Florida Department of Transportation

Road Ranger Comment Card Annual Report

July 1, 2014 to June 30, 2015
Fiscal Year (FY) 2014/2015

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Road Ranger Background

Florida's Road Ranger Service Patrol (Road Rangers) Program is a free service offered by the Florida Department of Transportation (Department) and other transportation agency partners. Initially used to manage vehicle incidents in construction zones, this program 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 accidents
- 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

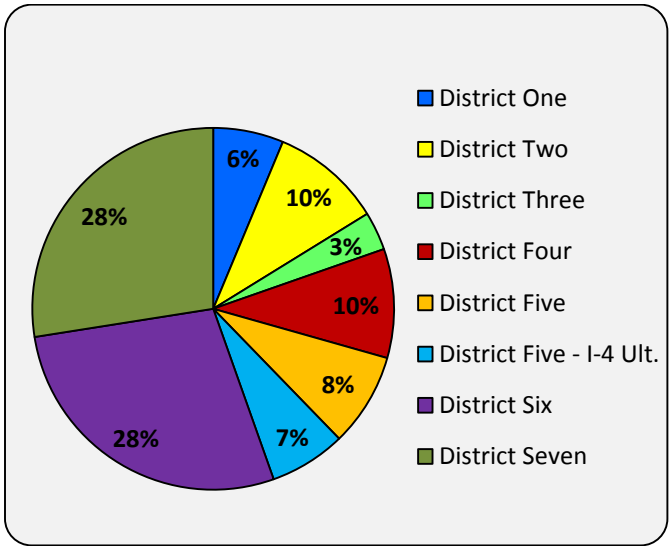
The program is managed at the local District level as a contracted service provided by private vendors. The Department's Central Office TIM personnel facilitate program issues of statewide interest. Since the program's inception, the Road Rangers have made over 4.2 million service assists with more occurring daily.

Annual Data Review

For the fiscal year 2014/15 (July 2014 to June 2015), the Department received 10,057 comment cards from motorists who received assistance from Road Rangers. (Note: This does not include customer comments for the Florida's Turnpike Enterprise or the District Four I-595 Road Ranger programs; there are separate processes in place to collect information in these Districts.) Each card is scanned and processed to create Road Ranger Comment Card Summaries, which are provided to each District TIM Program Manager.

The comment cards all have a unique bar code, which allows the Department to analyze data to determine where the motorist received assistance. The return rate for the comment cards varies among the Districts; Figure 1 shows the response rate by District.

Figure 1 - Response Rate by District



District Number	Annual Total
District One	633
District Two	997
District Three	346
District Four	980
District Five	840
District Five – I-4 Ult.	687
District Six	2,809
District Seven	2,765
Total	**10,057**

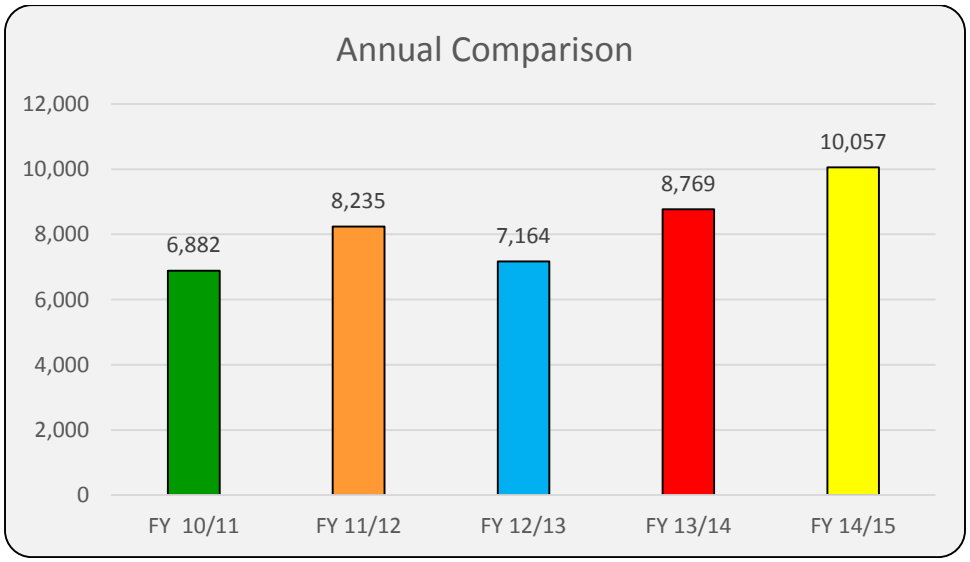
The Florida's Turnpike

The Florida's Turnpike and their sponsor State Farm also provide comment cards to motorists who receive assistance. These comments are processed by the Florida's Turnpike and the comment card totals for each month are provided to be included in the Department's Road Ranger quarterly and annual comment card reports. Florida's Turnpike Enterprise received 2,491 comment cards during fiscal year 2014/15.

Annual Comment Card Return Comparison:

Figure 2, below, illustrates a comparison of the number of comment cards returned to the Department for each fiscal year beginning in 2010/2011.

Figure 2 – Multi Year Return Rate Comparison

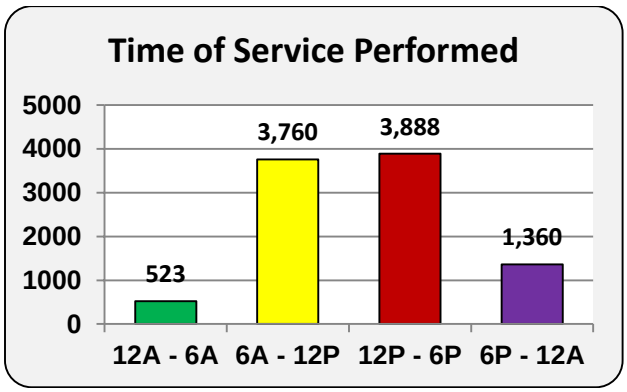


Comment Card Results

Each comment card offers the motorist five categories in which they may provide information about their interaction with the Road Ranger, as well as, a section for their comments about the service provided.

Question 1 – When did you receive help from the Road Rangers?

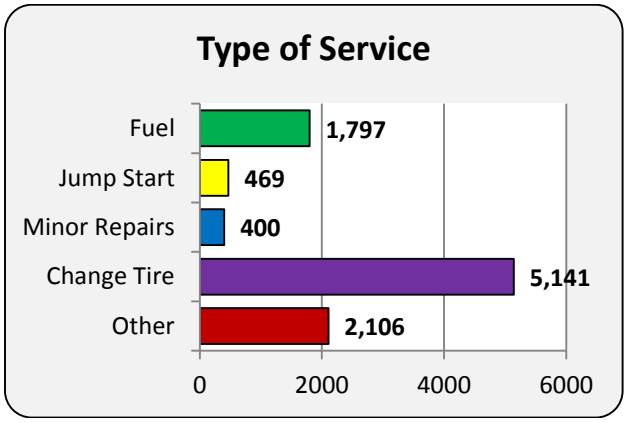
Figure 3 - Time of Assistance



Time of Assistance	Annual %
12AM – 6AM	5%
6AM – 12PM	37%
12PM – 6PM	39%
6PM – 12AM	14%
No Response	5%

Question 2 – Type of service performed?

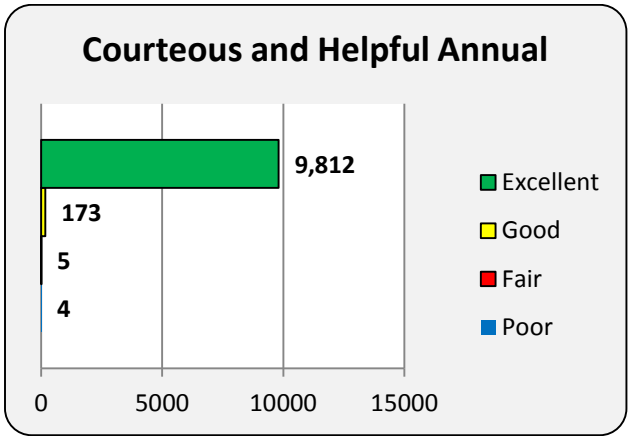
Figure 4 - Type of Service



Type of Service	Annual %
Fuel	18%
Jump Start	5%
Minor Repairs	4%
Change Tire	51%
Other	21%
No Response	1%

Question 3 – Operator was courteous and helpful?

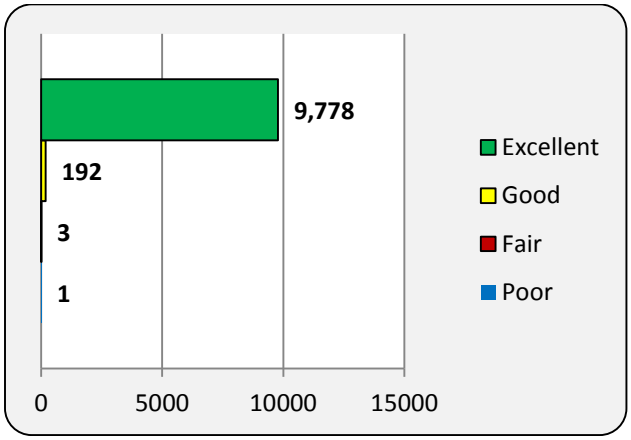
Figure 5 - Courteous and Helpful



Courteous and Helpful	Annual %
Excellent	98%
Good	1%
Fair	<1%
Poor	<1%

Question 4 – Satisfaction with services provided?

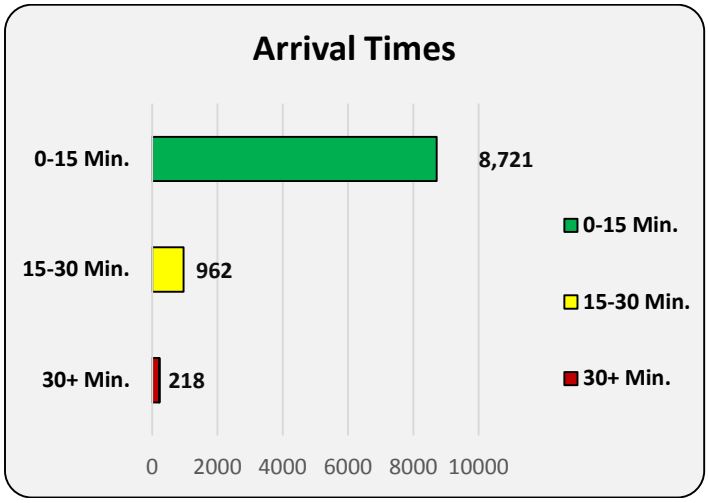
Figure 6 – Satisfaction



Satisfaction	Annual %
Excellent	97%
Good	2%
Fair	<1%
Poor	<1%

Question 5 – Road Rangers arrival time?

Figure 7 – Road Ranger Arrival Time



Arrival Time	Annual %
0-15 Minutes	87%
15-30 Minutes	10%
30+ Minutes	2%
No Response	1%

Written Comments

The Road Ranger Comment Cards include a space for the motorist to add written comments if they choose. The following excerpts include representative comments from each of the Districts represented in this report.

Comment	District
Outstanding service – I cannot say enough about the Road Ranger that helped us! Thank you, thank you!!!	1
I did not call the Ranger, but thankful that he showed up! I am so grateful.	1
Just arrived in JAX as a new resident. Bad to get a flat, but the Road Ranger made my stress disappear. He turned a bad situation into a not so bad one. Thank you!	2
The Road Ranger saved my day. He was quick and very helpful!	2
Truly a life saver.	3
Road Ranger was very nice and helpful.	3
He was the nicest young man. Very friendly and helpful. Did a great job. Need more like him!	4
Road Ranger was extremely helpful and courteous. He went above and beyond to make sure my family and I were safe!	4
Very courteous & professional. Nice to know someone still will help people.	5
We don't have this service in my country! Absolutely amazing! Thank you so much! Can't believe this was free!	5
Great job! Saved my life and my son. Thanks!	6
Awesome service. I am thankful for the help!	6
By the time I pulled over, he was already behind me blocking traffic. Great job!	7
The Road Ranger was very helpful and informative. He had our tire changed before our normal road service even tried to find my location. Thanks so much!	7
We ran out of gas with baby in the car and no AC in the highway. I was calling my roadside assistance provider, trying to explain my location...and the patrol driver came up to us and provided gas to us. We didn't need our provider that time.	FTE
The Road Ranger pulled over to help my friend and I who were stuck on the side of the road for over 30 mins, in 95 degree weather. He offered his assistance and helped us out. Offered us water and made sure we left safely.	FTE