Statewide Road Ranger Survey for Incident Responders

Florida's Traffic Incident Management Program

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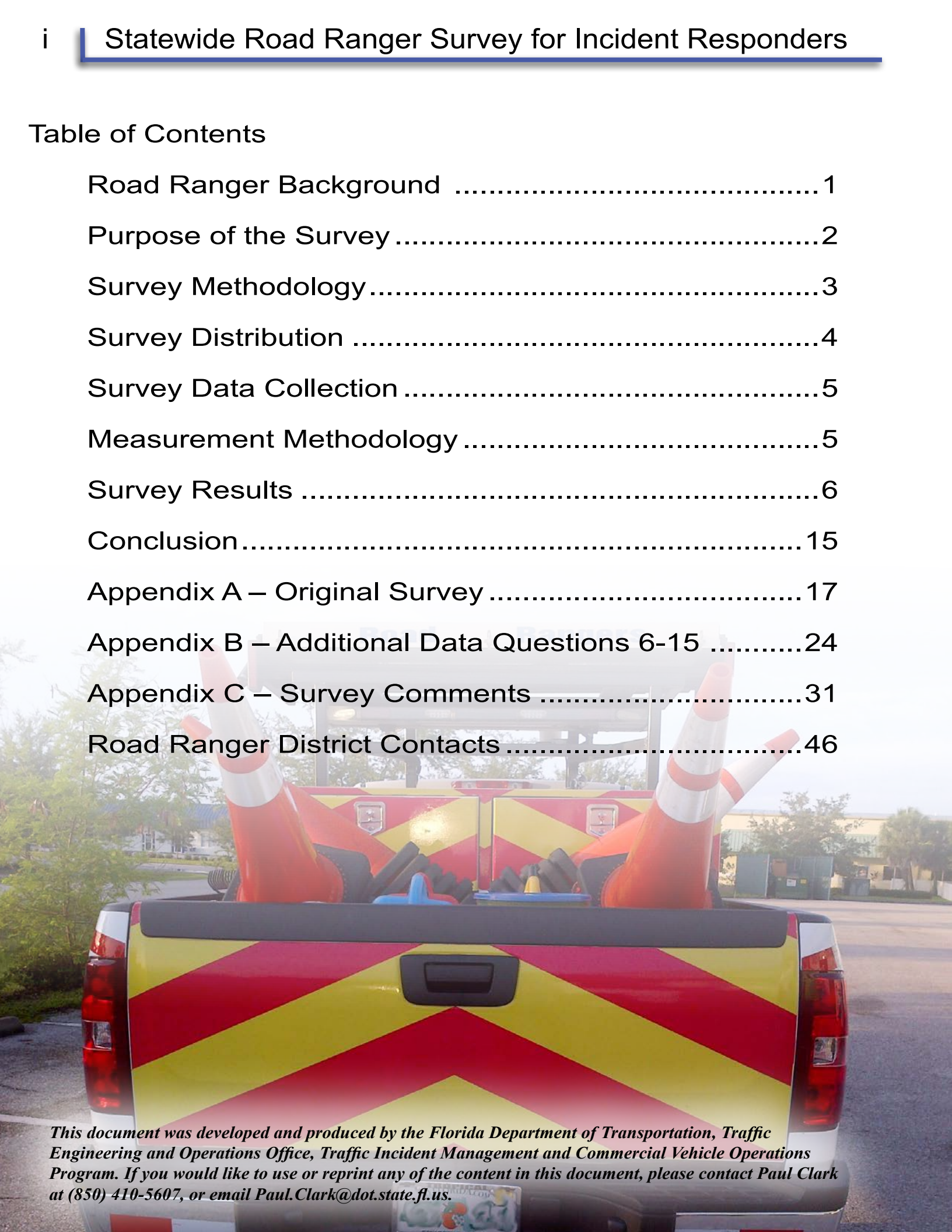

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Road Ranger Background

"This is a great service to assist citizens and law enforcement. The Road Ranger has probably saved countless lives with the safety precautions they take."

Quote taken from the 2013/14 survey

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 crashes
- 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 4.3 million service assists with more occurring daily.

Purpose of the Survey

The Department developed the *Statewide Road Ranger Survey for Incident Responders* as a result of a suggestion by District TIM personnel that reporting 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 survey was designed to gather data from those who work and communicate with the Road Rangers on a regular basis.

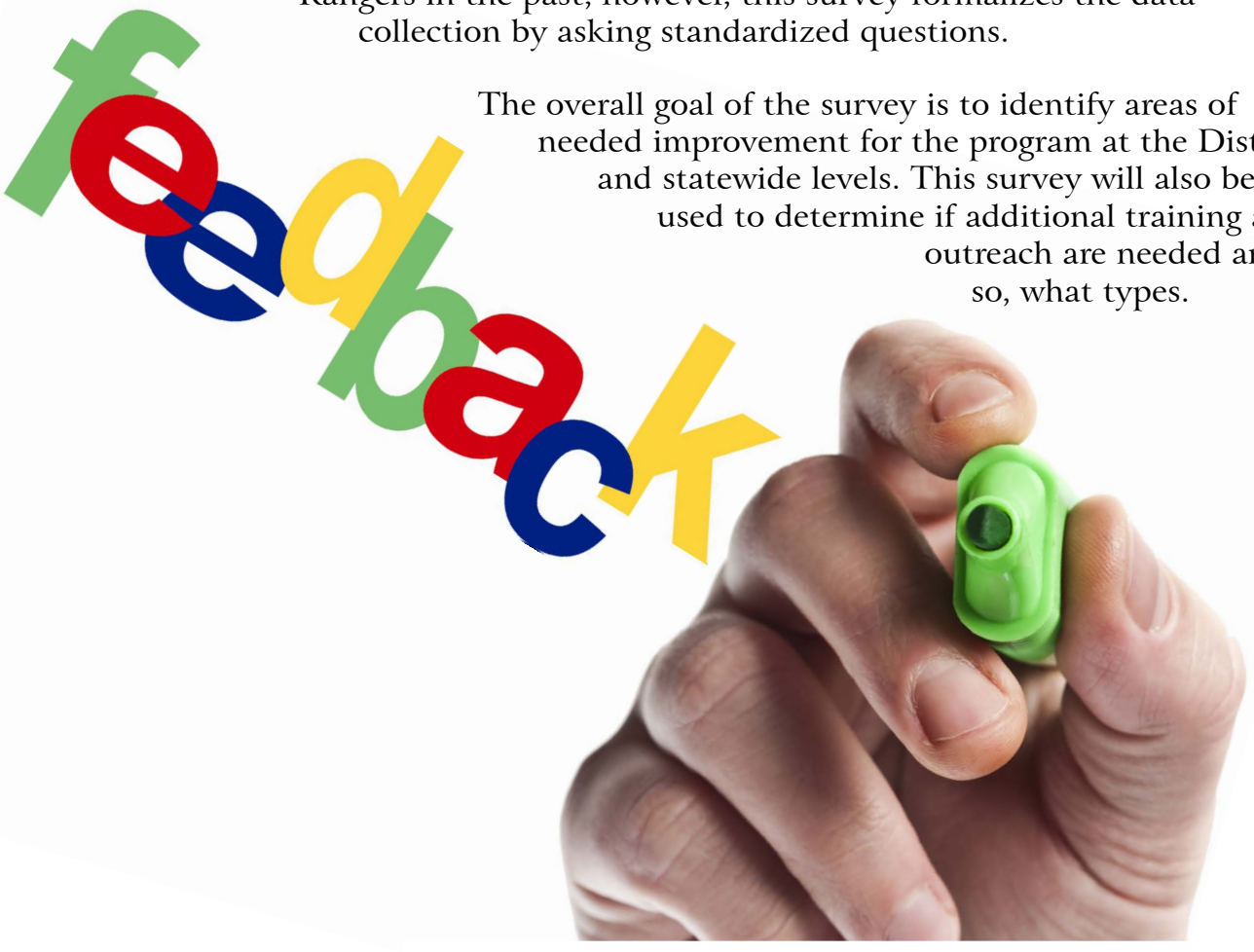
Since the inaugural survey was such a success, the Department decided to execute and publish the Road Ranger Incident Responder survey annually.

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.



Survey Methodology

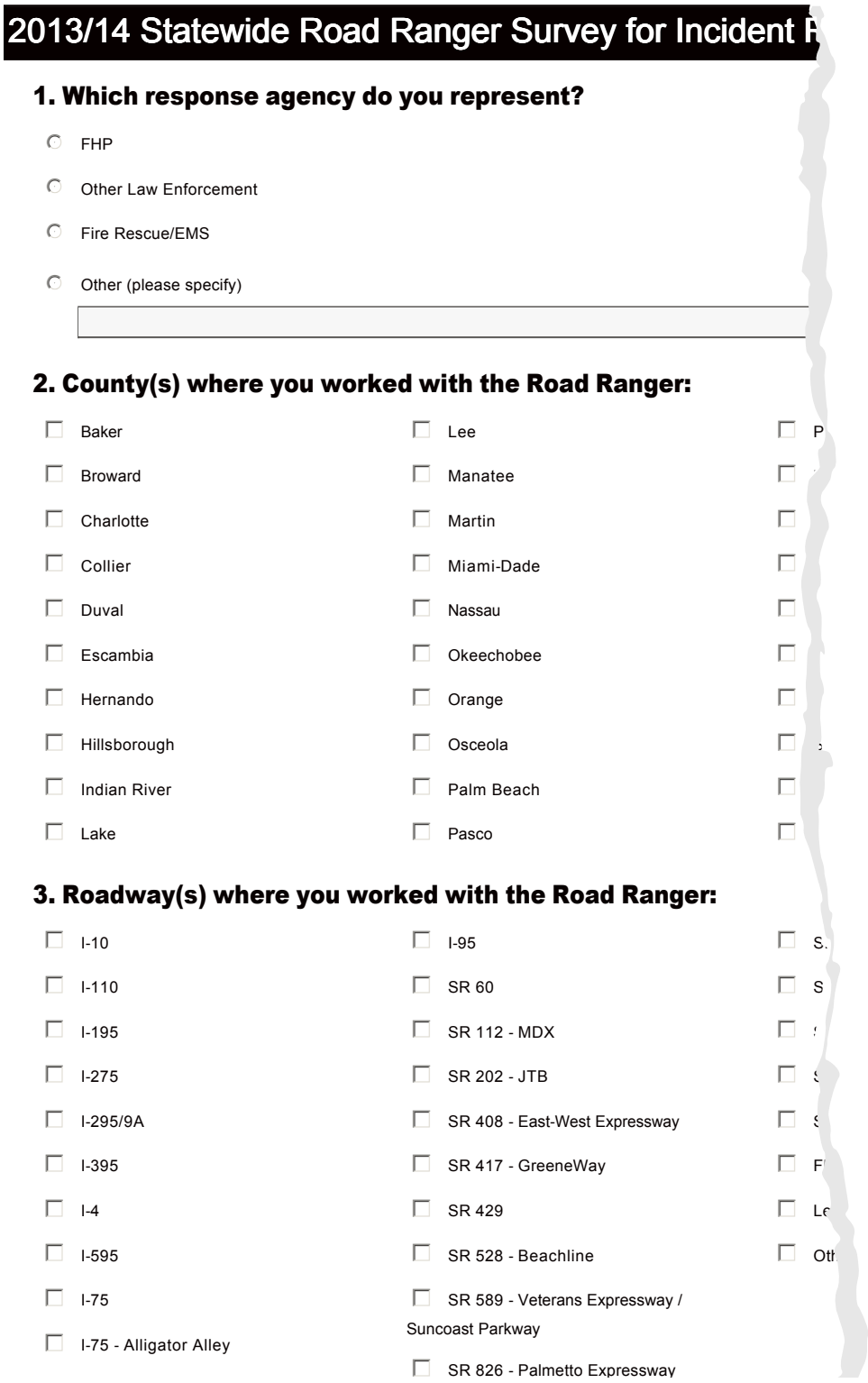
The survey includes questions/statements stated in four different formats:

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 18 areas for responses, with one response area allowing for general comments or concerns regarding the Road Ranger 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 calendar year. The survey period lasts approximately 40 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.



2013/14 Statewide Road Ranger Survey for Incident R

1. Which response agency do you represent?

- ○ FHP
- ○ Other Law Enforcement
- ○ Fire Rescue/EMS
- ○ Other (please specify)

2. County(s) where you worked with the Road Ranger:

- ☐ Baker
- ☐ Broward
- ☐ Charlotte
- ☐ Collier
- ☐ Duval
- ☐ Escambia
- ☐ Hernando
- ☐ Hillsborough
- ☐ Indian River
- ☐ Lake
- ☐ Lee
- ☐ Manatee
- ☐ Martin
- ☐ Miami-Dade
- ☐ Nassau
- ☐ Okeechobee
- ☐ Orange
- ☐ Osceola
- ☐ Palm Beach
- ☐ Pasco
- ☐ P

3. Roadway(s) where you worked with the Road Ranger:

- ☐ I-10
- ☐ I-110
- ☐ I-195
- ☐ I-275
- ☐ I-295/9A
- ☐ I-395
- ☐ I-4
- ☐ I-595
- ☐ I-75
- ☐ I-75 - Alligator Alley
- ☐ I-95
- ☐ SR 60
- ☐ SR 112 - MDX
- ☐ SR 202 - JTB
- ☐ SR 408 - East-West Expressway
- ☐ SR 417 - GreeneWay
- ☐ SR 429
- ☐ SR 528 - Beachline
- ☐ SR 589 - Veterans Expressway / Suncoast Parkway
- ☐ SR 826 - Palmetto Expressway
- ☐ S.
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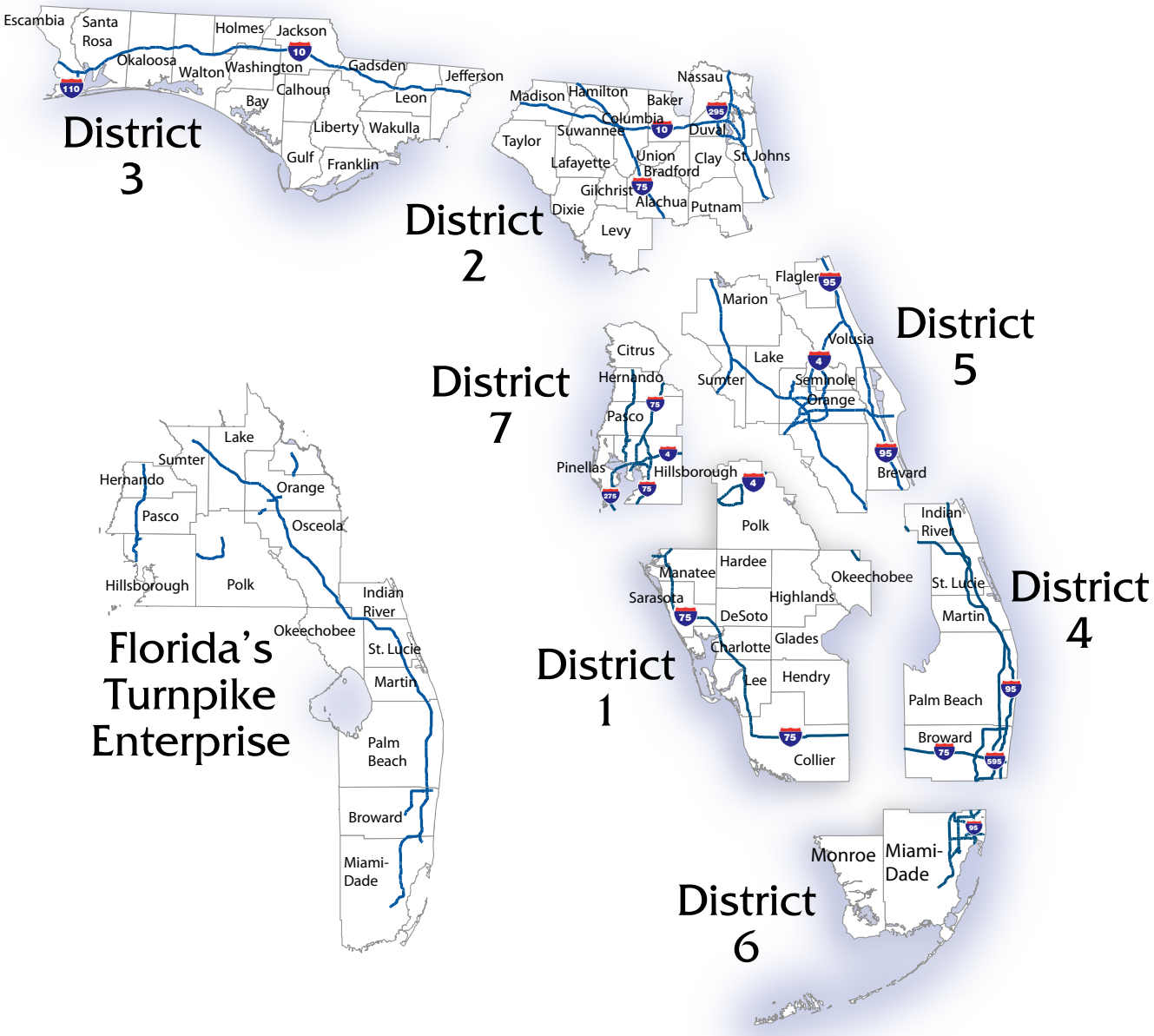
Survey Distribution

The primary method of distribution for this year's survey was online. The Department hosted the survey on www.surveymonkey.com and District TIM program managers were provided a hyperlink 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 beneficial in reaching a large audience in a short timeframe. A total of 491 responses were received during the survey period.

The Department has seven geographic Districts, plus the Florida's Turnpike Enterprise (FTE). Surveys were distributed to responders within each District and FTE.



Survey Data Collection

The online survey host, SurveyMonkey™, collects data and compiles it into a spreadsheet for analysis. Questions 6-15, allowed respondents to rate their level of satisfaction with Road Ranger personnel and evaluate additional aspects of the program. Each of the questions included an additional area to provide specific comments; those comments are captured in Appendix B.

Responses to the open–ended questions (16 - 18) were documented and captured in Appendix C. Data from the surveys will be used in several quarterly and annual reports throughout the year. This report contains statewide information only. District-specific data is provided to the District TIM Program managers for further analysis.

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 began on January 27, 2014 and concluded on March 10, 2014, and a total of 491 responses were received.

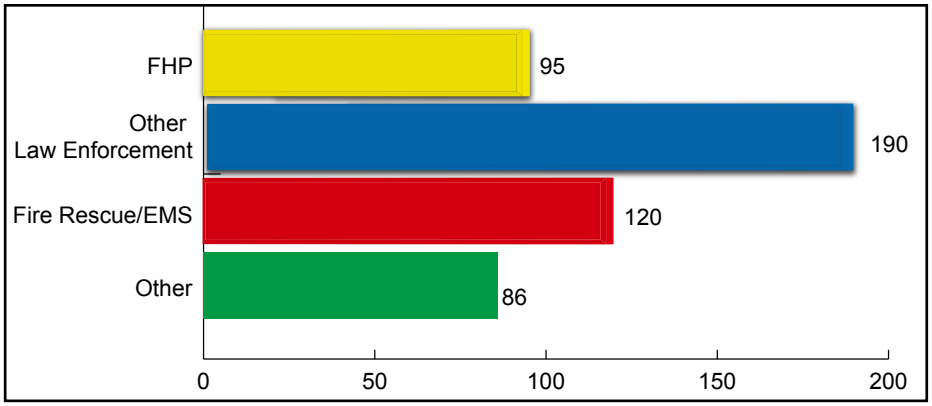
Question 1 – "Which response agency do you represent?"

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

Agency response was more balanced during this year's survey with the highest response of 39 percent or 190 responses from the Other Law Enforcement group.

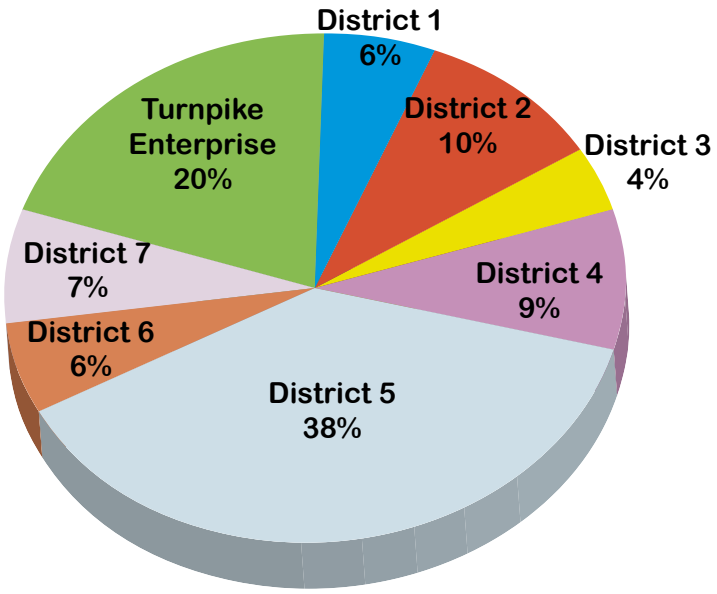
Response Per Responder Group



Question 2 – "County(s) where you worked with the Road Ranger."

This question determines the geographical location of the respondent working with the Road Ranger. The Department provided respondents with a list of counties where Road Rangers are available. Respondents were able to select multiple counties since some agencies and companies operate in multiple counties. The county selections were then grouped by FDOT District to obtain the percent of responses by District.

Percent of Response by District



Question 3 – "Roadway(s) where you worked with the Road Ranger."

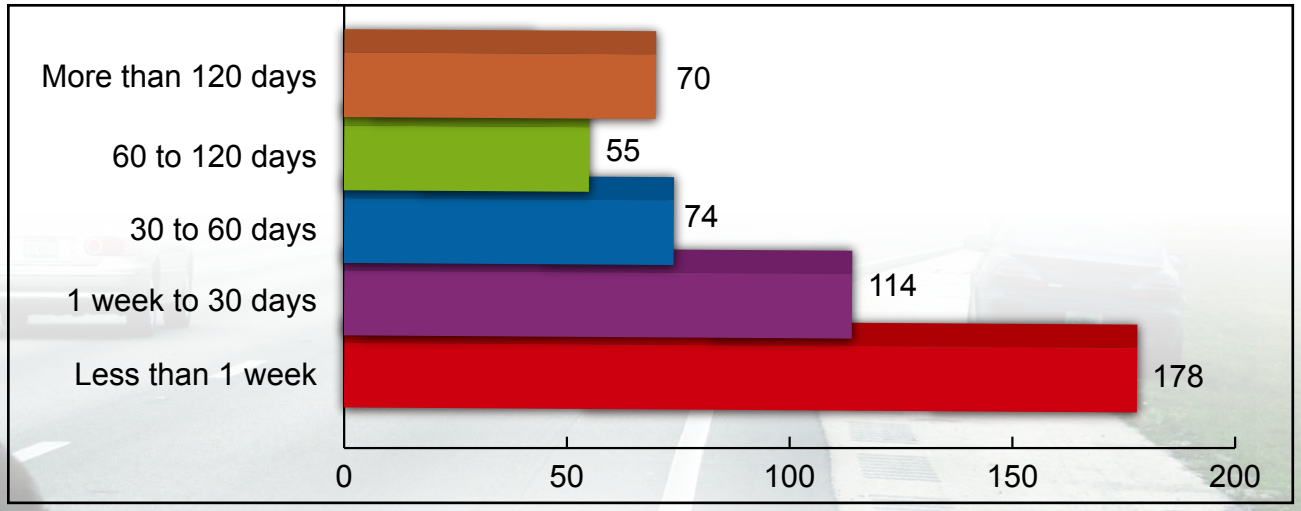
The Department provided respondents with a list of roadways where Road Rangers are available. Respondents were able to select multiple roadways from the list.

Roadways and Number of Responses					
I-10	58	I-95	105	SR 826 - Palmetto Expressway	18
I-110	19	SR 60	9	SR 836 - MDX	13
I-195	21	SR 112 - MDX	9	SR 869 - Sawgrass Expressway	18
I-275	29	SR 202 - JTB	11	SR 874 - MDX	8
I-295/9A	43	SR 408 - East-West Expressway	154	SR 878 - MDX	8
I-395	13	SR 417 - GreeneWay	75	SR 924 - MDX	9
I-4	243	SR 429	55	Alligator Alley	14
I-595	9	SR 528 - Beachline	96	Florida's Turnpike	128
I-75	67	SR 589 - Veterans Expressway	17	Leroy Selmon Expressway	10
				Other	17

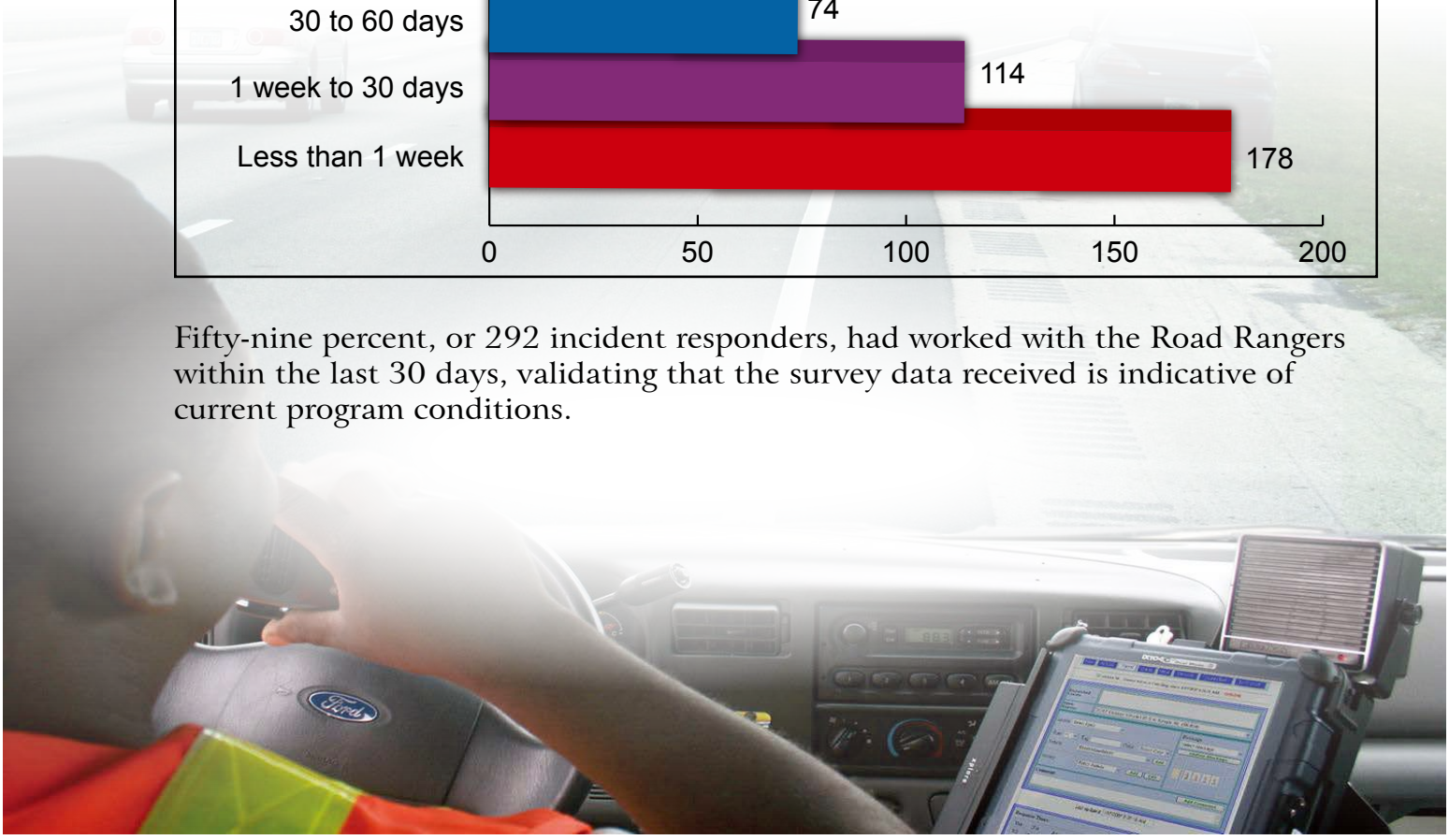
Question 4 – "When was your last experience working with a Road Ranger?"

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.

Last Experience Working with a Road Ranger



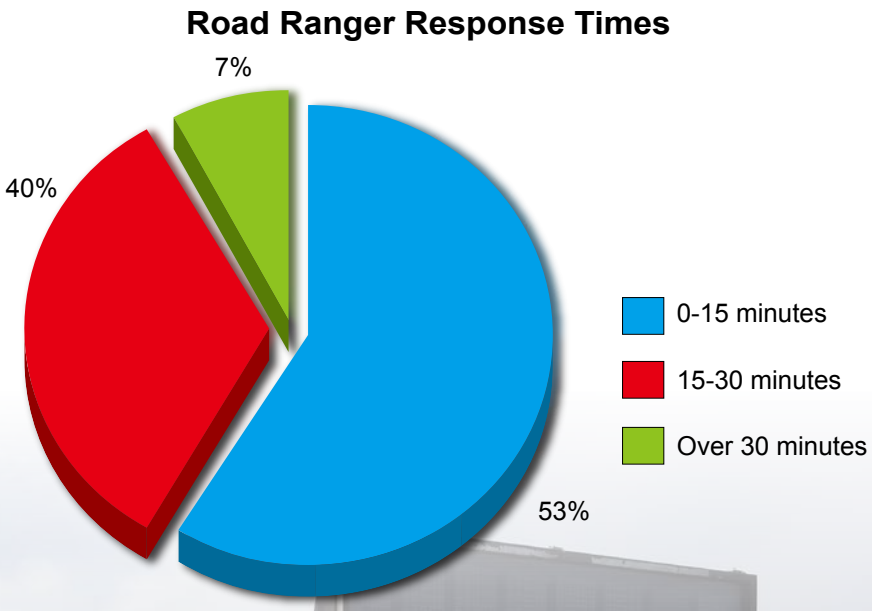
Fifty-nine percent, or 292 incident responders, had worked with the Road Rangers within the last 30 days, validating that the survey data received is indicative of current program conditions.



Question 5 – "If you requested a Road Ranger(s) in the past, on average how long does it take them to arrive?"

The Department provided respondents with 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" (36 responses) and "N/A" (62 responses) were omitted from the following graph to allow for analysis of time-based responses only.

There were 393 responses that indicated a time value; of these, a Road Ranger arrived on-scene within 30 minutes or less of request for assistance 93 percent of the time. There is a direct correlation between Questions 5 and 10; 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 6 through 9) 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

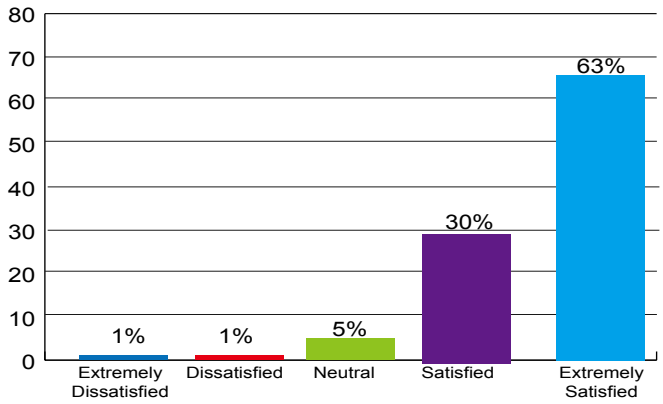
Respondents were asked to measure each area by choosing one of five statements ranging from "Extremely Dissatisfied" to "Extremely Satisfied."

Questions 6 through 9 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:

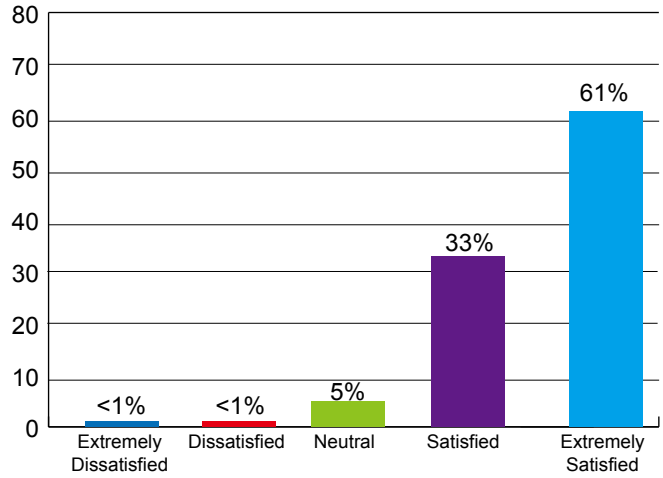
6. Professionalism

Professionalism	
Extremely Dissatisfied	4
Dissatisfied	4
Neutral	25
Satisfied	148
Extremely Satisfied	310
2013/14 Mean	4.54
2012/13 Mean	4.56
Change	-0.02



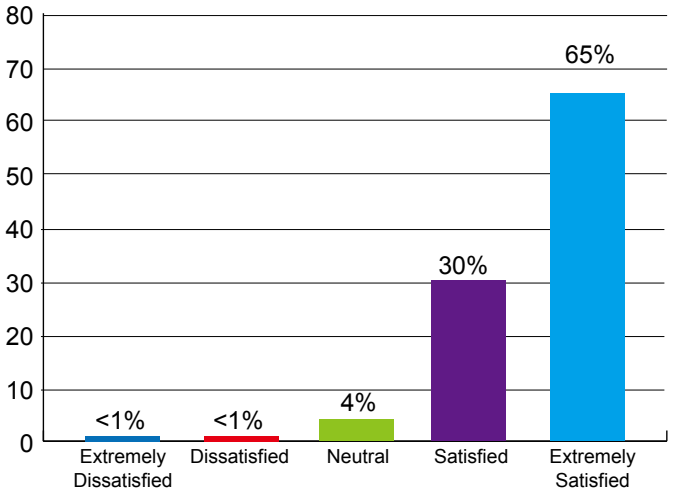
7. Respectfulness

Respectfulness	
Extremely Dissatisfied	3
Dissatisfied	1
Neutral	27
Satisfied	160
Extremely Satisfied	300
2013/14 Mean	4.53
2012/13 Mean	4.54
Change	-0.01



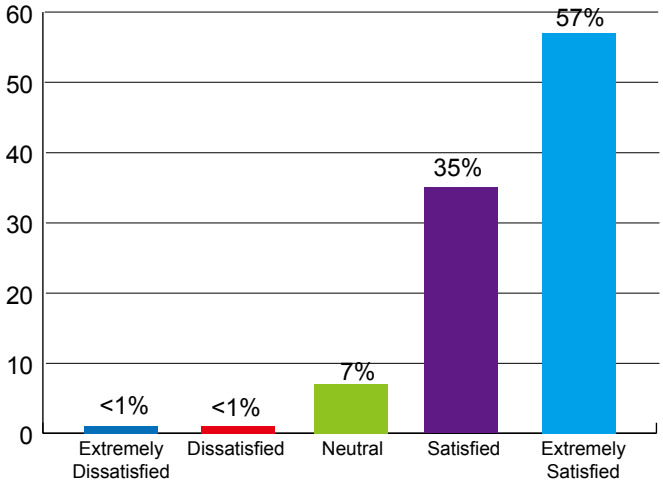
8. Helpfulness

Helpfulness	
Extremely Dissatisfied	4
Dissatisfied	1
Neutral	21
Satisfied	145
Extremely Satisfied	320
2013/14 Mean	4.58
2012/13 Mean	4.60
Change	-0.02



9. Competency

Competency	
Extremely Dissatisfied	3
Dissatisfied	2
Neutral	35
Satisfied	173
Extremely Satisfied	278
2013/14 Mean	4.47
2012/13 Mean	4.45
Change	+0.06

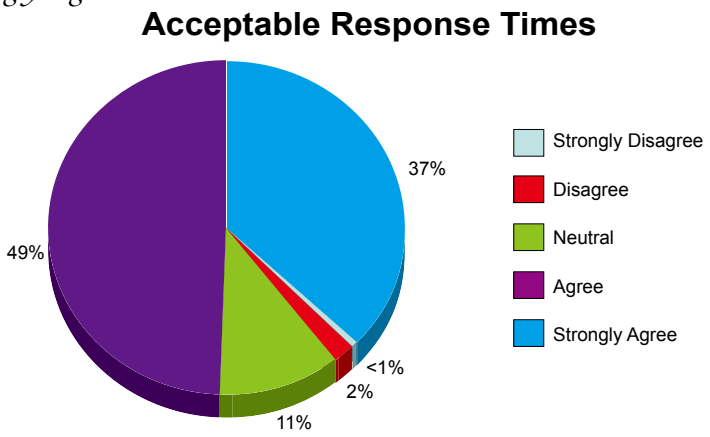


As the data for questions 6 through 9 indicates, the overall scores for Road Ranger personnel were very positive. The highest marks were received for Helpfulness with a positive response rate of 95 percent, with Respectfulness, Competency, and Professionalism each having positive response rates above 92 percent.

Compared to the 2012/13 survey data, there was a very slight decrease of 1 percent in the positive response rates for the areas of Professionalism, Respectfulness, and Competency. In each of those areas, the number of negative responses remained the same or decreased as compared to the previous year's survey, while the neutral responses increased. Even with high approval ratings, improvements may still be achieved in the future.

Questions 10 through 15 were rated based on a five-point scale: 1—strongly disagree; 2—disagree; 3—neutral; 4—agree; 5—strongly agree

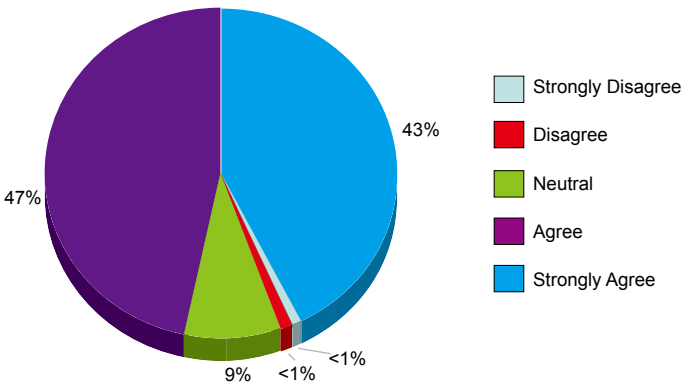
Question 10 – "Road Ranger response times are acceptable."



This question allows respondents to express their level of satisfaction with the Road Ranger response times. Out of 491 responses, 86 percent agreed that the response times were acceptable; 14 percent chose neutral, disagree, or strongly disagree. Response time satisfaction can be subjective in nature, so a portion, but not all, of these responses may be attributed to differences in perception. Respondents also indicated that longer patrol hours and/or an increased number of Road Rangers on patrol could assist with achieving better response times.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2013/14 Mean	2012/13 Mean	Change
2	9	56	241	183	4.21	4.27	--0.06

Question 11 – "Road Ranger vehicles are adequately equipped."

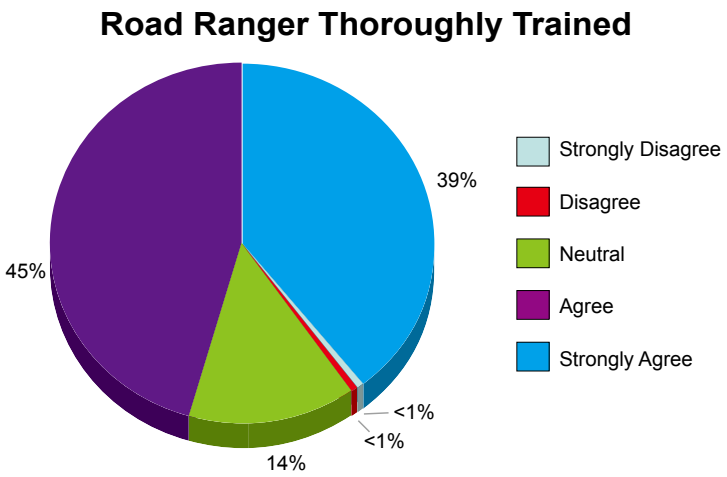


This question allows respondents to express their satisfaction with the tools and supplies carried in/on the Road Ranger vehicle. Road Ranger vehicles are equipped with a basic variety of tools and supplies that may slightly differ from one district to another. While 90 percent of respondents agreed that Road Ranger vehicles were adequately equipped, 10 percent feel that the vehicles could be better equipped. Additional comments provided to this question indicated that the availability of equipment on the Road Ranger units was sufficient; however, respondents continued to request additional towing capability especially in those areas where towing units are not currently in use.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2013/14 Mean	2012/13 Mean	Change
4	1	45	228	213	4.31	4.26	+0.05

Question 12 – "Road Ranger operators are thoroughly trained for their job."

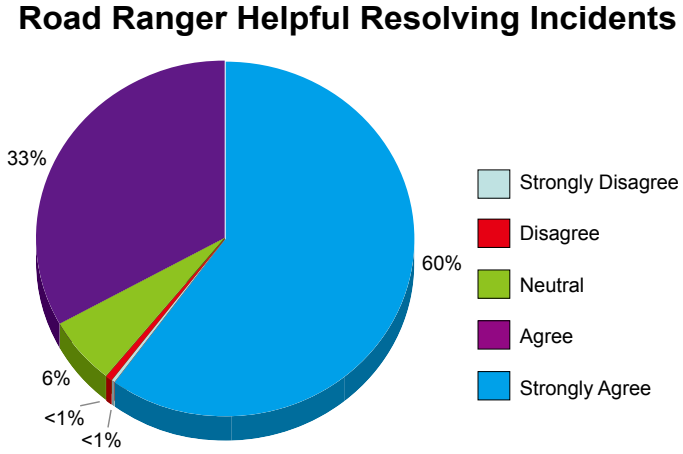
This question allows respondents to express their level of satisfaction with the training Road Ranger personnel receive. Eighty nine percent of respondents indicated that Road Rangers are adequately trained for their jobs. The remaining 11 percent selected "neutral," "disagree," or "strongly disagree." Although the total number of negative responses was low, a review of training standards could indicate specific areas for improvement.



Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2013/14 Mean	2012/13 Mean	Change
3	4	69	223	192	4.22	4.25	-0.03

Question 13 – "Services provided by Road Rangers are helpful in resolving incidents."

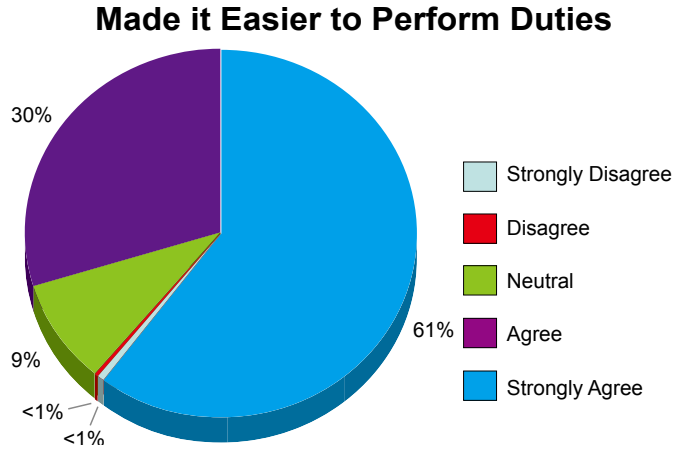
This question asks respondents to assess the services that Road Rangers provide with regard to resolving incidents. Ninety three percent of respondents selected "agree" to "strongly agree," indicating that the Road Rangers have a positive impact on resolving incidents. Since a key role of the Road Rangers' 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.



Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2013/14 Mean	2012/13 Mean	Change
2	4	29	163	293	4.51	4.51	0

Question 14 – "The Road Ranger Program has made it easier for me to perform my duties."

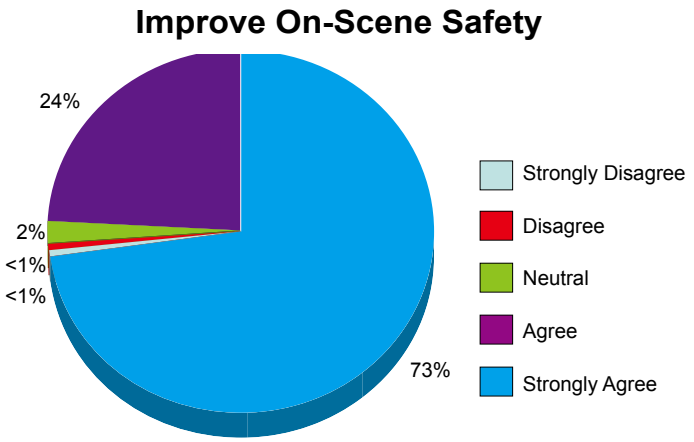
This question addresses whether Road Rangers are providing a positive impact by enabling responders to more effectively perform their duties. A large majority, 91 percent, agrees or strongly agrees that the Road Rangers are performing well in this area. Road Rangers are successfully fulfilling part of their mission if they enable incident responders to perform their jobs more safely and efficiently. However, it is important to identify why the remaining 9 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 strategies to improve in this area.



Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2013/14 Mean	2012/13 Mean	Change
2	1	43	146	299	4.51	4.56	-0.05

Question 15 – "The Road Ranger operators improve on-scene safety for responders."

This question allows respondents to address whether Road Rangers help improve safety conditions for other responders, crash victims, and motorists. Out of 491 responses, 92 percent agree or strongly agree that Road Rangers are successful in improving on-scene safety for other responders.



Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2013/14 Mean	2012/13 Mean	Change
2	2	33	114	340	4.60	4.68	-0.08

Additional Data for Questions 6-15

Respondents were given the opportunity to provide additional information on Questions 6 through 15. Question 6, relating to Road Rangers professionalism received the highest number of positive responses with 46. Question 15, relating to on-scene safety for responders, received the second highest number of positive responses with 21. Question 10, relating to Road Ranger response times, received four neutral responses and seven unfavorable responses. All additional responses are shown in Appendix B.

Question 16 – "How can Road Ranger incident response capabilities be improved to help on-scene responders?" (i.e. additional equipment, different vehicle type, communications, etc.)"

This open-response question, which received 180 valid responses, asks respondents to identify areas that could improve Road Ranger response capabilities, such as additional equipment, different vehicle type, and communications. Many respondents 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. Respondents also suggested adding more Road Rangers or extending the current service hours.

Many respondents expressed a need for increased towing capabilities in order to clear an incident scene in a timely manner. Several responses also indicated that designating Road Ranger vehicles as emergency response vehicles would aid in improving the response to incidents. Nearly all of the responses were very positive and offered helpful suggestions that will be reviewed both at the statewide and district levels.

Question 17 – "If Road Ranger services could be expanded/extended in your area, which roadway or roadway segment or time frame would be the most beneficial? (Is this a high crash area, high traffic volume area, etc.?)"

This open-response question referenced Road Ranger patrol areas and requested suggestions for roadway segments for possible future patrol expansion. This question received 182 valid responses with a majority of the responses indicating that additional patrol hours on existing routes would be very helpful as well as extending Road Ranger coverage to highly traveled state roads. The responses noted a number of specific routes for each local District; responses are available in Appendix C.

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

Question 18 – "Do you have any additional comments or concerns regarding Road Rangers? Let us know!"

This question received 159 valid responses which are provided in Appendix C, along with comments for the two previously listed open-ended questions. The additional comments provided in this area were extremely positive, many of them stating that the Road Ranger program was a valuable asset to responders and motorists.

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 focus on topics, such as response times, training, and the Road Rangers vehicles. The personnel-oriented questions are 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 personnel area of the survey sought information regarding the respondent's perception of the Road Ranger operator's knowledge and performance by presenting a series of questions relating to their satisfaction with Road Ranger operators. These areas include: Professionalism, Respectfulness, Helpfulness, and Competency. Respondents rated each area with scores ranging from a numerical value of 1 for "Extremely Dissatisfied" to 5 for "Extremely Satisfied." The average for all responses in these categories is 4.53, which is a very slight decrease from last year's average of 4.54. Improvements were shown in the Competency area; however, the other areas: Professionalism, Respectfulness, and Helpfulness, each had very slight decreases. A closer review of data reveals that the Helpfulness question received the highest average of 4.58 and the Competency question received the lowest rating of 4.47, but continues to show improvement each year.

The programmatic area received an overall average score of 4.39 based on scores ranging from a numerical value of 1 for "Strongly Disagree" to 5 for "Strongly Agree." The program area receiving the highest average score of 4.60 indicates that the presence of Road Rangers continues to improve on-scene safety for responders, which is a primary function for the Road Rangers. The program area receiving the lowest average score was "Road Ranger Response Times are Acceptable" with an average total score of 4.21.

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 four minute delay for each minute of blockage time is referenced in Chapter 4 of the *2010 Conditions and Performance Report*, developed by the Federal Highway Administration. 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 or processes, such as the Statewide Law Enforcement Radio System. Periodic reviews of Road Ranger patrol zones with respect to activity levels and response times could also ensure that the available Road Ranger resources are utilized in the most efficient manner.

Eighty-four percent of the respondents believe that the Road Rangers are adequately trained for their positions; the remaining respondents believe that training could be improved or are not aware of what type training is required for Road Rangers operators. Continued outreach to the incident response agencies regarding the role and capabilities of the Road Ranger and participation in joint training activities when possible could help improve the scores in this area.

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

- Involve Road Rangers in the National TIM incident responder training.
- Identify opportunities for integrated training with the FHP, Fire/Rescue, EMS, and other response agencies such as the SHRP2 National Incident Responder training.
- Provide periodic equipment training, including proper vehicle clearance techniques.

Information Sharing

- Continue to emphasize the need for utilizing interoperable communications.
- Continue outreach to incident response agencies regarding Road Ranger capabilities.

Equipment

- Review and revise requirements for Road Ranger vehicle types and equipment.
- Review Road Ranger radio communication guidelines with transportation management centers, and FHP regional communications centers.

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.

The Department of Transportation would like to express our appreciation to those who completed this year's Statewide Road Ranger Survey for Incident Responders.

Appendix A – Original Survey

2013/14 Statewide Road Ranger Survey for Incident Responders

1. Which response agency do you represent?

- ◯ FHP
- ◯ Other Law Enforcement
- ◯ Fire Rescue/EMS
- ◯ Other (please specify)

2. County(s) where you worked with the Road Ranger:

- ☐ Baker
- ☐ Broward
- ☐ Charlotte
- ☐ Collier
- ☐ Duval
- ☐ Escambia
- ☐ Hernando
- ☐ Hillsborough
- ☐ Indian River
- ☐ Lake
- ☐ Lee
- ☐ Manatee
- ☐ Martin
- ☐ Miami-Dade
- ☐ Nassau
- ☐ Okeechobee
- ☐ Orange
- ☐ Osceola
- ☐ Palm Beach
- ☐ Pasco
- ☐ Pinellas
- ☐ Polk
- ☐ Santa Rosa
- ☐ Sarasota
- ☐ Seminole
- ☐ St. Johns
- ☐ St. Lucie
- ☐ Sumter
- ☐ Volusia
- ☐ Other

3. Roadway(s) where you worked with the Road Ranger:

- ☐ I-10
- ☐ I-110
- ☐ I-195
- ☐ I-275
- ☐ I-295/9A
- ☐ I-395
- ☐ I-4
- ☐ I-595
- ☐ I-75
- ☐ I-75 - Alligator Alley
- ☐ I-95
- ☐ SR 60
- ☐ SR 112 - MDX
- ☐ SR 202 - JTB
- ☐ SR 408 - East-West Expressway
- ☐ SR 417 - GreeneWay
- ☐ SR 429
- ☐ SR 528 - Beachline
- ☐ SR 589 - Veterans Expressway / Suncoast Parkway
- ☐ SR 826 - Palmetto Expressway
- ☐ SR 836 - MDX
- ☐ SR 869 - Sawgrass Expressway
- ☐ SR 874 - MDX
- ☐ SR 878 - MDX
- ☐ SR 924 - MDX
- ☐ Florida's Turnpike
- ☐ Leroy Selmon Expressway
- ☐ Other

2013/14 Statewide Road Ranger Survey for Incident Responders

4. 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

5. If you requested a Road Ranger(s) in the past, on average how long did it take them to arrive?

- ◯ 0-15 mins.
- ◯ 15-30 mins.
- ◯ Over 30 mins.
- ◯ Unknown
- ◯ N/A

6. Please rate your level of satisfaction with the Road Ranger service patrol operators in the following category: Professionalism

- ◯ Extremely Dissatisfied
- ◯ Dissatisfied
- ◯ Neutral
- ◯ Satisfied
- ◯ Extremely Satisfied

If you responded "Dissatisfied" or "Extremely Dissatisfied" for the above, please elaborate:

2013/14 Statewide Road Ranger Survey for Incident Responders

7. Please rate your level of satisfaction with the Road Ranger service patrol operators in the following category: Respectfulness

- ◯ Extremely Dissatisfied
- ◯ Dissatisfied
- ◯ Neutral
- ◯ Satisfied
- ◯ Extremely Satisfied

If you responded "Dissatisfied" or "Extremely Dissatisfied" for the above, please elaborate:

8. Please rate your level of satisfaction with the Road Ranger service patrol operators in the following category: Helpfulness

- ◯ Extremely Dissatisfied
- ◯ Dissatisfied
- ◯ Neutral
- ◯ Satisfied
- ◯ Extremely Satisfied

If you responded "Dissatisfied" or "Extremely Dissatisfied" for the above, please elaborate:

2013/14 Statewide Road Ranger Survey for Incident Responders

9. Please rate your level of satisfaction with the Road Ranger service patrol operators in the following category: Competency

- ◯ Extremely Dissatisfied
- ◯ Dissatisfied
- ◯ Neutral
- ◯ Satisfied
- ◯ Extremely Satisfied

If you responded "Dissatisfied" or "Extremely Dissatisfied" for the above, please elaborate:

10. Road Ranger response times are acceptable.

- ◯ Strongly Disagree
- ◯ Disagree
- ◯ Neutral
- ◯ Agree
- ◯ Strongly Agree

If you responded "Disagree" or "Strongly Disagree", please elaborate:

2013/14 Statewide Road Ranger Survey for Incident Responders

11. Road Ranger vehicles are adequately equipped.

- ◯ Strongly Disagree
- ◯ Disagree
- ◯ Neutral
- ◯ Agree
- ◯ Strongly Agree

If you responded "Disagree" or "Strongly Disagree", please elaborate:

12. Road Ranger operators are thoroughly trained for their job.

- ◯ Strongly Disagree
- ◯ Disagree
- ◯ Neutral
- ◯ Agree
- ◯ Strongly Agree

If you responded "Disagree" or "Strongly Disagree", please elaborate:

2013/14 Statewide Road Ranger Survey for Incident Responders

13. Services provided by Road Rangers are helpful in resolving incidents.

- ◯ Strongly Disagree
- ◯ Disagree
- ◯ Neutral
- ◯ Agree
- ◯ Strongly Agree

If you responded "Disagree" or "Strongly Disagree", please elaborate:

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

- ◯ Strongly Disagree
- ◯ Disagree
- ◯ Neutral
- ◯ Agree
- ◯ Strongly Agree

If you responded "Disagree" or "Strongly Disagree", please elaborate:

2013/14 Statewide Road Ranger Survey for Incident Responders

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

- ◯ Strongly Disagree
- ◯ Disagree
- ◯ Neutral
- ◯ Agree
- ◯ Strongly Agree

If you responded "Disagree" or "Strongly Disagree", please elaborate:

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

17. If Road Ranger services could be expanded/extended in your area, which roadway, roadway segment or time frame would be most beneficial? (Is this a high crash area, high traffic volume area, etc.)

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

Appendix B – Additional Data Questions 6-15

Question 6: Please rate your level of satisfaction with the Road Ranger service patrol operators in the following category: Professionalism

- Extremely Satisfied – They arrive and truly want to help in any way they can.
- Extremely Satisfied – They do a great job!
- Extremely Satisfied – The Road Rangers are always quick to respond and very eager to assist.
- Extremely Satisfied - The responding Road Rangers are courteous, professional and attentive to public safety needs.
- Extremely Satisfied – The Road Ranger program needs to be expanded to cover more of I-10. When I was in Broward County Road Rangers were very helpful, and plentiful.
- Extremely Satisfied – They are always willing to assist, very polite and fast!!
- Extremely Satisfied – They ALL do exceptional work. They have freed troopers to attend to other incidents. They have also provided interpreter service on a regular basis.
- Extremely Satisfied – I have had several encounters with Road Rangers and each has been very pleasant and very helpful. The rolling billboards they drive are much more effective than my patrol car when it comes to slowing drivers down and alerting drivers to upcoming road hazards. In Orlando, Orange County we could use more of a good thing.
- Extremely Satisfied – Great response time and great tool for law enforcement.
- Extremely Satisfied – They have always been very friendly, prepared, and timely.
- Extremely Satisfied – The staff is always very polite on the phone when I call them. Sometimes we give them duplicate calls and they always take the information.
- Extremely Satisfied – Never a problem to do what needs to be done.
- Extremely Satisfied – They are always helpful and kind.
- Extremely Satisfied – The Road Ranger program is a crucial part of keeping citizens and emergency responders safe on busy roadways. While an incident is working they provide additional protection and visibility so vehicles know to slow down. They also help ensure citizens that are stuck on the road have protection and back in service as quickly as possible. Every minute a citizen is on the road in a vehicle that is not moving is another minute of extreme risk to their life safety. Road Rangers are critically needed in the ever more busy roadways within Central Florida.
- Extremely Satisfied – Every time I've had to call they are always friendly and professional
- Extremely Satisfied – They are a great asset to the Orlando Police dept. They are extremely helpful and make my job SAFE
- Extremely Satisfied – Every one of the drivers we have worked with are way above average. Their knowledge and professionalism with dealing with the motoring public and LEO is outstanding. They are extremely helpful, doing whatever is needed to assist or completely handle situations. Whether they arrive on scene prior to or after LEO they know just what needs to be done and do it. They are a valuable and necessary assist to both LEO and the motoring public. These guys are certainly not the average tow truck driver we deal with on a daily basis.
- Extremely Satisfied – They do are great job of keeping us and possible crash victims safe by getting traffic slowed down and keeping it away from first responders.
- Extremely Satisfied – Every road ranger patrol operator that I have come in contact with has always been super friendly and willing to assist in anyway they can.
- Extremely Satisfied – EVERY Road Ranger I have come in contact with in my years at OPD has been professional and courteous to both myself and the citizen. They do whatever is requested of them to help keep the public safe and traffic flowing.
- Extremely Satisfied – Working with them is seamless. They provide an extra layer of safety, which is important when you are dealing with a posted speed limit of 55+.
- Extremely Satisfied – They always show up ASAP and are very friendly and helpful.
- Extremely Satisfied – The Road Ranger program is probably one of the greatest assets provided to those of us who work around or on the major roadways.
- Extremely Satisfied – With the equipment they carry and the use of the truck on most scene's, it's like having approx. 2-3 additional units on scene. And to me all of the Road Rangers I've worked with are very knowledgeable on how to set up and break down scenes without having to be told.
- Extremely Satisfied – Road Ranger promptly respond to calls forwarded to them, which frees up law enforcement personnel for priority calls for service.

- Extremely Satisfied – I love these guys, they keep us (Fire Rescue) and citizens safe on our very hazardous roads. They are invaluable!!!
- Extremely Satisfied – They responded much quicker than I expected, and they were more helpful than I expected.
- Extremely Satisfied – It's not uncommon for them to be on scene prior to me. They do a great job controlling traffic and making the scene safe for my personnel and civilians.
- Extremely Satisfied – Always there before me. Always courteous and patient. They tend to go out of their way and always satisfies the public, which makes our department look good. Much thank to them.
- Extremely Satisfied – As a frequent responder to the Howard Franklin Bridge I value the response and attention of the Road Rangers. They are easy to work with and follow orders and request when needed.
- Extremely Satisfied – Those guys are great and a valuable part of the motoring public's safety. They are a great help and FHP and I would hate to try to do without them.
- Extremely Satisfied – They are always extremely helpful, friendly and professional. I feel safer working a scene with them on the call.
- Extremely Satisfied – They have always been responsive and helpful
- Extremely Satisfied – They are always courteous and helpful to the public and to me.
- Extremely Satisfied – Very professional
- Extremely Satisfied – Not only have they been available to assist citizens and with traffic control but I personally had a road ranger stop and change a tire on my patrol vehicle without being requested. I have been VERY impressed with the services provided.
- Extremely Satisfied – I have been a Orlando Police Officer for 16 years and have been extremely pleased with the Road Rangers. They are the most dedicated and helpful of any agency I have worked with over the years. They have helped me many, many times over the years. They have been consistently courteous and professional.
- Extremely Satisfied – The Road Rangers are very helpful and assist Law Enforcement especially when we are busy. As a Corporal with the Orange County Sheriff's Office, I know we depend on them a lot and i personally feel they are a vital part of the road ways. They are always willing to help and I have never experienced them being disgruntle, they are always happy to assist.
- Extremely Satisfied – They are indispensable
- Extremely Satisfied – Road Rangers are usually on scene before I get there
- Extremely Satisfied – They were very helpful by staging their vehicle to protect responding units and victims. Also helped by placing cones to help divert traffic
- Satisfied – Depends on the road-ranger. It seems like in any job, once you have some time on, you tend to relax and not rush to do your job.
- Satisfied – I was a little upset when someone told me the road ranger took money for fixing their tire. You can't blame all for one persons wrong doing.
- Satisfied – specially on I-95
- Neutral - Have not responded with a road ranger
- Neutral - Don't know any of them.
- Dissatisfied - The road ranger show professional courtesy.
- Dissatisfied - I believe the warning sign on the truck distracts drivers from paying attention to the road and they need to park farther away from an incident.
- Dissatisfied - Seems like most Road Rangers are too concerned with taking down tag numbers during an incident rather than providing the service they were called for. They should be more aware of traffic safety concerns FIRST !!!
- Dissatisfied - Did not know how to work the tow boom on his truck. One of the people in the accident drove this very same truck as well and stated he also did not know how to work it. After 35 minutes I crossed the roadway and explained how to work it and what to do. Mind you, I have never worked a tow truck but it was not rocket science.

Question 7: Please rate your level of satisfaction with the Road Ranger service patrol operators in the following category: Respectfulness

- Extremely Satisfied – Personable and knowledgeable.
- Extremely Satisfied – They are always very friendly and never cut the conversation short.
- Extremely Satisfied – Always nice.
- Extremely Satisfied – They are always professional and go out of their way to make sure they are collaborative within the team of all responders.

- Extremely Satisfied – Very respectful
- Extremely Satisfied – Always doing what we (police) ask them to do
- Extremely Satisfied – Always courteous, never had an issue.
- Extremely Satisfied – Every road ranger patrol operator that I have come in contact with has always been super friendly and willing to assist in any way they can.
- Extremely Satisfied – They are polite and courteous to all.
- Extremely Satisfied – Every operator I dealt with displayed the utmost respect to me and my squad.
- Extremely Satisfied – Very cordial, professional and helpful.
- Extremely Satisfied – Very Courteous
- Extremely Satisfied – They pay close attention to our needs.
- Extremely Satisfied – They are always respectful to me and the public.
- Extremely Satisfied – They have always greeted me with a smile and a friendly hello.
- Satisfied – Always right on time and mannerly. They are great at anticipating our needs!!
- Neutral - Again, don't know any of them.

Question 8: Please rate your level of satisfaction with the Road Ranger service patrol operators in the following category: Helpfulness

- Extremely Satisfied – The ways that Road Rangers have been helpful to me as a Trooper are literally countless. From bringing gas, hydraulic jacks, and misc. tools to stranded motorists (which Troopers are not equipped with) to the extra traffic cones and flashing lights at a crash scene, an air compressor for flat tires, etc. I'm not exaggerating when I say the Road Ranger is as helpful and useful to me doing my job as my own issued equipment. In my 15 years with the Patrol, the Road Ranger program is the best "new idea" I have seen to date. Keep them, and get more!
- Extremely Satisfied – Each accident has been at rush hour in the afternoon and on I-4. With OCSO calls for service holding the Rangers cleared what they could which allowed deputies to be released and handle calls.
- Extremely Satisfied – Helpful and accessible.
- Extremely Satisfied – They try to locate the accident on the camera as we are giving them the information.
- Extremely Satisfied – Always ready to help.
- Extremely Satisfied – They have key skills, ability and equipment to get vehicles back on the road.
- Extremely Satisfied – Very helpful
- Extremely Satisfied – The RR often put themselves in harm's way to get the job done. They do whatever I ask them to such as doing a rolling road block to clean debris out of the road, change a flat tire for a citizen, and help us direct traffic at major scenes.
- Extremely Satisfied – Last week there was a fatality on I-4 at Kirkman Road (SR 435). Because of the Road Rangers who responded, I was able to free up four marked patrol cars. These four cars were able to handle calls for service. One of the calls for service was a stabbing with a victim and suspect. The Road Rangers cut the response time for my officers considerably.
- Extremely Satisfied – Whatever is needed they are more than willing and able!
- Extremely Satisfied – Not being familiar with the local area, he was very helpful letting me know what might be available in the local area.
- Extremely Satisfied – Always willing to help and go the extra mile.
- Extremely Satisfied – They go the extra mile
- Extremely Satisfied – Help they provide is a vital asset to the Fire Department. They are always at hand and do what is asked.
- Extremely Satisfied – They are a great help.
- Extremely Satisfied – As noted above, I have witnessed them go above and beyond the call of duty.
- Extremely Satisfied – Went above and beyond to help
- Extremely Satisfied – The road ranger has been helpful on many occasions. They have helped prevent numerous accidents to other accidents being on blind curves. I have worked countless accident as an Orange County Deputy on the 408 and turnpike and they have responded and arrived quickly. I am always happy to see them arrive.
- Dissatisfied – I've noticed quite a decline in the quality of service since R10 Chris left. I haven't had much of a experience with any of the R10 units anymore.
- Extremely Dissatisfied - Some just pull up and say they will wait until a tow truck arrives and some do not even exit the truck.

Question 9: Please rate your level of satisfaction with the Road Ranger service patrol operators in the following category: Competency

- Extremely Satisfied – All the Road Rangers I have dealt with have been very competent, not only in their normal duties, but also they provide me with a competent extra set of hands (and brains) at times when they are assisting me with mine. I say brains because as Troopers we often find ourselves dealing with very unusual situations, like for instance the routine motorist with a flat tire turning into a DUI arrest, or maybe a warrant arrest. I have found that as the situation evolves, the Road Ranger that may happen to be there has continued to be a source of assistance, and not a distraction, as is usually the case with 'extra non-law enforcement people' at a scene.
- Extremely Satisfied – They seem well practiced and very capable.
- Extremely Satisfied – Very competent.
- Extremely Satisfied – They never assume we (our agency) is giving them the wrong information.
- Extremely Satisfied – Know their jobs.
- Extremely Satisfied – The last Road Ranger I talked to was a tow truck driver for most of his adult life. He was very knowledgeable about his job and what priorities were within his scope.
- Extremely Satisfied – They know their job well
- Extremely Satisfied – They are all knowledgeable and do a great job repairing the vehicles (if possible) to get the citizens on their way or they will assist them calling for help and/ or taking them to a place of safety. Their first concern is public safety and they are all a credit to the program.
- Extremely Satisfied – Never a problem that could not be handled.
- Extremely Satisfied – Each time a Road Ranger service patrol operator has responded they have completed the task at hand in a timely fashion with competent knowledgeable service.
- Extremely Satisfied –They know how to get the job done quick.
- Extremely Satisfied – Well versed in road hazard management.
- Extremely Satisfied –I have never had them say they did not know how to assist a motorist or me.
- Extremely Satisfied – On 02/03/14, between the hours of approximately 6pm-6:30pm I requested a Road Ranger on via Turnpike dispatch reference a disabled vehicle at SR-821 (Miami) at the 32 MM. Upon arrival he assisted a female with a dead car battery. After the driver started the vehicle, the Road Ranger suggested that she wait a few minutes to ensure that the alternator was charging the battery. After approximately 1 minute or so, the lights on the vehicle became dim and the vehicle stalled. He advised the driver that the battery was not charging. I was impressed with his competency in diagnosing the possible battery issue and bringing it to the driver's attention before allowing her to return to the flow of traffic, which would have most certainly been a safety issue for the driver and the motoring public.
- Neutral - The former R10 units (Chris and James) I knew from working the Turnpike for awhile and interacting with them. I do not know the R10 units anymore.
- Dissatisfied - Lack training in many areas.
- Dissatisfied - Again did not know how to work their equipment. Embarrassing.

Question 10: Road Ranger response times are acceptable.

- Strongly Agree - Very quick response.
- Strongly Agree - Good response time.
- Strongly Agree - There when you need them.
- Strongly Agree - Could improve with more coverage
- Strongly Agree - On a Saturday afternoon following the end of a large public event, the interstate was crowded, and he still showed up that quick.
- Strongly Agree - They get there before me!
- Strongly Agree - Often on scene prior to arrival of FD. I cannot say this for FHP who frequently have an extended ETA. Road rangers stay on scene and wait for FHP.
- Strongly Agree - Even with heavy congestion here in the Broward/Miami-Dade Counties, it has been my experience that their response times are acceptable.
- Strongly Agree - Always arrive promptly.
- Strongly Agree - Strongly Agree
- Strongly Agree - When they're available. There are times when there are no units available to assist.
- Strongly Agree - Road rangers are usually on scene before I get there
- Agree - There should be more Safety Patrol units. This is a valuable service, unfortunately because of the few numbers the response time maybe too long.

- Agree - Need to have more Road Rangers.
- Agree - The response time is not bad for the large area they cover.
- Neutral - We don't work I-75, but could use the Road Ranger service on other roads.
- Neutral - I think there needs to be more of the road rangers. They cover allot of roadway and the citizens appreciate them.
- Neutral - I would like to see more of them on the road along with longer available times.
- Neutral - Generally they are satisfactory, However, sometimes I will pass them on the way to a call that they have also been called to. They are pulled over by themselves; sometimes lights are activated, making me think they may be finishing paperwork. However, even so, when we have roadblock and/or injuries that should take precedence.
- Disagree - To few of them to have an appropriate response time
- Disagree - I've changed tires for people on the Turnpike because response times are so long. I understand there is only one R10 unit to cover 120 miles (60 miles one way).
- Disagree - I have seen them parked at gas stations and wait for a while before they respond
- Disagree - Response time to long.
- Disagree - Response times should be no more then 30-45 minutes on limited access road such as the Florida Turnpike. There should be a Road Ranger on duty 24/7
- Disagree - In Orange County there are not enough road rangers and an abundance of roadways to handle. The crash/call volume is very high and oftentimes getting a road ranger to the scene in a decent amount of time is impractical. When they are able to respond they are more than helpful and all of my experiences with them have been extremely positive.
- Disagree - At times, it has taken 45 minutes to an hour for a response.

Question 11: Road Ranger vehicles are adequately equipped.

- Strongly Agree - They have gasoline, hydraulic jacks, cones, tools, battery chargers, air compressors, and I'm sure many more items I am not thinking of. I have even known them to provide bottled water to people on the road side while they assist them.
- Strongly Agree - Gas, jumper cables and whatever they need.
- Strongly Agree - They have the tools to get the job done
- Strongly Agree - Everything from gas to blowers to remove debris what more do we need.
- Strongly Agree - They carry fuel to help the motorists who run out, and have hand tools to help them do minor repair work on vehicles.
- Strongly Agree - They seem to always have the necessary equipment to fix a problem at hand to get the stranded motorists back on the road.
- Strongly Agree - Ask them
- Strongly Agree - They always seem to have what they need.
- Strongly Agree - It would be nice if the Pensacola ones has a hook (towing capacity) to tow a vehicle immediately off of the interstate, or next exit.
- Strongly Agree - They appear to have all necessary equipment to compliment the job tasks.
- Strongly Agree - They have always had thing I have asked for.
- Strongly Agree - They always have everything that you need.
- Agree - most of the time.
- Agree - ALL Road Ranger vehicles should be tow trucks.
- Agree - I-4 needs tow trucks
- Neutral - I really do not know their jobs, so it's difficult to say what they need or do not need.
- Neutral - Need more emergency lights
- Disagree - Should be equipped to put in full lane closures by MOT standards
- Strongly Disagree - Road Rangers need to be made emergency vehicles and should be tow trucks to open lanes quicker.

Question 12: Road Ranger operators are thoroughly trained for their job.

- Strongly Agree - They all seem to have an above average knowledge of the workings of automobiles, and most importantly they all (-that I have known) are mentally competent.
- Strongly Agree - I am not sure about the training they receive, however their ability to handle the tasks seems to be very good.

- Strongly Agree - Rangers know their equipment and how to quickly do their jobs.
- Strongly Agree - They all have exceptional knowledge and are able to helpout whenever possible.
- Strongly Agree - My squad had t shut down I-4. The first operator on scene provided me suggestions on where to stage everyone. He was 100% accurate in his suggestions. My squad had traffic re-routed in 20 minutes or less.
- Strongly Agree - They are very knowledgeable
- Strongly Agree - No problems.
- Strongly Agree - They know their jobs as far as I can tell.
- Strongly Agree - If I have any question for them they can always answer.
- Agree - Everything I've seen says "yes"!!
- Agree - They could probably use more equipment because they work so hard.
- Agree - They are trained very well, it's just that some seem not to have too much common sense. (But then, there are a few troopers with the same problem.)
- Agree - I am not sure what the training entitles but I never had any problems with them. The road rangers I have dealt with in the past were very knowledgeable and helpful.
- Neutral - I have no clue about their training program.
- Neutral - I have no idea the training regiment that is required.
- Neutral - When responding to an accidents accident they will shut down a lane when it is not necessary. We have mentioned this to them before but they apparently don't know the rules of the road.
- Neutral - I don't know their level of training and thus cannot accurately respond to this particular question.
- Disagree - The ranger need to report to the Fire/Rescue personnel and see where they can provide the most assistance.
- Disagree - Some road rangers don't even know where they are at. They need to be trained more thoroughly as far as the locations where they are at.
- Disagree - MOT setup are consistently not correct on major accidents
- Strongly Disagree - Two of them did not know how to work their equipment.

Question 13: Services provided by Road Rangers are helpful in resolving incidents.

- Strongly Agree - Their quick response to incidents on the roadways that they service, and that we respond to is extremely valuable. They divert traffic from the incident sight allowing emergency responders to work faster, safer and with the confidence that traffic is under control.
- Strongly Agree - It gives us extra assistance.
- Strongly Agree - Absolutely.
- Strongly Agree - Their presence adds tremendously to the overall safety of any roadway operation.
- Strongly Agree - Rangers know their equipment and how to quickly do their jobs.
- Strongly Agree - They provide a variety or resources. Even something as simple as tagging a vacant vehicle helps to eliminate unnecessary calls.
- Strongly Agree - Always do what is asked and needed to secure the scene.
- Strongly Agree - I would hate to be without them when traffic becomes an issue
- Strongly Agree - They are there to provide warning for motorists and make our jobs safer. They also free us up from DAV's so we can do our jobs.
- Strongly Agree - Don't know what we'd do without them
- Strongly Agree - They help all first responders to get the job done
- Agree - We don't work I-75, but could use the Road Ranger service on other roads.
- Disagree - Would not take passengers from an incident
- Disagree - I see them as another unnecessary vehicle on scene.
- Disagree - Some occasions they get too involved, Quoting prices for sub contractors.

Question 14: The Road Ranger Program has made it easier for me to perform my duties.

- Strongly Agree - See number 8. Plus they take care of a lot of the little things like flat tires, and out-of-gas calls that used to eat up a lot of time that Troopers could spend taking care of bigger problems.
- Strongly Agree - Helps for us to finish quicker to respond to another incident.

- Strongly Agree - They have responded quickly, allowing me to handle more pressing calls.
- Strongly Agree - Much, Much safer for us on an incident. One critical problem that I can worry much less about; traffic.
- Strongly Agree - Provides an additional safety barrier between first responders and on-coming traffic.
- Strongly Agree - Road Rangers let us perform our duties and worry about the traffic.
- Strongly Agree - They are a great help. They keep us safe
- Strongly Agree - They do are great job of keeping us and possible crash victims safe by getting traffic slowed down and keeping it away from first responders.
- Strongly Agree - They save us from using an additional fire apparatus! As well as the feeling of safety, enabling me to do my job.
- Strongly Agree - They usually minimize the impact on the travel lanes or promptly resolve the issue, reducing the magnitude and number of FDOT responses.
- Strongly Agree - I can focus on emergency duties and let them control the traffic.
- Strongly Agree - I strongly agree.
- Strongly Agree - Without them, the roadway will not be cleared right away.
- Strongly Agree - As a first responder I can concentrate on the job task at hand.
- Strongly Agree – The truck and equipment frees up multiple law enforcement having to block lanes of travel if not the entire roadway.
- Strongly Agree – If not for the road rangers our jobs will be much more difficult. They are a tremendous asset to law enforcement and the community.
- Strongly Agree – Absolutely!!!!
- Agree - I had to change a ladies tire at the 40 mile marker last week in the rain, & it would've been nice if the Road Ranger was able to cover past the 30-31 mile marker.
- Neutral - We don't work I-75, but could use the Road Ranger service on other roads.
- Neutral - Most of the time they only assist at lane closures
- Disagree - Nothing positive or negative, I just see it as too many lights at scenes distracting drivers more
- Strongly Disagree - Doesn't change my job or decision making at the scene of an incident at all.

Question 15: The Road Ranger operators improve on-scene safety for responders.

- Strongly Agree – They bring another set of flashing lights and traffic cones, and they have a competent understanding of how to manage and direct traffic. I never have to 'keep an eye' on what they are doing. I can do my thing and be confident they are taking care of the traffic situation. And they also keep up with what I am doing without getting in the way, which is invaluable as it provides me with an extra set of eyes to help keep me safe.
- Strongly Agree – Truck mounted lights, arrows, and cones are very helpful
- Strongly Agree – Although we rarely interact with the Road Rangers off of I-75, I believe the program is extremely helpful and enhances safety for first responders!
- Strongly Agree – They are well versed on establishing MOT for scenes. Excellent work. Keep up the training.
- Strongly Agree – I have worked in the fire service as a firefighter and then as a supervisor for a total of 27 plus years; I feel the road rangers program certainly serves in a positive role for us as 1st responders and all that work and travel the highways and roadways of the service area(s). The road ranger crews bring sign boards, and traffic cones, and other tools to the scene which are vital in the safety of travelers and us as 1st responders.
- Strongly Agree – Sign boards help protect responders.
- Strongly Agree – Absolutely.
- Strongly Agree – They are a great help. They keep us safe
- Strongly Agree – i would go as far as saying they most likely over the past several years of assisting LEO have saved first responders from being hit.
- Strongly Agree – They do are great job of keeping us and possible crash victims safe by getting traffic slowed down and keeping it away from first responders.
- Strongly Agree – Absolutely.
- Strongly Agree – That are a must have
- Strongly Agree – Again invaluable!!
- Strongly Agree – They provide extra lights, cones etc. to improve scene safety and free up department resources.

- Strongly Agree – Sign Boards with arrows
- Strongly Agree – Yes
- Strongly Agree – I strongly agree with that.
- Strongly Agree – It provides another layer of security and high visibility.
- Strongly Agree – Yes, we I as law enforcement arrive on scene I might not be able to block traffic as far back as the road ranger would be able to. I would only be able to block a few lanes of traffic for a short time where as the road ranger with his cones and truck could block and keep the travel lanes shut down.
- Strongly Agree – Whenever I am on I-4 and Road Rangers show up, I feel safe because their presence make me more visible.
- Strongly Agree – By helping block and divert traffic. Helping the scene become more visible for oncoming traffic
- Disagree - Too many lights amber lights constantly being seen makes them more commonly ignored.
- Strongly Disagree - They do alert other drivers to slow down, but whether they are at an incident or not, scene safety is always my top priority.

Appendix C – Survey Comments

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

- Communications. We really don't get a response whether the road rangers received the message and are en route a lot of the time and how long the response might be.
- Provide the ability to tow short distance; pull out of a ditch; provide ability to take person off interstate to a safe location (elderly & children)
- At this time I believe Road Ranger personnel are well equipped for assisting on-scene responders for most incidents.
- They do an excellent job!
- The only thing I can think of is increase their numbers, so that maybe their services can be extended to more highways than just the Interstates and Turnpike System. I am probably more of a layman when it comes to their equipment, but from my experiences with them they are already very well equipped.
- Direct communication with fire crews
- Not much more they have been on the spot.
- It would be helpful if we could talk directly to them by radio.
- Being a Sheriff's supervisor, we have to relay via our communications center to FHP's which creates a minor delay.
- We very rarely respond to I-75, so interaction very limited. I believe they are a good resource which if could be utilized on other heavy traffic areas would be beneficial.
- Having more of them.
- Direct communication without having to communicate through a third party ie: Fire Communications.
- Alert drivers from farther away from the scene Our emergency lights, apparatus and cones protect us sufficiently enough They do a good job though
- I cannot think of any improvements that can be made.
- Be able to communicate directly with the road rangers could possibly make response even more immediate, although it is very quick. Also would help in order to coordinate the deployment of resources.
- Would like to know if and when dispatched. I usually never know they just show up at some calls.
- Additional vehicles/manpower
- We don't have but would like them in Alachua County.
- So far they seem to have everything
- Better equipment
- Increase the number of Road Ranger units.
- Add Road Ranger routes in areas where there are frequent crashes and recurring congestion.
- Better communication
- Able to tie into electronic DOT bill boards to post accident events ahead.

- Provide 24 hour service including weekends
- More MOT devices
- Different color overheads amber is already ignored
- Great job
- Everything seems adequate.
- Additional equipment, I-95 and I-10 interchange have several blind curves that may require at least two or more vehicles spread out to warn motorist and maintain safe accident scene.
- Training
- It would help us more if the Road Rangers had four wheel drive trucks.
- I think everyone first responder should have the same equipment and communication devices to be able to better serve the community.
- A radio to communicate with us (fire) will be great ex. if we need to close a lane instead of having to walk 1/2 mile
- Need more cones on truck and more cones on the ground
- Quick response to the scene.
- Communication and understanding the rules of the road. You need to be aware of what your responsibilities are and those of others.
- Implement in all counties
- Tow truck-type capabilities.
- Can't think of anything.
- Additional skills as a first responder and equipment needed, but was not at the scene.
- Be able to communicate with troopers without having to go thru dispatch
- Carrying additional firefighting foam as part of a foam bank that could be used by all Fire Departments could be useful.
- Hire retired PD and Fire personnel
- I think they respond on scene in an adequate time, however, sometimes they report on scene but they don't advise they are on scene. Some of them can actually work on providing a better MOT for not just the motorist but for them too.
- We do not have much interaction with Road Rangers
- Road Ranger vehicles need to be made emergency response vehicles for quicker response to incidents and for their own safety.
- ALL trucks should be tow trucks AND all should be I'D as emergency response vehicles equipped with red lights and a siren. Of course additional EVOC training would be required.
- Road Ranger vehicles should be emergency response vehicles to enable the Road Rangers to respond to the scene quicker and for additional scene safety. Road Rangers need more tow trucks to allow incidents to be cleared from the roadway without having to wait for a tow truck.
- I would suggest putting them in wreckers with at least a wheel lift. While working a crash on I-95 last night we had one lane blocked. Had the road ranger had a tow truck we could have opened the lane up sooner, especially since it was raining and traffic was heavy
- More training in MOT.
- I think a larger vehicle with a larger arrow board able to reach a height to the bottom of the sign of 10 ft . This would make them more visible to the driving public
- Continue to staff and equip these very important service vehicles at current levels
- Road Rangers need to be made emergency response vehicles to quicken response time to the scene
- Refresher training
- I think they need to be classified as emergency vehicles so they can use red lights and sirens to get to scenes faster. All Road Rangers should have tow trucks so they can move severely damaged vehicles off the travel lanes without having to wait for a tow truck.
- I would like to see Road Ranger made into Emergency vehicles and all Road Ranger vehicles to be Tow Trucks for quicker more rapid clearance capability
- Have them available 24 hrs a day, 7 days a week.
- Additional equipment and rules to allow Road Rangers to tow vehicles off of toll roads.
- Vehicle winches to assist when moving accident vehicles,…When approved by FHP of course.
- Trucks are great, the bigger the better! More Road Rangers in Orange County, especially on I-4, 417, and Beachline. They give law enforcement an extra set of eyes out there. Tourists come to Orange County from all over the world and I have heard those tourists say how they have been helped by the Rangers.

- Additional Road Rangers would be great!
- I am very pleased with the response of the Road Rangers
- 24-hour availability
- Keeps the program going.
- Communications
- I think they provide a great service already...
- It would help to differentiate between “Road Rangers” and the other companies that are used by the Toll Roads.
- More of them at peak hours, Holidays
- As a Police officer, I think they need to have at least a few tow trucks available to help with cars
- They have always done a great job for us. Not sure of any improvements needed
- No ideals.
- Working day shift the response in great but while I was on night shift it would be nice to have Road Rangers 24 hrs. Their light up arrow and cones are beneficial at crashes and with disabled vehicles.
- With a few additional vehicles/rangers during “rush” hour times.
- If possible integration into our tactical radio channels may help. Not sure if that is possible. Probably a lot of hoops to jump through.
- They do a great job, I have never had any issues.
- Nothing needs to be done
- Expand their hours of operation and road coverage
- More of them and continued service.
- More staffing on i-4
- It would be great to have a radio channel where we can communicate with the road ranger and call them directly. It would assist if they were already on-scene and I was responding. I could ask them where exactly they were and I would be able to determine what would be the best route to take and limit my response time. This would help reduce the time in which the road would be blocked. I think the basic equipment is adequate, even though some of it is based upon what driver responded. I would like to see them have the capabilities to tow vehicles, for the purpose of clearing the roadway, that are disabled and blocking the roadway.
- Very well equipped and helpful.
- They do an amazing job.
- It’s not broke. Do not try to fix it.
- Have more of them on the road
- More Rangers during Weekends and Holidays.
- The Road Rangers are outstanding. The only thing we need is more of them! They make law enforcement on limited access roadways much safer.
- State wide radio band access for the Road Rangers
- If I have ever been in a situation where the Road Ranger wasn’t on scene in less than 15 minutes it was because they were busy assisting stranded motorists. In this case more Road Rangers would be helpful. EXCELLENT PROGRAM!!!!!
- The road rangers appear to be properly equipped from what I have seen.
- Adequate presently
- Overall from the scenarios I needed them they were great. Obviously more personnel would be best.
- Communications maybe.
- Increase the number of Rangers that are on the road!
- More units during rush hour times.
- Some type of common communications.
- They are always prepared to help and do great before I arrive on scene. They are back up units most of the time!
- 24 hour coverage
- Direct communication via police radio
- More vehicles on duty.
- They currently do an excellent job.
- More hours and on more roadways
- Expand the times they are available. During late hours there is less traffic but the danger level for responders is much higher.

- They do a great job assisting with accidents by helping maintain traffic flow an calling in accidents/ incidents which occur in their area.
- Additional units during high traffic volume and weekends.
- N/A From the service thus far, I am completely satisfied with their vehicles and equipment for the job they are promoting.
- I have no complaints concerning their capabilities.
- More Road Rangers
- Only suggestion would be to consider adding towing capabilities to move disabled vehicles off to the side.
- Increase number of Rangers during peak times to better response times.
- I think they should carry universal spare tires to get motorists off the interstate and to a safe place for repair. Occasionally, motorists do not have the proper spare tire with them or maybe the vehicle was not equipped with one.
- Due to the loss of the SR 112 parking area. The express lane Road Ranger flatbed is stationed on Watson Island and is too far away to react quickly when needed.
- Every encounter that I've had they seemed to be adequately equipped. I have no suggestions for improvement at this time.
- No noted deficiencies.
- Have Dave Tilkie let them go up to the Pasco County Line. He prevents them from doing so.
- More updated equipment would be a plus. They have served as a vital part of Turnpike Operations.
- No changes
- Additional Road Ranger units that could have increased visibility - identify and assist disabled motorist to remove these vehicles from hazardous situations more quickly.
- By extending their area of coverage
- Quick responses are always most helpful
- More of them if possible.
- Allow them to communicate on the radio. They can hear us (Troopers) but cannot reply on the radio?????
- More Road Rangers on duty during high traffic times, to reduce the wait time for the disabled vehicle passengers.
- More of them, very short staff on turnpike (there hours are like bankers) not due to the workers upper mang.
- Have them be on active patrol !!! DISCUSS with officer / Trooper at scene before assuming anything!!! had one almost die because he advanced too far into a chemical contamination
- I believe the Road Rangers should be equipped with more cones to assist in wide scale closures.
- No improvements
- Midnight shift, longer shifts more trucks on the road at one time.
- Faster communication between them and FHP
- Hours of operation
- In the Ft. Pierce area we have a section of roadway from the 152 mile marker to the 193 mile marker with no exits. The road rangers need to extend their nightly hours in this area. If someone needs assistance in this lonely un-lighted area they could be without help for a considerable time frame.
- There should be a range of different vehicles for different types of incidents and road conditions.
- Continued training and interagency coordination.
- More Road Ranger coverage areas especially on weekends. More drivers.
- Wider jurisdiction and areas they service
- I feel that the road rangers do a good job in assisting the on-scene responders. I would suggest maybe some additional cones and/or signs to be carried at the trucks. There have been times when a large area needed to be marked off and the road ranger seemed to be short on equipment.
- I believe road rangers are a great help to FHP
- Need more of them
- More hook trucks to clear crash vehicles
- If they had push bars like patrol cars, to push vehicles out of road when they are blocking traffic lanes.
- Utilize the front push bumper.
- Participate in training that involves fire, EMS, and law enforcement
- The ability to communicate with road ranger via radio
- More units on the road.

- To be able to communicate via radio would be helpful.
- Training
- Communication
- By Removing disabled items from travel lanes ,
- Continued education and training
- Additional personnel and vehicles.
- Carry additional cones to ensure scene safety
- Additional MOT Training
- No input
- Good response
- No complaints!!!
- Road Ranger are doing an excellent job.
- None Excellent job so far
- Only more of them would be an improvement.
- I don't know.
- Additional people. More hands make for less work.
- Hire more.
- Allow us to speak directly to responding road ranger via radio
- No issues.
- Road ranger currently appears to be adequately equipped. The only downfall is the need for more coverage and units, particularly during evening and early morning hours
- I wish there were more units available to decrease response time.
- No recommendations.
- I think they do an outstanding job all ready. It appears to me they have been well trained in all categories.
- Just keep the program on.
- More immediate communications abilities: if on interstate, they may be 1/4 mile down road with one part of an incident while we are with the other. Would be nice to be able to communicate immediately with them sometimes.
- Have a percentage of the toll road money go to fund them if not already. Have drivers who run out of gas pay for the service to instill sensibility/accountability.
- Has worked efficiently each time requested so I don't know of anything that can be approved
- I wouldn't change a thing.
- This program is genius! Great Job and service provide each day. I have come in contact with a lot of different Road Rangers and can say I have never met a rude or un-professional ranger. As a Deputy in the Tourist Corridor it is a saving grace to have their assistance. During Accidents the Road Rangers are so helpful in directing the traffic with their trucks and lights. This alone allows us to tend to the injured until the Fire Dept arrives. Great TEAMWORK by ALL!!!!!!
- Tow truck function (wheel lift).
- The equipment the RR have are adequate for their tasks.
- Having direct communication over the radio with us the Troopers.
- At this time I see problems with Communication and equipment.
- Tow trucks to move vehicles from roadway on accident scenes if vehicles cannot be driven
- It would help if we could have the ability to communicate with them and FHP officers via the radio. Directions and information prior to arrival can make the difference in reducing on scene times and traffic delays because of the need for face-to-face communications on scene.
- Carry extra cones and extra warning signs.

17. If Road Ranger services could be expanded/extended in your area, which roadway, roadway segment or time frame would be most beneficial? (Is this a high crash area, high traffic volume area, etc.)

- Night hours
- US 27, SR 60
- I-75 Lee; Charlotte; and Collier County (AA) 24/7 Need more RR
- 1 Road Ranger on I-4 across Polk County from 7 pm to 2 am 7 day a week.

- If hours of service could be extended to midnight (12am) or from 5am - 11pm it would be a great benefit to the troopers who are working a midnight shift since there are usually only two troopers for the entire county from 10pm-6am.
- They do an excellent job!
- The Polk Parkway (SR570) from 6 AM to 10 PM. This is a high traffic volume area, though not high in crashes. I think including SR570 with the Polk County I-4 segment of responsibility would be very sufficient. Thankfully there are not a lot of crashes on SR570, but due to the high volume of traffic we do get a fair amount of the typical flat tires, out-of-gas calls that a Road Ranger is actually much more helpful with than a Trooper.
- US41
- Hwy 27
- I-75 all the time. high crash area.
- Night time operations on I-75.
- Make them 24/7!!
- SR 70, US 301 (New 301) and University Pkwy. High volume and crash area.
- 06:00 to 18:00 during the heavy volume times. (D2)
- I-95 and I-295 interchange Jacksonville's Southside
- JTB
- I believe it would benefit us more if there were more on the highways themselves
- To me, safety dictates that personnel work in pairs.
- Mathews Bridge, Hart Bridge, Main St. Bridge...It would just be helpful because when there is an accident especially on the bridges over the top, it would be helpful having cones and directional arrow prior to top for safety.
- Philips/Southside area to free us for other emergencies while waiting on JSO/FHP
- All of I-295 and throughout Jacksonville
- I-10/I-95/I-295/9A.
- Alachua County I-75
- I-95 SR16 north to Duval county line rush hours
- high traffic
- Anywhere in the I-295 loop and the high traffic/volume areas of Jacksonville.
- South of Jacksonville to SR 16. Expand hours to 5:30 AM to 7:30 PM
- I-295 between I95 and I10
- I-295, Bridges, I-95
- Neutral
- I don't work with road rangers enough to make an informed decision
- Further on I-95 south
- Buckman Bridge,I-295 west beltway between 95 and Old St. Augustine rd
- I-95 in St. Johns County
- We cover many accidents on I-10 toward Crestview. The road ranger service does not go that far. Please extend this program in this area.
- 3 mile bridge during the summer very high traffic volume
- Hwy 29 which is accessible from I-10, nighttime hours
- All of I-10 from the Stateline to the 100 mile marker - plus I would include all of U.S. Hwy. 90 (S.R.-10) and S.R.-95 (U
- I-10, 98, 90, 20
- As far out on I-10 as possible during the day light hours should be sufficient.
- Haven't had any incidents on any roadways at this time that I see an immediate need for them; but I think these surveys are a great way to assess this issue.
- I-10
- US 29 and further east on I-10.
- Pines Boulevard (SR 820) experiences a high number of crashes which could benefit from Road Ranger assistance
- 1 block radius east and west on roadways that have exit and entrance ramps from I-95.
- Palmetto Park Road, Glades Road and Yamato Road. The coverage could be as little as 1500ft from the interchange. These are all high crash and high volume areas.
- Southern Blvd / SR 80

- I-95 pm
- Have them available 24 hrs a day on Interstate 4, SR 528, SR 408, and SR 417.
- Semoran blvd
- 24/7 expansion on toll roads. Provide regular service patrols on I-95 near Daytona.
- Interstate 95?
- I-4, 417, and Beachline. Those are the highly traveled roads of the tourists which support our state.
- Toll 408 from Toll 417 to I-4 between the hours of 06:30 and 19:00.
- The Road Rangers are properly placed along I-4 to help assist myself and other Troopers
- SR423 (John Young Parkway) from 0600 to 0900 and 1600 to 2000 (high crash, high traffic volume)
- The program is great and covers most of the necessary roads.
- I-4 528 around rush hours
- Expand working hours of operation
- It would be helpful to perhaps have one on call if there's a serious incident/crash during the overnight hours (outside the hours of operation).
- All Interstate highways 24/7
- I-4 between Disney and Lee Road during high traffic times
- I-4 stretch between Maitland Blvd and downtown Orlando
- SR 436 due to the large traffic area and the need to keep traffic flowing. It is one of the main traffic areas leading to the airport.
- John Yng Pkwy, 7 days a week.
- 24 hrs service
- More coverage on I-95. I believe they are only covering a small area North and South of I-4 on I-95
- I-4 in the morning and afternoons during rush hour.
- I-95 to include weekend hours through late evening rush hours.
- It would be helpful to have a Road Ranger after hours on both I-4 and S.R. 408 to assist with disabled motorists and traffic crashes.
- Local Roads to assist with DAVs.
- SR 50 from SR 436 to John Young Parkway
- High volume roads off of I-4
- All major roadways with high speed limits.
- I would like to see them expand to busy state roads during rush hour times in the morning and afternoon. (0730-0900 and 1600-1800). A few roads that come to mind are SR 435 (S. Kirkman Rd), SR 50 (Colonial Dr), SR 423 (John Young Pkwy) and SR 436 (Princeton St).
- There are times that we have a large number of crash along the interstates. Additional units would be grateful. This way all of the effected agencies would be able to use the services provided by Road Rangers.
- Having them on all the limited access roads is the most beneficial. Expanding to other regular roadways/ state roads would be great too.
- Highway 50
- E. Colonial Dr (SR 50) during high traffic (rush hour) around construction zones.
- maybe have midnight guys
- Any 4 or 6 lane roads in Florida
- I-4 between Sandlake and 192 (attractions area)
- I-4 Lee Downtown Orlando Area. State Road 414 and SR 429 which has been extended.
- I would request more Road Rangers on I-4 and SR 408 (Eastwest Expressway) and also extended hours.
- I-4
- I-4 on weekends and holidays throughout Orange County
- All of Orange county is a "high crash area". The Road Rangers are most beneficial from 8:00am-Midnight but are helpful 24/7.
- I would suggest longer hours or later hours on the SR429 and start working SR414.
- Lake Mary Blvd and C.R. 46A near I-4
- 408, Turnpike
- SR 535/Apopka Vineland Road at I-4 and at World Center Drive are both high volume and high crash areas.
- More RR during rush hour traffic please.

- Add availability during 0300-0600.
- Major congested roads just off of the major interstates.
- Morning and evening rush hour on I-4, Beachline, and the Expressway (408). Road Rangers do a GREAT job now, but if there is a plan to implement multiple units on these roadways during the listed time frames....I won't say no! Some days people just can't drive!
- I would like to see them working until 0200 hours Thursdays through Saturday along the I-4 and 528 tourist corridors. These areas have high traffic during these times due to the extend night life.
- I-4, Orlando corridor 6am-10am and 4pm-7pm.
- I-4
- I-4, SR 528, SR 417, SR 429
- S.R. 436, S.R. 50
- Additional hours of operation for i4 and SR 408 on the weeks for all the crashes and needed road assistance would be greatly beneficial. Assistance on SR 436 between E. Colonial Dr and SR 528 would be beneficial for officers and public safety with the extremely heavy traffic volume.
- State Road 50, Colonial Dr. Which is a high crash area.
- Kirkman Road, Semoran Blvd, Colonial Drive
- They would be very helpful on I-95
- This program need to be expanded on all of the major expressways. They are a excellent resource to have.
- Quicker response time where they currently work.
- SR 528 - Beachline and SR 417 – GreeneWay
- E. Colonial Drive and Alafaya Trail due to high traffic volume and crashes from 1600-1800 hours
- I work day shift and they are almost always in service and available.
- Semoran Blvd
- US 92 Volusia at about 12p-7p
- More Road Rangers
- US 27 Okeechobee Rd SR A1A Collins Ave SR #005 US 1 Biscayne Blvd SR #007 S 441 SR #009 NW/SW 27 Ave
- The turnpike extension.
- I-75 in Alachua County
- Certain high volume crash and traffic County Roadways, otherwise just add more personnel to the State Roadways to open up main arteries of traffic volume.
- Pasco High traffic area!
- On the Weekends
- SR-52 TO SR-54 IN THE PASCO SECTION OF THE TURNPIKE
- SR 589 in Pasco County
- I-275
- I-75 Corridor in south Hillsborough County
- Covering more of I-4 during overnight hours would be extremely helpful. We get a large amount of out of gas and flat tire calls at night that are out of Road Ranger coverage. Therefore we must send troopers which effects and extends response times on higher priority calls. This extended response time then effects traffic flow and sometimes causes additional crashes.
- Rural Manatee County highways would be great, as would US 19 and 301
- All interstates in Central Florida are critical.
- 190-230
- They need to be expanded on the Turnpike, the coverage area on midnights needs to expand as well. We are very short on staff (FHP) during the midnight shift (2) officers for over 130 miles, we could use more help. That would free us up to focus on our enforcement efforts.
- Allowed assistance beyond a particular exit/entrance ramp, I know there are limitations currently in place...
- Turnpike area surrounding Orange & Osceola area, on Holidays and other high Traffic volume times. More Road Rangers on duty at a time.
- Run a 24hr 7 days
- They already cover all the areas that need coverage.
- 5pm and 6am
- Turnpike Midnight hours
- FL Turnpike Indian River, and Okeechobee counties

- On Sunday night there is only one Trooper cover from the 118 to the 190 mile marker. If the Road ranger could stay until 12am that would be very helpful
- Need additional night time coverage from the 152 mile marker to the 193 mile marker. 40 miles with no exit and no road rangers.
- Road Ranger services should be extended on the Florida Turnpike between the 118 Mile Marker and the 190 Mile Marker to be 24/7 due to the fact that there are limited exits on this segment of the road giving stranded motorist limited options on what they can do if they are in need of assistance.
- 24/7 hours
- Downtown Orlando Area - Very High Crash Area
- More rangers on duty 24 hours a day
- More coverage on SR-589 All of I-75 in Troop C All of I-4 in Hillsborough on the weekends
- North of mm293 on i-75
- I-75 South of US301 24 hour coverage would be very beneficial. I-4 24 hour coverage would be helpful as well.
- I feel that in the Tampa Bay area it would be extremely beneficial to expand the overnight limits on I-75 to go further south to at least MM250 Gibsonton exit and further out on I-4 to at least MM19 Thonotosassa road. I also believe it would be quite beneficial for the road ranger to go on SR-618 Lee Roy Selmon Expressway at times. I also believe the road ranger should be allowed to go all the way up on I-275 to the I-75 split overnight. I don't understand why there jurisdiction ends 6 miles before the interstate connects to I-75 where they travel anyways.
- I wished Road Rangers would handle more of I-75 in Hernando & Sumter counties; as of now, they work in Pasco only up to mile marker 292. They are a great help regarding disabled vehicles and/or crashes on the interstate, especially if there is road blockage.
- Roadways seem to be pretty well covered most of the time; however, expanding coverage on the weekends would be very helpful - i.e. on Interstate 4, expanding to cover all of Hillsborough and Polk counties would be great - there are a lot of motorists that need assistance on this highway all the time.
- I believe the road ranger service should be available on all of I-75 until at least midnight. A majority of the time, there are only 2 LEOs (on a good night) in any given county. By having the road ranger service available for a longer period, it would allow the trooper's to be available for crashes for a longer period.
- I-75 in Hillsborough area
- I think as a whole they do a great job.
- More Rangers during rush hours and stagger their shift changes to keep them on the road.
- The major thoroughfares would be a good start. For example, Atlantic Boulevard, Sample Road, and Southwest 10th Street are good examples of roads that have high traffic volumes with a correlating high number of motor vehicle collisions. The response could be limited to areas that surround major highways. - 50
- Put more out there
- Glades Rd. (Boca Raton) morning and evening commute & State Rd 7 same times
- Turnpike / Palm Beach County, mainly the south end.
- 30 on 95
- Florida's Turnpike Homestead Extension
- Major streets near I-4 off / exit ramps. good
- Later at night.
- I-4/ Lee Rd area
- I think all roadways covered by the Road Ranger should be 24hrs. I assisted a mother with children (international tourist) on Orlando's 528 Expressway on the weekend and it was after the hours the Road Ranger provided service. The rental car agency advised her it would take 45min-1hr to assist with gas, she was within 3-4 miles from the airport. My total assist time was about 25 minutes from the initial contact, I drove her and the kids to a gas station close by.
- 24 hours a day would be great.
- Later hours
- I don't have any.
- I-4/TPK
- It will be extremely beneficial to include I-4, SR 408, John Young Parkway, S. Orange Blossom Trail, West Colonial Drive, Sand Lake Road, Kirkman Rd, and International Drive. These are all high crash areas in our county. Not sure if this are established service areas for the Road Rangers.
- None, Just hire more of them.

- S. Kirkman Road/SR 435
- I-4, SR 408, are both high volume crash areas and areas which become easily congested by minor accidents blocking roadways. Congestion can back up for miles in some areas
- I-4 and SR-528
- I-4,408, 528, 536 (world center)
- At any time of day on any of the State roads in the county, not just limited access highways.
- I believe for the most part they are working well as is.
- It's fine for my area
- 4-6 pm timeframe. 7-10 am.
- As a motor Sergeant in the past, the most difficult roads to conduct speed enforcement on was the limited access roads such as Interstate 4. Even with the emergency lights on, vehicles would pass by at over 75 mph. For crashes, or disabled vehicles, I would like to see Road Rangers available 24/7 on the major highways to keep citizens and emergency personnel safer.
- High traffic volume during the daytime hours.
- I would like to see them out until the bars close, but I realize funding won't allow this. If they could stay out until midnight this would be great for all the accidents that occur in the evening hours when the theme Parks close.
- Kirkman Road, JYP, SR 50
- I patrol I-4 from OBT to the Turnpike, which is a high crash area. Due to the high volume of vehicles/ crashes, it would be beneficial to have more operators nearby.
- County Roads.
- All of the major roadway in Miami-Dade County are cover. The only roadways that are not cover U. S. 1 to Monroe County and U. S. 27.
- Rush hour morning and night.
- I believe the I-75/Turnpike intersection is adequately covered. We cherish their assistance with road safety.
- mm 25 - mm 29; 35 -37; mm 47 - 182

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

- I-75 Lee; Charlotte; and Collier County (AA) 24/7 Need more RR
- The Road Rangers are a tremendous asset to not only the motoring public but the Florida Highway Patrol. On countless occasions they have assisted me with traffic control on traffic crashes. They provide an extra layer of protection for all that are involved to include the motoring public, first responders, and the crash investigator. On many occasions, the Road Ranger on the scene of a crash is able to notify the Department of Transportation (DOT) reference issues with guardrail, cable barriers, roadway etc. That assistance helps to ensure a prompt response from DOT. Their ability to handle many of the calls for service reference disabled vehicles allows the Florida Highway Patrol to focus on speeders, reckless drivers etc.
- The Road Ranger service is a great asset to the general public and especially for road troopers. Their work allows us to concentrate our efforts on enforcement and other calls for service. Additionally, the assistance they provide us with traffic control helps keep us safe while investigating crashes and other incidents on interstate highways. In my county of assignment, Polk, I greatly appreciate the Road Rangers and the job they do. It would be wonderful if their hours of operation were expanded particularly from 10pm-12am. Thank you for allowing me to participate in this survey.
- They do an excellent job!
- Based on my experiences and those of the other Troopers I work with, the Road Rangers are a very valuable asset. Not only to the Florida Highway Patrol with all the great help they provide us, but also to the State of Florida itself. I think with all the visitors that come to our state, not to mention our own citizens, the service I have seen the Road Rangers provide is something we can be very proud of. When we have a visitor come to our home, most of us try to put forth a very welcoming and hospitable experience. That's what the Road Rangers are doing for the many visitors that come to Florida, and they do it on Florida's behalf.
- The program works. As a driver and acting. LT. Very seldom do I have to call the rangers, just show up at the same time as we due. They protect our backs by diverting traffic, using lighted signs and even cones are deployed before I have to ask. I could not do my job as well without them. I remember a spill on a call and the road ranger was there with direct contact to any one we needed with in DOT. and had a contact for a cleanup company. Two thumbs up I HAVE CLIMBED OUT OF AN OVERTURNED

VEHICLE AND SUDDENLY REMEMBER IAM IN THE ROAD AND SEE MILE LONG CONE TRAIL PROTECTING THE SCENE thank you road rangers.

- Their doing a jam up job.
- This program is a huge asset to our fire department. We love them!!!
- I think it is a great program and I'm happy that it is being expanded.
- I am an incident commander fire dept/EMS and frequently respond to incidents on I-75. This road ranger program is critical to our success on the highway. Having this program in place has saved lives of rescuers and motorists and has helped to reduce secondary crashes and stuck-by incidents.
- We very rarely respond to I-75, so interaction very limited. I believe they are a good resource which if could be utilized on other heavy traffic areas would be beneficial.
- Too bad FHP can't do their job and we have to rely on Road Rangers for scene safety. I appreciate the help but the FHP is NOT DOING THEIR JOB!!
- Great job!
- No comments. Thanks for your assistance.
- The Road Ranger are very beneficial to the safety of first responders and the public. Any expansion of the program is a great thing.
- For their own safety, it is my opinion that the road ranger's vehicles in the Jacksonville area do not have enough warning equipment (i.e. amber lighting, striping, etc). I have seen others around the State and in other States and have seen vehicles much more visible. Long story short, these guys need more yellow and white flashing lights!!!
- Thanks to all the Road Rangers for their help.
- They are very helpful in incident management by reducing severity of crashes and severity of traffic impact of incidents.
- They provide a good service to the population and tourist in Duval County.
- None. Great Job! !
- Great program. As an emergency responder working on the roadways, I always feel safer when the road ranger is helping notify traffic and protecting us. Thanks for the program.
- The local Road Rangers do an awesome job in our area and have been instrumental in keeping our first responders safe!
- They are a beneficial addition to the first responder at accident scenes on the interstate system by providing an additional layer of awareness to motorist approaching the accident scene.
- They are very helpful in keeping the traffic away from us
- I have worked many accidents with the rangers and I find them to be Johnny on the spot. Great program in the panhandle and please let them go more toward the east of I-10.
- My only concern is Maintenance of Traffic. Sometimes they can make accidents worse. The FDOT office has time constraints and rules for road closures that they are apparently aren't aware of. It is not necessary to close a lane when there is more than enough space on the shoulders.
- They are awesome
- I can't give them enough praise!,,,,I can always count on them,,,they have helped me so much!...the comments from the public have been exceptional!!...I have seen them work in the worst weather!!..... please keep them in the Pensacola area,,,,they are a "hard working" group of guys!!
- Not at this time
- They are great!
- Excellent work. The program is worth every penny spent.
- They are doing a great job.
- I think overall they are doing well, but can have some more training, in being a little more knowledgeable in their locations not everyone but a few and have a little more better customer service.
- Need more Road Rangers in tow trucks so incidents can get cleared without having to wait for a tow truck.
- Over all they do a good job, but our Interstates would not stop running without them. When they were given interviews to the TV crews a year ago they made it seem that way.
- Excellent resources that make a huge difference on the scene of accidents.
- Have WRECKER CREW take away vehicle debris i.e. fenders, glass, broken parts on ground. Anything that becomes detached from vehicle in an accident. This stuff left behind is potential to causing another accident.
- Road Rangers should be equipped as tow trucks not pickups.
- They should be upgraded to emergency status to enable them to respond to the scene quicker, They should have red and yellow lights on their trucks

- More frequent training in the area of towing and up righting vehicles.
- Road Rangers are a major asset to not only emergency responders and law enforcement, but to the motoring public. Whether they've provided a gallon of gas, helped to change a tire or removed debris from a travel lane, they help to make the roads safer every day.
- I can imagine that most counties want more of the Rangers but I think for one rather obvious reason Orange County should be priority number one. President Obama did not go to the fort at St Augustine, or to the Miami Aquarium, or Busch Gardens to announce to the world that the USA is open for business. He came to Walt Disney World, if we are going to roll out the red carpet for the world, lets start here with keeping the roads safe, friendly, and help easy accessible.
- Road Rangers do a great job.
- I love when they are on my scenes because they help to keep me safe
- Love the road rangers! They make it easier and safer for me to do my job! Plus, they help in situations when a law enforcement response is neither necessary nor helpful
- Keep up the good work.
- Road Rangers are loved by OPD and the public. Keep up the great work.
- The program is very helpful, especially when we need to close lanes or work accidents during heavy congestion.
- Great service which greatly helps law enforcement on I-4 and should be expanded
- Every Road Ranger I worked with has been courteous and willing to help. They have even offered me water on a hot summer day while working a crash.
- The Road Rangers increase our safety on crash scenes greatly.
- Just thank you for their service. The interstates are the most dangerous place we operate and the Road Rangers definitely make a difference in making the environment safer for us to work in.
- Road Ranger are relied on a daily basis and we appreciate your efforts.
- Excellent program that has greatly assisted me in performing my duties.
- They do a great job, I have never had any issues. They always respond in a timely manner. Driver's see those big trucks way before our patrol vehicle's. I have been hit from behind on I-4 with my emergency lights activated. Driver's notice the big lights above the truck before they see my blue lights. Keep up the good work. Thanks!
- Road Rangers continue to do a great job and reduce our call volume.
- Program is vital to the safety of citizens. We have too many fatalities on busy interstates due to minor vehicle issues such as flat tires or overheated vehicles. Road Rangers are needed.
- Nice to have them.
- Road Rangers have personally helped me and my family while off duty. They were extremely helpful and turned a stressful situation into a somewhat positive experience. Thanks
- The Road Rangers do a great job. They are always a great help when I am dealing with extended lane closure for whatever the situation may be. Sometimes there is a delay in response time during shift change around 1500, so maybe adding a "swing" shift truck to help cover law enforcement request during these times would be a great benefit to all.
- This is a great service! Other than having more out there, absolutely no changes.
- Can't say enough about how helpful they are and how much safer they make me feel.
- Please keep them around they are a great asset.
- Please keep them on I-4
- They are great....really helped make crash scenes safer for responders
- I really appreciate having the help of the Road Rangers.
- Hands down the most helpful program I've ever had the pleasure of dealing with. The Road Rangers are always polite, cheerful, and happy to help in any way they can. This program helps keep officers and the public safe. I've always been impressed with the positive attitude of the Road Rangers (and this has been for a period of years, from when they first started).
- I greatly appreciate the Road Rangers and what they do for us! I work midnight shift, but even though they don't work late nights, I still see them at the beginning of my shift. They are wonderful and I wouldn't mind their assistance at night, even though I'm sure the demand isn't nearly as high. Thank you!
- This is a great program
- It is a valuable service to first responders. Their safety equipment and response times are invaluable.
- We need these guys out there. They are a tremendous asset to Law Enforcement, residents and visitors of Orange County. This service is invaluable!

- I would like to see their service hours extended and an overlap shift to cover shift changes.
- The employees that you have are a credit to the program. I would love to see more on the roadway to help the motorists and expedite the situation at hand.
- Road Rangers are awesome!!
- Excellent service!
- Please never get rid of Road Rangers!!! This was the BEST program to be implemented in a long time! They are of GREAT service to us (Police) out here! They are quick to get to areas with items in the roadway, quick to the disabled vehicles, and to the accident scenes. Most times the items in the roadway are gone before we even arrive! Road Rangers are AWESOME!!!!
- Very productive program and as first responders a much needed service so we can focus on our jobs. Thank you.
- The Road Ranger Program is great. As a supervisor with the Orlando Police Dept. and having I-4 within my sector the Road Rangers have been instrumental in the safety of all those working the scene. They have, without a doubt, reduced the casualty and injury rate on I-4 and SR 408. I wish we had more of them.
- Please keep our Road Rangers happy so they can keep us safe. Happy workers mean more of them and they stay longer. Thank you for the past few years.
- Fantastic agency. Please keep it going at all cost.
- Please, whatever is needed to keep this program funded, do it. The Road Ranger program is one of the most successful programs in the State of Florida.
- We need more road ranger to provide better service to patrons when their vehicle has broken down or when they are involved in an accident/incident.
- I have had a great working experience with all the Road Rangers I have come in contact with while performing my duties. They are a great help with incidents that do not require law enforcement.
- They are a valuable asset to our roadways.
- Road Ranger promptly respond to calls forwarded to them, which frees up law enforcement personnel for priority calls for service.
- Standing on a highway in traffic is more nerve-racking than most of what we do. The Road Rangers make it a little less nerve-racking and let us focus on what we need to do to work the scene and clear the roadway. Thanks.
- Thanks for all your help. Be safe.
- Outstanding Program!!! Great help for law enforcement and citizens. Thanks
- The units that work in Orange County have been very professional and they have a very prompt response time. This makes our duties in Law Enforcement much easier when dealing with fatalities and multiple vehicles on Interstate 4 or the Turnpike. Great Job !!!!
- Great Job.
- Great service. Keep up the good work.
- Their assistance is invaluable at any scene on a highway. Their helpfulness at major scenes cannot be measured. Safety and efficiency is increased exponentially with their presence.
- I have only had to deal with them a couple of times during accidents that I have worked and they have been very helpful. I appreciate their support of the local first response agencies.
- I think it is a good program and should continue. It's a valuable service to our customers of Florida.
- Great Program!! Miami-Dade TIM are very involved in the program and always look to open the road in a safe matter.
- Road Rangers should be used for all issues (lane closures) on limited access facilities including long term MOT(at least 3 to 5 hours).
- Road Rangers do not service Monroe County; therefore, I am unable to rate the services they provide.
- Keep up the good work, keep these units funded!!!
- Thanks for your help and stay safe!
- Fire Rescue is quite happy with this program. As a first responder who worked out in the field prior to Road Rangers, I am extremely thankful for this program.
- They do a great job overall!!!
- With Clearwater being in a densely populated commercial area, we have had other resources that have assisted us with our needs.
- I would have put them at the top of all categories, but I got tired of typing.
- Very satisfied with the Road Rangers as they serve as the vital part of the safety at the crash scene and assisting with the disabled vehicles. They also enhance the safety of Law Enforcement as we perform our duties on the Turnpike.

- Although I have not had any personal contact lately with the road rangers, my squad uses them on a regular basis to assist and obtain information as they are often first on scene. Good Job being done from what I hear.
- They are a very beneficial benefit to the SPFR and I would hope they continue to provide the needed services.
- Large crash scenes on I-75 have been made much safer by the Road Rangers for motorist and first responders.
- This is a tremendous asset, thanks!
- They are great and very dedicated employees. I greatly appreciate them.
- There is a Road Ranger with Florida Turnpike (Orlando) State Farm Safety Patrol that has, on occasion, refused to do what he has asked or has slightly hindered an investigation or been difficult to work with at times.
- I feel the program is a good thing for the tourists/visitors in our state. I have found the Road Rangers to be very personable and busy continuously.
- Just by adding a couple of them, especially during peak hours would be great.
- 24hrs. 7 days a week, or take back the dodges and give us all tow trucks, paint them black and tan. At least when I have to change a flat tire for older folks I will have the right eq. rather than leave them on the turnpike, in the (AM or late PM)
- Please, stress that the rangers must stay within the limits of their duties. On several occasions they provide information based on their untrained observations that potentially place liability on the troopers and Agency. Examples; The driver is drunk, the driver is reckless etc etc. These situations should simply be reported within the facts they observe. Example, there is a driver passed out, there is a driver cutting vehicles off at a high rate of speed. This will allow the troopers to gather information as they respond and not classify the incident over the FHP communications.
- I have a issue when the Road Rangers are going through shift change and a critical situation arises, they won't respond. They need shifts that carry over so we won't have this problem. I also have a problem when they get involved in my investigations.
- Would like to see the Road Ranger program go back to 24 hrs for the Turnpike Post 5 area 118 mile marker to the 190 mile marker.
- Extend the rangers patrol to include midnights in the Ft. Pierce area. I think the Turnpike makes enough money to make this happen.
- For the most part they are a good group of guys and very helpful. There are a select few that need to work on their attitude and professionalism in dealing with stressful situations. It is all about teamwork and doing what it takes to get the scene cleared as safe and quick as possible.
- I work with TMC and not actually on the road with the Road Rangers. When we have a big incident, I request that they pull up the camera feed so I can see what resources are needed to respond. There are many times that TMC will not allow FHP Duty Officers to see crash scenes. There are also times when we have a large incident on the interstates that falls out of the Road Ranger's area. It would be nice to allow Road Rangers to go outside of their areas when we have a large incident such as a crash with major lane blockage.
- The road rangers are an invaluable service to FHP. They assist us in helping us do our jobs and we greatly appreciate them.
- Road Rangers is a great program with people who are helpful and care about others. This program is wonderful to the motoring public as well as in assisting law enforcement. The Road Ranger dispatch does well in assisting FHP dispatchers in attempting to find locate and get the appropriate assistance to everyone.
- Road Rangers are GREAT!!! I just wished we had more of them & they would handle more of the interstates and would stay out longer (after 6 or 7PM, the Road Rangers go in at Polk County I-4 around that time).
- I think the Road Rangers work better in the express lanes if they are assigned to I-95 on a regular routine. Great Job overall Joe!
- Give us more Road Rangers!! Its a great service to our customers.
- I have over 23 years of experience in the fire service. From my perspective, they have done an excellent job in improving safety, assisting in getting the roadway re-opened, and in helping stranded motorists.
- Hire more with overlapping shifts. Have WPB Plaza designated as an area for them to do change of shift.
- Are road ranger employees high risk state employees. I f they are not they should be.
- If they are assigned to a vehicle, train them on that vehicle
- No good job good program Don't think they need tow trucks People think all tows free when we are called out

- Great program
- They are helping to keep all first responders Safe on the scene.
- Road Rangers are a great asset to the people of Florida and Law Enforcement. The guys are great they help out with traffic on crash scenes and with disabled vehicles.
- Keep them running, get more of them on the road, those guys take a lot of the work load off of us for crashes and disabled vehicles.
- Road Ranger's have assisted me while I was on-duty and they have also assisted my spouse when she had a flat tire on I-4 and I was not available to assist her. Excellent service, very friendly and professional. The Ranger refused to accept a tip from my wife.
- I have Road Rangers number programmed in my personal phone. I call even when I'm not on duty so they can assist motorist in need. Always polite and professional. Out state shows that it cares for people, citizen and tourist by having Road Ranger available for their needs.
- Great Program. They are very helpful
- They are my guardian angels on the roadway!!! Mike with I-4 RR and Randy with Turnpike RR helped me with a car broken down in a travel lane next to the temporary barricade for the road widening in the interchange between I-4 and Turnpike. Mike helped me move traffic to the other lane while Randy towed the car to the shoulder for safety until Johnson's could arrive to tow the vehicle. Both arrived quickly, were professional and quick, making it safer for me, the stranded motorist AND the citizens driving by.
- This is a great service to assist citizens and law enforcement. The road ranger has probably saved countless lives with the safety precautions they take.
- Mike in the I-4/TPK area is great! Very helpful!
- Not at this time.
- They are of great help to Law Enforcement and the traveling community.
- Their response is a great aid to motorist safety.
- Love you guys!! Thanks for helping us out.
- They are a tremendous asset at crash scenes with the arrow boards and traffic cones, as well as assisting with disabled vehicles.
- Most of the time before we ask our dispatch to contact road rangers to have them en-route, they are on scene. Very happy with services provided on a regular basis
- I heard rumors of the program going away. It would be a great loss the citizens in the area and to the law enforcement community.
- Glad to have them. Need more.
- Their signage is very helpful. I have noticed that they sometimes put themselves in danger by being too close to the roadway or standing between the cars. Otherwise they are very helpful and necessary.
- Excellent Service! Have always had a positive experience.
- The Road Ranger program has been a godsend to law enforcement! I can't begin to tell you how well protected I feel after your unit arrives. The buffer zones are secure, and there is immediate compliance by the traveling public. I hear nothing but praises from stranded motorists who are assisted by the Road Ranger. Please keep up the great work, and thank you for partnering up with us, and for keeping us safe.
- I really appreciate the Road Rangers and what they do.
- This program is so beneficial and very much appreciated by those the Rangers assist. I know the stranded vehicle owner always welcomes them and Law Enforcement really relies on their safety skills and assistance with crashes ...keeping us safe while we do what we need to. Thank you for such a great program---Hopefully it will continue on FOREVER!!!!
- I love this program. When a Ranger is on scene behind me on a highway, I feel much safer and more confident performing my duties. They are always helpful and courteous. True professionals.
- The program is great, and it makes our jobs easier and safer. I'm told that citizens also appreciate having the RR as a resource. Expanding the program would help out a lot.
- I've recently became aware of a ranger speaking for a length at a young pretty driver, then returning several times to speak to her. It made me very uneasy, so on his third trip to speak to her I exited my car and walked up to find him handing her paper-work and asked her to write down how helpful he had been.

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