Dumb enough to drive till you run out of gas- pay for being dumb. If you can not change a tire join AAA or some other motor club. State Farm just charges policy holders for their losses. Something is not right!!! Its nice to have the service but not free of charge. You could expand the service to more of the roadway with the revenue. Maybe even give the Rangers a raise in tough economic times, What did these people do before road rangers, they paid a wrecker company, called someone. The Zimmermans of the world ruin it for all, he is wheel chair bound, can not change his own tire and knows it before driving, does he join a motor club? No he just sits in his van and waits on a handout and then complains he did not get any service. Who's fault is it really. Got to be tough if your dumb,
- I think they are a great help to us as trooper and to the residence of Florida.
- Thank you for their service they have been a blessing for us specially on these long stretch of roadways, thanks again!.
- Thanks for their hard work....
- They are needed in rural areas of the Turnpike.
- It's like most of the First Responders, they are out there in worst of weather, busiest traffic conditions and witnessing death and destruction on the highway and are a "God Send" for those they help and protect.
- They are great, a pleasure to work with, extremely helpful and they are always willing to do what they are asked.
- People need to know, road rangers are not always 24 hours. People call FHP and when we show up, they say, I want a road ranger. But it takes a lot of time for the Trooper to respond while crashes are holding just to tell them, sorry road rangers are not 24/7. Also if there was a way to make sure people who really need the help are getting help, cause I have seen a lot of people misuse the service of the road rangers, who really did not need the help or who wanted free gas. I have had people tell, me they wanted free gas, and knew they were going to run out of gas, just to call the road ranger. I have also seen people brake down on the side streets, but drive to the highway just to use road rangers for free.
- Hire more! They are an excellent asset!
- The Road Ranger program is excellent!! They not only assist with assisting in making our scenes safe on the interstate but they take care of the minor situations such as disabled vehicles which allows us to tend to our other duties. Numerous citizens have spoken highly of our Road Rangers in Polk County.
- Fantastic program, they provide a much needed service.
- I work in the Comm Ctr, I believe that the Road Rangers do a fantastic job. My only suggestion is to charge the public for one service, gas. We have the same people calling that they have run out of gas all the time, I believe that if you truly run out of gas and had to pay say 5 dollars for the service that you would gladly pay it. It would help improve the budget and keep the repeat offenders from calling multiple times.
- They do a great job and keep us safe. Their role is very important to the movement of traffic and the safety of the Responder. Thank You
- They are a extremely important part to our job and great help to us.
- Tell them that those pretty orange cones are there to help show drivers that there is a accident. The cones do not stop cars or trucks never turn your back on the traffic and always remember a car traveling 60 mp can travel 300' in 3 seconds and that is how fast you can die.
- Great service that provides support and added safety measures (Big truck, yellow lights, cones, etc) at our disposal
- They save law enforcement a lot of time on disabled vehicles.
- I operate in an unmarked police car and after a traffic stop I shut my emergency lights off. While I completed paperwork for my stop a Road Ranger pulled in thinking I was a disabled motorist ready to offer assistance. I was very impressed, Thanks.

- Good program, well needed to facilitate with the numerous accidents on the Interstate.
- They are a needed service to keep the federal and state roads flowing as well as they do. They provide a lot of safety for the first responders
- Our Marine unit was towing vessel back from Tampa and experienced flat tire. Prior to our call for help they arrived and covered the scene until more help arrived. Another spare for the trailer was brought and changed the tire for our officers. Great job! Keep it up S.Vaughan Traffic Ofc SPBPD
- Provides a great service to the citizens, but an even Greater Service to Emergency Responders.
- Stop giving away free gas and start charging for it.
- Increase the number of units in order to reduce response time to calls.
- Great program
- they are very important to us as troopers for our safety
- Very helpful service! Just ask any driver, or any responder, who has needed their help.
- I had one bad experience with R-12. He worked a midnight shift and was attempting to locate a sig -4, vehicle in the ditch in the area of the 253. He did not locate and neither did Fire dept. The vehicle was not located until the AM, and it turned out to be a fatal. That was not the problem, the problem was I needed a statement from him just saying he was looking for the vehicle and did not locate. It was just part of the investigation. He was not co-operative. I explained to his that this was not a personal attack or that he did something wrong. The vehicle was concealed by the trees and it was not able to be seen from the roadway during night time hours. It took me several days for him to complete a witness statement. He was then very defensive and blamed everyone else for not locating the vehicle. That was the only unpleasant experience I had with the Road Rangers.
- just remain safe and be observant out there.....
- They are a wonderful asset and I would hate to lose them.
- I know times are tough for the economy but I believe the Road Rangers is a service that we can not make cuts to when it comes to manpower. Many motorist I speak to on patrol really hold the service to a high regard. However there is one issue that I think needs to come to an end and may be a way to help save money. This would be free gas. I don't understand how we can afford to keep this free gas program going when the price of gas keeps going up. As I type this Oil is up 103 dollars a barrel. I believe by summer we will be looking at \$125 a barrel for oil. I remember when gas was just under 4.00 a gallon and the amount of people "broken down" with no gas. This program is highly abused and needs to be taken away. Instead I think we should make sure the motorist is taken off the interstate to buy gas. (A container can be provided to the motorist) or FHP/Road Ranger can just drop the motorist off the interstate and they can figure out how they will provide gas for their own vehicle. Please look into ending this free gas program ASAP before gas prices go up again.
- I very glad we have them to assist us!!
- Just that I really appreciate the Road Rangers help with DAV's. It saves the Troopers a lot of time, when we are short handed in our 4 county area (sometimes only having 1 to 2 Troopers covering those 4 counties. Thank you for the help!!
- Thank you road rangers, they don't get enough credit for the efforts
- The drivers should be monitored more efficiently. Some, not all, drivers still hide behind filling stations and McDonalds restaurants in the Northlake Blvd./Blue Heron/45th Street zone.
- Thanks for the excellent service.
- It is important for the RR to confer with the trooper first upon arriving on scene of DAV, crash or other incident.
- Great program.
- They are a valuable link in our society as it pertains to public safety. The motoring public and local law enforcement are benefited to have them on board
- They do a great job and are a true asset.
- Let the program grow. Do NOT cut back on it.
- I have found that the road rangers have been very helpful in allowing me to spend more time patrolling and their assistance in clearing the roadway following a traffic crash have made this task alot faster and safer for myself as well as the motoring public in the state of Florida. Thank you!!
- Their personal safety while on the job
- They are great help when they are out. Need them 24/7
- Road Rangers are a great asset to the Patrol, signboards warn of conditions ahead. They do a Great job!
- We have breakdowns on the Interstate and other roads just like big cities do.
- Excellent at what they do. Vehicles are extremely well equipped. Pleasure to work with.

- Like i said before, they are a great asset to the motorists and law enforcement. But better equipment would assist to improve their working conditions and safety!
- I don't know how I would do my job safely without them!!!
- I work closely with the RRs in my area. They are a gift to me. I would buy them lunch but they are not allowed to leave the Interstate. Perhaps allow RRs laptops to have access to FHP's Call Screen to know where they are needed. Obviously, the need to respond along with FHP on crashes are not getting to the RR in a timely manner through the Dispatch Center. Jeff Williams is great! He has went "above and beyond" for me many times. We really enjoy working with him out here.
- They are a much needed source
- When a road ranger tags a S-I I, it must be reported to their dispatch. Then the dispatch needs to immediately report it to our dispatch so if the vehicle is stolen it can be handled right away not after the fact. This has happen numeruos times in the past & I have brought it up at turnpike meetings/trng. THX
- They are a great asset for the motoring public, and are eager to aid us on crash scenes. Their service is greatly appreciated!!!!!!!!!!
- I've had Road Rangers pull up behind my on traffic stops and activate their arrow boards. They are very helpful on crash/fatality scenes with traffic control. I had a personal experience on the I8 mile stretch in the keys when I broke down pulling my 5th wheel a few years ago. It was during the time that there was construction was going on. The road ranger changed my tire for me since I didn't have what I needed to lift the 5th wheel. They are a great asset to have and they watch out for our safety. Cpl. Susan M. Barge, Marion County Troop B
- Time periods can be more controlled if there were more road ranger trucks available.
- Please continue the program. In todays times/economy I believe that this is an excellent service not only for the public but for law enforcement so that they might handled there calls for service.
- I want to say thank you for the service you provide to the people of Florida and a special thank to all Orlando turnpike road ranger for the great work provide.
- I am no longer on the road but while I was the RR program was great!
- In the past week I have personally removed two road rangers from my scenes. A combination of laziness or incompetence. I requested the road ranger remove a vehicle from the middle of the roadway, 4 of 5 lanes were closed. The road ranger took over five minutes just getting out of the vehicle then he played with his radio for about 2 minutes trying to position it on his belt. Then I asked him if he was going to remove the vehicle. He stated he had to get tag numbers from all the vehicles first. If that is a policy it needs to be changed. It seems like all they care about is getting the tag number. I have had them stop out with me on traffic stops and they want the tag number from the car that I have pulled over. I bought my own floor jack for my patrol vehicle so that I can continue to change tires and assist disabled motorist. The road rangers at there present state in this county are a waste of tax payer dollars.
- All the individuals I work so far with seem to be very knowledgeable, polite and very easy to work with. Hiring standards are good.
- Love them and could not imagine doing job without them.
- road rangers are life savers, we need all the help we can get.. thanks for all yalls help
- Have done an outstanding job! Give them more hrs on the road!
- Road Ranger Coverage Between 7p-7a when most vehicle service related businesses are closed would be helpful.
- Keep the program it works great
- They are very helpful, and i appreciate their assistance.
- Road Ranger is an asset!!
- Keep up the good work!
- We used to have Road Rangers in the Troop H (Tallahassee) area but they are no longer here. When the Road Rangers were here, they were a big help to us with disabled vehicles, help during crashes, etc. It would be nice to have them back in the Troop H area at least on Interstate 10.
- I think they do an outstanding job.
- They are an asset to our State, because it shows we care enough to assist and lend a hand to someone in need. It is the difference of someone being stranded or not. Having our roads clear of disabled vehicles saves lives. Thank you so much for this very important service!
- I think the Road Ranger program is an invaluable resource to law enforcement and the citizen of the state.
- They do an excellent job
- Have a Unit in most zones 24hrs! Collier county side of the alley has no 24hr ranger.
- Overall they provide a great service to the public and to LEO's.

- They go beyond their duties as a road ranger and interfere with your traffic crash investigation or whatever investigation the Trooper may have going on. (Jose Broward county troop K)
- The Road Ranger that is in this area is limited and cannot be reached by phone. They will not provide a means of communication with this Road Ranger and the trooper has to drive miles to find him if and when something happens. This means the trooper spends the entire time assisting the motorist and calls for a commercial wrecker to do what the Road Rangers should be doing. This is unacceptable.
- many times on i-75 in Hillsborough county and on the sunshine skyway bridge i see the road rangers off the roadway when there are numerous dav's on the road. they seem to not patrol as they should and sit in the same spots routinely without doing what they should.
- The only problem is when I'm conducting a traffic stop, the Road Ranger will walk up, which could be a dangerous incident. There needs to be some type of communication where the Road Ranger is not walking up on every traffic stop.
- They are a good group of men I and the motorist I'm out with are thankful to have them
- Always could see more of them being hired.
- Do not attempt to back-up a trooper on a traffic stop!
- There is plenty of waste in state government. The Road Rangers is one program that is not wasteful. It should continue.
- I would like to take this opportunity and commend Road Ranger Jose R-5 on FL Turnpike in Broward County. He's the most knowledgeable and helpful Road Ranger I have ever met. I've been working as a State Trooper for 5 years. Thank you.
- Each Road Ranger I work with is an asset to both LEO and citizens alike.
- I would like to see additional Road Rangers added, but not at the expense of something else being cut.
- Very happy with program
- The road rangers need to be fluent in English. Its extremely difficult and frustrating to clear a scene or handle an incident with someone that does not understand English.
- I have personally utilized the Road Ranger services. After my wife's car overheated on I-4, I immediately stopped on the shoulder. Lucky me, the Road Ranger arrived within 2 minutes (he was in the area) and provided enough coolant to allow me to re-start the car and exit I-4 to obtain service. The Road Ranger was polite, knowledgeable and sincerely concerned for our safety. Kudos
- Tell them thanks
- I fell they work pretty hard and do a good job.
- expand the program to cover all interstate highways.
- They have been extremely helpful! Without the R.R. service (espec.on holidays), we would be overwhelmed with DAV calls. Their presence is a necessity.
- They really are a huge help & need to be retained. Thanks again.
- Road Rangers in Broward County are awesome, especially Dwain. They are always willing to work and never lazy.
- Need expanded hours in St Lucie, Martin, Indian River and Okeechobee counties
- Please provide them additional safety training regarding the dangers of their job, Traffic control, and surveying the scene to determine what would be the best way to control traffic and if additional resources are needed to be provided for them. We have been very LUCKY that we haven't experience a tragedy.
- Road Rangers are extremely helpful but I wish they would continue their services 24/7.
- Need more cones on truck.
- They have been valuable witness and backup in the past for criminal cases as well.
- The Road Ranger Program is exceptional! Anything that can be done to keep the program and eventually expand it, should be done.
- Great attribute to FHP!
- Great job!
- Having road ranger makes my job easier to do, also i can be free to do other law enforcement duties
- Increasing the amount of Road Rangers would be a great asset that would greatly increase their response times.
- At time very hard to talk with the driver from road range (accents)
- What a coincidence! Yesterday on sr 826 eastbound 57 ave we had 3 of the 4 lanes blocked when I got there the pickup and hook truck from road rangers was already on scene. I then requested the flat bed also because one vehicle was undriveable. We cleared the road within 20 mins. The regular rotation would not have gotten there fast enough. These workers go out and risk their lives helping us and disabled motorist. We really need this program to exist trooper Sullivan Miami. Zone 5



- The increase my coverage and enforcement. I tire change with a trooper with the equipment we have takes 30-45 min. The road ranger has it done in 10 and I don't lose my Trooper.
- I'm very happy to have them.
- They are a great asset to a county like Pasco where we as troopers are extremely busy county with crashes that we can't even sometimes check the interstate during our shift...thank you for the road ranger program!
- Great service for both the motoring public and for law enforcement.
- I believe road rangers assist in saving lives on Florida roadway due to the high visibility of their veh.
- Great system, really a great support system for FHP
- These guys are a great asset to us while we are on the roads!
- Don't need rangers to assist on routine traffic stops
- We should have the cell phone numbers of the Road Rangers for the area.
- They should be funded throughout every interstate in Florida to allow us to do our jobs to the best of our abilities. They reduce crashes, help citizens of Florida and throughout the world from tourism, and essentially can save lives in the process. With all the cut backs that the Governor is doing, we will have many less law enforcement officers throughout the state, and any help we get will be tremendous help for us.
- This is truly one of the best programs I have seen in 32 years of law enforcement. A true blessing.
- They perform an invaluable service.
- Don't get rid of the service.
- Great Job!
- Great Job!
- Very friendly and curiously
- It is critical during peak traffic. In Broward/Dade surface streets cannot accommodate traffic diversions – literally no where to place additional traffic at peaks
- Fire rescue and Road Rangers: meet and train for better coordination and communication (rf: better lane clearance protocols)
- My concern is the Governor eliminating this program
- Very harsh penalties incurred if an individual injures a Road Ranger while on scene.
- Never used Road Ranger services
- Dade county drivers are working hard and without them we would have a much harder time I have been in the towing and recovery from 1972 to now don't know how I did the job without them. I know that Dade dic # 6 the TMC and the Road Rangers are the top in the state
- Road Rangers are an excellent resource for the Fire Dept. They are a great asset. They do a great job on our dangerous highways and help make it as safe as possible for first responders.
- Davie Fire Rescue greatly appreciates this program and strongly feels it increases our on scene safety. I feel highway operations is one of the most dangerous responses and their effective road blocking with the use of multiple cones, flares and vehicles allows us to concentrate on patient care. We would love to see them behind us on all of our roadways on every motor vehicle collision response. The employees are all friendly and perform very well. I have nothing negative to say about the program. I look forward continuing to work with the Road Rangers.
- Your personnel are doing a great job, and add to the safety of all responders on our highways. Thank you!
- Road Ranger system is without a doubt a great benefit for motorists and a great asset for the Fire and Police departments.
- I appreciate all that they do.
- Train our units to communicate better with Turnpike TMC. Not all units are calling in stops on our roadways. All units should be familiar with alpha codes.
- more training and more equipment
- Keep up the good work and keep as many road rangers on the road as possible.
- Bring them back, 24 / 7
- The road ranger program is very helpful in assisting the fire rescue with safety on the highways. I believe they have the proper training and are a great asset to the Police/Fire/rescue/persons on the roads.
- Awesome job!!! Saves lives of rescue workers every day. Keep up the good work!!!!
- Sometimes the rangers could use a little common sense. Again, this relates back to the refusal to give a gallon of gas knowing the vehicle will never make it to the next station.
- Excellent Program well worth every penny

- The road rangers need to stay back with their vehicles and road closure instead of coming up to the Troopers chatting and obtaining tags. TMC should obtain this information from FHP Dispatchers.
- Some of their zones are too large, which leads to longer response time. Also some zones are not covered during certain times which leads to very unhappy customers.
- more road ranger coverage ( man power) is needed in this area mabye 1 more vehicle would help with the time to each call.
- Their rate of pay is very low for people supporting families. It has not been improved since the inception of the program.
- The response time is poor and it is hard to get one to you after 7pm when they are supposed to be out till 8pm
- extremely dissatisfied when I call for a RR and they tell me that they have enough calls to get them to 8pm ( when they go home) and that they wont be able to help me. Also have seen them at the Service Station washing their truck 45 minutes to end of shift and I had called for their service and dispatch said they were done for the night.
- The Road Rangers I have had contact wiith not only assist me with my flat tires but also assist me with getting pedestrians off the Interstate system. Just yesterday I asked for a Road Ranger, I waited maybe 5 minutes and he assisted me with getting a bicyclist off the road way. Nothing but praise here from me. Keep up the goos work, they are an assest and they have my respect.
- The road ranger program is a great asset to the florida highways.
- Not at this point. They are doing an excellent job.
- Good tool to have specially in M.O.T instances where the fire Department is not present.
- More camera are still needed. Instead of one on a pole place a second camera. This will add to quicker information being identified with less user interface.
- Great service should probably charge something for the gas at average price per gallon to stop free loading if problem, but may be more problem to collect the money then its worth.
- Continue Safety training and Move Over Law Public Outreach
- I'm glad that the Road Rangers are out assisting our public because the roadways are extremely dangerous the longer disabled motorist are stranded on the roadway.
- They need to stop checking out with Troopers on traffic stops.
- Thank you..great job to ensure safety for citizens and tourists.
- Keep up the great job. Thanks,
- Keep Up the Good Work
- This is a great program. Please keep it alive.
- Thank you.
- Fire them let the tow companies go back to making a living
- Fire them let the tow companies go back to making a living
- Great keep for us on the road –
- The Road Rangers should not start clean-up until the Trooper arrives on-scene. Not to disturb the scene or clean-up vital physical evidence. The Road Ranger should check with the Trooper prior to cleaning or clearing the scene. No district
- Great job!
- Excellent job
- Road Rangers are a great help to us troopers and the motoring public. – FTE
- 24/7

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**From a Responder**



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