

# Road Ranger Service Patrol Comment Card Report Fiscal Year 2009/2010

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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 2.8 million service assists with more occurring daily.

## **Comment Card Results**

Receiving input from the public is an extremely important factor in determining that the Department's Road Ranger program is performing at a high level of customer satisfaction. The Road Rangers and their supervisors sometimes distribute postage-paid comment cards to customers, recognizing that handing out comment cards may be precluded by more important considerations—safety, prompt restoration of traffic flow, or respect for individuals in stressful situations. Also, the "customer" may not be available to receive a comment card for some activities, such as providing maintenance of traffic devices at an incident scene, removing roadway debris, tagging an abandoned vehicle, or notifying other agencies that assistance is needed.

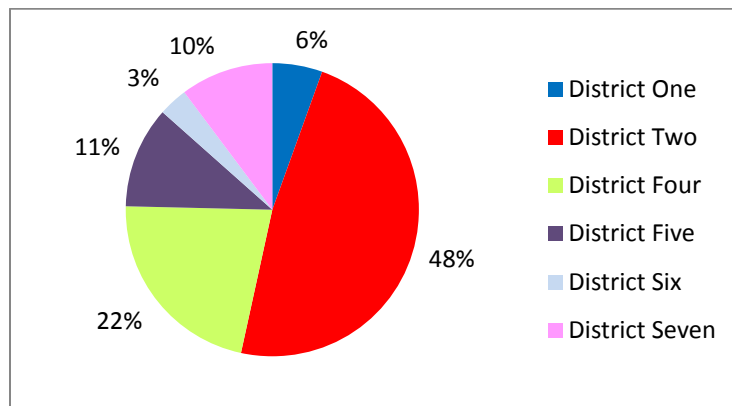
**Road Ranger Service Patrol Comment Cards Report – Fiscal Year 2009/2010**

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For fiscal year 2009/10 (July 2009 to June 2010), the Department received 4,925 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, processed, and compiled 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 distribution of responses received by customers is quite sporadic around the state with 48 percent of the responses coming from the District Two, Jacksonville area. There could be a multitude of reasons for this, but the goal for next year is to have a more diverse and equitable statewide response.

**Figure 1 - Response Rate by District**

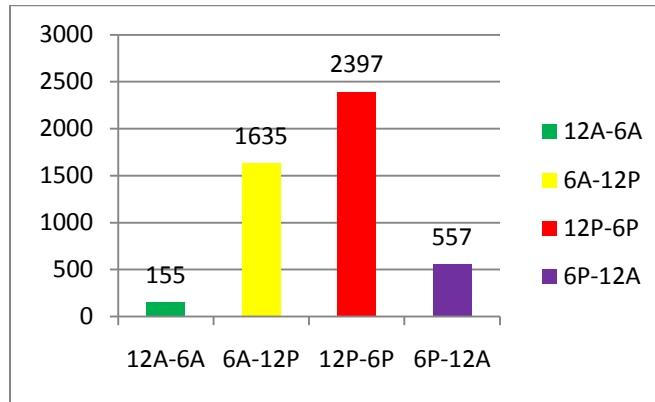


District One	District Two	District Four	District Five	District Six	District Seven	TOTAL
272	2360	1080	551	158	504	4,925

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

This question simply develops a baseline for the data. It allows the Department to look at the information to determine if there are variances in the responses attributable to time-of-day. The majority of the responses, 49 percent, came from customers who had received assistance between the hours of 12 and 6 p.m. Figure 2 shows these responses.

**Figure 2 - Time of Assistance**

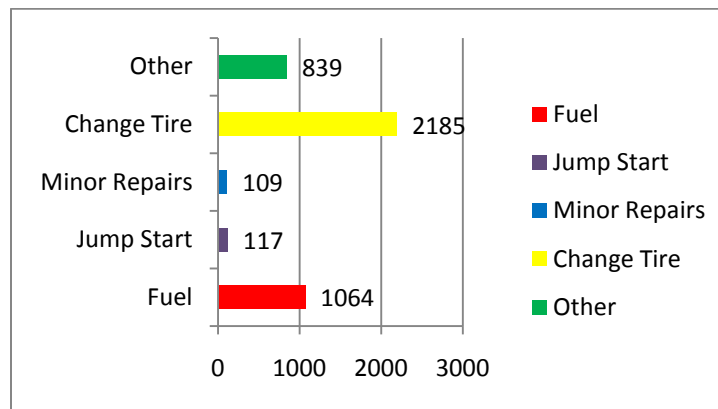


12AM – 6AM	6AM – 12PM	12PM – 6PM	6PM – 12AM	No Response
3%	33%	49%	11%	4%

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

Of the information provided, 49 percent of the respondents received tire change services. Determining what service the customer is utilizing allows for analysis of customer satisfaction in each of the listed service types.

**Figure 3 - Type of Service**

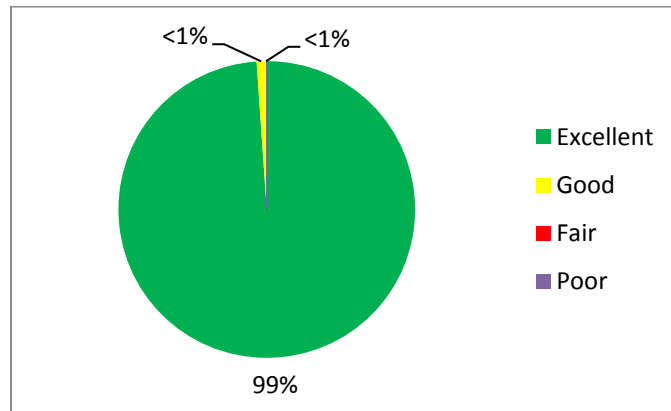


Fuel	Jump Start	Minor Repairs	Change Tire	Other
26%	3%	3%	49%	19%

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

Of the respondents expressing an opinion, more than 99 percent rated the operators as excellent or good when it comes to being courteous and helpful. It should be noted that only four respondents assessed the operators as fair and there were 0 responses for poor.

**Figure 4 - Courteous and Helpful**

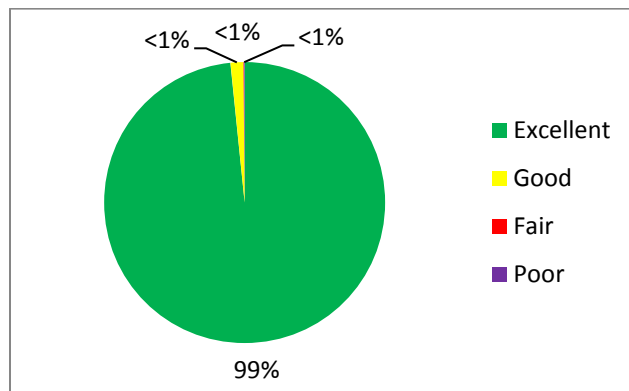


Excellent	Good	Fair	Poor
4836	45	4	0

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

In the area of services provided, more than 99 percent of the customers rated the program excellent to good. This clearly shows that the respondents were satisfied with the assistance rendered.

**Figure 5 - Satisfaction**

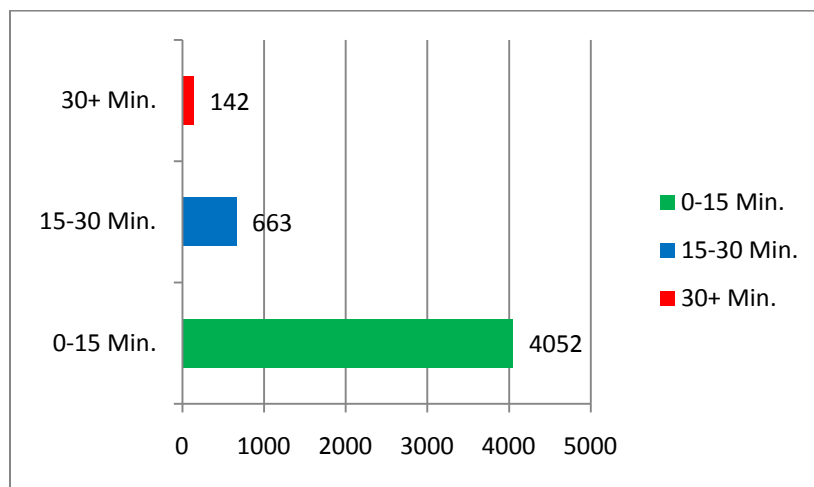


Excellent	Good	Fair	Poor
4789	69	2	4

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

Generally, Road Ranger operators proactively patrol their coverage areas looking for stranded motorists. They are also dispatched via the operators in the transportation management centers who observe incidents using closed-circuit television cameras and/or automated detection software to determine where an incident has occurred. This allows for fairly rapid detection and response to incidents. Several factors affect the response time, such as time of day, Road Ranger availability, etc. Respondents stated that Road Ranger operators were on-scene within 15 minutes 83 percent of the time.

**Figure 6 - Road Ranger Arrival Time**



**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.

The Department also receives customer feedback through e-mails, letters, phone calls, and personal conversations with citizens, law enforcement officers, fire and emergency medical services personnel, tow truck operators, and local transportation officials. During this fiscal year, the Department received a few negative comments, mostly from motorists who had to wait longer than they expected or thought that the Road Ranger was not sufficiently helpful. A few motorists reported actions that they perceived as unsafe or unnecessarily disruptive to traffic flow; the District Road Ranger Program Managers addressed these complaints promptly and thoroughly. Overall, the comments from all sources during this fiscal year were overwhelmingly positive.

**Road Ranger Service Patrol Comment Cards Report – Fiscal Year 2009/2010**

<b>Comment</b>	<b>District</b>
Chuck Cole saved my day! He was extremely courteous, friendly, helpful and professional. I was very impressed and deeply grateful for his positive attitude and the services he provided. He is an asset to the Road Rangers and Road Rangers are vital!	1
Road Ranger was the best roadside experience I could ever ask for. Thanks for a great Program. I can't thank you enough. We were on the way to church and your man wouldn't let us get ourselves dirty.	1
Brent was amazing!! After a bad accident he made us feel most at ease. Very sweet and kind. Thank you so much Brent!	1
This man was as polite and courteous as a person could be. Even gave me a bottle of cold water. I support the Road Rangers.	2
I was so thankful he was there. I couldn't get anyone on the phone. I would have been stranded for a long while. He was awesome. I was back on the road in 20 minutes. 100% Awesome! And he would not take a tip.	2
Larry was very helpful and knowledgeable with great customer service skills and his readiness to help. He is an asset to the Road Rangers Patrol.	2
This service is excellent! Before the anxiety could overwhelm me, he was parked behind me and approaching to help! His manner was extremely and reassuring. Thank you so much for this service. It's so necessary.	4
Wilner was so nice. I was freaking out as I am driving my husband's truck. He calmed me down – smiled and took care of the problem. He was awesome! Thanks so much!	4
The Road Rangers sudden appearance saved our trip to Mexico City to see our daughter. Our spare was flat and he got us going within 15 minutes. Thank you! Thank you! Thank you!	4
I am very thankful that FDOT offers this much needed service for motorist. With the number of visitors/tourist in our area, this is essential. Thanks.	5
Didn't call him – he happened to see us. We had been waiting for AAA an hour when the Road Ranger stopped to help us. Yeah! He was absolutely great in service, demeanor and speed. Thank you for this service!	5
This service is great, 2 <sup>nd</sup> time I got help from a Road Ranger. Armand is a great person, he knows about cars. Excellent personality, well spoken. Keep up the good work. Thanks!	5
Very professional, very helpful, made my worst day my best day. We are extremely thankful for him.	6
Great service! My car cutoff and I was petrified, so scared trying to get help on the phone. The Road Ranger came to my rescue; he stayed with me until help came. Such a nice man. Thank you so much!!!	6
The Ranger was kind, courteous and very efficient. Today he was my Guardian Angel. I thank him so much. Very professional.	6



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<b>Comment</b>	<b>District</b>
For the state of Florida to offer this assistance to its residents and visitors alike shows Florida cares about its people. It also provides extra security to the lone occupant of a vehicle. Mr. Spivey was not only courteous and professional but really cared about his job and it showed. I am proud to be a Floridian!	7
My tire blew out on the bridge. Mr. Alvarez was right behind me and immediately helped me with changing my tire. He was extremely courteous, polite and friendly. Thanks!!!	7
Carlton was my Angel – I never called – He was just there!! He checked several things, my gas gauge did not read empty!! Gas worked!! He was awesome!!!!	7

## **Conclusion**

The Road Ranger comment cards continue to serve as a valuable tool for the Department and its contractors to receive feedback from our customers. Even though the cards take just a few moments to complete, the fact that so many people do so is a credit to the Road Ranger operators.

The Department continues to see the need to have Road Ranger vehicles properly equipped to handle tire changes, out-of-fuel vehicles, minor repairs, jump starts, and other services; in addition to these tools, the Road Ranger vehicles and the cones they carry create a safety zone for both the Road Ranger and the motorist receiving assistance. We often see additional comments on the cards relating to “feeling safer once the Road Ranger arrives.”

Although the comment cards only cover a limited amount of the services provided by the Road Ranger operators, it is important to realize that the Road Ranger operators do much more to ensure the safety of the roadways. These activities include, but are not limited to, providing maintenance of traffic devices at an incident scene, removing roadway debris, tagging abandoned vehicles, and notifying other agencies when assistance is needed.

The Department will continue to monitor the performance of the Road Ranger program from the returned customer comment cards and from other measures in place. The number of emails and phone calls received by the Department is just another reminder of how this program directly impacts the traveling public, including tourists visiting our state. The Road Ranger program directly supports the Departments mission of providing a safe transportation system.