Statewide Road Ranger Survey for Incident Responders

Florida's Traffic Incident Management Program

Florida Department of Transportation

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Statewide Road Ranger Survey for Incident Responders

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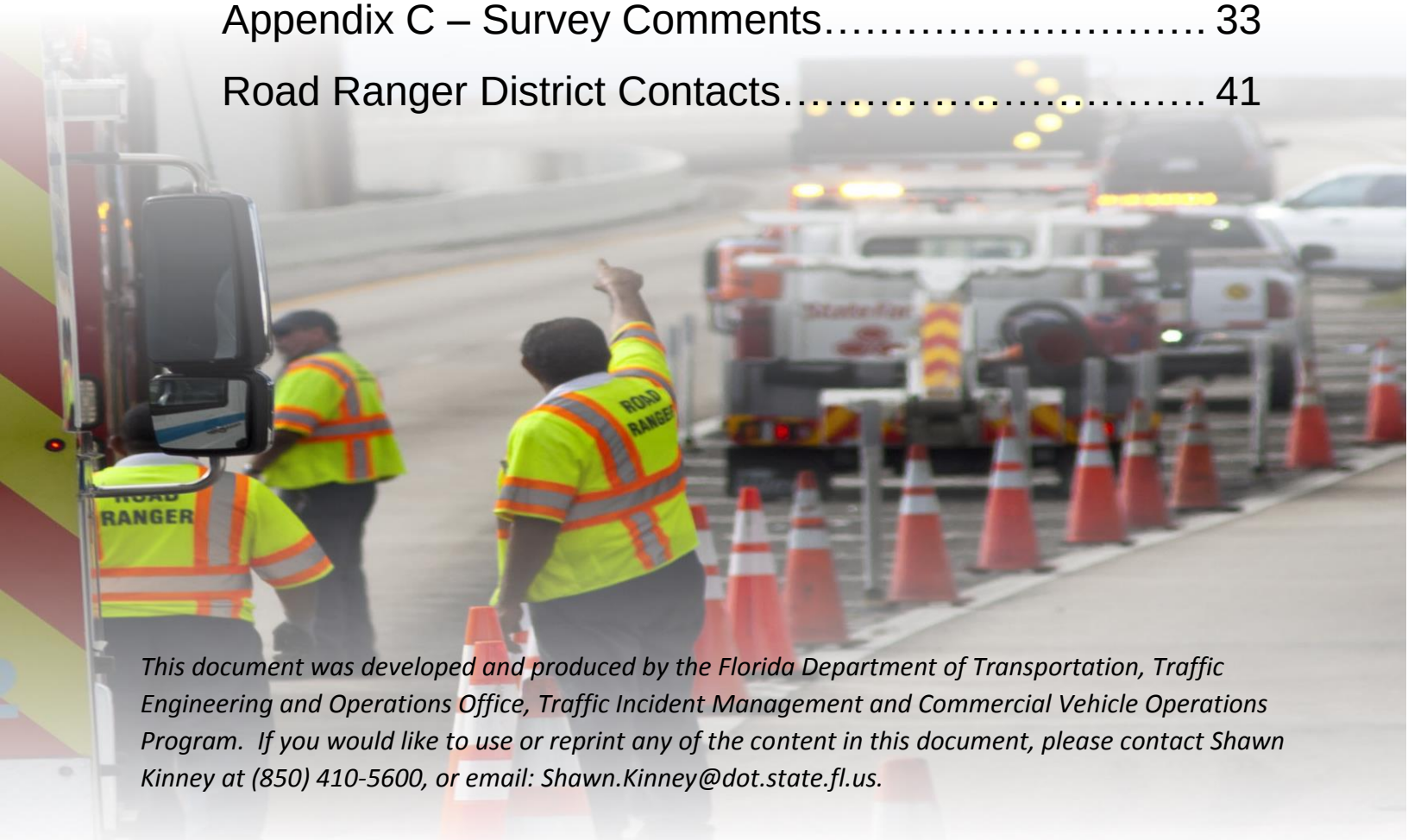

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Statewide Road Ranger Survey for Incident Responders

Road Ranger Background

"We love these people. They are our safety net and guardian when we are on the Highway."

Quote taken from the 2015/16 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 5 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.

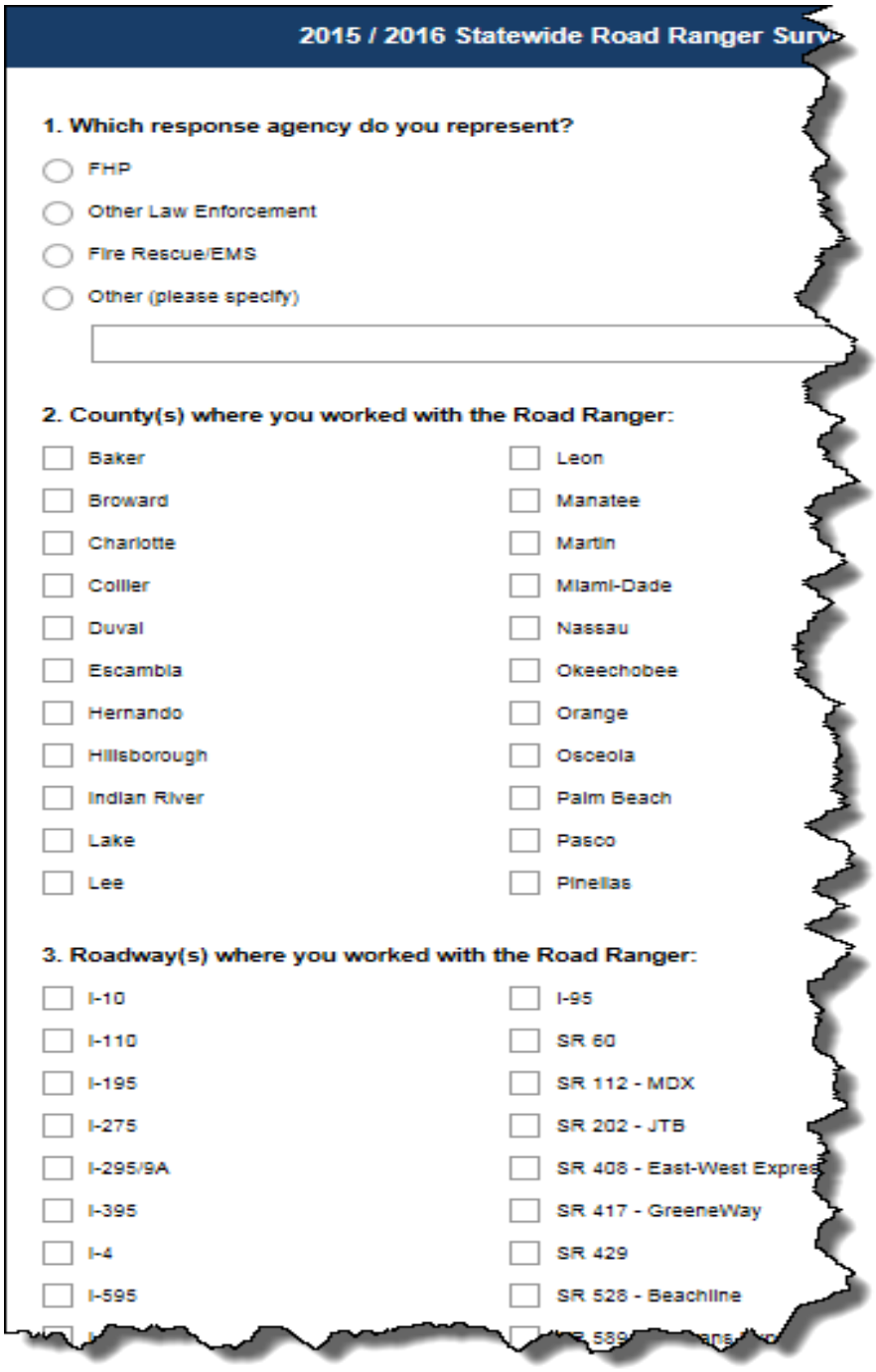
The overall goal of the survey is to identify areas of needed improvement for the program at the District and statewide levels. This survey will also be used to determine if additional training and outreach are needed and, if so, what types.

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.



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.

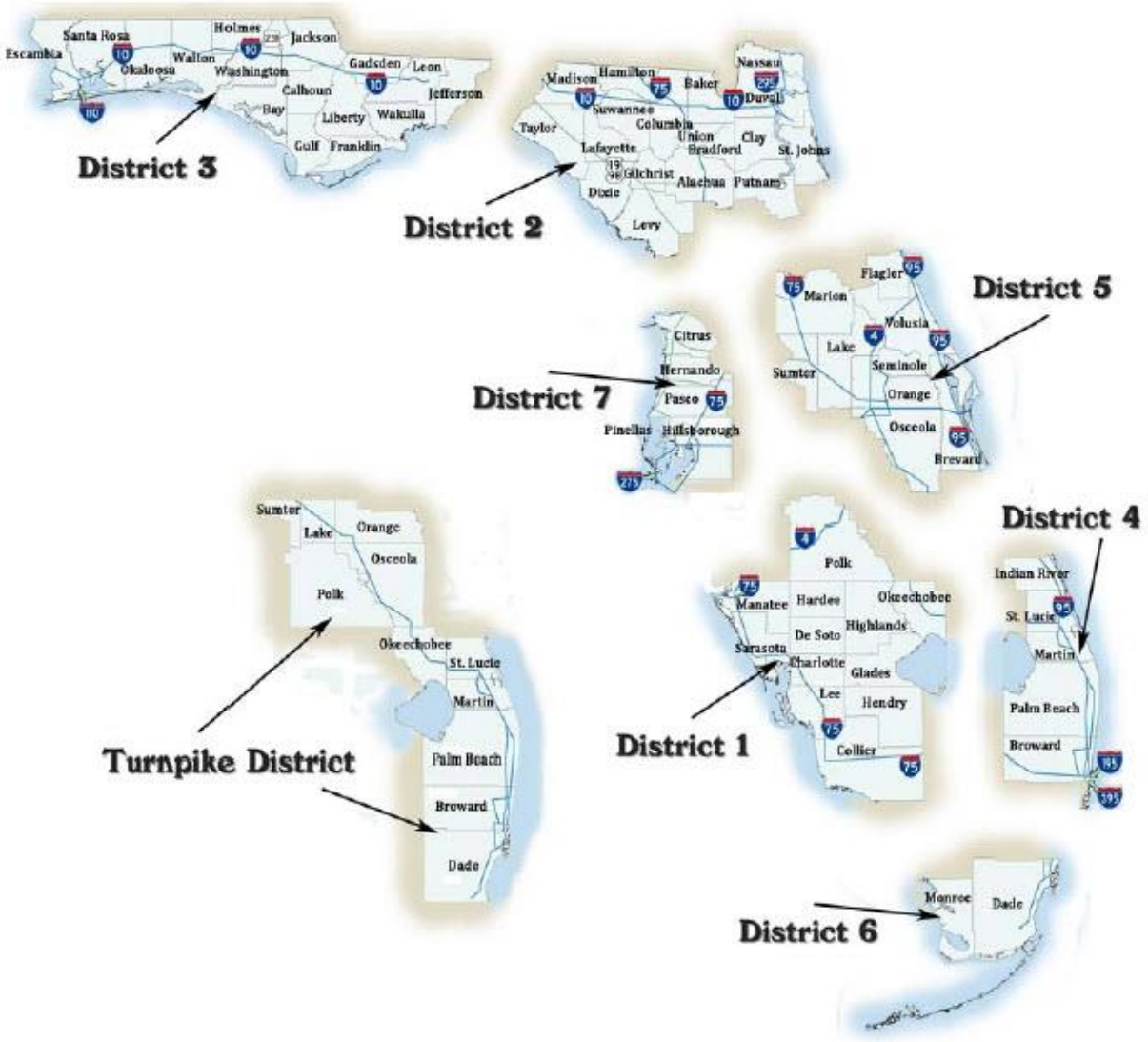
A sample of this year’s survey is included in Appendix A of this report.

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 251 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

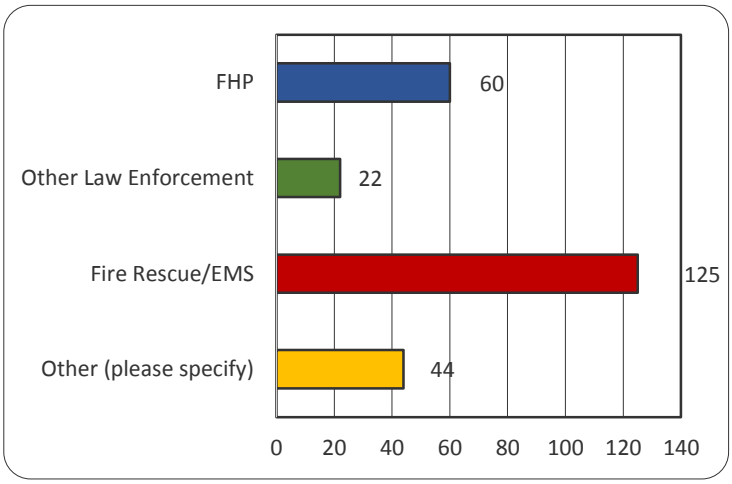
This year's survey period began on February 22, 2016 and concluded on May 16, 2016, and a total of 251 responses were received.

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:

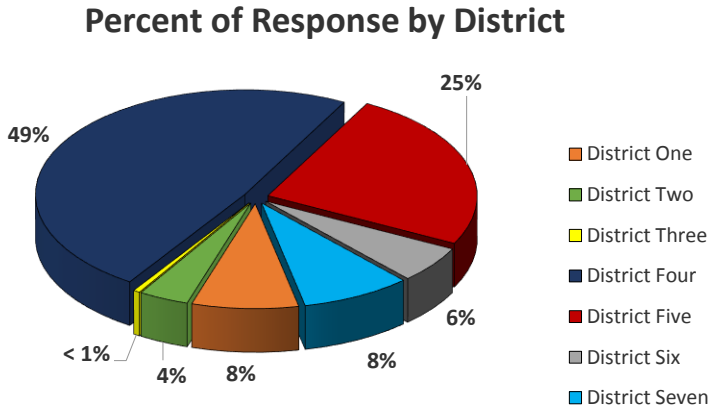
- FHP
- Other Law Enforcement
- Fire Rescue/EMS
- Other

For this year's survey, agencies from the Fire Rescue/EMS discipline had the highest percentage of responses at 49.8% or 125 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:"

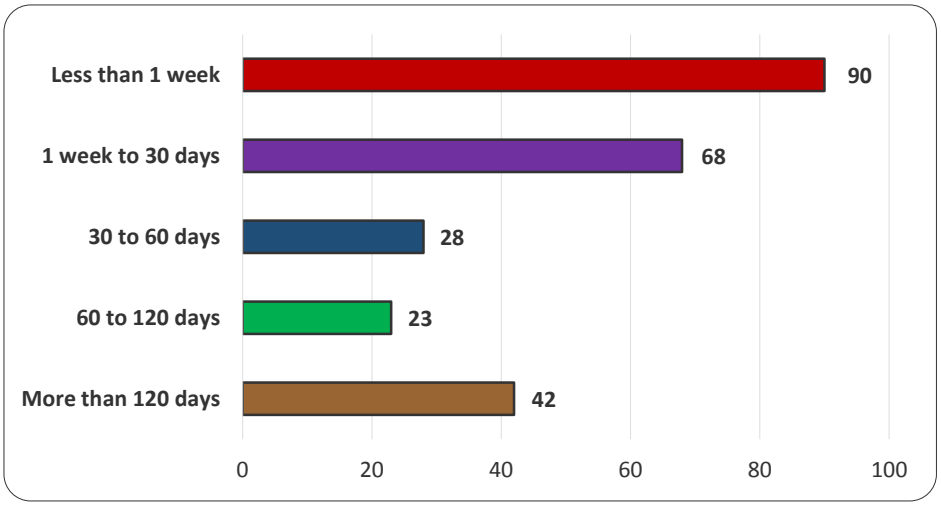
The department provided respondents with a list of roadways where Road Rangers are available. Respondents were able to select multiple roadways from the list.

Statewide Road Ranger Survey for Incident Responders

Roadways and Number of Responses				
Interstate 10	9		SR 408 - East-West Expy	16
Interstate 110	1		SR 417 - Greene Way	13
Interstate 195	17		SR 429	13
Interstate 275	18		SR 528 - Beachline	14
Interstate 295/9A	5		SR 589 - Veterans Expy	9
Interstate 395	5		SR 826 - Palmetto Expy	15
Interstate 4	52		SR 836 - MDX	13
Interstate 595	20		SR 869 - Sawgrass Expy	16
Interstate 75	52		SR 874 - MDX	10
Interstate 75 - Alligator Alley	16		SR 878 - MDX	8
Interstate 95	130		SR 924 - MDX	8
State Road 60	11		Florida's Turnpike	88
State Road 112 - MDX	9		Leroy Selmon Expy	4
State Road 202 - JTB	5		Other	10

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.



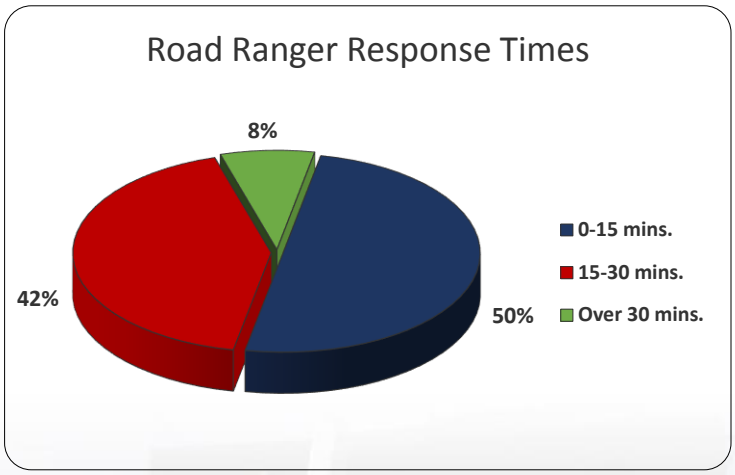
Sixty-three percent, or 158 incident responders, had worked with the Road Rangers within the last 30 days, validating that the survey data received is indicative of current program conditions.

Statewide Road Ranger Survey for Incident Responders

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" (11 responses) and "N/A" (44 responses) were omitted from the following graph to allow for analysis of time-based responses only.

There were 196 responses that indicated a time value; of these, a Road Ranger arrived on-scene within 30 minutes or less of request for assistance 92 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

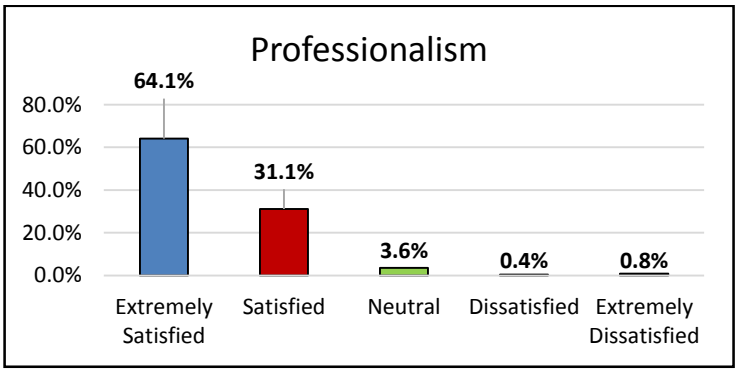
Respondents were asked to measure each area by choosing one of five statements ranging from "Extremely Dissatisfied" to "Extremely Satisfied."

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:

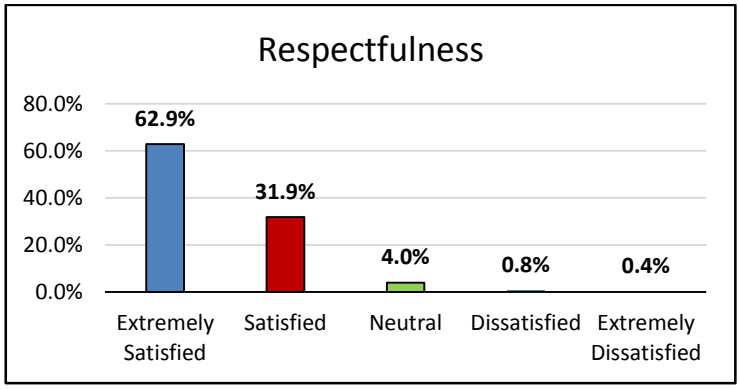
6. Professionalism

Professionalism	
Extremely Satisfied	161
Satisfied	78
Neutral	9
Dissatisfied	1
Extremely Dissatisfied	2
2015/16 Mean	4.57
2014/15 Mean	4.63
Change	-.06



7. Respectfulness

Respectfulness	
Extremely Satisfied	158
Satisfied	80
Neutral	10
Dissatisfied	2
Extremely Dissatisfied	1
2015/16 Mean	4.56
2014/15 Mean	4.61
Change	-.05



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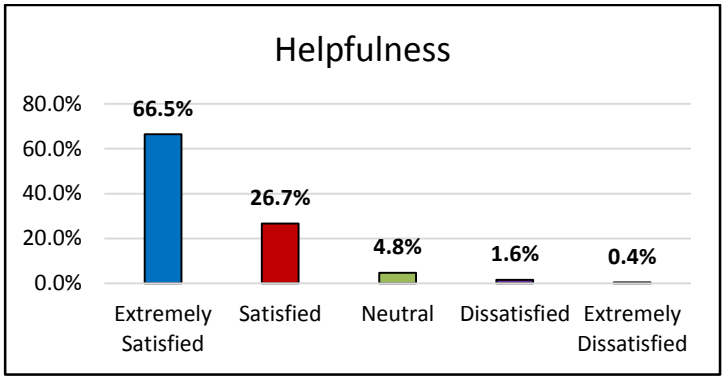
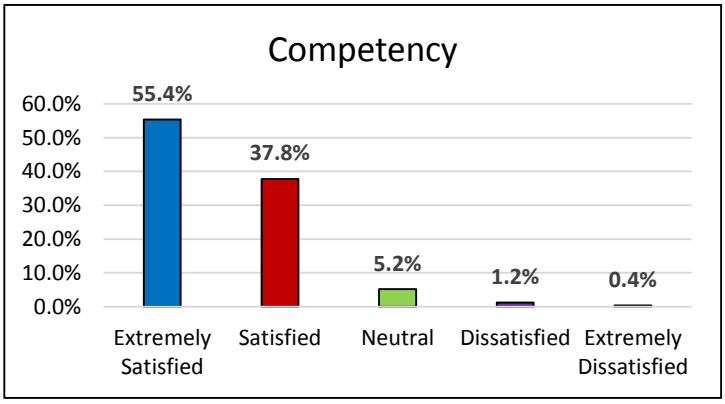
8. Helpfulness

Helpfulness	
Extremely Satisfied	167
Satisfied	67
Neutral	12
Dissatisfied	4
Extremely Dissatisfied	1
2015/16 Mean	4.57
2014/15 Mean	4.64
Change	-.07

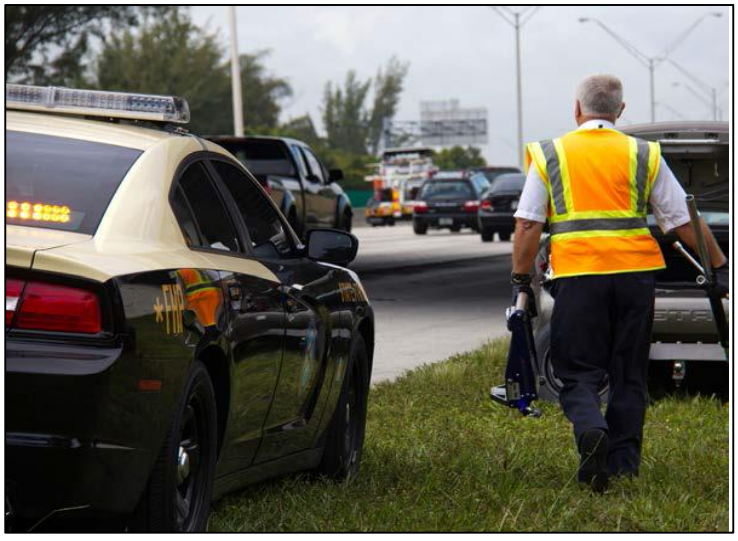


9. Competency

Competency	
Extremely Satisfied	139
Satisfied	95
Neutral	13
Dissatisfied	3
Extremely Dissatisfied	1
2015/16 Mean	4.46
2014/15 Mean	4.52
Change	-.06



As the data for questions 6 through 9 indicates, the overall scores for Road Ranger personnel were very positive. The highest marks were received for Professionalism with a positive response rate of 95 percent, with Respectfulness, Competency, and Helpfulness each having positive response rates above 93 percent.



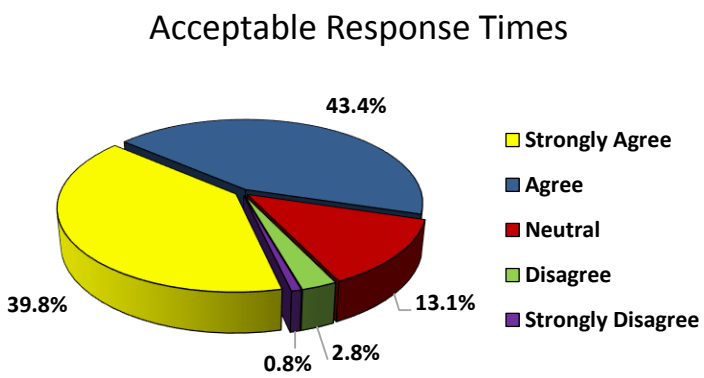
Compared to the 2014/15 survey data, there was a slight decrease in the positive response rates for the areas of Professionalism, Respectfulness, and Competency. In each of those areas, the number of negative and neutral responses decreased as compared to the previous year's survey. Even with high approval 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."

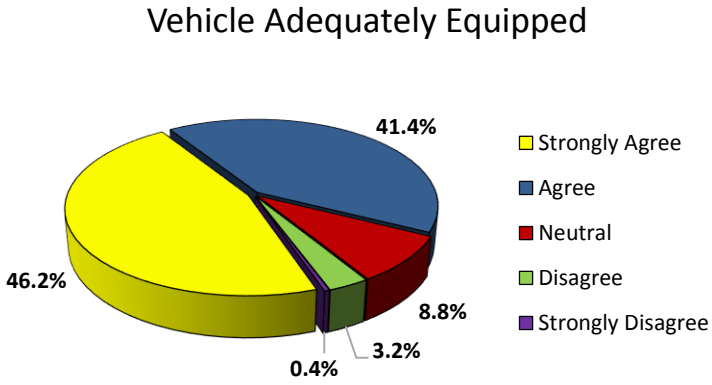
This question allows respondents to express their level of satisfaction with the Road Ranger response times. Out of 251 responses, 83 percent of respondents agreed that the response times were acceptable; 17 percent chose neutral, disagree, or strongly disagree. Response time satisfaction can be subjective 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	2015/16 Mean	2014/15 Mean	Change
100	109	33	7	2	**4.19**	**4.30**	**-.11**

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 87.6 percent of respondents agreed that Road Ranger vehicles were adequately equipped, only 3.6 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.

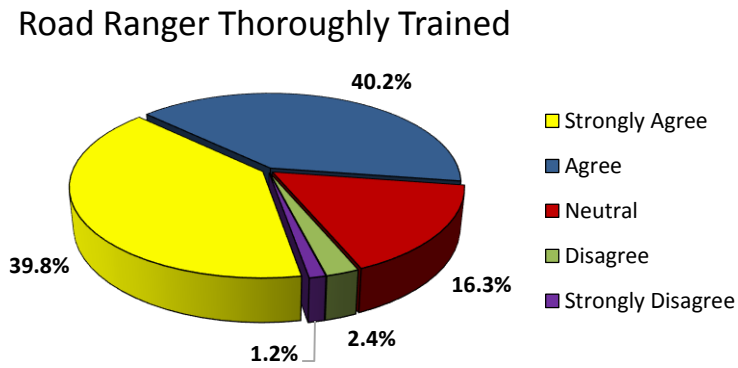


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	2015/16 Mean	2014/15 Mean	Change
116	104	22	8	1	**4.30**	**4.31**	**-.01**

Statewide Road Ranger Survey for Incident Responders

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

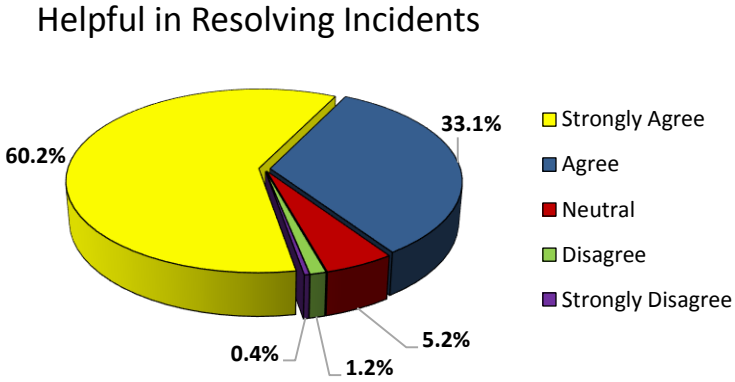
This question allows respondents to express their level of satisfaction with the training Road Ranger personnel receive. A majority, 80 percent of respondents indicated that Road Rangers are adequately trained for their jobs. The remaining 20 percent selected "neutral," "disagree," or "strongly disagree."



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	2015/16 Mean	2014/15 Mean	Change
100	101	41	6	3	**4.15**	**4.24**	**-.09**

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

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

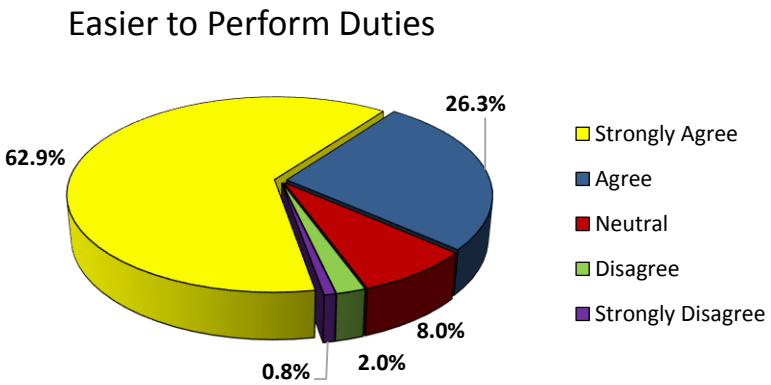


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	2015/16 Mean	2014/15 Mean	Change
151	83	13	3	1	**4.51**	**4.52**	**-.01**

Statewide Road Ranger Survey for Incident Responders

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

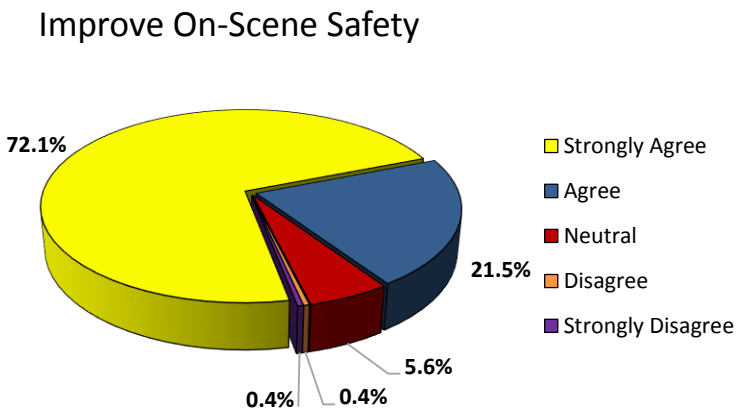
This question addresses whether Road Rangers are providing a positive impact by enabling responders to more effectively perform their duties. A majority, 89 percent, agree or strongly agree that the Road Rangers are performing well in this area. Road Rangers are successfully fulfilling part of their mission if they enable incident responders to perform their jobs more safely and efficiently. However, it is important to identify why the remaining 11 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	2015/16 Mean	2014/15 Mean	Change
158	66	20	5	2	**4.49**	**4.54**	**-.06**

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 251 responses, 93 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	2015/16 Mean	2014/15 Mean	Change
181	54	14	1	1	**4.65**	**4.67**	**-.02**

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 46. Question 11, relating to on-scene safety for responders, received the second highest number of positive responses with 21. Questions 10 and 12, relating to Road Ranger response times and training, received 74 neutral responses and 18 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 96 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 89 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 67 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 4.54, which is a decrease from last year's average of 4.60. A closer review of data reveals that the Helpfulness and Professionalism questions received the highest average of 4.57 and the Competency question received the lowest rating of 4.46.

The programmatic area received an overall average score of 4.38 based on scores ranging from a numerical value of 1 for "Strongly Disagree" to 5 for "Strongly Agree." This is a slight decrease from last year's average of 4.43. The program area receiving the highest average score of 4.65 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 4.15.

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 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

2015 / 2016 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
- ☐ Leon
- ☐ 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

Statewide Road Ranger Survey for Incident Responders

4. When was your last experience working with a Road Ranger?

- ○ Less than 1 week
- ○ 1 week to 30 days
- ○ 30 to 60 days
- ○ 60 to 120 days
- ○ More than 120 days

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

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

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

- ○ Extremely 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:

Statewide Road Ranger Survey for Incident Responders

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:

Statewide Road Ranger Survey for Incident Responders

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

Statewide Road Ranger Survey for Incident Responders

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

- **Satisfied -** They should be equipped with a tow truck in order to remove wrecked vehicles and prevent secondary collisions.
- **Extremely Satisfied -** Very cordial and cooperative.
- **Extremely Satisfied -** All of the Road Rangers that work in Polk County are more than willing to assist with all aspects of the job.
- **Extremely Satisfied -** In Broward County they are pretty much for the most part very quick to respond. In Manatee County they had horrible hours and took half hour to hours to respond.
- **Extremely Satisfied -** Very willing to go above and beyond to help the community and the local governmental agencies
- **Satisfied-** Usually very prompt and helpful
- **Extremely Satisfied -** I feel that the Road Ranger is a valuable asset to have to assist EMS/Fire and highway drivers. I would hope continue this service.
- **Extremely Satisfied -** THEY NEED A PAY RAISE- SHOW THEM HOW MUCH THEY ARE APPRECIATED.
- **Extremely Satisfied -** Your people are always very helpful
- **Extremely Satisfied -** We couldn't do this job without the Road Rangers help expertize and charisma.
- **Extremely Satisfied -** Excellent program.
- **Extremely Satisfied -** Each Road Ranger takes extreme pride in their job and it is seen, by the way they present themselves and the condition of their vehicles.
- **Extremely Satisfied -** Very Professional
- **Satisfied -** These guys are an asset and get paid very little in my opinion for a very dangerous job! I feel much more comfortable with them on my scene.
- **Extremely Satisfied -** As much as I hate feeding wild animals and giving the public a free service, the need to do so has fed my family and put two kids through college since 1995. Thanks FDOT!
- **Extremely Satisfied -** I do not request or have contact with road Rangers, but I see what they do being on scene. Very profession and did what was requested of them.
- **Satisfied -** They should be better trained
- **Extremely Satisfied -** Very valuable asset for congestion management
- **Extremely Satisfied -** Road Ranger are one of the most important assets the Florida Highway Patrol utilizes.
- **Extremely Satisfied -** VERY HELPFUL
- **Extremely Satisfied -** They do a great job. Don is the best guy and very nice to the public.
- **Satisfied -** Some Road Rangers are more experienced than others but ALL do a good job.
- **Extremely Satisfied -** They are a must for safety of road passengers and people who do need medical care but someone to make sure they are safe on the roadway.
- **Extremely Satisfied -** The two rangers who work in our area maintain a professional demeanor at all times and are motivated to assist law enforcement in any way possible.
- **Extremely Satisfied -** Great service by these hard working people. Their presence allows our units to get back in service much quicker.
- **Extremely Satisfied -** Some Road Rangers perform better than others but all do great job.
- **Extremely Satisfied -** Amazing service.

- **Extremely Satisfied -** Very courteous, always helpful.
- **Extremely Satisfied -** The road rangers are an important part of our scene mitigation. The level of safety needed on the highway is very important for all agencies on scene. They are always very helpful and professional while in scene.
- **Extremely Satisfied -** Road rangers serve an invaluable to service to both the professionals working on these highly dangerous roads as well as the general public. If there needs to be any cuts in the budget, the road rangers should be somewhere near the bottom of the list.
- **Extremely Satisfied -** Excellent working relationship with Road Rangers.
- **Extremely Satisfied -** Awesome service and the drivers are usually on top of their game.
- **Extremely Satisfied -** There always very helpful. This program has been great for our industry. The extra layer of safety they provide is wonderful.
- **Extremely Satisfied -** In my experience, all road rangers I have come in contact with are more than willing to work together with Fire Rescue in the placement of our vehicles to create barriers in order to provide a safe work space on I-95. They are knowledgeable on efficient operation of their towing capabilities and are aware of the danger we face working on the highway along with other safety hazards.
- **Extremely Satisfied -** Great group to work with!
- **Extremely Dissatisfied -** The Road Rangers in our area steal rotation calls from other towing companies for the benefit of the road ranger management partners towing companies.
- **Extremely Satisfied -** They do a wonderful job and are a great asset to all of us in the public safety sector as well as attending to the health and safety needs of the public.
- **Satisfied -** Need more rangers on the road!!
- **Extremely Satisfied -** They would back up our rear making it safer for us to work.
- **Extremely Satisfied -** Priceless service to the citizens of Florida
- **Satisfied -** Some staffing and over scheduling issues exist that might be addressed...
- **Extremely Satisfied -** Under rated heroes.
- **Extremely Satisfied -** This program is a valuable asset to law enforcement and keeps more "cops" on the streets and not tied up with disabled vehicles.
- **Extremely Satisfied -** The Road Ranger actually witnessed a crash on the SB off ramp at I-95 and Midway Rd.
- **Extremely Satisfied -** I feel they need more protection from traffic, there lights do not seem to be as bright and visual as I would like. Safety is my key factor.

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

- **Extremely Satisfied -** With the exception of one or two, the majority are professional, courteous and friendly.
- **Extremely Satisfied -** Public service with a smile.
- **Extremely Satisfied -** Very Polite.
- **Extremely Satisfied -** Key Performance Measures are a must in today's contractor environment. HDR|ICA has proved just how the addition of KPMs promotes more efficient service and "scope adherence". I feel the company has exceeded expectations of the department by meeting the 30-minutes response time requirement on their contract. This is a good start towards Road Ranger Reform which is long overdue.

- **Satisfied -** Your Road Ranger, "XXXXX" that works on the XXXXXX has been difficult to work with at times. My interactions with him have been limited. However, the small amount of times I have worked with him, he has displayed an attitude and unwillingness to cooperate with us. The other Road Rangers bend over backwards to help us and are great.
- **Extremely Satisfied -** Go out of their way to assist.
- **Extremely Satisfied -** Positive attitudes, polite always.
- **Extremely Satisfied** - Always respectful and willing to work cohesively with FHP and fire.
- **Extremely Dissatisfied** - The Road Rangers only care to assist the wrecker companies they are partnered with.
- **Extremely Satisfied** - Really nice and committed crews...

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

- **Extremely Satisfied** - Assisting with traffic on crashes is a huge help to FHP.
- **Extremely Satisfied** - They do all they are able to do.
- **Extremely Satisfied** - It is so much safer working in the travel lanes with these folks around!
- **Extremely Satisfied** - HDR|ICA focuses more attention to clearing the incident from the mainline corridors of their service area, (work it or move it BUT never sit on it.
- **Satisfied** - FDOT Emergency Response Truck personnel in Palm Beach: extremely satisfied!!!!!
- **Satisfied** - Additional times and coverage areas would be helpful.
- **Extremely Satisfied** - Seems to go above expectations.
- **Extremely Satisfied** - The two road rangers who work in our area go out of their way to assist and make suggestions on how they can better help in situations of mutual concern.
- **Dissatisfied** - Inexperience, confused concerning operation of equipment
- **Extremely Satisfied** - Service oriented personnel
- **Extremely Satisfied** - Quick responses and knowledgeable in traffic incident management
- **Extremely Dissatisfied** - Our company has never had assistance from a road ranger on an incident scene unless already on location.
- **Extremely Satisfied** - Really nice and committed crews...
- **Extremely Satisfied** - He helped control traffic while we worked the crash.

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

- **Satisfied** - Please provide them with additional training. Some lack the experience of being on a busy interstate highway.
- **Satisfied** - Make sure to properly position vehicle if able to. I know it is hard on I-4.
- **Extremely Satisfied -** In my opinion Road Rangers are the most valuable asset on the roadways to date. They provide safety and security for the motoring public as well as other incident responders.
- **Extremely Satisfied** - While trained and certainly qualified to move disabled vehicles from the mainline or ramp it has become a challenging task. Motorists are becoming more and more reluctant to allow I-4 Ultimate Road Rangers to relocate their disabled vehicle from the mainline or ramp area, especially if involved in a crash. "Move It" law education through DMV renewals or by other means to public could prove helpful.
- **Neutral -** Some are not the brightest in regards to running onto the roadway or not paying attention at all. Some people don't know how to change a tire properly.

- **Extremely Satisfied -** APPEAR TO KNOWLEDGABLE OF THE NEEDS TO THE MOTORING PUBLIC
- **Extremely Satisfied** - Confident and efficient
- **Satisfied -** I have had one or two that were not very well versed in running the main wench on the tow truck when we needed help rescuing people at a crash scene. Two operators in the past did not understand how to operate the wench drum.
- **Satisfied -** Satisfied with 80% of them at a whole.
- **Extremely Satisfied** - Really nice and committed crews...though sometimes hamstrung by administrative issues...

Question 10: Road Ranger response times are acceptable.

- **Agree -** It seems that when you need them the most we always hear, "they are going through shift change. I suggest that like us you have an early unit (comes out one hour earlier) to resolved this issue.
- **Neutral -** Response time would improve if you have more Road Rangers.
- **Neutral -** I have had incidents where I ended up changing tires before Road Rangers get there.
- **Agree -** I had one incident in which I requested Road Ranger on SR91 to respond quickly. I was on the down side of an overpass on the inside shoulder with a DAV. The shoulder there on the bridge was narrow. Even though we were against the wall, the vehicle was still on the fog line. I called in 3 times to get an estimated time to arrive, it ended up being 1 1/2 hours to respond. I then asked for a Road Ranger Supervisor to call me, never received a call.
- **Neutral -** With the growing construction and lack of appropriate shoulder. The response times of our Road Rangers are getting longer and longer due to lack of cooperation from motoring public and no room to proceed around traffic.
- **Agree -** Miami Dade can become very busy and call for services can quickly overload assets.
- **Strongly Agree -** Arriving on scene is HDR|ICA's single biggest challenge. Perhaps, designating Road Ranger vehicles as "emergency responders" or at the least providing red & amber lights might improve the motoring public's willingness to relinquish the right of way or shoulder to Road Rangers while responding to clear a road block.
- **Neutral -** They need to be 24/7/365 in all areas of the Turnpike.
- **Strongly Agree -** Usually respond in a timely fashion.
- **Neutral -** On midnights certain road rangers are always at the plaza.
- **Disagree -** They cover too large of an area and do the best they can. If possible it would be a good idea to hire additional Safety Patrol units which would decrease the response time and increase the effectiveness of their valuable service. Not only due the Troopers depend on them but also the customers of the Florida Turnpike.
- **Agree -** Need expansion of this program.
- **Disagree -** Quicker response would improve safety of operations and clean up post incident.
- **Neutral -** Road rangers can only do so much with the amount of resources made available to them.
- **Neutral -** I wish there were more. The area they cover is too large.
- **Agree -** Some staffing and over scheduling issues exist that might be addressed.
- **Disagree -** If they had red lights and sirens they would be able to get to lane blocking events faster and clear the lanes quicker. This would greatly assist in the goal of quick clearance.

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Question 11: Road Ranger vehicles are adequately equipped.

- **Agree -** A truck with an arrow board is not helpful when you got vehicles blocking a lane. Have a least 2 tow trucks available. Now that we have an actual express lane in Broward, you're going to need to remove the obstruction on the express lanes ASAP, after all, they're not free and drivers are paying to have those lanes moving!
- **Neutral -** They seem to be, we use them most for traffic control.
- **Disagree -** I think it would be incredibly beneficial in the long run to equip these vehicles with more lighting as well as red lights and sirens to better allow these ambassadors of the highway to get to emergencies faster and safer with the added cooperation from the public to yield to Road Ranger vehicles. Often times the RR's are first on scene and provide valuable safety to motorists as well as lifesaving capabilities in the event of injuries. As well as protecting all of the responders and victim's on scene. All can be done better, faster, and safer by allowing them the "Emergency Vehicle" title.
- **Strongly Agree -** I personally inspect the vehicles bi-monthly and they are always immaculate and fully equipped.
- **Strongly Agree -** We have recently added a wheel-lift to one patrol unit and plan to upgrade another unit with a fully automatic lift to ease clearing a lane of DAVs.
- **Strongly Agree -** The only other recommendation I would recommend would be to equip the Road Ranger vehicles with Red/White strobe lights as well as a siren with their already installed amber/white lights. Reasoning for the Red/White lights with a siren is so when the Road Ranger is battling traffic trying to get to the scene of an accident of incident on the roadway traffic is more app to move when they see red/white lights and hearing a siren. Also having trucks with a hydraulic lift system for moving vehicles stranded in the roadway.
- **Neutral -** They should still be in tow trucks.
- **Strongly Agree -** Well equipped to assist with various assignments.
- **Agree -** ALL Road Ranger trucks should be tow trucks and not pickup trucks.
- **Disagree -** The Road Ranger trucks should be equipped with Red Lights & Sirens to allow them to respond to lane blocking events safer & more rapidly.
- **Agree -** Broward County needs tow trucks back!
- **Strongly Agree -** Some highly congested areas with no or very limited shoulders should have trucks with immediate tow ability, such a wheel lifts.
- **Agree -** RR trucks MUST be tow trucks and NOT pickup trucks. BROWARD and Treasure Coast have pickup trucks and only Palm Beach has tow trucks. As the trucks get older the maintenance needs to be improved.
- **Agree -** Carry some more spill absorbents to throw on a spill, as a first response measure to dike/contain a leak, when safe to do so.
- **Disagree -** Lack basic supplies on a regular basis.
- **Disagree -** I think they need a much large vehicle with better lighting - adding large scene type lighting may assist with the safety of the driver and citizens as well.
- **Agree -** Larger trucks should be used, more visible and better shielding from traffic.
- **Strongly Agree -** He utilized his message board to divert traffic.
- **Disagree -** Need more reflection material and lights
- **Disagree -** On occasion I have found that some of the trucks do not have some basic equipment that would be helpful to the operators in quickly assisting with a roadside emergency. The operators abilities are limited by the equipment they are given access to. In one case the truck did not have a hydraulic jack or a good lug nut wrench. It would be nice if they could get an air compressor to assist with flat tires (filling flat spares, adding air to get them to a safer area, hooking up a small air wrench to it to expedite the process etc.)

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

- **Neutral -** Some are very good, but I have run across some road rangers that should consider pursuing a different career path. It's all about customer service for the Road Rangers.
- **Agree -** I don't know much about their level of training.
- **Neutral -** They control traffic well.
- **Neutral -** I really don't know how or if they are trained for their jobs, but they are useful and prudent.
- **Strongly Agree -** Above and beyond very confident in their actions and safety is the upmost of importance at all times.
- **Strongly Agree -** Intermediate Maintenance of Traffic is adequate for most of the "emergency MOT set-ups" required of the patrol. However, HDR|ICA Road Ranger supervisors are trained at the "Advanced" level to better aid in the long-term setups and monitoring of Level III traffic control to insure better safeguards through MOT for responders at elevated and longer duration events.
- **Strongly Agree -** Additional in-service training is always necessary, however if more advance training can be provide it only provides a better training operator in the field.
- **Strongly Disagree -** Some of the operators appears to be confused and lack of training.
- **Neutral -** Additional training on the operation of the towing and winching part of their job would help their effectiveness.
- **Agree -** As stated before, some Rangers are more experienced than others and these perform better than the other ones but ALL do a good job.
- **Agree -** First responder train8ng also
- **Agree -** I do not know the extent of their training. They seem to have all of the control measures in place without any guidance from any outside agency whatsoever.
- **Strongly Disagree -** There are consistent issues on scenes with ninety percent of the responding rangers. On arrival they pull on scene / too close. This provides no early warning for motorist or transition area. It leaves little buffer zone for responders working the scene. This is even more pronounced when it comes to areas of limited sight distance such as curves, hills or overpasses. Evaluation of the scene must be the view of an approaching motorist and not the view from within the scene. Rangers have too much interaction with parties involved roaming the scene, gawking, joking around, or discussing, i.e. they are an extension of the patrol, whereas they may be offering an opinion or statement of how the crash happened having no input whatsoever to the investigation. On issuance of a citation hearing that the road ranger said something contradictory is something that investigators should not have to address. Most scenes there is no reason for a ranger to be in it or around it, traffic control should be their focus.
- **Agree -** Same comment as above most have been great but two did not know how to operate their equipment.
- **Neutral -** I do not know and not sure that it is appropriate for me to know. I don't think enough information is distributed bout their role, education, training and capabilities.
- **Neutral -** Most are...
- **Strongly Agree -** Really nice and committed crews...

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

- **Strongly Agree -** They do you a good job securing crash scenes. Makes it for a safer working environment.
- **Strongly Agree -** Always helpful on scene.

- **Strongly Agree -** It allows us to better preform our jobs knowing someone is watching out for us. We can uses there equipment to move disabled and wrecked vehicles from the travel lane. And allows them to get people otherwise stranded in dangerous places back out on the road by provided there service and getting motorists with minor issues fixed up and back on the road.
- **Strongly Agree -** I get emails from Fire and Police departments commending the Road Rangers for their services.
- **Strongly Agree -** I-4 Ultimate Road Rangers perform their duties as "highway incident managers" and avoid being lured into addressing or responding to law enforcement issues. I.E., pedestrians, homeless and vagrants begging at intersections, possible DUI drivers/operators, domestic violence at rest areas and throughout the project, perusing hit and run drivers.
- **Disagree -** Sometimes they make the situation worse than what it is.
- **Strongly Agree -** Simple interventions keep traffic flowing and prevent more serious secondary crashes.
- **Strongly Agree -** They very much can be.
- **Strongly Agree -** All helpful hands and extra sets of eyes are appreciated!

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

- **Strongly Agree -** We don't have to worry about disabled vehicle or setting up our cones at serious crash scenes. We can concentrate on the crash investigation while the road rangers handle the traffic.
- **Strongly Agree -** Crash investigations are much easier when the Road Ranger is handling the traffic.
- **Strongly Agree -** Awesome work!
- **Strongly Agree -** Road Rangers play a major role in blocking traffic lanes protecting us from high speed passers-by. We only carry 5/6 traffic cones on our trucks. When we are trying to block traffic for our safety and have obstacles such as hills, blind spots, or any other reason where we do not have enough cones, Road Rangers have lighting, directional arrows, and adequate enough amount of cones to protect us.
- **Strongly Agree -** We don't have to worry about anything but the job when Road Rangers are on scene. They are our complete safety net and early warning in a Truck.
- **Strongly Agree -** The Road Rangers and FTS staff do a great job and I am confident in their abilities.
- **Strongly Agree -** Orange County Fire recently planned to purchase Variable Message Boards and other channeling devices for use at highway events. HDR|ICA has asked for an automatic ring-down to dispatch Road Rangers anytime OCFD responds to the project for a highway incident. This will allow the Road Rangers to provide the additional MOT the fire department is requiring for the highway responses.
- **Strongly Agree -** They are able to relieve sworn officers so they can perform other duties.
- **Strongly Agree -** Controlling traffic.
- **Agree -** When they are timely, yes
- **Strongly Agree -** Absolutely. Could not agree more.
- **Strongly Agree –** Safer.
- **Disagree -** If the road ranger had pickup trucks in Broward that would make the job easier in Broward.

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

- **Agree -** Again, the faster they can get to the scene and secure it. The safer it is for all parties involved.
- **Strongly Agree -** They are the best. Low pay high danger. Pay them more. See comment above.

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- **Strongly Agree -** Directional equipment and the additional channeling devices Road Rangers bring the scene clearly provides a better and clearer message to motorist. "Move over" or "change lanes" is not always a message that is clearly communicated by first responders on the scene. All Ranger trucks are equipped with a minimum of an arrow board which provides clear direction for motorists to follow.
- **Neutral -** Depends who u are dealing with. some create new hazards...some are amazing
- **Agree -** FHP needs to do a better job of protecting road rangers and EMS on a scene of an accident or disabled automobile. If that means issuing more tickets or closing lanes for people who do not move over for emergency trucks or responders. We are unable to watch our backs and take care of a patient the proper way when we have to worry about people not following the rules of the road.
- **Strongly Agree -** They are very visible.
- **Disagree -** MOT set up sometimes seems unsafe.
- **Strongly Agree -** A huge help in a crisis in the roadway.
- **Strongly Agree -** Keeping traffic patterns safe.
- **Strongly Agree -** They are great with scene safety setup.
- **Neutral -** Their vehicles are not adequate enough either in size or strength. Their job puts them in very dangerous situations and should have the best capabilities both for safety equipment (lighting and such) and technology.
- **Strongly Agree -** They would show up and protect our rear.
- **Strongly Agree -** All helpful hands and extra sets of eyes are appreciated!

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Appendix C – Survey Comments

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.)

- More road rangers.
- I believe through additional equipment and more road rangers on roadways.
- Run 24/7.
- I have no issues with the response time.
- LED lighting and visual directional boards.
- We need more of them on our most heavily travelled highways.
- They are doing a fine job.
- Direct communication and more coverage hours increased service area.
- Nothing keep up the hard work.
- Road Rangers slow in their response sometimes.
- Seems to be working well.
- We should be able to communicate directly.
- I would suggest continue the above and have them stop at the local Fire/EMS to get to know us better.
- Communication...depends by what type. More equipment and good quality of it is important.
- Give them more strobe lights and give some units a light mast that can help light up the scene.
- Just being helpful and assisting in clearing up vehicle when help is needed.
- Maybe more traffic cones and some absorbents for fluid spills.
- A stinger would be nice in order to remove vehicles from the roadway faster.
- I can't think of anything else.
- The Road Rangers, emergency personnel and motorists would benefit if the arrow board and emergency lights on the Road Ranger trucks are brighter. Most motorists in S. Florida are distracted therefore it creates more danger for all the personnel working the incident. I believe the safety of all emergency personnel including Road Rangers would improve greatly. The Road Rangers should be equipped with bright neon shirts as part of their uniforms. They would be more visible to the motorists at a greater distance. The Road Rangers put their lives at risks every time they come in service. When you have police officers from other agencies that say they refuse to exit their patrol cars when they are on the Interstate that should tell you something. Take care of your employees, they deserve it.
- Allow them access to on and off ramp scenarios.
- Do not tell us how to handle scene... I know what I need and do not care what their policy is about clearing a lane.
- Red Lights and Sirens would be prove an invaluable asset to the Rangers and responders.
- Uninterrupted communication with FDOT SunGuide would be a huge help. Air horn cones would also be a nice addition to keep the Road Rangers safe.
- The Road Rangers in Polk County do their best to respond to us as quickly as they can.
- Having the appropriate equipment on board, along with a competent operator. Sign board & cones are the biggest issue we face when working major wrecks. Communication is limited through all agencies, not just road rangers.
- More Rangers.
- I feel they do a pretty good job.

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- Better (more) tow recovery equipment would help to clear the road (travel lanes) in most cases. More inoperability of the communication networks and channeling to put all responders at an event in the same network or group.
- Not sure, when they arrive on scene, they seem to do what is need at the time.
- I am not in a position to recommend anything. They clear the roads and have handled each situation that I have observed.
- Keep up in-service training, provided advance training and cross training with other incident responders i.e. Fire Rescue Services, and Law Enforcement. Provide message boards on Road Ranger Vehicles instead of directional arrows. Hi-Visibility strobe lights, seeing how most of the time the traffic sees them first.
- I would like more of them.
- I believe the equipment is appropriate. It's the response time that needs to improve.
- More training in regards to safety and paying attention to traffic.
- Bring back the Class A tow truck to remove vehicles from roadway. It will improve clearing the roadway quick and cause less damage.
- They do so much as it is right now. I honestly believe they are a blessing.
- Tow trucks.
- SIRV.
- They are very helpful.
- ALL Road Ranger trucks NEED to be TOW TRUCKS.
- Tow Truck's would help a lot. If they can have red lights to get thru traffic faster.
- Prior to August of 2015, most of the Road Rangers drove Tow Trucks, and were able to move most vehicles and clear the traffic lanes more rapidly. The Tow Trucks have since been eliminated and, as a result, the average length of our lane closures has become significantly longer. Red lights and sirens would allow the Road Rangers to move through traffic and respond to lane blocking events more rapidly and safely.
- Additional lighting, ICS Training.
- The ability to communicate with them would be a great help and would make it easier for all involved.
- By increasing the number of rangers available.
- I am satisfied with the quality of service that the Road Ranger's provide. Improvements in communication can always be made. Better on site communication with the incident commander at accident scenes should be a focus. Concentrated training on individual safety for the Road Ranger should continue to be a priority.
- Some highly congested areas with no or very limited shoulders should have trucks with immediate tow ability, such a wheel lifts.
- More visible vehicles.
- Longer training time for new rangers in the spectrum of all duties needing to be performed on scene. Tow trucks would expedite scene clearance on some calls.
- It would be helpful if they had their own radio channel that we would be able to use to communicate with them directly.
- All trucks MUST be tow trucks. Operators should get additional emergency response driver training and have red lights and sirens.
- More lights.
- Direct communications to responders.
- Road rangers are not beneficial to on scene responders.
- Carry some more spill absorbents to throw on a spill, as a first response measure to dike/contain a leak, when safe to do so.
- More units.

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- Better communications with other agencies...more direct contact.
- Expand program ... more operators available on Interstate and State Roads too.
- Quicker response times.
- Have the needed supplies, oil dry and etc... and not have to call in another unit to bring some. Work to clean up better. Have vehicles moved from roadway. Close only one lane closed if needed instead of two. open second lane when it is clear instead of waiting until incident is completed
- More personnel.
- Phase out the tow vehicles in favor of the utility vehicles. The towing of vehicles is so uncommon that I can recall only one instance since the inception of the road ranger program here. Then the driver did not know how to tow, luckily the rotation tow showed up. This would be cost beneficial in terms of equipment, risk, and liability.
- Add more as soon as possible!!!
- Put some flatbed trucks in service. Would clear scenes faster.
- Maybe a trailer to set up before their truck to push back traffic a little more. Give distance between traffic and them and us.
- Everything noted in question and also a link to area 911 Fire/EMS and LE CADs to be aware of incidents.
- Some members need to remember that fire rescue is in charge of the scene if patients are present and crews are working.
- Kitty litter/ absorb granule for leaks.
- Add more Rangers.
- More rangers.
- I think you have it covered.
- Utilize the tow capabilities so can move trucks off of road instead of waiting for wrecker.
- Contact with FHP is a difficult task. Whether calling *FHP, 911 transfer, comm. center transfer or via radio. There should be a direct line to road Rangers and FHP should increase staffing. There have been multiple times dispatch has attempted to make contact with FHP with no answer.
- All towing companies that want to participate in the safe tow program should be allowed as long as they meet FHP rotation requirements.
- The Road Ranger vehicles should be standardized throughout the state and their vehicles should be replaced on a more frequent bases. Newer vehicles and state of the art equipment bring a Pride and Ownership to the program.
- More units for faster response times, better training on safety in traffic, and allowing them to shut down lanes in traffic.
- Additional cones.
- Lager vehicles for better shielding and more visible.
- More trucks.
- Communication, training.
- Better Communications.
- Radio communications with local agencies.
- If some way we can be able to communicate with them directly (via communications device) while on scene. This would be a safety improvement.
- Some of the areas I work in the Road Rangers do not have tow trucks. This has caused us to keep the roadway closed for long periods of time waiting for tow trucks to move severely damaged vehicles. They have recently taken away tow trucks from the Broward Road Rangers and it is causing problems.
- Need pick-up trucks that would really help the clear the roadway quickly.
- I'm thoroughly satisfied with the Road Ranger program.
- Add additional Road Rangers and extend the hours of operation.

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Question 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, I-595, SR-84, I-75.
- More Road Rangers in the Boca Raton area would not go waste... they are in high demand, especially with all of the current roadway construction.
- I95 from Duval Line to SR16
- State Road 836, State Road 826, I-95 (glades interchange), and turnpike, during morning or evening rush hour.
- State Road 836 and State Road 874.
- I 95.
- Spend a little more time on I-10 west; high traffic volume during morning and afternoon hours.
- All major roadways in Miami-Dade need at least one more Road Ranger on all major roadways. Especially during the morning and afternoon rush hour.
- We need more of them during rush hour periods on heavily travelled highways, we need more on the lesser travelled highways during non-rush hour periods too!
- SR 535 536 area.
- State Road 9A (Interstate 95).
- I think a Road Ranger should be able to respond on the highway to assist a trooper who is out with a vehicle blocking the roadway near the interstate. The trooper can't leave that scene. Then there is a call on the Interstate and the trooper cannot respond because he/she is waiting for a tow truck.
- During the midnight hours, if there was coverage to the southern part of Martin County (96-89 mile markers).
- I-4 and 417.
- Midnight shift.
- Continued saturation level on I-4 especially with all the construction. They play such an important for us with traffic control and increased safety.
- Keep them on highway.
- Traffic volume areas and for the rangers not having to cover such an expanded area.
- Keep them on the major interstates and toll roads.
- I-95 between exits 146 and 156 is very helpful.
- SR 91 Orlando District zones 1, 2 and 3 24/7 if possible.
- Zone 1 Hillsboro Blvd to Gateway Blvd.
- The Road Rangers should be maximized during the morning rush hour traffic approximately from 7 am-9 am., as well at the afternoon rush hour traffic approximately from 5 pm-7 pm (longer on Friday nights). Altering the night schedule to have a Road Ranger overlap in the morning is an option or consider offering OT to these employees.
- I-4.
- High crash areas and general motorist assistance
- There is potential for additional Road Rangers during our heavy traffic hours in the mornings and afternoons on SR408.
- It would be helpful if the Road Ranger were out 24 hrs. At least one truck on I-4 in Polk County during the midnight hours as it is there are two trucks during the current working hours.
- In this high activity area, we need more personnel. Especially, when it rains.
- US 27.

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- Citrus and Marion Counties and further North through Gainesville on I-75. It is not an unusually high crash area but certainly remote with limited access to highway services.
- Mile marker 236 to 193, from 10pm to 6am. In this area there are no resources to help the motorist when their vehicle breaks down.
- Midnights in Indian River County.
- I am not aware of Road Ranger's service hours because I am now on day shift Monday through Friday. They are always working when I have needed them.
- It could be extended later than 8pm during high season on the south end of SR91 Orlando District.
- I-95 between SR 400 and US 1.
- State Road 25 but not a high crash area, not a high volume area but would be well needed.
- SR 60 West of I95.
- SR 70.
- In Polk County, I-4 is very busy having them come out at 6a to 10p would be good for calls of service.
- Major roadway intersections within a few blocks of the Interstate.
- 195, Turnpike.
- Daniels parkway and I75.
- Unless it is already allowed, it would be beneficial to let them leave the interstate beyond the distance they are currently allowed if a need were generated as a result of an incident occurring on their assigned road. For example, if an incident were to occur on a road handling bypass traffic generated from an incident on a road in their jurisdiction.
- St. Johns County.
- The program was expanded due to construction and traffic congestion, however, the response time for service is outrageous. Constantly getting the saying "they are in shift change".
- FL SR 7.
- Major East West roadways off I-95 with 3 lanes or more but not to extend beyond 1 mile off the Interstate.
- I-95.
- Would like to see the hours extended on Friday night through Sunday night to the counties on the Florida Turnpike where there is not 24 hour coverage. Would not mind seeing 24 hour coverage for the weekends.
- I 95 and the Turnpike.
- Daniels PKWY
- US 19, Pinellas County.
- Any feeder road to I-75. Colonial Blvd., Daniels, Pkwy. Alico Rd. Etc. These are all high traffic volume areas.
- SR7/441.
- US 41 from Naples to Charlotte county line.
- US 301 (between Causeway Blvd and SR674) Gibsonton Drive (between I75 and US 301) Big Bend Rd (between I75 and US 301).
- S.R. 60, U.S. 301.
- Stationed at checkpoints during peak traffic times.
- Miami Dade, Broward and Palm Beach are highly traveled areas 365 days of the year, on all the major roadways on any given time or day.
- I95 from congress exit to Woolbright.
- I-75 @ Gibsonton to I-75 @ HWY 674.
- More in the north end of I95 during rush hour.

- Move them to more local roadways in which there is very high volumes of traffic. Examples - The entire stretch of Park Blvd, Bryan Dairy Road, Seminole Blvd, Ulmerton Rd, Tyrone Blvd, Bay Pines Blvd, 54 Ave N - Any and/or all east west corridors. Areas where tourism is high.
- Turnpike and I95.
- Beeline Highway.
- I feel it's a good thing for the highways I don't feel they are really needed one normal surface streets.
- 0630-1100 and 1530-1930 Times are busy and any day rain is predicted.
- I-95 - St. Johns County I-10 Baker County.
- Limited access highways only, not needed on other roads.
- Between Palmetto Park Road and Congress Ave. on SR 9. This is a high traffic volume.
- US Highway 41 from the Pasco County Line South to Fowler Ave, Dale Mabry Highway, Pasco County Line South to Bearss Ave.
- Inner-county areas (CR 778, CR 712, US 1).
- Major corridors such as Dale Mabry, Hillsborough Ave, Fletcher Ave, etc.
- State roads.
- SR 84 from Canal dr. to Weston Rd.
- I-595 during peak travel times.
- US 27 from Dade/Broward County Line to Palm Beach/Hendry County Line.
- Add additional Road Rangers to any and all state roads and extend the hours of operation.

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

- With a little more training and personnel the program is a no brainer.
- Can they help on arterial roadways?
- We need of them and they need to be actively moving and patrolling the highways. They need to stay on the highway and not parking off the highway or parking in shopping centers or at gas stations etc...
- Road Rangers continue to assist the public, but most importantly assist public safety (FD/LEA) with Traffic control and highway safety. The dangers for FD/LEA agencies working along these busy highways are extremely high. Road Rangers add that extra layer of protection when we work road way incidents and their presence is highly valued.
- Any thoughts on having them as fire fighters or medics for rural area like they used to do in Maryland?
- Keep the road ranger program.
- They do a tremendous job and are a very valuable asset.
- Keep up the good work!
- Thank you for this great service to make our jobs a hell of a lot easier.
- None. They are hardworking people.
- The Road Rangers are an awesome service provided to emergency personnel and the motorists. I always feel more comfortable on my scenes when a Road Ranger arrives to assist with traffic control. Being a Road Ranger is a thankless job, most motorists mistreat them because well that's S. Florida. But please consider getting brighter lights on the vehicles, uniforms that would be more visible at greater distances, that's the least that you should consider. Let your employees know that you care, because loyalty will be returned.
- We love these people. They are our safety net and guardian when we are on the Highway.

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- I formerly worked for the Illinois Department of Transportation and managed their program in Chicago (IDOT "Minutemen"). Comprehensively, motorist assistance programs are a positive image program as well as managing traffic to clear incidents and provide safety to motorists in need of assistance.
- The Road Rangers are an amazing service. I receive nothing but positive comments from users. They are a huge asset and add extreme value to our roadways.
- I appreciate our Road Rangers and working with them makes my job much easier!!!
- Pay them more, they deserve it.
- Require Key Performance Measures, Better responder lighting, More uniform fleet statewide (look at FHP) More consistent Uniform statewide SLERS radio network in Orlando is inadequate Better Safety Best-Practice Adherence More "responder training" Annual Conference (Mandatory Attendance by Contractor principals).
- More media emphasis on the move over law with Road Rangers.
- Yes, I love them!
- Road Rangers do an awesome job on any scene there role in today's workforce cannot be thanked enough.
- They are a very valuable service, we count on them every single day.
- Increase the availability to 24 hours.
- It would be nice to extend the time for service. I love the service the guys give. Thank you for having them help us.
- They really help motorists more than Emergency Responders.
- Great program!
- First let me say that I appreciate the program but there is one area we need to figure out a solution to and that is their shift times here in Lee County. Currently they (road rangers) do not typically take calls for service after 5:00 p.m. due to their shift ending at 6:00 p.m., this schedule is inadequate due to the afternoon rush hour and the amount of calls for service we (FHP) receive especially during the tourist season. Any help in this area would greatly enhance our capability in serving the motoring public efficiently. Thank you!
- The program needs a thorough review as it relates to service!
- Keep up the good work.
- I think the road rangers do a very good job. I'm not sure who calls or dispatches the Rangers, but they appear on scene usually within minutes of us arriving on scene. Any highway is very dangerous while working an accident and there are idiot drivers that still do 80 plus mph past our engine. The Rangers are awesome in helping to secure and make our scene safer. Me personally, I say thank you to all of the Rangers that have been on all of my scenes. They (Rangers) are well worth the money spent. Keep up the good work.
- Great program please keep up the great work.
- Beautifully done!! This has definitely been a service well worth tax dollars. The crews are extremely helpful and useful in all situations without overstepping in situations that are above their level. Who ever created this entity deserves a huge "job well done". We all feel very blessed to have them patrolling.
- They do a great job. I'm always glad to see them on scene. They improve scene safety 100%
- They do serve a much needed purpose. Thank you.
- They do great work - need more.
- The Governor needs to know that there are ways to offset the cost of the Road Ranger program.
- Overall excellent work!
- Thank them for their service and keep up the good work.
- The crews are always helpful. Thank you :)

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- First let me say "Kudos" to each and every one of the Ranger's. They have an extremely hazardous jobs. Drivers today are very selfish - their concern is only about themselves. Roadway incidents are hazardous for all first responders. There is a significant deficit in law enforcement providing traffic enforcement at a roadway incident. They usually arrive and pull off the road. For some reason I would say in the last 10 years or so that this is the new way of handling business. The public needs direction and law enforcement needs to provide it. I see the Rangers as an asset to either provide additional scene protection or assistance clearing a scene with the hitch. Today there is still a major disconnect about the handling of roadway incident operations by Fire/EMS and the goal of DOT of clearing a road. Both have end goals - Fire/EMS the safety of personnel and incident operations - DOT the opening of roads to keep traffic moving. They can work together but DOT really needs to understand that Fire/EMS personnel are going to shut down a road because the rest of the motoring public doesn't care. The public wants from here to there and will go through whatever is in the way regardless of a roadway incident. Thank you for the opportunity to provide input.
- Excellent program, always helpful and it is a sigh of relief to see them arrive. All the guys are extremely helpful and professional.
- I have worked fire/rescue for twenty seven years. Few things are more dangerous for the public than their car being disabled on the highway, Let alone when they attempt to fix a flat without safety equipment, traffic cones and lighting. Although the numbers will never be known, I am positive many lives have been saved by the Road Ranger program and the BRAVE people who do the job, including some Fire/Police lives as well. Please thank them for me. I can be contacted at if I can be of further assistance.
- Keep up the great work!
- The fact that 2 towing company owners own the road rangers in northeast Florida is a conflict of interest. The companies are the only responders for safe tows in all of Duval County and neither company is located centrally enough to respond for all class safe tows in a timely manner. I firmly believe that the safe tow program should be expanded to all rotation Firms in the county if it isn't suspended all together and have Law enforcement tow the cars on rotation basis to save the state funds from being spent to tow people's cars for free. The dollar amount allotted for a safe tow should be decreased to a more reasonable number considering it is taxpayer money funding a service previously handled by law enforcement at no cost to taxpayers.
- I appreciate them helping fire rescue on the highways in Palm Beach county.
- Great service provides safety for fire rescue
- Please continue the service.
- Thank you for the service.
- They do a great job.
- The road ranger are very helpful and important to any Highway. They are doing a great job.
- Please consider bringing back tow trucks. Something also has to be done to provide them a way to get to crashes faster. I know the Service Patrols in at least Georgia and Tenn. have red lights and sirens for quicker responses. Florida needs to once again become a leader in incident response and management. We seem to be taking steps backwards.
- Keep up the good job. Do better at communicating over the radio.
- They provide a great service to incident responders as well as the traveling public.
- I am very thankful for the Road Rangers, they are a great asset in keeping law enforcement, construction workers and the motoring public safe! Thanks for all that you do!

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