

# TranPlanMT 2019

## Stakeholder Survey



**VISION ZERO** ★

zero deaths • zero serious injuries

**MONTANA DEPARTMENT  
OF TRANSPORTATION**

**VOLUME 1  
November 2019**

**State of Montana  
Department of Transportation**

**Bureau of Business and Economic Research  
University of Montana—Missoula**



## EXECUTIVE SUMMARY

In 2019, Montana Department of Transportation's stakeholders were:

- Satisfied with Montana's overall transportation system.
- Most satisfied with interstate highways, airports and air transport to destination outside Montana.
- Least satisfied with bicycle pathways, pedestrian walkways, intercity buses and passenger rail service.

From 15 possible improvements to Montana's transportation system, stakeholders' highest priorities were:

- Maintain road pavement condition.
- Improve transportation safety.
- Preserve existing passenger rail service.

Stakeholders indicated that the following were the communications tools they found the most useful:

- Variable-message highway signs.
  - Websites, social media and mobile apps.
  - Maps.
- 
- Stakeholder grading MDT's performance in various areas were slightly higher than the grades given by the general public, and average in the C+ to B range.
  - Eighty-three percent of stakeholders think speed limits in work zones are *just right*.
  - Seventy percent of stakeholders indicated they think a primary seat belt law would save lives.
  - Close to three-fourths of stakeholders feel they receive about \$200-260 or more per year from the state transportation system. This matches the public's perception.
  - If the MDT budget were to decrease, stakeholder respondents prioritized the following for budget cuts:
    - Bicycle pathways
    - Pedestrian walkways
    - Local transit buses; and
    - Rest areas.



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## SECTION 1: INTRODUCTION

The primary purpose of this report is to describe data collected by the 2019 Montana Department of Transportation (MDT) Stakeholder Survey. The 2019 Public Involvement Survey is referenced for comparison between the opinions of the general public and those of transportation stakeholders. This report examines three broad areas:

1. Stakeholders attitudes regarding the state's transportation system;
2. Opinions regarding the customer service provided by MDT; and
3. Trends in stakeholders' regarding transportation-related issues.

Following the overall stakeholders' results are separate discussions for each of the nine stakeholder groups. These were selected from MDT's mailing list database, which consists of over 613 individuals, organizations, associations, businesses, government agencies, and local government officials with an interest in transportation-related issues.

- County commissioners (CC);
- Economic development associations, business organizations, local development corporations and associations (EC);
- Environmental organizations and associations (EV);
- Intermodal interests—commercial trucking, freight rail, and air freight (IM);
- Mayors and chief executives of cities and towns (CT);
- Non-motorized (bicycle and pedestrian) interests (NM);
- Passenger transportation interests, including local transit, intercity bus, rail, and air (PS);
- State and federal agencies (SF); and
- American Indian tribal planners (TP).

The stakeholder survey is a census of known stakeholders, resulting in small populations that should be interpreted with some caution. This is in contrast to the public involvement survey which used a stratified random sample of Montanans to estimate state and district wide opinions.

Stakeholder surveys are an important part of MDT's public involvement process. They illustrate transportation stakeholders' perceptions regarding the current condition of Montana's transportation system, and consider potential actions and priorities that could be taken by MDT to improve different areas of the system. The public involvement process provides citizens, constituency groups, transportation providers, local governments, American Indian tribes, and state and federal agencies the opportunity to participate in planning and project development. Public involvement in planning reduces the potential for controversy, results in a better statewide transportation system, and allows for open communication between the Department and the residents of Montana. The surveys also help MDT staff identify changes in public opinion that suggest the need to update the state's multimodal transportation plan, TranPlanMT.

The 2019 Stakeholder Survey was administered by mail, as was the 2017 survey. All previous iterations were administered by telephone. The change in survey administration mode has resulted in significantly improved response. Additional improvements include a change in the scale of satisfaction ratings for the first nine questions, from a scale of 1 through 10 on older surveys to a scale of 0 through 10 on the two most recent surveys. This change results in a balanced rating scale.

A drawback to the changes, however, is that the estimates produced based on the 2017 and 2019 surveys are not directly comparable to those conducted in prior years. First, a mailed survey is self-administered, whereas a telephone survey is administered by an interviewer. The primary difference between these two modes is that responses to questions on a self-administered survey will be less positive than responses resulting from an interviewer-administered survey<sup>1</sup>. Thus, the change from interviewer-administered to self-administered survey mode resulted in a decline in the average scores across all items with a positive/negative response scale. Readers are cautioned to keep this in mind when assessing survey trends.

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<sup>1</sup> Dillman, Smyth, & Christian. (2014). Internet, phone, mail and mixed mode surveys: The tailored design method (4<sup>th</sup> ed.). Hoboken, NJ.

*Table 1.1: Survey respondent demographic characteristics*

CHARACTERISTIC		Frequency	Percent
<b>Sex</b>	Male	280	65%
	Female	150	35%
<b>Age</b>	18-34	18	4%
	35-49	99	23%
	50-64	205	48%
	65+	102	24%
<b>Stakeholder group</b>	County commissioner	40	9%
	Economic development	69	16%
	Environmental	20	5%
	Intermodal freight	60	14%
	Cities and towns	94	21%
	Bicycle and pedestrian	38	9%
	Passenger transportation	81	18%
	State and federal agency	35	8%
	Tribal planner	7	2%
<b>Race</b>	White	400	94%
	American Indian	23	5%
	Other	2	<1%
<b>Household income</b>	< \$50,000	69	17%
	\$50,000 - \$99,999	178	43%
	\$100,000+	167	40%
<b>Educational attainment</b>	High school or less	45	10%
	Some college or 2-year degree	126	29%
	Bachelor's degree or higher	261	61%

*Note: Percentages may not add to 100% due to rounding.*

Table 1.2 summarizes responses within each stakeholder category since 2005.

**Table 1.2: Stakeholder Survey completions, 2005-2019**

	Number of Completions							
	2005	2007	2009	2011	2013	2015	2017	2019
All stakeholders	403	552	412	477	431	391	457	444
County commissioners	52	55	43	48	47	35	48	40
Cities and towns	109	105	83	102	88	92	95	94
Economic development	40	89	87	87	81	69	69	69
Environmental groups	18	21	25	27	26	21	20	20
Intermodal freight	55	78	46	57	47	35	57	60
Bicycle/Pedestrian	50	58	36	41	43	40	46	38
Passenger transportation	55	113	70	84	67	71	74	81
State/Federal agency	20	25	19	18	20	13	31	35
Tribal planners	4	8	3	13	12	15	9	7

## SECTION 2: ATTITUDES ABOUT MONTANA'S TRANSPORTATION SYSTEM

### "HOW SATISFIED ARE YOU WITH THE OVERALL TRANSPORTATION SYSTEM IN MONTANA?"

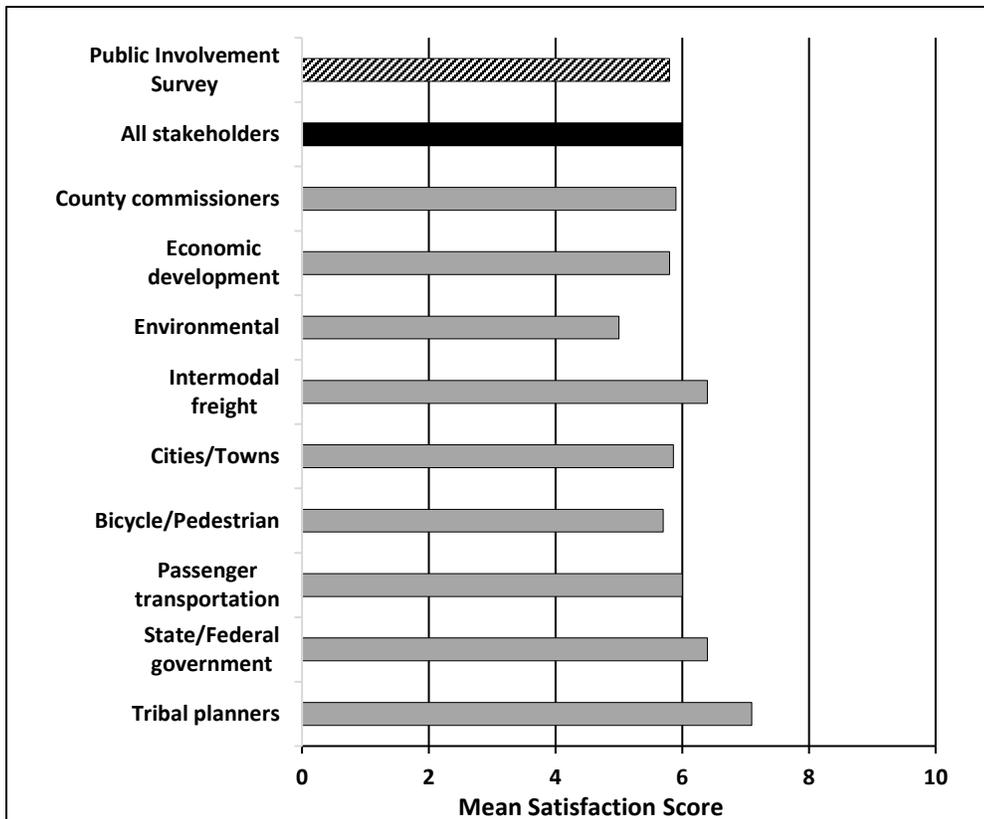
Montana's transportation system was ranked on a scale from 0 to 10, with 0 representing "very unsatisfied" and 10 representing "very satisfied". The psychological midpoint of the 0-10 scale is 5. The distance of the mean score above or below 5 is a measure of the strength of satisfaction or dissatisfaction. When asked about satisfaction with the overall transportation system, the mean response was 6.0, indicating moderate satisfaction; this was slightly higher than the general public (Table 2.1).

**Table 2.1: Overall satisfaction with physical condition of Montana's transportation system**

	Mean	95% confidence interval		N
		Lower limit	Upper limit	
Overall system	6.0	5.8	6.1	433

Among stakeholder groups, Tribal Planners indicated the greatest satisfaction with a mean of 7.1, while Environmental group was the least satisfied, at 5.0 (Figure 2.1).

**Figure 2.1: Overall satisfaction with physical condition of Montana's transportation system, by stakeholder group**



**“HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF THE FOLLOWING ITEMS?”**

Each component of Montana’s transportation system was rated using the same 0 to 10 scale. The physical condition of Montana’s airports received the highest mean satisfaction score of 7.2, compared to bicycle paths with the lowest score of 5.3. For the most part, stakeholder groups overall were slightly more satisfied with the various transportation system components than respondents to the Public Involvement survey (Table 2.1; Figures 2.2 and 2.3.a-2.3.g).

**Table 2.2: Satisfaction with physical condition of system components**

	95% confidence interval			N
	Mean	Lower limit	Upper limit	
Airports	7.2	7.0	7.4	437
Interstate highways	7.0	6.9	7.2	442
Rest areas	6.8	6.6	7.0	442
Other major highways	5.8	5.6	6.0	443
Local transit buses	5.7	5.5	5.9	397
Pedestrian walkways	5.4	5.2	5.6	438
Bicycle paths	5.3	5.1	5.5	433

**Figure 2.2: Satisfaction with physical condition of transportation system components**

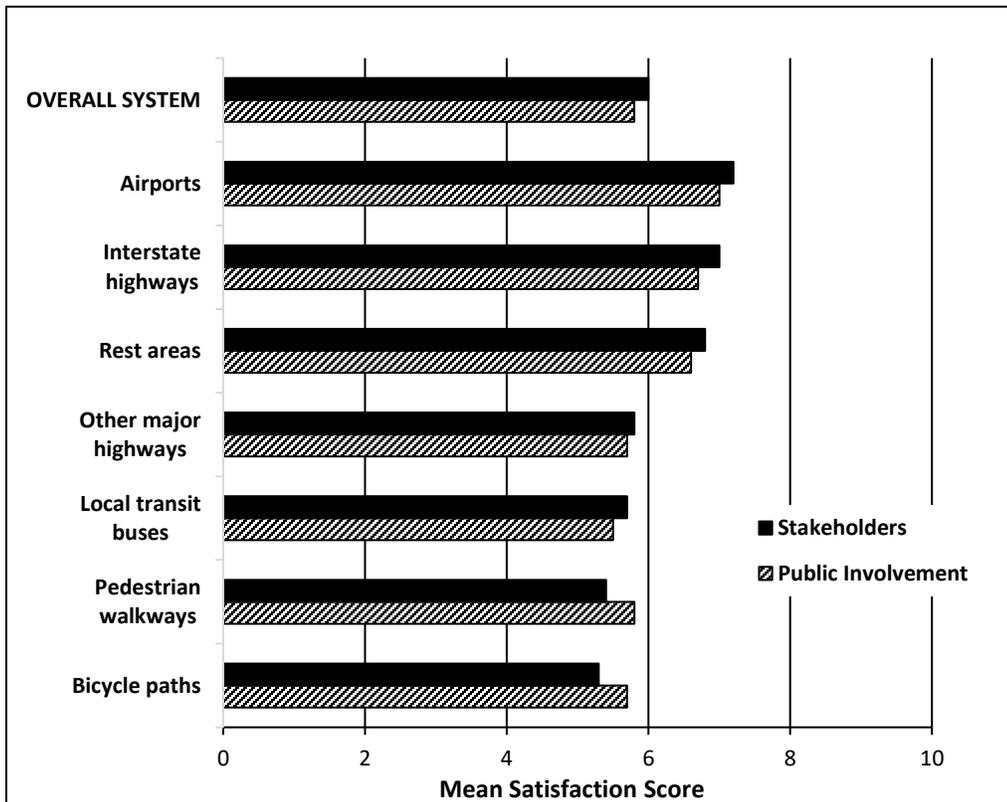


Figure 2.3.a: Satisfaction with physical condition of airports, by stakeholder group

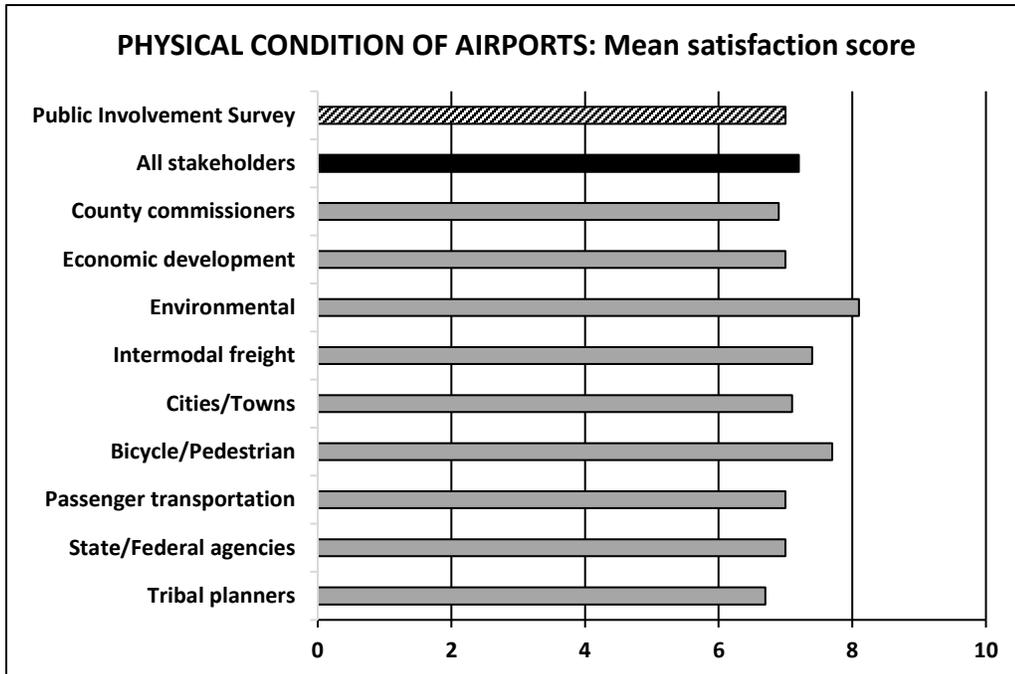


Figure 2.3.b: Satisfaction with physical condition of interstate highways, by stakeholder group

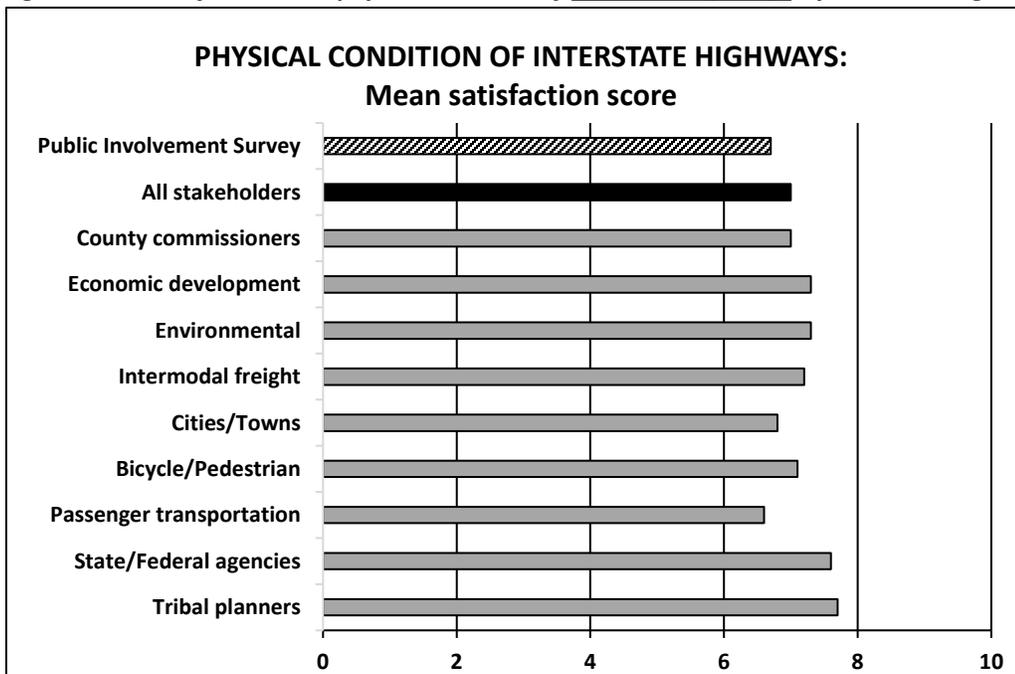


Figure 2.3.c: Satisfaction with physical condition of rest areas, by stakeholder group

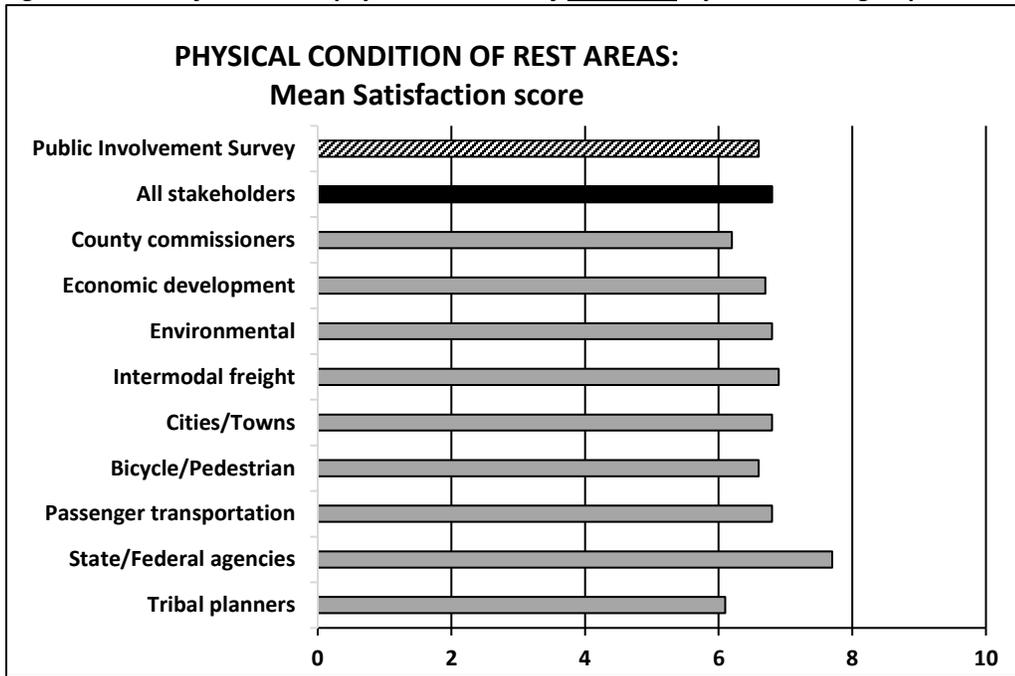


Figure 2.3.d: Satisfaction with physical condition of other major highways, by stakeholder group

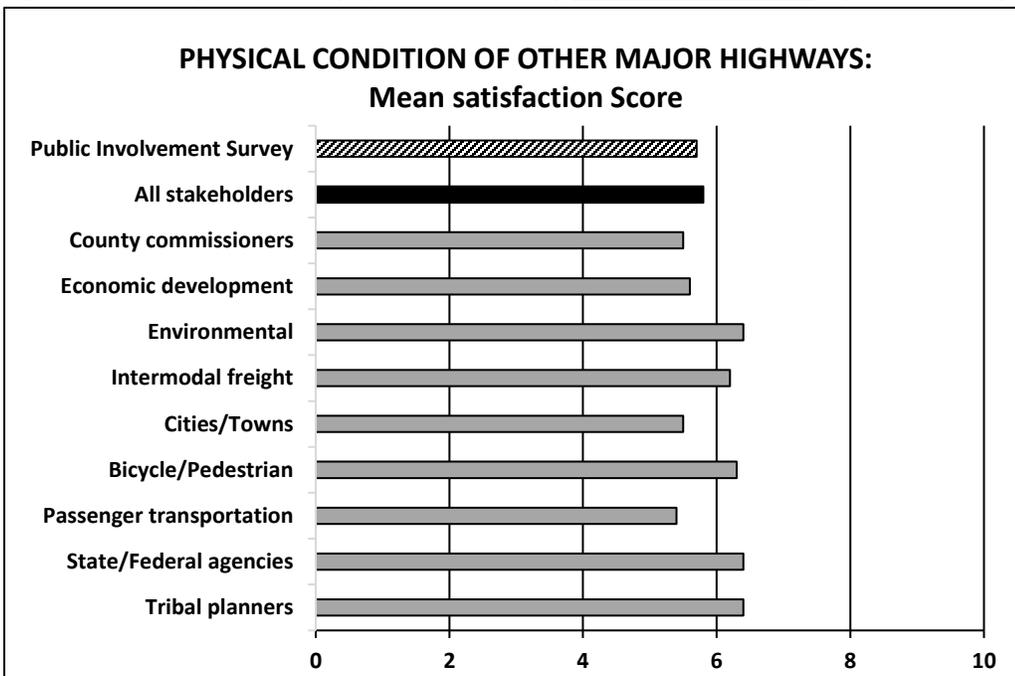


Figure 2.3.e: Satisfaction with physical condition of local transit buses, by stakeholder group

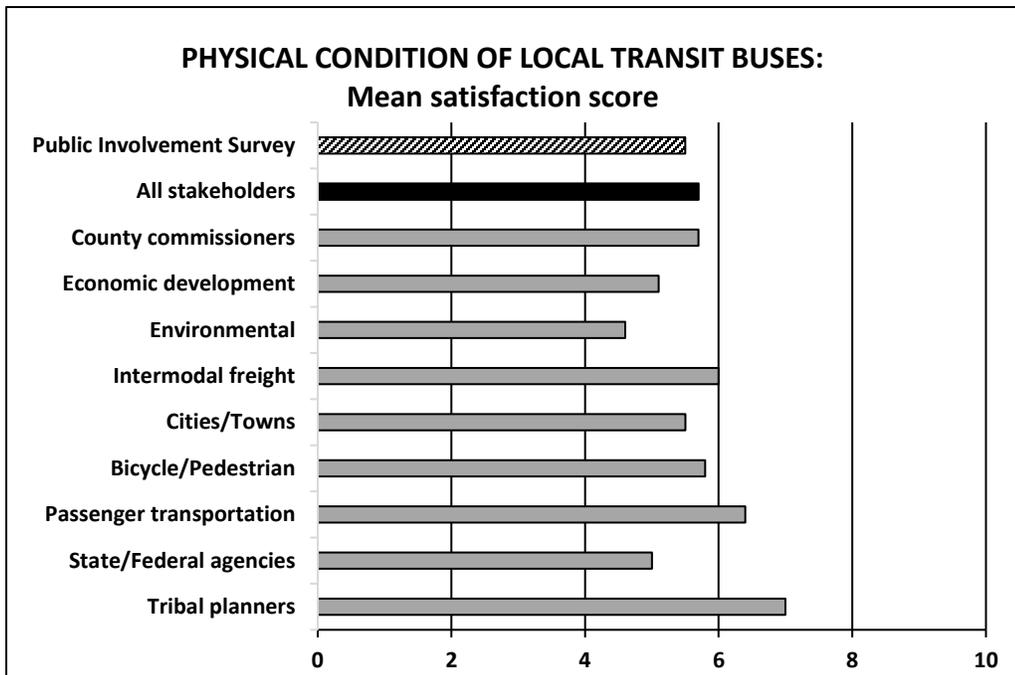


Figure 2.3.f: Satisfaction with physical condition of pedestrian walkways, by stakeholder group

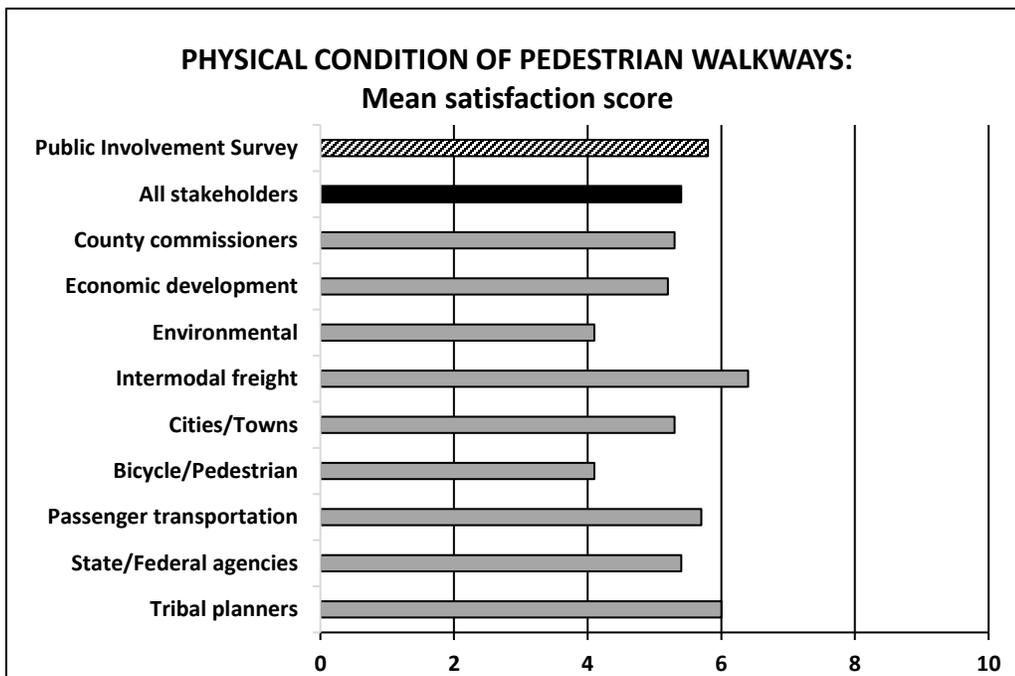
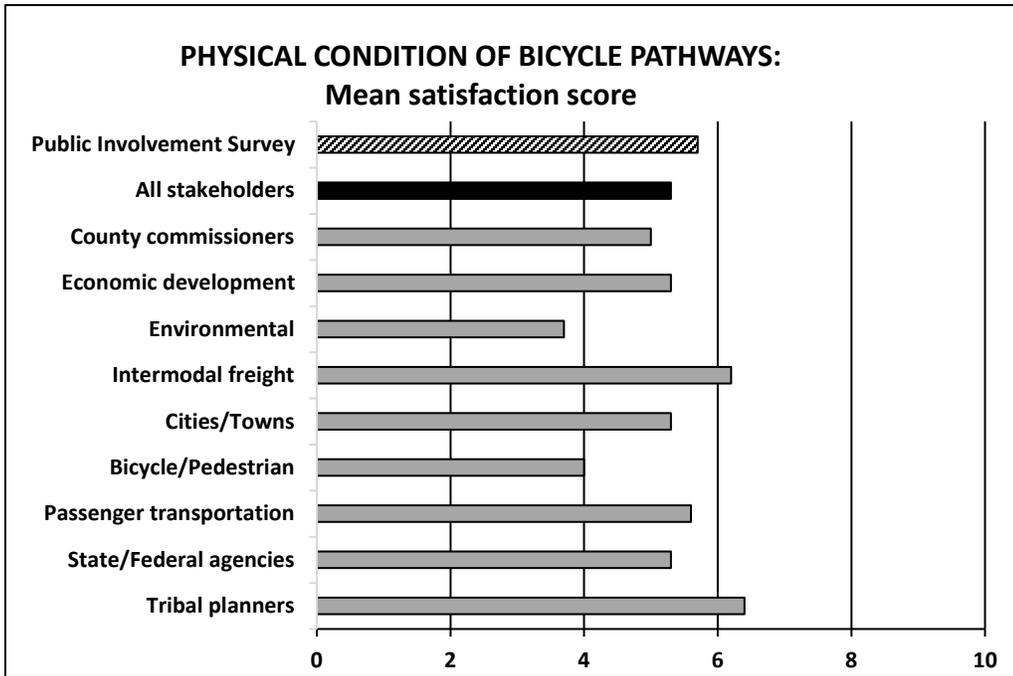


Figure 2.3.g: Satisfaction with physical condition of bicycle pathways, by stakeholder group

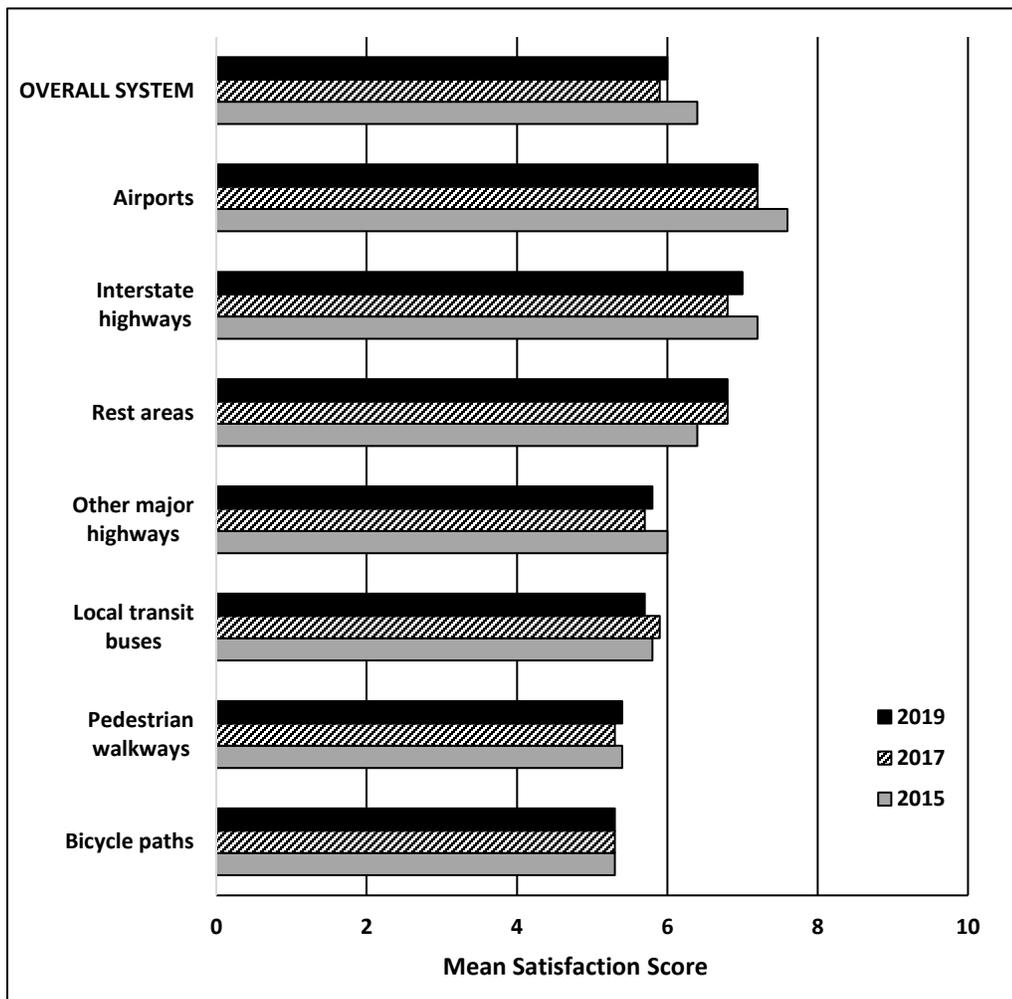


**Trends**

In each of the iterations of this survey, respondents were asked identical questions regarding their satisfaction with the physical condition of various transportation system components. As discussed in the “Survey Improvements” section on pages 1 and 2, the rating scale changed in from a scale of 1 to 10 to a scale of 0 to 10 in 2017. In order to enable comparisons of the 2017 and 2019 results to the 2015 results, 2015 survey responses underwent a “linear stretch” to account for the change in scale.

Satisfaction with the physical condition of the overall transportation system dropped from 2015 (6.4) to 2017 (5.9) and 2019 (5.9 and 6.0, respectively). The same was the case with the highest-scoring item—the state’s airports (from 7.6 to 7.2 in both 2017 and 2019)—and the second-highest scoring item, interstate highways (from 7.2 to 6.8 in 2017 and 7.0 in 2019). The two lowest-scoring items experienced only negligible changes, if any at all (Figure 2.4).

*Figure 2.4: Trends in satisfaction with physical condition of transportation system components*



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICE FOR THE FOLLOWING ITEMS?”**

There was great variability among the various transportation services in terms of rating. The availability of air transportation to destinations outside Montana received the highest satisfaction score at 6.0, compared to the lowest for inter-city buses, at 3.5 (Table 2.2).

**Table 2.3: Satisfaction with service availability**

	Mean	95% confidence interval		N
		Lower limit	Upper limit	
Air transportation outside Montana	6.0	5.8	6.3	431
Freight rail service	5.5	5.3	5.8	323
Transit for the elderly or disabled	5.2	5.0	5.5	357
Local bus or van service	4.9	4.6	5.1	374
Air transportation within Montana	4.8	4.5	5.1	405
Passenger rail service	3.8	3.6	4.1	375
Inter-city buses	3.5	3.3	3.7	356

The greatest difference between the opinion of stakeholders and of the general public occurred for inter-city buses, where stakeholders are much less satisfied than respondents among the general public (Figure 2.5, Figures 2.6.a-2.6.g).

**Figure 2.5: Satisfaction with service availability**

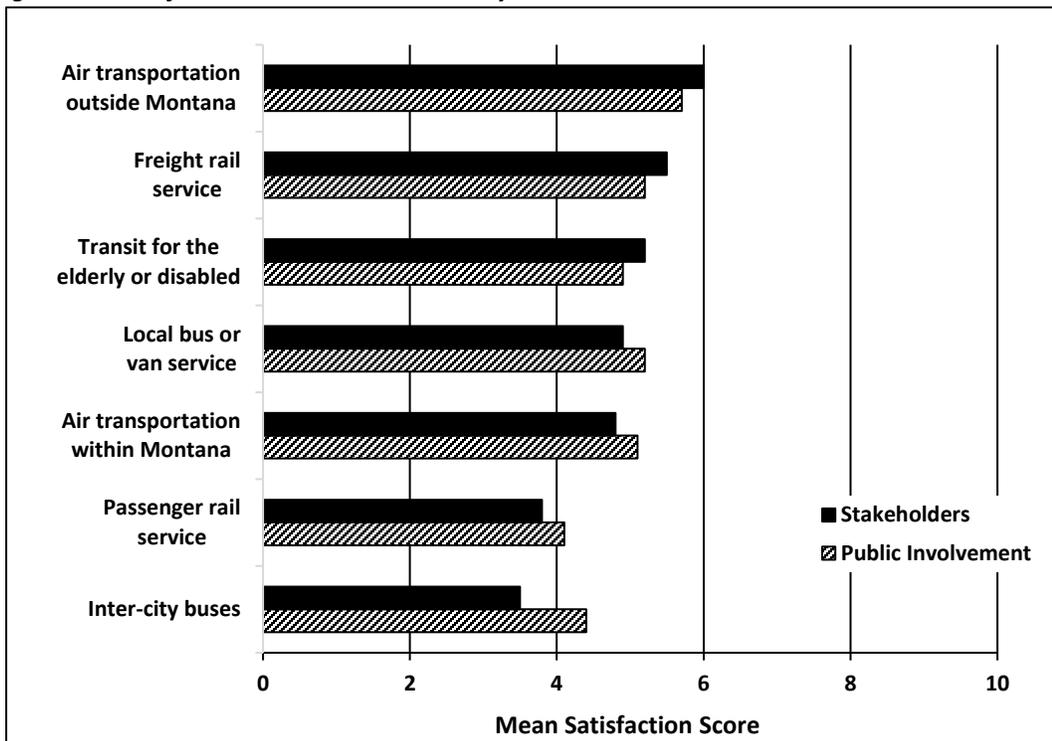


Figure 2.6.a: Satisfaction with availability of air transportation to destinations outside Montana, by stakeholder group

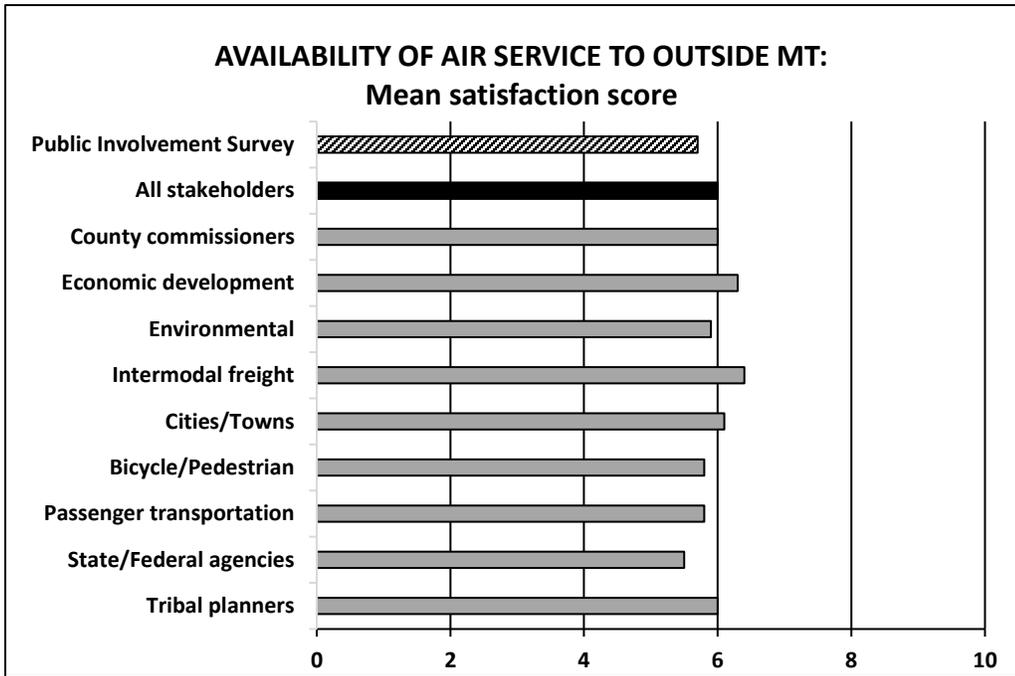


Figure 2.6.b: Satisfaction with availability of freight rail service, by stakeholder group



Figure 2.6.c: Satisfaction with availability of transit for the elderly or disabled, by stakeholder group

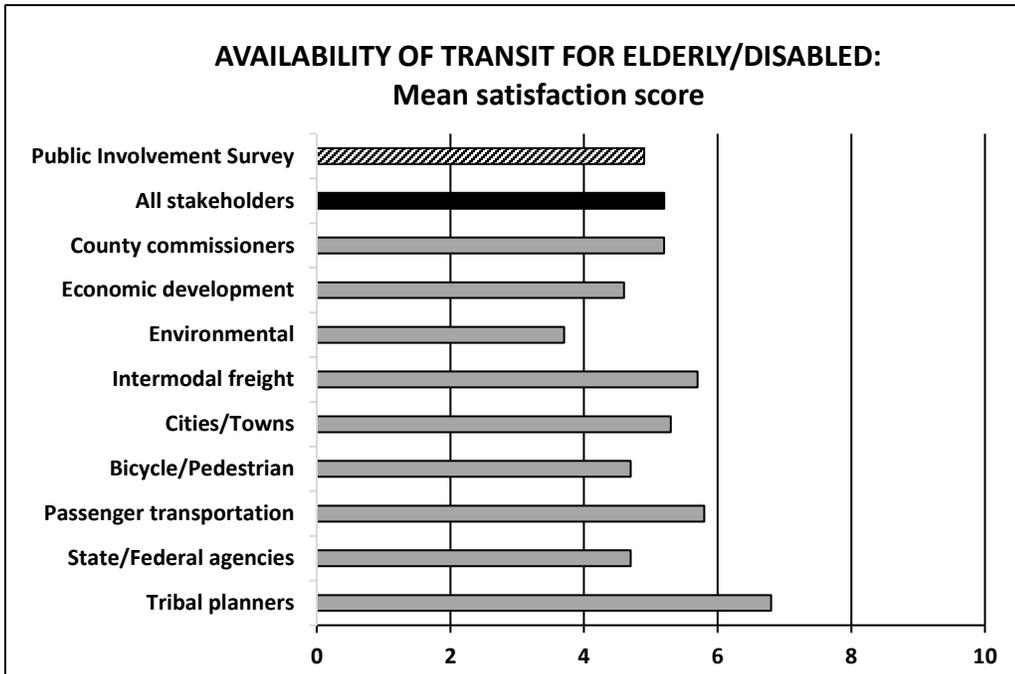


Figure 2.6.d: Satisfaction with availability of air transportation within Montana, by stakeholder group

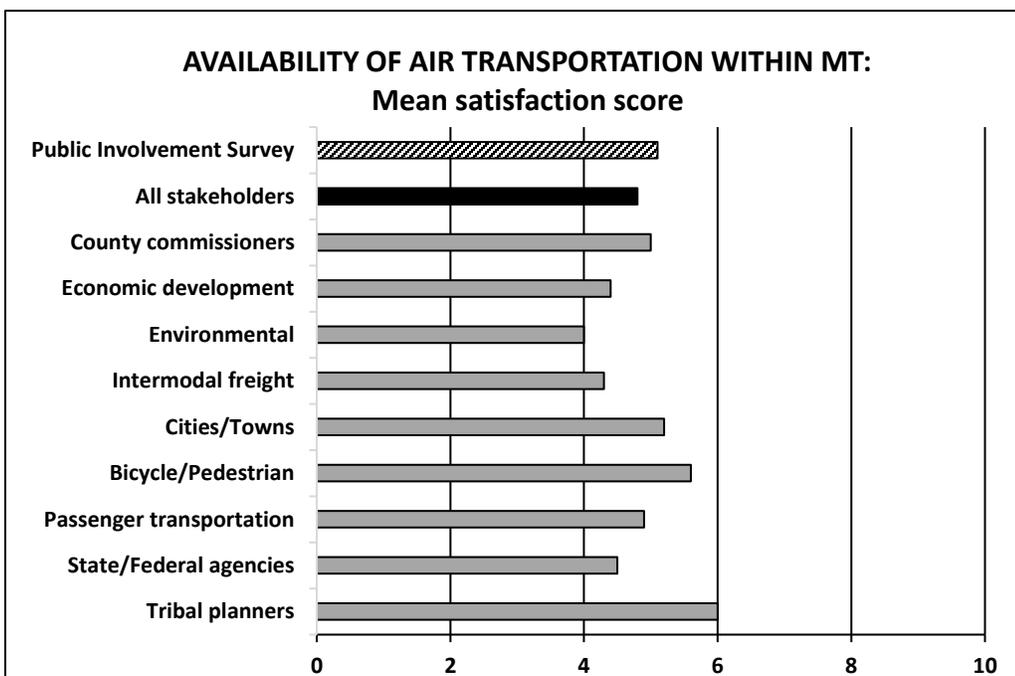


Figure 2.6.e: Satisfaction with availability of local bus and van services, by stakeholder group

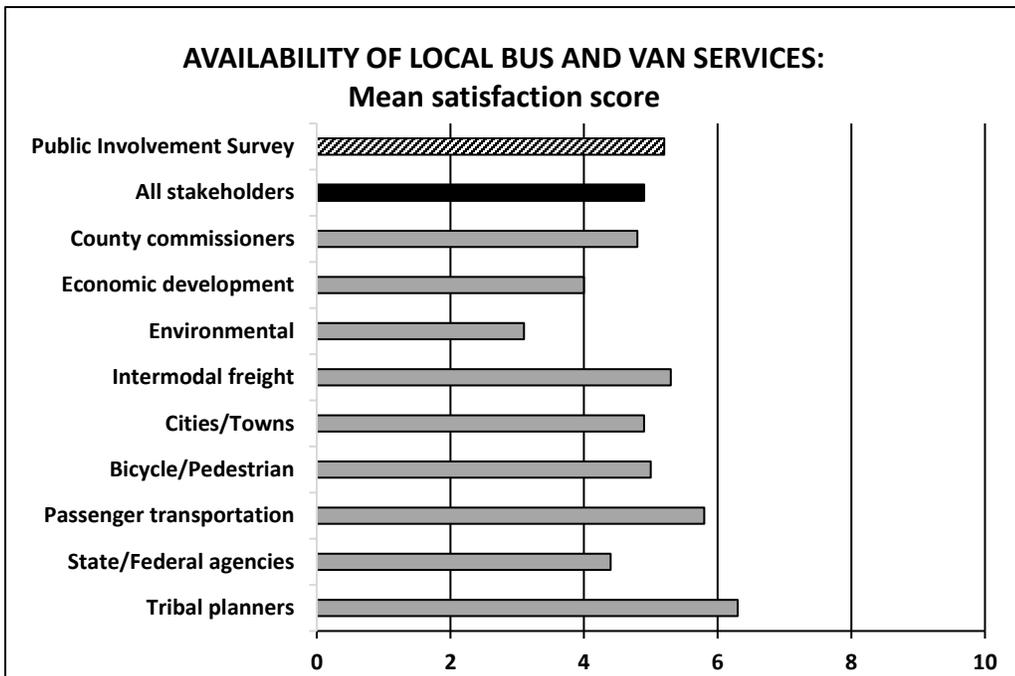


Figure 2.6.f: Satisfaction with availability of passenger rail service, by stakeholder group

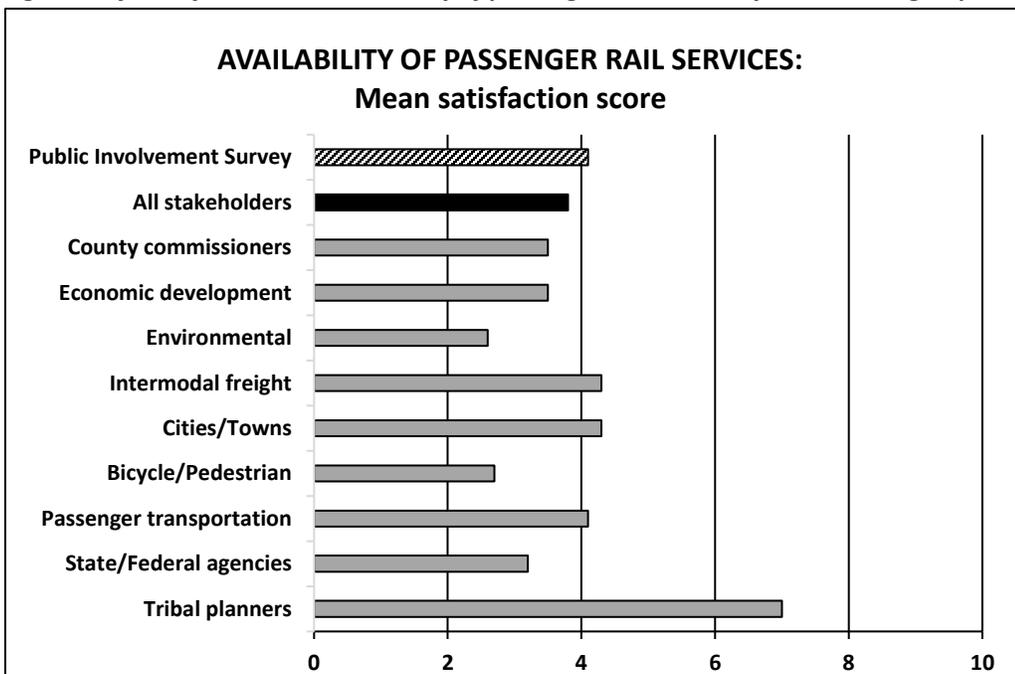
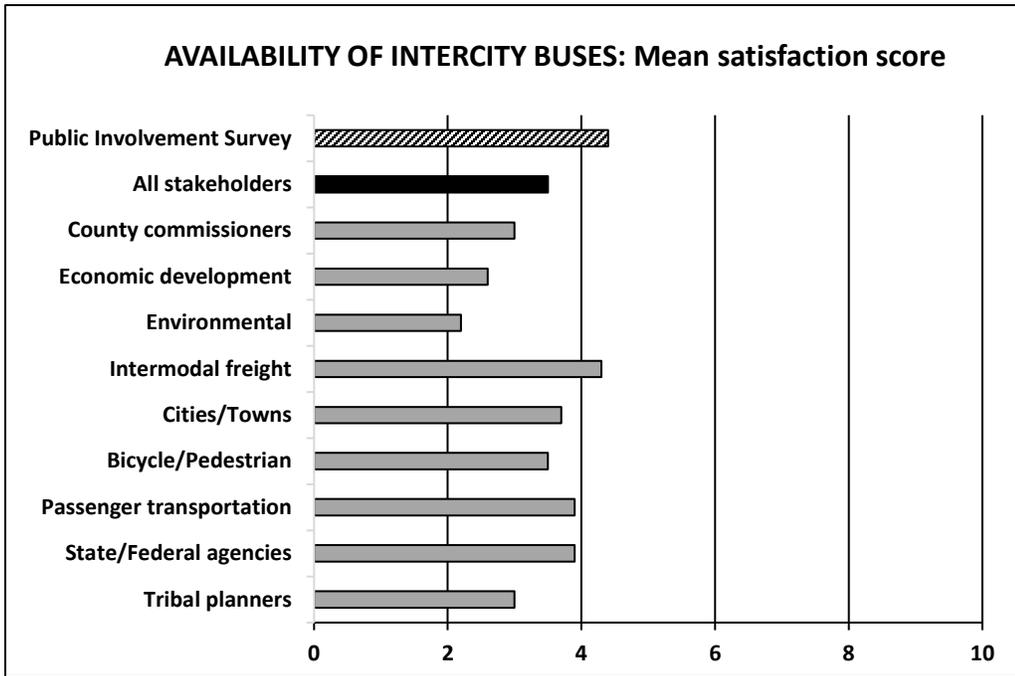


Figure 2.6.g: Satisfaction with availability of intercity buses, by stakeholder group

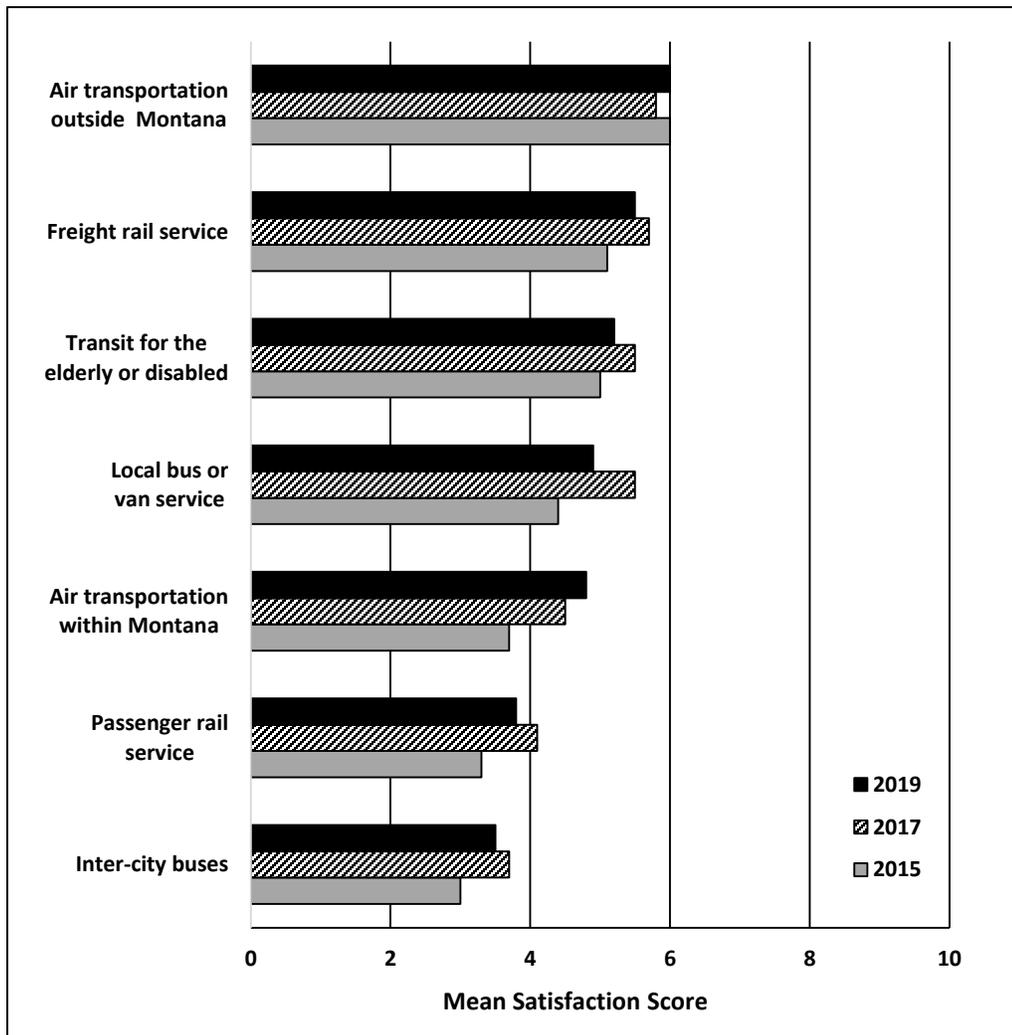


**Trends**

In each of the iterations of this survey, respondents were asked identical questions regarding their satisfaction with the availability of various transportation system components. As discussed in the “Survey Improvements” section on pages 1 and 2, the rating scale changed in from a scale of 1 to 10 to a scale of 0 to 10 in 2017. In order to enable comparisons of the 2017 and 2019 results to the 2015 results, 2015 survey responses underwent a “linear stretch” to account for the change in scale.

The ranking order of satisfaction levels remained the same in 2019 as compared to 2015—satisfaction with availability of air transportation to destinations outside Montana rated the highest (6.0 in both years), and satisfaction with availability of inter-city buses rating the lowest (3.0 in 2015 and 3.5 in 2019). The greatest change occurred in the area of availability of local bus and van service, which increased from 2015 to 2017 (4.4 to 5.5, only to drop back down in 2019 (4.9) (Figure 2.7).

*Figure 2.7: Trends in satisfaction with service availability*



**“IN MONTANA, HOW MUCH OF A PROBLEM IS EACH OF THE FOLLOWING ITEMS?”**

Stakeholder respondents rated possible problems with aspects of the state transportation system on a scale from 1 to 4, where 1 represented “Not a problem” and 4 represented “Serious problem” (Table 2.3).

- Overall, none of the problems listed were rated as being more than a moderate problem.
- Road pavement conditions were rated as a serious problem by 19 percent of stakeholders.
- Fifty-one percent rated adequate road signs as “not a problem”.

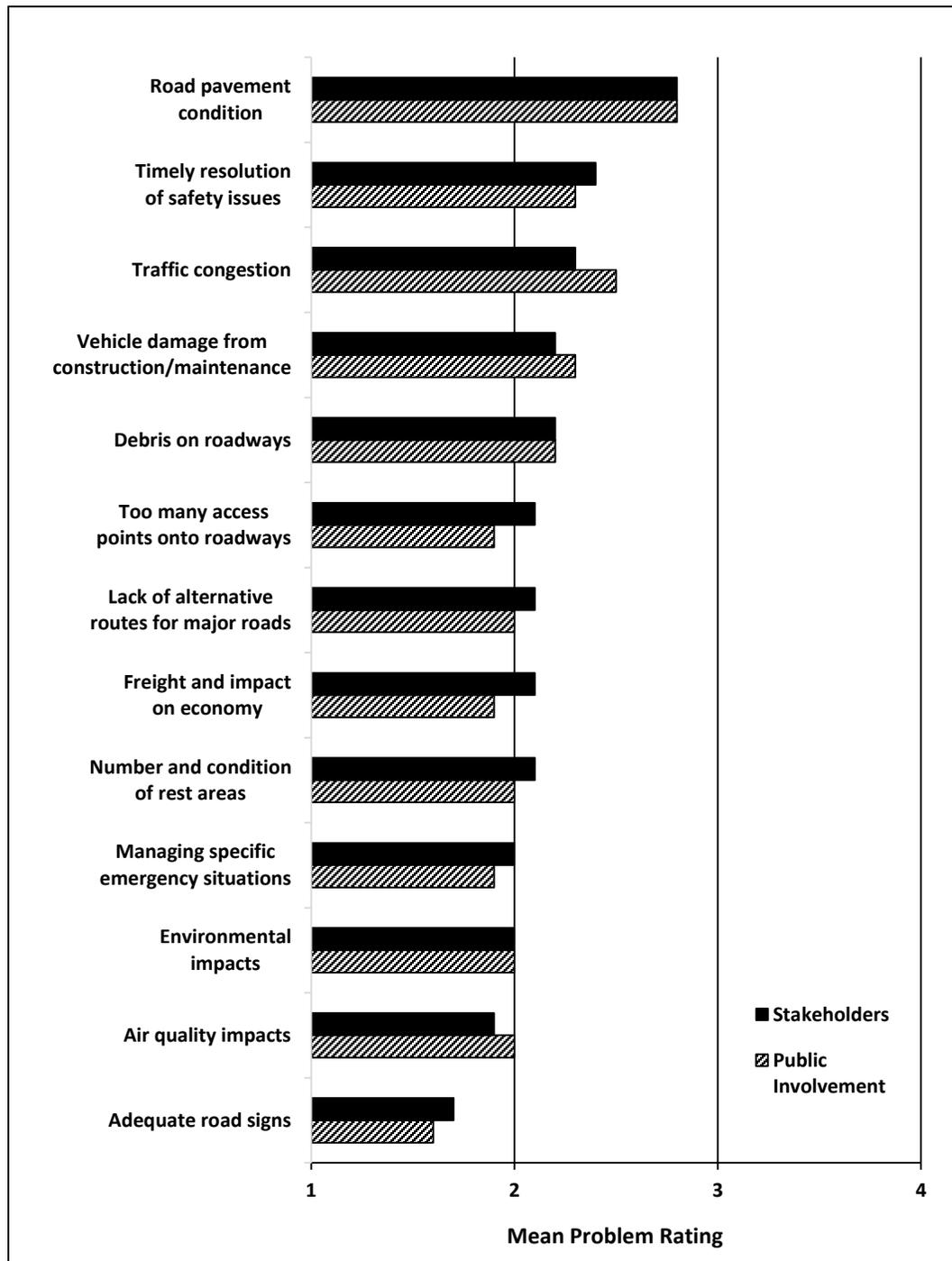
**Table 2.4: Montana transportation system problems**

	Serious problem	Moderate problem	Small problem	Not a problem	Mean	N
Road pavement condition	19%	46%	29%	6%	2.8	434
Timely resolution of safety issues	13%	34%	36%	17%	2.4	371
Traffic congestion	7%	31%	46%	16%	2.3	434
Debris on roadways	8%	22%	50%	20%	2.2	437
Vehicle damage from highway construction and maintenance	8%	23%	51%	17%	2.2	415
Lack of alternative routes for major roads	6%	25%	39%	30%	2.1	422
Too many access points onto major roadways	6%	23%	44%	27%	2.1	421
Number and condition of rest areas	8%	34%	35%	33%	2.1	418
Freight and impact on economy	9%	22%	35%	34%	2.1	347
Impacts on the environment from transportation system	9%	19%	34%	38%	2.0	388
Ability to manage specific emergency situations	5%	21%	42%	32%	2.0	345
Air quality impacts from highway maintenance	3%	18%	47%	32%	1.9	419
Adequate road signs	2%	11%	36%	51%	1.7	432

*Note: Percentages may not add to 100% due to rounding.*

When comparing survey responses from stakeholders and from the general public, there is very little variation between the two groups. Both groups rate road pavement condition as the greatest problem by a wide margin (Figure 2.8, Figures 2.9.a-2.9.e).

Figure 2.8: Montana transportation system problems



In order to keep the number of graphs in this report closer to a manageable number, graphs for individual problem issues by stakeholder group are only provided for the top five: Road pavement conditions; Timely resolution of safety issues; Traffic congestion; Vehicle damage from road construction and maintenance; and Debris on roadways (Figures 2.9.a through 2.9.e).

Figure 2.9.a: First-ranked problem—Road pavement condition, by stakeholder group

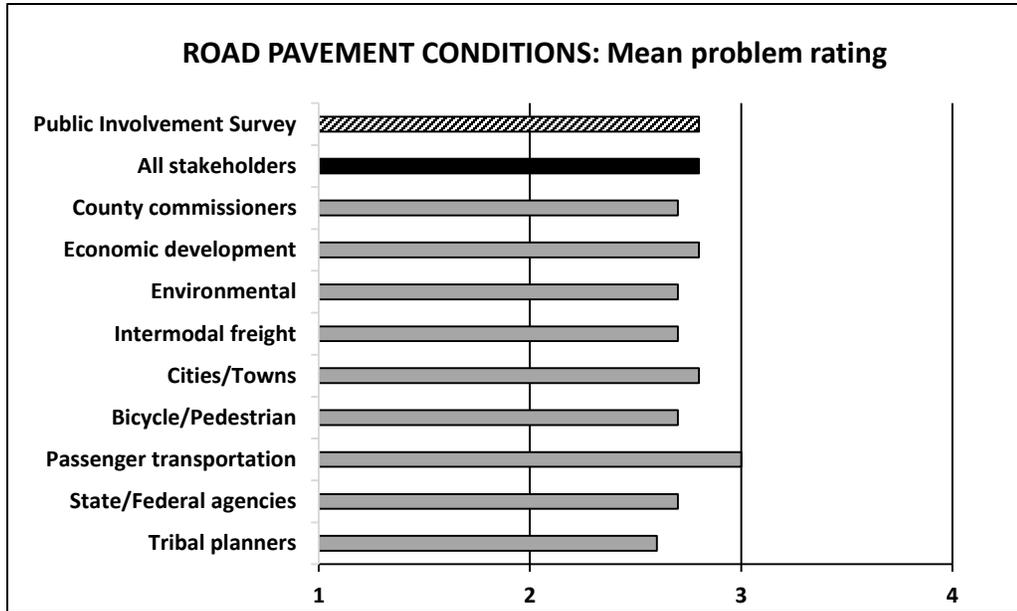


Figure 2.9.b: Second-ranked problem—Timely resolution of safety issues, by stakeholder group



Figure 2.9.c: Third-ranked problem—Traffic congestion, by stakeholder group

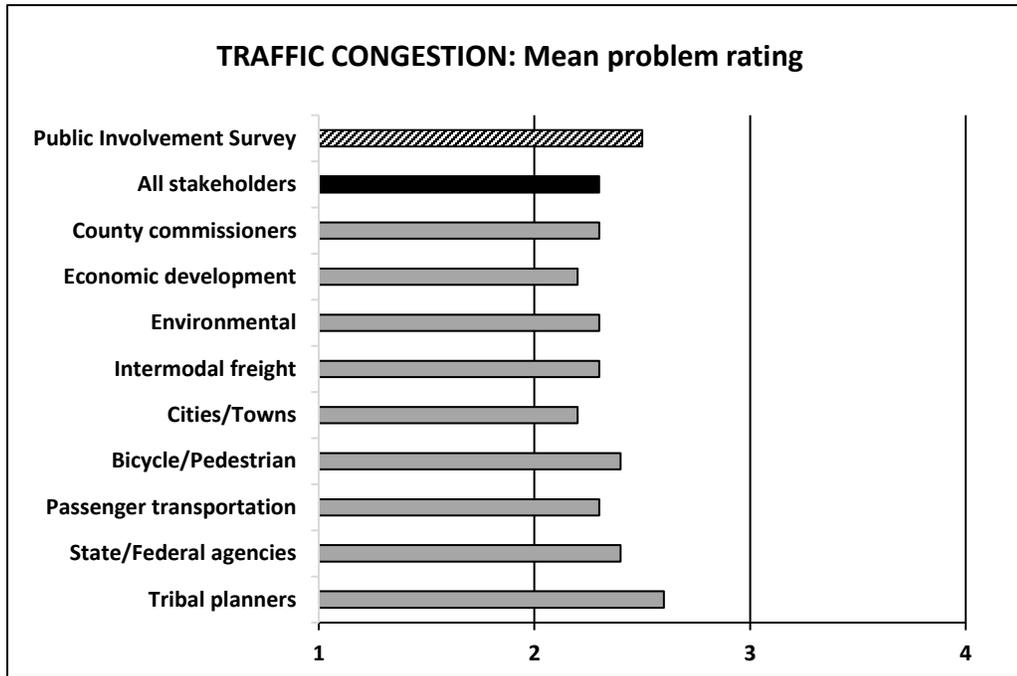


Figure 2.9.d: Fourth-ranked problem—Vehicle damage from road construction and maintenance, by stakeholder group

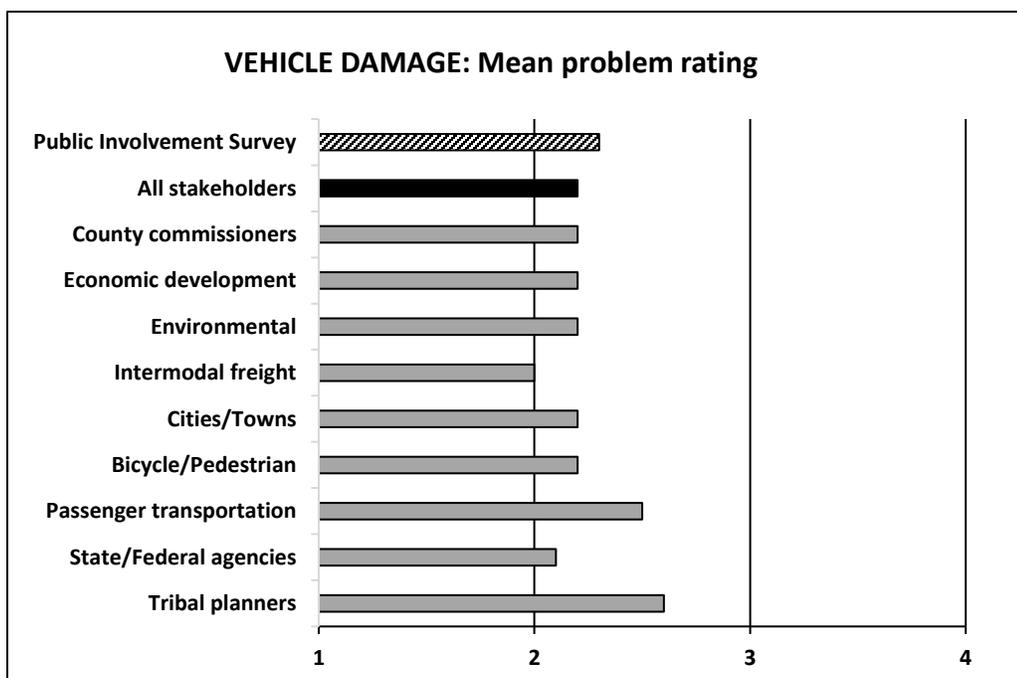
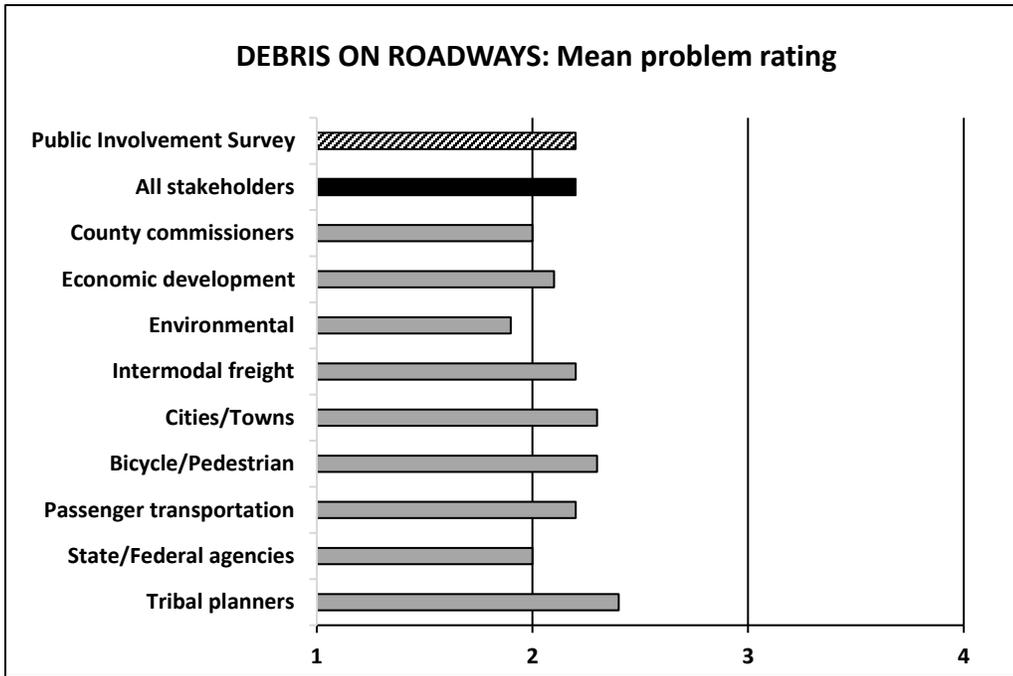


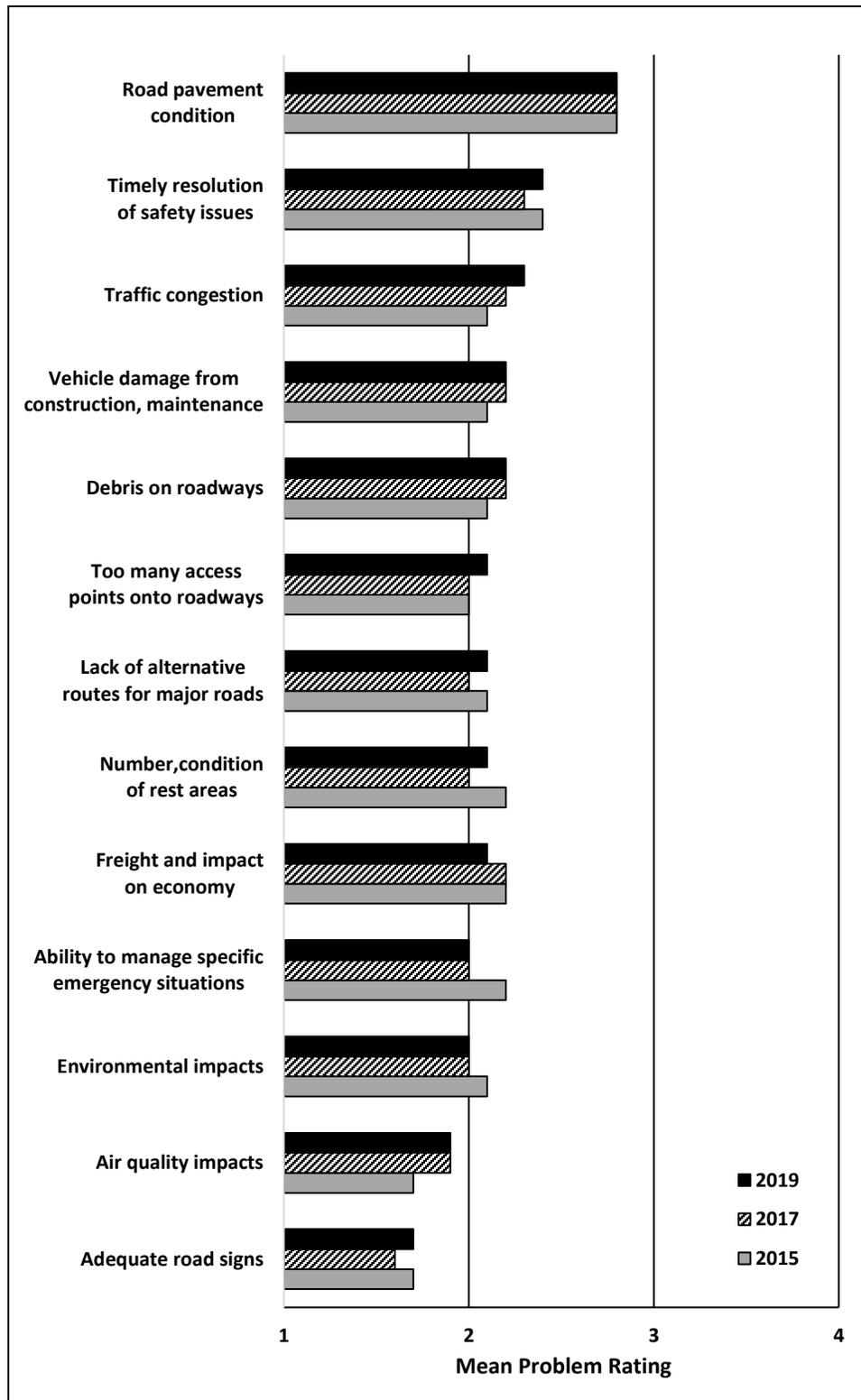
Figure 2.9.e: Fifth-ranked problem—Debris on roadways, by stakeholder group



### Trends

Mean problem ratings showed little change between 2015 and 2019; further, between 2017 and 2019 there was virtually no change at all in the way respondents rated the problems they perceived related to the state's transportation system (Figure 2.10).

Figure 2.10: Trends in transportation system problem rating



**“WHAT PRIORITY SHOULD MDT ASSIGN ACTIONS THAT COULD IMPROVE THE TRANSPORTATION SYSTEM?”**

Respondents were asked to use a scale from 1 to 5 to prioritize 15 possible actions that could be undertaken to improve Montana’s transportation system. A value of 1 represented “very low priority”, while a value of 5 represented “very high priority”. As indicated in Table 2.3, above, most transportation system issues are considered small problems; however, stakeholders assign a medium priority or a somewhat high priority to addressing them (Table 2.4). There was great consistency between stakeholder respondents and respondents from the general public (Figure 2.11). Only the top five priorities are broken out by stakeholder group: Road pavement condition; Transportation safety; Interstate and major highways; Roadside vegetation; and Wildlife crossings and barriers (Figures 2.12.a-2.12.e).

**Table 2.5: Prioritization of actions to improve transportation system**

	Very high priority	Somewhat high priority	Medium priority	Somewhat low priority	Very low priority	Mean	N
Road pavement condition	26%	48%	22%	3%	<1%	4.0	438
Transportation safety	25%	32%	28%	11%	3%	3.7	431
Interstate and major highways	16%	40%	35%	8%	2%	3.6	440
Wildlife crossing and barriers	22%	30%	28%	13%	8%	3.5	438
Roadside vegetation	20%	30%	32%	15%	4%	3.5	438
Keeping the public informed	14%	32%	36%	15%	3%	3.4	436
Scheduled airline services	13%	28%	33%	19%	8%	3.2	437
Existing passenger rail service	18%	23%	31%	17%	12%	3.2	435
Promotion of local transit systems	15%	26%	32%	19%	8%	3.2	435
Adequate pedestrian facilities	17%	20%	31%	22%	11%	3.1	435
Semi-truck parking and facilities	7%	19%	41%	24%	8%	2.9	438
Traffic congestion	9%	20%	31%	26%	14%	2.7	437
Improve rest areas	6%	18%	41%	26%	9%	2.9	435
Ensure adequate bicycle facilities	16%	12%	26%	27%	19%	2.8	435
Regulate highway approaches	5%	17%	35%	28%	15%	2.7	437

Note: Percentages may not add to 100% due to rounding.

Figure 2.11: Prioritization of actions for improving transportation system, by survey type

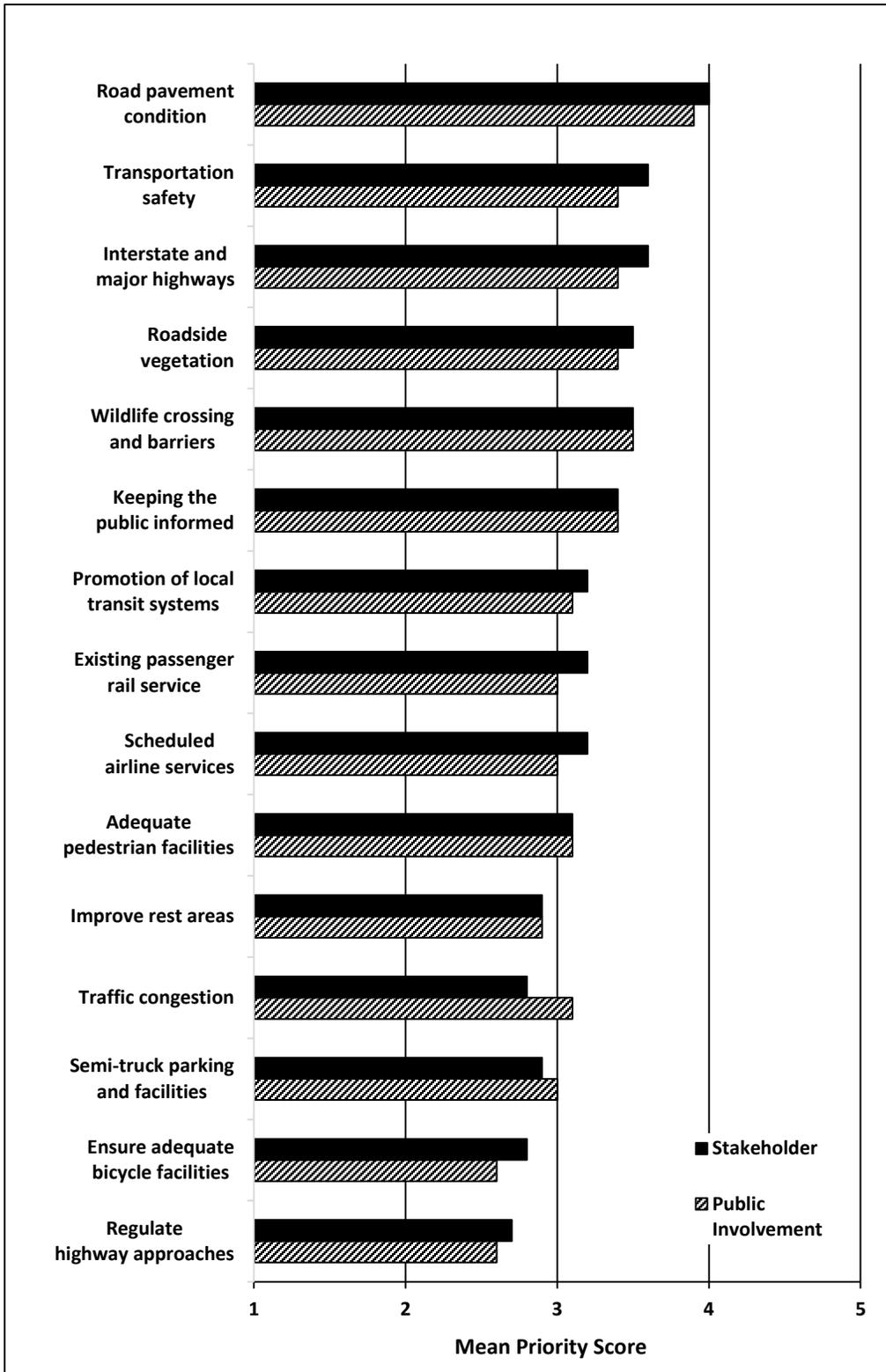


Figure 2.12.a: First Priority—Road pavement conditions, by stakeholder group

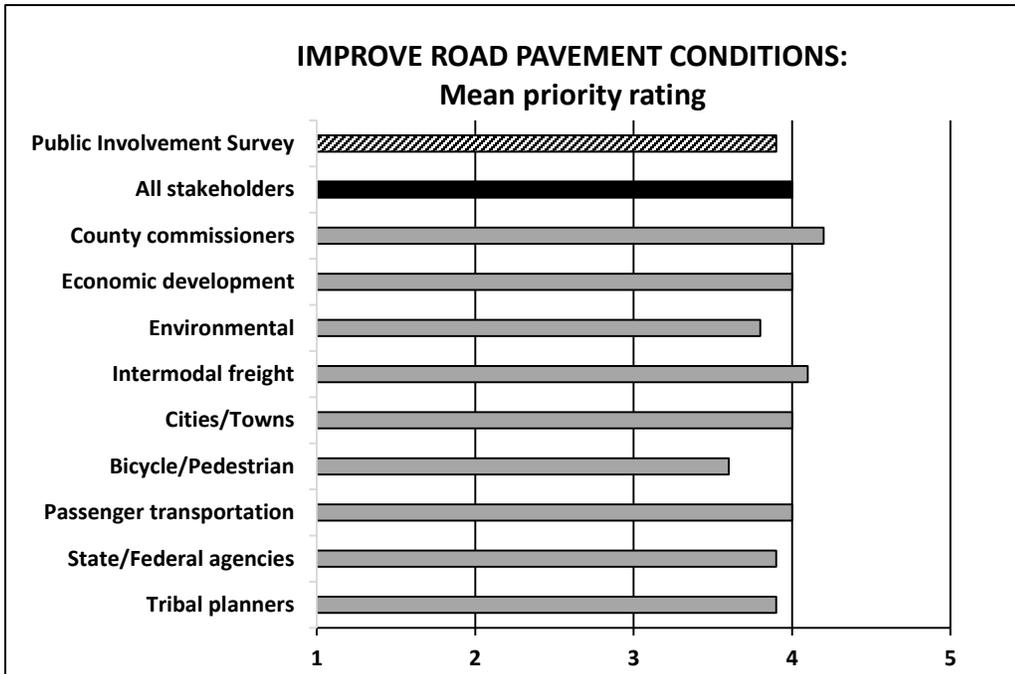


Figure 2.12.b: Second Priority—Transportation safety, by stakeholder group

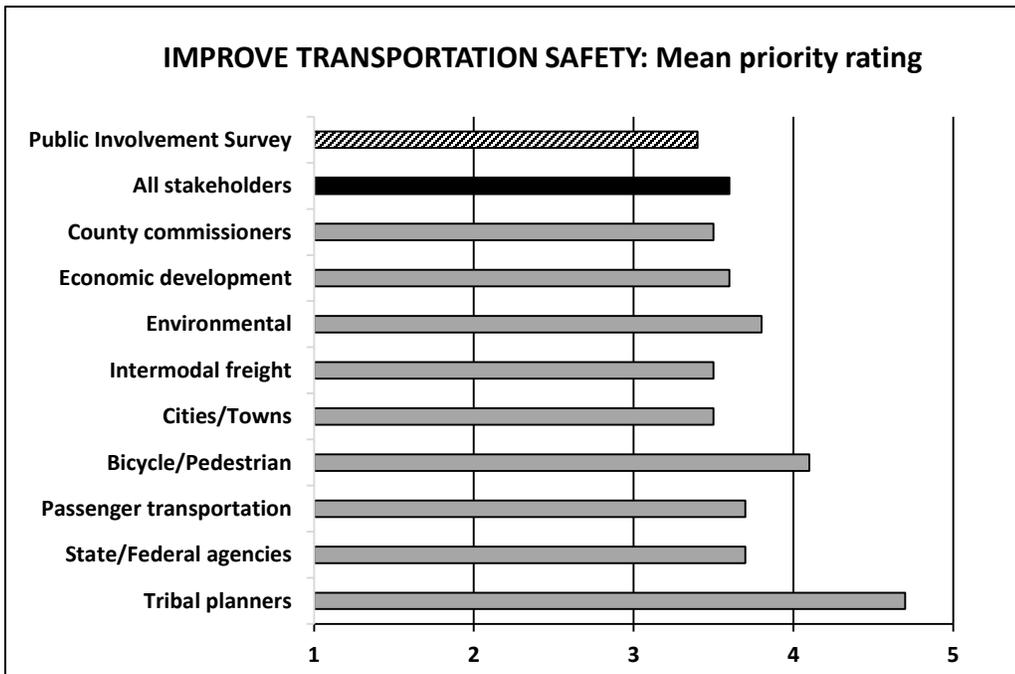


Figure 2.12.c: Third Priority—Interstates and other major highways, by stakeholder group

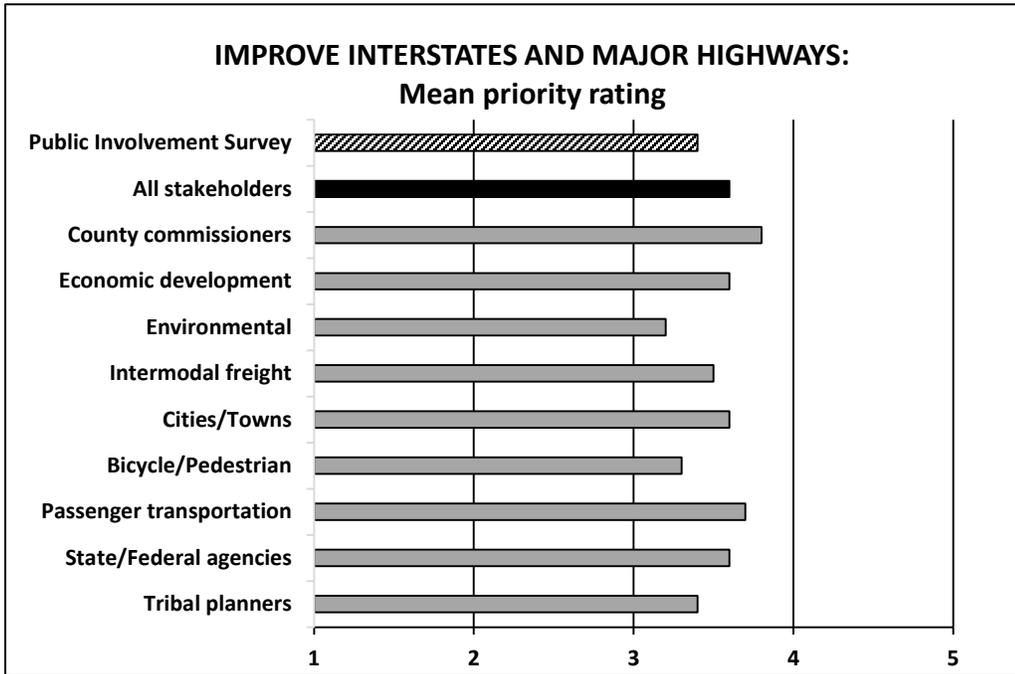


Figure 2.12.d: Fourth Priority—Re-vegetation and weed control, by stakeholder group

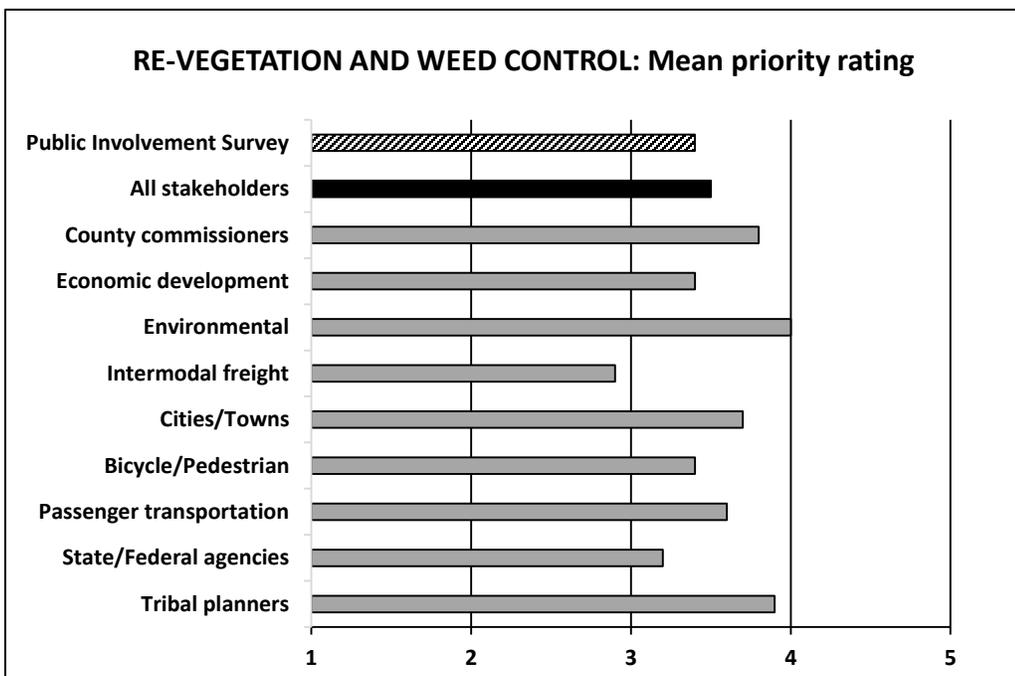
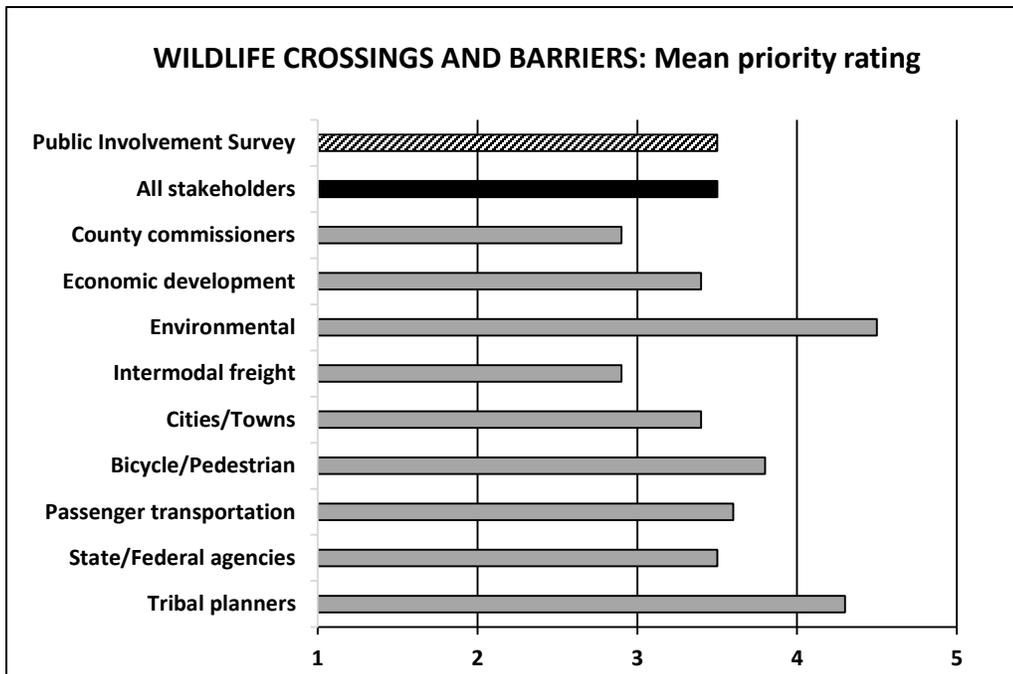
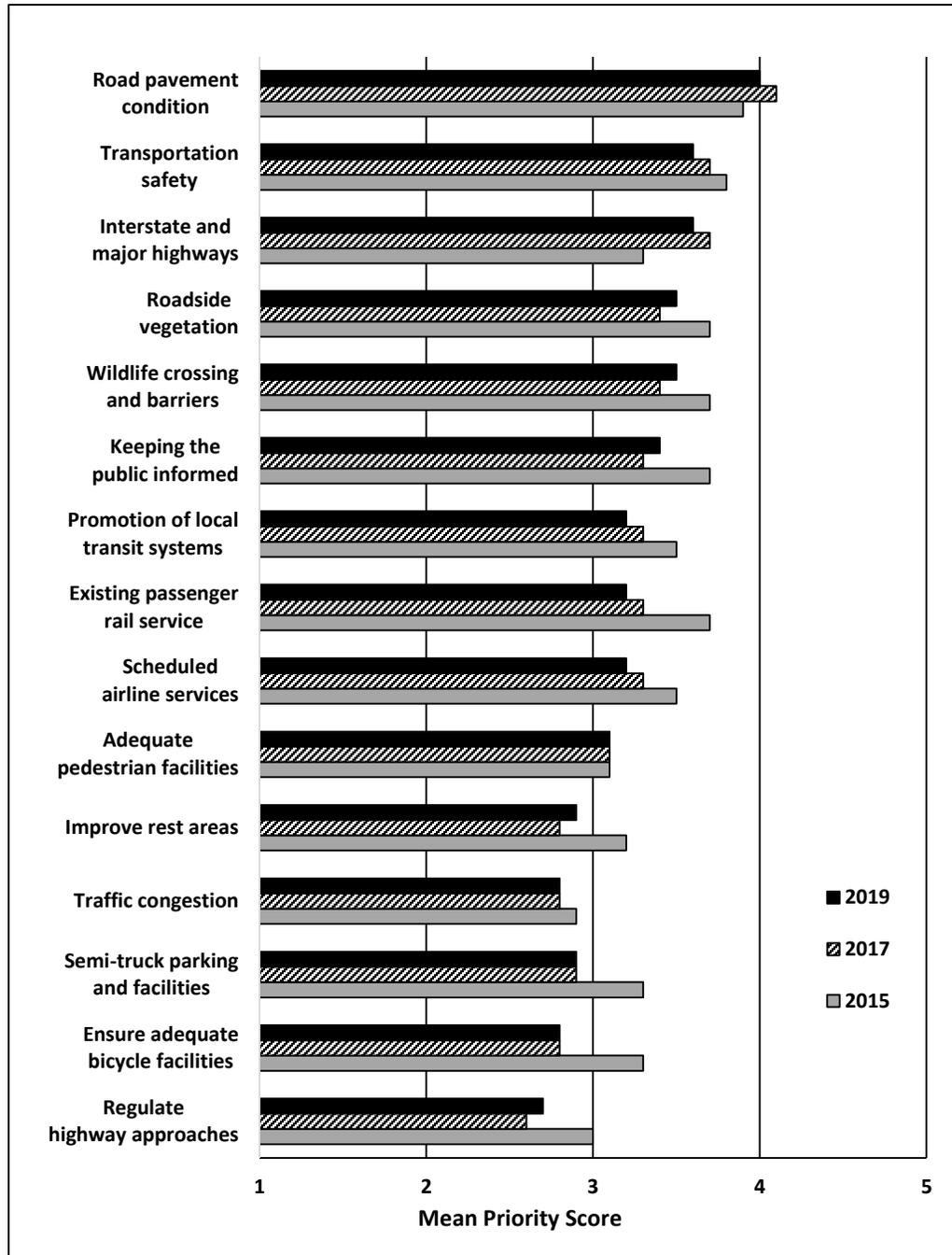


Figure 2.12.e: Fifth Priority—Wildlife crossings and barriers, by stakeholder group



Further, there was very little change in priority assessment between 2017 and 2019, though a slightly greater change since 2015 (Figure 2.13).

Figure 2.13: Trends in prioritization of actions for improving transportation system





### SECTION 3. MDT SYSTEM FUNDING PRIORITIES

#### “WHAT VALUE DO YOU PERCEIVE GETTING FROM MONTANA’S TRANSPORTATION SYSTEM?”

The average Montanan pays between \$200 and \$260 per year in state and federal fuel taxes to support transportation infrastructure in the state. Stakeholders were asked if they felt they received greater or lesser value per year from the Montana transportation system (Table 3.1).

- Overall, the largest group of stakeholders feel they get greater value than \$200-\$260 per year from the state’s transportation system (47%).
- More stakeholders than general public respondents perceive they get greater value than \$200-\$260 per year from the transportation system (47% and 21%, respectively).
- Among stakeholders, the greatest percentage among state and federal agency workers perceive they get more value (63%).

**Table 3.1: Perceived value from Montana’s transportation system**

	More value	About \$200-\$260	Less value	N
Public Involvement Survey	21%	52%	27%	1,343
All stakeholders	47%	38%	15%	435
County commissioners	59%	23%	18%	39
Cities and towns	31%	50%	19%	90
Economic development	54%	33%	13%	67
Environmental groups	53%	32%	16%	19
Intermodal freight	52%	37%	12%	60
Bicycle/Pedestrian	49%	41%	11%	37
Passenger transportation	38%	47%	15%	81
State/Federal	63%	31%	6%	35
Tribal planners	57%	14%	29%	7

*Note: Percentages may not add to 100% due to rounding.*

**“WHICH ASPECTS OF THE TRANSPORTATION SYSTEM SHOULD BE FUNDED AT A LOWER LEVEL?”**

Stakeholders were also asked which aspects of the Montana transportation system, if any, they would like to see funded at a lower level if overall funding for MDT were to decrease (Table 3.2, Figure 3.1).

- Overall, with the exception of bicycle pathways and pedestrian walkways, the majority of respondents think the listed items should be funded at the same or higher level.
- The greatest percentage of respondents (63%) think bicycle pathways should be funded at a lower level.
- Some respondents ranked certain items to receive greater funding than current levels, with maintenance (34%) receiving the greatest percentage of such rankings.

**Table 3.2: Funding priorities by system component**

	Fund at lower level	Fund at same level	Fund at higher level	N
Bicycle pathways	63%	21%	16%	438
Pedestrian walkways	57%	27%	16%	434
Local transit buses	42%	42%	16%	428
Rest areas	42%	51%	7%	427
Interstate highways	16%	68%	16%	437
Other major highways	10%	64%	26%	434
Maintenance	5%	61%	34%	428

*Note: Percentages may not add to 100% due to rounding.*

Figure 3.1: Transportation system components where respondents prefer decreased funding

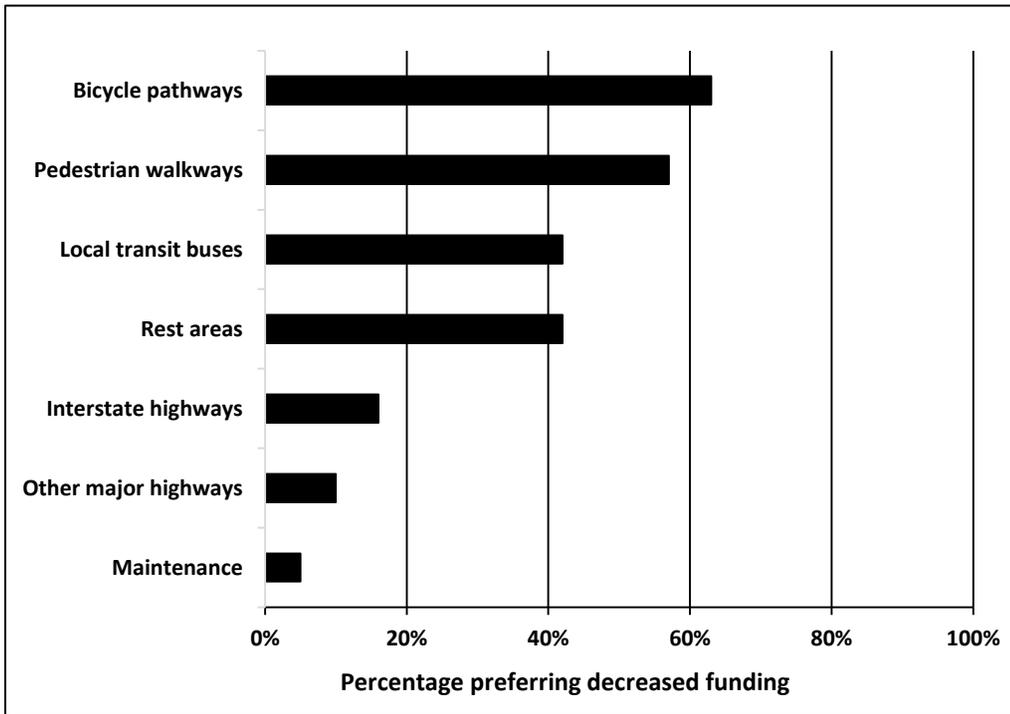


Figure 3.2.a: First preference for decreased funding—Bicycle pathways

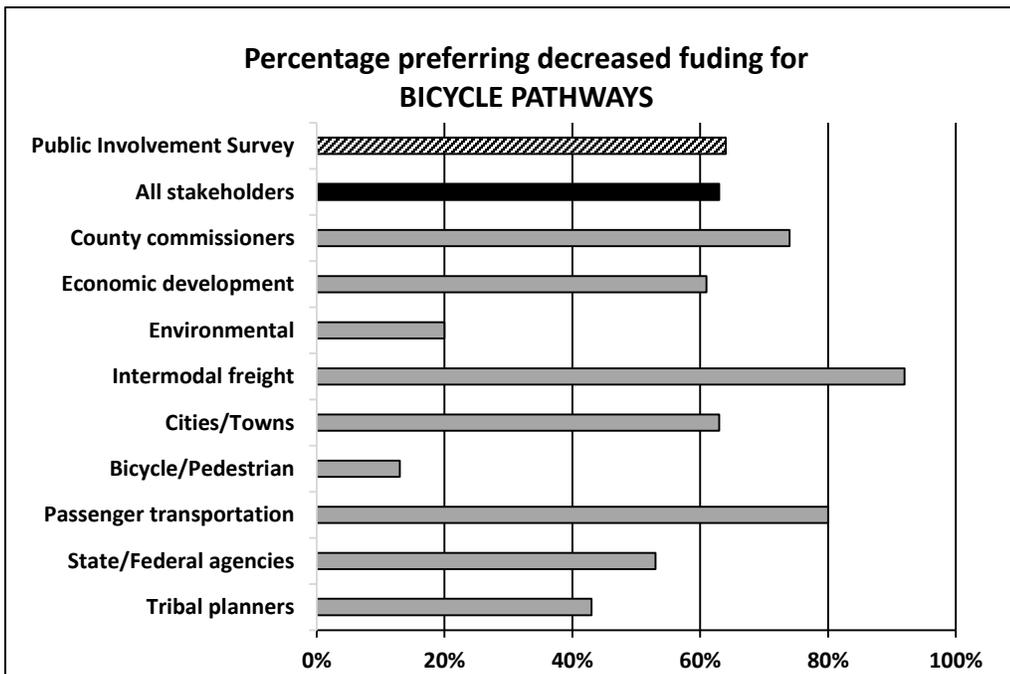


Figure 3.2.b: Second preference for decreased funding—Pedestrian walkways

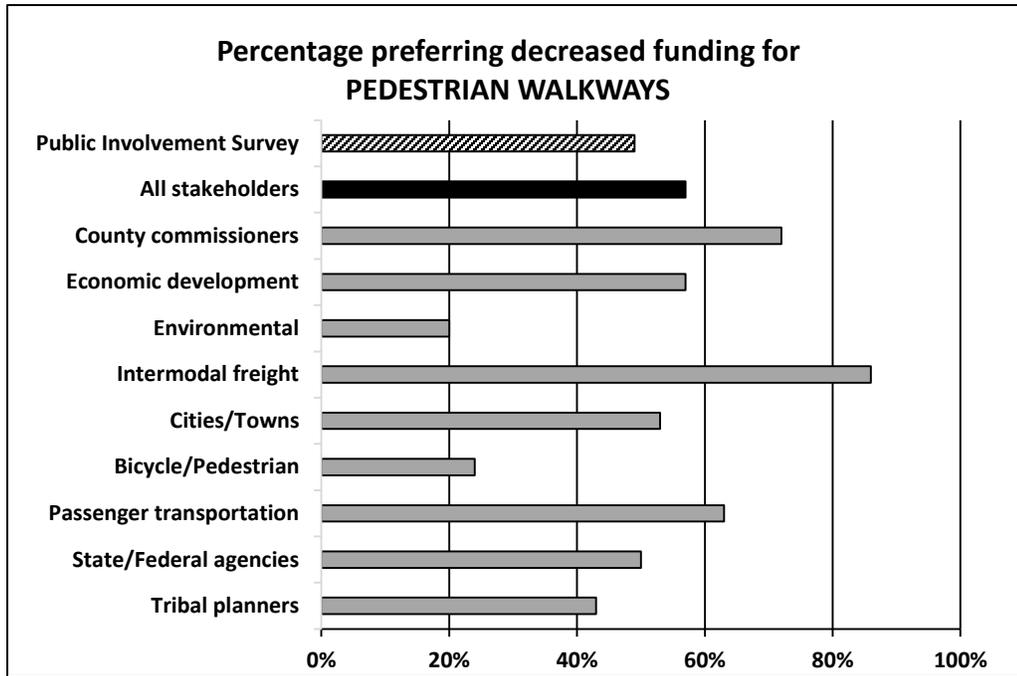


Figure 3.2.c: Third preference for decreased funding—Local transit buses

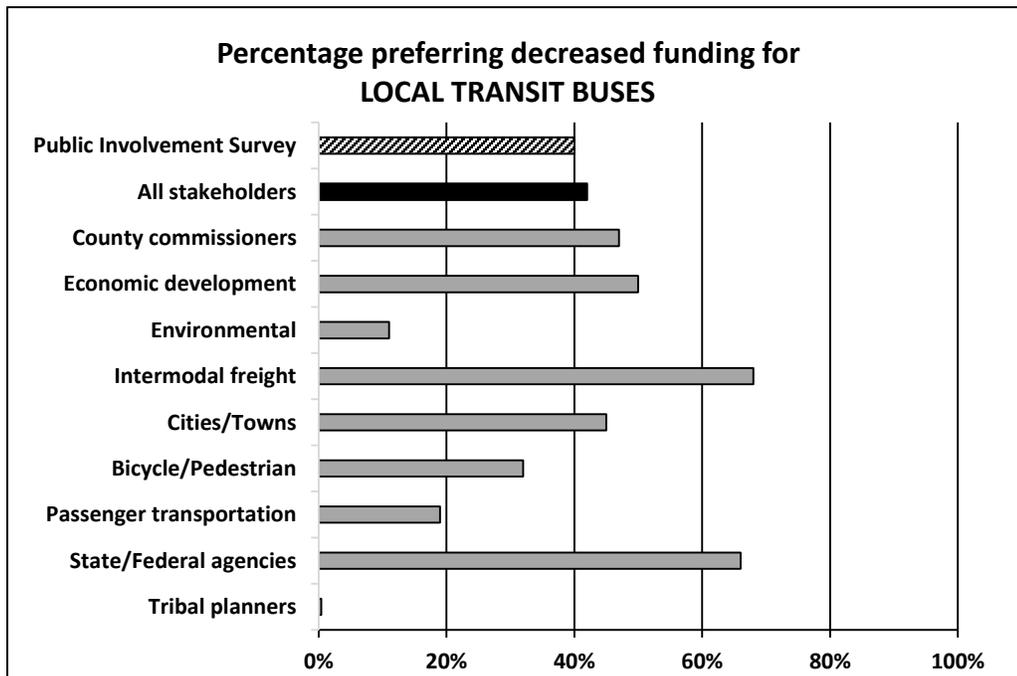
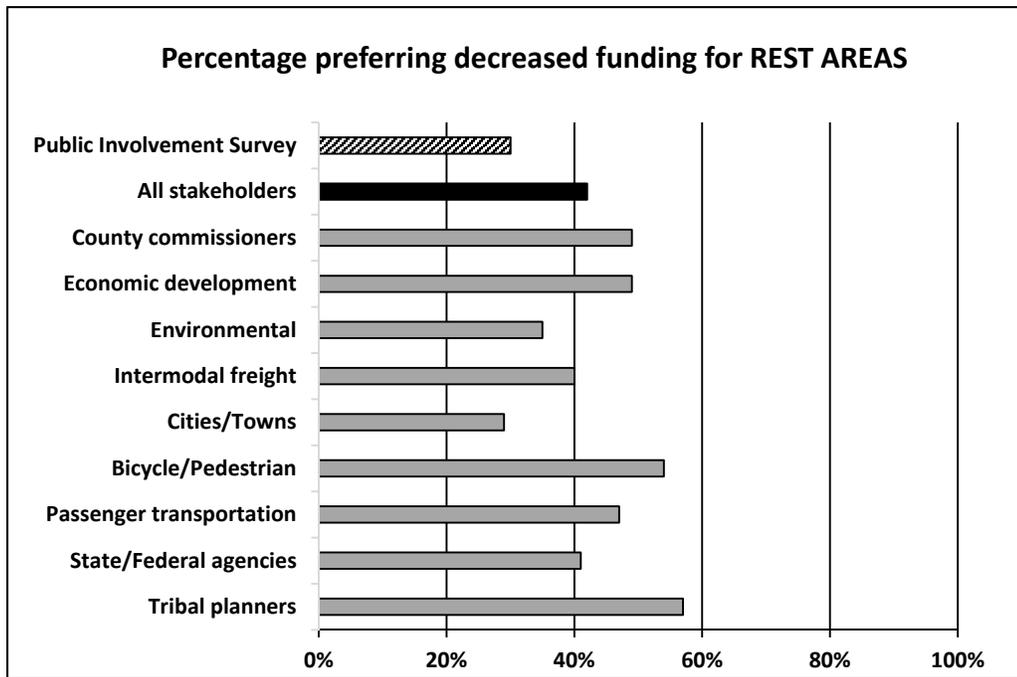


Figure 3.2.d: Fourth preference for decreased funding—Rest areas



Survey respondents had the option to suggest additional areas where they prefer lower funding in the event that MDT faces overall reduced funding. The suggestions were not necessarily related to the Montana transportation system (Table 3.3).

Table 3.3: Other areas suggested for reduced funding

Suggested area for reduced funding	Number of Responses
Various transportation-related items*	13
Bike or pedestrian trails	8
Non-transportation related items**	4
Non-administrative positions within MDT	3
New projects	3
Roundabouts	3
Airlines/airports	3
Secondary roads	3

\* Variety of transportation-related comments, each mentioned fewer than three times.

\*\* Variety of comments not related to MDT and its efforts.



## SECTION 4. COMMUNICATION TOOLS

### “HOW USEFUL ARE EACH OF THE FOLLOWING TOOLS TO HELP LEARN ABOUT MDT ACTIVITY IN LOCAL COMMUNITIES?”

Montana stakeholders were asked to rate the usefulness of selected public communications tools used by MDT. Each tool was rated on a scale from 1 to 5, where 1 represented “not at all useful” and 5 represented “extremely useful” (Table 4.1; Figure 4.1).

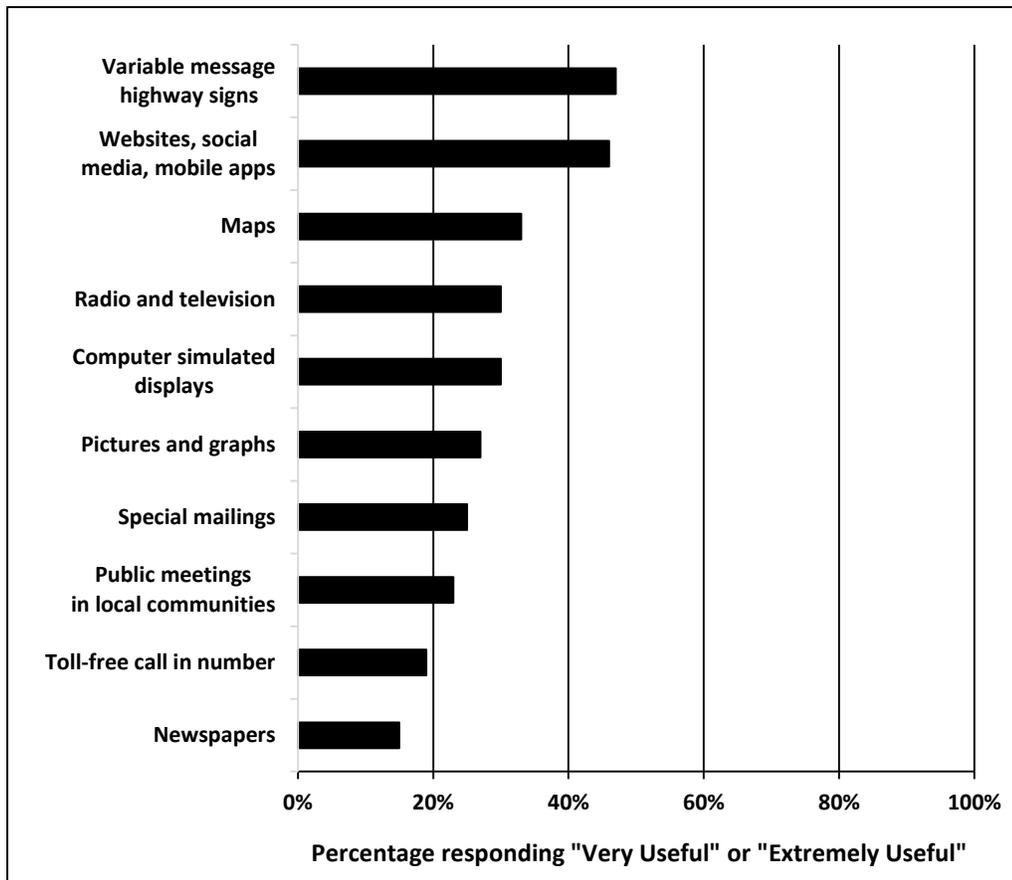
- Of the 10 tools listed, stakeholders ranked variable-message highway signs as the most useful, with 47 percent rating them as *very useful* or *extremely useful*. Websites, social media and mobile apps were a close second, with 46 percent.
- Toll-free call-in numbers and newspapers were ranked as the least useful, with over half (54% and 50%, respectively) of stakeholders deeming them either *slightly useful* or *not at all useful*.

**Table 4.1: Usefulness of MDT communications tools**

	Extremely useful	Very useful	Moderately useful	Slightly useful	Not at all useful	Mean	N
Variable message highway signs	10%	37%	38%	11%	4%	3.4	437
Websites, social media, apps for mobile devices	13%	33%	29%	19%	7%	3.3	437
Maps	6%	27%	37%	21%	8%	3.0	434
Radio and television	4%	26%	41%	22%	7%	3.0	434
Computer simulated displays	7%	23%	35%	25%	10%	2.9	431
Pictures and graphics	6%	21%	42%	23%	9%	2.9	431
Special mailings	5%	20%	30%	28%	17%	2.7	436
Public meetings in local communities	6%	18%	32%	34%	11%	2.7	434
Newspapers	3%	11%	35%	32%	18%	2.5	437
Toll-free call in number	4%	15%	27%	29%	25%	2.4	435

Note: Percentages may not add to 100% due to rounding.

Figure 4.1: Usefulness of MDT communications tools



The following graphs shows breakdowns by stakeholder group for the top five communications tools (Figures 4.2.a through 4.2.e).

Figure 4.2.a: First-ranked communications tool—Variable-message highway signs, by stakeholder group

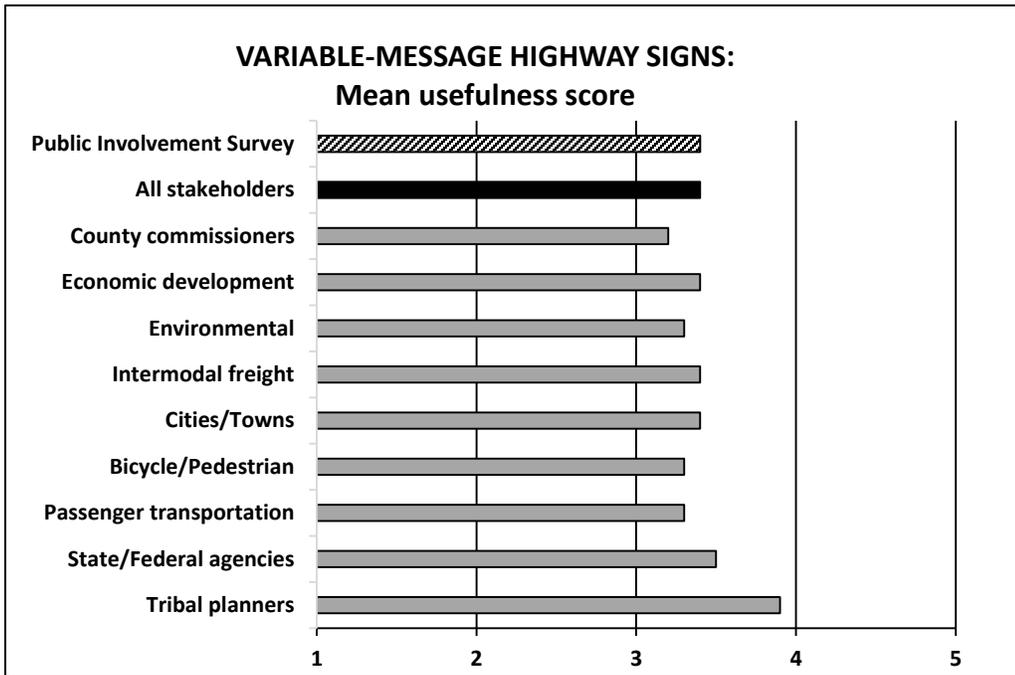


Figure 4.2.b: Second-ranked communications tool—Web and social media, by stakeholder group

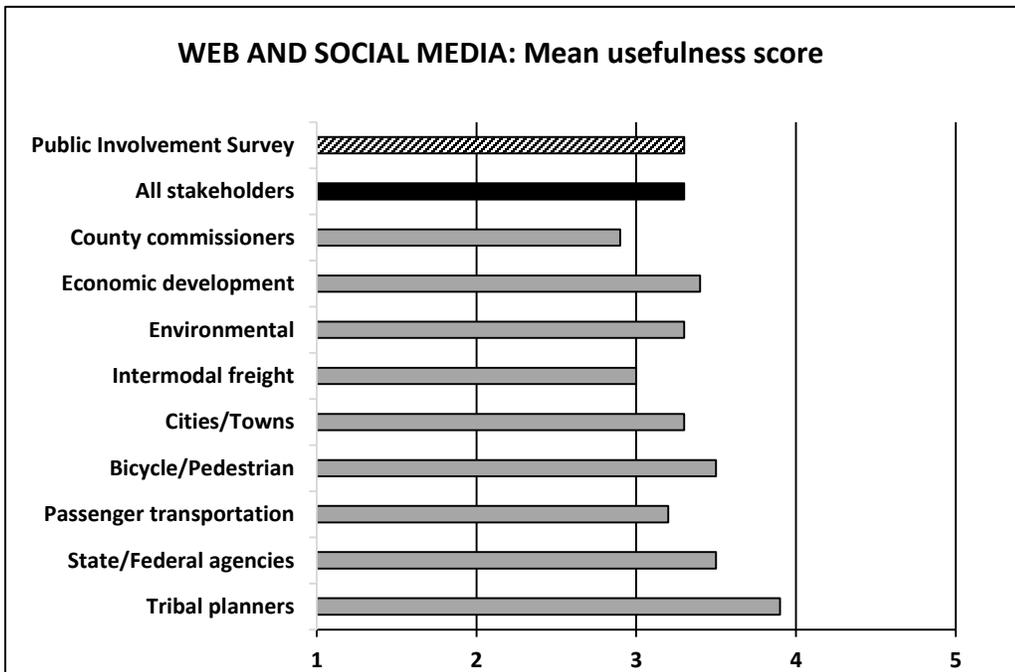


Figure 4.2.c: Third-ranked communications tool--Maps, by stakeholder group

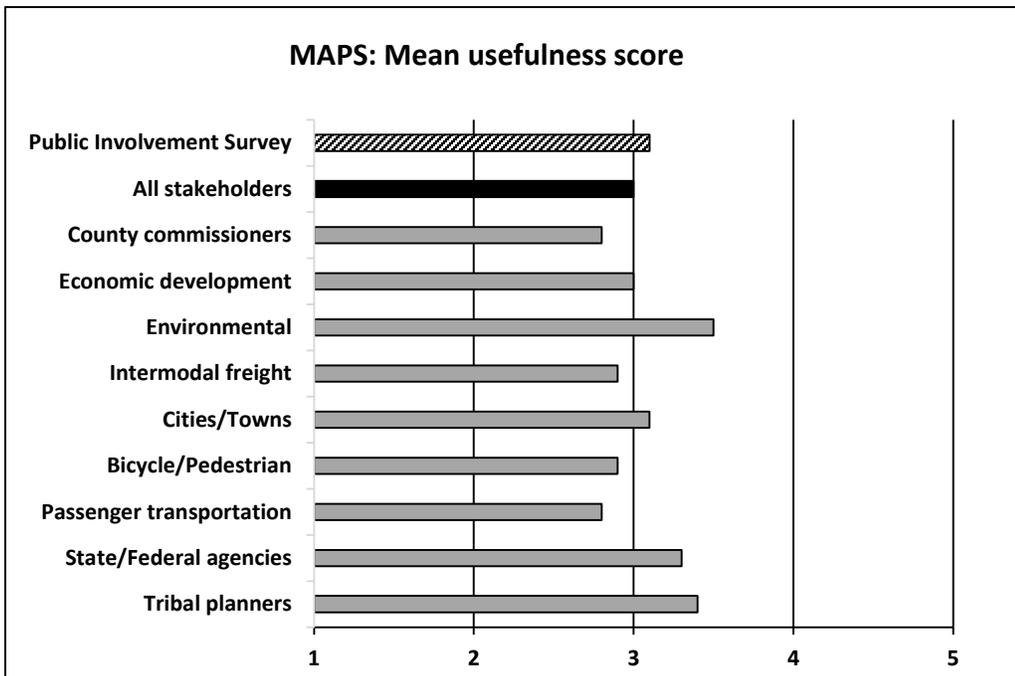


Figure 4.2.d: Fourth-ranked communications tool—Radio and television, by stakeholder group

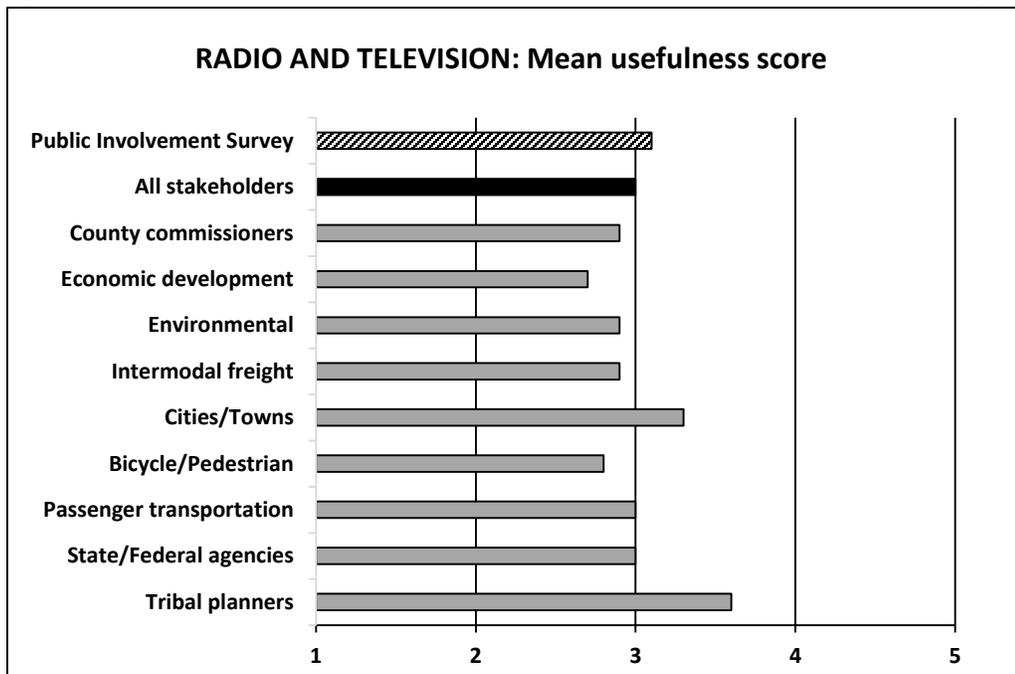
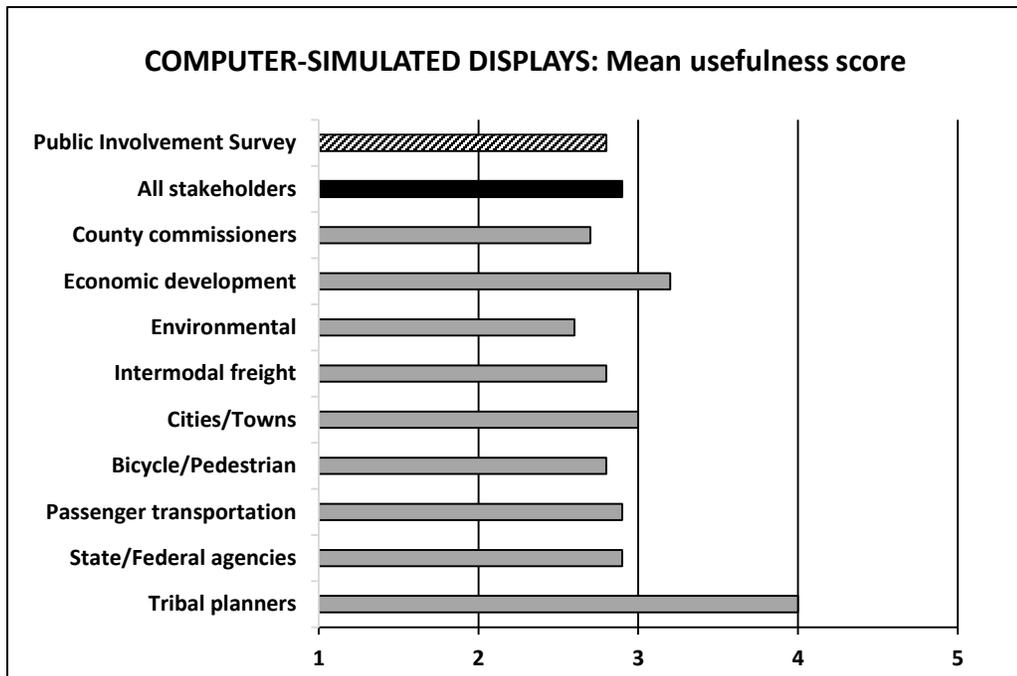


Figure 4.2.e: Fifth-ranked communications tool—Computer-simulated displays, by stakeholder group



**“HOW WELL HAVE YOU FELT INFORMED ABOUT MDT’S ACTIVITIES IN RECENT YEARS?”**

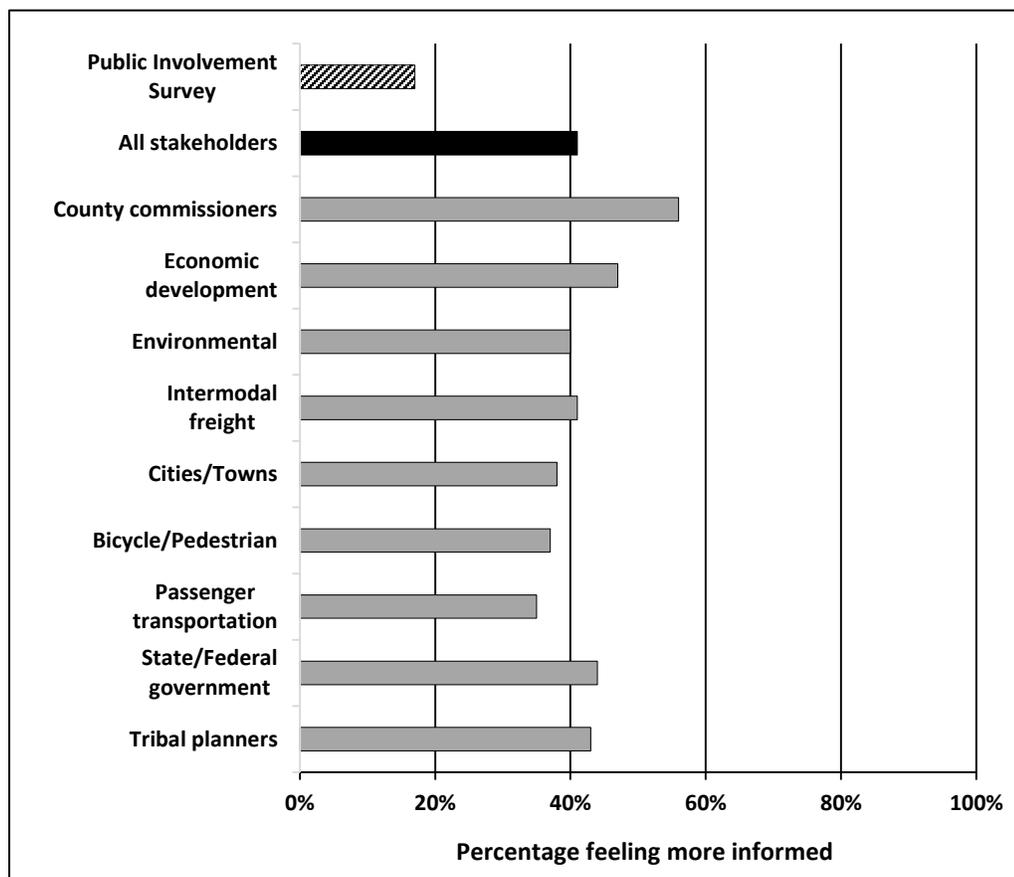
When asked if they felt more informed, less informed or equally informed regarding MDT’s activities in recent years, only 5 percent of respondents indicated they felt less informed (Table 4.2; Figure 4.3).

- Forty-one percent of stakeholders indicating they felt *more* informed, which is in sharp contrast to respondents to the public involvement survey, among whom only 17 percent felt *more* informed.

**Table 4.2: Level of information regarding MDT’s activities**

	More informed	About the same	Less informed	N
Level of information regarding MDT activity in recent years	41%	54%	5%	438

**Figure 4.3: Level of information regarding MDT’s activities, by stakeholder group**



## SECTION 5: OVERALL MDT CUSTOMER SERVICE AND PERFORMANCE

The 2019 TranPlanMT Public Involvement Survey includes a number of questions regarding overall MDT performance and responsiveness to public input. Respondents were asked to grade MDT on a scale from F (0) to A (4) (Table 5.1; Figure 5.1; Figures 5.2.a through 5.2.f).

### “WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”

Overall, stakeholders graded MDT’s performance higher than respondents to the public involvement survey.

- With the exception of responsiveness to ideas and concerns from the public, all performance and customer service items received the grade of B by the largest percentage of respondents.
- MDT’s responsiveness to customer ideas and concerns received the lowest percentage of As (7%) and the greatest percentage of Fs (4%). Twenty-three percent did not know whether or not MDT is responsive in these matters.
- Overall quality of service was the most favorably graded (69% As or Bs), followed by sensitivity to the environment (65% As or Bs).

**Table 5.1: Overall MDT performance grades**

	A	B	C	D	F	Don't know	Mean	N
Quality of service MDT provides	14%	55%	27%	4%	<1%	0%	2.8	438
Sensitivity to environment	21%	44%	27%	6%	2%	0%	2.8	437
Public notification about construction projects in local areas	20%	40%	27%	10%	3%	0%	2.7	439
Convenience of travel through work zones	16%	46%	28%	7%	2%	0%	2.7	439
Highway maintenance and repair	13%	50%	30%	6%	1%	0%	2.7	438
Responsiveness to customer ideas and concerns	7%	28%	29%	9%	4%	23%	2.3	338

Note: Percentages may not add to 100% due to rounding.

Figure 5.1: Overall MDT performance grades

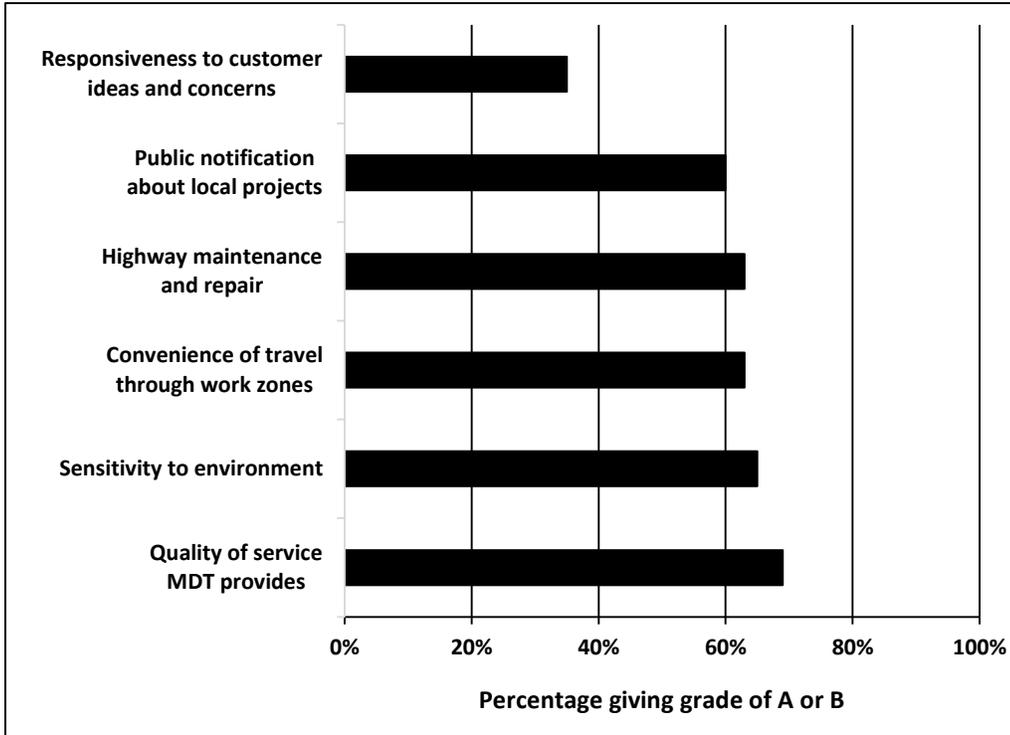


Figure 5.2.a: Grades for overall quality of service, by stakeholder group

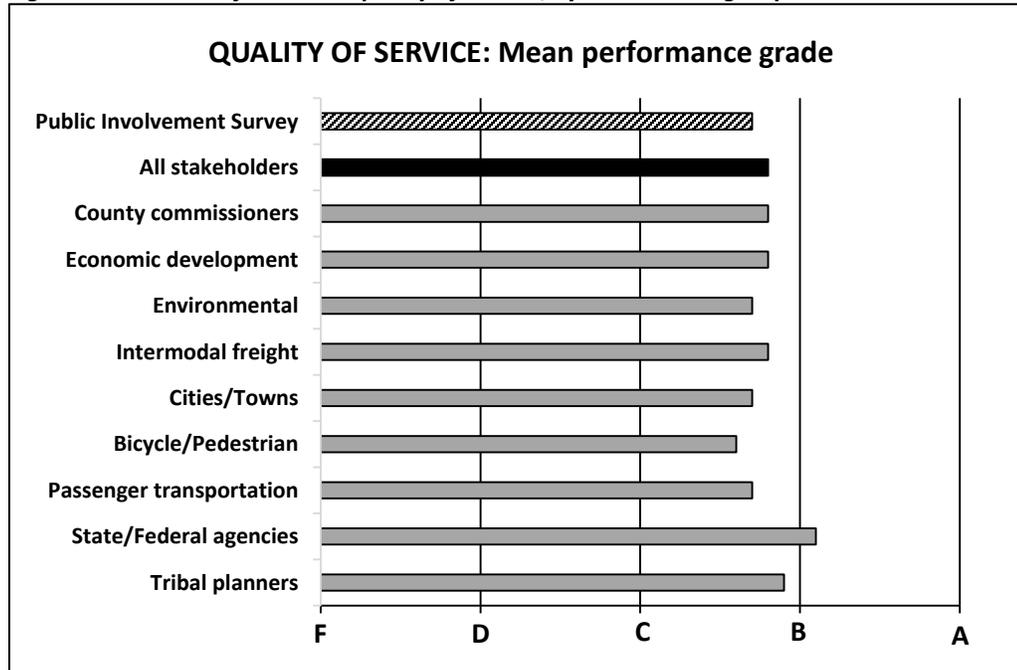


Figure 5.2.b: Grades for sensitivity to the environment, by stakeholder group

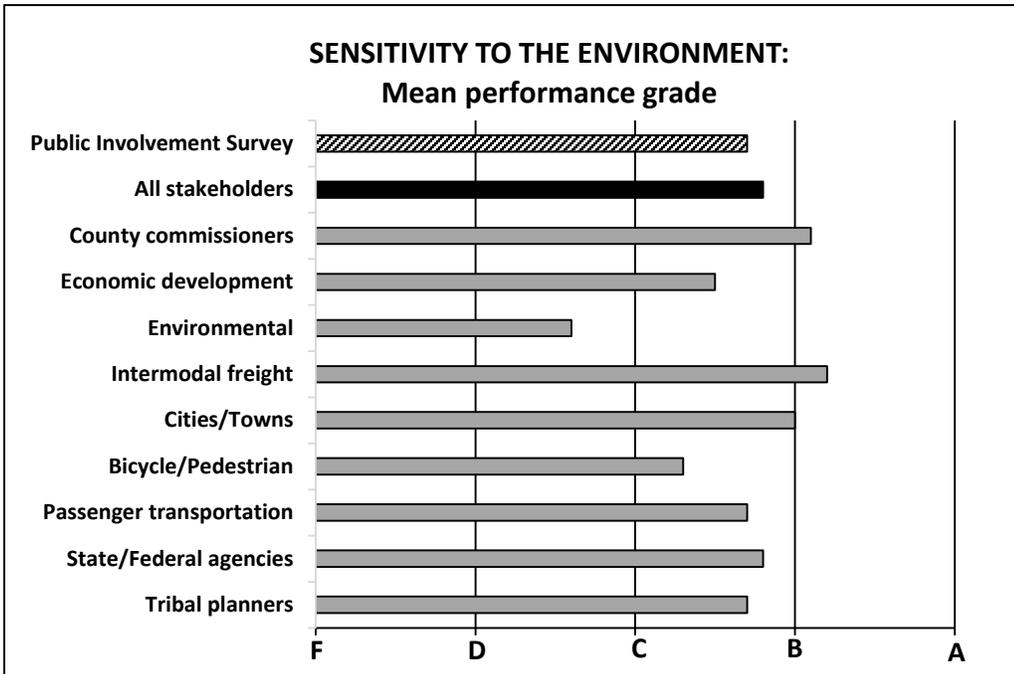


Figure 5.2.c: Grades for public notification, by stakeholder group

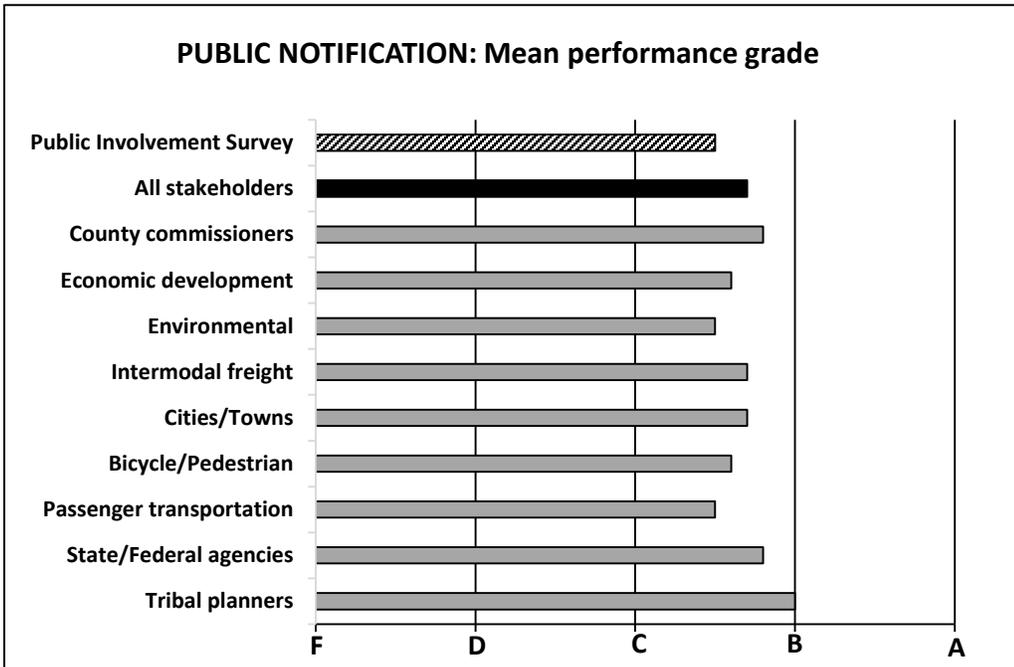


Figure 5.2.d: Grades for convenience of travel through work zones, by stakeholder group

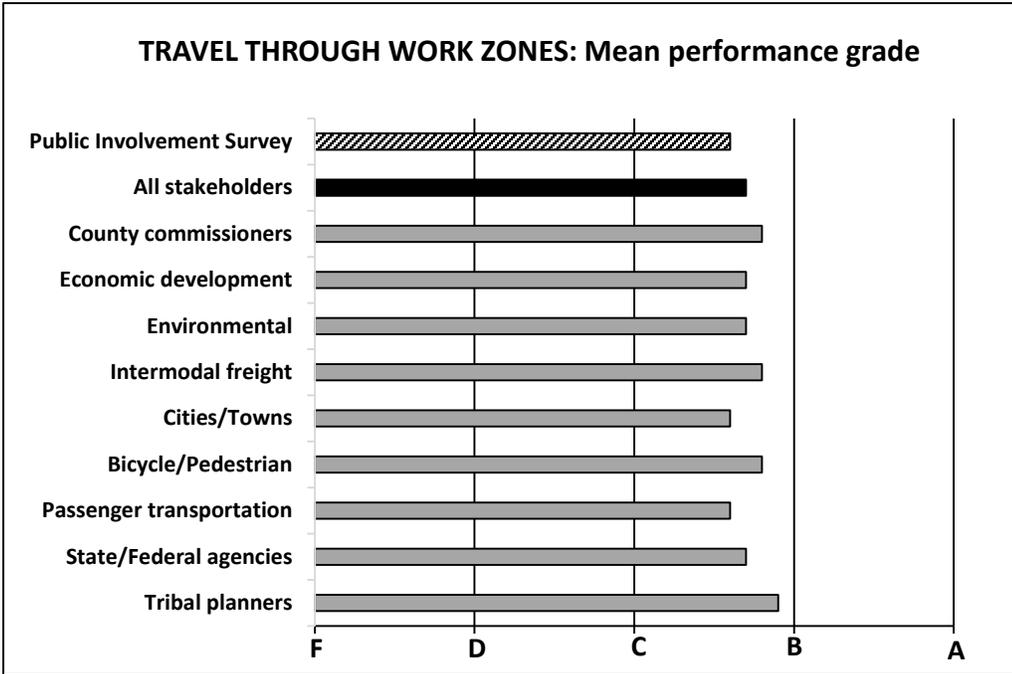


Figure 5.2.e: Grades for highway maintenance and repair, by stakeholder group

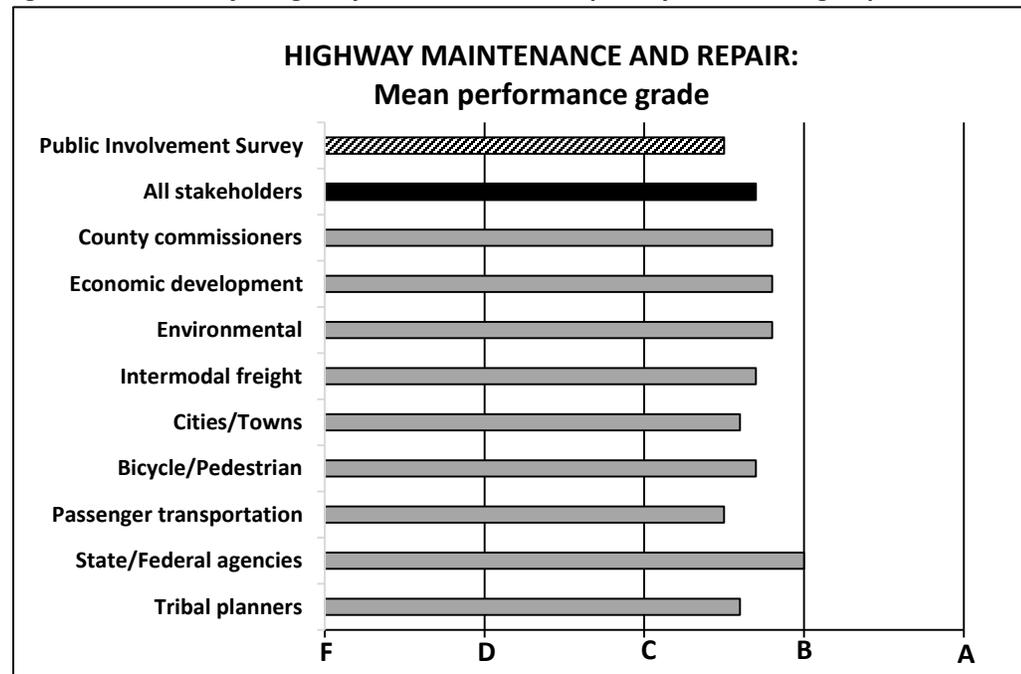
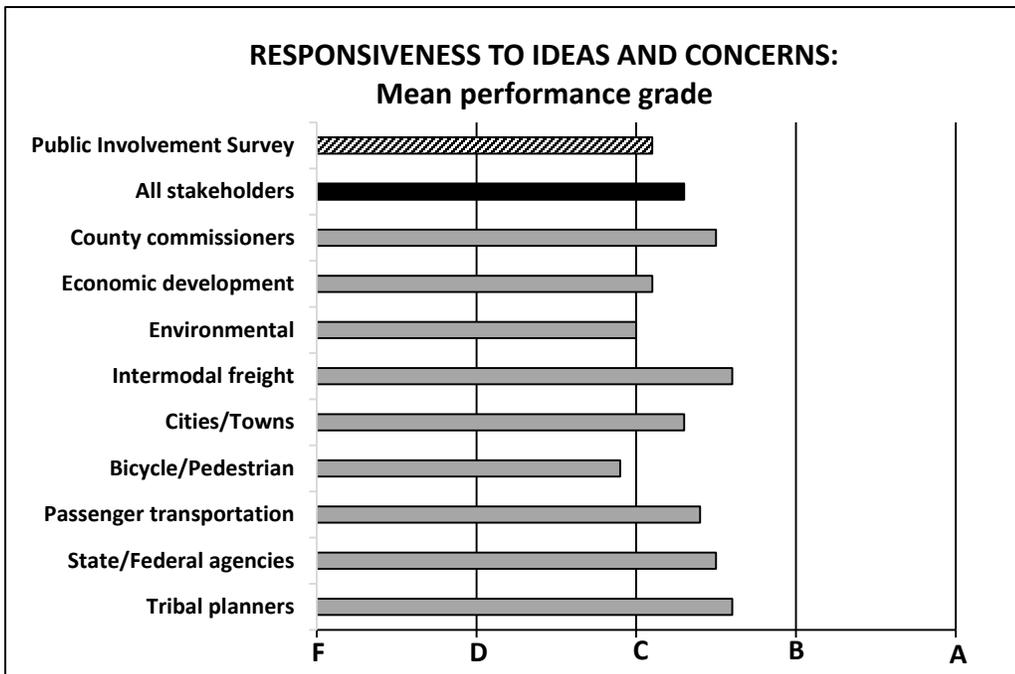


Figure 5.2.f: Grades for responsiveness to ideas and concerns from the public, by stakeholder group





## SECTION 6: OTHER TRANSPORTATION-RELATED ISSUES

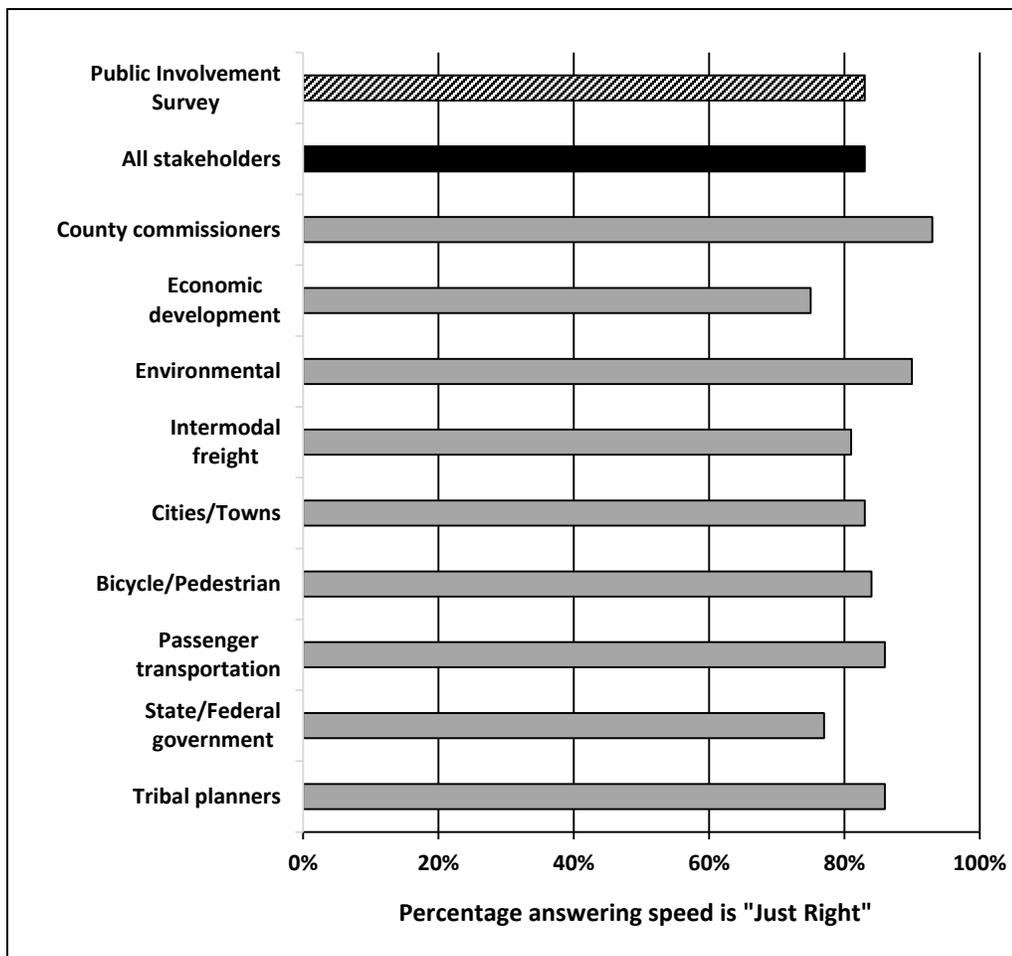
### “HOW WOULD YOU ASSESS SPEED LIMITS IN WORK ZONES?”

Only a small percentage (5%) of stakeholder respondents thought speed limits through road work zones were too low. The vast majority (83%) thought these speed limits were *just right*. Close to all of county commissioner stakeholders (93%) thought speed limits in work zones were just right (Table 6.1; Figure 6.1).

Table 6.1: Assessment of speed limits in work zones

	Too slow	Just right	Too fast	N
Speed limits in work zones	5%	83%	12%	441

Figure 6.1: Assessment of speed limits in work zones, by stakeholder group



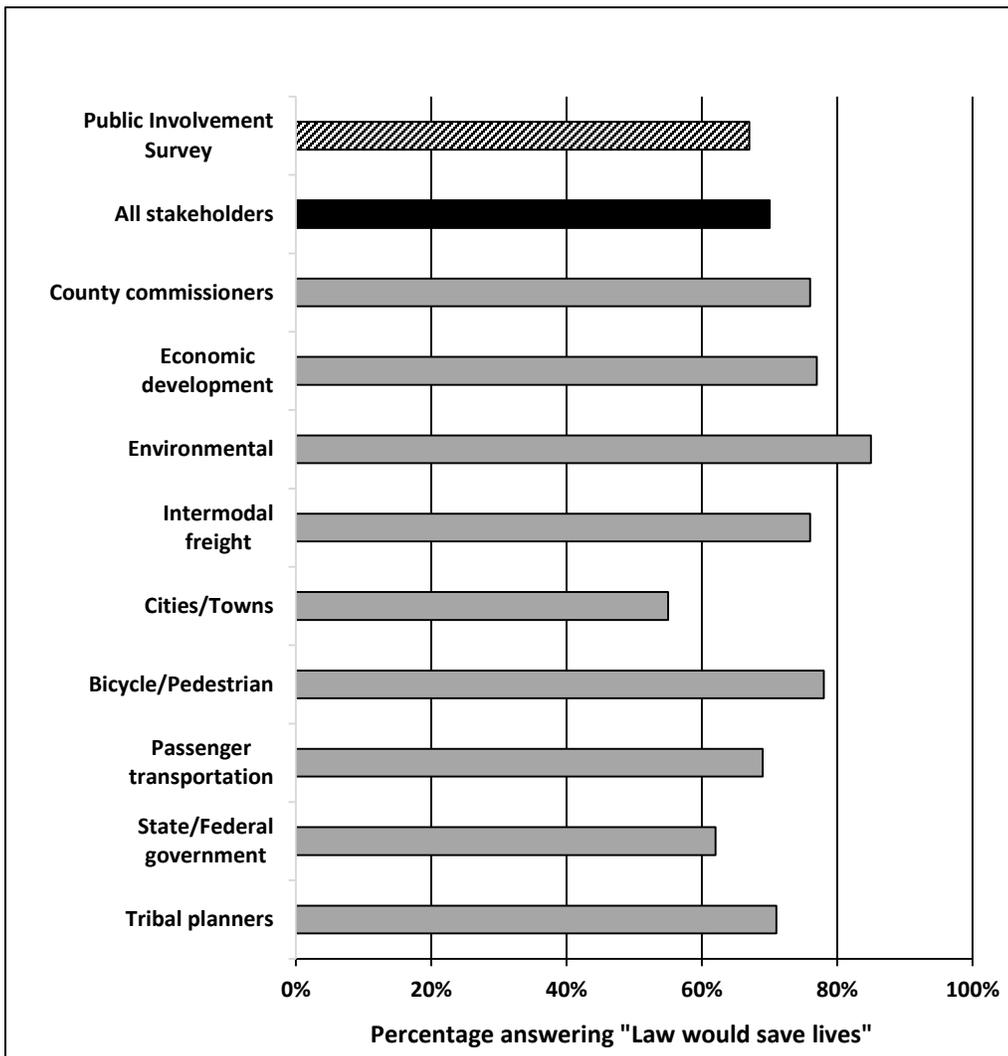
**“WOULD A PRIMARY SEAT BELT LAW SAVE LIVES?”**

Overall, a slightly larger percentage of stakeholders than public involvement respondents thought that having a primary seat belt law would save lives (70% compared to 67%). Among all stakeholder groups, mayors and city executives had the lowest percentage (55%) of respondents who thought such a law could save lives, whereas members of the environmental stakeholder group had the highest percentage (85%). (Table 6.2; Figure 6.2).

**Table 6.2: Outcome of a primary seat belt law**

	Law would save lives	Law would not save lives	N
Outcome of a primary seat belt law	70%	30%	429

**Figure 6.2: Potential outcome of primary seat belt law, by stakeholder group**



**“DID YOU INTERACT WITH MDT EMPLOYEES IN THE LAST YEAR?”**

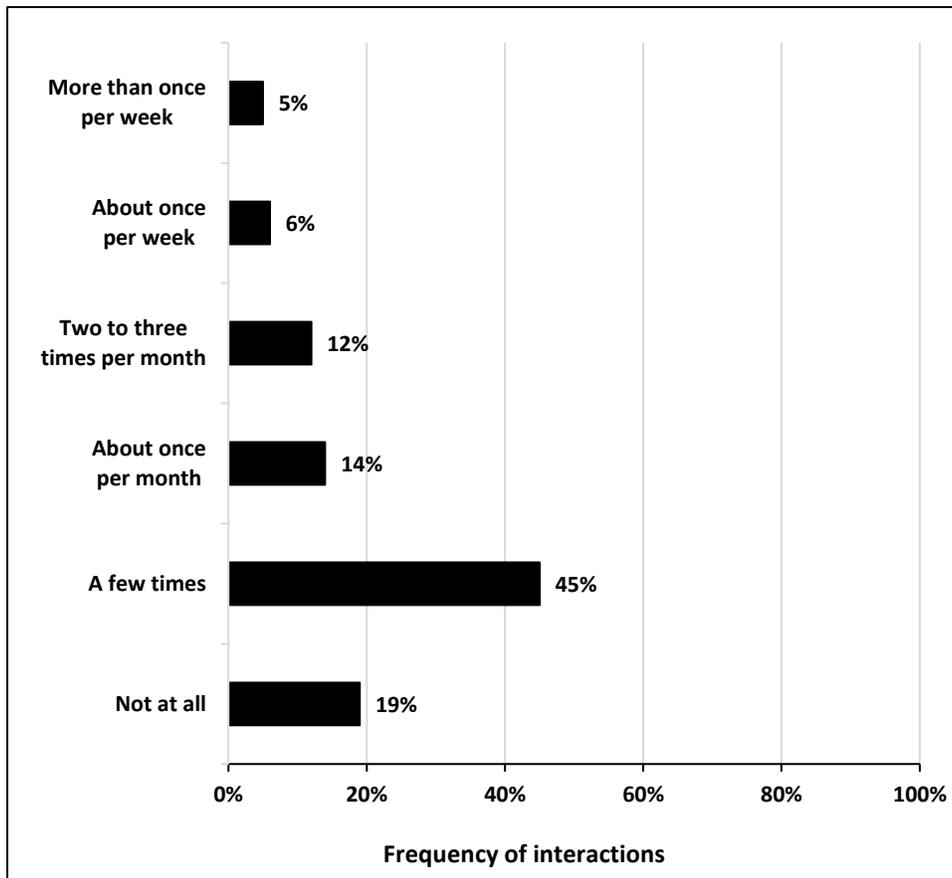
Only a small portion of transportation stakeholders interact with MDT employees as often as once per week or more (11%). The largest percentage of respondents reported to have interacted with department employees only a few times in the past year (45%). Nineteen percent had no interactions with department employees at all (Table 6.3, Figure 6.3).

**Table 6.3: Frequency of interactions with MDT employees during past year**

	Not at all	A few times	About once a month	Two to three times a month	About once a week	More than once a week	N
All stakeholders	19%	45%	14%	12%	6%	5%	440
County commissioners	5%	43%	23%	18%	13%	0%	40
Economic development	20%	42%	9%	16%	6%	7%	69
Environmental groups	45%	40%	10%	0%	5%	0%	20
Intermodal freight	15%	54%	12%	3%	5%	10%	59
Cities and towns	15%	47%	16%	12%	7%	3%	92
Bicycle/pedestrian	29%	45%	13%	13%	0%	0%	38
Passenger transportation	21%	28%	15%	16%	6%	4%	81
State/federal agencies	15%	50%	21%	3%	3%	9%	34
Tribal planners	14%	29%	0%	29%	29%	0%	7

*Note: Percentages may not add to 100% due to rounding.*

Figure 6.3: Frequency of interactions with MDT employees during past year



Finally, stakeholder group respondents were asked to provide any additional comments on issues they wanted to share with MDT. These open-ended responses are summarized below (Table 6.4).

**Table 6.4: Responses to open-ended request for comments**

	Number of Mentions
General comments—positive*	37
Bike and pedestrian issues	34
Other comments—transportation-related**	26
Road maintenance—general	21
Improve safety—general	11
Construction zone related—negative	10
Improve communication with the public	10
Address congestion	10
General comments—negative***	10
Improve public transportation	9
Other comments—unclassifiable****	9
MDT in need of increased funding	8
Environmental concerns	7
Air service related	7
Increase number of lanes/add passing lanes, turn lanes	6
Widen roads, shoulders	5
Improve/increase rest areas	5
Fewer traffic circles	5
Rumble strips—not enough/too many	5

\* Variety of comments praising MDT and its efforts, each item mentioned fewer than five times.

\*\* Variety of transportation-related comments, each mentioned fewer than five times.

\*\*\* Variety of comments criticizing MDT and its efforts, each item mentioned fewer than five times.

\*\*\*\* Variety of comments with unclear meaning.



## STAKEHOLDER GROUPS

The following sections focus on the responses from individual stakeholder groups. To minimize confusion, tables and figures are labeled with the pertinent stakeholder group abbreviation, as follows:

<b>Section 7</b>	<b>County Commissioners</b>	<b>CC</b>	<b>page 52</b>
<b>Section 8</b>	<b>Economic Development</b>	<b>ED</b>	<b>page 58</b>
<b>Section 9</b>	<b>Environmental Group</b>	<b>EG</b>	<b>page 64</b>
<b>Section 10</b>	<b>Intermodal Freight</b>	<b>IF</b>	<b>page 70</b>
<b>Section 11</b>	<b>Mayors and City Executives</b>	<b>ME</b>	<b>page 76</b>
<b>Section 12</b>	<b>Non-Motorized (bicycles/pedestrians)</b>	<b>NM</b>	<b>page 82</b>
<b>Section 13</b>	<b>Passenger Transportation</b>	<b>PT</b>	<b>page 88</b>
<b>Section 14</b>	<b>State and Federal Agencies</b>	<b>SF</b>	<b>page 94</b>
<b>Section 15</b>	<b>Tribal Planners</b>	<b>TP</b>	<b>page 100</b>

Further, to facilitate comparison between the different stakeholder groups, all variables within each subject area are kept in the same order, and not ranked according to scores.



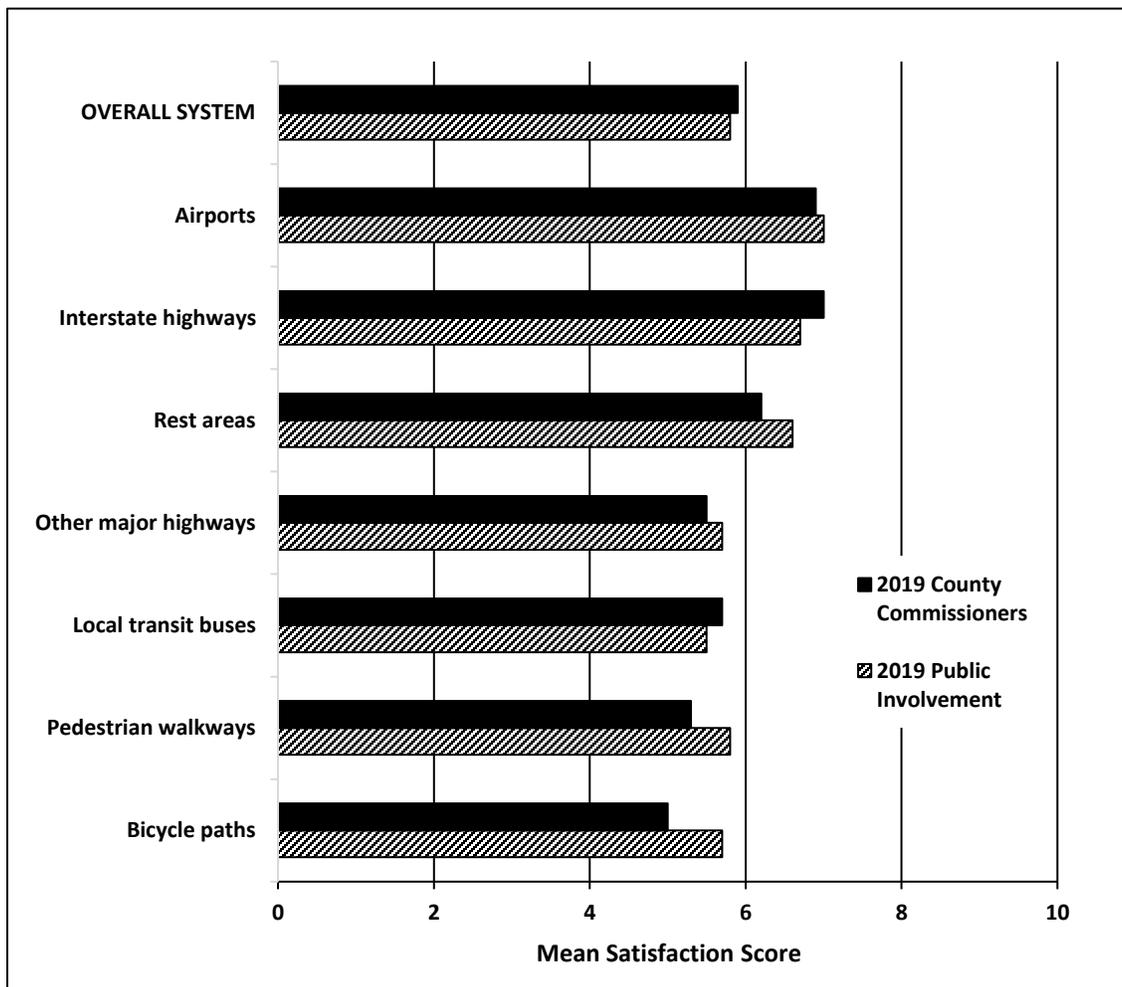
## SECTION 7: COUNTY COMMISSIONER STAKEHOLDER GROUP

The County Commissioner stakeholder group consisted of county commissioners and chairpersons from across Montana. Forty completed surveys were obtained from members of this group. Figures 7.1 through 7.6 compare responses from this group to those obtained through the 2019 Public Involvement survey.

### “HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”

- County commissioners and the general public were equally satisfied with the overall physical condition of the transportation system.
- Commissioners were the most satisfied with the physical condition of interstate highways, closely followed by the physical condition of airports.
- Commissioners were the least satisfied with the physical condition of bicycle pathways.

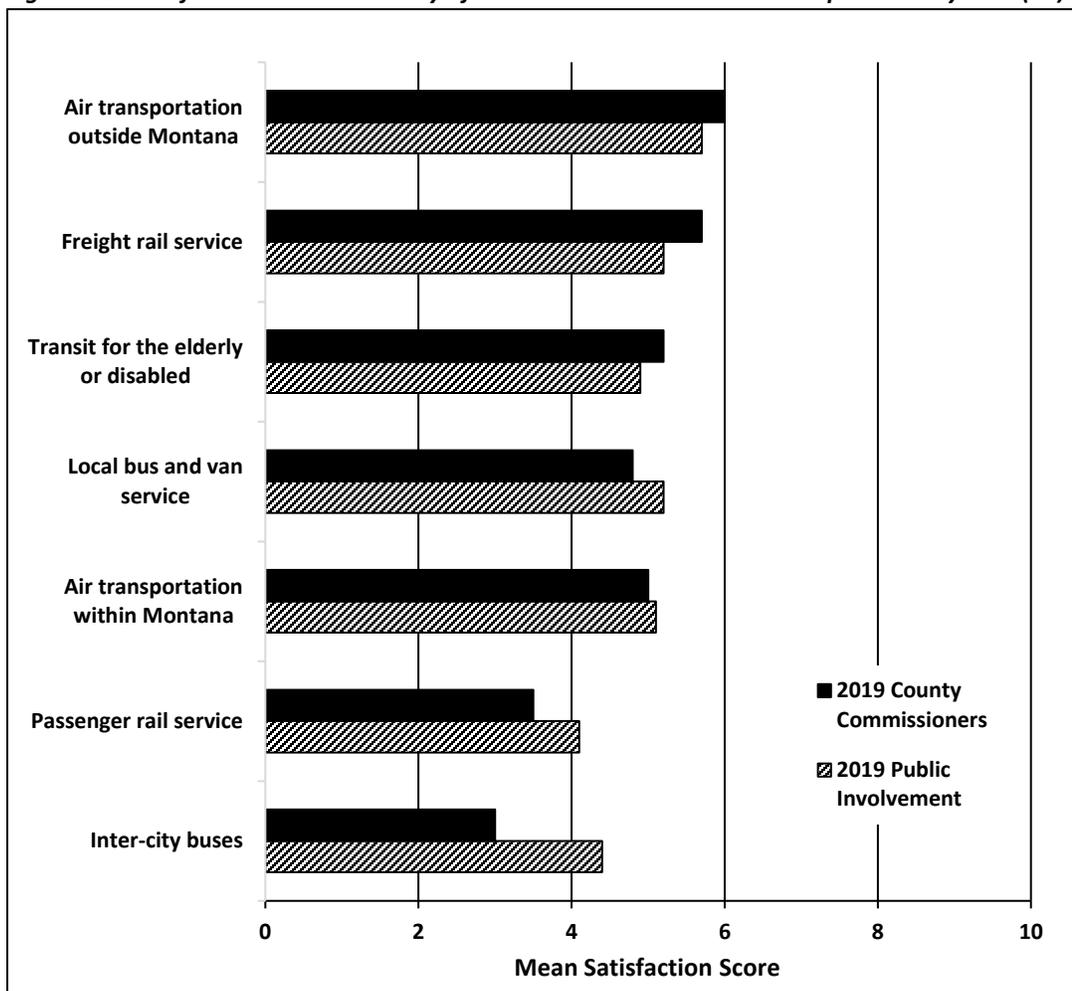
Figure 7.1: Satisfaction with the physical condition of transportation system components (CC)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- County commissioners were the most satisfied with the availability of air transportation to destinations outside Montana; more so than the general public.
- Commissioners were the least satisfied with the availability of inter-city buses; less so than the general public.

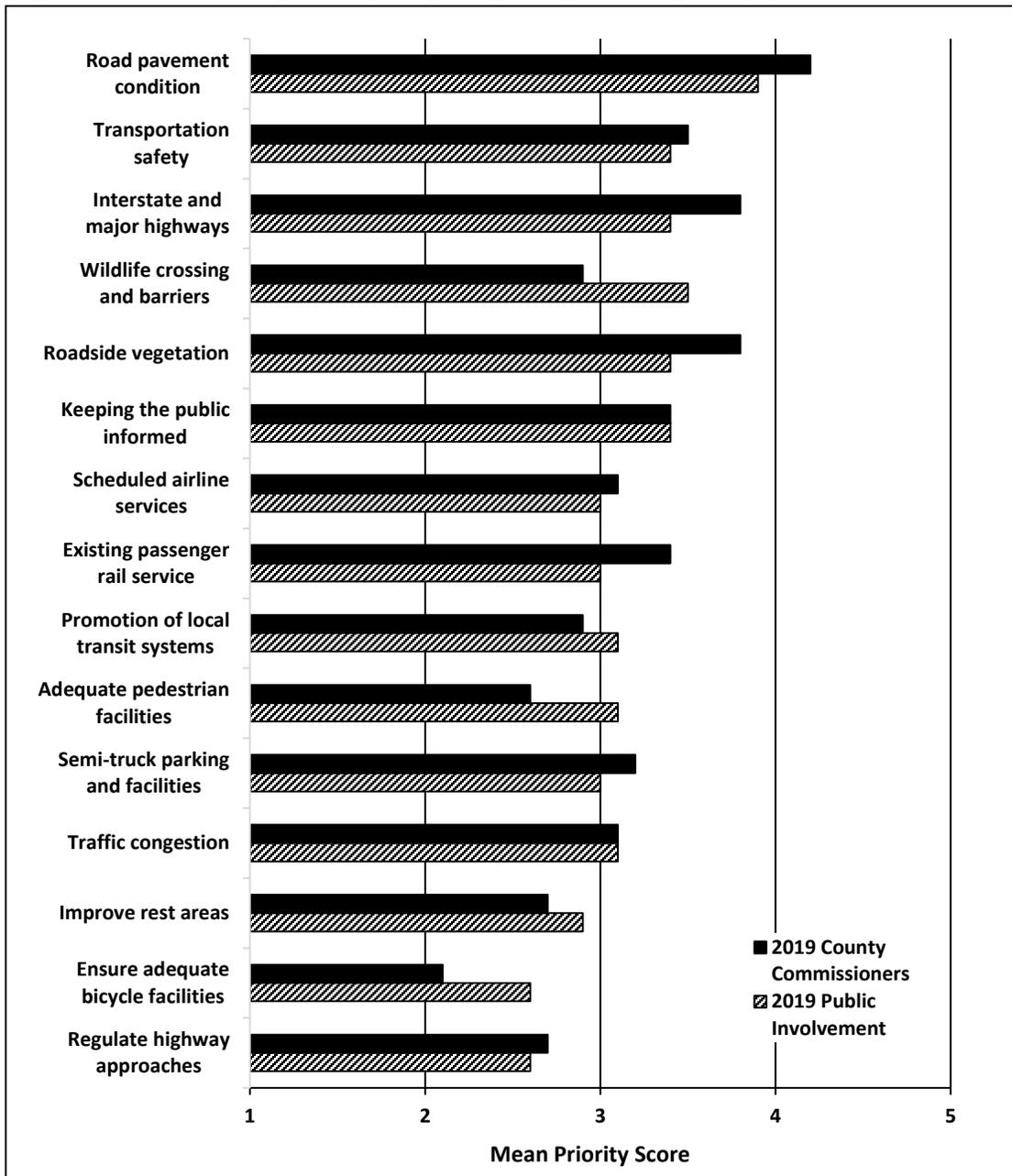
**Figure 7.2: Satisfaction with availability of services within Montana’s transportation system (CC)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- County commissioners assigned the highest priority to the maintenance of road pavement conditions; slightly more so than the general public.
- The lowest priority was assigned to ensuring adequate bicycle facilities; much less so than the general public.

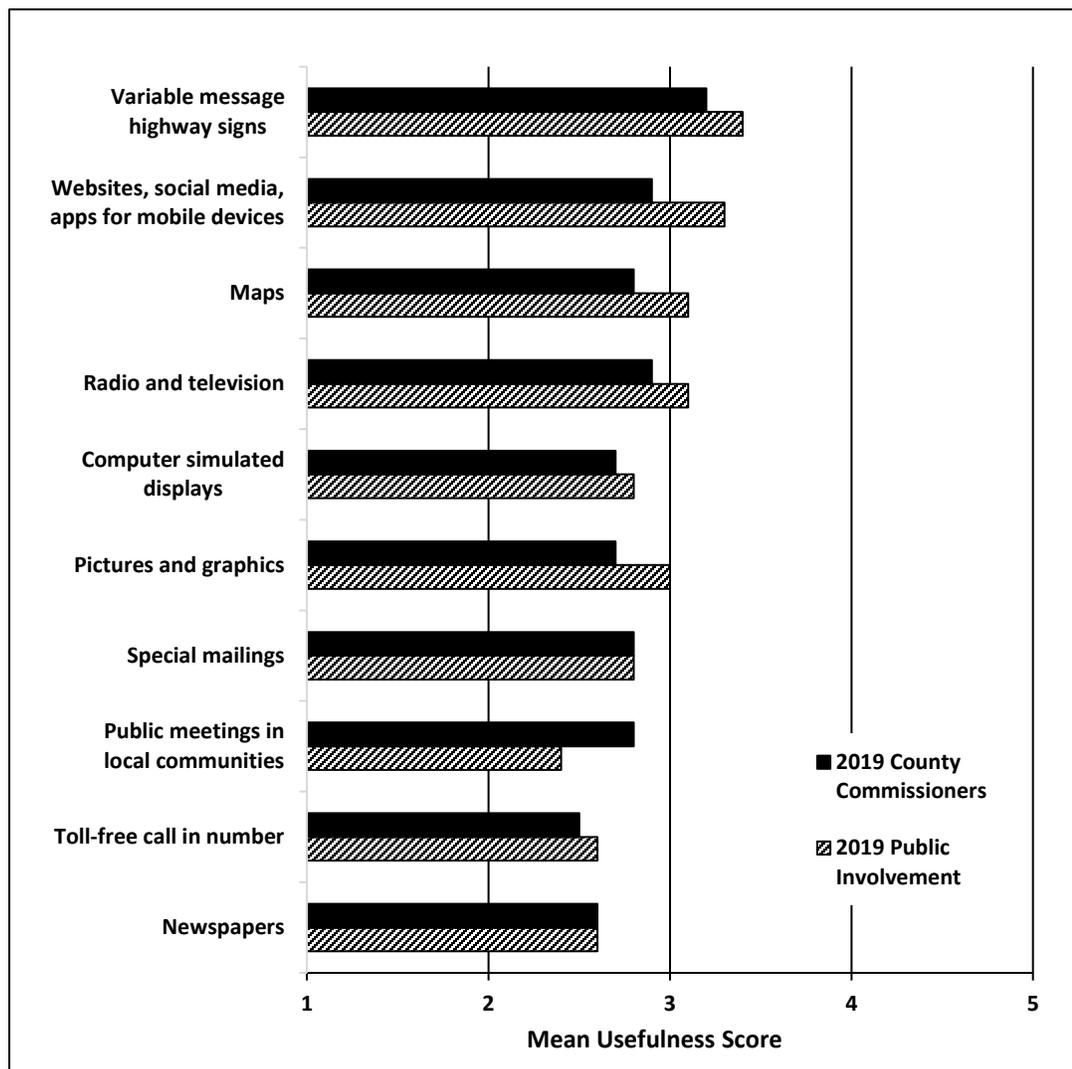
*Figure 7.3: Prioritization of actions for improving transportation system (CC)*



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- As was the case with practically all stakeholder groups, county commissioners found variable-message highway signs to be MDT’s most useful communications tool, which was also the case for the general public.
- County commissioners found public meetings to be more useful than does the general public.
- Commissioners found toll-free call-in numbers to be the least useful of MDT’s communications tools.

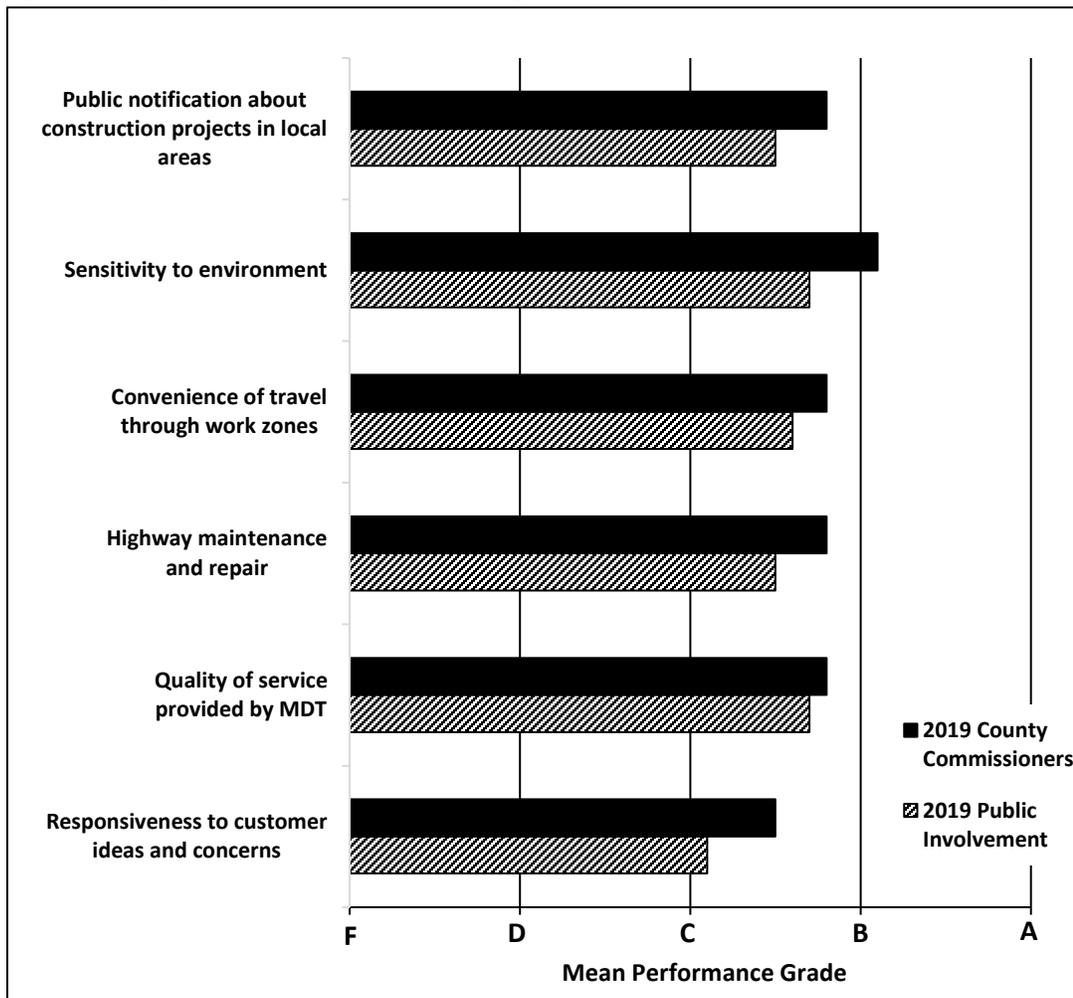
**Figure 7.4: Usefulness of MDT’s communications tools (CC)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- Among MDT’s service areas, county commissioners assigned the highest grades to the department’s sensitivity to the environment, same as the general public.
- According to commissioners, MDT merited the lowest grades for its responsiveness to ideas and concerns from the public, also the same as the general public.

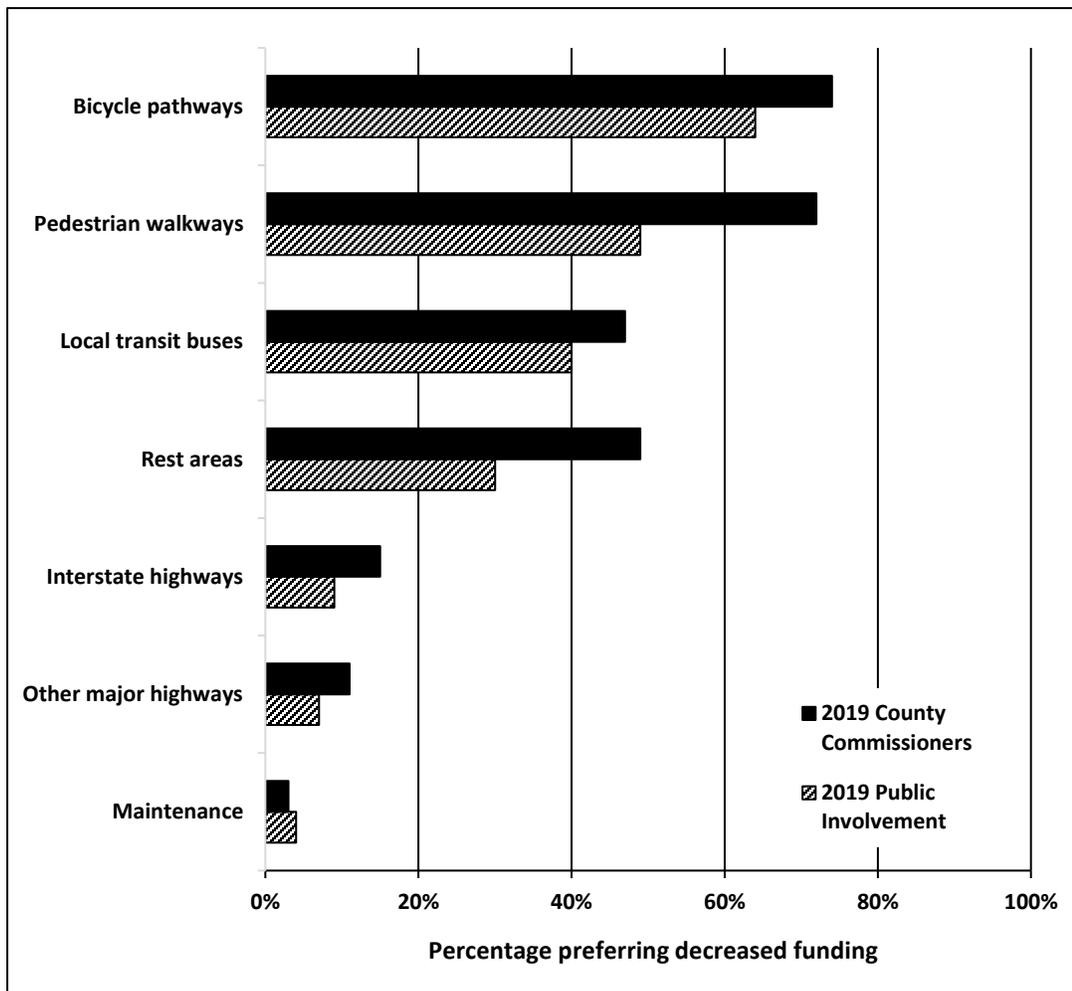
*Figure 7.5: Performance and customer service grades (CC)*



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- When it comes to decreasing funding for MDT’s various budget items, the majority of county commissioners favored targeting bicycle pathways, closely followed by pedestrian walkways; while not as extreme, this was also the case for the general public.
- Only a small percentage of both commissioners and the general public favored reducing funding for maintenance.

*Figure 7.6: Transportation system components favored for reduced funding (CC)*



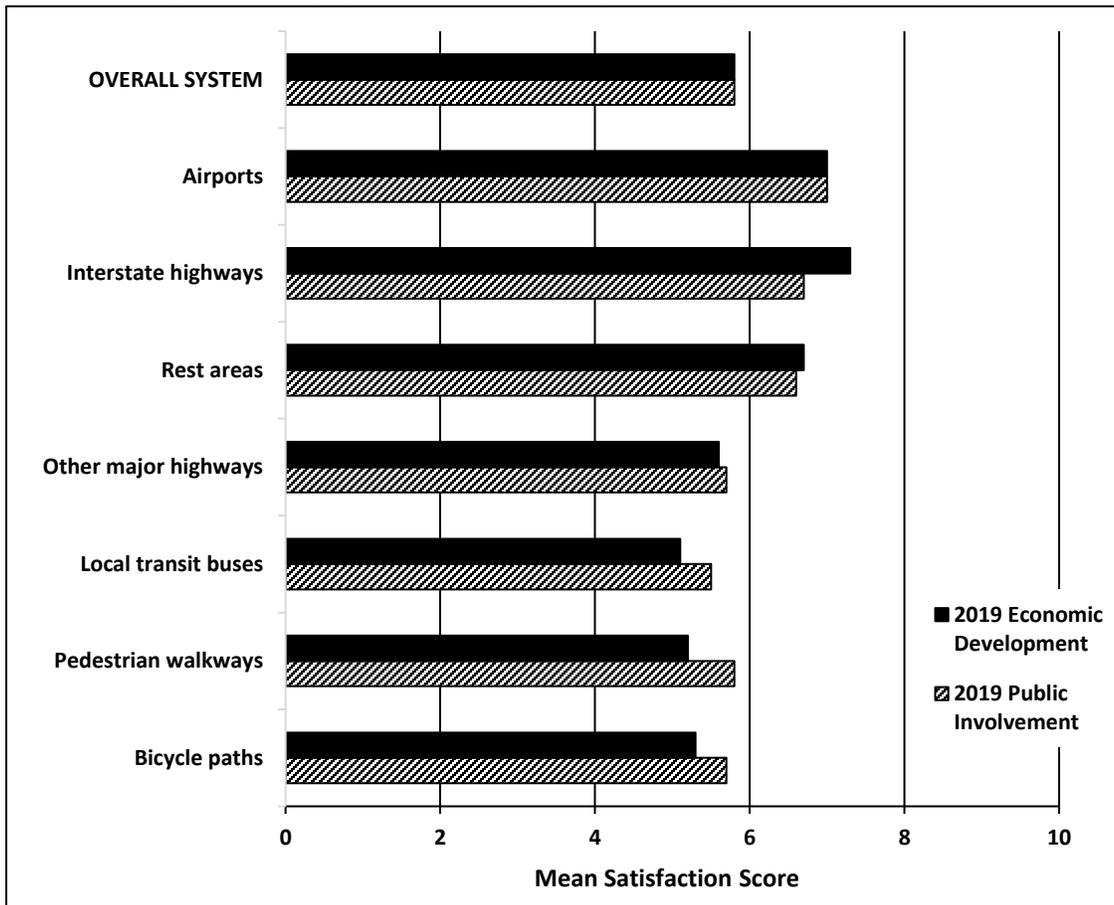
## SECTION 8: ECONOMIC DEVELOPMENT STAKEHOLDER GROUP

The Economic Development stakeholder group consisted of economic development associations, business organizations, and local development corporations and associations from across Montana. Sixty-nine completed surveys were obtained from members of this group. Figures 8.1 through 8.6 compare responses from this group to those obtained through the 2019 Public Involvement survey.

### “HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”

- When comparing the economic development group to the general public, both groups were generally satisfied with the overall physical condition of Montana’s transportation system.
- Economic development groups were the most satisfied with the physical condition of the state’s interstate highways, followed by the physical condition of airports; the general public had the same assessment.
- Economic development groups were the least satisfied with the physical condition of local transit buses, pedestrian walkways, and bicycle paths; less so than the general public.

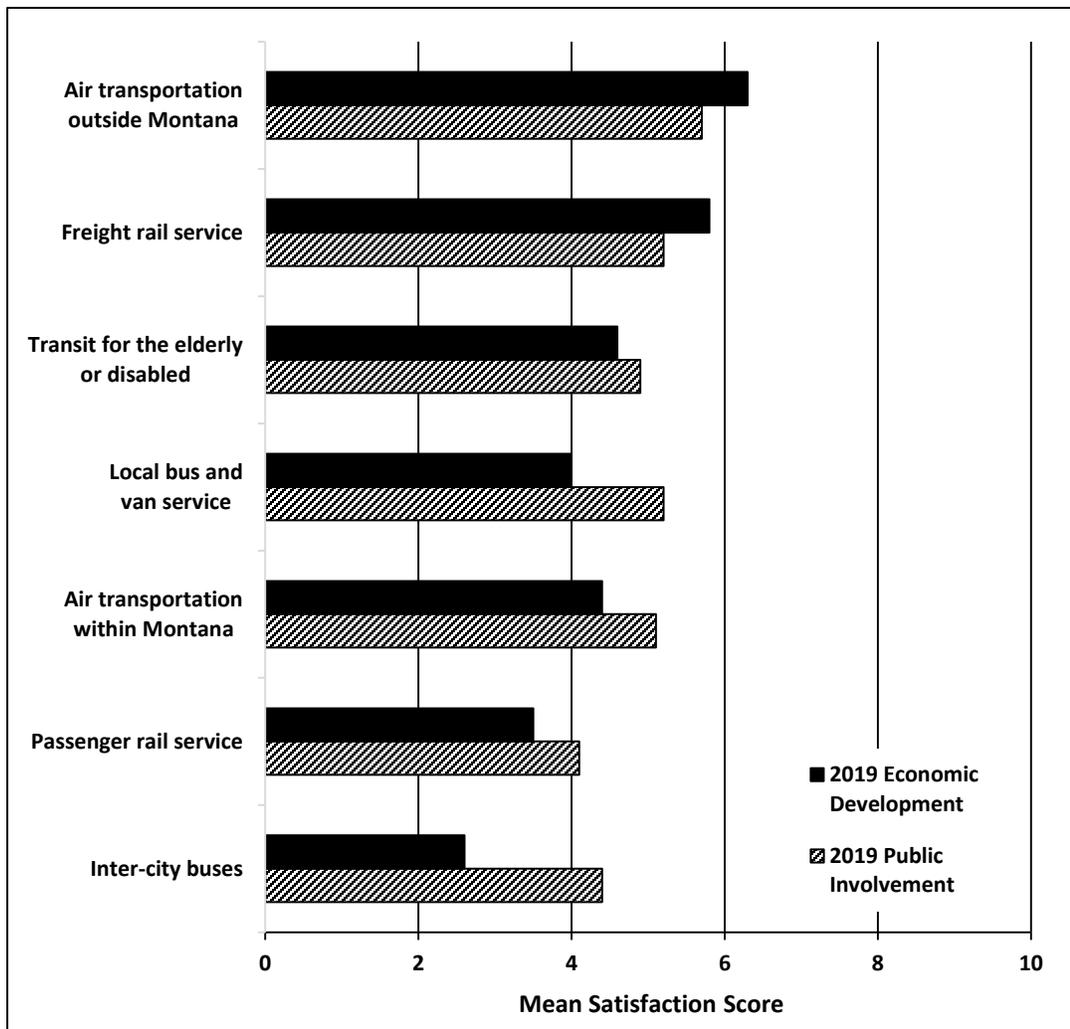
Figure 8.1: Satisfaction with physical condition of transportation system components (ED)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- Economic development groups were by far the most satisfied with availability of air transportation to locations outside Montana, as was the case with the general public.
- Economic development groups were by far the least satisfied with the availability of inter-city bus service; their level of satisfaction in this area was significant lower than for the general public.
- Additional areas where economic development groups are less satisfied than the general public include the availability of local bus and van services, and air transportation within Montana.

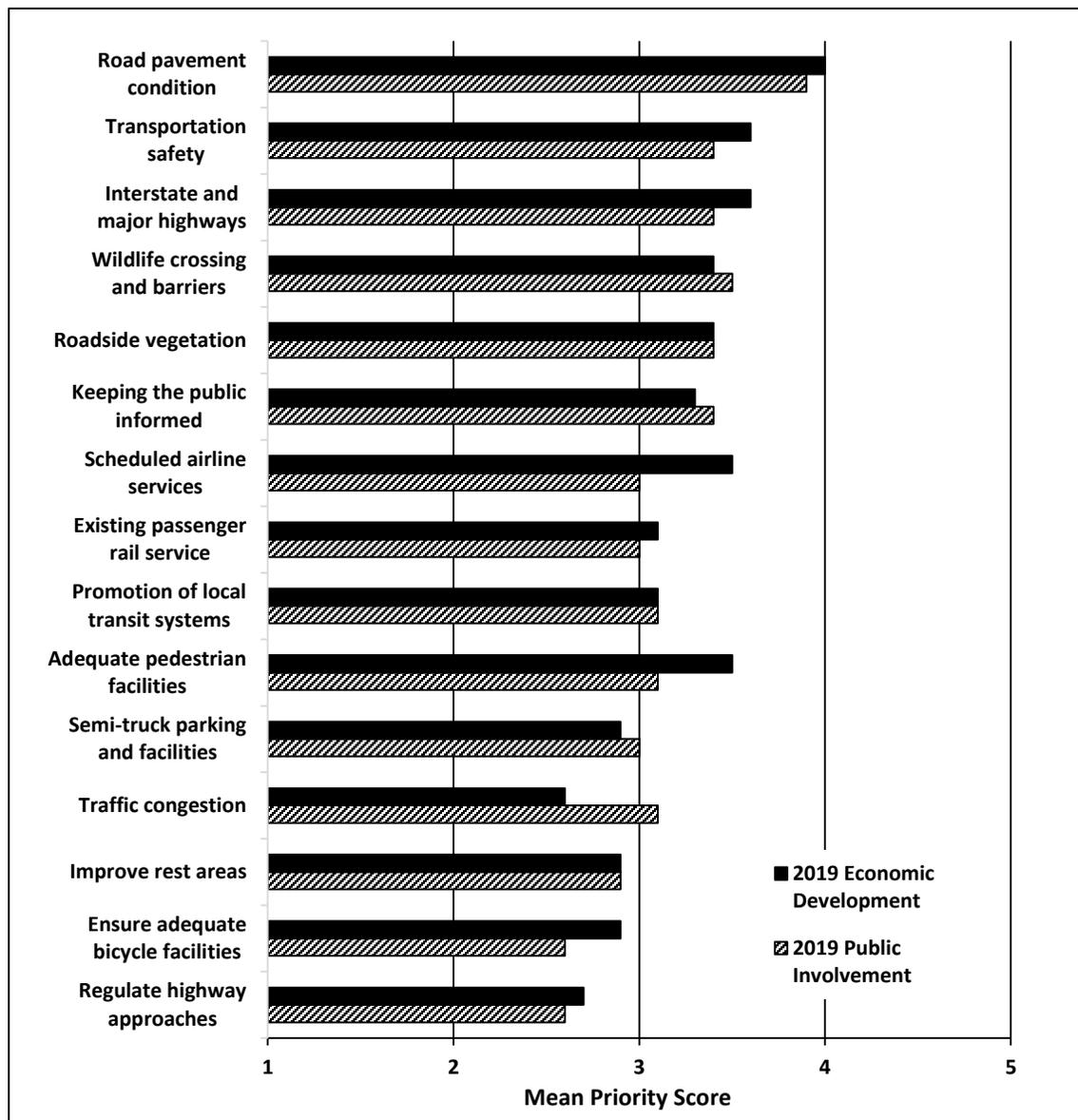
**Figure 8.2: Satisfaction with availability of transportation services in Montana (ED)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- For economic development groups, improving the condition of the state’s road pavement is favored by the largest percentage, as was the case with the general public.
- Economic development groups favored improving traffic congestion the least, which is different from the general public, which favored adequate bicycle facilities and regulating highway approaches the least.
- Economic development groups prioritized both scheduled airline service and adequate pedestrian facilities markedly higher than the general public.

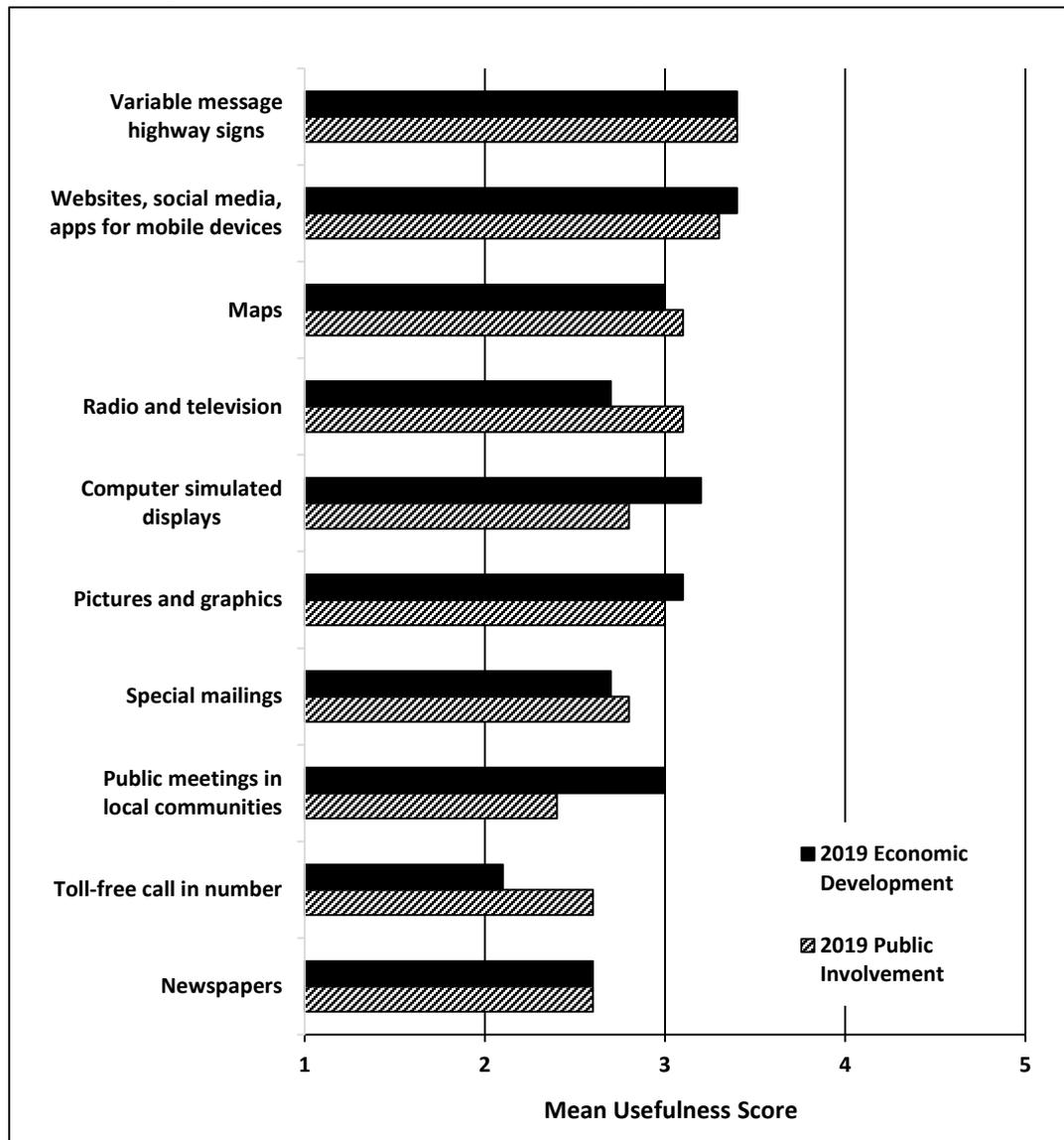
**Figure 8.3: Prioritization of actions for improving transportation system (ED)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- Economic development groups agree with the general public that variable-message highway signs constitute MDT’s most useful communications tool.
- Economic development groups find public meetings to be more useful than does the general public.
- Toll-free call-in numbers are deemed the least useful communications tool, in contrast to the general public.

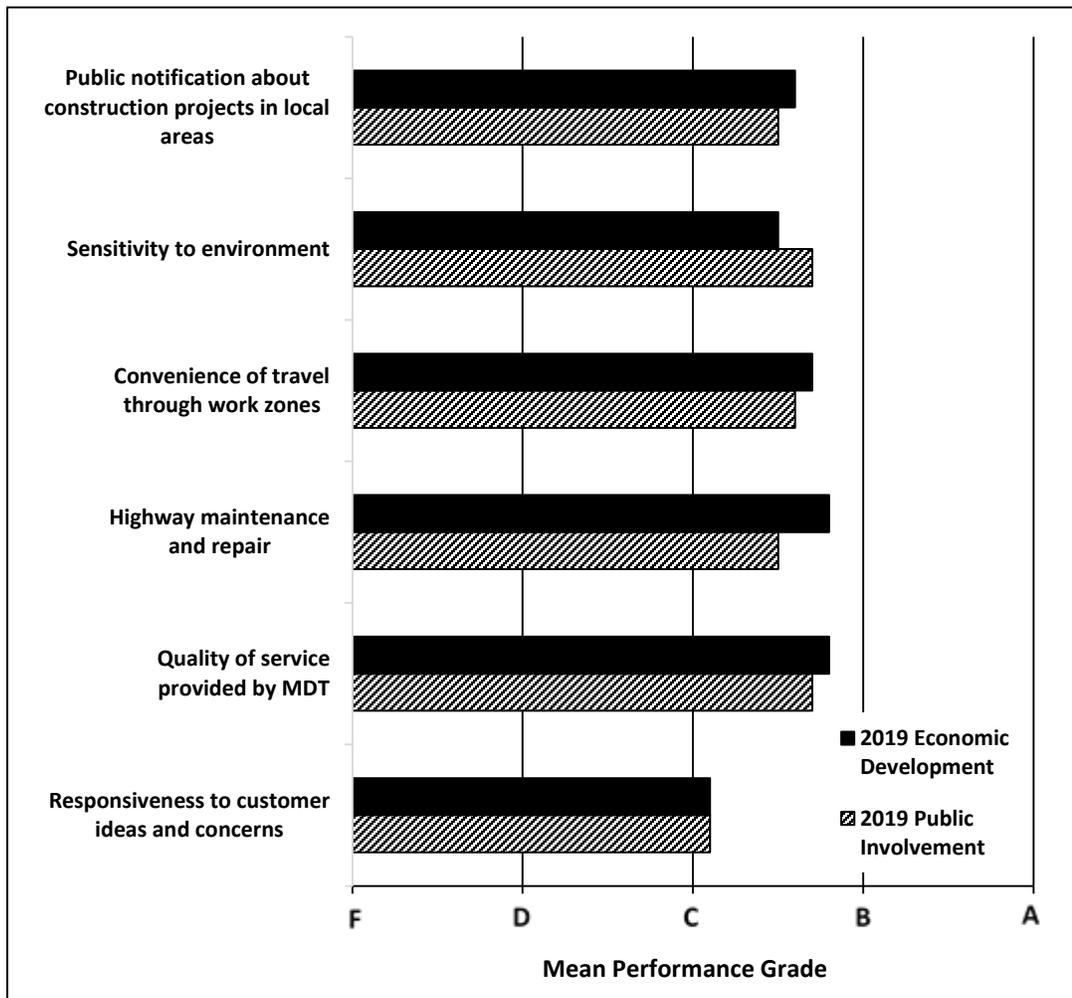
**Figure 8.4: Usefulness of MDT’s communications tools (ED)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- Economic development groups gave MDT’s overall quality of service and highway maintenance and repair the highest grades, closely followed by convenience of travel through work zones.
- Both economic development groups and the general public gave MDT’s responsiveness to customer ideas and concerns the lowest grades.

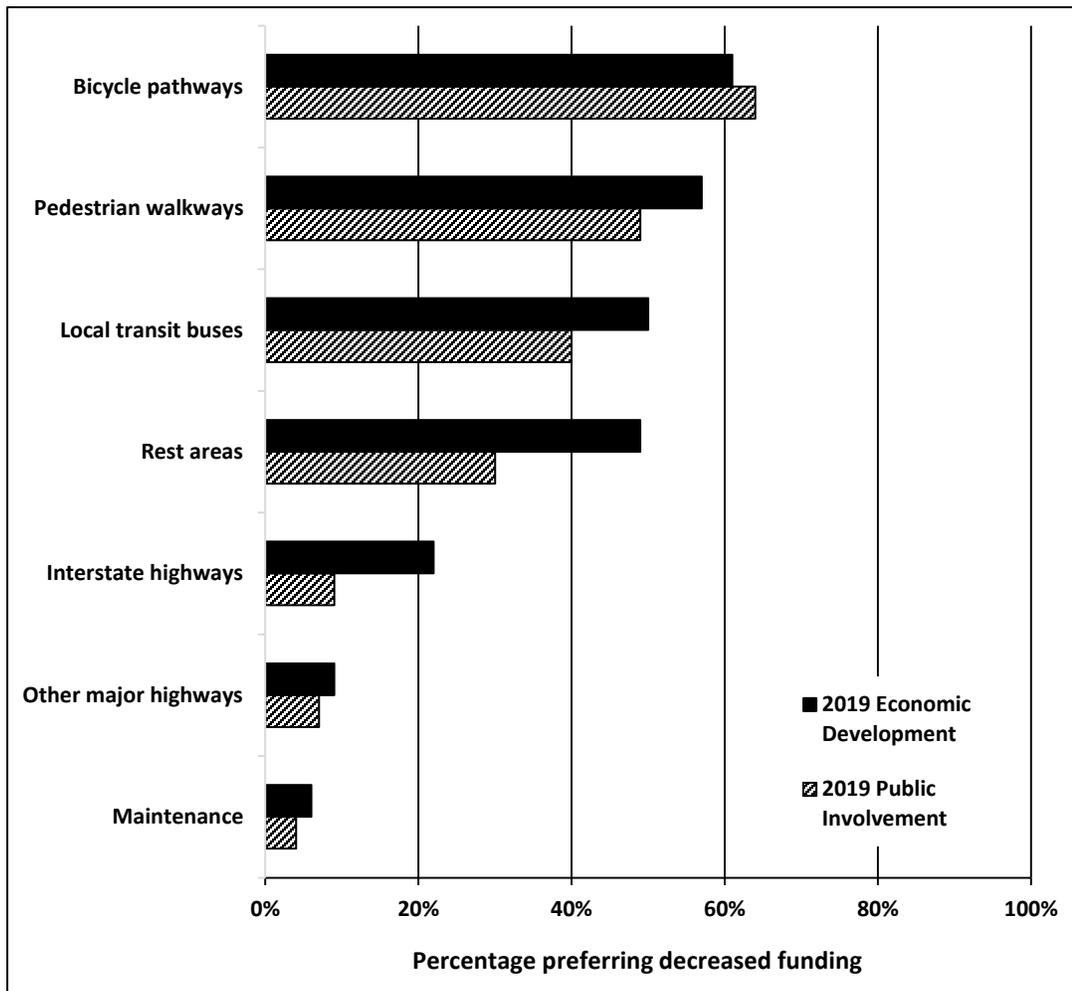
**Figure 8.5: Performance and customer service grades (ED)**



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- Most economic development groups agreed with most of the general public that bicycle pathways and pedestrian walkways should be funded at lower levels were MDT’s budget to decrease.
- Maintenance work was favored for reduced funding by the fewest among both economic development groups and the general public.

**Figure 8.6: Transportation system components favored for reduced funding**



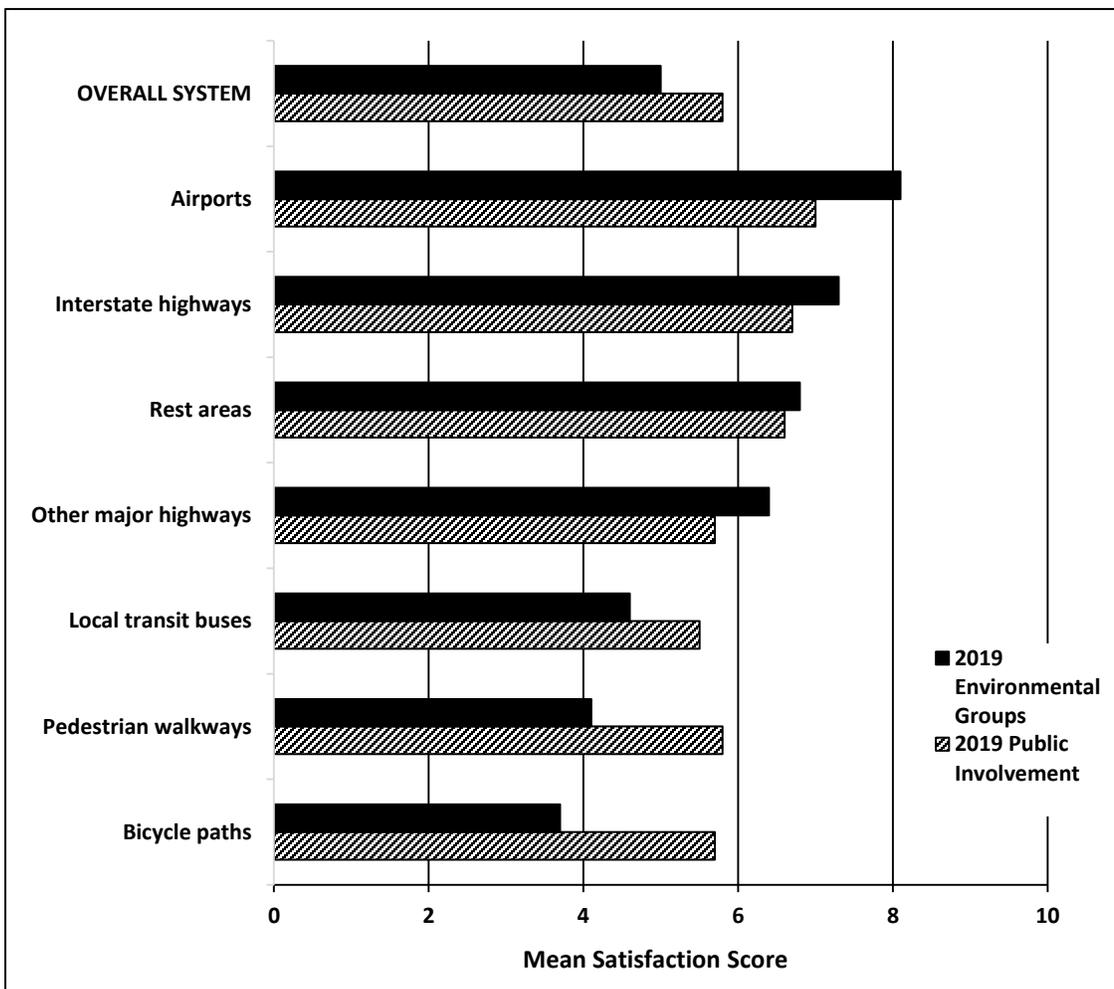
## SECTION 9: ENVIRONMENTAL STAKEHOLDER GROUP

The environmental stakeholder group consisted of representatives from environmental groups and associations from across Montana. Twenty completed surveys were obtained from members of this group. Figures 9.1 through 9.6 compare responses from this group to those obtained through the 2019 Public Involvement survey.

### “HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”

- Overall, environmental groups are less satisfied with the physical condition of Montana’s transportation system.
- Environmental groups are the least satisfied with the physical condition of local transit buses, pedestrian walkways and bicycle paths, much less so than the general public.

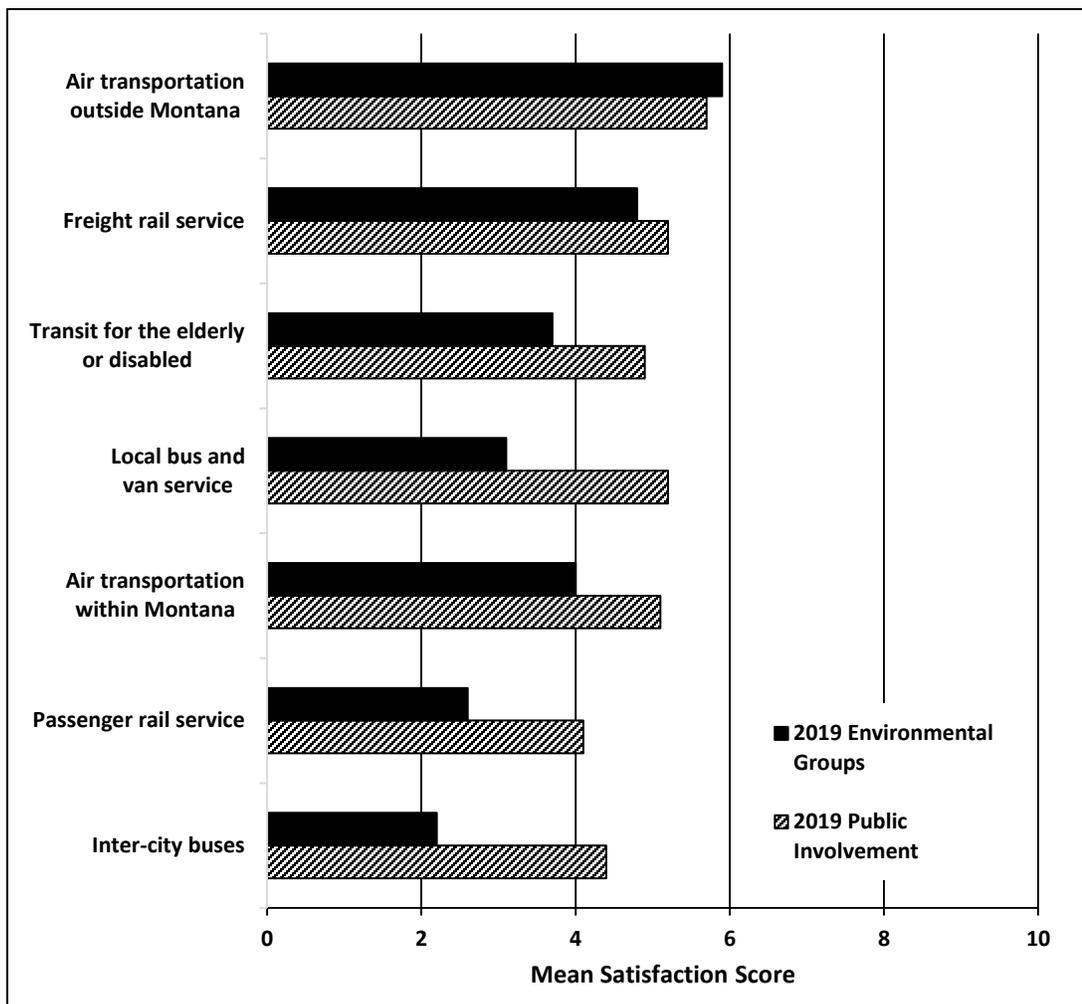
Figure 9.1: Satisfaction with physical condition of transportation system components (EG)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- Environmental groups are the most satisfied with the availability of air transportation to outside Montana.
- With the exception of air transportation to locations outside the state, environmental groups are less satisfied with the availability of all the MDT services listed.
- Environmental groups are the least satisfied with the availability of inter-city buses.

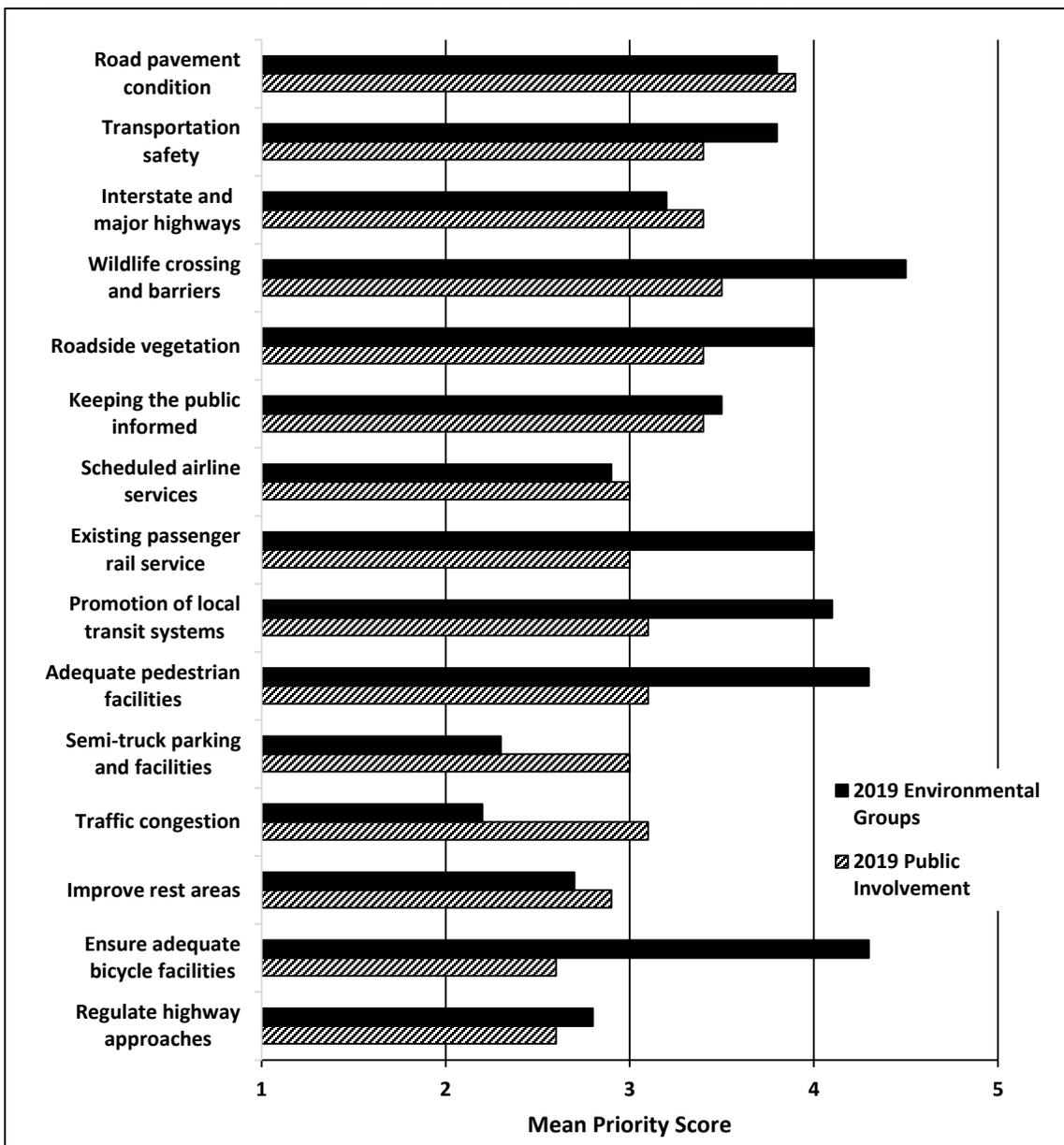
*Figure 9.2: Satisfaction with availability of transportation services in Montana (EG)*



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- In prioritizing various actions the MDT can take to improve the state’s transportation system, the priorities of environmental groups differ considerably from those of the general public in a number of areas.
- Environmental groups gave the highest priority to wildlife crossings and barriers, adequate pedestrian facilities, and adequate bicycle facilities.
- The lowest priority was given to improving traffic congestion.

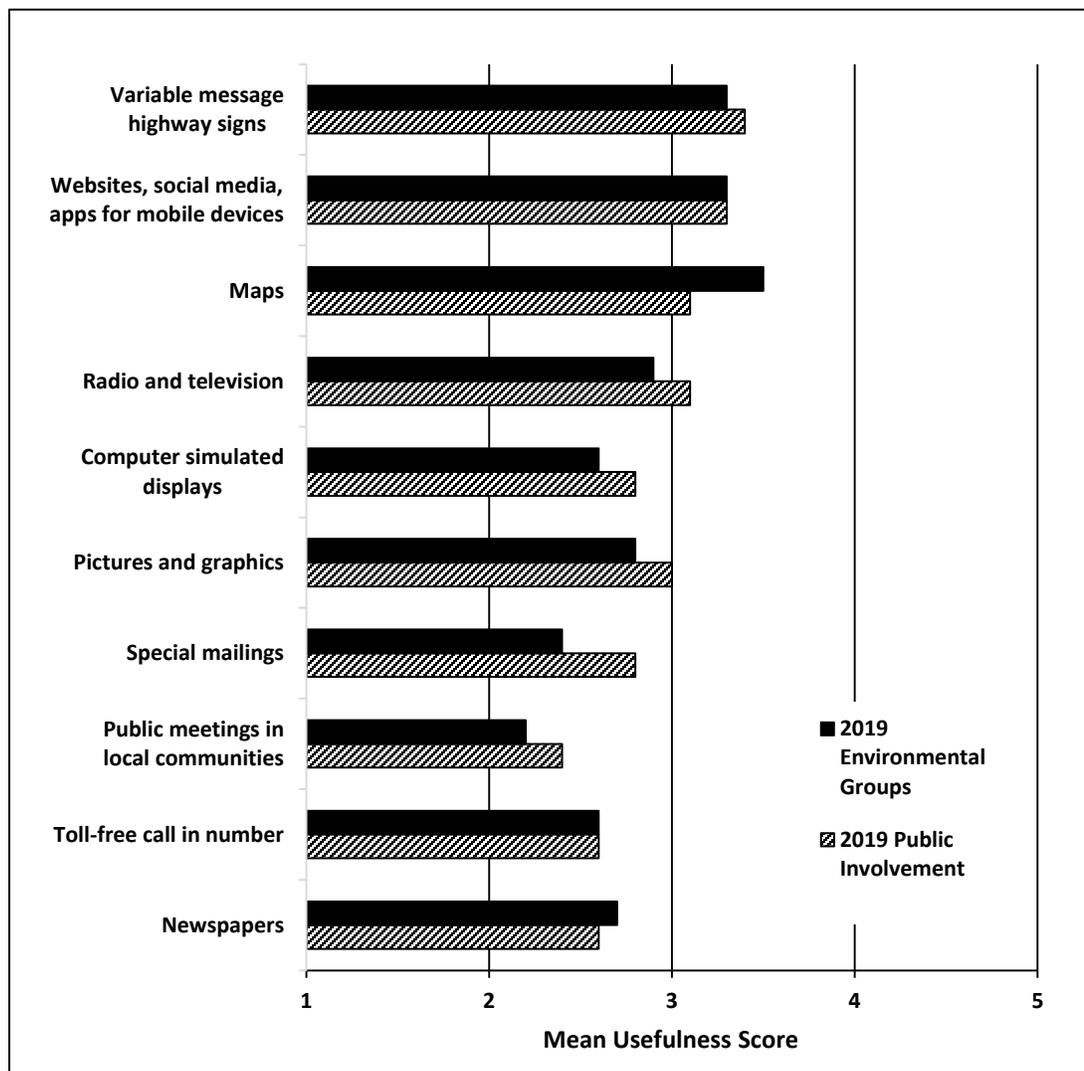
*Figure 9.3: Prioritization of actions for improving transportation system (EG)*



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- Different from other stakeholder groups and the general public, environmental groups found maps to be MDT’s most useful communications tool.
- Environmental groups agreed with the general public that public meetings are the least useful communications tool.

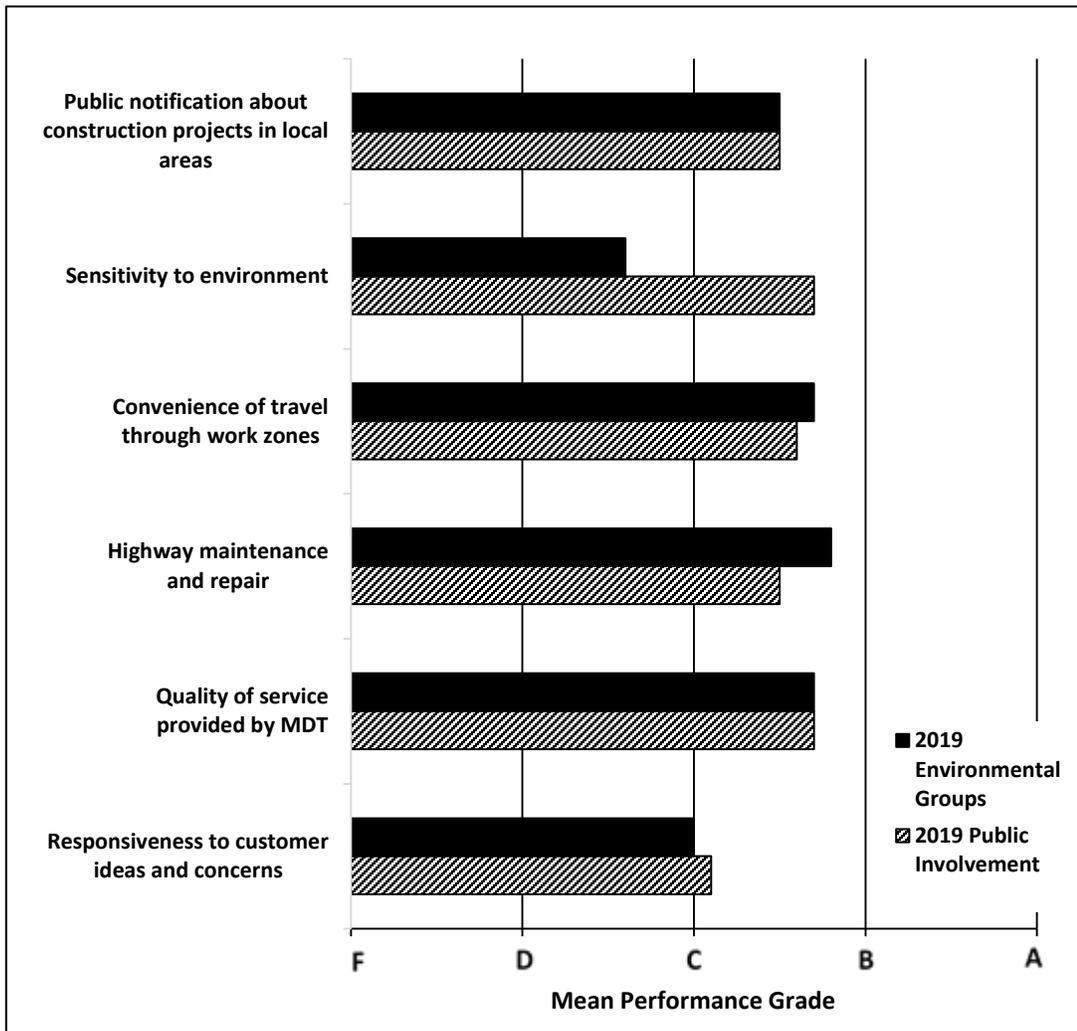
*Figure 9.4: Usefulness of MDT’s communications tools (EG)*



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- Environmental groups gave MDT the highest grades for highway maintenance and repair, more so than the general public.
- Environmental groups gave MDT’s sensitivity to the environment the lowest grades by a significant margin, in sharp contrast to the grades given by the general public.

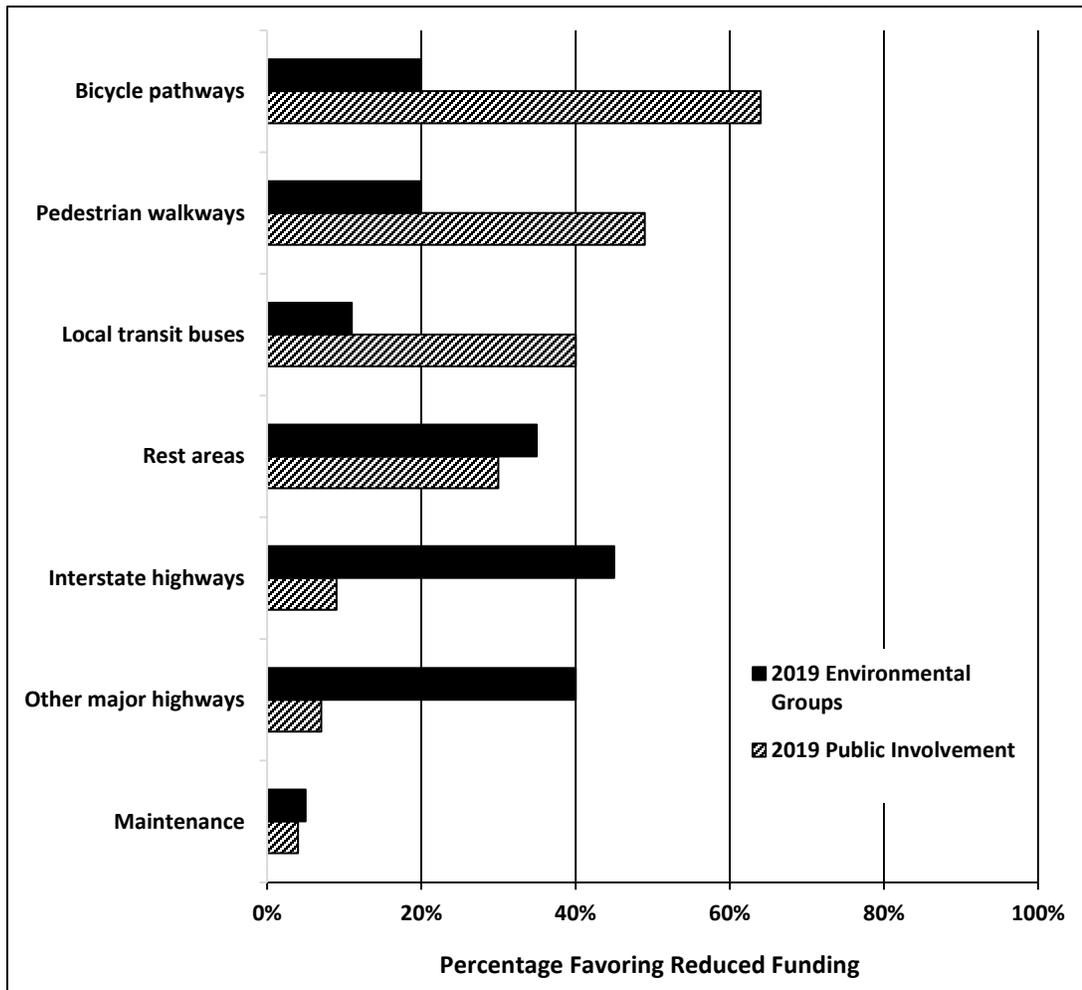
*Figure 9.5: Performance and customer service grades (EG)*



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- Environmental groups differed greatly from the general public in terms of preferences for reduced funding, with interstate highways and other major highways being favored for potential budget cuts.
- Both groups agreed that funding for maintenance should not be decreased.

**Figure 9.6: Transportation system components favored for reduced funding (EG)**



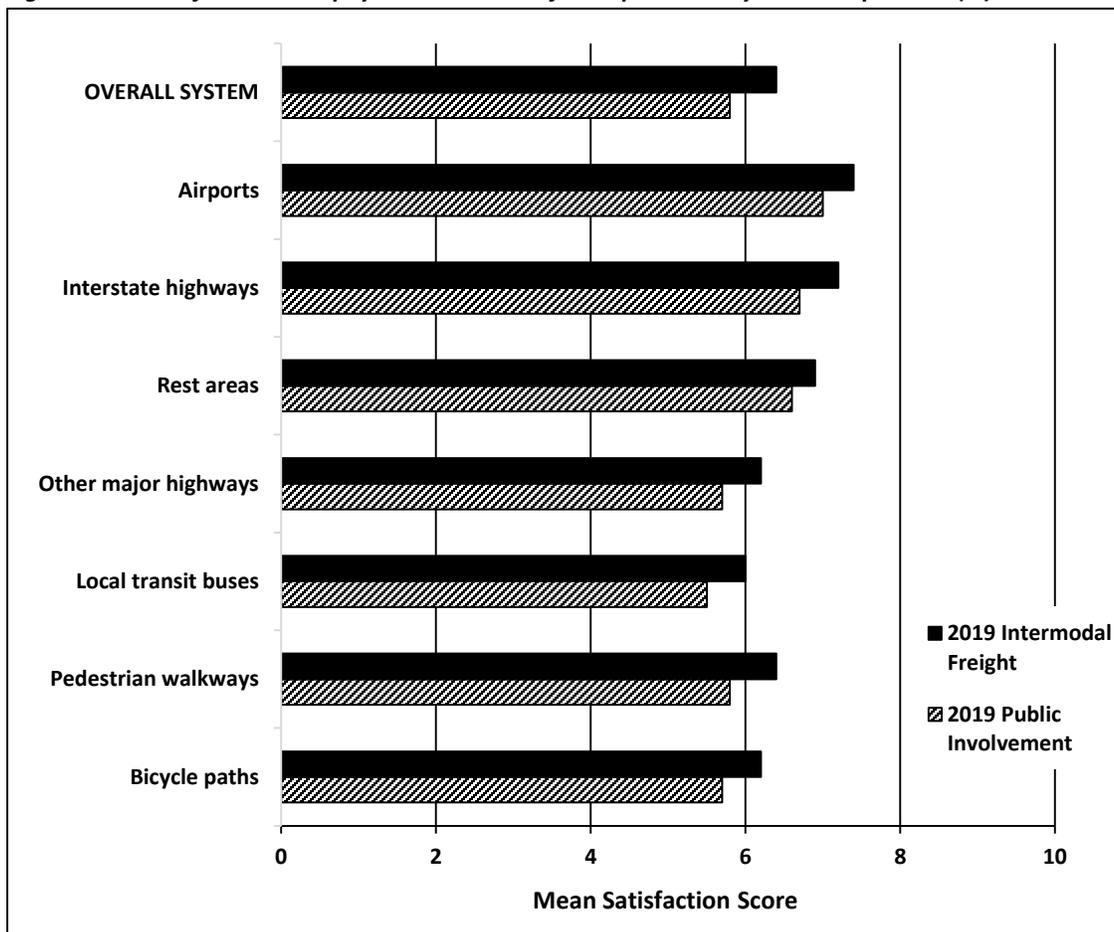
## SECTION 10: INTERMODAL FREIGHT STAKEHOLDER GROUP

The intermodal freight stakeholder group consisted of commercial trucking, freight rail, and air freight businesses from across Montana. Sixty completed surveys were obtained from members of this group. Figures 10.1 through 10.6 compare responses from this group to those obtained through the 2019 Public Involvement survey.

### “HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”

- The intermodal freight group was overall more satisfied with the physical condition of Montana’s transportation system than the general public.
- Both the intermodal freight group and the general public were the most satisfied with the physical condition of the state’s airports.
- Members of the intermodal freight group were the least satisfied with the physical condition of local transit buses.

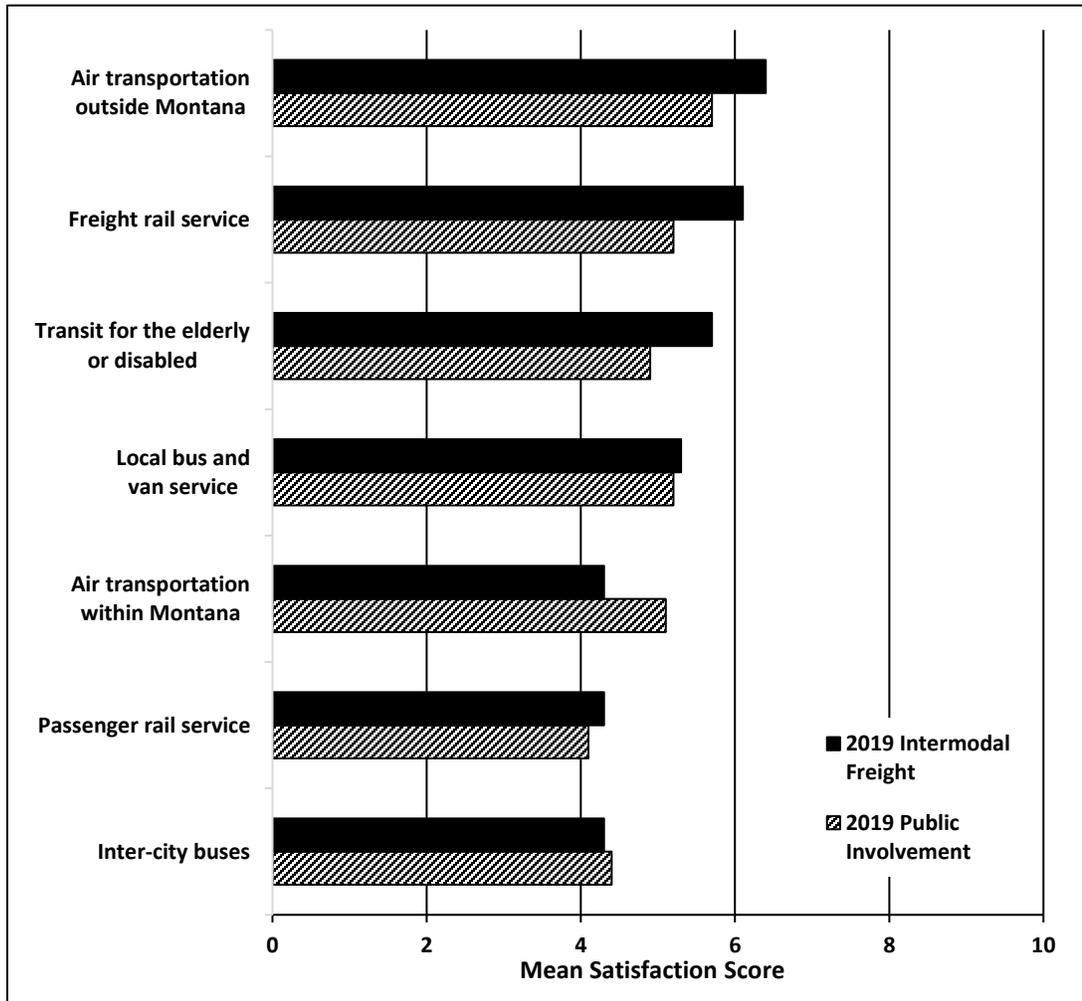
Figure 10.1: Satisfaction with physical condition of transportation system components (IF)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- As was the case for many stakeholder groups, intermodal freight group members were the most satisfied with the availability of air transportation to locations outside Montana.
- This group was the least satisfied with the availability of passenger rail service and inter-city buses, as was also the case with the general public.

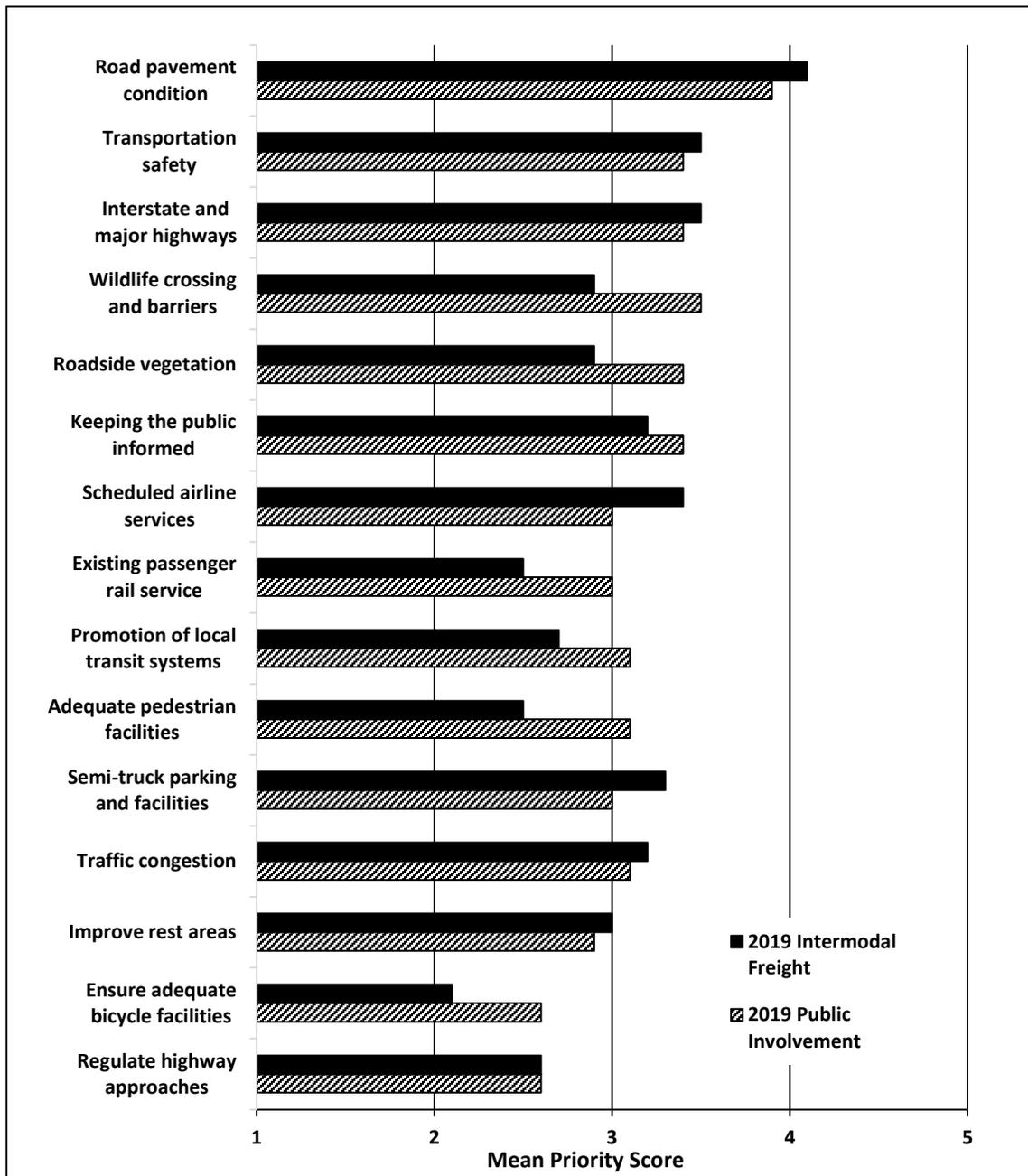
*Figure 10.2: Satisfaction with availability of transportation services in Montana (IF)*



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- Both the intermodal freight group and the general public prioritize road pavement conditions the highest for improving the Montana transportation system.
- Also similar to the general public, the intermodal freight group prioritized adequate bicycle facilities the lowest.

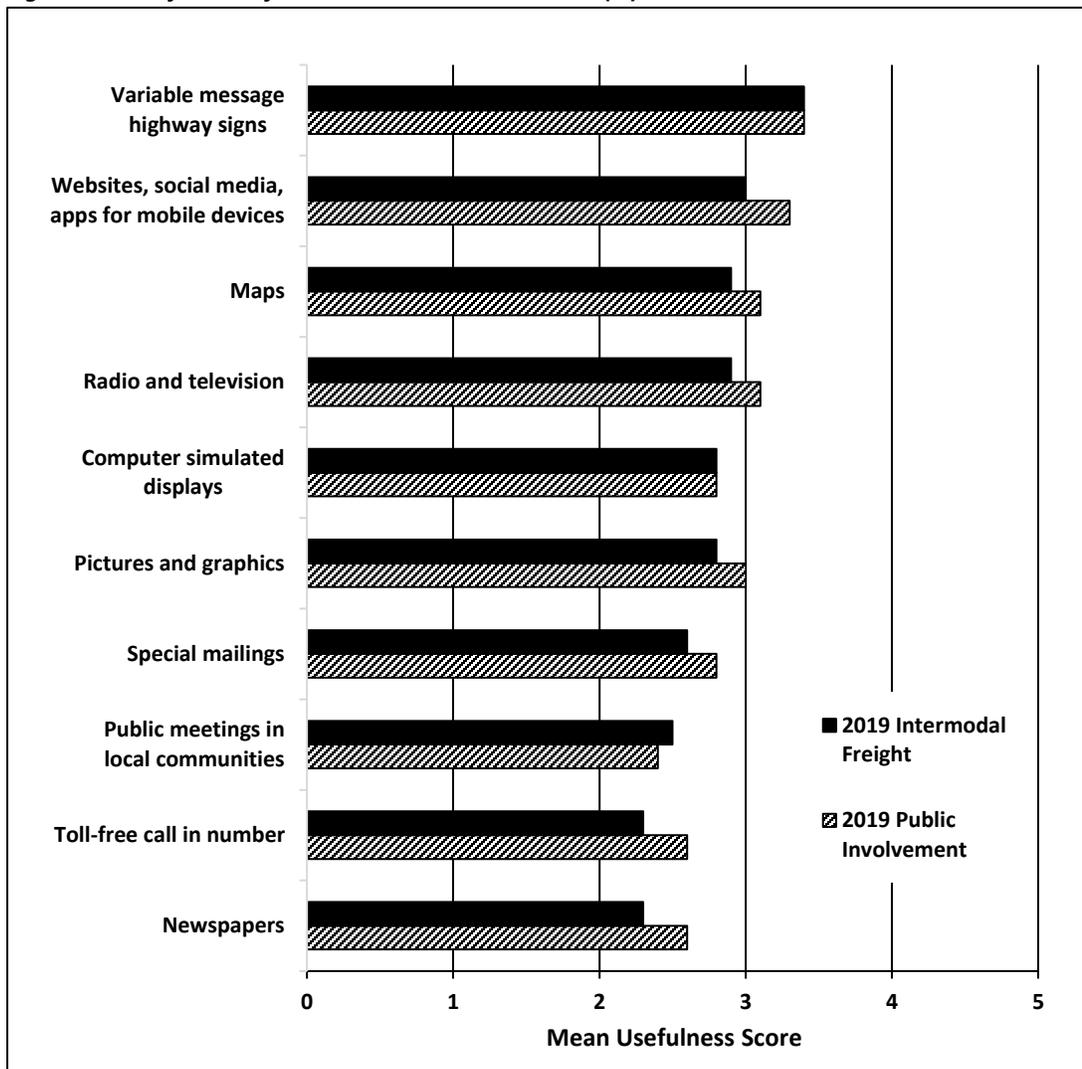
**Figure 10.3: Prioritization for improving transportation system (IF)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- The intermodal freight group agreed with the general public that variable-message highway signs are the most useful among MDT’s communications tools.
- Toll-free call-in numbers and newspapers were deemed the least useful communications tools among the intermodal freight group.

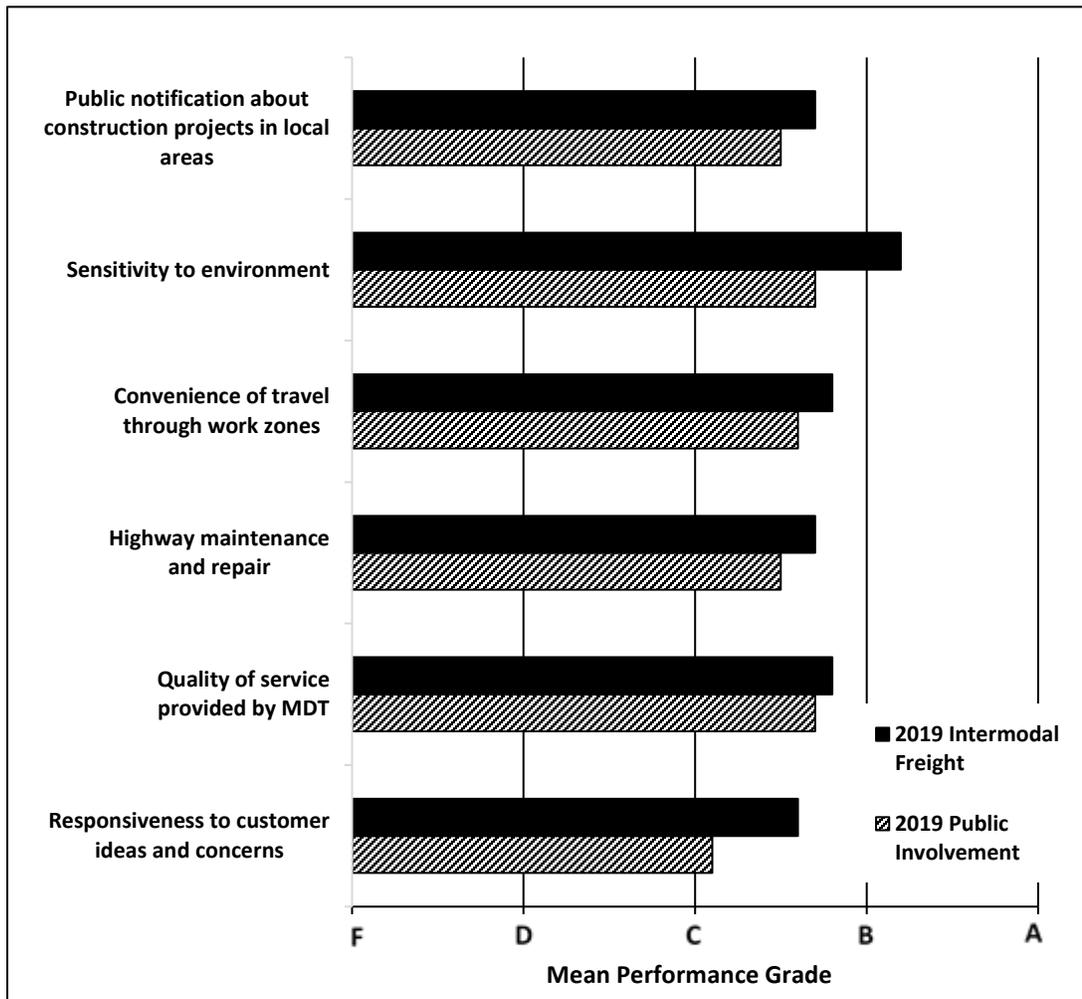
**Figure 7.4: Usefulness of MDT’s communications tools (IF)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- The intermodal freight group gave their highest grades to MDT’s sensitivity to the environment.
- The intermodal freight group gave its lowest grade to MDT’s responsiveness to customers’ ideas and concern, same as the general public.

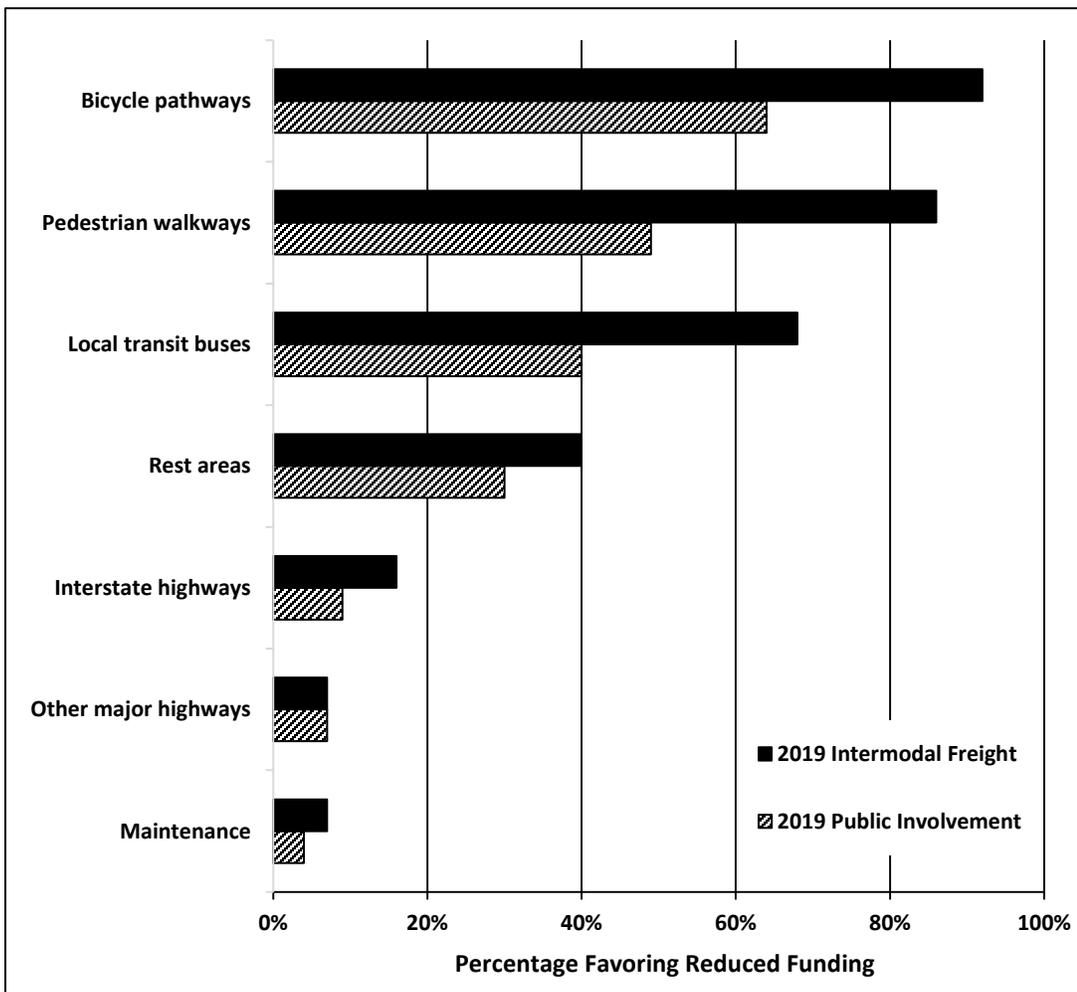
*Figure 10.5: Performance and customer service grades (IF)*



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- When it comes to potentially decreasing funding for any of MDT’s functions, the intermodal freight group showed the same trends as the general public.
- The intermodal freight group was overwhelmingly favoring decreasing funding for bicycle paths, and favoring reduced funding for maintenance the least.

**Figure 10.6: Transportation system components favored for reduced funding**



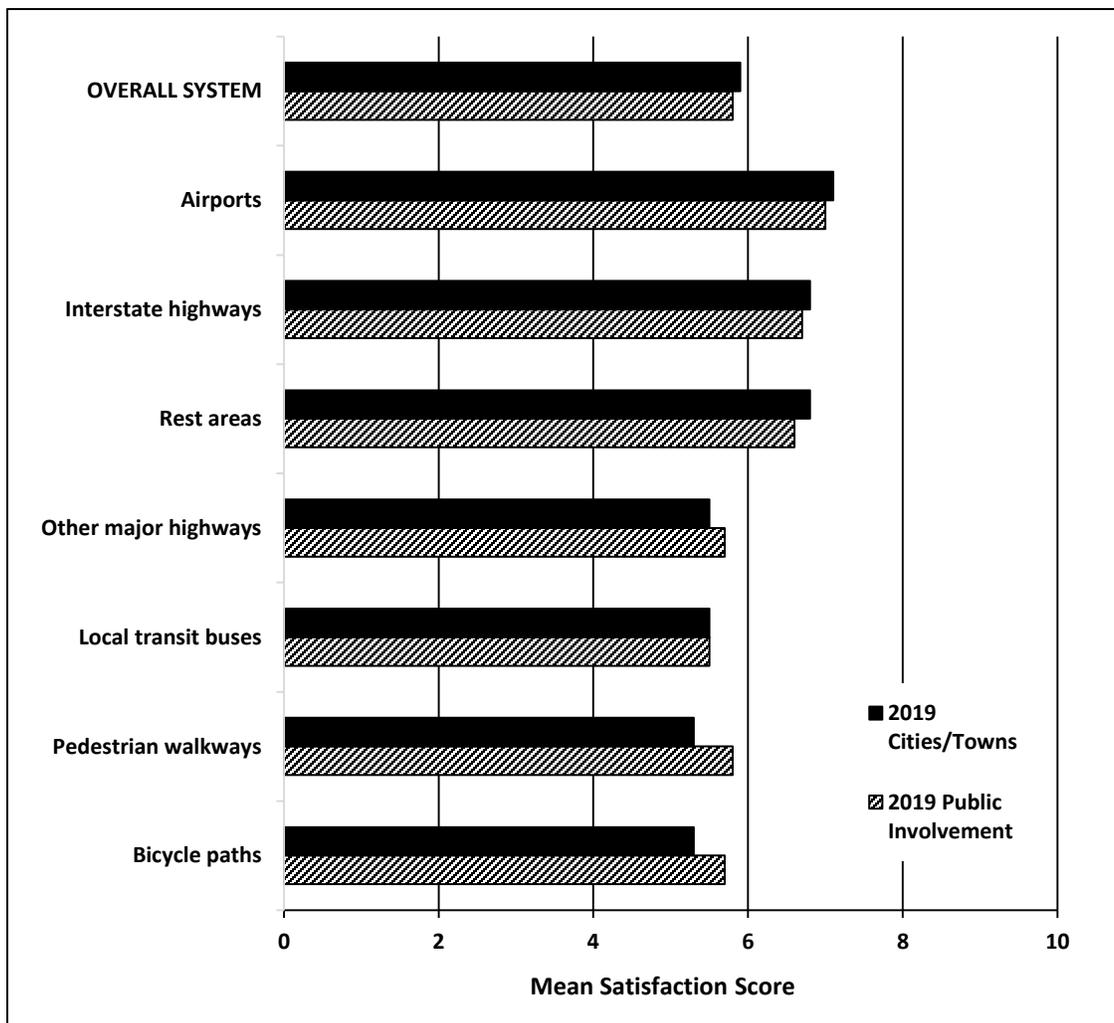
## SECTION 11: MAYORS AND CITY EXECUTIVES STAKEHOLDER GROUP

The cities and towns stakeholder group consisted of mayors and city executives from across Montana. Ninety-four completed surveys were obtained from members of this group. Figures 11.1 through 11.6 compare responses from this group to those obtained through the 2019 Public Involvement survey.

### “HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”

- Generally, the mayors and city executives showed the same trends as the general public in terms of satisfaction with the physical condition of Montana’s transportation system.
- Both groups give the greatest satisfaction rating to the physical condition of the state’s airports.
- Both groups give the lowest satisfaction rating to the physical condition of pedestrian pathways and bicycle paths.

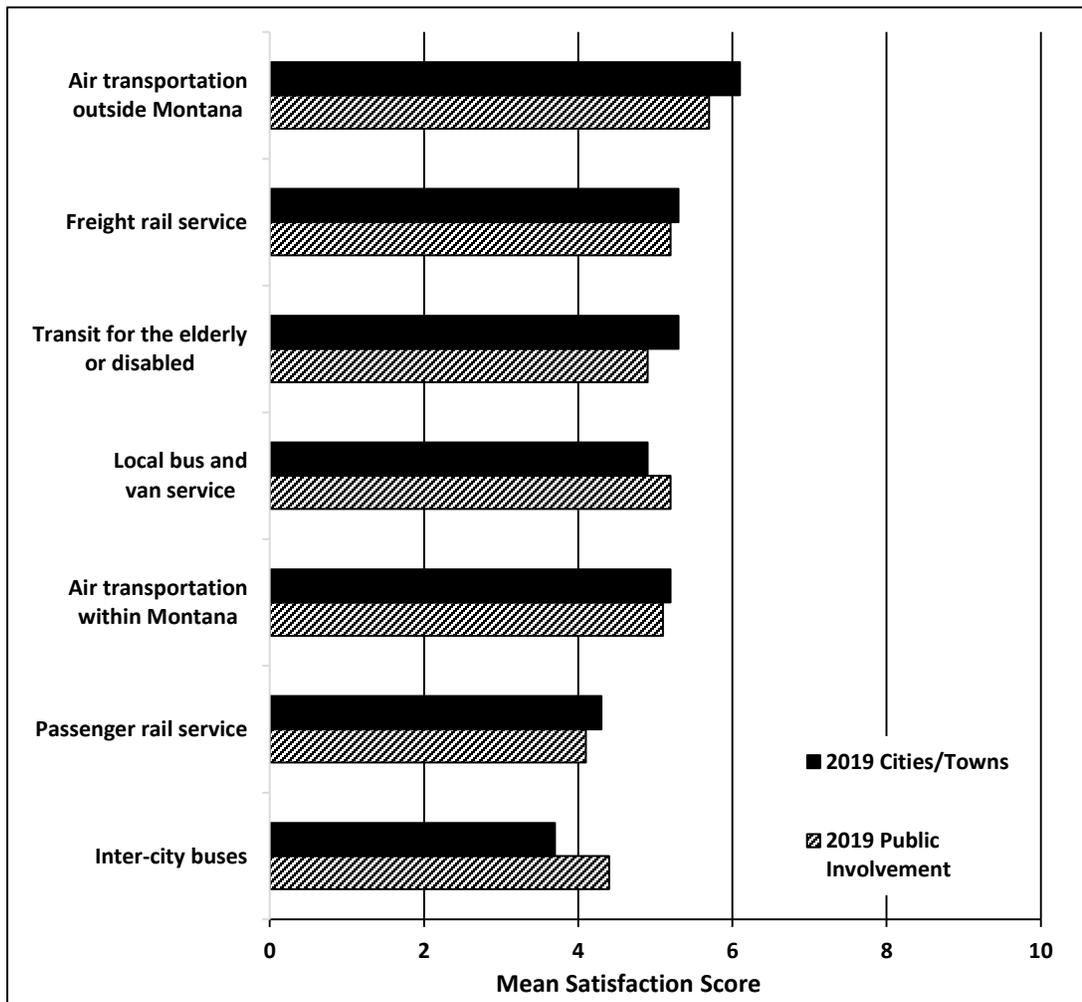
Figure 11.1: Satisfaction with physical condition of transportation system components (CT)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- Mayors and city executives were less satisfied than the general population with the availability of inter-city buses in Montana.
- This group was also most satisfied with air transportation to locations outside of Montana, which was the case with the general public as well.

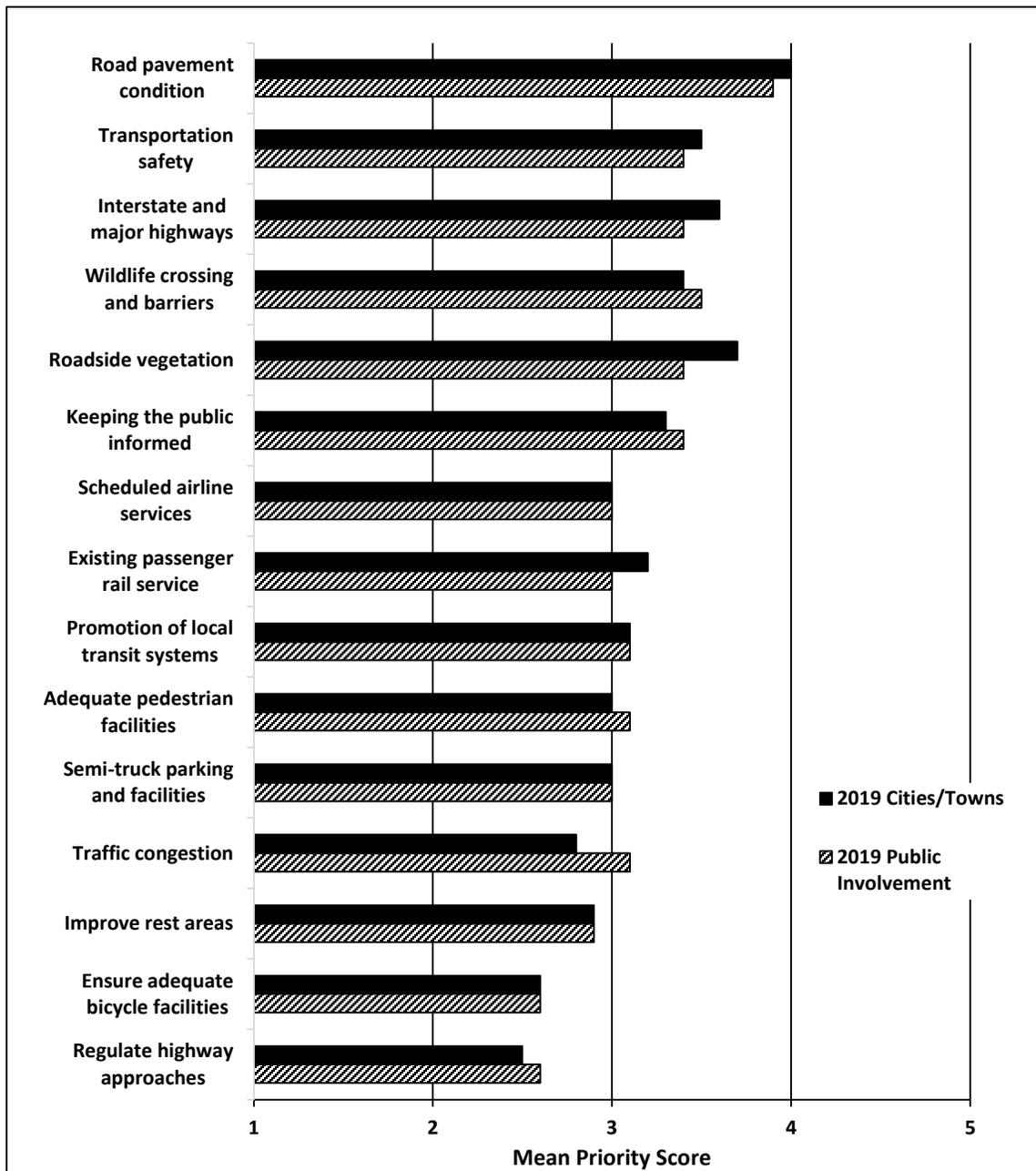
**Figure 11.2: Satisfaction with availability of transportation services in Montana (CT)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- Mayors and city executives give improving road pavement conditions the highest priority in terms of what MDT can do to improve the transportation system.
- Regulating highway approaches and ensuring adequate bicycle facilities were at the bottom of the list of priorities for improving Montana’s transportation system.

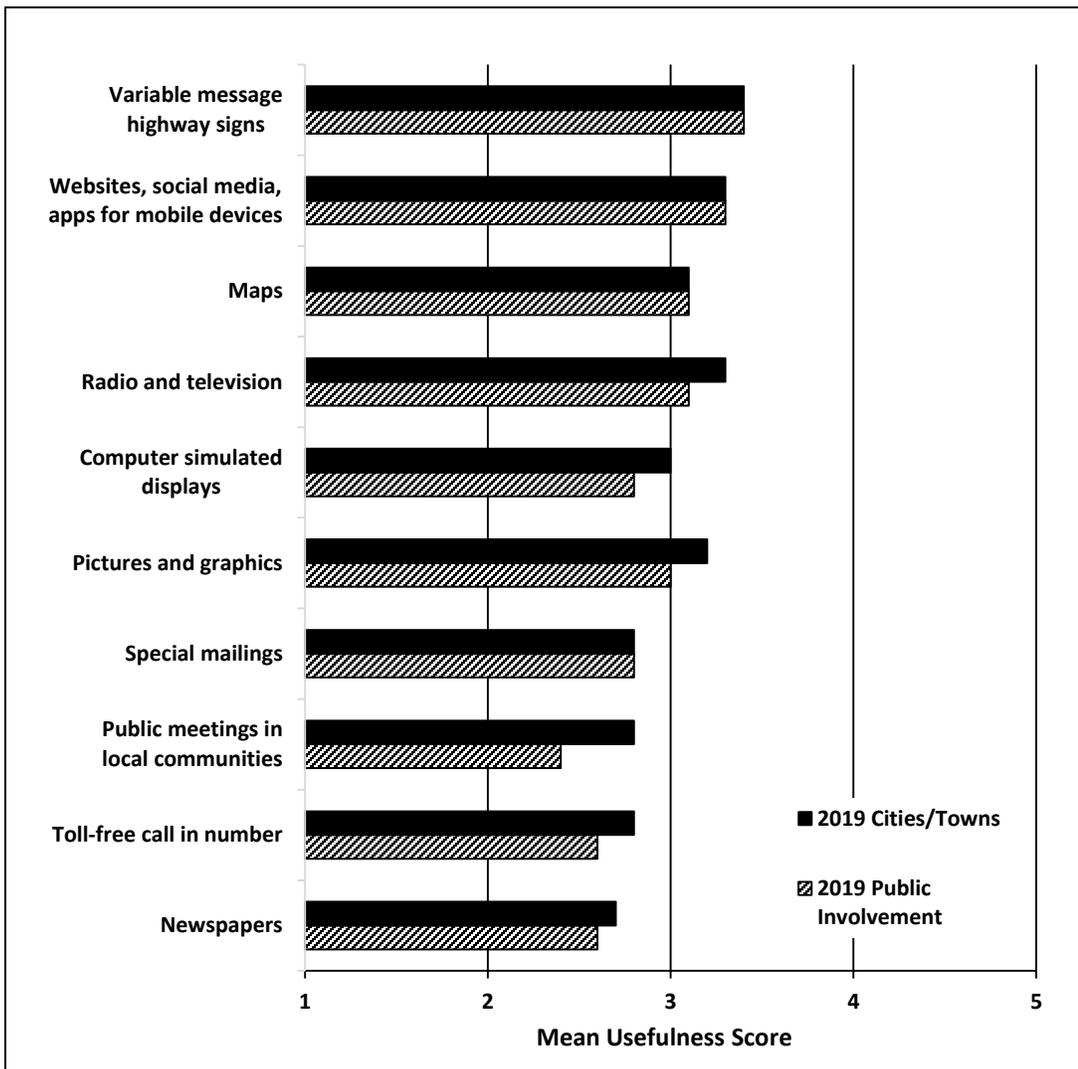
**Figure 11.3: Prioritization of actions for improving transportation system (CT)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- Mayors and city executives agreed with the general public that variable-message highway signs are the most useful of MDT’s communications tools, closely followed by websites and social media, and radio and television.
- Newspapers were found to be the least useful among the communications tools listed.
- Public meetings were considered more useful by mayors and city executives than by the general public.

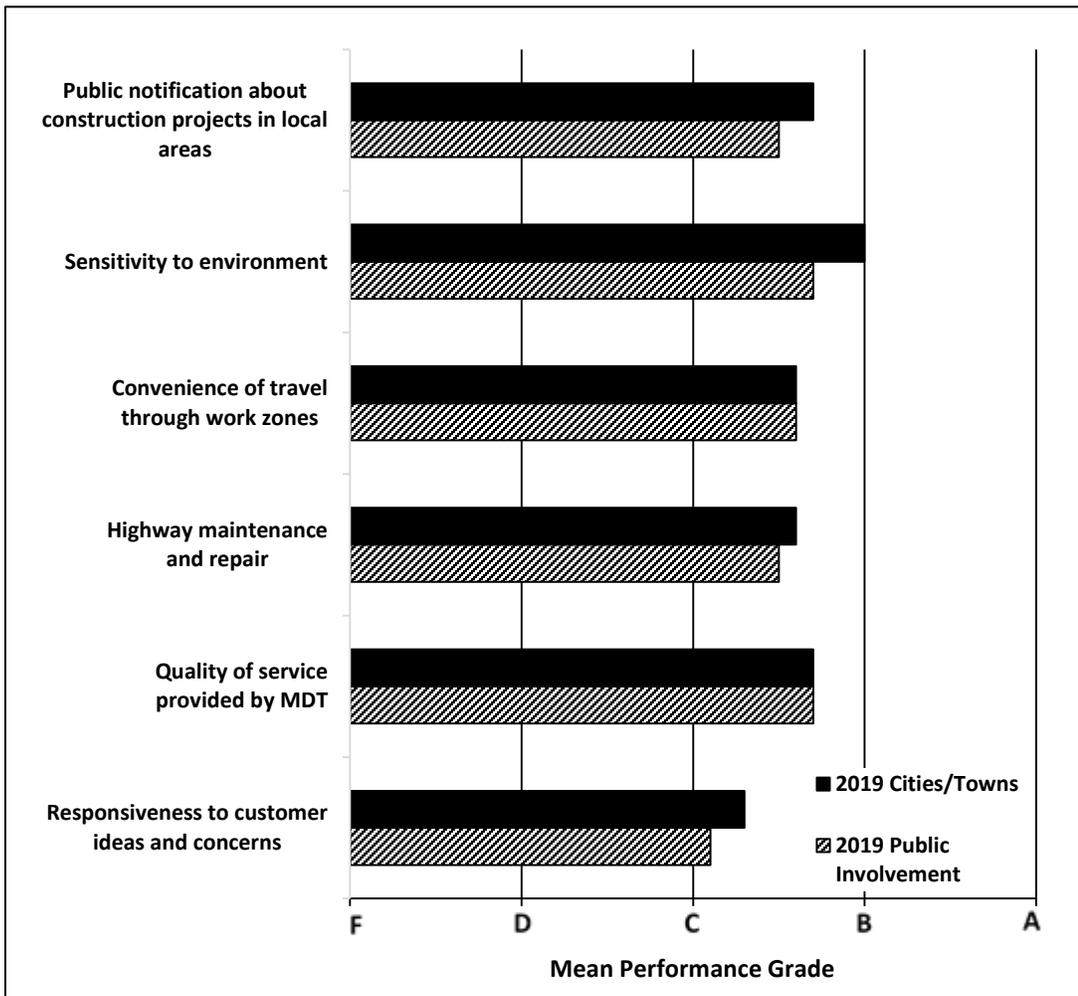
**Figure 11.4: Usefulness of MDT’s communications tools (CT)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- Mayors and city executives graded MDT’s sensitivity to the environment the highest, same as the general public.
- Mayors and city agreed with the general public in grading the department’s responsiveness to customer ideas and concern the lowest.

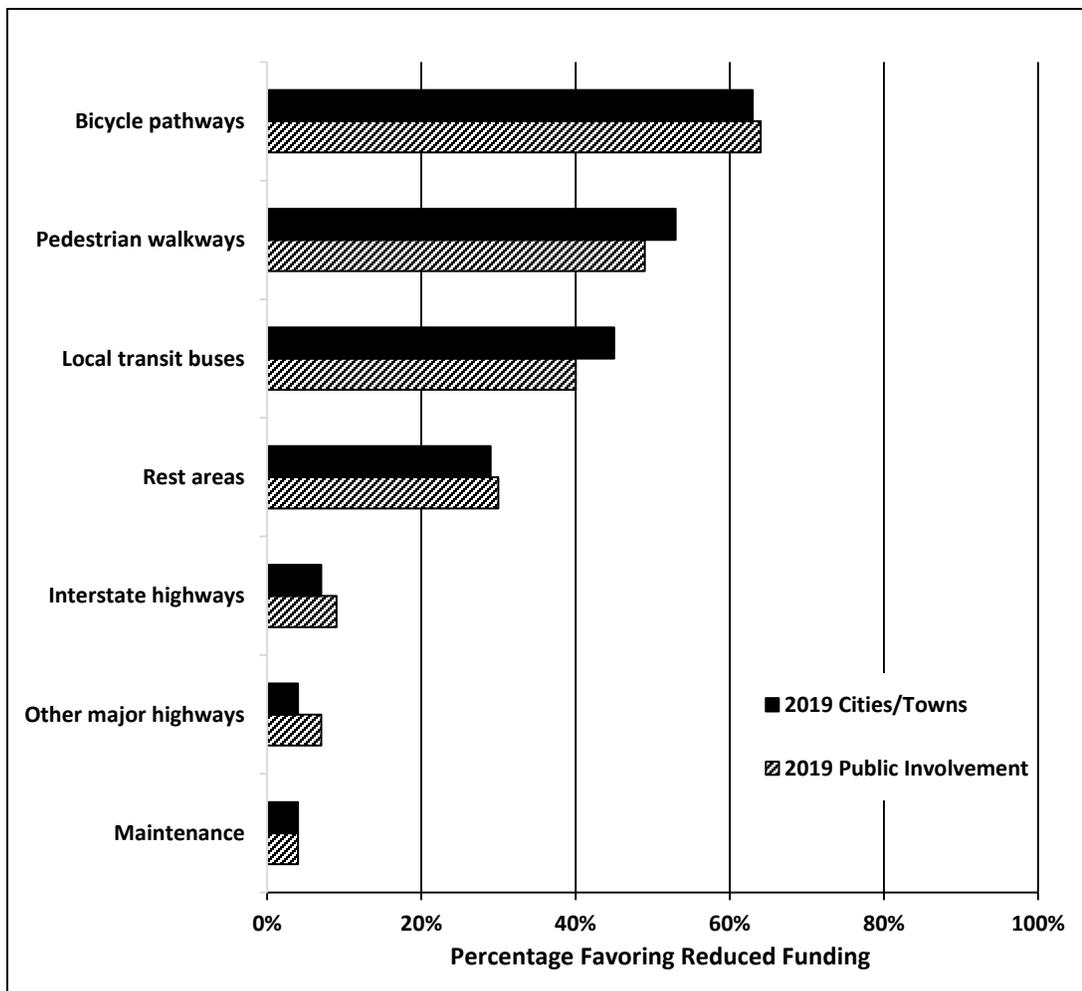
*Figure 11.5: Performance and customer service grades (CT)*



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- Mayors and city executives followed the general pattern of the general public when it came to where they preferred to see reduced funding in the event that MDT’s budget were cut.
- Bicycle pathways were favored for reduced funding by the majority of respondents.
- General maintenance and other major highways were favored for reduced funding by the fewest respondents.

**Figure 11.6: Transportation system components favored for reduced funding (CT)**



## SECTION 12: BICYCLE AND PEDESTRIAN STAKEHOLDER GROUP

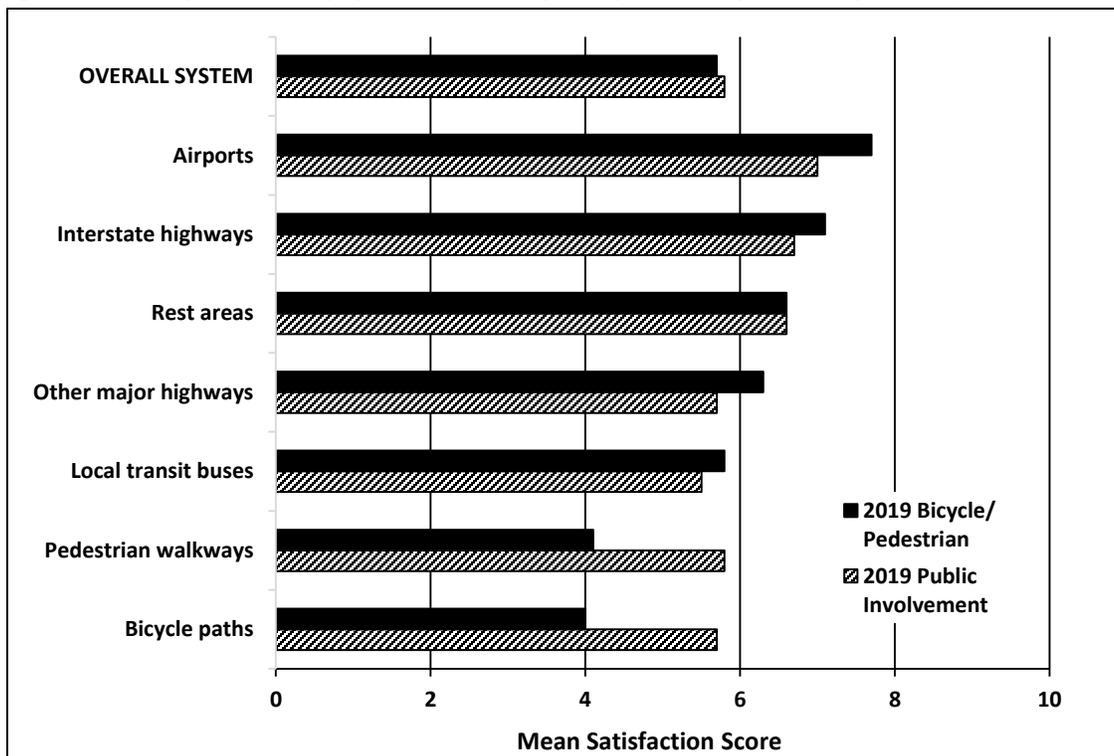
This group is comprised of various bicycle and pedestrian interests from across Montana, including representatives from

- Bicycle clubs,
- Community development groups,
- Bicycle/pedestrian advisory boards,
- County planning offices,
- Police on bikes, and
- City park and recreation organizations.

### “HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”

- Bicycle and pedestrian stakeholders were moderately satisfied with the overall physical condition of Montana’s transportation system.
- They were the most satisfied with the physical condition of the state’s airports, more so than the general public.
- Bicycle and pedestrian stakeholders were the least satisfied with the physical condition of pedestrian walkways and bicycle pathways, with mean satisfaction scores much lower than for the general public.

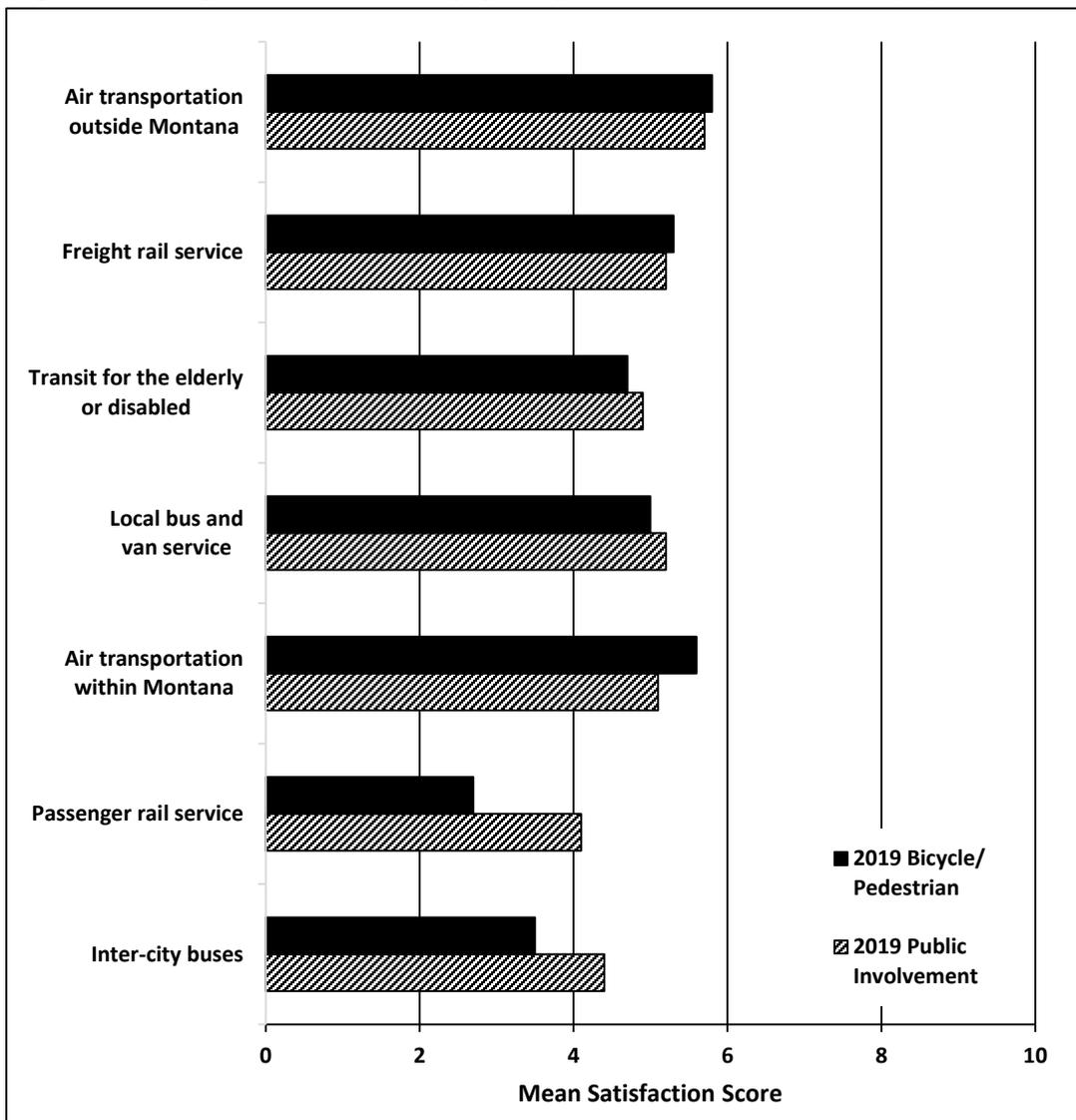
Figure 12.1: Satisfaction with physical condition of transportation system components (BP)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- Bicycle and pedestrian stakeholders, along with the general public, were the most satisfied with the availability of air transportation to locations outside Montana. They were also satisfied with the availability of air transportation within the state.
- This group was much less satisfied with the availability of passenger rail service and the availability of intercity buses than the general public.

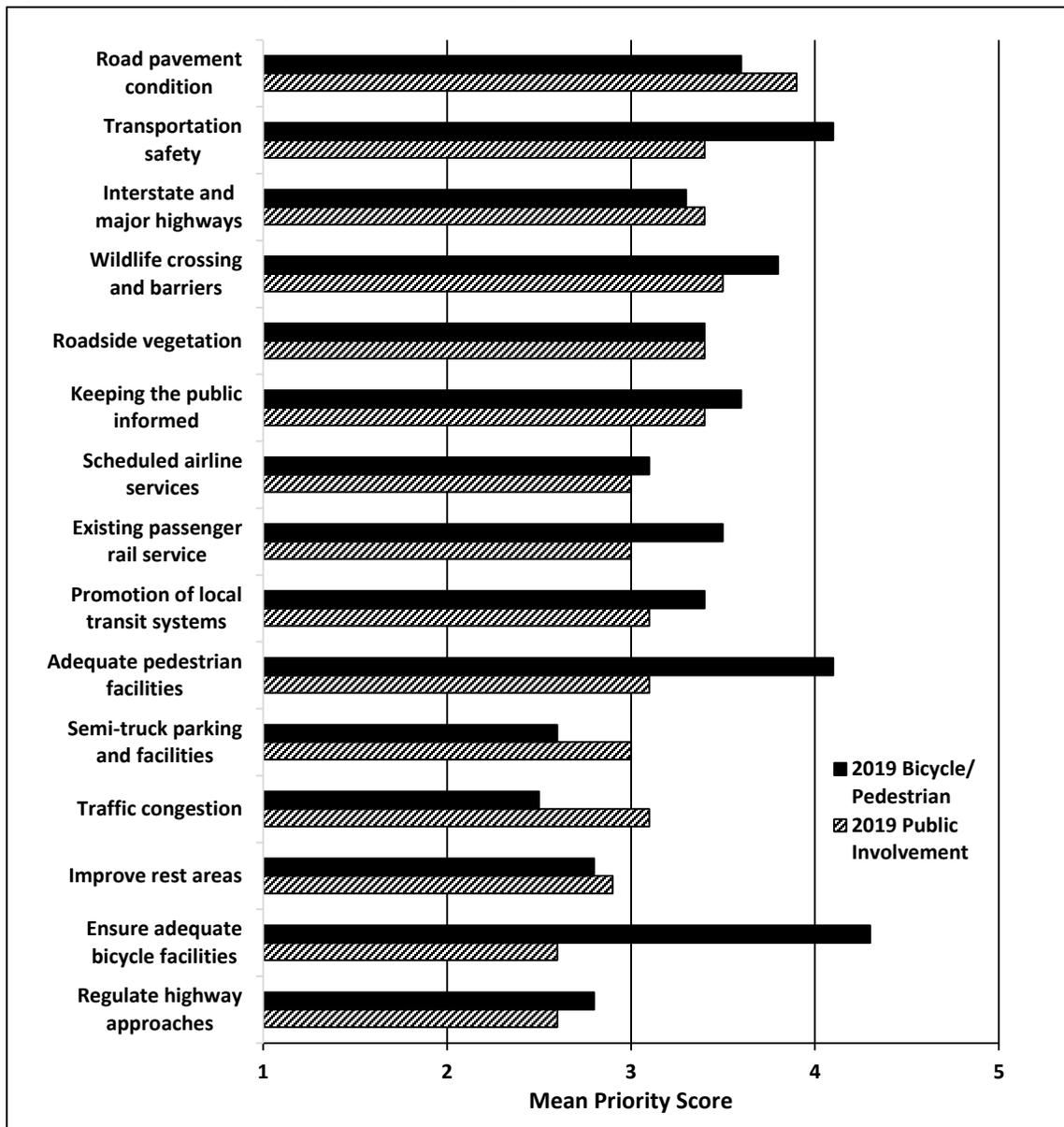
*Figure 12.2: Satisfaction with availability of transportation services in Montana (BP)*



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- Bicycle and pedestrian stakeholders gave greatest priority by far to adequate pedestrian facilities and adequate bicycle facilities.
- This group gave the lowest priority to improving traffic congestion and to semi-truck parking and facilities.

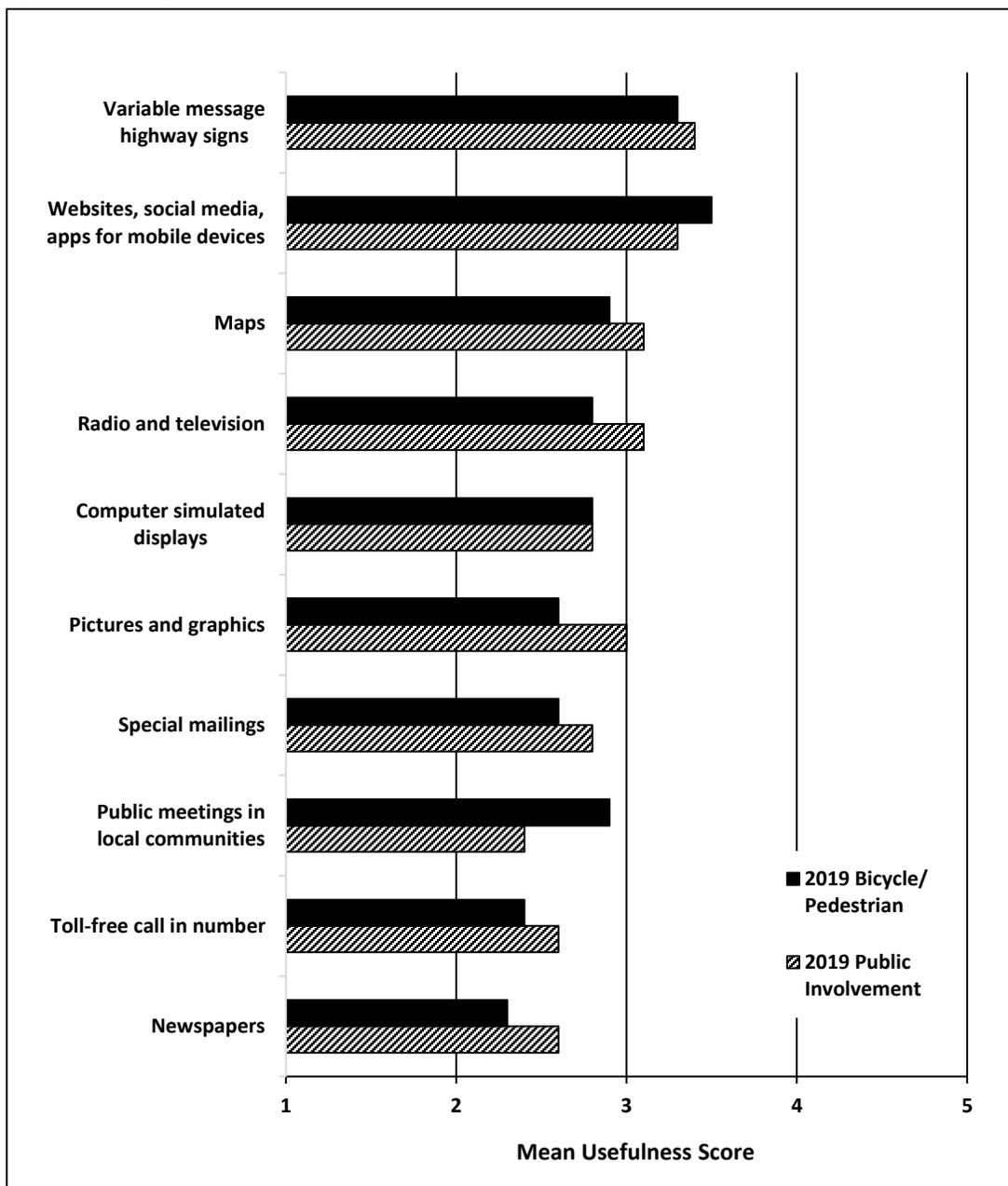
**Figure 12.3: Prioritization of actions for improving transportation system (BP)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- Bicycle and pedestrian stakeholders find websites and other social media to be the most useful among MDT’s communications tools, closely followed by variable-message highway signs.
- This group rated public meetings considerably more useful than did the general public.
- They found newspapers to be the least useful among the communications tools utilized by MDT.

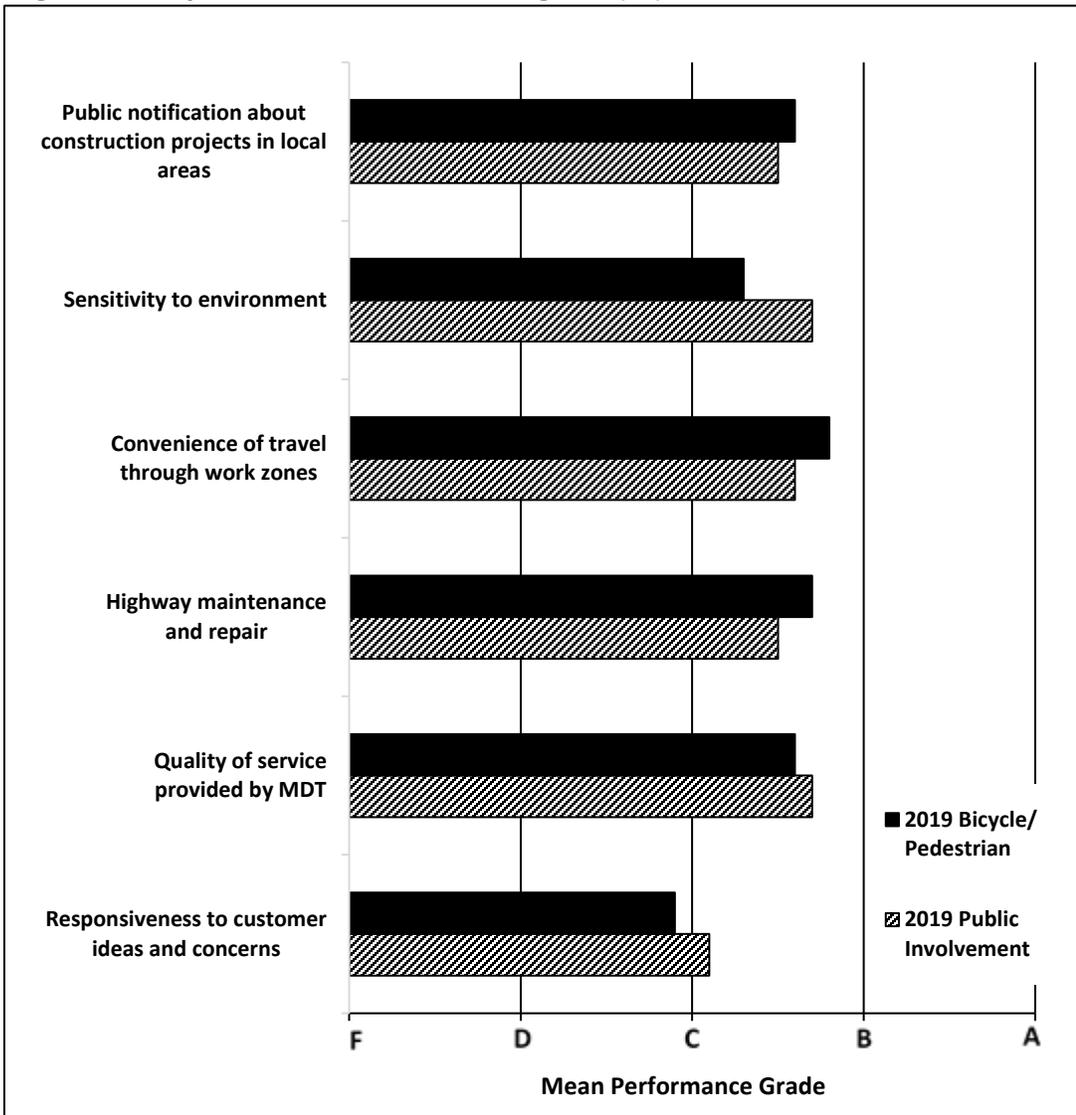
**Figure 12.4: Usefulness of MDT’s communications tools (BP)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- Bicycle and pedestrian stakeholders gave the highest grades to the convenience of travel through work zones, closely followed by highway maintenance and repair.
- This group gave the lowest grades the department’s responsiveness to customer ideas and concerns.

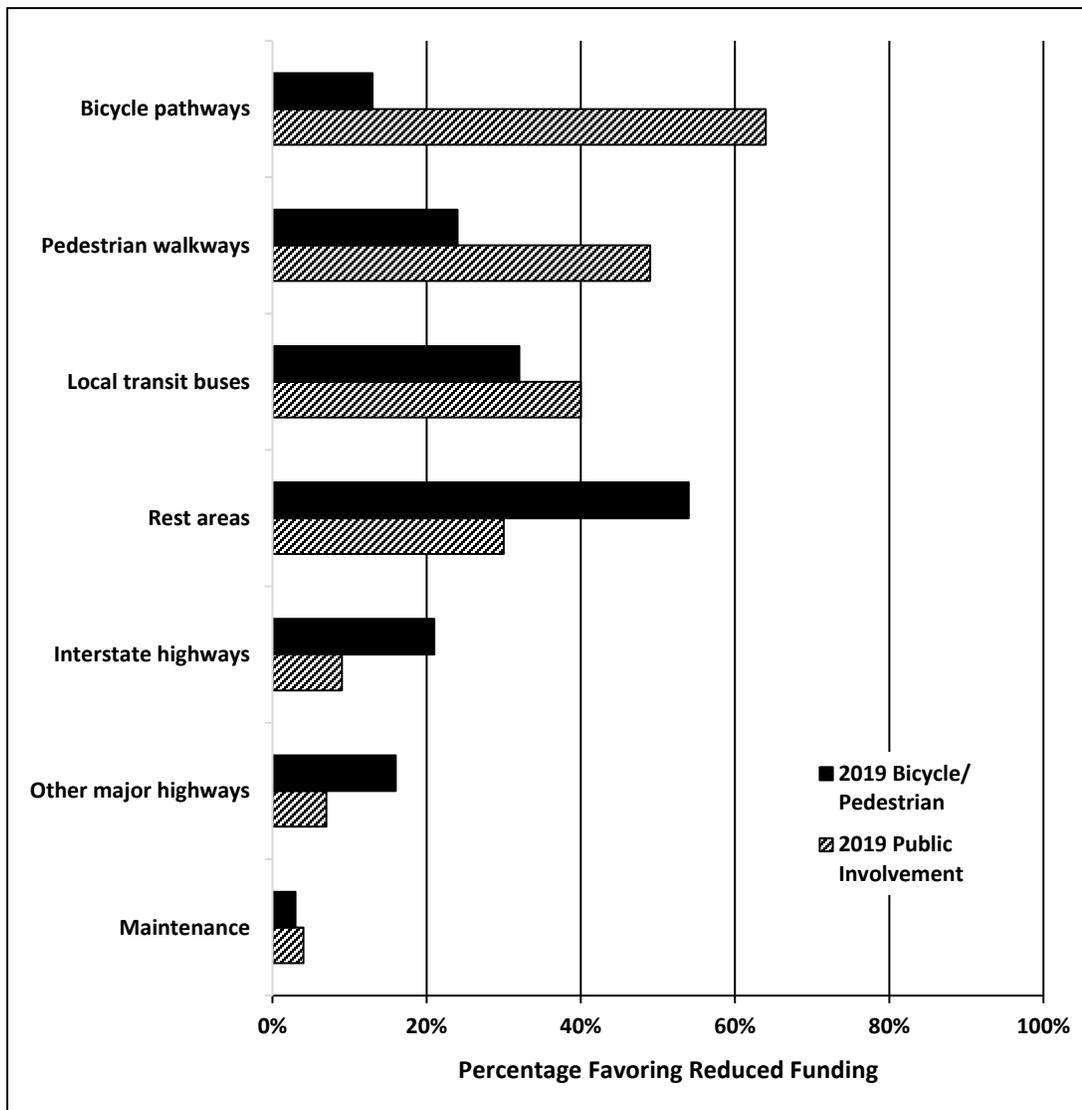
*Figure 12.5: Performance and customer service grades (BP)*



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- Bicycle and pedestrian stakeholders strongly favored reducing funding for rest areas across Montana.
- This group—in sharp contrast to all the other stakeholder groups as well as the general public—did not favor reducing funding to bicycle pathways and pedestrian walkways.
- Bicycle and pedestrian stakeholders, along with the general public, favored maintenance the least for reduced funding.

*Figure 12.6: Transportation system components favored for reduced funding (BP)*



### SECTION 13: PASSENGER TRANSPORTATION STAKEHOLDER GROUP

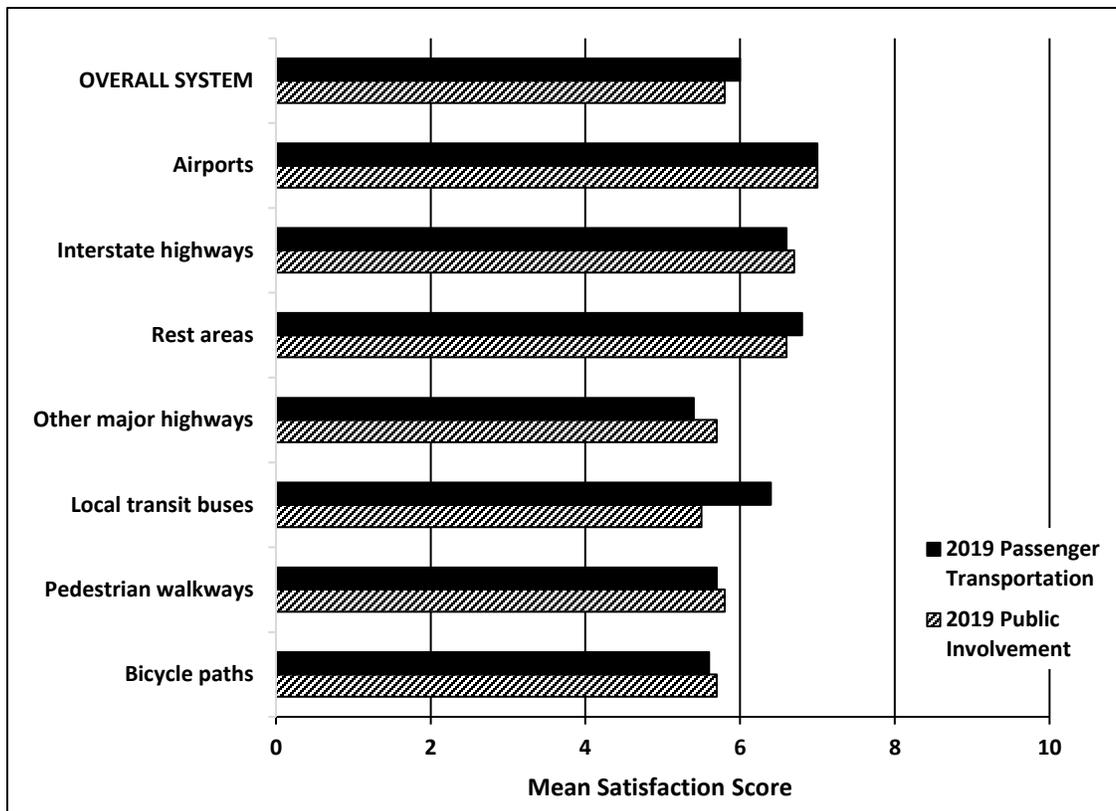
The Passenger Transportation stakeholder group consists of various passenger transportation interests from across Montana, including:

- Public transit agencies,
- Social service agencies,
- Intercity bus agencies,
- Rail passenger interests, and
- Air passenger interests.

#### “HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”

- With the exception of local transit buses, passenger transportation stakeholders’ levels of satisfaction were the same as for the general public.
- They were more satisfied with local transit buses than the general public.
- This group was the most satisfied with the physical condition of Montana’s airports, and the least satisfied with the physical condition of the state’ of major highways other than interstates.

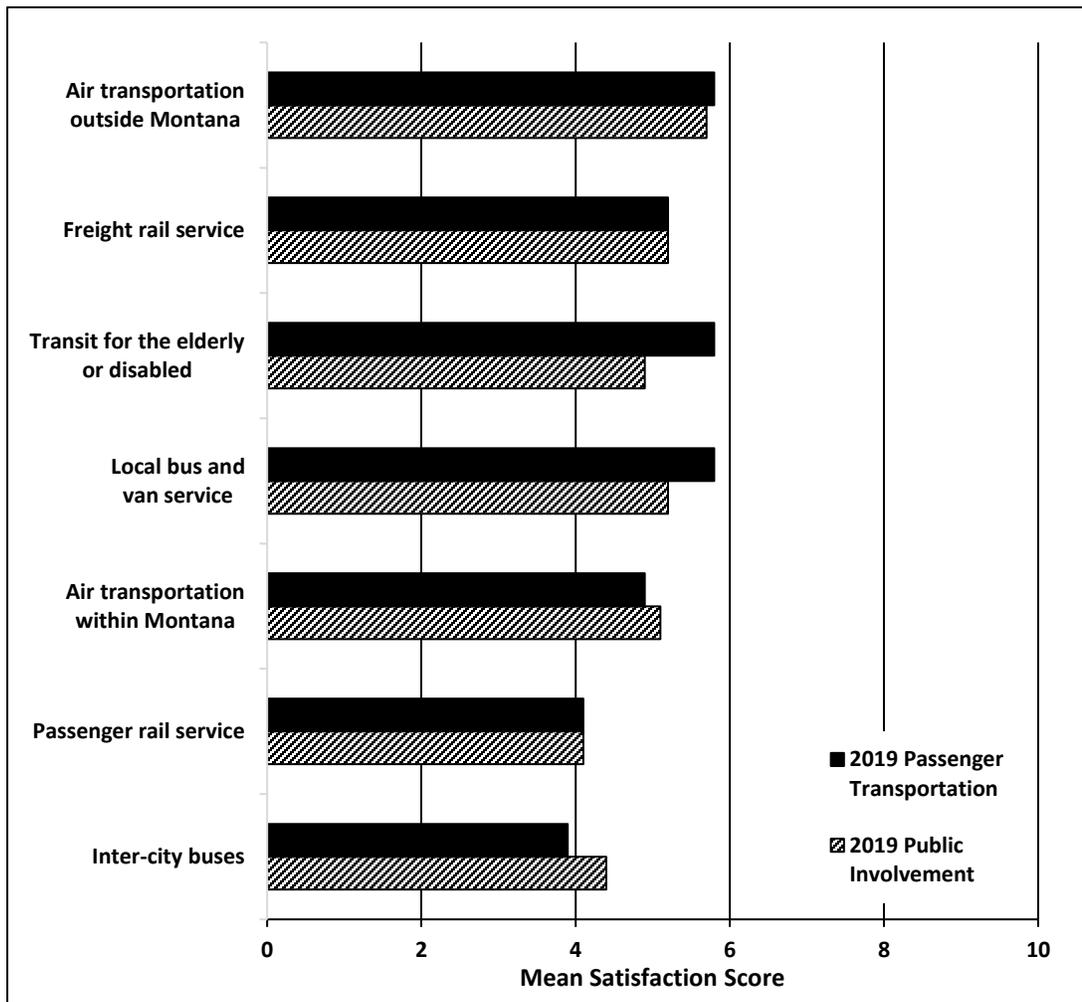
Figure 12.1: Satisfaction with physical condition of transportation system components (PT)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- Passenger transportation stakeholders were the most satisfied with the availability of air transportation to locations outside Montana, with transit for the elderly or disabled, and with local bus and van service.
- This group was the least satisfied with the availability of intercity buses.

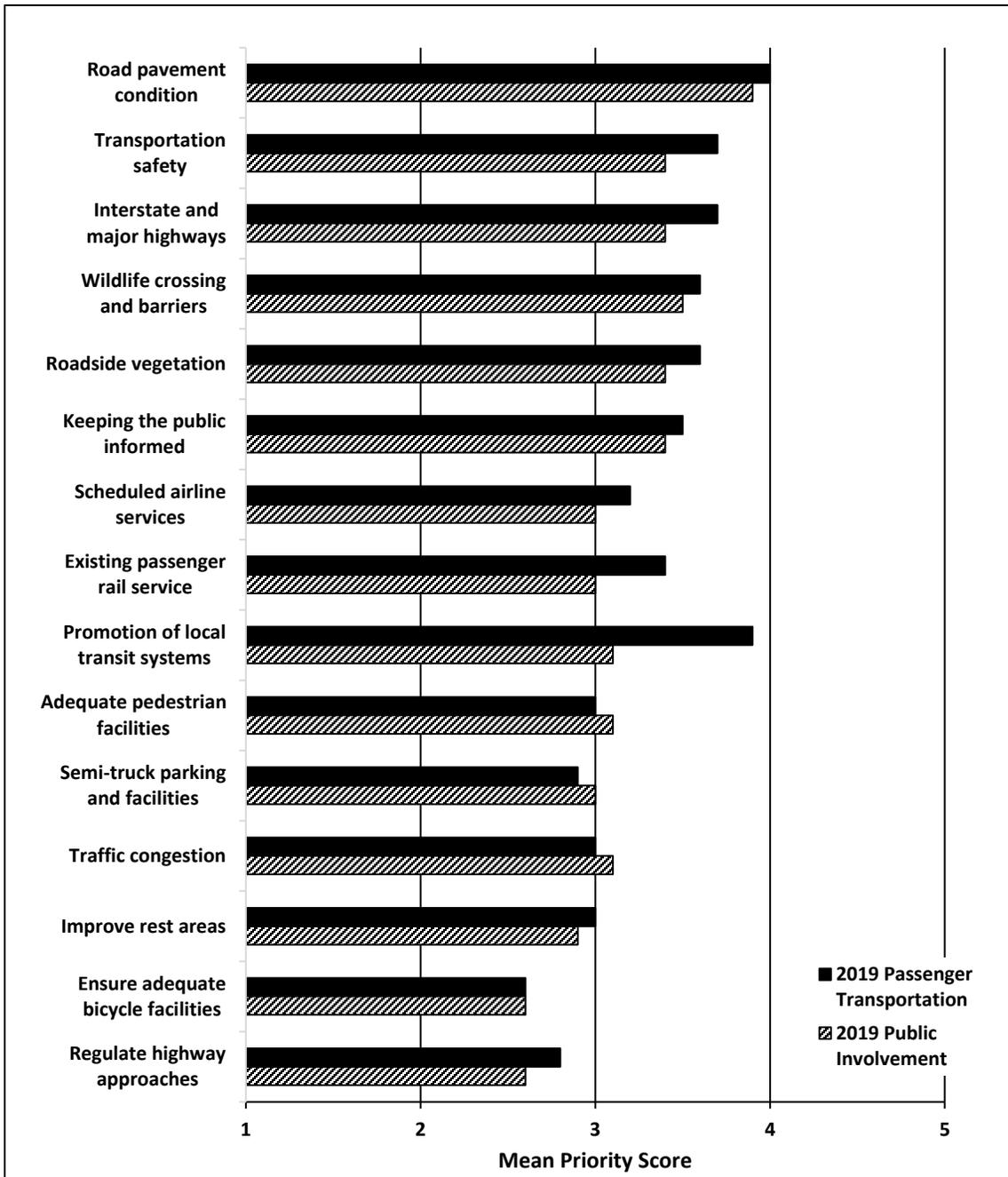
*Figure 13.2: Satisfaction with availability of transportation services in Montana (PT)*



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- Passenger transportation stakeholders gave the highest priority to road pavement condition and to the promotion of local transit systems as the best way to improve the state’s transit system.
- This group, along with the general public, gave the lowest priority to ensuring adequate bicycle facilities

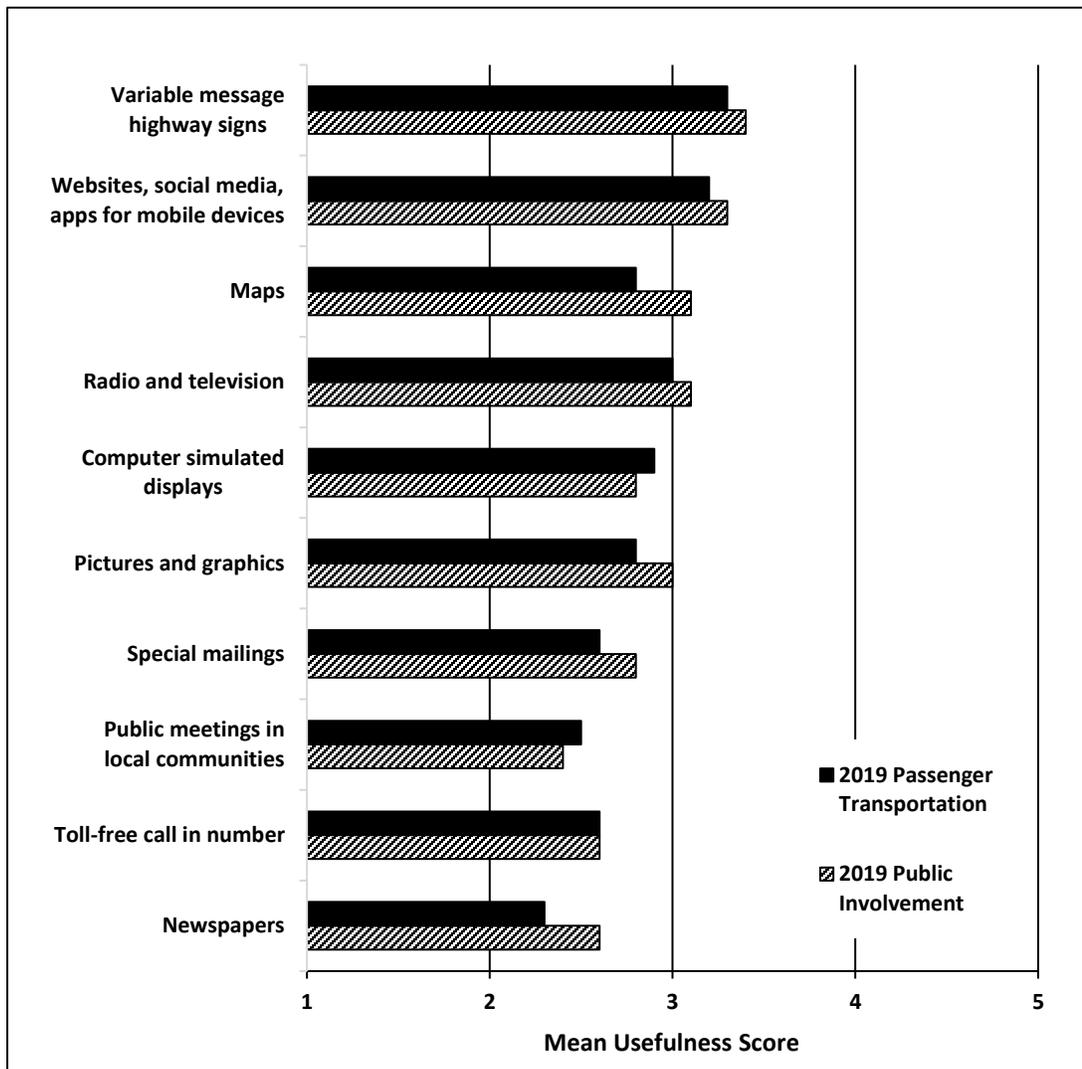
*Figure 13.3: Prioritization of actions for improving transportation system (PT)*



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- As was the case with the general public, transportation stakeholders favor variable-message highway signs, and websites and other social media among MDT’s communications tools.
- Newspapers were considered the least useful communications tool by this group.

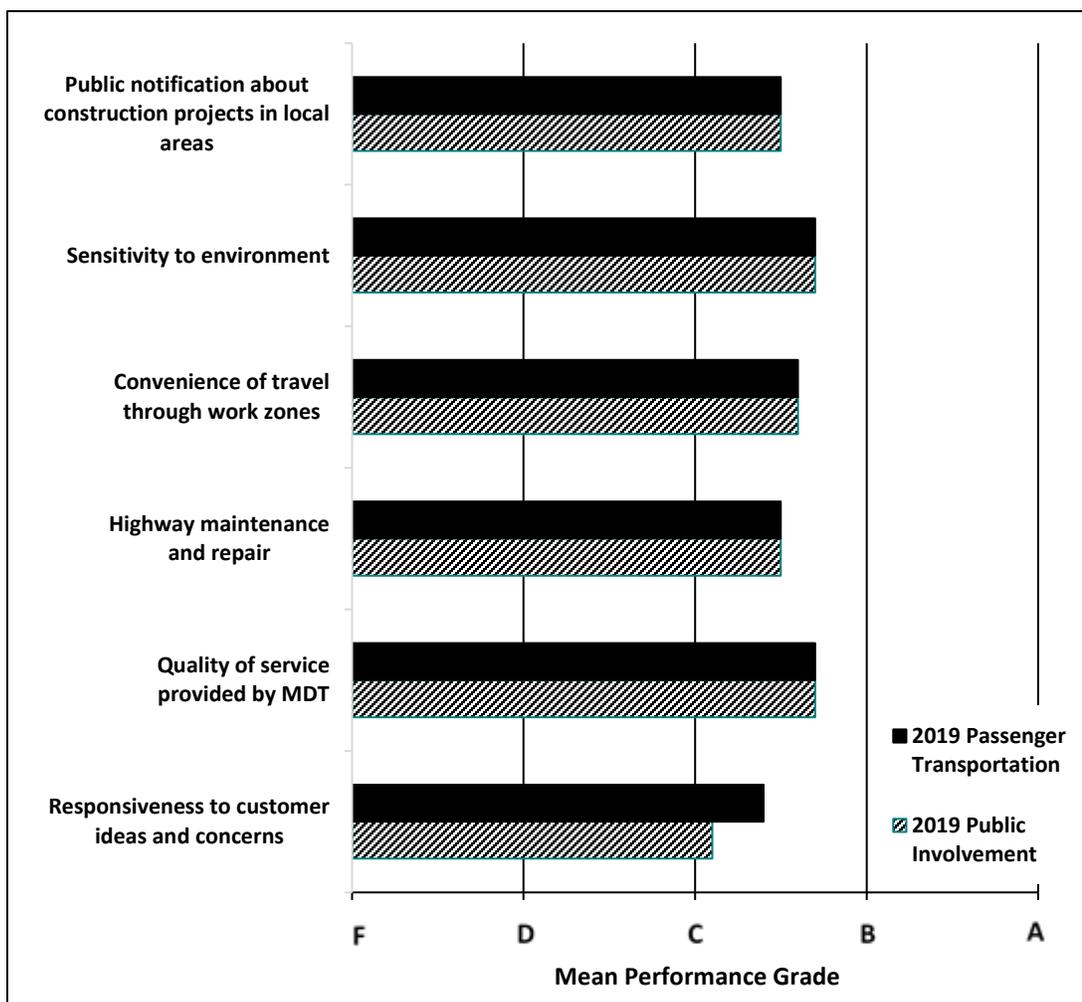
*Figure 13.4: Usefulness of MDT’s communications tools (PT)*



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- The passenger transportation stakeholder group graded practically all the performance measures listed the same as the general public.
- This group gave higher grades than the general public to MDT’s responsiveness to customer ideas and concerns.

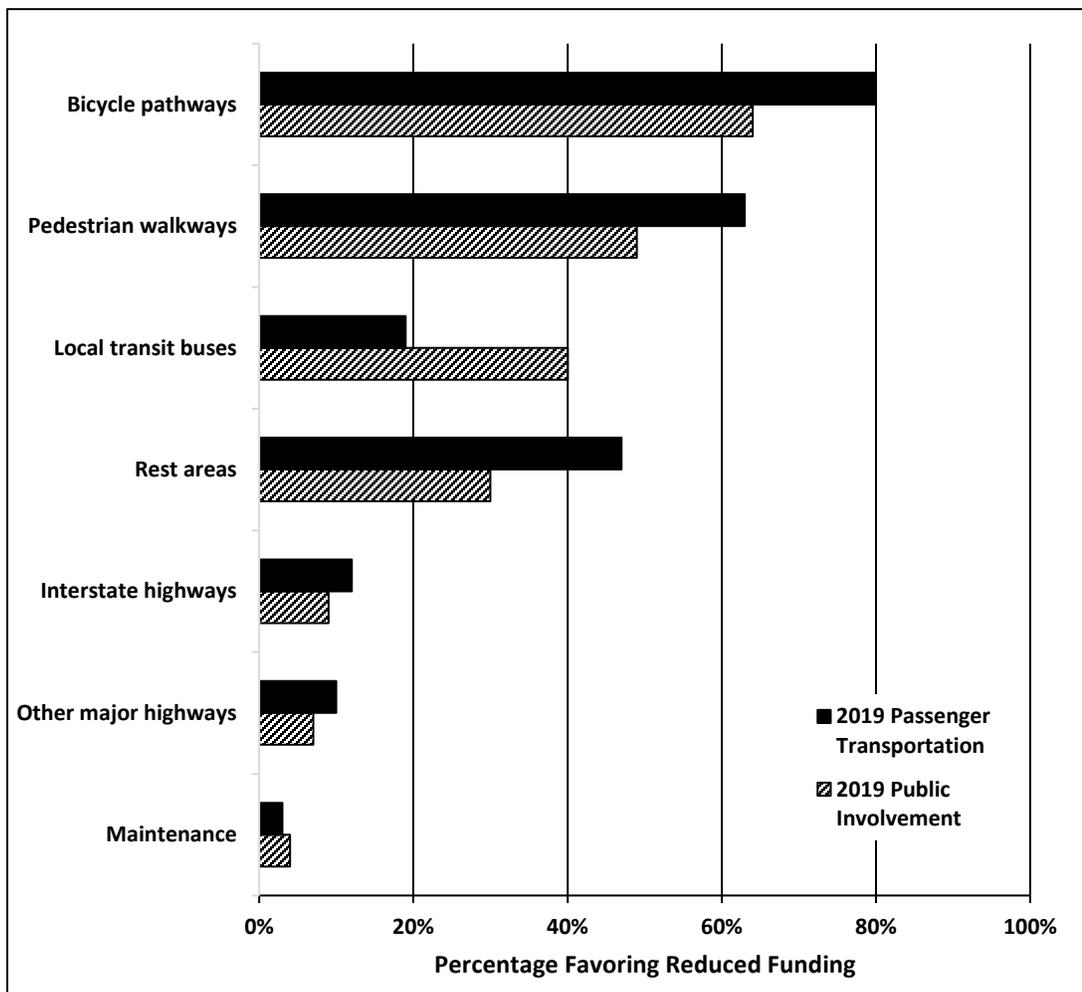
*Figure 13.5: Performance and customer service grades (PT)*



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- Overwhelmingly, the passenger transportation stakeholder group favored reducing funding for bicycle pathways, in the event that MDT faces budget cuts—80 percent supported this option, compared to 64 percent for the general public.
- Only a small percentage (3%) among the passenger transportation stakeholder group favored reduced funding in the area of maintenance.

**Figure 13.6: Transportation system components favored for reduced funding (PT)**



## SECTION 14: STATE AND FEDERAL AGENCY STAKEHOLDER GROUP

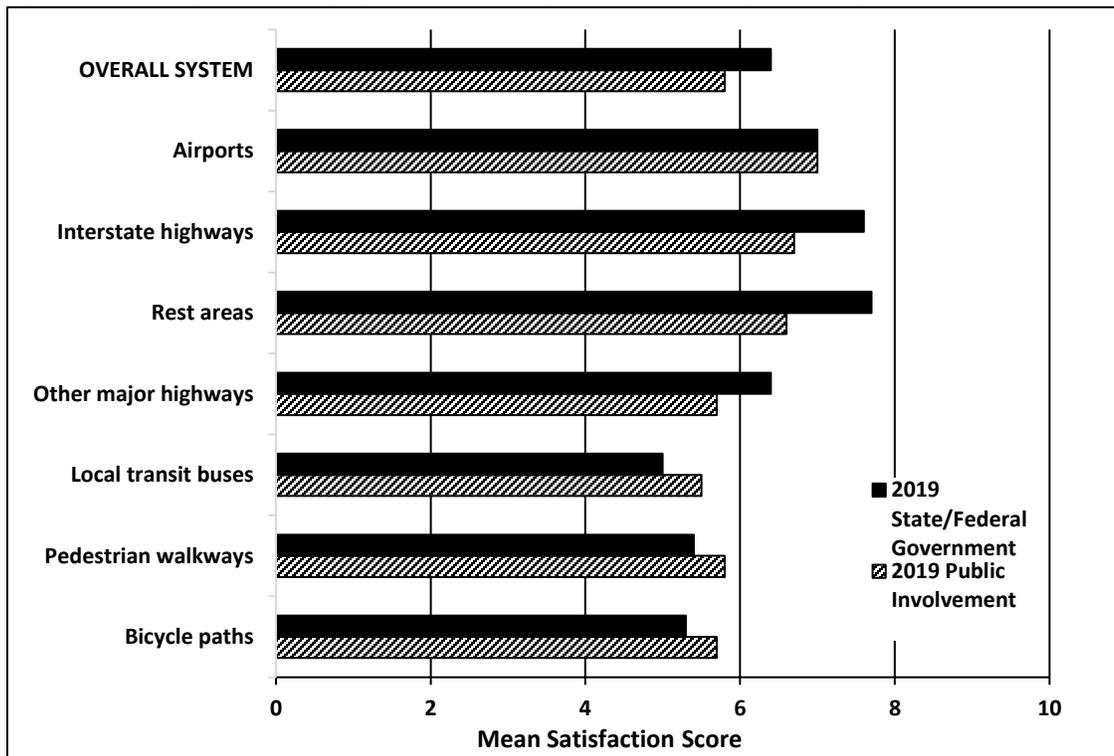
The group is comprised of non-elected state and federal government officials from across Montana, including:

- Montana Department of Commerce,
- Montana Department of Environmental Quality
- Montana Department of Justice (highway patrol),
- Montana Department of Natural Resources and Conservation,
- Federal Highway Administration,
- Federal Aviation Administration,
- United States Forest Service, and
- United States Environmental Protection Agency.

### “HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”

- State and federal agency workers are slightly more satisfied with the physical condition of the overall transportation system, as compared to the general public.
- Members of this group were also more satisfied with the physical condition of interstate highways and rest areas.
- State and federal stakeholders were the least satisfied with the physical condition of local transit buses.

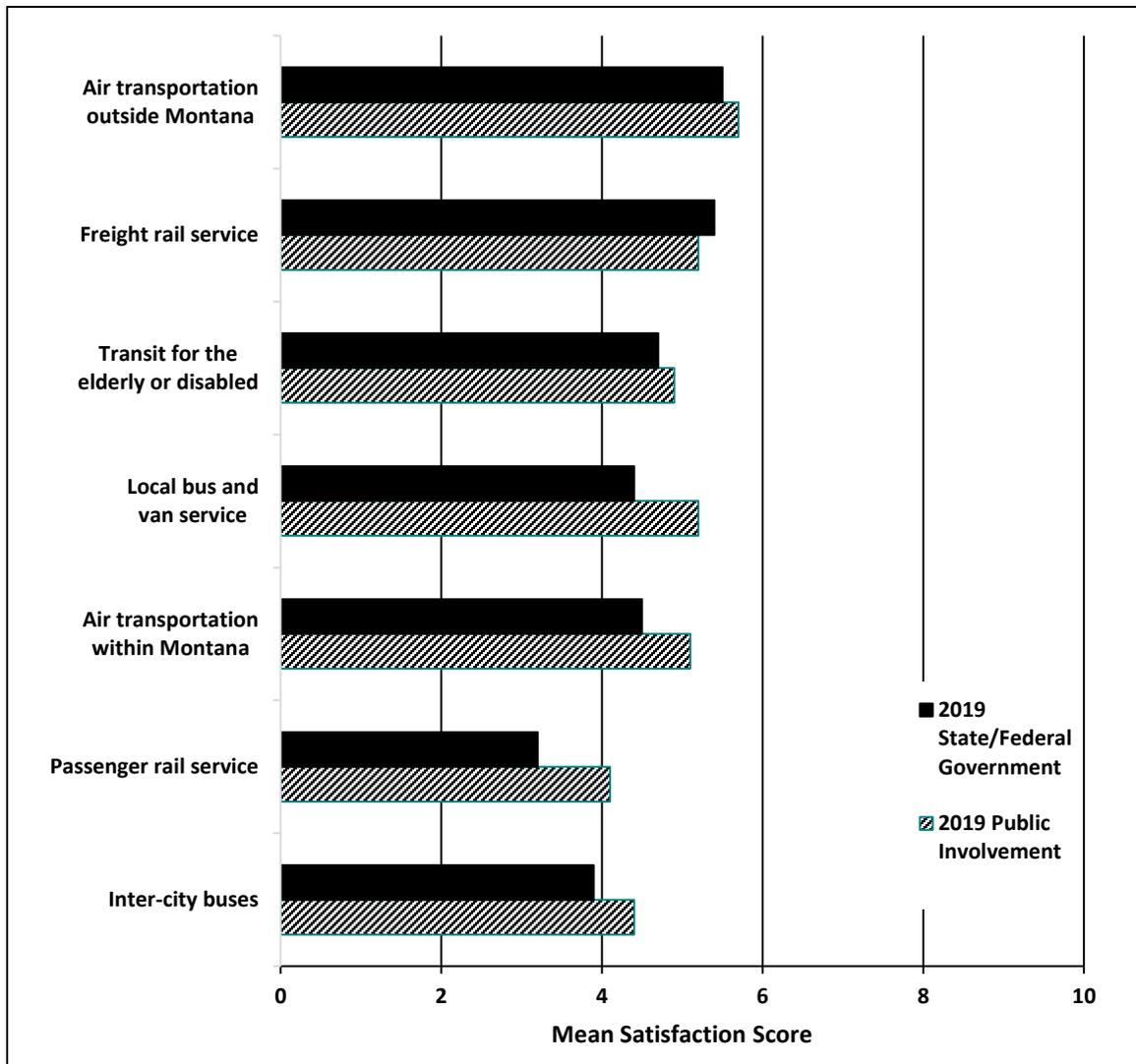
Figure 14.1: Satisfaction with physical condition of transportation system components (SF)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- State and federal agency stakeholders were the most satisfied with the availability of air transportation to destinations outside Montana, and with the availability of freight rail service, which was somewhat higher than for the general population.
- This group was the least satisfied with the availability of passenger rail service, which was considerably lower than for the general population.

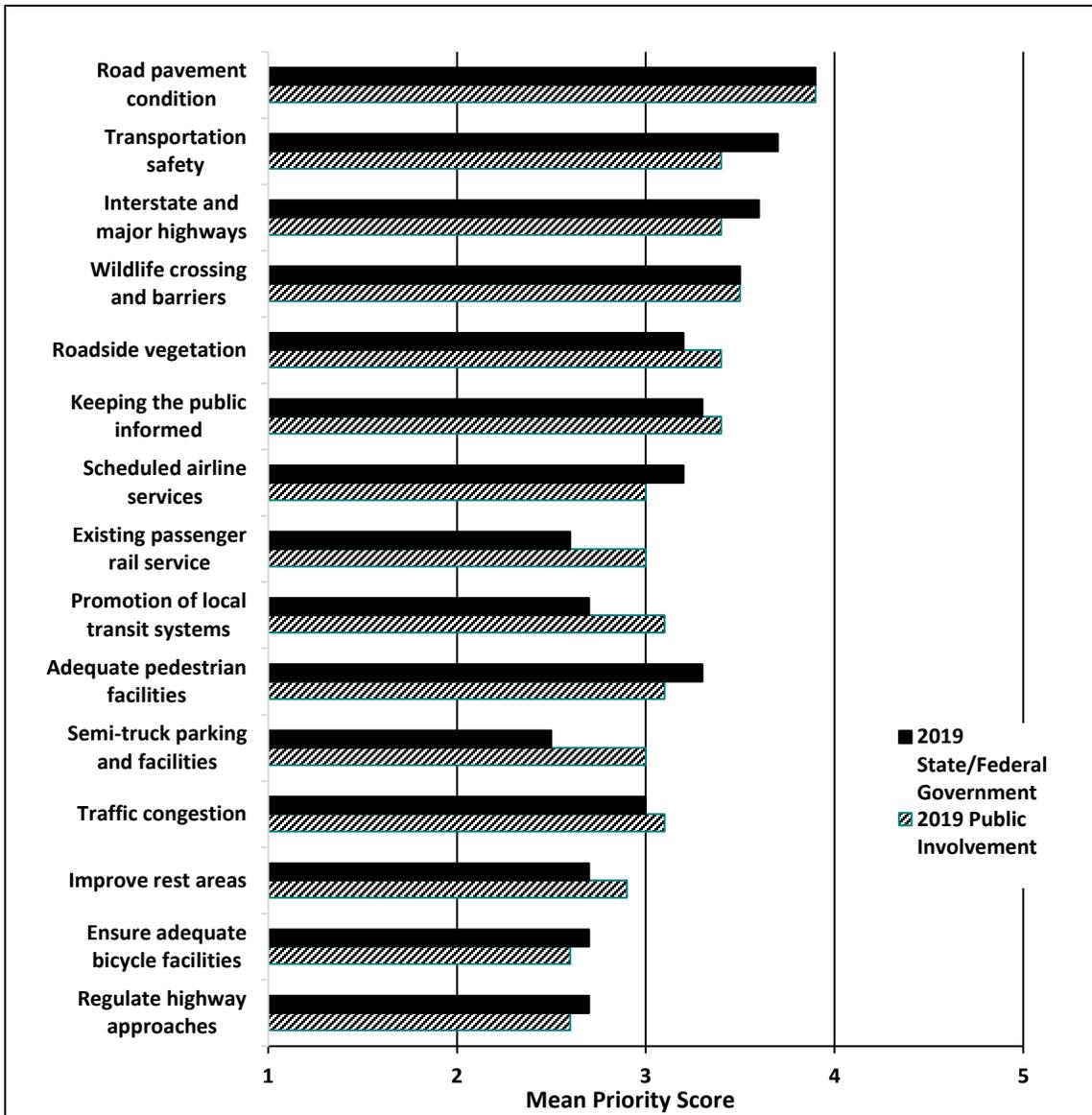
**Figure 14.2: Satisfaction with availability of transportation services in Montana (SF)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- State and federal agency workers assigned the greatest priority to improving road pavement condition as a means of improving the state transportation system.
- This group assigned the lowest priority to semi-truck parking and facilities.

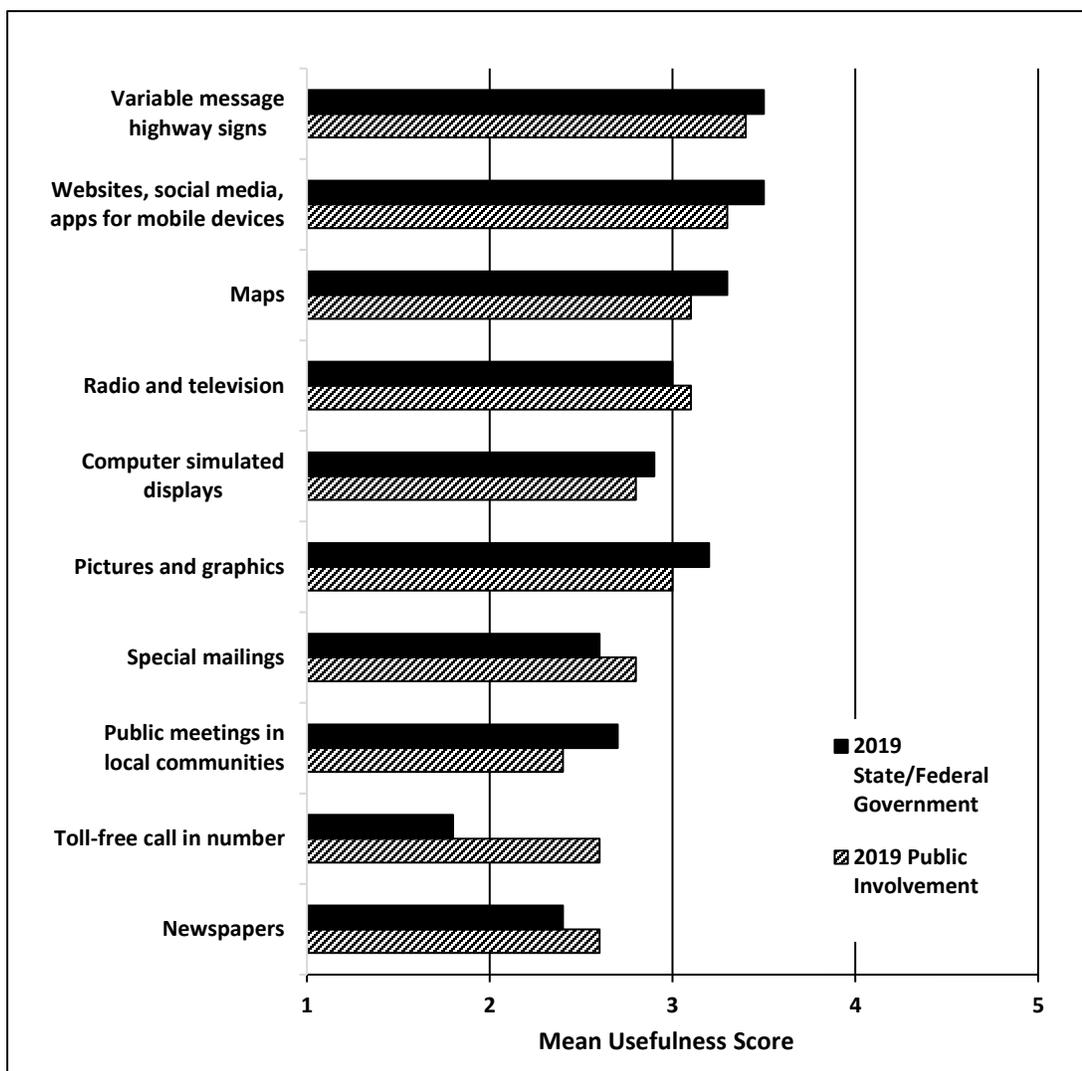
*Figure 14.3: Prioritization of actions for improving transportation system (SF)*



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- Along with the general public, members of the state and federal agency stakeholder group found variable-message highway signs, and websites and other social media to be the most useful among MDT’s communications tools.
- This group found toll-free call-in numbers to be the least useful; much less useful than the general public.

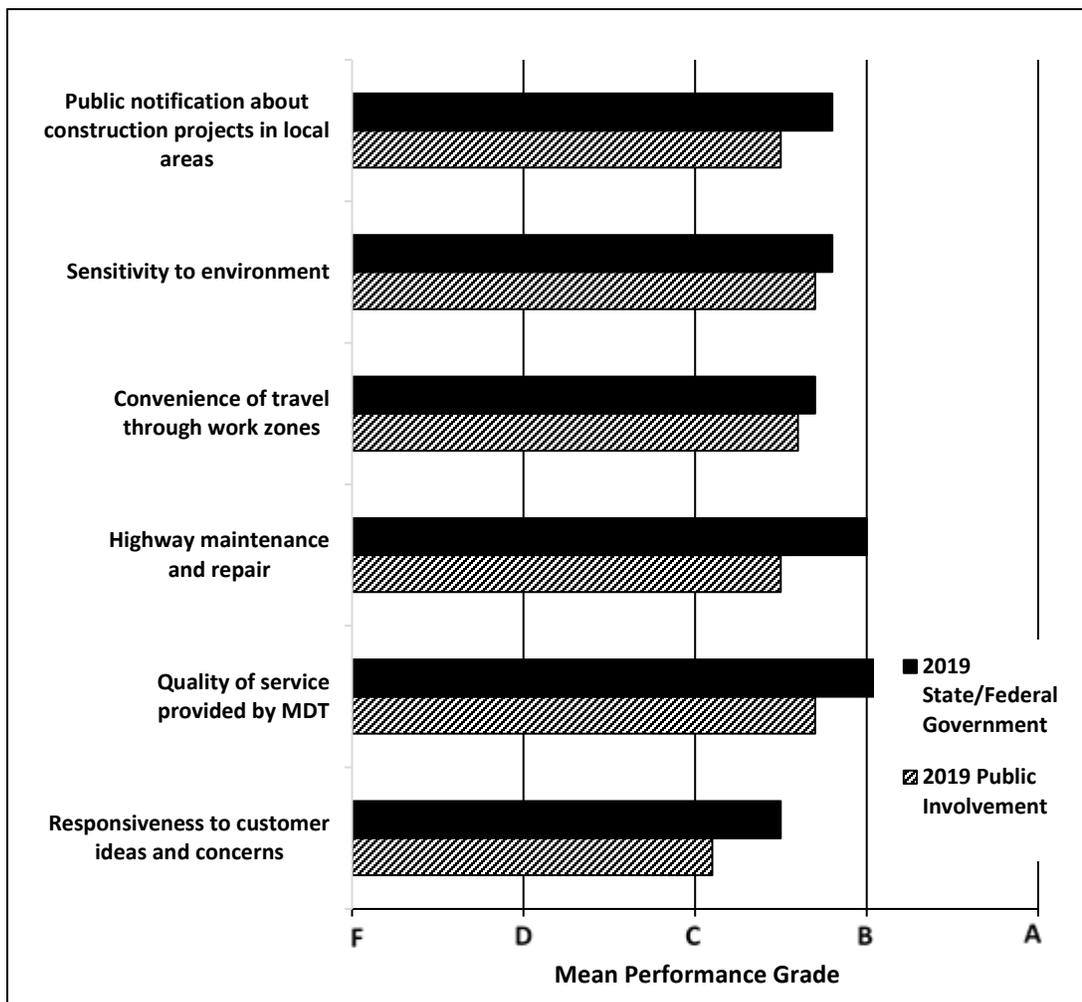
*Figure 14.4: Usefulness of MDT’s communications tools (SF)*



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- State and federal agency stakeholders gave all performance measures better grades as compared to the general public, with the highest grades being given to overall quality of service, closely followed by highway maintenance and repair
- This group gave the lowest grades for responsiveness to customer ideas and concerns.

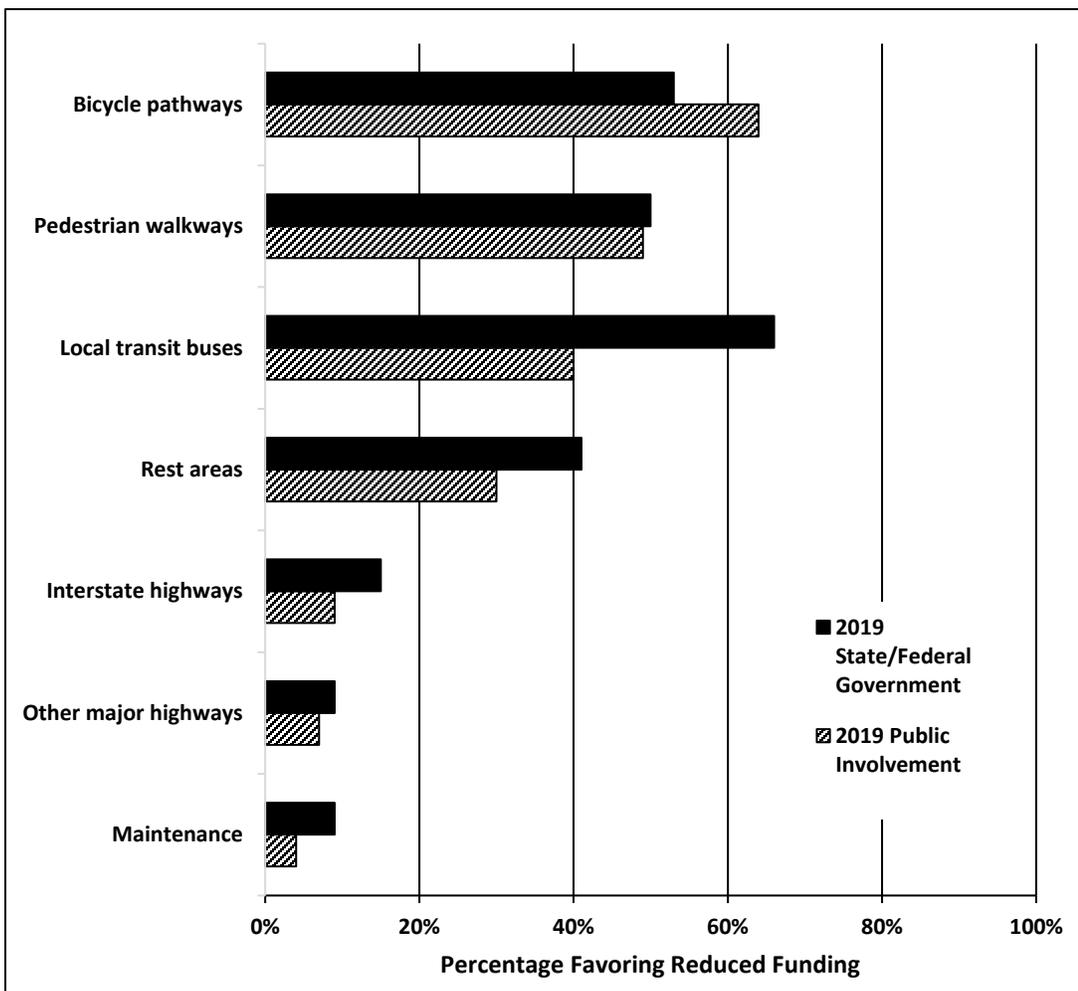
*Figure 14.5: Performance and customer service grades (SF)*



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- In a break with the overall trend, the majority of state and federal agency stakeholders favor reduced funding for local transit buses.
- Other major highways and maintenance were favored for reduced funding by the fewest among these stakeholders.

*Figure 14.6: Transportation system components favored for reduced funding*



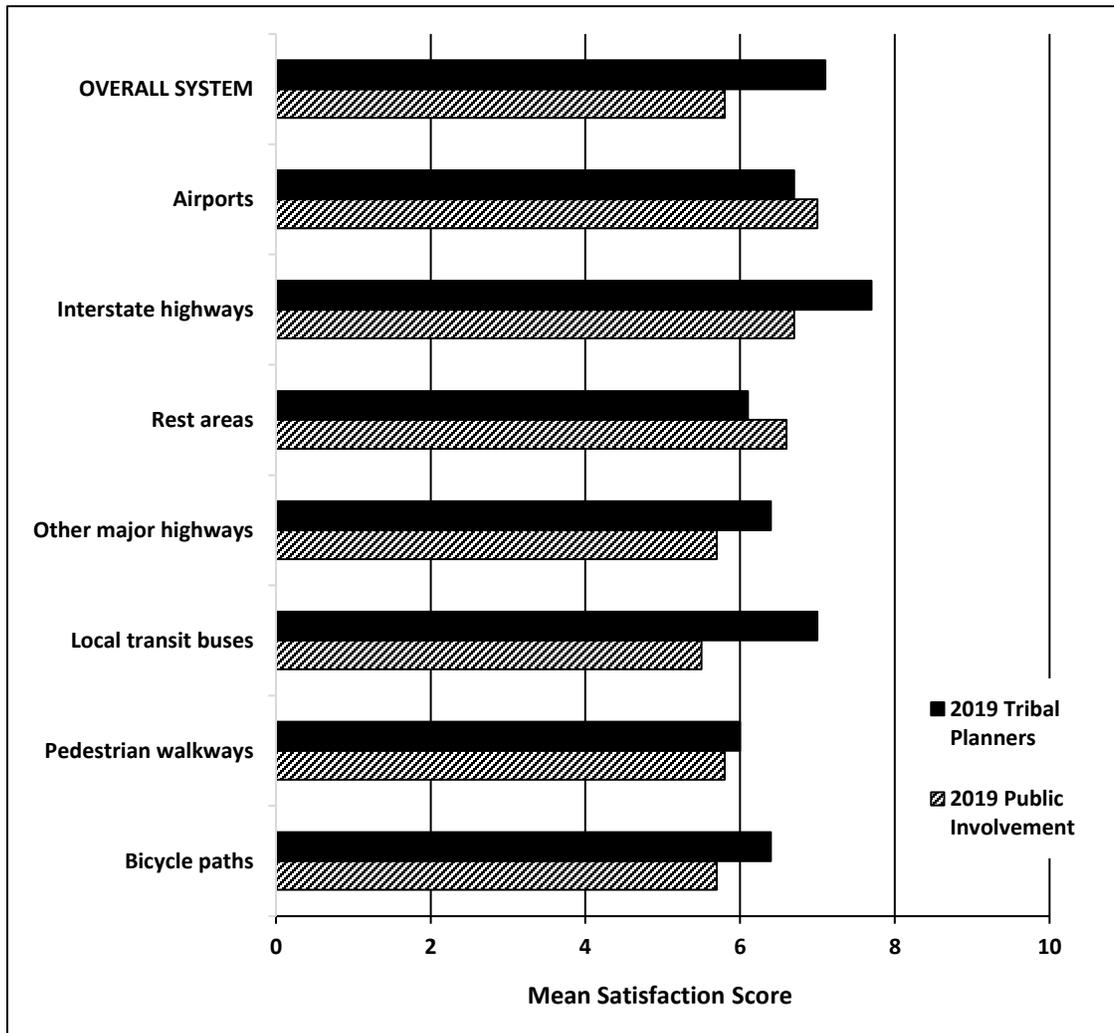
## SECTION 15: TRIBAL PLANNERS STAKEHOLDER GROUP

This group consists of tribal planners from across Montana. Seven tribal representatives completed surveys in 2019; to maintain respondent confidentiality the tribes for which they work are not named here.

### “HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”

- Stakeholders in the tribal planner group rated their satisfaction with the overall physical condition of the Montana transportation system higher than the general public.
- Members of this group were very satisfied with interstate highways across the state, but less satisfied with the condition of pedestrian walkways.

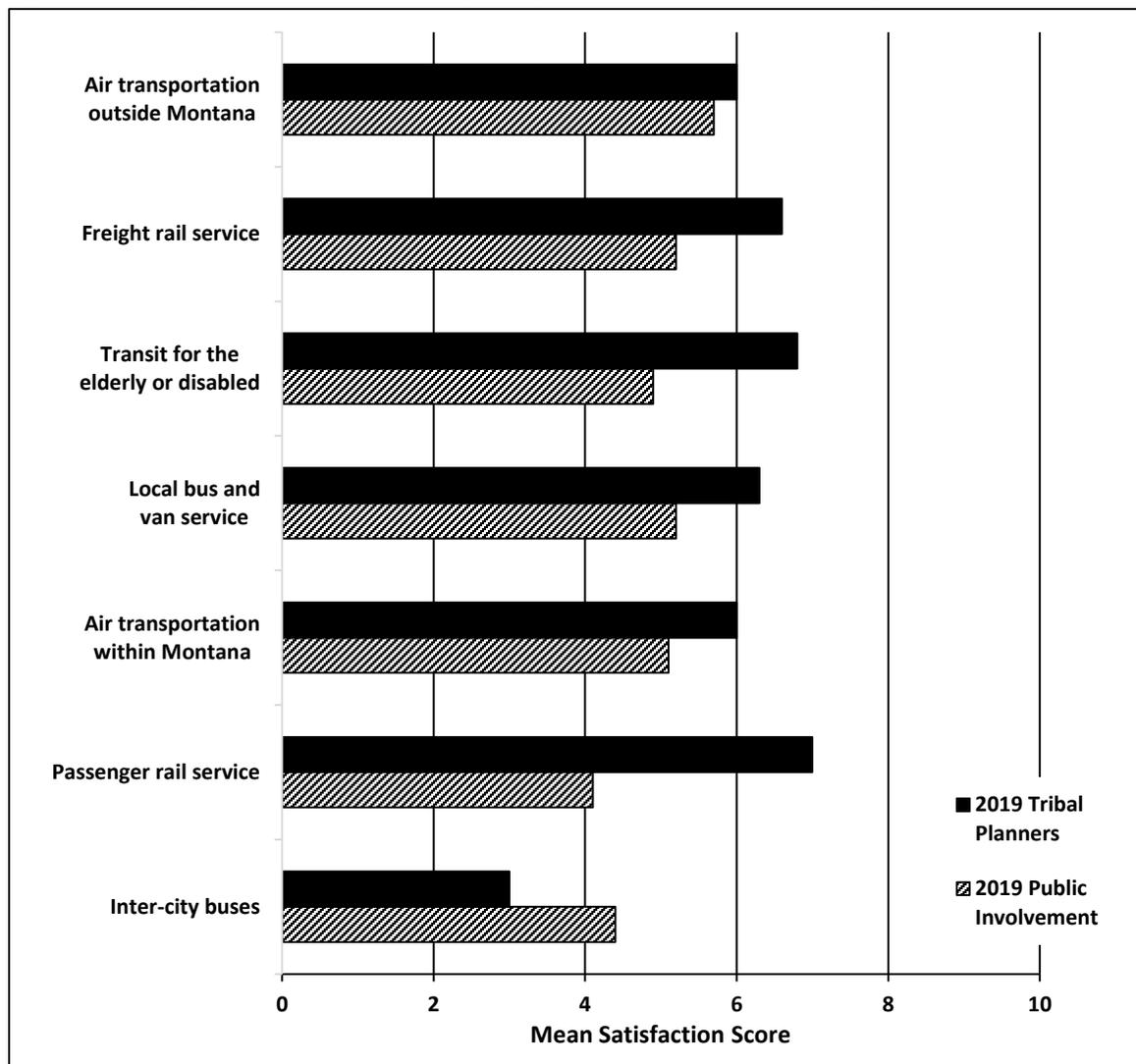
Figure 15.1: Satisfaction with physical condition of transportation system components (TP)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- Tribal planners were much more satisfied with the availability of passenger rail service in the state than the general public.
- This group was also fairly satisfied with the availability of transit for the elderly or disabled, but much less satisfied with the availability of inter-city buses.

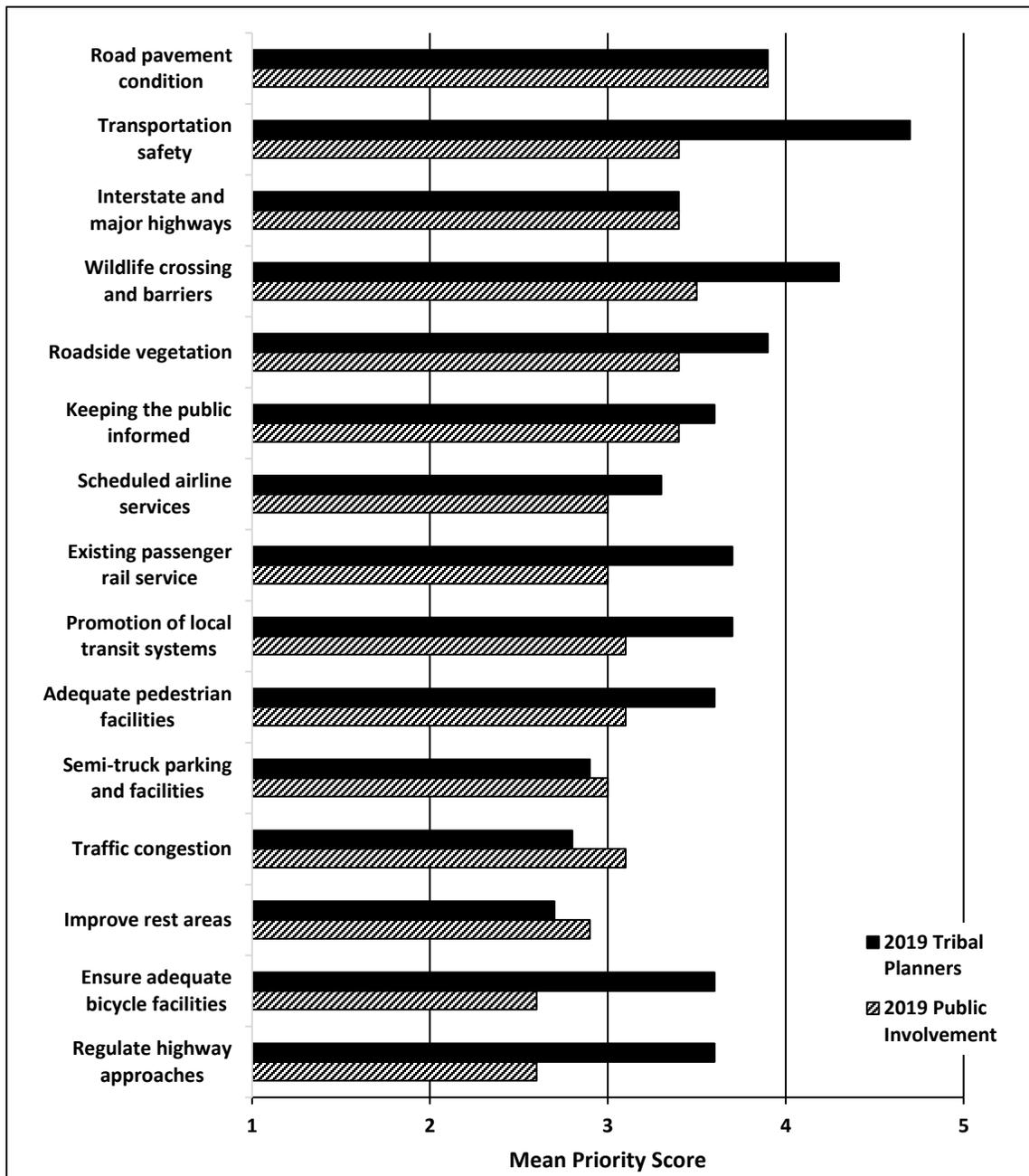
**Figure 15.2: Satisfaction with availability of transportation services in Montana (TP)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- Stakeholders in the tribal planner group gave the highest priority to transportation safety as a means for improving Montana’s transportation system. Wildlife crossings and barriers were also given high priority.
- Improving rest areas was given the lowest priority among the items listed.

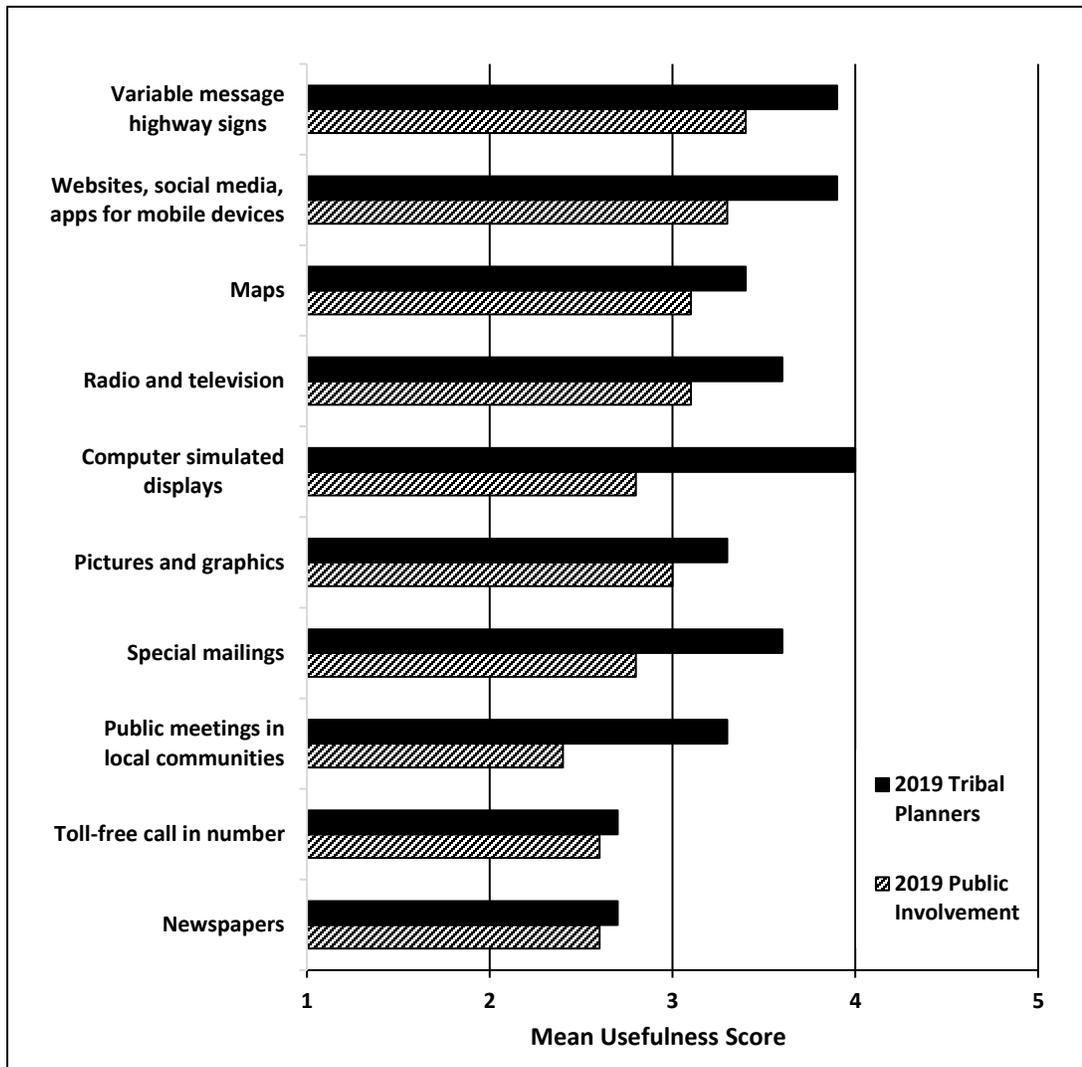
**Figure 15.3: Prioritization of actions for improving transportation system (TP)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- Tribal planners found computer-simulated displays to be the most useful among MDT’s communications tools, though not significantly more so than variable-message highway signs, and websites and other social media.
- This group found public meetings to be more useful than the general public.
- Toll-free call-in numbers and newspapers were found to be the least useful communications tools.

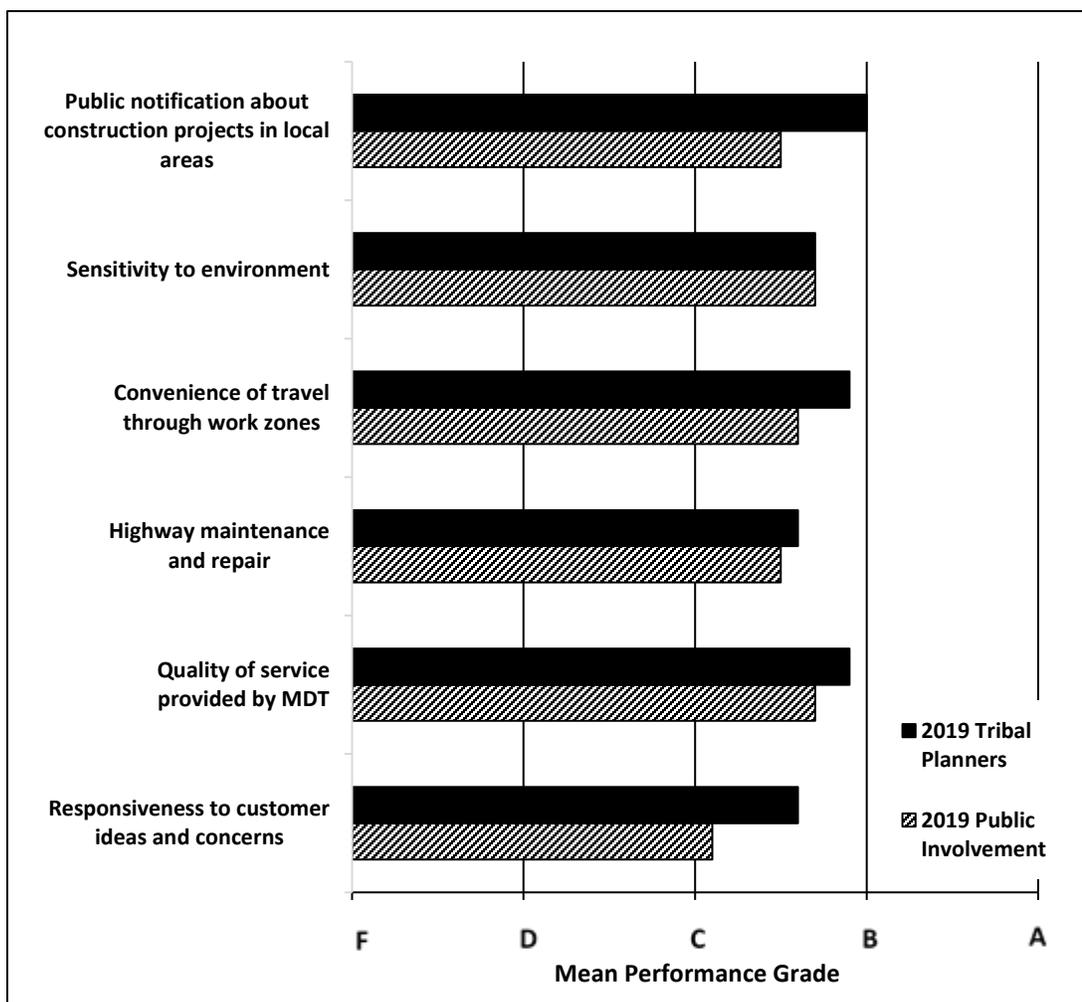
*Figure 15.4: Usefulness of MDT’s communications tools (TP)*



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- Tribal planners gave MDT higher grades than the general public on virtually all of MDT’s performance measures.
- This group gave the lowest grades to MDT’s responsiveness to customer ideas and concerns and to highway maintenance and repair.

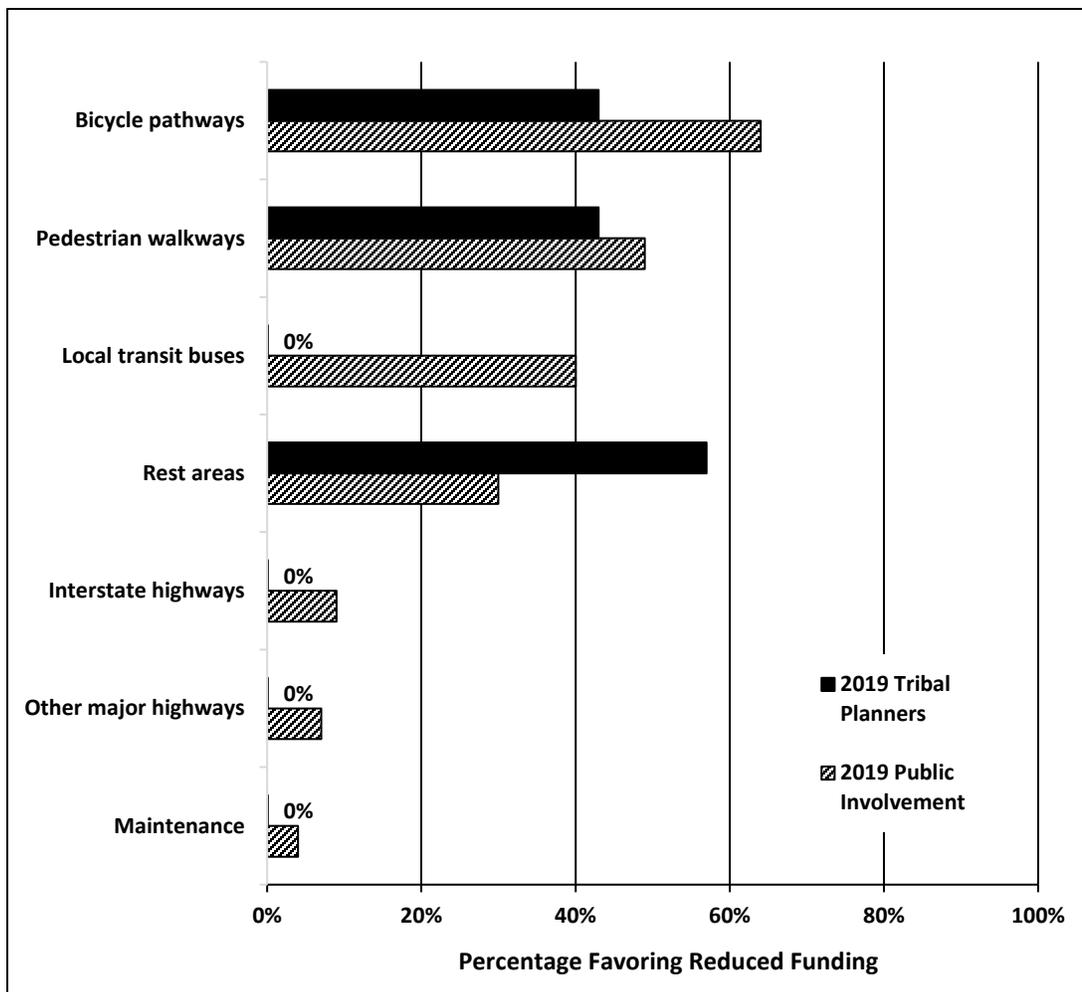
*Figure 15.5: Performance and customer service grades (TP)*



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- The differences between tribal planners and the general public when it comes to priorities for decreasing funding were striking. None of the members of this group chose reduced funding for local transit buses, interstate highways, other major highways, or maintenance.
- Over half the members of this group indicated they would choose to decrease funding for rest areas in the event the MDT’s budget were reduced.

**Figure 15.6: Transportation system components favored for reduced funding (TP)**





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