Statewide Road Ranger Survey for Incident Responders

Florida's Traffic Incident Management Program

Florida Department of Transportation

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Fiscal Year 2016-17

Statewide Road Ranger Survey for Incident Responders

Table of Contents

Road Ranger Background……. 3

Purpose of Survey…….. 4

Survey Methodology…….. 5

Survey Distribution…… 6

Survey Data Collection…….. 7

Measurement Methodology…….. 7

Survey Results…… 8

Conclusion……18

Appendix A – Original Survey……...20

Appendix B – Additional Data Questions 7-16……...27

Appendix C – Survey Comments…… 34

Road Ranger District Contacts…… 45

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

Statewide Road Ranger Survey for Incident Responders

Road Ranger Background

Thank them all for a GREAT job! They make our job a lot safer.
Quote taken from the 2016/17 Survey

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

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

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

The program is managed at the local District level as a contracted service provided by private vendors. Central Office TIM personnel facilitate program issues of statewide interest. Since the program's inception, the Road Rangers have made over 5.3 million service assists with more occurring daily.

Statewide Road Ranger Survey for Incident Responders

Purpose of the Survey

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

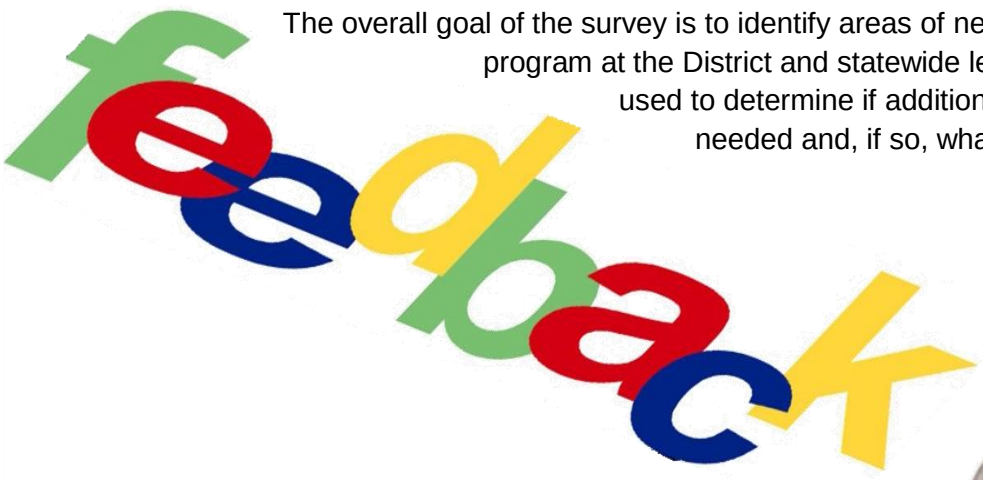
The information and insight gathered during the inaugural survey proved to be essential elements for improving various components of the program. As a result, the Department decided to execute and publish the Road Ranger Incident Responder survey on an annual basis.

This survey has a threefold purpose:

- Determine the incident responders' opinion of the program
- Compare results and customer satisfaction to previous years' surveys
- Solicit comments and suggestions to improve the program from the incident responder's perspective

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

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

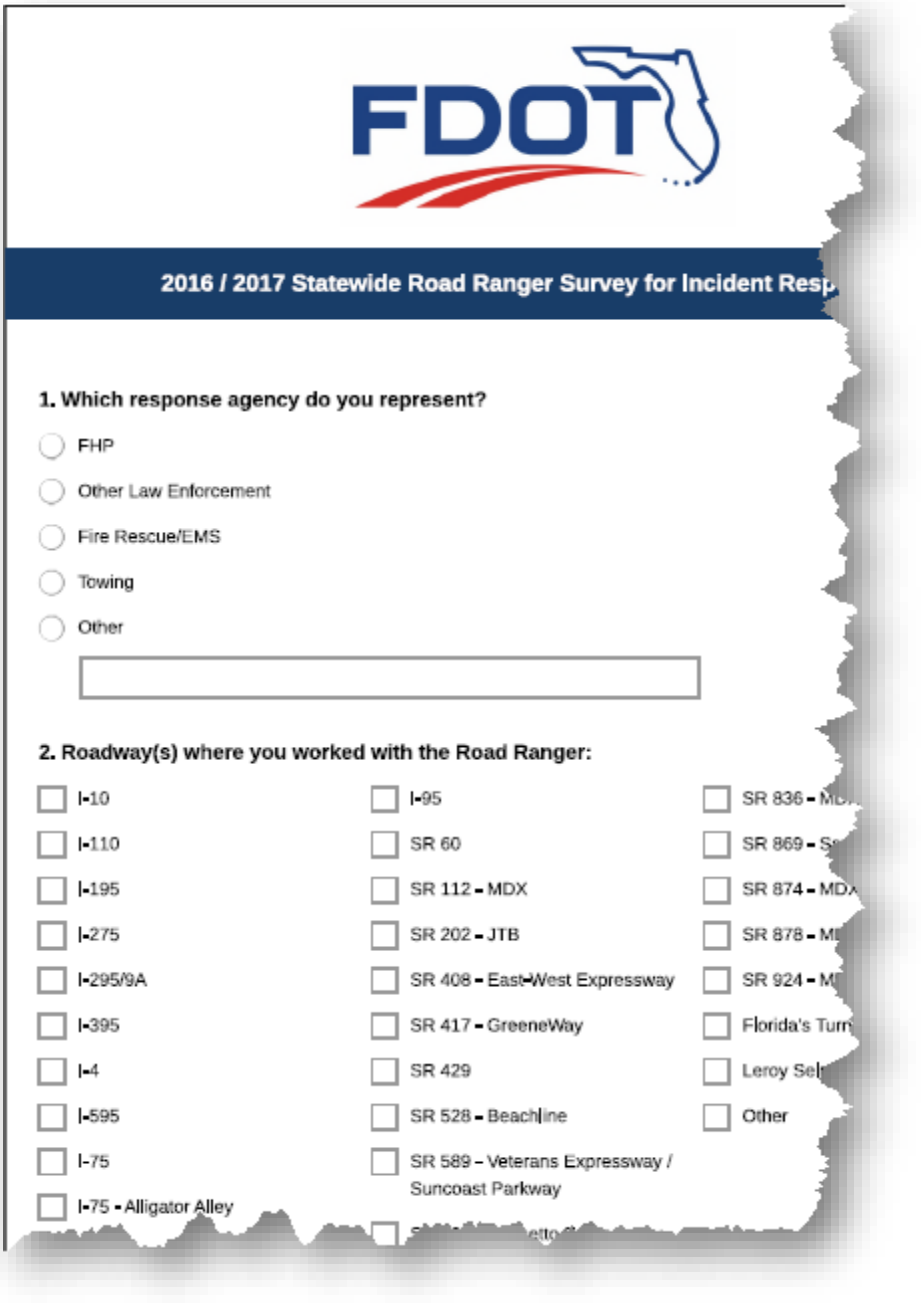


Statewide Road Ranger Survey for Incident Responders

Survey Methodology

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

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



The survey has a total of 19 areas for responses, with one response area allowing for general comments or concerns regarding the Road Ranger program.

The statements and survey design were vetted by the Department’s Central Office TIM Program staff and the District TIM Program managers. This survey is conducted annually with the survey period beginning and ending during the first quarter of the calendar year. The survey period lasts approximately 40 days. This extended survey period allows multiple agencies to receive and complete the survey as well as allowing time for the Districts to discuss it with their TIM teams.

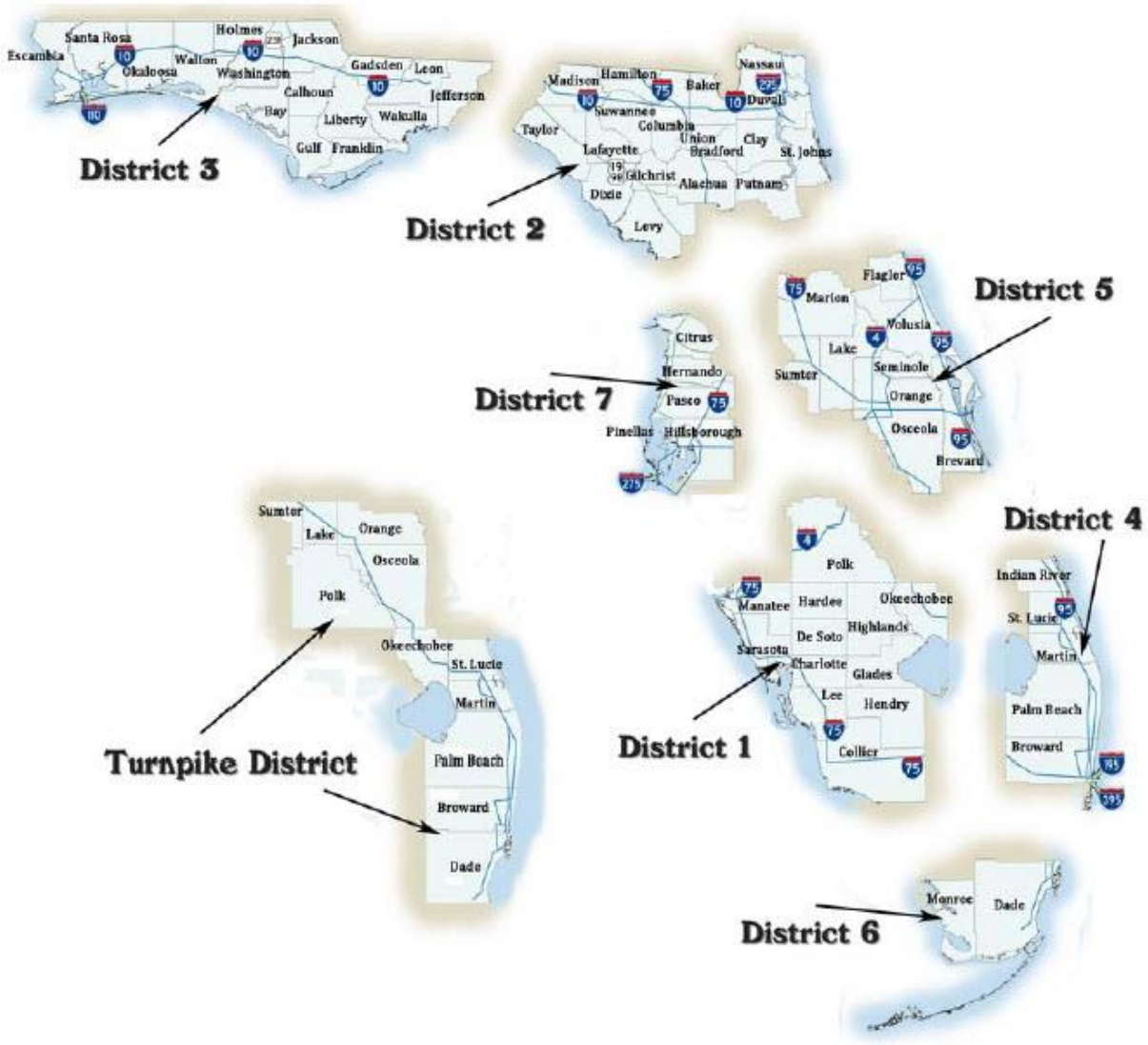
A sample of this year’s survey is included in Appendix A of this report.

Statewide Road Ranger Survey for Incident Responders

Survey Distribution

The primary method of distribution for this year's survey was online. The Department hosted the survey and District TIM program managers were provided a hyperlink to the survey. The District TIM Program Managers distributed to link with an invitation to TIM team members statewide. TIM team members include fire/rescue departments, emergency medical service (EMS) departments, state and local law enforcement agencies, asset management companies, towing and recovery personnel, and others. The online survey distribution method was beneficial in reaching a large audience in a short timeframe. A total of 176 responses were received during the survey period.

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



Statewide Road Ranger Survey for Incident Responders

Survey Data Collection

The online survey host, SurveyMonkey™, was used to collect the response data and compile it into a spreadsheet for analysis.

Questions 1-5, allowed responders to provide information about their respective roles in Traffic Incident Management, where their interaction with Road Rangers took place, response times and services provided.

Questions 7-16, allowed respondents to rate their level of satisfaction with Road Ranger personnel and evaluate additional aspects of the program. In the previous version of the survey, each of these questions included a request to provide specific comments only for responses of "Dissatisfied" or "Extremely Dissatisfied". In this version, survey respondents were encouraged to provide comments for any answer; those comments are captured in Appendix B.

Responses to the open–ended questions (17 - 19) were documented and captured in Appendix C. Data from the surveys will be used in several quarterly and annual reports throughout the year. This report contains statewide information only. District-specific data is provided to the District TIM Program managers for further analysis.

Measurement Methodology

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

Statewide Road Ranger Survey for Incident Responders

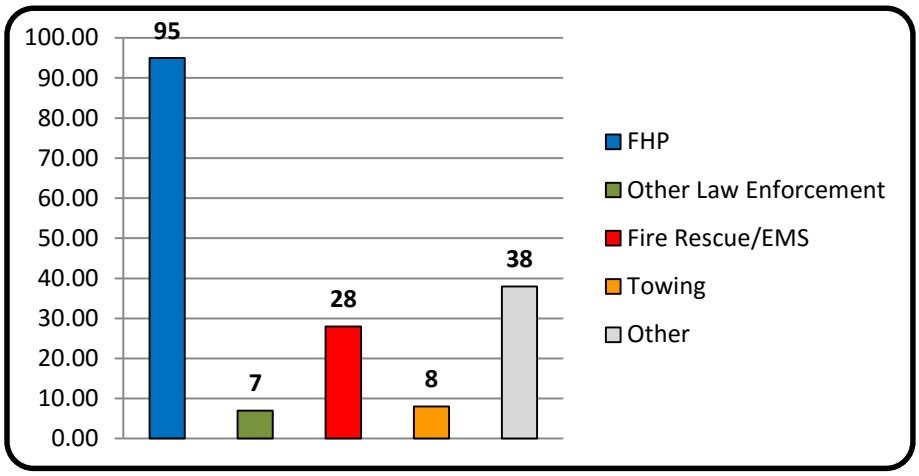
Survey Results

This year's survey period began on March 1, 2017 and concluded on April 24, 2017, and a total of 176 responses were received.

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

In order to analyze how different incident responders understand the Road Ranger program, respondents were asked which agency they represented. For the 2016-2017 survey, the choices for responders were expanded to include tow truck companies. This expansion allows TIM managers to have greater visibility of the responders that their Road Ranger Operators are interacting with on a daily basis. The listed response choices were:

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



For this year's survey, agencies from the Law Enforcement discipline had the highest percentage of responses at 57.9% or 102 responses.

Question 2 – "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				
Interstate 10	60		SR 408 - East-West Expy	7
Interstate 110	21		SR 417 - Greene Way	3
Interstate 195	2		SR 429	4
Interstate 275	41		SR 528 - Beachline	3
Interstate 295/9A	11		SR 589 - Veterans Expy	16
Interstate 395	1		SR 826 - Palmetto Expy	4
Interstate 4	44		SR 836 - MDX	3
Interstate 595	11		SR 869 - Sawgrass Expy	8
Interstate 75	77		SR 874 - MDX	2
Interstate 75 - Alligator Alley	16		SR 878 - MDX	2
Interstate 95	33		SR 924 - MDX	1
State Road 60	13		Florida's Turnpike	23
State Road 112 - MDX	1		Leroy Selmon Expy	18
State Road 202 - JTB	6		Other	8

Statewide Road Ranger Survey for Incident Responders

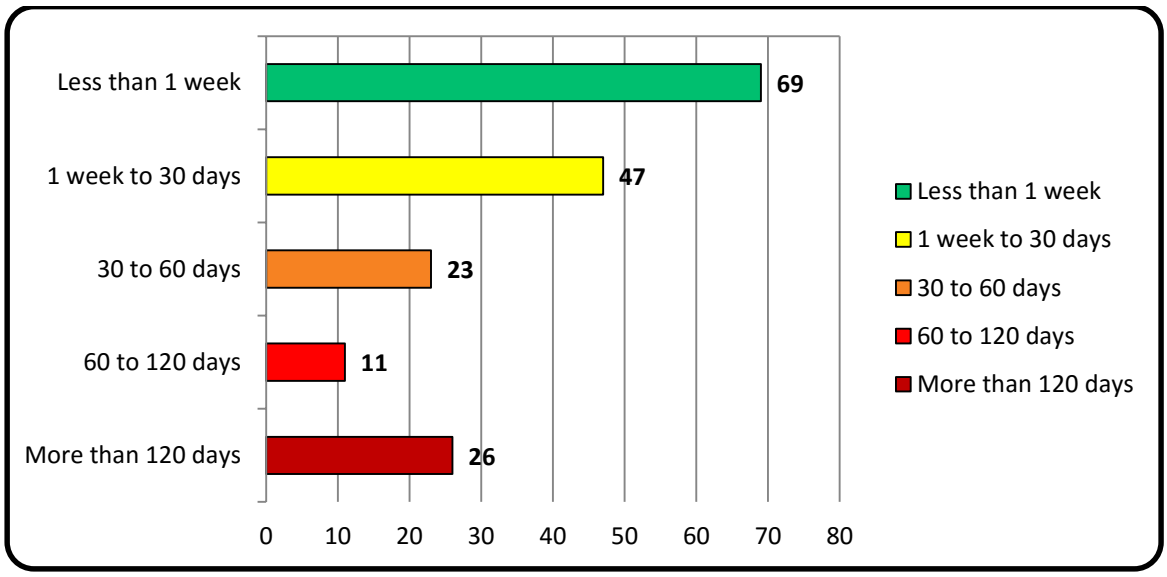
Question 3 – "County(s) where you worked with the Road Ranger:"

This question determines the geographical location of the respondent working with the Road Ranger. The Department provided respondents with a list of counties where Road Rangers are available. Respondents were able to select multiple counties since some agencies and companies can operate in multiple counties.

Responses by County					
Baker	4	Lee	19	Polk	19
Broward	19	Leon	5	Santa Rosa	24
Charlotte	6	Manatee	9	Sarasota	9
Collier	6	Martin	8	Seminole	8
Duval	12	Miami-Dade	11	St. Johns	3
Escambia	24	Nassau	3	St. Lucie	8
Gadsden	6	Okaloosa	17	Sumter	7
Hernando	15	Okeechobee	2	Volusia	6
Hillsborough	39	Orange	15	Walton	16
Holmes	17	Osceola	10	Washington	17
Indian River	9	Palm Beach	13	Other	4
Jackson	17	Pasco	22		
Lake	4	Pinellas	26		

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

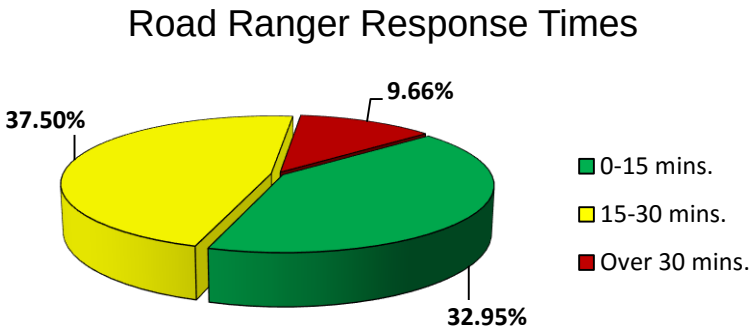
Respondents were asked when they last worked with a Road Ranger. Five options were provided ranging from "less than one week" to "more than 120 days." This question helped determine if the data received was current. Sixty-four percent, or 116 incident responders, had worked with the Road Rangers within the last 30 days, validating that the survey data received is indicative of current program conditions.



Statewide Road Ranger Survey for Incident Responders

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

The Department provided respondents with three timeframes ranging from 0 to more than 30 minutes. They were also provided with two additional response options, "Unknown" and "N/A." The values for "Unknown" (7 responses) and "N/A" (28 responses) were omitted from the following graph to allow for analysis of time-based responses only.

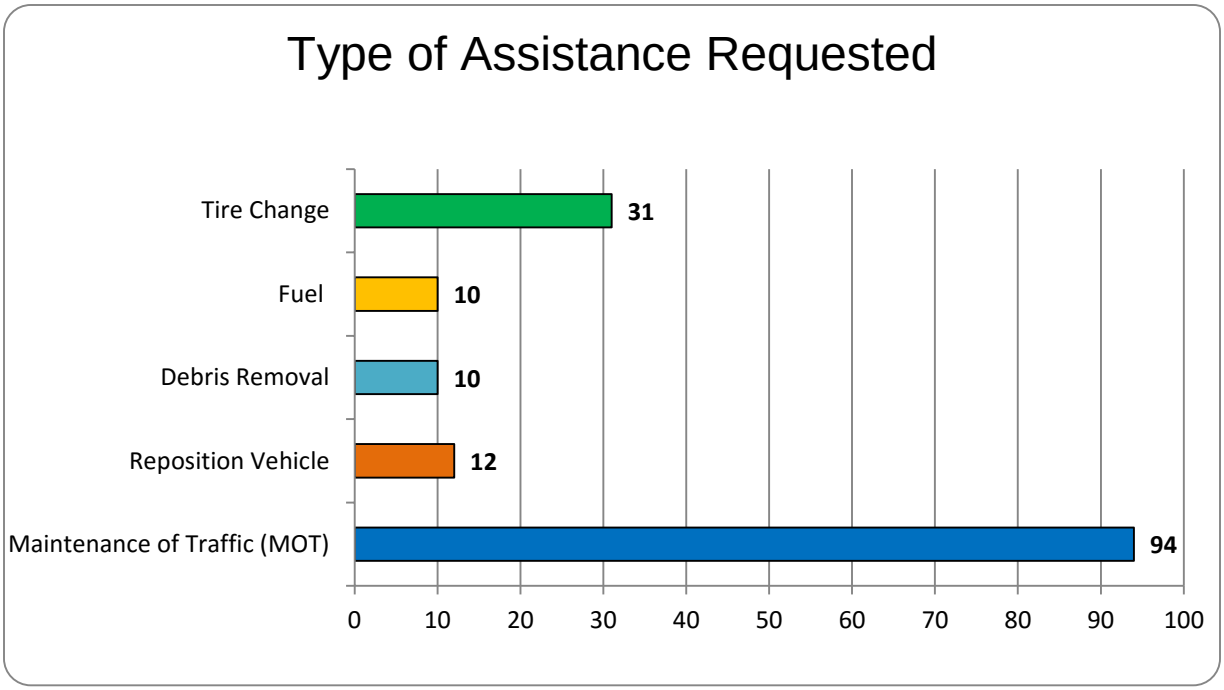


There were 141 responses that indicated a time value; of these, a Road Ranger arrived on-scene within 30 minutes or less of request for assistance 88 percent of the time. There is a direct correlation between Questions 5 and 10; these two questions must be analyzed together to accurately gauge the Road Rangers response time versus what is acceptable to the response community.

Statewide Road Ranger Survey for Incident Responders

Question 6 – "What type of assistance did you request from the Road Ranger?"

Respondents were asked what types of service they requested to be provided by the Road Ranger Service Patrol Operators. The option choices were selected from the main performance measures contained in the Road Ranger Assist Data report produced in SunGuide. For this survey, 94 responders indicated that they requested Maintenance of Traffic.



The following statements (questions 7 through 10) gauge the level of satisfaction with the Road Ranger personnel. Respondents were asked to rate the Road Rangers in four areas:

- Competency
- Professionalism
- Respectfulness
- Helpfulness

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

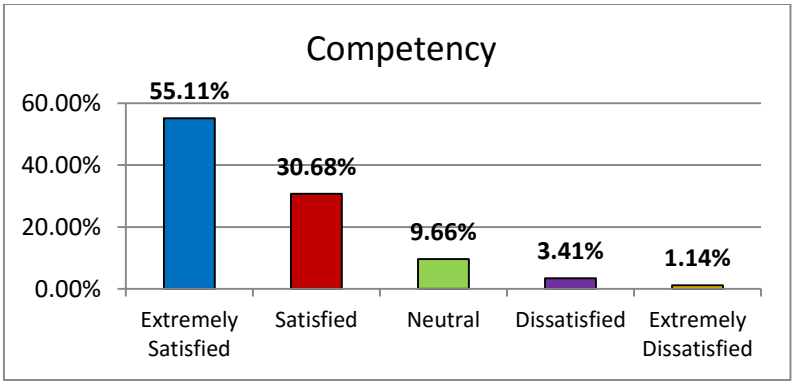
Questions 7 through 10 were rated based on the following five-point scale: 1—extremely dissatisfied; 2—dissatisfied; 3—neutral; 4—satisfied; 5—extremely satisfied

Statewide Road Ranger Survey for Incident Responders

Please rate your level of satisfaction with the Road Ranger Service Patrol Operators in the following categories:

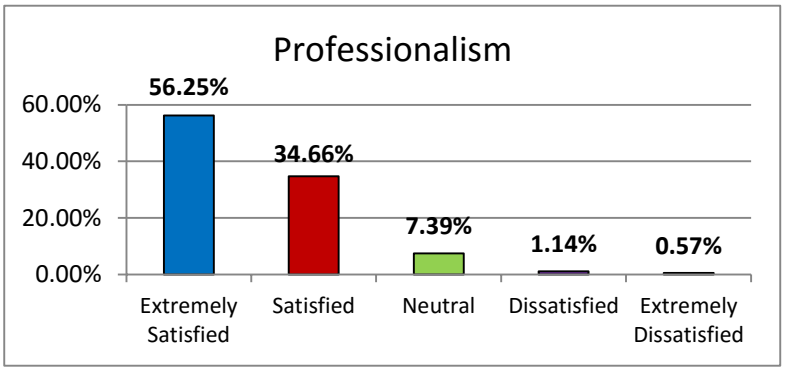
7. Competency

Competency	
Extremely Satisfied	97
Satisfied	54
Neutral	17
Dissatisfied	6
Extremely Dissatisfied	2
2016/17 Mean	4.35
2015/16 Mean	4.46
Change	-.11



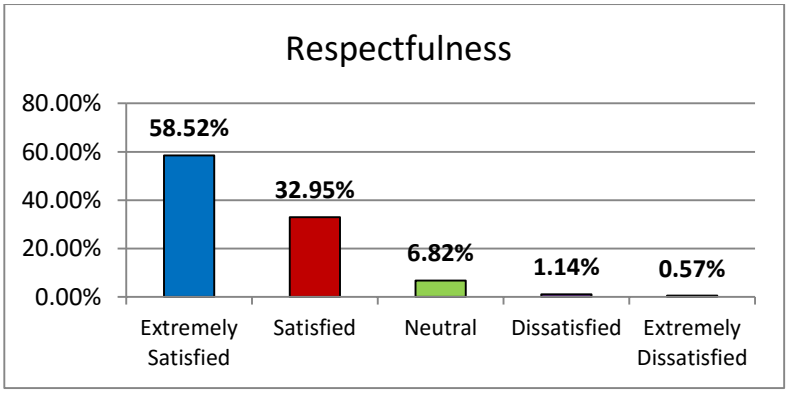
8. Professionalism

Professionalism	
Extremely Satisfied	99
Satisfied	61
Neutral	13
Dissatisfied	2
Extremely Dissatisfied	1
2016/17	4.44
2015/16 Mean	4.57
Change	-.12



9. Respectfulness

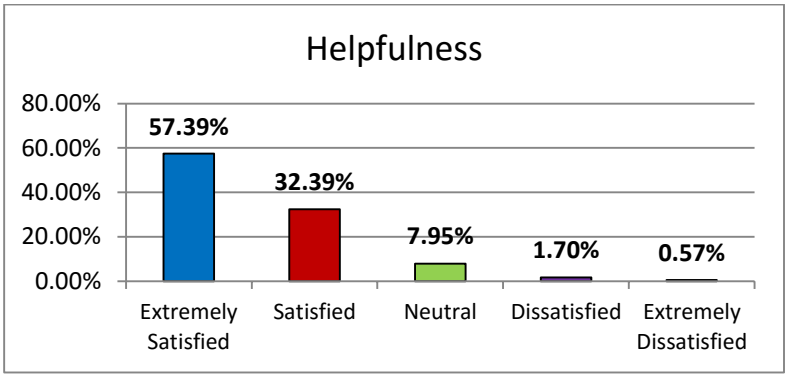
Respectfulness	
Extremely Satisfied	158
Satisfied	80
Neutral	10
Dissatisfied	2
Extremely Dissatisfied	1
2016/17 Mean	4.47
2015/16 Mean	4.56
Change	-.09



Statewide Road Ranger Survey for Incident Responders

10. Helpfulness

Helpfulness	
Extremely Satisfied	101
Satisfied	57
Neutral	14
Dissatisfied	3
Extremely Dissatisfied	1
2016/17 Mean	4.44
2015/16 Mean	4.57
Change	-.13



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 91 percent, with Respectfulness, Competency, and Helpfulness each having positive response rates above 85 percent.

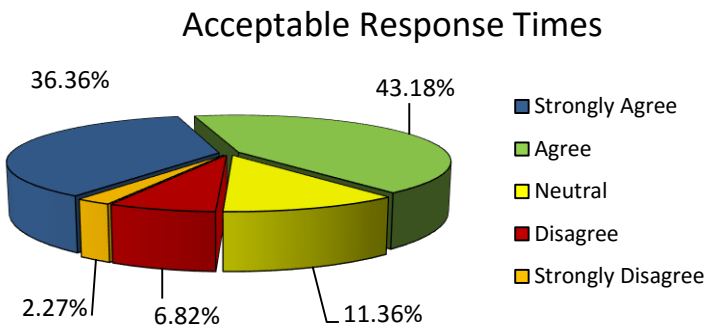
Compared to the 2015/16 survey data, there was a slight decrease in the positive response rates for all areas. In each of those areas, the number of negative and neutral responses decreased as compared to the previous year's survey. Even with high approval ratings, improvements may still be achieved in the future.

Questions 11 through 16 were rated based on a five-point scale: 1—strongly disagree; 2—disagree; 3—neutral; 4—agree; 5—strongly agree

Statewide Road Ranger Survey for Incident Responders

Question 11 – "Road Ranger response times are acceptable."

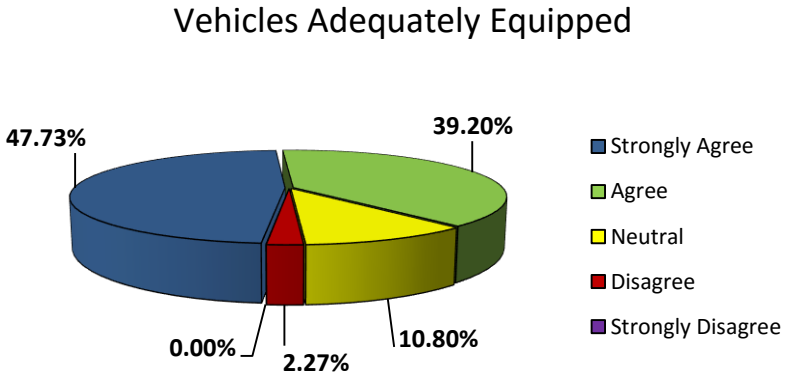
This question allows respondents to express their level of satisfaction with the Road Ranger response times. Out of 176 responses, 79 percent of respondents agreed that the response times were acceptable; 21 percent chose neutral, disagree, or strongly disagree. Response time satisfaction can be subjective in nature, so a portion, but not all, of these responses may be attributed to differences in perception. Respondents also indicated that longer patrol hours and/or an increased number of Road Rangers on patrol could assist with achieving better response times.



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	2016/17 Mean	2015/16 Mean	Change
64	76	20	12	4	**4.04**	**4.19**	**-.15**

Question 12 – "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 86.9 percent of respondents agreed that Road Ranger vehicles were adequately equipped, only 2.2 percent feel that the vehicles could be better equipped. Additional comments provided to this question indicated that the availability of equipment on the Road Ranger units was sufficient, however, respondents continued to request additional towing capability especially in those areas where towing units are not currently in use.

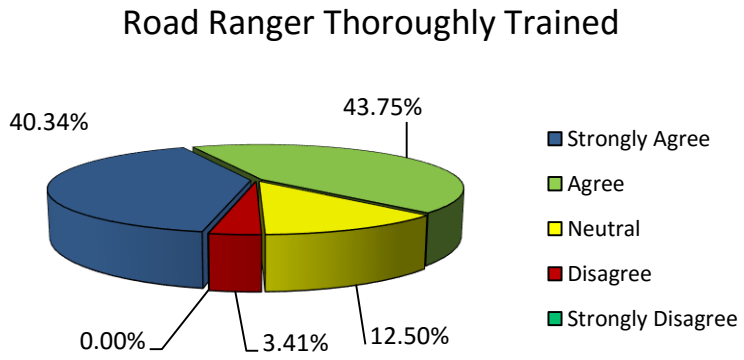


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	2016/17 Mean	2015/16 Mean	Change
84	69	19	4	0	**4.32**	**4.30**	**+.02**

Statewide Road Ranger Survey for Incident Responders

Question 13 – "Road Ranger operators are thoroughly trained for their job."

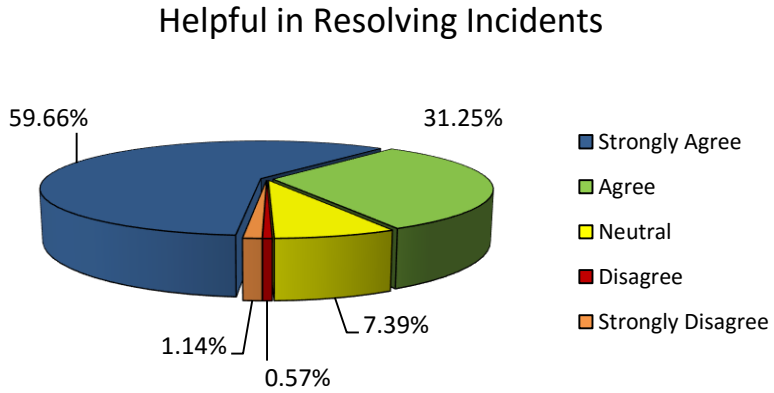
This question allows respondents to express their level of satisfaction with the training Road Ranger personnel receive. A majority, 84 percent of respondents indicated that Road Rangers are adequately trained for their jobs. The remaining 16 percent selected "neutral," "disagree," or "strongly disagree."



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	2016/17 Mean	2015/16 Mean	Change
71	77	22	6	0	**4.21**	**4.15**	**+.06**

Question 14 – "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. 90 percent of respondents selected "agree" to "strongly agree," indicating that the Road Rangers have a positive impact on resolving incidents. Since a key role of the Road Rangers' mission is to minimize the effects of incidents on Florida roads, the respondents' positive view of the Road Rangers' impact is reassuring. Even with high approval ratings, improvements may still be achieved in this area.

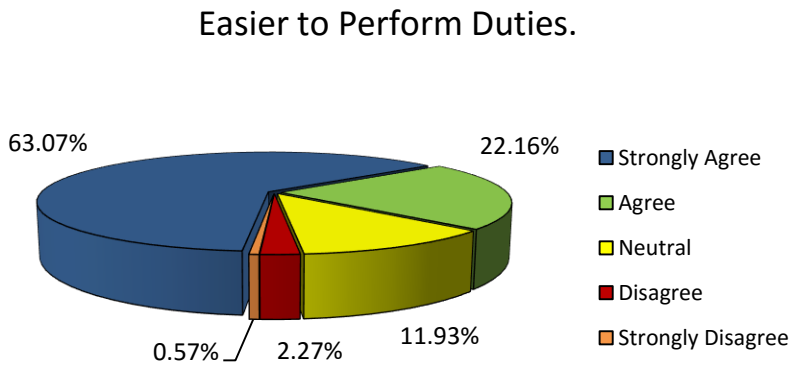


Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	2016/17 Mean	2015/16 Mean	Change
105	55	13	1	2	**4.47**	**4.51**	**-.04**

Statewide Road Ranger Survey for Incident Responders

Question 15 – "The Road Ranger Program has made it easier for me to perform my duties."

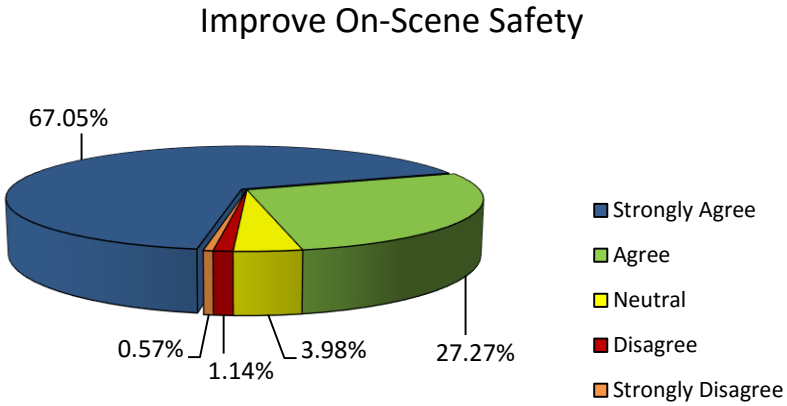
This question addresses whether Road Rangers are providing a positive impact by enabling responders to more effectively perform their duties. A majority, 85 percent, agree or strongly agree that the Road Rangers are performing well in this area. Road Rangers are successfully fulfilling part of their mission if they enable incident responders to perform their jobs more safely and efficiently. However, it is important to identify why the remaining 15 percent feel neutral, disagree, or strongly disagree that the Road Rangers are making it easier for responders to perform their duties. In turn, we must identify strategies to improve in this area...



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	2016/17 Mean	2015/16 Mean	Change
111	39	21	4	1	**4.44**	**4.49**	**-.05**

Question 16 - "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 176 responses, 94 percent agree or strongly agree that Road Rangers are successful in improving on-scene safety for other responders.



Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	2016/17 Mean	2015/16 Mean	Change
118	48	7	2	1	**4.59**	**4.65**	**-.06**

Additional Data for Questions 7-16

Respondents were given the opportunity to provide additional information on Questions 6 through 15. Question 7, relating to Road Rangers competency, received the highest number of additional comments with 24. Question 11, relating to acceptable response times, received the second highest number of positive responses with 23. All additional responses are shown in Appendix B.

Question 17 - "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 95 valid responses, asks respondents to identify areas that could improve Road Ranger response capabilities, such as additional equipment, different vehicle type, and communications. Many respondents were positive, stating that the response capabilities of Road Rangers were adequate or very good. One common issue presented was the need for direct communications via radio between Road Rangers and on-scene responders. Respondents also suggested adding more Road Rangers or extending the current service hours.

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

Question 18 - "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 104 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 19- "Do you have any additional comments or concerns regarding Road Rangers? Let us know!"

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

Statewide Road Ranger Survey for Incident Responders

Conclusion

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

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

The personnel area of the survey sought information regarding the respondent's perception of the Road Ranger operator's knowledge and performance by presenting a series of questions relating to their satisfaction with Road Ranger operators. These areas include: Competency, Professionalism, Respectfulness, and, Helpfulness. 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 4.43, which is a decrease from last year's average of 4.54. A closer review of data reveals that the Respectfulness question received the highest average of 4.47 and the Competency question received the lowest rating of 4.35.

The programmatic area received an overall average score of 4.34 based on scores ranging from a numerical value of 1 for "Strongly Disagree" to 5 for "Strongly Agree." This is a slight decrease from last year's average of 4.38. The program area receiving the highest average score of 4.59 indicates that the presence of Road Rangers continues to improve on-scene safety for responders, which is a primary function for the Road Rangers. The program area receiving the lowest average score was "Road Ranger Response Times are Acceptable." with an average total score of 4.04.

Response times are a very important measurement for the Road Rangers program. For each one minute of lane blockage, drivers behind the incident can experience up to four minutes of delay. The four minute delay for each minute of blockage time is referenced in Chapter 4 of the *2010 Conditions and Performance Report*, developed by the Federal Highway Administration. The risk of a secondary crash increases incrementally. Enhanced communications between the Road Rangers and the on-scene responder who requested their assistance is one factor that could positively influence the response time satisfaction level. This could be accomplished through more efficient use of existing equipment or processes, such as the Statewide Law Enforcement Radio System. Periodic reviews of Road Ranger patrol zones with respect to activity levels and response times could also ensure that the available Road Ranger resources are utilized in the most efficient manner.

Statewide Road Ranger Survey for Incident Responders

Eighty-three percent of the respondents believe that the Road Rangers are adequately trained for their positions; the remaining respondents believe that training could be improved or are not aware of what type training is required for Road Rangers operators. Continued outreach to the incident response agencies regarding the role and capabilities of the Road Ranger and participation in joint training activities when possible could help improve the scores in this area. A more comprehensive review of the open-response questions yielded a wealth of information that, combined with responses from program and personnel sections, highlights program areas needing improvements. As stated at the beginning of this report, the overall goal of the survey is to identify program areas needing improvement at the District and statewide levels. The following information identifies areas in need of program improvements, both at the District and statewide levels:

Training

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

Information Sharing

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

Equipment

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

Operations

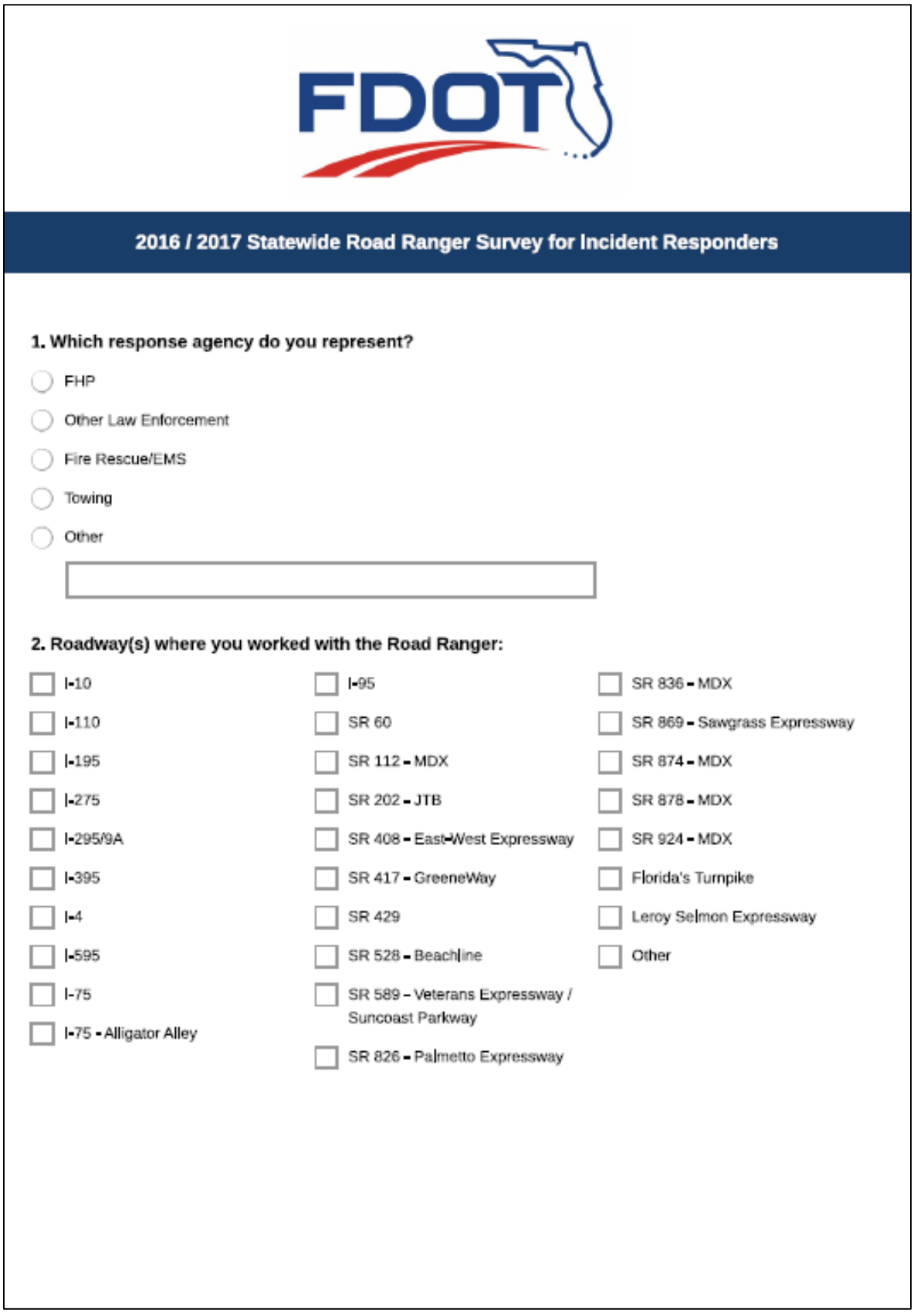
- Periodically review Road Ranger assist information and available response time information to determine possible adjustments to Road Ranger patrol areas or staffing levels.

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

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

Statewide Road Ranger Survey for Incident Responders

Appendix A – Original Survey



2016 / 2017 Statewide Road Ranger Survey for Incident Responders

1. Which response agency do you represent?

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

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

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

Statewide Road Ranger Survey for Incident Responders

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

- [ ] Baker
- [ ] Broward
- [ ] Charlotte
- [ ] Collier
- [ ] Duval
- [ ] Escambia
- [ ] Gadsden
- [ ] Hernando
- [ ] Hillsborough
- [ ] Holmes
- [ ] Indian River
- [ ] Jackson
- [ ] Lake
- [ ] Lee
- [ ] Leon
- [ ] Manatee
- [ ] Martin
- [ ] Miami-Dade
- [ ] Nassau
- [ ] Okaloosa
- [ ] Okeechobee
- [ ] Orange
- [ ] Osceola
- [ ] Palm Beach
- [ ] Pasco
- [ ] Pinellas
- [ ] Polk
- [ ] Santa Rosa
- [ ] Sarasota
- [ ] Seminole
- [ ] St. Johns
- [ ] St. Lucie
- [ ] Sumter
- [ ] Volusia
- [ ] Walton
- [ ] Washington
- [ ] Other

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

Statewide Road Ranger Survey for Incident Responders

6. What type of assistance did you request from the Road Ranger?

- ◯ Maintenance of Traffic (MOT)
- ◯ Repositioning of disabled vehicle
- ◯ Removal of debris
- ◯ Fuel for privately owned vehicle
- ◯ Tire change for privately owned vehicle

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

7. Please rate your level of satisfaction with the Road Ranger Service Patrol operators in the following category: Competency

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

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

Statewide Road Ranger Survey for Incident Responders

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

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

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

9. Please rate your level of satisfaction with the Road Ranger Service Patrol operators in the following category: Respectfulness

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

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

Statewide Road Ranger Survey for Incident Responders

10. Please rate your level of satisfaction with the Road Ranger Service Patrol operators in the following category: Helpfulness

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

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

11. Road Ranger response times are acceptable.

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

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

12. Road Ranger vehicles are adequately equipped.

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

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

Statewide Road Ranger Survey for Incident Responders

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

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

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

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

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

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

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

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

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

Statewide Road Ranger Survey for Incident Responders

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

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

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

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

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

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

Statewide Road Ranger Survey for Incident Responders

Appendix B – Additional Data Questions 7-16

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

- **Extremely Satisfied** - All the Road Rangers I work with out of Chipley TMC are awesome. They go above and beyond to assist vehicles along I-10.
- **Extremely Satisfied** - Never an issue.
- **Dissatisfied** - We need them 24/7!!! Traffic does not stop at 5pm and it travels on the weekend also
- **Satisfied** - Better MOT Training.
- **Dissatisfied** Unwillingness to cooperate with other agencies
- **Extremely Satisfied** I have had the chance to work with 3-4 different Road Rangers, I feel they are well trained and are very capable to doing the job!
- **Satisfied** - Road ranger is very important to assist motorists along with Troopers on Interstate crashes.
- **Extremely Satisfied** - I believe we need more of the RR.
- **Satisfied -** Need to add additional units to the fleet.
- **Dissatisfied -** Scary… they need to learn how to park and deploy traffic control so they don't exposed themselves or assets to traffic hazards. I do not see a minimum standard that they need to meet or comply with when they respond to an incident.
- **Extremely Satisfied -** I think we need to keep them in Hernando County and get Road Rangers into Sumter County.
- **Extremely Satisfied** - When the Road Ranger arrives they know exactly what to do and they go to work immediately. They don't waste any time and they quickly get the job done safely.
- **Satisfied -** Unfortunately, there are no Road Ranger in my area
- **Extremely Satisfied -** My area does not have road rangers
- **Dissatisfied -** Always slow to respond, busy on other calls, or sitting on other calls when really not needed.
- **Neutral** - Do not know their final dispositions or ability to help motorists
- **Satisfied** - Some Road Rangers are awesome and respond ready and eager to do their jobs. Others show up lazy, don't want to get out of their trucks and want to set up least amount of MOT as possible. And then when they do, they go back to their truck instead of cleaning up debris and assisting whatever agencies are on scene, Fire, Law, Tow or SIRV. Sad to say it's probably about 50/50 right now with what you'll end up with when they respond. Also they are not all trained to used equipment properly like booms and winch. Some actually do not know how, and have not ever uprighted a rolled over vehicle. They need more training and need to be told there job is to assist with whatever is necessary in getting the roadway open. Not sitting in their trucks.

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

- **Extremely Satisfied -** Personally observed their professionalism in patrol, observation and safety along the roadways.
- **Extremely Satisfied -** Always helpful and pleasant.

- **Extremely Satisfied -** Professional and courtesy, very well mannered
- **Neutral -** Two exceptional operators in my area, and one who attempt to do as little as possible while still doing their 'job'. Just luck of the draw on who responds/ is working.
- **Satisfied -** Unfortunately ,there are no Road Ranger in my area
- **Extremely Satisfied -** My area does not have road rangers - wish we did.
- **Neutral** - Again 50/50 ... half of them know their jobs and do them well. Other half are not professional, lazy, see getting vehicle info as a priority instead of protecting scene, cleaning debris and opening highway and spend way too much time In their trucks. It depends on scheduling and time of day to determine which road ranger will be in which some. Some are simply dangerous to work with.
- **Extremely Satisfied -** Expectations are always HIGH on these types of "public servant" positions, under the conditions and within the resources given, these men and women deserve a Standing Ovation!

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

- **Extremely Satisfied** - Always courteous and respectful of others.
- **Extremely Satisfied** - Each and every one that I have had contact with were nothing but respectful and didn't try to make me feel anything less from them.
- **Extremely Satisfied** - These gentlemen are always helpful with regards to vehicle crashes on the interstate. Being on the side of I-75 with the traffic is always extremely dangerous and having them with their directional signs positioned before our scene is greatly appreciated and helps warn drivers of the upcoming scene. Scene safety is priority and having extra help with all the dangers of traffic is invaluable.
- **Extremely Dissatisfied** - See above. Rude and obnoxious.
- **Satisfied** - Unfortunately ,there are no Road Ranger in my area
- **Extremely Satisfied** - My area does not have road rangers - wish we did
- **Satisfied** - There is a language barrier for some of the Road Rangers, using broken English!

Question 10: Please rate your level of satisfaction with the Road Ranger service patrol operators in the following category: Helpfulness

- **Satisfied -** Instead of beginning to clear crash debris or moving vehicles upon their arrival, some Road Rangers tend to wait for us or FHP to respond to tell them what to do.
- **Extremely Satisfied -** Observe their assistance to motorists while traveling along the roadways and they provide a great help to others; also help ease their fears while being stranded. Personally observed this as well when some of the motorists were tearful and frantic.
- **Extremely Satisfied -** Extremely beyond Helpful.
- **Satisfied -** Unfortunately ,there are no Road Ranger in my area
- **Extremely Satisfied -** My area does not have road rangers - wish we did
- **Dissatisfied -** Always slow to respond to calls, tied on up calls for extended periods (same call) with multiple calls for service being called in, or just way too far out of range.
- **Satisfied -** Again, if they had the use of tow trucks it would be much more helpful with clearing and opening lanes.
- **Satisfied -** Some of their shifts are long and HOT and they tire like everyone else!

Statewide Road Ranger Survey for Incident Responders

Question 11: Road Ranger response times are acceptable.

- **Neutral** - They are stretch thin in my area
- **Agree** - The Road Rangers response time could be improved if the trucks were outfitted with Red Emergency lights and sirens to enable them to get through traffic. Also, there are many times when we can't move a vehicle from a traffic lane because the Road Rangers are driving pick-up trucks instead of tow trucks. As least one tow truck per beat would greatly enhance the Road Rangers ability to move vehicles and open the roadway.
- **Agree** - Sometimes within an urban area there are too many incidents occurring simultaneously that hinder immediate response times but the Rangers respond as quickly as they can and work methodically, safely.
- **Agree** - Depending on whether or not there are accidents
- **Agree** - I wish we had a few more on the road... especially peak times-- the afternoons in summer often have rain and more incidents.
- **Strongly Agree** - Free service.
- **Disagree** - Need more Rangers especially during rush hour and special event periods.
- **Strongly Agree** - My area of patrol is from about the 90-95MM to the 160-162 MM, that is about 65-72 miles, and depending on where they are, it could be up to an hour, but they always seem to be within 15-25 minutes.
- **Neutral** - Sometimes they are "unavailable" this situation should never occur but does frequently.
- **Agree** - Sometimes more than others. Sometimes it is a very long wait--some Road Rangers like to sit with vehicles that do not require babysitting for an extended amount of time.
- **Disagree** - Need more rangers on the road, some wait time are sometime up to 45 minutes to hours, but it understandable because of the shortage of manpower.
- **Strongly Disagree** - No accountability.
- **Disagree** - Need more of them.
- Strongly Disagree - Over 1 hour to respond. Every time we have called for their service, they have taken over an hour to respond.
- **Neutral** - sometimes troopers state they are not dispatch as requested.
- **Neutral** - After visiting Tennessee and Georgia this past winter I noted that their respective DOT rangers are a lot more active on the major roadway. It would be nice to see more of a road ranger presence on 75
- **Neutral** - In the county where I work, we are told the Road Rangers are not available during their times they are supposed to be because they tell the Traffic Management Center that they are not available. This specifically happens on the Lee Roy Selmon Crosstown Expressway, as well as I 75 south of Gibsonton Dr.
- **Agree** - I believe that there should be more of them to use
- **Agree** - Unfortunately, there are no Road Rangers in my area.
- **Strongly Agree** - My area does not have road rangers - wish we did
- **Disagree** - Always slow to respond to calls, tied on up calls for extended periods (same call) with multiple calls for service being called in, or just way too far out of range.

- **Strongly Disagree** - When they begin their shift we are told they must drive their entire route before they can stop and help someone. I find it outrageous that they will drive by a stranded motorist just to check a roadway that others are monitoring via camera.
- **Strongly Agree** - I strongly agree that response times are acceptable when they are in operation, however, I think the services should be provided 24/7.

Question 12: Road Ranger vehicles are adequately equipped.

- **Strongly Agree** - The NEW Fleet of Palm Beach RR Trucks do NOT have front push bumpers?
- **Strongly Agree** - Message Board for on scene and Red Lights and sirens would be helpful in their response to the scene.
- **Agree** - Better and ongoing training. MOT and TIM practices.
- **Strongly Agree** - So far, I have seen that they carry just about anything that was needed. I know they can't overhaul and engine, but I have seen and been told about very minor repairs that they have done with what they had, and using creativity too!
- **Agree** - Sometimes during I-10 crashes it would be nice if we had at least one hook truck.
- **Neutral** - Some need air compressor to assist in blowing up tires. Because some vehicle don't have a spare tire, so by providing some air, it might help them get off the interstate and to the nearest safe area or shop.
- **Neutral** - Many times in Pinellas County, I have seen that they are in a "spare road ranger" truck that is either half broken or missing many required tools in order to complete their everyday assignments.
- **Neutral** - Please provide them with a working flashlight if not two working flashlights. They shouldn't have to borrow a police officers. Reflective pants, shirt and pants and ball cap/illuminated hard hat.
- **Disagree** - Better lighting, more debris removal equipment would be added benefit to fire and law enforcement
- **Agree** - Unfortunately, there are no Road Ranger in my area.
- **Strongly Agree** - My area does not have road rangers - wish we did.
- **Agree** - From a public safety perspective they appear to be equipped to perform their job functions. Not fully knowing what their equipment limitations are I would say yes because we have not experienced any issues. However, the road rangers provide a great deal of assistance to us and should have all the tools and some to meet their mission.
- **Disagree** - Need tow trucks.
- **Agree** - The Ranger that assisted my agency that day was equipped with what was needed at that time. I was very satisfied.

Question 13: Road Ranger Operators are thoroughly trained for their job.

- **Neutral** - They could use more state wide training. That everyone is on the same page across the board
- **Neutral** - Most are. Some of the newer ones could use additional training.
- **Strongly Agree** - I am very impressed with their SAFETY, they are fully aware of their surroundings and what is going on, due to the "MOVE OVER LAW" which not everyone obeys, the Road Rangers are at all times watching, and placing cones or warning devices out.

- **Neutral** - Must just change tires, so I cannot make a comment in this area.
- **Disagree** - None of these Road Rangers are trained in the use of their vehicles and have very little mechanical experience if any.
- **Agree** - Mostly. I one had one respond with a brand new class A wrecker and when I asked him to dolly a vehicle to remove it, he said the dolly didn't work. It was brand new and the tires looked as if they had never touched the ground. Each driver should be required to demonstrate that they can use the equipment.
- **Neutral** - Not sure what they have been trained in.
- **Strongly Agree** - To the best of my knowledge they are trained thoroughly.
- **Agree** - Unfortunately, there are no Road Ranger in my area
- **Strongly Agree** - My area does not have road rangers - wish we did
- **Neutral** - No idea what training they receive.
- **Agree** - Again, the Ranger that assisted that day was knowledgeable, and well trained for what was needed for our situation.
- **Disagree** - Some do not know how to do their jobs. Can't use winch to upright rolled over crash vehicles. Are lazy and want to just stay in their trucks instead of cleaning debris and securing scene.
- **Agree** - SHRP-2!

Question 14: Services provided by Road Rangers are helpful in resolving incidents.

- **Strongly Agree** - Very helpful since they tend to be first on the scene.
- **Strongly Agree** - Better communication between RRs and AM Contractors on scenes being handed over.
- **Strongly Agree** - I have only worked with Road Rangers on a few accidents and they made our area "SAFE" for us to work and do what we needed to do without having to worrying about the Move Over Law....
- **Disagree** - The road rangers have a habit of antagonizing on scene fire crews to re-open the roadway before the emergency has been mitigated even opening the road against the will of the crews. It is understandable that the flow of traffic is important and that the roadways should be opened as quickly as possible but not at the expense of the safety of emergency crews.
- **Agree** - Unfortunately, there are no Road Ranger in my area
- **Neutral** - When Road Rangers call in a crash the first concern should ALWAYS be injuries. Even a few minute delay can be critical when injuries are involved. Many times when the TMC advises a road ranger drove up on or witnessed a crash, we are not advised about injuries. We then have to ask, and wait for the Road Ranger to get back in his truck to answer the radio. This should be something they are required to report immediately every time they make the initial report of a crash to the TMC.
- **Agree** - Would strongly agree if they had tow trucks. Now with no Road Ranger tow trucks we are waiting for FHP rotation tow trucks which keep us in the lanes and in danger longer.
- **Agree** - Very helpful when you get a good trained road ranger, the blocked lanes are opened quickly, vehicles are moved to shoulders and debris is cleaned up.
- **Agree** - Anytime you can add a trained eye or an extra Blocking Vehicle to the scene, everyone is Safer!

Statewide Road Ranger Survey for Incident Responders

Question 15: The Road Ranger Program has made it easier for me to perform my duties.

- **Strongly Agree** - Life-saving actions performed by the Road Rangers. As a trooper, they assist me anytime needed. Closing lanes and assisting with traffic.
- **Agree** - Better if overnight service and weekend help was available
- **Strongly Agree** - they have made me feel safer out on the road
- **Neutral** - Because they are not 24 hours a day, the dispatchers for Road Rangers want us to answer many calls that have little significance. (Such as a truck parked on the onramp). They also dispatch us to calls that the vehicle has left and they frequently do not notify us of that until after we get there. Many of them get their feelings hurt because they don't like our tone and I am told have even complained about us. Our dispatchers are qualified to dispatch us. They sometimes take us away from real police work. They should not have the ability to cry the proverbial, "Wolf!"
- **Strongly Agree** - I had a Road Ranger on the Turnpike at Beeline stop to assist me with a fire in the median. He was wonderful.
- **Strongly Agree** - Road Ranger is a Blessing they make it where I can get to a crash or other incident
- **Neutral** - If they check in with the on scene trooper things would go easier for all of us.
- **Disagree** - Road rangers have said it is their policy to park behind the emergency scene including all emergency vehicles however, they have a tendency to arrive early on in the game and park in the exact spot where emergency vehicles need to be and then try to "relocate" while crews are trying to work.
- **Strongly Agree** - I can say without a doubt the Road Ranger program is an asset to our agency as well as an asset to the motoring public. Our district is so extremely shorthanded a disabled motorist may have to wait for hours for assistance if not for the Road Ranger program.
- **Disagree** - Need more of them around. This would keep fire and law enforcement from having to stay on scene of accidents longer than they should
- **Agree** - Unfortunately, there are no Road Ranger in my area
- **Strongly Agree** - My area does not have road rangers - wish we did
- **Disagree** - Always slow to respond to calls, tied on up calls for extended periods (same call) with multiple calls for service being called in, or just way too far out of range.
- **Agree** - When they respond as requested by FHP.
- **Strongly Agree** - The Road Rangers in most incidents are “very" necessary in helping us perform on the roadways and highways.
- **Agree** - Again when you get a good road ranger who does their job, it makes everyone's job easier on the scene and the highway is opened quickly. But, you have to get a trained road ranger who truly wants to be helpful.

Question 16: The Road Ranger operators improve on-scene safety for responders.

- **Strongly Agree** - More visibility, keeping traffic clear, lane closures, and an extra set of eyes.
- **Strongly Agree** - I can complete my report faster because they watch my back and traffic
- **Strongly Agree** - Move over message board like CFX Rangers. Red lights would help slow traffic until other responders arrive.
- **Strongly Agree** - Totally!!!

Statewide Road Ranger Survey for Incident Responders

- **Strongly Agree** - Very True!
- **Agree** - As soon as they arrive it seems they are packing up and looking to leave. They never check in with an on scene Trooper or officer to see exactly what needs to be done.
- **Disagree** - See above comment about opening busy roadways while crews work.
- **Strongly Agree** - I feel the road rangers help keep us safer than normal as their lights are bigger, higher off the ground (than our patrol car lights) and they always wear highly reflective clothing. Not to mention, they're always an extra pair of eyes for possible safety issues.
- **Strongly Agree** - These guys always show up on our crash scenes and immediately start placing cones and diverting traffic wherever needed. They are a great help.
- **Strongly Agree** - …and then some
- **Agree** - Most of the time.
- **Neutral** - I do not feel they improve on-scene safety unless it relates to a lane closure. In that instance they are helpful. Most times when they arrive I inform them to leave as I do not need them, and frees them up for other calls.
- **Agree** - YES! Again IF you get a good trained road ranger who does his job. If they are lazy and sit in their trucks, they are useless and a hazard to scene. If they do their jobs, they are a vital asset!

Statewide Road Ranger Survey for Incident Responders

Appendix C – Survey Comments

Question 17: How can Road Ranger incident response capabilities be improved to help on- scene responders? (I.e. additional equipment, different vehicle type, communications, etc.)

- Communication is very important.
- Larger tow trucks like other state road ranger type services exist.
- Road Rangers trucks should be equipped with emergency lights and they should be allowed to ride the left or right shoulder to expedite their response times.
- They are doing a great job already.
- I have not observed nor heard of any specific areas of improvement.
- Give them FDOT safety materials to give to kids involved in crashes and disabled vehicles. It keeps them calm so adults can focus on safety vs worrying about calming kids. Bike Ped and occupant resource centers have excellent items for this.
- Bigger vehicles for more visibility to make scenes safer.
- 24 hour service in Walton and Okaloosa counties
- More emergency equipment
- RR trucks should be considered emergency vehicles, should be equipped with red lights, and the operators given additional EVOC driver training. Also, all RR Trucks should be tow trucks and not pickup trucks.
- Be allowed to make the call if they need to cut through median, rate the event before doing so
- Same communications.
- I honestly have not experienced any issues that would indicate the need for improvements. My crew members (responders) express only appreciation of Road Ranger.
- We should have a meet and greet to know their full capabilities.
- Emergency equipment for severe incidents
- Equipping trucks with emergency lights for additional safety
- We need more trained professional like them.
- Have law enforcement ticket non move over violations.
- Additional lighting
- Red lights would help them move traffic for their response. We need them on scene immediately. Move Over Message board like the CFX is a great addition.
- Need to improve Road Ranger vehicle maintenance.
- Allow Road Rangers to manage incident scenes instead of confusion between Asset Maintenance and others.
- More frequent use of SLERS radio while on scene with ISC
- Better communication
- More training, equipment, and a second person in each Ranger vehicle. More appropriate vehicles for North Florida; expand response area.

Statewide Road Ranger Survey for Incident Responders

- I am not sure if any of your trucks are equipped with a boom like a tow truck, or a winch, in a life and death situation either of those features could sure help, along with small 2x4's or larger to use as shoring to stabilize a vehicle.
- A winch would be a helpful tool to have on all vehicles.
- Increase patrol hours to 16-24 hour a day, 7 days a week.
- More trucks that can tow a disabled/crashed vehicle to the shoulder.
- We need more Road Rangers and need to expand the areas that they service.
- Response units could be equipment with a battery operated blower, to help clear roadway faster of glass and debris. Need one response unit to have tow capability that can response to I-275 and I-75.
- A hook truck (wrecker) type would be nice.
- When there is no Road Ranger on duty, trucks on the ramps should be excluded.
- The equipment is good. I believe if they were paid a bit more, you'd get a better result. These people put their lives on the line like we do and should be better appreciated!
- They need the ability to assist in moving vehicle off the roadway, instead of us waiting for a wrecker to do so. Even if it's just lifting and moving the vehicle off the road, so we can get traffic flowing again.
- Communications, having the ability to contact road ranger directly on a different radio channel instead of going thru dispatch.
- Need more of them.
- The state needs an improved minimum standard when implementing traffic management during emergency conditions. The current state standard is too loose, and Road Rangers and other contractors take advantage of these loose standards. Road Rangers need to establish a minimum standard for emergency response that protects themselves, their assets and the motoring public.
- Expand the program to cover additional major roadways.
- More of them during the summer.
- It would help especially in the Escambia I10 area if there was a Road Ranger Wrecker vehicle, I've been told that some contracts call for those. Just to clear the roadway after an accident or remove a disabled vehicle. They are usually on scene way ahead of the rotation wrecker.
- If there could be more available, and 24hrs a day, that would be great.
- Additional personnel.
- I believe that they should have a check list that is required for the trucks used, and if the check list is not met, then they are not allowed to leave the lot until the missing items have been replaced.
- Different vehicle types would help for different situations. Also a direct line to talk to them would help so I can relay to them exactly what they should be expecting and what they will need.
- They can answer all of the calls for semis parked on the shoulder of off-ramps that Sunguide feels the needs to constantly call in.
- Response time.
- Most of the time I am involved with a Road Ranger their equipment is not functioning (air compressor, towing capabilities). One Road Ranger appeared to have his own tools.
- Thorough training with the equipment they are assigned.
- They should have additional tow trucks to help clear the road.

Statewide Road Ranger Survey for Incident Responders

- Better Training.
- Nothing that I can think of. Maybe carry coolant. I know a few carry jugs of water, which is helpful for vehicles that overheat.
- Need more of them, need to be able to communicate with them on a non-essential channel.
- More road rangers and extending mile marker limitations at night.
- Bigger traffic cones would help,
- Better response time/ Anger management classes.
- Expand Road Rangers in the Hillsborough County to 24/7 on all interstates.
- Additional patrol hours.
- In my opinion they do a fantastic job now..... I'm not sure how you could improve their exemplary performance.
- Please look at the operations of TDOT and GDOT. Their vehicles carry all necessary tools for removing debris, have better lighting and are more plentiful. They are both sponsored by the major insurance companies to help offset the cost. This is what visitors and travelers in our state need. Fire department should not be required to remain on scene for safety once incident is stabilized.
- Since the Traffic Management Centers dispatch the Road Rangers, it would be helpful for the persons operating the TMCs to know the actual hours of operation and location of operation of the Road Rangers. The Road Rangers should also be held responsible for the hours of operation for the entirety of the shift expected.
- Vehicles are very well equipped/ no recommendations.
- More road rangers need to be employed.
- Increase the distance and work schedule. Not being available on midnight shift for semi-trucks sleeping on the on ramps is unacceptable.
- Stay current with their equipment.
- Any additional tools you can give them to make their jobs and our safer is great. If they need it or ask for it, get it!
- It would be nice if the Road Ranger had radio communications allowing them to communicate with First Responders via Inter Ops channels. This would allow for direct communication between the Road Ranger and Public Safety personnel and Communication Centers.
- My area does not have road rangers - wish we did.
- Road rangers should be on our radio system so there does not have to be an intermediary (dispatch) during critical incidents. It will provide better response and better working environment for both the road ranger and first responders.
- Better response times!!!
- Definitely you can improve considerably response time and safety if you have more Road Rangers. Sometimes there are multiple calls waiting for a RR and sometimes you got one Road Ranger doing the work of two and three RRs definitely (NOT SAFE).
- Be available at night make sure they have knowledge / resources to overcome language barriers.
- More accurate dispatching from the TMC may improve things. Many of the operators are non-attentive to information given or give it out to the road rangers incorrectly. We are in the same room and can hear them giving wrong information (ex: southbound when they were told northbound), which delays response times.
- More direct communication. Whether it be a radio patch or a joint frequency.

- If you had more of them it would cut down on response time.
- Have round table meetings with the actual local State, County and City Police and Fire Rescue personnel that respond to the incident so when they respond to an incident on the road the local State, County and City Police and Fire Rescue personnel understand the true mission of the Road Ranger and how they not only assist in the safety of the on-scene responders but work to move the motoring public through and safely past the incident. Road Rangers are normally the first to arrive on an incident and if not need to be able to get through traffic with red lights and siren to better move through traffic to provide a safe-zone for the responders on-scene and/or arriving on-scene to work safely to clear the incident as quickly as possible. It may even be as simple as being able to get through traffic to move or push the stranded vehicle from the roadway to the shoulder to unclog the traffic impact.
- Make them 24 hours a day - 7 days a week.
- The use of Tow Trucks.
- It would help a lot if they had Tow Trucks.
- Need tow trucks and more Road Rangers. Now that we have to wait for FHP rotation tow trucks we are in the lanes longer which is exposing motorists and responders to danger longer.
- Road Rangers needs improvement on the taper they create with the orange cones.
- Direct communications with Fire and Law Enforcement.
- They need training in using booms and winches to rollover and move crash vehicles. About half of them are not comfortable with this. They also need to be told, to put down as many cones as necessary to protect the scene, not to be lazy and only put down a few cones. Taper and straight away of cones should cover whole scene and give approaching vehicles time to respond to possible lane change. They also need to be taught that they need to assist all agencies with whatever is necessary to clear lanes, sweeping debris, moving vehicles and this can't be done by sitting in their trucks.
- Equipped with winches, large arrow boards etc.
- SHRP-2 Training.

Question 18: 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-4 AND I-75 for entire Hillsborough County area at all times of the night.
- SR-70 and SR-76.
- US-19.
- Extended hours and even weekends in the Jacksonville area, particularly during heavy traffic times. More support during peak times around the urban area would be helpful.
- Main roads of the highway like Daniels parkway and Colonial Blvd.
- US-231.
- I-95 Volusia County.
- Glades Road (SR-808), Boynton Beach Blvd. (SR-804), Southern Blvd. (SR-80), Okeechobee Blvd. (SR-704), PGA Blvd. (SR-786).
- US 41 / Tamiami Trail.
- I-75.

- I-95.
- I-75 & I-10, 06:00 to 22:00.
- I-75 Gainesville.
- U.S. 231.
- US 27, Broward & Palm Beach Counties.
- I-95 in South Palm Beach / North Broward counties.
- SR- 535, International Dr, SR-536.
- US-231.
- I-95 in St Johns County.
- I-75 Gainesville. I-95 SJC.
- I-95, I-295, I-10, Rush hours morning and evening.
- I-95 to Ga State line. I-10, I-295 to I-75.
- US-231 from the Alabama line to at least Youngstown or to the signal light at Penny Lane.
- Respond at all areas of I-75 in Pasco County. At this time, past a certain time of day they will not cover I-75 from mile marker 274 to 285 in Pasco County and only cover from mile marker 285 to 294 on I-75 in Pasco County. This is requested due to it being a high crash area and high traffic volume area.
- Patrol all of I-75, I-4, I-275, including weekends. Respond when requested to prevent incidents in areas they advise they won't respond due to times or the weekend.
- I-10, I-110, US-231 and US-98, 16 hours per day.
- I-10 and I-75 Hamilton, Suwannee and Columbia Counties. 7AM -10 AM AND 3P-6PM.
- All of I-4 and I-275 should be covered and I-75 from Pasco to Manatee County should be covered.
- I-75 from Manatee to Pasco county line., I-4 Lakeland county line to Saint Petersburg county line. SR 60. In Hillsborough County.
- SR 60- I-75- I-275.
- At this time Road Rangers are a liability risk to the state in regard to exposure. They are just another state employee and vehicle on the road exposed to the hazards of motorists, increasing costs to the state.
- Marion and Alachua Counties.
- US-29/ US-90 during morning and eve rush hours. Extra coverage during the multiple year construction projects would help keep the areas clear.
- I believe there needs to be an expansion in the form of additional Road Ranger response trucks on the I-10 stretch from the 35 mile marker to the Walton County/Holmes County line. This is a broad rather isolated stretch of Interstate, fairly long distances between towns and services and response times for both Road Rangers as well as us, FHP, are long and there are so few Road Rangers on that long stretch that honestly they are not saving us any time. FHP is still covering a lot of disabled vehicle calls on this stretch, and as most of our units are usually in the South end of the county due to higher call rates down there for crashes, response times are very long. One of the main points of the Road Ranger program is to largely relieve FHP of these service call responsibilities so that we can in turn respond to our enforcement and investigation calls more rapidly. I would also suggest an increase in service hours in this same area, well beyond the current 6pm limit, as there are many service calls during the hours following 6pm and once again, due to circumstances already listed, combined with our own personnel shortages, response times are quite long and keep a

Trooper tied up on a service call for an inordinate amount of time. I would suggest extending service hours to 10pm, I believe that would make a significant difference.

- US Hwy 98, Santa Rosa County (high crash, high traffic) US Hwy 29, Escambia County (high crash, high traffic).
- I-4 and I-75.
- Any major roadway in Pensacola.
- After 6pm, the Road Ranger services stop south of the North Rest Area on the Skyway Bridge (I-275) in Hillsborough and Manatee County. The Skyway Bridge is an extremely unsafe, unlit area at night and due to the heavy impaired traffic at night that travel across the Skyway Bridge, it would be a huge advantage in safety. Also, just increasing the limit for the Road Ranger to at least respond to the South Rest area would be helpful, I have had many times (Between 50-60 times) that I have had a disabled vehicle on the Skyway Bridge that Road Ranger could have assisted but they were only allowed to respond to the North rest area, literally one more mile south and they could have provided assistance. Also on I-75 in Pasco County, we have many calls for service near State Road 56 but Road Ranger only comes south to State Road 54, not assisting with many calls for service near the State Road 56 and I-75/I-275 merge.
- They need to stay in Hernando County and we need them in Sumter County we get a lot of calls all the way to the Marion County Line it a long stretch of road with a lot of travelers.
- Off ramps for I-10 that are being utilized by truck drivers to sleep when they are out of hours, yet Sunguide constantly continues to call in these "disabled vehicles" and it is an absolute drain to our already non-existent manpower.
- We have them available on our major roadways in Hillsborough.
- Should be a 24 hour service through all of Pasco, Hernando and Sumter Counties.
- I-75 north of SR-50 during this heavy construction and lane closures. There are no breakdown lanes in this area and no service stations for miles north.
- Daniels Pkwy.
- I-75 Sumter County line to SR-326. It is a designated high crash corridor.
- SR-618, SR-60, SR-676, SR-574.
- US-19.
- Night time would be extremely helpful. There are usually only one or two of us out on the interstate at night and the rangers are a huge help with disabled vehicles.
- US-231 6A-10P. Jackson, Bay, SR-79 6A-5P.
- I-4 east of mile marker 10 after 9pm. Should patrol all the way to the county line mile marker 25. I-75 south of mile marker 250 after 9pm. Should patrol all the way to the county line mile marker 234.
- U.S. highway 19 would benefit from them.
- I-275.
- Expand Road Rangers in the Hillsborough County to 24/7 on all interstates.
- I-75 in Pasco County is manned by Road Ranger only sometimes. If this was a continuous service it would be exceptionally helpful. There is constant construction, traffic volume, and crashes on this stretch of roadway. There is never a time when there are not disabled vehicles on I-75 in Pasco County.

Statewide Road Ranger Survey for Incident Responders

- Then only limited access road in Escambia and Santa Rosa Counties is the interstate system. These areas are covered by the Road Rangers. I believe that is sufficient at this time.
- I75 is the major roadway in this area. There are other state maintained roads that would be useful to have them for scene safety and mitigating debris.
- On SR 618, I 75 south of Gibsonton Dr to include the rest areas in southern Hillsborough County, and I 4 east of mile marker 10.
- I would like to see them expanded into Sumter County on I-75. We have a lot of disabled vehicles and I think the road rangers could help us (FHP) out in this area.
- Extended hours until at least 9/10 pm. Still relatively high call volume and the safety of disabled vehicles during the 6-10 pm time frame is greatly increased without road ranger assistance due to lack of light.
- Assign road rangers to the targeted corridors within DHSMV's Arrive Alive Program.
- Oftentimes, I 'am the only trooper working a three county area and higher priority calls make it almost impossible for me to respond to disabled vehicle calls. Road rangers for Santa Rosa, Okaloosa and Walton counties need to be available 24 hours a day.
- I -75 Marion County.
- Midnight shifts from 10PM to 6AM. Extend the distance from Mile Marker 34 to Mile Marker 93.
- I-75 in Marion and Alachua Counties. They are both high crash areas and both have high volumes of traffic.
- 75, 275 & I-4 all hours of day and night and in all counties. We need more of them. The area they patrol is too small. We need more of them so they can cover a bigger area!!!!
- Expand more into Jefferson/Madison counties. These are rural areas with not a lot to offer as far as assistance.
- I-10 / I-75 in Suwannee, Hamilton and Columbia.
- State Road 261 and State Road 263 have high traffic volume, crashes, broke down vehicle and more.
- Maybe Daniels pkwy.
- Stay out later than 6pm.
- 24 hour a day coverage on I-10.
- Daniels and is 41. Most times Road Ranger services arrive along with responders. This would assist with traffic management providing responders to focus on the primary incident.
- I75, between exits 131 (Daniels) and Corkscrew (exit?). Terminal access road in this area make it very difficult for responders.
- I currently have Road Rangers on the I-4 Corridor, however I do believe there needs to be more Road Rangers within metropolitan areas to assist in moving any disabled vehicles that are impacting the safe travel of the motoring public.
- I-10 throughout the District.
- The bridges going to and from Cape Coral are terrible. Road Rangers would be very helpful to ease traffic problems on the bridges in Lee County.
- S. Dixie Hwy/ Expressway Ref. road construction during rush hours (0500-1000).
- Alligator Alley during daylight hours and weekends.
- Extend I-75 hours into and past dinner weekdays, Add Colonial Blvd, Daniels Parkway, and University Ave. briefly!

Statewide Road Ranger Survey for Incident Responders

Question 19: Do you have any additional comments or concerns regarding Road Rangers? Let us know!

- The road ranger program is a very good program and very beneficial to the public. Sometimes motorist broke down on the side of the road and gets in a frantic mood because they don't have money for a tow or don't know what to do. Nevertheless, a free service that helps change a tire or minor repair help can go a long way.
- Great service. I feel a lot of motorist are unaware of Road Ranger and the services they provide at no cost.
- An excellent program. Not only does it help me and my duties as a trooper, but the help they provide to the motoring public is exceptional.
- I work in Palm Beach County and on occasions have been on scene with Road Rangers from the adjoining County of Broward. The Broward Road Ranger vehicles are not equipped with a tow boom move a vehicle from blocked lane to the left/right shoulder. All Road Ranger vehicles should be equipped with a tow boom to expedite lane clearance. This would make scenes safer for all personal involved.
- Keep up the good work! Thanks for the teamwork assistance!!
- Many travelers, especially out-of-town, may not realize the Road Ranger free service and how to reach them. Efforts have been made to publicize this service through media and signs, including at the welcome centers. Maybe expand messaging in rest areas as well.
- They're fluorescent yellow guardian angels.
- The program is a great asset to the first responders.
- I think it would be beneficial if they were extended for weekend hours.
- Keep the program going!!!!
- Valuable service!
- They and this is the best program since apple pie.
- Thank you for all of your assistance on the major highways.
- Personally, I cannot express the appreciation of the Road Rangers. I have talked with several motorists and they have shared their appreciation of the Road Rangers and the respect each of them show. Everyone I have talked with in regard to Road Rangers cannot praise them enough and the services they provide.
- As I have previously stated we have not encountered one negative experience, only positive. I realize every Agency has room for improvements; fortunately, the agents in my area are always where they need to be when they are needed.
- Keep the program going.
- Great safety for all responders and motorist's in general. They've been delayed because traffic won't move over for their passage.
- Love the Road Rangers.
- WE JUST NEED THEM 24/7!!!!!!!!
- Great program needs additional funding.
- Unified personnel uniforms statewide to ensure continuity. All Statewide response vehicles should be design specified and equipped the same to elevate gaps in service capabilities.
- Road Rangers are appreciated and are needed to help motorists.
- They do a fine job!

Statewide Road Ranger Survey for Incident Responders

- Major assistance with traffic control at crash scenes. Big help with jacks and tire changes.
- This a poor survey, I had to go back and put things in to close the survey, as there were no place to show that I have never seen or worked with a Road Ranger.
- A very good and extremely useful program for both law enforcement and travelers.
- We really appreciate having the Road Ranger program!!!
- Thank you.
- I would discourage them from changing tires in unsafe areas. I met a Road Ranger in Broward County on the left shoulder of the Turnpike changing a tire while he was in the left lane. I was able to block for him but I wish the Turnpike/DOT would put "NO STOPPING ON LEFT SHOULDER" signs, especially where there is a wall and very little room. People are not smart enough to use common sense and put others in danger due to their lack of thinking. I also wish you would change the light boards on the highways to read, "MOVE OVER FOR EMERGENCY LIGHTS" instead of "MOVE OVER FOR EMERGENCY VEHICLES". People are almost causing wrecks because of a trooper sitting on the shoulder with no lights on to get moved over--that is the misunderstood intent of the signs!
- Excellent program and really helpful for all of FHP.
- Thank them all for a GREAT job! They make our job a lot safer.
- I haven't had the chance to work with a road ranger as of yet but I have seen them on the interstate helping people in need of Assistance. Which I am sure they were grateful as much traffic there is on the interstate.
- The Pensacola Road Rangers have been life savers on multiple occasions!
- Overall I feel it’s a great program and I think the public greatly appreciates the service. It’s nice to be able to tell someone that's out of gas that I can call someone who will respond and provide them enough fuel to get off the highway at no charge, or that will change a tire quickly and safely, once again no charge.
- Very helpful. Improves scene safety.
- Many of the Road Rangers that I have met are good honest hard working people but are unable to assist sometimes with important calls due to the restrictions and out of date boundaries set in place for the Road Rangers. I believe someone should look at the data for calls for service in the areas that Road Rangers respond and check the calls for service a few miles north and south out of the Road Rangers zone and adjust the zones accordingly.
- I'm with the small Town of Belle Air. Our agency has no contact with the Road Rangers, but as a Florida resident and a highway user, their service is greatly appreciated. I've witnessed them in action several times while traveling the interstate. Even if they are not actively involved with helping someone, it is comforting to see them ready and waiting by the side of the road. Thanks!
- Road Rangers are helpful to FHP's duties and responsibilities. The largest form of help would be to take over all of the calls that Sunguide calls in for abandoned vehicles on off-ramps that are 50 miles away from the nearest trooper. Also responding to semis that are safely parked on the shoulder of off-ramps for I-10 would be a tremendous help since we usually have 2 troopers working for all of Okaloosa, Walton, and Santa Rosa counties.
- Thank you so much for your presence and assistance. The Road Rangers are truly assets to our Agency.
- I think the Road Rangers don't have any solid supervisors on duty and this causes them to stay hidden and not respond to calls for service. Many times we are told they are busy.

Statewide Road Ranger Survey for Incident Responders

- There is no accountability for their time out on the road. Head to toe reflective uniform is a must!
- Love them!!!
- They should work 24/7 shifts.
- I love having them out. Wish we could have more of the rangers. I feel we spread them pretty thin.
- They might should have an emergency mot trailer staged somewhere for major crashes.
- Very Disappointed!
- Expand Road Rangers in the Hillsborough County to 24/7 on all interstates.
- A great service for Troopers and the motoring public.
- The Road Ranger personnel that I have had contact with are always polite and professional. I am very satisfied with the program.
- Yes, please expand the program into Sumter County on I-75. You may want to add additional units as well. With all the construction in the I-75 and State Road 93 interchange, I am sure that we could use the Road Rangers in the area.
- Thank you for making my job simpler and safer. Allowing me to respond quickly to other incidents and not abandon at risk motorists disabled or otherwise stranded on the interstate system.
- When Road Rangers are not on-duty the Chipley dispatch center needs to be closed as well.
- Just glad they're out there.
- They help the first responders out a lot.
- I rated a lot of categories neutral, because while they come to the scene and provide traffic control, or provided motorists with assistance, I personally never interact with the road ranger to effectively gauge their professionalism and similar categories.
- Accuracy of information on abandoned vehicles is very low. Several rangers consistently advise a vehicle's VIN is covered which requires a trooper to respond, which is difficult due to very low staffing levels. When the trooper gets there, almost every time, the VIN is clearly visible.
- Great program expand funding and do not reduce the program. Thank you for providing it.
- A trained Road Ranger actively on patrol provides a safer environment for the traveling public on the highways.
- The Road Rangers should be able to have red lights and sirens to get to the scene quicker.
- They are a huge help to first responders.
- The Road Rangers get stuck in traffic when trying to get to lane closing events. If they were able to have red lights and sirens they would be better suited to respond to incidents faster. Florida needs to become more aggressive in incident response like they are with service patrols in other states such as Georgia and Tennessee. Their Service Patrol vehicles are properly equipped for fast responses.
- When trying to reach Road Ranger on the 800. They do not respond at all or minutes after.
- I had many incidents where I needed the Road Rangers assistance, only a couple really, but when the few times occurred, the response time and actions were very positive from my experience.
- Thank you for doing such an amazing job.

Statewide Road Ranger Survey for Incident Responders

- Just what I've already mentioned. Palm Beach has some great Road Rangers who go above and beyond to make sure scene is safe and cleared as quickly as possible. But they also have about 1/2 their staff that is lazy and wants to do as little as possible at a lane blocking event and stay in their trucks. They should not have to be asked or told to do their jobs. They should just do them on their own, and if unsure they should ask responding agencies, Fire, Law, Tow, and SIRV for direction. Is there anything I can do to help? Make suggestions, can I flip over vehicle and move it to shoulder, can I sweep debris, if nothing else to do, keep an eye on approaching traffic and make sure no one breaks through MOT to protect agencies responding to event. But don't sit in your truck and do nothing!!!! If you're scared to get out of your truck, scared of traffic, then as politely as possible find another job. And communicate, let others know you understand what is being asked of you. Language barrier or not. Either way ask questions. Understand all agencies are a team, we are together to clear the roadways as quickly and safely as possible, providing early warning, direct traffic with our MOT, clear debris and vehicles and get the highway opened. Getting vehicle information is not your #1 job!! Not even close to a priority!! Get highest open first, make sure scene is secure first and see if any responding agency needs assistance before walking around with your clipboard and getting vehicle info. And besides trying to give dispatch info on radios in truck due to roadway noise, get out of your trucks, and stay out of your trucks even in the rain and keep scene safe and do WHATEVER is necessary to get the roadway open. Rain is an issue with 1/2 of the road rangers, they don't have rain coats and 1/2 are afraid to get wet!! Big issue. Show up to work ready to work! Not do as little as possible! Putting out as little MOT as possible. Being lazy in your job will get yourself or someone else injured!
- We need them and their continued services! :))
- Thanks for keeping Everyone SAFE!

Statewide Road Ranger Survey for Incident Responders

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