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Safety Service Patrol Idea Sharing Network – Session II: Performance Measures



Road Ranger Service Patrol

- **Name:** Road Ranger Service Patrol
- **Launch Year:** 2000
- **Fleet Size:** 111
- **Patrol Miles:** 1,314 Centerline Miles
- **Coverage Area:** Selected limited access facilities throughout the state
- **Hours of Operation:** 12–24 Hours, 5 -7 Days a Week
- **Highlights:** Free to Motorists



Technologies Used to Capture Performance Measures

- **SunGuide** – tracks incidents and makes notifications
- **Florida 511** – informed by data gathered in SunGuide
 - Mobile app and web interface
 - Public-facing
 - Helps tell motorists about traffic delays



Existing Performance Measures

- Data for assistance provided by Road Rangers is recorded by Transportation Management Center (TMC) staff in SunGuide under the following categories:
 - Notifier
 - Type
 - Time Period
 - Day of Week
 - Activity



Existing Performance Measures

- Feedback is provided by the public via our Comment Card Program, which tracks responses to questions asked about:
 - Time Services Performed
 - Type of Service
 - How Courteous or Helpful the Road Ranger was
 - Level of Satisfaction
 - Arrival Time from Request



Best Practices – Use of Performance Measures

- Quarterly and Annual Reports at district and executive levels
- Traffic Incident Management (TIM) Team meetings at the District Level
- Statewide Program Managers Meeting
- Implementation of SHRP2 Training
- TIM Program Outreach



Future Goals

- Develop allocation models for areas with coverage needs
 - Recommended areas for coverage
 - Recommend total package
 - Backed by quantifiable data
- Working with two local universities to develop this model over the next 4-6 months



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