



Florida Department of Transportation



Road Ranger Comment Card Annual Report

July 1, 2017 to June 30, 2018
Fiscal Year (FY) 2017/2018

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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.

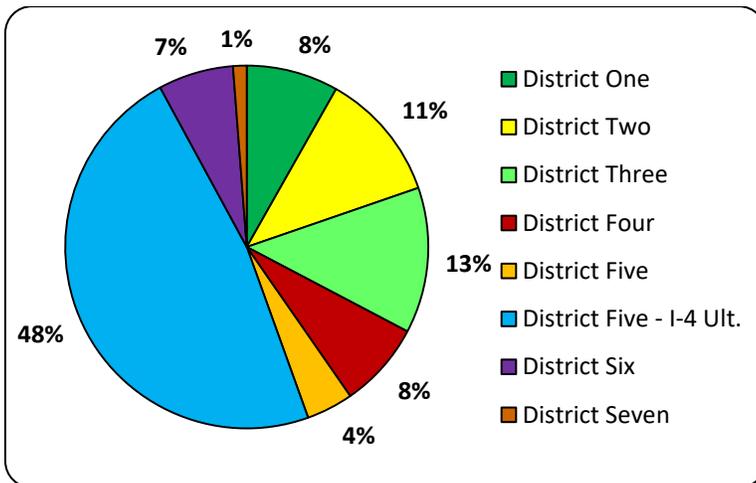
Annual Data Review

In April 2017, approval was granted for the transition of customer service feedback from the traditional paper comment cards to a web-based electronic survey. On January 1, 2018, the transition to the electronic survey was complete and District Road Ranger Service Patrol Operators began providing motorists with a business card that offers them options for participating in the survey.

The first option is in the form of a Quick Response (QR) Code that can be scanned with a smartphone or tablet. Because each QR Code is unique to the District that provided the service, the motorist will not need to navigate through multiple pages to participate. Once the code is scanned, the survey will open. The second option is for motorists that do not have access to a device with a QR Code reader. For this option, a web address is provided for the survey covering a particular District.

For the fiscal year 2017/18 (July 2017 to June 2018), the Department received 347 responses to the electronic survey. During the transition to the electronic survey, the Department continued to receive cards that had been provided to travelers by Road Rangers during previous assists. FDOT documented responses from 4,025 motorists during fiscal year 2017/18. (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.) The return rate for the electronic surveys and comment cards varied among the Districts; Figure 1 shows the response rate by District.

Figure 1 – Electronic Survey / Comment Card Response Rate by District



District Number	Annual Total
District One	358
District Two	504
District Three	568
District Four	334
District Five	182
District Five – I-4 Ult.	2,080
District Six	293
District Seven	53
Total	4,372

The Florida’s Turnpike and Sponsored Facilities

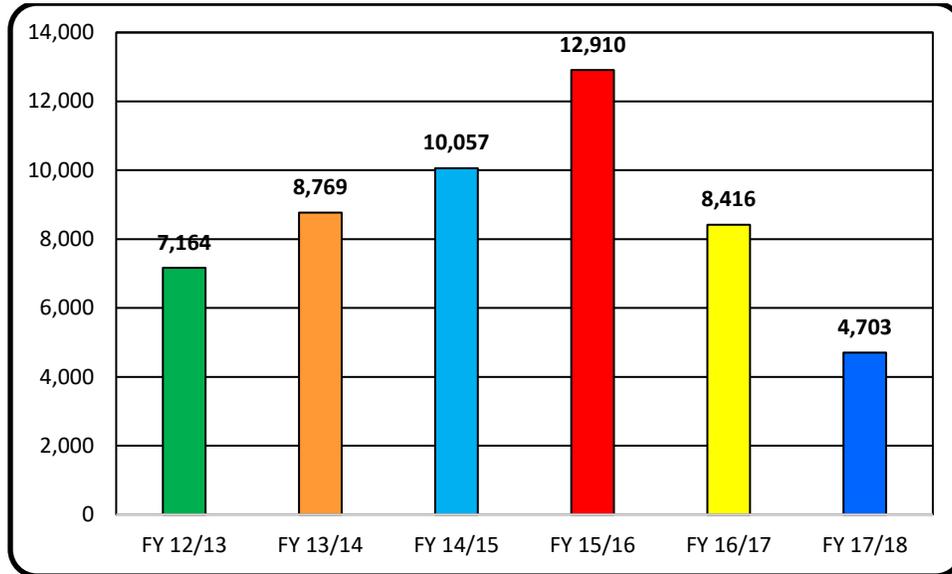
On September 16, 2014, the Department entered into a statewide agreement with Travelers Marketing, LLC for the purpose of seeking sponsorship to supplement additional existing programs. Through this agreement, Travelers Marketing, LLC was able to secure State Farm as a sponsor for the Road Ranger Service 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 2017/2018, Central Office received 331 submissions from motorists that have visited the State Farm site.

Annual Electronic Survey/Comment Card Return Comparison:

Figure 2, below, illustrates a comparison of the number of electronic surveys and comment cards returned to the Department for each fiscal year beginning in 2012/2013.

Figure 2 – Multi Year Return Rate Comparison

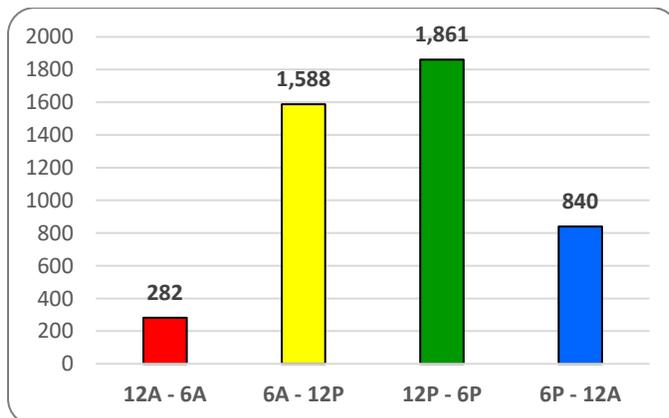


Electronic Survey/Comment Card Results

Each electronic survey and comment card offers each 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?

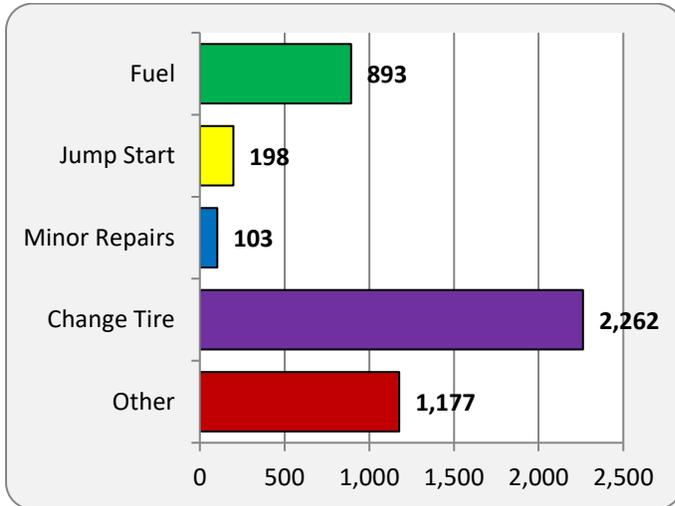
Figure 3 - Time of Assistance



Time of Assistance	Annual %
12AM – 6AM	6%
6AM – 12PM	35%
12PM – 6PM	41%
6PM – 12AM	18%

Question 2 – Type of service performed?

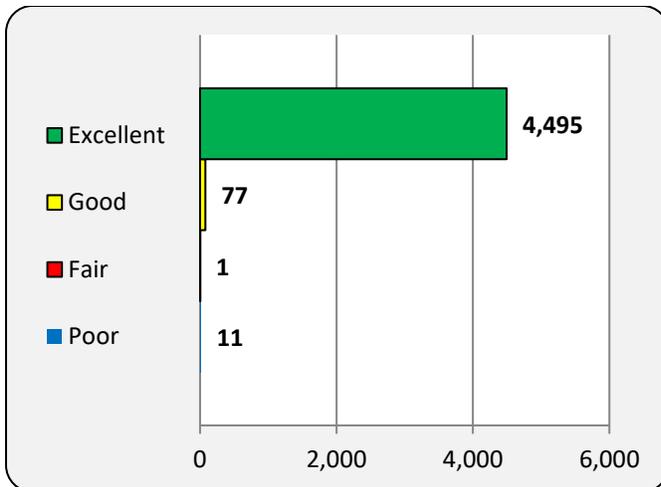
Figure 4 - Type of Service



Type of Service	Annual %
Fuel	19%
Jump Start	4%
Minor Repairs	2%
Change Tire	49%
Other	26%

Question 3 – Operator was courteous and helpful?

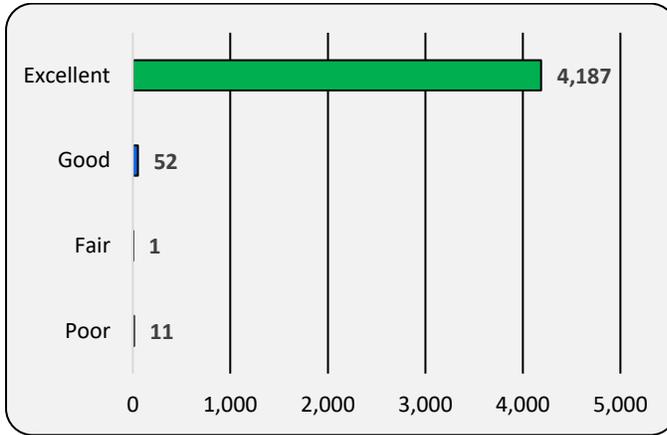
Figure 5 - Courteous and Helpful



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

Question 4 – Satisfaction with services provided?

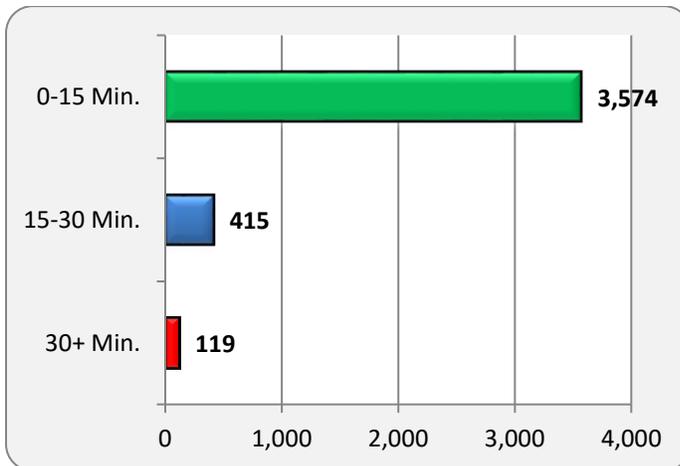
Figure 6 – Satisfaction



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 electronic surveys and 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 deserves a big ol' atta-boy! Really professional.	1
We were so relieved to receive help in a seemingly helpless situation. She was an answer to prayer! And very professional in her demeanor.	1
The Road Ranger service is a wonderful service provided by the FDOT... I was so impressed by her professionalism and her attention to safety details, cordial and reassuring manner...and commitment to get everything right... She is a fantastic representative of the FDOT!	2
I was unaware of the Road Ranger program. The Road Ranger was very courteous and had the tire changed and spare aired up in 15 minutes. She is an asset to your organization.	2
The Road Ranger quickly provided gas and she made me feel comfortable even though I was embarrassed and uncomfortable.	3
He approached me with amazing manners and was very knowledgeable he was helpful and went above and beyond, and helped me return to the road way in a safe manner.... we need more people like him!!!!!! Thank you, Road Rangers!!!!	3
I was extremely pleased with this service. It gives me great comfort knowing someone is out there watching for people in need.	4
The Road Ranger was great! He showed up, in no time and had me back on the road immediately, great customer service.	4
My Road Ranger is the best. This started at 11am trying to find me. He went wayyyyyy out his way to find me due to confusion with dispatch. Thank you, Road Ranger, you're the best! Give this man a Raise now!!!	5
Great service and operator! Knowledgeable and calm professional. Quick plan of action and got us safely off the road.	5
I never requested assistance, I had called my auto club and was waiting. I had no cell phone, I called the auto club by flagging down a cop. The Road Ranger literally saved my day, pulled up, checked to see if I was okay, diagnosed the problem, and I drove away within a few minutes! Wonderful personality, super helpful, thank you so much for this service. Now I know to call *347!	6
Best assistance ever. Change the tire fast and easy no hassle. Made me feel calm and changed the tire assuring me that it would be fast. Also changed it before it started to rain, the best service I could ask for.	6
I spun out of control due to the heavy rain. The RR just showed up about 2 minutes later. He was wonderful (like a angel) to help me calm down and get me back on the road. I wish I would have gotten his name.	7

Comment	District
<p>THANK YOU for your service! The Road Ranger and his trainee showed up before I completed my phone call to my auto club. They were friendly, polite, helpful, and efficient!! I was back on the road with my 5-year-old quickly. What could have been a few hours wait turned into a quick moment in my day!! Once again I cannot THANK YOU enough for your help this morning!!</p>	<p>7</p>
<p>It was HOT, HOT, HOT outside! Our a/c in the car wasn't working and we were waiting for our insurance company's road side service, which was going to take at least an hour. Your tech showed up smiling, and immediately offered us water. He then laid out his traffic cones, moved his truck so he could safely change the tire, changed it and went on his way. He was soooo nice and friendly. Thank you very much for such a courteous and life-saving service.</p>	<p>FTE</p>
<p>We were delighted when the road ranger came up behind us after we were on the side of the road for just a few minutes. He put out cones and raised his sign and we felt much safer. He was very nice and gave us water after a repair was made roadside. We were on our way in just a few minutes. Thanks for this service so that our spring break plans were not delayed any longer. We travel to Florida quite a bit from South Carolina and now we will definitely feel safe coming back.</p>	<p>FTE</p>