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**MONTANA DEPARTMENT  
OF TRANSPORTATION**

2017

## TranPlanMT: Stakeholder Survey



**VOLUME I  
FINAL REPORT (Revised February 2018)**

State of Montana  
Department of Transportation

Bureau of Business and Economic Research  
University of Montana

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In 2017 MDT's stakeholder groups were:

- Moderately satisfied with Montana's transportation systems.
- Most satisfied with airports, interstate highways, and rest areas.
- Least satisfied with bicycle pathways and pedestrian walkways.

Out of 15 possible actions to improve Montana's transportation systems, stakeholders' highest priorities were:

- Maintain road pavement condition.
- Improve the physical condition of the interstate and major highways.
- Improve transportation safety.

Stakeholders' lowest priority was regulating the number of highway approaches and driveways to preserve transportation corridors.

Stakeholders perceive a high amount of value in the transportation system, with over 40% of stakeholders perceiving more than \$182-\$260 of value from the transportation system. This is compared to less than 20% of the general public indicating more than \$182-\$260 of value.

Stakeholders rated the following public communication tools highest:

- Variable message highway signs
- Websites/social media
- Maps

Stakeholders rated the following public communication tools lowest:

- Toll-free call in number
- Special mailings
- Newspapers

Stakeholders graded MDT's performance slightly higher in all categories than the general public, with the average grade being a B-.



## Survey Methods

The Stakeholder Survey was administered to 613 MDT stakeholders. The list of stakeholders was provided by MDT. No sample was selected from this list. UM BBER attempted to collect data from the entire population of stakeholders, thus for purposes of analysis this data collection effort is best described as a census. As such, there is no sampling error associated with any census. UM BBER collected 457 completed questionnaires. The response rate for the Stakeholder Survey is 74.6% which is considered excellent by current industry standards.

The 2017 Stakeholder Survey was self-administered by mail. Stakeholders were contacted up to 5 times. All stakeholders received two first class letters, each of which asked respondents to complete the questionnaire via an internet link contained in the letter. Nonrespondents then received a hard copy questionnaire that they were asked to complete and return in a postage-paid envelope. Those that did not yet respond received a replacement hard copy questionnaire packet. Finally, all non-responding tribal planners and selected other non-responding stakeholders were called on the telephone in an attempt to complete the questionnaire by phone. UM BBER believes that the change from interviewer-administration of the MDT Stakeholder Survey to self-administration caused average positive-negative scale scores to decline across all items due simply to the change in survey administration mode. Readers must keep this effect in mind when evaluating survey trends.

In addition, the format of questions 1-9, which are 0 thru 10 satisfaction ratings, were changed in this year's survey. Previous versions of these questions were 1 thru 10 satisfaction ratings. The addition of a possible negative satisfaction choice (0) undoubtedly lowered average satisfaction ratings. Readers should also be mindful of this change.

UM BBER implemented a rigorous quality control regime to verify the accuracy of all hard copy data entered. UM BBER randomly selected 25% of all hard copy questionnaires for verification of all data elements. UM BBER then corrected the very few mispunches discovered.

**Table 1.1: Number of Completions, TranPlanMT Stakeholder Survey, 2005-2017**

	Number of Completions						
	2005	2007	2009	2011	2013	2015	2017
All Stakeholders	403	552	412	477	431	391	457
County commissioners	52	55	43	48	47	35	48
Cities & towns	109	105	83	102	88	92	95
Economic development	40	89	87	87	81	69	77
Environmental groups	18	21	25	27	26	21	20
Intermodal freight	55	78	46	57	47	35	57
Bicycle-pedestrian Passenger transportation	55	113	70	84	67	71	74
State-Federal	20	25	19	18	20	13	31
Tribal planners	4	8	3	13	12	15	9

## Structure of this Report

The primary purpose of Volume I of this report is to describe data collected by the 2017 TranPlanMT 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 2017 TranPlanMT 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.

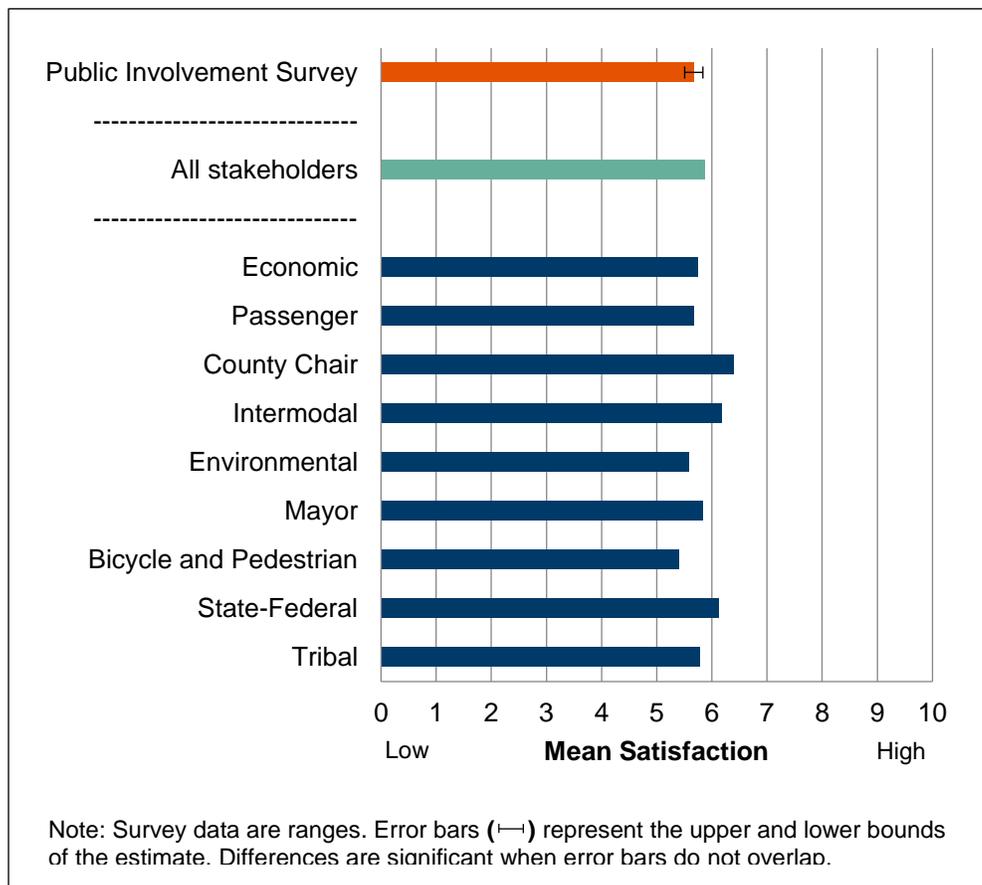
The 2017 TranPlanMT Stakeholder Survey was designed to provide analysis of the trends in stakeholders' attitudes and perceptions about the transportation system. To the extent possible, the wording of the questions was repeated exactly, so that responses from the 2017 survey can be compared to those from previous years. The 2017 survey findings are compared in the following sections to the surveys conducted in 2009, 2011, 2013, and 2015. 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 zero to ten. Answers above a 5.0 represent an increasing level of satisfaction, while answers below 5.0 represent a decreasing level of satisfaction. Previous rounds of the survey measured satisfaction on a scale from one to ten. Hence, when comparing with previous results (e.g. Figure 2.1.6 on p. 17) it is expected that this year’s satisfaction level will appear lower due to the scale change. 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 more satisfied than the general public as measured by the 2017 Public Involvement Survey; particularly county chairs, intermodal freight, and state-federal stakeholders.
- Bicycle-pedestrian respondents 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**



## 2. All Stakeholders' Satisfaction with the Transportation System

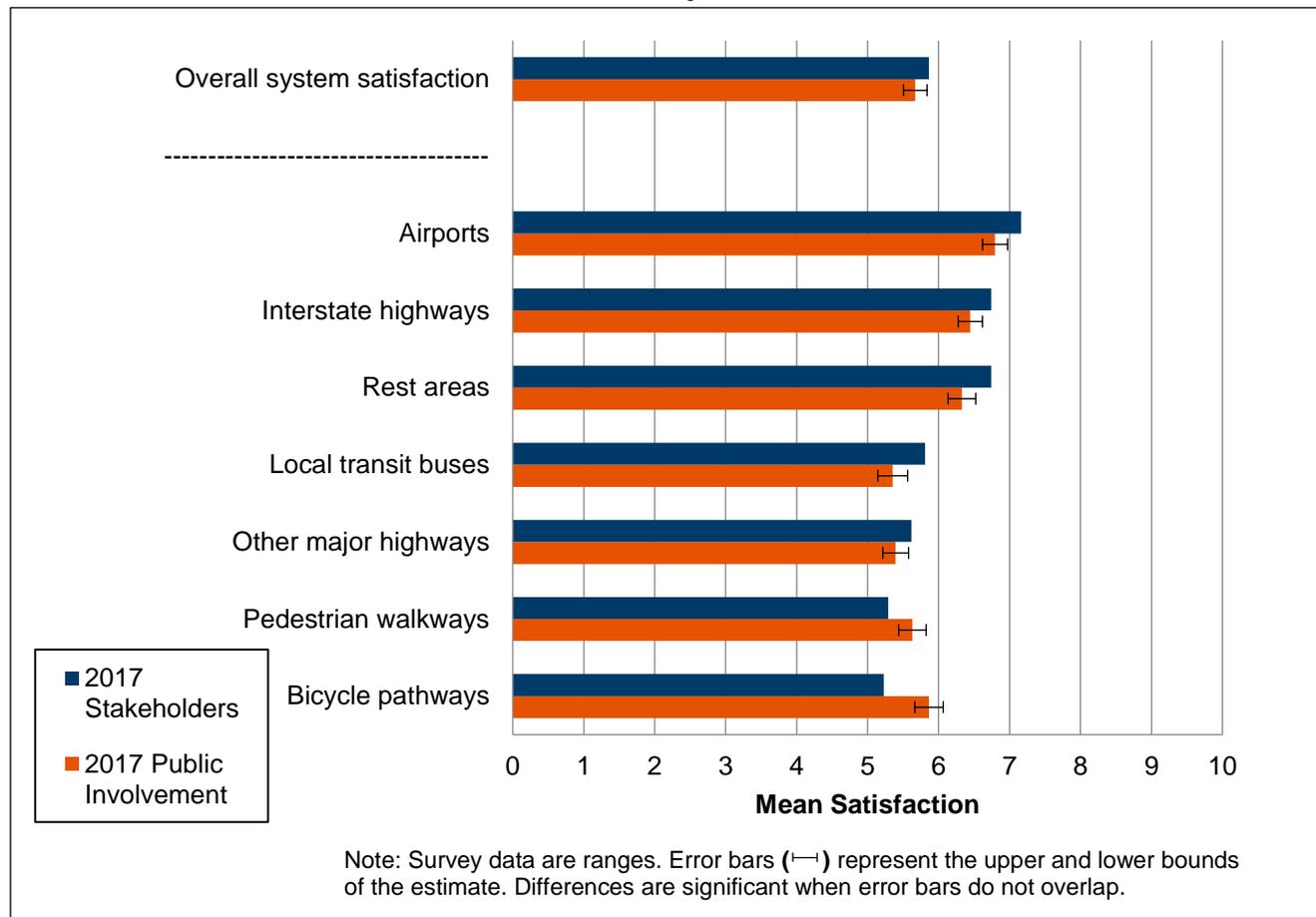
### “How satisfied are you with the physical condition of the following parts of the transportation system?”

Stakeholder satisfaction with the physical condition of Montana’s transportation system is compared with the satisfaction levels from the 2017 Public Involvement Survey in Figure 2.1.2.

- Stakeholders were less satisfied with the physical condition of bicycle paths and pedestrian walkways than the general public.
- Stakeholders were slightly more satisfied than the general public with the physical condition of rest areas, airports, local transit buses and interstate highways.

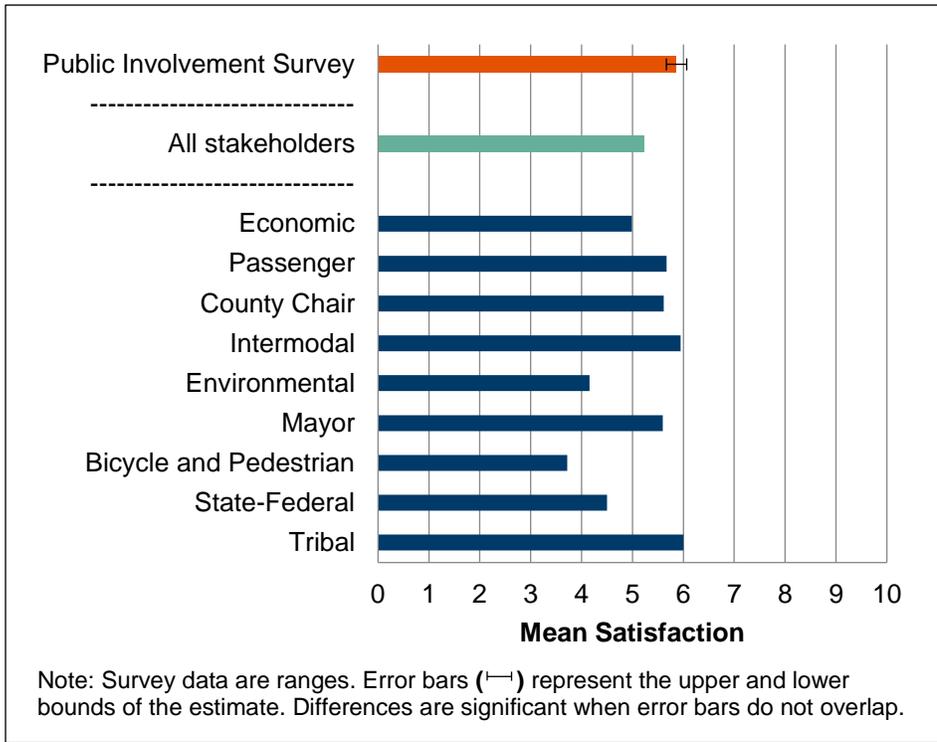
Figures 2.1.3 through 2.1.5 on the following pages illustrate how different stakeholder groups differ in satisfaction about the physical condition of selected components of Montana’s transportation system.

**Figure 2.1.2: Satisfaction with the Physical Condition of Montana’s Transportation System, All Stakeholders and 2017 Public Involvement Survey**



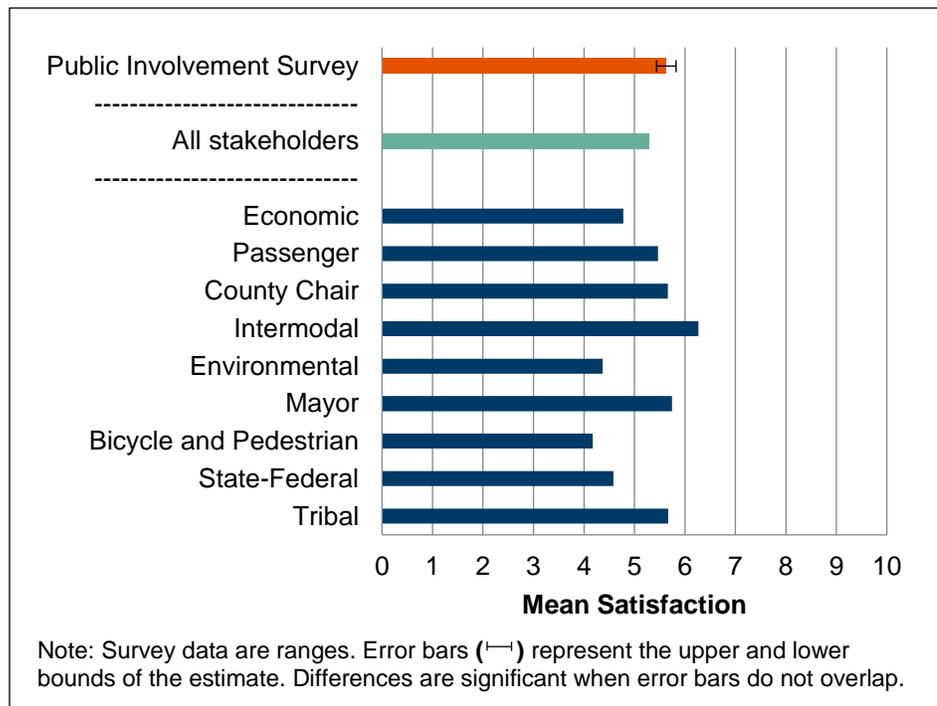
## 2. All Stakeholders' Satisfaction with the Transportation System

**Figure 2.1.3: Physical Condition of Bicycle Pathways by Stakeholder Group**

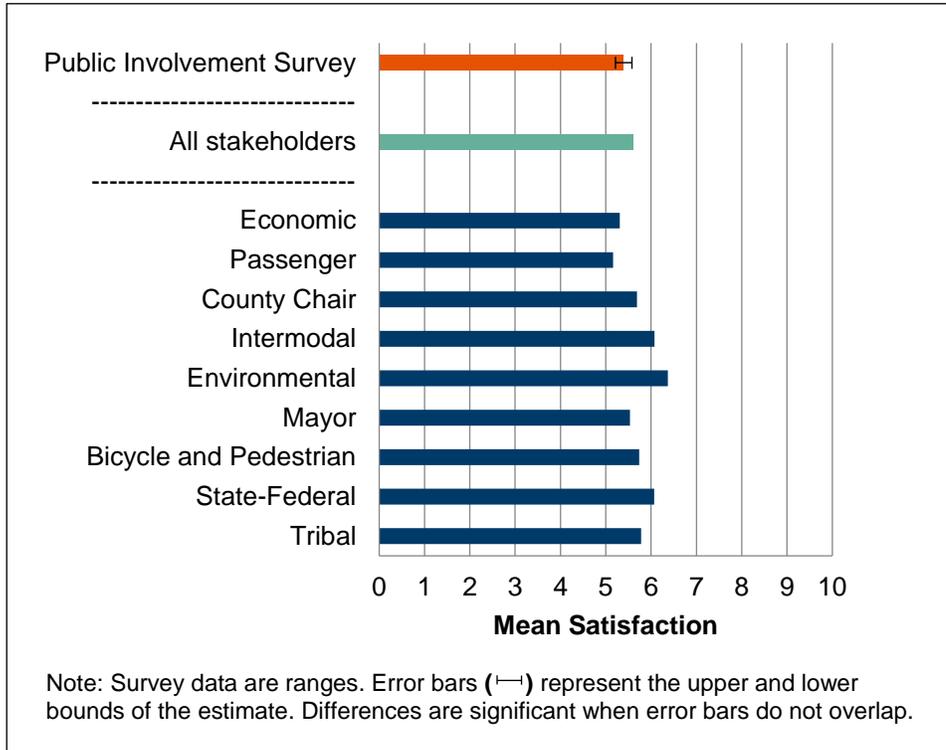


The physical condition of bicycle and pedestrian pathways were a concern of bicycle-pedestrian groups and also environmental groups. Other stakeholder groups were not as concerned.

**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**



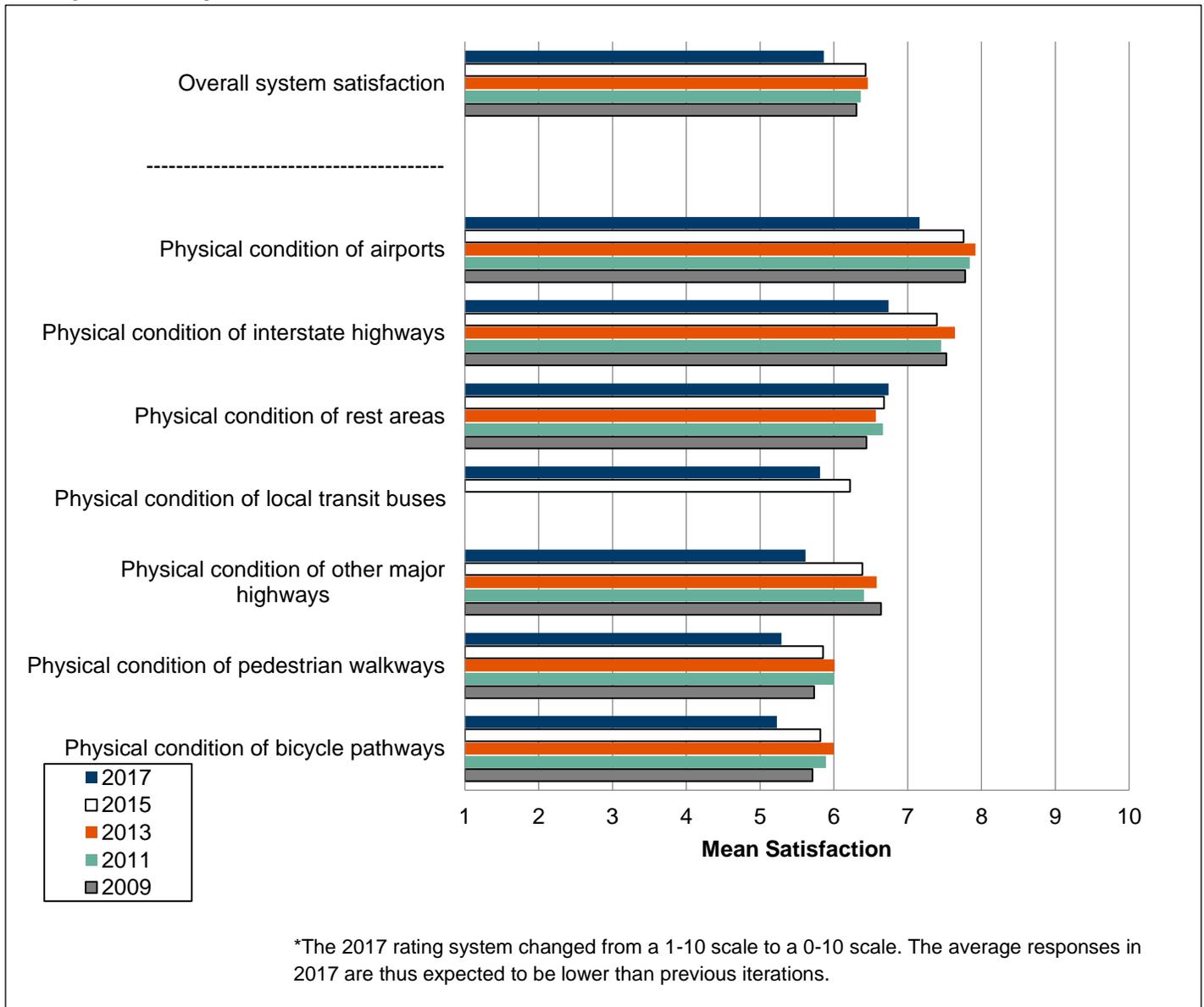
Passengers and economic development groups were less satisfied about the physical condition of other major highways; environmental groups were most satisfied.

## 2. All Stakeholders' Satisfaction with the Transportation System

Stakeholder satisfaction with the overall transportation system remains roughly the same as 2015 when taking into account the scale change discussed on page 13.

- Satisfaction with the physical condition of rest areas has increased markedly since 2015.
- Satisfaction with the physical condition of transit buses has increased slightly over 2015 taking into account the scale change.

**Figure 2.1.6: Stakeholder Overall Satisfaction with the Physical Conditions of Montana's Transportation System, 2009-2017**

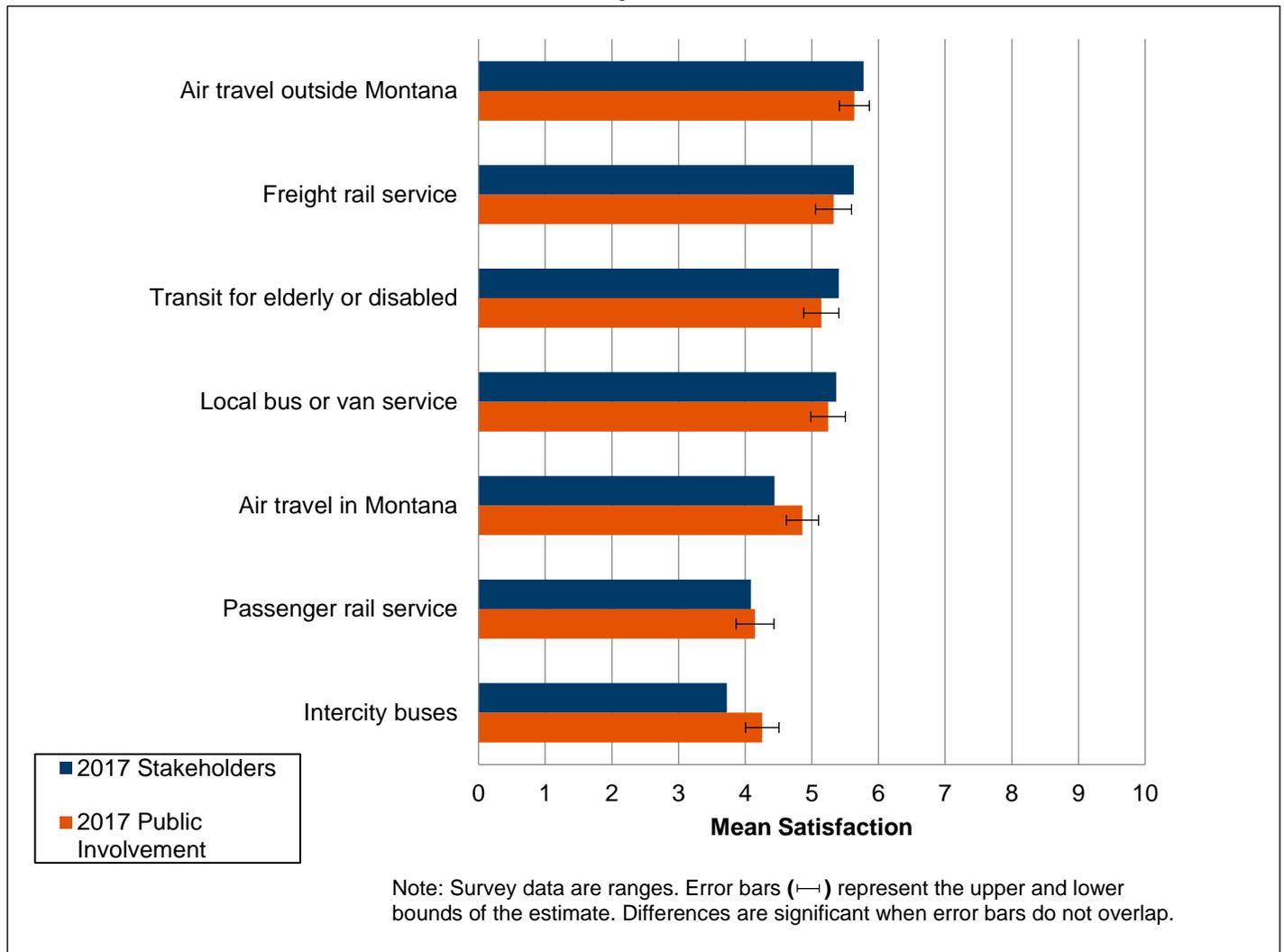


### “How satisfied are you with the availability of service for each of the following components?”

- Stakeholders were less satisfied than the public in the areas of air travel in Montana and intercity buses. (Figure 2.1.7).
- Stakeholders were slightly more satisfied than the public in freight rail service. All other stakeholder groups showed similar satisfaction levels as the general public.

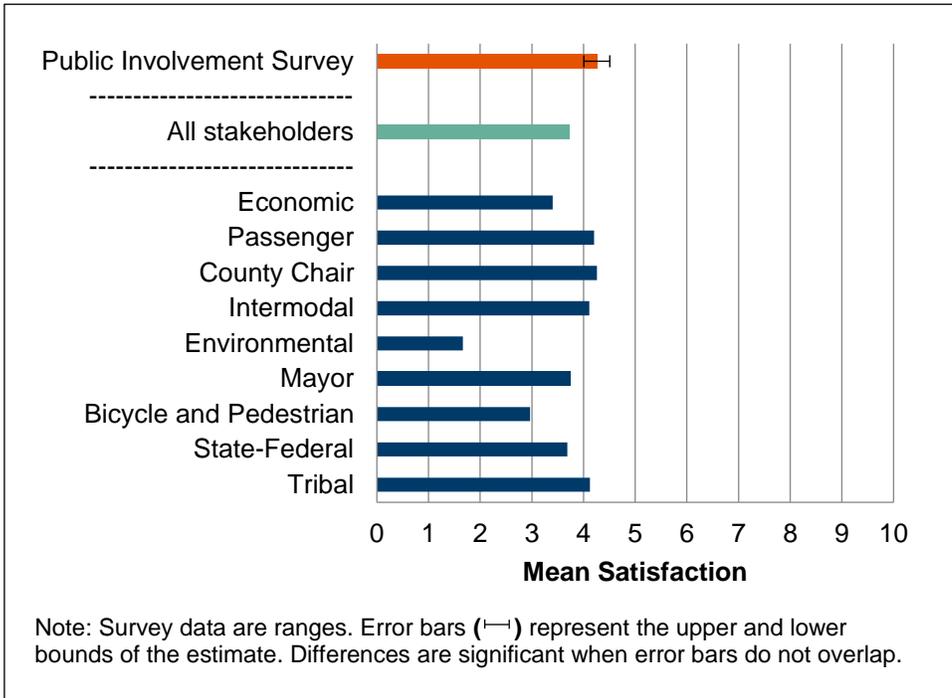
Figures 2.1.8 through 2.1.11 on the following pages illustrate how stakeholder respondents differ in satisfaction with the availability of various transportation services in Montana.

**Figure 2.1.7: Satisfaction with the Availability of Services in Montana’s Transportation System, All Stakeholders and 2017 Public Involvement Survey**



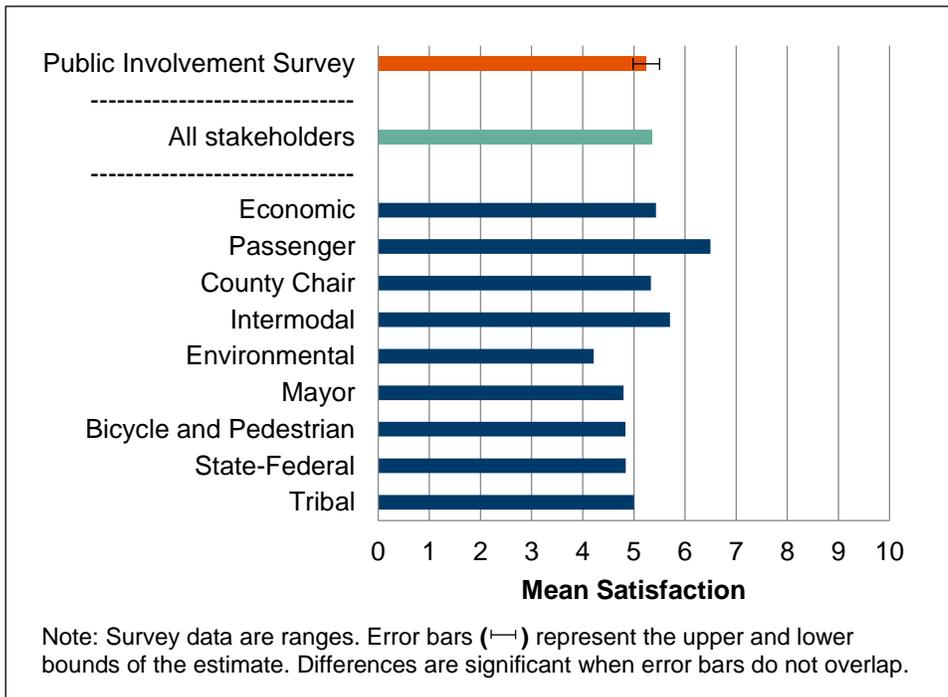
## 2. All Stakeholders' Satisfaction with the Transportation System

**Figure 2.1.8: Availability of Intercity Buses by Stakeholder Group**



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

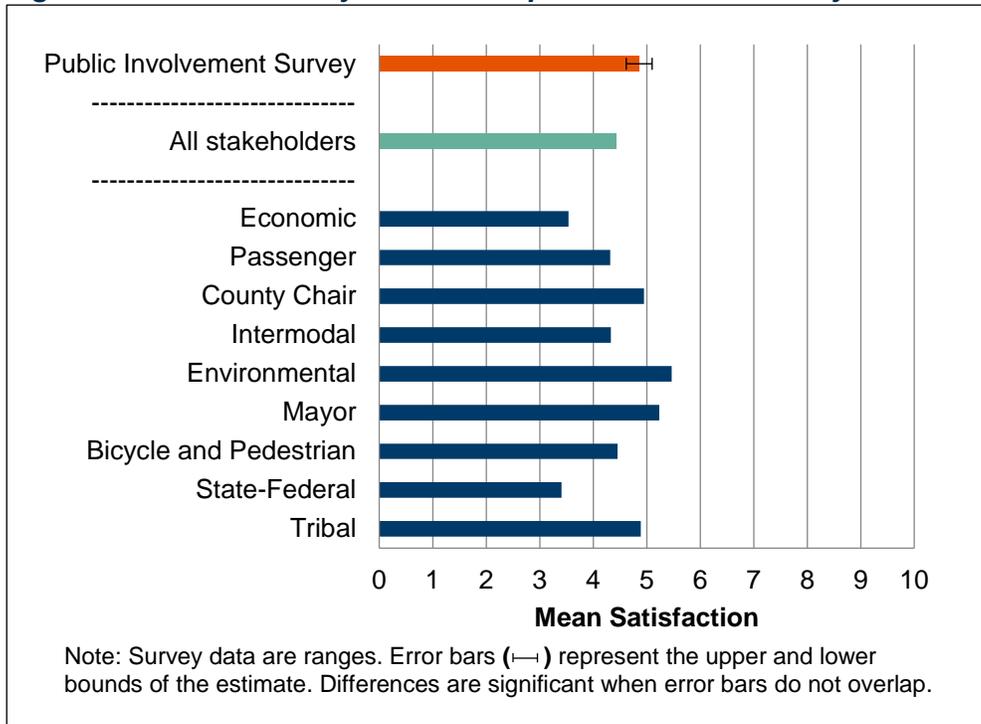
**Figure 2.1.9: Availability of Local Bus or Van Service by Stakeholder Group**



Again, environmental groups were least satisfied with the availability of local bus or van services. But on average, the stakeholders were as satisfied as the public, with passenger stakeholders being the most satisfied.

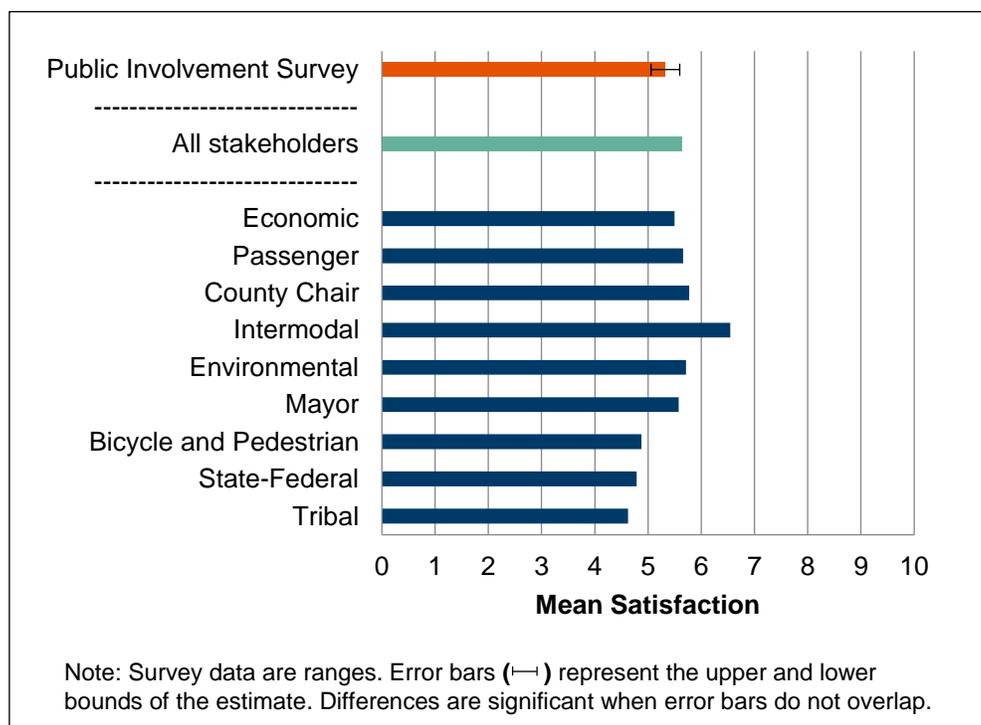
## 2. All Stakeholders' Satisfaction with the Transportation System

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



State-federal and economic development were least satisfied with the availability of air transport within Montana.

**Figure 2.1.11: Availability of Freight Rail Service by Stakeholder Group**



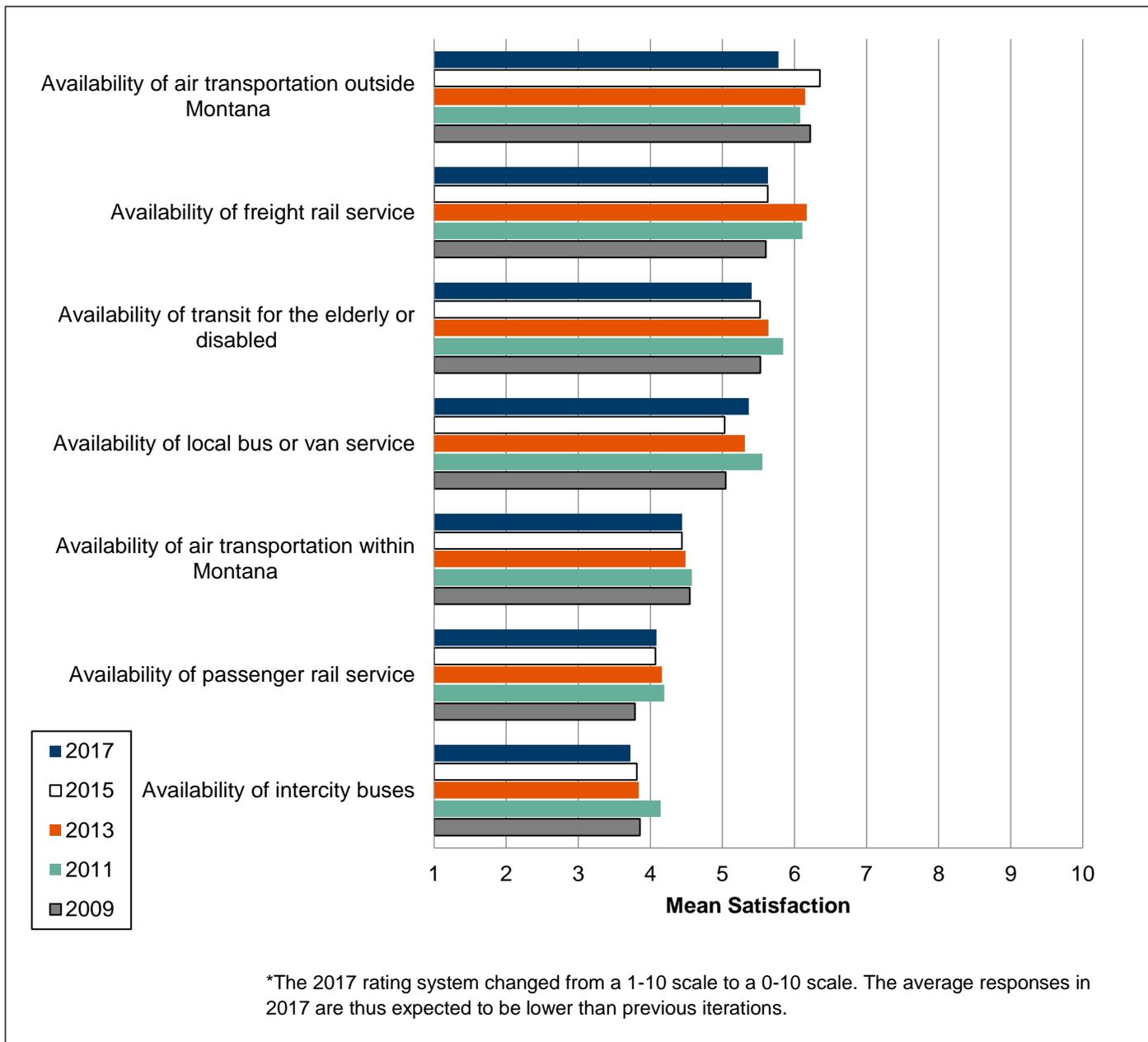
Intermodal freight groups were quite satisfied with the availability of freight rail service. State and federal, as well as tribal stakeholders were slightly less satisfied than the general public.

## 2. All Stakeholders' Satisfaction with the Transportation System

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

- Stakeholder satisfaction has increased or stayed the same (given the change in scale since 2015) for the availability of all transportations services.
- Satisfaction with the availability of local bus or van service has seen the largest increase in satisfaction among stakeholder groups.

**Figure 2.1.12: Stakeholder Satisfaction with Availability of Transportation Services, 2009-2017**



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

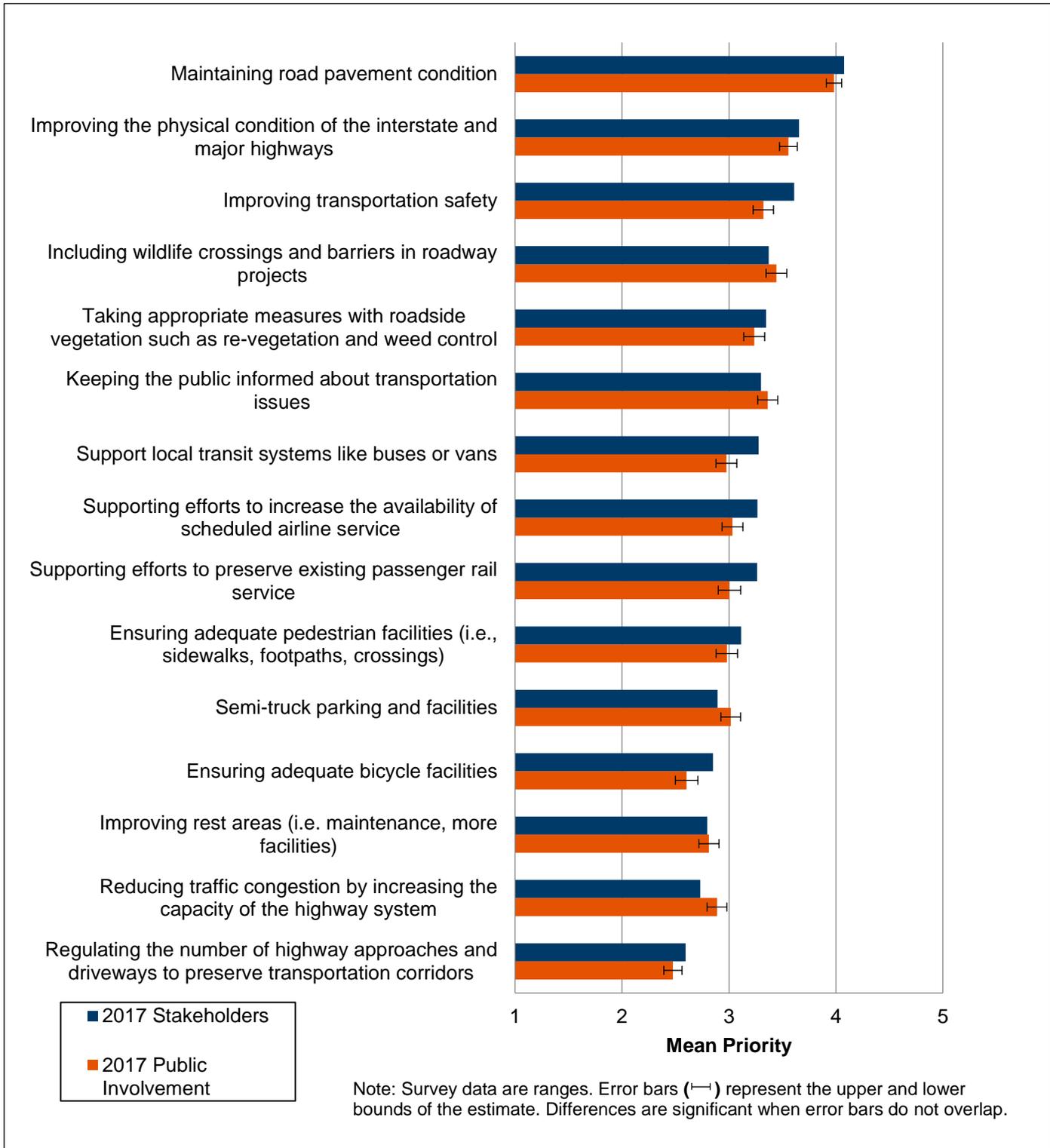
Stakeholders were asked to prioritize potential actions to improve the Montana Transportation System on a scale of one to five where one means a very low priority and five means a very high priority. Figure 2.2.1 compares how all stakeholders viewed various actions with respondents from the 2017 Public Involvement Survey.

- Stakeholders prioritized nearly all actions as higher than the general public.
- Stakeholders ranked maintaining road pavement condition, improving the physical condition of the interstate and major highways, and improving transportation safety as the highest priority actions; stakeholders also prioritized these actions higher than the general public.
- 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.

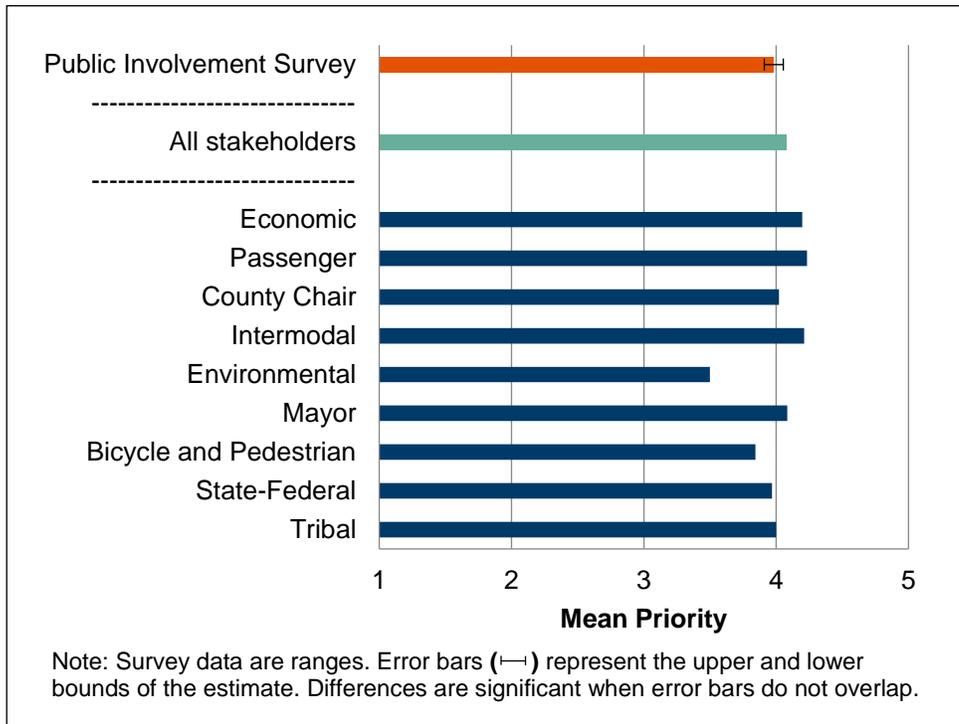
## 2. All Stakeholders' Satisfaction with the Transportation System

**Figure 2.2.1: Actions to Improve Transportation System, All Stakeholders and 2017 Public Involvement Survey**



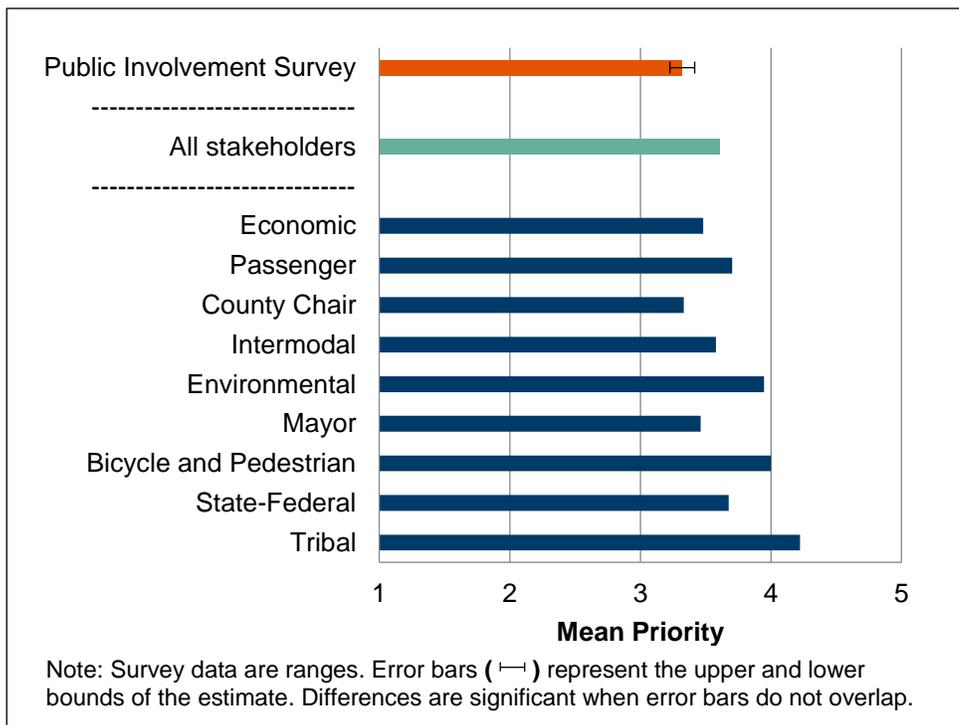
## 2. All Stakeholders' Satisfaction with the Transportation System

**Figure 2.2.2: Maintain Road Pavement Condition by Stakeholder Group**



Environmental groups assigned a lower priority to maintaining road pavement condition. Economic development, passenger, and intermodal stakeholders assigned the highest.

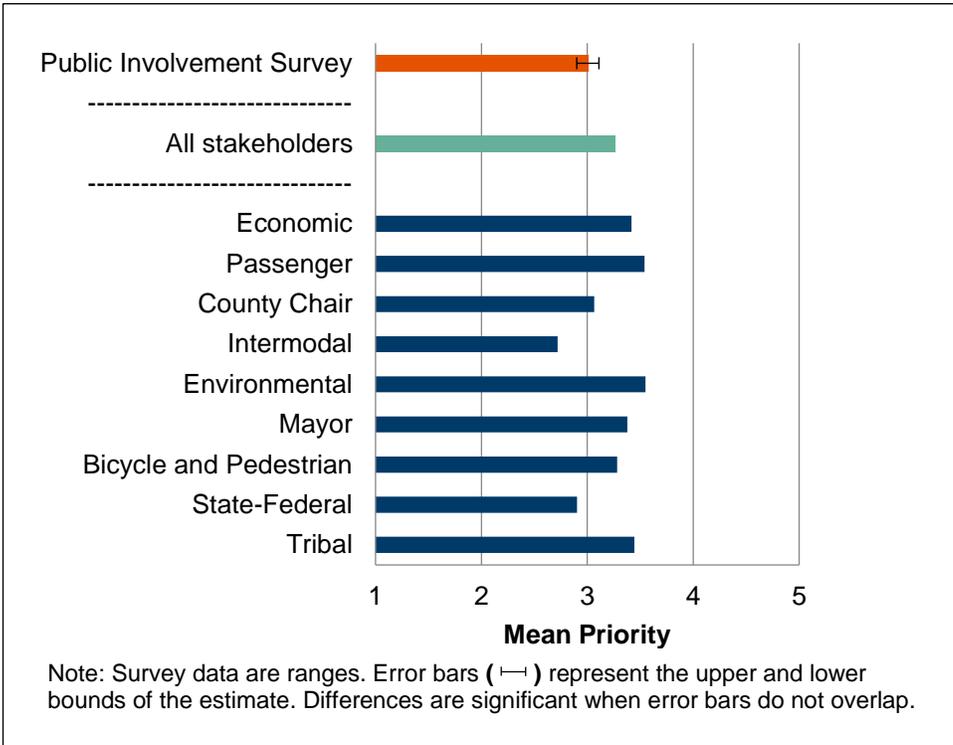
**Figure 2.2.3: Improve Transportation Safety by Stakeholder Group**



Bicycle-pedestrian, tribal, and environmental respondents ranked improving transportation safety higher than other groups. On average, all stakeholders ranked improving transportation safety higher than the public involvement respondents.

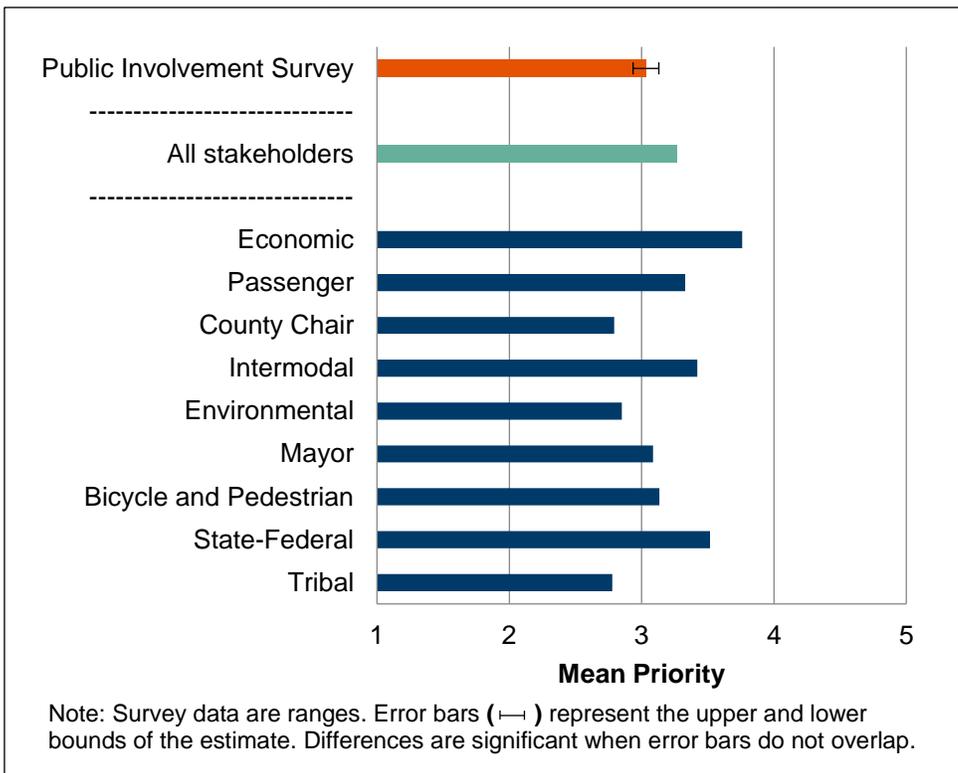
## 2. All Stakeholders' Satisfaction with the Transportation System

**Figure 2.2.4: Preserve Existing Passenger Rail Service by Stakeholder Group**



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

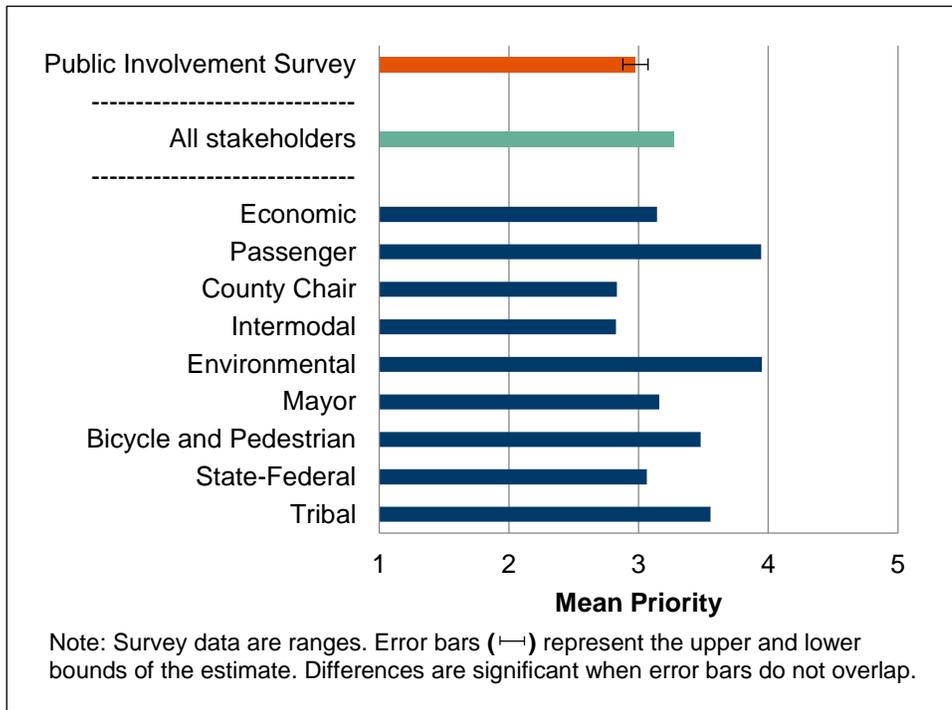
**Figure 2.2.5: Availability of Scheduled Airline Service by Stakeholder Group**



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

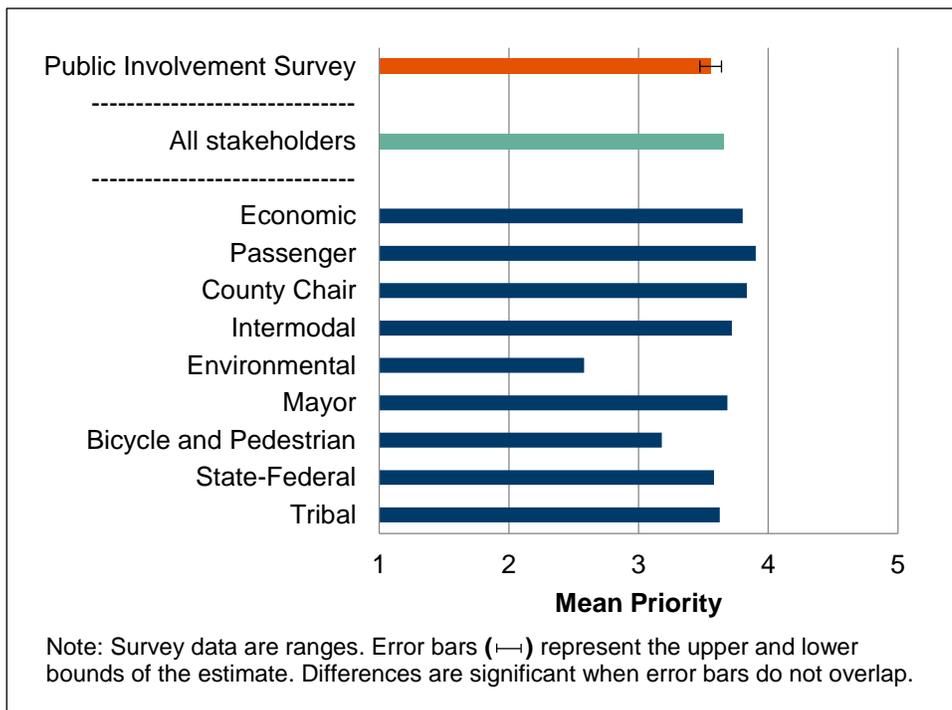
## 2. All Stakeholders' Satisfaction with the Transportation System

**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 and county respondents thought this was lower priority. Passenger and environmental respondents prioritized local transit higher than the public and all other stakeholder groups.

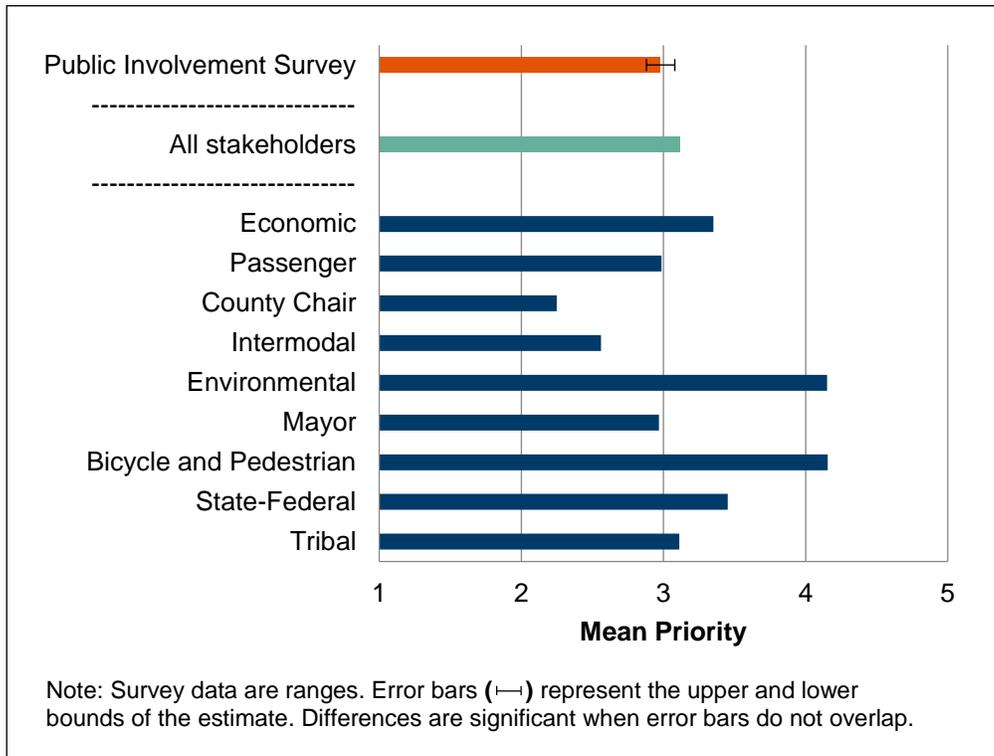
**Figure 2.2.7: Improve the Physical Condition of the Interstate by Stakeholder Group**



Environmental groups and bicycle-pedestrian respondents did not prioritize improving the physical condition of the interstate. Passenger, economic development, and county chair respondents prioritized improving interstates higher.

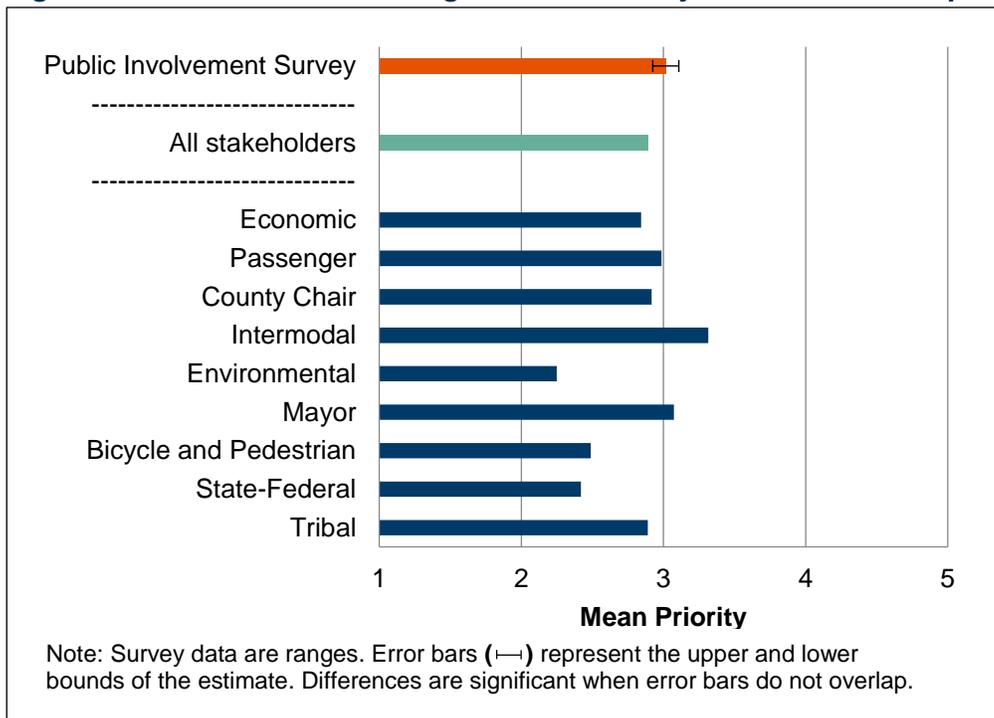
## 2. All Stakeholders' Satisfaction with the Transportation System

**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.

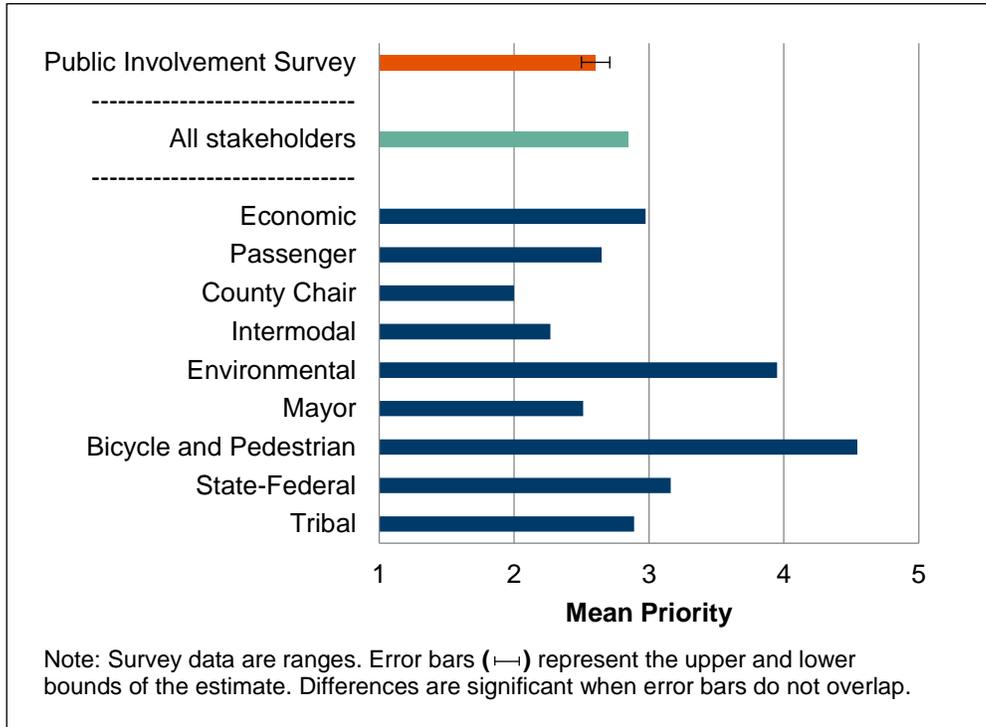
**Figure 2.2.9: Semi-Truck Parking and Facilities by Stakeholder Group**



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

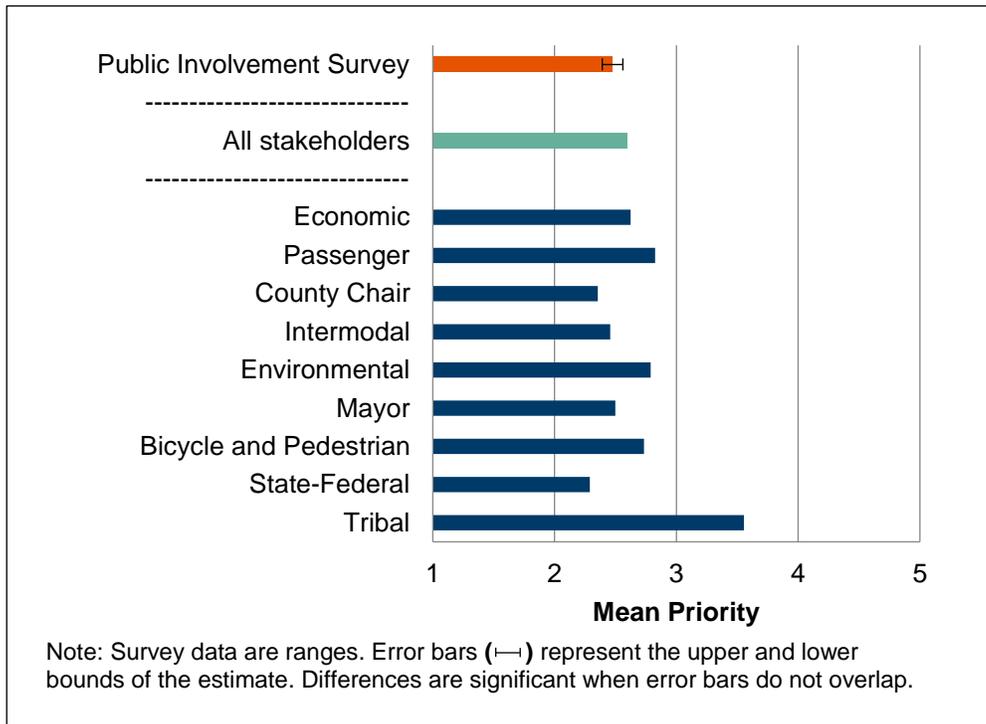
## 2. All Stakeholders' Satisfaction with the Transportation System

**Figure 2.2.10: Ensure Adequate Bicycle Facilities by Stakeholder Group**



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

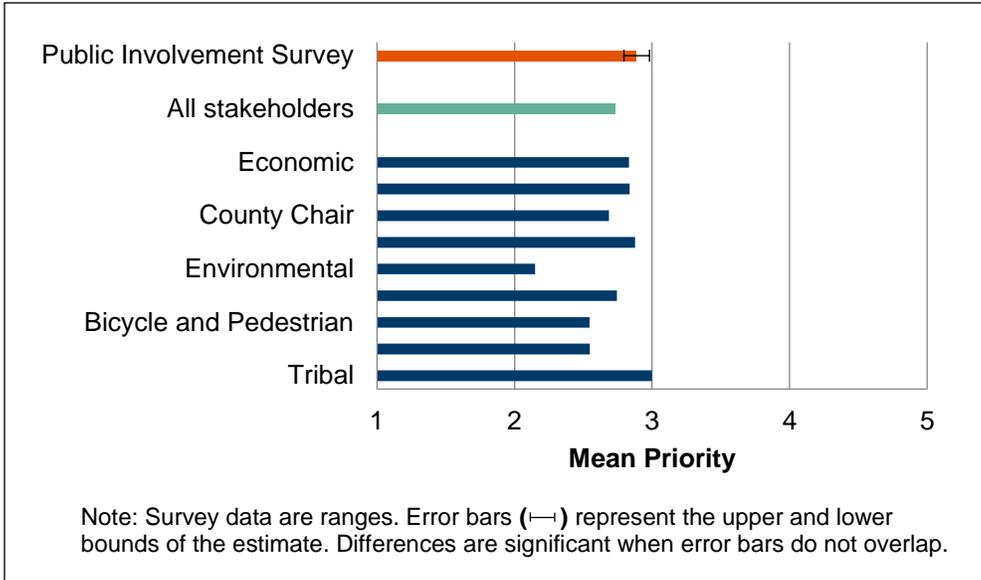
**Figure 2.2.11: Regulate the Number of Highway Approaches and Driveways by Stakeholder Group**



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

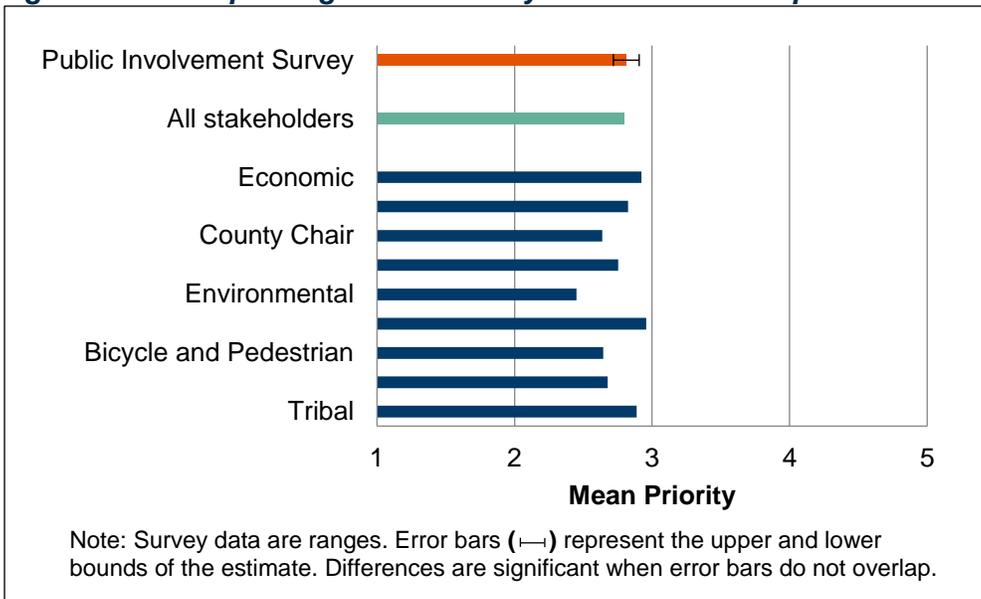
## 2. All Stakeholders' Satisfaction with the Transportation System

**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. Environmental groups prioritized increasing capacity the least among stakeholders.

**Figure 2.2.13: Improving Rest Areas by Stakeholder Group**

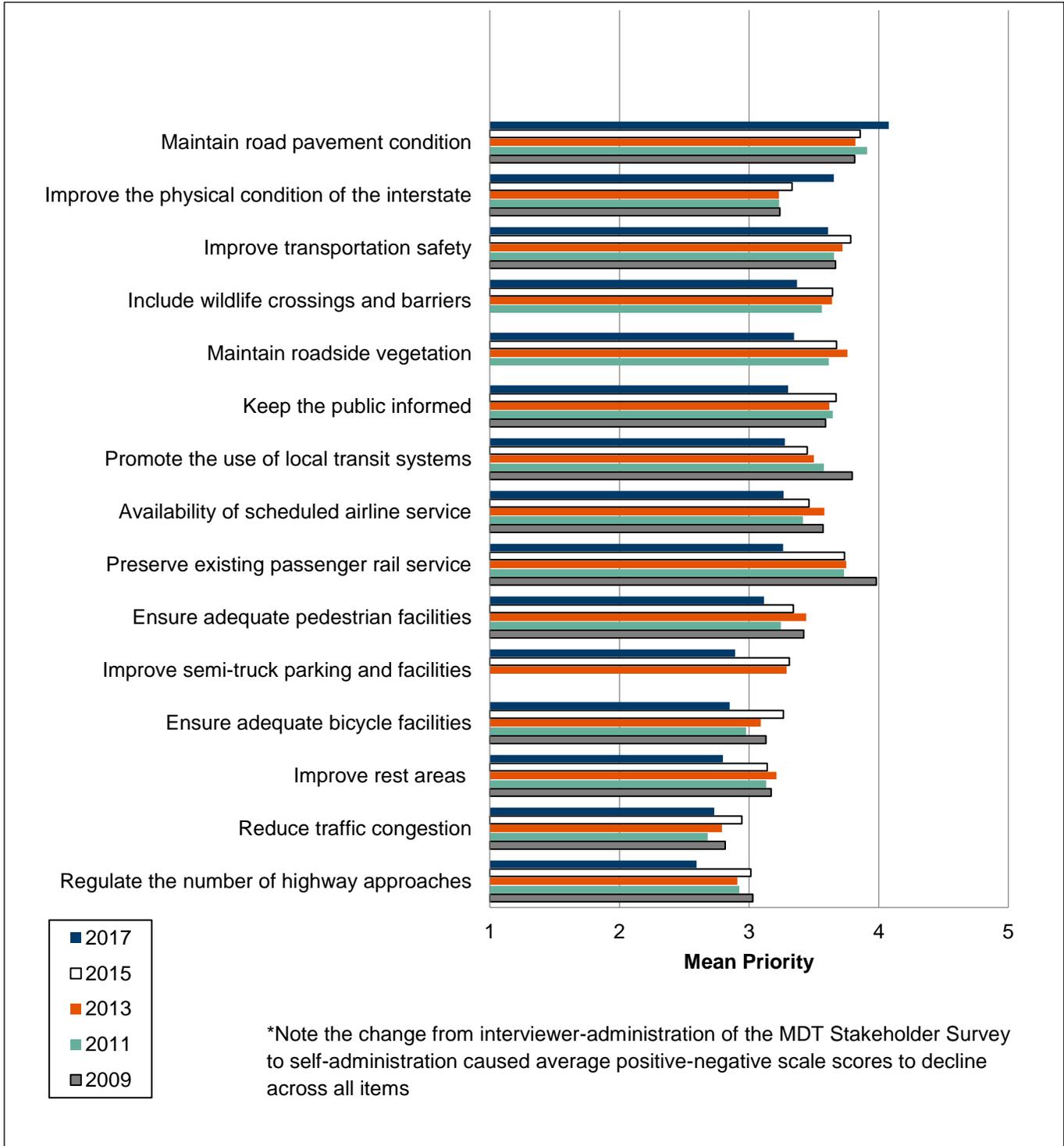


Environmental groups prioritized improving rest areas the least out of the stakeholder groups.

Figure 2.2.14 on the next page shows how the priority of various actions to improve Montana's transportation system changed over time. Several actions have ranked high since 2009. Regulating the number of highway approaches is the least priority in this year's survey of stakeholder groups.

## 2. All Stakeholders' Satisfaction with the Transportation System

**Figure 2.2.14: Prioritizing Actions to Improve Montana's Transportation System, All Stakeholders, 2009-2017**



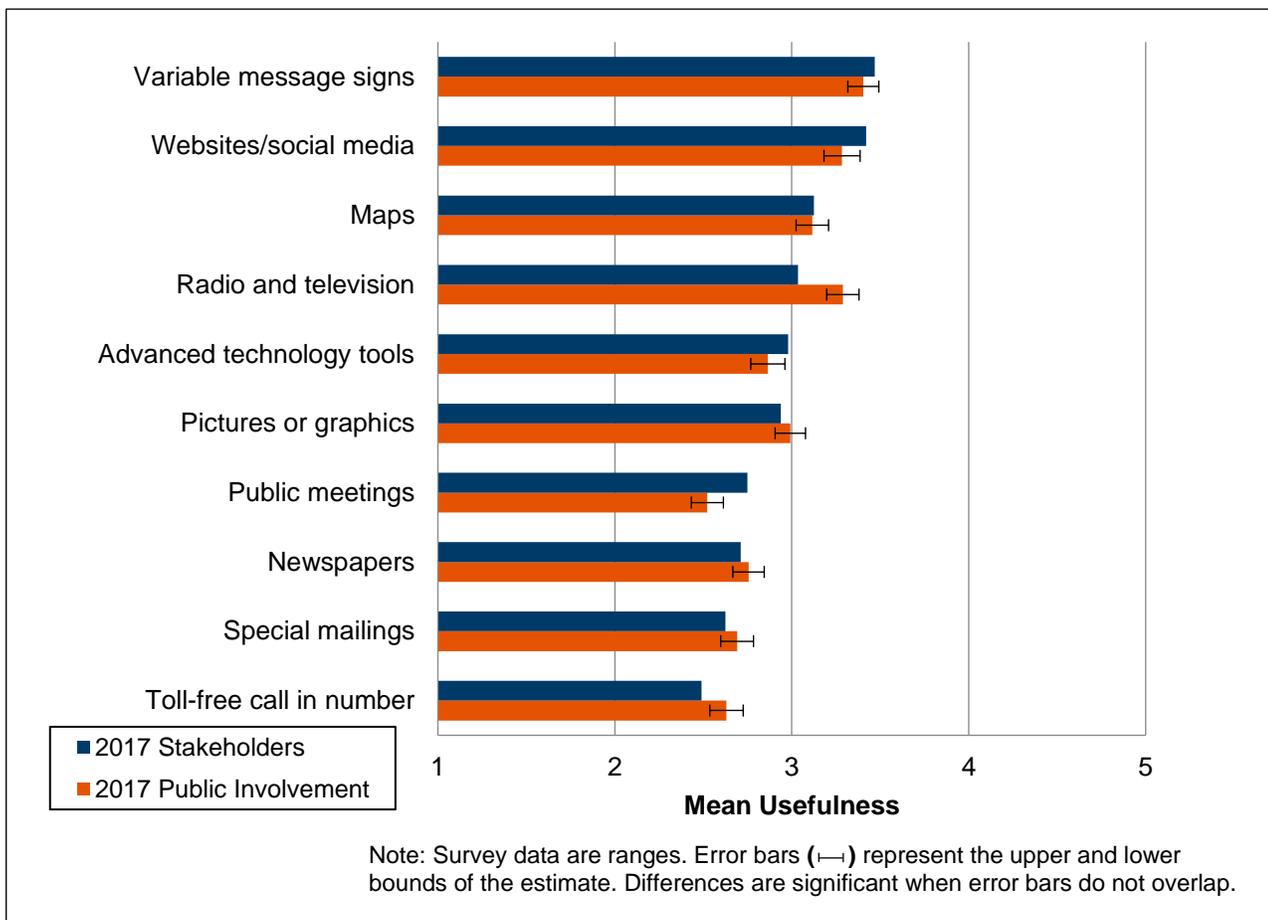
### “How useful, if at all, are each of the following tools to help you learn about MDT business in your community?”

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 2017 Public Involvement Survey in Figure 2.3.1.

- Stakeholders thought that websites and community meetings were more useful than the general public.
- Radio-television and the toll-free call in number were not considered as useful compared to the general public.

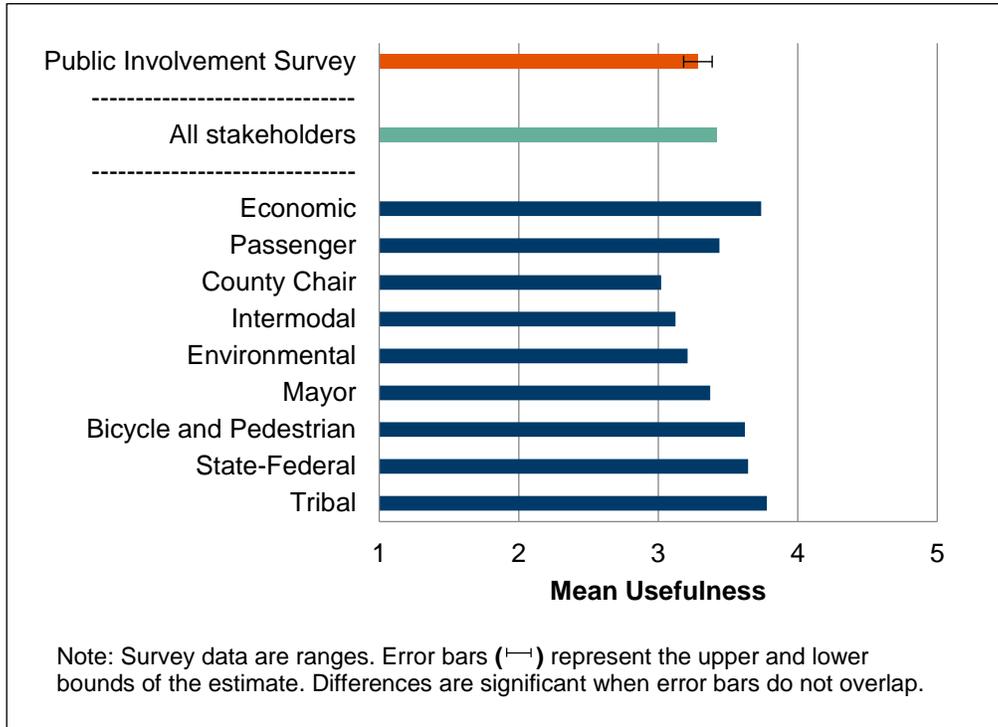
Figures 2.3.2 through 2.3.4 on the following pages illustrate how various stakeholder groups differ in their opinions on general communication tools.

**Figure 2.3.1: Usefulness of General Communications Tools, All Stakeholders and 2017 Public Involvement Survey**



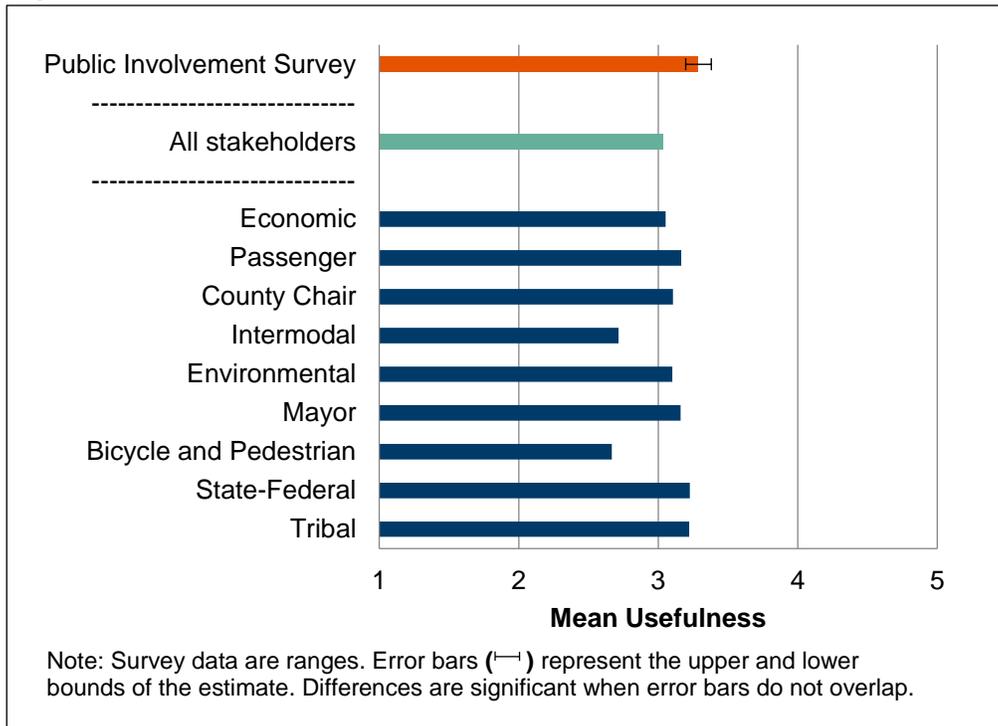
## 2. All Stakeholders' Satisfaction with the Transportation System

**Figure 2.3.2: Website as a General Communication Tool by Stakeholder Group**



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

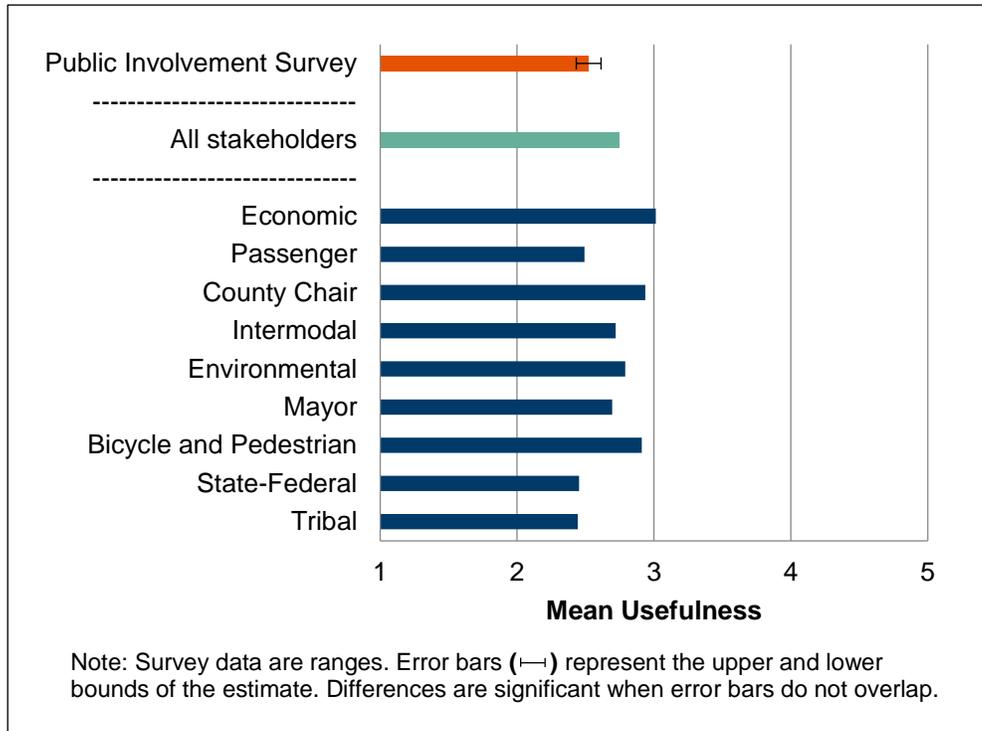
**Figure 2.3.3: Radio and Television as a General Communication Tool by Stakeholder Group**



All stakeholders, on average, found radio and television less helpful than the public. Radio and television was found least useful by intermodal and bicycle-pedestrian groups.

## 2. All Stakeholders' Satisfaction with the Transportation System

**Figure 2.3.4: Public Meetings in your Community as a General Communication Tool by Stakeholder Group**



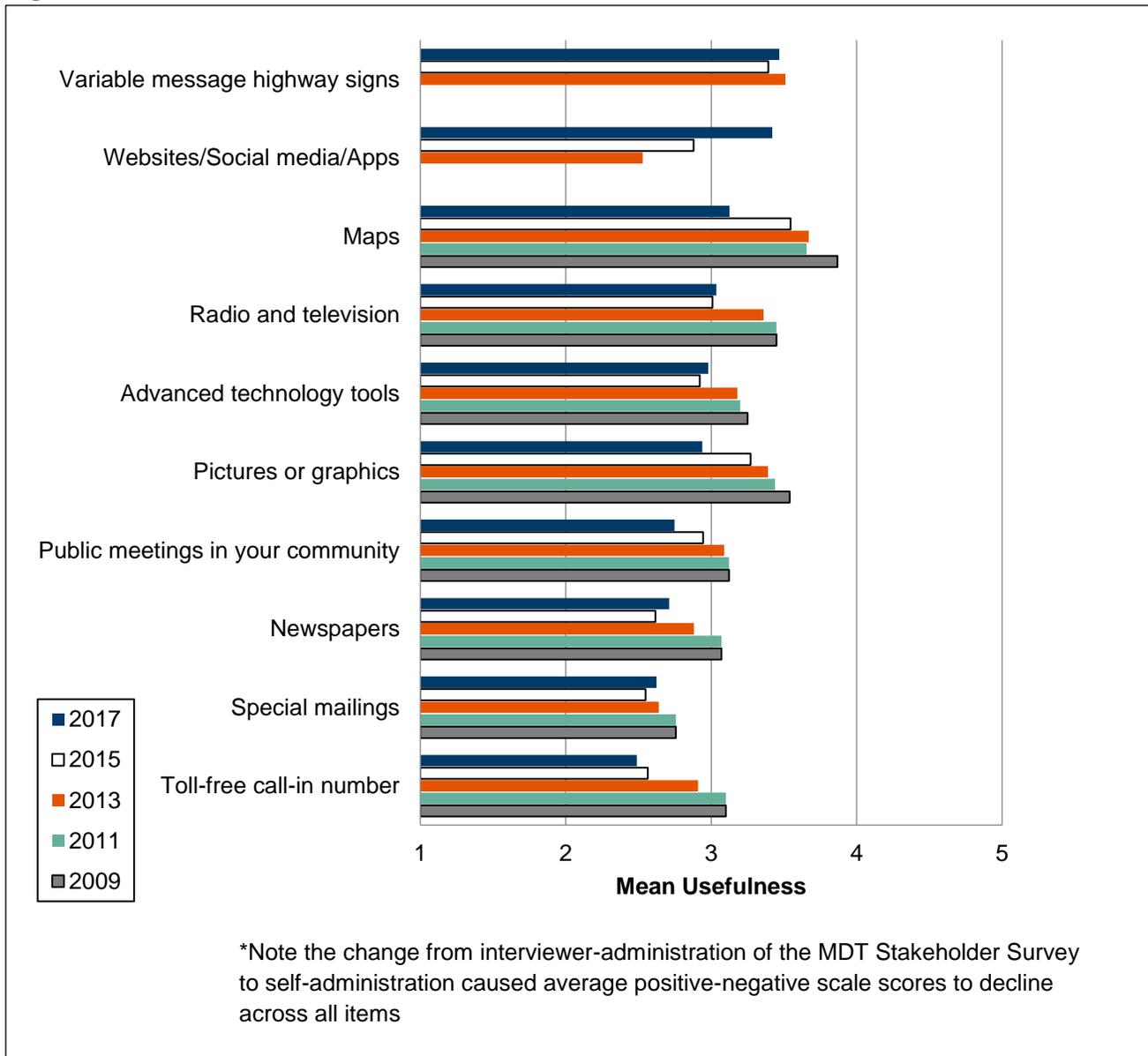
Almost all stakeholder groups found public meetings more useful than the general public. This was especially true for economic development, county chairs, and bicycle-pedestrian groups.

## 2. All Stakeholders' Satisfaction with the Transportation System

The ranking of general communication tools by stakeholders between 2009 and 2017 is presented in Figure 2.3.5.

- Variable message highway signs and websites/social media/apps were ranked as the most useful general communication tools, with the latter showing a significant increase in gauged usefulness over 2015
- Maps and pictures/graphics reduced in perceived usefulness among stakeholder groups. All other tools were ranked similar to 2015.

**Figure 2.3.5: Usefulness of General Communication Tools, All Stakeholders, 2009-2017**



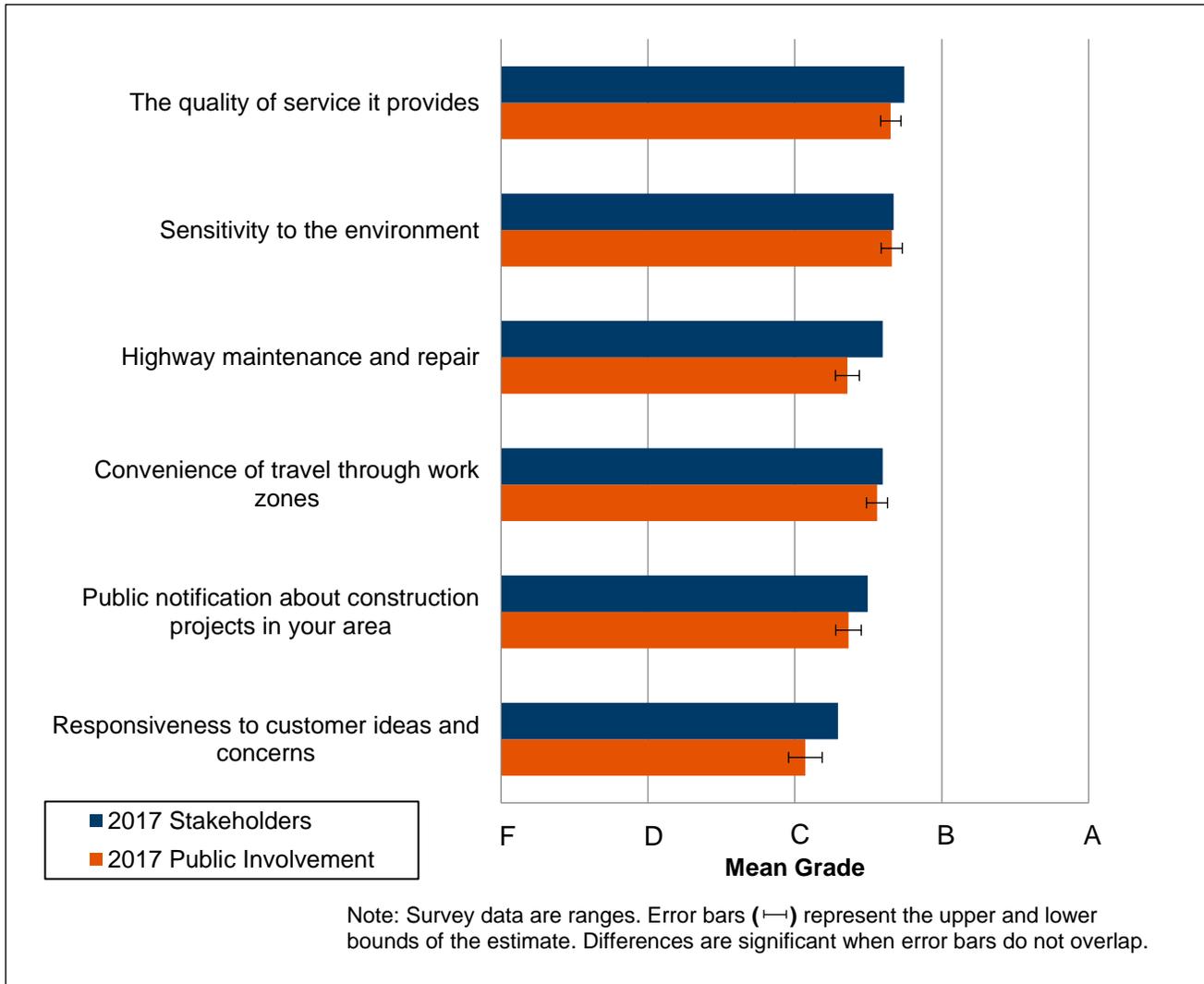
**“The next few questions ask you to grade MDT on performance.”**

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 2.4.1 compares the grades assigned by stakeholders with the grades assigned by respondents of the 2017 Public Involvement Survey.

- Stakeholders generally gave MDT slightly higher grades than the general public and most differences were significant.
- Stakeholders graded all items in the B- to C+ range.

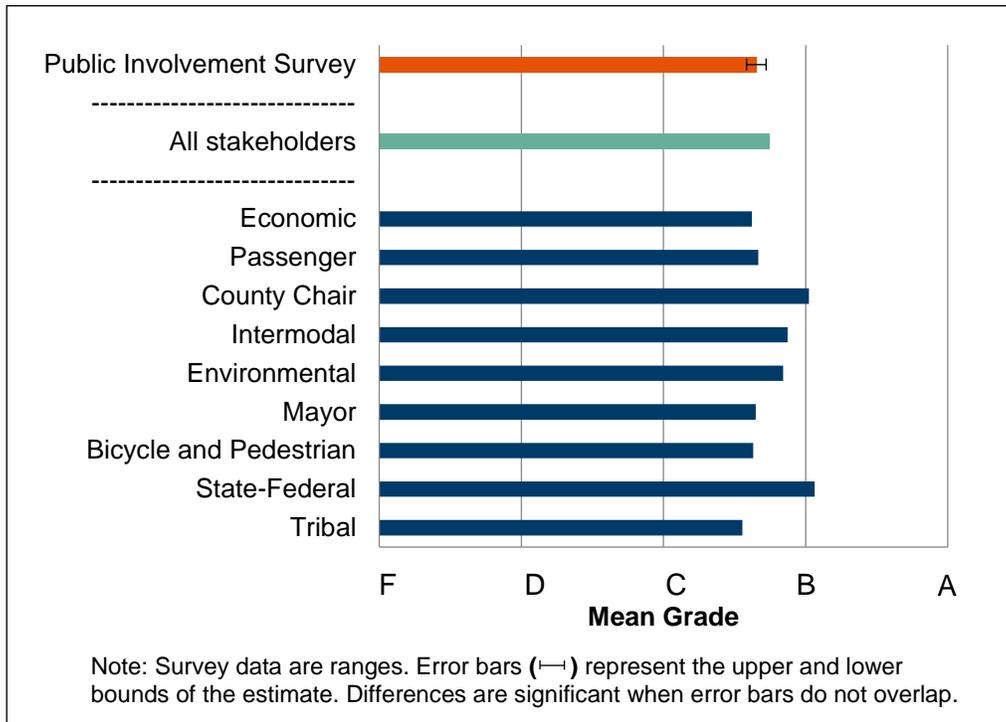
Figures 2.4.2 through 2.4.4 on the following pages show how stakeholder groups grade MDT differently.

**Figure 2.4.1: Customer Service and Performance Grades, All Stakeholders and 2017 Public Involvement Survey**



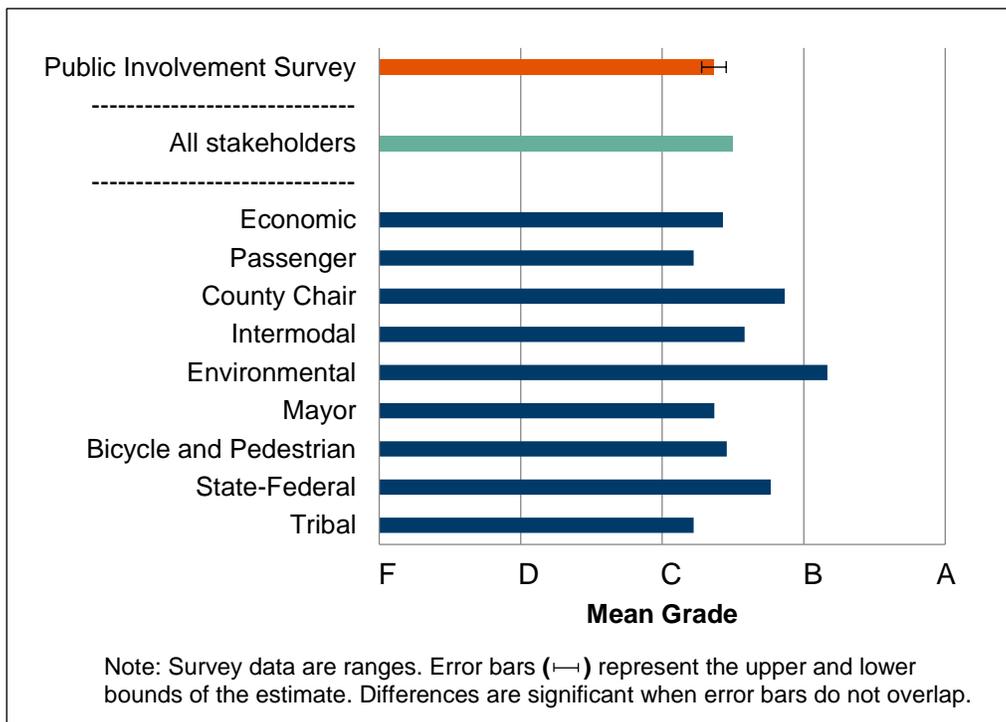
## 2. All Stakeholders' Satisfaction with the Transportation System

**Figure 2.4.2: The Quality of Service Provided Grade by Stakeholder Group**



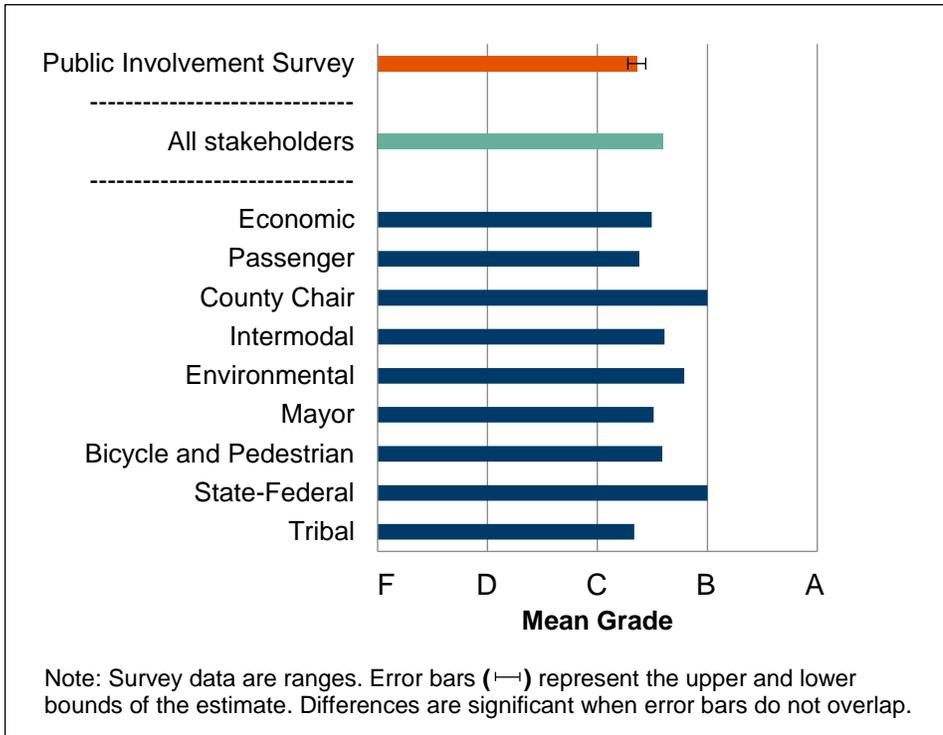
All stakeholders gave MDT a B- or B grade for the quality of service provided. Both state-federal and county respondents rated MDT's performance greater than a B.

**Figure 2.4.3: Public Notification About Construction Projects Grade by Stakeholder Group**



Environmental groups gave MDT the highest grade for public notification about construction projects. Passenger and tribal groups graded MDT the lowest.

**Figure 2.4.4: Highway Maintenance and Repair Grade by Stakeholder Group**

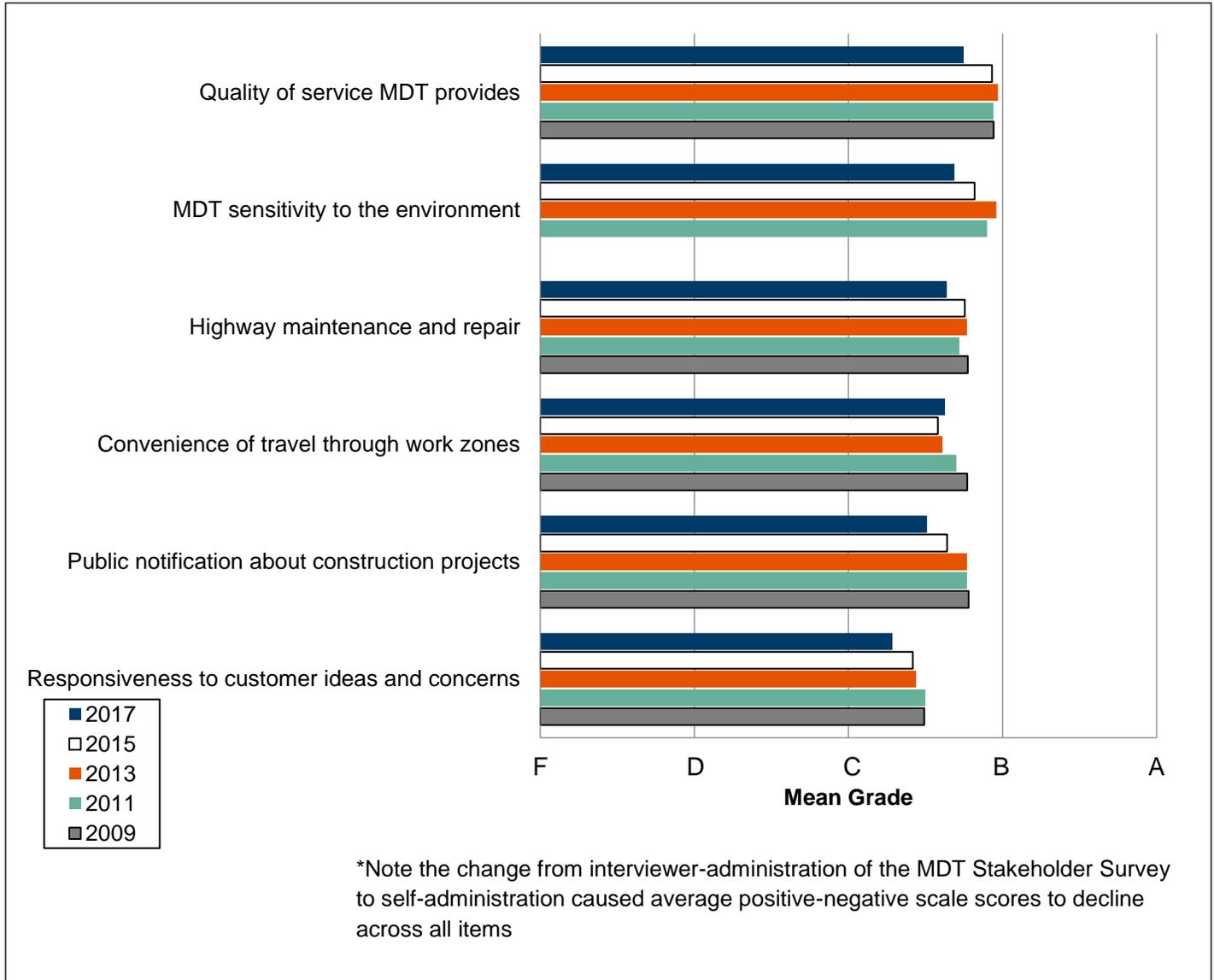


On average the stakeholders graded the MDT higher on highway maintenance and repair than the public respondents. County chairs and state-federal groups gave the highest grades.

## 2. All Stakeholders' Satisfaction with the Transportation System

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 2.5.5: Customer Service and Performance Grades, All Stakeholders, 2009-2017**



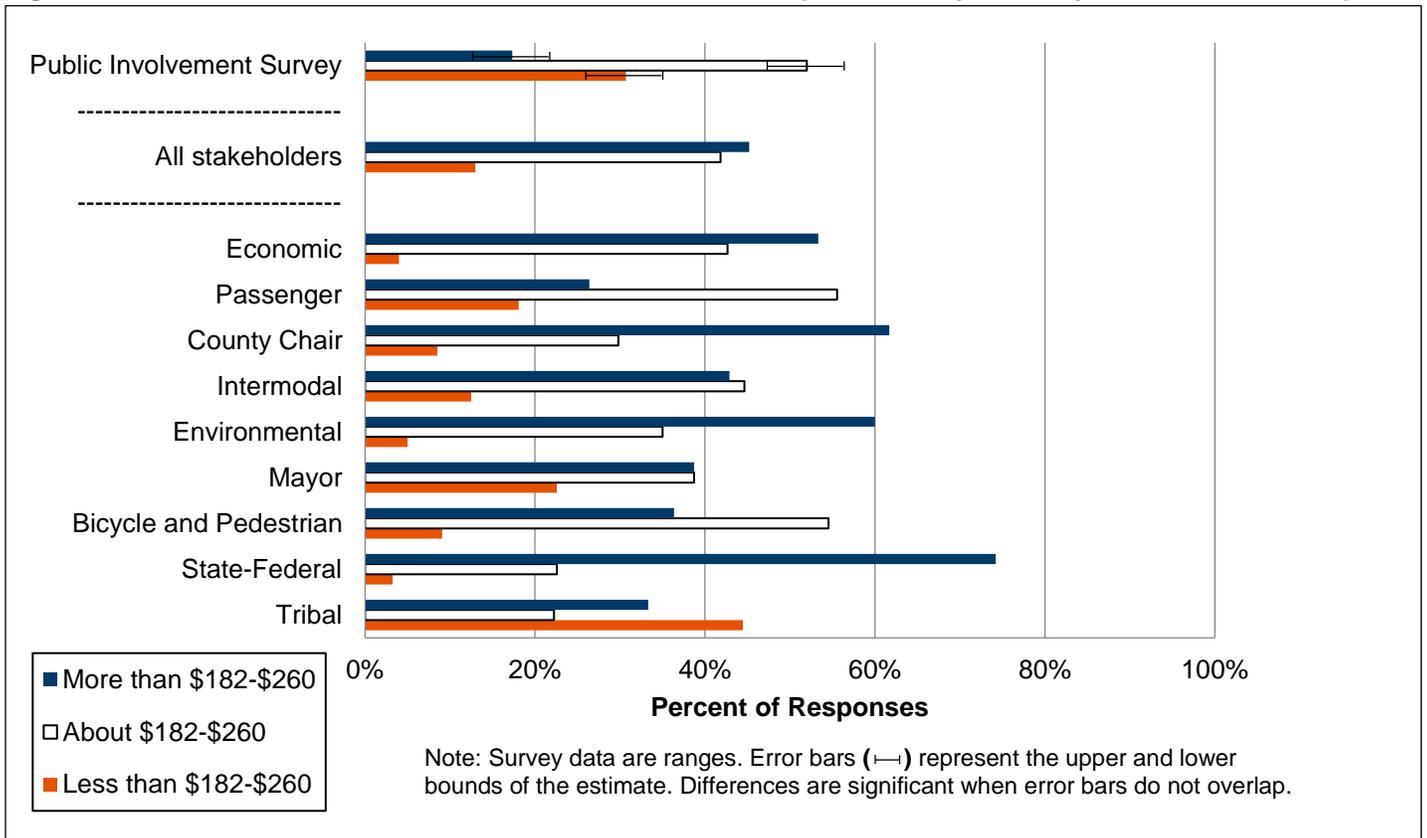
## 2. All Stakeholders' Satisfaction with the Transportation System

**“Montana’s highway system is funded entirely through highway user fees, primarily comprised of state and federal fuel tax. The average Montana driver pays between \$182 and \$260 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-\$260 in value?”**

Stakeholders were asked if they felt they received more or less than \$182-\$260 per year from the transportation system. Forty-five percent of all stakeholders felt they received more than \$182-\$260 per year, forty-two percent felt they received about \$182-\$260 per year, while about twelve percent felt they received less value (Figure 2.6.1).

- Stakeholders overwhelmingly perceived a greater value from the transportation system than the general public.
- Tribal planners and passengers perceived the least value from the transportation system; only one third of tribal respondents and twenty-six percent of passenger stakeholders felt they received more than \$182-\$260 annually in value from the transportation system.

**Figure 2.6.1: Perceived Value of \$182-\$260 from the Transportation System, by Stakeholder Group**

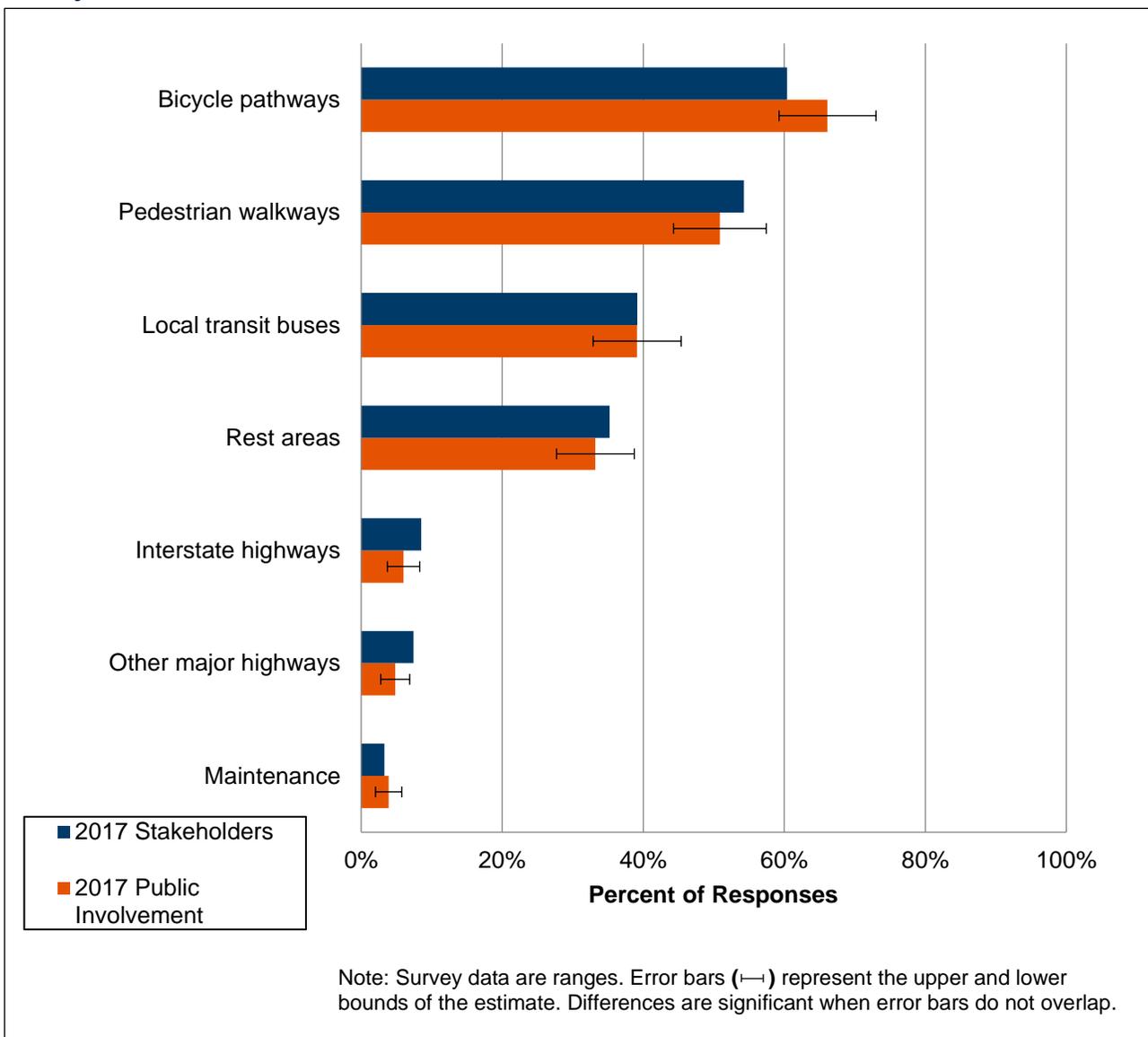


### “If funding for Montana’s transportation systems decreases, which of the following should be funded at a lower level?”

Stakeholders were then asked what should be funded at lower levels if MDT funding decreased (Figure 2.6.2).

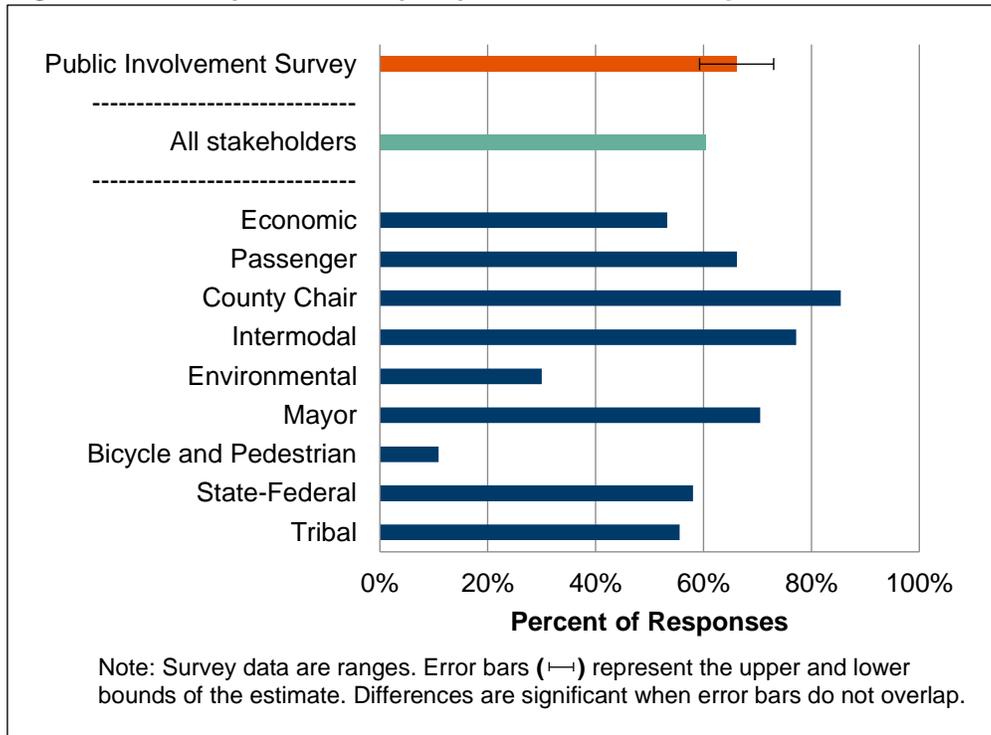
- The majority of stakeholders would decrease funding for bicycle pathways or pedestrian walkways.
- Stakeholders prioritized other major highways and maintenance even higher than the general public.

**Figure 2.6.2: Respondents Choice for Lower Funding, All Stakeholders and 2017 Public Involvement Survey**



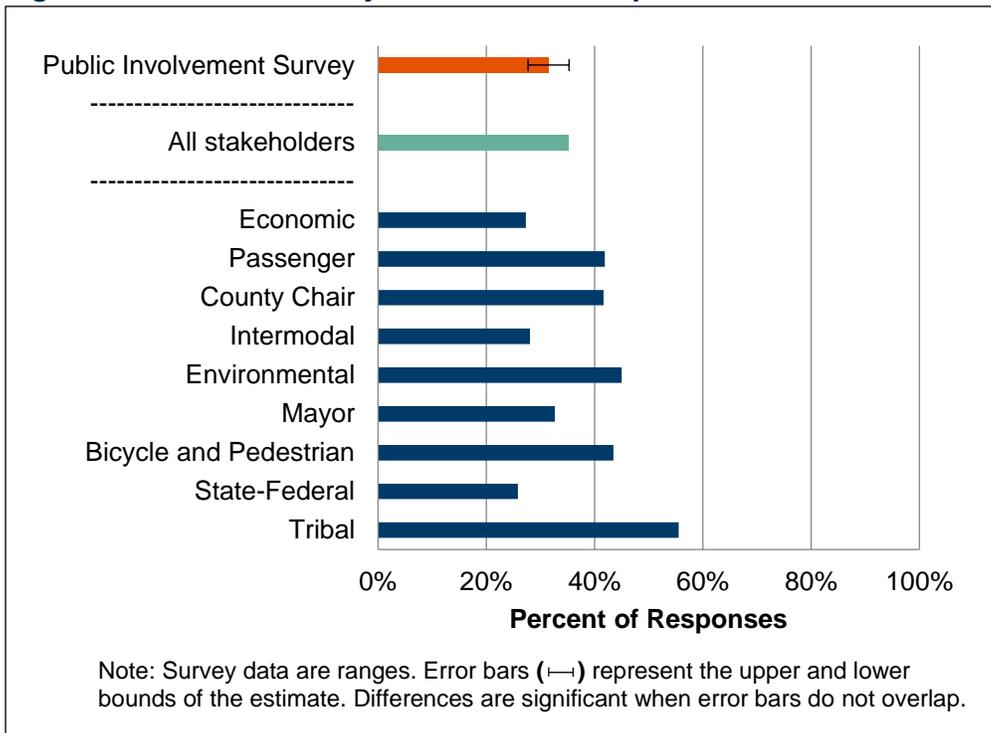
## 2. All Stakeholders' Satisfaction with the Transportation System

**Figure 2.6.3: Bicycle Pathways by Stakeholder Group**



Bicycle pathways were the top choice for decreased funding. County chairs and intermodal groups were most in favor of decreased funding while bicycle-pedestrian and environmental groups were most likely to preserve funding.

**Figure 2.6.4: Rest Areas by Stakeholder Group**



The stakeholder groups were overall slightly more inclined to reduce funding to rest areas than the general public. Tribal stakeholders were most in favor of this decrease.



### 3. County Commissioner Stakeholder Group

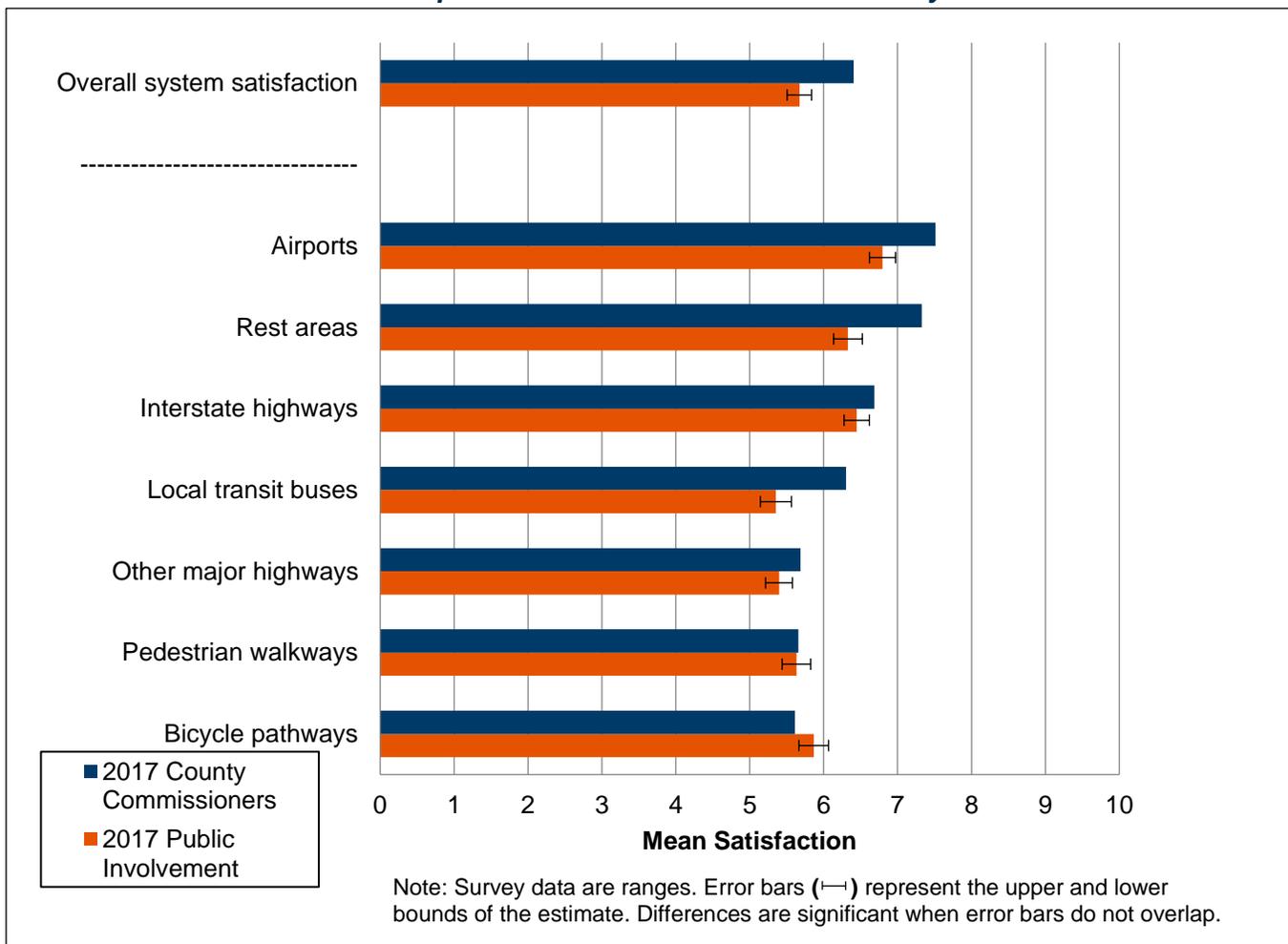
This group consists of county commission chairpersons from across Montana. Forty-eight completed interviews were collected from members of this group.

#### “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 2017 Public Involvement Survey.

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

**Figure 3.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, County Commissioner Stakeholder Group and 2017 Public Involvement Survey**

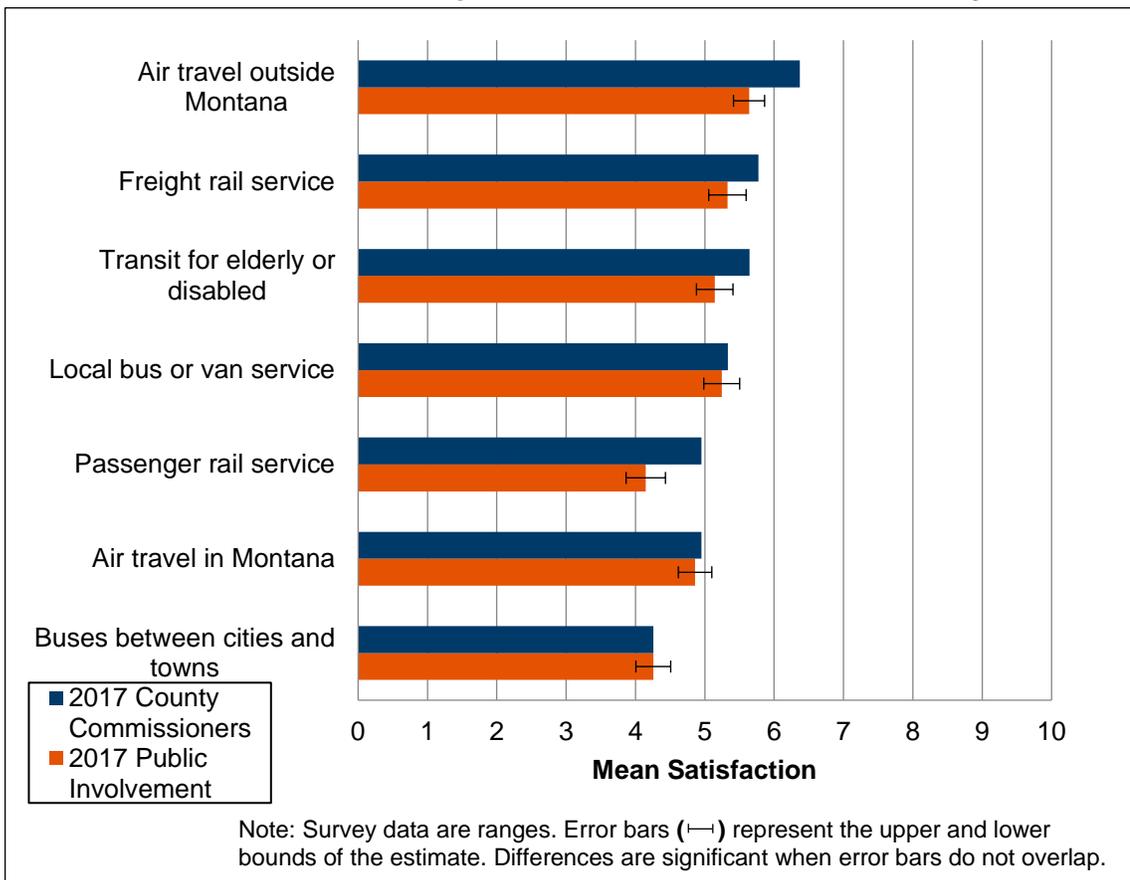


### 3. County Commissioner Stakeholder Group

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

- The county commissioners interviewed were generally more satisfied with the availability of various transportation services than the general public.
- They were equally satisfied with local bus or van service, air transport within Montana, and intercity buses as the general public.

**Figure 3.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, County Commissioner Stakeholder Group and 2017 Public Involvement Survey**



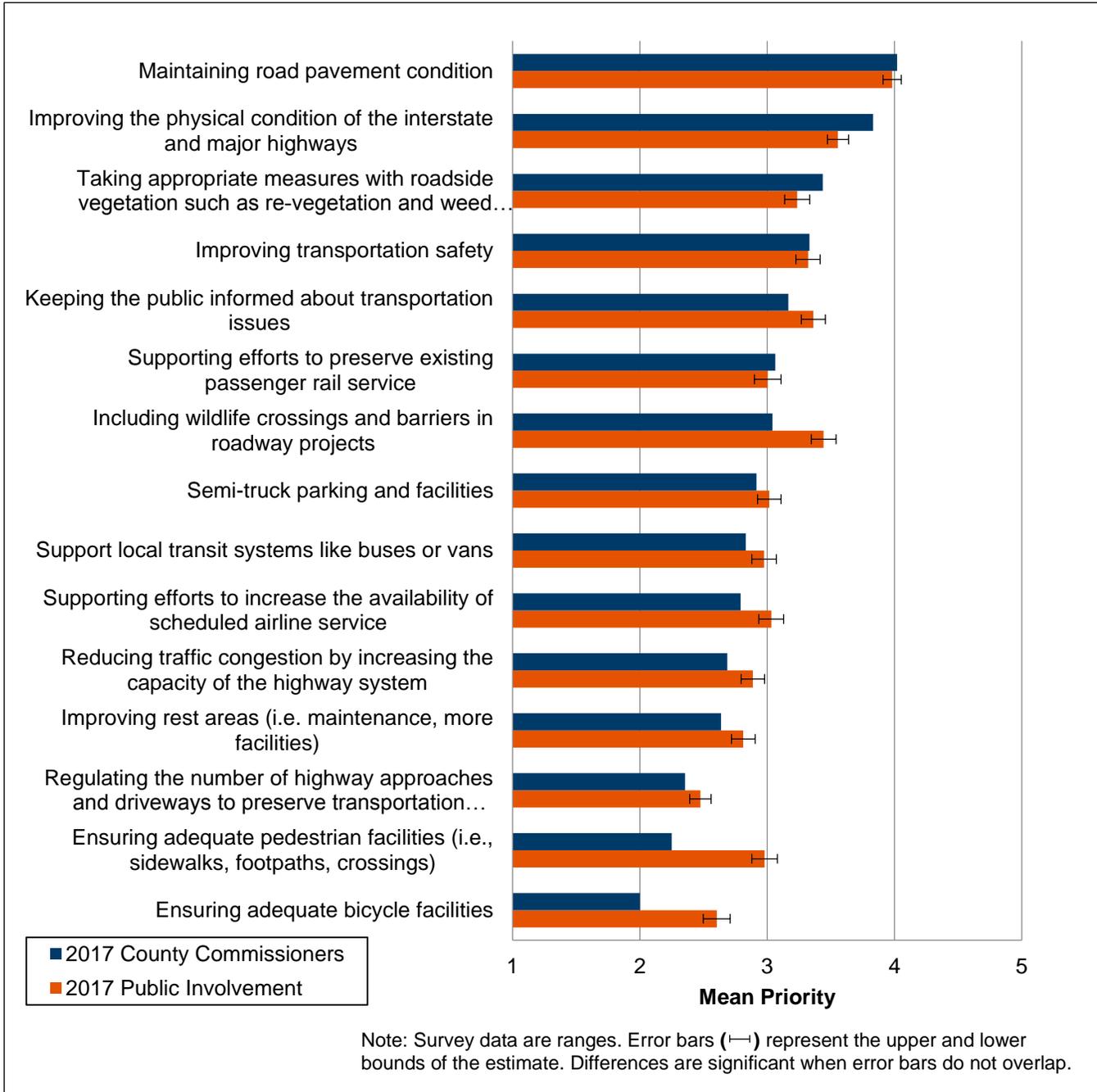
**“What priority do you think MDT should assign the following actions to improve the transportation system?”**

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, improving the physical condition of the interstate and major highways, and roadside vegetation.
- County commissioners primarily placed a lower priority than the public on bicycle and pedestrian facilities.

### 3. County Commissioner Stakeholder Group

**Figure 3.2.1: Actions to Improve Transportation System, County Commissioner Stakeholder Group and 2017 Public Involvement Survey**

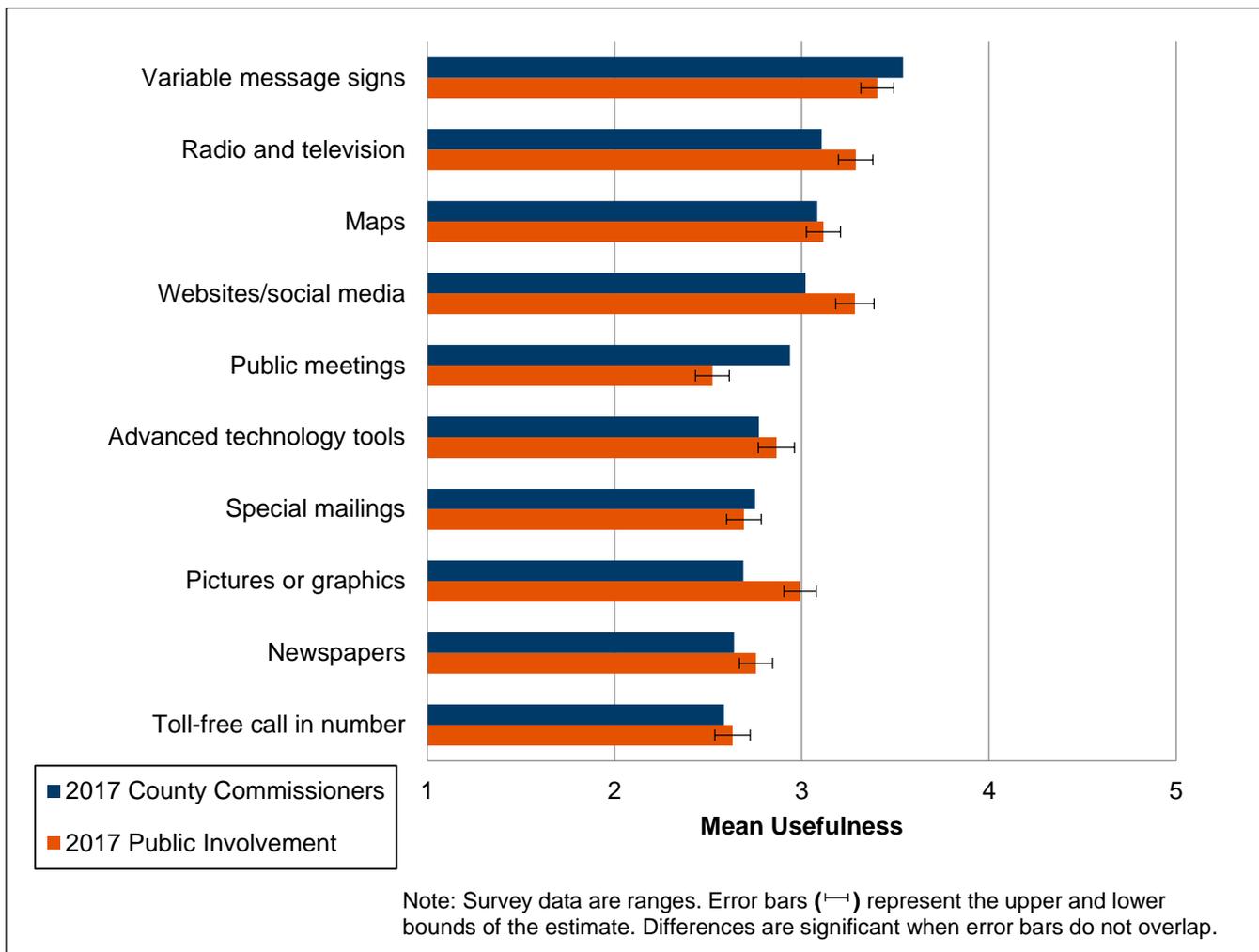


### 3. County Commissioner Stakeholder Group

**“How useful, if at all, are each of the following tools to help you learn about MDT business in your community?”**

- The county stakeholder group found public variable message highway signs, radio and television, and maps to be the most useful general communication tools.
- County commissioners did not agree with the public on several tools (e.g. public meetings, pictures/graphics, and websites).

**Figure 3.3.1: Usefulness of General Communications Tools, County Commissioner Stakeholder Group and 2017 Public Involvement Survey**

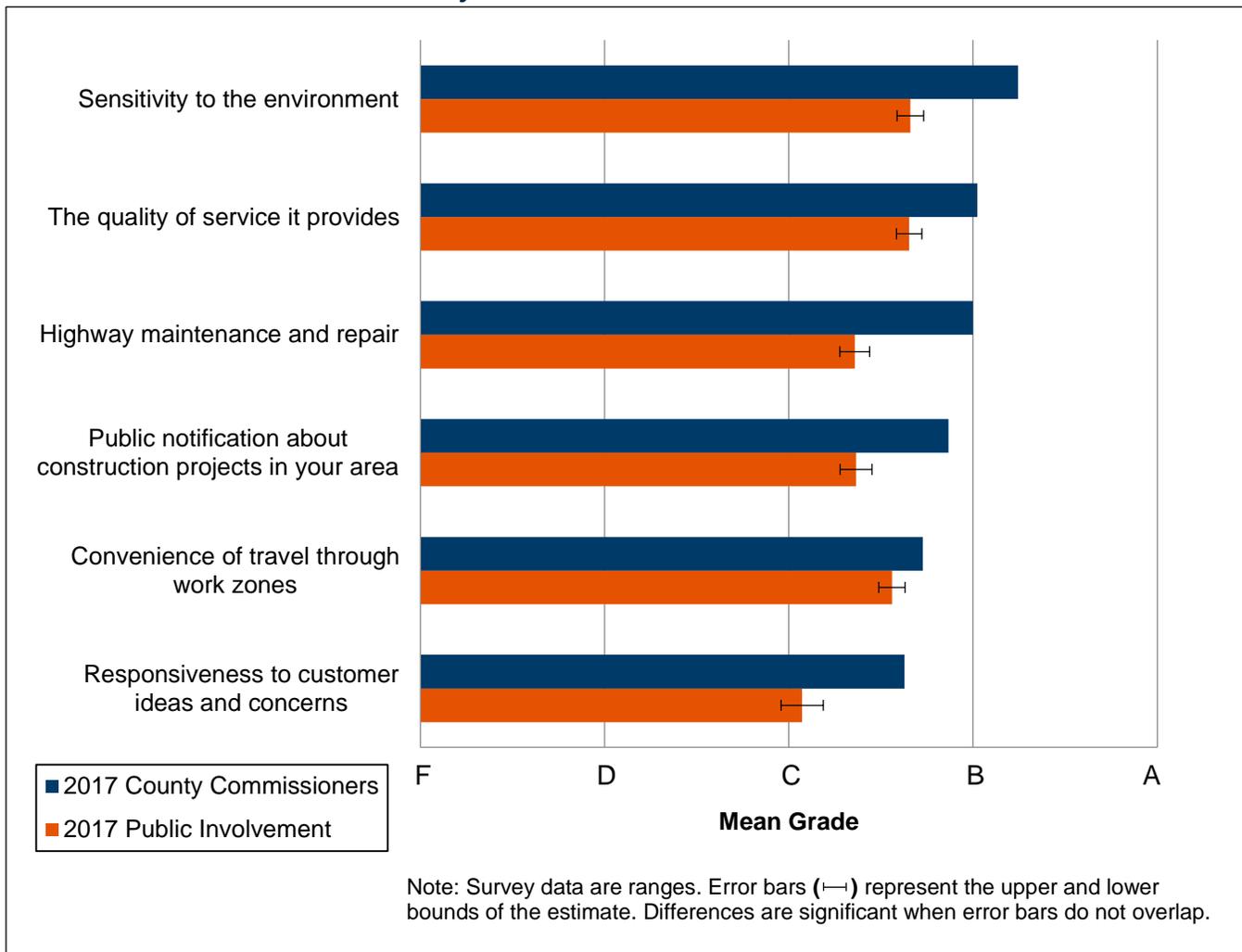


### 3. County Commissioner Stakeholder Group

“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.
- Responsiveness to customers’ ideas and concerns, as well as convenience of travel through work zones received the lowest grade (B-).
- Sensitivity to the environment and quality of service received the highest grades.

**Figure 3.4.1: Customer Service and Performance Grades, County Commissioner Stakeholder Group and 2017 Public Involvement Survey**

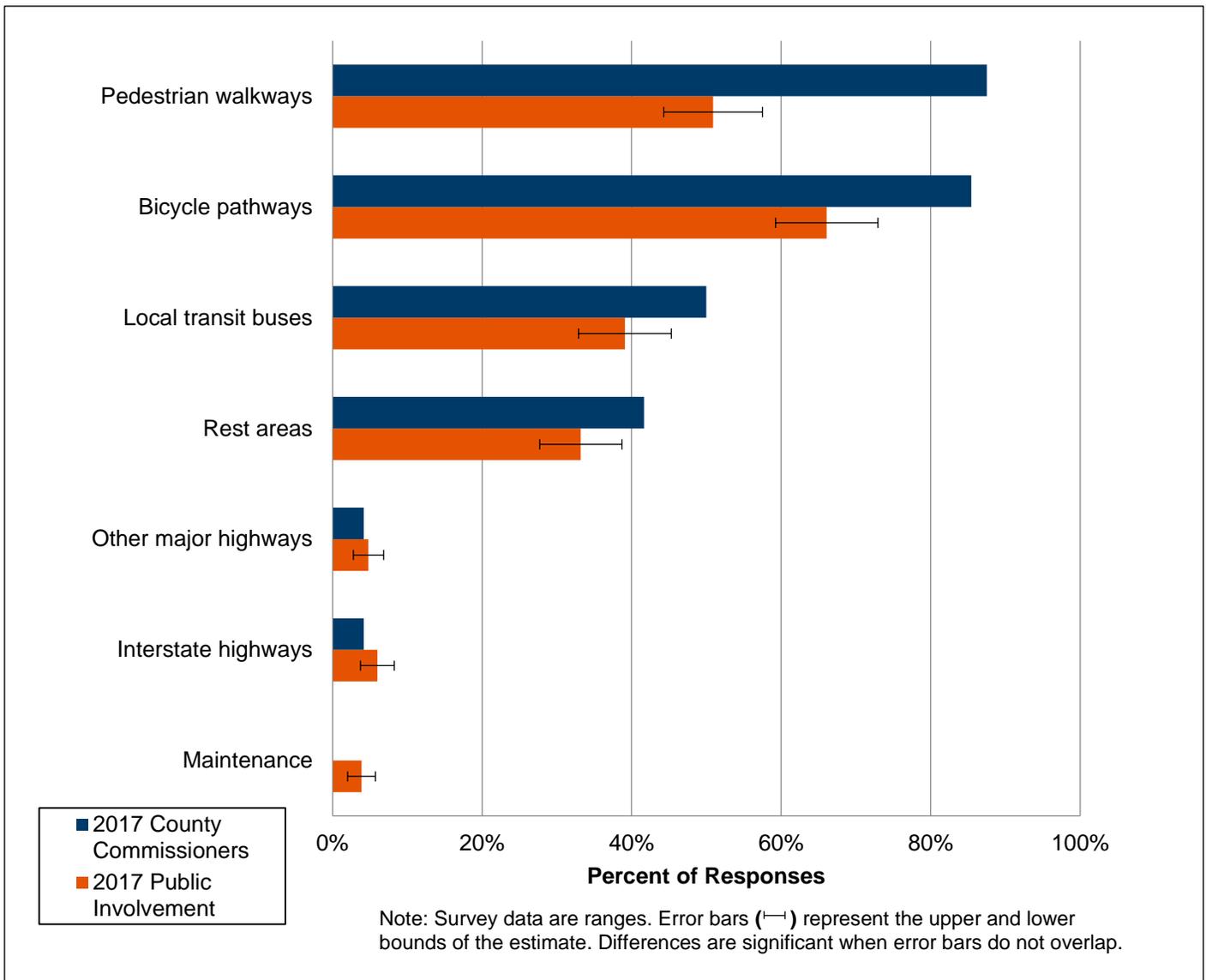


### 3. County Commissioner Stakeholder Group

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

- County commissioners preferred lowering funding for bicycle pathways and pedestrian walkways.
- None responded that they preferred lowering funding for maintenance.

**Figure 3.5.1: Potential Areas for Decreased Funding, County Commissioner Group and 2017 Public Involvement Survey**





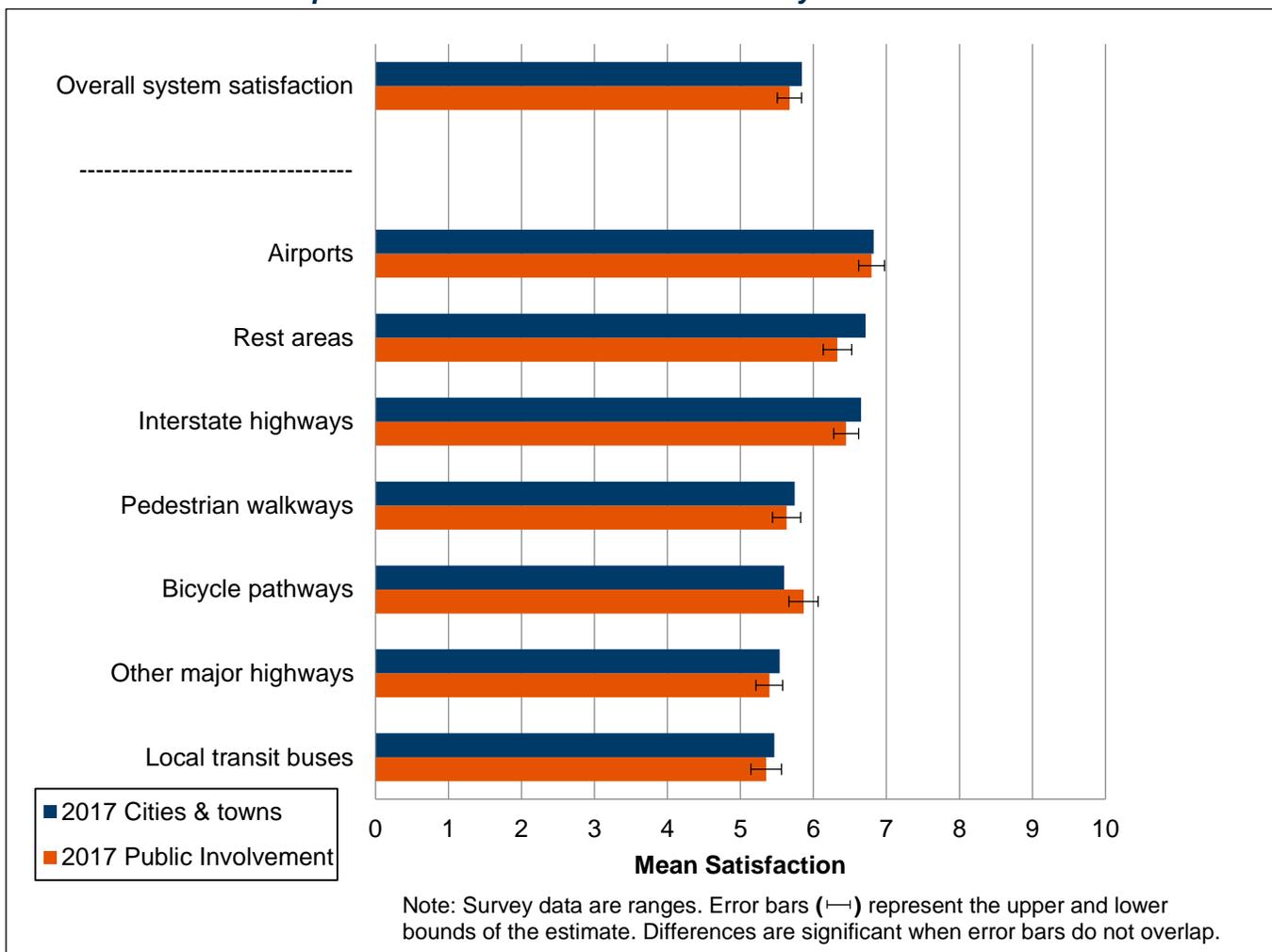
This group consists of mayors and chief executives from across Montana. Ninety-five completed interviews were collected from members of the cities and towns group.

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

The city/town stakeholder group was generally satisfied with overall transportation system. Figure 4.1.1 compares satisfaction of stakeholders and the general public as measured by the 2017 Public Involvement Survey.

- City and town stakeholders were more satisfied with the physical condition of the transportation system than the general public.
- City and town stakeholders were least satisfied with bicycle pathways, local transit buses, and other major highways.

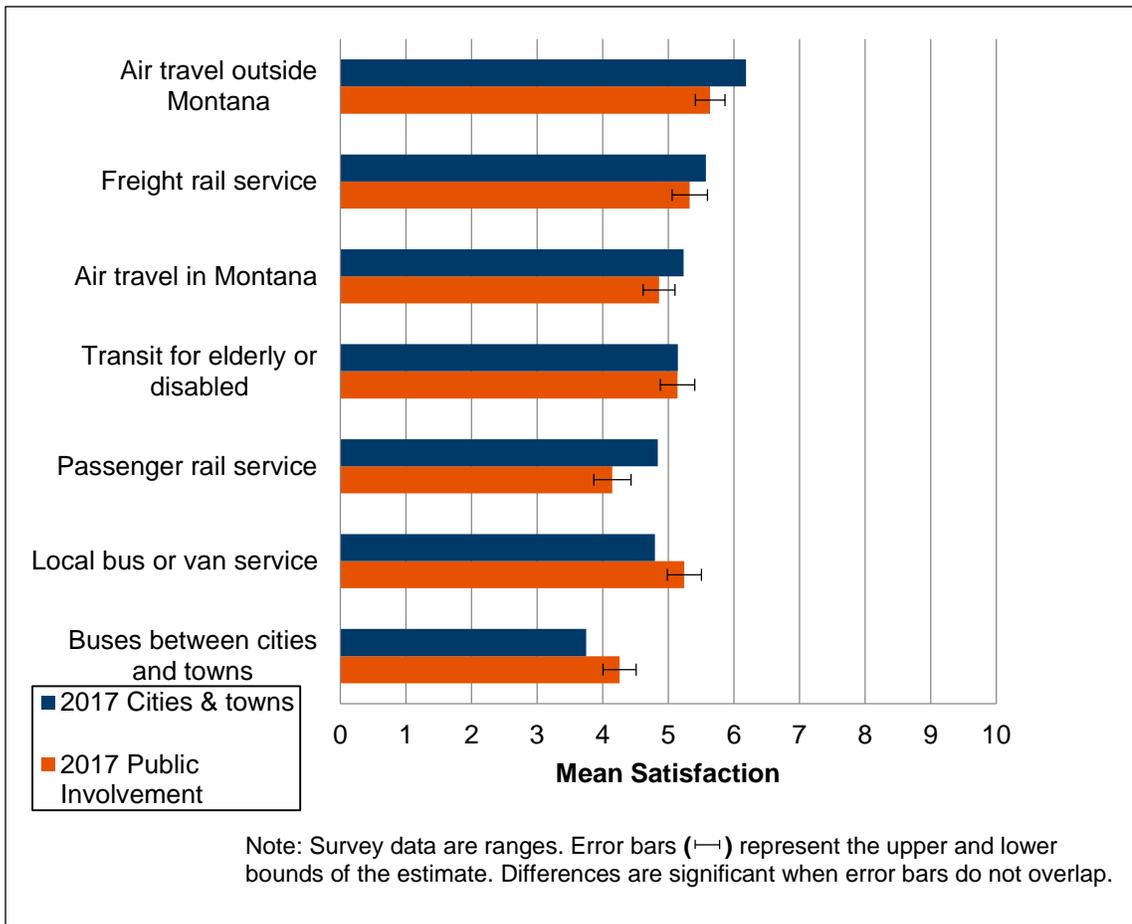
**Figure 4.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, City and Town Stakeholder Group and 2017 Public Involvement Survey**



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

- The city and town stakeholders interviewed were quite satisfied with air travel outside Montana.
- They were less satisfied with passenger rail service, intercity buses, and local van and bus service.

**Figure 4.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, City and Town Stakeholder Group and 2017 Public Involvement Survey**

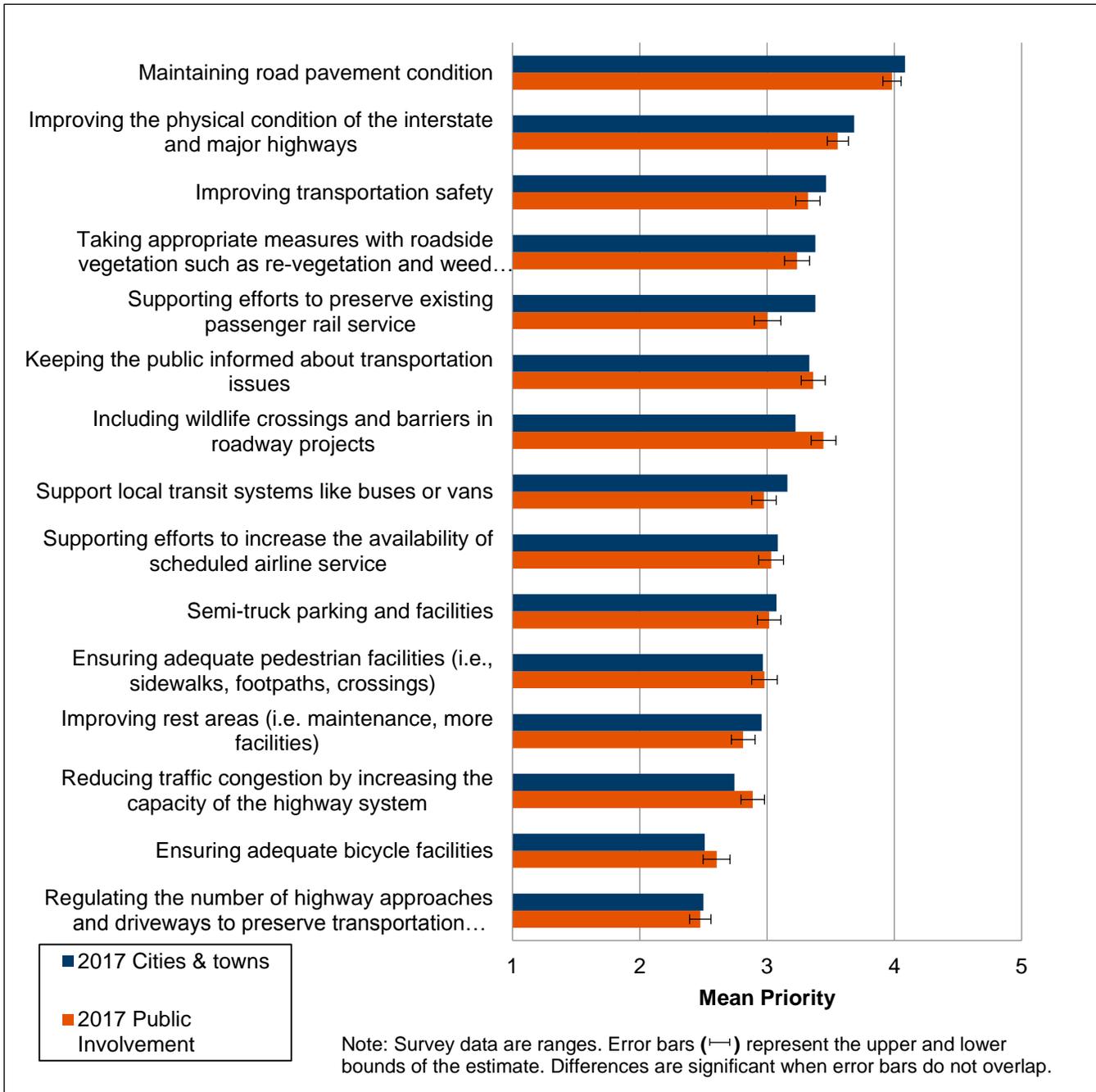


**“What priority do you think MDT should assign the following actions to improve the transportation system?”**

Figure 4.2.1 on the next page compares how the city and town stakeholder group and the general public view potential actions to improve Montana’s transportation system.

- The city and town stakeholders assigned a slightly higher priority maintaining road pavement condition, preserving existing passenger rail service, local transit, and roadside vegetation.
- City and town stakeholders primarily placed a lower priority than the public on reducing congestion and wildlife crossings.

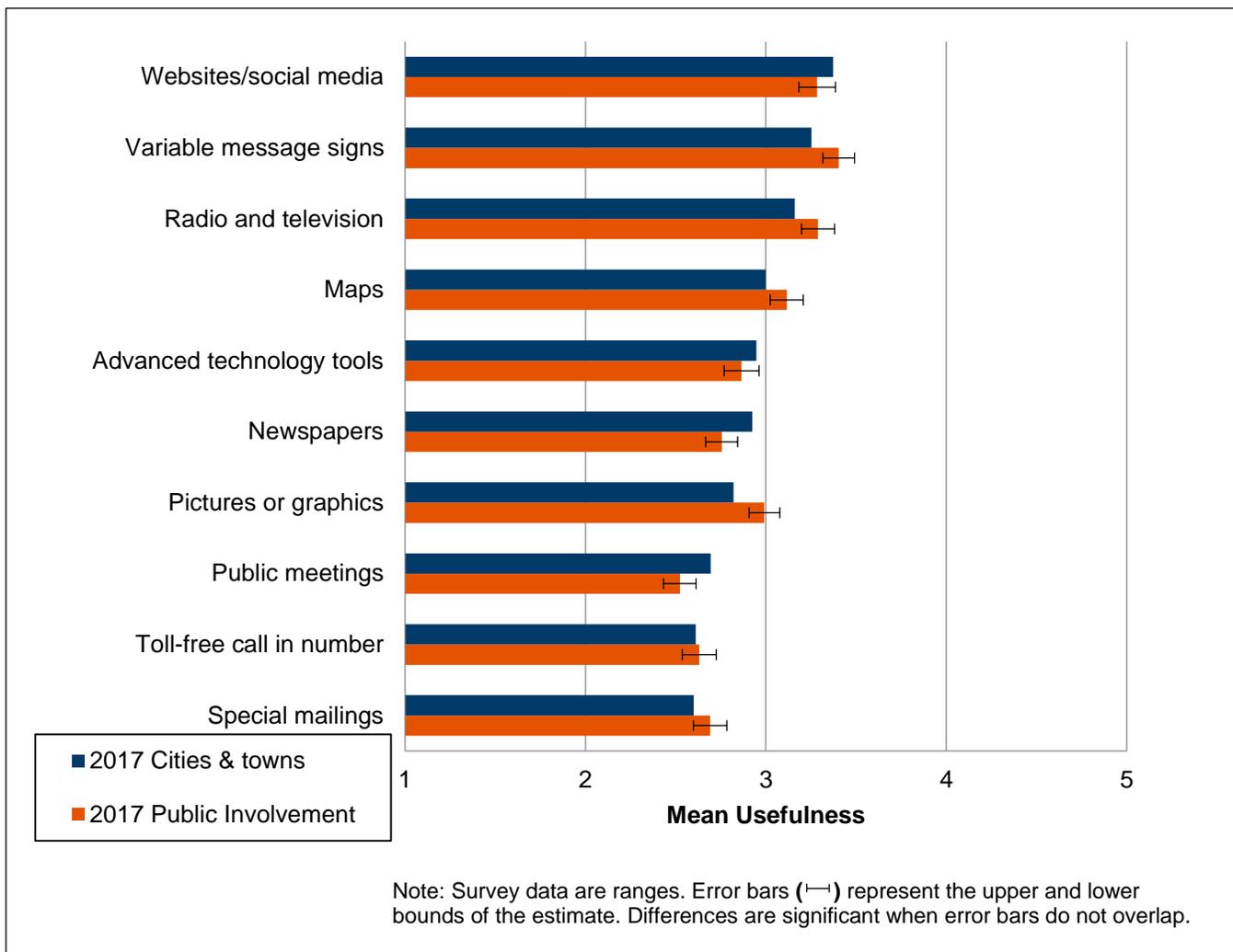
**Figure 4.2.1: Actions to Improve Transportation System, City and Town Stakeholder Group and 2017 Public Involvement Survey**



**“How useful, if at all, are each of the following tools to help you learn about MDT business in your community?”**

- The city and town stakeholder group found websites, public variable message highway signs, and radio and television to be the most useful general communication tools.
- City and town stakeholders did not agree with the public on public meetings and maps.

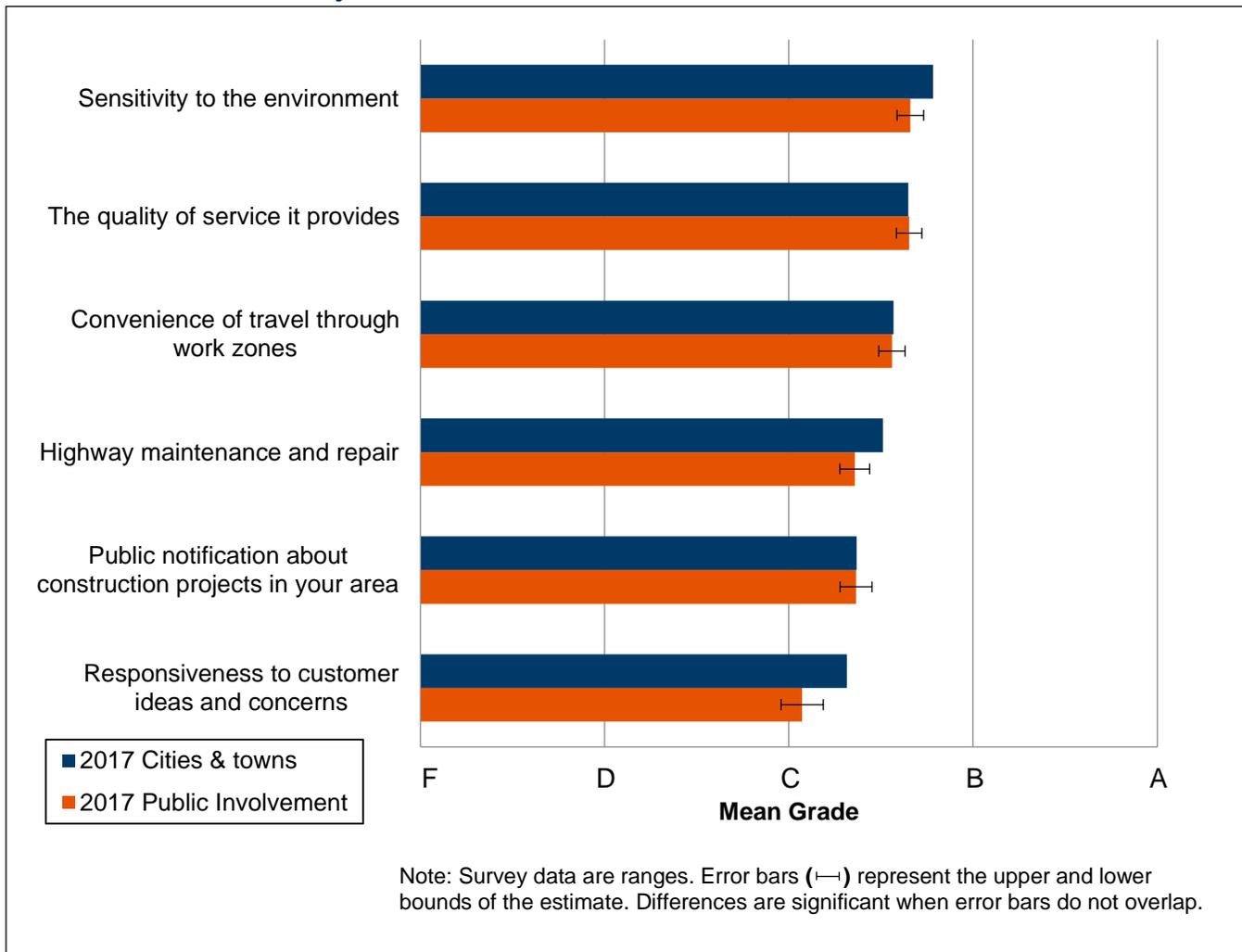
**Figure 4.3.1: Usefulness of General Communications Tools, City and Town Stakeholder Group and 2017 Public Involvement Survey**



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

- The city and town stakeholder group gave MDT B’s and B-’s for all the performance measures except public notification about construction and responsiveness to customers’ ideas.
- Sensitivity to the environment and quality of service received the highest grades.

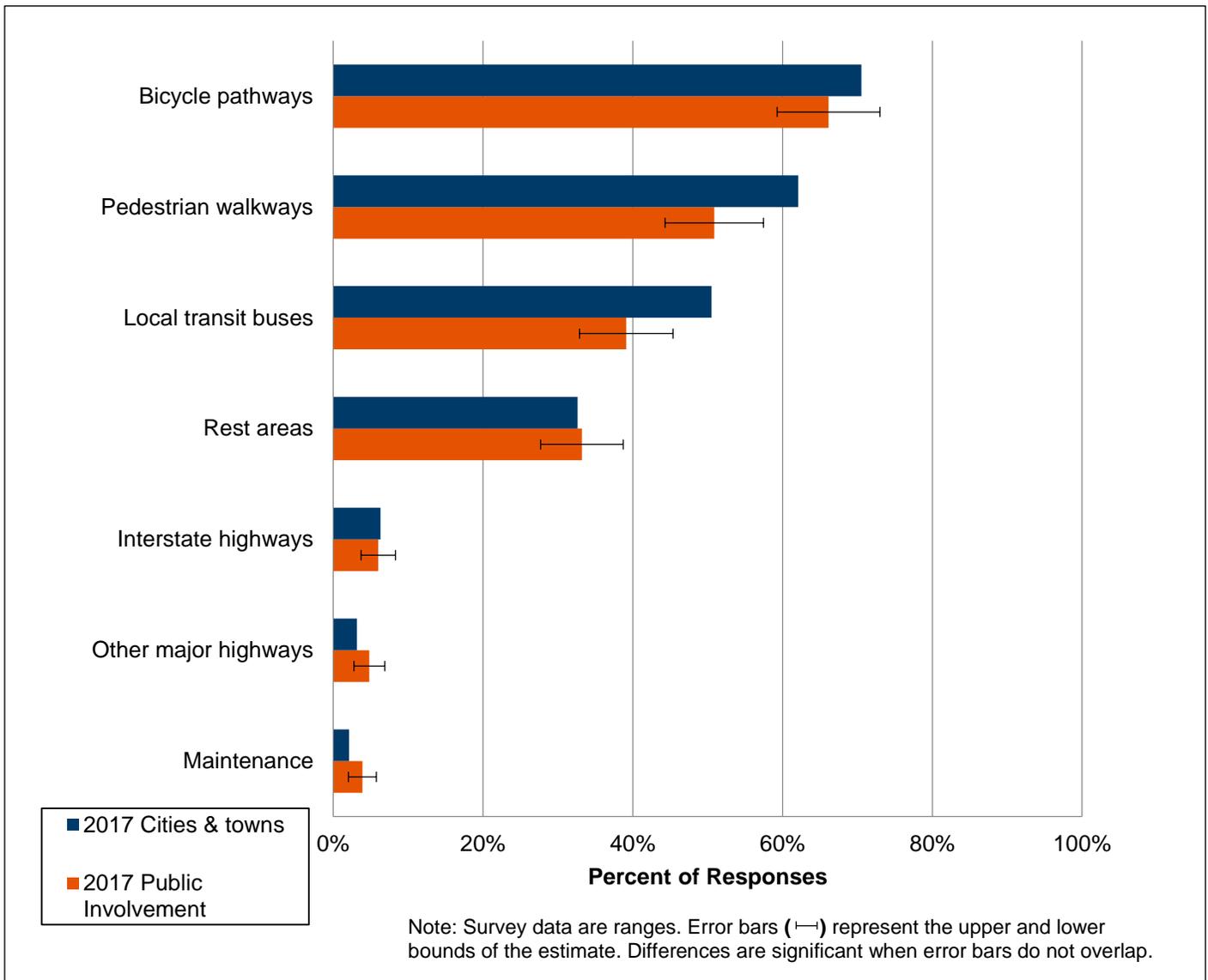
**Figure 4.4.1: Customer Service and Performance Grades, City and Town Stakeholder Group and 2017 Public Involvement Survey**



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

- City and town stakeholders preferred lowering funding for bicycle pathways and pedestrian walkways.
- Other major highways and maintenance ranked as least preferred for lowering funding.

**Figure 4.5.1: Potential Areas for Decreased Funding, City and Town Group and 2017 Public Involvement Survey**





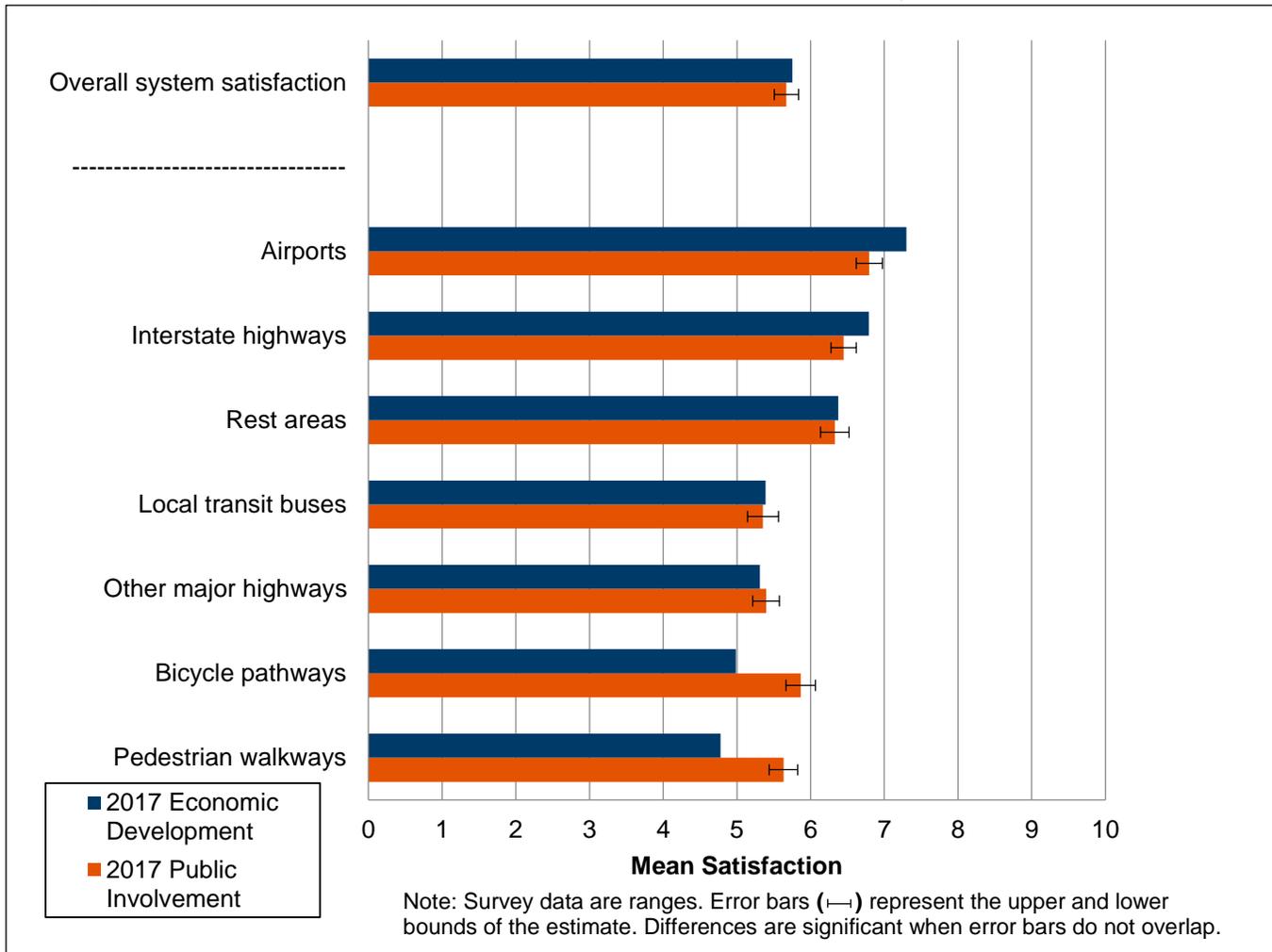
This group is represented by various economic development interests from across Montana. Stakeholders include representatives from (1) Economic development associations (2) Business organizations and (3) Local development corporations and associations. Sixty-nine completed interviews were collected from members of the economic development group.

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

The economic development stakeholder group was generally satisfied with overall transportation system. Figure 5.1.1 compares satisfaction of stakeholders and the general public as measured by the 2017 Public Involvement Survey.

- Economic development stakeholders were as satisfied with the physical condition of the transportation system as the general public.
- Economic development stakeholders were least satisfied with bicycle pathways, pedestrian walkways, and other major highways.

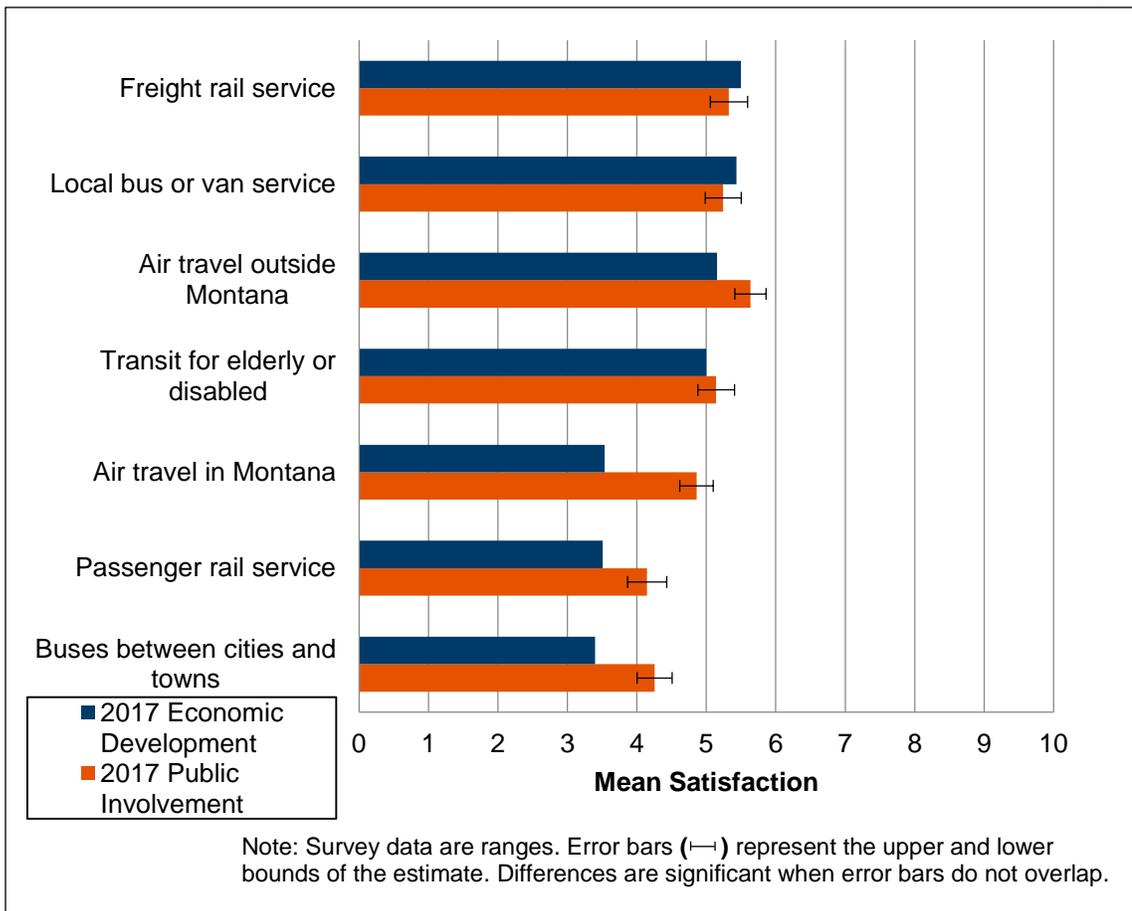
**Figure 5.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Economic Development Stakeholder Group and 2017 Public Involvement Survey**



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

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

**Figure 5.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Economic Development Stakeholder Group and 2017 Public Involvement Survey**

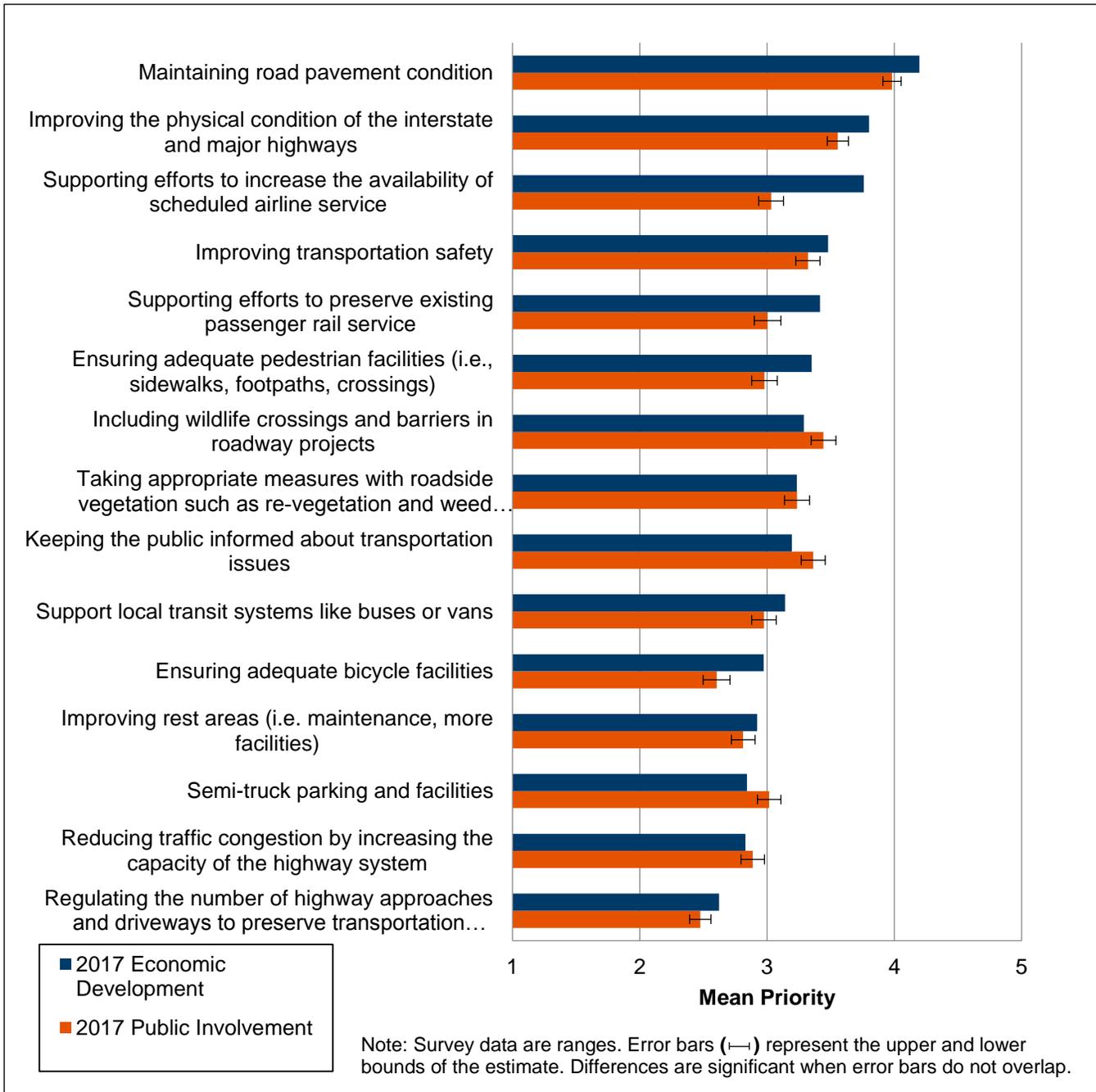


**“What priority do you think MDT should assign the following actions to improve the transportation system?”**

Figure 5.2.1 on the next page compares how the economic development stakeholder group and general public view potential actions to improve Montana’s transportation system.

- The economic development stakeholders assigned a higher priority to most potential transportation improvements than the public.
- Some exceptions were wildlife crossings, keeping the public informed, and semi-truck facilities.

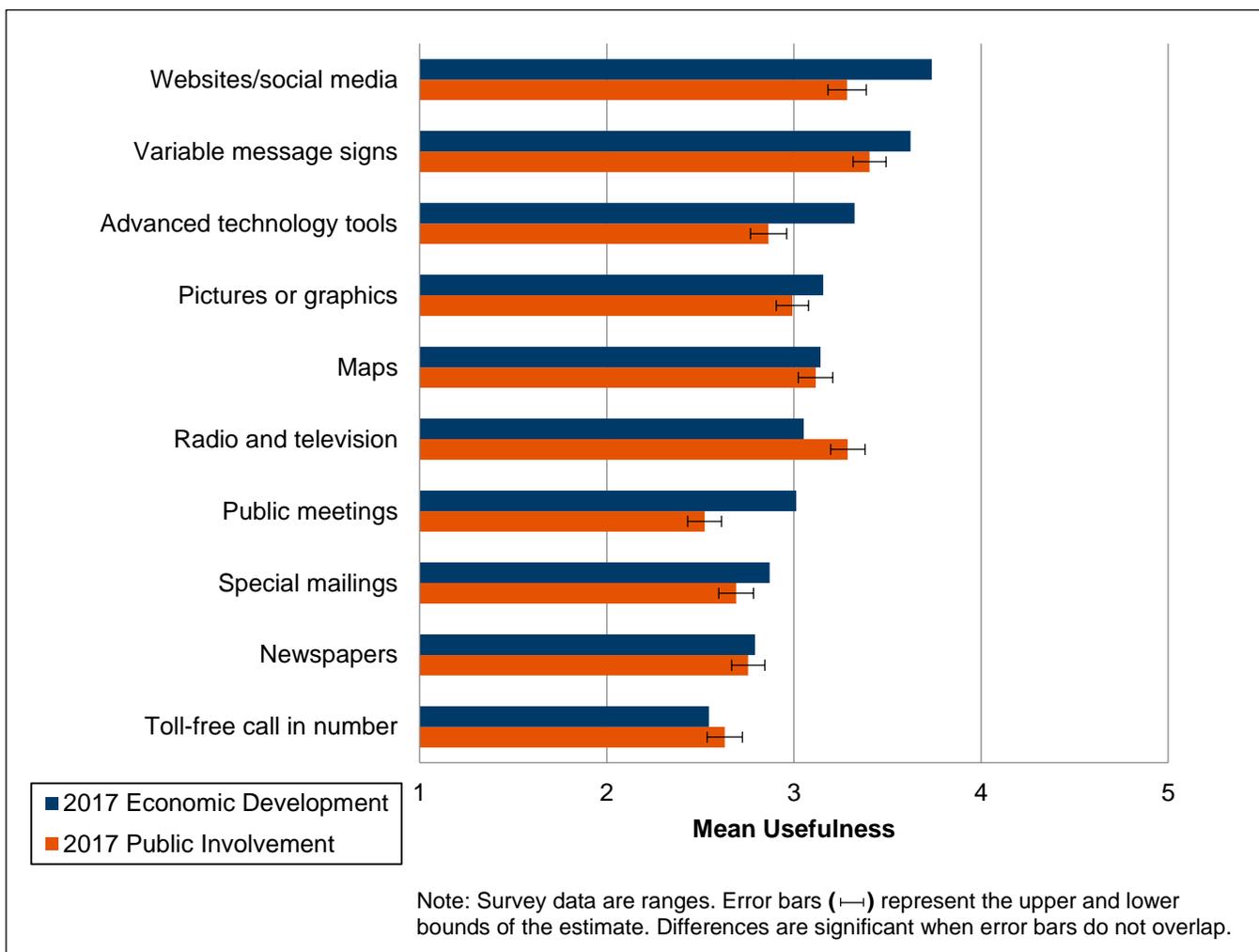
**Figure 5.2.1: Actions to Improve Transportation System, Economic Development Stakeholder Group and 2017 Public Involvement Survey**



**“How useful, if at all, are each of the following tools to help you learn about MDT business in your community?”**

- The economic development stakeholder group found websites, public variable message highway signs, and advanced technology tools to be the most useful general communication tools.
- Economic development stakeholders did not agree with the public on several tools (e.g. public meetings, radio and television, and pictures/graphics).

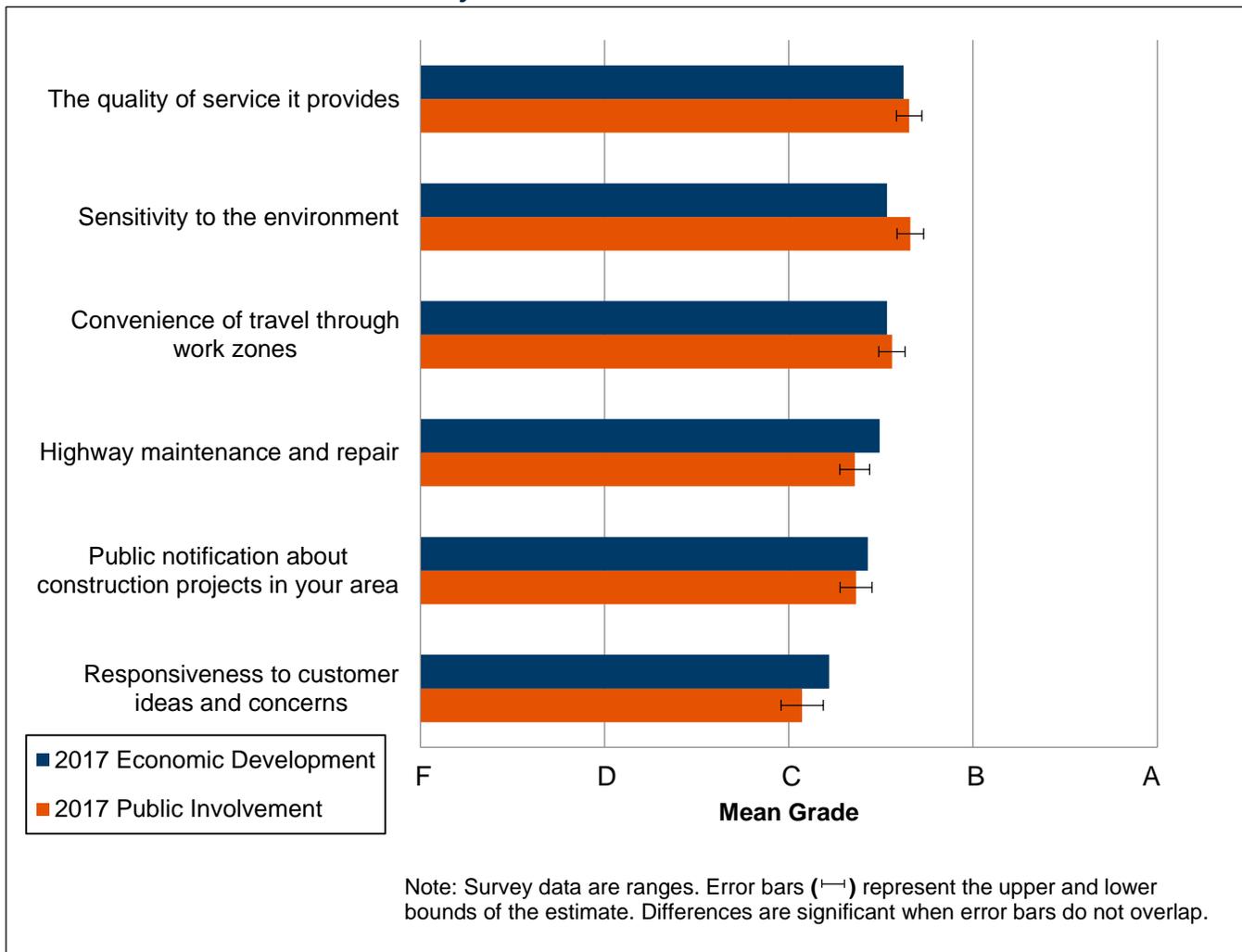
**Figure 5.3.1: Usefulness of General Communications Tools, Economic Development Stakeholder Group and 2017 Public Involvement Survey**



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

- The economic development stakeholder group gave MDT B’s and B-’s for all the performance measures besides public notice and responsiveness to customers’ ideas.
- These two received the lowest grade (C+).
- Sensitivity to the environment and quality of service received the highest grades.

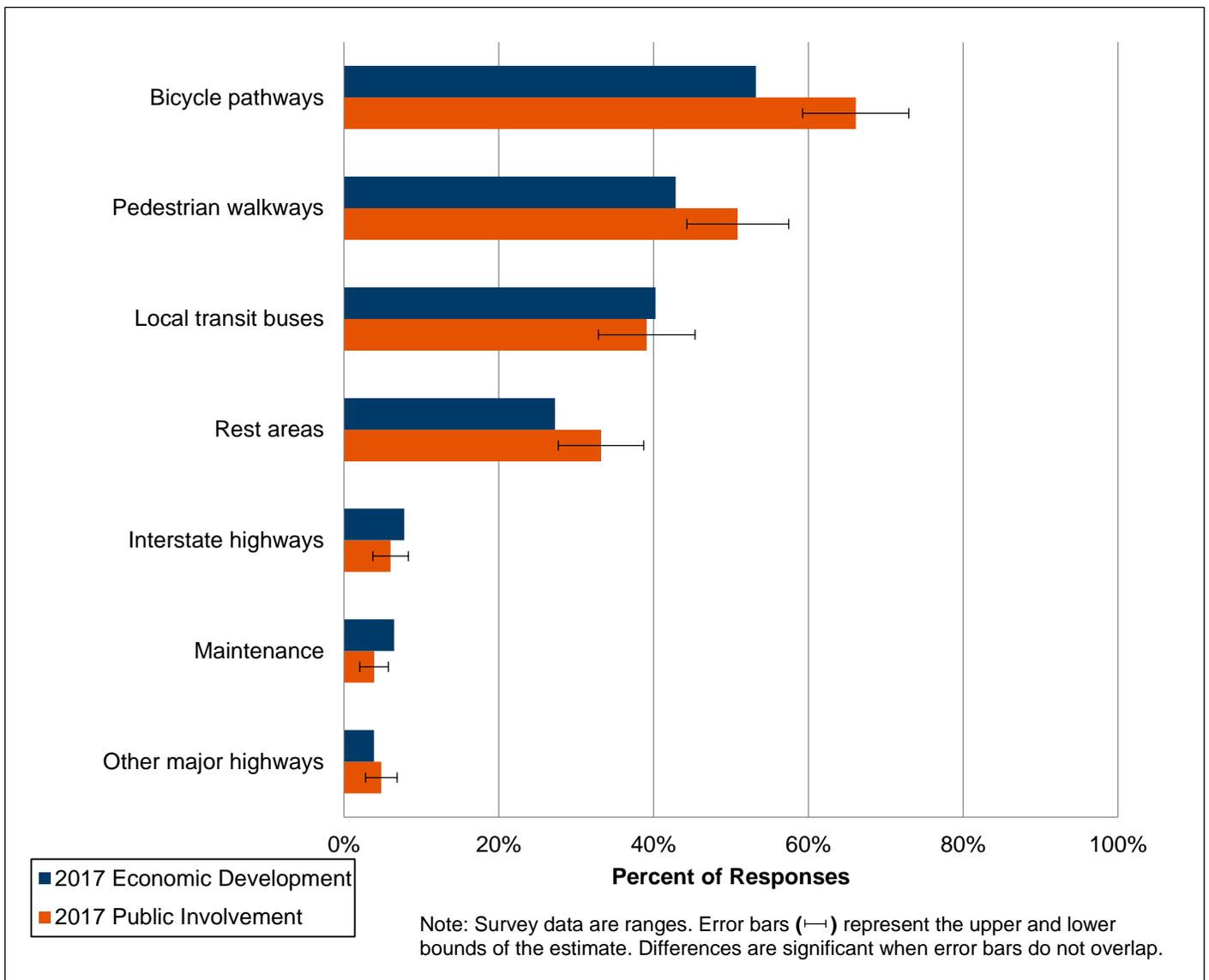
**Figure 5.4.1: Customer Service and Performance Grades, Economic Development Stakeholder Group and 2017 Public Involvement Survey**



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

- Economic development stakeholders preferred lowering funding for bicycle pathways and pedestrian walkways.
- The fewest responded that they preferred lowering funding for maintenance and other highways.

**Figure 5.5.1: Potential Areas for Decreased Funding, Economic Development Stakeholder Group and 2017 Public Involvement Survey**





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

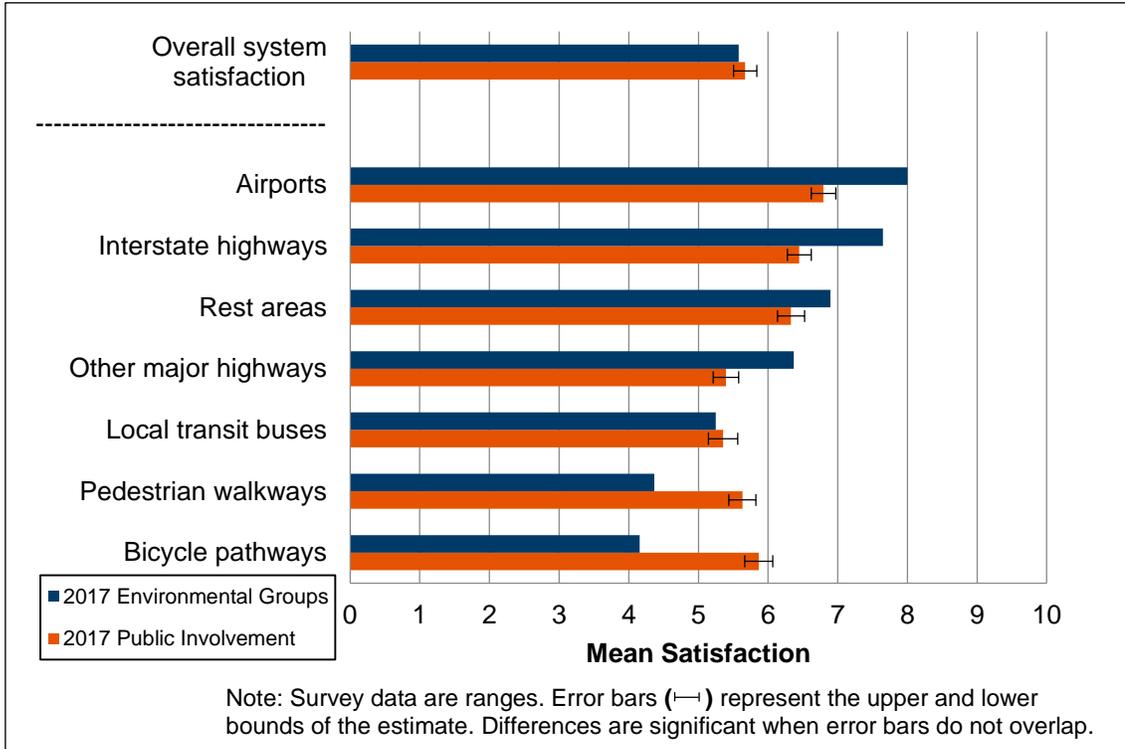
- Wilderness coalitions
- Wildlife associations
- Audubon societies
- Preservation coalitions
- Sierra Club affiliates
- Resource centers

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

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

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

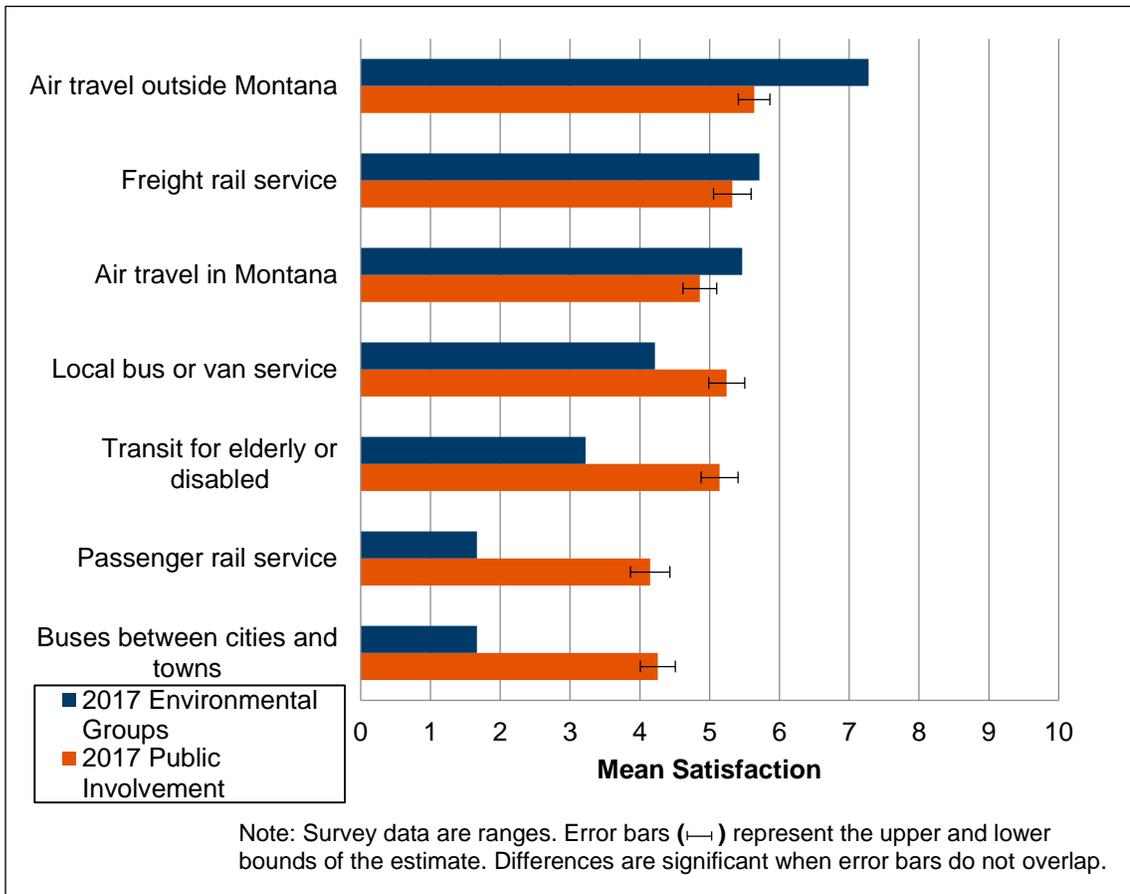
**Figure 6.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Environmental Stakeholder Group and 2017 Public Involvement Survey**



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

- Environmental groups were less satisfied with the availability of local bus and van services, transit for the elderly, passenger rail, and intercity buses than the public.
- Environmental groups were significantly more satisfied with the availability of air travel outside Montana than the general public.

**Figure 6.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Environmental Stakeholder Group and 2017 Public Involvement Survey**

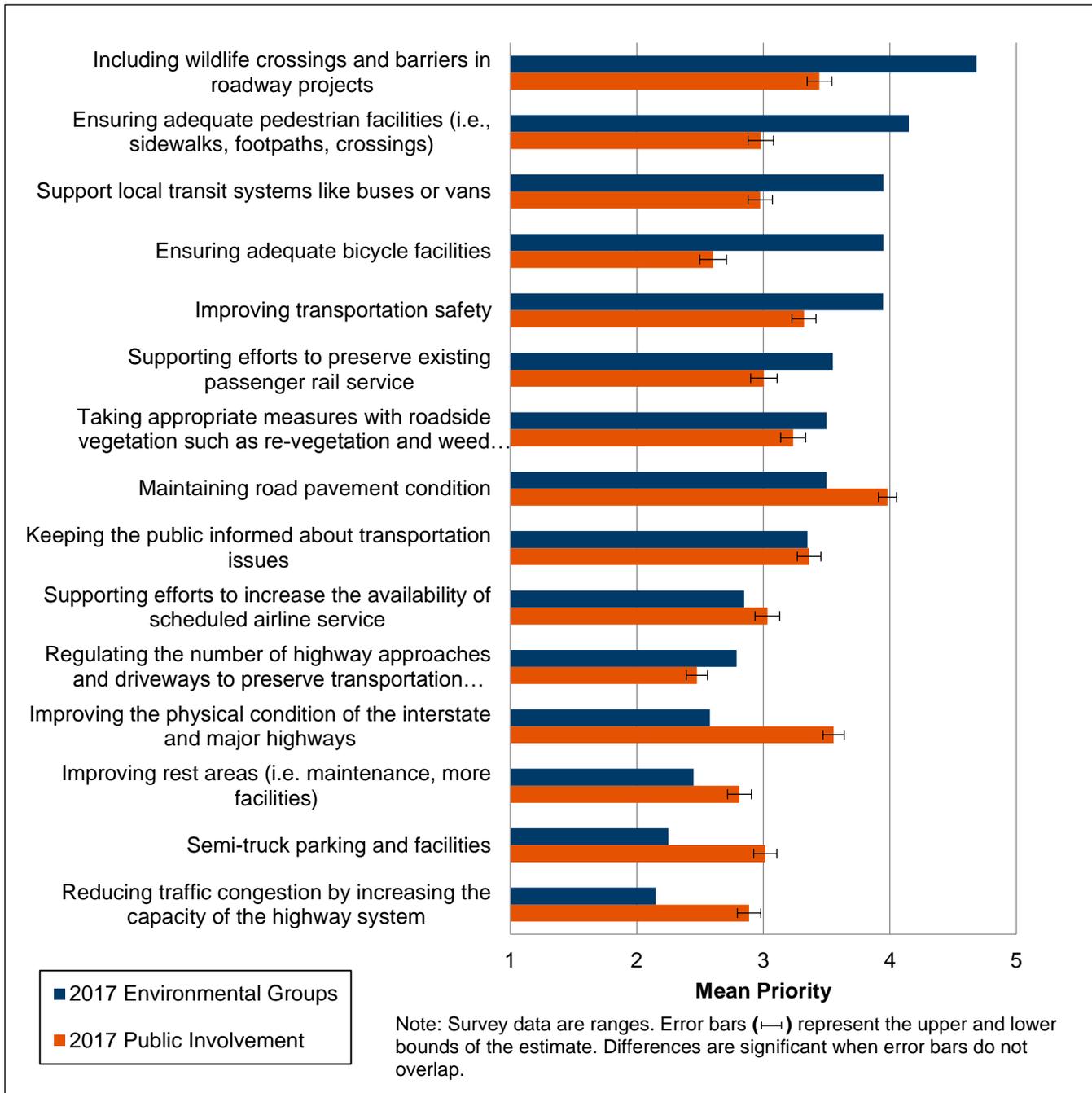


**“What priority do you think MDT should assign the following actions to improve the transportation system?”**

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

- This group 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, rest areas, semi-truck facilities, and reducing traffic congestion by increasing capacity. They prioritized these items lower than the public.

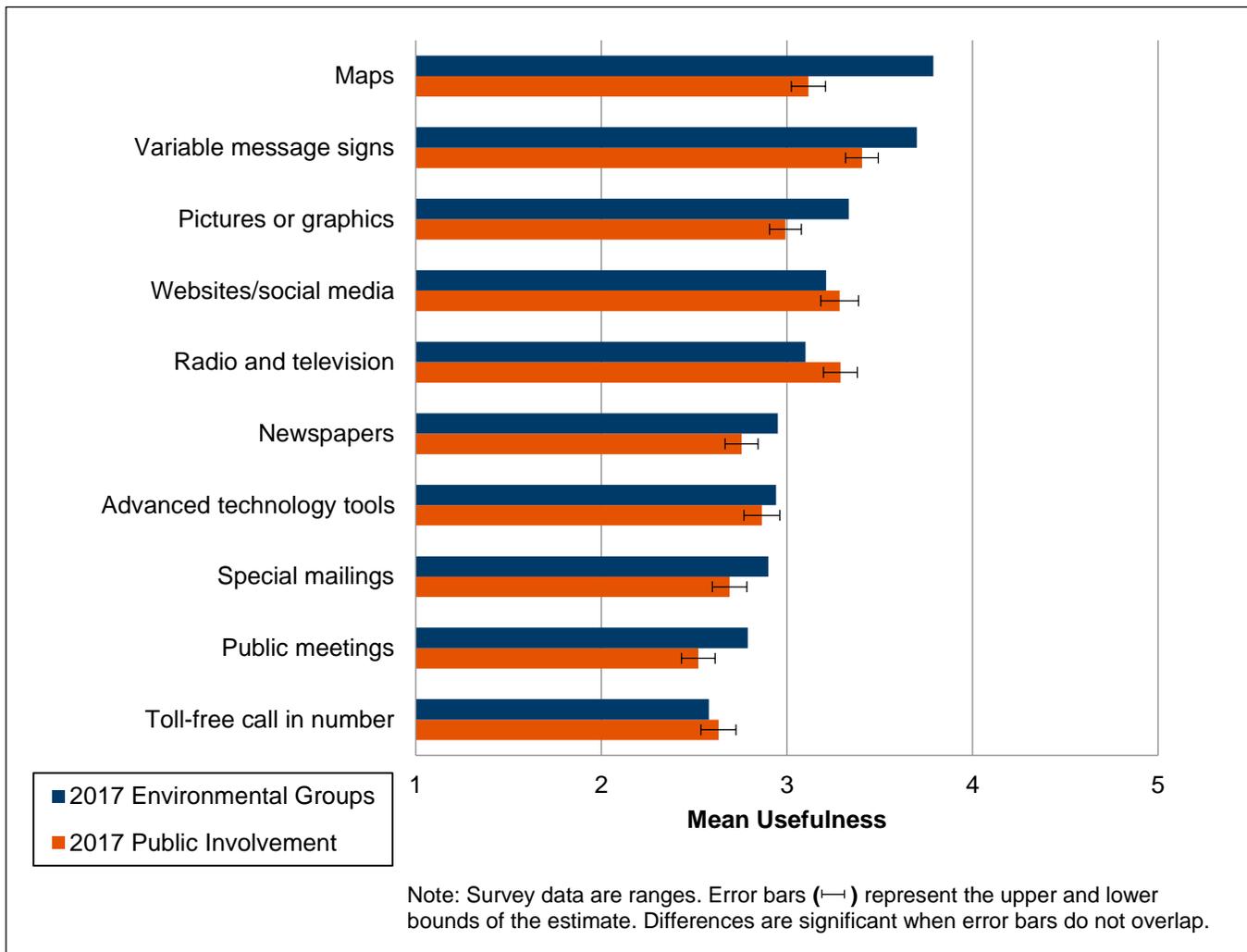
**Figure 6.2.1: Actions to Improve Transportation System, Environmental Stakeholder Group and 2017 Public Involvement Survey**



**“How useful, if at all, are each of the following tools to help you learn about MDT business in your community?”**

- The environmental stakeholder group ranked maps, variable message signs, and pictures/graphics as the most useful communication tools.
- They disagreed with the public and found public meetings useful.
- They found radio and television less helpful than the public.

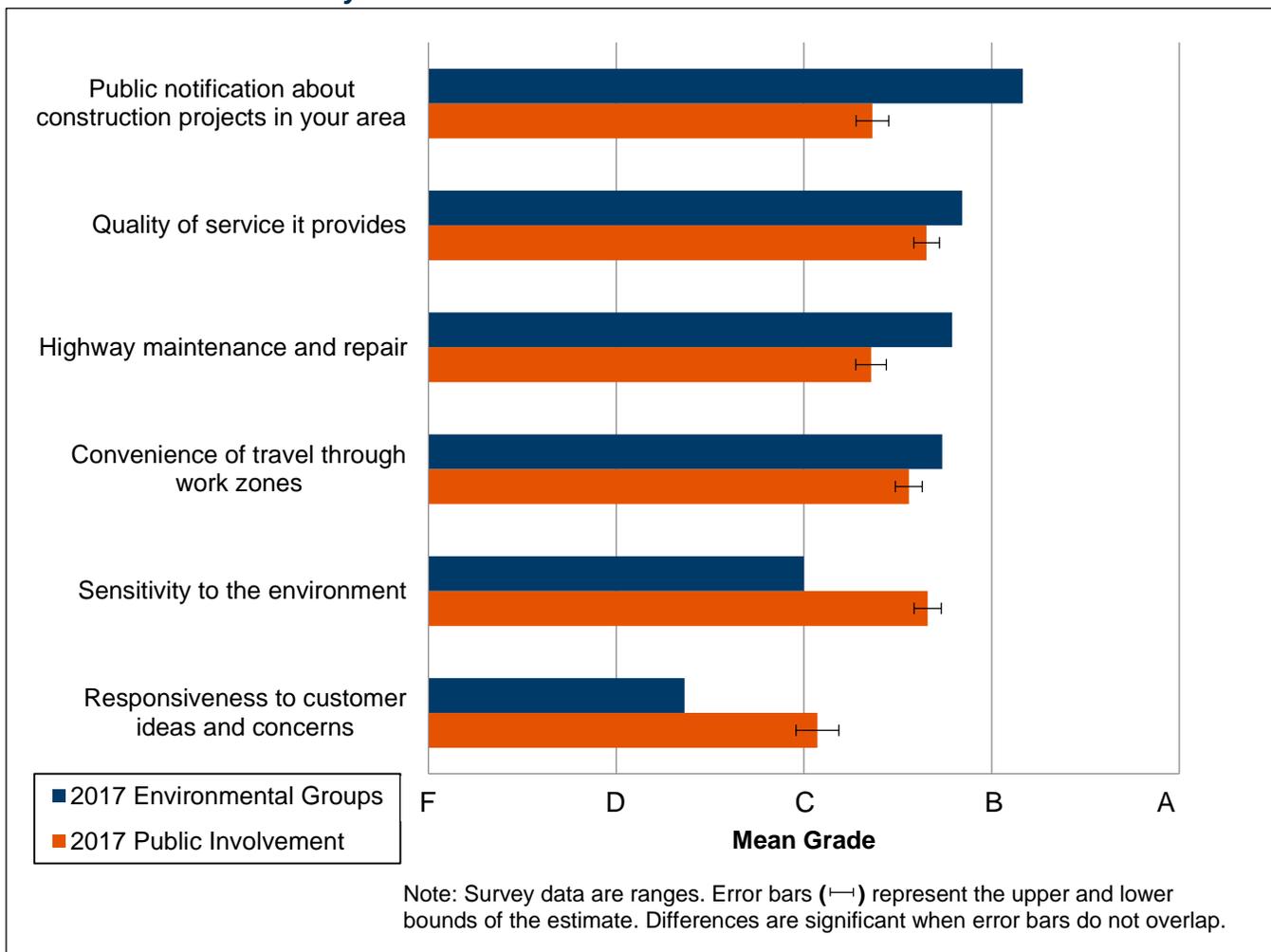
**Figure 6.3.1: Usefulness of General Communications Tools, Environmental Stakeholder Group and 2017 Public Involvement Survey**



“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 notification about construction projects, the quality of service it provides, highway maintenance and repair, and convenience of travel through work zones.

**Figure 6.4.1: Customer Service and Performance Grades, Environmental Stakeholder Group and 2017 Public Involvement Survey**

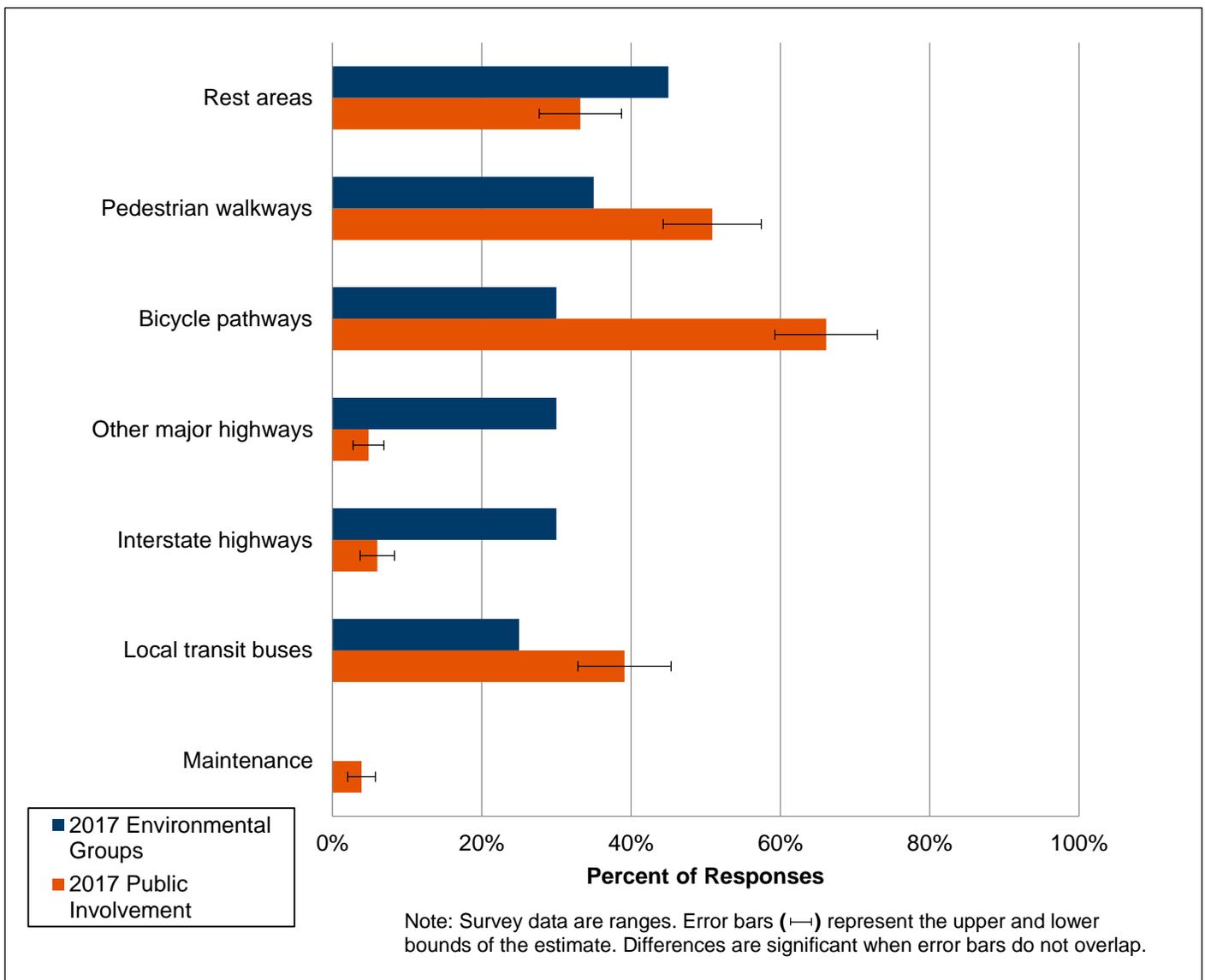


**“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”**

Figure 6.5.1 shows priorities for reduced funding if overall transportation system funding decreases.

- Environmental groups preferred to reduce funding for rest areas.
- They preferred to preserve funding for maintenance.

**Figure 6.5.1: Potential Areas for Decreased Funding, Environmental Stakeholder Group and 2017 Public Involvement Survey**





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

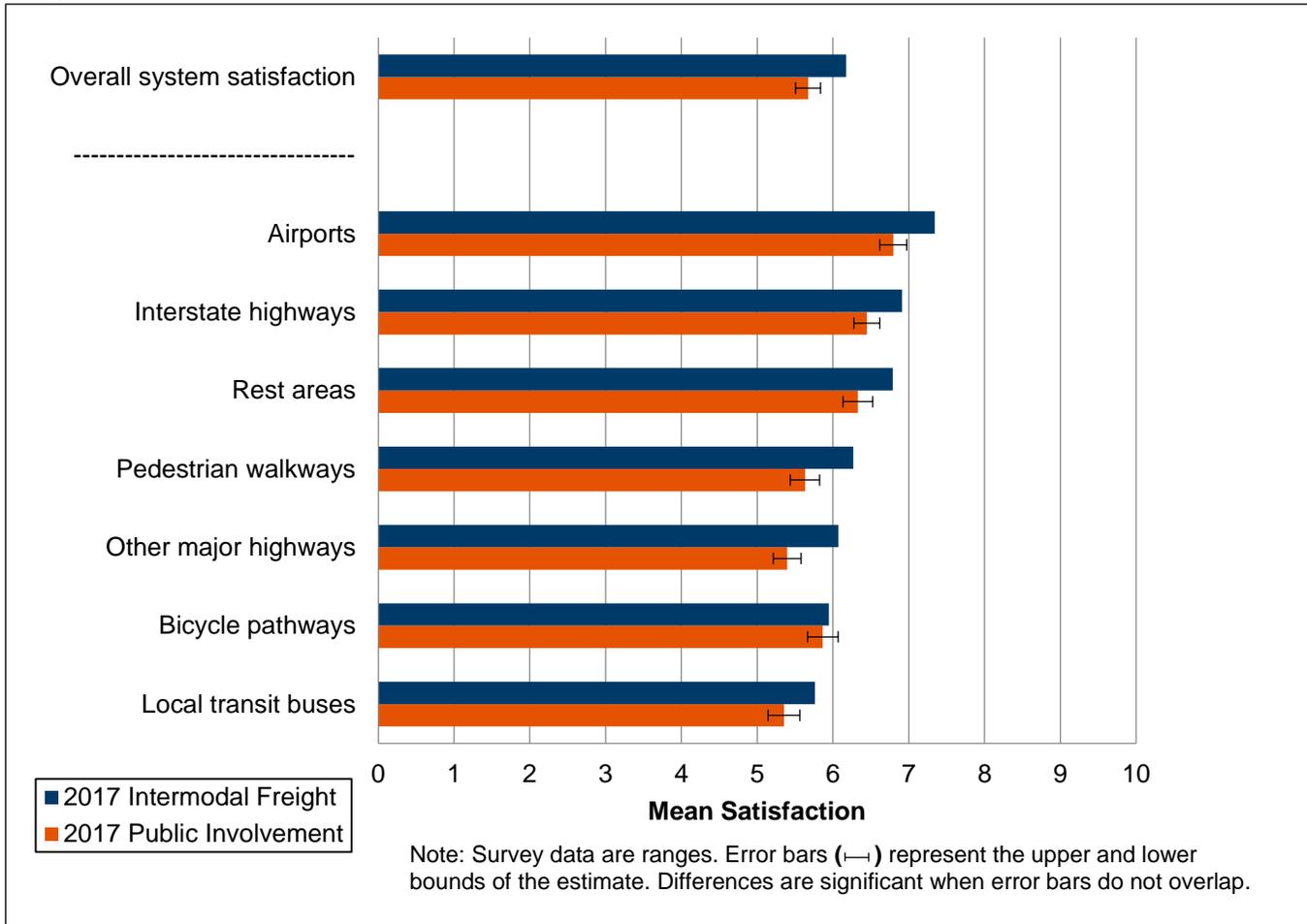
- Trucking
- Air freight
- Rail freight
- Freight forwarding associations

Fifty-seven 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 more satisfied with the overall system than the public.
- Local transit buses ranked lowest in satisfaction but was at a higher level than the general public.
- Intermodal freight stakeholders were more satisfied with most aspects than the public.

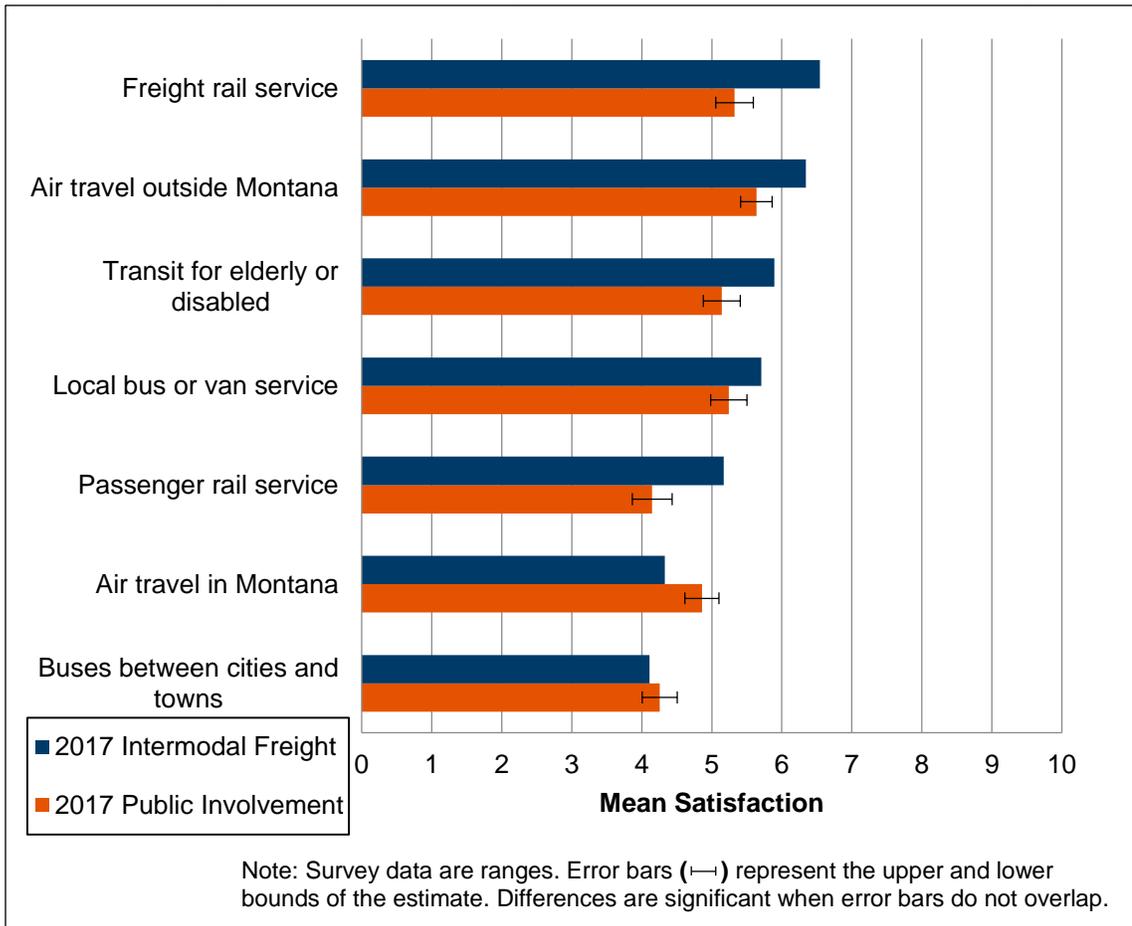
**Figure 7.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Intermodal Freight Stakeholder Group and 2017 Public Involvement Survey**



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

- Intermodal freight stakeholders generally were more satisfied with the availability of services than the public, and were most satisfied with air transport outside Montana and freight rail service.
- They were less satisfied with air transport within Montana and intercity buses.

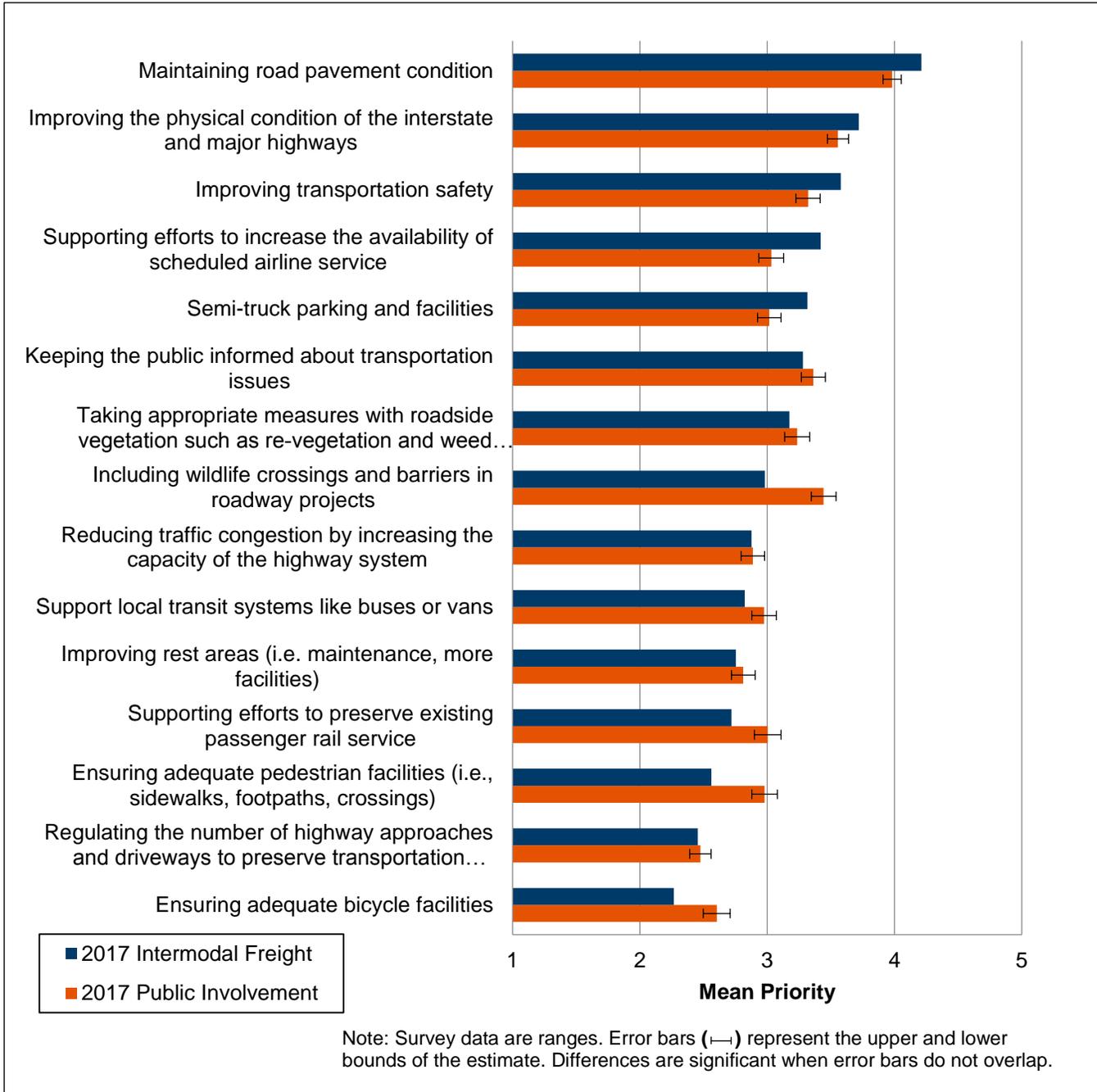
**Figure 7.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Intermodal Freight Stakeholder Group and 2017 Public Involvement Survey**



**“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 facilities ranked lowest in priority for intermodal freight groups.

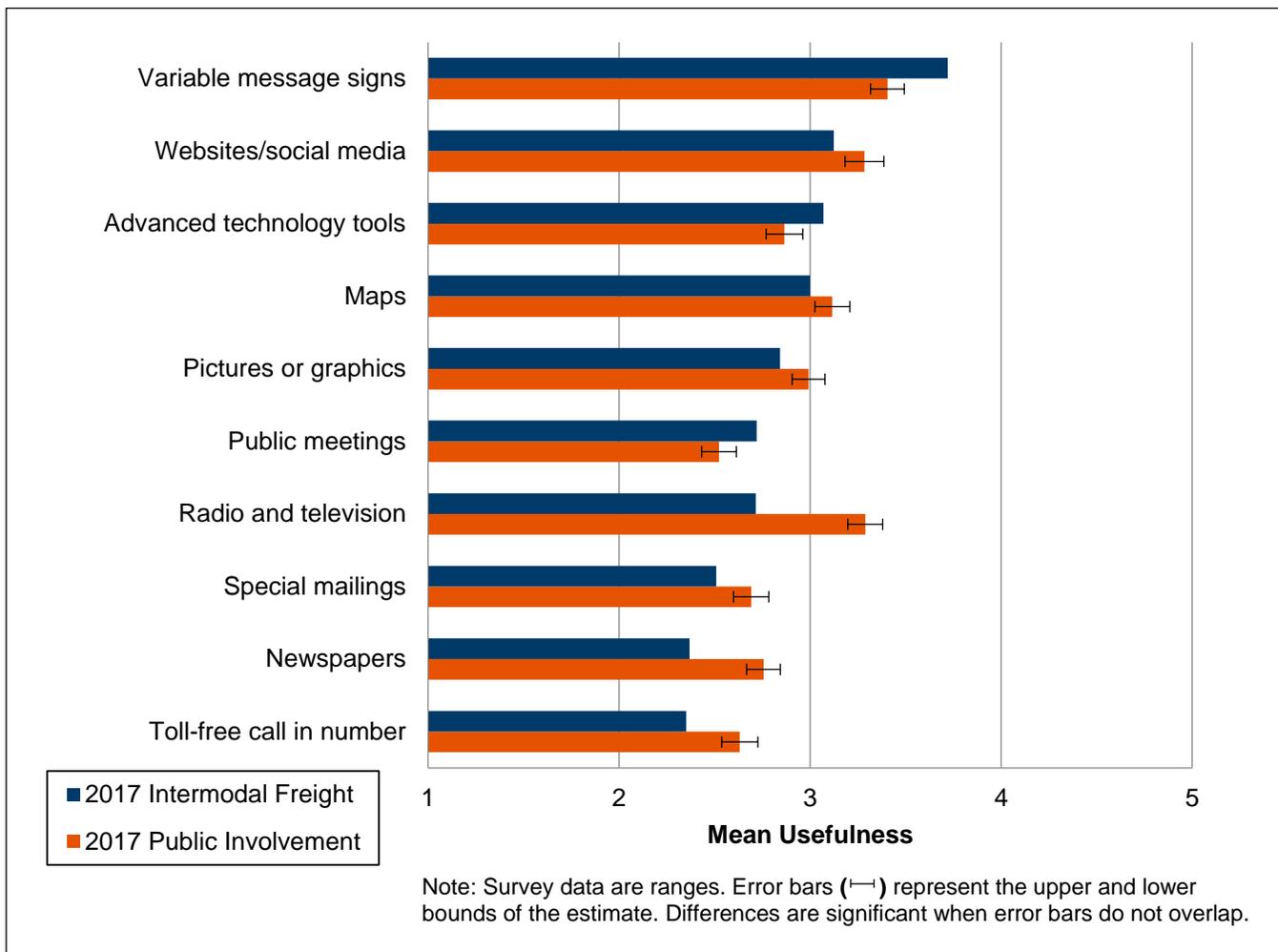
**Figure 7.2.1: Actions to Improve Transportation System, Intermodal Freight Stakeholder Group and 2017 Public Involvement Survey**



**“How useful, if at all, are each of the following tools to help you learn about MDT business in your community?”**

- Intermodal freight stakeholders agreed with the general public and ranked variable message highway signs as the most useful communication tool.
- They found most other tools slightly less helpful than the public except for public meetings and advanced technology tools.

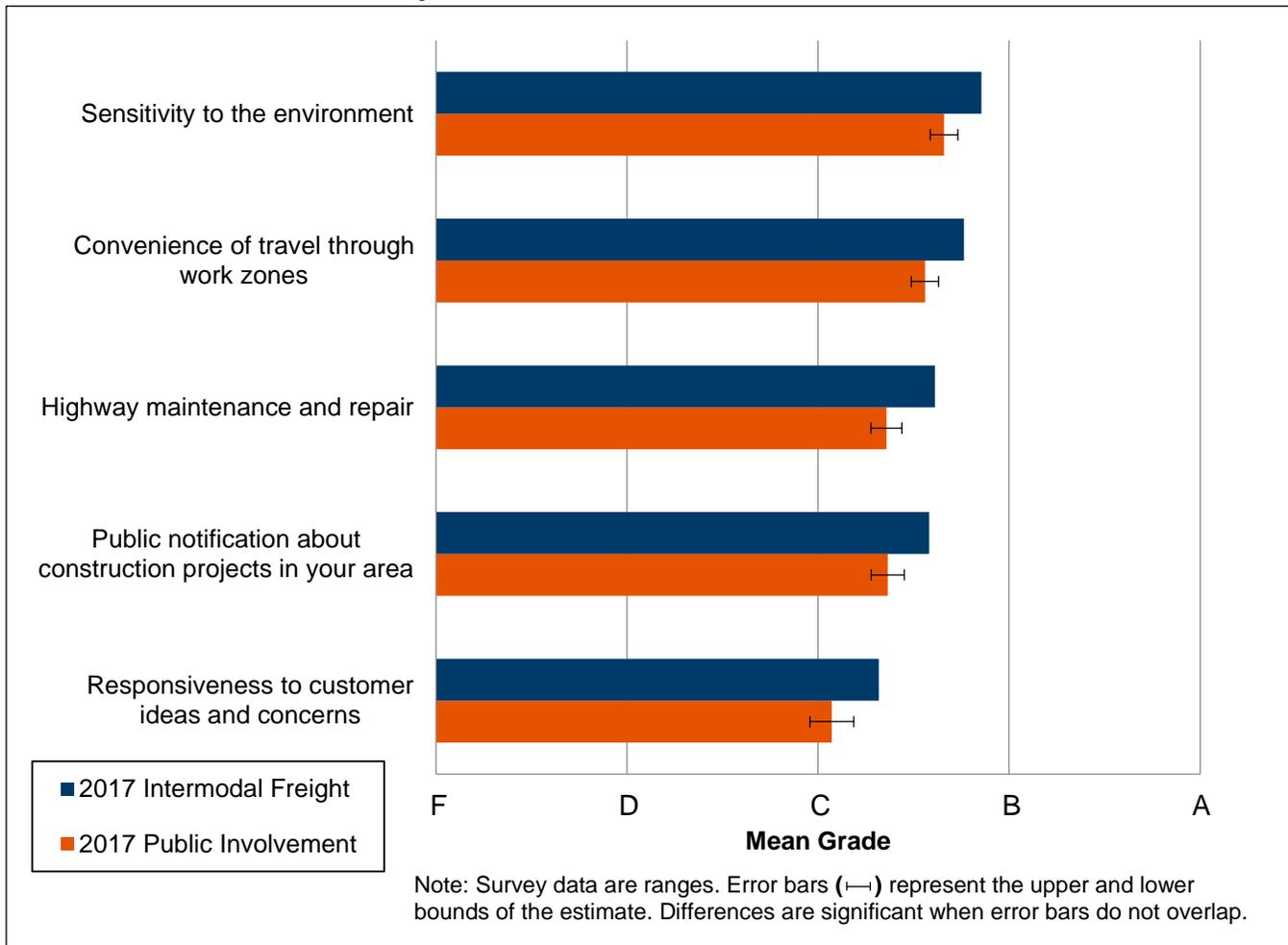
**Figure 7.3.1: Usefulness of General Communications Tools, Intermodal Freight Stakeholder Group and 2017 Public Involvement Survey**



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

- The intermodal freight stakeholder group graded MDT more favorably than the public in all areas.
- They graded MDT lowest on responsiveness to customer ideas and concerns.

**Figure 7.4.1: Customer Service and Performance Grades, Intermodal Freight Stakeholder Group and 2017 Public Involvement Survey**

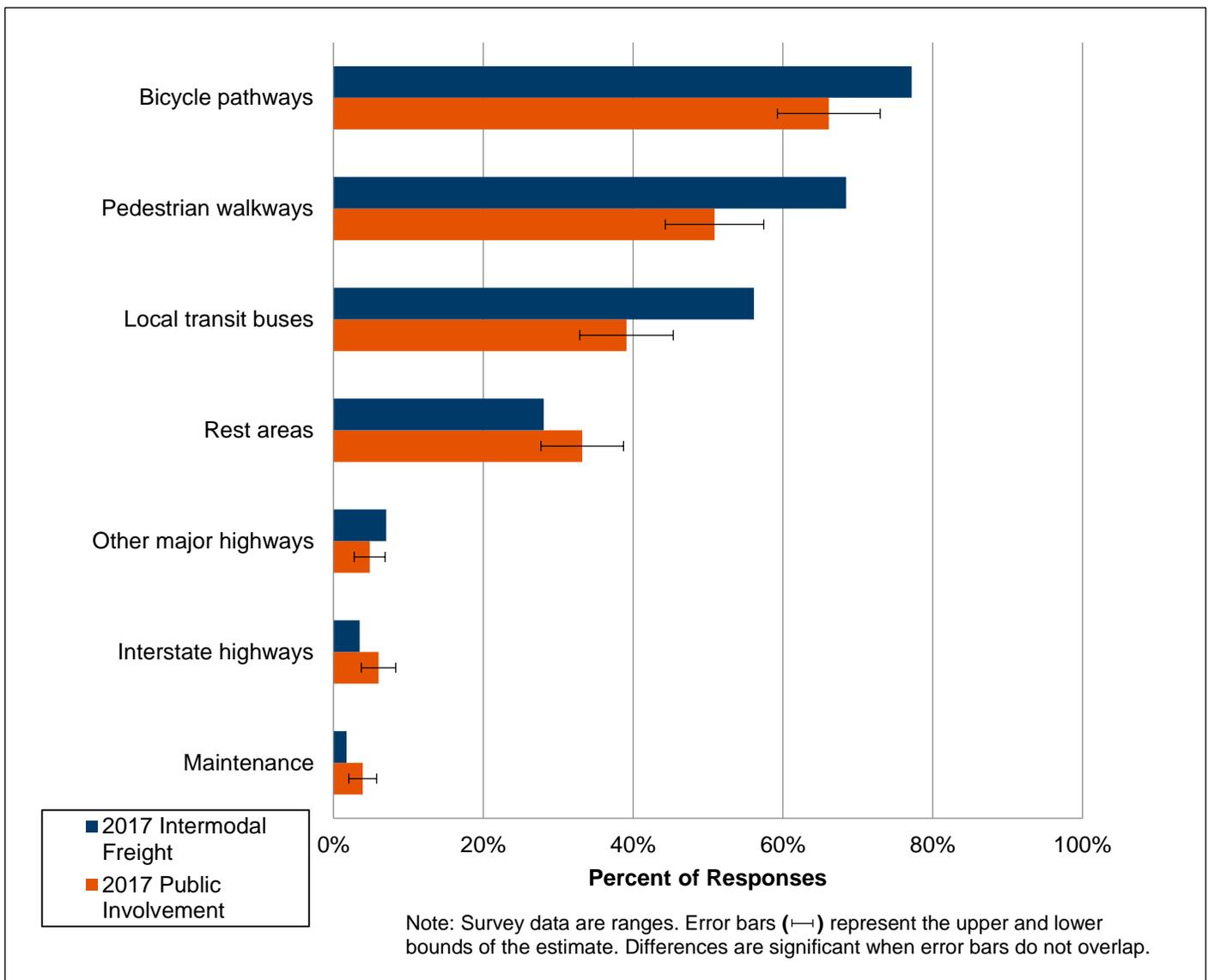


**“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”**

Opinions on potential areas for decreased funding if overall system funding lowers are presented in Figure 7.5.1.

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

**Figure 7.5.1: Potential Areas for Decreased Funding, Intermodal Freight Stakeholder Group and 2017 Public Involvement Survey**





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

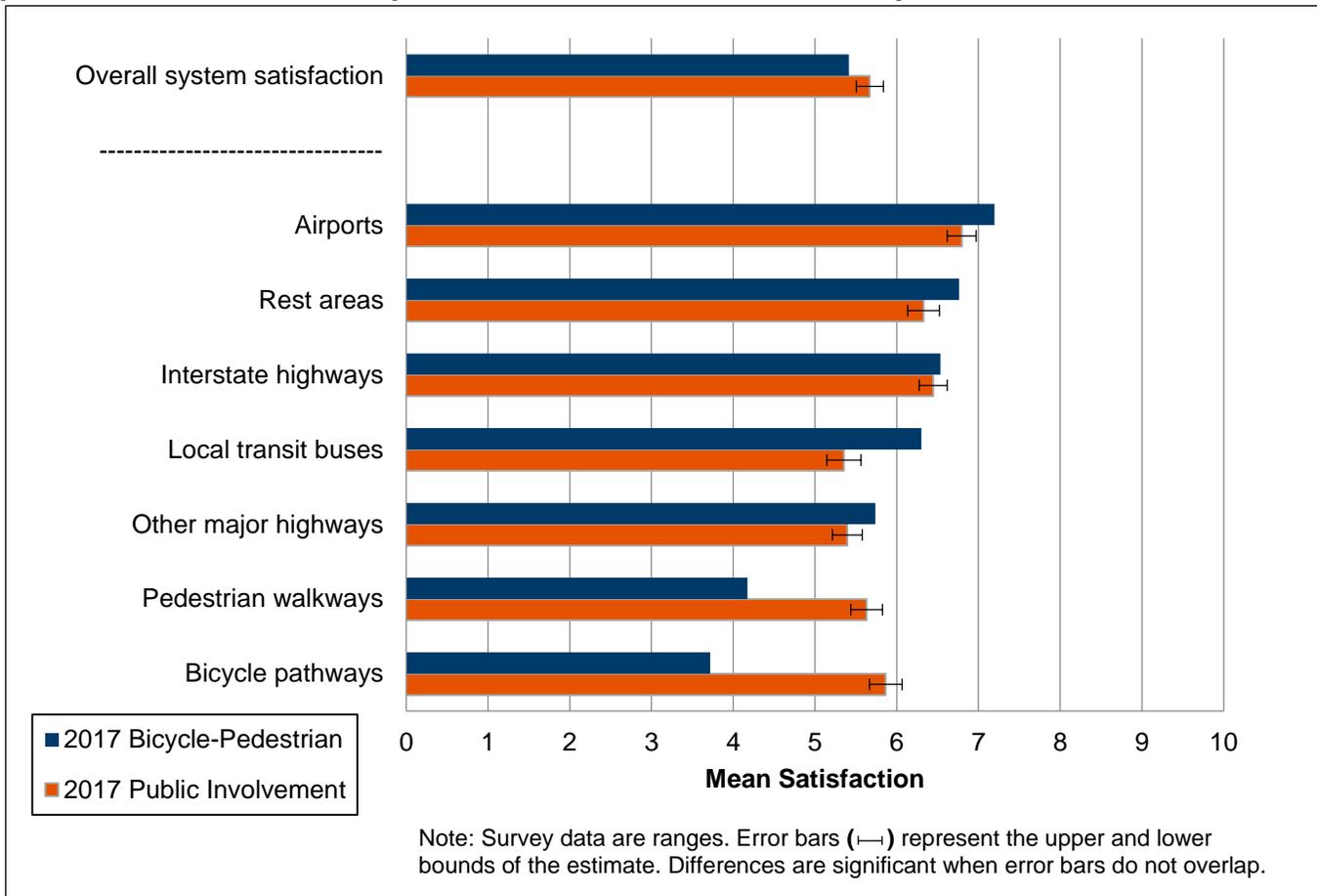
- Bicycling clubs
- Community development groups
- Bicycle/pedestrian advisory boards
- County planning offices
- Police on bikes
- City park and recreation organizations

Forty-six 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 slightly less satisfied with the overall transportation system than the public.
- They were least satisfied with bicycle pathways and pedestrian walkways.
- Airports and rest areas ranked highest in bicycle and pedestrian satisfaction.

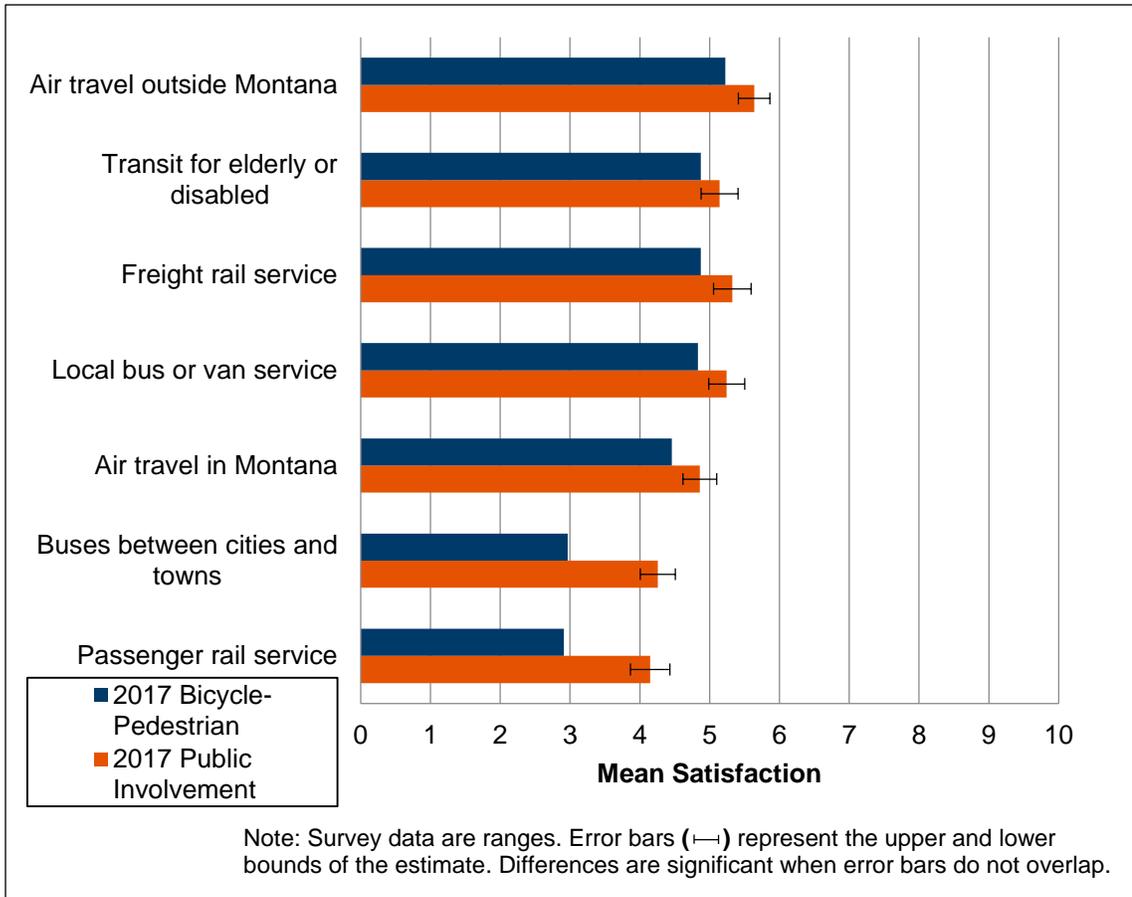
**Figure 8.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Bicycle-pedestrian Stakeholder Group and 2017 Public Involvement Survey**



**“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-pedestrian Stakeholder Group and 2017 Public Involvement Survey**

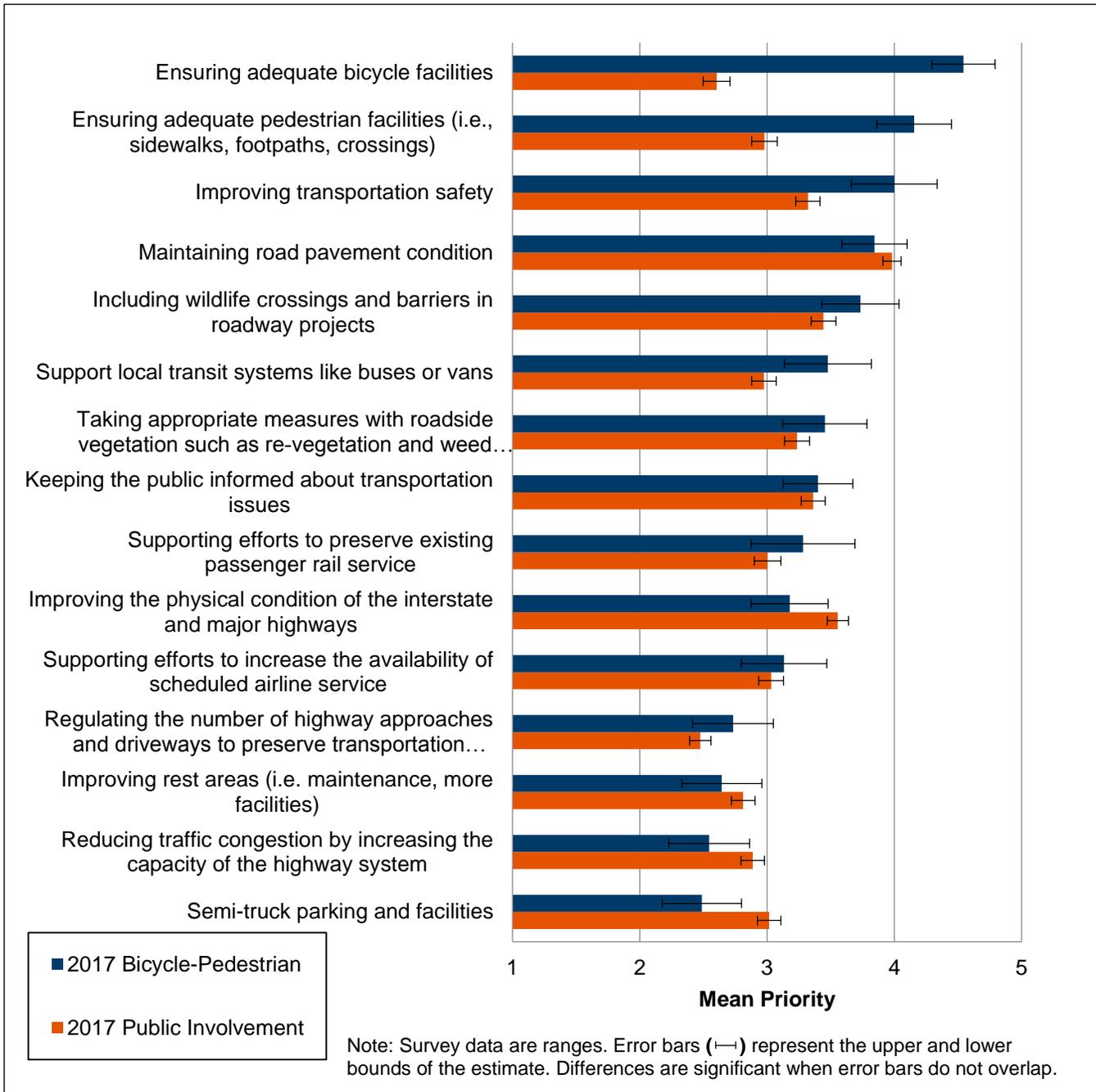


**“What priority do you think MDT should assign the following actions to improve the transportation system?”**

Figure 8.2.1 on the next page compares how the bicycle-pedestrian stakeholder group and general public view potential actions to improve Montana’s 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 much greater priority than the general public.

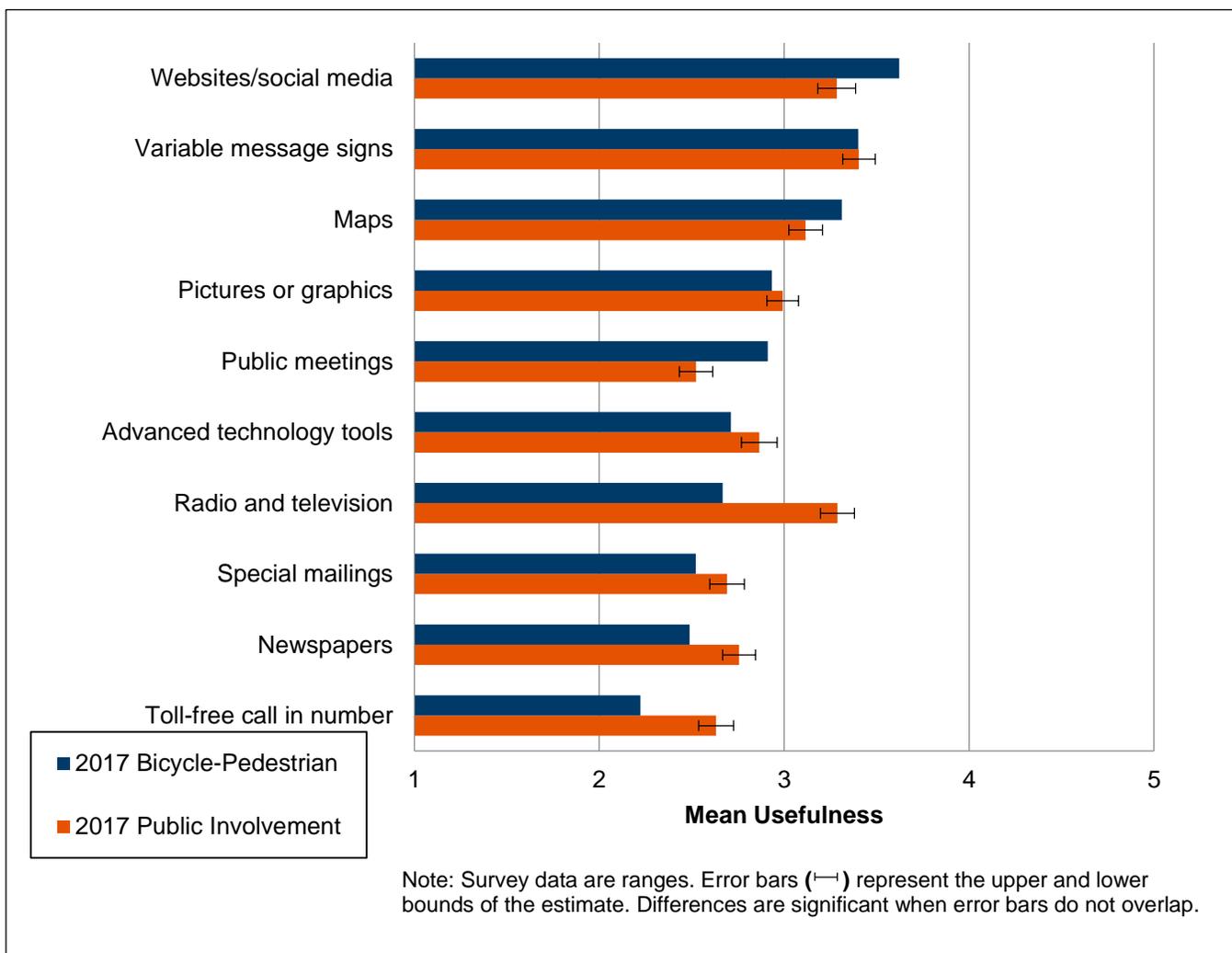
**Figure 8.2.1: Actions to Improve Transportation System, Bicycle-pedestrian Stakeholder Group and 2017 Public Involvement Survey**



**“How useful, if at all, are each of the following tools to help you learn about MDT business in your community?”**

- Bicycle-pedestrian groups ranked websites and 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, special mailings, and radio and television less useful than the general public.

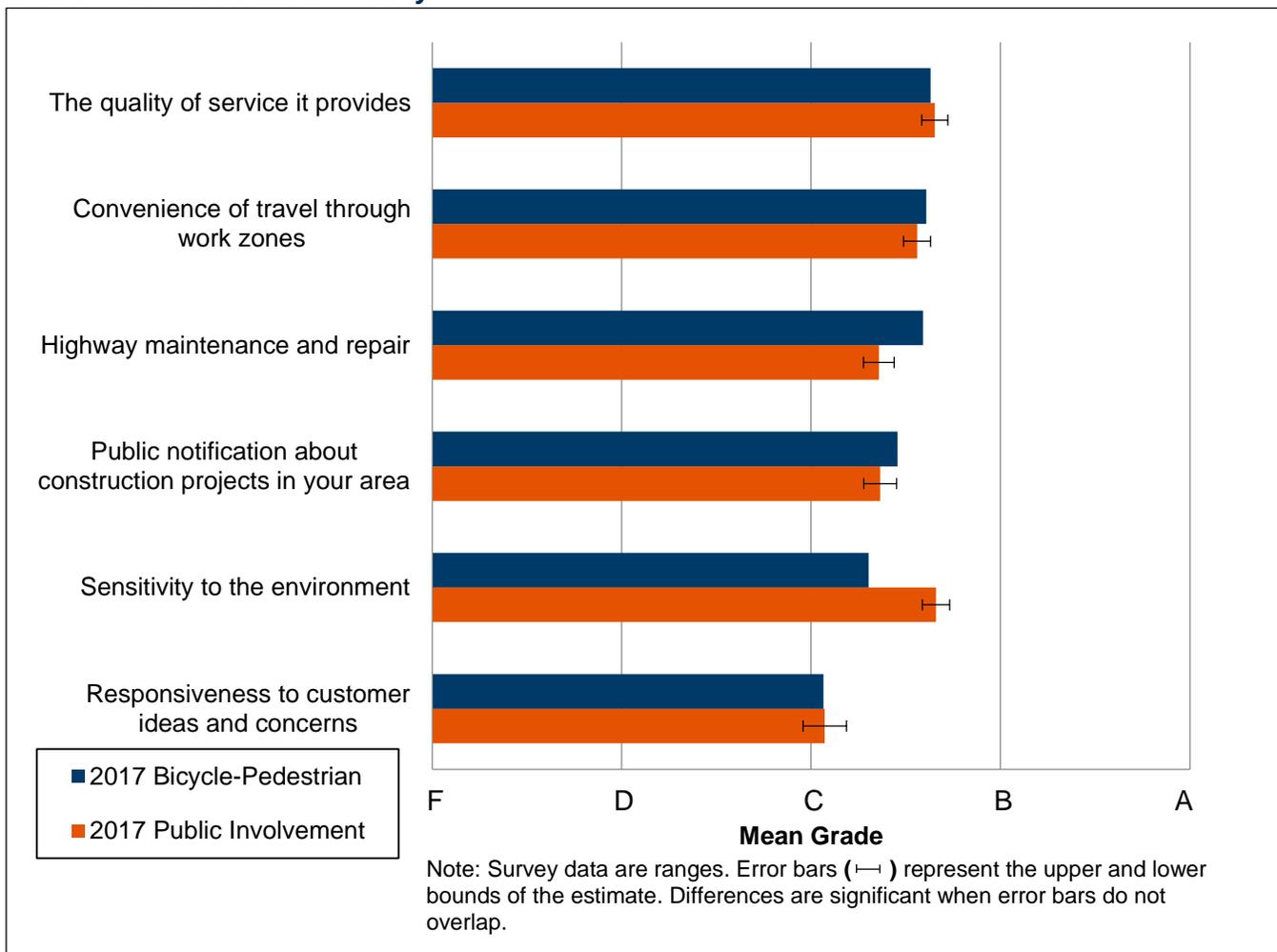
**Figure 8.3.1: Usefulness of General Communications Tools, Bicycle-pedestrian Stakeholder Group and 2017 Public Involvement Survey**



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

- Bicycle and pedestrian stakeholders graded MDT higher than the public in highway repair.
- They assigned the lowest grades to responsiveness to customer concerns and ideas and MDT sensitivity to the environment.

**Figure 8.4.1: Customer Service and Performance Grades, Bicycle-pedestrian Stakeholder Group and 2017 Public Involvement Survey**

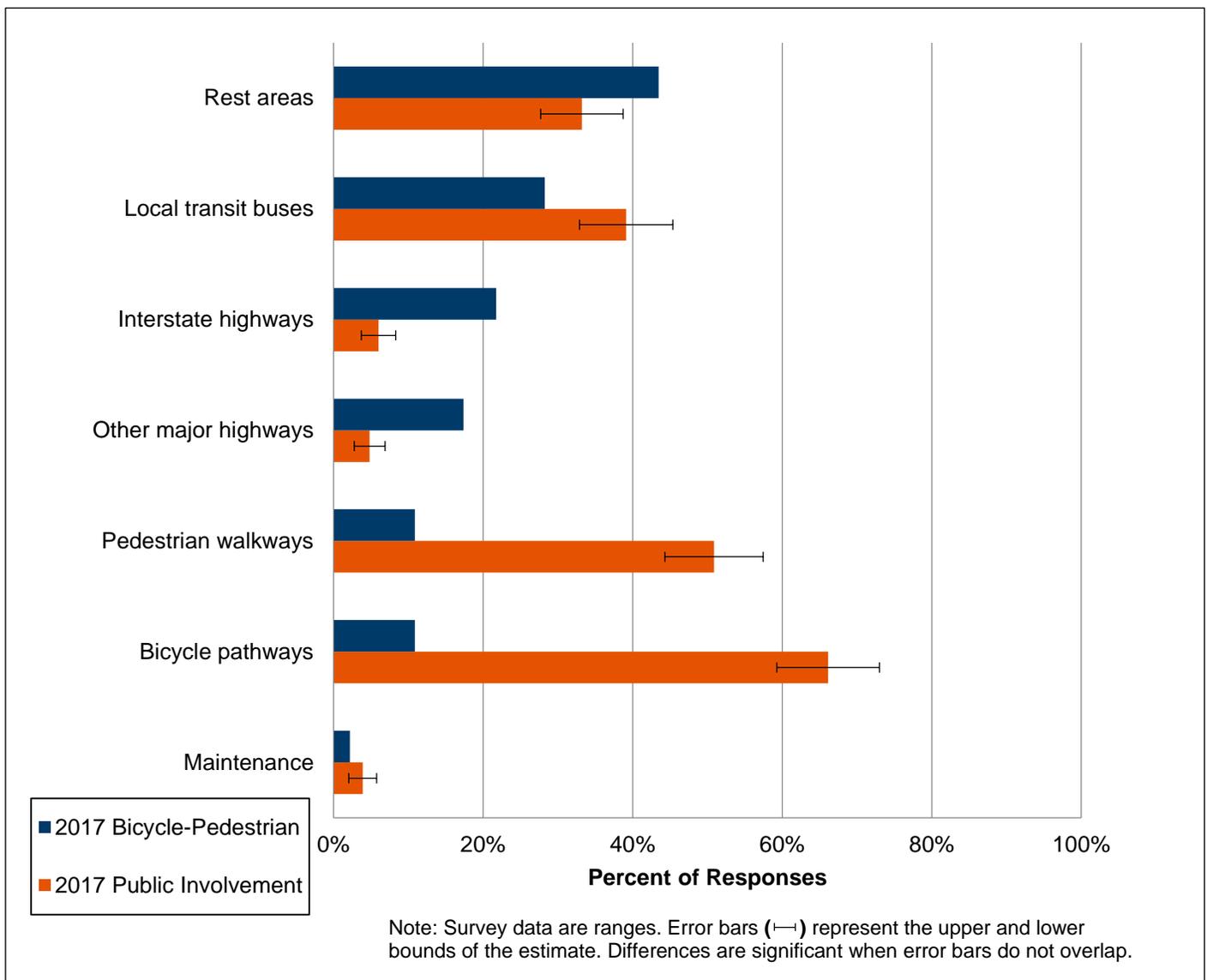


**“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”**

Opinions on possible areas to decrease funding if overall funding decreases are presented in Figure 8.5.1.

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

**Figure 8.5.1: Potential Areas for Decreased Funding, Bicycle-pedestrian Stakeholder Group and 2017 Public Involvement Survey**





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

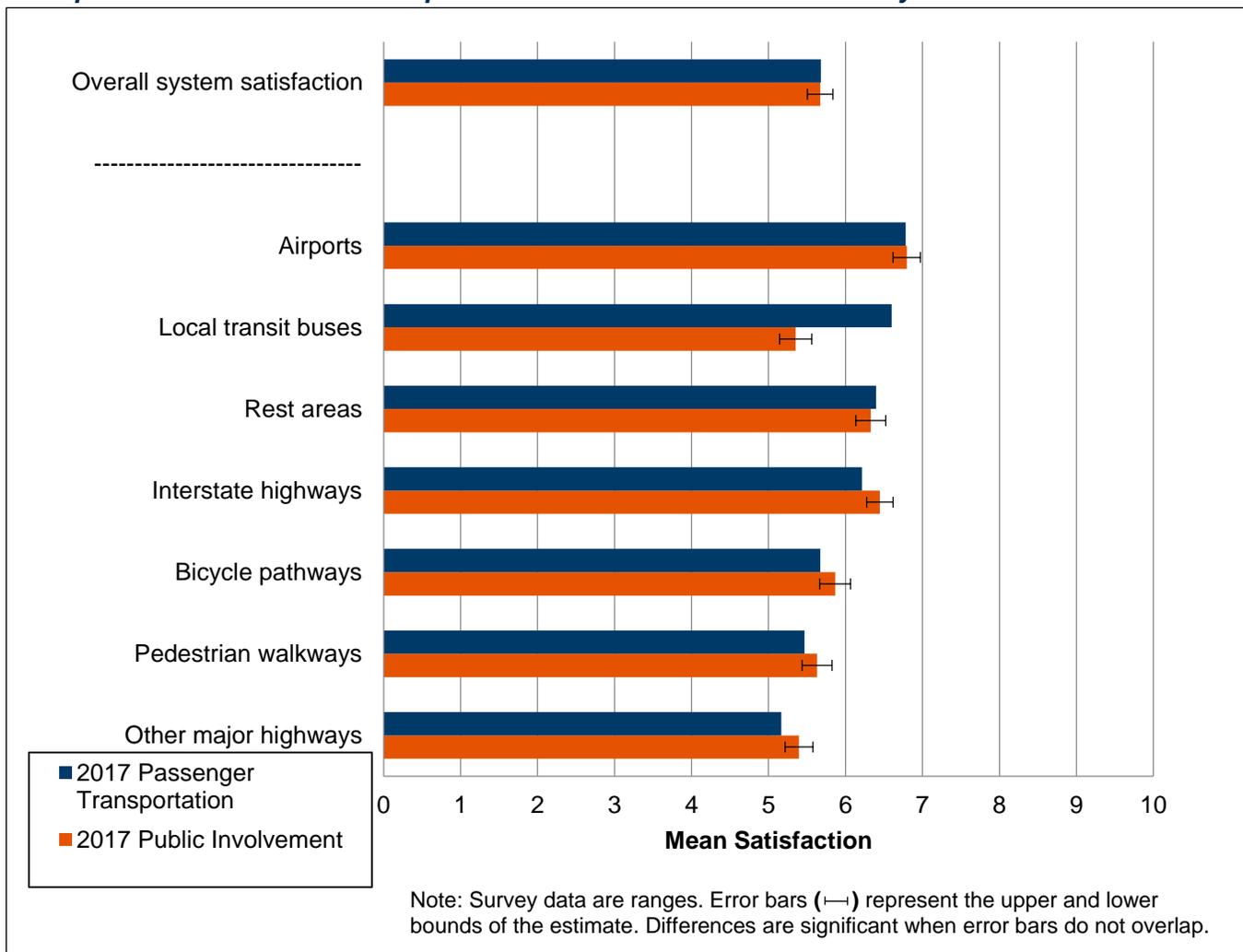
- Public transit agencies
- Social service agencies
- Intercity bus agencies
- Rail passenger interests
- Air passenger interests

Seventy-four completed interviews with passenger transportation group members were obtained in 2017.

### “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 as satisfied with the overall system as the public.

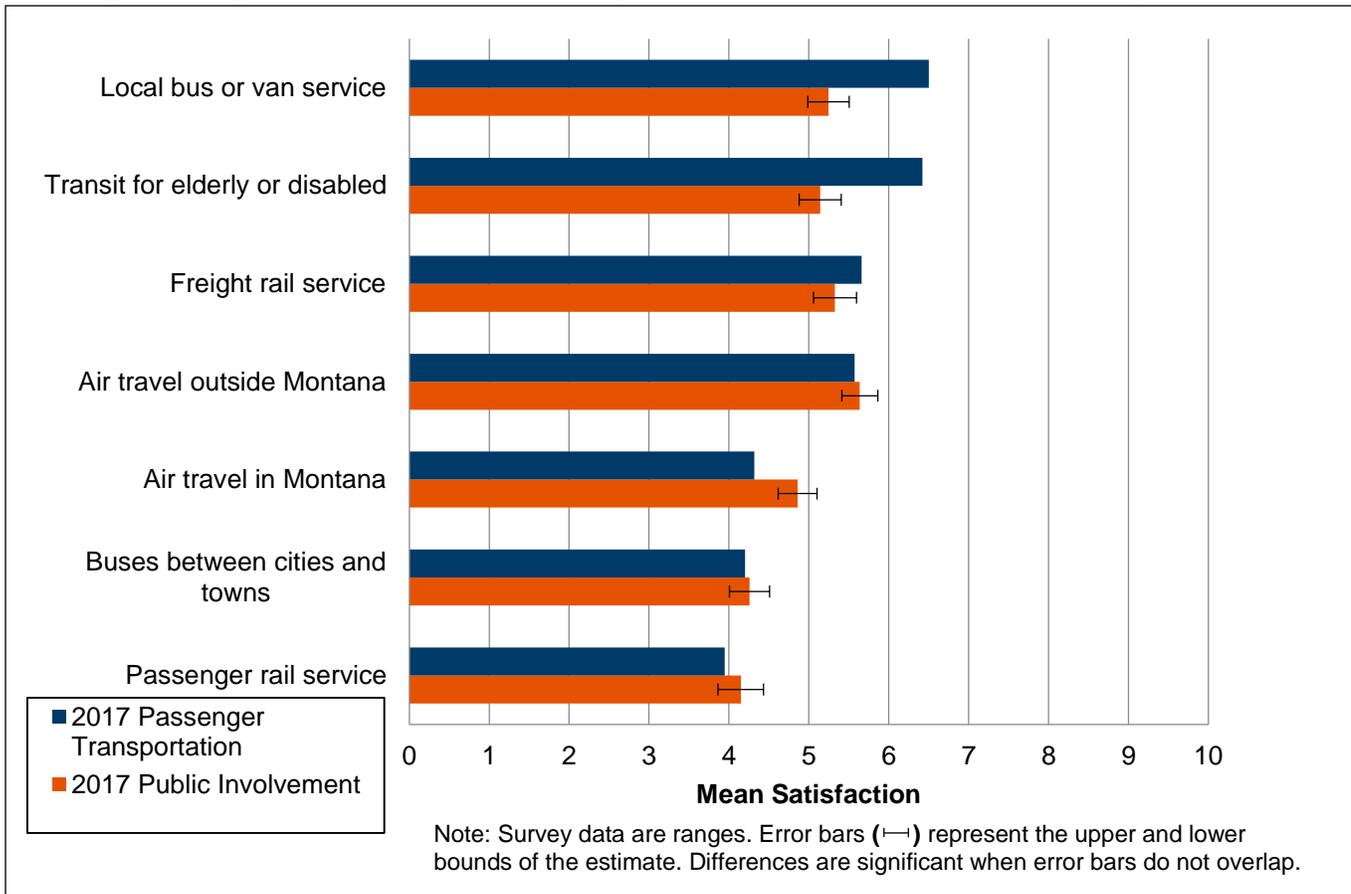
**Figure 9.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Passenger Transportation Stakeholder Group and 2017 Public Involvement Survey**



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

- They were slightly less satisfied with air transport within Montana as well as intercity buses.
- Local bus or van service and transit for the elderly received a higher satisfaction for passenger transportation groups than the public.

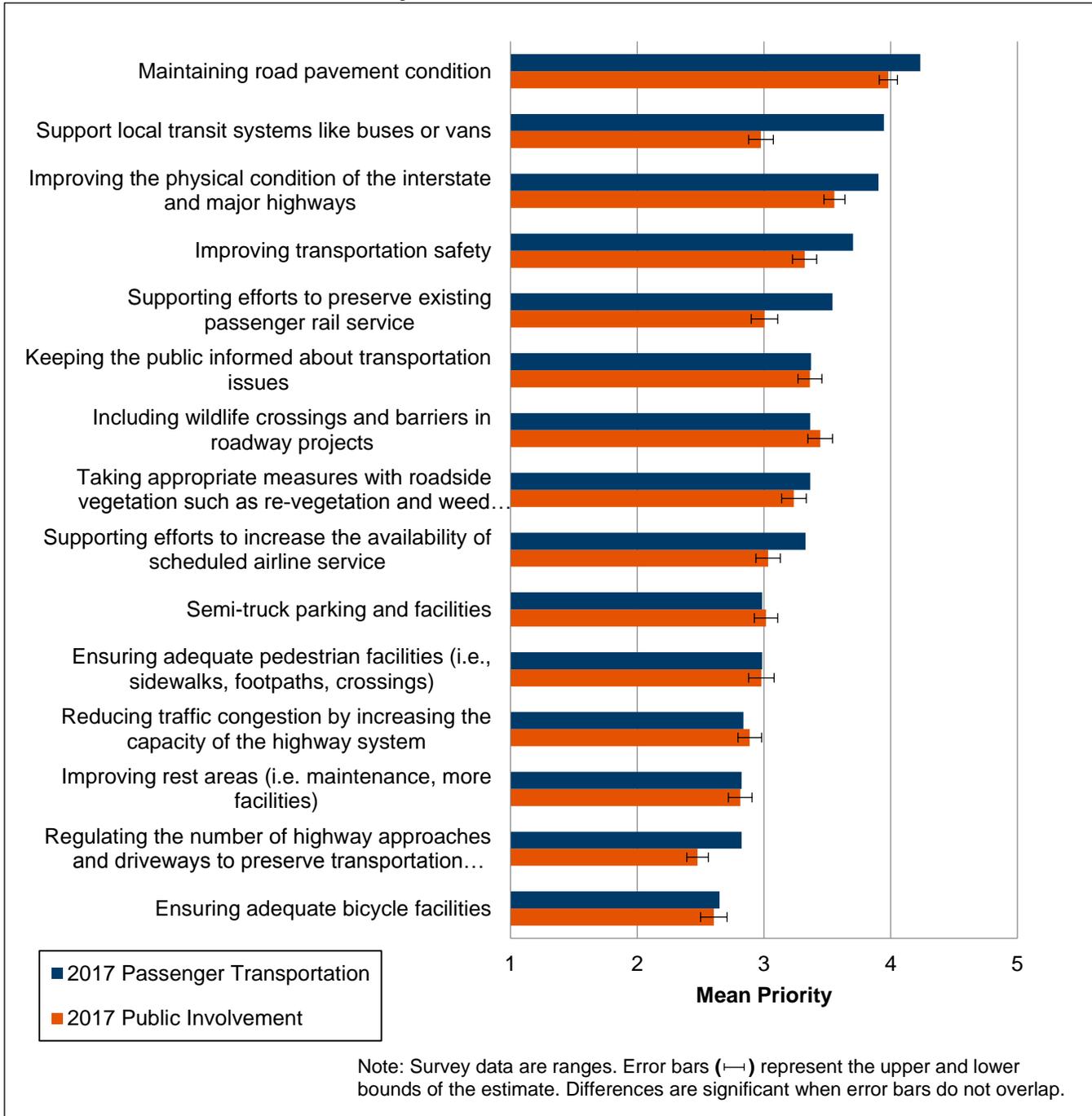
**Figure 9.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Passenger Transportation Stakeholder Group and 2017 Public Involvement Survey**



**“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, supporting local transit systems, improving the physical condition of the interstate, improving transportation safety, preserving existing passenger rail service, supporting efforts to increase the availability of scheduled air service, and regulating the number of highway approaches.

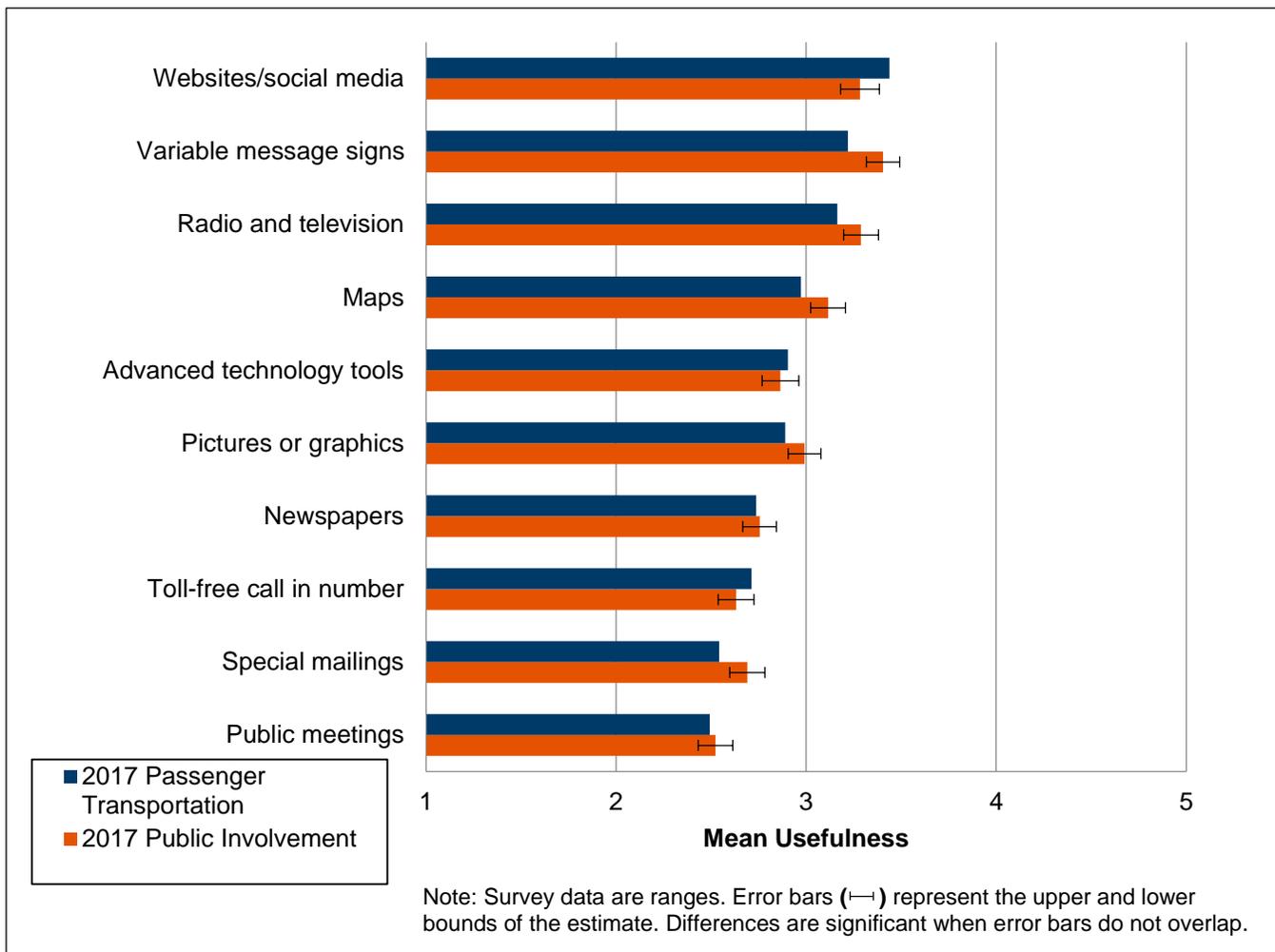
**Figure 9.2.1: Actions to Improve Transportation System, Passenger Transportation Stakeholder Group and 2017 Public Involvement Survey**



**“How useful, if at all, are each of the following tools to help you learn about MDT business in your community?”**

- The passenger transportation stakeholder group found websites, variable message highway signs, the website, and radio and television the most useful communication tools.

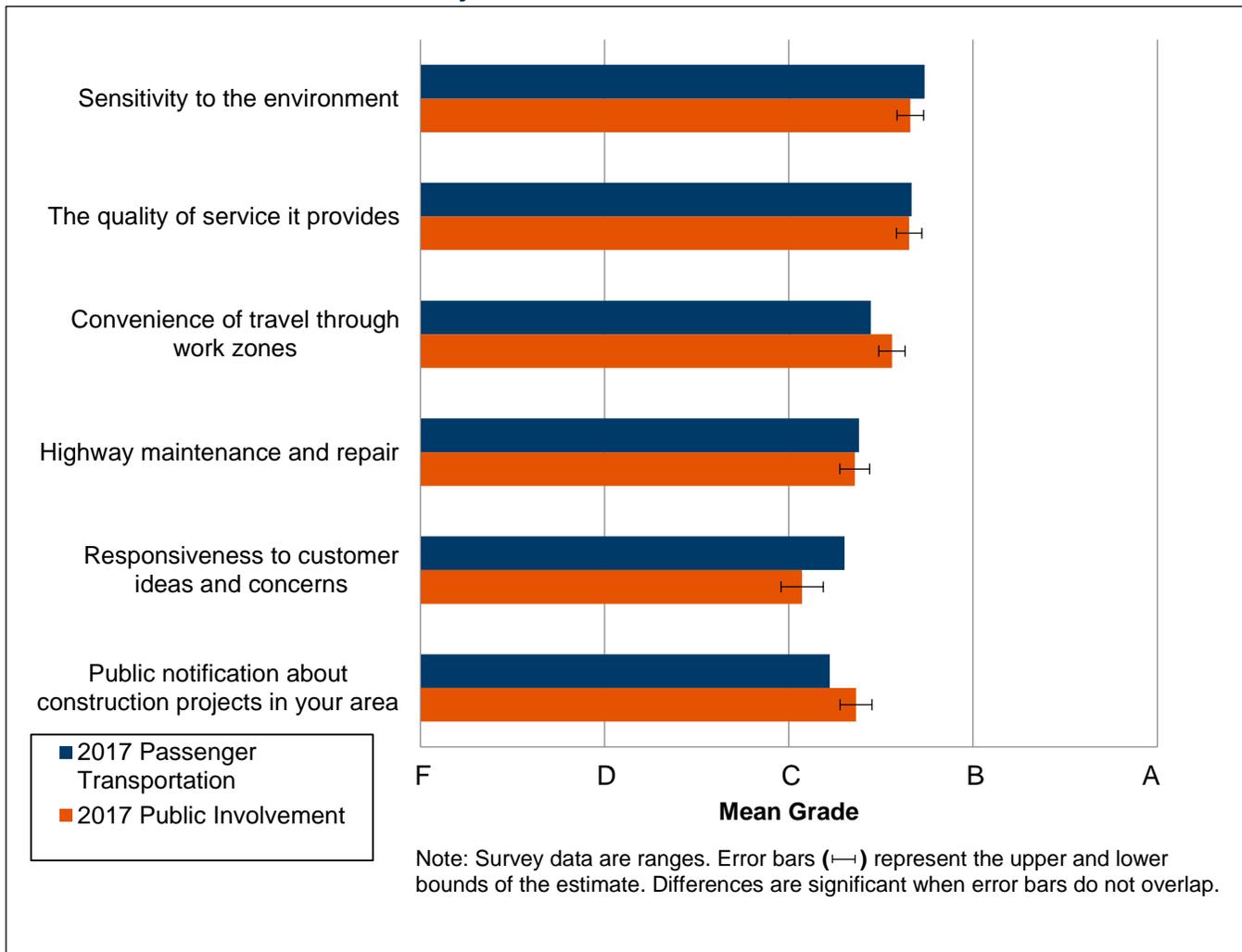
**Figure 9.3.1: Usefulness of General Communications Tools, Passenger Transportation Stakeholder Group and 2017 Public Involvement Survey**



“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 in responsiveness to customer ideas and concerns.

**Figure 9.4.1: Customer Service and Performance Grades, Passenger Transportation Stakeholder Group and 2017 Public Involvement Survey**

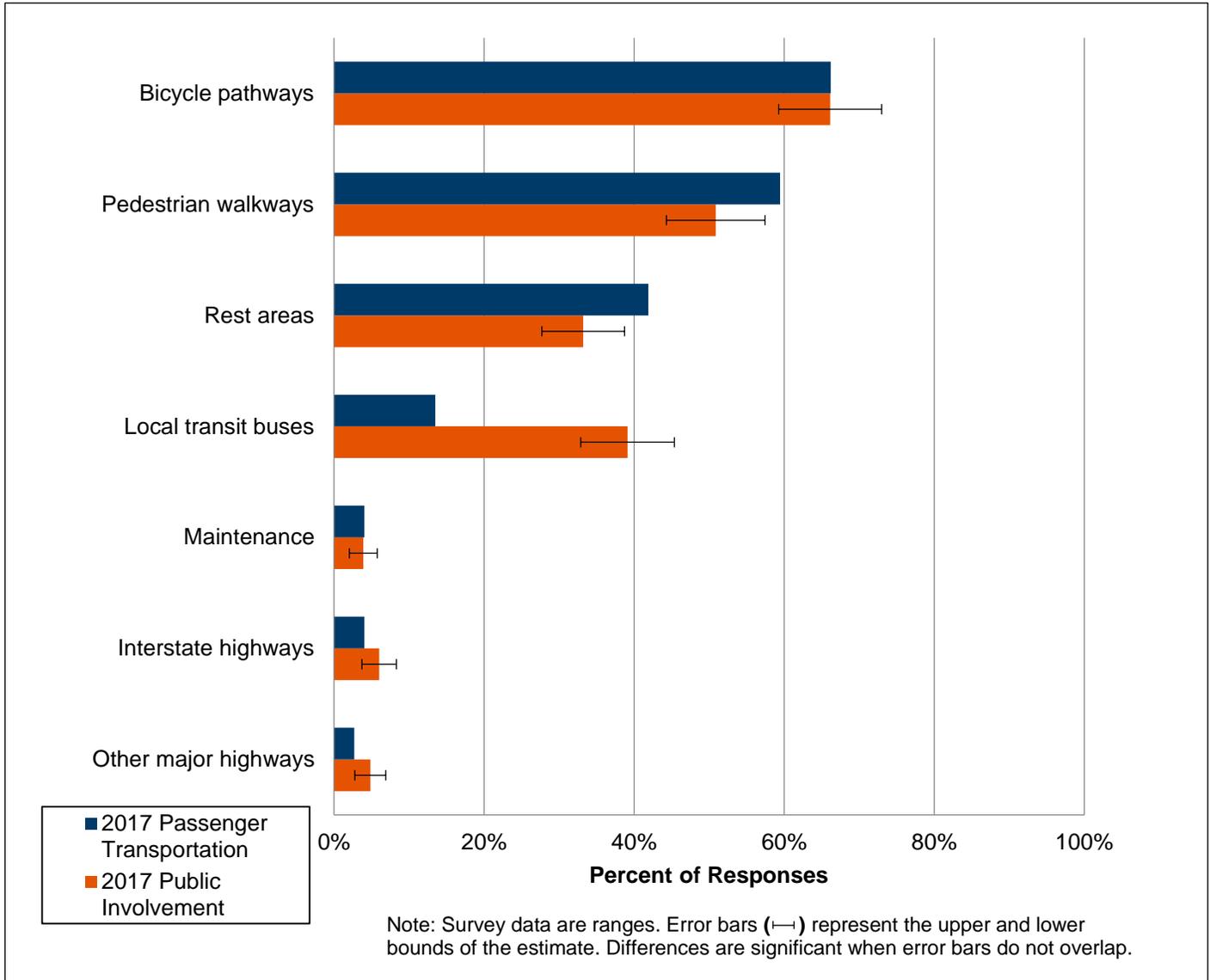


**“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”**

Opinions on possible areas to lower funding if overall transportation funding were to decrease are presented in Figure 9.5.1.

- Passenger transportation groups generally agreed with the public on funding priorities.
- The exceptions to this are pedestrian walkways and rest areas, where the passenger transportation group prefers to reduce funding to those areas more so than the public, and local transit buses, where the desire to reduce funding is far less than the public.

**Figure 9.5.1: Potential Areas for Decreased Funding, Passenger Transportation Stakeholder Group and 2017 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:

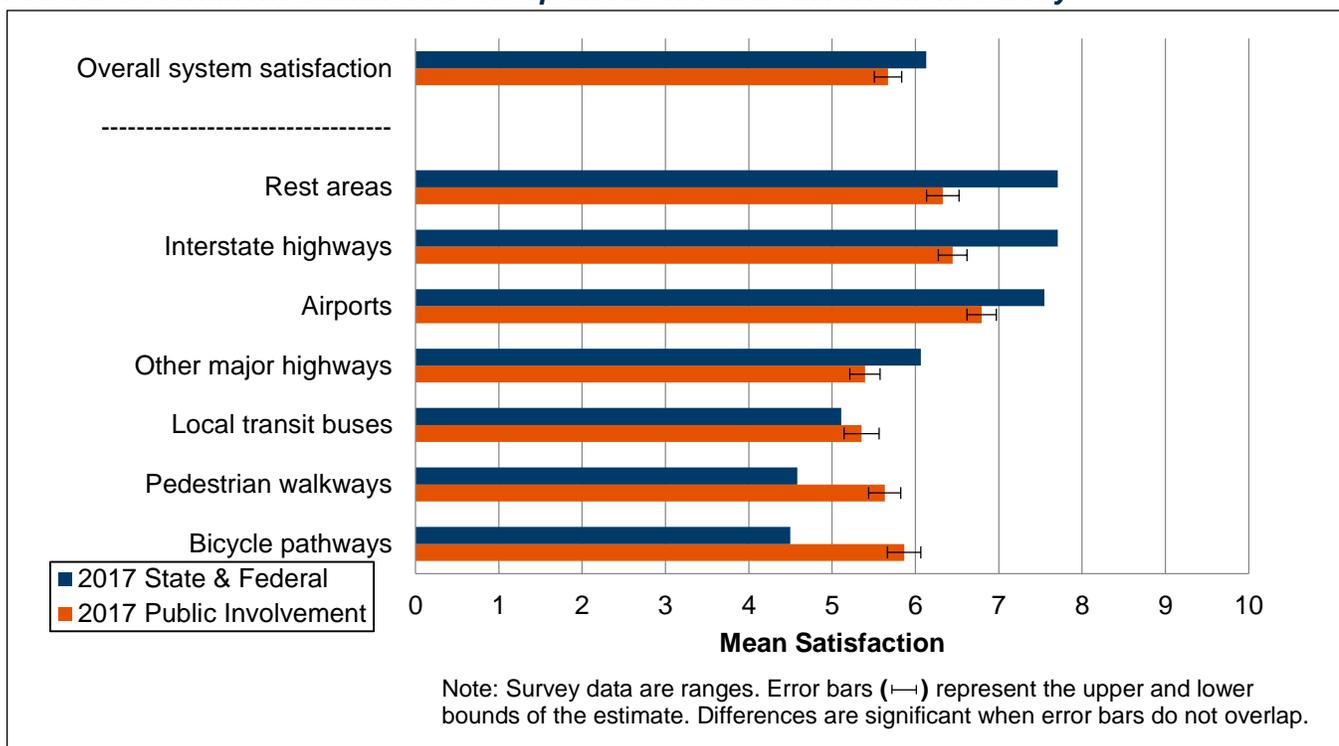
- MT Department of Commerce
- MT Department of Environmental Quality
- MT Department of Justice (Highway Patrol)
- MT Department of Natural Resources and Conservation
- Federal Highway Administration
- Federal Aviation Administration
- U.S. Forest Service
- U.S. Environmental Protection Agency

Thirty-one completed interviews with state and federal government group members were obtained in 2017.

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

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

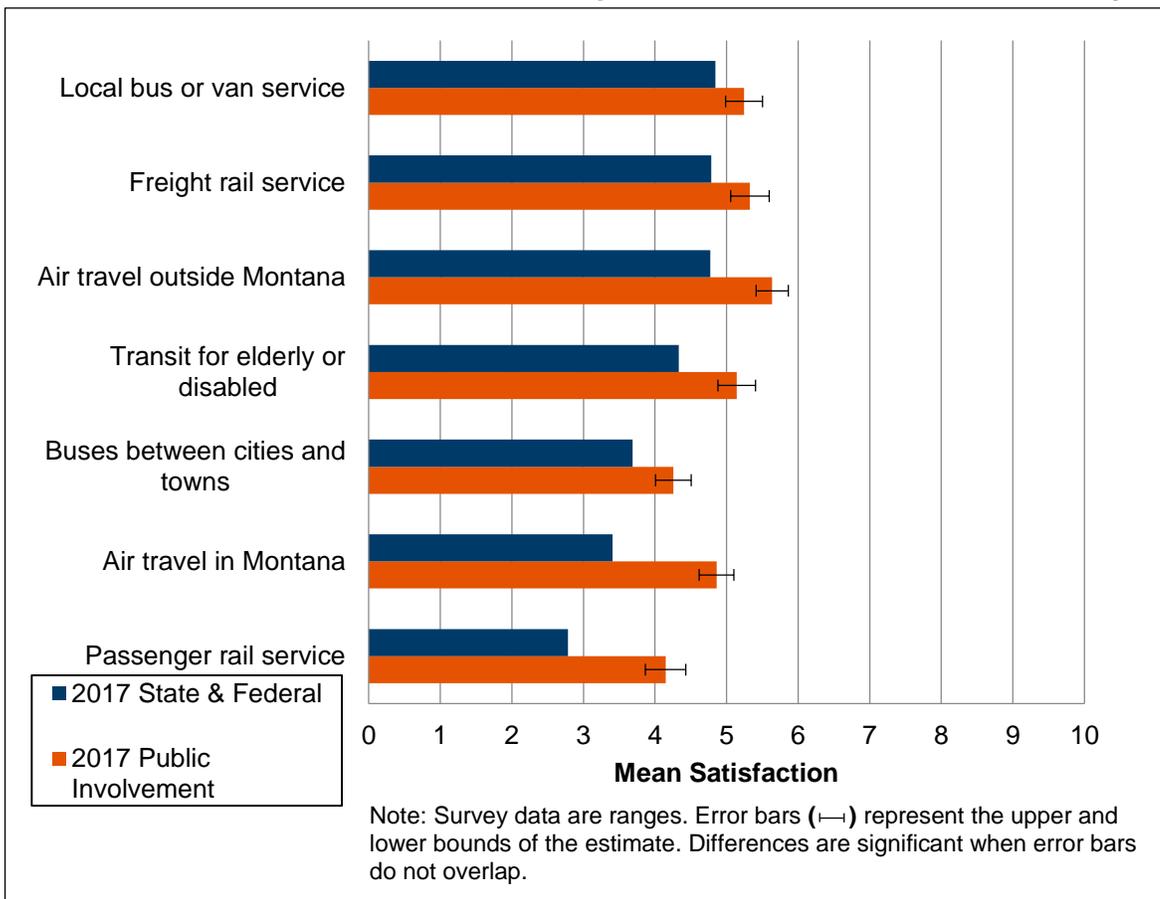
**Figure 10.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, State and Federal Government Stakeholder Group and 2017 Public Involvement Survey**



**“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, air travel in Montana, and intercity buses.

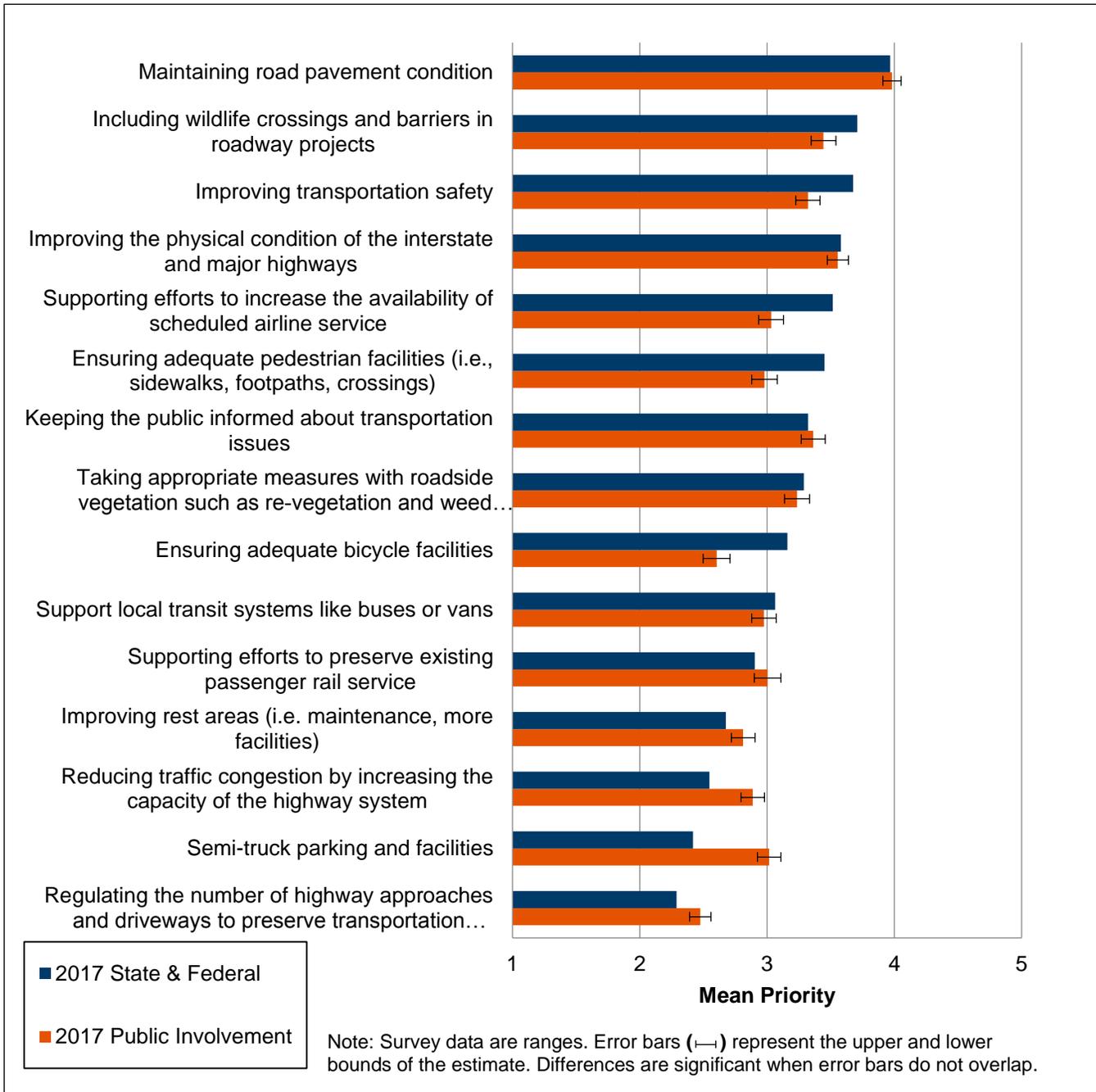
**Figure 10.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, State and Federal Government Stakeholder Group and 2017 Public Involvement Survey**



**“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 including wildlife crossings, improving transportation safety, increasing scheduled airline service, and bike and pedestrian facilities than the general public.
- Reducing congestion, semi-truck facilities, and regulating highway approaches ranked lowest.

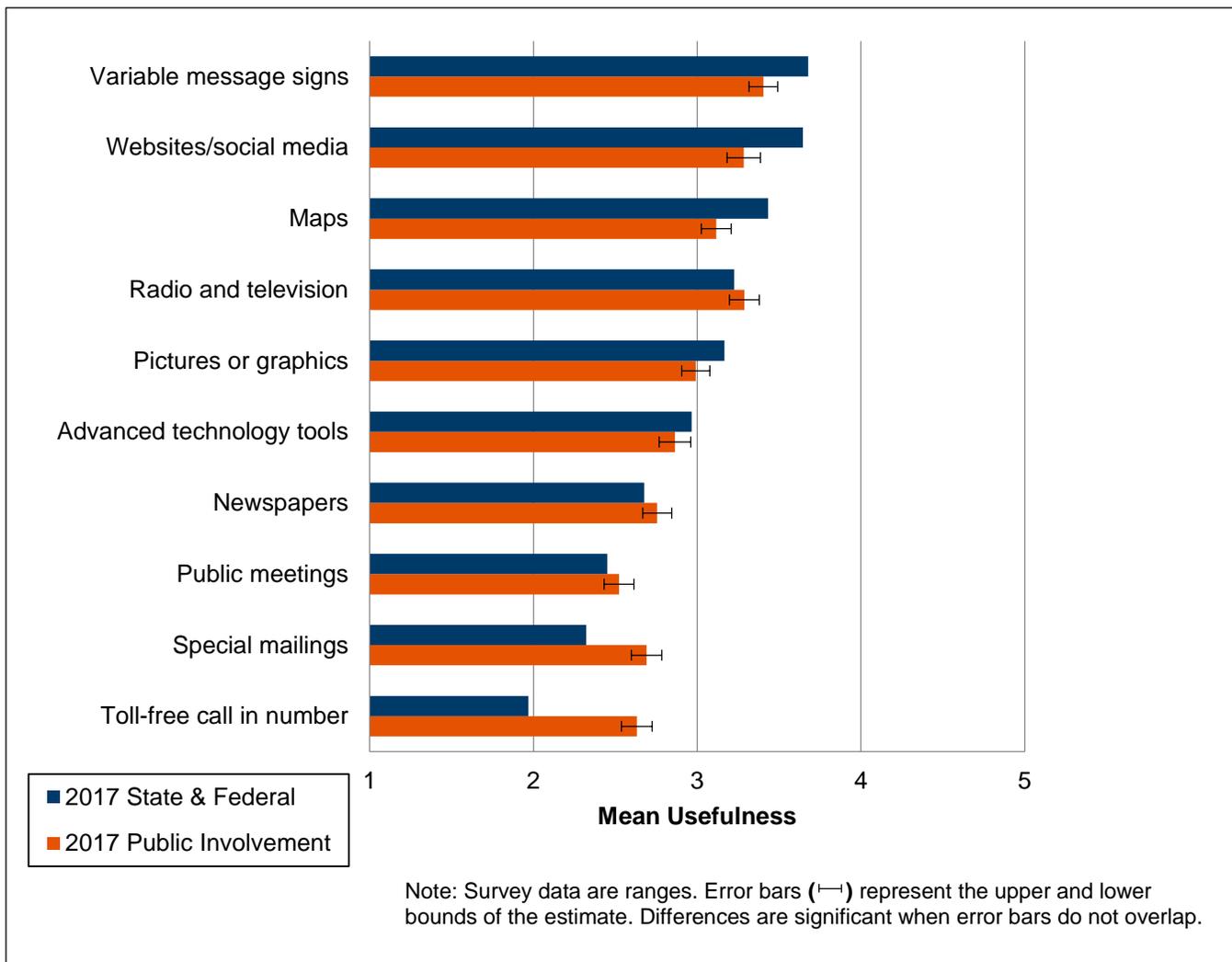
**Figure 10.2.1: Actions to Improve Transportation System, State and Federal Government Stakeholder Group and 2017 Public Involvement Survey**



**“How useful, if at all, are each of the following tools to help you learn about MDT business in your community?”**

- The MDT website, maps, and variable message highway signs were the most useful general communication tools in the opinion of state and federal stakeholders.
- Public meetings, the toll-free call in number, and special mailings were considered less useful.

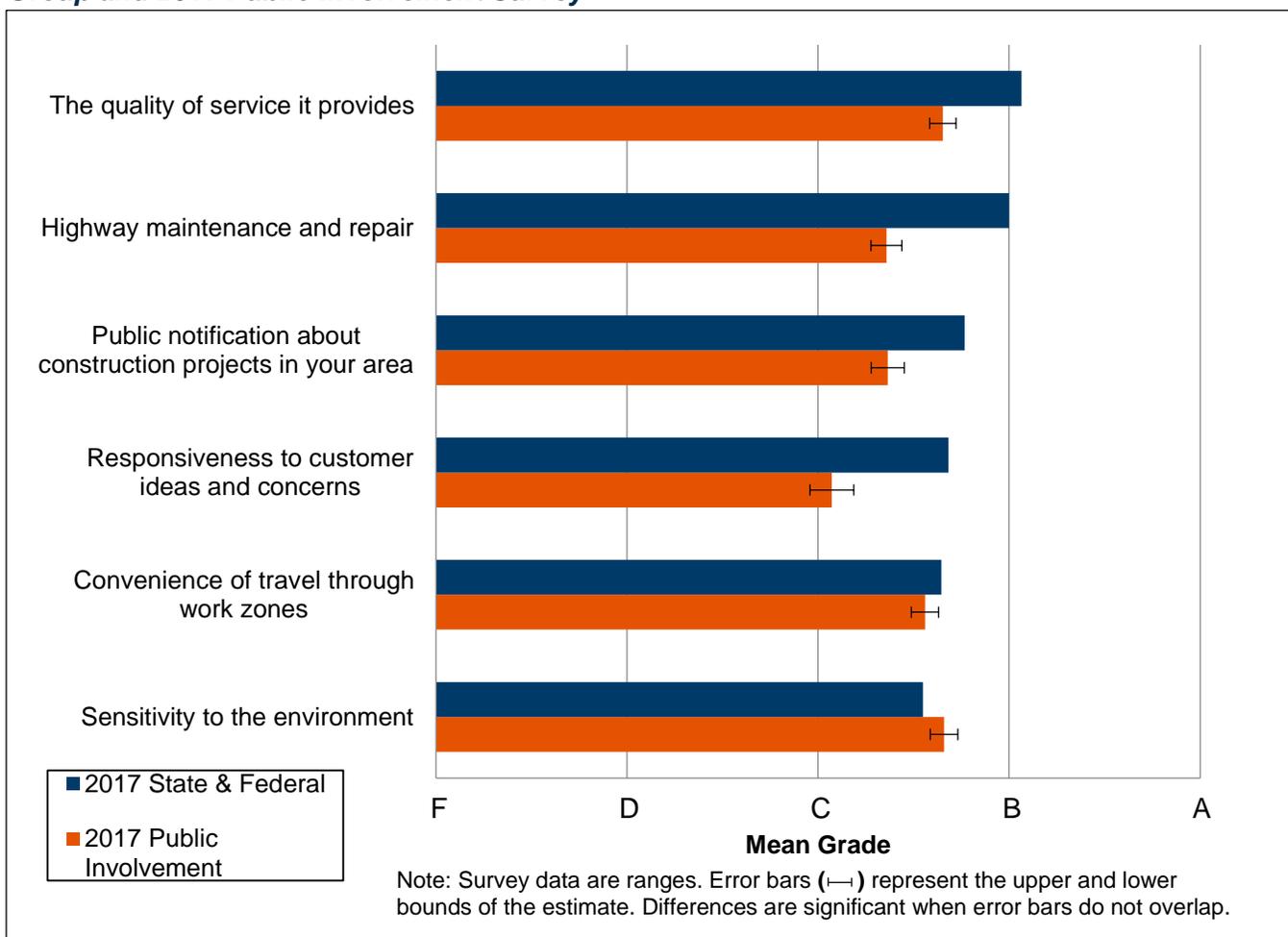
**Figure 10.3.1: Usefulness of General Communications Tools, State and Federal Government Stakeholder Group and 2017 Public Involvement Survey**



“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 quality of service, highway maintenance and repair, and public notification of service.
- MDT’s average performance grade was a B-.

**Figure 10.4.1: Customer Service and Performance Grades, State and Federal Government Stakeholder Group and 2017 Public Involvement Survey**

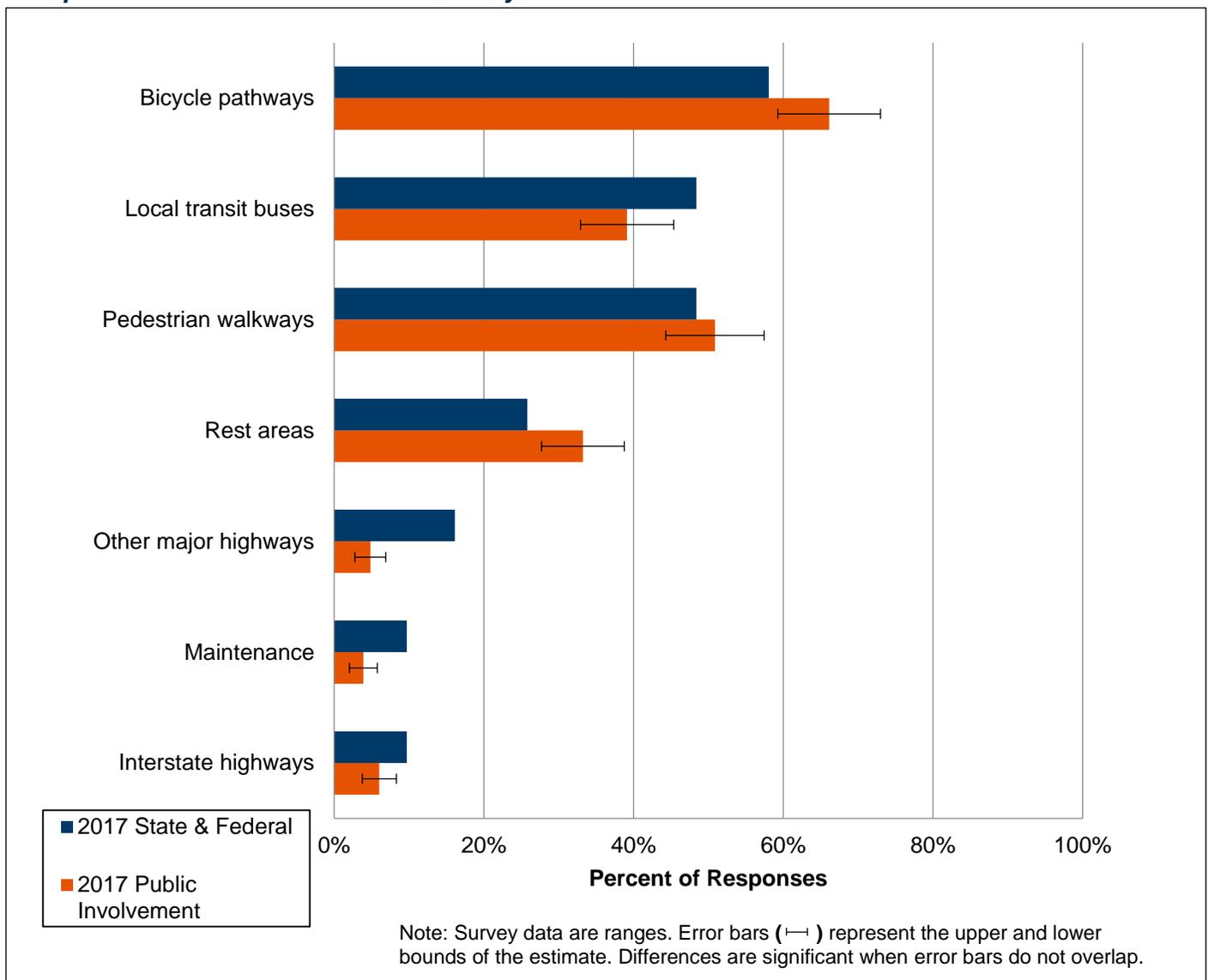


**“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”**

Figure 10.5.1 presents opinions on potential areas to lower funding if overall system funding decreases.

- State and federal stakeholders preferred lowering funding for bicycle pathways, local transit, and pedestrian walkways.

**Figure 10.5.1: Potential Areas for Decreased Funding, State and Federal Government Stakeholder Group and 2017 Public Involvement Survey**

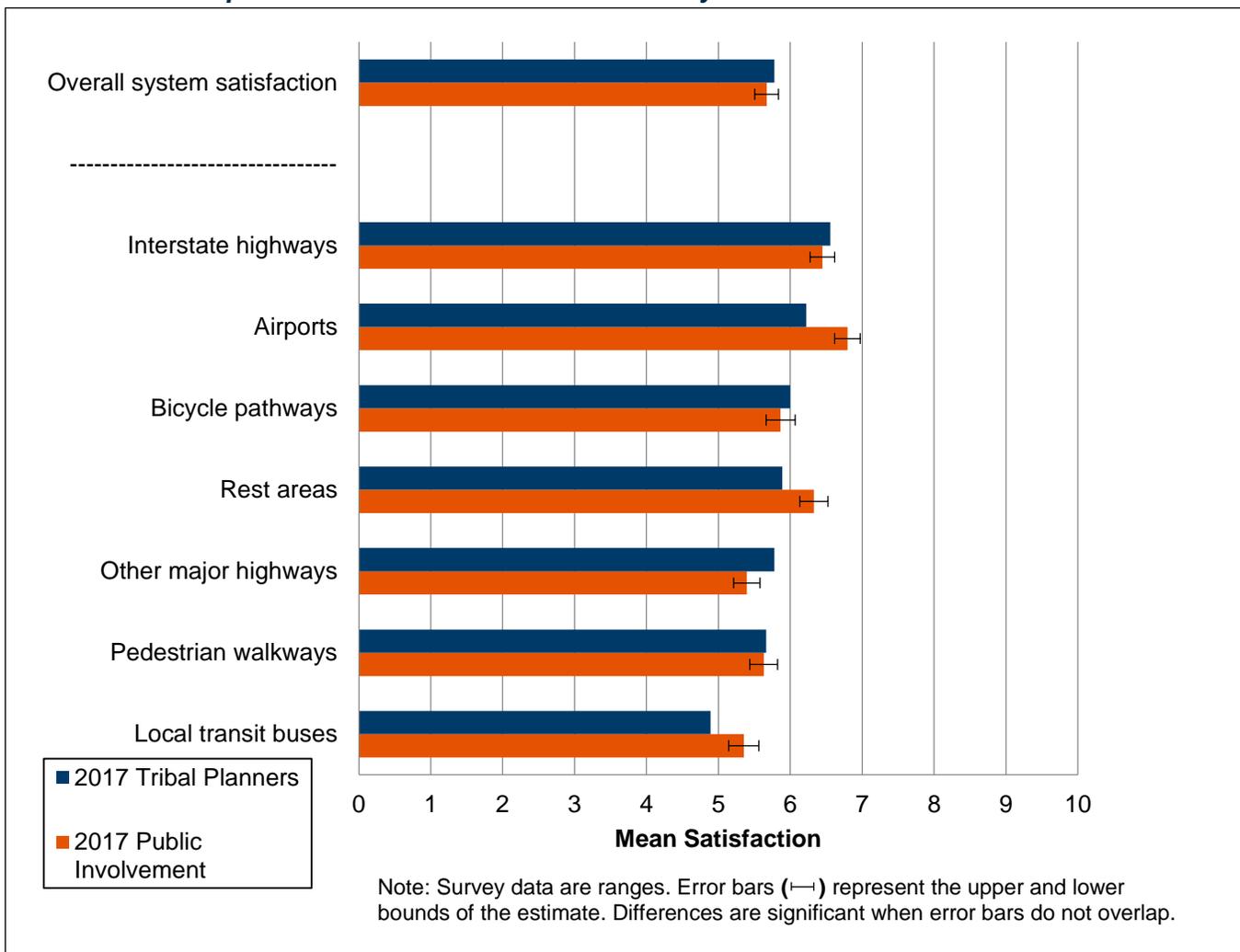


This group is represented by tribal planners from across Montana. Nine tribal representatives completed interviews in 2017. To maintain the confidentiality of the respondents, the tribes for which they work are not named in this document.

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

- Tribal planners were generally satisfied with the overall transportation system and were fairly equivalent to the general public, including higher satisfaction with other major highways.
- They were least satisfied with local transit buses.

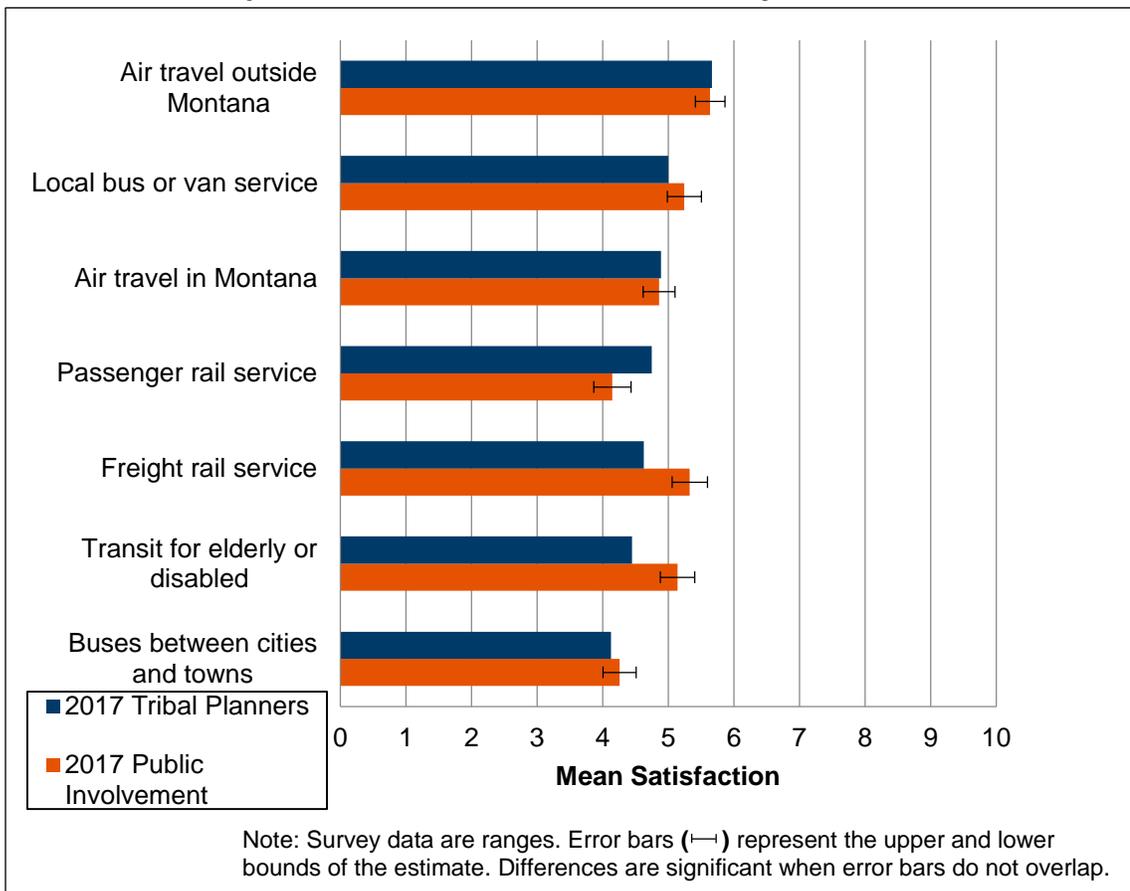
**Figure 11.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Tribal Stakeholder Group and 2017 Public Involvement Survey**



**“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, transit for the elderly or disabled, and freight rail service.

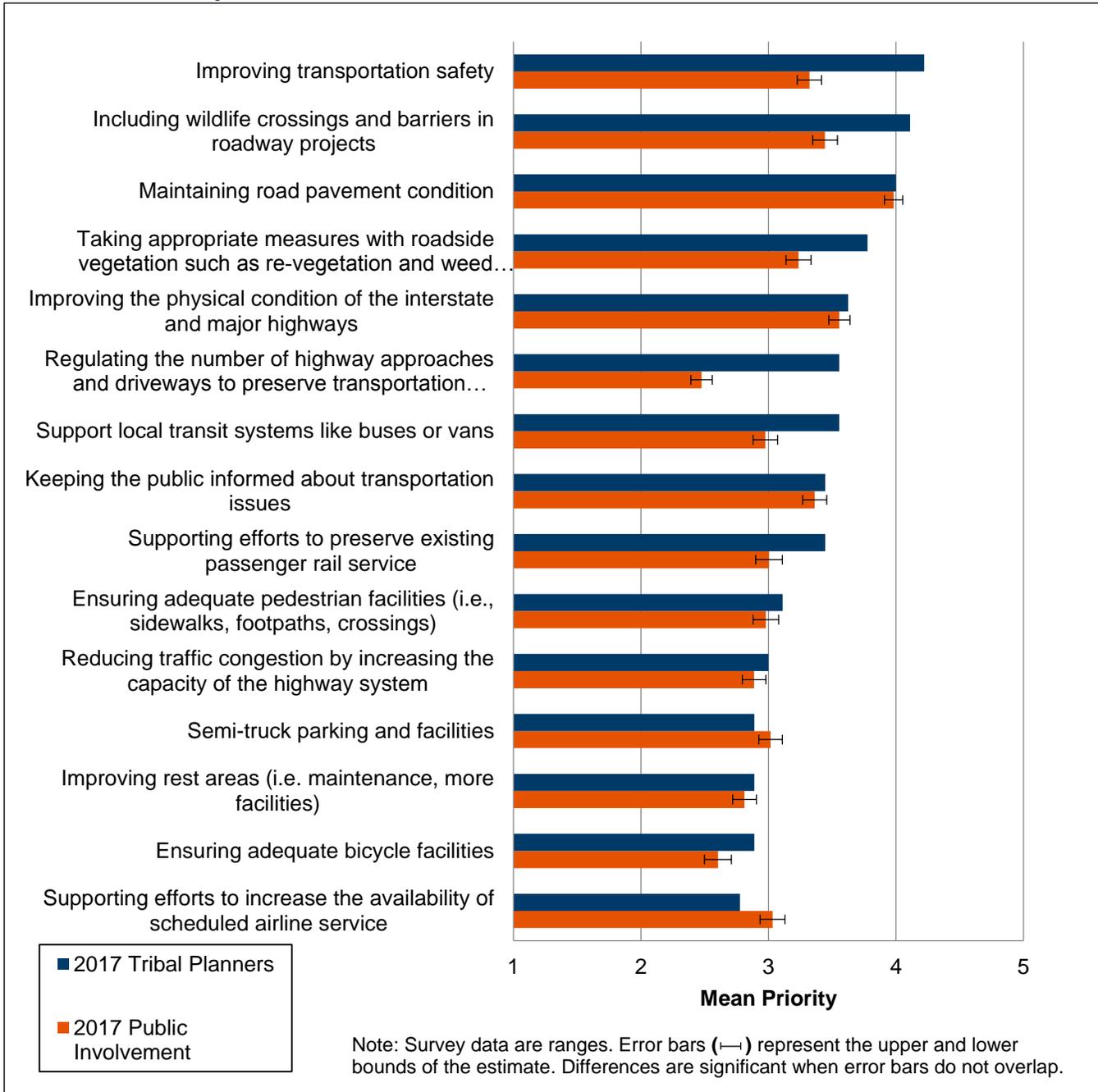
**Figure 11.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Tribal Stakeholder Group and 2017 Public Involvement Survey**



**“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, appropriate roadside vegetation, and improving transportation safety were all high priority actions for tribal planners. Each registered a higher priority than in the public involvement survey.

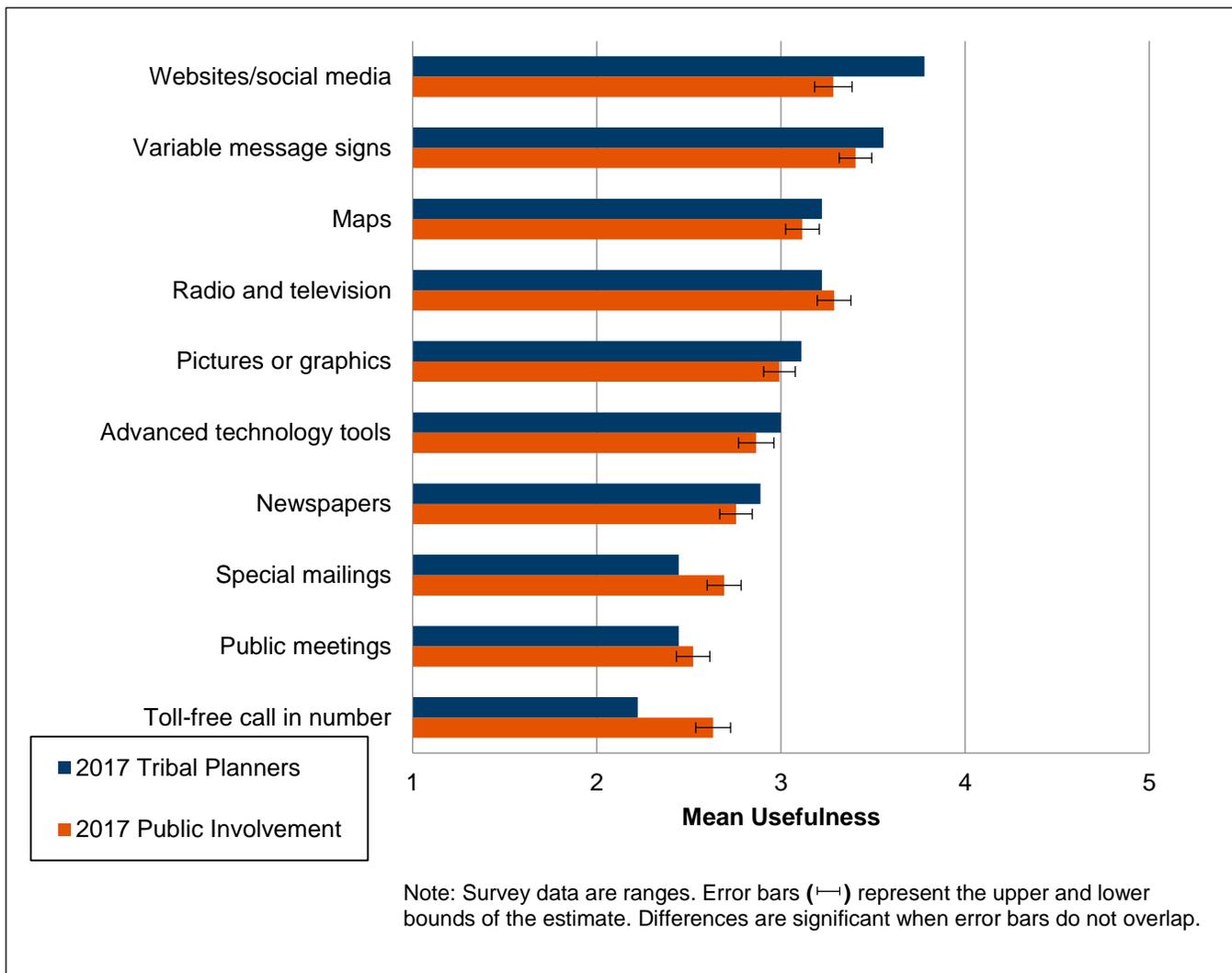
**Figure 11.2.1: Actions to Improve Transportation System, Tribal Stakeholder Group and 2017 Public Involvement Survey**



**“How useful, if at all, are each of the following tools to help you learn about MDT business in your community?”**

- Tribal planners found websites significantly more useful than the general public.
- Variable message highway signs, and maps were also ranked as useful by tribal planners.

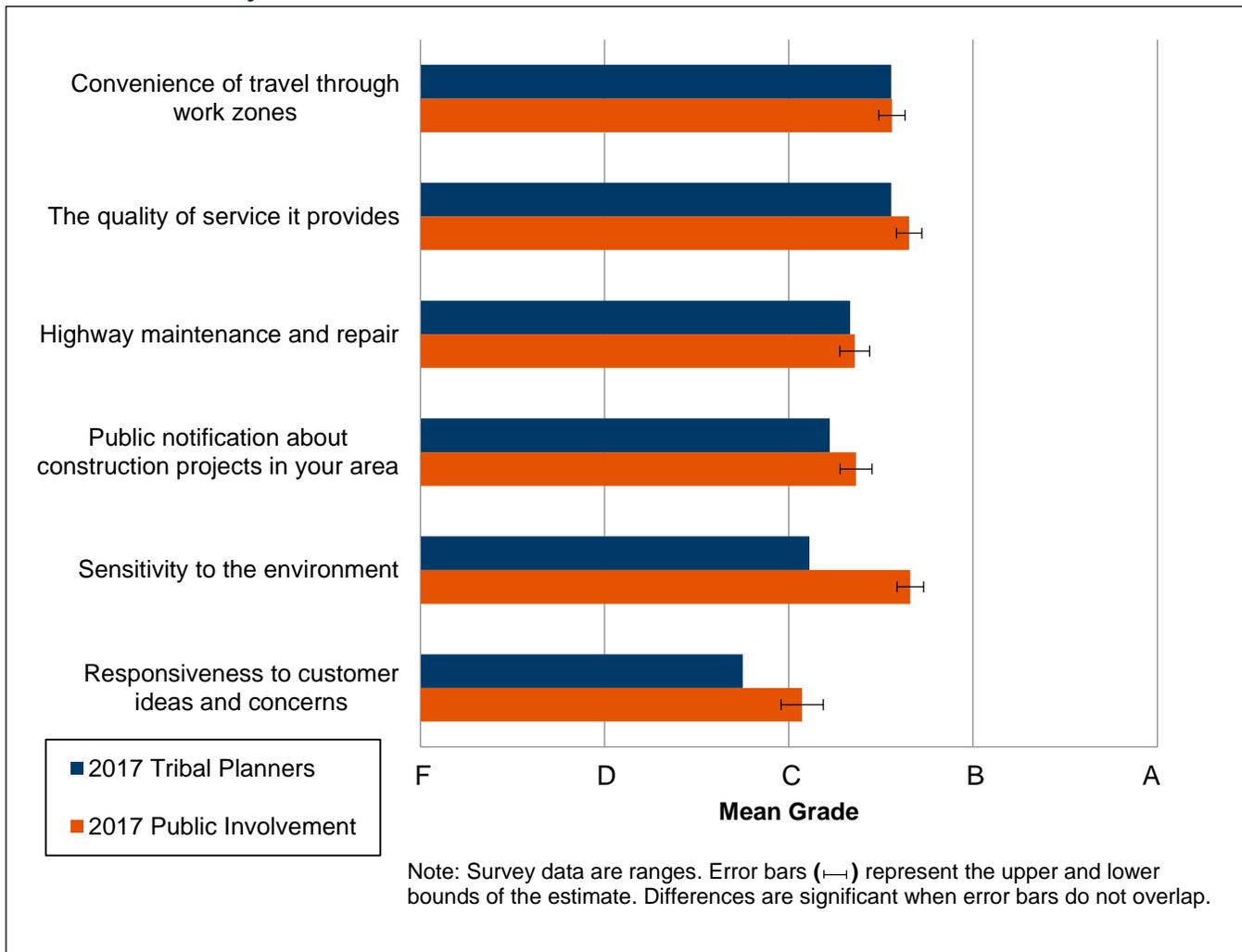
**Figure 11.3.1: Usefulness of General Communications Tools, Tribal Stakeholder Group and 2017 Public Involvement Survey**



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

- Tribal planners gave MDT an average grade of B-.
- Convenience of travel through work zones and quality of service received the highest grades from tribal planners.

**Figure 11.4.1: Customer Service and Performance Grades, Tribal Stakeholder Group and 2017 Public Involvement Survey**

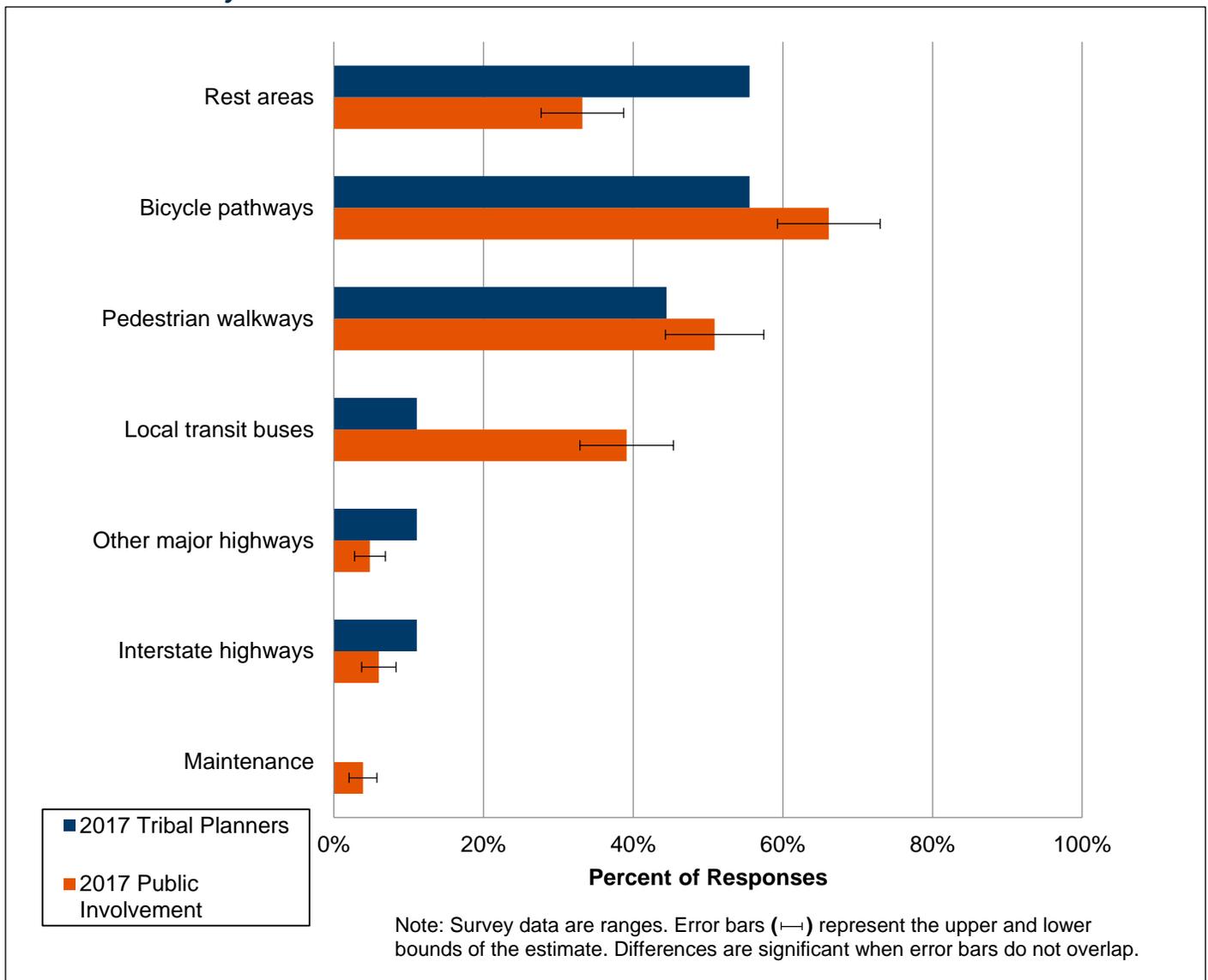


**“If funding for Montana’s transportation system decreases which of the following should be funded at a lower level?”**

Opinions on potential areas to lower funding if overall system funding decreased are presented in Figure 11.5.1.

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

**Figure 11.5.1: Potential Areas for Decreased Funding, Tribal Stakeholder Group and 2017 Public Involvement Survey**



Alternative accessible formats of this document will be provided upon request. Persons who need an alternative format should contact the Civil Rights Bureau, Department of Transportation, 2701 Prospect Avenue, PO Box 201001, Helena, Montana 59620. Telephone (406) 444-9229. Those using a TTY may call 1(800) 335-7592, or through the Montana Relay Service at 711.

