



## Florida Department of Transportation



## Road Ranger Comment Card 1<sup>st</sup> Quarter Report

July 1 to September 31, 2014  
Fiscal Year (FY) 2014/2015

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## **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 Ranger) 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

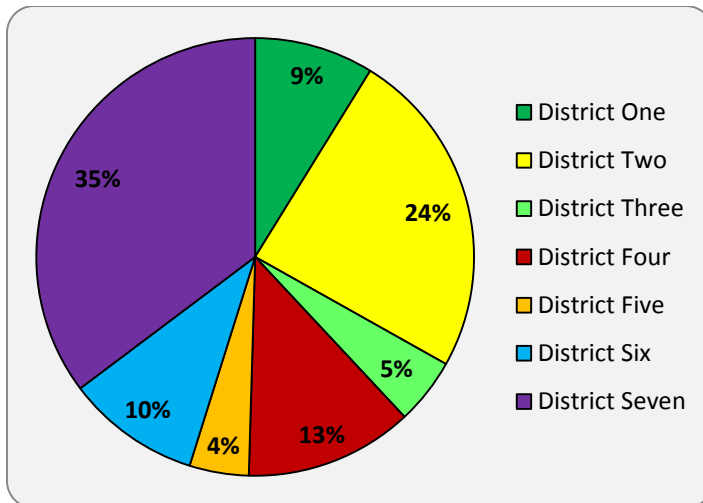
The program is managed at the local District level as a contracted service provided by private vendors. The Department's Central Office TIM personnel facilitate program issues of statewide interest. Since the program's inception, the Road Rangers have made over 3.9 million service assists with more occurring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

## **Quarterly Data Review**

For the first quarter (July – September) of fiscal year 2014/15 (July 2014 to June 2015), the Department received 1,940 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	171
District Two	472
District Three	95
District Four	241
District Five	85
District Six	192
District Seven	684
<b>Total</b>	<b>1,940</b>

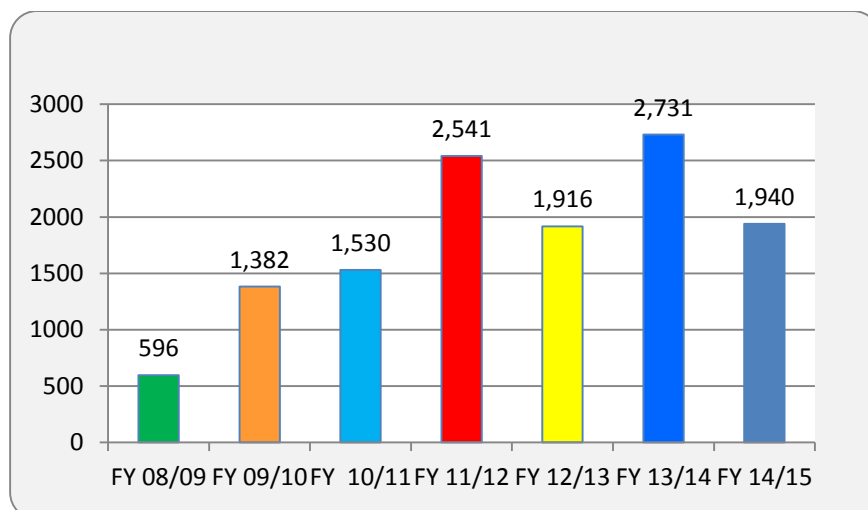
### The Florida’s Turnpike

The Florida’s Turnpike and their sponsor State Farm also provide comment cards to motorists who receive assistance. These comments are processed by the Florida’s Turnpike and the comment card totals for each month are provided to be included in the Department’s Road Ranger quarterly and annual comment card reports. The Florida’s Turnpike received 2,045 comment cards, during the first quarter of fiscal year 2014/15.

### Quarterly Comment Card Return Comparison:

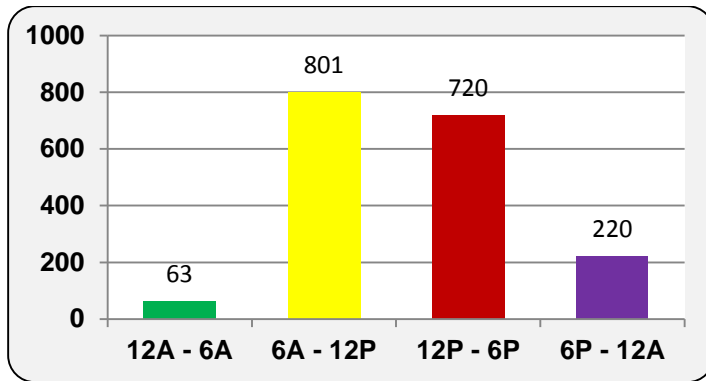
Figure 2, below, illustrates a comparison of the number of comment cards returned to the Department for the first quarter for each fiscal year beginning in 2008/2009.

Figure 2 – Multi Year Return Rate Comparison



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

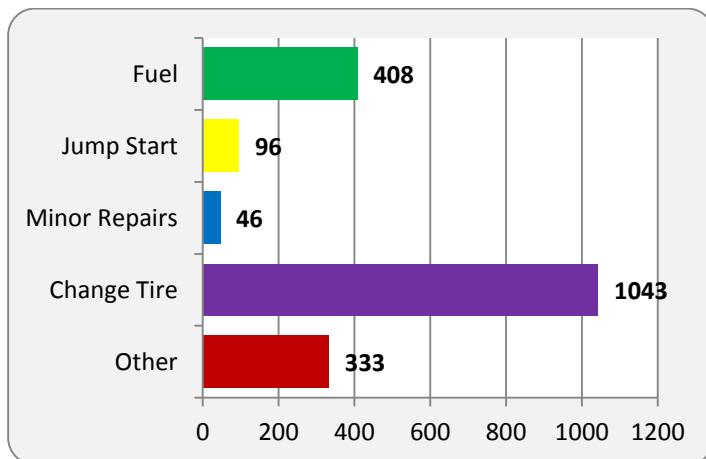
Figure 3 - Time of Assistance



Time of Assistance	Quarterly Total
12AM – 6AM	63
6AM – 12PM	801
12PM – 6PM	720
6PM – 12AM	220
No Response	136

**Question 2 – Type of service performed?**

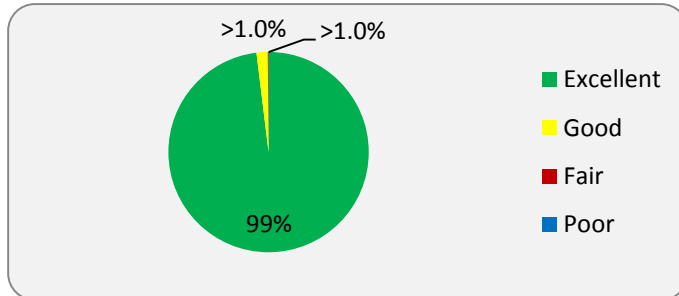
Figure 4 - Type of Service



Type of Service	Quarterly Total
Fuel	408
Jump Start	96
Minor Repairs	46
Change Tire	1,043
Other	333
No Response	14

**Question 3 – Operator was courteous and helpful?**

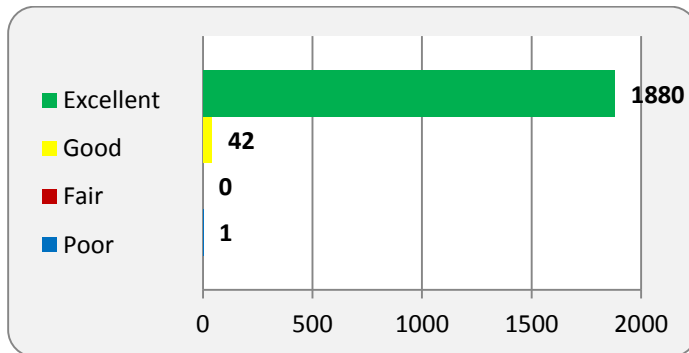
Figure 5 - Courteous and Helpful



Courteous and Helpful	Quarterly Total
Excellent	1,888
Good	31
Fair	3
Poor	2

**Question 4 – Satisfaction with services provided?**

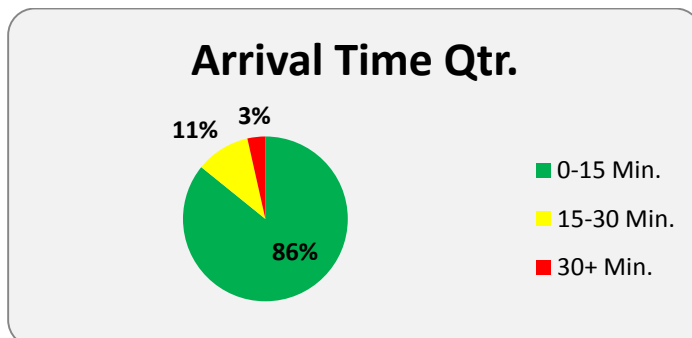
Figure 6 – Satisfaction



Satisfaction	Quarterly Total
Excellent	1,880
Good	42
Fair	0
Poor	1

**Question 5 – Road Rangers arrival time?**

Figure 7 – Road Ranger Arrival Time



Arrival Time	Quarterly Total
0-15 Minutes	1639
15-30 Minutes	204
30+ Minutes	67

## 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 Road Ranger was awesome. Need more of them!	1
The Best! Thank you life savers! You are #1 in my book!	1
I was very pleased with the service that I received. The gentleman was able to provide just the service that I needed.	2
Did not even know this service was provided to motorists. It is VERY appreciated!	2
Had a blow-out in our rental car on I-10 near Pensacola. The Ranger set up cones and flashers. He stayed with us for 1 ½ hours until the rental company could get a new car to us. Very Courteous!	3
Very nice, courteous and helpful. Thank you!!	3
The Road Ranger arrived so quickly and was incredibly helpful! I hope you will always have this service!	4
What a great service to offer! What would have set me back two hours only took him thirty minutes.	4
Thank you for hiring great people like him to help those in need!	5
The Ranger was very helpful and stayed with us till the towing company arrived.	5
Very friendly and reassuring!	6
Wonderful service! Road Rangers were great, friendly and helpful. Please continue this service!	6
He was a great guy and very helpful!	7
The Road Ranger made sure I was safe. He showed up almost as soon as my flat tire happened. He is awesome & amazing. He saved my birthday!	7
We are very grateful for this service!	FTE
More reliable than our normal service.	FTE