

2013

TranPlan 21

Stakeholder Survey



**VOLUME I
FINAL REPORT**

**State of Montana
Department of Transportation**

**Bureau of Business and Economic Research
The University of Montana – Missoula**

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Acknowledgements

Vigorous thanks must go to the following individuals for the effort they put forth to make this project a success:

Sandy Waddell, Montana Department of Transportation, for her guidance and comments.

Douglas McBroom and Christopher Dorrington, Montana Department of Transportation for their help with the questionnaire.

Thanks also go to Janet Stevens of BBER who worked diligently to supervise the data collection of this study. Finally, we are most grateful to the BBER telephone survey supervisors and interviewers. Their dedication to careful research and persistence made this study a success.

In 2013 MDT's stakeholder groups were:

- Generally satisfied with Montana's transportation systems.
- Most satisfied with interstate highways and airports.
- Least satisfied with bus depots, air travel to destinations in Montana, and intercity bus service.

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

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

Stakeholders' lowest priority was reducing single-occupant vehicles.

When compared to stakeholder surveys since 2005:

- It appears that 2013 stakeholder groups are more satisfied with components of the transportation system than were stakeholders in previous studies.
- Overall satisfaction with the transportation system remains at a relatively high level.

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

Stakeholders' lowest roadway improvement priority is increasing roadway lighting and more directional signs.

Stakeholders rate the following public communication tools highest:

- Variable message highway signs
- The MDT website
- Maps, pictures and graphics

Stakeholders rate the following general public communication tools lowest:

- Special mailings
- Surveys
- Brochures
- Social media

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

The primary purpose of this report is to document data collected by the 2013 Montana Department of Transportation Stakeholder Survey. It also references the 2013 Public Involvement Telephone Survey for comparisons between the general public and transportation stakeholders. In addition, the report provides a limited number of comparisons to the 2005, 2007, 2009 and 2011 Transportation Stakeholder surveys.

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

The stakeholder groups included in the 2013 survey were:

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

Stakeholders were selected from MDT's mailing list database, which consists of over 764 individuals, organizations, associations, businesses, government agencies, and local government officials with an interest in transportation-related issues.

Survey Methods

The stakeholder questionnaire has four parts. Part 1 includes a wide range of transportation questions that are the same questions asked of Montana residents in the 2013 Public Involvement Telephone Survey. Using the same questions allows for relevant comparisons between stakeholders and the public. Questions in Part 2 focus on possible improvements to Montana's road and highway system and on methods used by MDT to communicate with the public. Part 3 focuses on the Department's customer service. Respondents grade MDT service areas using an A through F scale. Part 4 includes items that examine transportation system security, information sources used by stakeholders, and the priority of additional possible actions to improve the transportation system.

The telephone survey was administered by the University of Montana's Bureau of Business and Economic Research (BBER) during the period 4/23/13 through 6/14/13. A total of 764 stakeholders were included in the list of respondents provided by MDT, but 151 were found to be verified out of business, no longer with the organization with no replacement, or repeated names on the list. This yields 613 eligible respondents. Of those 613 respondents, 431 (70%) completed the questionnaire. BBER documented case status in a manner that allowed calculation and reporting of a unit response rate using the American Association for Public Opinion Research (2008) standard definition (RR1).¹ A response rate is the number of completed interviews divided by number of eligible respondents surveyed.

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

Table 1.1: Number of Completions, TranPlan 21 Stakeholder Survey, 2003-2013

	Number of Completions					
	2003	2005	2007	2009	2011	2013
All Stakeholders	233	403	552	412	477	431
County commissioners	25	52	55	43	48	47
Cities & towns	52	109	105	83	102	88
Economic development	19	40	89	87	87	81
Environmental groups	10	18	21	25	27	26
Intermodal freight	28	55	78	46	57	47
Bicycle-pedestrian	20	50	58	36	41	43
Passenger transportation	53	55	113	70	84	67
State-Federal	19	20	25	19	18	20
Tribal planners	7	4	8	3	13	12

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

Structure of this Report

The primary purpose of Volume I of this report is to describe data collected by the 2013 TranPlan 21 Stakeholder Survey. Adequate description of these data requires presenting an extensive set of charts throughout the report. Analyses of the data are also presented. The report examines three areas for the stakeholders overall. First, stakeholders' attitudes about the state's transportation system are explored. Second, opinions about the customer service provided by the Montana Department of Transportation are described. Finally, trends in stakeholders' attitudes about transportation are discussed. Following the overall stakeholder results, each stakeholder group is discussed.

Volume II contains the appendices. The text of the 2013 TranPlan 21 Stakeholder Survey may be found in Appendix A (Volume II). Tables of responses to each question are also found in Appendix B (Volume II), and can serve as a useful, quick-reference tool.

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

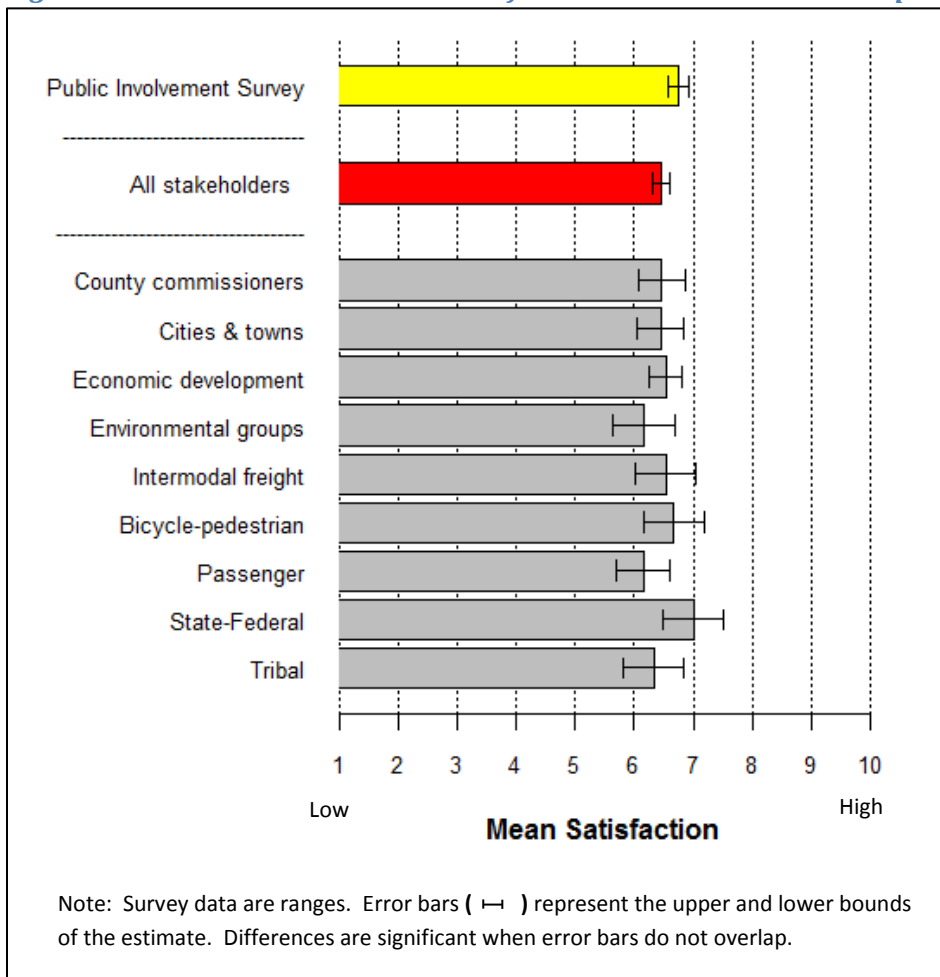
The results are presented graphically using error bars so that significant differences are easily seen. The term slightly is used to describe differences that are not significant at the 0.05 level but are significant at 0.10 levels. These differences are represented by a slight overlap in the bars. Error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

The 2013 TranPlan 21 Stakeholder Survey was designed to provide analysis of the trends in stakeholders' attitudes and perceptions about the transportation system. To the extent possible, the wording of the questions was repeated exactly, so that responses from the 2013 survey can be compared to those from previous years. The 2013 survey findings are compared in the following sections to the surveys conducted in 2005, 2007, 2009 and 2011. Several questions were added in 2007 and 2011; thus in some cases comparisons can only be made for the later years.

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

Overall, stakeholder respondents were moderately satisfied with the Montana transportation system (Figure 2.1.1). They were slightly less satisfied than the general public as measured by the 2013 Public Involvement Survey. Environmental, passenger, and tribal respondents were slightly less satisfied when compared to the general public and other stakeholder groups; although the difference is not significant.

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



Stakeholder satisfaction with the physical condition of Montana's transportation system is compared with the satisfaction levels from the 2013 Public Involvement Survey in Figure 2.1.2. Stakeholders are less satisfied with the physical condition of bicycle paths and pedestrian facilities than those interviewed in the Public Involvement Survey. Stakeholders are slightly less satisfied than the general public with the physical condition of rest areas.

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

Figure 2.1.2: Satisfaction with the Physical Condition of Montana's Transportation System, All Stakeholders and 2013 Public Involvement Survey

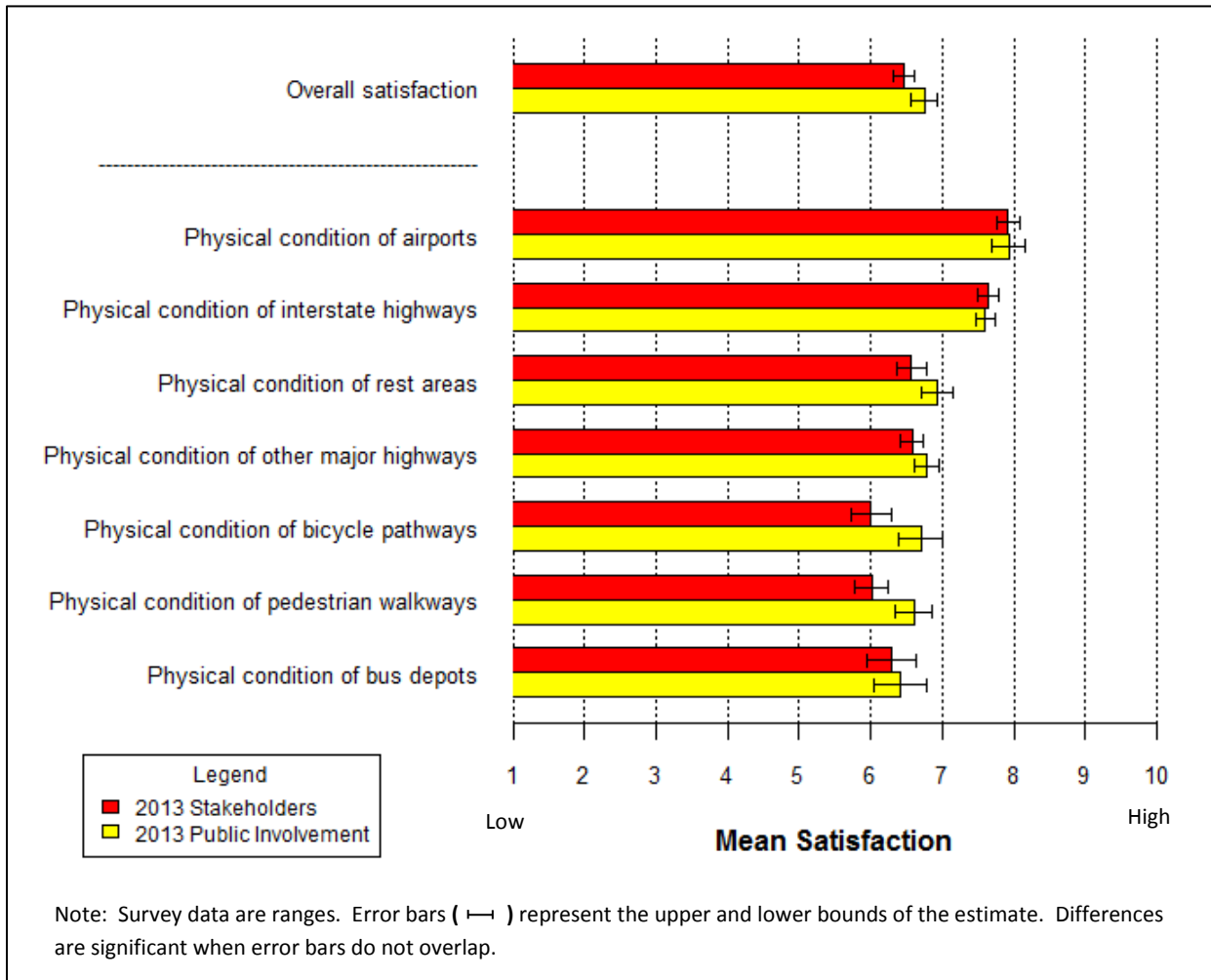
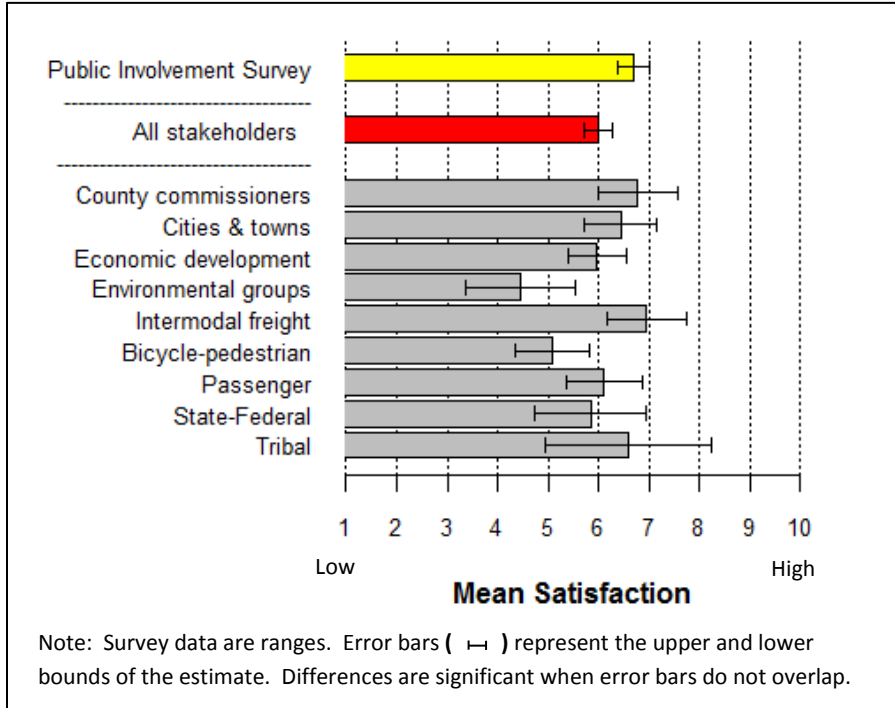


Figure 2.1.3: Physical Condition of Bicycle Pathways by Stakeholder Group



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

Figure 2.1.4: Physical Condition of Pedestrian Walkways by Stakeholder Group

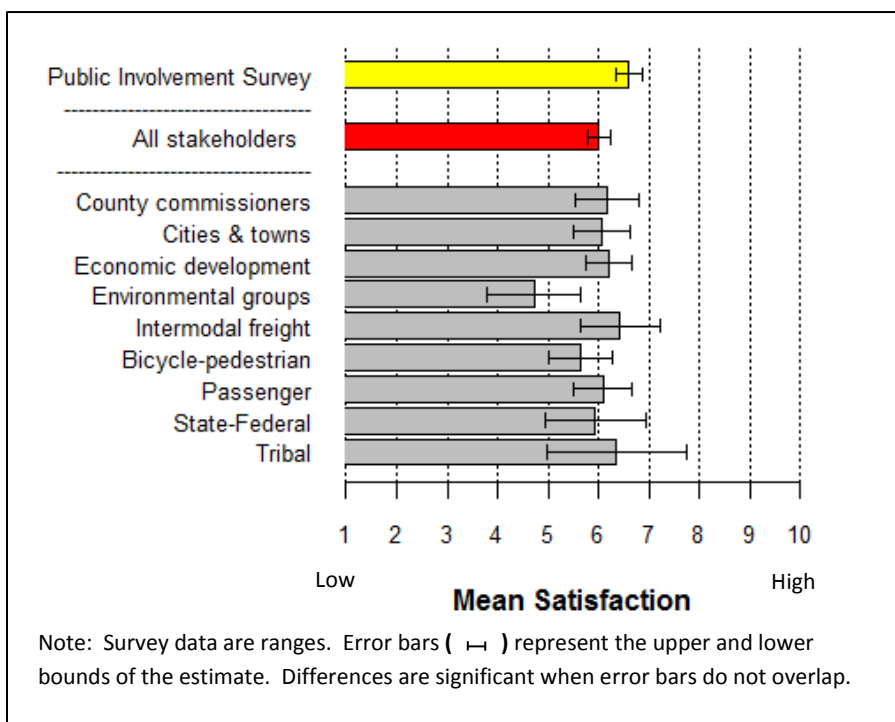
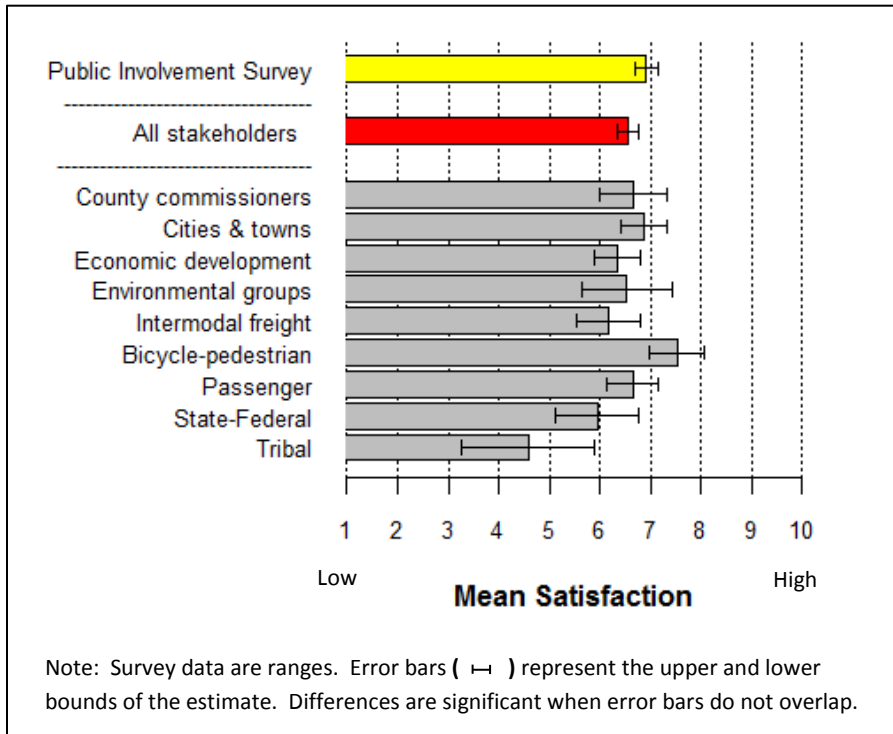


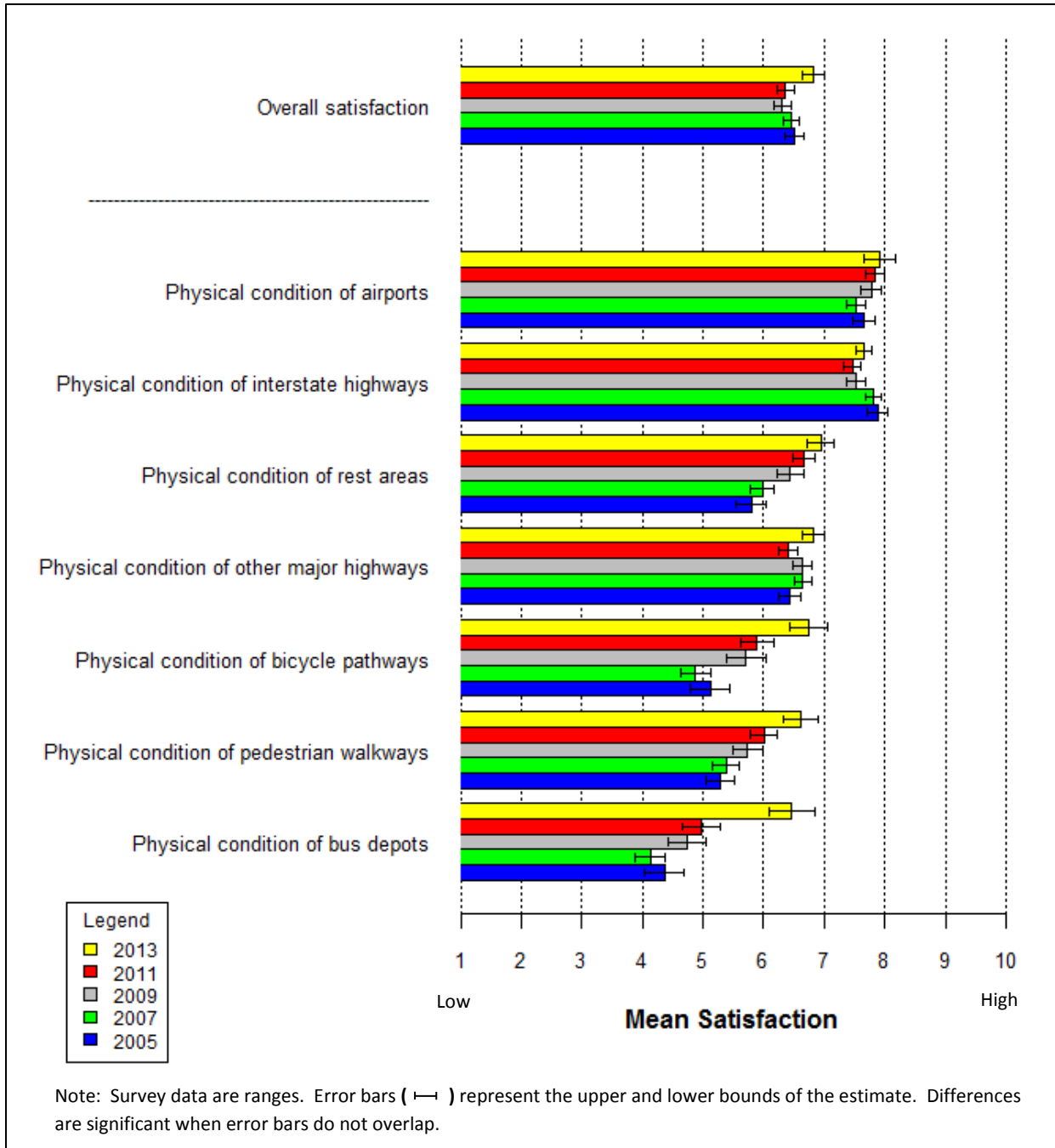
Figure 2.1.5: Physical Condition of Rest Areas by Stakeholder Group



Tribal respondents were less satisfied about the physical condition of rest areas; bicycle-pedestrian respondents were very satisfied.

Stakeholder satisfaction with the overall transportation system remains moderately high when compared over the 2005-2013 time period (Figure 2.1.6); it has changed little. Satisfaction with the physical condition of the interstates declined slightly over the same time but remains relatively high. The physical condition of airports, bicycle pathways, pedestrian walkways, rest areas and bus depots all show higher satisfaction by stakeholders over 2005 levels.

Figure 2.1.6: Stakeholder Overall Satisfaction with the Physical Condition of Montana's Transportation System, 2005-2013



Stakeholders were less satisfied with the availability of intercity buses and air transportation to destinations inside Montana compared to respondents in the Public Involvement Survey (Figure 2.1.7). Stakeholders were less satisfied about the availability of other services than the general public but not significantly so.

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

Figure 2.1.7: Satisfaction with the Availability of Services in Montana's Transportation System, All Stakeholders and 2013 Public Involvement Survey

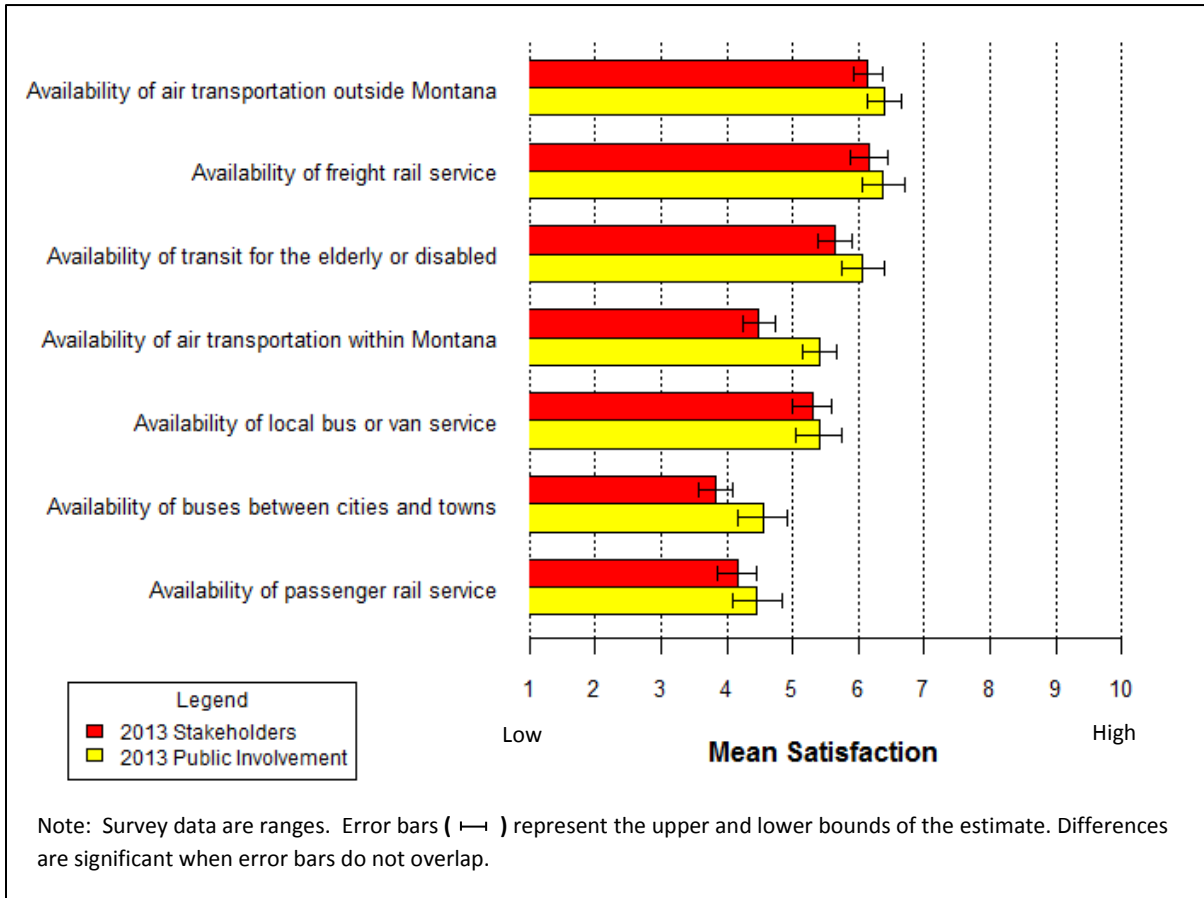
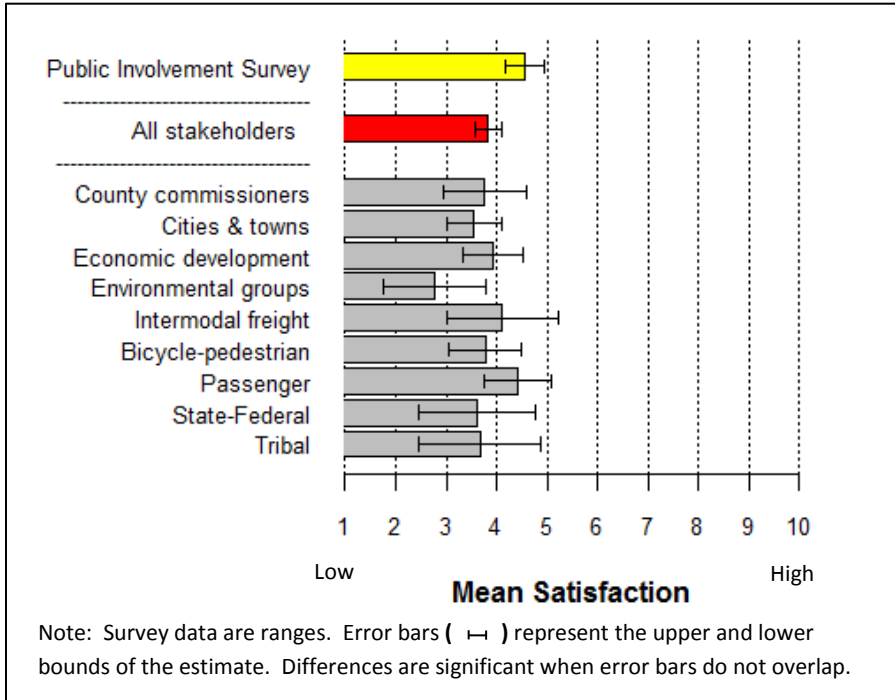
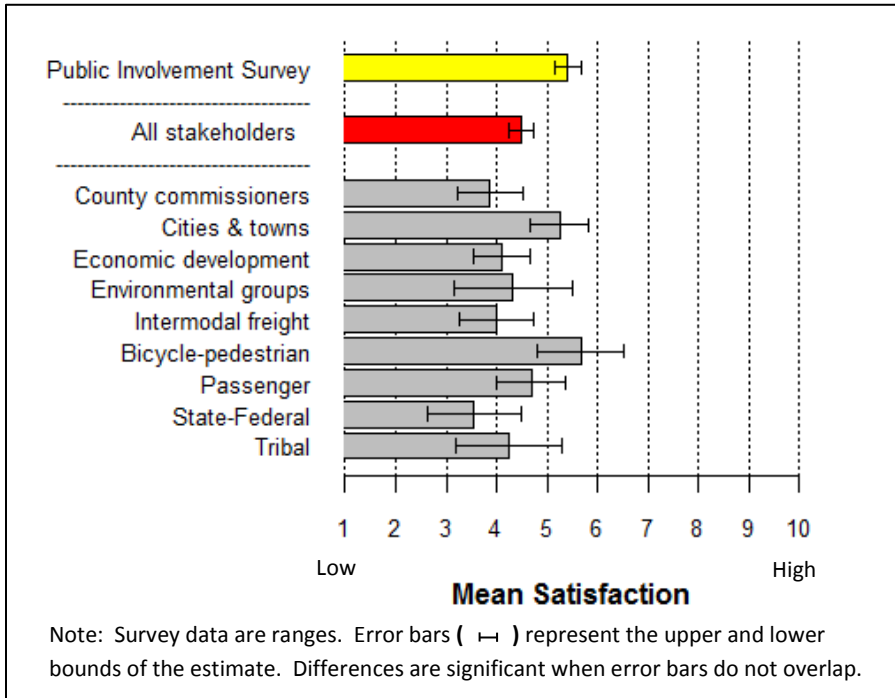


Figure 2.1.8: Availability of Intercity Buses by Stakeholder Group



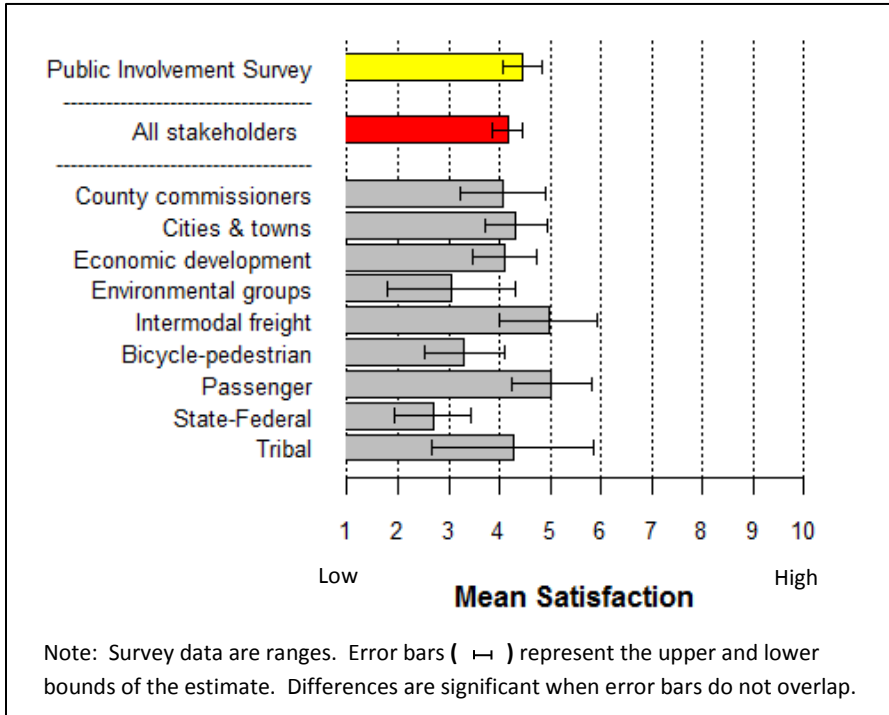
Stakeholders are somewhat dissatisfied with the availability of intercity buses. Environmental group respondents are slightly less satisfied than other stakeholder groups.

Figure 2.1.9: Availability of Air Transportation to Destinations within Montana by Stakeholder Group



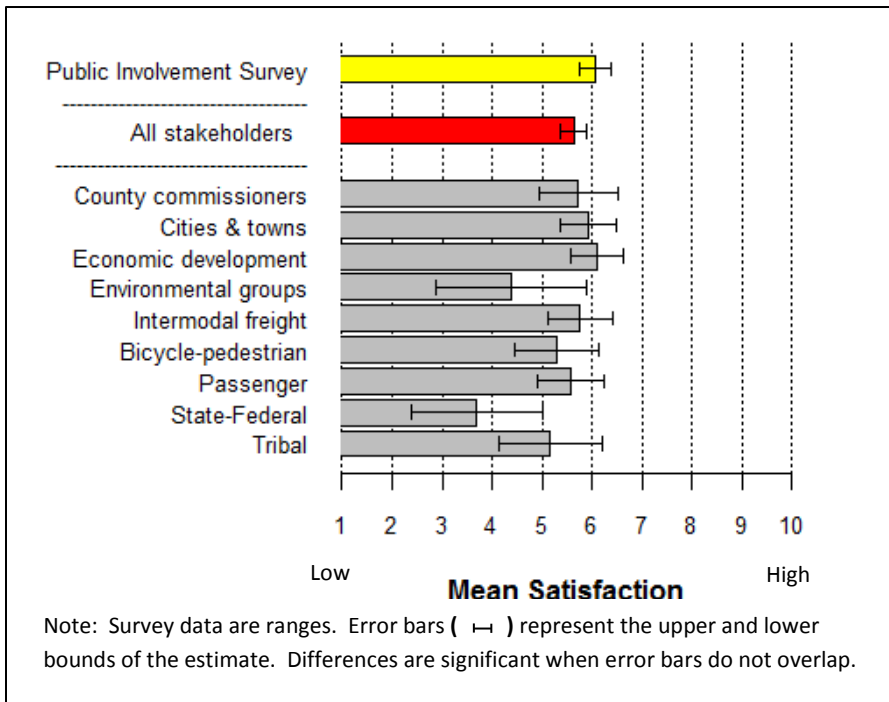
City and town stakeholder and bicycle-pedestrian respondents are slightly more satisfied with the availability of air transportation to destinations within Montana.

Figure 2.1.10: Availability of Passenger Rail by Stakeholder Group



Environmental, bicycle-pedestrian, and State-Federal stakeholders are not satisfied with the availability of passenger rail service.

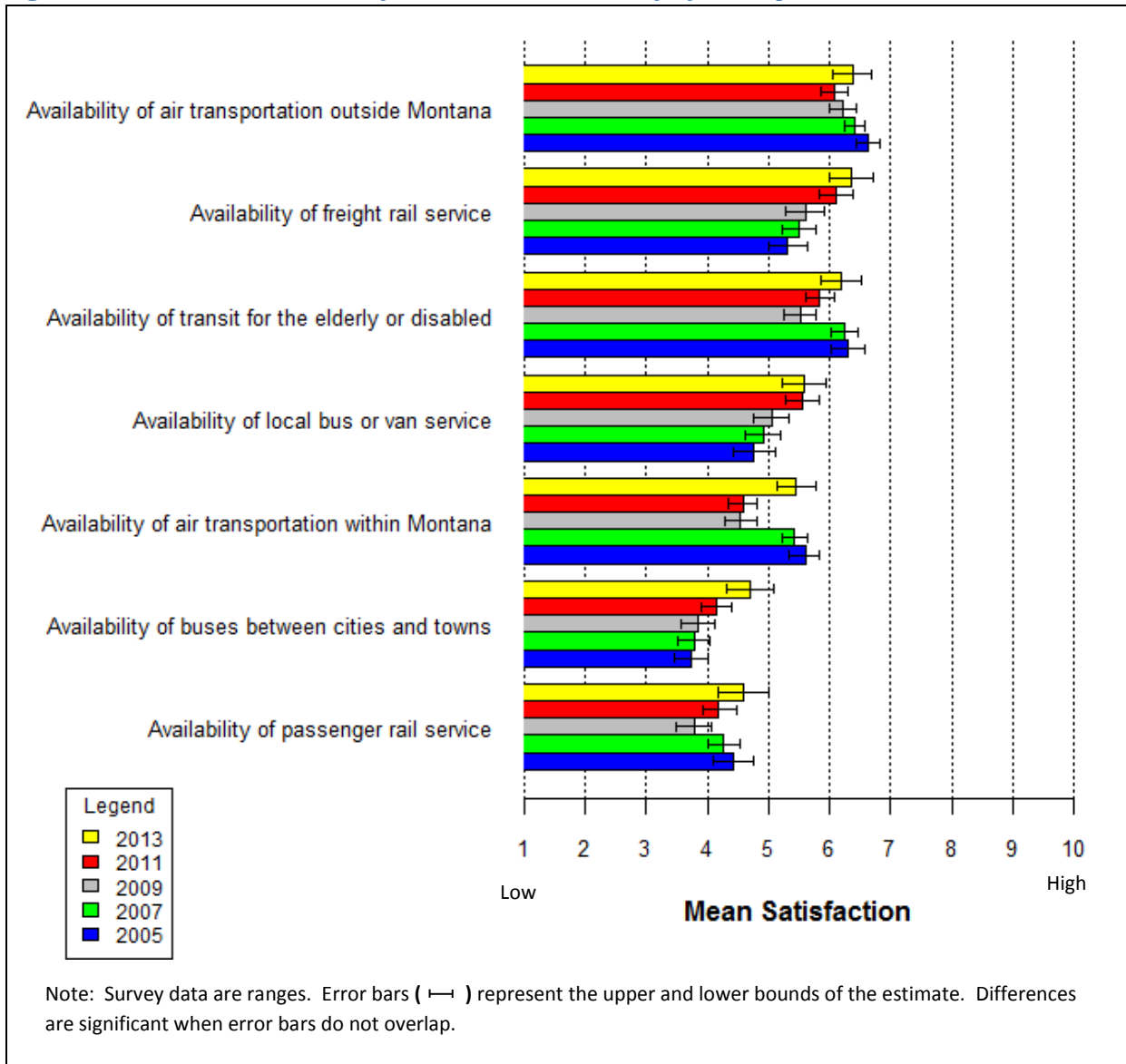
Figure 2.1.11: Availability of Transit for the Elderly and Disabled by Stakeholder Group



Environmental and State-Federal stakeholders are slightly less satisfied with the availability of transit for the elderly and disabled.

Stakeholder satisfaction of transportation service availability has changed since 2005. Figure 2.1.12 shows the satisfaction for the last five iterations of the Stakeholder Survey. Satisfaction with local bus or van service and freight rail has improved over 2005 levels. Satisfaction with availability of air transportation to destinations within Montana and transit for the elderly and disabled declined between 2005 and 2009; satisfaction levels have returned to previous levels.

Figure 2.1.12: Stakeholder Satisfaction with Availability of Transportation Services, 2005-2013



Actions to Improve the Transportation System

Stakeholders were asked to prioritize potential actions to improve the Montana Transportation System on a scale of one to five where one means a very low priority and five means a very high priority. Figure 2.2.1 compares how all stakeholders viewed various actions with respondents from the 2013 Public Involvement Survey.

Stakeholders thought that using new technologies, increasing scheduled airline service, and reducing single occupant vehicles were higher priority than the general public.

Maintaining road pavement condition, ensuring adequate pedestrian facilities, ensuring adequate bicycle and pedestrian facilities, promoting the use of local transit systems and improving rest areas generated more support than the general public, but not significantly so.

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

Figure 2.2.1: Actions to Improve Transportation System, All Stakeholders and 2013 Public Involvement Survey

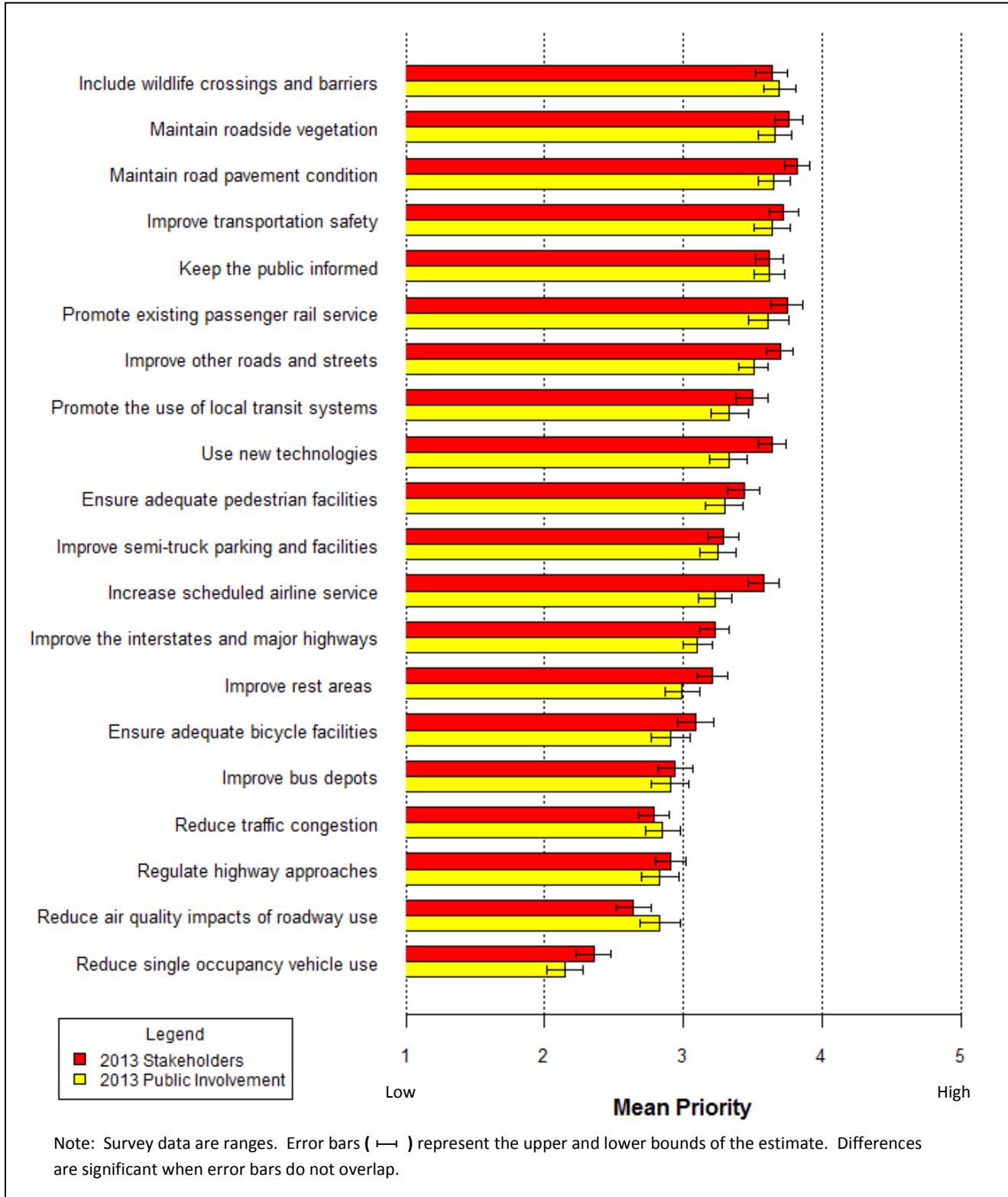
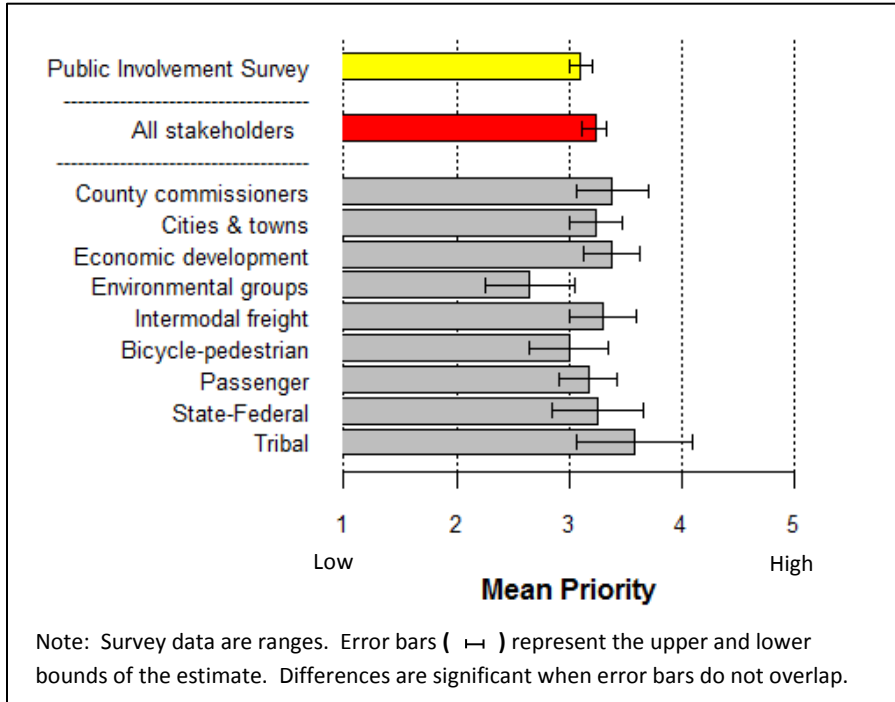


Figure 2.2.2: Improve Interstates by Stakeholder Group



Environmental group respondents assigned a lower priority to improving Montana's road system (Figures 2.2.2 and 2.2.3) than other groups.

Figure 2.2.3: Improve Other Roads and Streets by Stakeholder Group

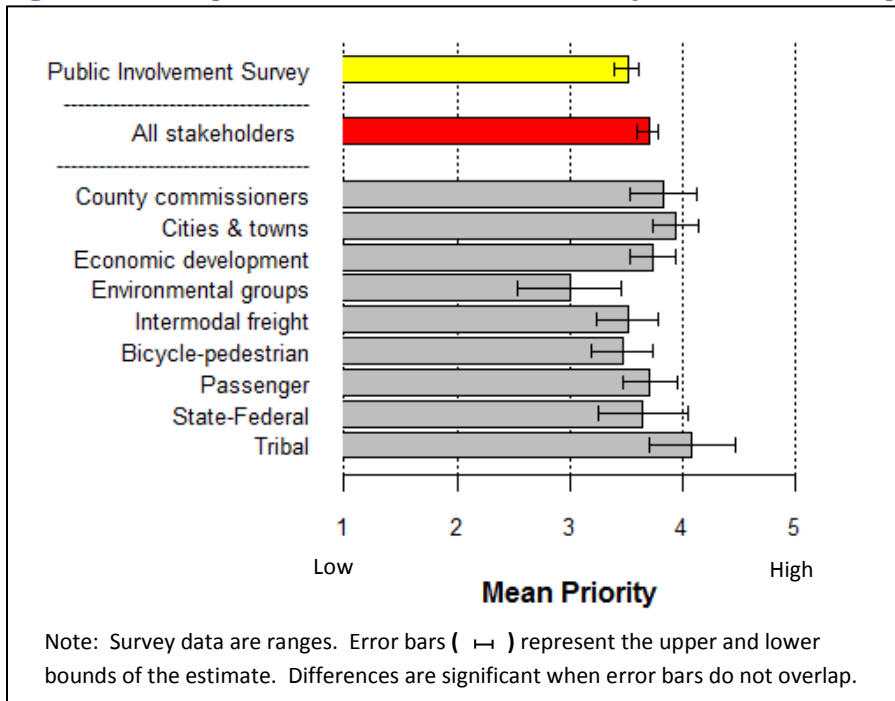
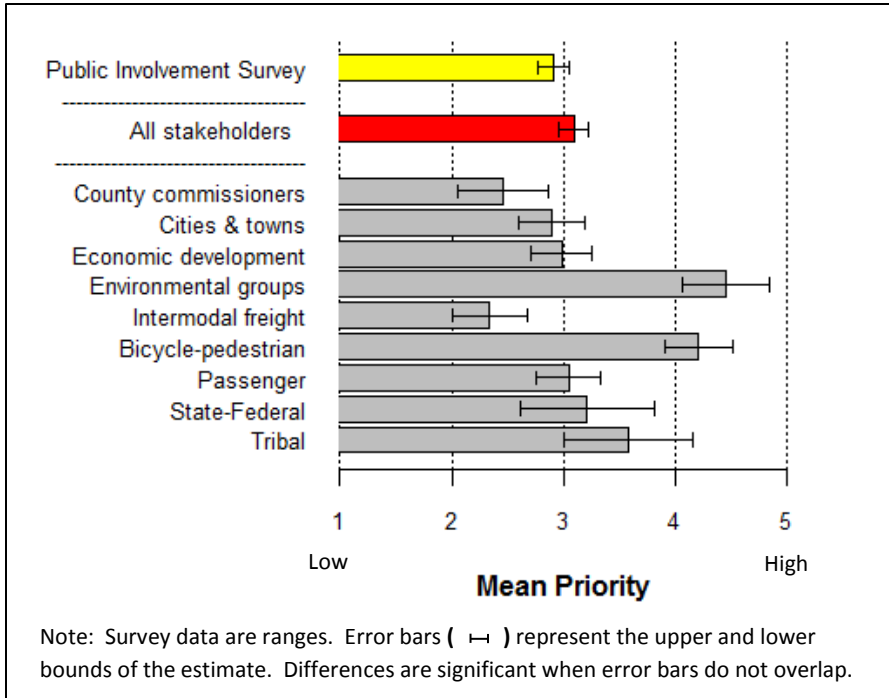


Figure 2.2.4: Ensure Adequate Bicycle Facilities by Stakeholder Group



Environmental and non-motorized respondents thought bicycle and pedestrian facilities were a very high priority while intermodal freight and county commissioner respondents assigned them a lower priority.

Figure 2.2.5: Ensure Adequate Pedestrian Facilities by Stakeholder Group

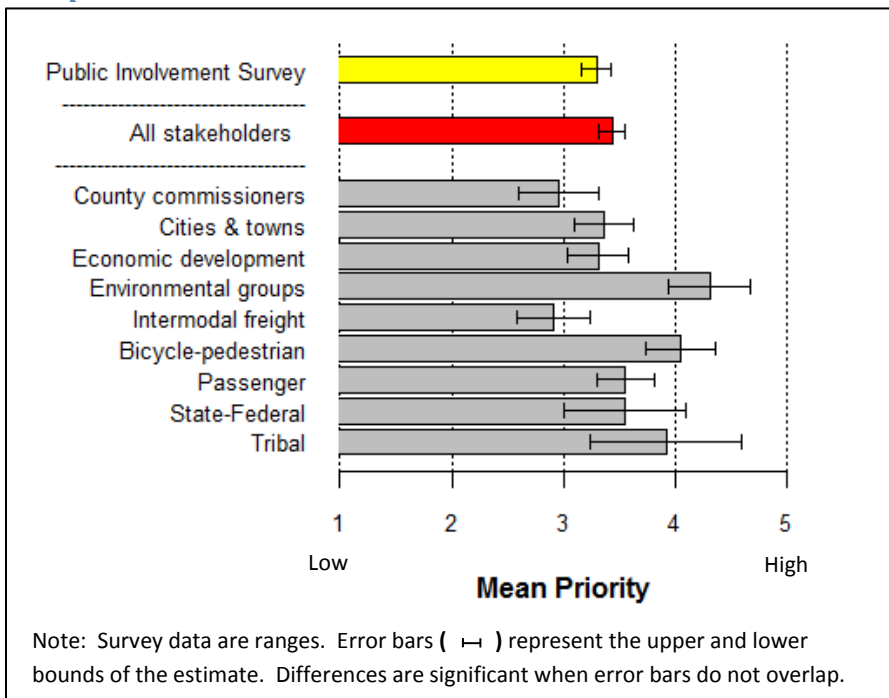
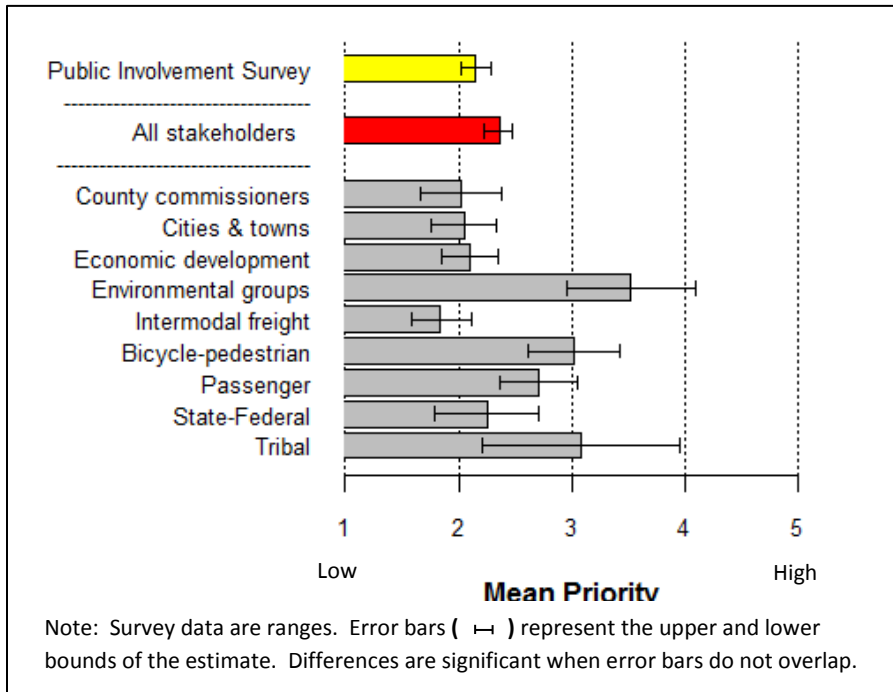
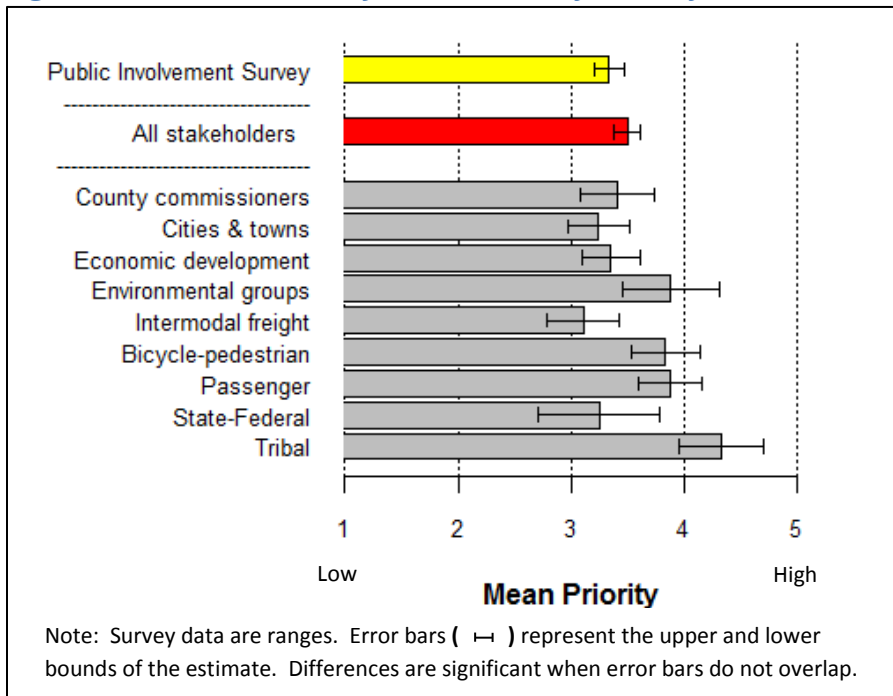


Figure 2.2.6: Reduce Single Occupancy Vehicles by Stakeholder Group



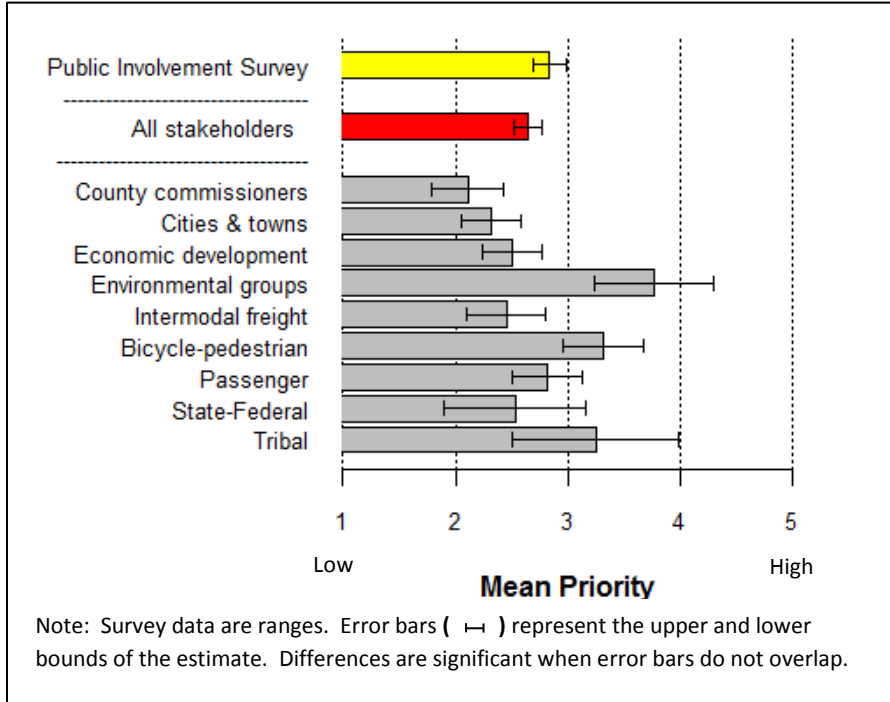
Even though stakeholders viewed reducing single occupancy vehicles priority in a similar manner as the general public, environmental respondents thought this was higher priority. County commissioner, mayors, economic development, and intermodal freight respondents thought this was a relatively low priority.

Figure 2.2.7: Promote Use of Local Transit Systems by Stakeholder Group



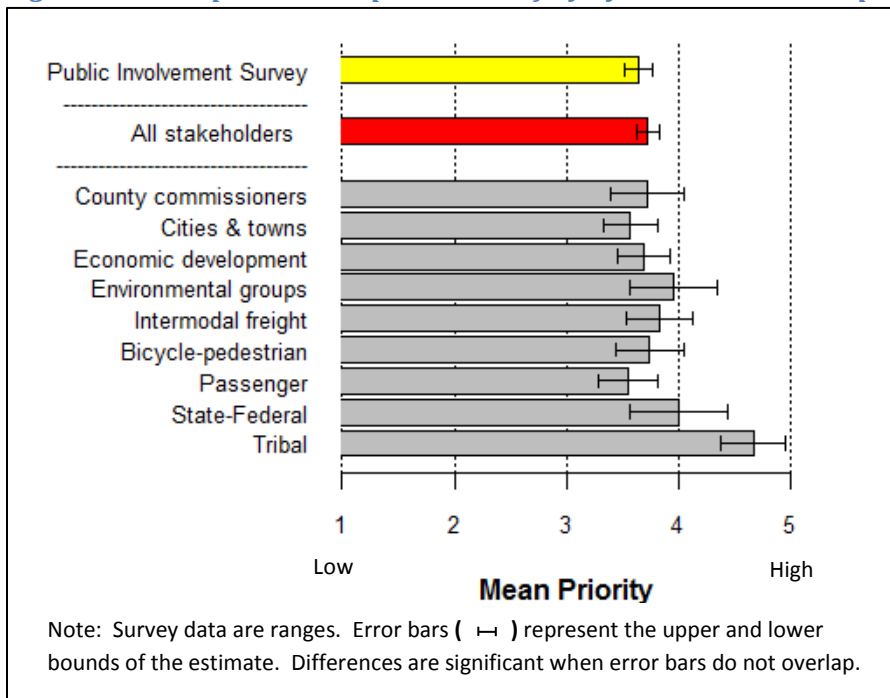
Tribal planners favored promoting local transit services as a very high priority; environmental, bicycle-pedestrian, and passenger respondents agreed but to a lesser level.

Figure 2.2.8: Reduce Air Quality Impacts of Roadway Use by Stakeholder Group



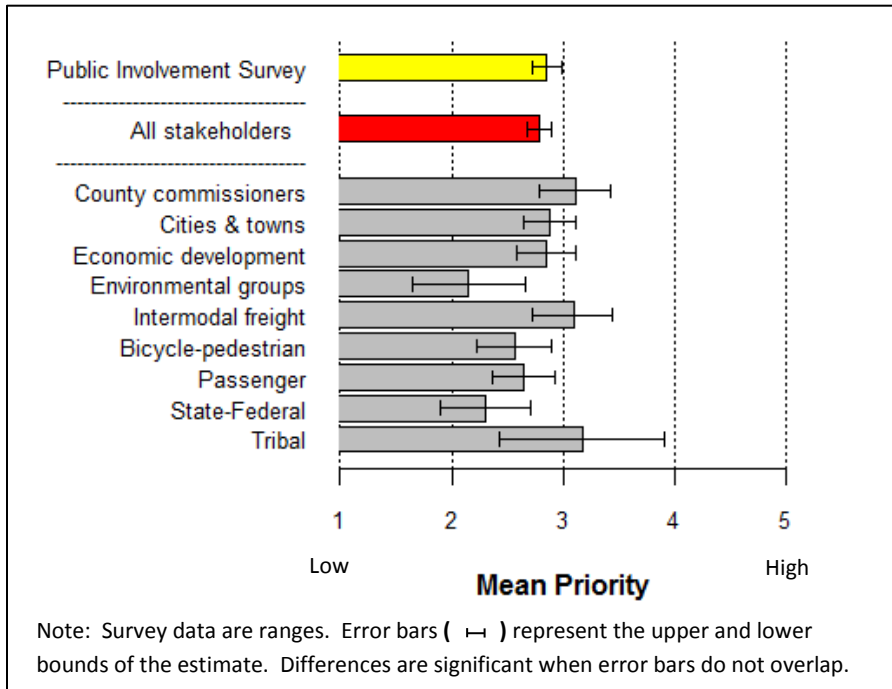
Reducing the air quality impacts of roadway use was somewhat of a priority to environmental respondents; not so for other stakeholder respondents.

Figure 2.2.9: Improve Transportation Safety by Stakeholder Group



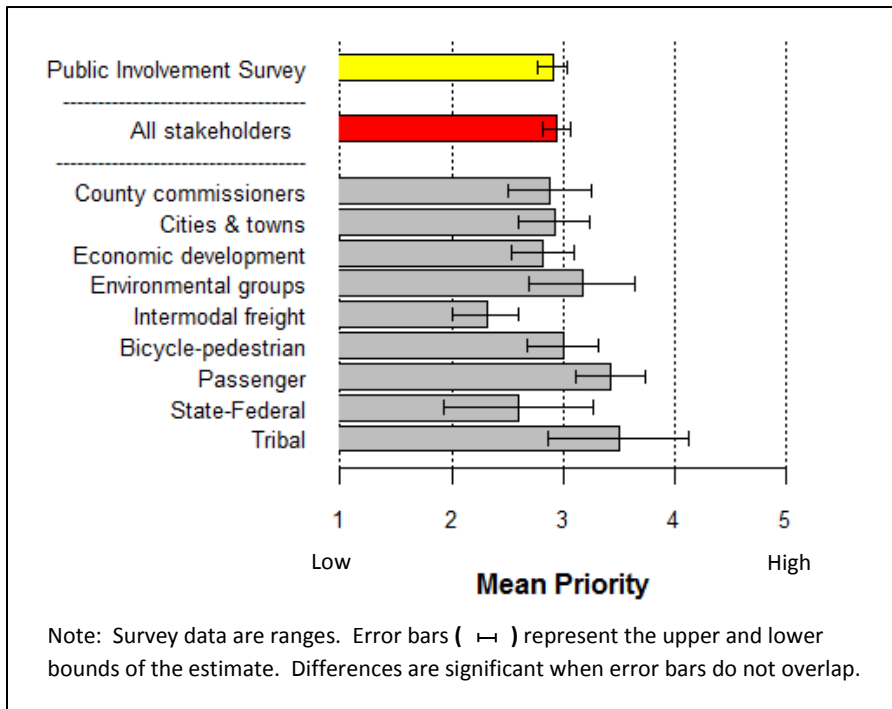
Improving transportation safety was a priority of tribal respondents.

Figure 2.2.10: Reduce Traffic Congestion by Stakeholder Group



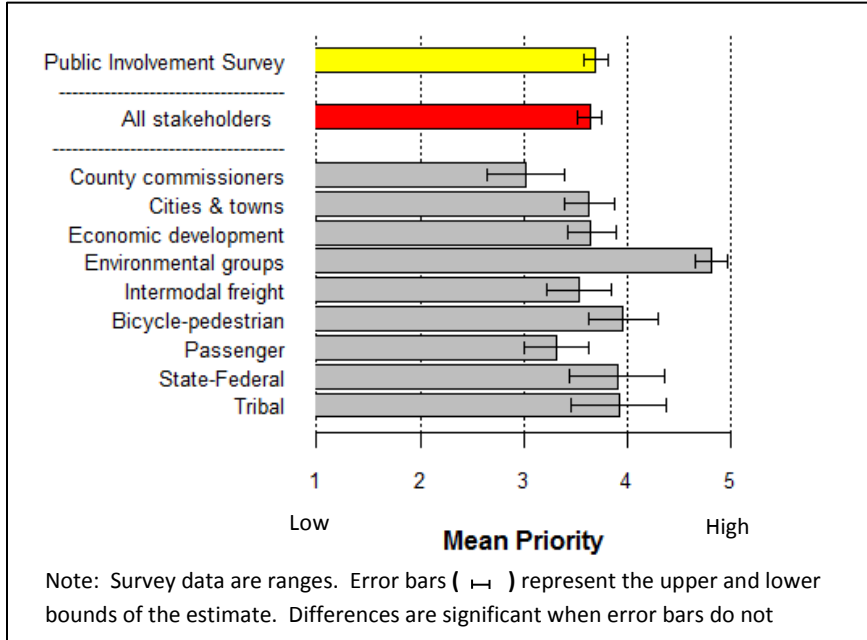
Reducing traffic congestion was not a priority of environmental stakeholders. County commissioners, intermodal freight and tribal stakeholders thought it was somewhat important.

Figure 2.2.11: Improve Bus Depots by Stakeholder Group



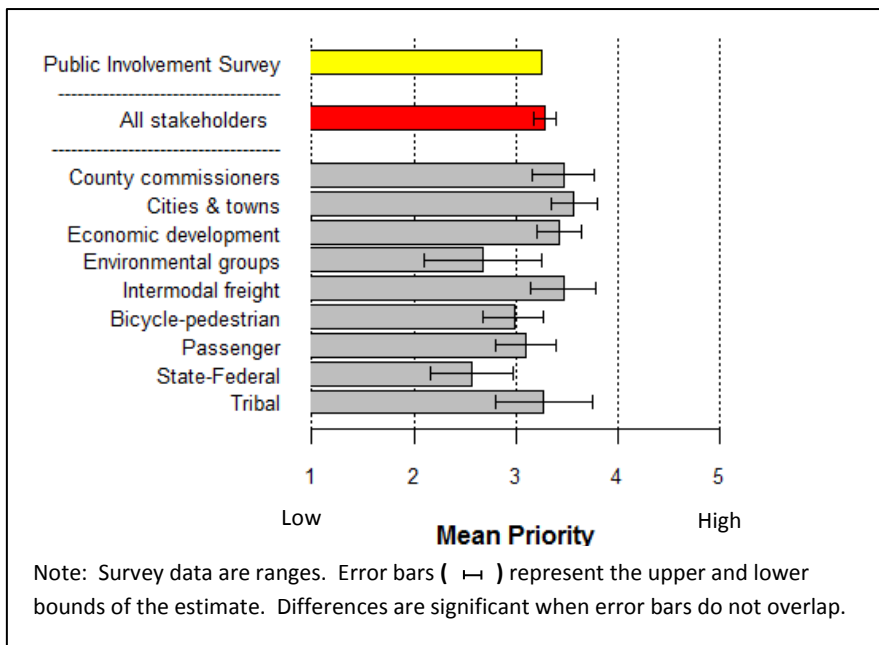
Intermodal freight stakeholders did not think that improving bus depots was a very high priority, while passenger and tribal stakeholders thought it was somewhat important.

Figure 2.2.12: Include Wildlife Crossings and Barriers by Stakeholder Group



Wildlife crossings were very important to environmental stakeholders; county commissioners did not think they were much of a priority.

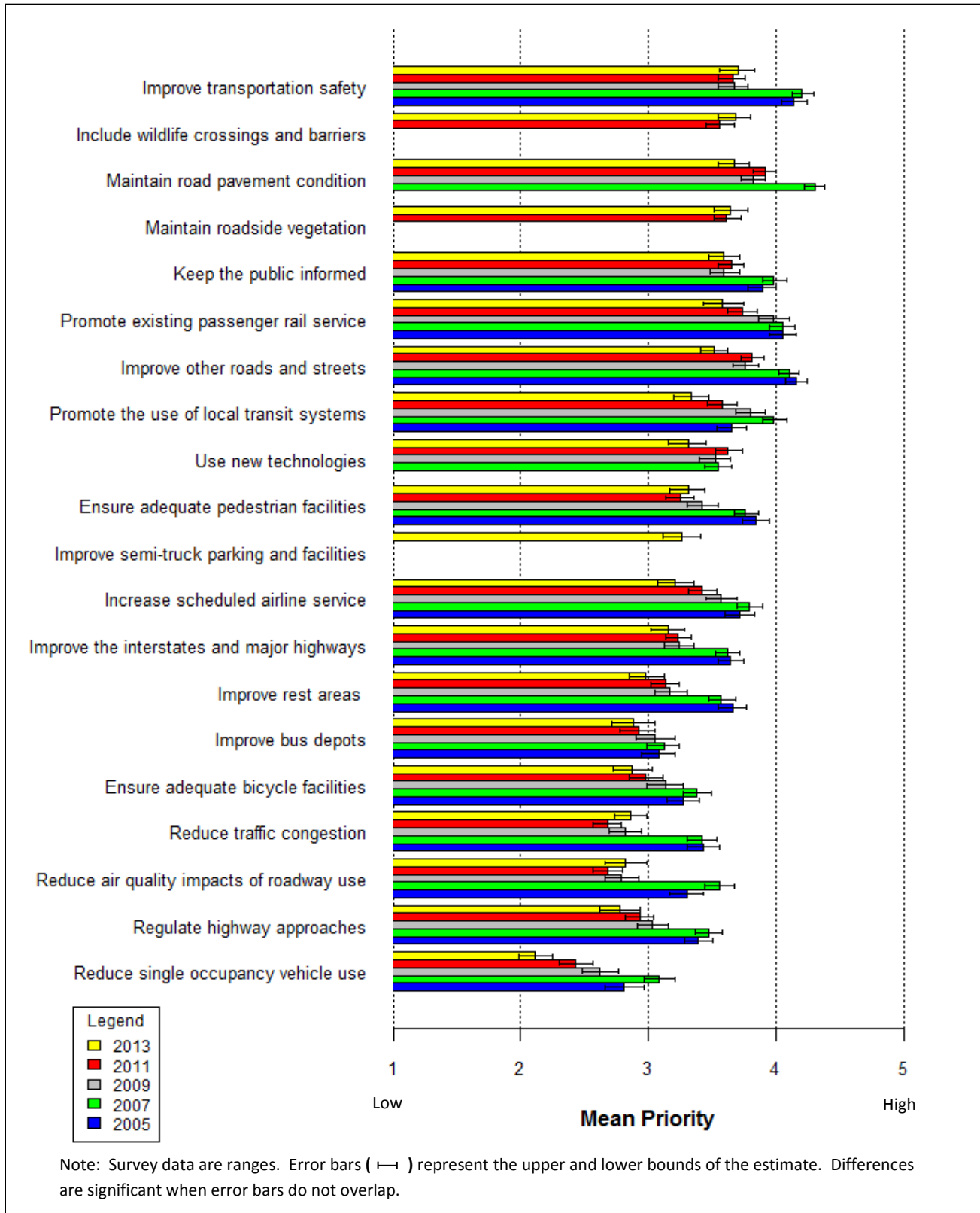
Figure 2.2.13: Include Semi-Truck Facilities and Parking by Stakeholder Group



Semi-truck facilities were somewhat important to all stakeholder groups but environmental respondents and Federal and state officials.

Figure 2.2.14 shows how little the priority of various actions to improve Montana's transportation system changed over time. Several actions have ranked high since 2005; their ranking has not changed markedly. Reducing single occupant vehicles is the least priority over time.

Figure 2.2.14: Prioritizing Actions to Improve Montana's Transportation System, All Stakeholders, 2005-2013



Actions to Improve Roadways

Stakeholders assigned a similar priority as the general public to various actions to improve Montana's roadways (Figure 2.3.1).

Even though there is little difference among all stakeholders regarding actions to improve Montana's roadways, a few possible actions have differences among stakeholder groups. Figures 2.3.2 through 2.3.7 on the following pages highlight some of these stakeholder differences.

Figure 2.3.1: Actions to Improve Roadways, All Stakeholders and 2013 Public Involvement Survey

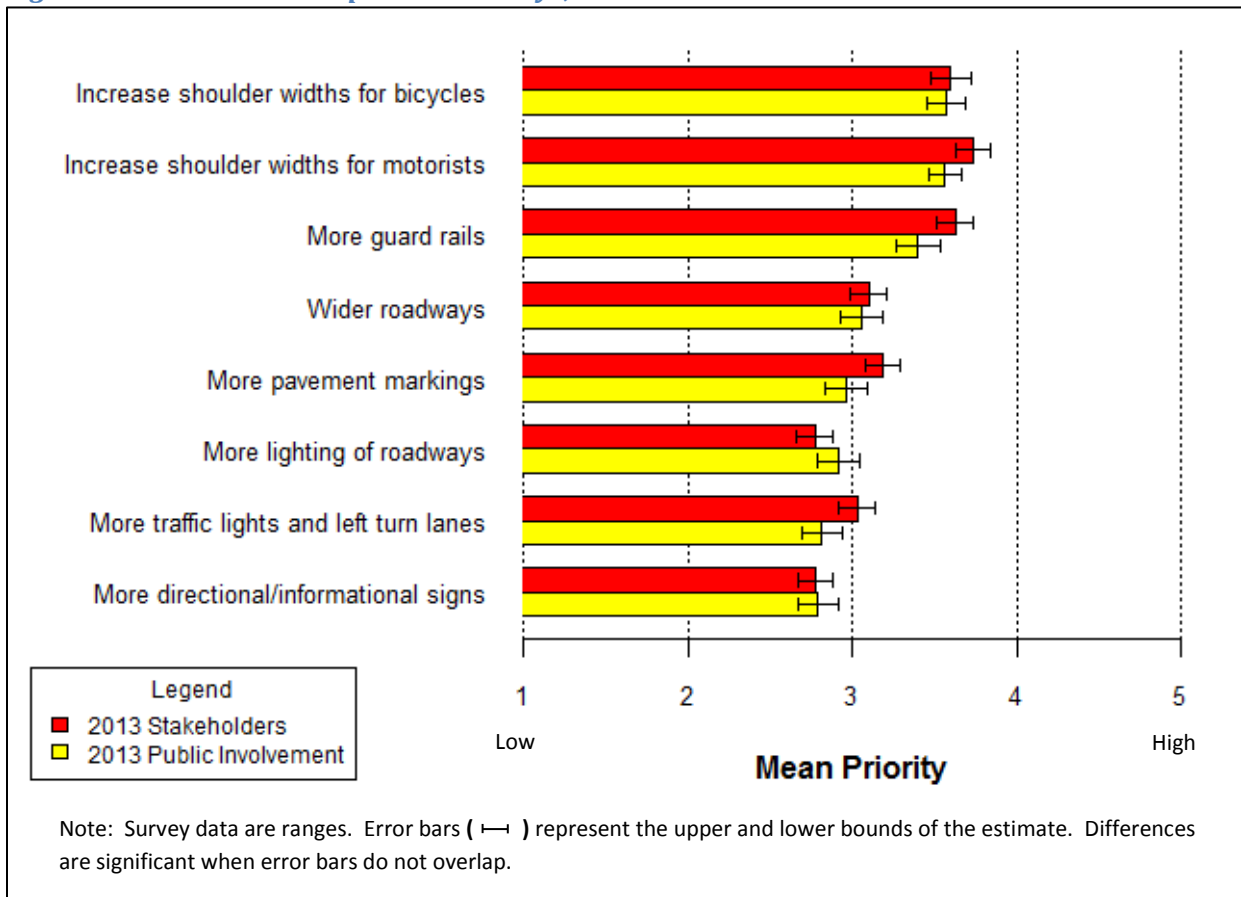
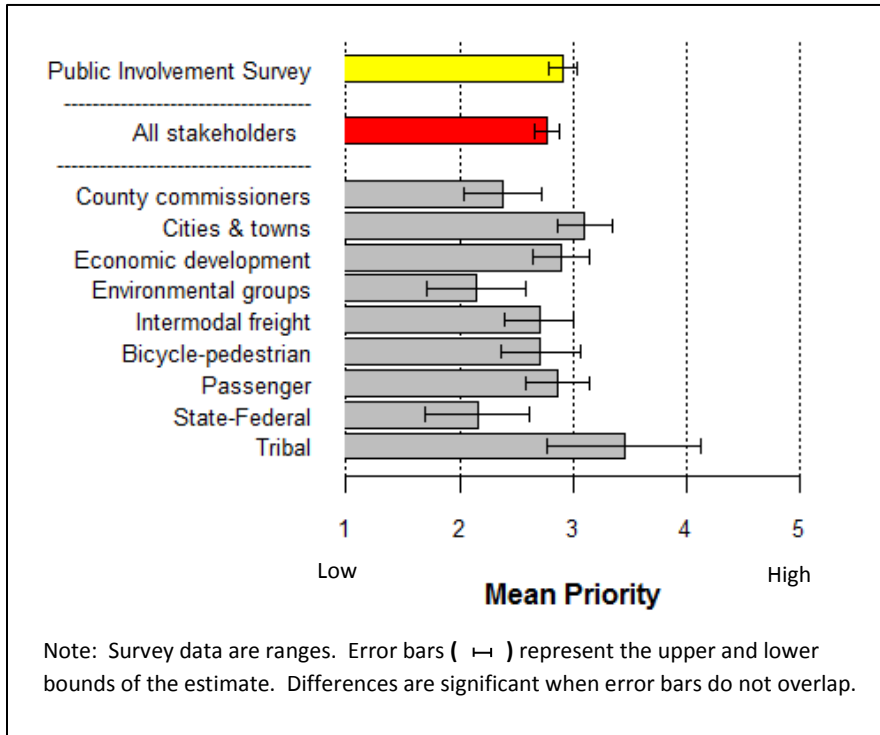


Figure 2.3.2: More Lighting of Roadways by Stakeholder Group



Tribal respondents thought that more lighting of roadways and directional signage was a higher priority than other stakeholder respondents.

Figure 2.3.3: More Directional/Informational Signs by Stakeholder Group

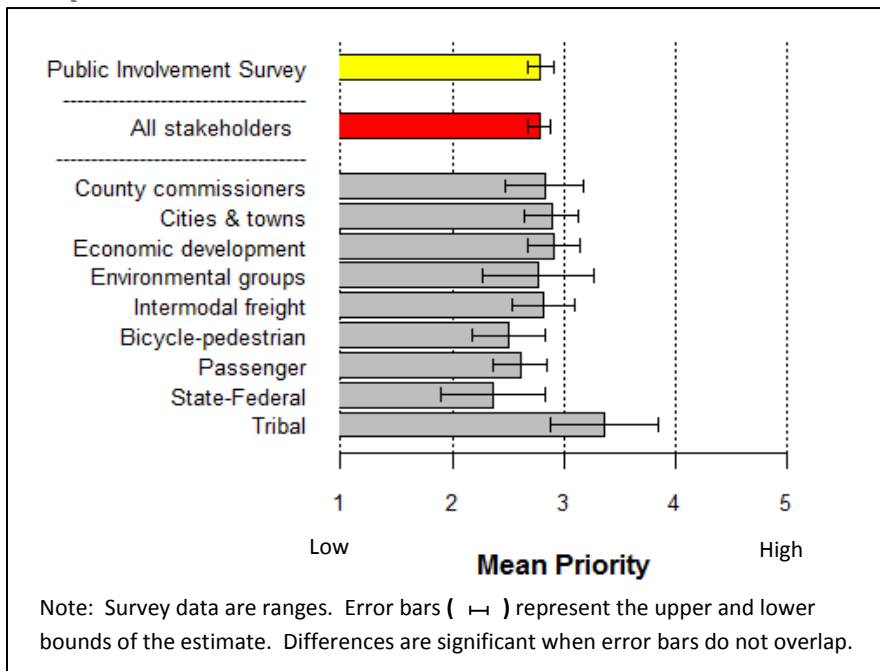
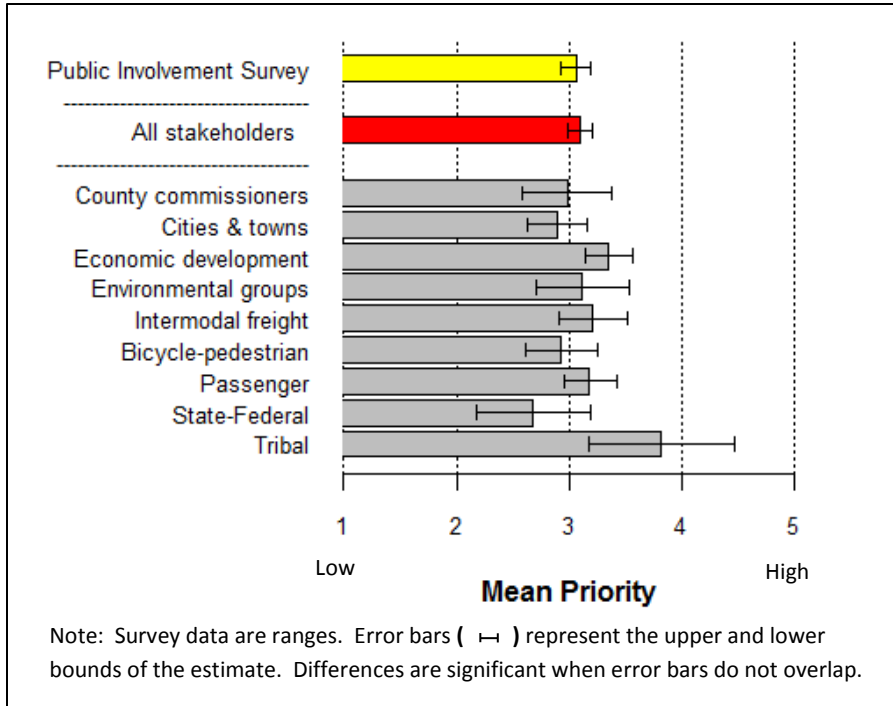


Figure 2.3.4: Wider Roadways by Stakeholder Group



Tribal respondents also thought that wider roadways and more guard rails should be a somewhat high priority for MDT.

Figure 2.3.5: More Guard Rails by Stakeholder Group

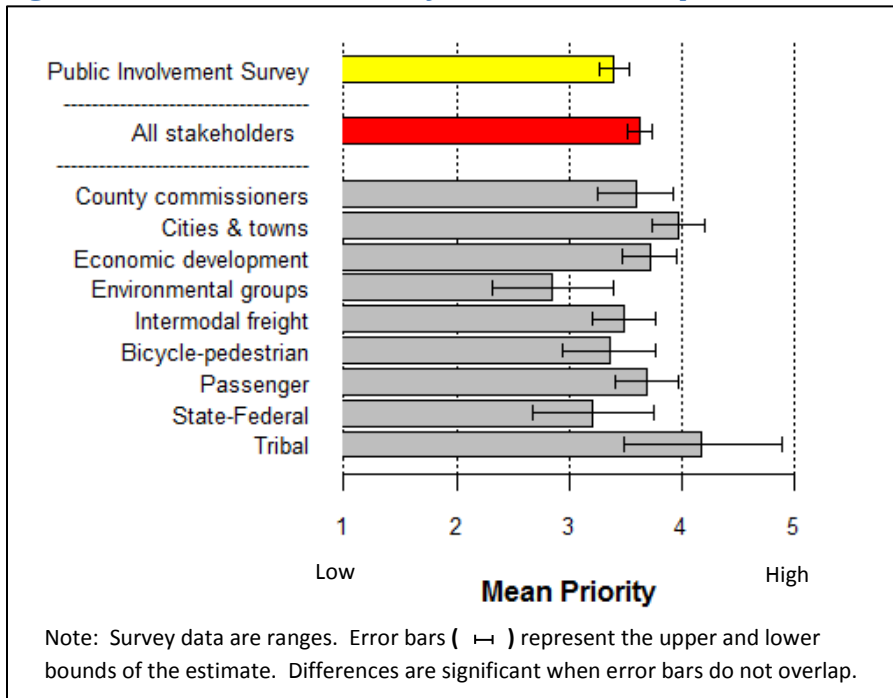
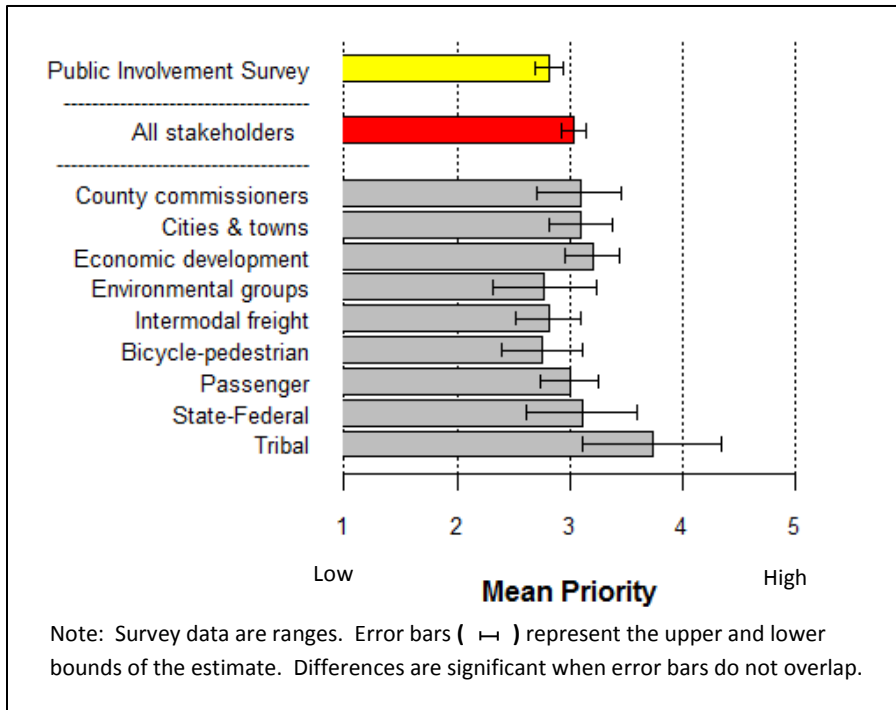
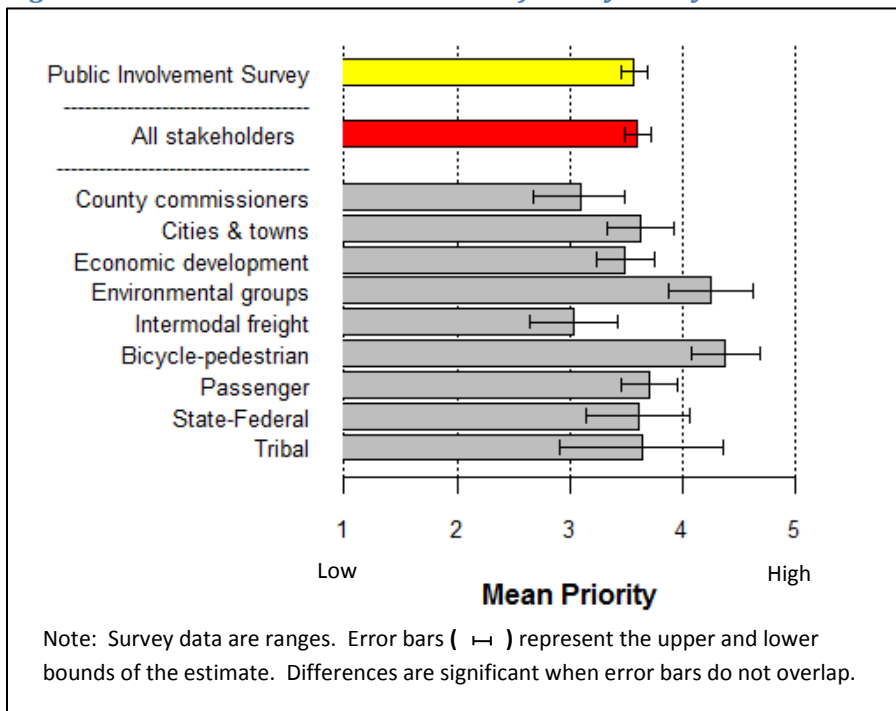


Figure 2.3.6: More Traffic Lights and Left Turn Lanes by Stakeholder Group



Tribal respondents once again thought that more traffic lights and left turn lanes were a somewhat high priority. This is consistent with their views on directional signage.

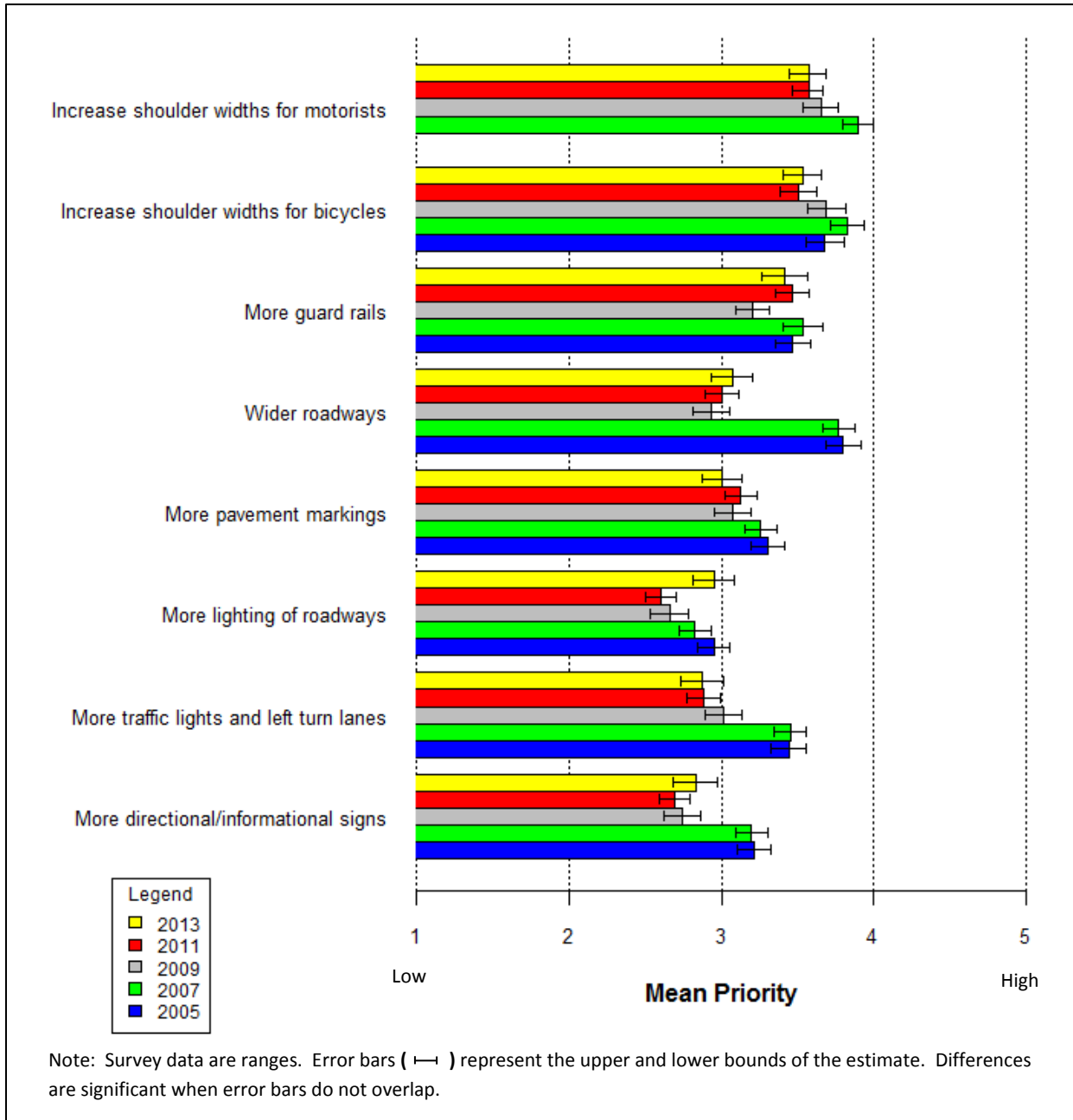
Figure 2.3.7: Increase Shoulder Widths for Bicycles by Stakeholder Group



Environmental and bicycle-pedestrian respondents thought that increasing shoulder widths for bicycles was important; on the other hand county commissioners and intermodal freight respondents were less enthusiastic.

The priority of actions to improve Montana's roadways declined for most options between 2005 and 2013 (Figure 2.3.8). More pavement markings exhibited the least change; wider roadways the most. Increasing shoulder widths both for motorists and bicycles are the stakeholders' highest priority over the time period the question was asked. There appears to be little change since 2009 in nearly all categories, the exception being more lighting of roadways.

Figure 2.3.8: Actions to Improve Roadways, All Stakeholders, 2005-2013



General Communication Tool Ratings

Stakeholders also rated the usefulness of ten general communication tools. These ratings are compared with those of respondents in the 2013 Public Involvement Survey. Stakeholders thought that the MDT website, community meetings, apps, and special mailings were more useful than the general public (Figure 2.4.1). Radio-television was not as useful compared to the general public.

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

Figure 2.4.1: Usefulness of General Communications Tools, All Stakeholders and 2013 Public Involvement Survey

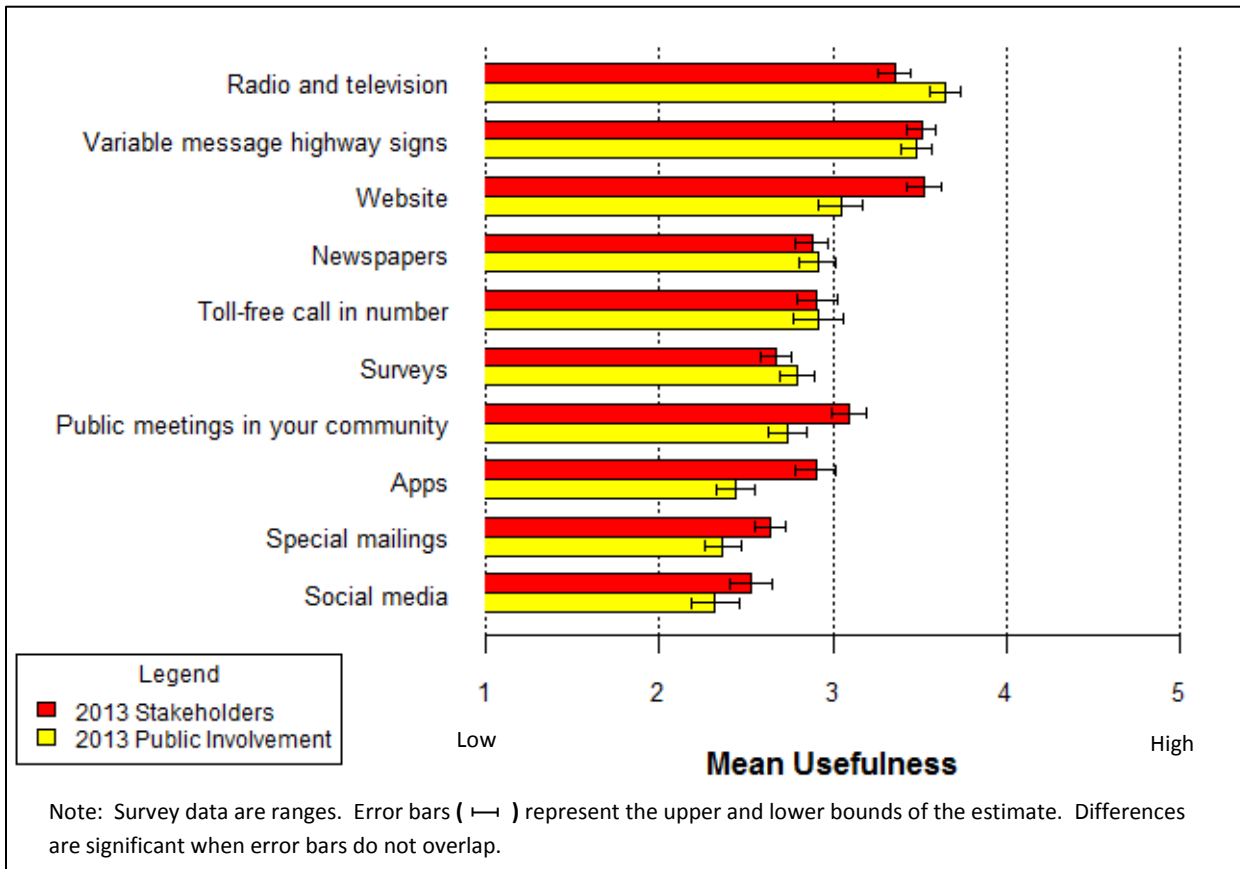
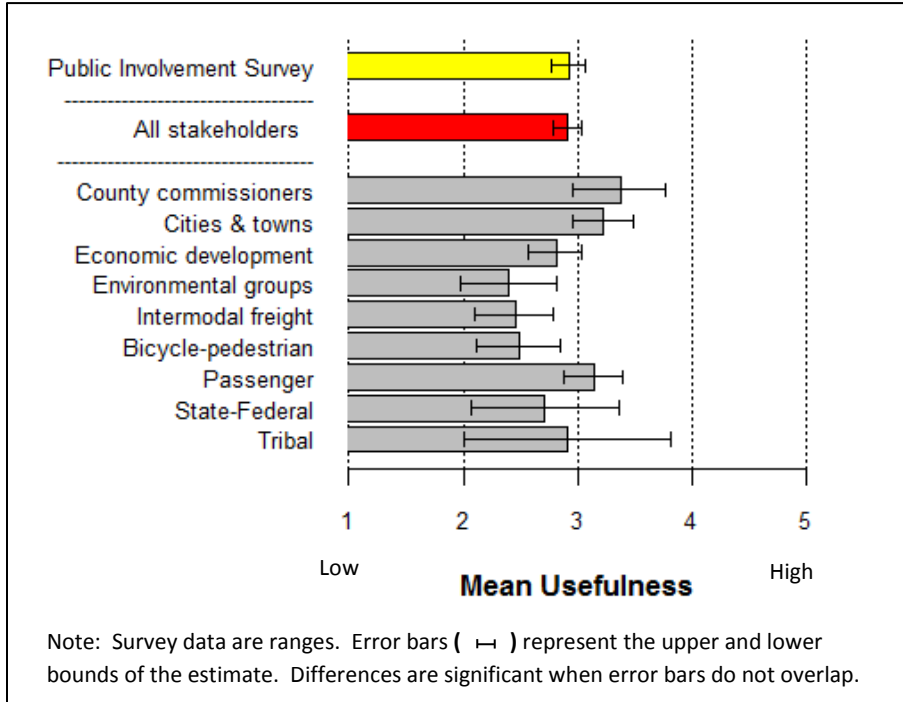
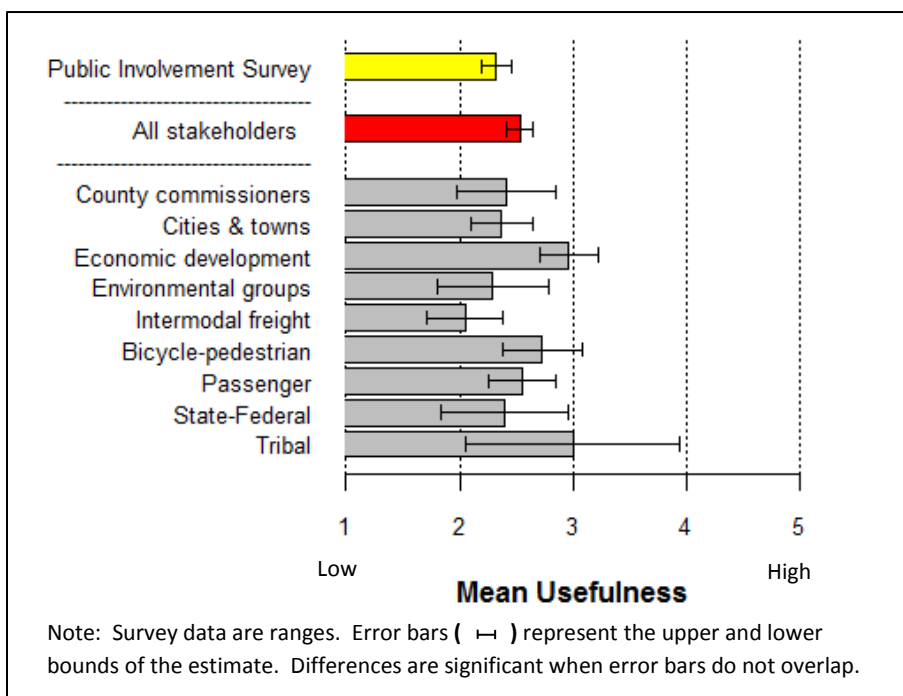


Figure 2.4.2: Toll-free Call-in Number as a General Communication Tool by Stakeholder Group



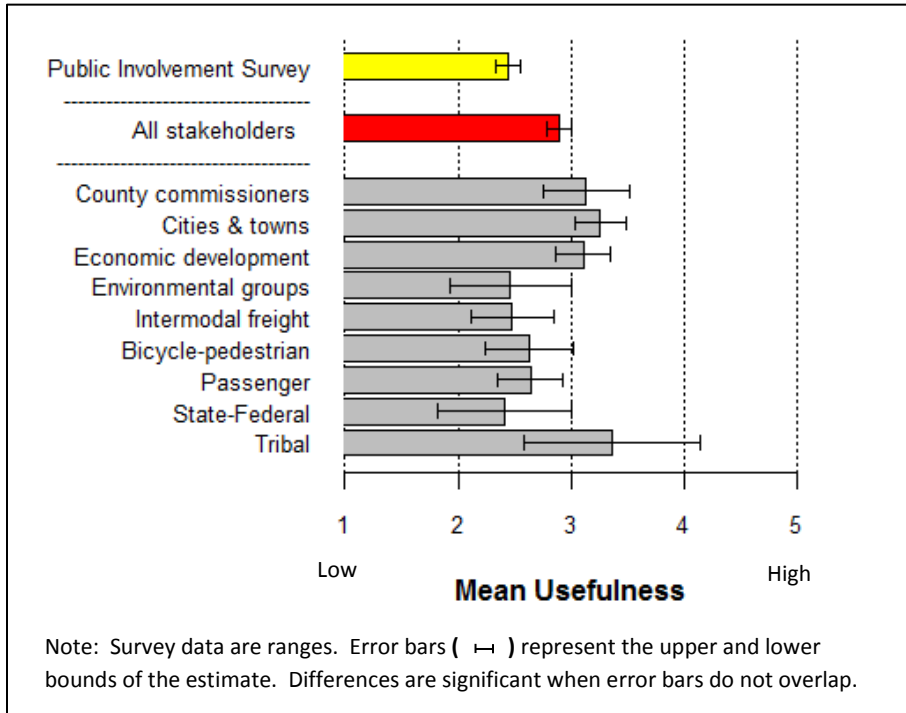
The toll-free call in number was found helpful by county commissioners, mayors and passenger stakeholders; less so for environmental, bicycle-pedestrian and intermodal freight stakeholders.

Figure 2.4.3: Social Media as a General Communication Tool by Stakeholder Group



Social media such as Facebook and Twitter was supported by economic development and tribal stakeholders; environmental, bicycle-pedestrian and intermodal freight stakeholders thought that social media was less useful.

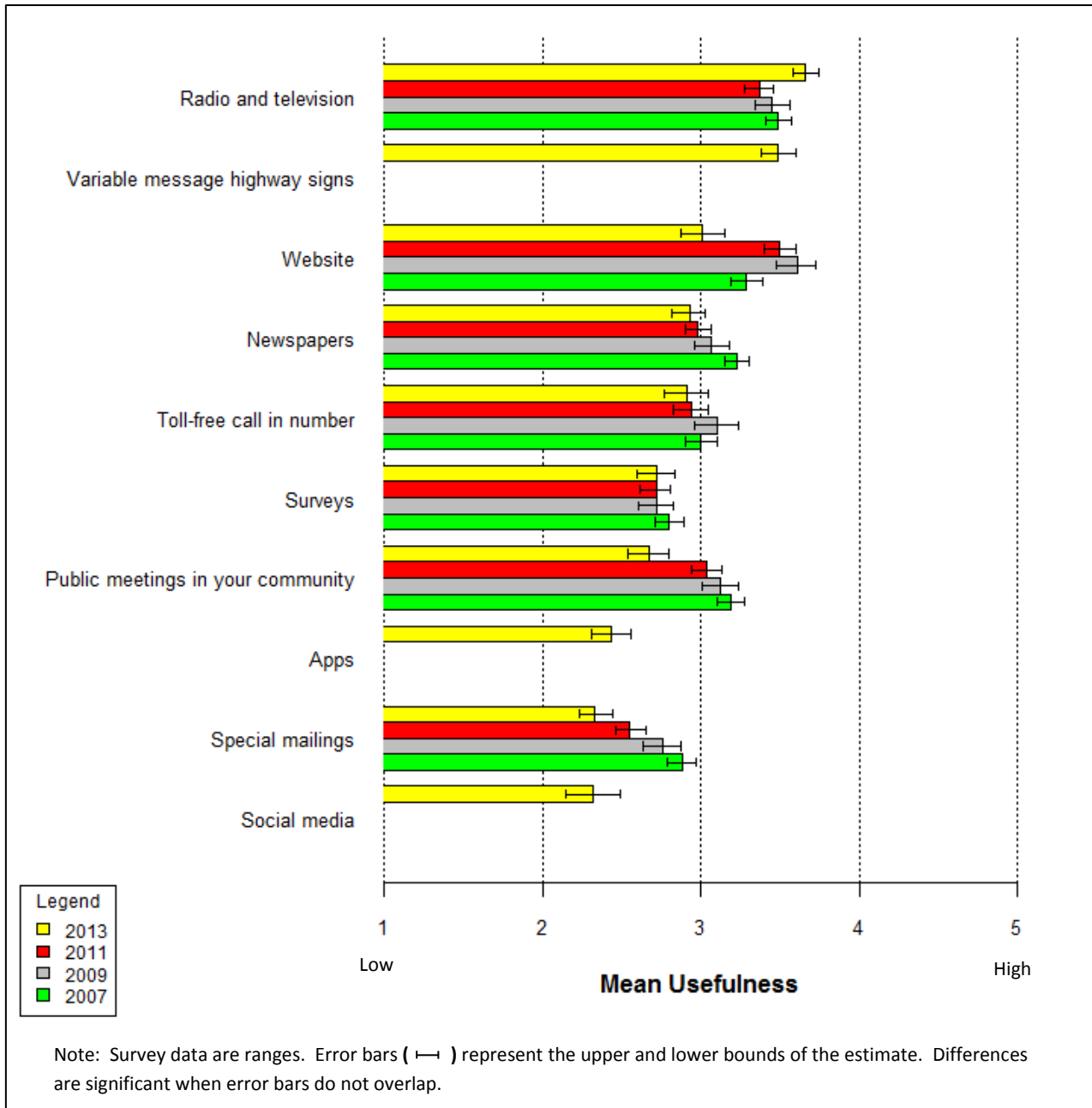
Figure 2.4.4: Apps as a General Communication Tool by Stakeholder Group



County commissioners, mayors, economic development and tribal stakeholders thought apps were a somewhat useful communication tool. Environmental, bicycle-pedestrian, passenger and intermodal freight stakeholders did not show similar enthusiasm.

The ranking of general communication tools by stakeholders shows little change between 2007 and 2013 (Figure 2.4.5). The radio-television remains the most useful and special mailings and surveys the least useful. Variable message highway signs, added in the 2013 survey, were the second highest rank communication tool; apps, special mailings and social media rank at the bottom.

Figure 2.4.5: Usefulness of General Communication Tools, All Stakeholders, 2007-2013



Planning and Project Communication Tool Ratings

Stakeholders rated the helpfulness of all six communication tools used by MDT higher than respondents from the 2013 Public Involvement Survey. The relative ranking of each tool was similar for both groups. Maps were most helpful, followed by pictures and graphics and the MDT website. Newsletters, brochures, and apps that push information to you were the least helpful.

Figure 2.5.1: Helpfulness of Planning and Project Communication Tools, All Stakeholders and 2013 Public Involvement Survey

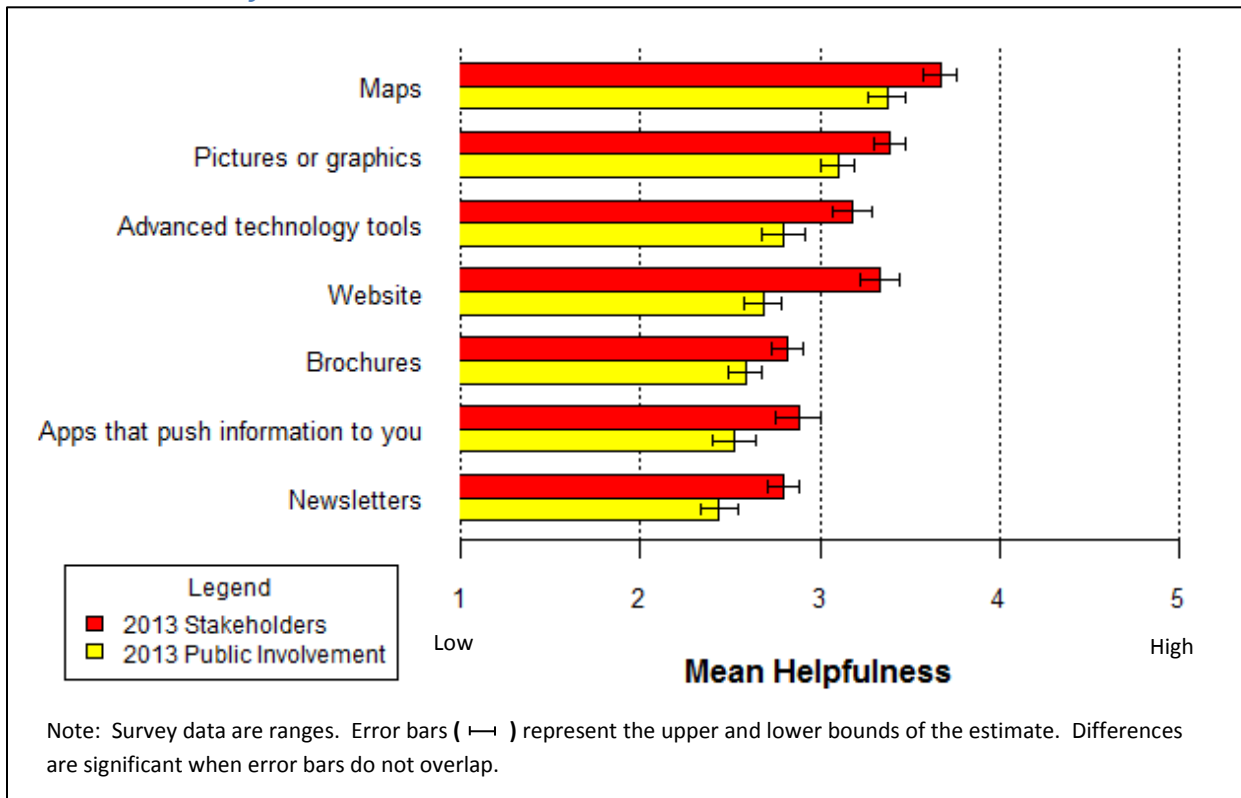
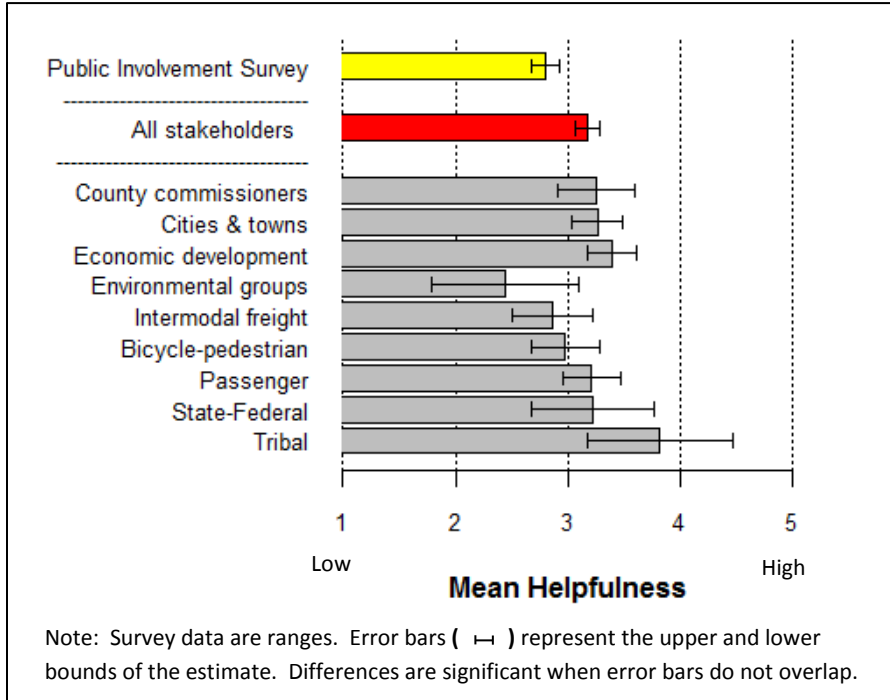
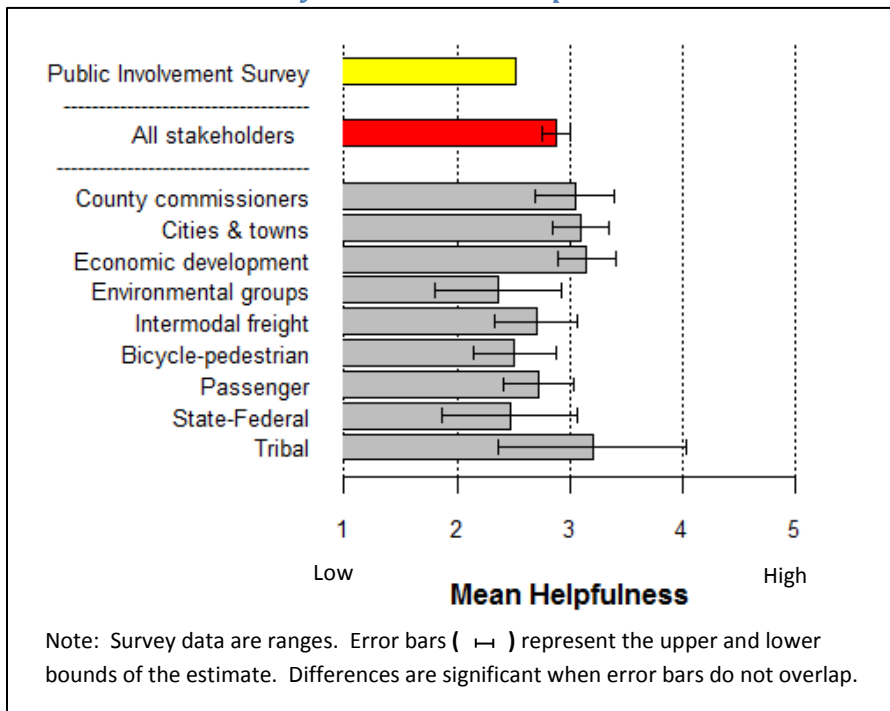


Figure 2.5.2: Advanced Technology Tools as a Planning and Project Communication Tool by Stakeholder Group



Advanced technology tools were thought useful by nearly all groups, except environmental stakeholders. The margin of error around the environmental stakeholders was relatively large suggesting that that these tools were also useful for some from this group.

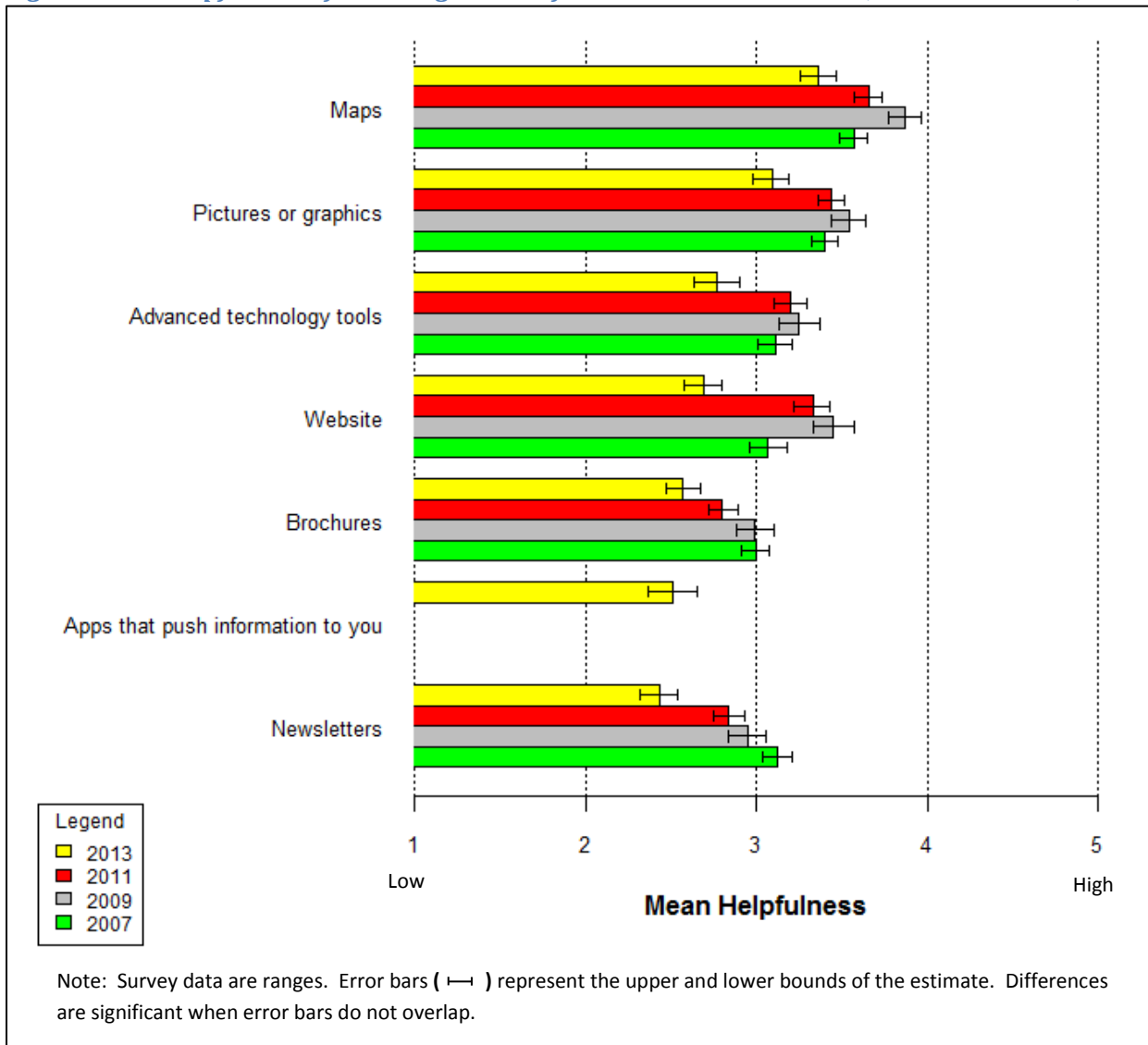
Figure 2.5.3: Apps that Push Information as a Planning and Project Communication Tool by Stakeholder Group



County commissioners, mayors and economic development stakeholders thought apps that push information to you were a useful communication tool. Environmental, bicycle-pedestrian, passenger and intermodal freight stakeholders did not show similar enthusiasm.

The same series of questions was also asked in previous surveys of stakeholders. The relative ranking remained the same, but the usefulness of communication tools declined in the opinion of stakeholders between 2007 and 2013.

Figure 2.5.4: Helpfulness of Planning and Project Communication Tools, All Stakeholders, 2007-2013



MDT's Customer Service and Performance Grade

Several measures of customer service and performance were graded on an A to F scale where F corresponds to 0 and A to 4. Figure 2.6.1 compares the grades assigned by stakeholders with the grades assigned by respondents of the 2013 Public Involvement Survey. Stakeholders generally gave MDT slightly higher grades than the general public although most differences were not significant. Stakeholders graded four categories higher than the general public: MDT's quality of service, MDT's overall performance in the last year, MDT's public notification process, and MDT keeps customers fully informed.

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

Figure 2.6.1: Customer Service and Performance Grades, All Stakeholders and 2013 Public Involvement Survey

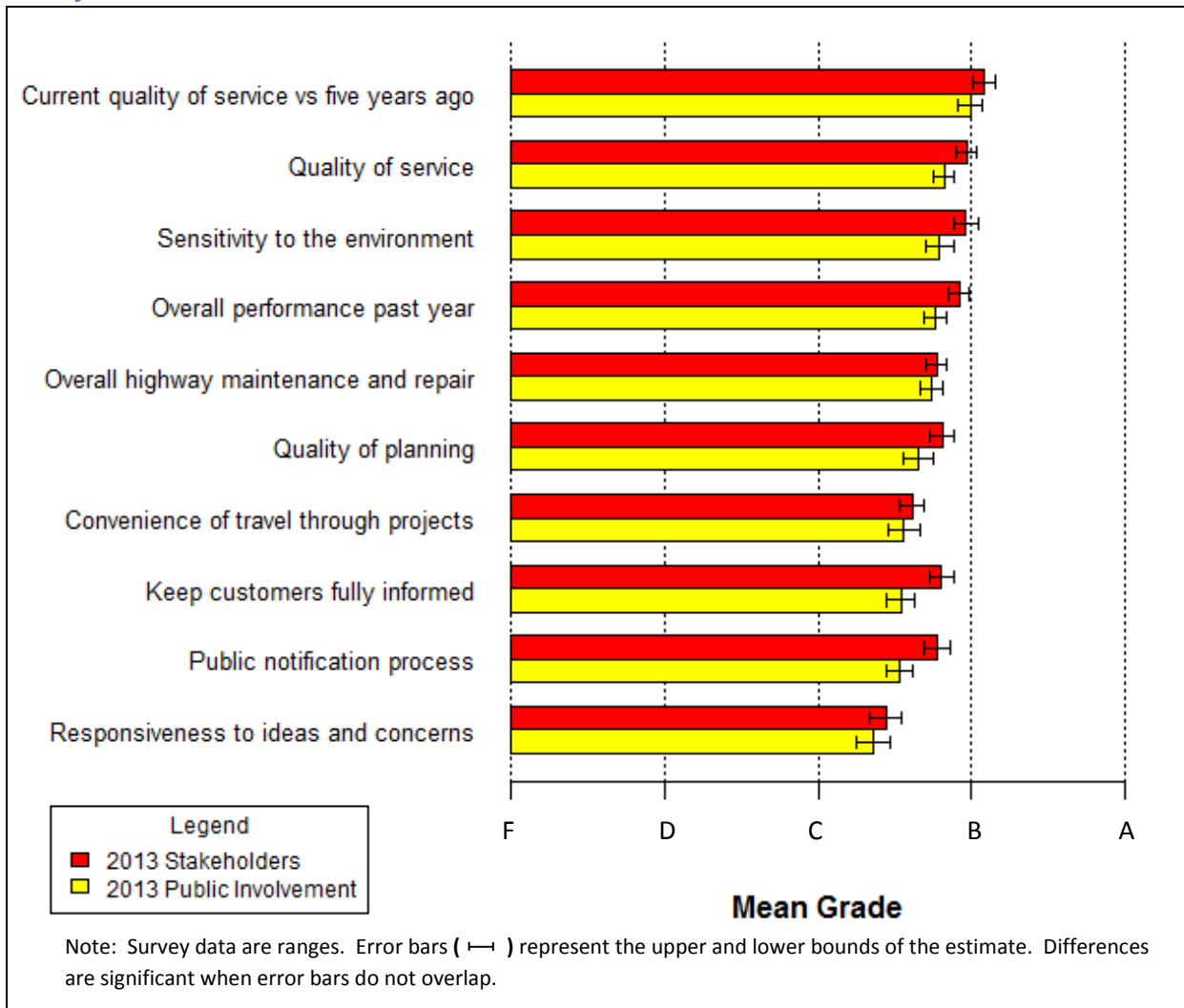
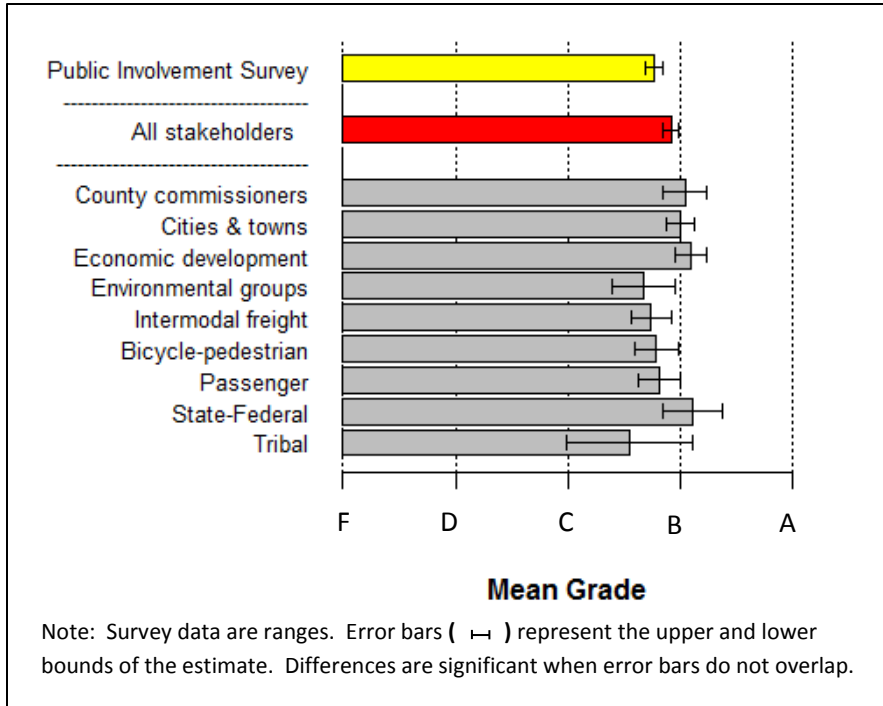
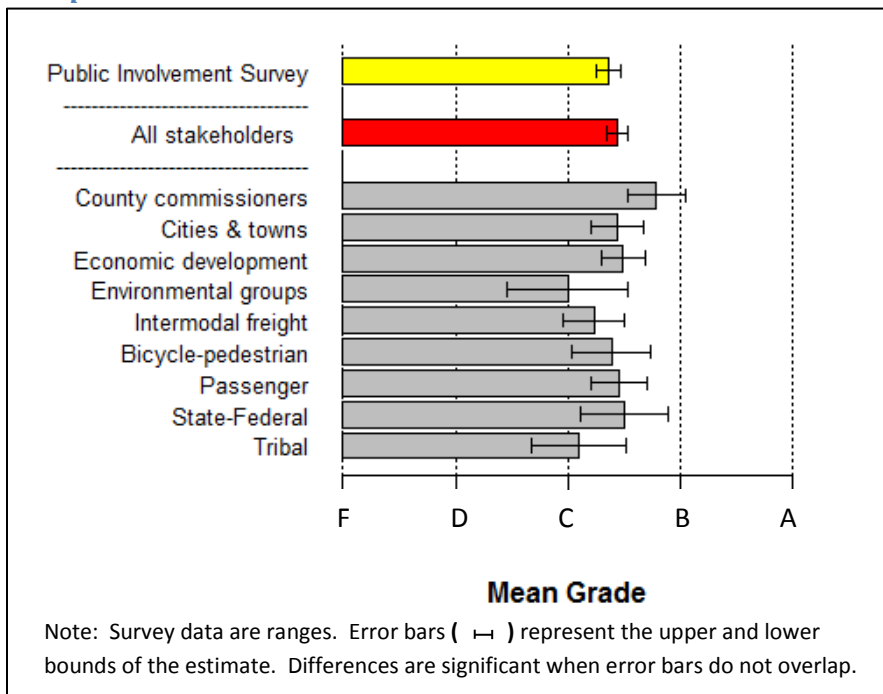


Figure 2.6.2: Overall Performance in Last Year Grade by Stakeholder Group



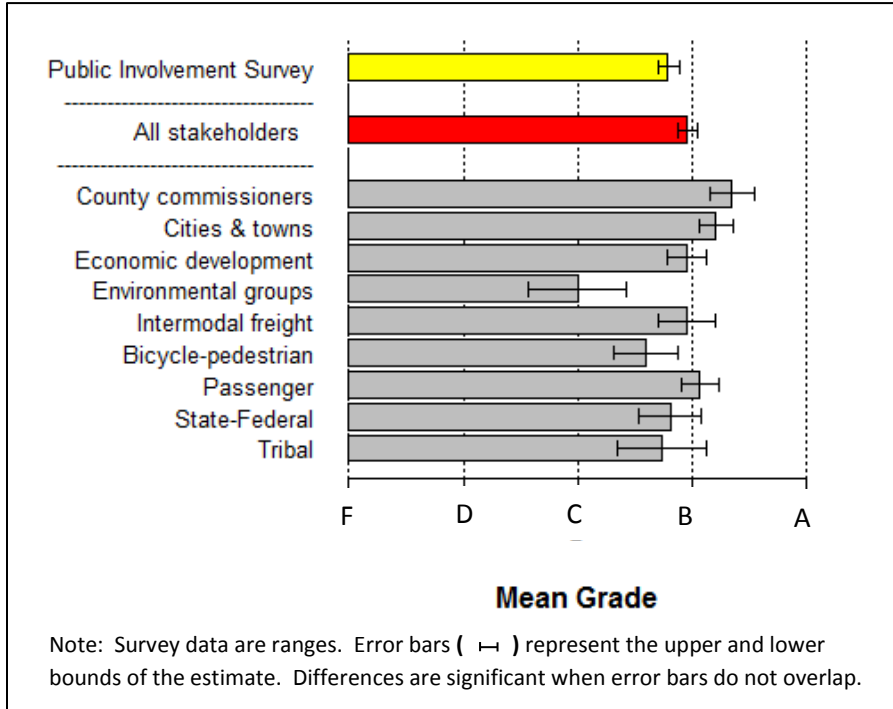
County commissioners, mayors, economic development and State-Federal stakeholders gave MDT a 'B' in its overall performance last year. Environmental, bicycle-pedestrian, passenger, tribal and intermodal freight stakeholders graded MDT slightly lower.

Figure 2.6.3: Responsiveness to Ideas and Concerns Grade by Stakeholder Group



County commissioners gave MDT a 'B' for responsiveness to ideas and concerns. Tribal and environmental stakeholders gave MDT a 'C'.

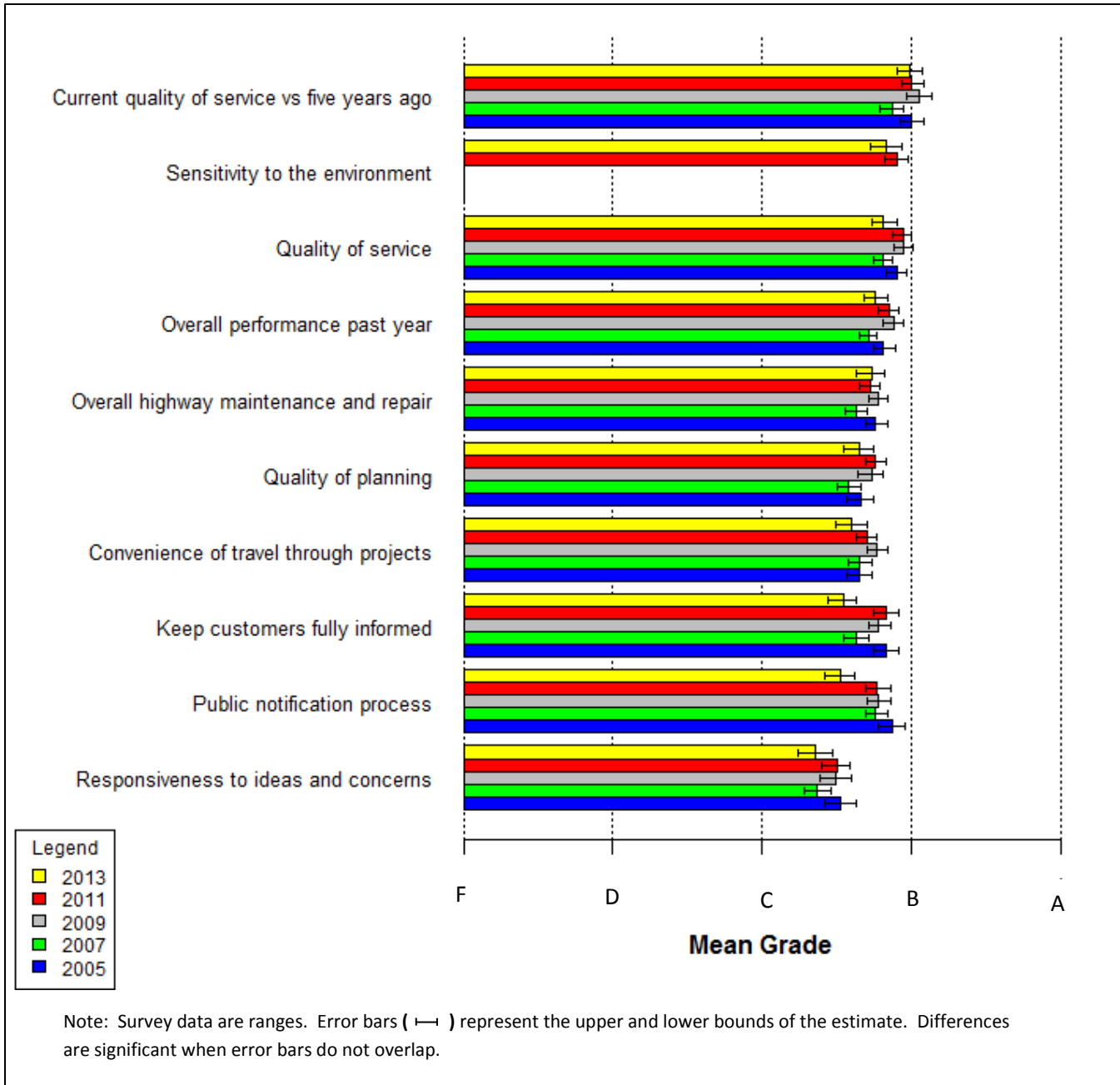
Figure 2.6.4: Sensitivity to the Environment Grade by Stakeholder Group



MDT got a 'B' or better from most stakeholder groups for its sensitivity to the environment. Environmentalists gave them a 'C'.

Little change in how stakeholders grade MDT occurred between 2005 and 2013. Responsiveness to ideas and concerns was the lowest grade over all survey iterations, but even it was a 'C+' or 'B-'.

Figure 2.6.5: Customer Service and Performance Grades, All Stakeholders, 2005-2013



Security for System Components

Stakeholders were asked about the importance of various security measures for Montana's transportation system (Figure 2.7.1). Stakeholders viewed connectivity of roadways and coordination with other agencies as more important than the general public. Stakeholders thought homeland security of interstate highways, other major highways, and airports were slightly more important than the general public as measured by the 2013 Public Involvement Survey. There was no difference with homeland security at border crossings.

Figure 2.7.1: Security for Transportation System Components, All Stakeholders and 2013 Public Involvement Survey

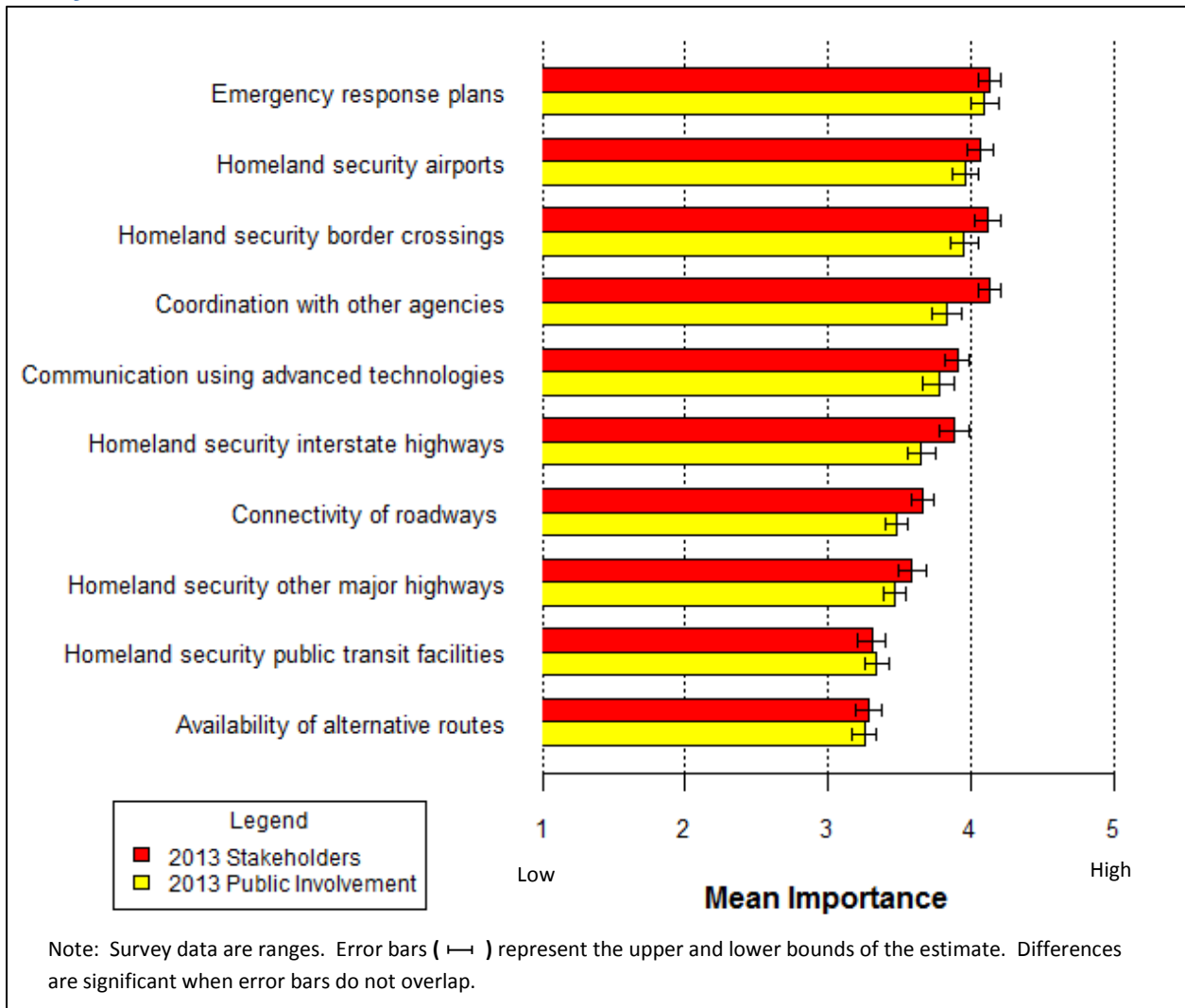
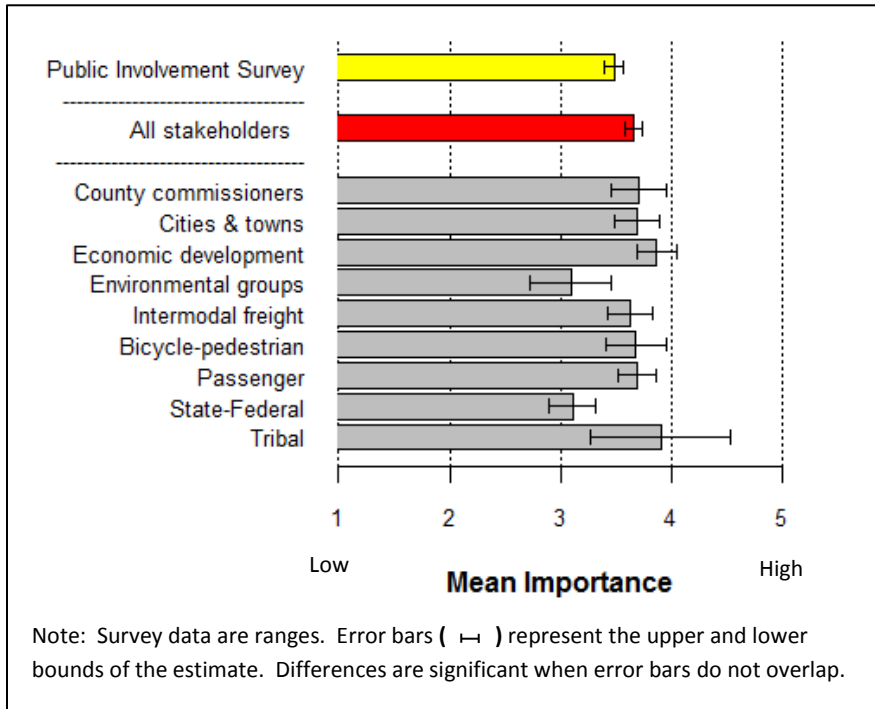


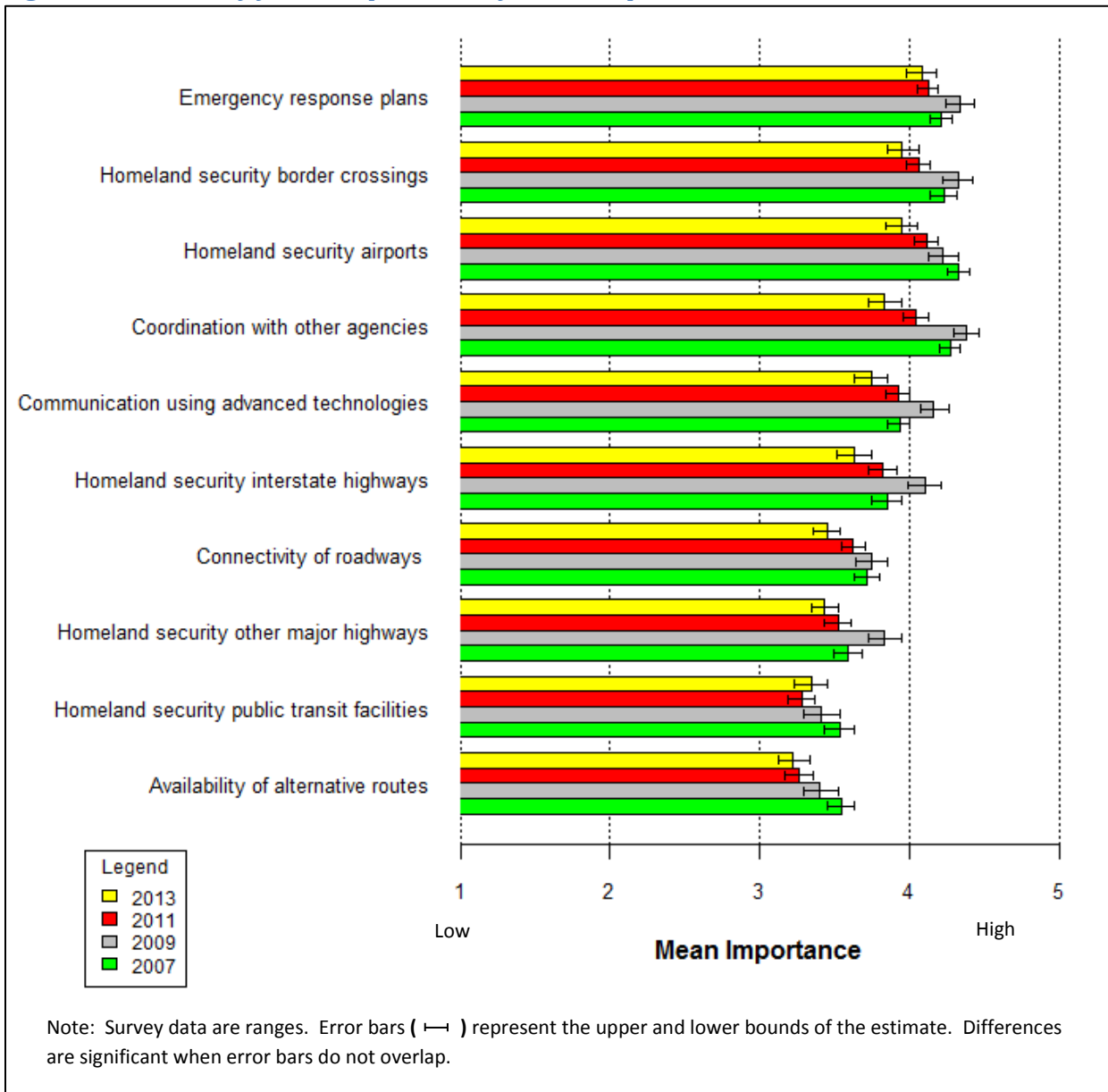
Figure 2.7.2: Connectivity of Roadways by Stakeholder Group



Connectivity of roadways was somewhat important to most stakeholder groups. The exceptions were environmental and state-federal stakeholders.

In general, stakeholder rating of the importance of Homeland Security's presence in the Montana transportation system declined between 2007 and 2011, although it remains high. There was very little change in attitudes toward homeland security and emergency preparedness between 2011 and 2013. The importance of MDT's emergency response issues also declined over the same period.

Figure 2.7.3: Security for Transportation System Components, All Stakeholders, 2007-2013

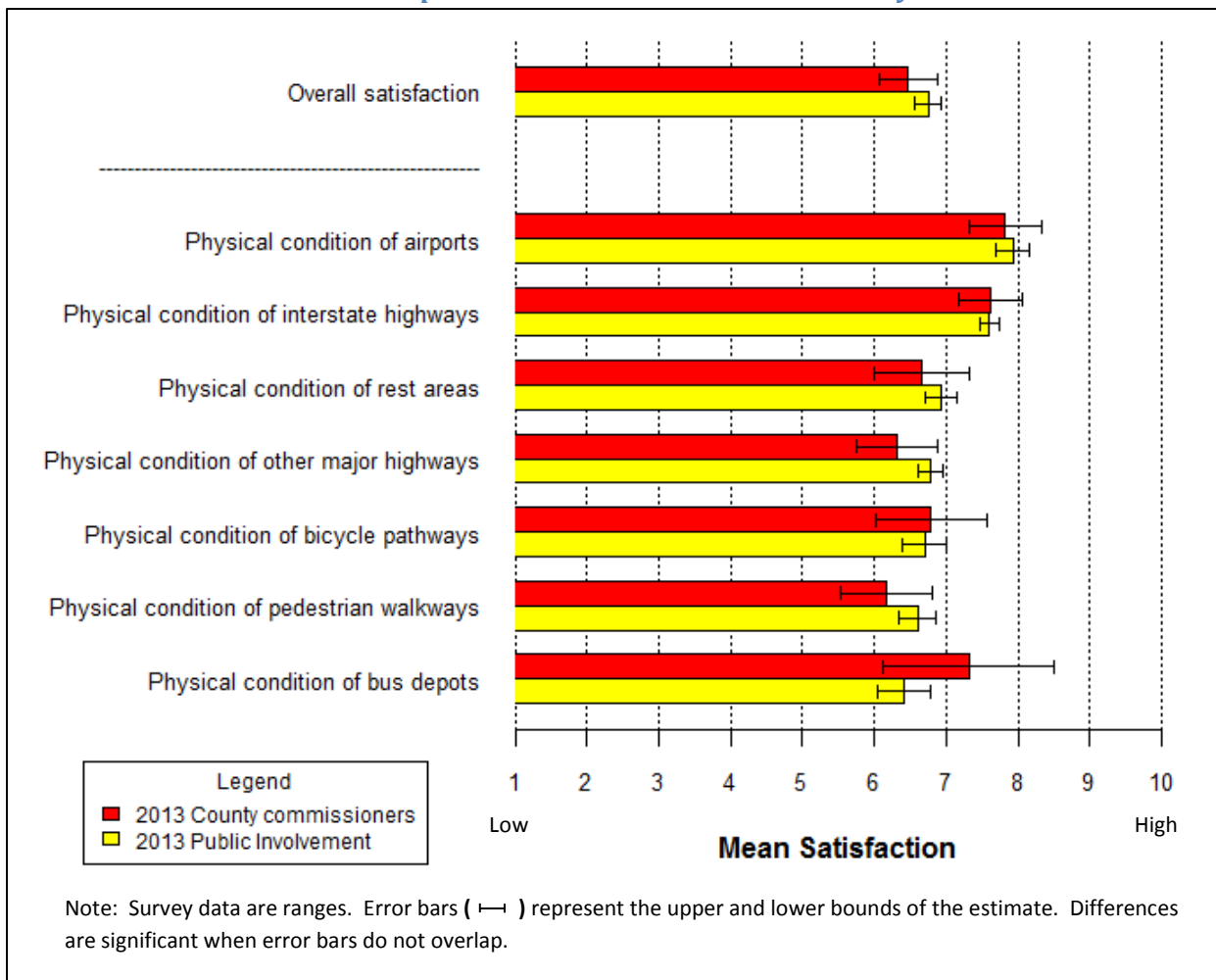


This group consists of county commission chairpersons from across Montana. Forty-seven completed interviews were collected from members of the counties group.

Transportation System Satisfaction

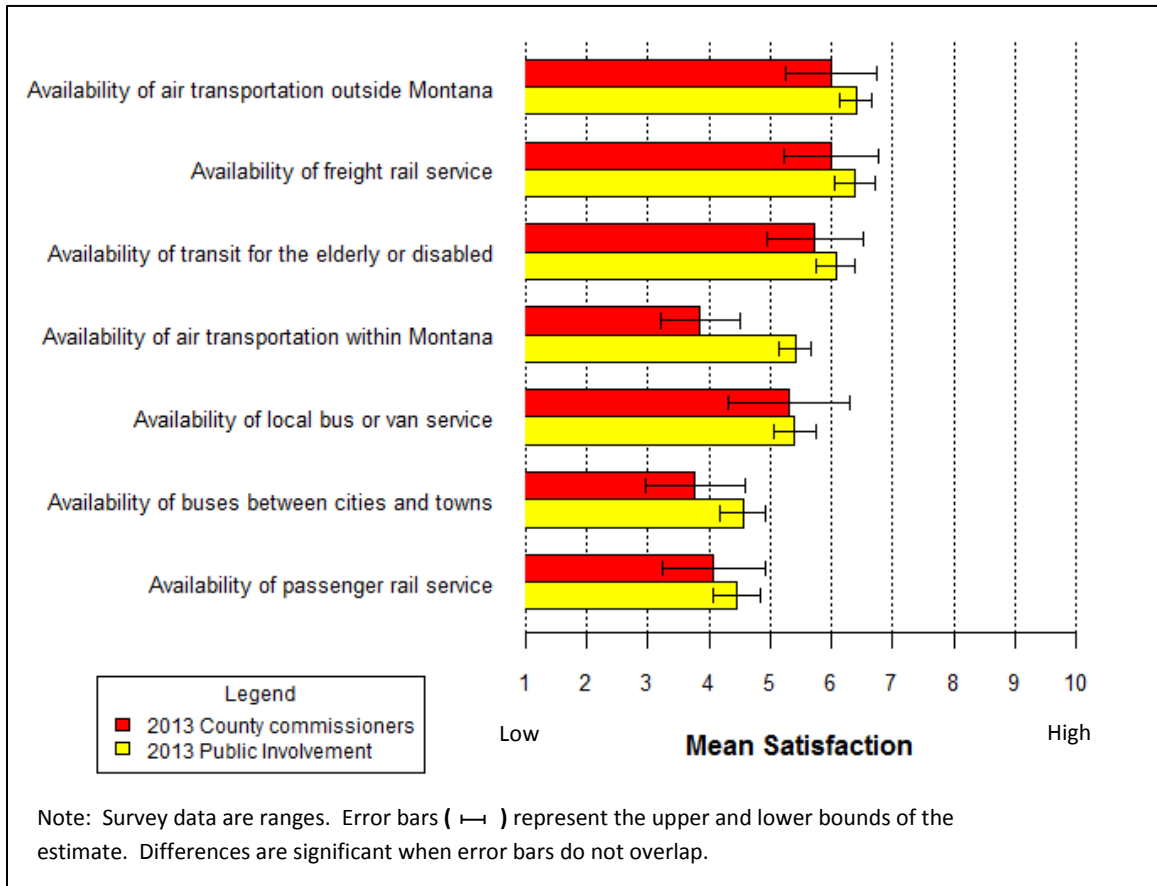
The county stakeholder group was generally satisfied with overall transportation system. Figure 3.1.1 compares satisfaction with the physical condition of system components of the stakeholders and the general public as measured by the 2013 Public Involvement Survey. There is general agreement between the two groups on the physical condition of Montana’s roadways and airports. The county stakeholders are slightly more satisfied with the condition of bus depots than the general public.

Figure 3.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, County Commissioner Stakeholder Group and 2013 Public Involvement Survey



The county commissioners interviewed are generally less satisfied with the availability of various transportation service than the general public (Figure 3.1.2) although not significantly so. They are less satisfied with air transportation to destinations within Montana and the availability of intercity buses.

Figure 3.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, County Commissioner Stakeholder Group and 2013 Public Involvement Survey

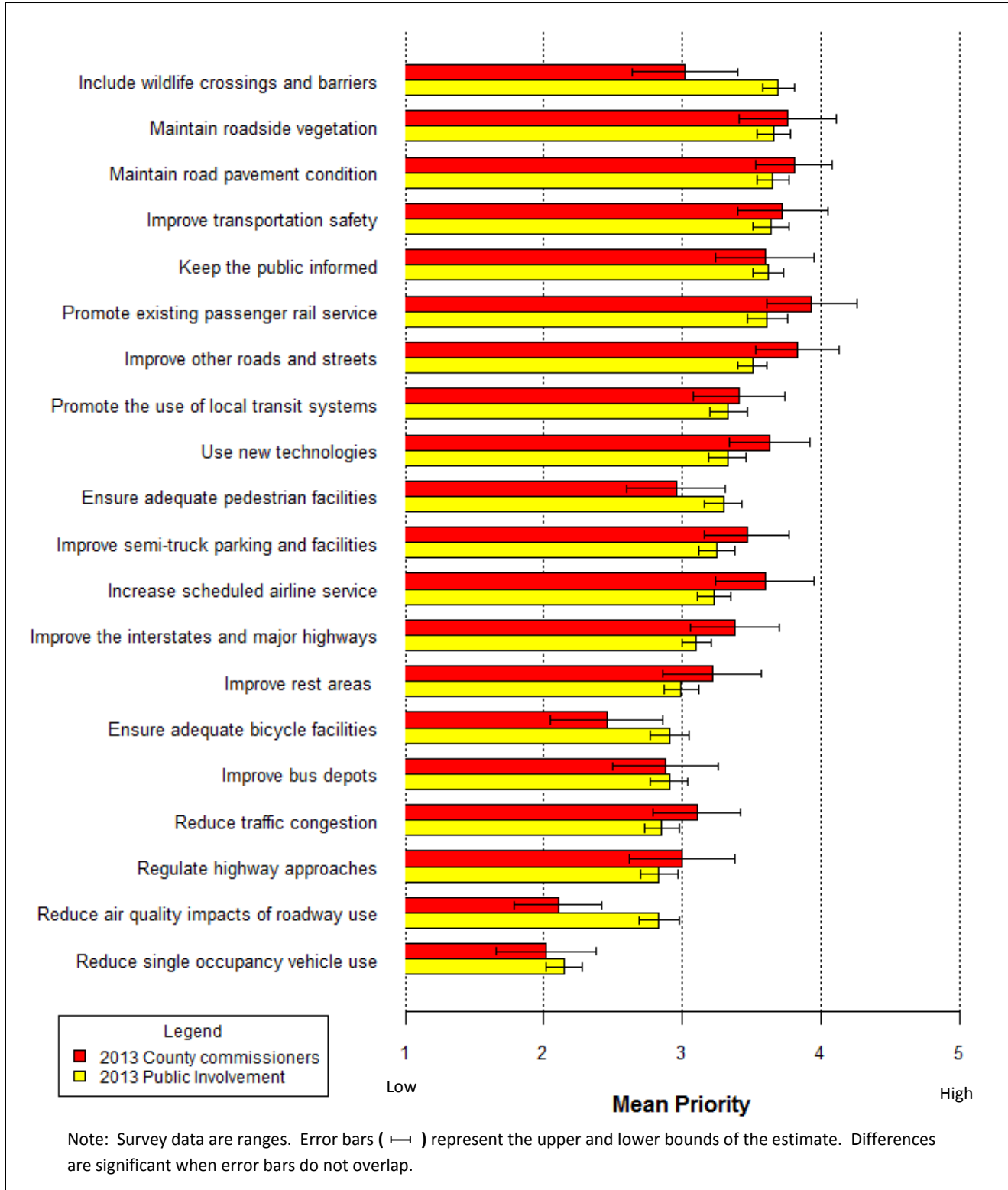


Actions to Improve the Transportation System

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

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

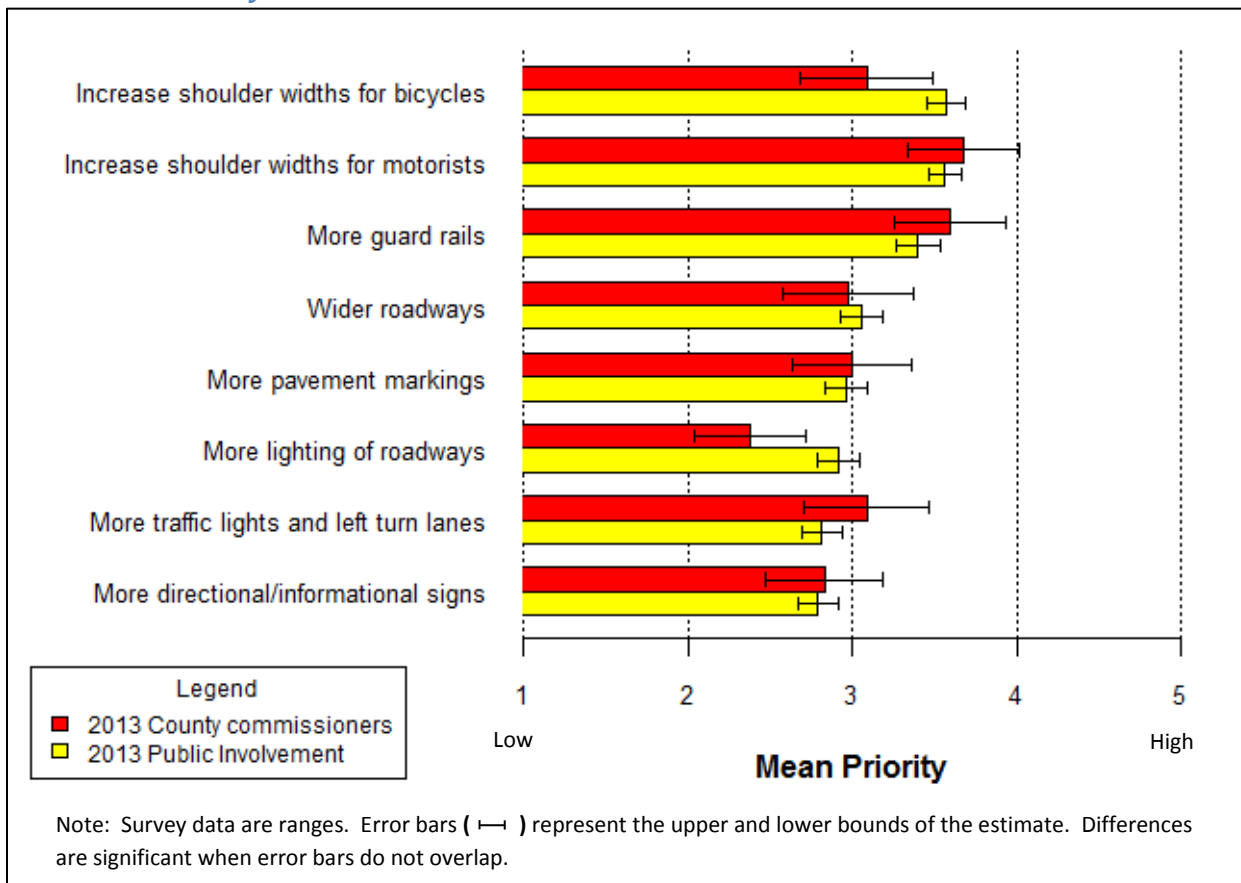
Figure 3.2.1: Actions to Improve Transportation System, County Commissioner Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve Roadways

The county stakeholder group is less concerned than the general public in one action to improve Montana roadways: more lighting. They are slightly less concerned about increasing shoulder widths for bicyclists.

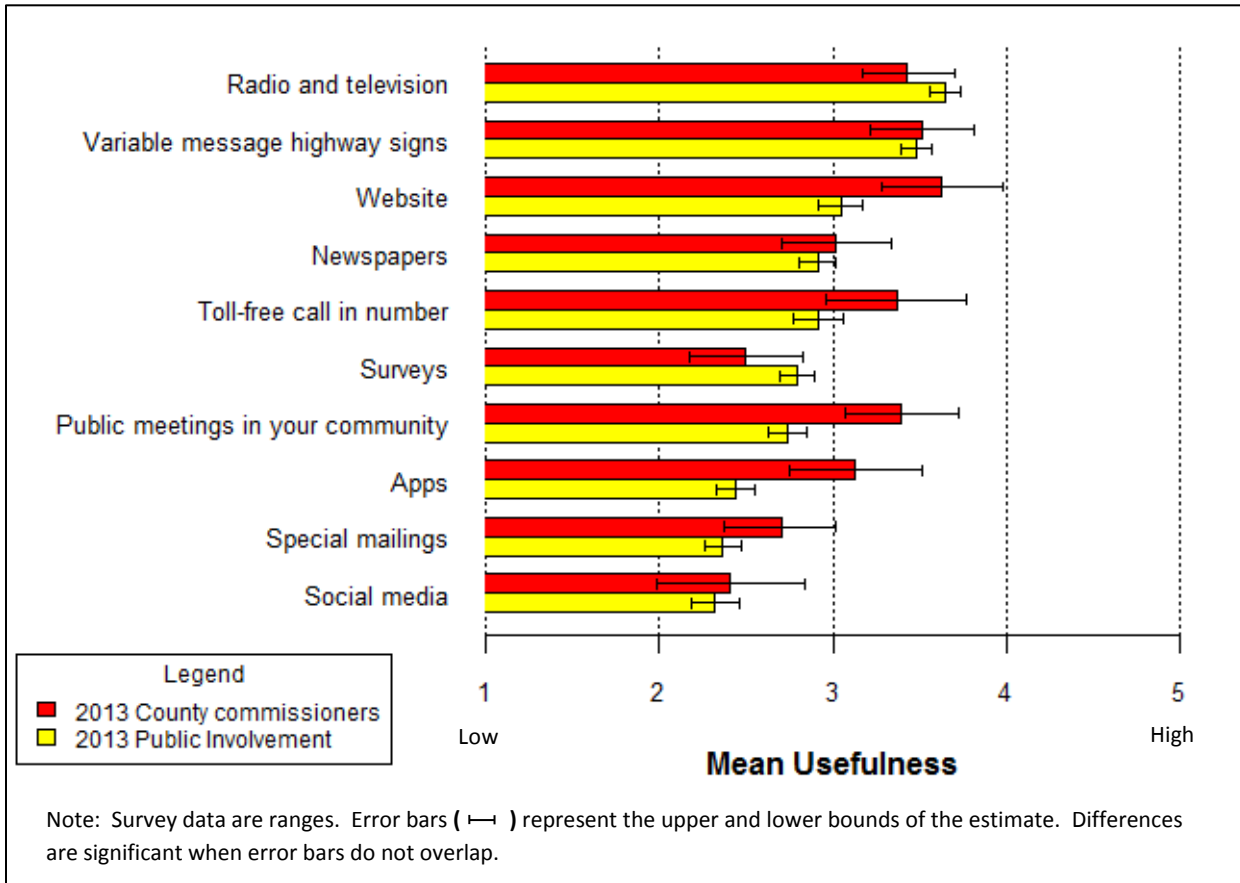
Figure 3.3.1: Actions to Improve Roadways, County Commissioner Stakeholder Group and 2013 Public Involvement Survey



General Communication Tool Ratings

The county stakeholder group finds the MDT website to be the most useful general communication tool, in contrast to the general public. They also find the community public meetings and apps to be more useful. Special mailings are deemed to be slightly more useful than the general public although ranked fairly low. They find surveys to be slightly less useful.

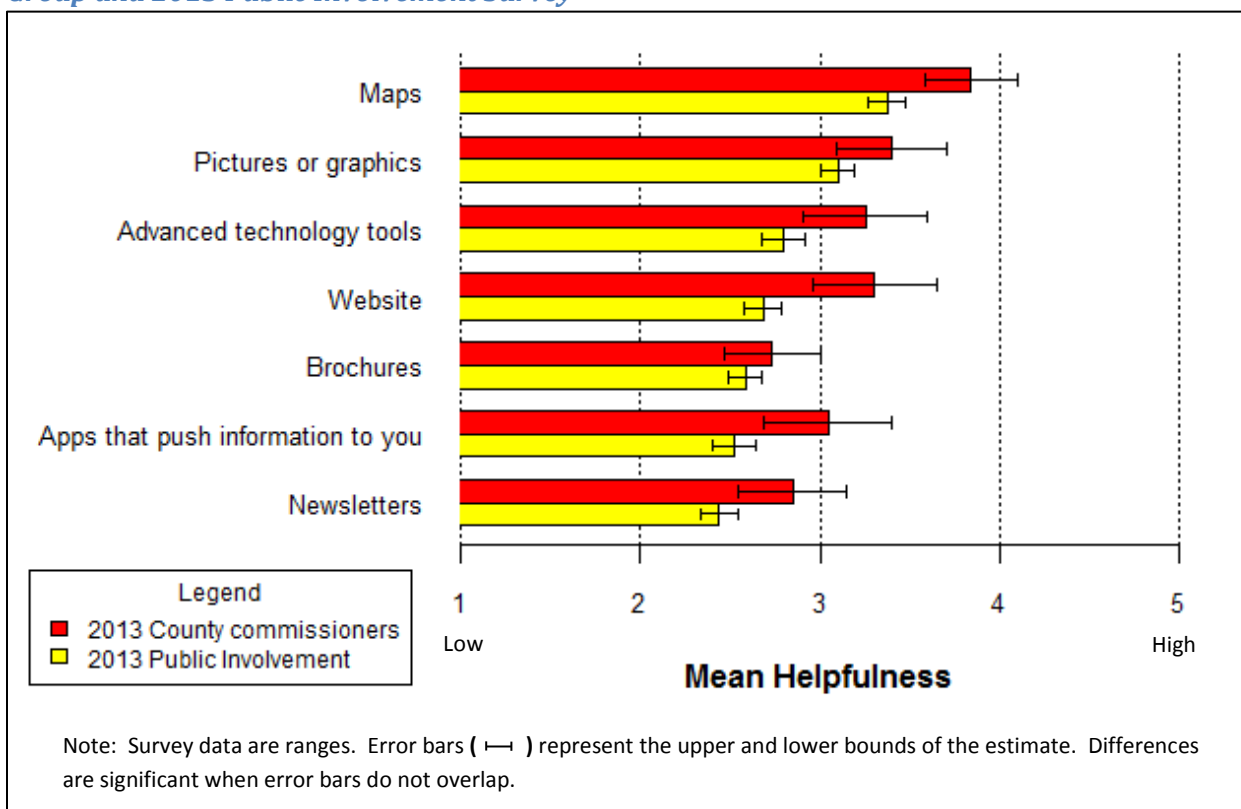
Figure 3.4.1: Usefulness of General Communications Tools, County Commissioner Stakeholder Group and 2013 Public Involvement Survey



Planning and Project Communication Tool Ratings

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

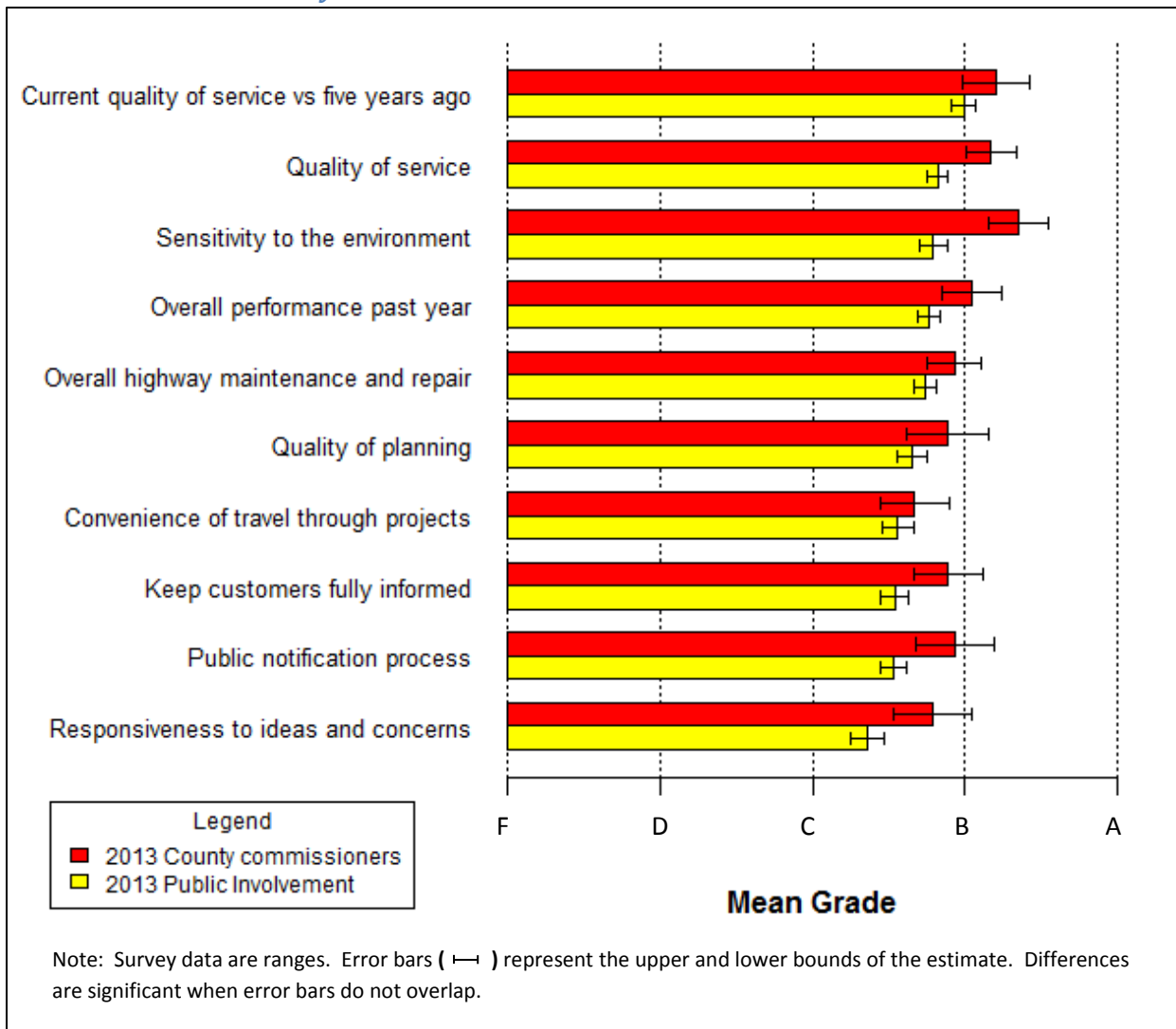
Figure 3.5.1: Helpfulness of Planning and Project Communication Tools, County Commissioner Stakeholder Group and 2013 Public Involvement Survey



MDT Customer Service and Performance Grade

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

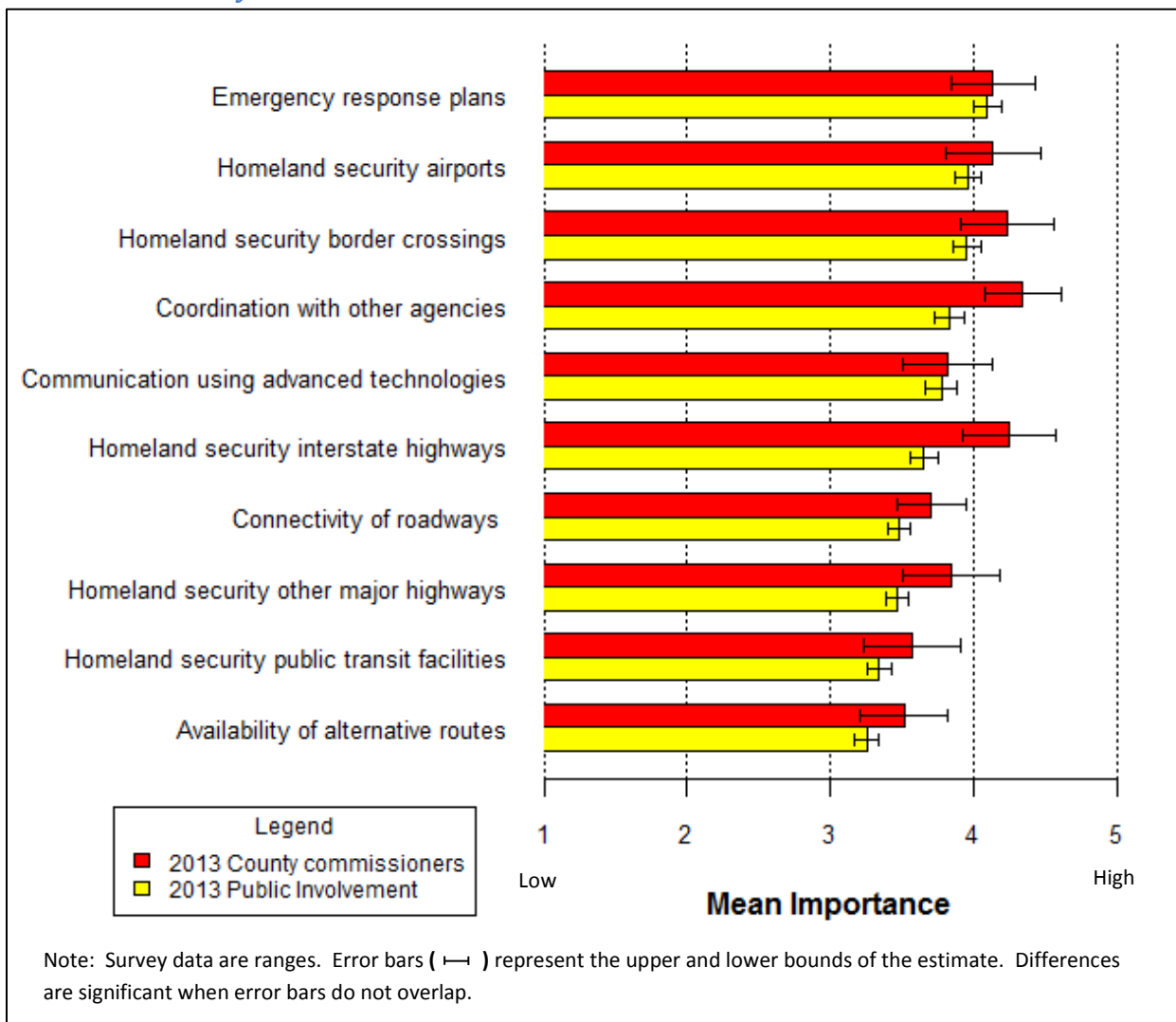
Figure 3.6.1: Customer Service and Performance Grades, County Commissioner Stakeholder Group and 2013 Public Involvement Survey



Security for System Components

The county commissioners are in general agreement with the public regarding security of Montana’s transportation system. They think that coordination with other agencies and homeland security of the interstate highways is more important than the general public. Also, security of other roadways and connectivity of roadways is slightly more important than the general public.

Figure 3.7.1: Security for Transportation System Components, County Commissioner Group and 2013 Public Involvement Survey

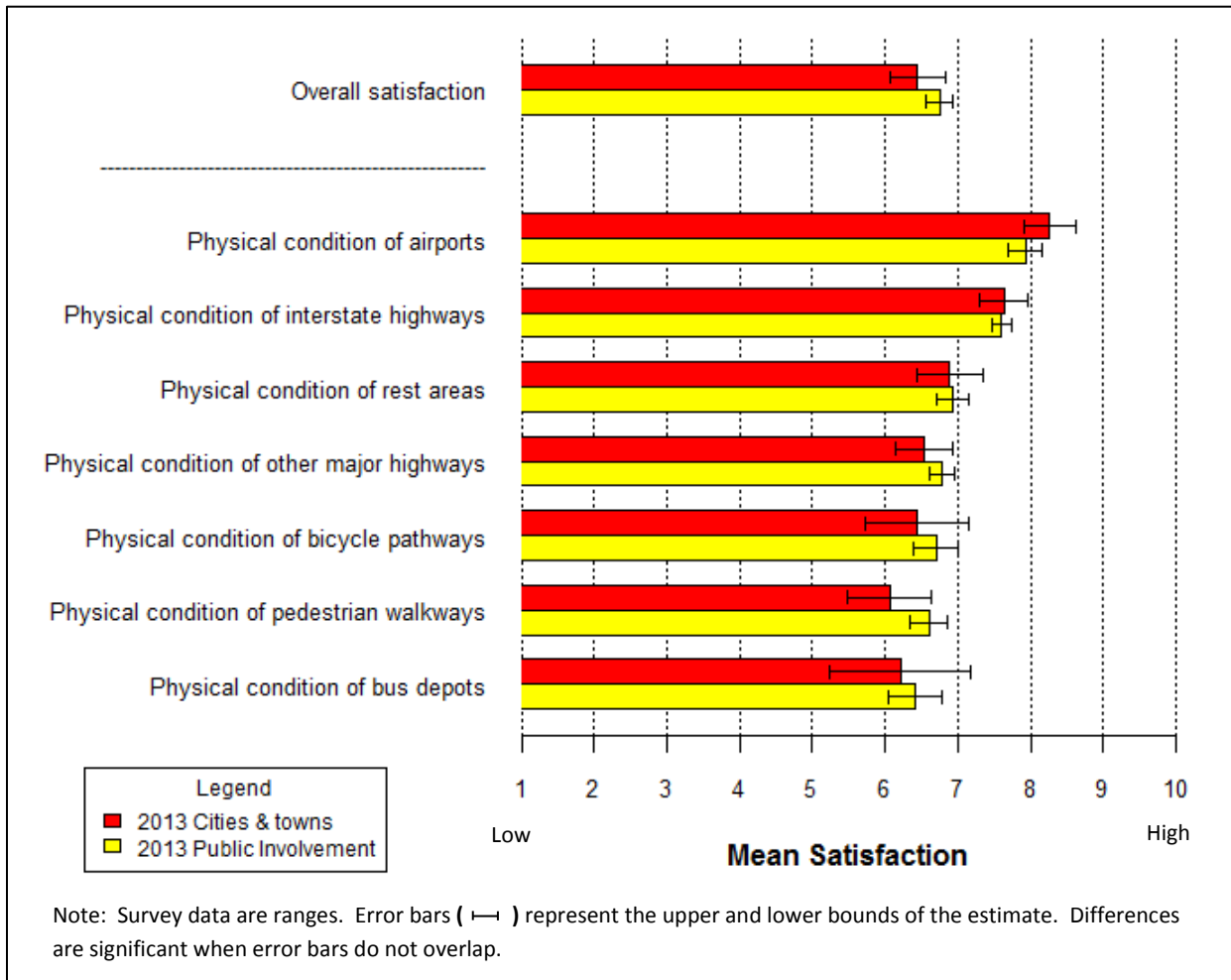


This group consists of mayors and chief executives from across Montana. Eighty-eight completed interviews were collected from members of the cities and towns group.

Transportation System Satisfaction

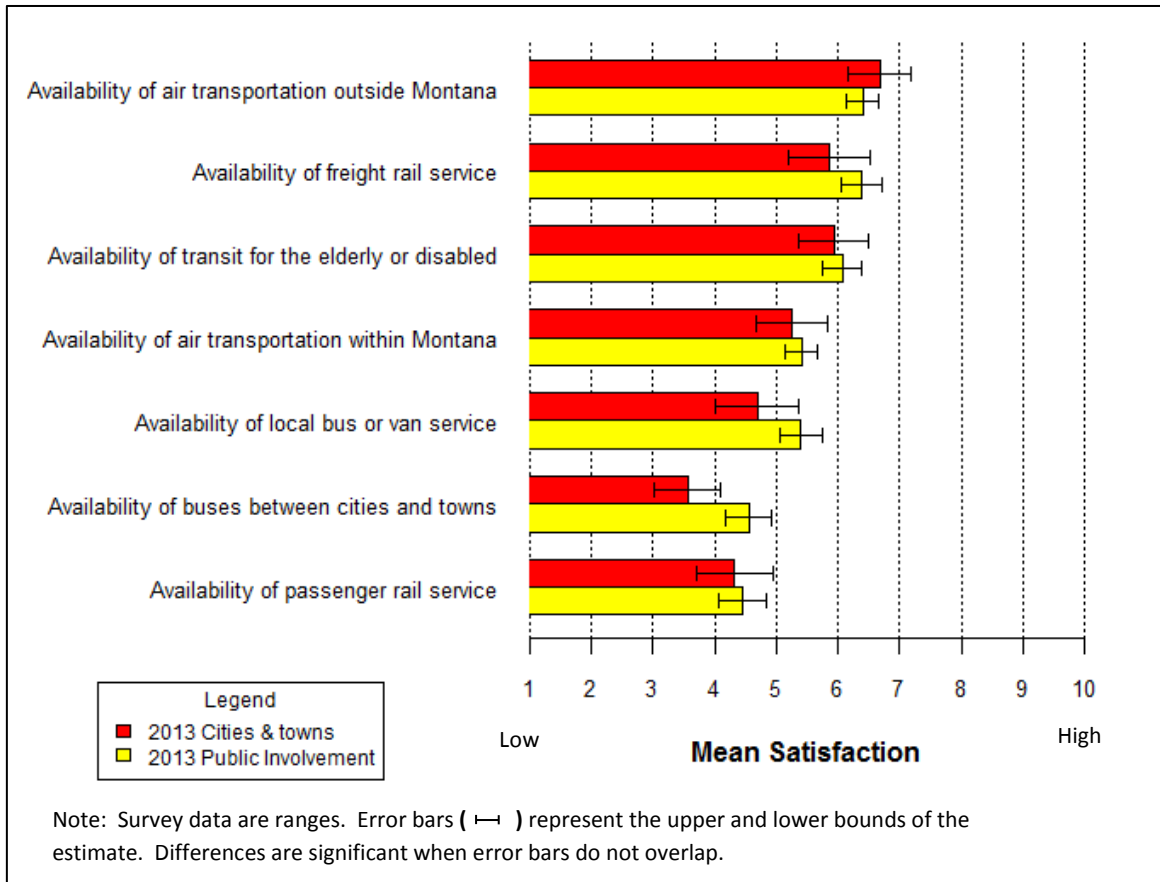
The cities and towns stakeholder group was moderately satisfied with the overall transportation system. This group’s satisfaction to the physical condition of the individual components was very similar to the general public as measured by the 2013 Public Involvement Survey.

Figure 4.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Cities and Towns Stakeholder Group and 2013 Public Involvement Survey



The cities and towns stakeholders were less satisfied than the general public about the availability of intercity buses and local transportation services, such as local bus and van service.

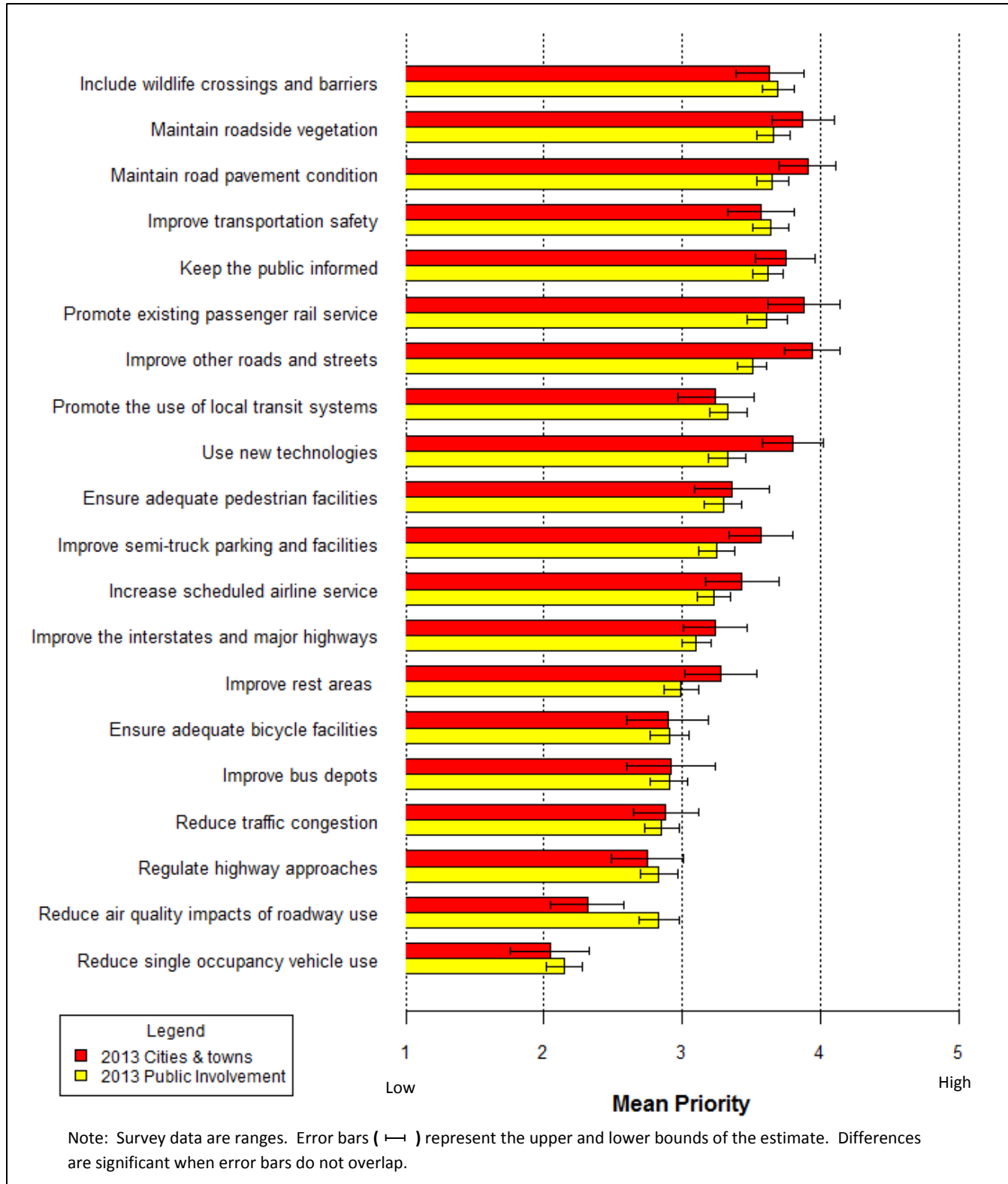
Figure 4.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Cities and Towns Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve the Transportation System

The cities and towns stakeholder group generally ranked the potential actions to improve Montana’s transportation system in an order similar to the general public (Figure 4.2.1). They assigned a higher priority to improving other roads and streets and using new technologies. They assign slightly higher priority to maintaining road pavement conditions, preserving existing passenger rail, keeping the public informed, and maintaining roadside vegetation. They assigned a lower priority to reducing the air quality impact of roadway; it was ranked as a low priority.

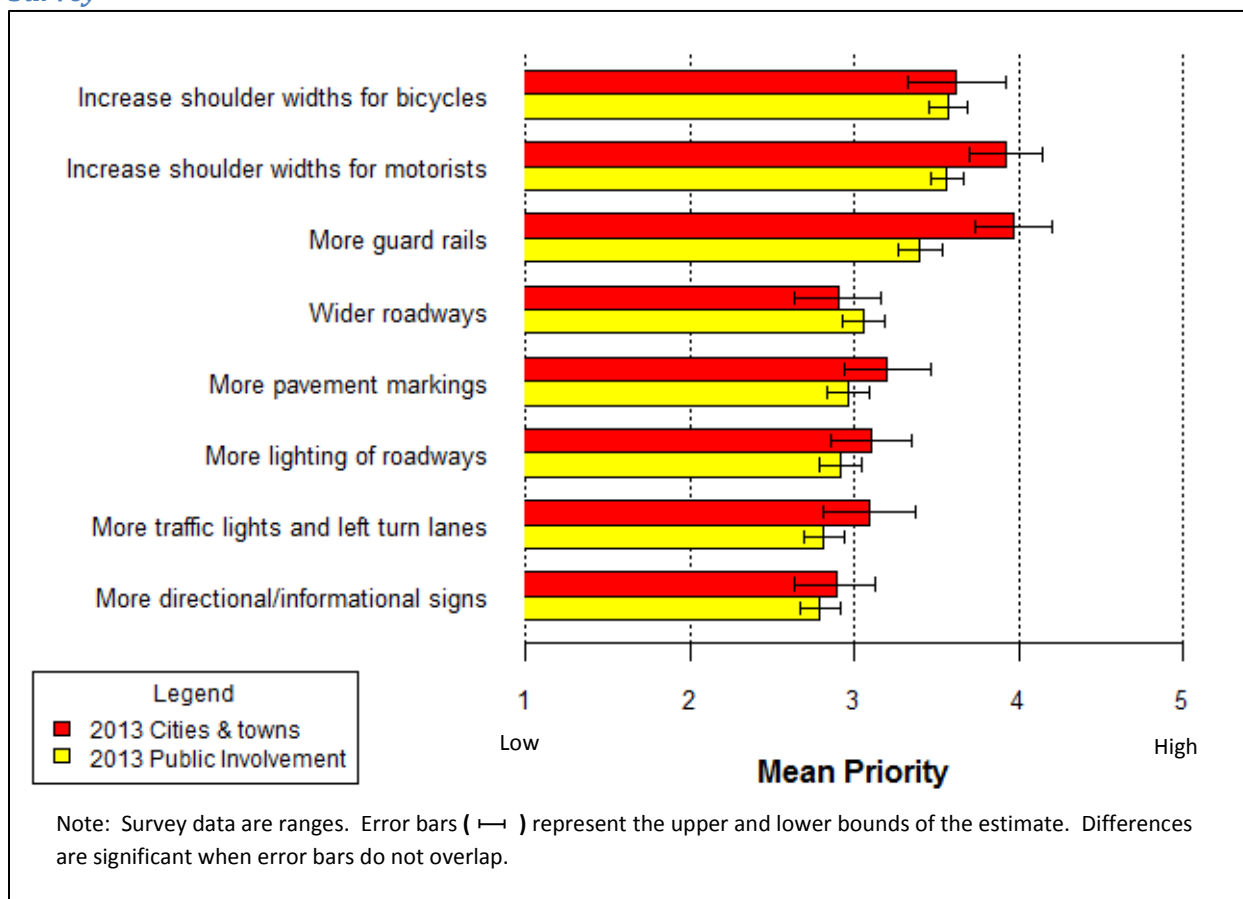
Figure 4.2.1: Actions to Improve Transportation System, Cities and Towns Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve Roadways

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

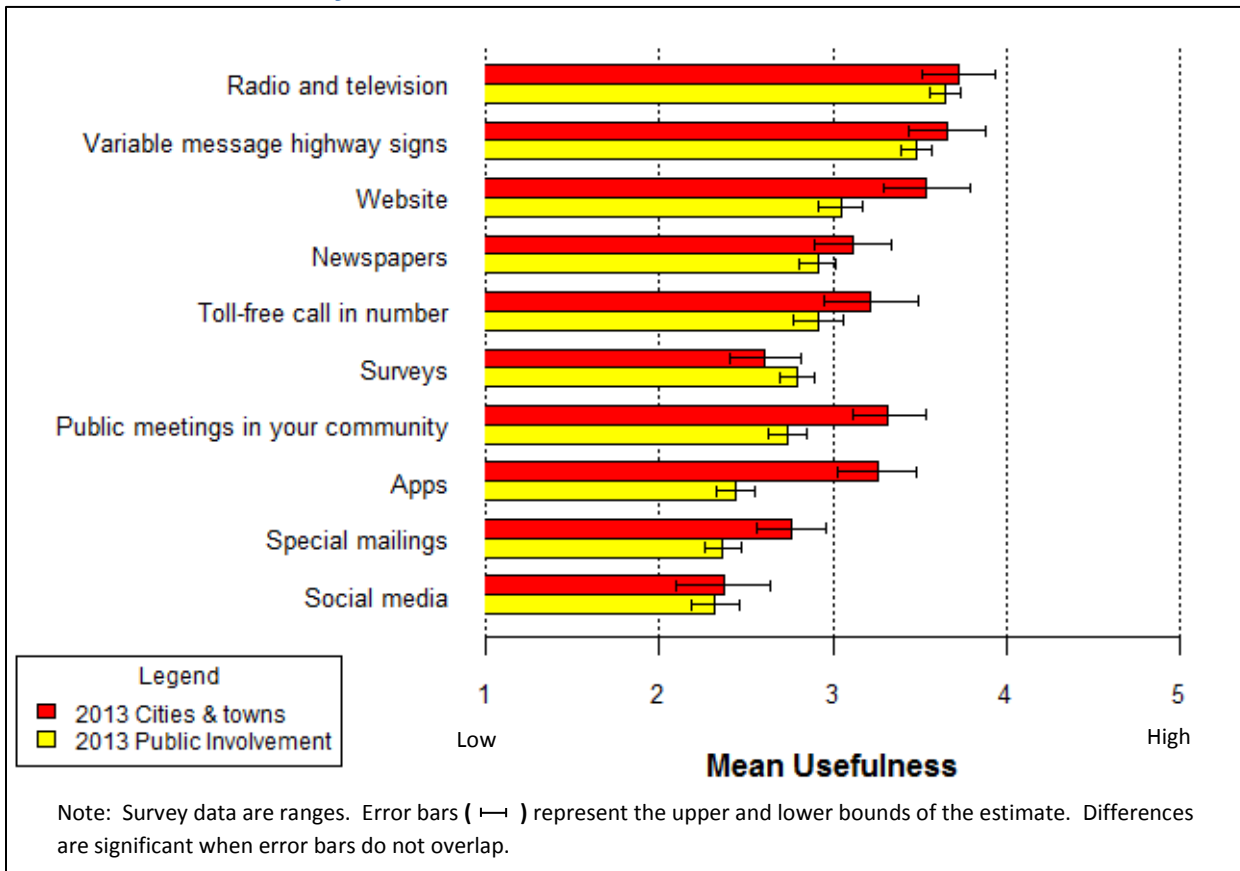
Figure 4.3.1: Actions to Improve Roadways, Cities and Towns Stakeholder Group and 2013 Public Involvement Survey



General Communication Tool Ratings

The cities and towns stakeholders find the general communication tools to be useful in the same order as the respondents from the 2013 Public Involvement Survey with the exception of community public meetings and apps (Figure 4.4.1). Community public meetings and apps are a somewhat useful tool, while the general public finds community public meetings less so. The stakeholder group finds the MDT website, newspapers, and special mailings more useful than the general public.

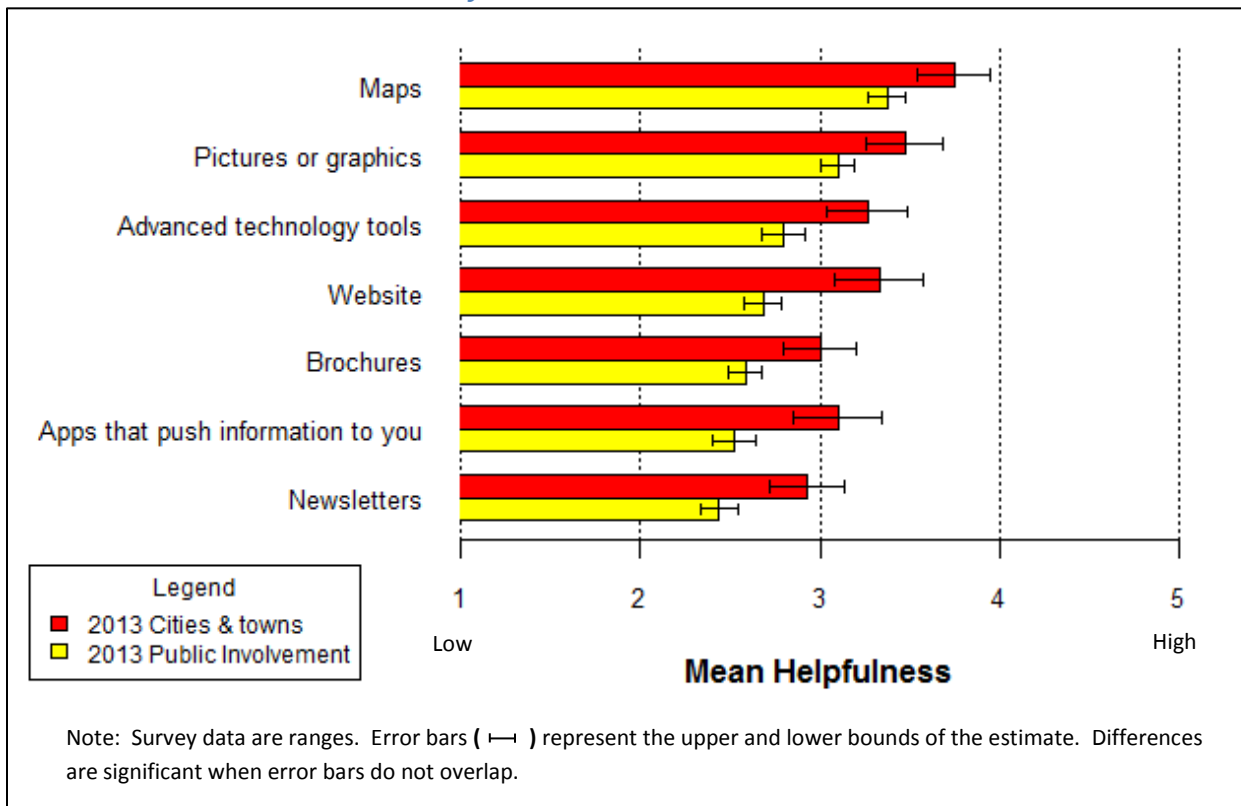
Figure 4.4.1: Usefulness of General Communications Tools, Cities and Towns Stakeholder Group and 2013 Public Involvement Survey



Planning and Project Communication Tool Ratings

The six communication tools shown in Figure 4.5.1 are found more helpful by the cities and town stakeholder group than the general public. They are ranked in generally the same order; where they appear to differ there is no significant difference in how the city and town stakeholders rate the communication tool.

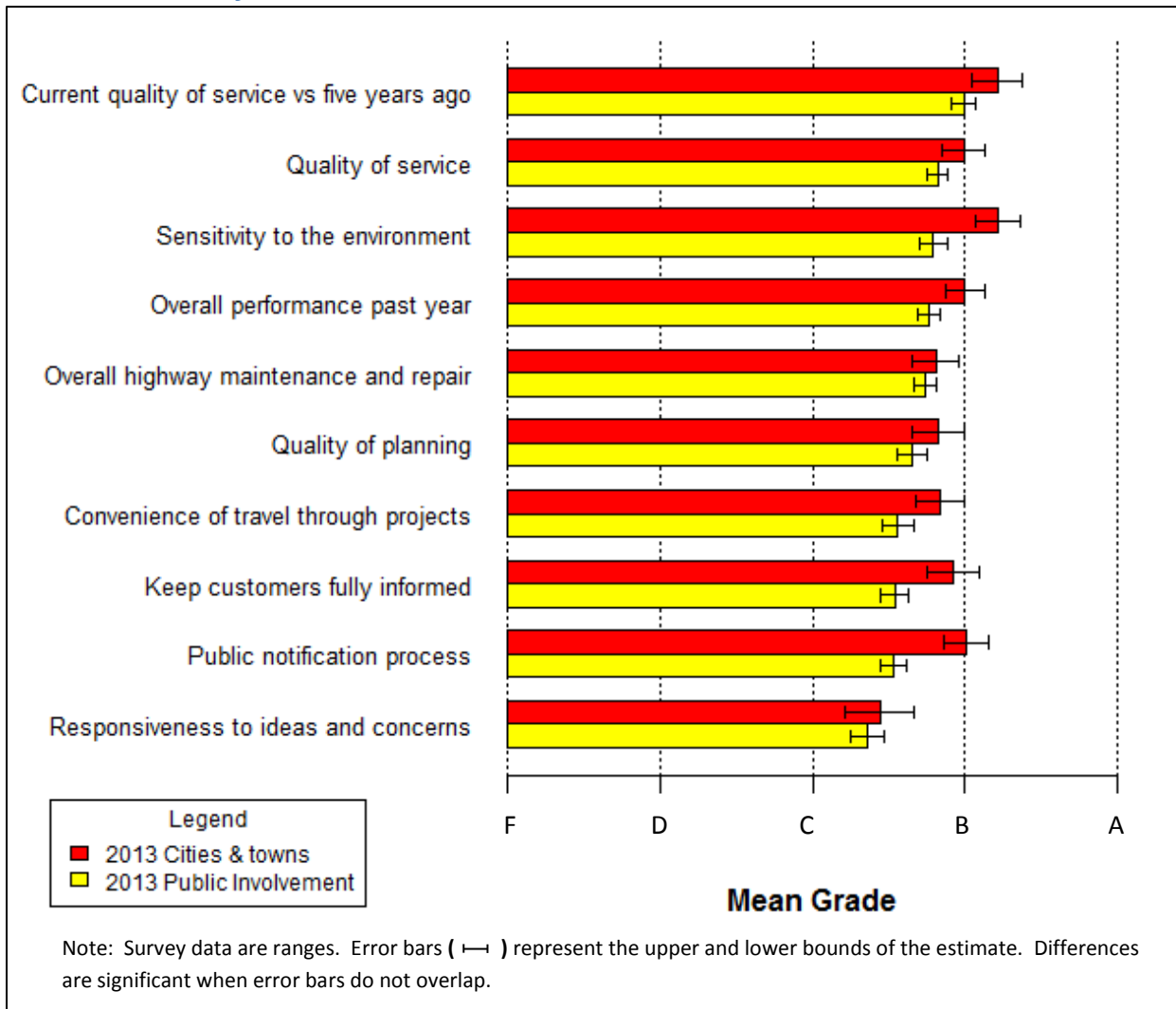
Figure 4.5.1: Helpfulness of Planning and Project Communication Tools, Cities and Towns Stakeholder Group and 2013 Public Involvement Survey



MDT Customer Service and Performance Grade

The cities and towns stakeholder group and the general public grade MDT about the same, between B and B-. They grade MDT better than the public in sensitivity to the environment, overall performance in the last year, keeping customers fully informed, and the public notification process. This group gives responsiveness to customer ideas and concerns the lowest grade.

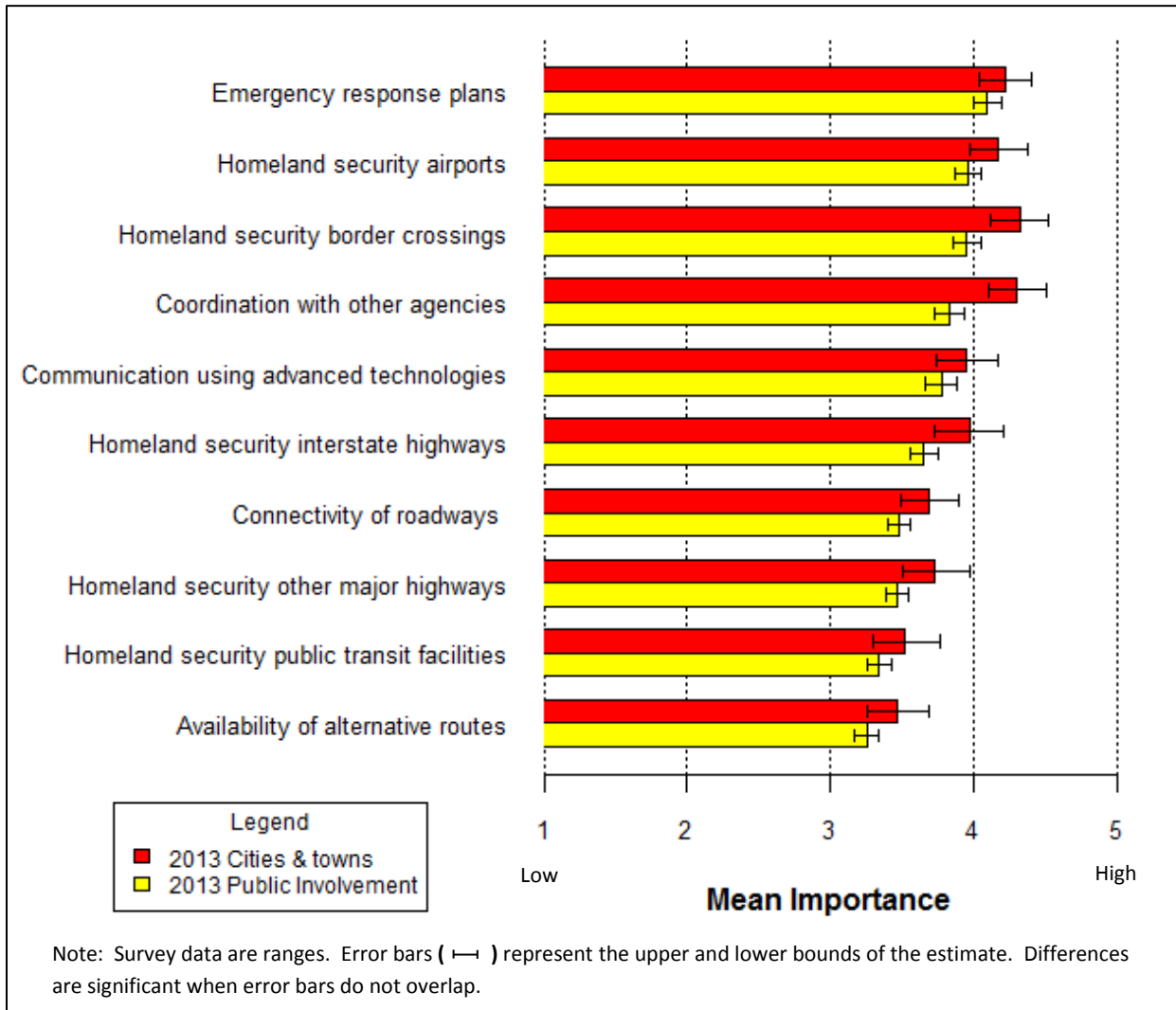
Figure 4.6.1: Customer Service and Performance Grades, Cities and Towns Stakeholder Group and 2013 Public Involvement Survey



Security for System Components

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

Figure 4.7.1: Security for Transportation System Components, Cities and Towns Group and 2013 Public Involvement Survey



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

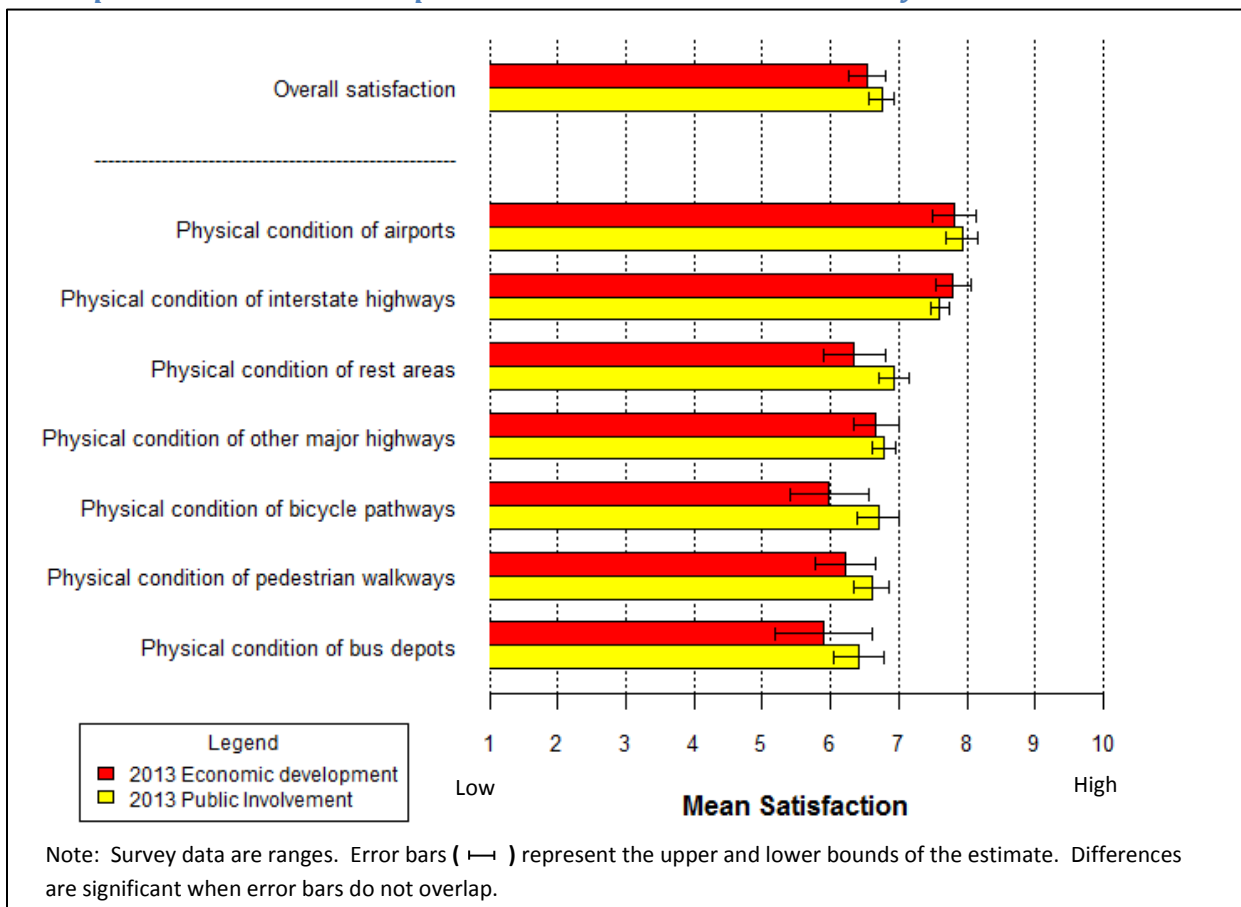
- Economic development associations
- Business organizations
- Local development corporations and associations

Eighty-one completed interviews were collected from members of the economic development group.

Transportation System Satisfaction

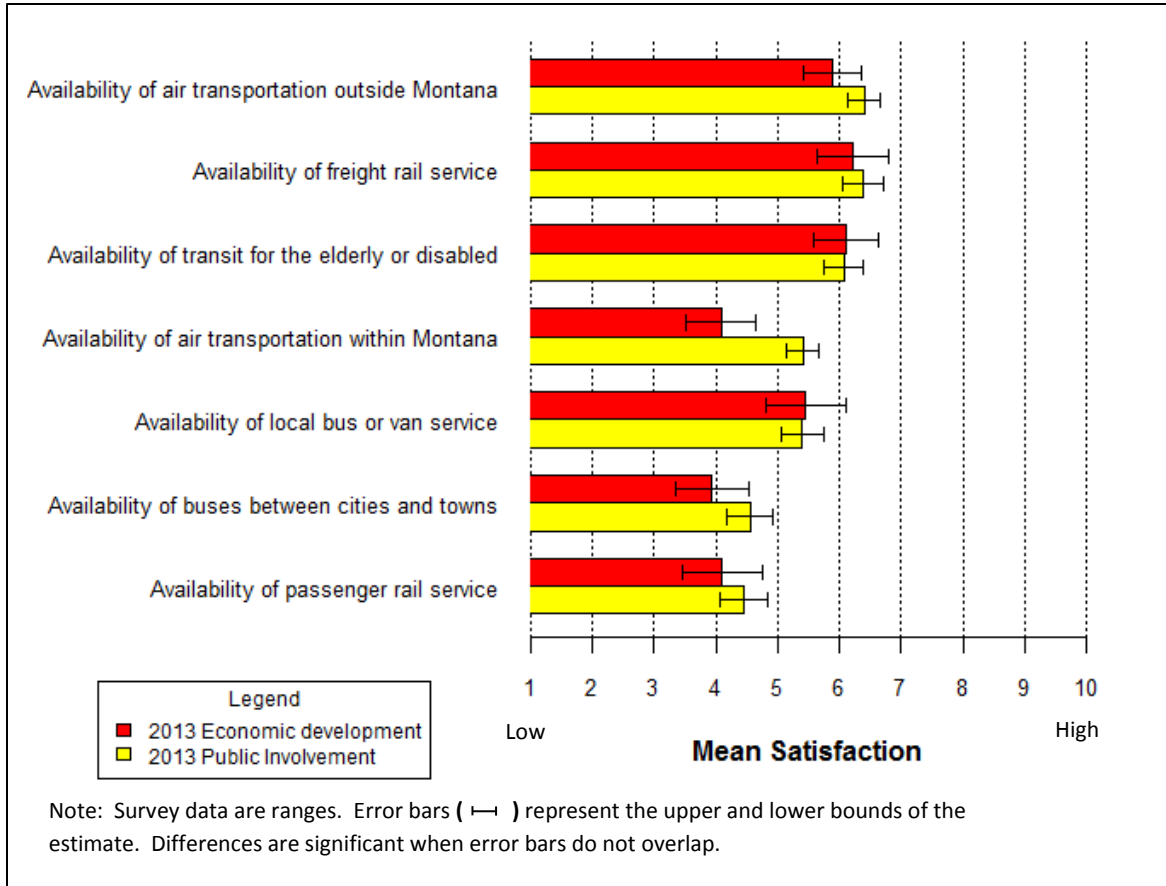
Economic development stakeholders rated the overall transportation system about the same as the general public, moderately satisfied (Figure 5.1.1). Some differences are found among the physical condition of individual components where stakeholders are slightly less satisfied. These components are bicycle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

Figure 5.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Economic Development Stakeholder Group and 2013 Public Involvement Survey



The economic development stakeholders were slightly less satisfied with the availability of various services in Montana’s transportation system than those responding to the 2013 Public Involvement Survey (Figure 5.1.2). Economic development stakeholders were especially dissatisfied with air transportation to destinations inside Montana.

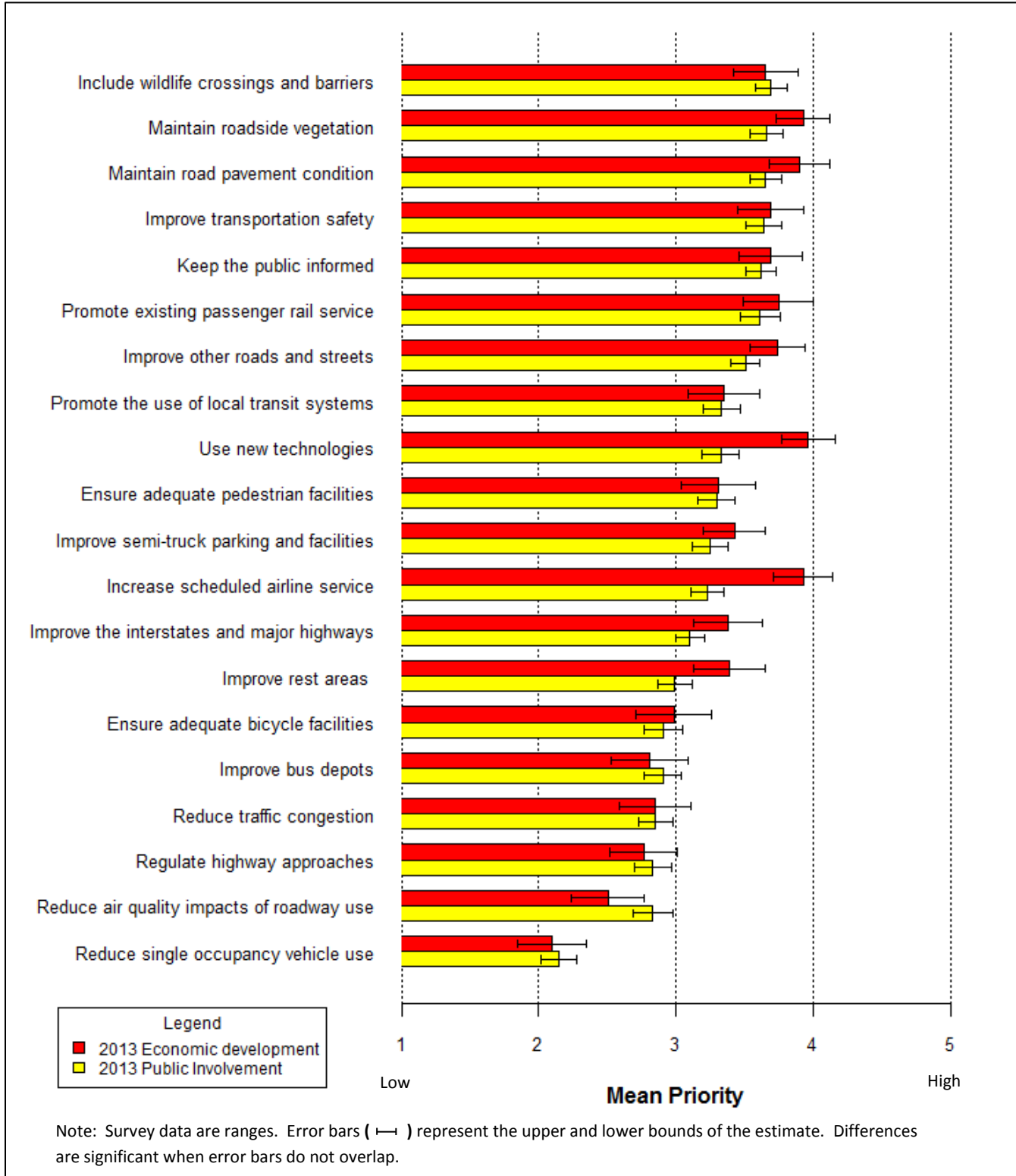
Figure 5.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Economic Development Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve the Transportation System

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

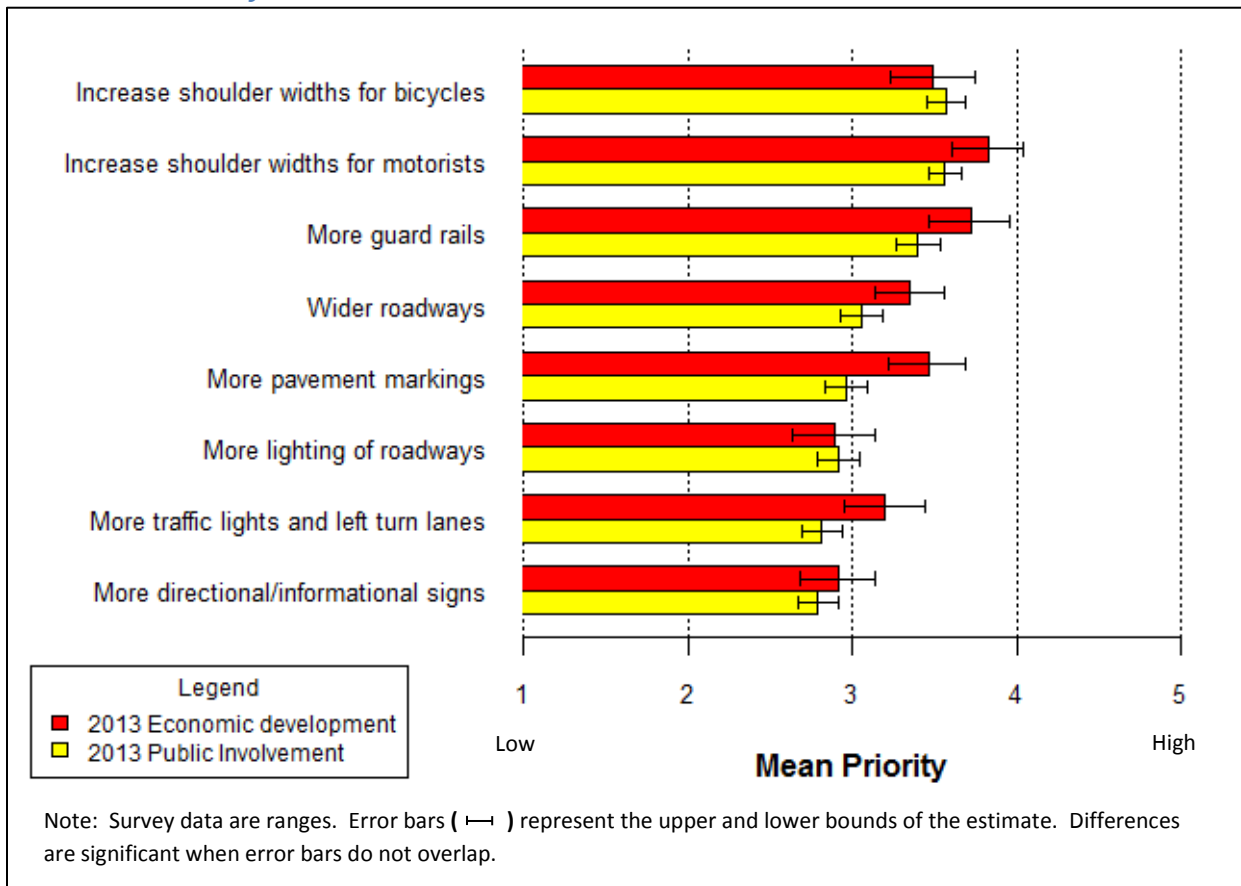
Figure 5.2.1: Actions to Improve Transportation System, Economic Development Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve Roadways

The economic development stakeholders have a few differences from the general public regarding several possible actions to improve Montana’s roadways (Figure 5.3.1). These stakeholders assign a higher priority to more pavement marking and more traffic lights and left turn lanes; they also assign a slightly higher priority to wider roadways and shoulders, but not significantly so.

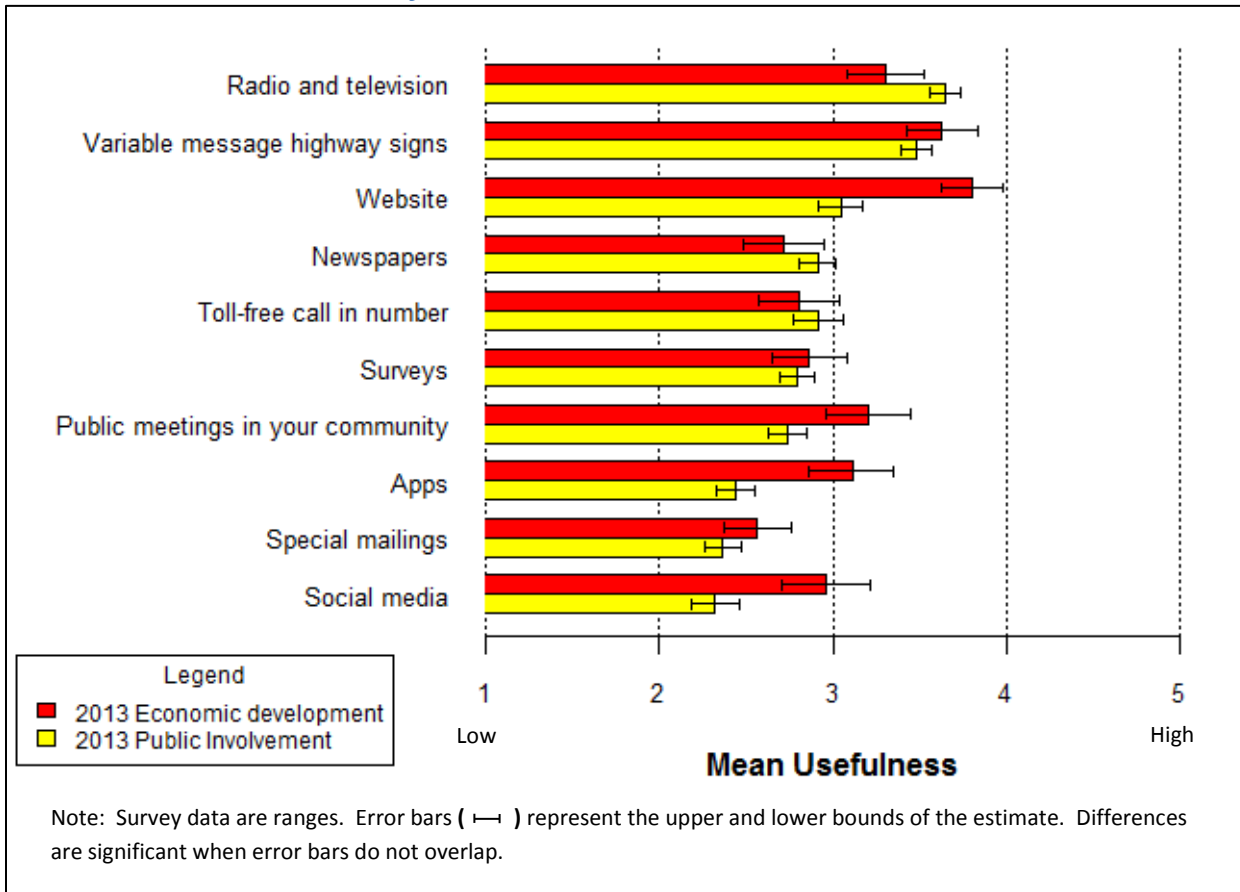
Figure 5.3.1: Actions to Improve Roadways, Economic Development Stakeholder Group and 2013 Public Involvement Survey



General Communication Tool Ratings

Economic development stakeholders think the MDT website is the most useful general communication tool along with variable message highway signs (Figure 5.4.1). They also think that radio and television are useful, but less than the general public. Public meetings, apps and social media are also more useful according to these respondents.

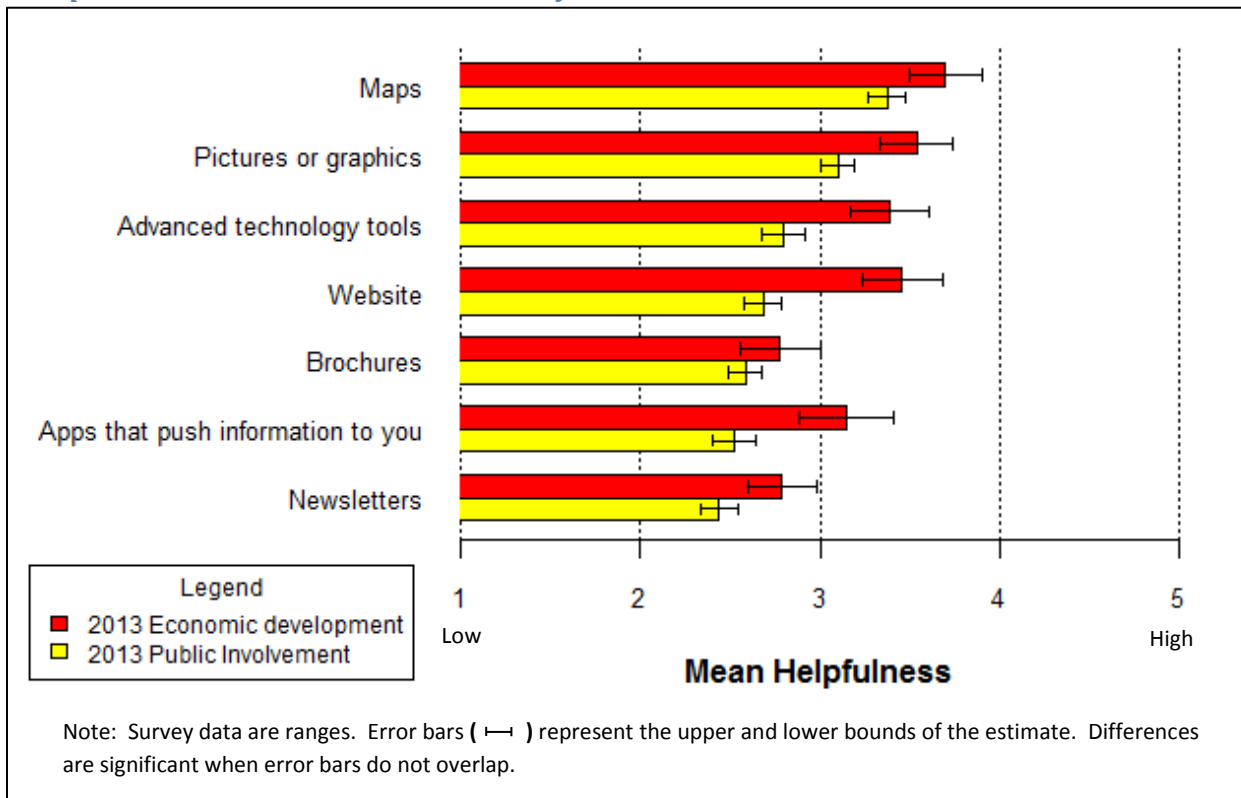
Figure 5.4.1: Usefulness of General Communications Tools, Economic Development Stakeholder Group and 2013 Public Involvement Survey



Planning and Project Communication Tool Ratings

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

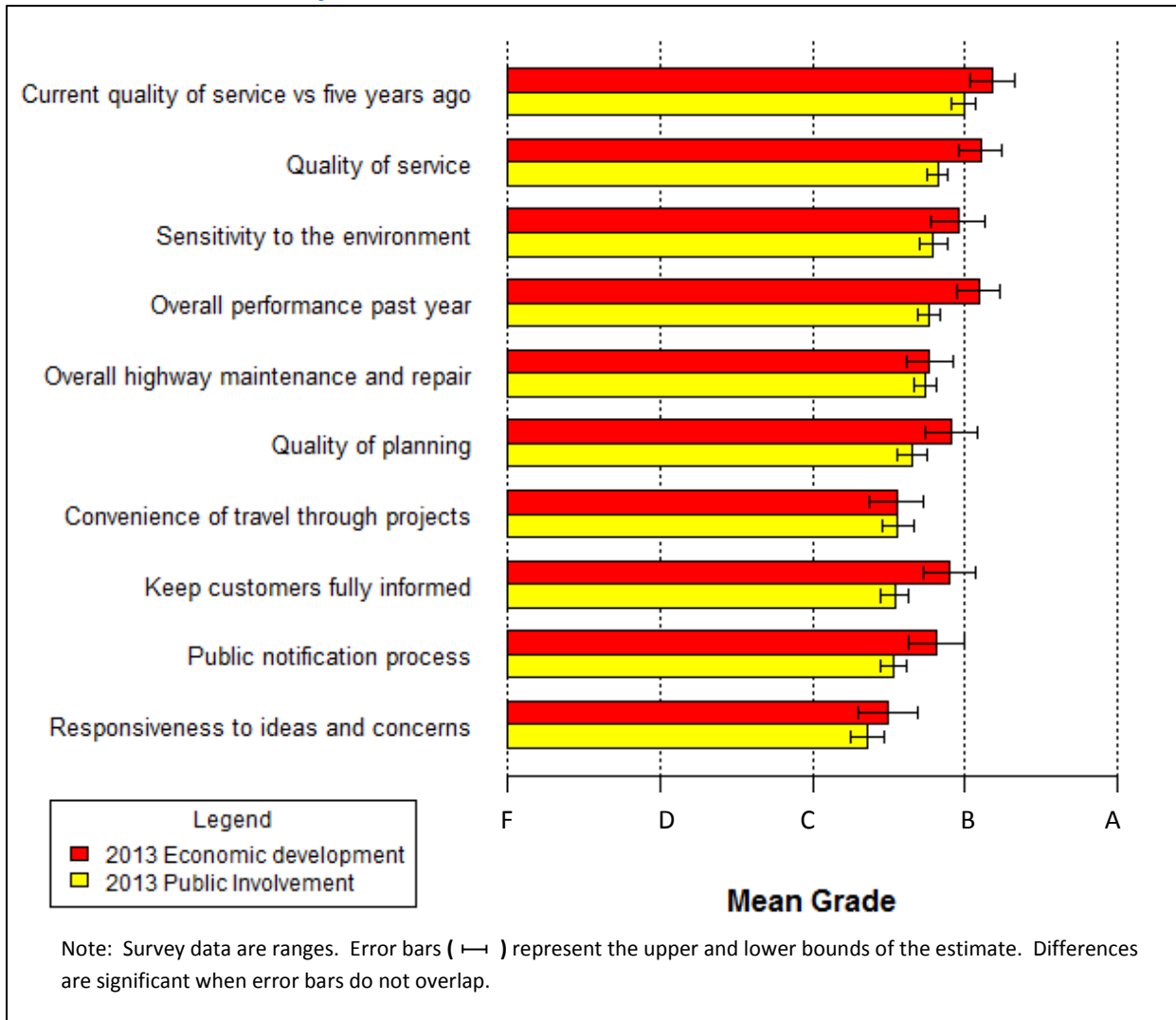
Figure 5.5.1: Helpfulness of Planning and Project Communication Tools, Economic Development Stakeholder Group and 2013 Public Involvement Survey



MDT Customer Service and Performance Grade

Economic development stakeholders give MDT a B grade for overall performance in the last year and quality of service where the general public gives MDT a lower B for the two services. Economic development stakeholders give a better grade in the public notification process and keeping customers informed.

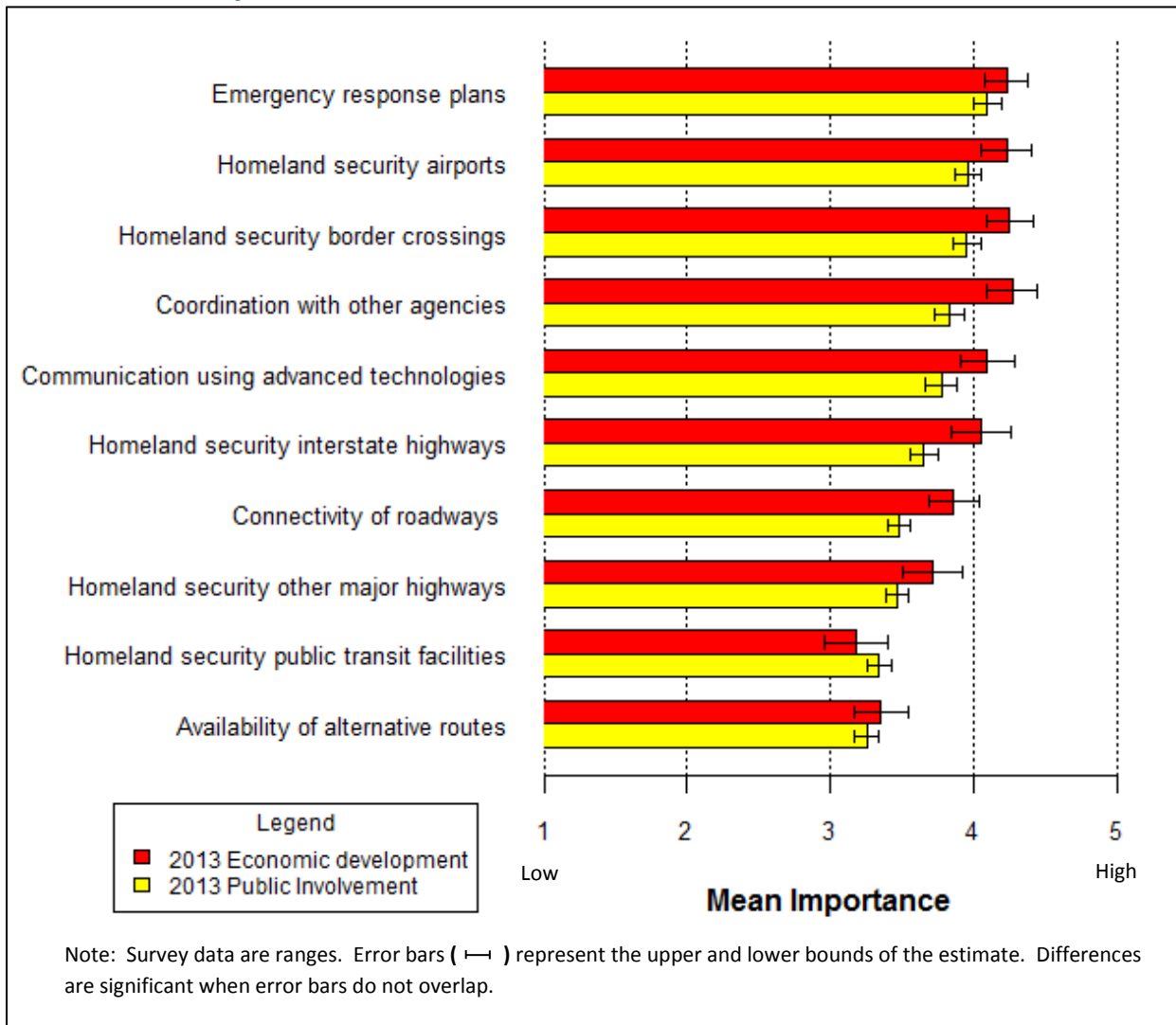
Figure 5.6.1: Customer Service and Performance Grades, Economic Development Stakeholder Group and 2013 Public Involvement Survey



Security for System Components

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

Figure 5.7.1: Security for Transportation System Components, Economic Development Group and 2013 Public Involvement Survey



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

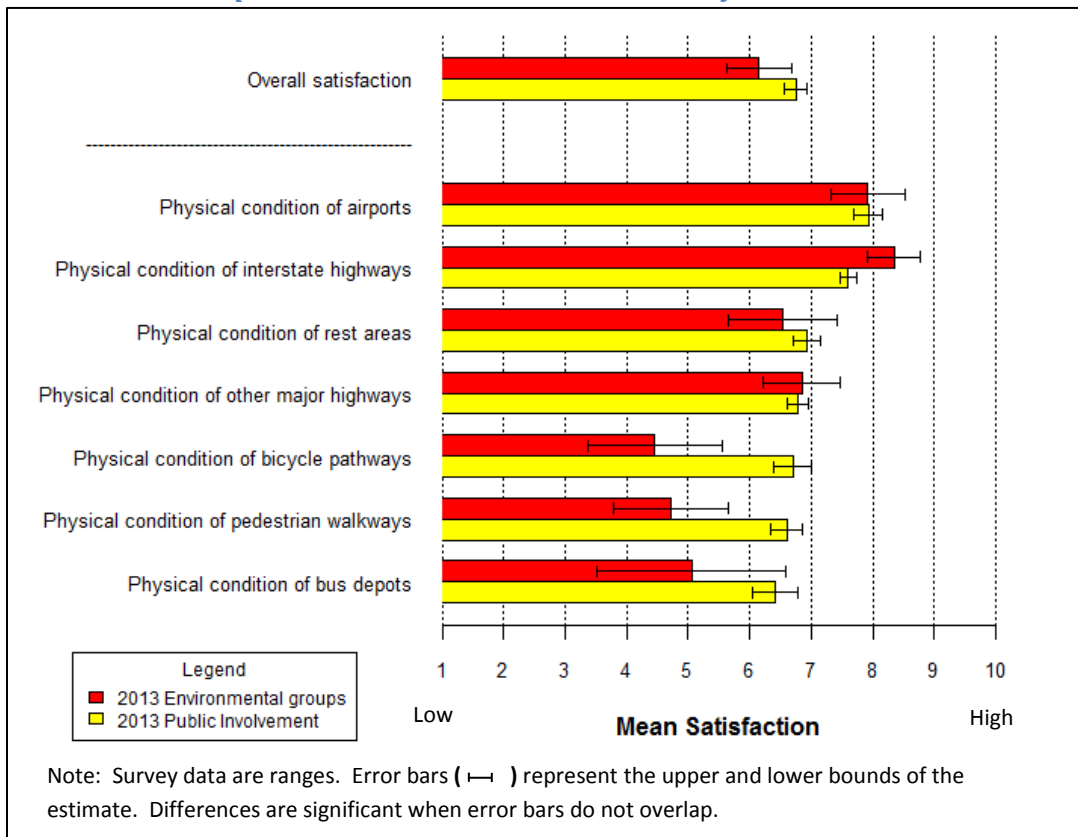
- Wilderness coalitions
- Wildlife associations
- Audubon societies
- Preservation coalitions
- Sierra Club affiliates
- Resource centers

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

Transportation System Satisfaction

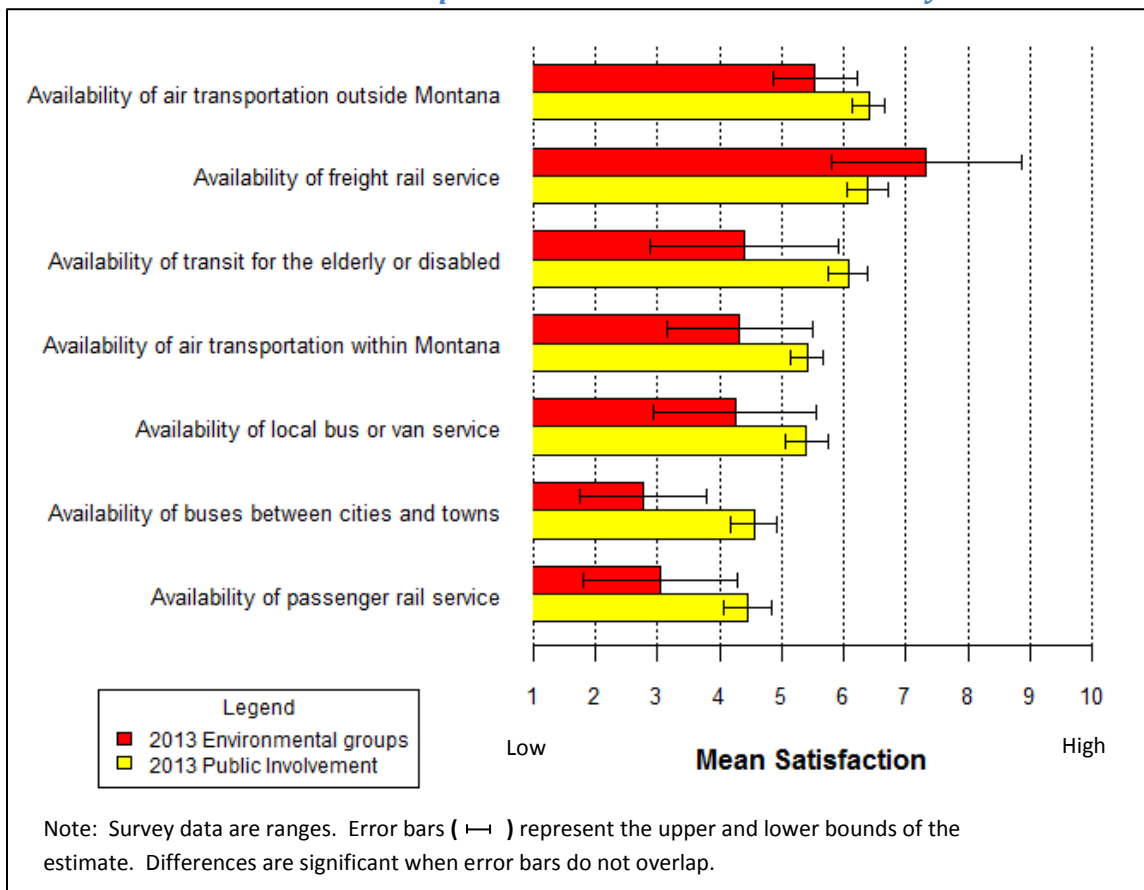
The environmental stakeholder group was slightly less satisfied with Montana’s overall transportation system than the general public (Figure 6.1.1). Environmental stakeholders were more satisfied with the physical condition of interstates and major highways. Environmental stakeholders were less satisfied than the general public with the physical condition of bicycle and pedestrian pathways and slightly less satisfied with the physical condition of bus depots.

Figure 6.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Environmental Stakeholder Group and 2013 Public Involvement Survey



There are several differences between environmental stakeholders and the general public regarding the availability of transportation services. Environmental stakeholders are very dissatisfied with the availability of passenger rail service compared with slight dissatisfaction in the general public. They are very dissatisfied with the availability of intercity buses. Environmental stakeholders are slightly less satisfied with the availability of air transportation to destinations both within and outside Montana. Local bus and van service is also a concern on environmental stakeholders.

Figure 6.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Environmental Stakeholder Group and 2013 Public Involvement Survey



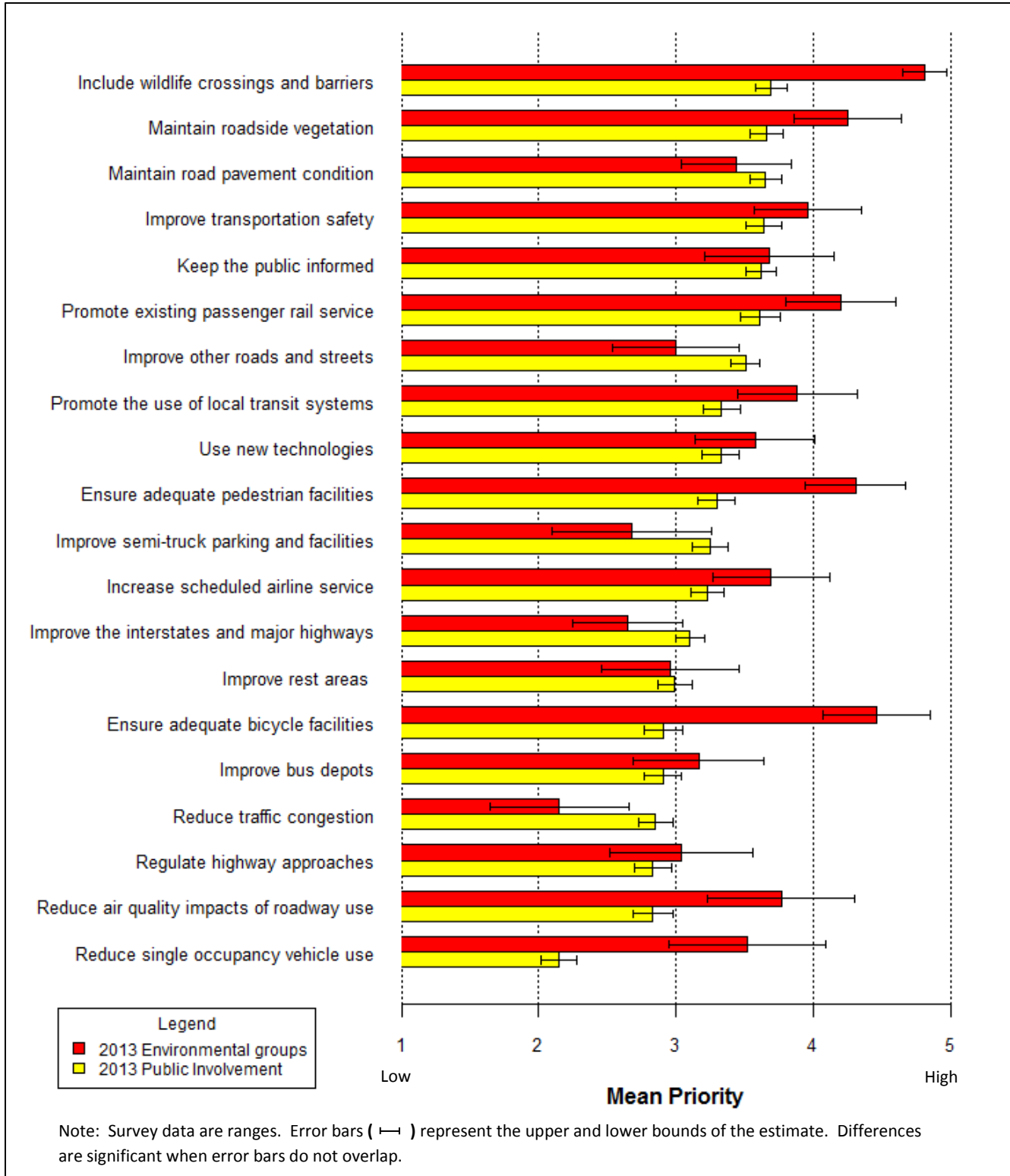
Actions to Improve the Transportation System

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

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

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

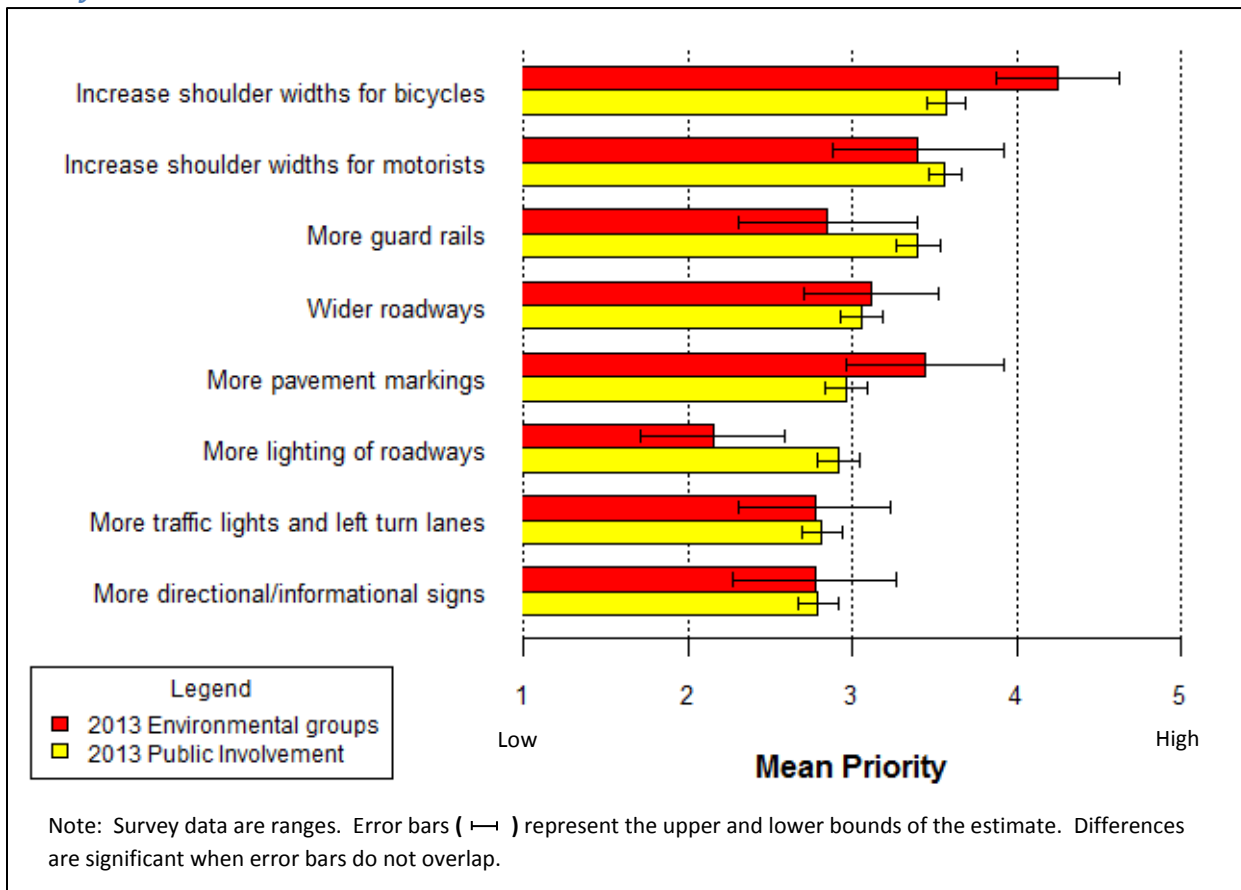
Figure 6.2.1: Actions to Improve Transportation System, Environmental Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve Roadways

Improving roadways is also less of a priority for environmental stakeholders compared to the general public. They assign a lower priority to more lighting and more guard rails than respondents from the Public Involvement Survey. They also are slightly less concerned with increasing shoulder widths for motorists. Increasing shoulder widths for bicyclists is a very high priority.

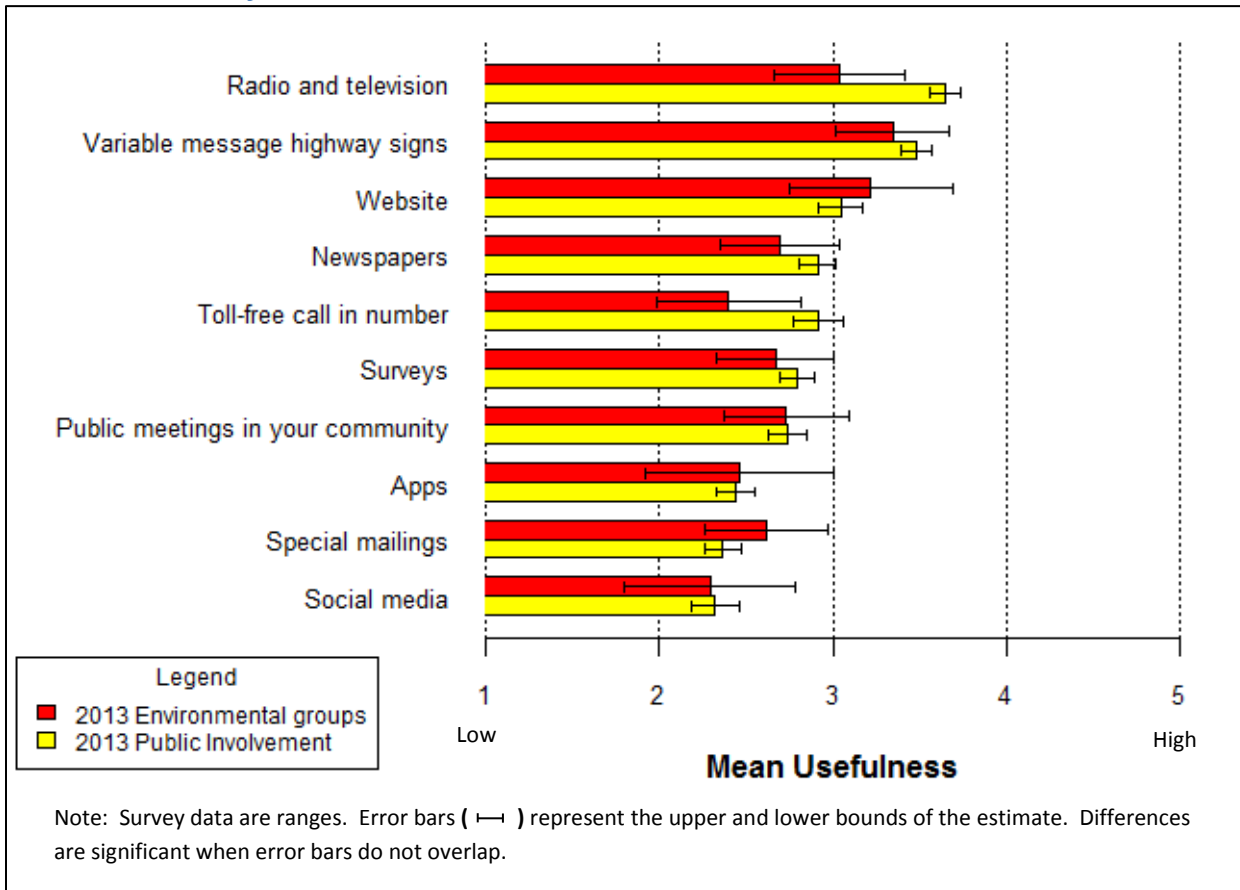
Figure 6.3.1: Actions to Improve Roadways, Environmental Stakeholder Group and 2013 Public Involvement Survey



General Communication Tool Ratings

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

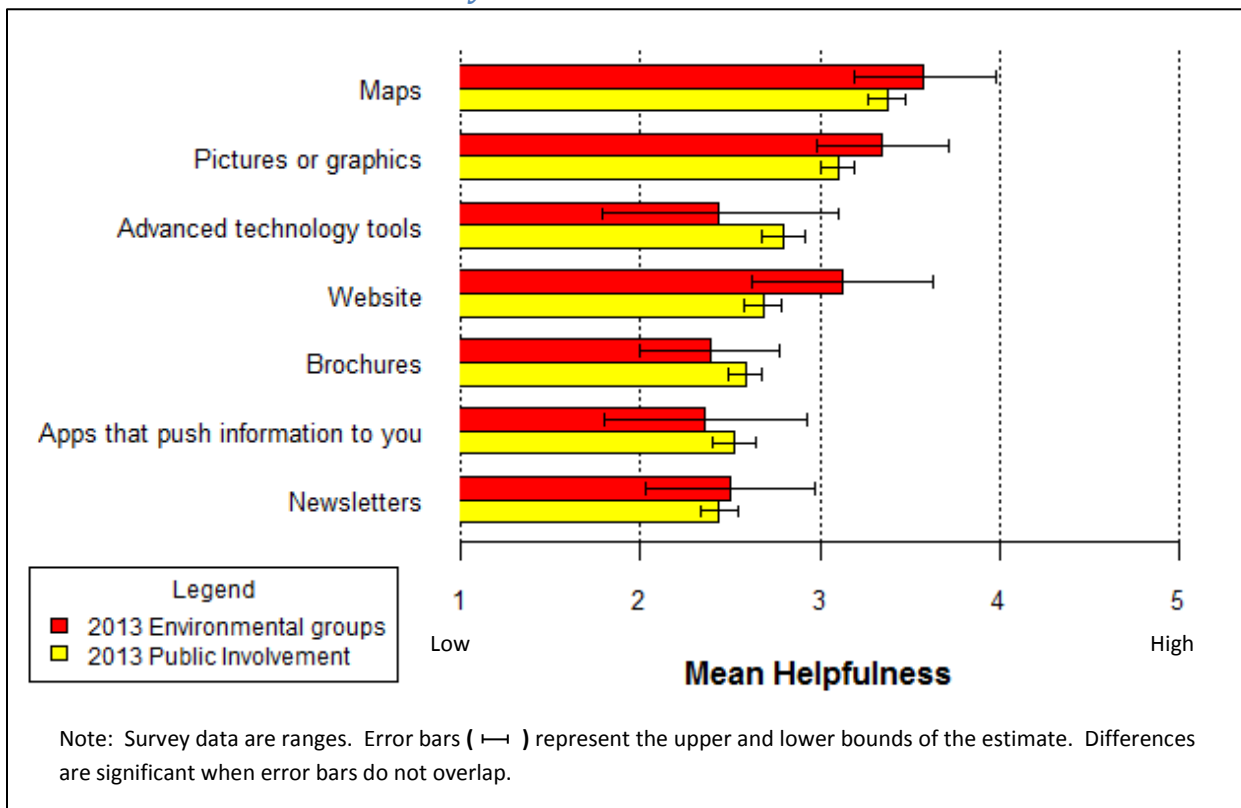
Figure 6.4.1: Usefulness of General Communication Tools, Environmental Stakeholder Group and 2013 Public Involvement Survey



Planning and Project Communication Tool Ratings

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

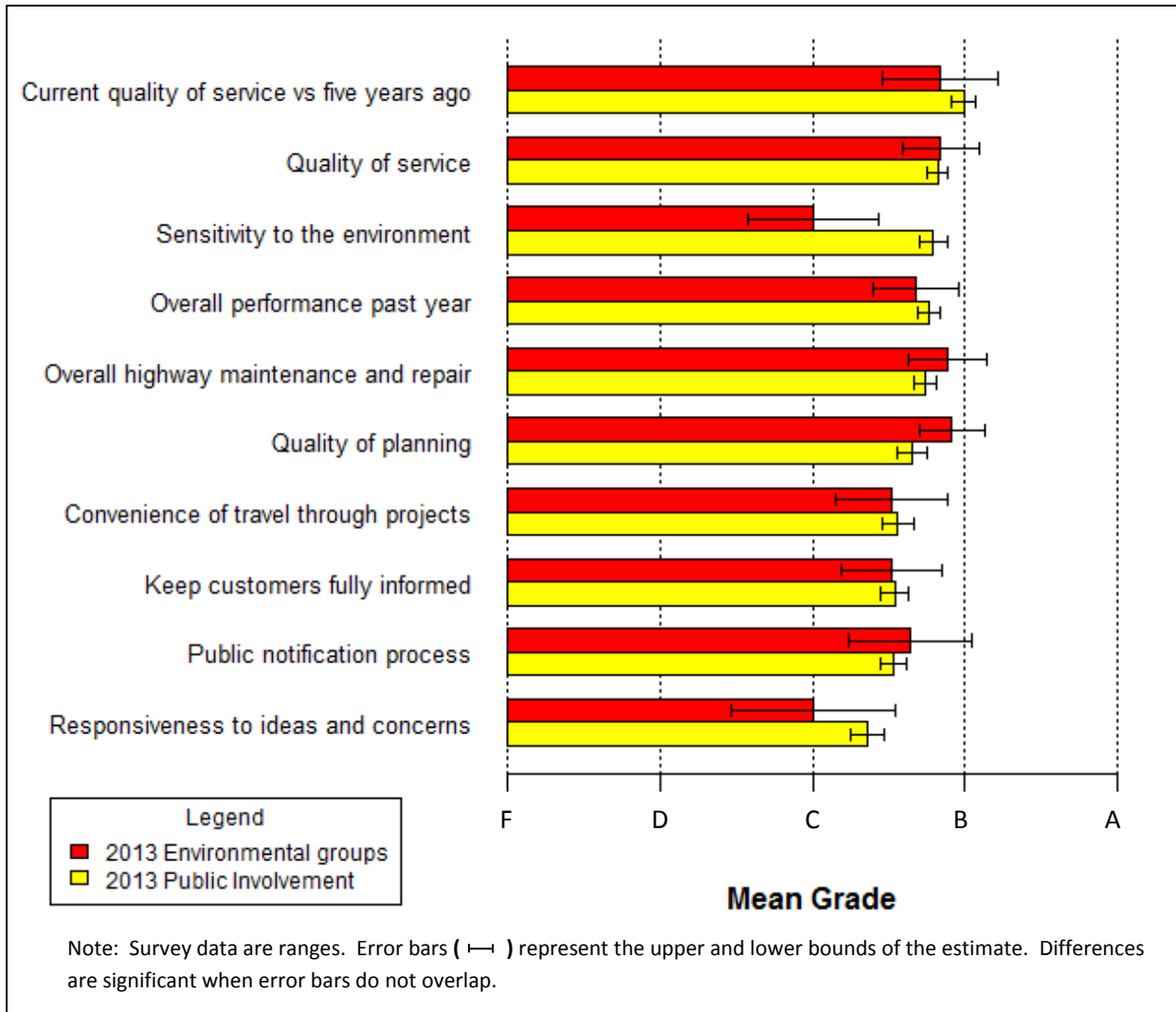
Figure 6.5.1: Helpfulness of Planning and Project Communication Tools, Environmental Stakeholder Group and 2013 Public Involvement Survey



MDT Customer Service and Performance Grade

The environmental stakeholder group gives MDT a B- for its overall performance in the last year, the same as the general public. Other performance measures with low grades are responsiveness to customer ideas and concerns (C), and sensitivity to the environment (C). The general public gives MDT a B for sensitivity to the environment.

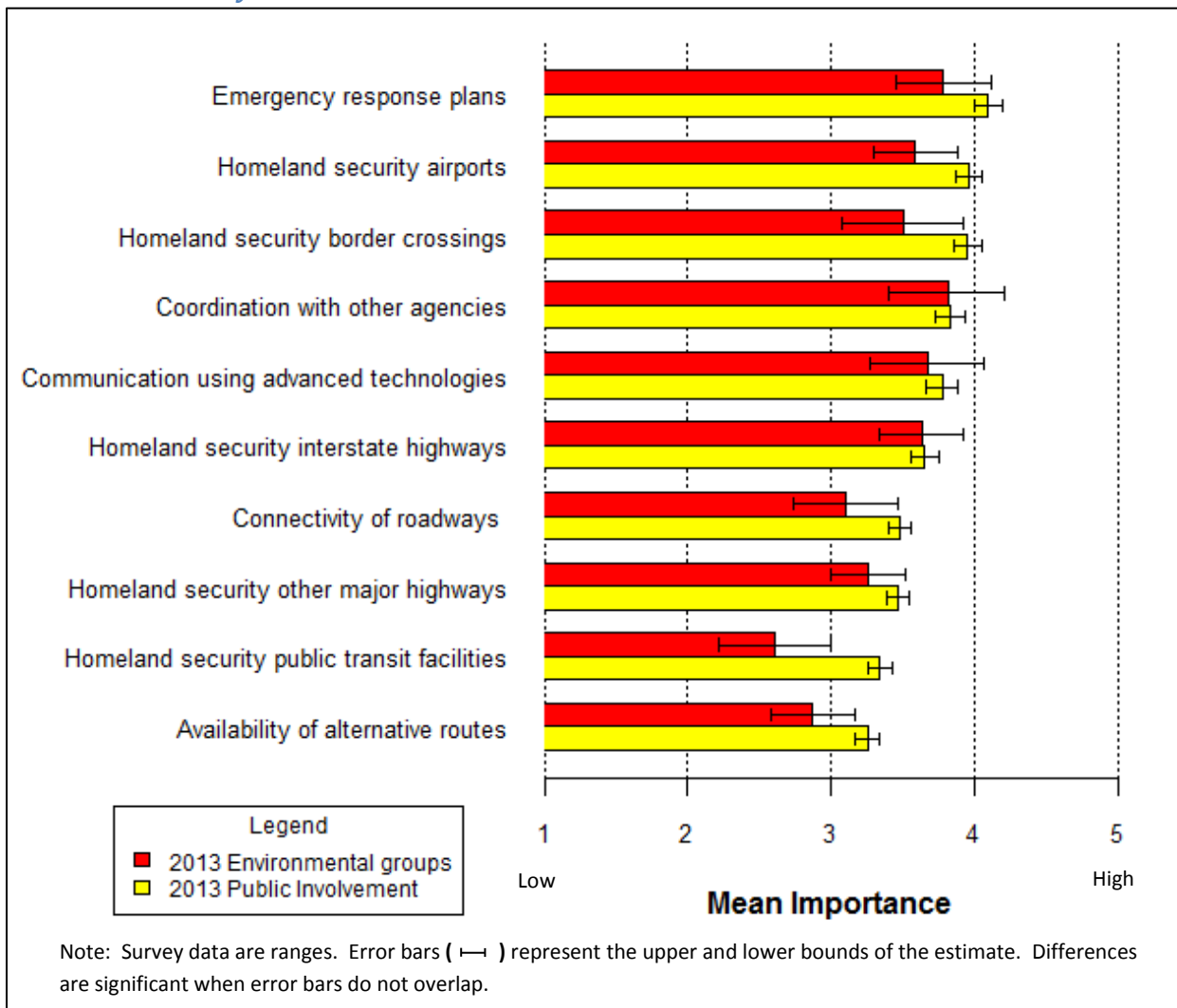
Figure 6.6.1: Customer Service and Performance Grades, Environmental Stakeholder Group and 2013 Public Involvement Survey



Security for System Components

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

Figure 6.7.1: Security for Transportation System Components, Environmental Group and 2013 Public Involvement Survey



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

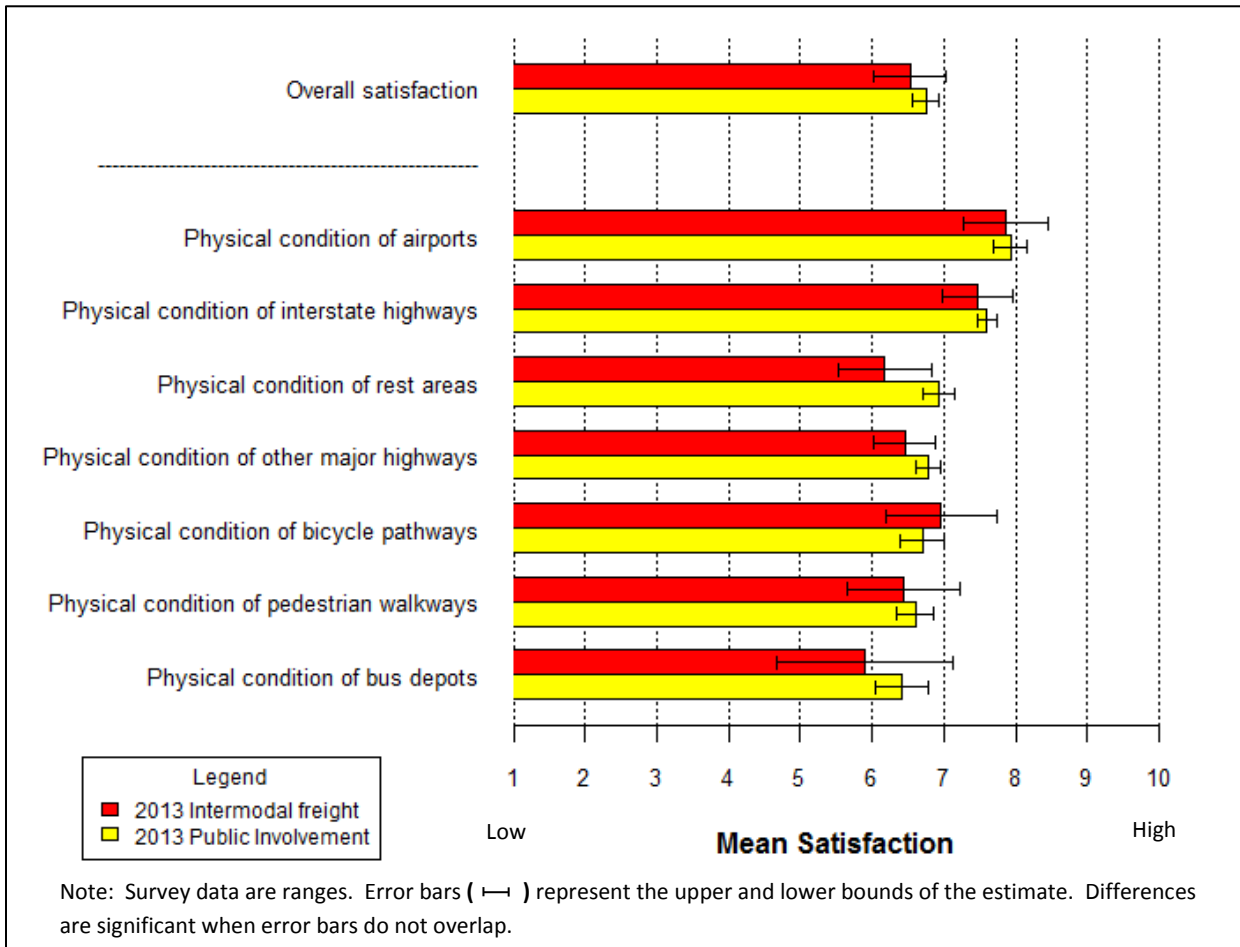
- Trucking
- Air freight
- Rail freight
- Freight forwarding associations

Forty-seven completed interviews were collected from members of the intermodal freight group.

Transportation System Satisfaction

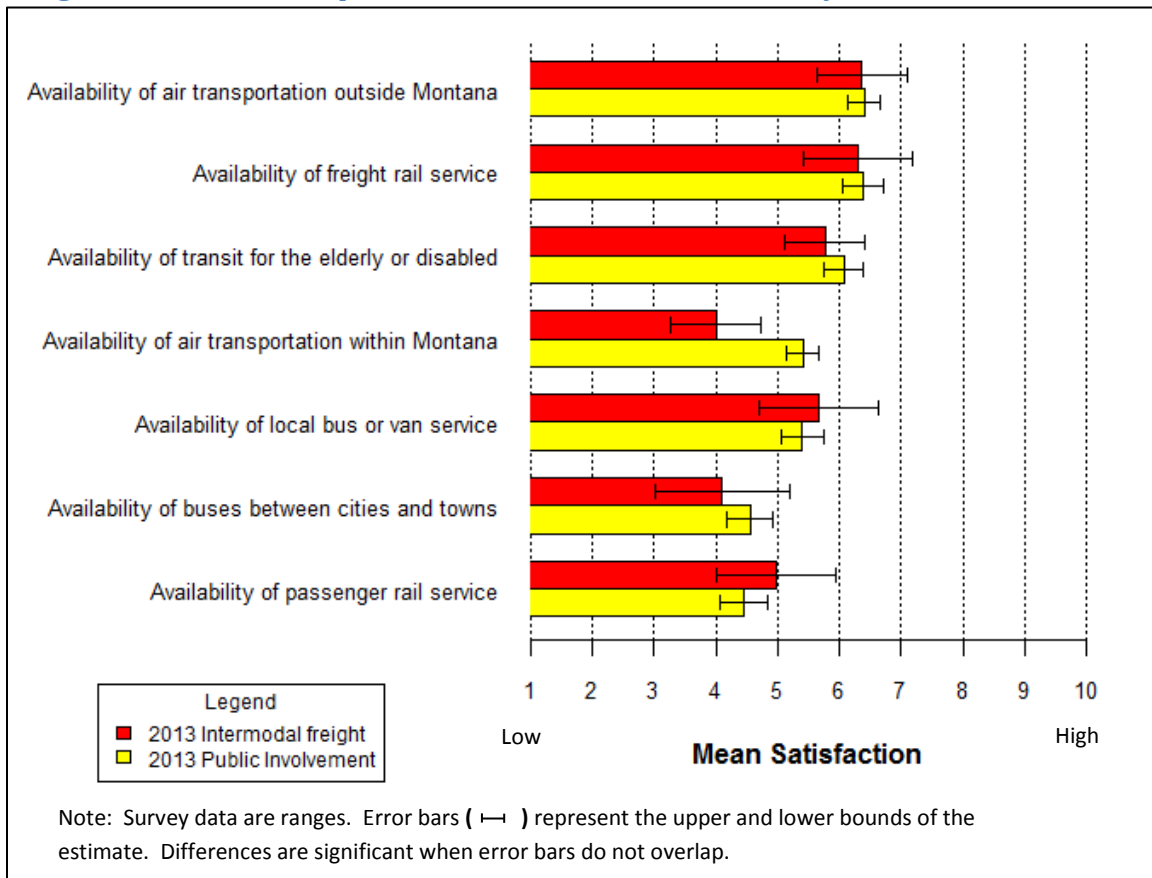
The intermodal freight stakeholder group has the same level of overall satisfaction as the general public (Figure 7.1.1). There are no significant differences between the two groups as to the physical condition of various components.

Figure 7.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Intermodal Freight Stakeholder Group and 2013 Public Involvement Survey



There is one difference between this stakeholder group and the general public regarding the availability of transportation services in Montana (Figure 7.1.2). Intermodal freight stakeholders are dissatisfied about the availability of air transportation to Montana destinations.

Figure 7.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Intermodal Freight Stakeholder Group and 2013 Public Involvement Survey

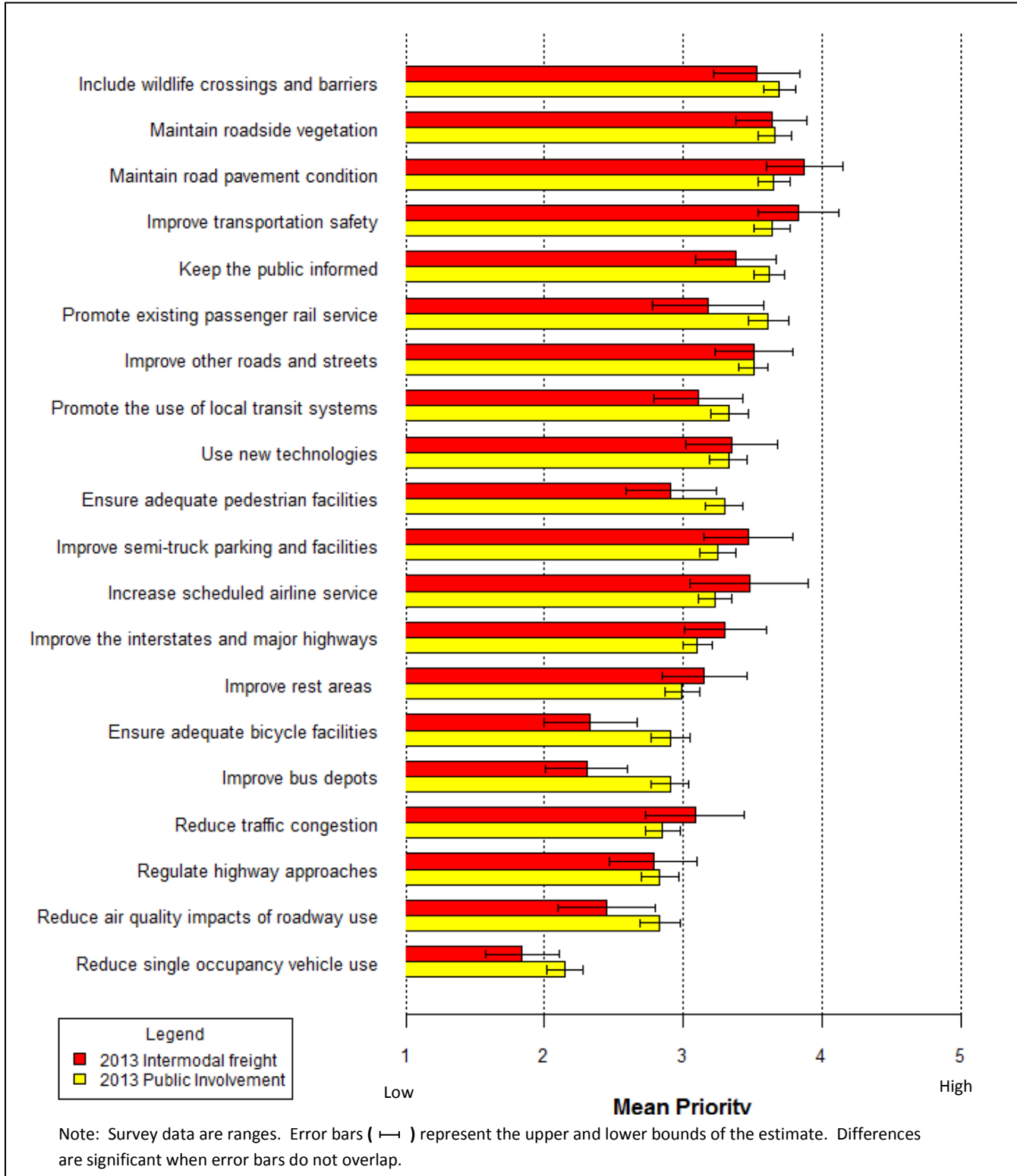


Actions to Improve the Transportation System

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

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

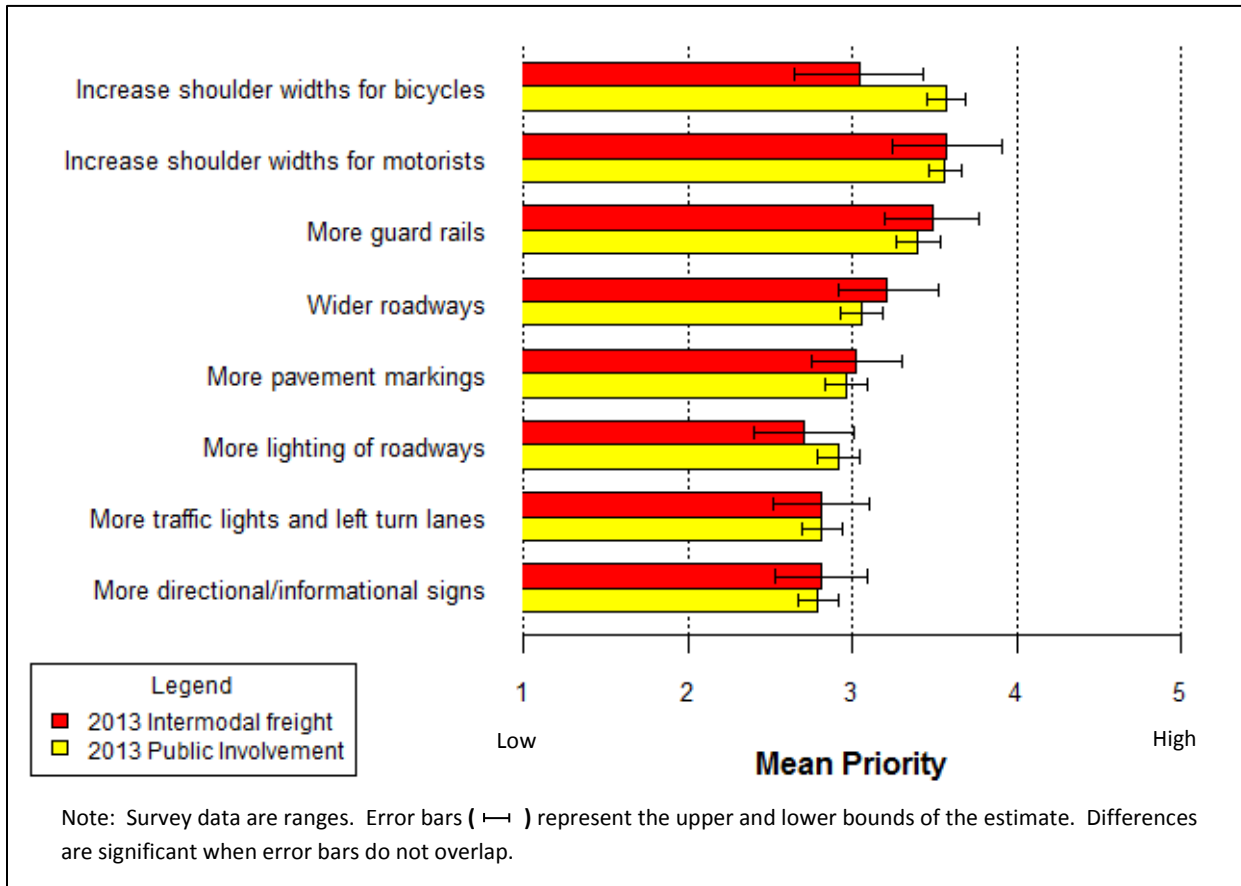
Figure 7.2.1: Actions to Improve Transportation System, Intermodal Freight Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve Roadways

The intermodal freight stakeholder group assigns the same or a slightly lower priority to all the possible actions to improve Montana’s roadways when compared to the general public. The ranking of each item is very similar although increasing the shoulder widths for bicycles ranked number four compared to two for the general public.

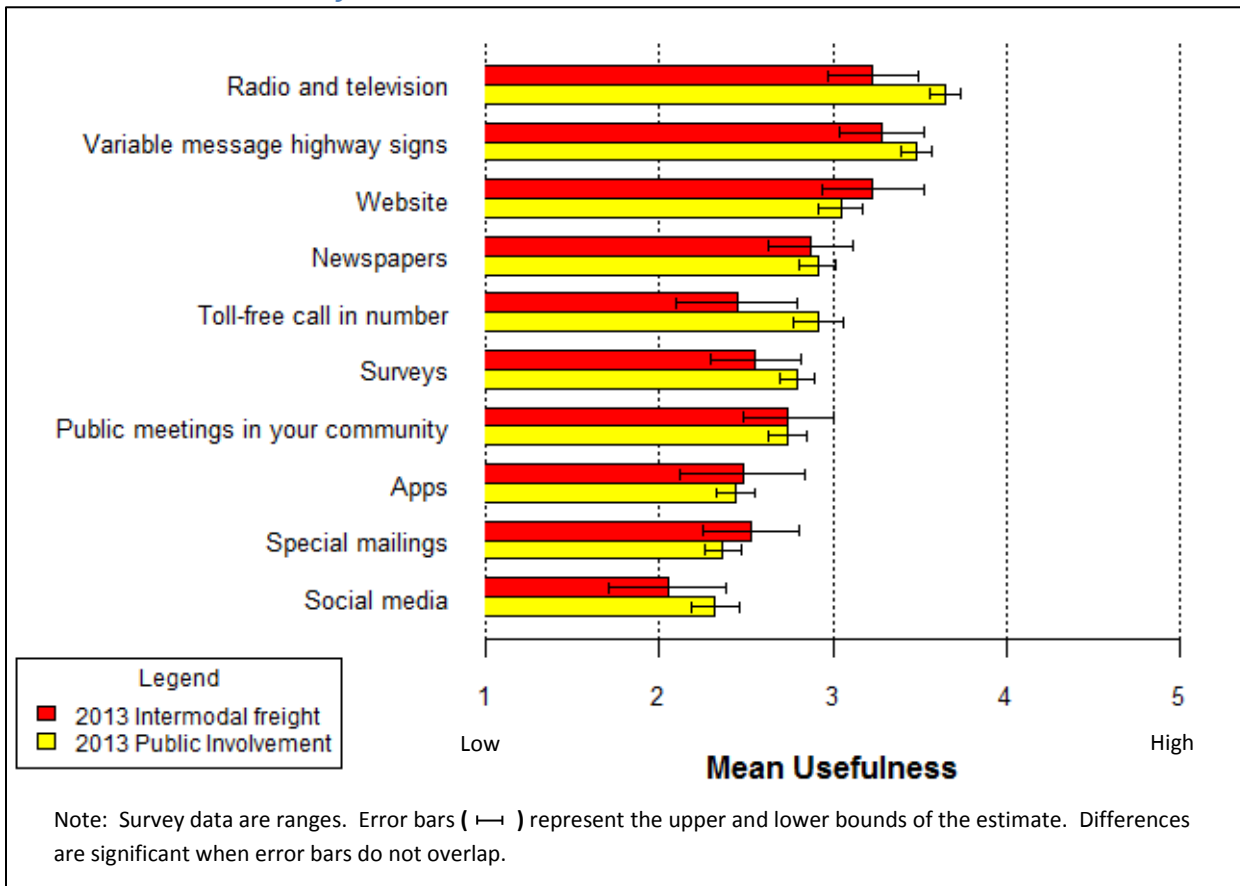
Figure 7.3.1: Actions to Improve Roadways, Intermodal Freight Stakeholder Group and 2013 Public Involvement Survey



General Communication Tool Ratings

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

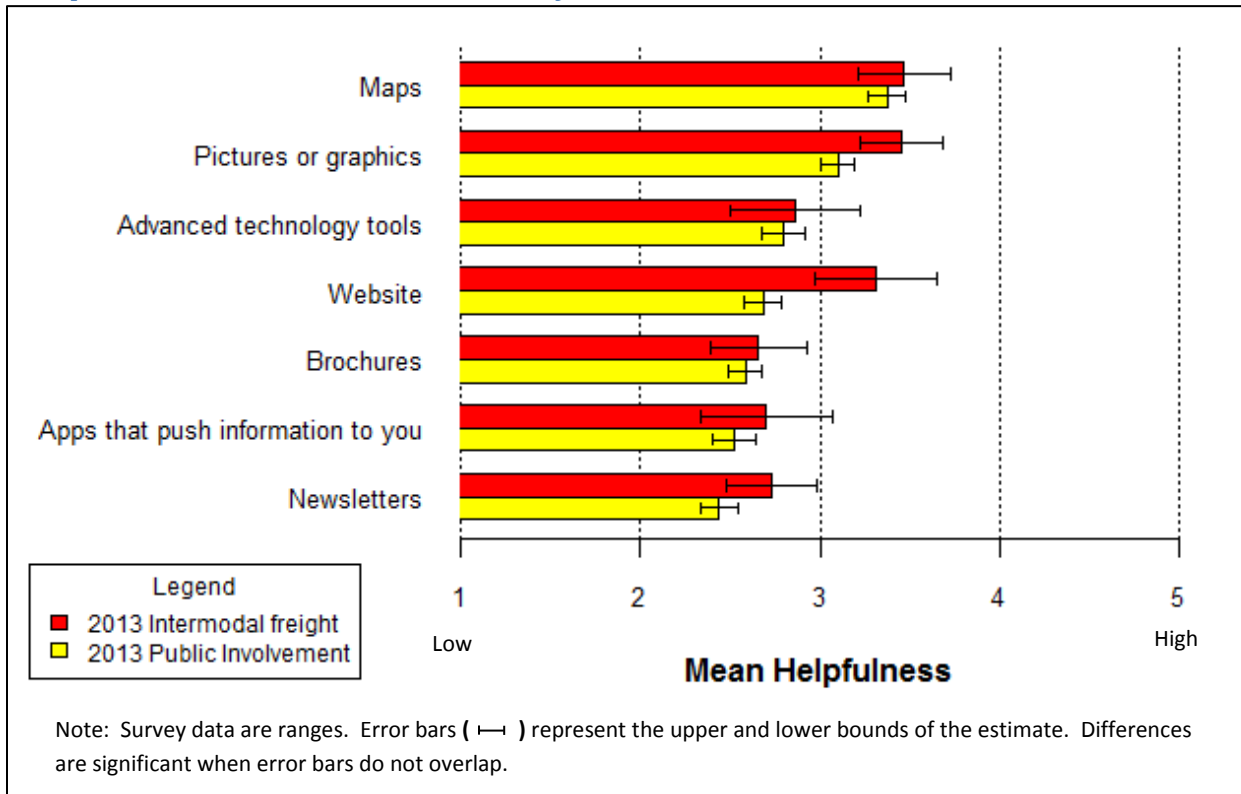
Figure 7.4.1: Usefulness of General Communication Tools, Intermodal Freight Stakeholder Group and 2013 Public Involvement Survey



Planning and Project Communication Tool Ratings

The intermodal freight stakeholders rank the website, maps, and pictures and graphics as the most helpful tools for communication planning and project information. Advanced technology tools are also considered helpful. Brochures, newsletters, and apps that push information to you are not considered particularly helpful.

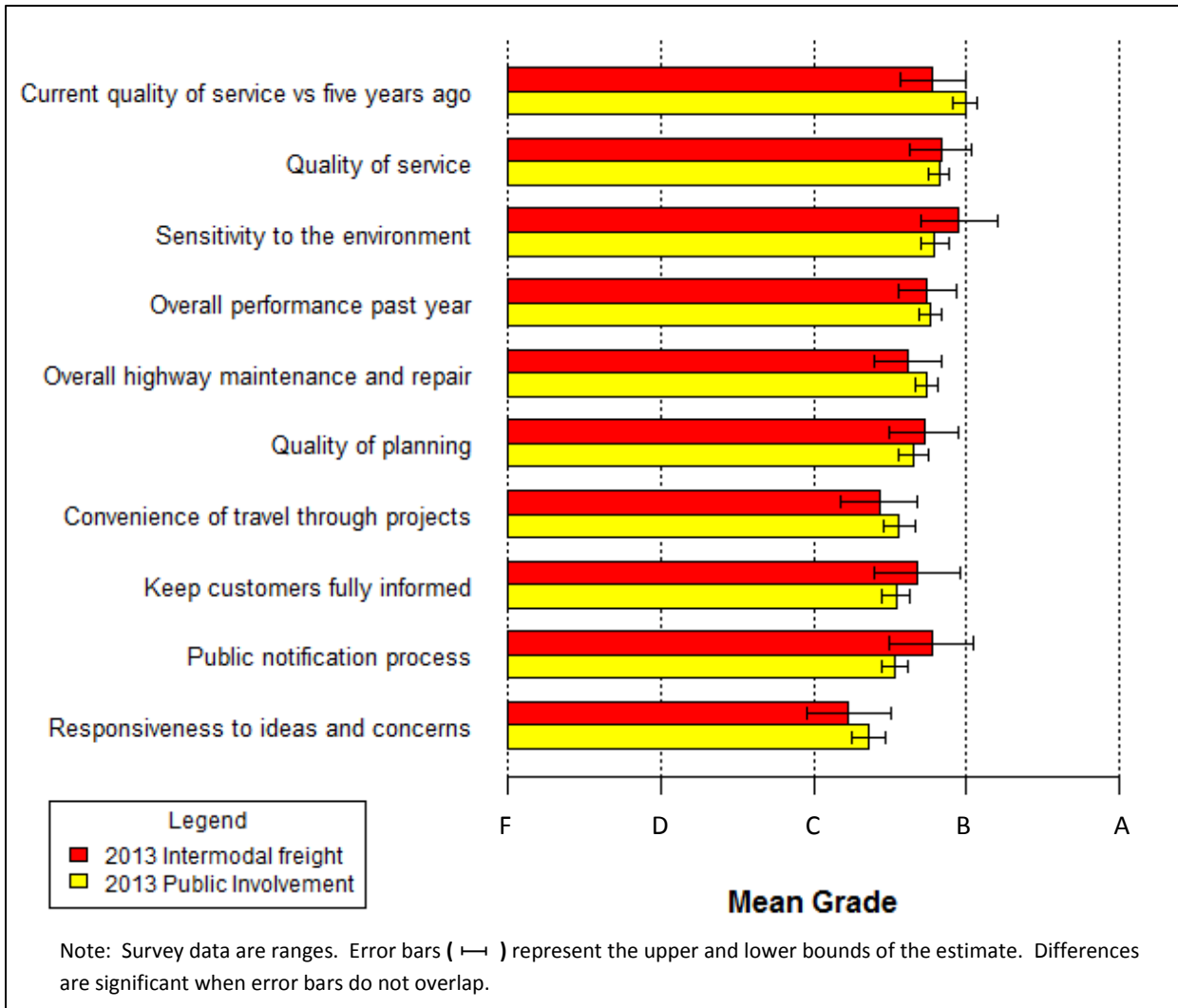
Figure 7.5.1: Helpfulness of Planning and Project Communication Tools, Intermodal Freight Stakeholder Group and 2013 Public Involvement Survey



MDT Customer Service and Performance Grade

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

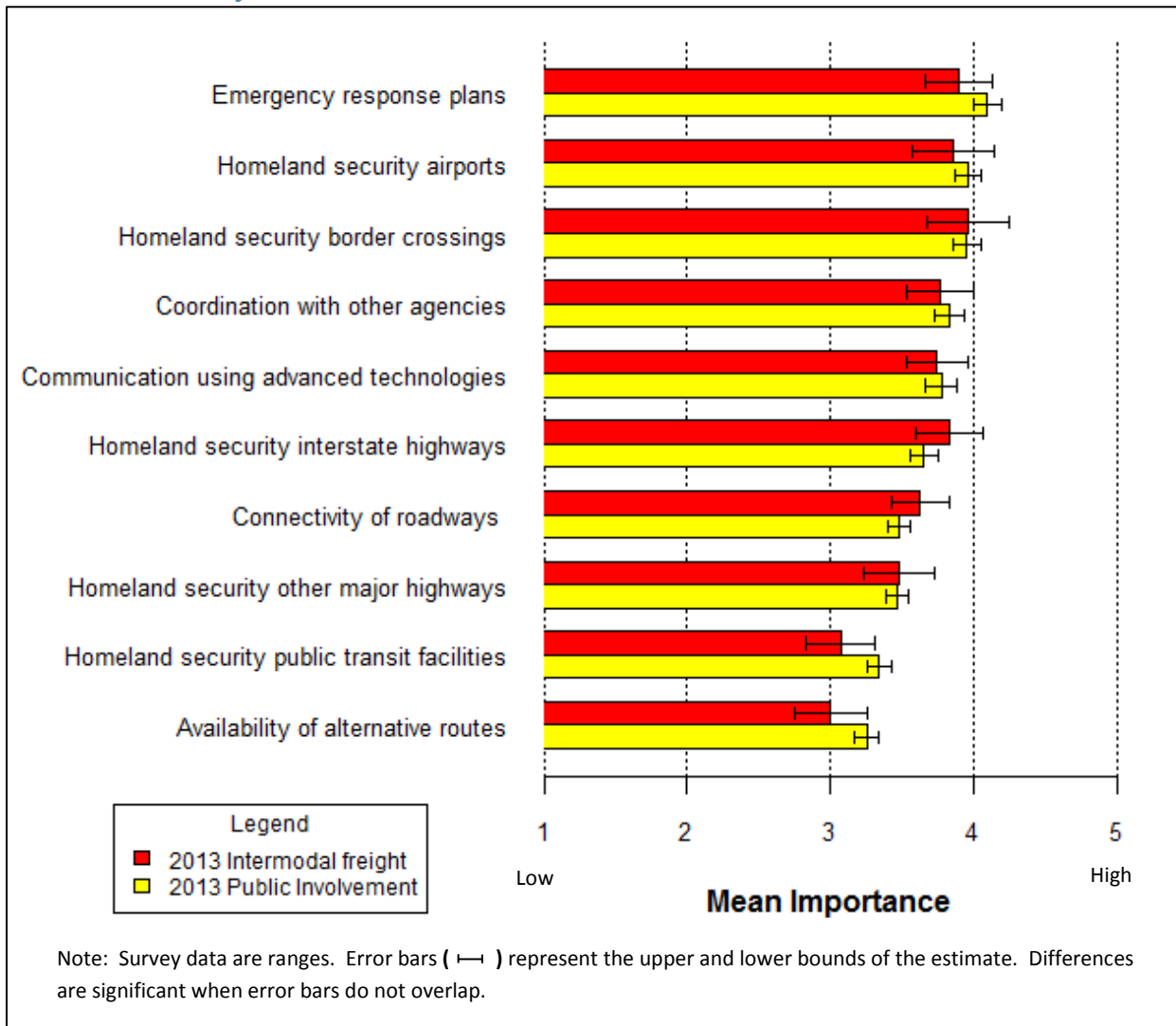
Figure 7.6.1: Customer Service and Performance Grades, Intermodal Freight Stakeholder Group and 2013 Public Involvement Survey



Security for System Components

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

Figure 7.7.1: Security for Transportation System Components, Intermodal Freight Group and 2013 Public Involvement Survey



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

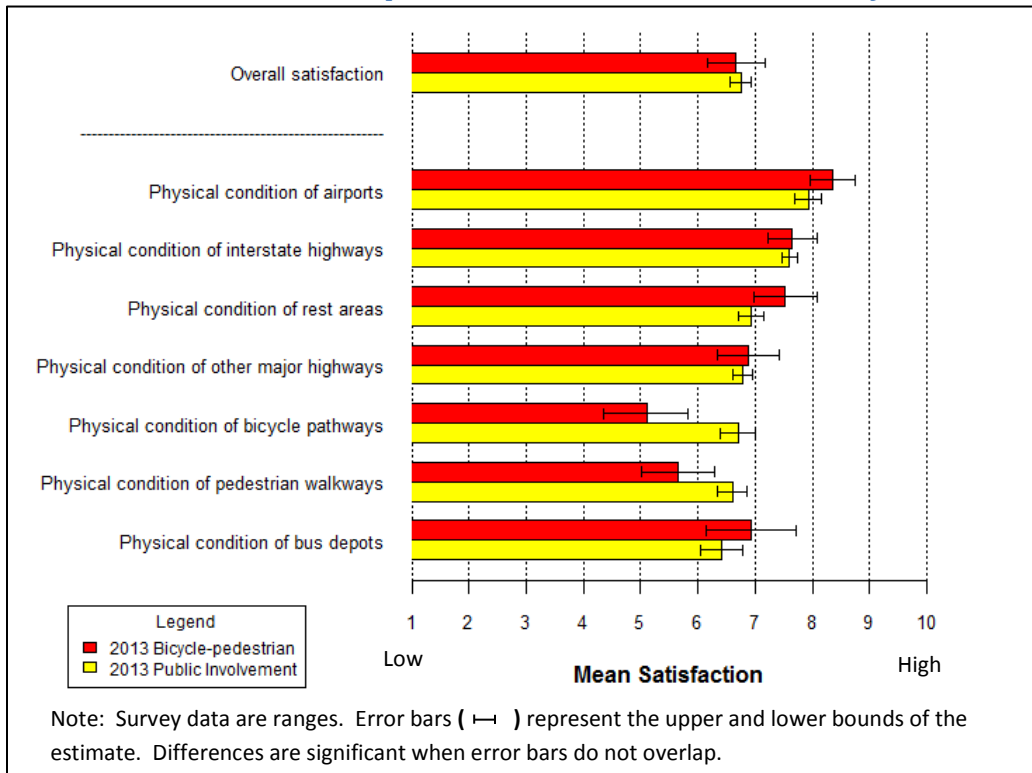
- Bicycling clubs
- Community development groups
- Bicycle/pedestrian advisory boards
- County planning offices
- Cops on Bikes
- City park and recreation organizations

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

Transportation System Satisfaction

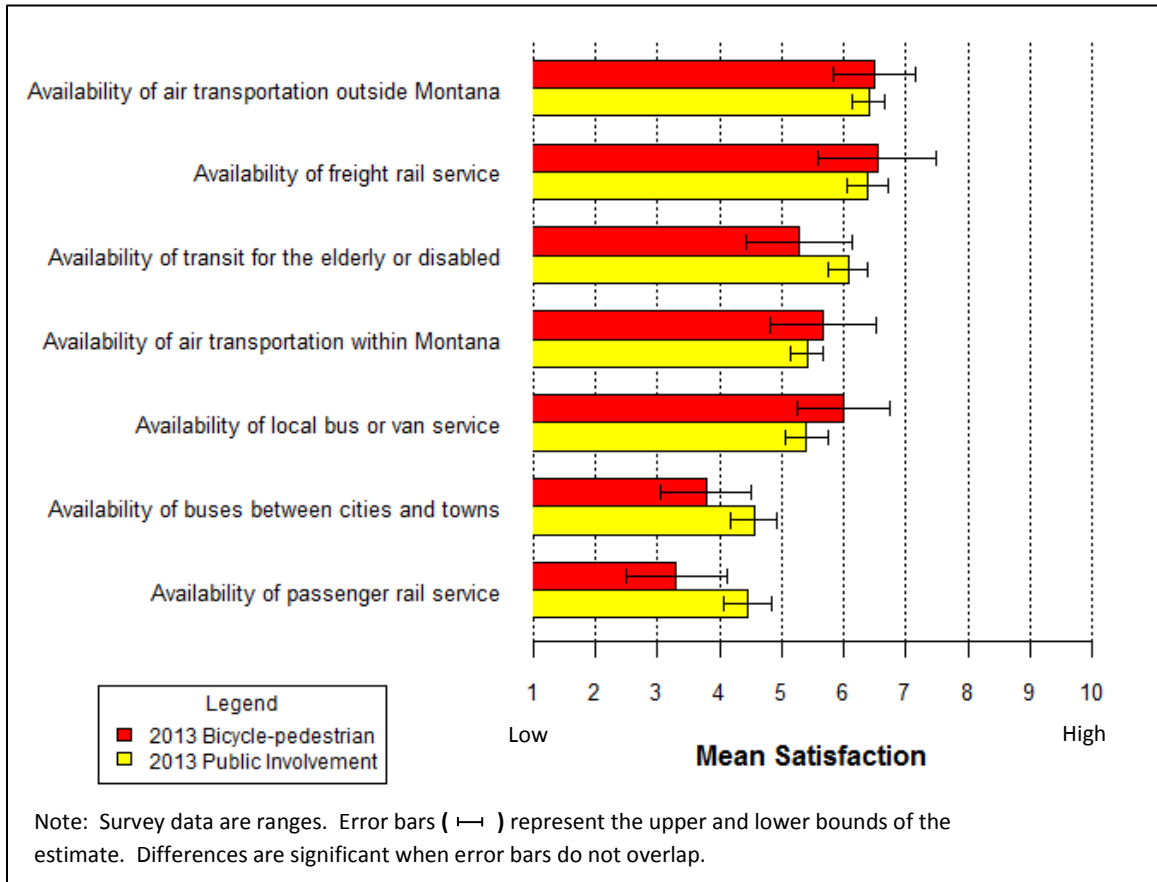
Bicycle and pedestrian stakeholders were moderately satisfied with the overall transportation system (Figure 8.1.1). The physical condition of bicycle pathways and pedestrian walkways stand out as icons of dissatisfaction by bike and pedestrian stakeholders, especially when compared to the general public.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

Figure 8.1.1: Satisfaction with the Physical Condition of Montana's Transportation System, Bicycle and Pedestrian Stakeholder Group and 2013 Public Involvement Survey



The rating of bicycle and pedestrian stakeholders is shown in Figure 8.1.2. This stakeholder group is slightly more dissatisfied when compared to the general public with the availability of passenger rail service and intercity buses. Satisfaction with the availability of other parts of Montana’s transportation system generally mirrors the general public.

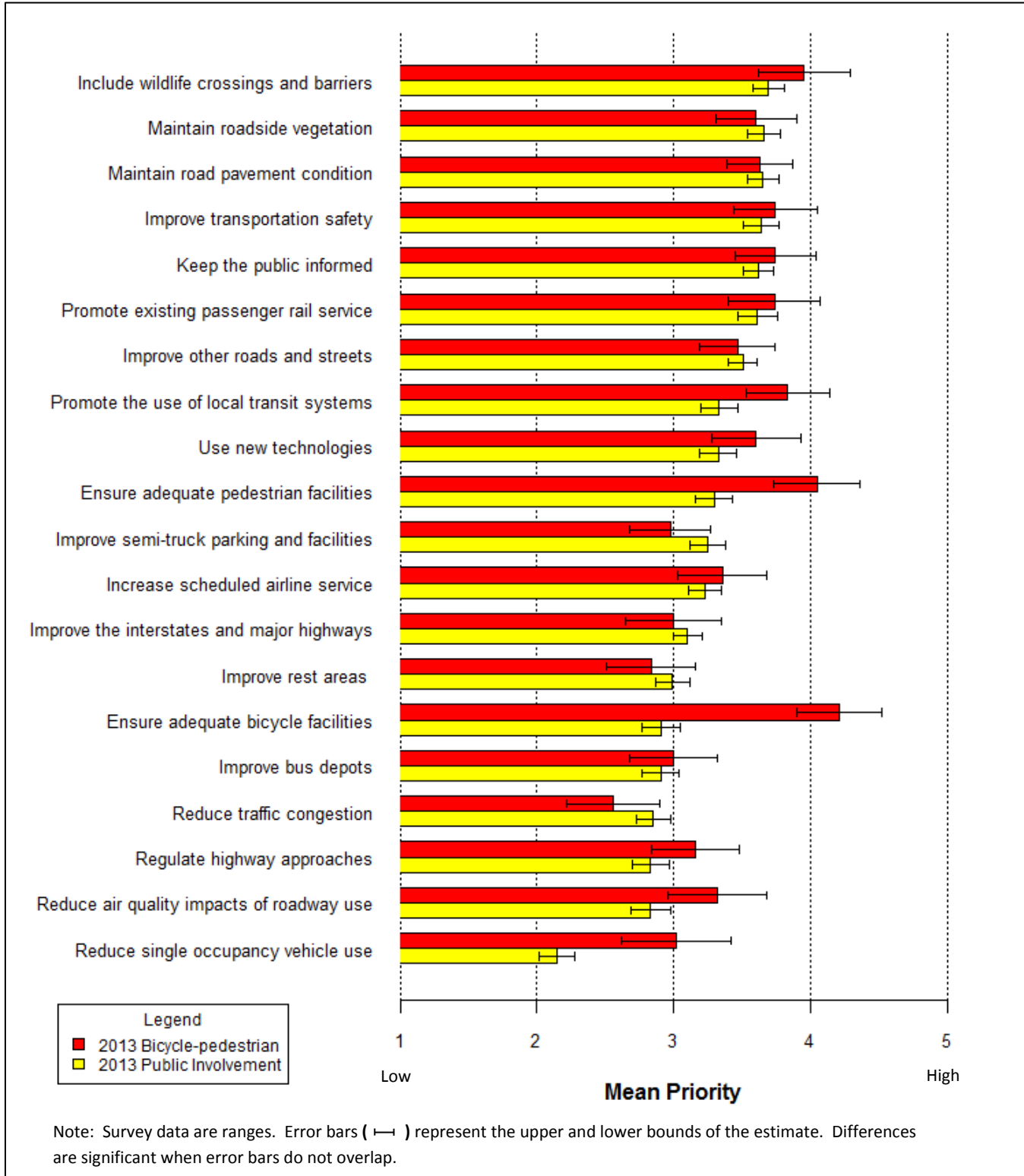
Figure 8.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Bicycle and Pedestrian Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve the Transportation System

The bicycle and pedestrian stakeholder group has different priorities to improve the transportation system compared to the general public (Figure 8.2.1). Ensuring adequate pedestrian and bicycle facilities, reducing single occupant vehicles, promoting use of local transit systems, and regulating the number of highway approaches all have higher priorities with this group. This group is less concerned with reducing traffic congestion by building more roads.

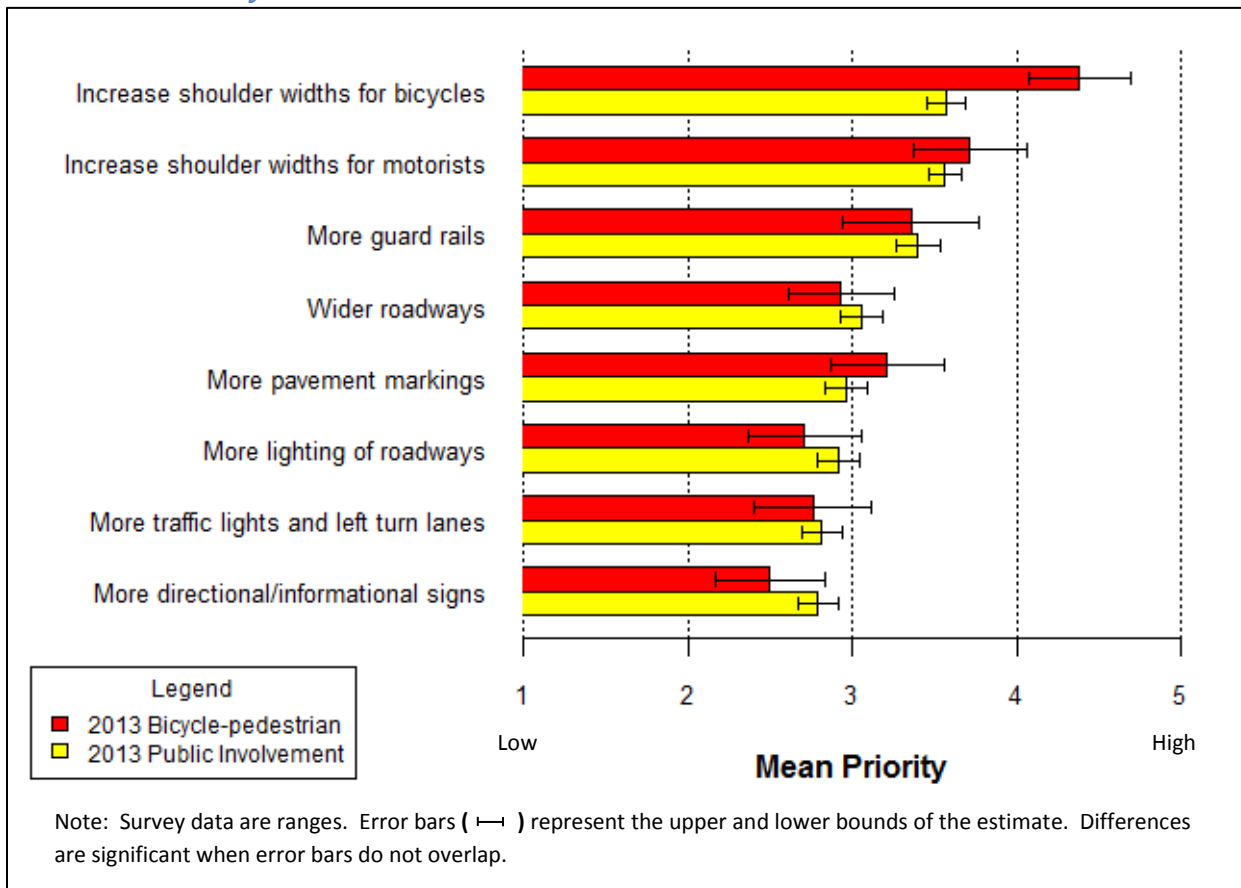
Figure 8.2.1: Actions to Improve Transportation System, Bicycle and Pedestrian Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve Roadways

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

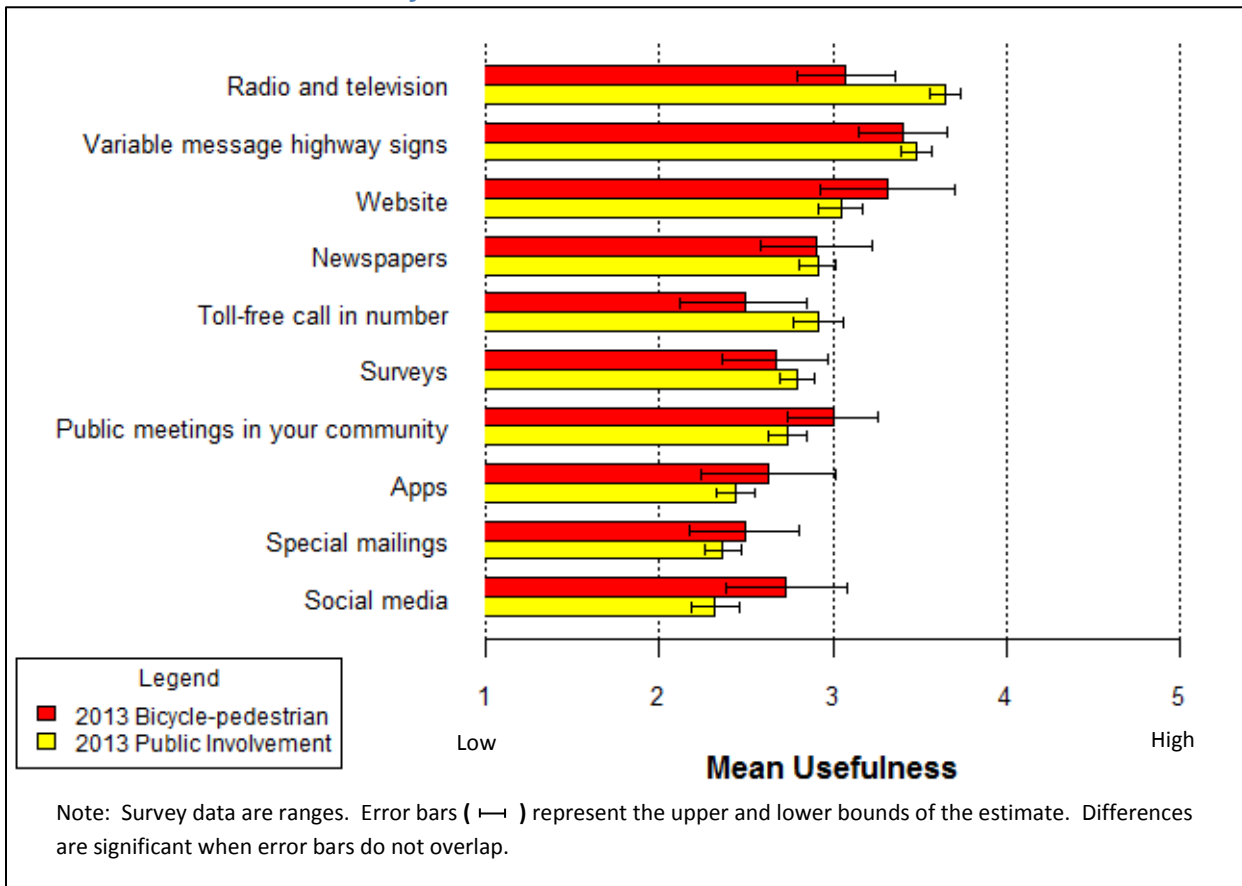
Figure 8.3.1: Actions to Improve Roadways, Bicycle and Pedestrian Stakeholder Group and 2013 Public Involvement Survey



General Communication Tool Ratings

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

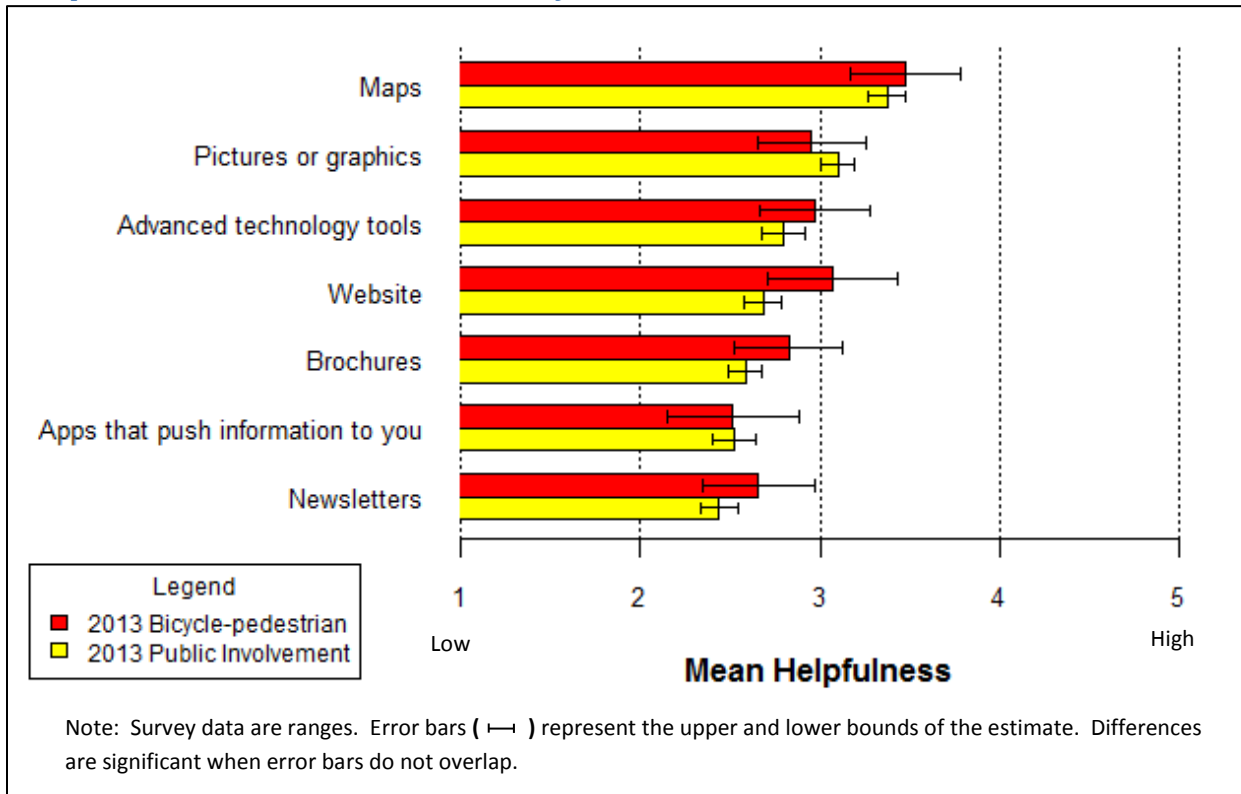
Figure 8.4.1: Usefulness of General Communications Tools, Bicycle and Pedestrian Stakeholder Group and 2013 Public Involvement Survey



Planning and Project Communication Tool Ratings

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

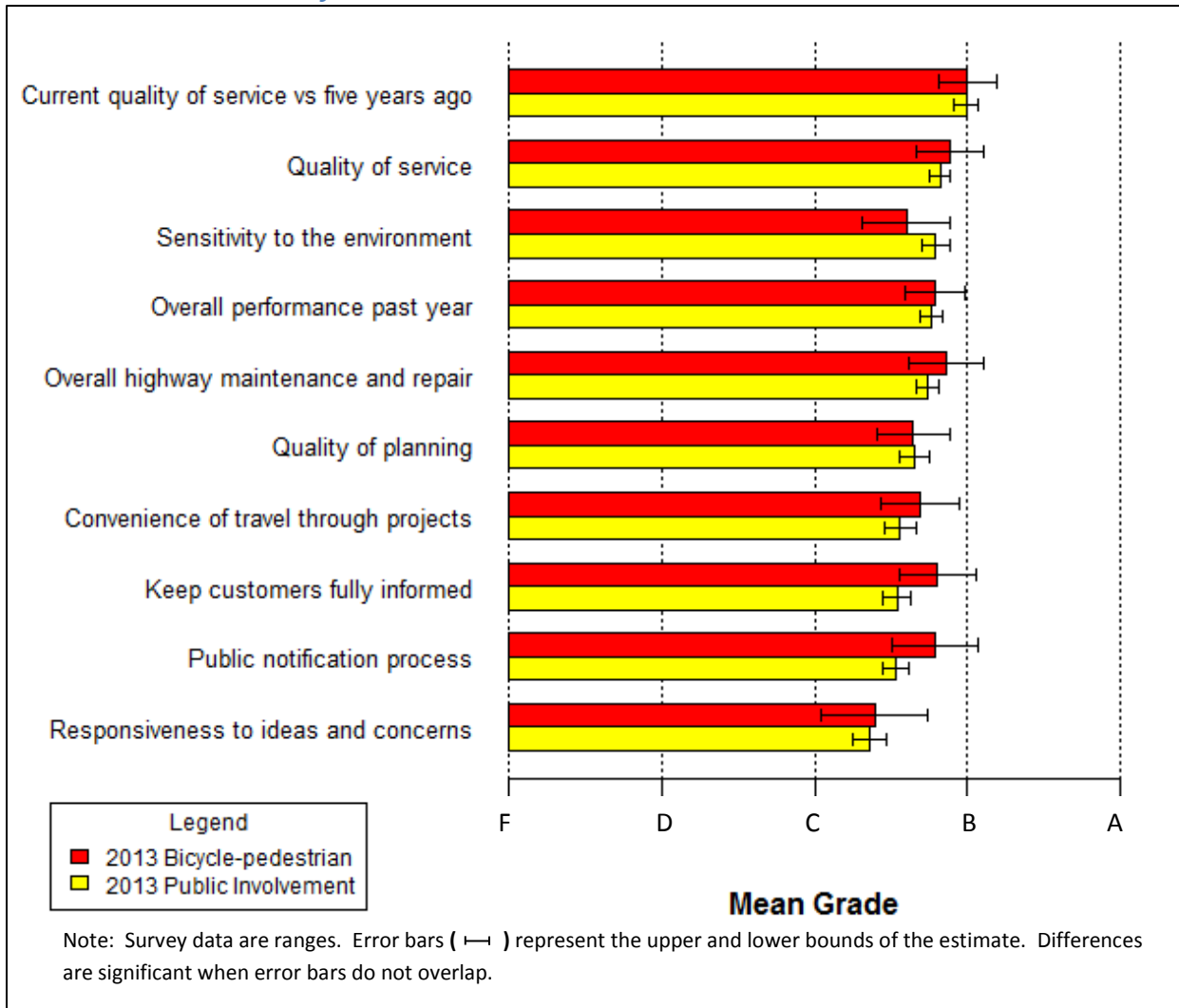
Figure 8.5.1: Helpfulness of Planning and Project Communication Tools, Bicycle and Pedestrian Stakeholder Group and 2013 Public Involvement Survey



MDT Customer Service and Performance Grade

The bicycle and pedestrian stakeholders graded MDT’s sensitivity to the environment slightly lower than the general public (Figure 8.6.1). The bicycle pedestrian group graded how MDT kept its customers fully informed and the public notification process slightly higher than the general public. The other customer service grades were similar to the general public, C+ to B.

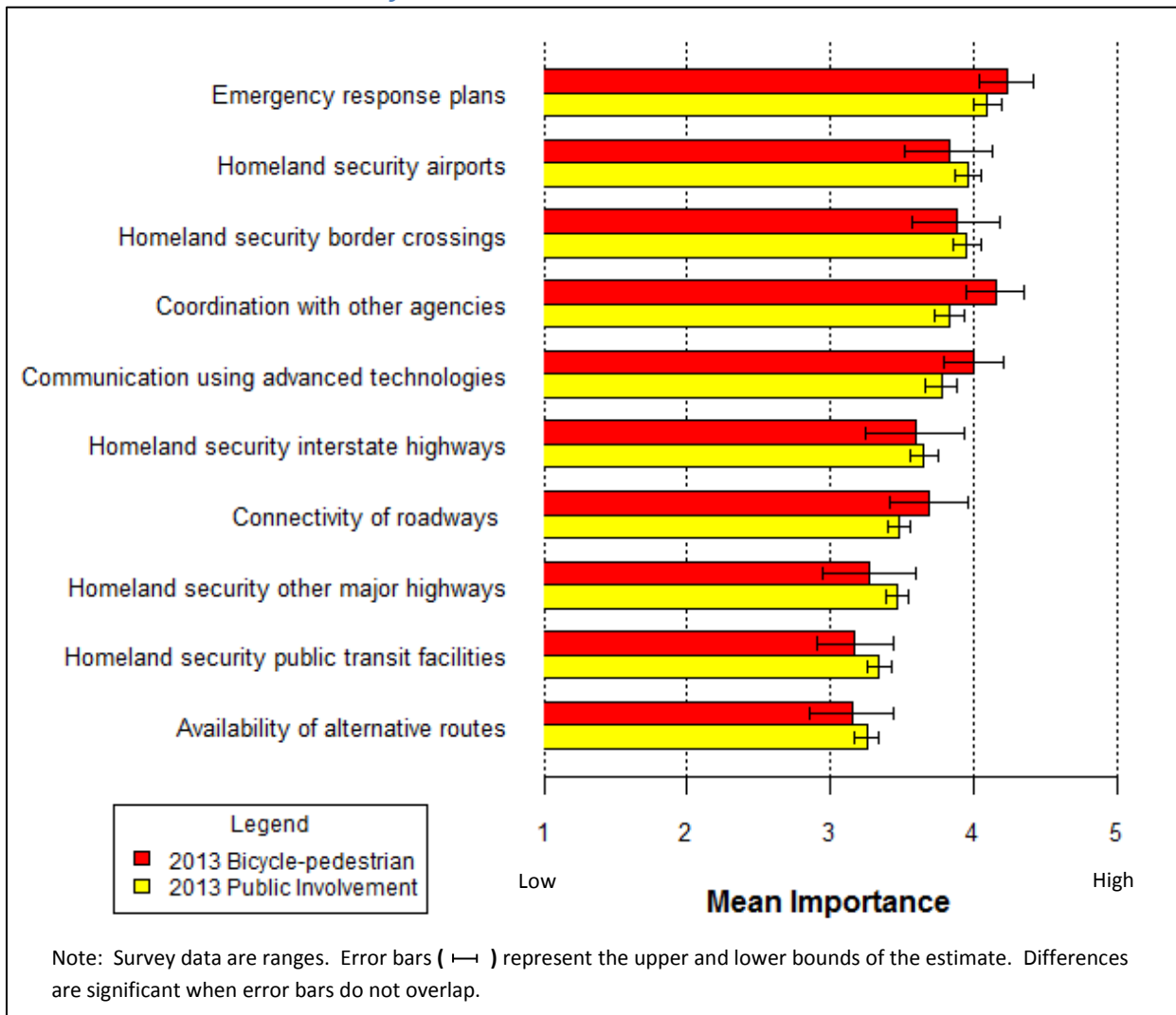
Figure 8.6.1: Customer Service and Performance Grades, Bicycle and Pedestrian Stakeholder Group and 2013 Public Involvement Survey



Security for System Components

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

Figure 8.7.1: Security for Transportation System Components, Bicycle and Pedestrian Stakeholder Group and 2013 Public Involvement Survey



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

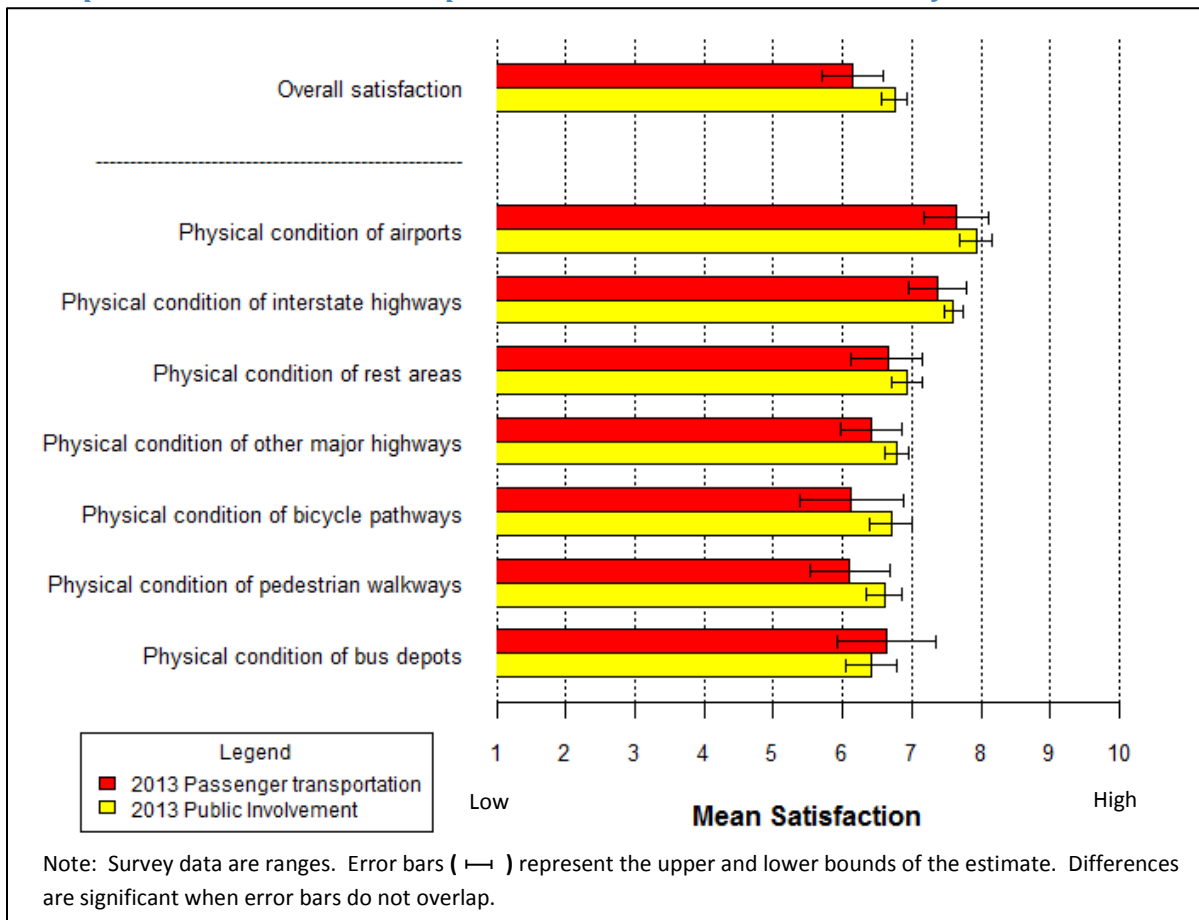
- Public transit agencies
- Social service agencies
- Intercity bus agencies
- Rail passenger interests
- Air passenger interests

Sixty-seven completed interviews with passenger transportation group members were obtained in 2013.

Transportation System Satisfaction

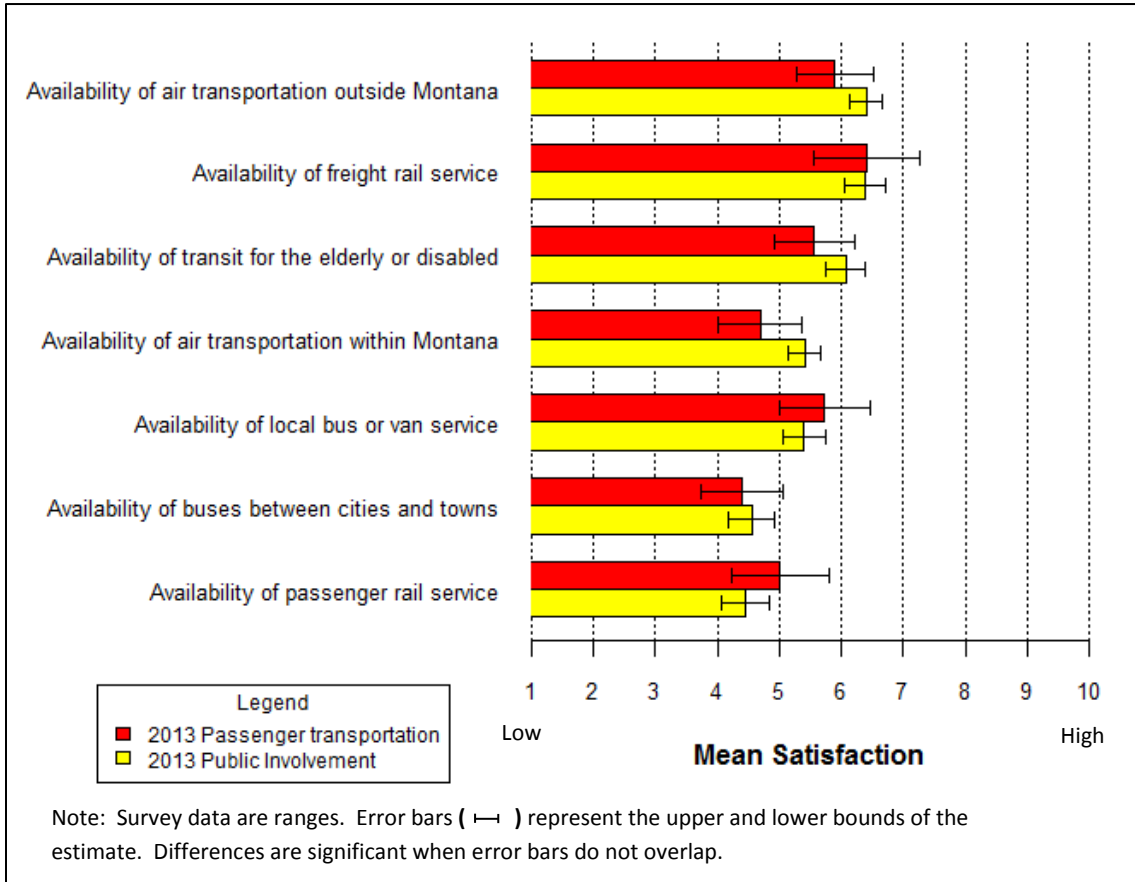
In general, the passenger transportation stakeholder group is satisfied with Montana’s transportation system.

Figure 9.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Passenger Transportation Stakeholder Group and 2013 Public Involvement Survey



The passenger transportation stakeholder group is slightly less satisfied about air transportation to destinations both within and outside Montana compared to the general public.

Figure 9.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Passenger Transportation Stakeholder Group and 2013 Public Involvement Survey

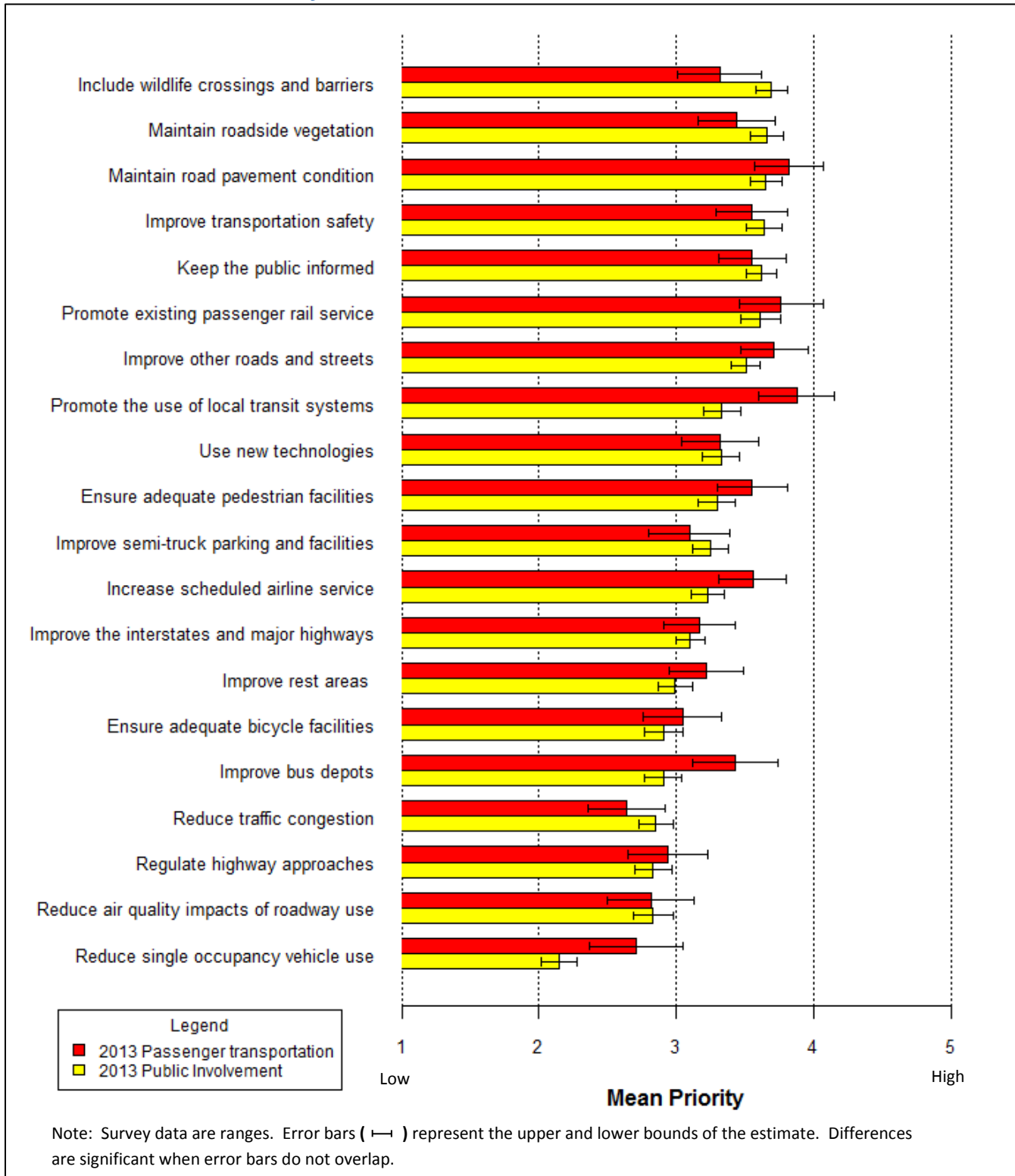


Actions to Improve the Transportation System

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

They assign a higher priority than the general public to reducing single occupancy vehicle use. Reducing single occupancy vehicle use and reducing traffic congestion are ranked lowest. Passenger stakeholders assign a slightly higher priority to improving transportation safety, preserving existing passenger rail, using new technologies and improving rest areas. They assign a slightly lower priority to maintaining roadside vegetation.

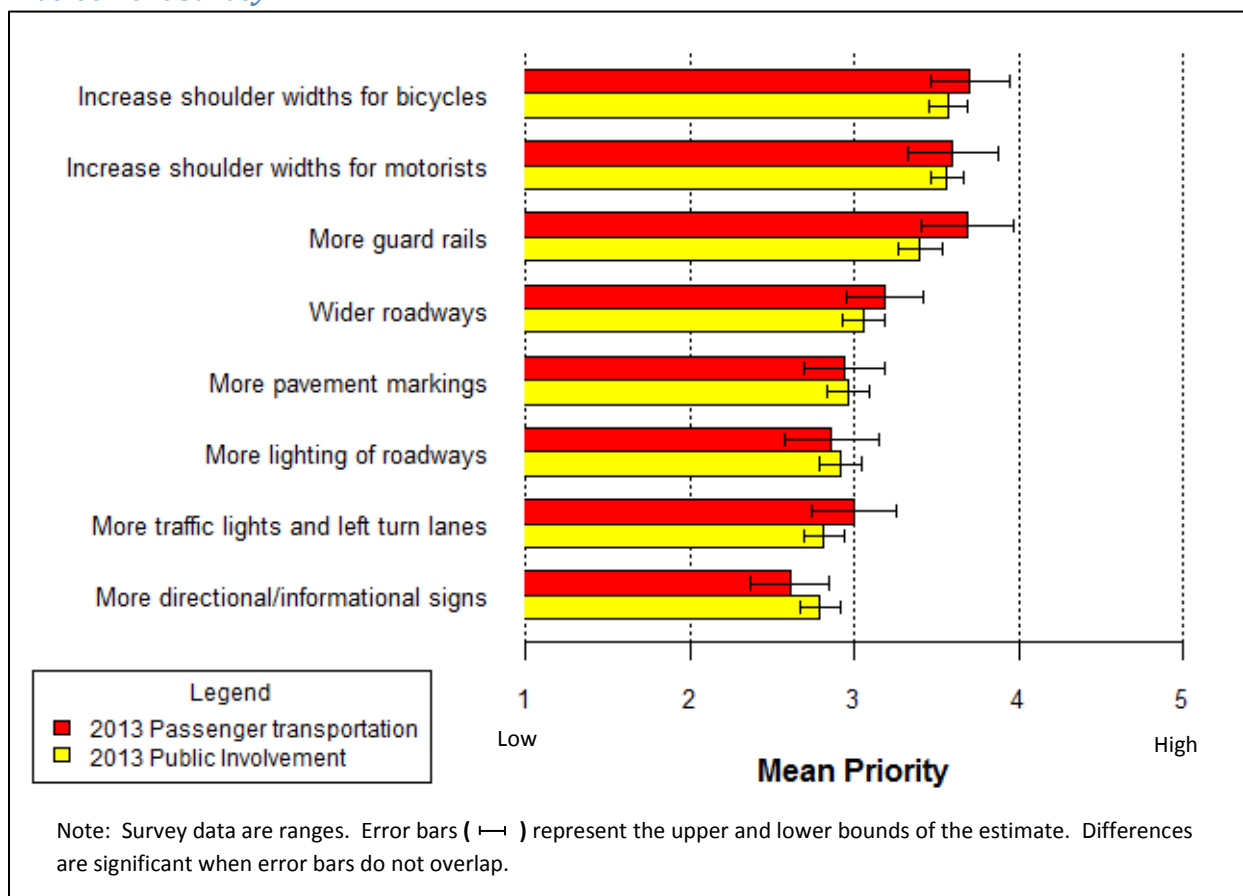
Figure 9.2.1: Actions to Improve Transportation System, Passenger Transportation Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve Roadways

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

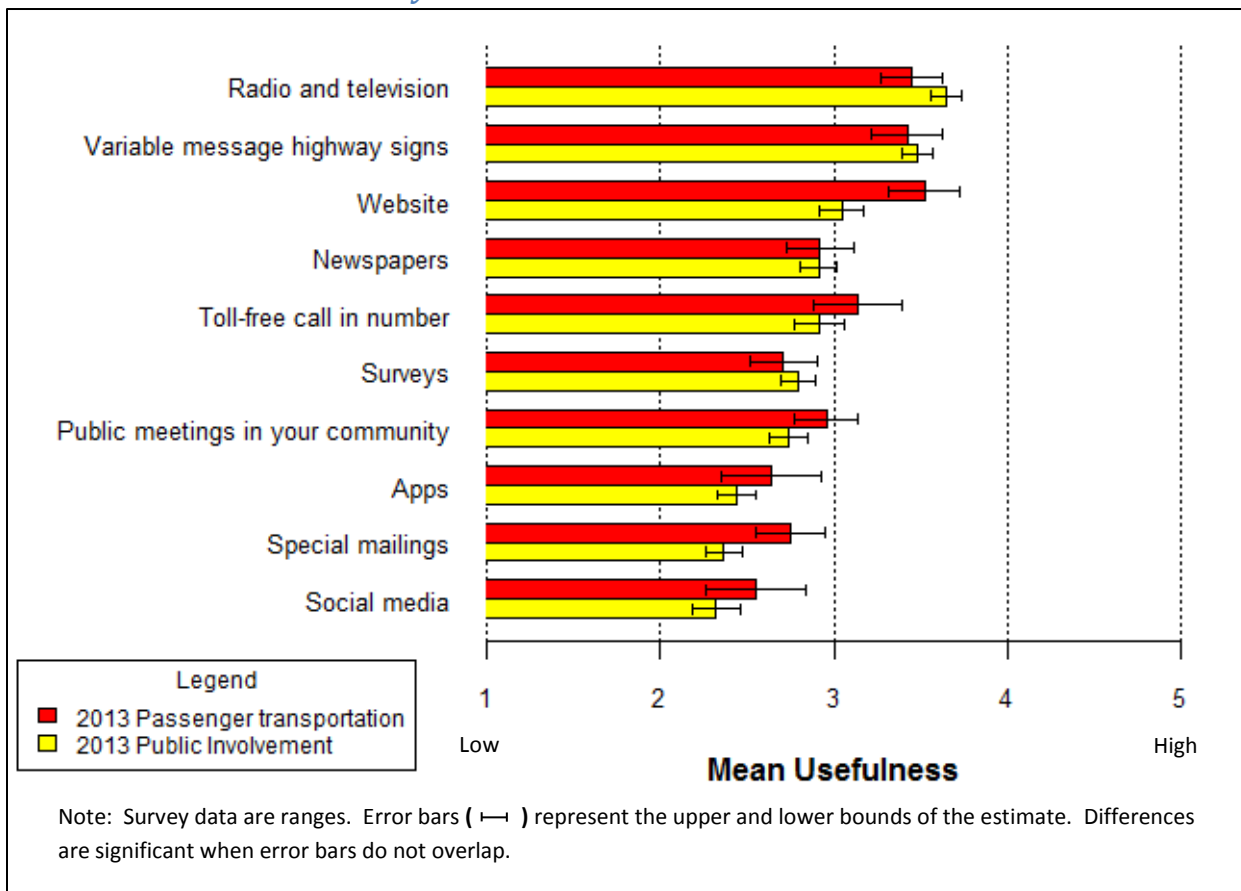
Figure 9.3.1: Actions to Improve Roadways, Passenger Transportation Stakeholder Group and 2013 Public Involvement Survey



General Communication Tool Ratings

The passenger transportation stakeholder group finds the MDT website, variable message highway signs and radio and television the most useful general communication tools. The website is more useful to the stakeholders than the general public; radio and television less useful. Special mailings, apps and social media are the least useful.

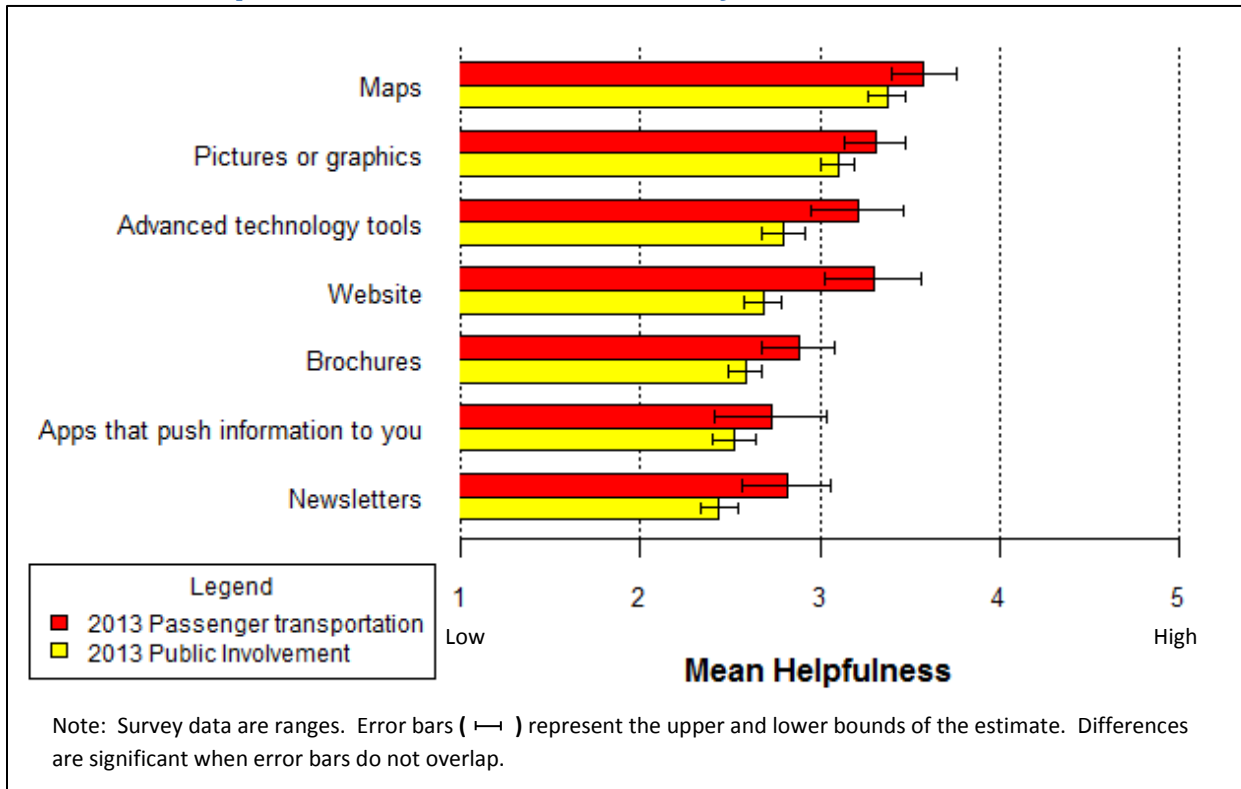
Figure 9.4.1: Usefulness of General Communications Tools, Passenger Transportation Stakeholder Group and 2013 Public Involvement Survey



Planning and Project Communication Tool Ratings

The passenger transportation stakeholders rank planning and project communication tools the same as the general public. Maps are the most helpful. The passenger transportation stakeholder group finds MDT website, advanced technology tools, pictures and graphics more helpful than the general public; there is no statistical difference in how these tools are ranked. Brochures, apps that push information to you and newsletters are the least useful communication tools.

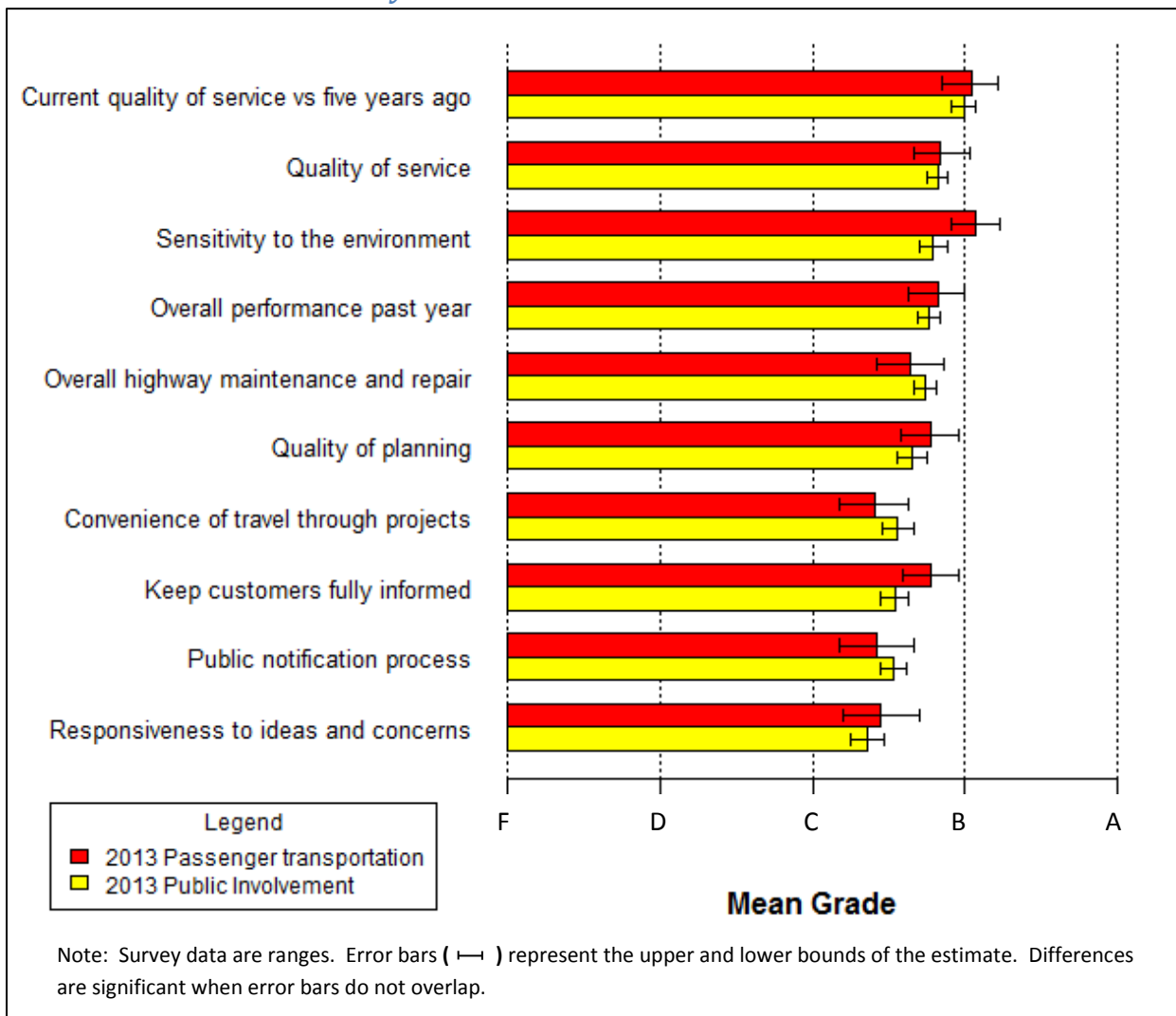
Figure 9.5.1: Helpfulness of Planning and Project Communication Tools, Passenger Transportation Stakeholder Group and 2013 Public Involvement Survey



MDT Customer Service and Performance Grade

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

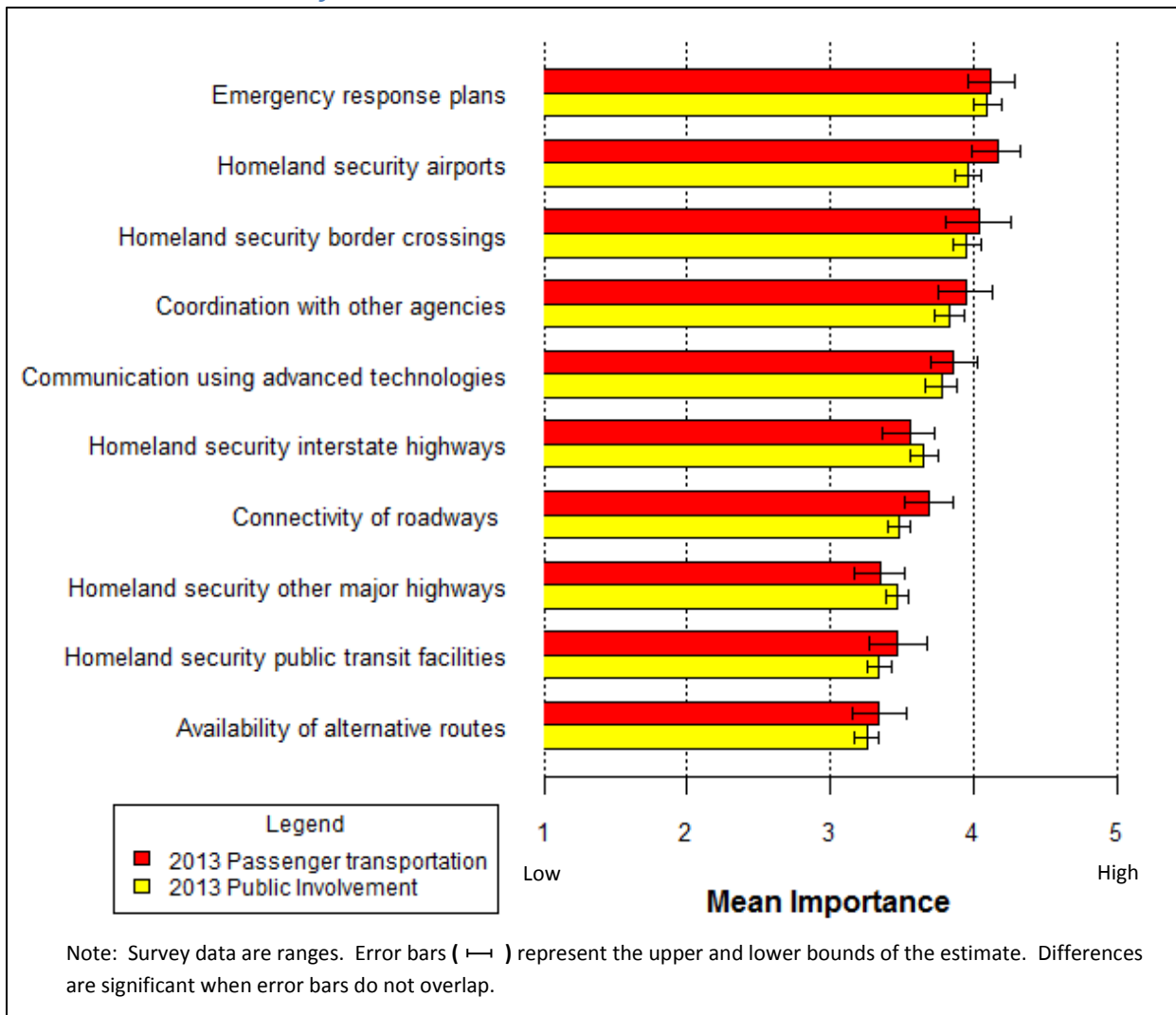
Figure 9.6.1: Customer Service and Performance Grades, Passenger Transportation Stakeholder Group and 2013 Public Involvement Survey



Security for System Components

Homeland security was more important to the passenger transportation stakeholder group than the general public. Emergency preparedness measures were more important to this stakeholder group than the general public. Connectivity of roadways and coordination with other agencies and communication with the public were slightly more important when compared to the general public.

Figure 9.7.1: Security for Transportation System Components, Passenger Transportation Group and 2013 Public Involvement Survey



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

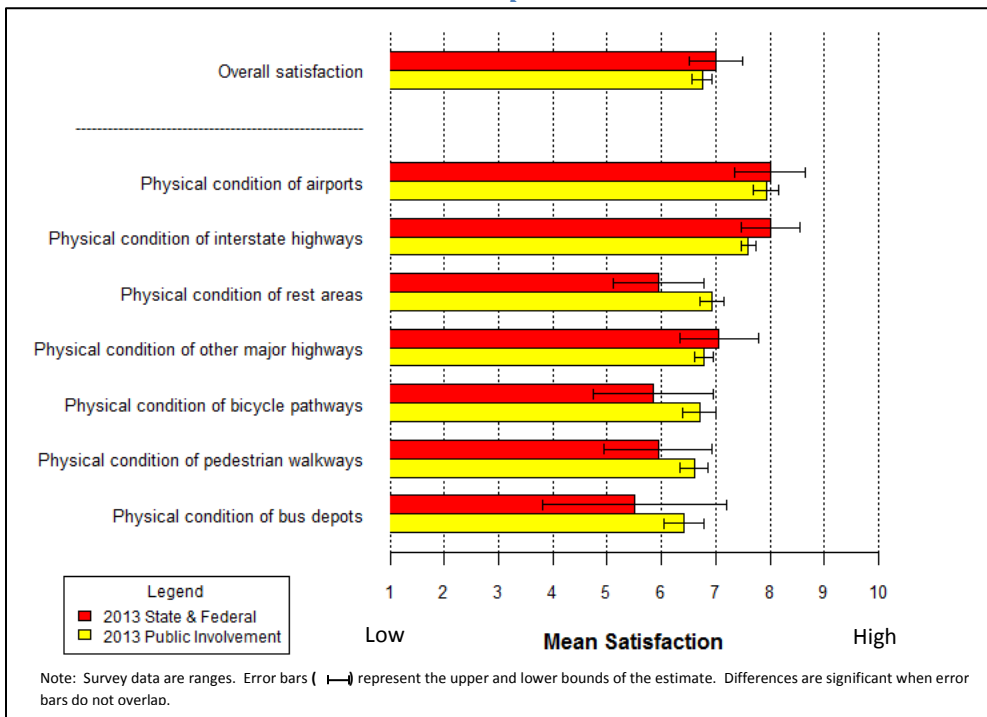
- MT Department of Commerce
- MT Department of Environmental Quality
- MT Department of Justice (Highway Patrol)
- MT Department of Natural Resources and Conservation
- Federal Highway Administration
- Federal Aviation Administration
- U.S. Forest Service
- U.S. Environmental Protection Agency

Twenty completed interviews with state and federal government group members were obtained in 2013. Readers of this report should exercise caution when interpreting the data presented for this stakeholder group due to the low number of respondents.

Transportation System Satisfaction

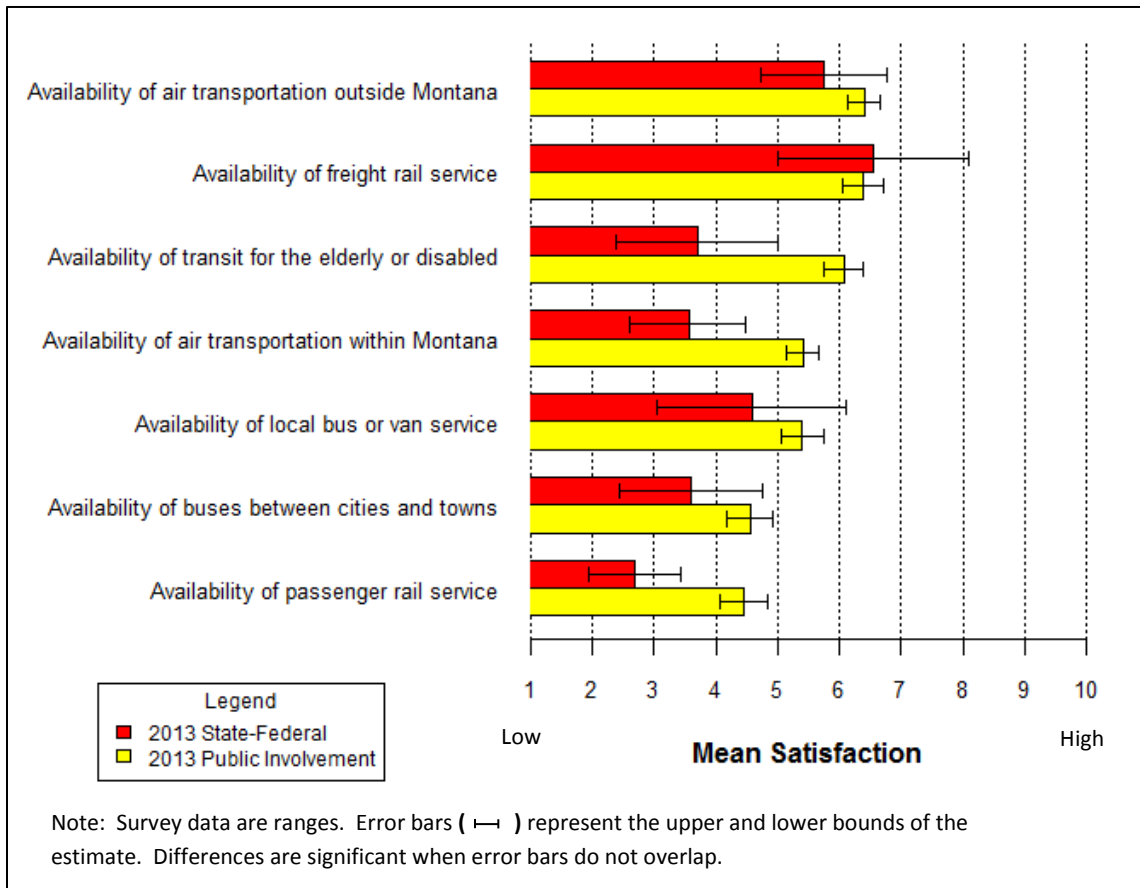
The state and federal government stakeholders are moderately satisfied with the overall transportation system (Figure 10.1.1).

Figure 10.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, State and Federal Government Stakeholder Group and 2013 Public Involvement Survey



The state and federal stakeholder group is somewhat dissatisfied with the availability of intercity buses, air transportation within Montana, passenger rail service, and transit for the elderly and disabled. They differ from the general public in all these categories. They are slightly less satisfied with local bus or van service compared to the general public.

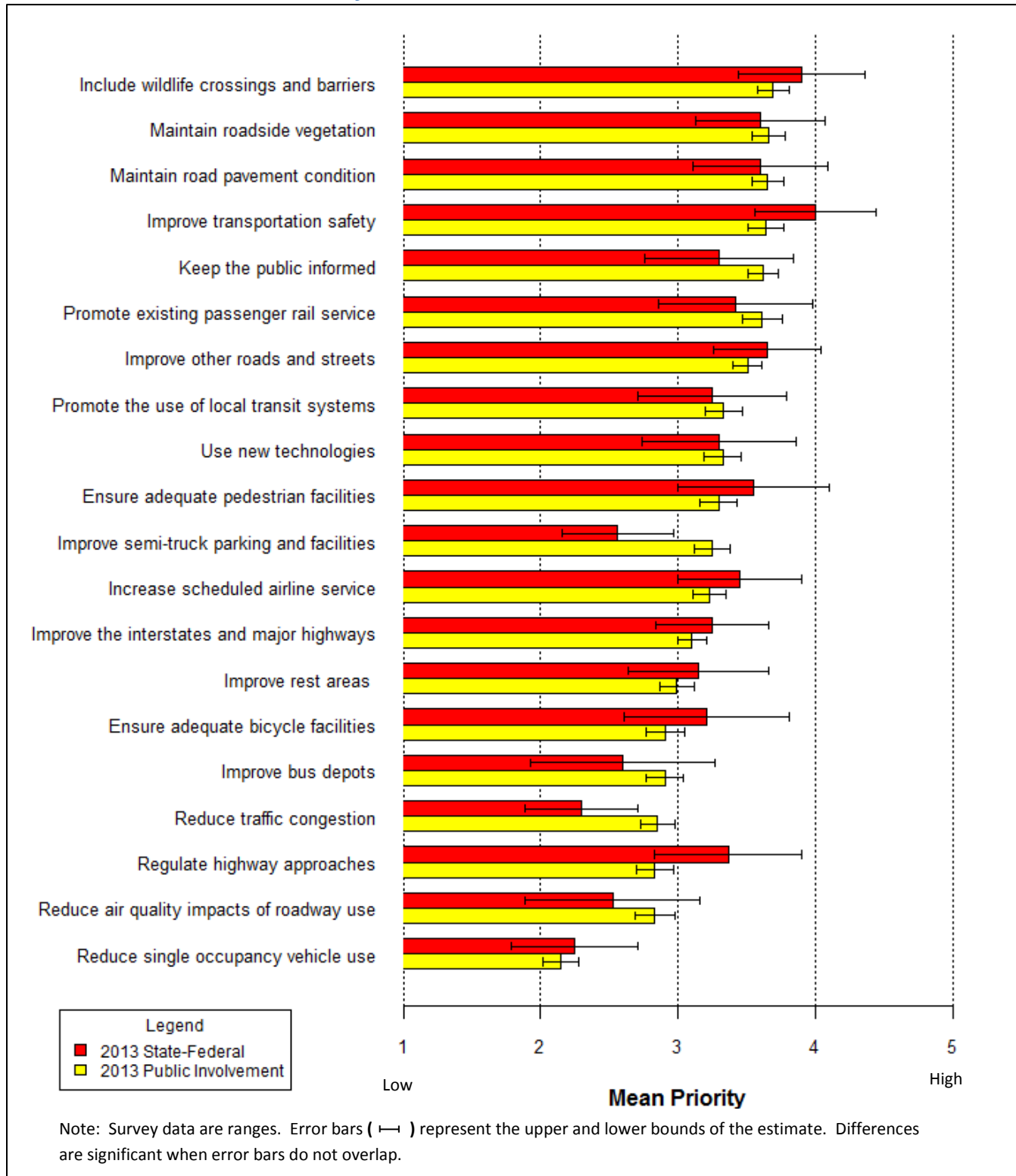
Figure 10.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, State and Federal Government Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve the Transportation System

The state and federal government stakeholders and the general public rank the actions to improve the Montana transportation system in similar order. They assign a slightly higher priority to regulating the number of highway approaches.

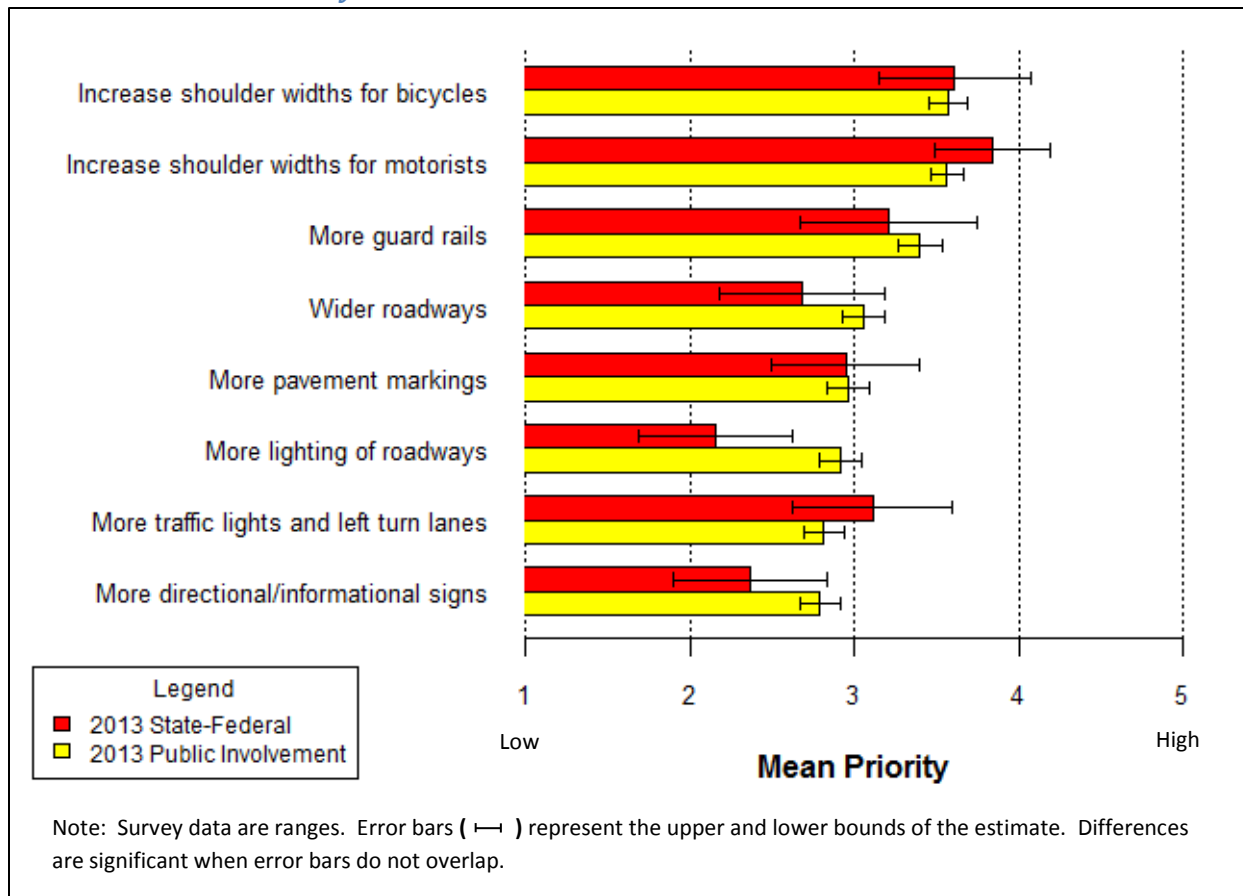
Figure 10.2.1: Actions to Improve Transportation System, State and Federal Government Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve Roadways

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

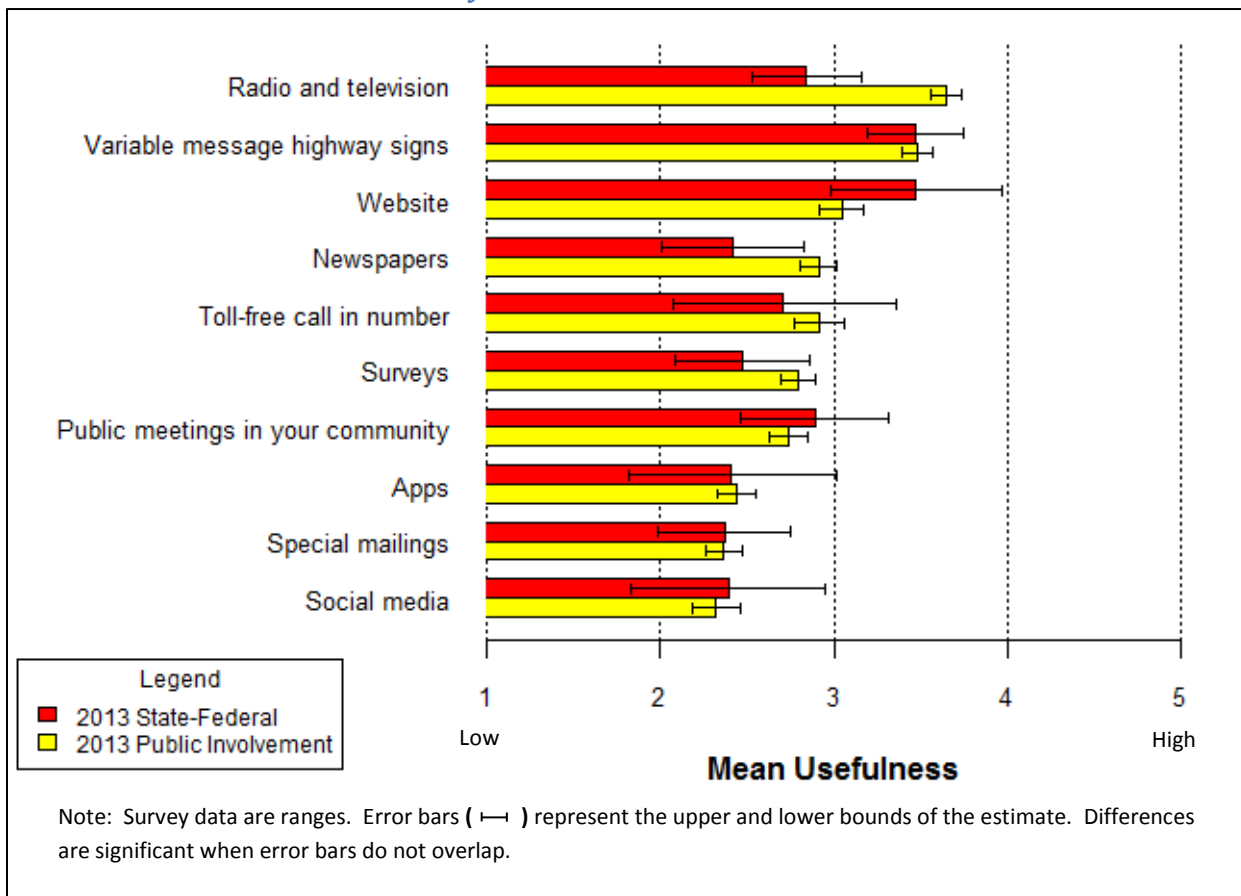
Figure 10.3.1: Actions to Improve Roadways, State and Federal Government Stakeholder Group and 2013 Public Involvement Survey



General Communication Tool Ratings

The MDT website and variable message highway signs were the most useful general communication tools in the opinion of state and federal stakeholders. Radio and television were less useful.

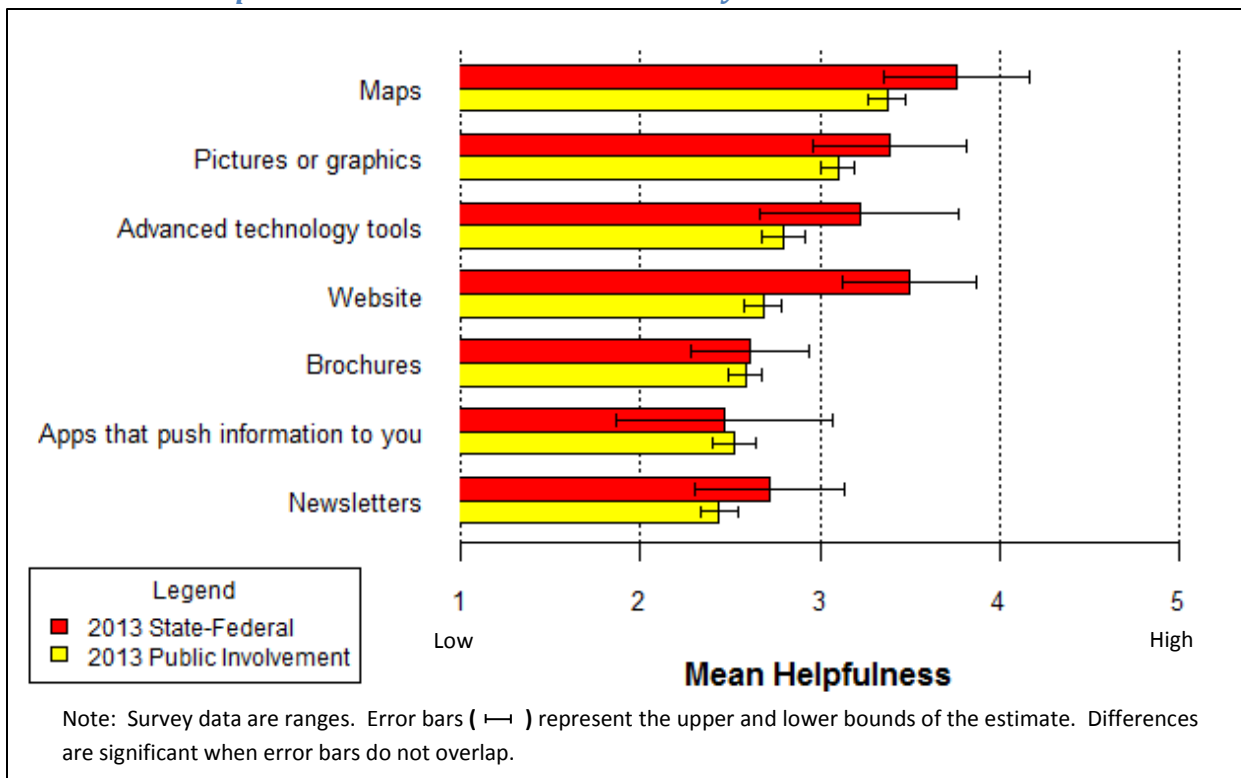
Figure 10.4.1: Usefulness of General Communications Tools, State and Federal Government Stakeholder Group and 2013 Public Involvement Survey



Planning and Project Communication Tool Ratings

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

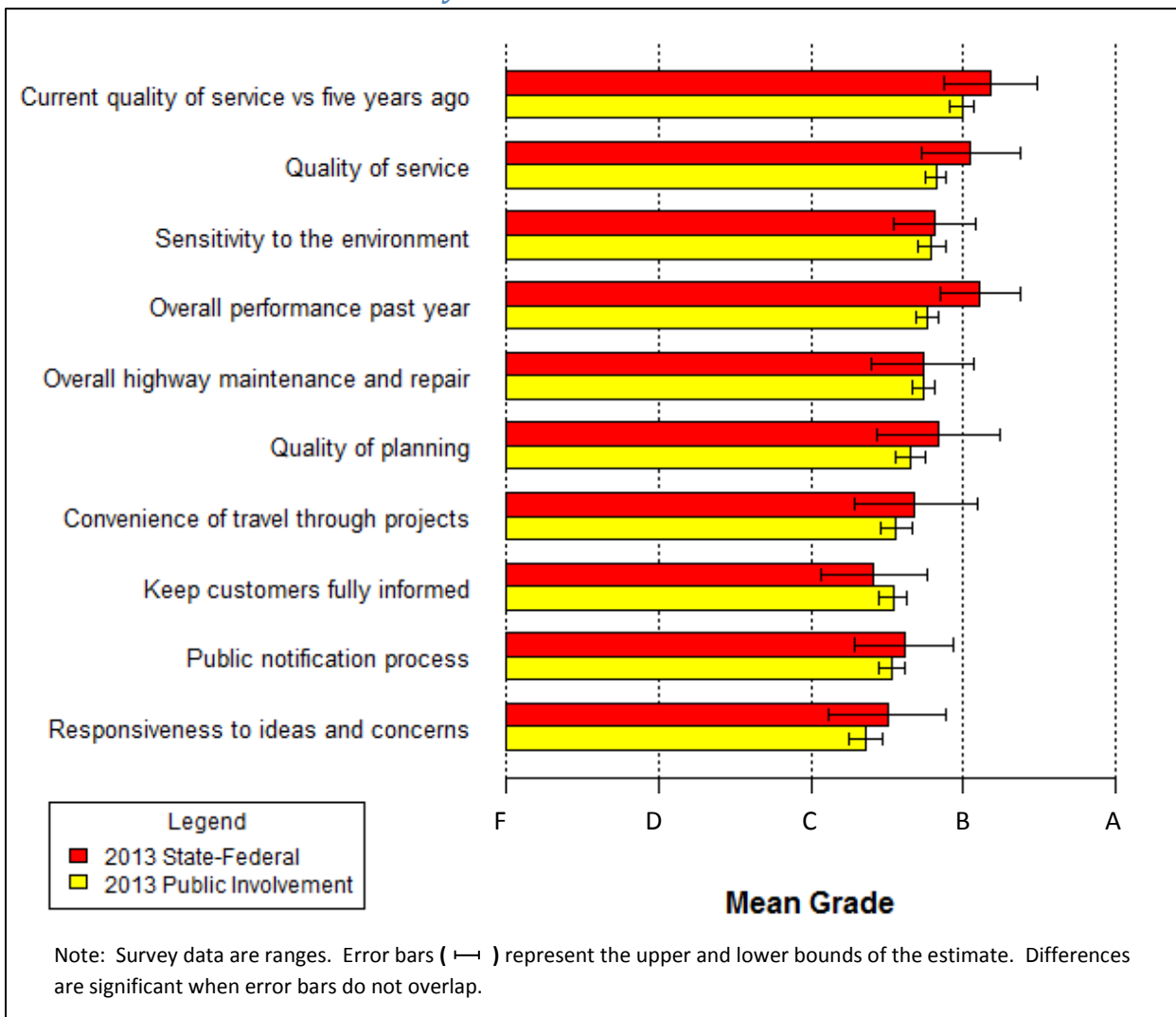
Figure 10.5.1: Helpfulness of Planning and Project Communication Tools, State and Federal Government Stakeholder Group and 2013 Public Involvement Survey



MDT Customer Service and Performance Grade

The state and federal government stakeholders give MDT grades from C+ to B on the performance measures shown in Figure 10.6.1. The highest grade was for quality of service now versus five years ago. The lowest grade assigned was C+ for keeping customers informed and responsiveness to ideas and concerns.

Figure 10.6.1: Customer Service and Performance Grades, State and Federal Government Stakeholder Group and 2013 Public Involvement Survey

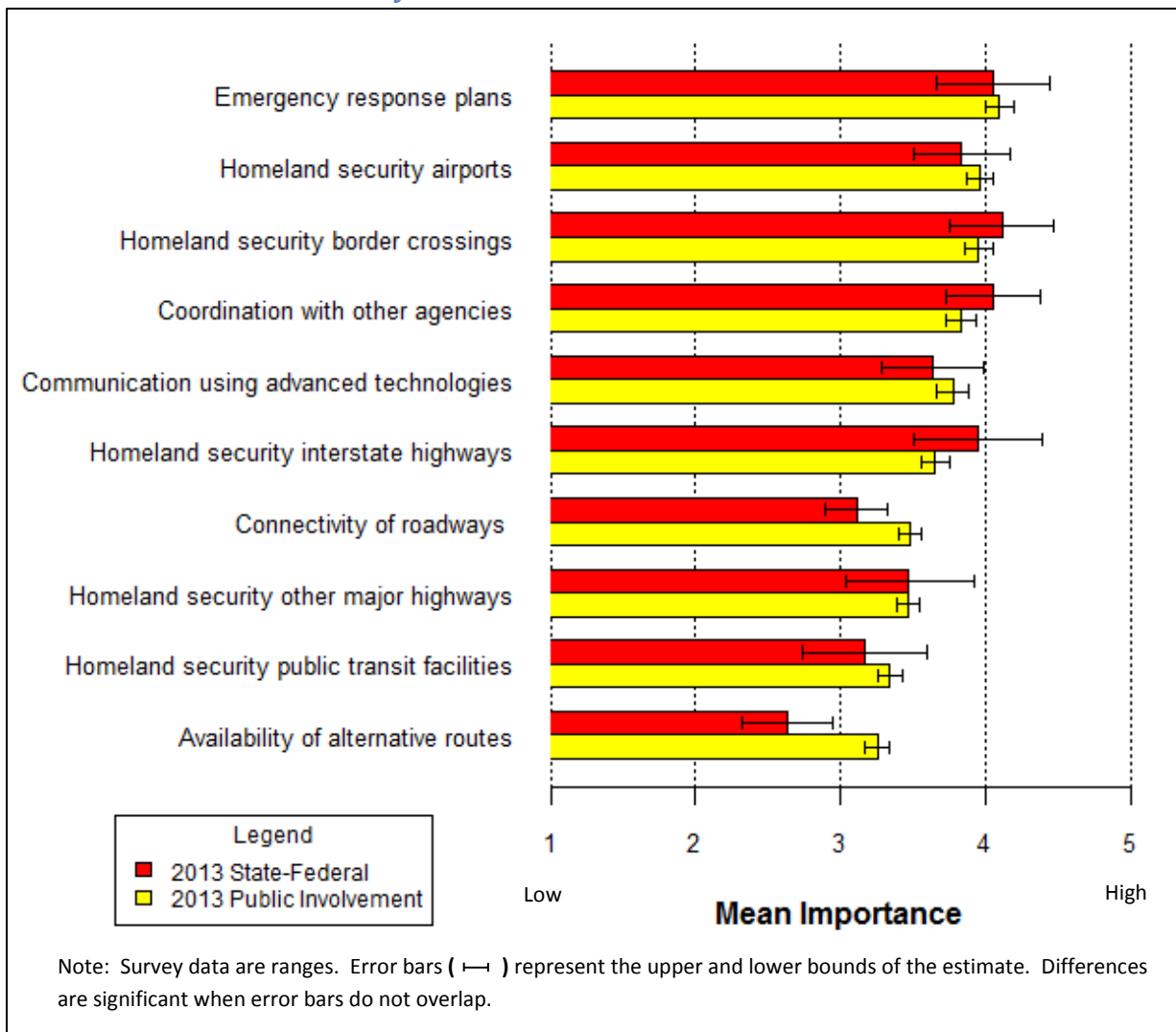


Security for System Components

Both the state and federal stakeholder group and the general public had similar opinions about homeland security and system components. The stakeholder group thought that availability of alternate routes and connectivity of roadways was of lower importance than the general public.

Emergency preparedness plans and communication with the public were the most important emergency preparedness concerns. They thought the coordination with other agencies was slightly more important than the general public.

Figure 10.7.1: Security for Transportation System Components, State and Federal Government Group and 2013 Public Involvement Survey

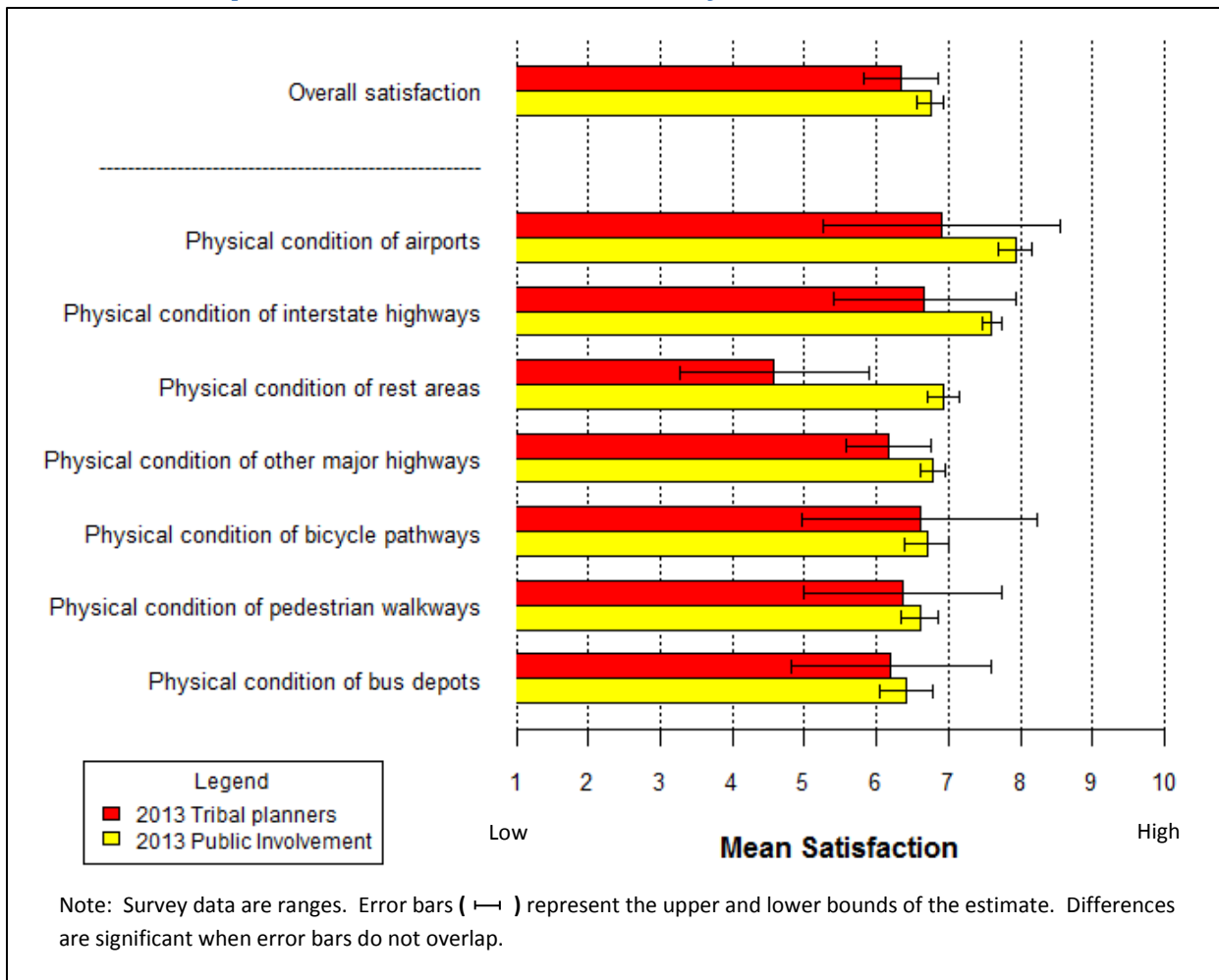


This group is represented by tribal planners from across Montana. Twelve tribal representatives completed interviews in 2013. To maintain the confidentiality of the respondents, the tribes for which they work are not named in this document. Readers of this report should exercise caution when interpreting the data presented for this stakeholder group due to the low number of respondents.

Transportation System Satisfaction

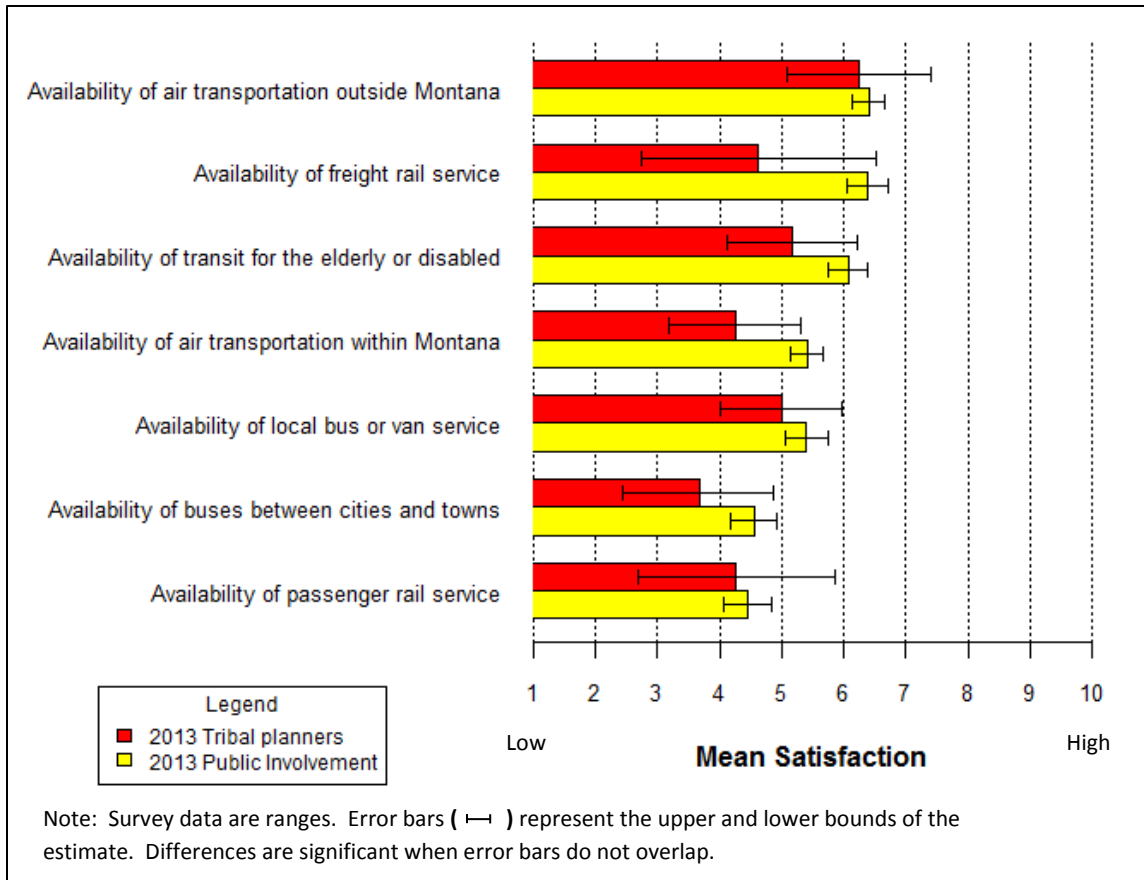
Tribal planners were generally satisfied with the overall transportation system. There was very little difference in their level of satisfaction regarding the physical condition of various components of the system with the exception of rest areas and other major highways.

Figure 11.1.1: Satisfaction with the Physical Condition of Montana’s Transportation System, Tribal Planner Stakeholder Group and 2013 Public Involvement Survey



Tribal planners are dissatisfied with intercity bus service and air service to destinations within Montana. They are slightly less satisfied than the general public on the availability of freight rail and transit for the elderly or disabled when compared to the general public.

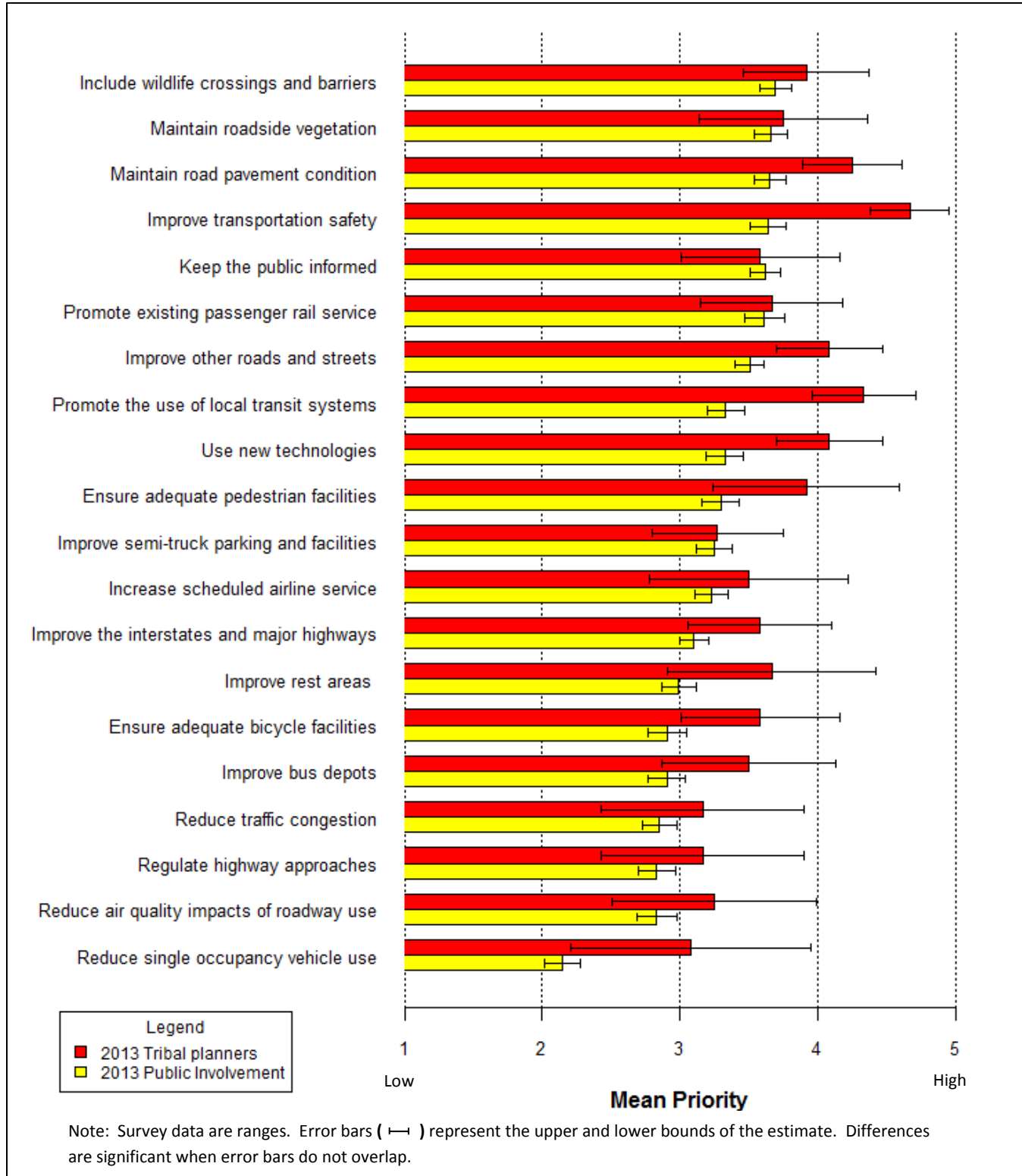
Figure 11.1.2: Satisfaction with the Availability of Services in Montana’s Transportation System, Tribal Planner Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve the Transportation System

Improving transportation safety was the highest priority action of the tribal planner stakeholder group followed by promoting use of local transit systems. Both these actions, improving other roads and streets, using new technologies and ensuring adequate bicycle facilities were significantly different from the general public. Tribal planners assigned a slightly higher priority than the general public to ensuring adequate pedestrian facilities.

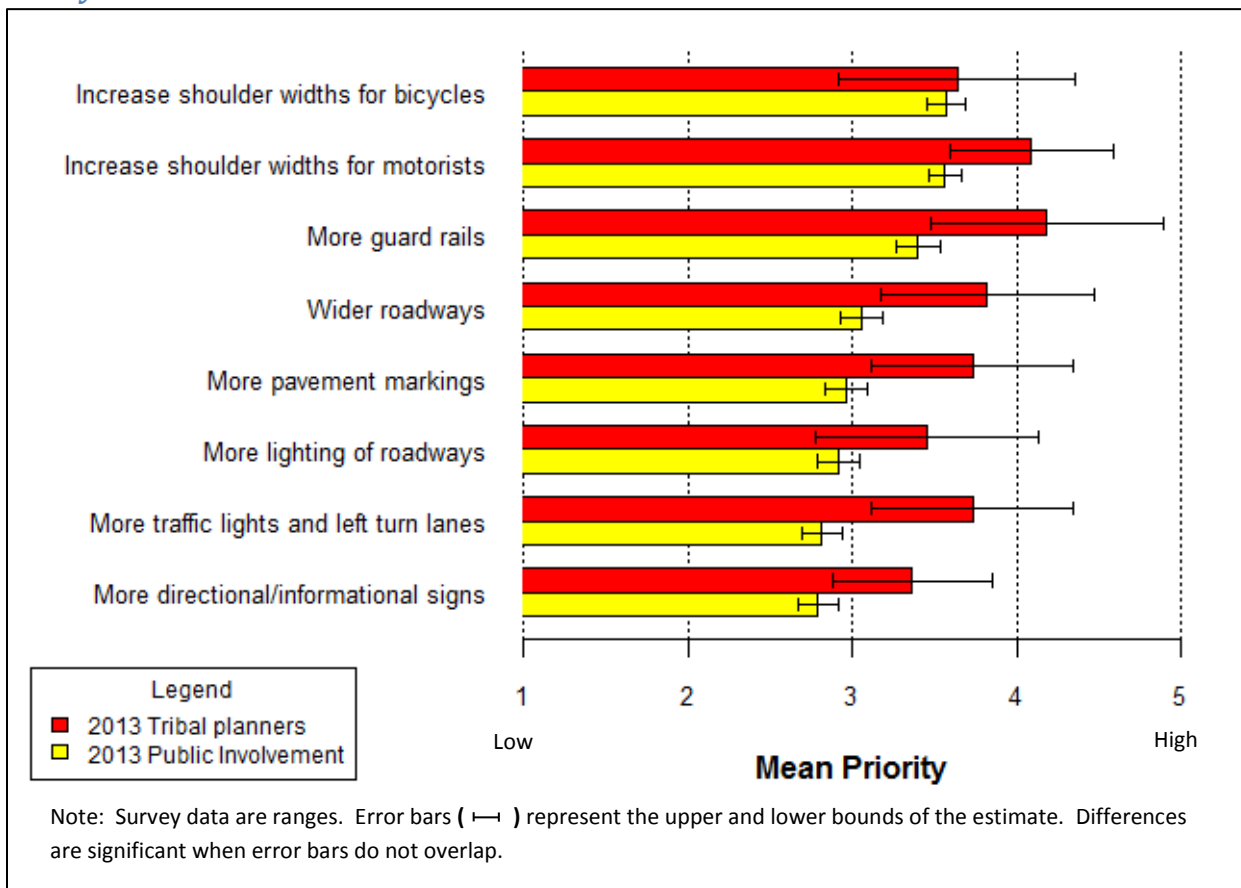
Figure 11.2.1: Actions to Improve Transportation System, Tribal Planner Stakeholder Group and 2013 Public Involvement Survey



Actions to Improve Roadways

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

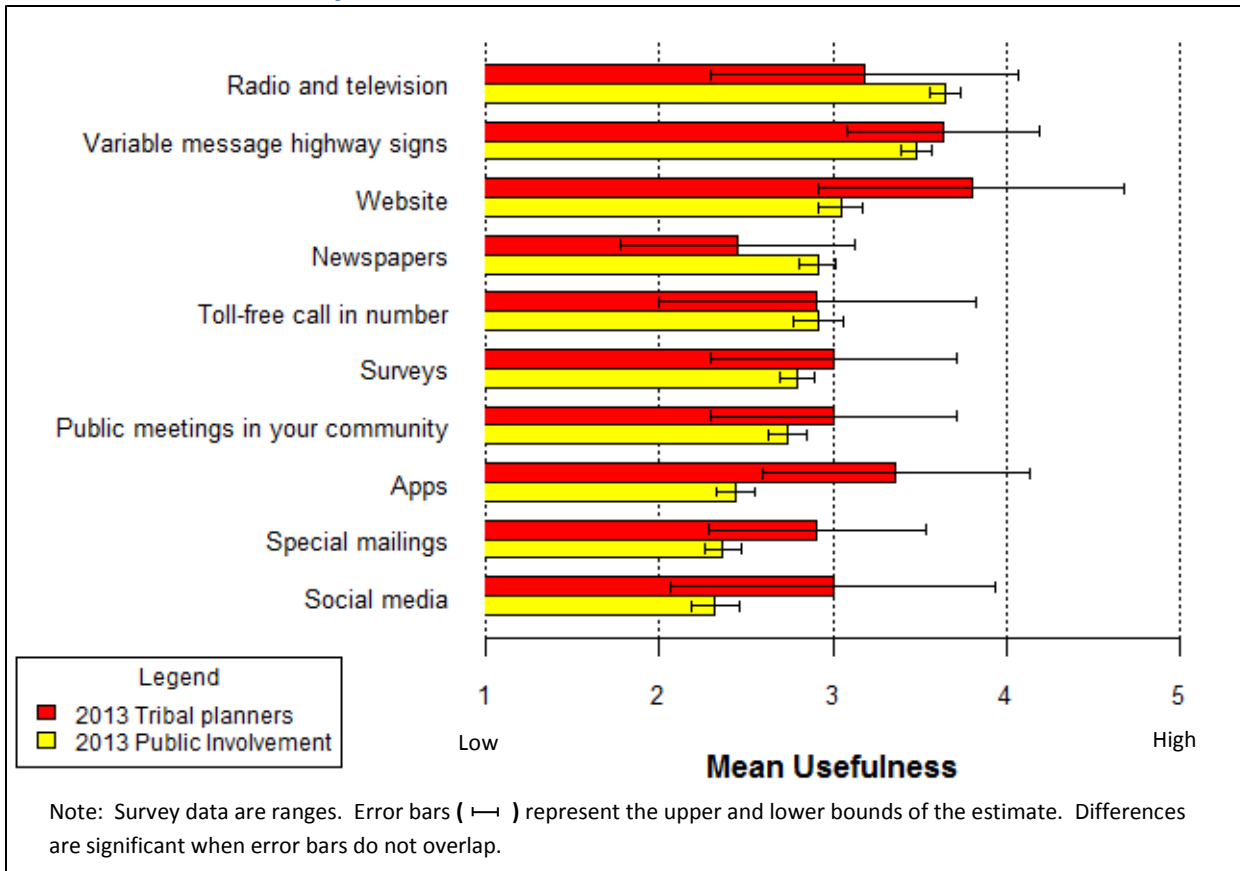
Figure 11.3.1: Actions to Improve Roadways, Tribal Planner Stakeholder Group and 2013 Public Involvement Survey



General Communication Tool Ratings

Tribal planners found the MDT website and variable message highway signs to be the most useful general communication tool. Tribal planners thought that apps and social media were somewhat useful. The stakeholders' opinions corresponded to the general public's regarding the other communication tools.

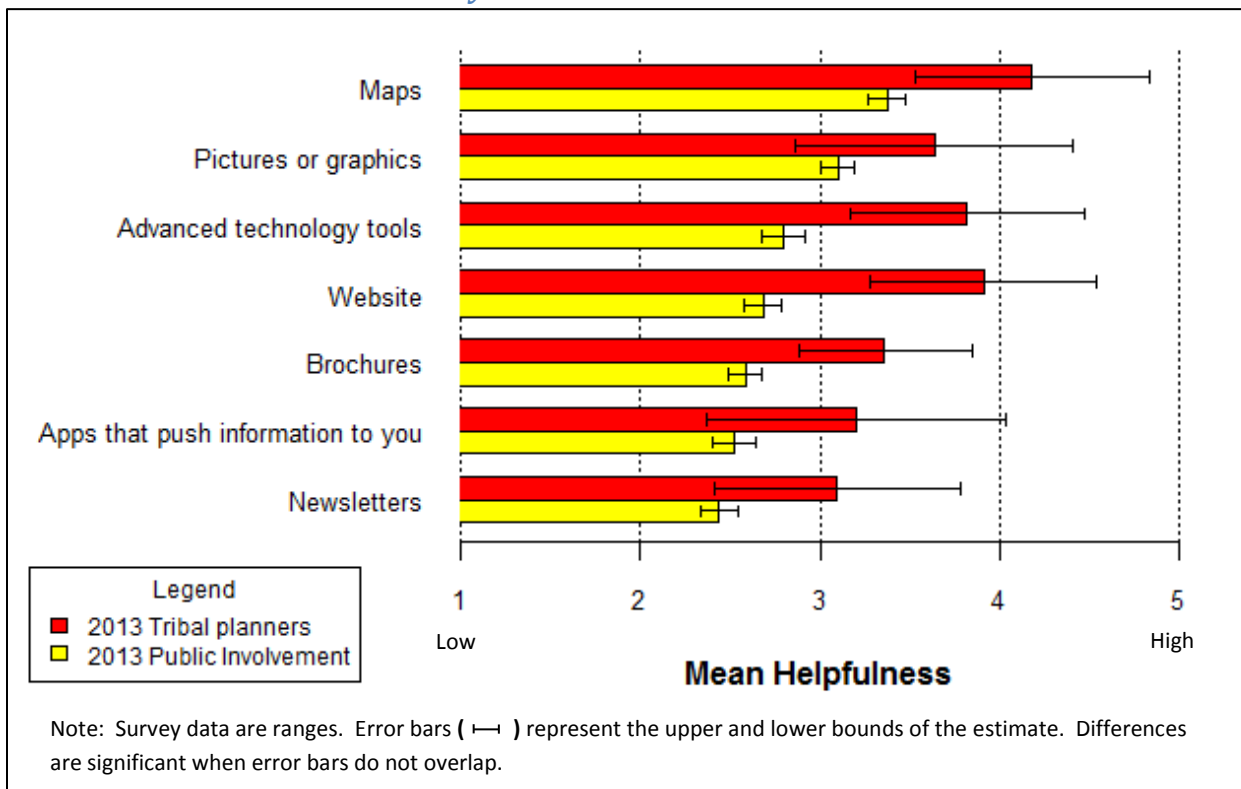
Figure 11.4.1: Usefulness of General Communications Tools, Tribal Planner Stakeholder Group and 2013 Public Involvement Survey



Planning and Project Communication Tool Ratings

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

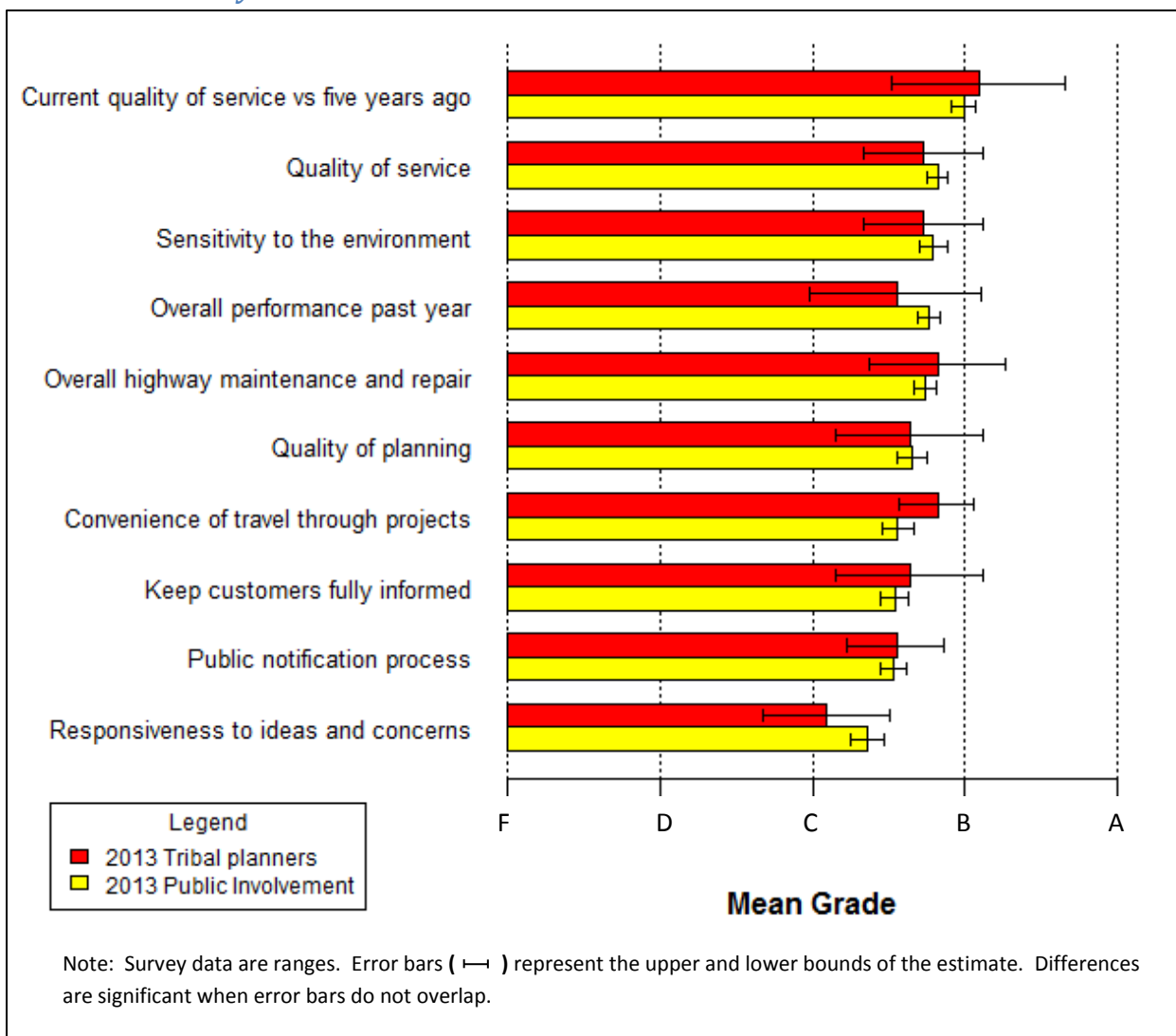
Figure 11.5.1: Helpfulness of Planning and Project Communication Tools, Tribal Planner Stakeholder Group and 2013 Public Involvement Survey



MDT Customer Service and Performance Grade

Tribal planners gave MDT B's for each of the performance measures shown in Figure 11.6.1, except for responsiveness to ideas and concerns.

Figure 11.6.1: Customer Service and Performance Grades, Tribal Planner Stakeholder Group and 2013 Public Involvement Survey

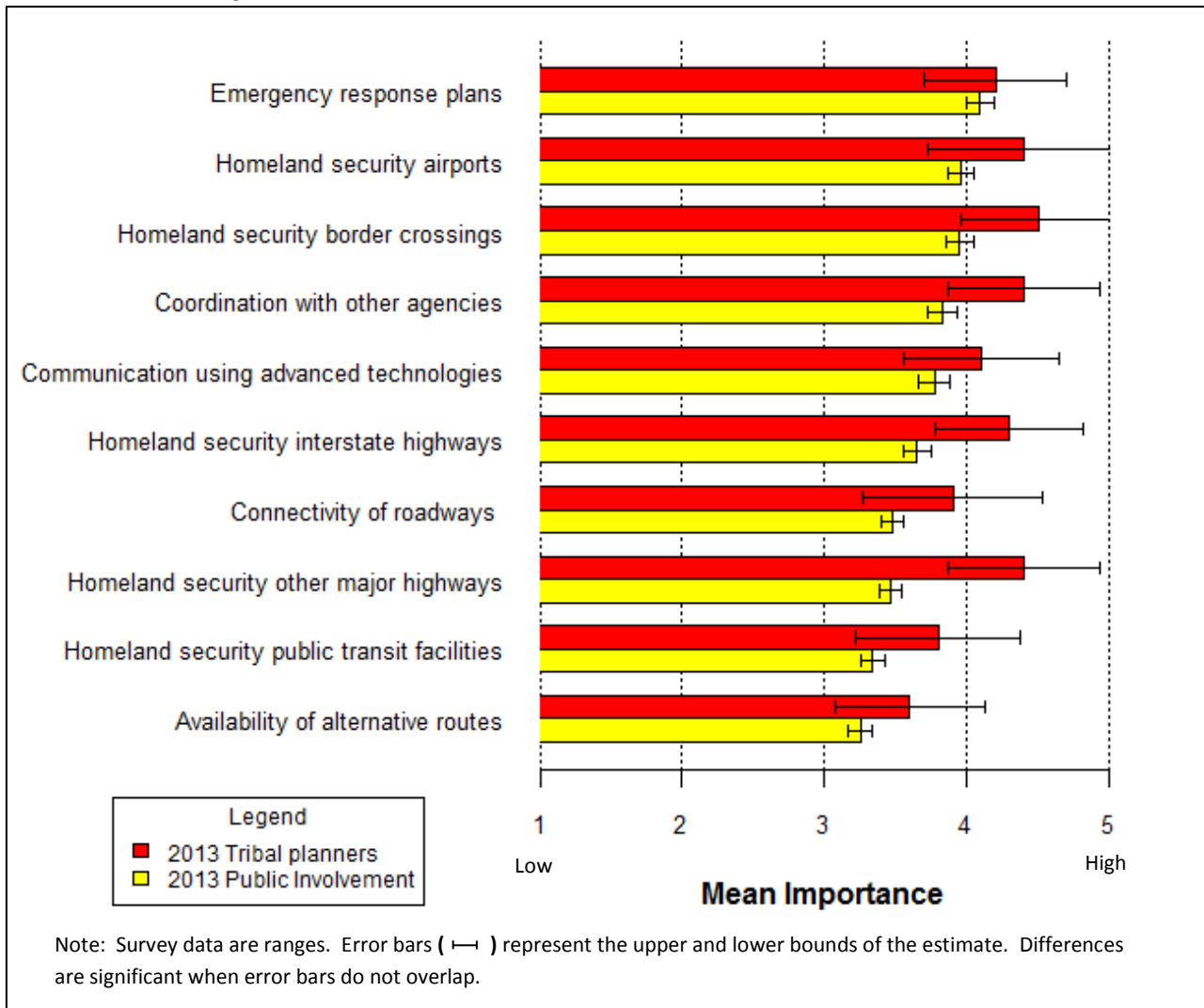


Security for System Components

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

Emergency preparedness was also important to tribal planners. Coordination with other agencies was the most important followed by communication with the public, emergency response plans, connectivity of roadways, and the availability of alternate routes.

Figure 11.7.1: Security for Transportation System Components, Tribal Planner Group and 2013 Public Involvement Survey



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Alice Flesch, ADA Coordinator
(406)444-9229 (voice) or 1-800-335-7592 (TDD)
Montana Relay - 711
P.O. Box 201001
2701 Prospect Avenue
Helena, MT 59620-1001
Office hours: Monday-Friday 8:00 A.M. – 5:00 P.M.

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