



## Florida Department of Transportation



## Road Ranger Comment Card Annual Report

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

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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

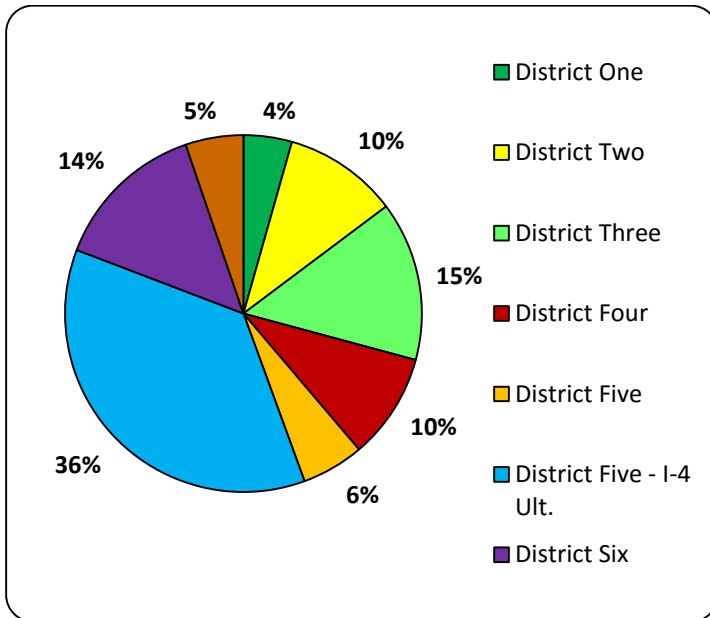
The program is managed at the local District level as a contracted service provided by private vendors. The Department's Central Office TIM personnel facilitate program issues of statewide interest. Since the program's inception, the Road Rangers have made over 4.2 million service assists with more occurring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

## **Annual Data Review**

For the fiscal year 2016/17 (July 2016 to June 2017), the Department received 8,416 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	370
District Two	874
District Three	1,217
District Four	801
District Five	470
District Five – I-4 Ult.	3,065
District Six	1,177
District Seven	442
<b>Total</b>	<b>8,416</b>

### The Florida’s Turnpike and Sponsored Facilities

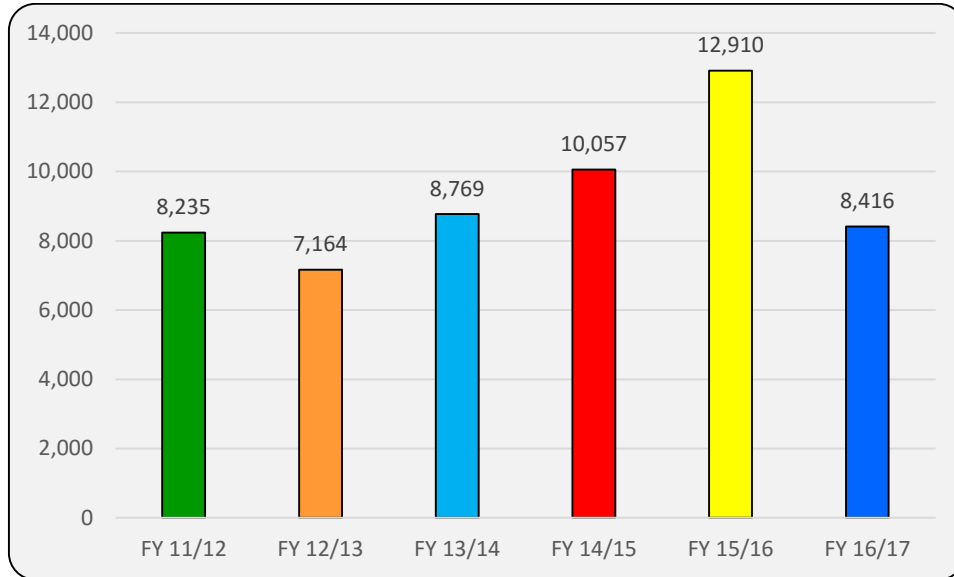
On September 16, 2014, the Department entered into a statewide agreement with Travelers Marketing, LLC for the purpose of seeking sponsorship to supplement additional existing programs. Through this agreement, Travelers Marketing, LLC was able to secure State Farm as a sponsor for the Road Ranger Service 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 2016/2017, Central Office received 291 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 2011/2012.

Figure 2 – Multi Year Return Rate Comparison

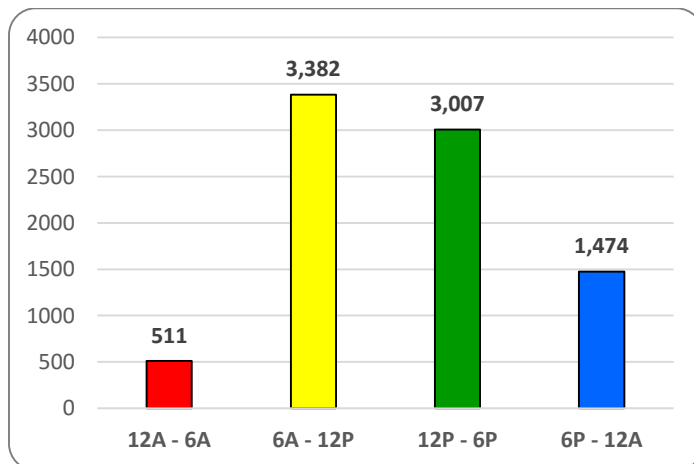


**Comment Card Results**

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?**

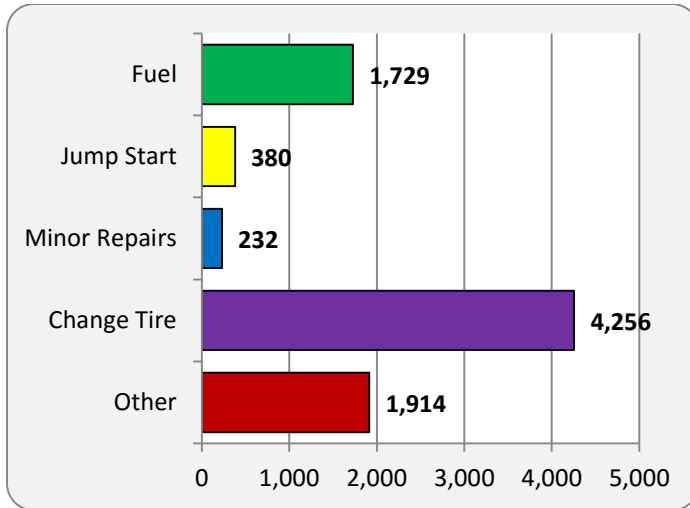
Figure 3 - Time of Assistance



Time of Assistance	Annual %
12AM – 6AM	6%
6AM – 12PM	40%
12PM – 6PM	36%
6PM – 12AM	18%

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

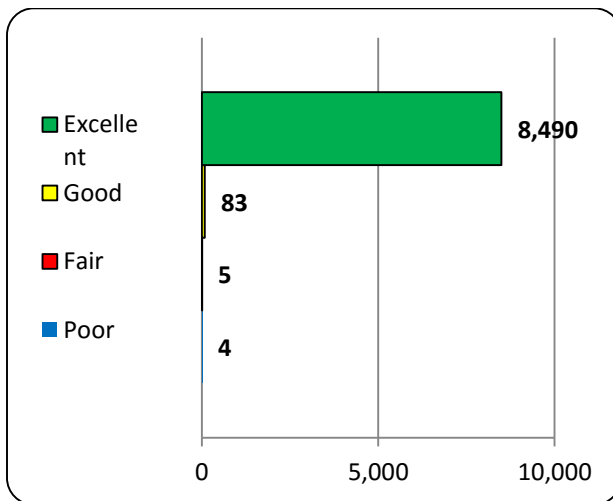
Figure 4 - Type of Service



Type of Service	Annual %
Fuel	20%
Jump Start	4%
Minor Repairs	3%
Change Tire	50%
Other	23%

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

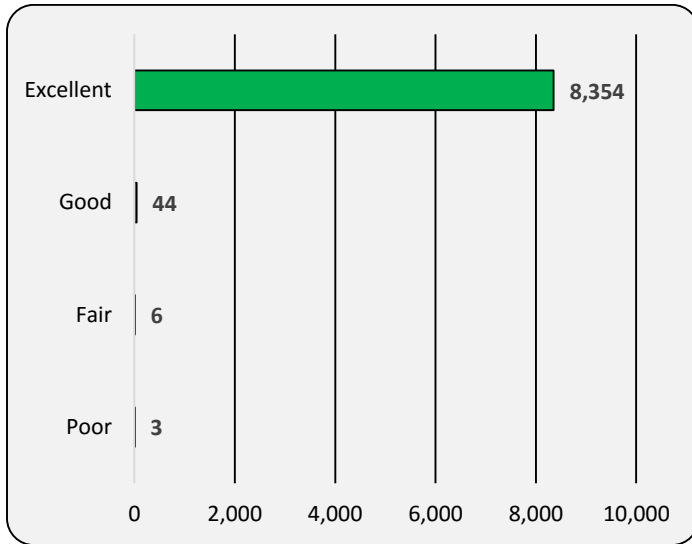
Figure 5 - Courteous and Helpful



Courteous and Helpful	Annual %
Excellent	99%
Good	<1%
Fair	<1%
Poor	<1%

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

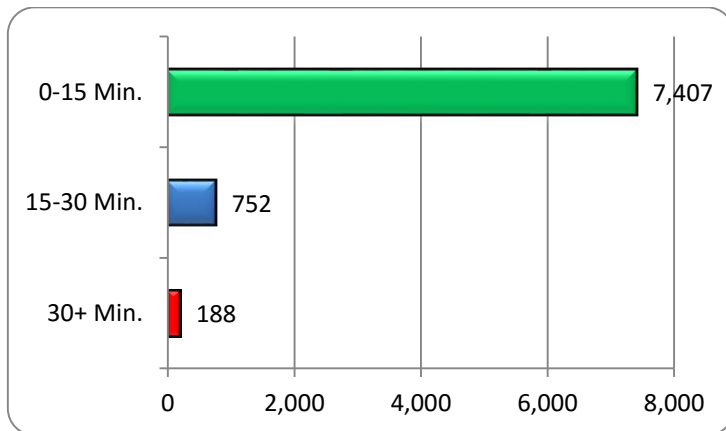
Figure 6 – Satisfaction



Satisfaction	Annual %
Excellent	99%
Good	<1%
Fair	<1%
Poor	<1%

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

Figure 7 – Road Ranger Arrival Time



Arrival Time	Annual %
0-15 Minutes	88%
15-30 Minutes	9%
30+ Minutes	3%

## 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 so very helpful and kind. I truly appreciate his help in a crisis time.	1
He was helpful in assessing my situation and helped reduce my anxiety. I felt safe with his presence until my service provider arrived later.	1
I am so thankful for the help provided!	2
He saved our lives. We were broke down on the Buckman Bridge. He saved my family's lives. Thank you!	2
The Road Ranger was helpful and able to fix the issue in a short amount of time.	3
Wonderful experience. Road Ranger saw us and immediately offered his assistance!	3
Thank you for offering such a great service. The Road Ranger was awesome!	4
Such a wonderful experience! He was kind, courteous and provided us with information on the area and how to get back on our way.	4
The Road Ranger was very helpful. Very calming and we both felt better right away!	5
He was almost there before I knew I had a flat tire. I thought I was going to be stuck for hour. He's my superhero today!	5
He saw me on the shoulder of the road and came before my service found me. Thank you!	6
Driver was very helpful and polite. Very quick and smart!	6
This service is the best. Thank you!!!!	7
I waited for my service provider to come for more than three hours. The Road Ranger saw me and pulled over to assist. I feel like I met a new friend!	7
He changed my tire which was completely destroyed by some debris on the highway. I had called the police and my roadside service and no one helped me. . So his arrival was extremely important to me.	FTE
Stayed with me until the police and tow truck arrived and set up the safety cones to prevent other cars from hitting me. Very happy and comforting to see someone help me in a stressful situation.	FTE