Florida Department of Transportation

Road Ranger Comment Card
1st Quarter Report

July 1 to September 30, 2016
Fiscal Year (FY) 2016/2017

Prepared by:
Florida Department of Transportation
Commercial Vehicle Operations and
Traffic Incident Management Program
605 Suwannee Street, M.S. 90
Tallahassee, Florida 32399-0450
(850) 410-5600

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. 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 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 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 typically patrol selected portions of 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

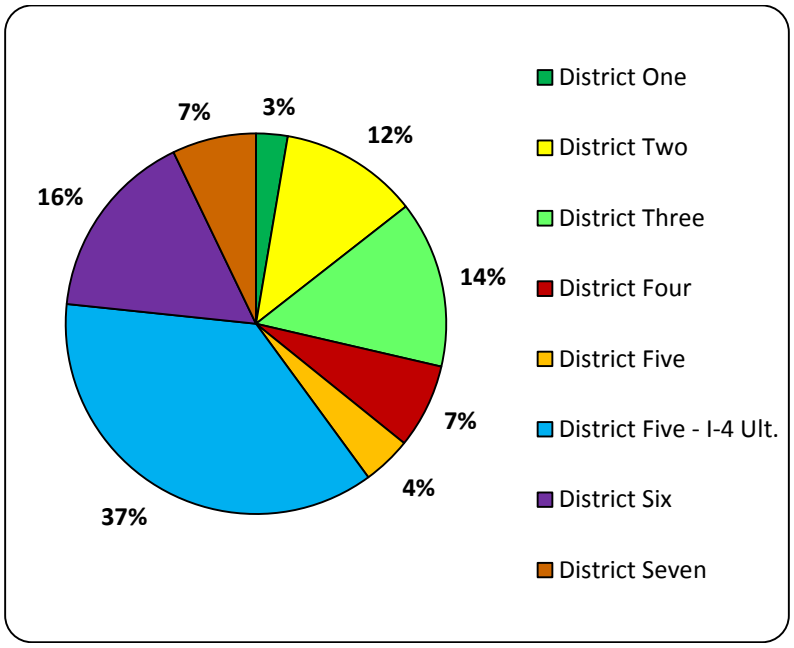
The program is managed at the local District level as a contracted service provided by private vendors. The Department's Central Office TIM personnel facilitate program issues of statewide interest. Since the program's inception, the Road Rangers have made over 3.9 million service assists with more occurring daily.

Quarterly Data Review

For the first quarter (July - September) of fiscal year 2016/17 (July 2016 to June 2017), the Department received 2,312 comment cards from motorists who received assistance from Road Ranger service patrols. (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	Quarterly Total
District One	62
District Two	272
District Three	328
District Four	166
District Five	95
District Five - ICA	849
District Six	375
District Seven	165
Total	**2,312**

Sponsored Facilities

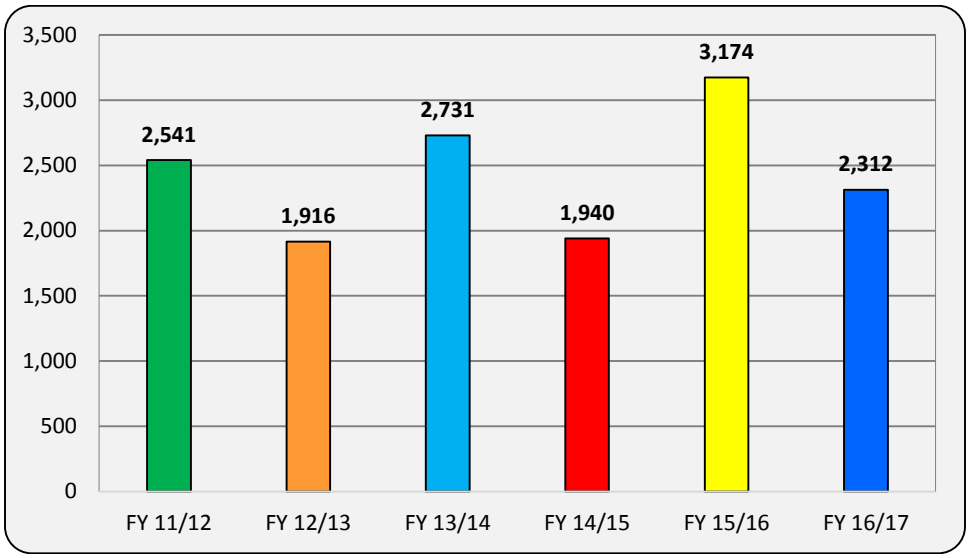
On September 16, 2014, the Department entered into a statewide agreement with Travelers Marketing, LLC for the purpose of seeking sponsorship to supplement additional existing programs. Through this agreement, Travelers Marketing, LLC was able to secure State Farm as a sponsor for the Road Ranger Service Patrol in several Districts in addition to the existing sponsorship of the Florida Turnpike Enterprise. One of the services provided as part of the sponsorship, is collecting information and motorist experiences from visits to the State Farm website: https://www.assistpatrol.com/.

When motorists "share their story", they are asked to provide information about their encounter that correlates to the questions asked as part of the original cards that were used in sponsored Districts and are still used in unsponsored Districts. Each week, a report containing motorist submissions is delivered to the Central Office Road Ranger Program Manager. For the 1st Quarter, Central Office received 70 submissions from motorists that have visited the site.

Quarterly Comment Card Return Comparison:

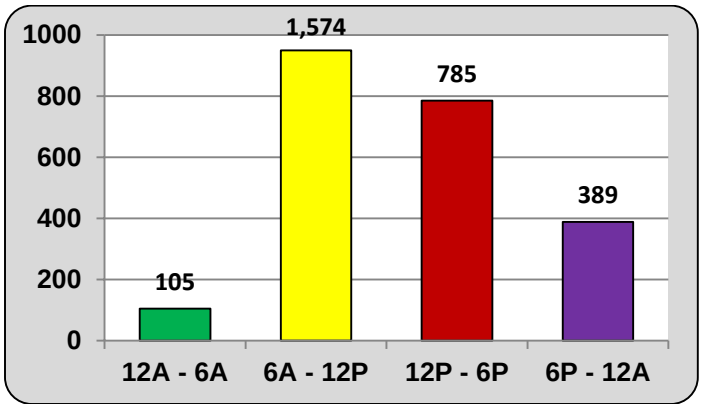
Figure 2, below, illustrates a comparison of the number of comment cards returned to the Department for the first quarter for each fiscal year beginning in 2011/2012.

Figure 2 – Multi Year Return Rate Comparison



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

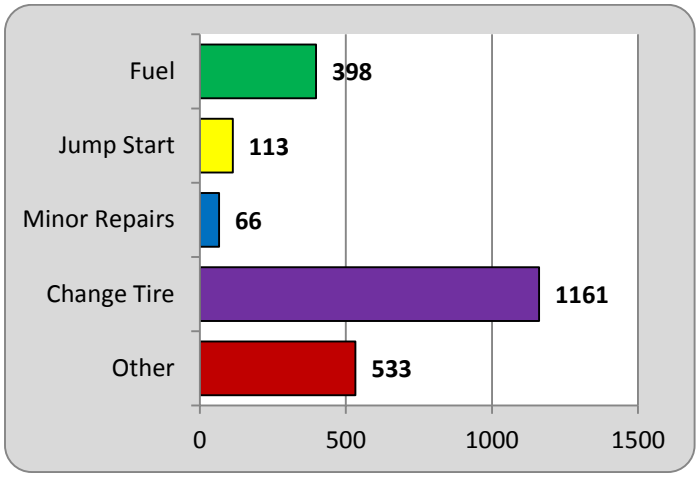
Figure 3 - Time of Assistance



Time of Assistance	Quarterly Total
12AM – 6AM	5%
6AM – 12PM	43%
12PM – 6PM	35%
6PM – 12AM	17%

Question 2 – Type of service performed?

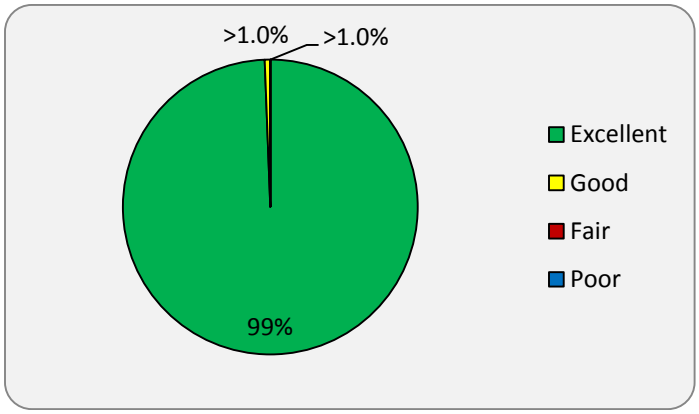
Figure 4 - Type of Service



Type of Service	Quarterly Total
Fuel	18%
Jump Start	5%
Minor Repairs	3%
Change Tire	51%
Other	23%

Question 3 – Operator was courteous and helpful?

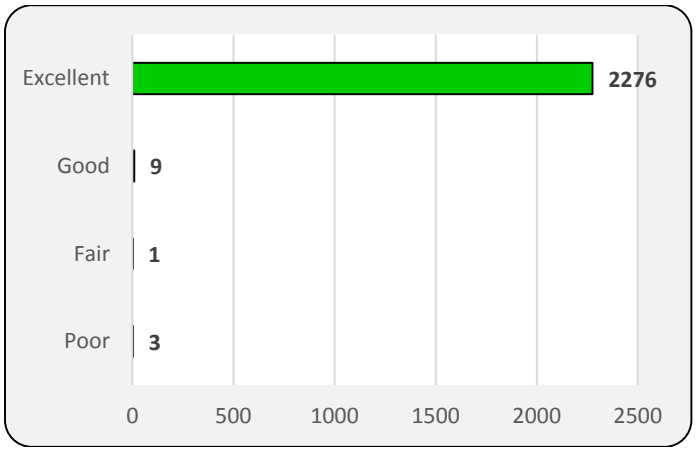
Figure 5 - Courteous and Helpful



Courteous and Helpful	Quarterly Total
Excellent	2,275
Good	13
Fair	1
Poor	2

Question 4 – Satisfaction with services provided?

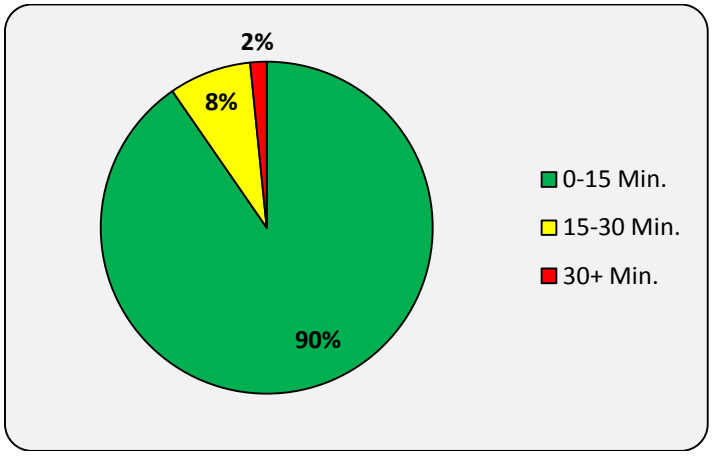
Figure 6 – Satisfaction



Satisfaction	Quarterly Total
Excellent	99%
Good	<1%
Fair	<1%
Poor	<1%

Question 5 – Road Rangers arrival time?

Figure 7 – Arrival Time



Arrival Time	Quarterly Total
0-15 Minutes	2,040
15-30 Minutes	196
30+ Minutes	39

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
That Road Ranger went above and beyond. The experience would've been exponentially worse without his assistance!	1
The young gentleman was very helpful and made us feel safe until the tow truck arrived.	1
He was a lifesaver! His assistance helped me get to my doctor appopintment on time.	2
Very great service from a great guy. Makes me glad to know that my taxes are doing good. Give him a raise!	2
He did a very good job. Was polite and experienced!	3
He arrived in less than 5 minutes. Had me fixed and ready in less than 10 minutes. Very nice and friendly!!	3
Great Service, THANK YOU!!!!!	4
Very professional, courteous, great service!	4
Perfect! Great, very good service. Impressed. Thank you very much.	5
Thank you! I love this free service.	5
Very very helpful and kind. Right what I needed and just in time. Thank you!	6
Ranger was fantastic! He Showed up within a few minutes and took care of everything. I am so grateful for him and FDOT for providing this service!!	6
Very pleased with the service.	7
The Road Ranger was exceptional. He would not take any payment for his services. He was outstanding. Greatly appreciate his service and professionalism.	7
A truck pulled up behind me. He told me who he was and that he was there to help. And that he did. He picked my car up, and fixed the problem. I am very grateful. If not for him and your excellent service, I would still be waiting.	FTE
While waiting for our roadside assistance provider, the Road Ranger arrived! He was great! Thank goodness he spotted our vehicle! Fabulous man! Thanks to him and the service that the Turnpike provides!	FTE