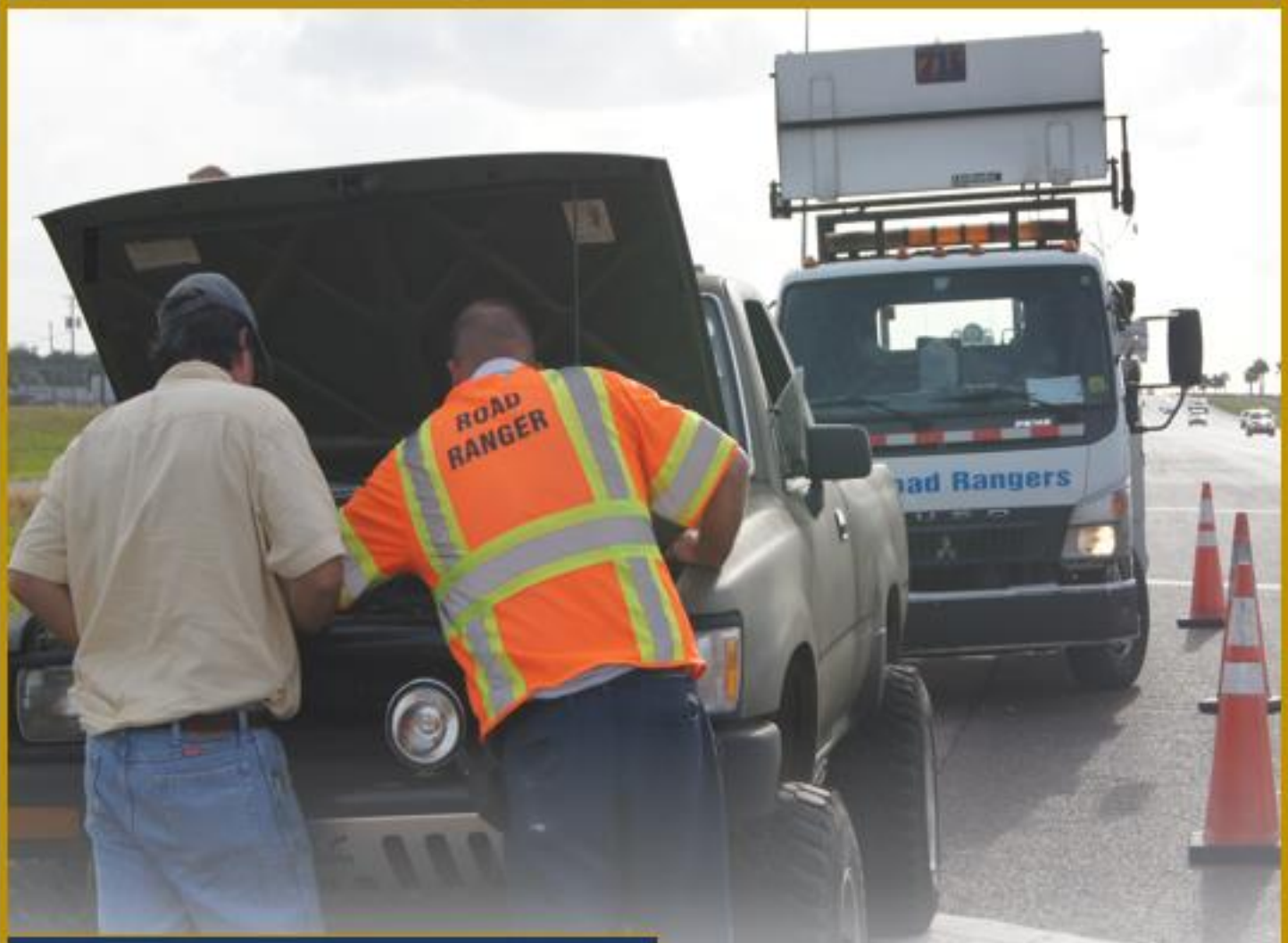
Traffic Incident Management

Statewide Road Ranger Survey for Incident Responders

Florida's Traffic Incident Management Program



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Florida Department of Transportation

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Fiscal Year 2014-15

Statewide Road Ranger Survey for Incident Responders

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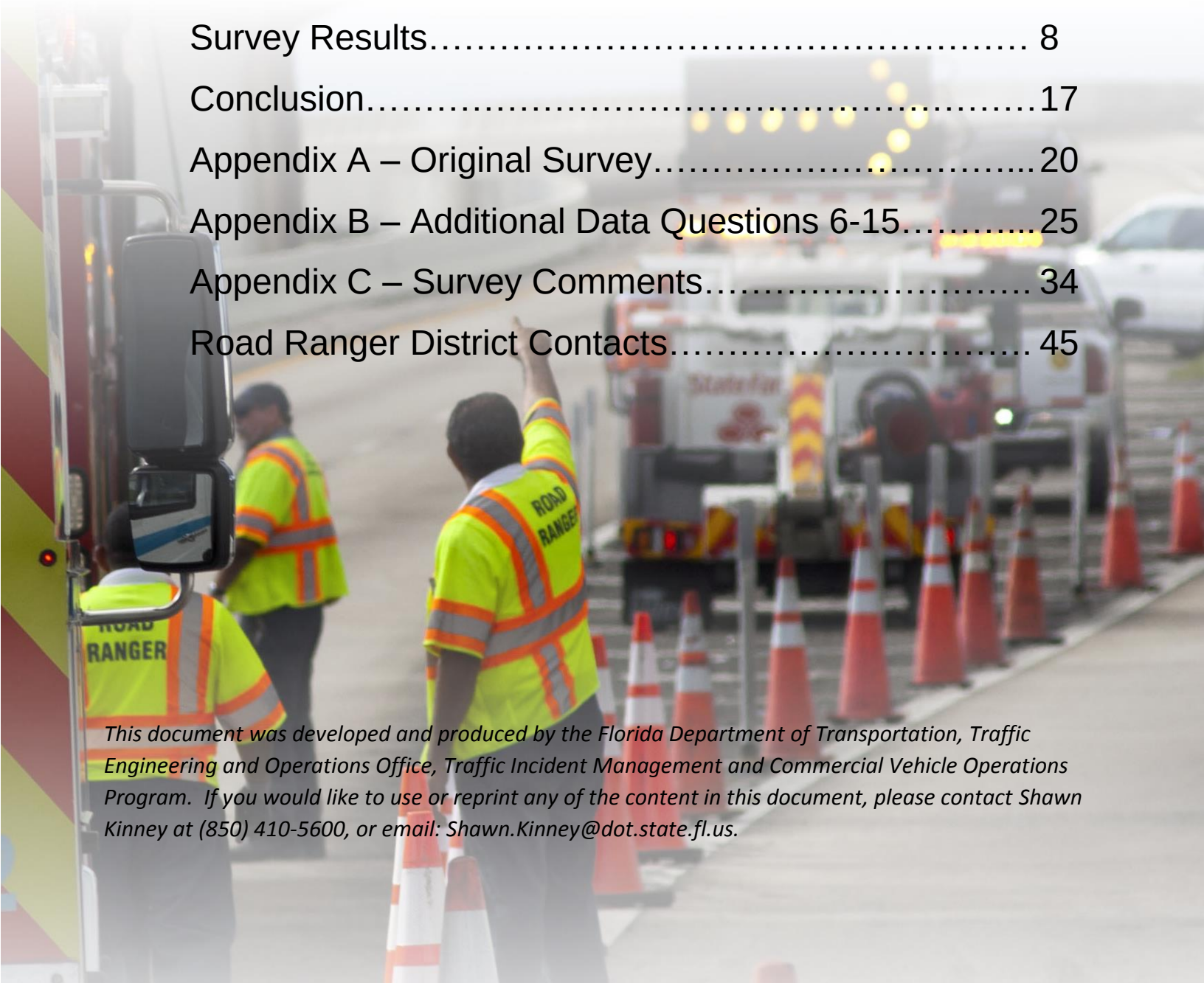


This document was developed and produced by the Florida Department of Transportation, Traffic Engineering and Operations Office, Traffic Incident Management and Commercial Vehicle Operations Program. If you would like to use or reprint any of the content in this document, please contact Shawn Kinney at (850) 410-5600, or email: Shawn.Kinney@dot.state.fl.us.

Statewide Road Ranger Survey for Incident Responders

Road Ranger Background

"The Road Rangers are an invaluable resource for protecting scenes and personnel exposed to heavy traffic on the interstate."

Quote taken from the 2014/15 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 stranded 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 patrol designated portions of Florida's interstates, other major freeways, and construction zones on these facilities.

The Department began funding this statewide program in December 1999. While the program has been funded since 1999, the name "Road Ranger" was not given to the program until the year 2000. There are many benefits to the Road Ranger Program. The most significant, program benefits are:

- Decrease in traffic accidents resulting from disabled vehicles in the travel lanes;
- Reduction of secondary crashes;
- Decrease in incident durations;
- Assistance to disabled or stranded motorists;
- Removal of debris from the roadway;
- Decrease in air pollutants related to congestion;
- Increase in safety of incident responders at accident 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 4.7 million service assists with more occurring daily.

Statewide Road Ranger Survey for Incident Responders

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. The reporting of information on how other agencies' incident responders gauge Road Rangers performance is extremely helpful, especially since direct program feedback from field level incident responders is limited. The survey is designed to gather data from those who work and communicate with the Road Rangers on a regular basis.

The information and insight gathered during the inaugural survey proved to be essential elements for improving various components of the program. As a result, the Department decided to execute and publish the Road Ranger Incident Responder survey on an annual basis.

This survey has a threefold purpose:

- Determine the incident responders' opinion of the program
- Compare results and customer satisfaction to previous years' surveys
- 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.

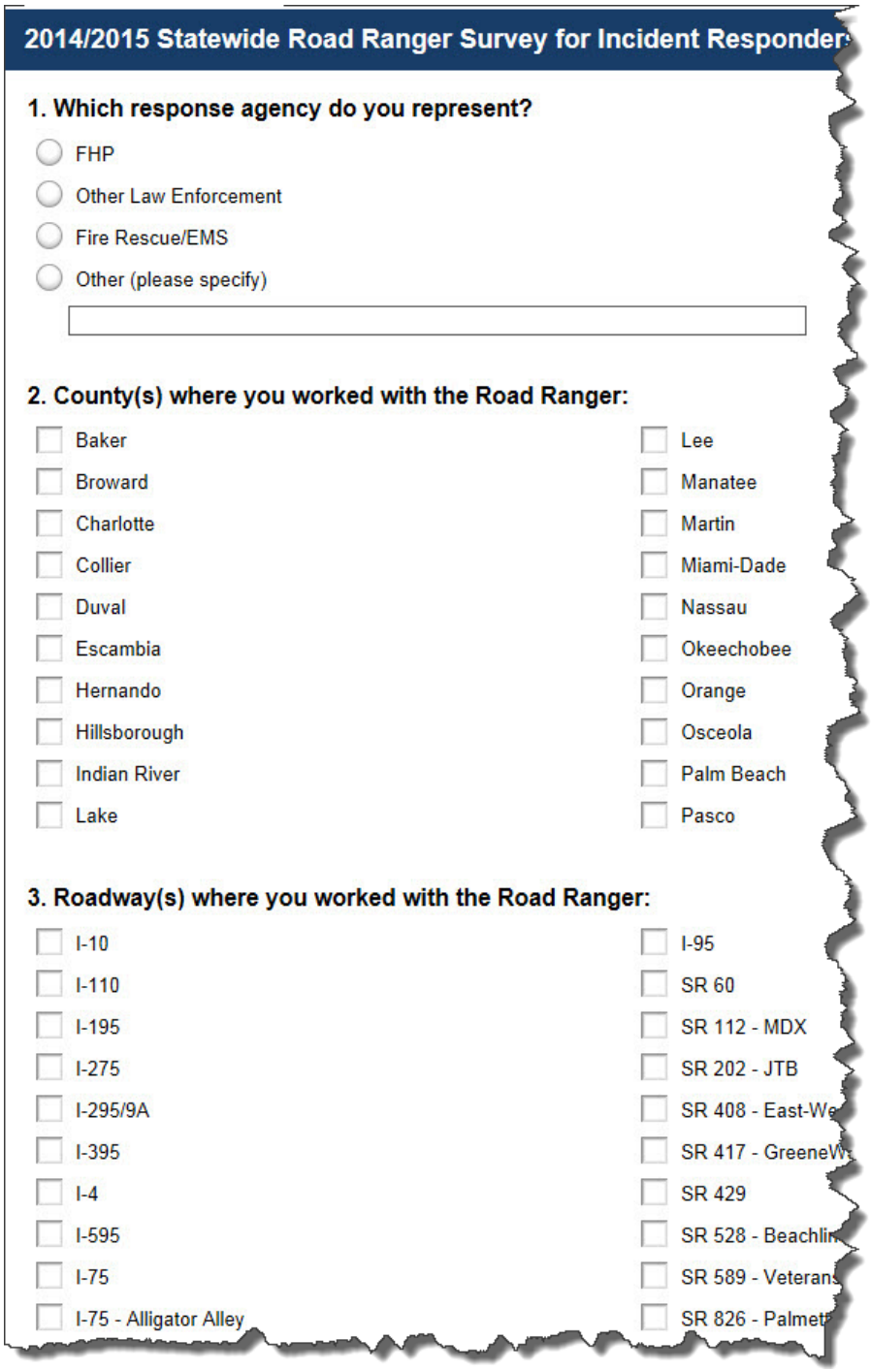
The overall goal of the survey is to identify areas of needed improvement for the program at the District and statewide levels. This survey will also be used to determine if additional training and outreach are needed and, if so, what types.

Statewide Road Ranger Survey for Incident Responders

Survey Methodology

The survey includes questions/statements presented 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.


2014/2015 Statewide Road Ranger Survey for Incident Responder

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

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-We
- SR 417 - GreeneW
- SR 429
- SR 528 - Beachlin
- SR 589 - Veteran
- SR 826 - Palmett

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 is 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.

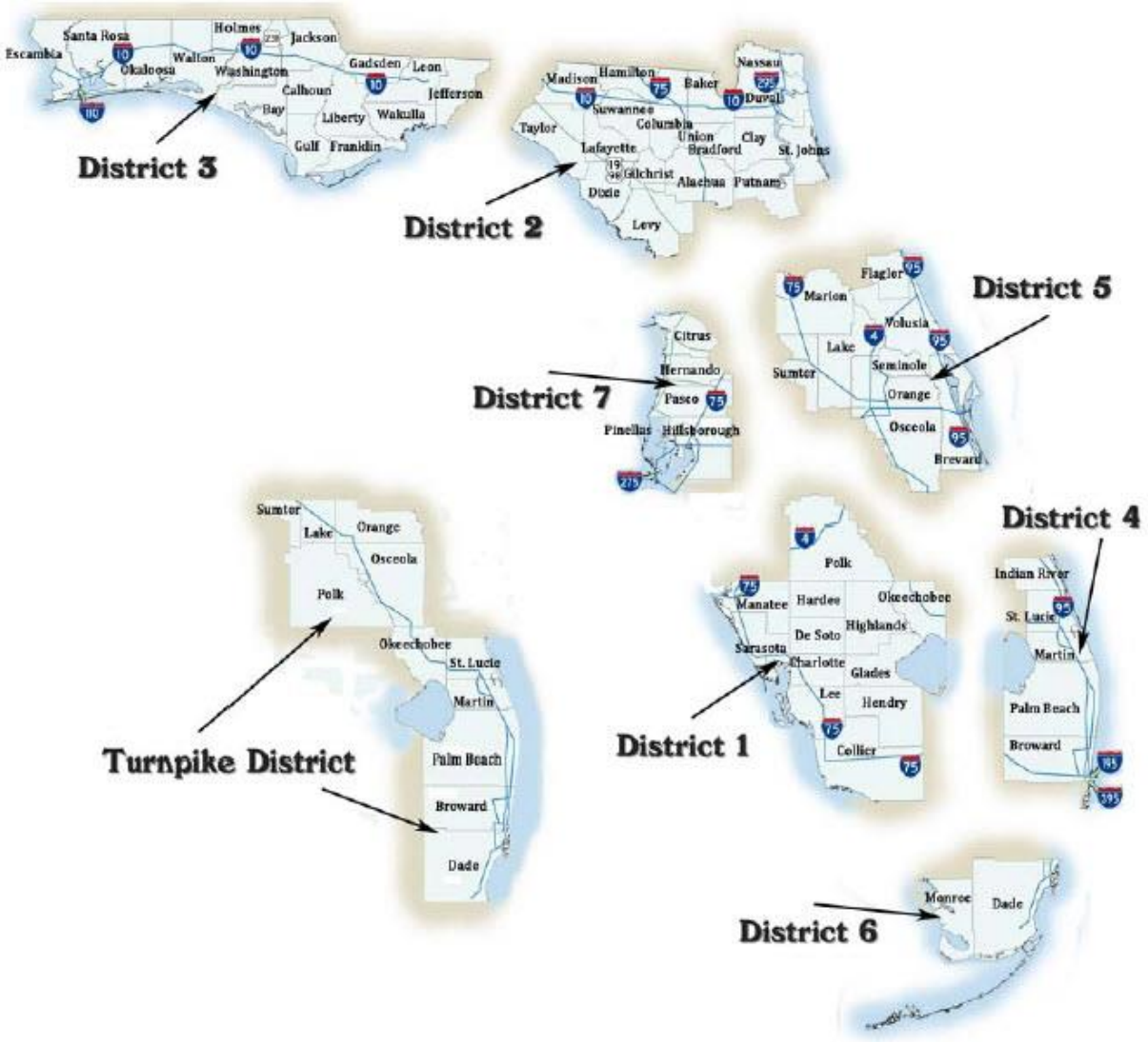
A sample of this year’s survey is included in Appendix A of this report.

Statewide Road Ranger Survey for Incident Responders

Survey Distribution

The primary method of distribution for this year's survey was online. The Department hosted the survey and District TIM program managers were provided a hyperlink to the survey. The District TIM Program Managers distributed to link with an invitation 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 344 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.



Statewide Road Ranger Survey for Incident Responders

Survey Data Collection

The online survey host, SurveyMonkey™, was used to collect the response data and compile 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. In the previous version of the survey, each of these questions included a request to provide specific comments only for responses of "Dissatisfied" or "Extremely Dissatisfied". In this version, survey respondents were encouraged to provide comments for any answer; 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.

Statewide Road Ranger Survey for Incident Responders

Survey Results

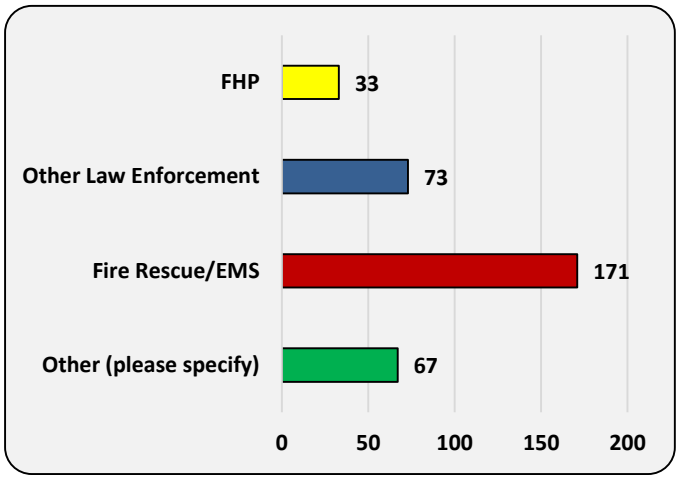
This year's survey period began on February 3, 2015 and concluded on March 20, 2015, and a total of 344 responses were received.

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:

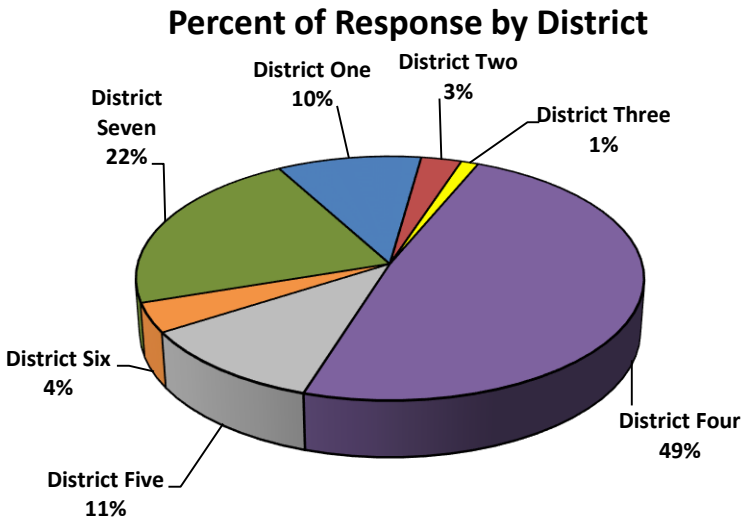
- FHP
- Other Law Enforcement
- Fire Rescue/EMS
- Other

For this year's survey, agencies from the Fire Rescue/EMS discipline had the highest percentage of responses at 49.7% or 171 responses.



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 can operate in multiple counties. The county selections were then grouped by FDOT district to obtain the percent of responses by district.



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

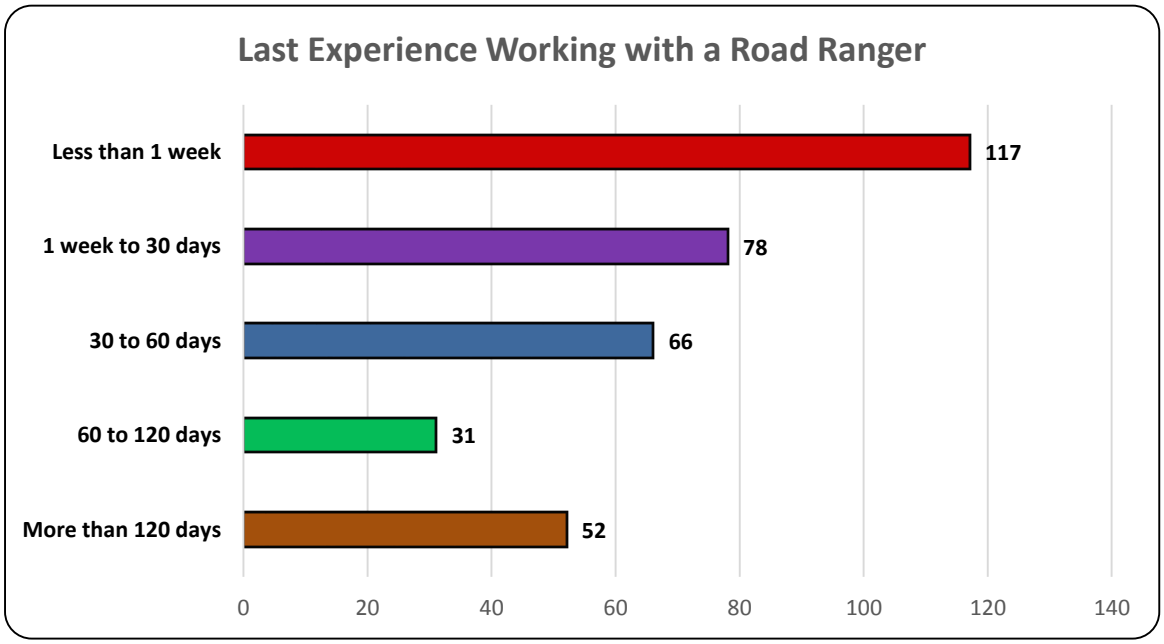
The department provided respondents with a list of roadways where Road Rangers are available. Respondents were able to select multiple roadways from the list.

Statewide Road Ranger Survey for Incident Responders

Roadways and Number of Responses				
Interstate 10	13		SR 408 - East-West Expy	7
Interstate 110	3		SR 417 - Greene Way	10
Interstate 195	12		SR 429	5
Interstate 275	35		SR 528 - Beachline	7
Interstate 295/9A	6		SR 589 - Veterans Expy	24
Interstate 395	1		SR 826 - Palmetto Expy	3
Interstate 4	83		SR 836 - MDX	3
Interstate 595	45		SR 869 - Sawgrass Expy	17
Interstate 75	142		SR 874 - MDX	3
Interstate 75 - Alligator Alley	41		SR 878 - MDX	3
Interstate 95	159		SR 924 - MDX	3
State Road 60	24		Florida's Turnpike	68
State Road 112 - MDX	3		Leroy Selmon Expy	20
State Road 202 - JTB	3		Other	4

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

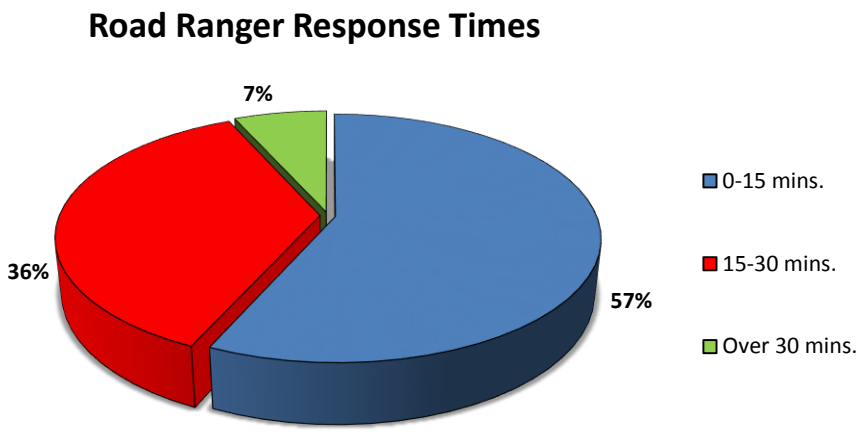
Respondents were asked when they last worked with a Road Ranger. Five options were provided ranging from "less than one week" to "more than 120 days." This question helped determine if the data received was current.



Statewide Road Ranger Survey for Incident Responders

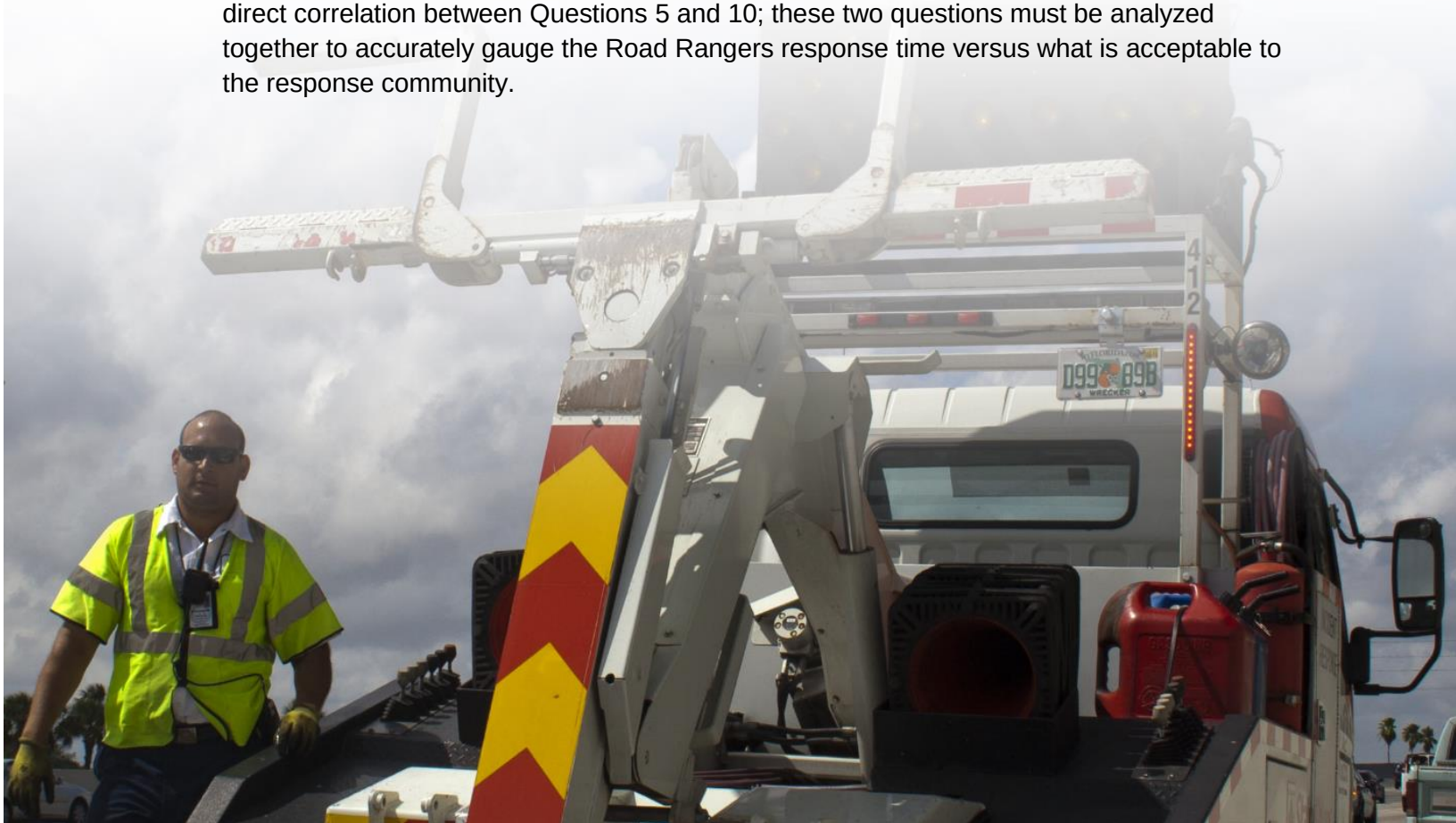
Fifty-six percent, or 195 incident responders, had worked with the Road Rangers within the last 30 days, validating that the survey data received is indicative of current program conditions.

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" (25 responses) and "N/A" (81 responses) were omitted from the following graph to allow for analysis of time-based responses only.

There were 238 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.



Statewide Road Ranger Survey for Incident Responders

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

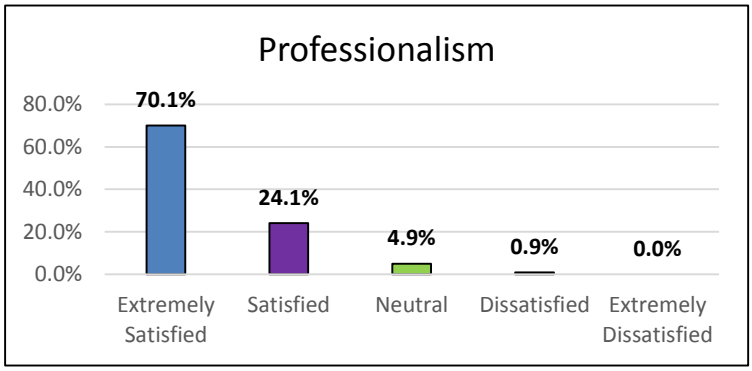
Respondents were asked to measure each area by choosing one of five statements ranging from "Extremely Dissatisfied" to "Extremely Satisfied."

Questions 6 through 9 were rated based on the following 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:

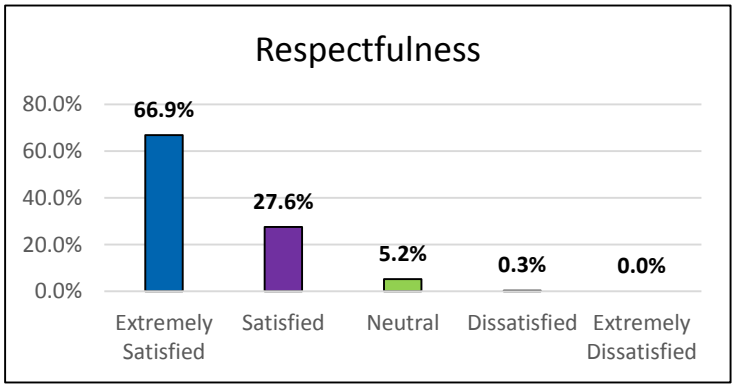
6. Professionalism

Professionalism	
Extremely Satisfied	241
Satisfied	83
Neutral	17
Dissatisfied	3
Extremely Dissatisfied	0
2014/15 Mean	4.63
2013/14 Mean	4.54
Change	+.09



7. Respectfulness

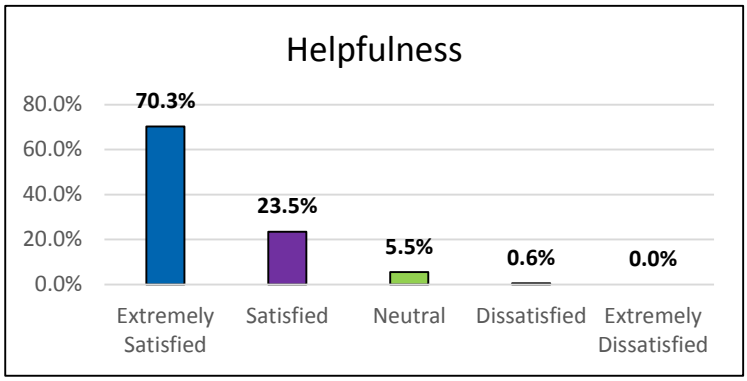
Respectfulness	
Extremely Satisfied	230
Satisfied	95
Neutral	18
Dissatisfied	1
Extremely Dissatisfied	0
2014/15 Mean	4.61
2013/14 Mean	4.53
Change	+.08



Statewide Road Ranger Survey for Incident Responders

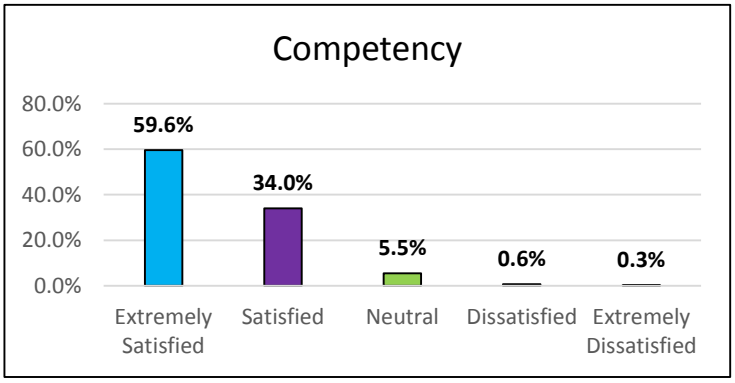
8. Helpfulness

Helpfulness	
Extremely Satisfied	242
Satisfied	81
Neutral	19
Dissatisfied	2
Extremely Dissatisfied	0
2014/15 Mean	4.64
2013/14 Mean	4.58
Change	+.08

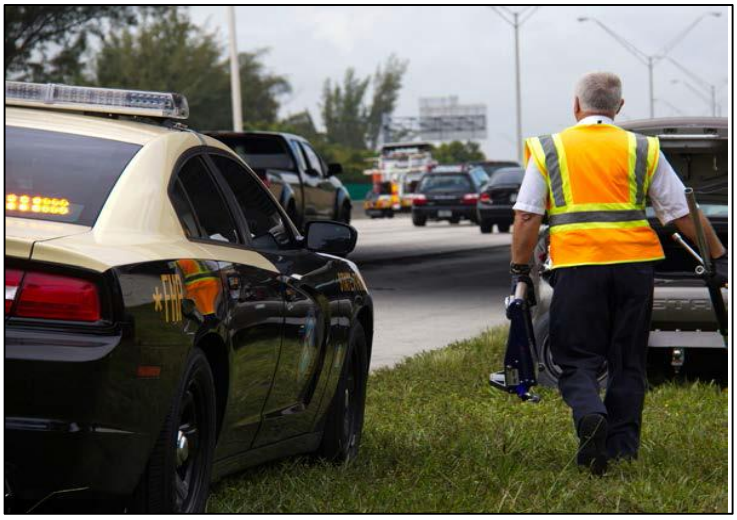


9. Competency

Competency	
Extremely Satisfied	205
Satisfied	117
Neutral	19
Dissatisfied	2
Extremely Dissatisfied	1
2014/15 Mean	4.52
2013/14 Mean	4.47
Change	+.05



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 93 percent, with Respectfulness, Competency, and Professionalism each having positive response rates above 92 percent.

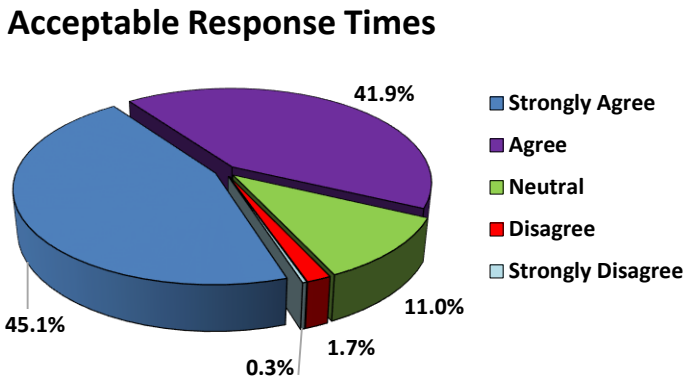


Compared to the 2013/14 survey data, there was a no change in the positive response rates for the areas of Professionalism, Respectfulness, and Competency. In each of those areas, the number of negative and neutral responses decreased as compared to the previous year's survey. Even with high approval ratings, improvements may still be achieved in the future.

Statewide Road Ranger Survey for Incident Responders

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

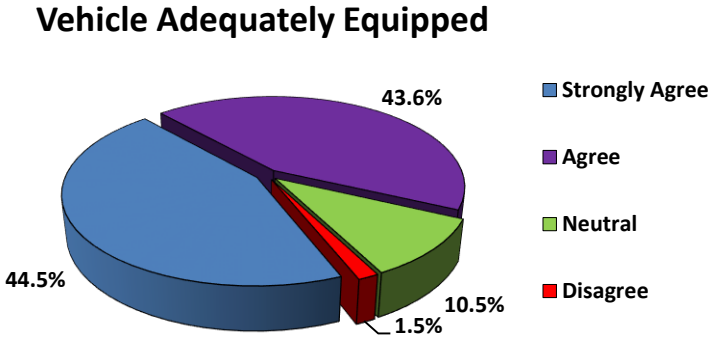
Question 10 – "Road Ranger response times are acceptable."



This question allows respondents to express their level of satisfaction with the Road Ranger response times. Out of 344 responses, 87 percent of respondents agreed that the response times were acceptable; 13 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 Agree	Agree	Neutral	Disagree	Strongly Disagree	**2014/15 Mean**	**2013/14 Mean**	**Change**
155	144	38	6	1	**4.30**	**4.21**	**+.09**

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



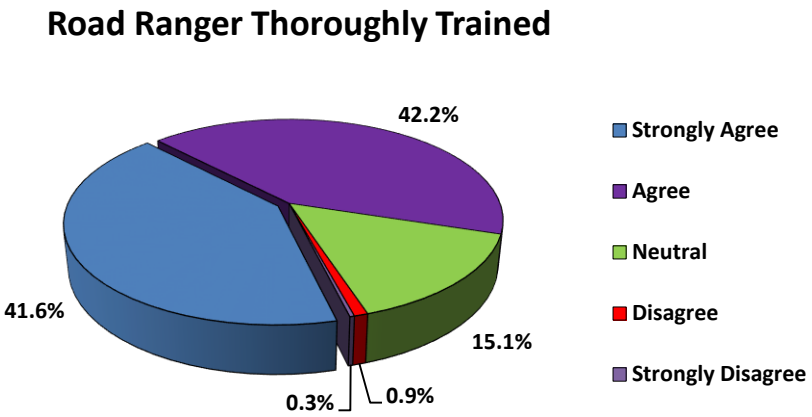
This question allows respondents to express their satisfaction with the tools and supplies carried in/on the Road Ranger vehicle. Road Ranger vehicles are equipped with a basic variety of tools and supplies that may slightly differ from one district to another. While 88 percent of respondents agreed that Road Ranger vehicles were adequately equipped, only 1.5 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 Agree	Agree	Neutral	Disagree	Strongly Disagree	**2014/15 Mean**	**2013/14 Mean**	**Change**
153	150	36	5	0	**4.31**	**4.31**	**0**

Statewide Road Ranger Survey for Incident Responders

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

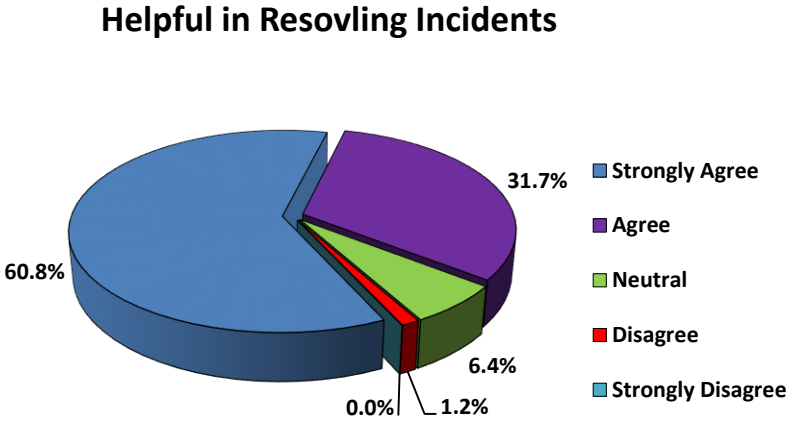
This question allows respondents to express their level of satisfaction with the training Road Ranger personnel receive. A majority, 84 percent of respondents indicated that Road Rangers are adequately trained for their jobs. The remaining 16 percent selected "neutral," "disagree," or "strongly disagree."



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	2014/15 Mean	2013/14 Mean	Change
143	145	52	3	1	**4.24**	**4.22**	**+.02**

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 one 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.

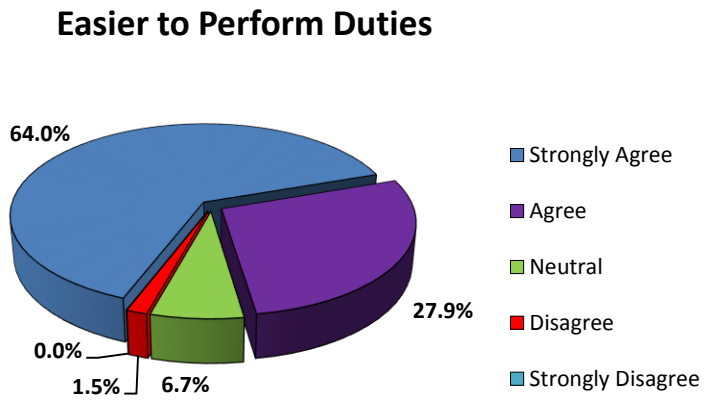


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	2014/15 Mean	2013/14 Mean	Change
209	109	22	4	0	**4.52**	**4.51**	**+.01**

Statewide Road Ranger Survey for Incident Responders

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

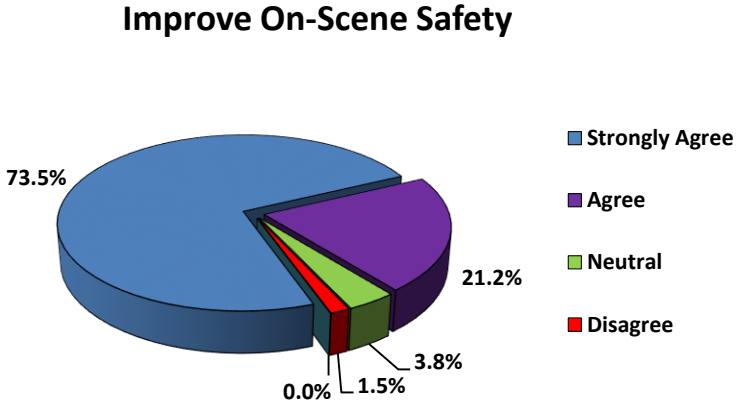
This question addresses whether Road Rangers are providing a positive impact by enabling responders to more effectively perform their duties. A majority, 92 percent, agree or strongly agree that the Road Rangers are performing well in this area. Road Rangers are successfully fulfilling part of their mission if they enable incident responders to perform their jobs more safely and efficiently. However, it is important to identify why the remaining 8 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 Agree	Agree	Neutral	Disagree	Strongly Disagree	2014/15 Mean	2013/14 Mean	Change
220	96	23	5	0	**4.54**	**4.51**	**+.03**

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 344 responses, 94 percent agree or strongly agree that Road Rangers are successful in improving on-scene safety for other responders.



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	2014/15 Mean	2013/14 Mean	Change
253	73	13	5	0	**4.67**	**4.60**	**+.07**

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 additional comments with 54. Question 15, relating to on-scene safety for responders, received the second highest number of positive responses with 28. Question 10, relating to Road Ranger response times, received thirty eight 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 136 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 117 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 103 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 resource 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 preformed 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 4.60, which is an increase from last year's average of 4.53. A closer review of data reveals that the Helpfulness question received the highest average of 4.64 and the Competency question received the lowest rating of 4.52.

The programmatic area received an overall average score of 4.43 based on scores ranging from a numerical value of 1 for "Strongly Disagree" to 5 for "Strongly Agree." This is a slight increase from last year's average of 4.39. The program area receiving the highest average score of 4.66 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 Operators are thoroughly trained for their job." with an average total score of 4.23.

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-three 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 hands-on equipment training, including proper vehicle clearance techniques.

Information Sharing

- Continue to emphasize the need for utilizing interoperable communications;
- Continue to conduct outreach to incident response agencies regarding to Road Ranger capabilities and training.
- Leverage existing educational venues utilized by other agencies with responders.

Equipment

- Review and revise requirements for Road Ranger vehicle types and equipment;
- Review Road Ranger radio communication guidelines with Traffic Management Centers, and Florida Highway Patrol Regional Communications Centers.

Statewide Road Ranger Survey for Incident Responders

Operations

- Periodically review Road Ranger assist information and available response time information to determine possible adjustments to Road Ranger patrol areas or staffing levels.

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.

Statewide Road Ranger Survey for Incident Responders

Appendix A – Original Survey

2014/2015 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

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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 Satisfied
- ○ Satisfied
- ○ Neutral
- ○ Dissatisfied
- ○ Extremely Dissatisfied

If you have additional comments related to your answer, please elaborate:

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

- ○ Extremely Satisfied
- ○ Satisfied
- ○ Neutral
- ○ Dissatisfied
- ○ Extremely Dissatisfied

If you have additional comments related to your answer, please elaborate:

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

- ○ Extremely Satisfied
- ○ Satisfied
- ○ Neutral
- ○ Dissatisfied
- ○ Extremely Dissatisfied

If you have additional comments related to your answer, please elaborate:

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

- ○ Extremely Satisfied
- ○ Satisfied
- ○ Neutral
- ○ Dissatisfied
- ○ Extremely Dissatisfied

If you have additional comments related to your answer, please elaborate:

10. Road Ranger response times are acceptable.

- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

If you have additional comments related to your answer, please elaborate:

11. Road Ranger vehicles are adequately equipped.

- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

If you have additional comments related to your answer, please elaborate:

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

- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

If you have additional comments related to your answer, please elaborate:

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

- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

If you have additional comments related to your answer, please elaborate:

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

- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

If you have additional comments related to your answer, please elaborate:

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

- ○ Strongly Agree
- ○ Agree
- ○ Neutral
- ○ Disagree
- ○ Strongly Disagree

If you have additional comments related to your answer, please elaborate:

Statewide Road Ranger Survey for Incident Responders

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!

Done

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 are work hard and are willing to assist.
- **Extremely Satisfied -** They provide a great service not only to FHP but also to the motoring public.
- **Extremely Satisfied** - I have been very pleased by the low response times and quality of service upon arrival.
- **Extremely Satisfied** - Thanks
- **Extremely Satisfied** - Very helpful....always willing to help control a scene.
- **Extremely Satisfied** - Quick and efficient and usually safe.
- **Extremely Satisfied** - The road ranger team provides additional roadway safety for first responders. They have always been professional and a great asset for our team. Thank you for all of your hard work!
- **Extremely Satisfied** - Very pleased with the service and assistance.
- **Extremely Satisfied** - Blocking the lanes that the accident is in plus one.
- **Extremely Satisfied** - All the Road Rangers I have made contact with have gone above and beyond to assist with whatever they could on any scene I have been on with them.
- **Extremely Satisfied** - In my opinion the Road Rangers are an integral component of our safety on the Highways. I have found them professional, and quite competent. They anticipate the safety needs of the Fire crews on scene and take adequate measures to ensure lanes are blocked when necessary and cones placed out.
- **Extremely Satisfied** - Road Ranger was requested but was advised they were not on duty. Another time was advised Road Ranger doesn't go past a certain point.
- **Extremely Satisfied** - I have enjoyed working with all R/R's. They are courteous, respectful, knowledgeable and professional. They always have a quick response time and are ready to do the job without complaint. I always feel safer when they are on scene and am impressed with their actions every time!!! Could not ask for a better team!!!
- **Extremely Satisfied** - These FHP Road Rangers are the very best of its kind, very well equipped, knowledgeable and professional with FHP background clearance is a definite plus.
- **Neutral** - I was in an unmarked car. The broken down vehicle was loaded with children on the side of I-595. The Road Ranger arrived and positioned his vehicle, with strobe lights on, in FRONT of the broken down vehicle. The Road Ranger refused to position his truck behind the broken down vehicle as requested for the safety of the children and passengers being rear ended by high speed traffic. Furthermore, once he learned that the vehicle had contacted their road side assistance, he left, thereby leaving the vehicle exposed to a high speed rear end collision. He never did position his vehicle to protect as requested. But his lights helped warn passing vehicles to slow down.....until he left.

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- **Extremely Satisfied** - Sometimes they are on-scene before us. They position themselves appropriately and set up any you that we request. They have all been very helpful on scene. They really add to our scene safety. They set up cones and block traffic for us. It is less steps that we have to take and it enables us to focus on the patients and mitigate the scene that much quicker.
- **Extremely Satisfied** - I would like to see more available for the purpose of safety to citizens and law enforcement/fire rescue.
- **Extremely Satisfied** - I feel the Rangers are an extremely valuable asset to the entire emergency response. As well as the everyday duties they perform helping stranding drivers. I for one love the fact that we as responders have them to help. They are great.
- **Extremely Satisfied** - The Road Ranger service is imperative to our safety, FHP's safety and the people involved in the accident. I feel very safe and relieved when they arrive on my scene and set up a perimeter, I can't believe we worked for so long without them. They are aggressive, knowledgeable and get right to work helping us and the people involved in the accident.
- **Extremely Satisfied** - These guys are extremely helpful!
- **Extremely Satisfied** - Very quick response times and always very helpful. Very knowledgeable and have a grasp of how to operate on emergency scenes.
- **Extremely Satisfied** - Always very helpful!
- **Extremely Satisfied** - I interact with them at least once a shift and have always found them to be professional and dedicated.
- **Extremely Satisfied** - Thanks for helping keep us safe on our crazy highways.
- **Extremely Satisfied** - They work well alongside fire rescue personnel.
- **Extremely Satisfied** - I have always found them to be ready to help and to do what was necessary to ensure a safe and successful outcome.
- **Extremely Satisfied** - Courteous and Professional....without them, I would have been stranded.
- **Satisfied** - They have always been helpful at scenes and are mindful of scene safety.
- **Extremely Satisfied** - They are on scene rapidly, they deploy cones traffic diversion. Awesome job.
- **Extremely Satisfied** - "It is a BIG plus when we see the Road Rangers show up on our Interstate scenes and start placing cones and there flashing signs knowing that it is going to start slowing traffic down so we feel more at ease so we can tend to our job and not have to watch our back's as much. Thank You All!!!"
- **Extremely Satisfied** - They are always there and ready to help out. They give great scene security from the oncoming traffic.
- **Extremely Satisfied** - All of the Rangers I have interacted with are professional, proficient and friendly. This is an essential service not only for Fire/Ems departments statewide but for the citizens of the State of Florida.
- **Extremely Satisfied** - Always been VERY pleased with their performance.

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- **Extremely Satisfied** - Operators are great, they are a huge help on scene. It would be nice for your vehicle operators to be more familiar with the wrench on the trucks. We have had several incidents with active scenes where the operator of the truck did not know how to operate the wrench or stated that it was broken for long periods of time. Also, another operator at an active car fire refused to wrench a car that was on fire stating that once he was set up to block traffic he was not allowed to move the truck. I think that at an active vehicle fire scene it would be more important to assist fire rescue in extinguishment if it would bring the scene to a quicker and safer end point. Having these operators and your vehicles on scene is a tremendous asset to our response and safe operations of the scene. If they had a better understanding of the wrench and tow capabilities it would enhance the overall response.
- **Extremely Satisfied** - I love these guys, they do a great job. They are always very professional and extremely helpful.
- **Dissatisfied** - Look very sloppy.
- **Satisfied** - Most of the Broward County Road Rangers strive to present themselves in a professional manner.
- **Extremely Satisfied** - When the Road Rangers (RR) have been dispatched, they are timely, professional, courteous - yet authoritative, informative, and most times the only constant source of information that we managing FDOT projects desperately need to provide the Department with timely information and updates.
- **Extremely Satisfied** - These Road Rangers are absolutely the best. We greatly appreciate all they do in assisting not just us in law enforcement but to the community at large, they do a fantastic job.
- **Extremely Satisfied** - These guys are the best. They are always friendly, show up with a safety conscious mind and do their job flawlessly.
- **Extremely Satisfied** - Great to work with.
- **Extremely Satisfied** - I see them out all the time and at my meetings I attend the residents are pleased.
- **Extremely Satisfied** - Glad they are there to help LE and the public.
- **Extremely Satisfied** - I am responding to this survey as a civilian employee that works for the St. Lucie County Sheriff's Office. I found myself stranded on the side of I-95 (out of gas) and in approximately 30. It just happened to be my luck to have a dead cell phone battery and no car charger. As I was looking out for the possibilities of a Deputy of FHP passing by noticing my flashers, one of your Road Ranger trucks pulled up. Asked me my problem and promptly and very courteously advised me to stay in my vehicle as he placed safety cones around and supplied me with enough gas to get off at the next exit to make my way to a gas station. Great Job!! I was extremely impressed.
- **Extremely Satisfied** - Took two jacks due to slope. Would not accept any money
- **Extremely Satisfied** - Underpaid dedicated employees.
- **Dissatisfied** - They need to let this go back to private industry.
- **Extremely Satisfied** - They are a great help to us with directing traffic by the vehicle signs as well as the cones they set up.

- **Extremely Satisfied** - Great experiences in the past.
- **Extremely Satisfied** - Excellent: the RR carried some basic cleanup material to begin spill recovery.

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

- **Extremely Satisfied** - I've never had a single problem.
- **Extremely Satisfied -** All Rangers I have come in contact with have been courteous towards all members of my crew from myself as the Captain to my most junior firefighter. They recognize our concerns and have a genuine empathy for us.
- **Extremely Satisfied** - Top shelf personnel, ready to work and ready to help.
- **Extremely Satisfied** - Very Professional.
- **Extremely Satisfied** - They are always there and ready to help out. They give great scene security from the oncoming traffic.
- **Extremely Satisfied** - Great guys!! Friendly and Courteous.
- **Neutral** - Most Road Rangers are respectful. There are some occasions where Road Rangers might become a little disrespectful when told to do something.
- **Extremely Satisfied** - Always been VERY pleased with their performance.
- **Extremely Satisfied** - No problems here. Your staff is very professional and respectful.
- **Extremely Satisfied** - As mentioned above, they are very respectful and helpful.
- **Extremely Satisfied** - In my experience, the Broward County Road Rangers are always respectful in their dealings with the public, Law Enforcement and Fire Rescue personnel.

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

- **Extremely Satisfied** - Great guys. Always helpful.
- **Extremely Satisfied** - The Rangers interact with the fire crews and work together to clear the scene of debris and hazards. They are helpful in advising on what additional resources are available such as the severe incident response units.
- **Extremely Satisfied** - Very helpful with disabled vehicles and abandoned vehicles especially that are blocking lanes.
- **Extremely Satisfied** - They have been helpful in providing an additional barrier between our personnel and oncoming traffic.
- **Extremely Satisfied** - Always helpful.
- **Extremely Satisfied** - The road rangers are an invaluable resource for protecting scenes and personnel exposed to heavy traffic on interstate 95.
- **Extremely Satisfied** - "What can I do for you sir?" Or "What do you need sir?" upon every arrival. They are a pleasure to work with.
- **Extremely Satisfied** - Do their job and assist anyway possible. Vidal asset.
-

- **Extremely Satisfied** - They are very helpful and are willing to help block road keeping us safe.
- **Extremely Satisfied** - Without them.....I would have been stranded.
- **Extremely Satisfied** - They are always there and ready to help out. They give great scene security from the oncoming traffic.
- **Satisfied** - What I find with working with the Road Rangers is that there are times where Road Ranger are involved in the investigations of crashes. What I mean by this is that there are times where I've noticed Road Rangers talking to parties in crashes, as if their doing the investigation. I've heard discussions with parties in crashes as to what they can do as to crash claims and towing, etc. Some of them are more involved into what the responding authority should be doing and mingling around the scene taking pictures and asking how many people are injured and taking down tag numbers, instead of watching traffic after setting up. Road Rangers need to stick to what they do and let the authorities do their job.
- **Extremely Satisfied** - Always been VERY pleased with their performance.
- **Satisfied** - As stated above they are helpful but on more than one occasion they could not operate the wrench correctly or they stated it had been broken for long periods of time.
- **Extremely Satisfied** - Very helpful.
- **Dissatisfied** - They are good at disabled vehicles when no one is around, not very friendly with the citizens.
- **Satisfied** - Most of the Broward County Road Rangers know what to do upon arrival at a scene, and do not hesitate to take action.
- **Extremely Satisfied** - These guys are everywhere. Most of the time, we don't even have to call them.

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

- **Satisfied** - Some road rangers don't understand that a lane taper cannot be setup downstream of an overpass. Causing the traffic coming over the hill to be surprised by a lane closure causing subsequent accidents.
- **Extremely Satisfied** - We greatly appreciate them blocking for us.
- **Neutral** - Primary consideration should be given to clearing the roadway for backed up traffic and not blocking the maximum number of lanes causing more headaches for the motorists. I understand safety concerns, but blocking three lanes of traffic for an incident where the vehicles are operational and could be moved to the side of the road is ridiculous.
- **Extremely Satisfied** - Very competent and rarely need direction.
- **Extremely Satisfied** - Skilled and Safe.
- **Extremely Satisfied** - They are always there and ready to help out. They give great scene security from the oncoming traffic. And have tools to help.
- **Extremely Satisfied** - Always been VERY pleased with their performance.
- **Extremely Satisfied** - They do a great job and very proficient in their skills.
- **Satisfied** - In general, I find the veteran Broward County Road Rangers to be very competent. I have also observed the more seasoned Road Rangers working with the newer ones to improve their competency and job knowledge, as well.

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Question 10: Road Ranger response times are acceptable.

- **Agree** - Most of the time on major wrecks they seem to be there fairly quickly. We've had a few MVC's that seemed like it was a lengthy time for them to arrive but just attributed it to I95 having a lot of wrecks and possibly being spread thin.
- **Neutral** - I called for a road ranger and waited over an hour. The road ranger never arrived and another motorist provided assistance.
- **Agree** - They do need more help.
- **Agree** - I have witnessed other Road Rangers position their vehicles in a manner that protects the occupants of the crash or broken down vehicle since that incident.
- **Strongly Agree** - The only occurrences of prolonged response times were during heavy rains with multiple MVAs in the area.
- **Neutral** - When available, they respond quickly.
- **Agree** - If more were on the road response times would be better, however they arrival in a reasonable time span.
- **Strongly Agree** - Usually better response times than PD or FHP.
- **Strongly Agree** - Always arrive within 10 minutes.
- **Agree** - Need additional Road Rangers on midnight shift. Three Road Rangers for Palm Beach County is not acceptable. Midnight shift is not allowed to patrol for disabled vehicles. They sit at designated spots waiting for TMC to dispatch them to a scene.
- **Neutral** - never requested them, they have just shown up.
- **Neutral** - They are very valuable and do a great job when they get on scene. Having more units on duty would be good to have more resources on scene and to decrease response times.
- **Disagree** - They sit and sandbag incidents then provide excuses when requested that they have to travel to xx mile marker to turn around when they are less than 5 mins away or so at time of call.
- **Neutral** - For the most part the response time is okay, I guess depending upon what's going on and staffing.
- **Strongly Agree** - Always been VERY pleased with their performance
- **Strongly Agree** - I have never had to request them. They just show up.
- **Strongly Disagree** - take way too long to respond.
- **Strongly Agree** - The Broward County Road Rangers response times could be improved upon with the addition of red lights and sirens to their vehicles.
- **Strongly Agree** - I did not have a contact number, he found me.
- **Disagree** - I was just south of the Brevard County line when I dialed *347 and was told that there were no road Rangers. I explained here I was and was connected to Highway patrol. An hour plus waiting and a co-worker found a road ranger by I95 & 512 and told him I was waiting or I might never have been helped. Road Ranger stated he never got notified I was waiting.

Question 11: Road Ranger vehicles are adequately equipped.

- **Neutral** - They should have more emergency lighting then what they are equipped.
- **Agree** - I'm not aware of exact inventory on their units. If the operators are seeking additional supplies/equipment, I would agree. Sometimes I've seen them in the smaller trucks, I'd try to always keep them in the larger units when possible for safer blocking.

- **Agree** - It would be nice to outfit them with additional absorbo but more importantly, pads for soaking up fuel/oils in the waterway or on wet, rainy highways during water accumulation from storms. The FD has absorbo but not pads.
- **Agree** - They could use LED message boards.
- **Strongly Agree** - Always had plenty of absorbent, chains, etc.
- **Agree** - I believe they need more tools and a towing capacity so they move vehicles if needed.
- **Strongly Agree** - Self-sufficient and professional when scene is left.

- **Agree -** More reflective materials and lights or impact bumpers could be helpful.
- **Neutral -** Not sure what all equipment they carry other than cones and signboards.
- **Strongly Agree** - Could always use more equipment.
- **Agree** - Believe they could use a tow winch to pull vehicles out from getting stuck.
- **Neutral** - I cannot speak as to what they have or don't have. They seem to be well equipped.
- **Neutr**al - Road Ranger trucks should ALL be TOW TRUCKS and not pickup trucks. Broward County RR's have tow trucks now but the NEW contractor starting soon will ONLY have pickup trucks. Treasure Coast (Martin, St. Lucie, Indian River) RR's also are ONLY pickup trucks. A pickup truck has much less ability to move disabled vehicles from the roadways.
- **Disagree** - I believe the Broward County Road Rangers should all be equipped with Red lights and sirens to improve their response times to lane blocking incidents. It will enhance their visibility and safety when responding.
- **Strongly Agree** - They really need newer traffic cones, most of them are older and not as visible on scene as our newer cones.

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

- **Agree** - Some of them take to many risks and do not use enough MOT. It is not because they are lazy but the opposite, helpful. Personal safety must come first.
- **Agree** - We need more computer based "introduction core" related material and also for "continued education" for best practice scenario training.
- **Strongly Agree** - Competent and knowledgeable, they know their job.
- **Agree** - Overall agree, but as stated above more training in wrench, tow and lift.
- **Agree** - Some RR's preform more efficiently than others but ALL do a very good job.
- **Agree** - While a new Road Ranger is only given one week of 'Formal Training', the more seasoned Road Rangers continuously worked with the newer guys to ensure they are adequately trained to perform their duties.
- **Agree** - However some could use more on the job training to help them be more efficient at doing the different aspects of their job.
- **Agree** - When I asked a road ranger if they had MOT certification, he responded NO.
- **Agree** - I think that some of the operators don't place cones far enough downstream to alert advancing traffic.

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

- **Neutral** - Good at helping set up traffic control.

- **Agree** - We work the interstates quite a bit, and with safety being a huge issue and vehicles traveling at highway speeds, it is always good to have a road ranger on scene to shut down some lanes and provide some traffic calming.
- **Neutral** - In the incidents I deal with Road Ranger, I do not believe they help "resolve", however I do not expect them to resolve the incidents that I am responding to. While they are not "resolving" the incident, I do strongly believe they add an extra layer of protection to the emergency incident and allow us to go available quicker. Therefore helping others more quickly.
- **Strongly Agree** - They give all people on scene and peace of mind for everyone's safety.
- **Neutral** - Road Rangers are afraid to be pro-active at scene. They wait for orders to do anything.
- **Strongly Agree** - Captain Cunningham of HCFR, thanks all the personnel who risk their life each day for us and the people of Florida.
- **Agree** - For the most part their service is helpful, depending on the response time to resolve traffic concerns. Some problems are resolved before the Road Ranger arrive.
- **Strongly Agree** - Always been VERY pleased with their performance.
- **Strongly Agree** - They block traffic for us (fire rescue) and do a great job of it.
- **Agree** - The coverage they provide in the rear of the incident is invaluable. It allows responders to work safely to assist the public in their time of crisis.
- **Strongly Agree** - Most of the Broward County Road Rangers drive Tow Trucks and are able to immediately remove disabled vehicles from the traffic lanes, greatly reducing lane blockage times.
- **Strongly Agree** - We have had hundreds of accidents on our 12 mile stretch of I 95 and the Road Rangers are most helpful. I really appreciate their help!

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

- **Strongly Agree** - It is nice to have another set of eyes looking out for everyone's safety.
- **Strongly Agree** - Very good MOT at crash scenes, making the scene safe for everyone.
- **Strongly Agree** - In most cases Road Rangers are able to clear vehicles from travel lanes and then stay on scene with warning lights. This allows me to respond to other emergencies that are still in need of mitigation.
- **Strongly Agree** - They give all people on scene and peace of mind for everyone's safety.
- **Agree** They provide assistance such as gasoline, flat tire changes, or post minor motor vehicle accident help that does not require HCSO or Fire rescue.
- **Agree** As long as Road Rangers keep tow trucks and do not go to pickups.
- **Strongly Agree** - Thank God for them!!!
- **Agree** - All of the traffic control that the Road Rangers do does help us. I use to do traffic control myself. But thanks to Road Rangers, I don't have to do it as much. This alleviated the authorities from having to set up traffic control in most incidents. The program is helpful.
- **Strongly Agree** - Always been VERY pleased with their performance.
- **Strongly Agree** - To get home to my family approx. 1 hour away from my destination.
- **Strongly Agree** - It's nice to having then watch your back in traffic while you're completing an investigation.

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

- **Disagree** - Trucks at times are set up much too close to the actual accident scene or other emergency vehicles. If a vehicle would happen to strike the road ranger truck could then push the truck into other emergency vehicle or emergency workers on site.
- **Agree** - Road Rangers need to stop leaving scene before incident is taken care of.
- **Strongly Agree** - Once again, we appreciate them blocking for us.
- **Strongly Agree** - Great help on active emergency scenes.
- **Neutral** - Not in the case I observed.
- **Strongly Agree** - They are able to set up warning devices further back allowing a larger safety perimeter.
- **Strongly Agree** - They are very helpful and are willing to help block road keeping us safe.
- **Strongly Agree** - Safety on the interstate cannot be emphasized enough. Road Rangers have the ability assist with tasks and with diverting other vehicles. This is extremely helpful since a lot of times we do not have the manpower to do this and many vehicles DO NOT slow down or MOVE OVER a lane.
- **Strongly Agree** - They absolutely make my job safer and often question how we did it without them.
- **Agree** - Additional lights and blocking of vehicles that may be in the road provides safety for all the citizens as well as FD crew members performing their duties in the immediate area.
- **Strongly Agree -** They are always there and ready to help out. They give great scene security from the oncoming traffic.
- **Disagree** - Most of the time they are not needed at the scene as it is a minor incident yet, they arrive and begin to set up arrow boards and cones that now cause a bigger traffic distraction to the minor incident.
- **Neutral -** When the Road Ranger is focused on traffic control and not what the authorities are doing on scene or trying to find out what occurred.
- **Strongly Agree –** VERY, VERY, VERY much so!!!
- **Strongly Agree -** I absolutely believe this. I feel that they block traffic for us and do a great job of it. I feel safer when I see them behind our incidents.
- **Agree** when they show up
- **Strongly Agree -** Top signal equipment is visible from good distance. Helps traffic veer away from scene.
- **Strongly Agree - I**nvaluable resource, it allows officers to divert resources to the incident rather than hard focus on traffic control.
- **Strongly Agree -** Their flashing arrow boards and cones make the scene much safer for all involved.
- **Strongly Agree -** Their contribution to scene safety is immense.
- **Strongly Agree -** Great addition to helping responder safety.

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.)

- Additional Equipment.
- They are have everything they need.
- Newer equipment to use.
- Communications and an understanding that patient care and scene mitigation comes before opening the roadway and understanding that their need to get to the FHP officer does not allow them to drive through a landing zone.
- Honestly can't think of anything more they could do to support responders.
- None - I think the level of service provided is sufficient
- Not sure. It looks like they all they need to assist.
- Duct tape, tie wraps and straps to secure trunks, fenders and alike to help motorist continue on their way.
- Take away wreckers and utilize more service type trucks....teach them how to properly use lights and arrow boards.
- They should have towing capabilities to be able to removed vehicles off the roadway quicker. They should be able to communicate with the road troopers.
- Better training for MOT setup. specifically with overpasses/hills
- A bigger vehicle.
- More MOT training.
- Road Ranger operator need to follow state standards for accident scene MOT and the FDOT Roadway Standards for MOT.
- Wish there were more of them.
- Would be beneficial if there was a radio channel available to communicate with Road Rangers Directly.
- Abandoned vehicles are a major problem in our I-4 Ultimate construction area. Road Rangers should have the authority to arrange for towing abandoned vehicles from the project limits.
- Always large vehicle, absorbent and increased use of special response truck. I believe it's called critical response truck?
- They are doing a go job now, no need to change.
- Vehicle is sufficient however, additional caution likes should be added in future vehicles.
- Additional equipment and some more training.
- Add vehicles capable of towing involved vehicles from the incident scene, communication delays are voiced by fire communications who advise FHP(who I believe handle the RR service) are busy or not answering when called by our dispatch.

- As above: typical South Florida rains cause accumulation of water (large puddles) on the highways (I595). 1 gallon of gasoline or diesel fuel can easily become 5 gallons of contaminated water due to rainfall. Having pads to soak up the fuel/oil from the top of the puddles is easier than placing 50 lbs. of absorbo which soaks up the water with the fuel/oil.
- I believe they are set up great!!
- Train them to carry and use an AED.
- Lynx FHP Road Rangers are more than capable of the above.
- The more warning devices that can be pack onto the truck the better.
- What they works well, that I know of.
- Be available 24/7.
- Maybe more communications with our department so we can ask them to set up in a certain area. Radio communications.
- Training and Rangers who truly want to protect the public.
- Road Ranger vehicles should be equipped with emergency lights and sirens. This would provide quicker response time to emergency scenes, and provide emergency lighting at a required scene.
- I am satisfied with their capabilities.
- Provide high visibility LED lighting.
- Allow TPR ability to monitor communications w/ RR.
- Have night time warning aids other than their vehicle, ex. Lighted cones, warning devices, etc.
- Multi agency training with Fire Rescue.
- Be able to talk direct (maybe a TAC channel).
- In my area the response is always timely and the service provided is greatly appreciated.
- They could possibly have a better channel of communication with Fire Rescue.
- Continue to provide the quality service that they currently give on the roadways.
- At this time I cannot think of anything but would like the opportunity to in the future.
- Road Ranger communication via radios on a common and/or centralize radio channel would come in handy sometimes. If this already exists, then education/training in this subject needs to be extended to local Fire Rescue departments.
- Increased number of rangers.
- Towing capacity, if needed, a bigger rig to really be more imposing and add better protection as a blocking agent.
- Protect our operations....close lanes.
- I think they have their portion of the operation under control.
- You will never be able to have all you need all the time. Road ranger has made it easier for me to keep my crew safe and for us to get our job done.
- Communication and training.
- Possibly have more P.P.E for the responders. Working on 95 with only a reflective vest could potentially be a safety issue.
- Additional equipment, Direct Communications equipment, basic EMT/CPR training.
- More road rangers would be nice.
- More units on the road.

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- I think they do a very good job of assisting with highway safety.
- Communication with fire rescue. i.e. radio channel/tac5.
- Cones, lights, and some minor car repair equipment that will allow a vehicle to get to a safe garage for further repairs.
- When they arrive first, they can gather as much information on the patient and write it down for fire rescue. Scene safety is number one priority so they can place their vehicle at a safe distance so that fire rescue vehicles can get close.
- You should be asking the Road Ranger crews what additional or upgraded equipment they need as we normally only need them to setup signboards and cones to divert traffic.
- More emergency lights for safety reasons.
- I believe they are well-suited for the tasks they perform.
- Give them red lights and sirens to respond on the shoulder to get to lane blockage quicker.
- I think they should be in a vehicle that doesn't look like a pest control truck. Something more in line with FHP.
- Night time lighting.
- I 'm comfortable with the equipment they carry.
- Not sure if they have Communications with FHP. If not that should be resolved.
- Larger units would be good for additional safety, more tonnage between them and the customer is always better.
- Possibly make direct communications with rangers.
- Additional Rangers available.
- More visible traffic cones, better lighting on the trucks.
- It would be beneficial if county law enforcement agencies, such as sheriff's offices, were able to request the Road Rangers through their communication systems directly.
- More staff.
- Have more of them on the roads. They are a great help.
- They are doing a great job with the tools they have now.
- Have a dedicated radio channel.
- This is a question for the road rangers who run with us.
- I feel they do a very good job.
- Keep up the good work.
- Not showing up to every incident and setting up cones and arrow boards that are not needed based on the situation. They cause a distraction that cause bigger traffic situation. The less lights and distraction at a scene at times improve the scene safety and traffic congestion.
- If possible have two Road Ranger Trucks per zone.
- Communication with law enforcement, and asset manager.
- I don't know if they are or are not on our county (Palm Beach) dispatch. This would allow them and us better communication.
- Road rangers would benefit from having red lights and sirens to help expedite their response to lane blocking incidents like Georgia and Tennessee do.

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- Road Rangers should ALL be in TOW TRUCKS and they should be equipped with RED lights and a SIREN to respond quicker and safer to lane blocking events. Georgia and Tennessee States have Road Ranger Vehicles equipped with red lights and sirens and so should Florida. Red lights show motorists that these are Emergency Vehicles in ref. to the Move Over Laws and will give them more compliance than just having amber lights.
- Road Rangers response could be improved by using red lights and sirens on their vehicles and it would expedite their response to the scene.
- Respond faster, do what the officers on scene say,, road rangers don't need to by-pass the Trooper and talk to the citizens.
- Red lights and sirens would greatly reduce the Road Rangers response times.
- Red lights and sirens would definitely expedite their response to the scene of a lane blocking incident. As well as shorten the time of the overall event by arriving on scene sooner.
- I have seen a modification in the Road Rangers staging their vehicle in reference to the I-95 lane closures for accidents, disable vehicles etc. When the RRs had the larger trucks, they would stage in a more predominate/blocking position on the roadway. It appears their level of comfort in their current vehicles and protection has diminished.
- They pretty much are equipped with what they need.
- Every vehicle should be a tow truck. Vehicles need red lights and sirens to allow quicker response to lane blocking events as other States allow.
- More of them on roadways.
- All Road Ranger vehicles should be Tow Trucks.
- Road Ranger vehicles should be equipped with Red Lights and Sirens to expedite their response, as I have observed in other states.
- More Rangers available and extended hours would be beneficial to local law enforcement.
- Cover more roads others than strictly interstate, and covering the area on weekends as well.
- They have had everything needed on a crash scene so far.
- More cones.
- Direct communications with law enforcement agencies (radio frequency).
- Provide better location of Units from incidents.
- It ok way it is sometimes they need more info were calls are same as us.
- Better communication i.e.
- The ability to communicate directly via radio would be beneficial.
- Hire more Road Rangers. They are truly an asset to the public.
- Communications, maybe the ability to have lights on the vehicle for their safety as well as those they help.
- Additional communication equipment to enhance completion time.
- Newer lighter weight cones, some sort of high visibility shirts/jackets for the guys along with head wear that makes them more visible.
- Better communication between all responders.
- Providing better equipment.
- Better response times. Usually Fire Rescue completes the bulk of the job in the first 10 minutes.

- We would like more advanced notice of damages at accidents.
- Clear traffic leading up to accident scene.
- More road rangers.
- For me they are adequate.
- The Road Rangers are up to date with equipment and vehicles.
- Additional units.
- More of the IRT style units used on Turnpike.
- Additional equipment, communications.
- More coverage.
- More coverage.
- Additional MOT training (with continuing education).
- Properly functioning sign boards.

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?)

- I-95 in Saint Lucie County Becker Road - Saint Lucie West.
- Any.
- We can use more of them especially during MVC season (raining season).
- They already cover all the major highways in our jurisdiction.
- SR 84.
- Boynton Beach to Palm Beach Lakes Blvd.
- Just more rangers would be helpful.
- SR 84 which is comprised of the entrance ramps and exit ramps to SR 862.
- I-95 (all of it).
- Any and all but more on the limited access facilities.
- High crash areas, high volumes and bight time.
- I-95 from Atlantic Avenue North to Indiantown Road.
- I-95 Hillsboro – Gateway.
- I would like to see them on SR70 and SR68. Both State Roads extend past west of I-95 and I believe has moderate to high traffic. SR70 has 4 lanes and not many locations for citizens to receive help if their vehicle is disabled. SR68 is only a 2 lane road and is narrow. If a vehicle breaks down it can be dangerous for the citizens to change a tire or anything else. I believe the Road Rangers can assist with the motorist with their needs and provide a much needed warning device for oncoming traffic.
- Increase coverage to all state roads, I-75 south of mile marker 240, I-4 east to Polk County line and increase coverage on weekends.
- Griffin Road. It often becomes the alternative roadway when traffic incidents occur on I595. Additional resources on Griffin Rd between Turnpike and I75 would be a great resource!
- Assistance on Dale Mabry Hwy.
- High traffic times on I75 and I595.

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- SR's 417 and I-4.
- Happy with current service level. But if possible, add more units to roadways.
- I595 corridor between the I95 on-ramps and the Florida Turnpike ramps are our highest call volume. Additional units here would help but also to coordinate with FHP for a quicker response during FHP's crew change or evening rush hour.
- High volume traffic areas.
- More service for Seminole and Orlando/Osceola. Maybe I-95.
- SR-76 (Section between Salerno Road and Jack James Dr.) 6:30 AM - 9:30 AM & 4:00 PM - 6:30 PM.
- SR-714 (Area of Turnpike entrance) 6:30 AM - 9:30 AM and 4:00 PM - 6:30 PM.
- Normal high volume times and add days of rain, when it can be forecasted.
- The quicker they can get on scene and create a barrier in between the scene we are working and the traffic, the better.
- Rush hour.
- I haven't really seen them in the morning hours. Most times I notice them is during the late afternoon rush hours and late at night.
- Veterans Expressway/ Suncoast Parkway and N. Dale Mabry Highway.
- Turnpike and I-75 during rush hours (AM and PM).
- US441/SR7.
- HWY 301.
- Davis Highway, US 29, Pine Forest Road.
- I-95, morning and evening rush hours.
- Hwy 60 in Brandon.
- More of them for inner city/ county road assistance.
- US Hwy 27.
- Rush hour on I-75 and 1-4.
- I-75/Alligator Alley.
- Accident scenes involving the on and off ramps of the major highways.
- Responses should be within 10 minutes to help secure a scene or allow HCSO or FD crews to return to service if non-emergency assistance is required.
- I-95 and FL Turnpike are well covered.
- Probably staging them during high traffic and accident zones, I275 and I75
- I-95.
- Southern Blvd/ SR 80. Major East-West roadway in Palm Beach County.
- We have good coverage already.
- The more Road Rangers we have the better!
- US Hwy 301.
- They already cover major areas necessary locally - no suggestions.
- Suncoast Parkway, Veterans Expressway, Selmon Crosstown.
- Davis Hwy during the morning and evening rush hour traffic.
- Pine Forest Rd during the morning and evening rush hour traffic.
- Davis Highway and Brent Lane.

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- The most beneficial times are peak rush hour times, such as 06:00 AM through 09:00 AM and 4:00 PM through 6:00 PM. Also, Interstate 275 near the junction with I-4 seems to have a higher volume of stranded motorists.
- I-75 and Alligator Alley.
- I-75 and I-4. Especially early morning and evening Monday thru Friday.
- Friday and Saturday nights are very busy as well.
- More around the I-75 and I-4 interchange, a lot of the calls we run to are simply disabled vehicles.
- I-95 in Delray Beach.
- US-27, Crashes every weekend.
- Yes more hours of service. Patrol sources are limited and road rangers hours are limited tying up even more limited law enforcement resources.
- On the Florida's Turnpike between 5am to 9am during weekdays rush hour. High traffic volume area between SR-838 and north of SR-826 on the Turnpike.
- 24x7 coverage.
- Along US Highway 1, both high crash and high traffic area.
- All major artery roadways east and west with in (1) mile of the Interstates.
- I-95 Midnight
- S.R. 70 from Jenkins Rd. West and S.R. 68 from I-95 west to county lines.
- Faster response.
- If there were no budget constraints, I would say 24/7, I-95 through construction areas with limited access.
- US-1, Kanner Highway in Martin County.
- They should be everywhere there are motorists.
- US1 (SR-5) Saint Lucie County. High crash volume, high traffic volume. Would be useful for traffic control with large crash scenes and helpful in assisting with disabled vehicles in the area.
- 24 hour coverage.
- US 1 is St Lucie County.
- State Roads in Hillsborough, Polk, Pasco, and Pinellas Counties.
- Work later at night.
- S. U.S.1 is a high crash area and the Road Ranger program would be a great idea in that area.
- Highway 27.
- US 27 in Broward County.
- Not government duty to provide road service.
- US 27.
- Highway 27.
- SR80, SR704, SR706.
- They provide service on our stretch of I-95 and that seems adequate.
- Southern Blvd. Aka; State Road 80.
- US27. High Crash area.

- High crash area.
- More in Martin County.
- Beeline Hwy.
- SR80 between i95 and Seminole Pratt Whitney (7a-7p) - high traffic volume.
- US 27 from Dade/Broward County Line to the City of South Bay in Palm Beach County.
- State Road 80 from I-95 to State Road 7.
- Hard to answer, the high traffic areas that have segments that are less accessible affect everyone equally.
- In our area there is sufficient coverage by Road Ranger.
- Turnpike Homestead Extension, high incident area.
- They are spread too thin on busy days in Broward on TPK and Sawgrass.
- I-75 between SR 54 and SR 50 due to major construction.
- 95 through St Johns County. Arlington Expwy. 9B. 75 in Alachua County.
- I-95 in St Johns County. High crash area.
- Extend hours all over Jacksonville area to 5:00 AM to 8:00 PM weekdays.

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

- Road rangers in Broward County have done a great job responding to crashes and helping out of service vehicle in a timely manner.
- Other than I think they are a wonderful organization....nothing.
- They are incredible assistance to our field operations crews. Providing safety with vehicle blocking, signage, etc. Thank you!
- They're great people to work with.
- At best the program is only as good as its employees. Professionalism and ability to do job safely is of big concern.
- In the big picture some are awesome others are just there to have a job.
- Please provide them with additional safety training. example some turn their back to traffic which is very dangerous given the fact that we have a lot of tourist visiting our state and have no clue when it comes to the move over law. Very Dangerous working conditions for them.
- I find them to be of invaluable service to both the public and the agency.
- Personally, I would like to possibly do some joint training in order to better learn what equipment Road Rangers carry.
- The Road Rangers allow me to safely work traffic incidents by providing scene safety and control. I have never had a negative experience in the numerous times I have worked with them.
- Thank you for all the hard work and helping us do the job safer!
- Very pleased with their services and always happy to have them assist on traffic crashes.
- The most dangerous situation that we respond to deals with traffic on highways. The Road Rangers do a great job and I am happy every time I see them on scene to assist us. The help with scene safety.
- They're great, thanks for the assistance!
- Keep up the Great Work!

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- Is there any way to get updates on how long it will take for road ranger to arrive after *FHP has been called?
- Keep up the amazing job you are doing. The traveling public and Asset Maintenance Companies need each and every one of you. I personally thank you all for your service and dedication to keeping us ALL safe!!!
- Thank you Road Rangers.
- Take away the incapable ICA Road Rangers.
- Overall, in my opinion, the Road Ranger program serves a valuable service.
- Thanks for the help!
- Road Rangers provide extra emergency lighting and lane diverting ensuring overall safety for emergency responders. Additionally, they're our highway ambassadors helping many disabled and stranded drivers.
- I have never had a bad experience with a road ranger in my 11 years working at Davie Fire Rescue. That's saying a lot considering I have easily been on hundreds of calls with them. I congratulate them for their professionalism.
- Keep doing what they have been doing. The service that is provided is a huge help.
- Implementing the Road Ranger program has been one of the most useful and positive allocation of funds and resources Florida has provided in recent years to its road travelers and emergency responders alike.
- I would like to see the program expanded to provide more coverage; allowing for their availability to respond to lesser travelled road and rural areas.
- Thank you for a great service!
- We are very happy to have them on scene and think of them as an extension of us (Fire Department), we work very well with them and feel they should be better compensated for the very dangerous job they do. We could not do our job safely and as effectively if not for them.
- 1st order of business should be to increase responder's life expectancy.
- Road Ranger assisted me personally one morning on my way to work with a blown tire. I was in a bad spot and had to go to rear of vehicle. He arrived and assisted me with a tire change, I made it to work safely and on time. These guys are needed on the interstates for all parties involved.
- This is an excellent service to the public and to all of our agencies. I hope it continues for a very long time.
- Overall extremely helpful and very quick response times. 10/10
- Thank you Road Rangers!
- The Rangers in the area I work (I75 and I4) are extremely helpful and courteous. The majority of the time they arrived within a few minutes of us being on scene or they arrive shortly after. This quick response time is for vehicle crashes. The times that they have not arrived on scene is for medical calls. For safety reasons it would be nice to have a Ranger on all calls that involve the interstate. Road Rangers and excellent and I would like to see them on all incidents that involve the interstate.
- I'm always glad to see one on my scene because I feel that much safer, but I haven't worked with a RR in quite a while.
- Be safe and always watch out for oncoming traffic and protecting everyone involved. Thank you for your service.
- Just need more of them.
- It would be nice if they were available 7 days a week.

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- I have work with these crews on I-4 since the Road Ranger program started and they have always done a great job.
- The Road Rangers are very helpful in assisting us on calls for traffic control.
- Thank you for the service, the extra eyes and hands, and the coverage. I really appreciate the service they perform. Both as a law enforcement commander and as a user of the highway.
- Expand Road Ranger program to 24 hours in Martin, St Lucie, and Indian River counties.
- I believe the Road Rangers provide a very valuable and necessary service. Our roads and highways are very dangerous places and having Road Rangers respond to those in need provide a level of safety that can't be beat.
- I feel that these folks have a vital role in the overall operation and safety of everyone involved.
- Great program, has made a significant positive effect on people and their time of need.
- The Road Rangers involved in Hillsborough County have always been extremely competent, helpful, and beneficial to our job as a law enforcement officer. They assist in closing roadways, providing additional warnings to motorists to allow room to work on the side of highways, clear us from minor tasks like changing tires and assisting motorists. We appreciate their hard work in Hillsborough County.
- I honestly can't say enough good things about the road rangers. They definitely help with EMS scene safety. They also can help head off a bad situation.
- They do a good job.
- I have had the opportunity to see the road rangers' work while on duty as well as off duty when my wife had a flat tire. By the time I arrived at her location (I75), a road ranger was on scene and even assisted me with changing the tire. I was very impressed with his willingness to keep us safe and get us back on the road quickly. Keep up the good work!!"
- Road ranger program is great, they do a lot to improve the safety of an interstate traffic accident scene.
- Great program!
- Thank you.
- Keep them on the roadways!! Whatever the cost they are well worth it!
- I have had multiple experiences with Road Rangers (specifically on the roads mentioned above) during late night hours (midnight to 4 am) in which Road Rangers have arrived on a traffic stop to check on a Deputy and/or sit behind a Deputy vehicle on a traffic stop until backup arrived and/or stayed on scene to ensure traffic gave Deputies right of way. It is amazing to me that they have the professionalism and responsibility to do this because I am sure they are told not to. I just want to thank those that do for providing this service to those Deputies.
- Excellent service for the motoring public.
- It is a great service with dedicated employees.
- Thanks for all that you all do!!! Great relationship.
- Overall your program is outstanding, great work!
- I thank them all the time when I see them. I believe that they are nameless and faceless in the incidents that we respond to, but I for one, appreciate them a lot.
- They should be provided every tool, gear, training to ensure they are able to stay safe as well.

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- just do what is asked of them NOT what they want to do,, there is protocol and most road rangers are not well versed in why we do what we do
- The Broward County Road Rangers provide an invaluable service to the motorists in Broward County, and have proven to be a great asset to emergency workers at crash sites and other lane blocking events.
- I have experienced several incidences where an accident has been cleared for up to an hour with traffic moving and Road Rangers and/or Law Enforcement Agencies are still I-95 diverting traffic off at an Interchange. There seems to be a disconnect sometimes in coordinating an all clear - release the traffic notification. This comment is not being aimed at Road Rangers, just a general comment regarding some needed coordination procedure reviews.
- It would be great to have coverage all night as well as the day time.
- great program, needs to stay in circulation
- Great program
- They are a great help to incident responders.
- Expand the hour's
- They are doing a great service towards all travelers
- They are a great asset to all.
- I feel that they are essential for on scene safety and quick clearance of highways
- I appreciate the service you provide and the gentleman was extremely courteous and professional.
- It is great having them on a scene to help with traffic control and the cleanup at times. It make the scene safer for everyone and the investigations are completed faster. Thanks for all your help.
- I love them! I have witnessed many motorist amazed at how helpful and considerate they are.
- I greatly appreciate the Road Rangers. The Road Rangers make our jobs easier and safer. They are a great asset.
- Have Signs on Alley notify motorist of accidents when dispatched.
- I appreciate the work done by the Road Rangers.
- Road Rangers need to be more recognized and appreciated on what they do. A raise, promotion or hire extra hands so they won't be overloaded.
- Keep them on the road they are a great help to first responders as well as the public they assist.
- The guys do a great job on I-95 and take on a lot of the hazards that we otherwise would be dealing with on accident scenes. I think that you can't pay them enough and hopefully they're taken care of if they get injured on the job. I've seen several of these guys have to dive for cover on accident scenes because careless drivers almost hit them. Can't say thanks enough for the work that they do!
- They do a great job and are appreciated!
- Keep up the good work!
- Awesome! Keep up the good work!
- GREAT JOB!!
- Good group to work with.
- It would help to have them stay out longer
- Road Rangers are an excellent help with support for the highways. The patrons are pleased with the services provided to them.
- Couldn’t do it without them!
- They are AWESOME.

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