



Florida Department of Transportation

CHARLIE CRIST
GOVERNOR

605 Suwannee Street
Tallahassee, FL 32399-0450

STEPHANIE C. KOPELOUSOS
SECRETARY

MEMORANDUM

Date: January 5, 2010

To: Road Ranger Survey for Incident Responders Participant

From: Paul Clark, Incident Management/Commercial Vehicle Program Manager

Subject: **Statewide Road Ranger Survey for Incident Responders**

It is my pleasure to provide you with a copy of the "Statewide Road Ranger Survey for Incident Responders." The goal of this survey is to get input on the Road Ranger Program from the perspective of the Incident Responder. We hope to use this data to improve the program and determine where enhancements are needed.

After you have completed the survey please send it to one of the following locations:

Physical mail: Florida Department of Transportation
605 Suwannee Street, MS 90
Attn: Patrick Odom
Tallahassee, FL 32399-0450

E-mail: patrick.odom@dot.state.fl.us

Fax: 850-410-5501

I would like to thank you in advance for your assistance in filling out this survey. The survey period will end on March 1, 2010 so please try to have it to us before then. If you have any comments or questions please feel free to contact me at (850)410-5607 or at paul.clark@dot.state.fl.us.

1. Which response agency do you represent?

FHP Other Law Enforcement Fire Rescue/EMS Other: _____

2. County where you worked with the Road Ranger: _____

3. When was your last experience working with a Road Ranger?

Less than 1 week 1 week to 30 days 30 to 60 days 60 to 120 days More than 120 days

4. If you requested a Road Ranger(s), how long did it take them to arrive?

0 - 15 mins. 15 - 30 mins. Over 30 mins. Unknown N/A

5. Road Ranger response times are acceptable.

Strongly Disagree Disagree Neutral Agree Strongly Agree

Please rate your level of satisfaction with the Road Ranger service patrol operators in the following categories:

	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
6. Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Respectfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Competency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Road Ranger vehicles are adequately equipped.

Strongly Disagree Disagree Neutral Agree Strongly Agree

11. Road Ranger operators are thoroughly trained for their job.

Strongly Disagree Disagree Neutral Agree Strongly Agree

12. Services provided by Road Rangers are helpful in resolving incidents.

Strongly Disagree Disagree Neutral Agree Strongly Agree

13. The Road Ranger Program has made it easier for me to perform my duties.

Strongly Disagree Disagree Neutral Agree Strongly Agree

How can on-scene communications be improved? _____

What additional roadway segments would you like to see Road Ranger Patrols expanded to? _____

If you have any additional comments regarding Road Rangers please provide them on another sheet of paper.

