

2006 MDT Engineering Division Consumer Satisfaction Survey

Montana Department of Transportation



Prepared for the
State of Montana
Department of Transportation
Highways & Engineering Division
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TABLE OF CONTENTS

Executive Summary 2

Introduction 4

Perceived Problems with Montana’s Highway System 6

 Trends 8

Actions to Improve Highway System..... 9

 Trends 12

Overall MDT Customer Service Regarding Construction Zone Performance 13

 Trends 15

 Suggestions for Improvement..... 16

MDT Construction Zone Characteristics 19

 Trends 21

Special Topics 22

 Operation of Construction Zones..... 22

 Road Construction Outcomes 24

 Electronic Road Signs 26

 MDT Web Site 28

Suggestions for Customer Service..... 30

Appendix A: Detailed Results.....A1

Appendix B: Verbatim Responses.....B1

Appendix C: MDT Districts Map C1

EXECUTIVE SUMMARY

In 2006 Montanans:

- Assess possible problems with the transportation (i.e. highways) system as small problems
- Rate potential solutions to problems with the transportation (i.e. highways) system with a bit more urgency, calling almost all potential solutions medium priorities
- Award overall MDT performance in the last year a B- grade
- Award MDT performance in construction zones a B- grade
- Agree that MDT is meeting specific performance objectives in construction zones

Montanans say the most serious perceived transportation (i.e. highways) system problems are:

- Wildlife along roadways
- Travel through construction zones
- Traffic congestion

The only problem viewed as moderately severe was wildlife along roadways.

Montanans' highest priority possible actions to improve the transportation (i.e. highways) system are:

- Wider roadways
- Increase shoulder widths to accommodate bikes
- Ensure adequate pedestrian facilities
- Reduce traffic congestion

Montanans give the highest performance grades to:

- Providing and marking detours
- Overall performance last year
- Convenience of travel through construction projects

Very large percentages of Montanans agreed that MDT is meeting the following objectives within construction zones:

- Safety is more important than convenience in construction zones
- Warning signs for construction zones appropriate
- Speed limits in construction zones clearly marked
- Signs in construction zones are easy to read
- Respondents feel safe when driving through construction zones

Montanans rated the overall operation of construction zones quite positively and found construction delays acceptable given the circumstances.

A large majority of Montanans read MDT's large electronic signs and find them useful.

Fewer than one in five Montanans visited the MDT web site in the year preceding the survey. Of those who visited, a large majority rated the site positively.

Trends:

Montanans opinions about the state's transportation (i.e. highways) system were largely unchanged in 2006 when compared to the 2004 baseline. A large majority of the indicators measured in 2006 did not differ from 2004 levels in a statistically significant way.

In most instances where changes were noted Montanans' opinions were slightly less positive in 2006. The magnitude of these declines was so small as to make their practical significance limited.

The trend analysis showed:

- The statewide perceived severity of traffic congestion as a problem increased over its 2004 level
- Perceived system problems continue to be rated as small problems
- Possible system improvement priorities increased slightly from 2004 levels
- The overall performance grade declined slightly in 2006 from the 2004 estimate
- Montanan's level of agreement that MDT is meeting performance goals in construction zones was unchanged in 2006 from 2004 levels

INTRODUCTION

Purpose

The 2006 MDT Engineering Division Consumer Satisfaction Survey provides information concerning current satisfaction with general highway issues including construction zones and other special interest areas. The survey was designed so that levels of satisfaction and other issues could be compared across MDT Districts (see Appendix C for map). Also, the questions were designed to be comparable to questions asked in the 2004 iteration of this survey in order to track trends in consumer satisfaction and other concerns.

Survey Design

This survey was administered by telephone using a Computer-Assisted Telephone Interviewing (CATI) system. Sampling was conducted using a Random-Digit Dial (RDD) process. The population sampled was all adult Montanans who live in a household with a working telephone. This population should not be confused with all Montanans, since it excludes households without working telephones, the institutional population, and Montanans absent from the state during the survey period. The approximate sampling error for this survey is plus or minus 2.8 percent. This means that using this study design, in 95 of 100 samples a mean would be within 2.8 percent of the population mean.

Survey Administration

The survey was administered from April 12, 2006 through May 25, 2006. Of the 2,111 eligible respondents contacted, 1,252 (59.3 percent) completed the survey. A 59.3 percent completion rate is considered typical for a survey of this type.¹

Respondents were selected randomly within households. The person answering the telephone had the same probability of being selected as any adult member of the household. If the selected member of the household was not home, an appointment was made to interview the absent respondent. Sampled individuals who were out of state during the administration period and individuals with medical problems that precluded participation were ineligible. Telephone numbers drawn by the RDD process were ineligible if they were out-of-service, fax machines, or businesses. Numbers for which there was no answer were called repeatedly, during morning, evening, and weekend hours. Those numbers that still did not answer were ineligible.

Structure of this Report

This report examines a number of subject matters that including a trend analysis on significant variables presented in each section. The first section explores Montanans' attitudes about possible problems with the highway system. Second, opinions about possible actions to improve the highway system are described. Third, overall customer services regarding construction zone performance are evaluated. Fourth, public perceptions about MDT construction zone characteristics are examined in more detail. Lastly, four topics of special interest to the MDT Engineering Division are discussed.

¹ Groves, Robert, et. al.: Survey Methodology. Hoboken, NJ: John Wiley & Sons, 2004, p. 184-187.

A map of MDT Districts is located in Appendix C, found at the end of this report. Many readers will find it helpful to refer to the map as they read this report. Appendix A provides detailed tables of survey responses by various characteristics and lists the text for each item in the questionnaire. Appendix B provides a record of additional comments provided by respondents so that MDT can place the data presented here in a larger context.

The detailed tabulations in Appendix A are a very powerful tool for those interested in the results of this study. Each table includes the exact question language used, the percentage of each response option chosen, and the number of responses for each question. In addition, each table provides a detailed cross-tabulation of the percentage of responses by selected demographic characteristics. An asterisk appears in the tables where the difference between two or more sub-group percentages is significant at the 95 percent confidence level.

Much of this report discusses differences between group means or percentages – such as the differences between MDT Districts. To determine whether or not these differences were statistically significant tests of independence, including t-tests and chi-squared tests, were calculated. In general, only those differences that were statistically significant are discussed in the text. Results reported here are based on t-tests that 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.

When comparing group means for this report, a Bonferroni-adjusted t-test was used. The reason for using an adjusted t-test is that when one makes many comparisons involving the same means, the probability increases that one or more comparisons will turn out to be statistically significant, even when the population means are equal.² For instance, if one compares mean grade scores from five MDT Districts using an unadjusted test, the probability that at least one mean will be found significantly different is almost one in three, even if the population means are not different.

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

PERCEIVED PROBLEMS WITH MONTANA'S HIGHWAY SYSTEM

Montanans rated possible problems on a scale from one to four, where one is “not a problem” and four is a “serious problem.” Montanans classified one of the ten possible problems studied as meriting moderate concern (with a mean score of 2.5 or above). This indicates that Montanans are satisfied overall with the transportation system.

This judgment, evaluating possible problems as small problems, does not imply that respondents put little effort into their answers or that respondents felt that they did not have enough information to answer the questions. On the contrary, almost all respondents felt they had enough information to answer items throughout this survey. The typical proportion of “Don't Know” responses is about 1 percent. This low number of “Don't Know” responses indicates that respondents took their task of answering the questions seriously and did not opt out.

The four most important perceived problems, in terms of their mean scores, were wildlife along roadways, travel through construction zones, traffic congestion, and different speed limits for cars and trucks on 2-lane roads. Only wildlife along roadways, with a mean of 2.80, approached being described as a moderate problem.

While few significant problems emerge when examining statewide data, the conclusions are different at the district level. Table 2 explores the percentage of respondents in each district that say an item is a moderate or serious problem. For many of the perceived problems, the greatest differences were between respondents in District One, representing populous western Montana, and District Four, very rural eastern Montana.

	Not a Problem	Small Problem	Moderate Problem	Serious Problem	Don't Know	Mean	N
Wildlife along roadways	13.5%	18.8%	41.3%	25.6%	0.8%	2.80	1250
Travel through construction zones	31.8%	22.4%	28.1%	16.0%	1.7%	2.29	1252
Traffic congestion	36.5%	19.6%	28.8%	14.1%	1.1%	2.21	1251
Different speed limits for cars and trucks on 2-lanes	46.3%	16.5%	19.1%	16.1%	2.0%	2.05	1251
Lack of guardrails	42.1%	24.4%	21.2%	10.0%	2.4%	1.99	1251
Visibility of road signs at night	45.4%	21.0%	23.6%	7.3%	2.8%	1.92	1250
Too many driveways and approaches	45.9%	22.3%	19.5%	9.0%	3.3%	1.91	1246
Debris on roadways	42.4%	31.2%	18.7%	6.6%	1.1%	1.89	1252
Lack of adequate road signs	51.5%	24.0%	18.8%	4.8%	.9%	1.77	1250
Visibility of road signs during the day	66.0%	24.4%	9.0%	1.0%	0%	1.45	1251

Respondent views on traffic congestion and driveways and approaches are emblematic of Montana's current regional differences. Three of every five western Montanans (61.8 percent) said traffic congestion is at least a moderate problem, while less than one in ten eastern Montanans (9.8 percent) cited it as a moderate problem or worse. A similar pattern can be seen when comparing views concerning too many driveways and approaches. Nearly three times as many western Montanans (38.5 percent) view too many driveways and approaches as a moderate or serious problem compared to eastern Montanans (13.8 percent).

A statistically significant regional difference was also found in perceptions about travel through construction zones. About half of District 1 (49.0 percent) and District 2 (50.3%) respondents said travel through construction zones was a moderate or severe problem, while about four in ten or residents of the remaining districts agreed.

	Districts				
	1	2	3	4	5
Wildlife along roadways	65.8%	65.3%	69.2%	75.2%	64.6%
Travel through construction zones	49.0%	50.3%	37.7%	38.7%	40.4%
Traffic congestion	61.8%	34.9%	36.9%	9.8%	41.5%
Different speed limits for cars and trucks on 2-lanes	34.0%	38.3%	34.0%	33.7%	36.0%
Lack of guardrails	32.0%	28.1%	32.1%	36.4%	29.7%
Visibility of road signs at night	33.2%	32.5%	27.7%	23.6%	31.9%
Too many driveways and approaches	38.5%	26.1%	28.3%	13.8%	21.9%
Debris on roadways	25.1%	27.1%	23.4%	25.4%	26.1%
Lack of adequate road signs	22.1%	23.1%	27.1%	23.9%	22.4%
Visibility of road signs during the day	10.7%	11.4%	11.6%	9.8%	10.1%

Trends in Perceived Problems with Montana’s Highway System

Montana residents’ perceptions about possible problems with Montana’s highways were largely unchanged in 2006 when compared to the 2004 baseline survey. Three out of ten possible problems were rated as slightly more of a problem in 2006. Traffic congestion was rated as a slightly more serious problem in 2006 when compared with 2004 (see Figure 1 below). There was a similar, small increase in the severity rating of debris on the roadway and in lack of adequate road signs.

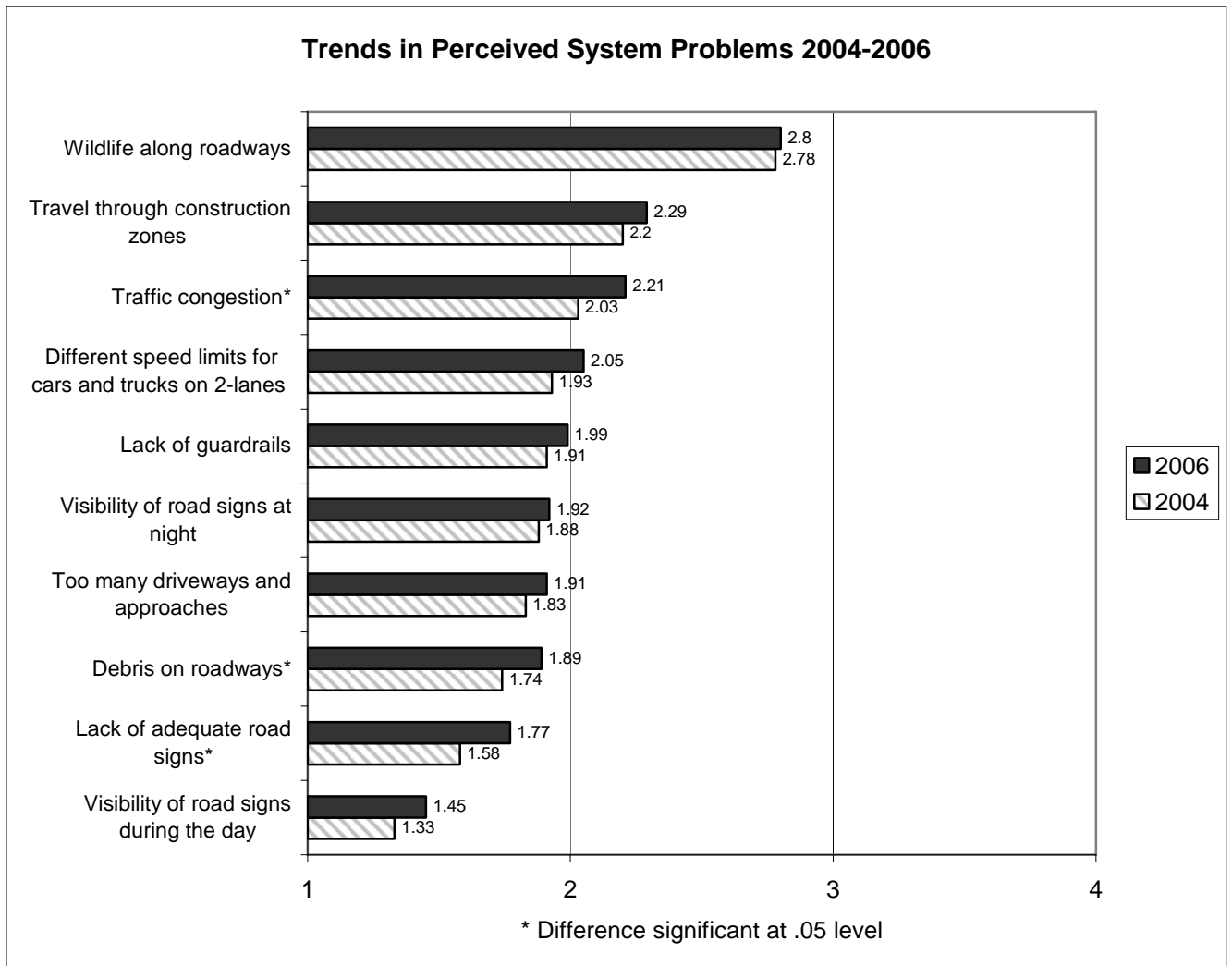


Figure 1

ACTIONS TO IMPROVE HIGHWAY SYSTEM

Respondents were asked to prioritize 10 possible actions to improve Montana's highway system (see Table 3). Respondents were given five priority categories ranging from "very low priority" to "very high priority." A value of one was assigned to the very low category, two to somewhat low priority, and so forth. As with the perceived problem items, very few respondents answered that they "didn't know."

While Montanans view most highway system problems as small, they believe solving those problems should take on a medium priority. Montanans classified, on average, nine of the ten possible action items as medium priorities.

Table 3 Priority of Possible Actions to Improve Highway System (%)								
	Very Low Priority	Somewhat Low Priority	Somewhat Medium Priority	Somewhat High Priority	Very High Priority	Don't Know	Mean	N
Wider roadways	9.3%	9.4%	25.0%	23.5%	32.0%	.8%	3.60	1249
Increase shoulder widths to accommodate bikes	14.5%	11.3%	21.1%	19.5%	32.4%	1.2%	3.45	1247
Ensure adequate pedestrian facilities	11.8%	14.0%	26.9%	18.7%	26.6%	1.9%	3.35	1250
Reducing traffic congestion	15.0%	17.6%	28.1%	15.5%	19.8%	4.1%	3.08	1245
More traffic signals and left turn bays	16.1%	15.8%	31.6%	17.1%	17.6%	1.7%	3.04	1250
More guardrails and crash cushions	17.3%	20.6%	28.6%	14.4%	17.4%	1.8%	2.94	1251
More pavement markings	18.9%	19.2%	27.6%	16.9%	16.6%	.9%	2.93	1250
Regulate highway approaches	18.8%	22.5%	29.4%	13.7%	10.2%	5.4%	2.73	1246
More illumination of roadways	18.9%	24.6%	30.4%	14.2%	9.9%	2.0%	2.71	1251
More directional information signs	22.0%	25.0%	30.7%	12.4%	9.3%	.6%	2.62	1251

A wider roadway (3.60) is the only possible improvement rated as a somewhat high priority by Montana residents. Two additional possible improvements, increasing shoulder widths to accommodate bicycles (3.45) and ensuring adequate pedestrian facilities (3.35) are rated higher than a medium priority.

Four possible improvements do not differ statistically from a 3.0 or medium priority rating. These possible improvements are: reducing traffic congestion (3.08), more traffic signals and left turn bays (3.04), more guardrails and crash cushions (2.94), and more pavement markings (2.93).

Three possible improvements are rated as less than a 3.0 or medium priority. These improvements are: regulate highway approaches (2.73), more illumination of roadways (2.72), and more directional information signs (2.62).

Priorities for possible actions to improve the transportation system were also examined across each of the five MDT regions. The percentage of respondents in each district who said an action was somewhat or very or high priority (the top two categories) is presented in Table 4.

Transportation system improvements were generally given higher priorities by District One respondents than by respondents in the other districts.

Wider roadways, more crash cushions, and more directional information signs were the major exceptions. In many cases the differences between District One and District Four responses were statistically significant.

Three of five districts (Districts Three, Four, and Five) viewed obtaining wider roadways to be a somewhat high or very high priority. One of these of these, District Four (74.8 percent) had significantly more respondents who viewed wider roadways as at least

	1	2	3	4	5
Wider roadways	49.0%	50.2%	59.0%	74.8%	57.8%
Increase shoulder widths to accommodate bikes	57.1%	46.6%	48.4%	48.9%	53.2%
Ensure adequate pedestrian facilities	49.4%	46.3%	44.3%	38.7%	42.1%
Reducing traffic congestion	39.3%	33.6%	33.9%	26.1%	34.7%
More traffic signals and left turn bays	36.6%	34.2%	33.8%	17.7%	39.6%
More guardrails and crash cushions	31.3%	30.4%	29.6%	41.8%	32.1%
More pavement markings	38.0%	34.0%	30.1%	33.9%	29.6%
Regulate highway approaches	28.4%	22.6%	21.9%	10.7%	25.1%
More illumination of roadways	25.2%	20.8%	23.8%	23.4%	26.3%
More directional information					

a somewhat high priority when compared to District One (49.0 percent) or Two (50.2 percent).

Significantly fewer District Four respondents (17.7 percent) said more traffic signals and left turn bays were a somewhat or very high priority when compared to residents from the rest of the state.

Nearly three times more District One residents (28.4 percent) and two and a half times more District Five residents than District Four residents (10.7 percent) said regulating highway approaches is at least a somewhat high priority.

Trends in Actions to Improve the Highway System

The priorities of most possible system improvements in 2006 were not statistically different from those found in 2004. Four priority scores increased slightly in 2006 over 2004 levels.

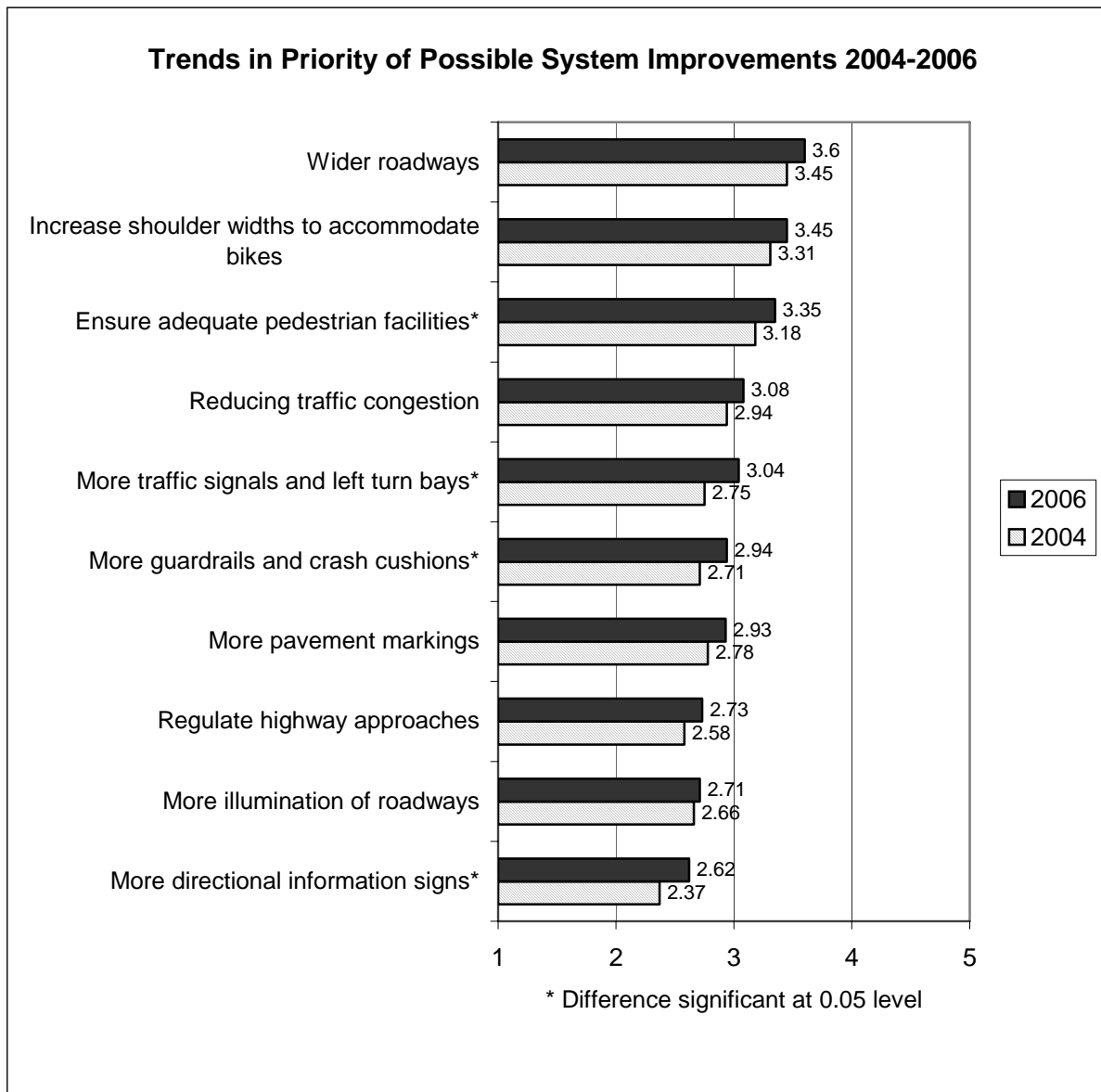


Figure 2

The priority score for ensuring adequate pedestrian facilities increased slightly in 2006 over 2004 (see Figure 2 above), as did the scores for more traffic signals and left turn bays, more guardrails and crash cushions, and more directional information signs. The practical significance of these changes is somewhat limited due to their relatively small magnitude.

OVERALL MDT CUSTOMER SERVICE REGARDING CONSTRUCTION ZONE PERFORMANCE

Respondents were asked to grade (A-F) various aspects of MDT overall performance and customer service in regards to construction zones. The responses to these questions are

	A or B	C	D or F	Don't Know	Mean	N
Providing and marking detours	67.6	23.4	5.9	3.1	2.84	1249
Overall performance last year	58.7	32.3	5.0	4.0	2.62	1251
Convenience of travel through construction projects	57.1	32.6	8.0	2.2	2.61	1250
Public notification about local construction projects	51.0	27.1	16.8	5.2	2.48	1250
Minimizing inconvenience caused by projects	48.1	35.3	11.1	5.5	2.45	1250
Kept customers informed	46.1	33.4	15.3	5.2	2.41	1249

found in the Table 5.

In general, Montanans give MDT a slightly above average (B- or C+) grade for customer service and performance.

Montanans gave the highest grade to providing and marking detours (2.84 on a five-point scale). Second place went to MDT overall service in the last year (2.62) and convenience of travel through construction projects (2.61). Public notification

	1	2	3	4	5
Providing and marking detours	2.72	2.77	2.94	2.98	2.92
Overall performance last year	2.49	2.63	2.65	2.67	2.75
Convenience of travel through construction projects	2.52	2.50	2.69	2.68	2.71
Public notification about local construction projects	2.46	2.43	2.51	2.44	2.55
Minimizing inconvenience caused by projects	2.43	2.30	2.56	2.43	2.49
Kept customers informed	2.37	2.42	2.45	2.35	2.45

about local construction projects (2.48) was statistically tied for third place with minimizing inconvenience caused by projects (2.45) and keeping customers informed (2.41).

Respondent grades by MDT District are presented in Table 6. For the most part, there is widespread agreement between the MDT Districts regarding MDT overall performance and customer service grades.

There are few statistically significant differences between districts' mean grades. District One respondents give MDT overall performance in the last year a slightly lower grade (2.49) than do District Five respondents (2.75). Similarly, District One respondents grade providing and marking detours in construction zones a bit lower (2.72) than District Three respondents (2.94) or District Five respondents (2.92). District Two respondents graded minimizing inconvenience caused by construction projects slightly lower (2.30) than did District Three respondents (2.56).

District One was slightly more likely overall to give lower grades when compared to the other districts. District One gave the lowest average mean grade in two the six items examined. District Three was slightly more likely to award a higher mean grade, giving the highest mean grade in two instances.

Trends in Overall Performance and Construction Zone Grades

The MDT Engineering Department began asking respondents to grade aspects of performance using an A through F scale in 2004 (see Figure 3). Of the six items respondents graded in 2006, grades declined slightly in three items when compared to 2004.

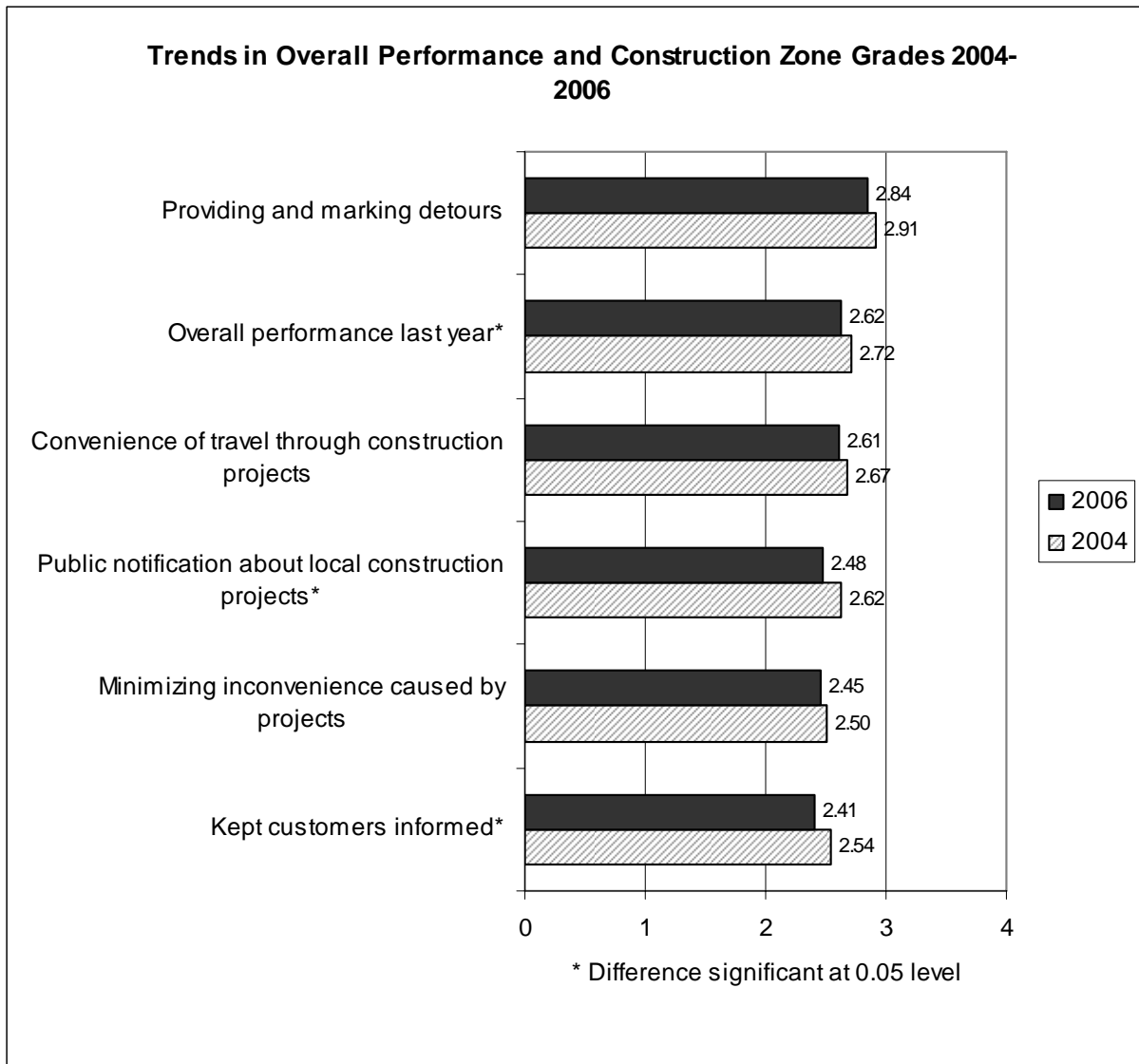


Figure 3

Respondents' grade for MDT's overall performance dropped slightly in 2006 (2.62) from its 2004 level (2.72). Respondents also graded public notification about local construction projects slightly lower in 2006 (2.48) than in 2004 (2.62). Similarly, respondents graded keeping customers informed slightly less favorably in 2006 (2.41) when compared with 2004 (2.54).

Each of the changes in respondents' grades, while statistically significant, is so small that they probably have little practical significance.

Suggestions for Improvement

Respondents were asked how MDT could improve in that area that was graded a D or F. The section that follows presents tables that display summaries of the top improvement suggestions for each graded item. Of those respondents who graded MDT's overall performance in the last year a D or F, most said MDT could improve by fixing potholes or other road maintenance problems, and by improving snow plowing or road sanding (see Table 7 below). For a comprehensive listing of all answers provided to the open-ended questions asked in this survey see Appendix B at the end of this report.

Table 7 C1a. D and F grade only - What could MDT do to improve? Overall performance past year.		
	Frequency	Percent
Fix roads - potholes	11	0.9
More plowing or sand on icy roads	7	0.6
Improve system evaluation and planning	5	0.4
Widen highway	5	0.4
Make construction zones smoother or safer	5	0.4
Improve traffic flow/ control traffic	4	0.3
Do construction 24 hours/ work faster	4	0.3
Improve safety of roads	3	0.3
Standardize speed limits	2	0.2
Listen to public opinion	2	0.2

Among those who graded MDT poorly for keeping customers informed, most encouraged MDT to communicate with the public better. Respondents also urged MDT to use newspaper articles, the radio, and direct mail more to communicate with customers (see Table 8 below).

Table 8 C2a. D and F grade only - What could MDT do to improve? Keeping customers informed.		
	Frequency	Percent
Communicate better/ provide more information/ better information	48	3.8
Use newspaper articles	16	1.3
Use radio	11	0.9
Use direct mail	10	0.8
Communicate in a timely way/ advanced notice	9	0.7
Advertise more/ better	8	0.6
More/ better signs	8	0.6
Use media more/ better	8	0.6
Use pamphlets, printed material	5	0.4
Use public meetings in affected area	3	0.2
Get better news coverage	2	0.2
Other	28	2.2

When asked specifically about the public notification process, respondents said MDT could improve by providing more and better notification about projects. Respondents also said MDT should use newspaper articles to notify the public about projects, and encouraged to make notifications timelier (see Table 9 below).

Table 9 C3a. D and F grade only - What could MDT do to improve? Public notification process.		
	Frequency	Percent
Provide notification better/ provide more notification/ better notification	39	3.2
Use newspaper articles	21	1.7
Communicate in a timely way/ advanced notice	20	1.6
Use radio	17	1.3
Advertise more/ better	15	1.2
Use direct mail	14	1.1
Use media more/ better	12	1.0
More/ better signs	12	1.0
Use pamphlets, printed material	7	0.6
Use TV advertising	5	0.4
Use TV news	4	0.3

The most common suggestion made by respondents regarding MDT's efforts to reduce inconvenience caused by construction was improve public notice and advertising about construction (see Table 10 below). Respondents also encouraged MDT to work faster on construction projects and to work on construction projects during low traffic periods.

Table 10 C4a. D and F grade only - What could MDT do to improve? Inconvenience caused by construction.		
	Frequency	Percent
Improve notice of upcoming construction/ more advertising	15	1.2
Reduce amount of time roads are under construction/ work faster	13	1.0
Work most during low traffic periods	11	0.9
More/ better sign warning about upcoming slower speeds/ construction	9	0.7
Better engineering/ planning	9	0.7
Improve traffic flow through construction zones	7	0.5
Better detours	6	0.5
Work on one section not many at once	6	0.5
Use more alternate routes/ detours	5	0.4
Better signs/ cones/ markings	4	0.3
Schedule lane shutdowns	3	0.2
Work on smaller lengths of road	3	0.2
Fix potholes in temp roads in construction zones	2	0.2
Reduce wait times	2	0.2
Faster/ better bid process	2	0.1

When asked more specifically about traveling through construction zones, respondents again encouraged MDT to complete construction faster (see Table 11 below). Respondents also urged better engineering of construction zones, working during low traffic periods, improving the traffic flow through construction zones, using more flag personnel, and designing better detours.

	Frequency	Percent
Reduce amount of time roads are under construction/ work faster	10	0.8
Better engineering/ planning	7	0.5
Work most during low traffic periods	7	0.5
Improve traffic flow through construction zones	7	0.5
Use more flag personnel	7	0.5
Better detours	7	0.5
Fix potholes in temp roads in construction zones	6	0.5
Work on smaller lengths of road	6	0.5
Better signs/ cones/ markings	5	0.4
Reduce wait times	5	0.4
Make construction zones safer/ speed limits more appropriate	3	0.3
Widen lanes through construction	3	0.2
Use more alternate routes/ detours	2	0.2

Respondents were also asked for suggestions about providing and marking detours. Most said that MDT needs to mark detours better or place detour signs better (see Table 12 below). Others said MDT should place detour signs farther ahead of the detour to give drivers more warning about the upcoming detour. Several respondents also encouraged MDT to place more detour signs.

	Frequency	Percent
Mark detours better/ better sign placement	16	1.3
Place detour signs farther ahead of detour/ more warning	12	1.0
More detour signs	10	0.8
Make detour signs easier to understand/ use arrows better	6	0.5
Make detour signs more visible at night	5	0.4
Widen lanes through construction	2	0.2
Fewer turns in detours/ simpler detours	2	0.2
More detours/ alternative routes	2	0.1

MDT CONSTRUCTION ZONE CHARACTERISTICS

MDT Engineering Division included eight items in the questionnaire that asked respondents to agree or disagree with a statement about highway construction in general or about more specific construction zone characteristics. Seven of these items were first asked in 2004, then added in 2006, respondents were asked to report their feeling of safety driving through a construction zone.

Table 13				
MDT Construction Zone Characteristics (%)				
	Agree	Disagree	Don't Know	N
Safety more important than convenience in construction zones	97.3%	1.7%	0.9%	1248
Warning signs for construction zones appropriate	93.7%	5.3%	1.0%	1246
Speed limits in construction zones clearly marked	86.3%	12.7%	1.0%	1249
Signs in construction zones easy to read and understand	84.6%	14.2%	1.1%	1249
I feel safe when I drive through a road construction zone	82.6%	15.5%	1.9%	1249
Travel lanes in construction zones clearly marked	79.6%	19.1%	1.3%	1251
MDT does its best to incorporate highway beautification	68.2%	13.5%	18.3%	1244
Delays associated with construction are short	58.6%	38.1%	3.3%	1250

Montanans agreed with each statement examined by large majorities. Adult Montanans are almost unanimous (97.3 percent) in their opinion that safety is more important than convenience when traveling through construction zones. More than nine in ten Montanans (93.7 percent)

say warning zones for construction zones are appropriate. Almost the same proportion (86.3 percent) agrees that speed limits in construction zones are clearly marked.

More than four of five respondents (84.6 percent) reported that signs in construction zones are easy to read and understand. A similar percentage (82.6 percent) agreed that they feel safe when driving through a construction zone. Somewhat fewer, but still a very large majority (79.6 percent), said that travel lanes in construction zones are clearly marked.

Two items received significantly fewer "agree" responses. Less than three of five (58.6 percent) respondents said that delays associated with construction are short, while almost two in five (38.1 percent) disagreed. This is the largest percentage of "disagree" responses among the construction zone items.

More than two thirds of respondents (68.2 percent) agreed that MDT does its best to incorporate highway beautification into projects. Only 13.5 percent of respondents disagreed with this statement, but 18.3 percent of respondents said they did not know enough to provide an answer.

Table 14					
MDT Construction Zone Characteristics, Percent of Respondents Who Agree in Each MDT District					
	District				
	1	2	3	4	5
Safety more important than convenience in construction zones	96.5%	96.8%	97.8%	97.0%	98.6%
Warning signs for construction zones appropriate	93.1%	91.2%	95.4%	96.8%	93.7%
Speed limits in construction zones clearly marked	85.5%	88.2%	82.5%	87.9%	89.1%
Signs in construction zones easy to read and understand	84.9%	83.4%	85.7%	88.5%	82.7%
I feel safe when I drive through a road construction zone	83.9%	75.1%	84.2%	84.6%	85.0%
Travel lanes in construction zones clearly marked	77.9%	76.0%	81.0%	75.1%	85.7%
MDT does its best to incorporate highway beautification	69.6%	62.1%	71.4%	63.8%	69.8%
Delays associated with construction are short	55.1%	57.8%	55.5%	51.5%	70.4%

Examination of the construction zone items by district reveals that Montanans across each region largely agree. Only two statistically significant regional differences emerge. Somewhat more District Five residents (87.5 percent) than District Two residents (76.0 percent) or District Four residents (75.1 percent) say that warning signs for construction zones is appropriate. More District Five residents (70.4 percent) said that delays associated with construction are short when compared to the other districts.

Trends in MDT Construction Zone Characteristics

Respondents' opinions about various characteristics of construction zones remained very stable in 2006 when compared to 2004 levels. Only one change was apparent (see Figure 4 below). The percentage of respondents who said that MDT does its best to incorporate beautification into projects increased in 2006 (68.2 percent) over 2004 (57.8 percent). The cause of this change may be attributed to an improvement in survey methodology which reduced the number of Don't Know responses in 2006, as opposed to an actual change in the population percentage.

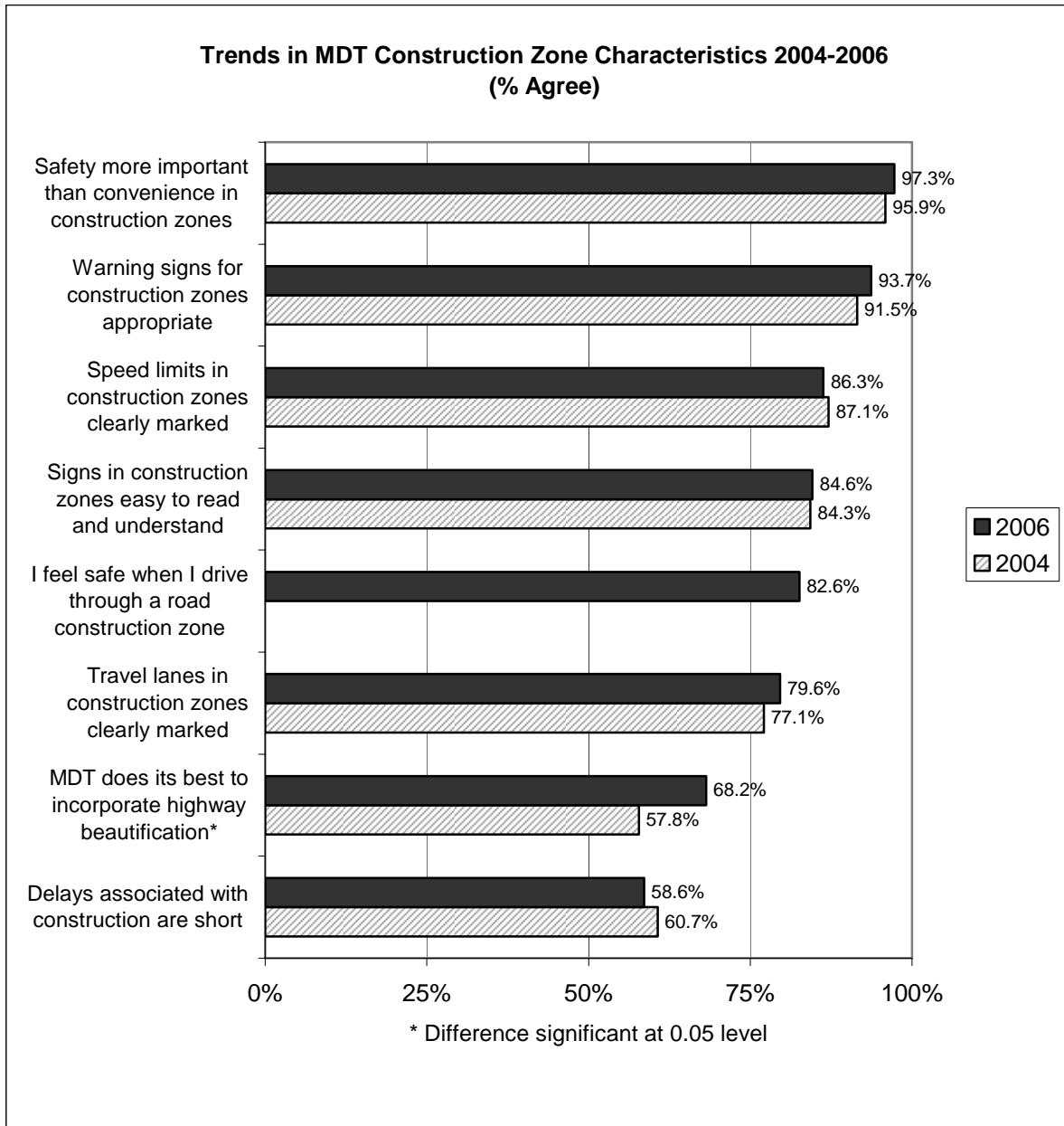


Figure 4

SPECIAL TOPICS

Operation of Construction Zones

MDT added several questions to the baseline items in 2006. The added questions focus on the operation of construction zones, the results of road construction, MDT use of large, electronic signs, and the MDT web site. The section that follows documents the results of these questions.

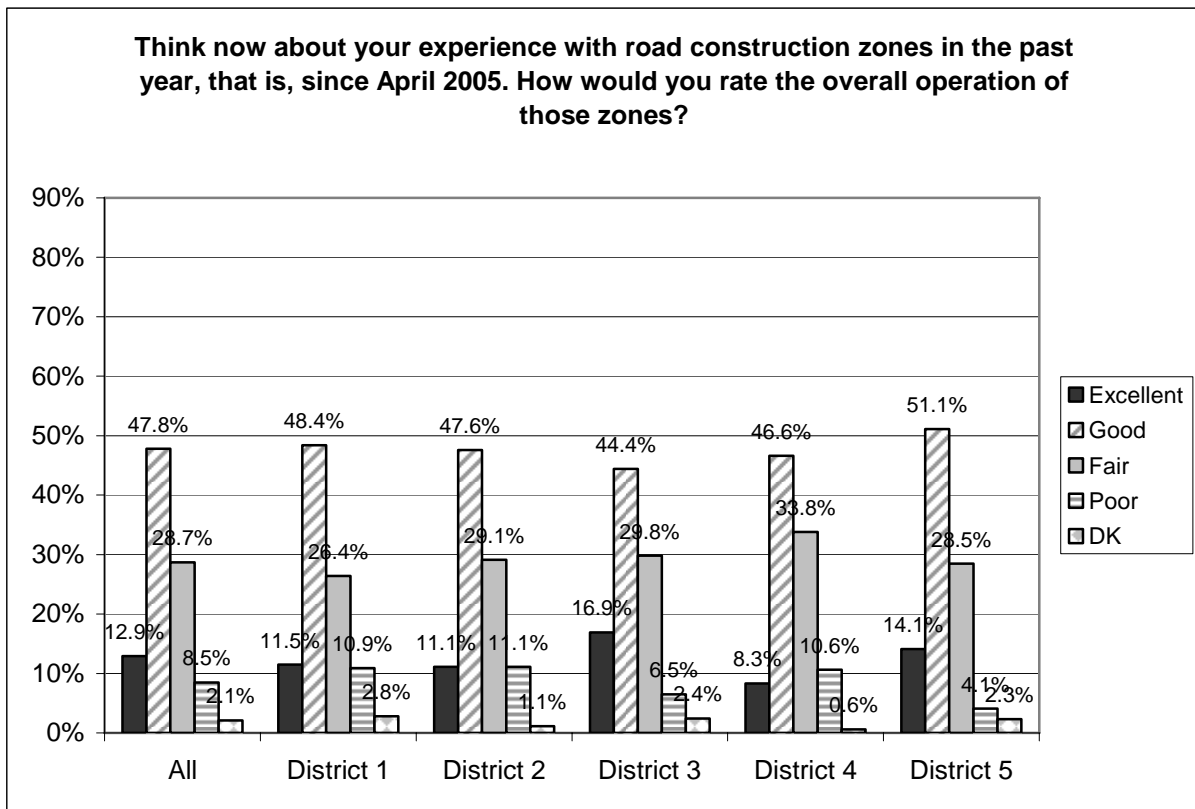


Figure 5

Montanans rated the overall operation of road construction zones quite positively (see Figure 5 above). 12.9 percent of Montanans said the operation of road construction zones was excellent while nearly a majority (47.8 percent) said their operation was good. Just over a quarter of Montanans (28.7 percent) said their operation was fair, and only 8.5 percent said their operation was poor. The remaining respondents (2.1 percent) said they did not have enough information to provide an answer.

The positive view of the overall operation of road construction zones was held by respondents in each MDT district. There was no statistically significant difference between the findings for this item among the five districts.

A very large majority of Montanans said that the travel delays they experienced in the last year as a result of road construction were acceptable given the circumstances (see Figure 6 below). More than three-fourths of respondents (78.0 percent) said the road construction delays they experienced acceptable given the circumstances, while only 16.9 percent said they were too long and 5.1 percent said they did not know.

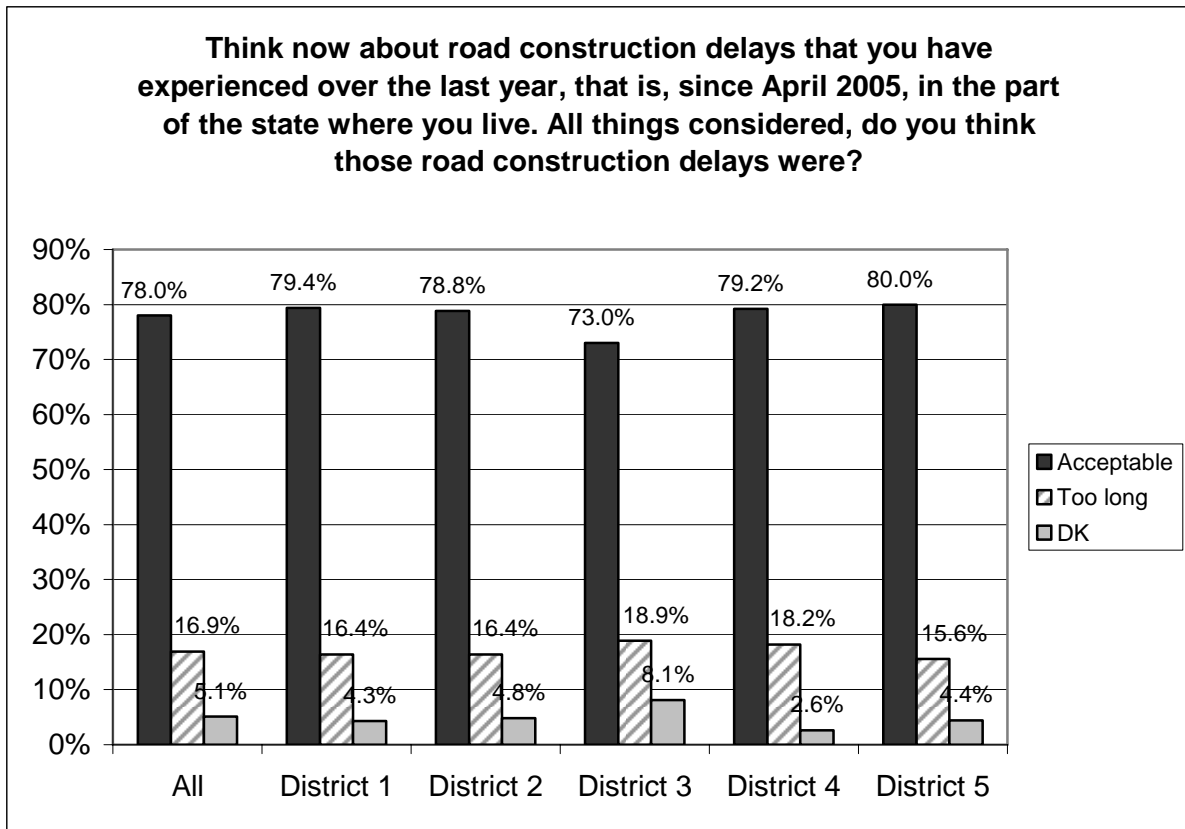


Figure 6

Montanans from across the state held very similar views about construction delays. There was no statistically significant difference between MDT districts on this topic.

Road Construction Outcomes

A large majority of Montanans reported that the smoothness of newly constructed roads is improved over what came before. Over half (56.9 percent) said the smoothness of newly constructed roads is much improved, and 34.8 percent said smoothness is somewhat improved. Only 2.8 percent reported that new construction made the smoothness of roads somewhat worse, and just 1.6 percent said it made smoothness much worse.

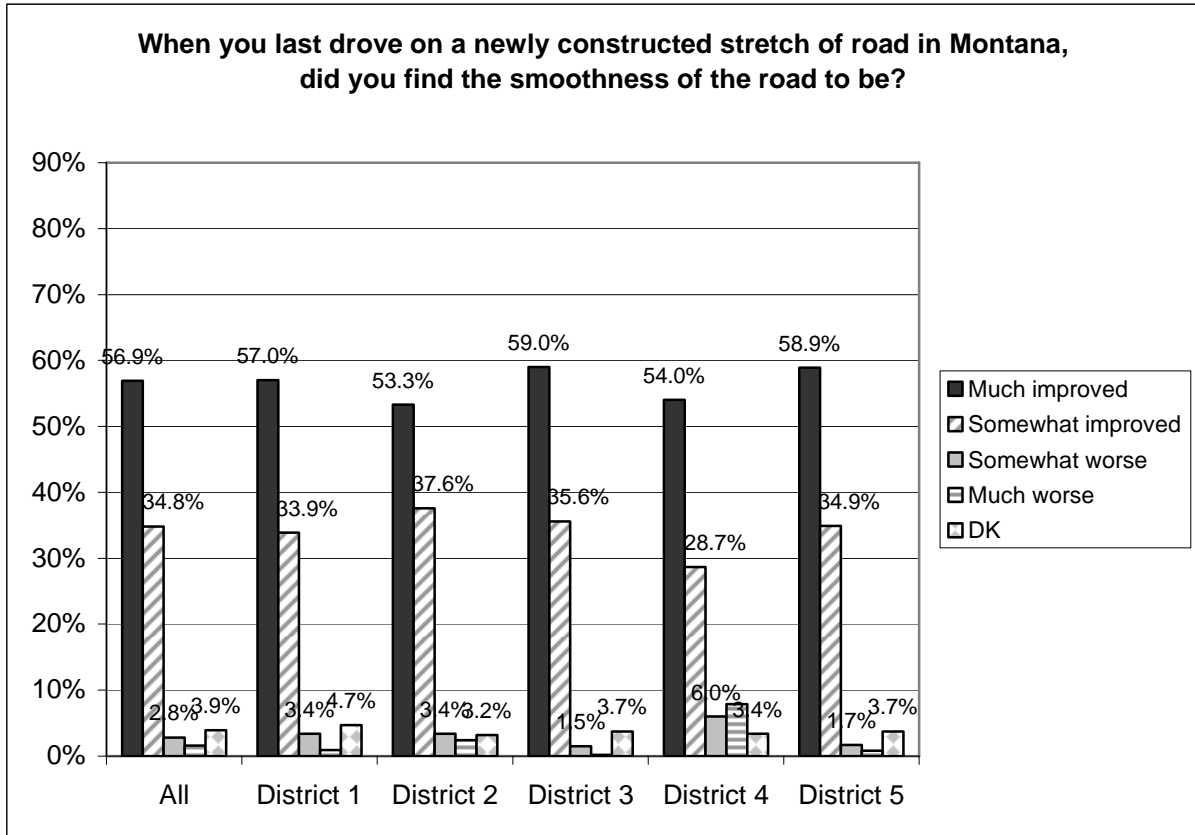


Figure 7

Residents of each MDT district largely agreed about the smoothness of new road construction in Montana. There were no statistically significant differences between MDT district residents on this topic.

A plurality of Montanans (45.9 percent) said that they have noticed improvement in the ride across a bridge end over which they routinely drive (see Figure 8 below). Just over a quarter (27.5 percent) said the ride over a bridge they routinely cross has not improved and a similar percentage (24.7 percent) said they did not have enough information to answer. A very small percentage (1.8 percent) said that they had driven over some bridges that improved and some that had not.

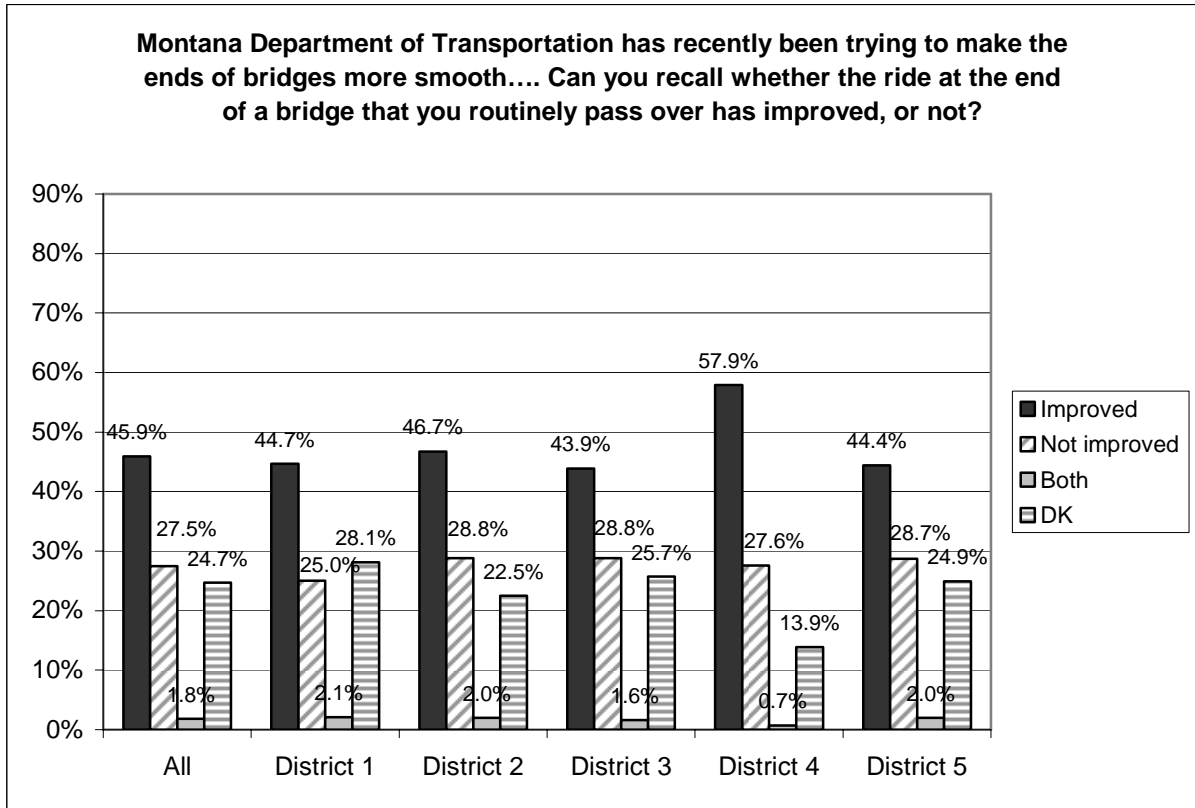


Figure 8

Across MDT regions there were few differences in proportions of responses. None of the differences in proportions of responses between the regions was statistically significant.

Electronic Road Signs

Montanans surveyed said that they are very likely to read the large, electronic road signs posted by MDT along highways (see Figure 9 below). Nearly nine in ten adults Montanans (87.7 percent) say they are very likely to read MDT's electronic signs, while another 8.6 percent say they are somewhat likely. A very small fraction of Montanans say that they are somewhat unlikely (1.4 percent) or very unlikely (1.0 percent) to read the signs. The remaining Montanans (1.2 percent) said they did not know.

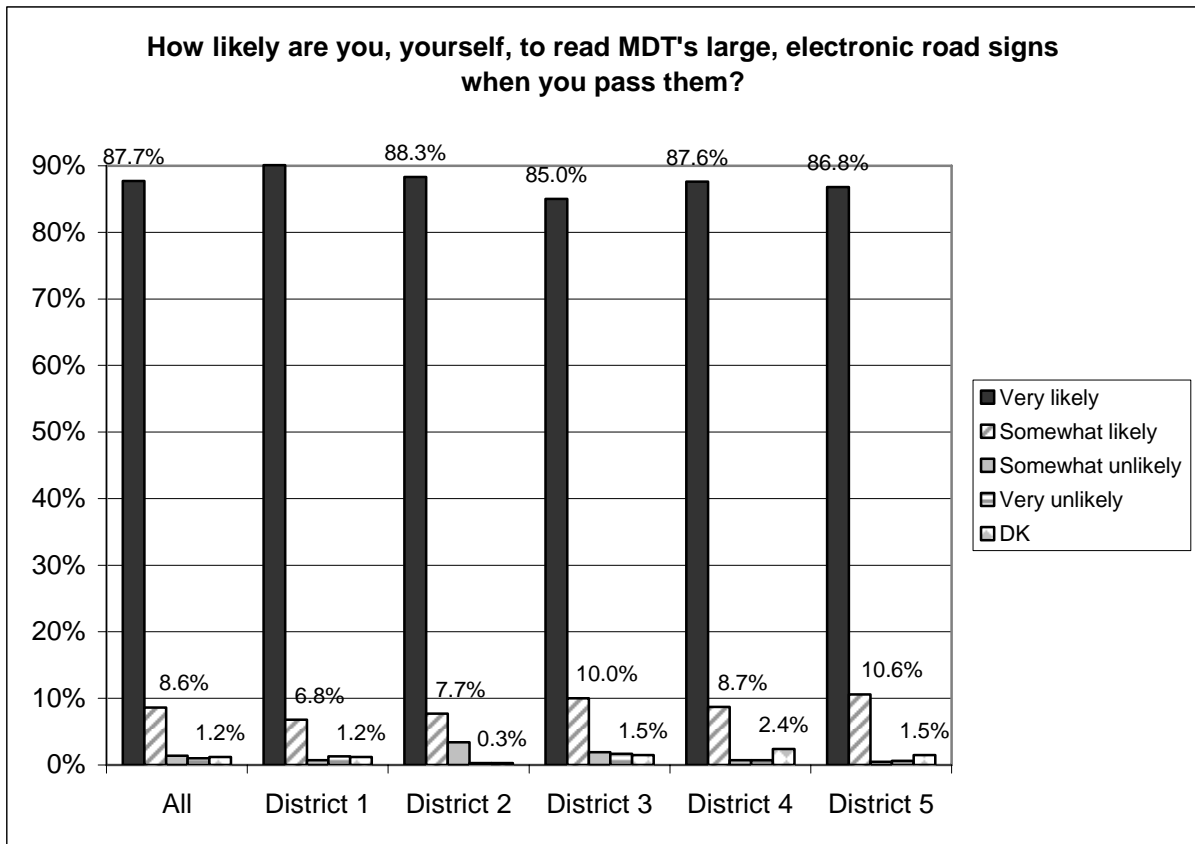


Figure 9

There are no statistically significant differences between the proportions of respondents from the various regions with regard to whether or not they read MDT's large, electronic signs.

Two-thirds of adult Montanans (67.9 percent) find MDT's large, electronic signs very useful, while another quarter (25.3 percent) find them somewhat useful (see Figure 10 below). Only a few Montanans find the signs not very useful (2.9 percent) or not at all useful (1.6 percent).

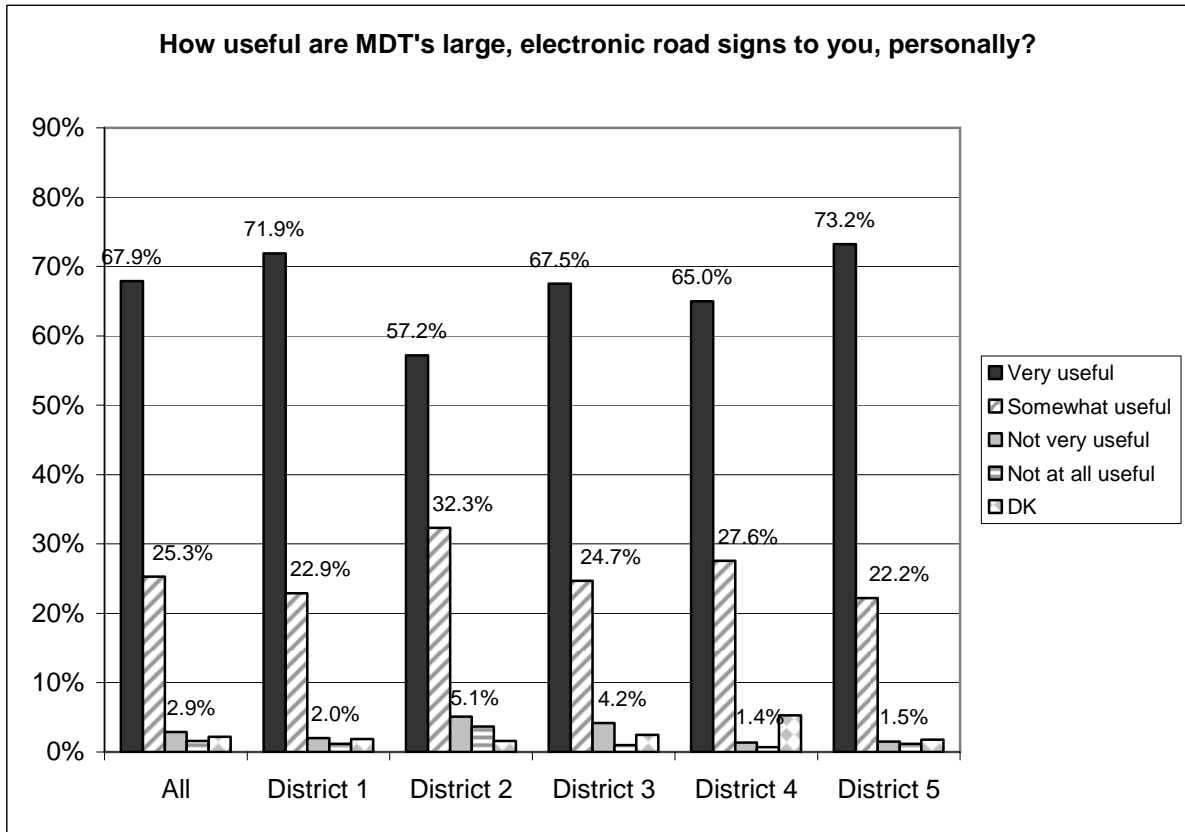


Figure 10

A significant majority of residents from each of MDT's regions also say MDT's large, electronic signs are very useful. However, somewhat fewer residents of District Two (57.2 percent) say this when compared with Districts One (71.9%), Three (67.5%), and Five (73.2%).

MDT Web Site

Less than one in five Montana adults (17.9 percent or about 125,000) reported having visited MDT's web site during the year preceding the survey. More than four in five (81.8 percent) reported not having visited the site in the last year. Almost no respondents (0.3 percent) said they did not know or recall.

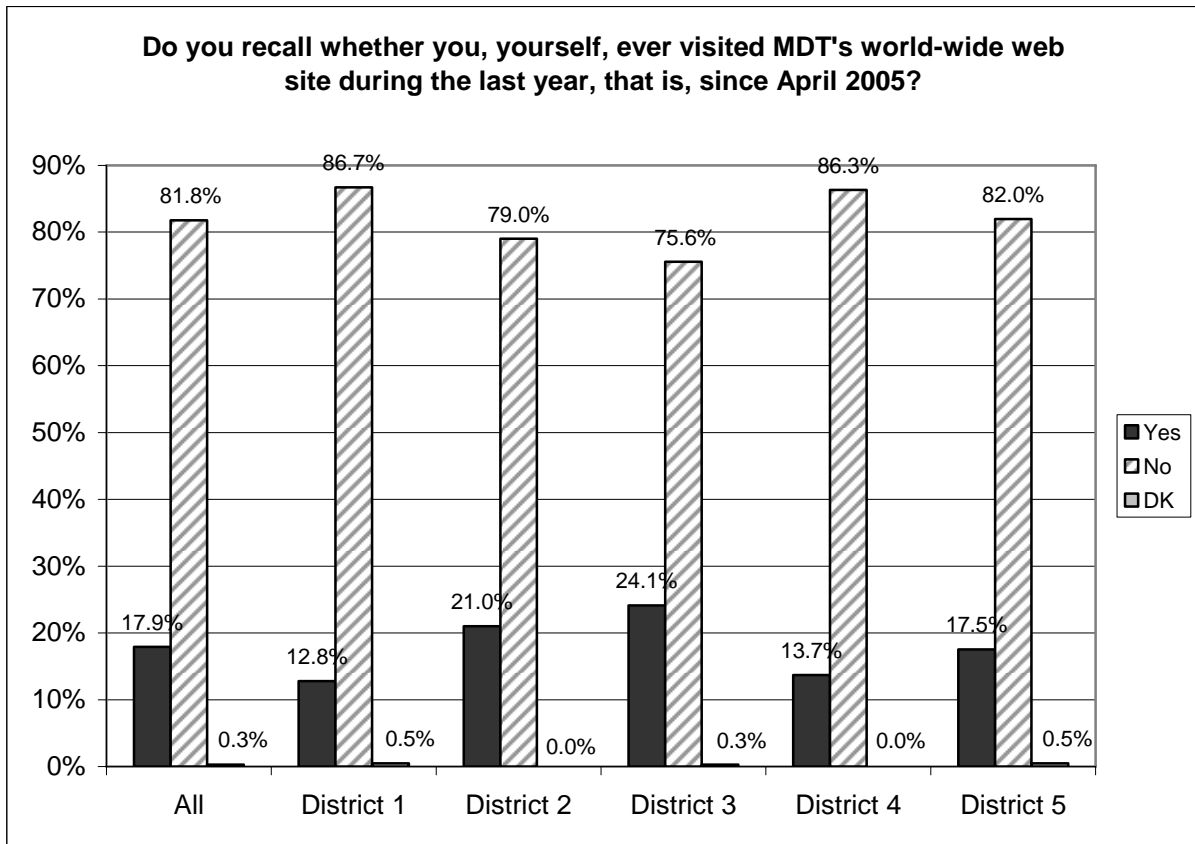


Figure 11

More residents of District Three (24.1 percent) said they visited the web site in the last year than did residents of District One (12.8 percent). The differences between proportions found for the remaining districts were not statistically significant.

Montanans are generally satisfied with MDT’s web site (see Figure 12 below). Of those who said they used the site during the last year, almost one in five (19.2 percent) rated the site “Excellent” while another three in five (60.0 percent) rated the site “Good.” Only 14.6 percent said the site was “fair” and just 1.5 percent rated it “poor.” The remaining respondents (4.7 percent) said they did not have enough information to answer.

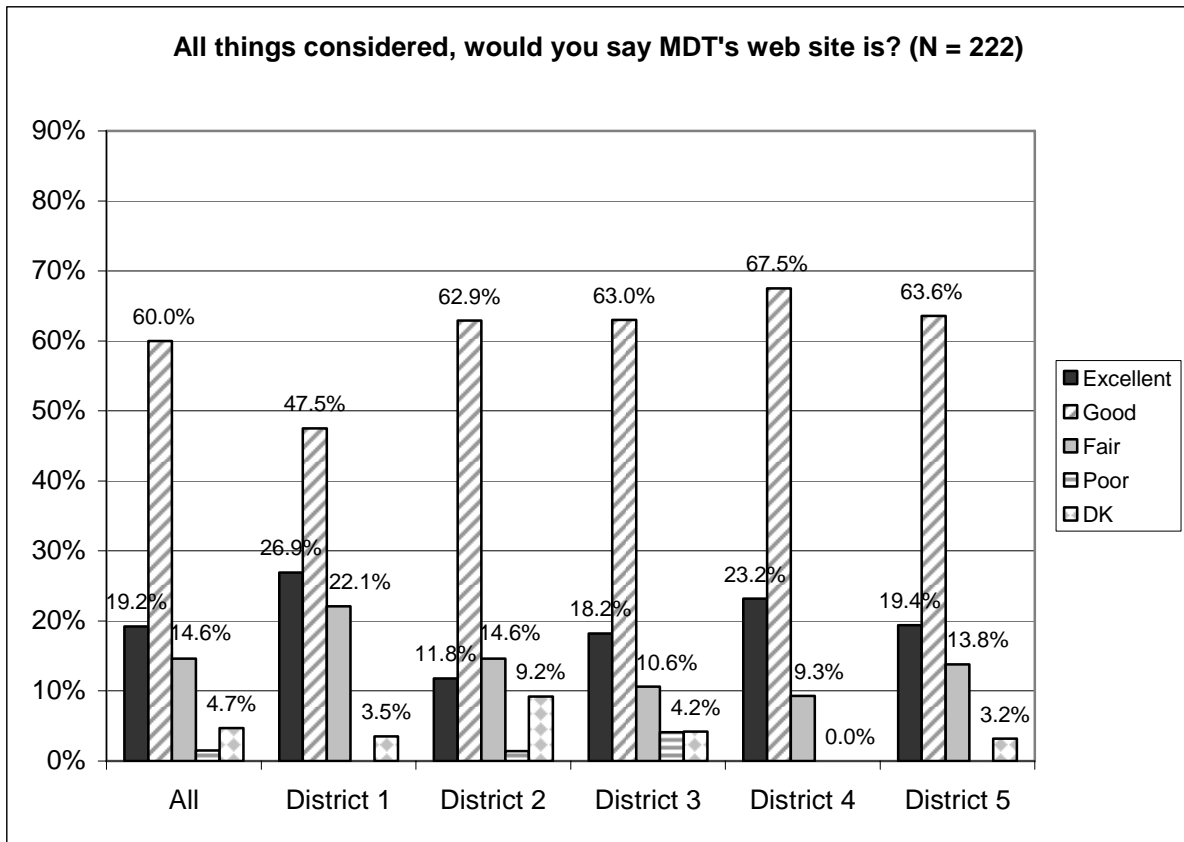


Figure 12

There were no statistically significant differences between responses to this item when compared across the five MDT districts.

SUGGESTIONS FOR MDT CUSTOMER SERVICE

Near the end of the questionnaire each respondent was asked if he or she had any additional suggestions or comments regarding MDT's customer service. Table 15 below presents a summary of the most frequent suggestions or comments. For a comprehensive listing of all answers provided to the open-ended questions asked in this survey see Appendix B at the end of this report.

	Frequency	Percent
MDT doing good job/ best they can	66	5.3
Communicate with public better	12	1.0
Better road signs	12	0.9
Better web page	10	0.8
Winter road report info good/ on-line report good	10	0.8
Improve winter road report/ improve telephone report	9	0.7
Do road construction faster/ finish jobs	6	0.5
Animals on roads a problem	5	0.4
MDT wastes money	5	0.4
Widen roads	4	0.3
Build roads that last longer	3	0.3
Don't use liquid de-icer/ salt	3	0.3
Fix potholes/ maintain roads better	3	0.3
Lower truck speeds/ regulate trucks more	3	0.3
Add guardrails to roads	3	0.2
Maintain detour roads better	3	0.2
Sand truck/ snow plow drivers do good job	3	0.2
Re-design intersections	3	0.2
Improve road to Big Sky	3	0.2
Gravel size too big/ gravel damage to windshields	3	0.2
Paint lines more often	3	0.2

Respondents most often said, when given an open-ended opportunity to respond to MDT, that MDT is doing a good job. Others encouraged MDT to communicate with the public better. Some respondents want MDT to improve its road signs, while others want MDT to improve its world-wide web page. Opinions about the winter road condition report were mixed. Some complemented the report while others wanted the report to be improved. Those who wanted the road condition report improved focused somewhat on the telephone version of the report.

APPENDIX A: DETAILED RESULTS

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S1a. How much of a problem is traffic congestion?					
		Not a problem at all	Small problem	Moderate problem	Serious problem	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		36.5%	19.6%	28.8%	14.1%	1.1%	1251
Sex of respondent	Male	37.2%	21.2%	26.8%	14.0%	.9%	616
	Female	35.8%	18.0%	30.7%	14.2%	1.3%	635
Age*	18 - 29	38.7%	25.7%	25.2%	8.7%	1.7%	256
	30 - 44	38.5%	20.5%	28.3%	11.6%	1.2%	389
	45 - 59	35.2%	15.5%	32.8%	16.5%	.0%	309
	60 +	33.3%	17.2%	28.4%	19.6%	1.6%	297
	MDT District*	District 1	24.2%	13.8%	36.8%	25.0%	.2%
	District 2	40.5%	23.4%	23.5%	11.5%	1.2%	233
	District 3	39.1%	22.7%	29.6%	7.3%	1.2%	276
	District 4	71.3%	18.2%	6.9%	3.0%	.6%	101
	District 5	34.6%	21.6%	29.5%	12.1%	2.3%	262
2005 HH income*	75k +	35.6%	21.6%	26.8%	15.4%	.5%	250
	50k - 74k	35.9%	23.8%	30.4%	8.4%	1.5%	233
	35k - 74k	39.8%	15.7%	35.4%	8.9%	.3%	228
	20k - 34k	34.3%	17.7%	28.3%	18.6%	1.0%	199
	< 20k	36.7%	21.4%	23.2%	17.6%	1.1%	186
Education attainment*	Less than HS	30.8%	12.2%	31.2%	18.9%	6.8%	63
	HS or some coll	38.4%	17.2%	28.6%	14.7%	1.1%	749
	BA +	34.2%	25.2%	29.2%	11.1%	.3%	414
Race	White	36.1%	19.4%	29.3%	14.6%	.7%	1132
	American Indian	38.7%	26.7%	23.3%	8.8%	2.5%	79
Years in Montana	0 - 4 yrs	44.4%	25.1%	20.3%	6.3%	3.8%	104
	5 - 9 yrs	36.8%	19.9%	28.3%	10.8%	4.2%	84
	10 - 19 yrs	40.3%	19.4%	24.0%	16.0%	.3%	187
	20 + yrs	34.8%	18.8%	31.0%	14.9%	.4%	866

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S1b. How much of a problem is wildlife along roadways?					Total
		Not a problem at all	Small problem	Moderate problem	Serious problem	DK	
		Row N %	Row N %	Row N %	Row N %	Row N %	
All		13.5%	18.8%	41.3%	25.6%	.8%	1250
Sex of respondent	Male	14.4%	18.9%	42.9%	23.3%	.5%	614
	Female	12.7%	18.7%	39.8%	27.9%	1.0%	635
Age*	18 - 29	16.5%	25.4%	39.9%	17.6%	.5%	257
	30 - 44	10.7%	18.0%	47.7%	23.6%	.0%	389
	45 - 59	8.4%	18.1%	44.3%	28.8%	.4%	308
	60 +	19.9%	14.7%	31.1%	31.9%	2.4%	296
MDT District*	District 1	11.0%	22.7%	34.5%	31.3%	.5%	378
	District 2	12.7%	20.4%	48.1%	17.2%	1.6%	233
	District 3	16.1%	13.5%	40.9%	28.4%	1.2%	276
	District 4	8.0%	16.7%	42.1%	33.1%	.0%	101
	District 5	17.2%	18.0%	45.3%	19.3%	.2%	262
2005 HH income*	75k +	8.7%	20.1%	50.1%	20.8%	.3%	250
	50k - 74k	11.0%	13.4%	50.8%	24.0%	.8%	233
	35k - 74k	11.7%	18.3%	43.6%	26.1%	.3%	226
	20k - 34k	11.2%	17.2%	36.9%	34.2%	.6%	200
	< 20k	24.6%	24.9%	24.6%	25.6%	.3%	186
Education attainment	Less than HS	20.9%	11.1%	35.6%	29.5%	3.0%	63
	HS or some coll	13.6%	20.1%	39.4%	26.1%	.7%	749
	BA +	12.1%	18.3%	45.3%	23.7%	.5%	414
Race	White	12.7%	18.6%	42.6%	25.4%	.8%	1131
	American Indian	16.4%	16.6%	33.4%	32.6%	.9%	79
Years in Montana*	0 - 4 yrs	27.5%	22.3%	38.6%	10.9%	.6%	104
	5 - 9 yrs	10.6%	17.5%	46.0%	25.9%	.0%	84
	10 - 19 yrs	10.6%	12.7%	51.1%	24.5%	1.0%	187
	20 + yrs	12.6%	19.8%	39.2%	27.7%	.7%	866

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S1c. How much of a problem are too many driveways and approaches onto major highways?					
		Not a problem at all	Small problem	Moderate problem	Serious problem	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		45.9%	22.3%	19.5%	9.0%	3.3%	1246
Sex of respondent	Male	46.1%	23.7%	19.0%	8.6%	2.7%	612
	Female	45.8%	20.9%	20.1%	9.3%	4.0%	634
Age*	18 - 29	47.8%	30.6%	12.0%	8.0%	1.6%	254
	30 - 44	43.6%	23.1%	23.4%	6.9%	3.0%	387
	45 - 59	40.6%	22.5%	23.4%	11.3%	2.2%	309
	60 +	52.8%	13.9%	16.9%	10.0%	6.3%	296
	MDT District*	District 1	35.2%	22.5%	23.0%	15.5%	3.8%
	District 2	45.2%	25.3%	17.0%	9.0%	3.4%	233
	District 3	48.8%	18.8%	24.0%	4.3%	4.1%	277
	District 4	65.6%	17.9%	9.2%	4.6%	2.7%	101
	District 5	51.4%	24.7%	15.9%	6.0%	2.0%	259
2005 HH income*	75k +	39.9%	24.2%	26.5%	8.5%	1.0%	249
	50k - 74k	44.2%	24.3%	20.4%	10.0%	1.1%	230
	35k - 74k	41.4%	25.3%	20.8%	9.3%	3.2%	228
	20k - 34k	55.3%	17.5%	16.4%	7.6%	3.2%	200
	< 20k	53.0%	20.6%	13.6%	8.1%	4.6%	185
Education attainment*	Less than HS	52.9%	15.5%	15.1%	11.1%	5.5%	60
	HS or some coll	48.2%	20.0%	20.2%	8.0%	3.6%	747
	BA +	41.5%	28.3%	19.5%	8.9%	1.8%	415
Race	White	45.1%	22.1%	20.2%	9.1%	3.4%	1131
	American Indian	53.5%	19.9%	15.9%	8.1%	2.6%	79
Years in Montana	0 - 4 yrs	58.3%	19.4%	12.6%	4.5%	5.1%	104
	5 - 9 yrs	35.8%	29.3%	22.5%	9.4%	3.0%	80
	10 - 19 yrs	42.2%	25.9%	21.6%	8.4%	2.0%	187
	20 + yrs	46.3%	21.3%	19.8%	9.4%	3.2%	865

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S1d. How much of a problem is debris on roadways?					
		Not a problem at all	Small problem	Moderate problem	Serious problem	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		42.4%	31.2%	18.7%	6.6%	1.1%	1252
Sex of respondent	Male	44.4%	29.2%	20.6%	4.9%	.8%	616
	Female	40.5%	33.0%	17.0%	8.2%	1.3%	636
Age*	18 – 29	42.6%	29.2%	21.5%	3.9%	2.9%	257
	30 – 44	40.9%	35.3%	17.5%	5.9%	.4%	389
	45 – 59	36.7%	35.5%	19.4%	7.9%	.5%	309
	60 +	50.1%	22.9%	17.3%	8.6%	1.1%	297
	MDT District	District 1	39.5%	35.0%	16.4%	8.8%	.4%
	District 2	41.7%	30.0%	20.8%	6.2%	1.2%	233
	District 3	47.2%	28.1%	19.1%	4.3%	1.4%	278
	District 4	43.8%	30.8%	15.4%	10.0%	.0%	101
	District 5	41.8%	30.0%	21.1%	5.0%	2.1%	262
2005 HH income	75k +	41.4%	32.1%	21.3%	5.2%	.0%	250
	50k – 74k	40.8%	35.1%	18.0%	4.6%	1.5%	233
	35k – 74k	40.6%	33.1%	21.1%	4.6%	.6%	228
	20k – 34k	49.2%	30.8%	15.4%	3.9%	.7%	200
	< 20k	46.4%	27.6%	13.8%	9.7%	2.4%	186
Education attainment*	Less than HS	41.8%	35.6%	11.0%	6.0%	5.5%	63
	HS or some coll	43.0%	27.7%	20.7%	7.5%	1.1%	749
	BA +	41.6%	37.8%	17.0%	3.1%	.5%	415
Race	White	42.6%	31.5%	19.2%	6.2%	.5%	1133
	American Indian	42.9%	24.2%	15.8%	11.3%	5.8%	79
Years in Montana	0 – 4 yrs	58.1%	25.5%	12.1%	2.9%	1.3%	104
	5 – 9 yrs	44.0%	33.3%	12.0%	6.5%	4.2%	84
	10 – 19 yrs	37.7%	34.2%	22.6%	4.4%	1.1%	187
	20 + yrs	41.6%	31.1%	19.2%	7.4%	.7%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S1e. How much of a problem is a lack of guardrails?					
		Not a problem at all	Small problem	Moderate problem	Serious problem	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		42.1%	24.4%	21.2%	10.0%	2.4%	1251
Sex of respondent*	Male	48.1%	25.5%	18.7%	6.8%	.8%	615
	Female	36.3%	23.2%	23.6%	13.0%	3.9%	636
Age*	18 – 29	40.2%	25.9%	22.3%	11.6%	.0%	257
	30 – 44	42.2%	25.8%	20.0%	9.1%	2.9%	389
	45 – 59	35.9%	26.5%	24.8%	11.2%	1.6%	309
	60 +	50.1%	18.9%	18.0%	8.3%	4.7%	296
	MDT District	District 1	39.0%	27.4%	21.5%	10.5%	1.6%
	District 2	45.7%	23.7%	20.0%	8.1%	2.4%	233
	District 3	45.3%	20.0%	20.7%	11.4%	2.6%	277
	District 4	44.5%	17.7%	22.7%	13.7%	1.4%	101
	District 5	39.1%	27.7%	21.7%	7.9%	3.5%	262
2005 HH income*	75k +	42.8%	30.2%	21.9%	4.5%	.5%	250
	50k – 74k	39.9%	27.7%	23.2%	7.6%	1.5%	233
	35k – 74k	37.2%	26.9%	23.4%	11.3%	1.2%	227
	20k – 34k	52.3%	17.7%	16.8%	11.5%	1.7%	200
	< 20k	46.0%	20.5%	15.9%	14.6%	2.9%	186
Education attainment	Less than HS	33.6%	38.5%	20.2%	6.7%	1.1%	63
	HS or some coll	42.4%	22.3%	21.2%	11.2%	3.0%	749
	BA +	43.0%	26.4%	21.6%	7.4%	1.7%	415
Race*	White	42.3%	24.6%	22.1%	8.7%	2.3%	1133
	American Indian	43.3%	14.8%	10.5%	28.8%	2.7%	79
Years in Montana	0 – 4 yrs	51.1%	15.6%	18.0%	10.2%	5.1%	104
	5 – 9 yrs	41.6%	24.0%	25.1%	8.4%	.8%	84
	10 – 19 yrs	36.6%	30.5%	18.7%	12.4%	1.9%	187
	20 + yrs	42.2%	24.1%	21.8%	9.5%	2.4%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S1f. How much of a problem lack of adequate road signs?					
		Not a problem at all	Small problem	Moderate problem	Serious problem	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		51.5%	24.0%	18.8%	4.8%	.9%	1250
Sex of respondent*	Male	55.7%	23.4%	17.4%	3.1%	.3%	615
	Female	47.4%	24.6%	20.1%	6.4%	1.5%	635
Age*	18 – 29	51.1%	27.9%	15.7%	5.3%	.0%	257
	30 – 44	49.2%	24.7%	20.0%	5.0%	1.0%	387
	45 – 59	45.4%	27.5%	21.8%	4.4%	.8%	309
	60 +	61.2%	16.0%	16.6%	4.5%	1.7%	295
	MDT District	District 1	50.9%	25.3%	17.9%	4.2%	1.7%
	District 2	57.2%	19.2%	18.5%	4.6%	.5%	233
	District 3	49.8%	22.5%	21.7%	5.4%	.6%	278
	District 4	57.1%	19.0%	15.5%	8.4%	.0%	99
	District 5	47.0%	29.9%	18.5%	3.9%	.8%	262
2005 HH income*	75k +	52.7%	27.2%	17.3%	2.0%	.7%	249
	50k – 74k	49.5%	25.7%	18.6%	5.9%	.3%	233
	35k – 74k	41.8%	29.2%	22.8%	5.9%	.3%	227
	20k – 34k	55.0%	19.7%	19.3%	4.4%	1.6%	200
	< 20k	58.4%	18.2%	16.1%	6.4%	1.0%	186
Education attainment*	Less than HS	46.7%	31.4%	21.9%	.0%	.0%	63
	HS or some coll	52.6%	21.3%	19.1%	5.8%	1.2%	747
	BA +	49.6%	28.6%	18.1%	3.2%	.5%	415
Race*	White	51.9%	24.2%	19.2%	4.0%	.7%	1131
	American Indian	47.0%	18.4%	16.0%	16.1%	2.5%	79
Years in Montana	0 – 4 yrs	53.8%	21.1%	17.7%	6.2%	1.3%	104
	5 – 9 yrs	44.4%	25.4%	21.2%	6.8%	2.1%	84
	10 – 19 yrs	46.9%	27.9%	20.9%	3.5%	.7%	187
	20 + yrs	53.1%	23.3%	18.1%	4.7%	.7%	865

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S1g. How much of a problem are different speed limits for trucks and cars on two-lane highways?					
		Not a problem at all	Small problem	Moderate problem	Serious problem	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		46.3%	16.5%	19.1%	16.1%	2.0%	1251
Sex of respondent	Male	46.6%	16.6%	18.3%	17.3%	1.2%	616
	Female	46.0%	16.4%	19.8%	15.0%	2.7%	635
Age*	18 – 29	52.6%	19.6%	15.5%	10.9%	1.4%	257
	30 – 44	48.9%	19.8%	15.8%	13.9%	1.6%	389
	45 – 59	42.1%	15.5%	21.9%	18.9%	1.5%	309
	60 +	41.8%	10.5%	23.5%	20.6%	3.6%	297
	MDT District	District 1	48.4%	15.0%	19.1%	14.9%	2.6%
	District 2	46.7%	13.6%	23.2%	15.1%	1.4%	233
	District 3	48.7%	15.4%	20.3%	13.7%	1.9%	278
	District 4	45.8%	20.5%	10.7%	23.0%	.0%	101
	District 5	40.5%	20.8%	17.3%	18.8%	2.6%	262
2005 HH income	75k +	49.6%	16.5%	14.4%	18.9%	.5%	250
	50k – 74k	47.5%	16.0%	18.4%	14.2%	3.8%	233
	35k – 74k	39.7%	17.3%	28.6%	13.8%	.6%	228
	20k – 34k	50.0%	17.2%	17.6%	14.0%	1.3%	200
	< 20k	46.9%	17.5%	13.2%	20.1%	2.2%	186
Education attainment	Less than HS	38.8%	9.8%	31.8%	12.0%	7.6%	63
	HS or some coll	46.6%	15.4%	19.6%	17.3%	1.2%	749
	BA +	47.2%	19.7%	16.0%	14.4%	2.6%	414
Race	White	46.3%	16.3%	19.3%	16.4%	1.7%	1133
	American Indian	48.4%	21.7%	10.7%	17.5%	1.8%	79
Years in Montana*	0 – 4 yrs	57.6%	21.7%	10.3%	6.1%	4.2%	104
	5 – 9 yrs	53.3%	13.0%	16.7%	10.3%	6.7%	84
	10 – 19 yrs	48.3%	16.5%	21.6%	12.6%	1.1%	187
	20 + yrs	44.2%	16.1%	19.8%	18.6%	1.4%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S1h. How much of a problem is the visibility of road signs during the day?					
		Not a problem at all	Small problem	Moderate problem	Serious problem	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		66.9%	21.4%	8.9%	1.9%	.9%	1251
Sex of respondent*	Male	67.7%	22.7%	7.0%	1.5%	1.0%	616
	Female	66.0%	20.2%	10.8%	2.3%	.7%	635
Age*	18 – 29	63.3%	27.7%	5.9%	1.7%	1.4%	257
	30 – 44	68.3%	19.1%	9.6%	2.6%	.4%	389
	45 – 59	61.1%	26.4%	10.5%	1.9%	.0%	309
	60 +	74.0%	13.9%	9.0%	1.1%	2.0%	297
	MDT District	District 1	65.0%	23.3%	9.8%	.9%	1.0%
	District 2	64.7%	23.6%	8.5%	2.9%	.3%	233
	District 3	70.4%	17.5%	9.6%	2.0%	.5%	278
	District 4	70.1%	18.7%	7.0%	2.8%	1.3%	101
	District 5	66.5%	22.0%	8.1%	2.0%	1.3%	262
2005 HH income	75k +	67.1%	22.5%	8.4%	2.0%	.0%	250
	50k – 74k	64.8%	24.5%	8.1%	.8%	1.8%	233
	35k – 74k	61.0%	24.0%	12.8%	2.0%	.3%	228
	20k – 34k	73.3%	19.1%	5.6%	1.3%	.7%	200
	< 20k	70.8%	18.7%	7.5%	2.6%	.3%	186
Education attainment	Less than HS	58.4%	27.7%	6.4%	.0%	7.6%	63
	HS or some coll	67.3%	20.2%	10.1%	1.9%	.4%	749
	BA +	68.3%	23.8%	6.3%	1.3%	.3%	414
Race	White	67.3%	21.9%	8.8%	1.5%	.5%	1133
	American Indian	68.9%	13.9%	10.7%	6.6%	.0%	79
Years in Montana	0 – 4 yrs	70.4%	22.1%	5.0%	1.9%	.6%	104
	5 – 9 yrs	66.4%	23.0%	5.5%	.9%	4.2%	84
	10 – 19 yrs	59.5%	29.7%	9.1%	1.8%	.0%	187
	20 + yrs	68.3%	19.4%	9.6%	2.0%	.7%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S1i. How much of a problem is the visibility of road signs at night?					
		Not a problem at all	Small problem	Moderate problem	Serious problem	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		45.4%	21.0%	23.6%	7.3%	2.8%	1250
Sex of respondent*	Male	52.6%	22.1%	18.6%	5.5%	1.2%	615
	Female	38.4%	20.0%	28.4%	9.0%	4.3%	635
Age	18 – 29	43.5%	25.7%	25.2%	4.3%	1.4%	257
	30 – 44	50.4%	21.7%	20.6%	6.4%	.9%	389
	45 – 59	43.8%	21.2%	26.5%	8.1%	.4%	309
	60 +	42.1%	16.0%	22.9%	10.1%	9.0%	295
	MDT District	District 1	42.2%	20.8%	25.9%	7.4%	3.7%
	District 2	45.1%	21.2%	22.5%	10.0%	1.2%	232
	District 3	50.0%	18.6%	23.1%	4.6%	3.7%	278
	District 4	59.2%	15.9%	15.7%	7.9%	1.3%	101
	District 5	40.0%	25.8%	24.6%	7.3%	2.3%	261
2005 HH income*	75k +	53.1%	22.4%	18.3%	5.9%	.3%	250
	50k – 74k	46.1%	22.1%	25.6%	3.7%	2.5%	233
	35k – 74k	41.1%	21.1%	28.9%	7.2%	1.8%	227
	20k – 34k	45.6%	24.2%	19.5%	8.8%	1.9%	200
	< 20k	40.9%	19.1%	24.6%	10.0%	5.4%	186
Education attainment	Less than HS	37.0%	27.6%	22.5%	2.3%	10.6%	63
	HS or some coll	46.5%	20.1%	22.2%	8.6%	2.6%	749
	BA +	44.8%	22.6%	26.0%	4.9%	1.8%	414
Race	White	47.2%	20.6%	22.5%	7.2%	2.6%	1131
	American Indian	32.0%	24.0%	31.6%	11.6%	.8%	79
Years in Montana	0 – 4 yrs	44.7%	22.0%	23.3%	5.6%	4.4%	104
	5 – 9 yrs	46.7%	17.1%	24.8%	6.4%	4.9%	84
	10 – 19 yrs	43.4%	26.6%	20.6%	7.9%	1.4%	187
	20 + yrs	45.8%	20.3%	23.9%	7.3%	2.6%	865

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S1j. How much of a problem is travel through construction zones?					
		Not a problem at all	Small problem	Moderate problem	Serious problem	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		31.8%	22.4%	28.1%	16.0%	1.7%	1252
Sex of respondent	Male	33.5%	23.9%	26.2%	15.0%	1.4%	616
	Female	30.1%	21.0%	30.0%	16.9%	2.0%	636
Age*	18 - 29	25.3%	26.2%	32.2%	15.0%	1.3%	257
	30 - 44	31.4%	22.9%	27.7%	17.1%	.9%	389
	45 - 59	27.4%	22.0%	33.7%	15.4%	1.5%	309
	60 +	42.6%	19.0%	19.3%	16.0%	3.2%	297
	MDT District*	District 1	25.9%	24.7%	28.5%	20.5%	.3%
	District 2	27.9%	20.7%	27.0%	23.3%	1.1%	233
	District 3	40.3%	18.3%	28.9%	8.8%	3.7%	278
	District 4	36.7%	22.8%	26.5%	12.3%	1.8%	101
	District 5	32.8%	24.9%	28.4%	12.0%	1.9%	262
2005 HH income	75k +	30.5%	22.8%	31.8%	13.9%	1.0%	250
	50k - 74k	33.8%	24.7%	28.1%	13.0%	.5%	233
	35k - 74k	22.3%	21.9%	35.9%	17.8%	2.2%	228
	20k - 34k	35.9%	22.3%	24.0%	16.8%	1.0%	200
	< 20k	33.1%	27.4%	18.1%	19.9%	1.4%	186
Education attainment*	Less than HS	41.2%	24.2%	16.8%	16.9%	.9%	63
	HS or some coll	32.6%	20.7%	28.2%	16.3%	2.3%	749
	BA +	27.7%	26.0%	30.3%	15.4%	.6%	415
Race	White	32.3%	22.5%	28.2%	15.3%	1.7%	1133
	American Indian	30.3%	18.7%	25.3%	24.0%	1.8%	79
Years in Montana	0 - 4 yrs	27.0%	26.0%	26.2%	17.0%	3.8%	104
	5 - 9 yrs	37.9%	27.0%	25.8%	9.4%	.0%	84
	10 - 19 yrs	29.6%	19.1%	29.9%	21.0%	.4%	187
	20 + yrs	32.2%	22.3%	28.2%	15.6%	1.8%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S2a. What priority would you assign to providing more illumination (lighting) of roadways?						
		Very low	Somewhat low	Medium	Somewhat high	Very high	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		18.9%	24.6%	30.4%	14.2%	9.9%	2.0%	1251
Sex of respondent*	Male	24.9%	28.6%	27.7%	10.9%	6.1%	1.8%	616
	Female	13.0%	20.7%	33.0%	17.5%	13.7%	2.2%	635
Age*	18 – 29	9.1%	28.2%	33.2%	15.1%	11.2%	3.2%	257
	30 – 44	23.3%	26.6%	25.0%	15.8%	8.8%	.6%	389
	45 – 59	20.9%	24.7%	30.7%	14.1%	9.5%	.2%	309
	60 +	19.5%	18.7%	34.7%	11.7%	10.8%	4.6%	297
MDT District*	District 1	17.9%	24.0%	31.3%	13.8%	11.4%	1.6%	379
	District 2	19.3%	28.3%	29.5%	12.4%	8.4%	2.0%	233
	District 3	18.9%	23.8%	30.7%	12.4%	11.5%	2.8%	278
	District 4	24.2%	31.6%	19.6%	11.5%	11.8%	1.2%	101
	District 5	17.9%	20.1%	33.6%	19.6%	6.8%	2.1%	262
2005 HH income*	75k +	22.0%	32.7%	30.5%	11.2%	2.8%	.8%	250
	50k – 74k	21.6%	23.9%	29.9%	15.1%	6.7%	2.8%	233
	35k – 74k	16.8%	24.2%	29.4%	16.9%	12.0%	.8%	228
	20k – 34k	17.6%	21.0%	29.4%	12.9%	18.2%	.9%	200
	< 20k	15.1%	22.3%	33.6%	16.1%	8.4%	4.4%	186
Education attainment*	Less than HS	13.6%	13.9%	38.8%	12.8%	8.4%	12.5%	63
	HS or some coll	17.0%	23.7%	30.5%	16.6%	10.5%	1.7%	749
	BA +	22.2%	28.3%	29.9%	10.2%	8.7%	.8%	414
Race*	White	19.5%	25.5%	30.2%	14.3%	9.1%	1.5%	1133
	American Indian	14.5%	14.6%	29.3%	14.5%	22.3%	4.8%	79
Years in Montana	0 – 4 yrs	16.1%	18.7%	37.5%	18.3%	8.9%	.6%	104
	5 – 9 yrs	20.8%	21.8%	24.3%	15.2%	13.0%	4.9%	84
	10 – 19 yrs	15.5%	27.6%	35.6%	13.3%	7.7%	.3%	187
	20 + yrs	19.9%	25.0%	29.0%	13.9%	10.1%	2.1%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S2b. What priority would you assign to providing more directional/informational signs?						
		Very low	Somewhat low	Medium	Somewhat high	Very high	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		22.0%	25.0%	30.7%	12.4%	9.3%	.6%	1251
Sex of respondent*	Male	27.3%	25.9%	29.0%	10.9%	6.4%	.4%	615
	Female	16.8%	24.1%	32.3%	13.9%	12.2%	.8%	636
Age*	18 - 29	19.9%	23.7%	25.7%	18.1%	11.7%	.9%	257
	30 - 44	18.2%	29.2%	32.4%	10.6%	9.5%	.0%	389
	45 - 59	23.0%	28.2%	28.4%	11.1%	8.8%	.5%	309
	60 +	27.6%	17.2%	35.1%	11.2%	7.6%	1.3%	297
MDT District	District 1	24.7%	27.0%	28.2%	9.9%	8.7%	1.5%	379
	District 2	23.2%	28.8%	31.7%	8.6%	7.5%	.3%	233
	District 3	20.0%	20.9%	33.2%	13.5%	12.4%	.0%	278
	District 4	23.0%	26.8%	23.7%	13.9%	12.0%	.7%	100
	District 5	18.7%	22.5%	33.3%	17.6%	7.7%	.2%	262
2005 HH income	75k +	22.0%	31.8%	31.5%	9.9%	4.8%	.0%	250
	50k - 74k	20.2%	28.4%	31.8%	12.9%	6.2%	.6%	233
	35k - 74k	23.7%	21.3%	31.6%	14.5%	8.9%	.0%	228
	20k - 34k	17.6%	21.3%	31.6%	16.7%	12.6%	.3%	200
	< 20k	20.7%	22.2%	27.3%	12.7%	14.6%	2.4%	186
Education attainment*	Less than HS	22.2%	8.3%	32.6%	25.0%	10.8%	1.0%	63
	HS or some coll	21.2%	22.8%	32.1%	12.4%	10.8%	.6%	749
	BA +	22.4%	32.0%	29.1%	10.8%	5.2%	.5%	414
Race*	White	22.1%	25.9%	30.9%	13.0%	7.9%	.3%	1133
	American Indian	18.1%	17.6%	24.6%	6.8%	28.2%	4.7%	79
Years in Montana	0 - 4 yrs	20.4%	25.5%	27.2%	17.9%	8.9%	.0%	104
	5 - 9 yrs	15.8%	34.8%	35.4%	9.3%	4.7%	.0%	83
	10 - 19 yrs	22.4%	27.3%	28.9%	12.4%	9.0%	.0%	187
	20 + yrs	22.7%	23.7%	31.2%	12.0%	9.6%	.8%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S2c. What priority would you assign to providing more pavement markings?						Total Count
		Very low Row N %	Somewhat low Row N %	Medium Row N %	Somewhat high Row N %	Very high Row N %	DK Row N %	
All		18.9%	19.2%	27.6%	16.9%	16.6%	.9%	1250
Sex of respondent*	Male	23.2%	20.9%	28.2%	15.0%	12.0%	.6%	615
	Female	14.7%	17.5%	26.9%	18.7%	21.0%	1.1%	635
Age	18 - 29	14.2%	27.1%	26.7%	15.8%	16.2%	.0%	257
	30 - 44	22.1%	19.3%	26.4%	16.1%	16.2%	.0%	389
	45 - 59	18.4%	17.0%	28.6%	19.6%	15.7%	.8%	309
	60 +	19.2%	14.5%	28.8%	16.1%	18.5%	2.8%	295
	MDT District	District 1	15.9%	19.4%	25.6%	19.1%	19.0%	1.0%
	District 2	19.2%	20.2%	25.7%	17.1%	17.1%	.9%	232
	District 3	21.5%	15.2%	32.0%	15.7%	14.4%	1.1%	278
	District 4	19.8%	17.8%	27.8%	11.5%	22.4%	.6%	101
	District 5	19.6%	22.9%	27.3%	16.9%	12.8%	.5%	262
2005 HH income	75k +	25.4%	18.6%	28.0%	18.2%	9.9%	.0%	250
	50k - 74k	22.5%	20.4%	28.1%	14.5%	13.7%	.8%	233
	35k - 74k	16.2%	17.6%	27.0%	20.7%	17.2%	1.2%	227
	20k - 34k	12.9%	20.8%	23.3%	20.0%	22.7%	.3%	199
	< 20k	14.6%	22.6%	27.3%	15.1%	19.1%	1.3%	186
Education attainment	Less than HS	17.0%	16.1%	30.1%	16.0%	17.7%	3.1%	63
	HS or some coll	18.7%	18.9%	27.8%	16.9%	17.1%	.7%	748
	BA +	19.4%	20.1%	26.8%	17.5%	15.4%	.8%	414
Race*	White	19.6%	19.6%	27.9%	16.6%	15.4%	.9%	1131
	American Indian	13.5%	9.3%	23.3%	25.2%	27.9%	.8%	79
Years in Montana	0 - 4 yrs	17.7%	20.9%	28.3%	11.7%	21.4%	.0%	104
	5 - 9 yrs	10.9%	21.2%	32.5%	18.4%	16.2%	.8%	84
	10 - 19 yrs	16.6%	25.2%	19.1%	21.8%	16.3%	1.0%	187
	20 + yrs	20.4%	17.7%	28.8%	16.3%	15.9%	.9%	865

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		What priority would you assign to providing wider roadways?						Total Count
		Very low	Somewhat low	Medium	Somewhat high	Very high	DK	
		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	
All		9.3%	9.4%	25.0%	23.5%	32.0%	.8%	1249
Sex of respondent*	Male	10.8%	10.0%	26.2%	27.2%	24.9%	.9%	616
	Female	8.0%	8.9%	23.8%	19.9%	38.8%	.6%	633
Age	18 - 29	9.9%	15.4%	24.8%	24.0%	25.6%	.3%	257
	30 - 44	9.1%	6.8%	27.2%	26.5%	30.5%	.0%	387
	45 - 59	8.3%	8.9%	24.0%	21.9%	35.8%	1.1%	309
	60 +	10.3%	8.2%	23.3%	20.8%	35.6%	1.8%	295
	MDT District*	District 1	10.8%	10.3%	28.8%	24.5%	24.7%	.9%
	District 2	11.1%	10.3%	27.5%	25.1%	25.0%	.9%	233
	District 3	7.2%	10.2%	22.6%	22.1%	36.9%	1.0%	278
	District 4	2.0%	4.6%	18.6%	17.3%	57.6%	.0%	101
	District 5	10.8%	8.3%	22.3%	24.4%	33.7%	.5%	261
2005 HH income*	75k +	7.8%	8.1%	30.7%	29.7%	22.9%	.8%	249
	50k - 74k	10.4%	8.2%	24.0%	23.2%	33.9%	.3%	233
	35k - 74k	8.1%	8.0%	23.9%	30.9%	29.1%	.0%	227
	20k - 34k	8.7%	13.8%	28.8%	14.3%	34.0%	.3%	200
	< 20k	11.6%	13.0%	20.2%	17.0%	36.2%	1.9%	185
Education attainment*	Less than HS	19.2%	3.2%	28.0%	18.3%	29.1%	2.2%	63
	HS or some coll	8.0%	9.3%	22.6%	24.2%	35.3%	.6%	748
	BA +	10.1%	10.9%	29.4%	22.8%	26.4%	.5%	414
Race	White	9.4%	9.6%	26.3%	23.5%	30.7%	.5%	1130
	American Indian	6.9%	5.5%	14.0%	25.9%	45.1%	2.7%	79
Years in Montana	0 - 4 yrs	23.7%	12.9%	30.4%	12.8%	18.8%	1.4%	104
	5 - 9 yrs	10.0%	11.5%	24.6%	21.7%	32.2%	.0%	84
	10 - 19 yrs	7.9%	7.9%	29.0%	29.4%	25.3%	.4%	187
	20 + yrs	7.9%	9.2%	23.7%	23.5%	34.9%	.8%	864

2006 MDT Engineering Division Consumer Satisfaction Survey

		S2e. What priority would you assign to providing more guard rails and crash cushions?						Total Count
		Very low Row N %	Somewhat low Row N %	Medium Row N %	Somewhat high Row N %	Very high Row N %	DK Row N %	
* Difference between two or more sub-groups significant at 0.05 level.								
All		17.3%	20.6%	28.6%	14.4%	17.4%	1.8%	1251
Sex of respondent*	Male	22.3%	25.9%	28.4%	12.3%	10.5%	.5%	615
	Female	12.4%	15.4%	28.7%	16.3%	24.1%	3.1%	636
Age*	18 – 29	14.8%	23.9%	26.6%	16.4%	17.0%	1.3%	257
	30 – 44	14.4%	24.0%	30.0%	13.0%	17.7%	.9%	389
	45 – 59	16.7%	18.4%	29.5%	16.8%	17.5%	1.1%	309
	60 +	23.7%	15.4%	27.4%	11.9%	17.2%	4.4%	297
	MDT District	District 1	18.2%	19.8%	29.0%	15.6%	15.7%	1.7%
	District 2	16.1%	23.1%	29.3%	15.0%	15.4%	1.1%	233
	District 3	16.9%	21.9%	28.9%	11.9%	17.8%	2.6%	277
	District 4	17.2%	17.9%	21.0%	13.6%	28.3%	2.0%	101
	District 5	17.4%	19.0%	29.8%	15.0%	17.1%	1.8%	262
2005 HH income*	75k +	19.2%	27.4%	33.7%	10.7%	8.1%	.8%	250
	50k – 74k	13.8%	25.8%	32.4%	10.5%	15.7%	1.7%	233
	35k – 74k	14.4%	20.5%	24.5%	21.0%	18.5%	1.2%	228
	20k – 34k	22.2%	18.8%	21.4%	15.0%	21.2%	1.3%	200
	< 20k	16.3%	18.0%	30.9%	10.0%	22.0%	2.8%	186
Education attainment*	Less than HS	22.5%	9.7%	26.1%	27.0%	12.7%	2.0%	63
	HS or some coll	18.5%	18.2%	26.9%	13.6%	20.4%	2.4%	749
	BA +	14.7%	27.0%	32.5%	13.3%	12.1%	.5%	415
Race*	White	17.5%	21.4%	28.9%	14.6%	16.0%	1.6%	1132
	American Indian	15.6%	8.6%	25.0%	10.7%	36.7%	3.4%	79
Years in Montana	0 – 4 yrs	13.4%	20.0%	25.5%	23.4%	12.6%	5.2%	104
	5 – 9 yrs	14.6%	21.2%	32.5%	14.5%	14.9%	2.2%	84
	10 – 19 yrs	18.9%	20.8%	27.3%	12.7%	18.8%	1.5%	187
	20 + yrs	17.7%	20.7%	28.9%	13.6%	17.8%	1.4%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S2f. What priority would you assign to providing more traffic signals and left-turn bays?						
		Very low	Somewhat low	Medium	Somewhat high	Very high	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		16.1%	15.8%	31.6%	17.1%	17.6%	1.7%	1250
Sex of respondent*	Male	19.4%	18.5%	31.1%	17.2%	12.4%	1.4%	615
	Female	13.0%	13.2%	32.1%	17.1%	22.5%	2.1%	635
Age*	18 - 29	16.1%	18.1%	36.2%	13.9%	13.2%	2.6%	257
	30 - 44	12.5%	18.6%	34.1%	18.3%	16.5%	.0%	389
	45 - 59	18.4%	15.4%	26.4%	17.8%	20.7%	1.3%	309
	60 +	18.6%	10.5%	29.9%	17.8%	19.5%	3.8%	295
MDT District*	District 1	16.7%	15.2%	29.7%	18.2%	18.6%	1.6%	377
	District 2	14.2%	18.5%	31.6%	18.9%	15.3%	1.4%	233
	District 3	15.4%	17.0%	31.7%	13.8%	20.1%	2.1%	278
	District 4	22.4%	19.1%	39.5%	8.4%	9.3%	1.3%	101
	District 5	15.4%	11.6%	31.2%	21.1%	18.5%	2.1%	262
2005 HH income	75k +	15.7%	20.2%	32.7%	19.1%	12.1%	.0%	250
	50k - 74k	13.3%	13.7%	30.7%	23.2%	16.6%	2.7%	233
	35k - 74k	13.8%	17.1%	31.8%	16.4%	20.0%	.9%	228
	20k - 34k	17.3%	13.3%	36.6%	16.6%	14.4%	1.8%	200
	< 20k	15.3%	18.5%	27.4%	11.2%	24.0%	3.6%	186
Education attainment	Less than HS	23.5%	13.6%	29.9%	8.1%	16.0%	8.8%	63
	HS or some coll	15.8%	15.5%	31.2%	17.7%	18.5%	1.4%	748
	BA +	15.2%	17.2%	33.4%	17.5%	15.6%	1.1%	414
Race	White	16.8%	15.7%	31.6%	17.6%	17.2%	1.2%	1132
	American Indian	7.2%	20.3%	30.1%	13.7%	23.8%	4.9%	78
Years in Montana	0 - 4 yrs	21.6%	13.7%	32.7%	15.5%	15.4%	1.2%	104
	5 - 9 yrs	16.6%	11.7%	32.5%	17.3%	16.9%	4.9%	84
	10 - 19 yrs	13.6%	19.6%	34.2%	16.3%	15.8%	.4%	186
	20 + yrs	15.9%	15.7%	31.1%	17.4%	18.2%	1.6%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S2g. What priority would you assign to increasing shoulder widths to accommodate bicyclists?						Total Count
		Very low	Somewhat low	Medium	Somewhat high	Very high	DK	
		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	
All		14.5%	11.3%	21.1%	19.5%	32.4%	1.2%	1247
Sex of respondent*	Male	21.1%	12.1%	22.8%	18.8%	24.0%	1.2%	615
	Female	8.1%	10.4%	19.5%	20.3%	40.5%	1.2%	632
Age	18 – 29	12.3%	10.4%	26.5%	19.6%	31.2%	.0%	256
	30 – 44	13.5%	12.2%	19.6%	20.4%	33.7%	.5%	387
	45 – 59	16.0%	12.2%	20.9%	20.1%	29.8%	1.1%	309
	60 +	16.2%	9.7%	18.7%	17.8%	34.5%	3.2%	295
MDT District	District 1	11.7%	9.7%	20.5%	20.1%	37.0%	1.1%	379
	District 2	14.7%	15.7%	21.7%	20.0%	26.9%	1.2%	232
	District 3	15.4%	10.7%	23.6%	20.5%	28.5%	1.2%	274
	District 4	21.2%	11.0%	16.0%	12.6%	36.4%	2.8%	101
	District 5	14.9%	10.2%	20.9%	20.1%	33.1%	.8%	262
2005 HH income*	75k +	19.9%	15.7%	21.8%	17.2%	24.5%	.8%	250
	50k – 74k	13.2%	9.2%	26.2%	23.2%	27.3%	.9%	233
	35k – 74k	9.5%	9.7%	18.6%	26.1%	35.2%	.9%	224
	20k – 34k	14.2%	10.3%	19.5%	18.2%	37.1%	.7%	200
	< 20k	12.1%	14.2%	21.4%	17.8%	33.2%	1.4%	186
Education attainment	Less than HS	11.0%	5.2%	36.2%	16.0%	30.6%	1.0%	63
	HS or some coll	15.0%	10.4%	19.6%	19.8%	34.1%	1.1%	745
	BA +	14.2%	14.4%	21.5%	19.7%	29.6%	.6%	415
Race	White	14.5%	11.5%	21.6%	20.0%	31.3%	1.1%	1128
	American Indian	15.0%	2.8%	14.8%	18.0%	48.4%	1.0%	79
Years in Montana	0 – 4 yrs	10.8%	15.9%	28.8%	15.9%	27.3%	1.3%	104
	5 – 9 yrs	8.8%	11.5%	24.0%	13.7%	41.9%	.0%	82
	10 – 19 yrs	9.9%	9.7%	22.8%	25.4%	32.0%	.3%	186
	20 + yrs	16.5%	11.1%	19.6%	19.0%	32.3%	1.4%	865

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S2h. What priority would you assign to ensuring adequate pedestrian facilities?						Total Count
		Very low Row N %	Somewhat low Row N %	Medium Row N %	Somewhat high Row N %	Very high Row N %	DK Row N %	
All		11.8%	14.0%	26.9%	18.7%	26.6%	1.9%	1250
Sex of respondent*	Male	14.2%	15.8%	30.5%	19.0%	19.2%	1.2%	616
	Female	9.5%	12.3%	23.3%	18.5%	33.8%	2.5%	634
Age*	18 – 29	8.4%	16.1%	32.0%	17.7%	24.4%	1.4%	257
	30 – 44	7.6%	17.4%	26.8%	18.1%	28.9%	1.2%	389
	45 – 59	14.3%	11.3%	25.1%	19.7%	28.7%	.9%	309
	60 +	17.8%	10.8%	24.2%	19.5%	23.3%	4.2%	295
	MDT District	District 1	11.3%	12.7%	24.2%	20.2%	29.4%	2.3%
	District 2	8.7%	14.0%	29.8%	18.6%	27.7%	1.2%	233
	District 3	12.5%	14.9%	26.9%	19.6%	24.7%	1.4%	278
	District 4	12.4%	19.0%	29.6%	11.5%	27.5%	.0%	100
	District 5	14.5%	13.3%	26.9%	18.6%	23.5%	3.1%	262
2005 HH income	75k +	11.6%	15.5%	29.1%	19.5%	24.2%	.0%	250
	50k – 74k	12.2%	15.6%	27.1%	20.2%	22.5%	2.4%	233
	35k – 74k	10.4%	11.7%	31.1%	18.8%	26.6%	1.5%	227
	20k – 34k	12.7%	15.8%	21.8%	18.4%	30.4%	.9%	200
	< 20k	8.1%	15.2%	27.6%	17.6%	29.9%	1.8%	186
Education attainment	Less than HS	19.9%	11.3%	28.9%	9.2%	21.3%	9.5%	63
	HS or some coll	11.8%	13.6%	29.3%	17.8%	26.2%	1.3%	749
	BA +	10.2%	15.5%	23.1%	22.5%	27.9%	.8%	414
Race*	White	11.8%	14.4%	27.9%	19.4%	24.9%	1.6%	1131
	American Indian	9.0%	11.6%	15.7%	10.5%	53.3%	.0%	79
Years in Montana	0 – 4 yrs	9.0%	6.4%	40.3%	17.0%	26.7%	.6%	104
	5 – 9 yrs	10.2%	12.2%	26.2%	12.7%	34.5%	4.2%	84
	10 – 19 yrs	9.5%	22.6%	22.7%	21.5%	22.5%	1.2%	186
	20 + yrs	13.0%	13.3%	26.4%	19.0%	26.4%	1.9%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

		S2i. What priority would you assign to regulating the number of highway approaches and driveways to preserve transportation corridors?						Total Count
		Very low Row N %	Somewhat low Row N %	Medium Row N %	Somewhat high Row N %	Very high Row N %	DK Row N %	
* Difference between two or more sub-groups significant at 0.05 level.								
All		18.8%	22.5%	29.4%	13.7%	10.2%	5.4%	1246
Sex of respondent	Male	20.6%	24.4%	28.6%	12.3%	10.0%	4.1%	611
	Female	17.0%	20.6%	30.2%	15.0%	10.5%	6.7%	635
Age*	18 - 29	20.8%	31.5%	26.4%	11.1%	6.1%	4.2%	257
	30 - 44	15.0%	26.2%	32.2%	14.0%	10.9%	1.8%	385
	45 - 59	20.2%	18.4%	29.6%	14.9%	11.1%	5.8%	309
	60 +	20.6%	13.9%	28.3%	14.3%	12.1%	10.7%	295
	MDT District*	District 1	16.5%	21.7%	27.9%	15.9%	12.8%	5.3%
	District 2	16.2%	22.5%	31.0%	14.3%	8.3%	7.7%	233
	District 3	15.5%	24.8%	31.7%	12.0%	10.0%	6.0%	276
	District 4	27.4%	33.8%	24.1%	5.9%	4.9%	3.9%	100
	District 5	24.6%	16.8%	30.0%	14.6%	10.5%	3.5%	262
2005 HH income	75k +	20.6%	25.7%	31.9%	12.2%	6.1%	3.4%	250
	50k - 74k	17.5%	26.9%	27.1%	15.4%	9.9%	3.2%	233
	35k - 74k	14.8%	19.3%	32.5%	15.2%	10.0%	8.2%	225
	20k - 34k	18.4%	22.0%	29.0%	12.2%	15.2%	3.2%	199
	< 20k	22.5%	23.0%	24.7%	13.2%	11.7%	5.0%	185
Education attainment	Less than HS	30.4%	11.7%	33.3%	5.1%	13.4%	6.0%	63
	HS or some coll	18.4%	22.7%	29.7%	12.6%	10.3%	6.3%	744
	BA +	18.2%	24.2%	29.3%	16.3%	8.9%	3.1%	414
Race	White	18.8%	22.8%	29.1%	14.1%	9.8%	5.5%	1129
	American Indian	18.3%	20.7%	27.4%	14.1%	18.6%	.8%	77
Years in Montana	0 - 4 yrs	26.5%	20.2%	29.0%	11.2%	9.0%	4.0%	102
	5 - 9 yrs	12.1%	29.4%	30.5%	15.2%	10.1%	2.6%	83
	10 - 19 yrs	16.5%	26.5%	35.3%	12.0%	8.0%	1.8%	187
	20 + yrs	19.1%	21.4%	28.1%	14.0%	10.9%	6.5%	866

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		S2j. What priority would you assign to reducing traffic congestion by increasing the capacity of the highway system?						Total Count
		Very low	Somewhat low	Medium	Somewhat high	Very high	DK	
		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	
All		15.0%	17.6%	28.1%	15.5%	19.8%	4.1%	1245
Sex of respondent	Male	15.6%	20.3%	26.7%	15.6%	19.2%	2.6%	612
	Female	14.3%	15.0%	29.5%	15.4%	20.3%	5.5%	633
Age*	18 - 29	13.8%	27.4%	32.3%	7.4%	15.3%	3.7%	257
	30 - 44	11.5%	21.9%	32.2%	13.3%	20.3%	.7%	384
	45 - 59	18.0%	12.8%	22.2%	22.2%	21.9%	2.9%	309
	60 +	17.3%	8.3%	25.3%	18.2%	20.7%	10.2%	294
	MDT District*	District 1	10.4%	16.2%	30.4%	15.6%	23.7%	3.7%
	District 2	16.5%	20.3%	26.6%	19.4%	14.2%	3.0%	233
	District 3	16.7%	17.9%	27.1%	14.7%	19.5%	4.1%	275
	District 4	21.7%	28.0%	22.7%	7.7%	18.7%	1.3%	99
	District 5	15.9%	12.9%	29.4%	15.4%	19.7%	6.8%	260
2005 HH income*	75k +	13.3%	22.6%	26.9%	16.3%	20.2%	.7%	247
	50k - 74k	13.6%	21.0%	30.0%	16.6%	15.5%	3.2%	232
	35k - 74k	12.2%	21.7%	27.4%	18.8%	18.2%	1.7%	227
	20k - 34k	14.2%	12.5%	28.9%	14.0%	24.0%	6.4%	200
	< 20k	19.9%	15.7%	27.8%	7.7%	21.2%	7.7%	186
Education attainment*	Less than HS	21.8%	12.0%	25.3%	8.7%	19.1%	13.0%	63
	HS or some coll	13.9%	16.8%	28.5%	14.3%	22.3%	4.1%	746
	BA +	16.1%	20.6%	28.5%	17.8%	14.7%	2.3%	412
Race	White	15.2%	17.8%	28.3%	15.5%	19.6%	3.5%	1127
	American Indian	10.7%	17.8%	26.4%	14.2%	24.2%	6.7%	78
Years in Montana	0 - 4 yrs	19.9%	27.0%	21.8%	15.1%	12.9%	3.3%	102
	5 - 9 yrs	14.8%	22.0%	22.9%	11.7%	21.3%	7.2%	84
	10 - 19 yrs	13.0%	24.0%	35.4%	12.5%	14.0%	1.1%	187
	20 + yrs	14.7%	14.7%	28.0%	16.3%	21.8%	4.5%	863

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		Zones. Think now about your experience with road construction zones in the past year, that is, since April 2005. How would you rate the overall operation of those zones?					
		Poor	Fair	Good	Excellent	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		8.5%	28.7%	47.8%	12.9%	2.1%	1248
Sex of respondent	Male	9.1%	29.1%	46.0%	14.6%	1.3%	613
	Female	8.0%	28.2%	49.6%	11.3%	2.9%	635
Age*	18 - 29	11.5%	34.8%	43.6%	9.0%	1.0%	257
	30 - 44	8.6%	30.2%	48.7%	11.0%	1.6%	386
	45 - 59	8.3%	30.1%	46.8%	13.2%	1.6%	309
	60 +	6.1%	19.8%	51.3%	18.5%	4.2%	295
	MDT District	District 1	10.9%	26.4%	48.4%	11.5%	2.8%
	District 2	11.1%	29.1%	47.6%	11.1%	1.1%	231
	District 3	6.5%	29.8%	44.4%	16.9%	2.4%	277
	District 4	10.6%	33.8%	46.6%	8.3%	.6%	101
	District 5	4.1%	28.5%	51.1%	14.1%	2.3%	262
2005 HH income	75k +	10.7%	25.7%	50.4%	12.7%	.5%	250
	50k - 74k	6.5%	31.3%	47.4%	12.8%	2.0%	233
	35k - 74k	7.5%	33.3%	47.0%	11.0%	1.2%	228
	20k - 34k	8.3%	28.5%	47.5%	14.5%	1.3%	200
	< 20k	10.9%	24.1%	47.8%	13.9%	3.2%	186
Education attainment	Less than HS	2.7%	23.4%	50.4%	20.3%	3.2%	63
	HS or some coll	9.4%	28.3%	46.4%	13.6%	2.3%	749
	BA +	8.1%	30.3%	50.2%	10.2%	1.1%	415
Race*	White	8.0%	28.2%	49.0%	12.8%	2.0%	1130
	American Indian	16.4%	36.9%	33.6%	11.3%	1.8%	79
Years in Montana	0 - 4 yrs	10.5%	22.2%	47.7%	12.6%	6.9%	104
	5 - 9 yrs	7.0%	30.9%	40.4%	19.9%	1.8%	84
	10 - 19 yrs	13.1%	26.9%	51.8%	7.6%	.7%	187
	20 + yrs	7.4%	29.6%	47.7%	13.4%	1.7%	864

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C1. How would you grade MDT's overall performance during the past year, since April 2005?						
		F	D	C	B	A	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		1.6%	3.3%	32.3%	51.3%	7.4%	4.0%	1251
Sex of respondent*	Male	2.5%	2.0%	27.9%	56.7%	8.6%	2.3%	615
	Female	.9%	4.6%	36.5%	46.1%	6.2%	5.7%	636
Age	18 – 29	3.9%	4.0%	32.8%	52.0%	5.8%	1.5%	257
	30 – 44	1.3%	2.1%	30.0%	58.7%	5.0%	2.8%	389
	45 – 59	1.3%	3.9%	36.1%	47.4%	7.7%	3.6%	309
	60 +	.5%	3.9%	30.7%	45.0%	11.6%	8.2%	296
	MDT District	District 1	2.7%	6.7%	32.7%	47.6%	5.6%	4.7%
	District 2	4.2%	1.5%	28.0%	56.0%	7.8%	2.5%	233
	District 3	.3%	2.2%	34.4%	53.3%	5.7%	4.1%	277
	District 4	.0%	2.8%	40.1%	40.7%	13.7%	2.7%	101
	District 5	.0%	1.5%	30.2%	54.4%	9.1%	4.8%	262
2005 HH income	75k +	1.2%	2.1%	34.0%	54.6%	5.6%	2.4%	250
	50k – 74k	.0%	1.1%	28.6%	58.9%	7.2%	4.2%	233
	35k – 74k	.7%	7.5%	34.5%	50.0%	6.5%	.9%	228
	20k – 34k	2.4%	2.9%	35.4%	48.8%	7.6%	3.0%	200
	< 20k	3.6%	4.1%	30.6%	47.2%	8.5%	6.0%	186
Education attainment	Less than HS	.0%	.9%	36.0%	51.8%	8.2%	3.1%	63
	HS or some coll	1.8%	4.1%	35.6%	46.5%	8.3%	3.7%	749
	BA +	1.2%	2.5%	26.1%	59.5%	6.1%	4.5%	415
Race	White	1.7%	2.8%	32.1%	51.9%	7.6%	3.9%	1133
	American Indian	1.8%	9.8%	38.2%	40.4%	5.4%	4.3%	79
Years in Montana	0 – 4 yrs	.0%	3.8%	20.2%	55.0%	7.5%	13.6%	104
	5 – 9 yrs	2.3%	.8%	31.3%	51.1%	13.6%	.9%	84
	10 – 19 yrs	1.9%	5.6%	30.8%	53.9%	5.8%	2.0%	187
	20 + yrs	1.7%	3.1%	34.3%	50.3%	7.2%	3.4%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C2. What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?						
		F	D	C	B	A	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		4.6%	10.7%	33.4%	33.1%	13.0%	5.2%	1249
Sex of respondent	Male	6.4%	9.0%	32.9%	32.5%	15.1%	4.1%	615
	Female	2.8%	12.4%	33.8%	33.7%	11.0%	6.2%	634
Age	18 – 29	6.0%	13.7%	33.1%	28.8%	14.2%	4.0%	257
	30 – 44	4.1%	11.3%	34.5%	33.3%	12.9%	3.8%	387
	45 – 59	4.4%	10.9%	36.3%	32.2%	11.8%	4.4%	309
	60 +	4.2%	7.2%	29.0%	37.4%	13.5%	8.7%	295
MDT District	District 1	5.4%	12.0%	31.0%	34.0%	12.0%	5.6%	377
	District 2	4.2%	9.6%	38.1%	31.4%	13.8%	2.9%	233
	District 3	3.8%	9.6%	32.7%	35.7%	11.9%	6.3%	277
	District 4	9.0%	10.3%	30.3%	33.6%	14.1%	2.6%	101
	District 5	2.9%	11.3%	34.4%	30.3%	14.6%	6.4%	262
2005 HH income	75k +	3.3%	11.3%	32.6%	37.2%	12.5%	3.1%	250
	50k – 74k	3.4%	12.8%	37.4%	30.9%	11.3%	4.3%	233
	35k – 74k	5.6%	11.9%	31.7%	35.8%	12.2%	2.7%	226
	20k – 34k	7.0%	8.6%	30.5%	32.3%	15.1%	6.6%	200
Education attainment	< 20k	5.2%	8.3%	33.1%	28.7%	16.3%	8.4%	186
	Less than HS	2.9%	11.8%	22.9%	29.3%	18.1%	15.0%	63
	HS or some coll	5.7%	11.6%	31.9%	33.4%	12.5%	4.9%	749
	BA +	2.6%	9.6%	37.7%	32.9%	13.4%	3.8%	414
Race*	White	4.4%	10.4%	33.6%	34.2%	12.7%	4.7%	1130
	American Indian	8.6%	17.6%	29.9%	21.7%	17.2%	5.0%	79
Years in Montana	0 – 4 yrs	.6%	6.5%	32.1%	34.6%	17.6%	8.6%	104
	5 – 9 yrs	4.9%	14.4%	24.6%	30.1%	17.4%	8.7%	84
	10 – 19 yrs	5.9%	14.8%	33.0%	29.3%	11.4%	5.5%	187
	20 + yrs	4.8%	10.1%	34.4%	34.2%	12.4%	4.2%	865

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C3. What grade would you give MDT on its public notification process about construction projects in your area?						Total Count
		F	D	C	B	A	DK	
		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	
All		4.3%	12.5%	27.1%	35.1%	15.9%	5.2%	1250
Sex of respondent	Male	4.8%	13.3%	26.8%	34.5%	17.0%	3.5%	615
	Female	3.7%	11.7%	27.3%	35.7%	14.8%	6.8%	635
Age*	18 – 29	8.3%	19.2%	28.2%	26.0%	13.3%	5.0%	257
	30 – 44	3.2%	12.6%	26.9%	38.8%	15.2%	3.4%	389
	45 – 59	3.5%	12.8%	28.5%	33.9%	16.1%	5.1%	308
	60 +	2.8%	6.3%	24.8%	39.5%	18.8%	7.8%	296
	MDT District	District 1	2.4%	16.0%	27.0%	36.6%	14.4%	3.7%
	District 2	4.4%	14.8%	29.0%	31.2%	17.0%	3.6%	233
	District 3	4.6%	10.3%	27.4%	36.2%	15.9%	5.6%	277
	District 4	10.0%	9.4%	22.2%	32.5%	19.1%	6.8%	101
	District 5	4.2%	9.0%	26.9%	36.4%	15.7%	7.9%	262
2005 HH income	75k +	3.9%	10.9%	26.0%	40.5%	17.6%	1.1%	250
	50k – 74k	3.4%	13.0%	31.1%	32.7%	11.5%	8.4%	233
	35k – 74k	3.1%	14.9%	26.6%	39.3%	14.5%	1.6%	227
	20k – 34k	8.4%	11.7%	28.0%	28.5%	19.1%	4.3%	200
	< 20k	2.5%	12.5%	25.0%	36.7%	17.5%	5.8%	186
Education attainment	Less than HS	1.3%	2.0%	20.8%	45.6%	20.5%	9.7%	63
	HS or some coll	4.8%	13.0%	27.0%	34.7%	15.8%	4.8%	749
	BA +	3.3%	13.8%	27.8%	34.4%	15.9%	4.7%	414
Race	White	4.3%	12.5%	26.7%	35.4%	16.3%	4.8%	1131
	American Indian	5.0%	16.4%	28.2%	36.3%	10.0%	4.1%	79
Years in Montana	0 – 4 yrs	3.2%	13.5%	27.0%	23.7%	21.8%	10.9%	104
	5 – 9 yrs	7.1%	12.3%	26.7%	26.5%	18.7%	8.7%	84
	10 – 19 yrs	3.7%	18.0%	30.5%	33.0%	12.5%	2.4%	186
	20 + yrs	4.2%	11.3%	26.4%	37.8%	15.7%	4.6%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C4. What grade would you give MDT on minimizing inconvenience caused by construction or maintenance projects?						
		F	D	C	B	A	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		2.5%	8.6%	35.3%	40.6%	7.5%	5.5%	1250
Sex of respondent	Male	2.3%	9.1%	34.1%	41.6%	7.8%	5.0%	615
	Female	2.6%	8.2%	36.3%	39.6%	7.3%	5.9%	635
Age	18 - 29	2.6%	6.4%	36.0%	42.2%	4.8%	8.0%	257
	30 - 44	3.2%	11.4%	35.1%	41.2%	6.5%	2.6%	389
	45 - 59	2.4%	9.6%	37.2%	37.7%	9.1%	4.0%	308
	60 +	1.6%	6.0%	32.7%	41.5%	9.7%	8.5%	296
MDT District	District 1	2.6%	9.0%	34.7%	41.5%	6.6%	5.6%	377
	District 2	6.6%	12.5%	30.1%	41.2%	6.6%	3.1%	233
	District 3	1.2%	6.9%	32.9%	42.7%	9.4%	7.0%	277
	District 4	1.4%	7.3%	40.3%	39.7%	5.4%	6.0%	101
	District 5	.5%	7.2%	41.2%	36.9%	8.7%	5.6%	262
2005 HH income	75k +	2.3%	10.2%	37.0%	41.6%	8.9%	.0%	250
	50k - 74k	1.5%	12.3%	30.8%	44.7%	5.1%	5.6%	233
	35k - 74k	2.7%	8.6%	34.3%	41.8%	7.6%	5.1%	228
	20k - 34k	4.3%	7.2%	38.4%	37.9%	7.8%	4.4%	200
Education attainment	< 20k	2.2%	4.2%	35.9%	40.7%	8.3%	8.6%	185
	Less than HS	2.8%	2.0%	40.5%	38.3%	5.3%	11.1%	62
	HS or some coll	2.4%	8.6%	36.8%	39.0%	7.6%	5.6%	749
	BA +	2.2%	10.2%	32.4%	43.3%	8.0%	3.8%	415
Race*	White	2.2%	9.0%	35.2%	41.2%	7.5%	4.8%	1131
	American Indian	7.4%	5.0%	41.5%	29.9%	6.8%	9.5%	79
Years in Montana*	0 - 4 yrs	1.9%	10.0%	28.5%	43.7%	7.0%	8.8%	104
	5 - 9 yrs	2.9%	4.0%	30.0%	41.8%	12.6%	8.7%	84
	10 - 19 yrs	5.4%	8.8%	41.4%	35.7%	3.4%	5.3%	186
	20 + yrs	1.9%	9.0%	35.3%	41.2%	8.0%	4.6%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C5. Overall, what grade would you give MDT on the convenience of travel through construction zones?						
		F	D	C	B	A	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		2.1%	5.9%	32.6%	44.8%	12.4%	2.2%	1250
Sex of respondent	Male	2.3%	6.2%	33.5%	44.5%	11.7%	1.8%	614
	Female	1.9%	5.7%	31.7%	45.0%	12.9%	2.7%	636
Age*	18 - 29	2.2%	7.2%	37.2%	37.6%	12.2%	3.5%	257
	30 - 44	2.6%	6.2%	26.6%	51.8%	11.6%	1.2%	389
	45 - 59	2.4%	5.0%	40.0%	41.9%	9.8%	.9%	309
	60 +	.9%	5.4%	28.8%	44.7%	16.2%	3.9%	295
	MDT District*	District 1	2.3%	7.7%	32.5%	45.9%	8.5%	3.0%
	District 2	4.5%	2.4%	41.3%	40.3%	10.5%	1.2%	233
	District 3	.9%	6.7%	28.5%	47.0%	14.4%	2.4%	275
	District 4	2.0%	4.8%	31.6%	46.4%	15.2%	.0%	101
	District 5	.9%	6.0%	29.8%	44.1%	16.2%	2.8%	262
2005 HH income*	75k +	2.5%	7.2%	31.7%	48.2%	10.4%	.0%	250
	50k - 74k	.6%	6.2%	27.9%	54.1%	8.5%	2.6%	233
	35k - 74k	2.6%	7.7%	35.2%	40.9%	12.8%	.9%	228
	20k - 34k	3.0%	3.1%	40.6%	38.1%	13.6%	1.7%	200
	< 20k	2.3%	6.8%	30.5%	41.9%	15.3%	3.2%	185
Education attainment	Less than HS	3.7%	2.8%	26.0%	45.7%	14.1%	7.7%	63
	HS or some coll	1.9%	7.1%	33.1%	42.5%	13.0%	2.3%	749
	BA +	1.8%	4.6%	33.6%	47.7%	11.4%	.8%	415
Race	White	1.9%	6.1%	33.1%	45.3%	11.9%	1.8%	1132
	American Indian	5.7%	6.2%	31.8%	37.2%	16.5%	2.6%	79
Years in Montana	0 - 4 yrs	2.0%	5.3%	31.7%	37.0%	15.2%	8.8%	104
	5 - 9 yrs	1.3%	9.1%	22.6%	48.1%	13.8%	5.0%	84
	10 - 19 yrs	2.3%	5.2%	43.5%	39.0%	7.9%	2.1%	187
	20 + yrs	2.2%	5.9%	31.4%	46.6%	12.9%	1.0%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C6. What grade would you give MDT on providing and marking detours through construction zones?						
		F	D	C	B	A	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		.9%	5.0%	23.4%	47.1%	20.5%	3.1%	1249
Sex of respondent	Male	.7%	3.7%	23.5%	46.2%	22.8%	3.1%	613
	Female	1.1%	6.3%	23.2%	48.1%	18.2%	3.1%	636
Age	18 - 29	.0%	6.0%	26.5%	37.3%	27.9%	2.2%	257
	30 - 44	1.8%	4.6%	19.4%	52.6%	19.6%	2.0%	389
	45 - 59	.5%	5.1%	27.0%	48.6%	16.0%	2.9%	309
	60 +	.9%	4.4%	22.1%	47.0%	20.0%	5.6%	295
MDT District	District 1	1.6%	6.2%	25.6%	49.8%	15.0%	1.9%	378
	District 2	1.0%	6.9%	22.7%	48.1%	17.6%	3.7%	233
	District 3	.5%	3.2%	23.0%	45.1%	25.1%	3.2%	275
	District 4	.0%	5.0%	19.1%	45.3%	27.2%	3.3%	101
	District 5	.5%	3.5%	22.9%	45.4%	23.6%	4.1%	262
2005 HH income	75k +	.8%	5.4%	25.2%	47.6%	19.9%	1.2%	250
	50k - 74k	.7%	3.1%	17.6%	57.0%	15.9%	5.7%	233
	35k - 74k	1.2%	5.5%	26.4%	47.4%	17.7%	1.8%	227
	20k - 34k	.7%	7.2%	21.9%	44.3%	23.3%	2.6%	200
Education attainment	< 20k	.7%	4.6%	28.2%	38.6%	25.7%	2.2%	185
	Less than HS	.0%	2.9%	18.4%	39.2%	30.7%	8.7%	63
	HS or some coll	.7%	5.0%	23.7%	47.6%	20.3%	2.8%	749
Race	BA +	.8%	5.6%	24.2%	47.2%	19.9%	2.4%	414
	White	.8%	4.7%	23.1%	48.0%	20.6%	2.8%	1131
Years in Montana	American Indian	2.5%	7.7%	30.4%	36.0%	20.8%	2.6%	79
	0 - 4 yrs	1.3%	9.4%	21.1%	31.0%	26.2%	10.9%	104
	5 - 9 yrs	.0%	4.9%	17.7%	51.6%	21.7%	4.2%	84
	10 - 19 yrs	.4%	6.2%	24.6%	46.2%	20.5%	2.1%	187
	20 + yrs	1.0%	4.3%	23.9%	48.9%	19.8%	2.1%	866

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C7a. Warning signs for construction zones are appropriate.			
		Agree	Disagree	DK	Total
		Row N %	Row N %	Row N %	Count
All		93.7%	5.3%	1.0%	1246
Sex of respondent	Male	94.1%	5.4%	.4%	611
	Female	93.3%	5.3%	1.5%	635
Age	18 – 29	97.8%	1.7%	.5%	257
	30 – 44	92.8%	6.0%	1.2%	385
	45 – 59	94.1%	5.9%	.0%	309
	60 +	90.8%	7.2%	2.0%	295
	MDT District	District 1	93.1%	6.2%	.7%
	District 2	91.2%	8.2%	.6%	229
	District 3	95.4%	3.2%	1.4%	276
	District 4	96.8%	3.2%	.0%	100
	District 5	93.7%	4.7%	1.5%	262
2005 HH income	75k +	93.2%	6.8%	.0%	250
	50k – 74k	96.7%	3.3%	.0%	229
	35k – 74k	94.9%	4.5%	.6%	228
	20k – 34k	93.3%	5.4%	1.3%	200
	< 20k	93.0%	6.3%	.7%	186
Education attainment	Less than HS	90.8%	8.2%	1.0%	63
	HS or some coll	93.9%	5.0%	1.2%	744
	BA +	94.7%	5.2%	.2%	415
Race	White	94.2%	5.0%	.8%	1128
	American Indian	88.9%	9.3%	1.8%	79
Years in Montana	0 – 4 yrs	92.4%	1.2%	6.4%	104
	5 – 9 yrs	92.8%	7.2%	.0%	84
	10 – 19 yrs	95.1%	4.5%	.3%	187
	20 + yrs	93.6%	5.9%	.5%	862

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C7b. Travel lanes in construction zones are clearly marked.			
		Agree	Disagree	DK	Total
		Row N %	Row N %	Row N %	Count
All		79.6%	19.1%	1.3%	1251
Sex of respondent*	Male	83.3%	16.3%	.4%	615
	Female	76.1%	21.7%	2.2%	636
Age*	18 – 29	82.9%	15.7%	1.4%	257
	30 – 44	76.6%	22.2%	1.2%	389
	45 – 59	76.7%	22.5%	.8%	309
	60 +	83.9%	14.3%	1.8%	295
MDT District*	District 1	77.9%	20.1%	2.0%	379
	District 2	76.0%	23.1%	.9%	233
	District 3	81.0%	18.1%	.9%	276
	District 4	75.1%	24.1%	.8%	101
	District 5	85.7%	13.0%	1.3%	262
2005 HH income	75k +	79.5%	20.5%	.0%	250
	50k – 74k	83.4%	15.1%	1.6%	233
	35k – 74k	78.1%	21.3%	.6%	228
	20k – 34k	75.0%	24.0%	1.0%	200
Education attainment	< 20k	84.2%	13.1%	2.6%	186
	Less than HS	88.4%	11.6%	.0%	63
	HS or some coll	79.0%	19.5%	1.6%	749
	BA +	80.1%	19.3%	.7%	415
Race	White	80.6%	18.4%	1.0%	1133
	American Indian	66.9%	28.3%	4.8%	79
Years in Montana	0 – 4 yrs	85.7%	7.3%	7.0%	104
	5 – 9 yrs	82.7%	15.6%	1.8%	84
	10 – 19 yrs	84.4%	15.6%	.0%	187
	20 + yrs	77.9%	21.3%	.8%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C7c. Speed limits in construction zones are clearly marked.			
		Agree	Disagree	DK	Total
		Row N %	Row N %	Row N %	Count
All		86.3%	12.7%	1.0%	1249
Sex of respondent	Male	86.8%	12.7%	.5%	613
	Female	85.8%	12.7%	1.5%	636
Age*	18 - 29	86.9%	12.6%	.5%	257
	30 - 44	81.0%	17.9%	1.2%	387
	45 - 59	87.3%	12.3%	.4%	309
	60 +	91.8%	6.3%	1.9%	295
MDT District	District 1	85.5%	13.4%	1.2%	379
	District 2	88.2%	11.5%	.3%	233
	District 3	82.5%	16.3%	1.2%	276
	District 4	87.9%	12.1%	.0%	101
	District 5	89.1%	9.1%	1.8%	261
2005 HH income*	75k +	82.9%	17.1%	.0%	249
	50k - 74k	86.3%	13.5%	.3%	233
	35k - 74k	82.2%	17.2%	.6%	228
	20k - 34k	90.0%	8.4%	1.6%	200
Education attainment	< 20k	89.9%	8.7%	1.4%	186
	Less than HS	95.1%	4.9%	.0%	63
	HS or some coll	85.3%	13.4%	1.3%	748
	BA +	87.4%	12.3%	.3%	415
Race	White	86.6%	12.5%	.8%	1131
	American Indian	80.6%	17.6%	1.8%	79
Years in Montana	0 - 4 yrs	71.6%	21.4%	7.0%	104
	5 - 9 yrs	86.7%	11.9%	1.4%	84
	10 - 19 yrs	90.2%	9.8%	.0%	187
	20 + yrs	87.3%	12.3%	.4%	866

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C7d. Signs in construction zones are easy to read and understand.			
		Agree	Disagree	DK	Total
		Row N %	Row N %	Row N %	Count
All		84.6%	14.2%	1.1%	1249
Sex of respondent*	Male	88.1%	11.1%	.8%	614
	Female	81.3%	17.2%	1.5%	635
Age	18 - 29	81.2%	18.3%	.5%	257
	30 - 44	84.9%	13.7%	1.5%	389
	45 - 59	84.5%	15.3%	.2%	309
	60 +	87.5%	10.2%	2.2%	294
MDT District	District 1	84.9%	14.4%	.7%	378
	District 2	83.4%	16.1%	.5%	233
	District 3	85.7%	12.9%	1.4%	276
	District 4	88.5%	9.2%	2.3%	101
	District 5	82.7%	15.7%	1.6%	262
2005 HH income*	75k +	80.4%	19.6%	.0%	250
	50k - 74k	85.9%	14.1%	.0%	233
	35k - 74k	87.4%	11.7%	.9%	227
	20k - 34k	80.8%	17.6%	1.7%	200
	< 20k	90.0%	8.0%	2.0%	186
Education attainment	Less than HS	94.4%	5.6%	.0%	63
	HS or some coll	85.0%	13.7%	1.4%	749
	BA +	83.0%	16.5%	.5%	414
Race	White	85.7%	13.6%	.8%	1131
	American Indian	72.5%	22.8%	4.7%	79
Years in Montana	0 - 4 yrs	79.2%	13.8%	7.0%	104
	5 - 9 yrs	86.5%	13.5%	.0%	84
	10 - 19 yrs	81.9%	18.1%	.0%	187
	20 + yrs	86.0%	13.3%	.7%	866

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C7e. Delays associated with construction are short.			
		Agree	Disagree	DK	Total
		Row N %	Row N %	Row N %	Count
All		58.6%	38.1%	3.3%	1250
Sex of respondent*	Male	63.3%	34.2%	2.6%	614
	Female	54.1%	41.8%	4.1%	636
Age*	18 - 29	48.6%	50.9%	.5%	257
	30 - 44	57.9%	38.4%	3.7%	389
	45 - 59	58.0%	39.7%	2.3%	309
	60 +	68.9%	24.8%	6.3%	295
	MDT District*	District 1	55.1%	41.9%	3.0%
	District 2	57.8%	38.8%	3.4%	233
	District 3	55.5%	41.3%	3.1%	276
	District 4	51.5%	43.4%	5.1%	101
	District 5	70.4%	26.3%	3.3%	262
2005 HH income	75k +	56.2%	41.4%	2.4%	250
	50k - 74k	63.0%	35.7%	1.2%	233
	35k - 74k	55.2%	41.8%	3.0%	228
	20k - 34k	53.6%	43.6%	2.7%	200
	< 20k	64.3%	33.3%	2.4%	186
Education attainment	Less than HS	67.4%	29.5%	3.1%	63
	HS or some coll	56.5%	40.4%	3.1%	749
	BA +	60.5%	37.1%	2.4%	414
Race	White	59.3%	37.6%	3.1%	1132
	American Indian	43.0%	53.8%	3.2%	79
Years in Montana	0 - 4 yrs	61.1%	30.6%	8.3%	103
	5 - 9 yrs	63.8%	36.2%	.0%	84
	10 - 19 yrs	50.1%	45.9%	4.0%	187
	20 + yrs	59.7%	37.5%	2.8%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		Zone safe. I feel safe when I drive through a road construction zone.			
		Agree	Disagree	DK	Total
		Row N %	Row N %	Row N %	Count
All		82.6%	15.5%	1.9%	1249
Sex of respondent*	Male	86.8%	12.2%	.9%	614
	Female	78.6%	18.6%	2.8%	635
Age	18 - 29	81.0%	17.6%	1.4%	257
	30 - 44	83.7%	14.5%	1.8%	389
	45 - 59	80.7%	18.3%	1.1%	309
	60 +	84.7%	12.0%	3.3%	294
MDT District	District 1	83.9%	15.1%	1.1%	378
	District 2	75.1%	22.1%	2.8%	233
	District 3	84.2%	14.0%	1.8%	275
	District 4	84.6%	14.7%	.6%	101
	District 5	85.0%	12.1%	2.9%	262
2005 HH income	75k +	86.0%	11.5%	2.6%	250
	50k - 74k	84.3%	15.7%	.0%	233
	35k - 74k	82.4%	16.5%	1.1%	228
	20k - 34k	83.2%	15.7%	1.0%	200
Education attainment	< 20k	80.5%	17.3%	2.3%	185
	Less than HS	91.6%	7.1%	1.3%	63
	HS or some coll	80.6%	17.2%	2.2%	748
	BA +	85.4%	13.6%	1.0%	415
Race	White	83.7%	14.6%	1.7%	1131
	American Indian	71.7%	26.5%	1.8%	79
Years in Montana	0 - 4 yrs	78.2%	14.3%	7.6%	104
	5 - 9 yrs	82.3%	17.7%	.0%	84
	10 - 19 yrs	76.8%	20.3%	2.9%	187
	20 + yrs	84.8%	14.2%	1.0%	866

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C7f. Safety is more important than convenience when traveling through construction zones.			
		Agree	Disagree	DK	Total
		Row N %	Row N %	Row N %	Count
All		97.3%	1.7%	.9%	1248
Sex of respondent*	Male	96.1%	3.0%	1.0%	612
	Female	98.6%	.5%	.9%	636
Age	18 - 29	95.6%	3.9%	.5%	257
	30 - 44	97.6%	1.9%	.5%	387
	45 - 59	98.4%	.5%	1.1%	309
	60 +	97.4%	.9%	1.7%	295
	MDT District	District 1	96.5%	2.9%	.7%
	District 2	96.8%	2.3%	.8%	233
	District 3	97.8%	.9%	1.2%	275
	District 4	97.0%	2.3%	.7%	101
	District 5	98.6%	.2%	1.2%	262
2005 HH income	75k +	96.3%	3.0%	.8%	249
	50k - 74k	97.5%	1.9%	.6%	233
	35k - 74k	98.3%	1.1%	.6%	228
	20k - 34k	99.4%	.0%	.6%	200
	< 20k	97.8%	1.9%	.3%	185
Education attainment	Less than HS	97.9%	1.1%	.9%	63
	HS or some coll	97.5%	1.7%	.8%	749
	BA +	97.8%	1.4%	.8%	413
Race	White	97.4%	1.8%	.9%	1130
	American Indian	98.2%	1.8%	.0%	79
Years in Montana	0 - 4 yrs	87.7%	6.6%	5.6%	104
	5 - 9 yrs	100.0%	.0%	.0%	83
	10 - 19 yrs	96.9%	2.4%	.7%	186
	20 + yrs	98.4%	1.2%	.5%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		C7g. MDT does its best to incorporate beautification projects when planning transportation projects.			
		Agree	Disagree	DK	Total
		Row N %	Row N %	Row N %	Count
All		68.2%	13.5%	18.3%	1244
Sex of respondent	Male	69.2%	14.8%	16.1%	611
	Female	67.1%	12.4%	20.5%	633
Age	18 - 29	75.6%	14.3%	10.1%	254
	30 - 44	66.4%	14.2%	19.4%	389
	45 - 59	63.4%	15.1%	21.5%	308
	60 +	69.0%	10.5%	20.5%	293
MDT District	District 1	69.6%	12.9%	17.5%	379
	District 2	62.1%	13.7%	24.2%	232
	District 3	71.4%	13.6%	14.9%	271
	District 4	63.8%	16.7%	19.6%	100
	District 5	69.8%	12.9%	17.3%	262
2005 HH income*	75k +	64.9%	16.0%	19.2%	250
	50k - 74k	61.5%	18.4%	20.1%	233
	35k - 74k	74.5%	11.0%	14.6%	227
	20k - 34k	72.9%	11.7%	15.4%	198
	< 20k	70.5%	10.3%	19.2%	183
Education attainment*	Less than HS	78.7%	4.5%	16.8%	63
	HS or some coll	71.6%	12.9%	15.5%	743
	BA +	60.0%	16.1%	23.9%	415
Race	White	68.0%	13.6%	18.4%	1131
	American Indian	63.8%	15.8%	20.4%	75
Years in Montana	0 - 4 yrs	60.5%	12.7%	26.8%	104
	5 - 9 yrs	61.7%	15.4%	22.8%	84
	10 - 19 yrs	67.4%	12.0%	20.6%	186
	20 + yrs	69.8%	13.8%	16.4%	862

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		Delay. Think now about road construction delays that you have experienced over the last year, that is, since April 2005, in the part of the state where you live. All things considered, do you think those road construction delays were?			
		Acceptable given the circumstances	Too long given the circumstances	DK	Total
		Row N %	Row N %	Row N %	Count
All		78.0%	16.9%	5.1%	1249
Sex of respondent	Male	79.2%	16.2%	4.6%	614
	Female	76.8%	17.6%	5.6%	635
Age*	18 - 29	73.4%	23.2%	3.5%	257
	30 - 44	81.5%	14.3%	4.2%	389
	45 - 59	78.1%	19.3%	2.7%	309
	60 +	77.2%	12.4%	10.4%	294
MDT District	District 1	79.4%	16.4%	4.3%	379
	District 2	78.8%	16.4%	4.8%	233
	District 3	73.0%	18.9%	8.1%	276
	District 4	79.2%	18.2%	2.6%	99
	District 5	80.0%	15.6%	4.4%	262
2005 HH income	75k +	78.3%	20.6%	1.1%	250
	50k - 74k	83.4%	11.4%	5.3%	233
	35k - 74k	75.6%	18.1%	6.3%	228
	20k - 34k	74.9%	21.1%	4.0%	200
Education attainment*	< 20k	80.4%	12.3%	7.2%	186
	Less than HS	64.1%	21.8%	14.1%	63
	HS or some coll	76.5%	18.5%	5.0%	749
	BA +	83.6%	12.9%	3.6%	415
Race	White	79.5%	15.9%	4.6%	1132
	American Indian	64.3%	31.2%	4.5%	79
Years in Montana	0 - 4 yrs	70.9%	16.8%	12.4%	104
	5 - 9 yrs	75.4%	19.6%	5.0%	84
	10 - 19 yrs	78.4%	19.1%	2.4%	187
	20 + yrs	79.3%	16.0%	4.7%	866

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		New roads. When you last drove on a newly constructed stretch of road in Montana, did you find the smoothness of the road to be?					
		Much worse than the old road	Somewhat worse than the old road	Somewhat improved over the old road	Much improved over the old road	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		1.6%	2.8%	34.8%	56.9%	3.9%	1243
Sex of respondent	Male	1.4%	3.0%	33.6%	58.8%	3.2%	613
	Female	1.7%	2.6%	35.9%	55.1%	4.6%	630
Age	18 - 29	.9%	4.1%	37.3%	54.5%	3.1%	257
	30 - 44	2.6%	4.1%	34.2%	56.9%	2.2%	383
	45 - 59	.8%	1.4%	33.5%	58.9%	5.3%	309
	60 +	1.6%	1.5%	34.6%	56.9%	5.4%	294
MDT District	District 1	.9%	3.4%	33.9%	57.0%	4.7%	372
	District 2	2.4%	3.4%	37.6%	53.3%	3.2%	232
	District 3	.2%	1.5%	35.6%	59.0%	3.7%	276
	District 4	7.9%	6.0%	28.7%	54.0%	3.4%	100
	District 5	.8%	1.7%	34.9%	58.9%	3.7%	262
2005 HH income	75k +	1.4%	2.5%	35.4%	58.5%	2.1%	249
	50k - 74k	.9%	4.2%	33.3%	59.3%	2.2%	233
	35k - 74k	.6%	3.1%	40.6%	52.1%	3.6%	226
	20k - 34k	1.9%	3.0%	33.2%	59.0%	2.8%	200
Education attainment	< 20k	2.5%	1.3%	34.5%	54.4%	7.3%	186
	Less than HS	.0%	2.2%	28.9%	67.5%	1.3%	63
	HS or some coll	2.1%	2.3%	33.8%	57.8%	4.0%	745
	BA +	.5%	4.0%	37.7%	53.9%	4.0%	414
Race	White	1.5%	2.8%	35.2%	56.8%	3.6%	1126
	American Indian	3.4%	.9%	33.4%	56.7%	5.7%	79
Years in Montana	0 - 4 yrs	.0%	7.8%	38.4%	36.2%	17.6%	104
	5 - 9 yrs	.0%	2.1%	26.7%	70.4%	.8%	83
	10 - 19 yrs	.4%	2.9%	44.5%	49.1%	3.1%	187
	20 + yrs	2.2%	2.3%	32.8%	60.1%	2.6%	861

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		Bridge ends. Can you recall whether the ride at the end of a bridge has improved or not?				
		The ride has improved	The ride has not improved	Some improved and some did not	DK	Total
		Row N %	Row N %	Row N %	Row N %	Count
All		45.9%	27.5%	1.8%	24.7%	1247
Sex of respondent	Male	48.0%	29.2%	1.9%	20.9%	615
	Female	43.9%	25.9%	1.8%	28.4%	632
Age	18 - 29	46.5%	29.5%	.5%	23.5%	257
	30 - 44	45.7%	26.7%	.9%	26.7%	385
	45 - 59	45.0%	31.0%	2.4%	21.6%	309
	60 +	46.7%	23.3%	3.6%	26.4%	295
	MDT District	District 1	44.7%	25.0%	2.1%	28.1%
	District 2	46.7%	28.8%	2.0%	22.5%	233
	District 3	43.9%	28.8%	1.6%	25.7%	276
	District 4	57.9%	27.6%	.7%	13.9%	100
	District 5	44.4%	28.7%	2.0%	24.9%	262
2005 HH income	75k +	50.6%	24.4%	1.3%	23.7%	249
	50k - 74k	43.1%	27.9%	1.4%	27.6%	233
	35k - 74k	50.5%	19.4%	2.2%	27.9%	228
	20k - 34k	41.2%	36.6%	.7%	21.5%	200
	< 20k	47.4%	27.3%	3.6%	21.6%	186
Education attainment	Less than HS	38.7%	31.7%	2.2%	27.4%	63
	HS or some coll	50.1%	27.9%	2.5%	19.5%	748
	BA +	39.2%	25.9%	.7%	34.1%	415
Race	White	45.3%	27.7%	2.0%	24.9%	1129
	American Indian	54.7%	28.9%	.0%	16.4%	79
Years in Montana	0 - 4 yrs	26.6%	22.9%	.8%	49.7%	104
	5 - 9 yrs	47.0%	30.0%	.0%	23.0%	84
	10 - 19 yrs	45.2%	27.4%	1.7%	25.7%	187
	20 + yrs	48.1%	28.1%	2.2%	21.7%	863

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		Electronic signs. How likely are you, yourself, to read MDT's large, electronic road signs when you pass them?					
		Very unlikely	Somewhat unlikely	Somewhat likely	Very likely	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		1.0%	1.4%	8.6%	87.7%	1.2%	1248
Sex of respondent	Male	1.3%	2.3%	8.6%	86.5%	1.2%	614
	Female	.6%	.6%	8.7%	88.9%	1.2%	635
Age	18 - 29	.5%	2.2%	11.3%	84.0%	1.9%	257
	30 - 44	.5%	1.8%	7.7%	90.0%	.0%	389
	45 - 59	1.6%	.4%	7.8%	89.7%	.4%	309
	60 +	1.4%	1.3%	8.4%	85.9%	3.1%	294
	MDT District	District 1	1.3%	.7%	6.8%	90.1%	1.2%
	District 2	.3%	3.4%	7.7%	88.3%	.3%	232
	District 3	1.7%	1.9%	10.0%	85.0%	1.5%	276
	District 4	.7%	.7%	8.7%	87.6%	2.4%	100
	District 5	.6%	.5%	10.6%	86.8%	1.5%	262
2005 HH income	75k +	1.1%	2.6%	6.7%	89.3%	.2%	250
	50k - 74k	1.1%	.6%	6.6%	91.7%	.0%	233
	35k - 74k	.7%	.5%	9.8%	87.8%	1.1%	228
	20k - 34k	.9%	1.7%	10.4%	86.7%	.3%	200
	< 20k	1.9%	2.5%	7.1%	85.9%	2.7%	186
Education attainment	Less than HS	2.0%	.0%	5.7%	90.1%	2.1%	63
	HS or some coll	1.0%	1.9%	8.5%	87.4%	1.3%	749
	BA +	.8%	.9%	8.7%	89.3%	.3%	414
Race*	White	1.0%	1.3%	7.7%	88.8%	1.1%	1131
	American Indian	.9%	3.3%	22.2%	73.6%	.0%	79
Years in Montana	0 - 4 yrs	.0%	.0%	4.5%	92.4%	3.1%	104
	5 - 9 yrs	.0%	.0%	8.8%	91.2%	.0%	84
	10 - 19 yrs	.0%	1.4%	10.2%	87.7%	.7%	187
	20 + yrs	1.4%	1.8%	8.5%	87.2%	1.1%	866

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		Usigns. How useful are MDT's large, electronic road signs to you, personally?					
		Not at all useful	Not very useful	Somewhat useful	Very useful	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		1.6%	2.9%	25.3%	67.9%	2.2%	1249
Sex of respondent*	Male	2.4%	3.4%	30.3%	61.9%	2.0%	613
	Female	.8%	2.5%	20.5%	73.8%	2.4%	635
Age*	18 - 29	.5%	1.2%	39.5%	56.0%	2.7%	257
	30 - 44	1.6%	3.4%	23.0%	70.5%	1.5%	387
	45 - 59	2.6%	5.0%	21.2%	69.4%	1.9%	309
	60 +	1.5%	1.6%	20.3%	73.4%	3.2%	295
	MDT District*	District 1	1.2%	2.0%	22.9%	71.9%	1.9%
	District 2	3.7%	5.1%	32.3%	57.2%	1.6%	233
	District 3	1.0%	4.2%	24.7%	67.5%	2.5%	276
	District 4	.7%	1.4%	27.6%	65.0%	5.3%	99
	District 5	1.2%	1.5%	22.2%	73.2%	1.8%	262
2005 HH income	75k +	3.0%	5.5%	24.6%	65.6%	1.2%	249
	50k - 74k	.8%	4.9%	27.3%	66.8%	.2%	233
	35k - 74k	1.6%	1.5%	31.2%	64.7%	.9%	228
	20k - 34k	.9%	1.0%	19.5%	76.3%	2.3%	200
	< 20k	1.5%	1.0%	25.6%	65.7%	6.2%	186
Education attainment*	Less than HS	2.8%	1.0%	10.7%	81.2%	4.3%	63
	HS or some coll	1.3%	2.1%	24.8%	69.6%	2.2%	748
	BA +	1.5%	4.9%	28.4%	63.9%	1.4%	415
Race	White	1.6%	3.1%	25.2%	68.2%	2.0%	1131
	American Indian	2.7%	1.5%	26.9%	65.3%	3.7%	79
Years in Montana	0 - 4 yrs	.0%	4.0%	24.1%	65.1%	6.8%	104
	5 - 9 yrs	.0%	4.0%	22.5%	71.6%	1.9%	84
	10 - 19 yrs	1.3%	2.9%	29.3%	65.4%	1.1%	187
	20 + yrs	2.0%	2.7%	24.8%	68.6%	1.8%	865

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		Logon. Do you recall whether you, yourself, ever visited MDT's world-wide web site during the last year, that is, since April 2005?			
		Did visit website	Did not visit website	DK	Total
		Row N %	Row N %	Row N %	Count
All		17.9%	81.8%	.3%	1250
Sex of respondent*	Male	18.6%	81.0%	.3%	615
	Female	17.1%	82.6%	.3%	635
Age*	18 - 29	16.0%	83.5%	.5%	257
	30 - 44	24.4%	75.6%	.0%	389
	45 - 59	21.3%	78.5%	.2%	309
	60 +	7.4%	91.9%	.7%	295
MDT District*	District 1	12.8%	86.7%	.5%	379
	District 2	21.0%	79.0%	.0%	233
	District 3	24.1%	75.6%	.3%	276
	District 4	13.7%	86.3%	.0%	100
	District 5	17.5%	82.0%	.5%	262
2005 HH income*	75k +	27.0%	73.0%	.0%	250
	50k - 74k	22.4%	77.2%	.3%	233
	35k - 74k	23.3%	76.7%	.0%	228
	20k - 34k	8.4%	91.6%	.0%	200
	< 20k	6.0%	94.0%	.0%	186
Education attainment*	Less than HS	3.5%	96.5%	.0%	63
	HS or some coll	15.1%	84.7%	.2%	749
	BA +	25.4%	74.6%	.0%	415
Race	White	18.4%	81.6%	.1%	1133
	American Indian	14.1%	84.9%	1.0%	79
Years in Montana	0 - 4 yrs	11.0%	87.1%	1.9%	104
	5 - 9 yrs	12.2%	87.8%	.0%	84
	10 - 19 yrs	19.9%	80.1%	.0%	187
	20 + yrs	18.9%	80.9%	.2%	867

2006 MDT Engineering Division Consumer Satisfaction Survey

* Difference between two or more sub-groups significant at 0.05 level.		Ratesite. All things considered, would you say MDT's web site is?					
		Poor	Fair	Good	Excellent	DK	Total
		Row N %	Row N %	Row N %	Row N %	Row N %	Count
All		1.5%	14.6%	60.0%	19.2%	4.7%	222
Sex of respondent	Male	1.8%	19.6%	58.7%	14.7%	5.2%	114
	Female	1.3%	9.3%	61.3%	24.0%	4.2%	108
Age	18 - 29	.0%	17.5%	76.2%	3.2%	3.2%	41
	30 - 44	2.1%	14.6%	58.2%	21.4%	3.7%	95
	45 - 59	2.1%	11.5%	56.7%	22.0%	7.7%	65
	60 +	.0%	18.4%	46.4%	32.2%	3.0%	21
	MDT District	District 1	.0%	22.1%	47.5%	26.9%	3.5%
	District 2	1.4%	14.6%	62.9%	11.8%	9.2%	49
	District 3	4.1%	10.6%	63.0%	18.2%	4.2%	66
	District 4	.0%	9.3%	67.5%	23.2%	.0%	13
	District 5	.0%	13.8%	63.6%	19.4%	3.2%	46
2005 HH income	75k +	.0%	16.1%	58.1%	24.7%	1.1%	68
	50k - 74k	3.9%	8.4%	60.3%	18.1%	9.3%	52
	35k - 74k	1.3%	15.7%	65.4%	14.9%	2.6%	53
	20k - 34k	.0%	29.2%	54.0%	16.8%	.0%	16
	< 20k	.0%	.0%	84.6%	5.5%	9.9%	11
Education attainment	Less than HS	.0%	.0%	100.0%	.0%	.0%	2
	HS or some coll	.6%	15.4%	62.5%	18.2%	3.3%	112
	BA +	2.6%	13.0%	57.5%	21.2%	5.7%	105
Race	White	1.6%	14.7%	58.6%	20.6%	4.5%	207
	American Indian	.0%	18.3%	81.7%	.0%	.0%	11
Years in Montana	0 - 4 yrs	.0%	40.6%	12.1%	20.2%	27.1%	11
	5 - 9 yrs	.0%	.0%	100.0%	.0%	.0%	10
	10 - 19 yrs	.0%	23.9%	59.2%	14.9%	2.0%	37
	20 + yrs	2.1%	11.6%	61.4%	21.4%	3.6%	163

APPENDIX B: VERBATIM RESPONSES

C1a. D and F grades only - What could MDT do to improve? Overall performance past year.
ideas of the bridges animal under passes, but is doing better
the stop lights working together
Add more signs, guardrails, rumble bumps, making lane for each housing area.
area I live in rural roads warped and pot holes and does damage to cars maintenance improve a lot and need wider road and separate place for farm equipment
Ask with people with Common sense how to do things.
because of all the construction, there isn't adequate time to let the driver know or let them know where to turn for the congestion
better get some better people that can maintain
Chip seal in swan area is not acceptable it doesn't stay and is already ruined 60%.
Could use a lot more sand when it is icy out ,more lights and better up keep of the roads during the winter. Also when we get be holes in the roads threes no warning to watch out for them.
do
Don't do a great job on roads near my home, bad pot holes on two lane high ways and not informing people at all. And moving cattle, no on eyes ever notified about that, also moving houses
Don't have so many going on at once in a certain area like Alaska and Canada they only allowed them to do 30 miles at a time I thought that was real good.
fix the potholes, route the detours better, there's been a couple of crashes near my apt while they are working on a light - and the light is still not up. And some of the streets here in butte, need to have stop signs
get out in the morning to snow plow, this is the big issue in our area - Libby, tm
get out of there vehicles and start doing something
have day and night crews 24 hours
Have not visited with people who live on roads for a long time. Not enough input of locals
I'm not from MT so it might be a different perspective. Public transportation is a big issue and I do not think the road systems keep up with growing population. Trucks are awful to people
I'm not happy with recent trafficking decisions
I don't know
I think it needs to be a straighter path along the mall, the flow of traffic on south needs to be looked at. Reserve needs more lights. The university area needs more signs. Tool street redoing. White pine sash (around Scott street bridge) area water/land contamination, address the loop holes with the road rules. I don't think anything got done.
I think they are dragging feet instead of doing job
Keep the roads better, deicing, plowing in the winter before 8 o'clock, they used to be plowed at 4 or 5 am.
make highway 93 5 lanes from Darby to whitefish
making more 4 lane highways like from great falls to billings,
Need to be more on top of what the road system is really, I don't think the road is evaluated enough, they aren't taking usage and accidents to do project, this highway 93 is traitorous, I have lived here all my life, why don't they do what they have planned? I'm not saying this is the only one there are others in the state too
More 4 lane roadways or midline for turning Broadway and the off street is very confusing and at night it is hard to see the lines, no reflection tape there.
more maintained potholes and act
more maintenance in this town
more study done on construction, listen to the population before building
more traffic control
Need to allow people to pass at all times!
need to get more intersections and improve the number of signals and road markings speed zones are too high
need to reconstruct more like potholes
no right turn lanes

2006 MDT Engineering Division Consumer Satisfaction Survey

Not real generous with sand when it snows, can't stop for stop signs on any street. Main St is the only street that gets any attention. Waste water washing the markers for medians-water is too precious up here. I have seen them do a lot of dumb things when they could be fixing potholes, it only takes 1 guy to wash the signs. And wasting water on the cleaning the streets
our local road needs to be graded - its really rough right now but the highways, they probably take better care of the highways
overall ,they way they get their roads right away
plow roads a little better, in the spring run the grader more often and better
Poor hwy design. not building instructions for the long term, need to lower the signs were schools area need to be marked about 25 miles. any hwy way especially the ones that driveways are close to the hwy need to have side walks. I realize that the painting in town where we the painted the line on the roads, but by February or so the painting on the roads ,like reserve and many other hwy and other Ares tend be more neglected on painting
provide them with more \$
Quit spraying the salt all over the road, go back to gravel. Road construction zones should not be left up when there's not anything there. Less employees.
repave some of the roads in eastern Montana increase the speed limit around the eastern part of Montana
road maintenance
safety
Same speed limit for all cars.
take too long
the problem we ran into most contraction sites hard on vehicles. Replace strokes due to bumpy roads
they are a mess and it takes to long to get threw them, they are also dangerous
they could in the Kalispell area is detour traffic away from Kalispell
the highway between Missoula and Kalispell there needs to be a four lane
they need to better of job of sanding in winter
they should do a better job
too much money is spent in one place, they could do more with less
Try to build the roads instead of taking such a long stretch.
well improve plowing liquid stuff makes road slippery stop all that
When doing construction, and rerouting people that the pathway is super clear and people know exactly where to go. I have traveled through areas and was not sure where to be on the road.
Widen the roads; make them last longer, trucks tear up the roads within 1-2yrs. They don't last (potholes)
Widening the road and put signs up letting them know cars will be coming off the side roads. They should put the roads in before they put the houses up. County and city should work tighter

C2a. D and F grades only - What could MDT do to improve? Keeping customers informed.
a lot
articles in the paper, mass mailings, phone calls
advertise on TV or newspapers
advertising, making sure that people are aware of whets going to happen, let people plan ahead adequately for long road trips
anything
ask the residents of the area where they are working for their opinion, too many accidents, ask the people in the city for what they want to do
BE A LITTLE BIT MORE COMMUNICATIVE WITH THE PEOPLE
be more forth coming with their information when time that kind of thing
be more truthful; have their engineers be more honest in the public meetings
better advertising for meetings and more meetings
Better communication, sometimes you hear it on the news, but you never hear if it's in your neighborhood or if they're going to close off the street, then you're late.
better news coverage in our area
better public notification ,radio, letter and TV
better signs information booths
Better way of alerting people to construction
better way of getting the info to the news media
better information on road construction
communicate is good share their budget with the budget with the community
Communicate more with the tribal governments and the community and put info into our tribal newsletter. More education to the community.
communicate threw mail
Communication, publicize what's going on
contact individual residents who are going to be affected well in advance, not just ads in the paper; they need to have opportunities for that kind of input and listen to what residents have to say about proposed construction
contact more people, give more warning when they are going to take property
do more construction and get it done
do more mailing information
don't know
don't know
either give out notices like in the mail or even announce it through the news
fire all of them they don't do anything
get better engineers
get better information out to people
get it to where people could hear about it
get more articles out about it
get more information, publish it and put it in the news more
get more ligature out there, more advertisements, more information on what they need to have for driving trails etc., they have law on the books that they don't enforce
get on the ball X there's a lot of roads that have big manholes and they need to put construction signs up and let us know what they're doing
Get the information out there. I have gone to meetings it seems that public opinion is not being considered or included because it is apparent that they already have made up their minds on what will be done.
give more public information

2006 MDT Engineering Division Consumer Satisfaction Survey

Give out information on tentative dates of projects. Newspaper and radio in Shelby. The railroad overpass they have been talking about since I was 6 I am not 68 and they finally bought the property for it. Would be nice to know so people could plan and where to build their houses or establish a business.
Guardrails, lack of them, and want roads salted!!, they say it ruins vehicle, but vehicle gets slid off road when you slide off the road because of the lack of guardrails.
have better signs and better notification in local paper
have it in the paper
have signs that actually say what's going on a couple miles up the road; more money put in MT planning for that
I am last to hear about it. Make it a high priority with the news people. They don't make it an issue and focus a story on something bad, like a murder.
I don't know - I don't seem to hear much about anything about it
I don't know
I haven't heard anything about it maybe more internet sites or in the caiman
I never know what is going on. Educate the public. Use the Counties to get the word out more.
I REALLY DON'T KNOW
I really don't know but I just think they should information us ahead of time where there will be construction. You get a place, there's a arrow showing to get in the other lane, and then there you are. There's always some idiot who doesn't get over and then rushes past you to get over before the lane closes
inform the public more
inform the public more of what they are going to do in town and on the highway
it's up to newspapers and radios to give them publicity
It would be nice if they could send a flyer in the mail I your area or surrounding areas and what construction is coming up.
just inform more
just put it on TV news
keep informed, radio, newspapers just general info on any changes
Keep people more up date on what's going on ,through phone, mail ,radios ,and act.
keep updated on there signs
let people know what's going on
let people know, 45 like the whole way to Bozeman, didn't know about it
let public know
let the public know by meeting in each town
let us know sooner in the local news and papers
letters,
Like if I travel us 2 from Shelby to Havre they could give a 30 day notice with signs they could do it on I 15 b/c they're always working on that road, and between Shelby and cutback.
Listen to radio allot, only hear weather advisories. More stories on radio.
Lot of road improvements. Holes, bumps cracks
Mailings to let me know - how else am I going to know?
Make it easy for the people to know what there is doing and make it known when the meetings would like to see only one speed limit in stead of changing the speed limit all the time. here in west yellow stone
make it more seen, pamphlets
Make sure the local MDT office is informed about other areas that are experiencing bad weather or impassable areas, so that someone from Lewiston could call and ask what's going on in Billings; the best way would be for the local offices like highway patrol to have that information.
Make sure there is more publication of the plans. More surveys, as in vehicle counts to judge traffic volume and try to target from.
make the streets safer in small towns
maybe spa announcement something on radio
meetings in the area,

2006 MDT Engineering Division Consumer Satisfaction Survey

More advance communication, for desolate ,that way we can get around it another way and that will lessen the traffic congestions, with the semi's. more advance notification that way we can taken an alternate route.
More advertising in newspaper and radio.
more advertising through media or commercials
more exposure to the public
more info do public, what they do say doesn't get around much
more info through media
More info. I have never seen any. Newspaper, flyers, radio.
More information - It would be real nice to know about closures before they're closed (lanes, roads, etc.)
more information
more information
more information more ways
more information out there, newspaper, radio
More information to public
more information to the public
more notice in the paper or add it into nightly news or send news letters out to local areas, more road signs in advanced
more notices in the paper
more spa; more articles in local newspaper
more radio
more signs, it's just not adequate
More than newspapers and that kind of thing. maybe sending new letters to tax payer
more through the media
more traffic on the radio and TV
More turning lane and more slow lanes going up hill and make it a law that all headlights need to be on during the day.
more warning
Need local meetings. They need to pull into these small towns and ask if we have a problem with what they're doing.
need more hwy patrolmen
need to advertise it more
Need to advertise, let people know what's going on. I know of 93 down by Arlee, I know something is going on but I have not heard too much about it
need to be more media conceals especially radio
need to do more work on the roads that real need to have work done on them and we need to have more lanes
need to give more information, more ads and more info in the ads
need to look at some of the facts themselves and then give out correct info
never been aware that they released info
never gotten anything or heard too much about what is going on - of course, maybe it is and I am not paying attention
Never hear a thing. A Mailing or posting somewhere, promote where to find it.
news
news and radio before the situation not just after the fact
news paper and radio adds would help
NEWS PAPER LET US KNOW WHERE THEY ARE SPENDING THEIR MONEY
newspaper- the Missoulian and the spokesman
newspaper adds and road signs
No notice until you come up on it.
Not making too many changes w/o info.
not put so much gravel on the road instead of sand

2006 MDT Engineering Division Consumer Satisfaction Survey

not sure
not to sure
Notify people of what they are doing, paper or radio
notify the public more
pamphlets or public hearings, surveys or mailings
Papers, local news TV.
people not getting enough information
provide more info as to more areas under construction with advance notice
public education on what there plans are
publish it more and in advance
published somehow
Put it in the paper.
put items in the newspapers, open meetings
put out more information to newspapers, television, radio, etc
put signs closer to town (road maintenance detours) so you could avoid the detour or other work projects
Put some ads in the paper, use the media that people knows; web sites are okay but some people don't have a computer.
put stuff in the paper, need to listen to the people
put zones on where they are doing construction, each year they do a different area
radio and news paper ads
radio and newspaper ads
radio stations give road reports
Semi annually to let us know what they are doing ,on TV and radio.
send out notices to people that operate heavy equipment
Should publish things in paper and have meetings.
signs are important
some lights at night or something
start ticketing truckers, they speed ,there inconsiderate
talk to people about the larger plans
talk to the mass media TVs and print
they don't update their signs enough when their partially finished with a job
they need to have a little more information out there like daily road reports
try
try communicating with the public
use the highway 511 system, let people be more aware of their website
weekly update in the paper I don't have a computer
whatever lets us know what they are up to
when they do projects they should advertise more to get the word out
when working on construction in a certain area, need to give a lot of notices in mailboxes, and the businesses as well
wider communication and using more sources of media auto mastic e mail TV radio
With construction zones they have reduce speed when there is no construction going on and I think they need to have the speed zone connected to the construction it's self when it is in season. We just had a major shut of here on 19 the street here in Bozeman. They should have police officers that new had to manage that kind of construction.
Wouldn't hurt to do town meetings, be more upfront about what is going on. Typical agency don't tell any one anything until its done. It's a dangerous thing to travel from Frazier to Wolf Point. It's a bad job.

C3a. D and F grades only - What could MDT do to improve? Public notification process.
Advertise a little bit more.
advertise more on radio, TV and radio
advertise on the radio a little more
Advertise more, some people don't get a paper. TV ads would help
Advising people on television of the Gazette. Some kind of advertisement
announce it over the news
anything they can really, flyers, locals commercials
attempt to communicate
be more informant, inform better then they do
better communications with the residence and traveling public -
better information
better let us know what's going on, TV is a good way
Better notification. more news time wither it be on the radio, tv, having a town meeting.
better notification newspapers radio TV
better signage
bridge replacement on the interstates are horrible when it comes to letting people know
COMMUNICATE IT BETTER SIGNS IT SEEMS LIKE A SECRET OR SOMETHING
commercials and news
Didn't know they were doing anything until it happens. Promote how to find out.
do more mailing information
don't know
Don't know about it until I am driving on it. Notices up in local towns 2 cafes and 2 bars and the store so they could put up a notice 30 days in advance so that the locals know. Or put a ad or notice in the Harleton paper. Irish MDT had a section in the Billings Gazette that would always stay the same and you could just turn to that page to find out what is going on.
either give out notices like in the mail or even announce it through the news
evening news, buy TV time,
Flyers in the mail or something letting us know about it, how long it's going to take. There's been a lot out here by Bear Canyon, I don't mind it, because it does need to be done, but I'd like to know how long.
For instance, someone going to Missoula needed to be somewhere and got stuck 2 hours, they could have let us know to take another way.
get info out in a more timely manner to the people
get it out on the radios, KILL or KOLA
getting more information out
give more public notice - use newspaper more -
give notices on your local TV channels, short news blip
give us a heads up signs further from construction site
have it in the paper
have more info in local papers and radio
have the city or county know so they can inform everybody
haven't ever seen advertisement, no signs for them
hire more workers
I an removed from the major media
I do not know just using the media more effectively. EARLY morning or going home crowd for the next day.
I don't ever see much of it, more radio ads
I don't know
I don't know

2006 MDT Engineering Division Consumer Satisfaction Survey

I don't know anything about what is happening on road. From the west end or east end North or south I have no idea what will be happening on our reservation. Publishing something in the tribal newsletter. Advertise through the Chief Dull Knife College on the local TV
I don't think we know about the projects until we are on the road and beginning the construction zone
I know its going to happen because they have brought the property for the railroad pass and It would be nice to know when.
inform more
increase signs further in advance
increase the awareness
inform
inform us better
information to calc in and expect delays quickly
IT SEEMS LIKE TAKES FOREVER THERE HAS TO BE A MORE EFFICIENT WAY
It would be nice if they could send a flyer in the mail I your area or surrounding areas and what construction is coming up.
its too confusing with the detours and the streets being blocked off
just - I don't know - I just don't know where they announce the information
just let people know whets going on
just need to let people know by way of newspaper if either on TV or radio
keep informed, radio, newspapers just general info on any changes
keeping us informed of up coming project that way we can try and avoid them
let people know
let people know ahead of time
let people know more ahead of time what they are doing, more planning
let people know more in paper news station and radio
let people know what is going on in a realistic way like putting a sign on the road
let the public be more aware of what is going on
let us know - I get both papers, and I don't see any information about work projects,
let us know more about it
let us know when they're going to do it
let use know more advance instead of just started and making better alternate routes
letters would help, we haven't gotten any notices
list more of what they are going to do before they do it
local newspapers,
local paper, don't burry it in a tiny column
local papers and TV stations announce it more than once
mailings to people in the area
make four lane highways
make sure things are working right at one part before they start another part
mass mailings, phone calls, articles
maybe put it in newspaper put up sign a couple of days ahead of time
more advance on time line and when they will start on construction
More advertising in newspaper and radio. Road report, construction in area, like for weather. Update frequently about what is going on. Maybe some mobile billboards three miles ahead. Be able to dial in frequency on the radio as for snow report
more advertisement on the air or newspaper .somewhere were people could see the information
more advertising
more and better advertising
more awareness of changing traffic routes
more fliers or something, news maybe
more frequent ads on TV and in the news
more front page in newspaper, like when we have a weather problem put a reader on the screen

2006 MDT Engineering Division Consumer Satisfaction Survey

more information on the radio, TV ,newspaper or by mail
more info
More info out about when and where they are doing it, radio stations maybe, talk about it , hours , how long.
More info. I have never seen any. Newspaper, flyers, radio.
More information - It would be real nice to know about closures before they're closed (lanes, roads, etc.)
more information on radio,
more information on the radio and TV
More local meetings.
more media coverage
more newspaper or radio letting the public know
more newspaper advertisements, notification on what their doing and where at
more notice in local newspapers, just articles not ads
more notices in the paper
more notification
more notification
more on radios
more spa; more articles in local newspaper
More public notices. like post office and radios
more radio
more radio ads
more radio and TV announcements
More than newspapers and that kind of thing. maybe sending new letters to tax payer
more TV time and media time and announcing road closures/projects
need more air time, TV air time
need to do something to let more people know what is coming up
Need to inform people more what roads are to be under construction - especially wide loads, I drove truck for years. I thought that was what scale houses were for.
Need to let the word out when project in community. Publish in the local newspaper Glasgow Courier and also Good Evening Glasgow
never hear about what's going to be on construction
Never tell me when Main street exit in Bozeman was opened again. The sign that said it was closed I missed.
New road they're putting in, they should've listened to the people who live here rather than someone who designed it.
news on TV
news time adds
newspaper
newspapers
night before notified or need to have signs better spade out
no
no advertising
No notice on anything until you come up on it. They just start doing it and detour you. Put a sign up "Road Work Ahead" or "Detour" . For long term projects a public announcement of TV, radio, notice in grocery stores.
nobody knew, very unorganized where they did work there,, workers were rude
not much advertising until the project starts and then it is a little late
Notice on TV, in Newspapers, community notification with mailings. We have loot of commuting between Columbia Falls and Whitefish.
notify the public more
notify the public more the only notification you get from TV
pamphlet neighborhoods

2006 MDT Engineering Division Consumer Satisfaction Survey

post road work signs a week in advance or before they start
public notices, newspaper, bid information project starting times
public notification in advance
Publicize more with newspaper. I visit the website and the link to get road conditions is hard to find. I think that if they had a link that was on the Front Page/Main Menu of Montana.com straight to the DOT page. It is hard to find. It used to be easier to find, this last time I had to Google to find the road report (late March/early April) It wasn't in a obvious.
put a notice on the radio or paper
Put it in the newspaper (Western News) radio.
put it in the newspaper and news hearing advertise better
put it in the paper or the radio
put on the internet - 95 percent of people in Libby have internet
Put up a sign in advance that they are going to be working on the road a couple weeks in advance "Road Construction Begins on _____"
radio
radio adds in our area
radio ads at correct times before and after work
radio and newspaper ads
radio announcements
radio or signs before construction starts
right approach lanes, more enforcement of eight car pile up
road side notification of construction dates
send more letters to residents that are affected
short notice
speed up process
start earlier and have a bigger notice
television announcements and newspaper ads
tell us when they're gunner start on the construction, like with signs posted like 30 days ahead of Timex
there aren't enough highway advisory radio signs
they are not communicating to us at all
they could do a better job
They should have a channel dedicated to that
To inform to community prior to any construction or delays
try communicating with the public
we never were informed in any way
when they do projects they should advertise more to get the word out
when working on construction in a certain area, need to give a lot of notices in mailboxes, and the businesses as well
wider communication and using more sources of media auto mastic e mail TV radio
work faster

C4a. D and F grades only - What could MDT do to improve? Inconvenience caused by construction.
a little more two lane stuff instead of the single lane stuff
Allow people to pass at all times!
bad roads for 12mo is too long
basically the same as before
better detours
better detours
better engineers
better lighting and zoning of construction zones - particularly on bridge ends
better marking, and not waiting till you're right on top of it
better planning
better planning for traffic all the time of the day
better planning to move traffic through the construction areas, more detours instead of long waits and strips of mud to travel through
common sense and routing and flagging
complete a project there on instead of spacing it
Coordinate together more on what they are doing more communication. trying to coordinate routes that are not being constructed at the same time.
Could do most of the work at low traffic volumes. Cool it for a few hours when it's busy and start up again.
do maintained there roads and stuff
do a better job of getting info out and sticking to the schedule
do a better job of the roads that are under construction are rough muddy and messy
do it faster
Do more work at night not during high traffic times, and limit construction to one area at a time in any traffic flow zone area.
do one at a time rather than several street at a time where we can't get around
do the construction faster
doing construction in eve when less traffic
doing highway in Stevensville, seems discombobulated
don't do nothing anyways and don't do a got damn thing while we pay them our taxes
don't do them
Don't block off 10 miles. traffic slows down for 3miles and then it slow down
don't know
don't know
Don't work on such long stretches of road at a time. Do less at a Timex
Efficiency. They've been working on it since last summer and let it sit over the winter. This project on 312 has taken way too long
faster bid process
get construction projects done in stead of dragging them on
get some better engineers - I don't know - I just know when they redid malfunction junction, they didn't give us a heads up and they did a lousy job, they made it worse than it was before
get the road workers going and pack the gravel more on their access routes
getting better from this year to last year
Give us some Notice or Warning. We virtually get no notice for anything around here.
have better marking and signage
highway 93 between Missoula and Kalispell- the temporary road service they provided was soft and had holes and mud, they could provide a hard surface; at one place only one lane could move at a time
highways potholes turnoffs

2006 MDT Engineering Division Consumer Satisfaction Survey

I don't know
I don't know
I don't know
I don't think they can
I don't know how to answer that
I think more notification, the problem is it's not in all the papers, maybe more notification and more signs, what really bothers me is when there is no construction going on they don't take their signs down.
I think there timing is pretty bad especially during the some ,need to inform people more in advance, so people could find an alternate route
improve the direction of traffic on two lane roads and sometimes it takes to long during construction
it would be nice if they would set up a schedule of when to stop traffic
just make things extra clear
lack of safety cones, clothing, signs, shutting down lanes even though no work is being done
let people know
let them know in advance
Let you know more before hand what they are doing, around here you'll be on a road and find construction and have to go around another way. In fact down here they are widening the highway, we had to go back around about 5 miles - I was going to my grandma's funeral and we were late
make it easier to get threw instead of waiting forever
Make it easier to get through the construction, doing the construction at night and better crosswalk around the school and guardrail.
mark their detours better
more advertising, longer areas to slow down before getting to the construction itself
more alternative routes they don't always tell you when you are going to have to stop, sometimes the cones are too close to navigate
more detours instead of waiting
more notification signs way before the zone,
more people directing traffic threw
More radio traffic reports.
more warning of slower speeds and lane closures
need not inconvenience the public unless the full 10 to15 miles is under construction, they need to - I cant think of the right term - they need to do incremental construction, they need to completely finish one section before starting the next section - I want to add, we need to shorten the construction time for many of these projects, they drag on too long, it appears to me to be for the convenience of the contractor, not the traveling public.
Need to be more current and have more signs more relevant to actual work going on.
need to let us know a little bit more
Need to schedule more major contraction at low traffic time.
newspaper articles
no Wee
not as long of a wait, better road condition even If it is construction
not as long of delays
not have speed limits so low when they aren't doing anything with the construction
not sure
not to tear everything up so there is a road w/o construction going on
notification; taking a look at a map and at where people need to get in and out; handle the construction quicker
only closing off certain parts of the road while construction is in progress so that people don't have to detour
period of time not working they still have signs up and when people are not working
place sign so you are more aware of them quicker
plan properly for the congestion they create for whatever the project
project between billings and Shepard is taking too long, so they need better time management

2006 MDT Engineering Division Consumer Satisfaction Survey

Provide earlier warning as you are approaching construction site. Speed in doing project.
provide more alternate routes and do work off of heavy traffic times
PUT THE PRESSURE ON THEM CHARACTERS DOING THE WORK TO GET IT DONE FASTER
put the signs farther away from the construction site so you have a chance to take an alternate route
seems like they are doing construction on multiple main roads at the same time which cuts down on commute time - there is no way to get around all the construction
Seems that they start so many projects without finishing one. I would think it more efficient to finish one project at a time. With too many projects its very confusing, especially for tourists.
shorten delays,
Should be designated times that the crews are in their work zones. Speed limit signs up when no construction is going on.
should have done more study, finish one thing before they start another
shut down the roads where construction is happening
Speed up time to complete projects by running two shifts or three, utilize night-time lighting to take advantage of the minimum amount of traffic.
take a very close look at the speed limits through construction zones before the zone and after the zone
the culverts cave in and they need to inspect them more
the notifications, like the radio ads for viaducts are being worked on, should be earlier
The roads from Wolf Point to Glasgow are horrible. I feel like I am ruining my tires. They are bumpy and gravelly, ruts, drop-offs and curves, a minor turn to another road; if I had a small car I would bottom out. Luckily I have an SUV. They are doing a Really good job making the roads better from here to Glasgow.
The signs are sometimes too close to the construction - better detour markers, further up
they can have some decent detours
They could speed projects up by working 24 hours. X
They don't give a lot of alternate routes. Their timing could be better, to avoid blockages during peak traffic.
They don't tell people that construction is coming up. Too late to change lanes
THEY GOT IT ALL SCREWED UP ON MERIDIAN I'M SICK OF THEM
They need to fire a lot of people and get a clue -- way too many employees.
they should reroute traffic around construction, something that's two lane
Think!!! Common sense in a lot of areas, if they had done things a little different, they could have done things much better. I'm in the construction business myself and it amazes me sometimes, the things I see going on
there's so much construction in one area that even with the detours it is hard to travel through the area, there is too much chaos in one area
timing of how contracts are awarded, if they were staged differently so there is always routes open
too much construction in too many areas, the projects should be limited, for example: only one project between great falls and Helena, not two or three on the way, maybe better planning to combine projects
Try to keep one lane open or an alternate route open that is not too long. Limit long waits
trying to time when they start things better
Work during early mornings and late evening between Bozeman and Livingston. traffic so that traffic doesn't get backed up over a mile or so
work faster
Work more at night, put up signs giving alternate routes, letting us know more how long of a wait it will be
Work more at night.
Work more, later shifts or later at night. if they change their times it would be better
work sections so have more accessibility

C5a. D and F grades only - What could MDT do to improve? Travel through construction.
Lots of hazards for public and selves. Be more safe
DO
DO
DO
always make sure there is one lane available
be more organized
because the roads are really rough
before it's tarred it should graded down
better communications, better signs, better communications with the contractors
better engineers
better flagmen - and far enough in advance, and other signing, and have flagmen have warlike talkies to communicate with each other, have a lead vehicle to take traffic through the construction area when it is a long area
better road conditions, not as long of a wait
better traffic control
better flag people
Bozeman bridges, too many accidents, damage to his car, interstate closed down, 5 hours in traffic at one spot, deaths, it was terrible
change speed limits to be more appropriate to the construction zone
do
do
do
do
Do a lot better job with construction
don't know
don't know
don't know
don't make the stops so long
find a way to get them through faster somehow
get it done faster or clean up the road get rid of bumps
get the job done
give more space for driving around signs and markers
have a little better routing, have better routes, you know the routes to travel are too congested
have better alternate route and break the road constructions up in section instead of all at one time
Have more flag cars that say "follow Me" that lead you through construction zones.
hire more workers, putting more side roads or better detours
I don't know
I don't know
I just told you
if the construction zone is not being worked in they should up the speed limit
imp not sure
improve detours
improve traffic flow through construction zones
Just speed the situation up a little bit - they are just awful. Now you have to have a pilot car and everyone has to wait for the pilot car, just used to be they would tell you to stick to the left or to the right - once you get a driver's license you are supposed to know right from left
Libby and Kalispell, 3 flat tires from road debris from their equipment, different days in summer
look at other states and what they do
Make better detours, better signing, more people patrol so people don't drive fast and dangerously.

2006 MDT Engineering Division Consumer Satisfaction Survey

make it quicker at least try to half hour, hour is a long time
make it smaller and less of a hassle, and explore different options
make sure that the detours are well marked and visible at all times
maybe have more construction road signs, more flag people,
minimize delays
more frequent but shorter delays,
More notice of where to go (radio works good for me)
more piloted cars need to be used
more warning
need to have more flagmen
need to improve on keeping the speed limit down
needs signs and floggers to assist
no sure
not make such long spaces and jump around so much
not so many big rocks
not sure
not sure if they can
Not to take so long. They have been working on it forever, almost a full year.
paint the lines and giving more warning before approaching area
PLAN IT WHERE IT IS NOT THE BUSIEST PART OF THE DAY
planning is terrible in great falls, they plan ahead enough,
put more signs, give more tickets, enforce the speed limit
quicken it
rearrange so little more accessible
regulate lagers better
remove the signs if know one is working it is misleading
same
same as before
same as before
same thing
Send us through the mud because they tear up the whole road, leave us a strip of road. One time I got stuck in the mud of their detour and the workers wouldn't even help me get out of the mud.
Shorten delays.
Some of it might go with the contract stuff, but I would like to see maybe the roadways themselves weren't so off and on. Do a couple of miles in a row instead of 400 feet hear and there.
stagger their hours through peak hours
the company could be more concerned with traffic and the people who have to sit in the heat
the signs are improperly placed
they are too big of bites and taking too long to run shuttles through shouldn't have to wait 1/2 hour
they don't take time to maintain road very wash board
think it through in terms of traffic flow, rush hours, looking at maps and at who needs to get through
TRY TO SPEED THINGS UP
unsteady of shutting down lanes the way they do create better alternate routes
when there is no one there why are the speed limits still enforced
With out costing us taxes payer's money. It would be nice if the would put a little black top over the money, maybe have more detours. Like media, they should have giving it a little more thought in that area, its block off some of the business entry ways. Also need more traffic lights.
work at different times of the day than rush hour
work faster

C6a. D and F grades only - What could MDT do to improve? Providing and marking detours.
a lot more markings, and confirm proper routing
add more signs
At night they're hard to see, in the daytime, they aren't very good at it.
better detour signs and forms of blocking off areas, not everyone pays attention to cones or can get through them
better markings
better marks approaching construction zones highway approach is a little confusing some illumination on I-90
better notification and better detouring direction
better placement of signs, better visibility
better signs
better signs
Better signs farther ahead. Or someone there telling how long it will be
detour around the const. area if at all possible
detours are too crazy, too many twists and turns
do
do
get some one that has some common sense on the detour signs
give more warning of detours
give more in advance notice
Gravel roads no pavement. Detour into paved areas
have more markers to let you know where your suppose to be
have the cones better situated to show the way through the construction zone and have flagmen there to show the way to go
howdy markers at night need to be more visible, often they have fallen over or are scattered, they need to be maintained
I haven't seen any detours
it could more clearly marked
just better marking
just make them plainer and simpler
make signs more visible
mark me better
mark the detour further in advance
mark them better and a little more distance to let you know
mark them more better
Market it out. More of an advance before you come up to it.
maybe paint temporary lines and reflectors
more advance notice or more signs for detour
more arrows especially Arlee
more communication with contractors
more detours
more signing, I've come to areas where you have a detour sign, then go 3 or 4 blocks before the next sign, there should be a sign every block stating "detour route"
more signs
more signs and better routing of some kind
More signs and explanations not just an arrow.
more signs and sooner placed
more visible markings easier to see at night, more signs out, farther out
more/ better detour signs sooner

2006 MDT Engineering Division Consumer Satisfaction Survey

Need more information available. Sometimes get backed up, have no idea whets going on because all the signs are all up towards the zone, info farther away, so they can choose to take alternative route. , gravel windshield damage is discouraging,
need to be wider
need to have alternative routes
needs more signs sooner
on contractors a little more
Put markers out earlier, often you're just at them before you even know it. Sometimes you don't know why they're there b/c there's not construction
put markings better sooner
put signs out further ahead so there is more warning, don't cluster them together,
put the signs further back
Put up more signs, they string them out 2 miles apart.
Sometimes they don't mark them at all.
speed limit signs and warning of the change of speed
speed limits are reduced too far in advance to the construction area which makes it hard to see when the real construction starts
there is not enough signs put up ,need more
They are better about it in bigger towns. But around here belch...
they are not marked soon enough, there is not enough notice ahead of time
they get so busy they forget, they don't mean to do it
they have us drive through nightmares, damage on cars
they need more actual humans and less signs
they need to upgrade their construction signs
they should actually do it
think it through; hire floggers, mark it well
We were just wandering through, especially at dark, trying to figure out where to go. Not enough light, at dark, it was impossible, I thought a few times someone was going to hit me head on.
Went through construction on way to Helena, had to slam brakes because all of a sudden went from 2 lanes to one lane. No signs for it.

C9. Any comments or suggestions for MDT's customer service?
1) Some places have too many speed limit changes too fast. Example is in Bozeman going south from main and 19th for about a mile. The speed is from 35 to 45 to 60 just in front of the big church and bible college. There are too many cars entering /exiting at the church for the speed limit to be 60.
2) At Babcock and Ferguson there is no turn arrow - there are turn arrows east on that section of road.
3) All left turn bays need to be painted bright yellow, if not then are to see at night. There was a wreck recently on north 19th at a left turn bay. 4) Better planning is needed to accommodate further roads before houses/business go in. It is not fair for property owners to loose sections of front yards for wider roads. 5) Millions of dollars are wasted on bridges or overpasses which are replaced in just a year or two. Better planning is needed for future needs. And planning for barrow pits. On north 19th, a couple years after barrow pits established, the pits were redone for increased slope and depth.
Appreciate guys who drive sand trucks over winter in Homes take Pass.
Average here, it seems whenever you cross the state line things are always better.
beautification is a waste of money, they shouldn't be as concerned with that as the job they are doing, been very good, been allot of problems out here and it's been handled very well so far
best they can
better communication
better quality of roads they deteriorate too quickly think they can do thing shorter and better
better signs and better sign placement with more warning
better updates on signs
Bicycle map width is awesome and wishes it could be on the website.
Biggest thing is that there are an incredible number of deer killed on highway 69 - they are supposed to be straightening a curve near here. There are a lot of accidents there because the curve is graded for 55 mph, most people go 70 mph and often go off the road - and there are a lot of deer at that curve. We are concerned about the next curve which is a blind curve. There have been several dogs killed there and almost a serious accident. There are also a lot of deer killed there and the deer are left there. I have to remove the road kill myself to keep the dogs away. It seems like they should slow the traffic down at both curves to prevent accidents. Also we have all the cattle trucks coming down 69 to avoid inspections/weigh stations. It seems to be if you have international - it is almost all Canadian trucks - there are 100's of trucks everyday. They get off in boulder go through Whitehall, go to Dillon and then connect with the interstate. They just fly through here and slaughter deer.
BORROW PITS AND APPROACHES TO HIGHWAY DON'T SEEM VERY SAFE, THEY DON'T SEEM TO BE DESIGNED THAT IF A CAR HAD TO LEAVE THE ROAD SUDDENLY LIKE IN THE WINTER TIME WOULD NOT BE ABLE TO SAFELY...SEEMS TO BE THAT THERE SHOULD BE MORE GUARDRAILS IN CERTAIN AREAS - BETWEEN CHOTEAU AND FAIRFIELD, ESP LIKE PRIEST BUTTE, THERESE'S CARAVAN TO SWALLOW CARS. THREES SEVERAL ROADS THAT NEED TO BE STRAIGHTENED AND/OR LEVELED - CHOTEAU AREA.
bridges need attention, pickup debris off highways
build more roads - they have been talking about diverting a canal or road 3 miles for Dodson for 20 years - no action yet - just talk fines doubling in construction zones good idea
Build roads that are designed to last longer.
call line for highway is very good
Cell *511 to call on Bozeman, which was inaccurate but was updated in 20 minutes.
cell phone regulations are need,
Clean up chip roadway Interstate 15 north of Great Falls, its very bad. The messages on the electronic signs are sometimes TOO slow for the speed one is traveling and you can't read the whole message before you pass. Reduce the night speed to 55 at NIGHT.
close to urban areas I would like to see more walking paths
Coming out of Great falls going North on 89 the first ten miles are treacherous and needs left turns bays desperately. (Husband was killed there). #S2j Need a truck and farm implement route in Havre because it really blocks things up when the farm machinery goes down main St. Do the Work. Saw a truck with asphalt and they were just passing up the potholes they were supposed to be filing. They are just messing around leaning on their broom and shovels.
Communicate more to the public on construction; they should put a sign up where they are going to be doing construction and date.

2006 MDT Engineering Division Consumer Satisfaction Survey

Congestion is BAD Main St in the Heights in Billings and 10th in Great Falls. Provide wider roadways on what has not yet been done.
Congestion Serious Problem in Billings. Bear tooth Pass needs a few more guardrails. Widening the road from Red Lodge to Billings.
construction site there are speed zones and there's no construction going onyx
Construction zones detour leave detour up on week ends and leave it to bumpy. Would be reusable to leave a grater.
courtesy of the road of the road doesn't seem to exist form Missoula to Polson people get very impatient,
Deer- they suffer greatly here, can we help them out by slowing down the speed in these areas.
Do a better job speaking with the locals as go through the area in reference to constructions projects. Keeping local people informed on what is going on...even so the contractors, maybe MDT needs more oversight on their contractors
do not allow travel in passing lane, introduce a bill that makes traveling in the passing lane a 100\$ fine,
Do not like de-icers used on the roads - I'd like to see an alternative, I don't know what that would be.
Do the best they can, the weather here make it more difficult than in some states to work on the work.
Doing a good job in the city of Helena with the turning lanes from the major streets; there need to be more turn lanes. Getting off the major streets can be difficult. For zone safe question - she feels personally safe but is concerned about your car I thing overall they do a fairly good job
doing a good job, don't listen to the complaints to much
Doing best they can with what they got, most of the questions relate more to what the cons. People are doing than MDT
Doing fine with the money they have. What we have complained about in our area, usually gets taken care of
Doing fine. I just think the ones who get the jobs area not always. I think it is a waste of our money is putting them underground animal crossing.
doing their best
Don't let JPL on any projects!
done a greet job on hw 93
Done as well as can be expected.
Done fairly good, we've had a few bridges down here that were very old and had drainage problems. They have replaced those and it's been very good
Done what the could do, but I think they can improve.
Drive locally mostly, but I don't have many complaints about them at all.
drivers that illegally pass, lines need to be better and people need to be better informed
E-signs a lot of times they are screwed up, the lights on but nothing written. Maybe some bulbs are out or something
Eliminate these surveys. haha.
engineers should be able to find out more before they start their project and more time to think about it, the road condition
excellent
except for them to keep up the good work that they do around here, i-15 from Canada to Idaho is a good highway
Family travels daily to big sky, highway 191, up the canyon needs work - it is such a dangerous road. Needs straightened, more guardrails.
find them to be very dedicate employees
Fix the chuckholes. In Libby there are a lot of unmarked intersections - there needs to be stop signs or 4 way stop. What signs there are not visible. There are too many uncontrolled intersections in Libby - roads parcel to highway should be thru streets, the cross streets should have to stop.
four lane road between great fall and billings and on hwy 2
game crossing that they are putting on 93 are stupid. They are spending hundreds of thousands \$ for to protect wildlife when in the places they placing them I have never seen a deer in those areas. The project in Polson was beautifully and then they put the game fence in and most of the braces are already leaning and its falling apart. From what I know they have not found no deer track sin the Polson crossing, but only a bear track. I do not think they had adequate studies to determine where they animals do cross. Waste of tax payers money.

2006 MDT Engineering Division Consumer Satisfaction Survey

Highway 7 has no shoulder. Scheduled to be done 2004 and now its pushed back to 2008. Our county sends millions and millions to the state and we do not get very much back. Hwy 7 has cuts and draws which desperately need guardrails some of the draws are 30ft deep and there is no shoulder and no guardrails. Lots of steep drop off that have no guardrails. Needs to be widen and the differing speed limits for trucks and cars IS a problem here and it forces cars to pass on a dangerous road with no "line of sight"
HIGHWAY 93 FROM SUMMERS INTO KALISPELL, I FIND THAT ROAD UNEVEN, BUMPY. ONCE WHILE DRIVING ON IT I THOUGHT I HAD A FLAT TIRE. OTHER HAVE SAID THEY HAD THE SAME EXPERIENCE. IT SEEMS LIKE SOMETHING THAT SHOULDN'T HAVE, WENT OVER IT, LIKE WITH TREADS OR SOMETHING, THE ROAD IS VERY ROUGH
highways should be more tourism friendly, more signage, more beautification
Hungry Horse Canyon needs guard rails and widening. VERY congested up there.
hurry up with road constructions
Hwy 3 widen a bit.
I'm glad it's there job instead of mine
I've been satisfied with what I've had to use; when I called or asked a question I was treated appropriately
I asked for a road side package and they have not given it to me yet
I disagree because there are constructions here in the state of Montana is getting worse and more people are getting cranky and they have to get to a certain place to wait and wait and wait for the bulldozers and big trucks
I find that they spend a lot of time in hovered and highways. But in my area they wait to long to clear it. Need to get highways done as much as in town
I like to see the highway finished - I live in the east corner of tm between scabby and Plentywood
I really believe in the guys 100% I think they do a good job I vet always been on their side
improve the accessibility to the web page
In butte cement barriers were put in the center lane out toward wall-mar, this prevents turns into businesses and causes road congestion. The cement in butte has been down twice in the area between Montana and Harrison avenue, the road had deteriorated, needing more money for repairs. Even putting asphalt over the concrete has not repaired the roadway. 3)traveling thru construction zones, should be 45 mph until closer to the actual work site, then 35 mph or 25 mph. 4) need more signs telling you how fast your vehicle is going (mph), there used to be done in the Bozeman Belgrade area. This was a big help to compare your vehicle speedometer is accurate or not. 5)there need to be more 3rd lanes for turning
increase speed limit
intersection of hwy 83 and tm 35 is an extremely poorly designed, large equipment turn over there,
it seems that the road construction projects took longer than I expected to be completed - I'm not sure if the problem was a resource allocation problem but it seemed the road construction goes on for a long time
Its one of our better dept. in tm. signs without construction going on and signs that not pulled down on time after construction is done.
just continue, to seek, to be fare in all areas and not neglect on other areas
just larger roads would be a plus
just that I live on county road do some penmen road top on it very hard on vehicles and listen to tax payers
Just they way to make surrey confident. wildlife is higher risk in causing an accident. markers need to be more higher then the dears head, that way you can decipher between the two.
keep the communicating line open between the rural area communities
keep up good work - take care of the idiot drivers that don't slow down in the construction zones
keeping people informed on up coming construction and project that will be going on in the near future
Leave the speed limit signs up night and day. I think if they're not there night and day and still working, you never know what speed limit you should drive. You never know if you'll get caught or if its still that speed limit. Then people don't take it seriously when they should.
Let people be more informed about whets going on. X more beautification.
like that they care enough to do a survey
like the idea of the roundabouts

2006 MDT Engineering Division Consumer Satisfaction Survey

like the online road reports when I am planning to drive across the state - it really helps
Link with nova weather radio and include more road info in a fashion that includes much better updates.
Listen to the public, sometimes I've tried to work with them on bike paths, they need to work with people on these when they're doing to work, period.
local guys are super (Baker region), they're immaculate and take really good care of our road (plowing, de-icing, etc)
Lodgegrass, on Crow reservation, prior gap road goes through prior mountains, read a while that they would put more reflectors on the road, people who own road closed it off and the state of Montana was supposed to one it back up to the public, its been four years and its still closed.
Lot of road construction over the last few years and they have done a good job.
Lot of waste in MDT waste money. X takes a long time to bear fruit on a project and allot of money wasted
Lower truck speeds are highly dangerous.
magically fix all the roads
Make the bridges meet the roadway...
MDT is a complete waste. Their budget should be 1/2. They shouldn't be allowed to do construction, it should be contracted.
Met should have more of a role in protecting drivers especially on Russell -more lights. More delay between signal changes or awareness. More electric boards before construction or before accidents to warn. Used more frequently and more readily available.
Missoula .they have a sharp corner there when you turn off east side on hwy 93.
more 4 lane highways put in where there is heavy traffic like Stevensville to Darby, next set of 4 lane highways need more room between the north and south bound traffic,
more accessibility to road reports; traffic station has done a good job
More bike lanes, more animal crossings.
more detail for winter road conditions more frequent updates
more info being specific
More limitations for tuckers and enforce that people should use their signal light.
more notification about when they're going to be doing major construction in town and to use those signs when they are doing major construction
more people should be forced to wear seatbelts
more promotion of construction sites expected times of construction and finish of project
more timely road cams
More whether information given out and more often snow and ice warning. Be more specific
much improved over the past few years
need a keep to the right sign from stave to Missoula,
need more public transportation
need to improve which depiction or which lane you are suppose to be, sometime I have a problem in telling which direction to go.
Need to more easier to please on ? their crank and unaccommodating
never knew they had a website to visit
never used it
no - they do a pretty decent job, we're growing and they're trying to cope with that
no appreciate info in the winter, easy access
no neon signs. Don't pass the neon sign. The business that what to do business in Montana will, neon signs trash the visual environment. Need to do better job planning the roads - esp. roadways around the cities, like Helena. Soon all land will be bought up and taxpayers will pay more for the land. Helena, Bozeman, Missoula are growing. Just because developer says he has right to land, sometimes government needs to plan for 20 years in the future. Need to consider future for corridors around cites and towns - planning should be job of highway commission. No neon signs. If they want to do more signage, need to have brand so that all signs are similar so state looks good. In construction zones, problem with rocks chipping windshields. Need more lanes and facilities for bicyclists esp. with cost of gas so way to get to work and also for biking up and down McDonald pass. Need better, larger highway between Helena and Bozeman. Need a ramp off i-15 for Helena - actually use two. I understand their need.

2006 MDT Engineering Division Consumer Satisfaction Survey

no problem with them - I don't have any problems with the construction zones, I follow the instructions to slow down
no, because of spit of the inconvenience I think the met is doing their best
north of Bridger, trucks park on the highway and people can't see (maverick), Rockville and lore road needs to be widen,
Not congested here in Libby but Kalispell is a MESS.
Not enough left-turn lanes
Okay except 19th street in Bozeman. Belgrade, no lane marking onto Jackrabbit (which turns into 191)
On 93 in the bitterroot in the Florence Lolo area the work took too long due to weather conditions. I like to see more construction in the neighborhood/local roads; I have potholes in every road I travel on in victor. When the roads are fixed, it only lasts two months, then the potholes are back - use a different material and/or process.
on the wed sites the could have a better links to get to the road construction site and weather
On those readers, sometimes I read them and sometimes they aren't updated it needs to say when they're updated. Imp not feeling safe in construction zones because some drivers don't slow down and imp afraid of being rear ended. More control of speed of big trucks.
On two lane highways headlights should be required.
One mile east of grass range is intersection with stops at east/west. North/south traffic is through. Often vehicles donor stop at stop sign; should be 4 way stop.
Recent constructing in Hinsdale area; the signs were too far in front of the work area.
It was hard to stay at 35 mph for so long a time on empty highway. 3)where culverts at highway entrances cause lots of damage if someone goes off the highway at that place. 4)in north Dakota the barrow pits are slopped so if you run off the highway you drive through the pit, in Montana the pits are v-shaped so it can be disastrous if you hit the pit. 5)some intersections with stop signs would be better having yield signs so that drivers do not have to come to complete stop but do have to slow down to check cross traffic.
One thing I have noticed is that there could be a few more pull outs - places to get off the road like viewpoints or scenic places, not large like a rest stop but someplace you could pull off to check your vehicle without being on the shoulder or impeding the traffic.
Only complaint that I have, is being slowed down to 35 miles in a construction zone, then it is 3 or 4 miles until the work area - they slow you down way too soon.
overall I would say they are doing a pretty fair job
Overall they're doing a very, very good job, couldn't be much better, especially considering budget cuts. Our taxes are being well spent with them.
paint highways more often
Painting lines on the highway is #1 when it comes to safety. Please improve this, paint the road
pass a law banning cell phones,
patrol construction zones more often by highway patrol
peed sign located entering Polson is in a bad place, people look sign and check the speed and then are not looking at the cars in front of them - also it is located before the 25 mph zone and people have complained about being clocked at 35 mph before the 25 mph zone
people hired to move gravel will not admit to damaging vehicle windshields - they say "prove it" - I have had this experience personally
people need handicapped crossings on every corner and major roads don't have the button to stop the light
people need to learn to slow down and obey laws and not dodge in and out of traffic
Polson
pretty good job all things considered - usually lack of funds
Pretty good job of updating the road reports.
The quality of how we take care of large transport vehicles in MT is very bad. They drive way too fast, they pass you going 70 mph in the winter, it's a huge hazard. Truckers are dangerous and we don't seem to be doing anything about it. I don't know if that falls in their department.
Pretty satisfied with them.
Priority on make a four way as opposite to townie thinks some of the roads are at high risk for driver.

2006 MDT Engineering Division Consumer Satisfaction Survey

problem with Broadway diet
provide more warning of construction zones so you know its coming
push seatbelt safety
put up more notice
Putting too much information in a short time, when you call or on website. Information overload.
quit making roads out of concrete and go back to asphalt,
Quit putting chloride on the road. Its rusting out my vehicle. I would rather have sand
quit talking, start acting on safety of 191 teen big sky and Bozeman
Railroad track, when they put the rumble stripe. when the first put them down there ok ,then after awhile they don't work
really detest what they spread on the roads in the winter, it destroys car finishes need to find an alternative to the chemicals
Redo the speed limits on secondary road. Reassess them for nature, be it curvy, some of them are not made for 60 mph.
Reducing ice on bridges X on interstate from my experience, very icy in the winter time, bumps before you get on bridge cause cars to spin, vie had close calls before. More bicycle lanes
repaving, rock damage is terrible, lead cars are good, controls speed, some drivers drive too fast-causes windshield damage, X signs farther away to choose to have a different route, signs saying estimated construction time, MORE INFO IS MORE HELPFUL
Rest areas - I think we need more, about 60 to 70 miles apart - rest areas on the main highways is what I mean.
road departments need to get rid of people, or put them on probation, they don't do their job and the job they are doing
road wolf creek and Augusta needs rebuilding
Roads and road constructions on the reservations, the signage is much less. For example I drove through crow reservation and northern channel reservations recently and both times drove off pavement to gravel with little/no warning. I wonder if roads are responsibility of met or the tribal governments.
Roads up here fall apart too quick, need more studies how to effectively construct roads up here on the High Line. 2 is not stable, not done as well. No we don't need a 4 lane road. Mt 117 it is now washboards just a few years later. Why spend millions if its not going to hold up.
Roadwork down by Polson is very attractive. I just got back from Missoula so I went through a lot of construction so it was not too bad for delays but some of it was very rough - I worried whether or not I would get a hole in my tire, other than that it was not too bad
s2c - the white lines on the shoulders need to be repainted
Chauffeur's license needs to be re-instated.
Serious need for railings on the highway between Missoula and Bigfork.
short construction
SHOULD SEND MORE WORK OUT TO THE PRIVATE SECTOR
signs are wrong, dangerous and frustrating
sleeping bombers on the side of the road should also be in the middle of the road,
Something needs to be done about the mess around the metro in billings - they've been talking about it for 20 years. Overall, I think they do a good job with the money that they have - they can only do so much.
Sometimes lowered speed limits and signs for construction zones but no construction
Sometimes we have a little bit of trouble finding a report on secondary roads on the website lei: going from Great Falls to Glendive through Jordan. All the information we can get we appreciate
sometimes you go in there and ask questions and don't get the same answers
Solution in travel through Missoula, north band on reserve and Mullan there should be 3 lane .the middle lanes should be for Mullan road traffic only, Broadway way should be one way east bound, spruce and tooled should be one-way west bound. third sty. should be one way west bound and 7th street, should be one way east. with 35mph timed lights

2006 MDT Engineering Division Consumer Satisfaction Survey

South avenue in Missoula is a worse mess now than it was before - it is ridiculous not to be able to go straight on south through the intersection at Brooks/Russell.
West Broadway in Missoula is a big mess - instead of what they have done which has made more congestion; they need more turning areas and more street lights.
The bars and casinos are the reason people are getting hurt - they are drunk, wandering in the street wearing dark clothes. Many people are upset about the proposed changes in the university area, they should leave well enough alone. They change things and that makes things worse. There is a problem with bikes on sidewalks; the bicyclists don't follow the road rules when they are in the road. They weave in and out of traffic, they ride across the crosswalks, go against the red lights. Most don't have reflectors or lights at night. Motorized skateboards are also a problem. I have seen art's in my neighborhood - I thought they were supposed to be only in the country.
Speed limit is the most important, it is unsafe to have trucks going 10 mph less, I think the speed limit was the same for trucks and cars the flow of traffic would be better.
speed limits are too high on some of Montana's highway esp. around the Kalispell and north area - I don't think anyone has to drive 75 mph to get anywhere
Speeds in Gallatin canyons and the truck traffic through Gallatin canyon's think they should monitor the speed on route 191 and they should have cameras the speed electronic signs.
take statistics and prioritize getting these highways redone, and taking care of them where there is too much speed and drinking, yeah, you are supposed to go 65 but everyone does 75 and there is just no room for that traffic
Take the CAR standards, anything that is a RV or truck vehicle, scrap them for the book. There are cops out there beating up these people. All the Dept. Are concerned about is to fine all people (what?) communist mafia.
thanks for the radio station and the telephone that you can call
There are no "School Bus Stop Ahead" or "caution" signs on our reservation to warn drivers about that. This is the safety of our children and I asked the school and they said it was the state's duty This is a top priority to warn the cars that a school bus could be ahead. I have NEVER seen a speed limit sign on 212. Rumble Bumps needed on 212 where they have refinished the road. Need Guardrails. Left turn bays NEEDED. Road at visibility of road signs at night. they are impossible to see. There are No "Curve" ahead signs.
there signing is confusing
There was poor attention paid to amount of dust experienced by residents during a construction project in her area - they could have watered the dusty road more often. (highway 35) and the inconvenience of not having mail delivered by the post office for several months - they had to go to the post office to pick up their mail during the construction and it was very inconvenient
they're doing a good job of releasing info to TV and newspapers
they've done a lot better job of keeping the roads clear in the winter since they took over from the county
they close down 1 lane for too long
They could add a little coffee and tea spot in different areas. otherwise they're doing a good job
they could be more polite generally nicer people
they could go about ways to improve it
they could improve a lot of secondary roads
they could work on the roads all year around
They need to improve the snow plow on the interstate are too lazy - need to start plowing as soon as it starts snowing instead of waiting 6 to 8 hours, exp 90. When you drive south as soon as you hit Wyoming the road is plowed and sanded while it is still icy and a mess in Montana. Get rid of the split speed limit for cars and trucks - it's a pain.
they should not use salt it is destructive to the environment
They should tell everyone to stay off their phones when they drive.
they try hard
They are wasting their time if they are worried about congestion - and money doing the survey.
tougher drunk driving policy
traffic is really increasing and they need to widen roads mostly, and see that there are adequate signs

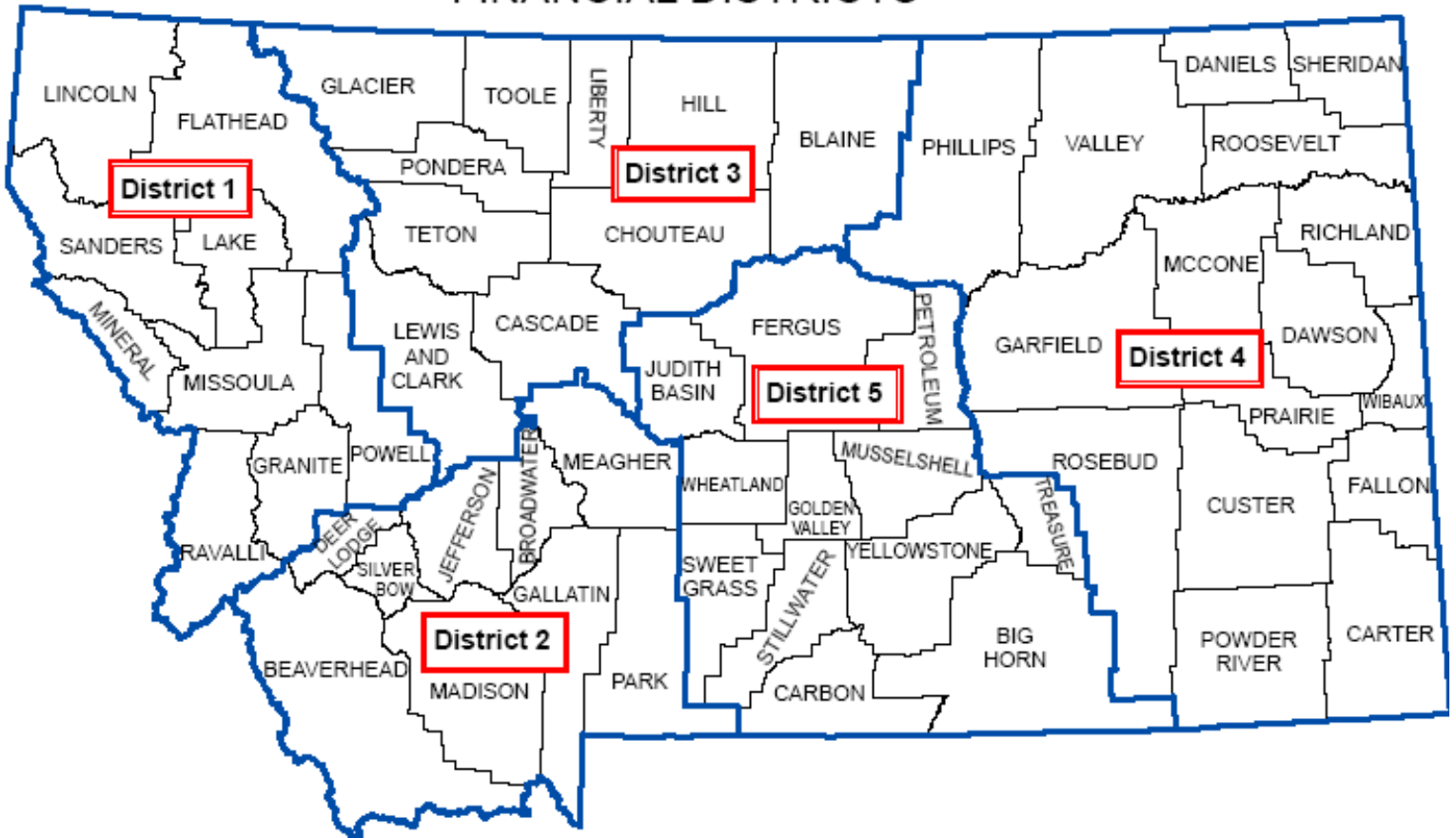
2006 MDT Engineering Division Consumer Satisfaction Survey

Tried *511 it was so erroneous because it was basically useless because it would have taken 1/2 hour to get the information I needed.
use 511 for road conditions (on the phone)
use smaller gravel in winter because I always break a windshield
very good to keep the traffic going because there is a lot of it
very little emergency help on Snoqualmie
Wants no speed limit - "reasonable and prudent driving"
Way station recently built above rocker coming toward the flying j - going downhill in the winter is a hazard when the roads are slick, there are three lanes around the flying j and a vehicle can get trapped between semis going/exiting the flying j. I know they have a lot of trouble on the roads near Bozeman but they are trying to do something about them (trouble entering/exiting the highway). Also on the homestead pass there are always semi wrecks or hijacks when it snows. Every time there is a snowstorm you can bet money there is a wrecked semi up there.
we haul lots of horses and cattle and the lanes in the construction are many times too narrow for the large trucks - semis with cattle pods
we have good patrolmen that are very good to talk to in Thompson falls
We like an interstate from great falls to billings like from great falls to Helena. Other than that, I think they are going to be working on the road near belt anyway. It's rough
we like the web cams
We need more attention in butte.
We want more work done in Butte and less other places. Harrison Ave. interchange in particular, it's a disaster. Just general around here, we need better service and access like in Missoula, Bozeman, Helena, etc.
Web site is archaic looking. Most people get on there for the road information and at first glance it's hard to understand; it doesn't all fit on one screen so you have to scroll back and forth to see what different colors mean on the map
web site, construction information should include a photo of the road - for example, icy here or rocks falling, not just words - needs more than just "us 89" -
Yeah, no speed limit - that's my comment - I do a lot of driving, the roads are pretty straight, there's no one on them, why can't you go faster?
Website could be better laid out. Keep things at a minimum, smaller size on graphics, have a drop down menu for different major roads so that people can check weather or construction reports per road. And make sure its update and then have a menu for Projected Projects so people can plan vacations. All the major roads are getting worked on at the same time. Keep it more clean and simple so it's easier to navigate. More Public Relations to inform the public about the website. With the PSAS announcement about slow down in construction zones have the website listed at the bottom.
Website more updated early in the morning, like 4:30am, for example.
website very poor need to get people whom know computers
What's the vision statement - what is their goal? Is it to provide transportation for all the state, not just the major highways? I see the lower, rural areas being neglected for the high use areas.
What amazes me is the amount if the fat gotten by our senators and representatives, most of the road work is centered around the population centers, like billings, Missoula, butte. It bugs me all the money is spent around population centers and we only have 3 around the state.
when there is a speed limit change on an interstate system there needs to be signs on both sides of the road so people can see them
Why do they put speed zones way, way ahead and beyond the actual construction work area? I know they can't change the signs every day but it seems the signs should be more current to the work being presently done. Malfunction in Missoula is still a mess. Highway 93 to Kalispell is where we ran into the 35 mph signs forever before the work zone.
wonderful job for a state this big
work on bridge going to great falls
would like to emphasize on how serious wildlife is a long roads

You are asking the wrong questions, the questions are about how they are doing and they are doing a fine job but they are doing the wrong things, in this part of the state the growth has outdone the roadways. Accidents are part of the news every night just like the gang violence in the bigger cities. In my opinion, the roads are not enough for the population. There is a crisis on the 93 highway between Kalispell and whitefish and yet more building is being allowed.

APPENDIX C: MDT DISTRICTS MAP

MDT FINANCIAL DISTRICTS





Montana Department of Transportation web site: <http://www.mdt.mt.gov>

MDT attempts to provide accommodations for any known disability that may interfere with a person participating in any service, program, or activity of the Department. Alternative accessible formats of this information will be provided upon request. For further information, call (406) 444-6331 or TTY (800) 335-7592, or by calling Montana Relay at 711.

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