

TranPlanMT 2025

Stakeholder Survey



MONTANA
Department of Transportation

VOLUME 1
Survey Analysis
December 2025

State of Montana Department
of Transportation

Bureau of Business and Economic Research
University of Montana—Missoula

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EXECUTIVE SUMMARY

- ✓ In 2025, the Montana Department of Transportation (MDT)'s stakeholders were:
 - Moderately satisfied with the physical condition of Montana's overall transportation system;
 - Most satisfied with the physical condition of airports, interstate highways, and rest areas; and
 - Least satisfied with the physical condition of bicycle pathways and pedestrian walkways.
- ✓ From 15 possible improvements to Montana's transportation system, stakeholders' highest priorities were:
 - Maintaining road pavement conditions;
 - Maintaining interstates and major highways; and
 - Improving transportation safety.
- ✓ Stakeholders indicated that the following were the MDT public communications tools they found the most useful:
 - Variable message highway signs;
 - Websites, social media, and apps for mobile devices; and
 - Pictures and graphics, and maps (tools tied for third, based on mean usefulness scores).
- ✓ Stakeholder grading of MDT's performance in various areas was slightly higher than the grades given by the general public, and mean grades ranged from a C+ to B-.
- ✓ 82% of stakeholders think speed limits in work zones are *just right*.
- ✓ 68% of stakeholders indicated they think a primary seat belt law has the potential to save lives on Montana's roads.
- ✓ 80% of stakeholders feel they receive about \$260-\$320 or more per year from the state transportation system. This exceeds the general public's perception.
- ✓ If MDT's budget were to decrease, stakeholder respondents as a whole prioritized the following (in order) for budget cuts:
 1. Bicycle pathways;
 2. Pedestrian walkways;
 3. Local transit buses; and
 4. Rest areas.

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CHAPTER 1 | INTRODUCTION

The primary purpose of this report is to describe data collected by the 2025 Montana Department of Transportation (MDT) Stakeholder Survey. The 2025 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' attitudes regarding transportation-related issues.

The stakeholders surveyed in these groups were identified through MDT's public involvement process for Montana's long-range, multimodal transportation plan – TranPlanMT. Their contact information was confidentially obtained through MDT's mailing list database, which consists of hundreds of individuals or officials representing organizations, associations, or entities with an interest in transportation-related issues. The stakeholder groups asked to participate in this survey are as follows:

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

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 MDT 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 MDT and its customers. The surveys also help MDT identify changes in public opinion that suggest the need to update the state's multimodal, long-range transportation plan, TranPlanMT.

The 2025 Stakeholder Survey was administered by mail, as were the 2023, 2021, 2019, and 2017 surveys. All previous iterations were administered by telephone.

Table 1.1 Survey Respondent Demographic Characteristics

Characteristic		Frequency	Percent
Sex	Male	181	57%
	Female	137	43%
Age	18-34	13	4%
	35-49	64	21%
	50-64	124	40%
	65+	109	35%
Stakeholder Group	County Commissioners	39	12%
	Economic Development	47	14%
	Environmental	20	6%
	Intermodal Freight	35	10%
	Cities and Towns	78	23%
	Bicycle and Pedestrian	17	5%
	Passenger Transportation	71	21%
	State and Federal Agencies	20	6%
	Tribal Planners	8	2%
Race	White	286	92%
	American Indian	22	7%
	Other	2	1%
Household Income	< \$50,000	36	12%
	\$50,000 - \$99,999	115	37%
	\$100,000+	158	51%
Educational Attainment	High School or Less	33	10%
	Some College or 2-Year Degree	110	34%
	Bachelor's Degree or Higher	177	56%

Note: Percentages may not add to 100% due to rounding. Some stakeholders didn't answer demographic items.

Table 1.2 summarizes the responses within each stakeholder group since 2007. Please note that these stakeholder groups will be identified in tables and figures throughout this report, as well as in their individual chapters (see Stakeholder Groups, page 53), in the order that they appear below.

Table 1.2 Stakeholder Survey Completions, 2007-2025

Stakeholder Group	Number of Completions									
	2007	2009	2011	2013	2015	2017	2019	2021	2023	2025
ALL STAKEHOLDERS	552	412	477	431	391	457	444	398	379	335
County Commissioners	55	43	48	47	35	48	40	44	47	39
Economic Development	89	87	87	81	69	69	69	62	60	47
Environmental	21	25	27	26	21	20	20	26	18	20
Intermodal Freight	78	46	57	47	35	57	60	53	43	35
Cities and Towns	105	83	102	88	92	95	94	89	84	78
Bicycle and Pedestrian	58	36	41	43	40	46	38	31	29	17
Passenger Transportation	113	70	84	67	71	74	81	68	71	71
State and Federal Agencies	25	19	18	20	13	31	35	20	19	20
Tribal Planners	8	3	13	12	15	9	7	5	8	8

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CHAPTER 2 | ATTITUDES ABOUT MONTANA'S TRANSPORTATION SYSTEM

“HOW SATISFIED ARE YOU WITH THE OVERALL TRANSPORTATION SYSTEM IN MONTANA?”

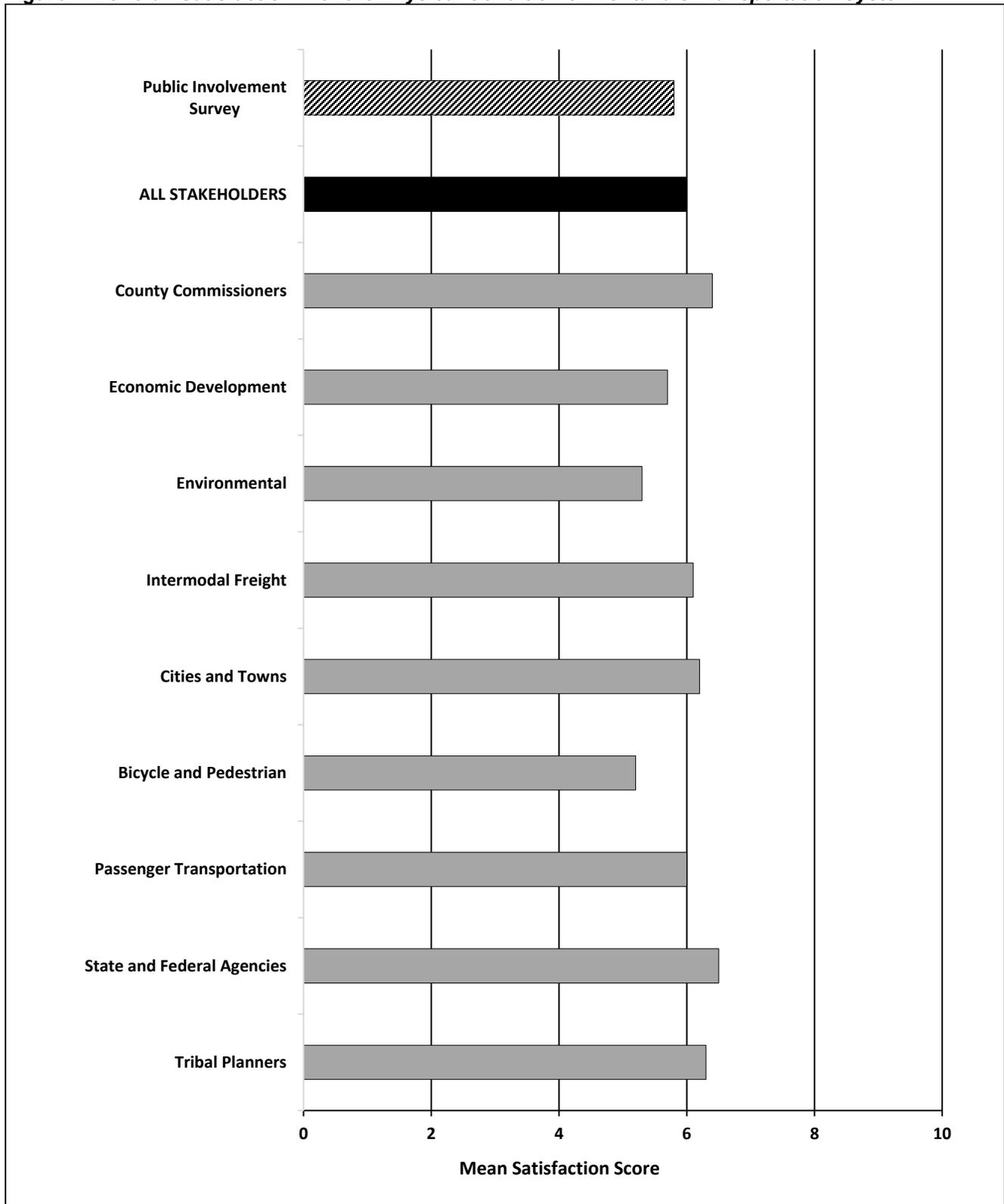
Montana’s transportation system was ranked on a scale from 0 to 10, with 0 representing *very unsatisfied* and 10 representing *very satisfied*. The psychological midpoint of the 0-10 scale is 5. The distance of the mean score above or below 5 is a measure of the strength of satisfaction or dissatisfaction. The mean overall transportation system response was 6.0, indicating moderate satisfaction (Table 2.1). This was slightly higher than the general public’s mean overall response, which was 5.8

Table 2.1 Overall Satisfaction with the Physical Condition of Montana's Transportation System

	Mean	Lower Limit	Upper Limit	N
Overall Transportation System	6.0	5.8	6.2	335

As demonstrated in the figure on the following page, State and Federal Agencies indicated the greatest overall satisfaction with a mean of 6.5, while the Bicycle and Pedestrian group was the least satisfied at 5.2 (Figure 2.1).

Figure 2.1 Overall Satisfaction with the Physical Condition of Montana's Transportation System



“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 7.4, compared to bicycle paths with the lowest score of 5.2. For the most part, stakeholder respondents overall were more satisfied with the physical condition of the various transportation system components than were respondents to the 2025 Public Involvement Survey.

Table 2.2 Satisfaction with the Physical Condition of Transportation System Components

	Mean	95% Confidence Interval		N
		Lower Limit	Upper Limit	
Airports	7.4	7.2	7.6	329
Interstate Highways	7.0	6.8	7.1	334
Rest Areas	6.7	6.5	6.9	335
Local Transit Buses	5.7	5.5	6.0	275
Other Major Highways	5.7	5.5	5.9	333
Pedestrian walkways	5.3	5.1	5.5	333
Bicycle Paths	5.2	5.0	5.5	331

Figure 2.2 Satisfaction with the Physical Condition of Transportation System Components

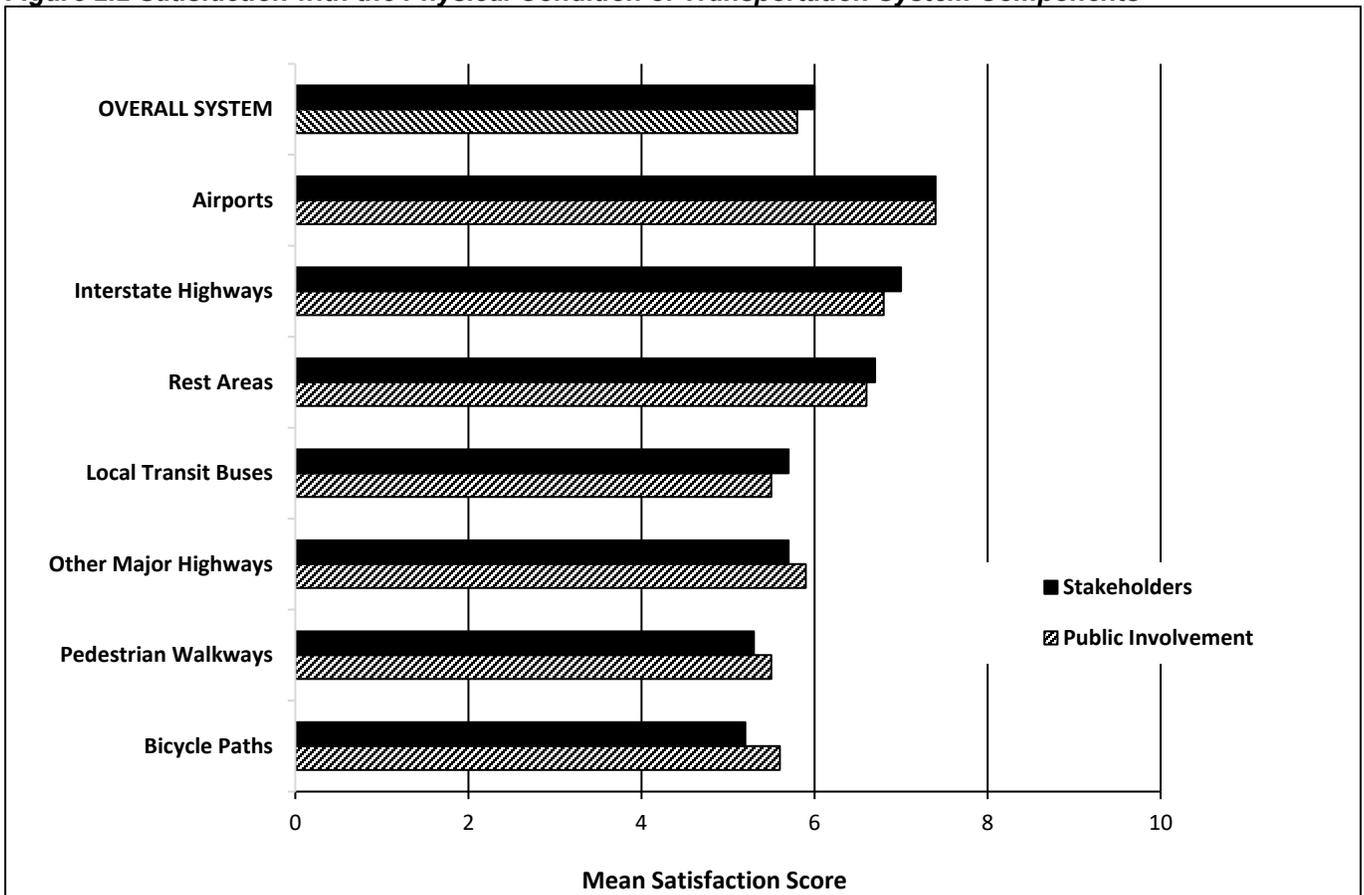


Figure 2.3 Satisfaction with the Physical Condition of Airports

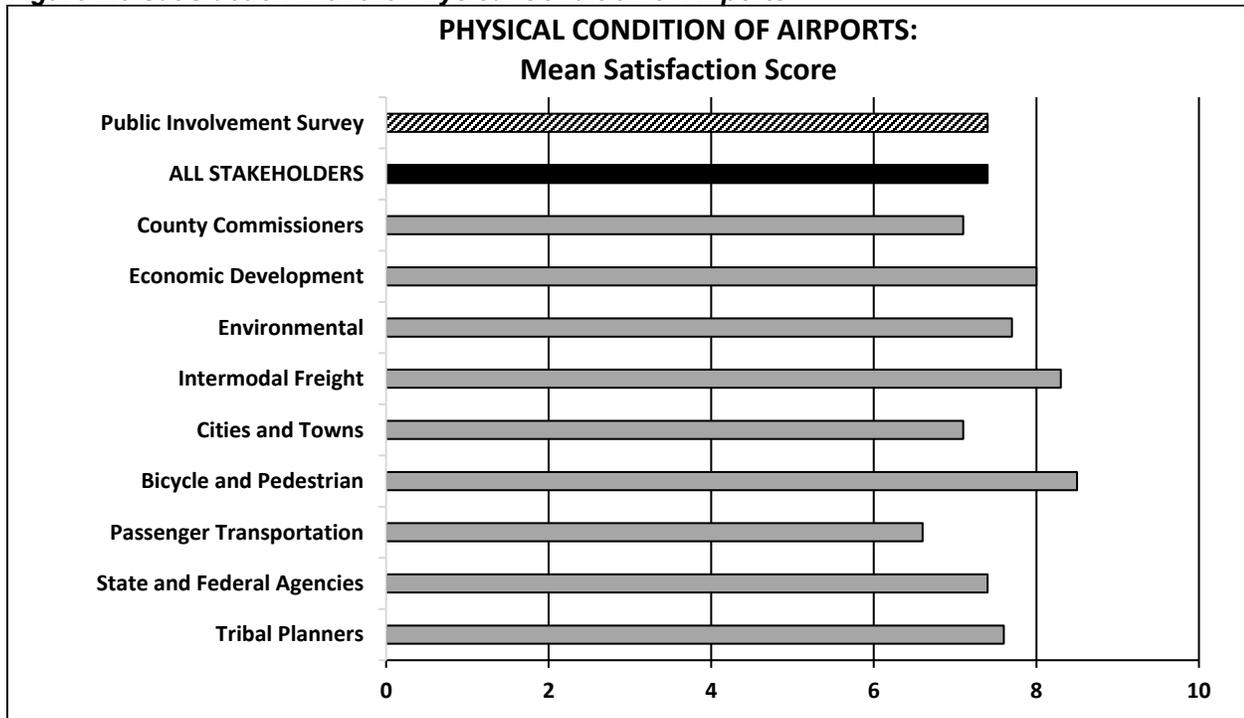


Figure 2.4 Satisfaction with the Physical Condition of Interstate Highways

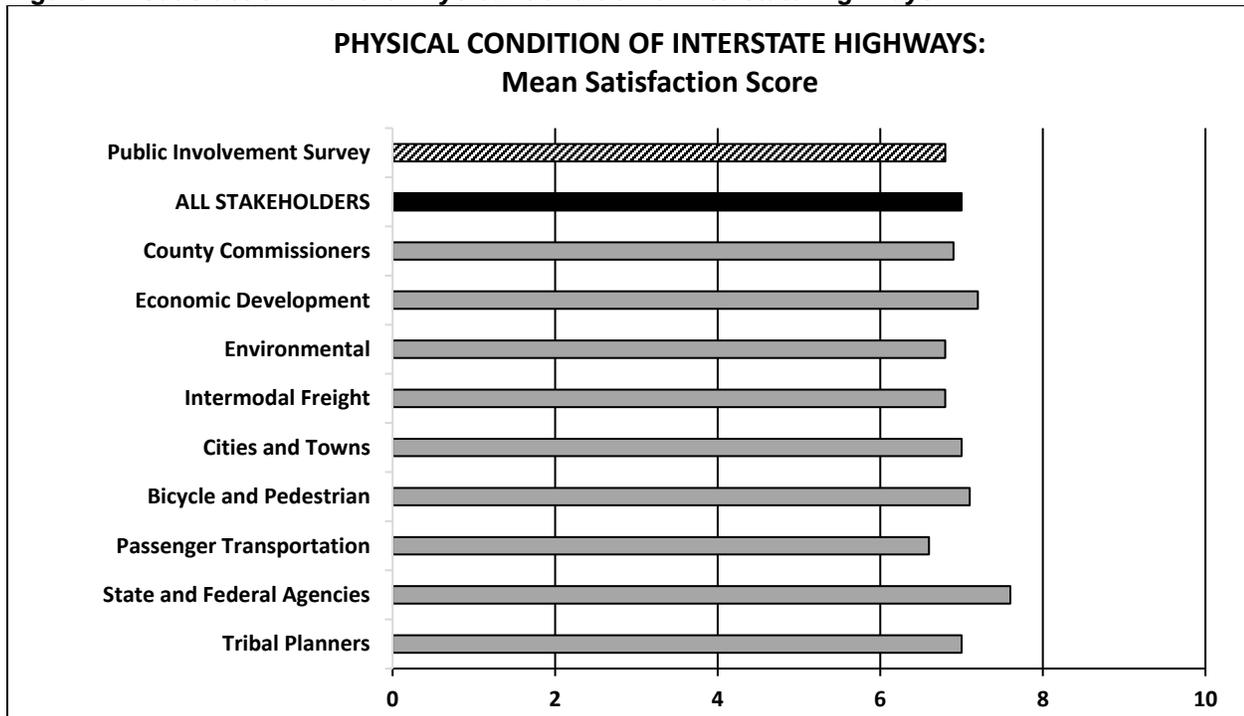


Figure 2.5 Satisfaction with the Physical Condition of Rest Areas

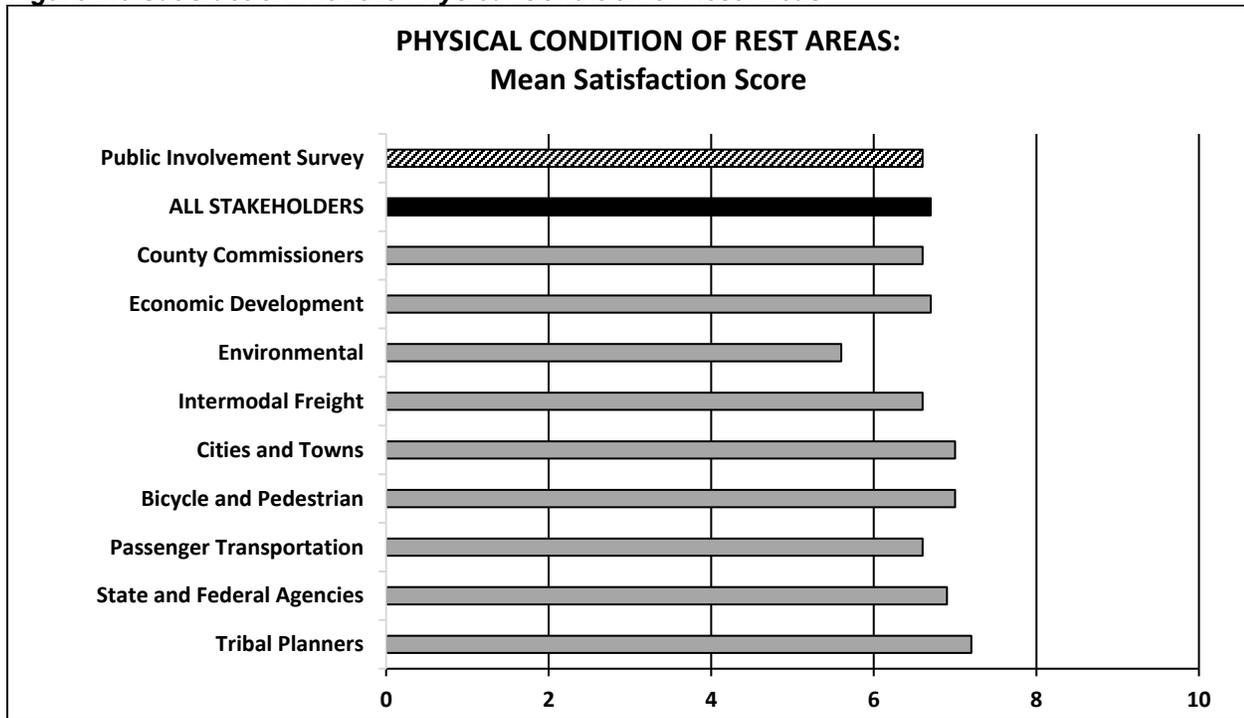


Figure 2.6 Satisfaction with the Physical Condition of Other Major Highways

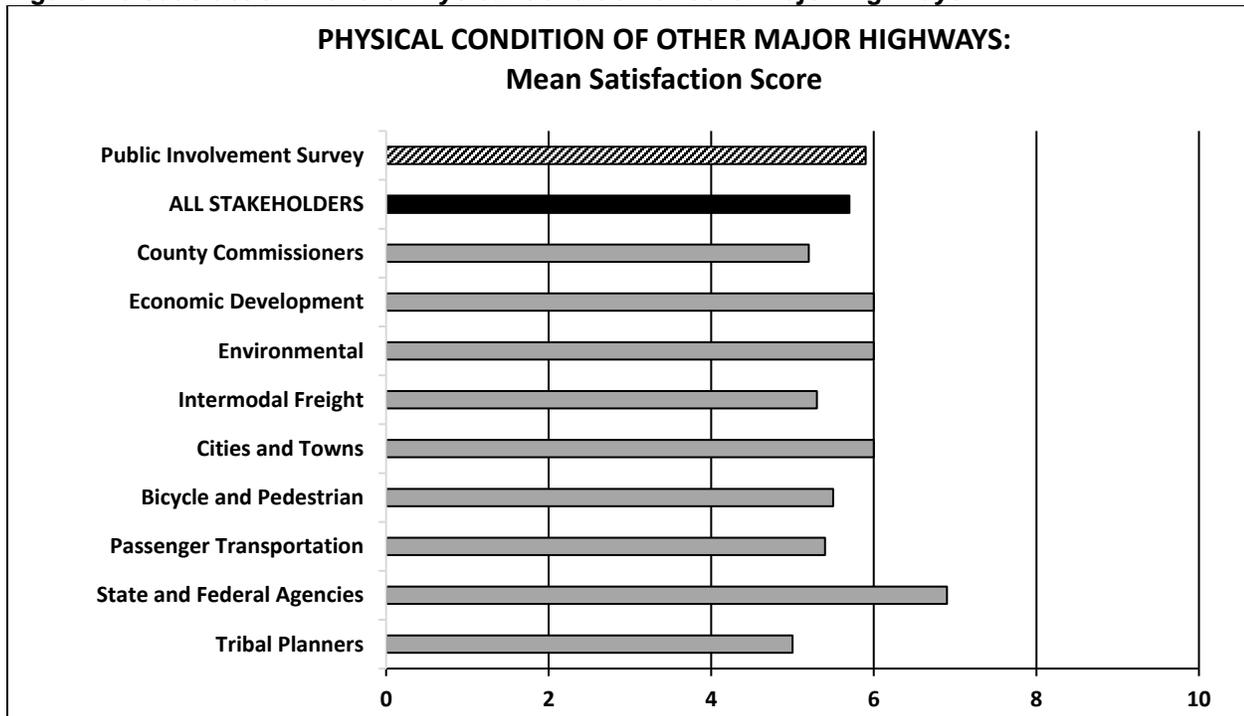


Figure 2.7 Satisfaction with the Physical Condition of Local Transit Buses

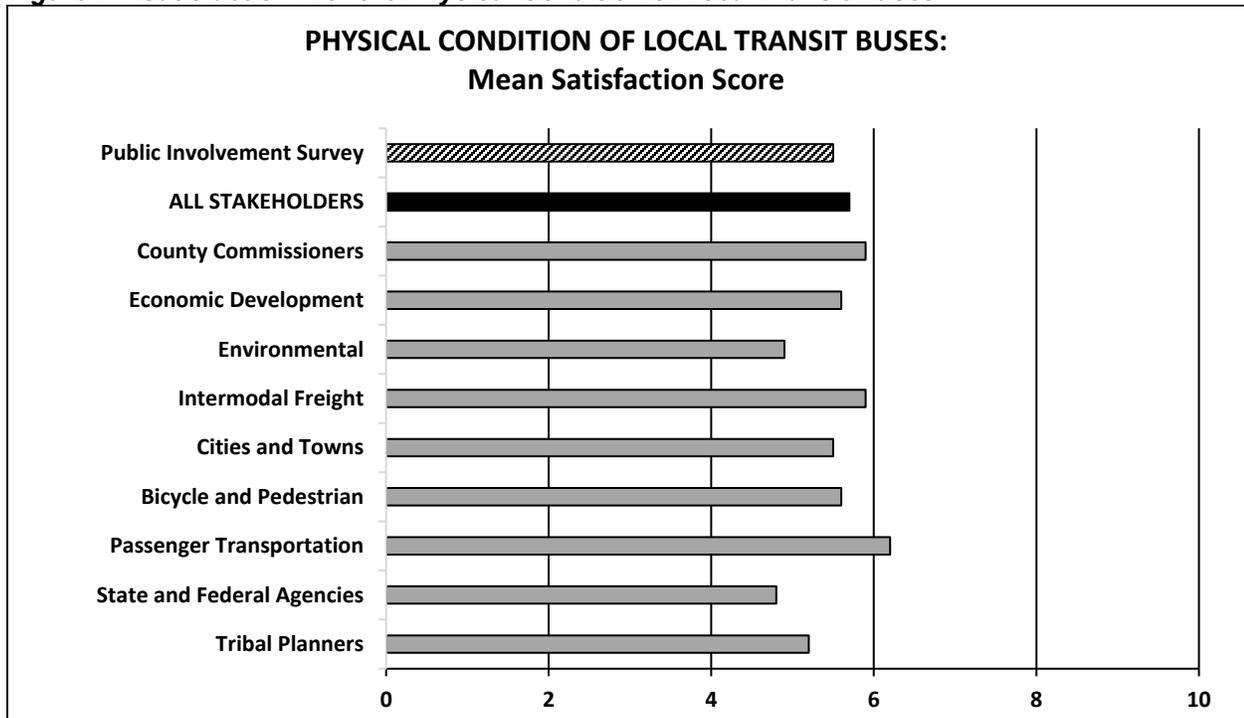


Figure 2.8 Satisfaction with the Physical Condition of Pedestrian Walkways

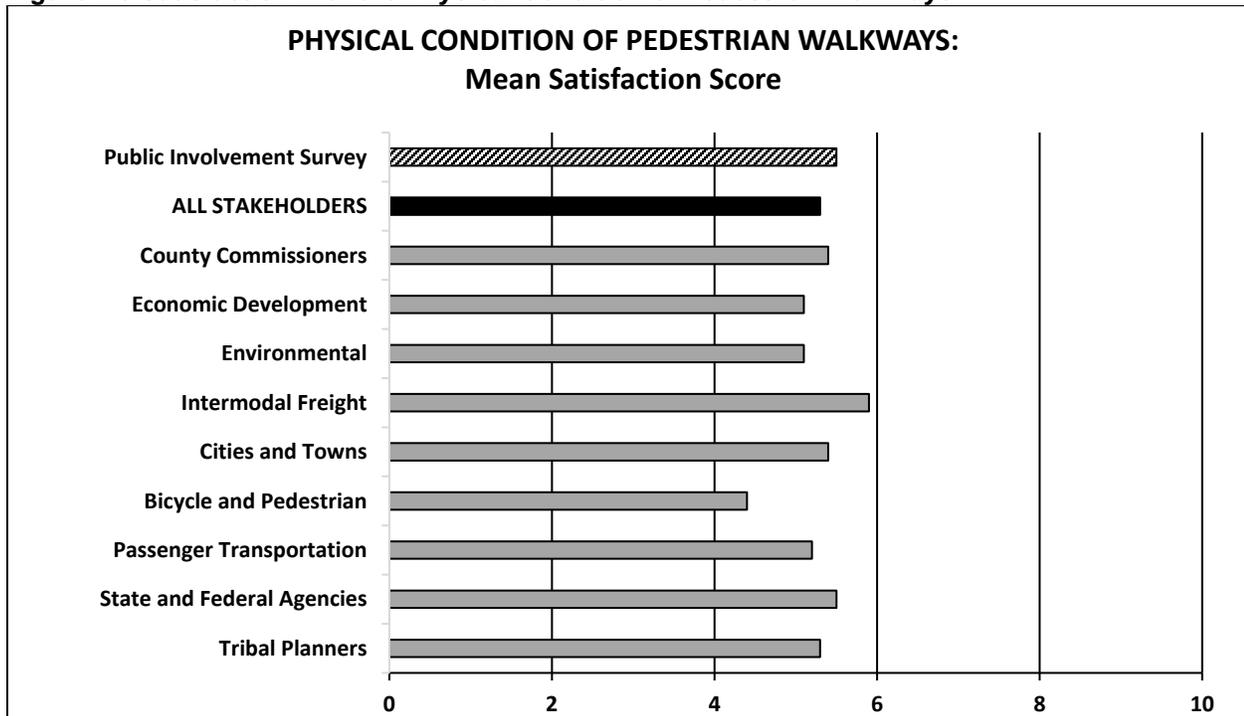
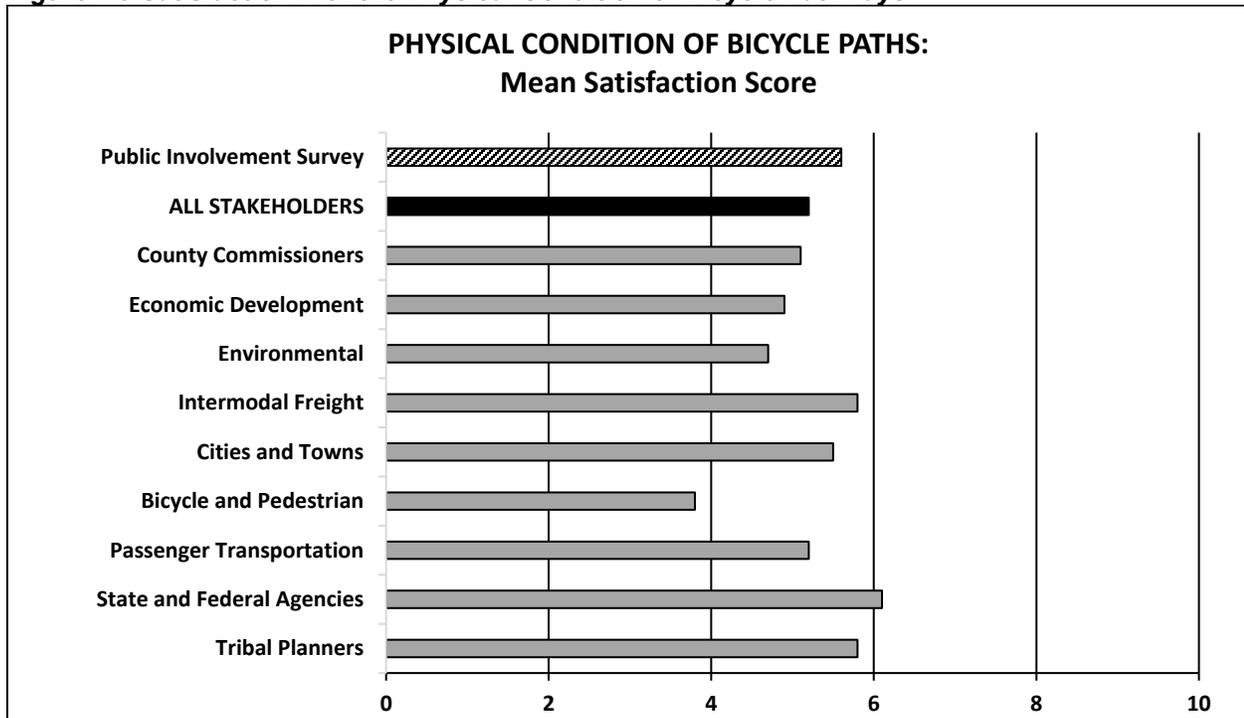


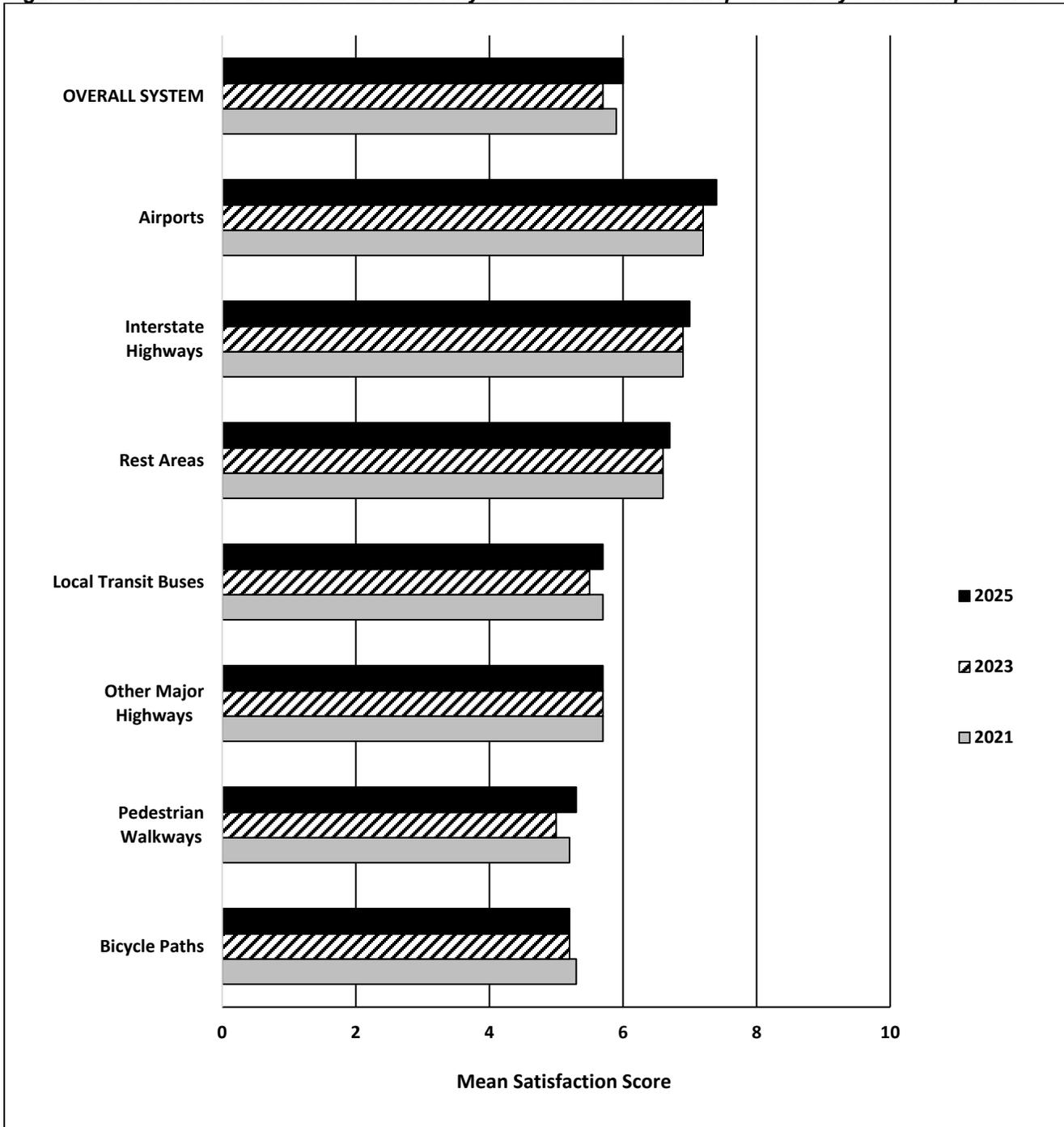
Figure 2.9 Satisfaction with the Physical Condition of Bicycle Pathways



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. Satisfaction with the physical condition of the overall transportation system varied by a statistically insignificant amount from 2021 to 2025. The same was the case with each of the other components studied (Figure 2.10).

Figure 2.10 Trends in Satisfaction with the 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 mean satisfaction rating. The availability of air transportation to destinations outside Montana received the highest satisfaction score at 6.5, compared to the lowest for inter-city buses and passenger rail service, both at 3.8 (Table 2.3). It should be noted that MDT has limited to no authority over these services.

Table 2.3 Satisfaction with Transportation Service Availability

	Mean	95% Confidence Interval		N
		Lower Limit	Upper Limit	
Air Transportation Outside Montana	6.5	6.2	6.7	320
Freight Rail Service	5.4	5.1	5.6	238
Air Transportation within Montana	5.4	5.1	5.6	302
Local Bus or Van Service	5.3	4.9	5.6	262
Transit for the Elderly or Disabled	5.2	4.9	5.5	274
Inter-City Buses	3.8	3.5	4.1	254
Passenger Rail Service	3.8	3.5	4.1	281

The greatest difference between the opinions of stakeholders and those of the general public occurred with the service availability of transit for the elderly or disabled, where stakeholders were more satisfied than the general public (Figure 2.11 through Figure 2.18).

Figure 2.11 Satisfaction with Transportation Service Availability

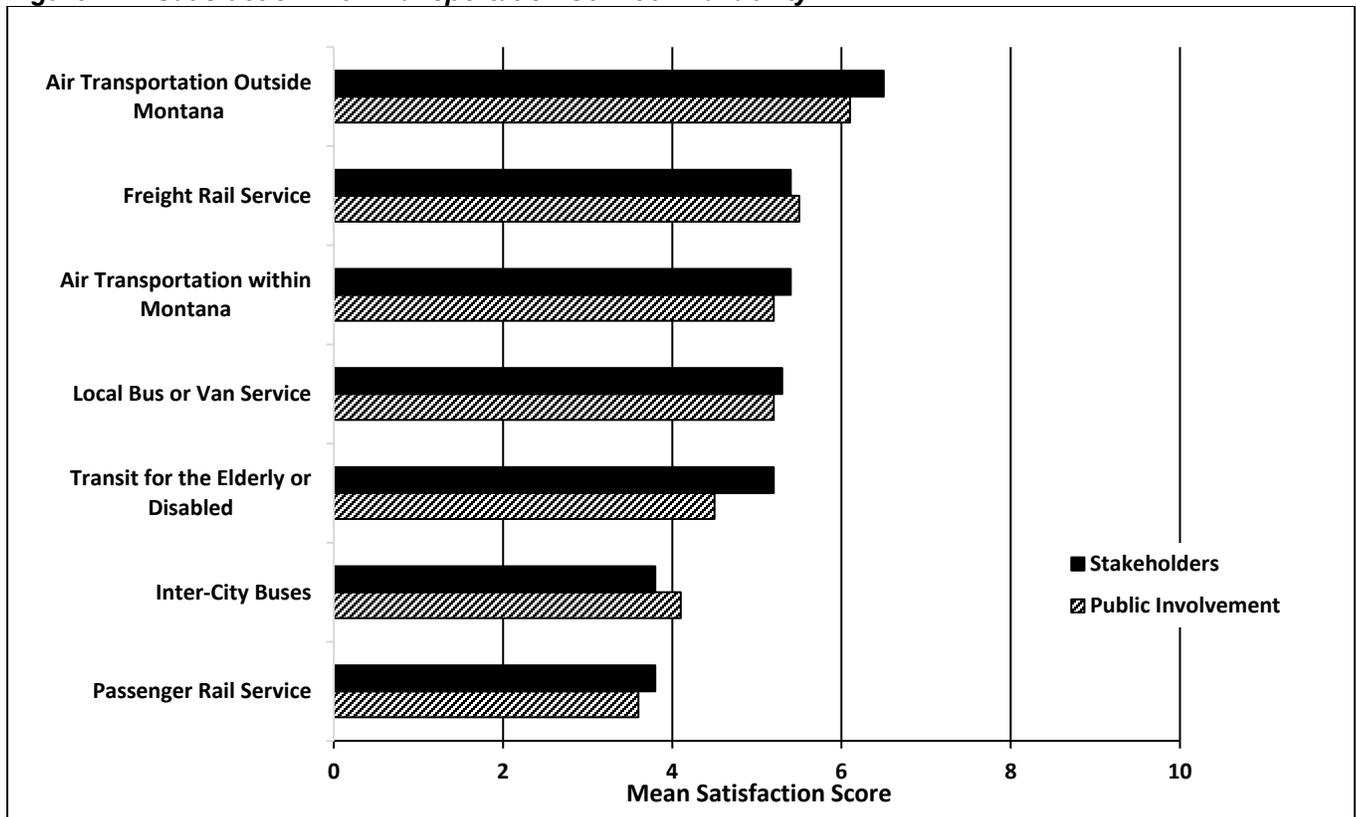


Figure 2.12 Satisfaction with the Availability of Air Transportation Outside Montana

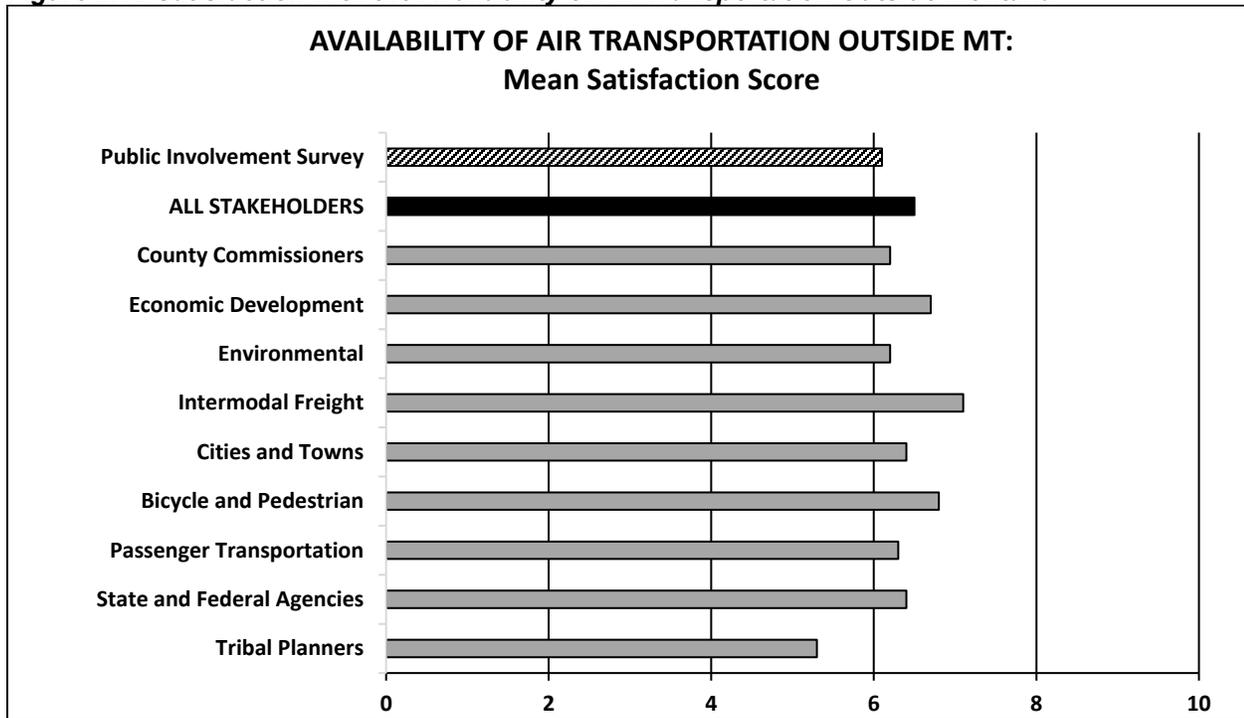


Figure 2.13 Satisfaction with the Availability of Freight Rail Service



Figure 2.14 Satisfaction with the Availability of Air Transportation within Montana

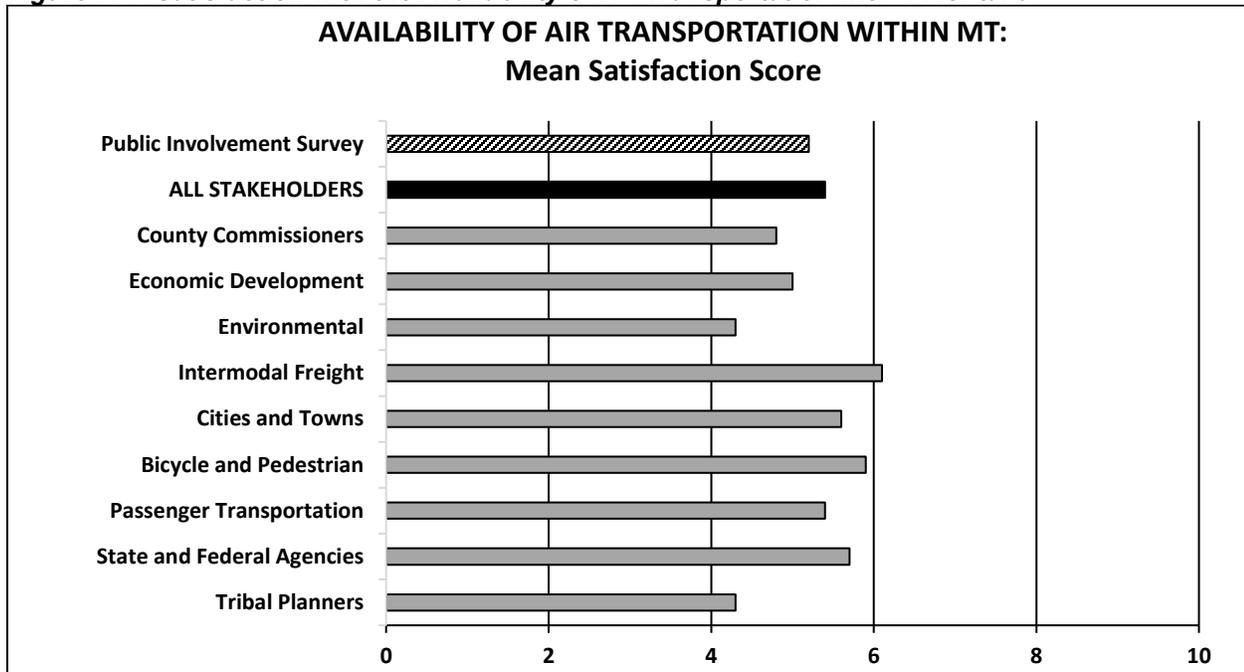


Figure 2.15 Satisfaction with the Availability of Local Bus or Van Service

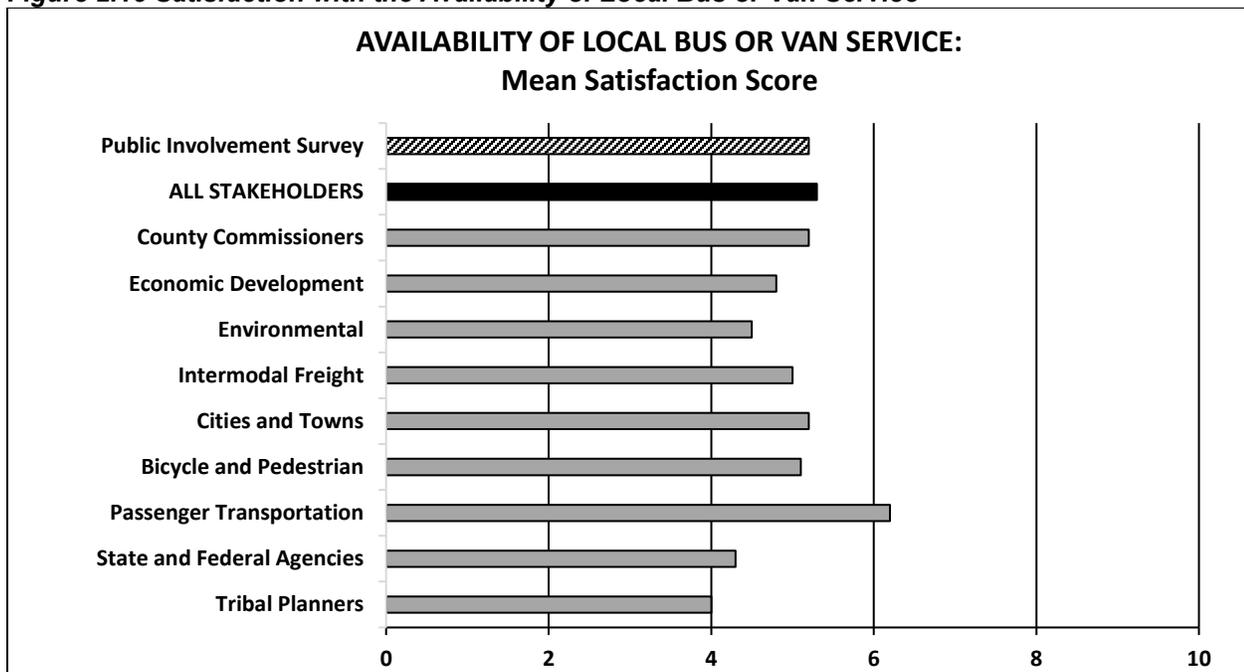


Figure 2.16 Satisfaction with the Availability of Transit for the Elderly or Disabled

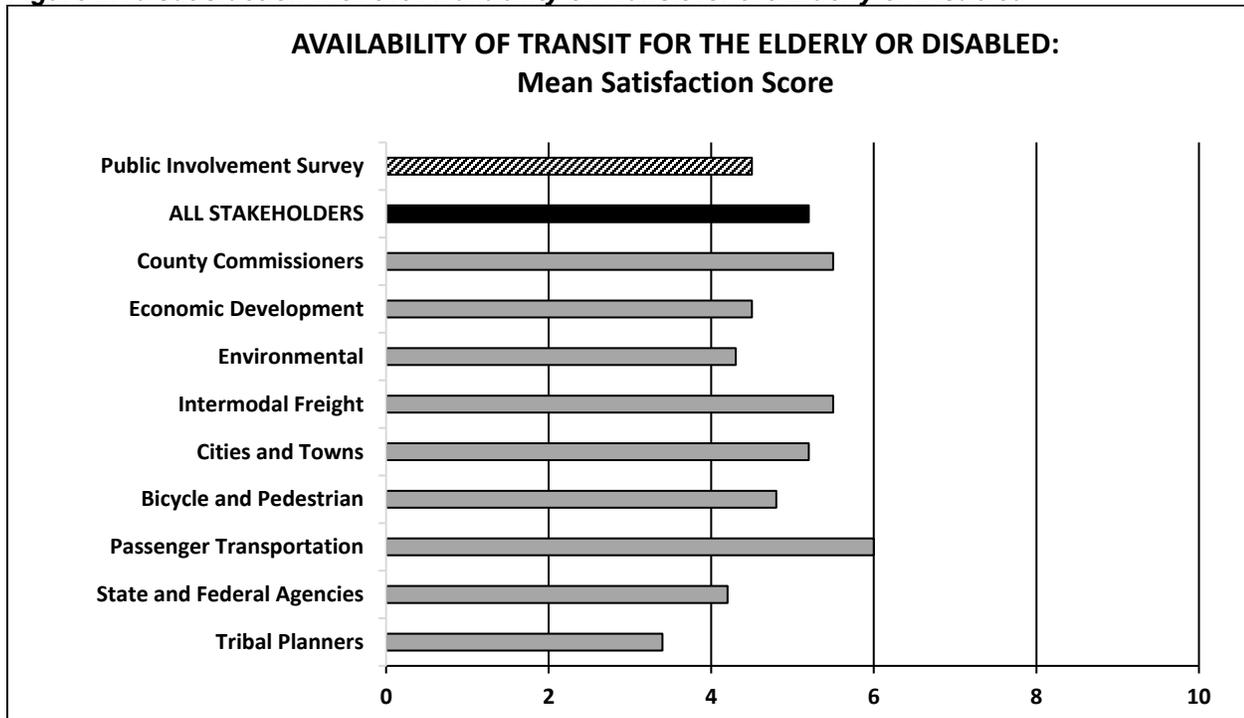


Figure 2.17 Satisfaction with the Availability of Inter-City Buses



Figure 2.18 Satisfaction with the Availability of Passenger Rail Service

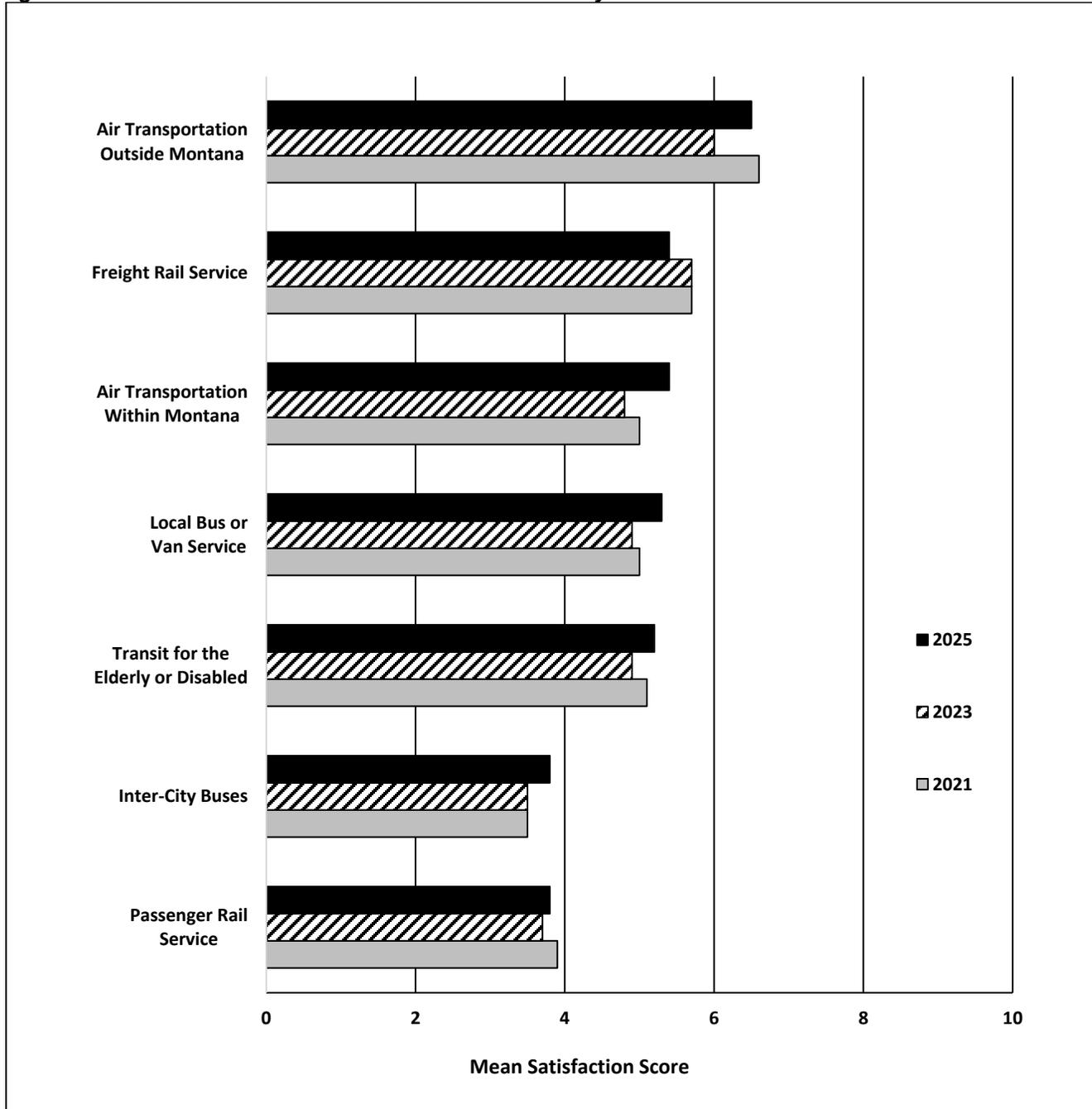


Trends

When comparing the last three the iterations of this survey, respondents were asked identical questions regarding their satisfaction with the availability of various transportation system components.

For stakeholders, the greatest improvement in satisfaction was with the availability of air transportation to destinations within Montana, which increased from 4.8 in 2023 to 5.4 in 2025 (Figure 2.19).

Figure 2.19 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 a *serious problem* (Table 2.4).

- None of the problems provided received a mean rating designating them as more than a *moderate problem*.
- Road pavement conditions were rated as a *serious problem* by 18% of stakeholders.
- 49% of all stakeholders rated adequate road signs as *not a problem*.

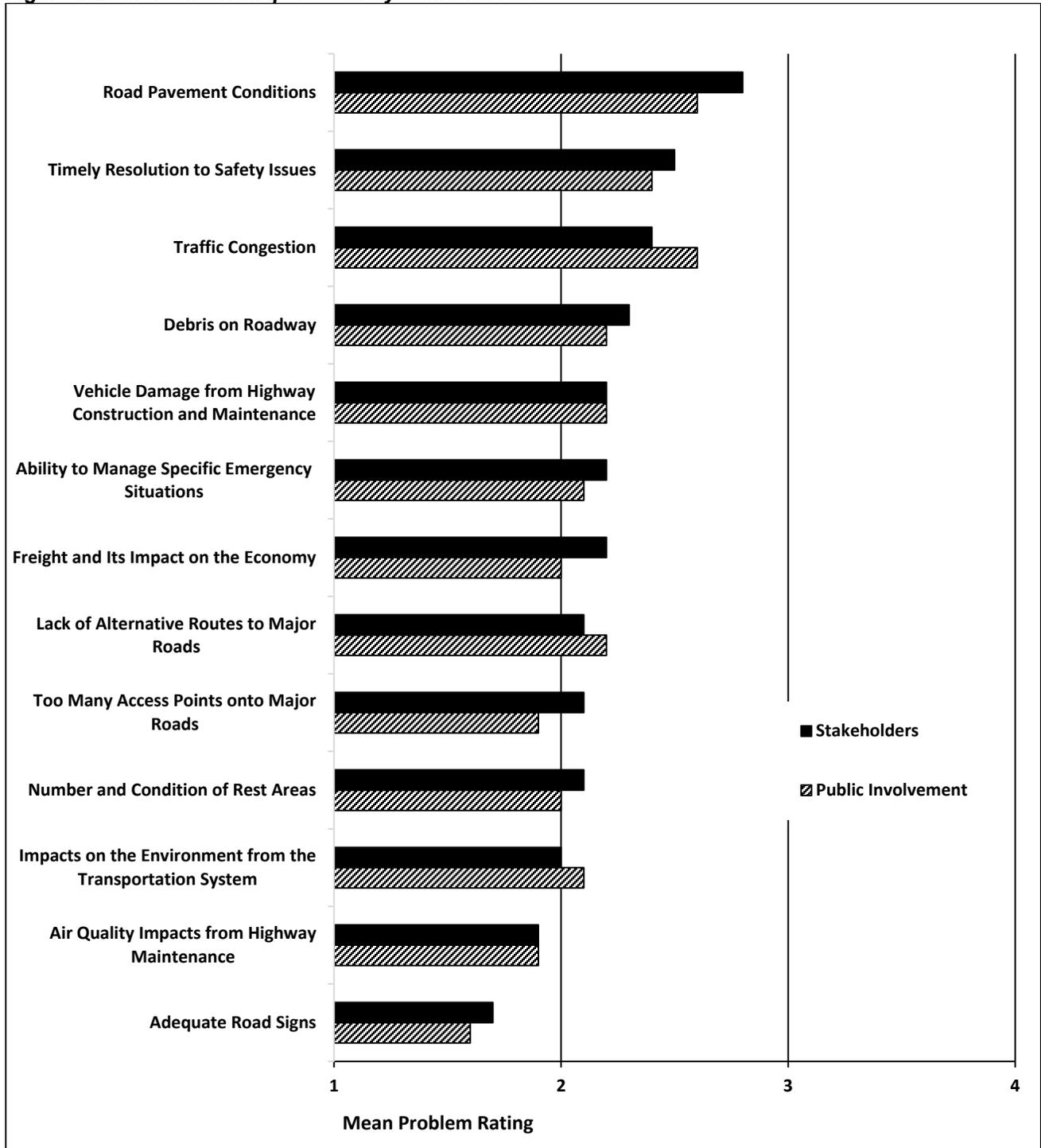
Table 2.4 Montana Transportation System Problems

	Serious Problem	Moderate Problem	Small Problem	Not a Problem	Don't Know	Mean	N
Road Pavement Conditions	18%	47%	28%	5%	2%	2.8	324
Timely Resolution to Safety Issues	16%	30%	24%	16%	13%	2.5	284
Traffic Congestion	6%	41%	36%	16%	1%	2.4	327
Debris on Roadway	6%	30%	47%	15%	2%	2.3	326
Vehicle Damage from Highway Construction and Maintenance	8%	24%	48%	16%	5%	2.2	313
Ability to Manage Specific Emergency Situations	7%	21%	35%	18%	19%	2.2	266
Freight and Its Impact on the Economy	7%	22%	28%	22%	21%	2.2	260
Lack of Alternative Routes to Major Roads	7%	25%	39%	26%	3%	2.1	320
Too Many Access Points onto Major Roads	6%	24%	41%	24%	5%	2.1	312
Number and Condition of Rest Areas	8%	23%	32%	30%	8%	2.1	306
Impacts on the Environment from the Transportation System	6%	18%	32%	34%	10%	2.0	294
Air Quality Impacts from Highway Maintenance	2%	15%	46%	33%	3%	1.9	320
Adequate Road Signs	3%	12%	34%	49%	2%	1.7	323

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

When comparing survey responses from stakeholders and the general public, there is little variation between the two groups. Both rated road pavement conditions as a top transportation system problem (Figure 2.20 through Figure 2.25). Public respondents gave traffic congestion a higher problem rating than stakeholder respondents.

Figure 2.20 Montana Transportation System Problems



In order to keep the number of graphs in this report manageable, graphs representing individual transportation problems by stakeholder group are only provided for the top five mean rated problems in the order they appear in Table 2.4 (Figure 2.21 through Figure 2.25).

Figure 2.21 Top Five Ranked Problems — Road Pavement Conditions

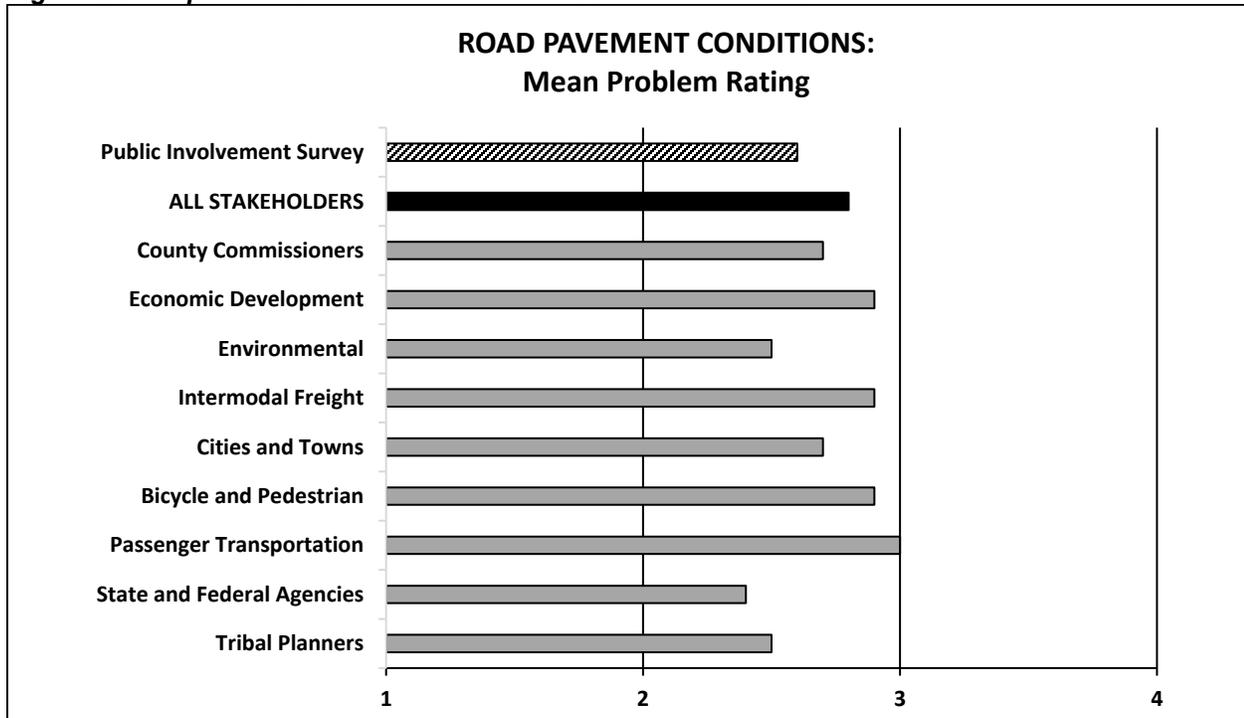


Figure 2.22 Top Five Ranked Problems — Timely Resolution to Safety Issues

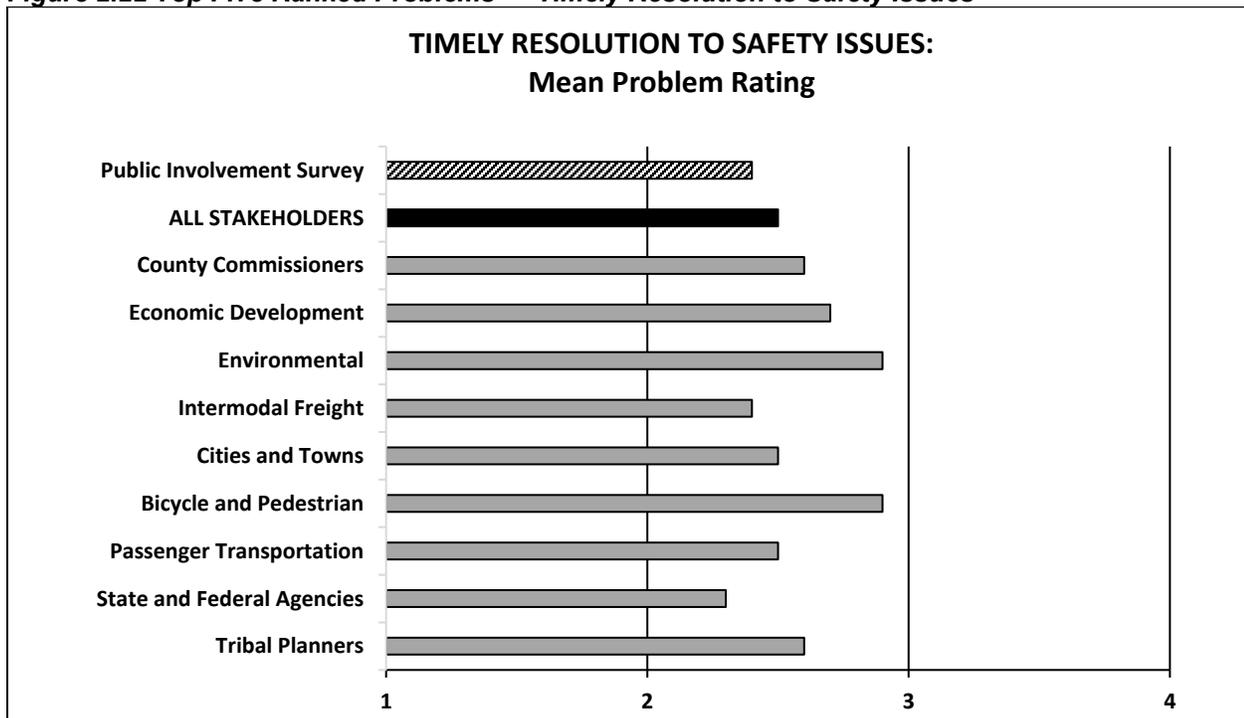


Figure 2.23 Top Five Ranked Problems — Traffic Congestion

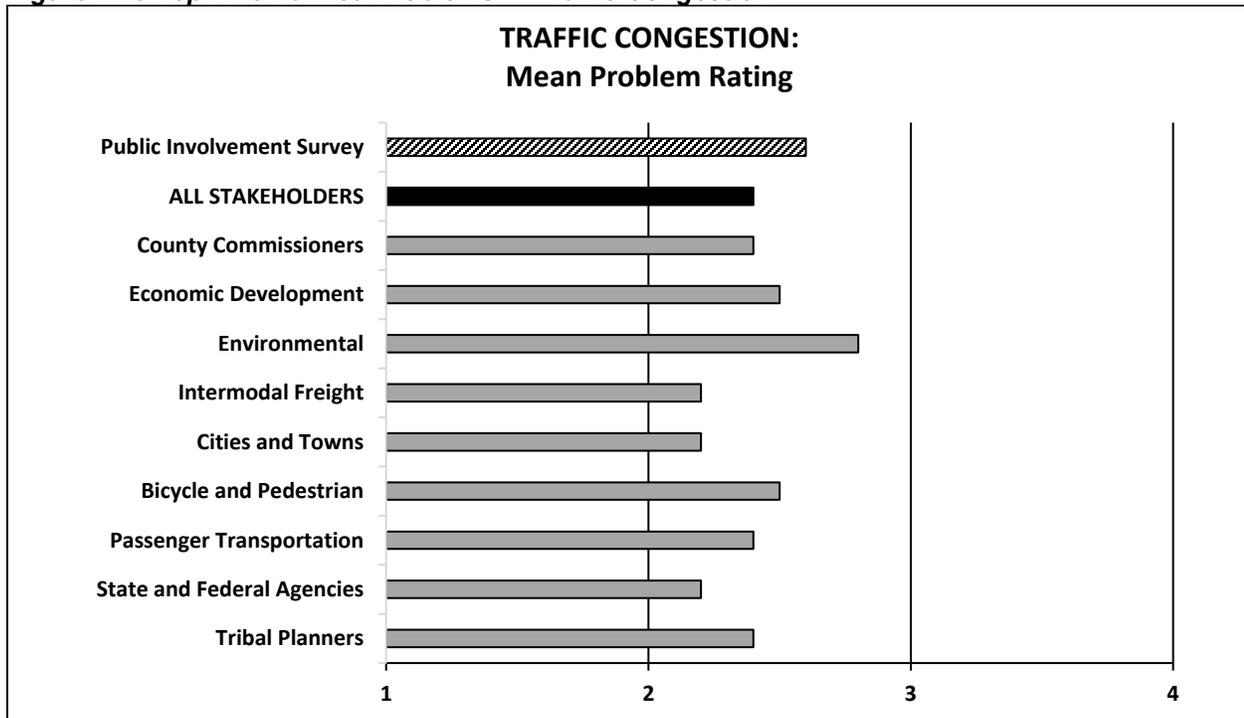


Figure 2.24 Top Five Ranked Problems — Debris on Roadway

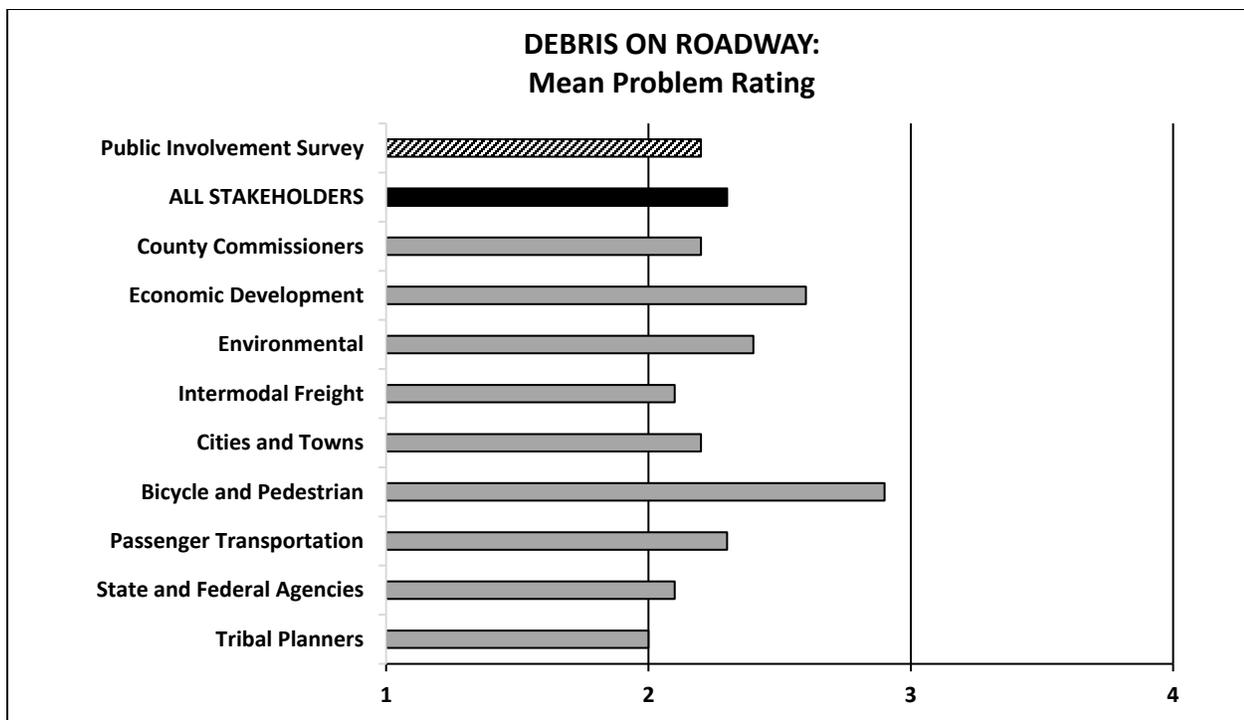
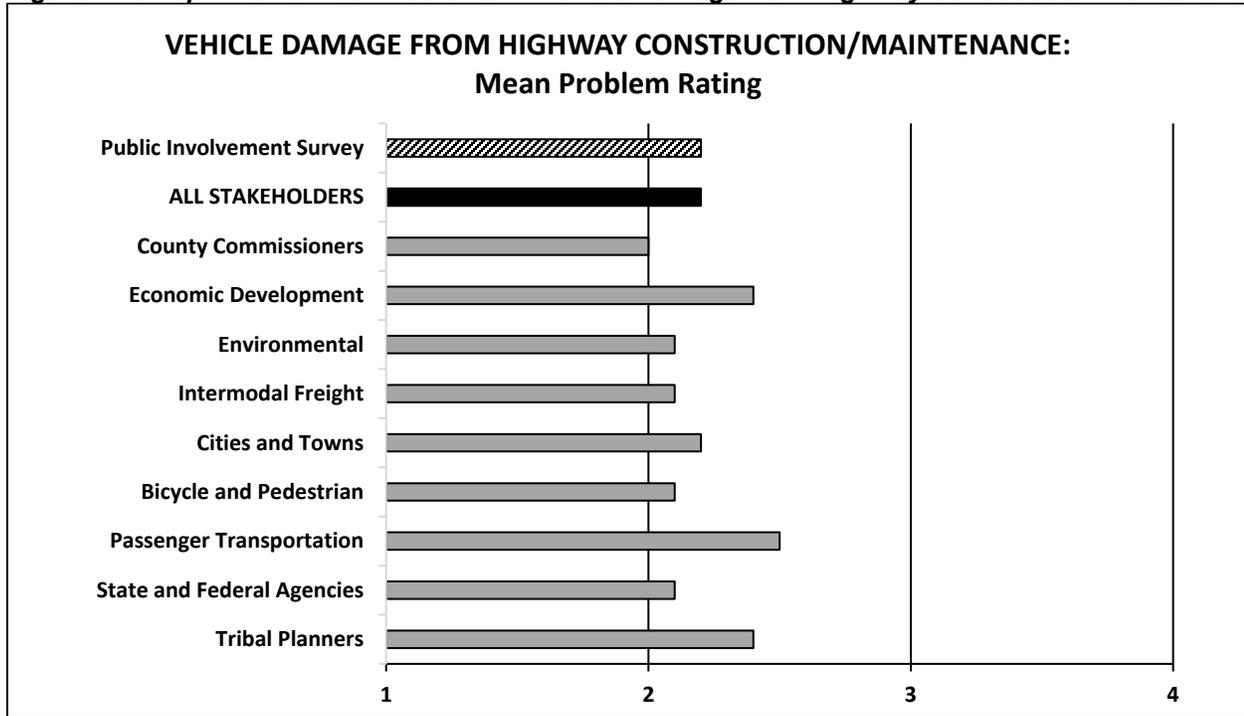


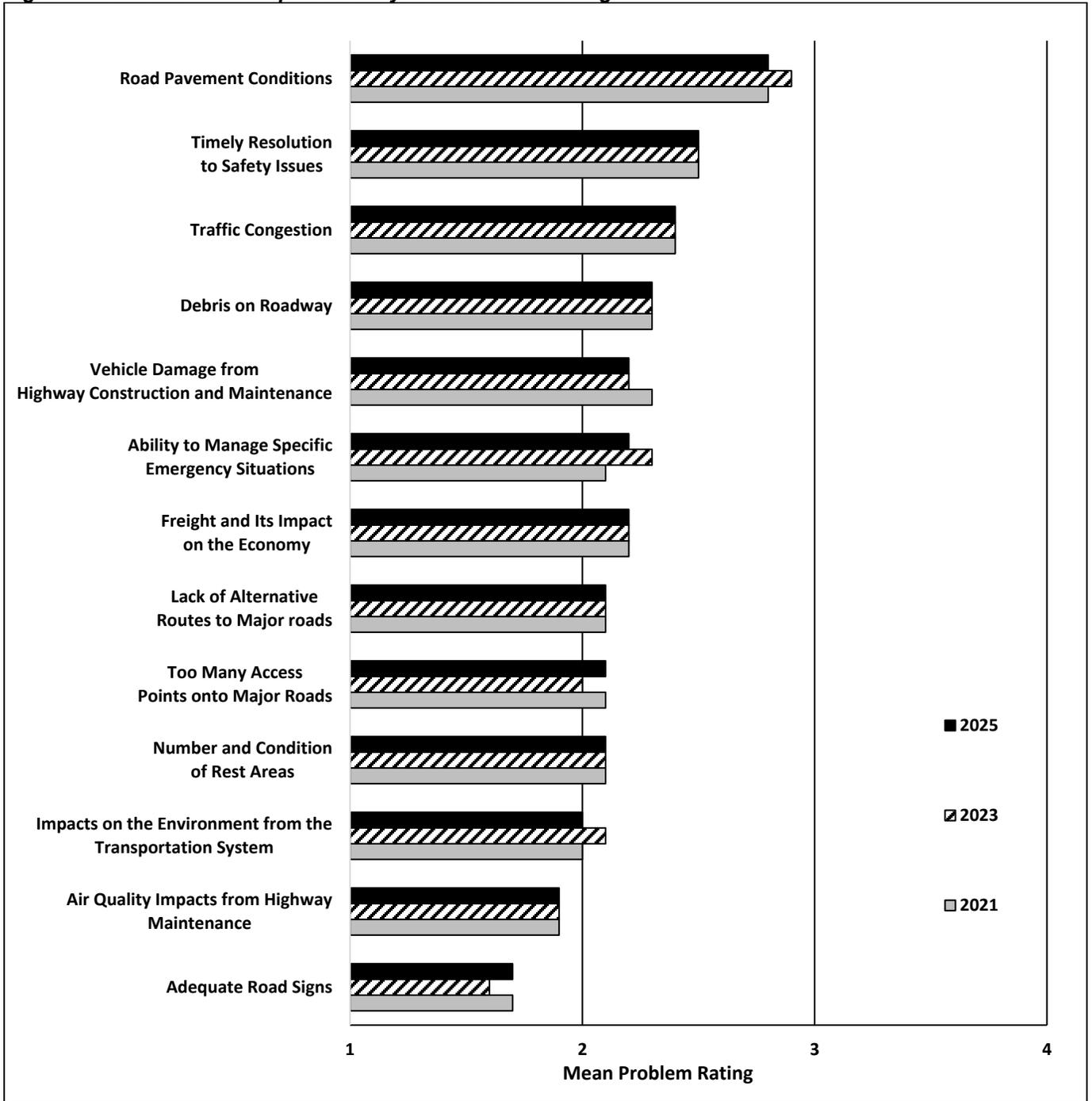
Figure 2.25 Top Five Ranked Problems — Vehicle Damage from Highway Construction/Maintenance



Trends

Mean problem ratings provided by all stakeholders saw minimal changes between 2021 and 2025. In 2025, road pavement conditions dropped in mean problem rating slightly from 2023, as did the ability to manage specific emergency situations and impacts on the environment. (Figure 2.26).

Figure 2.26 Trends in Transportation System Problem Ratings



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

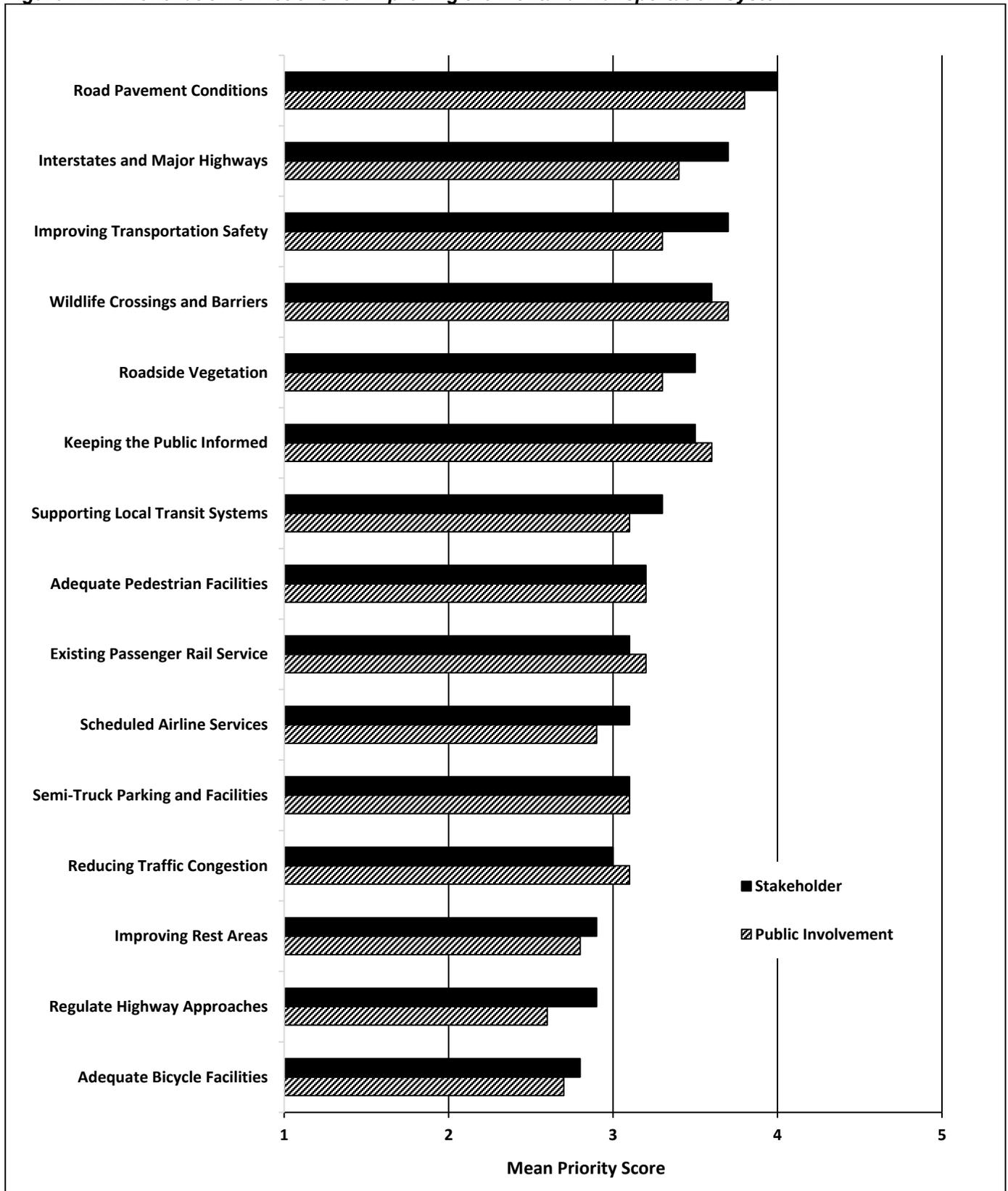
Respondents were asked to use a scale from 1 to 5 to prioritize 15 possible actions that could be undertaken to improve Montana’s transportation system. A value of 1 represented *very low priority*, while a value of 5 represented *very high priority*. As indicated earlier in Table 2.4, most transportation system issues are considered small to moderate problems. However, the majority of stakeholders assign a *medium priority* or a *somewhat high priority* to addressing them (Table 2.5). Stakeholder respondents rated several action priorities higher than did respondents from the general public, with some variation in mean priority rankings between both surveys for the 15 actions provided (Figure 2.27).

Table 2.5 Prioritization of Actions for Improving the Montana Transportation System

	Very High Priority	Somewhat High Priority	Medium Priority	Somewhat Low Priority	Very Low Priority	Mean	N
Road Pavement Conditions	31%	46%	19%	3%	0%	4.0	328
Interstates and Major Highways	22%	40%	29%	9%	1%	3.7	329
Improving Transportation Safety	23%	36%	31%	7%	3%	3.7	326
Wildlife Crossings and Barriers	26%	28%	28%	14%	5%	3.6	329
Roadside Vegetation	17%	33%	32%	16%	2%	3.5	329
Keeping the Public Informed	16%	34%	34%	13%	2%	3.5	329
Supporting Local Transit Systems	19%	24%	34%	16%	7%	3.3	328
Adequate Pedestrian Facilities	18%	23%	29%	21%	9%	3.2	329
Existing Passenger Rail Service	16%	23%	30%	19%	12%	3.1	329
Scheduled Airline Services	14%	23%	30%	23%	9%	3.1	325
Semi-Truck Parking and Facilities	8%	26%	37%	23%	6%	3.1	331
Reducing Traffic Congestion (by Increasing Highway Capacity)	7%	26%	35%	22%	10%	3.0	330
Improving Rest Areas	7%	19%	40%	24%	10%	2.9	329
Regulate Highway Approaches	6%	17%	44%	23%	10%	2.9	331
Adequate Bicycle Facilities	11%	19%	22%	28%	19%	2.8	329

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

Figure 2.27 Prioritization of Actions for Improving the Montana Transportation System



Graphs representing individual transportation priority actions by stakeholder group are only provided for the top five mean rated priorities (Figure 2.28 through Figure 2.32).

Figure 2.28 Top Five Priorities — Road Pavement Conditions

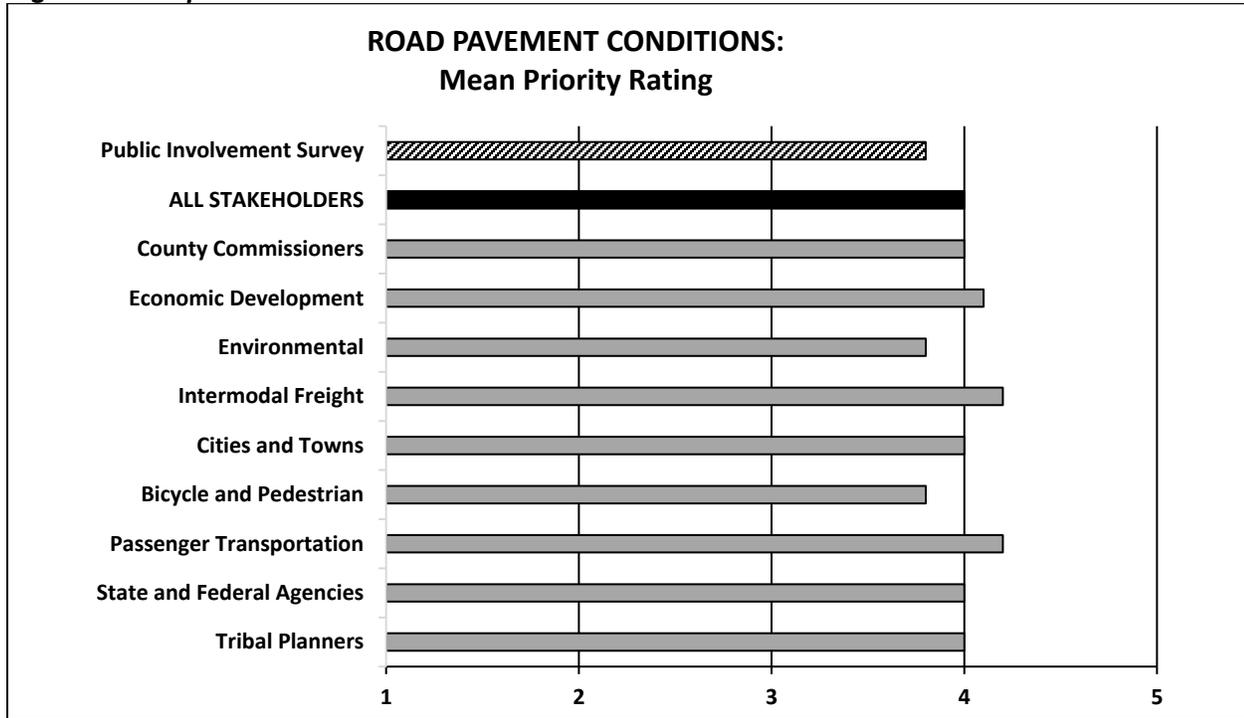


Figure 2.29 Top Five Priorities — Interstates and Major Highways

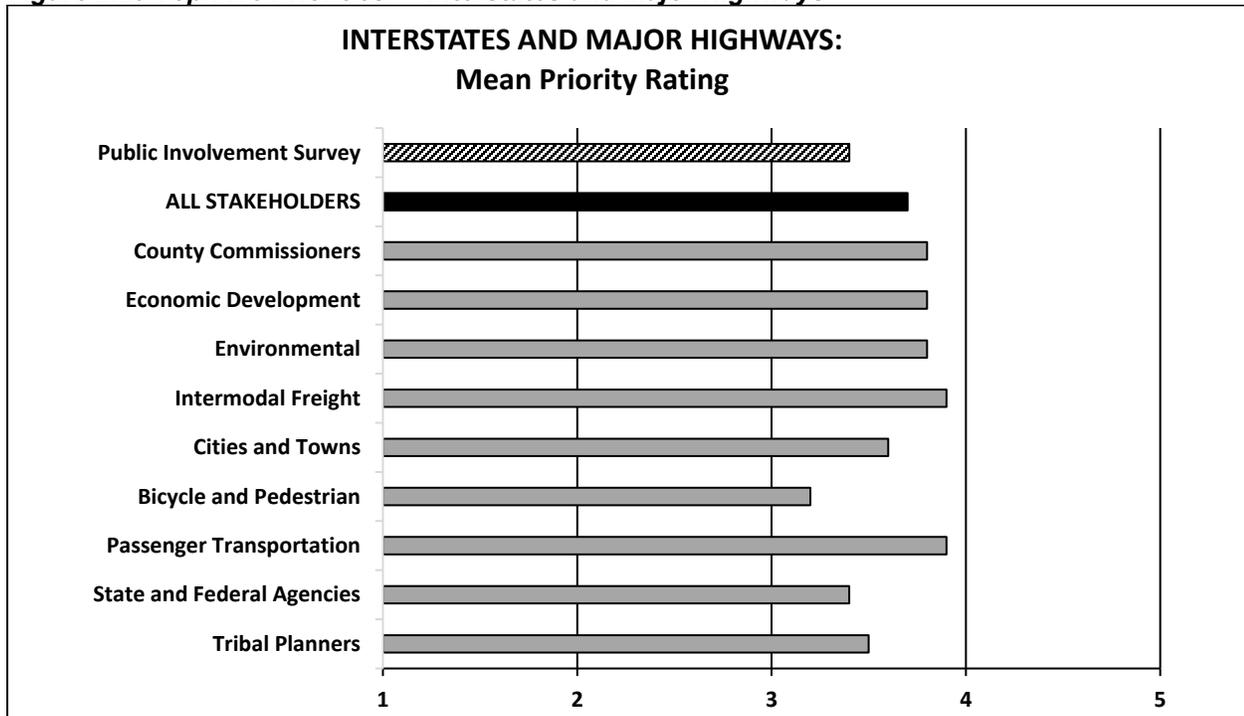


Figure 2.30 Top Five Priorities — Improving Transportation Safety



Figure 2.31 Top Five Priorities — Wildlife Crossings and Barriers

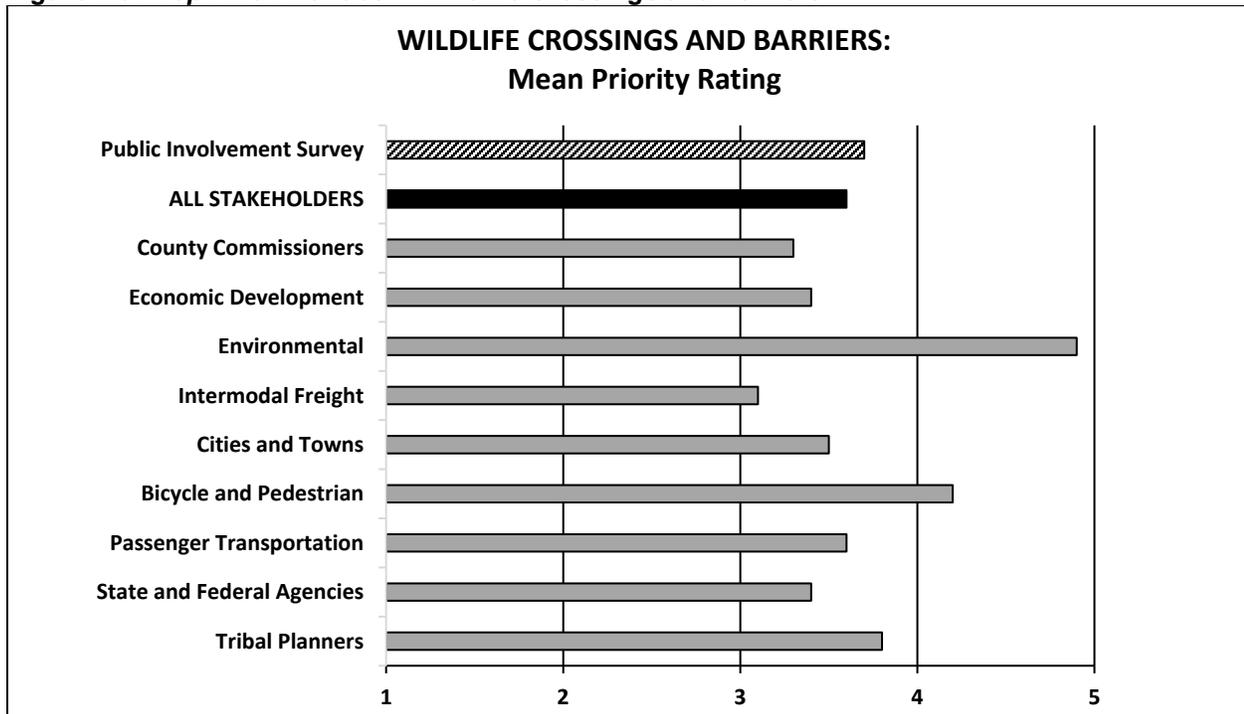
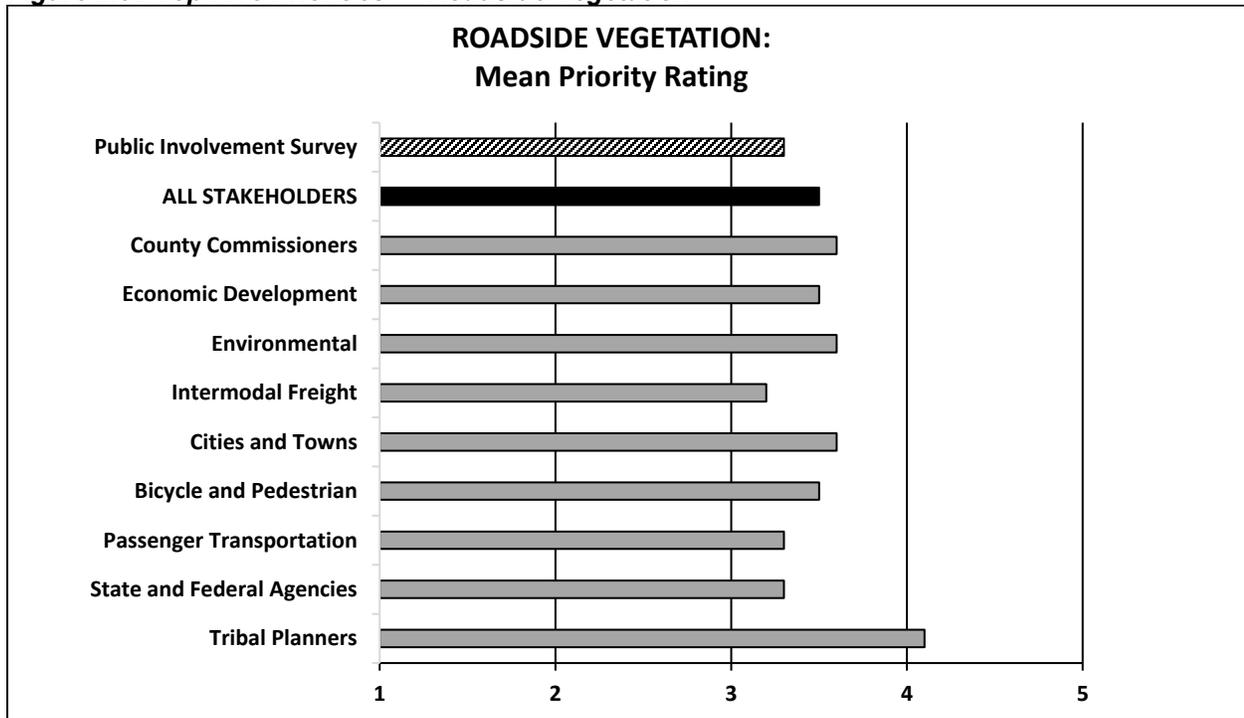


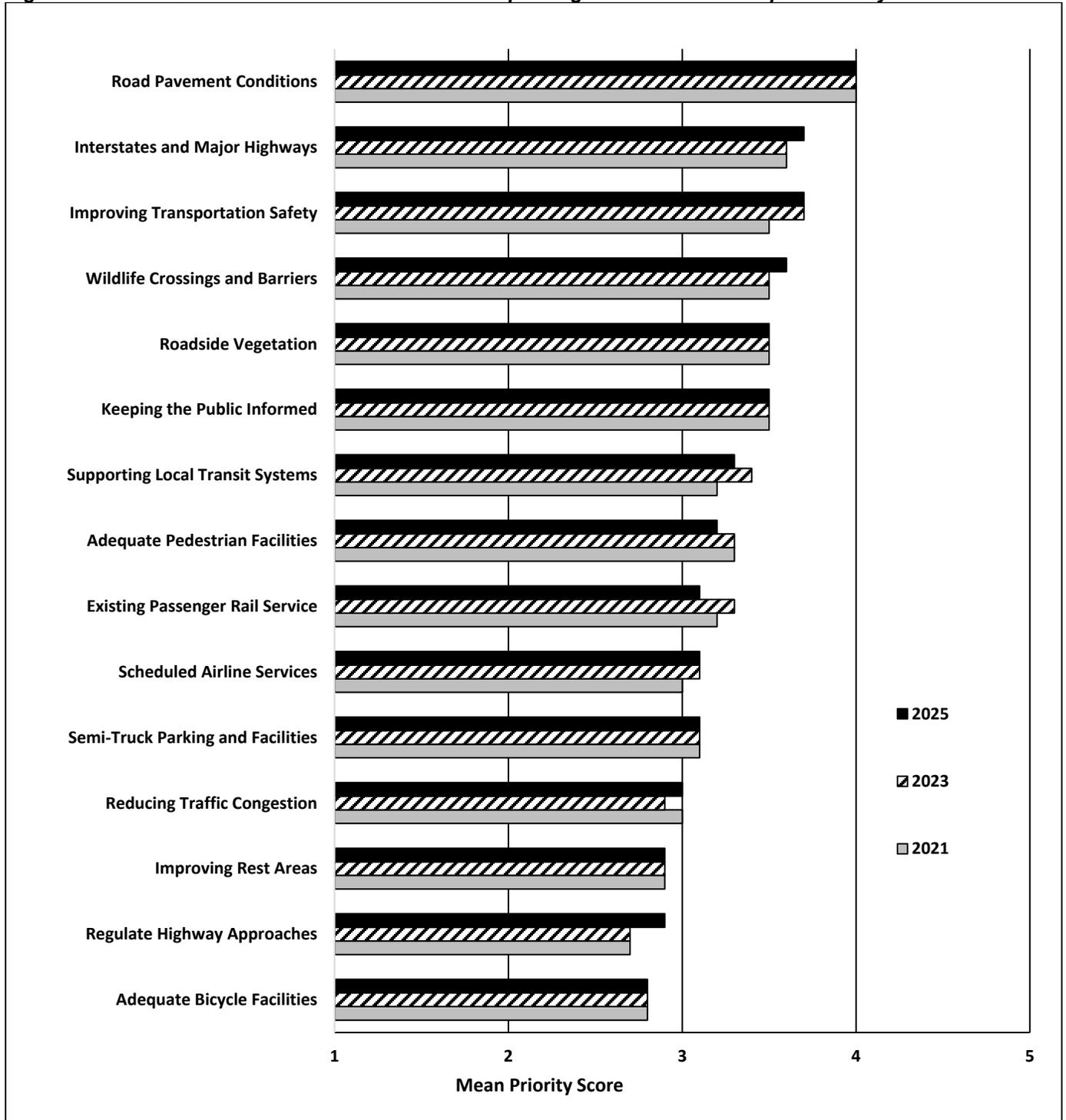
Figure 2.32 Top Five Priorities — Roadside Vegetation



Trends

Finally, there was very little change in stakeholders' mean priority ratings provided between 2021 and 2025 (Figure 2.33).

Figure 2.33 Trends in Prioritization of Actions for Improving the Montana Transportation System



CHAPTER 3 | MDT SYSTEM FUNDING PRIORITIES

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

The average Montanan pays between \$260 and \$320 per year in state and federal fuel taxes to support transportation infrastructure in the state. Using that range, all stakeholders were asked if they felt they received more value, about equal, or lesser value per year from the Montana transportation system (Table 3.1).

- Overall, the majority of stakeholders (80%) feel they receive value equal to or greater than their annual fuel tax contributions of \$260-\$320 per year.
- More stakeholders than general public respondents believe they get about \$260-\$320 or more in value per year from the transportation system (80% and 70%, respectively).
- Among the various stakeholder groups surveyed, more state and federal agency workers (65%) and county commissioners (49%) believe they get more value than other groups.

Table 3.1 Perceived Value from Montana’s Transportation System

	More Value	About \$260-\$320	Less Value	N
Public Involvement Survey	18%	52%	30%	1,010
ALL STAKEHOLDERS	34%	46%	19%	327
County Commissioners	49%	36%	15%	39
Economic Development	41%	39%	20%	46
Environmental	30%	60%	10%	20
Intermodal Freight	24%	53%	24%	34
Cities and Towns	30%	51%	19%	77
Bicycle and Pedestrian	33%	47%	20%	15
Passenger Transportation	26%	49%	25%	68
State and Federal Agencies	65%	35%	0%	20
Tribal Planners	13%	50%	38%	8

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

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

All 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 and Figure 3.1).

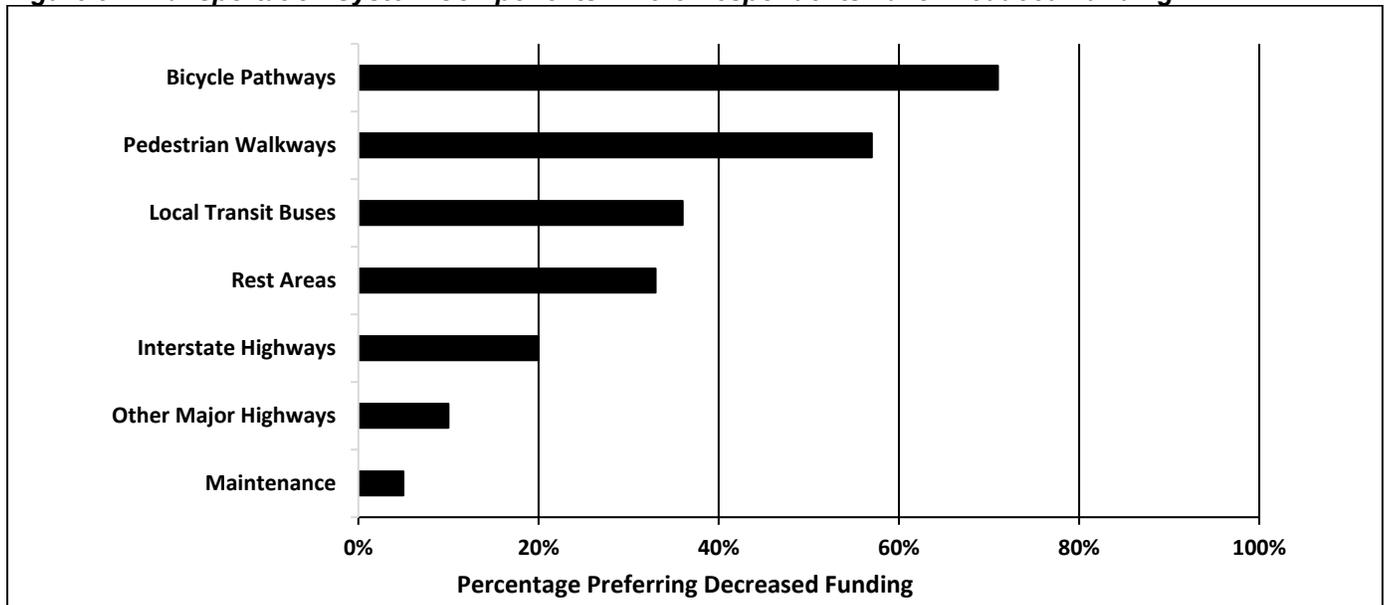
- Overall, with the exception of bicycle pathways and pedestrian walkways, the majority of respondents think the listed items should be funded at the same or a higher level.
- Out of the items provided, the greatest percentage of stakeholder respondents think bicycle pathways (71%) and pedestrian walkways (57%) should be funded at a lower level.
- Some respondents prioritized certain items to receive more funding than current levels, with maintenance (32%) receiving the greatest percentage of such rankings from stakeholders.

Table 3.2 Funding Priorities by Transportation System Component

	Fund at Lower Level	Fund at Same Level	Fund at Higher Level	N
Bicycle Pathways	71%	20%	9%	323
Pedestrian Walkways	57%	30%	13%	322
Local Transit Buses	36%	48%	16%	319
Rest Areas	33%	61%	6%	319
Interstate Highways	20%	64%	16%	328
Other Major Highways	10%	62%	28%	324
Maintenance	5%	63%	32%	319

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

Figure 3.1 Transportation System Components Where Respondents Favor Reduced Funding



Graphs representing individual transportation funding priorities by stakeholder group are only provided for the top four components ranked for decreased funding (Figure 3.2 through Figure 3.5).

Figure 3.2 First Preference for Decreased Funding — Bicycle Pathways

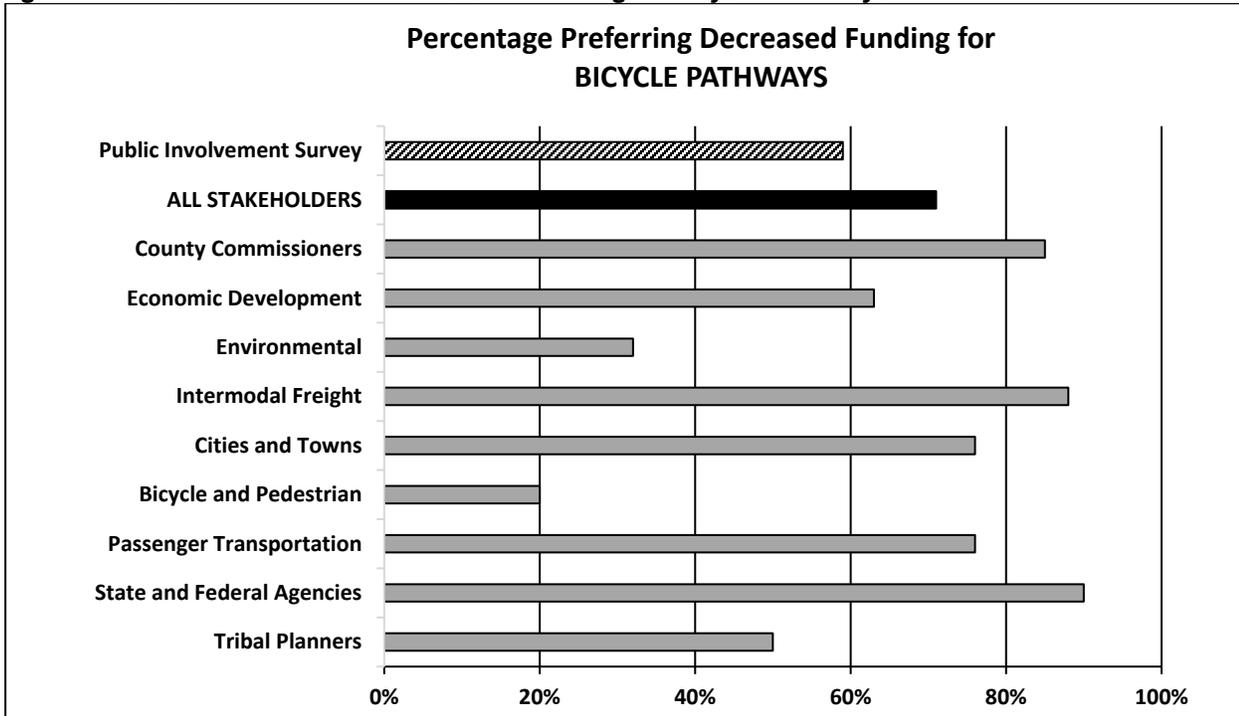


Figure 3.3 Second Preference for Decreased Funding — Pedestrian Walkways

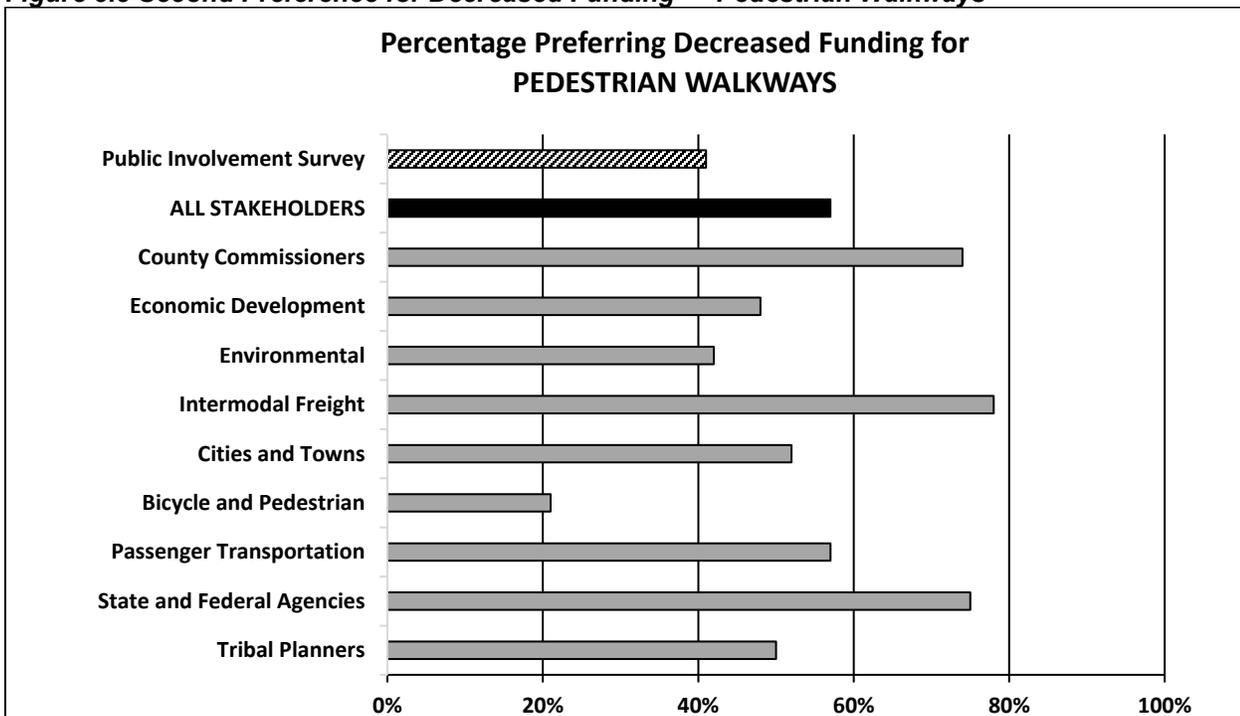


Figure 3.4 Third Preference for Decreased Funding — Local Transit Buses

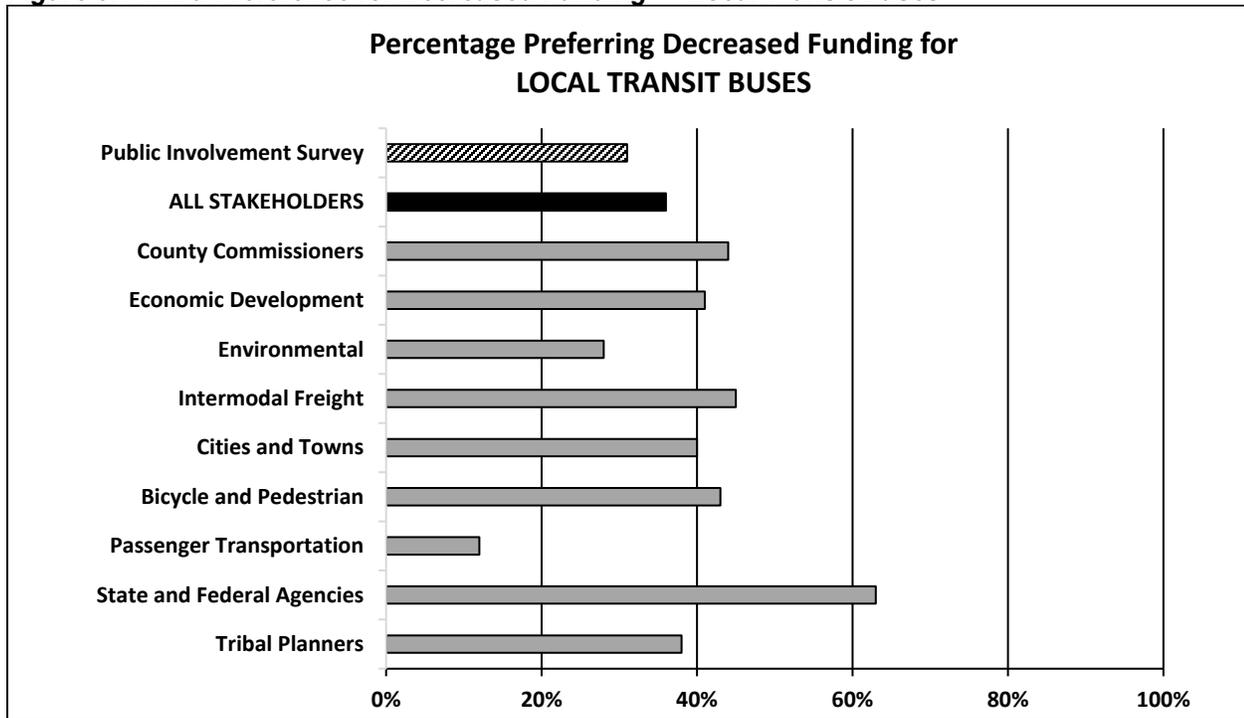
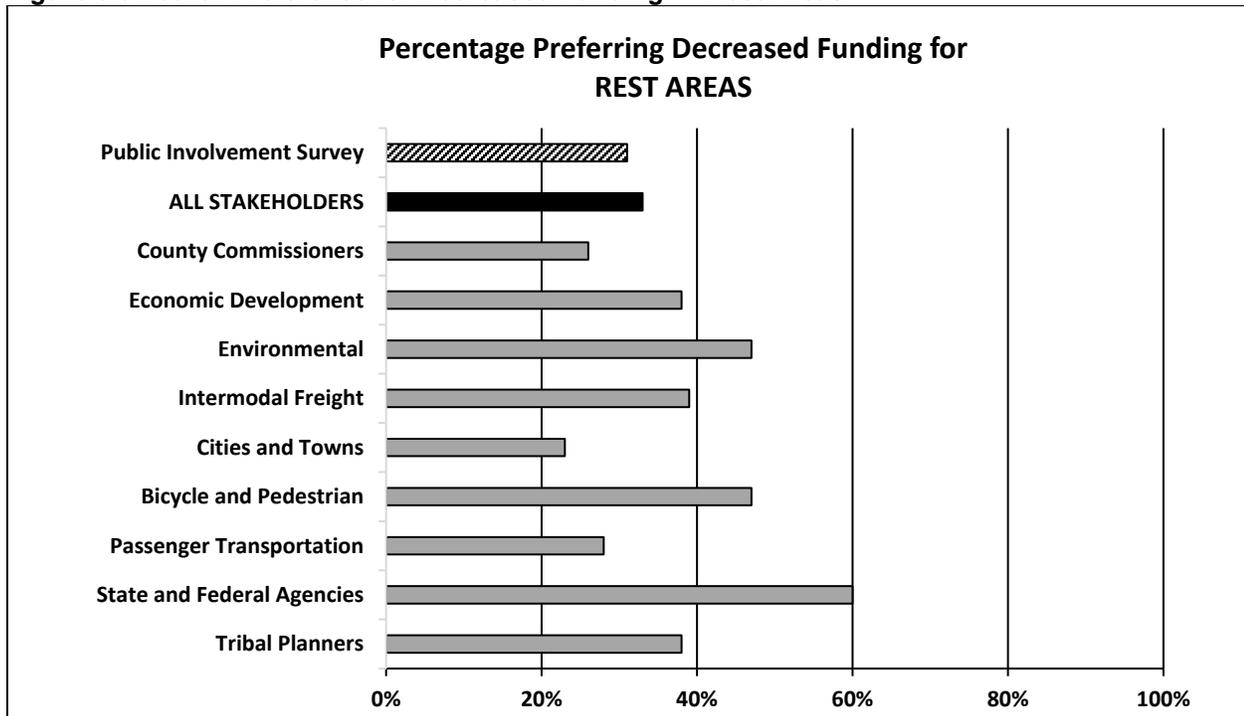


Figure 3.5 Fourth Preference for Decreased Funding — Rest Areas



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CHAPTER 4 | COMMUNICATION TOOLS

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

All stakeholders were asked to rate the usefulness of selected public communication 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 and Figure 4.1).

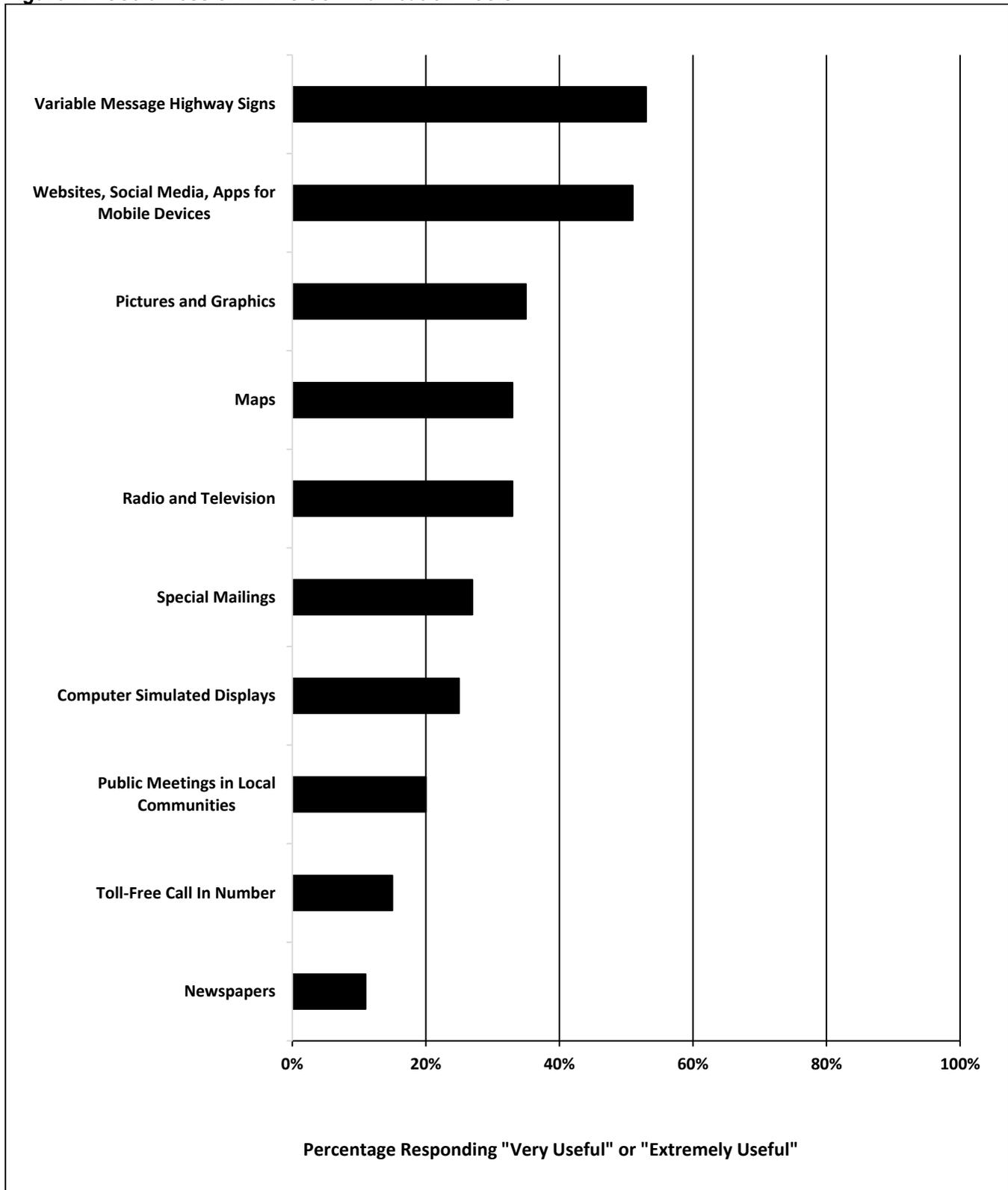
- Of the 10 tools provided, stakeholders ranked variable message highway signs as most useful, with 53% rating them as *very useful* or *extremely useful*. Websites, social media and mobile apps were a close second, with 51% rating them as *very useful* or *extremely useful*.
- Toll-free call-in numbers and newspapers were ranked as the least useful tools, with over half (58% and 60%, respectively) of stakeholders deeming them either *slightly useful* or *not at all useful*.

Table 4.1 Usefulness of MDT’s Communication Tools

	Extremely Useful	Very Useful	Moderately Useful	Slightly Useful	Not At All Useful	Mean	N
Variable Message Highway Signs	10%	43%	27%	17%	3%	3.4	325
Websites, Social Media, Apps for Mobile Devices	12%	39%	27%	16%	6%	3.4	322
Pictures and Graphics	6%	29%	33%	24%	7%	3.0	321
Maps	7%	26%	35%	25%	8%	3.0	325
Radio and Television	4%	29%	30%	26%	10%	2.9	318
Special Mailings	4%	23%	34%	30%	10%	2.8	325
Computer Simulated Displays	5%	20%	36%	26%	13%	2.8	317
Public Meetings in Local Communities	3%	17%	36%	35%	9%	2.7	324
Toll-Free Call In Number	2%	13%	28%	33%	25%	2.3	323
Newspapers	2%	9%	29%	33%	27%	2.3	323

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

Figure 4.1 Usefulness of MDT's Communication Tools



Graphs representing individual public communication tools by stakeholder group are only provided for the top five tools ranked by mean usefulness (Figure 4.2 through Figure 4.6).

Figure 4.2 Top Five Ranked Communication Tools — Variable Message Highway Signs

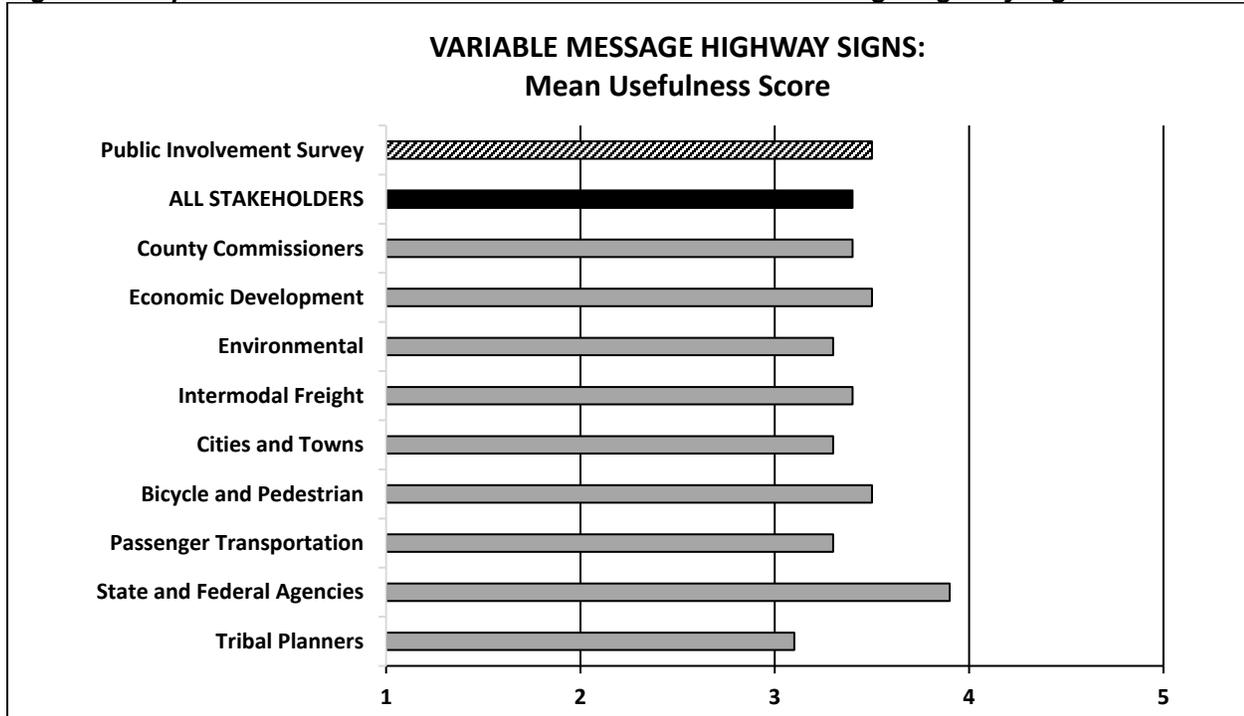


Figure 4.3 Top Five Ranked Communication Tools — Websites, Social Media and Apps for Mobile Devices

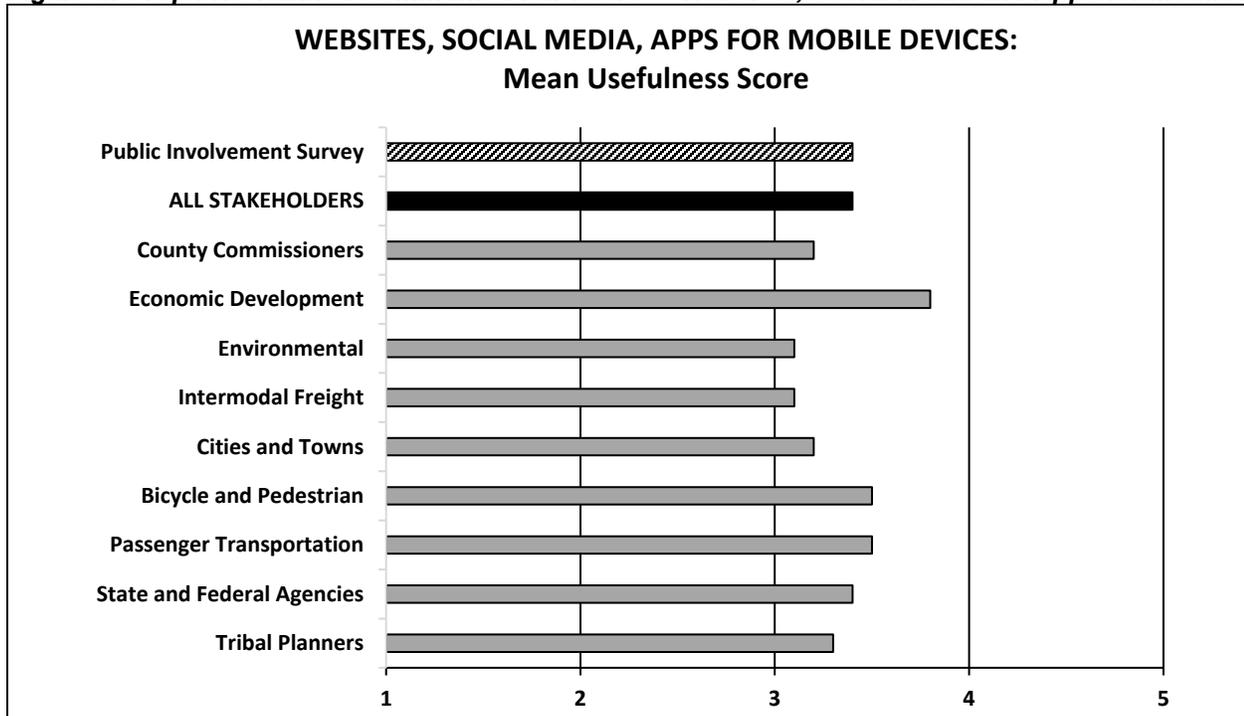


Figure 4.4 Top Five Ranked Communication Tools — Pictures and Graphics

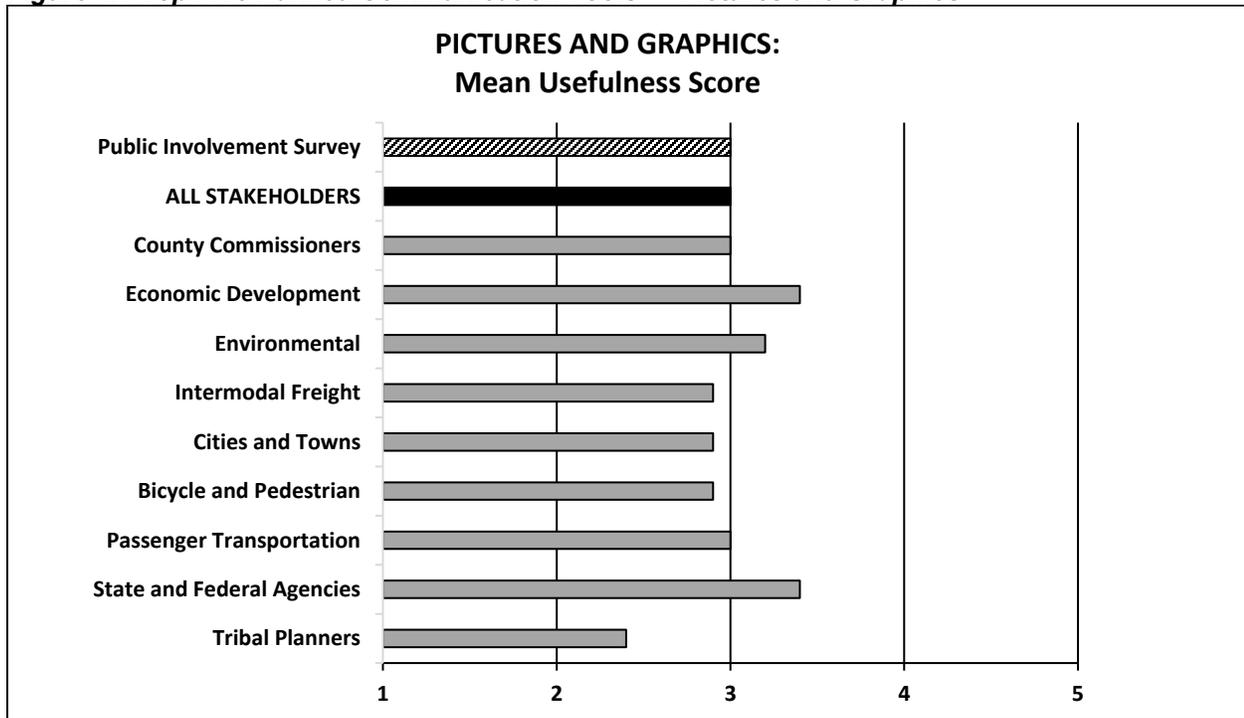


Figure 4.5 Top Five Ranked Communication Tools – Maps

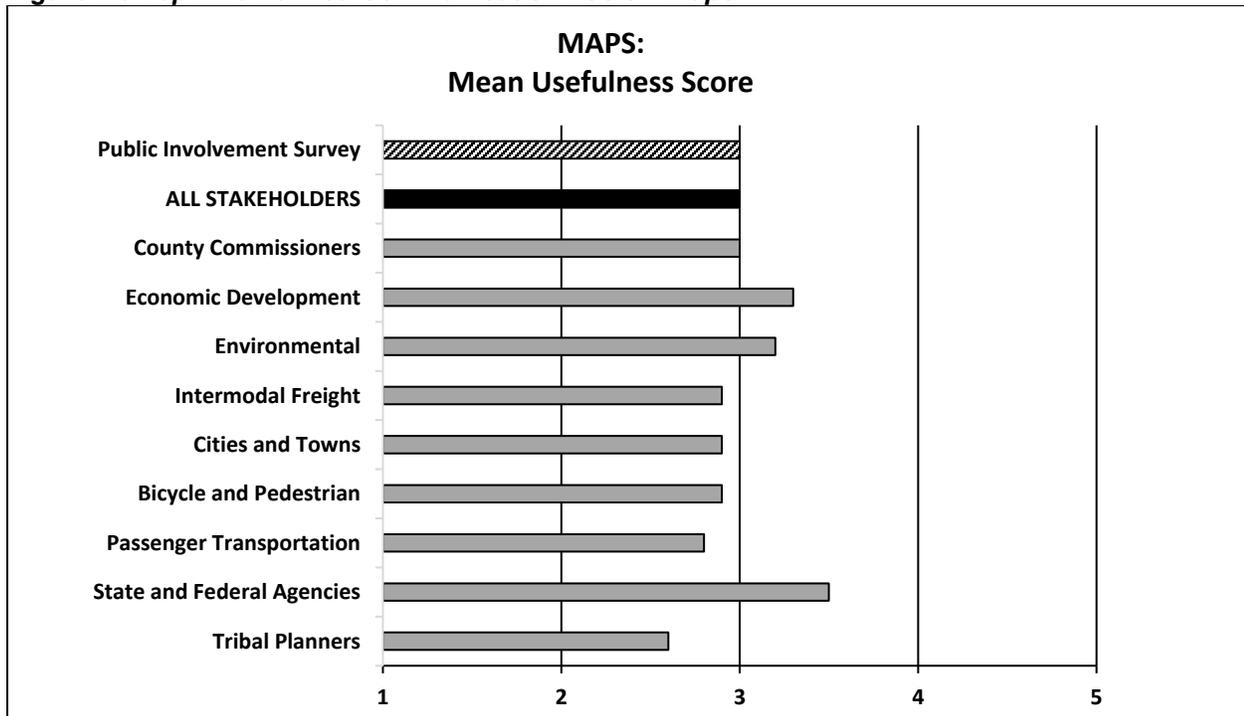
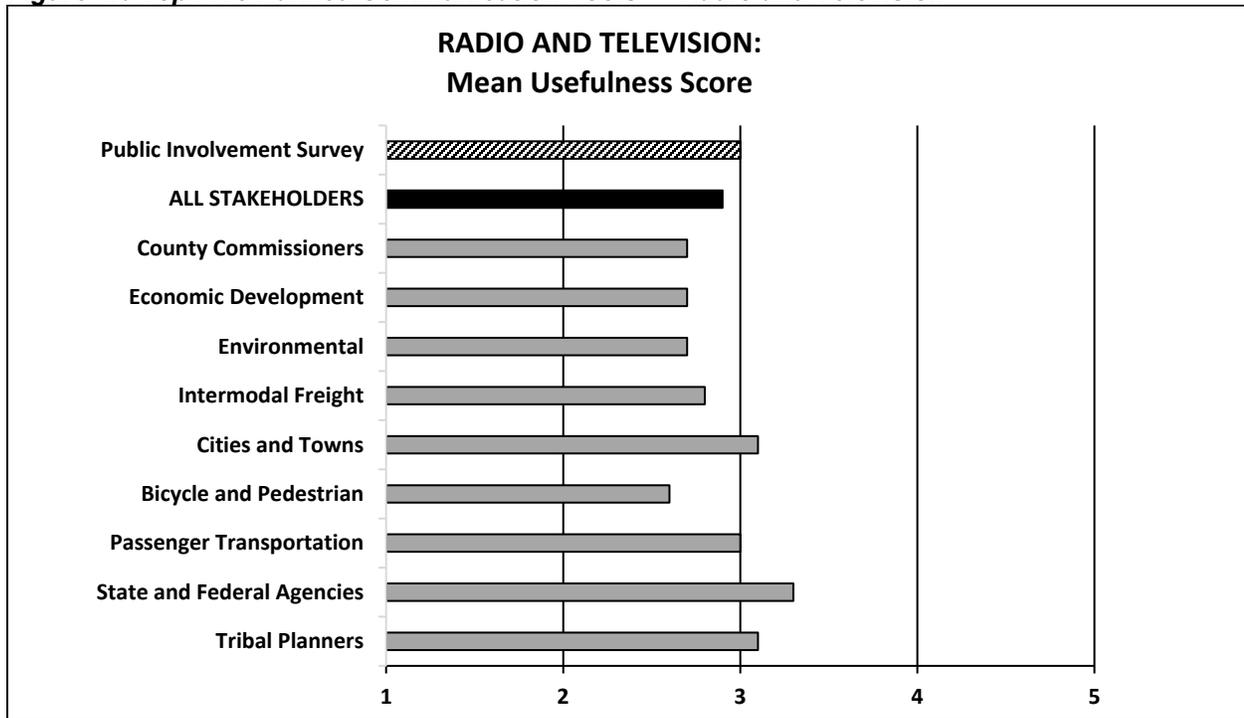


Figure 4.6 Top Five Ranked Communication Tools — Radio and Television



“HAVE YOU FELT INFORMED ABOUT MDT’S BUSINESS IN RECENT YEARS?”

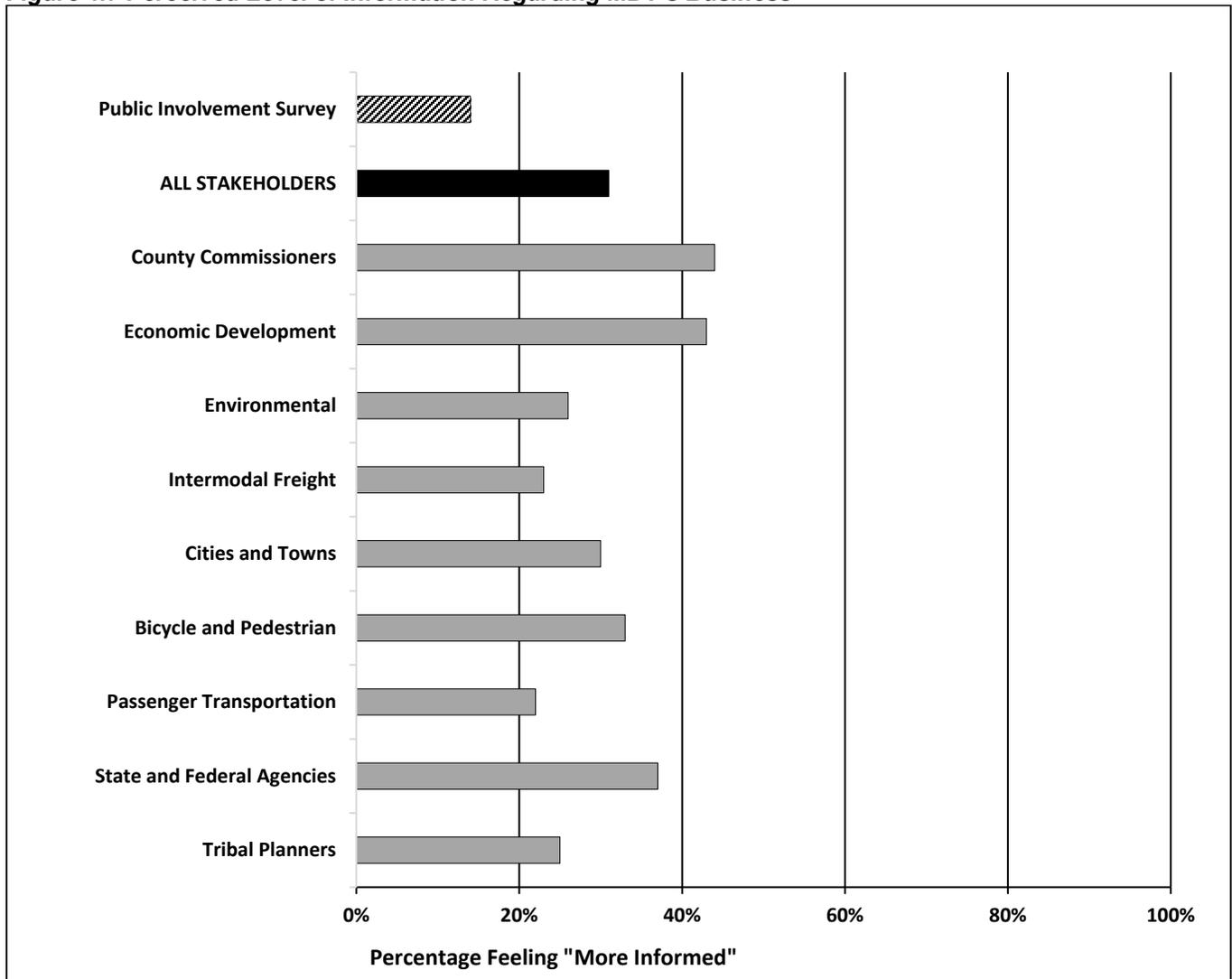
When asked if they felt *more informed*, *less informed*, or equally informed regarding MDT business in recent years, only 6% of stakeholder respondents indicated they felt *less informed* (Table 4.2 and Figure 4.7).

- 31% of all stakeholders indicated they felt *more informed*, which is in sharp contrast to respondents to the Public Involvement Survey, among whom only 14% felt *more informed*.

Table 4.2 Perceived Level of Information Regarding MDT’s Business

	More Informed	About the Same	Less Informed	N
Level of Information Regarding MDT’s Business in Recent Years (All Stakeholders)	31%	63%	6%	326

Figure 4.7 Perceived Level of Information Regarding MDT’s Business



CHAPTER 5 | OVERALL MDT CUSTOMER SERVICE AND PERFORMANCE

The 2025 TranPlanMT Stakeholder Survey included a number of questions regarding overall MDT service, performance and responsiveness to public input. Respondents were asked to grade MDT on a scale from F (0) to A (4) (Table 5.1 and Figure 5.1 through Figure 5.7).

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

With the exception of MDT’s performance in its responsiveness to ideas and concerns, all performance and customer service items received the grade of B by the largest percentage of stakeholder respondents in 2025.

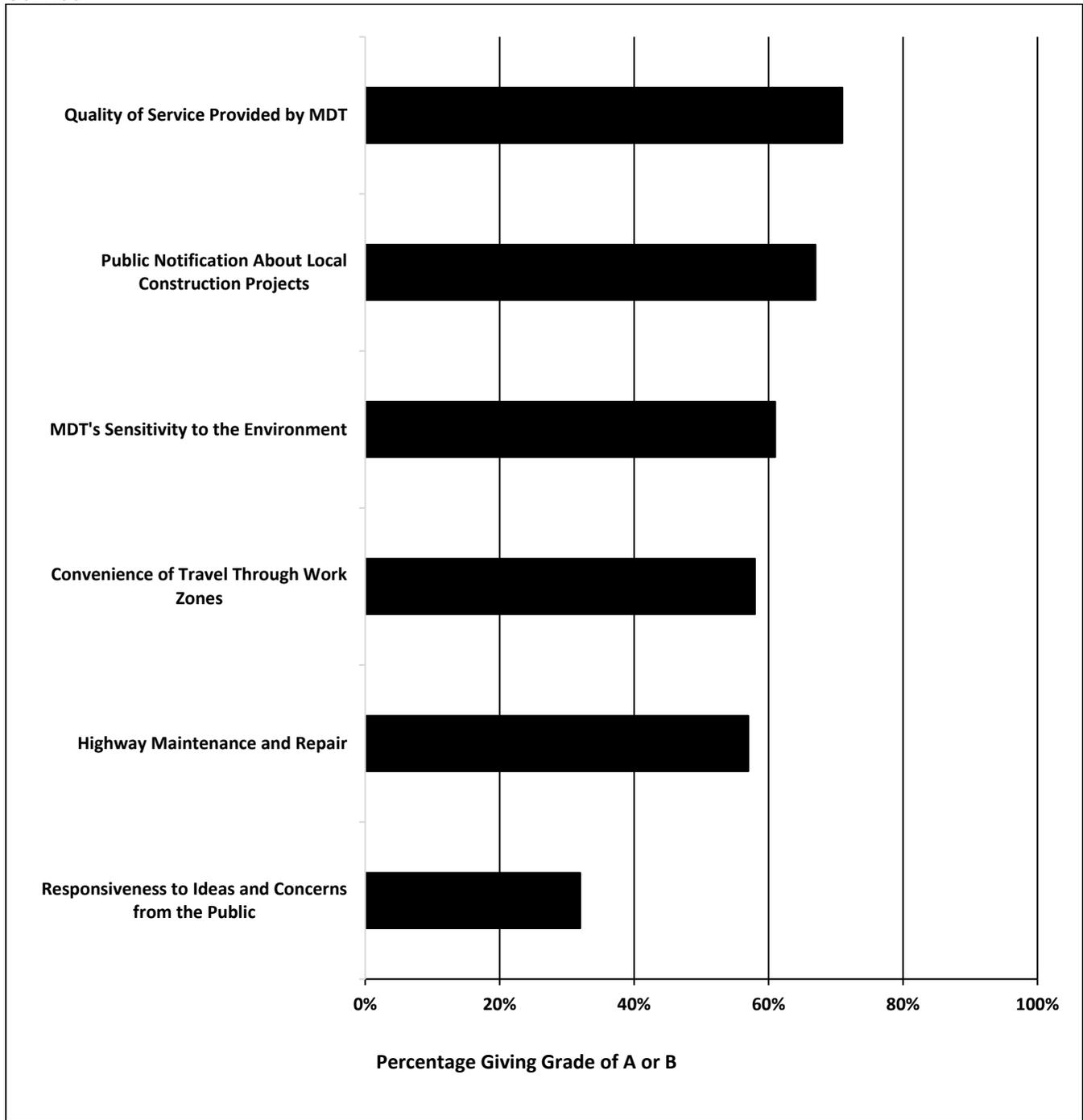
- Quality of service provided by MDT received a total of 71% As or Bs.
- Overall, stakeholders generally graded MDT’s performance and customer service higher than respondents to the Public Involvement Survey, with the exception of highway maintenance and repair. This service item received a mean grade of C+ (2.6) from both stakeholders and the general public.

Table 5.1 Overall Performance and Customer Service Grades

	A	B	C	D	F	Don't Know	Mean	N
Quality of Service Provided by MDT	13%	58%	24%	5%	0%	N/A	2.8	326
MDT’s Sensitivity to Environment	18%	43%	34%	5%	1%	N/A	2.8	323
Public Notification about Local Construction Projects	20%	47%	25%	7%	2%	N/A	2.7	328
Convenience of Travel Through Work Zones	16%	42%	29%	8%	5%	N/A	2.6	329
Highway Maintenance and Repair	11%	46%	31%	9%	2%	N/A	2.6	327
Responsiveness to Ideas and Concerns from the Public	6%	26%	28%	9%	3%	28%	2.3	327

Note: Percentages may not add to 100% due to rounding. This table lists items in order of their mean grades given by stakeholder respondents, which accounts for any variation in the order items are listed between Table 5.1 above and Figure 5.1 (listed in order of percentage of A and/or B grades only) on the following page.

Figure 5.1 Percentage of A or B Grades Given by Stakeholders for MDT's Performance and Customer Service



Note: This figure represents the total percentage of A and/or B grades given by stakeholder respondents for each item, not the mean grades for each item, which accounts for any variation in the order items are listed between Table 5.1 (items listed in order of mean grades) and Figure 5.1 above.

While other chapters of this report highlight a select number of individual components or items to showcase sentiment among the various stakeholder groups, this portion of the survey directly relates to MDT's performance and customer service as a state agency. To that end, mean performance grades for each of the six items provided to stakeholders and the general public are represented in the following graphs (Figure 5.2 through Figure 5.7):

Figure 5.2 Mean Grades for Quality of Service Provided by MDT

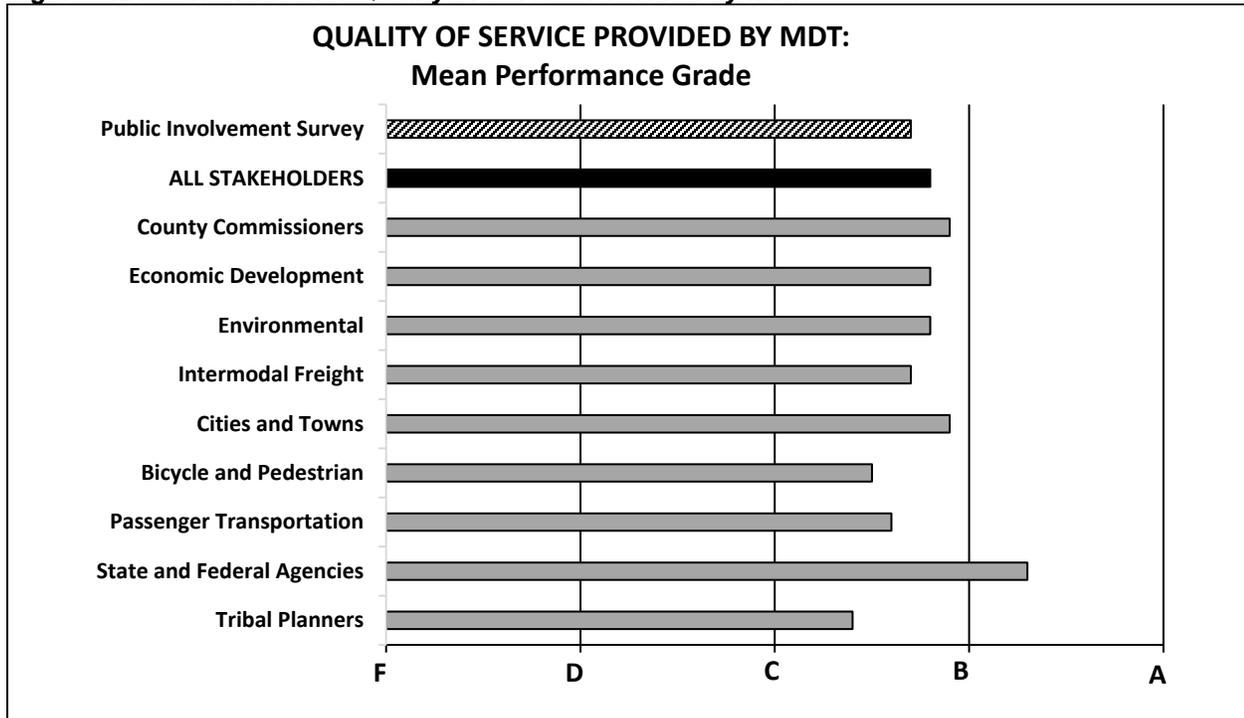


Figure 5.3 Mean Grades for MDT's Sensitivity to Environment

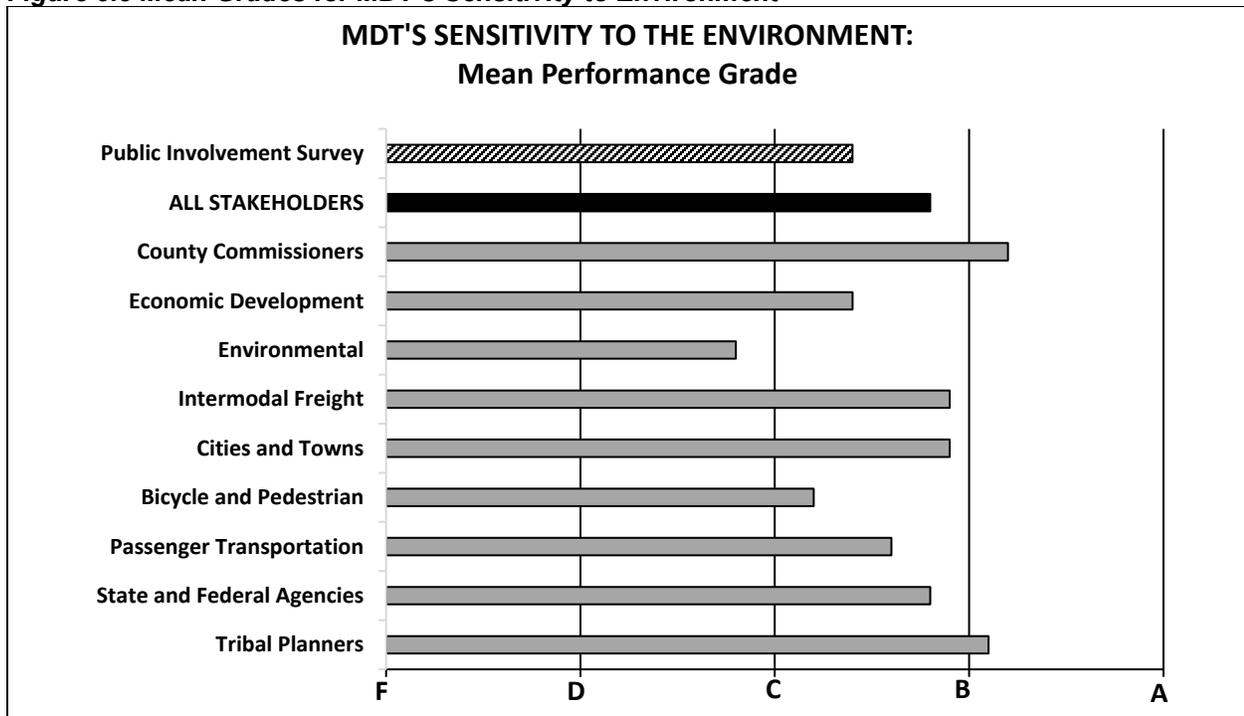


Figure 5.4 Mean Grades for Public Notification About Local Construction Projects

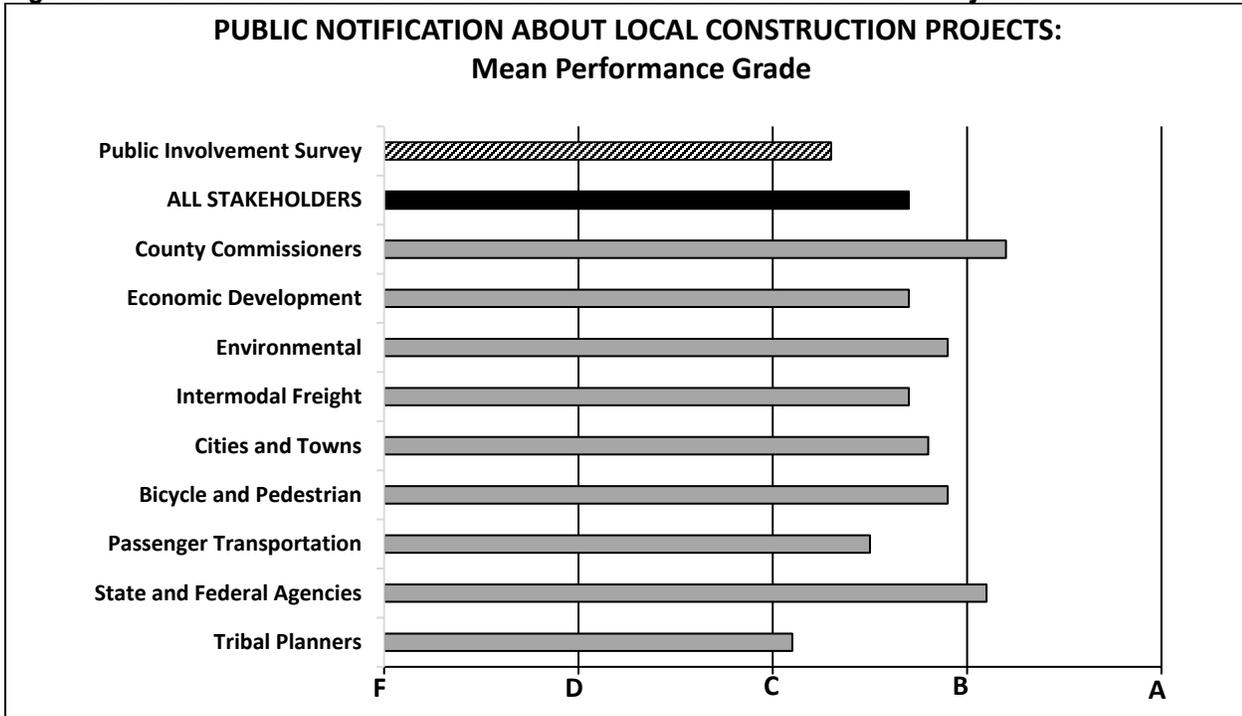


Figure 5.5 Mean Grades for Convenience of Travel Through Work Zones

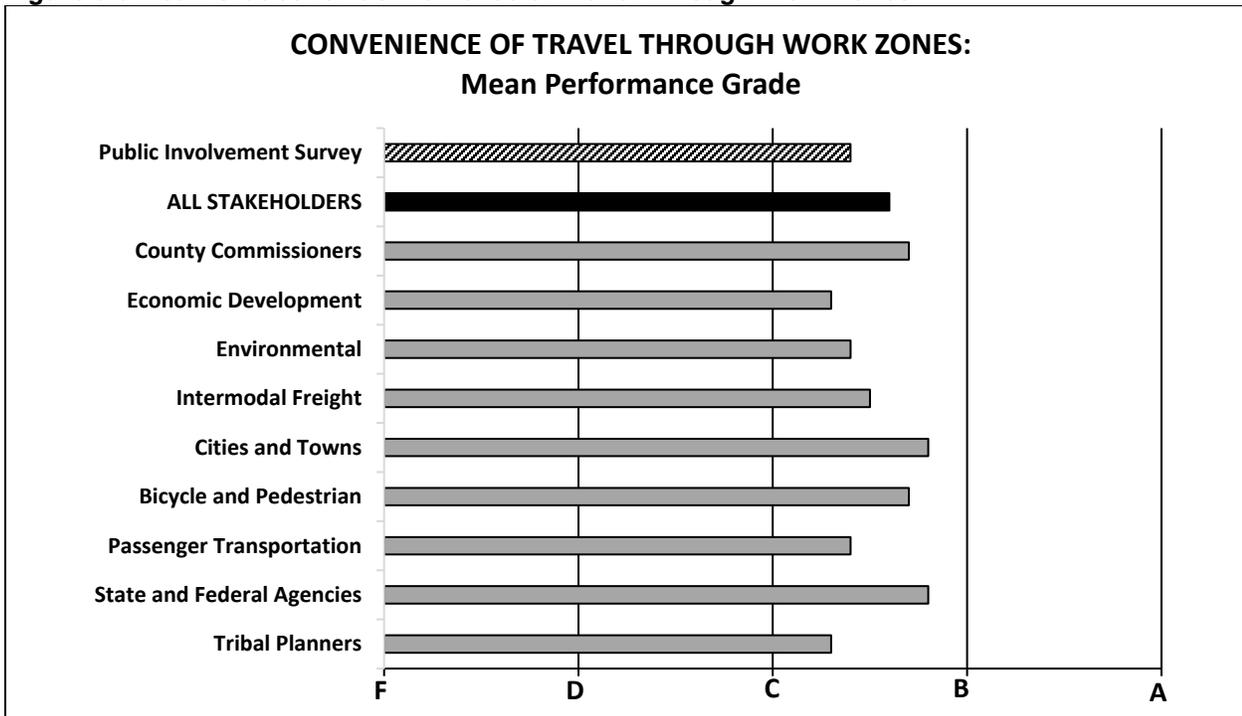


Figure 5.6 Mean Grades for Highway Maintenance and Repair

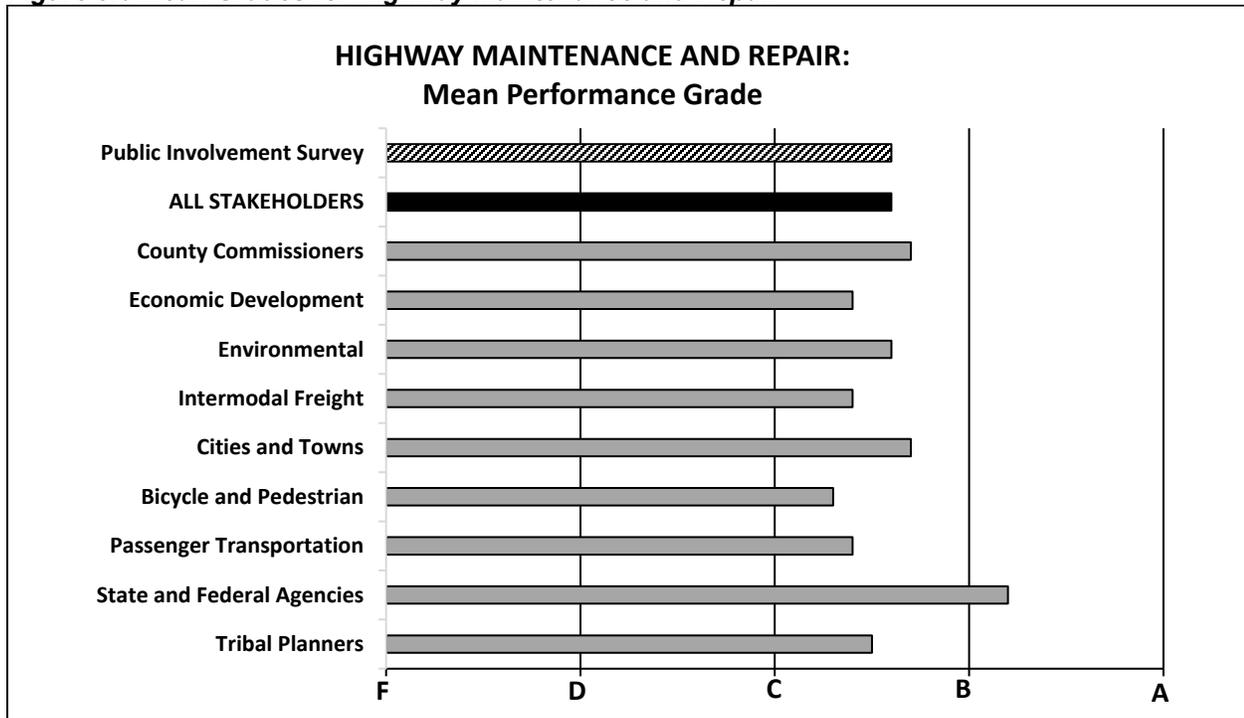
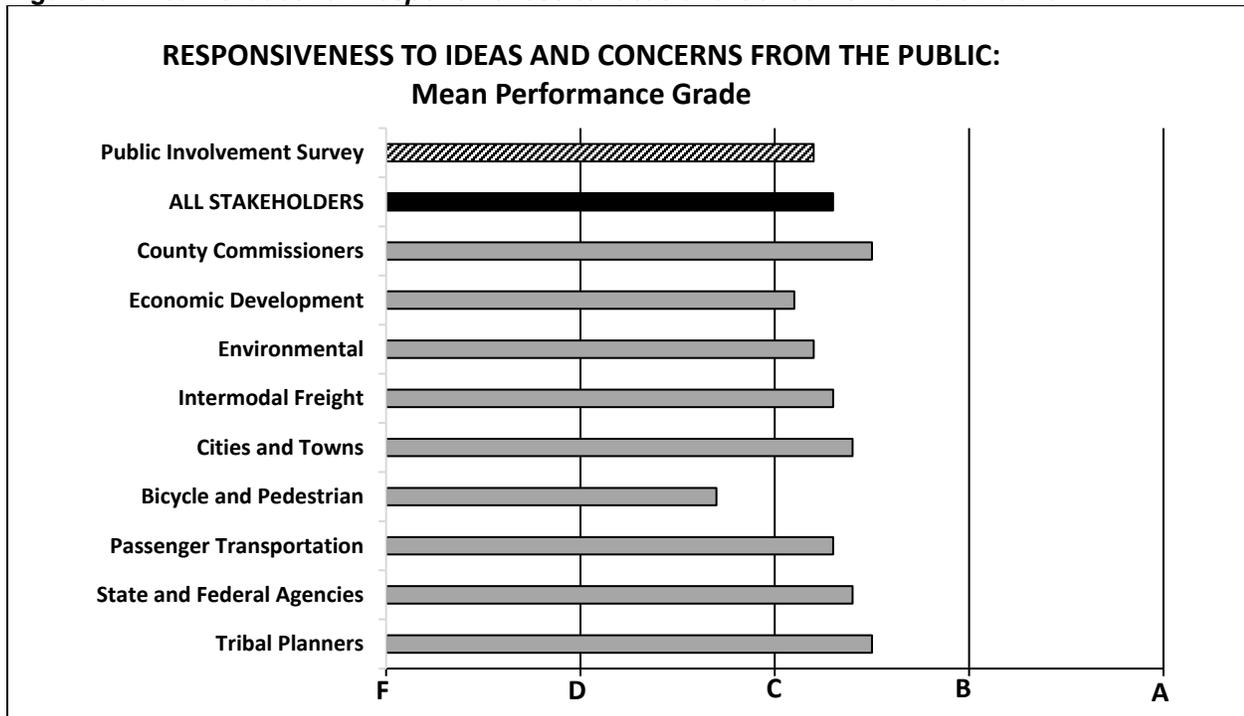


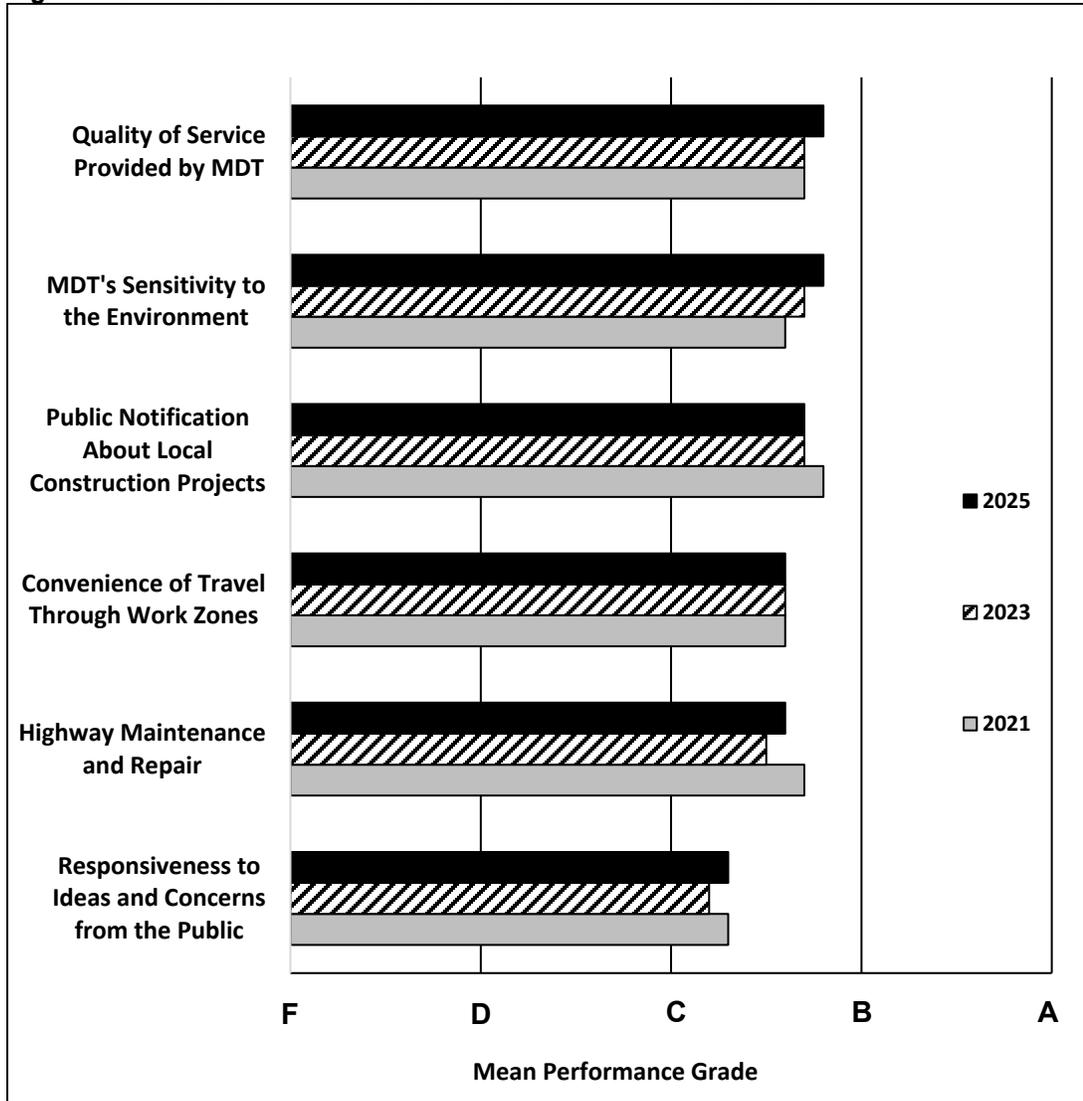
Figure 5.7 Mean Grades for Responsiveness to Ideas and Concerns from the Public



Trends

In 2025, MDT's performance and customer service ratings given by all stakeholders for 4 of the 6 items provided improved slightly, compared to stakeholder ratings given in 2023.

Figure 5.8 Trends in Mean Grades for Performance and Customer Service



“IN YOUR OPINION, WHICH ELEMENT IS MOST IMPORTANT IN DELIVERING EXCELLENT CUSTOMER SERVICE?”

Overall, the majority of stakeholder respondents (65%) in 2025 said that communication is the most important element in delivering excellent customer service (Table 5.2). The dominant response to the “Other” category was “All of the above.” The second most commonly provided “Other” response consisted of a combination of two or three of the possible response options.

Table 5.2 Most Important Element in Delivering Excellent Customer Service

	Communication	Accuracy	Speed	Consistency	Other	N
Public Involvement Survey	53%	18%	8%	19%	2%	976
ALL STAKEHOLDERS	65%	16%	3%	15%	1%	321
County Commissioners	72%	18%	0%	8%	3%	39
Economic Development	67%	22%	7%	4%	0%	45
Environmental	61%	22%	0%	17%	0%	18
Intermodal Freight	69%	11%	3%	17%	0%	35
Cities and Towns	51%	22%	3%	22%	1%	76
Bicycle and Pedestrian	75%	6%	6%	13%	0%	16
Passenger Transportation	72%	4%	3%	19%	1%	67
State and Federal Agencies	68%	21%	5%	5%	0%	19
Tribal Planners	67%	17%	0%	0%	17%	6

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

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CHAPTER 6 | OTHER ISSUES

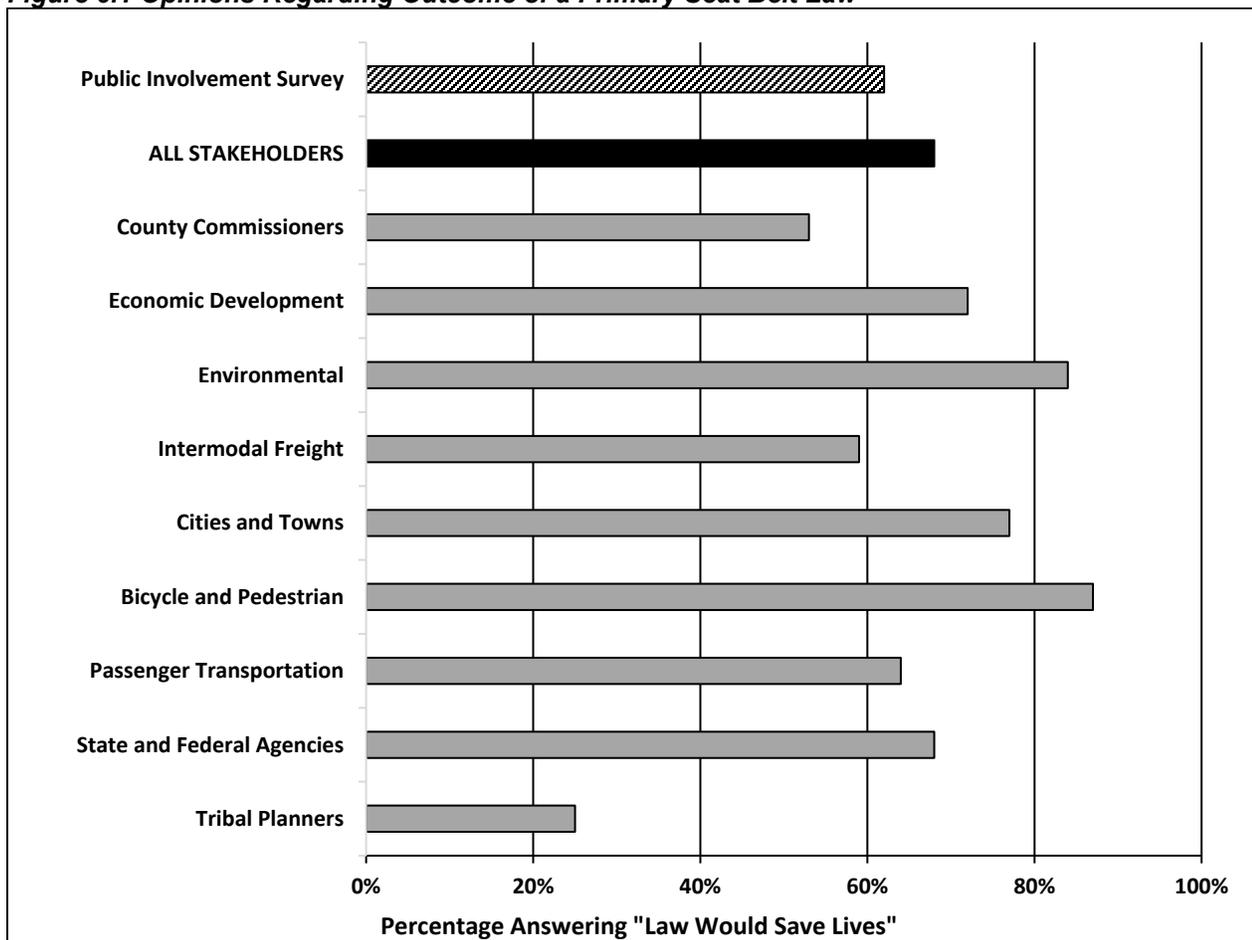
“WOULD A PRIMARY SEAT BELT LAW SAVE LIVES?”

Overall, a higher percentage of stakeholders thought that having a primary seat belt law would save lives than did public respondents (68% compared to 62%). Among all stakeholder groups, Tribal Planners had the lowest percentage (25%) of respondents who thought such a law could save lives, whereas members of the Bicycle and Pedestrian stakeholder group had the highest percentage (87%) of respondents (Table 6.1 and Figure 6.1).

Table 6.1 Opinions Regarding Outcome of a Primary Seat Belt Law

	Law Would Save Lives	Law Would Not Save Lives	N
Outcome of a Primary Seat Belt Law (All Stakeholders)	68%	32%	321

Figure 6.1 Opinions Regarding Outcome of a Primary Seat Belt Law



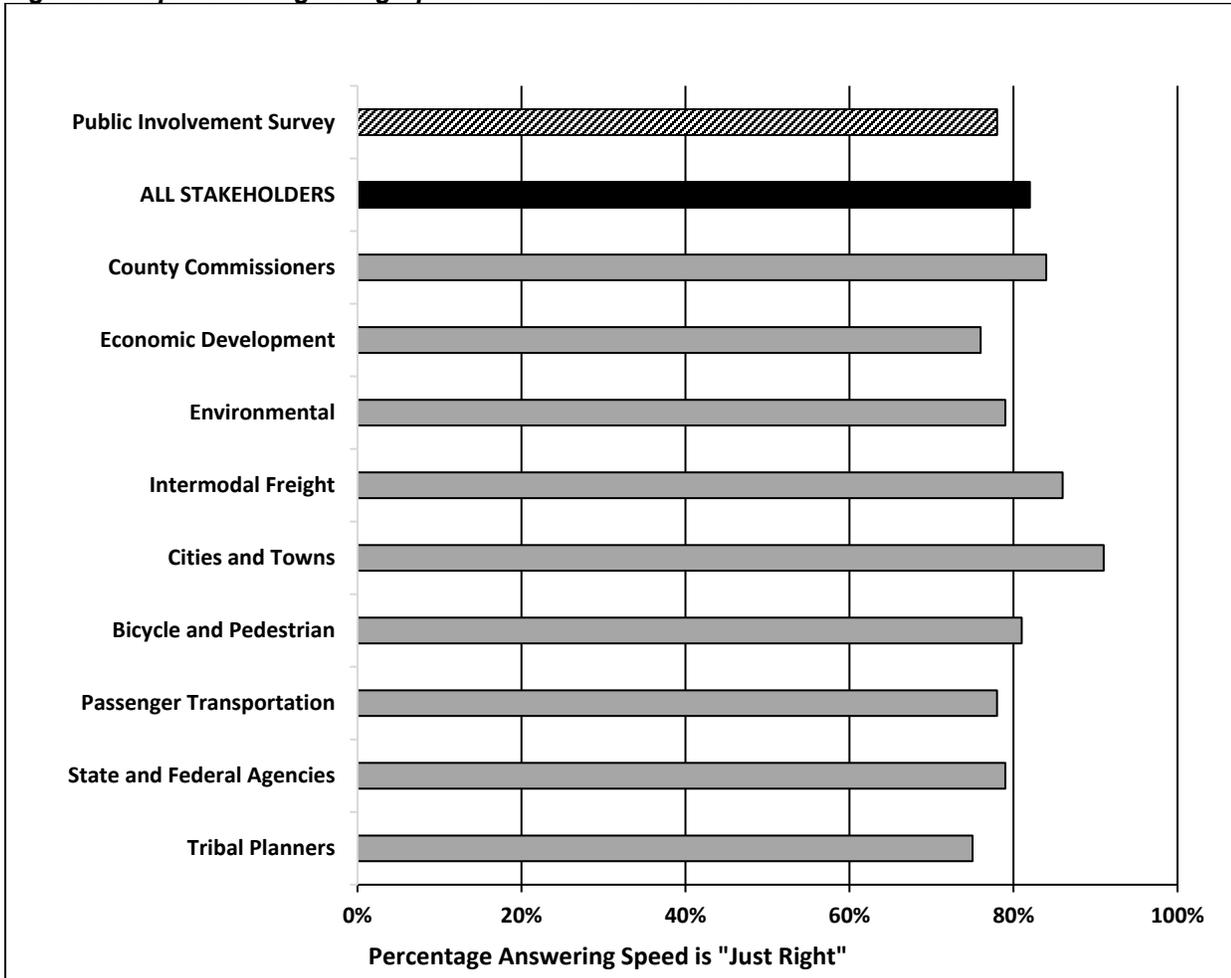
“ARE SPEED LIMITS IN WORK ZONES ...?”

Only a small percentage (4%) of stakeholder respondents thought speed limits through work zones were *too fast*. The vast majority (82%) thought speed limits were *just right*. A large percentage of stakeholders from the Cities and Towns group (91%) thought speed limits in work zones were *just right* (Table 6.2 and Figure 6.2).

Table 6.2 Opinions Regarding Speed Limits in Work Zones

	Speed Limit Too Slow	Speed Limit Just Right	Speed Limit Too Fast	N
Speed Limits in Work Zones (All Stakeholders)	14%	82%	4%	325

Figure 6.2 Opinions Regarding Speed Limits in Work Zones



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

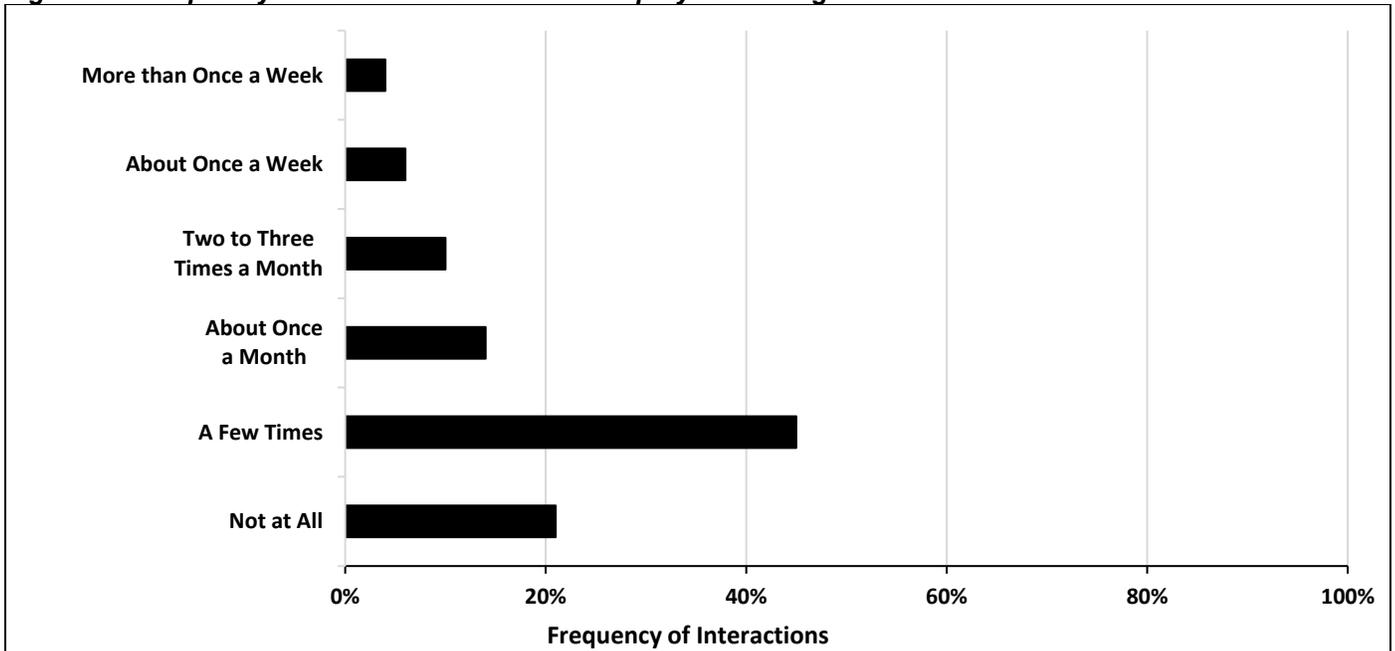
Only 10% of surveyed stakeholders reported interacting with MDT employees as often as once per week, or more frequently. The largest percentage of respondents reported having interacted with MDT employees only a few times in the past year (45%), with 21% claiming no interactions with MDT employees in the past year (Table 6.3 and Figure 6.3).

Table 6.3 Frequency of Surveyed Stakeholders’ Interactions with MDT Employees During the 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	21%	45%	14%	10%	6%	4%	327
County Commissioners	11%	42%	26%	13%	3%	5%	38
Economic Development	28%	43%	9%	9%	11%	2%	47
Environmental	11%	63%	5%	5%	11%	5%	19
Intermodal Freight	23%	46%	14%	9%	0%	9%	35
Cities and Towns	18%	56%	12%	8%	4%	3%	77
Bicycle and Pedestrian	44%	31%	25%	0%	0%	0%	16
Passenger Transportation	24%	34%	15%	18%	9%	1%	68
State and Federal Agencies	26%	42%	5%	5%	16%	5%	19
Tribal Planners	13%	38%	25%	0%	13%	13%	8

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

Figure 6.3 Frequency of Interactions with MDT Employees During the Past Year



OPEN-ENDED COMMENTS FROM STAKEHOLDERS

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

Table 6.4 Stakeholder Responses to Open-Ended Request for Comments

Comment	Number of Mentions
<i>General positive comment toward MDT</i>	16
<i>Increase safety</i>	14
<i>Maintain more, fix roads, fix potholes, ruts on highways or roads in general</i>	13
<i>Bike, pedestrian issues pro-, con-, and neutral</i>	12
<i>Environmental concerns</i>	9
<i>MDT needs more money, funding, mention of limited resources</i>	8
<i>Animal collisions, animals on road, need for crossings and barriers</i>	8
<i>Construction is not happening in posted zones, zones too large, sign construction better</i>	8
<i>Widen roads, widen, improve shoulders</i>	7
<i>Maintain, improve specifically local, county, gravel roads</i>	7
<i>Acknowledge, respond to customer and local input, listen, communicate better</i>	7
<i>Congestion needs to be addressed, truck traffic</i>	7
<i>Increase number of lanes, add passing lanes, turn lanes</i>	6
<i>Public transport, buses, elderly, etc. increase</i>	6
<i>Bridge repair</i>	5
<i>Signage and lane line painting increased, improve</i>	5
<i>Increase tax income from car license and registration, gas tax, bicycle tax</i>	4
<i>Construction projects need to be done faster or at night</i>	4

STAKEHOLDER GROUPS

The following chapters focus on the responses provided by individual stakeholder groups in response to the 2025 Stakeholder Survey. Each chapter also uses responses reported from the 2025 Public Involvement Survey for further comparison of current transportation-related attitudes and priorities between stakeholders and the general public.

Chapter 7 County Commissioners	Page 52
Chapter 8 Economic Development	Page 58
Chapter 9 Environmental	Page 64
Chapter 10 Intermodal Freight	Page 70
Chapter 11 Cities and Towns	Page 76
Chapter 12 Bicycle and Pedestrian	Page 82
Chapter 13 Passenger Transportation	Page 88
Chapter 14 State and Federal Agencies	Page 94
Chapter 15 Tribal Planners	Page 101

To further facilitate comparison between the different stakeholder groups, all surveyed components within each subject area are presented in the same order as they were presented for all stakeholder respondents in prior chapters of this report and are not ranked according to scores provided by just respondents from that individual group.

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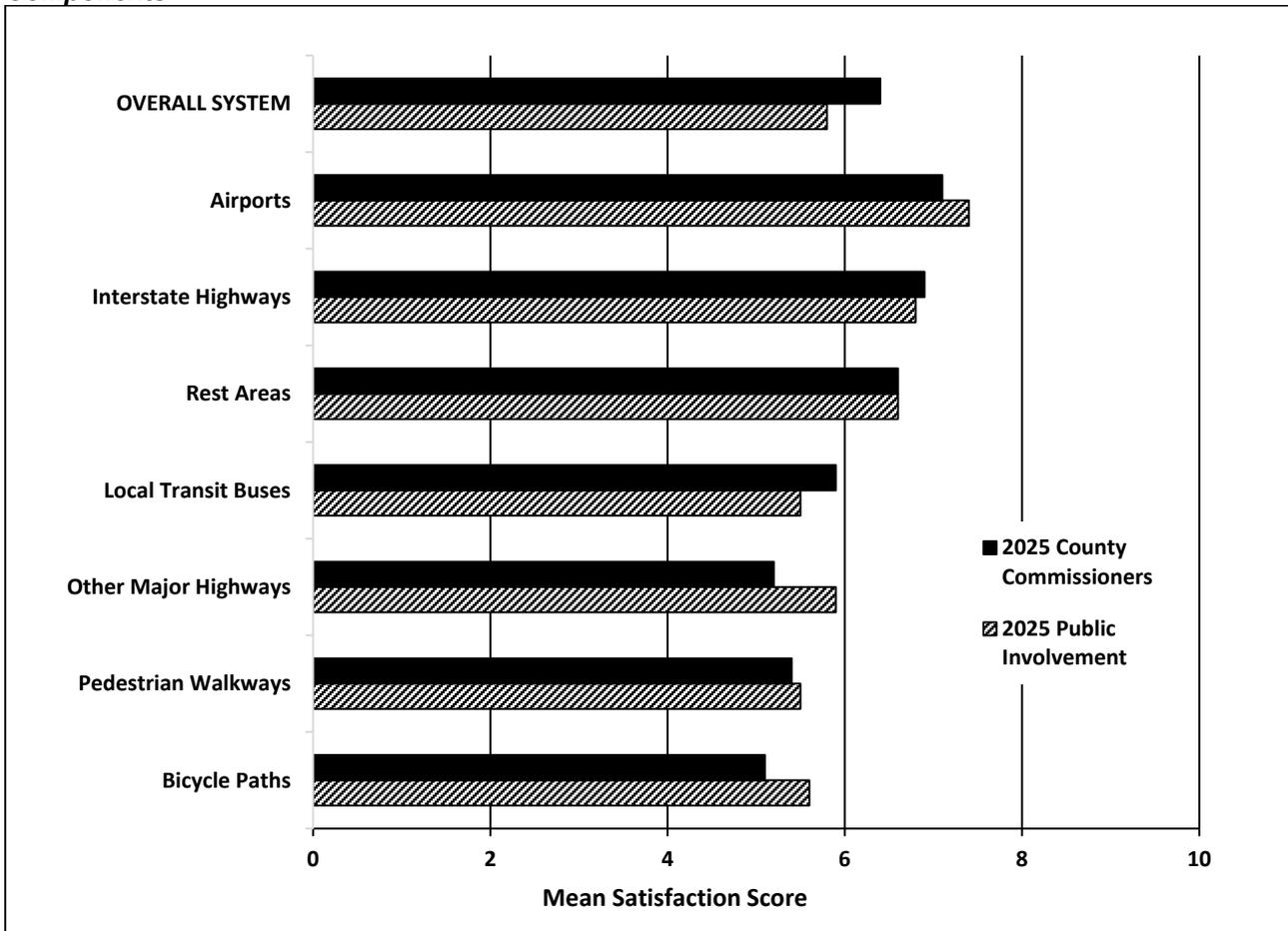
CHAPTER 7 | COUNTY COMMISSIONERS STAKEHOLDER GROUP

The County Commissioners stakeholder group consisted of county commissioners and chairpersons from across Montana. Thirty-nine (39) completed surveys were obtained from members of this group. Figure 7.1 through Figure 7.6 compares responses from this group to those obtained from the 2025 Public Involvement Survey.

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

- County commissioners and the general public were both moderately satisfied with the overall physical condition of the transportation system.
- Commissioners were the most satisfied with the physical condition of Airports, closely followed by the physical condition of Interstate Highways.
- Commissioners were the least satisfied with the physical condition of Bicycle Pathways.

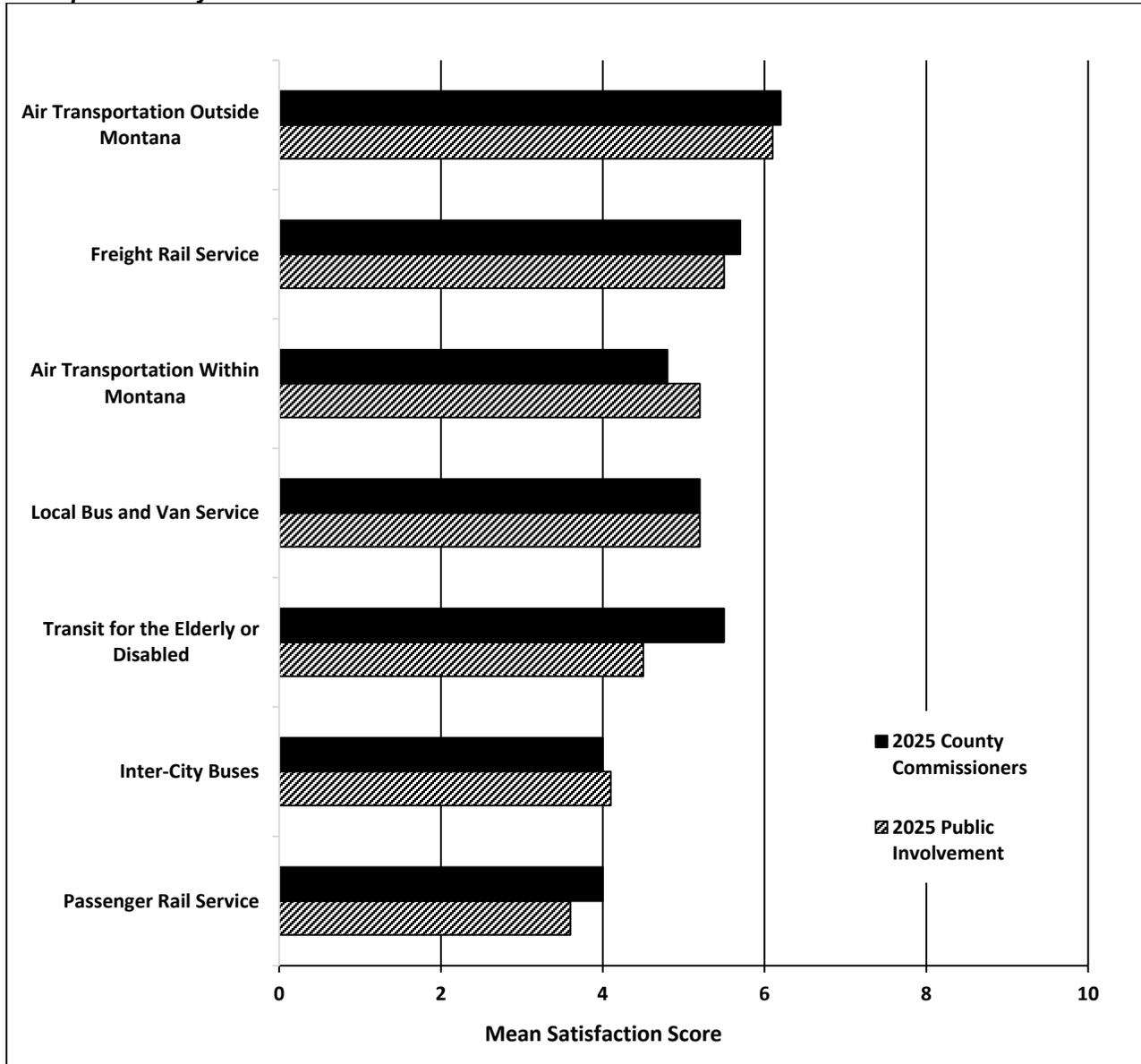
Figure 7.1 County Commissioners Satisfaction with the Physical Condition of Transportation System Components



“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.
- County commissioners were the least satisfied with the availability of passenger rail service.

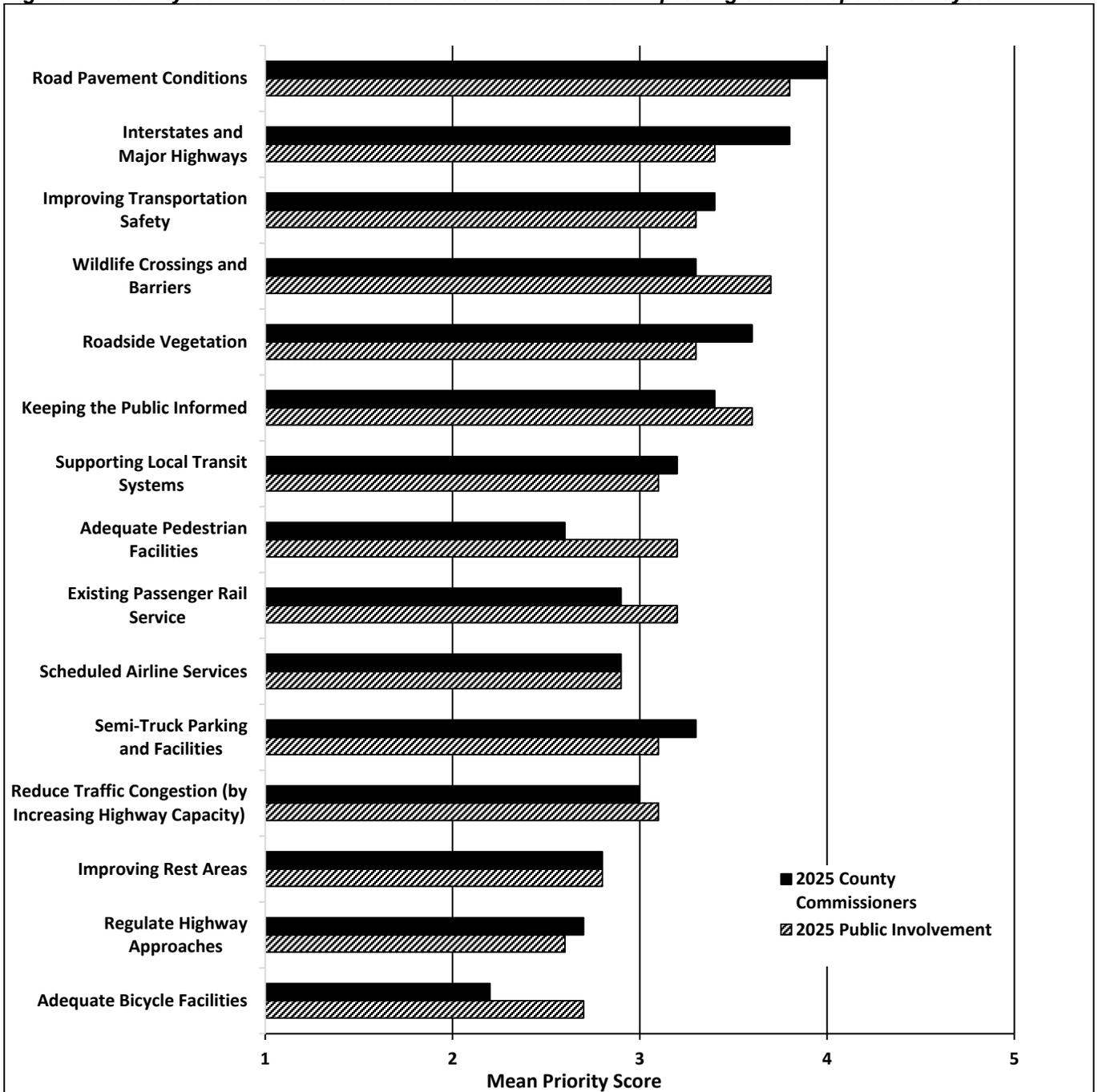
Figure 7.2 County Commissioners Satisfaction with the Availability of Services within Montana’s Transportation System



“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 for this group was assigned to ensuring adequate bicycle facilities, much less so than the prioritization assigned by the general public.

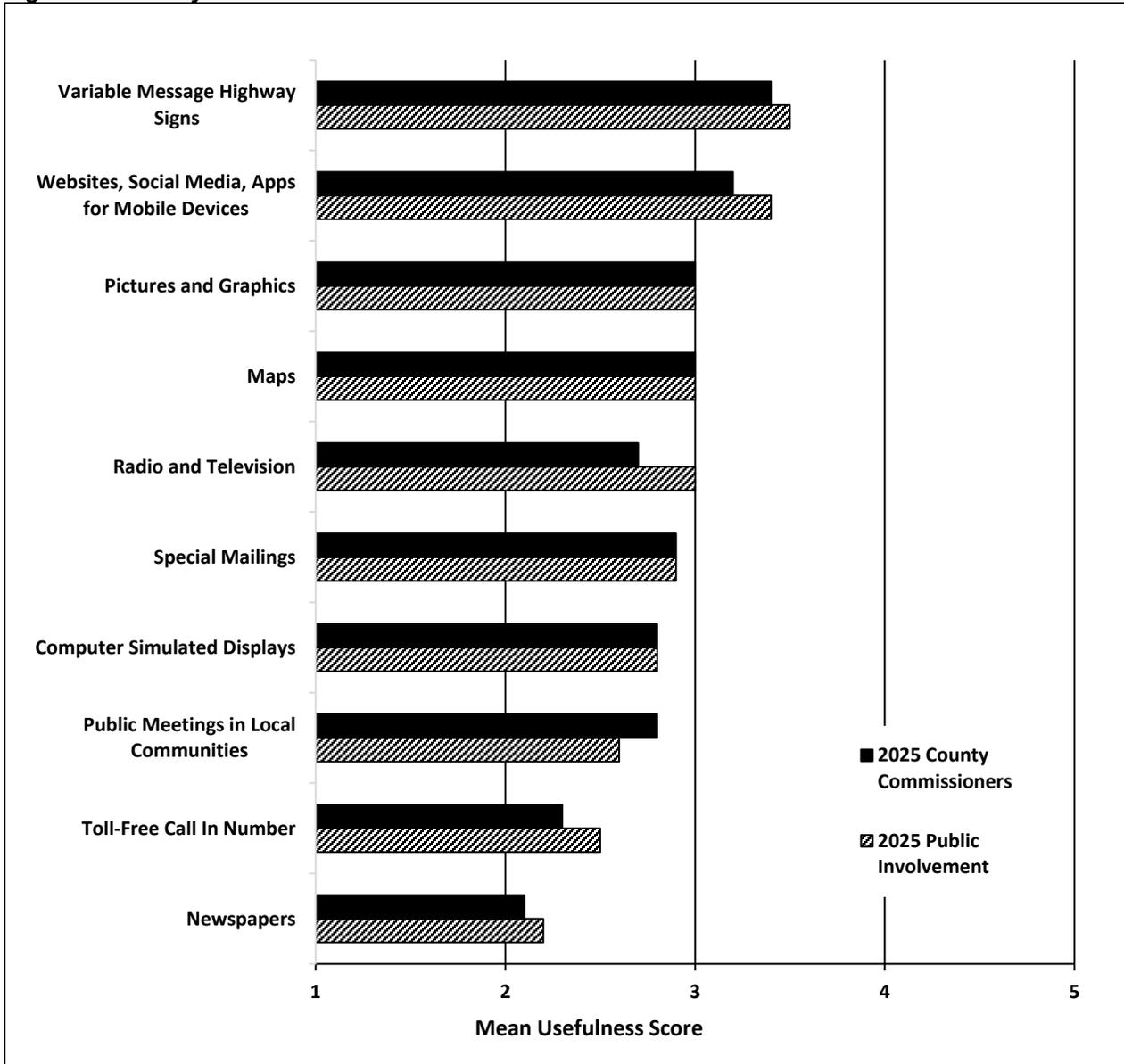
Figure 7.3 County Commissioners Prioritization of Actions for Improving the Transportation System



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

- County commissioners found variable message highway signs to be the most useful communication tool, as did the general public.
- Commissioners found newspapers to be the least useful of MDT’s communication tools.

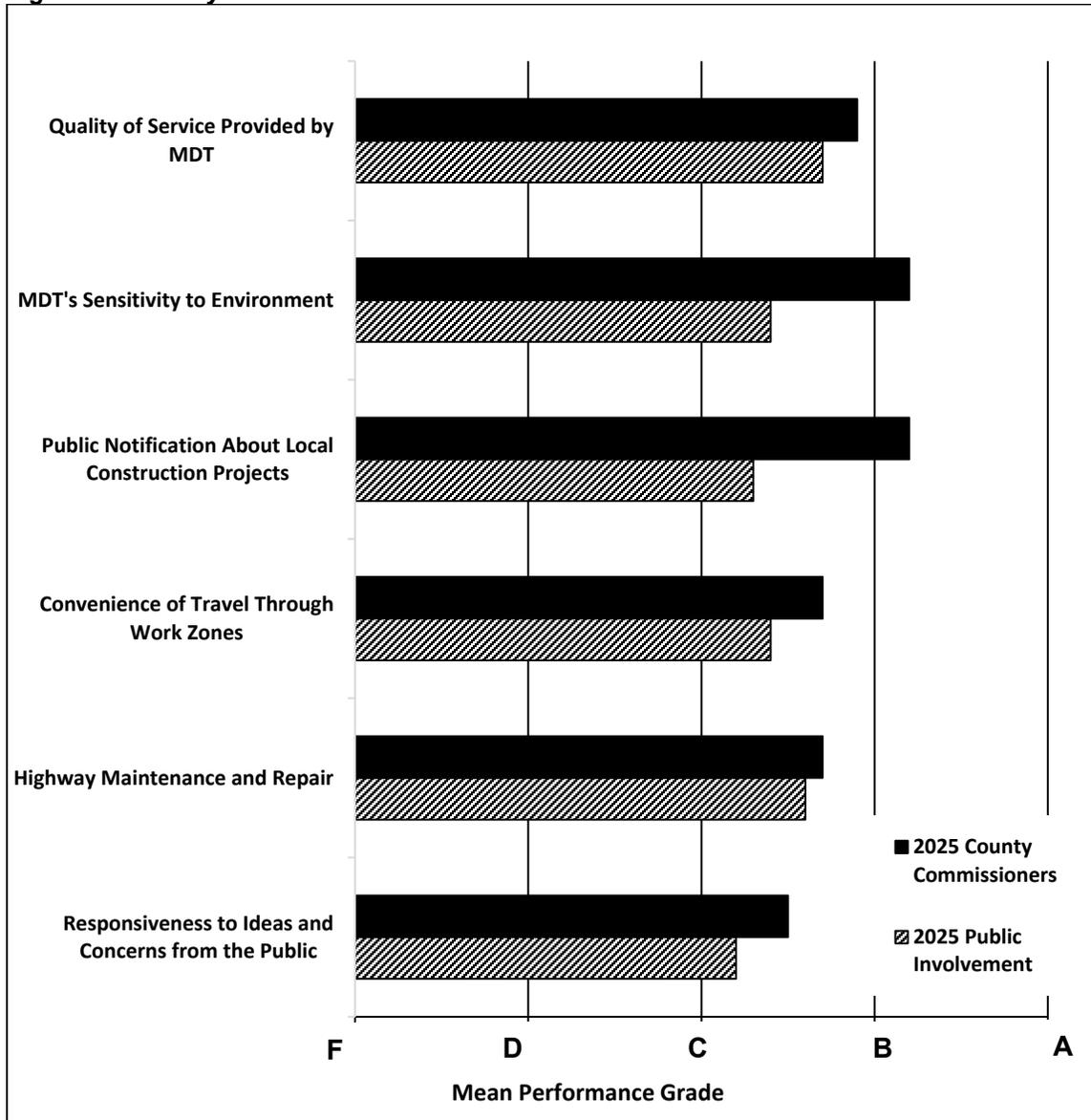
Figure 7.4 County Commissioners Usefulness of MDT’s Communication tools



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

- Among MDT’s service areas, commissioners assigned the highest grades to the Department’s sensitivity to the environment, which they graded higher than the general public.
- According to this group, MDT merited the lowest grades for its responsiveness to ideas and concerns from the public, which was the same for the general public.

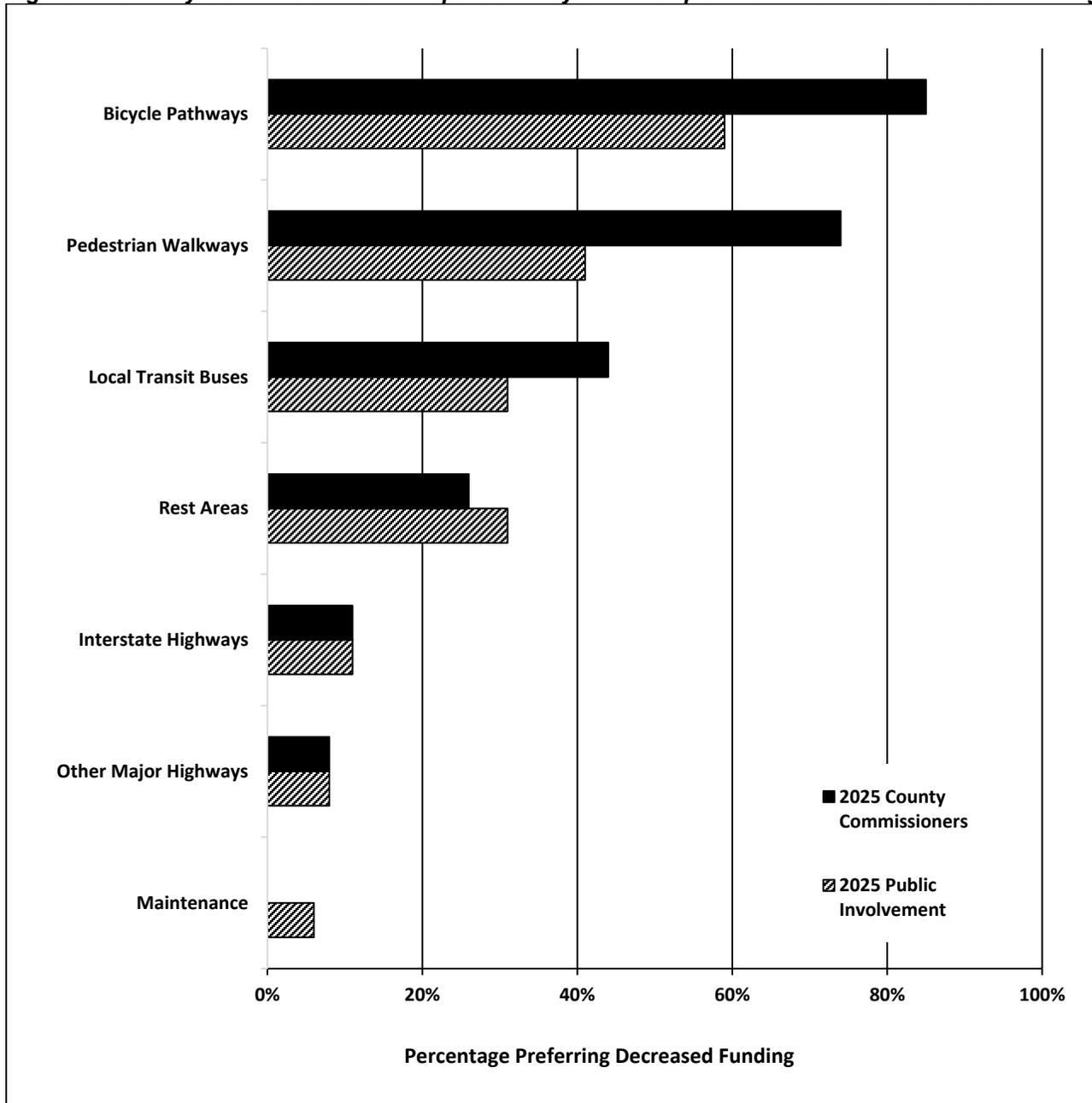
Figure 7.5 County Commissioners Performance and Customer Service Grades



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

- When it comes to decreased funding for transportation system components, most county commissioners strongly favor reductions for bicycle pathways, closely followed by pedestrian walkways. While not as extreme, this was also the case with the general public.
- No county commissioners (0%) favored reducing funding for maintenance.

Figure 7.6 County Commissioners Transportation System Components Favored for Reduced Funding



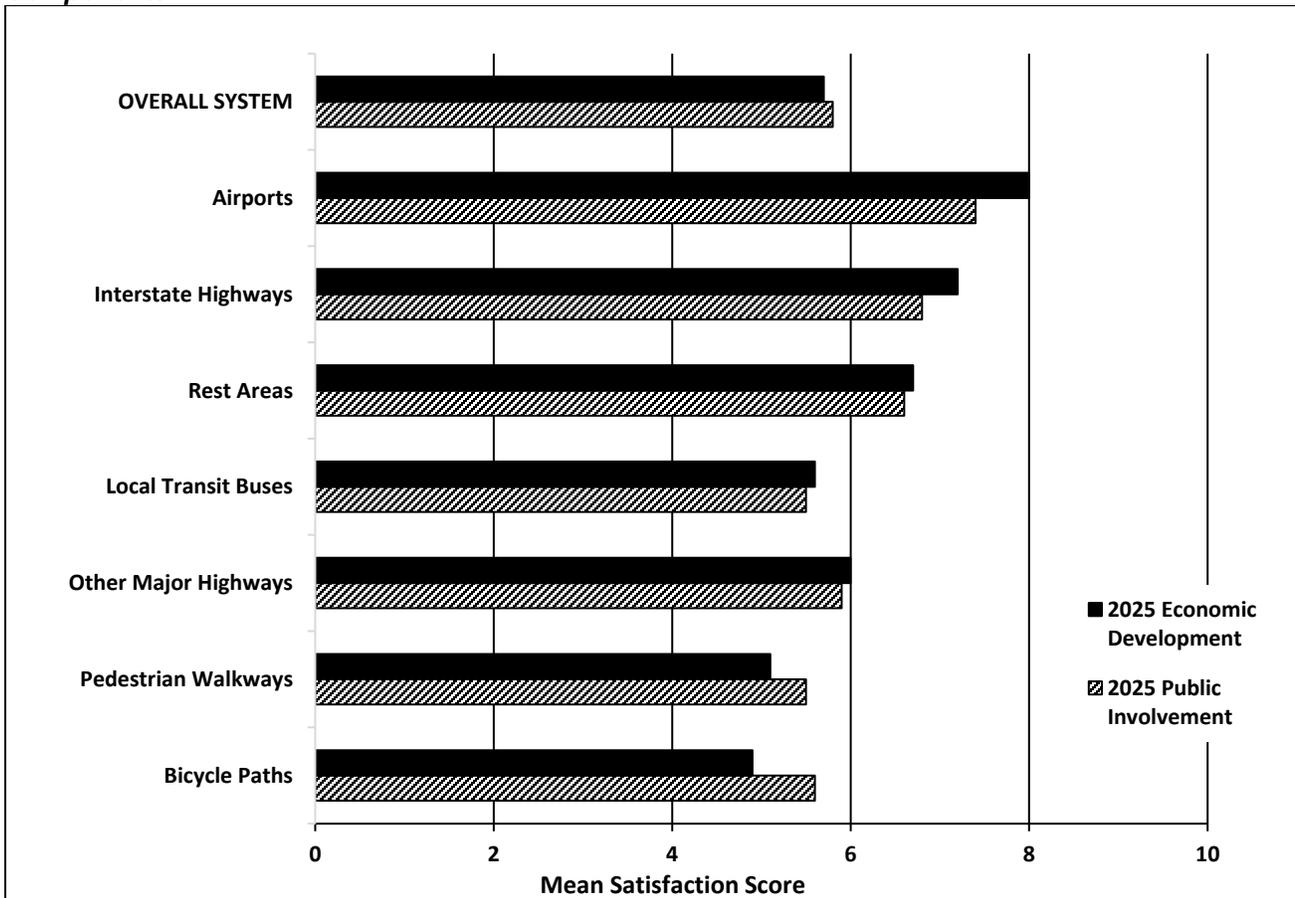
CHAPTER 8 | ECONOMIC DEVELOPMENT STAKEHOLDER GROUP

The Economic Development stakeholder group consisted of economic development associations, business organizations, and local development corporations and associations from across Montana. Forty-seven (47) completed surveys were obtained from members of this group. Figure 8.1 through Figure 8.6 compares responses from this group to those obtained from the 2025 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 were generally satisfied with the overall physical condition of Montana’s transportation system.
- Stakeholders in this group were the most satisfied with the physical condition of airports, followed by the physical condition of interstate highways. The general public had the same assessment.
- Stakeholders in this group were the least satisfied with the physical condition of pedestrian walkways and bicycle paths.

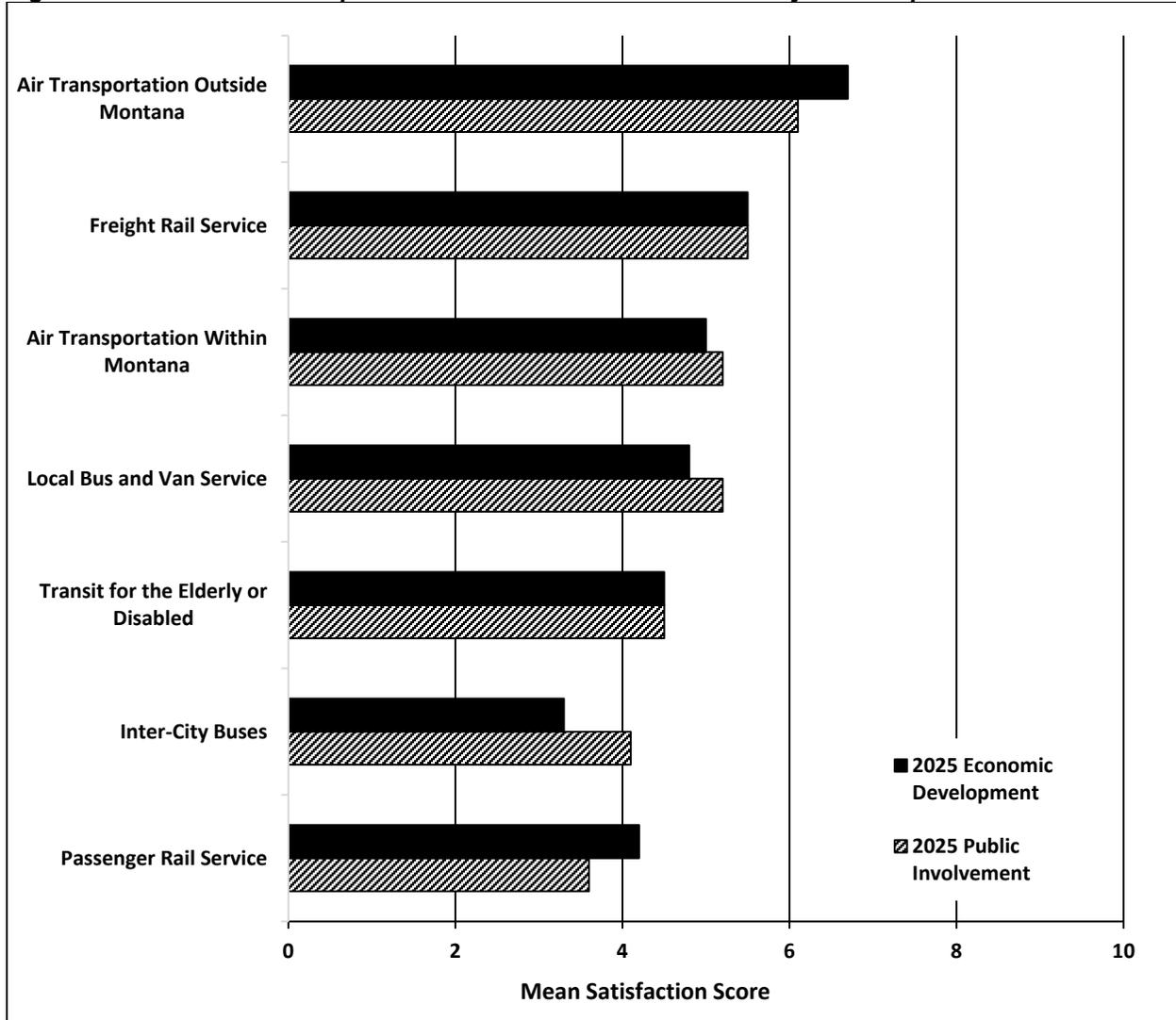
Figure 8.1 Economic Development Satisfaction with the Physical Condition of Transportation System Components



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

- Economic Development stakeholders were most satisfied with availability of air transportation to locations outside Montana, as was the case with the general public.
- Stakeholders in this group were by far the least satisfied with the availability of inter-city bus service. Their level of satisfaction in this area was significantly lower than the level of satisfaction for the general public.

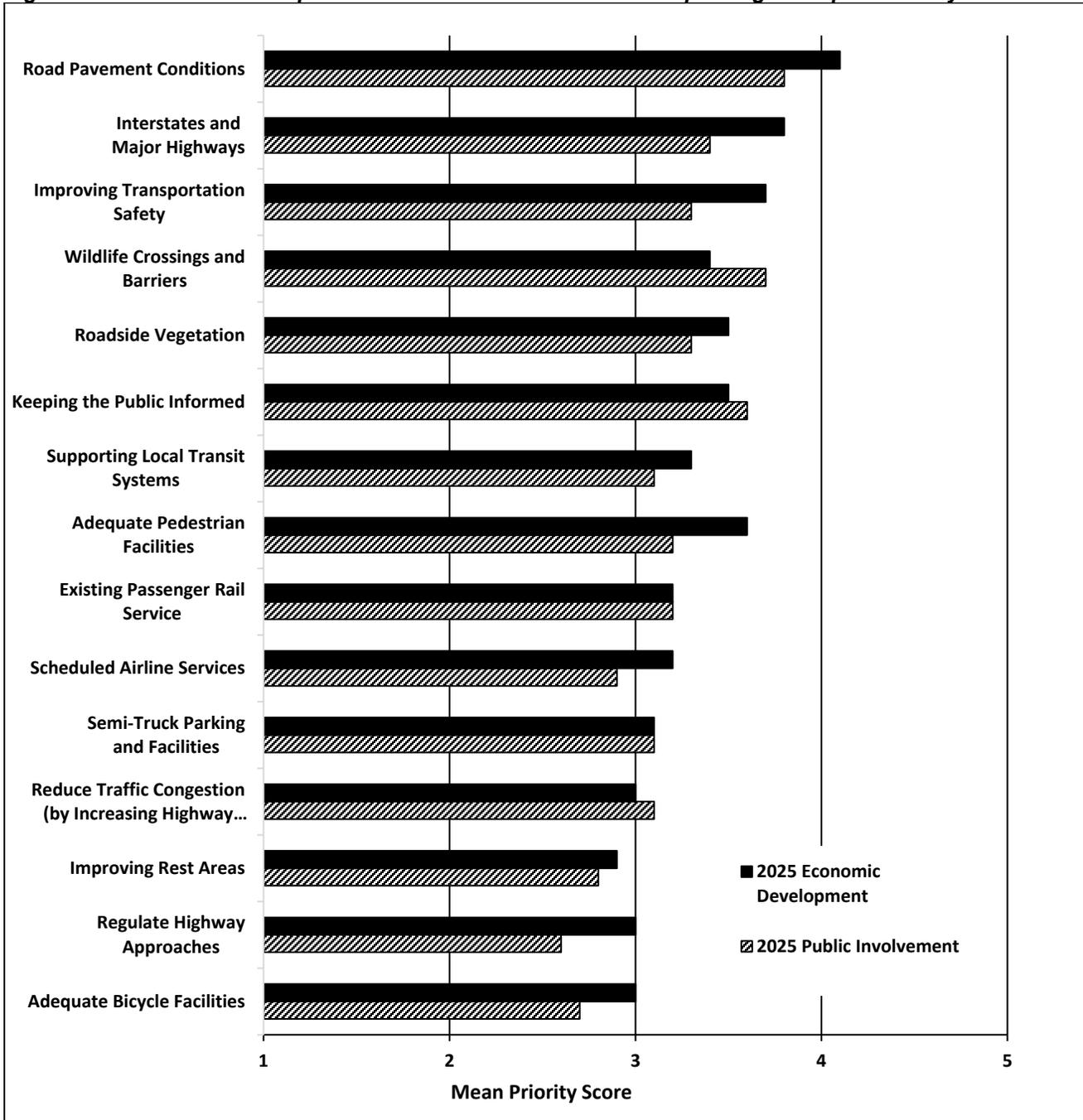
Figure 8.2 Economic Development Satisfaction with the Availability of Transportation Services in Montana



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

- For the Economic Development group, maintaining the condition of the state’s road pavement conditions is prioritized by the largest percentage, as was the case with the general public.
- Economic development groups prioritized several actions higher than the general public, with adequate pedestrian facilities being an example of notable difference in prioritization between the two groups.

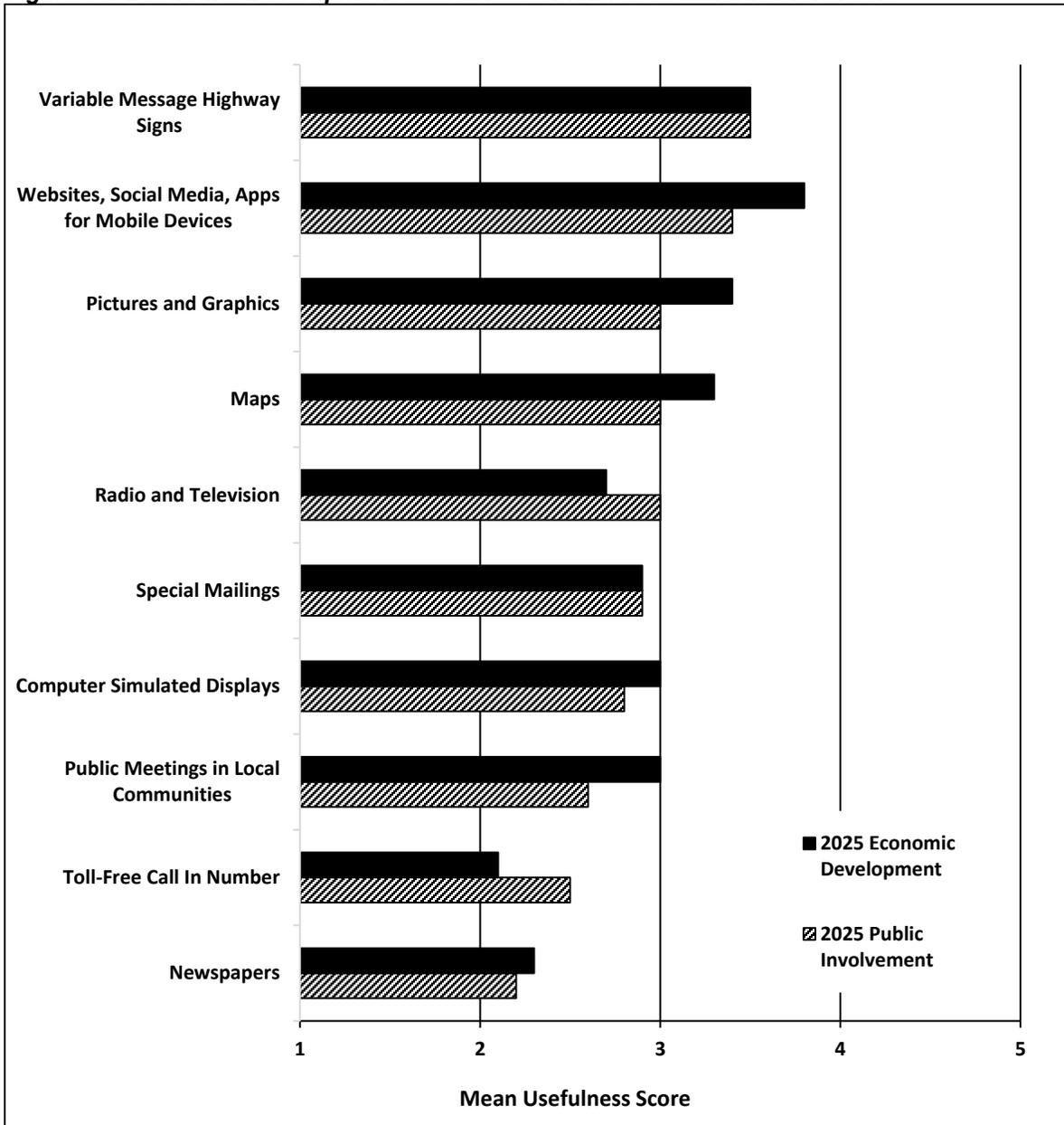
Figure 8.3 Economic Development Prioritization of Actions for Improving Transportation System



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

- Economic Development stakeholders agree with the general public that variable message highway signs and web-based applications constitute MDT’s most useful communication tools.
- Stakeholders in this group find several tools, including public meetings, to be significantly more useful than the general public.
- Toll-free call-in numbers are deemed the least useful communication tool by stakeholders in this group, which is in contrast to the general public.

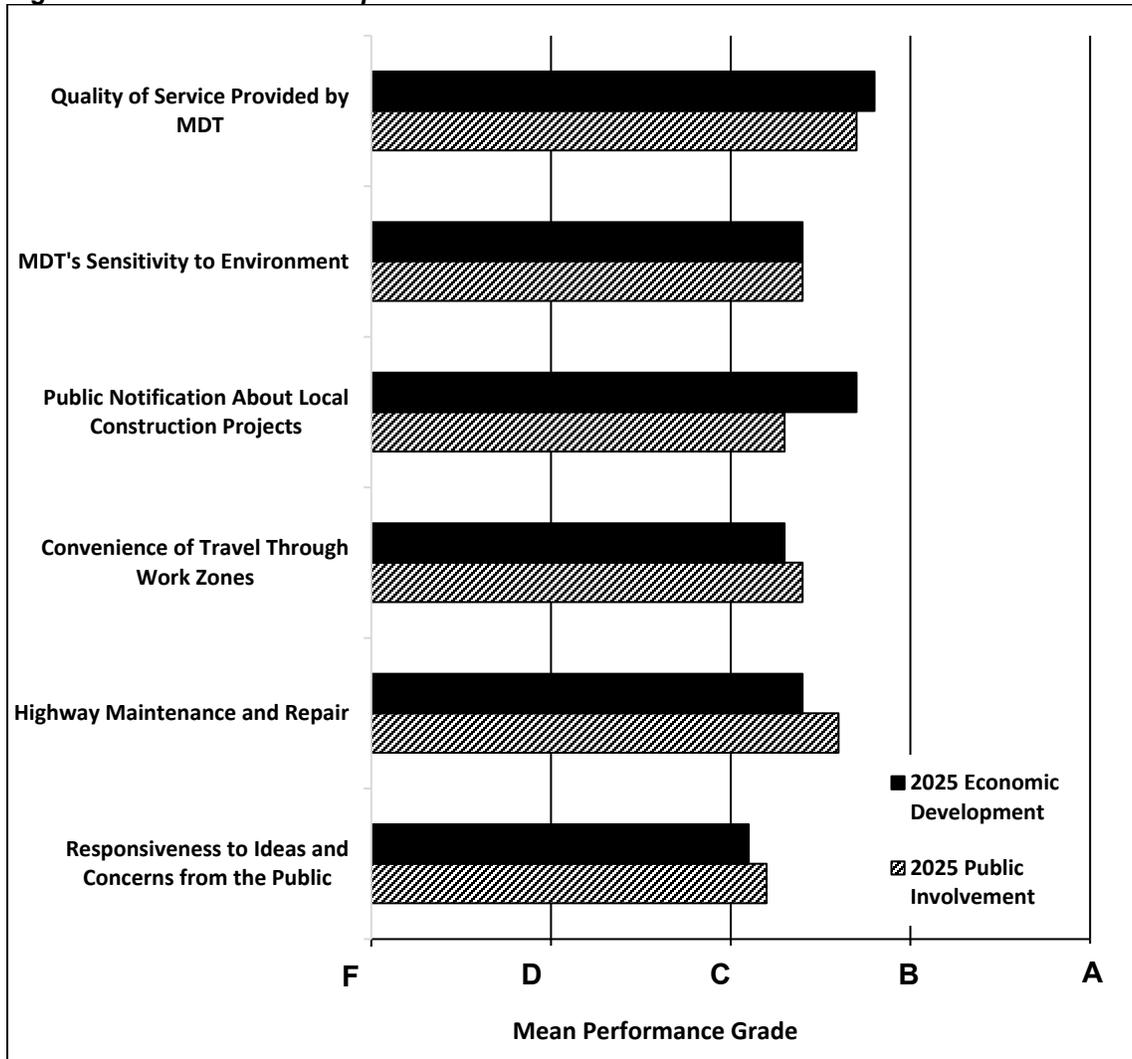
Figure 8.4 Economic Development Usefulness of MDT’s Communication Tools



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

- Economic Development stakeholders gave MDT’s overall quality of service and public notice about construction projects the highest grades.
- Both stakeholders from this group and the general public gave MDT’s responsiveness to customer ideas and concerns the lowest grades.

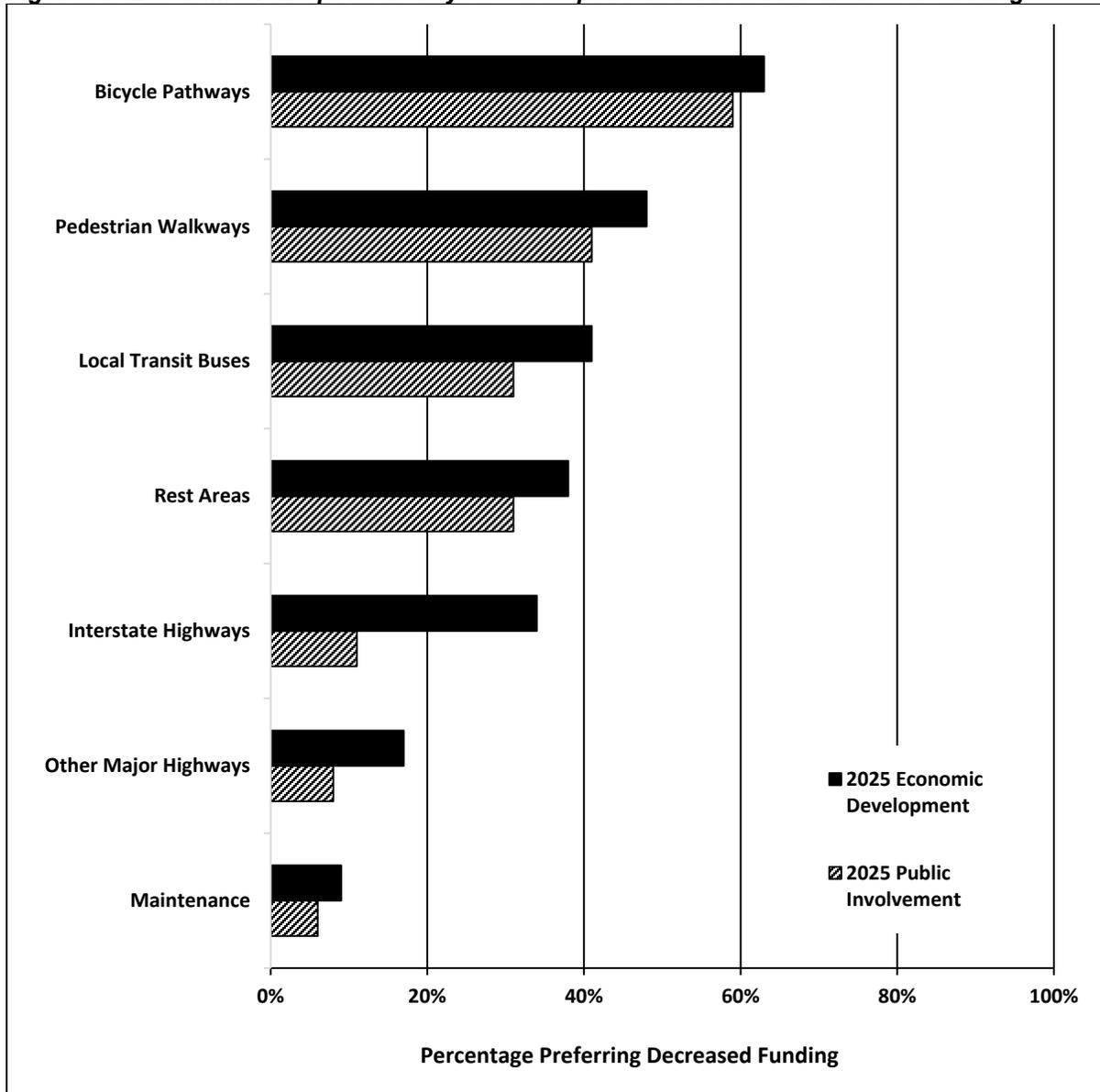
Figure 8.5 Economic Development Performance and Customer Service Grades



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

- Most Economic Development stakeholders agreed with most of the general public that bicycle pathways and pedestrian walkways should be funded at lower levels, in the event overall budget were to decrease.
- Maintenance work was least favored for reduced funding by both Economic Development stakeholders and the general public.

Figure 8.6 Economic Transportation System Components Favored for Reduced Funding



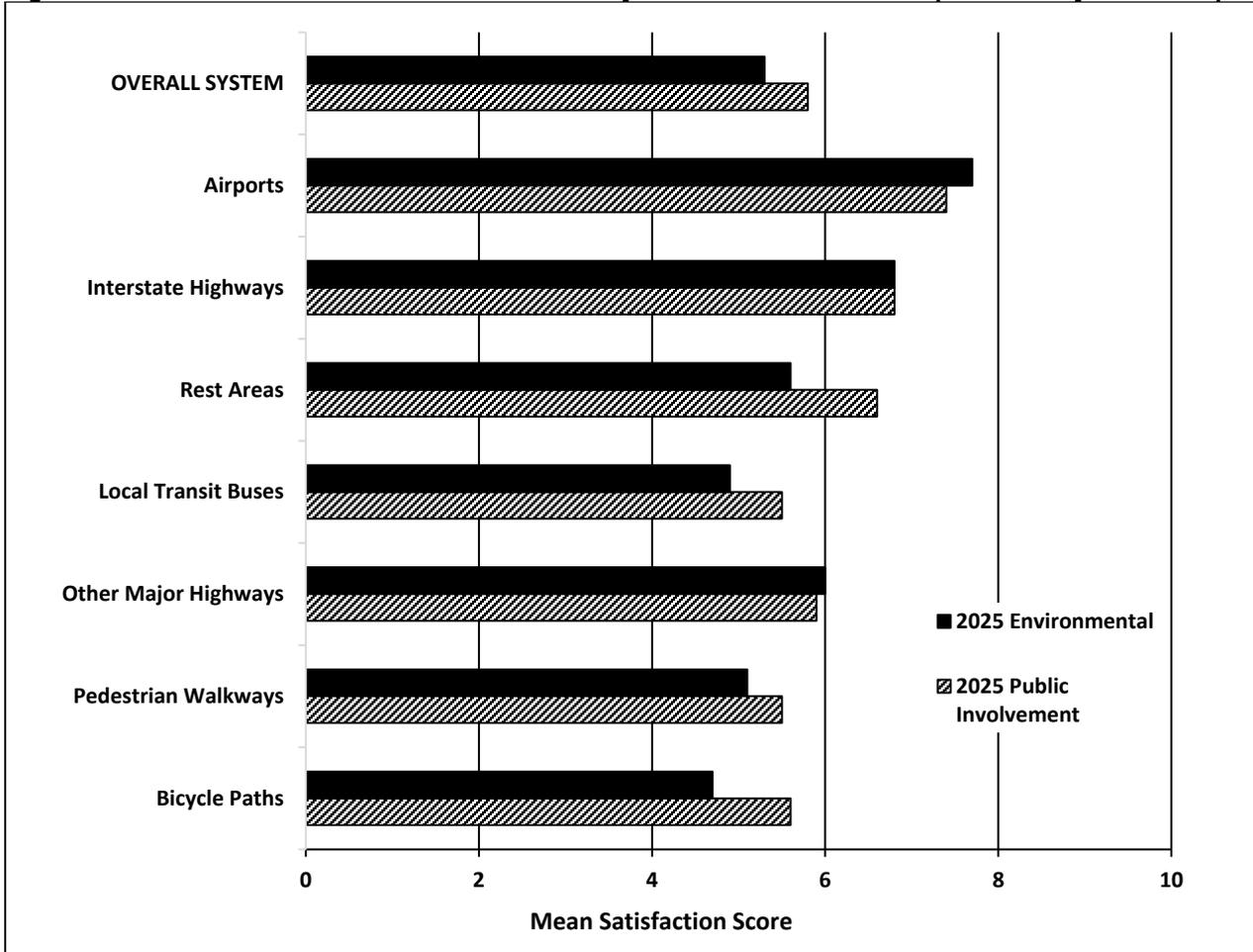
CHAPTER 9 | ENVIRONMENTAL STAKEHOLDER GROUP

The Environmental stakeholder group consisted of representatives from environmental groups and associations across Montana. Twenty (20) completed surveys were obtained from members of this group. Figure 9.1 through Figure 9.6 compare responses from this group to those obtained through the 2025 Public Involvement Survey.

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

- Overall, Environmental stakeholders are slightly less satisfied with the physical condition of Montana’s transportation system, when compared with the general public.
- Environmental stakeholders are the least satisfied with the physical condition of local transit buses, pedestrian walkways, and bicycle paths.

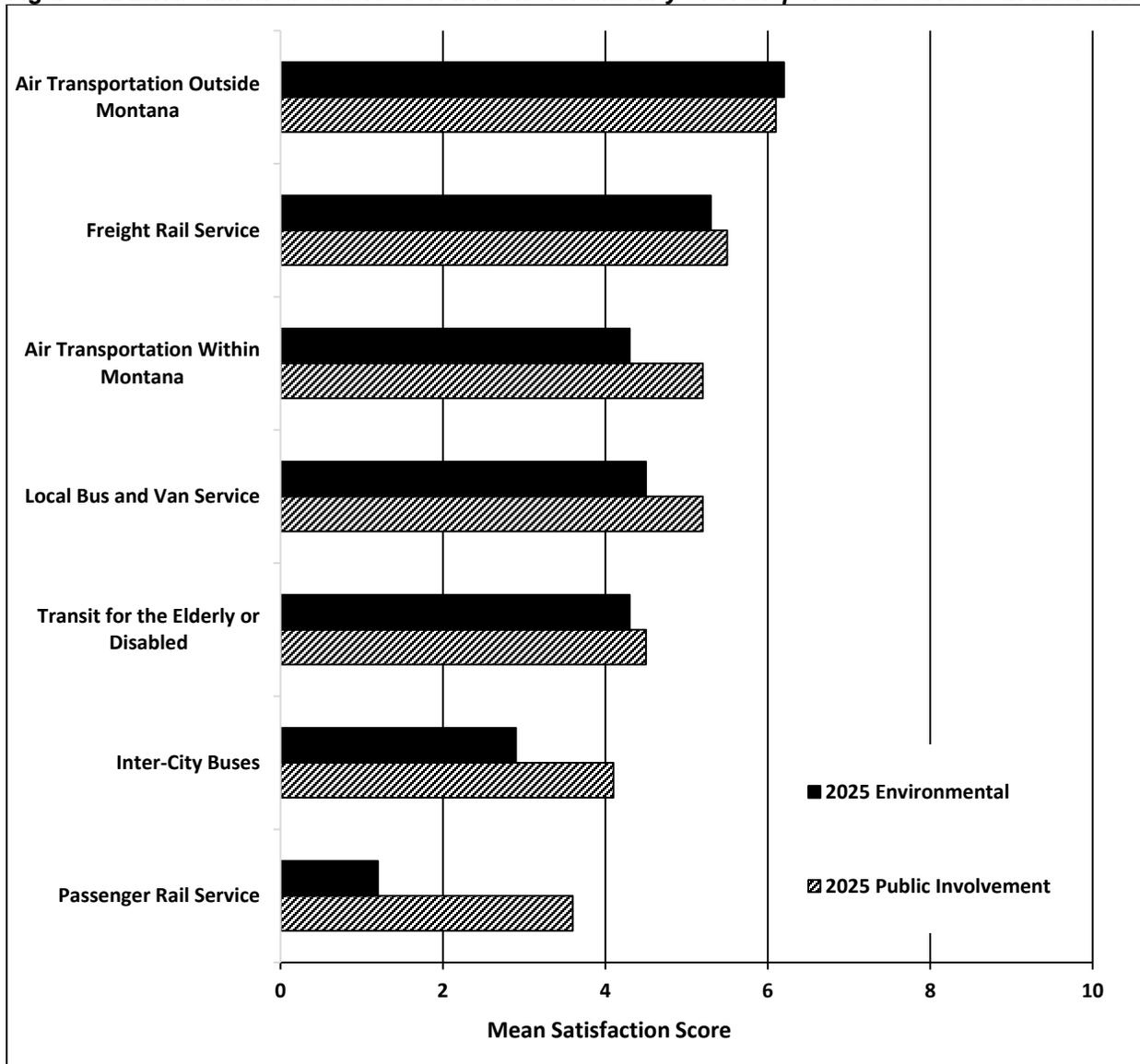
Figure 9.1 Environmental Satisfaction with the Physical Condition of Transportation System Components



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

- Environmental stakeholders are the most satisfied with the availability of air transportation to destinations outside Montana.
- With the exception of air transportation, stakeholders in this group are less satisfied with the availability of the services listed compared with the public.
- Environmental stakeholders are the least satisfied with the availability of passenger rail service.

Figure 9.2 Environmental Satisfaction with the Availability of Transportation Services in Montana

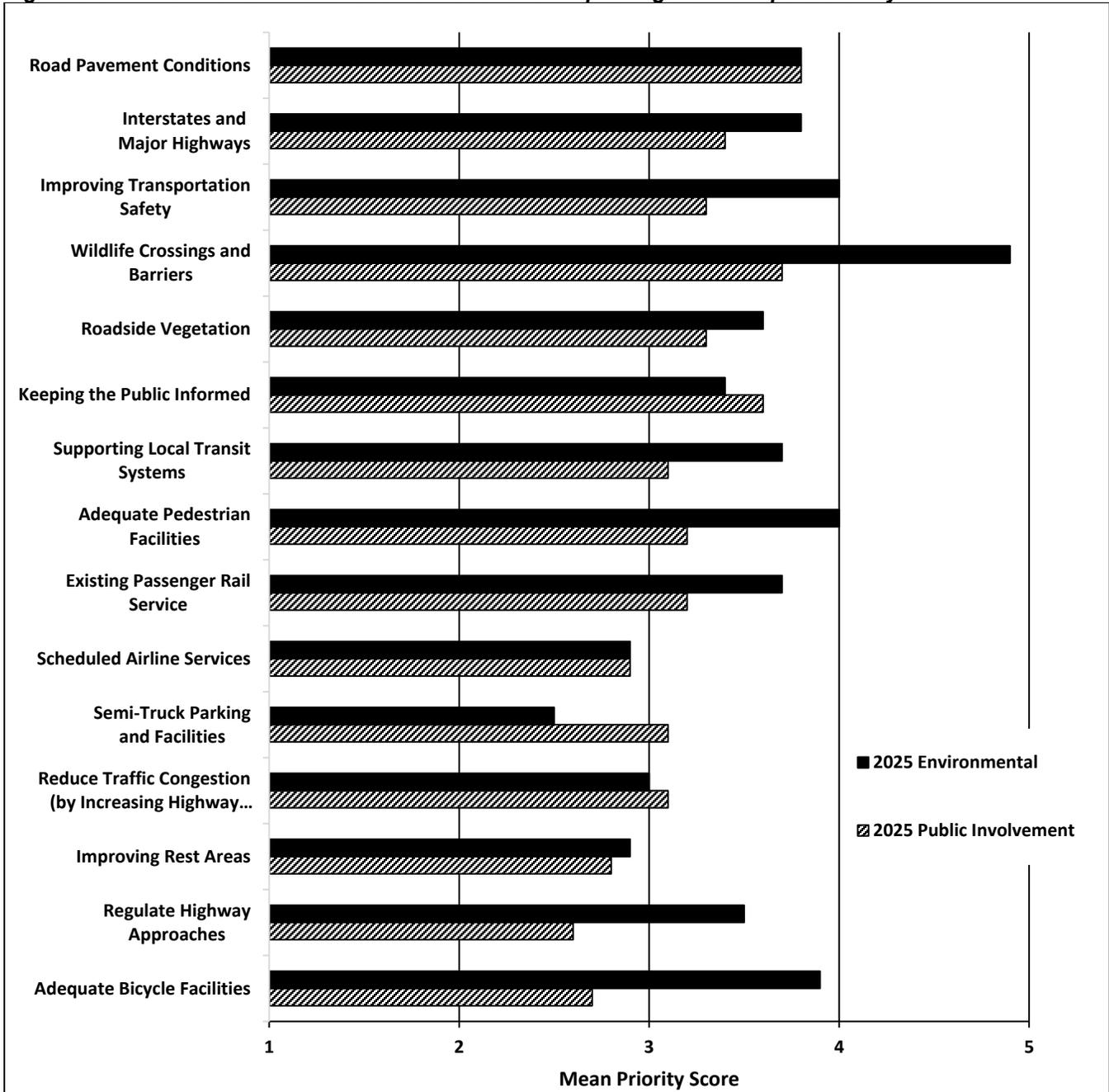


“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”

In prioritizing various actions 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 stakeholders gave the highest priority to wildlife crossings and barriers, adequate pedestrian facilities, and improving transportation safety.
- The lowest priority for stakeholders in this group was given to scheduled airline services, improving rest areas, and semi-truck facilities.

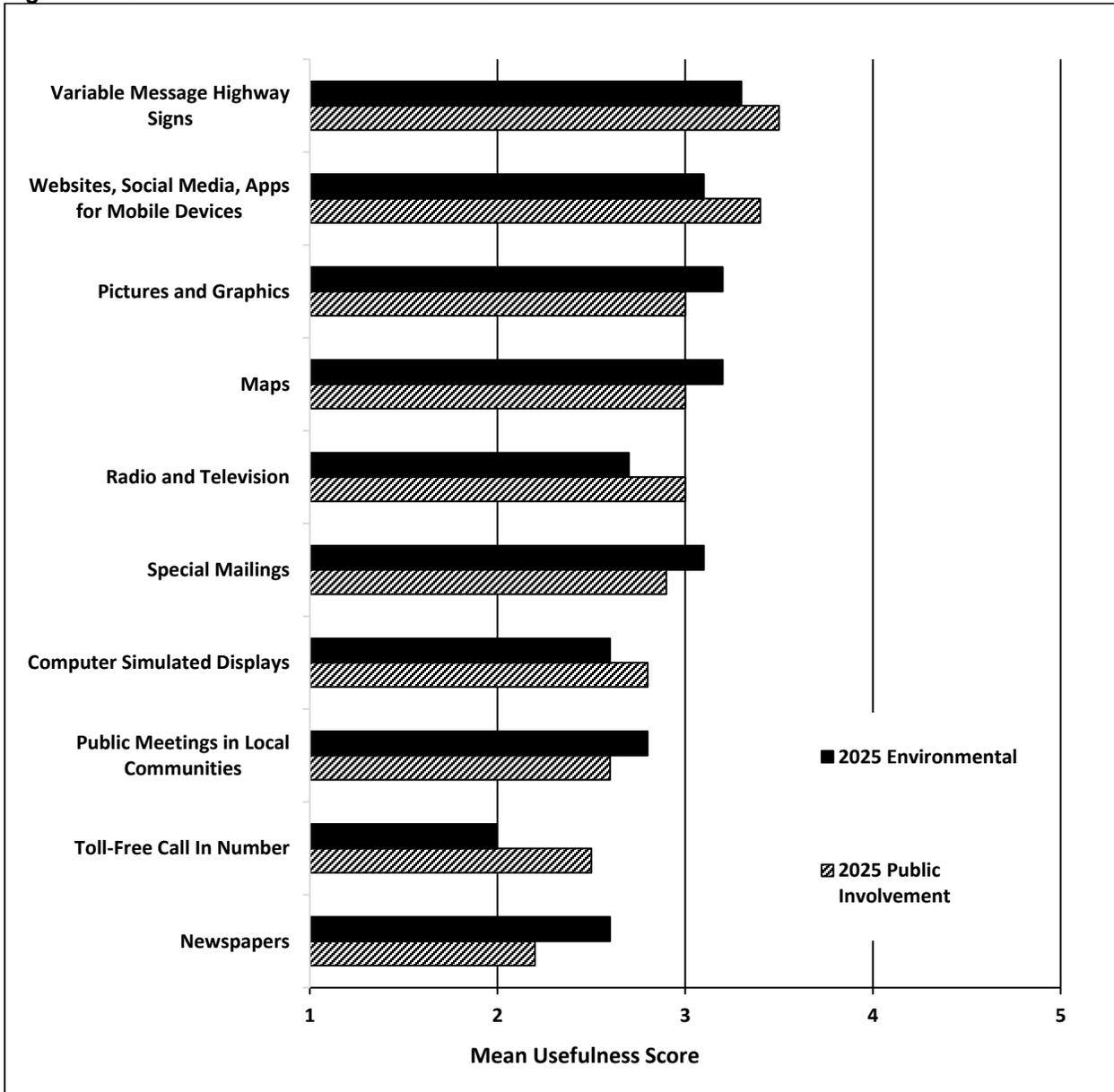
Figure 9.3 Environmental Prioritization of Actions for Improving the Transportation System



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

- Environmental stakeholders found variable message highway signs to be MDT’s most useful communication tool.
- Environmental stakeholders rated a toll-free call-in number as the least useful communication tool.

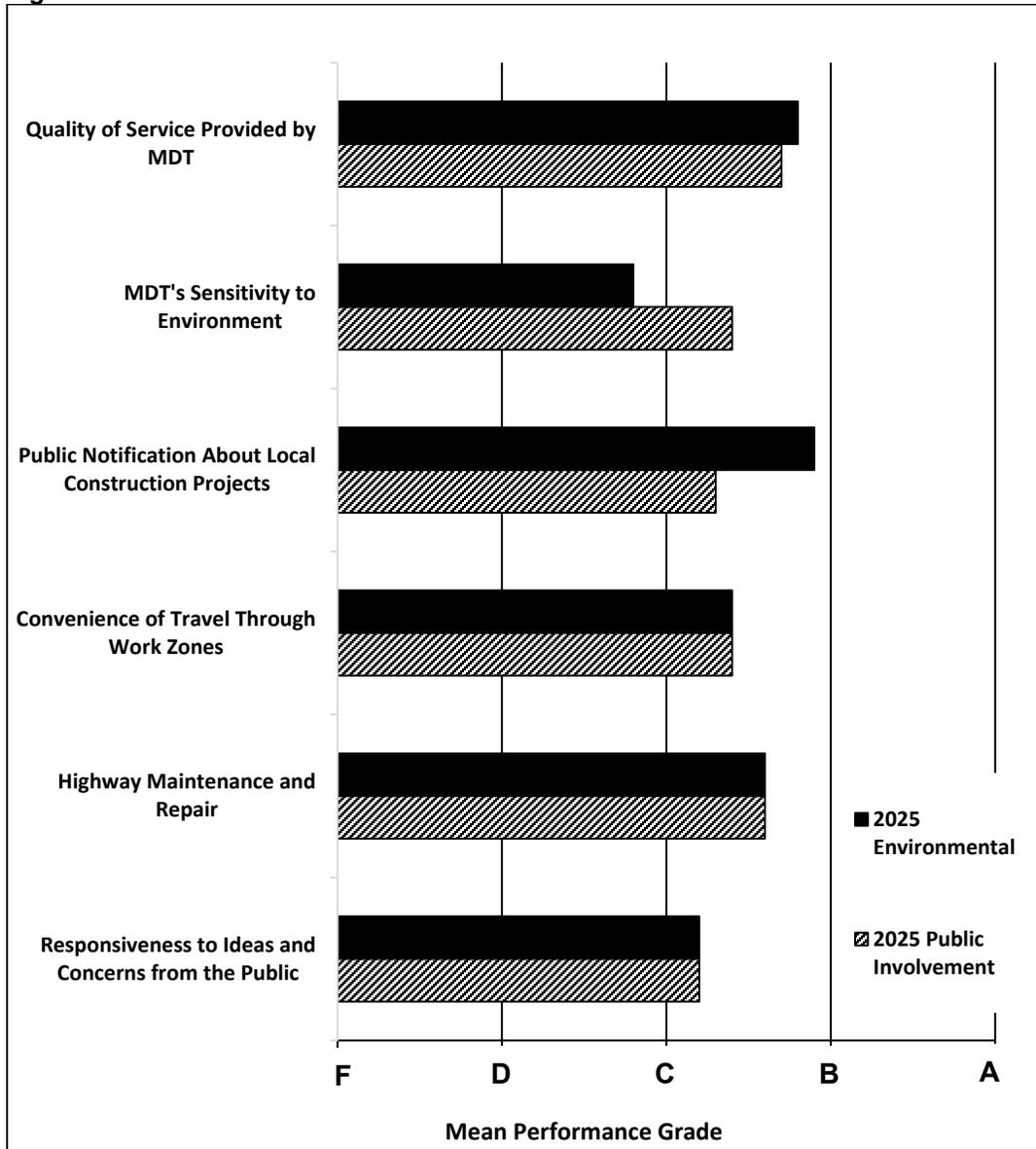
Figure 9.4 Environmental Usefulness of MDT’s Communication Tools



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

- Environmental stakeholders gave MDT the highest grades for public notices about construction, more so than the general public.
- Environmental stakeholders 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.

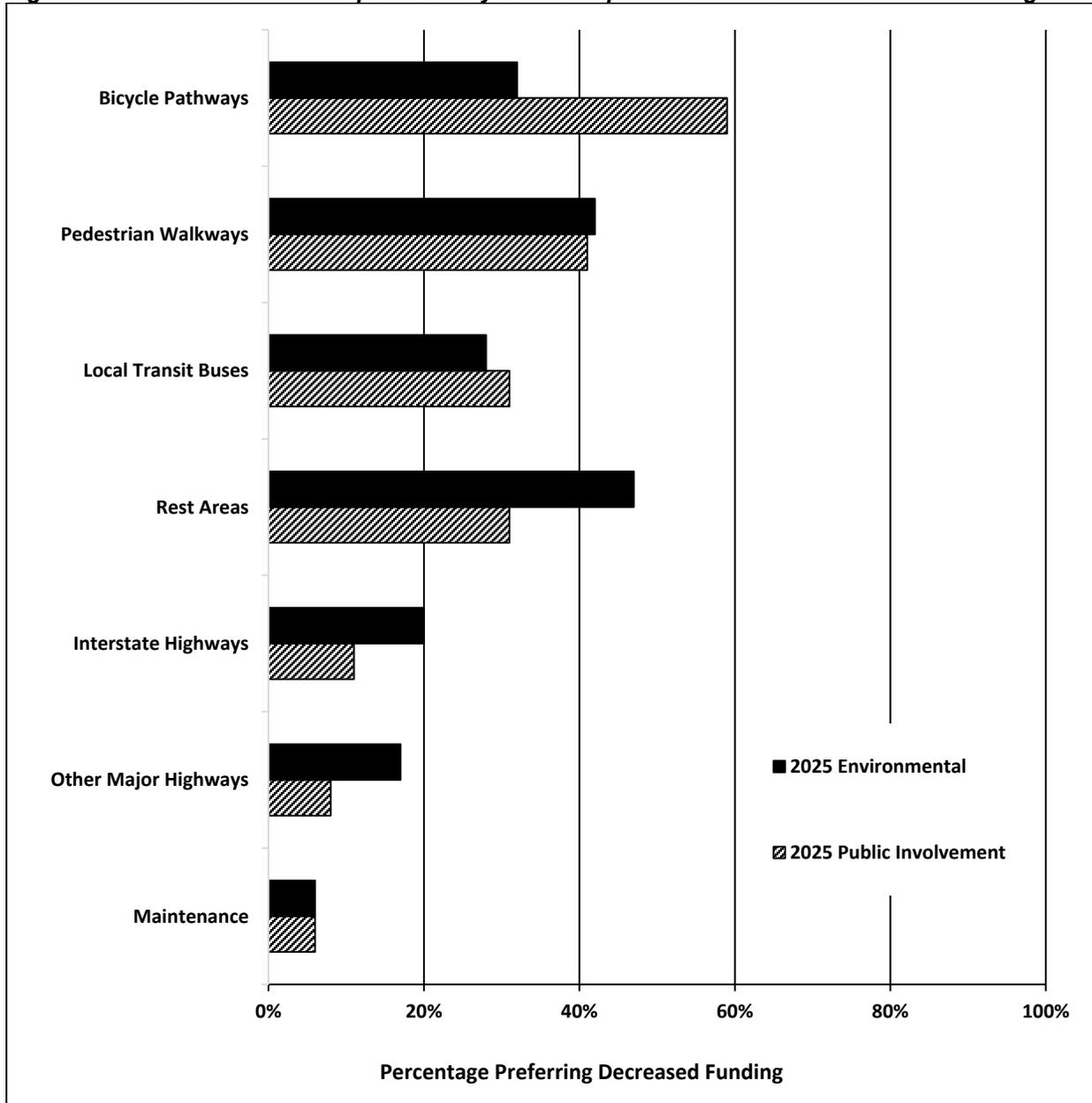
Figure 9.5 Environmental Performance and Customer Service Grades



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

- Environmental stakeholders differed greatly from the general public in terms of preferences for reduced funding, with rest areas being favored for potential budget cuts.
- Both stakeholders in this group and the public agreed that funding for maintenance should not be decreased.

Figure 9.6 Environmental Transportation System Components Favored for Reduced Funding



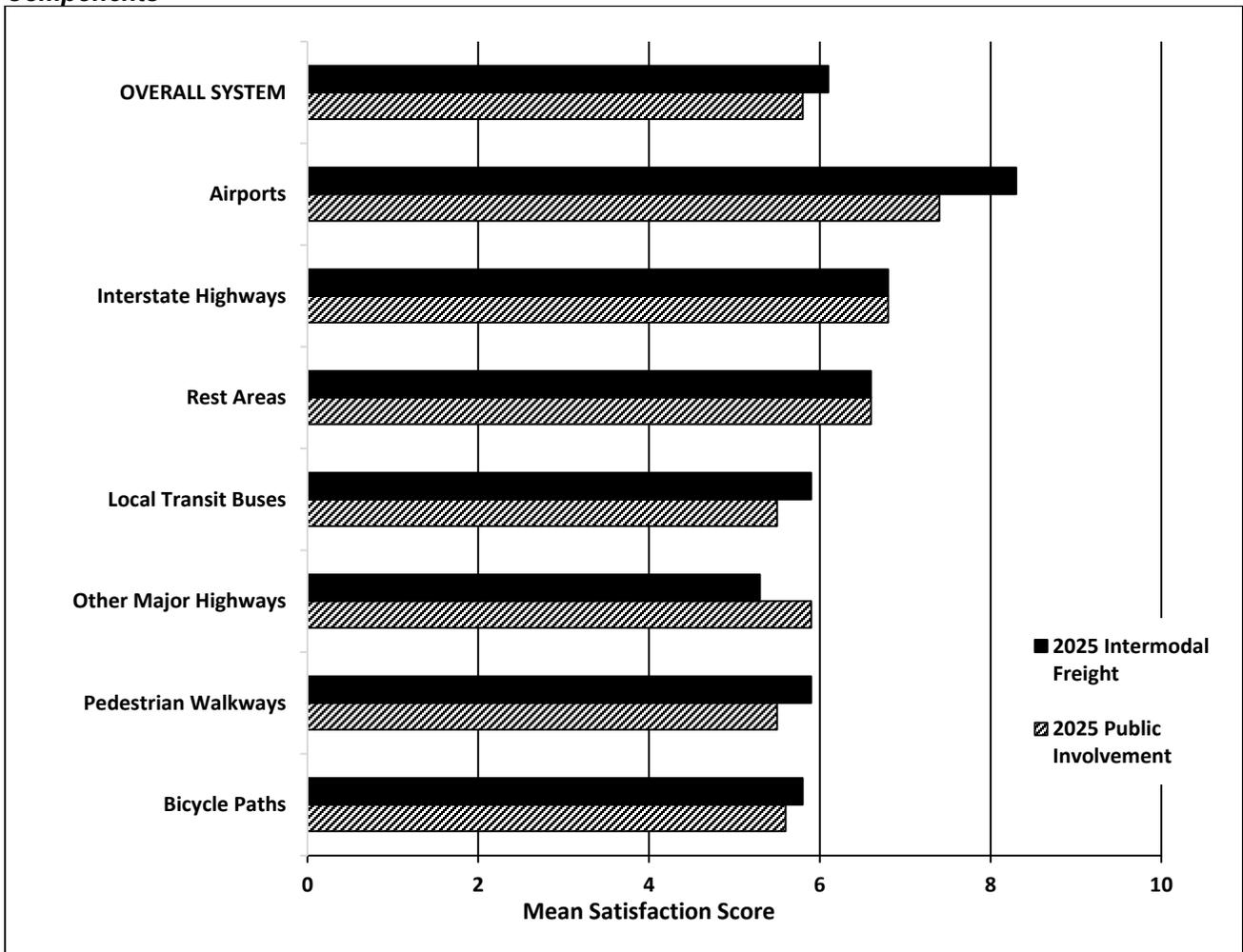
CHAPTER 10 | INTERMODAL FREIGHT STAKEHOLDER GROUP

The Intermodal Freight stakeholder group consisted of commercial trucking, freight rail, and air freight businesses from across Montana. Thirty-five (35) completed surveys were obtained from members of this group. Figure 10.1 through Figure 10.6 compare responses from this group to those obtained through the 2025 Public Involvement Survey.

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

- Intermodal Freight stakeholders were somewhat more satisfied with the physical condition of Montana’s overall 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 other major highways.

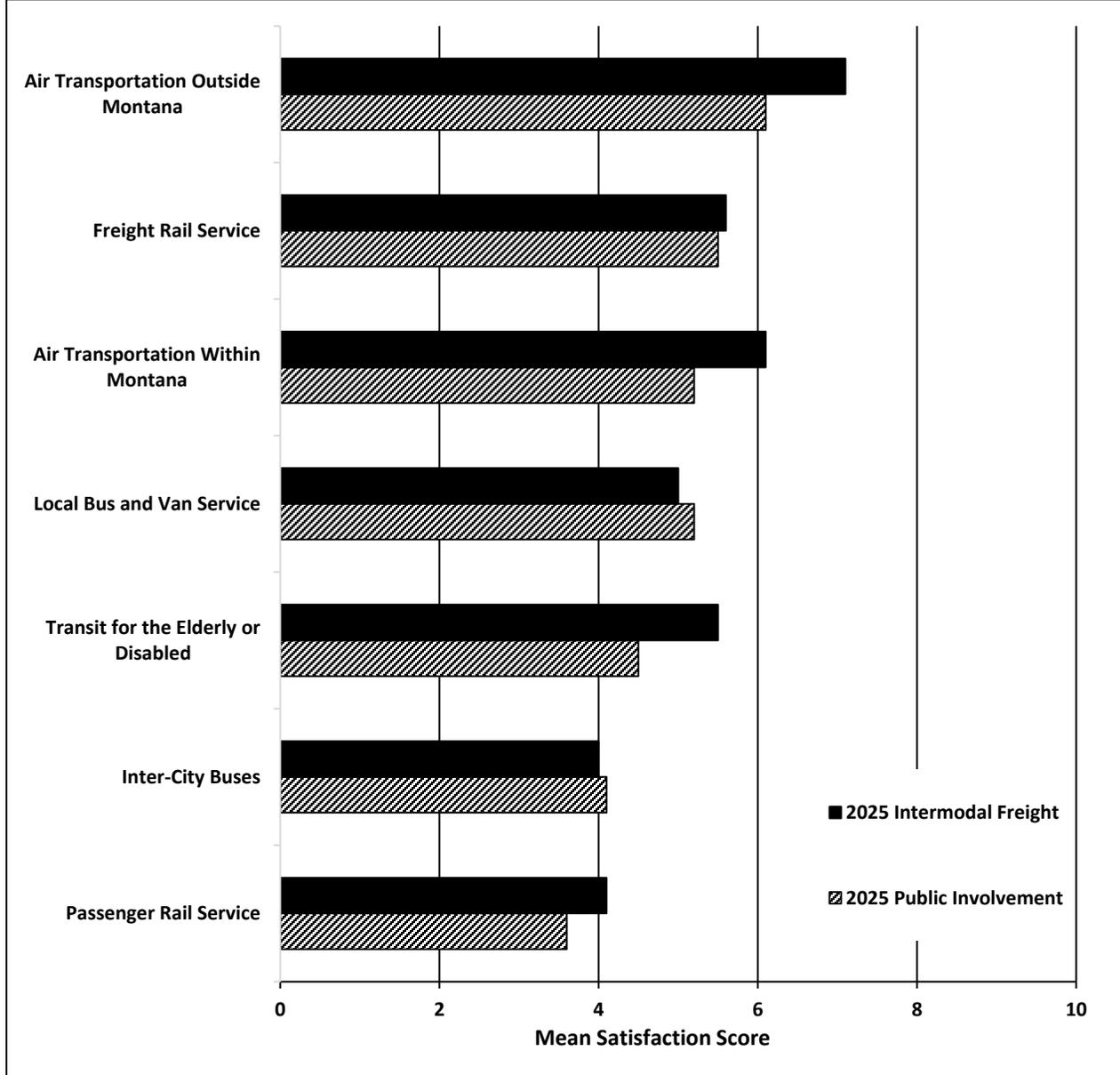
Figure 10.1 Intermodal Freight Satisfaction with the Physical Condition of Transportation System Components



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

- Intermodal Freight group members were the most satisfied with air transportation outside Montana.
- This stakeholder 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.

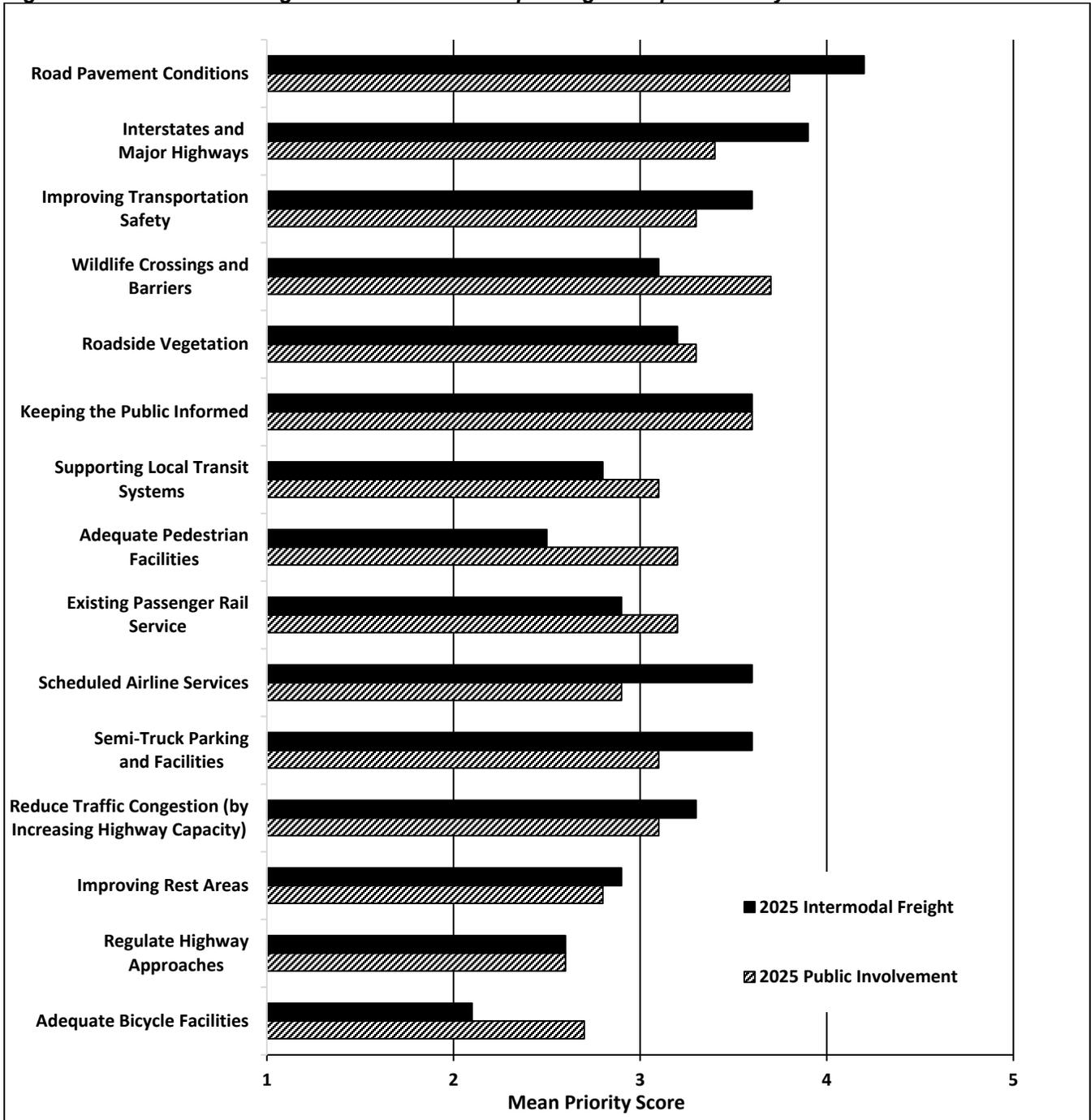
Figure 10.2 Intermodal Freight Satisfaction with the Availability of Transportation Services in Montana



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

- Both Intermodal Freight stakeholders and the general public prioritize road pavement conditions the highest for improving the Montana transportation system.
- This stakeholder group placed the lowest priority on adequate bicycle facilities for improving Montana’s transportation system.

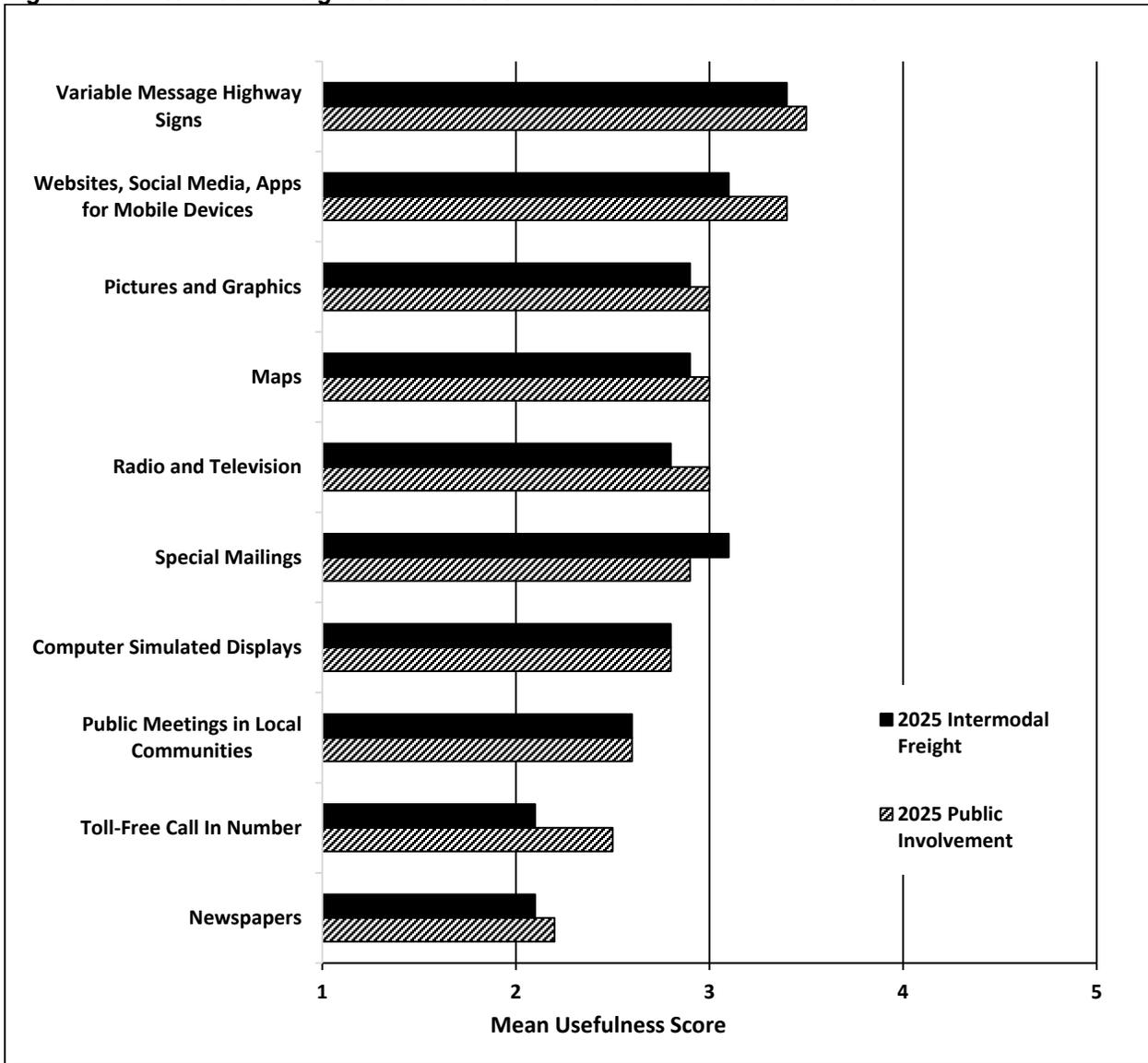
Figure 10.3 Intermodal Freight Prioritization for Improving Transportation System



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

- The Intermodal Freight group agreed with the general public that web-based applications and variable message highway signs are the most useful among MDT’s communication tools.
- Toll-free call-in numbers and newspapers were deemed the least useful communication tools by stakeholders in this group.

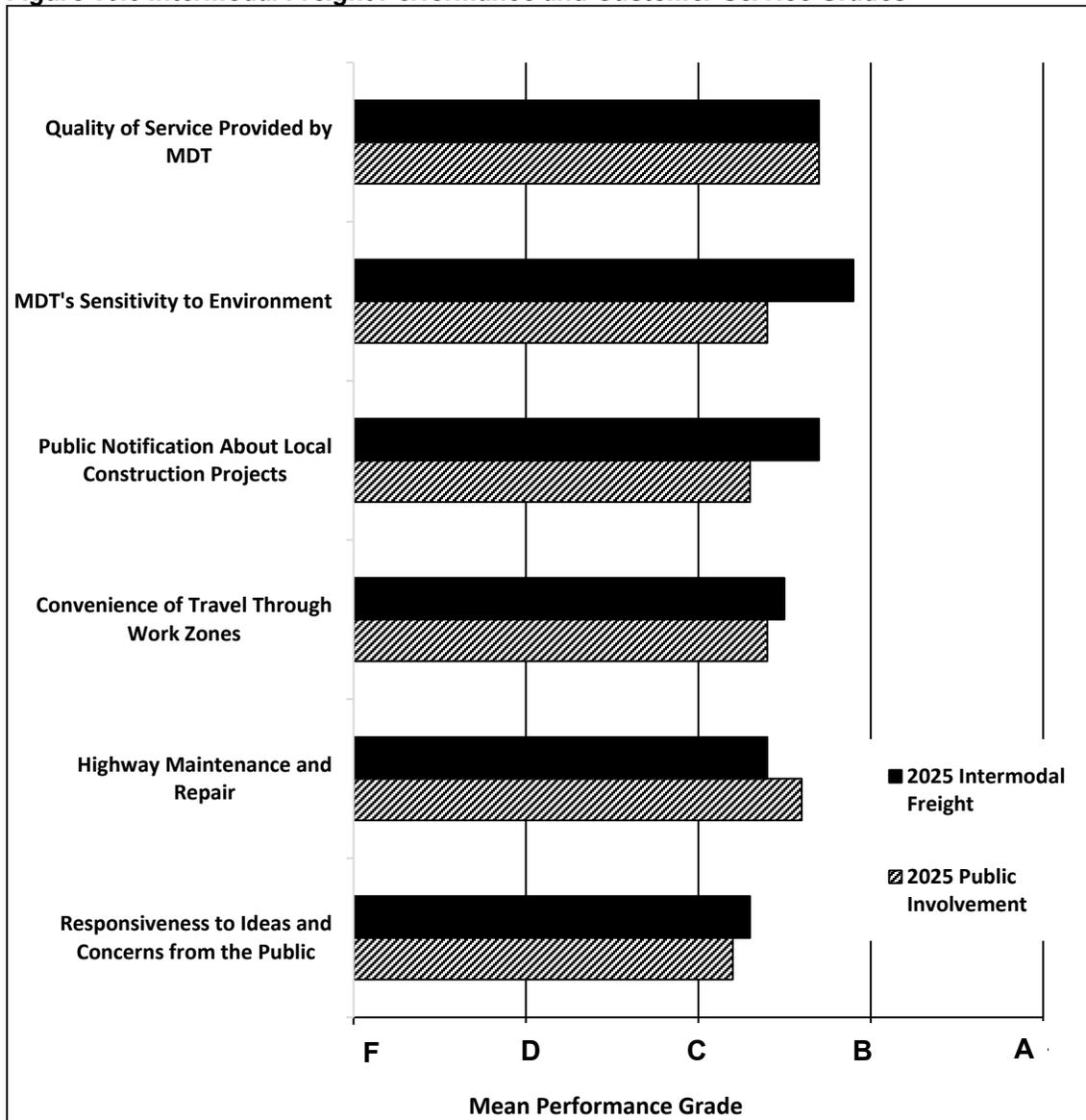
Figure 10.4 Intermodal Freight Usefulness of MDT’s Communications Tools



“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.
- Stakeholders in this group gave the lowest grade to MDT’s responsiveness to ideas and concerns from the public, which was also the case for the general public.

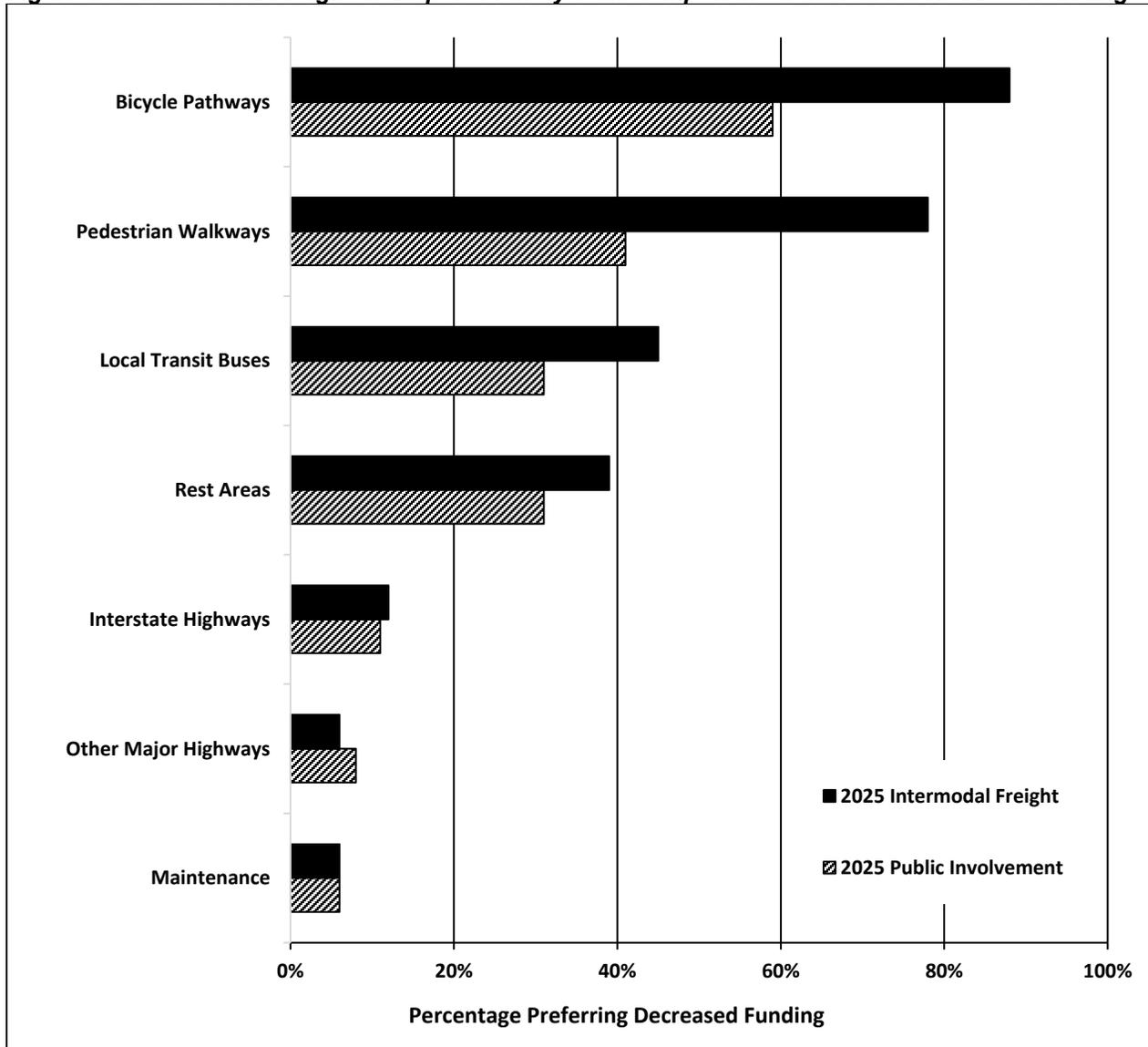
Figure 10.5 Intermodal Freight Performance and Customer Service Grades



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

- The Intermodal Freight group overwhelmingly favored decreased funding for bicycle paths first, notably more so than the general public who also selected this component as the first priority for decreased funding.
- Stakeholders in this group favored reduced funding for other major highways and maintenance the least.

Figure 10.6 Intermodal Freight Transportation System Components Favored for Reduced Funding



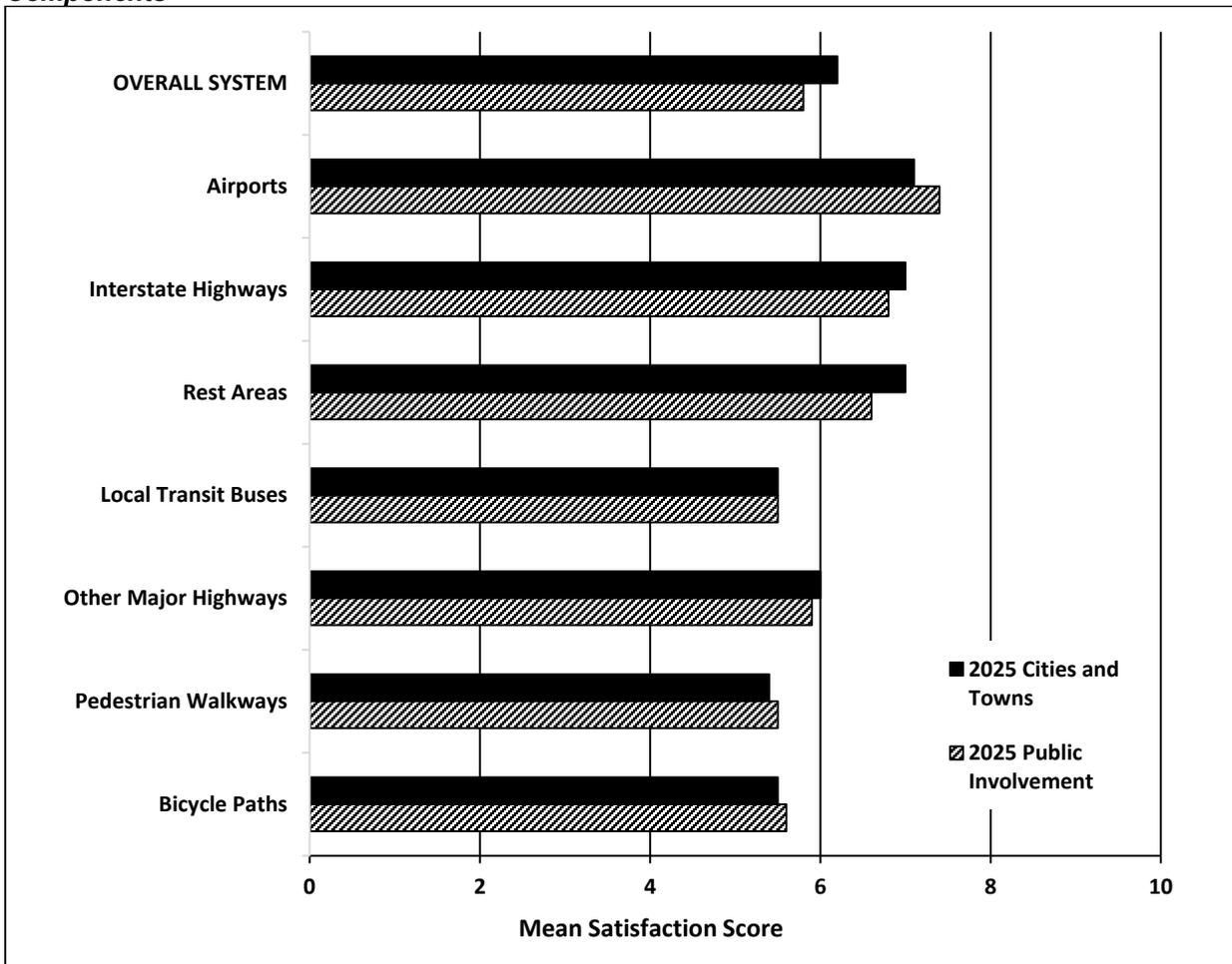
CHAPTER 11 | CITIES AND TOWNS STAKEHOLDER GROUP

The Cities and Towns stakeholder group consisted of mayors and city executives from across Montana. Seventy-eight (78) completed surveys were obtained from members of this group. Figure 11.1 through Figure 11.6 compares responses from this group to those obtained through the 2025 Public Involvement Survey.

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

- Generally, 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 surveyed groups give the greatest satisfaction rating to the physical condition of the state’s airports.
- Both surveyed groups give lower satisfaction ratings to the physical condition of pedestrian walkways and bicycle paths.

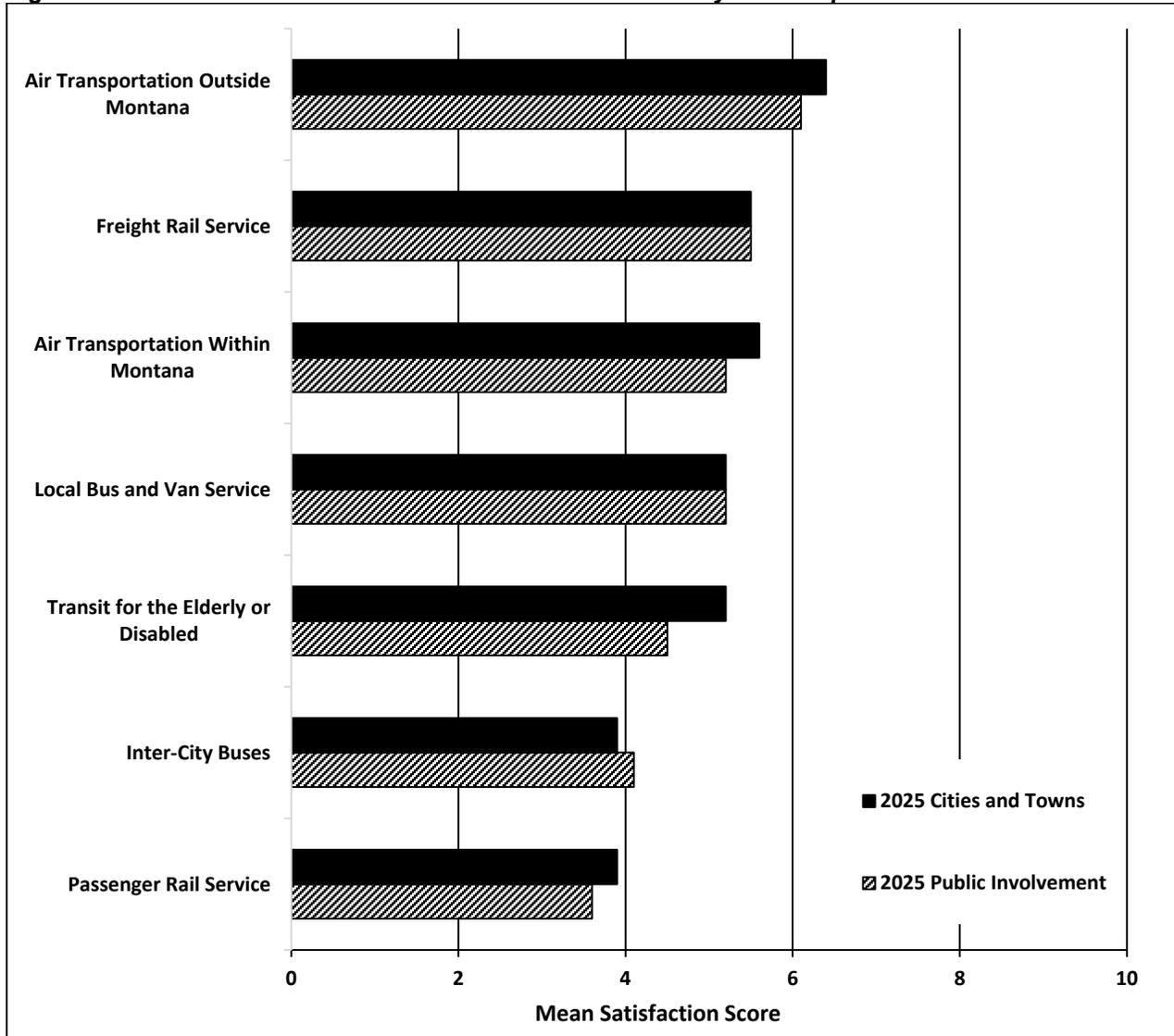
Figure 11.1 Cities and Towns Satisfaction with the Physical Condition of Transportation System Components



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

- Mayors and city executives were somewhat more satisfied than the general public with the availability of services in Montana.
- This stakeholder group was also most satisfied with air transportation to locations outside of Montana, which was also the case for the general public.

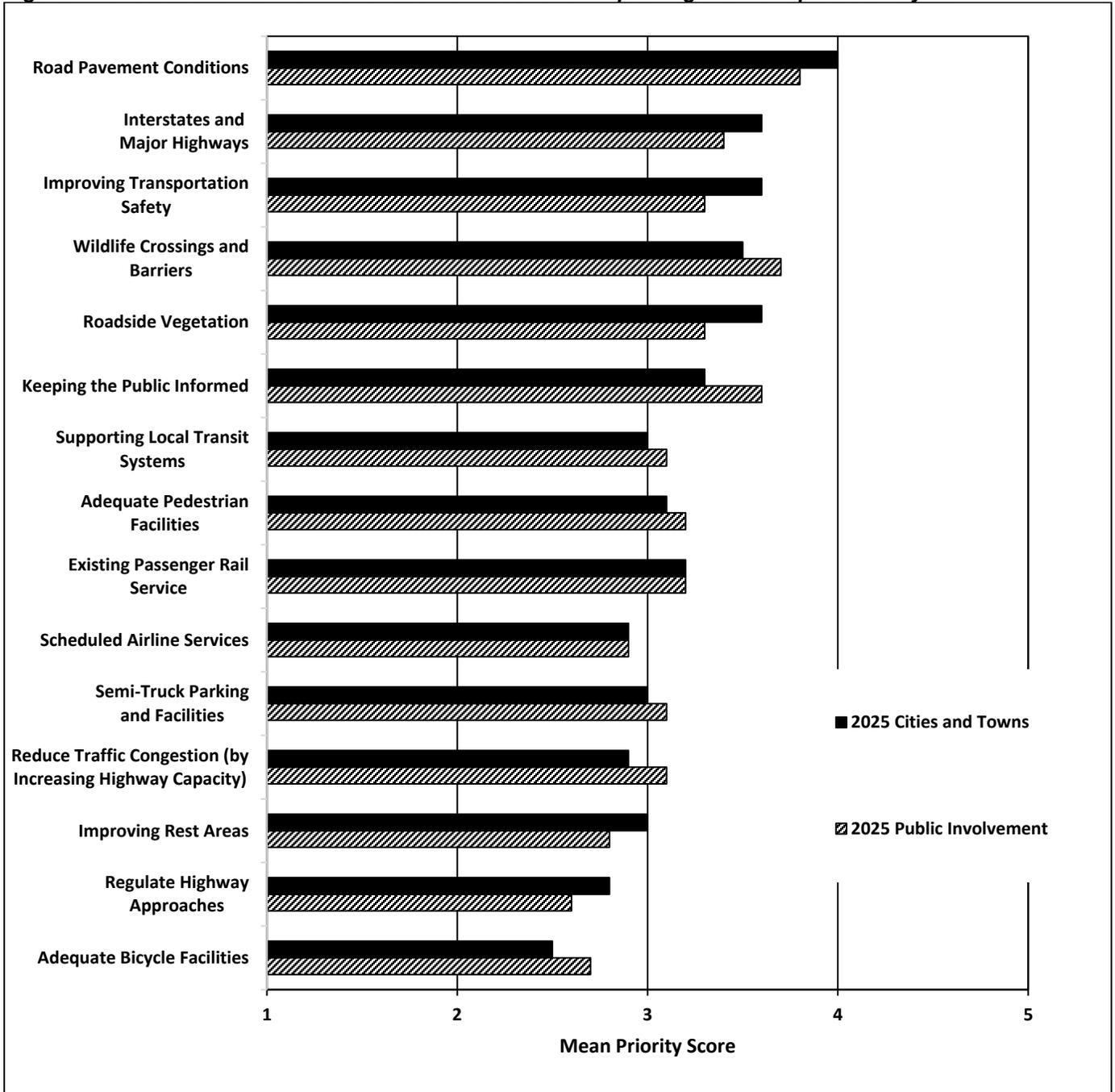
Figure 11.2 Cities and Towns Satisfaction with the Availability of Transportation Services in Montana



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

- Mayors and city executives prioritized road pavement conditions as the highest action for improving the transportation system.
- Adequate bicycle facilities were at the bottom of the list of priorities for this stakeholder group.

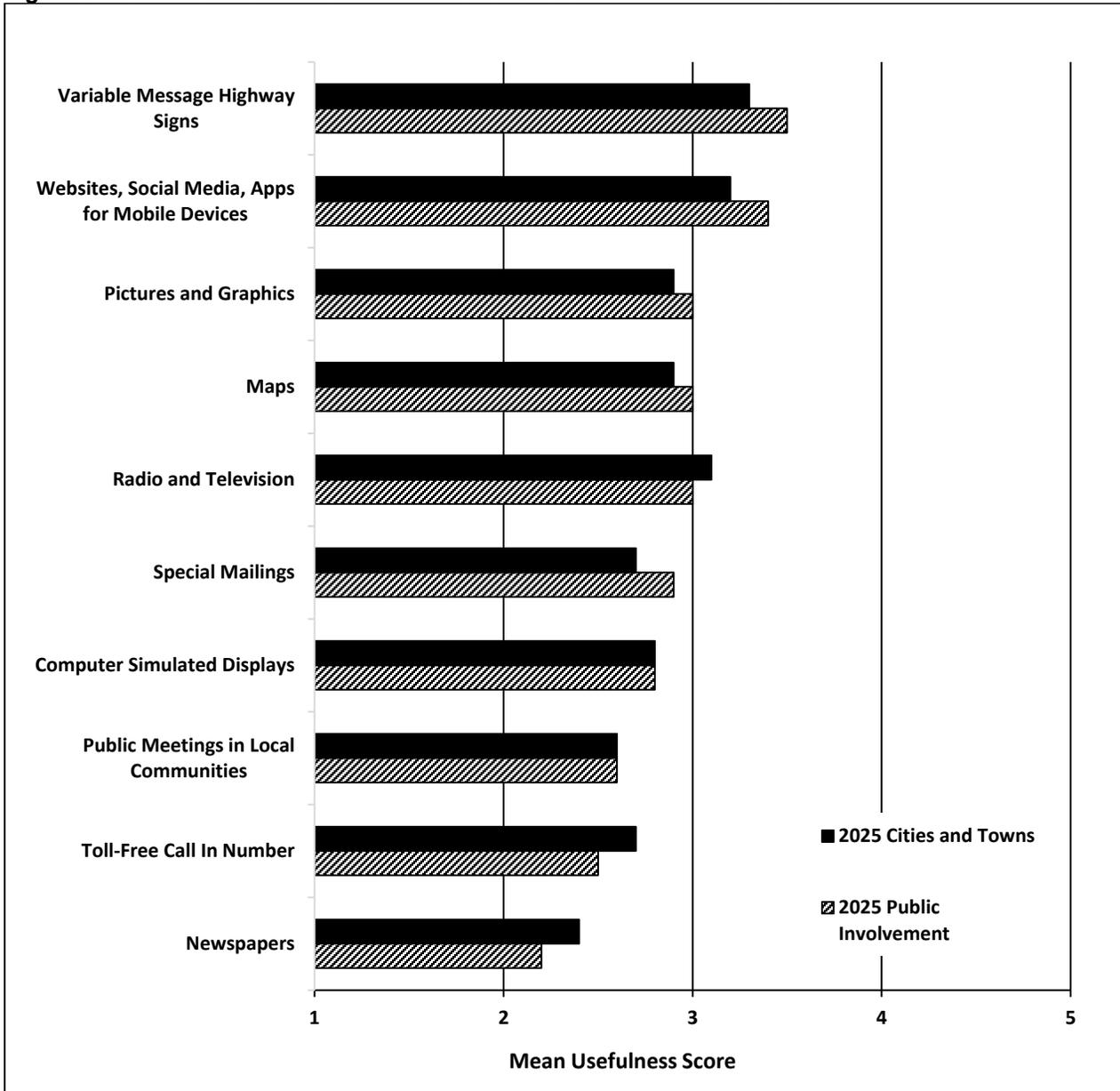
Figure 11.3 Cities and Towns Prioritization of Actions for Improving the Transportation System



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

- Mayors and city executives agreed with the general public that variable message highway signs and web-based applications are the most useful of MDT’s communication tools.
- This stakeholder group found newspapers to be the least useful among the communication tools listed.

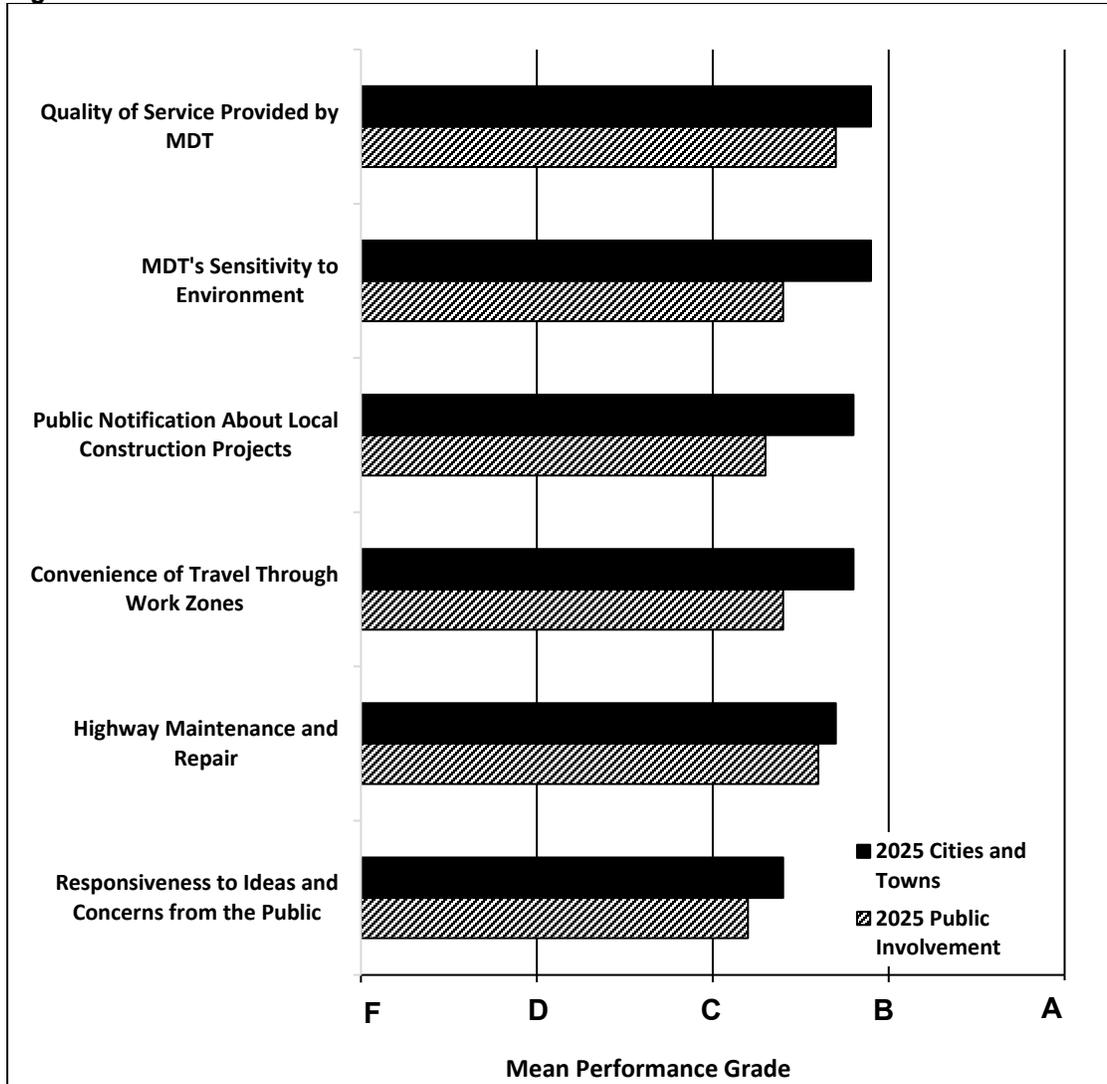
Figure 11.4 Cities and Towns Usefulness of MDT’s Communications Tools



“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 quality of service and sensitivity to the environment the highest. Overall, this stakeholder group gave slightly higher grades for performance and customer service than did the general public.
- Mayors and city executives were consistent with the general public in grading MDT’s responsiveness to customer ideas and concerns the lowest.

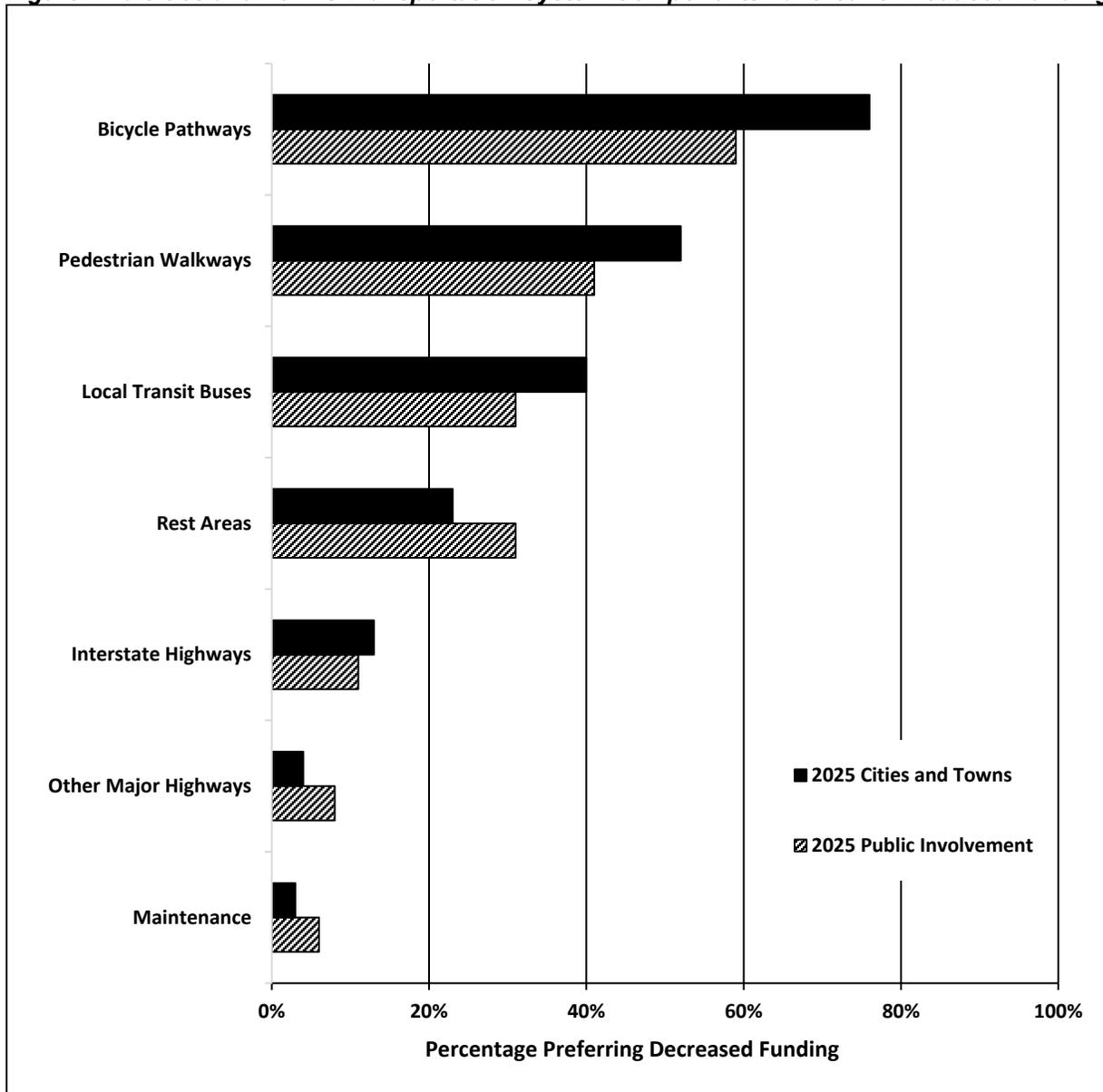
Figure 11.5 Cities and Towns Performance and Customer Service Grades



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

- Mayors and city executives were consistent with the general public when it came to ranking components where they preferred to see reduced funding.
- Bicycle pathways were favored for reduced funding by the majority of stakeholders in this group, followed by pedestrian walkways.
- Maintenance and other major highways were least favored by this stakeholder group for reduced funding, as was the case for the general public.

Figure 11.6 Cities and Towns Transportation System Components Favored for Reduced Funding



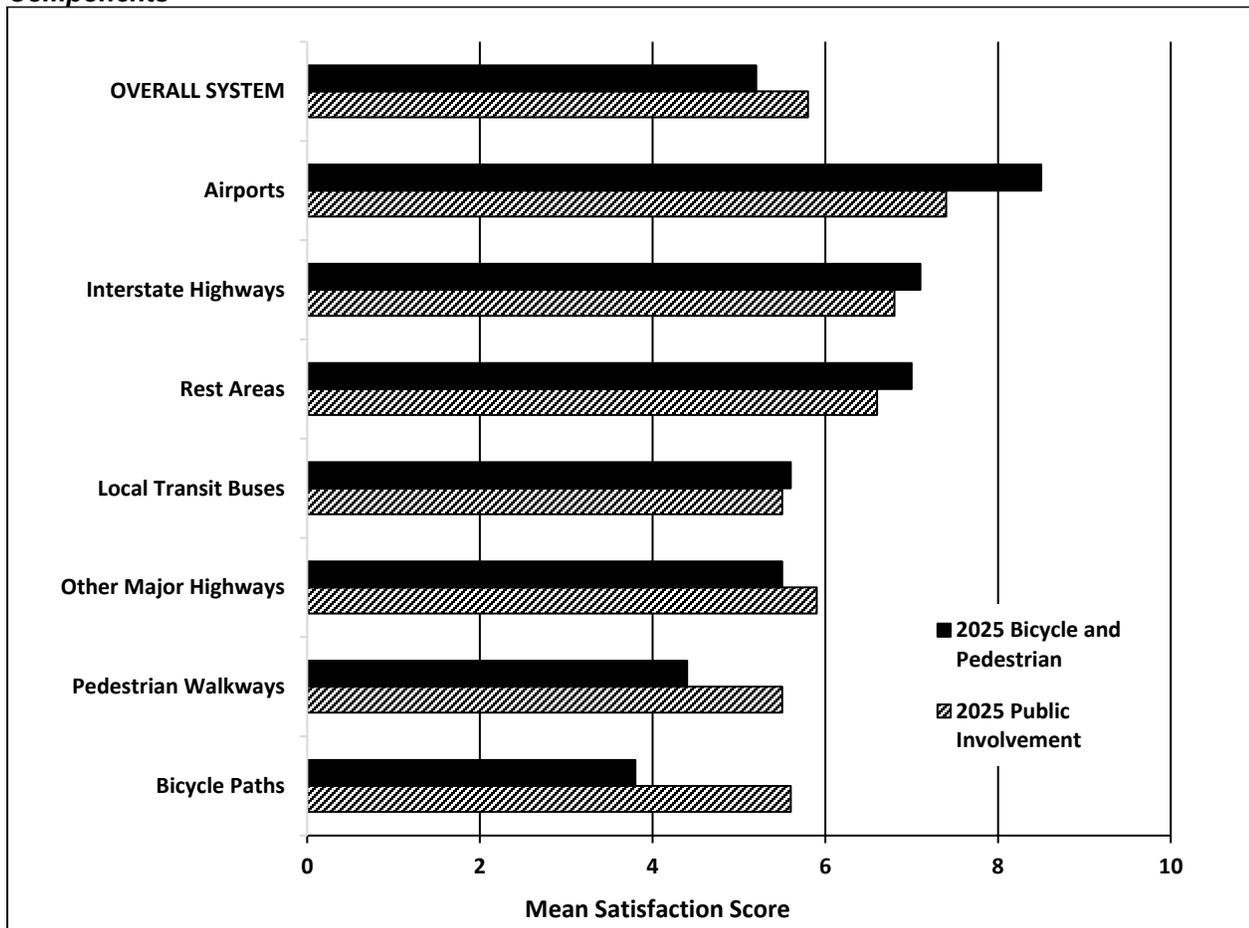
CHAPTER 12 | BICYCLE AND PEDESTRIAN STAKEHOLDER GROUP

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. Seventeen (17) completed surveys were obtained from members of this group. Figure 12.1 through Figure 12.6 compares responses from this group to those obtained through the 2025 Public Involvement Survey.

“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.
- Stakeholders in this group were most satisfied with the physical condition of the state’s airports, more so than the general public.
- Stakeholders in this group were the least satisfied with the physical condition of pedestrian walkways and bicycle pathways, with lower mean satisfaction scores than the general public.

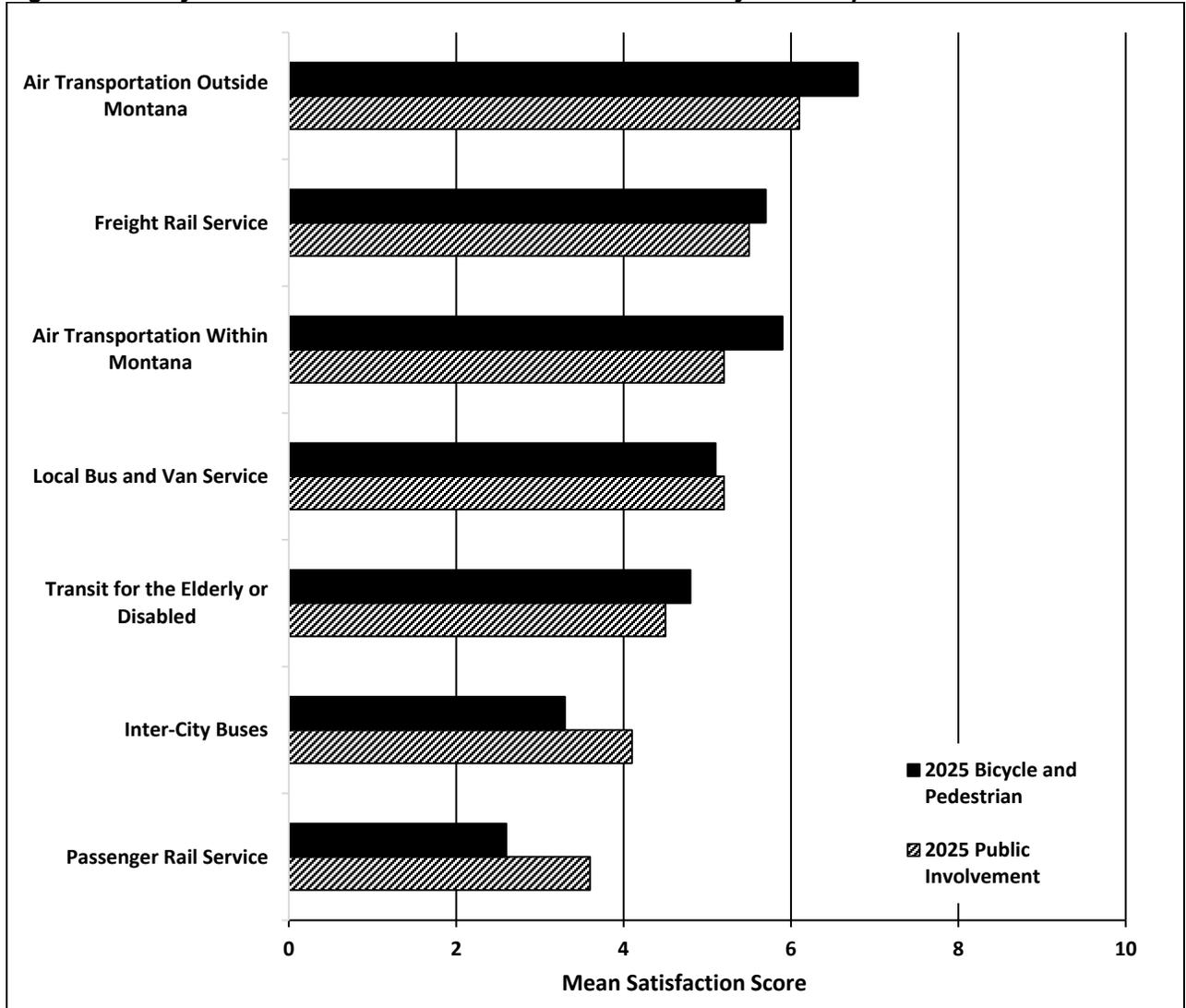
Figure 12.1 Bicycle and Pedestrian Satisfaction with the Physical Condition of Transportation System Components



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

- Bicycle and Pedestrian stakeholders were the most satisfied with air transportation outside Montana, as was also the case with the general public.
- This stakeholder group was least satisfied with the availability of passenger rail service and inter-city buses.

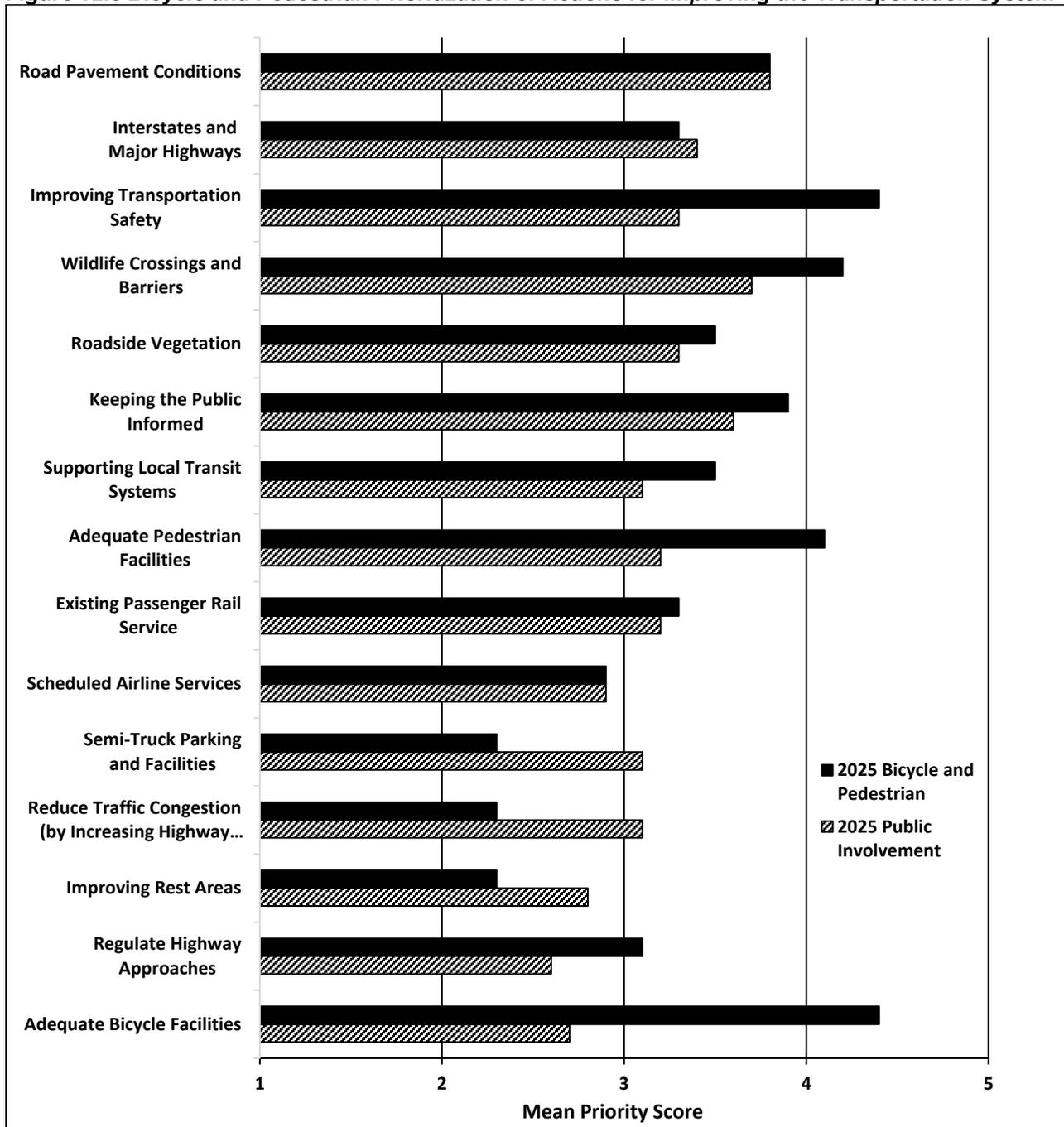
Figure 12.2 Bicycle and Pedestrian Satisfaction with Availability of Transportation Services in Montana



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

- Bicycle and Pedestrian stakeholders gave the greatest priority to ensuring adequate bicycle facilities and improving transportation safety.
- This stakeholder group gave the lowest priority to improving rest areas, semi-truck parking and facilities, and reducing traffic congestion.

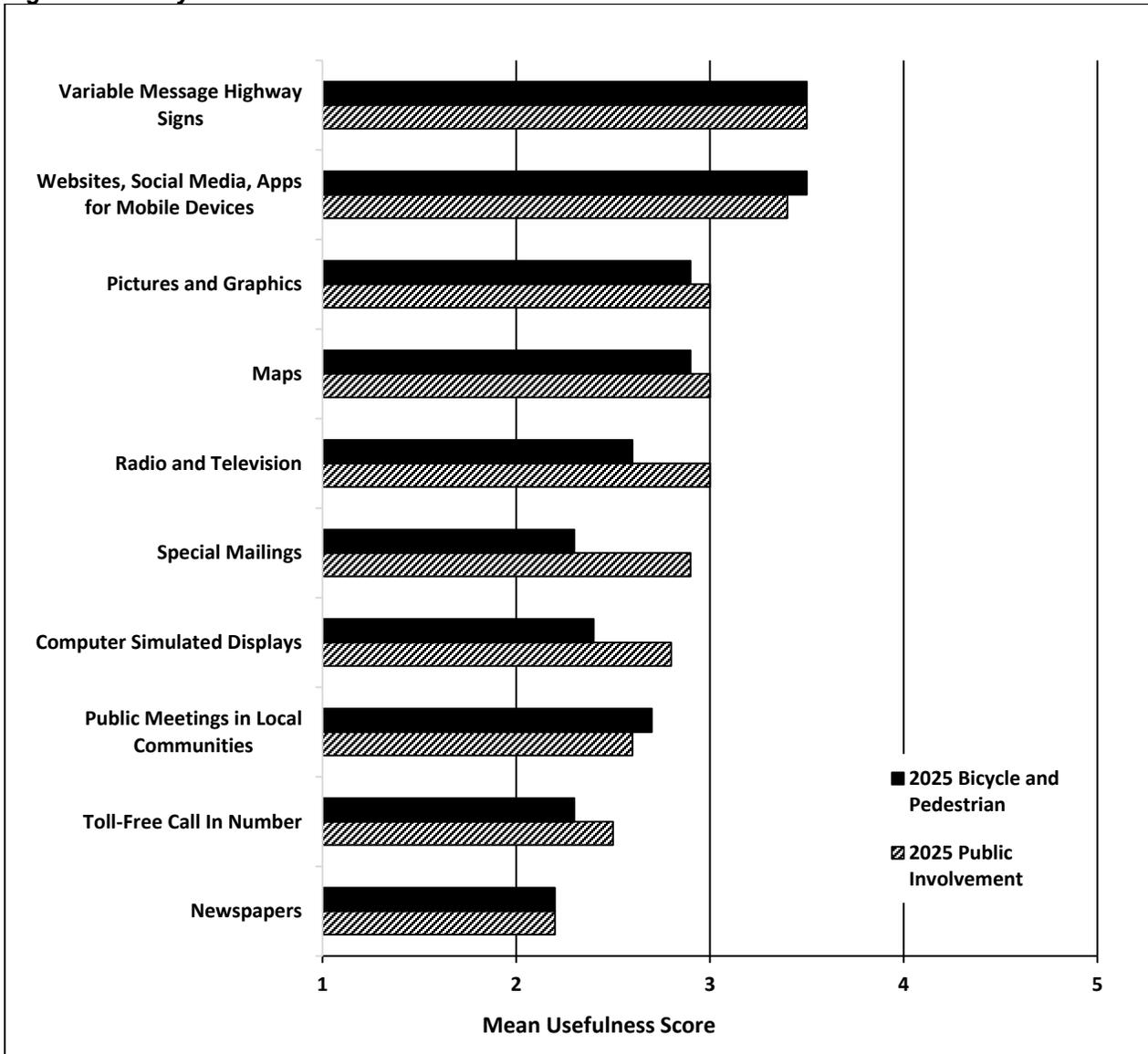
Figure 12.3 Bicycle and Pedestrian Prioritization of Actions for Improving the Transportation System



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

- Bicycle and Pedestrian stakeholders find variable message highway signs and web-based applications to be the most useful among MDT’s communication tools.
- This stakeholder group rated public meetings more useful than the general public.
- This stakeholder group found newspapers to be the least useful, giving this communication tool the same mean usefulness score as the general public.

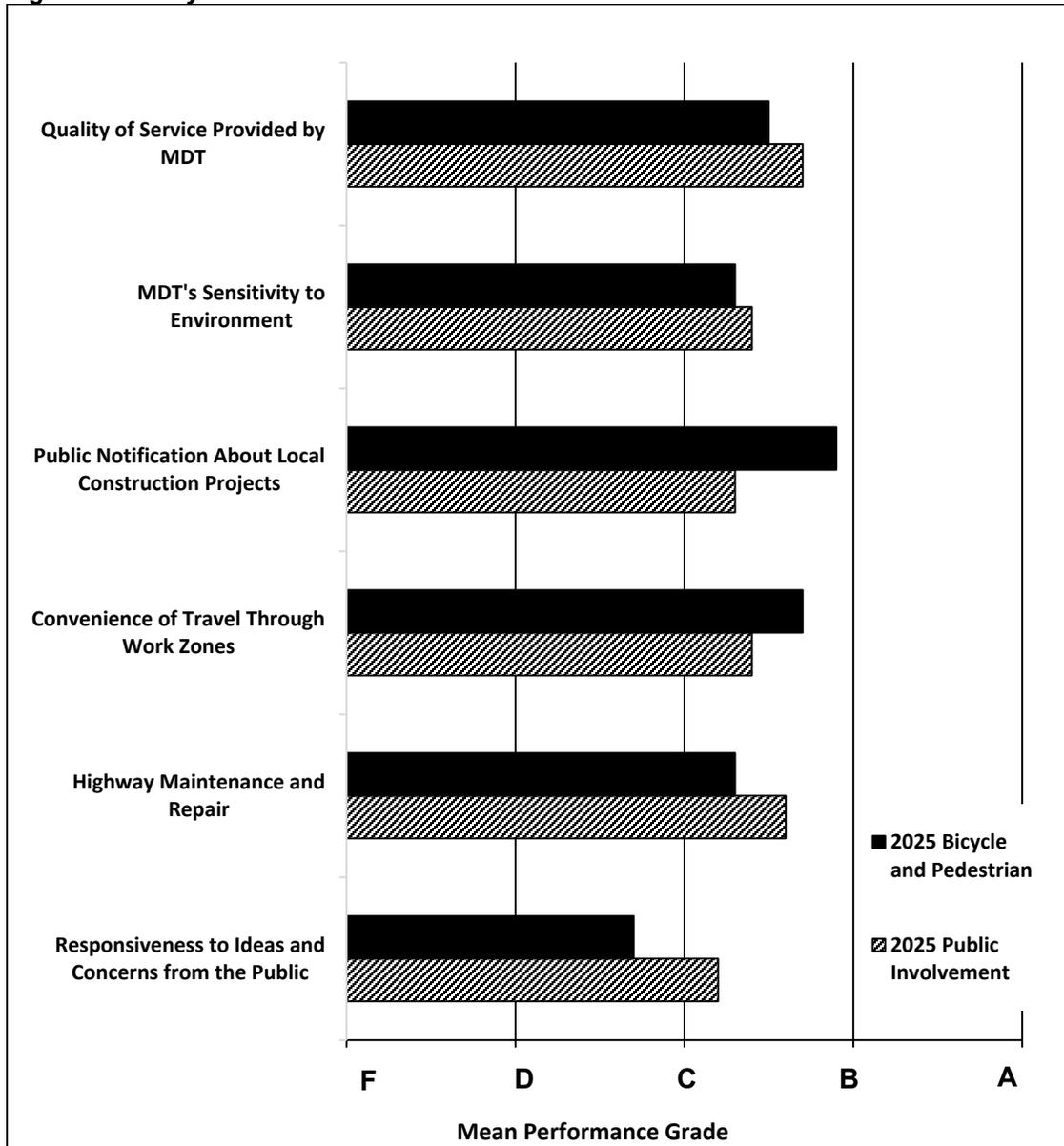
Figure 12.4 Bicycle and Pedestrian Usefulness of MDT’s Communication Tools



“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 grade to public notification about local construction projects, closely followed by the convenience of travel through work zones.
- Similar to the general public, this stakeholder group gave the lowest grades to MDT’s responsiveness to customer ideas and concerns.

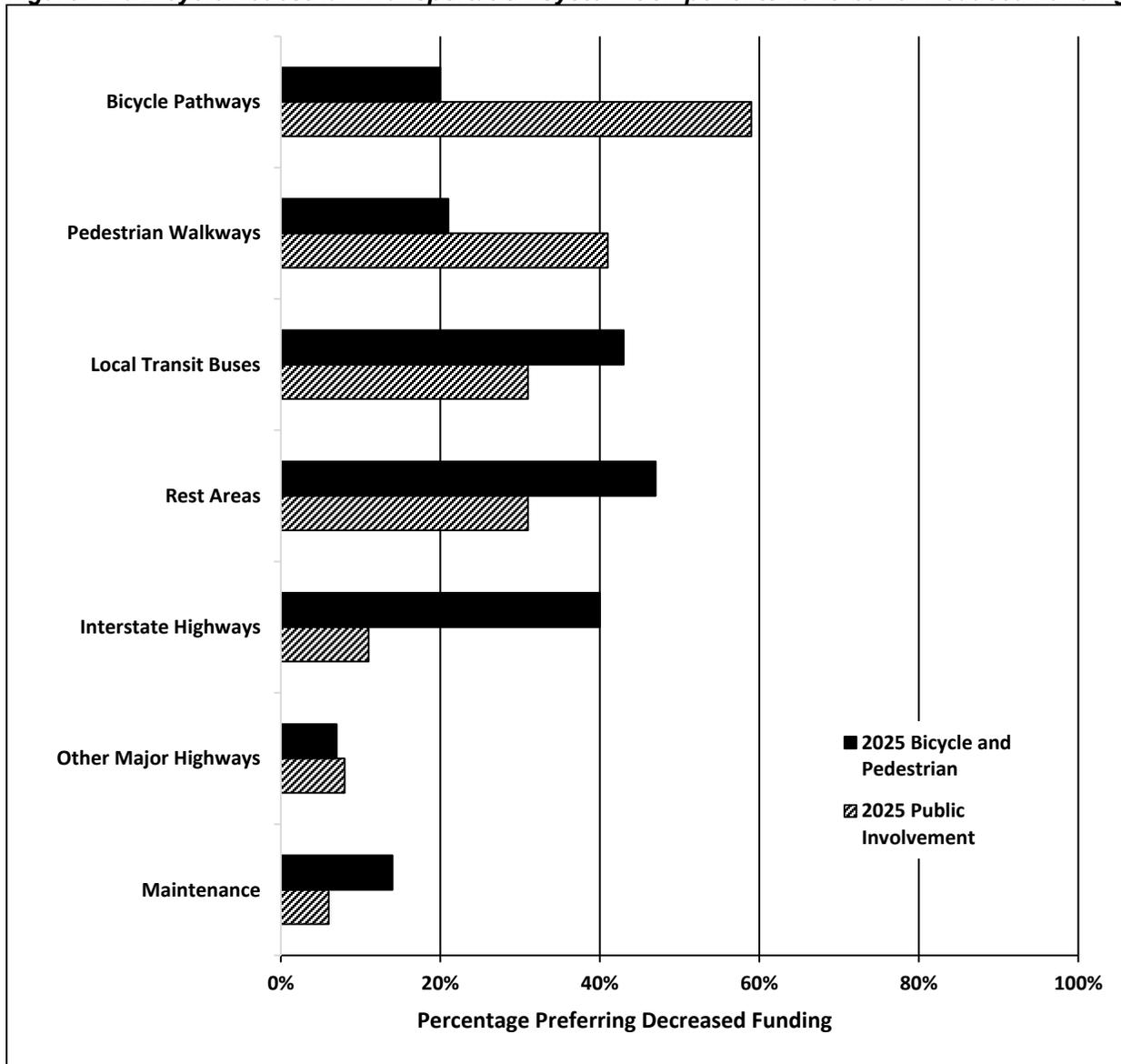
Figure 12.5 Bicycle and Pedestrian Performance and Customer Service Grades



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

- The majority of Bicycle and Pedestrian stakeholders favored reduced funding the most for rest areas.
- This group, in sharp contrast to all other stakeholder groups as well as the general public, did not favor reducing funding to bicycle pathways and pedestrian walkways over the other components.
- Stakeholders in this group favored reduced funding the least for other major highways.

Figure 12.6 Bicycle Pedestrian Transportation System Components Favored for Reduced Funding



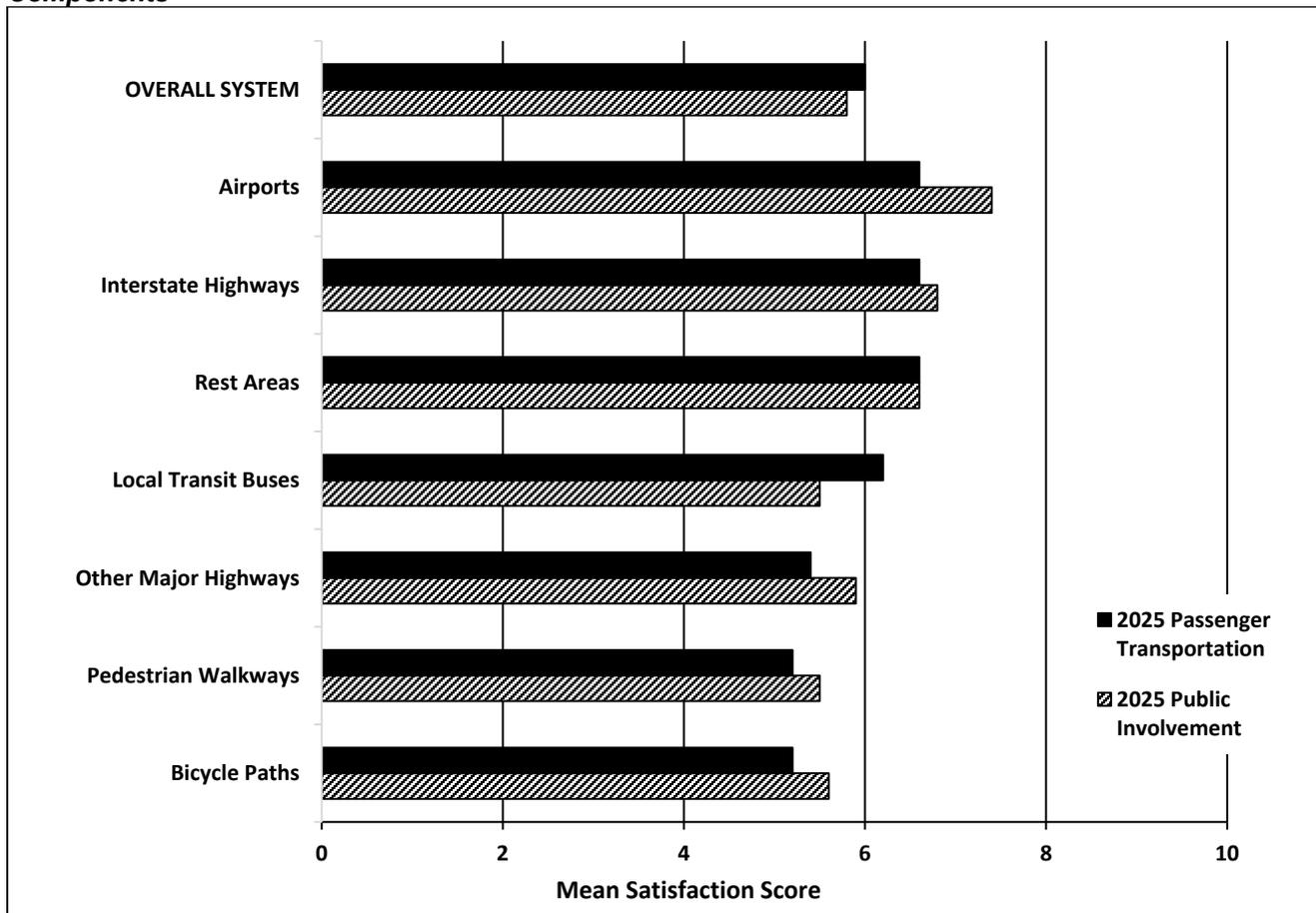
CHAPTER 13 | PASSENGER TRANSPORTATION STAKEHOLDER GROUP

The Passenger Transportation stakeholder group consists of various passenger transportation interests from across Montana, including public transit agencies, social service agencies, inter-city bus agencies, rail passenger interests, and air passenger interests. Seventy-one (71) completed surveys were obtained from members of this group. Figure 13.1 through Figure 13.6 compares responses from this group to those obtained through the 2025 Public Involvement Survey.

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

- The Passenger Transportation group’s levels of satisfaction were lower than the general public’s for airports, interstate highways, other major highways, pedestrian walkways, and bicycle paths.
- This stakeholder group was more satisfied with the physical condition of local transit buses than the general public.
- This stakeholder group was least satisfied with the physical condition of pedestrian walkways and bicycle paths.

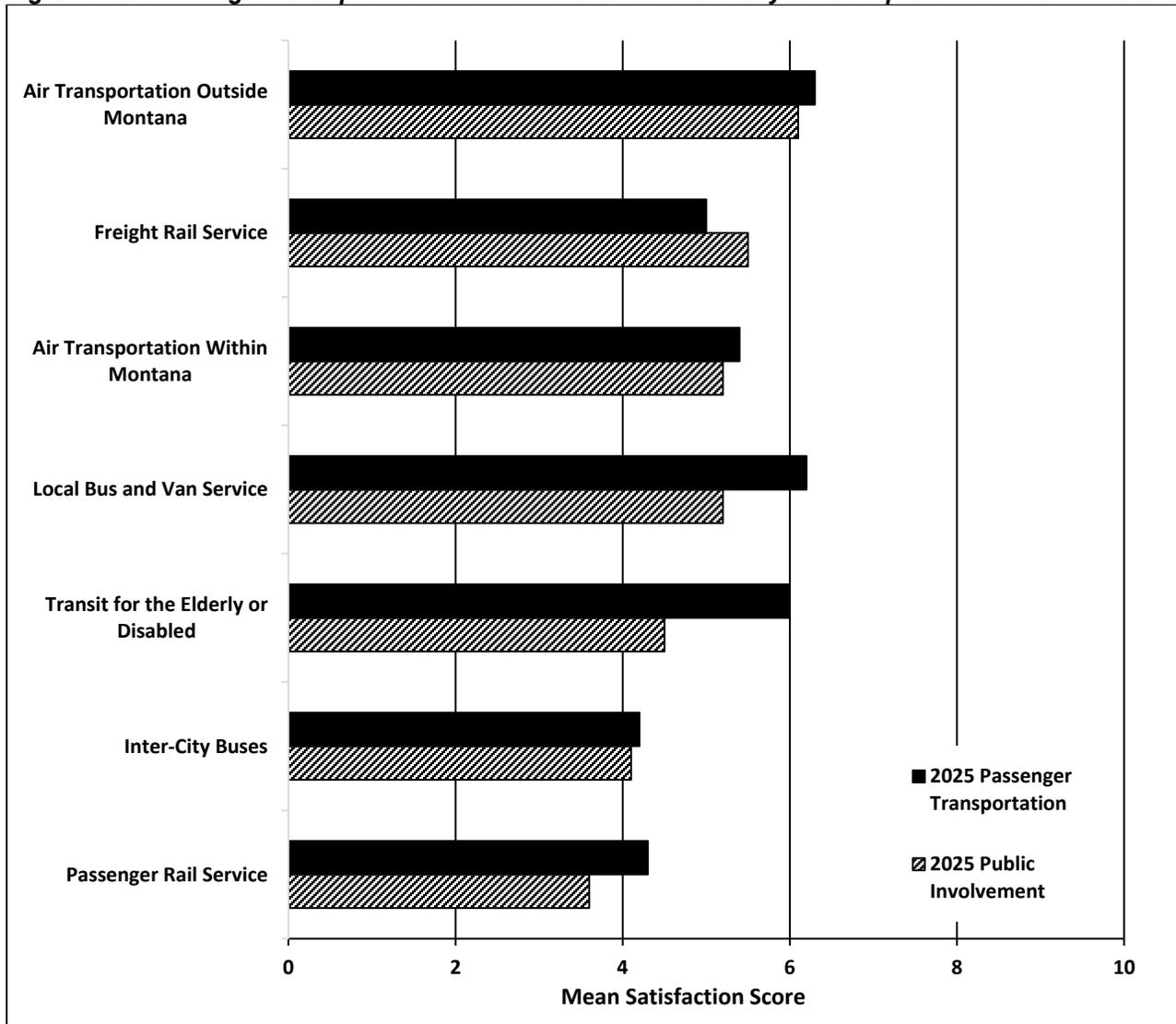
Figure 13.1 Passenger Transportation Satisfaction with the Physical Condition of Transportation System Components



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

- Passenger Transportation stakeholders were most satisfied with the availability of air transportation to locations outside Montana and local bus and van service.
- Compared to the general public, this stakeholder group was more satisfied with the availability of all services evaluated except for freight rail.
- This stakeholder group was least satisfied with inter-city buses and passenger rail service.

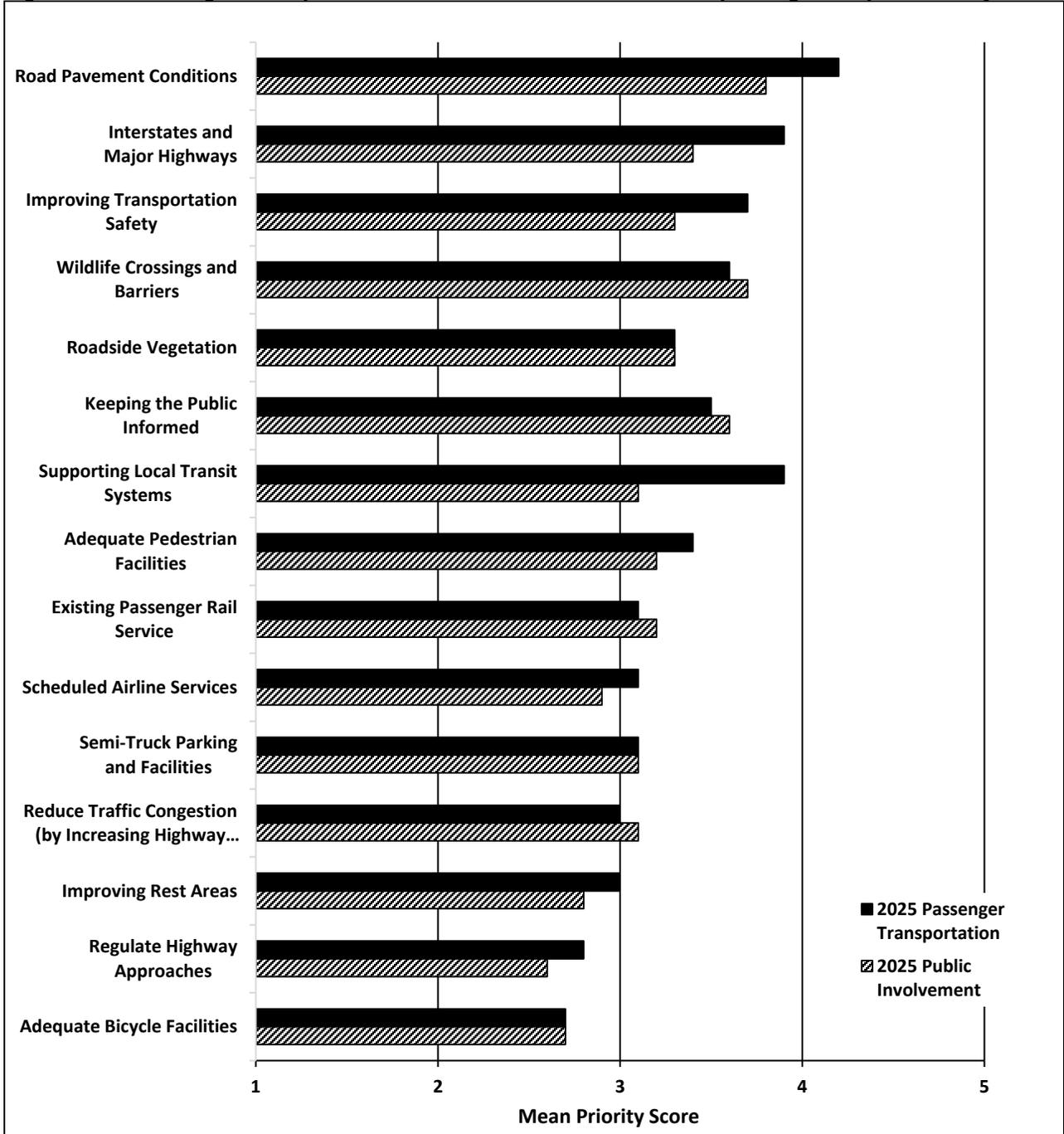
Figure 13.2 Passenger Transportation Satisfaction with Availability of Transportation Services in Montana



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

- Passenger transportation stakeholders gave the highest priority to improving road pavement conditions, followed by the support of local transit systems and interstates and major highways.
- This stakeholder group gave the lowest priority to ensuring adequate bicycle facilities.

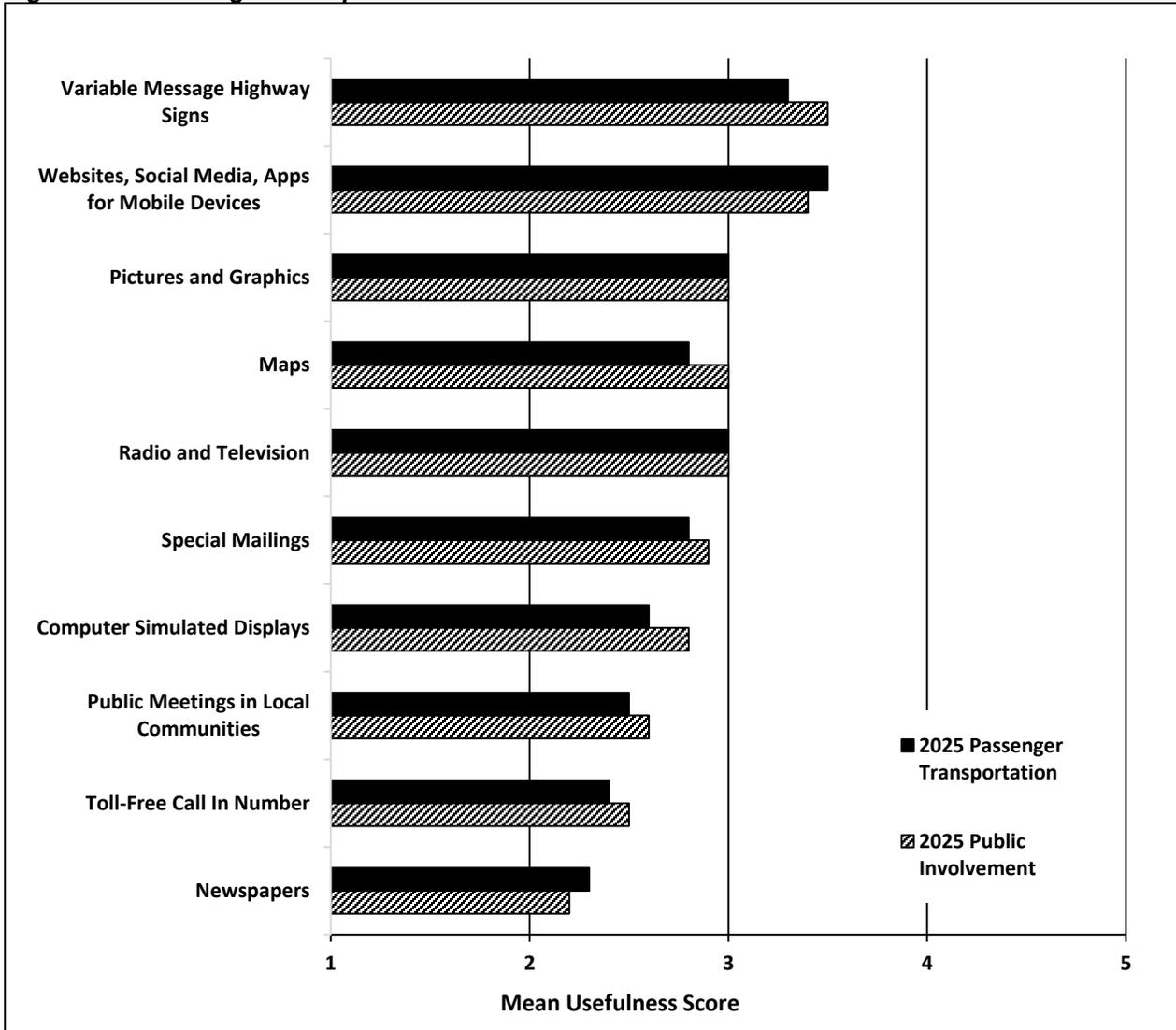
Figure 13.3 Passenger Transportation Prioritization of Actions for Improving Transportation System



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

- As was the case with the general public, stakeholders in this group favored web-based applications and variable message highway signs most among MDT’s communication tools.
- Newspapers were considered the least useful communication tool by this stakeholder group.

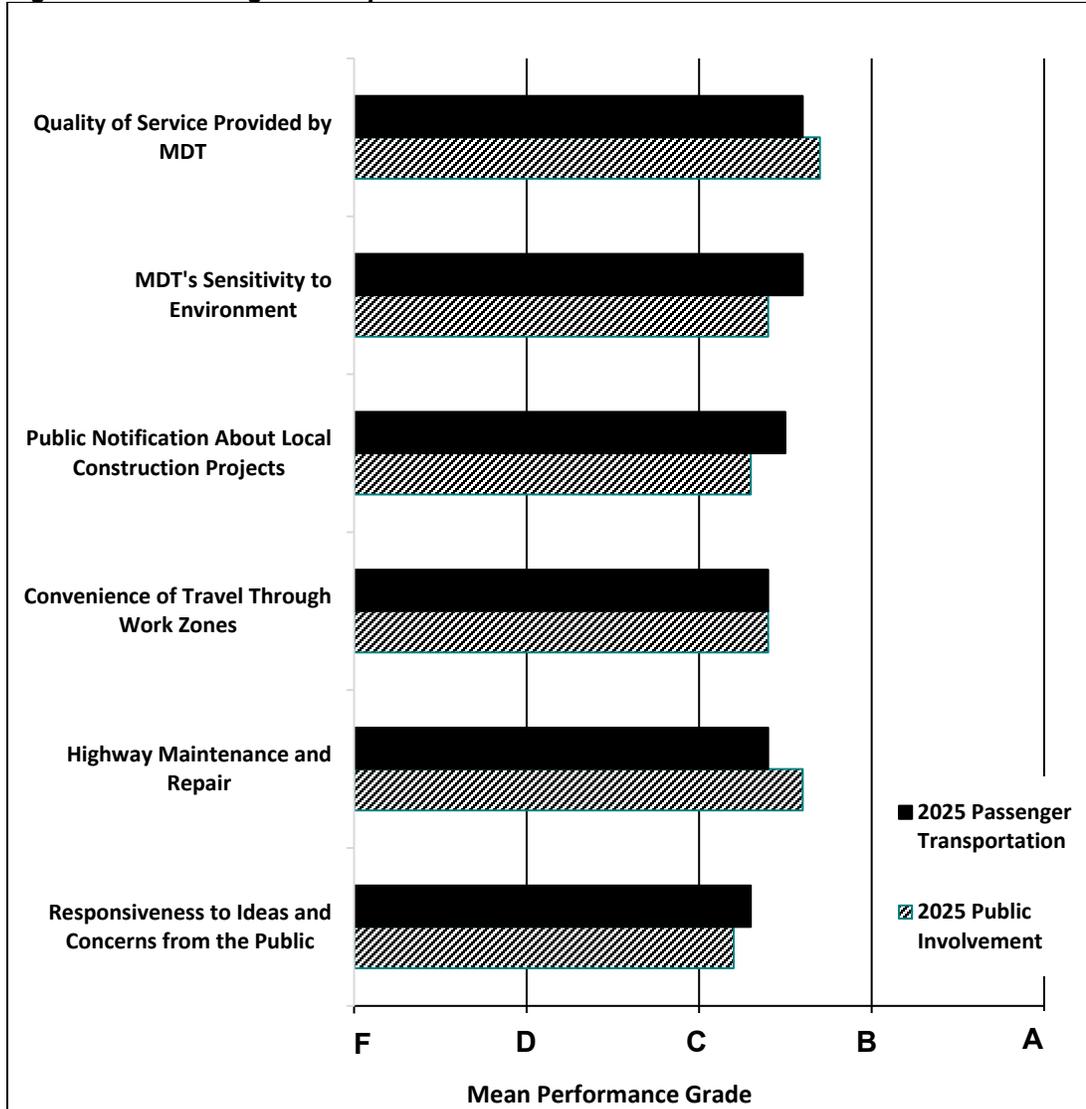
Figure 13.4 Passenger Transportation Usefulness of MDT’s Communications Tools



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

- Passenger Transportation stakeholders graded several of the performance measures slightly higher than the general public. Both had the same mean grade for convenience of travel through work zones.
- Stakeholders in this group gave their highest grades to MDT for quality of service and sensitivity to the environment.

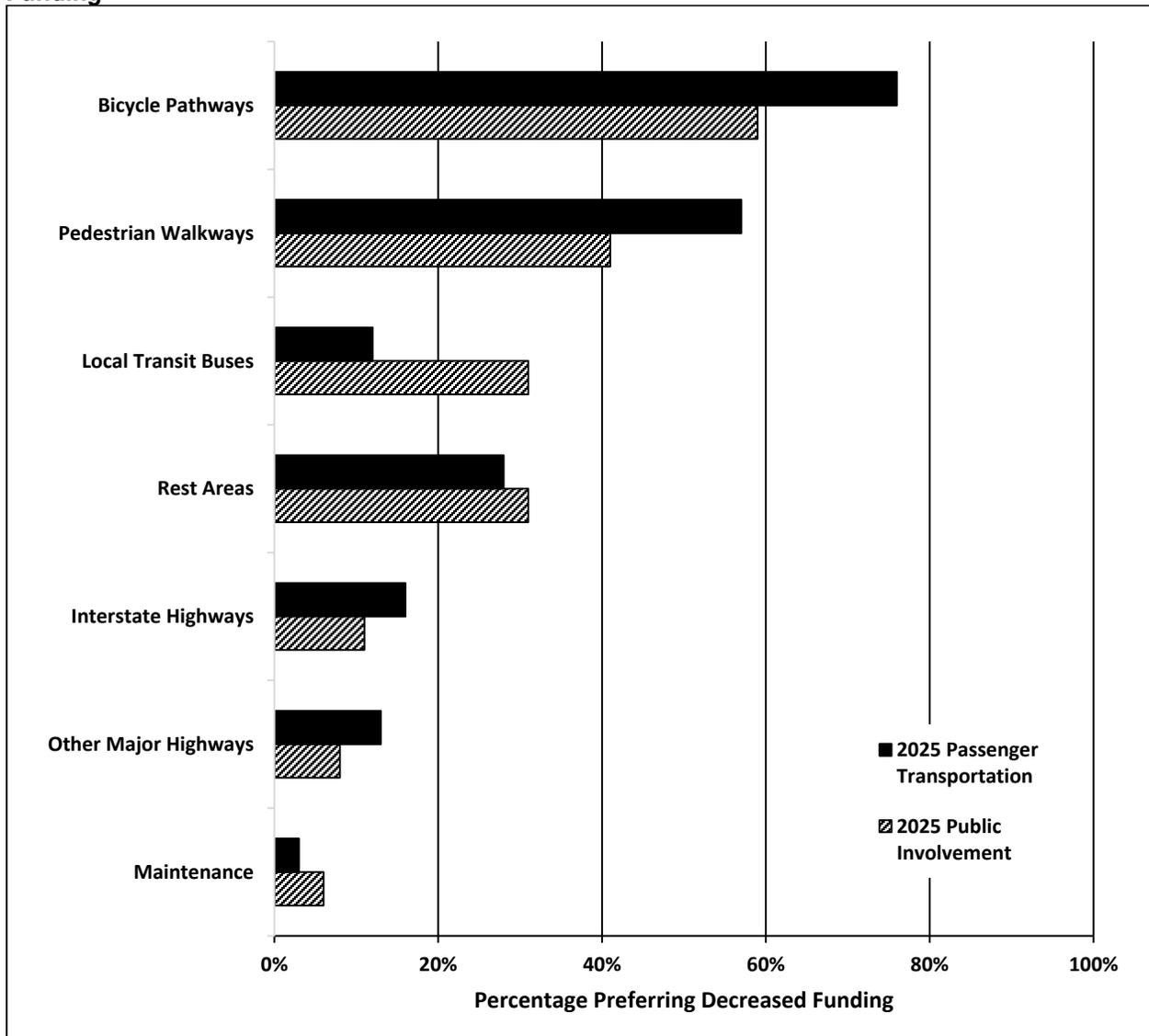
Figure 13.5 Passenger Transportation Performance and Customer Service Grades



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

- Overwhelmingly, Passenger Transportation stakeholders favored reduced funding for bicycle pathways.
- A very small percentage (3%) of this stakeholder group favored reduced funding for maintenance.
- Compared to the general public, local transit buses were significantly less favored for reduced funding by stakeholders in this group.

Figure 13.6 Passenger Transportation - Transportation System Components Favored for Reduced Funding



CHAPTER 14 | STATE AND FEDERAL AGENCY STAKEHOLDER GROUP

The State and Federal Agencies stakeholder group is comprised of non-elected state and federal government officials representing Montana, including (but not limited to):

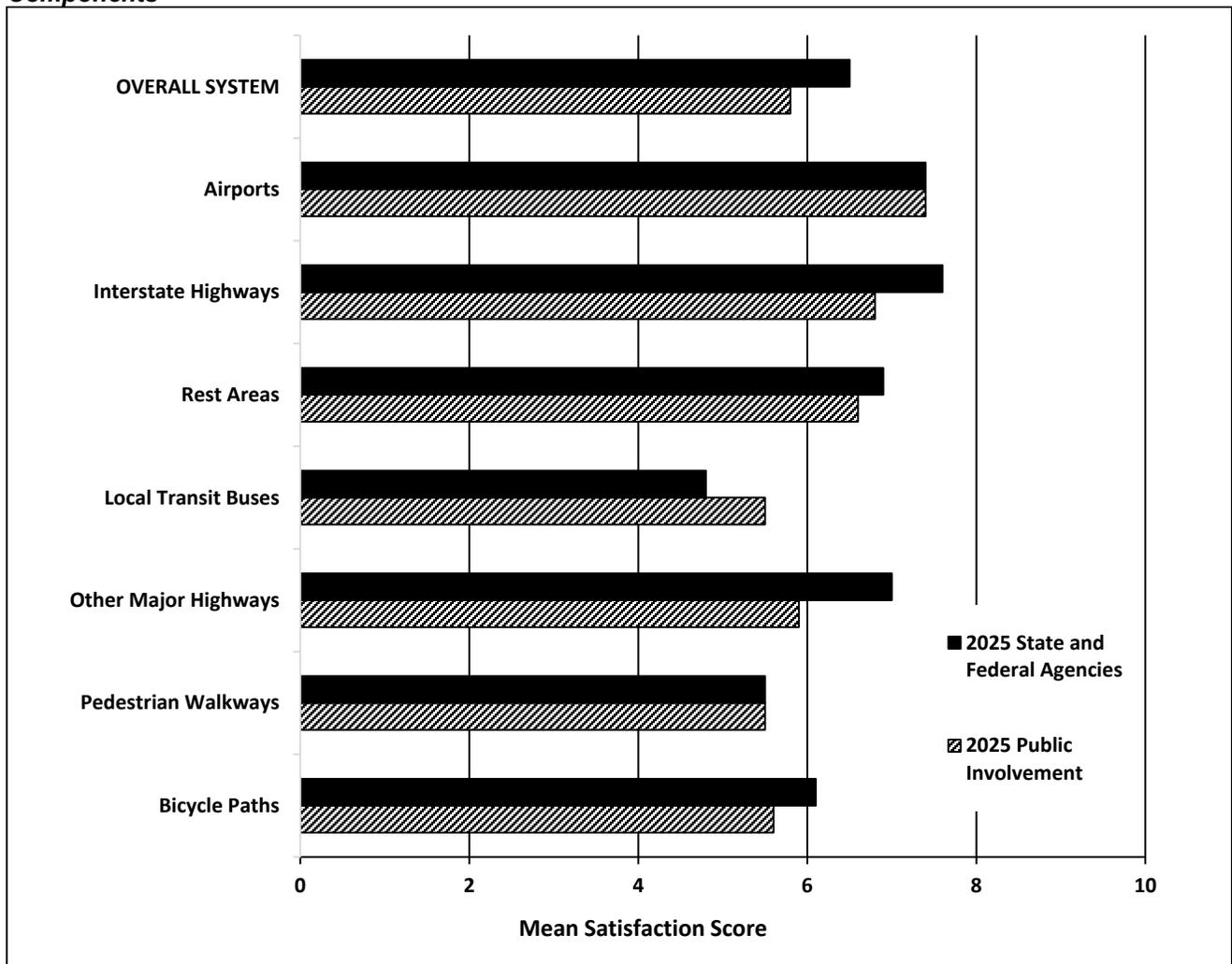
- Montana Department of Commerce;
- Montana Department of Environmental Quality;
- Montana Department of Justice (includes Montana Highway Patrol);
- Montana Department of Natural Resources and Conservation;
- Montana Department of Fish, Wildlife and Parks;
- Federal Highway Administration;
- Federal Aviation Administration;
- United States Forest Service; and
- United States Environmental Protection Agency.

Twenty (20) completed surveys were obtained from members of this group. Figure 14.1 through Figure 14.6 compares responses from this group to those obtained through the 2025 Public Involvement Survey.

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

- State and Federal Agencies were more satisfied with the physical condition of interstate highways, rest areas, other major highways, and bicycle paths, when compared to the general public.
- Stakeholders in this group were least satisfied with the physical condition of local transit buses, less so than the general public.

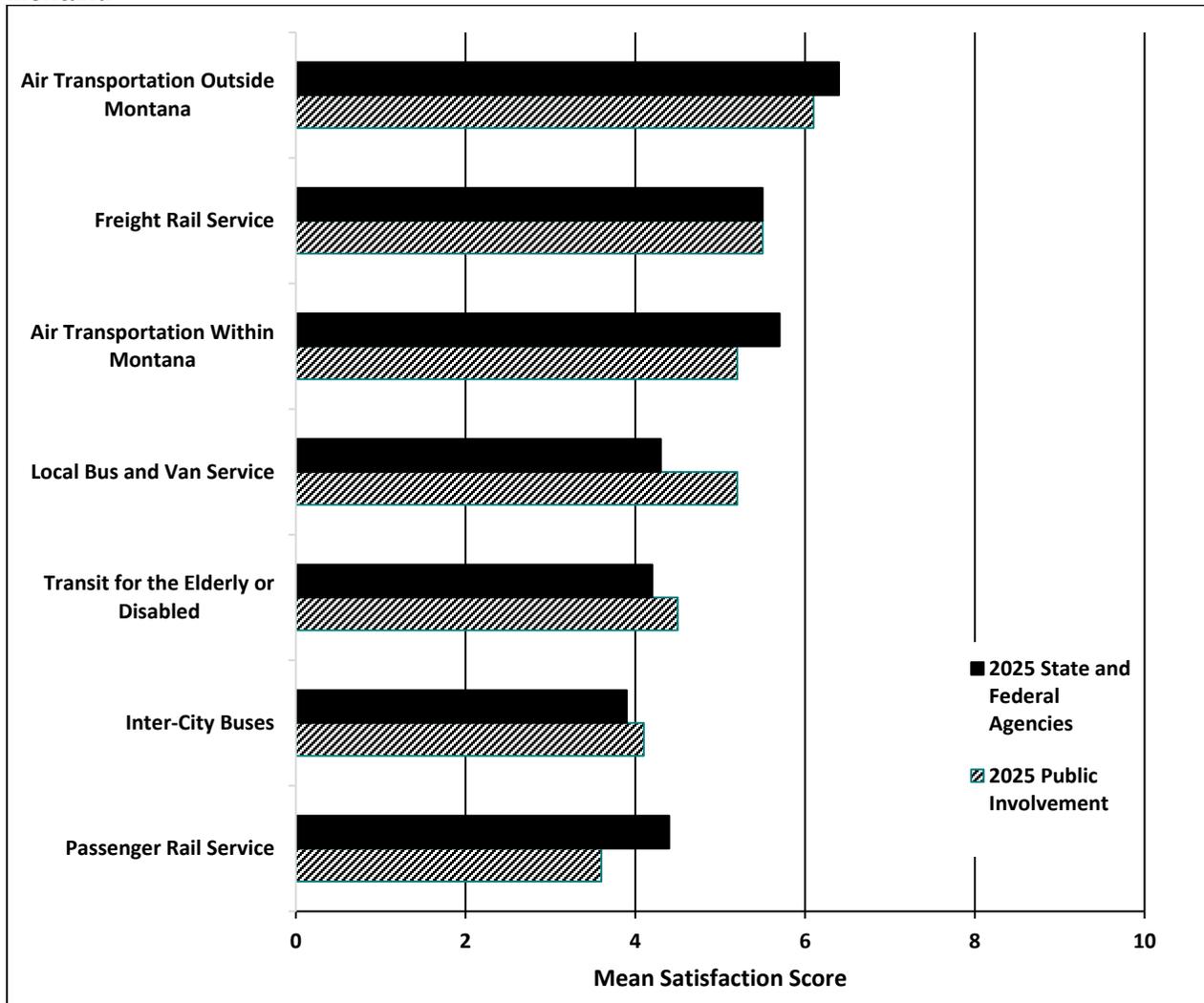
Figure 14.1 State and Federal Agency Satisfaction with the Physical Condition of Transportation System Components



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

- State and Federal Agencies were the most satisfied with air transportation outside Montana, as was the general public.
- This stakeholder group was least satisfied with inter-city buses.

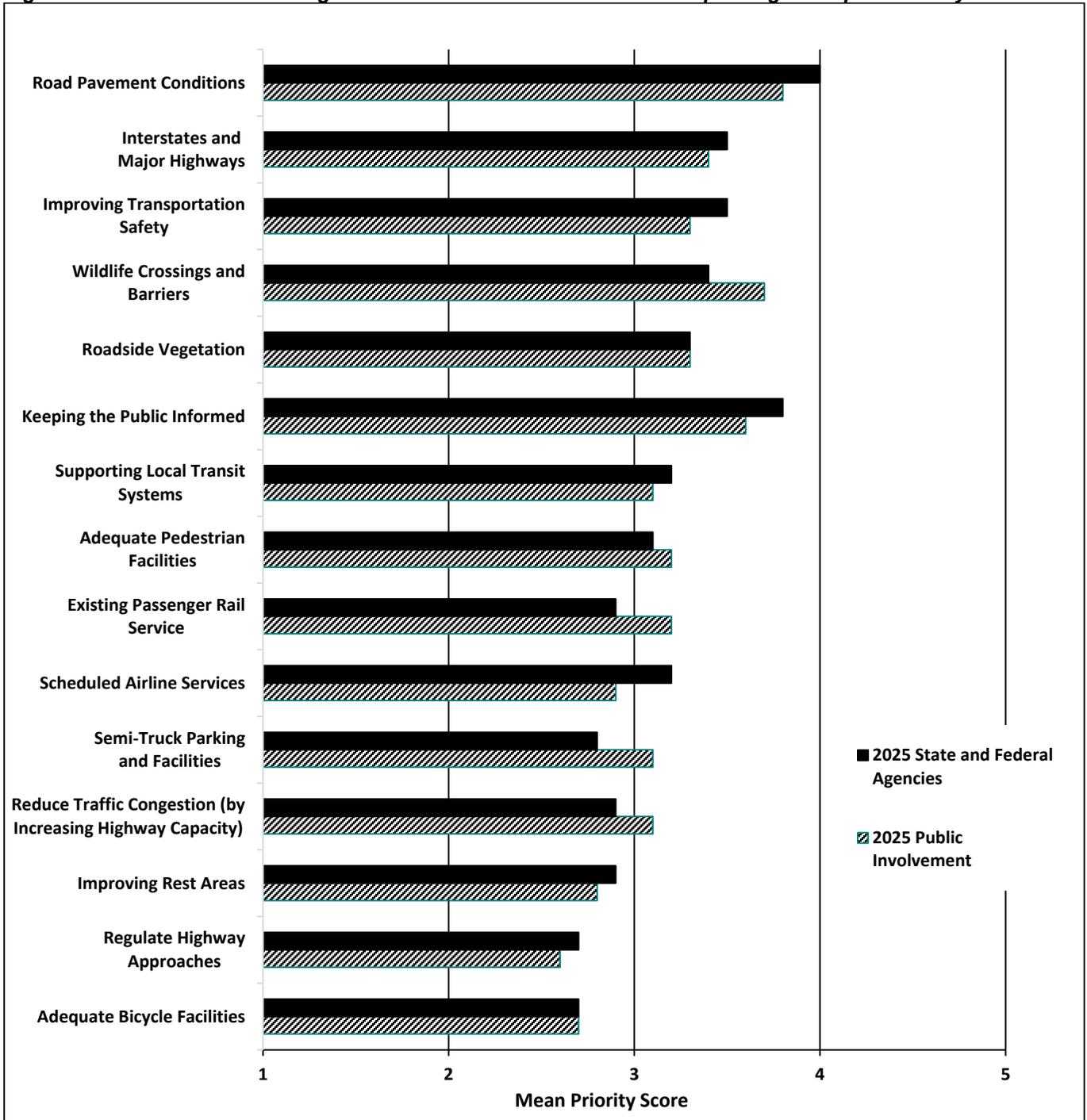
Figure 14.2 State and Federal Agencies Satisfaction with Availability of Transportation Services in Montana



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

- State and Federal Agencies assigned the greatest priority to improving road pavement conditions as a means of improving the state transportation system.
- This stakeholder group assigned the lowest priority to ensuring adequate bicycle facilities and regulating highway approaches.

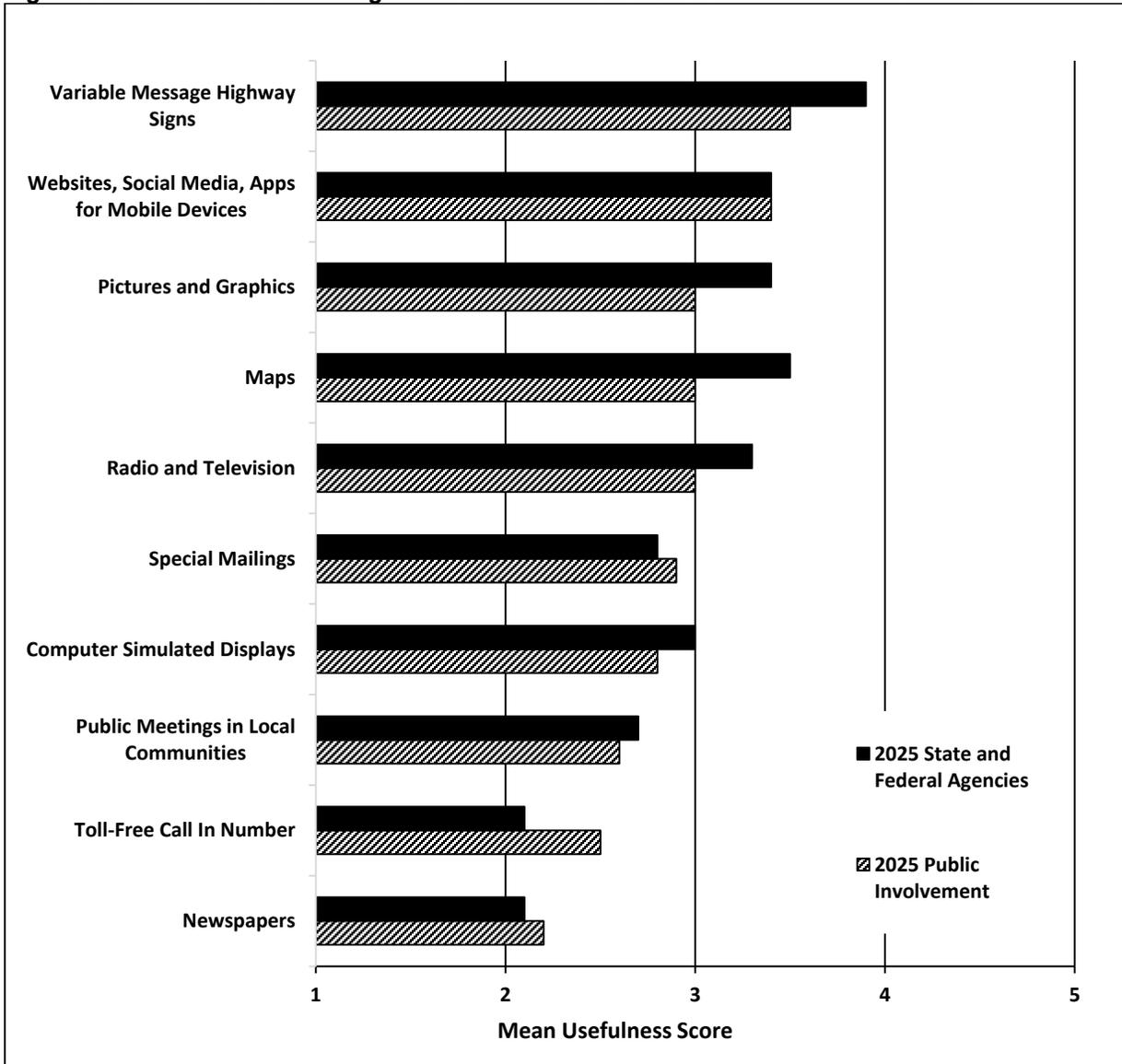
Figure 14.3 State and Federal Agencies Prioritization of Actions for Improving Transportation System



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

- Along with the general public, members of this stakeholder group found variable message highway signs to be the most useful among MDT’s communication tools.
- This group found newspapers and toll-free call in numbers to be the least useful, ranking both tools less useful than did the general public.

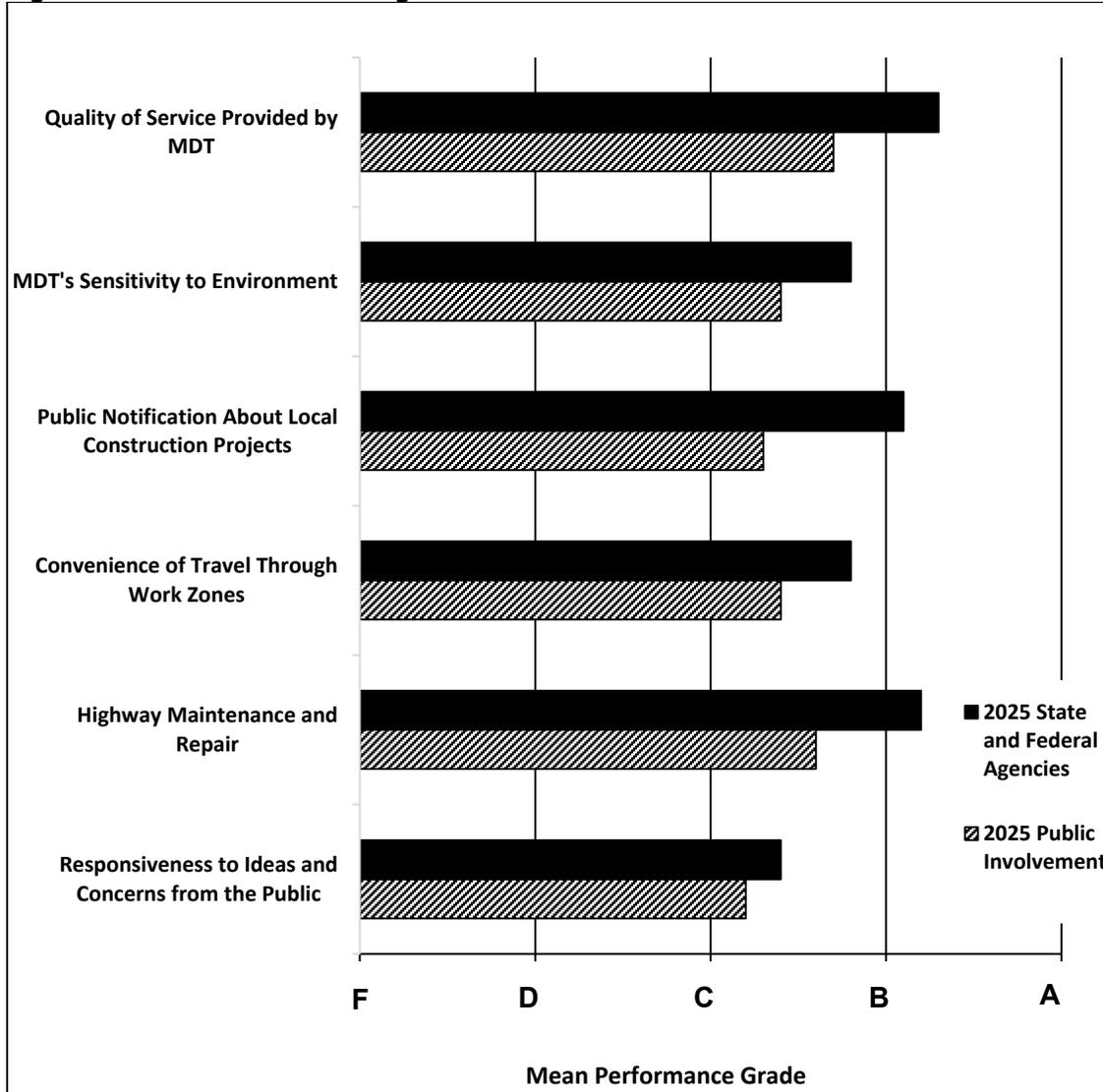
Figure 14.4 State and Federal Agencies Usefulness of MDT’s Communication Tools



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

- State and Federal Agencies graded the quality of service provided by MDT the highest, giving this service area a higher mean grade (B+) than did the other stakeholder groups and the general public.
- This stakeholder group graded all six performance and customer service areas higher than the general public.

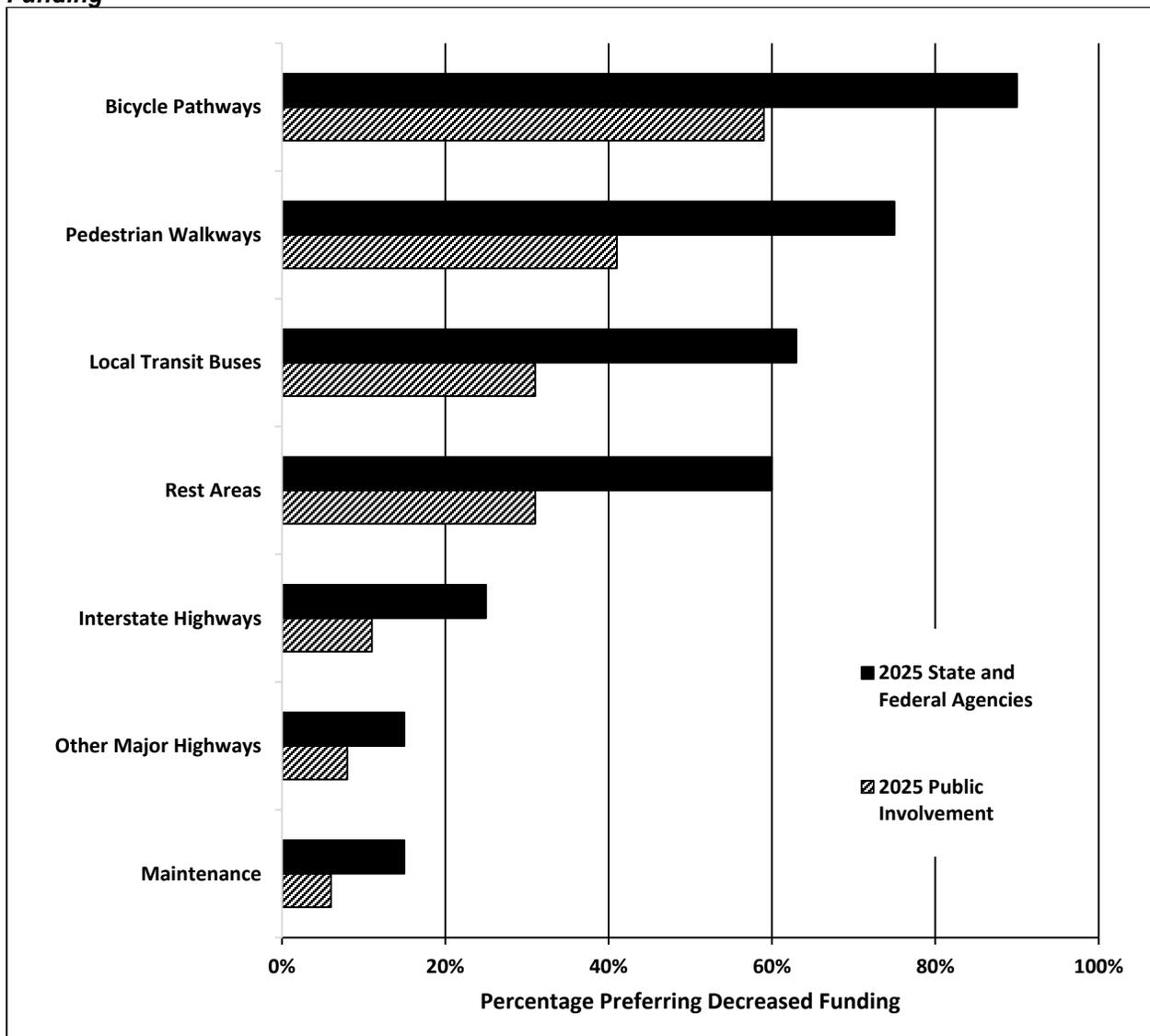
Figure 14.5 State and Federal Agencies Performance and Customer Service Grades



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

- State and Federal Agencies agreed with the general public in the order of the ranking of priorities for reduced funding, but placed a much higher priority overall on reduced funding for all components listed.
- Interstate highways, other major highways and maintenance were least favored for reduced funding by this stakeholder group.

Figure 14.6 State and Federal Agencies Transportation System Components Favored for Reduced Funding



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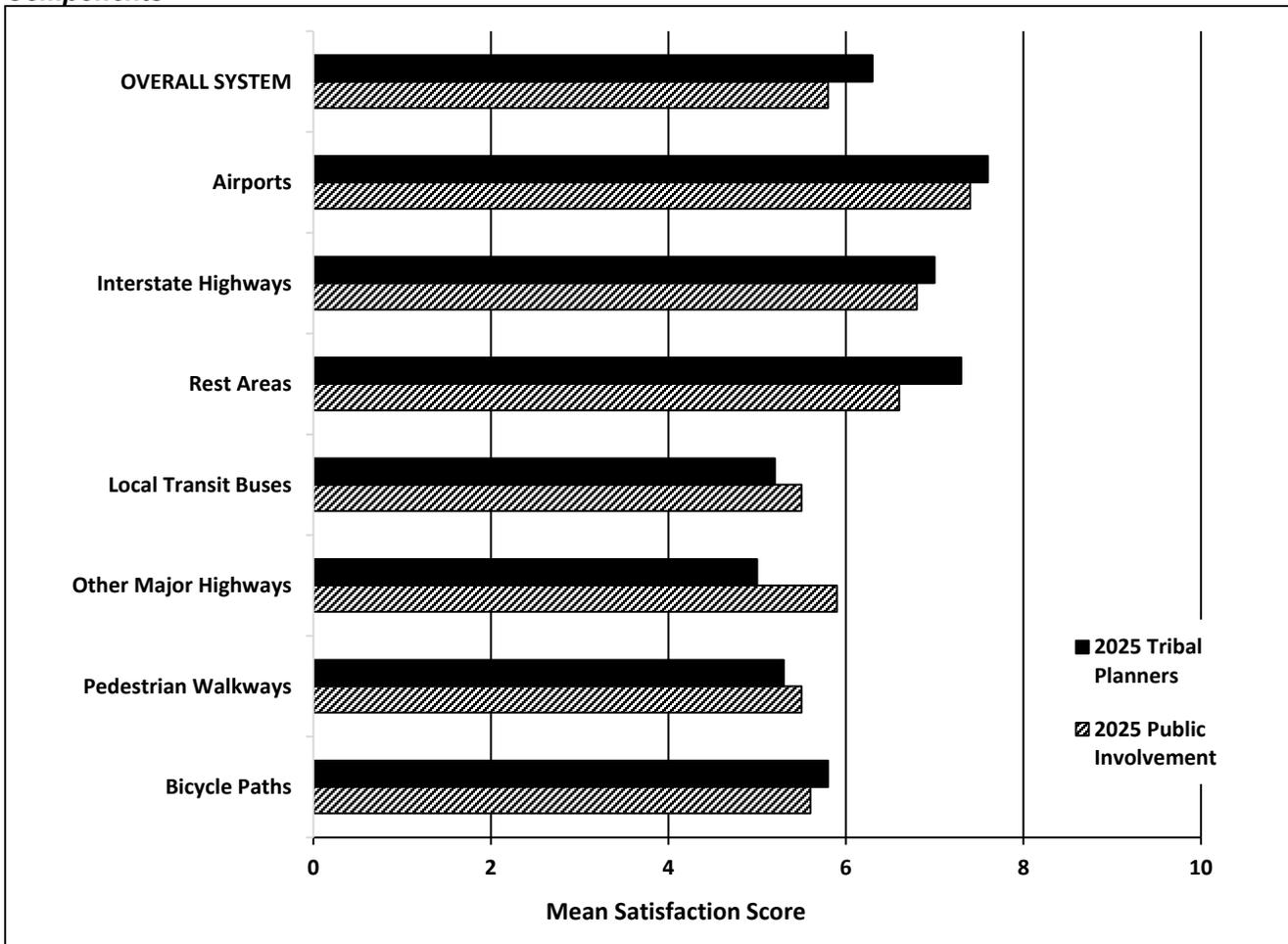
CHAPTER 15 | TRIBAL PLANNERS STAKEHOLDER GROUP

The Tribal Planners stakeholder group consists of tribal planners from across Montana. To maintain respondent confidentiality, the tribes for which they work are not named. Eight (8) completed surveys were obtained from members of this group. Figure 15.1 through Figure 15.6 compares responses from this group to those obtained through the 2025 Public Involvement Survey.

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

- Stakeholders in the Tribal Planners group rated their satisfaction with the overall physical condition of the Montana transportation system higher than the general public.
- Compared to the general public, members of this stakeholder group were less satisfied with the condition of other major highways.

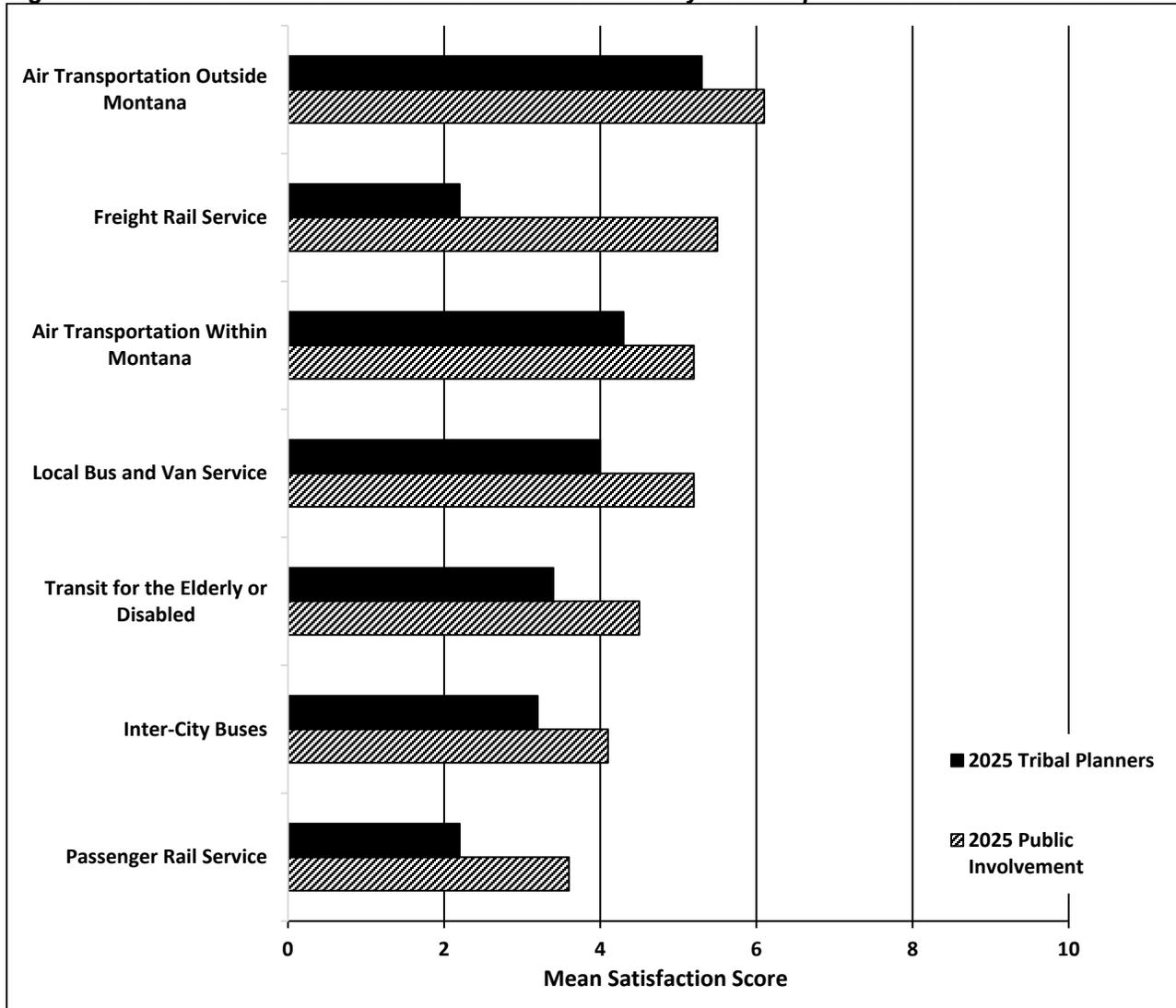
Figure 15.1 Tribal Planners Satisfaction with the Physical Condition of Transportation System Components



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

- Tribal Planners were less satisfied with the availability of all services evaluated than the general public.
- This stakeholder group was least satisfied with passenger rail service and freight rail service.

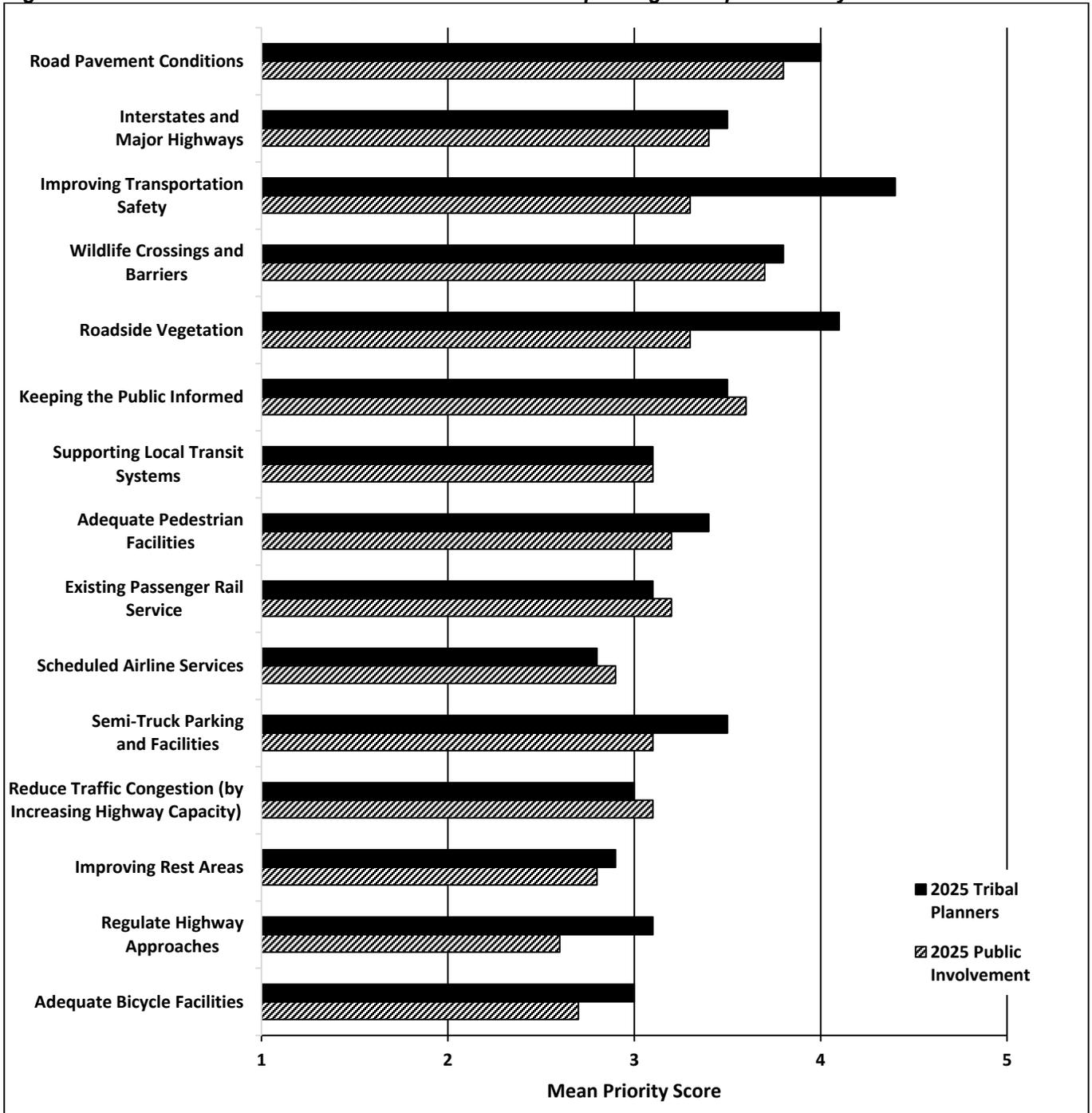
Figure 15.2 Tribal Planners Satisfaction with the Availability of Transportation Services in Montana



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

- Tribal Planners gave the highest priority to transportation safety as a means for improving Montana’s transportation system, notably more so than the general public.
- This stakeholder group ranked scheduled airline services as the lowest priority among the items listed.

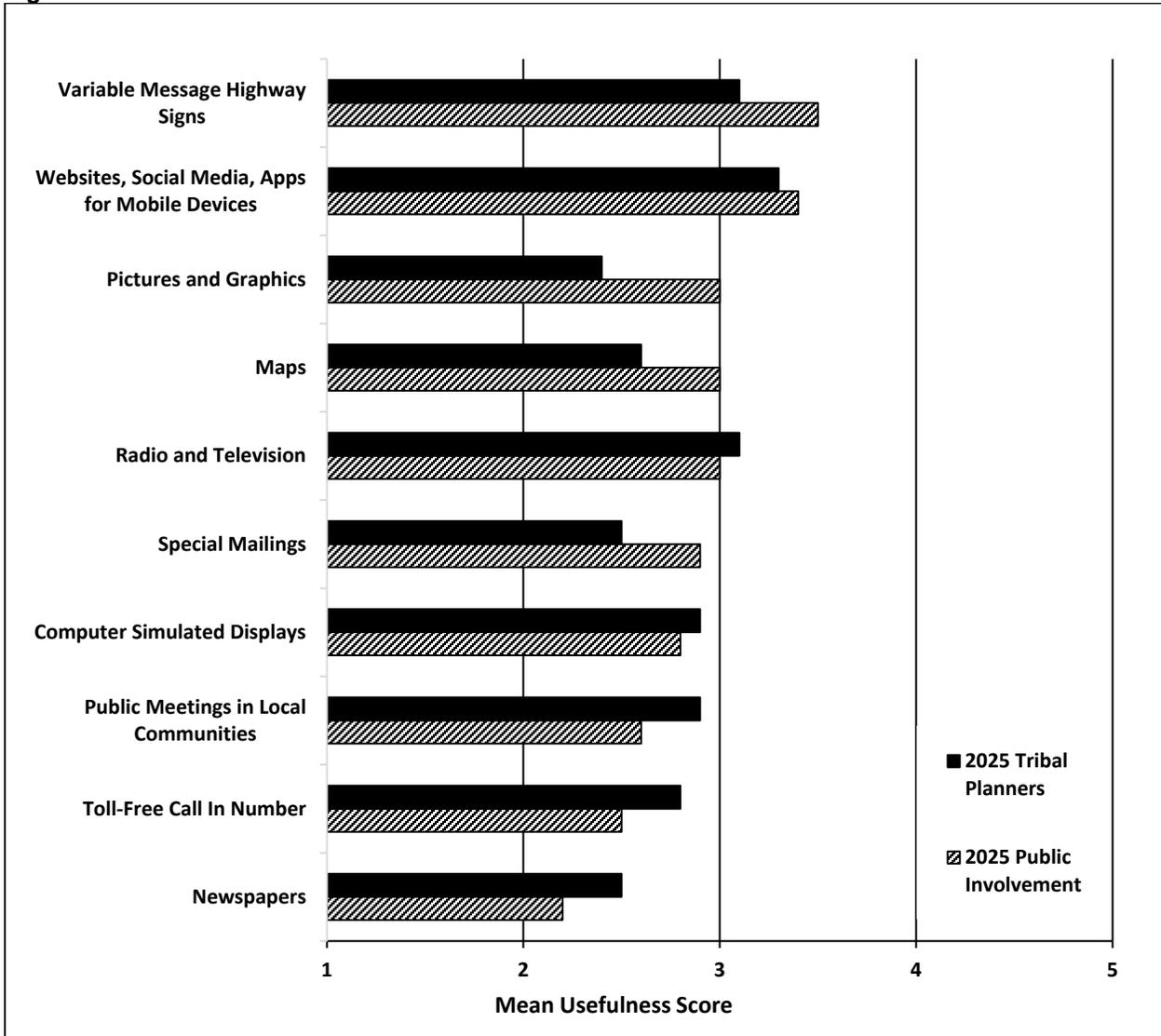
Figure 15.3 Tribal Planners Prioritization of Actions for Improving Transportation System



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

- Tribal Planners found websites, social media and mobile apps, followed by variable message highway signs and radio and television to be the most useful among MDT’s communication tools.
- Pictures and graphics were found to be the least useful communication tools by this group, which was in contrast to the ranking given by the general public.

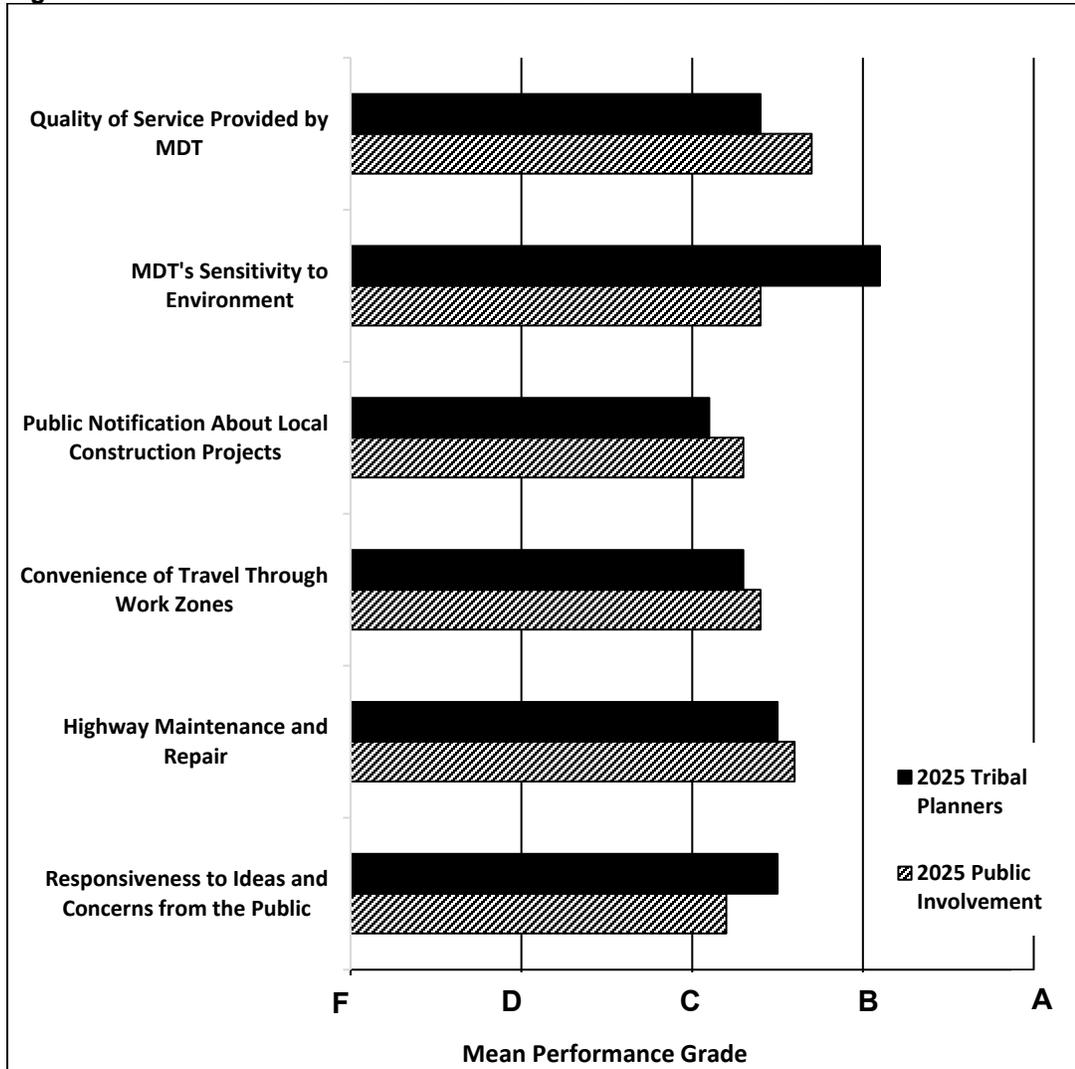
Figure 15.4 Tribal Planners Usefulness of MDT’s Communications Tools



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

- Tribal Planners gave MDT the highest grade for sensitivity to the environment, notably higher than the grade given by the general public for this performance area.
- This stakeholder group gave the lowest grades to MDT’s public notification about construction projects.

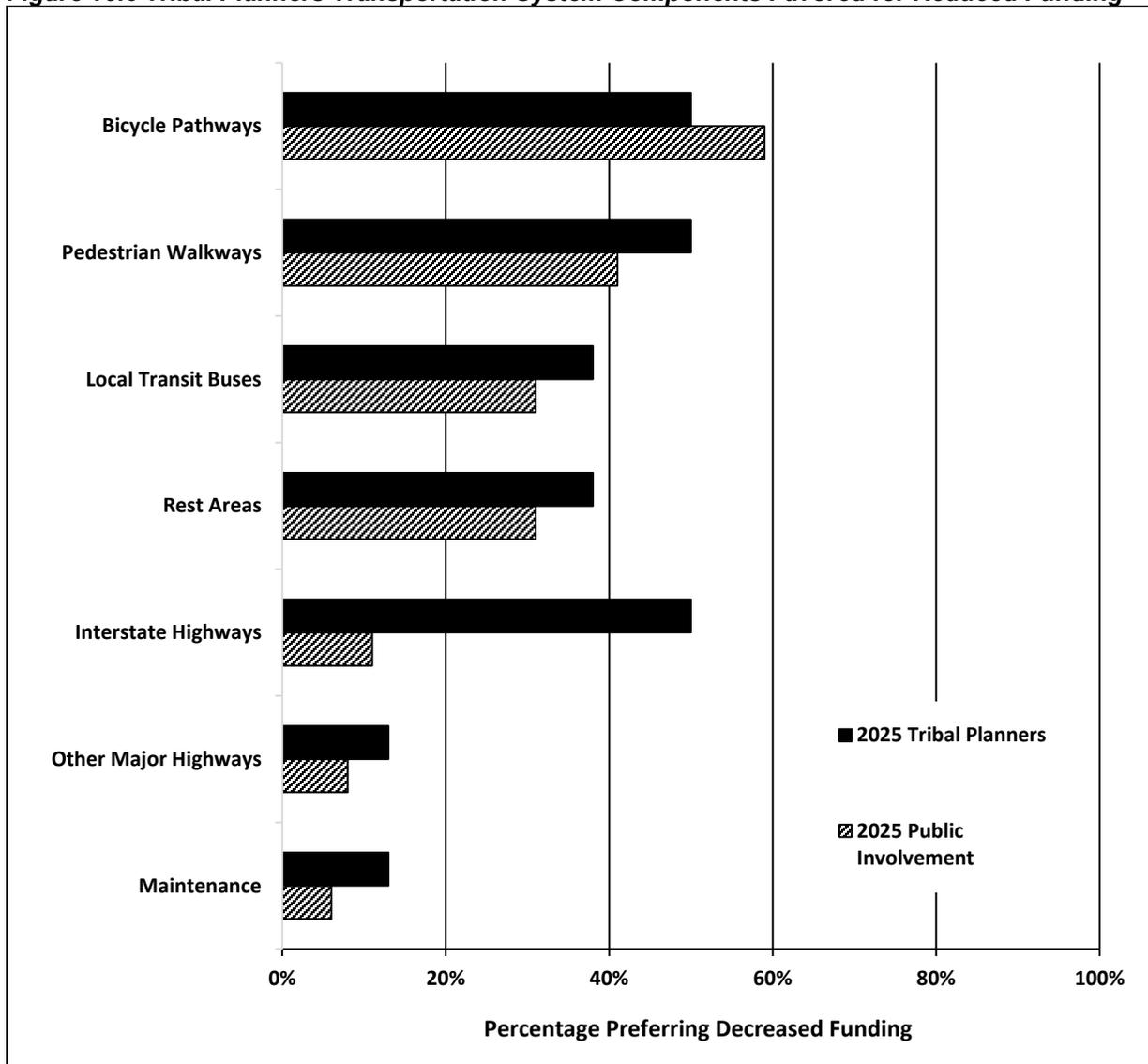
Figure 15.5 Tribal Planners Performance and Customer Service Grades



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

- A greater number of Tribal Planners favored reduced funding for interstate highways than the public. In contrast, less members of this stakeholder group favored reduced funding for bicycle pathways than the public.
- This stakeholder group was least supportive of decreased funding for other major highways and maintenance.

Figure 15.6 Tribal Planners Transportation System Components Favored for Reduced Funding



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