Statewide Road Ranger Survey for Incident Responders

Florida's Traffic Incident Management Program

Florida Department of Transportation

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This document was developed and produced by the Florida Department of Transportation, Traffic Engineering and Operations Office, Traffic Incident Management and Commercial Vehicle Operations Program. If you would like to use or reprint any of the content in this document, please contact Paul Clark at (850) 410-5607, or email Paul.Clark@dot.state.fl.us.

Road Ranger Background

"The Road Rangers do an excellent job everyday and are an asset to the Florida Highway Patrol and the community they serve."

Quote taken from the 2012/13 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 3.9 million service assists with more occurring daily.

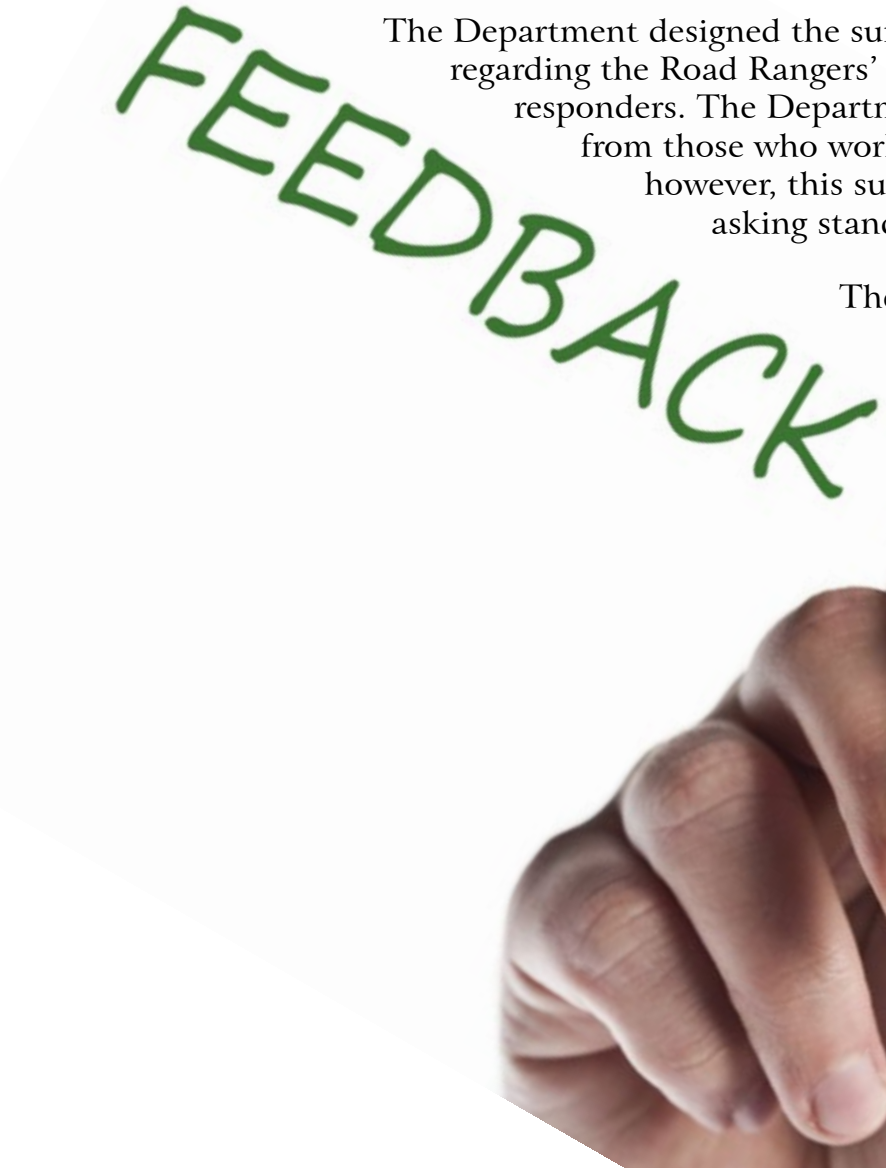
Purpose of the Survey

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

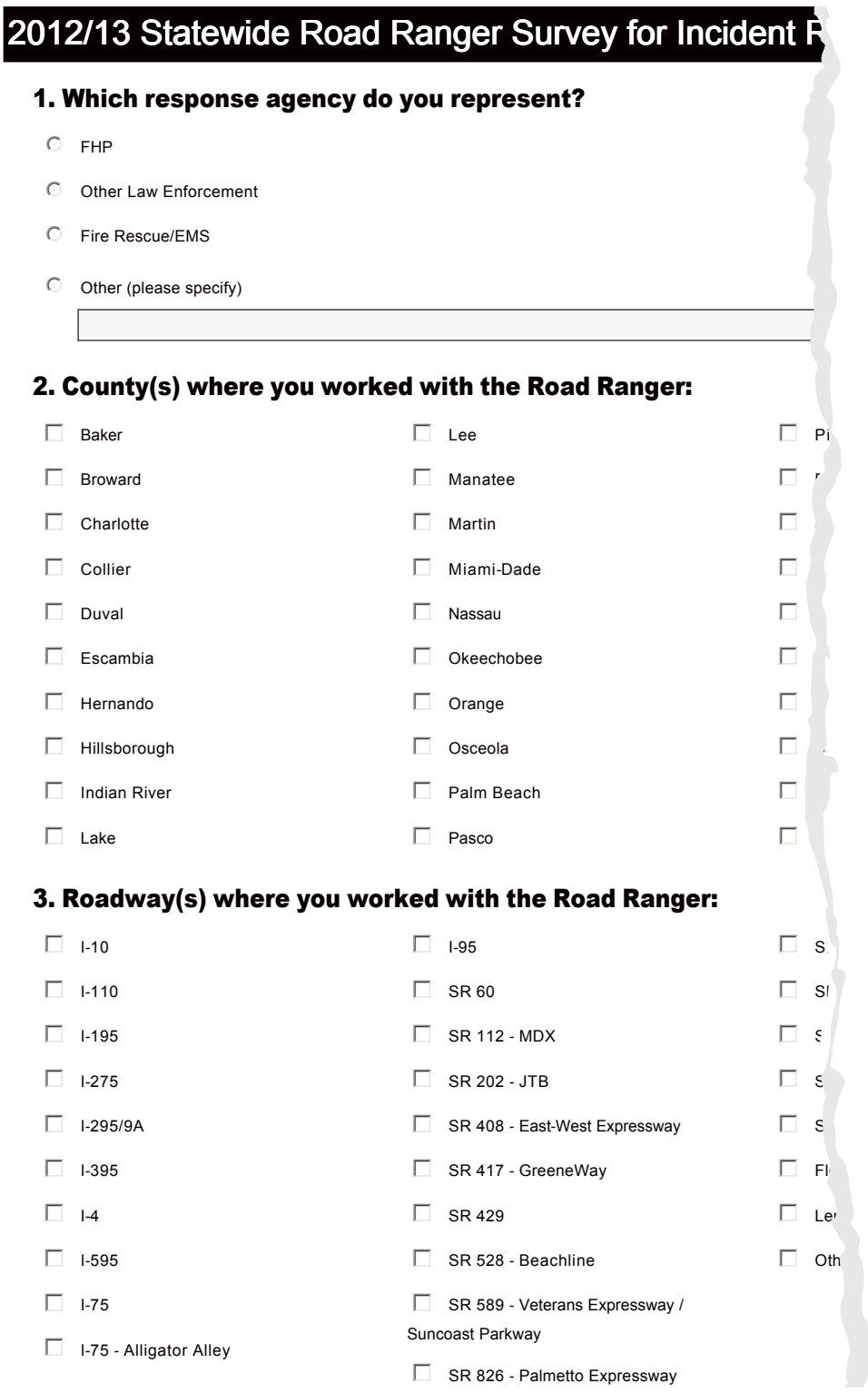
The survey includes questions/statements stated in four different formats:

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 calendar year. The survey period lasts approximately 40 days. This extended survey period allows multiple agencies to receive and complete the survey as well as allowing time for the Districts to discuss it with their TIM teams.

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



2012/13 Statewide Road Ranger Survey for Incident R

1. Which response agency do you represent?

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

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

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

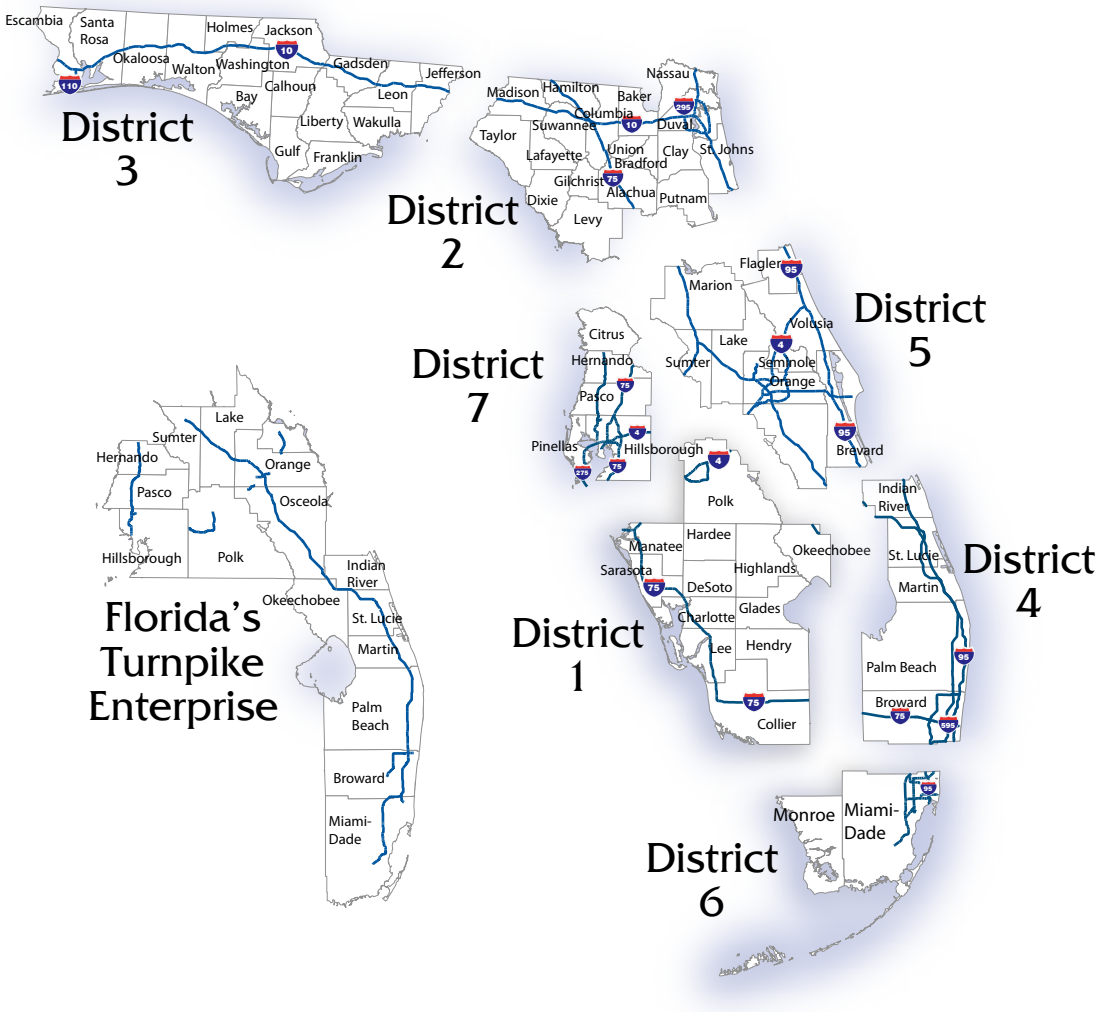
3. Roadway(s) where you worked with the Road Ranger:

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

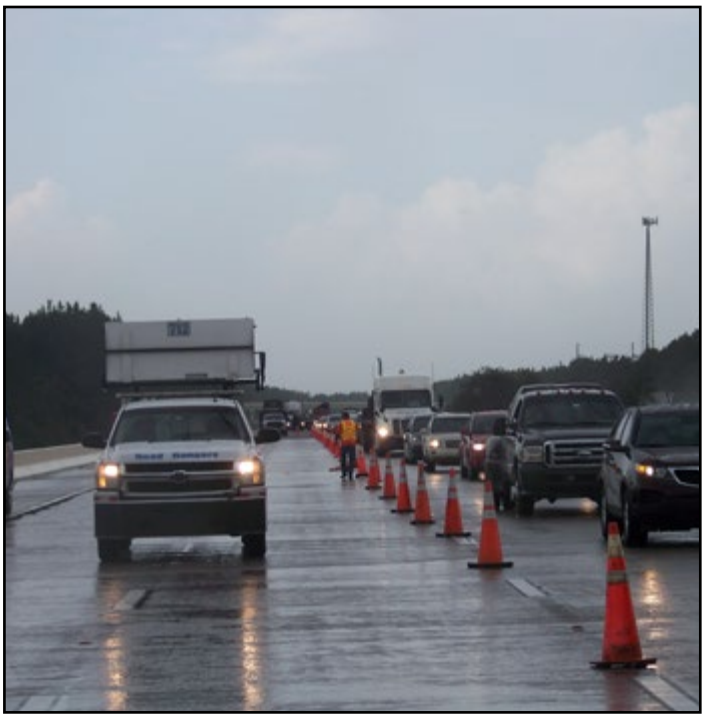
Survey Distribution

The primary method of distribution for this year's survey was online; however, paper copies were available 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 382 respondents utilized the online survey and 2 respondents submitted hard copies. Both formats combined yielded 384 responses for this year's survey.

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



Survey Data Collection



The online survey host, SurveyMonkey™, collects data and compiles it into a spreadsheet for analysis. In addition to the surveys completed online, the 2 hardcopy survey responses were also entered into SurveyMonkey™ for analysis.

Questions 6-15, allowed respondents to rate their level of satisfaction with Road Ranger personnel and evaluate additional aspects of the program. Each of the questions included an additional area to provide specific comments; those comments are captured in Appendix B.

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

Measurement Methodology

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

Survey Results

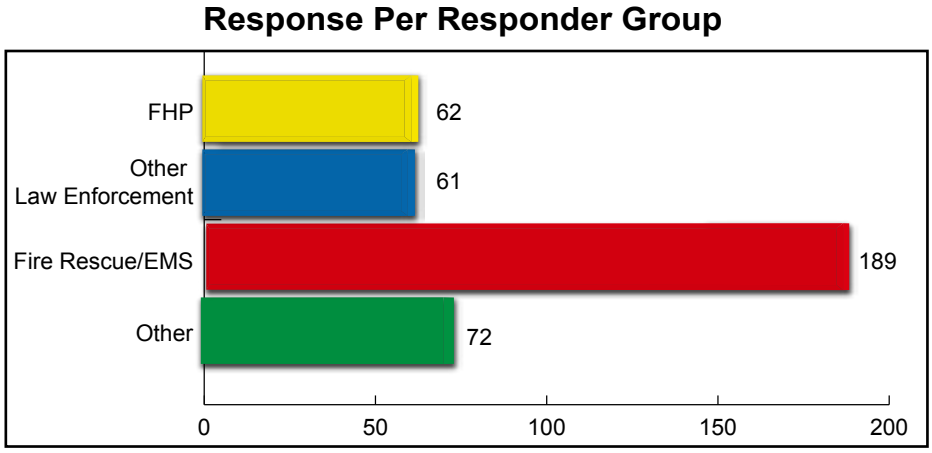
This year's survey period extended from January 28 through March 8, 2013, and a total of 384 responses were received. Of these responses, less than 1 percent (2 responses) was received via hard copies. The online survey was a very successful method boasting 382 responses, greater than 99 percent of the 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:

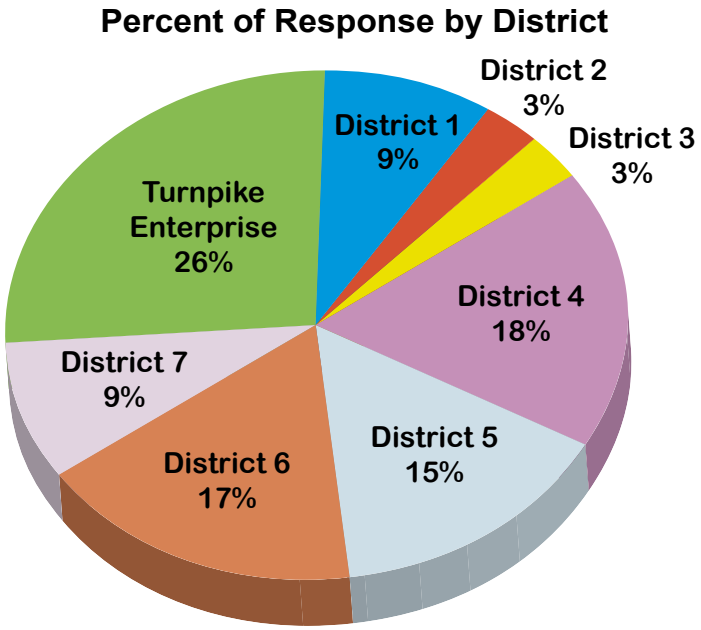
- FHP
- Other Law Enforcement
- Fire Rescue/EMS
- Other

A majority of the responses, 49 percent or 189 reponses, were from Fire Rescue/EMS agencies. Participation from Fire Rescue/EMS agencies has increased each year of the survey.



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."

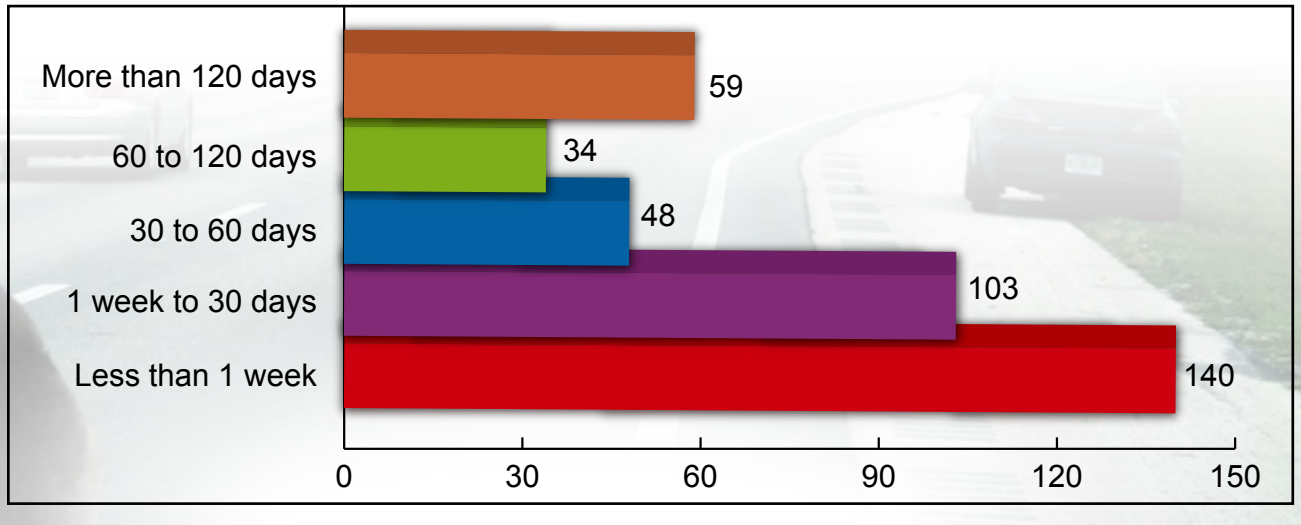
The Department provided respondents with a list of roadways where Road Rangers are available. Respondents were able to select multiple roadways from the list.

Roadways and Number of Responses					
I-10	25	I-95	149	SR 826 - Palmetto Expressway	60
I-110	10	SR 60	15	SR 836 - MDX	35
I-195	24	SR 112 - MDX	30	SR 869 - Sawgrass Expressway	31
I-275	33	SR 202 - JTB	4	SR 874 - MDX	33
I-295/9A	12	SR 408 - East-West Expressway	45	SR 878 - MDX	28
I-395	10	SR 417 - GreeneWay	42	SR 924 - MDX	10
I-4	100	SR 429	19	Alligator Alley	36
I-595	31	SR 528 - Beachline	35	Florida's Turnpike	133
I-75	125	SR 589 - Veterans Expressway	18	Leroy Selmon Expressway	6
				Other	14

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

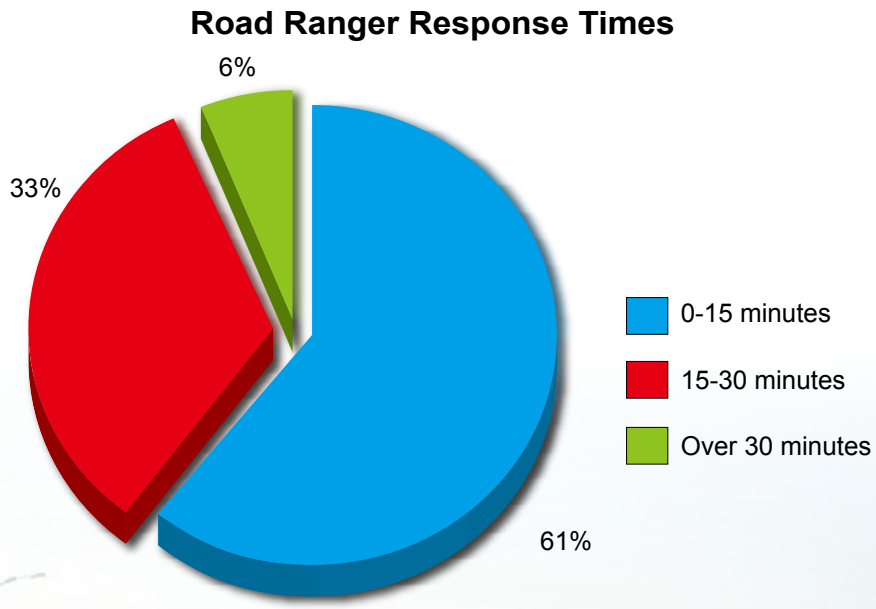


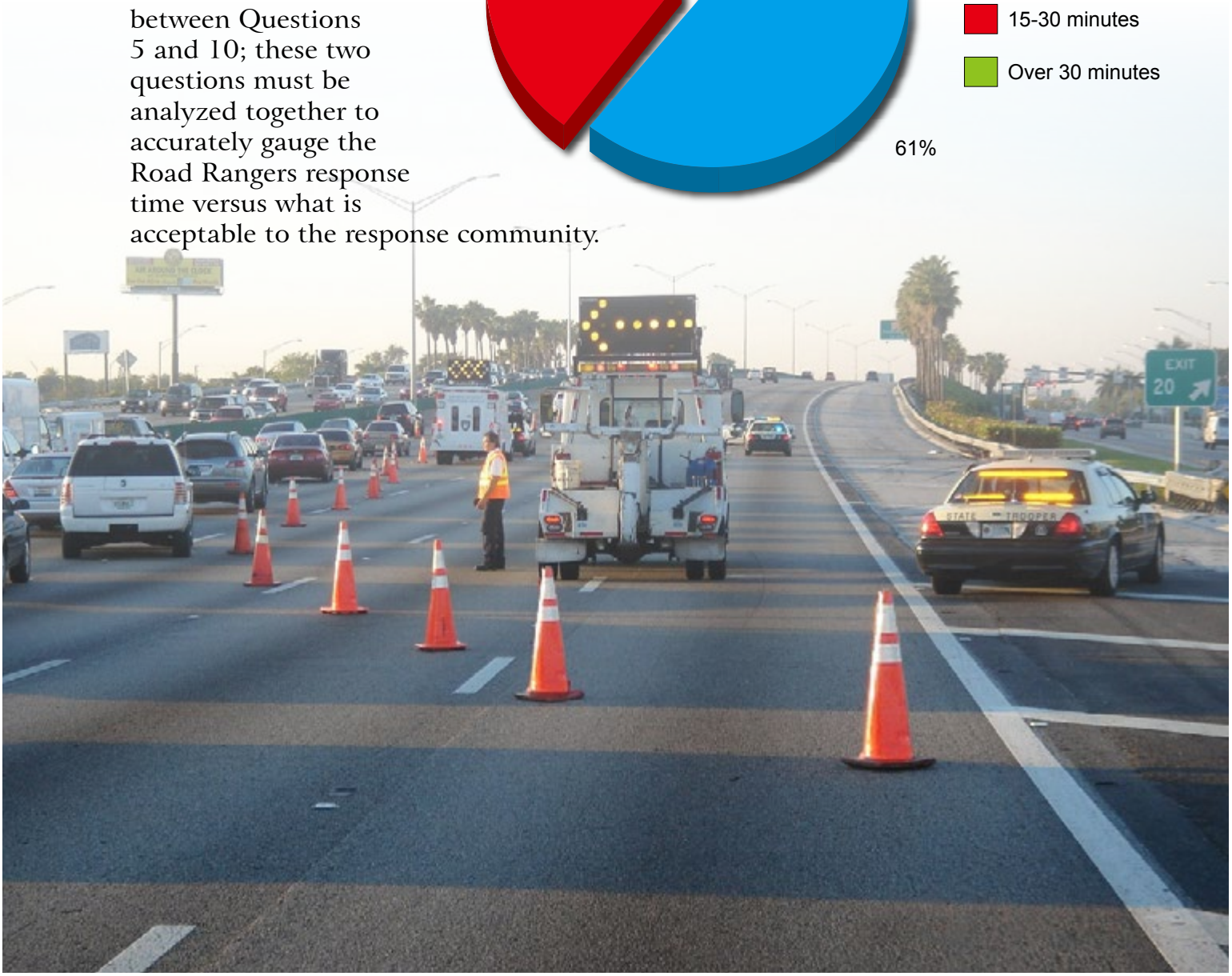
Sixty-three percent, or 243 incident responders, had worked with the Road Rangers within the last 30 days, validating that the survey data received is indicative of current program conditions.

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" (24 responses) and "N/A" (62 responses) were omitted from the following graph to allow for analysis of time-based responses only.

There were 298 responses that indicated a time value; of these, a Road Ranger arrived on-scene within 30 minutes or less of request for assistance 94 percent of the time. There is a direct correlation between Questions 5 and 10; these two questions must be analyzed together to accurately gauge the Road Rangers response time versus what is acceptable to the response community.





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

- Professionalism
- Respectfulness
- Helpfulness
- Competency

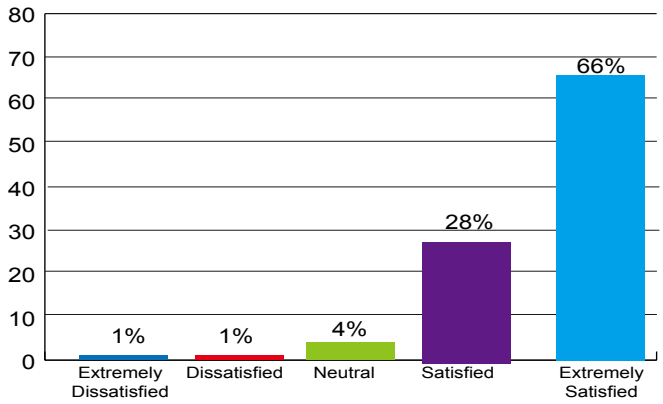
Respondents were asked to measure each area by choosing one of five statements ranging from "Extremely Dissatisfied" to "Extremely Satisfied."

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

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

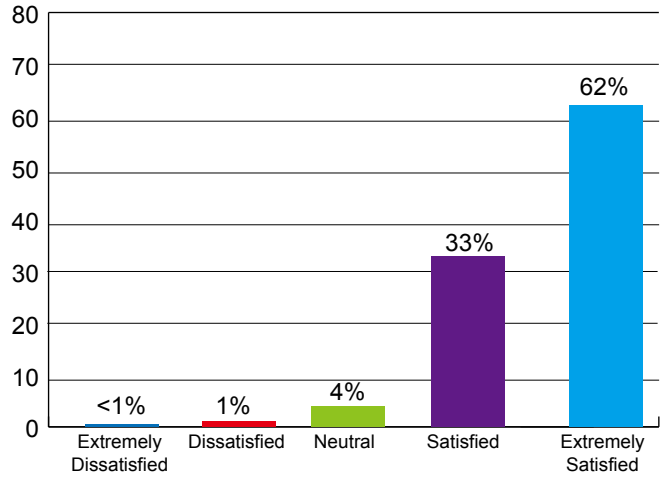
6. Professionalism

Professionalism	
Extremely Dissatisfied	4
Dissatisfied	4
Neutral	16
Satisfied	108
Extremely Satisfied	252
2012/13 Mean	4.56
2011/12 Mean	4.42
Change	+0.14



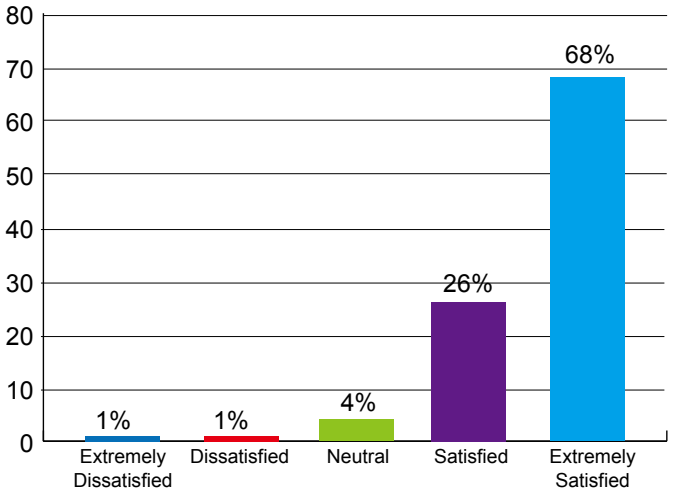
7. Respectfulness

Respectfulness	
Extremely Dissatisfied	2
Dissatisfied	4
Neutral	16
Satisfied	125
Extremely Satisfied	237
2012/13 Mean	4.54
2011/12 Mean	4.44
Change	+0.10



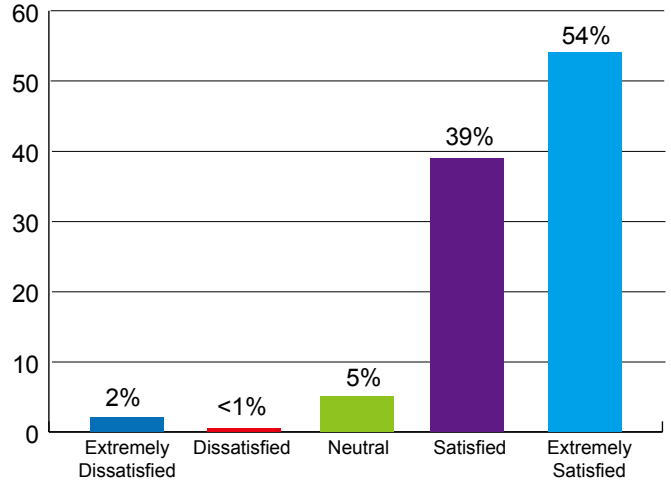
8. Helpfulness

Helpfulness	
Extremely Dissatisfied	4
Dissatisfied	3
Neutral	15
Satisfied	100
Extremely Satisfied	262
2012/13 Mean	4.60
2011/12 Mean	4.51
Change	+0.09



9. Competency

Competency	
Extremely Dissatisfied	5
Dissatisfied	1
Neutral	20
Satisfied	150
Extremely Satisfied	208
2012/13 Mean	4.45
2011/12 Mean	4.39
Change	+0.06



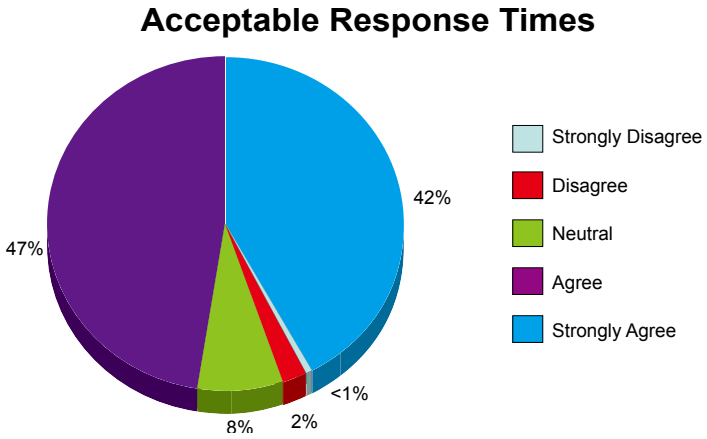
As the data for questions 6 through 9 indicates, the overall scores for Road Ranger personnel were very positive. The highest marks were received for Respectfulness with a positive response rate of 95 percent, while Competency, Helpfulness and Professionalism each received positive response rates above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

Compared to the 2011/12 survey data, there was an increase in all four areas. Even with high approval ratings, improvements may still be achieved in the future.

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

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

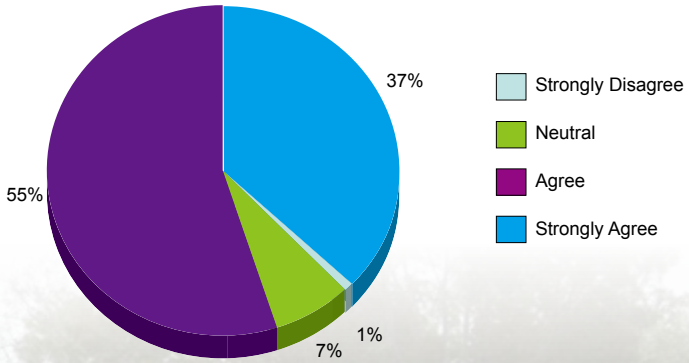
This question allows respondents to express their level of satisfaction with the Road Ranger response times. Out of 384 responses, 89 percent of respondents agreed that the response times were acceptable; 11 percent chose neutral, disagree, or strongly disagree. Since response time satisfaction is generally subjective in nature, a portion, but not all, of these responses may be attributed to differences in perception.



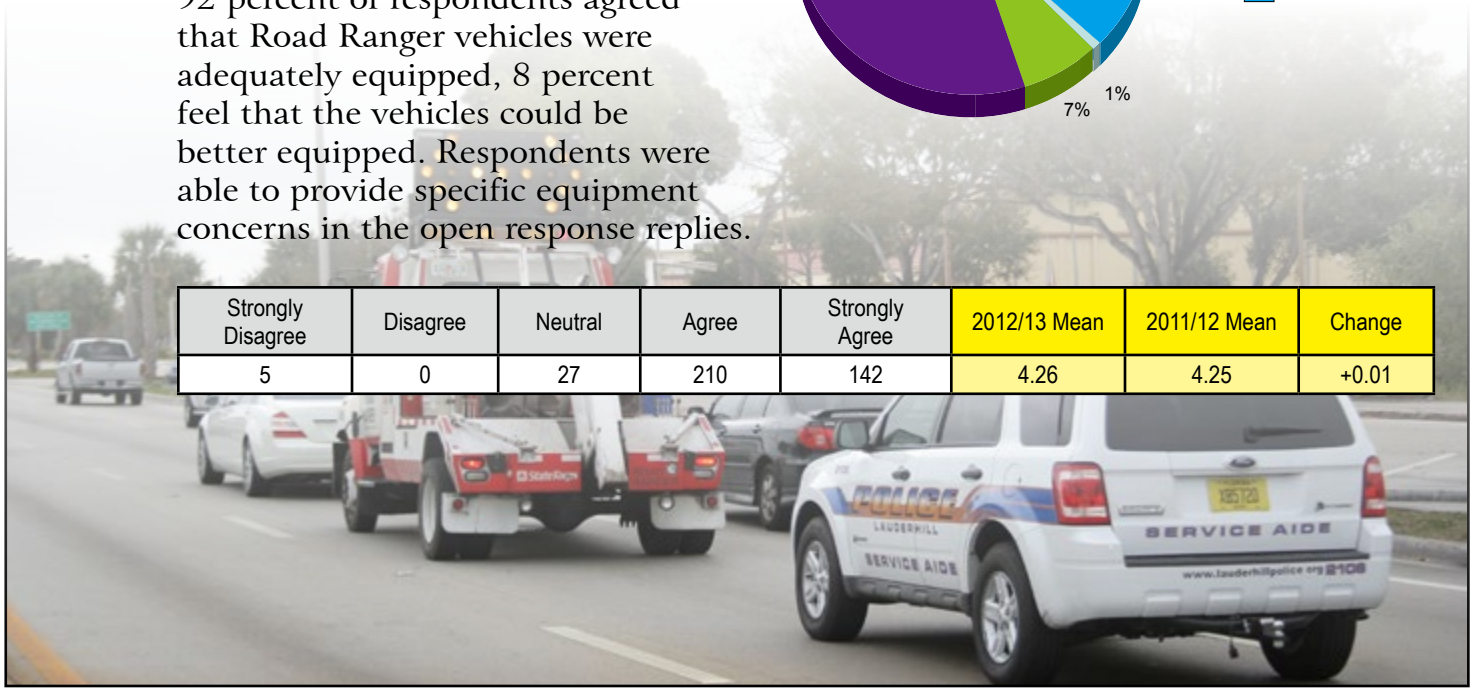
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2012/13 Mean	2011/12 Mean	Change
2	9	32	181	160	4.27	4.13	+0.14

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

This question allows respondents to express their satisfaction with the tools and supplies carried in/on the Road Ranger vehicle. Road Ranger vehicles are equipped with a basic variety of tools and supplies that may slightly differ from one district to another. While 92 percent of respondents agreed that Road Ranger vehicles were adequately equipped, 8 percent feel that the vehicles could be better equipped. Respondents were able to provide specific equipment concerns in the open response replies.

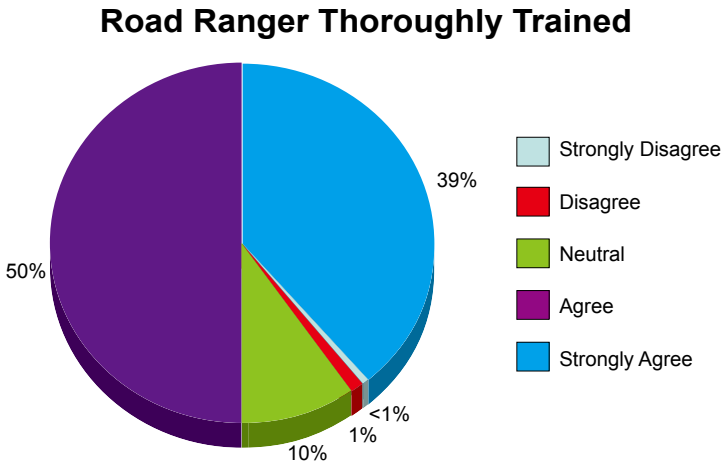


Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2012/13 Mean	2011/12 Mean	Change
5	0	27	210	142	4.26	4.25	+0.01



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

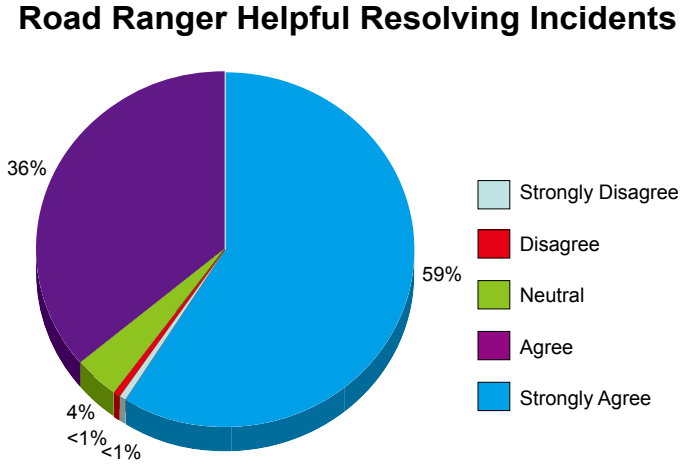
This question allows respondents to express their level of satisfaction with the training Road Ranger personnel receive. Eighty nine percent of respondents indicated that Road Rangers are adequately trained for their jobs. The remaining 11 percent selected "neutral," "disagree," or "strongly disagree."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



Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	2012/13 Mean	2011/12 Mean	Change
2	4	37	193	148	4.25	4.14	+0.11

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

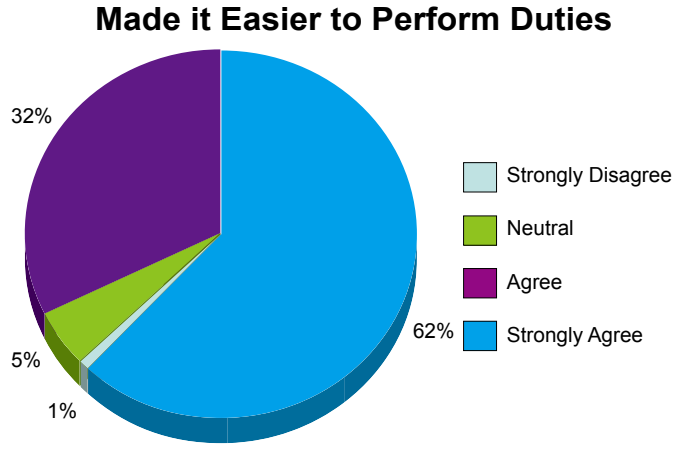
This question asks respondents to assess the services that Road Rangers provide with regard to resolving incidents. Ninety five percent of respondents selected "agree" to "strongly agree," indicating that the Road Rangers have a positive impact on resolving incidents. Since a key role of the Road Rangers' 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	2012/13 Mean	2011/12 Mean	Change
3	2	15	139	225	4.51	4.48	+0.03

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

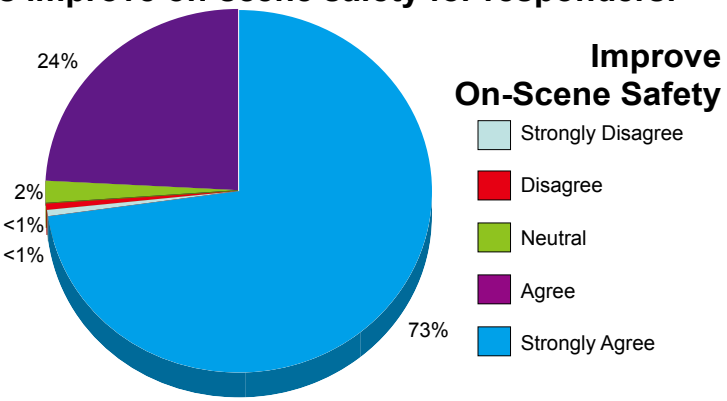
This question addresses whether Road Rangers are producing a positive impact by enabling responders to more effectively perform their duties. Again, a large majority, 94 percent, agrees or strongly agrees that the Road Rangers are successful in this area. Road Rangers are successfully fulfilling part 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 6 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	2012/11 Mean	2011/12 Mean	Change
2	0	19	124	239	4.56	4.47	+0.09

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 384 responses, 97 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	2012/13 Mean	2011/12 Mean	Change
3	1	9	92	279	4.68	4.58	+0.10

Additional Data for Questions 6-15

Respondents were given the opportunity to provide additional information on Questions 6 through 15. Question 6, relating to Road Rangers professionalism received the highest number of positive responses with 34 responses. Question 15, relating to on-scene safety for responders, received the second highest number of positive responses with 21. Question 10, relating to Road Ranger response times, received six 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 144 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 139 valid responses with a majority of the responses indicating that additional patrol hours on existing routes would be very helpful as well as extending Road Ranger coverage to highly traveled state roads. The responses noted a number of specific routes for each local District; responses are available in Appendix C.

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

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

This question received 128 valid responses, which are provided in Appendix C along with comments for the two previously listed open-ended questions.

Conclusion

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

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

The personnel area of the survey sought information regarding the respondent's perception of the Road Ranger operator's knowledge and performance by presenting a series of questions relating to their satisfaction with Road Ranger operators. These areas include: Professionalism, Respectfulness, Helpfulness, and Competency. Respondents rated each area with scores ranging from a numerical value of 1 for "Extremely Dissatisfied" to 5 for "Extremely Satisfied." The average for all responses in these categories is 4.54. Improvements were achieved in all areas. A closer review of data reveals that while all four areas improved, competency received the lowest rating of 4.45 and it should be noted that this area also increased by. 06 from the previous year.

This program area received an overall average score of 4.41 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 4.68 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 "Road Rangers are adequately trained for the job," with an average total score of 4.25, an improvement from last year's score of 4.14.

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 or processes, such as the Statewide Law Enforcement Radio System or better communication of estimated arrival time through the traffic management centers and regional communications centers.

Eighty-nine percent of the respondents believe that the Road Rangers are adequately trained for their positions; the remaining respondents believe that training could be improved. Continued outreach to the incident response agencies regarding the role and capabilities of the Road Ranger and participation in joint training activities when possible could help improve the scores in this area.

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

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

Training

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

Information Sharing

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

Equipment

- Review requirements for Road Ranger vehicle types and equipment.
- Ensure that existing vehicle lighting equipment, such as light bars and arrow boards, are Department-approved devices.
- Ensure adequate amounts of spill absorbent are available on each Road Ranger vehicle.

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

2012/13 Statewide Road Ranger Survey for Incident Responders

1. Which response agency do you represent?

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

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

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

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

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

2012/13 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:

2012/13 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:

2012/13 Statewide Road Ranger Survey for Incident Responders

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

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

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

10. Road Ranger response times are acceptable.

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

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

2012/13 Statewide Road Ranger Survey for Incident Responders

11. Road Ranger vehicles are adequately equipped.

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

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

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

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

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

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:

2012/13 Statewide Road Ranger Survey for Incident Responders

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.)

2012/13 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 - They show up on scene and ask "how can I help you, or what do you need ", most of the time it's with traffic or road clean up, or warning devices. Great job
- Extremely Satisfied - They always come up to the Incident Commander and ask if anything more that the can do.
- Extremely Satisfied - Our organization relies heavily on the assistance provided from the Rangers. Without a doubt, not only has my life but the lives of my brother firefighters and the public have been saved. These gentlemen are professionals and extremely committed to safety and assistance. Please continue to provide us with their help. Thank you
- Extremely Satisfied - The Road Rangers are more than willing to help with traffic control via their VMS. They are also very helpful with stranded motorist.
- Extremely Satisfied - Road Rangers are extremely helpful especially when there is a break down on the Interstate.
- Extremely Satisfied - Always willing to assist and help in whatever capacity they can.
- Extremely Satisfied - Greatest safety on the road
- Extremely Satisfied - Amazing help to have the extra help on accidents assisting with traffic frees up personnel to deal with patients and fire hazards.
- Extremely Satisfied - The operators are very courteous and easy to work with. Most of the time they arrive on-scene in less than 10 minutes of FD arrival and set up traffic cones. The operators have been more than willing to work well with the public safety agencies.
- Extremely Satisfied - Very helpful and helped with safety of everyone.
- Extremely Satisfied - Love the road rangers they help out tons and know what they are doing
- Extremely Satisfied - They are quick and very helpful, thank you for putting out cones blocking lanes and keeping everyone safe
- Extremely Satisfied - Very pleasant, courteous, and helpful whenever asked.
- Extremely Satisfied - They are a huge assistance.
- Extremely Satisfied - Road Rangers are very helpful for the patrol officers.
- Extremely Satisfied - Always prompt, professional, respectful, knowledgeable and willing to help in any way they can. Indispensable resource that I hope never gets taken away. Cannot ask for anything more!
- Extremely Satisfied - They do a great job and - at least all whom I have met - are eager and will help in any way possible.
- Extremely Satisfied - They are fully equipped to assist with traffic patterns and during our operations this is very important.
- Extremely Satisfied - They have become essential to safety maintenance
- Extremely Satisfied - They provide an immeasurable increase in the safety of our roadway operations. They communicate well with the incident commander and are usually a step ahead in terms of what roadway changes are necessary for our operations.
- Extremely Satisfied - They are an incredible asset to us(fire rescue). We all feel safer when they are on scene with us.
- Extremely Satisfied - The operators are very professional and helpful.
- Extremely Satisfied - Road Ranger (Tiney and Jerry) have been most helpful and courteous to the motorist. Great praise for the assistance they have extended to me at the scenes of crashes which clears the roadways so much sooner that I have experienced in the past with Road Ranger. Big thanks to them!
- Extremely Satisfied - However-Skyway Bridge at night needs coverage, especially when the units are not busy and are told to not go on the bridge by supervisors
- Extremely Satisfied - Can't thank them enough for watching my back!!!!
- Extremely Satisfied - They are amazing people often doing what others would not do. Going out into traffic to remove debris, changing tires in dangerous locations, and assisting troopers with traffic/lane closures. They have become an essential part of the day to day operations on Florida's highways and the public at large would be completely lost without them
- Extremely Satisfied - As the District Commander for a District that encompasses 7 Florida Counties (FHP), where I have a high volume of interaction with the Service Patrol Program and those interactions are continually rated as exceptional, I have no quarrels with the "Extremely Satisfied" category. Great Job All!...

- Extremely Satisfied - The RR was extremely polite.
- Extremely Satisfied - A great asset to protecting first responders and also in assisting with moving vehicles, clean up and cone set up. A great service to the citizens of Florida.
- Extremely Satisfied - Always professional, pleasant experience to work with.
- Satisfied - At first, they were OK. Over the years they have improved alot in the professionalism category.
- Satisfied - The road rangers play a major role in preventing injuries of our crews.
- Satisfied - While I'm satisfied, the RR program needs to have 16 hour coverage in Lee and Collier counties.
- Neutral - I have never had any dealings with a Road Service Ranger.
- Dissatisfied - Need to speak better English
- Dissatisfied - Called for a Road Ranger for an accident, the one for the zone was at lunch, the relief Road Ranger never came on scene. The Road Ranger that was at lunch made it to the scene and the relief Road Ranger never came on scene, the vehicle was in the middle of the highway.
- Dissatisfied - I am the Fire Chief and as such the Incident Commander of emergency situations. There have been a couple of situations where the placement of their vehicle was actually causing more problems and when instructed to move tried to argue. This is not acceptable. I did call the local supv. but more emphasis should be put on what they are expected to do and what they are not. I called supv. several months ago because one was using his lights and speeding (not just a little) to emergencies and we were having to dodge them. It is my understanding that the particular employee was let go. They are helpful at times but when we already have chaos and are trying to clean and clear they must either listen to the Incident Commander or leave.
- Extremely Dissatisfied - Midnight shift Palm Beach county Road Rangers on 95 take well over an hour to respond to disabled vehicles if they respond at all. Regarding crashes, they are a little better and may respond within 30 minutes at times. I have commented to their dispatch a few times since we had nothing going on as far as crashes etc, so there was no excuse for them not to respond to debris calls and disabled vehicle calls. We have drivers calling and advising that they have been out there for hours and when we look up the call in CAD, that time frame is confirmed. This also occurs on the Turnpike at time, but usually happens due to shift change and the vehicles are forgotten about.

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

- Extremely Satisfied - Has always be Respectful.
- Extremely Satisfied - Always willing to assist
- Extremely Satisfied - The operators are very respectful and cooperating with FD personnel on the scene.
- Extremely Satisfied - Well mannered, works well with fire, EMS and FHP crews goes beyond some scopes of assistance.
- Extremely Satisfied - I personally have never experienced a lack of respect from any of the operators nor have I ever received a complaint from our personnel of a problem.
- Extremely Satisfied - Very respectful
- Extremely Satisfied - Very courteous
- Extremely Satisfied - Always respectful courteous and friendly willing
- Extremely Satisfied - I have not been in receipt of any complaints regarding the Road Rangers.
- Extremely Satisfied - All I have met are professional.
- Extremely Satisfied - My most recent experience is when I had a flat tire on my patrol car and was changing it when Brad from Orange county on the Turnpike pulled up. Even though I told him I could handle it, he insisted on completing the work for me. He had an excellent demeanor, very respectful and kind.
- Extremely Satisfied - They have always she\own the greatest of respect.
- Dissatisfied - I get too many customers that had issues.

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

- Extremely Satisfied - They come find me looking for work. a great tool when we have an interstate shut down
- Extremely Satisfied - Very

- Extremely Satisfied - Whatever it requires to get the job done
- Extremely Satisfied - The operators are very helpful in assisting FD personnel with both protecting personnel and rerouting vehicle traffic at the emergency scenes.
- Extremely Satisfied - As I mentioned above the operators arrive on-scene and immediately set up the scene.
- Extremely Satisfied - The people I have worked with are extremely professional, understand what needs to be done, take direction well and are also good at calling for additional help to perform traffic control and mitigation
- Extremely Satisfied - Always willing to help
- Extremely Satisfied - They have always been helpful.
- Extremely Satisfied - For me they always go above and beyond to help out, and there response times have been fantastic
- Extremely Satisfied - They do all they can to assist and seem to have good working knowledge of placement of their vehicles to be most effective.
- Extremely Satisfied - They have the tools needed.
- Extremely Satisfied - My most recent experience is when I had a flat tire on my patrol car and was changing it when Brad from Orange county on the Turnpike pulled up. Even though I told him I could handle it, he insisted on completing the work for me. He had an excellent demeanor, he was very helpful.
- Extremely Satisfied - Very proactive in their response.
- Extremely Satisfied - They are always trying to assist in any way they can.
- Dissatisfied - Again, unhappy customers.

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

- Extremely Satisfied - All operators seem to be trained well with setting up for scene safety and seem to be very familiar with their truck and equipment.
- Extremely Satisfied - The Road Rangers appear to be very competent.
- Extremely Satisfied - Arrive on scene and start to work to keep fire and pd safe. Before we ask they are on top of it.
- Extremely Dissatisfied - Need better training.

Question 10: Road Ranger response times are acceptable.

- Strongly Agree - They are on scene when we get there sometimes.
- Strongly Agree - They are usually on scene before I am during a response.
- Strongly Agree - Never takes them long to get to you unless they are busy on another call.
- Strongly Agree - Their response times are acceptable.
- Strongly Agree - They are always there before I get there
- Strongly Agree - On the average yes, but I think in the Orlando area during peak times, they could use more personnel.
- Agree - Wish there were more sometimes not available busy elsewhere.
- Agree - We need more of them!
- Agree - We the citizens, first responders and tourist NEED our highways protected from hazards and quick assistance. We could use MORE trucks on the road.
- Agree - More units with expanded patrol zones would assist with reduce response times and would be able to handle more calls for service in a expanded patrol zone, taking the responsibility away from FHP in the non-patrol zone areas.
- Neutral - We do not dispatch them or call them.
- Disagree - I had a customer complaint that they never showed up. we seen them drive by a very dangerous situation that we were on our way to
- Disagree - They leave before there shift is over leaving motorists stranded that they have been called for prior to the end of their shifts.
- Disagree - They need red lights and sirens to be able to get passed stopped traffic so they can get to lane blocking incidents quicker.
- Disagree - The times, though understandable are not great. Many times a RR will get backed up and it may take hours for someone to get service.

- Disagree - The Palm Beach response times are much longer than the other counties on I-95, and we have had several complaints with FHP dispatch that the callers have been waiting 2 or 3 hours when there are no other incidents in that area. Also we've had several instances on the Turnpike in Miami-Dade and Palm Beach the Road Rangers have advised their dispatch the vehicle or debris is gone, and never actually cleared the zone as was asked only to have the trooper find the vehicle when they went to clear the zone. It would be helpful if FHP was notified if the Road Rangers were unable to locate a call we gave them so we could contact the person and see if they made their own arrangements or are in a different location.
- Disagree - Their zones of coverage are too large to handle to amount of disabled vehicle call we have.

Question 11: Road Ranger vehicles are adequately equipped.

- Strongly Agree - Never had an issue
- Strongly Agree - They appear to be properly equipped.
- Strongly Agree - Add more traffic cones and Collapsible traffic warning signs for road closures/ lane closures or extensive crash scenes.
- Strongly Agree - Well put together units
- Agree - I can only agree because they seem to have what they need, however, I don't actually know what they have on hand. Maybe Fire and Police should be updated as to their capabilities and or resources.
- Neutral - All trucks should have more emergency lights and park further down from accident scene
- Strongly Disagree - More trucks equipped with a wheel lift in the northern counties.
- Strongly Disagree - Clean-up of fluids on the road is the biggest safety problem we run into after an accident. The truck should have better and more absorbent to place on the roads.
- Strongly Disagree - It has come to my attention that the road rangers are having to purchase their own jacks and electric lug wrenches to help expedite their services. For the low pay they make, the great help they are, and the extreme danger of their job. I think these better tools should be provided.

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

- Strongly Agree - They appear to be well trained.
- Strongly Agree - All whom I have met have been very helpful as far as scene containment and protection, with regard to vehicle placement.
- Agree - I noted that vehicle placement and some minor safety issues were not addressed on site. This is more from being complacent or may be a need for more ongoing refresher training to keep safety in the front of the brain. It only takes a second or a minor, momentary, lapse in judgment to possibly result in an unnecessary struck-by incident.
- Agree - They do need to be advises not to handle abandoned vehicles, some of the vehicles had been stolen and by handling them they could comprise the investigation.
- Agree - Based on their work performance I would say Strongly Agree. However, I am not familiar with what their training requirements are.
- Neutral - I don't know what training they have
- Neutral - Not really sure of their duties and training requirements
- Disagree - They need a class in NIMS - National Incident Command System- by which all emergencies are required to adhere.
- Disagree - For regular road side assistance they are GREAT. For crash vehicle clearance they need much more training in towing and removing vehicles. Also, most of the Road Rangers will NOT tow, push, or move a vehicle until FHP, Fire, or SIRV tell them to do so. They are told for liability reasons not to do anything other than clean debris, change tires or give gas.

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

- Strongly Agree - I can turn the traffic over to them and not worry about it and focus on my job
- Strongly Agree - The Road Rangers can assist with incidents and free up FD apparatus if needed.
- Strongly Agree - Unbelievable!
- Strongly Agree - Services provided by road ranger are very important to FD response and scene safety. When working fires or accidents on the interstate the FD personnel can't always concentrate on traffic and it's a relief having that extra level of protection and someone that is watching traffic.
- Strongly Agree - They provide extra safety with light boards on the trucks. They help with disabled vehicles which frees up law enforcement to handle more serious incidents.

- Strongly Agree - They have always been helpful to my officers.
- Strongly Agree - As an officer of a first response fire rescue unit that operates on the interstate system, it is my opinion that these Rangers are indispensable. Statistics show that a large percentage of death or injuries occur to first responders in or at traffic scenes. These Rangers are an invaluable asset to help ensure the safety of the injured at the scene. They also protect those who are rendering care and aide to those injured. Their protection can efficiently direct the flow of traffic on a compromised roadway to
- Strongly Agree - Proactive approach by Road Rangers results in shorter duration times and quicker lane clearance times.
- Strongly Agree - Always ready for an assignment
- Neutral - Not always involved in the decision making
- Neutral - Sometimes help sometimes hinder
- Disagree - The road rangers are sending tows to tow companies from the east coast. the amount of abandoned vehicles on their reports do not match with the tow industry tow count
- Disagree - Had one that wanted to leave a crash scene prior to it being cleared because his work time was over leaving the Trooper in a dangerous situation.

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

- Strongly Agree - They help keep us safe on the roadway working accidents.
- Strongly Agree - Safety is always paramount with these professionals
- Strongly Agree - The Road Ranger Program has added additional safety for FD personnel operating on the scene making crews able to focus on doing their duties.
- Strongly Agree - I wish they were deployed in all the other counties along I-10. It would make dealing with traffic incidents a whole lot easier
- Strongly Agree - I can stay focused once on scene knowing that the road ranger is taking care of traffic this keeps me safe because people in Florida do not pay attention. I got hit in 2009 while standing outside my marked unit on Pembroke Rd if a ranger had been there I don't think it would have happed. They are a true asset to law enforcement and we need more!
- Strongly Agree - The RR program needs to have appropriate funding to provide 16 hour a-day coverage.
- Strongly Agree - With the addition of Road Rangers, it allows a better traffic flow while having to cut off some lanes. They also are a patrol officer replacement. They allow the on-scene units to handle a crash without the use of additional patrol officers. This allows officers to handle more police related calls.
- Strongly Agree - They assist patrol officers on a routine basis.
- Strongly Agree - It allows us to patrol and take other priority calls.
- Strongly Agree - Having the Ranger assists in controlling traffic. It is an additional safety tool for us on scene and one less thing we need to control to secure the scene.
- Strongly Agree - As an officer of a first response fire rescue unit that operates on the interstate system, It is my opinion that these Rangers are indispensable. Statistics show that a large percentage of death or injuries occur to first responders in or at traffic scenes. These Rangers are an invaluable asset to help protect those who are rendering care and aide to the injured. They also protect and ensure the safety of the injured at the scene, while efficiently directing the flow of traffic on a compromised roadway.
- Strongly Agree - They have taken care of the traffic problem and allowed me to perform my duties.
- Strongly Agree - As the District Commander for a District that encompasses 7 Florida Counties (FHP), where I have a high volume of interaction with the Service Patrol Program and those interactions are continually rated as exceptional, I have no quarrels with the "Extremely Satisfied" category. Great Job All!
- Agree - it has helped.

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

- Strongly Agree - It gives me great comfort knowing that when I step off the fire truck on I-75 the Rangers are doing everything they can to provide a safe working environment for the life of me and my crew.
- Strongly Agree - The fire districts do not carry ample amounts of equipment to provide advance warning as we are obligated by the MUTCD to provide. Without this service, FD's and LE would not meet this benchmark.
- Strongly Agree - The Road Ranger Program has added additional safety for FD personnel operating on the scene.

- Strongly Agree - People move over when they see the Road Ranger helping someone on the side of the road.
- Strongly Agree - More than people know!
- Strongly Agree - Workers are always well-equipped with highly visible vests and hard hats. Vehicles are always deployed with flashing lights and use of cones to manage traffic are always well placed
- Strongly Agree - They provide extra safety with light boards on the trucks. They able to help with directing traffic and traffic congestion.
- Strongly Agree - 100%
- Strongly Agree - Yes, they are very helpful to patrol officers.
- Strongly Agree - Huge help in this dimension, they are great!
- Strongly Agree - Having the Ranger assists in controlling traffic. It is an additional safety tool for us on scene and one less thing we need to control to secure the scene.
- Strongly Agree - Their signs are very High and visible for some distance.
- Strongly Agree - This is the most important function they do. They make a big difference to me and my crew on I-75 in 80mph traffic.
- Strongly Agree - As an officer of a first response fire rescue unit that operates on the interstate system, it is my opinion that these Rangers are indispensable. Statistics show that a large percentage of death or injuries occur to first responders in or at traffic scenes. These Rangers are an invaluable asset to help protect those who are rendering care and aide to the injured. They also protect and ensure the safety of the injured at the scene, while efficiently directing the flow of traffic on a compromised roadway.
- Strongly Agree - Moving the traffic to the other lanes.
- Strongly Agree - High visibility lighting and directional arrows, 2nd pair of eyes looking out for us, general assistance
- Strongly Agree - Ability to provide MOT and emergency lighting for scene security. Also, they assist in shortening incident duration times which equates to safety being increased for motorists and responders.
- Strongly Agree - Road ranger help control scene and help with officer safety -- they are a great asset to us at FHP... Very helpful to trooper and motorists.
- Agree - still can work with us more in regards to positioning and what has to be done suggest a class among all responders to get on the same page
- Agree - When they get there
- Disagree - Sometimes they want to leave a crash scene prior to it being cleared because their work time is over leaving the Trooper in a dangerous situation.

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.)

- Be on the 800 radio system with us , that way I could talk to them
- Early warning to drivers and lane closures are more help than you know. is alone is perfect.
- They need to remain with MOT until the tow company has finished their job
- So far there working with just fine.
- 24 Hour Service.
- I think what they do know is great. The equipment they carry seems to be efficient from my standpoint.
- Keep the program
- Have a defined and easily accessible and readily available way to directly contact a road ranger.
- Every time we have used them, they are very helpful.
- On-going refresher training and incident commanders need to welcome road rangers into the unified command structure on all incidents!
- If possible, provide an 800 mhz. portable radio for Road Rangers to be able to communicate with both Dispatch and Incident Command once they arrive on scene.
- Better communications between all agencies including FHP
- Nothing noted
- Overall, they are doing a great job!
- 24 hour service
- Communications
- For small incidents one unit is useful. If the incident is of a larger scale or on both sides of the highway a second unit could be helpful. Also if we had some type of communication on scene not just hand signals that would improve your assistance greatly.
- Broader coverage from the Interstate to major US and State highways.
- Communication
- Provide them with “keys” for locking lug nuts
- More trucks available
- I think they are well equipped
- Very adequate.
- Increased Hours and Routes
- More of them!!
- Expand and increase number of service trucks
- Maintain the hours they have, making them available 24/7
- The road ranger’s need to communicate better with on scene responders. The road rangers will be better utilized by emergency responders if there is communication between the agencies.
- Have radio communications with Escambia County Fire
- Great tool to have.
- I usually work with FDOT Coordinators to ascertain the positioning of assets and timelines associated with spills. Their close-knit communications provides me with pretty reliable information so I can make decisions on whether the level of response is sufficient on a site-by-site basis
- Have where the Troopers can communicate directly to them instead of going thru dispatch. This will help when we are both on accident scenes or other incidents to communicate better when we are spaced a part.
- None that I can think of
- They are good the general public needs more accountability
- All good
- No improvement needed!
- I would like to be able to contact the Rangers on our radio system (BSO Firecom)
- Florida laws allowing the road ranger the clear the road by any means.
- I can stay focused once on scene knowing that the road ranger is taking care of traffic

- Overall, I think they do an awesome job.
- I believe they are adequately equipped as they are.
- Just more communication at time.
- I'd like to see each Tow-Truck equipped with plastic 'skids', which would enable the Rangers to move All-Wheel drive vehicles without causing and additional damage
- TRAINING in towing, pushing, and moving vehicles. They should have hands on training at least 1 to 2 hours a month where they actually have to tow, push and/or move vehicles in different positions and different and different places.
- Red lights and siren would facilitate their speedier responses further. They have to ride the shoulders of the roads to get to scenes. This means their traveling for long distances in backed up traffic which can endanger them without proper warning devices. The driving public will take to the shoulders unexpectedly, in frustration when traffic backs up which can result in a crash with Road Rangers. Red Lights and Sirens will make their responses safer for them as well as the public.
- The two times they came to my scene they seemed more concerned with getting the roadway open and traffic moving then scene safety
- The alert lights on road ranger trucks could be more dynamic, brighter. But the personnel and Road Ranger actions have been Supremely helpful to crash scene safety as it applies to Fire/Rescue. We are Grateful! Thank You!
- My experience with the Road Ranger was indirect, it involved a family member. Based on that incident and by insurance background, this program provides a meaningful service to motorists as well.
- Perhaps more of them on the road.
- Different vehicles..... additional equipment
- Additional spill cleaning supplies (i.e. brooms, cat litter for oils/fluids, etc.)
- Better English and better training. They have no idea what needs to be done to remove cars from the scene after they have moved them.
- Better response equipment (IE) Red lights-Sirens, this would allow an even quicker response to blocked lanes and ultimately a much quicker clearance
- Communication
- Brighter rear lights would always provide an increased safety factor... For major incidents it would be help to have radio communications road rangers, simply for the fact the distance they park behind us or at a scene would decrease the danger in walking to meet with them.
- Communications, longer time scheduling
- More of them.
- I think it would be helpful to be able to communicate with them on a particular radio channel that everyone would have access to instead of having to talk through communications.
- There incident response capabilities are good the way they are.
- Road Rangers should be able to have compatible police radios. This would allow units on scene to talk directly to the Road Ranger and better coordinate the scene. This would decrease the lag time currently needed to walk over to the ranger or have dispatch contact them.
- It would be helpful to have more of them.
- I can't think of anything that would improve response capabilities.
- No suggestions at this time.
- Only way to improve would be to have more of them and available 24 hrs a day.
- A way for Officers to talk to them, instead of relaying through our dispatchers.
- Have an overnight response. Possibly an on call service.
- I feel the huge flashing lights are a great asset for responder safety on the Highways. I cannot think of any improvements needed.
- At the time of on scene arrival, Road Rangers could work to remove the vehicles OFF the roadway to the nearest exit in addition to moving vehicles just to the shoulder.
- I think they do a great job and are of great assistance.
- Its fine, just need more of them
- No recommendations
- Decrease response times
- Add more flashing lights to the lower areas of the vehicle...the top lights and arrow board is not always sufficient.
- I believe the Road Rangers should be able to communicate directly with responding units. It would also

be beneficial if they were to participate in IMS training, specifically Unified Command training.

- Being able to communicate via radio to the Fire department dispatch.
- They have been very effective for us.
- Vehicle marking more closely resemble law enforcement, at least at a glance, in order for the general public to not disregard them or pay less attention to them on scene.
- Believe they have sufficient assets for response. In the event additional resources are needed, contact through the local agency or FHP works.
- Additional equipment is always better.
- They are trained professionals. I'm floored every time I'm asked if they can make a u-turn to get to an incident or help a disabled motorist. It wasn't always this way. Road Rangers used to be able to make u-turns without the acknowledgement from FHP. Let's give them back their common sense.
- A few more Rangers in Miami Dade would be helpful. On average their response times are less than 15 minutes but with the many auto accidents on Miami Dade highways on busy days it can be more than 30-45 minutes sometimes
- Additional equipment, radio communications.
- Well equipped
- More lights
- By providing more Road Rangers
- I have no recommendations. The equipment appears to be well suited for the tasks.
- It is a great system. I am not sure what else would help.
- Road Rangers on I-595 need to have tow trucks and a flat bed tow truck so they can quickly move vehicles without waiting for a wrecker.
- Ranger trucks with towing equipment should work in pairs with non-tow vehicles. When the towing truck moves to the front of the accident, they no longer provide warning light/blocking. A second vehicle should remain farther back to provide the tow truck with a safe space to hook up.
- Responders are unaware of all the equipment carried by Road Rangers. For example, Severe Incident Response Vehicles carry equipment on their truck that can be used on scene by Firefighters. Since most Road Rangers park behind the fire trucks, most Firefighters have never seen the equipment carried my SIRV.
- Any form of communication directly with RR can help in setting up a safe scene without having to leave the safety of our vehicles.
- The flat bed trucks sitting idle on the road should be used to help provide assistance when a regular road ranger cannot for a while.
- Better lighting to warn traffic of their presence.
- They are excellent, just tell them Thank you
- They are well equipped.
- The only real problem I had was when it was early in the morning. If we could increase early morning hours that may be more helpful.
- 1. Radio communications: By providing the rangers with radios/frequencies compatible with the fire services we could enhance operation by providing the rangers with enhanced situational awareness. 2. Class D wreckers: The addition of regionally assigned heavy wrecker units would alleviate the fire service from having to rely on private contractors. Precious, life saving, time could be saved if Type D wreckers could be deployed to a crash scene as quickly as other road ranger units normally arrive.
- As a member of a fire rescue dept., we sometimes might not have enough room on our rigs to carry enough kitty litter. I have come to realize that we never carry enough between us and the road rangers. Space is our limiting factor.
- More Units
- No problems
- I am neutral on this question. The many times I've used them, they were instrumental in lane blockage and clean-up.
- Number one BLOCKING LANE, DIVERTING TRAFFIC AWAY FROM ACCIDENT SCENES, also helpful stopping run-off of oil, gasoline prior to first responders arrival which in most cases could be "life saving of victims" while they are diverting hazards from entering our water system and spreading out to damage asphalt and possibly preventing further accidents from slippery road condition.
- Communication
- If there was a way we could talk directly with the Road Ranger on our Radio system.
- It is helpful if the Patrol Operators call over to FHP instead of ONLY putting the incident on screen.

Sometimes the FHP dispatchers are busy with something else and not taking note of the screens. There was an incident last week on the Skyway involving a potential jumper. The incident was put on screen but no one called it over. It was a few moments before anyone noticed. Once noticed, we then created a call and dispatched a Trooper. In this case all's well that ends well and the Trooper was able to save the distraught man from jumping off the bridge. Our response time was delayed by at least 5 minutes because there was no call to us.

- More units with expanded patrol zones would assist with reduce response times and would be able to handle more calls for service in a expanded patrol zone, taking the responsibility away from FHP in the non-patrol zone areas. Have more vehicles with towing capabilities.
- Expanding roadway coverage would be an excellent addition
- They usually arrive quickly to our arrival, so I cannot add input to assist with this question.
- Communications, when requesting for road ranger the time from the request to the time road ranger receives the request is too long. Sometimes so long that after 10 minutes or so one will pass you by not getting the call that you requested them and need to turn around down the road, which takes longer for response.
- Dispatch faster. At the same time we are if it's on the interstate.
- The ability to communicate with them on the air would be helpful.
- I believe they operate well with the equipment that they have. However, I would ask the road crews who operate the vehicles and equipment.
- Larger equipment to move vehicles.
- We need more of them!
- More Lights on vehicles
- Sufficient
- We need more of them if possible.
- They do a great job and always very helpful on scenes.
- More absorbent to help clean the road when auto fluids are leaking
- Broader coverage from the Interstate to major US and State highways.
- I think all the Road Rangers should be wreckers.
- All Road Ranger Service Patrol should have tow truck capabilities. Some are pickup trucks only. Also arrow boards should be able to have text like an overhead amber alert sign.
- No suggestions at this time
- I've had only good experiences with them
- Respond a little faster
- Communication with our dispatchers to help get our trucks and equipment to scene.
- More flares. People are scared to run over flares
- Should be trained with Tow type vehicles
- A less strict overtime policy. Many times RR are off duty at 10pm, however they stop taking calls around 8pm because they "won't make it". If an area is going to be serviced, then it needs to be serviced 24/7.
- It might be beneficial in the long run to have a staffed FHP console in the Broward Traffic Management Center for I-95 so that FHP would have access to real time information and be able to relay it to the troopers immediately, especially during peak travel times and bad weather.
- Being able to directly speak with road rangers that are on scene via radio would be helpful. It would be easier in major incidents when troopers are advising us of what we need to have the road rangers do. Right now we have to take the trooper's info and call rr and have them relay it to their driver on scene, that takes time.
- Hire more help
- The current abilities are acceptable at this time.
- I realize that they have to change shift. However, if we have an incident in progress they should be allowed to remain on scene. Also, the shift leaving should make sure the truck they are vacating is fully stocked, fueled up, tires check and ready for the next driver.
- All road rangers could be equipped w/ push bars or ability to pull a vehicle out of a ditch
- With clean up
- Maybe Fire and Police should be updated as to their capabilities and or resources. Sometimes while on scene, they do a great job creating a barricade for Fire and PD, but on occasion they are at such a distance it is difficult to communicate with them due to distant. As on occasion our intentions or plan needs to be face to face in order to ensure comprehension and execution of said plan. Once they have secured their position it may be helpful to approach the scene on foot (out of harm's way of course) to ensure any

requests.
- The ability to communicate with them upon arrival so that a face to face does not have to be done. This would make things more efficient.
- The Road Ranger equipment, vehicles & communications are all good on this end.
- Maybe their training in reference to towing vehicles could improve a bit.
- Their service is very valuable. I cannot think of any needed improvements at this time.
- Nothing that I can recall would make it any better.
- We need more Road Rangers and more Road Ranger Trucks with towing capabilities.

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 between 140 and 110mm
- US 41 and Daniels Parkway
- We don't need to lose more work
- I-75 0600-2000 HRS.
- I-75 exit 128-135
- I-75 on a 24 hour basis. Increased patrols within the construction zones.
- We would benefit if the Road Rangers could respond to our high volume thorough fares. These would include US 41, SR 780, SR 72, Bee Ridge Rd, and SR 681.
- Good as is.
- High traffic areas. 41 & Gladiolus, Daniels & Six Mile Cypress, 41 & College.
- Not really sure
- All night hours
- Immokalee Rd and Pine Ridge Rd during peak travel times (morning and late afternoon commute times)
- I-75 morning and evenings rush hour
- SR 70 and SR 64 east
- SR45 (US41)
- SR 70 and SR 64 during high volume times (Friday, Saturday, Sundays).
- Overall, they cover the interstate very well!
- 24 hour service on Alligator Alley
- Hwy 27 and Hwy 60
- I-4 in Polk County at morning and night the standard high flow traffic times.
- 16 hour a-day coverage from 7am - 11pm. I-75 Lee and Collier county
- District 7: SR 60, at least from US 19 to Polk County Line. US 19 Pasco and Pinellas Counties. Port of Tampa access roadways: US 41, etc. These should cover all peak traffic periods. District 1: US 41 Lee and Charlotte County for now, Manatee and Sarasota County in 2015. Major E-W routes between I-75 and US 41 in Lee County. These should cover all peak traffic periods.
- Skyway Bridge
- I-75 andI-275 Anytime around 5pm
- I-10, I-95, I-295, SR 202 (JTB) change the hours to 5:00 AM to 10:00PM. The rangers are great people who provide a wonderful service to our motorist. Providing their services throughout the day would be most beneficial to both the motorist who's vehicle have become disabled and to keeping traffic flowing. Jacksonville is a major logistics hub and keeping the roadways open is essential.
- St. Johns County
- I-95 in St. Johns has many disabled vehicles and incidents.
- I-95 from Duval County Line to SR16 in my county (St.Johns)
- I'd like to see road rangers in Jacksonville 24 hours. i know it's a funding thing, but they're really helpful.
- SR 200, Hecksher Dr., Beach Blvd., Atlantic Blvd., and US 1 (30)
- Hecksher Dr. Atlantic BLVD, Beach Blvd, SR 200, Nassau and St. Johns Counties
- 3 mile bridge, Highway 98
- Mobile Highway, Fairfield Dr., Blue Angel Parkway, North 9th Ave.
- Head them east past Hwy 87. Plenty of accidents happen around Crestview where they could be of assistance.

- Pensacola Blvd/ Hwy 29
- 9 mile road
- Two operators on duty from 0700 until 1900 hours. Sometimes we find that the operator is busy on another incident when requested. Obviously this won't always solve that problem but considering traffic, volume and the number of incidents I see your vehicle respond to it seems like it could be justified.
- Interstate 10 between Santa Rosa County and Jackson County. There are almost weekly truck wrecks/ traffic crashes on this segment of highway. Having a group attending to just this segment of roadway could help streamline passage through this corridor and benefit many state agencies besides FDEP (FHP, Okaloosa, Walton, Holmes, Washington, Jackson County EMS). Just being able to obtain timely information from a pre-placed Road Ranger service would be a huge benefit.
- Do not expand....
- US 98 & US 29 especially during the times of 7AM-8:30AM and 4:00PM to 6:00PM
- Would like to see them go to the Santa Rosa & Okaloosa County line there seems to be a high rate of vehicle trouble in that area. I know the camera system does not go out that far and for their safety they wont let them go pass the 34mm, so it may be a difficult to get extra cameras installed to allow them to safely go out that far. (they will go if we stay on scene)
- Midnights for the treasure Coast area
- All good
- 24/7 in the Treasure Coast
- Alligator Alley/Broward County/High Crash Area and very secluded low light area on I-75.
- Yes, we need more
- US 27 in Broward County is a high volume traffic and crash area.
- They work 24/7 in our areas so no complaints.
- SR 60 from 58th Avenue in Vero Beach west to 98th Avenue
- Palm Beach County, Southern Blvd. and Belvedere Road around PB International Airport and SR 441.
- Major State Roads which cross the interstates, affecting the ramps.
- In a high crash area
- Crash area and high traffic areas
- None specifically identified
- All highways in Fort Lauderdale, Miami and Palm Beach, ASAP there can never be enough Road Rangers on the Highways
- high crash areas
- It would be beneficial to have them assist on Semoran Blvd.
- Additional Road Rangers on Toll 528 would be nice.
- Semoran Blvd., from SR 408 down to Orlando International Airport.
- High crash area SR 535 and I-4 (near Disney) and SR 535 at SR 536
- I-4
- SR 50 0700-1800 hours
- I-4 and SR 408
- SR 50 and US 441
- S.R.408
- 24/7 coverage on Interstate 4 and SR 408 within/near downtown Orlando.
- Just more of them would be great. They free us up - especially on Interstate routes from needing multiple officers for scene coverage, or for more minor issues such as disabled vehicles or items in the roadways.
- SR 436 (Semoran Blvd)
- On duty a little later
- I-4,SR 408, SR 417
- I-4
- More units on I-4 Orange Osceola Seminole Volusia, SR 417 Seminole and I-95 in Volusia County.
- SR 417
- 24hr service on Interstate 4
- SR44
- SR46...high traffic, high crash volume, with limited easement area.
- Any construction areas need units assigned to them. Even if it is cost adjusted to the contractor.
- Service on I-95 would be great

- Interstate 4 in Orange, Seminole, Osceola and Volusia counties. SR 408 Orange County.
- More road rangers definitely improve the respond time
- I'd like to see the R-10 truck go back to 24/7. During the overnight hours FHP becomes the Road Ranger in the Osceola zones.
- SR.25 Okeechobee Road between Krome Ave. and SR.826.
- SR 836 high traffic and high crash
- Ives Dairy Road, Biscayne Blvd.
- US 27
- 10-20 min
- All express ways should be included, and peak hours should have more Road Ranger personal on Duty
- High speed, high volume areas.
- I am not sure.
- I-95 6am - 9pm
- Kendall drive
- Just need more throughout Dade County.
- Semoran, Kirkman, Orange and International Drive could use some trucks.
- I don't think your budget for Road Rangers would allow for coverage in Miami Dade's high crash and high traffic areas. Maybe carrying more kitty litter would help.
- I 95 AND GOLDEN GLADES INTERCHANGE
- U.S. 27
- All highways where construction is ongoing should have one additional Road Ranger assigned.
- Palmetto (826), 1-95, (100)
- Dale Mabry Highway
- I-4 and I-75 in Hillsborough County on the weekends.
- All of I-4, I-275 and I-75. 5am to 3am. Rangers are needed on weekends to help with calls for service. FHP staffing on the weekends decease due to days off, which in turn causes more calls for service per Trooper. Then FHP has to take on the additional responsibility of responding to DAVs. This causes the public to be disabled on the interstate for longer periods of time, placing them in more danger, as high priority calls for service are answered first. Even if there was one Ranger per interstate on two shifts over the weekend, would greatly benefit the public and FHP.
- Include the entire State Road 589 in the program
- SR 52 and SR54
- I-275 and I-4
- US Hwy 19 in Pinellas/Pasco.
- I-75
- SR 688 during peak traffic hours.
- State Road 589, the hours during the week are from 6:00AM to 8:00PM. It would help to extend the hours to 10:00PM. Large traffic volume in Hillsborough County. Also it would be great if there was weekend service of some type.
- US19, CR611 (49th St. No/ Bayside Bridge)
- More staff during peak traffic hours and during the winter months when the population grows.
- All of SR-589, it's a large road and depending on where the troopers are or call volume motorist can be stranded in rural areas for extended periods.
- Extend North into Pasco County a few miles
- US 19 from County line to County line
- It would be helpful to have a Road Ranger on SR 589 in Pasco and Hernando county.
- All interstates/ expressways all the time and the ability to respond to serious incidents on major state roadway that are not limited access.
- ALL OVER IF POSSIBLE ON INTERSTATE SYSTEM
- Fowler Ave from 0700-0930 and 1600-1730
- I-75 can always use the Rangers
- Have service out 24-7
- US Hwy 19
- SR91 Between- MP 239-193
- Florida's Turnpike MP 193-244
- I think they should be 24 hours a day, 7 days a week on the Turnpike!

- More Road Rangers on the Florida's Turnpike in Miami-Dade County. It is crazy nuts down there and the few Road Rangers they have need help!!
- State roads intersecting with Interstate I-95
- Turnpike and Sawgrass Expressway
- I-75 and I-4 rush hour and nights
- Martin, St. Lucie and Indian River County on the weekend and evening hours. It is very difficult for people to understand the coverage terms when the drive by a sign at 70+ miles per hour. Either the area is covered or it's not.
- Weekend -road ranger in Martin, St. Lucie, and Indian River would be nice to have --- often have problems with no road ranger on duty.
- It would be helpful to have a Road Ranger that also covered US27 in Broward County.
- Nothing at this time.
- It is fine the way it is except for no weekend service for treasure coast SR-9.
- From the 190mm to the 229 around the clock service on SR91, and more road rangers per zones on SR 821 and on SR 91 in Miami-Dade and Broward counties
- During the peak hours in Orange County. Also, I think the program should include Lake and Sumter counties.
- Golden Glades interchange in Dade county
- Times are great, leave it the same.
- It is fine the way it is working currently.
- I believe they cover all limited access highways.
- Florida's Turnpike in Palm Beach, Broward and Dade Counties.

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

- I believe the FHP and Road Ranger statistics need to be similar. The statistics of the road ranger and towers do not match. The FHP does not keep any towing information as far as arrivals and departures of tow trucks. This is a needed statistic within the state and more mystery shopping needs to be done with the road rangers. DOT makes the rules and FHP supposedly enforces them. We do not find this being done.
- The do a very good on our highways helping people with flat tires to first responders on the scene. WELL DONE!
- Serve a great need to the motoring community along the interstates
- Please continue to provide funding for this life saving asset. These guys are great and offer safe working environment!
- I strongly support the program and would encourage the program to be expanded to the evening hours due to the increased calls for service during the winter months along with the expanded construction zone from the Charlotte / Lee County line to Luckett Road. Thank you for your service.
- Nothing negative to say.
- Can't say enough good things about these guys & gals. They're highly professional and well trained individuals who are always a welcome sight on emergency scenes and who are constantly willing to meet every request if it's within their power to do so. The extra help Road Rangers provide the fire service increases our level of safety and protection on emergency scenes which is invaluable to us and we greatly respect and highly appreciate the service that this organization provides us and the public.
- They are always ready to assist in any way they can, I appreciate their efforts and look forward to continue working with them
- The Road Rangers are a great asset, and need to be continued.
- Great program. Has saved lives certainly!
- I feel the Road Ranger Program is very beneficial both for First Responders and travelers. Whatever state funding is needed to continue this program should be sufficiently allocated to continue this program.
- Working together to get the job done safely
- Have been a great asset to our EMS service on times of vehicle accidents and routine medical calls. They have always been there to support and protect the first responders too.
- They really provide a great service!
- It seems at times they are on scene and have things already under control. Even on larger car accidents when they show up they do a great job of controlling the flow of traffic.

- Road Rangers sometimes expose themselves to traffic to remove debris from travel lanes. Continue to emphasize safety, and maybe 2 RR vehicles, one protect the other in this situation.
- The Road Rangers are amazing. Many of us appreciate their dedication to a dangerous job! Thanks for making the roads safe for us and help women change flat tires!
- Thanks, be safe, keep up the good work.
- I would like to thank the people who make the road ranger program work. It is an outstanding program that benefits all.
- Thanks for what you do. You are an asset!
- Great Program.
- Road Ranger project has saved lives of first responders and has dropped number of post accident crashes.
- The two I have met are really good at what they do. Please think about expanding the operations of Road Rangers to the east.
- I have found them to be very helpful and willing to do whatever is necessary to help us out.
- Thank you for the service that you provide in helping to keep first responders as well as commuters safe.
- Road ranger is a great resource and tool to have around in my area. Greatly appreciated
- Great Idea, important asset and a timely benefit for roadside incidents in Escambia and Santa Rosa Counties. Wish the concept could be expanded to other adjoining counties...
- See previous comments... I welcome help as long as it is trained and doesn't put my people or the public in additional danger.
- Don't take them away!! Their assistance is greatly needed.
- Need more of them, great service that they provide. They have cut down our calls for service, and help keep us safe during road closures. Can't say enough good things about them!
- Overall doing a good job.
- All good
- They do an excellent job.
- Great job Keep it up and thanks to all involved in this program
- I have also used them when my wife's car broke down in Ft. Pierce one night. It is comforting to me knowing that there is someone I can trust that will stop on the side of the road to help. Keep up the great job.
- We rely on road rangers they do a great job each and every day more are needed to maintain the safety of Florida's roadways. Thanks.
- I represent a municipal department in Palm Beach County. Our response to crashes on I-95 are in response to assisting FHP at their scenes, either before they arrive or assisting them while they conduct their investigation. My "neutral" answers to the preceding 13 questions seem appropriate; give our interaction with the Rangers.
- Great program helpful to motorists
- All Road Ranger trucks should be equipped with Red Lights and Sirens to make response times to incidents quicker/faster.
- Overall, the Rangers provide an invaluable service, and do so In an exceptional manner.
- ALL Road Rangers should drive TOW TRUCKS and roaming supervisors could drive pickup trucks. Road Ranger Trucks should have RED lights and sirens, be considered Emergency Vehicles, and of course more advanced training would go with the upgrade to an Emergency Vehicle.
- These folks are very valuable.
- They do a great job. My station in Martin County is first out to I-95 and the turnpike. These guys work alongside us frequently. It is also a job with real danger due to the high speed traffic. We are always glad to see the road rangers.
- Thank you for your help!! We appreciate it very much
- Appreciate the work they assist with and look forward to working with them in the future.
- These guys are always helpful and a good asset.
- Road Ranger should be in pickups and trained to keep traffic moving around incidents.
- We need more of them.
- Thanks for the great job they do.
- My job safety would be in jeopardy without Road Rangers.
- Great program. Keeps us safe on the interstates. Please continue to fund it.
- Great resource, positive all around. Never had a bad experience during any encounter with Road Rangers.
- Very helpful with pretty much all situations. A very valuable service. I really appreciate their help. As a patrol officer they help me do my job SAFE

- Help out us overnight officers!
- I think they are a great asset and hope their services are forever continued.
- Great service. HUGE help to law enforcement.
- I am a police officer for Orlando Police, and Road Rangers are one of the best things to happen to law enforcement in a long time. Please keep up the good work.
- You really are doing a great job – THANK YOU. I like seeing your trucks at my scenes.
- The ones I've met have all been good people.
- Great program!
- Perhaps we should seek training opportunities with the Road Rangers. I have no knowledge of the type of training they receive, or what type of equipment they carry on their vehicles.
- Every time I deal with the Road Rangers they are quick to respond, always helpful. They always do anything they can to help us out. Great program !!
- they do a great job securing scene until we the tow operators can arrive and remove casualty
- Need more like Chris Lutzyk!!! Chris is a 10-8 Road Ranger!!! He always is eager to assist, very knowledgeable and visible. Chris plays a key role in helping FHP clear the roadway on traffic crashes, providing MOT on traffic crashes, incidents. This guy deserves some recognition for the job he does everyday! Thanks Chris!!! Stay Safe out there!!!
- Great program. I have been helped by them and the Hollywood Fire Department responds with them regularly and we are extremely satisfied.
- Road Rangers to be fully funded to stay on scene throughout duration of incidents. Road Rangers are the boots on the ground for TMC therefore should be incorporated with the annual operating budget for TMC round the clock 24/7(nighttime/weekend ops will need less crews versus daytime work week ops etc.)
- They are incredibly helpful. Our Fire Rescue personnel are much safer with these heroes on the scene. Thank you so much for providing this service. They also prevent so many more secondary accidents by getting disabled vehicles off the road and onto the shoulder. PRICELESS SERVICE TO RESIDENTS VISITORS AND FIRST RESPONDERS
- Please continue to provide this valuable service to First Responders!
- Keep up the great work.
- Great job
- Very instrumental is assisting us on traffic crashes with scene safety.
- Don't let this program fall through the cracks, it's great and helpful for the public, and a huge asset for police and Fire Recue personal.
- Since its inception, the Road Ranger has been a great asset to the members of Miami-Dade Fire Rescue. The operators are very capable, work quickly and efficiently and are great partners for us. The Road Rangers have contributed significantly to firefighter safety on the roadways.
- They are great and really helpful. THIS is a worthy expenditure.
- It would be beneficial if the Road Ranger trucks had red lights and sirens to get them to crash scenes faster. The quicker they arrive the faster the lanes can be cleared. Quicker arrival to a scene with their MOT capabilities will make scenes safer faster possibly preventing injuries to other responders or even preventing secondary crashes.
- These folks are very valuable.
- Increase the number of units capable of responding with mitigation equipment...absorbent, shovels, brooms etc.
- God Bless them, they are very hard workers and do a tremendous job in helping us as firefighters.
- As a Captain on MDFR this is a great service and your personnel are super, I enjoy when we are together on calls. They are very professional and are eager to help get the situation under control.
- Wish we knew more about their capabilities and training. Would like to know what their lifting capabilities are for their wreckers.
- Very important service. Quick response. Provide much needed safety on the highway.
- Road Rangers are an extremely valuable service to both Fireman and Police, they protect us so we can safely do our job.
- The service is great, I've never had a bad experience with any of the drivers. If the service could be expanded, it would reflex highly on the companies that sponsor the trucks.
- Keep up the great job.
- Keep these unit is service
- Please keep them forever.

- They absolutely help out with safety on the highway for accident victims..
- Makes our job easier. Over the years, we have come to counting on them when we respond.
- You do not know what you have until you lose it.
- I have been with Miami Dade Fire Rescue 24 years the last 14 as a Fire Officer. This service is instrumental in our every day operations on our roadways. I can quickly recall 5 incidents where accident scene victims, fire rescue, highway patrol lives have been spared by their assistance.
- I work near the SR 826/836 interchange. The Road Rangers are vital to my on scene safety, and their presence to block traffic allows us to clear the scene quickly in order to go to the next call. I think there should be more Rangers available so that each response would send two for added safety of all personnel. The Rangers I interact with are awesome! We love them!
- Thanks, be safe, keep up the good work.
- The Road Rangers do an excellent job everyday and are an asset to the Florida Highway Patrol and the community they serve.
- I think it is a fantastic service. It definitely creates a great presence on the roadways for citizens and visitors alike.
- Do Not lose this program. It is invaluable to everyone!!!!!!!!!!!!!!
- Hire More!
- I blew a tire out on the interstate and just had past a ranger assisting someone else. He quickly came to my location to assist. Let me say that it was greatly appreciated; vehicles do not even slow a bit when someone is off the edge so my stress level where high as we changed the tire. The Ranger created a safety marker to start and help us with some equipment of his unit to speed the change. not only did my spare have little air he took the time to fill the tire. I must say it is a great service to the drivers that truly need it. Thanks for the help!
- It has made a big difference
- They do a fine job helping the Fire Department with scene safety on vehicle crashes.
- As a firefighter, I feel like they help us out in a tremendous way. As a civilian, they have helped me with my broke down vehicle. They are quick, knowledgeable, and very professional. As a tax payer they are money well spent.
- Please do not down size this program. It helps me ensure everyone on my crew goes home to their loved ones. Thank You for the opportunity to voice my opinion.
- Excellent group of professionals who add that extra scene safety to those responding to incidents on high speed roads.
- As an employee of Pinellas Park F.D. Road Rangers have definitely made my job easier and safer. They are invaluable and I hope they are here to stay.
- What is the Road Ranger service?
- Those guys are great!
- Keep up the great work! They are great for the crews working the scenes to provide safety for the crews and the patients.
- Great service - Thanks!
- Love the program. Expanding is a must!!!!!
- Road Rangers sometimes expose themselves to traffic to remove debris from travel lanes. Continue to emphasize safety, and maybe 2 RR vehicles, one protect the other in this situation.
- The Road Rangers are amazing. Many of us appreciate their dedication to a dangerous job! Thanks for making the roads safe for us and help women change flat tires!
- I love the Road Ranger program, but I think there should be at least 1 or 2 more Road Rangers on the Turnpike.
- A great program providing demonstrable results year after year.
- Thank you for the jobs that everyone does. Not only the road Rangers on the road but the dispatchers also. The only suggestion that I would make is you have dispatchers have them take the information for all the area that they just cover for example I-95/I-595/I-75. Have those dispatchers just take the information and then disseminate who is handling that area. The way that we do in FHP dispatch. Example: I am a dispatchers covering Palm Beach County I-95; I do not make the caller hang up and dial another number. Have 1 regional communications center like FHP. You can use our area as references. One center, one call, everyone gets a better handle on things.
- I am extremely satisfied and happy with the program. We were on an accident scene a year or so ago. They positioned their vehicle to have vehicles exit I-95 prior to the accident and enter on the other side. If it was not for the driver re-positioning his truck. A vehicle would have hit the troopers, tow truck driver, and our crew.

- Overall I think they are a great asset to FHP and assist with clearing the roadway when there are no troopers available to send to a call. I am sure overall more accidents have been prevented by having Road Rangers respond and move disabled and/or crashed vehicles out of the travel lanes. However, I think the rules about gas calls should be much more stringent, as we constantly get calls from the same people requesting “free gas” and it seems like they are taking advantage of the system.
- When there is no coverage in the radio room on Saturday or Sundays until 10:30am Pompano and Orlando should be able to call us to advise if the Road Ranger has cleared a call that they have been dispatched to.
- The help the dispatcher (duty officer) tremendously by providing their services to stranded motorists.
- Over all do a great job some better than ever but serve the purpose thank you for keeping roads safe
- I believe that it is a waste of time and resources to house the RR trucks at the Turkey Lake Plaza and not at the Okahumpka Plaza. This takes time away from the road because of the travel time to and from the Turkey Lake Plaza. Then they have to drive up to Lake and Sumter counties. That means they also have to leave early to be off by 8pm. I think the program should be expanded to at least midnight in those counties.
- I thank them for their service.
- They do a great job! As a Regional Coordinator for FDEM, we are on the road a lot and call on the Rangers when we encounter Crashes and Break Downs. They are always professional and a great help!
- Very Pleased with this program. Sta 22 A shift had an incident That this program I fell saved the lives of my crew. Your road ranger placed his vehicle in the proper place and was struck by another car at approx 70 mph. If the road ranger truck was not in its position the crew could have taken the impact. This incident alone was worth the complete program. Please keep up the good work.
- They do an excellent job, and add a sense security and safety to my personnel so they can concentrate on the task at hand. They are greatly appreciated and are one of our few resources not seen as a waste of money. In fact, i believe the safety they add is priceless. Thank you.
- You didn’t put Dade County on the list of counties above.
- They perform a great job!
- Nope they are a wonderful group of individuals.
- They do a great job securing scene until we the tow operators can arrive a nd remove casualty
- Need more of them, great service that they provide. They have cut down our calls for service, and help keep us safe during road closures. Can’t say enough good things about them!

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