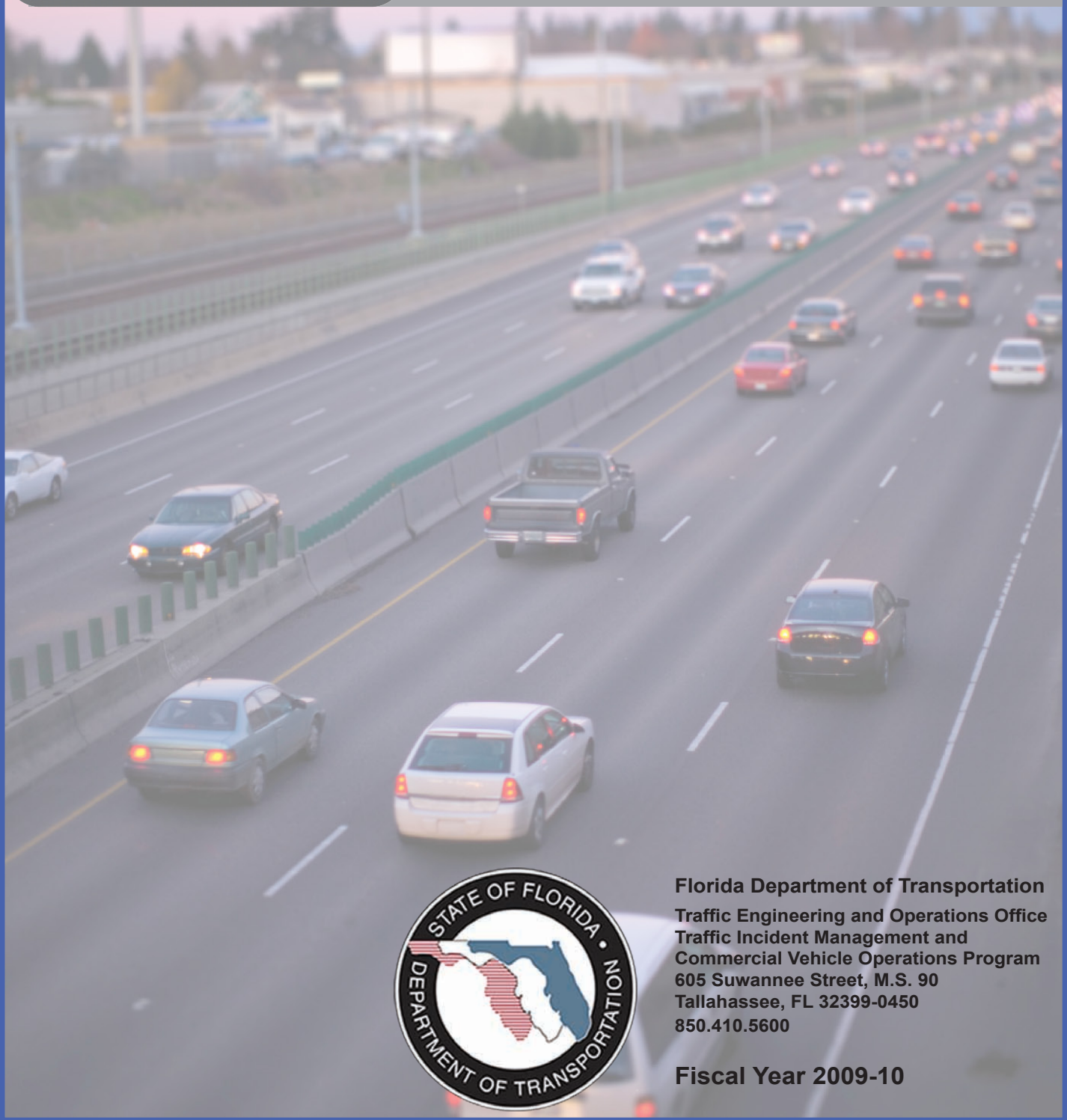
Statewide Road Ranger Survey for Incident Responders

Florida's Traffic Incident Management Program



Florida Department of Transportation

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Fiscal Year 2009-10

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I just wanted to let you know, that all the firefighters and myself, feel the Road Rangers are doing an excellent job in our area. Not just for us, but the private citizens that travel the roads in our District. There have been quite a few times I've heard people say, they have been a lifesaver, whether it was just to help with a flat tire.

From a District One Responder

Road Ranger Background

Florida's Road Ranger service patrol program is a free service offered by the Florida Department of Transportation (Department) and other transportation agency partners. This program was initially used to manage vehicle incidents in construction zones and has since expanded to all types of traffic incident responses, becoming one of the most effective elements of the Department's Traffic Incident Management (TIM) Program. Road Ranger service patrols (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.

Initially used to manage vehicle incidents in construction zones, the Road Ranger service patrol program has since expanded to all types of traffic incident responses, becoming one of the most effective elements of the Florida Department of Transportation's Traffic Incident Management Program.

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 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 2.8 million service assists with more occurring daily.

Purpose of the Survey

The Statewide Road Ranger Survey for Incident Responders was developed from an idea presented by District Four. During a statewide TIM video conference, District Four personnel suggested that information on how other agencies' incident responders gauged Road Rangers performance would be helpful, especially since direct program feedback from field level incident responders is limited. Several Districts concurred that this would be a good tool to help identify potential program improvements. The survey was designed to gather data regarding the Road Rangers from those who work and communicate with them on a regular basis.

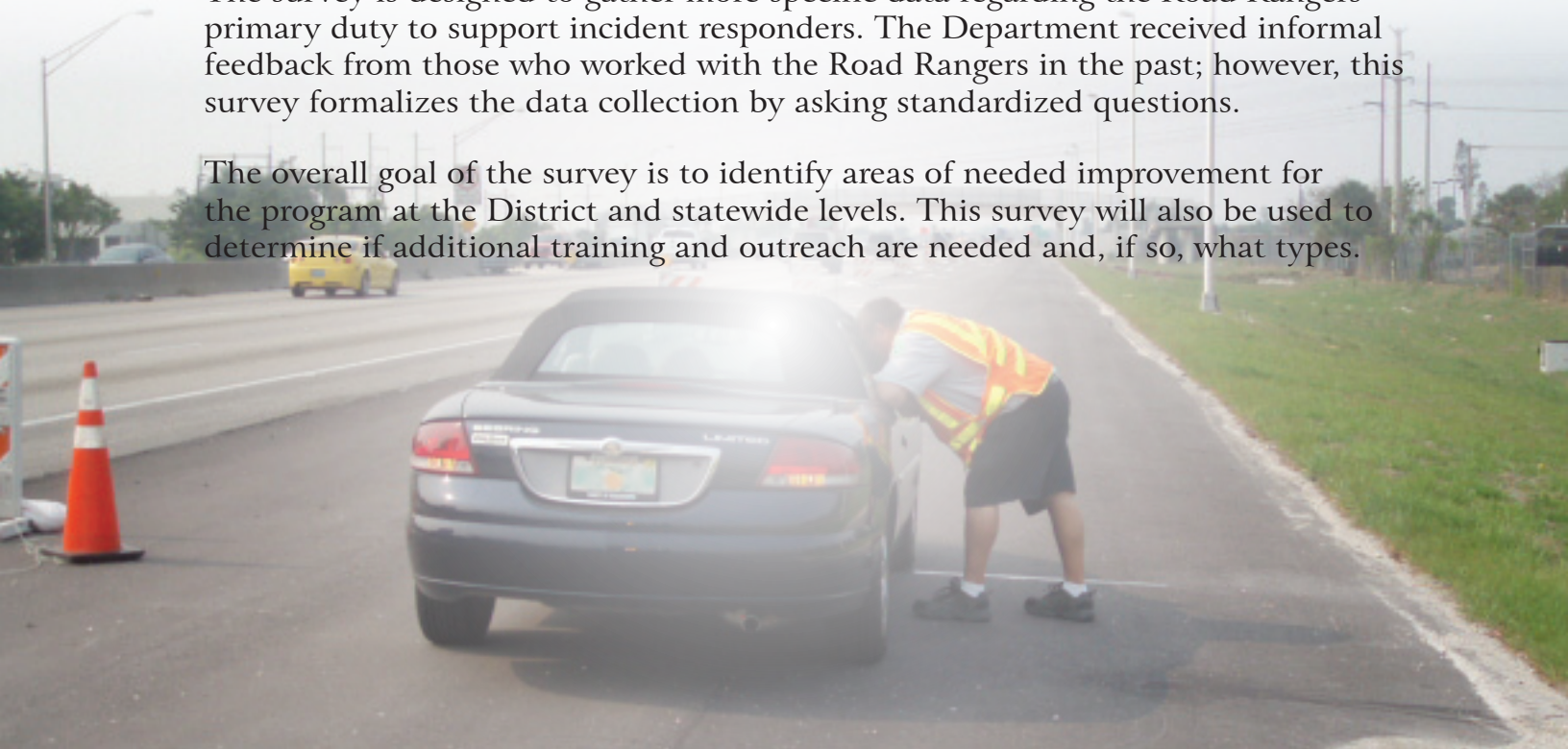
The Statewide Road Ranger Survey for Incident Responders is a good tool to help identify potential program improvements.

This survey has a threefold purpose:

- Determine the incident responders' opinion of the program
- Establish a baseline to measure "customer satisfaction" among incident responders in future years
- Solicit comments and suggestions to improve the program from the incident responder's perspective

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

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

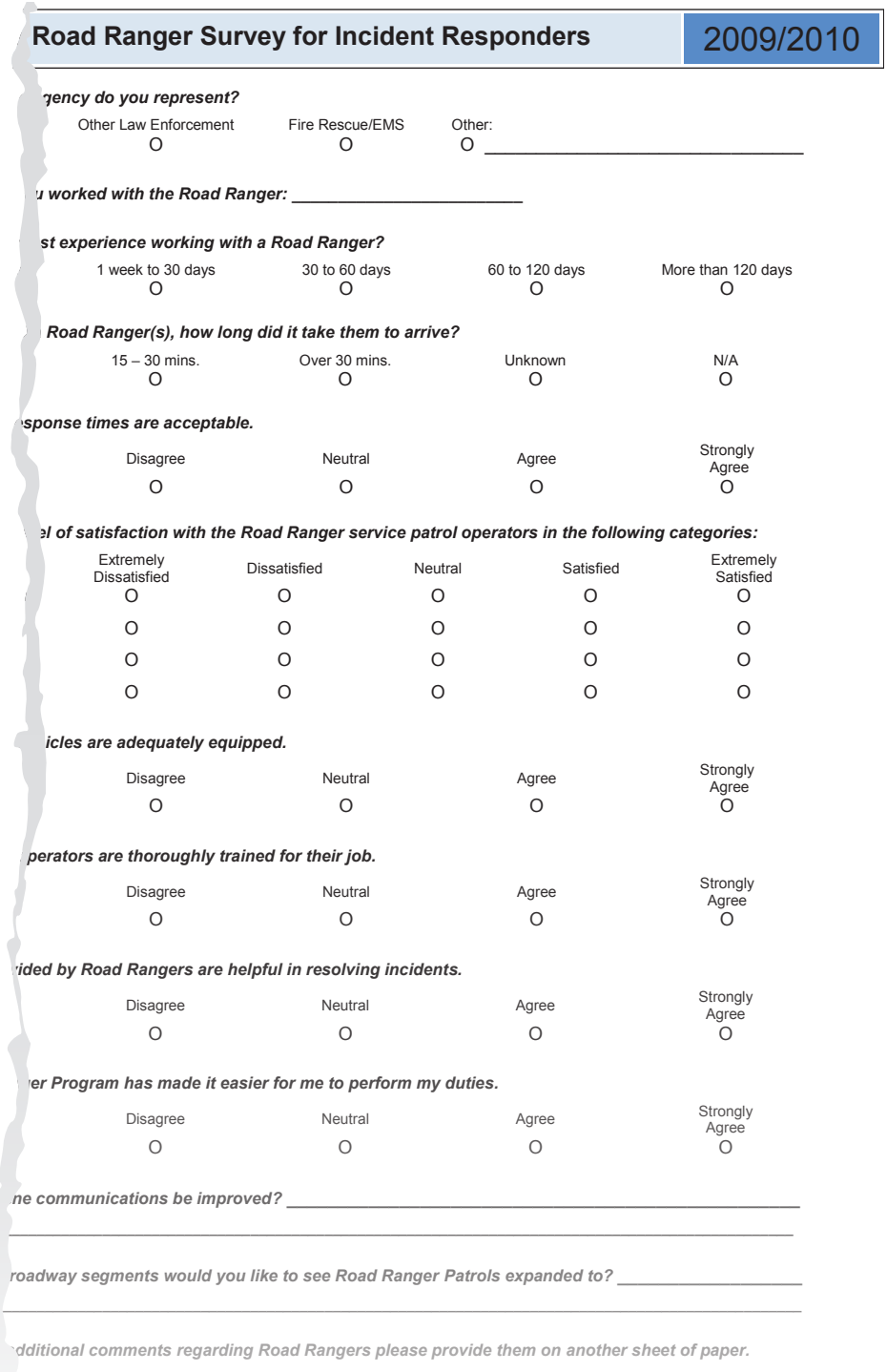


Survey Methodology

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

1. Quantitative questions;
2. Ranking statements, where the respondent is provided five categories of response 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;"
4. Open ended questions that allow detailed responses.

The survey has a total of 15 areas for responses; respondents may provide additional comments on a separately attached sheet.



Road Ranger Survey for Incident Responders 2009/2010

gency do you represent?

Other Law Enforcement O Fire Rescue/EMS O Other: O _____

u worked with the Road Ranger: _____

st experience working with a Road Ranger?

1 week to 30 days O | 30 to 60 days O | 60 to 120 days O | More than 120 days O

Road Ranger(s), how long did it take them to arrive?

15 – 30 mins. O | Over 30 mins. O | Unknown O | N/A O

sponse times are acceptable.

Disagree O | Neutral O | Agree O | Strongly Agree O

el of satisfaction with the Road Ranger service patrol operators in the following categories:

	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
	O	O	O	O	O
	O	O	O	O	O
	O	O	O	O	O
	O	O	O	O	O

icles are adequately equipped.

Disagree O | Neutral O | Agree O | Strongly Agree O

perators are thoroughly trained for their job.

Disagree O | Neutral O | Agree O | Strongly Agree O

ided by Road Rangers are helpful in resolving incidents.

Disagree O | Neutral O | Agree O | Strongly Agree O

er Program has made it easier for me to perform my duties.

Disagree O | Neutral O | Agree O | Strongly Agree O

ne communications be improved? _____

_____

roadway segments would you like to see Road Ranger Patrols expanded to? _____

_____

dditional comments regarding Road Rangers please provide them on another sheet of paper.

The statements and survey design were vetted by the Department's Central Office TIM Program staff together with the District TIM Program managers. This survey will be conducted annually with the survey period beginning in January and ending on the last day of February. This extended survey period will allow multiple agencies to receive and complete the survey as well as provide time for the Districts to discuss it with their TIM teams.

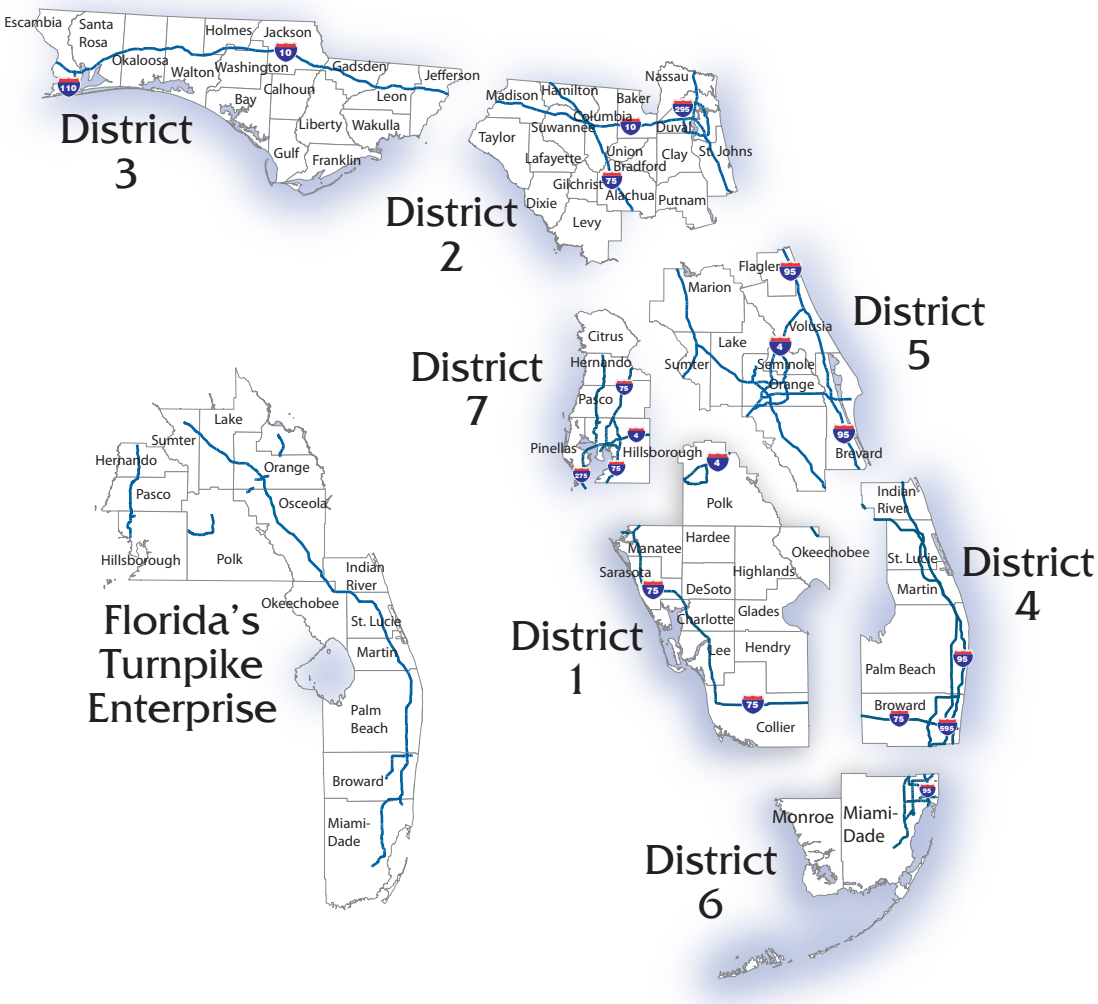
A sample of the survey is included in Appendix A of this report.

Survey Distribution

District TIM program managers distributed the survey to members of their TIM teams and to other entities within their District who might have interaction with Road Rangers. These included fire/rescue departments, emergency medical service (EMS) departments, state and local law enforcement agencies, asset management companies, towing and recovery personnel, and others. The Districts could also opt to distribute, collect, and return the survey during their local TIM meetings.

In an effort to maximize the response rate, the survey was designed so that it could be emailed, faxed, or distributed in hard copy to the responders, allowing respondents to decide which format was most convenient. This open distribution method worked well; completed surveys were returned via email, fax, and Department inter-office and US Postal Service mail.

The Department has a total of seven geographic Districts, plus the Florida's Turnpike Enterprise (FTE). Surveys were distributed to each District and FTE; however, District Three, which includes Tallahassee and extends west to the Florida/Alabama state line, does not have a Road Ranger program at this time; therefore, District Three did not submit any survey responses.



Survey Data Collection

The Department intended to utilize optical character recognition (OCR) software to process and analyze the survey data. Many of the surveys were returned via fax machine which reduced the visual quality of the surveys. Since the OCR software could not be used on these surveys, each one was tabulated by hand. The data was inserted into a Microsoft® Excel spreadsheet for analysis. In the future, an internet-based survey is planned to streamline the data collection and processing effort.

Responses to the open–ended questions were documented as part of the tabulation process and captured in Appendix B. Data from the surveys will be used in several quarterly and annual reports throughout the year. This report contains statewide information only. District-specific surveys will be sent to the District TIM Program managers for further analysis.

Measurement Methodology

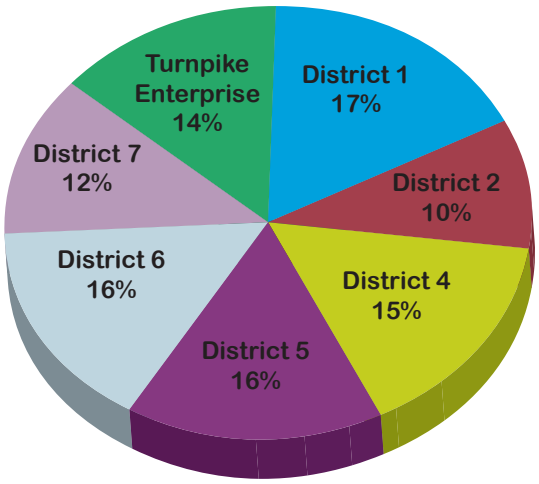
Survey responses were measured by several standard approaches. The first approach was a percentage of responses based on the total number of responses received. This measurement approach gauges the degree of responses in each category or grouping of categories within a single area. The second approach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

Survey Results

This year's survey period was from January 5, 2010, through March 1, 2010, and 792 responses were received. The survey was coded to determine the area of the state from which it originated. The graph to the right illustrates the percent of surveys received per District.

Response rates were proportionate between Districts with Road Ranger programs.

Percent of Response by District

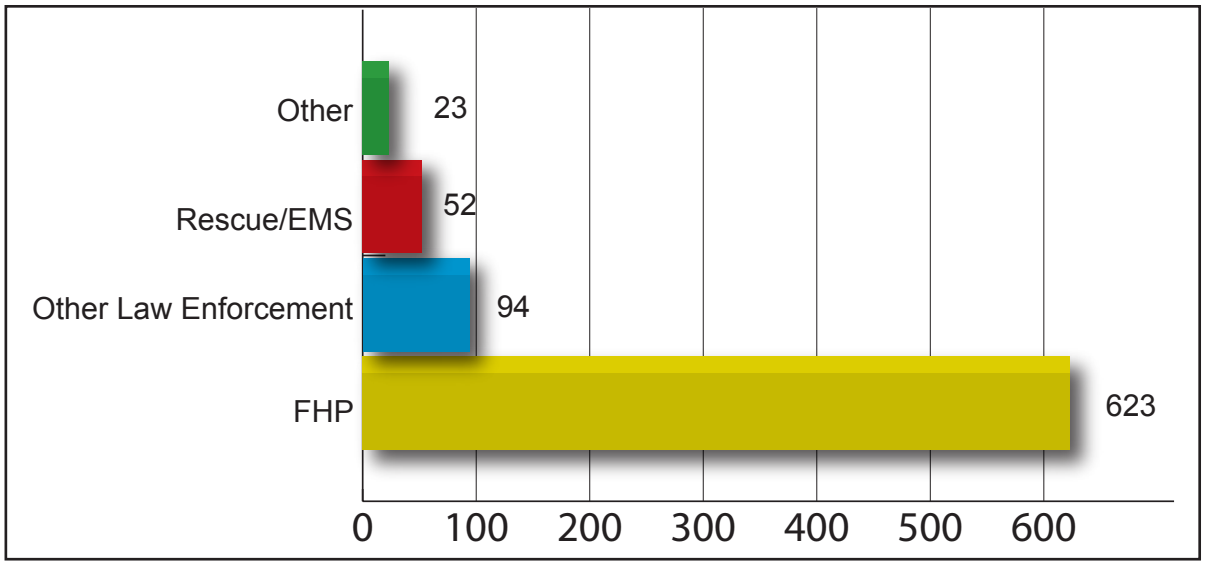


Question 1 – "Which response agency do you represent?"

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

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

Response Per Responder Group



A majority of the responses, 79 percent, were from FHP. This high percentage of responses is attributed to FHP's jurisdictional responsibility of enforcing traffic laws on Florida's interstate system.

Question 2 – "County where you worked with the Road Ranger: _____"

Respondents were asked to provide the name of the county in which they worked with the Road Rangers. The following is a list of the counties and the number of responses.

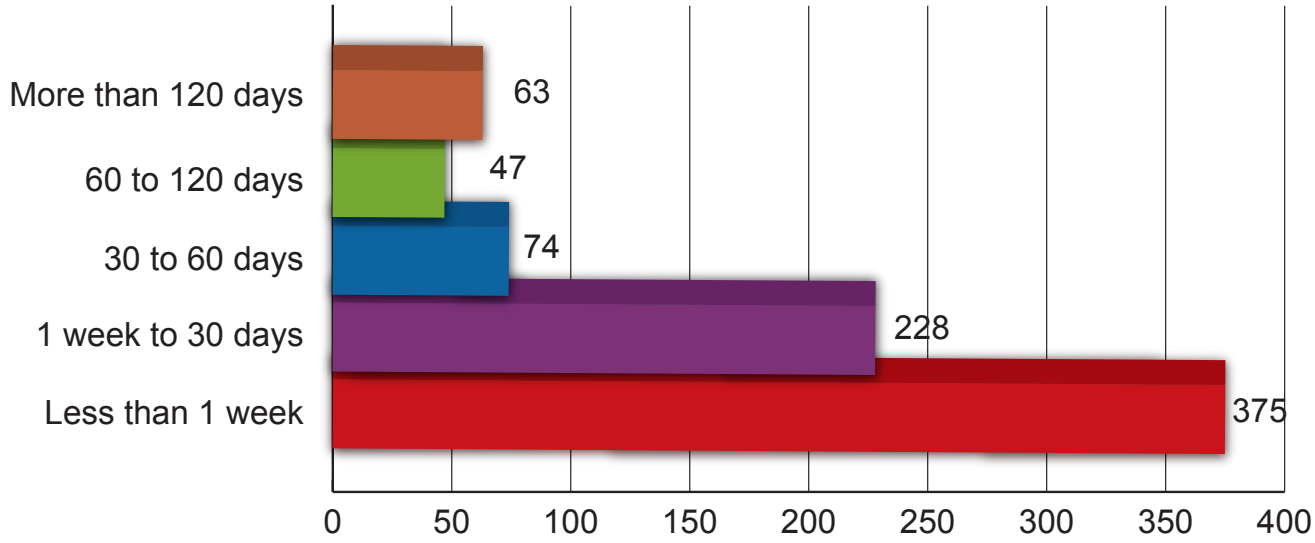
Counties and Number of Responses							
Broward	98	Indian River	11	Okeechobee	7	St. Lucie	21
Charlotte	18	Lake	13	Orange	70	Sarasota	32
Collier	41	Lee	39	Osceola	20	Seminole	57
Duval	67	Manatee	34	Palm Beach	65	Sumter	4
Glades	1	Martin	16	Pasco	9	Union	1
Hendry	2	Miami-Dade	156	Pinellas	33	Volusia	26
Hillsborough	40	Monroe	2	Polk	21		

Note: Only counties with survey responses are listed above. Some surveys contained multiple county entries in this response area because many responders work in multiple counties. Each response is included in the above table.

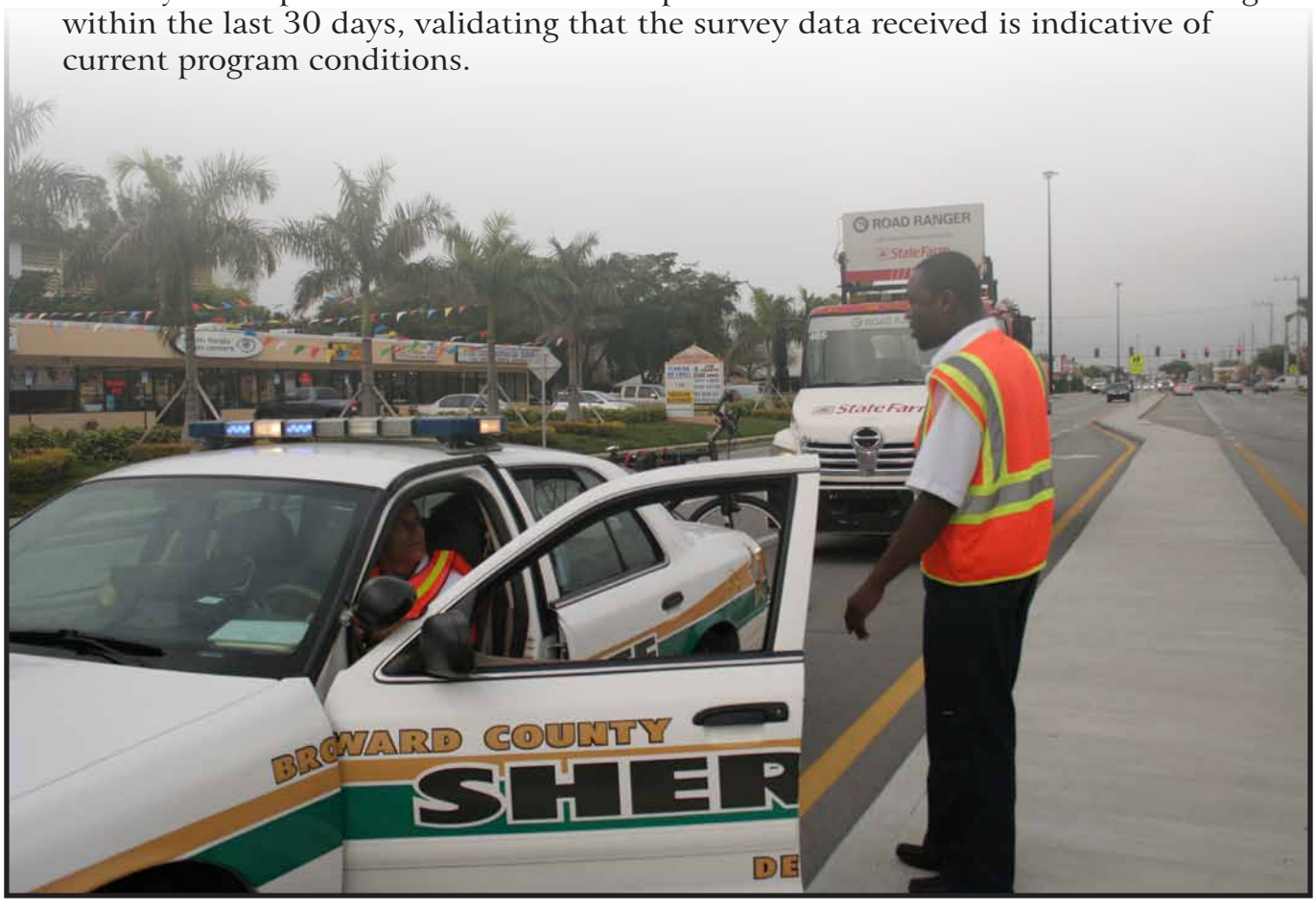
Question 3 – "When was your last experience working with a Road Ranger?"

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

Last Experience Working With a Road Ranger

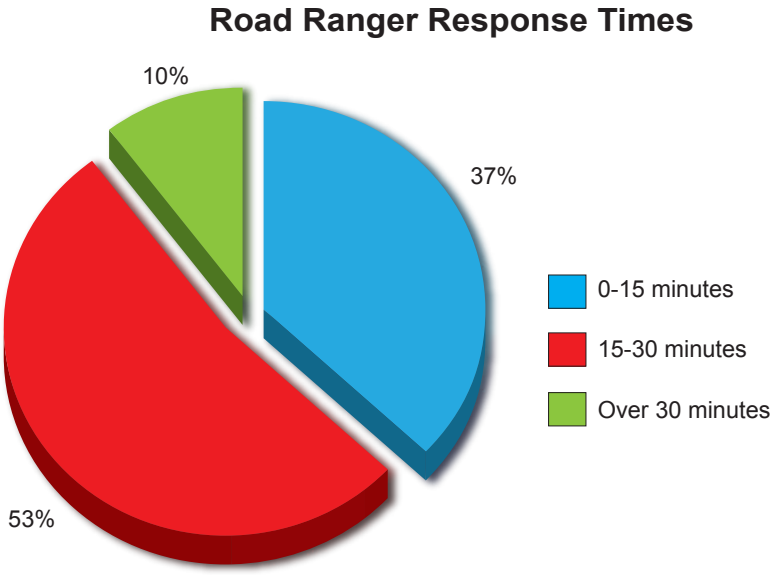


Seventy-seven percent of the incident responders had worked with the Road Rangers within the last 30 days, validating that the survey data received is indicative of current program conditions.



Question 4 – "If you requested a Road Ranger(s), how long did it take them to arrive?"

This question was used to gauge the response time of the Road Rangers. Respondents were provided three time frames ranging from 0 to over 30 minutes, with two additional response options, Unknown and N/A. The values for Unknown (27 responses) and N/A (84 responses) were omitted from the graph below to allow for analysis of time-based responses only.

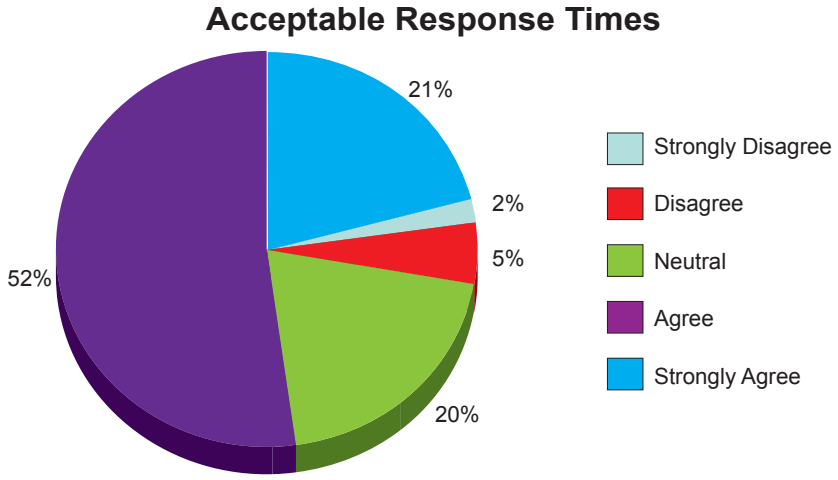


There were 673 responses that listed a time value. Of these responses, a Road Ranger arrived on-scene within 30 minutes of dispatch 90 percent of the time. There is a direct correlation between Questions 4 and 5; these two questions must be analyzed together to accurately gauge the Road Rangers response time versus what is acceptable to the response community.

The following questions (5, 10, 11, 12, and 13) were rated based on a five-point scale: 1—strongly disagree; 2—disagree; 3—neutral; 4—agree; 5—strongly agree

Question 5 – "Road Ranger response times are acceptable."

This question allows respondents to express their satisfaction with the Road Ranger response times. With 783 responses, 73 percent of respondents agreed that the response times were acceptable; 27 percent chose neutral, disagree, or strongly disagree. Since response time satisfaction is generally subjective in nature, a portion, but not all, of these responses may be attributed to perception issues.

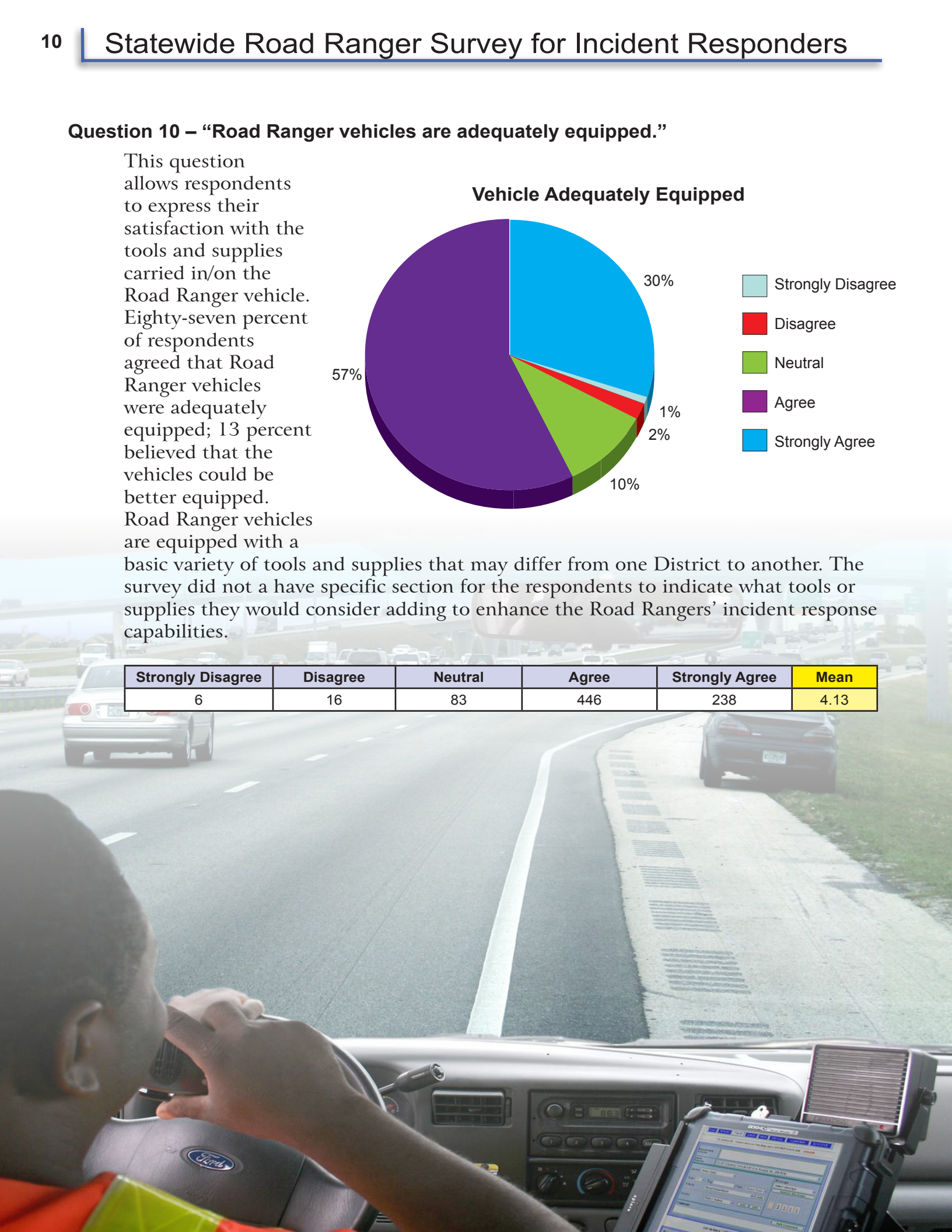


Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean
15	41	154	404	169	3.86

Question 10 – "Road Ranger vehicles are adequately equipped."

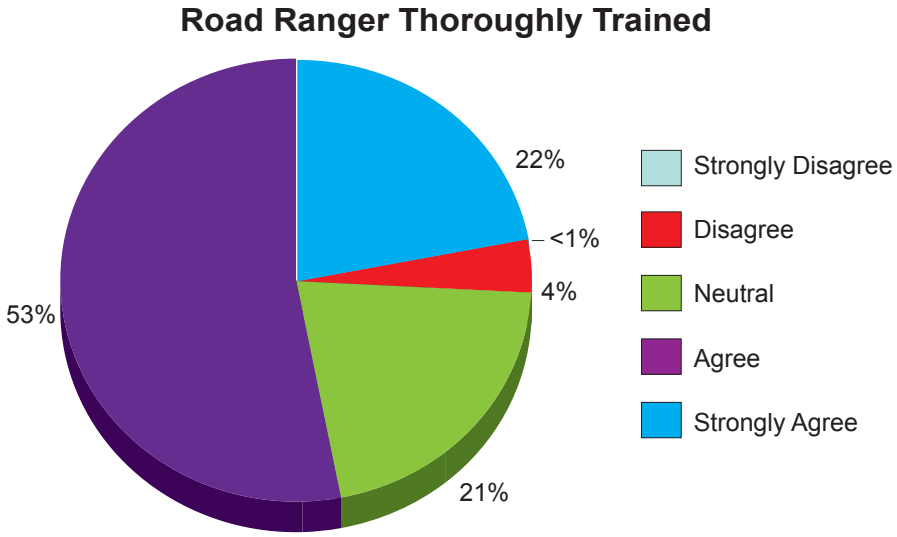
This question allows respondents to express their satisfaction with the tools and supplies carried in/on the Road Ranger vehicle. Eighty-seven percent of respondents agreed that Road Ranger vehicles were adequately equipped; 13 percent believed that the vehicles could be better equipped. Road Ranger vehicles are equipped with a basic variety of tools and supplies that may differ from one District to another. The survey did not a have specific section for the respondents to indicate what tools or supplies they would consider adding to enhance the Road Rangers' incident response capabilities.

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean
6	16	83	446	238	4.13



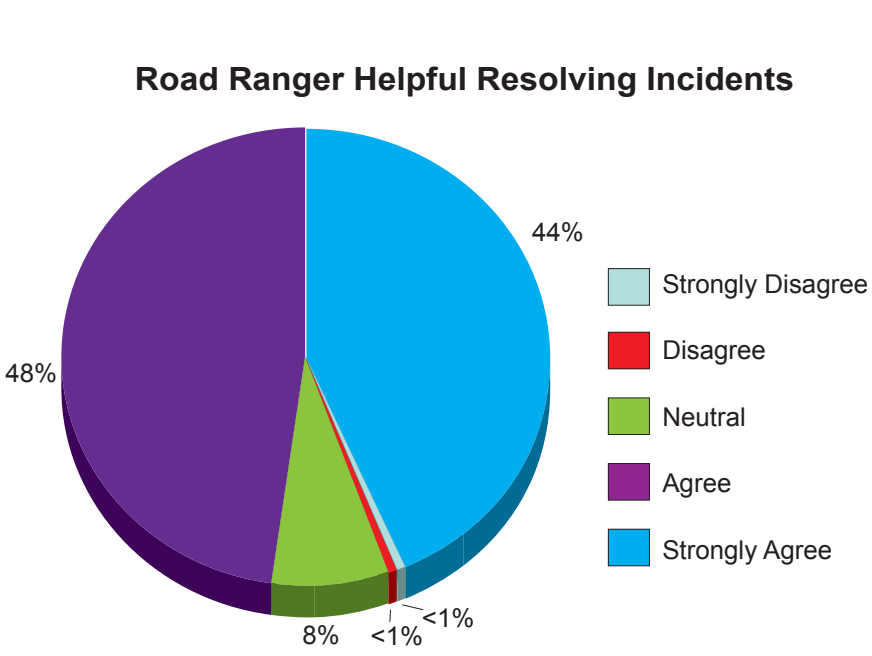
Question 11 – "Road Ranger operators are thoroughly trained for their job."

This question allows respondents to express their satisfaction with the training Road Ranger personnel receive. Seventy-five percent of respondents indicated that Road Rangers are adequately trained for their jobs. The remaining 25 percent indicated neutral, disagree, or strongly disagree. Although the total number of negative responses was relatively low, a review of training standards could indicate specific areas for improvement.



Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean
3	27	167	416	175	3.93

Question 12 – "Services provided by Road Rangers are helpful in resolving incidents."

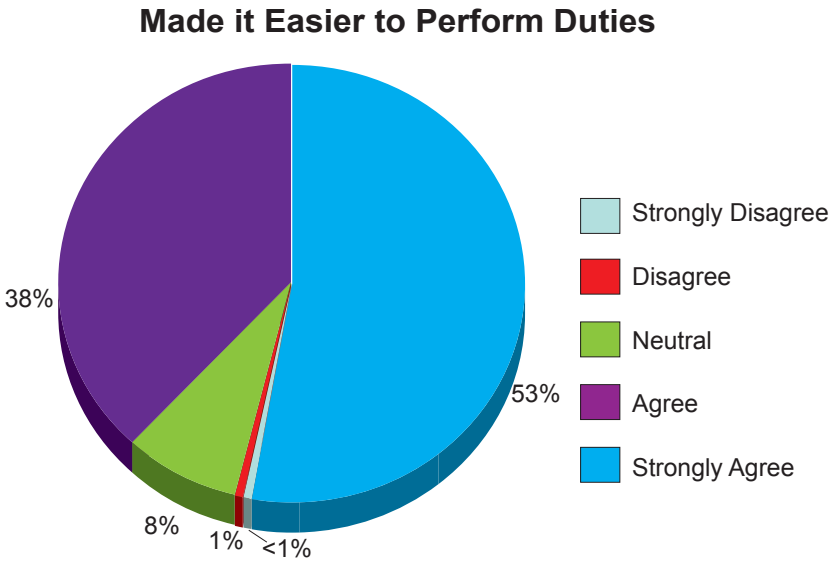


This question asks respondents to assess the services that Road Rangers provide with regard to resolving incidents. Ninety-two percent of respondents selected "agree" to "strongly agree," indicating that the Road Rangers are having a positive impact on resolving incidents. Since a key part of the Road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

Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean
2	3	61	381	344	4.34

Question 13 – "The Road Ranger Program has made it easier for me to perform my duties."

This question addresses if the Road Rangers are having a positive impact on the incident responders by permitting the responders to more effectively perform their duties. Again, a large majority of 91 percent agree or strongly agree that the Road Rangers are doing very well in this area. If incident responders can perform their jobs more safely and efficiently, then the Road Rangers are fulfilling part of their mission. However, since 9 percent of the respondents ranged from neutral to strongly disagree, we need to identify a way to improve in this category. These responses may be based on a misconception that the Road Rangers are performing incident responders' job assignments and are therefore not providing any perceived benefit.



Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean
3	5	61	301	419	4.43

The following questions (6, 7, 8, and 9) were rated based upon the following five-point scale: 1—extremely dissatisfied; 2—dissatisfied; 3—neutral; 4—satisfied; 5—extremely satisfied

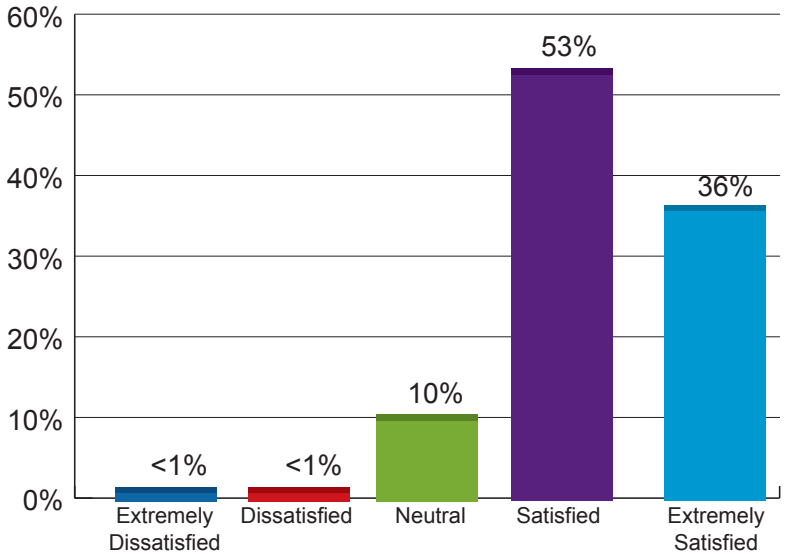
The following statements (questions 6, 7, 8, and 9) were provided to gauge the level of satisfaction with the Road Ranger personnel. Respondents were asked to rate the Road Rangers in four areas:

- Professionalism
- Respectfulness
- Helpfulness
- Competency

These four areas are very important to the Department. Respondents were asked to measure each area by choosing one of five statements ranging from "Extremely Dissatisfied" to "Extremely Satisfied."

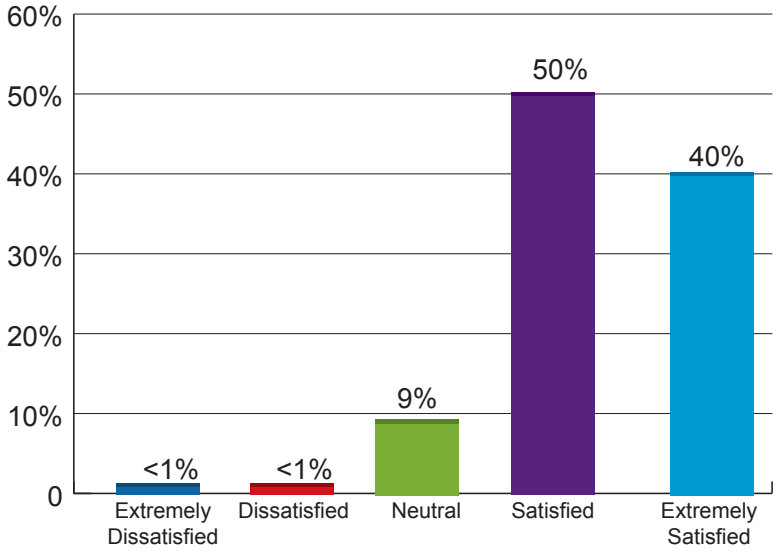
Question 6-9 – Please rate your level of satisfaction with the Road Ranger service patrol operators in the following categories:

6. Professionalism



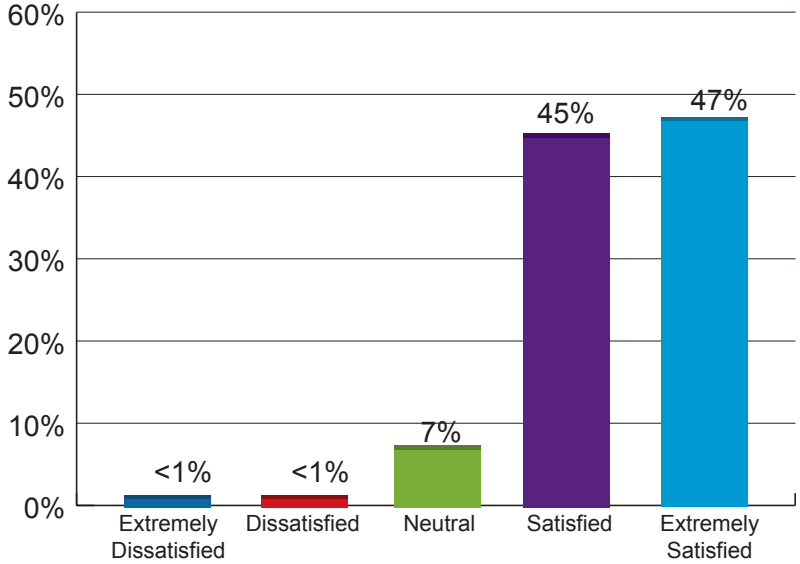
Professionalism	
Extremely Dissatisfied	4
Dissatisfied	5
Neutral	82
Satisfied	416
Extremely Satisfied	282
Mean	4.23

7. Respectfulness



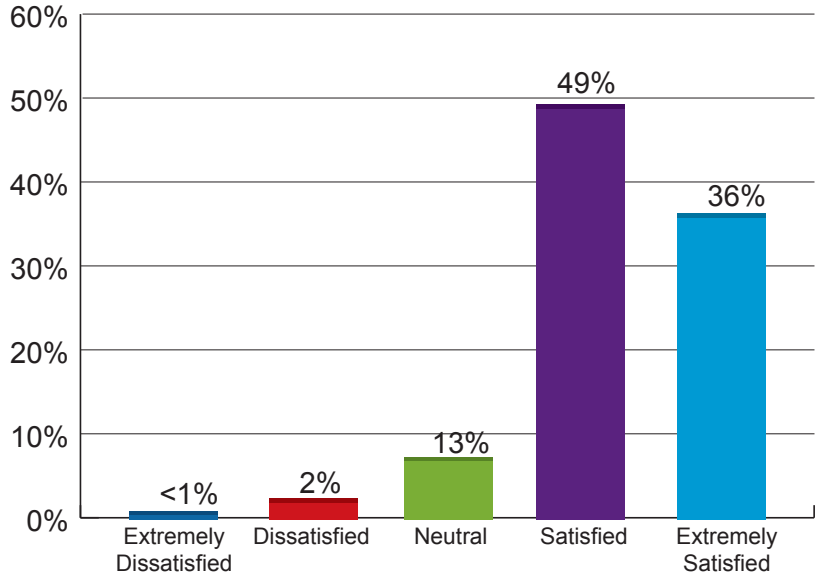
Respectfulness	
Extremely Dissatisfied	5
Dissatisfied	1
Neutral	68
Satisfied	395
Extremely Satisfied	315
Mean	4.29

8. Helpfulness



Helpfulness	
Extremely Dissatisfied	4
Dissatisfied	6
Neutral	56
Satisfied	353
Extremely Satisfied	365
Mean	4.36

9. Competency



Competency	
Extremely Dissatisfied	5
Dissatisfied	12
Neutral	98
Satisfied	382
Extremely Satisfied	283
Mean	4.19

As the data above indicates, the overall scores for Road Ranger personnel were very good. High marks were received for respectfulness and helpfulness—each with positive response rates above 90 percent. Road Ranger personnel also received good scores for professionalism and competency—each with positive response above 84 percent. Even with the high approval ratings, improvements may still be achieved in all four of these areas.

The final three questions were open-ended and permitted the respondents to elaborate on their answers.

Question 14 - "How can on-scene communications be improved?"

There were approximately 290 responses to this question regarding on-scene communications. Of that number, many were positive, stating that on-scene communications were adequate or very good. One common issue presented was the need for direct communications via radio between the Road Ranger and on-scene responders, especially for large incidents. Another common element in the responses was ensuring that the Road Ranger made contact with the incident commander upon arrival on-scene. Several respondents requested that estimated arrival times for Road Rangers be provided to law enforcement. They also indicated that it would be helpful if the Road Ranger vehicles could be seen on the FHP computer-aided dispatch system using automatic vehicle location equipment. Overall the comments were positive and demonstrated the need for better or enhanced communications between Road Rangers and other incident responders.

Training was also an area highlighted by the respondents to improve on-scene communications. The respondents indicated that it would be helpful for the Road Rangers to have better Incident Command System training as well as opportunities to train with other agencies. Several respondents indicated that the Road Rangers could benefit from having more knowledge of auto mechanics and better training with regards to removing vehicles involved in incidents.

Question 15 - "What additional roadway segments would you like to see Road Ranger Patrols expanded to?"

The second open response question related to Road Ranger patrol areas and asked the respondent to list possible roadway segments for Road Ranger patrol expansion. This question received 338 responses with a majority of the responses indicating that coverage on additional state roads would be very helpful. The responses noted a number of specific routes for each District. A number of respondents also used this question to indicate that longer service hours, including nights and weekends, would be helpful in all Districts. A final suggestion was made to increase Road Ranger authority to tow vehicles from the interstate, including vehicles involved in incidents as well as vehicles that have been abandoned. Overall, the comments were positive, indicating the desire to have more coverage and assistance from the Road Rangers.

The final survey question asked for any additional comments regarding the program in general.

Question 16 - "If you have any additional comments regarding Road Rangers please provide them on another sheet of paper."

This question provided a wide range of responses which are provided in "Appendix B," along with comments for the two previously listed open-ended questions.

Conclusion

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

This survey measured two types of areas with questions pertaining to the program and personnel. The program-oriented questions (3-4 and 10-13) focused on topics such as response times, training, and the Road Ranger vehicles; while the personnel-oriented questions (6-9) were designed to gain information regarding how the Road Ranger preformed in the field. In addition to the structured questions, we were also able to obtain excellent data from the additional comments submitted with many of the surveys.

The program-oriented responses received an overall average score of 4.14 (based on scores ranging from a numerical value of 1 for "Strongly Disagree" to 5 for "Strongly Agree"). The highest average score of 4.43 was received in the program area where responders made the determination that the presence of Road Rangers enabled the responders to perform their core job functions better or more efficiently. The program area that received the lowest average score was the satisfaction with response times, with an average total score of 3.86. In a related question, 90 percent of the respondents indicated that the Road Rangers were able to respond within 30 minutes of a request for assistance.

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

Training is another program area that received a total average score under four. Even though 75 percent of the respondents believed that the Road Rangers were adequately trained for their positions, the remaining respondents believed that the training could be improved. A number of written comments expressed the need for better Incident Command System (ICS) training. Currently, Road Rangers are receiving an introduction or overview of ICS in the core Road Ranger training.

The survey also sought information regarding Road Ranger personnel. A series of questions relating to the satisfaction of the respondents to Road Ranger operators was presented. The areas included: Professionalism, Respectfulness, Helpfulness, and Competency. The respondents were asked to rate 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 was 4.27 which is a positive response. A closer view of the data revealed that, while all four areas received very good scores, competency was the lowest and this area can be improved.

By combining the program and personnel-oriented scores the overall Road Ranger Program score is 4.20. While this score is good, there are still many areas that we can work on to improve this score for the next annual Statewide Road Ranger Survey for Incident Responders.

A more comprehensive review of the open response questions yielded a wealth of information that, combined with responses from program and personnel sections, provides areas of improvement that can build on the existing program successes.

As stated at the beginning of this report, 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.

The following are recommendations that we believe could improve the Road Ranger service patrol program based on the survey responses:

Training

- Research and identify the level of ICS training needed for the Road Rangers to perform their job satisfactorily
- Research and identify opportunities for integrated training with the Florida Highway Patrol, fire/rescue, emergency medical services, and other response agencies
- Research and identify other needed training

Information Sharing

- Continue to emphasize the need for using interoperable communications
- Research and identify how to improve communication of Road Ranger estimated arrival times to responders requesting assistance
- Conduct outreach activities to educate traffic incident responders on Road Ranger responsibilities and capabilities

Equipment

- Review requirements for Road Ranger vehicle types and equipment

The Statewide Road Ranger Survey for Incident Responders provided 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 was only successful because of the cooperation received from all of the organizations that work daily with the Road Rangers. This survey taught us that there are many areas where our Road Rangers shine and other areas that need improvement.

Appendix A – Original Survey

Statewide Road Ranger Survey for Incident Responders 2009/2010

1. Which response agency do you represent?

FHP O | Other Law Enforcement O | Fire Rescue/EMS O | Other: O _____

2. County where you worked with the Road Ranger: _____

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

Less than 1 week O | 1 week to 30 days O | 30 to 60 days O | 60 to 120 days O | More than 120 days O

4. If you requested a Road Ranger(s), how long did it take them to arrive?

0 - 15 mins. O | 15 – 30 mins. O | Over 30 mins. O | Unknown O | N/A O

5. Road Ranger response times are acceptable.

Strongly Disagree O | Disagree O | Neutral O | Agree O | Strongly Agree O

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

	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
6. Professionalism	O	O	O	O	O
7. Respectfulness	O	O	O	O	O
8. Helpfulness	O	O	O	O	O
9. Competency	O	O	O	O	O

10. Road Ranger vehicles are adequately equipped.

Strongly Disagree O | Disagree O | Neutral O | Agree O | Strongly Agree O

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

Strongly Disagree O | Disagree O | Neutral O | Agree O | Strongly Agree O

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

Strongly Disagree O | Disagree O | Neutral O | Agree O | Strongly Agree O

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

Strongly Disagree O | Disagree O | Neutral O | Agree O | Strongly Agree O

How can on-scene communications be improved? _____

_____

What additional roadway segments would you like to see Road Ranger Patrols expanded to? _____

_____

If you have any additional comments regarding Road Rangers please provide them on another sheet of paper.

DX DISTRICTONE

Appendix B – Survey Comments

Two open-ended questions were provided on the Statewide Road Ranger Responder Survey for Incident Responders which was conducted between January 5 and March 1, 2010. Comments were handwritten and therefore needed to be manually entered into this document. All of the comments were captured exactly as they were received. A few of the comments in each District were exact or nearly exact duplicates and those comments were denoted by (x) to show the number of times that comment was made.

Comments by Question

How can on-scene communications be improved?

- Have radio for statewide capabilities so we can communicate while one scene of an incident.
- Road Ranger should make face to face contact with the I. C or C.O prior to taking action. But in most instances are not hindering emergency services.
- Direct connect or radio comms
- Contact cell number relayed through dispatch for the responding Road Ranger
- On-scene is good, maybe a Sarasota County 800mhz radio would help.
- Get involved with the ICS system and report to command when on scene.
- Communications are ok.
- Have Road Ranger explain to Law Enforcement on scene resources that are available if needed
- Doing good! Continue to meet FD incident command face to face
- Direct contact with Road Ranger, rather than through dispatch
- On scene communication is good. Comm prior to arrival can be improved
- The Road Rangers should be provided with radio communications to communicate with troopers directly.
- Direct contract
- Rapid response for road blockage vehicles crashes – relaying of information thru communications of location where Road Ranger is needed for arrow board or safety.
- When on scene of a crash and x70 are needed asking a preference from (victim?) would expedite the Road closure/time on scene
- Provide communication that works effectively in all areas worked
- Direct radio contact with the RR (3x)
- Communications are fine
- Okay the way it is
- Everyone already seems to know their job, so already pretty good
- They work well with us
- Radio communications from car to car

- They are as good as they are going to get
- Some type of communications (officer to Road Ranger)
- New dispatchers
- Equip the vehicles with our radio systems
- Ranger needs to ask on scene responder what he needs
- Seems to work good
- Patch them into the FHP radio during situations where FHP requests services
- Direct communications
- Direct cell phone numbers for all on duty road rangers
- MACOM radios
- By having Road Rangers "on scene". I work late – 4PM -2AM. No Road Rangers are out past 8PM which is pure useless. People need the most help late at night when there is nothing open!!! Work past sundown. The real help that people need are beyond bankers hours. Extend the shift to night where the help is needed.
- Direct communications via MaCom to Comm centers
- Road Rangers vehicles should be equipped with AVL that appears on CAD Map
- Have clear calls off screen when complete instead of dispatch clearing in about 1 hour
- Let them be on auxiliary frequency with FHP comm center
- Comm. center having direct contact with Road Rangers rather than having to contact dispatcher.
- Need more Rangers
- Link the Road Ranger locations with our AVL
- If they all spoke English
- Have Road Rangers understand basic vehicle mechanics (what parts of the engine do). Have all Road Rangers be fluent in the English language. (additional languages are a plus)
- Have direct communications between the Road Ranger and Regional Comm Center
- Have not had a problem with communication with Road Rangers
- On scene is adequate
- Call the Road Ranger w/o having to speak with a RR supervisor first
- I am satisfied w/on-scene communication
- Require Road Rangers to be fluent in English
- We need to be able to communicate with them directly during certain incidents (fatalities, fires etc)
- Work midnight shift. Road Rangers do not work midnights
- Give Road Ranger access to our radio system
- Maybe give the Road Ranger a channel on the FHP radio, only for scene communications.

- They are fine.
- For them to continue to listen for instructions from law enforcement.
- Macom Radios
- Road Rangers need portable radios
- Call in stops, update on when conditions change
- SLERS radio for the Road Ranger to talk to law enforcement.
- Work together
- Good communication on scene
- No improvement needed
- Maybe by them having handheld walkie talkie so we can advise if we need something else (it) would take a away the need for our dispatcher to call their dispatcher when at the same incident just several feet a part
- No improvement needed
- DO not work in county with Road Rangers
- Could have 300mhz scanning capabilities in their vehicles
- They are great
- Need more trucks
- Hand help radios to the Road Ranger or equal device to communicate when to open road on a crash
- Two way radios between troopers and road rangers when adjustments to lane closers are needed
- Some type of direct communication between the officer and Road Ranger (Radio channel, cell, etc)
- A direct car to car radio to the Road Rangers
- Does not need to be changed
- I have good on scene communication with the Road Rangers, good response time when called
- FHP radio
- Rangers would be provided an 800mhz radio so we can talk on an off (?) channel to coordinate better
- Better communications between office and ranger at large crash scenes.
- Everything works well with program as I see
- Pretty good now
- Find the green light on the IC vehicle. That specifies who is the IC on the incident
- A live video feed for a more accurate response (submitted by a towing company)
- Utilize the FHP/Radio system
- Make sure the Ranger(s) call the SWP/State Warning point (800) 320-0519 “always”
- Very professional

- I have found (that) some of the Road Rangers have a difficult time with the English language.
- A special channel on a portable radio
- Its fine
- Common radio channel
- True understanding of IC (Incident Command)
- A one channel radio system that could be utilized on scene….
- Seems ok to me
- Put GPS in vehicles so they don't get lost, many have not spoken good English making communications difficult.
- When the Road Rangers arrive on scene check with the Trooper to see how the service could be most effective.
- If they were trained better so they know what they are doing
- One dispatch system
- Have a radio channel that we as troopers can switch to, to talk directly with Road Ranger
- Listen to the Trooper!!
- I have good communication skills with the Road Rangers. Good to work with!
- More Road Rangers would be helpful.
- There is just too few RR and too many calls for service for them to do their job in a timely manner
- The Road Rangers always seem to be talking on their radios when they arrive on scene. In my opinion they should be exiting their vehicles to find out what needs to be done.
- Communicate with the Trooper on scene upon arrival and coordinate the safety set-up
- Be able to communicate via portable radio while on scene
- Better training
- Find incident commander ASAP
- They're good now
- No problems except for comm. problems for FHP response to scene
- If we can communicate with them directly via radio/cell
- Direct link, radio com, cell phone, etc
- Add more road rangers
- Very helpful
- Ascertain exactly what is needed, every situation is different. Communicate with each other for coordination of what needs to happen
- Make contact with on scene supervisor before doing anything
- If they were able to scan our radios
- Let the trooper who in charge leads
- Great Job

- Pretty good now
- Have the SIRV operator make contact with the police supervisor on scene upon arrival
- Have Road Ranger report to IC
- Communication has been good 9 times out of 10. They are on scene before or shortly after fire arrives on scene. They do a good job with traffic control.
- Not a problem
- Training
- Have Road Rangers trained on Basic ICS – Green light=command post, explain to them the importance of blocking traffic
- It works well using the TMC.
- Road Rangers are a great asset to road patrol.
- Adequate now
- Make sure they report to on-scene incident commander. Possible radio communications.
- If we had common 800hhz channel for comms.
- None
- Greater more frequent use of radio
- I don't think they need to improve on scene communication the(y) are very effective communicating with us.
- I feel that there is good communications
- Adequate now
- I have not had any issues
- Haven't noticed an issue
- Direct contact with Road Rangers
- There is no deficiency. Communications are excellent
- No concern with that.
- Seems very easy, unsure of other options
- Neutral
- No recommendation
- Some radio capabilities
- I see that the RR's communicate with FHP, but are reluctant to take any orders from our scene commanders. They should have better understanding of how they can help for FD perspective
- Buy some form of direct radio communications with the on-scene officer
- U/K
- Communication on-scene is excellent
- No improvements are needed. Communication has not been (an) issue with our scenes.
- The program is an exceptional asset for the agencies as well as the motorist!

- Ok at this time (3x)
- Use a radio and a call sign
- No problems in this area (5x)
- Communications are adequate
- Very good now
- Provide their schedule and w/contact numbers
- Good the way it is
- Possibly give them a channel on their hand held's to talk to them on scene
- Have road rangers respond to incidents holding the longest instead of current protocol
- Being able to communicate with them directly when they are assisting on scene
- Cut down on levels of communications needed to get Road Rangers [notified]
- Provide a contact sheet to troopers on all road rangers
- Direct 2 way communication
- Provide a cell phone list of road rangers to help coordinate scene emergencies (not for use for direct dispatch from an office to a DAV)
- Road Rangers scan on our primary channel
- Radio communications with Road Rangers (?) cell phone communications
- Great So far
- Road Rangers should show respect to all Law Enforcement and not just to FHP.
- Shared radio freq.
- They need to be required to provide ETA's of locations when asked by FHP dispatch
- If they can use one of our channels for more effective communication
- On scene communications are adequate
- Better quality of maintenance of equipment is needed. Also better training in regards to traffic control and safety.
- Have the Road Ranger always speak to the Trooper
- Outstanding
- Very few incident of miscommunication, poor communication or language barriers
- Fine at the moment(4x)
- No changes
- Better Response time and more trucks
- Have them respond with a wrecker when needed sometimes they come with arrow board truck and wrecker truck is needed. Better clarification on which truck to respond with
- Any form of direct communication with the unit on scene would be an improvement
- No problems
- No Changes (7x)
- They should be able to have our radios

- Its horrible – don't have any contact with them
- Road Rangers show up at traffic stops too often and approach officers
- I'm satisfied
- Road Ranger should not rush trooper to open roadway. Sometime we keep it closed until scene is clear for safety
- More training for Road Rangers (3x)
- More trucks
- Bigger trucks and more trucks
- Give road rangers more tools to perform their duties
- By having more cameras
- On scene communication is ok
- Have the road rangers communicate via a special channel with unit in route to crash or incident
- Maybe if trucks were equipped with radio to communicate directly with troopers on scene
- Direct contact with drivers possibly utilize the same frequency
- N/A. They have assisted me in securing the scene involving traffic homicide investigations
- System so far has been working properly
- Have Road rangers report to trooper and follow instructions on what is needed
- Communication seems to be fine due to the fact that most Road rangers speak or understand English
- Have Road Rangers at least speak a little English (3x)
- Make sure operators speak fluent English
- Be more willing to assist
- I don't believe any improvement is needed. They currently operate very efficiently.
- Some Road Rangers do not speak English; bi-lingual would be very helpful
- Have Road Rangers leave room between their vehicle and accident vehicles for the Trooper to pull into upon arrival
- I have had instances where the Road ranger driver was not aware of his/her location
- Need more vehicles that are able to tow the disabled vehicles of the roadway onto shoulder.
- Better training for TMC dispatchers and Road Rangers (become more professional)
- Better radios
- Very good
- Communications are adequate
- No issues noted
- Should be dispatched from FHP dispatchers

- I am happy with the current communications
- FHP scanner in truck
- Have direct communication with officer on scene
- No change
- Perhaps the RR could make contact with the trooper on scene upon their arrival
- None
- Have them on the state radio
- I have not experienced any problems with on scene communications with RR
- Fine
- I have had no issues
- The best way is to continue with the Road Rangers and add more employees
- None
- Have Road Rangers train alongside other agencies
- Calling them directly instead of through dispatch
- Hire more Road Rangers
- Communications seem good
- Gather more information to provide to responders to enhance response
- FHP radios
- FHP dispatch
- New radios
- Direct with FHP radios (3x)
- Make Road Rangers CSO employees
- Stop sleeping at rest areas
- It can't
- Dispatch by FHP
- No needed improvements
- By giving them a radio to talk to the trooper when on scene or going to a call
- First Responders typically don't have the SLERS system in their radios due to the reoccurring costs that go along with it. We in Hillsborough County have no front line units with this capability.
- Better scene clearance training
- Updates to the TMC in a timely manner
- When the road rangers arrive on-scene of a crash instead of just saying I'm on scene w/a crash, the need to give a little more detail.
- Periodic face to face training with all other agencies
- Have road Rangers (far) away as possible from the parties involved in the crash
- Provide radio communications between Road Rangers on scene and troopers on scene.

- If they can hear us on the radio they may be able to respond more efficiently
- Same radio so Road Rangers can hear FHP
- Upon arrival to the scene (serious) wait to move evidence until trooper arrives
- Dispatch needs to dispatch the Ranger in a timely manner
- Portable 2 way radio carried by Road Rangers for a large scene operations.
- Issue two way radios to the Road Ranger to give to the trooper during incidents
- Unsure
- If Road Rangers could listen in on our radio to respond to scene with more accurate information
- Excellent communication skills on scene, no need to improve
- Radio communications between Road Rangers and Troopers
- Maybe a mutual aid channel patch
- Road Rangers knowing their responsibilities on crash scenes
- Direct communications with FHP dispatch
- Road Ranger must out the “middle man” and be able to communicate with FHP dispatch
- TMC advise est. ETA for Road Ranger to scene
- Road Rangers should be out 24 hours a day. Especially if (FHP?) minimum staffing cannot be met and when alone on midnight shift
- On scene it is fine. It’s the hours on post that they need to be lengthened 12-8Pm is enough
- Road Ranger coordinate with dispatch, know how far they are from a signal 76 when called by a trooper
- It is working right now
- When the Road Ranger arrives on scene he can report to trooper on scene and ask where an what is needed
- Having the trooper be in control of the Road Ranger and not three people telling them what to do when there not the one there.
- Remove “TMC” from the equation. They are often not accurate w/info.
- Road Ranger should always make contact with the trooper on scene upon arrival
- I have them on my Nextel so my communication with them is great
- Have the road Ranger set-up as directed
- I have no problems with the communications, it’s great
- 2 way radio capability
- Approach the trooper before talking to motorist. Insure trooper is in agreement with plan of action
- To have a direct line of communication with the Road Ranger (ie) give them a FHP radio

What additional roadway segments would you like to see Road Ranger patrols expanded to?

- None
- Daniels Parkway between Fiddlesticks blvd and Treeline Ave, east and west bound lanes.
- US 41 (SR 55), US 301
- County roads
- The segments are ok.
- Services in areas of off ramps and underpass bridges
- Alico Road due to the lack of median opening and also on US 41
- None, but increase interstate coverage time to 24/7
- Don't know that are in both counties I work.
- Ability to tow vehicles from interstate
- State Roads within the county
- All interstate Roadways (3x)
- All interstate patrol including Skyway
- The last I was informed Road Rangers did not respond to I-275, So responding to customers on I-275.
- None, Keep them out there
- All US designated highways
- Major state roadways
- All state roads (6x)
- Just interstate due to limited manpower and schedule restrictions because of budget
- Interstate is fine
- SR 70/SR 64
- Weekends and nights
- Tow abandoned vehicles
- SR 80 to Alley
- 36 North to 150 mile marker, I-75
- Don't know what they currently cover, All interstate (including entry and exits) would be helpful.
- 24 hour patrol (13x)
- Rural state roads at night time hours
- All interstate and other limited access highways (3x)
- 24 hrs Collier (3x)
- Return the evening, night and weekend coverage on I-75
- Expand hours of service on I-75/Alligator alley
- Possibly US 41 (Tamiami Trl) from SR 951 to Dade Co.

- Just off the exit ramps
- Road Rangers should be out 24/7 on both sides of Alligator Alley (Broward and Collier)
- Need more on current segment. We could get more coverage if the units staggered their lunch hours so that there is continuous coverage instead of all the units leaving the Road for an hour. The same pertains to shift change.
- Larger availability 24/7 especially at night
- All state roads. Additionally, RR need different hours as well as work holidays
- Within I mile of the interstate
- SR 681 or any state road (3x)
- I-75 (Turnpike exit to Tampa)
- State roads connecting to interstates
- US 17; US 70 and US 72
- They are fine
- Entire I-75/I-95/I-4
- 24 hours a day. 7days a week on all state roads
- Rural state roads at nighttime hours.
- Arlington Expressway
- US1
- Major secondary roads in Duval County
- To the St. Johns County line
- I-95 from Old St. Augustine to Race Track Road
- Nassau County side roads
- I-95 through Nassau County (3x)
- If possible make trips through more rural areas (Baker County, West Duval Co.)
- I-95 from old St. Augustine Rd. to Duval/ St. Johns line
- All state roads/ only if needed
- Further west on I-10
- The other side of I-95 south of I-295 down to county line at least
- Baker County (4x)
- Baker I-10, US 301
- I-10 in Baker County (5 comments)
- All interstates including the segment east of I-95
- Have the Road Rangers come to the Starke District
- All interstate system in Duval, Nassau, St. Johns, Flagler counties, Baker
- I-95 to Duval county lines North and South
- I-10 to Baker County line / I-95 to Fla /Ga line/ US 301
- All of I-95 at least up to A1A

- Some state roads such as Normandy Wilson, 103rd, Blanding, Roosevelt, San Jose, Baymeadows, Southside, Phillips
- All interstates and major US/ State Roads in rural areas
- Nassau Ga. Line to I-10 West to Baker County
- Further east and west on I-10 out of Jax and to state line on I-95
- All interstate highways
- Cover more interstates because at times disabled vehicles can be two miles out of zones
- Any state road (3x)
- Mathews-Hart Bridge
- All highways. State roads and bridges would be sufficient
- Push bumper to move vehicles from road way
- Being available throughout the city (Jax)
- 24/7 coverage
- Authorize them to be able to tow signal 11's (abandoned vehicles)
- All major arterials, example: 441, Sunrise, Commercial Blvd, University Drive, Hollywood Blvd Sheridan
- Martin and St. Lucie Counties
- SR 7, N-S of I-95
- SR 9 and SR 91 are sufficient
- Towing cars off roadway
- None, they are on both major roadways in Palm Beach
- On/off ramps on all interchanges
- Develop protocol to include additional units as necessary with a lower response time. IE increase the size of the Road Ranger units per county
- Glades Road and Yamato Road
- Need 24/7 service
- More coverage on I-95
- Exit ramps at major road way intersections
- Stay on 95
- Change shift change time
- All
- None I-95 and the Turnpike should be the only roadways.
- SR 80 (Southern Blvd) west towards Belle Glade
- Be able to tow vehicles out of the way.
- All major road ways throughout the state of Florida. They are helpful and free up troopers for proactive enforcement.

- SR 80, SR 25 out west
- Interstate 95
- Urban area State Roads.
- All of Martin County (3x)
- Have Road Rangers training on Basic ICS – Green light=command post, explain to them the importance of blocking traffic.
- US 27 (7x)
- Pull vehicles out of ditch, but charge for the service
- All roads troopers work
- I-595
- All the state roads like 441/US 27
- SR 84
- Authorize them to be able to tow signal 2's
- None, interstate is adequate
- All of I-95, I-75 and the Turnpike
- No additions, economy is tough right now
- Major highways, thoroughfares. 17/92, 92 etc.
- Just off interstates, many people got off the highway but are stranded
- Later hours
- I-95 (7x)
- Coverage is adequate
- I-95, Volusia County
- Don't know
- State Roads
- I-4 and SR 417 are the only highways in our area.
- Some of the other major roads would be nice
- State roads and intersecting highways and toll roads
- Red Bug Lake Road
- The roads assigned are adequate
- Just more times on the current roads. Expand hours
- State Roads other than limited access highways
- Major roadways especially where there is construction
- SR 417
- I-4 and SR 417 are the only roads necessary
- Any busy or major roadways within Volusia county
- Would like to see more of them out there. Very Very helpful
- John Young Parkway and Orange Blossom Trail.

- They need to be 24 hours a day. (24 hours was emphasized with underline marks)
- 24 hour shifts
- Sand lake Road (SR 482) and Orange Blossom Trail/US 441 (SR 500)
- Ok at this time
- Extend boundary on SR 528
- SR 528 to Brevard Co. line (3x)
- Major State roads and longer hours. Ex US 441 need more of them
- Coverage is adequate
- Hwy 27 Claremont – Lake Co.
- I-95 Volusia and Brevard
- County Roads and state roads (3x)
- All interstate
- I-95 in Volusia /I-4 in Volusia/ weekends
- When traveling, I like to see them on I-75 and I-95
- Allow road rangers to make U-turns across medians
- Eastern portion of Volusia county
- I think they have all the main roadways (expressways) covered
- State Roads
- All state roads such as….Kendal Drive, 137 Ave (14x)
- None
- Okeechobee Road and Krome Ave.
- Stick to interstates and expressways]
- US 27 (3x)
- Additional Road rangers on SR 826 from SR 836 to I-95
- 24 hour coverage on all interstate/highways throughout Florida * invaluable service
- US 27 and SR 823 when vehicles are blocking the roadway
- For Road Rangers to be able to assist us in all state roads
- 826 and 836
- All intersections at entrances and exits to expressways
- No Changes (4x)
- Okeechobee road
- US 1 (4x)
- I believe that road rangers are a great asset and should be on all state roads
- NW 57 ave and US 27
- Kendall and Bird and Sw 8
- From SR 90 to county line and Okeechobee

- To have them on the 18 mile stretch. (5x)
- When a motorist needs a tow truck, have them call one and get a case # issued to them so they can complete a tow sheet – only for disabled vehicles with owners present
- Extend to all state roads by a half mile from on ramps and off ramps (3x)
- Some leeway to exit expressway to help at nearby incidents when not busy
- If not all roads ways. Then roadways within close proximity to on/off ramps. Thank you
- Sr 90 from SR 997 to county line, SR 997 from Sr 90 to SR 25
- To the 113 MM (US 1)
- US 1 SB south of SW 104 St
- Krome Ave
- SR 5
- SR 90
- SR 90, 968 and 973
- SR 976 (Bird Road); US 1 (between SW 67 ave and SW 304 st)
- SR 90, SR 94, SR 976
- I believe there is adequate coverage on our project
- All interstates and all toll roads.
- More of the interstate system in Hillsborough County
- Full time Skyway bridge
- 24/7 coverage of all bridges
- Pasco/Hernando County
- All of I-275, I-4 and I-75 in Hillsborough County. Especially south end of I-75,
- 24 hr coverage on Skyway Bridge (3x)
- Area around the entrance and exit ramp extended to 100 yards in all directions
- All state roads
- Statewide Interstate roadways
- All interstate and toll roads
- All of the interstate highways should have Road Ranger patrols
- SR 589 and I-4
- SR 570 only if situation is needed, SR 400 after 9PM (24 hrs)
- 24/7, 365 (days)
- All night long on the Skyway – (not just to the north rest area)
- I-75 if they aren't there already
- Polk Parkway, SR 570 (3x)
- Tow cars out of road – push vehicles

- Need to have longer hours, 24 hour a day
- Need to be 24/7 in Polk
- All interstates/toll roads
- Just 24/7 coverage of I-75 and I-4 in Hillsborough County. Also all of I-275!
- All interstates and all toll roads
- All interstate sections in County (Hillsborough) 24/7
- All interstates 24/7
- County line to County line on I-75, including weekends (Hillsborough)
- All interstates (3x)
- All of I-75 (3x)
- Weekends I-4…past mm
- All of I-275
- N/O I-275 & Bearss Ave to MM59 just before Pasco County
- Being there at night to help with traffic during a crash
- I would like Road Rangers to work I-4 at night. That would help the midnight trooper
- SR 25 and SR 60
- All of I-4 and I75 in Hillsborough County
- More coverage
- 24 hr service
- 24/7 coverage on all roads
- I-75 SB –South of 241, all areas of interstate
- US Hwy 19 (3x)
- SR 60
- All of I-275 24 hours a day
- Pasco County (3x)
- All the way to the Hernando county line on I-75
- Include more roads to cover
- Other major state roads
- West coast
- Sawgrass Expressway (overnight) (5x)
- I would like to see the Road Rangers available 24/7 on SR 869
- Great job
- 24 hr/7 day a week coverage (14x)
- 16 hours of coverage in Martin/St. Lucie/Indian River/Okeechobee
- 24 hours of coverage in Martin/St. Lucie/Indian River/Okeechobee counties
- US 1 to the Keys

- Tow vehicles off the roadway when the accident in a bad spot
- All major expressways
- All state roads (5x)
- More hours of coverage (4x)
- Perhaps more drivers would help (3x)
- Expand the time on road in Martin, Okeechobee and St. Lucie County
- All turnpike
- More Rangers/Shorter zones – good job need more of them
- 249-190 shifts changed to a 8A to 4P and 4P to 12A
- Too much territory for south Orlando district for one ranger. Time of coverage on south end needs to be expanded
- I see a need to increase the road Ranger program on the Florida turnpike and a need to put more of them on the road as in the past before budget cuts

Additional Comments:

- Spill containment for fuel oil spills, supplies to help emergency responders
- I would like to take your survey, but it seems that it is referring to law enforcement agencies. All I could say is that when Dbi services need help, they are there and ready to help out in any way they can and they are a big part of keeping debris off the road for safe travel for motorist. They are communicating well with us with traffic incidents and property damage to FDOTs property. The only downfall is that they still don't have their accident ahead or prepare to stop signs to place out before they get to the incident, as we all know, there is a high chance of accidents occurring from backups from the primary accident, also note that law enforcement still gets Dbi and the Road rangers mixed up thinking were the same company. This could delay response from Dbi responders for Major accidents that may require heavy equipment and extra personal for MOT and absorbents. I would also like to have a meeting with the Road Rangers in identifying property damage done by auto accidents, what is acceptable and not acceptable that has to be reported to Dbi Services, for the most part, they are reporting Guardrail and signs, but not tree or turf damage.

  I do realize that law enforcement should report this to Dbi Services, but most of the time they don't or they don't think there is any damage to FDOTs property. Law enforcement only calls Dbi Services for Guardrail, signs, ECT….But they never call Dbi Services if there are no obvious damages, but the Road Rangers are on most of the accidents and if they knew how to identify damages that law enforcement may not see, that would be helpful.

  I have worked on several construction sites and owned my own construction company in Michigan for 10 years. I would have to say that I never felt as part of a family as I do here working with FDOT and FHP and the Road rangers. I remember when myself and 2 of my workers were at a traffic crash at the 229 N.B, I-75- when a vehicle ran thru are M.O.T devices and ran into the rear end of my guys truck at

full speed, both my guys were hurt and needed medical attention and I had no help with traffic control and I was busy helping my guys out. So what did I do, I called Bob with Road Rangers, I stated what happened and that I needed help! Bob had 2 Road Ranger trucks there in minutes to help out and for that, I will always be thankful that the Road Rangers were there.

I am assuming that the survey is to find out if the Road Ranger are needed on the interstate and if they are performing well, I would have to say they are as important to the interstate, as too the air we all breathe. The Road Ranger are never sitting around, I always see them helping motorist and picking debris off the road, I think the tax payers are getting their monies worth. Working on the interstate, it's nice to know that there is support if needed, as a family should be.

One last thing, the speed limit on their trucks is set for 55 mph top speed. I have came behind traffic congestions before, to find out that it was because of the slow pace of their trucks and everyone was trying to get around them, I just thought you should now this.

- Here is the completed Road Ranger survey, on service in our area.

  I just wanted to let you know, that all the firefighters and myself, feel the Road Rangers are doing an excellent job in our area. Not just for us, but the private citizens that travel the roads in our district. There have been quite a few times I've heard people say, they have been a lifesaver, whether it was just to help with a flat tire.

  As a fellow public servant, I thought you'd like to hear, how well your staff and program work, where the rubber meets the road, so to speak.

  Hoping this meets with your approval, I remain yours in service.

- The Plant City Police Department received your survey in reference to Road Rangers. The Plant City Police have never utilized this service and would not be able to complete the survey adequately.

- It would be helpful to have Road Rangers vehicles equipped with towing devices to remove vehicles from travel lanes. Removal of abandoned, disabled and minor traffic crash vehicles would provide the motoring public with improved services. These types of services were provided in Miami-Dade County while I was assigned there and it helped greatly.

  Lastly, I would like to see and the state needs twenty-four hour coverage to allow troopers and law enforcement to concentrate on traffic violations and investigations. Overall, the Road Rangers help out greatly and are an asset to the state.

- Wish Road Rangers worked 24 hours a day

- I believe the Road Rangers should work a 24/7 even on a skeleton crew. Slow assistance is better than none at all especially for females broke down in dark area of the interstate becomes a liability.

- Road Rangers should be on duty 24/7
- They should be out more and have more to help. Should be 24 hour service to public
- They need to carry gas and charge a service fee for service to offset expenses
- Work midnight shift, never see or deal with road rangers
- It was close to shift change for the road ranger and he seemed more interested in getting off than helping the stranded female driver, I stayed with her until her husband could arrive to resolve the problem.
- Excellent Job
- Jeff – Road Ranger did a great, great job. Good scene clearance and very helpful
- Road Rangers 24 hours a day
- Great operation Always very helpful
- Great asset, Wonderful tool
- Often vehicles are not equipped with the proper supplies, not sure if the driver does not inspect the vehicles at the start of the shift or what, but I had a problem w/RR not having jumper cables once.
- Comment from statement 10 regarding Road Ranger vehicles - Some vehicles need regular maintenance
- Most Road Rangers are polite, helpful, and respectful to the public and Troopers.

  They are very helpful for changing tires, addition of automotive fluids, and battery boosts, however most lack the knowledge of basic towing and vehicle movement. I have had several arrive at a crash scene with inoperable equipment.

  I would also like to have a way to talk directly to a Road Ranger via radio at the scene. This would make it easier to have lanes closed, opened, and etc. We spend more time communicating to the driver what we need then it actually takes to accomplish the task.

  We could all accomplish more and be more effective with working equipment, knowledgeable drivers, and a better means of communication.
- I don't expect the driver's to be as experienced as a wrecker company, however I feel that they ALL should at least be able to use the wheel lift or a chain to remove a wrecked vehicle from the lane to the shoulder.
- Give them more flares, motorist tend to see flares a lot better than the arrow board
- Comment from statement 5 regarding Road Ranger response times - It is unknown if they are assisting someone when dispatch calls them
- Comment from statement 11 regarding Road Ranger training - For the Road Rangers safety they should use truck in a way to protect themselves when helping others. For Instance turn their vehicles wheels towards the traffic lanes

- Attached letter – The Road Ranger program is some of the best tax payer's moment ever spent for highway safety. I wish the drivers were better trained. They are great at changing a tire, but most have no idea how to hook-up and tow a vehicle.
- They need a bit more training on moving wrecked vehicles from roadway. Learn their equipment better…..
- At times have used Road Ranger drivers when no officers are available to translate. I know this is not a part of their job description. This has allowed other troopers to be available for more serious calls other than for translation for minor traffic violations, or traffic crashes. Thanks for your help!!

  By having Road Ranger available for calls with obstruction on the roadway has prevented additional traffic crashes from occurring. They have also allowed the roadway to be opened in a more timely manner.

  It would be helpful if Road Ranger was allowed to tow vehicles(s) that were disabled from the crash scene to a safer location onto one of the ramps.
- Road Ranger should be allowed to remove vehicle(s) off the interstate to a safer location in inclement weather
- Good program, needs to stay funded
- Deland PD has no exposure to the Road Ranger program since we have no jurisdiction on the open roads, I-4 etc.
- Some of their more routine duties, such as assisting stranded motorist are absolutely essential to highway safety. For instance, with the prevalence of inattentive driving, due to cell phones, texting, etc simply moving a motorist from an emergency lane on limited access roads is definitely a preventive measure that will save lives. I believe the program is absolutely essential to promoting safe travel in Florida.
- These guys are fantastic!!!
- Need more (3x)
- Although, the opportunity to work with these individuals is limited the system has enhanced our safety on the roadway for handling major incidents on the interstate system. Overall, the personnel have been in general ok to work with a little over-eager to get things done.

  The only issues that I have dealt with are the lack of reporting to incident commander while on scene, lack of communication to the commander, lack of knowledge in understanding what our job duties (fire/rescue) are regarding mitigation. A basic understanding of the incident Command system and its functions what their role is during the incident. Safety while we are working on the scene during a MVC or major incident. The ability to communicate with the incident commander to let us know that they are on scene, allowing if needed to start shutting down lanes of traffic for safety of all personnel.

Overall, it has been a pleasure to work with these individuals, the need to report to the incident commander while on scene this allows for an accountability system to make sure that everyone is safe and goes home to their loved ones.

Another option is for possibly a training class offered at local fire departments that utilize the road rangers and what they have on their units. This will allow both agencies to better utilize each other and greatly enhance overall system performance.

- Very Very helpful units. I am a Firefighter for Volusia County, one particular call RR where the only one who could access us on I-4. Don't no how we would have handle this call without him.
- They need to be reminded to not to attempt to solicit private wreckers to drivers of disabled vehicles or at crash scenes and what the penalties are. I have had to address this twice.
- Road Rangers are extremely helpful and important for us Troopers to get roadways cleared up. With the new contract, flatbed tow trucks have been stationed in certain areas in the county. The only situation that I have encountered is that sometimes where they are stationed is too far from where we might have an incident thus the response time is greatly increased due to traffic and where they have been stationed. If we could maybe have them patrol the road instead of stationary, their response time will be better and we could have them on scene sooner.
- If vehicles un-drivable move to the closet off ramp in a safe place
- They should have authority to move crash vehicles completely off the expressways
- Recently I was on the way home from working the Gasparilla parade and encountered an overturned vehicle on I275 North bound, just past the I4 interchange. The vehicle was blocking most of the interstate and creating a major traffic and safety problem. I was in an unmarked vehicle with limited emergency lighting, so I requested assistance from the Florida Highway Patrol, Tampa Police Department as well as Tampa Fire Department for the injuries.

  The Road Rangers were the first to arrive on scene, within minutes, to assist. I did not catch the driver's names but they were very professional and eager to assist. I was impressed by the fact that they had the forethought to inform me of any action they were considering before they did it. Had this been a crime scene rather than a simple accident, their careful approach would have prevented any contamination of evidence.

  Once the injured driver was transported, the Road Rangers were able to immediately push the overturned vehicle onto the inside median and free up the interstate. The Tampa Police Department arrived after the roadway was cleared and relieved me at the scene. The Road Rangers were critical in this instance to prevent a bad situation from getting worse and provided me assistance for several minutes (approximately 30) until other law enforcement could arrive.

  I whole heartedly feel the road Rangers offer a valuable service to me as a taxpayer as well as a law enforcement officer. I support this service being expanded to as many Expressways and State Roadways as feasible.

- It's a needed program saves taxpayers money in the…
- Road Rangers should never pull behind a Trooper on the roadway to back-up a Trooper. The Trooper needs to be able to see and control all people on a traffic stop. Only when called upon or flagged down by a Trooper should a Road Ranger stop when (a) Trooper is on traffic stop.
- Sometimes pull too close to trooper/scene; allow for more distance for M.O.T.
- As the Assistant Chief of Operations I feel there is a higher level of safety whenever there is a Road Ranger on the scene with my Fire Rescue personnel.
- On occasion a Road Ranger will pull behind a trooper on a traffic stop. I have had ths happen to me at times. As a supervisor, I believe this is unsafe for me and the Road Ranger. If a situation develop I now have to be concerned with there safety. If a weapon was pulled by the violator, this would place the Road Ranger in the line of fire.

  I do along with other troopers do not mind having another person observing for safety, however I would recommend the Road Ranger pull in and stop approximately 75 to 100 feet behind the patrol vehicle. If the trooper decides he needs assistance then he can motion for the road ranger to pull up.
- The Road Ranger program is outstanding and a great assistance to both Dept and the motorist
- TMC needs to quit asking when the Roadway will open!!
- Should have the capability to tow out of the roadway
- Also I have a simple solution to some of the problems that the road Rangers face for calls for service. Florida law makers need to consider making a law that if a motorist runs out of fuel on a limited access road that it be a civil infraction punishable as a non moving traffic infraction. "there is no excuse for a motorist to run out of fuel on a limited access road" there are fuel stops on almost every exit and on the Florida Turnpike there are service plazas that every 30 -40 miles. They need to consider the danger associated with the road ranger having to relay fuel to motorist. I feel this is an unnecessary evil that has a simple fix and can be reserved for emergency cases. I can't tell you how many times in daily patrols we come across a motorist that are out of gas and the know the road rangers give free gas and the take full advantage of it. Some other states have similar laws in place.
- Excellent program
- Arrow boards don't work.

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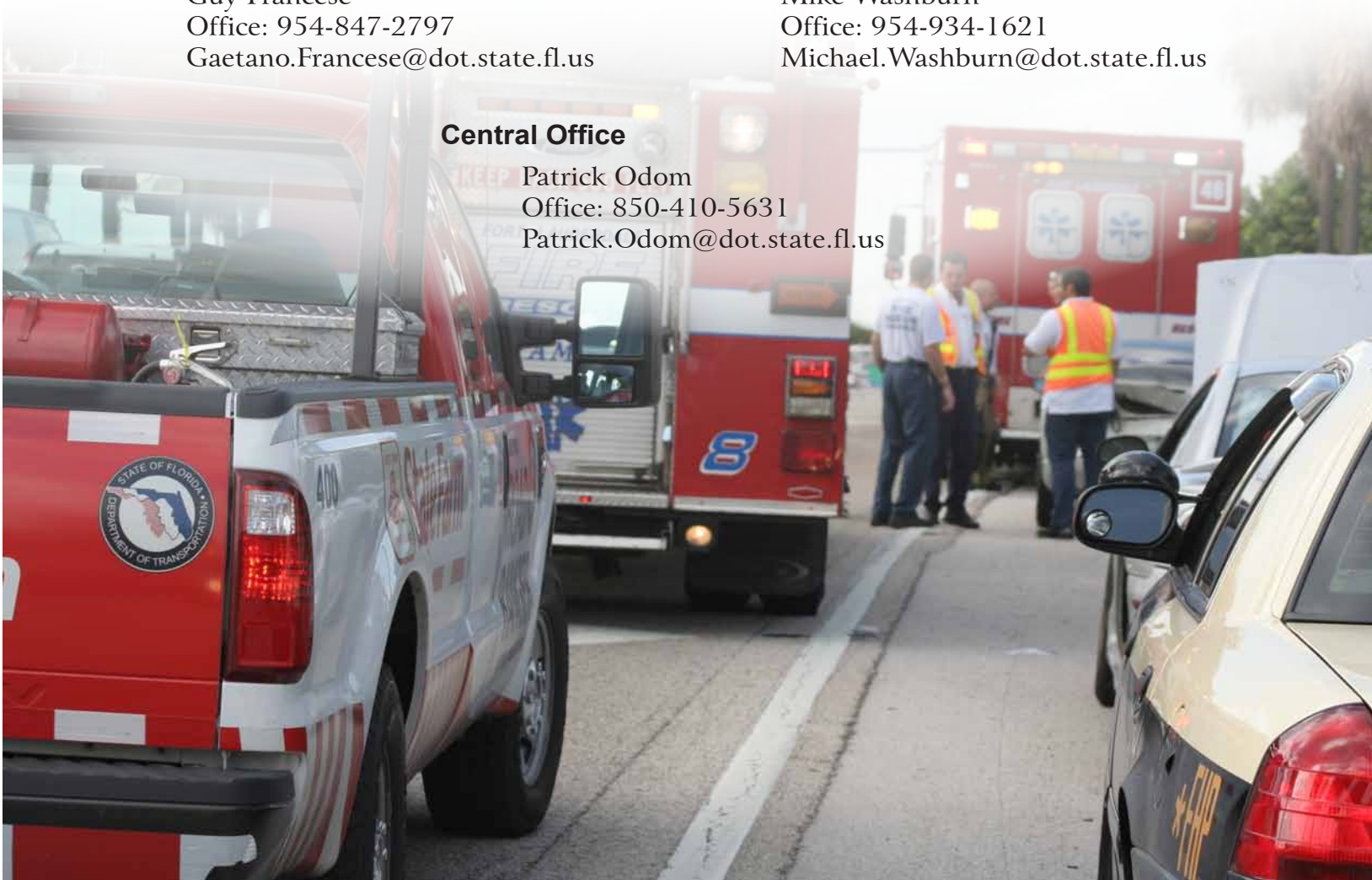

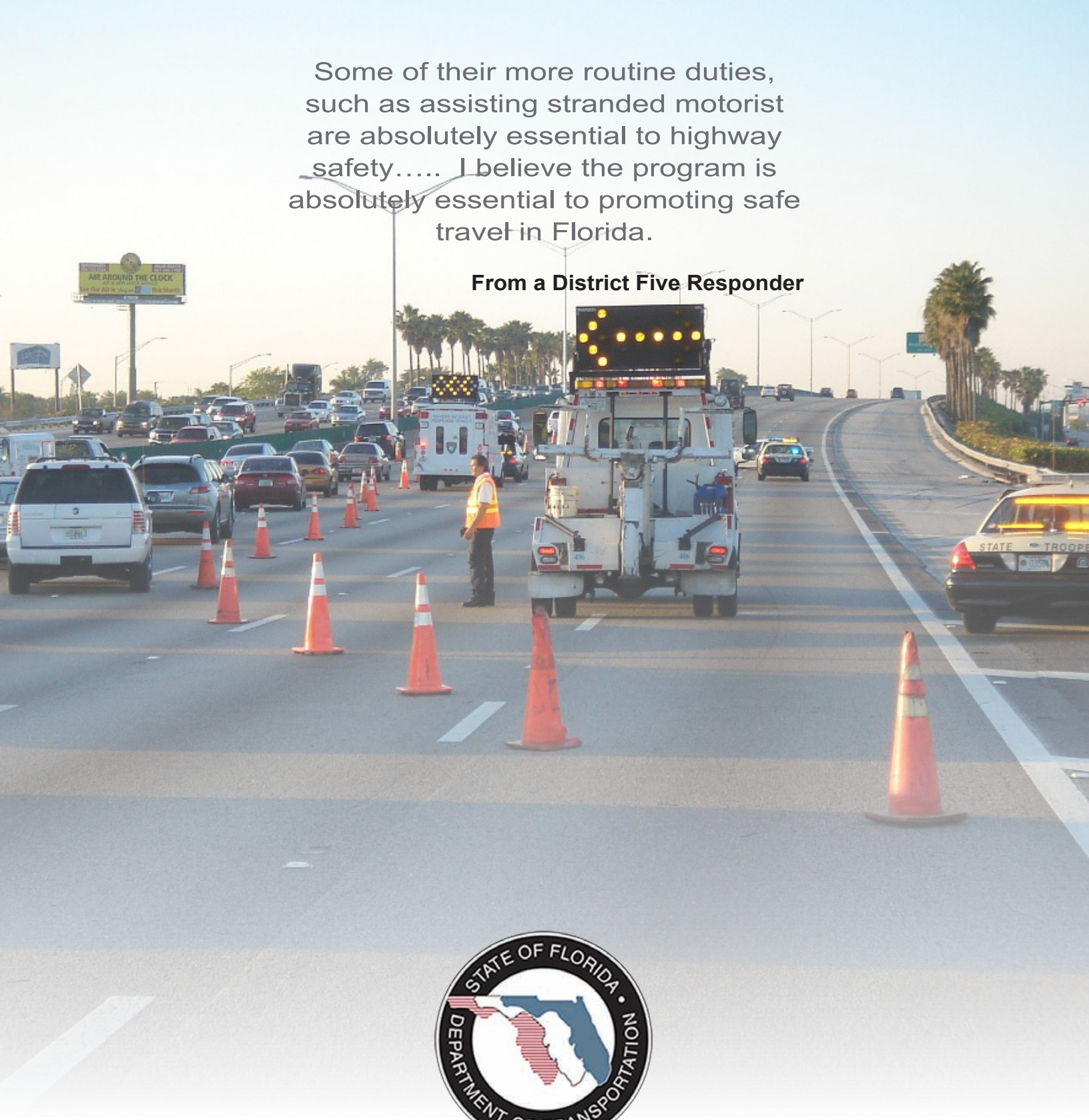

Some of their more routine duties, such as assisting stranded motorist are absolutely essential to highway safety….. I believe the program is absolutely essential to promoting safe travel in Florida.

From a District Five Responder

Published by:
Florida Department of Transportation
Traffic Incident Management and
Commercial Vehicle Operations Program
605 Suwannee Street, MS 90
Tallahassee, Florida 32399