Traffic Incident Management

Statewide Road Ranger Survey for Incident Responders

Florida's Traffic Incident Management Program

Florida Department of Transportation

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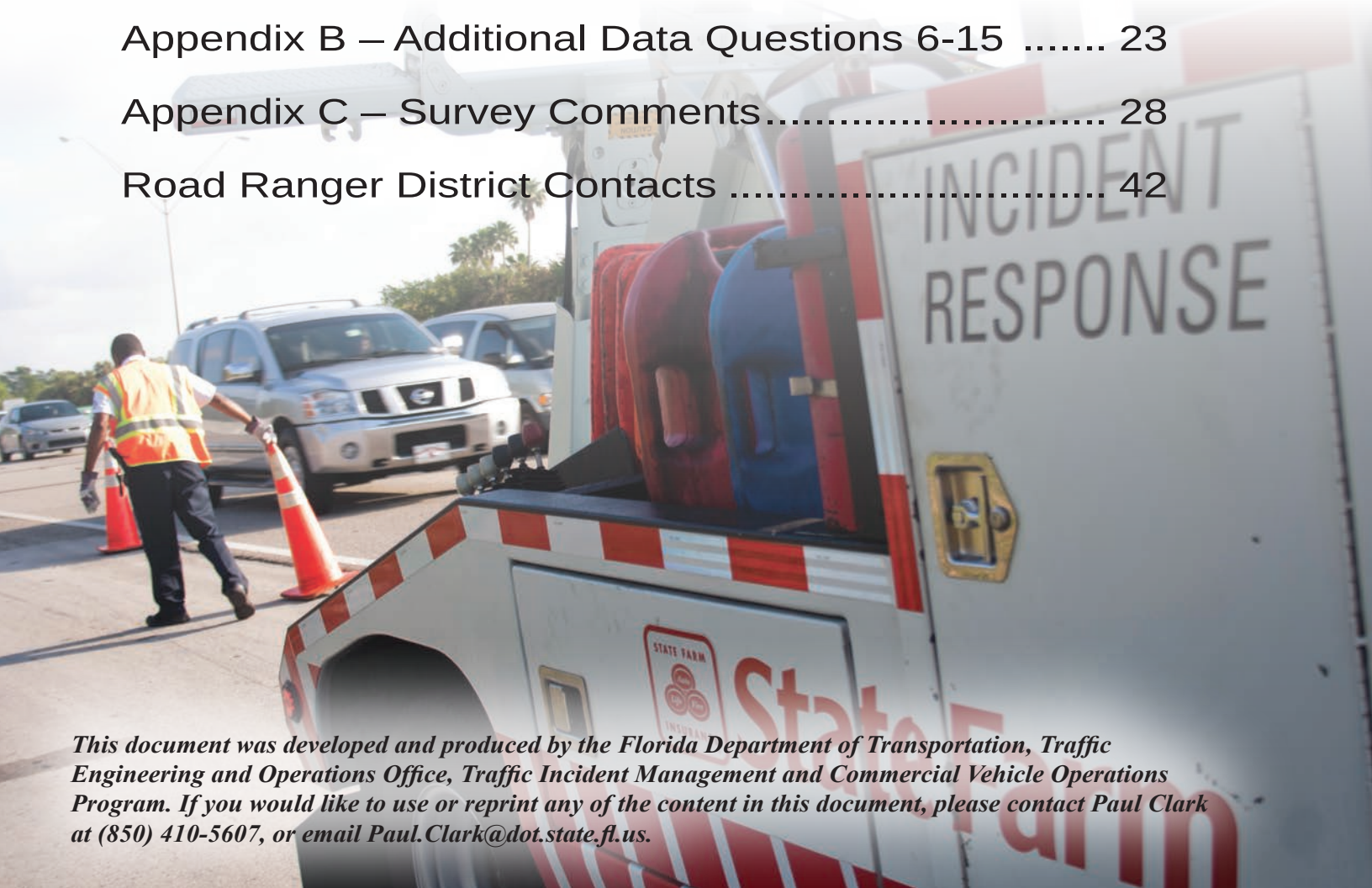

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Road Ranger Background

"The Road Ranger program is critical in aiding first responders. They are an important part in assuring the safety of responders and the motoring public."

Quote taken from the 2011/12 survey

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

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

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

The program is managed at the local District level as a contracted service provided by private vendors. Central Office TIM personnel facilitate program issues of statewide interest. Since the program's inception, the Road Rangers have made over 3.5 million service assists with more occurring daily.

Purpose of the Survey

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

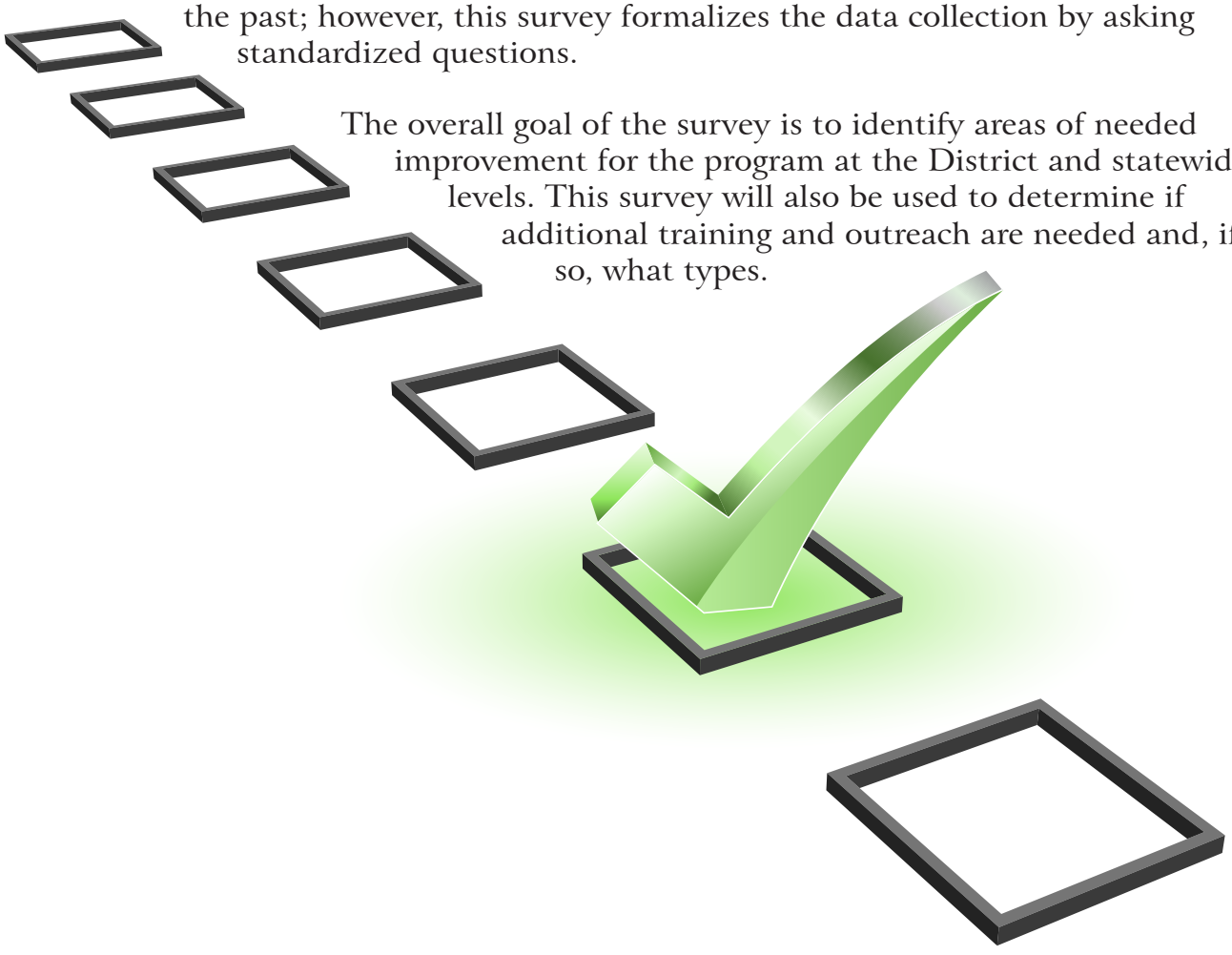
Since the inaugural survey was such a success, the Department decided to execute and publish the Road Ranger Incident Responder survey annually.

This survey has a threefold purpose:

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

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

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



Survey Methodology

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

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

The survey has a total of 18 areas for responses, with one response area allowing for general comments or concerns regarding the Road Rangers program.

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

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

2011/12 Statewide Road Ranger Survey for Incide

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:

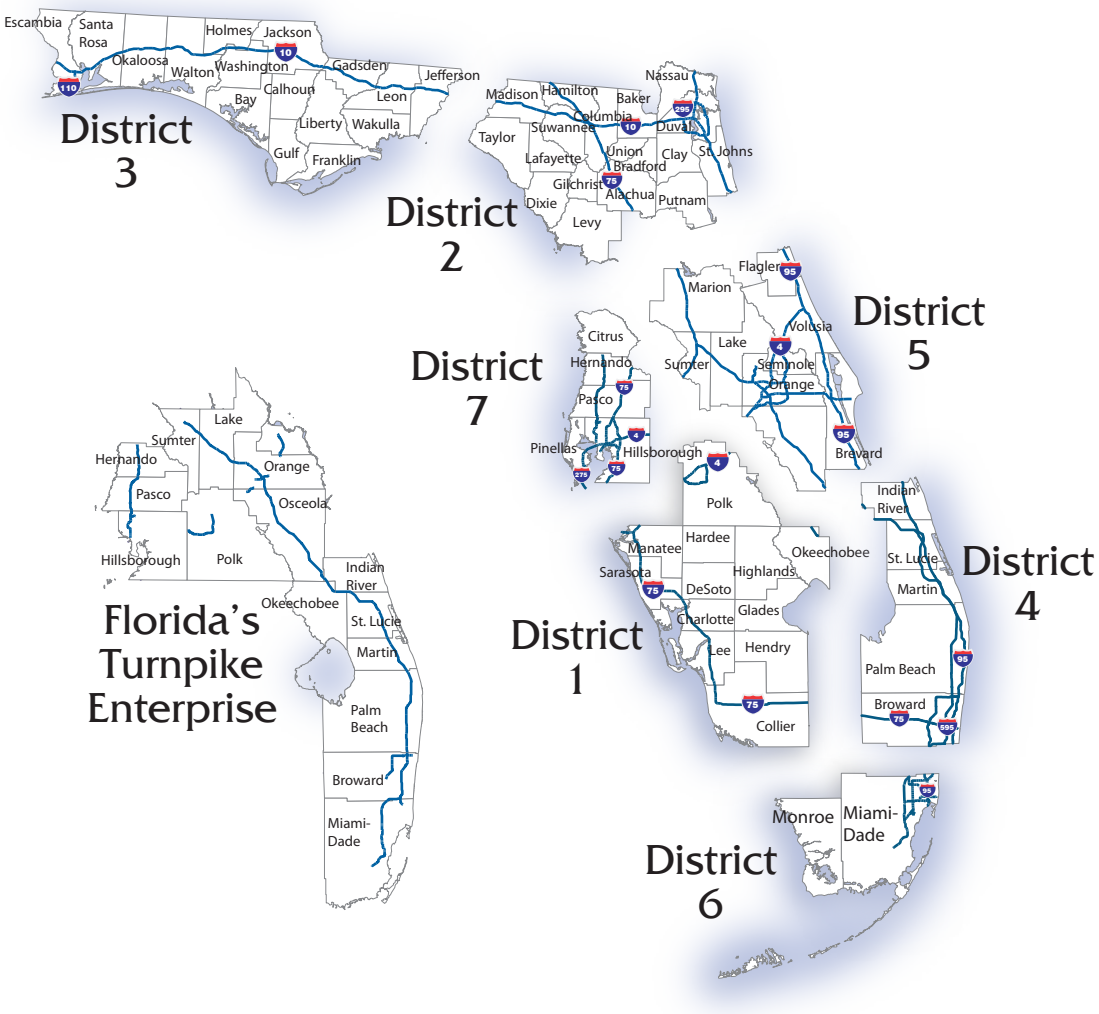
☐ Baker	☐ Lee
☐ Broward	☐ Manatee
☐ Charlotte	☐ Martin
☐ Collier	☐ Miami-Dade
☐ Duval	☐ Nassau
☐ Escambia	☐ Okeechobee
☐ Hernando	☐ Orange
☐ Hillsborough	☐ Osceola
☐ Indian River	☐ Palm Beach
☐ Lake	☐ Pasco

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

☐ I-10	☐ I-95
☐ I-110	☐ SR 60
☐ I-195	☐ SR 112 - MDX
☐ I-275	☐ SR 202 - JTB
☐ I-295/9A	☐ SR 417 - GreeneWay
☐ I-395	☐ SR 429
☐ I-4	☐ SR 528 - Beachline
☐ I-595	☐ SR 589 - Veterans Expressway
☐ I-75	☐ SR 826 - Palmetto Expressway

Survey Distribution

The primary method of distribution for this year's survey was online; however, paper copies were provided to the Districts for responders who were unable to complete the survey online. The Department hosted the survey on www.surveymonkey.com and District TIM program managers were provided a hyperlink to the survey, which was distributed to TIM team members statewide. TIM team members include fire/rescue departments, emergency medical service (EMS) departments, state and local law enforcement agencies, asset management companies, towing and recovery personnel, and others. The online survey distribution method was beneficial in reaching a large audience in a short timeframe. A total of 390 respondents utilized the online survey and 90 respondents submitted hard copies. Both formats combined yielded 480 responses for this year's survey.



Survey Data Collection

The online survey host, SurveyMonkey™, collects data and compiles it into a spreadsheet for analysis. In addition to the surveys completed online, the 90 hardcopy survey responses were also entered into SurveyMonkey™ for analysis.

Questions 6-15 allowed respondents to gauge their level of satisfaction/agreement with Road Ranger personnel and additional aspects of the program. This year an additional comment section was also provided for these questions; the comments are captured in Appendix B.

Responses to the open–ended questions (16, 17, and 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 surveys will be sent to the District TIM Program managers for further analysis.

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

Measurement Methodology

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

Survey Results

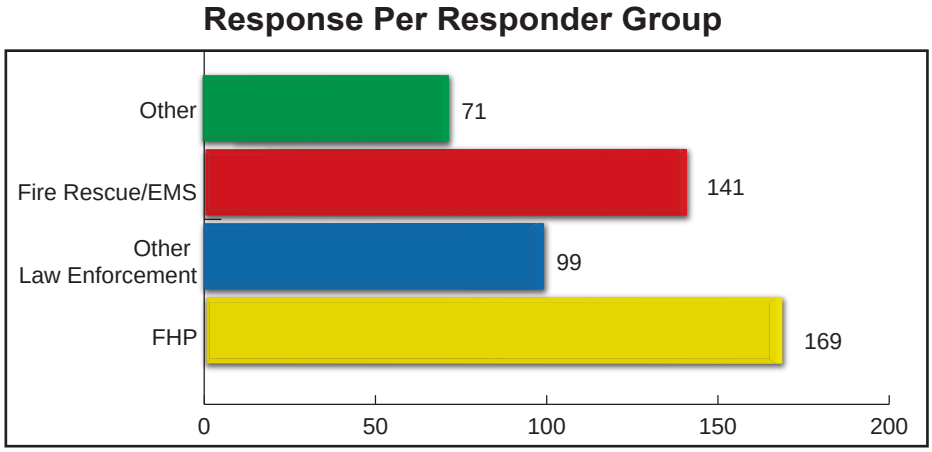
This year's survey period extended from January 19 through March 5, 2012, and a total of 480 responses were received. Of these responses, 19 percent (90 responses) were received via hard copies. The online survey was a very successful method boasting 390 responses, 81 percent of the total responses.

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

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

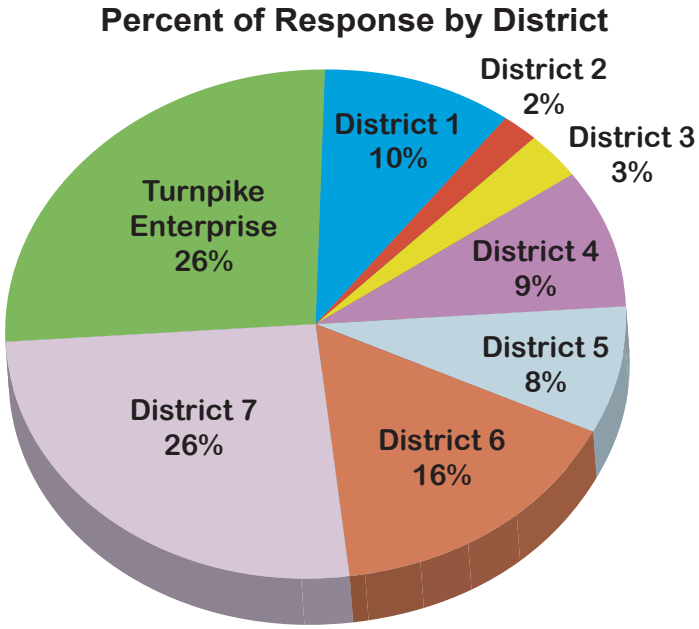
- FHP
- Other Law Enforcement
- Fire Rescue/EMS
- Other

A majority of the responses, 35 percent, or 169 reponses, were from FHP. This high percentage is attributed to FHP's jurisdictional responsibility of enforcing traffic laws on Florida's interstate system.



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

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



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

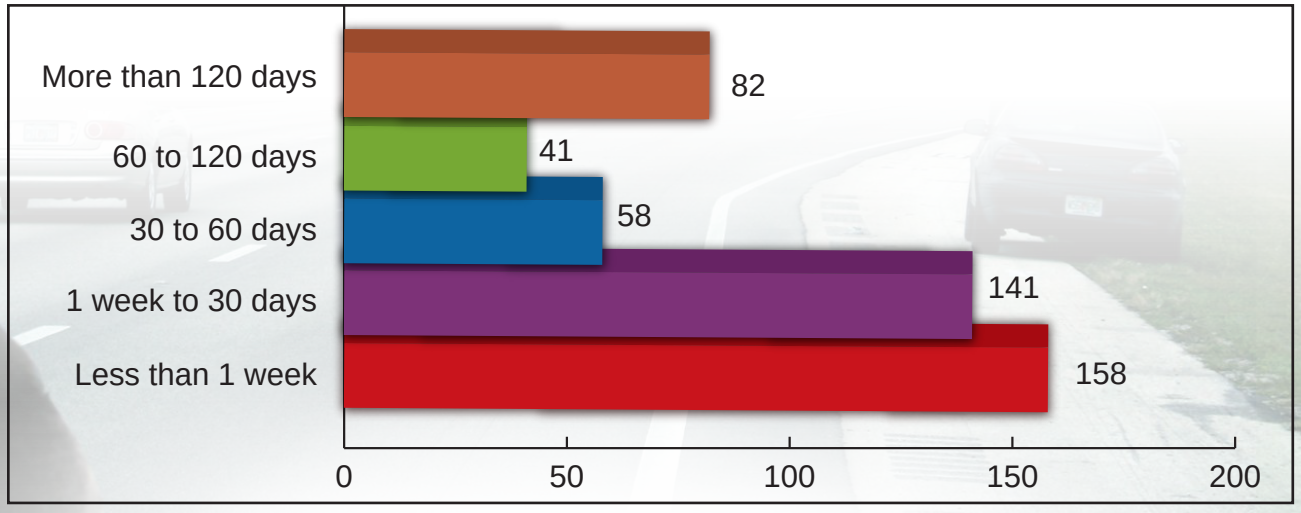
The Department provided respondents with a list of roadways where Road Rangers are available. Respondents were able to select multiple roadways from the list.

Roadways and Number of Responses					
I-10	32	I-95	156	SR 826 - Palmetto Expressway	90
I-110	16	SR 60	20	SR 836 - MDX	72
I-195	34	SR 112 - MDX	35	SR 874 - MDX	53
I-275	96	SR 202 - JTB	3	SR 878 - MDX	47
I-295/9A	9	SR 408 - East-West Expressway	26	SR 924 - MDX	19
I-395	29	SR 417 - GreeneWay	35	Alligator Alley	26
I-4	143	SR 429	33	Florida's Turnpike	115
I-595	24	SR 528 - Beachline	37	Leroy Selmon Expressway	13
I-75	184	SR 589 - Veterans Expressway	79	Other	12

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

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

Last Experience Working with a Road Ranger

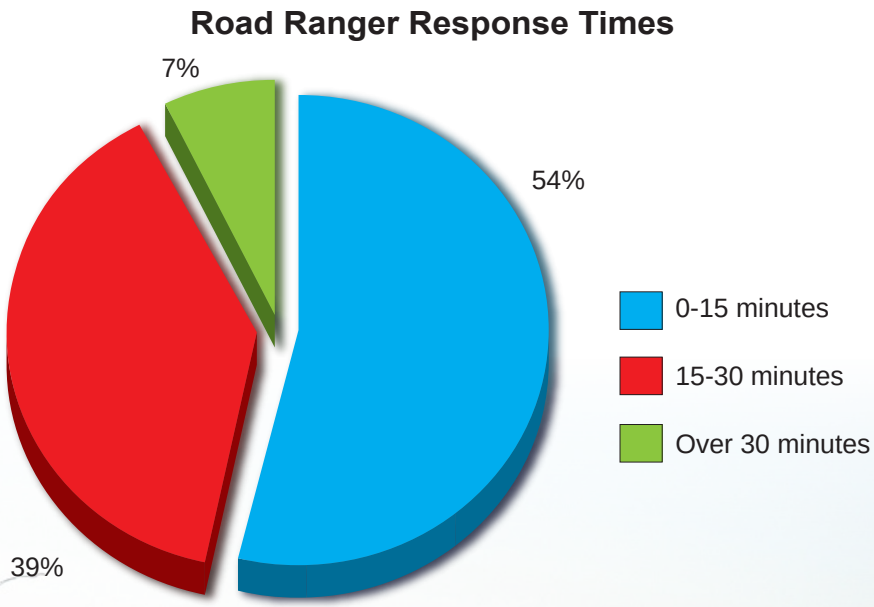


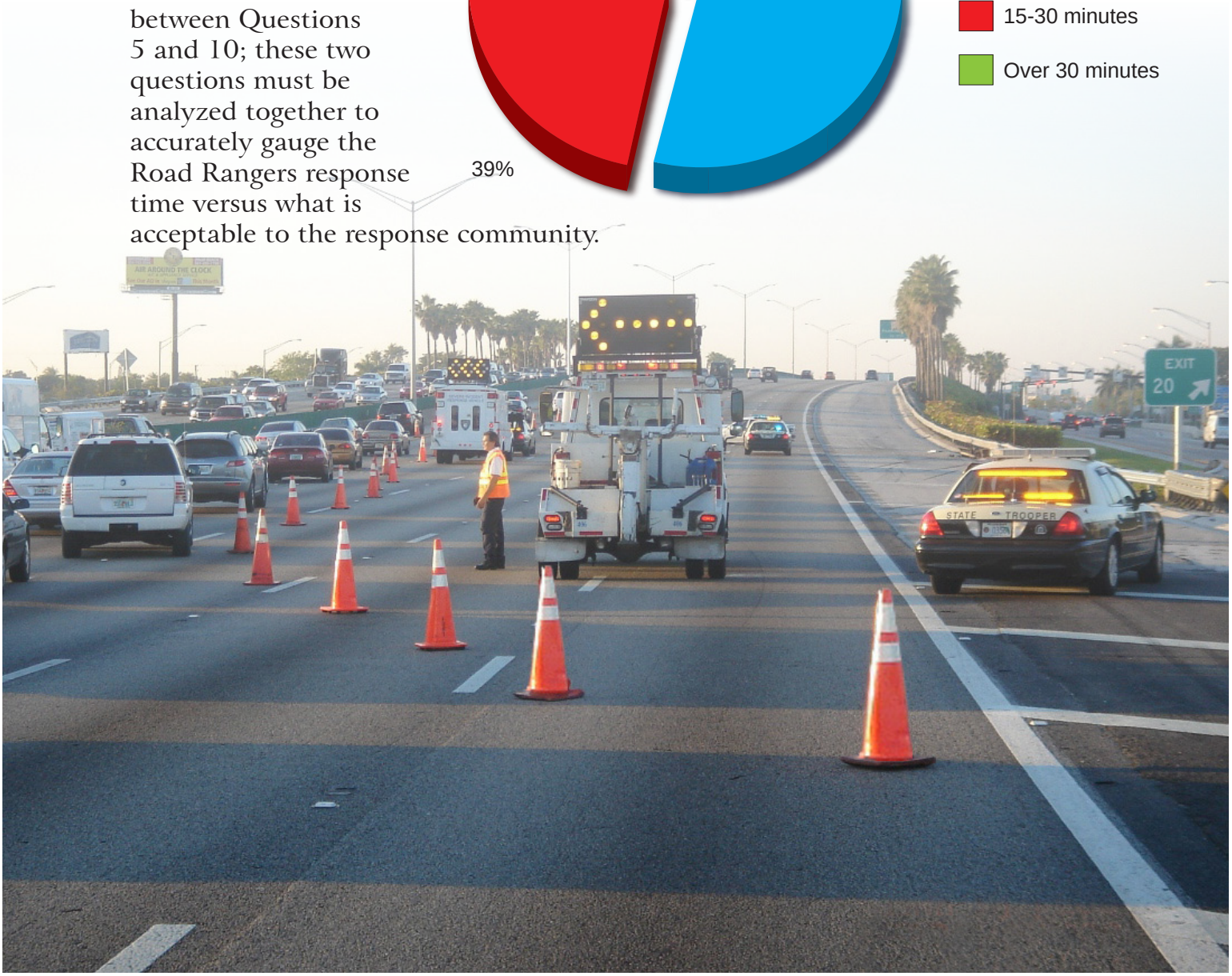
Sixty-two percent, or 299 incident responders, had worked with the Road Rangers within the last 30 days, validating that the survey data received is indicative of current program conditions

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" (35 responses) and "N/A" (75 responses) were omitted from the following graph to allow for analysis of time-based responses only.

There were 370 responses that indicated a time value; of these, a Road Ranger arrived on-scene within 30 minutes or less of request for assistance 93 percent of the time. There is a direct correlation between Questions 5 and 10; these two questions must be analyzed together to accurately gauge the Road Rangers response time versus what is acceptable to the response community.





The following statements (questions 6 through 9) gauge the level of satisfaction with the Road Ranger personnel. Respondents were asked to rate the Road Rangers in four areas:

- Professionalism
- Respectfulness
- Helpfulness
- Competency

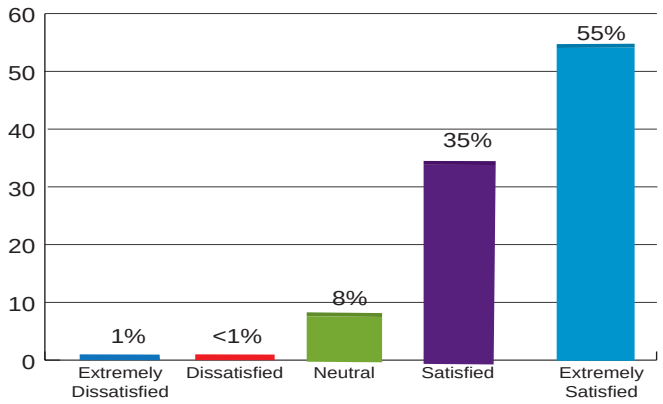
Respondents were asked to measure each area by choosing one of five statements ranging from "Extremely Dissatisfied" to "Extremely Satisfied."

Questions 6 through 9 were rated based on a five-point scale: 1—extremely dissatisfied; 2—dissatisfied; 3—neutral; 4—satisfied; 5—extremely satisfied

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

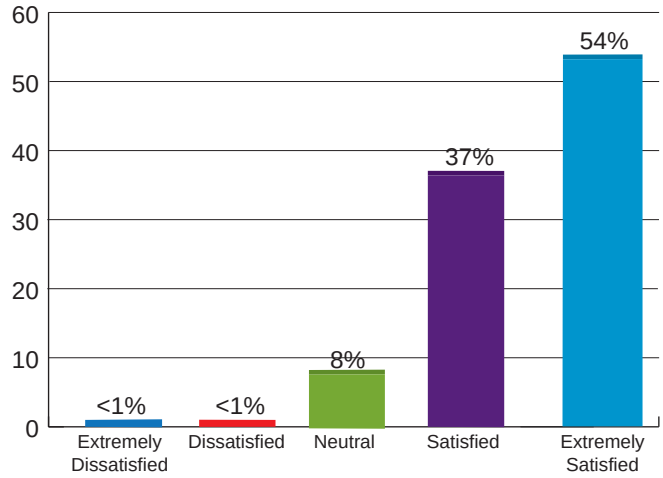
6. Professionalism

Professionalism	
Extremely Dissatisfied	6
Dissatisfied	4
Neutral	38
Satisfied	166
Extremely Satisfied	266
2011/12 Mean	4.42
2010/11 Mean	4.41
Change	+0.01



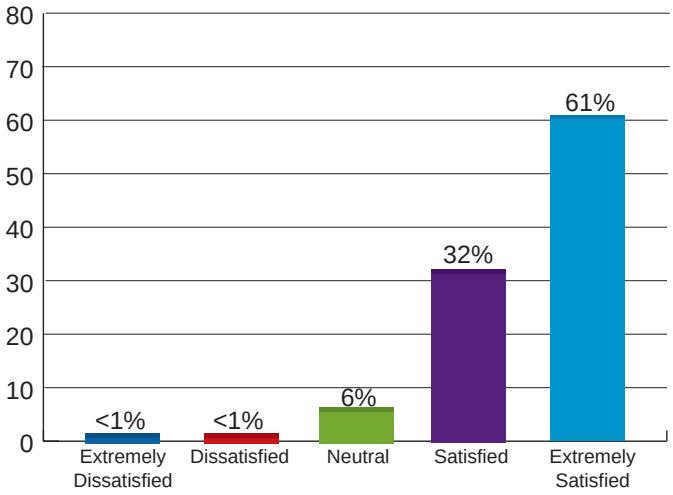
7. Respectfulness

Respectfulness	
Extremely Dissatisfied	2
Dissatisfied	3
Neutral	38
Satisfied	176
Extremely Satisfied	261
2011/12 Mean	4.44
2010/11 Mean	4.46
Change	-0.02



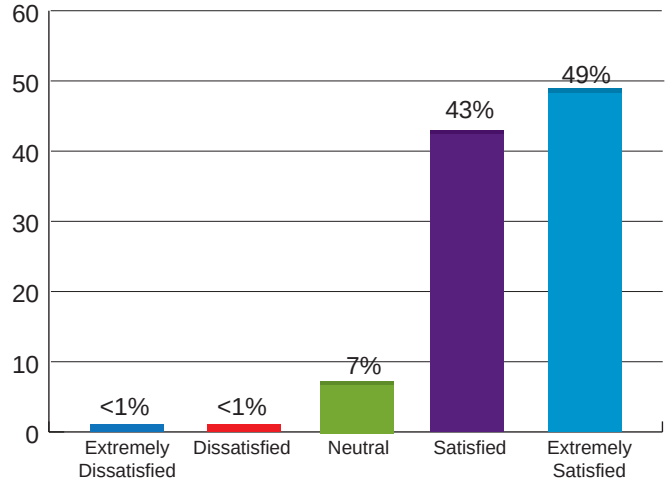
8. Helpfulness

Helpfulness	
Extremely Dissatisfied	4
Dissatisfied	4
Neutral	28
Satisfied	151
Extremely Satisfied	293
2011/12 Mean	4.51
2010/11 Mean	4.54
Change	-0.03



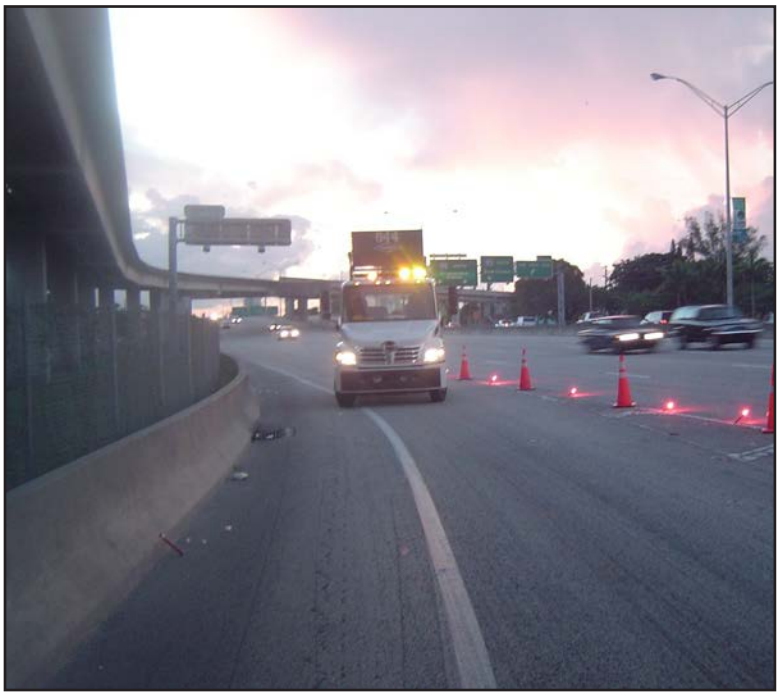
9. Competency

Competency	
Extremely Dissatisfied	4
Dissatisfied	3
Neutral	33
Satisfied	204
Extremely Satisfied	236
2011/12 Mean	4.39
2010/11 Mean	4.33
Change	+0.06



As the data for questions 6 through 9 indicates, the overall scores for Road Ranger personnel were positive. High marks were received for helpfulness and competency—each with positive response rates above 92 percent, while respectfulness and professionalism each received positive response rates above 90 percent.

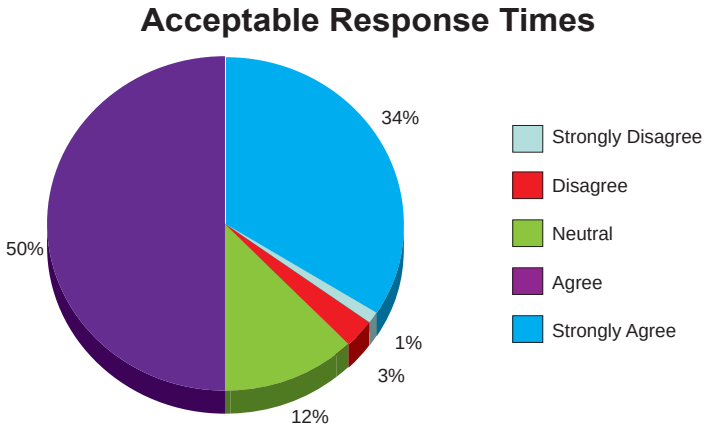
Compared to the 2010/11 survey data, there was an increase in two of four areas: professionalism increased by +0.01 and competency by +0.06. Even with high approval ratings, improvements may still be achieved in all four of these areas



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."

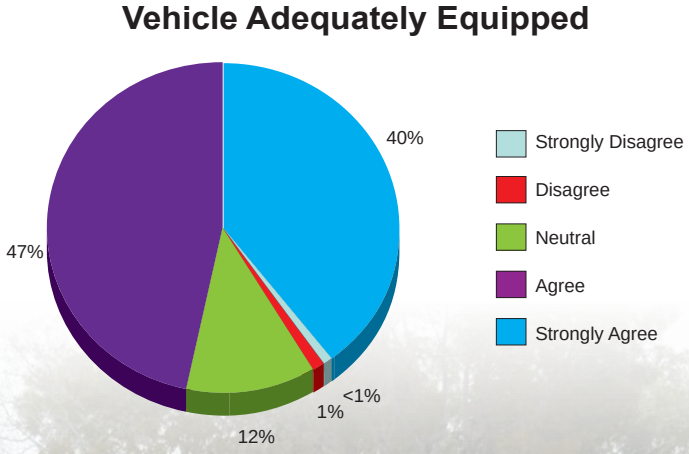
This question allows respondents to express their level of satisfaction with the Road Ranger response times. Out of 480 responses, 84 percent of respondents agreed that the response times were acceptable; 16 percent chose neutral, disagree, or strongly disagree. Since response time satisfaction is generally subjective in nature, a portion, but not all, of these responses may be attributed to differences in perception.



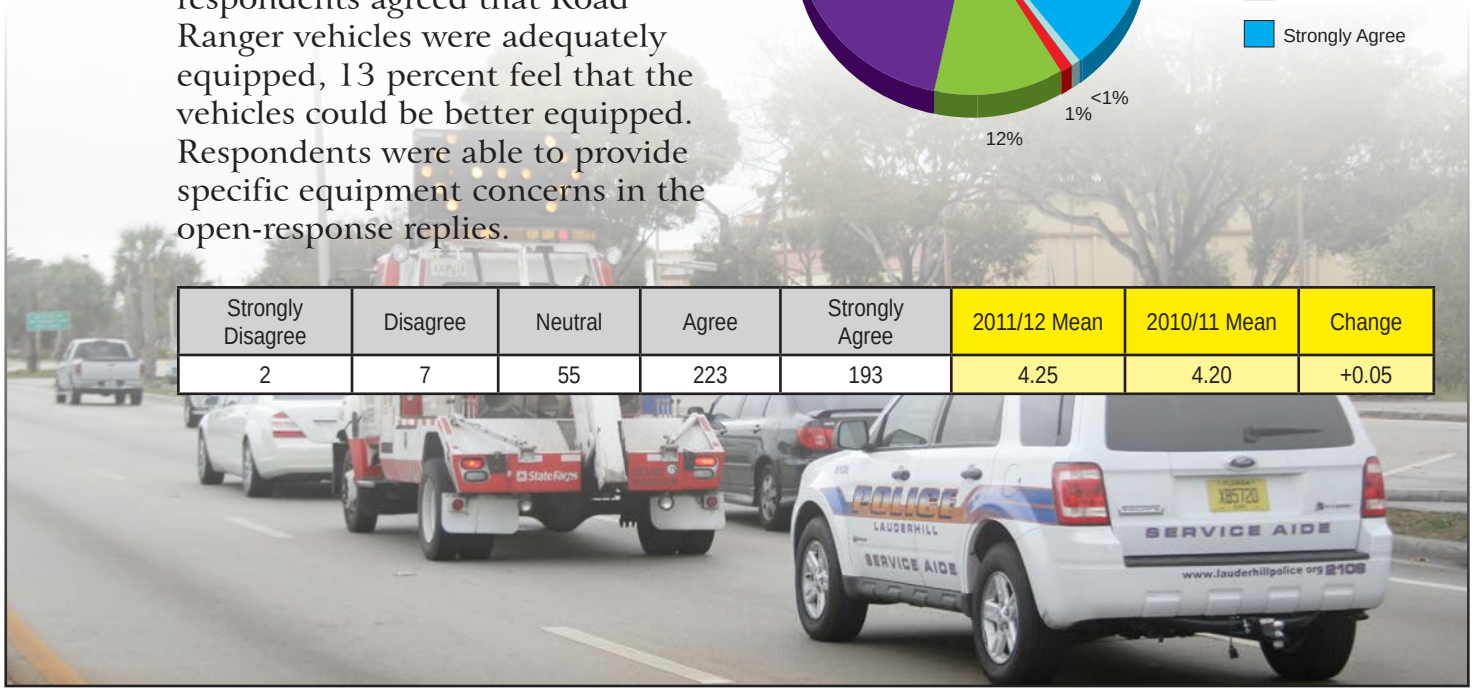
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2011/12 Mean	2010/11 Mean	Change
4	15	58	239	164	4.13	3.98	+0.15

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 differ from one district to another. While 87 percent of respondents agreed that Road Ranger vehicles were adequately equipped, 13 percent feel that the vehicles could be better equipped. Respondents were able to provide specific equipment concerns in the open-response replies.

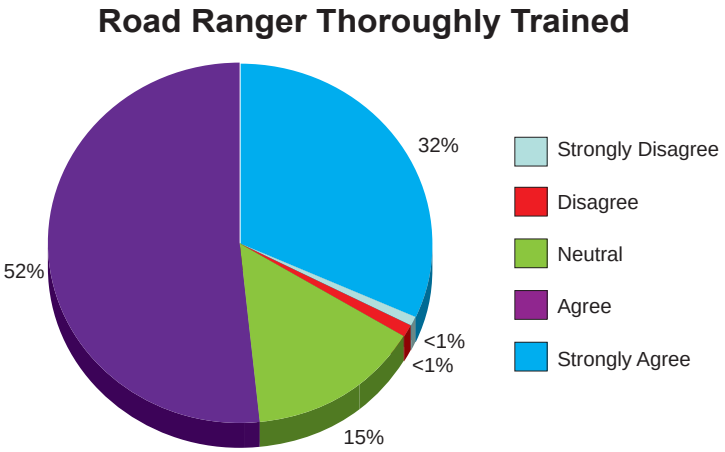


Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2011/12 Mean	2010/11 Mean	Change
2	7	55	223	193	4.25	4.20	+0.05



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

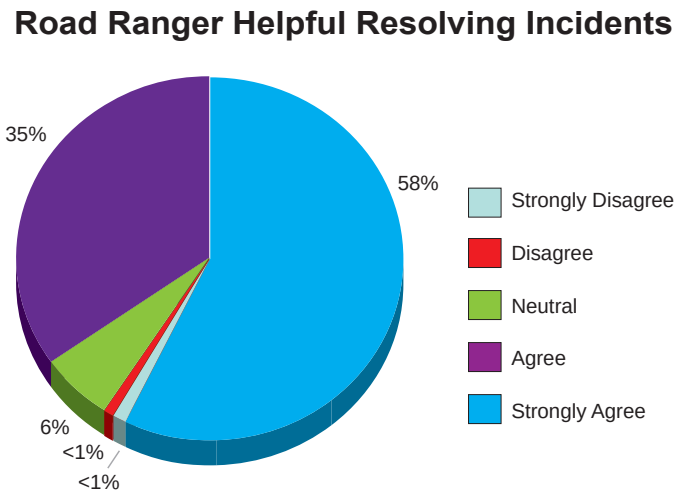
This question allows respondents to express their level of satisfaction with the training Road Ranger personnel receive. Eighty-four percent of respondents indicated that Road Rangers are adequately trained for their jobs. The remaining 16 percent selected "neutral," "disagree," or "strongly disagree." Although the total number of negative responses was relatively low, a review of training standards could indicate specific areas for improvement.



Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2011/12 Mean	2010/11 Mean	Change
3	2	74	247	154	4.14	4.05	+0.09

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

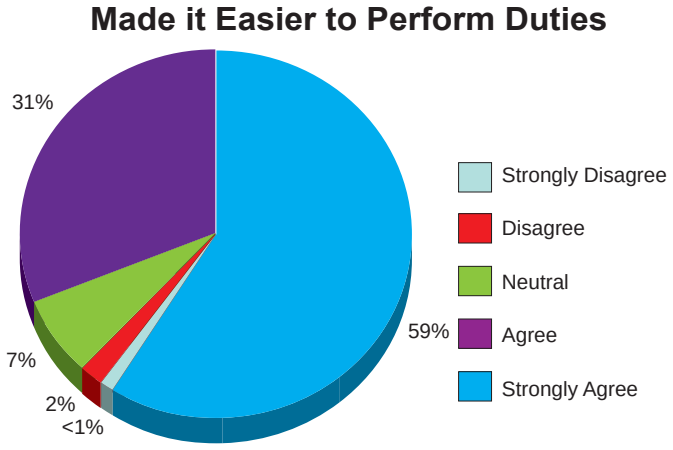
This question asks respondents to assess the services that Road Rangers provide with regard to resolving incidents. Ninety-three percent of respondents selected "agree" to "strongly agree," indicating that the Road Rangers have a positive impact on resolving incidents. Since a key role of the Road Rangers' 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 Disagree	Disagree	Neutral	Agree	Strongly Agree	2011/12 Mean	2010/11 Mean	Change
4	2	30	168	276	4.48	4.45	+0.03

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

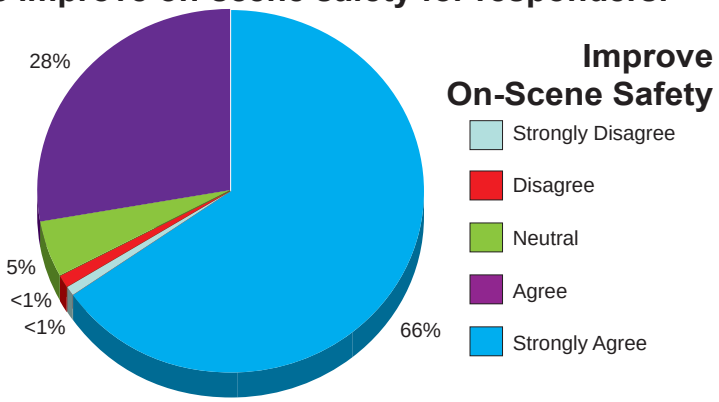
This question addresses whether Road Rangers are producing a positive impact by enabling responders to more effectively perform their duties. Again, a large majority, 90 percent, agrees or strongly agrees that the Road Rangers are successful in this area. Road Rangers are successfully fulfilling part of their mission only if they enable incident responders to perform their jobs more safely and efficiently. However, it is important to identify why the remaining 10 percent feel neutral, disagree, or strongly disagree that the Road Rangers are making it easier for responders to perform their duties. In turn, we must identify what we need to do to improve these shortcomings. These less desirable responses may be based on a misconception that the Road Rangers are performing incident responders' job assignments and are therefore not providing any perceived benefit.



Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2011/12 Mean	2010/11 Mean	Change
4	7	34	151	284	4.47	4.52	-0.05

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

This question allows respondents to address whether Road Rangers help improve safety conditions for other responders, crash victims, and motorists. Out of 480 responses, 94 percent agree or strongly agree that Road Rangers are successful in improving on-scene safety for other responders



Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2011/12 Mean	2010/11 Mean	Change
2	3	24	136	315	4.58	4.57	+0.01

Additional Data for Questions 6-15

The Department modified the survey this year based on a suggestion provided by the Districts. Respondents were given the opportunity to provide additional information on Questions 6 through 15. Question 6, relating to Road Rangers professionalism, and question 15, relating to on-scene safety for responders, received the highest number of positive responses with 16 each. Question 10, relating to Road Ranger response times, received nine unfavorable responses. All additional responses are shown in Appendix B.

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

This open-response question, which received 180 valid responses, asks respondents to identify areas that could improve Road Ranger response capabilities, such as additional equipment, different vehicle type, and communications. Many respondents were positive, stating that the response capabilities of Road Rangers were adequate or very good. One common issue presented was the need for direct communications via radio between Road Rangers and on-scene responders, especially for large incidents. Overall, comments were positive, yet demonstrated the need for better or enhanced communications between Road Rangers and other incident responders.

As for equipment-related responses, many respondents expressed a need for increased towing capabilities in order to clear an incident scene in a timely manner. Another recurring suggestion was for vehicles to be equipped with brighter/more lighting for increased safety of responders as well as Road Rangers. Several responses also indicated that designating Road Ranger vehicles as emergency response vehicles would aid in improving the response to incidents.

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 202 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.

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

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

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

This question received 157 valid responses, which are provided in Appendix C along with comments for the two previously listed open-ended questions.

Conclusion

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

This survey measures two types of areas with questions pertaining to the program and personnel. The program-oriented questions focus on topics, such as response times, training, and the Road Rangers vehicles. The personnel-oriented questions are designed to provide information regarding how the Road Rangers 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.

This program area received an overall average score of 4.34 based on scores ranging from a numerical value of 1 for "Strongly Disagree" to 5 for "Strongly Agree." The program area receiving the highest average score of 4.58 determines 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 "satisfaction with response times," with an average total score of 4.13, an improvement from last year's score of 3.98.

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

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 4.44. Slight gains were achieved in the areas of professionalism and competency with slight decreases shown in respectfulness and helpfulness. A closer review of data reveals that while all four areas received very good scores, competency received the lowest rating of 4.39 and it should be noted that this area also increased by .06 from the previous year.

Eighty-four percent of the respondents believe that the Road Rangers are adequately trained for their positions; the remaining respondents believe that training could be improved. Currently, Road Rangers are receiving an introduction or overview of the Incident Command System (ICS) in their initial training.

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.

Training

- Identify opportunities for integrated training with the FHP, fire/rescue, EMS, and other response agencies
- Provide periodic equipment training
- Research and identify other training needs

Information Sharing

- Continue to emphasize the need for utilizing interoperable communications
- Research and identify how to improve communication to responders regarding estimated arrival times of Road Rangers

Equipment

- Review requirements for Road Ranger vehicle types and equipment
- Ensure safety equipment is being properly utilized in the field
- Ensure that existing vehicle lighting equipment, such as light bars and arrow boards, are Department-approved devices

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

Appendix A – Original Survey

2011/12 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	☐ Lee	☐ Pinellas
☐ Broward	☐ Manatee	☐ Polk
☐ Charlotte	☐ Martin	☐ Santa Rosa
☐ Collier	☐ Miami-Dade	☐ Sarasota
☐ Duval	☐ Nassau	☐ Seminole
☐ Escambia	☐ Okeechobee	☐ St. Johns
☐ Hernando	☐ Orange	☐ St. Lucie
☐ Hillsborough	☐ Osceola	☐ Sumter
☐ Indian River	☐ Palm Beach	☐ Volusia
☐ Lake	☐ Pasco	☐ Other

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

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

2011/12 Statewide Road Ranger Survey for Incident Responders

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

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

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

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

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

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

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

2011/12 Statewide Road Ranger Survey for Incident Responders

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

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

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

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

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

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

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

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

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

2011/12 Statewide Road Ranger Survey for Incident Responders

10. Road Ranger response times are acceptable.

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

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

11. Road Ranger vehicles are adequately equipped.

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

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

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

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

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

2011/12 Statewide Road Ranger Survey for Incident Responders

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

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

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

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

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

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

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

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

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

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

2011/12 Statewide Road Ranger Survey for Incident Responders

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

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

Appendix B – Additional Data Questions 6-15

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

- Extremely Satisfied - Always helpful and professional
- Extremely Satisfied - Road Ranger is a tremendous help to us troopers. I only wish they were out during the midnight shift.
- Extremely Satisfied - Free up Troopers so we can be more proactive.
- Extremely Satisfied - Neat ,clean and very responsive to help
- Extremely Satisfied - Always friendly, helpful & team players
- Extremely Satisfied - They make accident scenes safer!
- Extremely Satisfied - Always been very helpful with traffic guidance, and any other services requested.
- Extremely Satisfied - Coordination with the Road Rangers during special events not limited to only accidents, but major events such as the Daytona 500 have been....
- Extremely Satisfied - The staff is extremely professional and attentive to assure the safety of emergency personnel in a quick and efficient manner.
- Extremely Satisfied - Very important for traffic control and safety for everyone on the scene.
- Extremely Satisfied - The road rangers are very important to the highways in Miami-Dade County. I'm a Engineer for the Fire Dept. They are very helpful when we respond to auto crashes and protect us from vehicles. If they were to shut down the road rangers it would be dangerous to firefighters and police.
- Extremely Satisfied - On Request, they usually respond fast and upon arrival, their service is quick.
- Extremely Satisfied - Always VERY helpful and cautious Neutral - They don't respond to the area I work.
- Extremely Satisfied - They were very professional and fixed the flat tire quickly and safely.
- Extremely Satisfied - I have worked as a State Trooper for many years, even at a time when there were no RR's. Therefore, I am both qualified and can appreciate them being out there on the roadways to save lives, both ours and the motoring public.
- Extremely Satisfied - Road Rangers are of major importance to our jobs.
- Neutral - Note: I saw a road ranger over step his boundary with a police officer. This was on I-75 east of Hwy-27. This ranger was told his service wasn't needed, he refuse to leave. He almost went to jail.
- Neutral - I have not had the option of utilizing a Road Ranger in my area.
- Neutral - Between the TMC Operators and the MDX operators, there is a significant difference in how phones are answered and the information....
- Neutral - I have had Road Rangers tell me they don't respond to a certain area on the interstate, however, I have seen them helping people in that area in the past.
- Dissatisfied - They are supposed to call us when they arrive at a DAV, they always fail to do this. This was set up by their management and its not...
- Dissatisfied - As a duty officer in the FHP/MRCC I deal with the Road Ranger Dispatchers. Basically they are broken up into two different groups. MDX and SunGuide. MDX is always professional, courteous and helpful. However on the SunGuide side there seems to be a few dispatchers who are rude and unprofessional giving attitude to FHP MRCC personnel.
- Dissatisfied - After waiting w/ stranded vehicle ranger went past and then took another 30 min. to turn around had bad attitude when arrived.
- Extremely Dissatisfied - ref the road ranger dispatcher sometimes they never take information correctly so a road ranger is never dispatch

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

- Extremely Satisfied - I have never known them to be other than respectful
- Extremely Satisfied - Works well with tow truck operators
- Extremely Satisfied - Always been VERY respectful and accommodating of requests.
- Extremely Satisfied - Guys have always been great to work with, never an attitude. Will go above and beyond to help Dissatisfied - There are certain Road Rangers that portray a negative attitude towards their job and towards the TMC operators.
- Extremely Satisfied - No questions asked, road rangers immediately comply with all requests.
- Extremely Satisfied - They always come to the officer and ask before anything is done.

- Satisfied - with the exception of this afore mention incident, most of your rangers are ok.
- Satisfied - Calling me "dawg" in front of motorists at a crash scene is not ideal. He was nice and helpful but "too familiar" in his approach. Most other Road Rangers have been more respectful in their demeanor.
- Neutral - They don't respond to the area I work.
- Neutral - some time we get calls from the public stated that the road ranger just pass them without them stopping to see if that person needs help.
- Neutral - I have not had the option of utilizing a Road Ranger in my area.
- Dissatisfied - They are rude
- Dissatisfied - slow response bad attitudes.

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

- Extremely Satisfied - They are always there to assist us in any way we need help
- Extremely Satisfied - Always willing to help with traffic when loading casualties
- Extremely Satisfied - Always willing to help out.
- Extremely Satisfied - Always been very helpful with traffic guidance, and any other services requested.
- Extremely Satisfied - The road rangers always assure the safety of emergency personnel on the scene and provide an extremely important safety zone.
- Extremely Satisfied - They went the extra mile to assist the person that was disabled.
- Extremely Satisfied - They are always willing to help with everything
- Extremely Satisfied - Never have to be asked to do anything, already done by the time you think about it.
- Neutral - I have not had the option of utilizing a Road Ranger in my area.
- Neutral - They don't respond to the area I work.
- Dissatisfied - When the service trucks roll up on a crash scene not yet reported to the communications center, the Road Rangers operators consistently fail to obtain....
- Dissatisfied - Please refer to the comment section for question #7.
- Dissatisfied - Most of the time they had to be directed or told to help. They usually chat too much with the drivers at accident scenes and do not help control traffic.
- Dissatisfied - most of the time road ranger dispatcher attitude shows that they will never take an extra step to help a motorist in need.
- Extremely Dissatisfied - This service should turn over the scene once officer arrives.

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

- Extremely Satisfied - Well trained and knowledgeable
- Extremely Satisfied - Very understanding of what to do.
- Extremely Satisfied - RR operators are competent in assisting fire rescue with traffic and possible hazards
- Extremely Satisfied - he knew what needed to be done and did it quickly and safely.
- Neutral - They don't respond to the area I work.
- Neutral - I have not had the option of utilizing a Road Ranger in my area.
- Dissatisfied - There was a serious crash wherein the airbags did not deploy in one of the vehicles and the road ranger was more concerned about removing the vehicle from the lane by DRIVING it to the shoulder with no regard for his safety that the airbag could possibly deploy at any time.

Question 10: Road Ranger response times are acceptable.

- Strongly Agree - Usually on scene before us.
- Agree - Response times are "okay" or maybe even "good" but not great.
- Neutral - Need more of them for longer time periods, prefer 24 hours
- Neutral - They don't respond to the area I work.
- Neutral - I have not had the option of utilizing a Road Ranger in my area.
- Neutral - I know that there is a lot going on and that they have a large area to cover so sometime car have to wait awhile, but they are great in response time to the trooper a for there safety needs

- Neutral - See comment for above question.
- Neutral - I don't always have the luxury of waiting for Road Rangers to arrive.
- Disagree - I was with a disabled vehicle on the alley and another trooper had requested the road ranger and the people had to wait over 2 hours for the road ranger. This has happened more than once.
- Disagree - I feel they could have been their a little quicker. I call and found out their were no accidents that they may have been working at the time.
- Disagree - They overlook calls or can't find them and the public keeps calling for help.
- Disagree - Sometimes road rangers take a long time to get to the calls for service. People that need them call again and again asking MRCC dispatchers when is the road ranger going to arrive as they have been waiting for over one hour sometimes even two hours.
- Disagree - In the past the road ranger was lost or given the wrong location/directions.
- Disagree - There needs to be more road rangers to better serve the area
- Disagree - Wait times of over 2 hrs have not been uncommon. This is in regard to road side service not response times to priority calls like crashes
- Disagree - Always over 30 min. when called.
- Disagree - Not enough service for Pasco and None North

Question 11: Road Ranger vehicles are adequately equipped.

- Strongly Agree - With the equipment that they are issued they are able to provide a faster service.
- Agree - All should be tow trucks.
- Agree - I feel they should have automatic defibrillators on their trucks
- Agree - They need air sockets to quickly remove tires
- Neutral - They don't respond to the area I work.
- Neutral - Don't know what they're required to have
- Neutral - I have not had the option of utilizing a Road Ranger in my area.
- Neutral - need more equipment
- Disagree - Road Rangers vehicles should be equipped with either a tablet or smart-phone that has the ability to utilize the SunGuide software.
- Disagree - The light bars on the vehicles are antiquated with poor visibility.
- Disagree - They need additional equipment
- Strongly Disagree - No truck is equipped with satisfactory safety lights, damaged or very old tools, some tow trucks don't even work to remove vehicles blocking roadways when dangerous. Safety of Road Ranger employees does not seem to be a priority for the company.

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

- Agree - Most are, but some need more experience Neutral - They don't respond to the area I work.
- Neutral - Don't know what's required of them
- Neutral - Not really informed as to the training practices of the program, nor their full capabilities
- Neutral - I have not had the option of utilizing a Road Ranger in my area.
- Neutral - There's never enough training on can obtain. They should go through a 6 month training on their driving/road test/parking. As well as other day to day Road Ranger operations. They should have their eyesight checked.
- Disagree - Please read previous comments pertaining to FDOT TMC operators.
- Disagree - Many road rangers in Miami-Dade cannot even speak English.

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

- Strongly Agree - They are definitely an asset on a crash
- Strongly Agree - They avoid more accidents from happening with quick response
- Strongly Agree - The use of their emergency lights and arrow boards really assist with traffic control at scenes.
- Strongly Agree - Absolutely, but only in reference to the actual Road Ranger units.
- Agree - Would strongly agree if the contractor didn't call them and want them back on the road before the incident is cleared.
- Neutral - They don't respond to the area I work.

- Neutral - They need to check with the officer on scene as to what type of assistance is needed and required. Some set up cones during the officers clearing stage and are left behind.
- Neutral - I have not had the option of utilizing a Road Ranger in my area.
- Strongly Disagree - Helpful in assisting motorists, not resolving any incidents.

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

- Strongly Agree - Always been very helpful with traffic guidance, and any other services requested.
- Strongly Agree - With the road ranger's assistance, the responders in our apparatus feel extremely safe on scene knowing that traffic is secured and the responders do not have to constantly turn their heads to look out for oncoming traffic.
- Strongly Agree - by protecting fire rescue and LEO on scene from traffic
- Strongly Agree - Very helpful for clearing road blocks and moving vehicles off the roadway.
- Strongly Agree - They can provide help where I do not have the tools.
- Strongly Agree - able to continue my operations due to them standing by at scenes
- Strongly Agree - They assist with the motoring public in checking and assisting the motoring public when they become disabled. They assist at crash scenes which keeps the scene safe.
- Strongly Agree - Dispatchers quite often call me before the FHP so our response time is quicker.
- Agree - Road Rangers need to advise motorists involved in a crash to move off to the nearest exit.
- Neutral - They don't respond to the area I work.
- Neutral - I have not had the option of utilizing a Road Ranger in my area.
- Disagree - no call backs to cancel service by either road ranger or customer therefore unnecessary traffic/ trips to a vacant breakdown location. (Towing)
- Disagree - They seem to get in our way.
- Disagree - They have not impacted how I do my job.
- Disagree - because most of the time when we give the call to the dispatchers they never past the information to the right person whoever is handling that area and we get upset driver who been waiting for service 2-3 hrs before some is on scene.
- Strongly Disagree - The duties of state and city officials and law officers cannot be replaced by a service.
- Strongly Disagree - They don't come up to Central/North Pasco or anywhere north of there

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

- Strongly Agree - Most Important Issue
- Strongly Agree - Large signs are very visible, giving drivers more warning
- Strongly Agree - They allow a buffer from the approaching traffic, which allows the responder to conduct investigations, without having to worry about traffic. Excellent job.
- Strongly Agree - positioning of their vehicle with direction signage and cones alerts drivers before approaching scene
- Strongly Agree - They DEFINITELY improve our crews' safety on-scene and we are THANKFUL to have them
- Strongly Agree - They do because they have traffic arrows, flairs, and are very visible behind FHP vehicles.
- Strongly Agree - Absolutely, but only in reference to the actual Road Ranger units.
- Strongly Agree - They help secure the scene from any road hazards.. Very helpful and rely on them a lot
- Strongly Agree - The added visibility with emergency equipment.
- Strongly Agree - It's one more vehicle that provides a safety barrier between the disabled vehicle and the patrol vehicle.
- Strongly Agree - They are extremely helpful to our trooper and help protect in many situations-- they are great asset to our troopers
- Strongly Agree - Their presence alone improves all aspects of on-scene safety.
- Strongly Agree - The use of their lighting systems are highly visible during traffic stops, crash scenes. The use of their trucks to assist vehicles that are disabled are to get them back on the road. The assisting with keeping the roadway clear of debris.
- Strongly Agree - I have been around long enough to remember when I had to handle a major crash by myself, starting with fuses and cones - then working the crash, all without the help of Road Rangers. The

arrow board and use of the large trucks have perhaps saved the life of a trooper and we appreciate the wonderful service provided by the Road Ranger program.

- Strongly Agree - Having the extra trucks and cones on scene definitely improves our safety.
- Agree - I've seen road rangers struck by vehicles, killed and injured from passing vehicles. I've seen patrol cars and other vehicles hit with Road Rangers standing by.
- Neutral - They don't respond to the area I work.
- Neutral - I don't feel they are needed
- Neutral - I have not had the option of utilizing a Road Ranger in my area.
- Disagree - Should be left to officers and contractors at site.

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.)

- Expand the program to 24 hrs.
- The Manatee County TMC is just coming on-line (will include Sarasota County in 2012). Communication with our operators of any significant incidents that might impact County and FDOT thoroughfares would be beneficial. 941-744-3980
- it would be great if we could talk directly with the road rangers
- Carry absorbent material and boom
- 24 hour operation at least on weekends for I 75 Alligator Alley
- Report to the Incident Commander upon arrival to check in and identify what the incident involves.
- Additional Maintenance of Traffic Equipment
- 24 hour service
- We have very few responses on I-75, as it would be a mutual aid call for us.
- Monitor or scan FHP or Fire Dispatch
- Having vehicles with tow capabilities, tablets or smart-phones equipped with SunGuide software and portable radios with backup batteries allowing the Road Rangers to have the radio on their person at all times and assist motorists.
- More Trucks
- Bring back 24 hours service
- So far they are doing a good job
- Work later hours
- Additional equipment
- Road Ranger need to be placed back on a 24 hour, 7 day a week coverage. I spend the majority of my midnight shift responding to.....
- They need to be supplied with more STAFF and hours of operation
- It would be helpful if they had some type of equipment for towing and removing vehicles from....
- Equipment is always a plus. We (FHP) do not have room in our vehicles to provide the same safety that a Road Ranger does.
- They should all have the capability to tow disabled vehicles off of the interstates, which can help us clear blocked roadways quicker by moving....
- additional equipment, reflective pants to match reflective vest
- Be out 24/7, 365
- Road Ranger is a great asset to our county. No changes are necessary.
- Have not had any issues
- Continue the great work they are doing!
- FHP scanners
- Direct communication with LEO's
- Allow them to tow vehicles again.
- More of them!
- Communications
- direct communication with on-road FHP troopers
- One of the most frequently used services are tire changes. A little more education on places to place the jack on a variety of vehicles.
- I don't think they would be needed here. (towing)
- Is this the primary purpose?
- Just need more of them at strategic locations.
- Additional training in MOT
- Add Road Rangers
- All of the above to include extending hours of service
- might consider putting about 5 roadway cones on truck to create a move over lane in some instances that it is needed.

- be available 24 hrs a day.
- Would be more efficient with more road rangers in cases where multiple incidents are in play at once
- Additional Vehicles, more personnel
- communications with rangers
- additional times, 24 /7
- Again on several occasions their dispatcher wanted them back on the road and the incident was not over.
- Longer response after dark. Nighttime response is critical.
- Tow Trucks equipped with RED lights and SIRENS along with additional EVOC driver training
- Very clear and concise with their messages; not all road ranger speaks clear English.
- nothing comes to mind
- Adhere to TIM training
- Additional Road Rangers so that they could spend more time at each incident.
- Make them EMERGENCY VEHICLES with RED lights and Sirens.
- more push bumpers
- Carry concrete walls so none of us get hit.
- Describe their requirements
- Equipment or absorbent to contain chemical spills
- Everything is great.
- They may already do this but I would like them to notify the Palm Beach County Traffic Control Office when they see backups
- Communications
- No improvement needed
- Better light systems for the vehicle that make it more noticeable while on scene.
- We have had nothing but positive interaction with the Road Rangers.
- Staffing 24/7
- This is a vital program here in South Florida. They add significantly to the overall response and traffic safety outcome on I-95. Do not let this program go away!
- All of the trucks should be tow trucks. Drivers need more tow driver training.
- Better lights to assist in lighting scenes especially in THI situations instead of having to maintain an engine on-scene for FHP to finish their investigation
- You could only add more-these people do a great job.
- Some sort of joint frequency to communicate would be extremely helpful.
- Continue doing what you do!!!
- Continue doing what you do!!!
- Have FD give them operations class
- I have not had an incident yet where they did not have what I needed in order to assist me on a scene.
- Capability of communication with on scene IC.
- Carry a radio capable of communicating with law enforcement.
- No suggestions at this time
- I am unaware of any needs or deficiencies.
- I sincerely feel their vehicles are adequately equipped to handle the roadside issues that present themselves.
- I was not aware the Road Rangers were first responders? If so, they need to have their response to 9-1-1 incidents coordinated with the first responders. To show up and not be part of the incident management system is dangerous to the scene. I would recommend the rangers remain focused on motorist needs and not respond to emergency scenes unless requested. FHP and DOT handle the traffic and FR and others handle the incidents. The RR should not just show up unless called by the first responders for assistance.
- 4-wheel drive capability; communication - FHP radios perform poorly and are out-of-date
- Road Rangers should be listed as Emergency Response Vehicle so they can better maneuver traffic on the way to an incident.
- Unknown, as we have never used their service.
- more and all the time
- I would like to see them provide 24 hour service on the roadways they are currently assigned to.
- Better communication and info when the drivers arrive on scene.

- more led lights for there vehicles
- Just add more of them
- They have the adequate equipment and resources needed to help aid fire rescue, it would be helpful to have a designated radio frequency so we could communicate on-scene.
- stay longer on scene.
- Most Road Rangers responses provide a great deal of resources to provide a safe barrier for all responders.
- Devices that provide more safety for the road ranger. ie, lighting, warnings, etc.
- They do a well needed job.
- Placing more trucks on the roadways.
- They do an awesome job helping out with getting the roadways cleared any extra they may need with only improve their performance.
- They should have more drivers and more trucks with towing capabilities. Some of their trucks are not equipped with towing capabilities.
- Additional equipment to complete simple tasks, better training on tow equipment and how to work equipment, safety training on roadway and traffic safety, MOT set-up for lane blockage, better dispatch communications.
- Believe more wheel-lift type wreckers should be utilized to expedite lane clearing at crash scene.
- More of them
- Maybe some extra personal during rush hours.
- Carry more oil dry and speak English
- Direct communication prior to arrival would be great. Perhaps a frequency dedicated to them where Fire Rescue and/or police can contact them
- More units
- good the way it is
- Hire more
- Communications, etc.)
- I am very satisfied with their current equipment.
- Keep the Road Rangers
- Some additional safety equipment in terms of signaling equipment not flares.
- Additional Road Rangers
- Fire Department Radios
- They do a great as is.
- Keep them in service
- Wrecker boom with winch and wheel lift. “Large” dry chemical fire extinguisher. Kiddie pool or approved container to mitigate fuel leaks from entering drains. Speedy dry absorbent and a push broom. Dash camera for recording of on scene pre and post activities involving vehicle placement, secondary incident, liability, road ranger/ constituent interaction. Personal safety. etc.
- If we were able to communicate with the RR on a radio it would make it easier for use to find them if they are on scene and we are unable to find or visa versa. Also we could get ETA to determine if we should attempt to clear the road prior to there arrival.
- I think you guys are doing the best you can....cant think of anything other than having more personnel and vehicles.
- More units
- No change is needed. They often beat us to scenes and begin to make room for our rigs and to protect the scene for operations.
- They are good for the help I need
- Communications
- More Road Rangers in Pasco
- Better equipment, more staff, work on weekends and longer hours.
- air sockets for tire removal
- More lights at night
- We need more Road Rangers to assist us with disabled vehicles.
- To have more Road Rangers
- Extended operational hours
- cover more area example US Highway 19

- Provide service for Pasco County North to Sumter
- Additional Road Rangers
- They have always helped me when needed, needs no improvement
- being able to have direct communication with them
- More traffic cones placed in vehicle
- Need more of them and expand to other counties to assist the citizens of Florida
- night availability
- More vehicles and respond to more state roads.
- It would be helpful to have a radio channel where we can communicate directly with the road rangers.
- Try asking the Rangers what they need as they are the one doing the job.
- From my limited experience operating with Road Ranger, I would advise that the Road Ranger program is adequate in on-scene response.
- They need to wear reflective pants and have reflective material on their shoes. They should also carry a neon/reflective flag to should they have to wave at passing motorists. They should be equipped with an emergency signal that alerts vehicle radar detectors of an approaching road hazard.
- Place absorbent material and absorbent pads on the trucks on the trucks
- They are sufficient
- There doing a good job
- Dale Mabry Hwy . 1600—1900
- It would help if there more wheel lift trucks to remove damaged or disabled vehicles from travel lanes.
- Equipment that warns drivers ahead of roadway conditions, crashes, etc.
- better equipment
- Operations are very efficient and helpful. No changes needed that I can observe
- Response time or just more Rangers to patrol the roadways to mitigate the number of incidents we have to respond to.
- A direct line of communication on a Sheriff's Office radio channel would be beneficial.
- If the road rangers had capabilities to be able to talk to every agency where they work.
- For the mission they perform they are equipped properly
- Maybe allowing them to listen/join in on the same channels (radio) as the local LEOs they are assisting
- Excellent service
- more of them on more parts of the roadways
- additional equipment and more employees
- no added comments.
- They need a county wide channel allowing law enforcement to communicate with them.
- Ensure that each truck has all necessary equipment for disabled vehicle assistance ie-(full size car and truck jacks, basic tools, air compressor, jumper box
- I think that we should have a channel directly to them.
- Able to help repair vehicles to get them off the roadway. Extra lights are good for safety.
- Direct phone numbers for the trucks, and come equipped with impact wrench to change tires.
- more hours in Saint Lucie county
- -Overall safety at the scene
- Having more Towing capabilities.
- Continuous on hand training setting up MOT
- Means of direct contact with unit on scene
- In relation to priority calls I believe the road rangers a re doing pretty good. But in relation to road side service I think there is a bit of improvement to be had in response times
- An additional helper/apprentice could shorten on-site time.
- have more road rangers on the road so they don't have to drive so far between calls.
- Possible to put wrenches on front of trucks to remove vehicles blocking traffic in a dangerous area.
- GPS which the RCC can monitor their location
- Communications
- Additional units is the problem that I can see affects the most especially on the busiest hours of the day.
- Additional equipment and more training

- Even better lighting packages, including a detachable unit (trailer) that can be deployed up to 1/4 mile upstream from the crash or incident, especially in cases where the incident is on the downside of an overpass or hill.
- More tow trucks, better communication skills and training.
- None to mention.

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-75.....24 hrs is needed.
- We need to have 24 hour coverage on I-75 in southwest Florida. We have very few midnight troopers covering Alligator Alley and I-75 in Collier and Lee counties and we have to relay motorists for fuel.
- Increasing Road Ranger services to include area arterials could be beneficial with the addition traveler information projects such as dynamic message signs as well.
- Hwy 33 N.
- I-75
- RR's need longer work hours. On I-75 in Lee County they need to work till 11pm. Troopers are being pulled from law enforcement duties to chase DAV's in the evening time.
- None
- US 41 - High Traffic Volume
- 24 hour service
- I-75/Alligator Alley would be the area that would benefit by having additional Road Rangers due to the coverage area (response time). It would also be beneficial to have the Road Rangers on I-75/Alligator Alley 24 hours 7 days a week due to the coverage area and no gas stations. Having Road Rangers available Monday to Friday from 6am to 7pm would be more beneficial due to high traffic volumes during peak rush hours in the morning and in the evening.
- Time frame expanded to also midnight shift 10pm-6am best times would be 10pm-4am especially on weekends
- US 27 (3)
- Polk Parkway. Hours extended to 12 midnight.
- The midnight shift would help us in Polk County tremendously.
- Midnights on weekends
- SR 25 (2)
- I-4 24 hours a day
- On I-4 it would be beneficial if the Road Rangers were 24hours/7 days a week like they used to be. I-4 is a highly....
- N/A - Polk County
- I would like to see more "full time" coverage to cover the night time hours
- Extend operation times
- I-75 and the Florida Turnpike is a high traffic area, especially during the holidays. There are allot of disabled vehicles along the Hernando and Sumter...
- I-4 on the weekend nights
- SR 570 (Polk Parkway) as a result of high traffic volume in the potential future.
- Have at least one out in Polk County 24/7, 365
- SR 570
- All major roadways in Polk County
- Hours of operation prolonged to 4am - 12 AM instead of 6am - 10pm
- All state roads
- Polk Parkway
- To offer towing again
- additional road rangers in high crash areas
- I-10 in Baker County. This is a very large area with not many services other than call wreckers and takes long for an officer to respond.
- There are enough responders on-site that are trained and held responsible. This service helps the public, but may not be feasible in weak economy.

- With driver attitudes and the amount of distracted driving ...any where could be crash area.
- have them stay a little later
- Extend hours to later in the evening, perhaps until 9 pm.
- I-10 to I-75
- I 95 / I 10 nights and weekends
- Move into Santa Rosa County - and also work on Weekends.
- Cover up to mile marker 42 in Santa Rosa county
- Hwy 90- and alt 90 around the interstate.
- 7 days a week would be great, its great when the Road ranger is available it keeps my Fire crew involved with the incident at hand. Patients or other incidents like car fires or hazardous material incidents I can focus on instead of trying to deal with traffic until Law enforcement is able to get there to take the traffic. We know law enforcement is stretched thin as it is with BUDGET cuts. The road Rangers in Escambia County are quick to the scene and do whatever we ask of them. I'm glad they are here they are a blessing when we have them. Wished they were here on the weekends.
- Hwy 90 & State Road 291 (Davis Hwy) in Escambia County
- No comment
- All of I-10 Madison to Pensacola
- US.29 Pensacola Blvd., US 98 From 1500-Midnight Fairfield Drive. North 9tha Ave. From 1600-2300
- from Escambia county to Madison county on I-10
- Extend the hours to 24/7 coverage. A recent accident scene we were working resulted in the engine getting rear-ended. If Road Ranger had been on-duty and set-up this accident could have been prevented. Road Ranger definitely benefits first responders and law enforcement by enhancing our safety. SR 292 (Davis Hwy) because of a heavy volume of traffic and the number of accidents that occur.
- State Road 91
- 1-95 northbound between Atlantic Blvd. and Sample Road
- SR-60
- Major intersections just off the major highways.
- add US hwy 27, I've come across many motorist who didn't realize there are no gas stations between Southbay and Weston,
- Unable to comment
- All major State Roads with at least 3 lanes of traffic.
- 0-25MINS Any major accident scene
- Glades Road during peak hours 4-6PM and 7-9AM
- None
- S. US 1 south from CR 778 to the Martin county line
- All major intersections
- I-95 24/7
- midnight shift
- If they could come off of the highway, that would help. Maybe start by allowing them off the highway but only at exit roads.
- Better training. Learn what real towers do
- None
- I-95 Broward and Palm Beach counties 2-10pm
- Think we are pretty good with regards to coverage
- High volume and high crash area
- None for Seminole
- I-4 downtown Orlando rush hour
- SR 436
- Additional coverage would be very beneficial in the Daytona Beach area on I-95
- SR 570. It is a toll road a lot of people use daily and the Road Rangers are not available for local or traveling motorist.
- SR 50 and SR 436.
- Not at this time
- Services appear adequate from my perspective.
- All of I-95

- I feel in the District 5 Region which we cover, RR are scheduled appropriately and their coverage areas are just right.
- I-95 (Brevard/Volusia) - even though it is a large area to cover, there are enough incidences to justify it.
- They already cover an extremely high volume of roadway in Florida but it would be beneficial to expand their services to include assisting motorists on Interstate 95.
- State Road 40 and State Road 415 during the summer months
- We have no experience working with the Road Rangers, but their service could be utilized on I-95 (SR9) in Volusia County, specifically in the Daytona Beach/Port Orange area. This is a high crash area during inclement weather.
- Extend the hours for I-4 to encompass 24/7 coverage.
- Exit 104 and exit 94. Extremely high traffic, crash and broke down vehicles rate during the workweek. A little later hours would be helpful. Like in service until midnight 6 days a week. Sunday late hours would not be needed.
- 24/7 all major roads in Florida
- 24 hour service.
- SR 436 and SR 50
- All our roads
- 18 Mile Stretch
- Unknown
- I-95 NB/SB during rush hour in the Miami-Dade/Broward County line.
- Golden Glades Interchange/I-95
- not sure
- US-27, SR-997, US-1, SR-860,
- SR 976 SR 94 SR 90 these are all high crash area and high traffic volume
- SR-5 SR-90 SR-94 SR-976 - These roadways have a lot of traffic crashes due to the high traffic volume.
- Yes, on SR-836, SR-874 and SR-826 on rush hour times. Also, the ideal help would be on all off roads that FHP covers on regular streets. Ex: SR-968, SR-90, SR-976, SR-5, SR-94, SR-990. This will really help FHP tremendously until regular towing rotation arrives on scene.
- SR-860 MIAMI GARDENS DRIVE
- Midnight shift road coverage seems to be sufficient
- STATE ROAD 5, 94 AND 976
- All State Roads
- US1
- I-95 in North Miami Dade County
- I-95,SR-826, TURNPIKE
- high crash area, high traffic volume area,
- The Road Ranger currently covers the highways in my area.
- Miami-Dade County has a need for Road Ranger at all hours.
- SR-826 between SR-836 and Miller DR.
- Turnpike and 836
- SR 826
- SR-112 at all times
- The 826, high volume of idiots driving on this road not paying attention
- The service is excellent as is. It provides FR with an enhanced level of safety on crash scenes.
- I-95
- U.S. 27 and Krome avenue
- every vehicle be equipped to tow vehicles from roadway
- The Palmetto 826 and the Dolphin 836.
- high volume, high traffic....
- No specific time
- Okeechobee Road and Krome Avenue
- I-75 is covered
- In Ocala
- Sunshine Skyway 24/7. I-75 and I-4 complete coverage 24/7 in Hillsborough County
- SR 688 to US 19

- I-75 weekends 12pm - 10pm
- I-75, more staff, weekends and longer hours.
- Pasco until 10PM on I-75
- Pasco
- I-75 North of Tampa to Ocala
- All state road SR 52, SR 54..etc
- 7am-8pm, I-75
- I-75
- High crash areas
- State Road 54, County Road 1
- US Highway 19
- Pasco County North to Sumter
- SR 54
- SR 56 and SR 581
- Hernando, Citrus and Sumter Counties on I-75
- US 19 (High Traffic/High crash area at any time Day/night.
- Interstate 75, Hernando and Sumter counties
- Interstate 75 from MM 296 to MM 335
- Hernando and Sumter on the interstate
- All Interstate Highway Systems should have Road Ranger assigned to them.
- Hernando County between Sumter County line to Pasco County line
- I-75 in Hernando and Sumter, mostly on weekends for high travel volumes.
- I-75 from the Hillsborough-Pasco County line to the Sumter-Marion County line. 20 minutes response time.
- Major roadways
- Vet Expressway due to high crash area and break downs. it is only a two lane roadway and when one crash or break down occur its nearly shut down the Vets
- SR580/ and Dale Mabry hwy
- Dale Mabry Hwy and Hillsborough Avenue W.
- Dale Mabry Hw, Hillsborough Av, Waters Av
- Dale Mabry Hw N. Road ranger would best be suited in times of rush hour or directly after rush hour.
- Veterans Expressway
- US 19 in Pinellas and Pasco County.
- Just add more of them. They are a great asset.
- US 19 and Dale Mabry
- US Hwy 301 US Hwy 41 US Hwy 19
- More in Pasco and Sumter Counties
- Both
- 1-4/1-75 High volume traffic/crash area
- Cover ALL of I-4 24 hrs...
- In Hillsborough county on weekends need coverage south to Manatee County. This seems like a Bermuda Triangle for disabled vehicles and is unincorporated
- I-75 in Hernando and Sumter Co, all day
- Morning and Evening Rush Hour. I-4. I-275, Veteran's Expressway. Major interchanges such as I-275/ Veterans
- Veterans Expressway...high traffic highway area
- Hillsborough Ave
- morning rush hour/evening rush hour traffic on the Veterans Expressway and I-275 as well.
- All major roadways are covered
- Rush hour on all the main highways
- Veterans Hwy/W. Hillsborough Ave
- All extensions of Veterans through airport area leading to I-275
- I-75 all the way to Pasco County line.
- I-4, I-75, I-275,

- Hillsborough Av, Dale Mabry Hwy, and Waters Av
- Dale Mabry Hwy (SR 597)
- Any major highway requiring road ranger assistance to aid law enforcement
- Dale Mabry Hwy // Hillsborough Av
- DALE MABRY HWY (3)
- Hillsborough Avenue
- Dale Mabry HW- SR 597, Hillsborough AV W-SR50 during rush hour.
- 24 hours on the Turnpike from Martin County up to YeeHaw Junction
- Throughout the turnpike. In all hours.
- Romeo 10-begin at 6am from 193-229 Romeo 11 240-272
- 24 HOURS SERVICE MARTIN, ST LUCIE, INDIAN RIVER COUNTIES
- extend the hours to cover treasure coast area
- I think it's odd that there are no road rangers in areas that are desolate and few to exits. That is when people need them most! I understand these are areas of low traffic volume but having road rangers out in an area like the turnpike from mm 190 to mm 229 where it is a wildlife management area with no lights and no exits, would give peace of mind to drivers.
- Have road rangers in all the area's I work.
- Increase hours of service on SR-417 Increase number of service trucks on I-4
- heavy traffic hours, morning and evening hours
- When practical have 24 hour coverage.
- Use tow trucks
- I would like to see the Road Rangers available during the nighttime hours. Often the expressways are covered by regular zone troopers on the midnight shift rather than designated expressway units. Due to this lack of resources disabled motorists often sit for long periods of time before a unit is available to respond. Additional (or any) Road Rangers during these hours would provide the manpower necessary to locate and assist these motorists.
- Traffic volume
- US-1 (2)
- SR5 (US1) on the "18 mile stretch" between Florida City and Key Largo. Also, major arterial roadways such as SR94 (Kendall Drive), SR5 (US1) in South Dade along the unincorporated areas that FHP patrols.
- To have more RR units in service on the weekends overnight (midnight hours).
- Okeechobee

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

- This is a great program and we appreciate all that they do to assist us and the citizens traveling on this interstate highway.
- The Road Ranger program is critical in aiding first responders. They are an important part in assuring the safety of responders and the motoring public.
- Have not directly contacted the Road Rangers, but have heard great things.
- They could find out if service is on its way from a motor club or their request. If so either cancel the service or let the driver who has been dispatched handle the call as long as the car is safe.
- Great job. Makes life and job a little easier and less stressful when they are on scene.
- Great People and job performance!
- The Road Rangers do an excellent job. There services have significantly impacted the safety of crews operating on Highway incidents, and I completely support maintaining this program.
- I think these folks do an excellent job! Particularly under the conditions of weather, traffic, upset citizens, etc. they have to deal with.
- The Road Ranger Program is a valuable program for the citizens of this state.
- I believe that the Road Rangers should be required to spend time in the TMC so that they have a better understanding of why TMC operators ask the questions they ask and need the information they need. This can help improve communications between Road Rangers and TMC operators.
- Would like them used in a 24 hour block to assist in the late night disabled vehicles.
- respect how much they do for us

- The Road Rangers have been extremely helpful not with disabled vehicles and crash scene but also with.....
- They are a great resource!!!!
- When I worked with them in Lee County a few years ago, they were a great asset and helped tremendously by allowing us to continue patrolling
- The road ranger program is a need. They take a unbelievable amount of work that would tie me up from performing my law enforcement duties. They are also a welcome sight when I am on the scene of a crash and they are able to get the cones out there and the sign up the visual presence they bring creates a much safer situation.
- Great group of guys who do their work with no complaints. I truly wish they were paid more for the work they do and the risks they take.
- Would like to have at least one Road Ranger out during the midnight shift (10pm - 6am) in Polk County. The midnight shift has only two troopers working.
- Please keep them around. It makes our job easier ad FHP can focus on critical enforcement areas/issues. Thanks Road Ranger.....
- They do a good job overall.
- They provide a great service and make my job easier.
- quicker response, more personnel.
- My only concern is the placing of debris in the driver compartment of accident vehicles. I think just placing it to the side and having the on-call towing company deal with it would be better.
- The employees are nice, and try to calm fears of the motorists. This program cannot and should not take the place of responsible agencies.
- Thank you for this opportunity.
- Great program! Must be continued.
- Add more rangers to include surrounding counties. St John, Nassau, Baker.
- Move into Santa Rosa County - and also work on Weekends.
- Will do, none at this time.
- you have a decently equipped truck, how about teaching the drivers to use the big placard lighted signage you all have on the truck. Most of the time when I see the truck they never put up that sign, they only rely on the light bar. Obviously you all had those put on the trucks for a reason! You may call me if you have concerns on my comment. Ferry Pass F.D.
- If there is any possibility to expanding this to more days of the week would be beneficial to the Public Safety crews as well as the motorist that travel our roadways. Please consider possibly adding the on the weekends if possible.
- Equip each vehicle with more warning lights for Interstate and deploy more sign boards.
- A 24 hour road ranger service would in my opinion be more efficient in helping fire rescue and EMS and also the community because accidents happen no matter what time it is
- Thank you for the assistance that you provide to help protect our personnel while working on the interstate.
- more of them, 24/7
- I feel this service has been a great benefit to the traveling public and has enabled first responders to work more effectively. Thank you.
- Please tell you rangers that if their service is not needed, don't call FHP, to show their perceived power. Sometimes they create more of a traffic hazard where none exist.
- These guys do a great job!
- These people do a great job. I run the highway and always want a Road Ranger with my rig.
- Keep up the good work.
- What are the specifics of Road Ranger training in relation to MOT? Are they certified in Intermediate MOT?
- Additional training to respond Code 3 with RED lights and sirens.
- Good job Rangers, BBFD
- The rangers provide a very helpful service to the motoring public, and are a tremendous help to us who respond to incidents on our roadways.
- Thank you
- The Road Rangers have been a tremendous help to our agency with their responses on I-95
- Its an excellent program for both assistance to drivers and the safety of fire rescue and police on scene.

- I believe the Road Ranger trucks should have red lights and sirens so they can get past the stopped traffic to get to a scene to begin helping us faster.
- On numerous occasions, the Road Rangers have been dispatched to a DAV call, at a specific location, and drive by. TMC is contacted and advised and take an exceptional long time to return. If they are in doubt, they should stop.
- This program is amazing and has always benefitted the drivers of Florida.
- Thanks for them being there. They are a valuable service for not only the citizens, but also the responders.
- This is a wonderful, beneficial service. Can't tell you how many times as a Battalion Chief these personnel helped on incidents.
- Thank you for being there!
- They are very helpful to our agency as well as the general public.
- Excellent job! They are truly an asset on the scene.
- The Road Ranger program is a great program. It has alleviated motorists waiting for long periods and has helped the agency tremendously with....
- Road Rangers are an extremely important asset to central Florida roadways. Often times they arrive on a crash scene before any patrol units. They are a great addition in providing safety to crash scenes. They provide tremendous assistance to disabled vehicles at the roadside.
- Road Rangers are very beneficial. There have been several situations while working disabled vehicle are crashes and they have always been there to gladly assist.
- None, other than a family member was also assisted by the Road Ranger program while travelling through a different county. Thanks.
- This is a tremendous service to the District 5 motorists. From disabled vehicles to crashes, RR are a huge benefit and asset to the Central Florida Roadway system.
- Love what you do ...Stay focused on your mission to assist the motoring public. If you want to become first responders then become part of the system in the areas you serve so that you can work within the first response system and not outside of it.
- Awesome and resourceful tool for Law Enforcement and motoring public. Great Resource!
- They are invaluable to the motorists, emergency responders, and dispatchers involved with any incident. They make the roadway safer for all by providing MOT to crash scenes and repairing disabled vehicles to reduce the possibility of a crash occurring. Without Road Rangers we would most certainly witness a severe spike in roadside deaths due to stranded motorists being struck by passing cars.
- Road Rangers are essential in assisting with the Open Road's Policy as well as Maintenance of Traffic during incidents.
- They perform a great service and well needed on the highways.
- I am grateful for the service provided by the Road Rangers. I believe that they enhance the safety of our Troopers and are very helpful with our Citizens and visitors.
- I found Mr. Jose Vargas extremely helpful and competent, he was very nice and even asked us what are final destination was to make sure we were on the right path ..... excellent
- Great group of guys who do their work with no complaints. I truly wish they were paid more for the work they do and the risks they take.
- Road Ranger operators/dispatchers need to act more professionally on the phones and be willing to properly identify themselves and provide....
- Great Job!!
- Great Service for the protection of both EMS and Police
- very good so far, no issues. a nice touch when they offer water to the public.
- I am a firefighter for Miami-Dade Fire Rescue. I work with the road rangers very often on very busy expressways. We love the Road Rangers; they're an invaluable asset to us with traffic control and scene safety. PLEASE KEEP THE ROAD RANGERS, THEY ARE LIFE SAVERS!!!
- Road Ranger's are extremely important to the safety of Fire Rescue and Law enforcement personnel.
- excellent services provided to our commuters, again the only concern i have is the lack of radio communication
- They are invaluable!
- Keep them funded, they are a great help with scene safety.
- Road Rangers are a great asset to the emergency responders and provide a great sense of security for the responders working on the scene of the roadway.
- I am very pleased with this service. And how it helps the county.

- As a MRCC duty officer I believe that road ranger dispatchers should talk directly to the person that needs them. Their trucks say call Star FHP on them and the motorist call FHP requesting the road rangers. I also believe that by their trucks having the call Star FHP logo on them, the public now don't associate that phone number to a law enforcement agency rather they think it's for road rangers only. Then FHP duty officers have to call the road ranger dispatcher and give them the call. This is an added task for duty officers to perform besides answering FHP calls for service and working the radio. Why can't duty officers transfer people calling in for road ranger assistance to the road ranger dispatchers themselves? Or perhaps they can change the system and call 511 or another number that goes straight into the road ranger dispatchers. Additionally, irate people call in because the road rangers either did not help them the way they wanted to be helped or took too long to arrive and those motorists call FHP dispatch give us an earful. Then when we manage to transfer them down to the road ranger dispatcher or supervisor, they don't want to talk to the irate caller.
- It would be helpful if there were extra units on the road during the rush hour traffic times
- Sometimes road rangers are tied up on other incidents and can't respond effectively. Need more road rangers and more vehicles with towing capabilities. Also, they should be trained more on roll over recovery operations to help clear the road more effectively.
- They do and outstanding job!!!!
- Please provide better equipment and trucks for these guys, they are a vital support system on these roadways
- As an FHP dispatcher my direct contact is only with their dispatchers on midnight shift. All are very professional & extremely helpful. However, a few of their road personnel may need more training and better English language skills. But generally, we receive very few complaints from the public. From my point of view with 15 years on the job, we in Miami-Dade could not efficiently handle our workload without Road Ranger service.
- This is an excellent program that provides safety to firefighters and the general public. In addition, the traffic delay after accidents is greatly...
- Road Rangers have always made me and my crew feel better protected from other vehicles that seem to be intrigued by what can be seen from...
- Great service. Important to my safety as a fire department responder.
- Road Rangers are a great asset utilized by the police/Fire Department….they are able to maintain a safe environment while we perform our duties on Florida's Highways….More should be hired!
- Great job! keep it up...
- I think the road rangers are very helpful in the safety of our injured and stranded motorist. They also protect the lives of the safety workers Police and Fire/EMS I request Road Rangers on any call I have on a super highway
- Thank you for your service! You make our jobs safer!
- Let's keep the road rangers service. The road rangers are a vital service to our community and Fire Dept
- they do an excellent job providing for the safety of emergency personnel
- The Road Ranger program is a vital service that ensures the safety of responders on Florida roadways. Sadly, responders are injured or killed on an almost daily basis in the US. This program should be expanded, not reduced. In addition, Road Rangers have been able to remove vehicles from travel lanes at busy times in order to expedite the return of normal traffic flow.
- Miami-Dade Fire Rescue relies very heavily on Road Rangers to keep our personnel safe at roadway incidents. I am confident that one of our people would have been struck by a vehicle if not for the Road Rangers; they do a tremendous job.
- I greatly appreciate these guys, I believe we have not had an incident because they have been there to help with traffic flow
- Great job!
- Please keep them working!
- They make it much safer for us to get our job done.
- In my opinion, Road Rangers should receive C.I.S.M together with Fire Rescue and Law Enforcement personnel involving "Large scale incidents". Scenes involving Mass Casualty Incidents, and or scenes involving multiple fatalities adult or pediatric.
- I work with the RRs every single shift, usually on multiple occasions. Their presence ensures my safety and increases the visibility of the crash scene. They have prevented numerous additional accidents and are always eager to help our units clear the scene as quickly as possible to get traffic flowing again. I love our Road Rangers and don't ever want to respond to the expressways without their assistance. Additionally, a Road Ranger helped me in my personal vehicle and provided exemplary service on I-75

with a flat tire.

- Thank you guys for helping, I work for Miami Dade fire rescue and its always easier to take care of our patients and not having to constantly be in fear of being hit by another vehicle...that's why more vehicles and personnel should be a goal. (not having enough funding, I know is easier said than done)..thanks
- Happy with the service. It helps us help people. MDFR
- This is a wonderful service. I enjoy working with the road rangers and they have improved my safety on the roadways.
- They are one of the most under emphasized assets to MDFR when responding to roadway incidents. They are all extremely helpful and accommodating when on scene with us.
- People who receive gas should be biller by the state for the gas provided at the current average cost per gallon. NO MORE FREE GAS!
- None. Great Job. Keep it up.
- we need them. They are very helpful.
- Not at this time
- it would be great to have them assist off the interstates include on-ramps and exit ramps.
- I have not personally worked with the Road Rangers
- Dan in Hillsborough is one of your best.
- Exceptional program - needs to be expanded if possible.
- I've had very little experience with Road Rangers. They do not work the area that I am assigned, so only in passing. Would be nice to have them in....
- They are a very valuable asset. I would encourage the funding for Road Rangers throughout the State of Florida on the entire.....
- Love those guys, I'm assigned to a motorcycle unit and really happy when they come to back me up.
- I believe the program is a valuable asset to the Tampa Bay Area.
- The extra vehicle and lights are very helpful on interstates where most vehicles are traveling in excess of 70MPH. The response times are sometimes long but that generally appears to be a manpower issue and not anything being done wrong by any specific person.
- I am over all pleased with the Road Rangers, they are always willing to help where they can.
- The Road Rangers have always been professional and a great help anytime we have had an incident and I hope the program continues. Thank you, Plant City Fire Rescue
- Great Job.
- They need to abide by the move over law.
- Keep the services going....
- They free us up to answer other calls. They are greatly appreciated!
- When requested by State Law Enforcement, allow RR to leave their areas to assist..
- I am glad we have them.
- I don't have any personal experience with Road Ranger, but the concept is a good idea. needs to be expanded to other areas.
- I honestly don't know how things would be on the road if we had to depend on other agencies and not the road rangers. I feel they are underpaid and work very hard at what they do.
- the more the better
- Every encounter with the Road Rangers has been very professional, competent and helped out with my crash scene by making the scene safer for us involved. I find the Road Rangers to be an invaluable service.
- Thank you for all you do! You are greatly appreciated :-)
- The program is an outstanding program. It helps us as Law Enforcement to be able to get back quicker to what we need to do. If every road had them it would be outstanding. I think a few more of the rangers would help also. There have been a few times I have not been able to get them and really wished I had them.
- They assist tremendously, especially with disabled vehicles and accidents with roadway blockage. Would like to see more out there.
- Love 'em. Wish there were more to go around during more hours.
- I think the service the Road Rangers provide is beneficial to the citizens of the state. Keep up the great work!
- This program is fantastic,
- Great program.

- Great program, I would use it 24 hrs a day,
- Great program!
- Road Rangers are extremely useful to Law enforcement officers traffic concerns..the program needs to be expanded and more trucks put into the program
- They do a great job.
- I think they are great and an enormous help to law enforcement!
- They are very professional, and willing to help.
- I believe the turnpike from Ft. Pierce to Yee Haw Junction is the longest area without an exit. People stranded in this area are there a long time
- It's a very good program that not only assists us but the motoring public.
- OR units need to be familiar with alpha codes.
- Road Rangers deserve great benefits due to the nature of their jobs and the extreme danger they are exposed to daily. One incident with a Road Ranger could leave his family in devastation.
- Thanks a lot I appreciate you guys.
- Road rangers do help in so many ways besides helping with crashes and road debris. They have been first on scene on several major incidents and given us valuable information.
- The Road Rangers have been very helpful, not only for law enforcement, but to citizens. If there were more of them and with 24 hour coverage would be great.
- nothing at this time
- Road Rangers are a major asset to the motoring public and first responders.
- Great Job
- Great service making is safer for Troopers to do their job. I would like to see Trooper discretion to have Road Rangers respond to other FHP patrolled areas when needed. Example might be a slow Tuesday at 2:00 AM on SR826 with the Road Ranger doing nothing but a major incident (fatality, etc) on a nearby FHP patrolled road but not enough Troopers working to help and the Road Ranger unable to respond due to the current restrictions. To make sure the requests are not abused, perhaps it could be written so that the FHP Shift Commander would have to approve the Trooper request. Just seems to be a better way to improve efficiency. On the other hand, too many Road Rangers are being assigned to FHP calls to help at crash scenes while stranded motorists wait for over an hour ... this happened to me in my personal car. When the Road Ranger finally showed up he told me that the Trooper wanted him to stay at the crash even though he really wasn't needed. Keep up the GREAT work!
- Road Ranger help us out a lot when we're out there specially on midnights.
- They are a great asset to us and I am very grateful to have them helping us.

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