



Florida Department of Transportation



Road Ranger Comment Card Annual Report

July 1, 2015 to June 30, 2016
Fiscal Year (FY) 2015/2016

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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

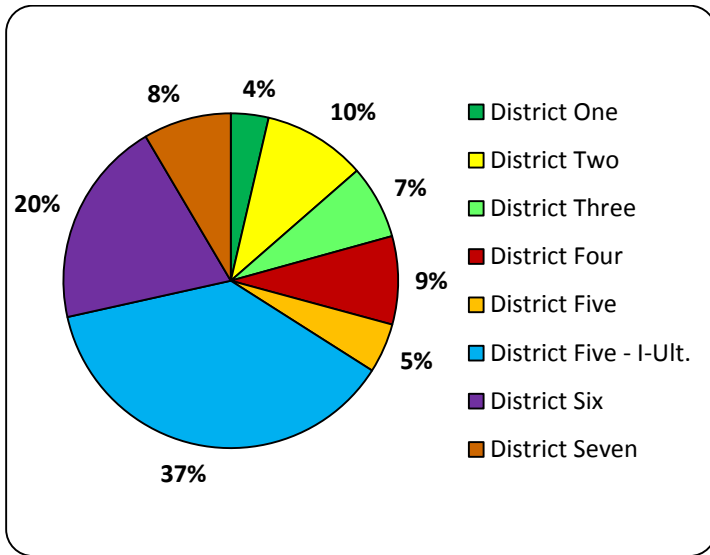
The program is managed at the local District level as a contracted service provided by private vendors. The Department's Central Office TIM personnel facilitate program issues of statewide interest. Since the program's inception, the Road Rangers have made over 4.2 million service assists with more occurring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

Annual Data Review

For the fiscal year 2015/16 (July 2015 to June 2016), the Department received 12,910 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	470
District Two	1,284
District Three	919
District Four	1,100
District Five	618
District Five – I-4 Ult.	4,842
District Six	2,581
District Seven	1,096
Total	12,910

The Florida’s Turnpike and Sponsored Facilities

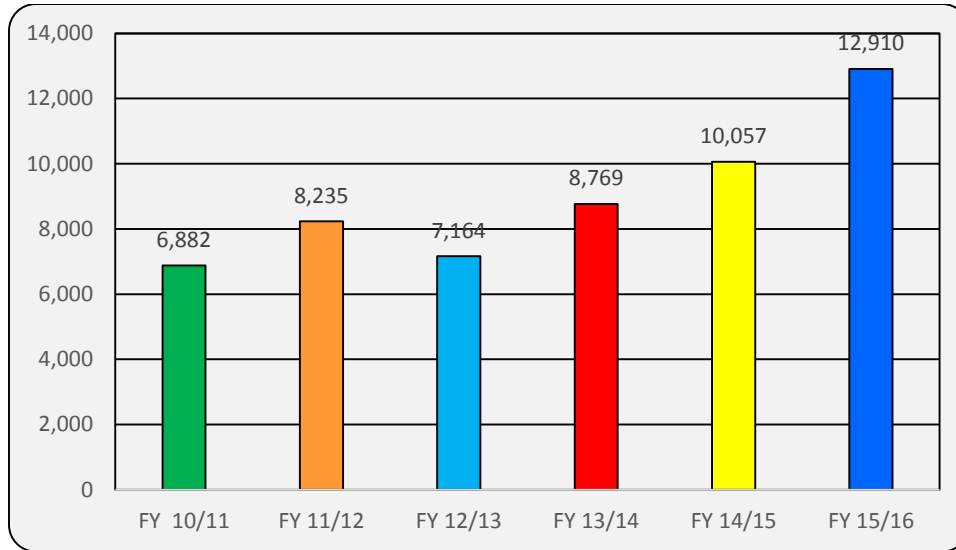
On September 16, 2014, the Department entered into a statewide agreement with Travelers Marketing, LLC for the purpose of seeking sponsorship to supplement additional existing programs. Through this agreement, Travelers Marketing, LLC was able to secure State Farm as a sponsor for the Road Ranger Service 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 are used in sponsored Districts and unsponsored Districts. Each week, a report containing motorist submissions is delivered to the Central Office Road Ranger Program Manager. For the fiscal year 2015/2016, Central Office received 356 submissions from motorists that have visited the site.

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

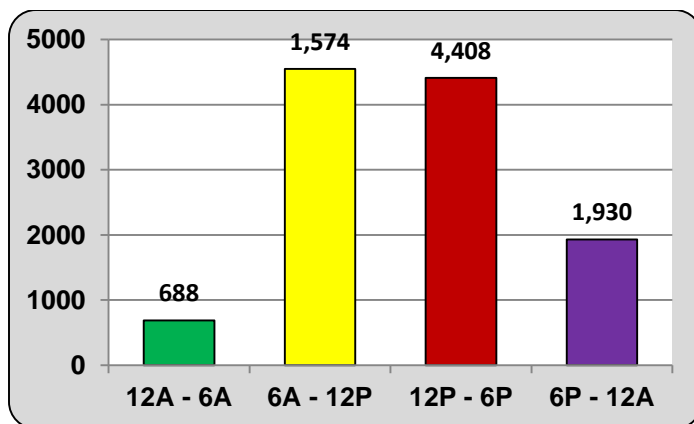


Comment Card Results

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?

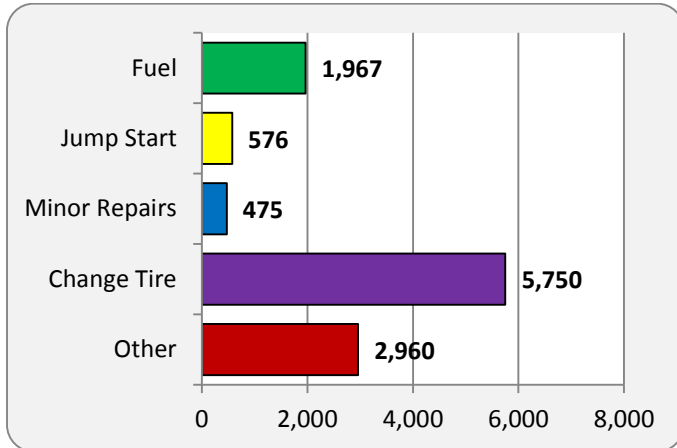
Figure 3 - Time of Assistance



Time of Assistance	Annual %
12AM – 6AM	6%
6AM – 12PM	39%
12PM – 6PM	38%
6PM – 12AM	17%

Question 2 – Type of service performed?

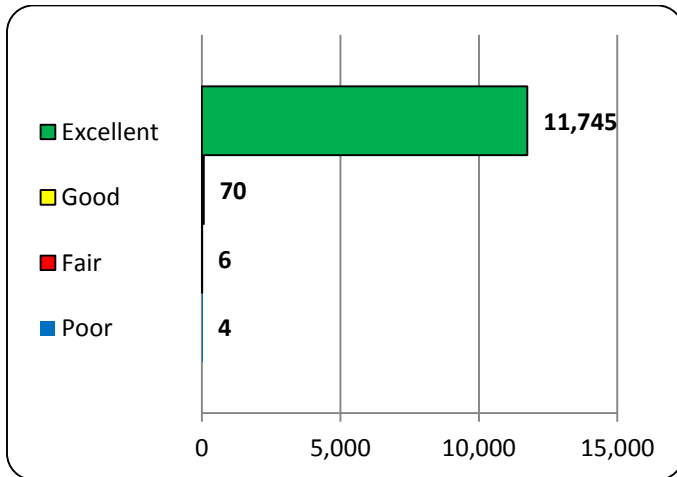
Figure 4 - Type of Service



Type of Service	Annual %
Fuel	17%
Jump Start	5%
Minor Repairs	4%
Change Tire	49%
Other	25%

Question 3 – Operator was courteous and helpful?

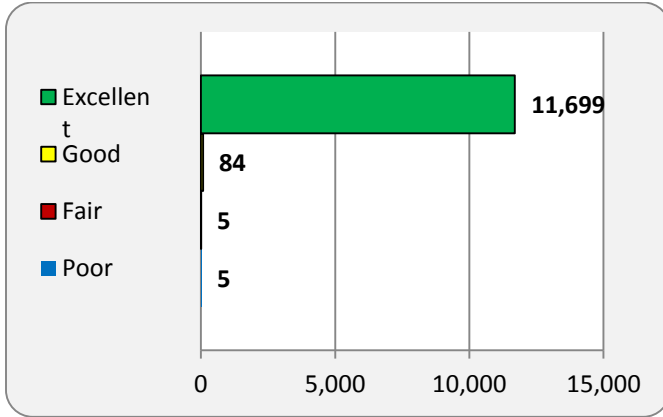
Figure 5 - Courteous and Helpful



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

Question 4 – Satisfaction with services provided?

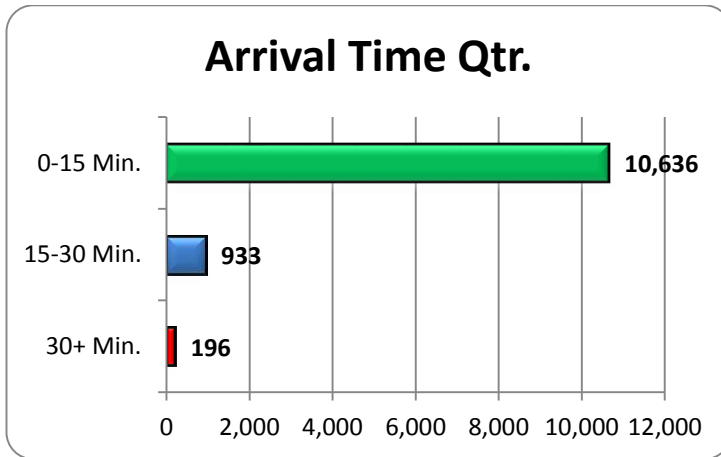
Figure 6 – Satisfaction



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	90%
15-30 Minutes	8%
30+ Minutes	2%

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
The service you provided is so essential. Really believe it can save lives.	1
So happy to see the Road Ranger. Thank you for helping me!	1
Awesome service! Thank you!	2
OUTSTANDING SERVICE!!! Awesome personality and very helpful!	2
The Road Ranger did an excellent job. I really appreciate the service.	3
Road Ranger helped when needed and stayed throughout the problem and was very nice to help!	3
Never needed Road Ranger services before, but now I say thank you for your Road Ranger services!	4
Road Ranger showed great skill and courtesy in giving support for a person in need. "Bravo Zulu" Thanks! USCG Retiree	4
Very courteous & quick. He was a lifesaver!!!	5
I was stranded on the side of the road, but the Road Ranger came to the rescue!!	5
Arrived super-fast! Thanks!	6
Driver was very friendly and took great care while towing my truck. Much appreciated.	6
By the time I pulled over, he was already behind me blocking traffic. Great job!	7
He was thorough, courteous, helpful and completely professional.	7
I was on my way to work when I got a flat on my rear right tire. Before I knew it, Truck R-6 pulled up behind me. My vehicle was a rental and I was not familiar with the spare location. I'm really glad he assisted me in such a professional and courteous manor. The tire was changed and I was on my way in no time, thanks to the Road Ranger. He gave me a new appreciation for your service and represents your company extremely well.	FTE
While traveling the Turnpike outside of Orlando, heading to Jupiter, we got a flat in our rental car. We pulled over near a toll booth, and luckily, right near the State Farm Safety Patrol vehicle. Omar was extremely nice, changed our tire in a short period of time, and got us on our way safely and quickly.	FTE