



2015

TranPlan 21

Stakeholders Survey

VOLUME I
FINAL REPORT

State of Montana
Department of Transportation

Bureau of Business and Economic Research
University of Montana

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This report was authored by Kyle Morrill and John Baldrige of the Bureau of Business and Economic Research at the University of Montana.

In 2015 MDT's stakeholder groups were:

- Generally satisfied with Montana's transportation systems.
- Most satisfied with interstate highways, airports and air transport outside Montana.
- Slightly satisfied with bicycle pathways, pedestrian walkways, intercity buses and passenger rail service.

Out of 20 possible actions to improve Montana's transportation systems, stakeholders' highest priorities were:

- Maintain pavement condition.
- Improve transportation safety.
- Support efforts to preserve existing passenger rail service.

Stakeholders' lowest priority was reducing traffic congestion by increasing capacity and regulating the number of highway approaches.

When compared to previous stakeholder surveys:

- Satisfaction with the physical condition of system components has remained relatively constant since 2007.
- Stakeholder opinions on potential actions to improve the transportation system have changed little over time.

Stakeholders' top priorities for possible actions to improve roadways were wider roadways and increased shoulder widths.

Stakeholders' lowest roadway improvement priorities were narrowing travel lanes to allow wider shoulder for bicycles and more lighting of roadways.

Stakeholders rated the following public communication tools highest:

- Variable message highway signs
- The MDT website
- Applications for mobile devices

Stakeholders rated the following general public communication tools lowest:

- Special mailings
- The toll-free call in number
- Newspapers
- Surveys

Stakeholder grades of MDT performance were slightly higher than in the General Public Survey and averaged in the B to C+ range.

The primary purpose of this report is to document data collected by the 2015 Montana Department of Transportation Stakeholder Survey. It also references the 2015 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 2007, 2009, 2011 and 2013 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 in planning reduces the potential for 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 2015 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 613 individuals, organizations, associations, businesses, government agencies, and local government officials with an interest in transportation-related issues.

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 2015 Public Involvement Telephone Survey. Using the same questions allows for relevant comparisons between stakeholders and the public.
- Part 2 focuses on possible improvements to Montana’s road and highway system and on methods used by MDT to communicate with the public.
- Part 3 asks respondents to grade MDT on customer service and performance.
- Part 4 includes questions relating to MDT funding as well as the priority of additional possible actions to improve the transportation system.

The telephone survey was administered by the University of Montana’s Bureau of Business and Economic Research (BBER) during the period 7/22/15 through 8/14/15. A total of 613 stakeholders were included in the list of respondents provided by MDT, but 25 (4%) were found to be verified out of business, no longer with the organization with no replacement, or repeated names on the list. This yields 588 eligible respondents. Of those 588 respondents, 397 (66.5%) 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 (2015) standard definition (RR1).¹ A response rate is the number of completed interviews divided by number of eligible respondents surveyed. Table 1.1 below shows the total number of responses received by stakeholder group.

Table 1.1: Number of Completions, TranPlan 21 Stakeholder Survey, 2005-2015

	Number of Completions					
	2005	2007	2009	2011	2013	2015
All Stakeholders	403	552	412	477	431	391
County commissioners	52	55	43	48	47	35
Cities & towns	109	105	83	102	88	92
Economic development	40	89	87	87	81	69
Environmental groups	18	21	25	27	26	21
Intermodal freight	55	78	46	57	47	35
Bicycle-pedestrian	50	58	36	41	43	40
Passenger transportation	55	113	70	84	67	71
State-Federal	20	25	19	18	20	13
Tribal planners	4	8	3	13	12	15

¹ The American Association for Public Opinion Research. 2015. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys*. 8th edition. Lexana, Kansas: AAPOR.

Structure of this Report

The primary purpose of Volume I of this report is to describe data collected by the 2015 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 2015 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.

The stakeholder survey is a census of known stakeholders. Estimates are interpreted as the sample mean and T-tests are not reported for stakeholder survey results as the actual population of stakeholders is unknown but assumed to be close to the sampled population. Results for small sample populations should be interpreted with some caution. This is in contrast to the public involvement survey which used a stratified random sample of Montanans to estimate state and district wide opinions. To determine differences between the stakeholder and the public involvement surveys t-tests were calculated and are reported throughout this document for public involvement. T-test results reported here will use the .05 significance level. 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.

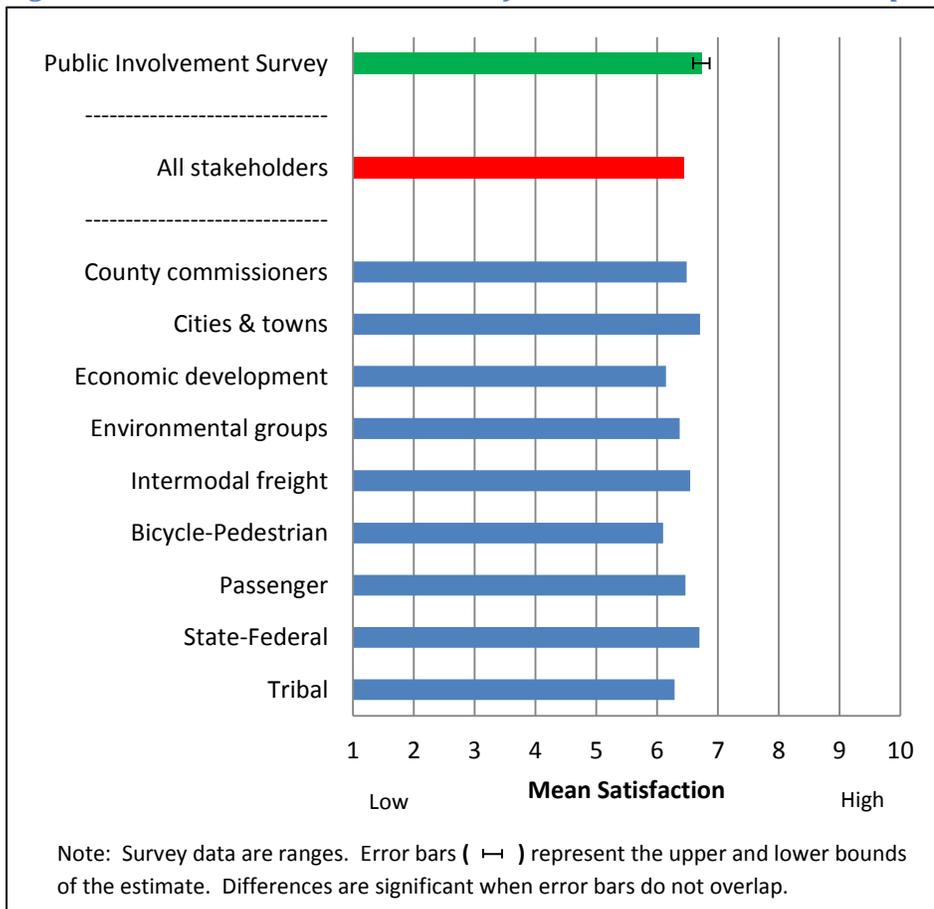
The 2015 TranPlan 21 Stakeholder Survey was designed to provide analysis of the trends in stakeholders' attitudes and perceptions about the transportation system. To the extent possible, the wording of the questions was repeated exactly, so that responses from the 2015 survey can be compared to those from previous years. The 2015 survey findings are compared in the following sections to the surveys conducted in 2007, 2009, 2011, and 2013. Several questions were added as the survey has evolved; thus in some cases comparisons can only be made for the later years.

“How satisfied are you with the transportation system in Montana?”

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 from the Public Involvement Survey are shown as error bars around the mean (shown in black), so that significant differences from the Stakeholder survey are easily seen (Figure 2.1.1).

- Overall, stakeholder respondents were moderately satisfied with the Montana transportation system.
- They were slightly less satisfied than the general public as measured by the 2015 Public Involvement Survey.
- Bicycle-pedestrian and economic development were slightly less satisfied when compared to the general public and other stakeholder groups.

Figure 2.1.1: Stakeholder Overall Satisfaction with Montana's Transportation System



“How satisfied are you with the physical condition of the following parts of the transportation system?”

Stakeholder satisfaction with the physical condition of Montana’s transportation system is compared with the satisfaction levels from the 2015 Public Involvement Survey in Figure 2.1.2.

- Stakeholders were generally less satisfied than the public across all areas.

Figures 2.1.3 through 2.1.5 on the following pages illustrate how different stakeholder groups differ in satisfaction about the physical condition of selected components of Montana’s transportation system.

Figure 2.1.2: Satisfaction with the Physical Condition of Montana’s Transportation System, All Stakeholders and 2015 Public Involvement Survey

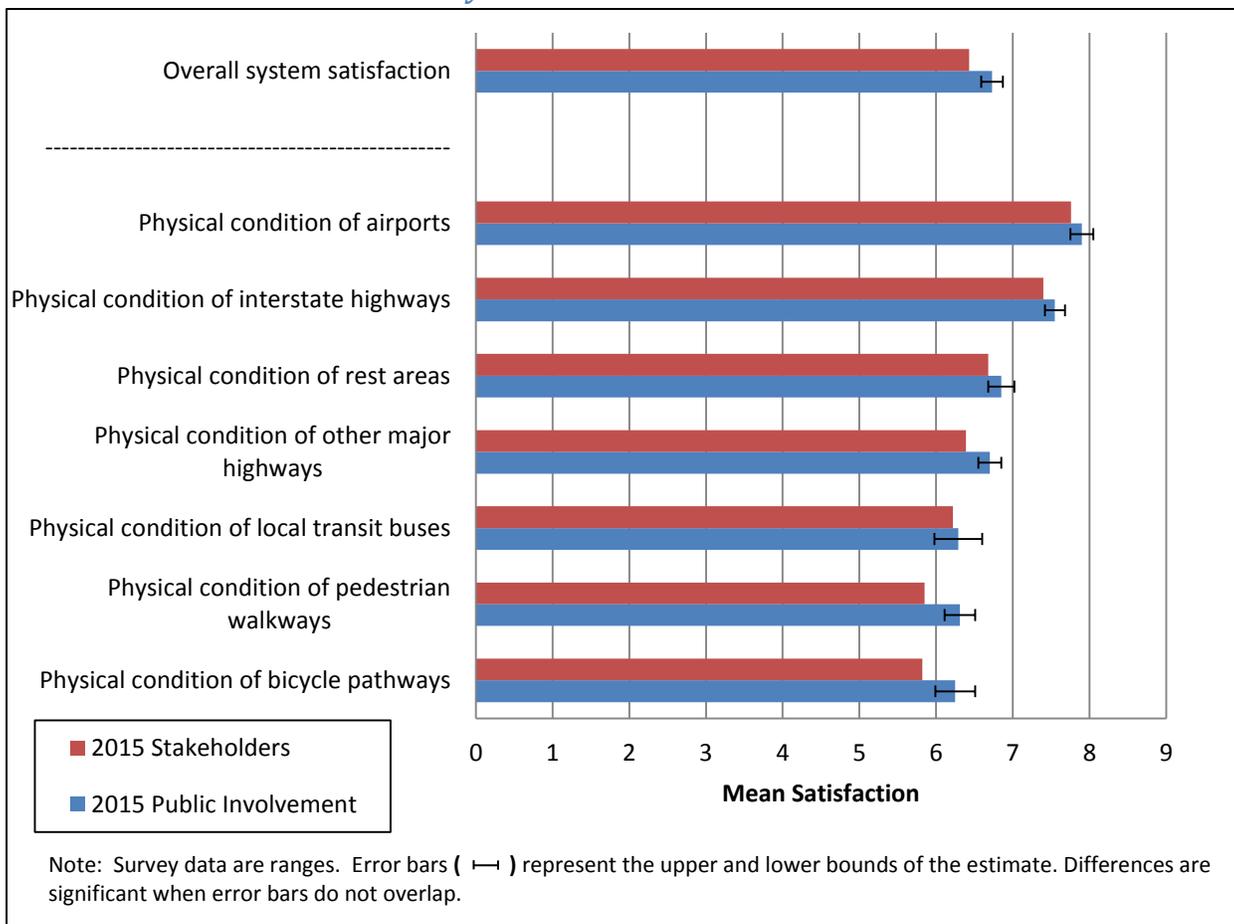
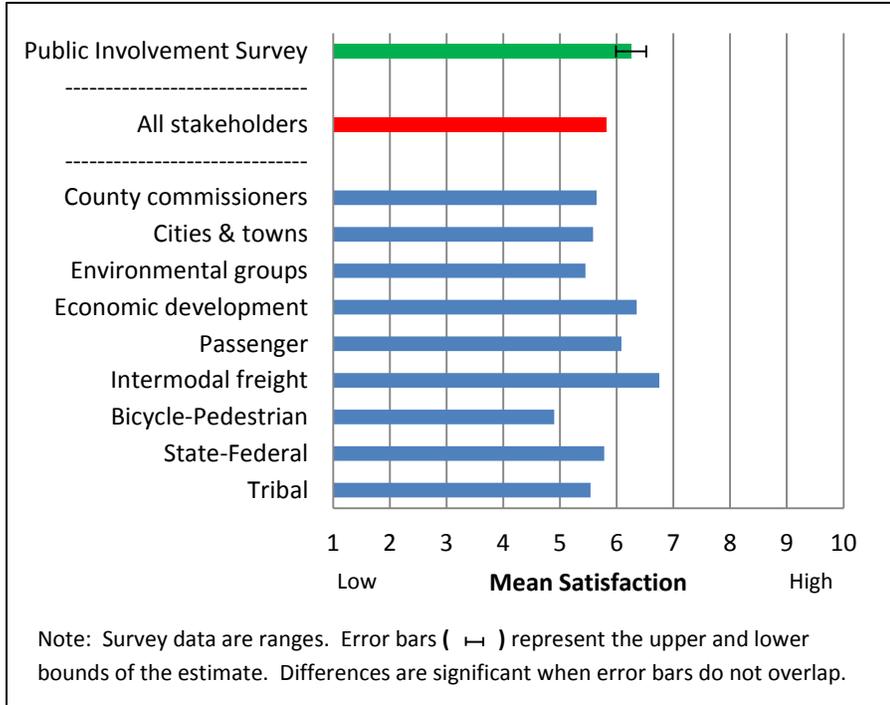


Figure 2.1.3: Physical Condition of Bicycle Pathways by Stakeholder Group



The physical condition of bicycle and pedestrian pathways were a concern of bicycle-pedestrian groups and also environmental groups. Other stakeholder groups were not as concerned.

Figure 2.1.4: Physical Condition of Pedestrian Walkways by Stakeholder Group

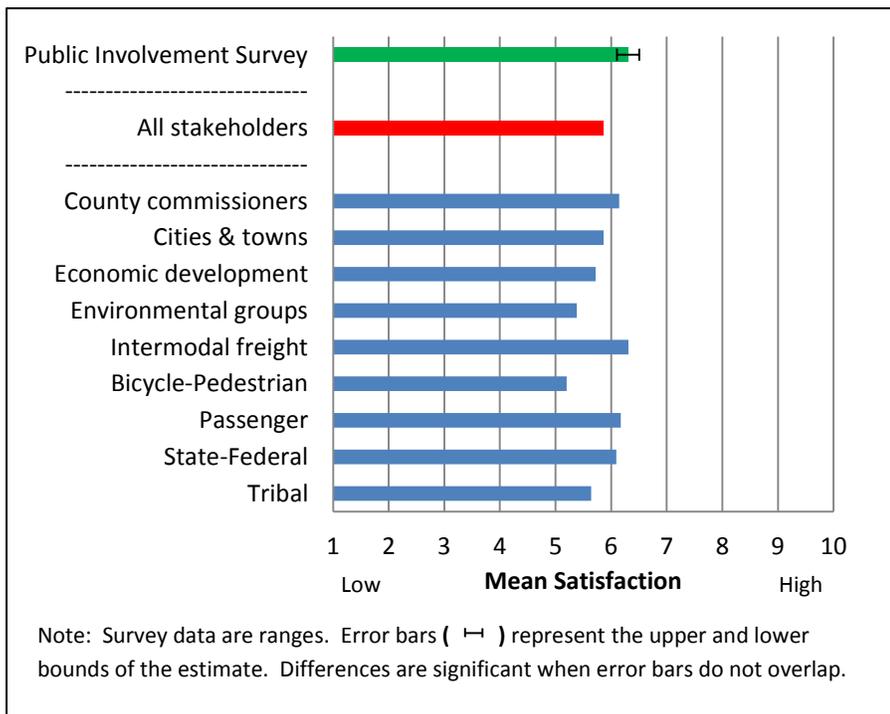
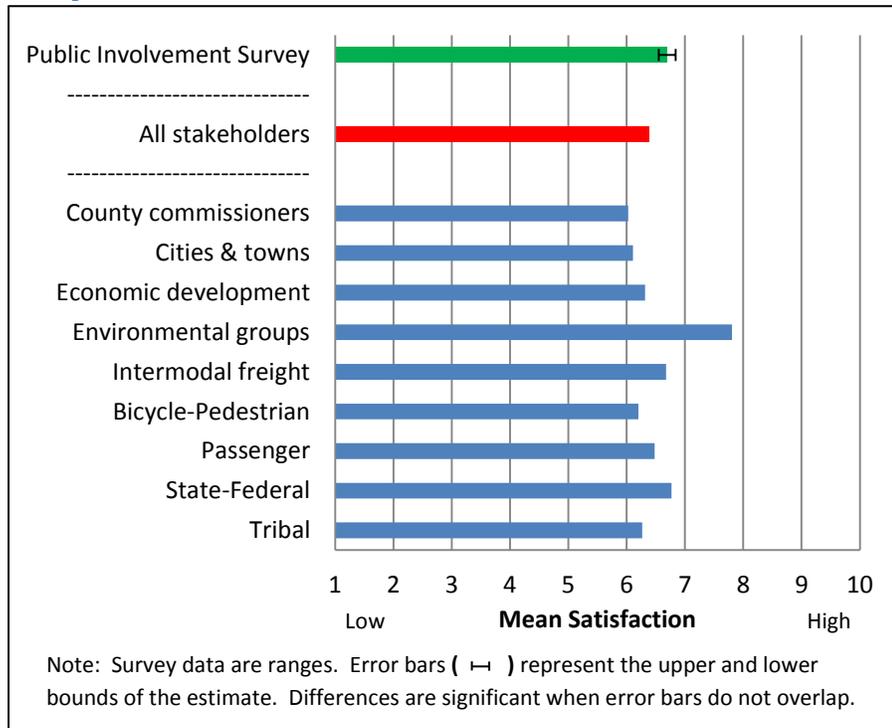


Figure 2.1.5: Physical Condition of Other Major Highways by Stakeholder Group

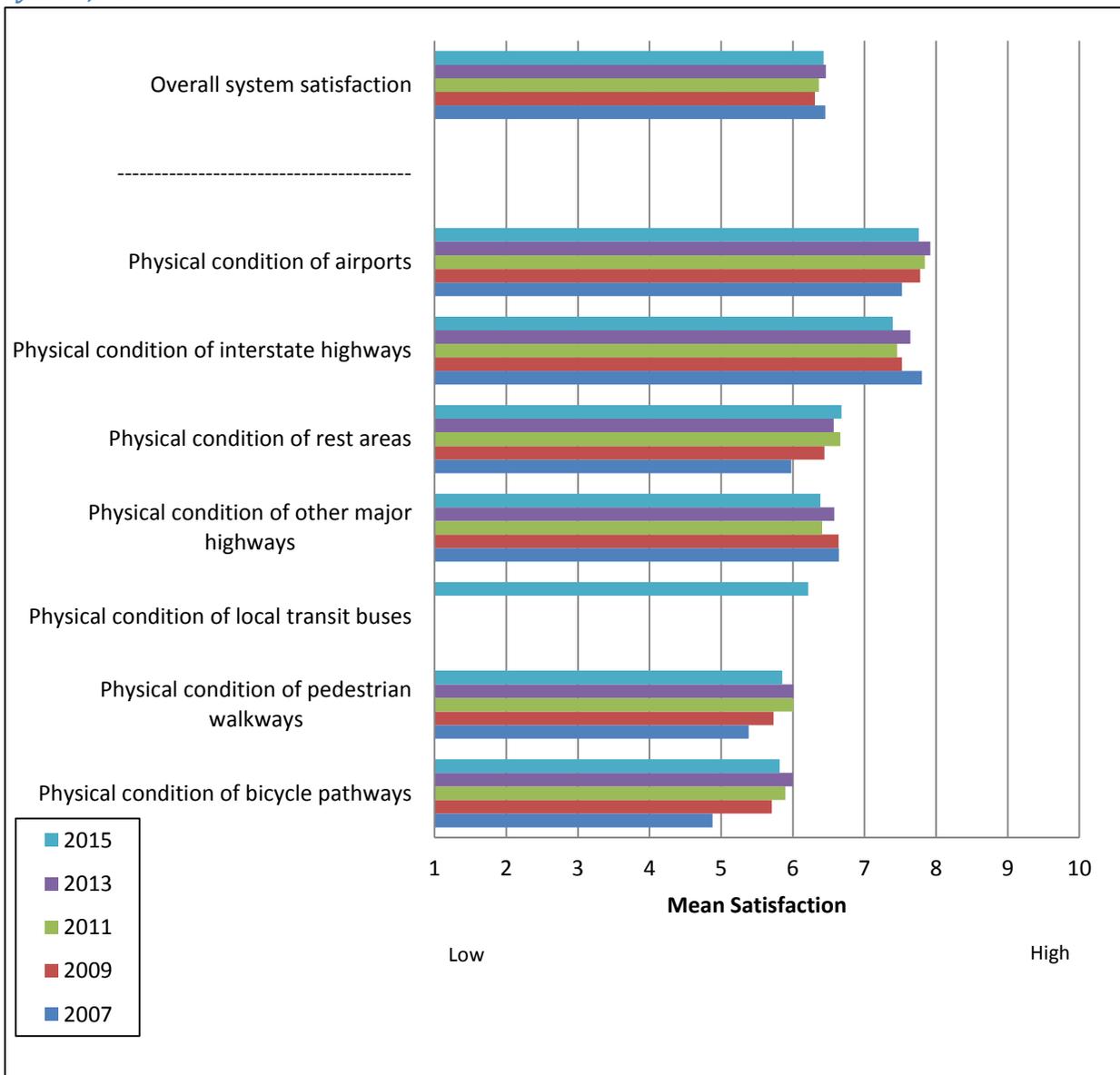


County commissioners and cities and towns were less satisfied about the physical condition of other major highways; environmental groups were very satisfied.

Stakeholder satisfaction with the overall transportation system remains moderately high when compared over the 2007-2015 time period (Figure 2.1.6); it has changed little.

- Satisfaction with the physical condition of rest areas has increased since 2007 and remained relatively stable since 2011.
- The physical condition of local transit buses was a new question in 2015 and ranked near other major highways and pedestrian walkways in terms of stakeholder satisfaction.
- In 2015 satisfaction has increased since 2007 in all areas except physical condition of interstate highways and physical condition of other major highways.

Figure 2.1.6: Stakeholder Overall Satisfaction with the Physical Condition of Montana's Transportation System, 2007-2015



“How satisfied are you with the availability of service for each of the following components?”

- Stakeholders were less satisfied across all categories than the public (Figure 2.1.7).
- The largest differences are with intercity buses, air transport within Montana and freight rail service.

Figures 2.1.8 through 2.1.11 on the following pages illustrate how stakeholder respondents differ in satisfaction with the availability of various transportation services in Montana.

Figure 2.1.7: Satisfaction with the Availability of Services in Montana's Transportation System, All Stakeholders and 2015 Public Involvement Survey

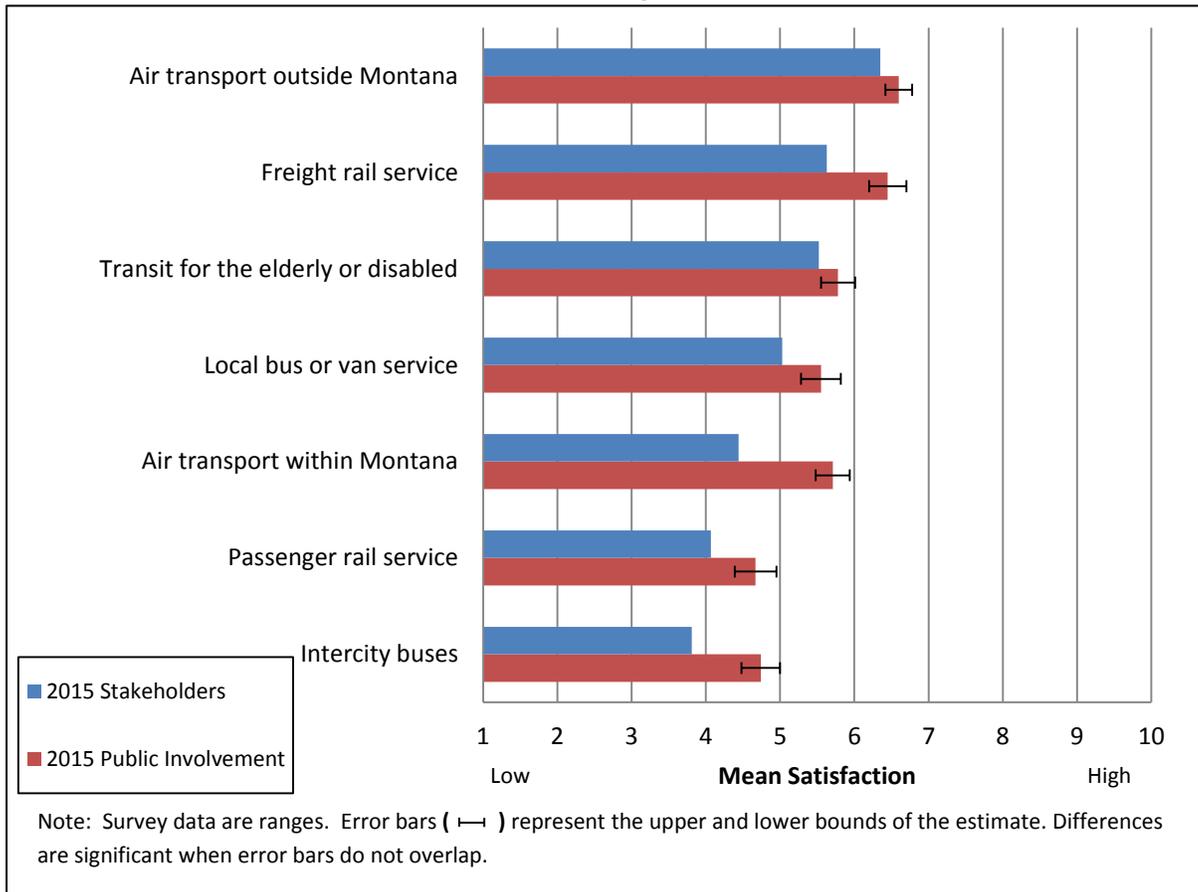
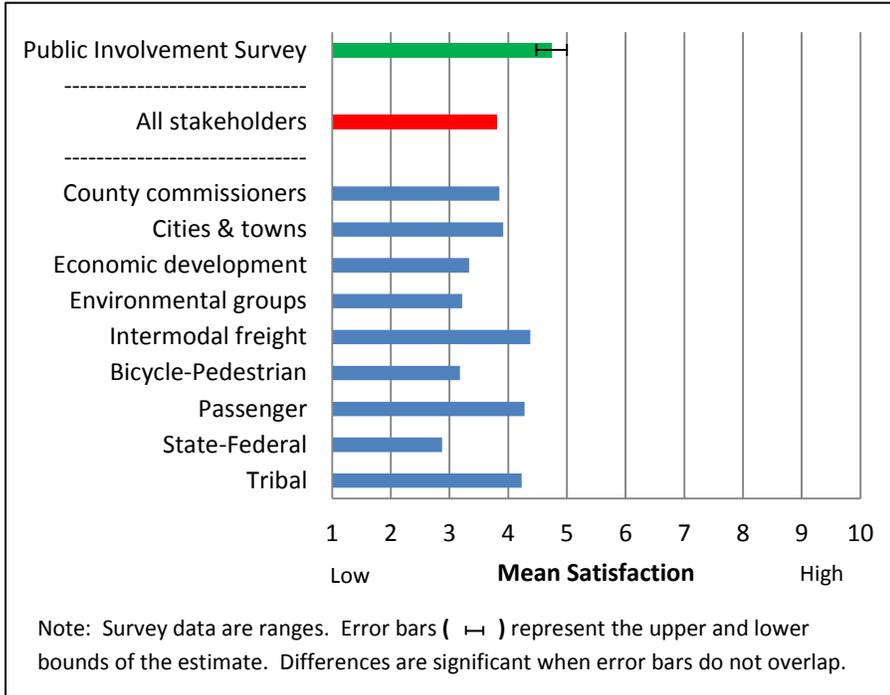
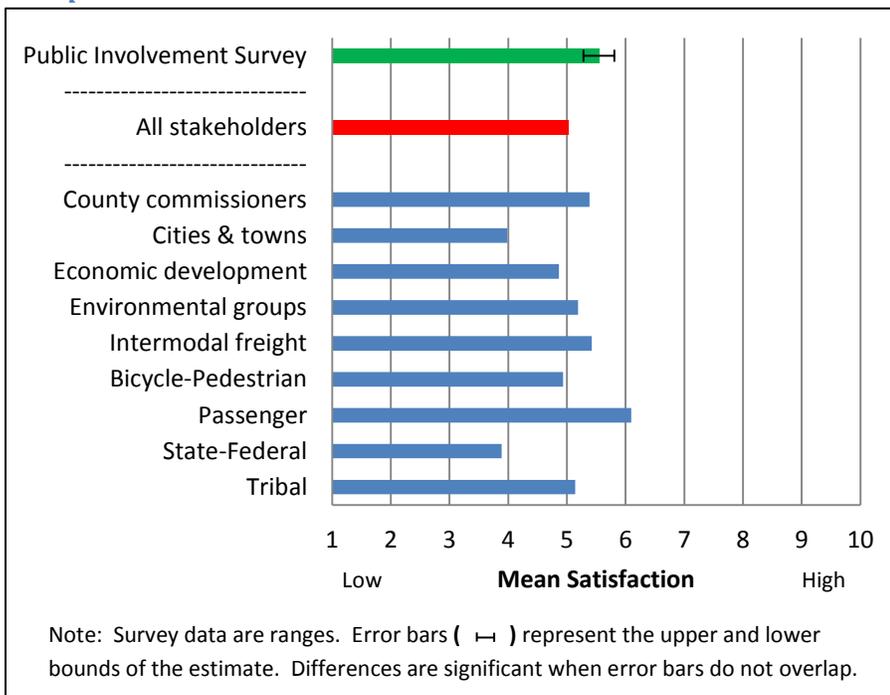


Figure 2.1.8: Availability of Intercity Buses by Stakeholder Group



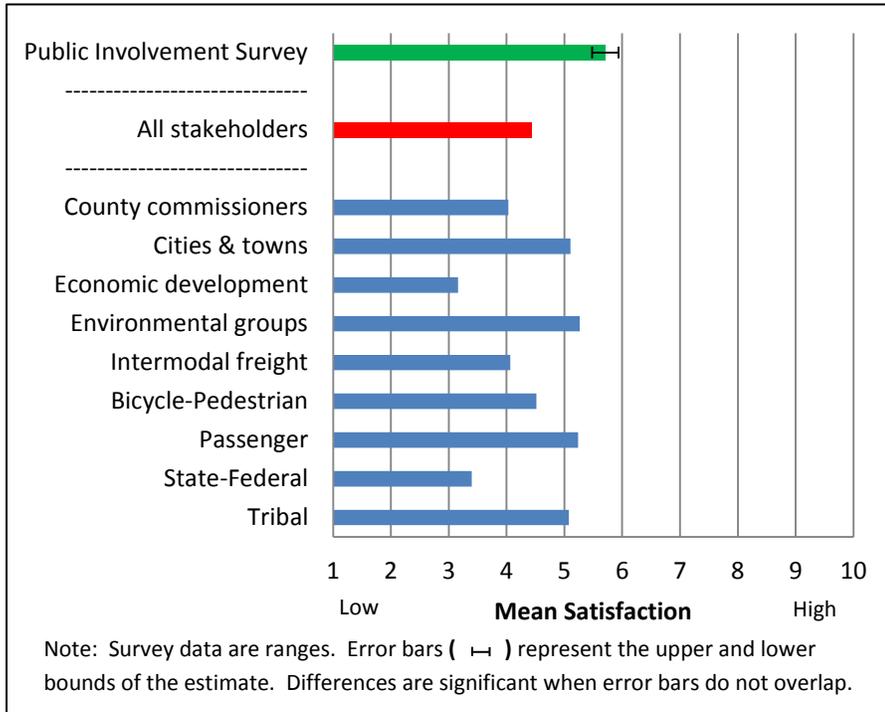
Stakeholders were somewhat dissatisfied with the availability of intercity buses. State-federal, bicycle-pedestrian, and environmental groups were less satisfied than other stakeholder groups.

Figure 2.1.9: Availability of Local Bus or Van Service by Stakeholder Group



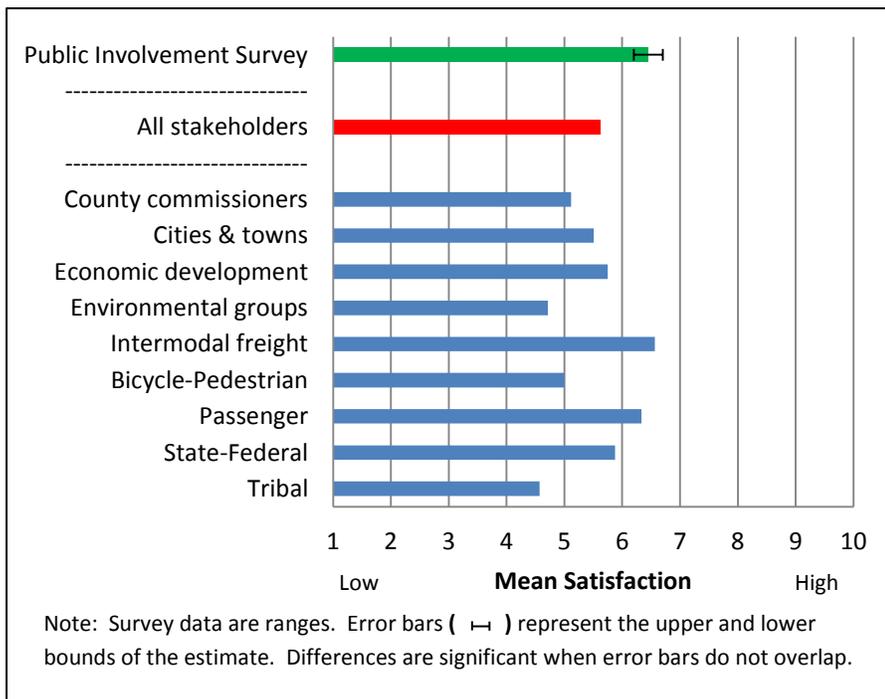
State-federal and city and town stakeholder respondents were less satisfied with the availability of local bus or van service.

Figure 2.1.10: Availability of Air Transport within Montana by Stakeholder Group



State-federal and economic development were not satisfied with the availability of air transport within Montana.

Figure 2.1.11: Availability of Freight Rail Service by Stakeholder Group

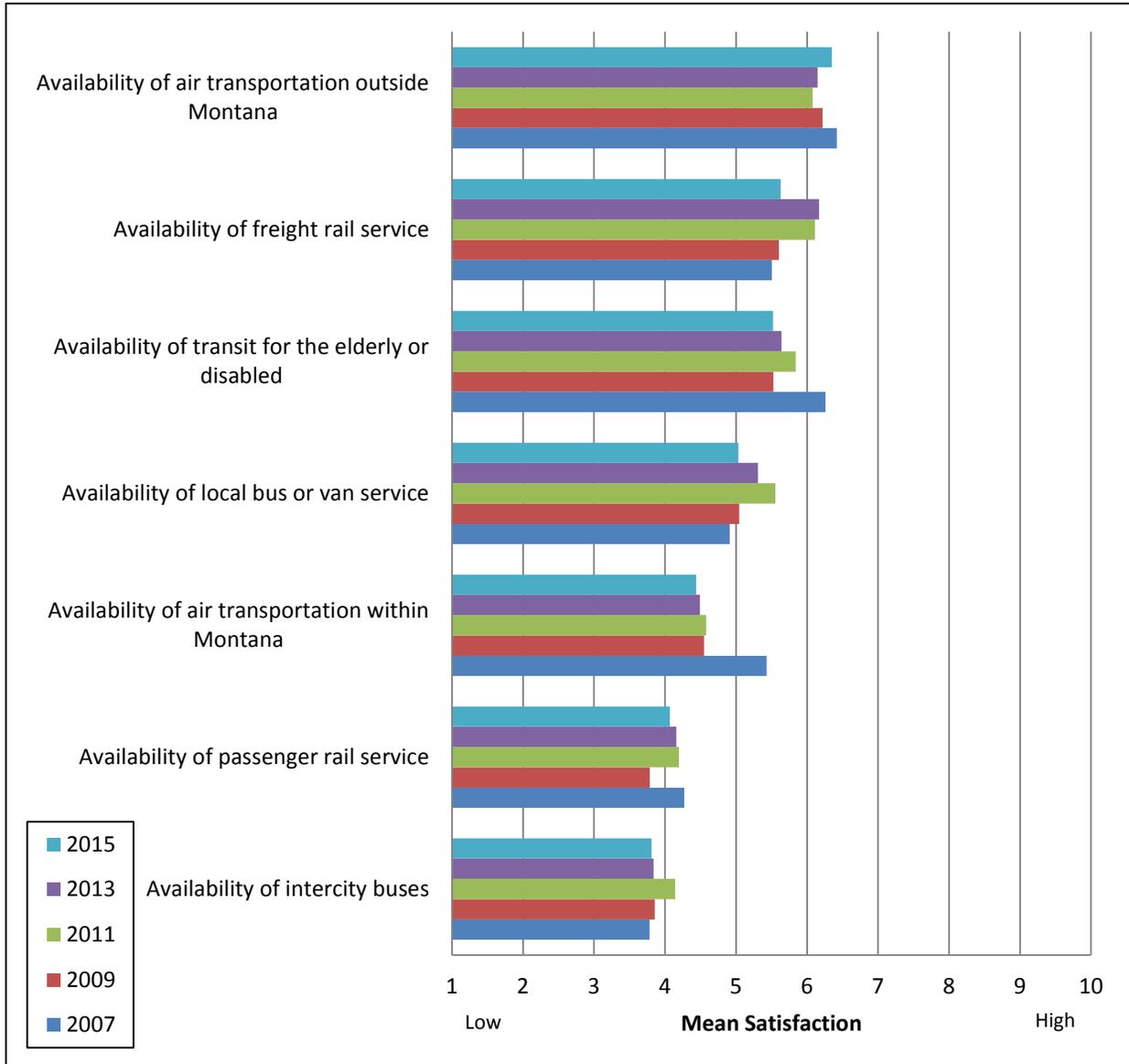


Intermodal freight groups were satisfied with the availability of freight rail service. Tribal and environmental stakeholders were slightly less satisfied.

Figure 2.1.12 shows the satisfaction for the last five iterations of the Stakeholder Survey.

- Stakeholder satisfaction has decreased with the availability of freight rail service and local bus or van service.

Figure 2.1.12: Stakeholder Satisfaction with Availability of Transportation Services, 2007-2015



“Please tell me the priority MDT should assign to the following actions to improve the transportation system in Montana.”

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 2015 Public Involvement Survey.

- Stakeholders prioritized nearly all actions as higher priorities than the general public.
- Stakeholders ranked maintaining road pavement condition, improving transportation safety and supporting efforts to preserve existing passenger rail service as the highest priority actions.
- Reducing traffic congestion by increasing capacity generated less support than the general public.

Figures 2.2.2 through 2.2.13 illustrate how the various interest groups varied on their priorities for selected actions to improve Montana’s transportation system.

Figure 2.2.1: Actions to Improve Transportation System, All Stakeholders and 2015 Public Involvement Survey

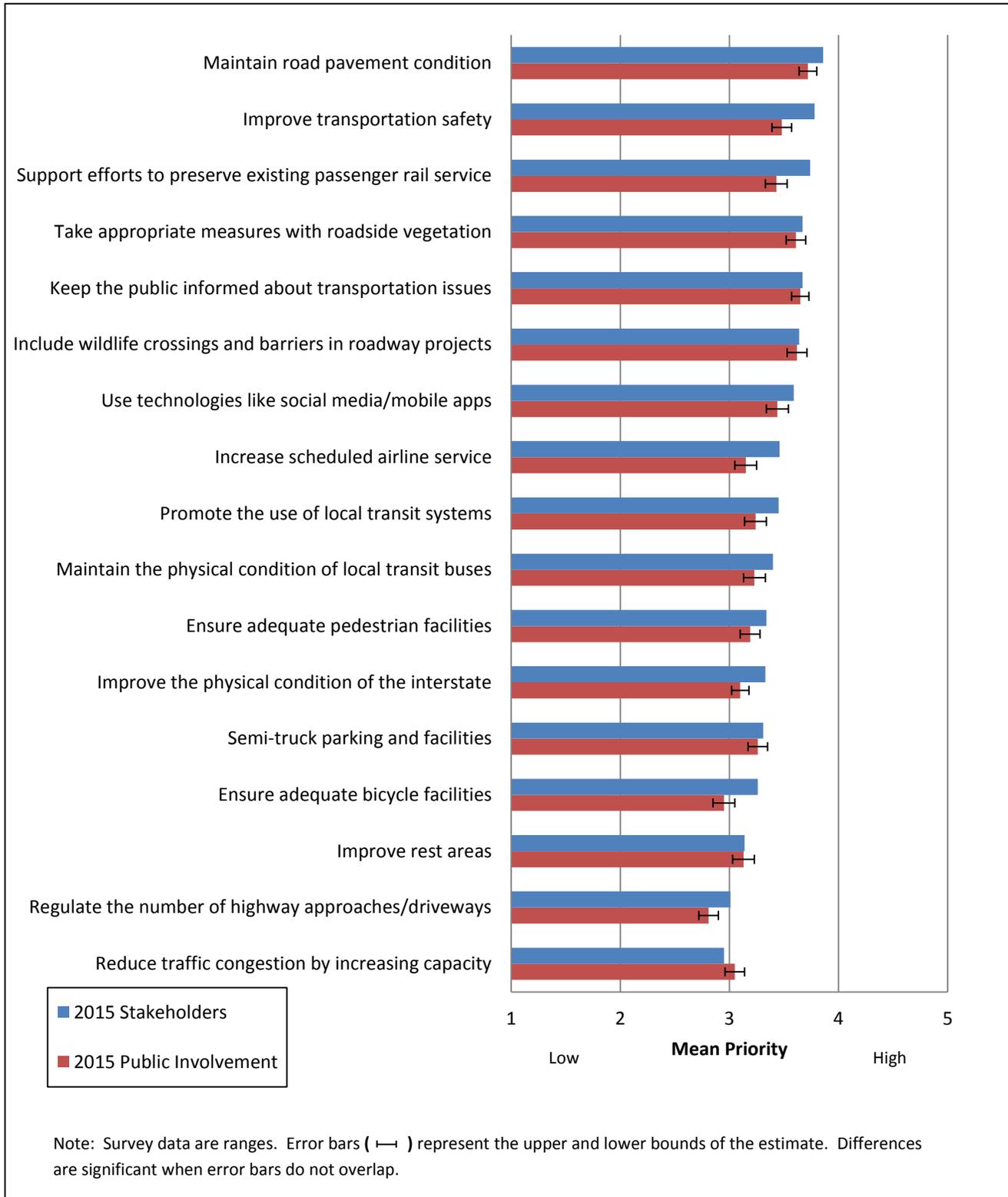
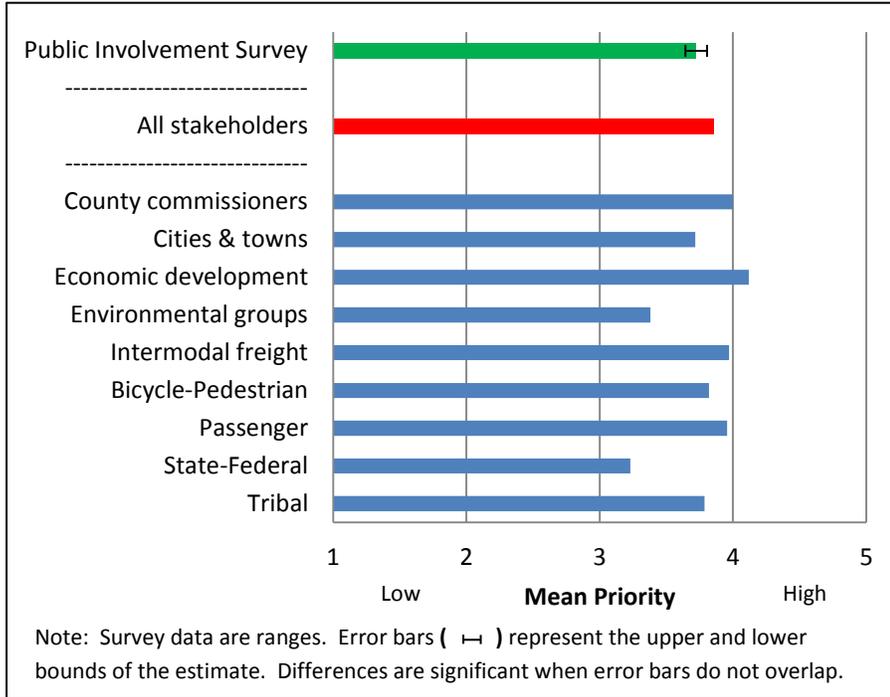
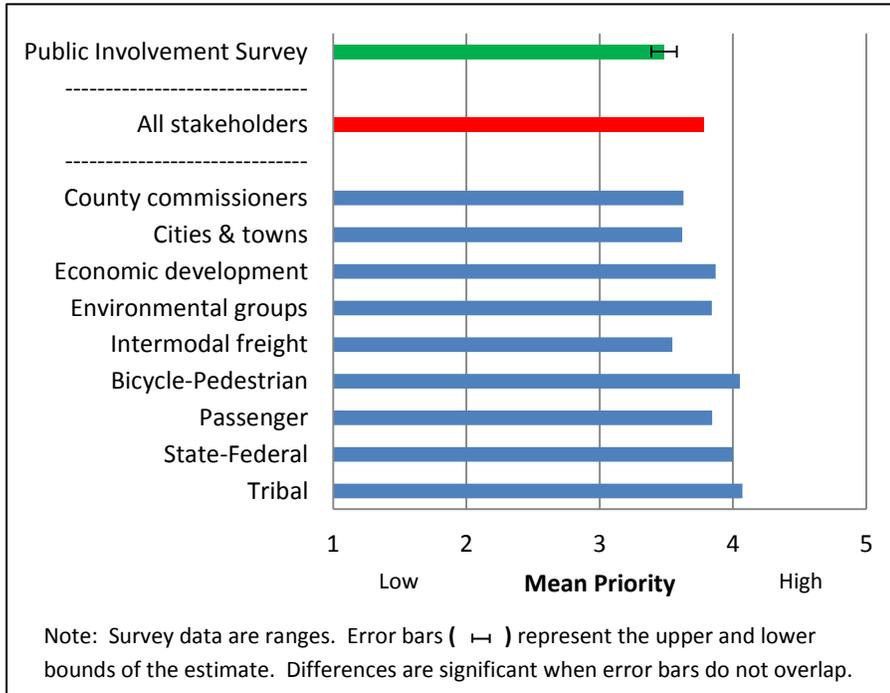


Figure 2.2.2: Maintain Road Pavement Condition by Stakeholder Group



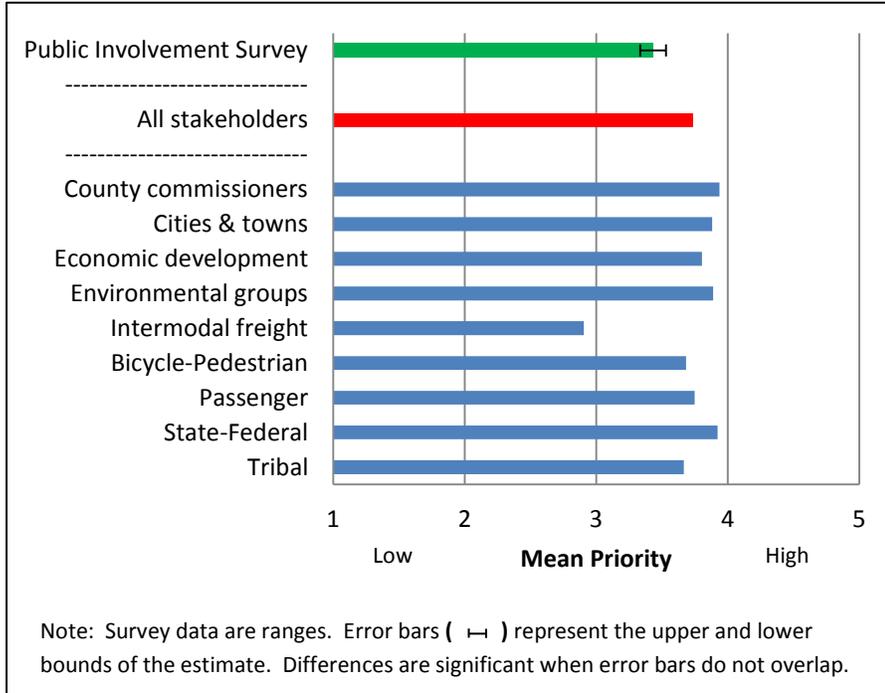
Environmental groups and state-federal respondents assigned a lower priority to maintaining road pavement condition.

Figure 2.2.3: Improve Transportation Safety by Stakeholder Group



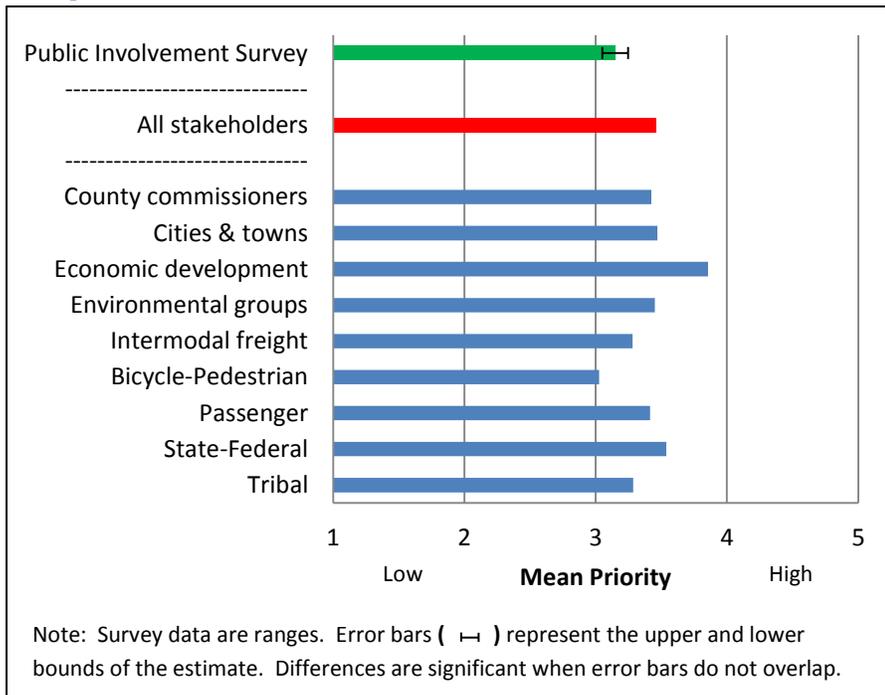
Bicycle-pedestrian, tribal, and state-federal respondents ranked improving transportation safety higher than other groups.

Figure 2.2.4: Preserve Existing Passenger Rail Service by Stakeholder Group



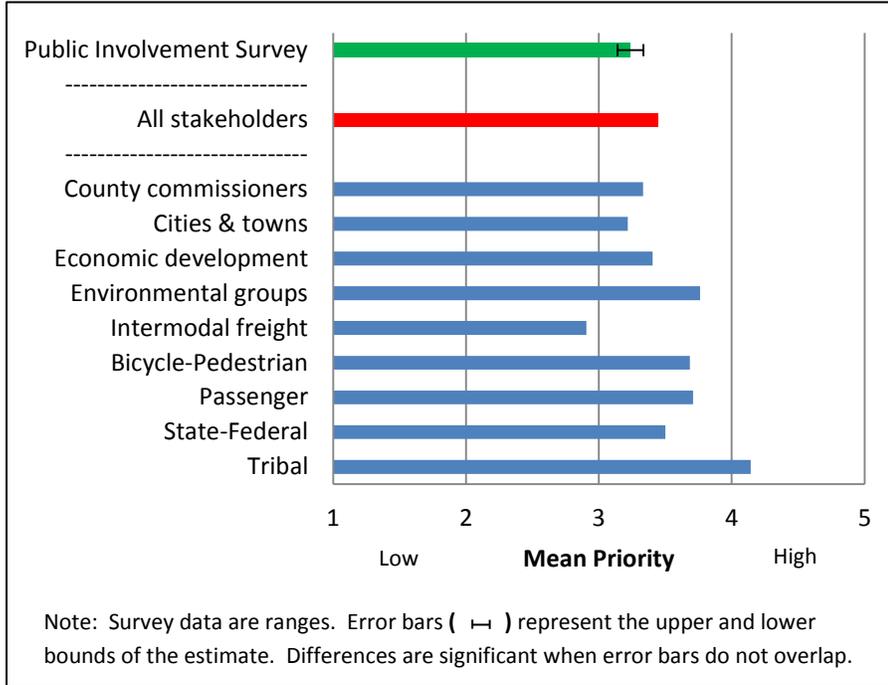
Intermodal freight prioritized preserving existing passenger rail service considerably lower than other groups.

Figure 2.2.5: Availability of Scheduled Airline Service by Stakeholder Group



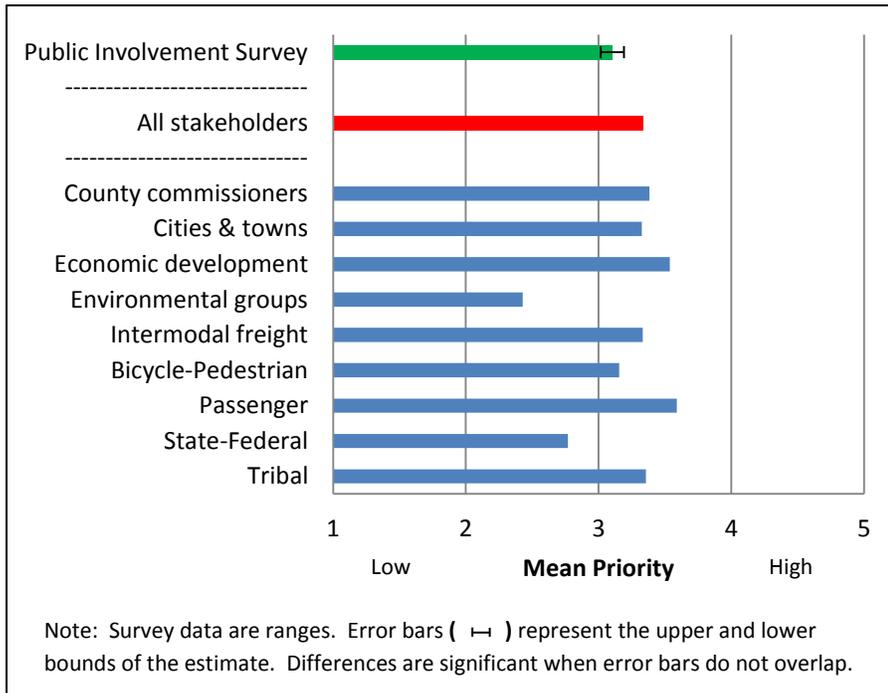
Economic development respondents ranked the availability of scheduled airline service as the highest priority improvement to the transportation system.

Figure 2.2.6: Promote the Use of Local Transit Systems by Stakeholder Group



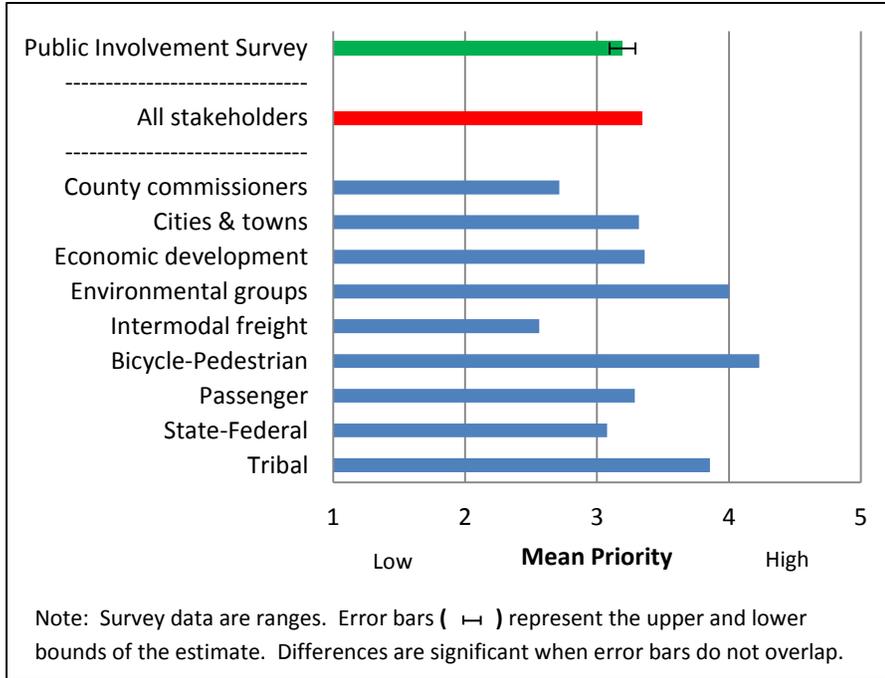
Stakeholders viewed promoting the use of local transit systems as a slightly higher priority than the general public. Intermodal freight respondents thought this was lower priority. Tribal respondents prioritized local transit higher than the public and all other stakeholder groups.

Figure 2.2.7: Improve the Physical Condition of the Interstate by Stakeholder Group



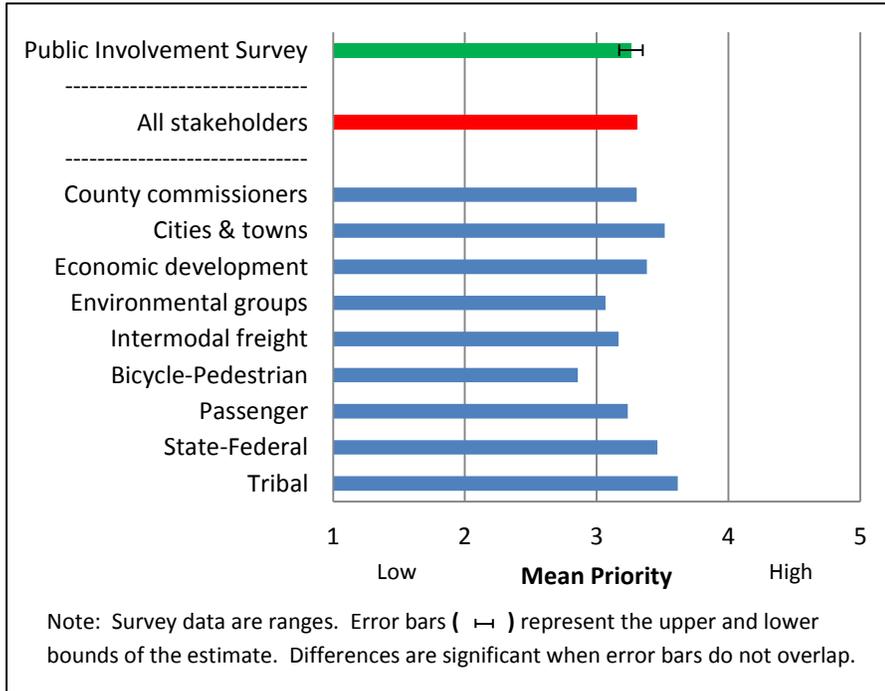
Environmental groups and state-federal respondents did not prioritize improving the physical condition of the interstate. Passenger groups and economic development respondents prioritized improving interstates higher.

Figure 2.2.8: Ensure Adequate Pedestrian Facilities by Stakeholder Group



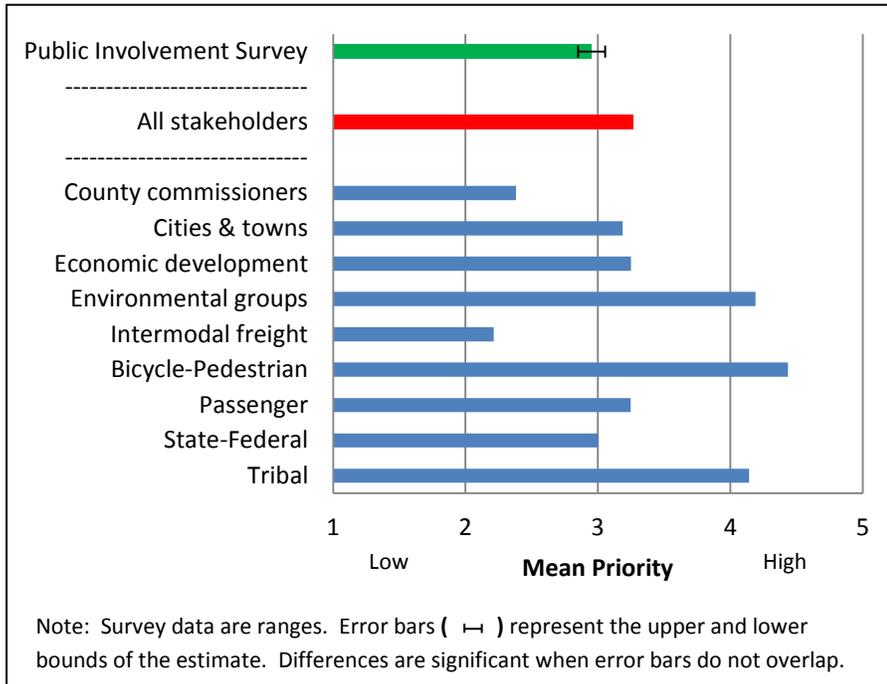
County commissioners and intermodal freight groups prioritized pedestrian facilities lower than other stakeholder groups. Environmental groups and bicycle-pedestrian respondents highly prioritized pedestrian facilities.

Figure 2.2.9: Semi-Truck Parking and Facilities by Stakeholder Group



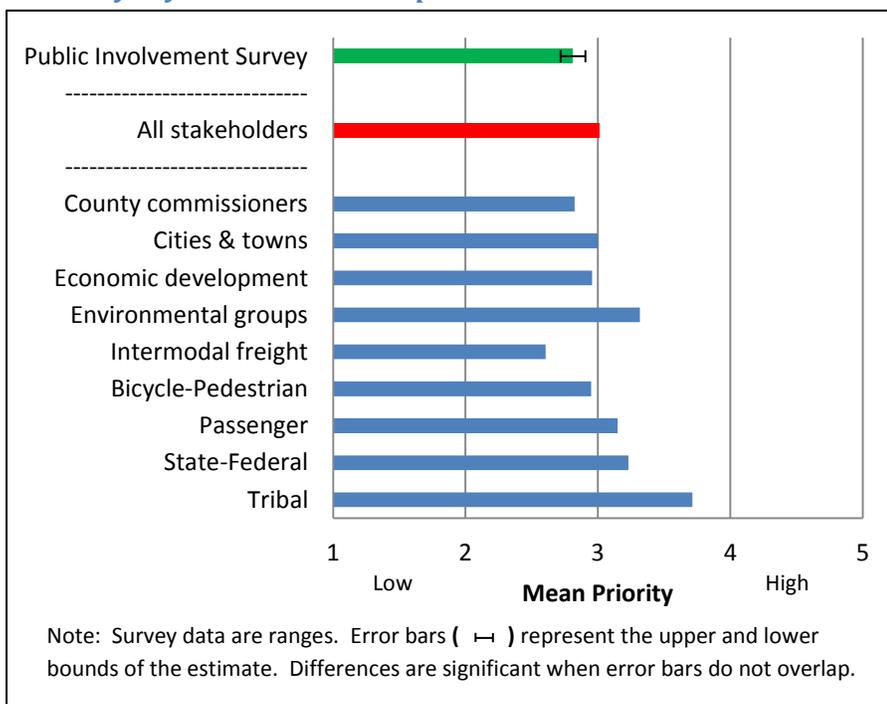
Stakeholders prioritized semi-truck parking similarly to the public. Bicycle-pedestrian and environmental groups prioritized this action lowest among stakeholders.

Figure 2.2.10: Ensure Adequate Bicycle Facilities by Stakeholder Group



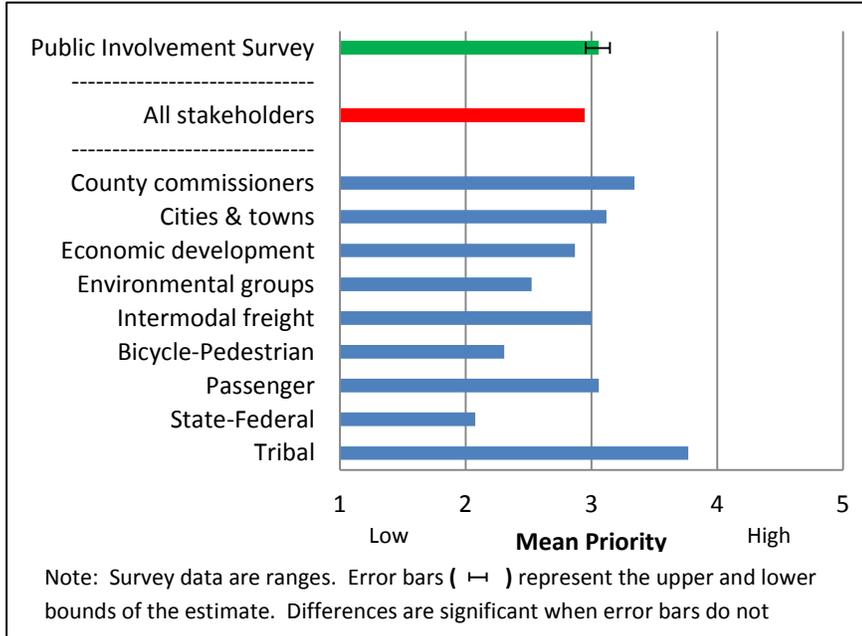
Stakeholders prioritized bicycle facilities higher than the public. Bicycle-pedestrian, environmental groups and tribal respondents highly valued ensuring adequate bicycle facilities. County commissioners and intermodal freight did not prioritize bicycle facilities.

Figure 2.2.11: Regulate the Number of Highway Approaches and Driveways by Stakeholder Group



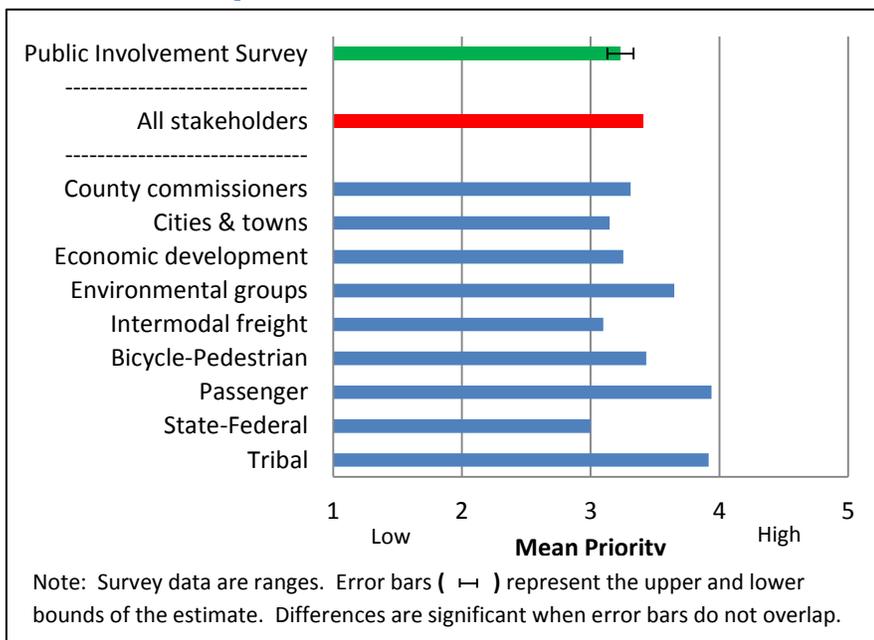
Tribal planners and environmental groups prioritized regulating highway approaches higher than other stakeholders.

Figure 2.2.12: Reduce Traffic Congestion by Increasing the Capacity of the Highway System by Stakeholder Group



Stakeholders prioritized reducing traffic congestion slightly less than the public. State-federal and environmental groups prioritized increasing capacity the least among stakeholders.

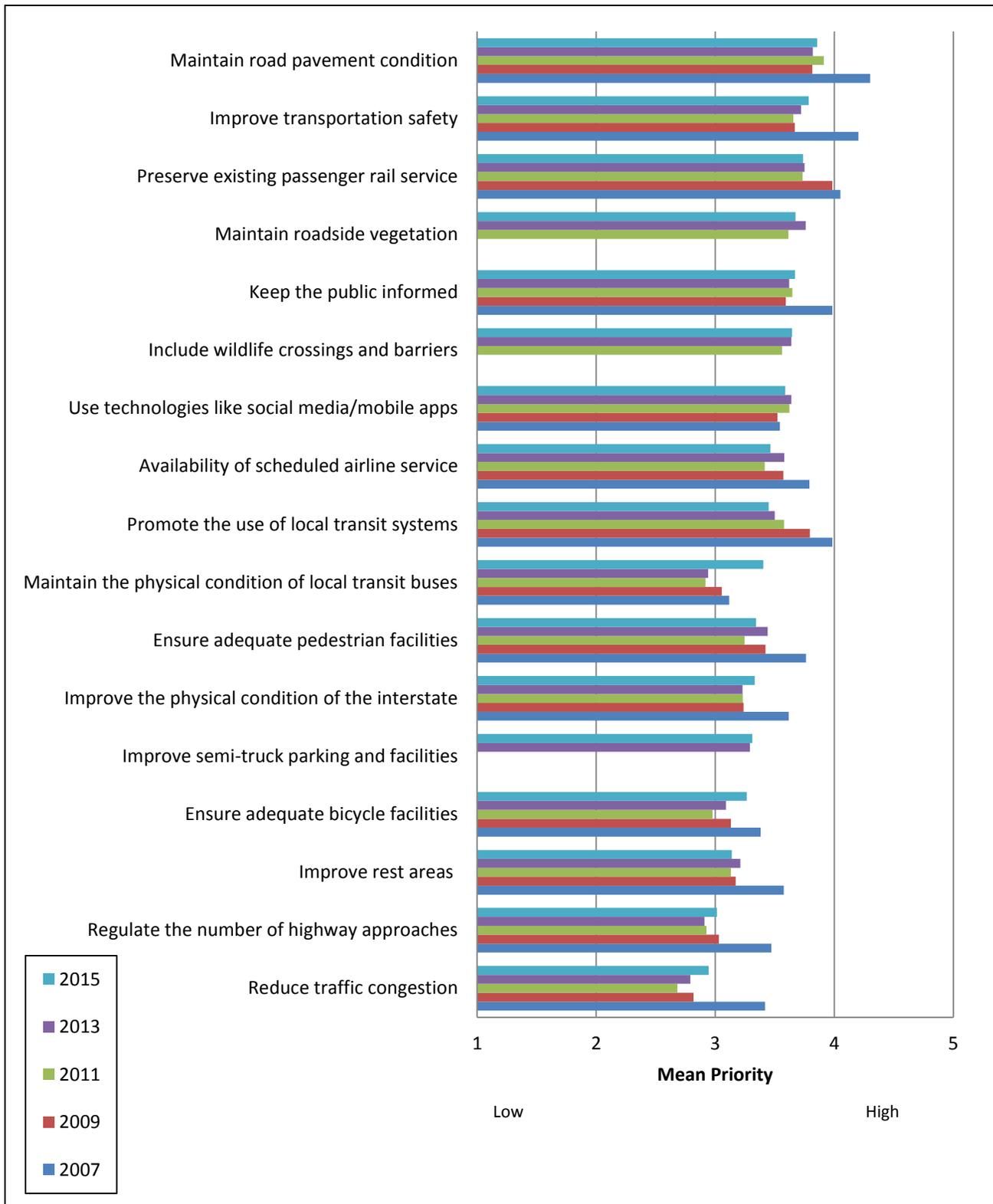
Figure 2.2.13: Maintain the Physical Condition of Local Transit Buses by Stakeholder Group



Tribal planners, passenger, and environmental groups prioritized maintaining local transit buses higher than other stakeholder groups.

Figure 2.2.14 on the next page shows how little the priority of various actions to improve Montana's transportation system changed over time. Several actions have ranked high since 2007; their ranking has not changed markedly. Reducing traffic congestion is the least priority over time.

Figure 2.2.14: Prioritizing Actions to Improve Montana's Transportation System, All Stakeholders, 2007-2015



“Please indicate your priority for the following actions that could be taken by MDT to improve the function of Montana’s roadways.”

Stakeholders assigned a priority between 1 and 5 to actions to improve the roadways. Responses are presented in Figure 2.3.1.

- On average stakeholders prioritized all action higher than the public. This was especially true for increasing shoulder widths for both motorists and bicyclists.
- Stakeholders prioritized increasing roadway lighting and more guardrails lower than the general public.

Figures 2.3.2 through 2.3.7 on the following pages highlight differences between stakeholder groups.

Figure 2.3.1: Actions to Improve Roadways, All Stakeholders and 2015 Public Involvement Survey

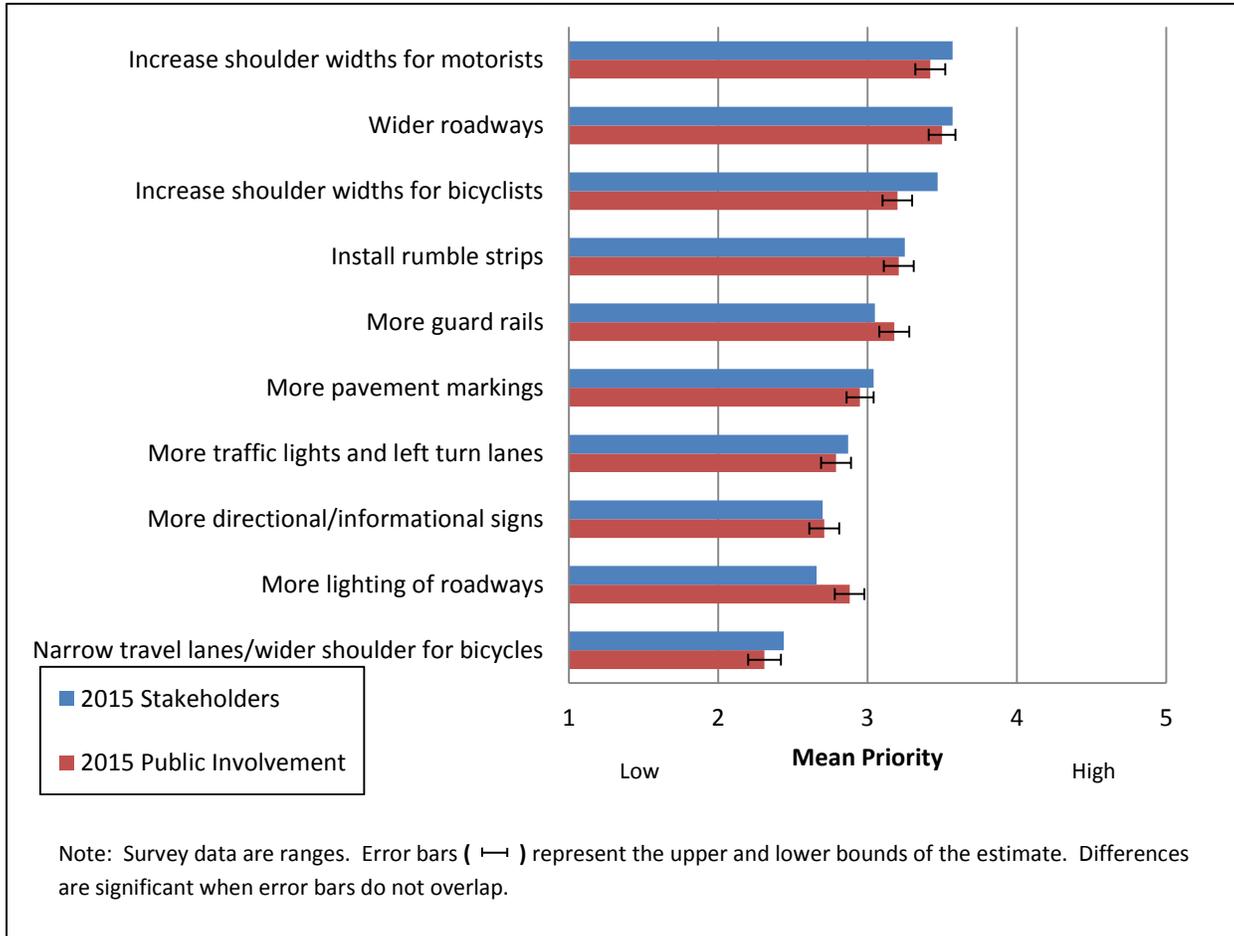
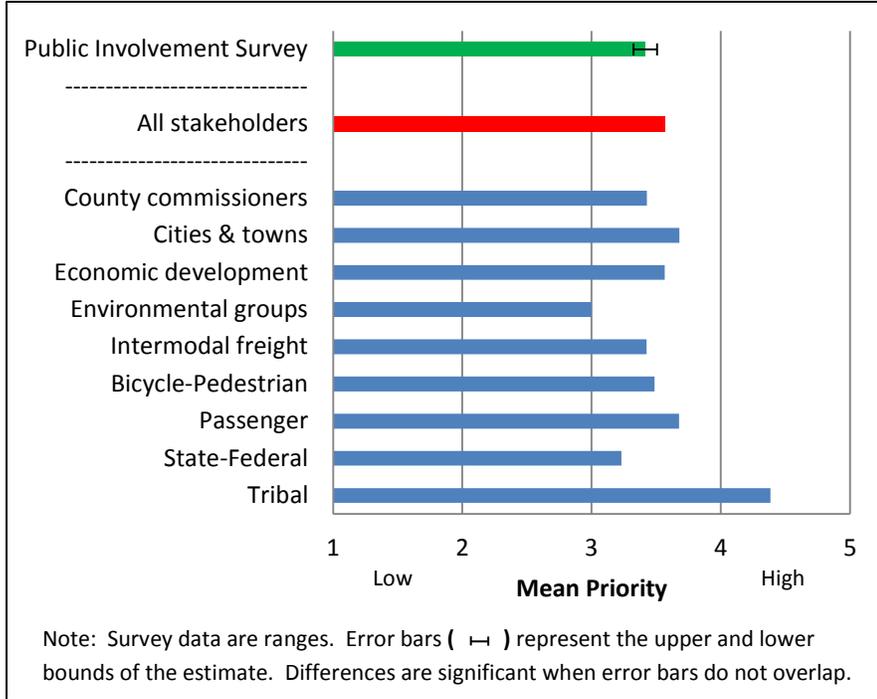


Figure 2.3.2: Increase Shoulder Widths for Motorists by Stakeholder Group



Tribal respondents thought that increasing shoulder widths for motorists as well as widening roadways in general was a higher priority than other stakeholder respondents.

Figure 2.3.3: Wider Roadways by Stakeholder Group

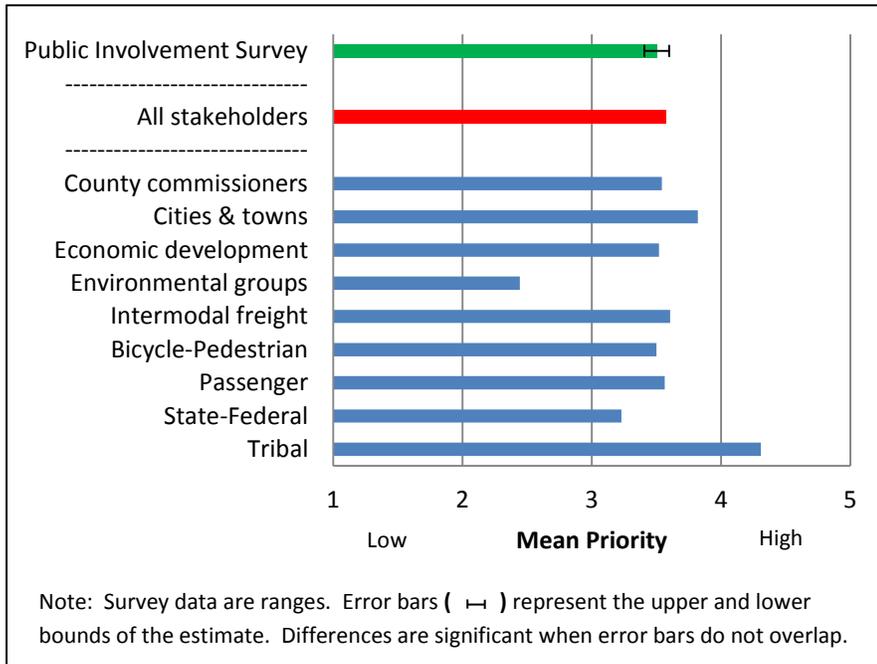
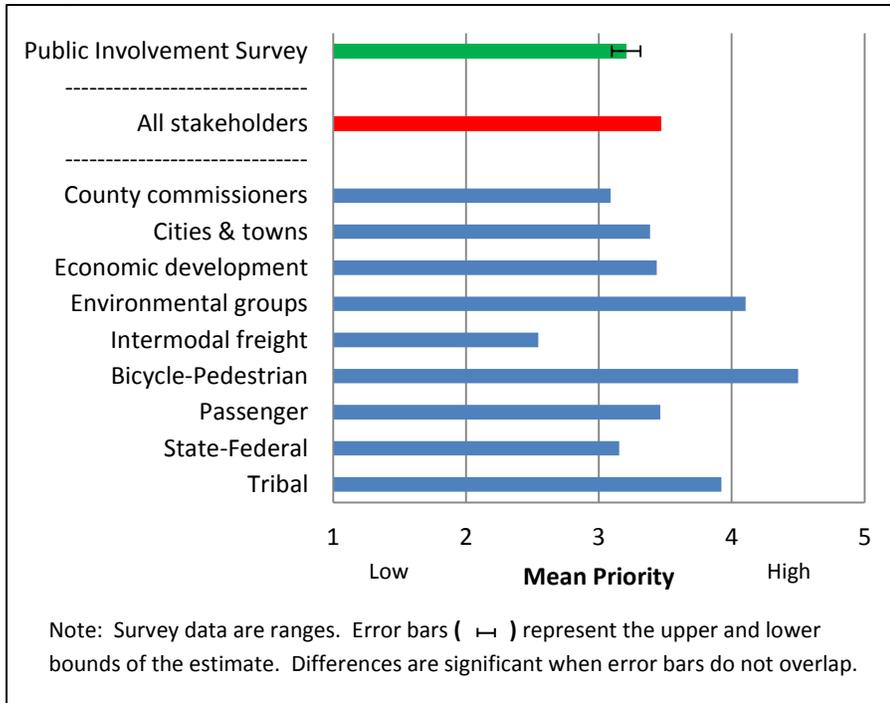
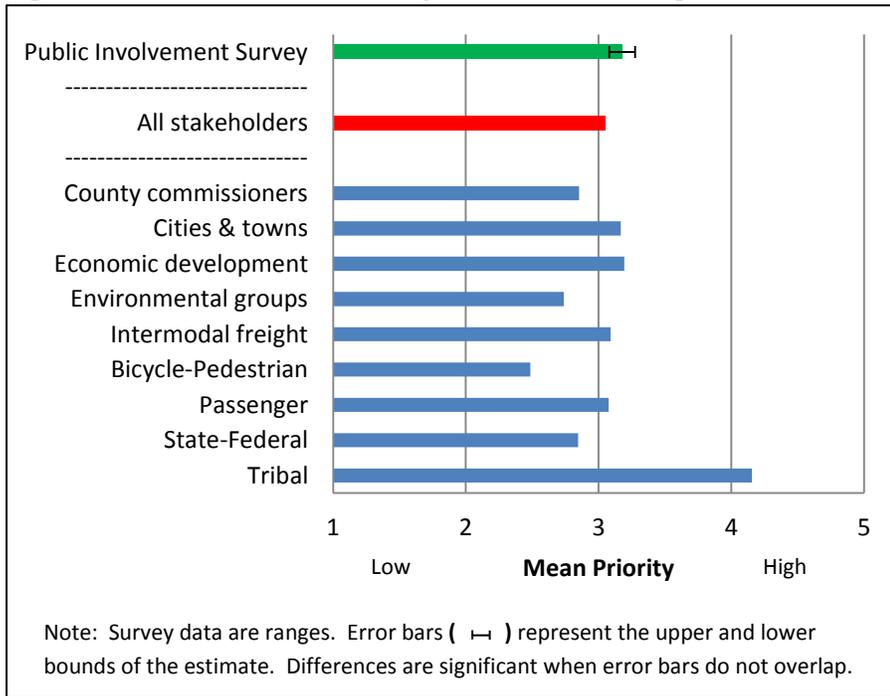


Figure 2.3.4: Increase Shoulder Widths for Bicyclists by Stakeholder Group



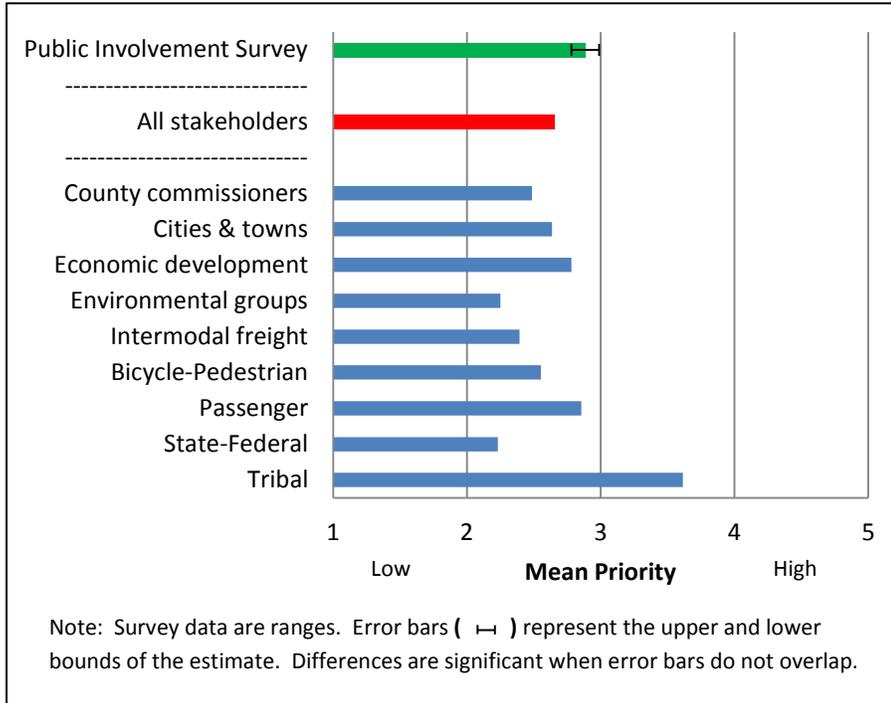
Bicycle-pedestrian and environmental groups felt increasing shoulder widths for bicyclists should be a high priority for MDT.

Figure 2.3.5: More Guard Rails by Stakeholder Group



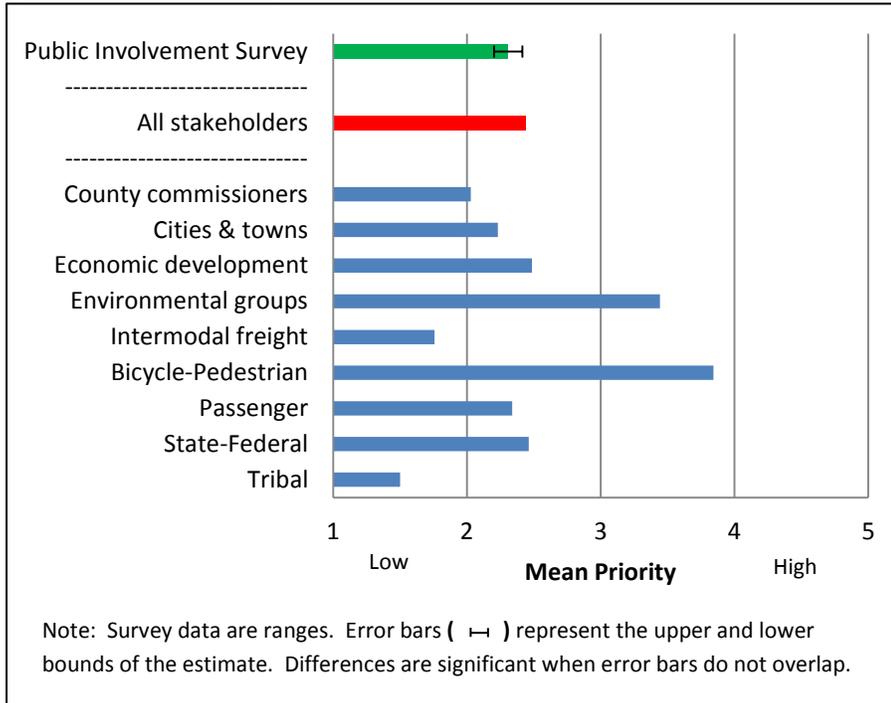
Tribal planners highly prioritized more guard rails, significantly more so than both the public and other stakeholder groups.

Figure 2.3.6: More Lighting of Roadways by Stakeholder Group



Tribal respondents once again thought that more lighting of roadways was a higher priority than other groups

Figure 2.3.7: Narrow Travel Lanes to Allow Wider Shoulder for Bicycles by Stakeholder Group

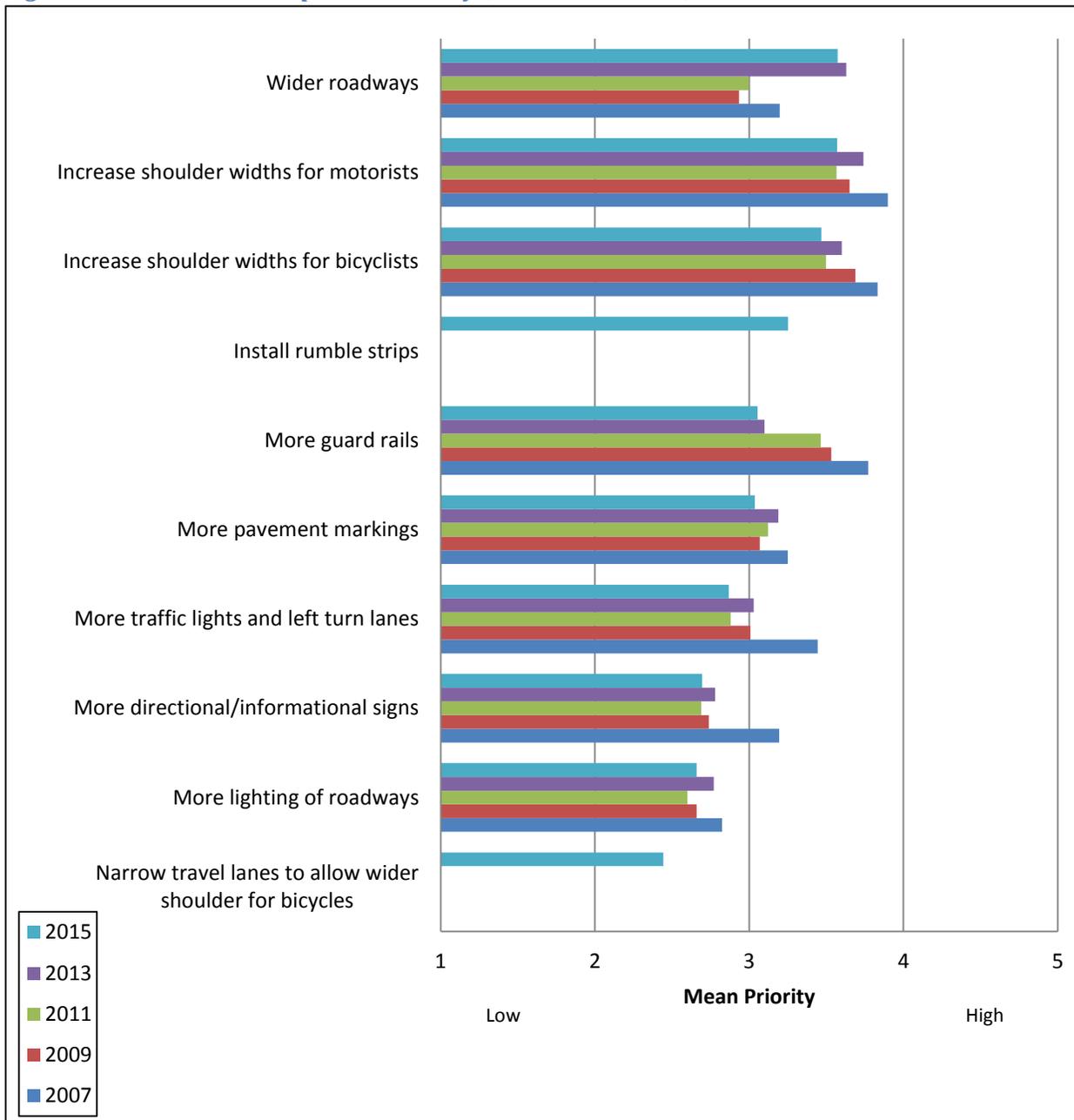


Stakeholders agreed with the public in finding narrowing travel lanes to allow wider shoulder for bicycles a low priority. Environmental and bicycle-pedestrian respondents however thought that narrowing travel lanes to allow wider shoulders for bicycles was important.

The priority of actions to improve Montana's roadways between 2007 and 2015 is shown in Figure 2.3.8.

- The priority of wider roadways is consistent with 2013 and has increased in priority since 2009.
- More guard rails is consistent with 2013 and has decreased in priority since 2007.
- Most categories have lowered slightly from the 2013 stakeholder survey.

Figure 2.3.8: Actions to Improve Roadways, All Stakeholders, 2007-2015



“How useful are each of the following communication tools to you?”

Stakeholders also rated the usefulness of ten general communication tools on a scale of one to five. These ratings are compared with those of respondents in the 2015 Public Involvement Survey in Figure 2.4.1.

- Stakeholders thought that the MDT website, community meetings, apps, and special mailings were more useful than the general public.
- Radio-television, surveys, newspapers and the toll-free call in number were not considered as useful compared to the general public.

Figures 2.4.2 through 2.4.4 on the following pages illustrate how various stakeholder groups differ in their opinions on general communication tools.

Figure 2.4.1: Usefulness of General Communications Tools, All Stakeholders and 2015 Public Involvement Survey

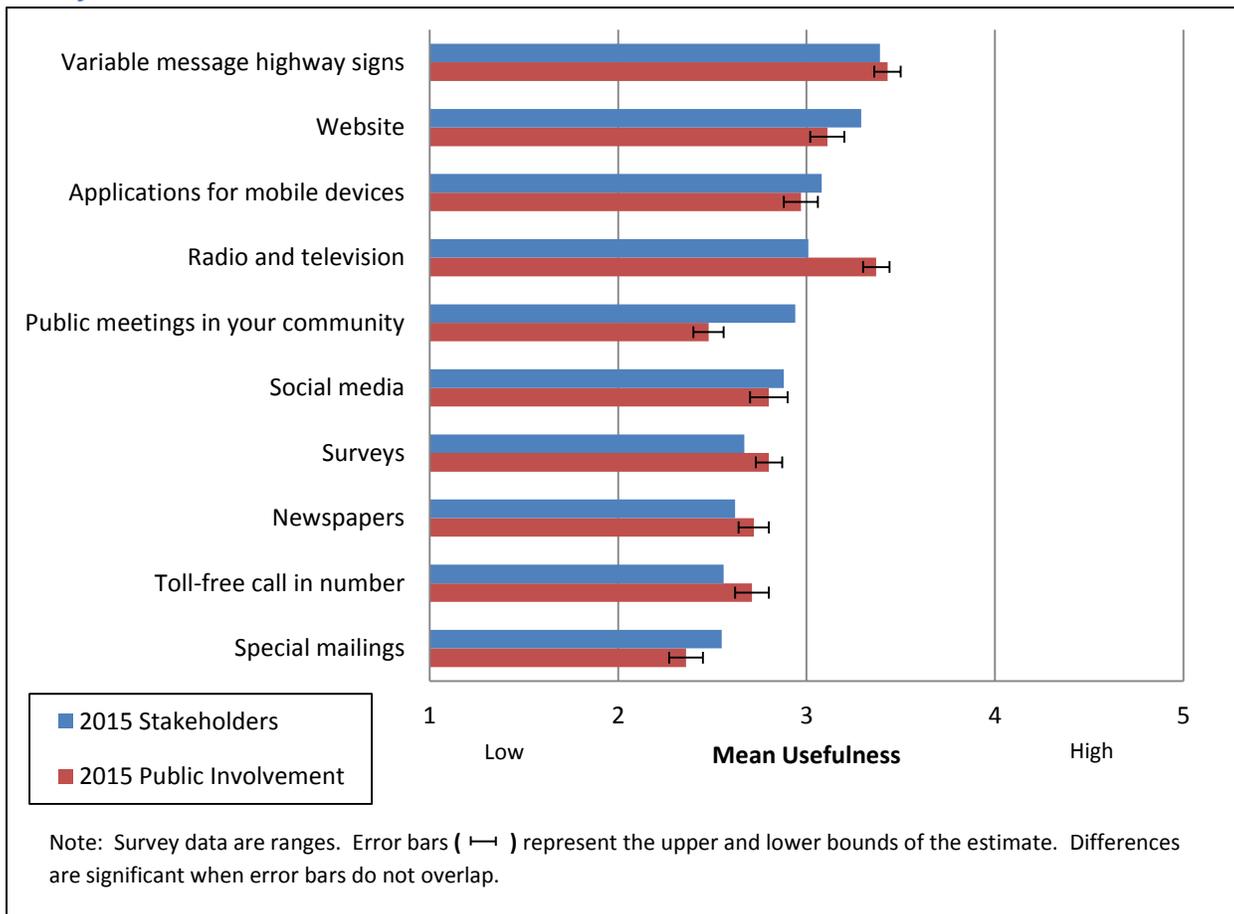
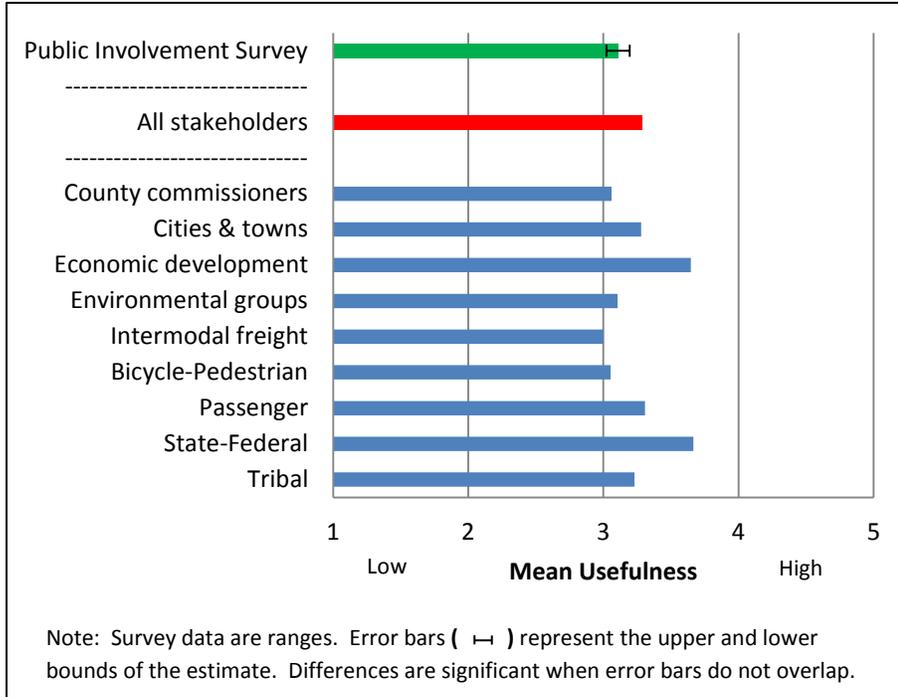
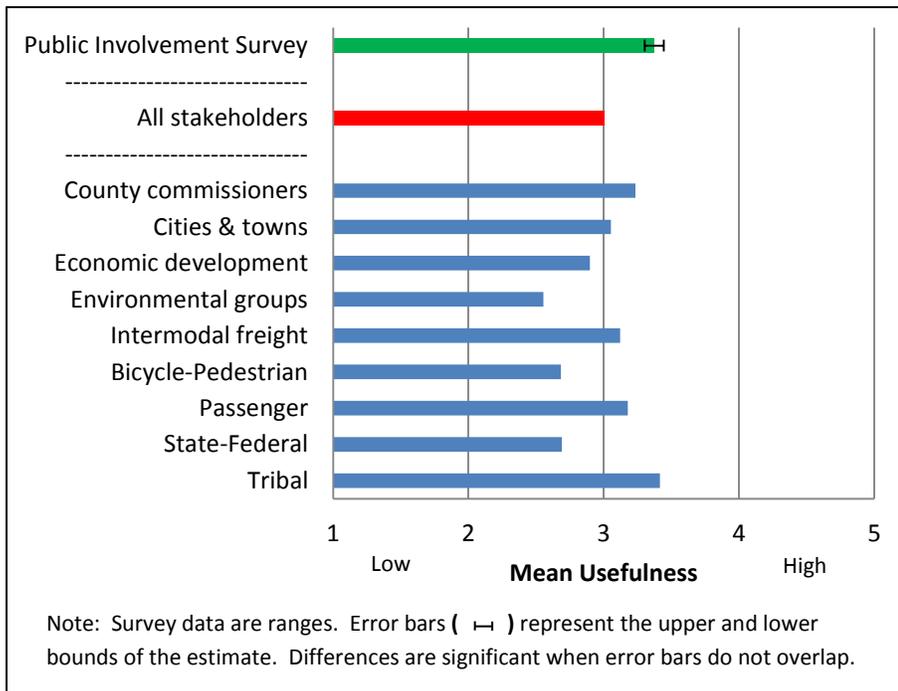


Figure 2.4.2: Website as a General Communication Tool by Stakeholder Group



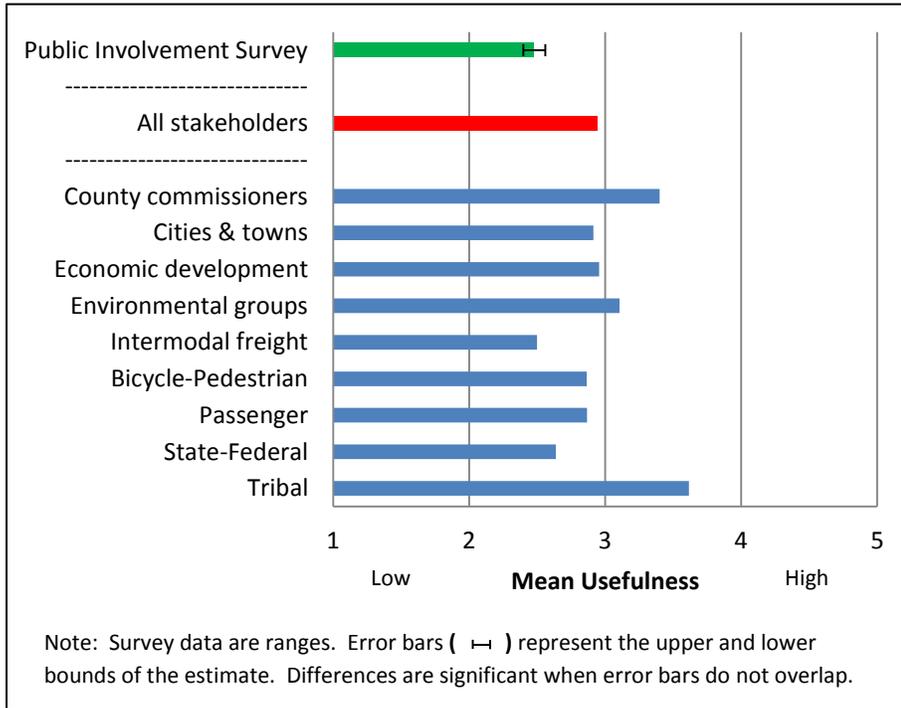
The website was found helpful by economic development and state-federal stakeholders; slightly less so for intermodal freight stakeholders. All stakeholder groups found the website helpful.

Figure 2.4.3: Radio and Television as a General Communication Tool by Stakeholder Group



All stakeholders except tribal planners found radio and television less helpful than the public. Radio and television was found less useful by environmental groups, bicycle-pedestrian and state-federal stakeholders.

Figure 2.4.4: Public Meetings in your Community as a General Communication Tool by Stakeholder Group

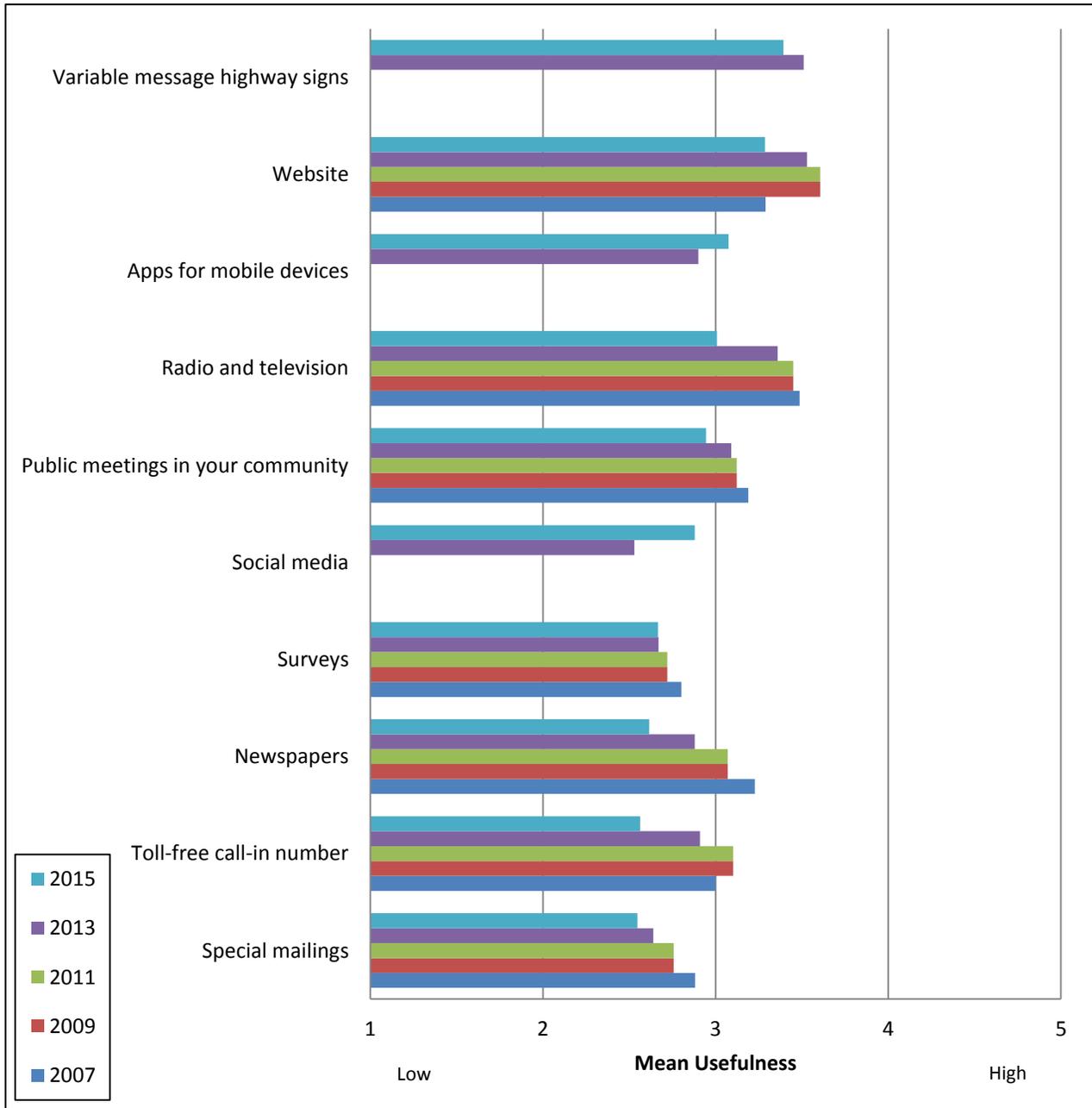


Almost all stakeholder groups found public meetings more useful than the general public. This was especially true for tribal planners and county commissioners.

The ranking of general communication tools by stakeholders between 2007 and 2015 is presented in Figure 2.4.5.

- Only applications for mobile devices and social media increased in perceived usefulness from 2013.
- All other categories were found less useful than in the past, with radio and television, newspapers, the toll-free call in number and special mailings showing a steady decline since 2007.

Figure 2.4.5: Usefulness of General Communication Tools, All Stakeholders, 2007-2015



“How helpful are tools that MDT uses to communicate about plans and proposed projects?”

Stakeholders rated the helpfulness of communication tools about plans and proposed projects on a scale from one to five. Results compared to the 2015 Public Involvement Survey are presented in Figure 2.5.1.

- Both stakeholders and the general public found maps and pictures or graphics the most helpful communication tools.
- Stakeholders found all communication tools more helpful than the public.
- Stakeholders ranked brochures, newsletters and advanced technology tools as the least helpful communication tools.

Differences between stakeholder groups are explored in Figures 2.5.2 through 2.5.3.

Figure 2.5.1: Helpfulness of Planning and Project Communication Tools, All Stakeholders and 2015 Public Involvement Survey

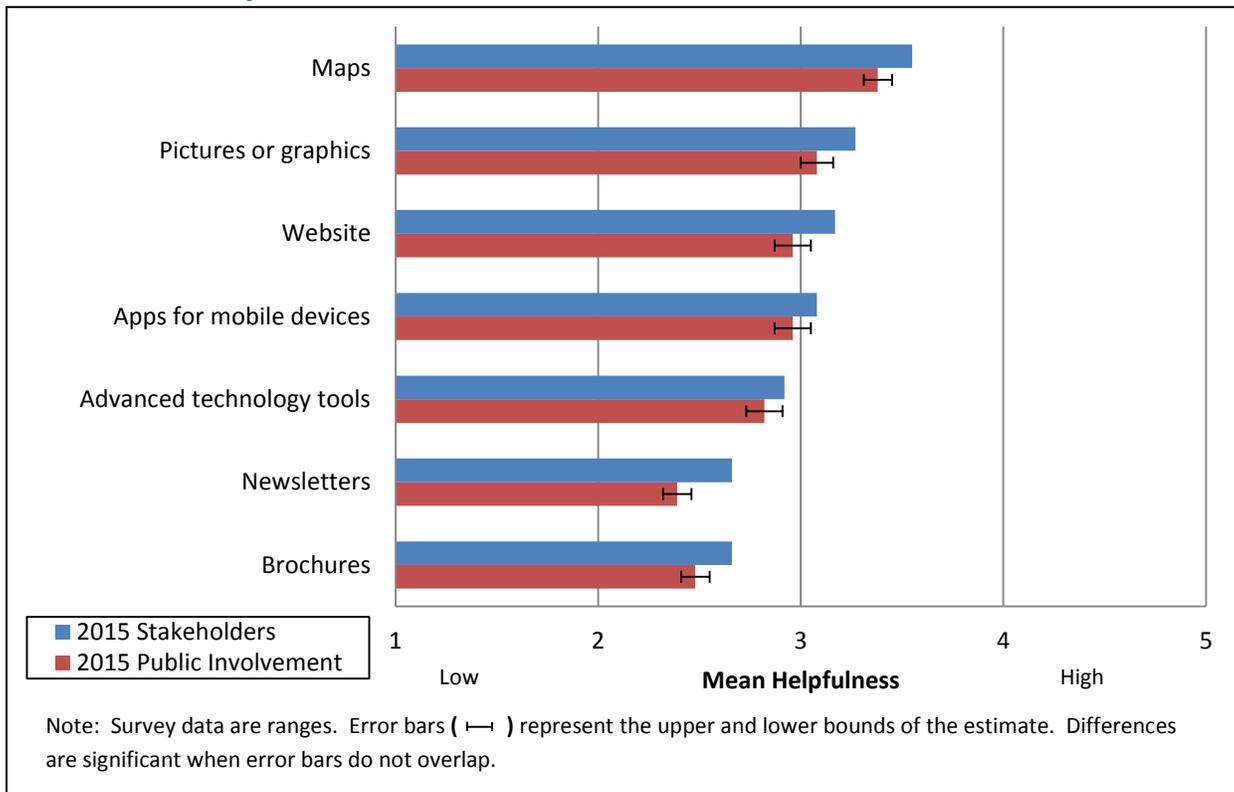
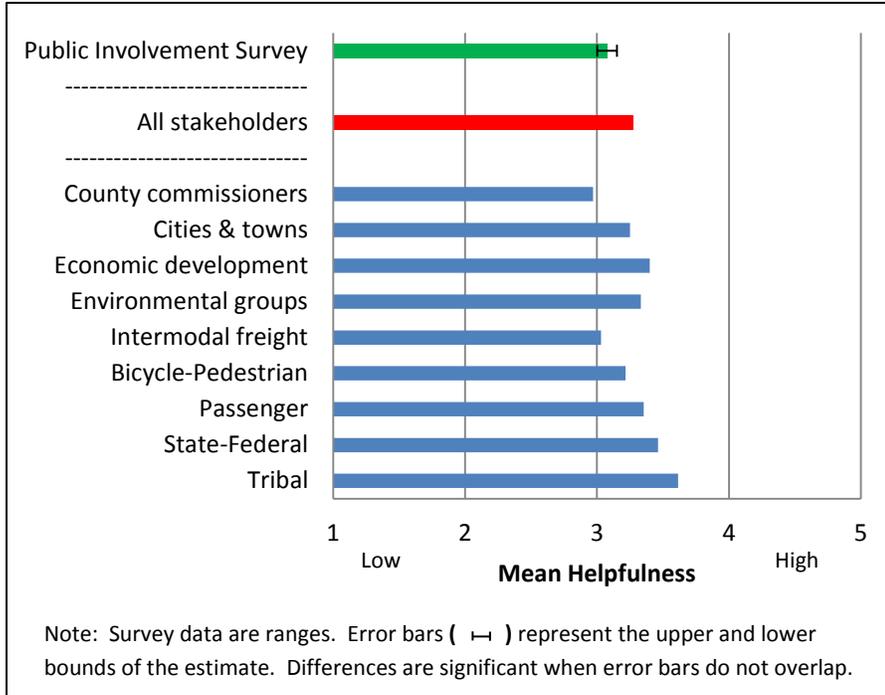
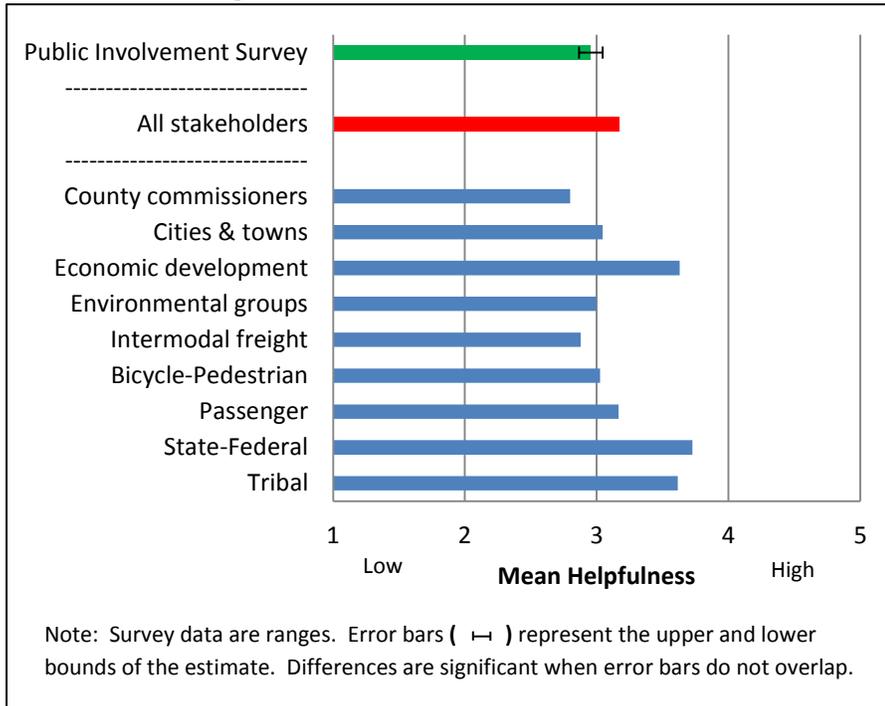


Figure 2.5.2: Pictures or Graphics as a Planning and Project Communication Tool by Stakeholder Group



County commissioners and intermodal freight found pictures or graphics less helpful than other stakeholders and the public.

Figure 2.5.3: Website as a Planning and Project Communication Tool by Stakeholder Group

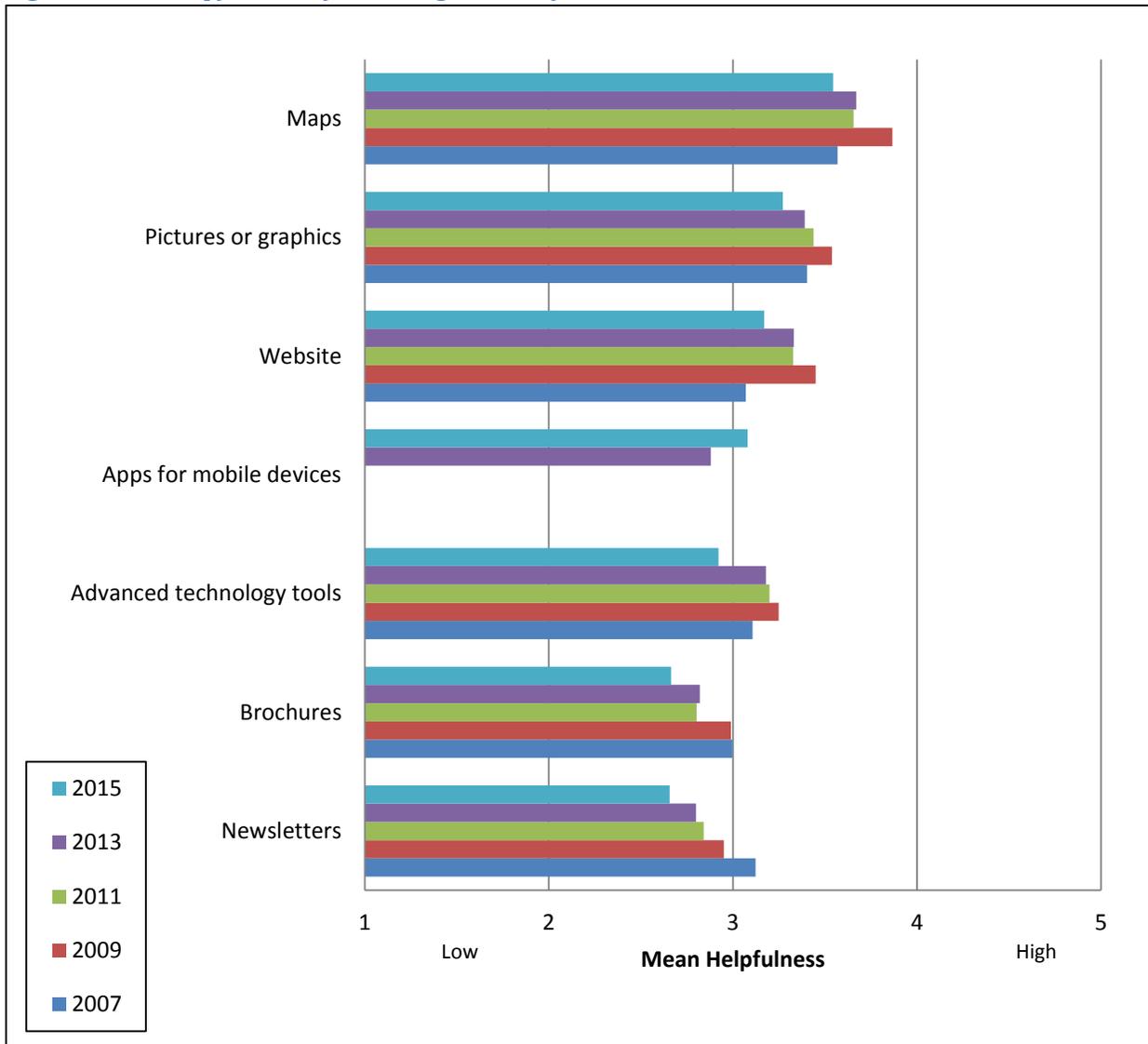


Economic development, state-federal, and tribal respondents found the website more helpful than the public and other stakeholder groups.

The same series of questions were also asked in previous surveys of stakeholders.

- Stakeholders found all communication tools less helpful than in previous surveys with the exception of applications for mobile devices. Apps showed increased helpfulness compared to 2013.
- Maps have been ranked the most helpful in each survey since 2007.

Figure 2.5.4: Helpfulness of Planning and Project Communication Tools, All Stakeholders, 2007-2015



“The next few questions ask you to grade MDT on performance.”

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 2015 Public Involvement Survey.

- Stakeholders generally gave MDT slightly higher grades than the general public and most differences were significant.
- Stakeholders gave the current quality of service vs five years ago a grade of B. All other grades average a C+.

Figures 2.6.2 through 2.6.4 on the following pages show how stakeholder groups grade MDT differently.

Figure 2.6.1: Customer Service and Performance Grades, All Stakeholders and 2015 Public Involvement Survey

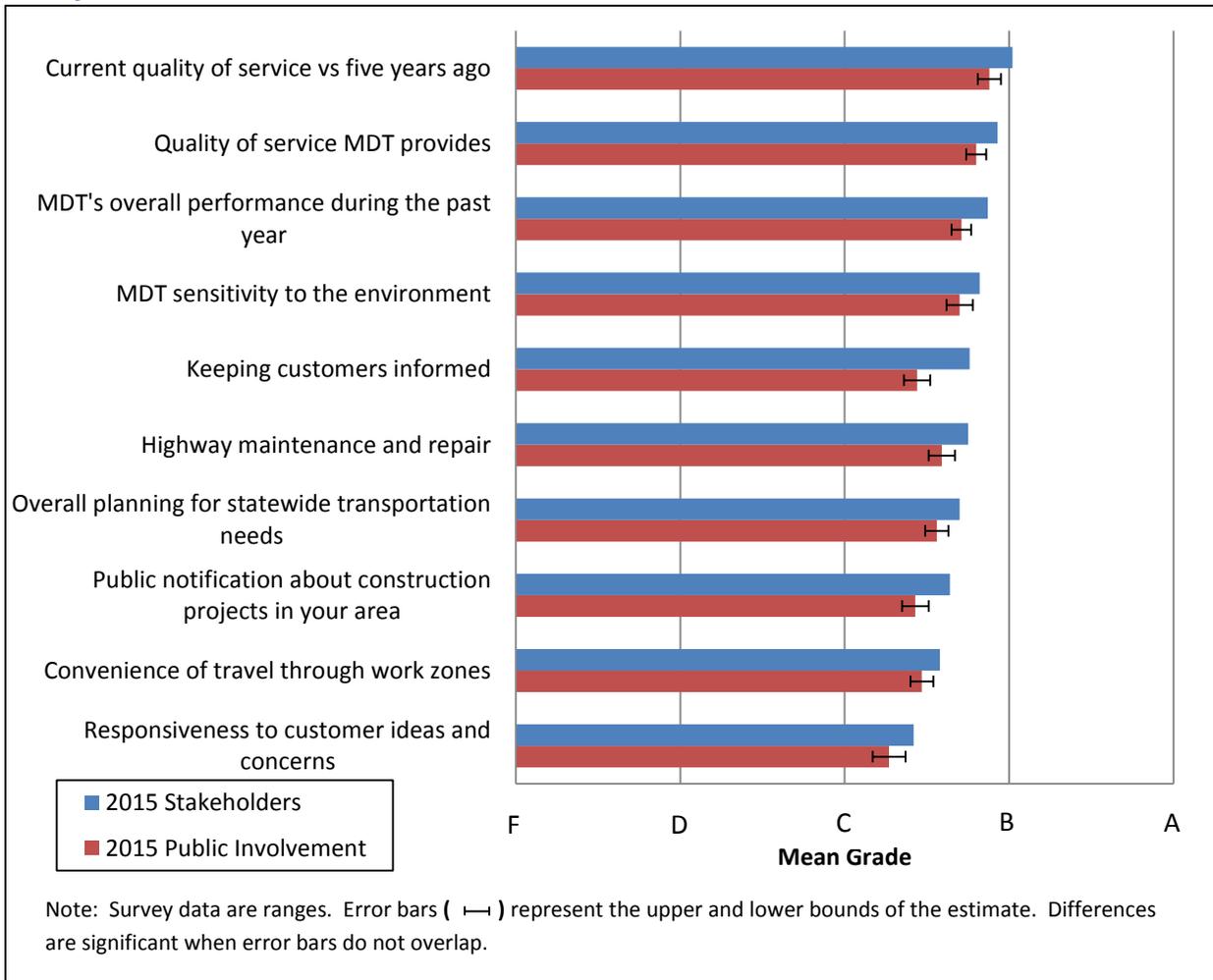
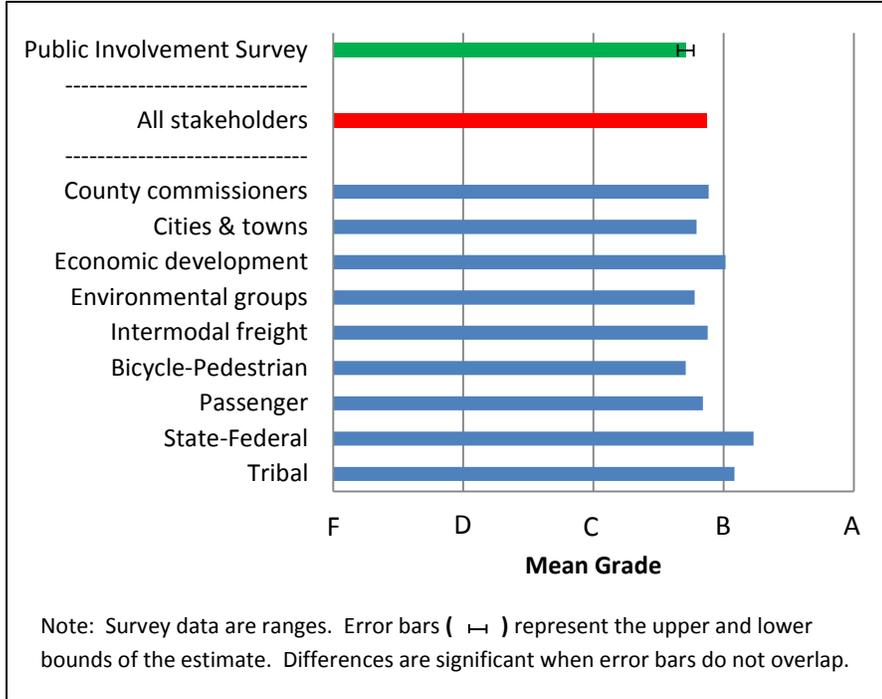
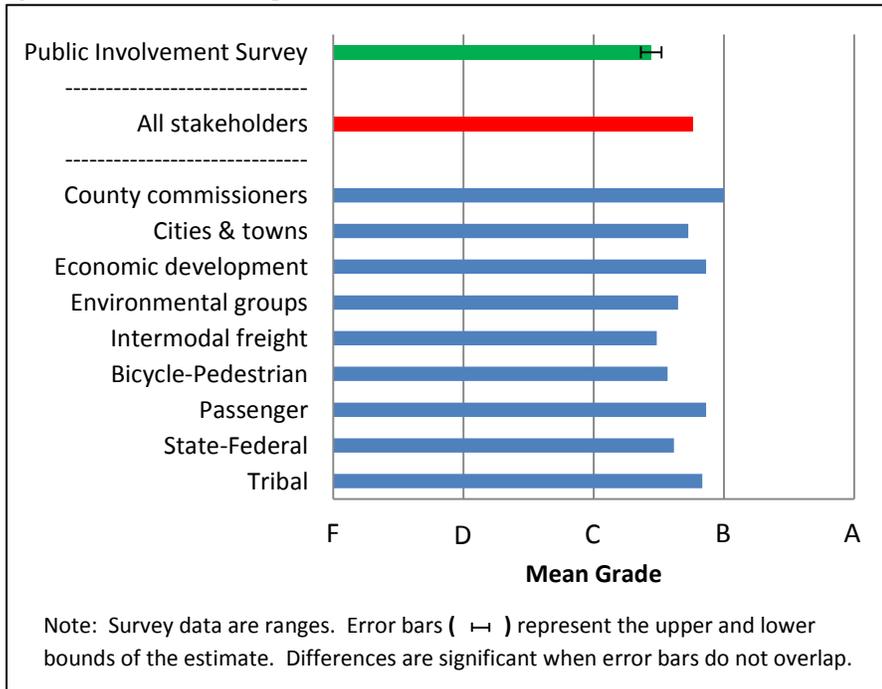


Figure 2.6.2: Overall Performance in Last Year Grade by Stakeholder Group



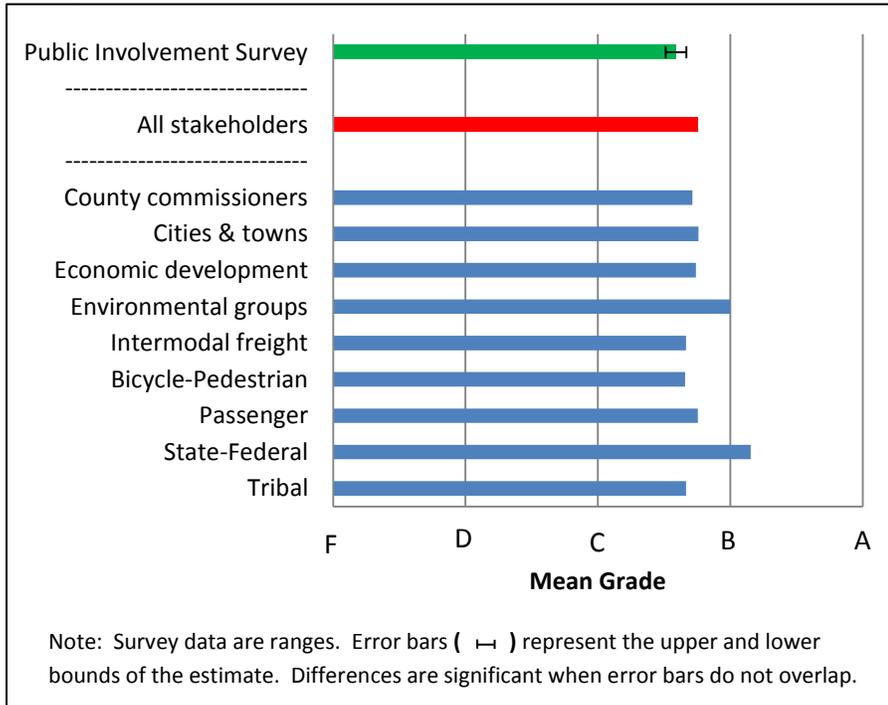
All stakeholders gave MDT a B- or B grade for overall performance last year. Both state-federal and tribal respondents rated MDT's performance greater than a B.

Figure 2.6.3: Keeping Customers Informed of Upcoming Decisions Grade by Stakeholder Group



County commissioners gave MDT the highest grade for keeping customers informed of upcoming decisions. Intermodal freight and bicycle-pedestrian groups graded MDT the lowest.

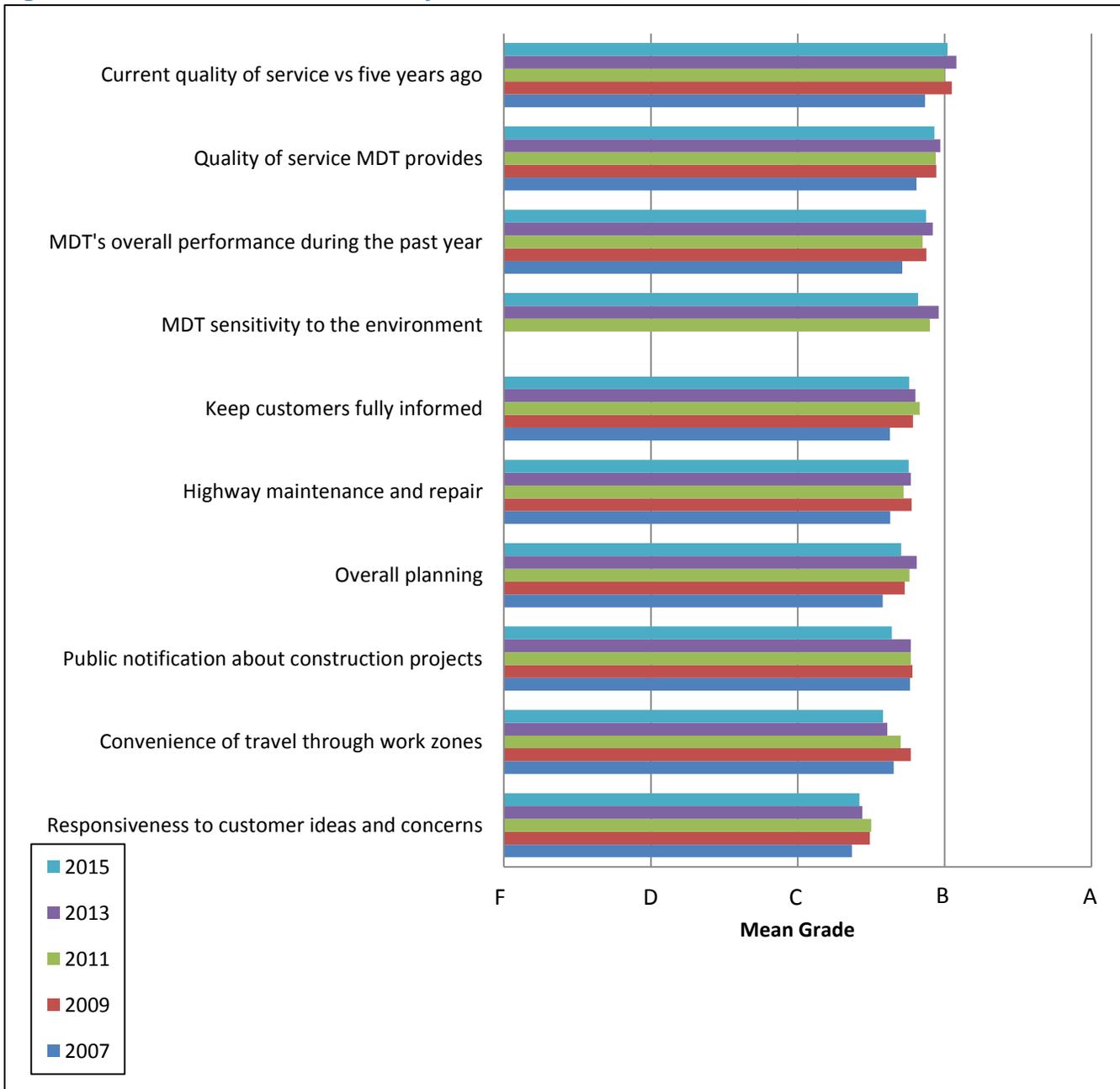
Figure 2.6.4: Highway Maintenance and Repair Grade by Stakeholder Group



State-federal stakeholders graded highway maintenance and repair above a B. All other groups were around a C+ or B-.

On average grades dropped slightly from earlier surveys. Responsiveness to ideas and concerns was the lowest grade over all survey iterations at a 'C+' or 'B-'.

Figure 2.6.5: Customer Service and Performance Grades, All Stakeholders, 2007-2015

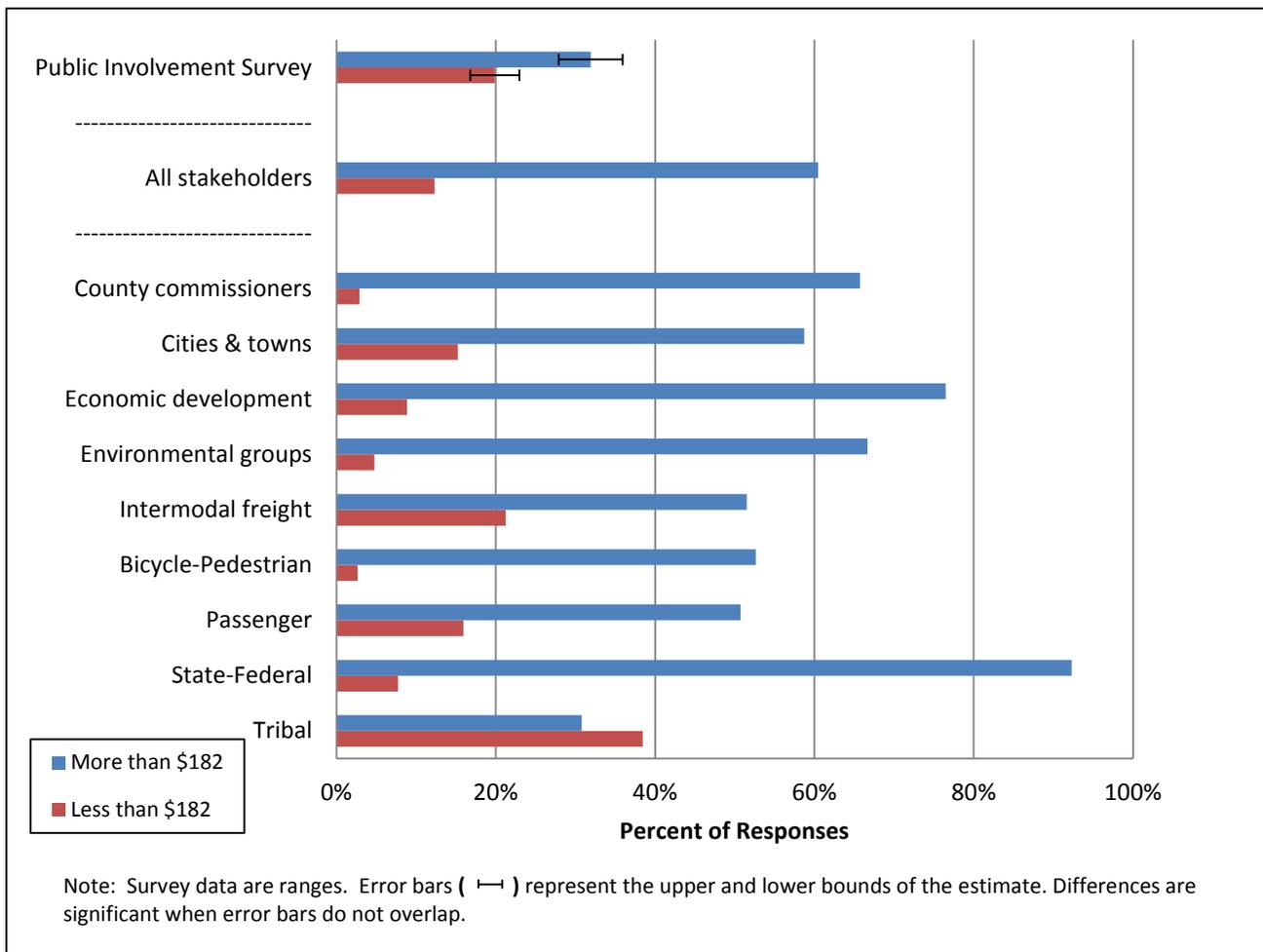


“The average Montana driver pays \$182 per year in state and federal fuel taxes to support transportation infrastructure. Do you think you are getting more than, less than, or about \$182 in value?”

Stakeholders were asked if they felt they received more or less than \$182 per year from the transportation system. Sixty percent of all stakeholders felt they received more than \$182 per year while twelve percent felt they received less value (Figure 2.7.1).

- Stakeholders overwhelmingly perceived a greater value from the transportation system than the general public.
- Tribal planners perceived the least value from the transportation system; only one third of tribal respondents felt they received more than \$182 annually in value from the transportation system.

Figure 2.7.1: Perceived Value of More than \$182 from the Transportation System, by Stakeholder Group



“If funding for Montana’s transportation systems decreases, which of the following should be funded at a lower level?”

Stakeholders were then asked what should be funded at lower levels if MDT funding decreased (Figure 2.7.2).

- The majority of stakeholders would decrease funding for bicycle pathways or rest areas.
- Stakeholders prioritized other major highways and maintenance even higher than the general public.

Figure 2.7.2: Respondents Choice for Lower Funding, All Stakeholders and 2015 Public Involvement Survey

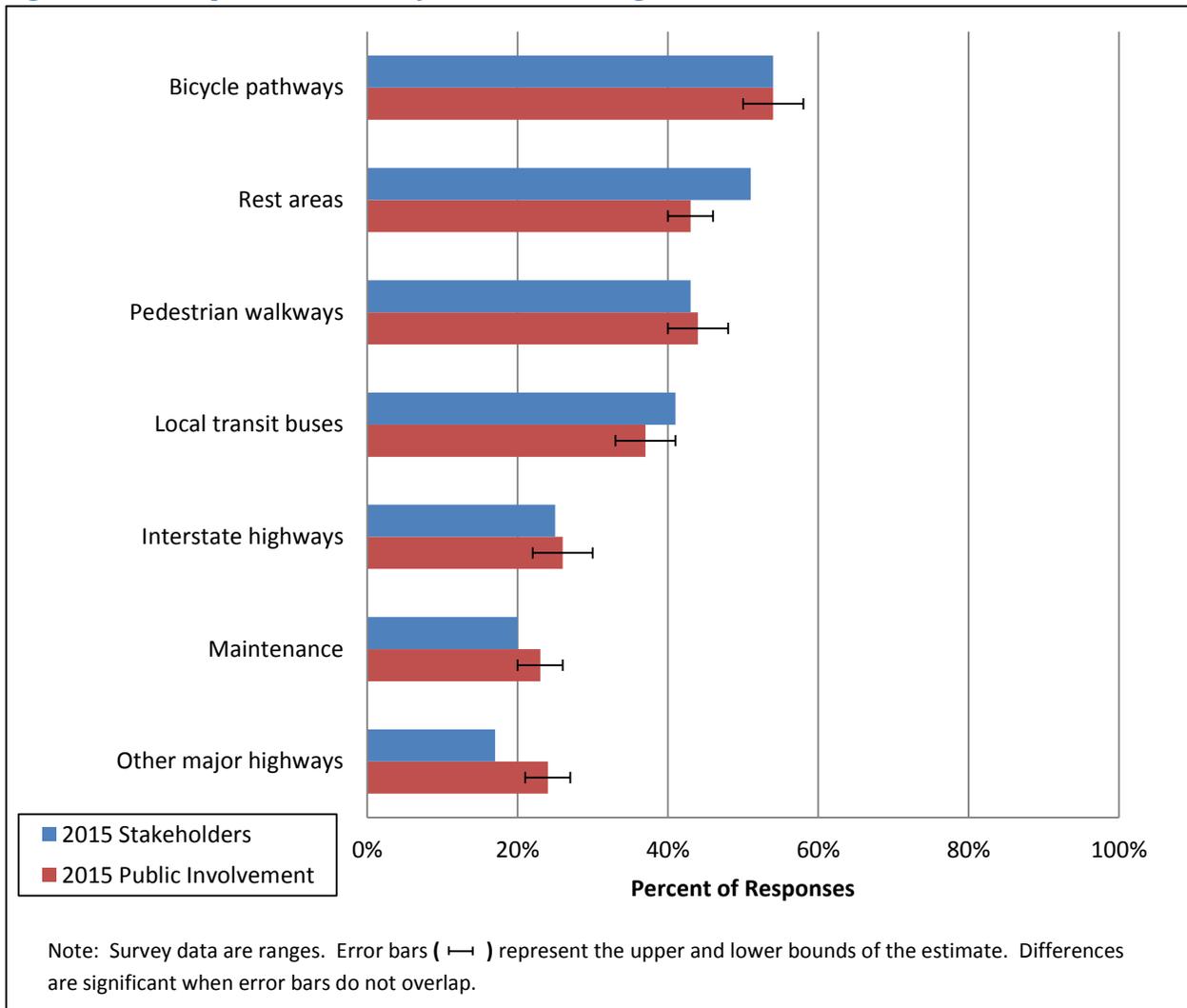
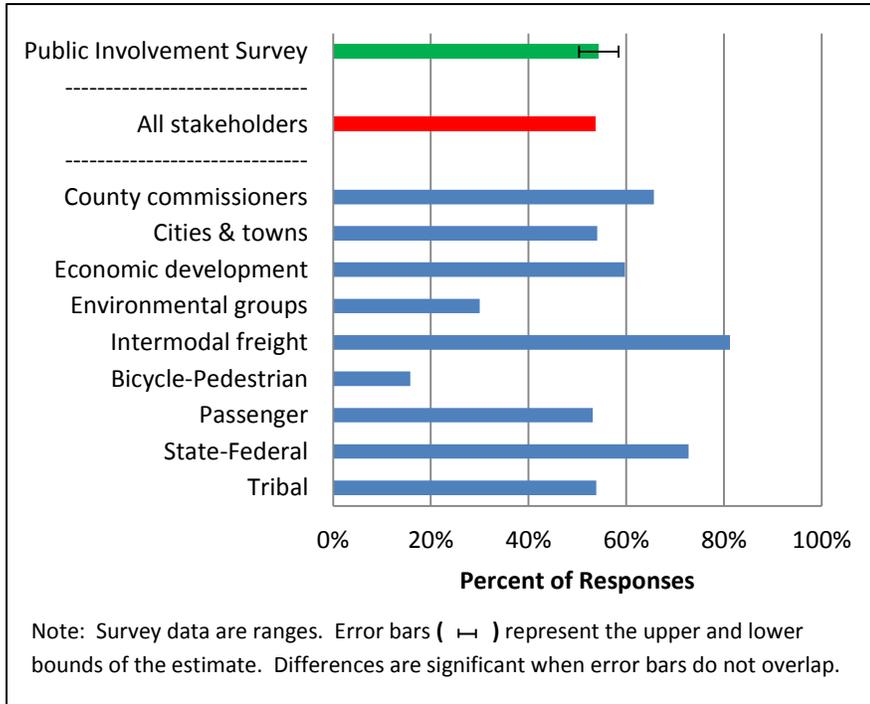
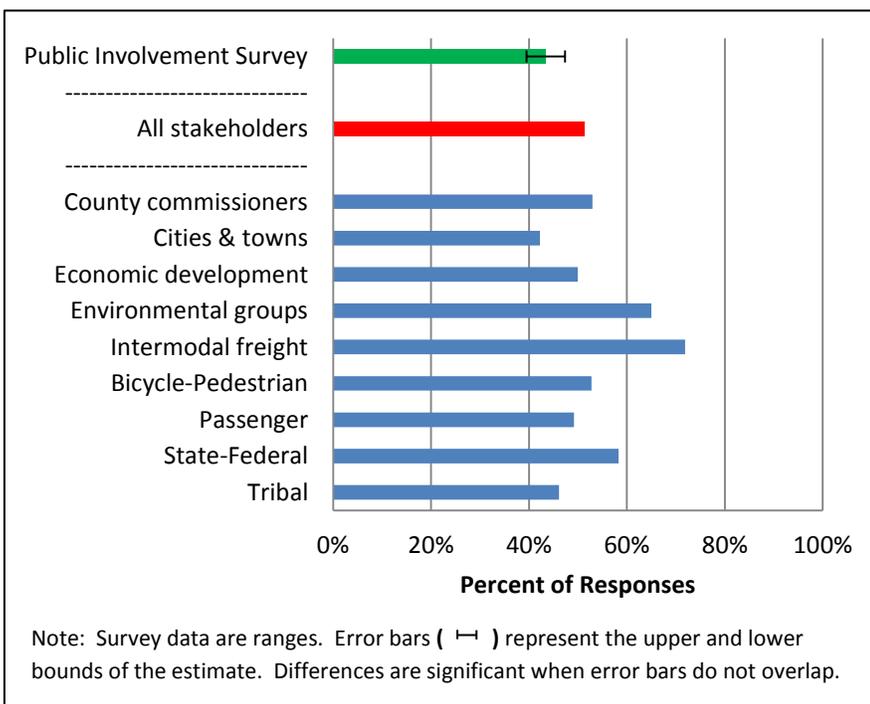


Figure 2.7.3: Bicycle Pathways by Stakeholder Group



Bicycle pathways were the top choice for decreased funding. Intermodal freight and state-federal groups were most in favor of decreased funding while bicycle-pedestrian and environmental groups were most likely to preserve funding.

Figure 2.7.4: Rest Areas by Stakeholder Group



Environmental groups and intermodal freight preferred lowering funding for rest areas.

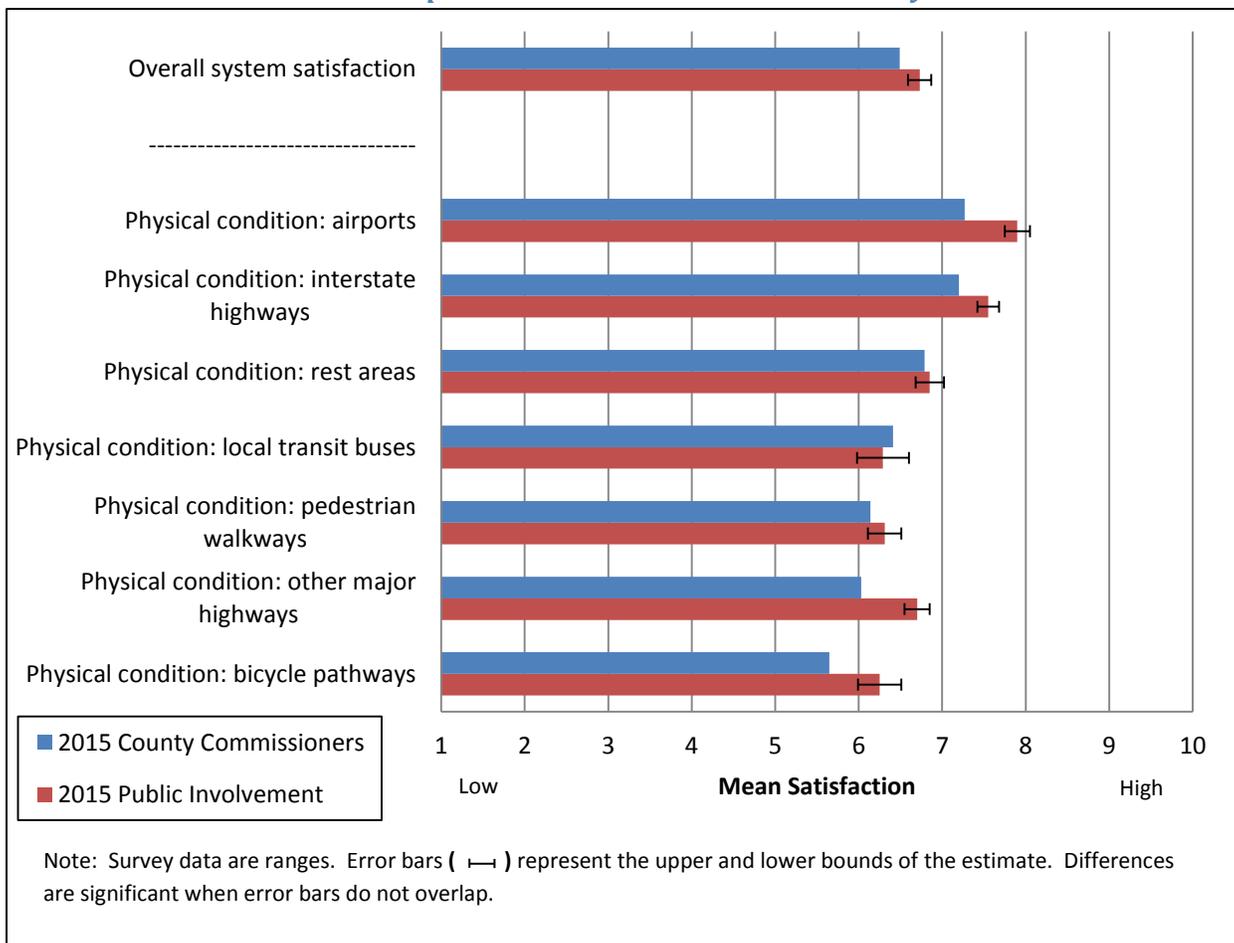
This group consists of county commission chairpersons from across Montana. Thirty-five completed interviews were collected from members of this group.

“How satisfied are you with transportation system in Montana?”

The county stakeholder group was generally satisfied with overall transportation system. Figure 3.1.1 compares satisfaction of stakeholders and the general public as measured by the 2015 Public Involvement Survey.

- County commissioners were less satisfied with the physical condition of the transportation system than the general public.
- County commissioners were least satisfied with bicycle pathways and other major highways.

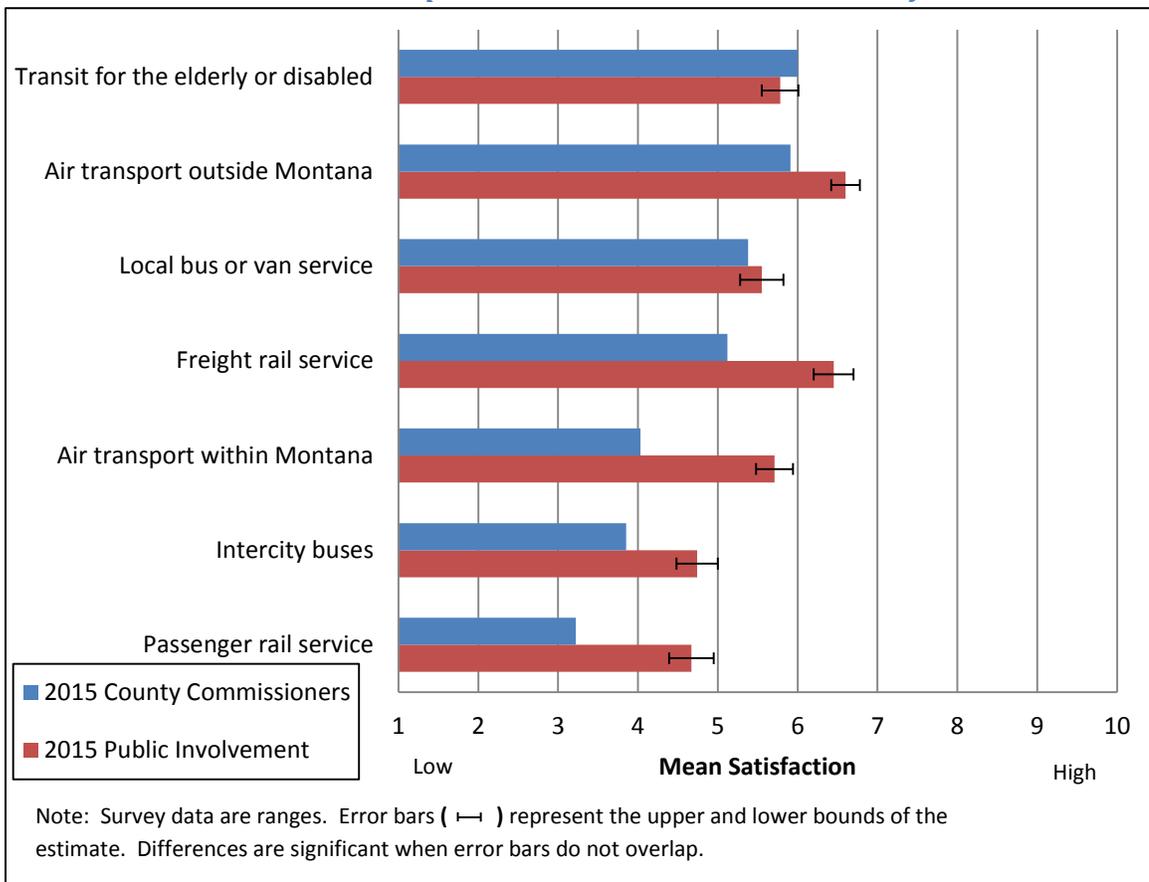
Figure 3.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, County Commissioner Stakeholder Group and 2015 Public Involvement Survey



“How satisfied are you with the availability of service for each of the following?”

- The county commissioners interviewed were generally less satisfied with the availability of various transportation services than the general public.
- They were less satisfied passenger rail service, intercity buses, and air transport within Montana.

Figure 3.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, County Commissioner Stakeholder Group and 2015 Public Involvement Survey

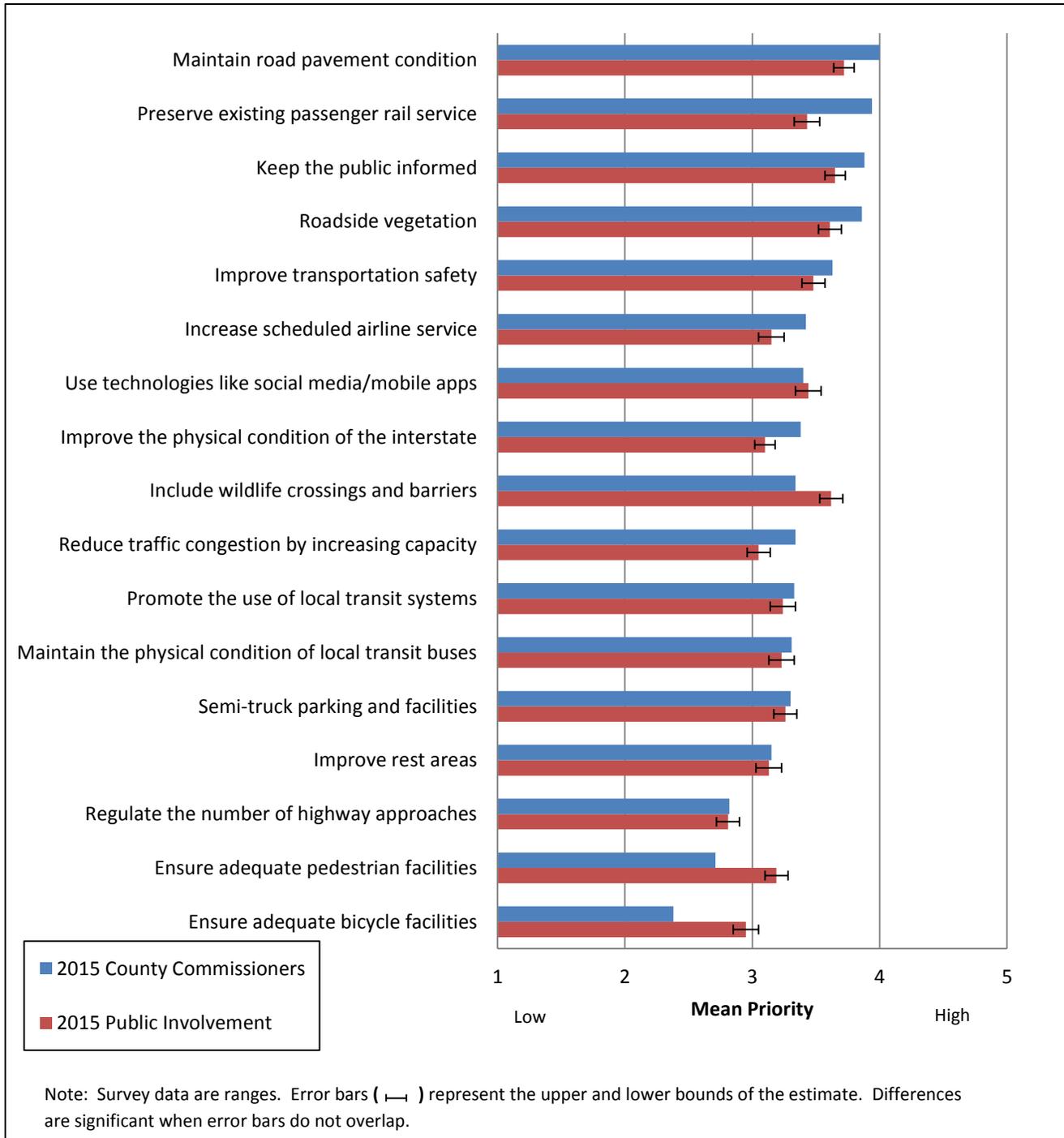


“What priority do you think MDT should assign the following actions to improve the transportation system?”

Figure 3.2.1 on the next page compares how the county stakeholder group and general public view potential actions to improve Montana’s transportation system.

- The county stakeholders assigned a slightly higher priority maintaining road pavement condition, preserving existing passenger rail service, keeping the public informed and roadside vegetation.
- County commissioners placed a lower priority than the public on bicycle and pedestrian facilities.

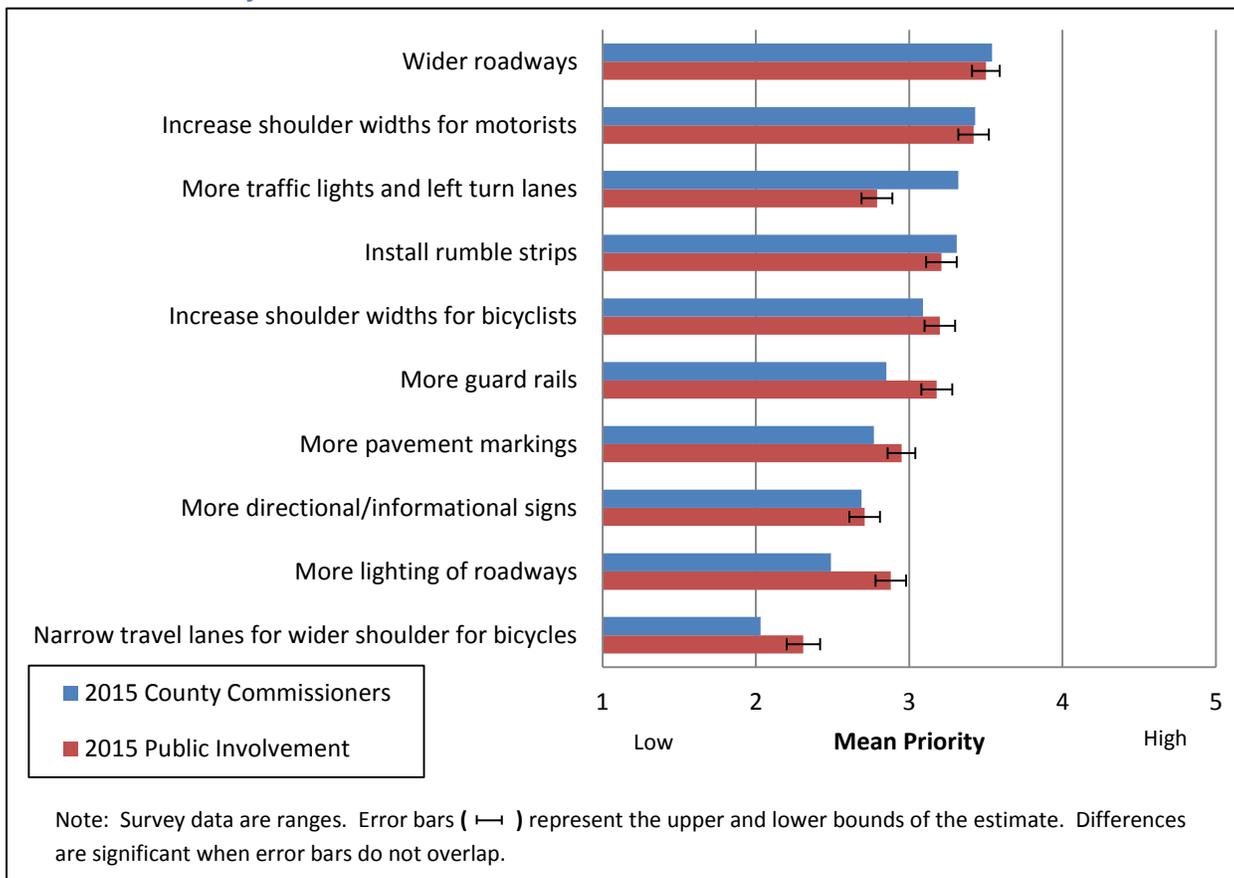
Figure 3.2.1: Actions to Improve Transportation System, County Commissioner Stakeholder Group and 2015 Public Involvement Survey



“Please indicate your priority for the following actions that could be taken to improve the function of Montana’s roadways.”

- The county stakeholder group was less concerned than the general public with guard rails, pavement markings, lighting of roadways, and narrowing lanes for wider shoulders for bikes.
- They placed a higher priority on more traffic lights and left turn lanes.

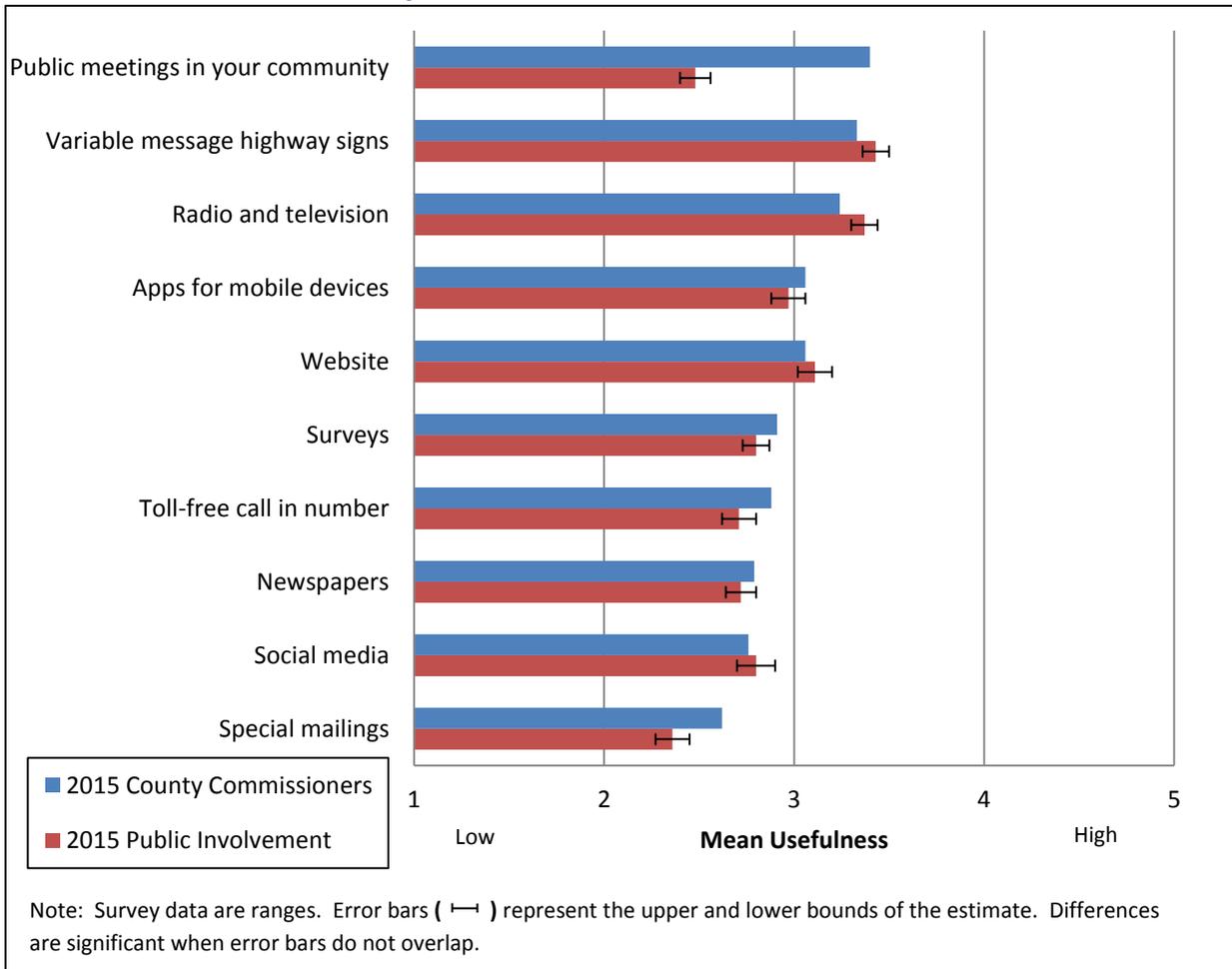
Figure 3.3.1: Actions to Improve Roadways, County Commissioner Stakeholder Group and 2015 Public Involvement Survey



“How useful are each of the following communication tools?”

- The county stakeholder group found public meetings, variable message highway signs and radio and television to be the most useful general communication tools.
- County commissioners agreed with the public on most tools except for public meetings in your community and special mailings.

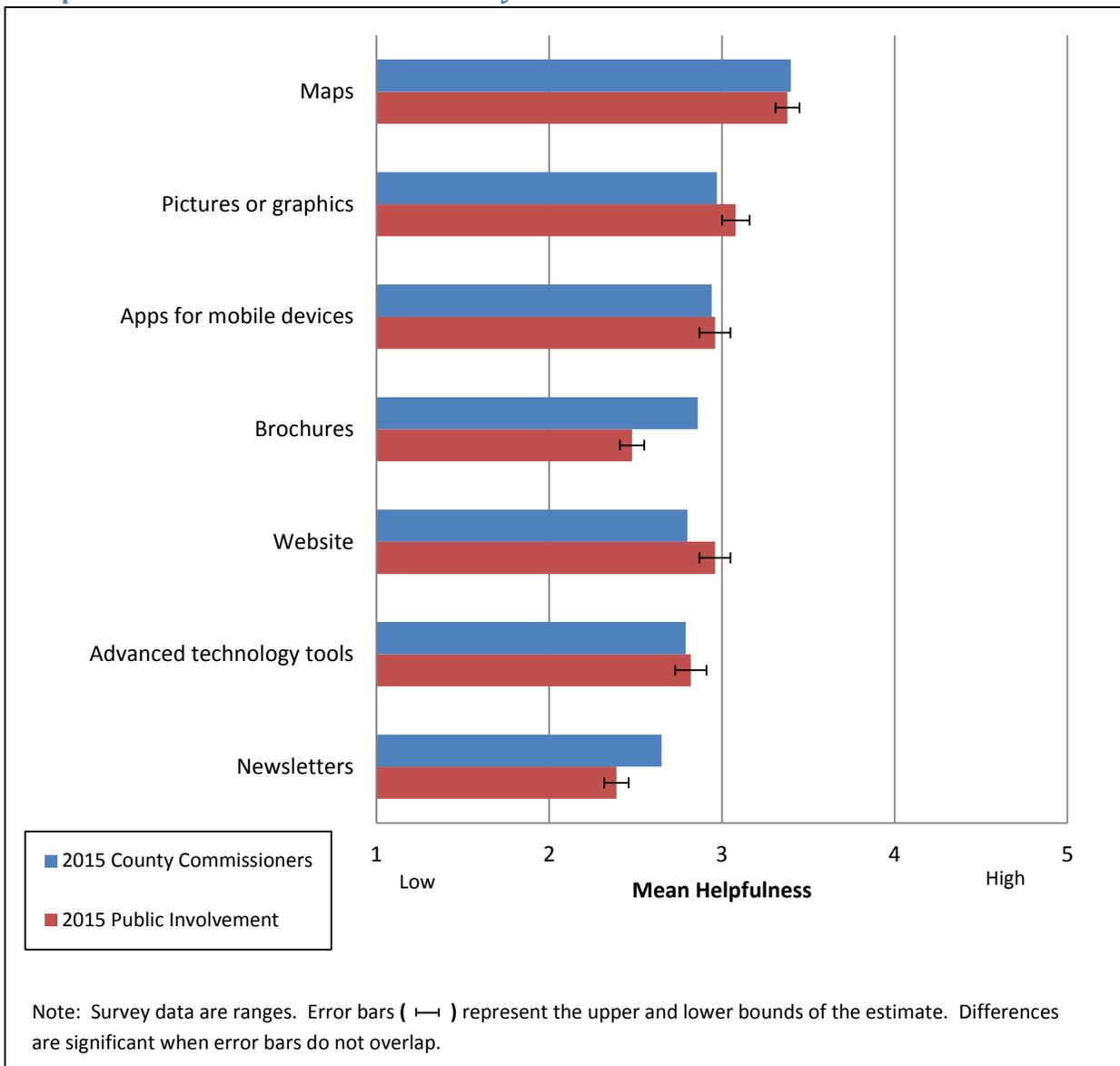
Figure 3.4.1: Usefulness of General Communications Tools, County Commissioner Stakeholder Group and 2015 Public Involvement Survey



“How helpful are the tools MDT uses to communicate about plans and proposed projects?”

- The county stakeholder group found pictures or graphics and the website less helpful than the general public.
- County commissioners preferred maps to other communication tools and found brochures more helpful than the general public.

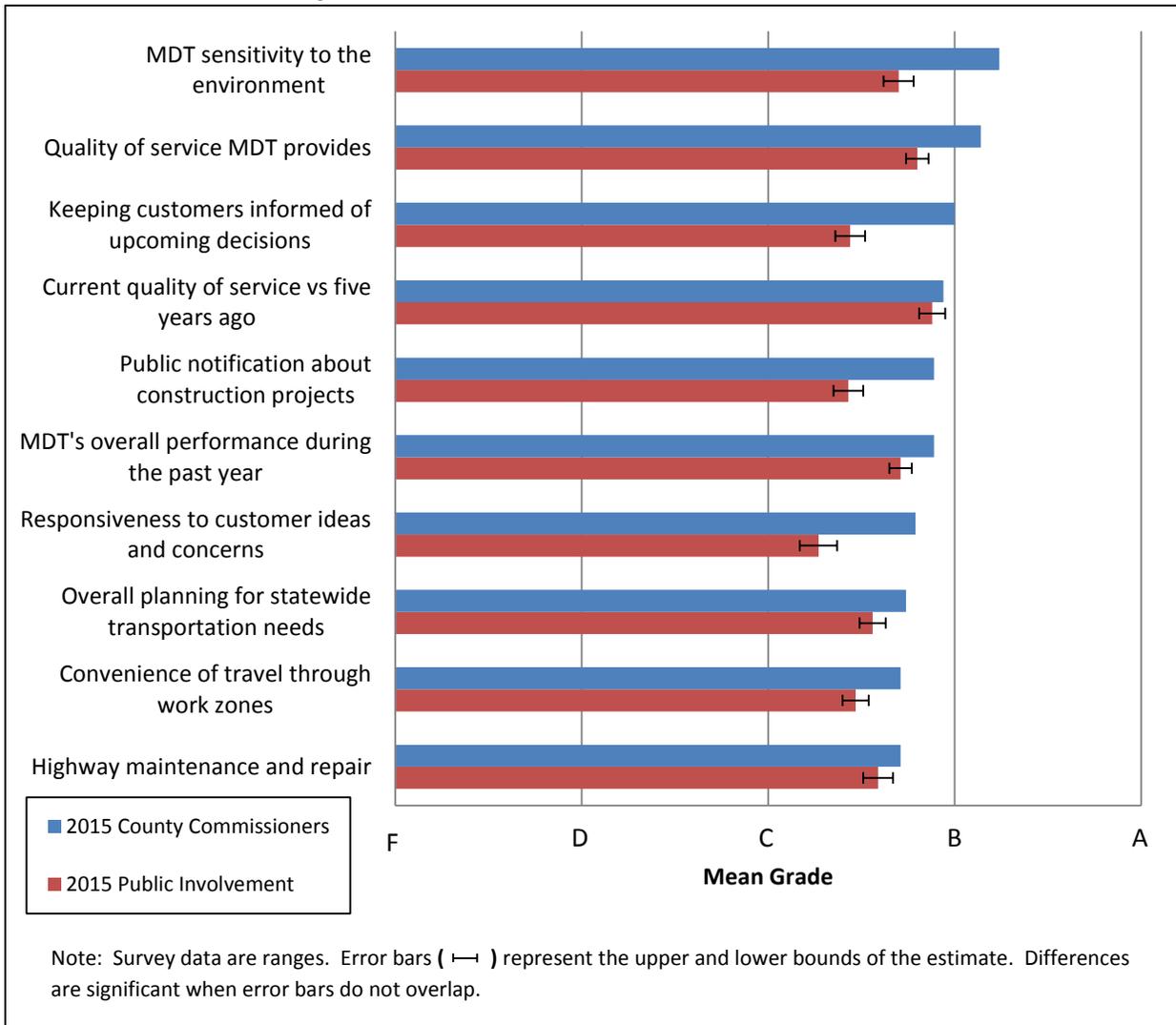
Figure 3.5.1: Helpfulness of Planning and Project Communication Tools, County Commissioner Stakeholder Group and 2015 Public Involvement Survey



“The next few questions ask you to grade MDT on performance.”

- The county stakeholder group gave MDT B’s and B-’s for all the performance measures.
- Highway maintenance and repair and convenience of travel through work received slightly lower grade than other areas (B-).
- Sensitivity to the environment and quality of service received the highest grades.

Figure 3.6.1: Customer Service and Performance Grades, County Commissioner Stakeholder Group and 2015 Public Involvement Survey

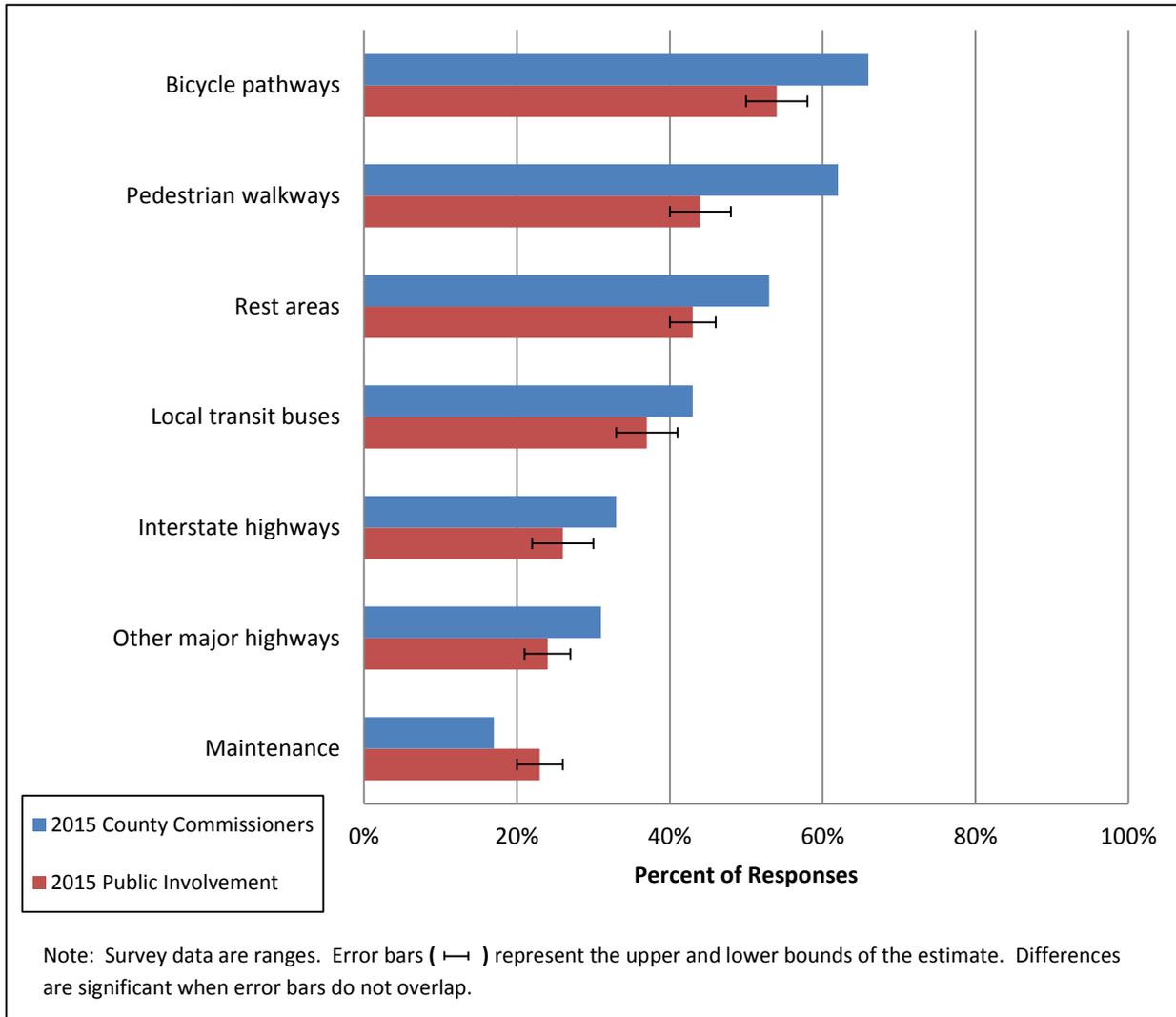


“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”

Stakeholders were asked if they felt they received more or less than \$182 in value from the transportation system. Sixty-seven percent of county commissioners felt they received more value while three percent felt they received less.

- County commissioners preferred lowering funding for bicycle pathways and pedestrian walkways.
- They least preferred lowering funding for maintenance, even less than the public.

Figure 3.7.1: Potential Areas for Decreased Funding, County Commissioner Group and 2015 Public Involvement Survey

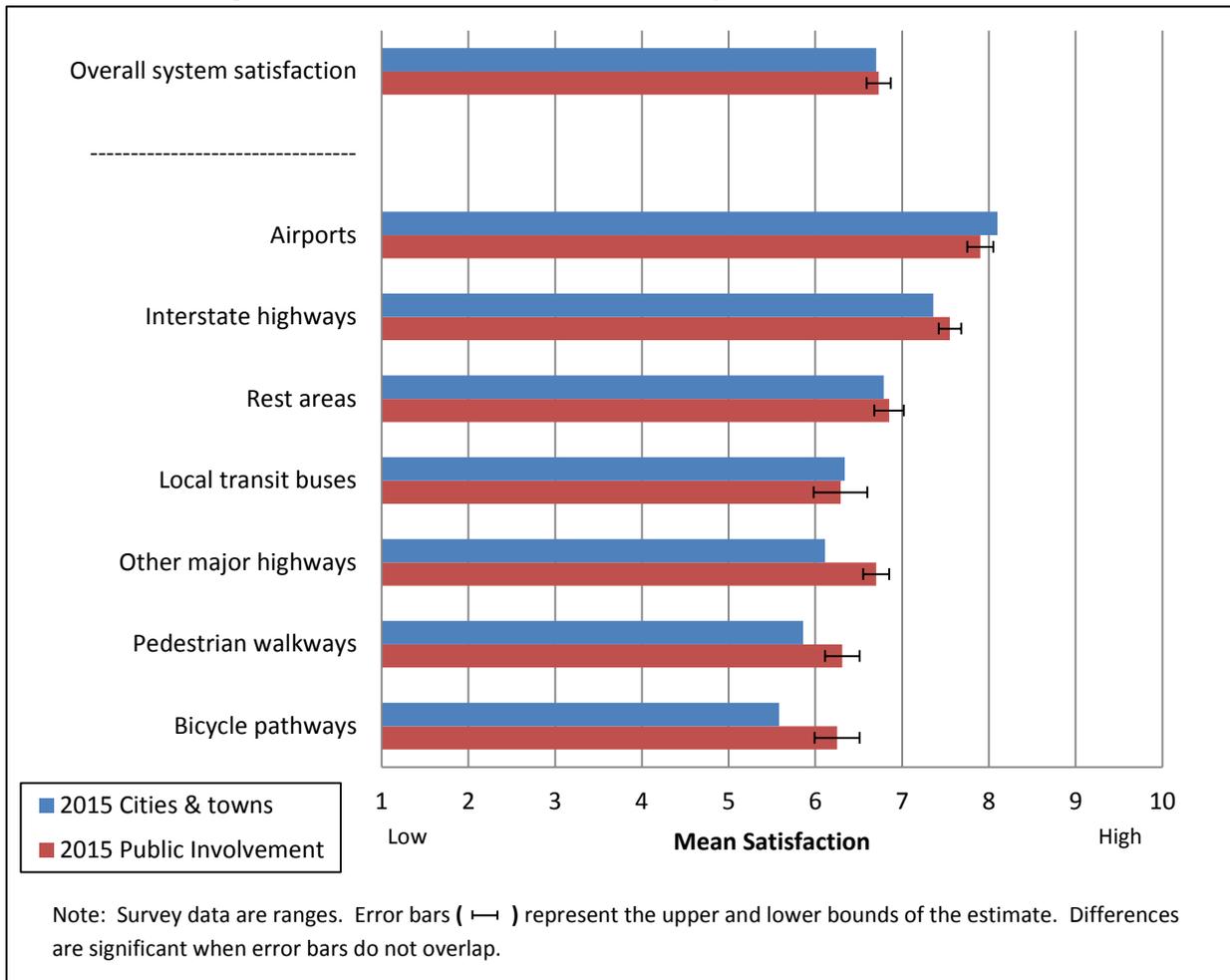


This group consists of mayors and chief executives from across Montana. Ninety-two completed interviews were collected from members of the cities and towns group.

“How satisfied are you with transportation system in Montana?”

- The cities and towns stakeholder group was moderately satisfied with the overall transportation system.
- They were slightly more satisfied with the physical condition of airports than the public.
- Cities and towns were less satisfied with other major highways, pedestrian walkways, and bicycle pathways than the public.

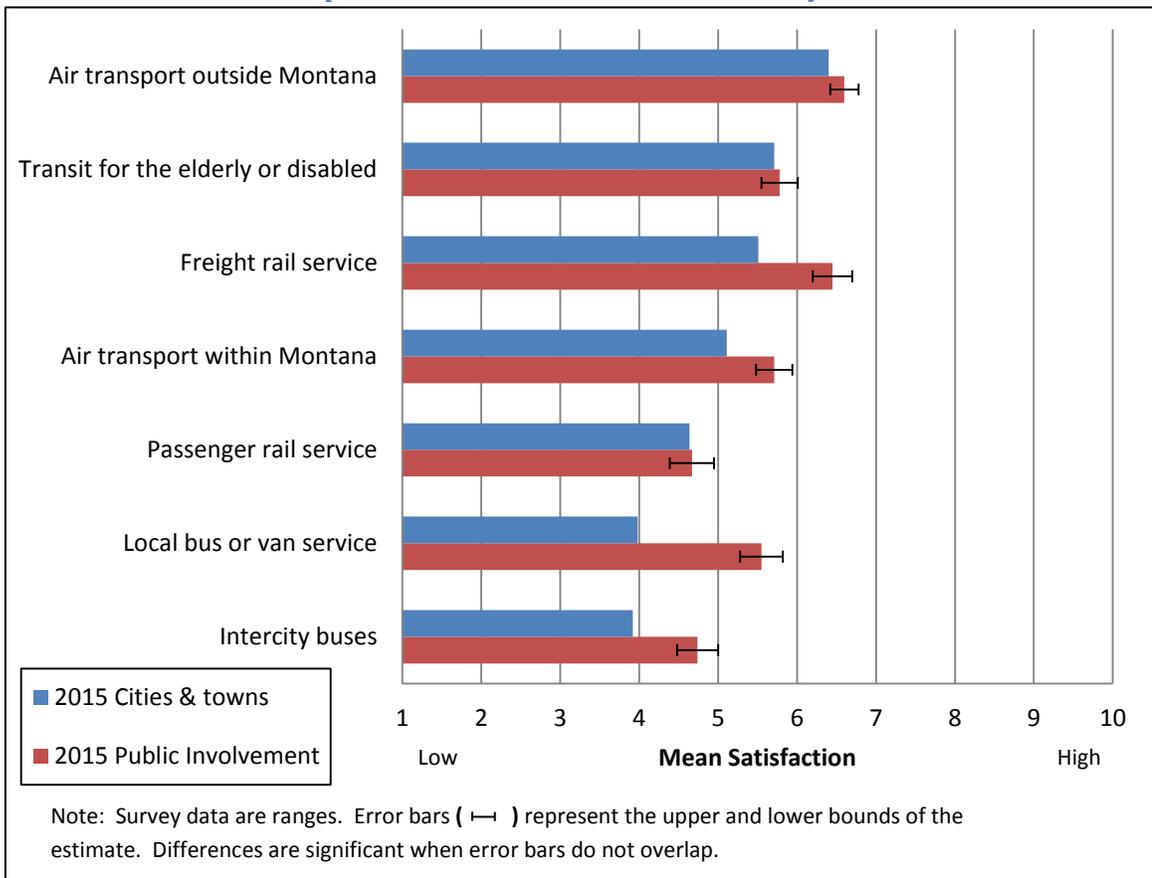
Figure 4.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Cities and Towns Stakeholder Group and 2015 Public Involvement Survey



“How satisfied are you with the availability of service for each of the following?”

- The cities and towns stakeholders were on average less satisfied than the general public with the availability of MDT services.
- They were least satisfied with the availability of intercity buses and local bus or van service.

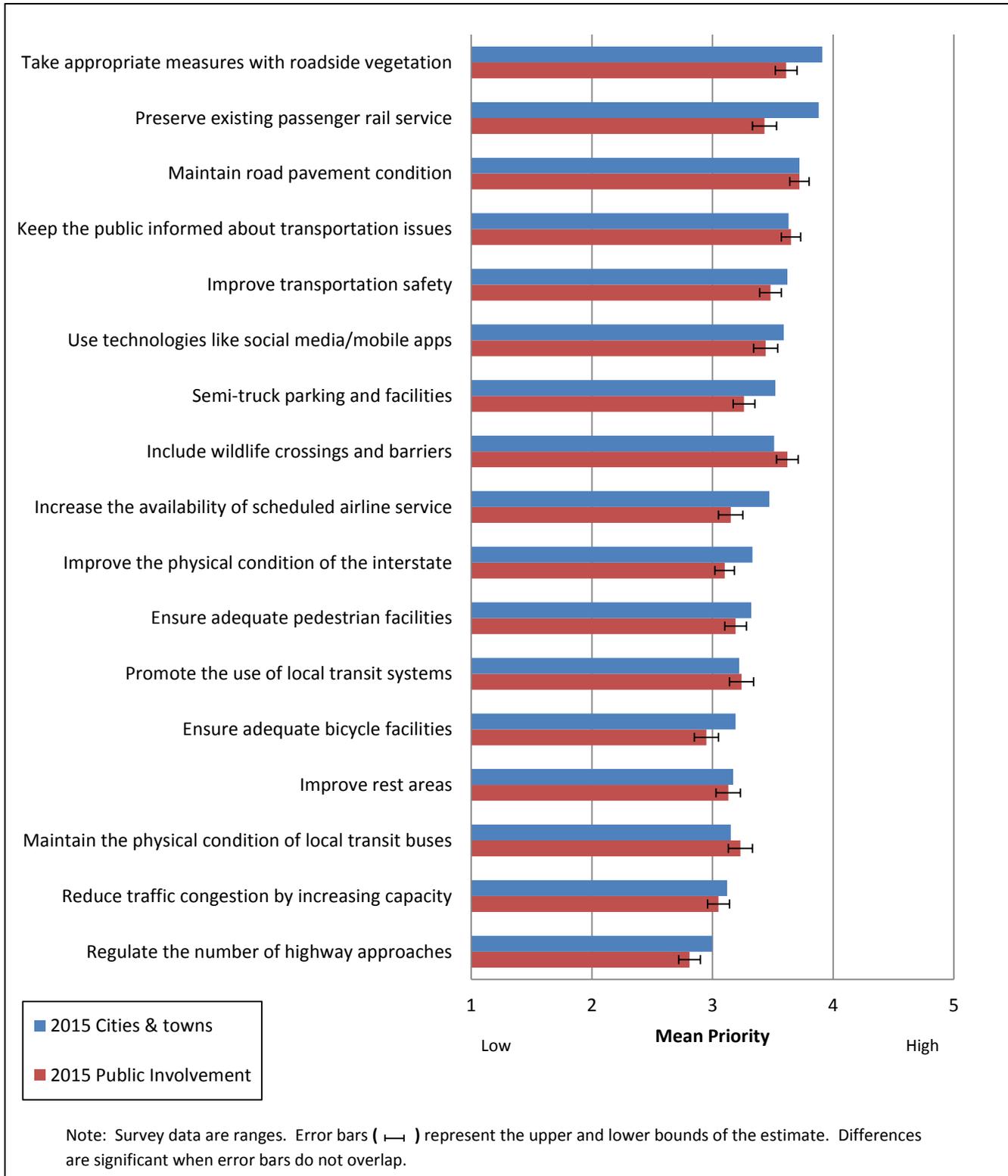
Figure 4.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Cities and Towns Stakeholder Group and 2015 Public Involvement Survey



“What priority do you think MDT should assign the following actions to improve the transportation system?”

- Cities and towns placed a higher priority on roadside vegetation and passenger rail service than the public.
- They prioritized wildlife crossings/barriers and the physical condition of local transit buses less than the public.

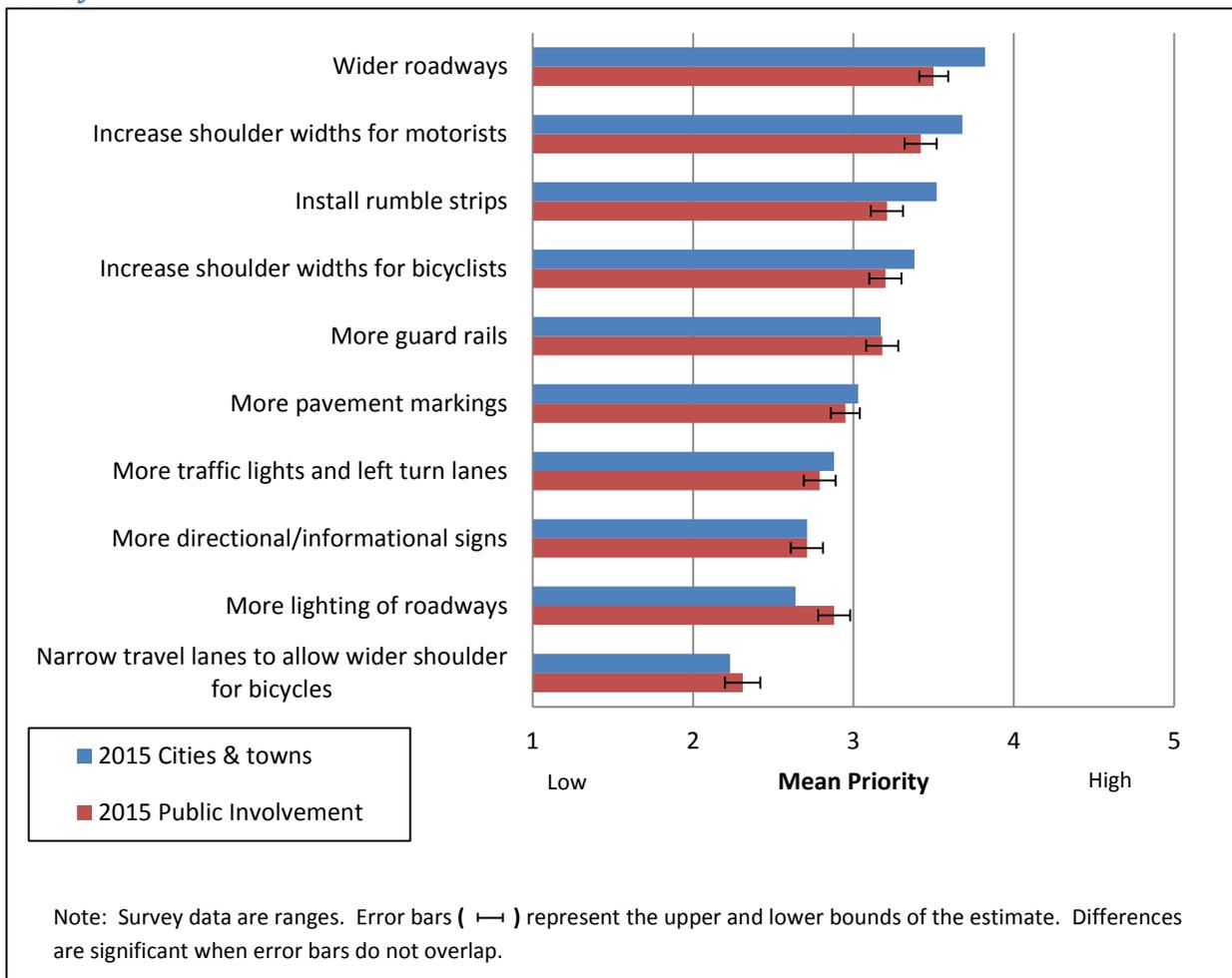
Figure 4.2.1: Actions to Improve Transportation System, Cities and Towns Stakeholder Group and 2015 Public Involvement Survey



“Please indicate your priority for the following actions that could be taken to improve the function of Montana’s roadways.”

- Cities and towns prioritized wider roadways, increasing shoulder widths for motorists, installing rumble strips, and increasing shoulder widths for bicyclists more than the general public.
- They placed a lower priority to narrowing travel lanes to allow wider shoulders for bicycles and more lighting of roadways.

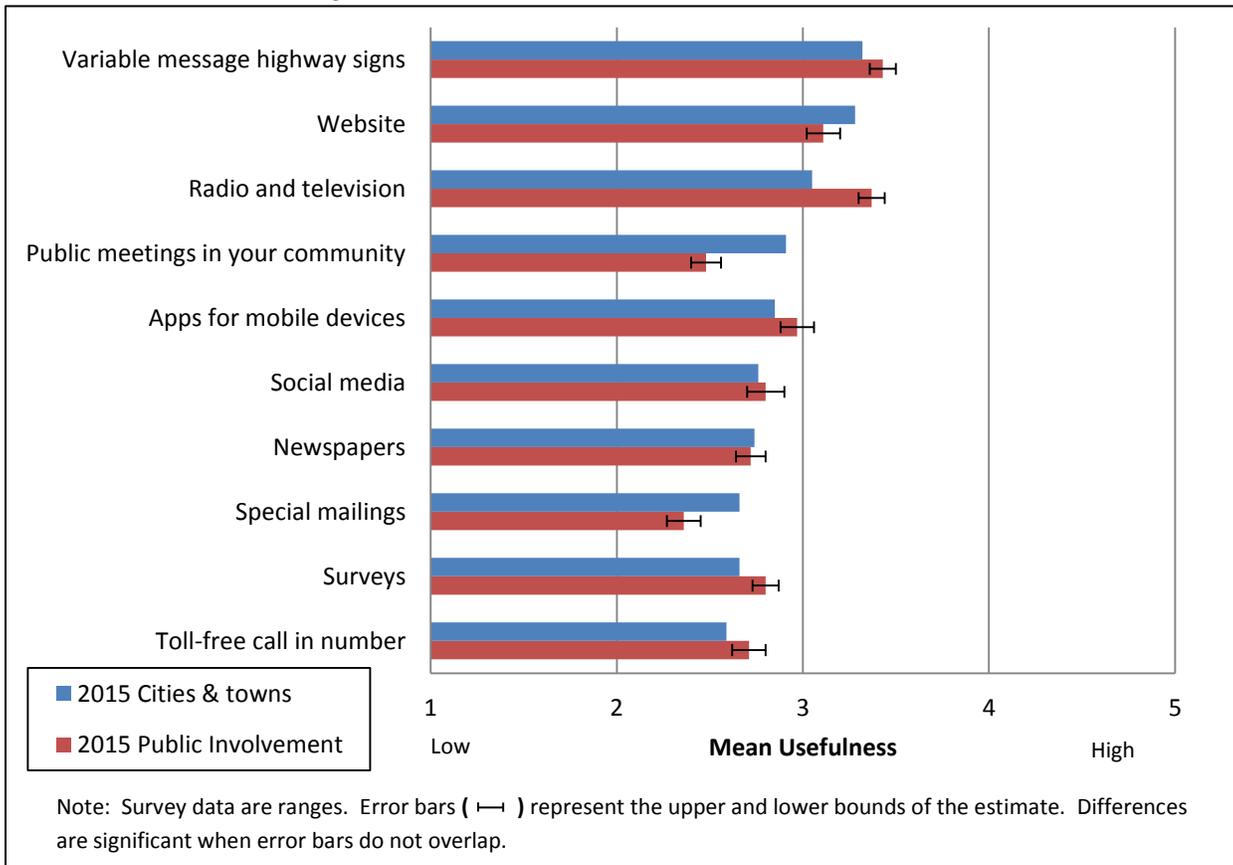
Figure 4.3.1: Actions to Improve Roadways, Cities and Towns Stakeholder Group and 2015 Public Involvement Survey



“How useful are each of the following communication tools?”

- The cities and towns stakeholder group found the website, public meetings and special mailings to be more useful than the public.
- They ranked variable message highway signs and the website as the most useful tools.
- They found radio and television significantly less helpful than the public but still ranked it relatively high.

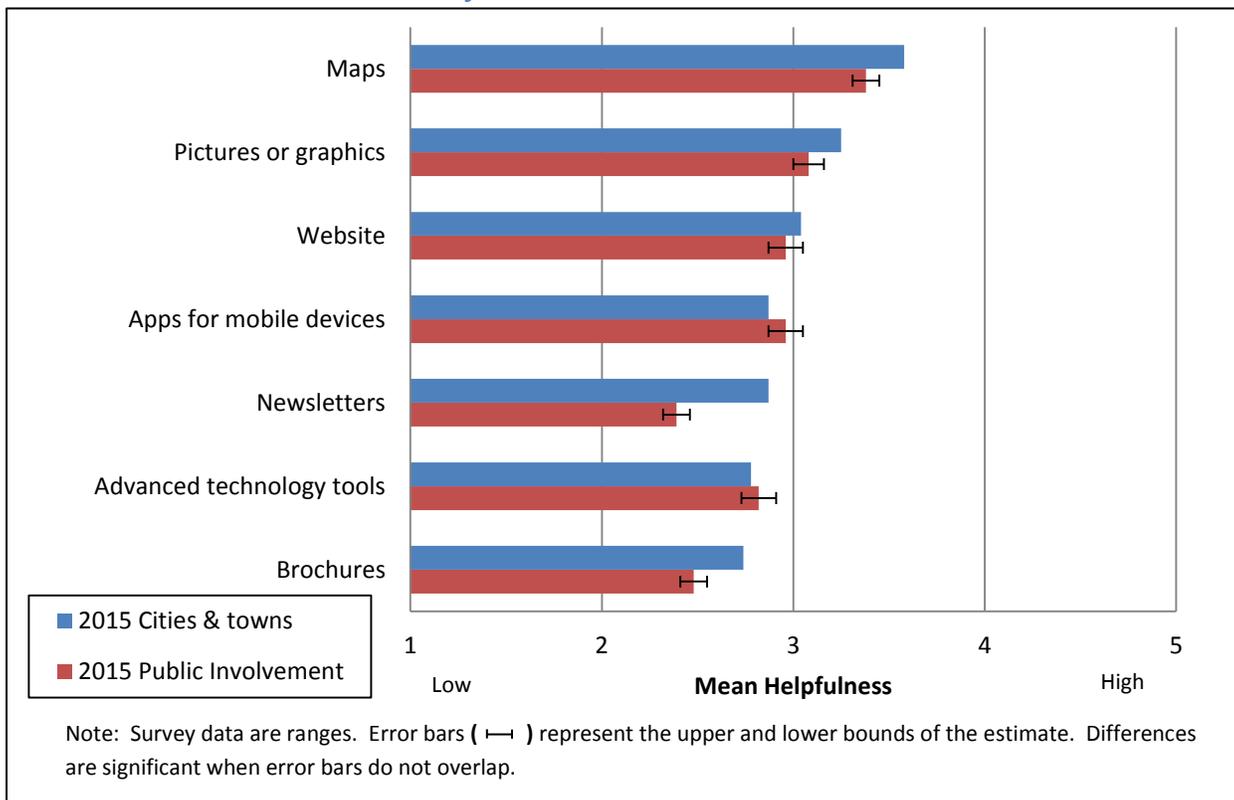
Figure 4.4.1: Usefulness of General Communications Tools, Cities and Towns Stakeholder Group and 2015 Public Involvement Survey



“How helpful are the tools MDT uses to communicate about plans and proposed projects?”

- Cities and towns found nearly all communication tools more helpful than the public. The only exceptions were applications for mobile devices and advanced technology tools.
- Maps, pictures or graphics, and the website ranked the most helpful.

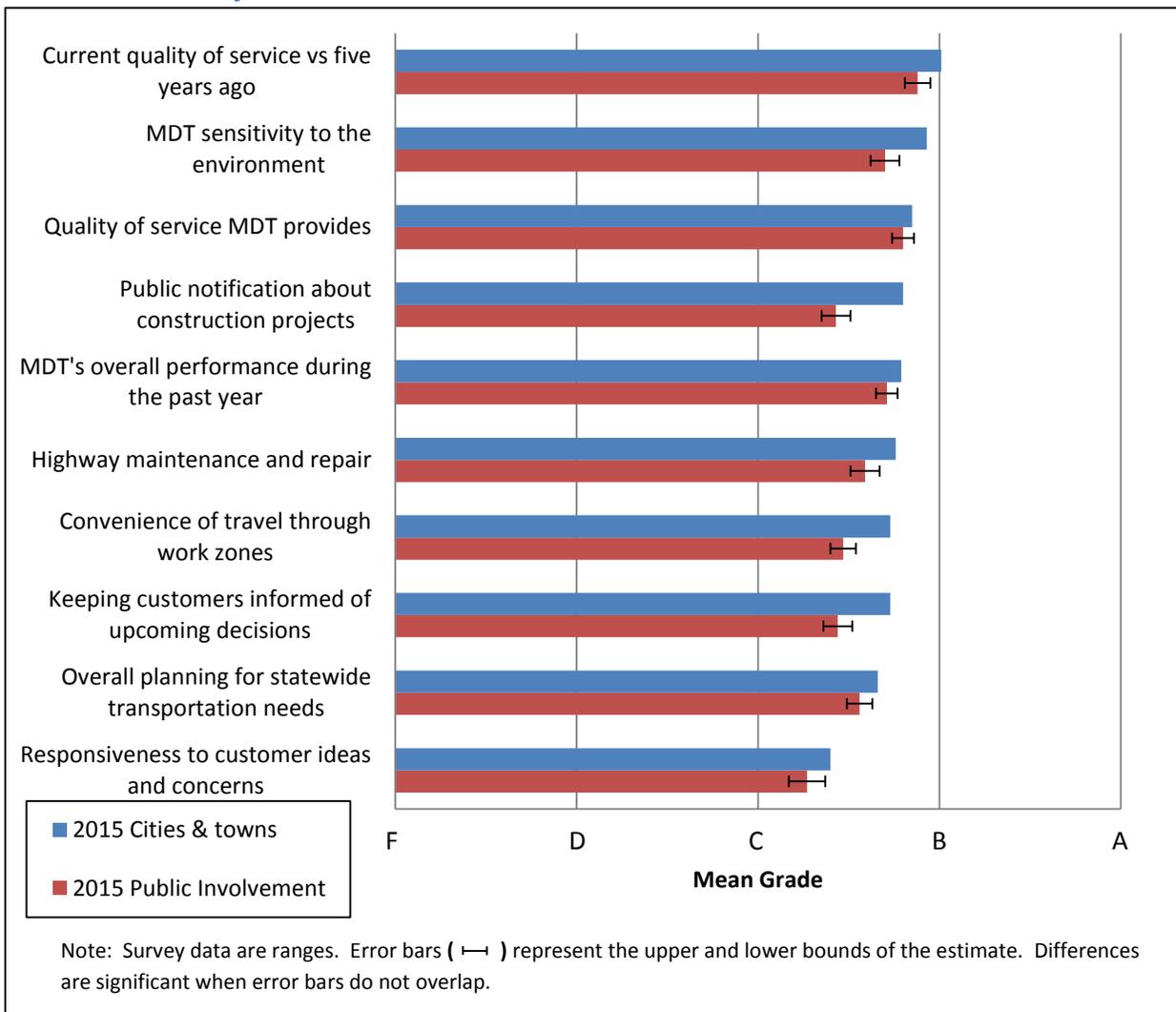
Figure 4.5.1: Helpfulness of Planning and Project Communication Tools, Cities and Towns Stakeholder Group and 2015 Public Involvement Survey



“The next few questions ask you to grade MDT on performance.”

- The cities and towns stakeholder group gave higher grades to MDT than the general public.
- They graded MDT highest on current quality of service versus five years ago and sensitivity to the environment.
- Responsiveness to customer ideas and concerns received the lowest grade from city and town stakeholders.

Figure 4.6.1: Customer Service and Performance Grades, Cities and Towns Stakeholder Group and 2015 Public Involvement Survey

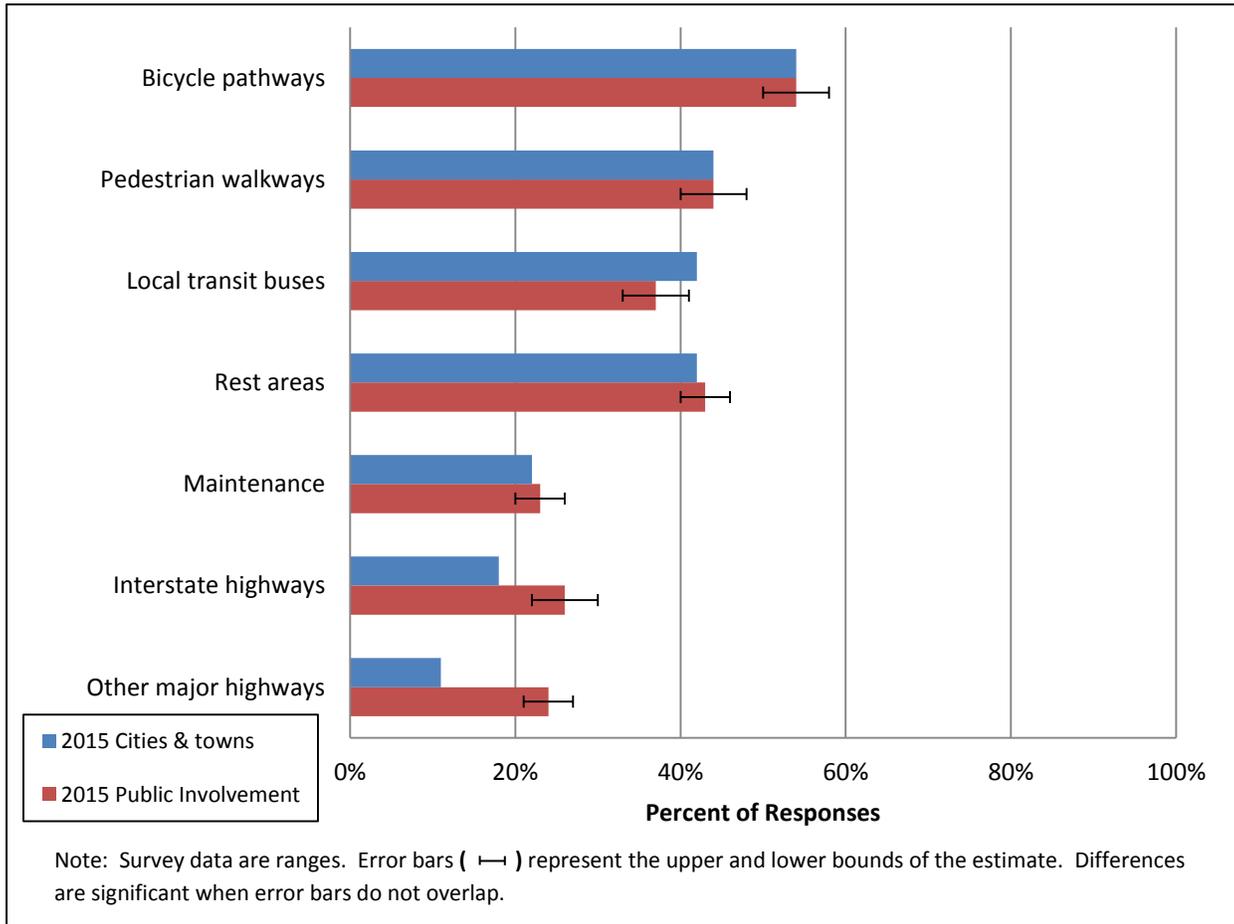


“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”

City and town stakeholders were asked if they felt they received more or less than \$182 per year in value from the transportation system. Fifty-nine percent of respondents felt they do receive more value while fifteen percent feel they do not.

- Figure 4.7.1 shows which areas city and town stakeholders prioritize lowering funding if MDT funding decreased.
- In general cities and towns agreed with the public. They prioritized bicycle pathways highest for reduced funding.
- City and town stakeholders felt even more strongly than the general public about not lowering funding for other major highways or interstate highways.

Figure 4.7.1: Potential Areas to Decrease Funding, Cities and Towns Group and 2015 Public Involvement Survey



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

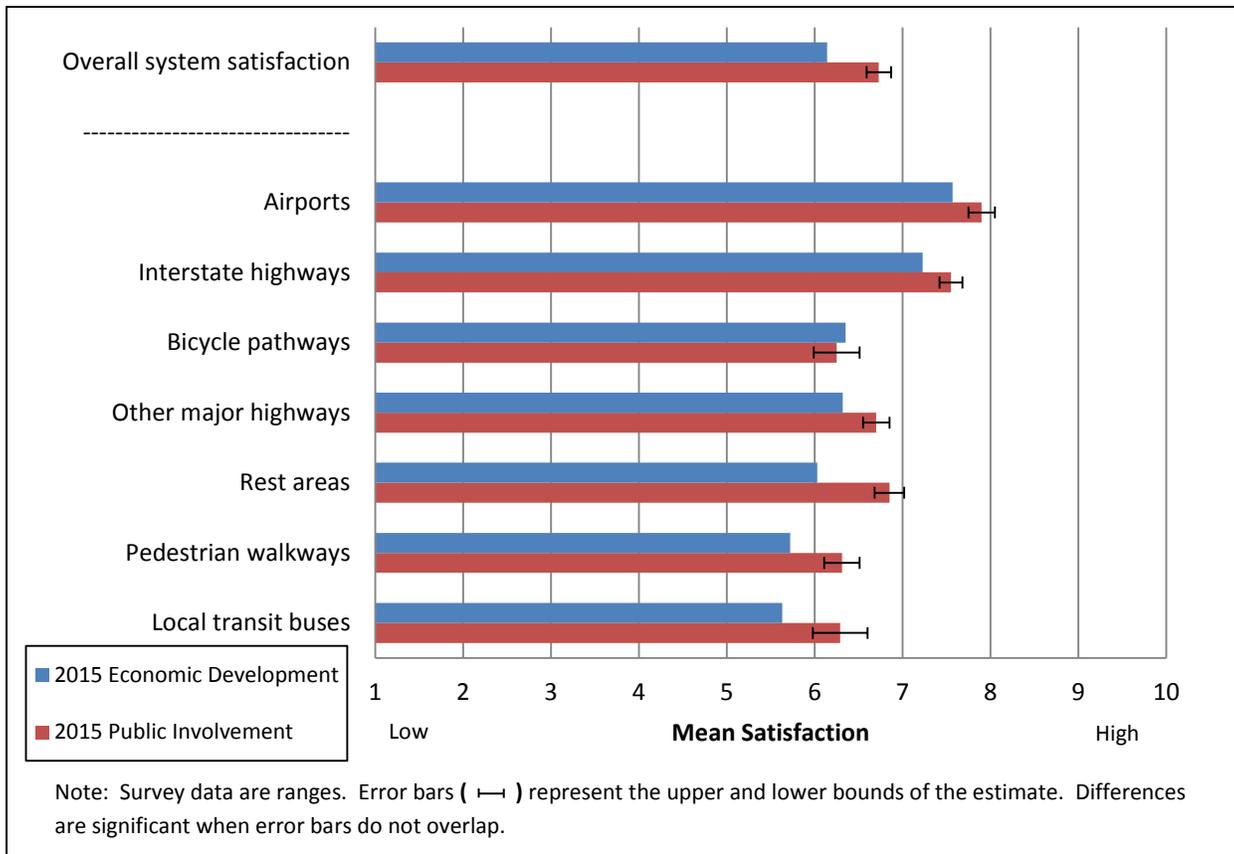
Sixty-nine completed interviews were collected from members of the economic development group.

“How satisfied are you with transportation system in Montana?”

Economic development stakeholder responses are compared to the general public in Figure 5.1.1.

- Economic development groups were less satisfied with the physical condition of the transportation system than the general public.
- They were less satisfied than the public and least satisfied with local transit, pedestrian walkways and rest areas.

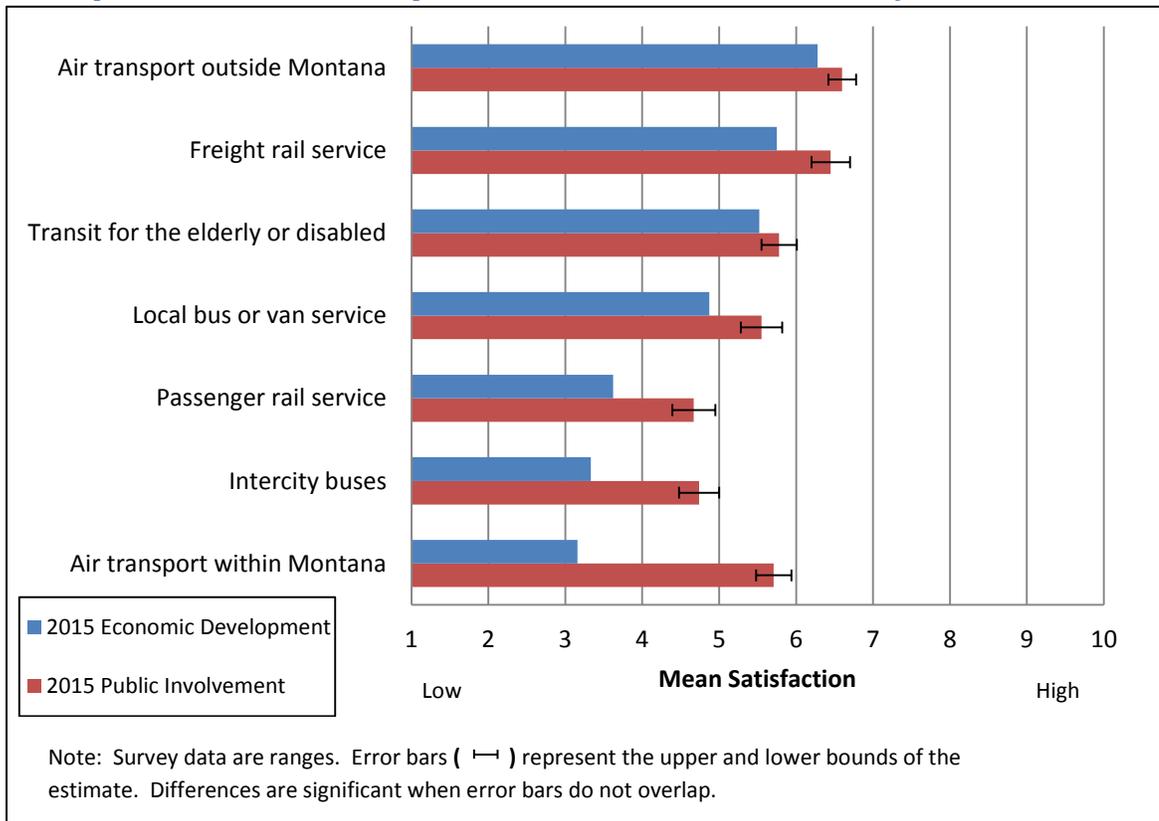
Figure 5.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Economic Development Stakeholder Group and 2015 Public Involvement Survey



“How satisfied are you with the availability of service for each of the following?”

- Economic development stakeholders were less satisfied with the availability of service than the general public.
- They were least satisfied with air transport within Montana, intercity buses, and passenger rail service.
- Air transport outside Montana ranked highest in terms of satisfaction.

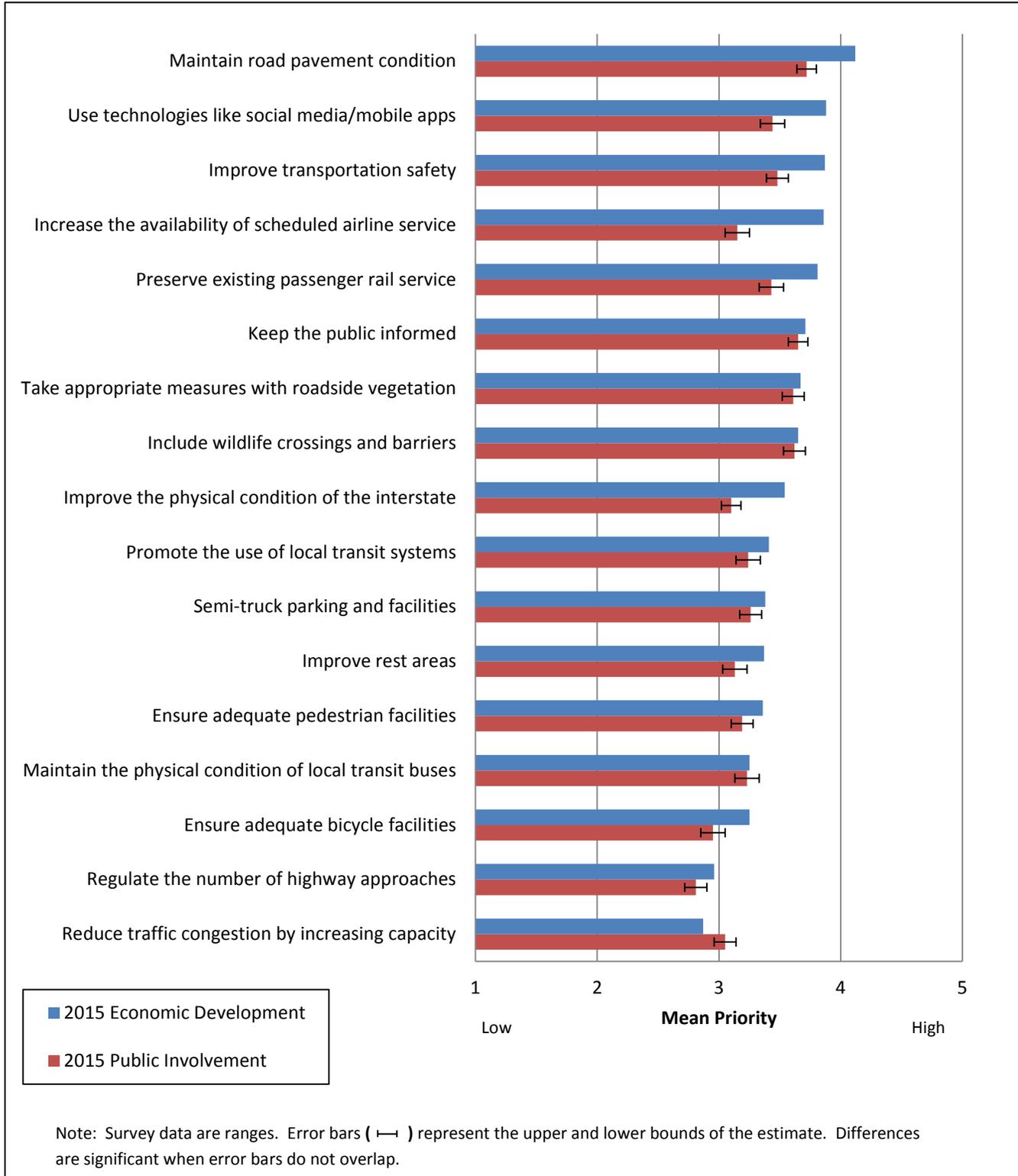
Figure 5.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Economic Development Stakeholder Group and 2015 Public Involvement Survey



“What priority do you think MDT should assign the following actions to improve the transportation system?”

- Economic development stakeholders prioritized maintaining road pavement condition highest to improve the transportation system. Increasing scheduled airline service is prioritized significantly higher than for the public.
- Improving the physical condition of the interstate and improving rest areas were significant.

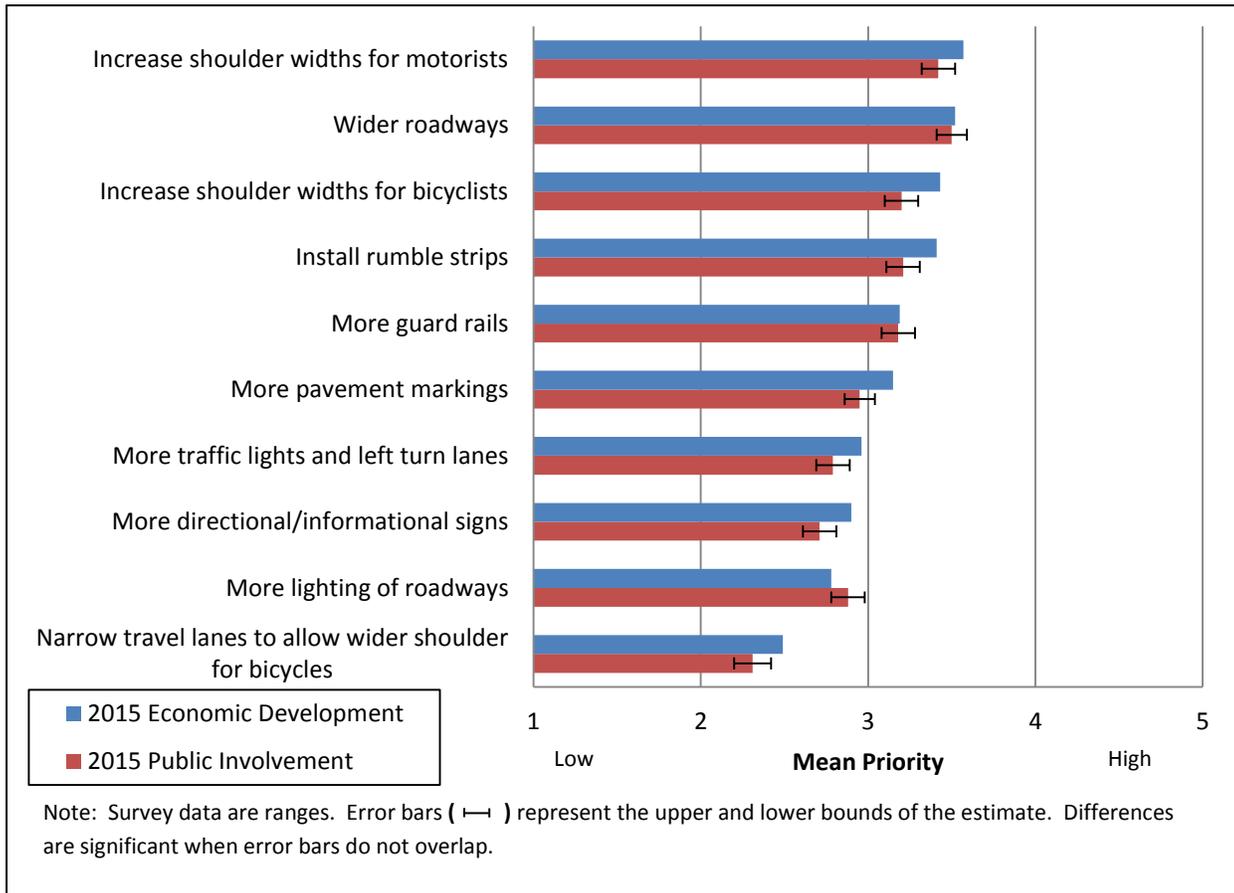
Figure 5.2.1: Actions to Improve Transportation System, Economic Development Stakeholder Group and 2015 Public Involvement Survey



“Please indicate your priority for the following actions that could be taken to improve the function of Montana’s roadways.”

- Economic development stakeholders had a similar ranking as the public for actions to improve roadways.
- They prioritized increasing shoulders for motorists, wider roadways, increasing shoulders for bicyclists and rumble strips highest.
- Economic development stakeholders placed a lower priority on more road lighting than the general public.

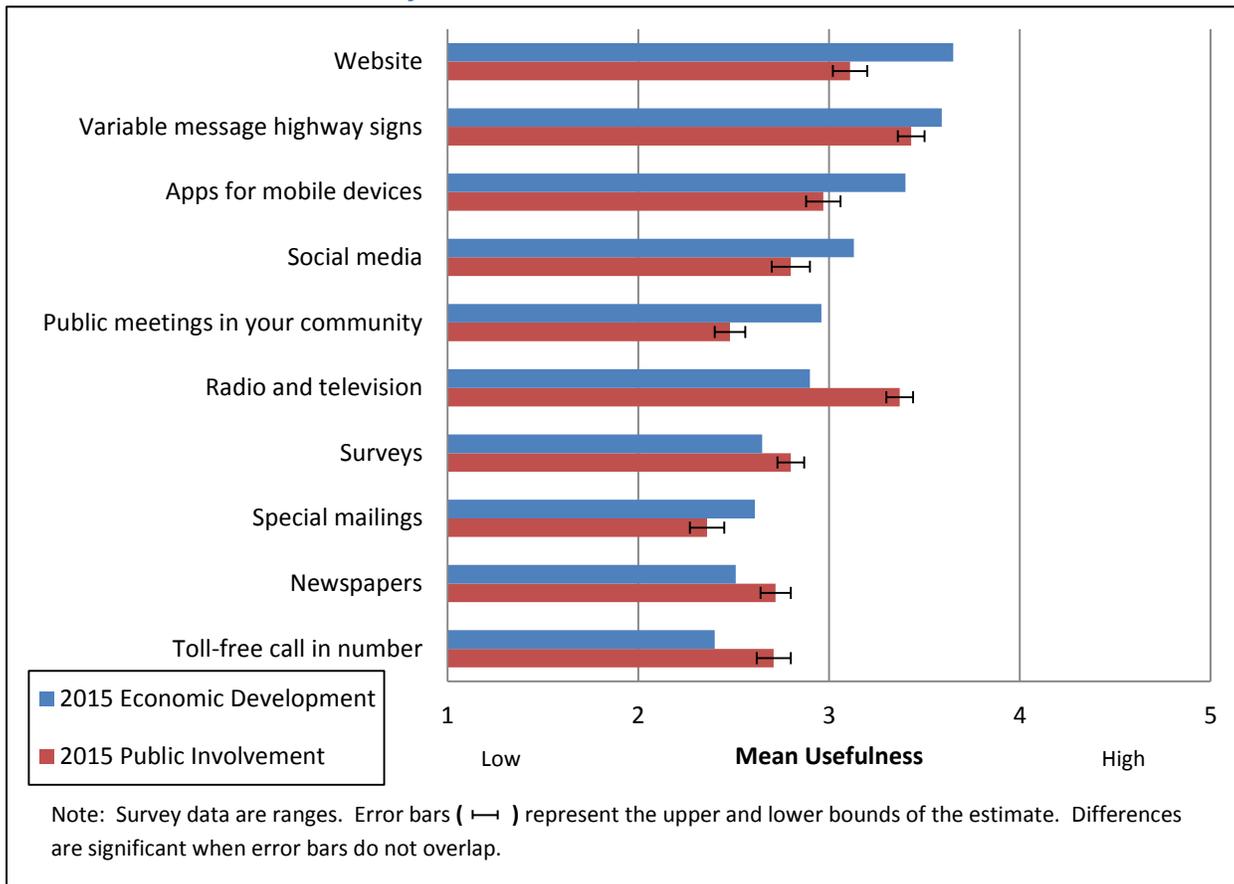
Figure 5.3.1: Actions to Improve Roadways, Economic Development Stakeholder Group and 2015 Public Involvement Survey



“How useful are each of the following communication tools?”

- Economic development stakeholders ranked the website, variable message highway signs and applications for mobile devices the most useful communication tools. The website, community meetings and mobile apps were seen as more useful to economic development stakeholders than the general public.
- They found radio and television, surveys, newspapers, and the toll-free call in number less useful than the general public.

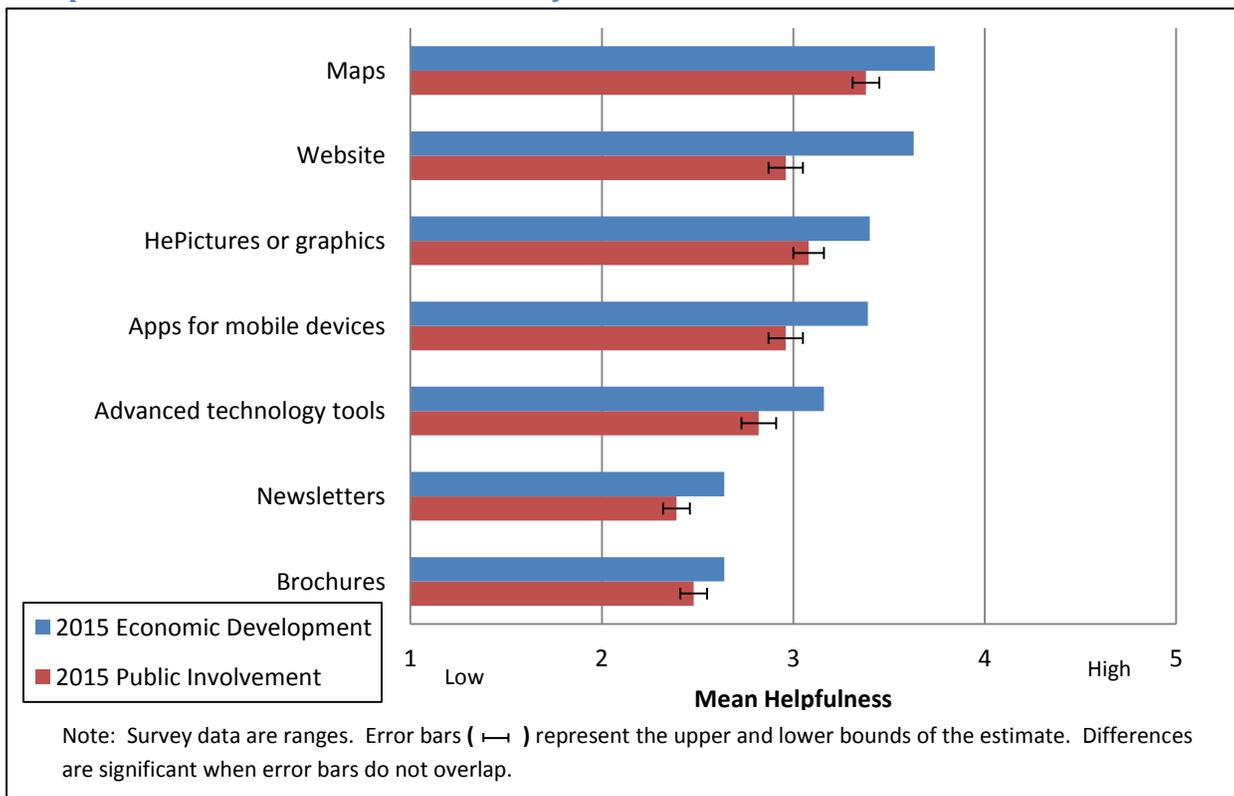
Figure 5.4.1: Usefulness of General Communications Tools, Economic Development Stakeholder Group and 2015 Public Involvement Survey



“How helpful are the tools MDT uses to communicate about plans and proposed projects?”

- Economic development stakeholders found all communication tools more helpful than the general public.
- Maps and the website ranked the most helpful.

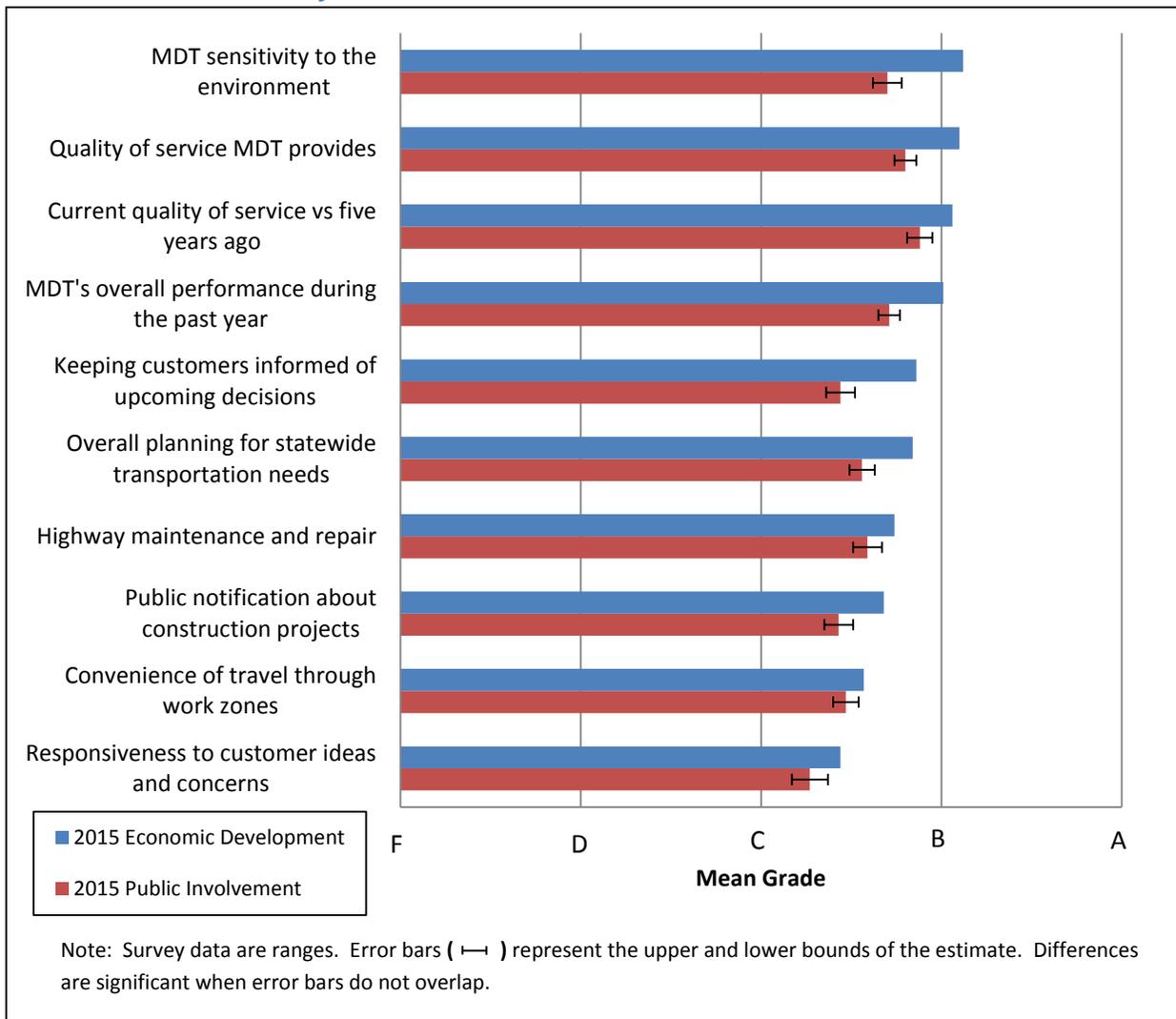
Figure 5.5.1: Helpfulness of Planning and Project Communication Tools, Economic Development Stakeholder Group and 2015 Public Involvement Survey



“The next few questions ask you to grade MDT on performance.”

- Economic development stakeholders gave MDT a B grade on most categories.
- They rated MDT highest on sensitivity to the environment and quality of service.
- Responsiveness to customer ideas and concerns and convenience of travel through work zones received the lowest grades of C+.

Figure 5.6.1: Customer Service and Performance Grades, Economic Development Stakeholder Group and 2015 Public Involvement Survey

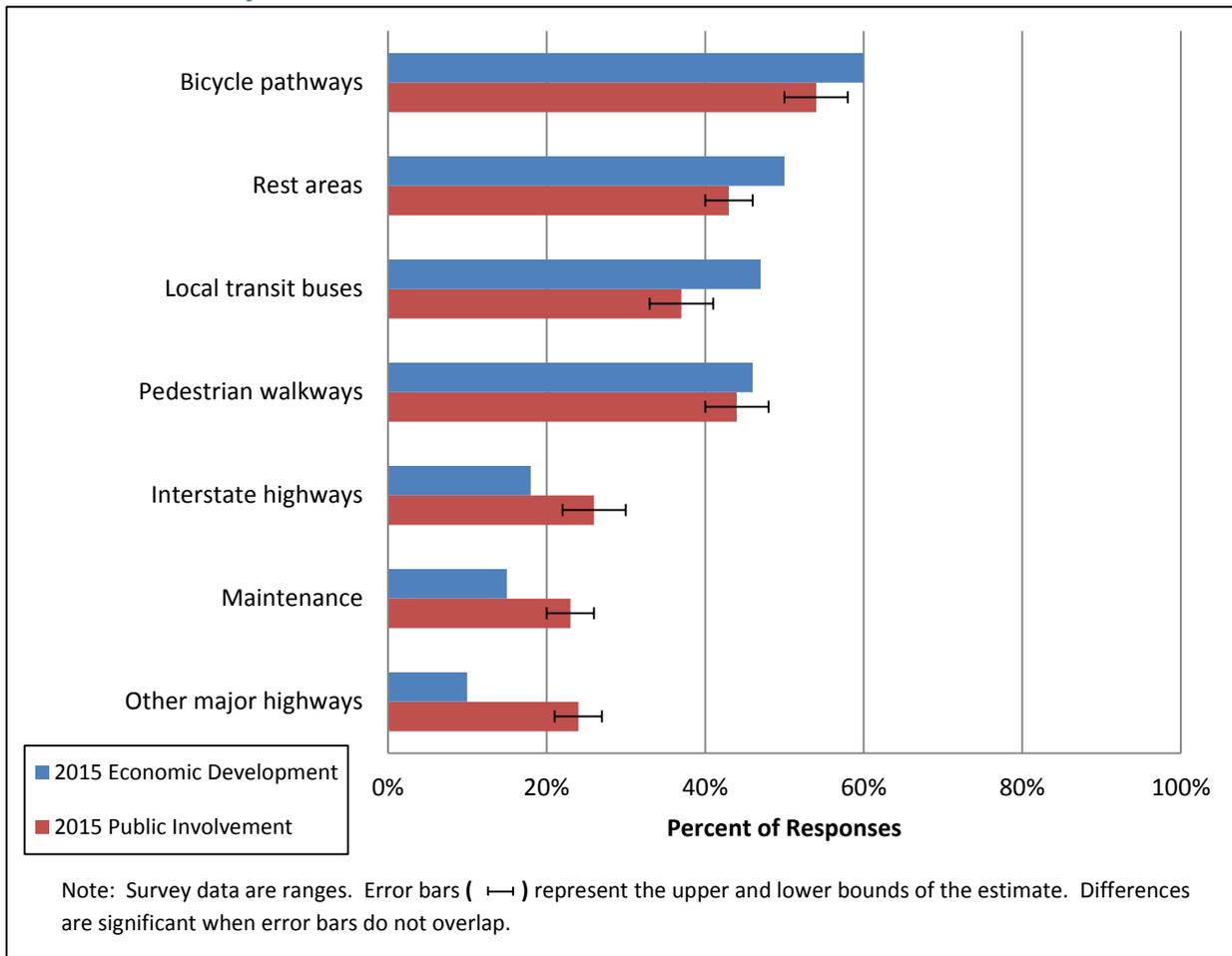


“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”

Stakeholders were asked if they felt they received more or less value than \$182 per year from the transportation system. Seventy-five percent of economic development respondents felt they received more value while nine percent did not. Opinions on areas for lowered funding if overall system funding decreases are presented in Figure 5.7.1.

- Economic development stakeholders preferred lowering funding for bicycle pathways, rest areas, local transit buses and pedestrian walkways.
- They felt more strongly than the public about preserving funding for other major highways, maintenance, and interstate highways.

Figure 5.7.1: Potential Areas to Decrease Funding, Economic Development Group and 2015 Public Involvement Survey



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

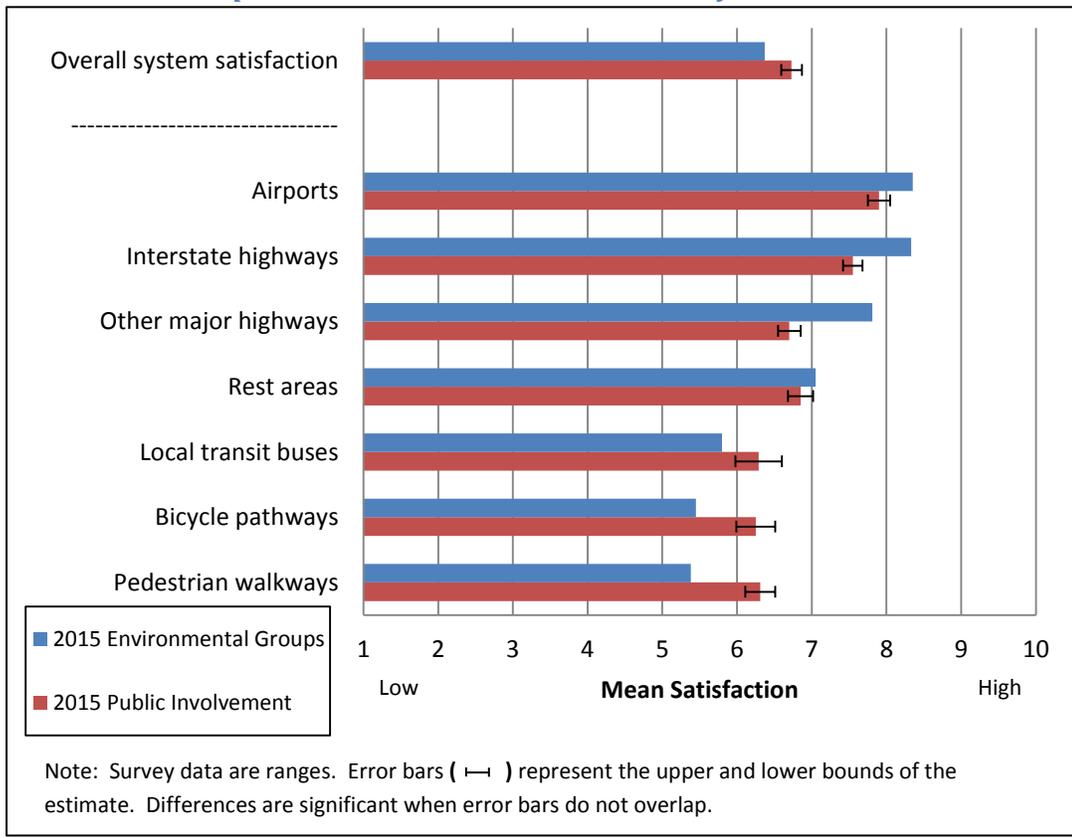
- Wilderness coalitions
- Wildlife associations
- Audubon societies
- Preservation coalitions
- Sierra Club affiliates
- Resource centers

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

“How satisfied are you with transportation system in Montana?”

- The environmental stakeholder group was less satisfied with the overall transportation system than the public.
- Environmental stakeholders were more satisfied with airports and interstate highways than the general public.
- They were less satisfied with pedestrian walkways, bicycle pathways, and local transit buses.

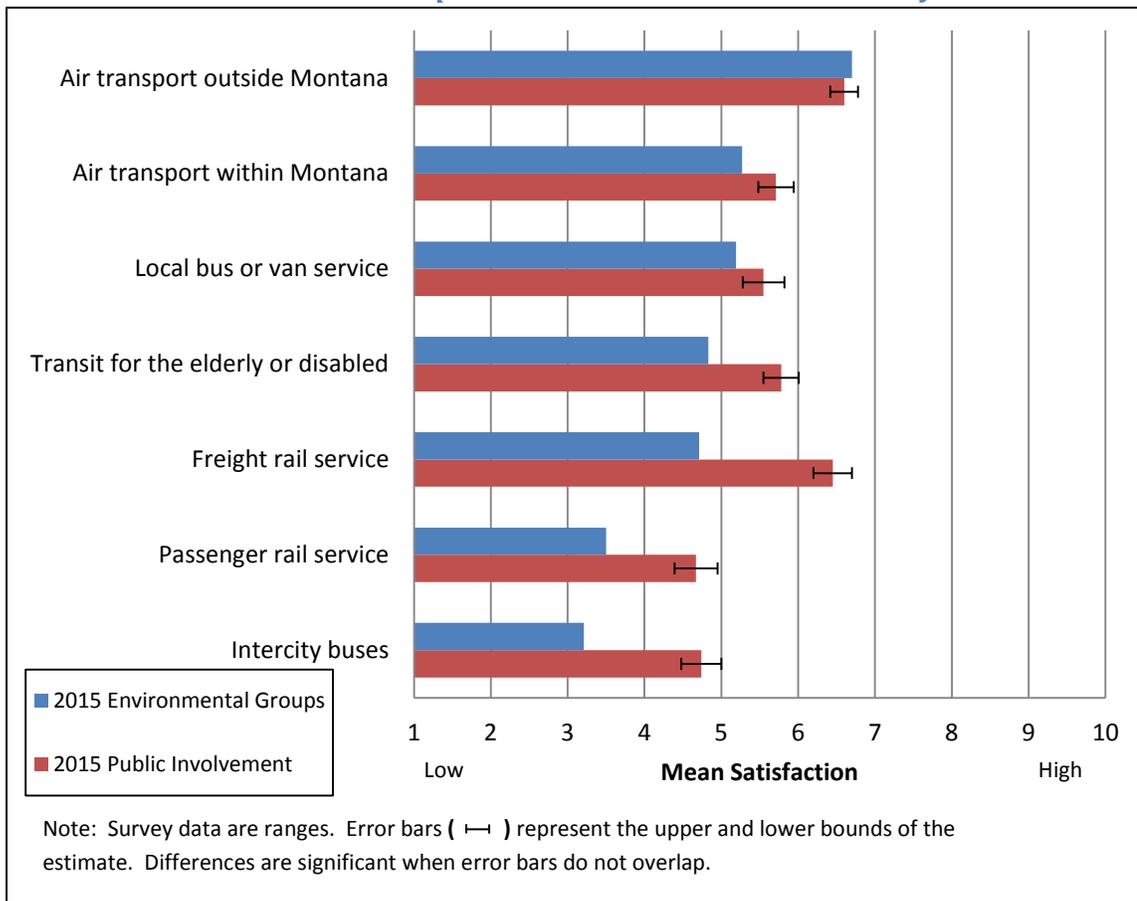
Figure 6.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Environmental Stakeholder Group and 2015 Public Involvement Survey



“How satisfied are you with the availability of service for each of the following?”

- Environmental groups were less satisfied with the availability of services than the public. The only exception was air transport outside Montana – environmental groups were just as satisfied as the public.
- Environmental groups were significantly less satisfied with the availability of freight rail service than the general public.

Figure 6.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Environmental Stakeholder Group and 2015 Public Involvement Survey

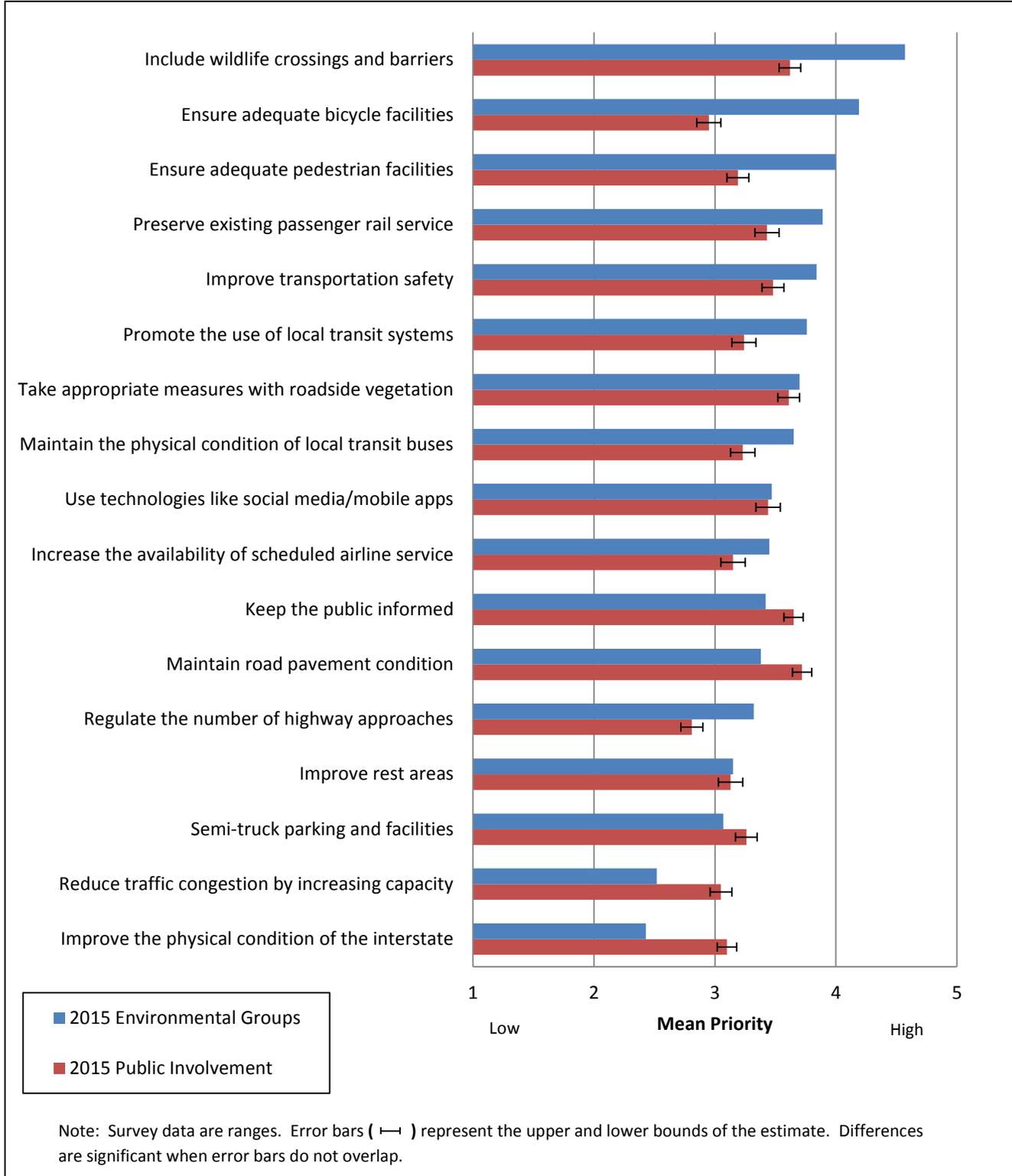


“What priority do you think MDT should assign the following actions to improve the transportation system?”

Environmental stakeholders reported different priorities (Figure 6.2.1) about ways to improve Montana’s transportation system compared to the general public.

- This group strongly prioritized wildlife crossings and barriers, ensuring adequate bicycle facilities, and ensuring adequate pedestrian facilities. They placed higher priority than the general public on these actions.
- Environmental stakeholders placed lower priority on improving the physical condition of the interstate and reducing traffic congestion by increasing capacity. They prioritized these items lower than the public.
- They felt similarly to the public about roadside vegetation, using technologies like social media or applications for mobile devices, and rest areas.

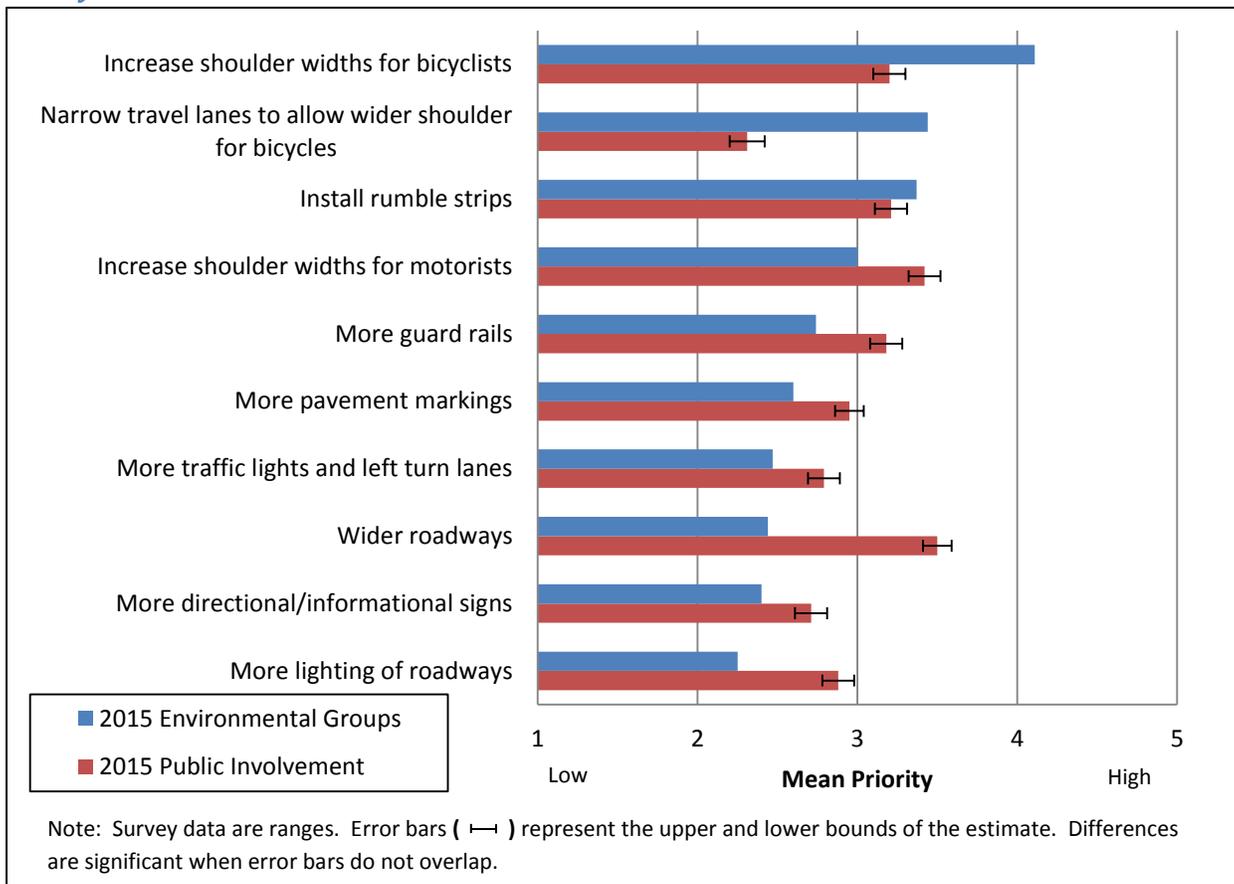
Figure 6.2.1: Actions to Improve Transportation System, Environmental Stakeholder Group and 2015 Public Involvement Survey



“Please indicate your priority for the following actions that could be taken to improve the function of Montana’s roadways.”

- Environmental groups prioritized increasing shoulder widths for bicycles, narrowing travel lanes to allow wider shoulder for bicycles, and installing rumble strips. Both bicycle actions rated significantly higher in priority than for the general public.
- Environmental stakeholders prioritized more lighting of roadways, more directional/informational signs, wider roadways, and more traffic lights and left turn lanes lowest, and at lower levels than the public.

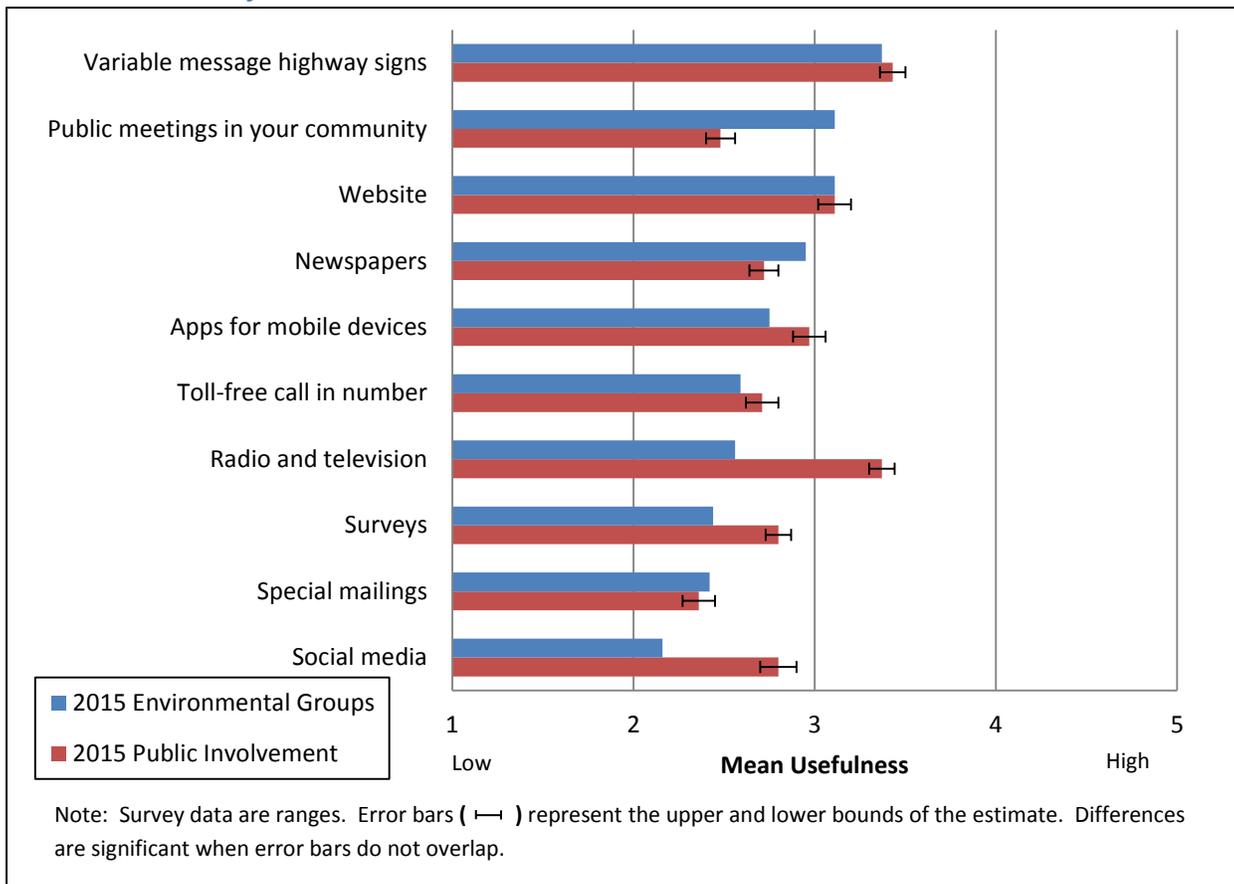
Figure 6.3.1: Actions to Improve Roadways, Environmental Stakeholder Group and 2015 Public Involvement Survey



“How useful are each of the following communication tools?”

- The environmental stakeholder group agreed with the public in ranking variable message signs and the website as the most useful communication tools.
- They disagreed with the public and found public meetings useful.
- They found social media, surveys, and radio and television less helpful than the public.

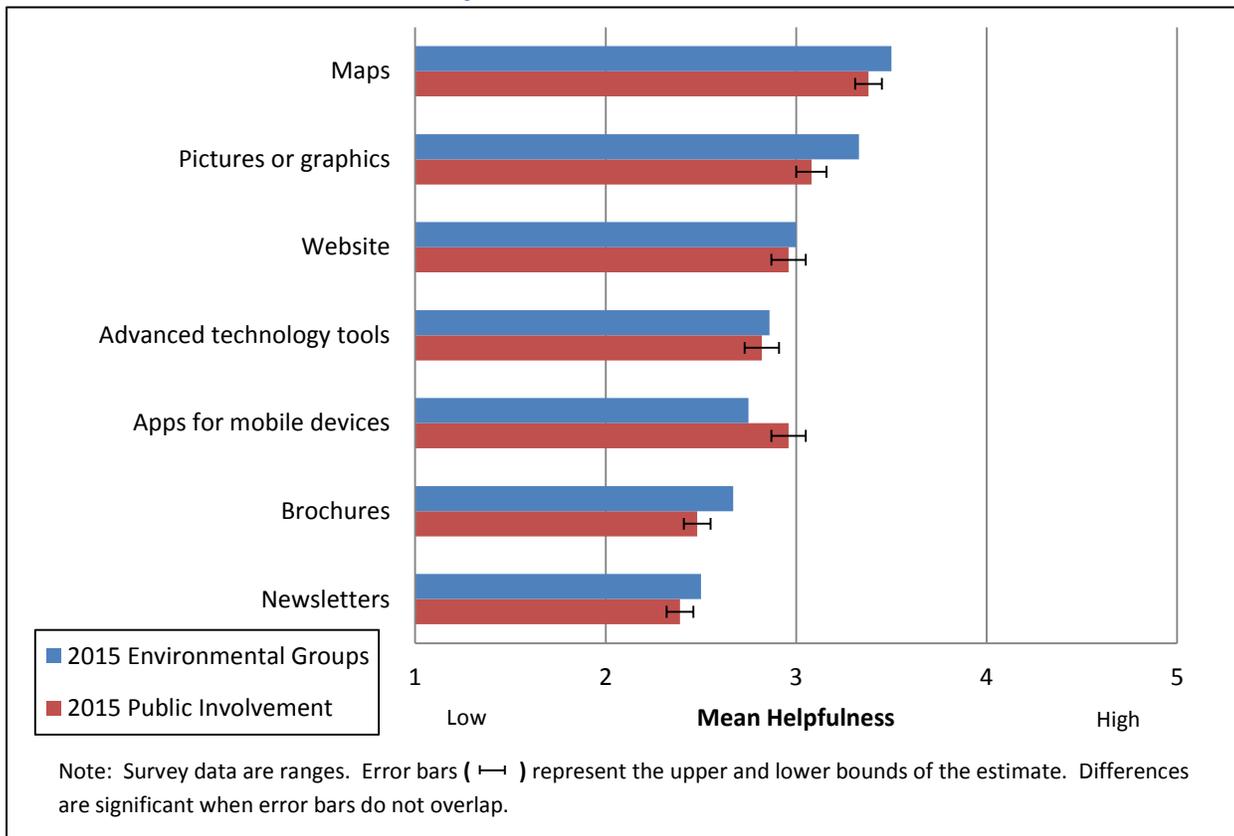
Figure 6.4.1: Usefulness of General Communication Tools, Environmental Stakeholder Group and 2015 Public Involvement Survey



“How helpful are the tools MDT uses to communicate about plans and proposed projects?”

- Environmental stakeholders generally agreed with the public in the helpfulness of MDT communication tools.
- They found maps and pictures or graphics slightly more helpful than the public.
- Applications for mobile devices rated lower in helpfulness for environmental groups than for the general public.

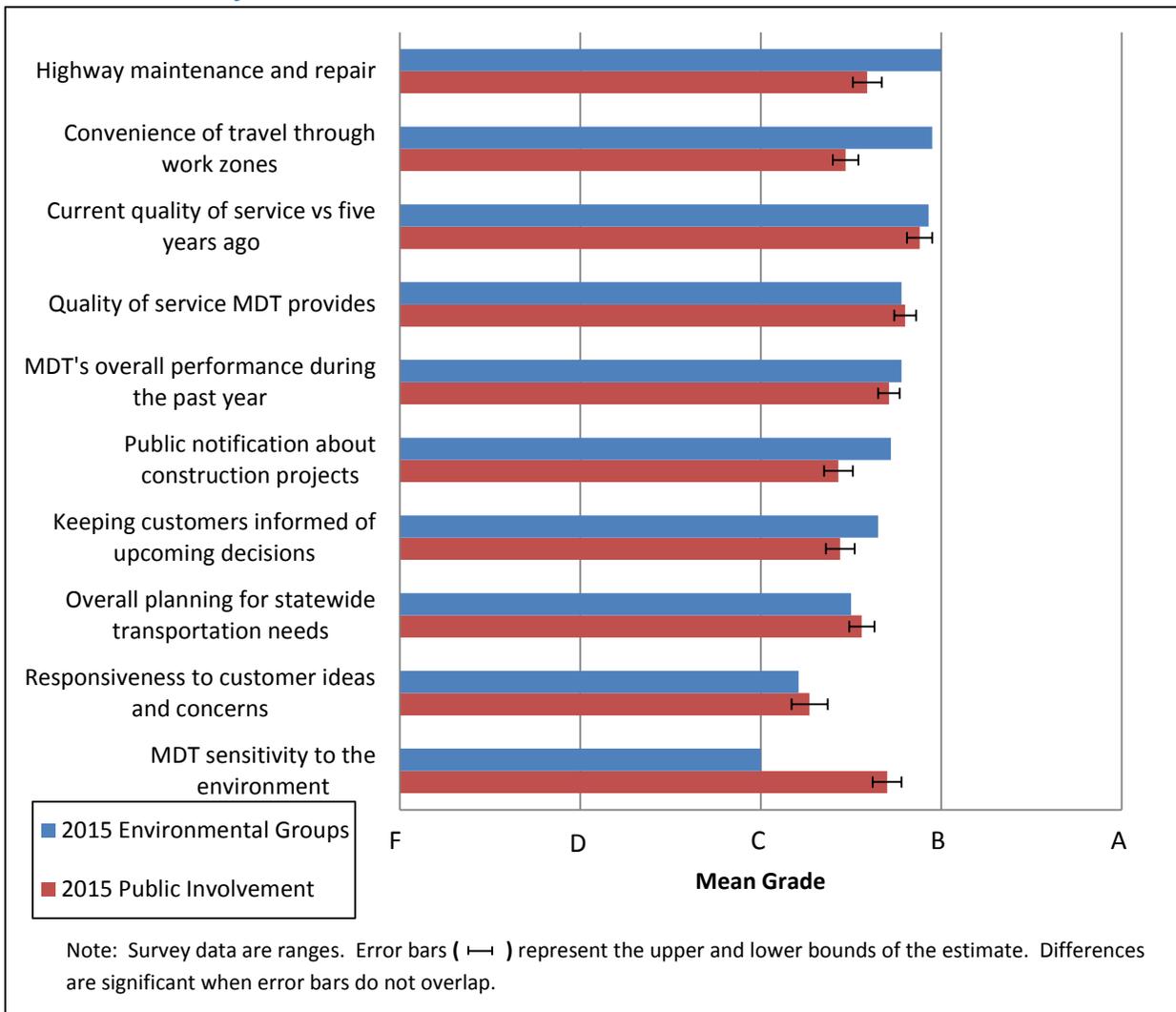
Figure 6.5.1: Helpfulness of Planning and Project Communication Tools, Environmental Stakeholder Group and 2015 Public Involvement Survey



“The next few questions ask you to grade MDT on performance.”

- The environmental stakeholder group gave MDT a C for its sensitivity to the environment. This grade was significantly lower than the general public’s grade of B-.
- Environmental groups graded MDT higher than the public in highway maintenance and repair and convenience of travel through work zones.

Figure 6.6.1: Customer Service and Performance Grades, Environmental Stakeholder Group and 2015 Public Involvement Survey

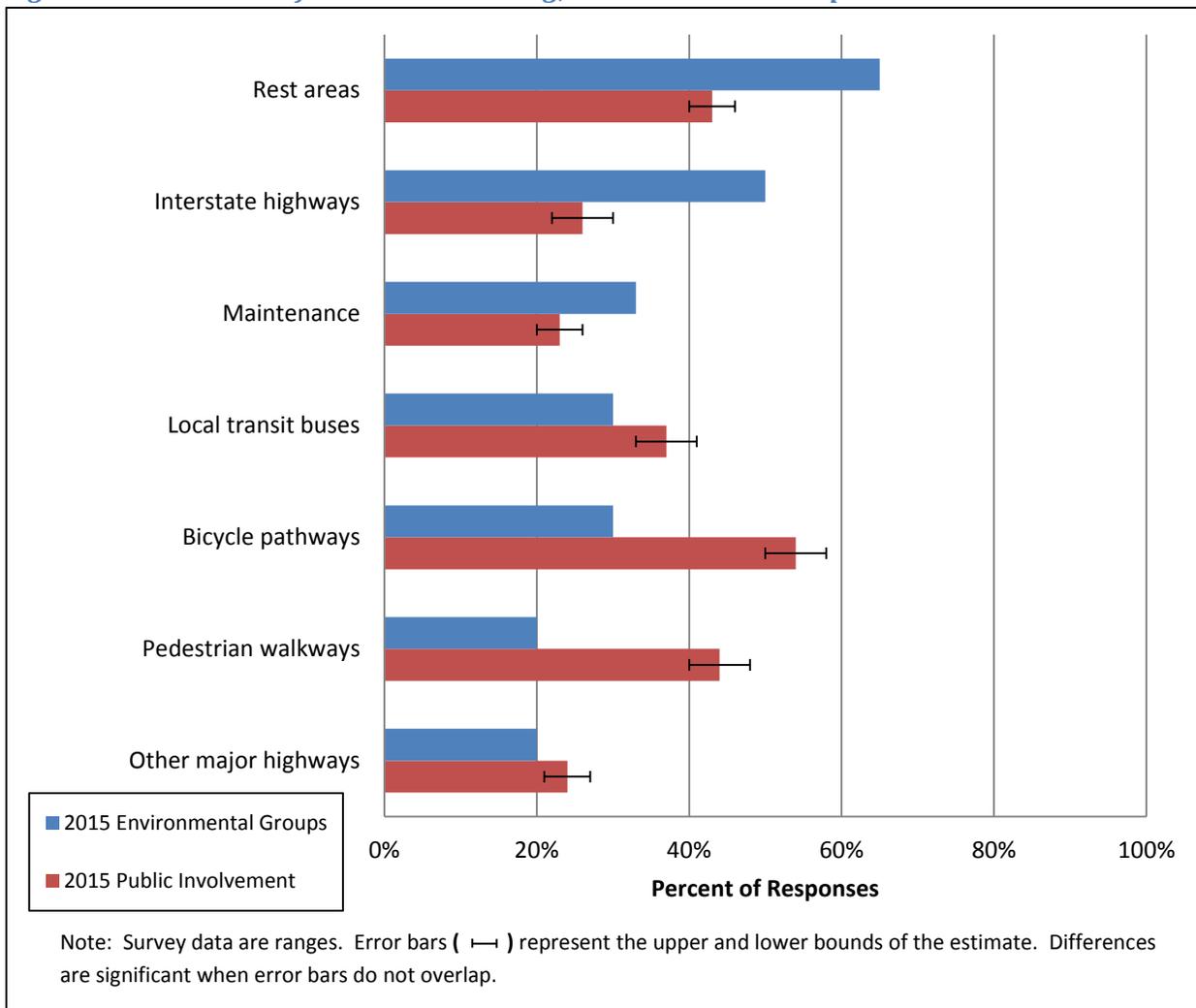


“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”

Sixty-seven percent of environmental stakeholders felt they receive more than \$182 in value from the transportation system while five percent felt they receive less. Figure 6.7.1 shows their priorities for reduced funding if overall transportation system funding decreases.

- Environmental groups preferred to cut funding for rest areas and interstate highways.
- They preferred to preserve funding for other major highways, pedestrian walkways, bicycle pathways, and local transit buses.

Figure 6.7.1: Priorities for Reduced Funding, Environmental Group and 2015 Public Involvement Survey



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

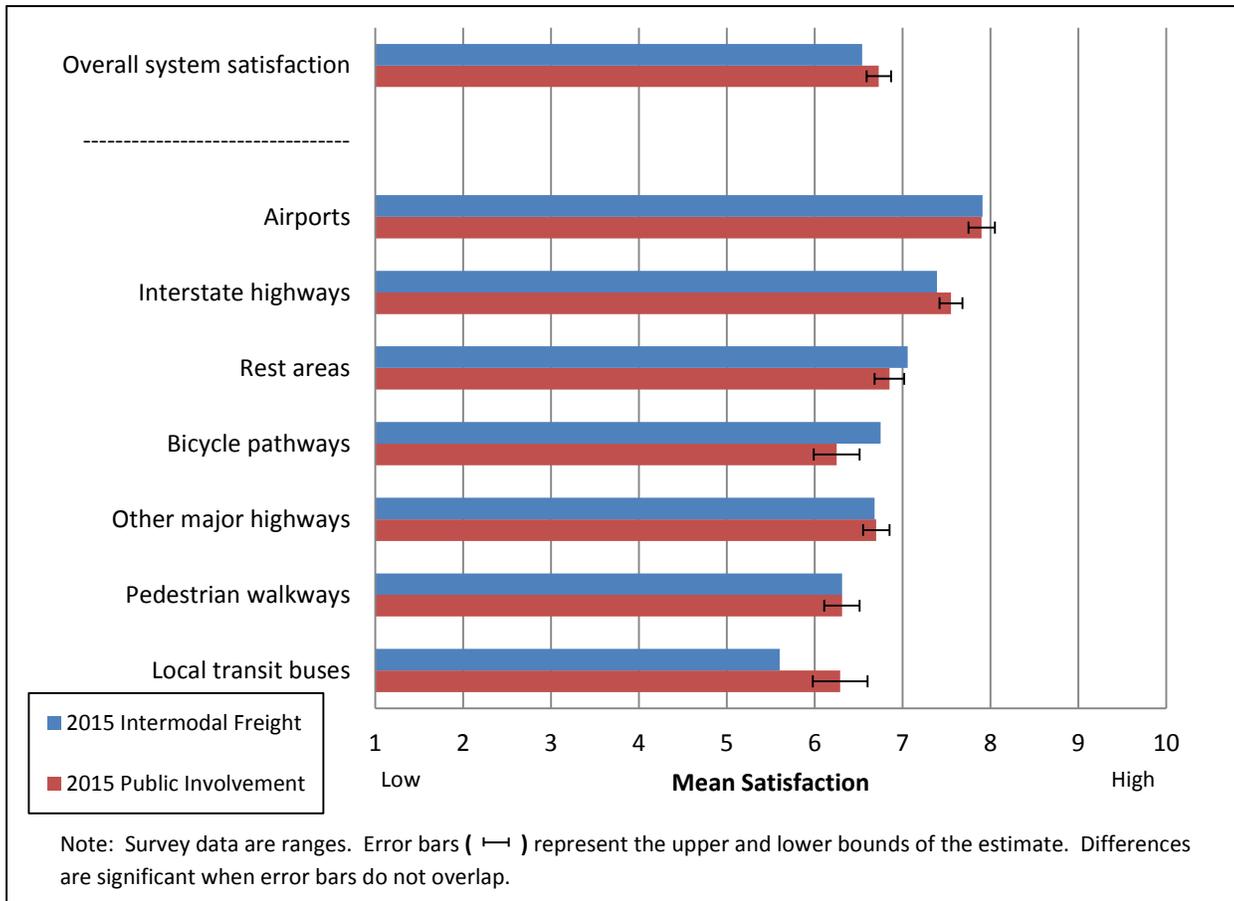
- Trucking
- Air freight
- Rail freight
- Freight forwarding associations

Thirty-five completed interviews were collected from members of the intermodal freight group.

“How satisfied are you with transportation system in Montana?”

- Intermodal freight stakeholders were slightly less satisfied with the overall system than the public.
- Local transit buses ranked lowest in satisfaction and were at a lower level than the general public.
- Intermodal freight stakeholders were more satisfied with rest areas and bicycle pathways than the public.

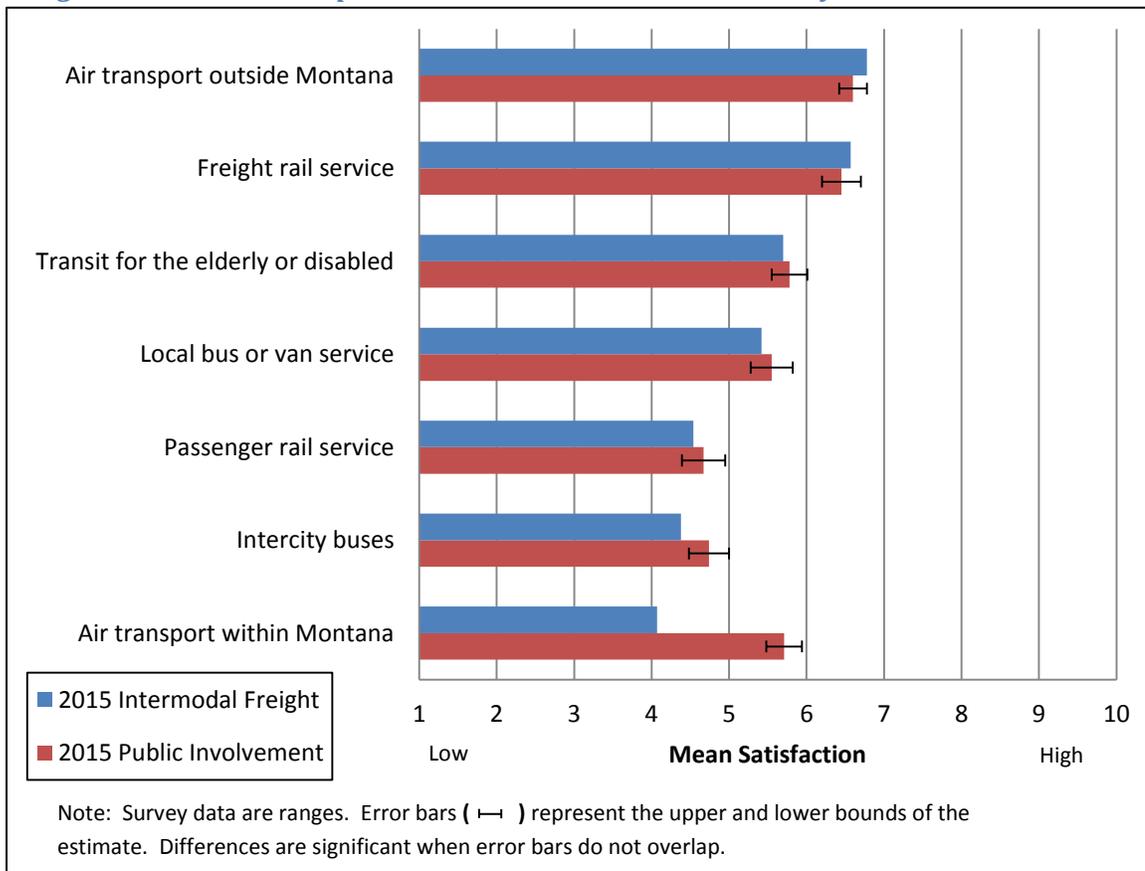
Figure 7.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Intermodal Freight Stakeholder Group and 2015 Public Involvement Survey



“How satisfied are you with the availability of service for each of the following?”

- Intermodal freight stakeholders agreed with the public and were most satisfied with air transport outside Montana and freight rail service.
- They were less satisfied with air transport within Montana, intercity buses, and passenger rail service.

Figure 7.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Intermodal Freight Stakeholder Group and 2015 Public Involvement Survey

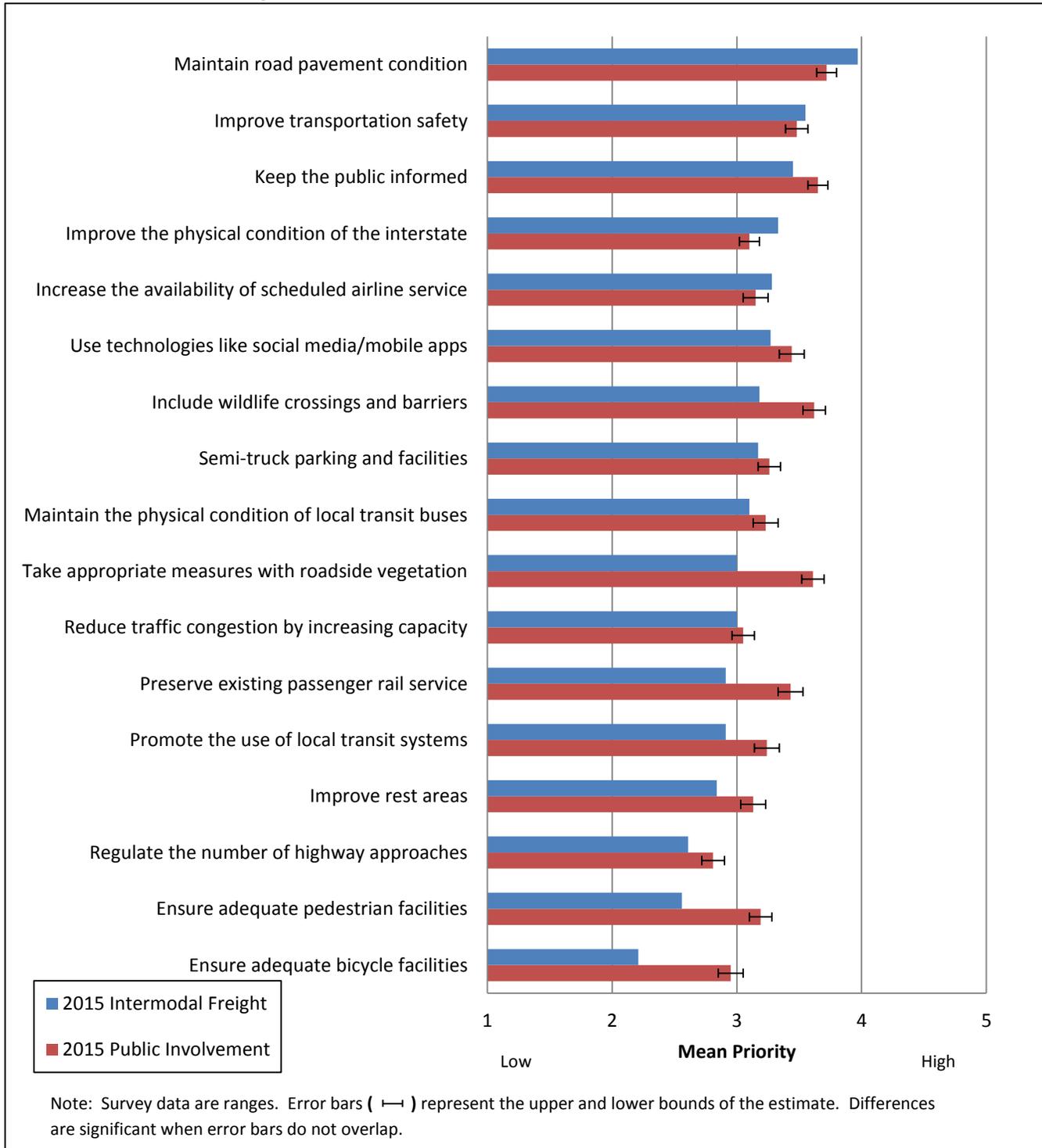


“What priority do you think MDT should assign the following actions to improve the transportation system?”

- Intermodal freight stakeholders prioritized maintaining road pavement conditions highest and at a higher level than the public.

- Bicycle and pedestrian facilities ranked lowest in priority for intermodal freight groups.

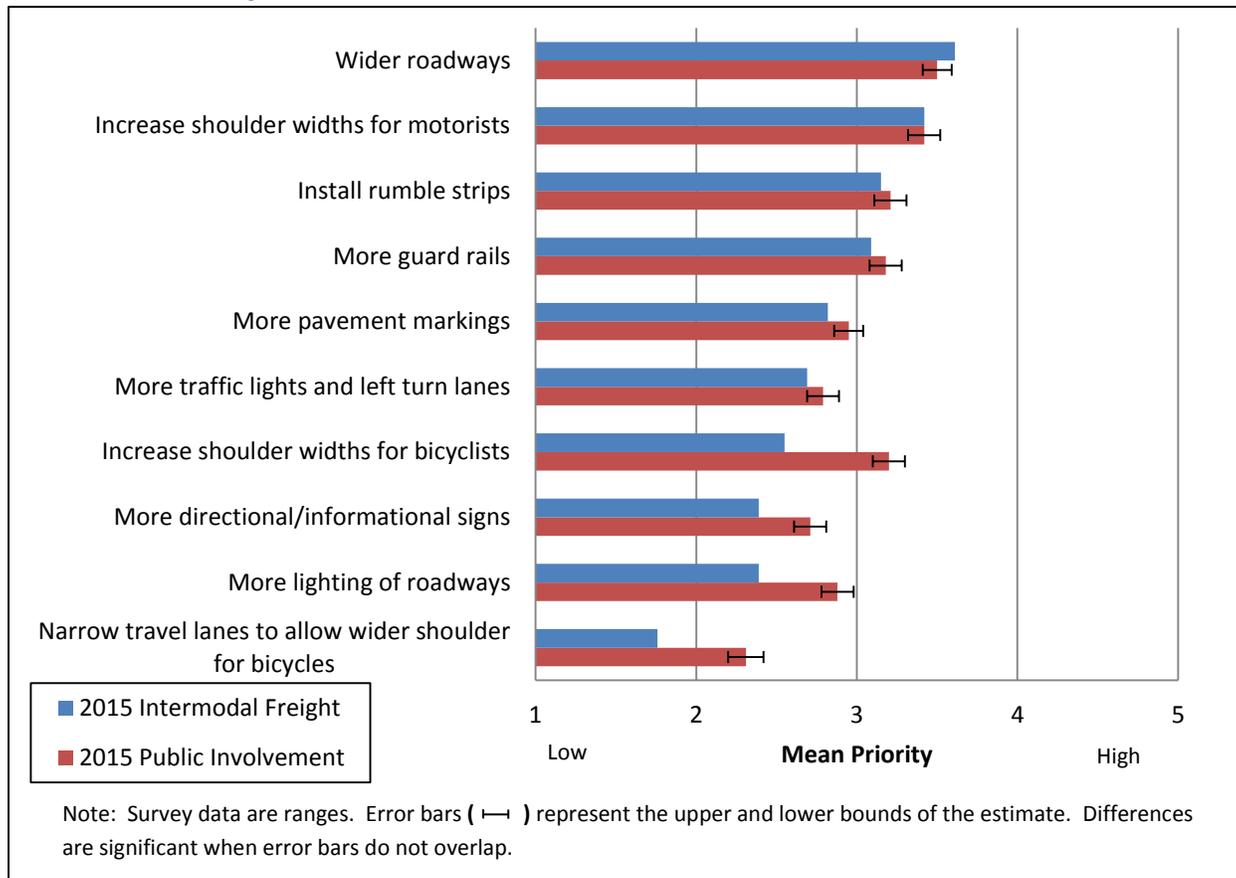
Figure 7.2.1: Actions to Improve Transportation System, Intermodal Freight Stakeholder Group and 2015 Public Involvement Survey



“Please indicate your priority for the following actions that could be taken to improve the function of Montana’s roadways.”

- The intermodal freight stakeholder group in general agreed with the public regarding actions to improve the function of Montana’s roadways.
- They disagreed with Montanans and prioritized increasing shoulder widths for bicyclists, more directional/informational signs, more lighting of roadways, and narrowing travel lanes to allow wider shoulder for bicycles lower.

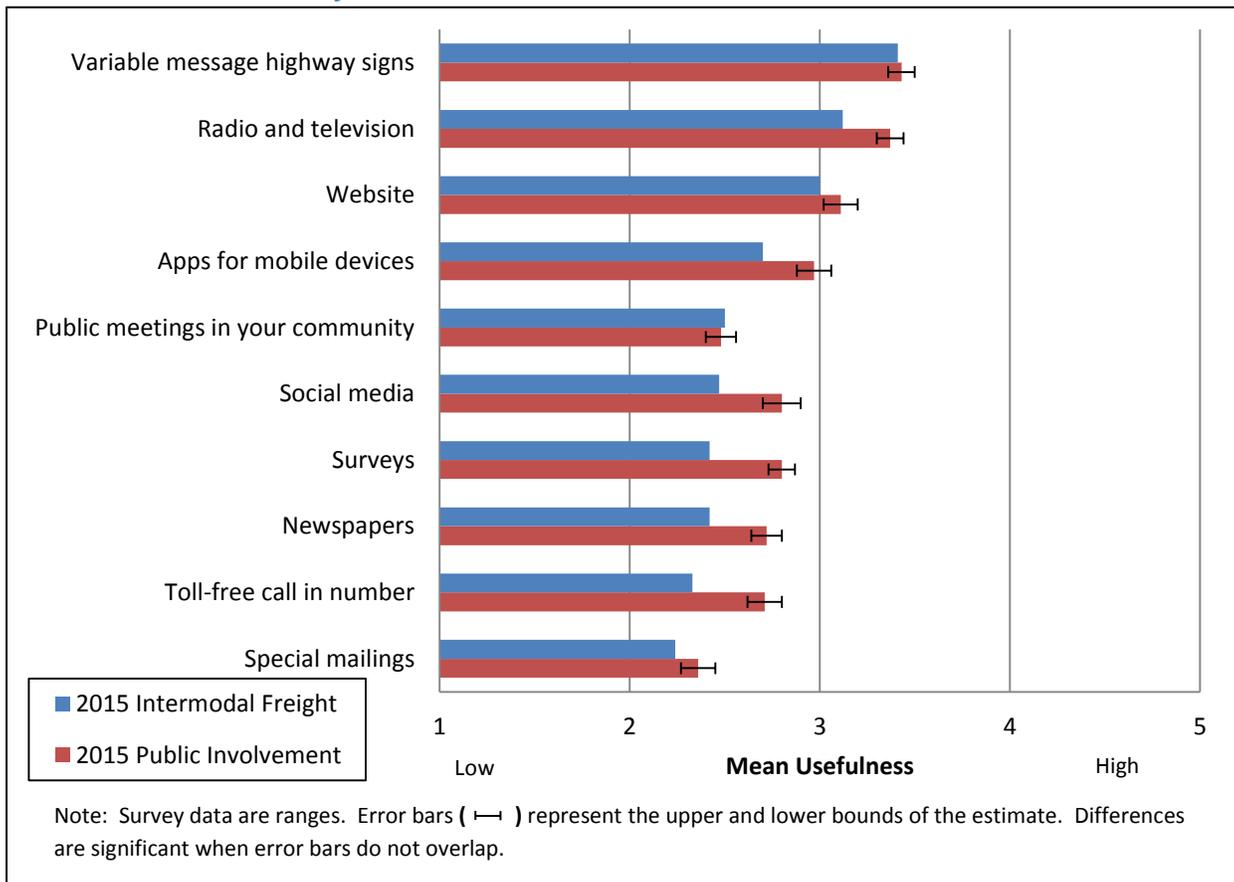
Figure 7.3.1: Actions to Improve Roadways, Intermodal Freight Stakeholder Group and 2015 Public Involvement Survey



“How useful are each of the following communication tools?”

- Intermodal freight stakeholders agreed with the general public and ranked variable message highway signs as the most useful communication tool.
- They found all other tools slightly less helpful than the public except for public meetings. Intermodal freight groups ranked public meetings as more helpful relative to tools when compared to the public involvement survey.

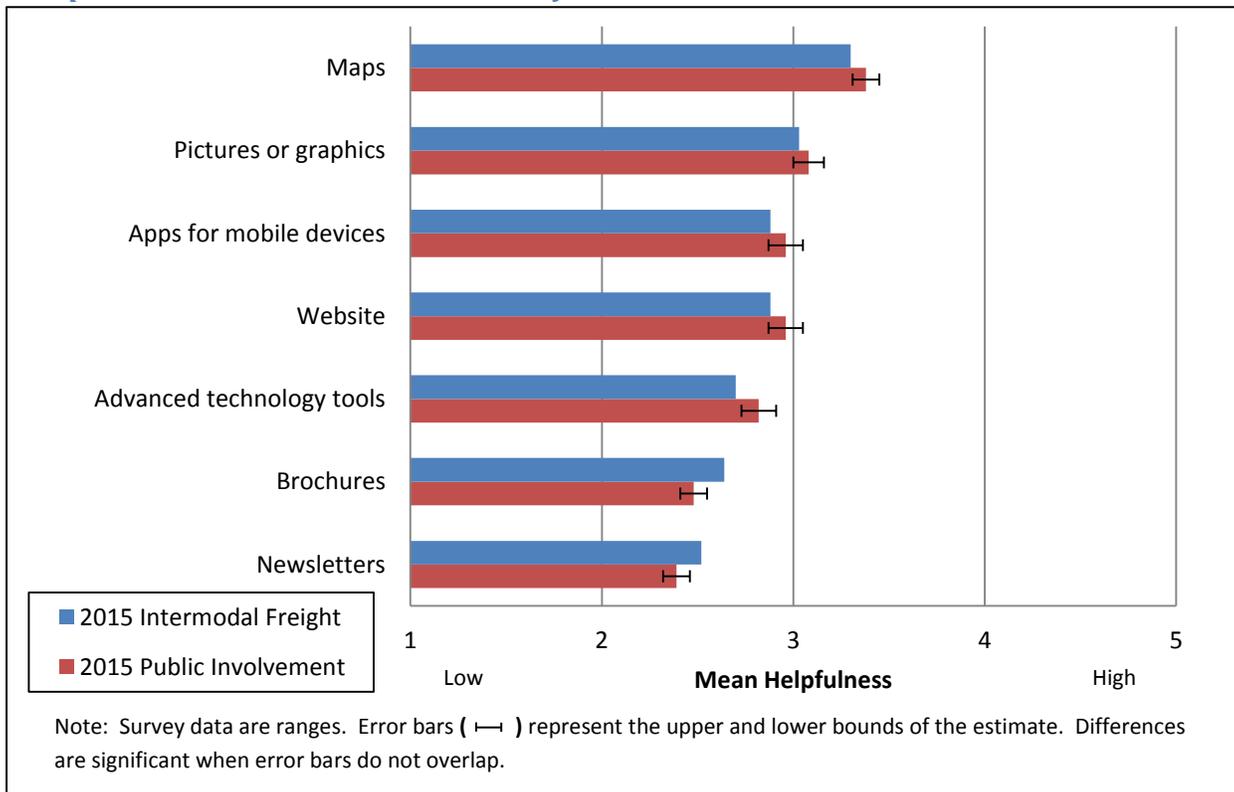
Figure 7.4.1: Usefulness of General Communication Tools, Intermodal Freight Stakeholder Group and 2015 Public Involvement Survey



“How helpful are the tools MDT uses to communicate about plans and proposed projects?”

- The intermodal freight stakeholders ranked communication tools about plans and proposed projects similarly to the public.
- Maps and pictures or graphics were considered the most helpful tools.

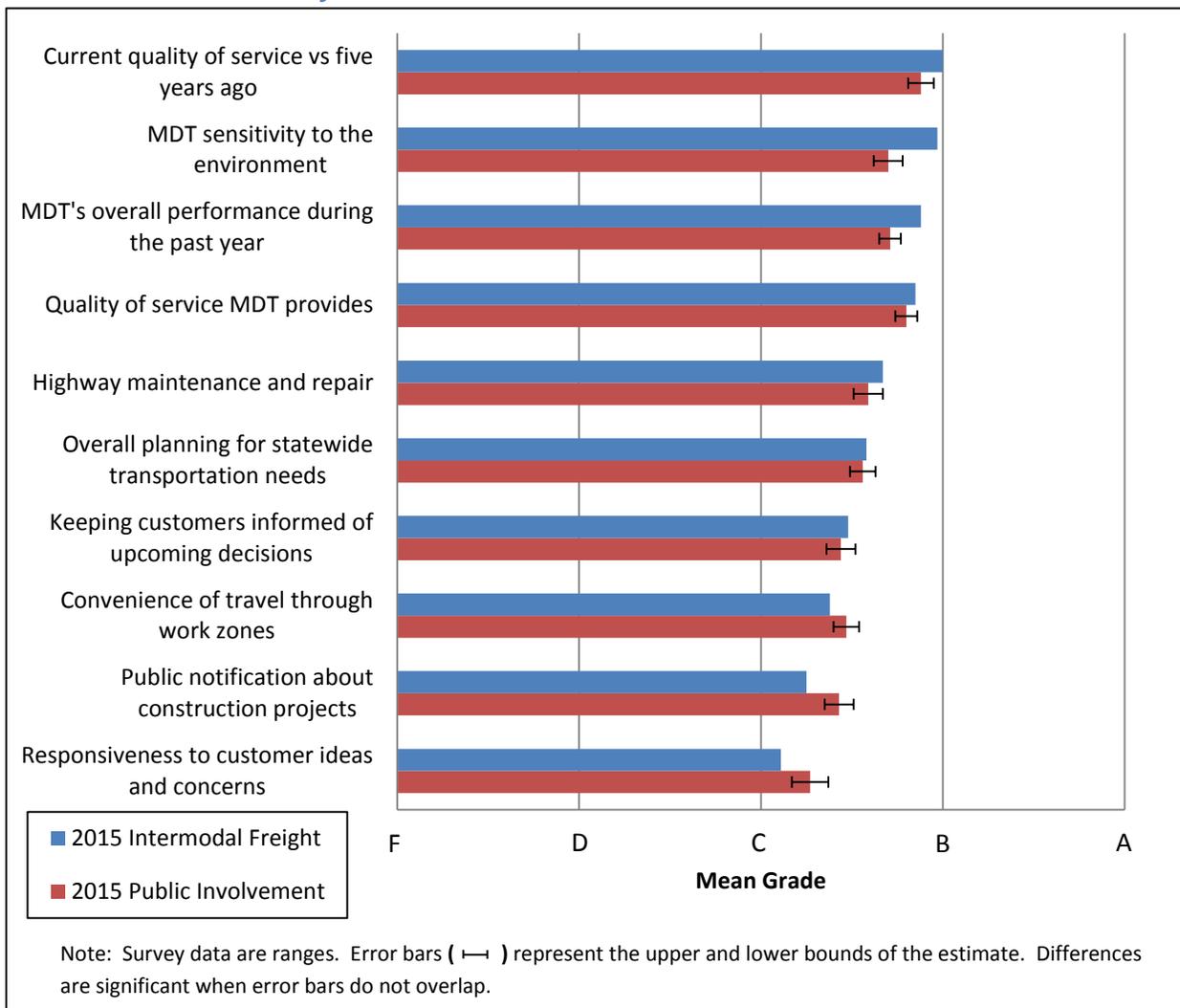
Figure 7.5.1: Helpfulness of Planning and Project Communication Tools, Intermodal Freight Stakeholder Group and 2015 Public Involvement Survey



“The next few questions ask you to grade MDT on performance.”

- The intermodal freight stakeholder group graded MDT more favorably than the public in current quality of service versus five years ago, sensitivity to the environment, and MDT’s overall performance during the past year.
- They graded MDT lower on responsiveness to customer ideas and concerns, public notification about construction projects, and convenience of travel through work zones.

Figure 7.6.1: Customer Service and Performance Grades, Intermodal Freight Stakeholder Group and 2015 Public Involvement Survey

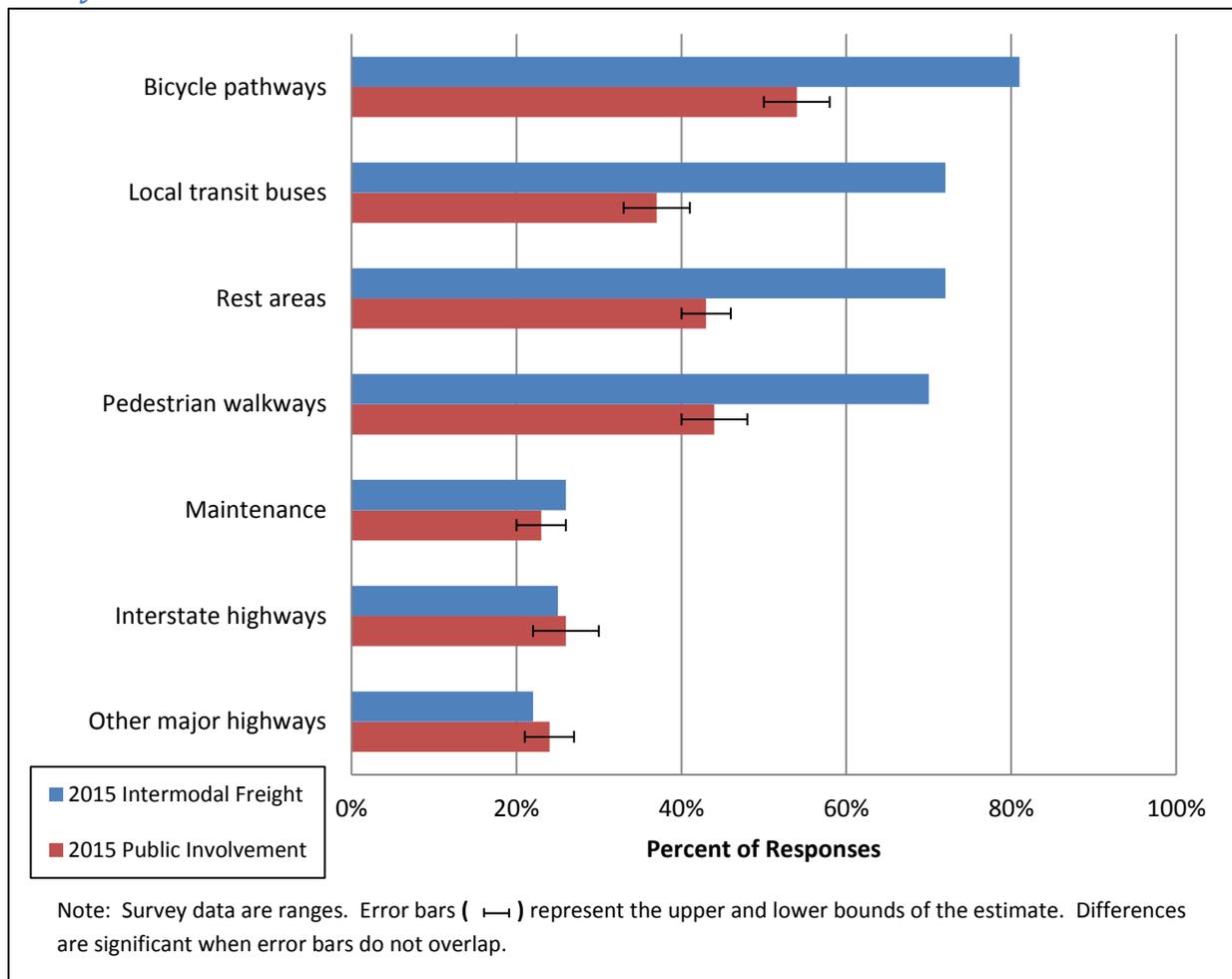


“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”

Intermodal freight respondents were asked if they felt they received more or less than \$182 per year in value from the transportation system. Forty-nine percent of respondents felt they received more value while twenty percent felt they received less. Opinions on potential areas for decreased funding if overall system funding lowers are presented in Figure 7.7.1.

- Intermodal freight groups preferred decreasing funding for bicycle pathways, local transit buses, rest areas, and pedestrian walkways.
- Intermodal freight groups least preferred cuts to other major highways, interstate highways, and maintenance.

Figure 7.7.1: Potential Areas for Decreased Funding, Intermodal Freight Group and 2015 Public Involvement Survey



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

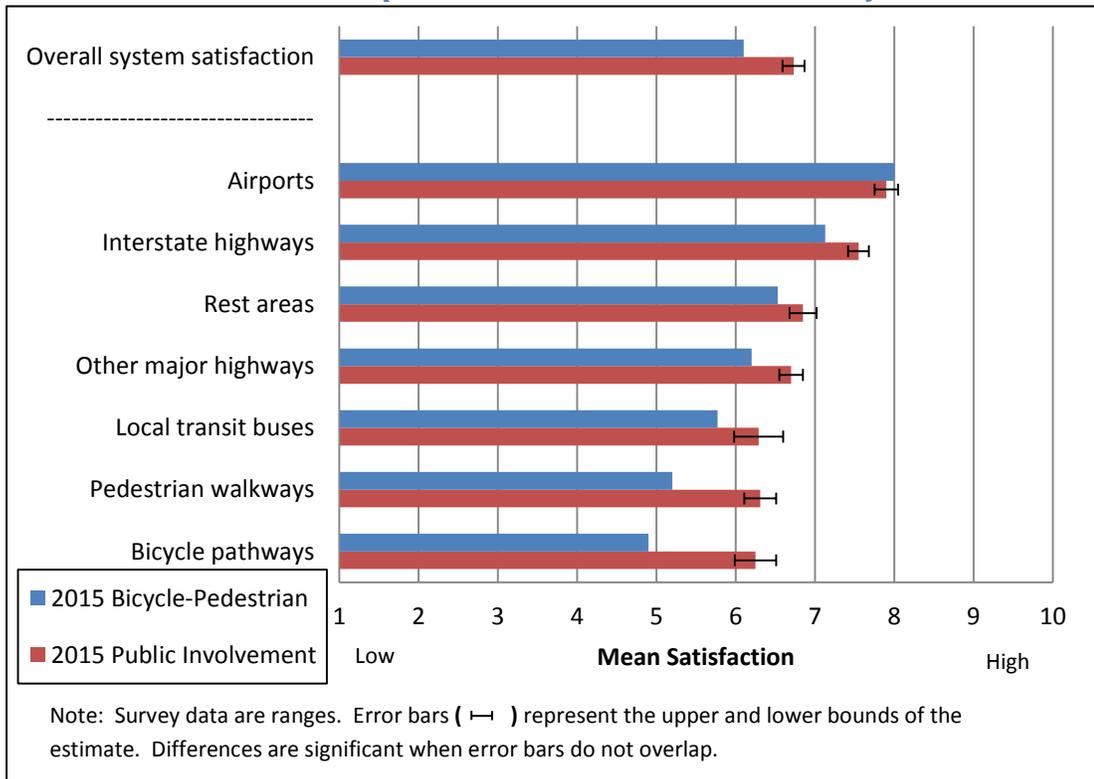
- Bicycling clubs
- Community development groups
- Bicycle/pedestrian advisory boards
- County planning offices
- Police on bikes
- City park and recreation organizations

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

“How satisfied are you with transportation system in Montana?”

- Bicycle and pedestrian stakeholders were less satisfied with the overall transportation system than the public.
- They were least satisfied with bicycle pathways, pedestrian walkways and local transit buses.
- Airports and interstate highways ranked highest in bicycle and pedestrian satisfaction.

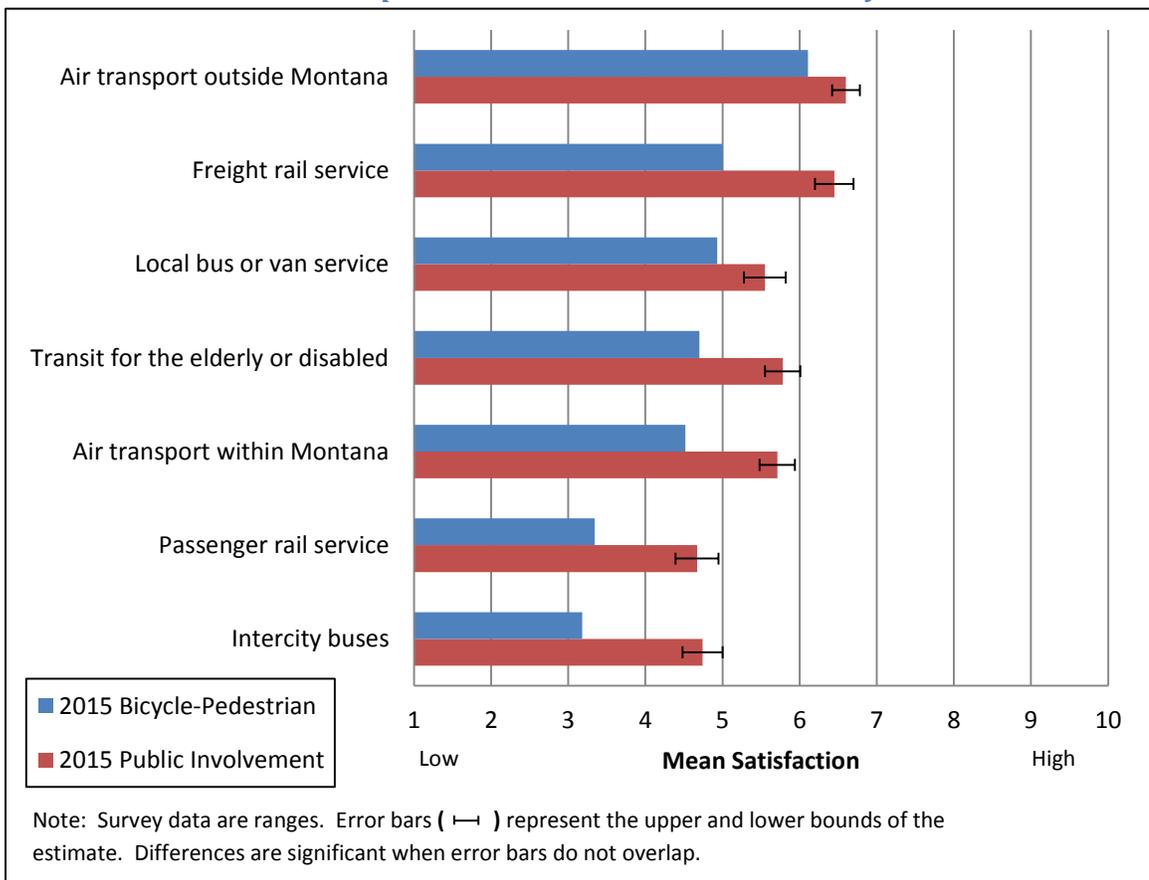
Figure 8.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Bicycle and Pedestrian Stakeholder Group and 2015 Public Involvement Survey



“How satisfied are you with the availability of service for each of the following?”

- Bicycle and pedestrian groups were less satisfied with the availability of services than the general public.
- They were least satisfied with intercity buses and passenger rail service.

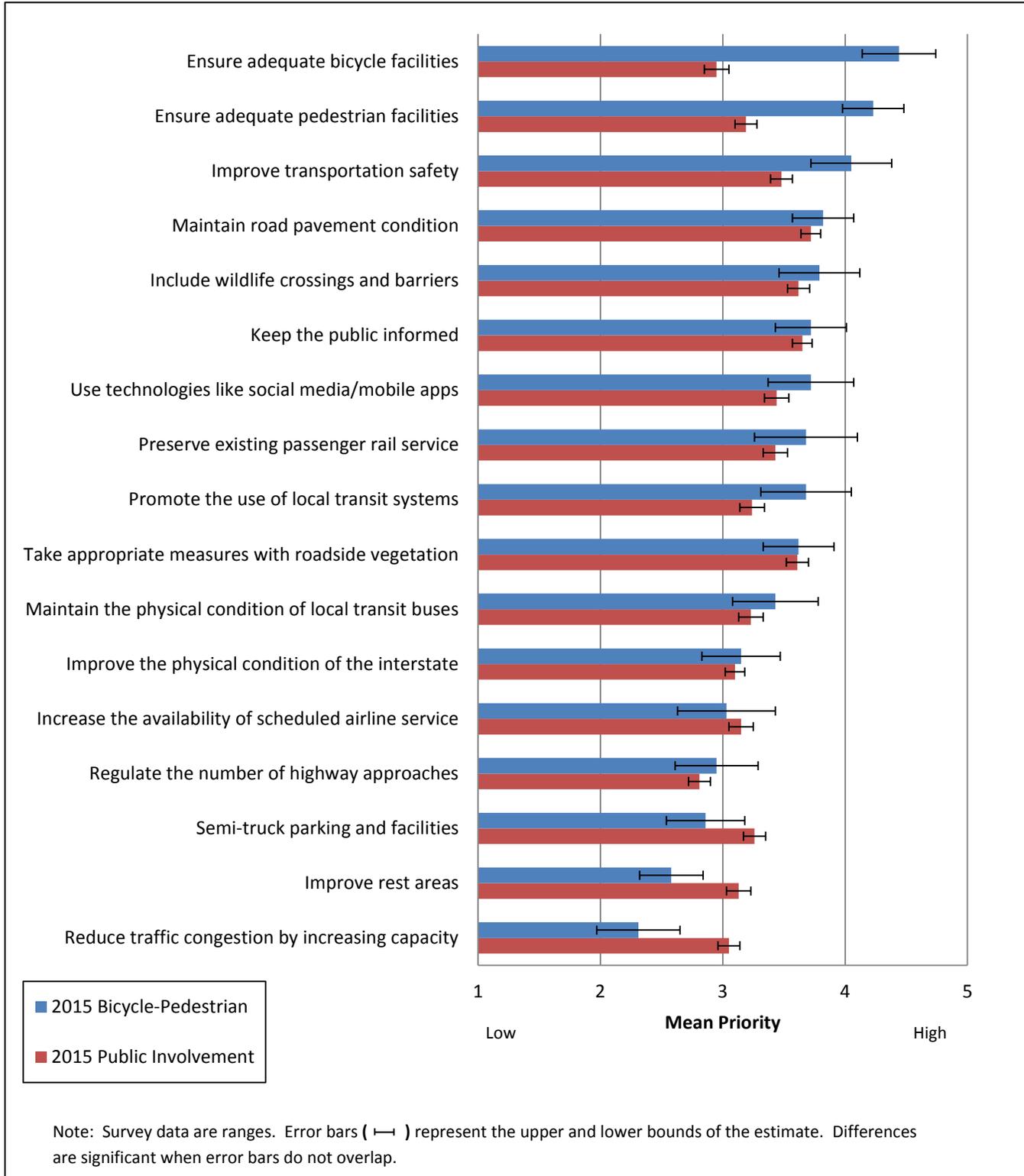
Figure 8.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Bicycle and Pedestrian Stakeholder Group and 2015 Public Involvement Survey



“What priority do you think MDT should assign the following actions to improve the transportation system?”

- The bicycle and pedestrian stakeholder group placed the highest priority on ensuring adequate bicycle and pedestrian facilities and improving transportation safety. They regarded these items as a greater priority than the general public.

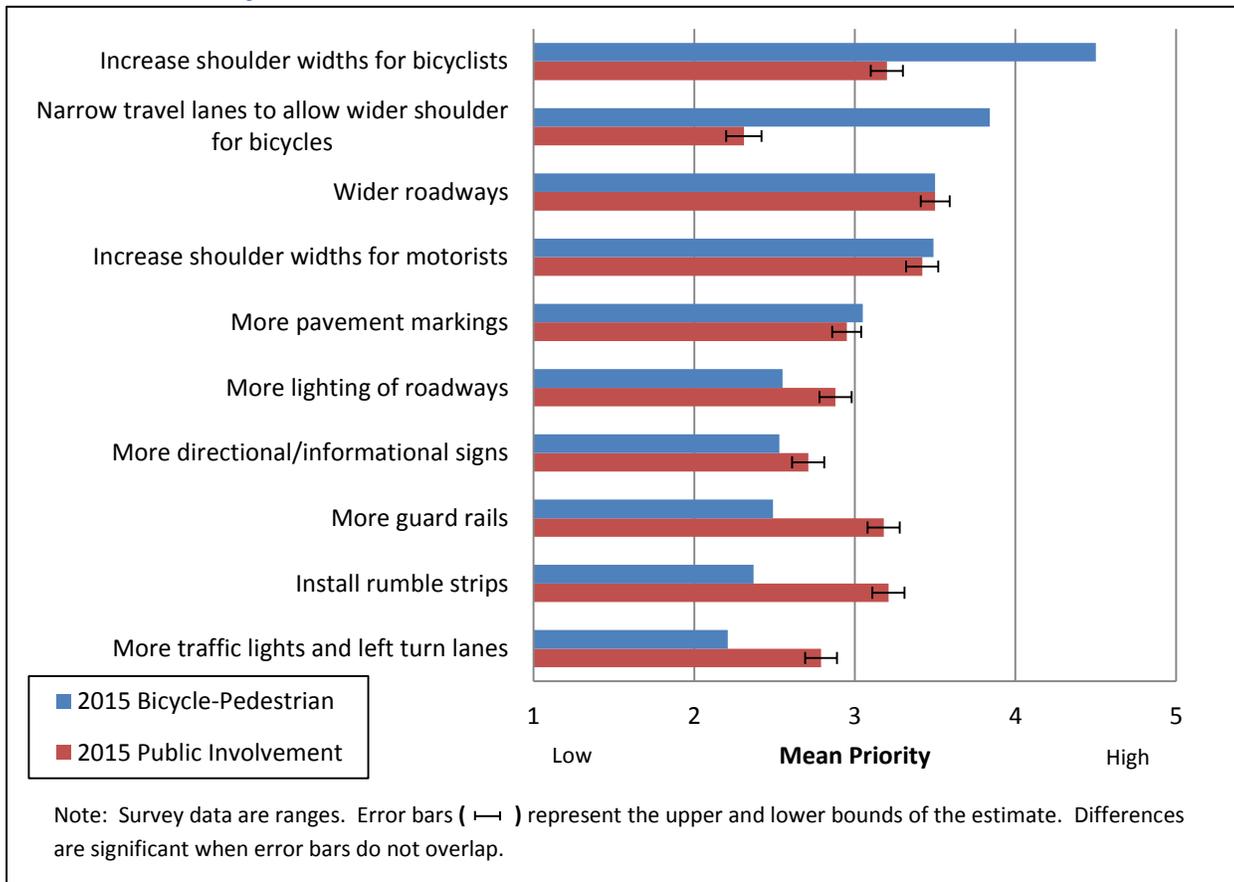
Figure 8.2.1: Actions to Improve Transportation System, Bicycle and Pedestrian Stakeholder Group and 2015 Public Involvement Survey



“Please indicate your priority for the following actions that could be taken to improve the function of Montana’s roadways.”

- The bicycle and pedestrian stakeholder group rated increasing shoulder widths for bicycles and narrowing travel lanes to allow wider shoulder for bicycles the highest priority, much higher than the general population.
- They disagreed with the public and find more traffic lights and left turn lanes, installing rumble strips, and more guard rails to be lowest in priority.

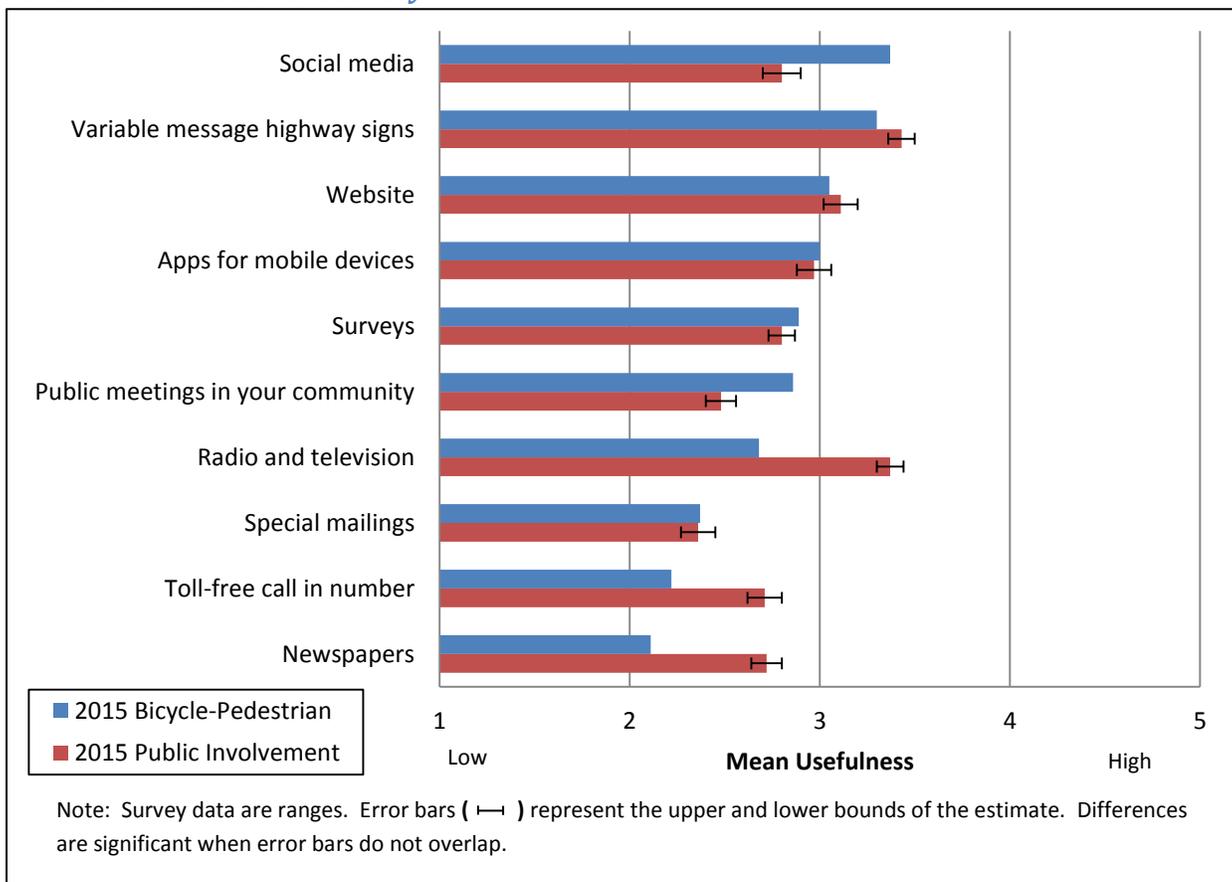
Figure 8.3.1: Actions to Improve Roadways, Bicycle and Pedestrian Stakeholder Group and 2015 Public Involvement Survey



“How useful are each of the following communication tools?”

- Bicycle and pedestrian groups ranked social media as the most useful communication tool and find it more helpful than the general public.
- They found newspapers, the toll-free call in number, and radio and television less useful than the general public.

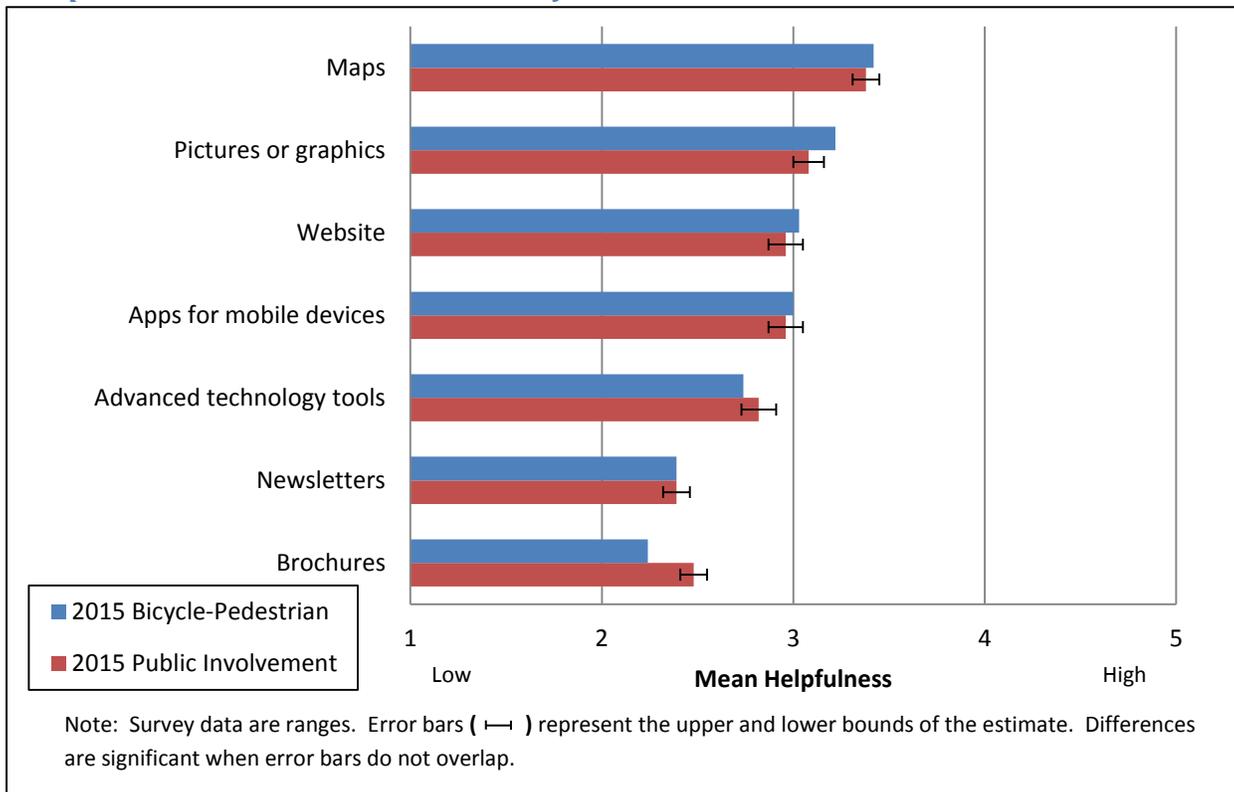
Figure 8.4.1: Usefulness of General Communications Tools, Bicycle and Pedestrian Stakeholder Group and 2015 Public Involvement Survey



“How helpful are the tools MDT uses to communicate about plans and proposed projects?”

- The bicycle and pedestrian stakeholder group generally agreed with the general public in the ranking and helpfulness of communication tools.
- They did find brochures less helpful than the public.

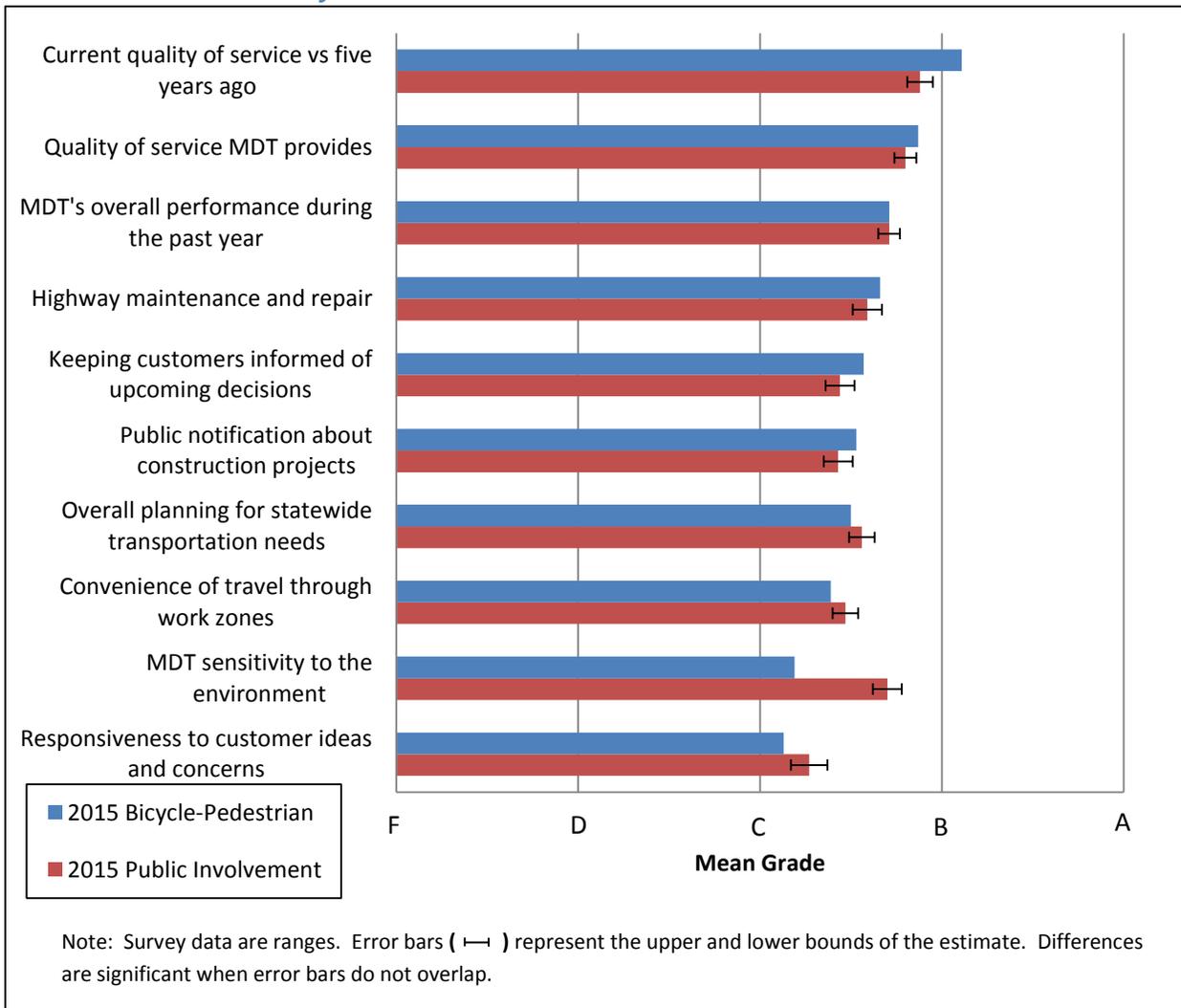
Figure 8.5.1: Helpfulness of Planning and Project Communication Tools, Bicycle and Pedestrian Stakeholder Group and 2015 Public Involvement Survey



“The next few questions ask you to grade MDT on performance.”

- Bicycle and pedestrian stakeholders graded MDT higher than the public in current quality of service versus five years ago, quality of service MDT provides, and keeping customers informed of upcoming decisions.
- They assigned the lowest grades to responsiveness to customer concerns and ideas and MDT sensitivity to the environment.

Figure 8.6.1: Customer Service and Performance Grades, Bicycle and Pedestrian Stakeholder Group and 2015 Public Involvement Survey

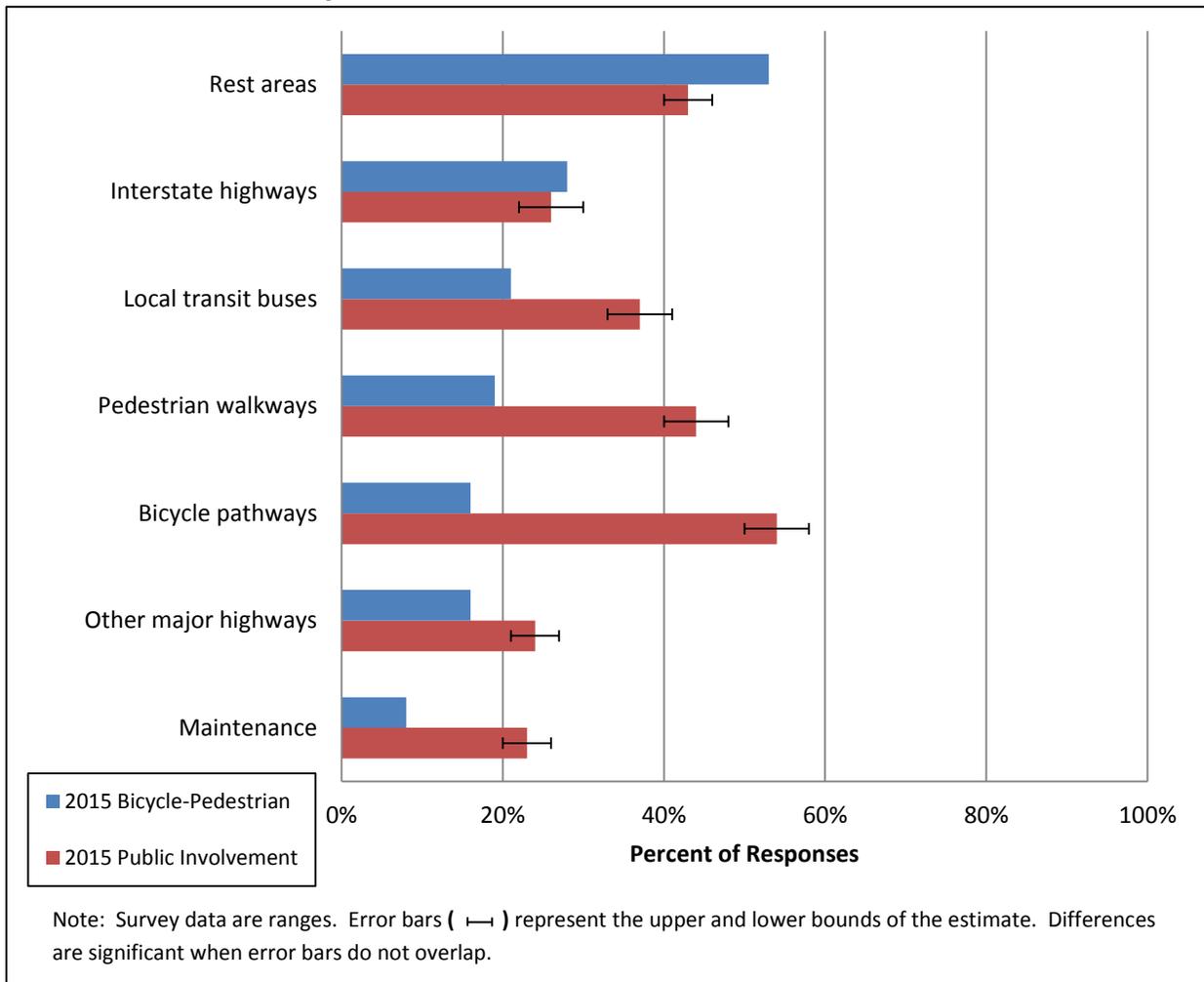


“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”

Stakeholders were asked if they felt they received more or less than \$182 in value from the transportation system. Fifty percent of bicycle and pedestrian respondents felt they received more value while only three percent felt they received less. Opinions on possible areas to decrease funding if overall funding decreases are presented in Figure 8.7.1.

- Bicycle and pedestrian stakeholders preferred to decrease funding for rest areas.
- Maintenance, other major highways, bicycle pathways, and pedestrian walkways were ranked as least preferable to lower funding.

Figure 8.7.1: Potential Areas for Decreased Funding, Bicycle and Pedestrian Stakeholder Group and 2015 Public Involvement Survey



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

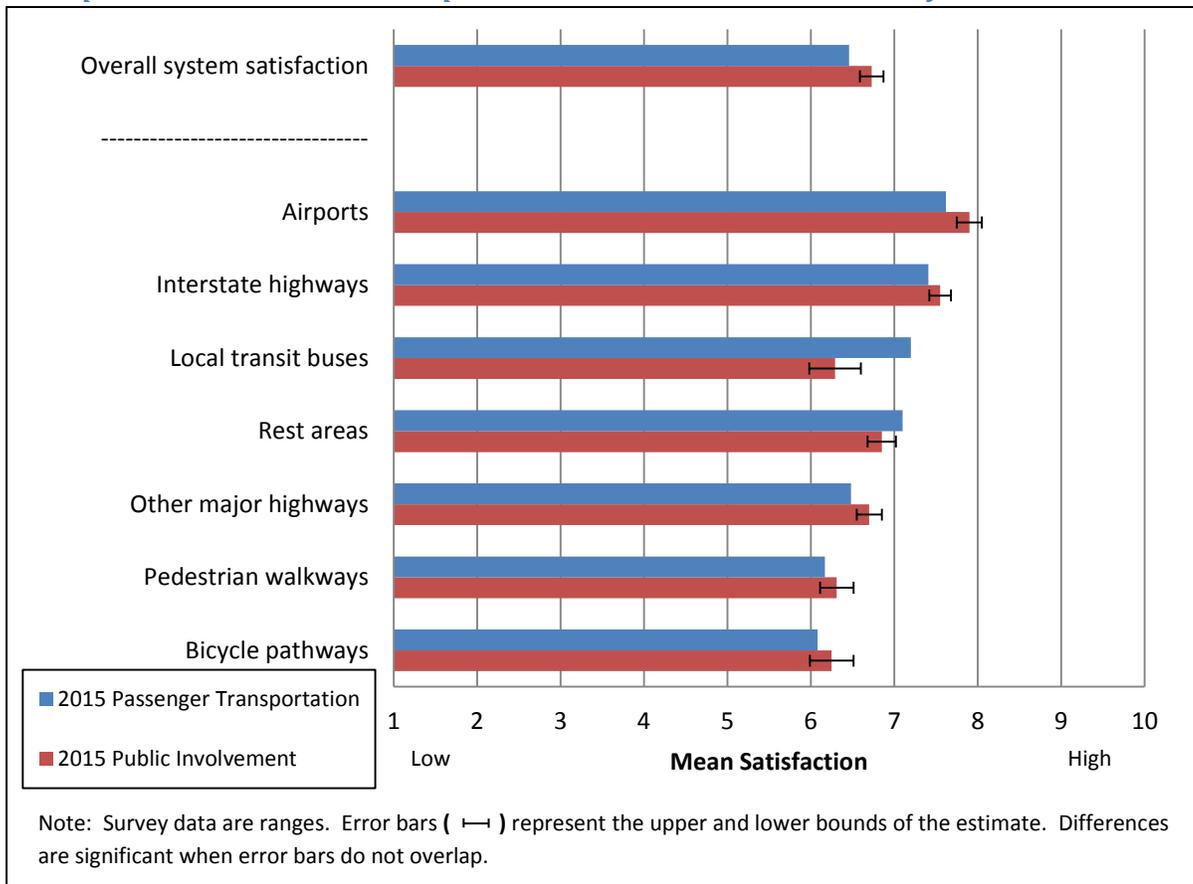
- Public transit agencies
- Social service agencies
- Intercity bus agencies
- Rail passenger interests
- Air passenger interests

Seventy-one completed interviews with passenger transportation group members were obtained in 2015.

“How satisfied are you with transportation system in Montana?”

- Passenger transportation groups were more satisfied with local transit buses than the public.
- Passenger transportation groups were slightly less satisfied with the overall system than the public.

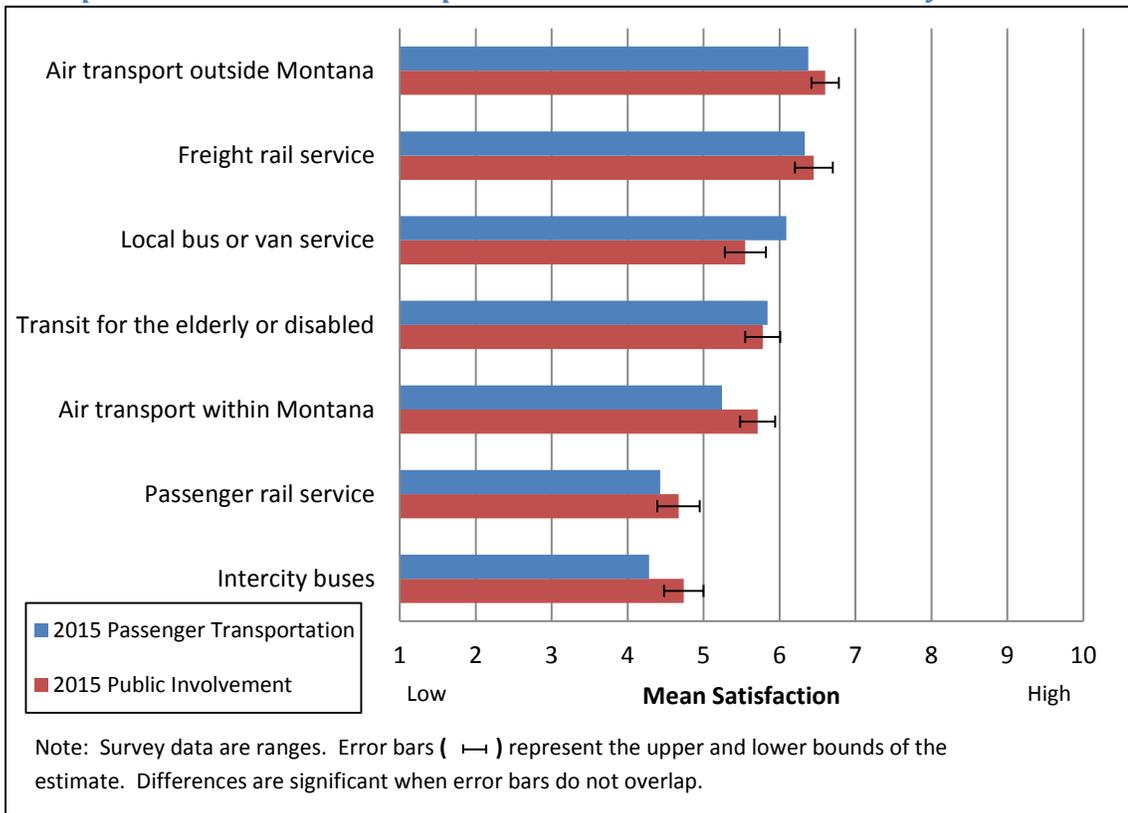
Figure 9.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Passenger Transportation Stakeholder Group and 2015 Public Involvement Survey



“How satisfied are you with the availability of service for each of the following?”

- The passenger transportation stakeholder group ranked service availability the same as the general public.
- They were slightly less satisfied with air transport both outside and within Montana as well as intercity buses.
- Local bus or van service received a higher satisfaction for passenger transportation groups than the public.

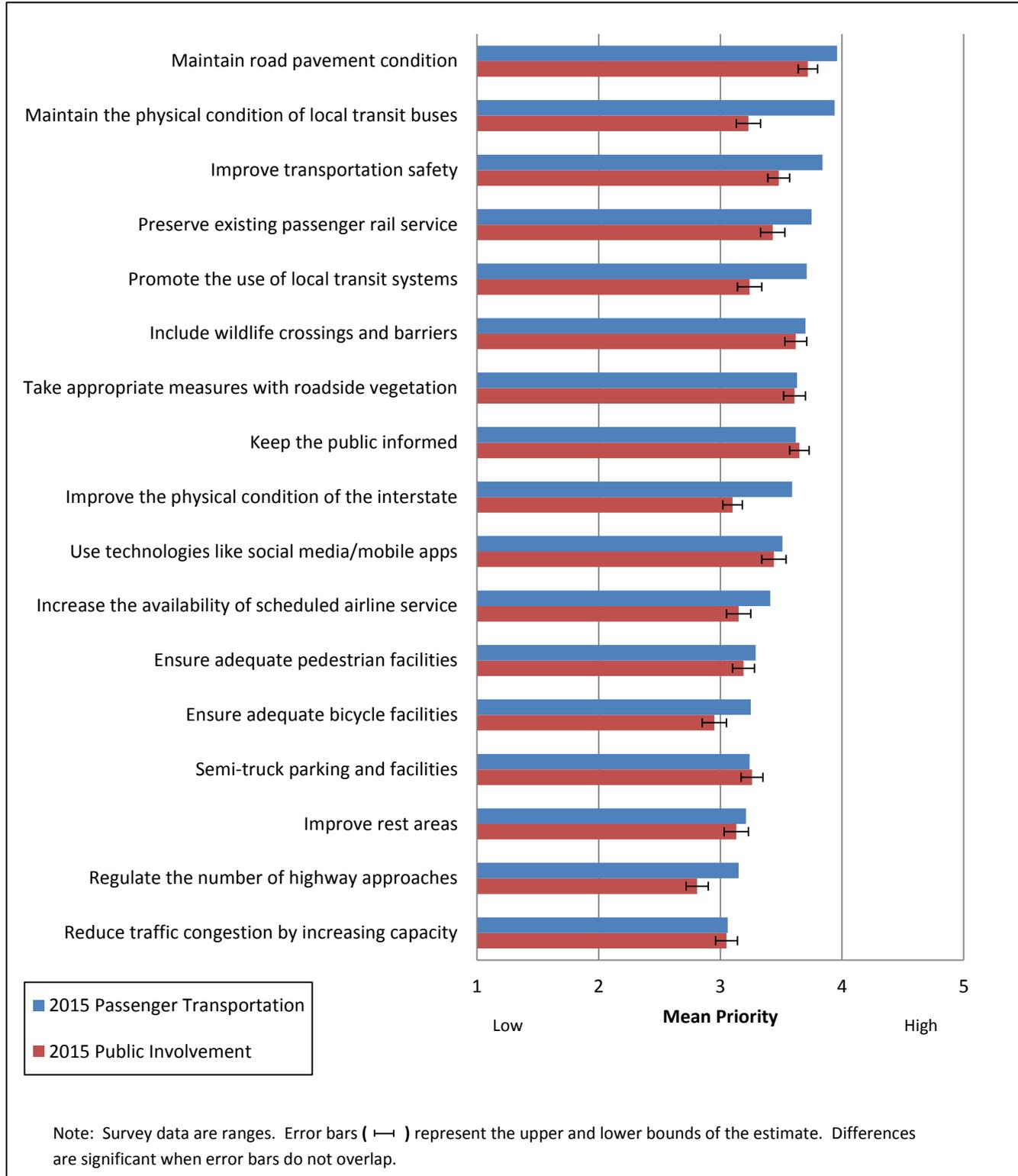
Figure 9.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Passenger Transportation Stakeholder Group and 2015 Public Involvement Survey



“What priority do you think MDT should assign the following actions to improve the transportation system?”

- Passenger transportation stakeholders placed a higher priority than the public on maintaining road pavement condition, maintaining the physical condition of local transit buses, improving transportation safety, preserving existing passenger rail service, improving the physical condition of the interstate, and promoting the use of local transit systems.

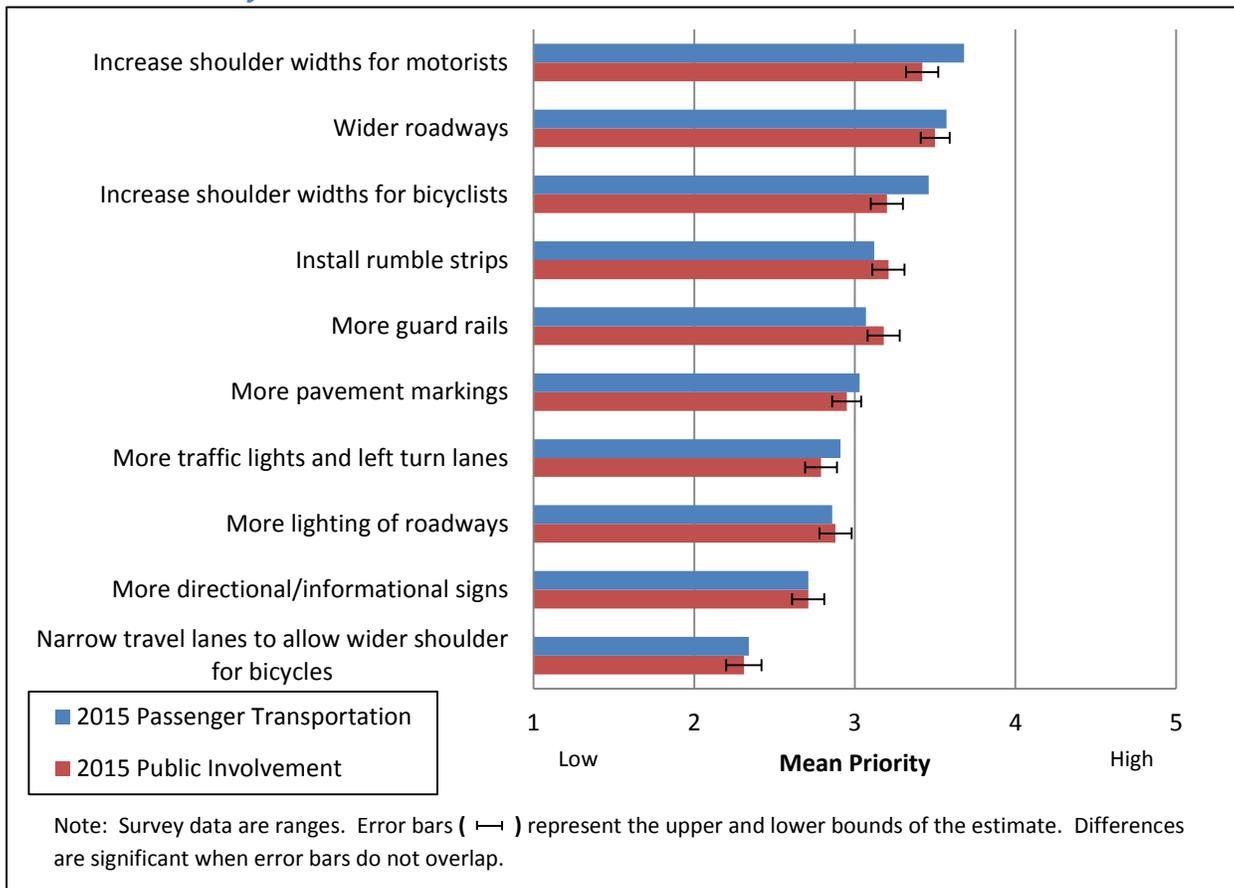
Figure 9.2.1: Actions to Improve Transportation System, Passenger Transportation Stakeholder Group and 2015 Public Involvement Survey



“Please indicate your priority for the following actions that could be taken to improve the function of Montana’s roadways.”

- The passenger transportation stakeholder group assigned the highest priority to increasing shoulder widths for motorists, wider roadways, and increasing shoulder widths for bicyclists.
- They agreed with the public in their ranking of actions to improve Montana’s roadways.

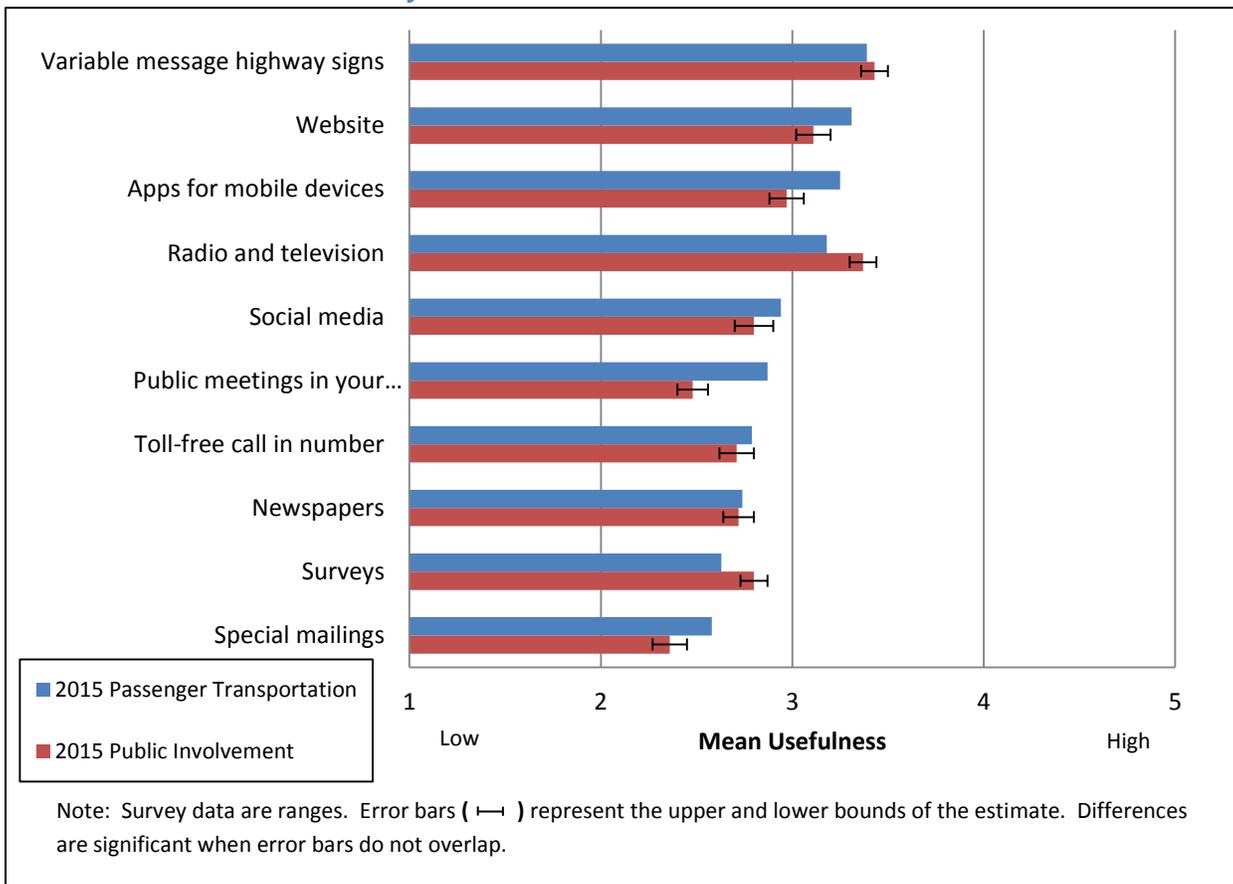
Figure 9.3.1: Actions to Improve Roadways, Passenger Transportation Stakeholder Group and 2015 Public Involvement Survey



“How useful are each of the following communication tools?”

- The passenger transportation stakeholder group found variable message highway signs, the website, applications for mobile devices, and radio and television the most useful communication tools.
- They found nearly all tools as or more useful than the general public. Exceptions were radio and television, and surveys.

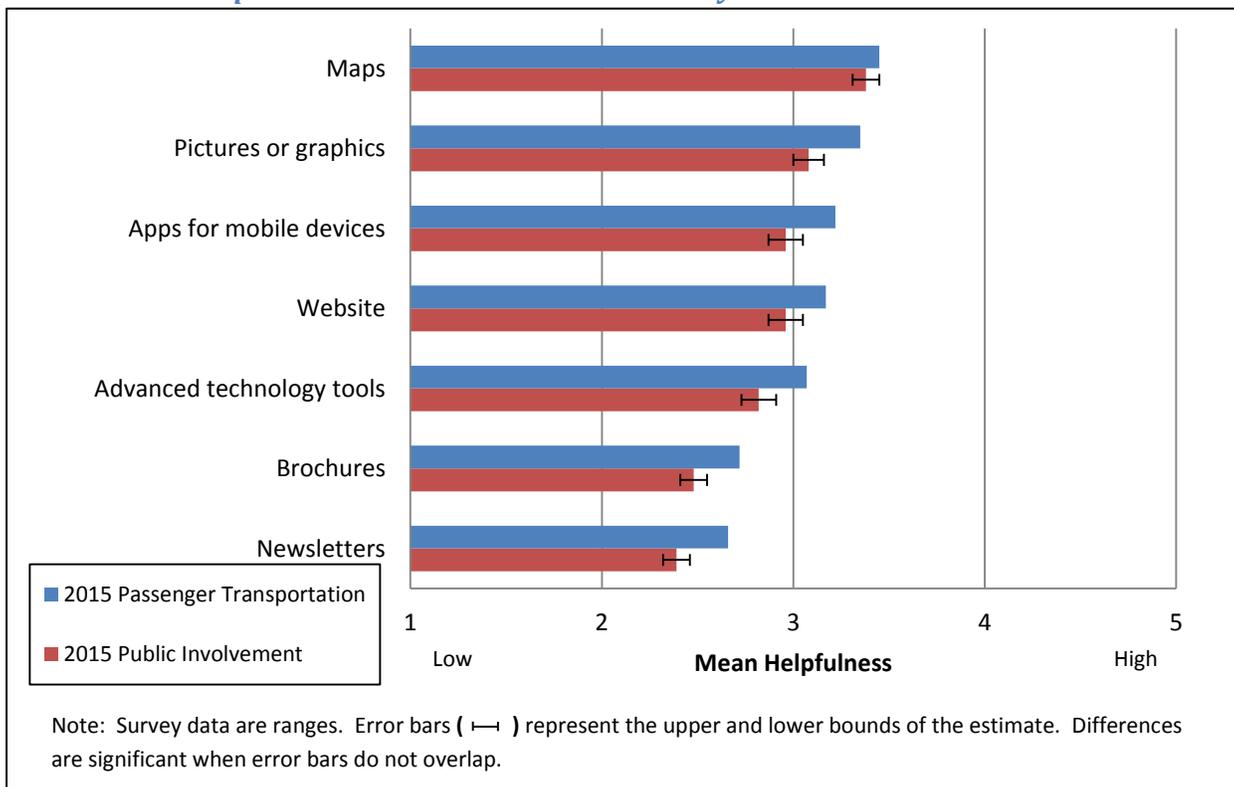
Figure 9.4.1: Usefulness of General Communications Tools, Passenger Transportation Stakeholder Group and 2015 Public Involvement Survey



“How helpful are the tools MDT uses to communicate about plans and proposed projects?”

- The passenger transportation stakeholders ranked MDT communication tools for plans and proposed projects similarly to the general public.
- They rated maps, pictures or graphics, applications for mobile devices, and the website the most helpful tools.

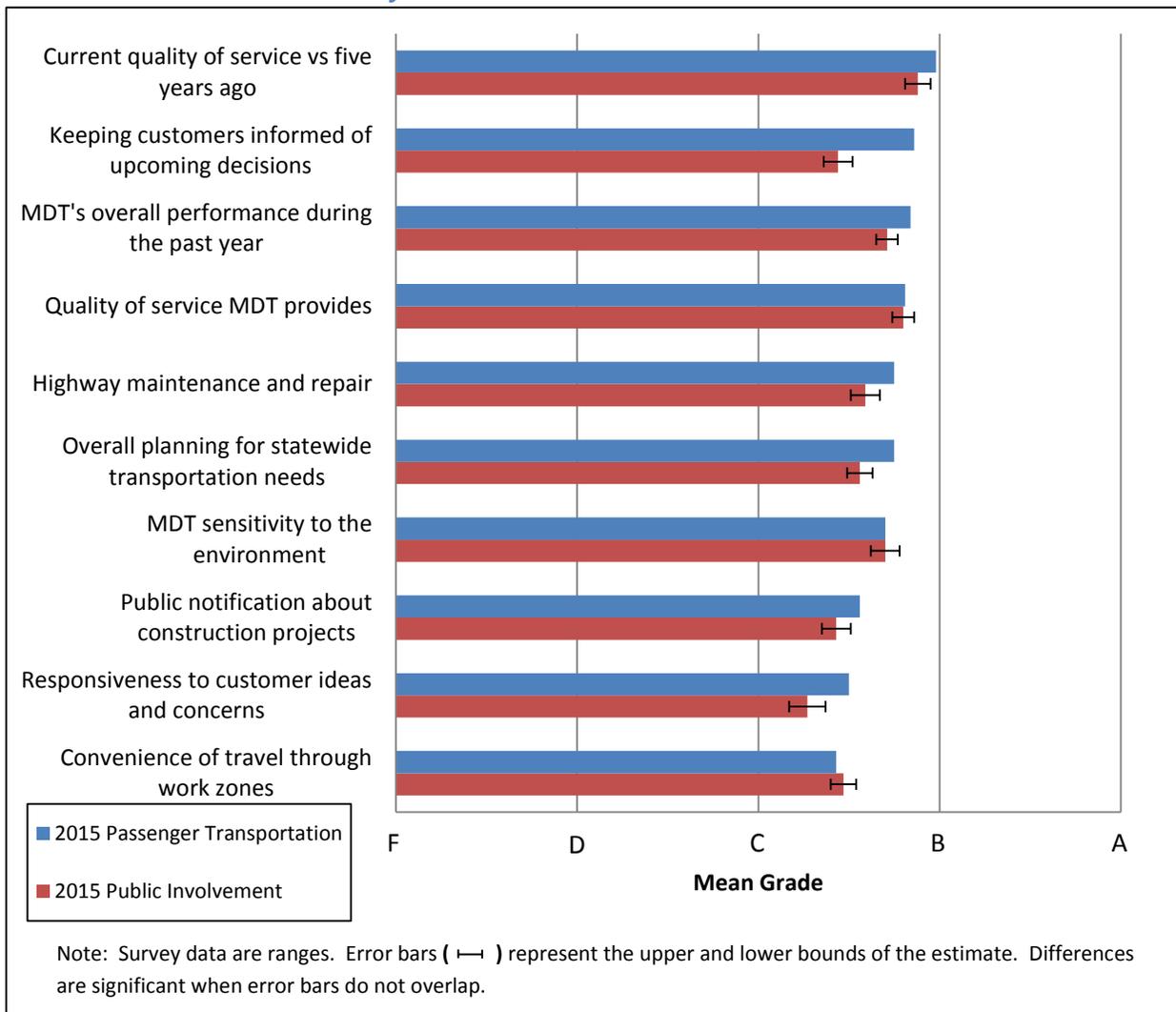
Figure 9.5.1: Helpfulness of Planning and Project Communication Tools, Passenger Transportation Stakeholder Group and 2015 Public Involvement Survey



“The next few questions ask you to grade MDT on performance.”

- MDT received grades between C+ and B for the various performance measures.
- Passenger transportation stakeholders graded MDT higher than the public on keeping customers informed of upcoming decisions, overall performance during the past year, highway maintenance and repair, overall planning, public notification about construction, and responsiveness to customer ideas and concerns.

Figure 9.6.1: Customer Service and Performance Grades, Passenger Transportation Stakeholder Group and 2015 Public Involvement Survey

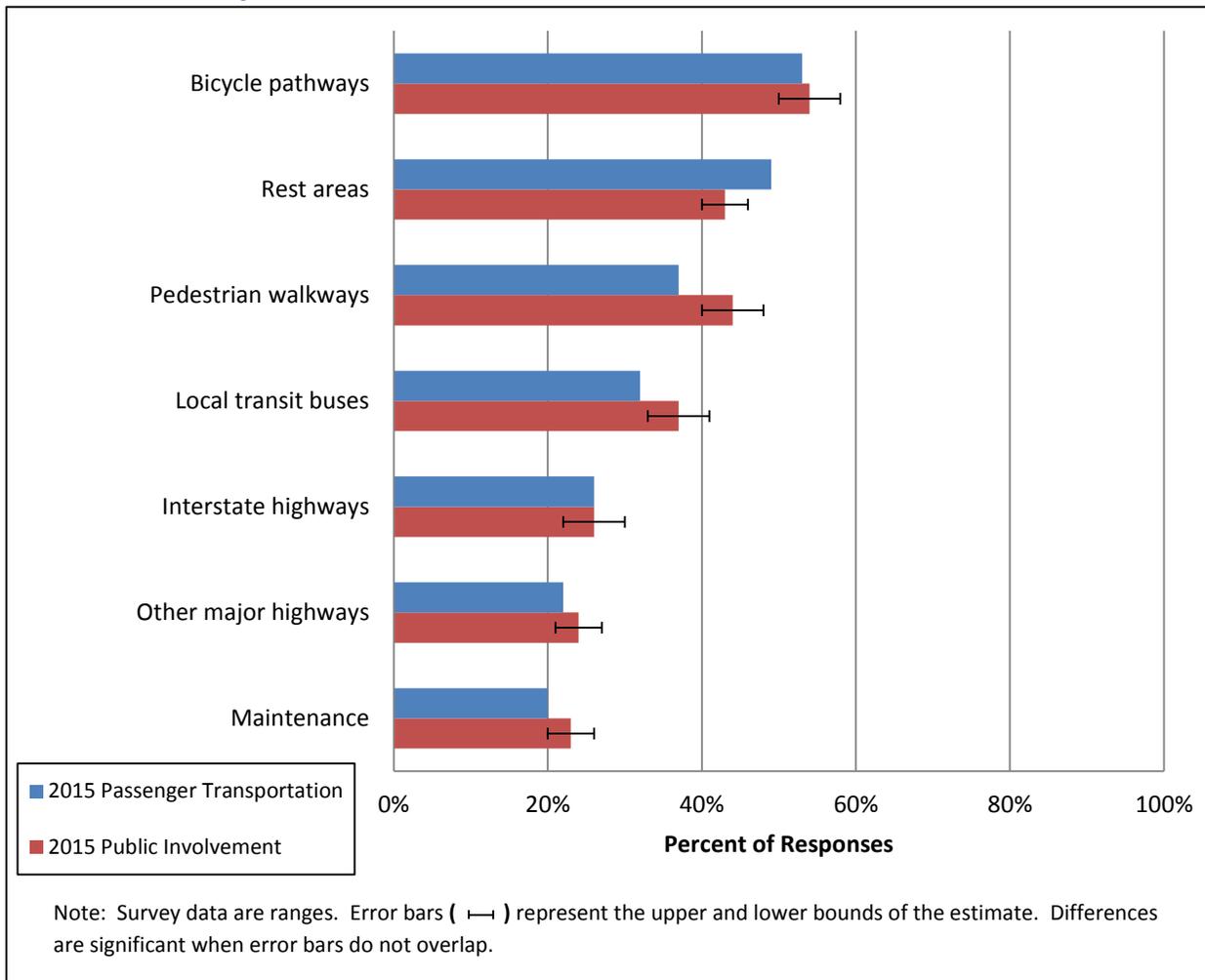


“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”

Passenger transportation stakeholders were asked if they felt they received more or less than \$182 in value from the transportation system. Forty-nine percent of respondents felt they received more value while sixteen percent felt they do not. Opinions on possible areas to lower funding if overall transportation funding were to decrease are presented in Figure 9.7.1.

- Passenger transportation groups generally agreed with the public on funding priorities.
- They ranked bicycle pathways and rest areas as the most favorable areas to cut funding.

Figure 9.7.1: Potential Areas for Decreased Funding, Passenger Transportation Group and 2015 Public Involvement Survey



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

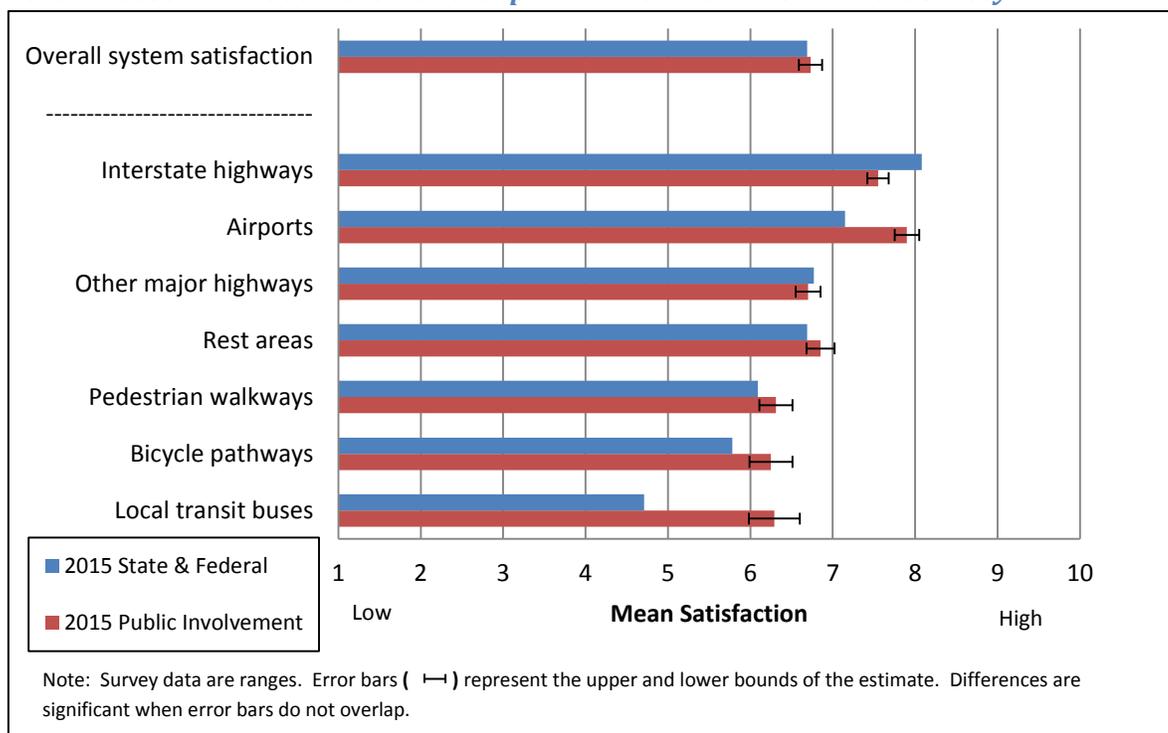
- MT Department of Commerce
- MT Department of Environmental Quality
- MT Department of Justice (Highway Patrol)
- MT Department of Natural Resources and Conservation
- Federal Highway Administration
- Federal Aviation Administration
- U.S. Forest Service
- U.S. Environmental Protection Agency

Thirteen completed interviews with state and federal government group members were obtained in 2015.

Transportation System Satisfaction

- State and federal government stakeholders were moderately satisfied with the overall transportation system.
- They were more satisfied than the general public with interstate highways.
- Airports, bicycle pathways, and local transit buses ranked lower in satisfaction than for the public.

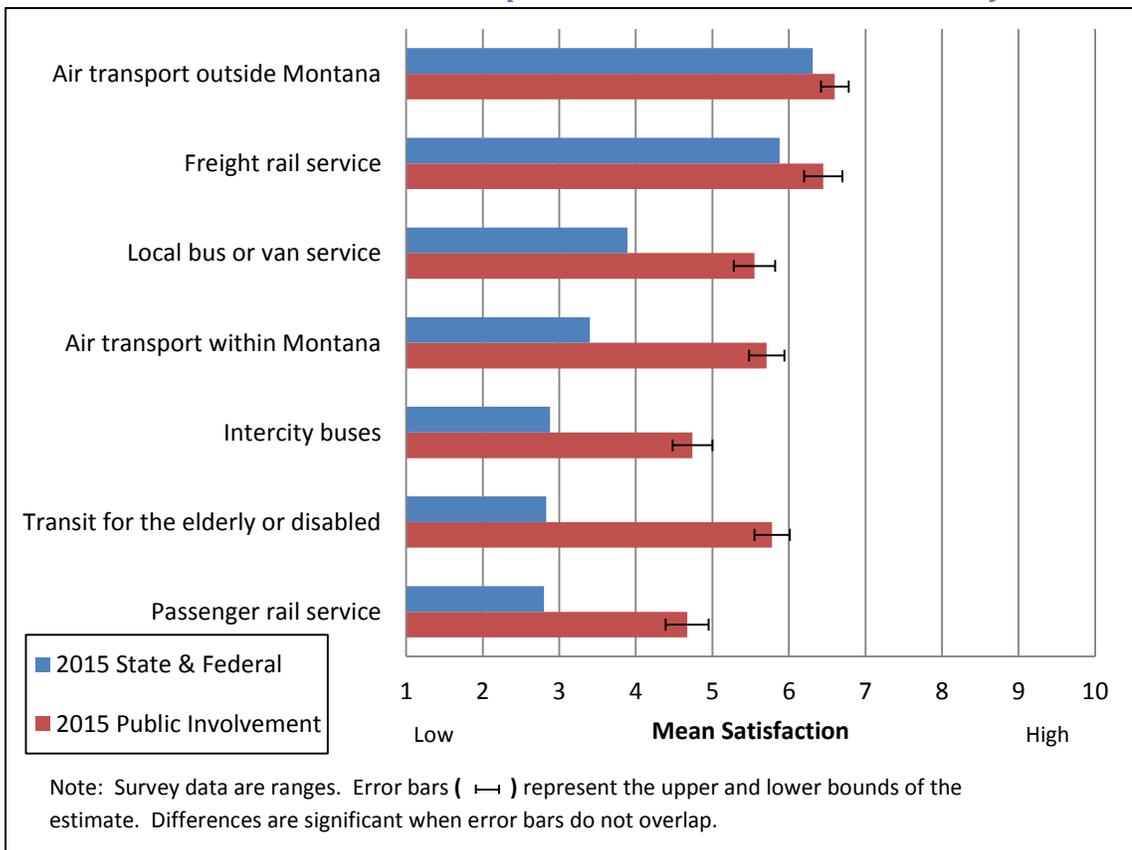
Figure 10.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, State and Federal Government Stakeholder Group and 2015 Public Involvement Survey



“How satisfied are you with the availability of service for each of the following?”

- State and federal stakeholders were less satisfied with all components of service availability than the public.
- They were least satisfied with passenger rail service, transit for the elderly or disabled, and intercity buses.

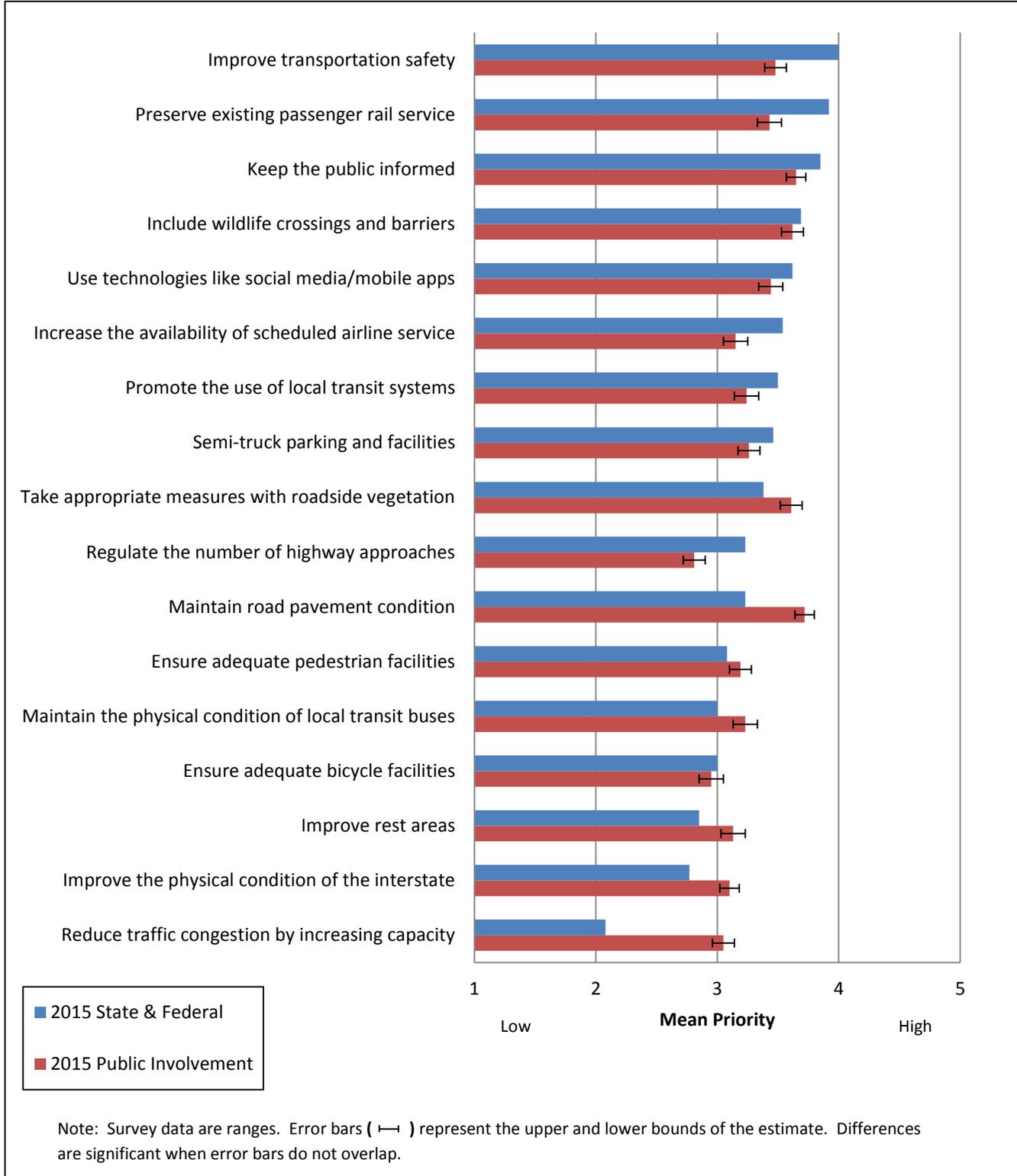
Figure 10.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, State and Federal Government Stakeholder Group and 2015 Public Involvement Survey



“What priority do you think MDT should assign the following actions to improve the transportation system?”

- The state and federal government stakeholders placed a higher priority on improving transportation safety, preserving existing passenger rail service, keeping the public informed, and regulating the number of highway approaches than the general public.
- Reducing congestion, improving the physical condition of the interstate and improving rest areas ranked lowest.

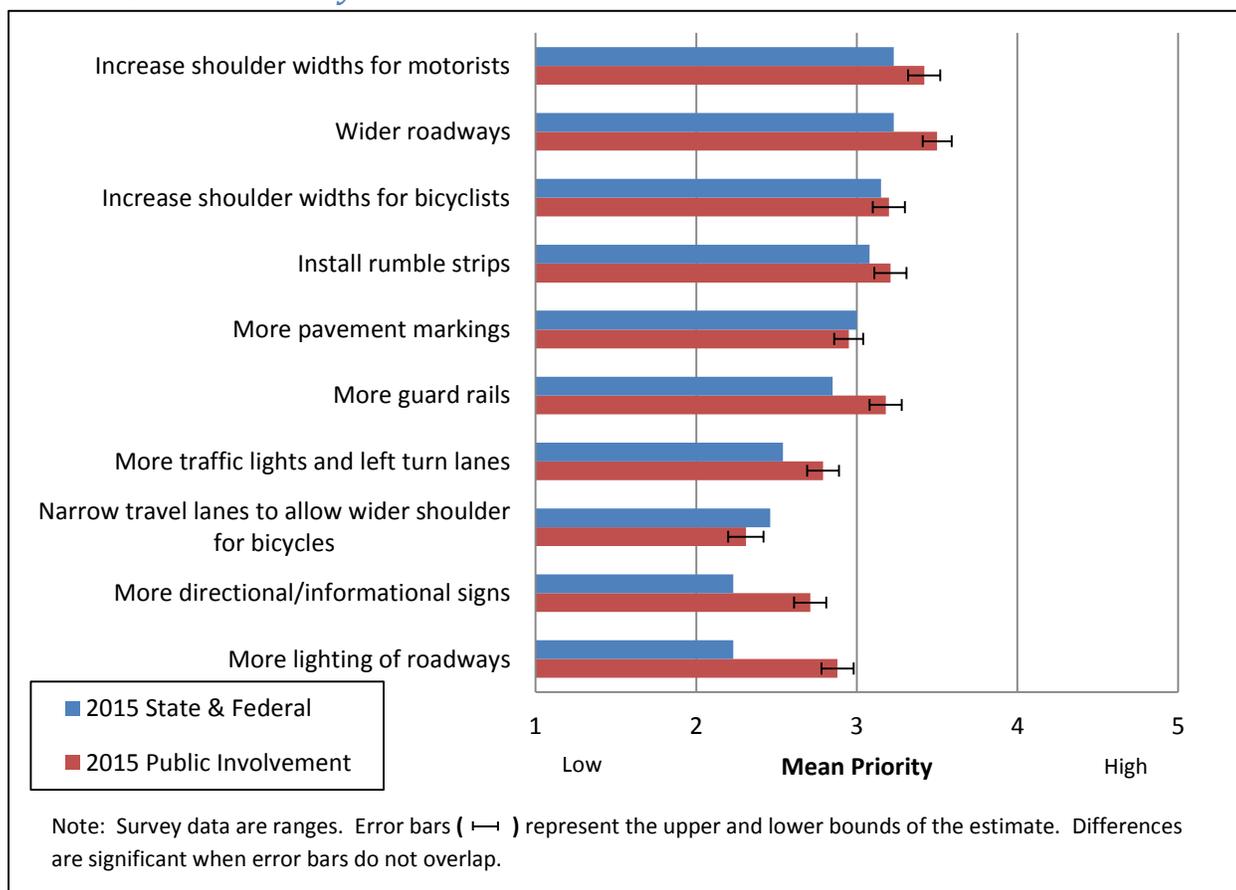
Figure 10.2.1: Actions to Improve Transportation System, State and Federal Government Stakeholder Group and 2015 Public Involvement Survey



“Please indicate your priority for the following actions that could be taken to improve the function of Montana’s roadways.”

- Increasing shoulder widths for motorists was the highest priority action to improve roadways in the opinion of state and federal stakeholders.
- They assigned a slightly lower priority to increasing shoulder widths for motorists and wider roadways than the general public.
- They assigned a lower priority to more lighting and more directional/informational signs.

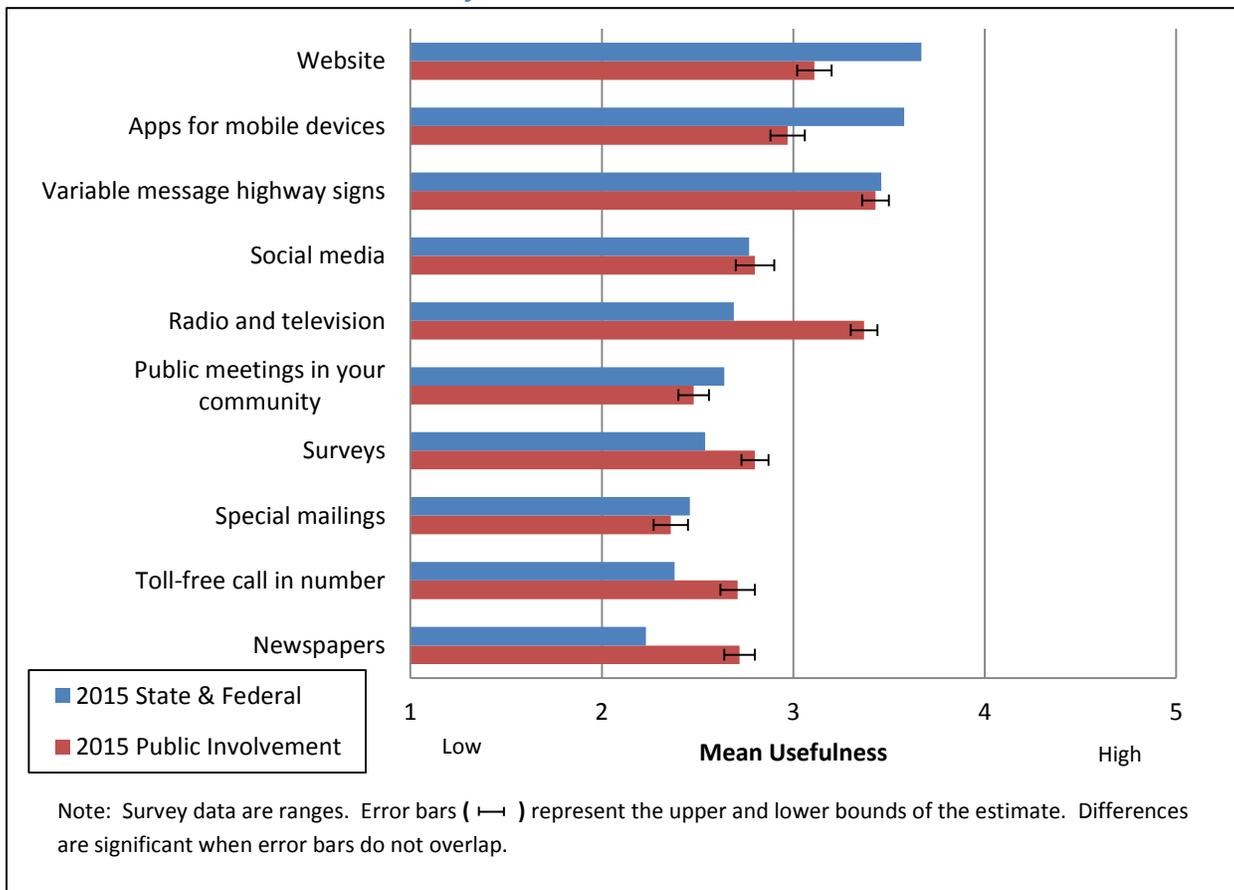
Figure 10.3.1: Actions to Improve Roadways, State and Federal Government Stakeholder Group and 2015 Public Involvement Survey



“How useful are each of the following communication tools?”

- The MDT website, applications for mobile devices, and variable message highway signs were the most useful general communication tools in the opinion of state and federal stakeholders.
- Newspapers, the toll-free call in number, special mailings, and surveys were considered less useful.

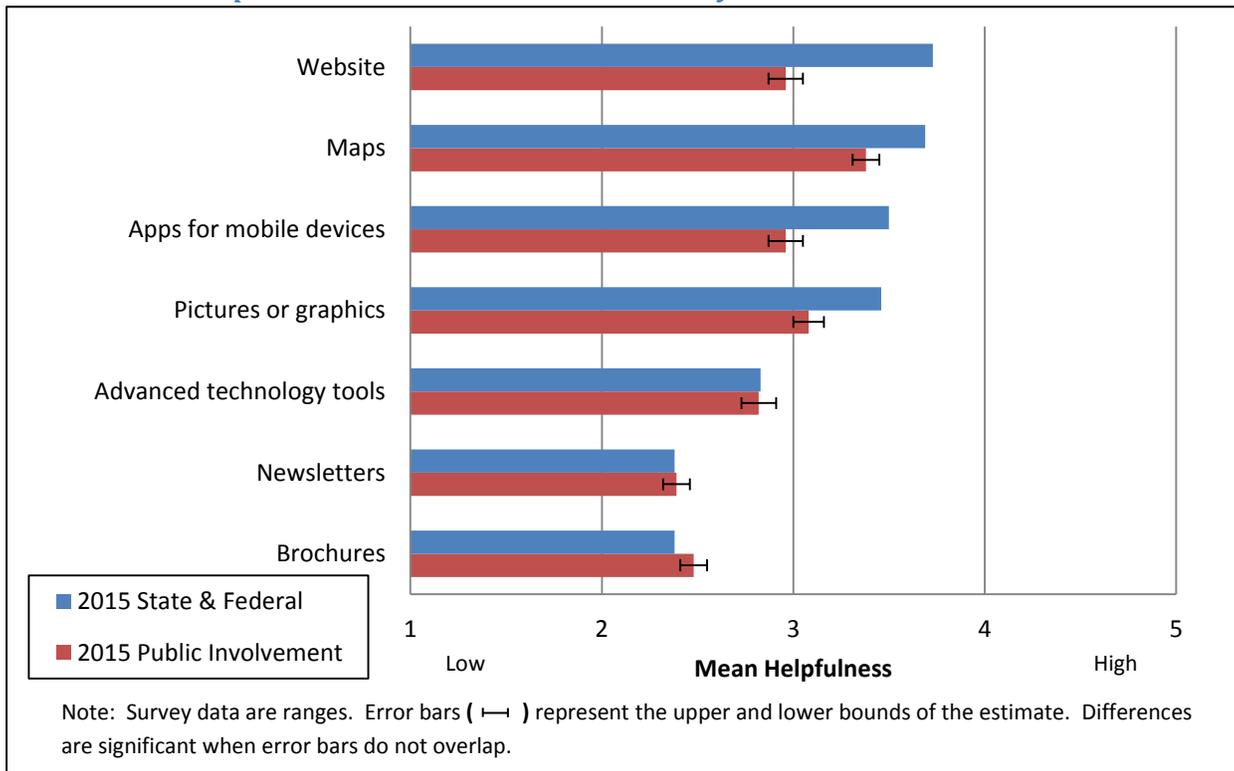
Figure 10.4.1: Usefulness of General Communications Tools, State and Federal Government Stakeholder Group and 2015 Public Involvement Survey



“How helpful are the tools MDT uses to communicate about plans and proposed projects?”

- State and federal stakeholders found the website, maps, applications for mobile devices, and pictures or graphics more helpful than the general public.
- Newsletters and brochures ranked least helpful for both groups.

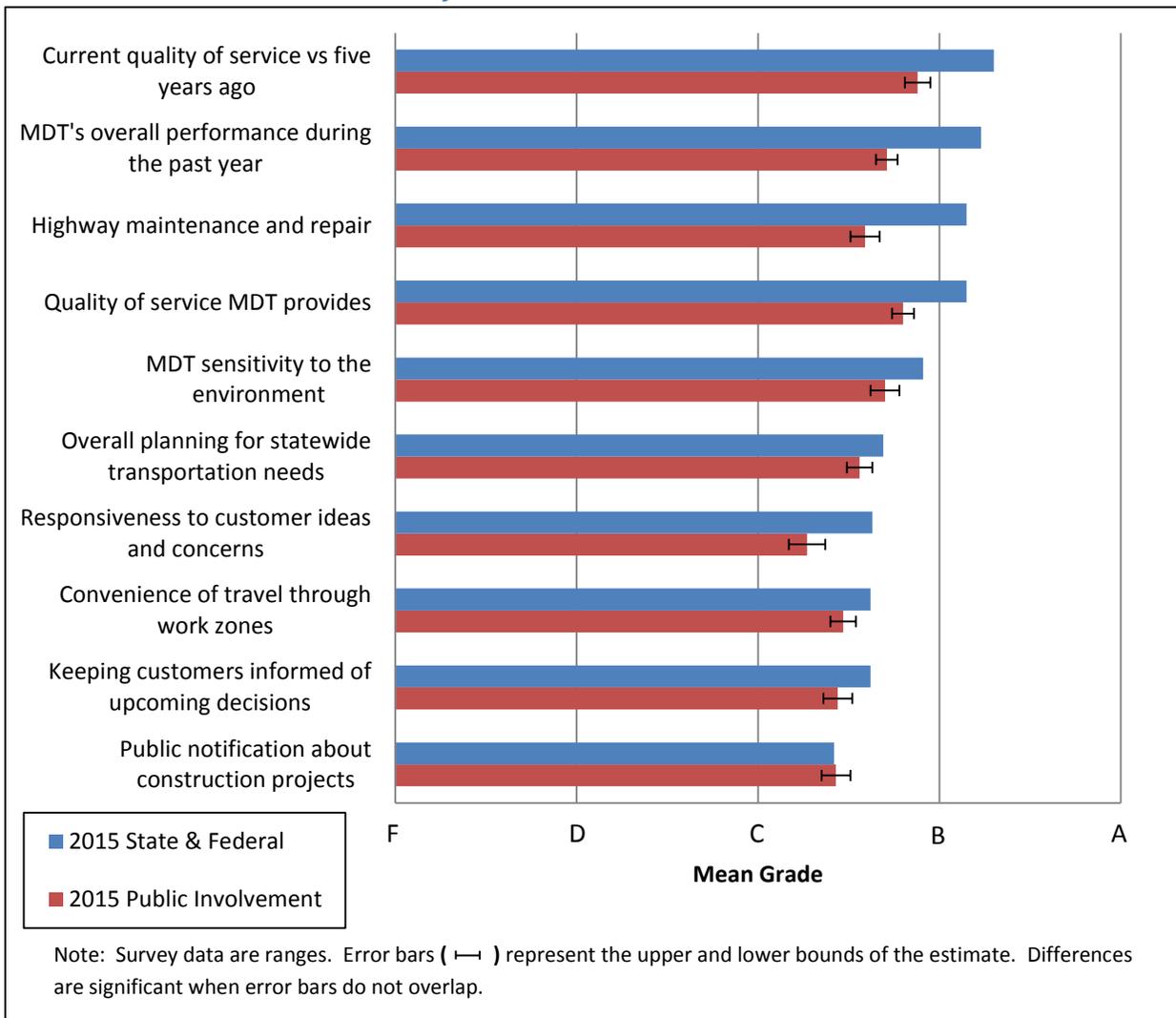
Figure 10.5.1: Helpfulness of Planning and Project Communication Tools, State and Federal Government Stakeholder Group and 2015 Public Involvement Survey



“The next few questions ask you to grade MDT on performance.”

- State and federal government stakeholders graded MDT higher than the general public on most categories.
- MDT received the highest grades for current quality of service versus five years ago, overall performance during the past year, highway maintenance and repair, and quality of service.
- MDT’s average performance grade was a B-.

Figure 10.6.1: Customer Service and Performance Grades, State and Federal Government Stakeholder Group and 2015 Public Involvement Survey

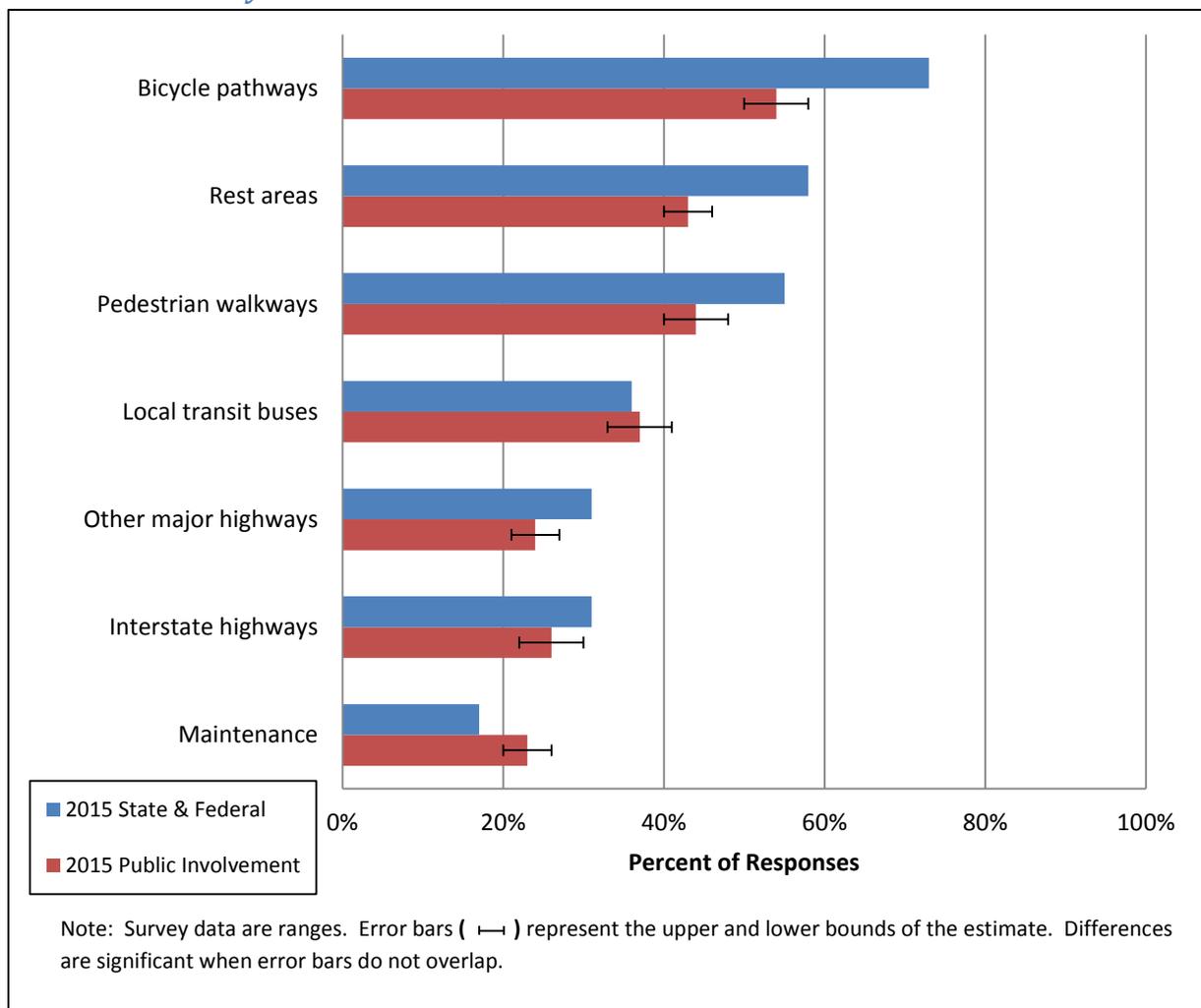


“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”

Stakeholders were asked if they felt they received more or less than \$182 in value from the transportation system. Ninety-two percent of respondents felt they received more value while eight percent felt they received less value. Figure 10.7.1 presents opinions on potential areas to lower funding if overall system funding decreases.

- State and federal stakeholders preferred lowering funding for bicycle pathways, rest areas, and pedestrian walkways.

Figure 10.7.1: Potential Areas for Lowered Funding, State and Federal Government Group and 2015 Public Involvement Survey

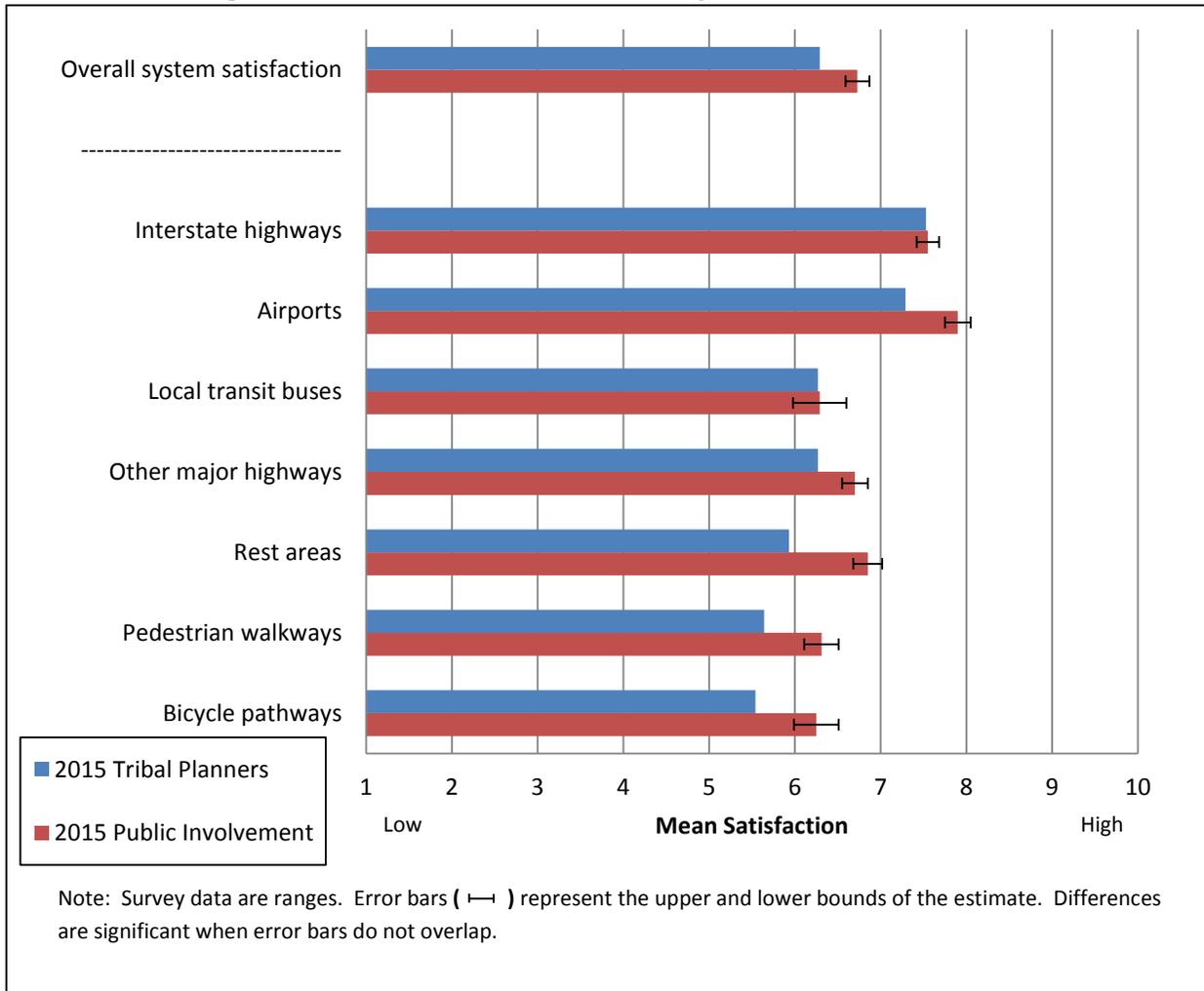


This group is represented by tribal planners from across Montana. Fifteen tribal representatives completed interviews in 2015. To maintain the confidentiality of the respondents, the tribes for which they work are not named in this document.

“How satisfied are you with transportation system in Montana?”

- Tribal planners were generally satisfied with the overall transportation system and were slightly less satisfied than the general public, including higher satisfaction with interstates and airports.
- They were least satisfied with bicycle pathways, pedestrian walkways, and rest areas.

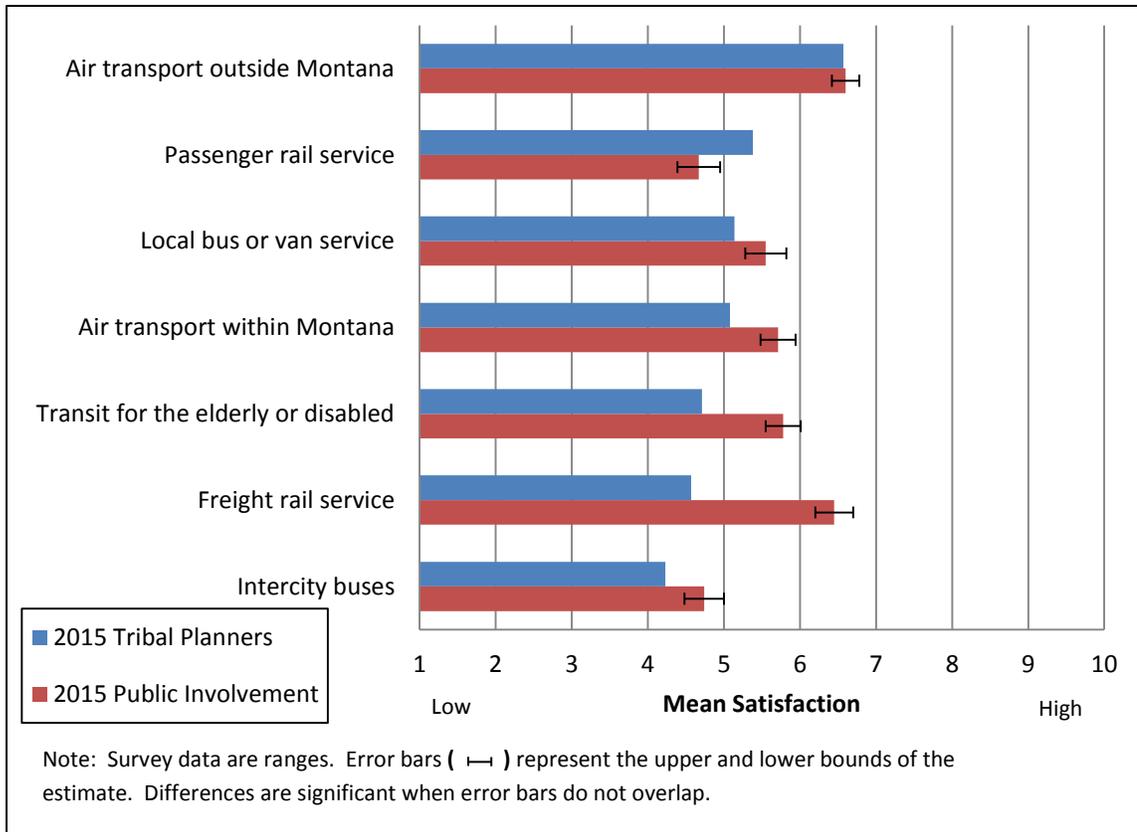
Figure 11.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Tribal Planner Stakeholder Group and 2015 Public Involvement Survey



“How satisfied are you with the availability of service for each of the following?”

- Tribal planners were most satisfied with the availability of air transport outside Montana.
- They were less satisfied than the general public with the availability of local bus or van service, air transport within Montana, transit for the elderly or disables, freight rail service, and intercity buses.

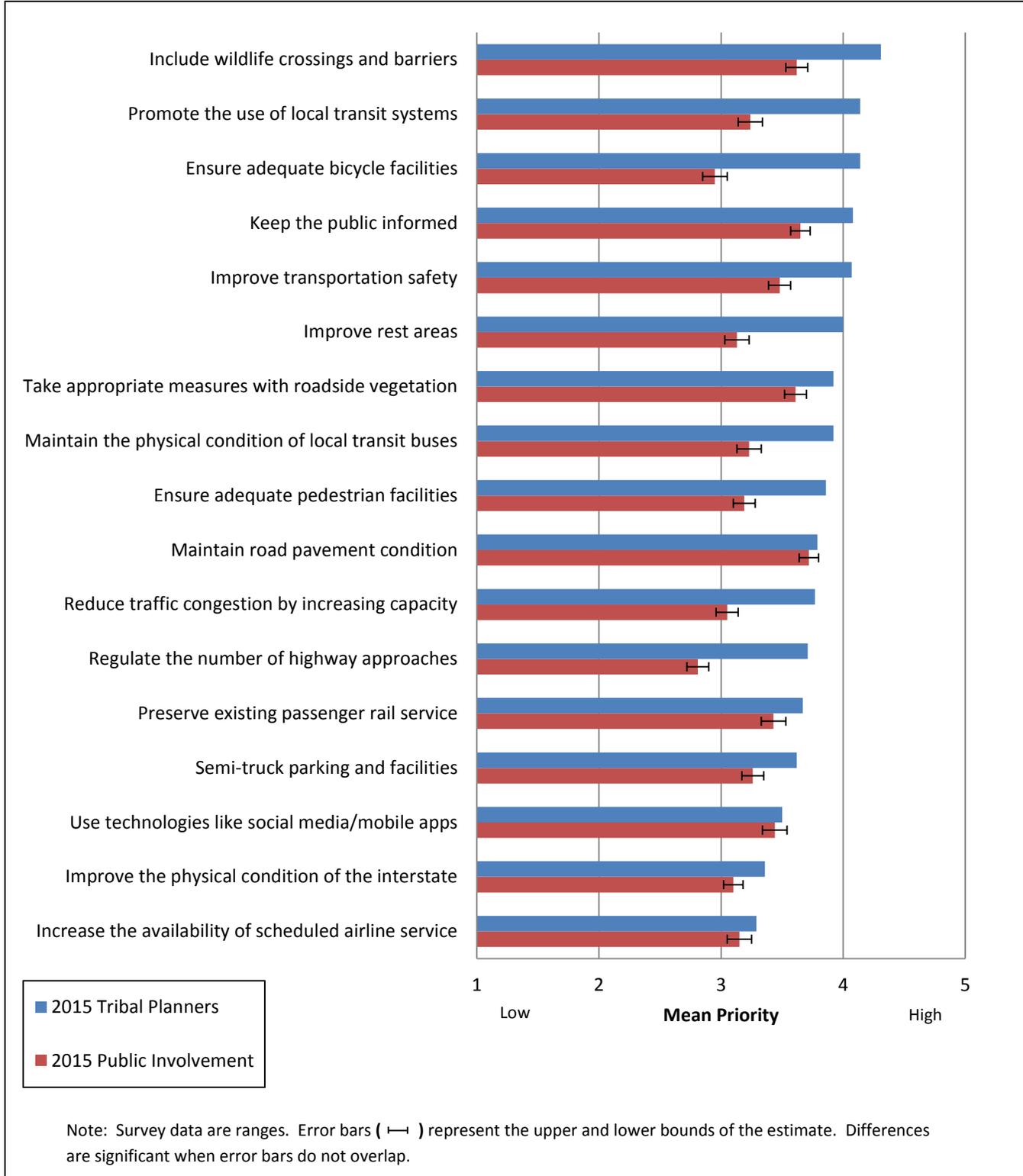
Figure 11.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Tribal Planner Stakeholder Group and 2015 Public Involvement Survey



“What priority do you think MDT should assign the following actions to improve the transportation system?”

- Including wildlife crossings and barriers, promoting the use of local transit systems, ensuring adequate bicycle facilities, keeping the public informed, and improving transportation safety were all high priority actions for tribal planners. Each registered a higher priority than in the public involvement survey.

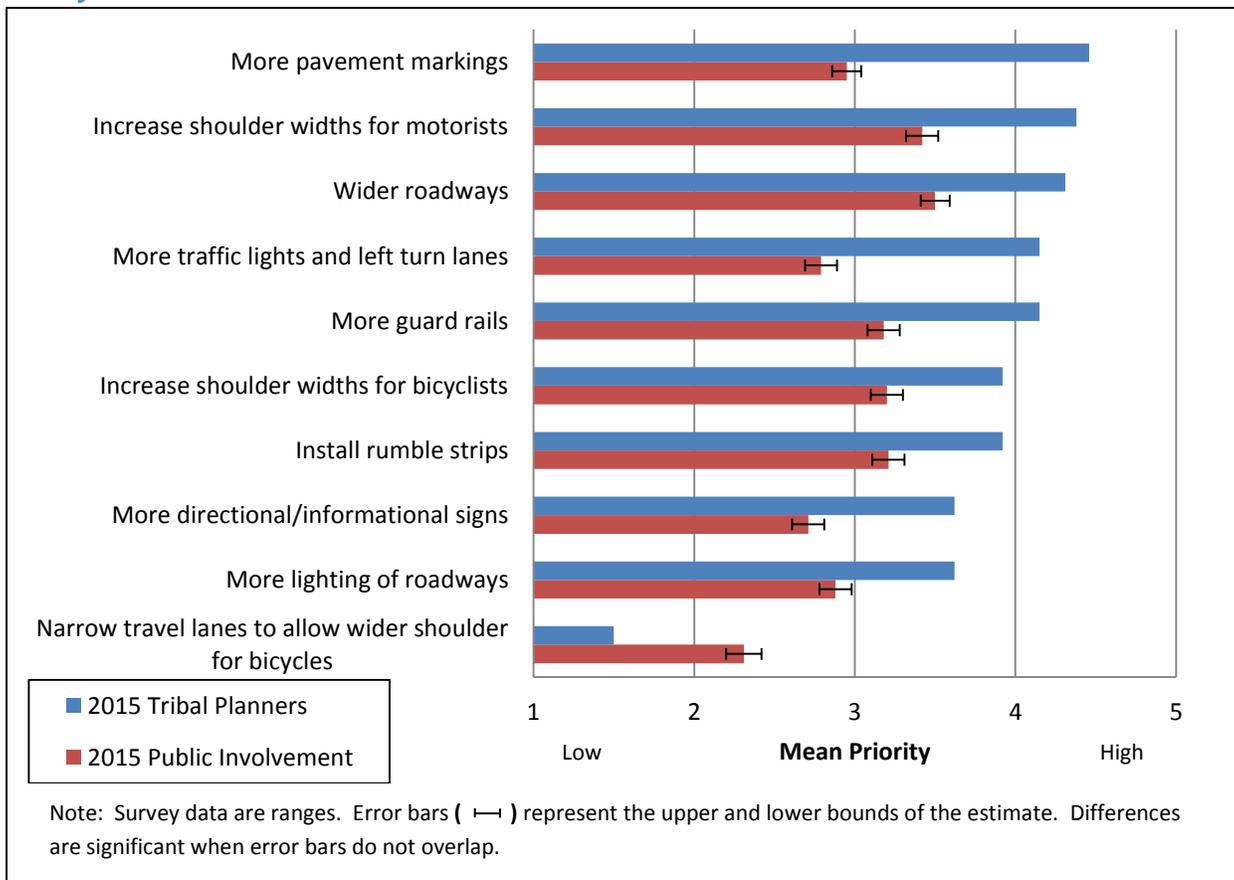
Figure 11.2.1: Actions to Improve Transportation System, Tribal Planner Stakeholder Group and 2015 Public Involvement Survey



“Please indicate your priority for the following actions that could be taken to improve the function of Montana’s roadways.”

- Tribal planners differed significantly in their opinions regarding actions to improve Montana roadways from the public.
- All categories except for narrowing travel lanes to allow wider shoulder for bicycles were higher priorities for the tribal planners compared to the general public.
- More pavement markings, increasing shoulder widths for motorists, more traffic lights and left turn lanes, and more guard rails ranked highest in priority for tribal planners.

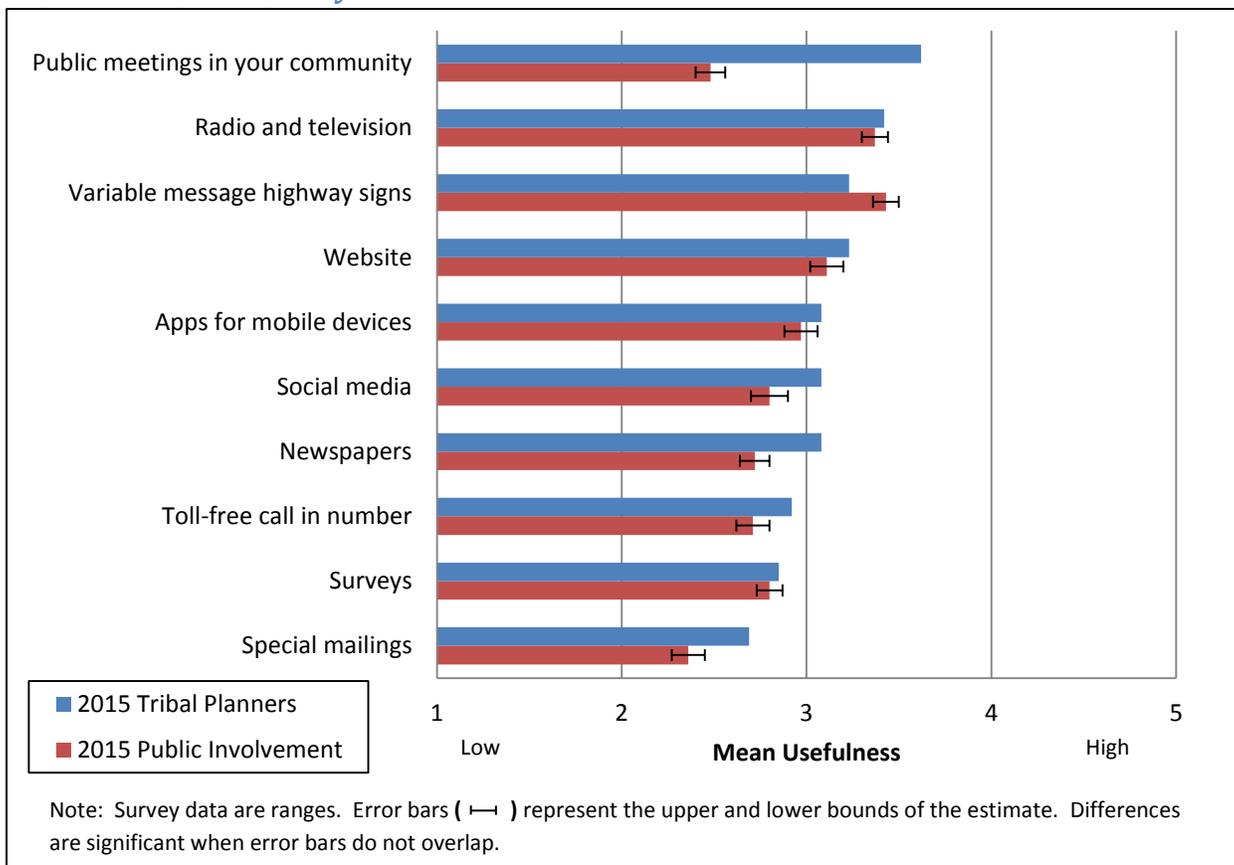
Figure 11.3.1: Actions to Improve Roadways, Tribal Planner Stakeholder Group and 2015 Public Involvement Survey



“How useful are each of the following communication tools?”

- Tribal planners found the public meetings significantly more useful than the general public.
- Radio and television, variable message highway signs, and the website were also ranked as useful by tribal planners.

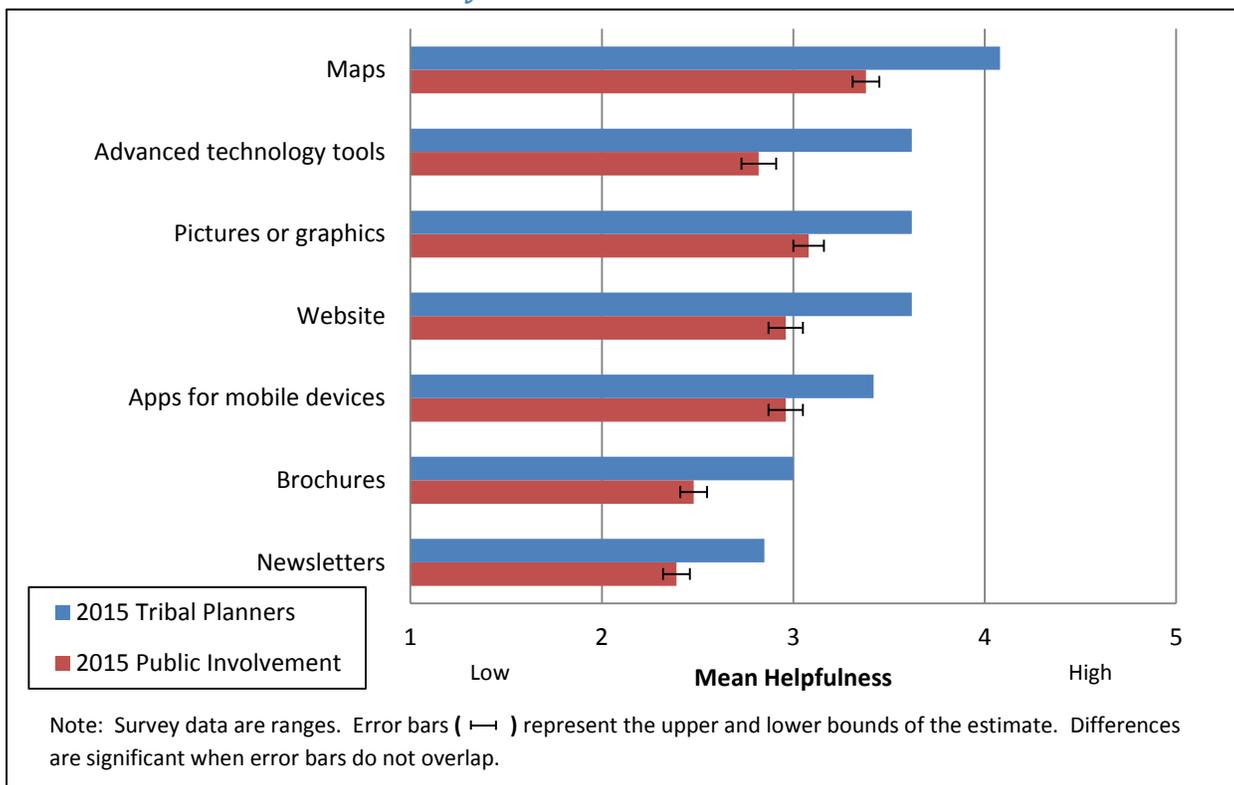
Figure 11.4.1: Usefulness of General Communications Tools, Tribal Planner Stakeholder Group and 2015 Public Involvement Survey



“How helpful are the tools MDT uses to communicate about plans and proposed projects?”

- Maps ranked highest in helpfulness for tribal planners; they found maps more helpful than the general public.
- Advanced technology tools, pictures or graphics, and the MDT website were all ranked similarly and considered the second most helpful after maps.
- Tribal planners found all communication tools more helpful than the general public.

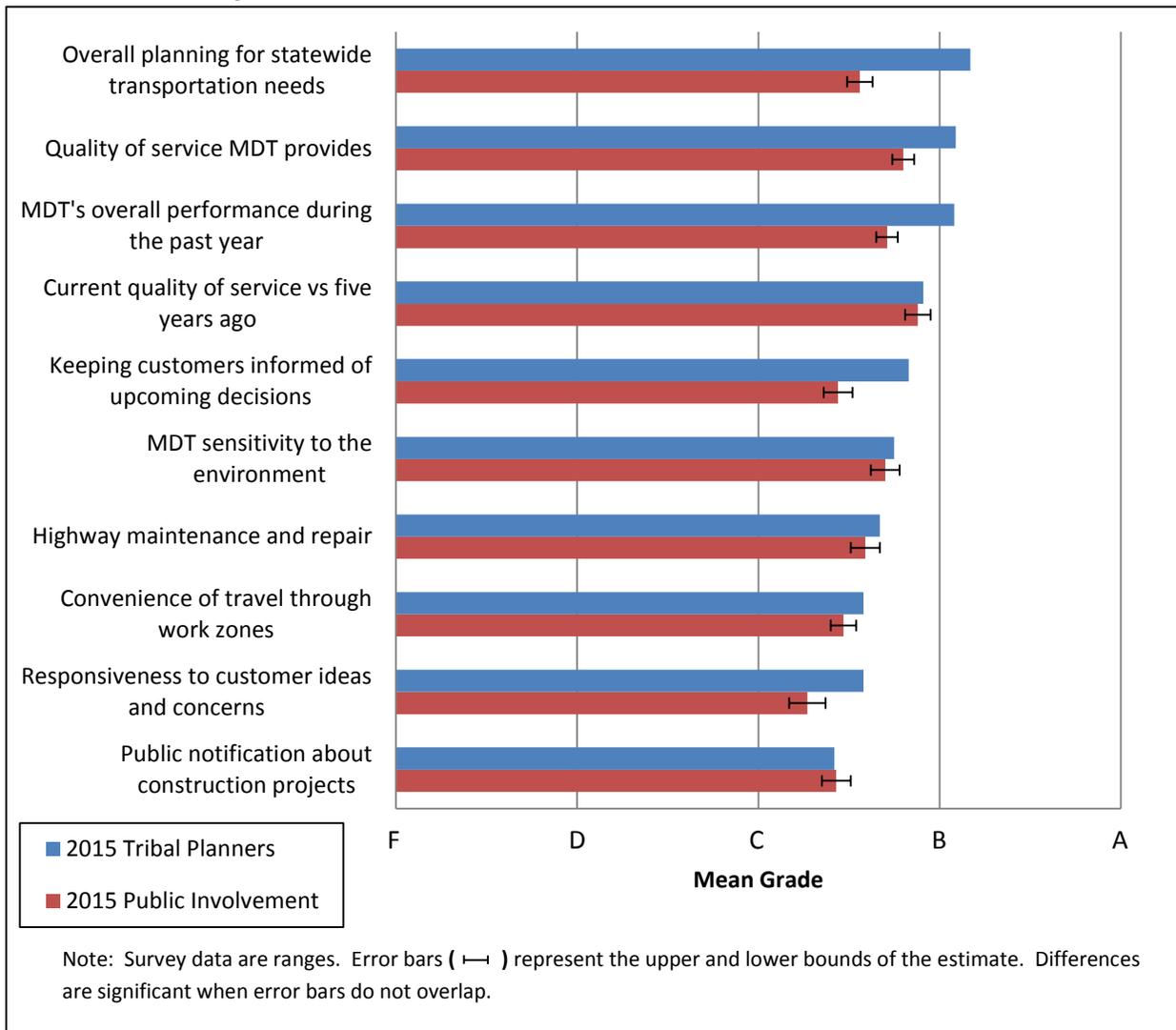
Figure 11.5.1: Helpfulness of Planning and Project Communication Tools, Tribal Planner Stakeholder Group and 2015 Public Involvement Survey



“The next few questions ask you to grade MDT on performance.”

- Tribal planners gave MDT an average grade of B-.
- Overall planning, quality of service, MDT’s overall performance over the past year, and keeping customers informed of upcoming decisions received the highest grades from tribal planners and rank higher than the general public.

Figure 11.6.1: Customer Service and Performance Grades, Tribal Planner Stakeholder Group and 2015 Public Involvement Survey

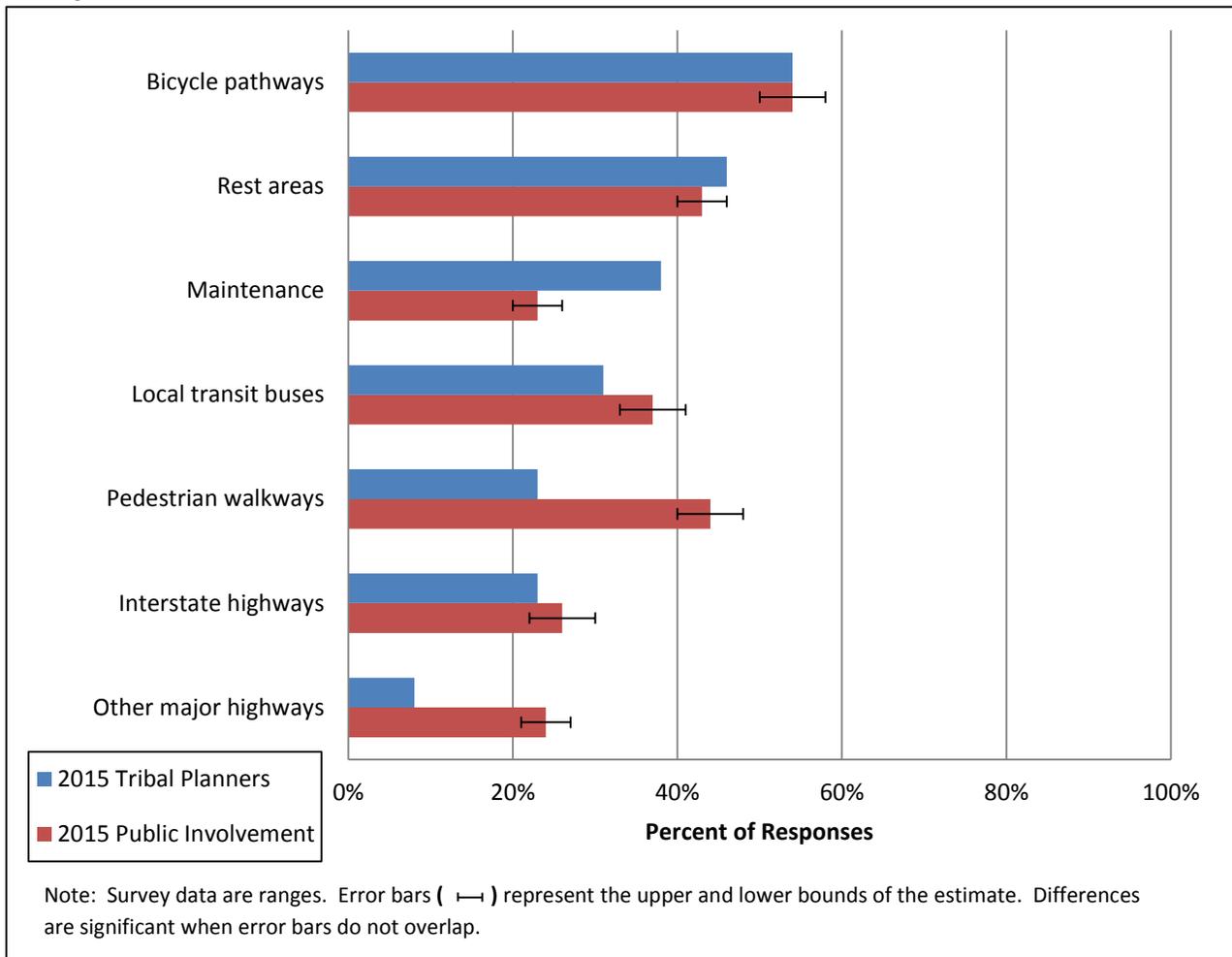


“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”

Stakeholders were asked if they felt they received more or less than \$182 per year in value from the transportation system. Twenty-seven percent of tribal respondents felt they received more value while thirty-three percent felt they received less. Opinions on potential areas to lower funding if overall system funding decreased are presented in Figure 11.7.1.

- Tribal planners preferred to cut funding to bicycle pathways or rest areas.
- Tribal planners strongly responded that funding should be preserved for other major highways.

Figure 11.7.1: Potential Areas for Decreased Funding, Tribal Planner Group and 2015 Public Involvement Survey



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