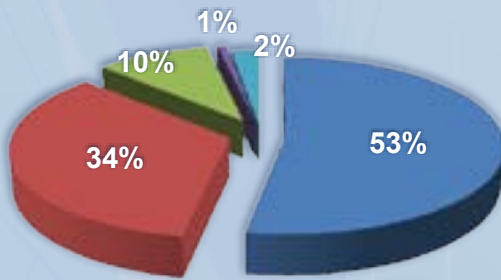




The Florida Department of Transportation (FDOT) designed the Road Ranger survey to gather information regarding one of the Road Ranger Service Patrol Program’s primary purposes: to support incident responders. Incident responders filled out the survey to grade the program by rating statements on a scale from one (1) to five (5), with one being strongly disagree and five being strongly agree. About 88 percent of incident responders surveyed worked with a Road Ranger within 30 days prior to taking the survey. The survey served three purposes:

1. To determine the incident responders’ opinion of the program.
2. To establish a baseline to measure “customer satisfaction” among incident responders in future years.
3. To solicit comments and suggestions to improve the program from the incident responders’ perspective.

Nearly **800 surveys** were sent to FDOT Central Office in Tallahassee from six of the seven FDOT districts and Florida’s Turnpike Enterprise (FTE); out of those 800, about **125** were from District Six. The District Six SunGuide® Transportation Management Center (TMC) is proud to share the results of the survey with the public, as well as its partners who helped the District earn strong scores in all categories.

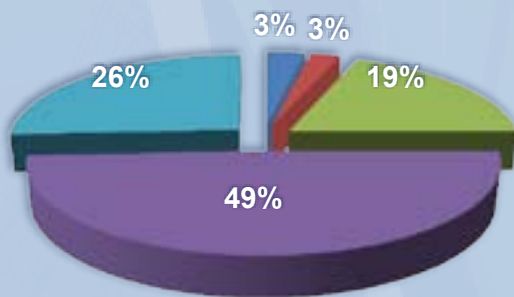


Average on-scene arrival times:

- Road Rangers arrived in 30 minutes or less 87% of the time*.

- 0-15 minutes (53%)
- 15-30 minutes (34%)
- More than 30 minutes (10%)
- Unknown (1%)
- N/A (2%)

*State average: 90% arrival in 30 min. or less.

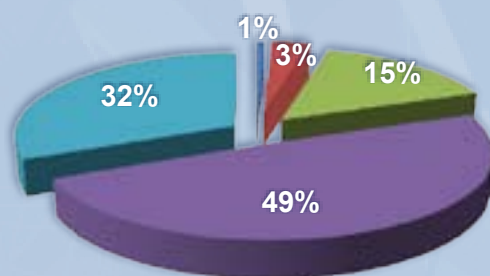


Road Ranger arrival times were acceptable.

- D6 received an average score of 3.92 out of 5*.

- 5 - Strongly Agree (26%)
- 4 - Agree (49%)
- 3 - Neutral (19%)
- 2 - Disagree (3%)
- 1 - Strongly Disagree (3%)

*The state mean score was 3.86.

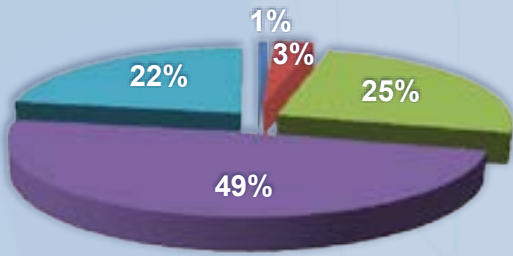


Road Rangers were adequately equipped.

- D6 received an average score of 4.07 out of 5*.

- 5 - Strongly Agree (32%)
- 4 - Agree (49%)
- 3 - Neutral (15%)
- 2 - Disagree (3%)
- 1 - Strongly Disagree (1%)

*The state mean score was 4.13.

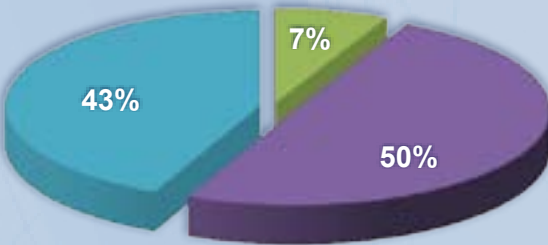


Road Rangers were fully trained.

- D6 received an average score of 3.89 out of 5*.

- 5 - Strongly Agree (22%)
- 4 - Agree (49%)
- 3 - Neutral (25%)
- 2 - Disagree (3%)
- 1 - Strongly Disagree (1%)

*The state mean score was 3.93.

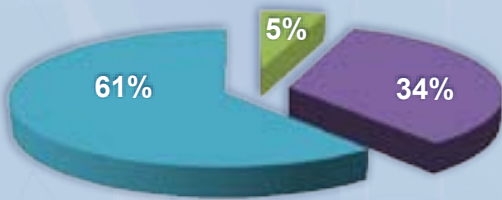


Road Rangers were helpful in resolving events.

- D6 received an average score of 4.36 out of 5*.

- 5 - Strongly Agree (43%)
- 4 - Agree (50%)
- 3 - Neutral (7%)
- 2 - Disagree (0%)
- 1 - Strongly Disagree (0%)

*The state mean score was 4.34.



Road Rangers made it easier to perform my duties.

- D6 received an average score of 4.55 out of 5*.

- 5 - Strongly Agree (61%)
- 4 - Agree (34%)
- 3 - Neutral (5%)
- 2 - Disagree (0%)
- 1 - Strongly Disagree (0%)

*The state mean score was 4.43.

Incident responders were also asked to rate their satisfaction with the program on a scale of one to five, with one being extremely dissatisfied and five being extremely satisfied. District Six scored above the mean statewide scores in all categories.

1. Professionalism: 4.25 (State mean was 4.23)
2. Respectfulness: 4.40 (State mean was 4.29)
3. Helpfulness: 4.47 (State mean was 4.36)
4. Competency: 4.25 (State mean was 4.19)

*About Road Rangers: The Road Ranger Service Patrol Program provides incident management and motorist assistance services along the major roadways of Miami-Dade County. They are dispatched by operations staff at the SunGuide Transportation Management Center and work alongside emergency responders to maintain reliable conditions along our regional transportation system. The Road Ranger Service Patrols presently operate 24 hours per day, 7 days per week on Interstate 75, Interstate 95, Interstate 395, Macarthur Causeway, Interstate 195, State Road 826 (Palmetto Expressway), State Road 874, State Road 878, State Road 836, State Road 924 and State Road 112. To request Road Ranger assistance on one of these roadways, dial *FHP (*347) and provide the Florida Highway Patrol with your location and the type of assistance needed. For more information about the benefits of the Road Ranger Service Patrol Program, log on to SunGuide.org and click on the Road Ranger page, under the "Services" tab.*