



**VOLUME I  
REPORT**

**SUBMITTED BY**  
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# 2011

## TranPlan 21 Stakeholder Survey



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## Table of Contents

Acknowledgments .....	1
Table of Contents .....	2
Executive Summary .....	3
1. Introduction .....	4
2. Stakeholders' Satisfaction with the Transportation System .....	8
3. County Commissioner Stakeholder Group .....	32
4. Cities and Towns Stakeholder Group .....	40
5. Economic Development Stakeholder Group .....	48
6. Environmental Stakeholder Group .....	57
7. Intermodal Freight Stakeholder Group .....	67
8. Bicycle and Pedestrian Stakeholder Group .....	76
9. Passenger Transportation Stakeholder Group .....	85
10. State and Federal Government Stakeholder Group .....	94
11. Tribal Planner Stakeholder Group .....	103

## Volume II

Appendix A: 2011 TranPlan 21 Public Involvement Survey Questionnaire

Appendix B: 2011 TranPlan 21 Public Involvement Survey Detailed Tables

Appendix C: 2011 TranPlan 21 Public Involvement Survey Open-Ended Responses

Appendix D: 2011 TranPlan 21 Public Involvement Survey Statistical Significance Charts

In 2011 MDT's stakeholder groups were:

- Generally satisfied with Montana's transportation systems.
- Most satisfied with interstate highways and airports.
- Least satisfied with bus depots and intercity bus service.
- More satisfied with bicycle pathways, pedestrian walkways, rest areas, and bus depots.

Out of 16 possible actions to improve Montana's transportation systems, stakeholders' highest priorities were:

- Maintaining pavement condition.
- Keep current with new transportation technologies.
- Improve transportation safety.

Stakeholders' lowest priority was reducing single-occupant vehicles.

When compared to stakeholder surveys since 2005:

- It appears that 2011 stakeholder groups are more satisfied with components of the transportation system than were stakeholders in previous studies.
- Overall satisfaction with the transportation system remains at a relatively high level.

Stakeholders' top priorities for possible actions to improve roadways are increasing shoulder and road widths.

Stakeholders' lowest roadway improvement priority is increasing roadway lighting.

Stakeholders rate the following public communication tools highest:

- The MDT website
- Maps

Stakeholders rate the following general public communication tools lowest:

- Special mailings
- Surveys
- Brochures

Stakeholder grades of MDT performance are in the B to C+ range. These grades closely parallel those given by the public.

The primary purpose of this report is to document data collected through the 2011 Montana Department of Transportation Stakeholder Survey. It also references the 2011 Public Involvement Telephone Survey for comparisons between the general public and transportation stakeholders. In addition, the report provides a limited number of comparisons to the 2005, 2007 and 2009 Transportation Stakeholder surveys.

Stakeholder surveys are an important part of MDT's public involvement process. They illustrate transportation stakeholders' perception of the current condition of Montana's transportation system and consider possible actions and priorities that could be taken by MDT to improve different areas of the transportation system. The public involvement process provides citizens, constituency groups, transportation providers, local governments, Montana's American Indian tribes, and state and federal agencies the opportunity to participate in planning and project development. Public involvement at the future planning level reduces potential for future controversy, results in a better statewide transportation system, and allows for open communication between the Department and citizens of Montana. The surveys also help MDT staff determine changes in public opinion that indicate a need to update Montana's multimodal transportation plan, TranPlan 21.

The stakeholder groups included in the 2011 survey were:

- County Commissioners;
- Mayors and Chief Executives of cities and towns;
- Economic development associations, business organizations, local development corporations and associations;
- Environmental organizations and associations;
- Commercial trucking, freight rail, air freight, and intermodal interests;
- Bicycle and pedestrian interests;
- Passenger transportation interests including local transit, intercity bus, rail, and air.
- Metropolitan Planning Organizations, urban area planners, and state and federal agencies;
- Montana's American Indian Tribal Planners;

Stakeholders were selected from MDT's mailing list database, which consists of over 761 individuals, organizations, associations, businesses, and government agencies with an interest in transportation-related issues, and local government officials.

## Survey Methods

The stakeholder questionnaire has four parts. Part 1 includes a wide range of transportation questions that are the same questions asked of Montana residents in the 2011 Public Involvement Telephone Survey. Using the same questions allows for relevant comparisons between stakeholders and the public. Questions in Part 2 focus on possible improvements to Montana's road and highway system and on methods used by MDT to communicate with the public. Part 3 focuses on the Department's customer service. Respondents grade MDT service areas using an A through F scale. Part 4 includes items that examine transportation system security, information sources used by stakeholders, and the priority of additional possible actions to improve the transportation system and roadways.

The survey was administered by the University of Montana's Bureau of Business and Economic Research (BBER) using the telephone during the period 05/11/11 through 07/11/11. A total of 761 stakeholders were included in the list of respondents provided by MDT, but 67 were found to be verified out of business, no longer with the organization with no replacement, or repeated names on the list. This yields 694 eligible respondents. Of those 694 respondents, 477 (69%) completed the questionnaire. BBER documented case status in a manner that allowed calculation and reporting of a unit response rate using the American Association for Public Opinion Research (2008) standard definition (RR1).<sup>1</sup> A response rate is the number of completed interviews divided by number of eligible respondents surveyed.

BBER achieved improved response rates in each of the iterations it has administered since taking over data collection from MDT in 2005. The 2003 iteration of this survey was administered by MDT using mail methods. Using this method, in 2003 a 36% response rate was achieved. The 2005 response rate of 65.2% represented a 29.2 percentage-point increase over 2003. The initial 2007 response rate of 80.1% was a 14.9 percentage-point improvement over 2005. While the 2009 response rate declined to just over the 2005 rate, the 2009 Stakeholder Survey response rate is significantly higher than rates that are typically achieved in general population surveys. The greatly improved response rates achieved by BBER significantly decrease the likelihood that the data are adversely affected by nonresponse bias.

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<sup>1</sup> American Association for Public Opinion Research. 2008. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys*. 4<sup>th</sup> edition. Lexana, Kansas: AAPOR.

Table 1.1 below shows the total number of responses received by stakeholder group.

*Table 1.1: Number of Completions, TranPlan 21 Stakeholder Survey, 2003-2011*

	Number of Completions				
	2003	2005	2007	2009	2011
All Stakeholders	233	403	552	412	477
County commissioners	25	52	55	43	48
Cities & towns	52	109	105	83	102
Economic development	19	40	89	87	87
Environmental groups	10	18	21	25	27
Intermodal freight	28	55	78	46	57
Bicycle-pedestrian	20	50	58	36	41
Passenger transportation	53	55	113	70	84
State-Federal	19	20	25	19	18
Tribal planners	7	4	8	3	13

## Structure of this Report

The primary purpose of Volume I of this report is to describe data collected by the 2011 TranPlan 21 Stakeholder Survey. Adequate description of these data requires presenting an extensive set of charts throughout the report. Analyses of the data are also presented. The report examines three areas for the stakeholders overall. First, stakeholders' attitudes about the state's transportation system are explored. Second, opinions about the customer service provided by the Montana Department of Transportation are described. Finally, trends in stakeholders' attitudes about transportation are discussed. Following the overall stakeholder results, each stakeholder group is discussed.

Volume II contains the appendices. The text of the 2011 TranPlan 21 Stakeholder Survey may be found in Appendix A (Volume II). Tables of responses to each question are also found in Appendix B (Volume II), and can serve as a useful, quick-reference tool. Appendix C (Volume II) includes the responses to open-ended questions. Appendix D (Volume II) shows the statistical testing for each stakeholder group using graphical techniques.

To determine differences between group means and percentages, t-tests were calculated and are reported throughout this document. T-test results reported here will use the .05 significance level unless stated otherwise. If a value is said to differ from a second value at the .05 level, in 95 out of 100 samples the value will be found to differ from the second value. When comparing group means for this report, a Bonferroni-adjusted t-test was used. The reason for using an

adjusted t-test is that when one makes many comparisons involving the same means, the probability increases that one or more comparisons will turn out to be statistically significant, even when the population means are equal.<sup>2</sup>

For instance, if one compares mean satisfaction scores from five income groups using an unadjusted test, the probability that at least one mean will be found significantly different is almost one in three, even if the population means are not different.

The results are presented graphically using error bars (Appendix D) so that significant differences are easily seen. The term slightly is used to describe differences that are not significant at the 0.05 level but are significant at 0.10 levels. These slight differences are represented by a slight overlap in the bars. Error bars of groups with fewer respondents will be much wider than those with more respondents. If an individual group has varied opinions, the width of the error bar will also be affected.

The 2011 TranPlan 21 Stakeholder Survey was designed to provide analysis of the trends in stakeholders' attitudes and perceptions about the transportation system. To the extent possible, the wording of the questions was repeated exactly, so that responses from the 2011 survey can be compared to those from previous years. There were, however, several question changes in 2003. In these cases, a non-parametric statistic (mean rank) that can be used to compare questions with different metrics is provided.

The 2011 survey findings are compared in the following sections to the surveys conducted in 2005, 2007 and 2009. Several questions were added in 2007 and 2011; thus in some cases comparisons can only be made for the later years.

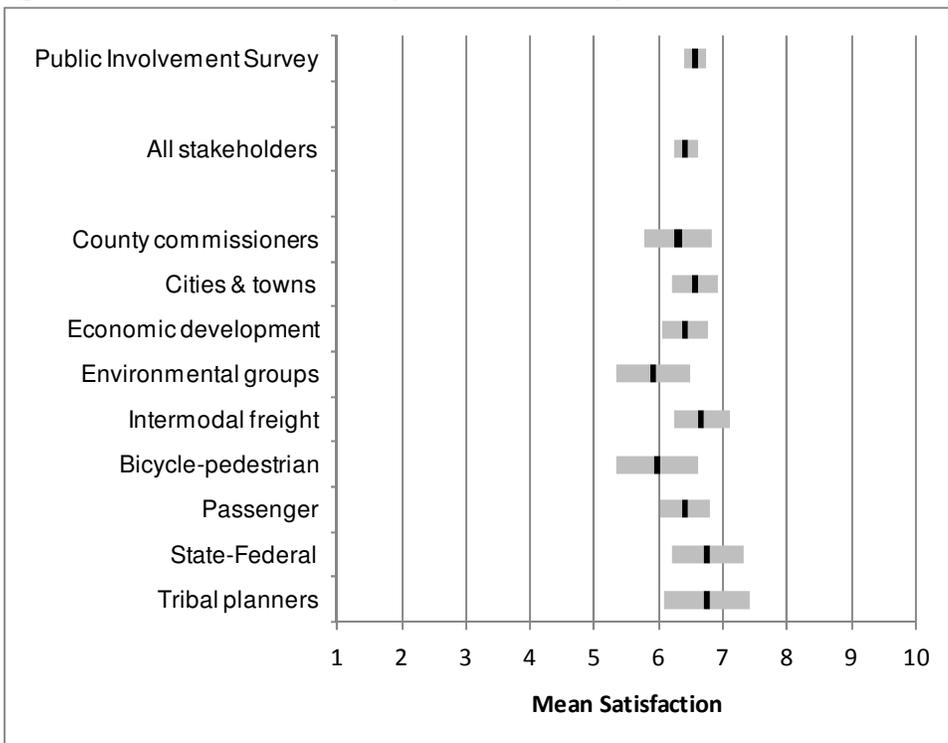
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<sup>2</sup> Norusis, Marija: Guide to Data Analysis. Englewood Cliffs, NJ: Prentice Hall, 1995, p. 291.

Respondents were asked to rate their satisfaction with various aspects of the transportation system on a scale from one to ten. Though the mathematical midpoint of the scale is 5.5, a response of 5.0 is considered a “middle response.” Answers above a 5.0 represent an increasing level of satisfaction, while answers below 5.0 represent a decreasing level of satisfaction. Results are shown as error bars around the mean (shown in black), so that significant differences among groups are easily seen. Those groups with fewer respondents have large error bars. Also, if a group had varied opinions, the error around the mean will be larger.

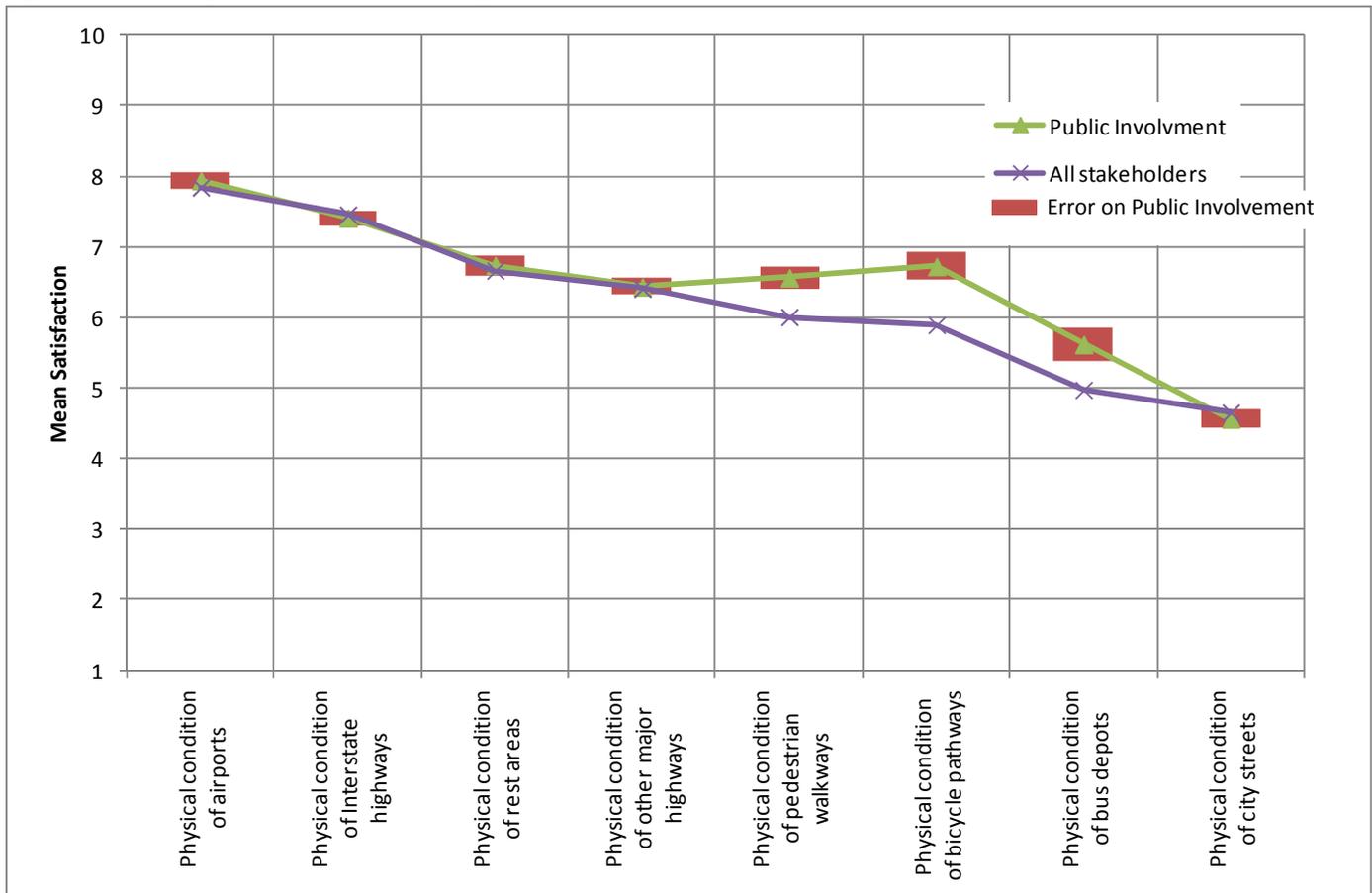
Overall, stakeholder respondents were moderately satisfied with the Montana transportation system (Figure 2.1.1). They were slightly less satisfied than the general public as measured by the 2011 Public Involvement Survey; however the difference is not significant. Environmental and non-motorized respondents were not nearly as satisfied when compared to the general public and other stakeholder groups.

*Figure 2.1.1: Stakeholder Satisfaction: Overall System*



Stakeholder satisfaction with the physical condition of Montana's transportation system is compared with the satisfaction levels from the 2011 Public Involvement Survey in Figure 2.1.2. Stakeholders are less satisfied with the physical condition of bicycle paths, pedestrian facilities and bus depots than those interviewed in the Public Involvement Survey.

Figure 2.1.2: Physical Condition Satisfaction, Stakeholders and Public Involvement



County commissioners, the economic development group, the non-motorized group, and the State-Federal group all were less satisfied with the physical condition of bicycle pathways and pedestrian walkways when compared to the Public Involvement Survey respondents (Figure 2.1.3 and Figure 2.1.4). The other stakeholder groups with the exception of intermodal and tribal were also less satisfied with bicycle paths but not significantly.

Figure 2.1.3: Stakeholder Satisfaction: Bicycle Pathways Condition

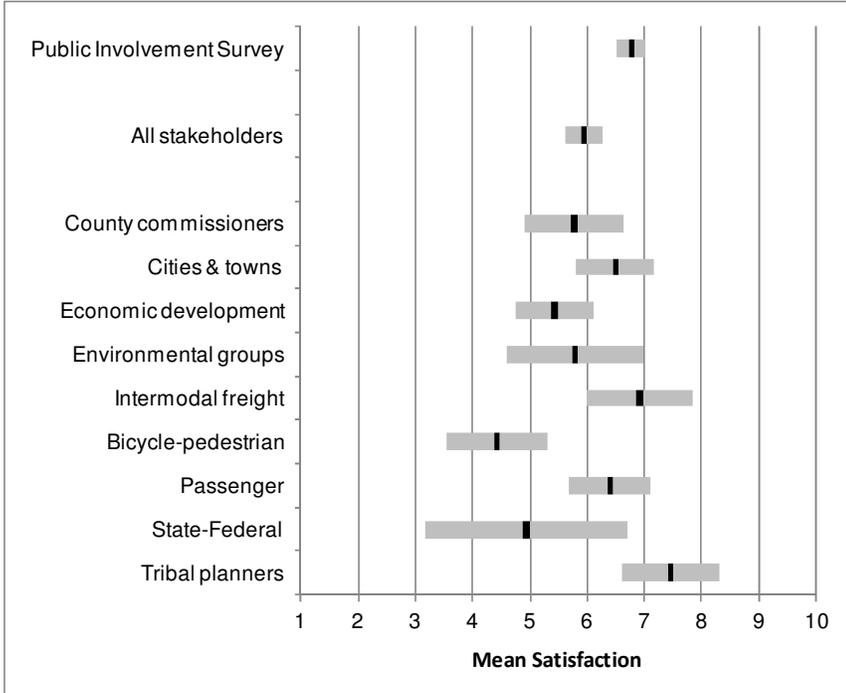
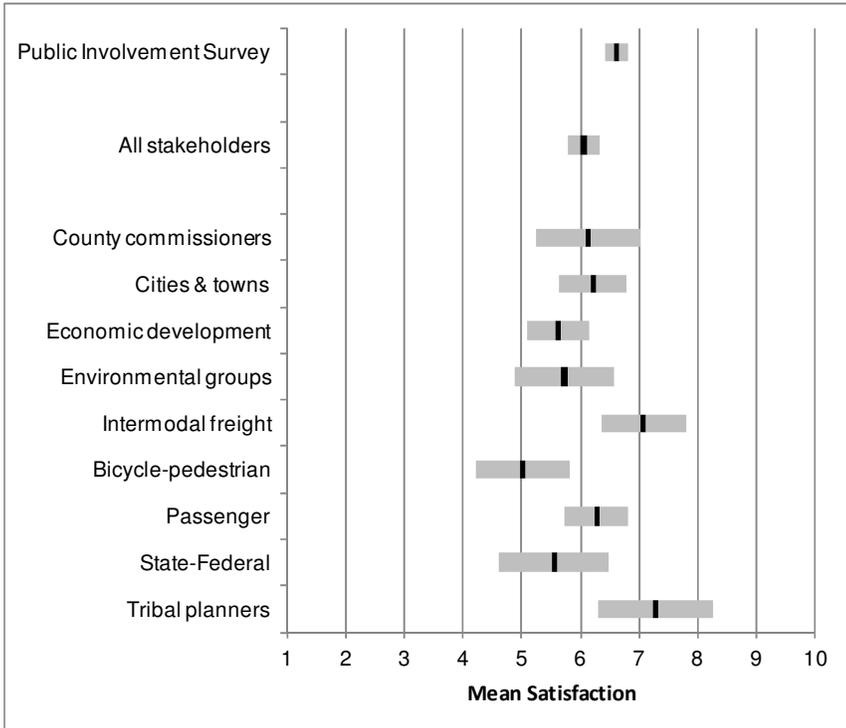
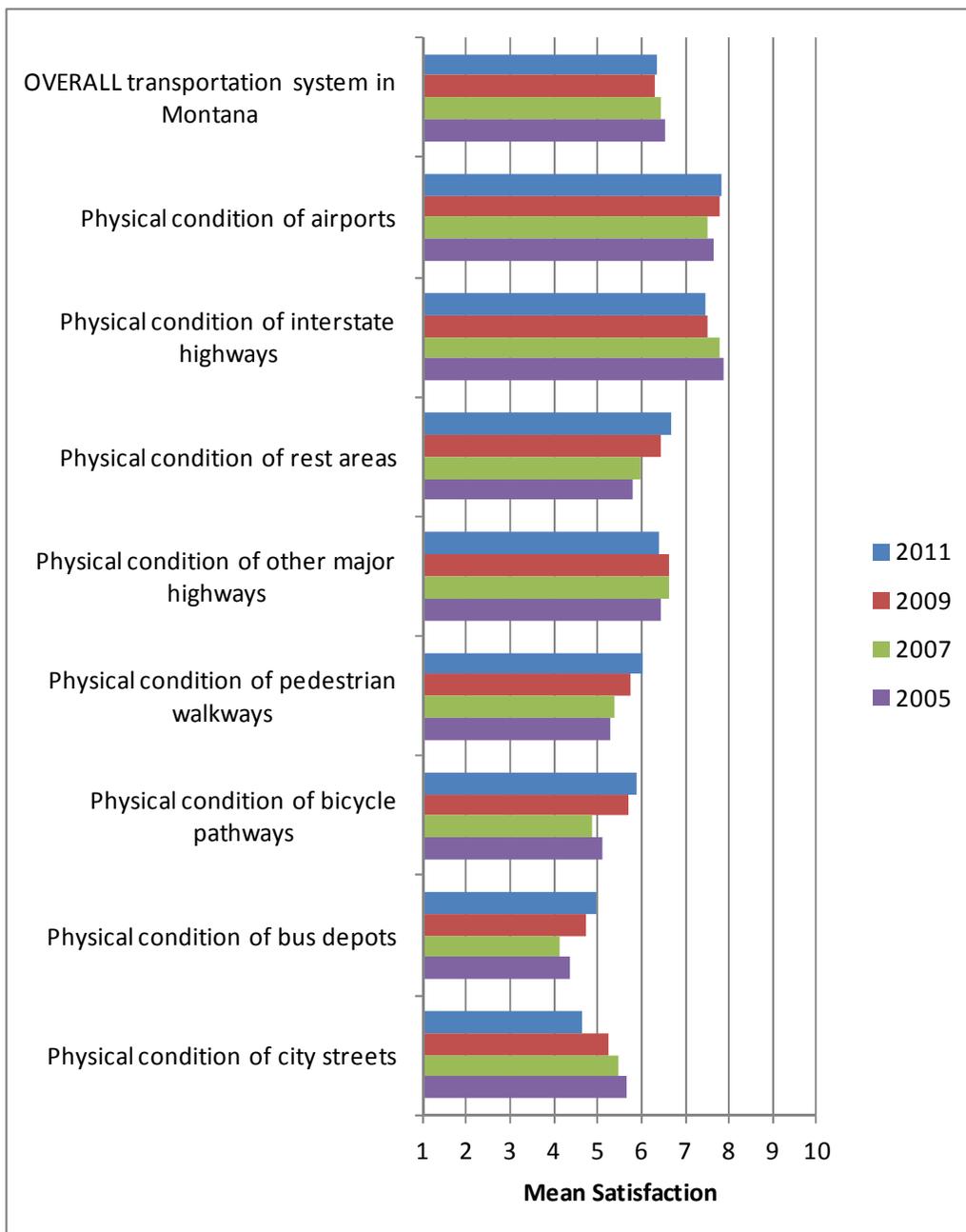


Figure 2.1.4: Stakeholder Satisfaction: Pedestrian Walkways Condition



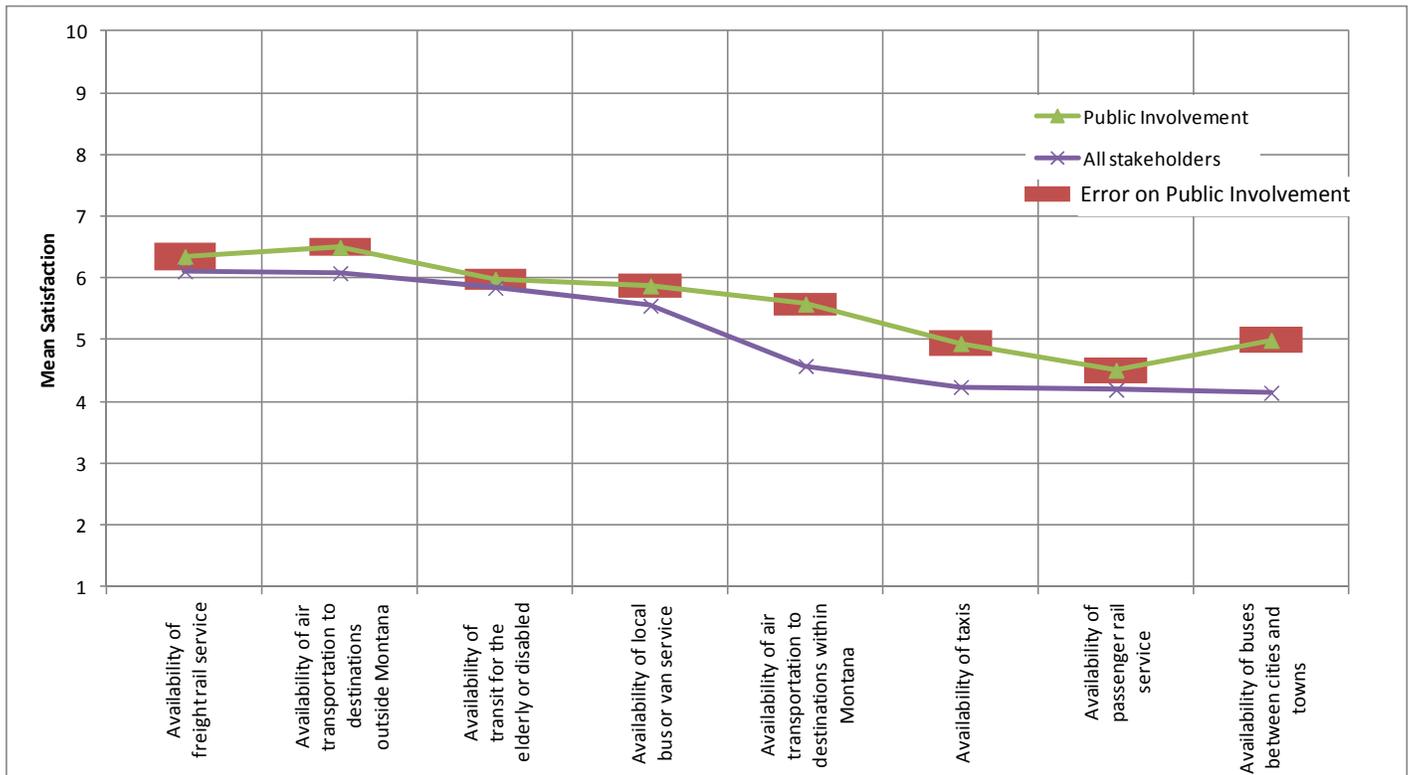
Stakeholder satisfaction with the overall transportation system remains moderately high when compared over the 2005-2011 time period (Figure 2.1.5). Satisfaction with the physical condition of the interstates declined slightly over the same time but remains relatively high. The condition of city streets declined between 2005 and 2011 in the minds of stakeholders. Bicycle pathways, pedestrian walkways, rest areas and bus depots all show higher satisfaction by stakeholders.

Figure 2.1.5: Stakeholder Satisfaction: Overall System Condition



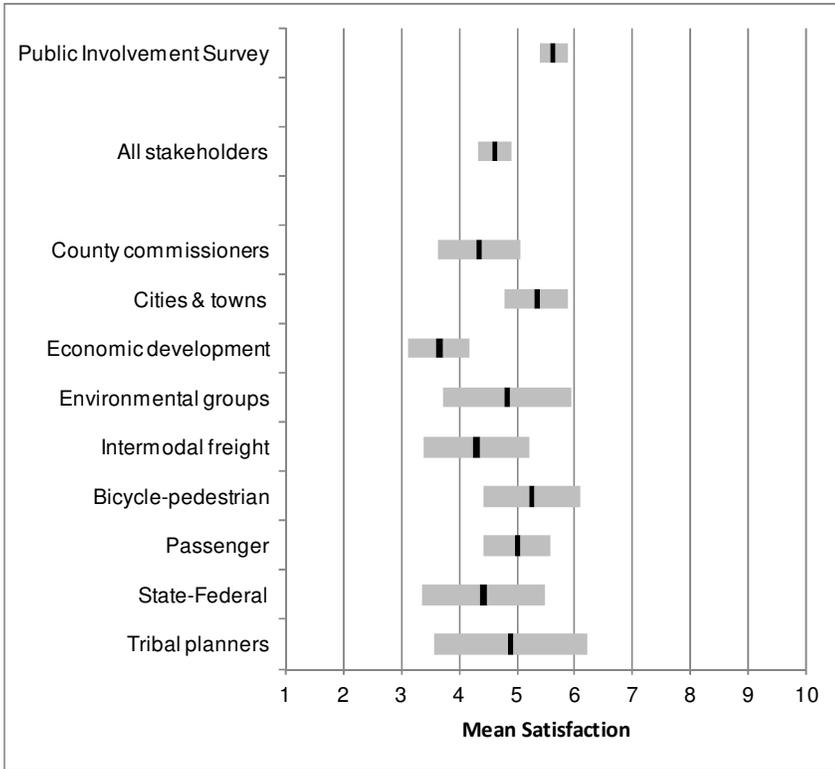
Stakeholders were definitely less satisfied with the availability of intercity buses, taxis and air transportation to destinations inside Montana compared to respondents in the Public Involvement Survey (Figure 2.1.6). Stakeholders were less satisfied about the availability of other services than the general public but not significantly so.

Figure 2.1.6: Stakeholder and Public Satisfaction: Availability of Services



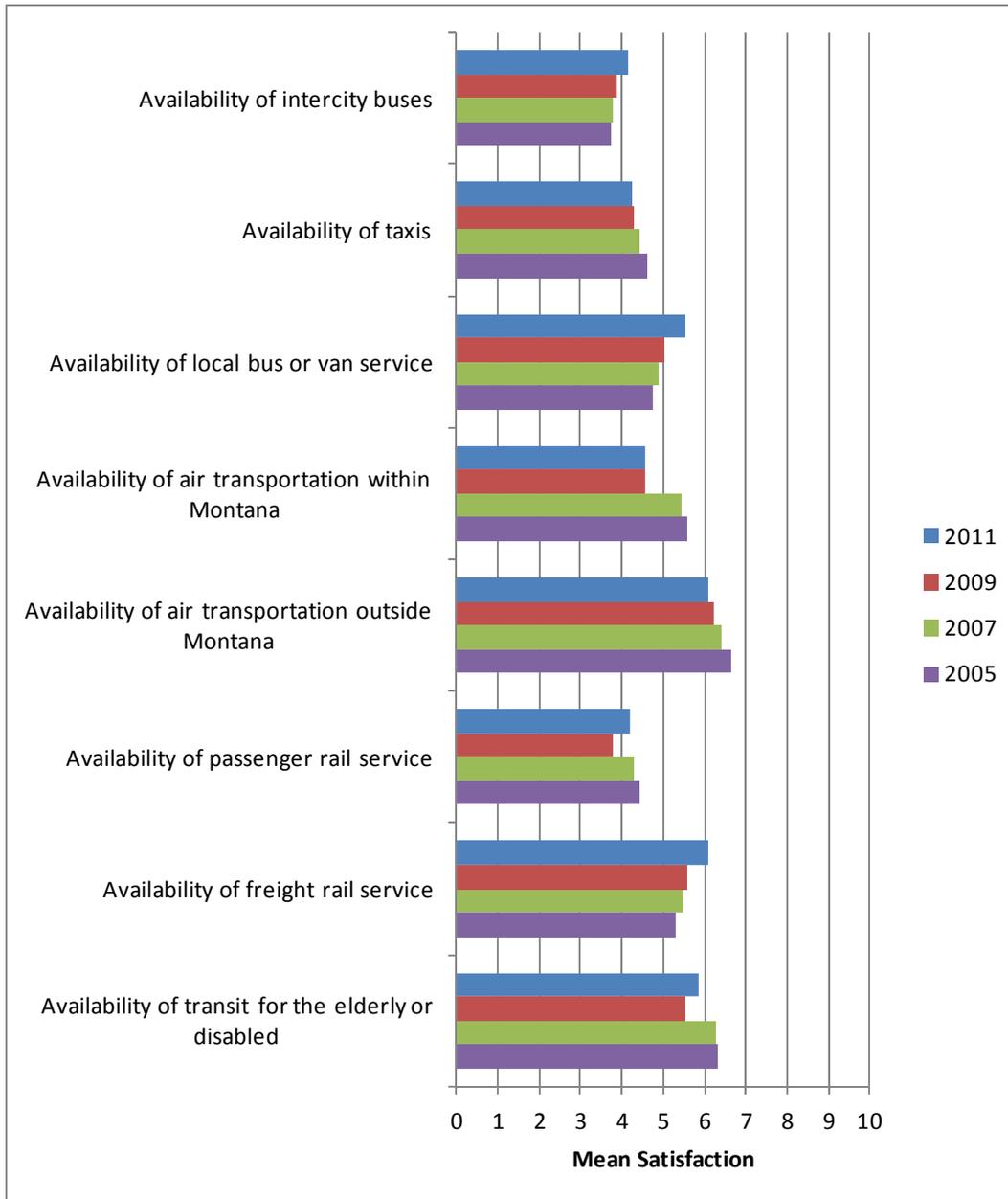
Dissatisfaction with the availability of air transportation to destinations within Montana was especially prevalent for the economic development group (Figure 2.1.7).

*Figure 2.1.7: Stakeholder Satisfaction: Availability of Air Transportation within Montana*



Stakeholder satisfaction of transportation service availability has changed since 2005. Figure 2.1.8 shows the satisfaction for the four iterations of Stakeholder Survey. Satisfaction with local bus or van service and freight rail has improved over 2005 levels. Satisfaction levels for intercity buses show improvement, but are not significant. Stakeholder satisfaction with air transportation service to destinations within Montana and outside Montana declined. Satisfaction with transit for the elderly and disabled improved over 2009.

Figure 2.1.8: Stakeholder Satisfaction: Availability of Transportation Services



### Actions to Improve the Transportation System

Stakeholders were asked to prioritize potential actions to improve the Montana Transportation System on a scale of one to five where one means a very low priority and five means a very high priority. Figure 2.2.1 compares how all stakeholders viewed various actions with respondents from the 2011 Public Involvement Survey.

Stakeholders thought that ensuring adequate bicycle facilities, increasing scheduled airline service, promoting the use of local transit systems and improving transportation safety were higher priority than the general public; reducing traffic congestion was lower.

Maintaining road pavement condition, ensuring adequate pedestrian facilities, reducing single occupant vehicles, using new technologies, regulating highway access points and including wildlife crossings generated more support but not significantly so.

Figure 2.2.2 illustrates how the various interest groups varied on their priorities for ensuring adequate bicycle facilities. Environmental and non-motorized groups thought bicycle facilities were a very high priority while intermodal groups assigned it a low priority.

Figure 2.2.3 shows that economic development groups view increasing scheduled airline service a higher priority than mayors, environmental and non-motorized groups. Figure 2.2.4 shows that environmental, non-motorized and passenger stakeholders view promoting use of local transit systems a higher priority than intermodal stakeholders.

Tribal planners viewed improving transportation safety as a very high priority (Figure 2.2.5).

Figure 2.2.1: Stakeholder and Public: Actions to Improve System

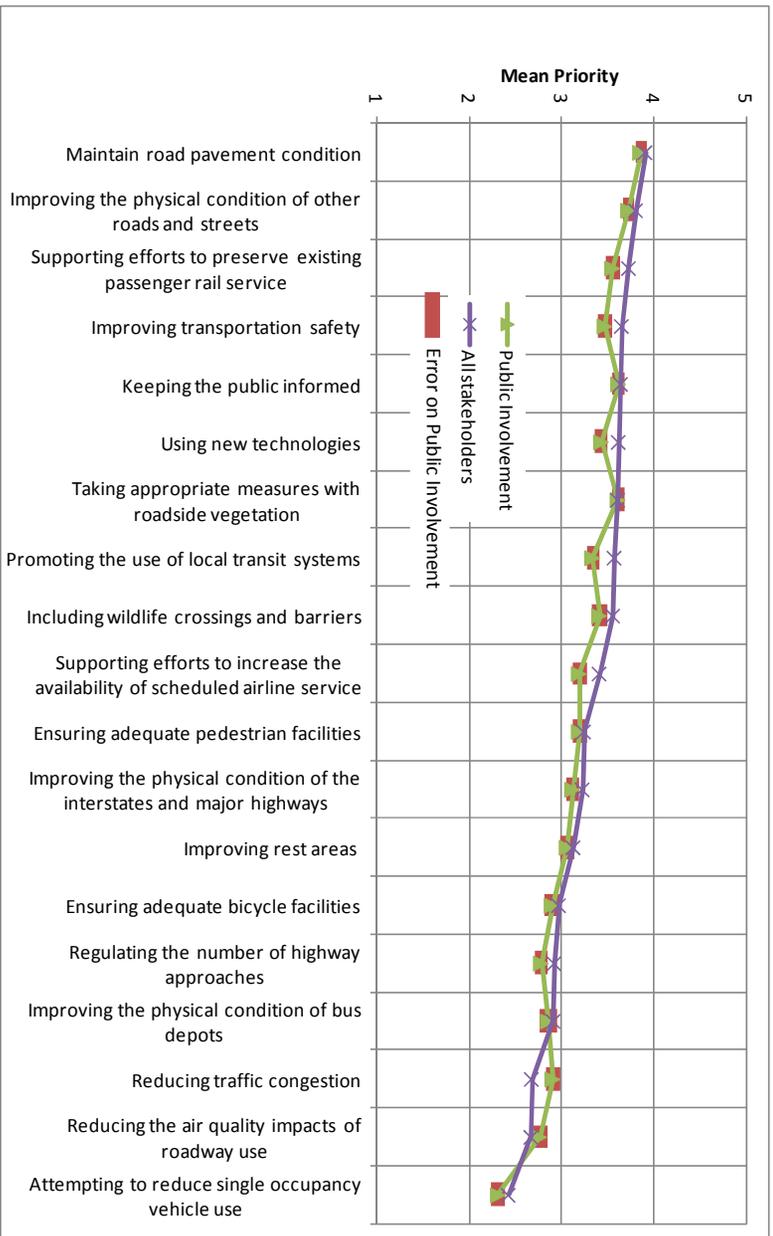


Figure 2.2.2: Stakeholder: Ensure Adequate Bicycle Facilities

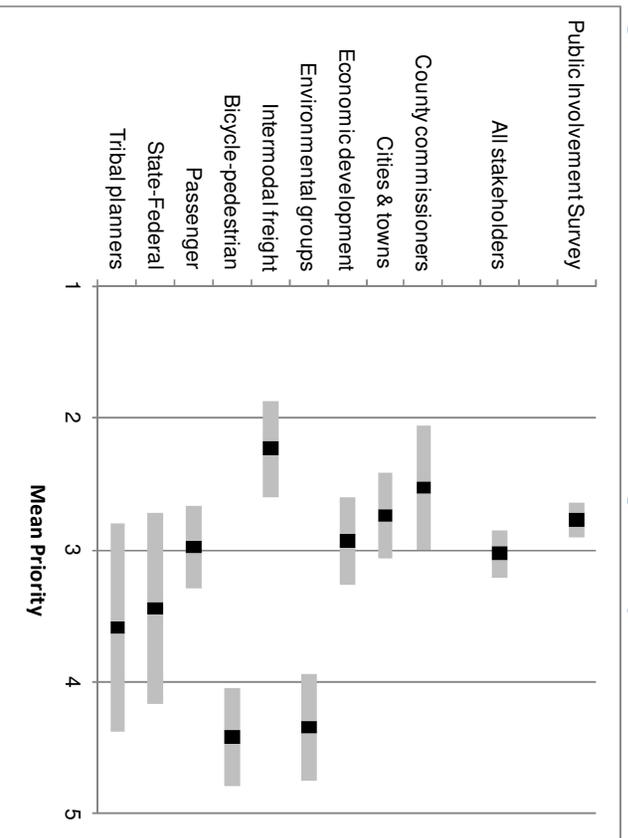


Figure 2.2.3: Stakeholder: Increase Scheduled Airline Service

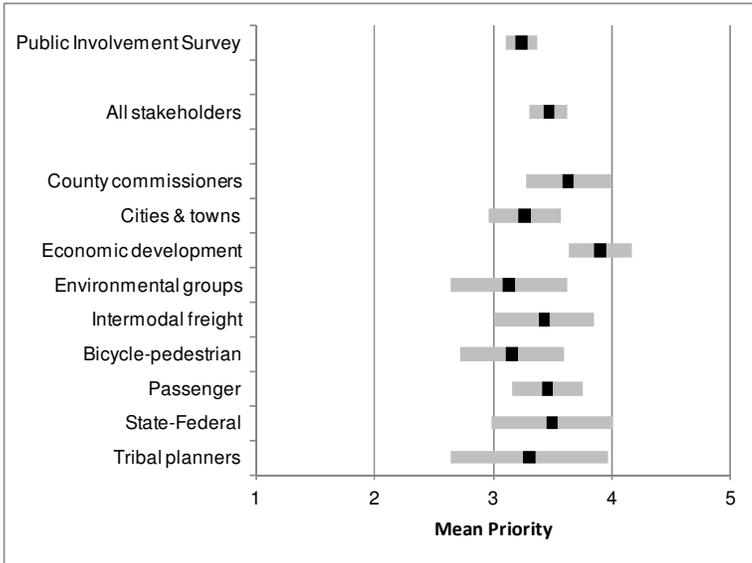


Figure 2.2.4: Stakeholder: Promote Use of Local Transit Systems

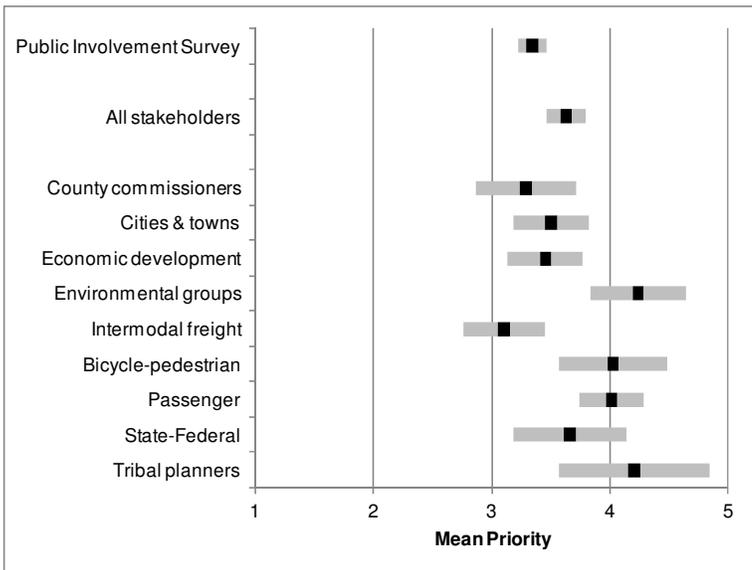


Figure 2.2.5: Stakeholder: Improve Transportation Safety

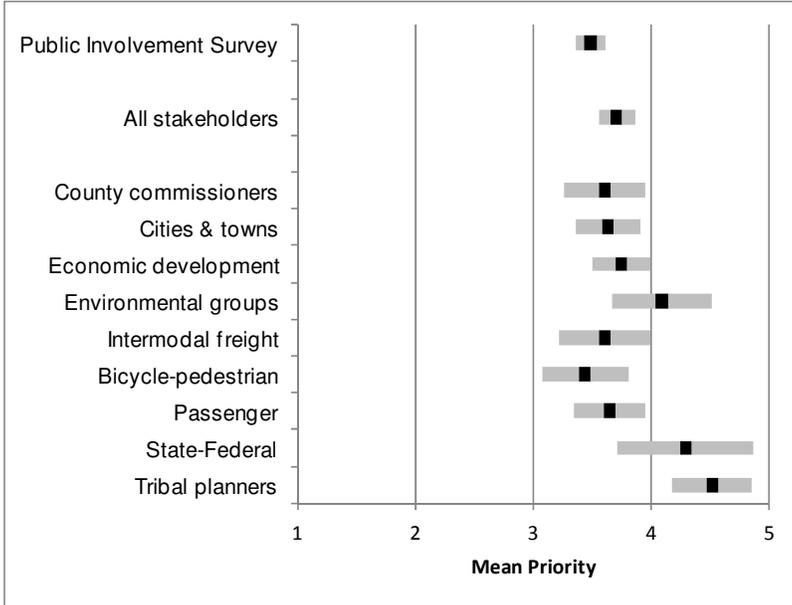
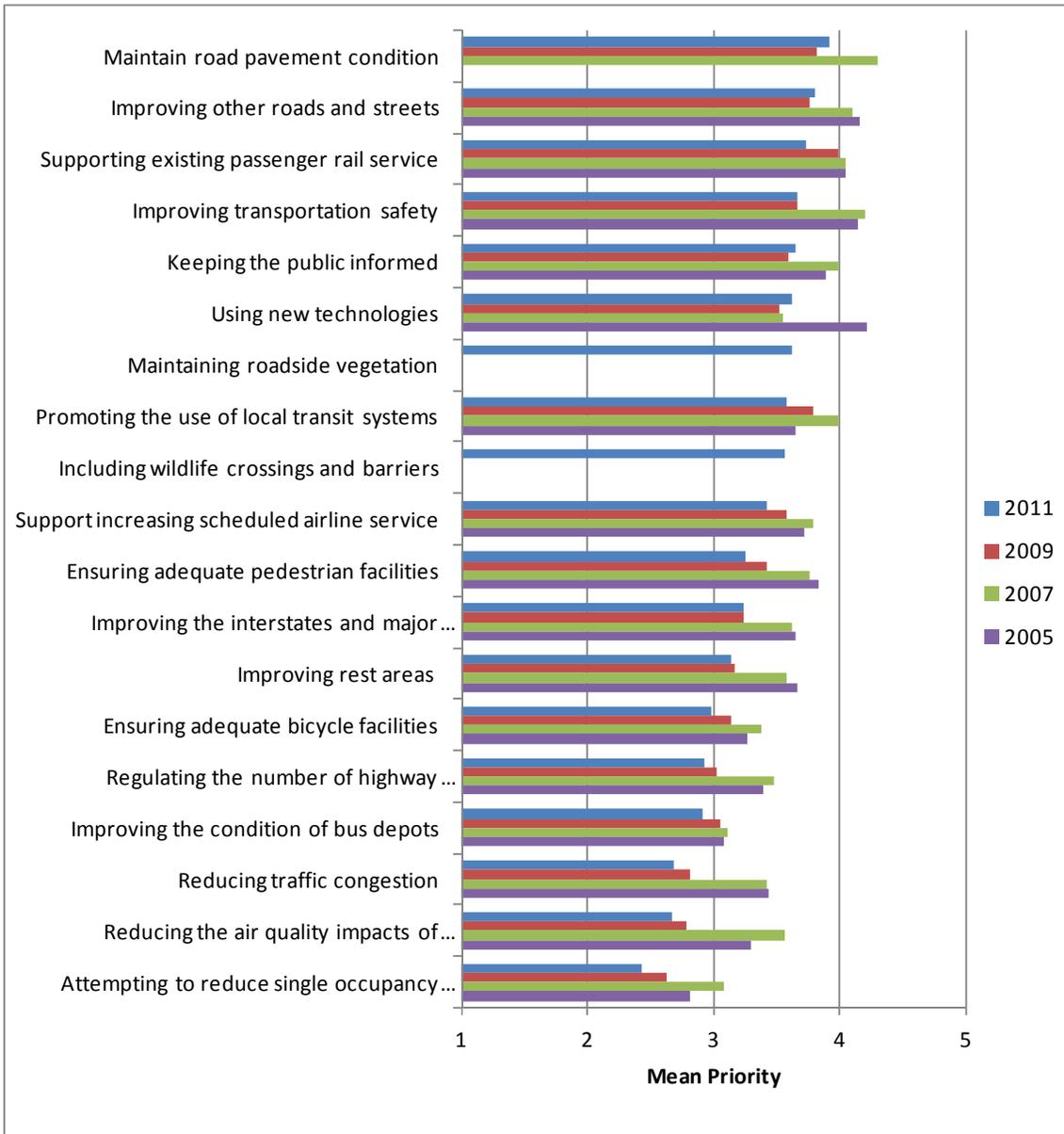


Figure 2.2.6 shows how little the priority of various actions to improve Montana's transportation system over time. Maintaining road pavement conditions is the most priority action since its introduction in 2007. Reducing single occupant vehicles is the least priority.

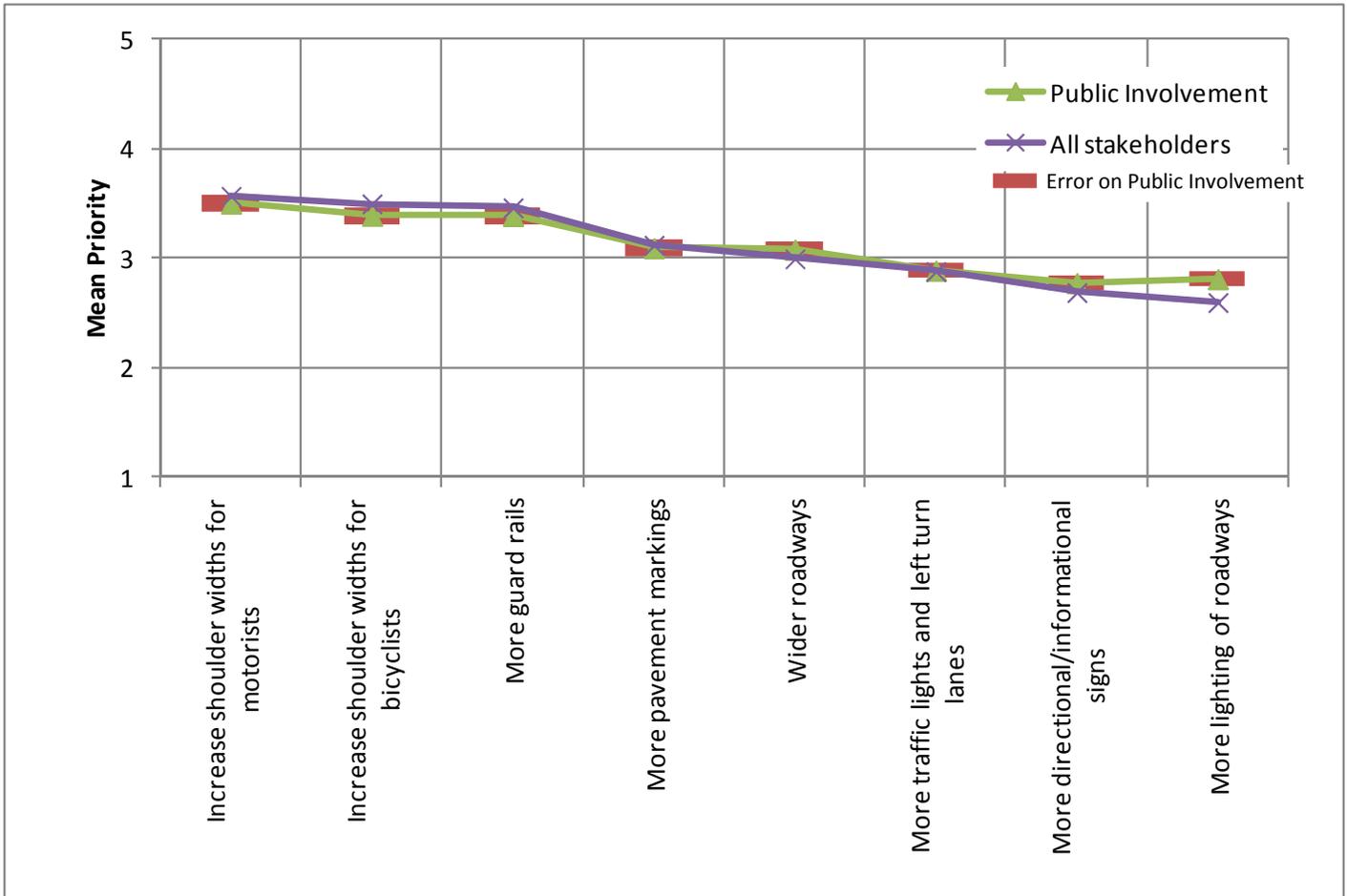
Figure 2.2.6: Stakeholder Action to Improve Roadways Priorities



**Actions to Improve Roadways**

Stakeholders assigned a similar priority to various actions to improve Montana’s roadways (Figure 2.3.1) with the exception of increase shoulder widths for bicyclists. Stakeholders thought wider shoulder widths for bicycles a moderate priority; environmental and non-motorized groups affected this result (Figure 2.3.2).

*Figure 2.3.1: Stakeholder and Public Actions to Improve Roadways*



The priority of actions to improve Montana’s roadways declined for most options between 2005 and 2011 (Figure 2.3.3). More pavement markings exhibited the least change; wider roadways the most. Increasing shoulder widths both for motorists and bicycles are the stakeholders’ highest priority over the time period the question was asked.

Figure 2.3.2: Stakeholder Increase Shoulder Widths for Bicycles

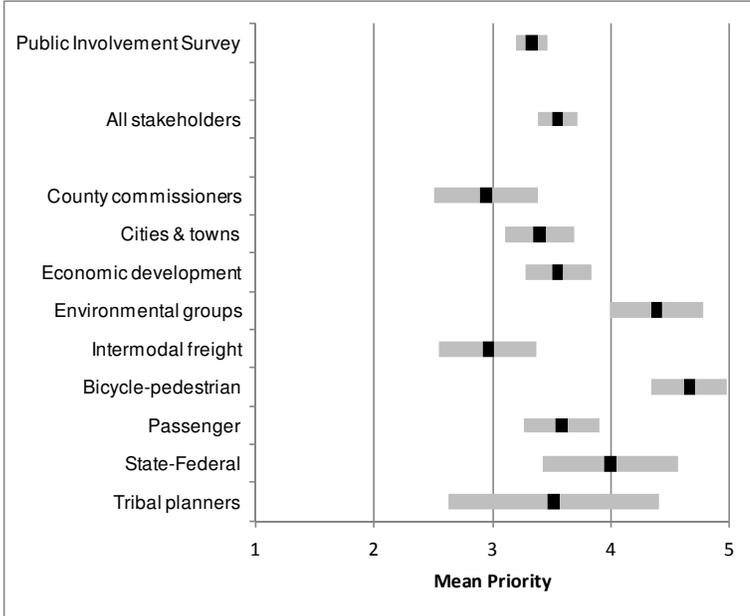
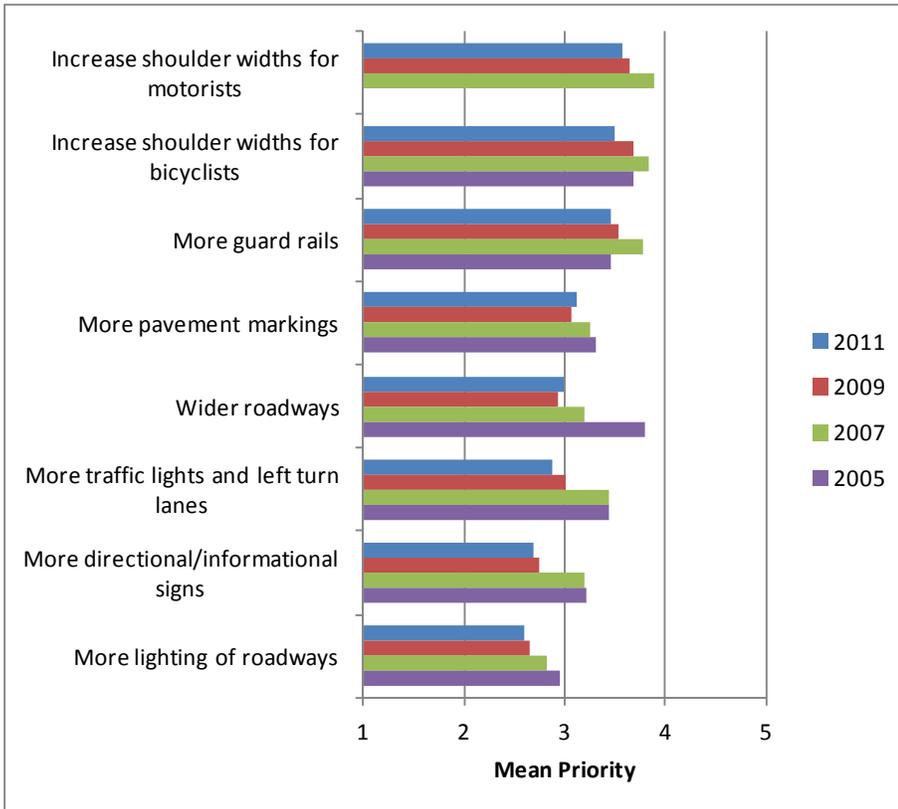


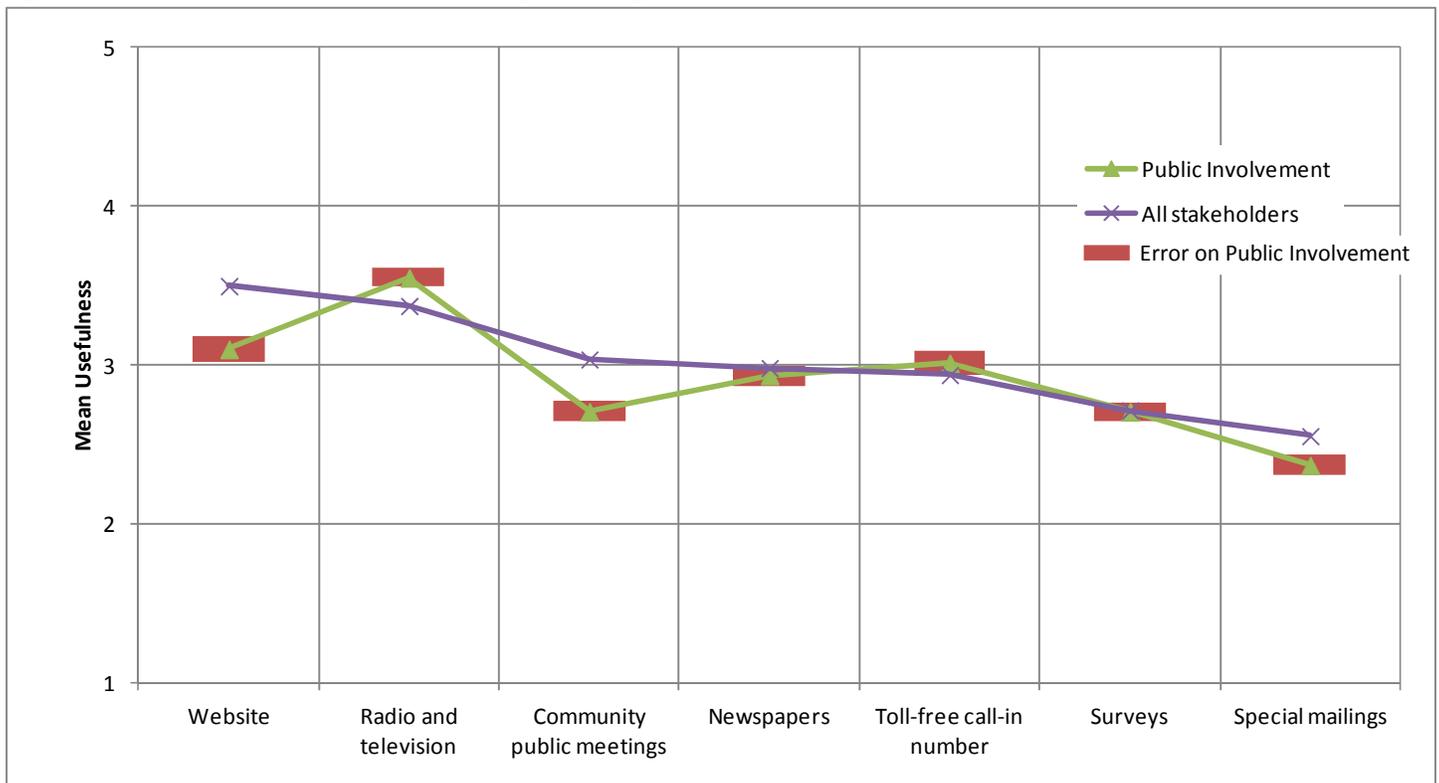
Figure 2.3.3: Stakeholder Actions to Improve Roadways



**General Communication Tool Ratings**

Stakeholders also rated the usefulness of seven general communication tools. These ratings are compared with those of respondents in the 2011 Public Involvement Survey. Stakeholders thought that the MDT website, community meetings and special mailings were more useful than the general public (Figure 2.4.1). The toll-free number and radio-television were not as useful compared to the general public.

*Figure 2.4.1: Stakeholder and Public Usefulness of General Communications Tools*



Economic development stakeholders thought the website was most useful (Figure 2.4.2). Mayors and county commissioners thought that community meetings were useful (Figure 2.4.3).

Figure 2.4.2: Stakeholder Website as a Communication Tool

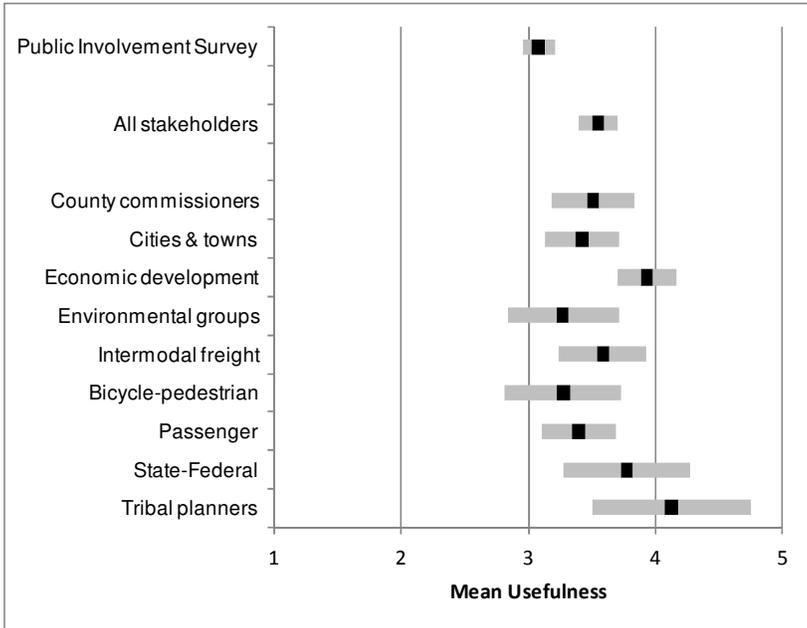
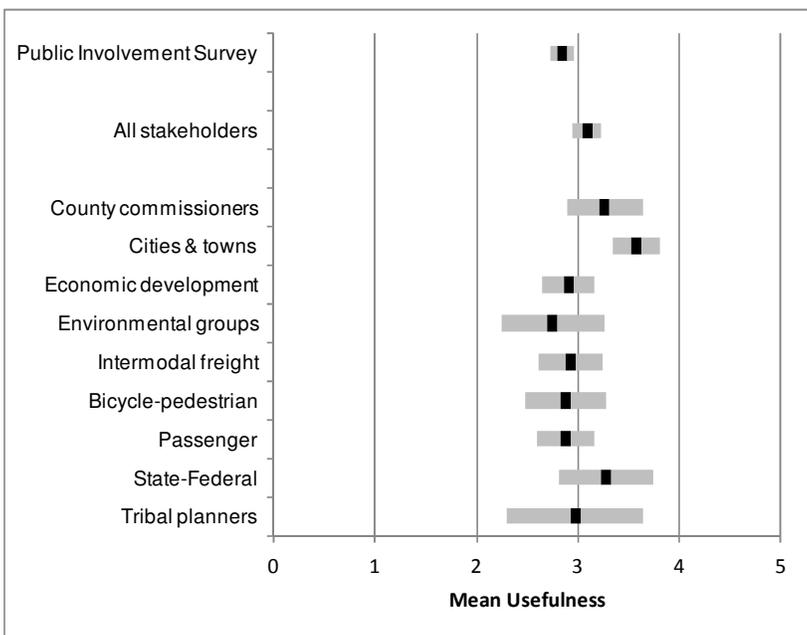
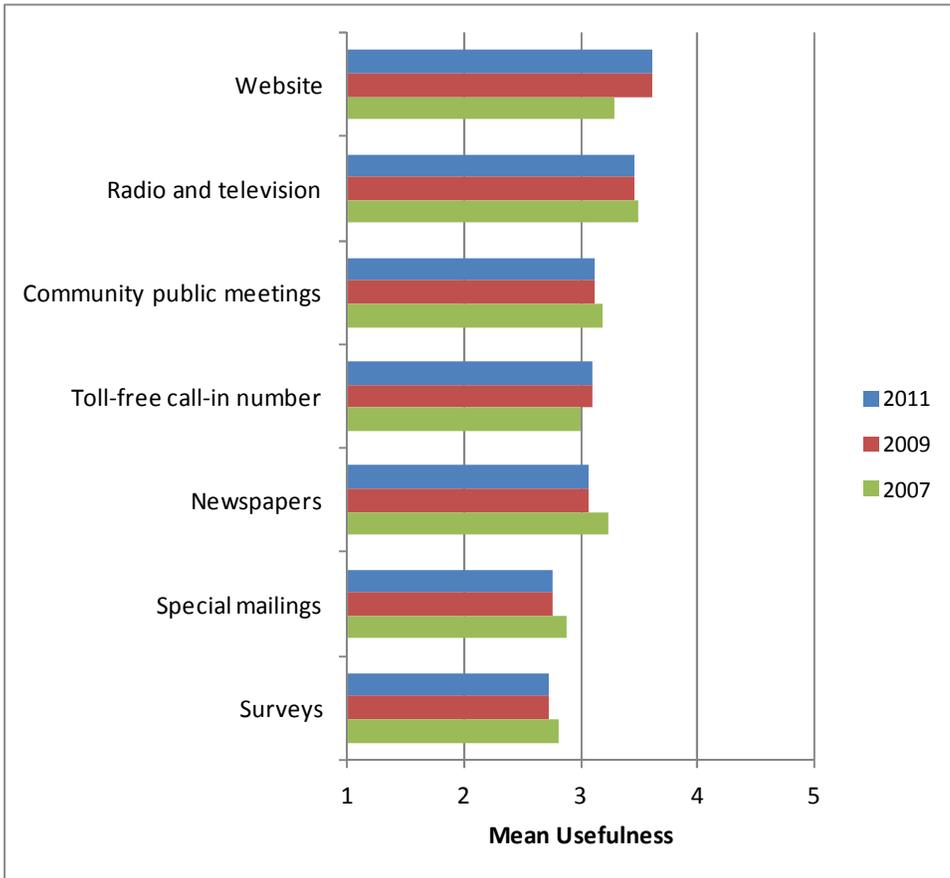


Figure 2.4.3: Stakeholder Community Public Meetings as a Communication Tool



The ranking of general communication tools by stakeholders shows little change between 2007 and 2011 (Figure 2.4.4). The MDT website remains the most useful and special mailings and surveys the least useful.

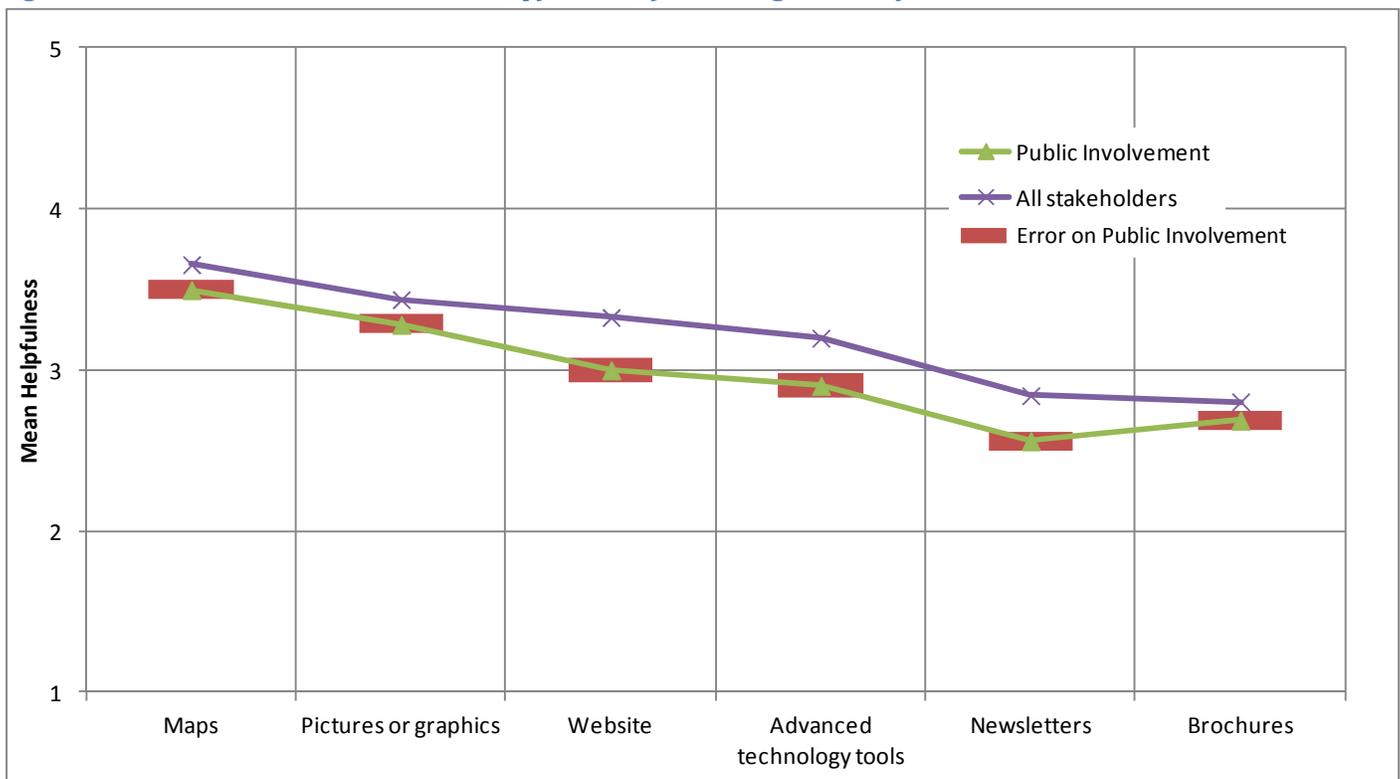
*Figure 2.4.4: Stakeholder Usefulness of General Communication Tools*



**Planning and Project Communication Tool Ratings**

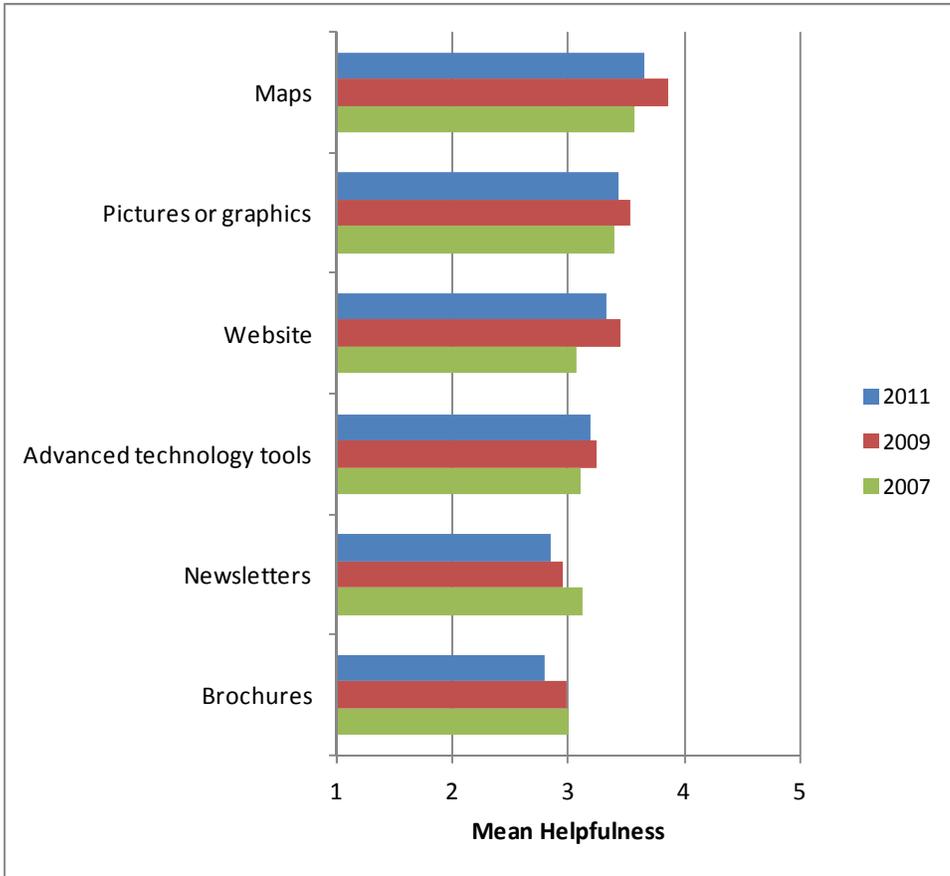
Stakeholders rated the helpfulness of all six communication tools used by MDT higher than respondents from the 2011 Public Involvement Survey. The relative ranking of each tool was the same for both groups. Maps were most helpful, followed by pictures and graphics and the MDT website. Newsletters were the least helpful.

*Figure 2.5.1: Stakeholder and Public Helpfulness of Planning and Project Communication Tools*



The same series of questions was also asked in previous surveys of stakeholders. The relative ranking remained the same, but the usefulness of brochures and newsletters declined in the opinion of stakeholders between 2007 and 2011.

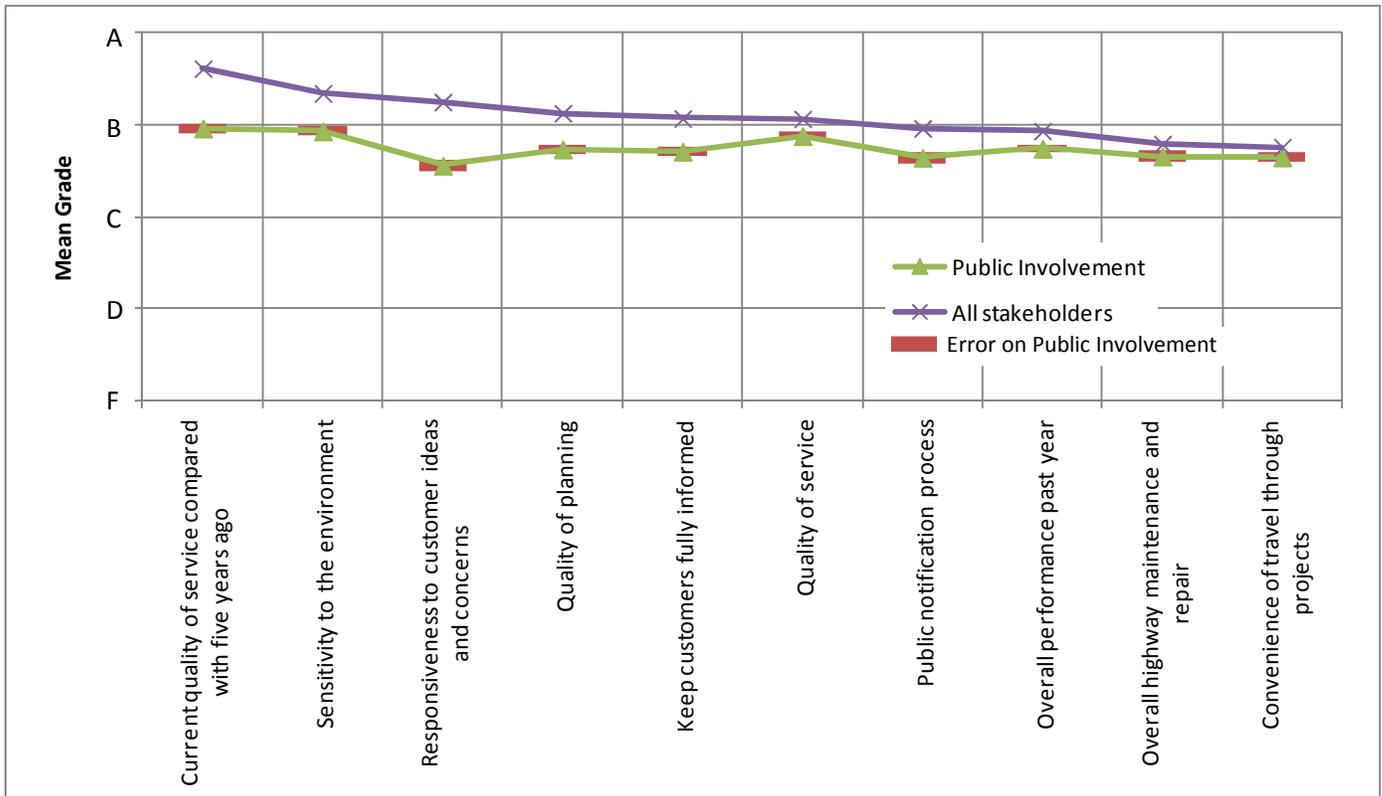
*Figure 2.5.2: Stakeholders Helpfulness of Planning and Project Communication Tools*



MDT's Customer Service and Performance Grade

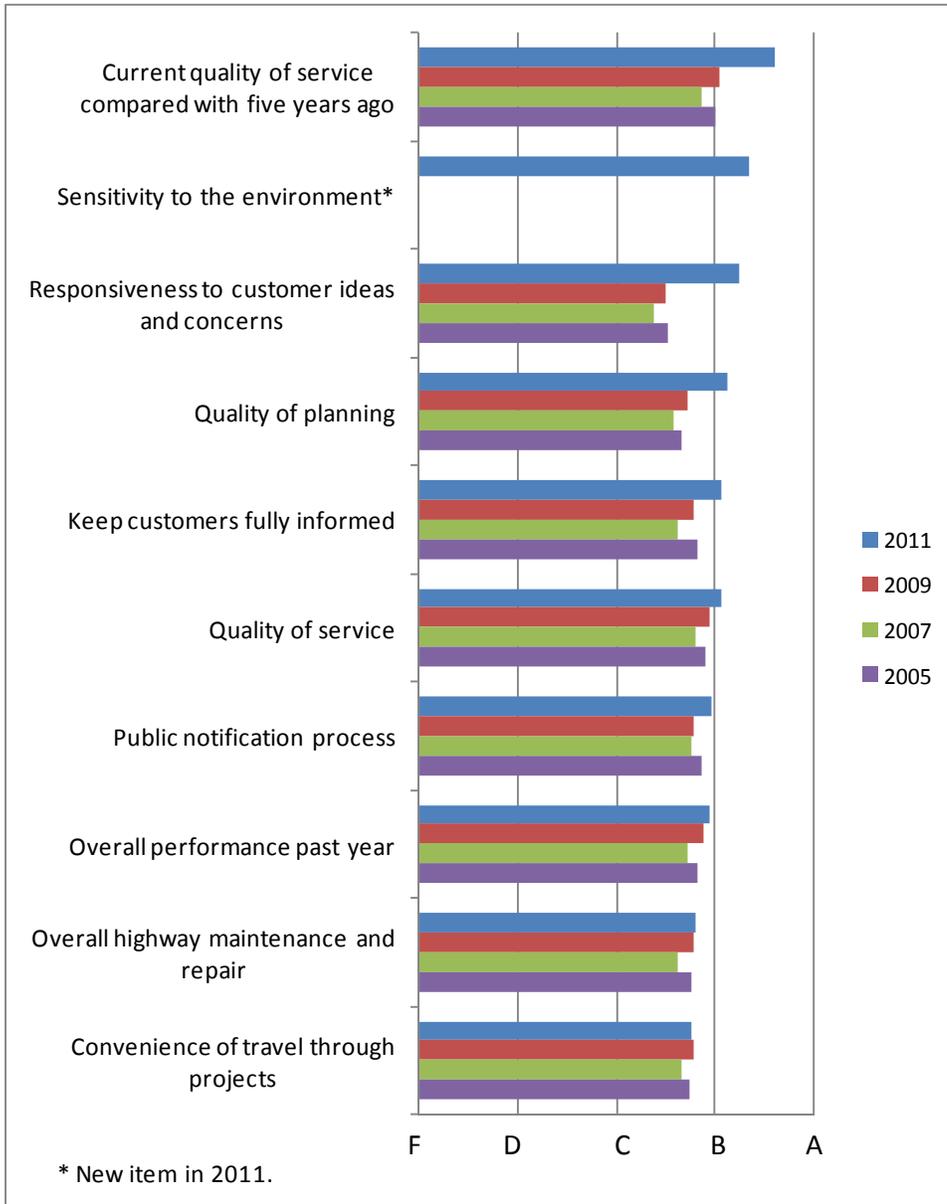
Several measures of customer service and performance were graded on an A to F scale where F corresponds to 0 and A to 4. Figure 2.6.1 compares the grades assigned by stakeholders with the grades assigned by respondents of the 2011 Public Involvement Survey. Stakeholders generally gave MDT slightly higher grades than the general public although most differences were not significant. Stakeholders graded two categories higher than the general public: MDT's overall performance in the last year and MDT keeps customers fully informed.

Figure 2.6.1: Stakeholder and Public Customer Service and Performance Grades



Little change in how stakeholders grade MDT occurred between 2005 and 2011. The grade for current quality of service compared with five years ago received a higher grade in 2011 than previous years, a B+. All other categories received grades of B or B-.

Figure 2.6.2: Stakeholder Customer Service and Performance Grades

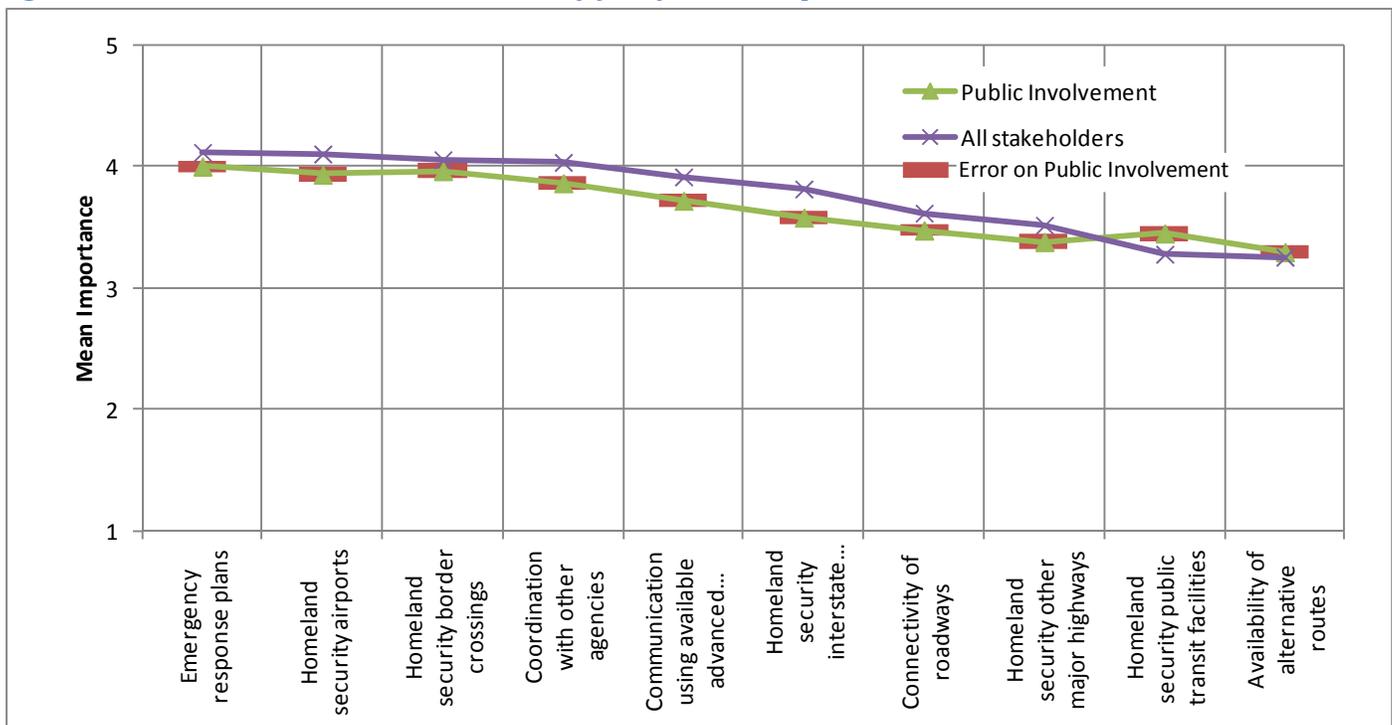


Security for System Components

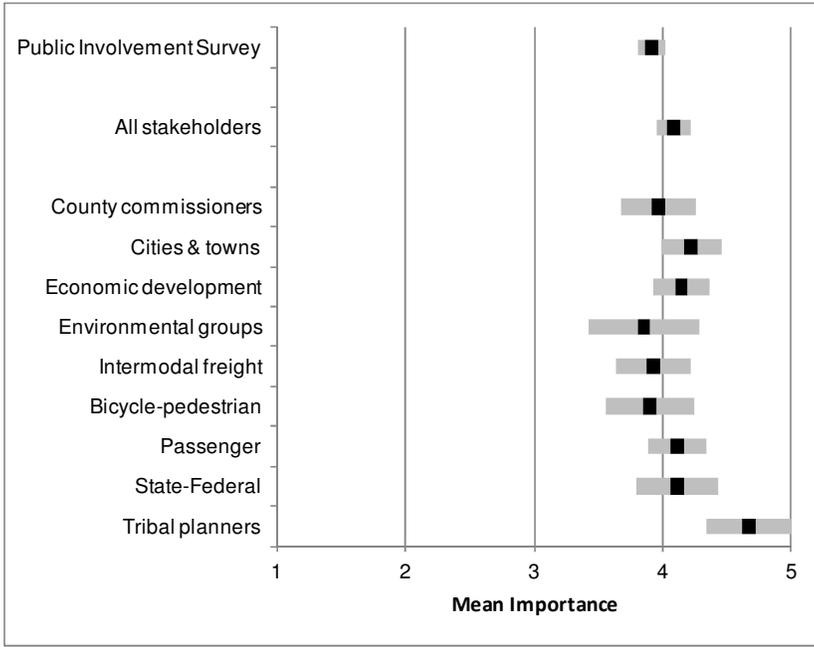
Stakeholders were asked about the importance of various security measures for Montana's transportation system (Figure 2.7.1). Stakeholders thought homeland security of interstate highways, other major highways, and airports were more important than the general public as measured by the 2011 Public Involvement Survey. There was no difference with homeland security at border crossings. Stakeholders viewed homeland security at public transportation facilities less important than the general public.

Stakeholders viewed the five emergency response items more important than the general public. Tribal stakeholders were particularly concerned about coordination with other agencies (Figure 2.7.2).

Figure 2.7.1: Stakeholder and Public: Security for System Components

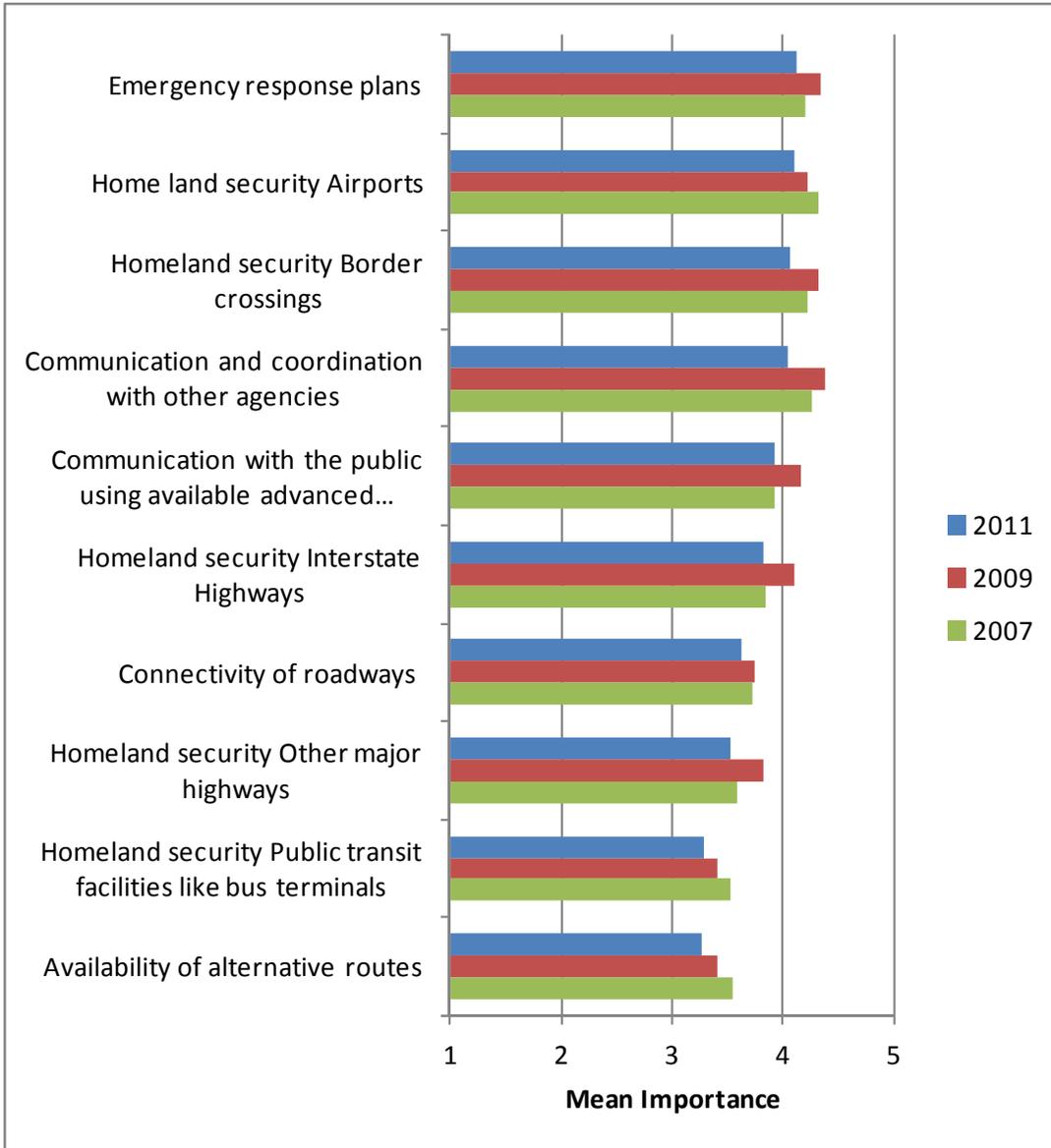


*Figure 2.7.2: Stakeholder Communication and Coordination with Other Agencies*



In general, stakeholder rating of the importance of Homeland Security’s presence in the Montana transportation system declined between 2007 and 2011, although it remains high. The importance of MDT’s emergency response issues also declined over the same period.

Figure 2.7.3: Stakeholder - Security for System Components

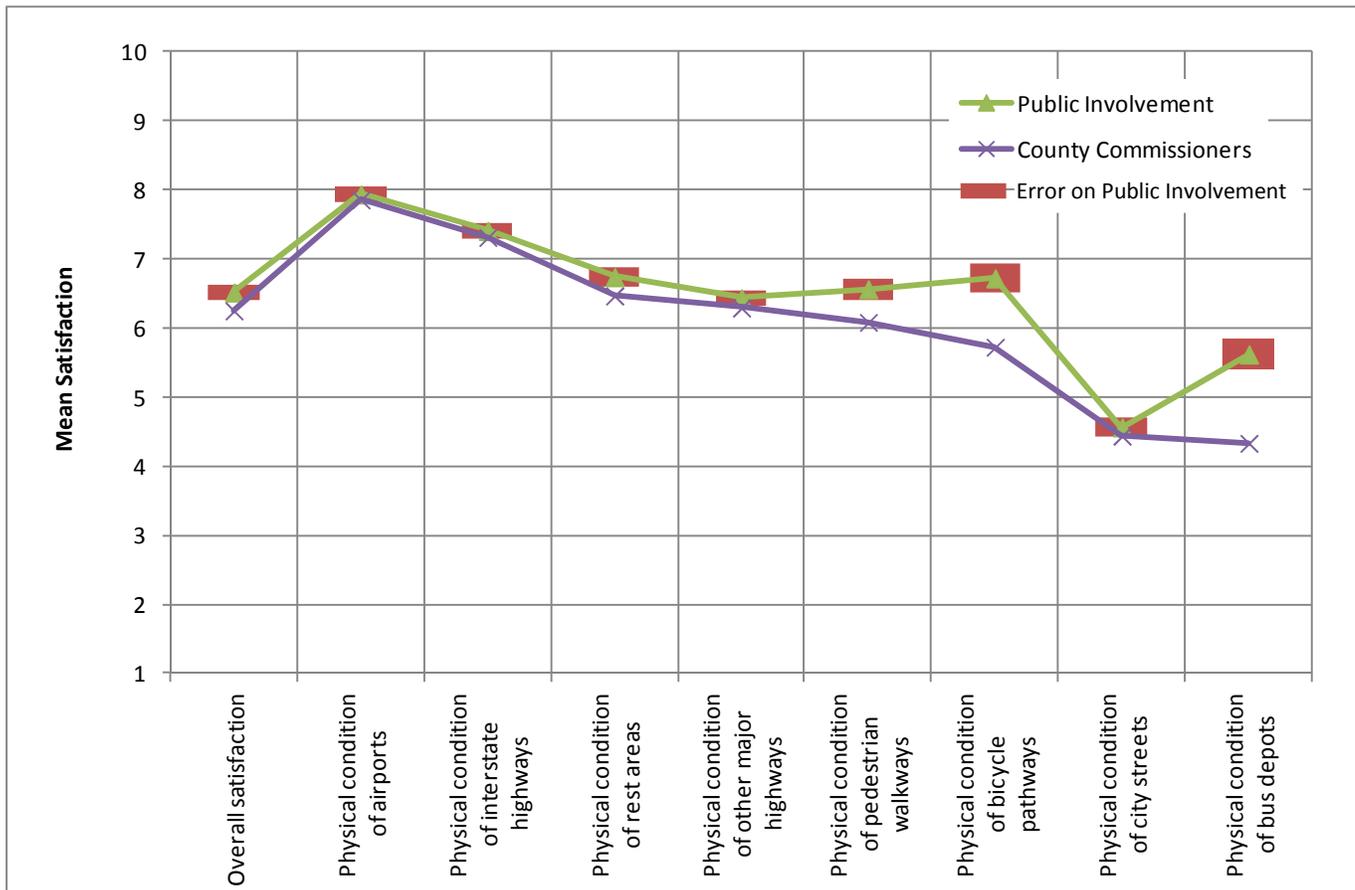


This group consists of county commission chairpersons from across Montana. Forty-eight completed interviews were collected from members of the counties group.

### Transportation System Satisfaction

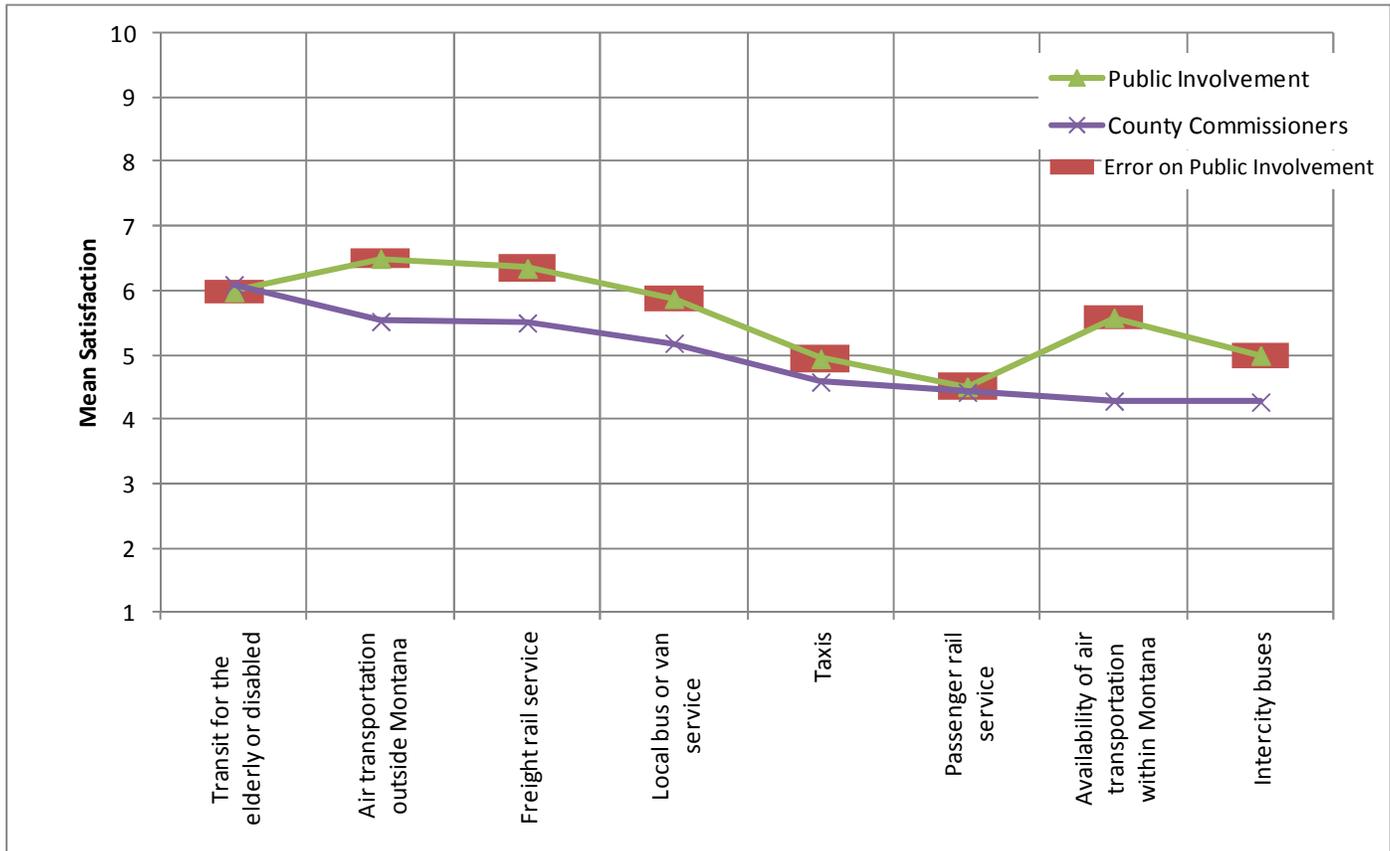
The county stakeholder group was generally satisfied with overall transportation system. Figure 3.1.1 compares satisfaction with the physical condition of system components of the stakeholders and the general public as measured by the 2011 Public Involvement Survey. There is general agreement between the two groups on the physical condition of Montana’s roadways and airports. The county stakeholders are less satisfied with the condition of bicycle pathways and bus depots and slightly less satisfied with the physical condition of rest areas and pedestrian walkways.

Figure 3.1.1: County Commissioner: Satisfaction with Physical Condition of System



The county commissioners interviewed are generally less satisfied with the availability of various transportation service than the general public (Figure 3.1.2). They are less satisfied with air transportation to destinations both within and outside Montana. They are slightly less satisfied with the availability of intercity buses, taxis, local bus and van service, and freight rail service.

Figure 3.1.2: County Commissioner: Satisfaction with Availability of System Services

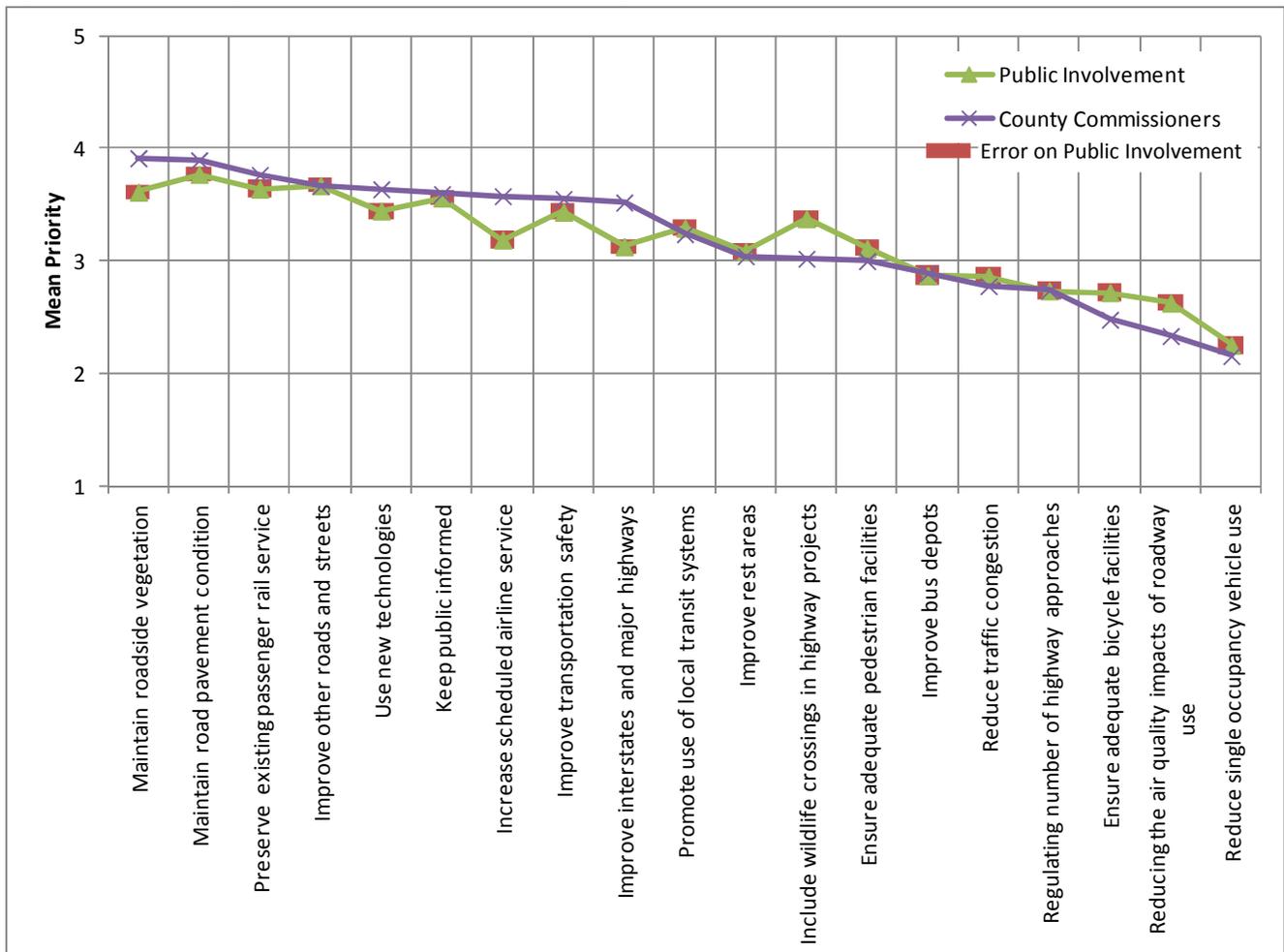


Actions to Improve the Transportation System

Figure 3.2.1 compares how the county stakeholder group and general public view a group of potential actions to improve Montana’s transportation system. In general, they are similar. The stakeholders assign a higher priority to improving the interstates and increasing scheduled airline service; a slightly higher priority to maintaining roadside vegetation.

County stakeholders assign a slightly lower priority to ensuring adequate bicycle facilities, reducing the air quality impacts of roadway use, and including wildlife crossings in projects.

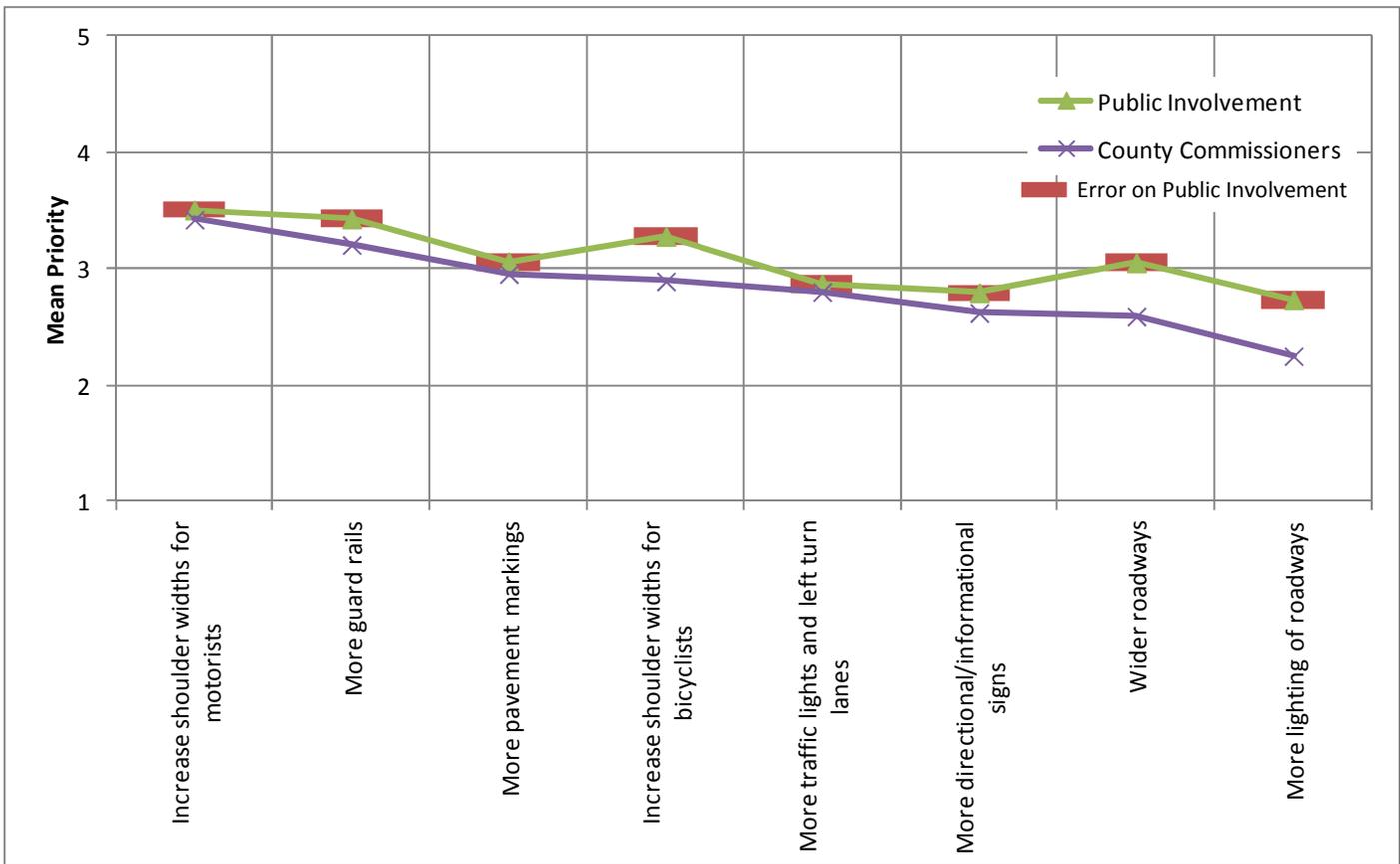
Figure 3.2.1: County Commissioner: Actions to Improve System



**Actions to Improve Roadways**

The county stakeholder group is less concerned than the general public in two actions to improve Montana roadways: more lighting and wider roadways. They are slightly less concerned about more directional/informational signs, more pavement markings, more guard rails, and increasing shoulder widths for bicyclists.

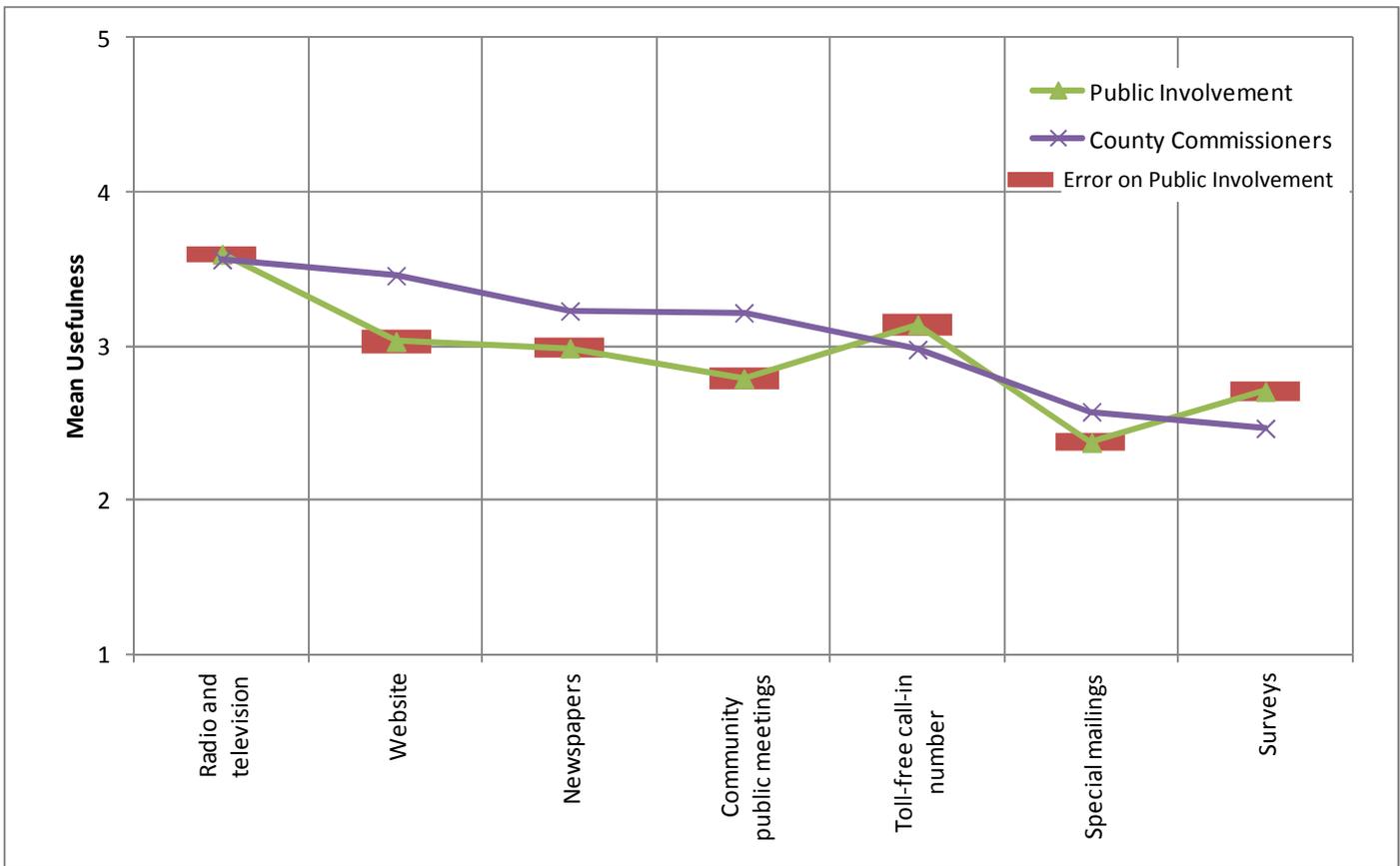
*Figure 3.3.1: County Commissioner: Actions to Improve Roadways*



**General Communication Tool Ratings**

The county stakeholder group finds radio and television to be the most useful general communication tool, the same as the general public. They find the MDT website and community public meetings to be more useful, and special mailings to be slightly more useful than the general public. They find surveys to be slightly less useful.

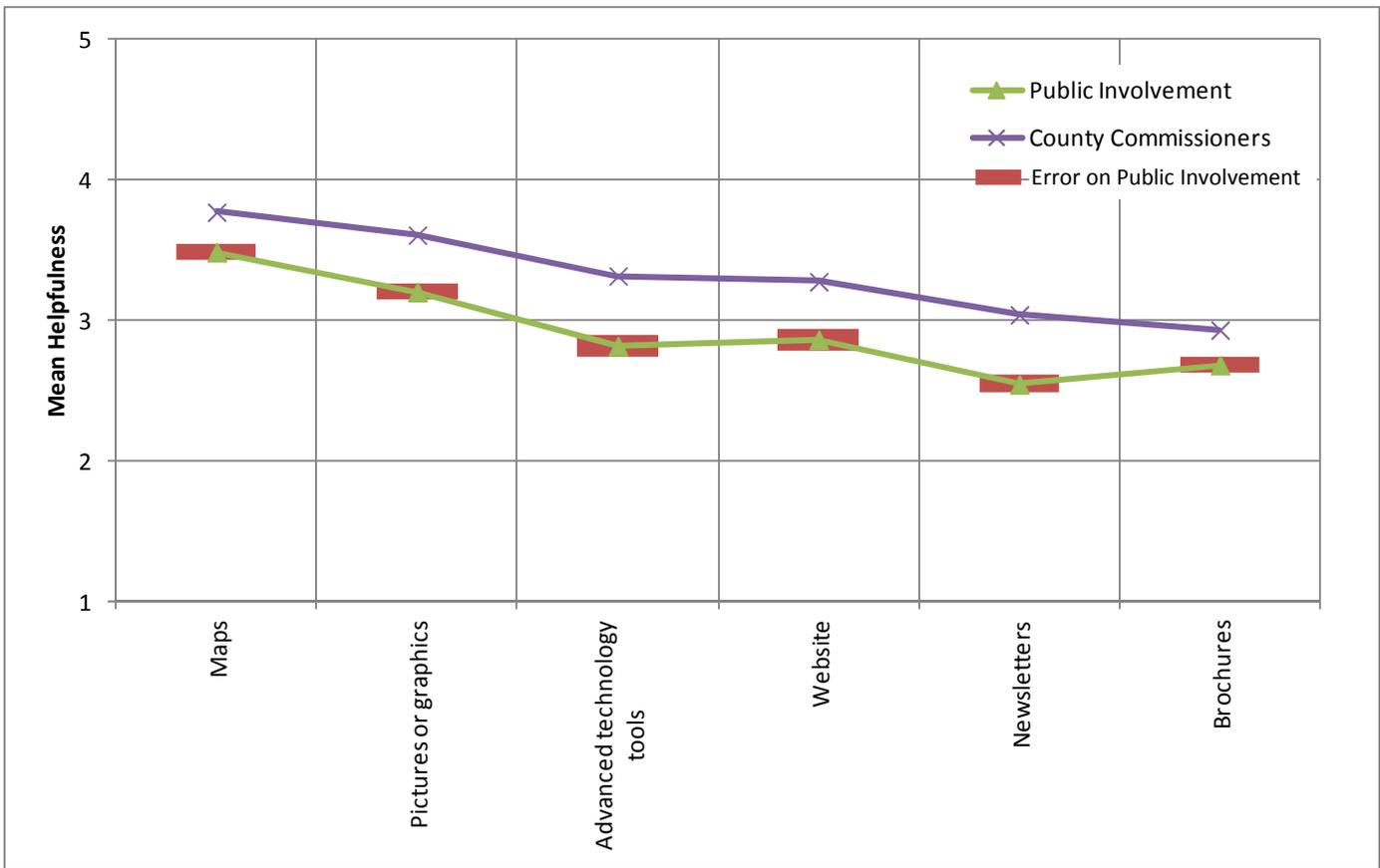
*Figure 3.4.1: County Commissioner: Usefulness of General Communications Tools*



**Planning and Project Communication Tool Ratings**

The county stakeholder group ranks communication tools for planning and projects in roughly the same order as respondents from the Public Involvement Survey, but find them all more useful. Brochures and newsletters are the least useful.

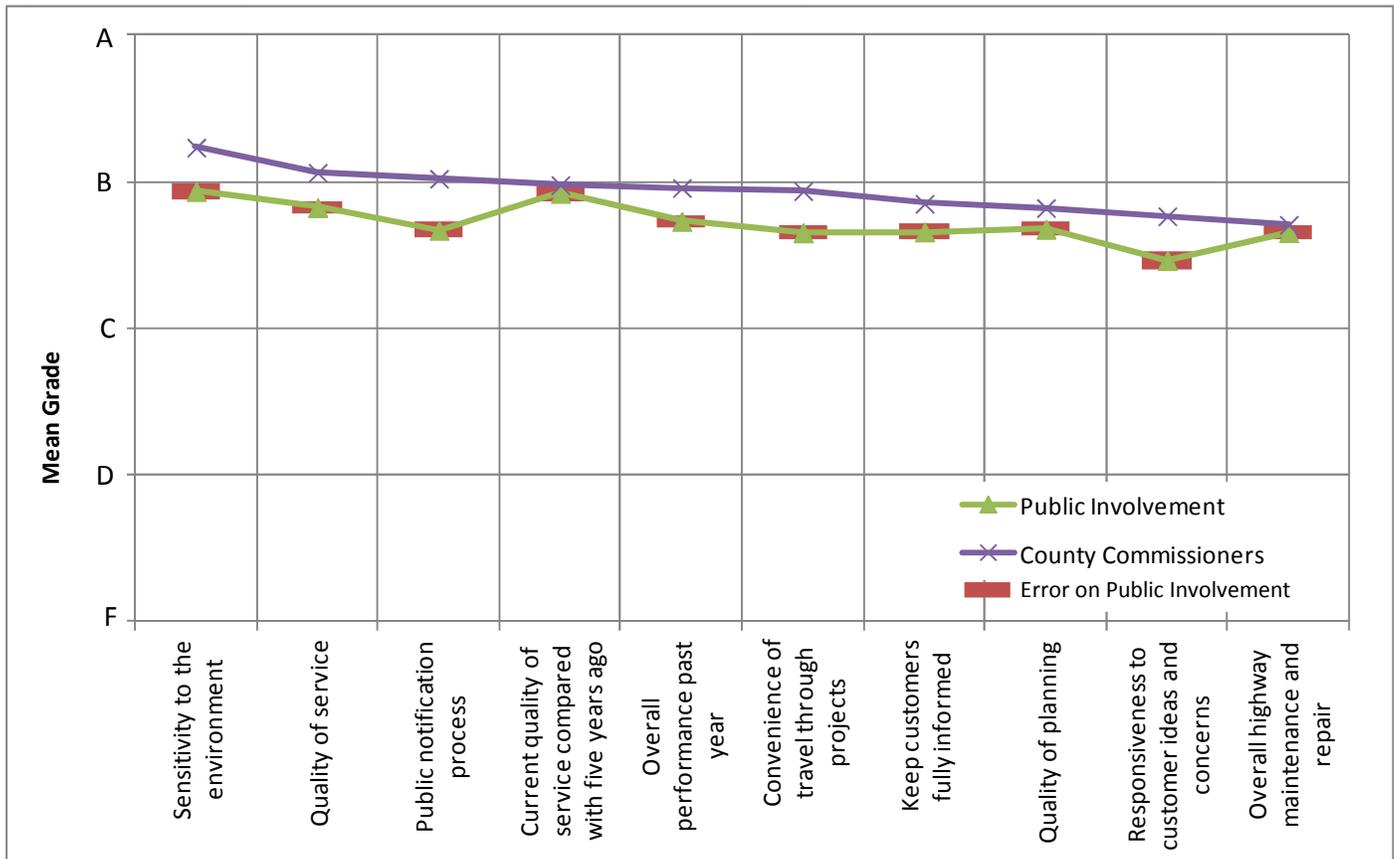
*Figure 3.5.1: County Commissioner: Helpfulness of Planning and Project Communication Tools*



MDT Customer Service and Performance Grade

The county stakeholder group gives MDT B's and B-'s for all the performance measures. Responsiveness to customer ideas and concerns is the lowest grade (B-). They give sensitivity to the environment a higher B than the general public.

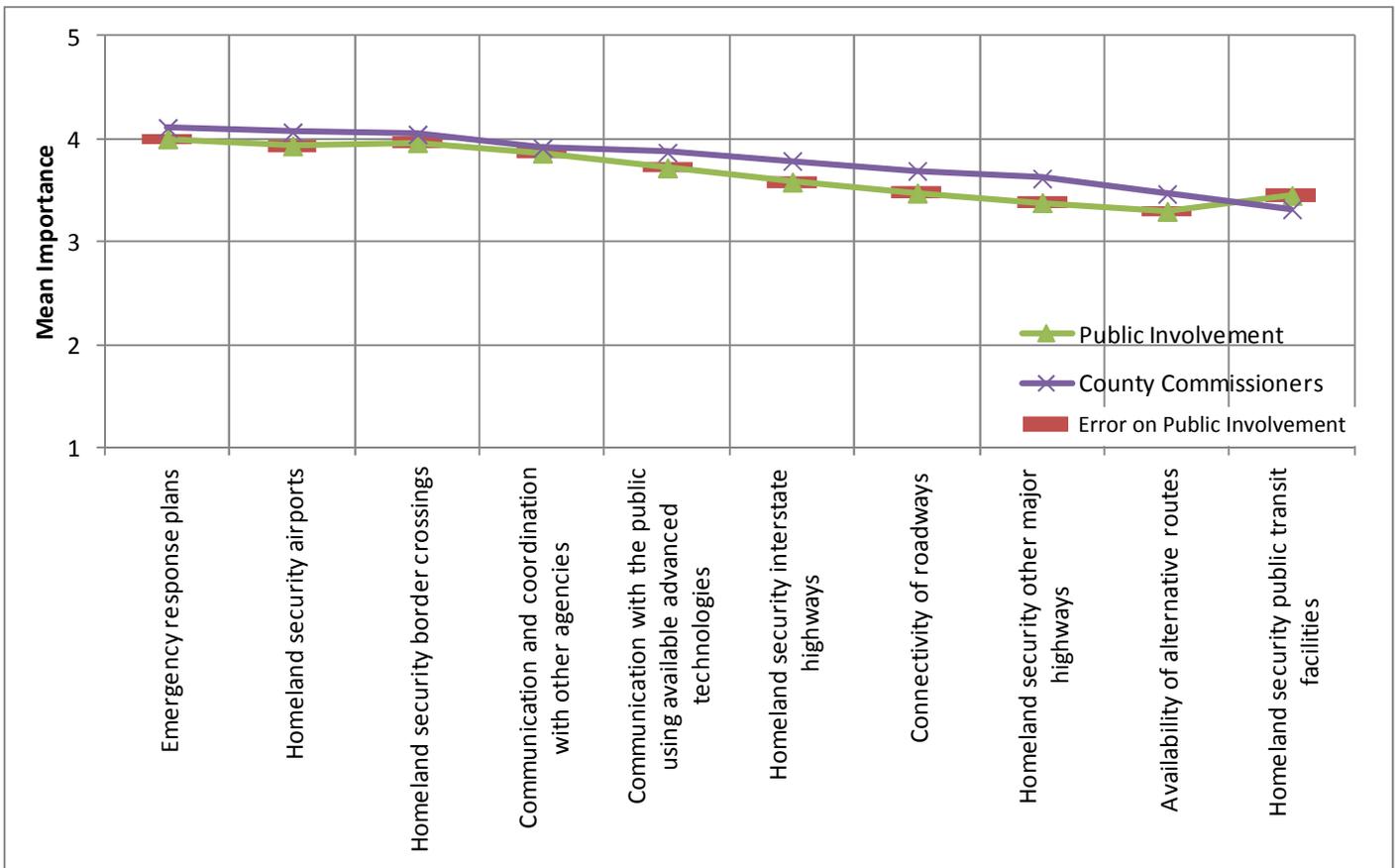
Figure 3.6.1: County Commissioner: Customer Service and Performance Grades



Security for System Components

The county commissioners are in general agreement with the general public regarding security of Montana’s transportation system. They think that security of roadways and connectivity of roadways is slightly more important than the general public.

Figure 3.7.1: County Commissioner: Security for System Components

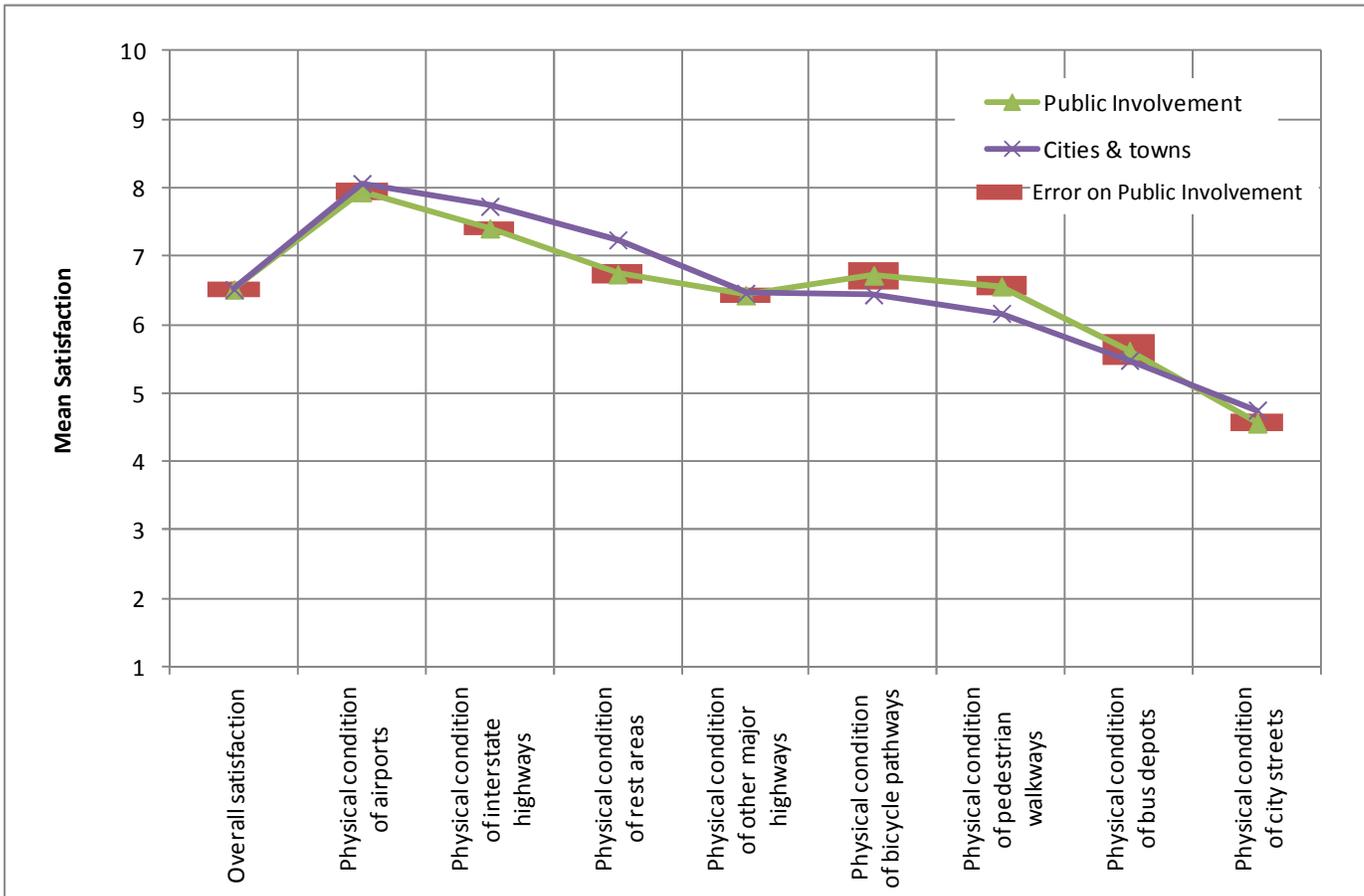


This group consists of mayors and chief executives from across Montana. One hundred and two completed interviews were collected from members of the cities and towns group. Eighty-three responses were collected in 2009.

### Transportation System Satisfaction

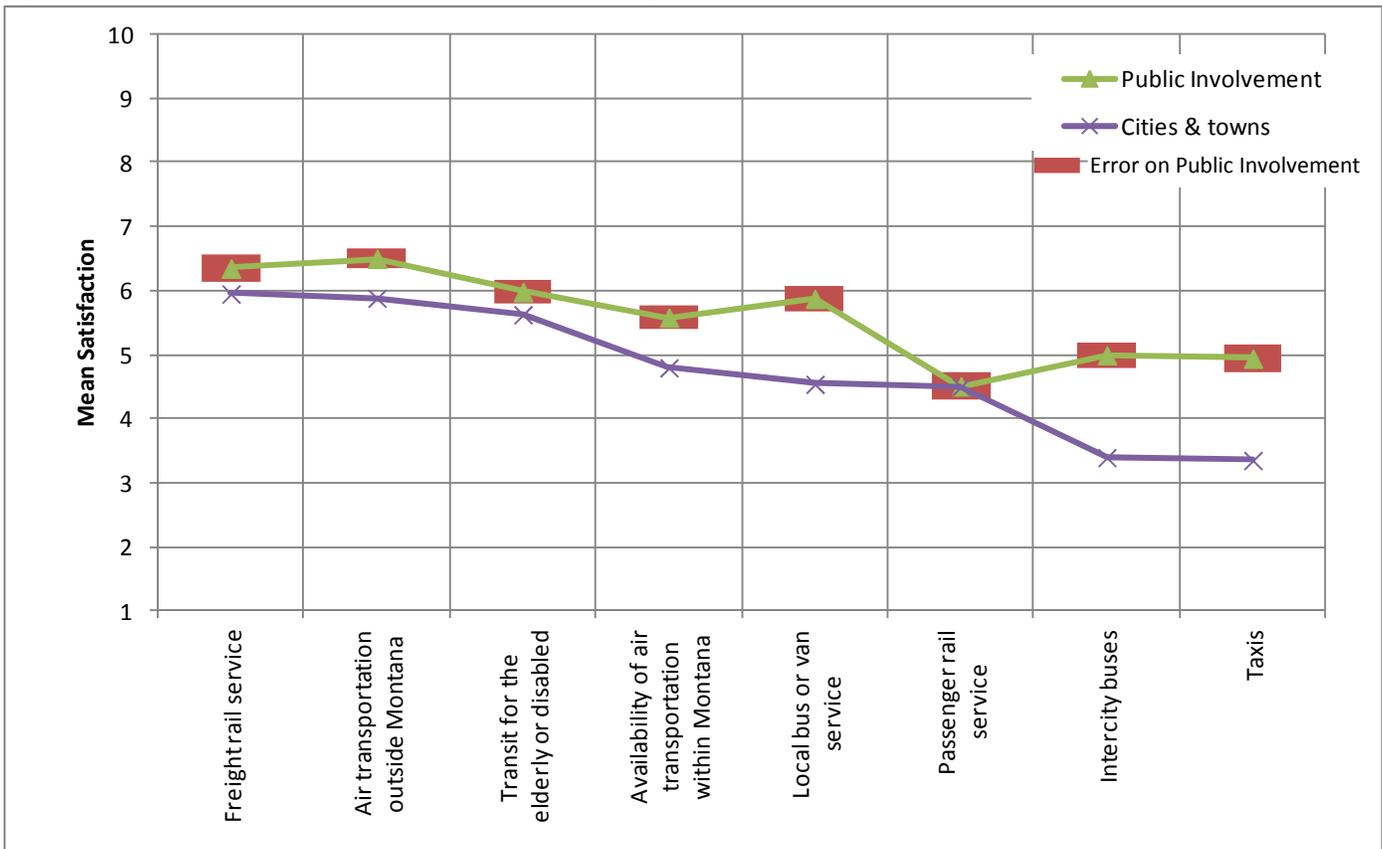
The cities and towns stakeholder group was moderately satisfied with the overall transportation system. This group’s satisfaction to the physical condition of the individual components was very similar to the general public’s as measured by the 2011 Public Involvement Survey. These stakeholders were slightly more satisfied than the general public with the physical condition of rest areas.

Figure 4.1.1: Cities and Towns: Satisfaction with System Physical Condition



The cities and towns stakeholders were somewhat dissatisfied with the availability of intercity buses and taxis. They were less satisfied than the general public about the availability of local bus and van service. This group was slightly more satisfied with passenger rail service compared to the general public.

Figure 4.1.2: Cities and Towns: Satisfaction with System Services Availability

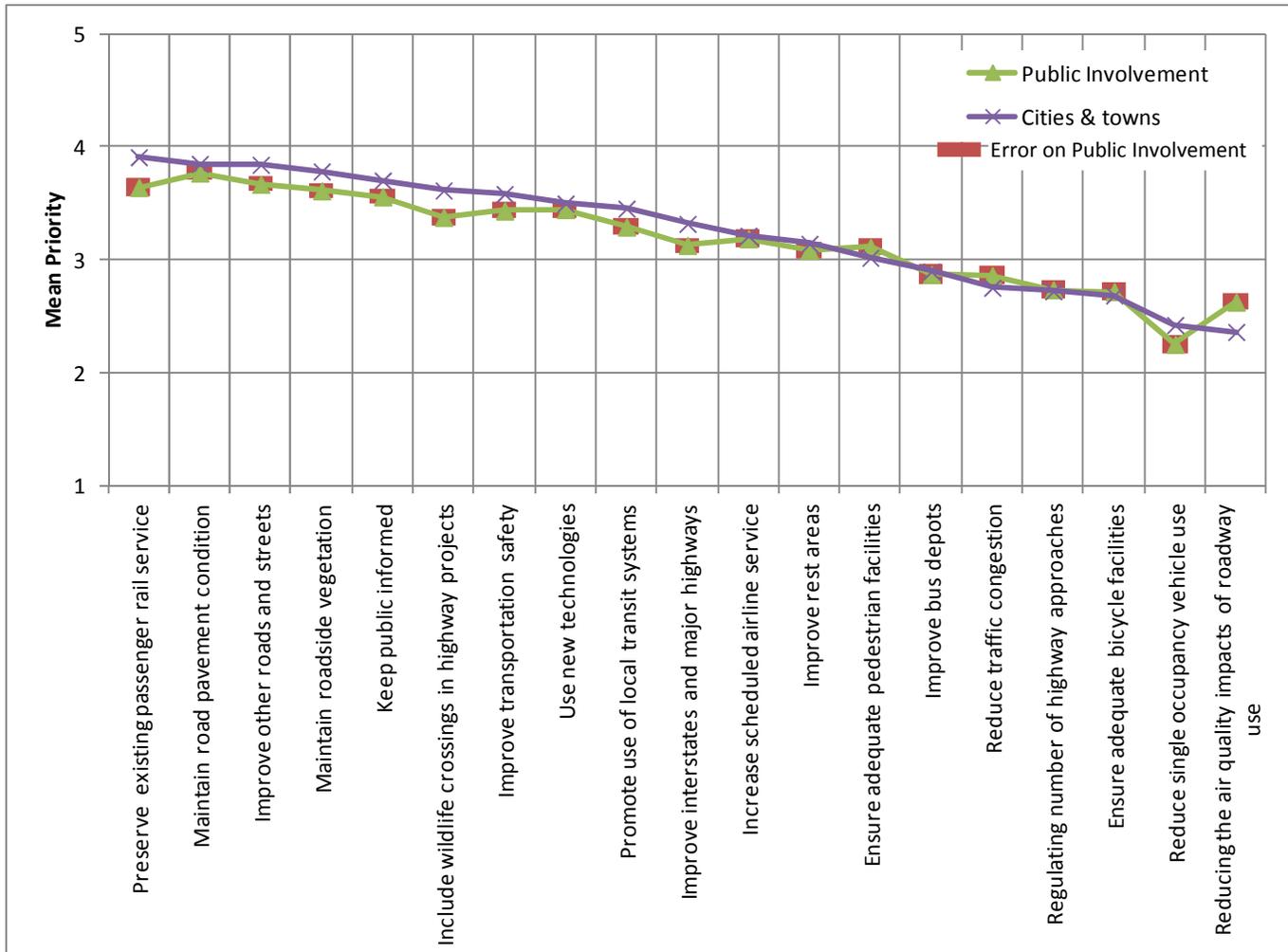


### Actions to Improve the Transportation System

The cities and towns stakeholder group generally ranked the potential actions to improve Montana’s transportation system in an order similar to the general public (Figure 4.2.1). They assigned a slightly higher priority to improving interstate and major highways, improving other roads and streets, reducing single occupancy vehicle use, promoting the use of local transit systems, preserving existing passenger rail, keeping the public informed, maintaining roadside vegetation, and including wildlife crossing in projects.

They assigned a slightly lower priority to reducing the air quality impacts of roadway use.

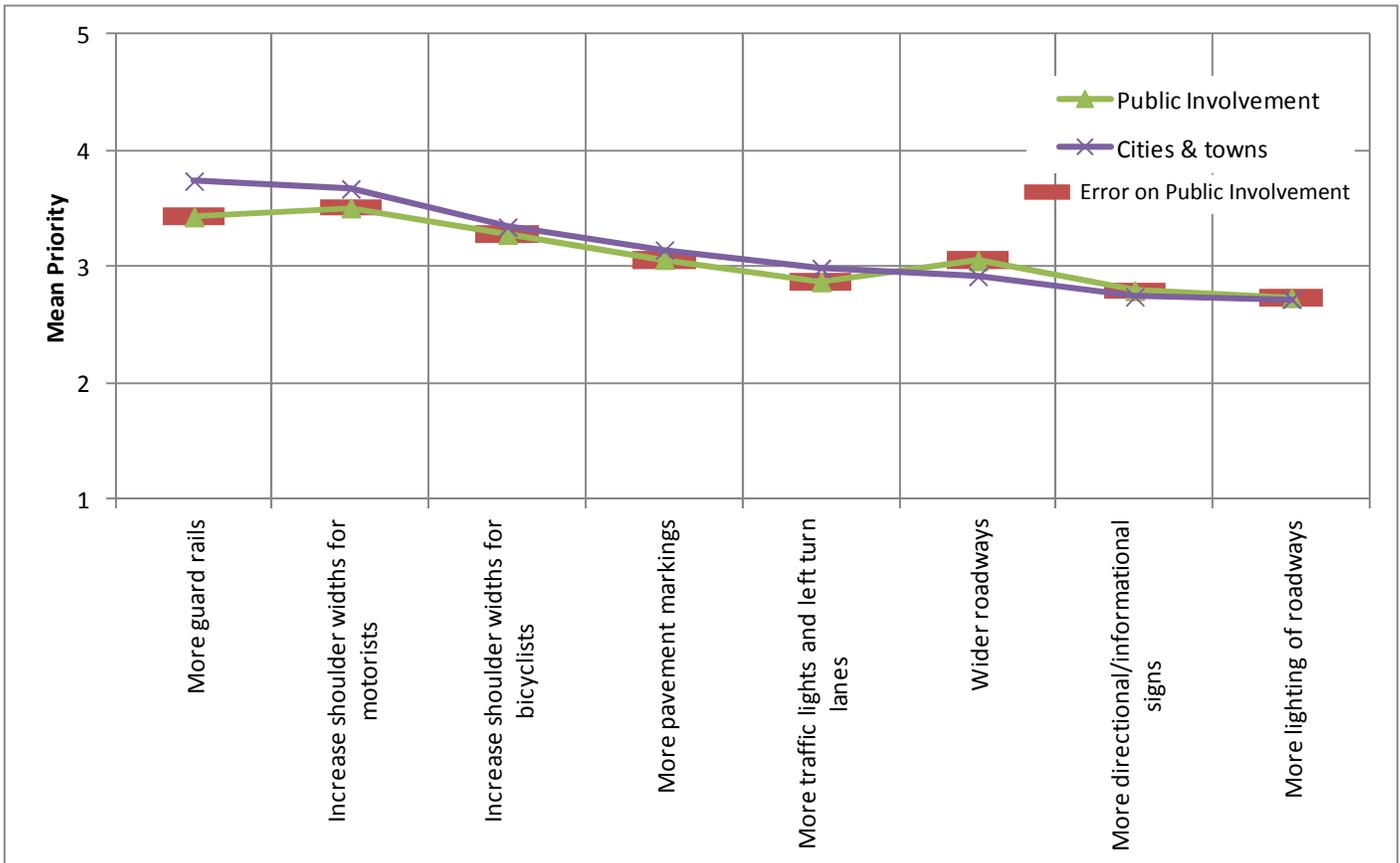
Figure 4.2.1: Cities and Towns: Actions to Improve System



**Actions to Improve Roadways**

Both the cities and towns stakeholders and the general public assigned very similar priorities for potential actions to improve Montana’s roadways. These stakeholders want more guard rails than the general public. They assign a slightly higher priority to wider shoulders for motorists.

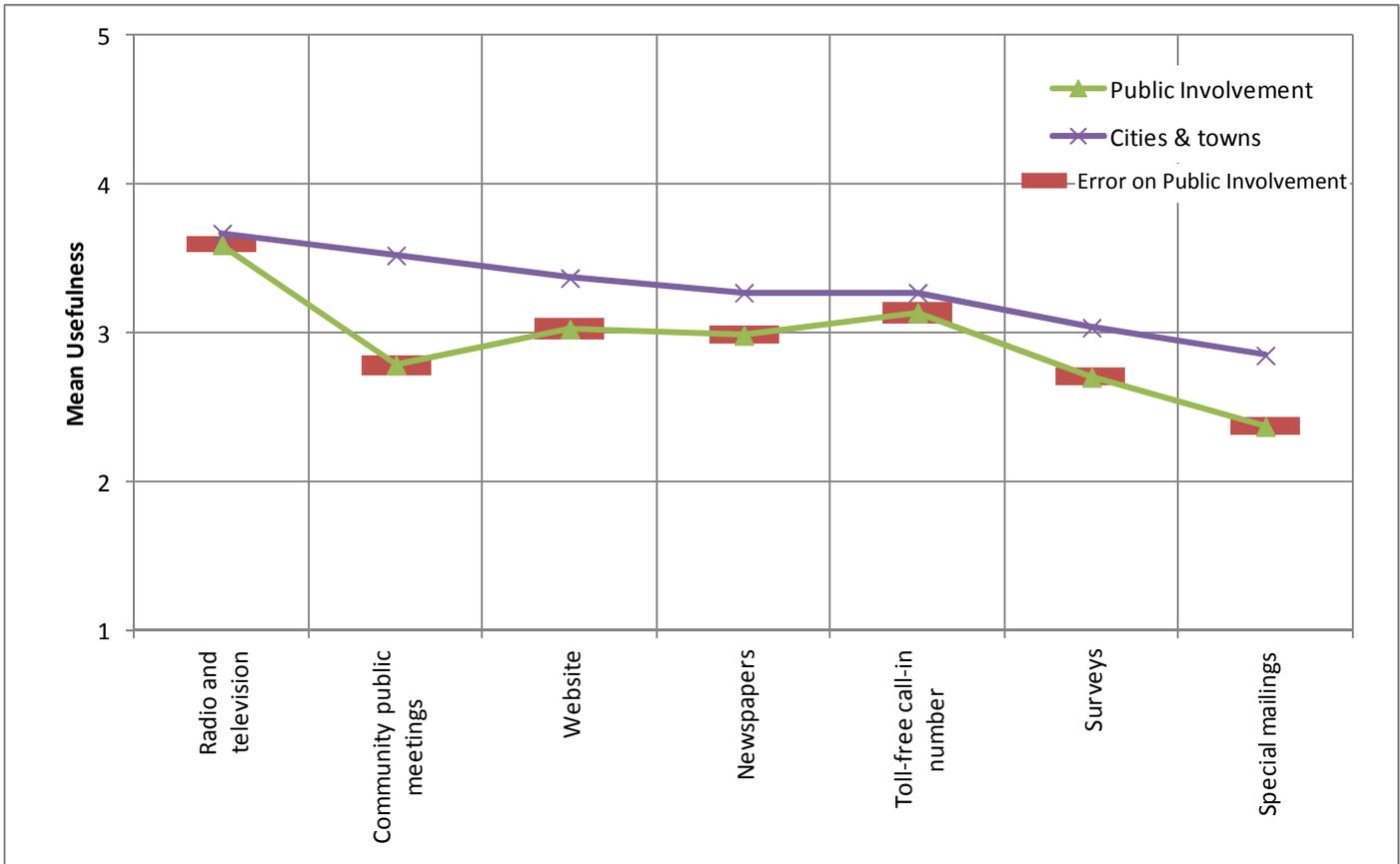
*Figure 4.3.1: Cities and Towns: Actions to Improve Roadways*



### General Communication Tool Ratings

The cities and towns stakeholders find the general communication tools to be useful in the same order as the respondents from the 2011 Public Involvement Survey with the exception of community public meetings (Figure 4.4.1). Community public meetings are a somewhat useful tool, while the general public finds community public meetings less so. The stakeholder group finds the MDT website, newspapers, surveys, and special mailings more useful than the general public.

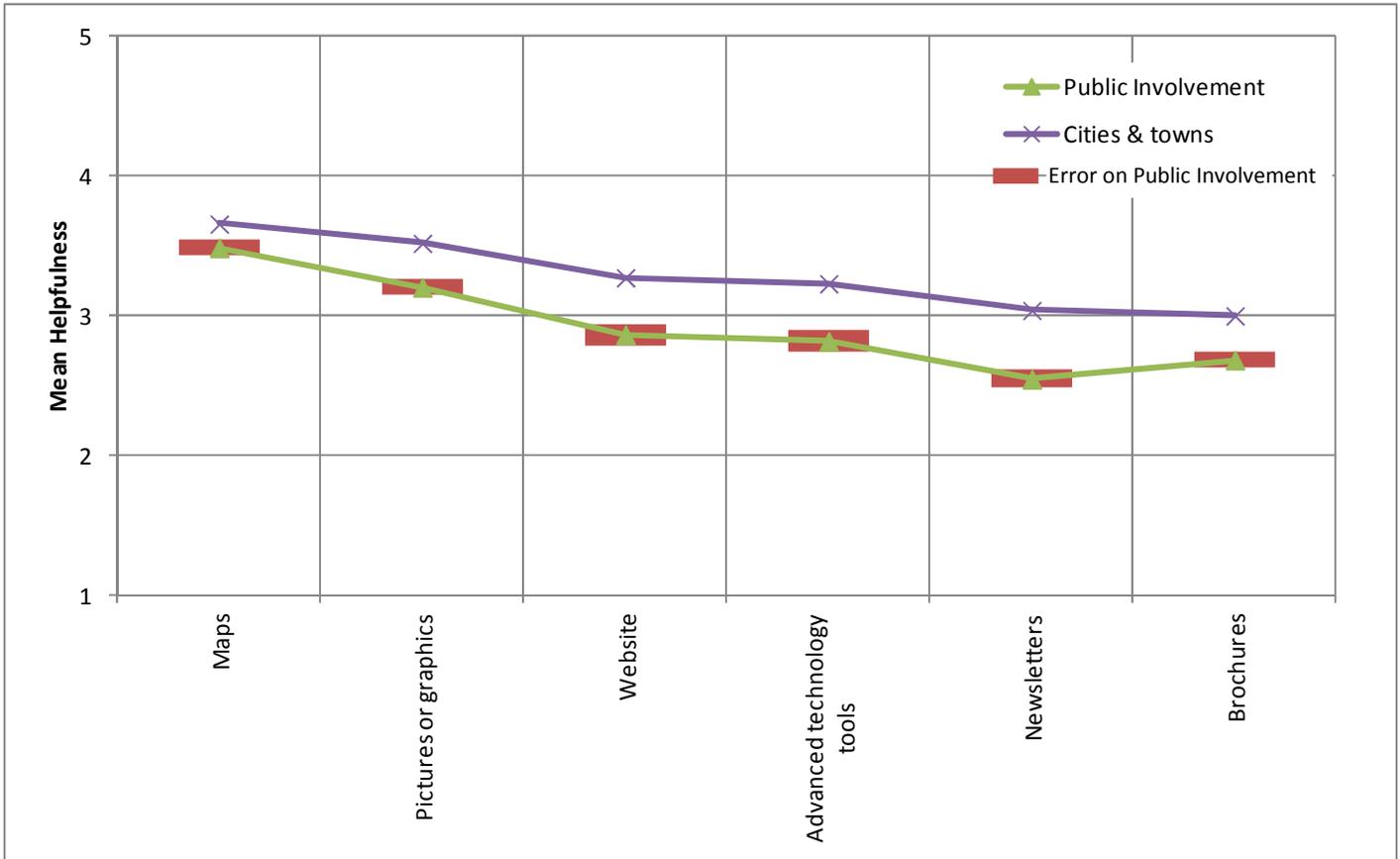
Figure 4.4.1: Cities and Towns: Usefulness of General Communications Tools



### Planning and Project Communication Tool Ratings

The six communication tools shown in Figure 4.5.1 are found more helpful by the cities and town stakeholder group than the general public. They are ranked in the same order.

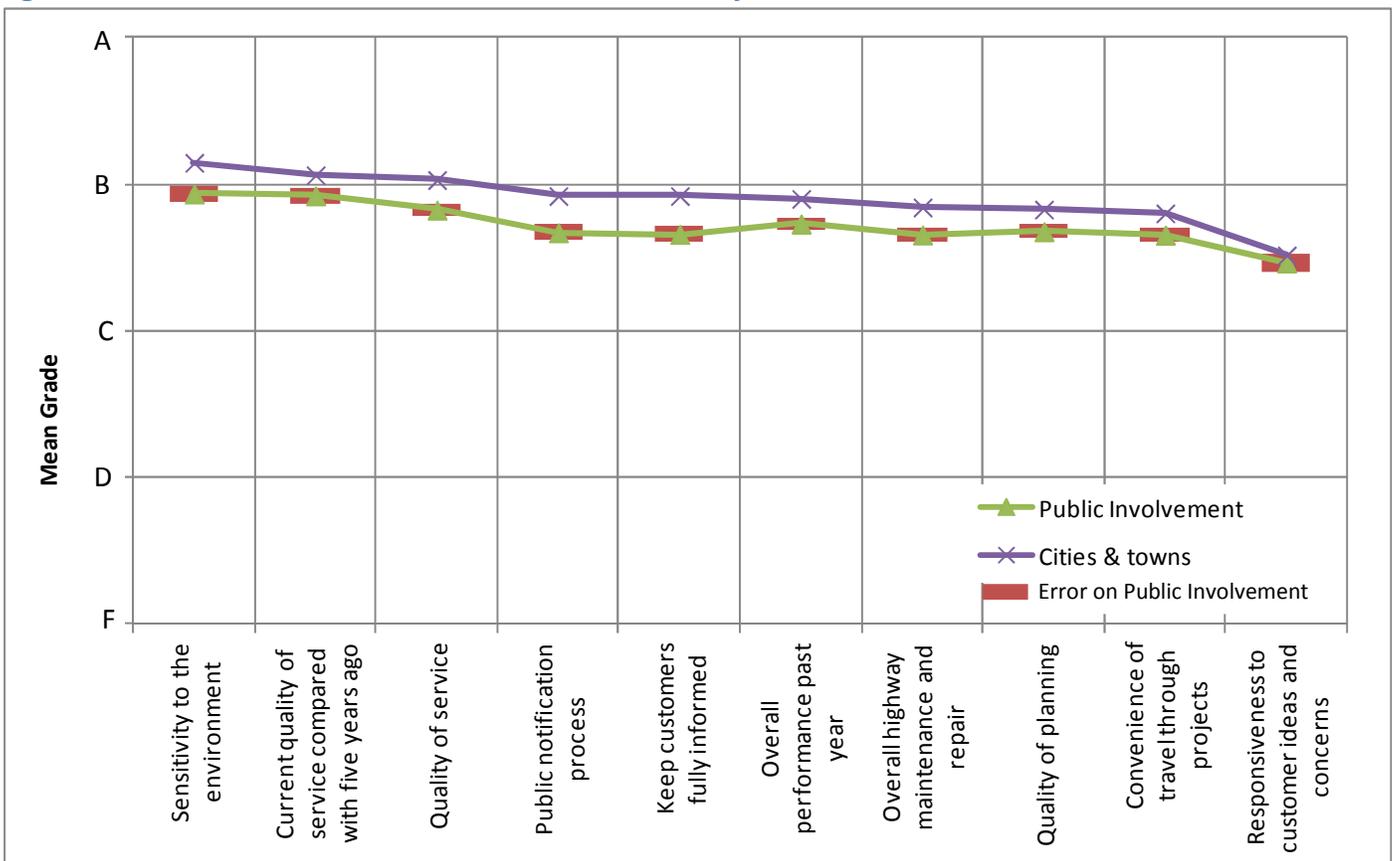
*Figure 4.5.1: Cities and Towns: Helpfulness of Planning and Project Communication Tools*



MDT Customer Service and Performance Grade

The cities and towns stakeholder group and the general public grade MDT about the same, between B and B-. This group gives responsiveness to customer ideas and concerns the lowest grade.

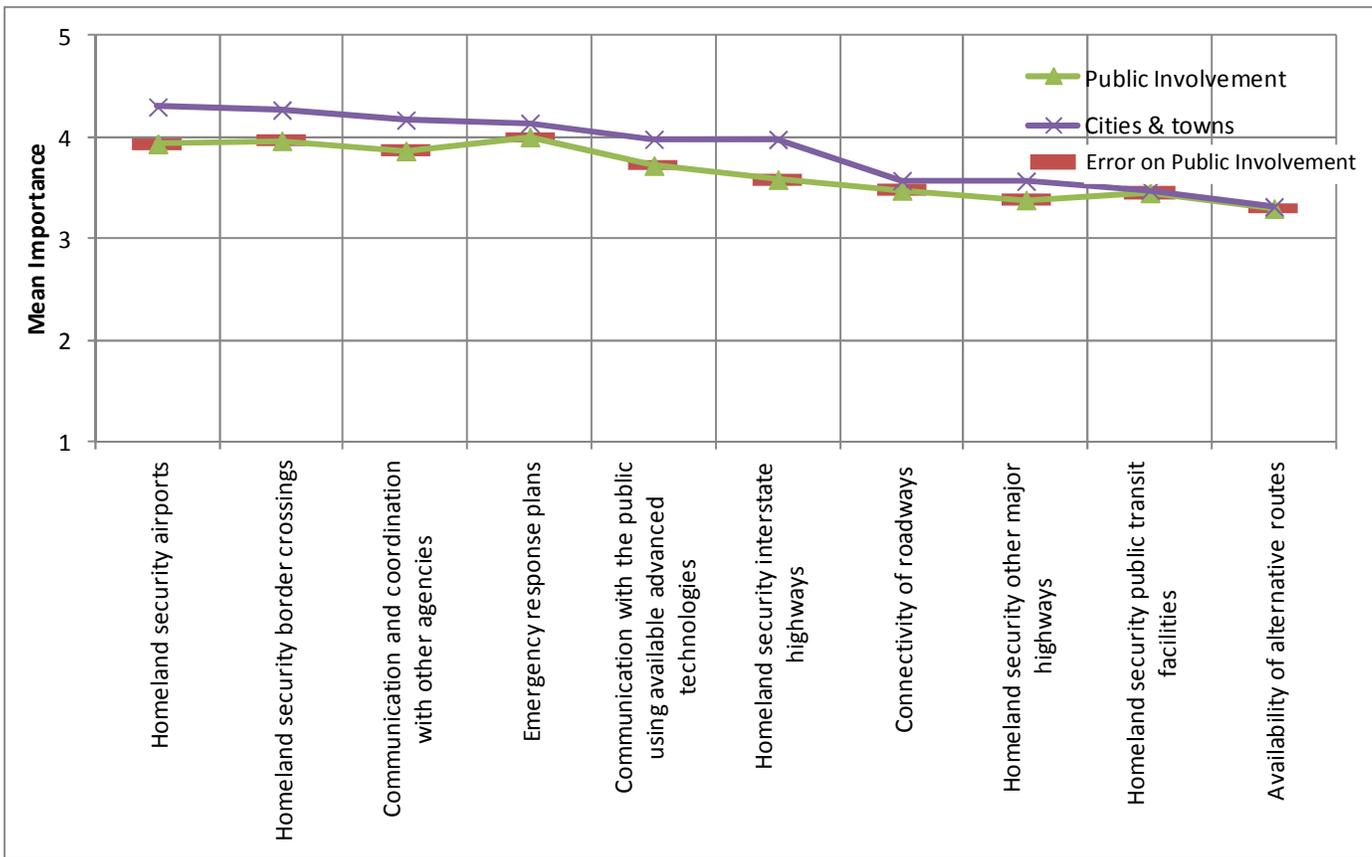
Figure 4.6.1: Cities and Towns: Customer Service and Performance Grades



### Security for System Components

Homeland security for the components of Montana’s transportation system is more important to the cities and towns stakeholder group than the general public. Emergency preparedness is also more important to this group. Coordination with other agencies, communication with the public, and emergency response plans are especially important.

Figure 4.7.1: Cities and Towns: Security for System Components



This group is represented by various economic development interests from across Montana. Stakeholders include representatives from:

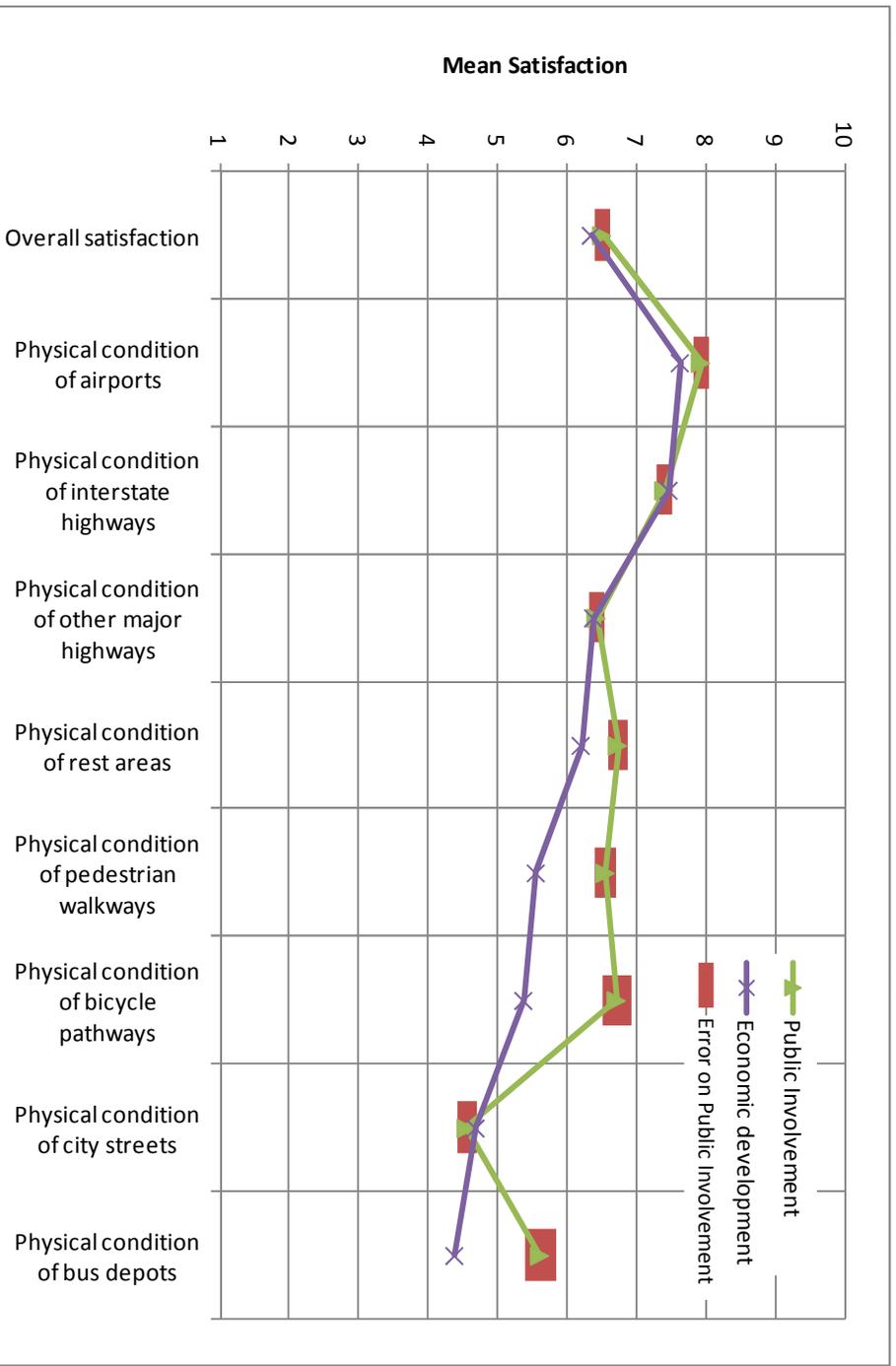
- Economic development associations
- Business organizations
- Local development corporations and associations.

Eighty-seven completed interviews were collected from members of the economic development group, the same as collected in 2009.

### **Transportation System Satisfaction**

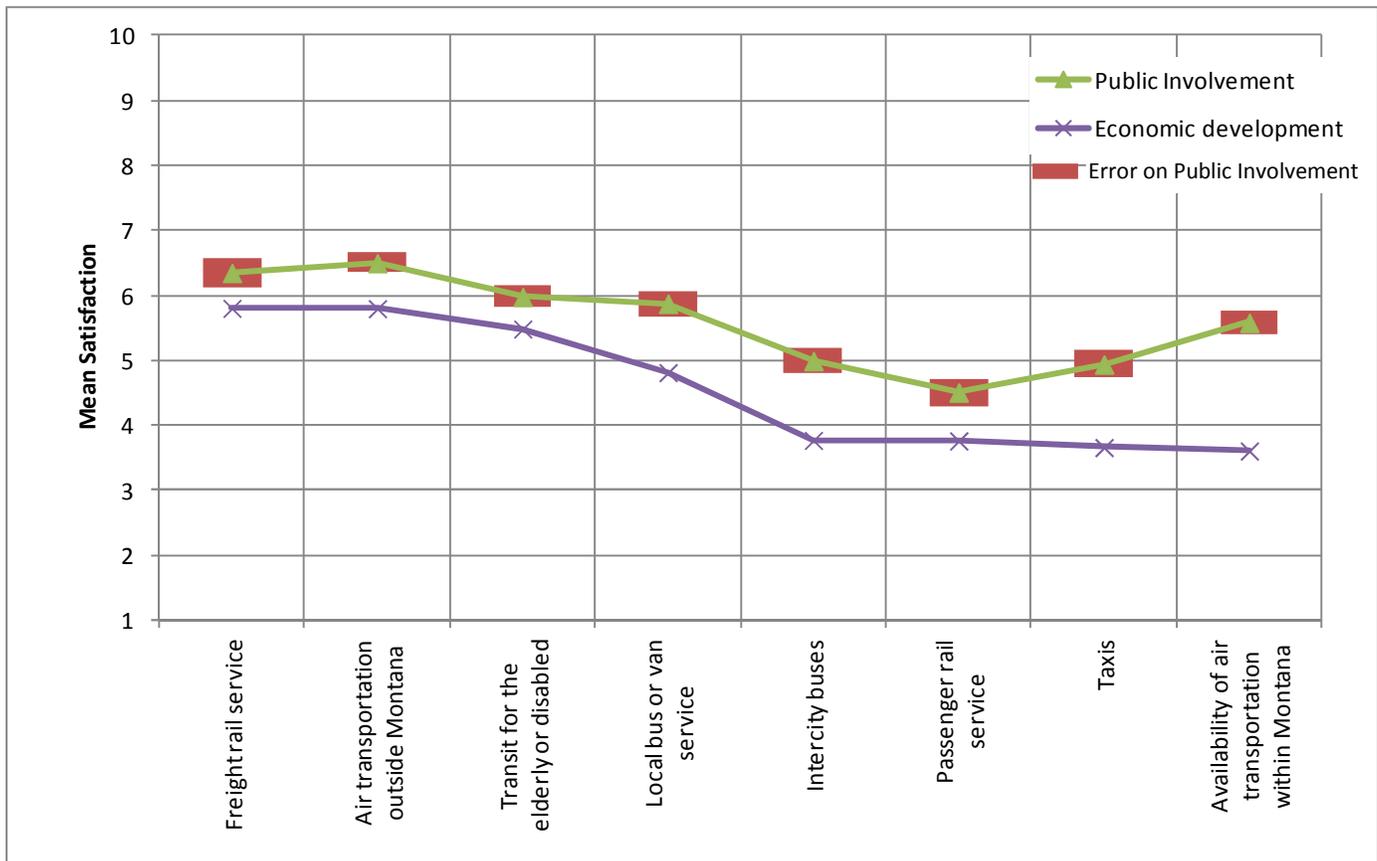
Economic development stakeholders rated the overall transportation system about the same as the general public, moderately satisfied (Figure 5.1.1). Some differences are found among the physical condition of individual components where stakeholders are less satisfied. These components are bicycle pathways, pedestrian walkways, and bus depots. They also rated the physical condition of rest areas and airports slightly lower.

Figure 5.1.1: Economic Development: Satisfaction with Physical Condition of System



The economic development stakeholders were less satisfied with the availability of various services in Montana’s transportation system than those responding to the 2011 Public Involvement Survey (Figure 5.1.2). Economic development stakeholders were dissatisfied with intercity buses, taxis, air transportation to Montana destinations, and passenger rail service. These respondents were neutral or slightly satisfied about local van service, air transportation to destinations outside Montana, freight rail service, and transit for the elderly and disabled.

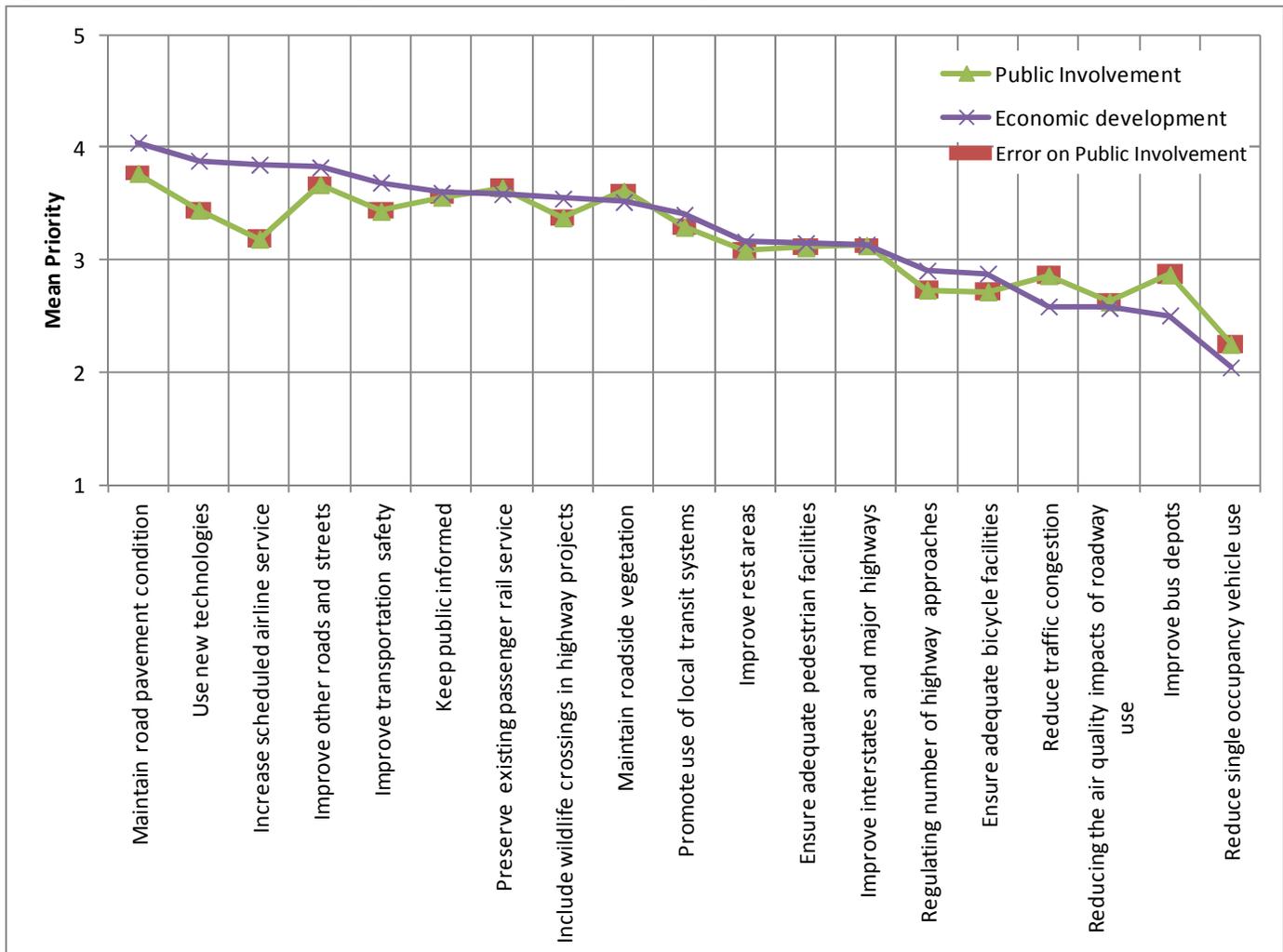
Figure 5.1.2: Economic Development: Satisfaction with Availability of System Services



**Actions to Improve the Transportation System**

Economic development stakeholders and the general public had similar opinions regarding the priority of various actions to improve the Montana transportation system. Figure 5.2.1 shows a few actions that are exceptions. Promoting an increase in scheduled airline service and using new technologies such as electronic signs are a higher priority of the stakeholder group. Improving bus depots, reducing single occupancy vehicles and reducing congestion are lower priorities.

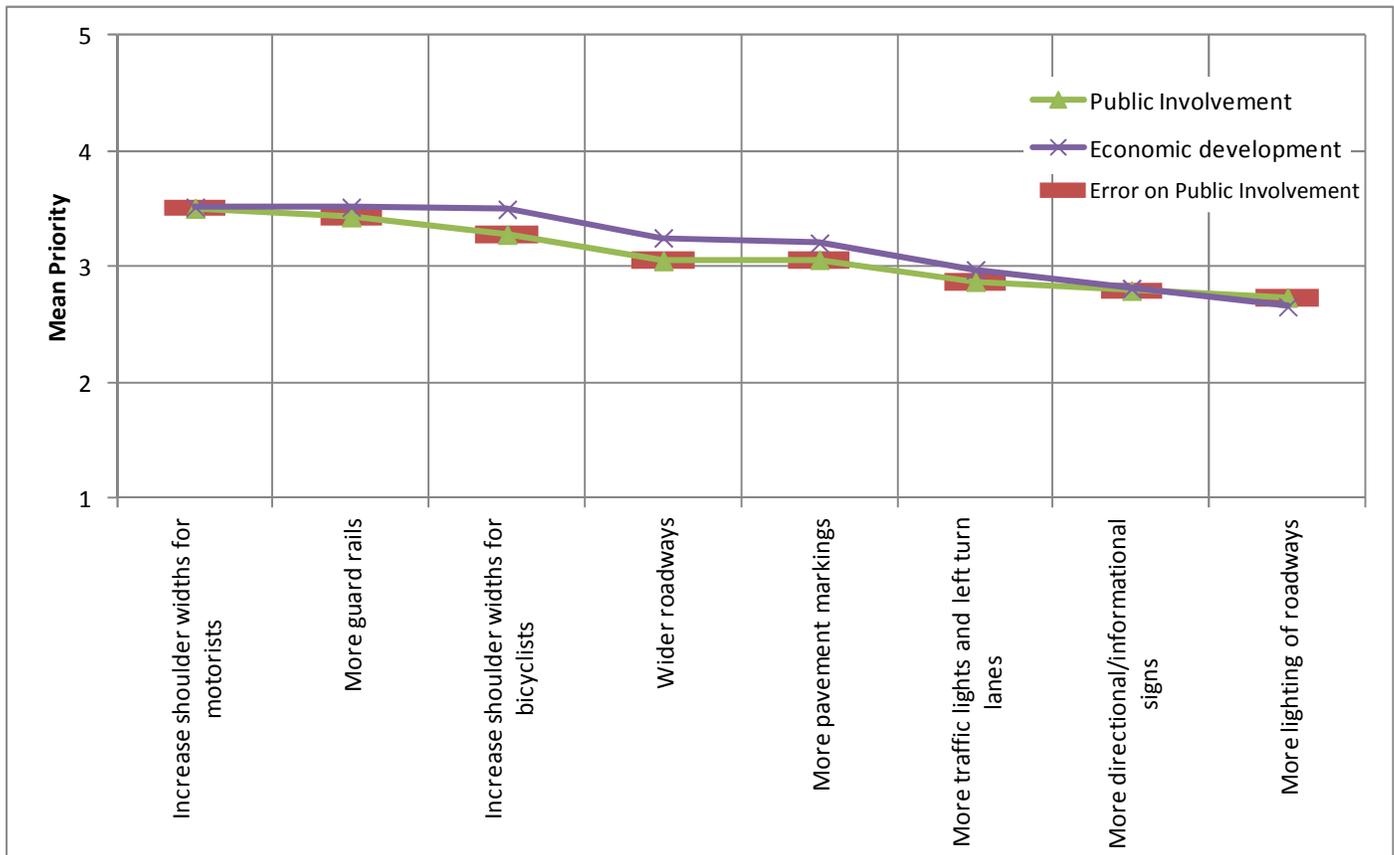
*Figure 5.2.1: Economic Development: Actions to Improve System*



**Actions to Improve Roadways**

No significant differences exist between the economic development stakeholders and the general public regarding several possible actions to improve Montana’s roadways (Figure 5.3.1). These stakeholders assign a slightly higher priority to more pavement markings and wider roadways and shoulders, but not significantly so.

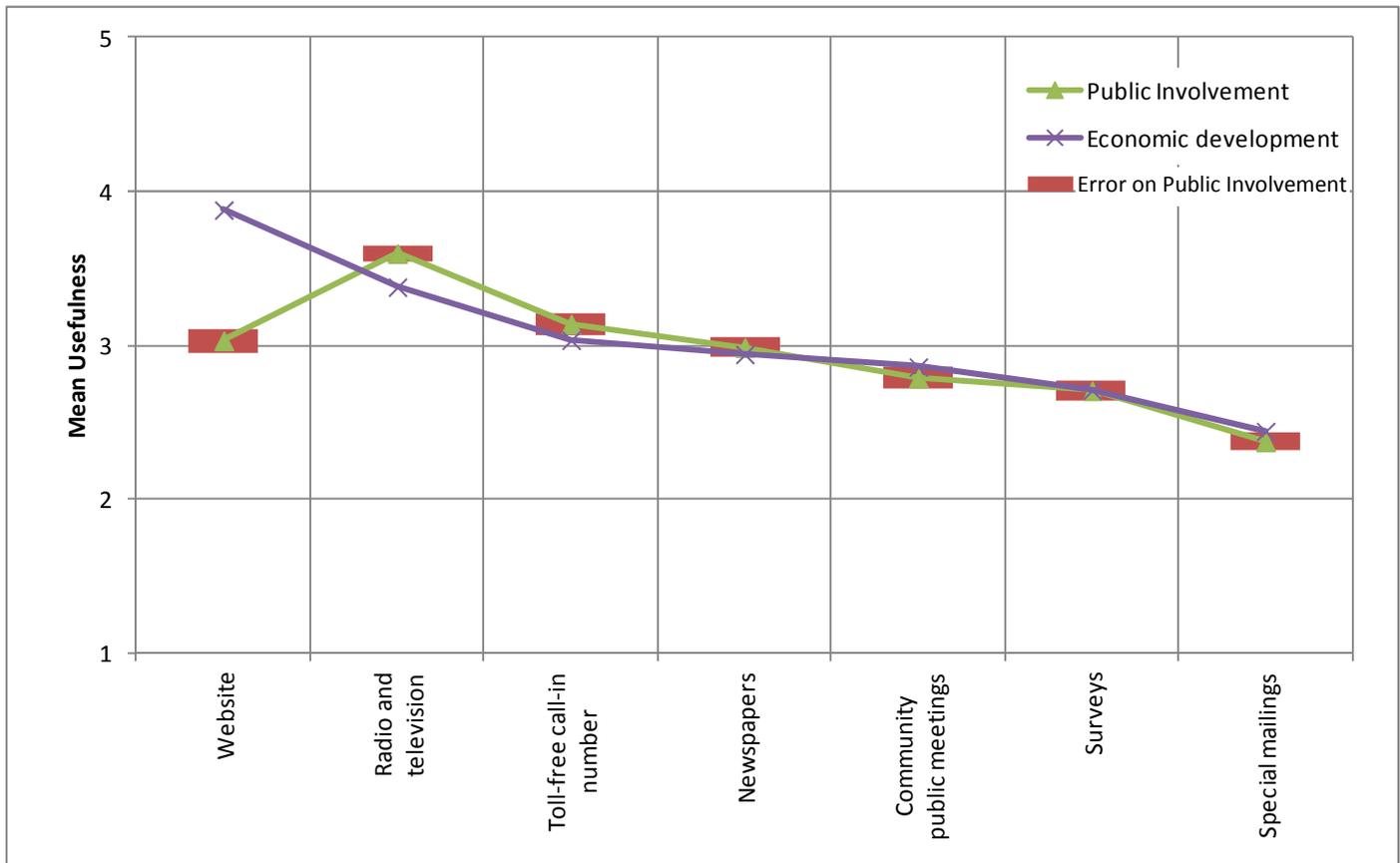
*Figure 5.3.1: Economic Development: Actions to Improve Roadways*



General Communication Tool Ratings

Economic development stakeholders think the MDT website is the most useful general communication tool with radio and television second (Figure 5.4.1). The usefulness of these two tools is significantly different in the minds of the stakeholders and general public. The MDT website is much more useful while radio and television are less useful.

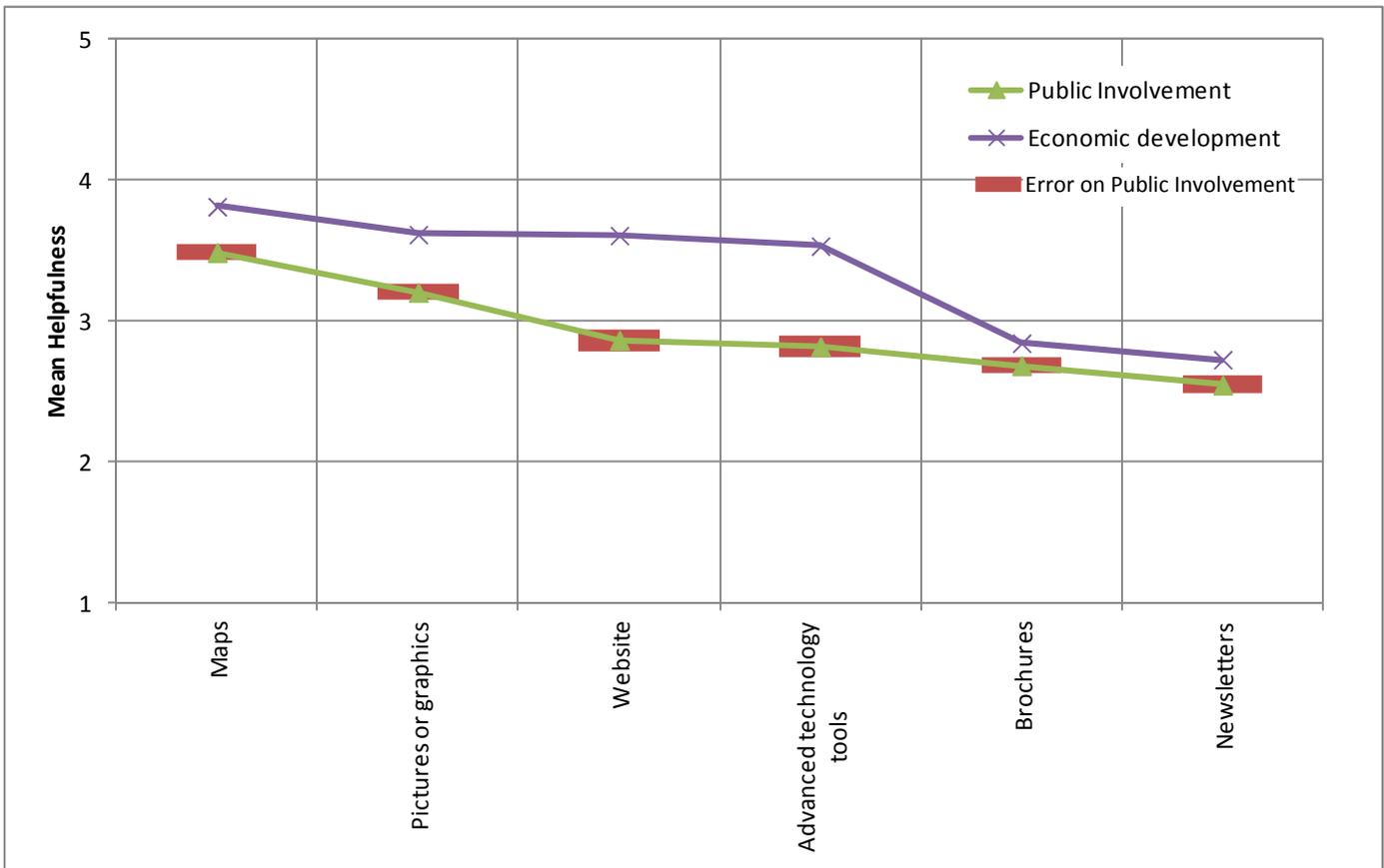
Figure 5.4.1: Economic Development: Usefulness of General Communications Tools



Planning and Project Communication Tool Ratings

Major differences are apparent when comparing the usefulness of project and planning communication tools (Figure 5.5.1) between economic development stakeholders and the general public. The stakeholders view the MDT website, maps, pictures or graphics, and advanced technology tools as more useful than the general public.

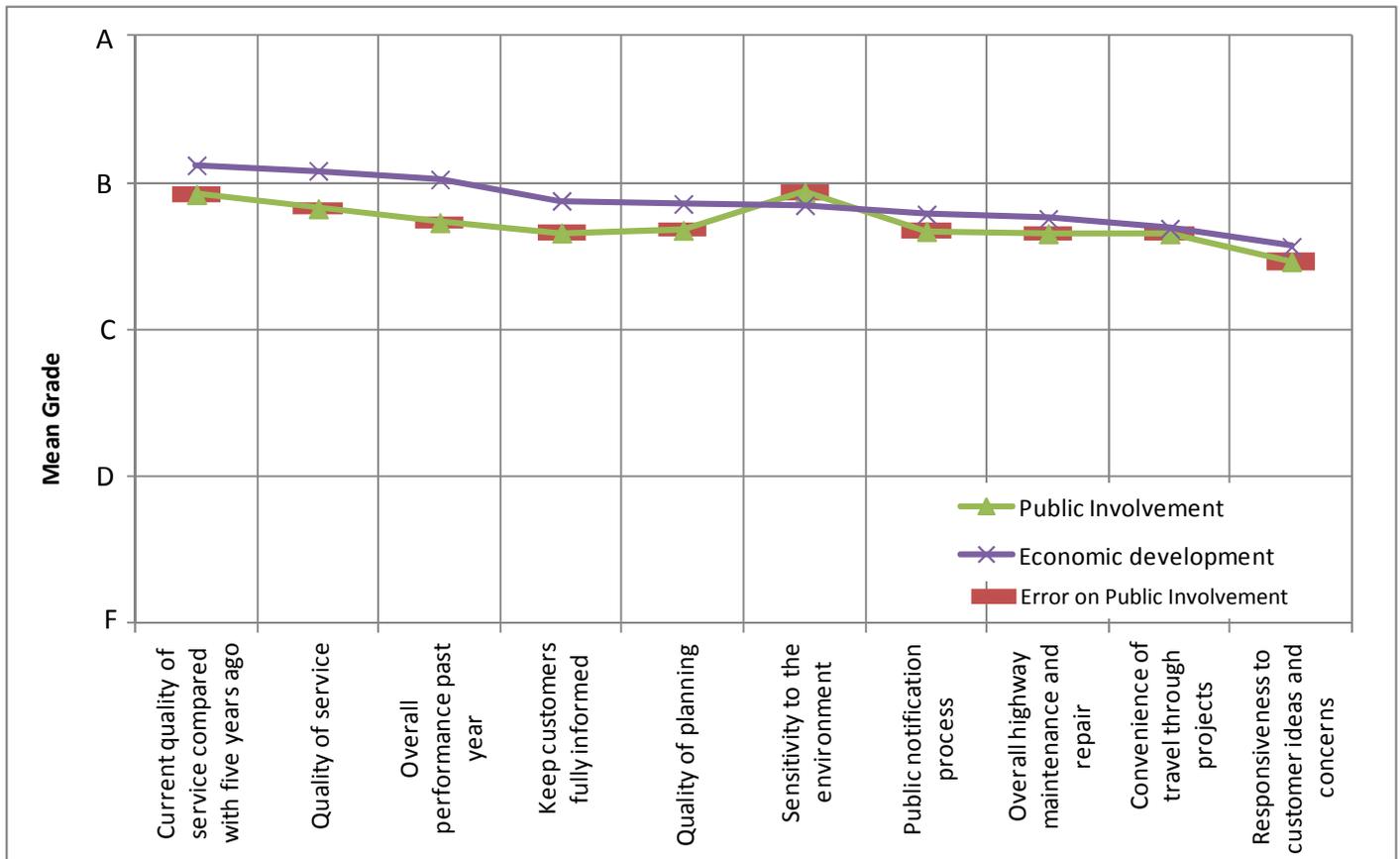
Figure 5.5.1: Economic Development: Helpfulness of Planning and Project Communication Tools



MDT Customer Service and Performance Grade

Economic development stakeholders give MDT a B grade for overall performance in the last year and quality of service where the general public gives MDT a B- for the two services. Other service and performance measures are very similar between the two groups.

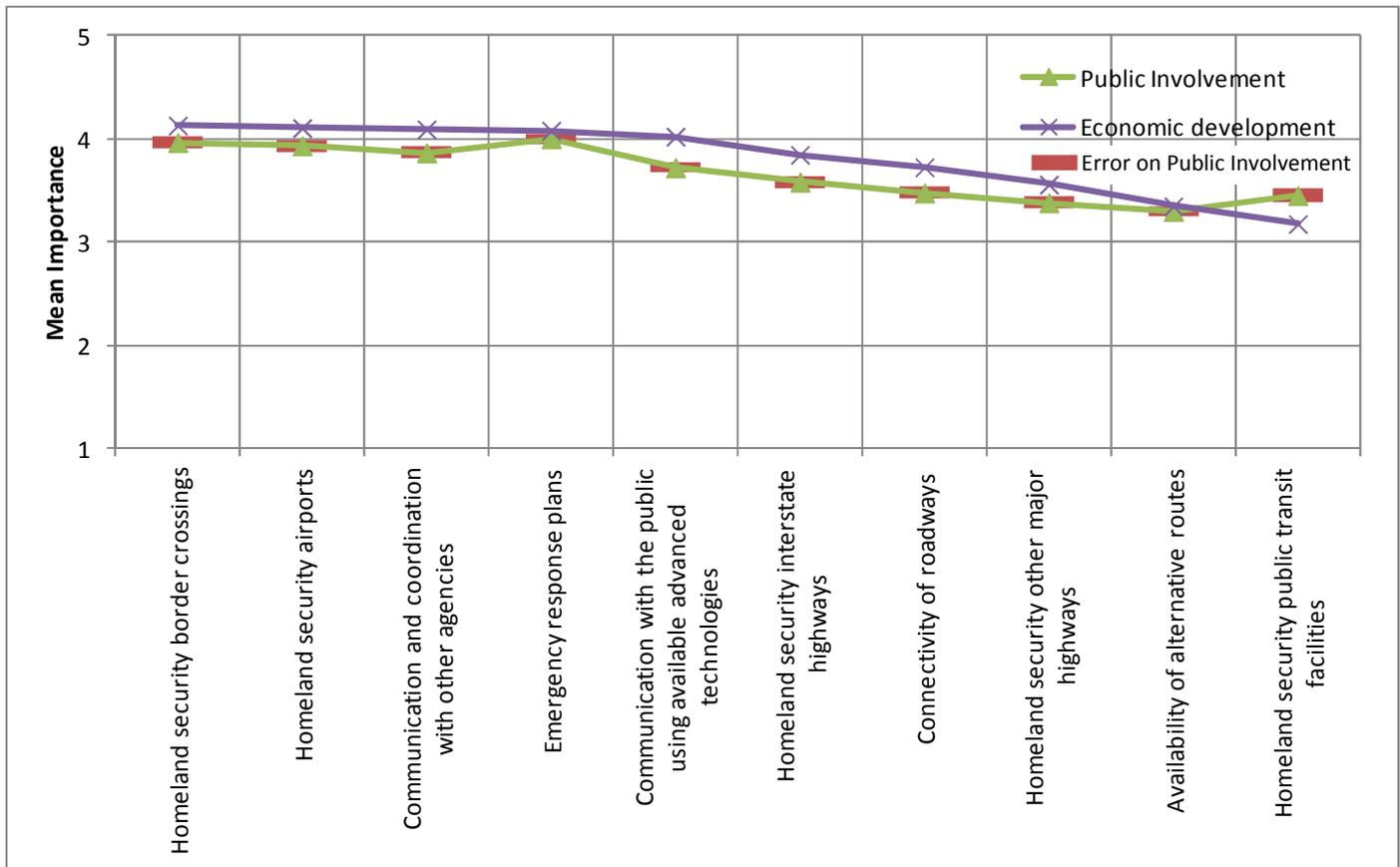
Figure 5.6.1: Economic Development: Customer Service and Performance Grades



Security for System Components

Security for Montana’s transportation system was slightly more important for the economic development stakeholders when compared to the general public. Figure 5.7.1 shows these differences. Stakeholders were more concerned with coordination and communication with other agencies and the connectivity of roadways during emergencies than the general public. These stakeholders thought that homeland security was slightly more important with exception of public transit facilities.

Figure 5.7.1: Economic Development: Security for System Components



This group is represented by various environmental interests from across Montana. Stakeholders include representatives from:

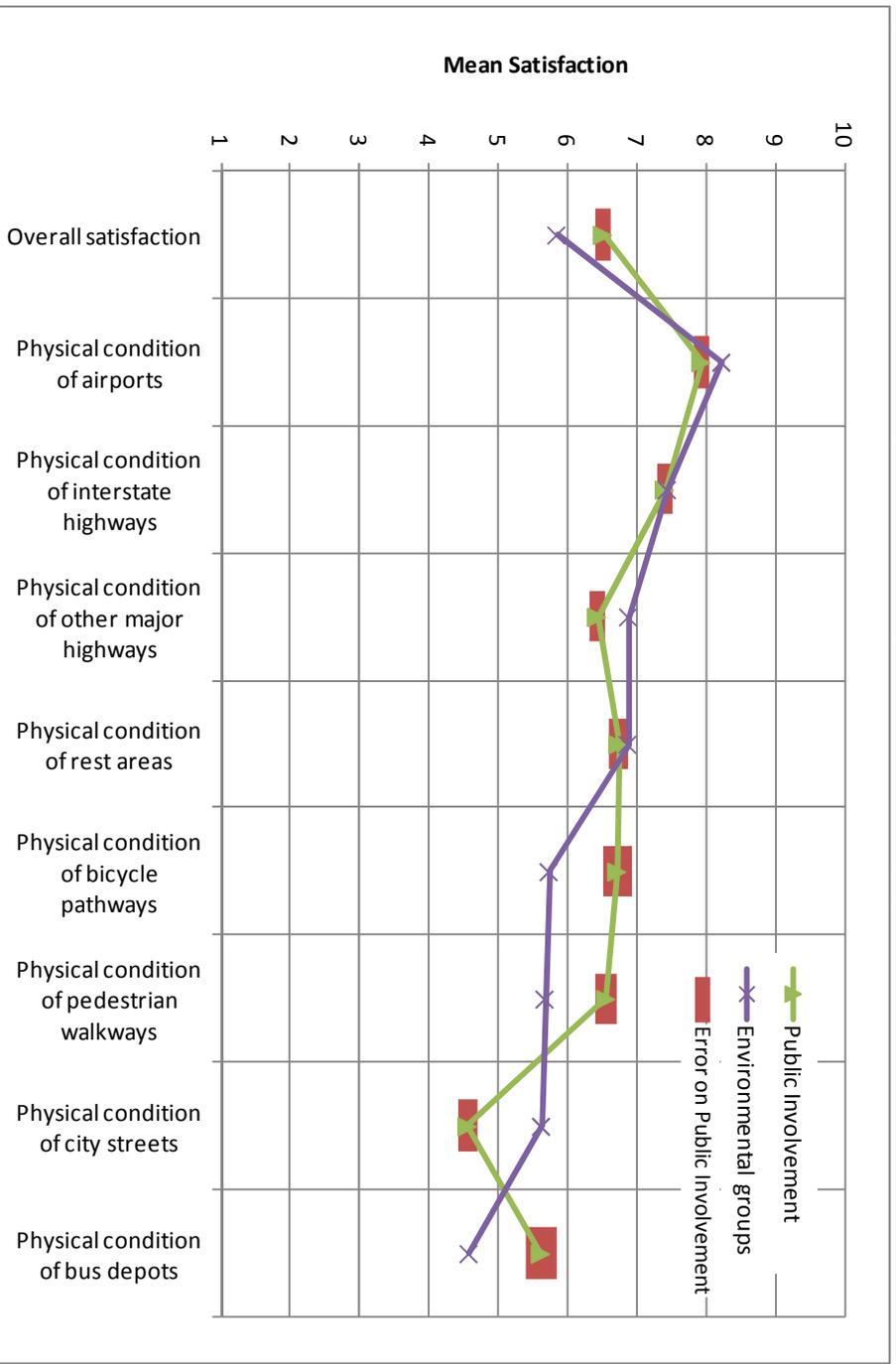
- Wilderness coalitions
- Wildlife associations
- Audubon societies
- Preservation coalitions
- Sierra Club affiliates
- Resource centers

Twenty-seven completed interviews were collected from members of the environmental group.

### **Transportation System Satisfaction**

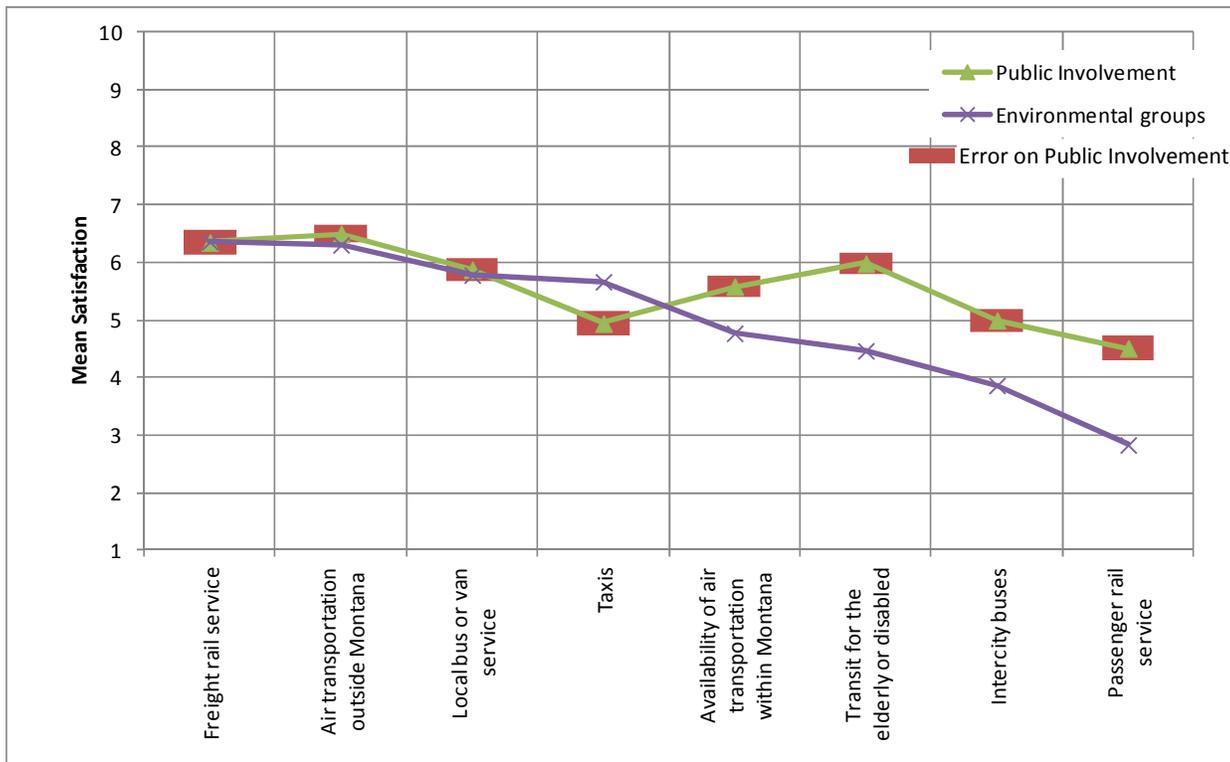
The environmental stakeholder group was less satisfied with Montana's overall transportation system than the general public (Figure 6.1.1). This stakeholder group was satisfied with the physical condition of city streets while the general public was dissatisfied. Environmental stakeholders were less satisfied than the general public with the physical condition of pedestrian pathways and slightly less satisfied with the physical condition of bicycle pathways and bus depots.

Figure 6.1.1: Environmental: Satisfaction with Physical Condition of System



There are several differences between environmental stakeholders and the general public regarding the availability of transportation services. Environmental stakeholders are very dissatisfied with the availability of passenger rail service compared with slight dissatisfaction in the general public. They are slightly dissatisfied with the availability of intercity buses and transit for the elderly and disabled. Environmental stakeholders are slightly less satisfied with the availability of air transportation within Montana.

Figure 6.1.2: Environmental: Satisfaction with Availability of System Services



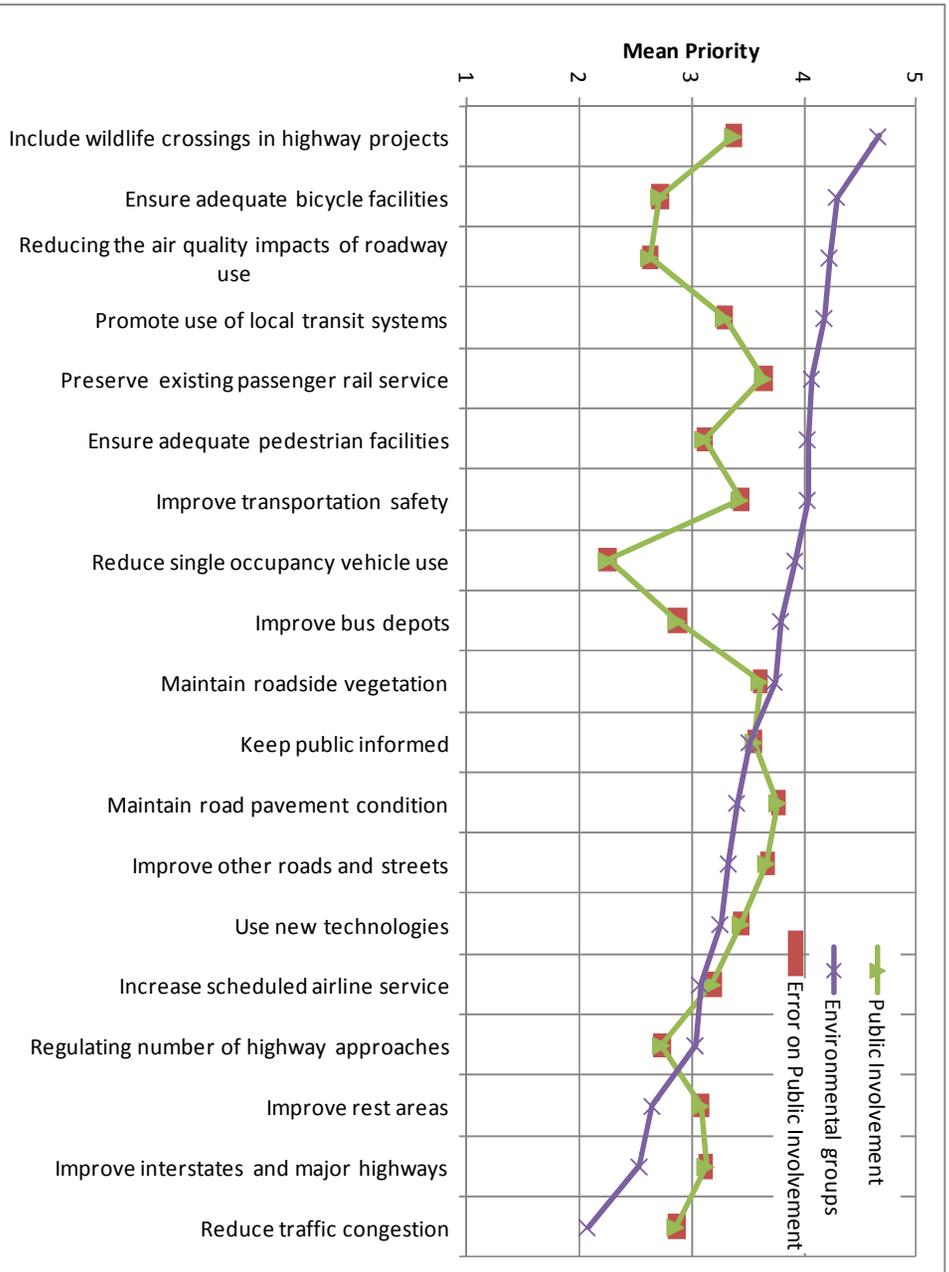
## Actions to Improve the Transportation System

Environmental stakeholders definitely have different priorities (Figure 6.2.1) as to ways to improve Montana's transportation system compared to the general public. This group generally agrees with the general public regarding scheduled airline service, using new technologies, keeping the public informed, and managing roadside vegetation, but has opposite views on the remaining possible actions.

The environmental stakeholder group assigns a much higher priority on ensuring adequate pedestrian and bicycle facilities, reducing single occupant vehicles, promoting use of local transit systems, reducing air quality impacts, improving bus depots, and including wildlife crossings in transportation projects than the general public. This group also assigns a slightly higher priority to improving transportation safety, preserving passenger rail, and regulating highway approaches.

Environmental stakeholders are much less concerned than the general public about reducing traffic congestion by building more roadways and slightly less concerned with improving interstates and other major highways, other roads and streets, maintaining pavement condition, and improving rest areas.

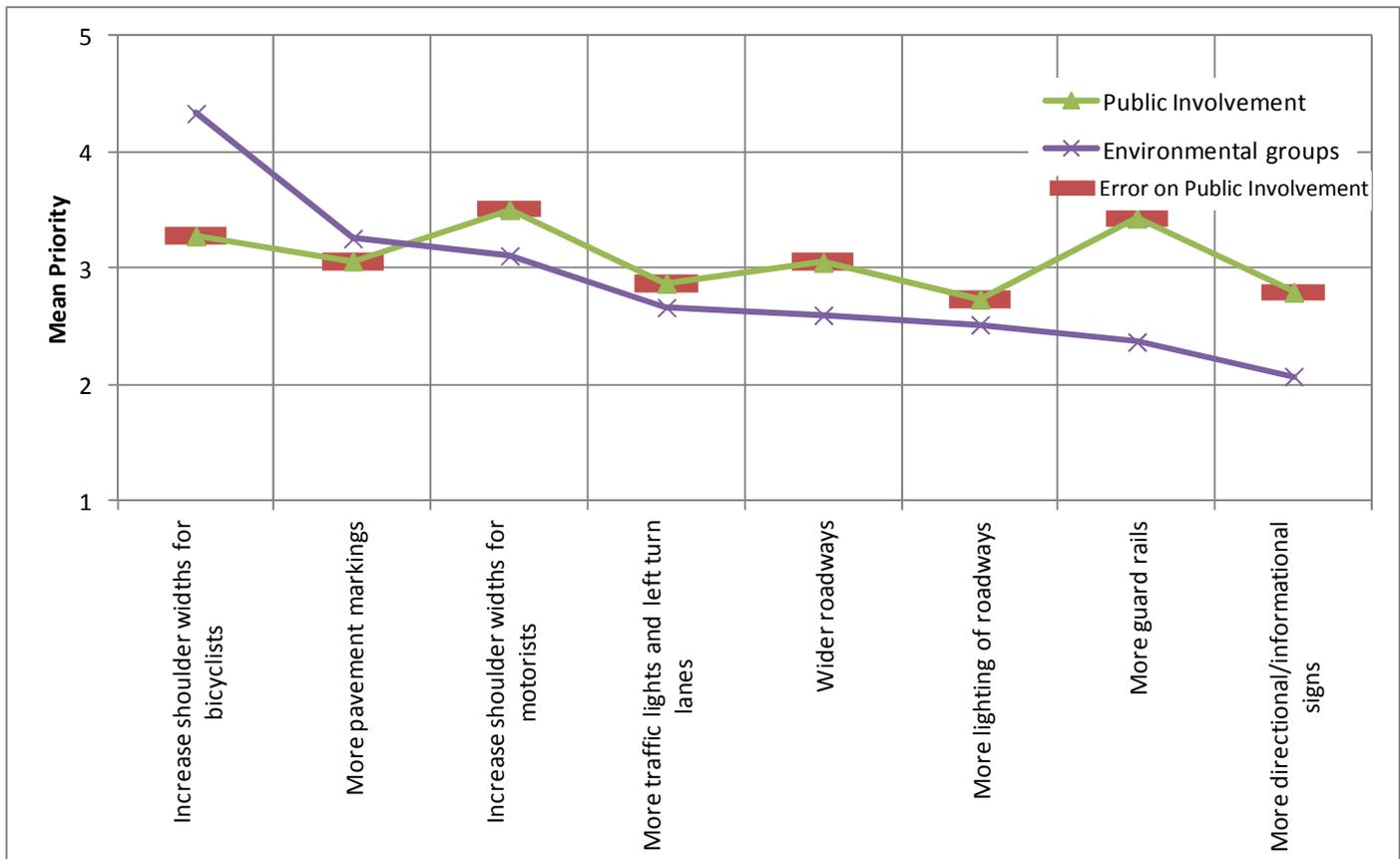
Figure 6.2.1: Environmental: Actions to Improve System



### Actions to Improve Roadways

Improving roadways is also less of a priority for environmental stakeholders compared to the general public. They assign a lower priority to more directional/informational signs and more guard rails than respondents from the Public Involvement Survey. They also are slightly less concerned with improved lighting, wider roadways, more traffic lights and left turn lanes, and increasing shoulder widths for motorists. Increasing shoulder widths for bicyclists is a very high priority.

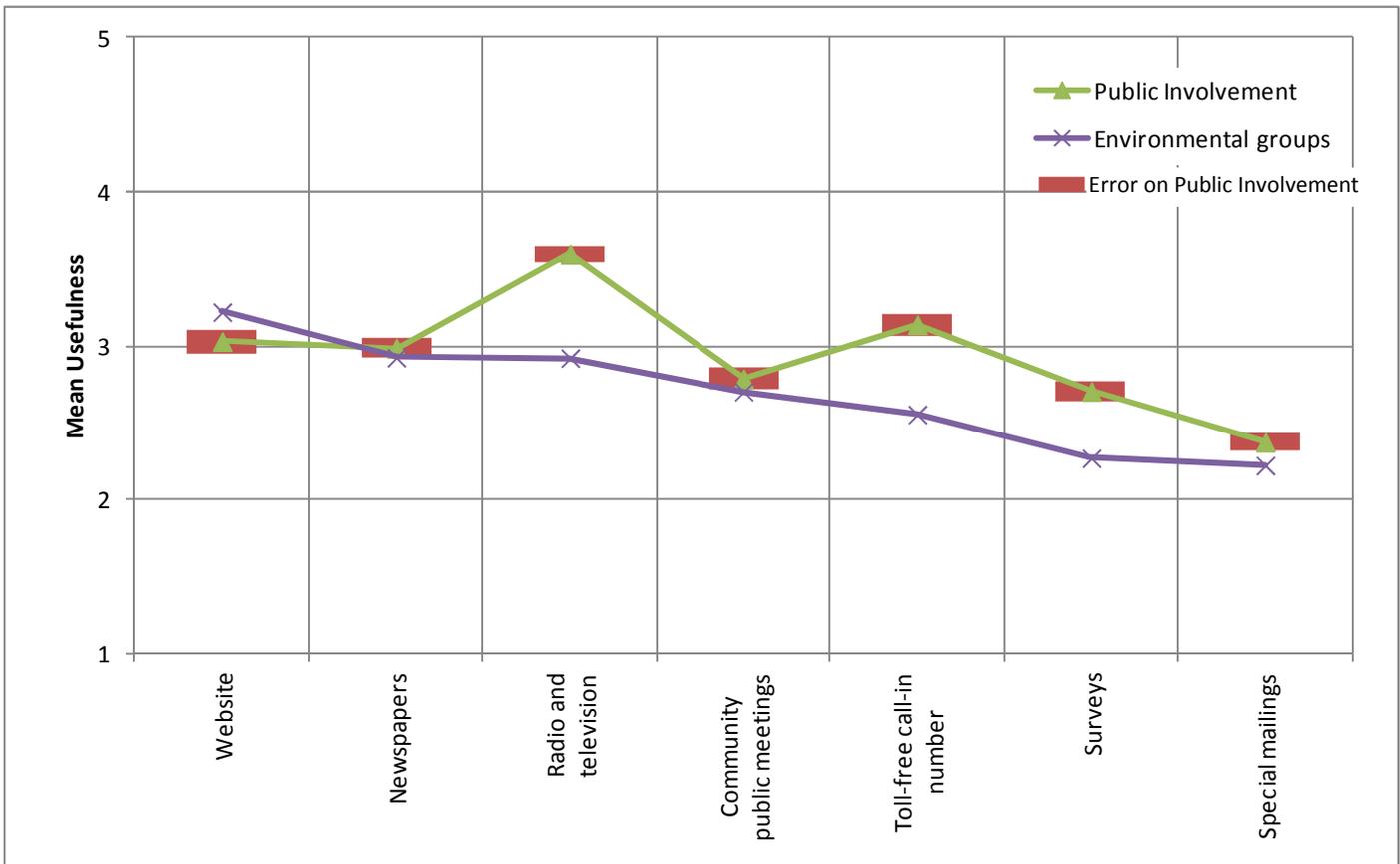
Figure 6.3.1: Environmental: Actions to Improve Roadways



**General Communication Tool Ratings**

The environmental stakeholder group finds MDT’s toll-free call number and radio/television to be less useful than the general public. Surveys are slightly less useful. This stakeholder group ranks the MDT website as the most useful general communication tool while the general public ranks radio and television number one.

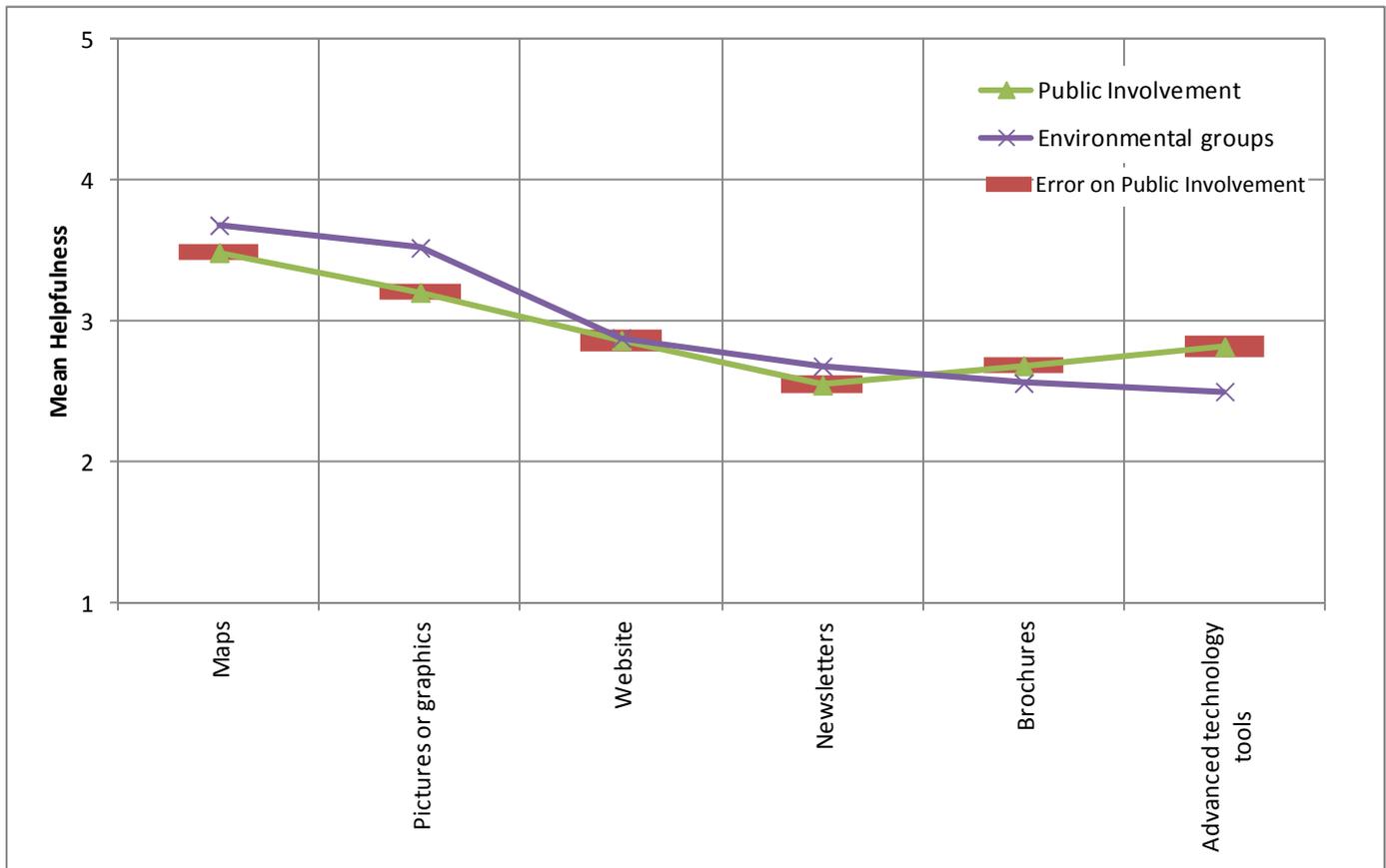
*Figure 6.4.1: Environmental: Usefulness of General Communications Tools*



Planning and Project Communication Tool Ratings

The environmental stakeholder group ranks communication tools for planning and projects in a similar order as the general public. This group thinks that maps and pictures are slightly more helpful as tools than the general public; advanced technology tools less so.

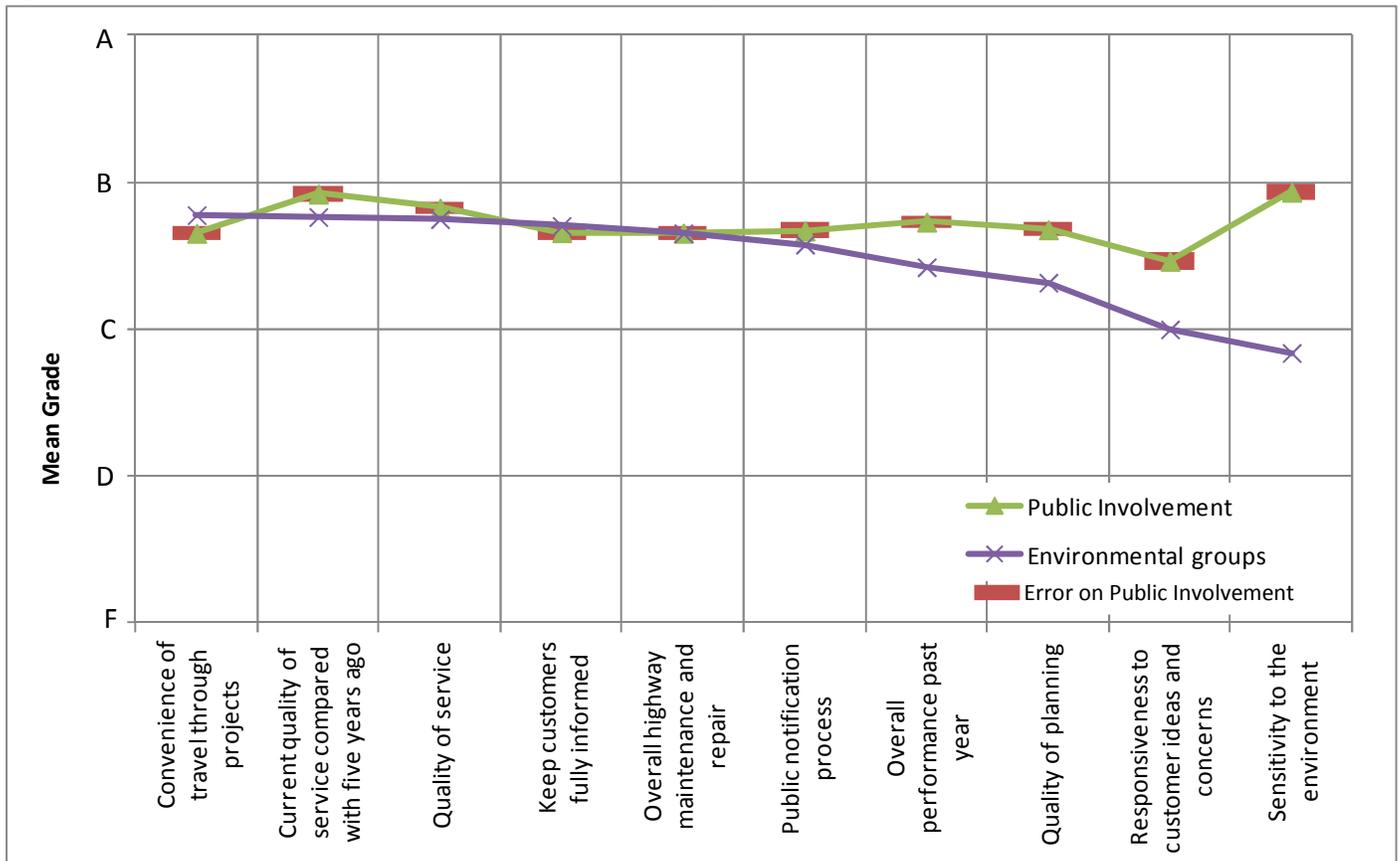
Figure 6.5.1: Environmental: Helpfulness of Planning and Project Communication Tools



**MDT Customer Service and Performance Grade**

The environmental stakeholder group gives MDT a C+ for its overall performance in the last year, compared to a B- from the general public. Other performance measures with lower grades are quality of planning (C+), responsiveness to customer ideas and concerns (C), and sensitivity to the environment (C). The general public gives MDT a B for sensitivity to the environment.

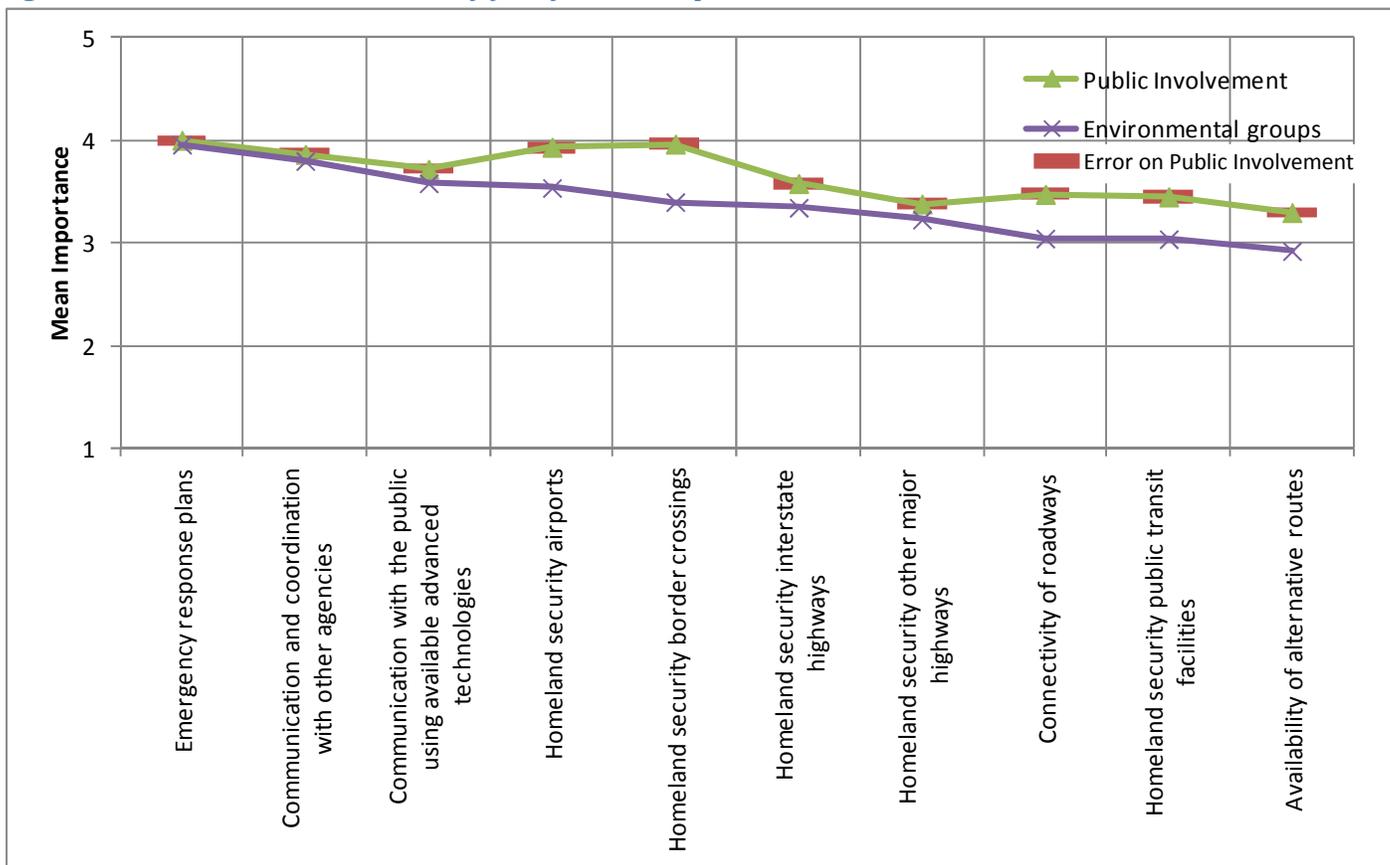
*Figure 6.6.1: Environmental: Customer Service and Performance Grades*



### Security for System Components

Homeland security is less of an issue for the environmental stakeholder group compared to the general public. Emergency preparedness is also less important to this stakeholder group, especially alternative routes and the connectivity of roadways.

Figure 6.7.1: Environmental: Security for System Components



This group is represented by various intermodal and freight interests from across Montana. Stakeholders include representatives from:

- Trucking
- Air freight
- Rail freight
- Freight forwarding associations

Fifty-seven completed interviews were collected from members of the intermodal freight group. Forty-six responses were collected in 2009.

### **Transportation System Satisfaction**

The intermodal freight stakeholder group has the same level of overall satisfaction as the general public (Figure 7.1.1). There are no significant differences between the two groups as to the physical condition of various components.

There are a couple of differences between this stakeholder group and the general public regarding the availability of transportation services in Montana (Figure 7.1.2). Intermodal freight stakeholders are dissatisfied about the availability of air transportation to Montana destinations. They are slightly more satisfied about the availability of freight rail service.

Figure 7.1.1: Intermodal Freight: Satisfaction with Physical Condition System

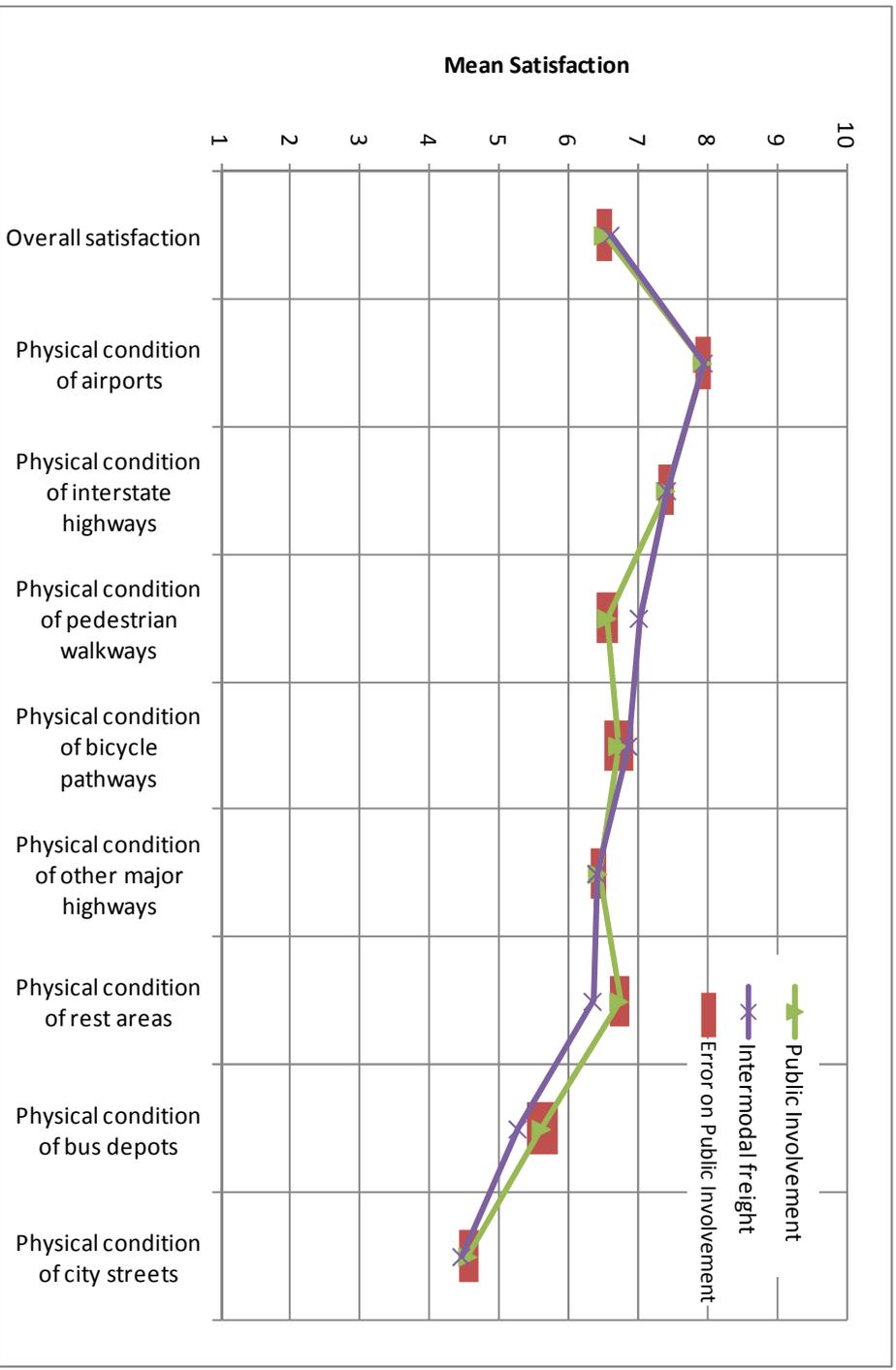
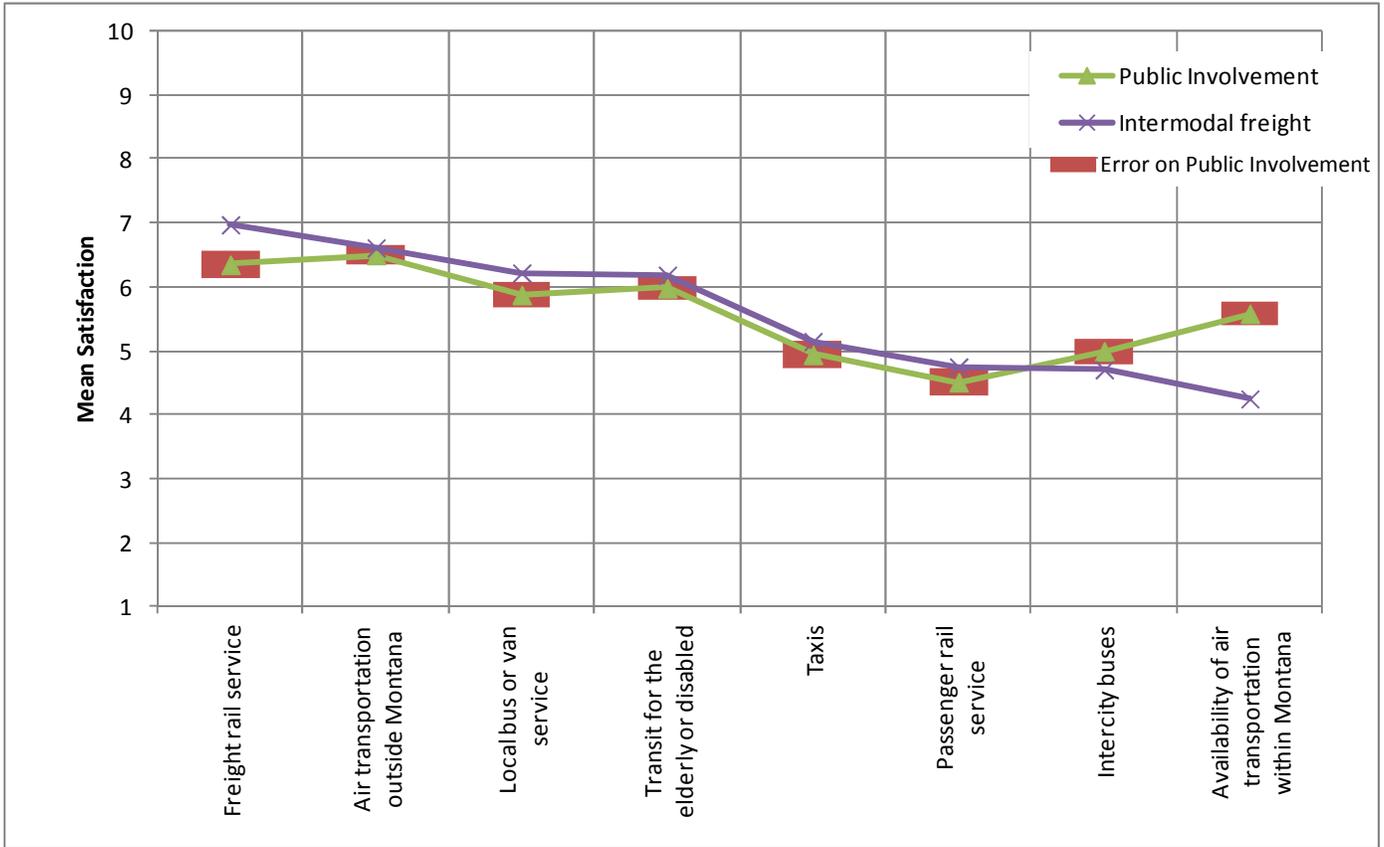


Figure 7.1.2: Intermodal Freight: Satisfaction with Availability of System Services

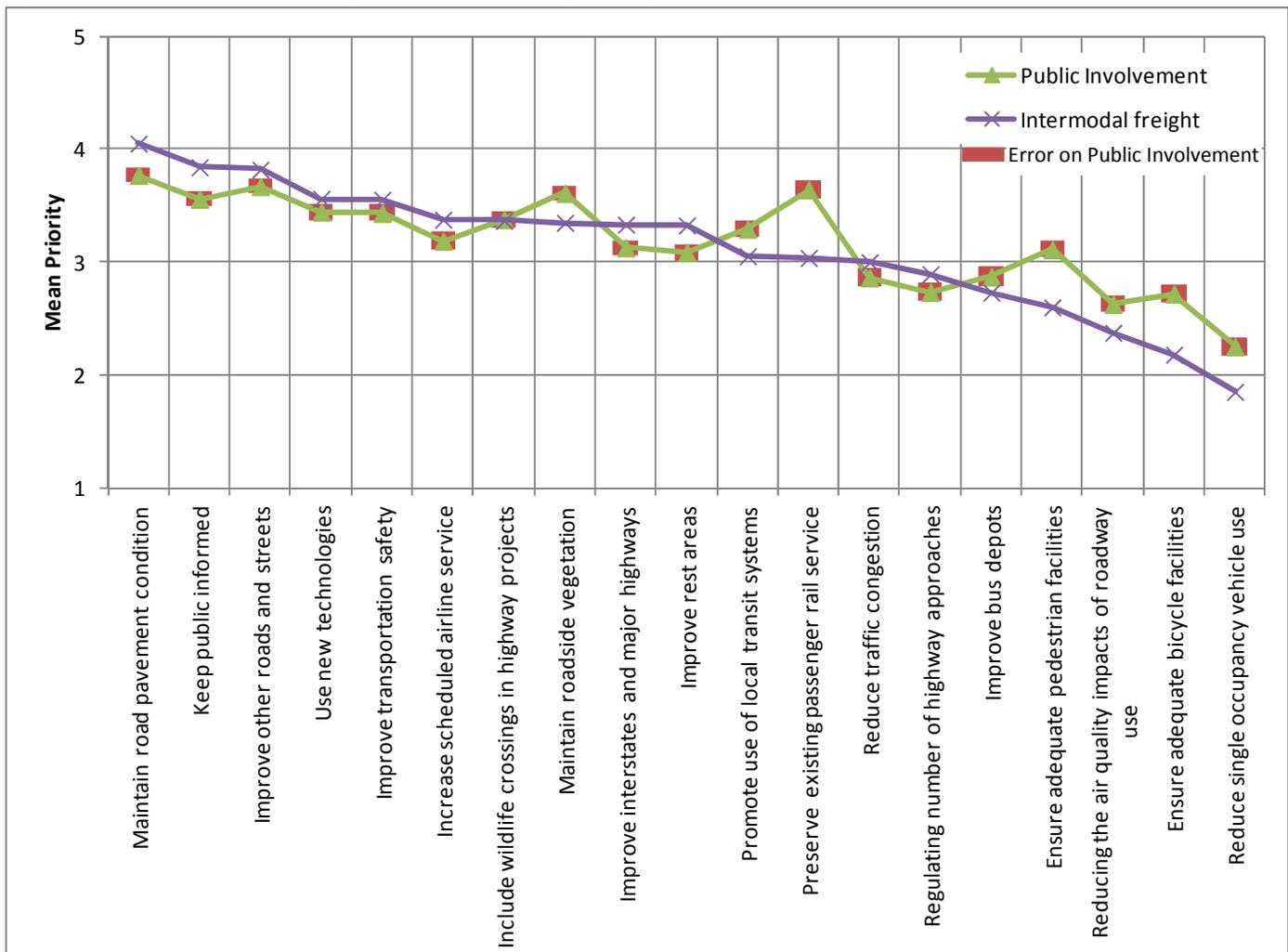


**Actions to Improve the Transportation System**

The intermodal freight stakeholder group has different priorities than the general public as seen in Figure 7.2.1. This stakeholder group assigns a higher priority to maintaining road pavement conditions and a slightly higher priority to improving the interstates and major roads and keeping the public informed.

On the other hand, intermodal freight stakeholders are less interested in ensuring adequate pedestrian and bicycle facilities, reducing single occupancy vehicle use, and preserving existing passenger rail. They also assign slightly less of a priority to promoting use of local transit systems, reducing the air quality impacts of road use, and maintaining roadside vegetation.

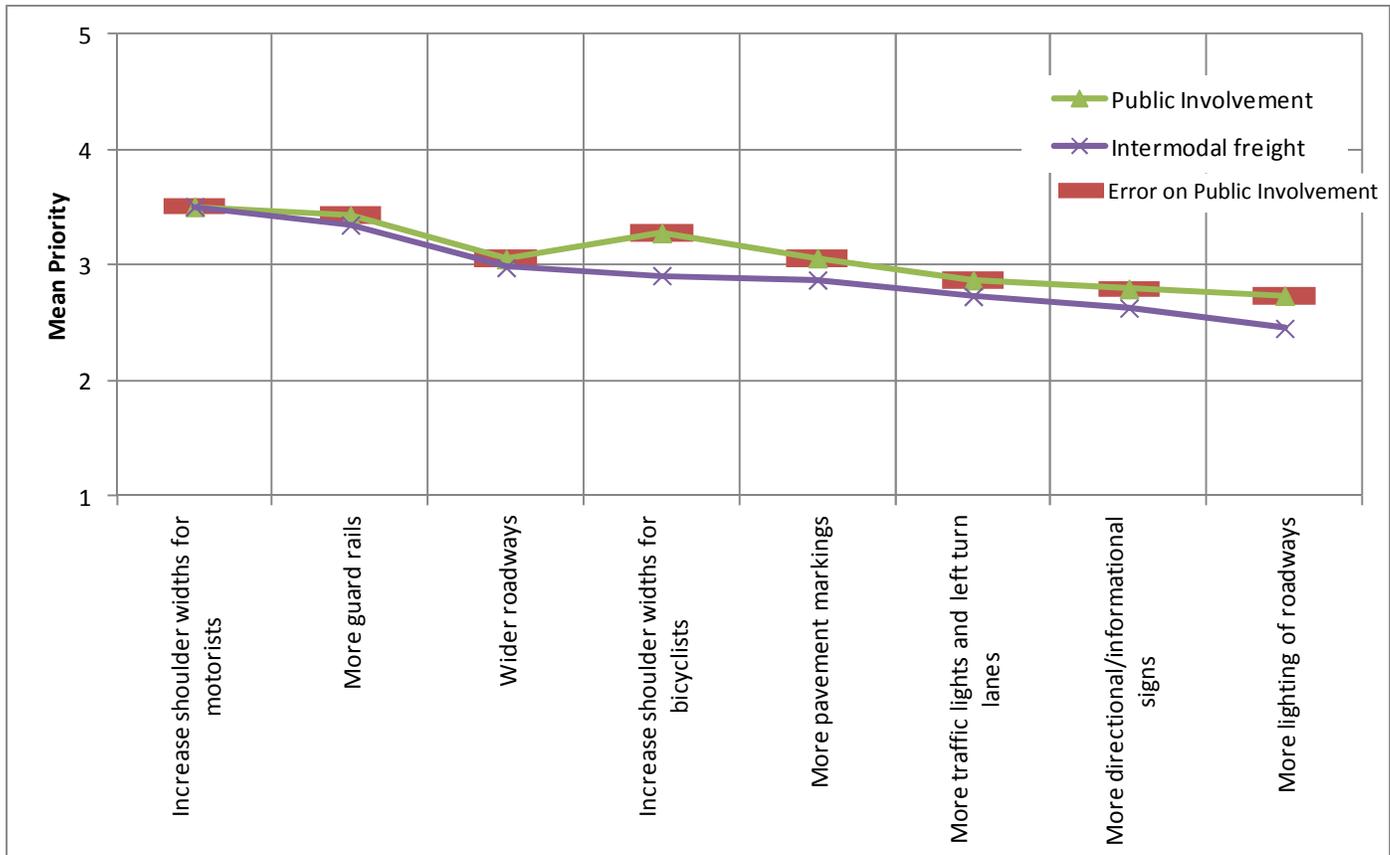
*Figure 7.2.1: Intermodal Freight: Actions to Improve System*



**Actions to Improve Roadways**

The intermodal freight stakeholder group assigns a slightly lower priority to all the possible actions to improve Montana’s roadways when compared to the general public. The ranking of each item is very similar though with increasing the shoulder widths for motorists’ ranked number one.

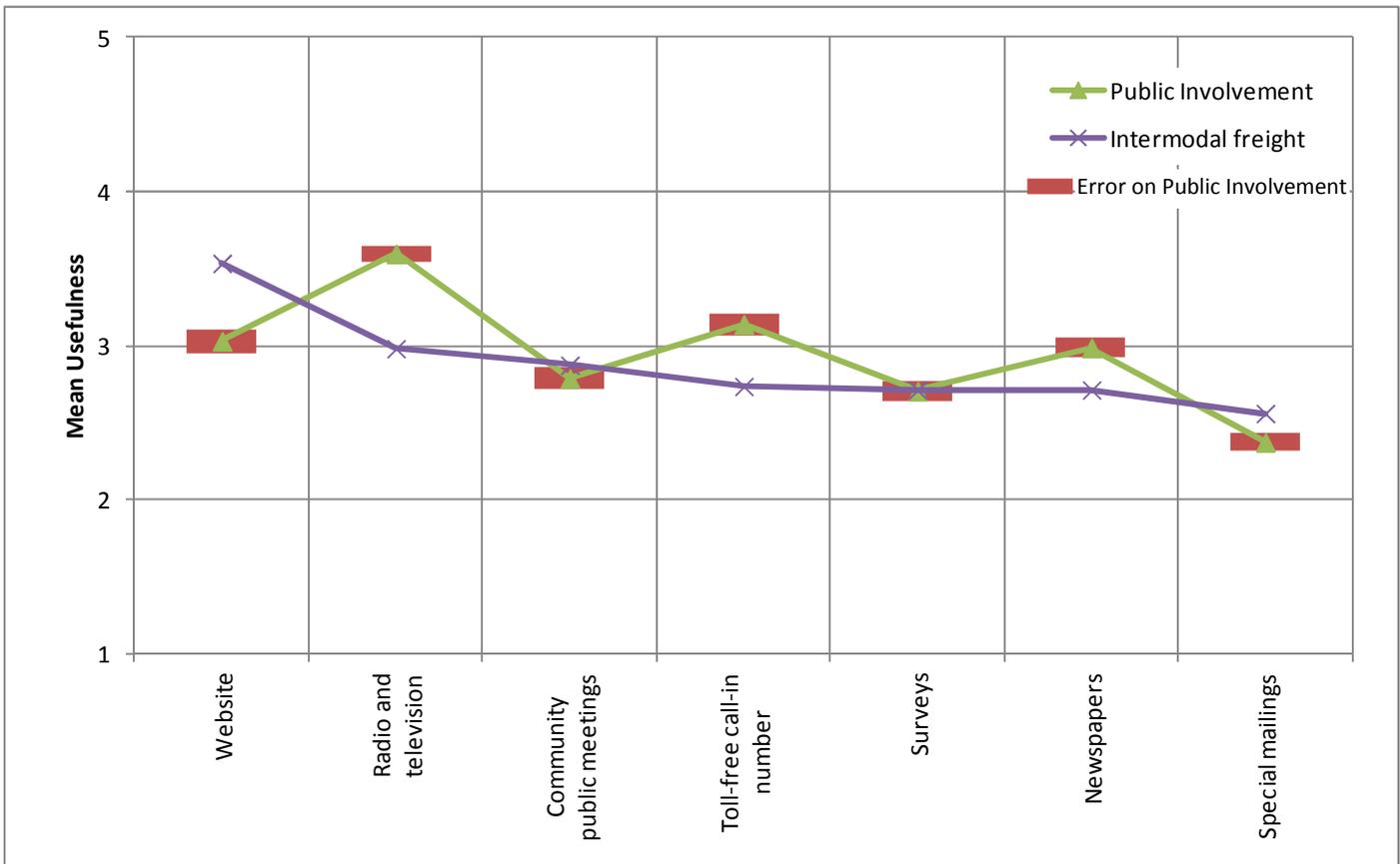
*Figure 7.3.1: Intermodal Freight: Actions to Improve Roadways*



**General Communication Tool Ratings**

The intermodal freight stakeholders rate the MDT website as the most useful general communication tool; the general public ranks radio and television number one. This stakeholder group does not find the other communication tools particularly useful.

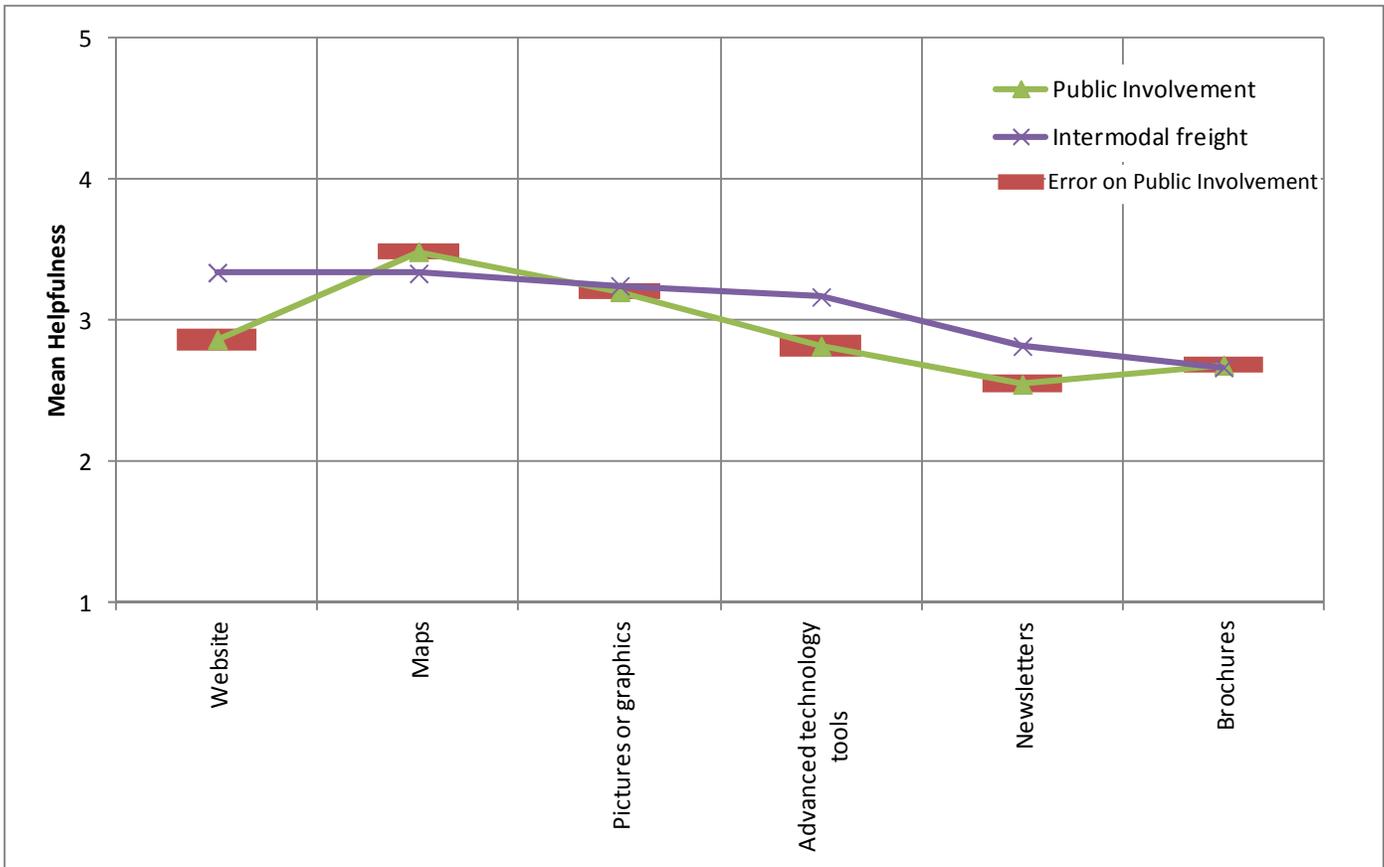
*Figure 7.4.1: Intermodal Freight: Usefulness of General Communications Tools*



**Planning and Project Communication Tool Ratings**

The intermodal freight stakeholders rank the website, maps, and pictures and graphics as the most helpful tools for communication planning and project information. Advanced technology tools are also considered helpful. These four tools are all related as the MDT website is able to incorporate the other tools. Brochures and newsletters are considered particularly helpful.

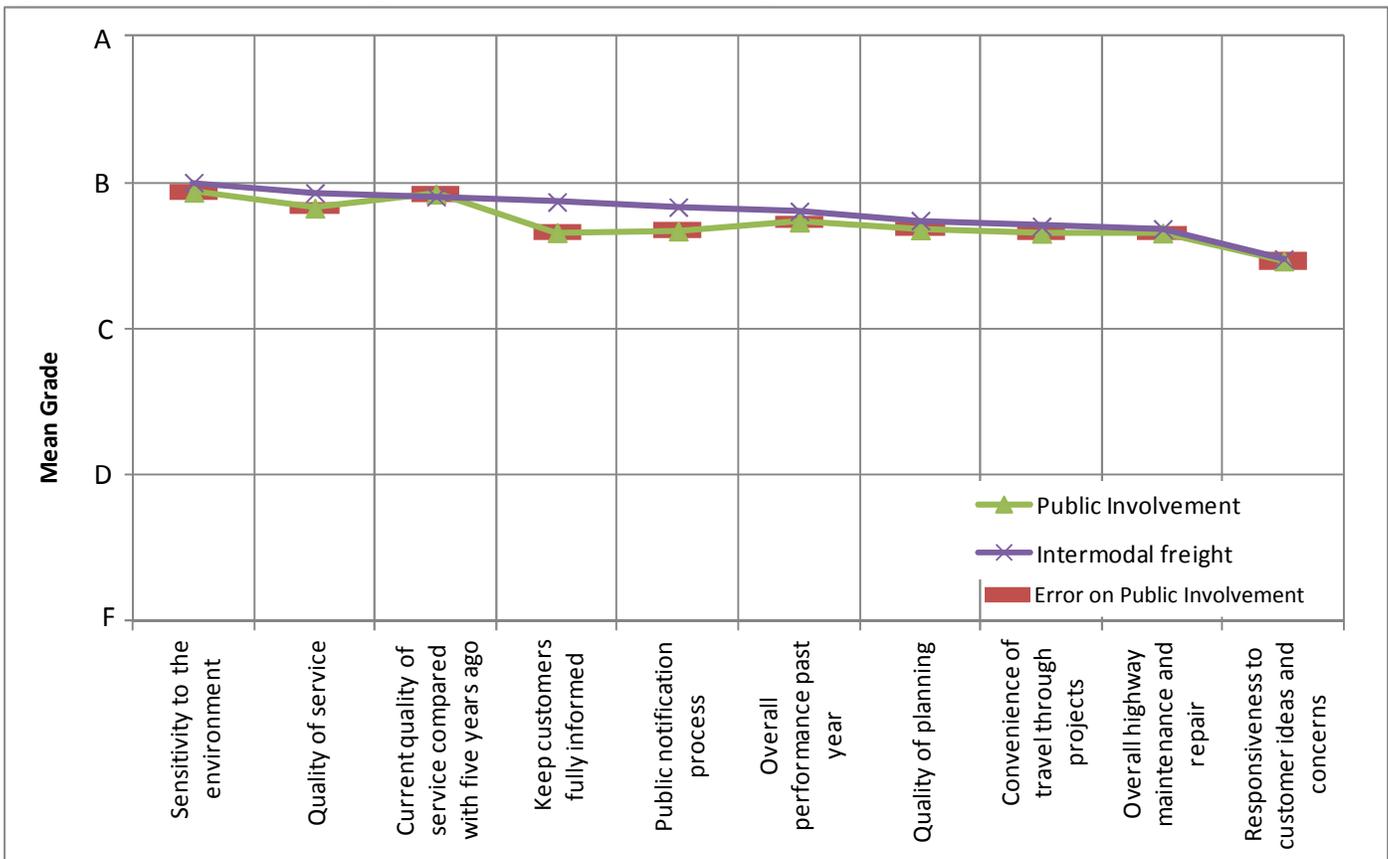
*Figure 7.5.1: Intermodal Freight: Helpfulness of Planning and Project Communication Tools*



**MDT Customer Service and Performance Grade**

The intermodal freight stakeholder group gives MDT grades of B to B- for all of the performance measures, very similar to what the general public gave MDT. The lowest grade was given for responsiveness to customer ideas and concerns, a grade of high C+ or low B-.

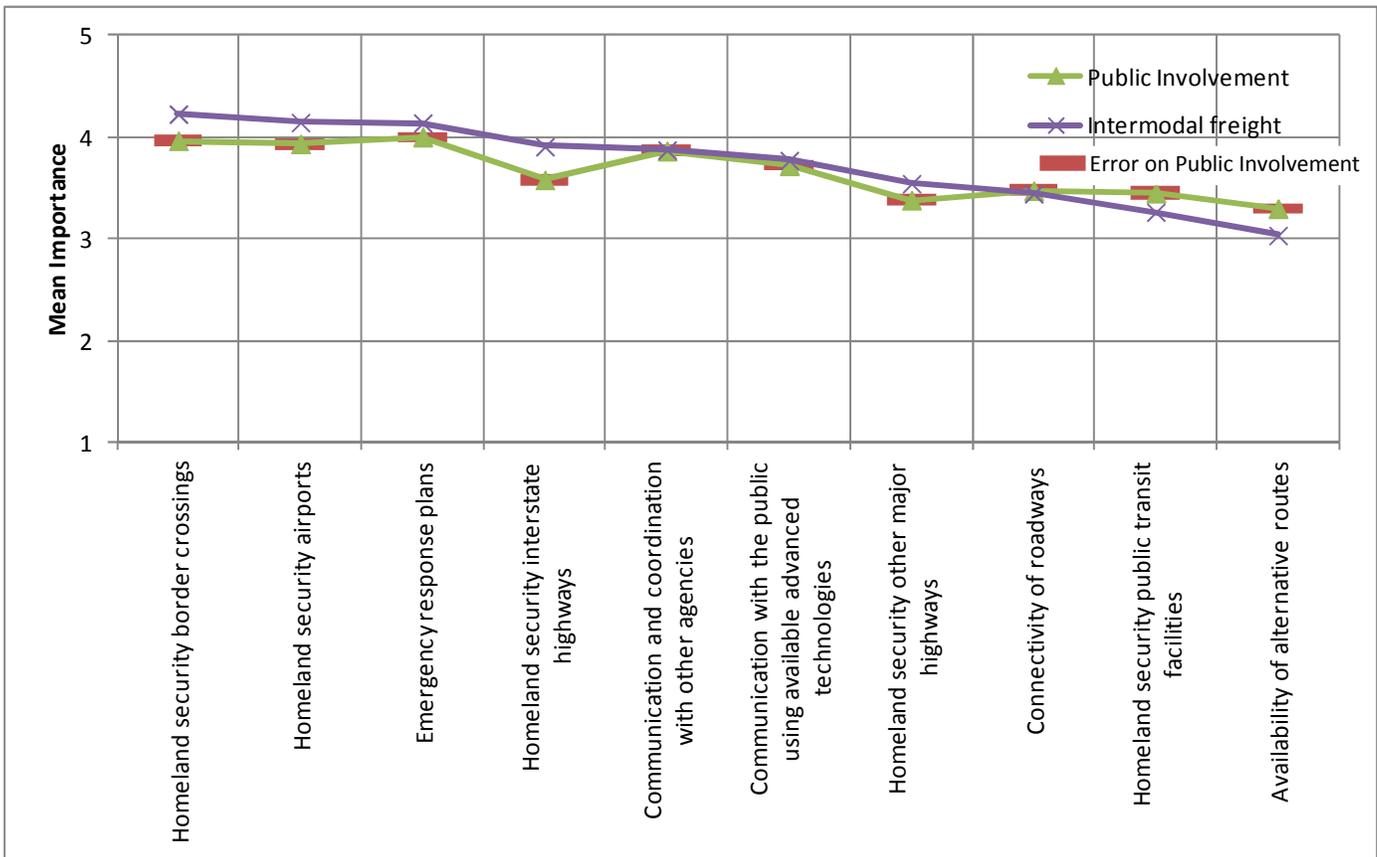
*Figure 7.6.1: Intermodal Freight: Customer Service and Performance Grades*



Security for System Components

Homeland security was important for the intermodal freight group especially border crossings and airports. Homeland security was somewhat important for interstate highways and other major highways; less so for other transit facilities. The intermodal freight stakeholders were somewhat concerned about emergency response plans.

Figure 7.7.1: Intermodal Freight: Security for System Components



This group is represented by various bicycle and pedestrian interests from across Montana. Stakeholders include representatives from:

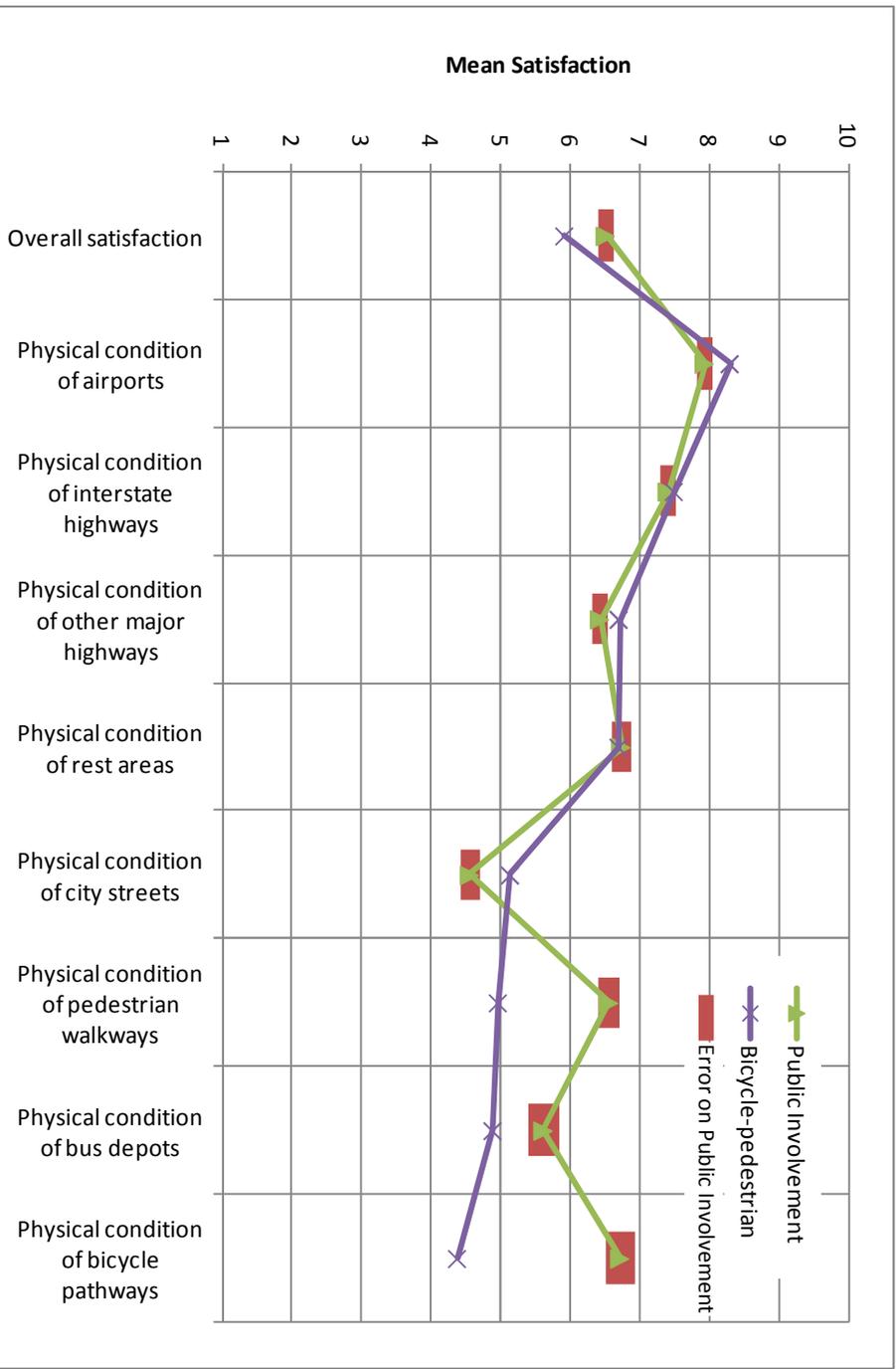
- Bicycling clubs
- Community development groups
- Bicycle/pedestrian advisory boards
- County planning offices
- Cops on Bikes
- City park and recreation organizations.

Forty-one completed interviews were collected from members of the bicycle/pedestrian group.

### **Transportation System Satisfaction**

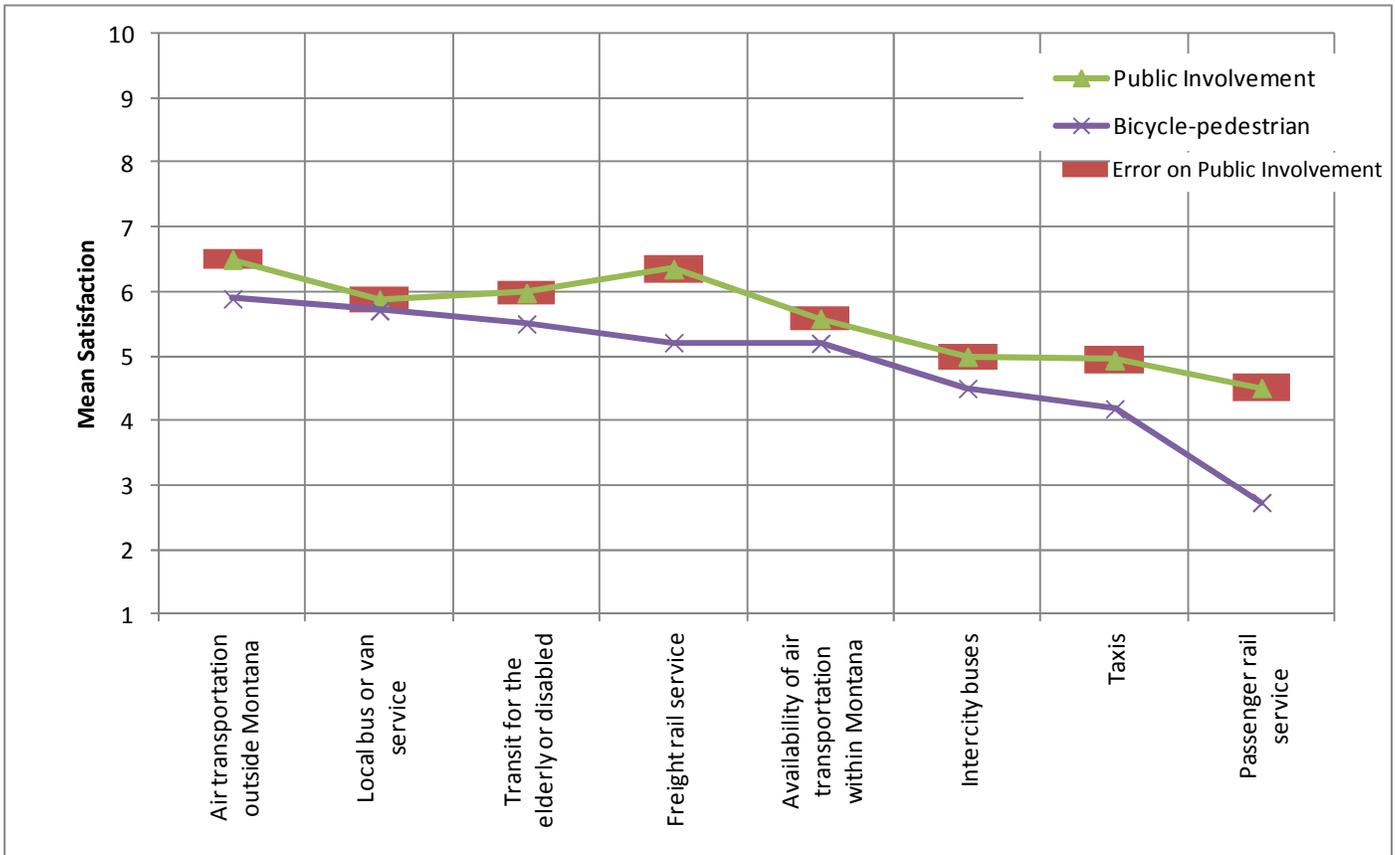
Even though bicycle and pedestrian stakeholders were moderately satisfied with the overall transportation system, they were slightly less satisfied when compared to the general public (Figure 8.1.1). The physical condition of bicycle pathways and pedestrian walkways stand out as icons of dissatisfaction by bike and pedestrian stakeholders, especially when compared to the general public. Bicycle and pedestrian stakeholders' level of satisfaction with the physical condition of airports and city streets is slightly higher but not significantly so.

Figure 8.1.1: Bicycle and Pedestrian: Satisfaction with Physical Condition of System



The rating of bicycle and pedestrian stakeholders is shown in Figure 8.1.2. This stakeholder group generally rates service availability below the general public, but not significantly so except for passenger rail service, where this group is very dissatisfied compared to moderate dissatisfaction of the general public.

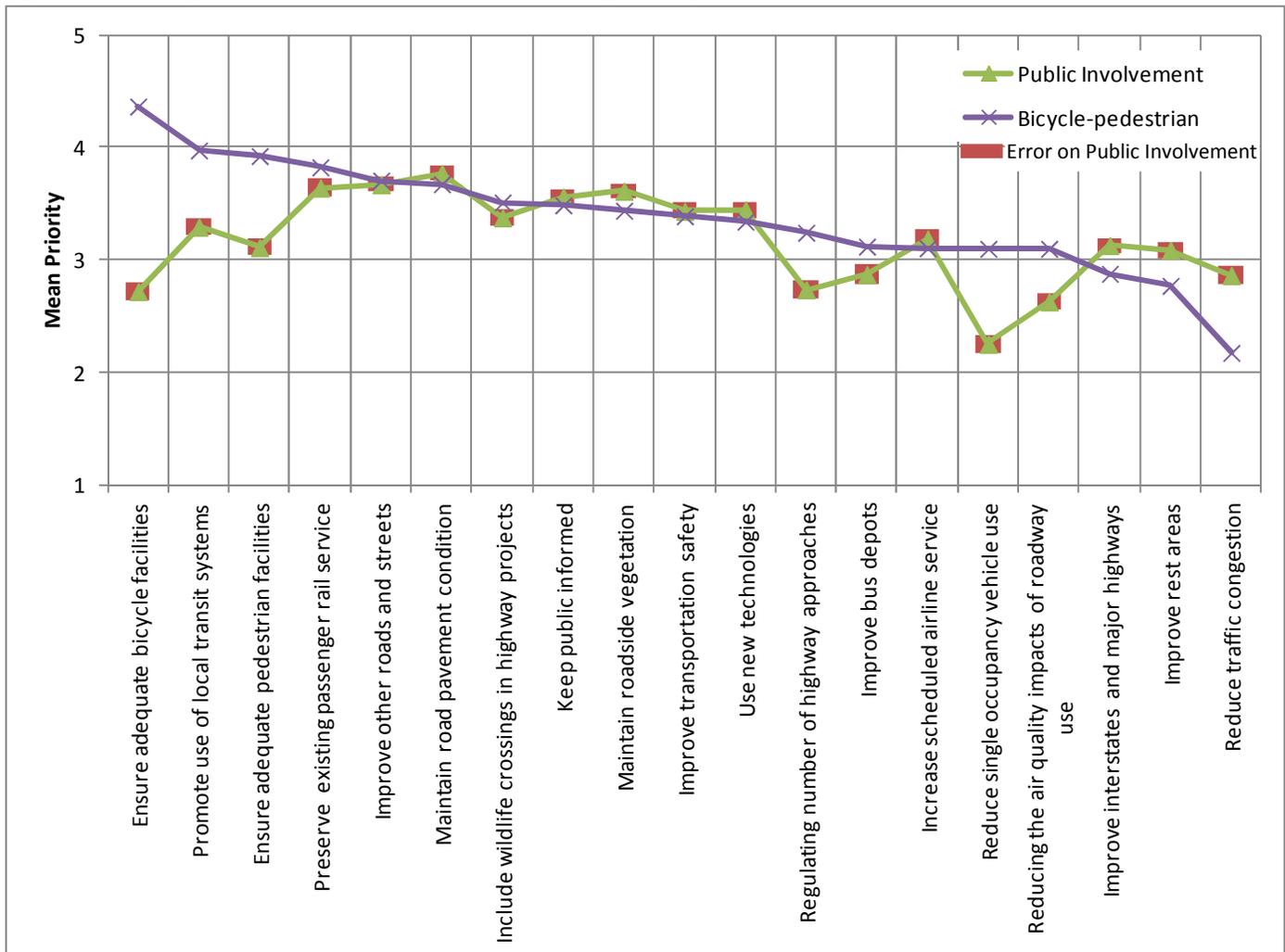
*Figure 8.1.2: Bicycle and Pedestrian: Satisfaction with Availability of System*



**Actions to Improve the Transportation System**

The bicycle and pedestrian stakeholder group has different priorities to improve the transportation system compared to the general public (Figure 8.2.1). Ensuring adequate pedestrian and bicycle facilities, reducing single occupant vehicles, promoting use of local transit systems, and regulating the number of highway approaches all have higher priorities with this group. This group is less concerned with reducing traffic congestion by building more roads. The bicycle and pedestrian stakeholders are less concerned with interstates and rest areas, but not significantly so.

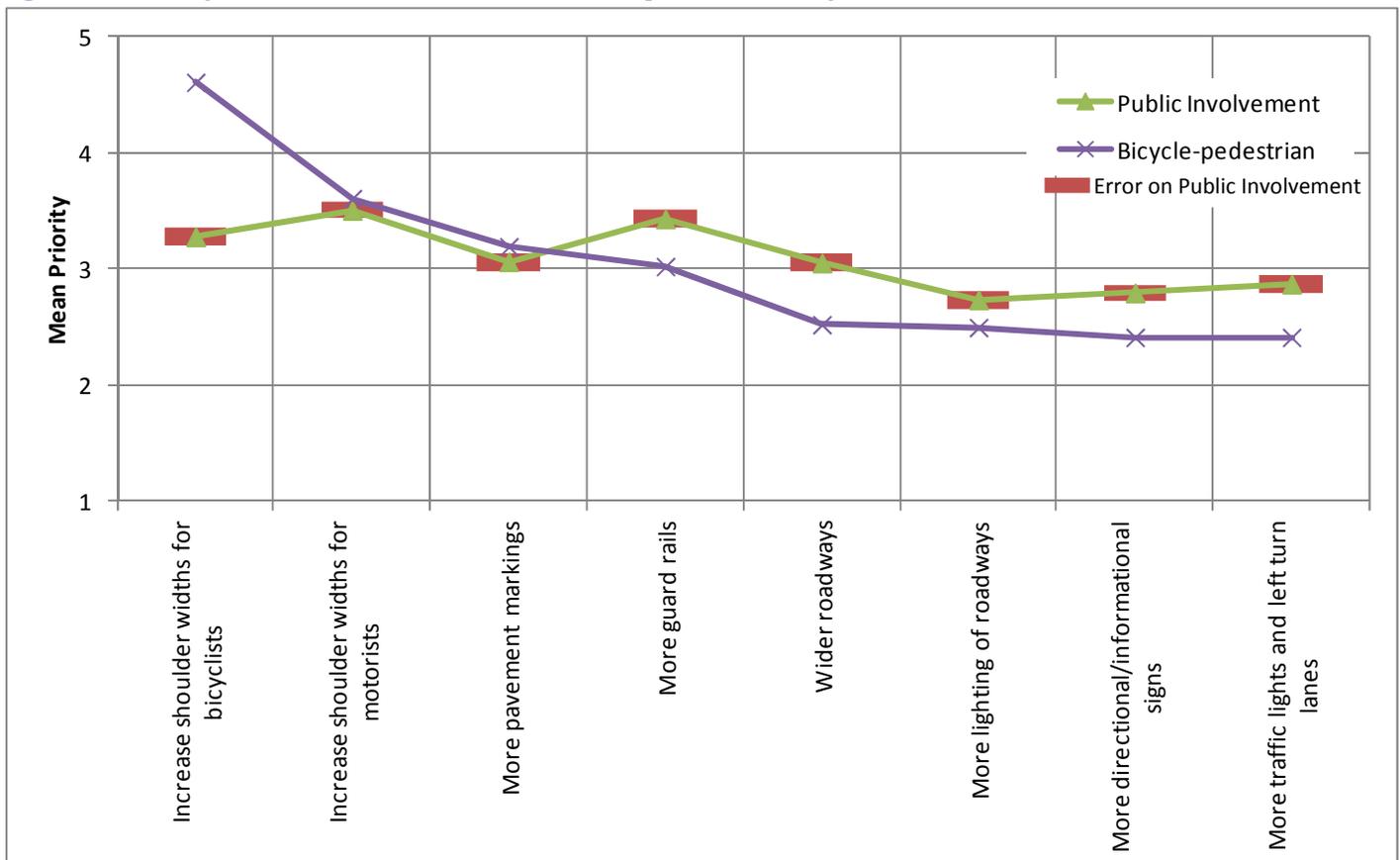
*Figure 8.2.1: Bicycle and Pedestrian: Actions to Improve System*



**Actions to Improve Roadways**

The bicycle and pedestrian stakeholder group rates increasing shoulder widths for bicycles the highest priority much higher than the general population (Figure 8.3.1). In contrast they show a much lower desire for wider roadways and more traffic lights and left turn lanes. More lighting and directional information also have less priority with this group compared to the general public but not at significant levels.

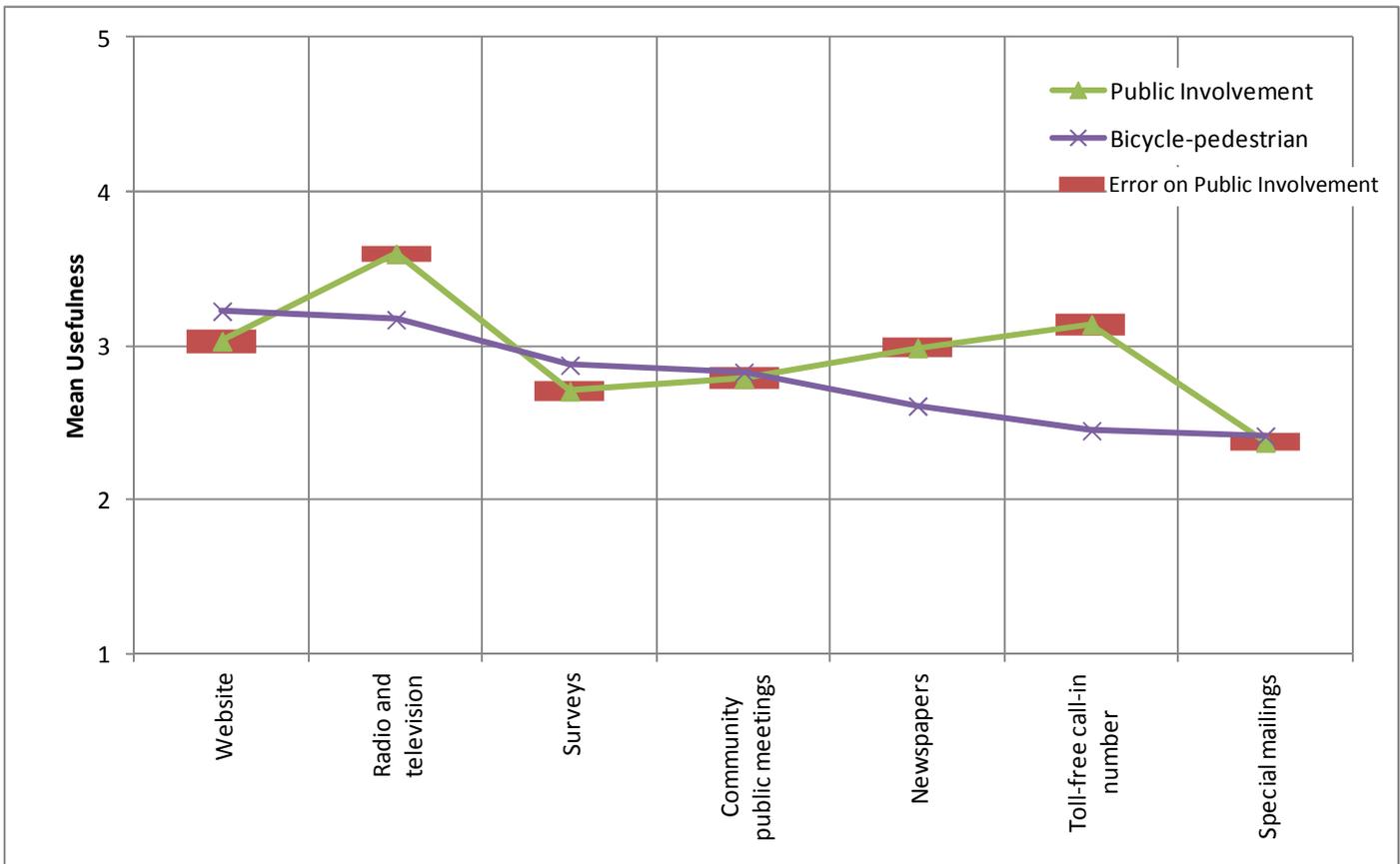
*Figure 8.3.1: Bicycle and Pedestrian: Actions to Improve Roadways*



**General Communication Tool Ratings**

MDT’s toll-free call-in number and newspapers are not seen as particularly useful communication tools by the bicycle and pedestrian stakeholders when compared to the general public (Figure 8.4.1). They are ambivalent about radio and television. The MDT website is seen as the most useful.

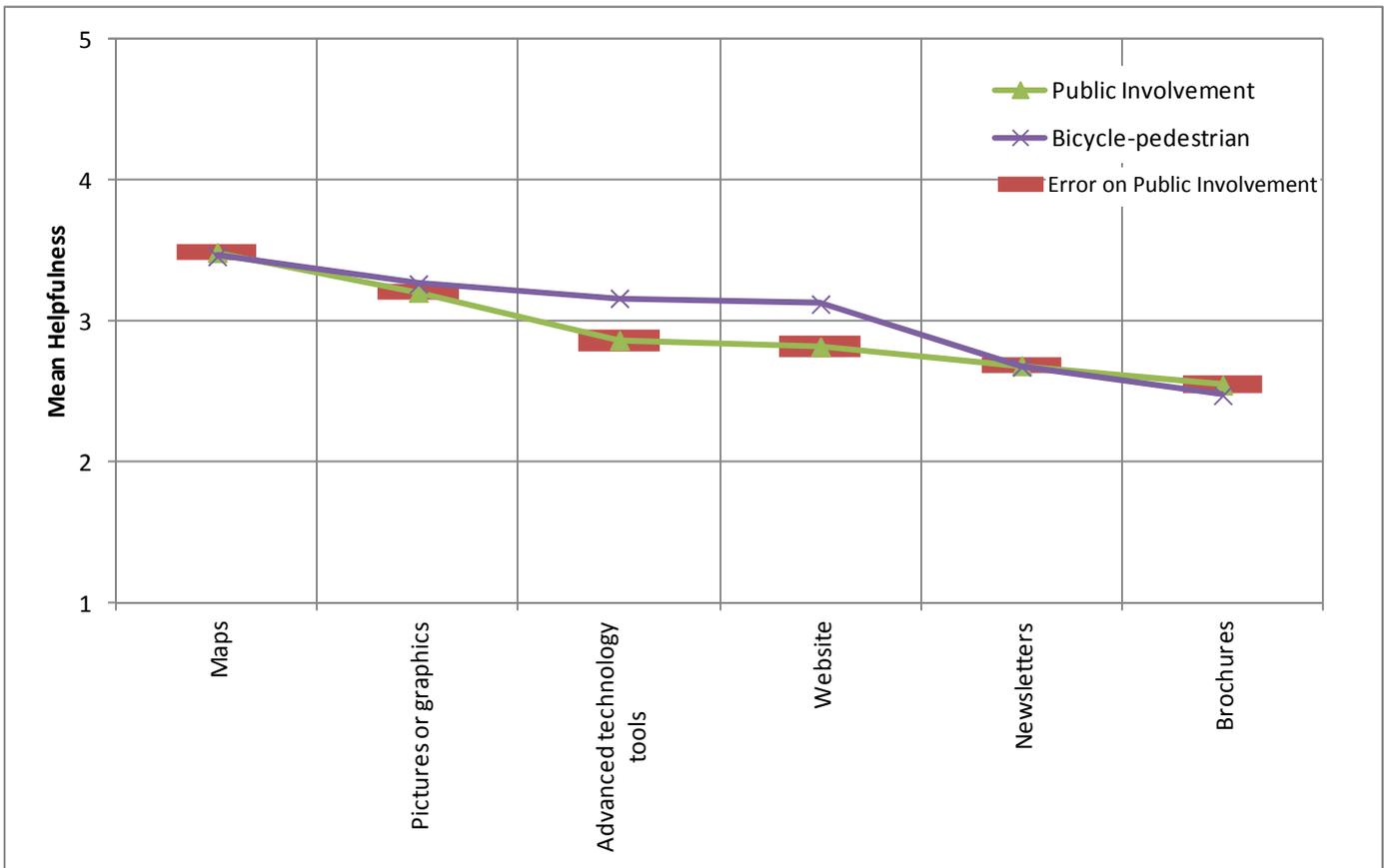
*Figure 8.4.1: Bicycle and Pedestrian: Usefulness of General Communications Tools*



Planning and Project Communication Tool Ratings

The bicycle and pedestrian stakeholder group rates the helpfulness of communication tools for planning and projects nearly the same as the general public. Figure 8.5.1 shows how each item was rated. Advanced technology tools and the MDT website are slightly more helpful to these stakeholders.

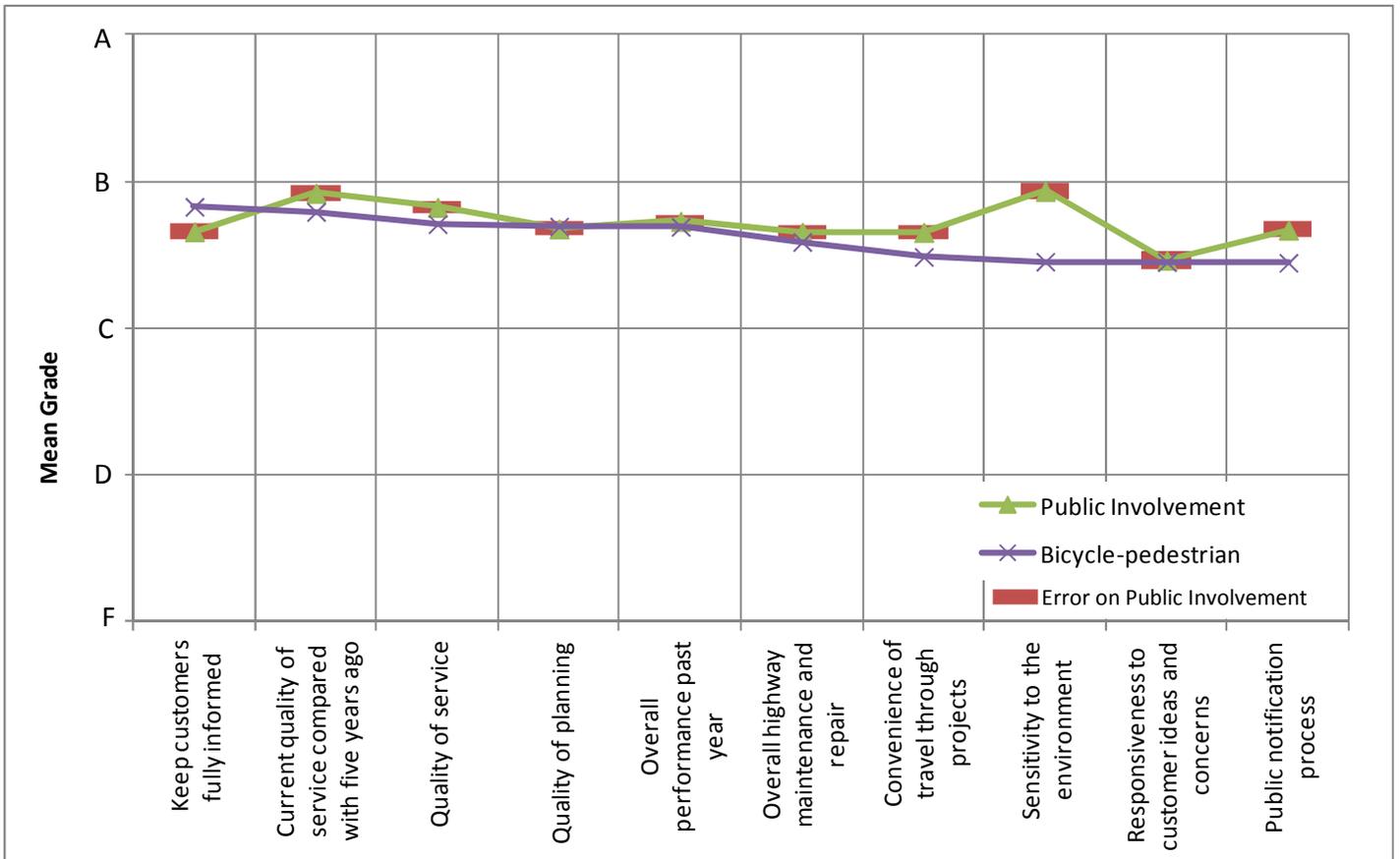
Figure 8.5.1: Bicycle and Pedestrian: Helpfulness of Planning and Project Communication Tools



**MDT Customer Service and Performance Grade**

The bicycle and pedestrian stakeholders graded MDT’s customer service and general performance slightly lower than the general public (Figure 8.6.1). The only item where there was significant difference was MDT’s sensitivity to the environment, where the stakeholders gave MDT a C+. The bicycle pedestrian group graded how MDT kept its customers fully informed slightly higher than the general public.

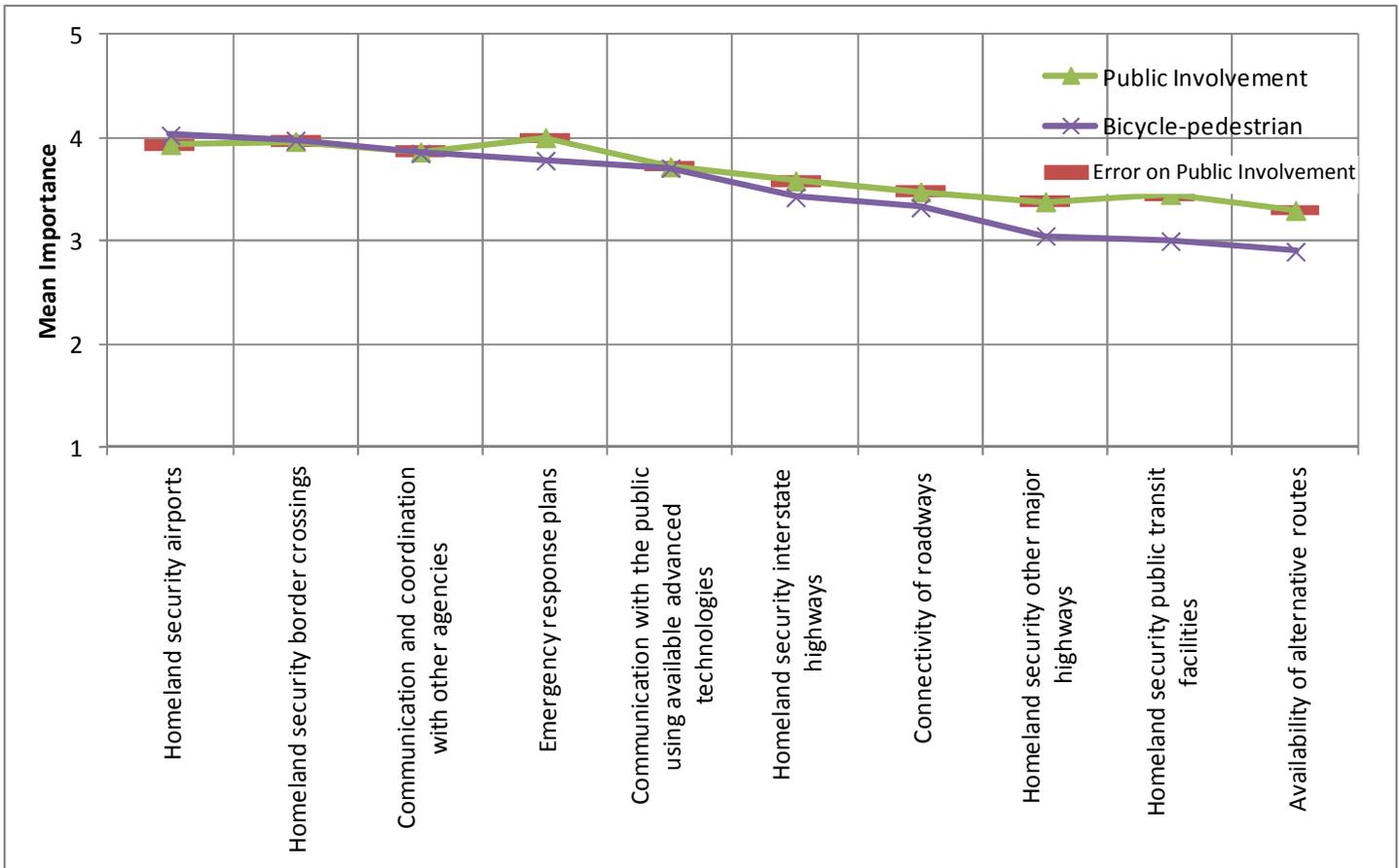
*Figure 8.6.1: Bicycle and Pedestrian: Customer Service and Performance Grades*



Security for System Components

How the bicycle and pedestrian stakeholder group views the importance of security for system components is shown in Figure 8.7.1. This group rated homeland security at public transit facilities and the availability of alternative routes lower than the general public. The ranking of each item was very similar, with homeland security at airports and border crossing the most important for both groups.

Figure 8.7.1: Bicycle and Pedestrian: Security for Transportation System Components



This group is represented by various passenger transportation interests from across Montana. Stakeholders include representatives from:

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

Eighty-four completed interviews with passenger transportation group members were obtained in 2011. Seventy interviews were obtained in 2009.

### Transportation System Satisfaction

In general, the passenger transportation stakeholder group is satisfied with Montana's transportation system. Like the general public, they are dissatisfied with the physical condition of city streets. Although satisfied with the physical condition of airports, they are less so than the general public.

The passenger transportation stakeholders are dissatisfied with the availability of intercity buses and taxis. Like the general public, they are also dissatisfied with passenger rail service in Montana. This group is neutral about air transportation to destinations within Montana.

Figure 9.1.1: Passenger Transportation: Satisfaction with Physical Condition of System

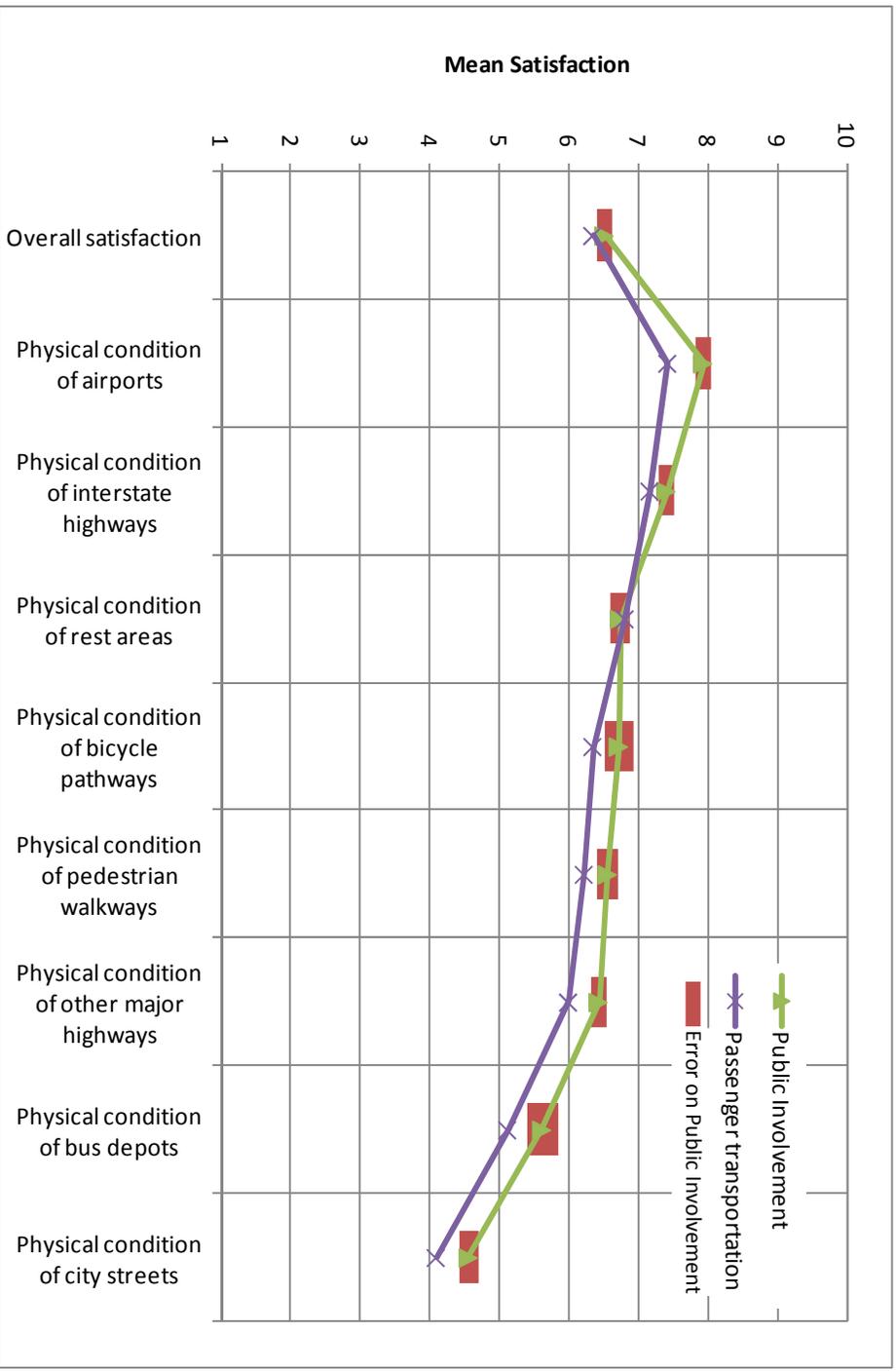
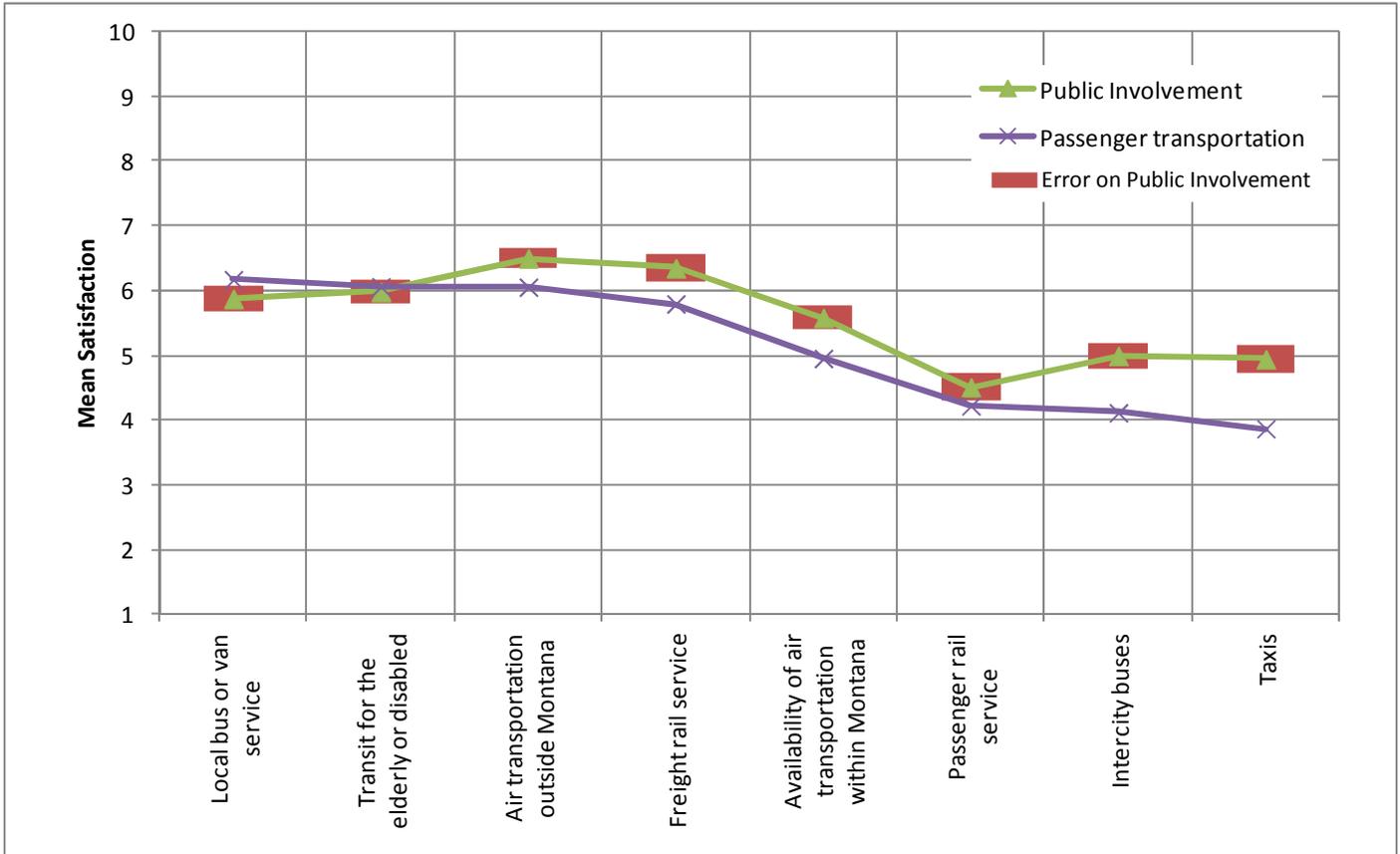


Figure 9.1.2: Passenger Transportation: Satisfaction with Availability of System Services

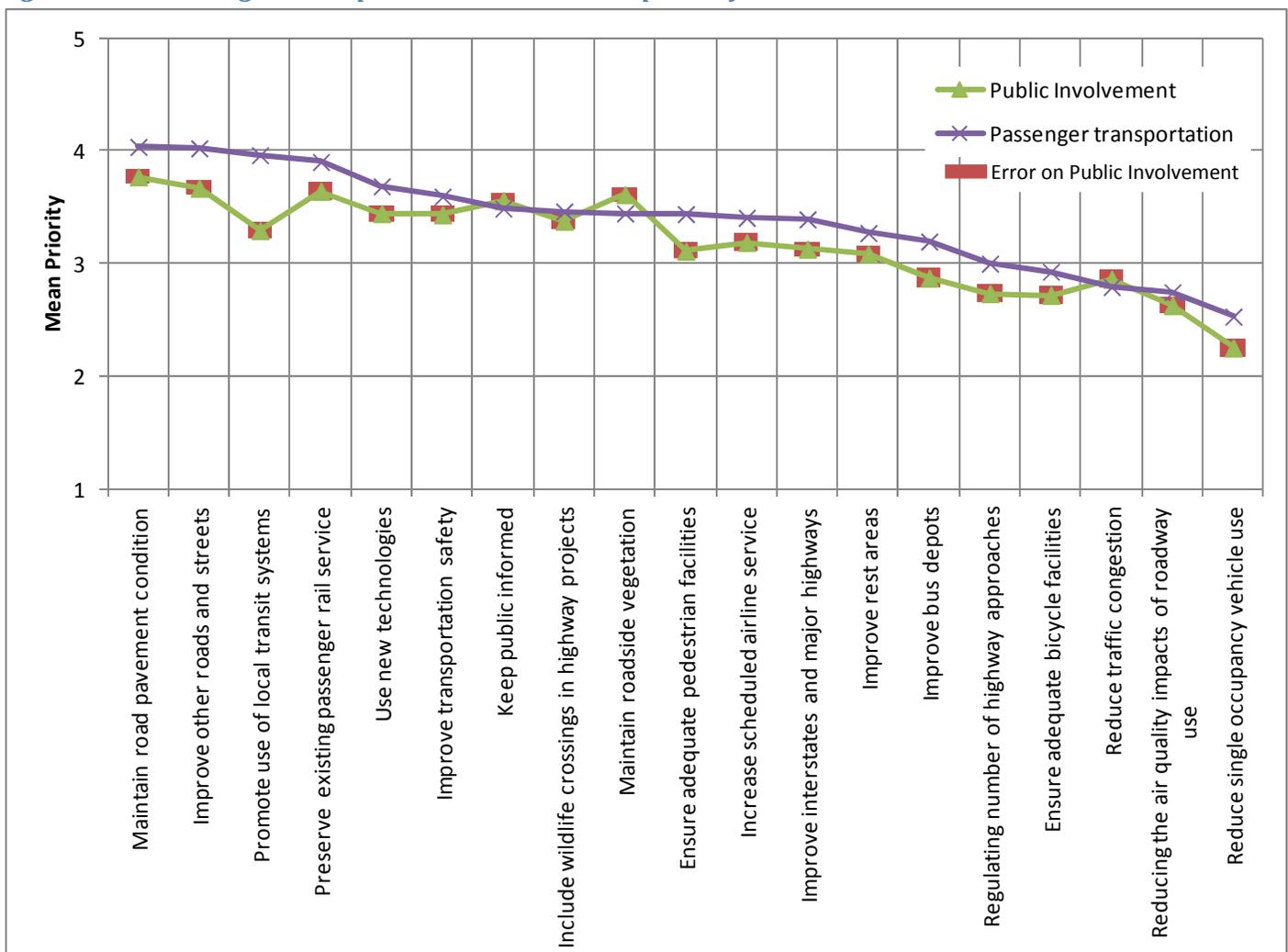


Actions to Improve the Transportation System

In general, the passenger transportation stakeholder group ranks the priority of various actions about the same as the general public (Figure 9.2.1). This stakeholder group assigns a higher priority to improving roadways of all types, maintaining pavement conditions, ensuring adequate pedestrian facilities, and promoting the use of local transit systems. Local transit systems are very important to this group.

They assign a slightly higher priority than the general public to reducing single occupancy vehicle use, ensuring adequate bicycle facilities, improving transportation safety, preserving existing passenger rail, using new technologies, improving bus depots, and improving rest areas. They assign a slightly lower priority to maintaining roadside vegetation.

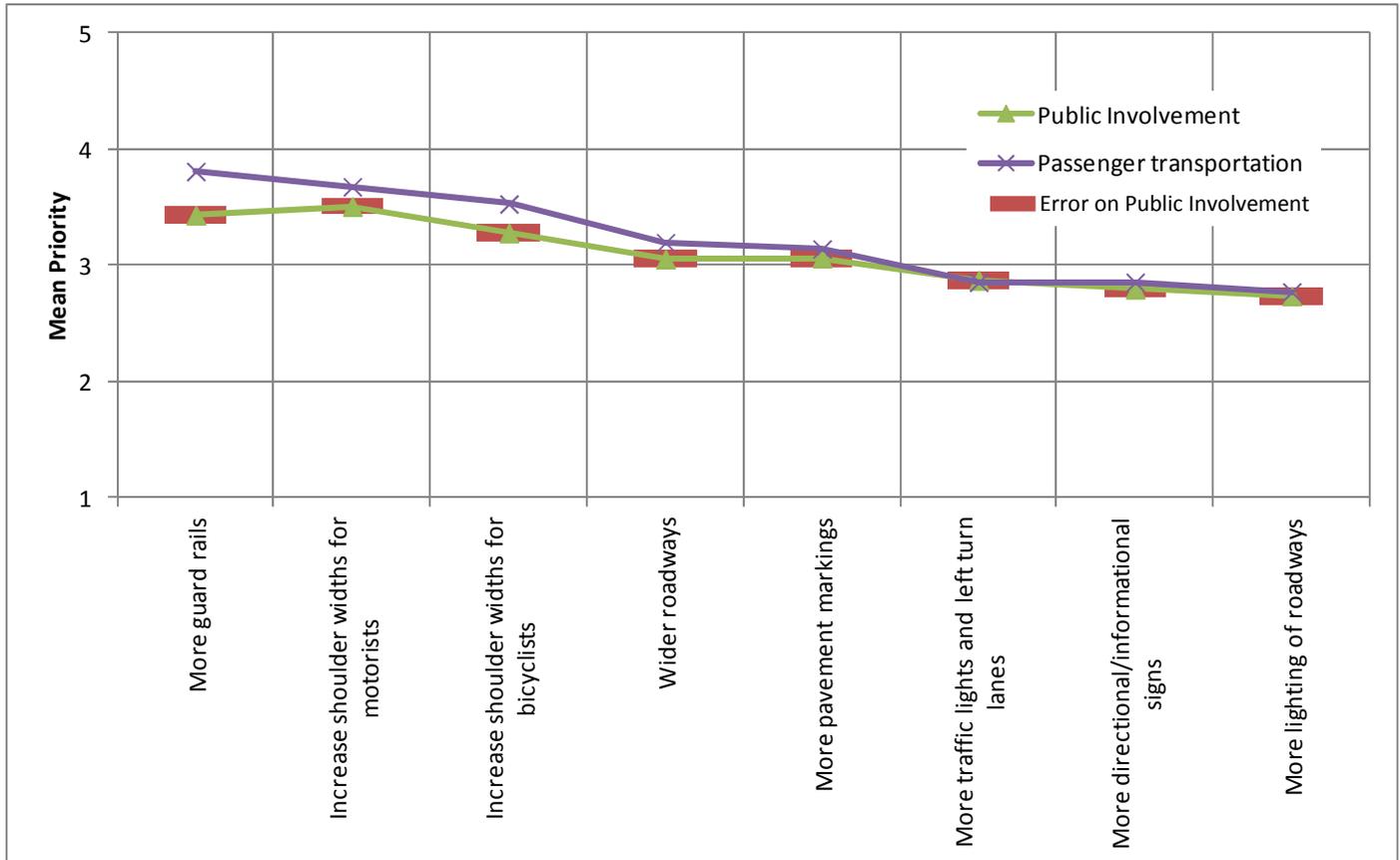
Figure 9.2.1: Passenger Transportation: Actions to Improve System



**Actions to Improve Roadways**

The passenger transportation stakeholder group assigns the highest priority to more guard rails and wider shoulder widths as the best ways to improve roadways. The other action priorities are similar to the general public.

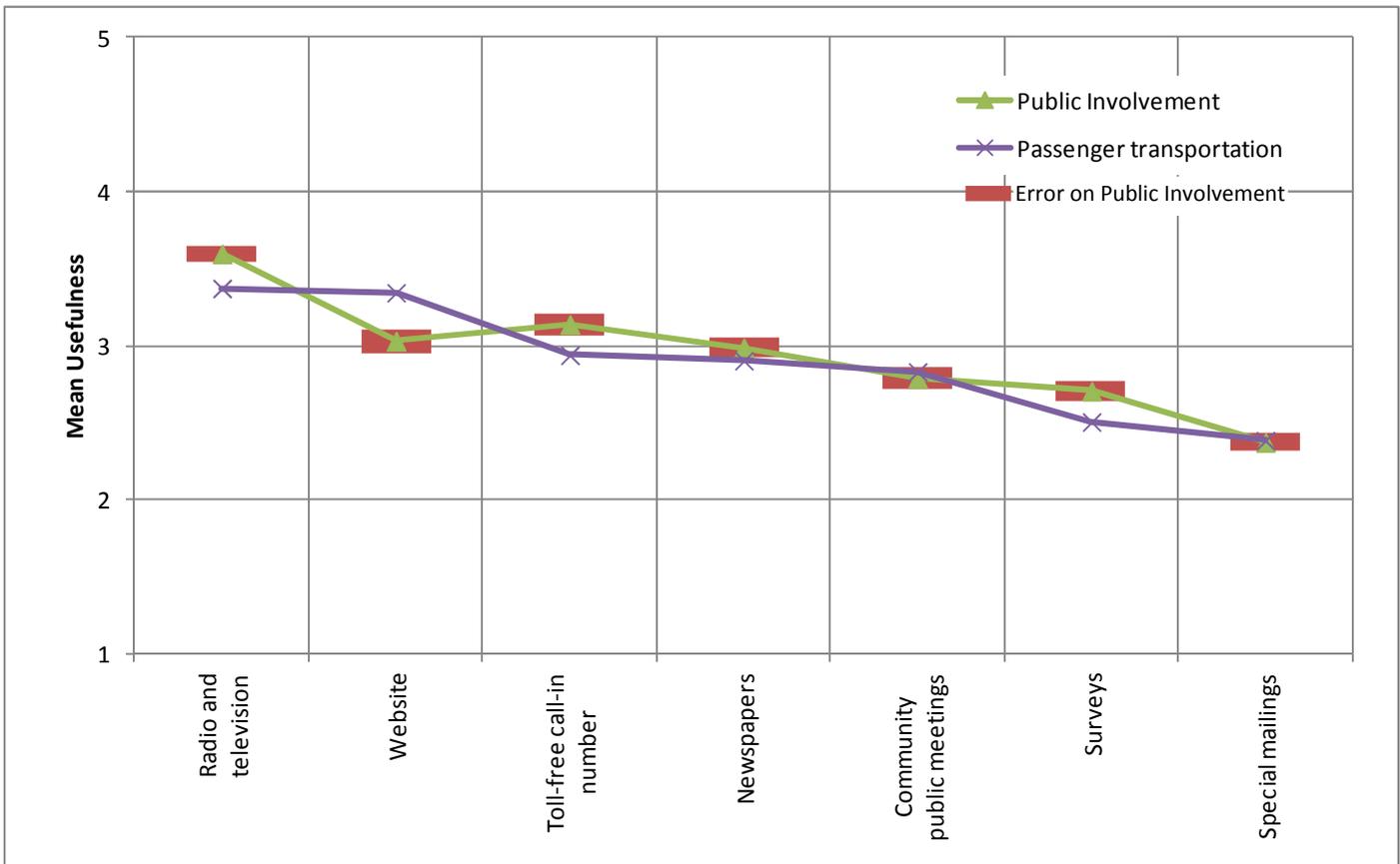
*Figure 9.3.1: Passenger Transportation: Actions to Improve Roadways*



General Communication Tool Ratings

The passenger transportation stakeholder group finds the MDT website and radio and television the most useful general communication tools. The website is more useful to the stakeholders than the general public; radio and television less useful. Special mailings and surveys are the least useful.

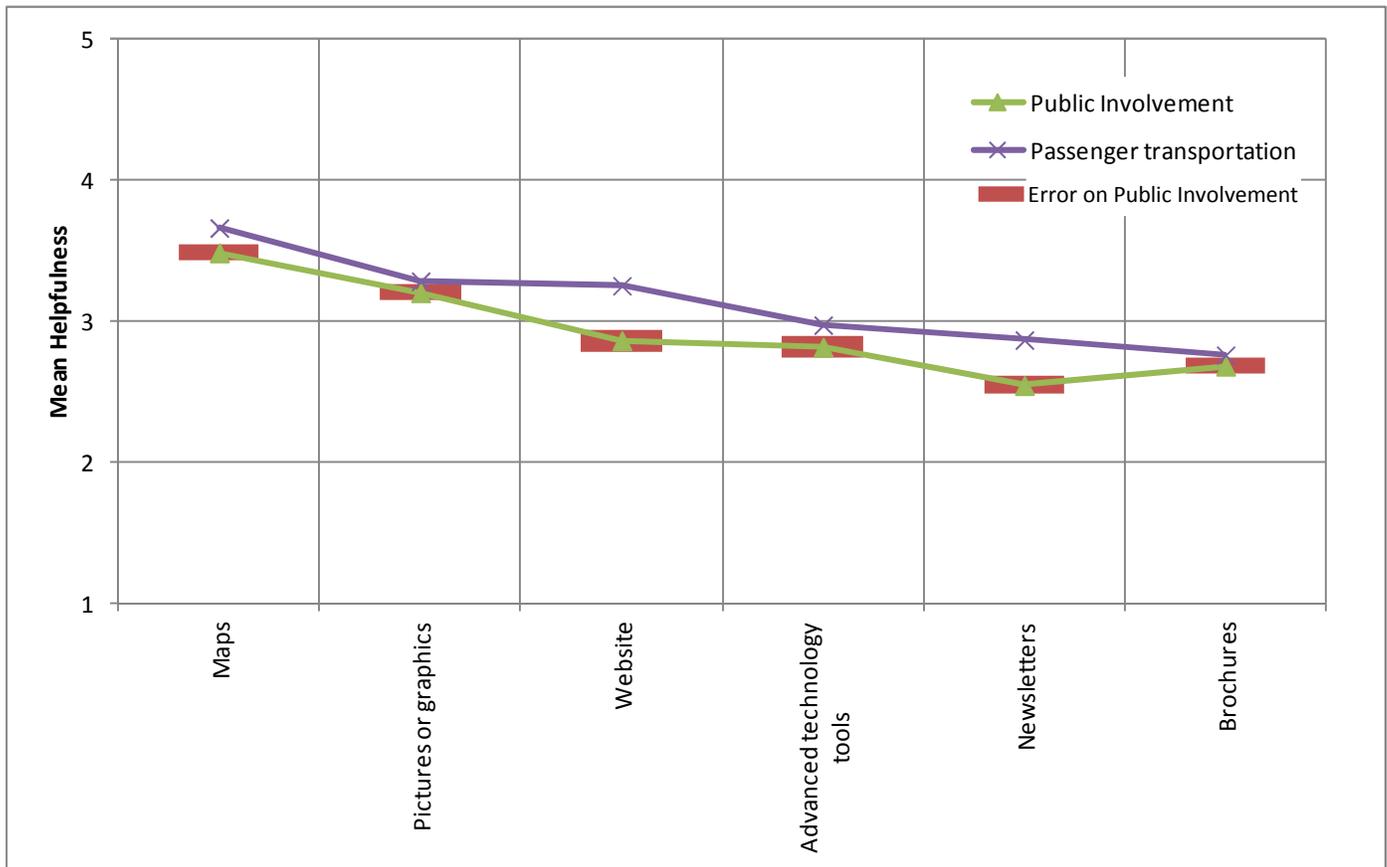
Figure 9.4.1: Passenger Transportation: Usefulness of General Communications Tools



Planning and Project Communication Tool Ratings

The passenger transportation stakeholders rank planning and project communication tools the same as the general public with the exception of the MDT website. The MDT website is tied with pictures and graphics. Brochures and newsletters are the least useful communication tools.

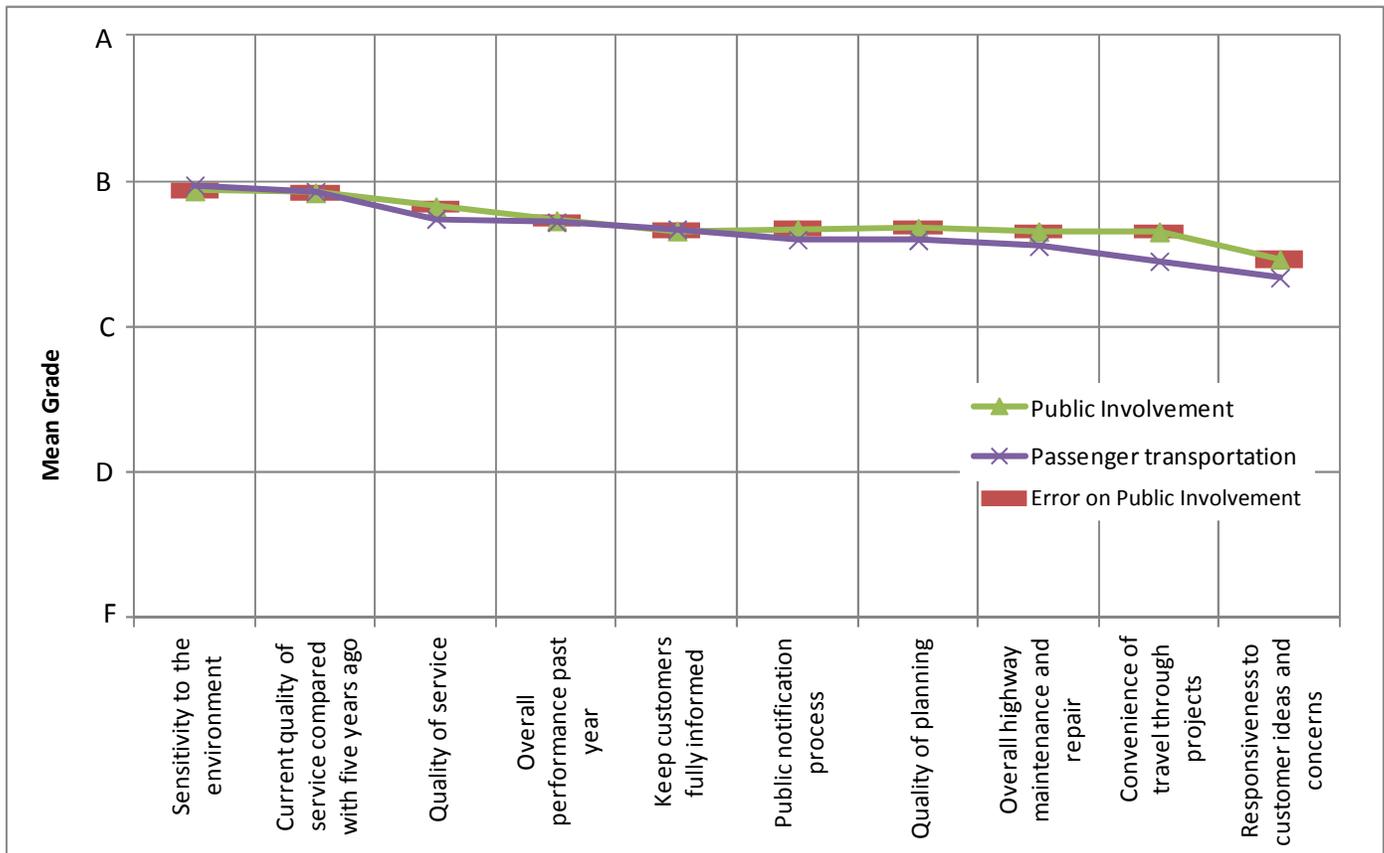
Figure 9.5.1: Passenger Transportation: Helpfulness of Planning and Project Communication Tools



\MDT Customer Service and Performance Grade

MDT receives grades between C+ and B for the various performance measures. Responsiveness to customer ideas and concerns was the lowest grade at C+. Convenience of travel through projects and the public notification process received somewhat lower grades (C+/B-).

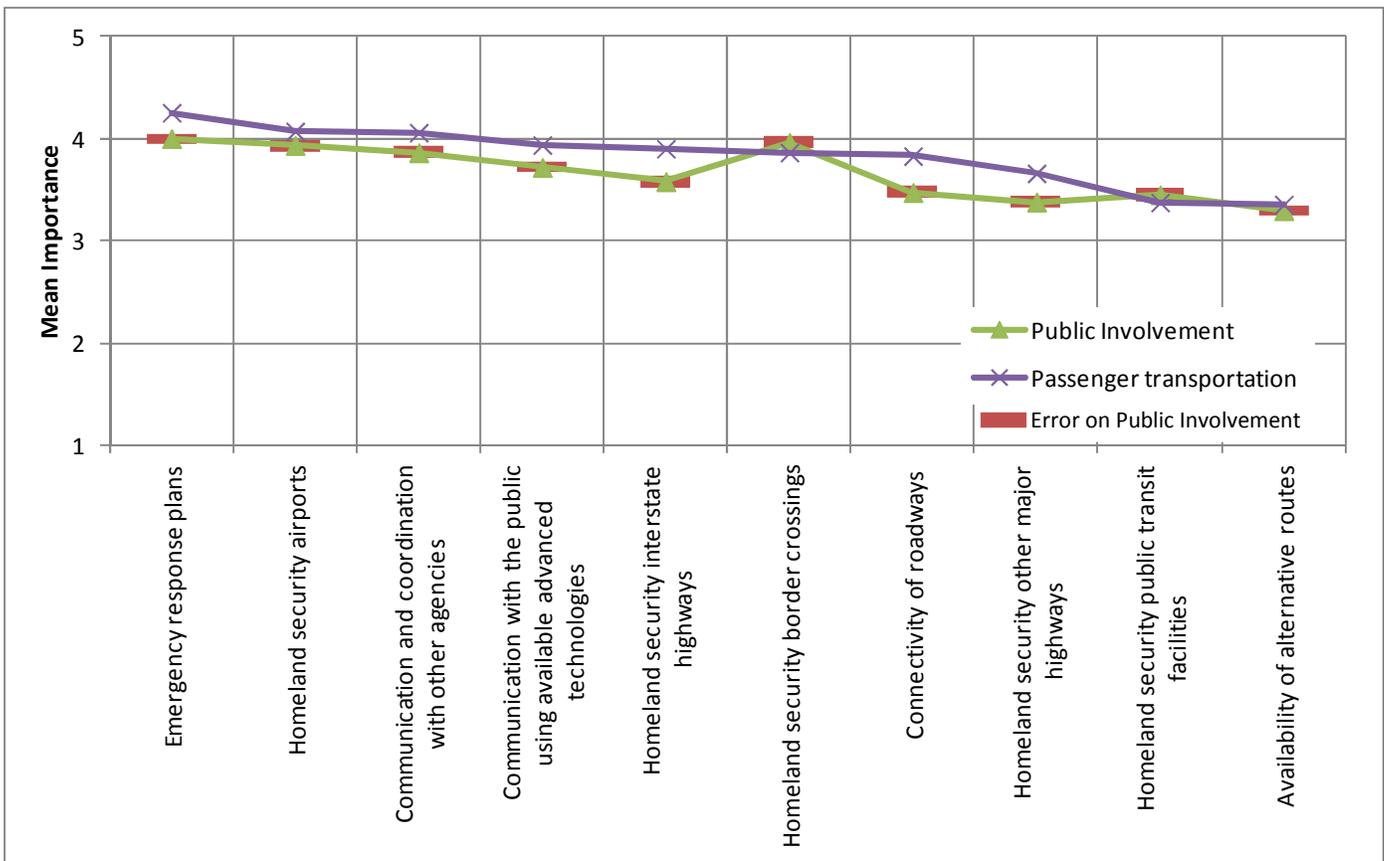
Figure 9.6.1: Passenger Transportation: Customer Service and Performance Grades



Security for System Components

Homeland security was more important to the passenger transportation stakeholder group than the general public. Border crossings were slightly less important. Emergency preparedness measures were important to this stakeholder group than the general public. Emergency response plans and connectivity of roadways were more important. Coordination with other agencies and communication with the public were slightly more important.

Figure 9.7.1: Passenger Transportation: Security for System Components



This group is represented by non-elected state and federal government officials from across Montana. Stakeholders include (but are not limited to) representatives from:

- MT Department of Commerce
- MT Department of Environmental Quality
- MT Department of Justice (Highway Patrol)
- MT Department of Natural Resources and Conservation
- Federal Highway Administration
- Federal Aviation Administration
- U.S. Forest Service
- U.S. Environmental Protection Agency

Eighteen completed interviews with state and federal government group members were obtained in 2011; Nineteen interviews were completed with this group in 2009. Readers of this report should exercise caution when interpreting the data presented for this stakeholder group due to the low number of respondents.

### Transportation System Satisfaction

The state and federal government stakeholders are moderately satisfied with the overall transportation system (Figure 10.1.1). These stakeholders are slightly more satisfied with the physical condition of the various components. Like the general public they are least satisfied with the physical condition of city streets. These stakeholders are less satisfied with the physical condition of bicycle pathways and pedestrian walkways.

The state and federal stakeholder group is somewhat dissatisfied with the availability of intercity buses, taxis, air transportation within Montana, and passenger rail service. The state and federal government stakeholders are less satisfied with transit for the elderly and disabled. They are slightly less satisfied with local bus or van service, air transportation to destinations outside Montana compared to the general public.

Figure 10.1.1: State and Federal Government: Satisfaction with System Physical Condition

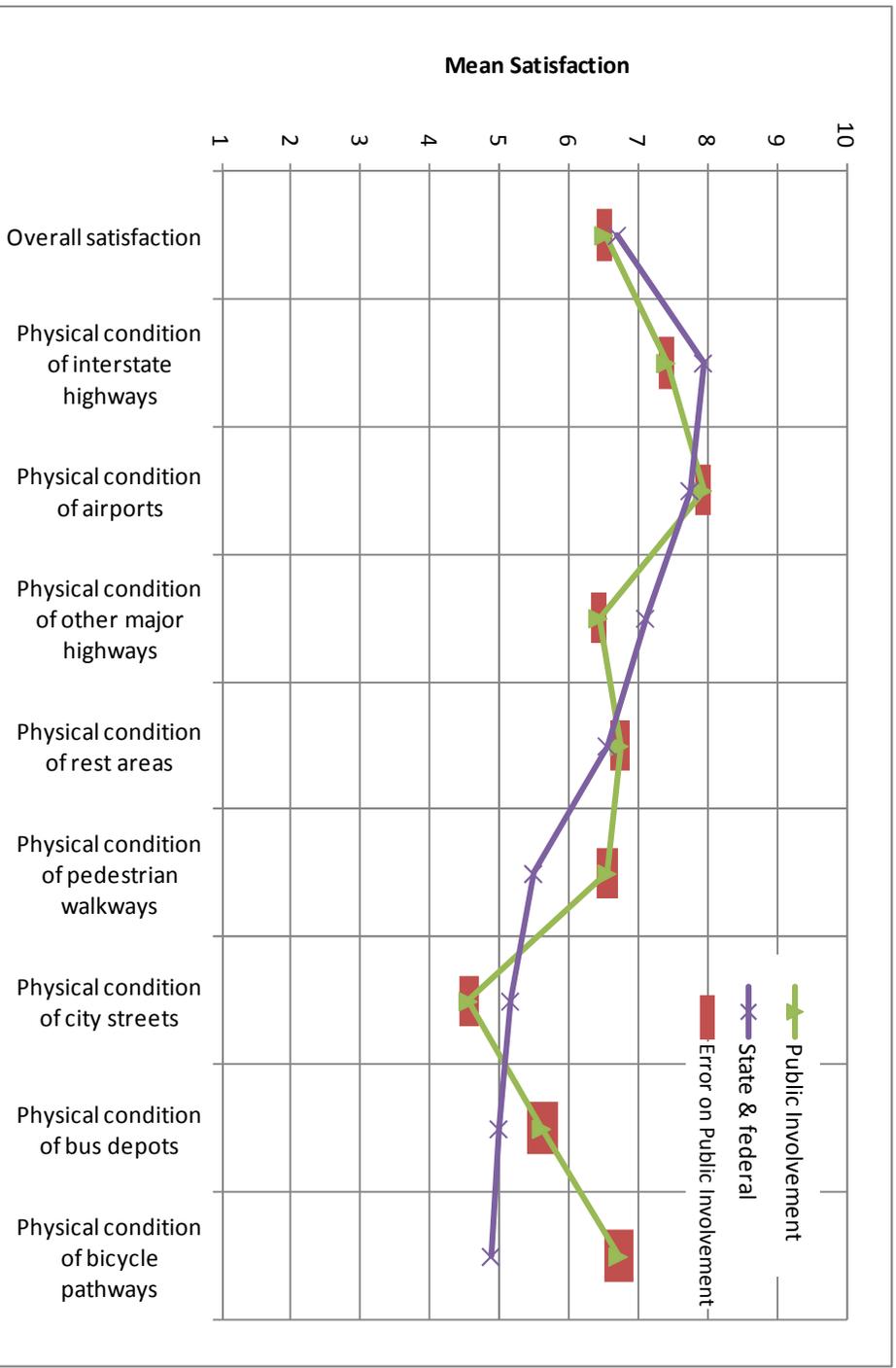
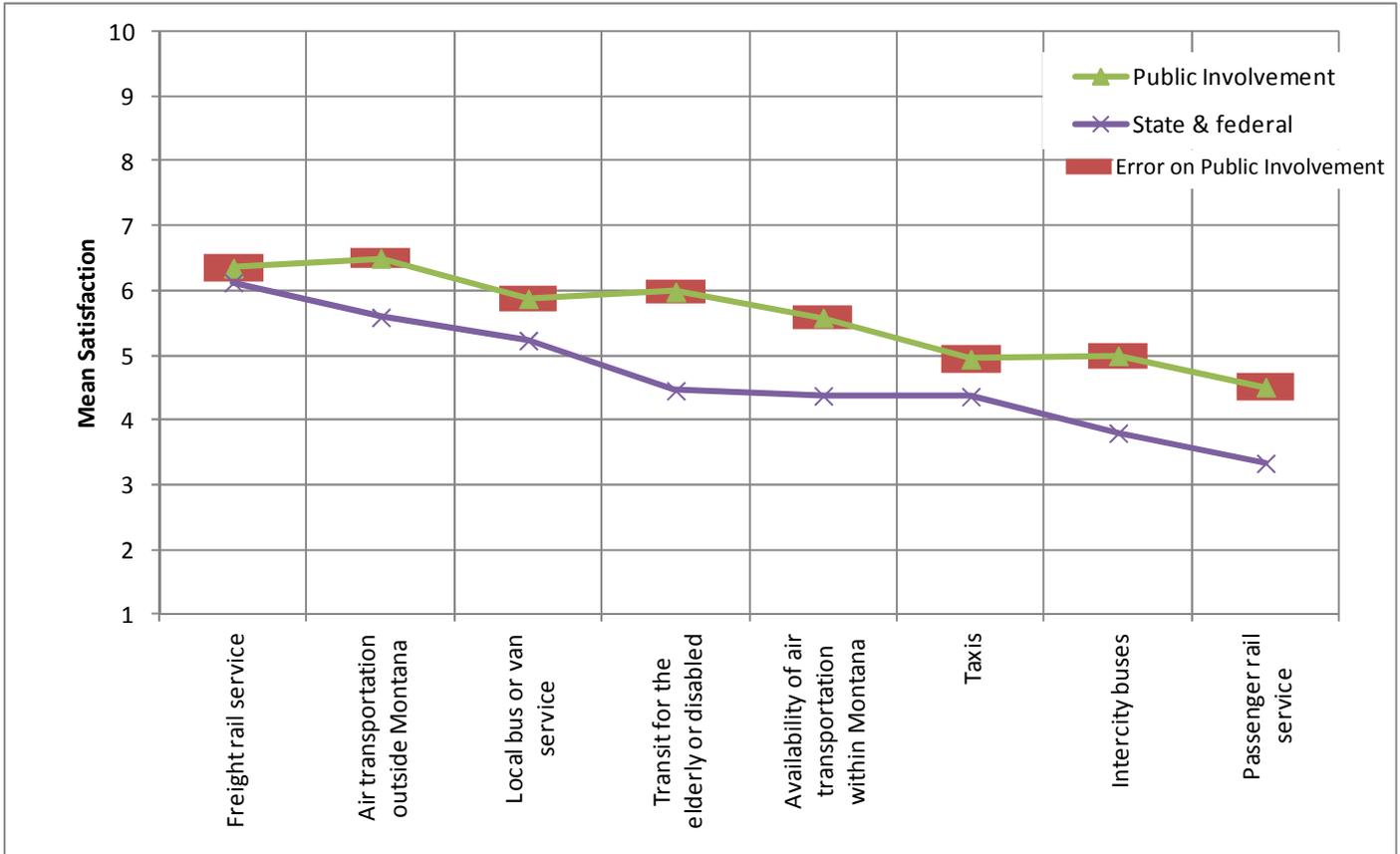


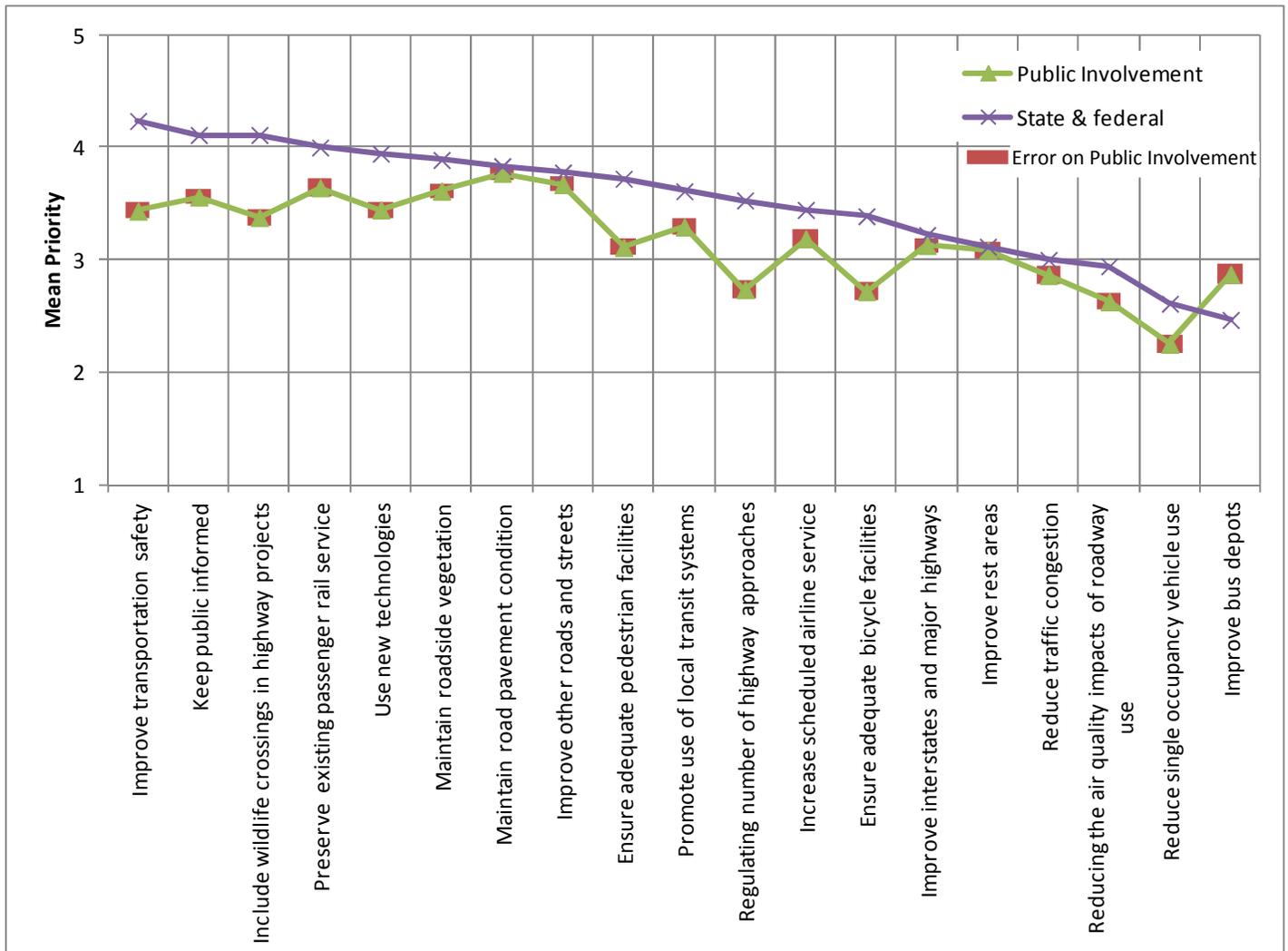
Figure 10.1.2: State and Federal Government: Satisfaction with Availability of System Services



Actions to Improve the Transportation System

The state and federal government stakeholders and the general public rank the actions to improve the Montana transportation system in similar order; however, they have stronger opinions on several items. They assign a higher priority to ensuring adequate pedestrian facilities, improving transportation safety, regulating the number of highway approaches, keeping the public informed, and including wildlife crossings. They assign a slightly higher priority than the general public to ensuring adequate bicycle facilities, increasing scheduled airline service, promoting local transit systems, reducing air quality impacts of roadway use, preserving exiting passenger rail, using new technologies, maintaining roadside vegetation. They assign a slightly lower priority to improving the bus depots.

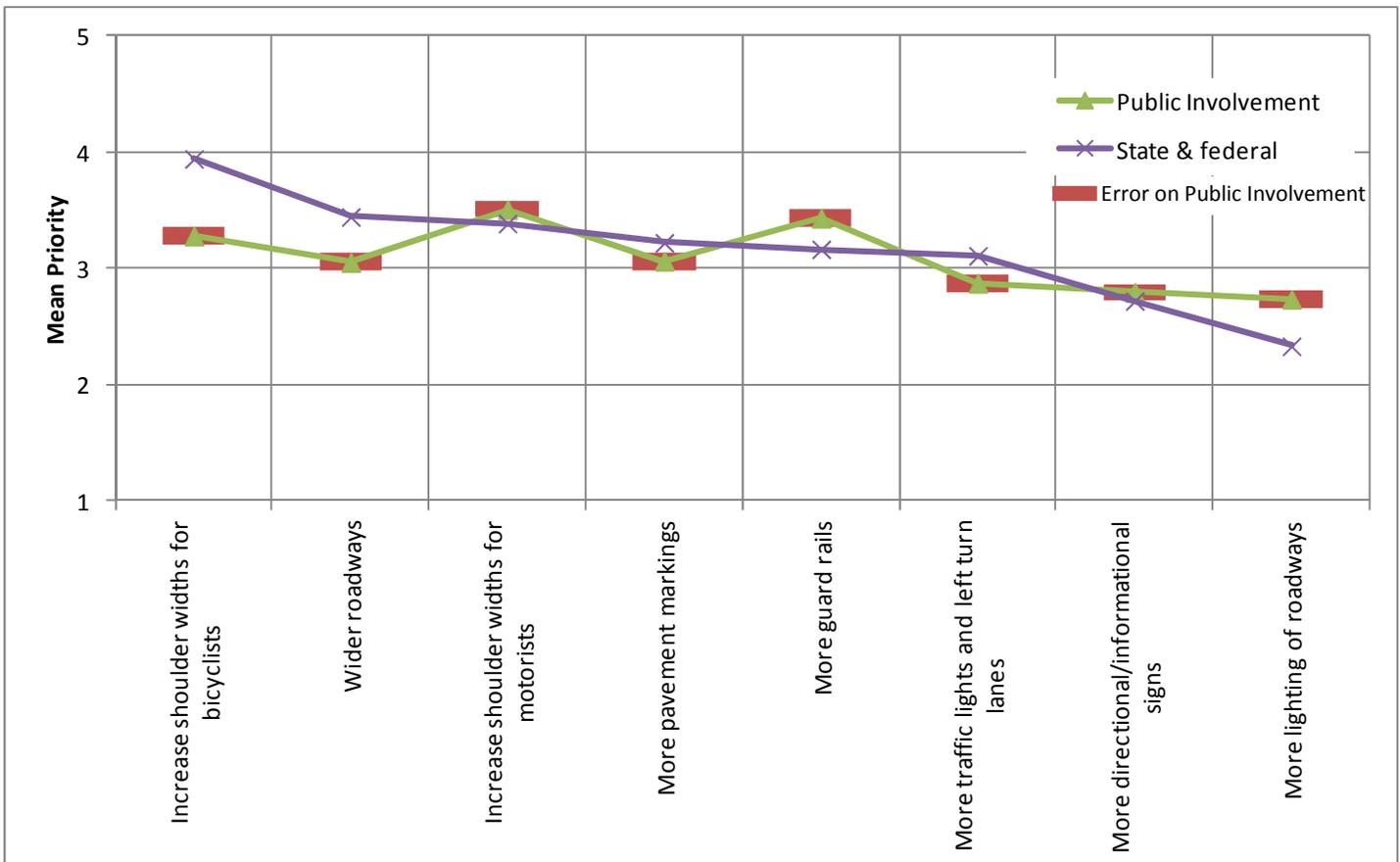
Figure 10.2.1: State and Federal Government: Actions to Improve System



**Actions to Improve Roadways**

Increasing shoulder widths for bicyclists is the highest priority action to improve roadways in the opinion of state and federal stakeholders. They assigned a slightly higher priority to wider roadways than the general public. They assigned a slightly lower priority to more lighting.

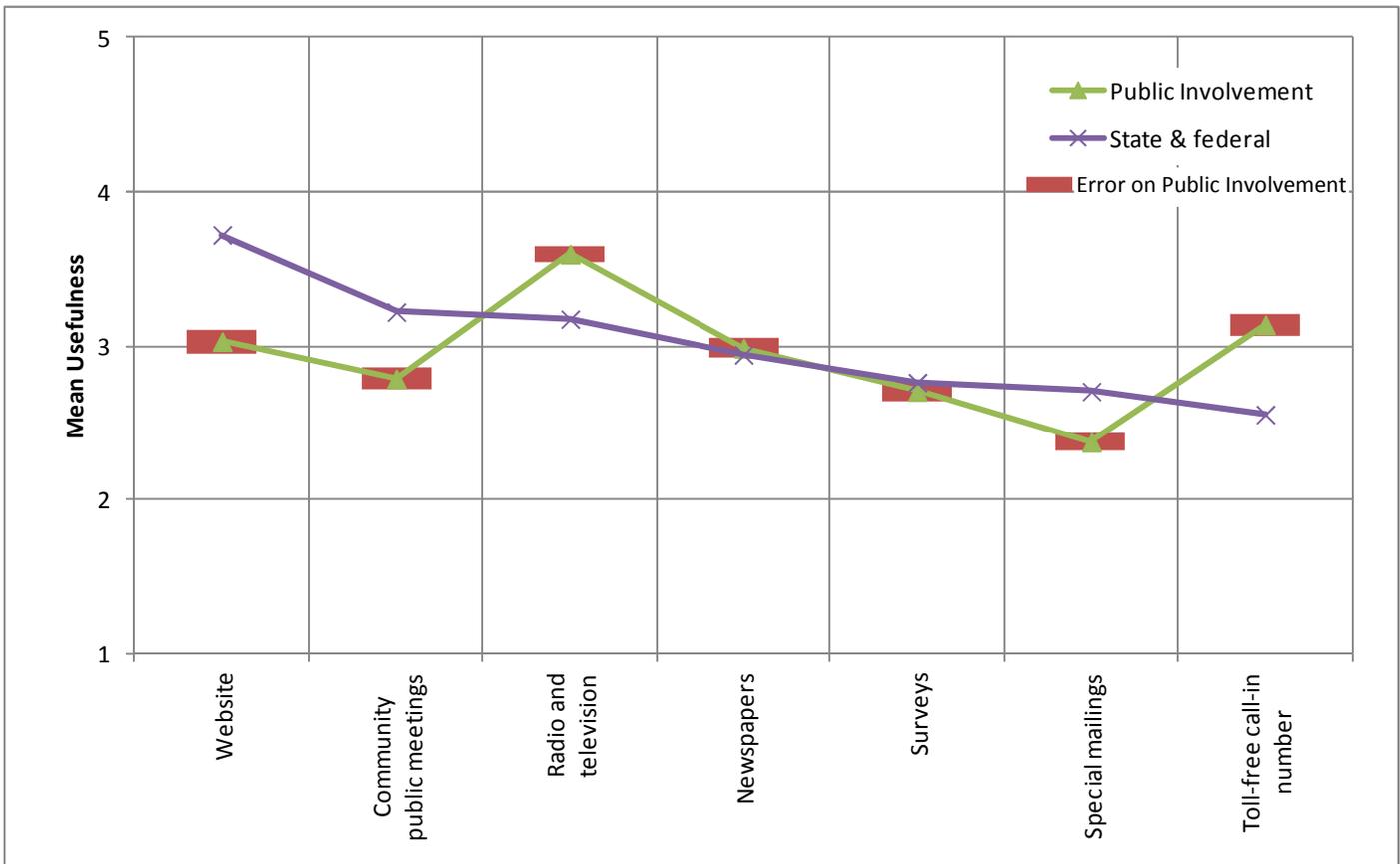
*Figure 10.3.1: State and Federal Government, Actions to Improve Roadways*



General Communication Tool Ratings

The MDT website was the most useful general communication tool in the opinion of state and federal stakeholders. They thought the toll-free call-in number was less useful than the general public. Radio and television were slightly less useful.

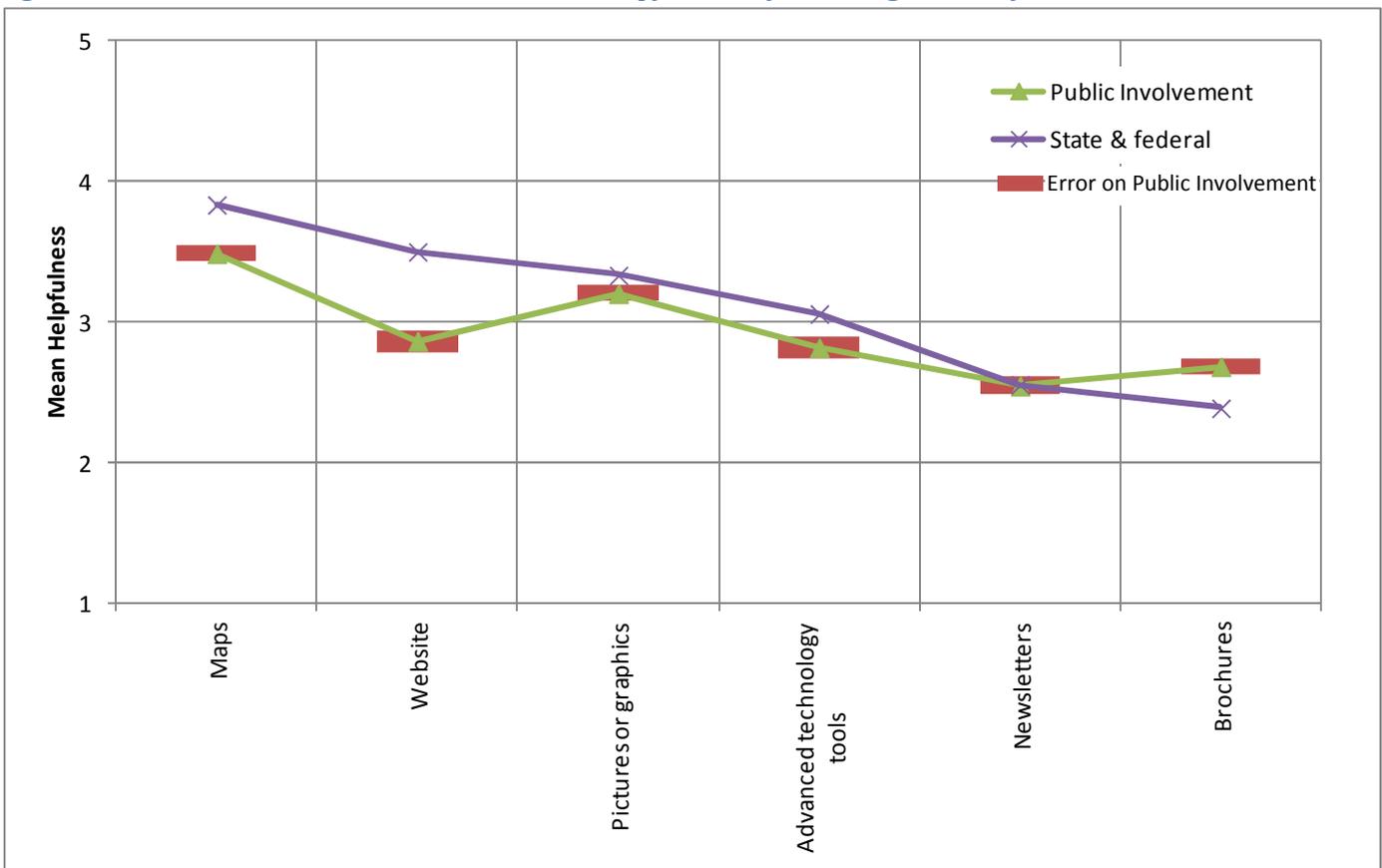
Figure 10.4.1: State and Federal Government: Usefulness of General Communications Tools



Planning and Project Communication Tool Ratings

Maps and the MDT website are the most helpful tools for planning and project communication according to the state and federal contacts interviewed. Brochures were the least helpful.

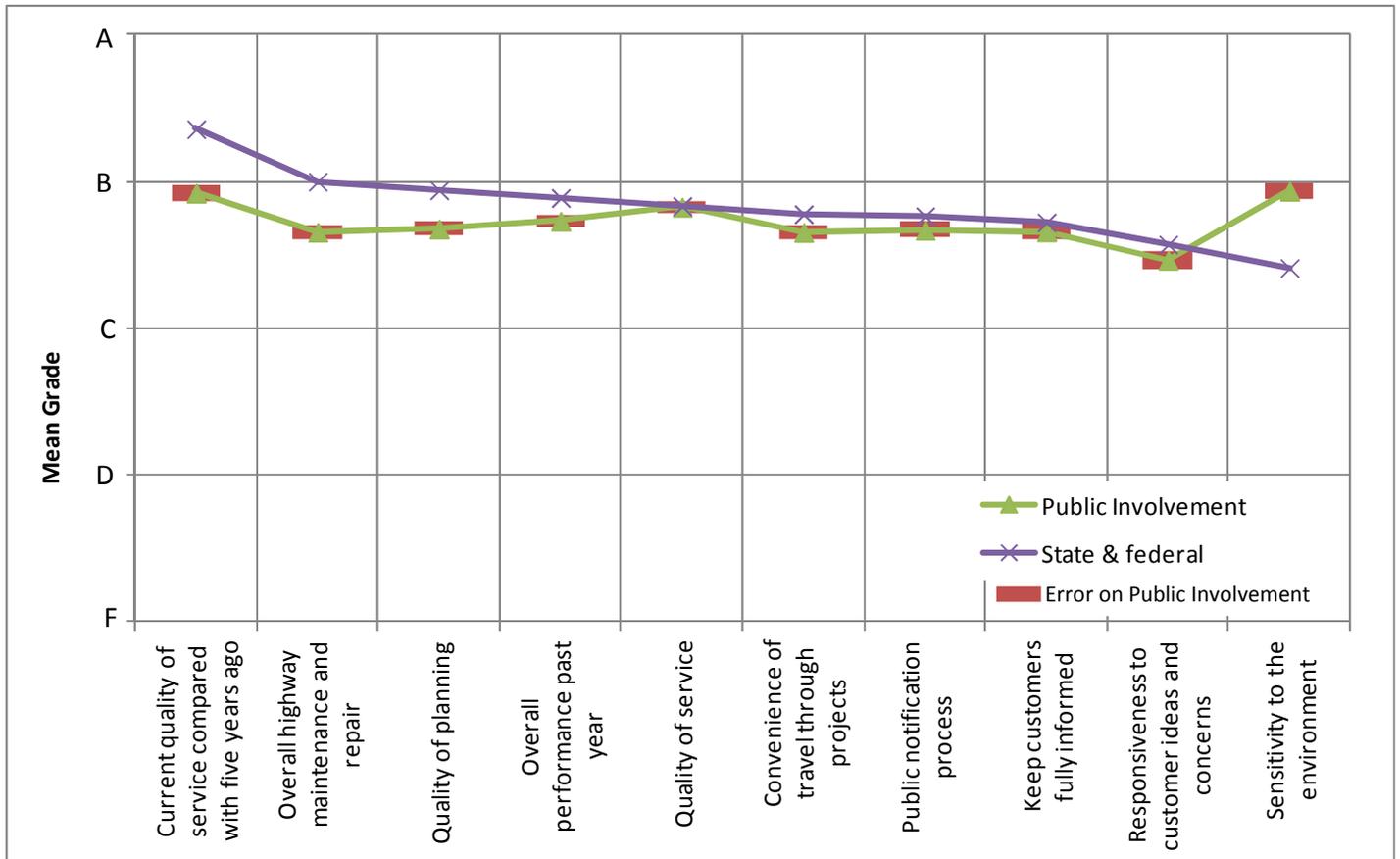
Figure 10.5.1: State and Federal Government: Helpfulness of Planning and Project Communication Tools



MDT Customer Service and Performance Grade

The state and federal government stakeholders give MDT grades from C+ to B on the performance measures shown in Figure 10.6.1. The highest grade was for quality of service now versus five years ago. The lowest grade was a C+ for sensitivity to the environment. They gave overall highway maintenance and repair a B compared to B- from the general public.

Figure 10.6.1: State and Federal Government: Customer Service and Performance Grades

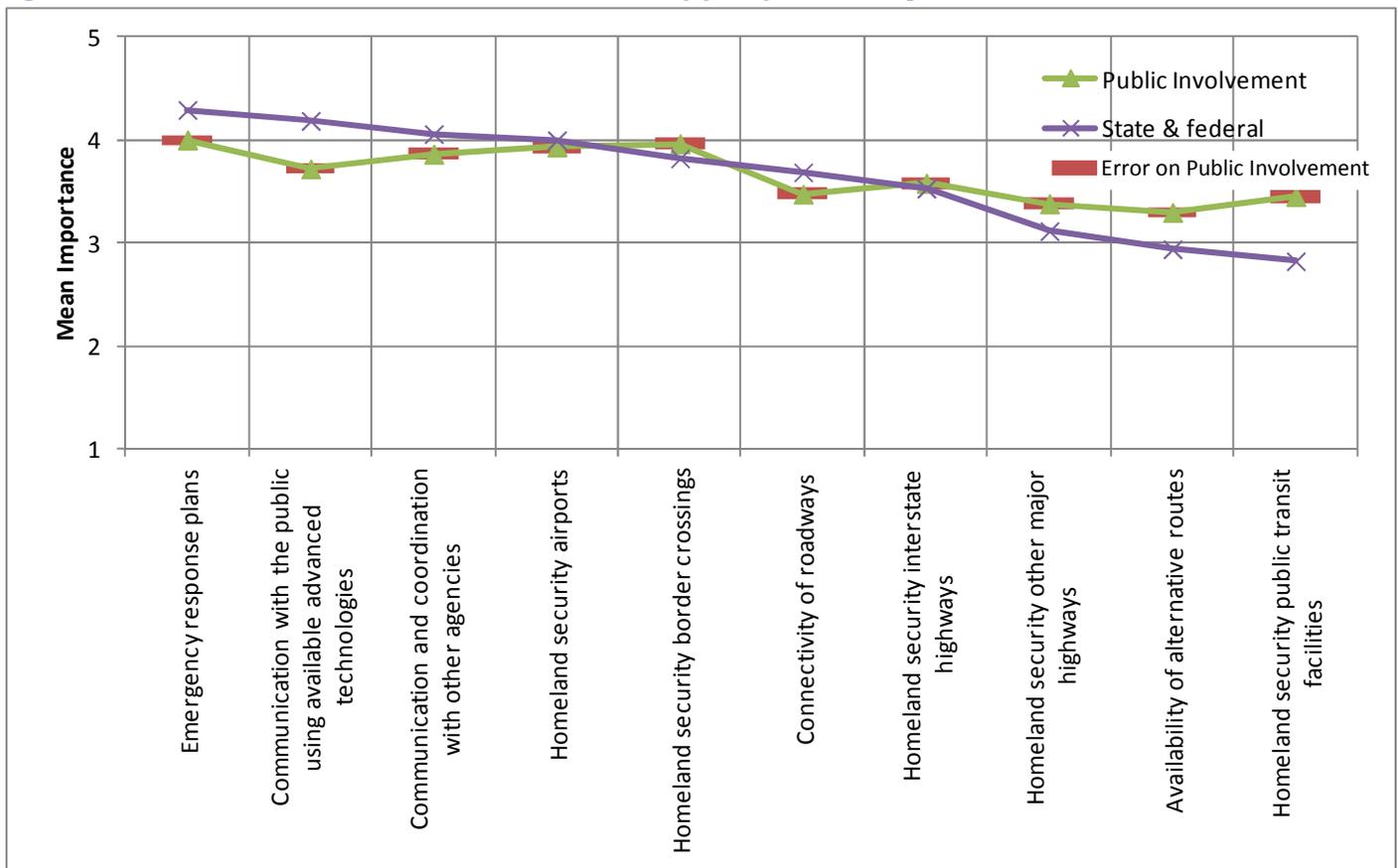


Security for System Components

Both the state and federal stakeholder group and the general public had similar opinions about homeland security and system components. The stakeholder group thought that homeland security at public transit facilities was of lower importance than the general public.

Emergency preparedness plans and communication with the public were the most important emergency preparedness concerns. They thought the connectivity of roadways was slightly more important than the general public.

Figure 10.7.1: State and Federal Government: Security for System Components



This group is represented by tribal planners from across Montana. Thirteen tribal representatives completed interviews in 2011. Only three completed questionnaires were obtained in 2009. To maintain the confidentiality of the respondents, the tribes for which they work are not named in this document. Readers of this report should exercise caution when interpreting the data presented for this stakeholder group due to the low number of respondents.

### Transportation System Satisfaction

Tribal planners were generally satisfied with the overall transportation system. There was very little difference in their level of satisfaction regarding the physical condition of various components of the system.

These stakeholders were also generally satisfied with the availability of various transportation services.

Figure 11.1.1: Tribal Planners: Satisfaction with Physical Condition of System

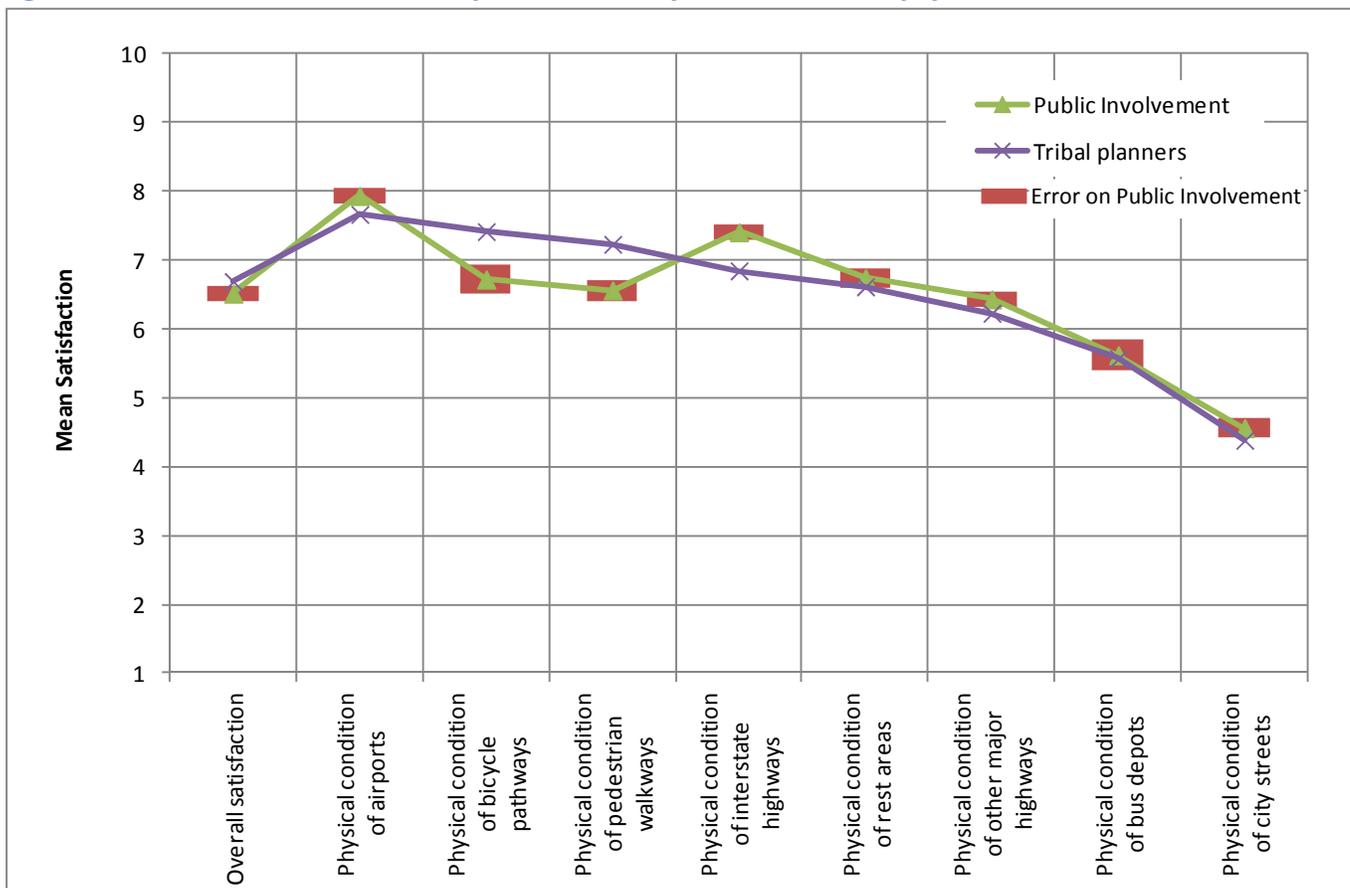
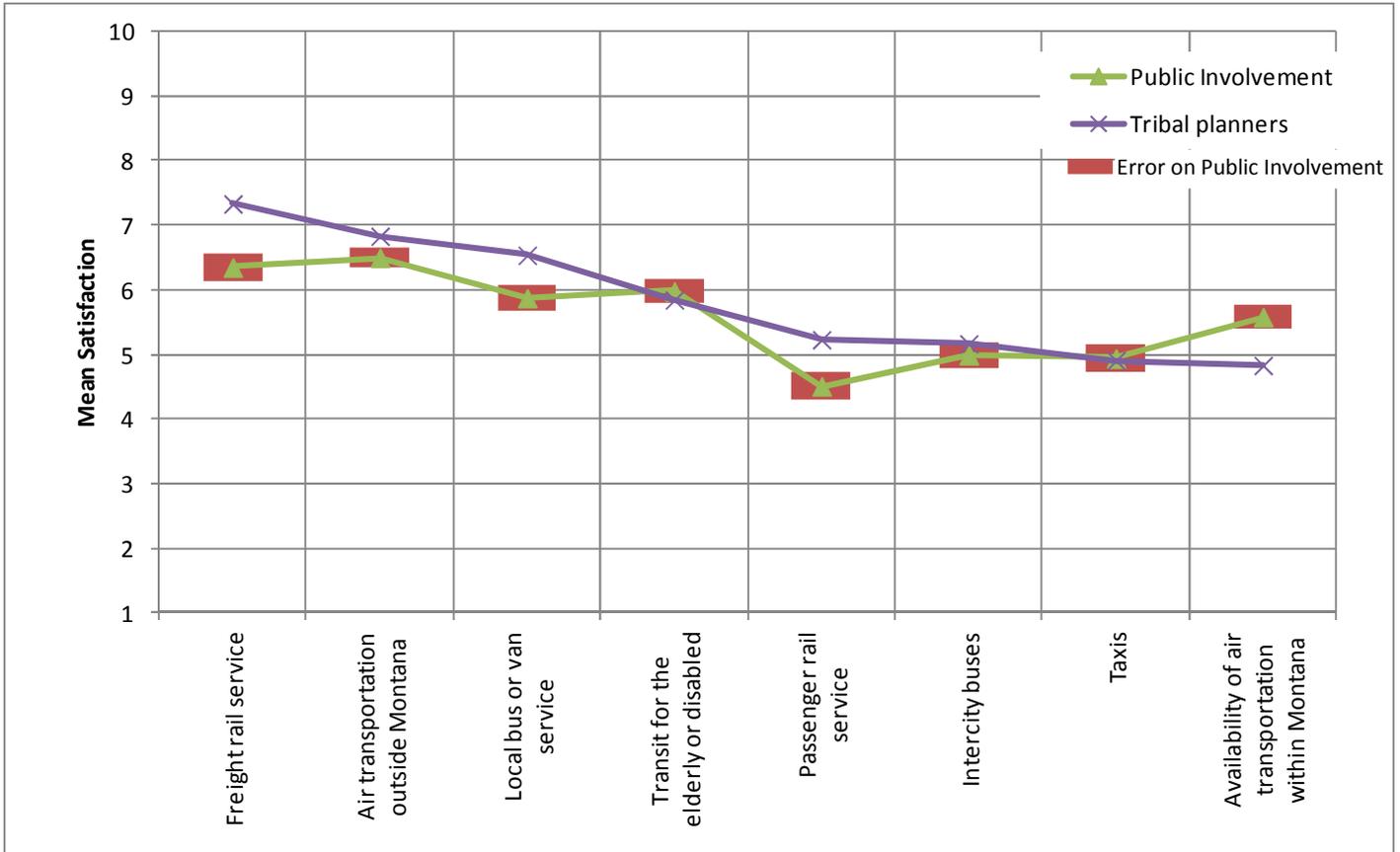


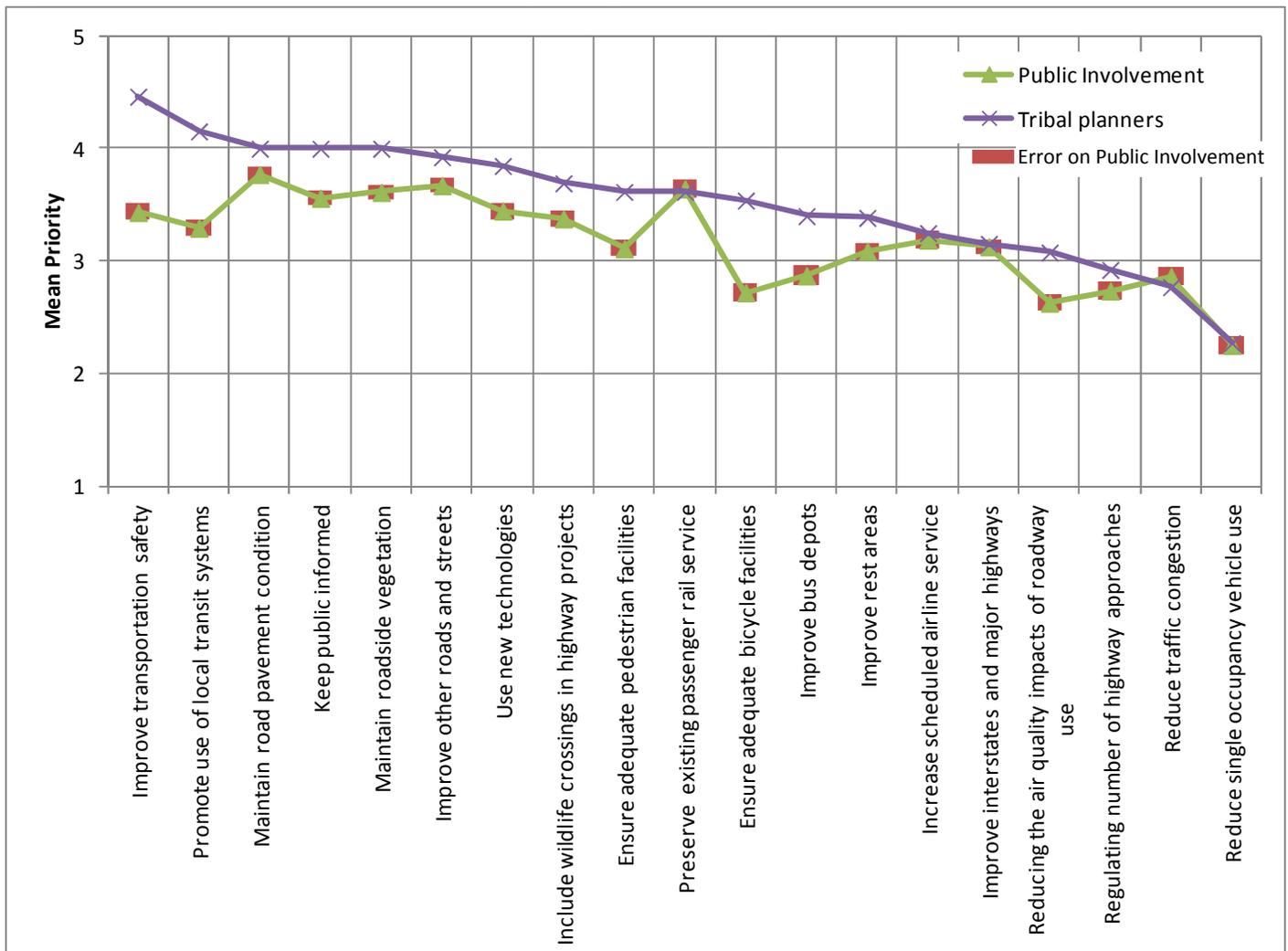
Figure 11.1.2: Tribal Planners: Satisfaction with Availability of System Services



### Actions to Improve the Transportation System

Improving transportation safety was the highest priority action of the tribal planner stakeholder group followed by promoting use of local transit systems. Both these actions and ensuring adequate bicycle facilities were significantly different from the general public. Tribal planners assigned a slightly higher priority than the general public to ensuring adequate pedestrian facilities, keeping the public informed, and maintaining roadside vegetation.

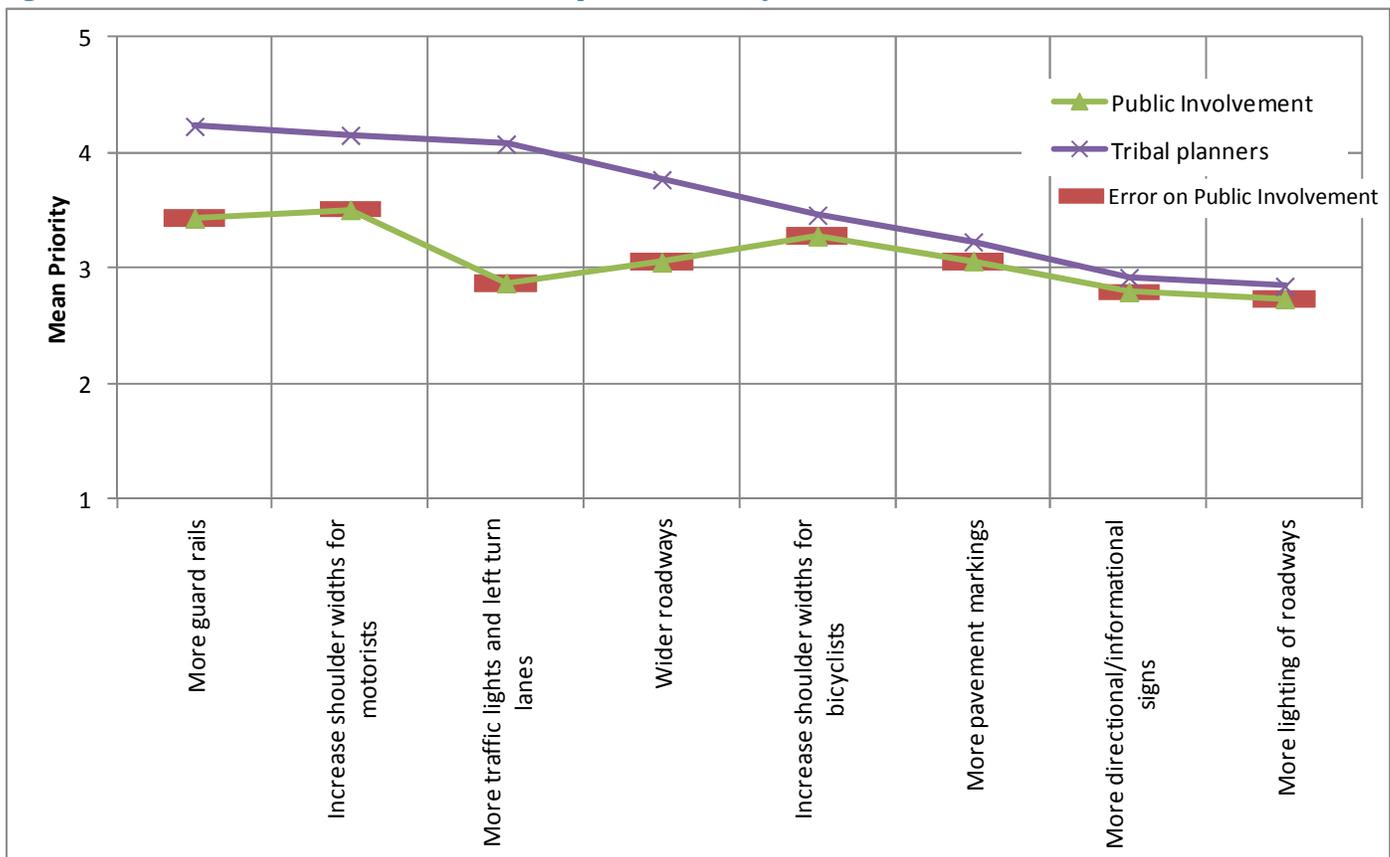
Figure 11.2.1: Tribal Planners: Actions to Improve System



**Actions to Improve Roadways**

Tribal planners differed significantly in their opinions regarding actions to improve Montana roadways. Wider roadways, more guard rails, more traffic lights and left turn lanes, and increasing shoulder widths for motorists were higher priorities for the tribal planners compared to the general public.

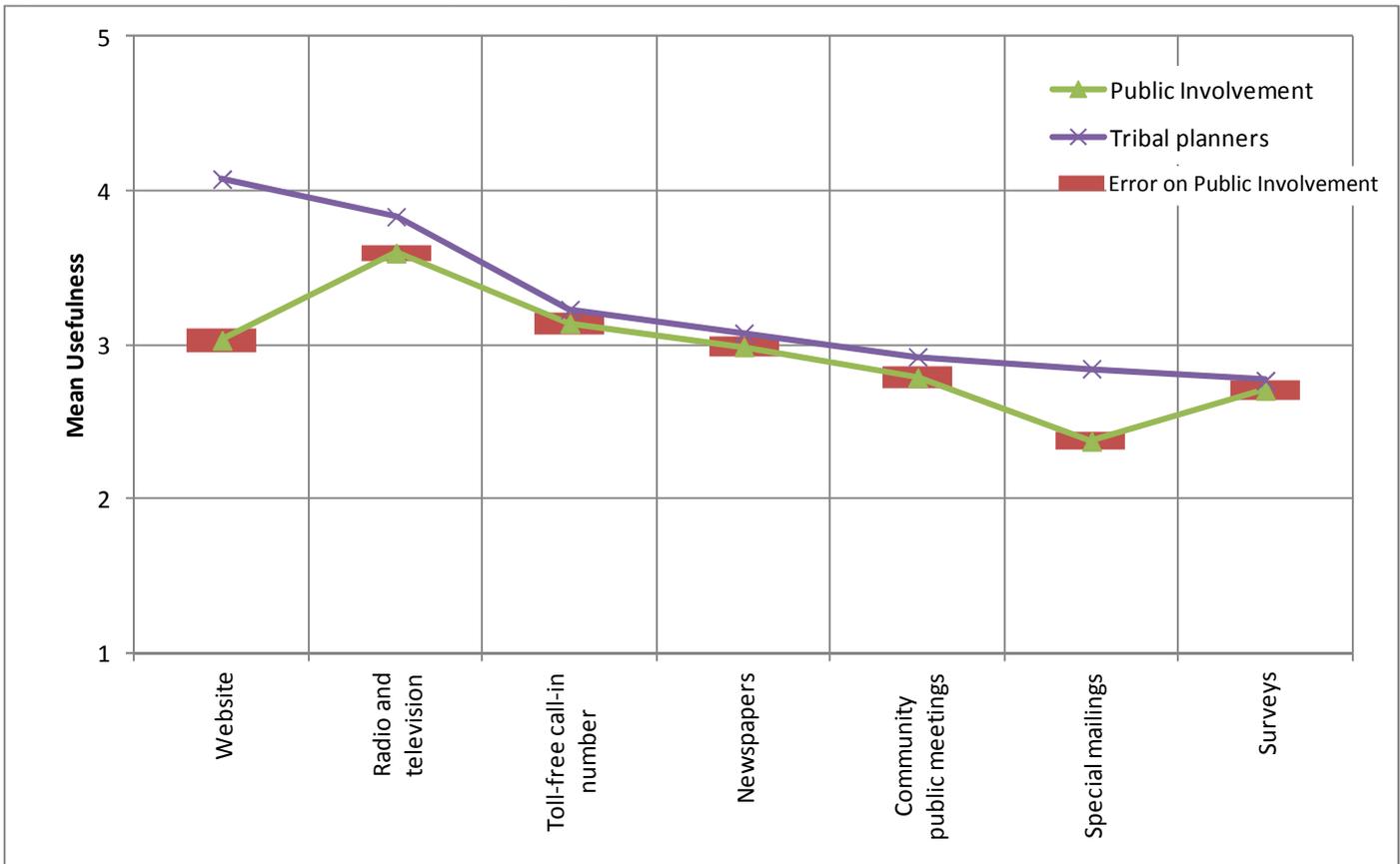
*Figure 11.3.1: Tribal Planners: Actions to Improve Roadways*



### General Communication Tool Ratings

Tribal planners found the MDT website to be the most useful general communication tool. The stakeholders' opinions corresponded to the general public's regarding the other communication tools.

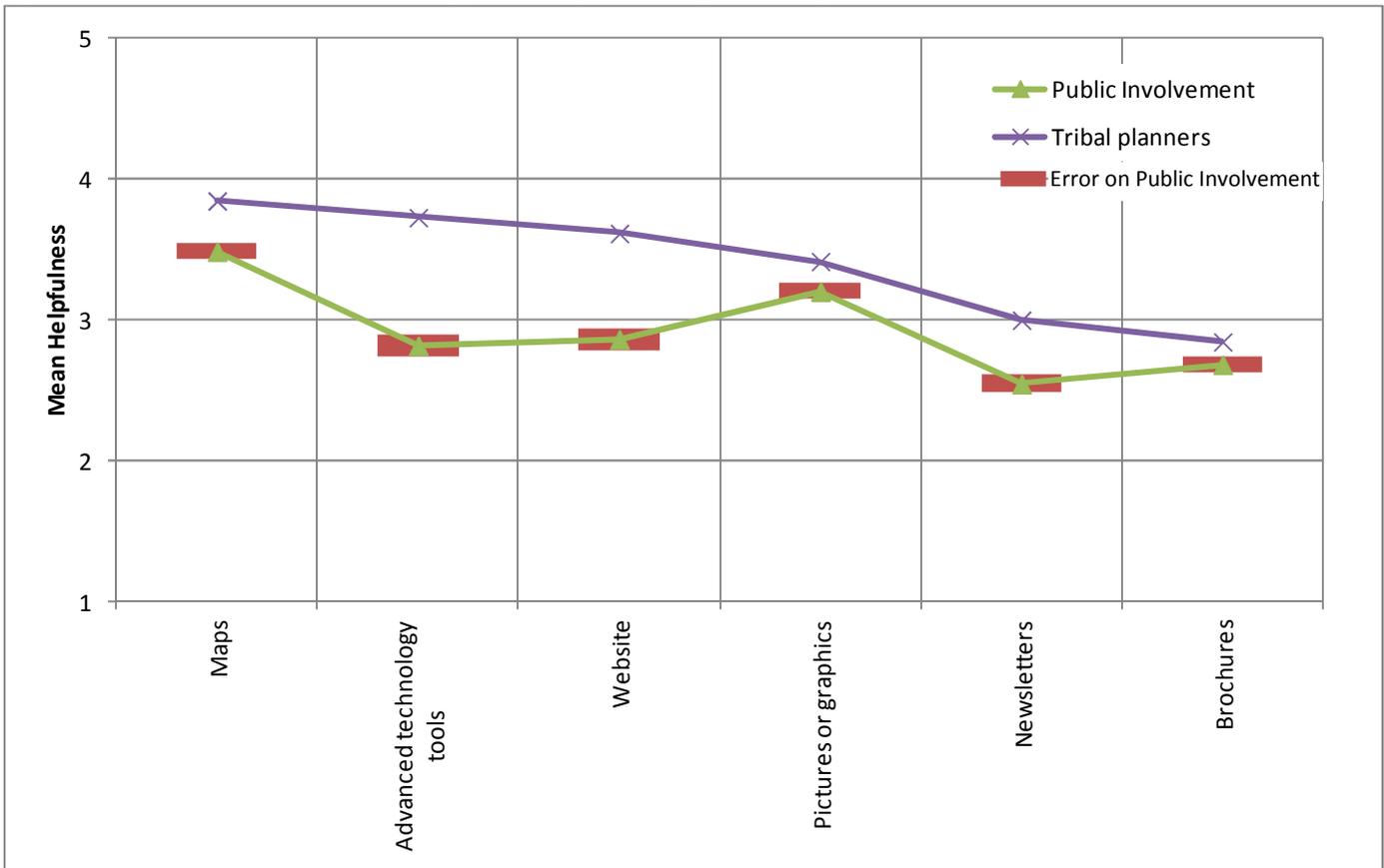
Figure 11.4.1: Tribal Planners: Usefulness of General Communications Tools



**Planning and Project Communication Tool Ratings**

Maps, advanced technology tools, and the MDT website were the most helpful communication tools for planning and project communication. In contrast to the general public, newsletters were a more helpful tool to tribal planners.

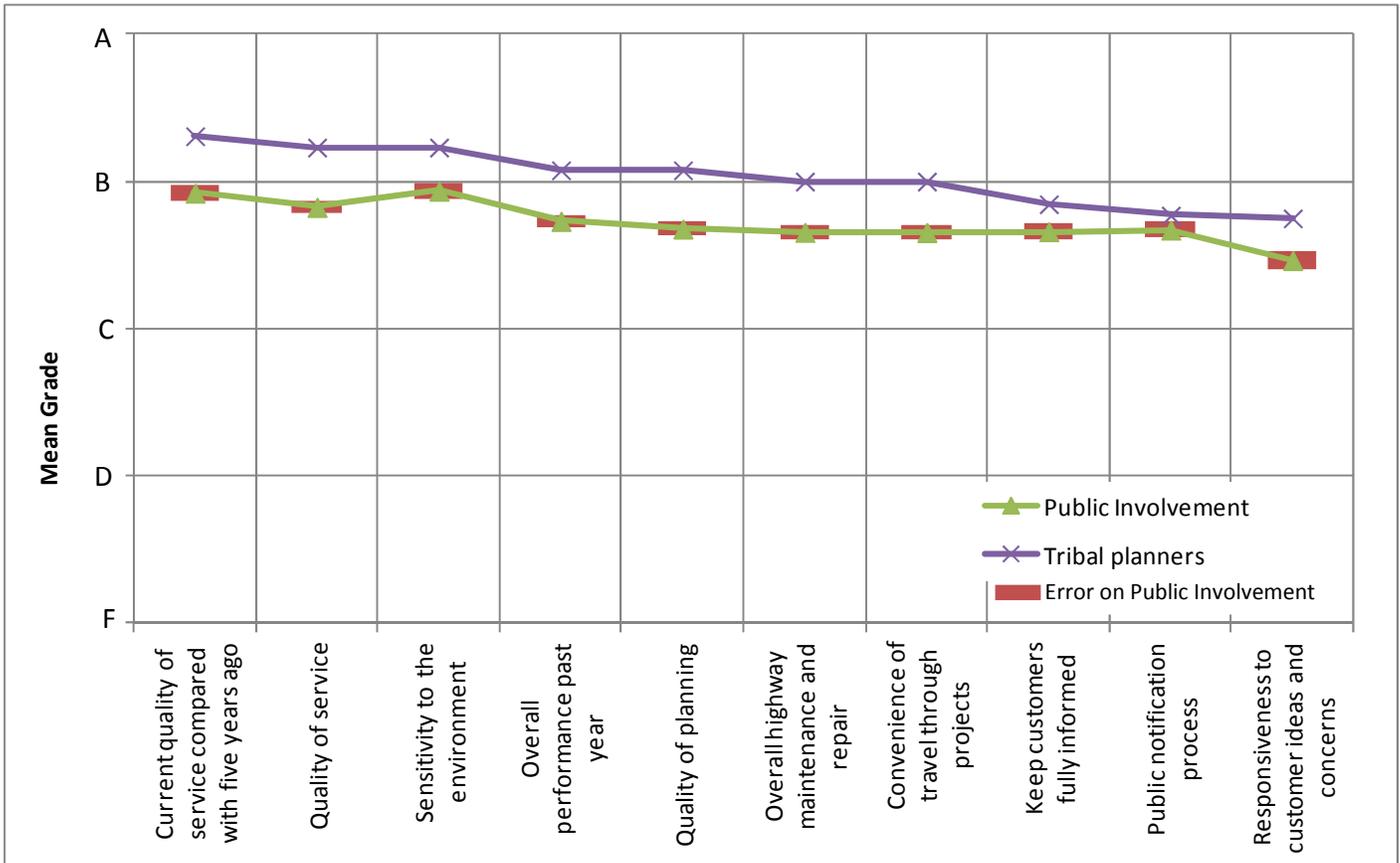
*Figure 11.5.1: Tribal Planners: Helpfulness of Planning and Project Communication Tools*



MDT Customer Service and Performance Grade

Tribal planners gave MDT B's for each of the performance measures shown in Figure 11.6.1.

Figure 11.6.1: Tribal Planners: Customer Service and Performance Grades

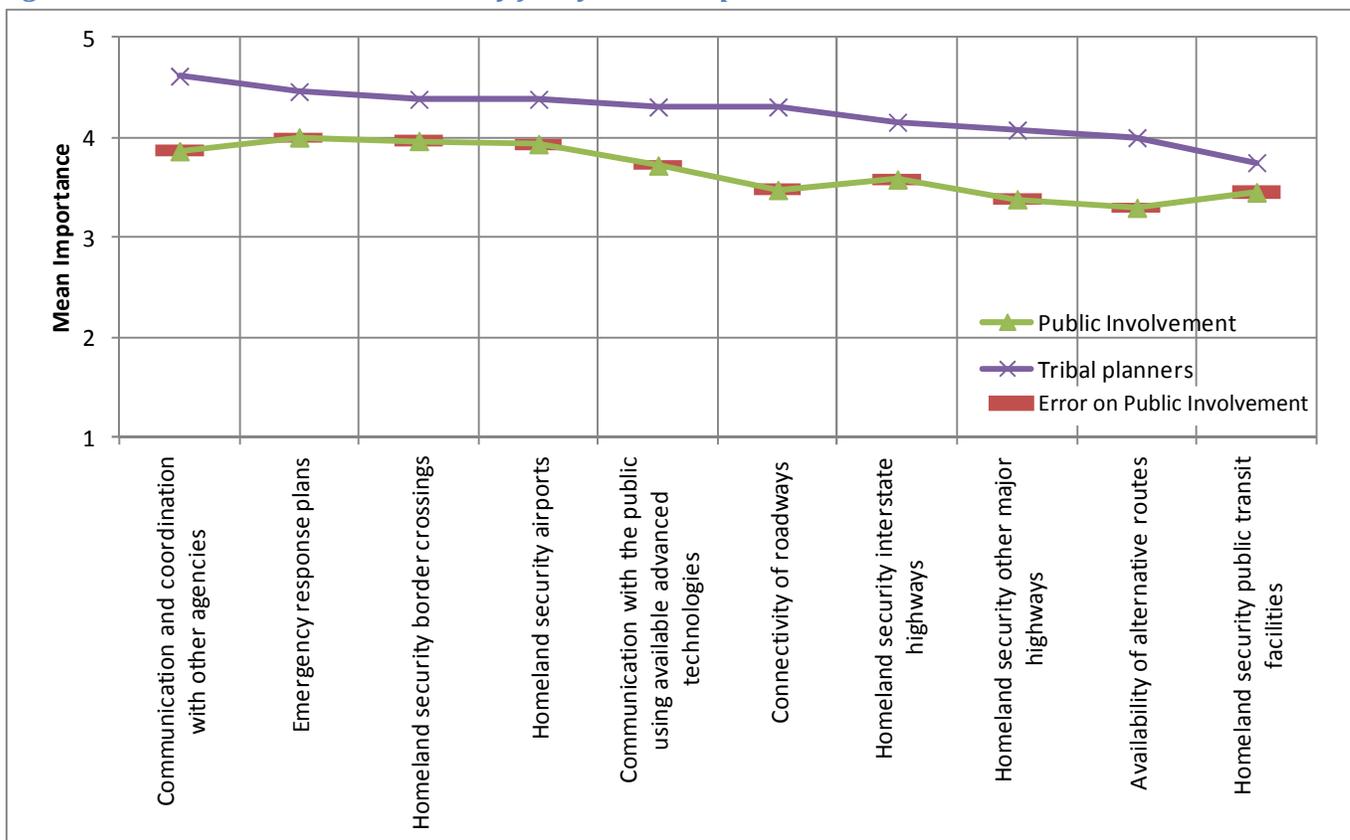


### Security for System Components

Homeland security was important to the tribal planner stakeholder group. The stakeholders thought that homeland security on interstates and other highways, border crossings, and airports were more important than the general public.

Emergency preparedness was also important to tribal planners. Coordination with other agencies was the most important followed by communication with the public, emergency response plans, connectivity of roadways, and the availability of alternate routes. Opinions about these items may have been affected by the timing of the survey; there was flooding occurring on four of the seven Indian reservations during the survey period.

Figure 11.7.1: Tribal Planners: Security for System Components



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