

From: surveys@assistpatrol.com
To:

Subject: [EXTERNAL] Assist Patrol Surveys : Feb 3rd - Feb 10th
Date: Monday, February 10, 2020 8:04:12 AM
Attachments: [NJ_2020-02-10.csv](#)

New Jersey : 13 New Surveys

Survey Submissions for Feb 3rd - Feb 10th

Safety Service Patrol - Northern New Jersey	
What's your name?	Alexis
How did the patrol driver help you?	Changed my flat tire
Date	02/03/2020
Time	Night
How did the patrol driver know you needed assistance?	Cellular Phone
What was the problem?	Flat Tire
How long did you have to wait before the patrol driver arrived?	11-20 minutes
Where was your vehicle located?	On the shoulder
What was your patrol driver's full name?	Phillip F
Was the patrol driver professional and courteous?	Extremely
How would you rate the service?	Excellent
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	No
How important is it to you that the DOT continues offering this patrol program?	Very Important
Do you agree or disagree that this patrol offers a valuable service to drivers?	Strongly Agree
How, if at all, does the patrol	My opinion of the DOT has not changed since receiving

impact your opinion of the DOT?	assistance.
Do you have State Farm Insurance?	No
What is your opinion of State Farm?	Neutral
How do you feel about State Farm after getting help from the Assist Patrol?	Same

Safety Service Patrol - Northern New Jersey	
What's your name?	Brian Skinner
How did the patrol driver help you?	I got a flat at 5:30am on 78 headed to NYC. I barely made it to the shoulder. I called roadside assistance that my vehicle provided and fumbled with their app and text messaging system. While I was waiting for them to acknowledge my request Andy in truck #1732 pulled up behind me and had me back on the road free of charge in what seemed like under 10 mins! Who knew the Indy pit crew was patrolling 78 at 5am! Thanks Andy and the Assist Patrol team. Incredible service!
Date	02/04/2020
Time	Morning
How did the patrol driver know you needed assistance?	Driver Saw me
What was the problem?	Flat Tire
How long did you have to wait before the patrol driver arrived?	11-20 minutes
Where was your vehicle located?	On the shoulder
What was your patrol driver's full name?	Andy 1732
Was the patrol driver professional and courteous?	Extremely
How would you rate the service?	Excellent
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	No
How important is it to you that the DOT continues offering this patrol program?	Very Important
Do you agree or disagree that this patrol offers a	Strongly Agree

valuable service to drivers?	
How, if at all, does the patrol impact your opinion of the DOT?	I have a more favorable opinion of the DOT after receiving assistance.
Do you have State Farm Insurance?	No
What is your opinion of State Farm?	Good
How do you feel about State Farm after getting help from the Assist Patrol?	Better

Safety Service Patrol - Northern New Jersey	
What's your name?	Tyler
How did the patrol driver help you?	I ran out of gas on route 78 near the Springfield/Maplewood exit. I had called my dad to fill up a gas canister and come to help me. However after about a 10 minute wait a service patrol truck pulled up. He then told me to tell my dad not to worry and put a couple gallons of gas in my tank to get me on my way and to a gas station. The patrolman (Kevin Kaufman) was extremely helpful and friendly.
Date	02/03/2020
Time	Afternoon
How did the patrol driver know you needed assistance?	Driver Saw me
What was the problem?	Out of Fuel
How long did you have to wait before the patrol driver arrived?	0-10 minutes
Where was your vehicle located?	On the shoulder
What was your patrol driver's full name?	Kevin Kaufman
Was the patrol driver professional and courteous?	Extremely
How would you rate the service?	Excellent
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	No
How important is it to you that the DOT continues offering this patrol program?	Very Important
Do you agree or disagree	

that this patrol offers a valuable service to drivers?	Strongly Agree
How, if at all, does the patrol impact your opinion of the DOT?	I have a more favorable opinion of the DOT after receiving assistance.
Do you have State Farm Insurance?	No
What is your opinion of State Farm?	Neutral
How do you feel about State Farm after getting help from the Assist Patrol?	Better

Safety Service Patrol - Northern New Jersey	
What's your name?	leslie
How did the patrol driver help you?	Joe helped me change a tire
Date	02/06/2020
Time	Afternoon
How did the patrol driver know you needed assistance?	Driver Saw me
What was the problem?	Flat Tire
How long did you have to wait before the patrol driver arrived?	30+ minutes
Where was your vehicle located?	In a travel lane
What was your patrol driver's full name?	Joe
Was the patrol driver professional and courteous?	Very
How would you rate the service?	Excellent
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	No
How important is it to you that the DOT continues offering this patrol program?	Very Important
Do you agree or disagree that this patrol offers a valuable service to drivers?	Strongly Agree
How, if at all, does the patrol impact your opinion of the	I have a more favorable opinion of the DOT after receiving

DOT?	assistance.
Do you have State Farm Insurance?	Yes
What is your opinion of State Farm?	Good
How do you feel about State Farm after getting help from the Assist Patrol?	Better

Safety Service Patrol - Northern New Jersey	
What's your name?	Tyeishia Robinson
How did the patrol driver help you?	I caught a flat tire and the patrol driver showed up before I even had a chance to call and he put my spare tire for me
Date	02/09/2020
Time	Morning
How did the patrol driver know you needed assistance?	Driver Saw me
What was the problem?	Flat Tire
How long did you have to wait before the patrol driver arrived?	0-10 minutes
Where was your vehicle located?	On the shoulder
What was your patrol driver's full name?	Bill H
Was the patrol driver professional and courteous?	Extremely
How would you rate the service?	Excellent
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	No
How important is it to you that the DOT continues offering this patrol program?	Very Important
Do you agree or disagree that this patrol offers a valuable service to drivers?	Strongly Agree
How, if at all, does the patrol impact your opinion of the DOT?	I have a more favorable opinion of the DOT after receiving assistance.
Do you have State Farm Insurance?	No

What is your opinion of State Farm?	Good
How do you feel about State Farm after getting help from the Assist Patrol?	Better

Safety Service Patrol - Northern New Jersey	
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What's your name?	Woneka Campbell
How did the patrol driver help you?	By towing my car off the speed lane to the right lane Phipp f truck 1710 was very good and amazing thank you for all your help
Date	02/09/2020
Time	Afternoon
How did the patrol driver know you needed assistance?	Police
What was the problem?	Mechanical
How long did you have to wait before the patrol driver arrived?	0-10 minutes
Where was your vehicle located?	In a travel lane
What was your patrol driver's full name?	Phillip f
Was the patrol driver professional and courteous?	Extremely
How would you rate the service?	Excellent
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	No
How important is it to you that the DOT continues offering this patrol program?	Very Important
Do you agree or disagree that this patrol offers a valuable service to drivers?	Strongly Agree
How, if at all, does the patrol impact your opinion of the DOT?	I have a more favorable opinion of the DOT after receiving assistance.
Do you have State Farm Insurance?	No
What is your opinion of State Farm?	Good
How do you feel about State	

Farm after getting help from the Assist Patrol?	Better
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Safety Service Patrol - Southern New Jersey
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What's your name?	Kisha Hawthorne
How did the patrol driver help you?	Ryan changed my flat tire on Route 76 today. He was quick and friendly.
Date	02/03/2020
Time	Night
How did the patrol driver know you needed assistance?	I Don't Know
What was the problem?	Flat Tire
How long did you have to wait before the patrol driver arrived?	0-10 minutes
Where was your vehicle located?	On the shoulder
What was your patrol driver's full name?	Ryan
Was the patrol driver professional and courteous?	Extremely
How would you rate the service?	Excellent
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	Yes
How important is it to you that the DOT continues offering this patrol program?	Very Important
Do you agree or disagree that this patrol offers a valuable service to drivers?	Strongly Agree
How, if at all, does the patrol impact your opinion of the DOT?	I have a more favorable opinion of the DOT after receiving assistance.
Do you have State Farm Insurance?	No
What is your opinion of State Farm?	Neutral
How do you feel about State Farm after getting help from the Assist Patrol?	Same

Safety Service Patrol - Southern New Jersey
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What's your name?	Somchai moukphachanh
How did the patrol driver help you?	Stop by and help slow down traffic
Date	02/04/20
Time	Morning
How did the patrol driver know you needed assistance?	I Don't Know
What was the problem?	Needed Tow
How long did you have to wait before the patrol driver arrived?	0-10 minutes
Where was your vehicle located?	Off the road and on the grass
What was your patrol driver's full name?	Steve castro
Was the patrol driver professional and courteous?	Very
How would you rate the service?	Very Good
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	No
How important is it to you that the DOT continues offering this patrol program?	Very Important
Do you agree or disagree that this patrol offers a valuable service to drivers?	Agree
How, if at all, does the patrol impact your opinion of the DOT?	I have a more favorable opinion of the DOT after receiving assistance.
Do you have State Farm Insurance?	No
What is your opinion of State Farm?	Neutral
How do you feel about State Farm after getting help from the Assist Patrol?	Same

Safety Service Patrol - Southern New Jersey

What's your name?	Ta'Naya
How did the patrol driver help you?	Mike and Dante helped me with fuel. I was sitting long and they were right there.

Date	02/04/2020
Time	Afternoon
How did the patrol driver know you needed assistance?	Driver Saw me
What was the problem?	Out of Fuel
How long did you have to wait before the patrol driver arrived?	0-10 minutes
Where was your vehicle located?	On the shoulder
What was your patrol driver's full name?	Mike and Dante
Was the patrol driver professional and courteous?	Extremely
How would you rate the service?	Excellent
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	No
How important is it to you that the DOT continues offering this patrol program?	Very Important
Do you agree or disagree that this patrol offers a valuable service to drivers?	Strongly Agree
How, if at all, does the patrol impact your opinion of the DOT?	I have a more favorable opinion of the DOT after receiving assistance.
Do you have State Farm Insurance?	No
What is your opinion of State Farm?	Neutral
How do you feel about State Farm after getting help from the Assist Patrol?	Better

Safety Service Patrol - Southern New Jersey

What's your name?	ROBERT V GIORDANO
How did the patrol driver help you?	Stephen Bonamassa came out quickly to me and changed my flat tire
Date	02/04/2020
Time	Night
How did the patrol driver know you needed assistance?	Other

What was the problem?	Flat Tire
How long did you have to wait before the patrol driver arrived?	0-10 minutes
Where was your vehicle located?	On the shoulder
What was your patrol driver's full name?	Stephen Bonamassa
Was the patrol driver professional and courteous?	Extremely
How would you rate the service?	Excellent
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	Yes
How important is it to you that the DOT continues offering this patrol program?	Very Important
Do you agree or disagree that this patrol offers a valuable service to drivers?	Strongly Agree
How, if at all, does the patrol impact your opinion of the DOT?	I have a more favorable opinion of the DOT after receiving assistance.
Do you have State Farm Insurance?	Yes
What is your opinion of State Farm?	Good
How do you feel about State Farm after getting help from the Assist Patrol?	Better

Safety Service Patrol - Southern New Jersey

What's your name?	GEORGE BETAR
How did the patrol driver help you?	Patrol Driver Dan Murray, was very helpful with my flat tire at MM 52 on 295S last evening. He was courteous, professional and timely. The tire was quite stuck and a breaker bar and tire wedge were needed to loosen the overtightened lugs. Dan persevered and did his job extremely well. He is a credit to his team.
Date	02/05/2020
Time	Afternoon
How did the patrol driver know you needed assistance?	Driver Saw me

What was the problem?	Flat Tire
How long did you have to wait before the patrol driver arrived?	11-20 minutes
Where was your vehicle located?	On the shoulder
What was your patrol driver's full name?	Dan Murray
Was the patrol driver professional and courteous?	Extremely
How would you rate the service?	Excellent
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	Yes
How important is it to you that the DOT continues offering this patrol program?	Very Important
Do you agree or disagree that this patrol offers a valuable service to drivers?	Strongly Agree
How, if at all, does the patrol impact your opinion of the DOT?	I have a more favorable opinion of the DOT after receiving assistance.
Do you have State Farm Insurance?	No
What is your opinion of State Farm?	Good
How do you feel about State Farm after getting help from the Assist Patrol?	Better

Safety Service Patrol - Southern New Jersey

What's your name?	Collin Campbell
How did the patrol driver help you?	Bill B. stopped to assist me when he saw my 4 way lights on on the side of the road. My tire was flat and he put the spare on for me. He was very polite.
Date	02/08/2020
Time	Night
How did the patrol driver know you needed assistance?	Driver Saw me
What was the problem?	Flat Tire
How long did you have to wait before the patrol driver	0-10 minutes

arrived?	
Where was your vehicle located?	On the shoulder
What was your patrol driver's full name?	Bill B.
Was the patrol driver professional and courteous?	Extremely
How would you rate the service?	Excellent
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	Yes
How important is it to you that the DOT continues offering this patrol program?	Very Important
Do you agree or disagree that this patrol offers a valuable service to drivers?	Strongly Agree
How, if at all, does the patrol impact your opinion of the DOT?	I have a more favorable opinion of the DOT after receiving assistance.
Do you have State Farm Insurance?	No
What is your opinion of State Farm?	Good
How do you feel about State Farm after getting help from the Assist Patrol?	Better

Safety Service Patrol - Southern New Jersey

What's your name?	Maryanne Knutson
How did the patrol driver help you?	He stopped behind me in his vehicle at 0 mile marker on 195 under the 295 over pass and blocked anyone from running into me. He stayed with me and reassured me until police arrived. This was subsequent to a car accident. Bill B. is his name and the event occurred on Saturday, January 18.
Date	01/18/2020
Time	Afternoon
How did the patrol driver know you needed assistance?	Driver Saw me
What was the problem?	Accident
How long did you have to wait before the patrol driver arrived?	0-10 minutes

Where was your vehicle located?	On the shoulder
What was your patrol driver's full name?	Bill B.
Was the patrol driver professional and courteous?	Extremely
How would you rate the service?	Excellent
Before receiving this assistance, were you aware that such a DOT-managed patrol existed in New Jersey?	No
How important is it to you that the DOT continues offering this patrol program?	Important
Do you agree or disagree that this patrol offers a valuable service to drivers?	Agree
How, if at all, does the patrol impact your opinion of the DOT?	I have a more favorable opinion of the DOT after receiving assistance.
Do you have State Farm Insurance?	Yes
What is your opinion of State Farm?	Good
How do you feel about State Farm after getting help from the Assist Patrol?	Better