

# TranPlanMT 2021

## *Stakeholder Survey*



**MONTANA**  
Department of Transportation

**VOLUME 1**  
Survey Analysis  
November 2021

State of Montana Department  
of Transportation

Bureau of Business and Economic Research  
University of Montana—Missoula

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## EXECUTIVE SUMMARY

In 2021, stakeholders of the Montana Department of Transportation (MDT) were:

- Satisfied with Montana’s overall transportation system.
- Most satisfied with interstate highways, airports and air transport to destination outside Montana.
- Least satisfied with bicycle pathways, pedestrian walkways, intercity buses and passenger rail service.

From 15 possible improvements to Montana’s transportation system, stakeholders’ highest priorities were:

- Maintain road pavement condition.
- Maintain interstates and major highways.
- Improve transportation safety.

Stakeholders indicated that the following were the communications tools they found the most useful:

- Variable-message highway signs.
- Websites, social media and mobile apps.
- Maps.

- Stakeholder grading MDT’s performance in various areas were slightly higher than the grades given by the general public, and average in the C+ to B range.
- Eighty-six percent of stakeholders think speed limits in work zones are *just right*.
- Sixty-five percent of stakeholders indicated they think a primary seat belt law would save lives.
- Eighty percent of stakeholders feel they receive about \$200-260 or more per year from the state transportation system. This exceeds the public’s perception.
- If the MDT budget were to decrease, stakeholder respondents prioritized the following (in order) for budget cuts:
  1. Bicycle pathways
  2. Pedestrian walkways
  3. Rest areas; and
  4. Local transit buses.

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## **CHAPTER 1 INTRODUCTION**

The primary purpose of this report is to describe data collected by the 2021 Montana Department of Transportation (MDT) Stakeholder Survey. The 2021 Public Involvement Survey is referenced for comparison between the opinions of the general public and those of transportation stakeholders. This report examines three broad areas:

1. Stakeholders' attitudes regarding the state's transportation system;
2. Opinions regarding the customer service provided by MDT; and
3. Trends in stakeholders' attitudes regarding transportation-related issues.

The stakeholders surveyed in these groups were identified through MDT's public involvement process for Montana's long-range, multimodal transportation plan – TranPlanMT. Their contact information was confidentially obtained through MDT's mailing list database, which consists of hundreds of individuals or officials representing organizations, associations, or entities with an interest in transportation-related issues. The stakeholder groups asked to participate in this survey are as follows:

- County commissioners (CC);
- Economic development associations, business organizations, local development corporations and associations (ED);
- Environmental organizations and associations (EG);
- Intermodal interests—commercial trucking, freight rail, and air freight (IF);
- Mayors and chief executives of cities and towns (CT);
- Non-motorized (bicycle and pedestrian) interests (NM);
- Passenger transportation interests, including local transit, intercity bus, rail, and air (PT);
- State and federal agencies (SF); and
- American Indian tribal planners (TP).

The stakeholder survey is a census of known stakeholders, resulting in small populations that should be interpreted with some caution. This is in contrast to the public involvement survey, which used a stratified random sample of Montanans to estimate state and district wide opinions.

Stakeholder surveys are an important part of MDT's public involvement process. They illustrate transportation stakeholders' perceptions regarding the current condition of Montana's transportation system, and consider potential actions and priorities that could be taken by MDT to improve different areas of the system. The public involvement process provides citizens, constituency groups, transportation providers, local governments, American Indian tribes, and state and federal agencies the opportunity to participate in planning and project development. Public involvement in planning reduces the potential for controversy, results in a better statewide transportation system, and allows for open communication between the department and the residents of Montana. The surveys also help MDT identify changes in public opinion that suggest the need to update the state's multimodal, long-range transportation plan, TranPlanMT.

The 2021 Stakeholder Survey was administered by mail, as was the 2019 survey and the 2017 survey. All previous iterations were administered by telephone.

**Table 1.1 Survey respondent demographic characteristics**

CHARACTERISTIC		Frequency	Percent
<b>Sex</b>	Male	239	64%
	Female	137	36%
<b>Age</b>	18-34	20	6%
	35-49	88	24%
	50-64	163	44%
	65+	96	26%
<b>Stakeholder group</b>	County commissioner	44	11%
	Economic development	62	16%
	Environmental	26	7%
	Intermodal freight	53	13%
	Cities and towns	89	22%
	Bicycle and pedestrian	31	8%
	Passenger transportation	68	17%
	State and federal agency	20	5%
	Tribal planner	5	1%
<b>Race</b>	White	338	94%
	American Indian	18	5%
	Other	6	1%
<b>Household income</b>	< \$50,000	65	18%
	\$50,000 - \$99,999	143	40%
	\$100,000+	150	42%
<b>Educational attainment</b>	High school or less	44	12%
	Some college or 2-year degree	112	30%
	Bachelor's degree or higher	223	58%

*Note: Percentages may not add to 100% due to rounding. Some stakeholders didn't answer demographic items.*

Table 1.2 summarizes responses within each stakeholder category since 2005.

**Table 1.2 Stakeholder Survey completions, 2007-2021**

	Number of Completions							
	2007	2009	2011	2013	2015	2017	2019	2021
All stakeholders	552	412	477	431	391	457	444	398
County commissioners	55	43	48	47	35	48	40	44
Cities and towns	105	83	102	88	92	95	94	89
Economic development	89	87	87	81	69	69	69	62
Environmental groups	21	25	27	26	21	20	20	26
Intermodal freight	78	46	57	47	35	57	60	53
Bicycle/Pedestrian	58	36	41	43	40	46	38	31
Passenger transportation	113	70	84	67	71	74	81	68
State/Federal agency	25	19	18	20	13	31	35	20
Tribal planners	8	3	13	12	15	9	7	5

## CHAPTER 2 ATTITUDES ABOUT MONTANA’S TRANSPORTATION SYSTEM

### “HOW SATISFIED ARE YOU WITH THE OVERALL TRANSPORTATION SYSTEM IN MONTANA?”

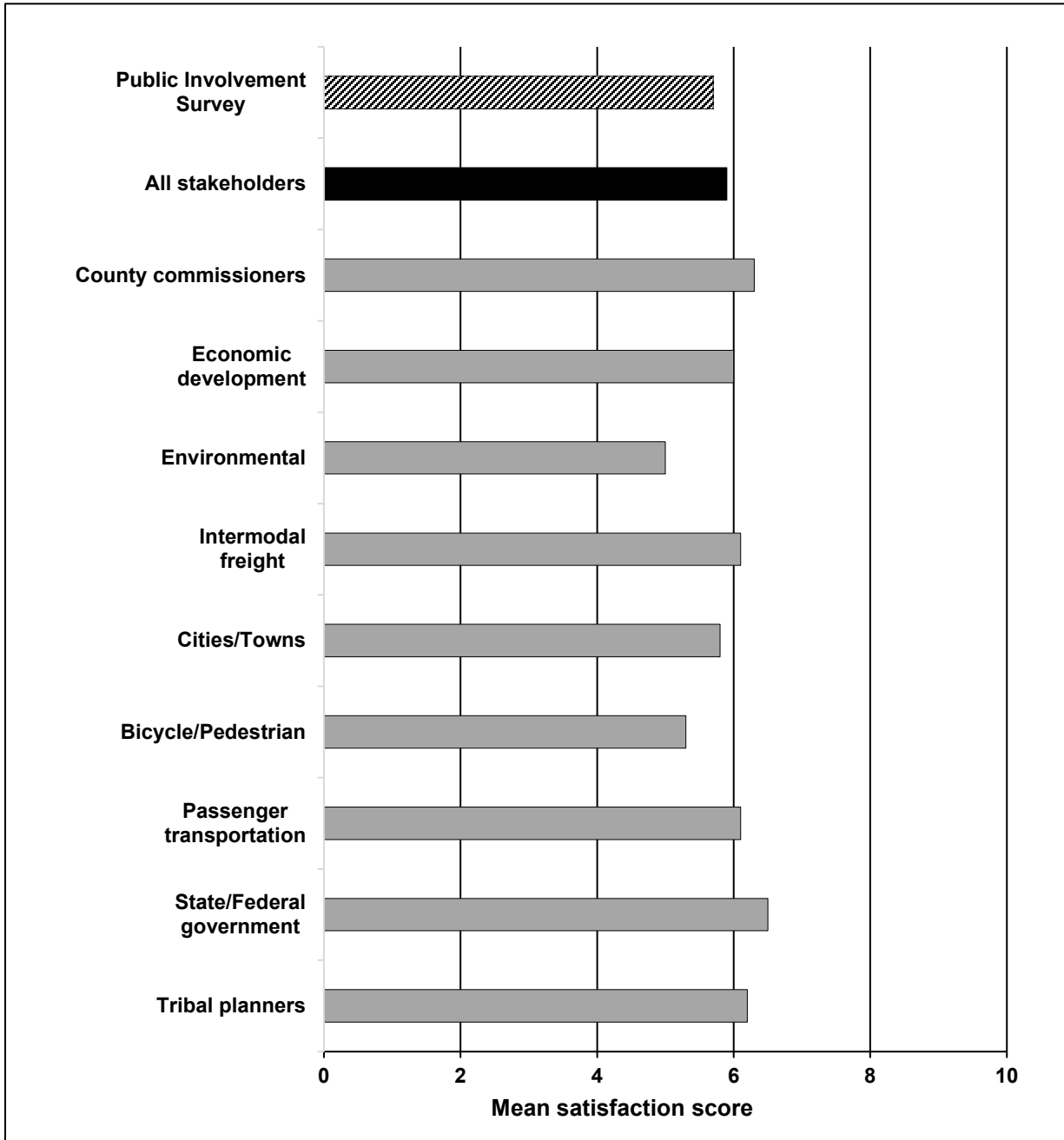
Montana’s transportation system was ranked on a scale from 0 to 10, with 0 representing “very unsatisfied” and 10 representing “very satisfied”. The psychological midpoint of the 0-10 scale is 5. The distance of the mean score above or below 5 is a measure of the strength of satisfaction or dissatisfaction. The mean overall transportation system response was 5.9, indicating moderate satisfaction. This was slightly higher than the general public mean overall response, which was 5.7 (Table 2.1).

**Table 2.1 Overall satisfaction with physical condition of Montana’s transportation system**

	Mean	Lower limit	Upper limit	N
Overall system	5.9	5.7	6.1	398

State and Federal government officials indicated the greatest satisfaction with a mean of 6.5, while the Environmental group was the least satisfied, at 5.0 (Figure 2.1).

Figure 2.1 Overall satisfaction with physical condition of Montana's transportation system, by stakeholder group



**“HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF THE FOLLOWING ITEMS?”**

Each component of Montana’s transportation system was rated using the same 0 to 10 scale. The physical condition of Montana’s airports received the highest mean satisfaction score of 7.2, compared to pedestrian walkways with the lowest score of 5.2. For the most part, stakeholder groups overall were slightly more satisfied with the various transportation system components than respondents to the Public Involvement survey (Table 2.1; Figures 2.2 thru 2.9).

**Table 2.2 Satisfaction with physical condition of system components**

	95% confidence interval			N
	Mean	Lower limit	Upper limit	
Airports	7.2	7.1	7.4	391
Interstate highways	6.9	6.7	7.1	396
Rest areas	6.6	6.4	6.8	396
Other major highways	5.7	5.5	5.9	395
Local transit buses	5.7	5.5	5.9	354
Bicycle paths	5.3	5.1	5.5	398
Pedestrian walkways	5.2	5.0	5.4	391

**Figure 2.2 Satisfaction with physical condition of transportation system components**

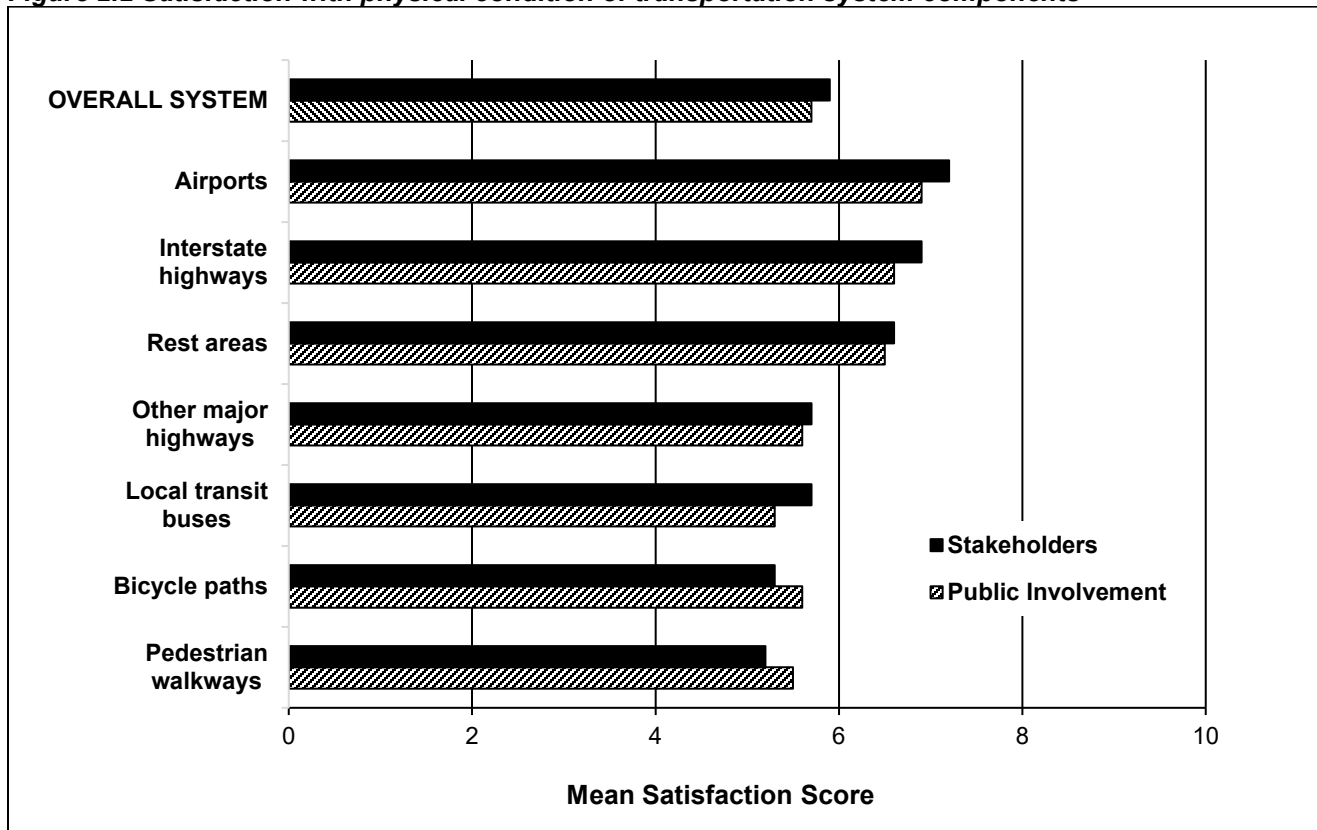


Figure 2.3 Satisfaction with physical condition of airports, by stakeholder group

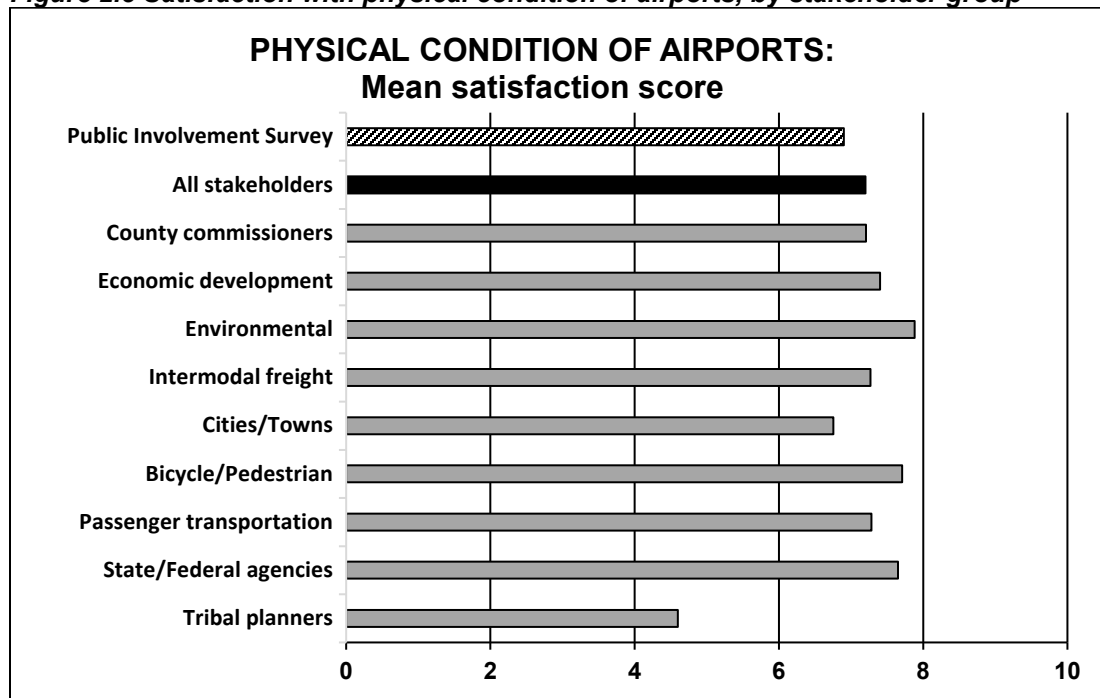


Figure 2.4 Satisfaction with physical condition of interstate highways, by stakeholder group

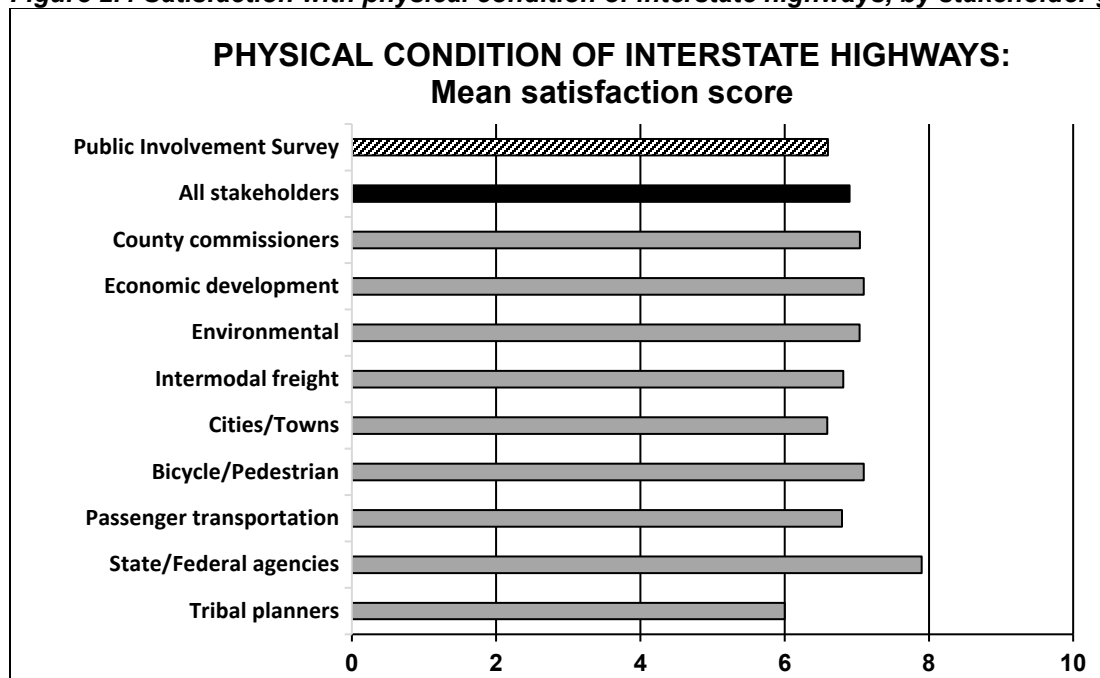




Figure 2.5 Satisfaction with physical condition of rest areas, by stakeholder group

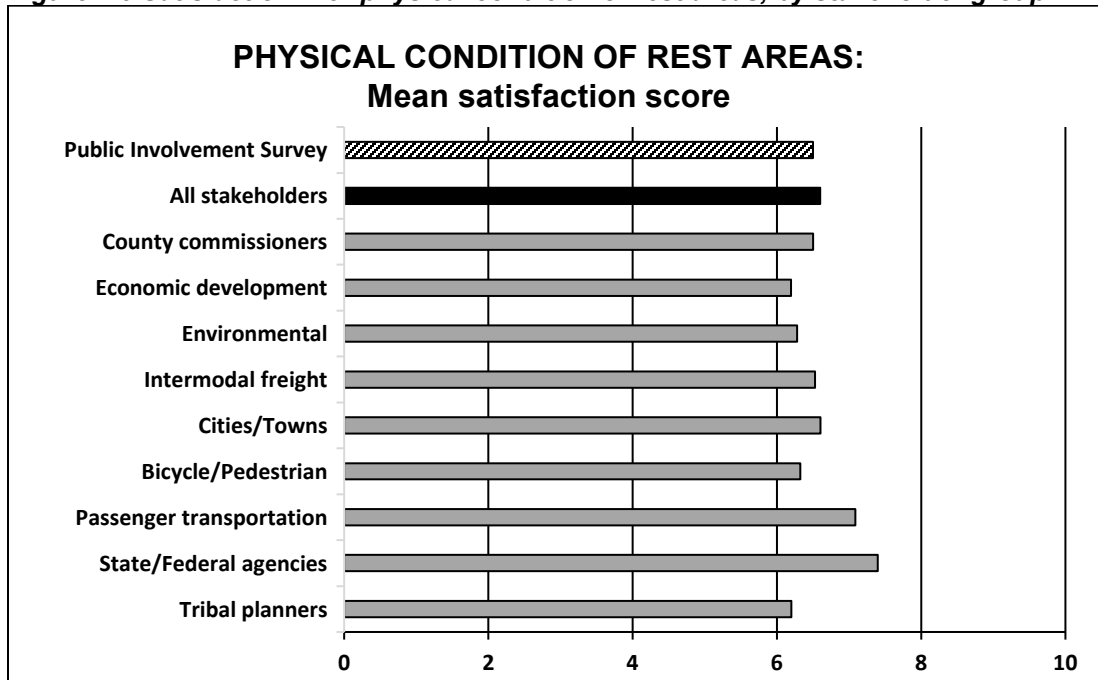


Figure 2.6 Satisfaction with physical condition of other major highways, by stakeholder group

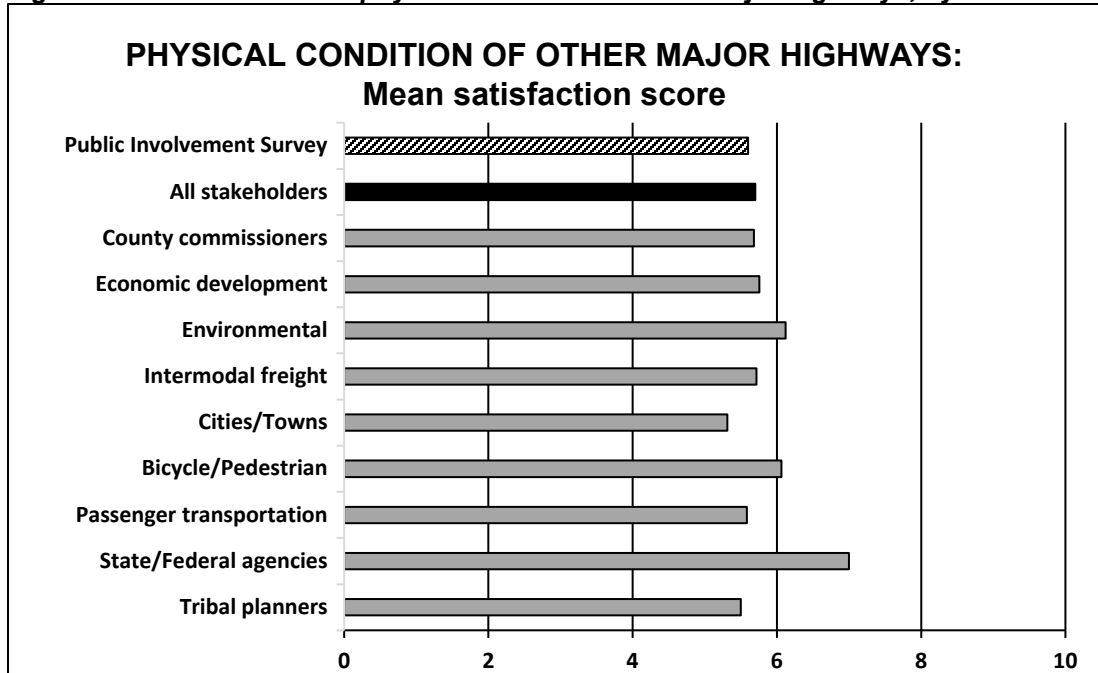


Figure 2.7 Satisfaction with physical condition of local transit buses, by stakeholder group

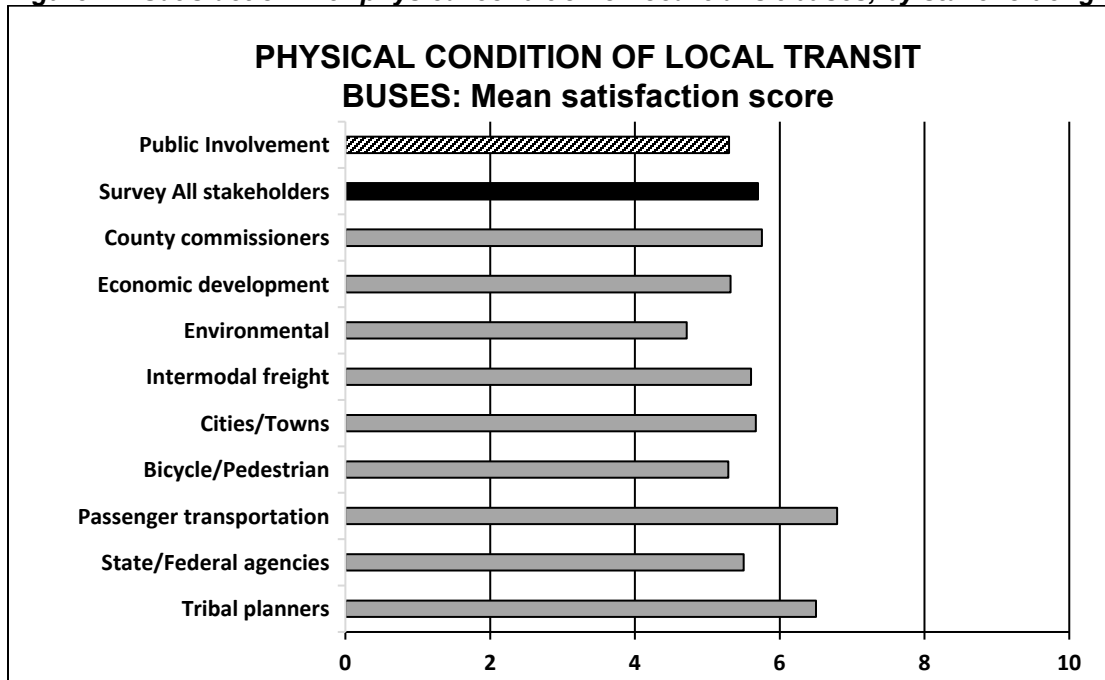


Figure 2.8 Satisfaction with physical condition of pedestrian walkways, by stakeholder group

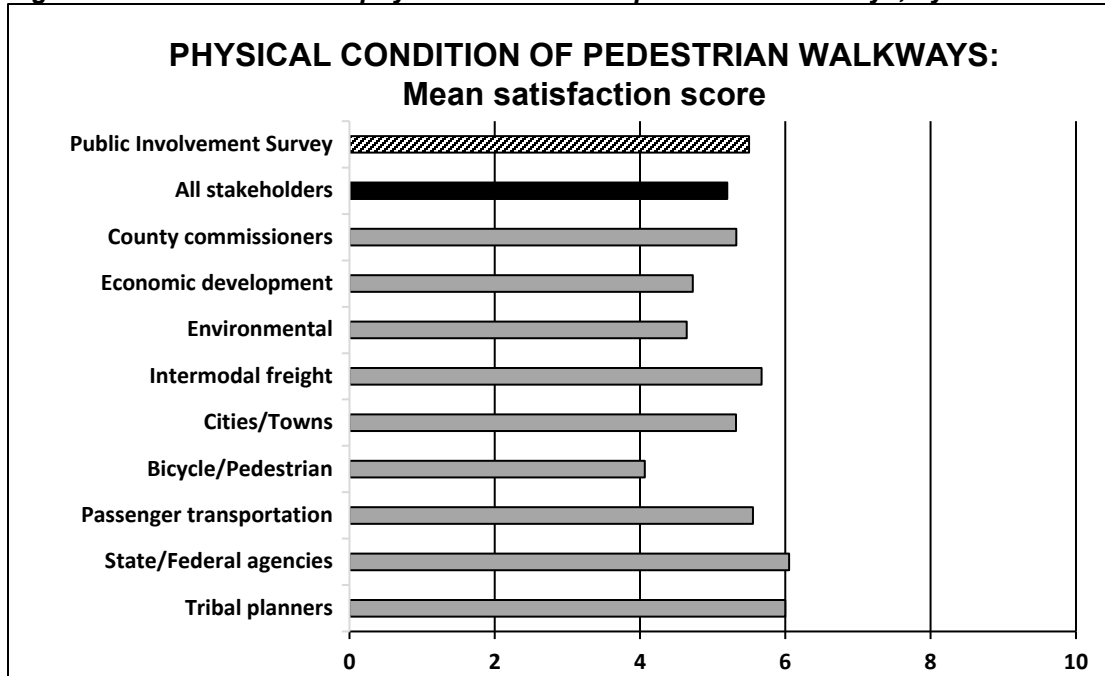
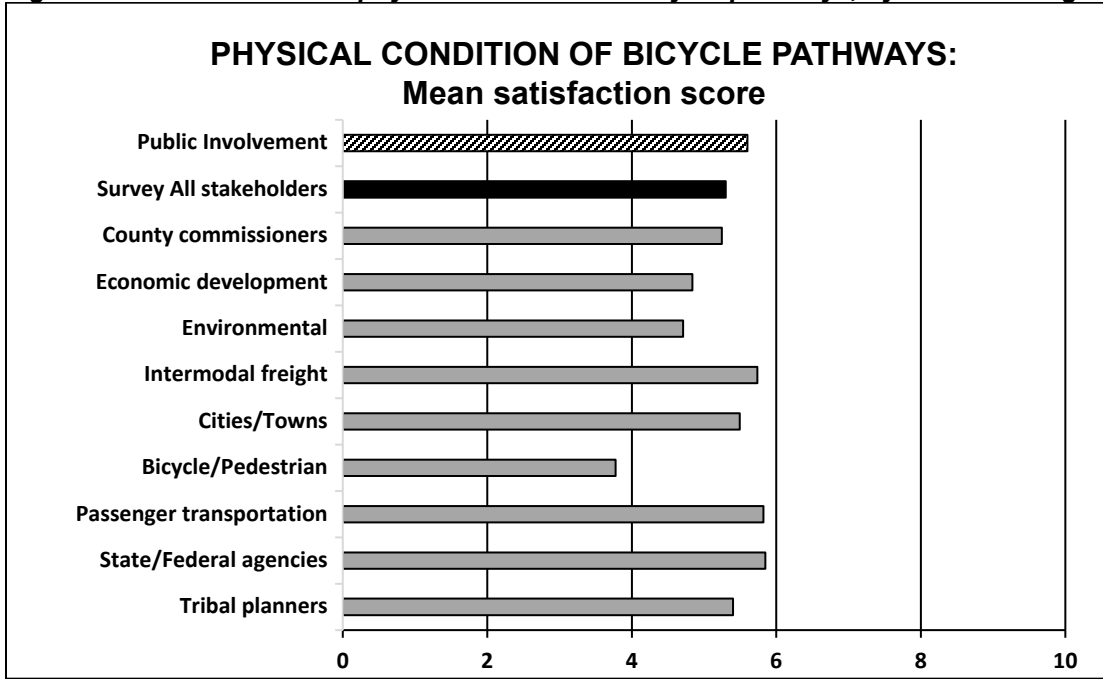


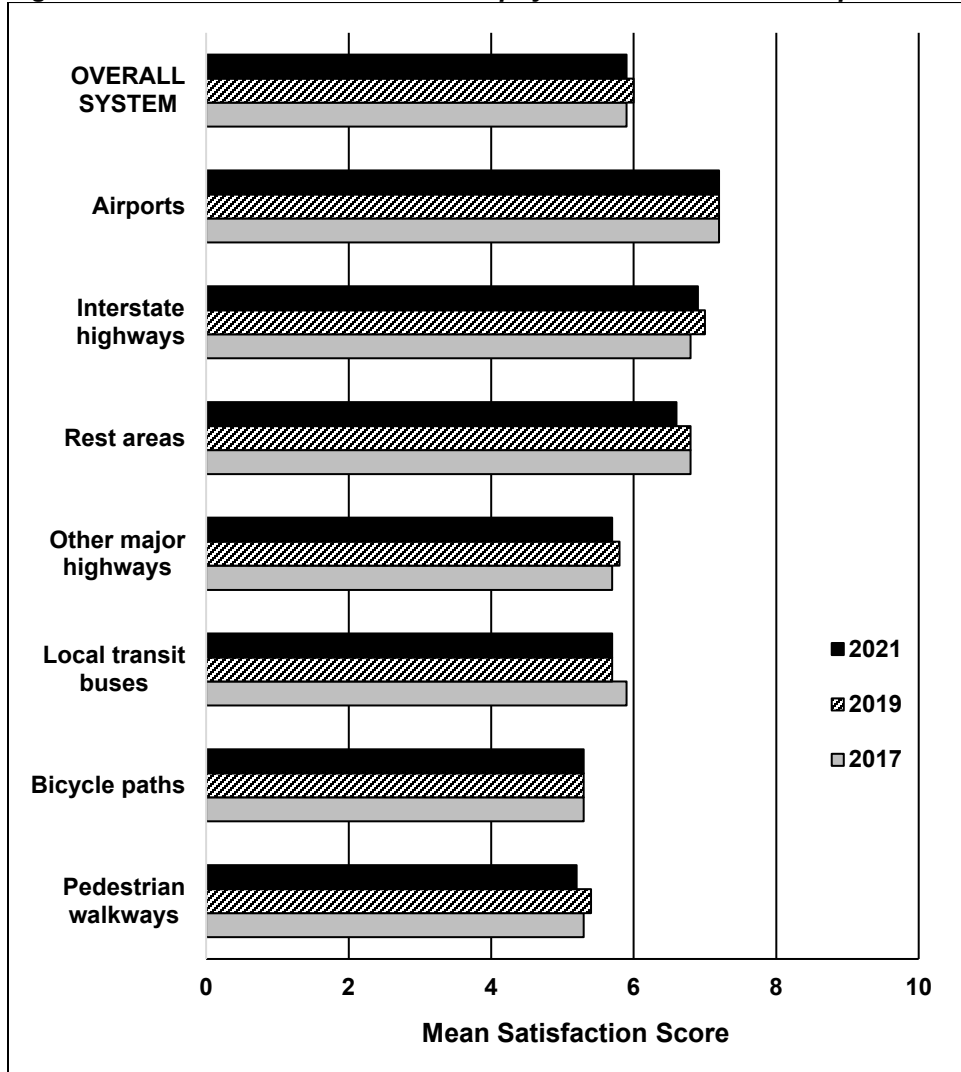
Figure 2.9 Satisfaction with physical condition of bicycle pathways, by stakeholder group



**Trends**

In each of the iterations of this survey, respondents were asked identical questions regarding their satisfaction with the physical condition of various transportation system components. Satisfaction with the physical condition of the overall transportation system varied by a statistically insignificant amount from 2017 to 2021. The same was the case with each of the other attributes studied (Figure 2.10).

**Figure 2.10 Trends in satisfaction with physical condition of transportation system components**



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICE FOR THE FOLLOWING ITEMS?”**

There was great variability among the various transportation services in terms of rating. The availability of air transportation to destinations outside Montana received the highest satisfaction score at 6.6, compared to the lowest for inter-city buses, at 3.5 (Table 2.11).

**Table 2.3 Satisfaction with service availability**

	Mean	95% confidence interval		N
		Lower limit	Upper limit	
Air transportation outside Montana	6.6	6.3	6.8	382
Freight rail service	5.7	5.4	5.9	284
Transit for the elderly or disabled	5.1	4.8	5.4	309
Local bus or van service	5.0	4.8	5.3	324
Air transportation within Montana	5.0	4.7	5.2	355
Passenger rail service	3.9	3.6	4.2	339
Inter-city buses	3.5	3.3	3.8	305

The greatest difference between the opinion of stakeholders and of the general public occurred for air transportation outside Montana, where stakeholders are more satisfied than the general public (Figure 2.11 thru Figure 2.18).

**Figure 2.11 Satisfaction with service availability**

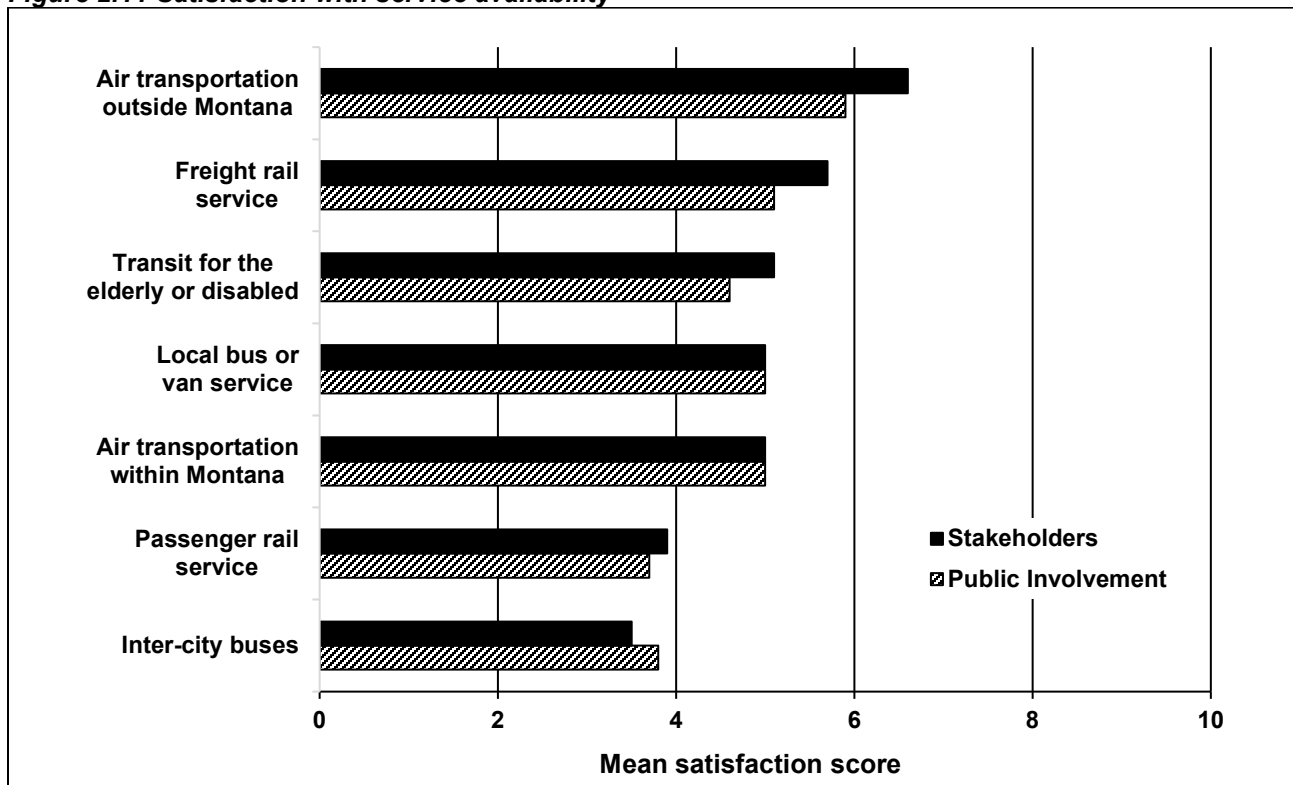


Figure 2.12 Satisfaction with availability of air transportation to destinations outside Montana, by stakeholder group

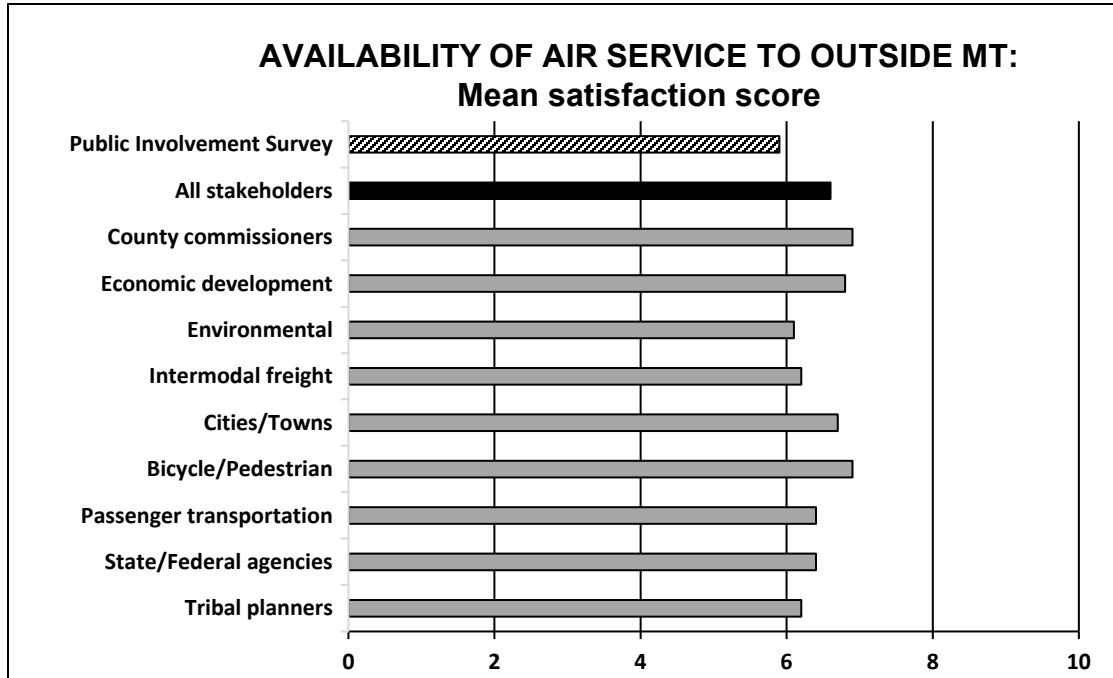


Figure 2.13 Satisfaction with availability of freight rail service, by stakeholder group



Figure 2.14 Satisfaction with availability of transit for the elderly or disabled, by stakeholder group



Figure 2.15 Satisfaction with availability of air transportation within Montana, by stakeholder group

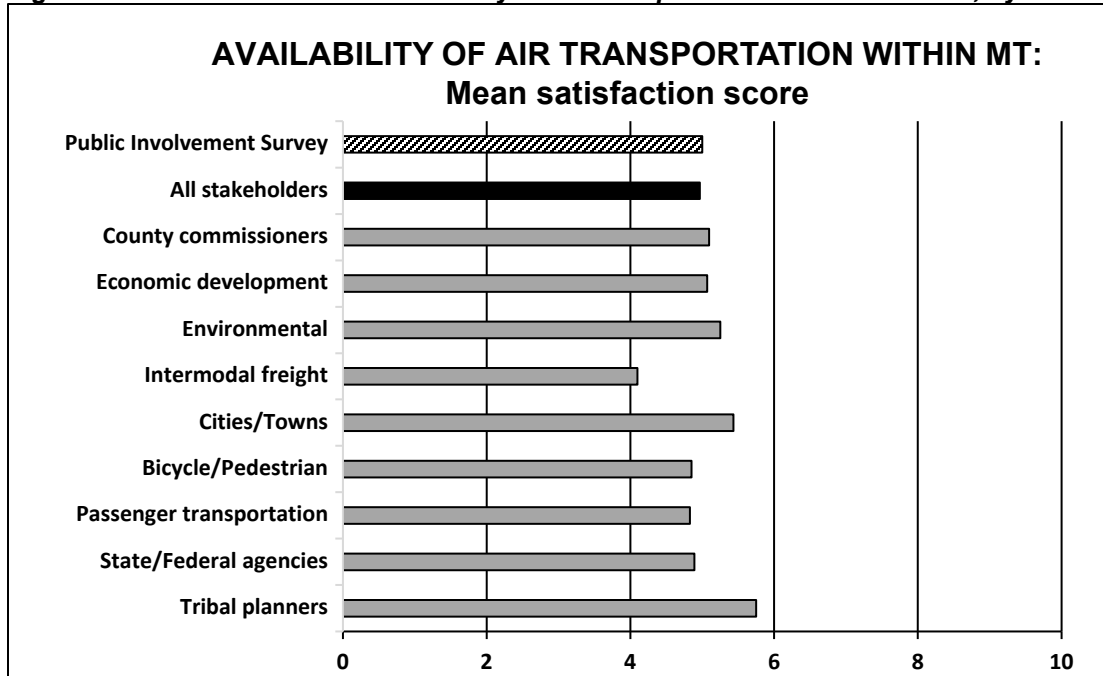


Figure 2.16 Satisfaction with availability of local bus and van services, by stakeholder group

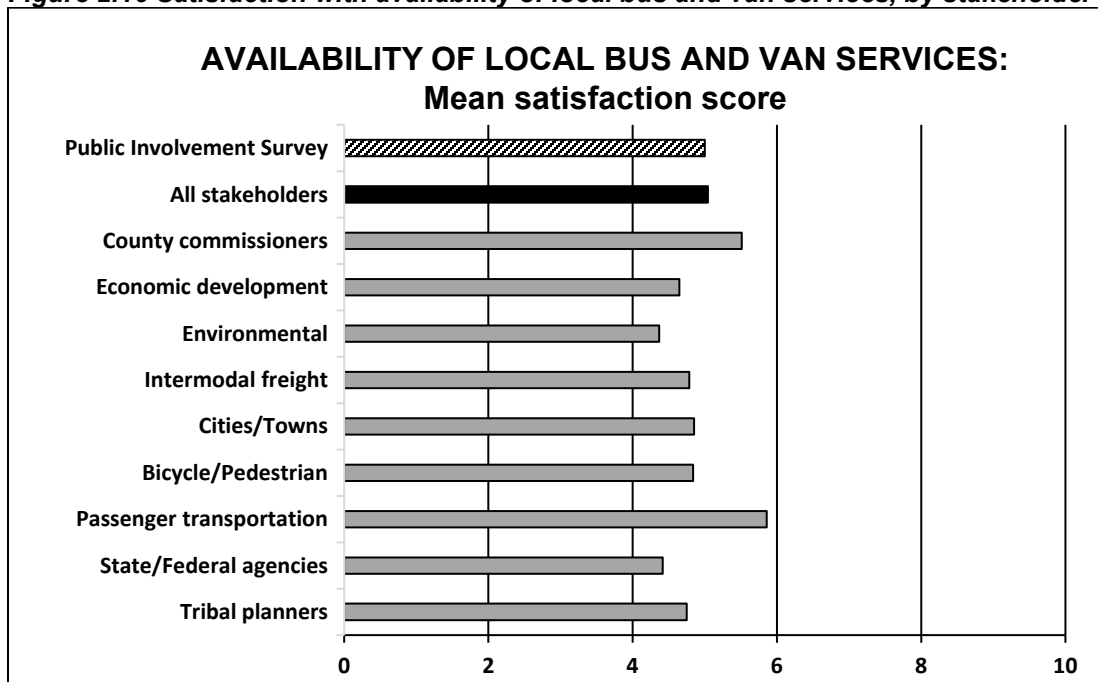


Figure 2.17 Satisfaction with availability of passenger rail service, by stakeholder group

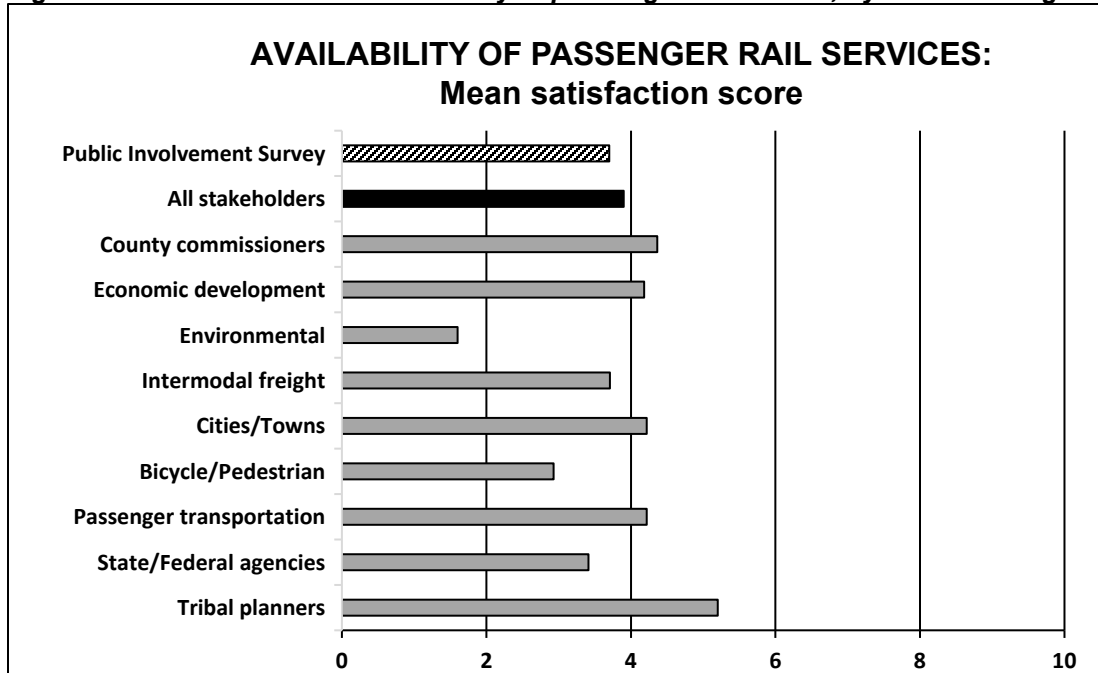
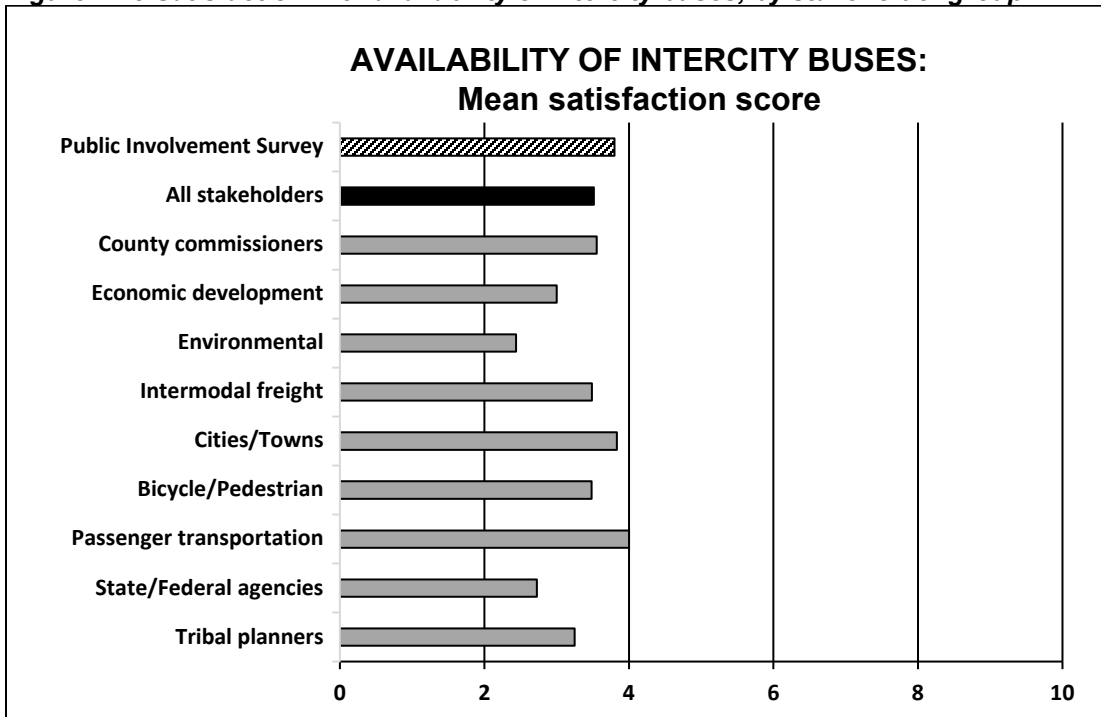




Figure 2.18 Satisfaction with availability of intercity buses, by stakeholder group

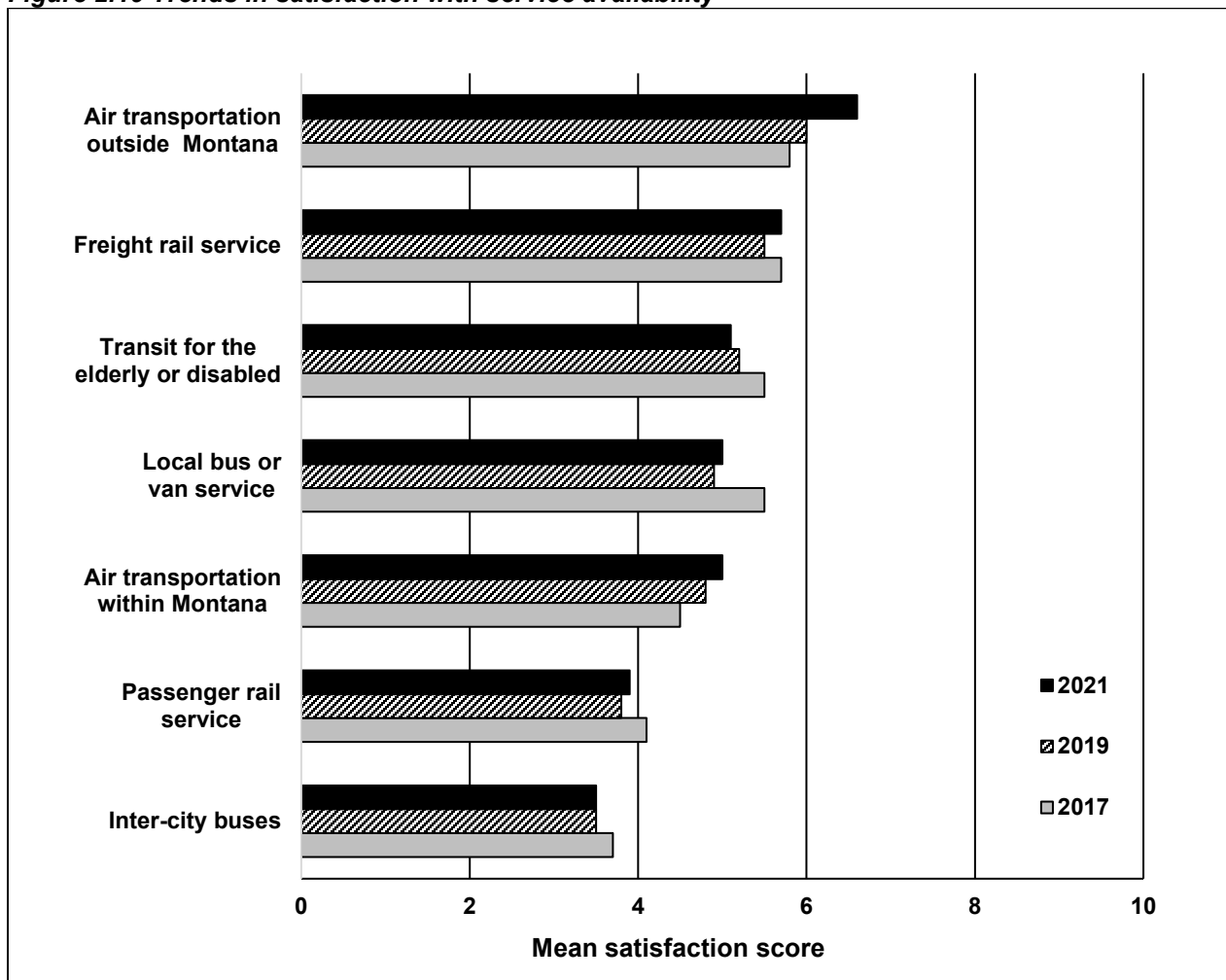


**Trends**

In each of the iteration of this survey, respondents were asked identical questions regarding their satisfaction with the availability of various transportation system components.

The ranking order of satisfaction levels remained the same in 2021 as compared to 2019—satisfaction with availability of air transportation to destinations outside Montana rated the highest (6.6), and satisfaction with availability of inter-city buses rating the lowest (3.5). The greatest change occurred in satisfaction with the availability of air transportation to destinations outside Montana which has steadily increased, from 5.8 in 2017 to 6.6 in 2021 (Figure 2.19).

*Figure 2.19 Trends in satisfaction with service availability*



**“IN MONTANA, HOW MUCH OF A PROBLEM IS EACH OF THE FOLLOWING ITEMS?”**

Stakeholder respondents rated possible problems with aspects of the state transportation system on a scale from 1 to 4, where 1 represented “Not a problem” and 4 represented “Serious problem” (Table 2.3).

- Overall, none of the problems listed were rated as being more than a moderate problem.
- Road pavement conditions were rated as a serious problem by 19 percent of stakeholders.
- Forty-seven percent rated adequate road signs as “not a problem”.

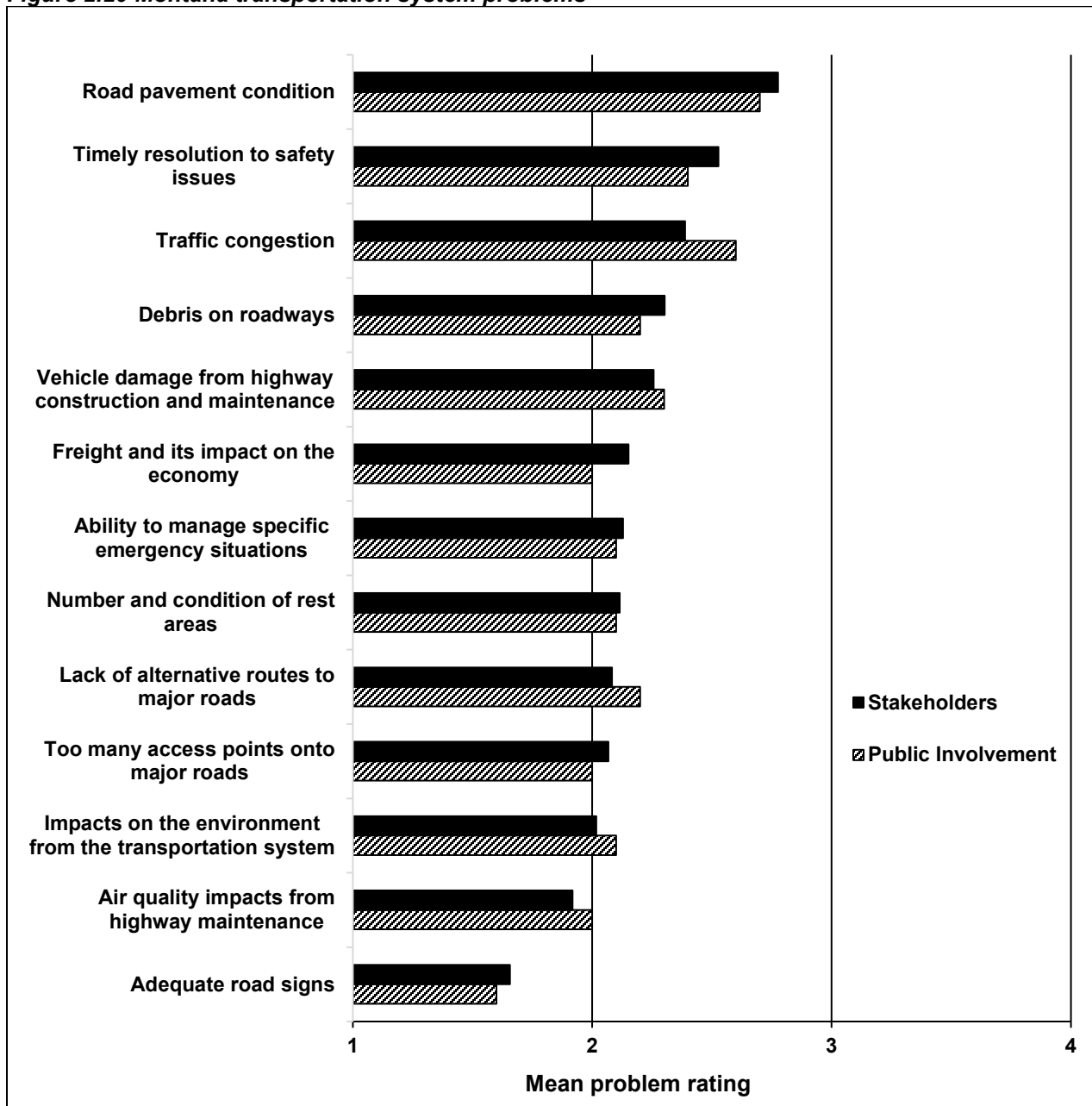
**Table 2.4 Montana transportation system problems**

	Serious problem	Moderate problem	Small problem	Not a problem	Mean	N
Road pavement condition	19%	45%	31%	5%	2.8	384
Timely resolution to safety issues	16%	34%	38%	13%	2.5	313
Traffic congestion	9%	37%	40%	15%	2.4	389
Debris on roadways	9%	26%	53%	13%	2.3	386
Vehicle damage from highway construction and maintenance	7%	27%	50%	16%	2.3	367
Freight and its impact on the economy	9%	26%	37%	29%	2.2	291
Ability to manage specific emergency situations	6%	26%	43%	25%	2.1	287
Number and condition of rest areas	7%	28%	35%	30%	2.1	365
Lack of alternative routes to major roads	5%	23%	48%	24%	2.1	374
Too many access points onto major roads	7%	22%	42%	29%	2.1	368
Impacts on the environment from the transportation system	10%	17%	37%	36%	2.0	352
Air quality impacts from highway maintenance	2%	17%	52%	29%	1.9	378
Adequate road signs	1%	11%	42%	47%	1.7	387

Note: Percentages may not add to 100% due to rounding.

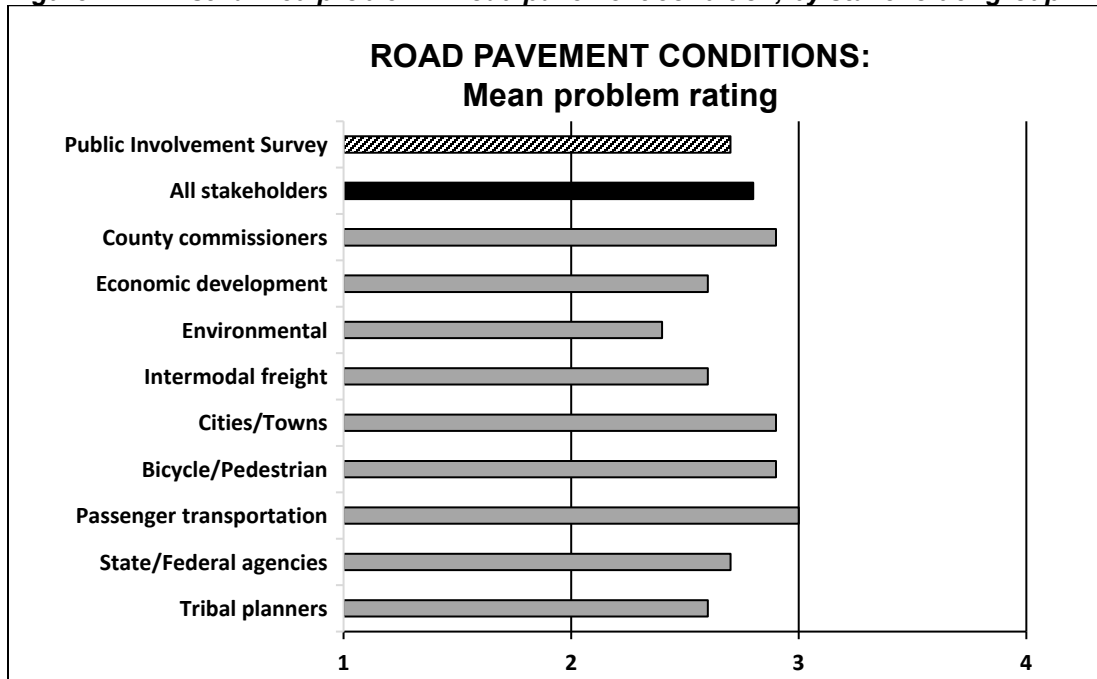
When comparing survey responses from stakeholders and from the general public, there is very little variation between the two groups. Both groups rate road pavement condition as the greatest problem (Figure 2.20 thru Figure 2.25). The general public gives traffic congestion a higher problem rating than do stakeholders.

**Figure 2.20 Montana transportation system problems**



In order to keep the number of graphs in this report closer to a manageable number, graphs for individual problem issues by stakeholder group are only provided for the top five: road pavement conditions; timely resolution of safety issues; traffic congestion; debris on roadways; and vehicle damage from road construction and maintenance (Figures 2.9.a through 2.9.e).

**Figure 2.21 First-ranked problem—Road pavement condition, by stakeholder group**



**Figure 2.22 Second-ranked problem—Timely resolution of safety issues, by stakeholder group**

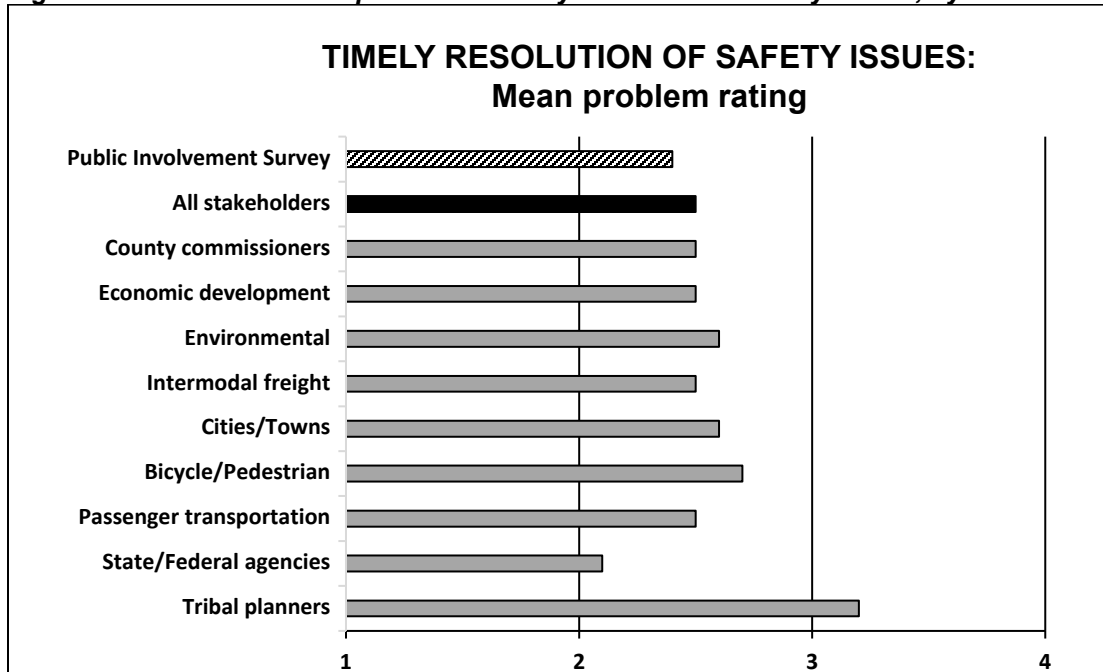


Figure 2.23 Third-ranked problem—Traffic congestion, by stakeholder group

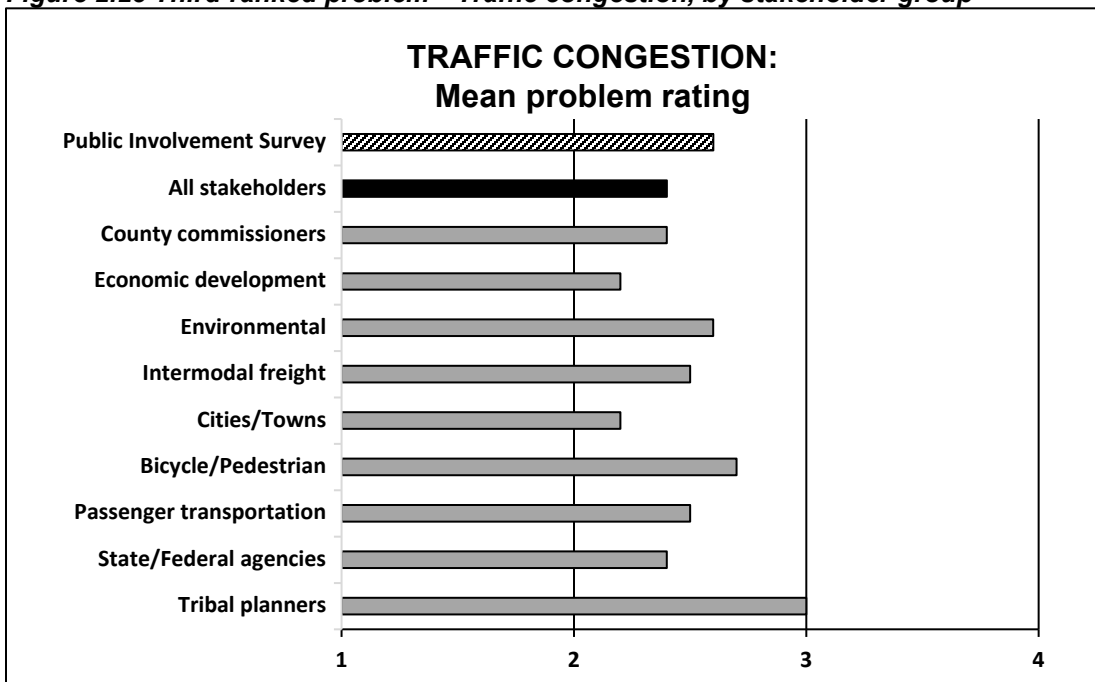


Figure 2.24 Fourth-ranked problem—Debris on roadways, by stakeholder group

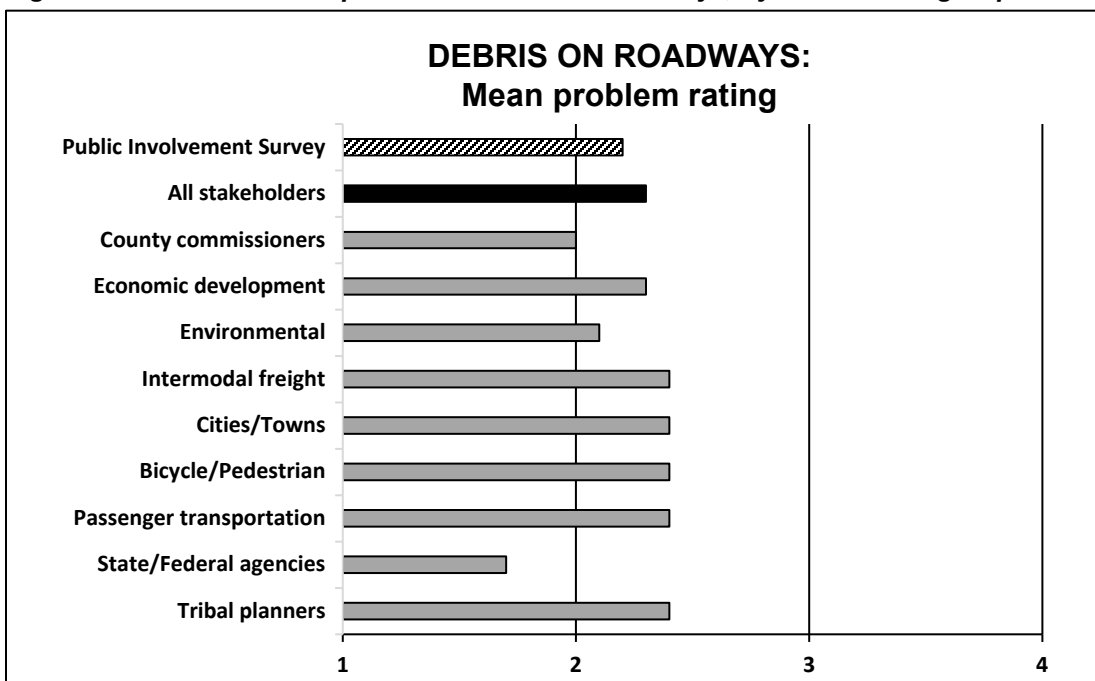
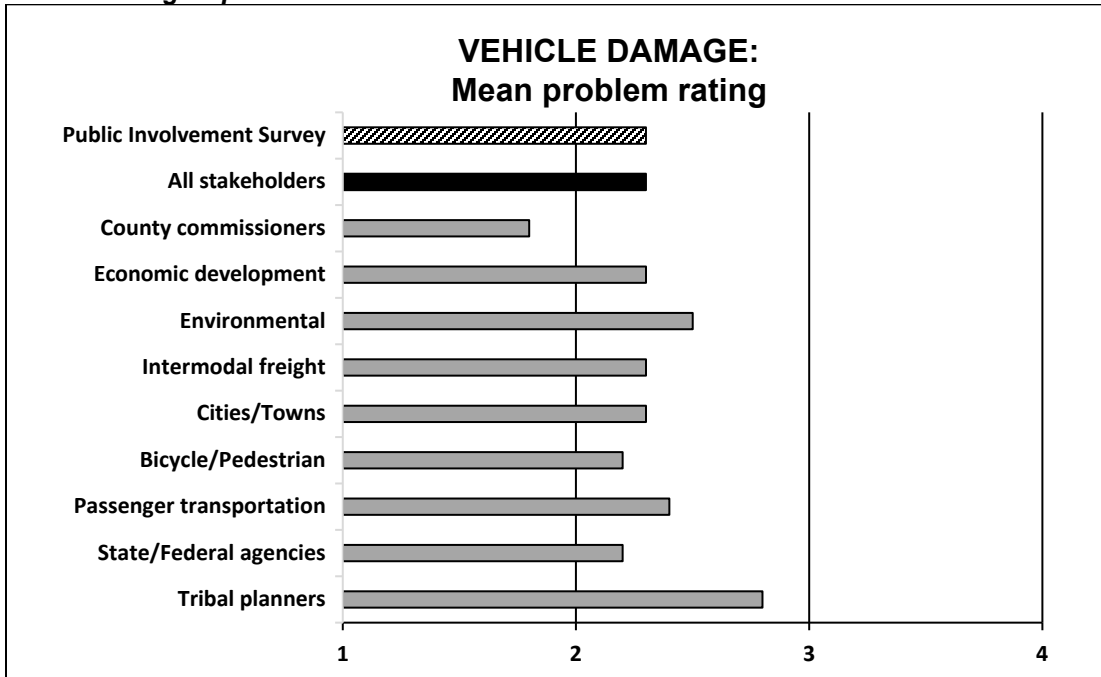


Figure 2.25 Fifth-ranked problem—Vehicle damage from road construction and maintenance, by stakeholder group

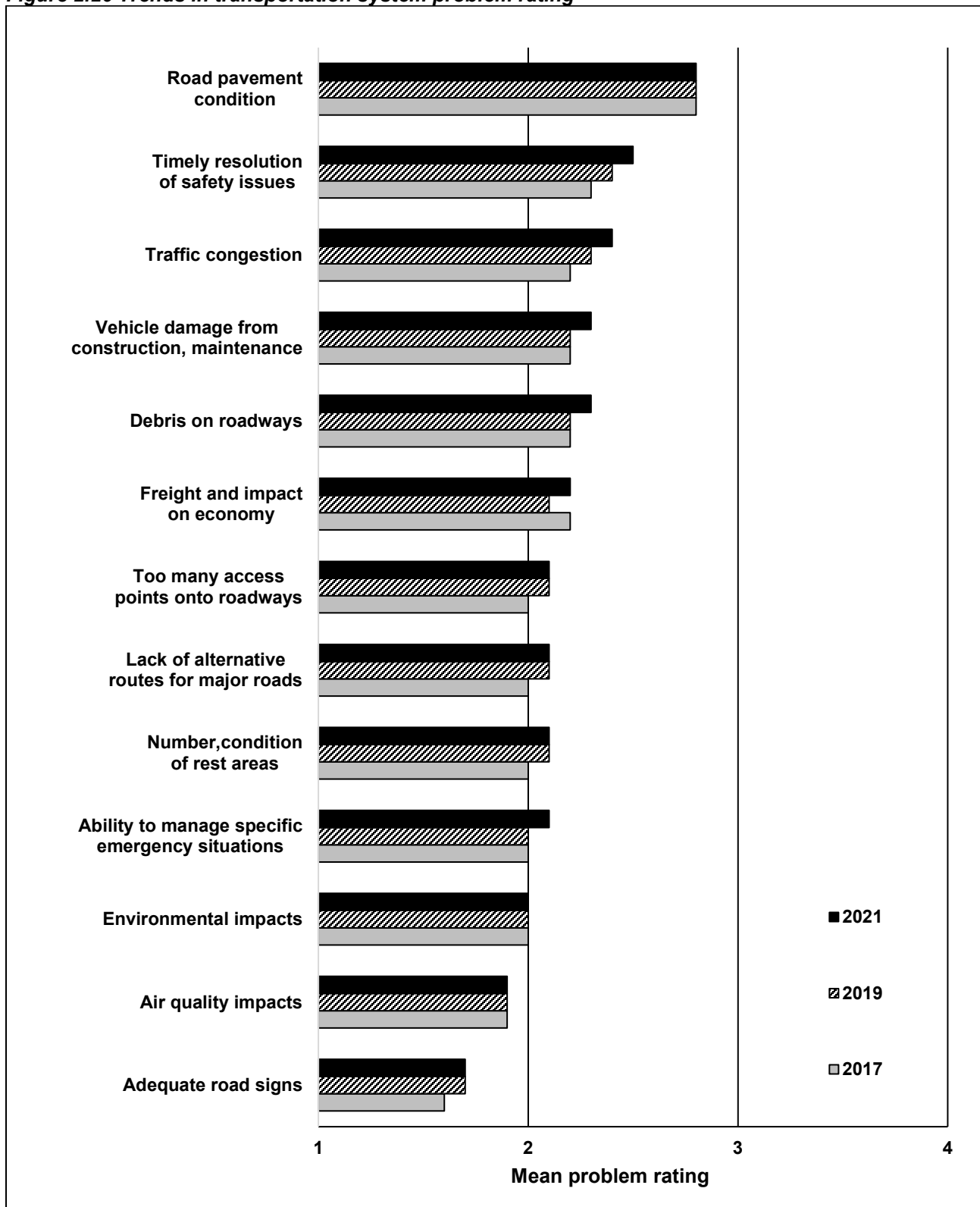


## **Trends**

Mean problem ratings showed only small changes between 2017 and 2021. Since 2017, there has been a small but steady increase in the problem rating for timely resolution of safety issues and traffic congestion (Figure 2.26).



Figure 2.26 Trends in transportation system problem rating



**“WHAT PRIORITY SHOULD MDT ASSIGN ACTIONS THAT COULD IMPROVE THE TRANSPORTATION SYSTEM?”**

Respondents were asked to use a scale from 1 to 5 to prioritize 15 possible actions that could be undertaken to improve Montana’s transportation system. A value of 1 represented “very low priority”, while a value of 5 represented “very high priority”. As indicated in Table 2.3, above, most transportation system issues are considered small problems; however, stakeholders assign a medium priority or a somewhat high priority to addressing them (Table 2.4). There was great consistency between stakeholder respondents and respondents from the general public (Figure 2.27). Only the top five priorities are broken out by stakeholder group: road pavement condition; interstate and major highways; transportation safety; wildlife crossings and barriers; and roadside vegetation (Figures 2.28-2.32).

**Table 2.5 Prioritization of actions to improve transportation system**

	Very high priority	Somewhat high priority	Medium priority	Somewhat low priority	Very low priority	Mean	N
Road pavement conditions	26%	48%	23%	3%	0%	4.0	391
Interstates and major highways	18%	36%	34%	9%	3%	3.6	391
Transportation safety	22%	28%	35%	12%	3%	3.5	391
Wildlife crossings and barriers	23%	30%	29%	14%	4%	3.5	390
Roadside vegetation	17%	36%	31%	15%	2%	3.5	393
Keeping the public informed	15%	35%	35%	13%	2%	3.5	393
Adequate pedestrian facilities	20%	22%	32%	17%	9%	3.3	391
Support local transport systems	16%	23%	34%	19%	7%	3.2	394
Existing passenger rail service	15%	28%	29%	17%	11%	3.2	394
Semi-truck parking and facilities	9%	22%	41%	22%	6%	3.1	393
Scheduled airline service	12%	24%	32%	20%	12%	3.0	393
Traffic congestion	8%	25%	34%	21%	11%	3.0	393
Improve rest areas	5%	21%	40%	25%	9%	2.9	392
Adequate bicycle facilities	16%	13%	25%	27%	19%	2.8	395
Regulate highway approaches	6%	15%	38%	30%	11%	2.7	391

Note: Percentages may not add to 100% due to rounding.

Figure 2.27 Prioritization of actions for improving transportation system, by survey type

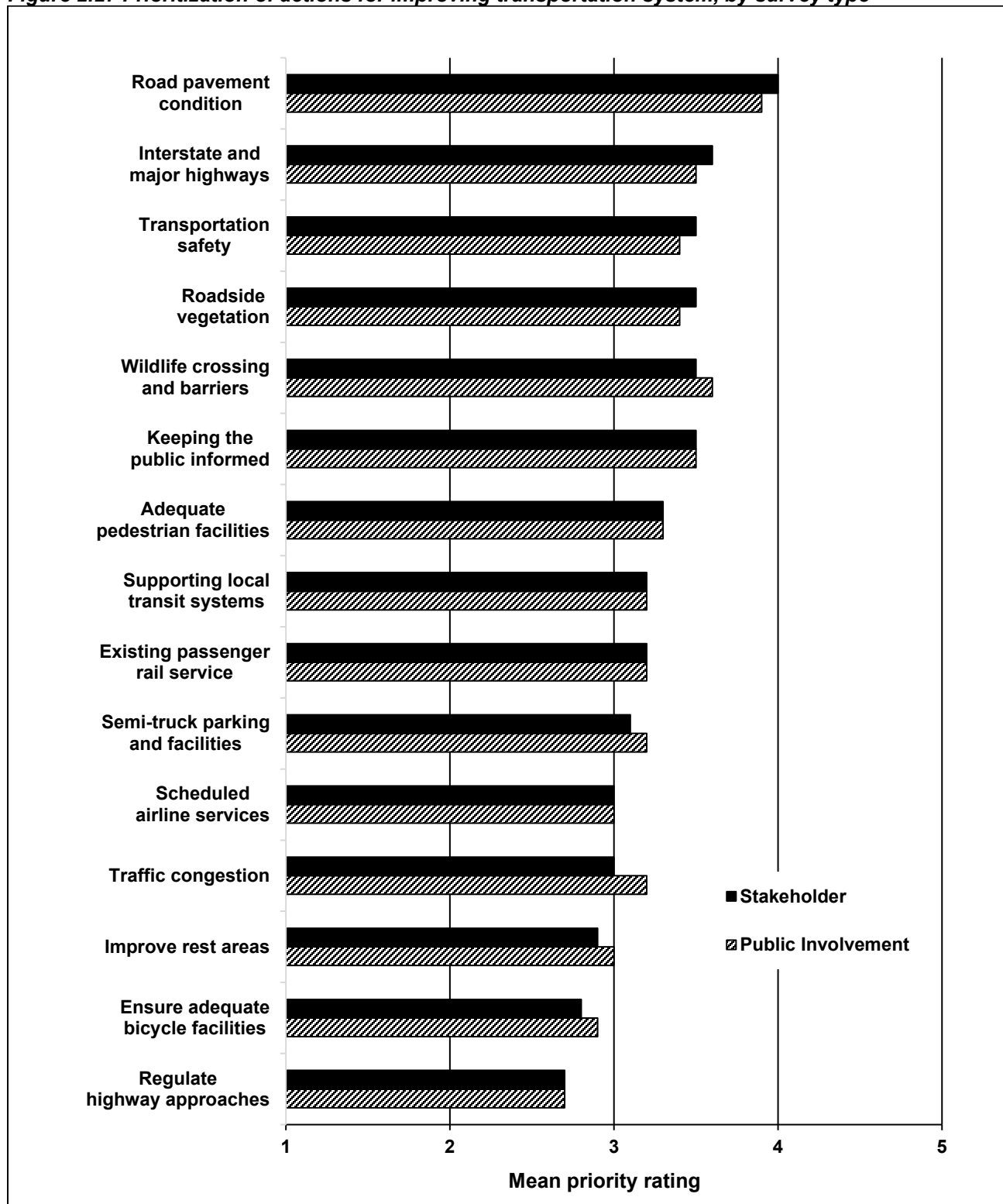


Figure 2.28 First Priority—Road pavement conditions, by stakeholder group

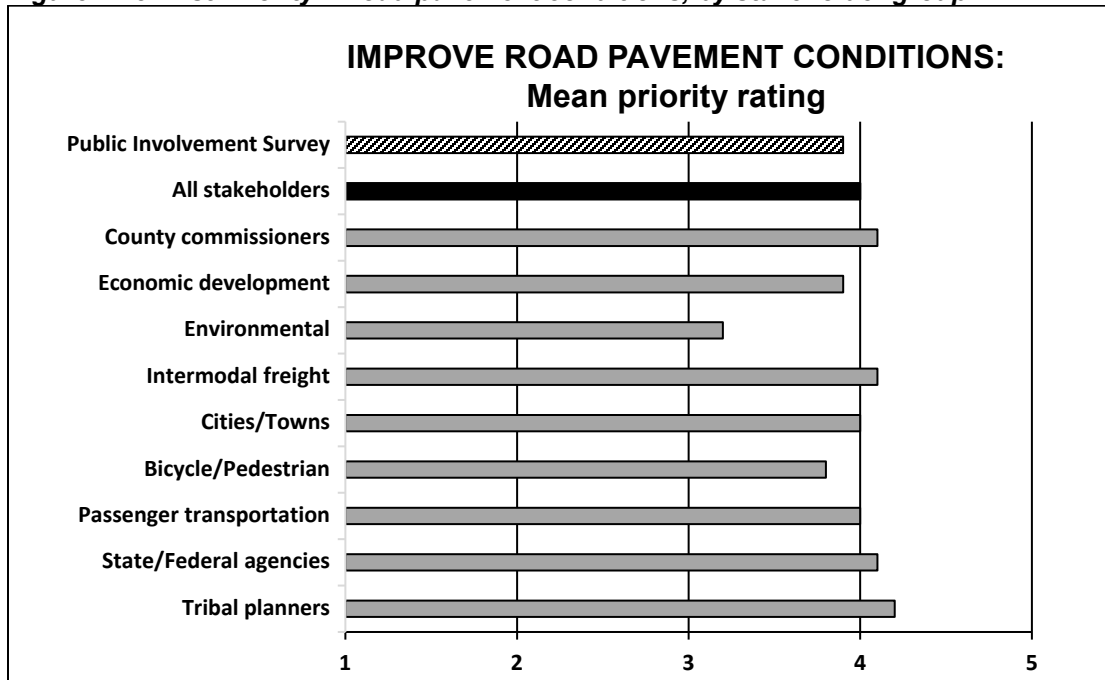


Figure 2.29 Second Priority—Interstates and other major highways, by stakeholder group



Figure 2.30 Third Priority—Transportation safety, by stakeholder group

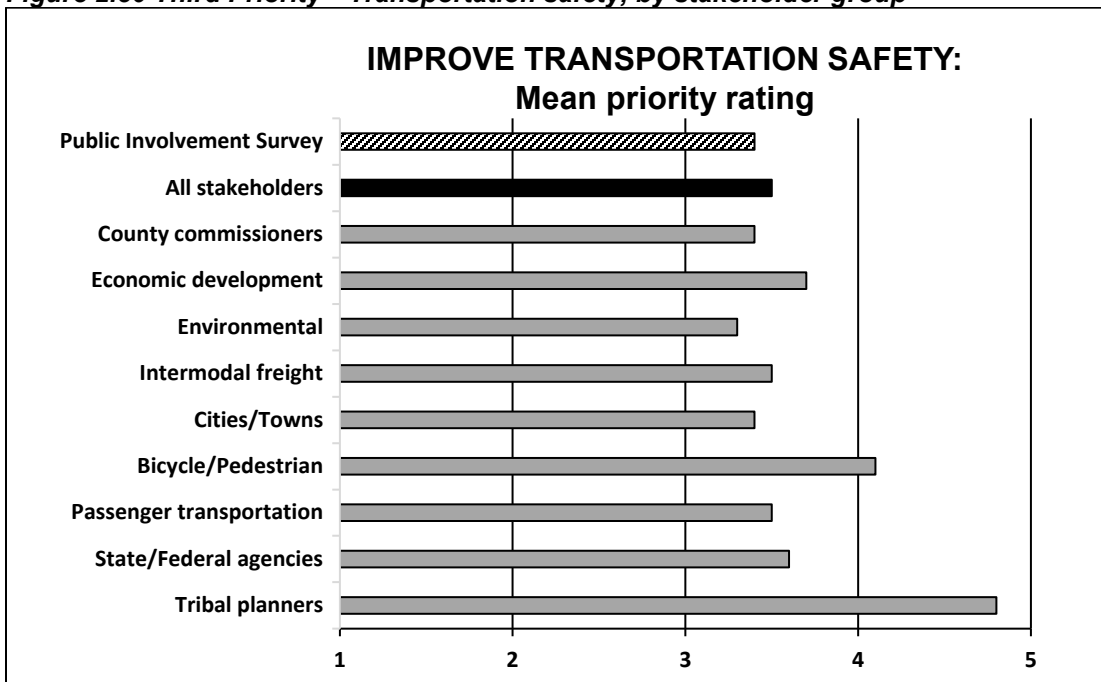


Figure 2.31 Fourth Priority—Re-vegetation and weed control, by stakeholder group

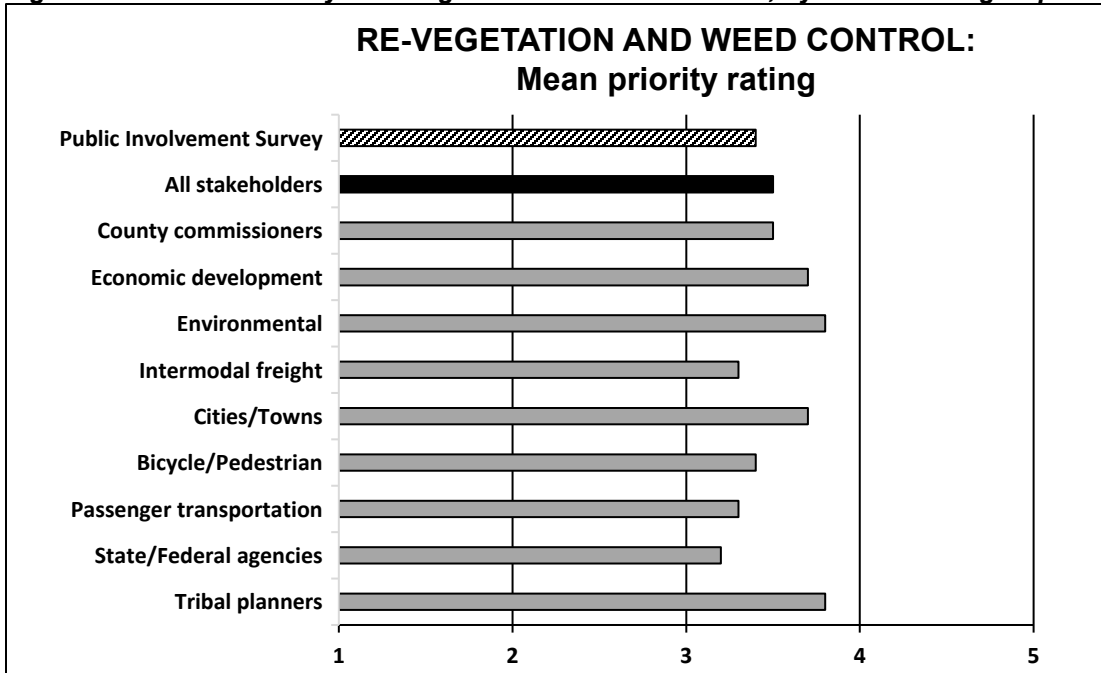
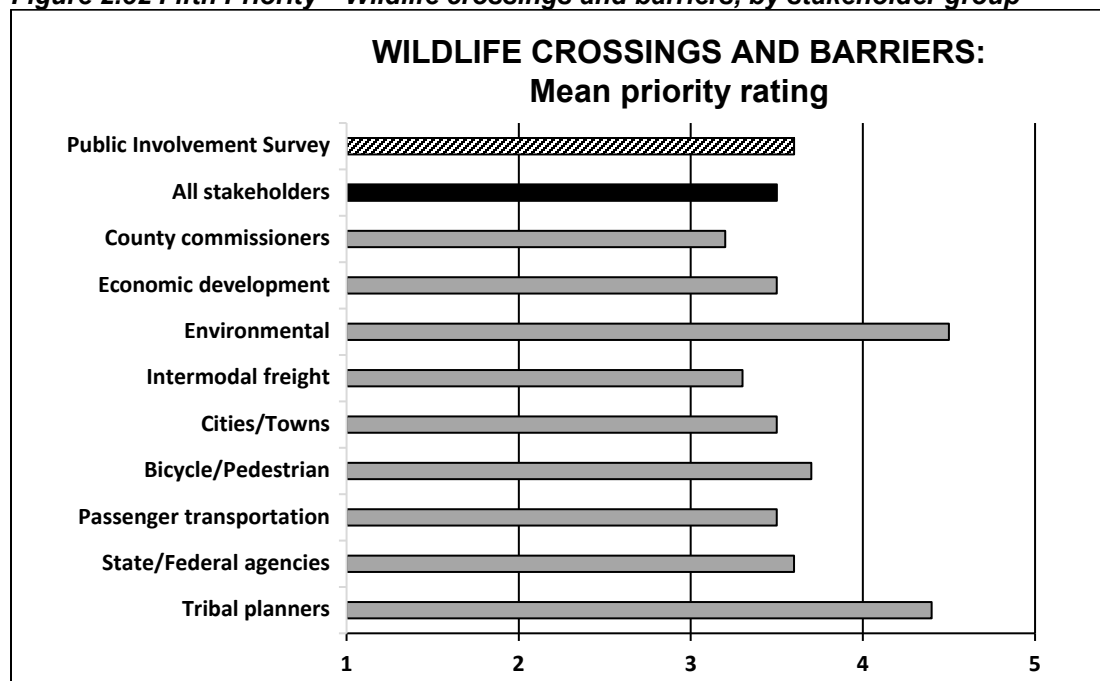


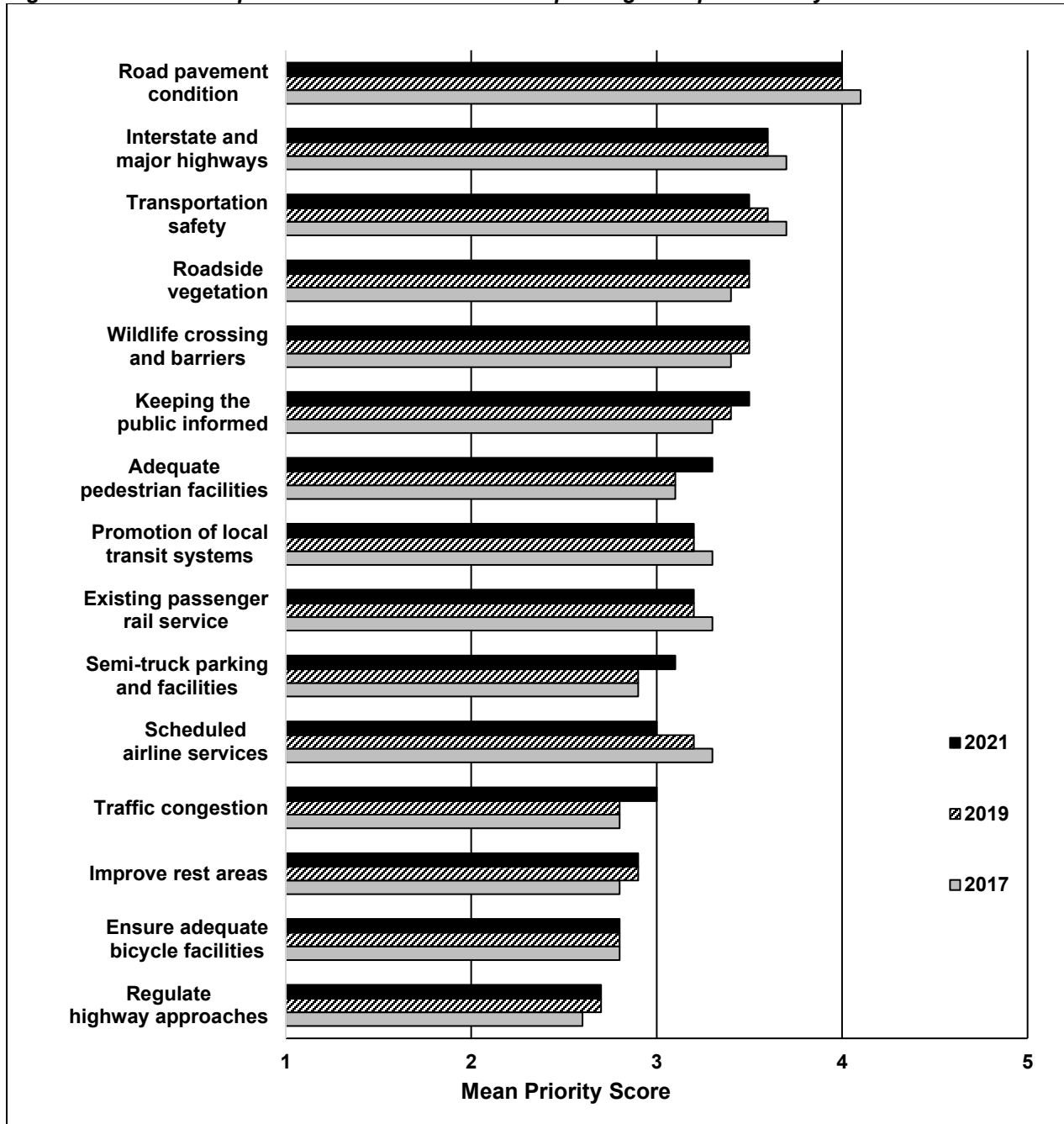
Figure 2.32 Fifth Priority—Wildlife crossings and barriers, by stakeholder group



**Trends**

Finally, there was very little change in priority assessment between 2021 and 2019 (Figure 2.33). Since 2017, there has been a steady but small increase in the priority score for keeping the public informed. Also since 2017, there has been a small but steady decrease in the priority score for transportation safety and scheduled airline service.

*Figure 2.33 Trends in prioritization of actions for improving transportation system*



## CHAPTER 3 MDT SYSTEM FUNDING PRIORITIES

### “WHAT VALUE DO YOU PERCEIVE GETTING FROM MONTANA’S TRANSPORTATION SYSTEM?”

The average Montanan pays between \$200 and \$260 per year in state and federal fuel taxes to support transportation infrastructure in the state. Stakeholders were asked if they felt they received greater or lesser value per year from the Montana transportation system (Table 3.1).

- Overall, a majority of stakeholders feel they get greater value than \$200-\$260 per year from the state’s transportation system (51%).
- More stakeholders than general public respondents perceive they get greater value than \$200-\$260 per year from the transportation system (51% and 20%, respectively).
- Among stakeholders, the state and federal agency workers, county commissioners and economic development officials perceive they get more value (60%) than other stakeholders.

**Table 3.1 Perceived value from Montana’s transportation system**

	More value	About \$200-\$260	Less value	N
Public Involvement Survey	20%	56%	24%	1,106
All stakeholders	51%	36%	14%	392
County commissioners	60%	33%	7%	43
Cities and towns	56%	31%	13%	62
Economic development	60%	32%	8%	25
Environmental groups	53%	21%	26%	53
Intermodal freight	45%	39%	16%	87
Bicycle/Pedestrian	47%	50%	3%	30
Passenger transportation	40%	46%	13%	67
State/Federal	60%	30%	10%	20
Tribal planners	40%	40%	20%	5

*Note: Percentages may not add to 100% due to rounding.*



**“WHICH ASPECTS OF THE TRANSPORTATION SYSTEM SHOULD BE FUNDED AT A LOWER LEVEL?”**

Stakeholders were also asked which aspects of the Montana transportation system, if any, they would like to see funded at a lower level if overall funding for MDT were to decrease (Table 3.2, Figure 3.1).

- Overall, with the exception of bicycle pathways and pedestrian walkways, the majority of respondents think the listed items should be funded at the same or higher level.
- The greatest percentage of respondents (64%) think bicycle pathways should be funded at a lower level.
- Some respondents ranked certain items to receive greater funding than current levels, with maintenance (30%) receiving the greatest percentage of such rankings.

**Table 3.2 Funding priorities by system component**

	Fund at lower level	Fund at same level	Fund at higher level	N
Bicycle pathways	64%	21%	16%	390
Pedestrian walkways	56%	29%	15%	386
Rest areas	41%	52%	7%	387
Local transit buses	35%	51%	13%	387
Interstate highways	22%	66%	12%	387
Other major highways	12%	62%	25%	381
Maintenance	5%	65%	30%	387

*Note: Percentages may not add to 100% due to rounding.*

Figure 3.1 Transportation system components where respondents favor reduced funding

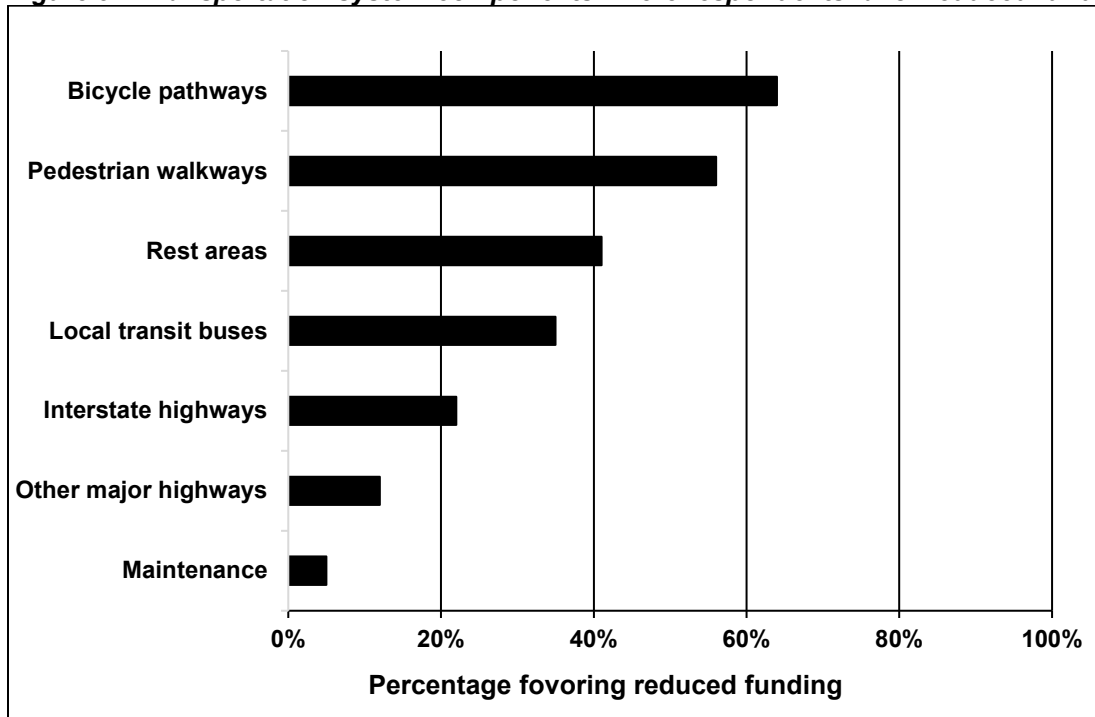


Figure 3.2 First preference for decreased funding—Bicycle pathways

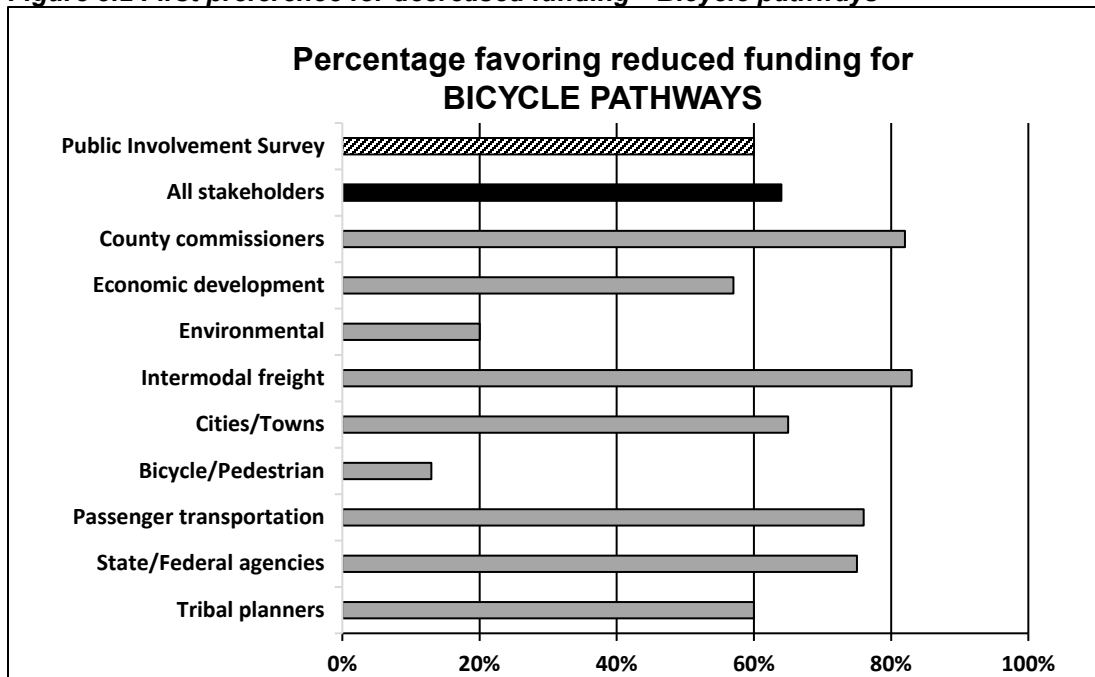


Figure 3.3 Second preference for decreased funding—Pedestrian walkways

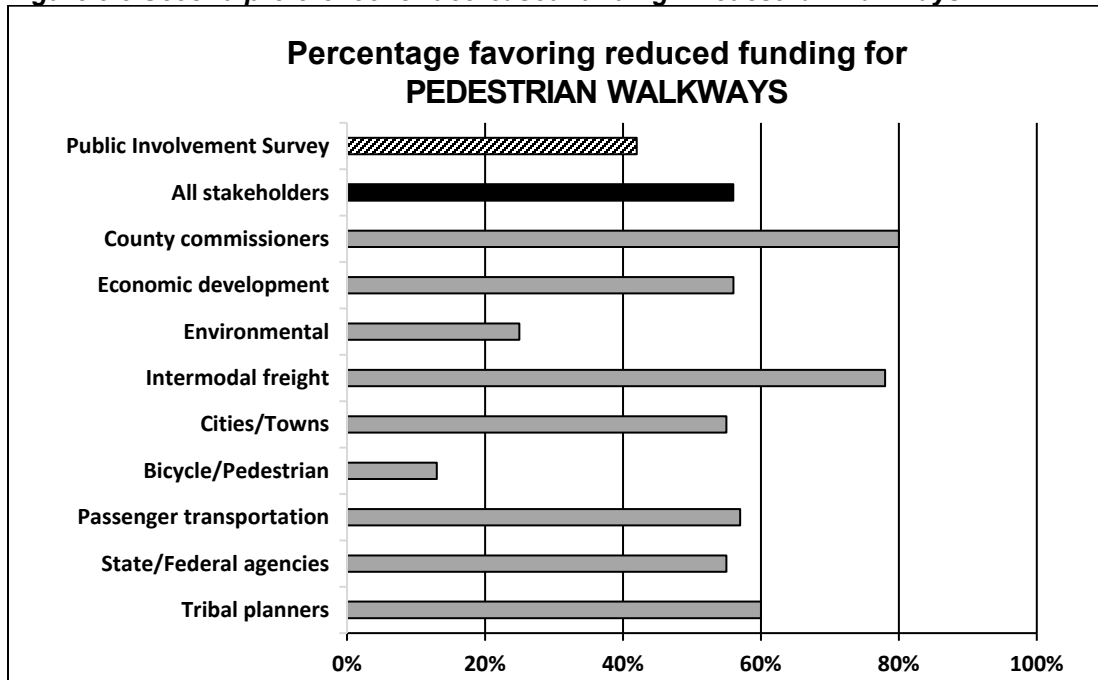


Figure 3.4 Third preference for decreased funding—Rest areas

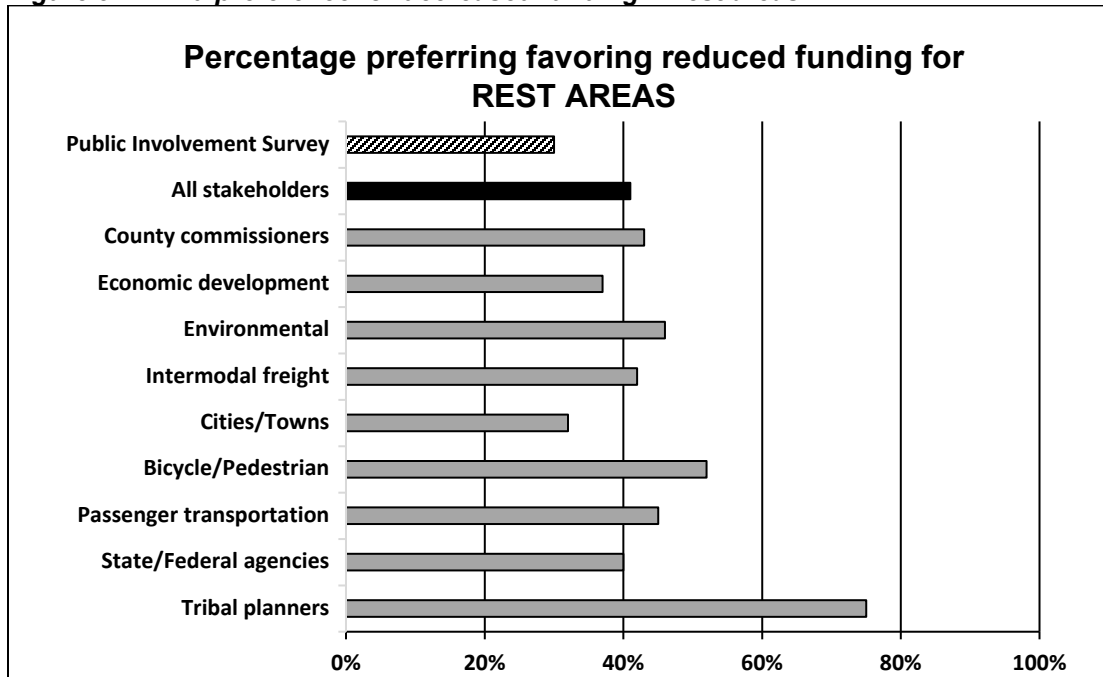
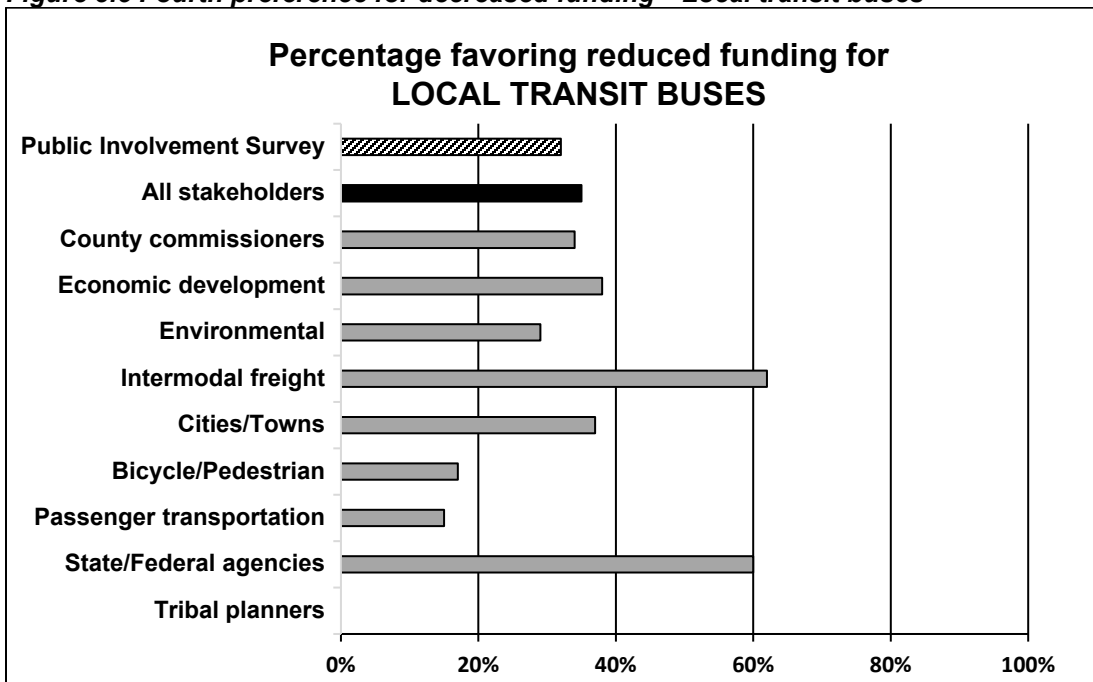


Figure 3.5 Fourth preference for decreased funding—Local transit buses



## CHAPTER 4 COMMUNICATION TOOLS

### “HOW USEFUL ARE EACH OF THE FOLLOWING TOOLS TO HELP LEARN ABOUT MDT ACTIVITY IN LOCAL COMMUNITIES?”

Montana stakeholders were asked to rate the usefulness of selected public communications tools used by MDT. Each tool was rated on a scale from 1 to 5, where 1 represented “not at all useful” and 5 represented “extremely useful” (Table 4.1; Figure 4.1).

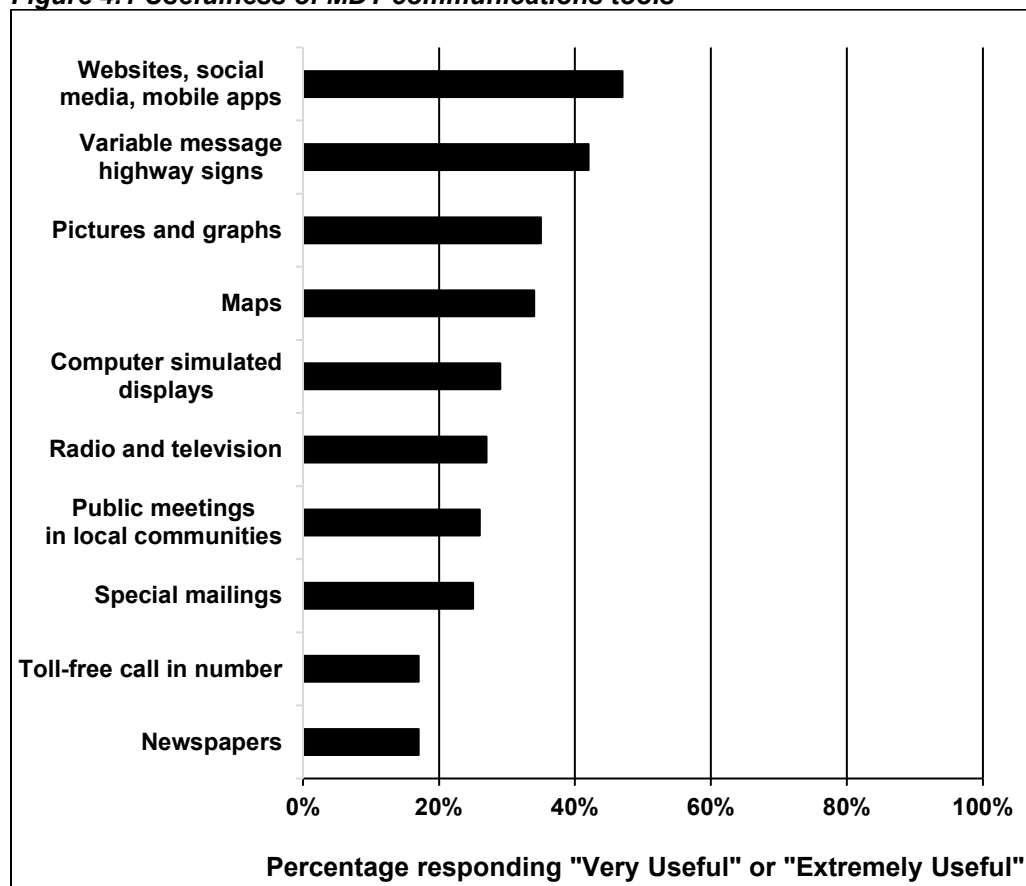
- Of the 10 tools listed, stakeholders ranked websites, social media and mobile apps as the most useful, with 47 percent rating them as *very useful* or *extremely useful*. Variable-message highway signs were a close second, with 42 percent.
- Toll-free call-in numbers and newspapers were ranked as the least useful, with over half (54% and 53%, respectively) of stakeholders deeming them either *slightly useful* or *not at all useful*.

**Table 4.1 Usefulness of MDT communications tools**

	Extremely useful	Very useful	Moderately useful	Slightly useful	Not at all useful	Mean	N
Websites, social media or mobile apps	11%	36%	29%	16%	9%	3.2	387
Variable message highway signs	9%	33%	36%	16%	5%	3.2	392
Maps	7%	27%	38%	18%	9%	3.0	385
Pictures and graphics	6%	30%	33%	23%	8%	3.0	383
Radio and television	3%	24%	41%	21%	10%	2.9	383
Computer simulated displays	7%	22%	33%	23%	15%	2.8	380
Special mailings	5%	20%	36%	26%	14%	2.8	387
Public meetings	5%	21%	30%	32%	12%	2.8	388
Toll-free call in number	4%	13%	29%	33%	21%	2.5	388
Newspapers	2%	15%	30%	29%	24%	2.4	388

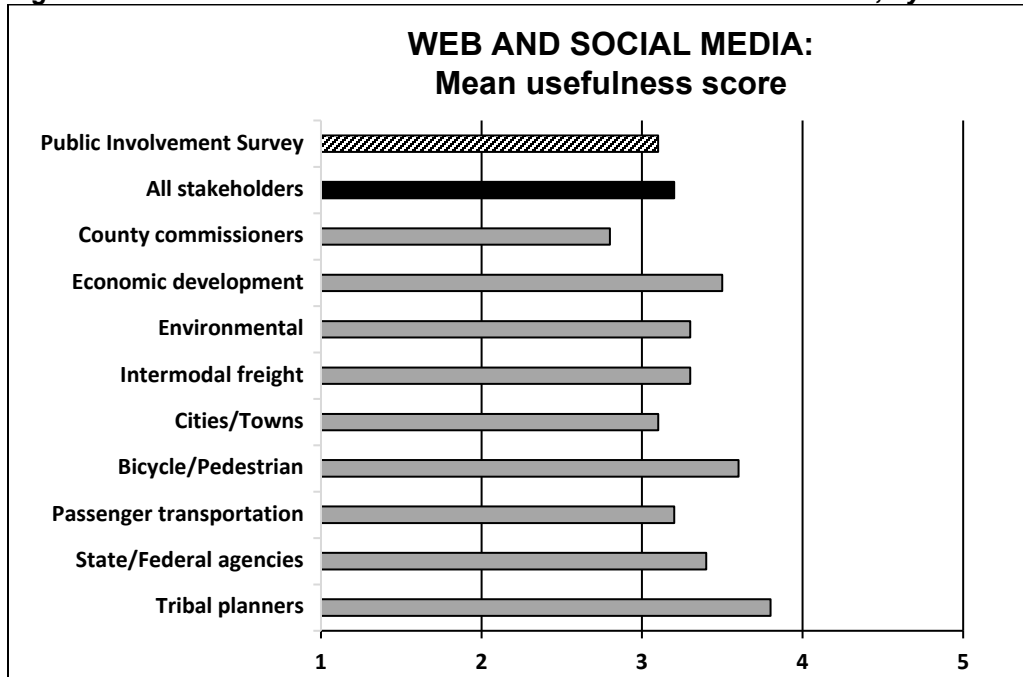
Note: Percentages may not add to 100% due to rounding.

Figure 4.1 Usefulness of MDT communications tools



The following graphs shows breakdowns by stakeholder group for the top five communications tools (Figures 4.2. thru 4.6).

**Figure 4.2 First-ranked communications tool—Web and social media, by stakeholder group**



**Figure 4.3 Second-ranked communications tool—Variable-message highway signs, by stakeholder group**

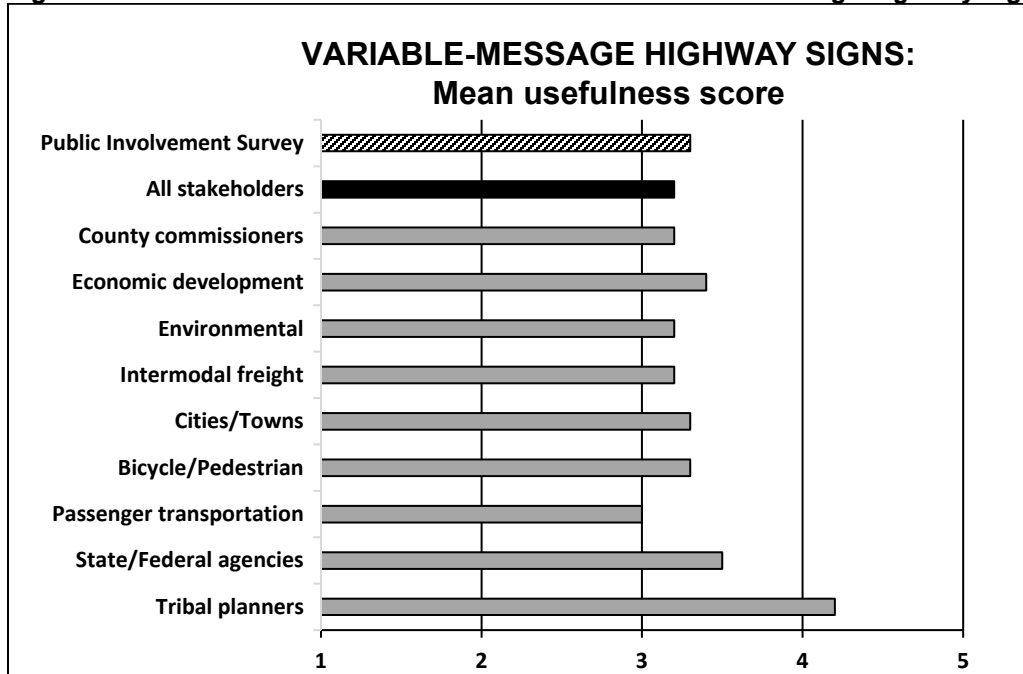


Figure 4.4 Third-ranked communications tool—Pictures and graphics, by stakeholder group

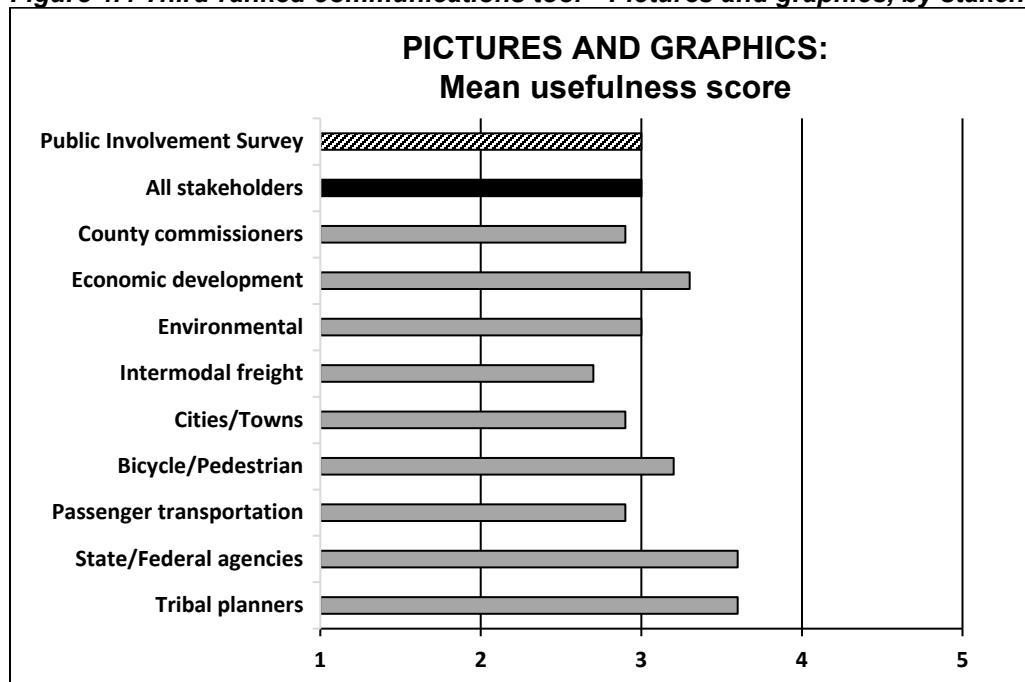


Figure 4.5 Fourth-ranked communications tool--Maps, by stakeholder group

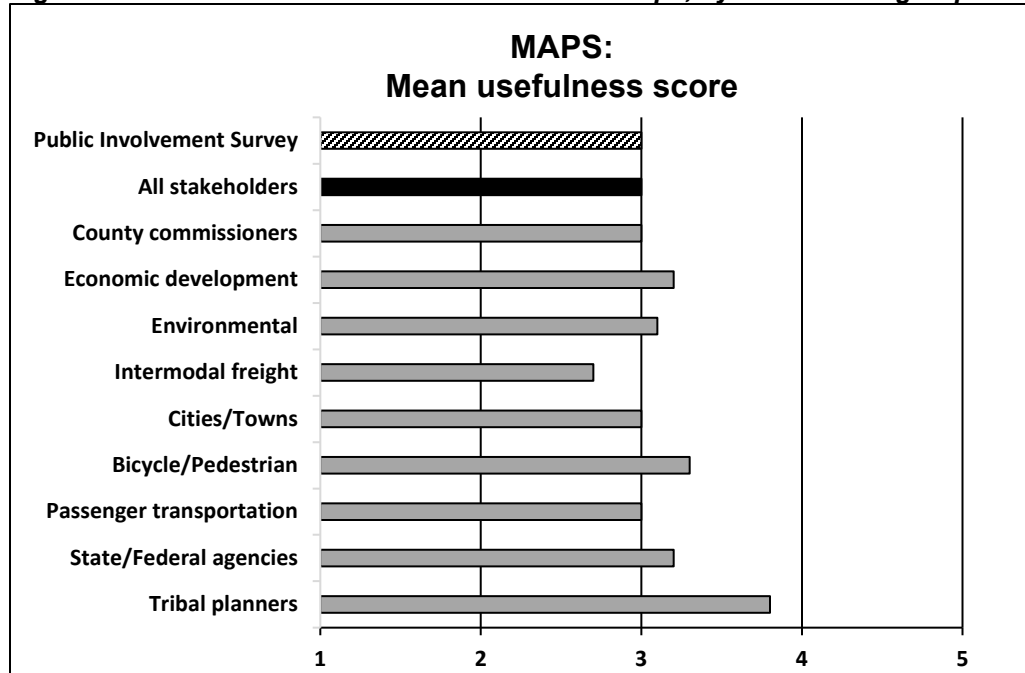
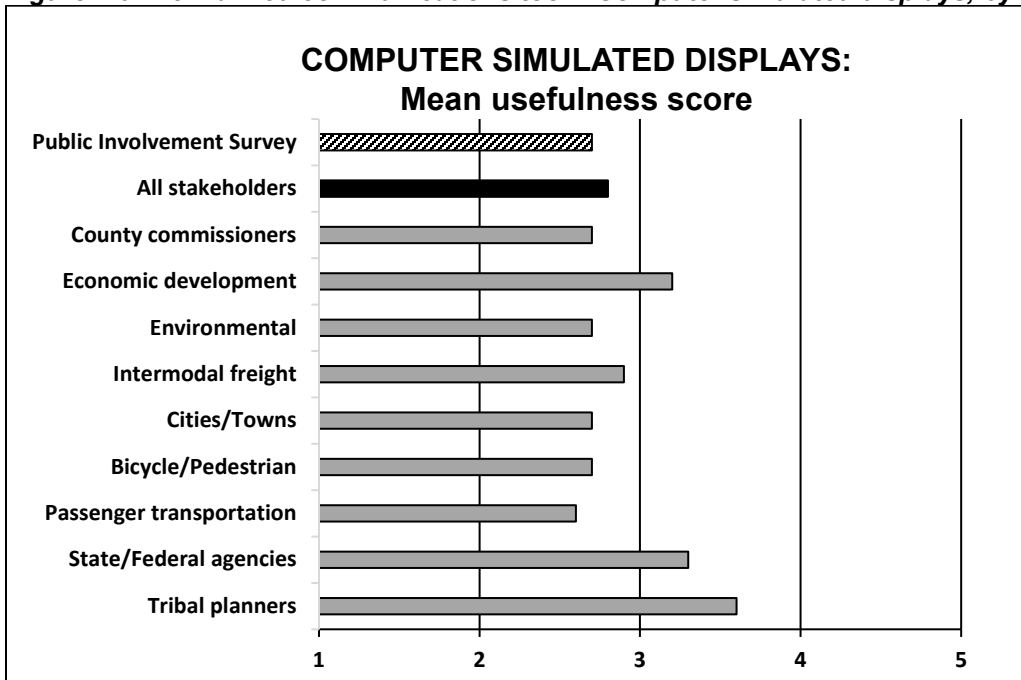




Figure 4.6 Fifth-ranked communications tool—Computer simulated displays, by stakeholder group



**“HOW WELL HAVE YOU FELT INFORMED ABOUT MDT’S ACTIVITIES IN RECENT YEARS?”**

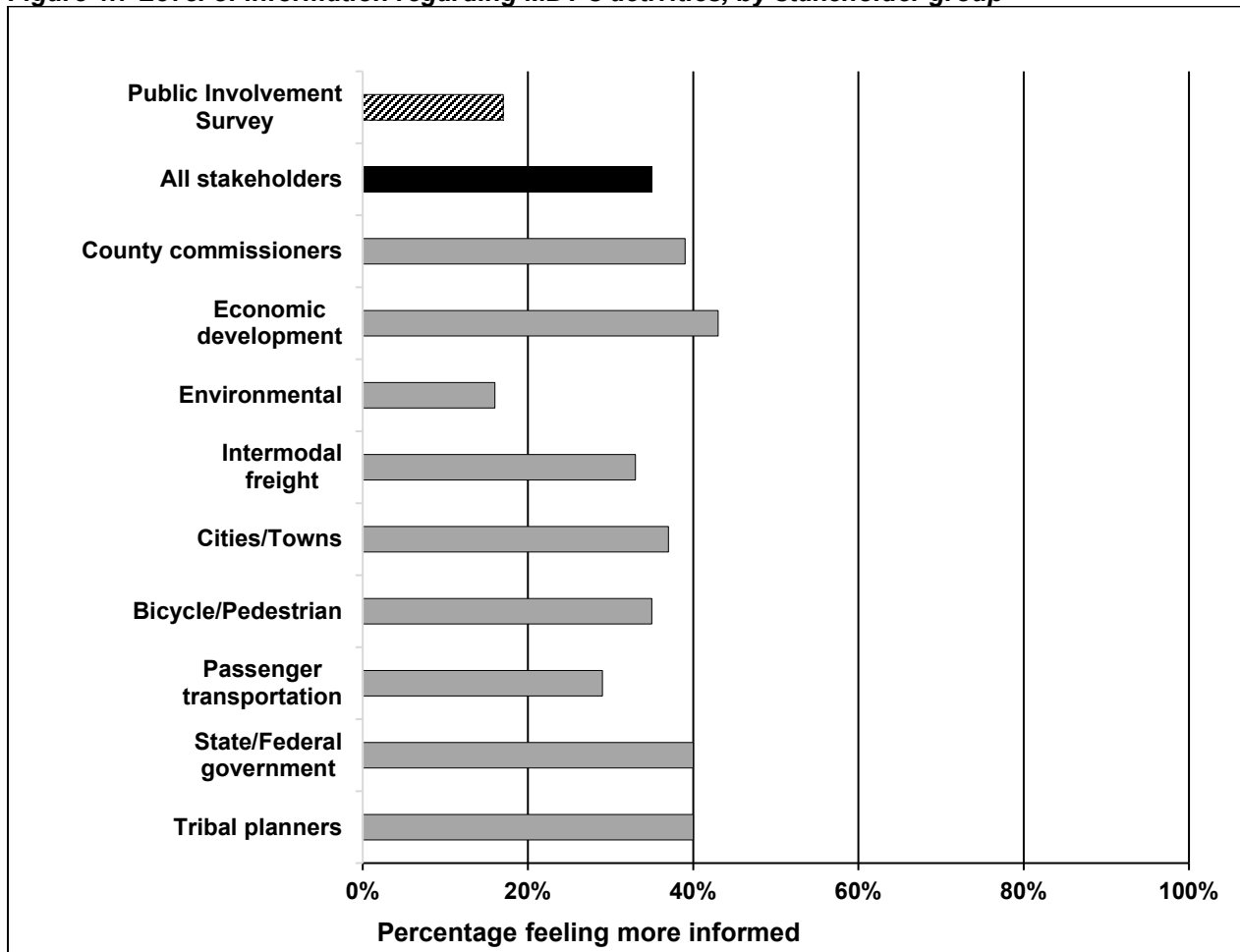
When asked if they felt more informed, less informed or equally informed regarding MDT’s activities in recent years, only 5 percent of respondents indicated they felt less informed (Table 4.2; Figure 4.7).

- Thirty-five percent of stakeholders indicated they felt *more* informed, which is in sharp contrast to respondents to the public involvement survey, among whom only 17 percent felt *more* informed.

**Table 4.2 Level of information regarding MDT’s activities**

	More informed	About the same	Less informed	N
Level of information regarding MDT activity in recent years	35%	60%	5%	393

**Figure 4.7 Level of information regarding MDT’s activities, by stakeholder group**



## CHAPTER 5 OVERALL MDT CUSTOMER SERVICE AND PERFORMANCE

The 2021 TranPlanMT Stakeholder Survey includes a number of questions regarding overall MDT performance and responsiveness to public input. Respondents were asked to grade MDT on a scale from F (0) to A (4) (Table 5.1; Figure 5.1; Figures 5.2. thru 5.7).

### “WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”

Overall, stakeholders graded MDT’s performance higher than respondents to the public involvement survey.

- With the exception of responsiveness to ideas and concerns from the public, all performance and customer service items received the grade of B by the largest percentage of respondents.
- MDT’s responsiveness to customer ideas and concerns received the lowest percentage of As (5%). Twenty-six percent did not know whether or not MDT is responsive in these matters.
- Overall quality of service received 66% As or Bs, followed by sensitivity to the environment (65% As or Bs).

**Table 5.1 Overall MDT performance grades**

	A	B	C	D	F	Don't know	Mean	N
Sensitivity to environment	21%	44%	29%	5%	1%	0%	2.8	381
Quality of service MDT provides	12%	54%	28%	5%	0%	0%	2.7	383
Highway maintenance and repair	14%	47%	32%	6%	1%	0%	2.7	387
Public notification about local projects	21%	37%	29%	11%	3%	0%	2.6	388
Convenience of travel through work zones	12%	45%	31%	10%	2%	0%	2.6	387
Responsiveness to customer ideas and concerns	5%	27%	30%	8%	3%	26%	2.3	385

*Note: Percentages may not add to 100% due to rounding.*

Figure 5.1 Overall MDT performance grades

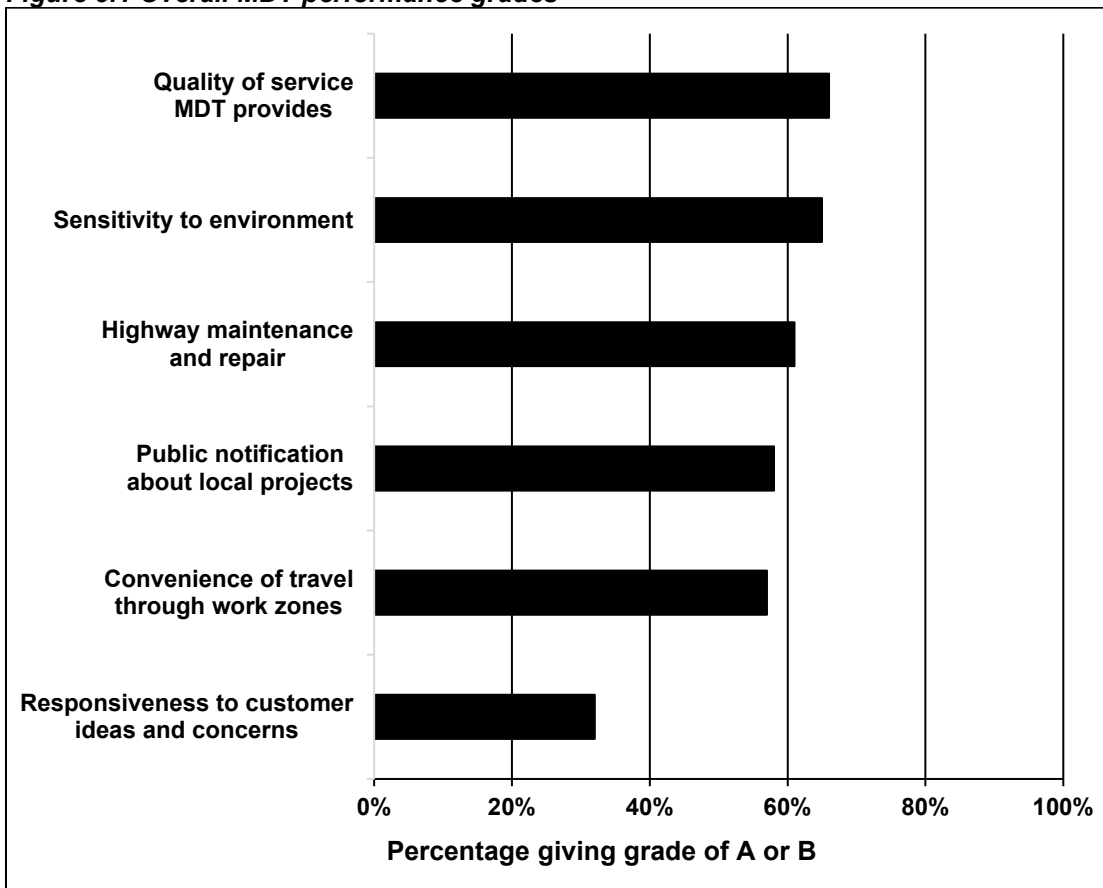


Figure 5.2 Grades for overall quality of service, by stakeholder group

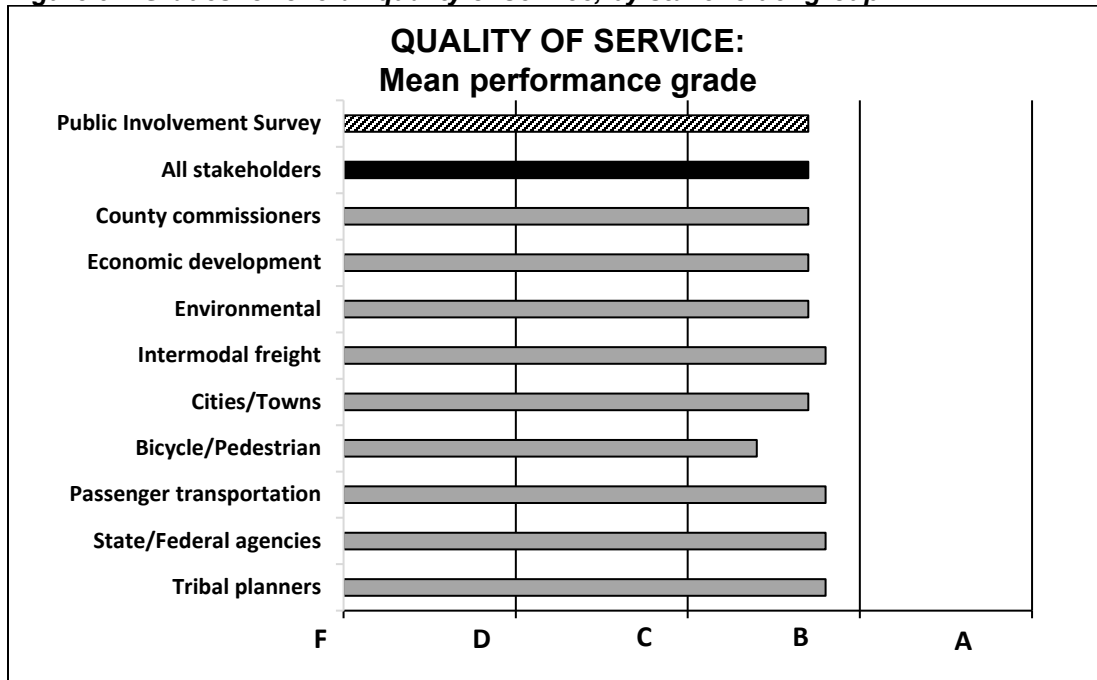


Figure 5.3 Grades for sensitivity to the environment, by stakeholder group

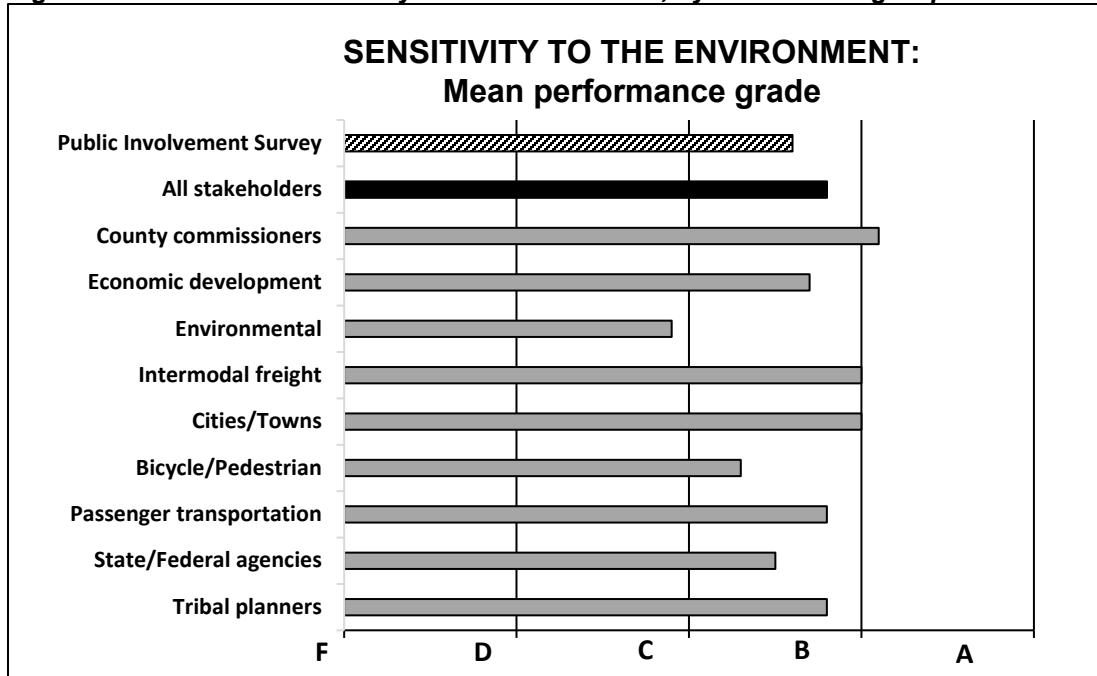


Figure 5.4 Grades for public notification, by stakeholder group

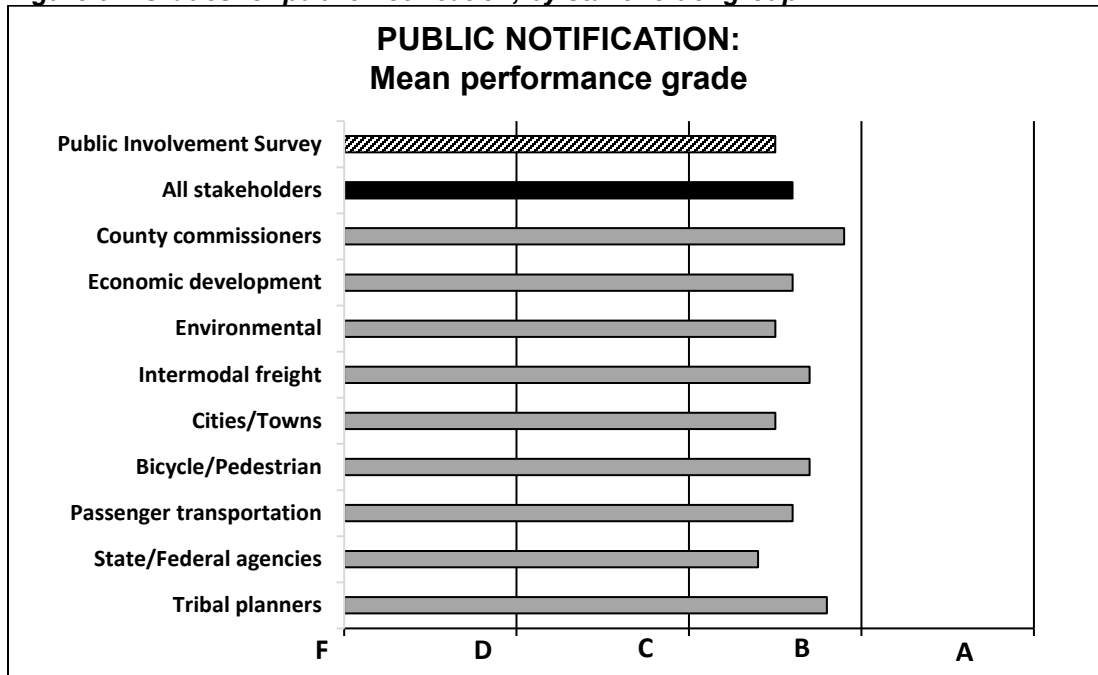


Figure 5.5 Grades for convenience of travel through work zones, by stakeholder group

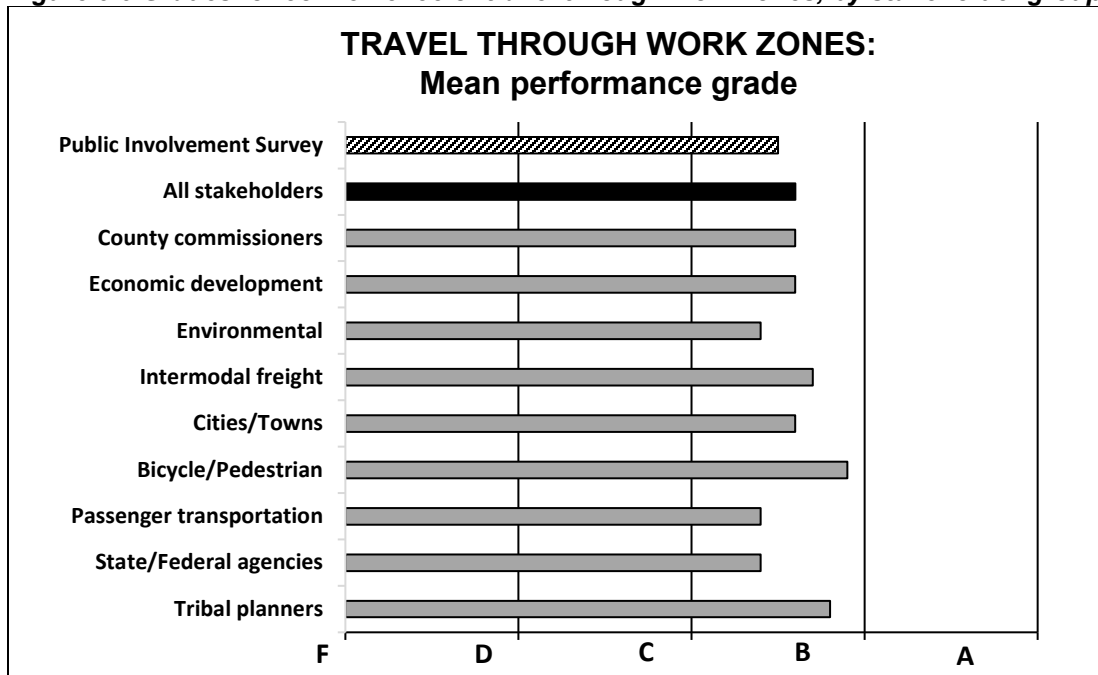


Figure 5.6 Grades for highway maintenance and repair, by stakeholder group

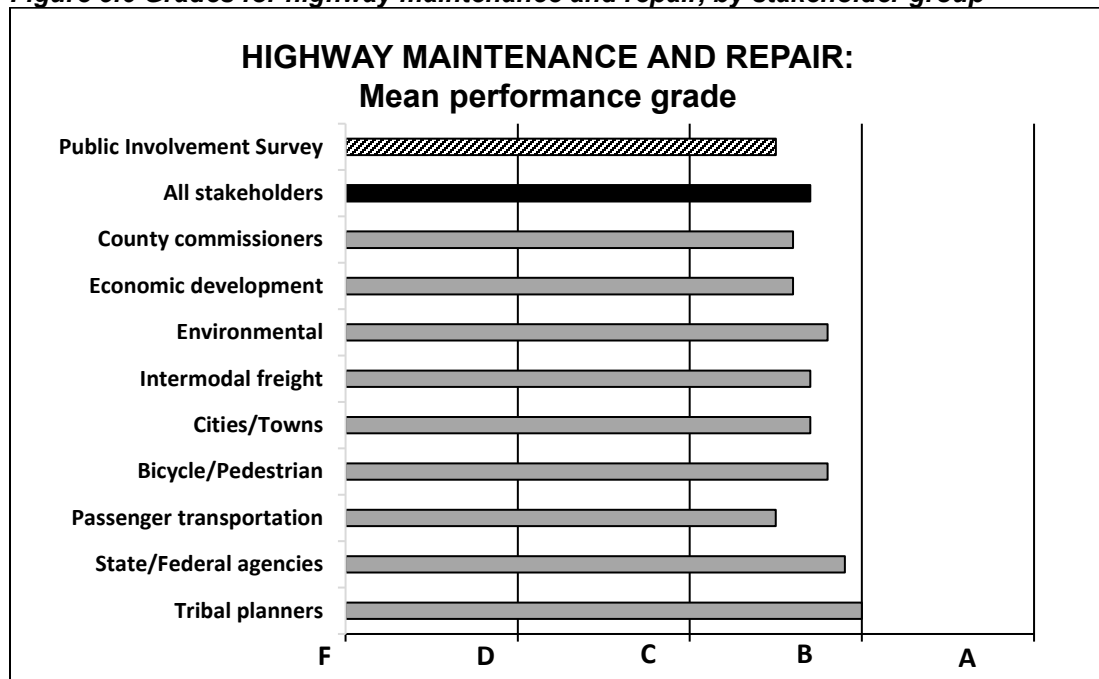
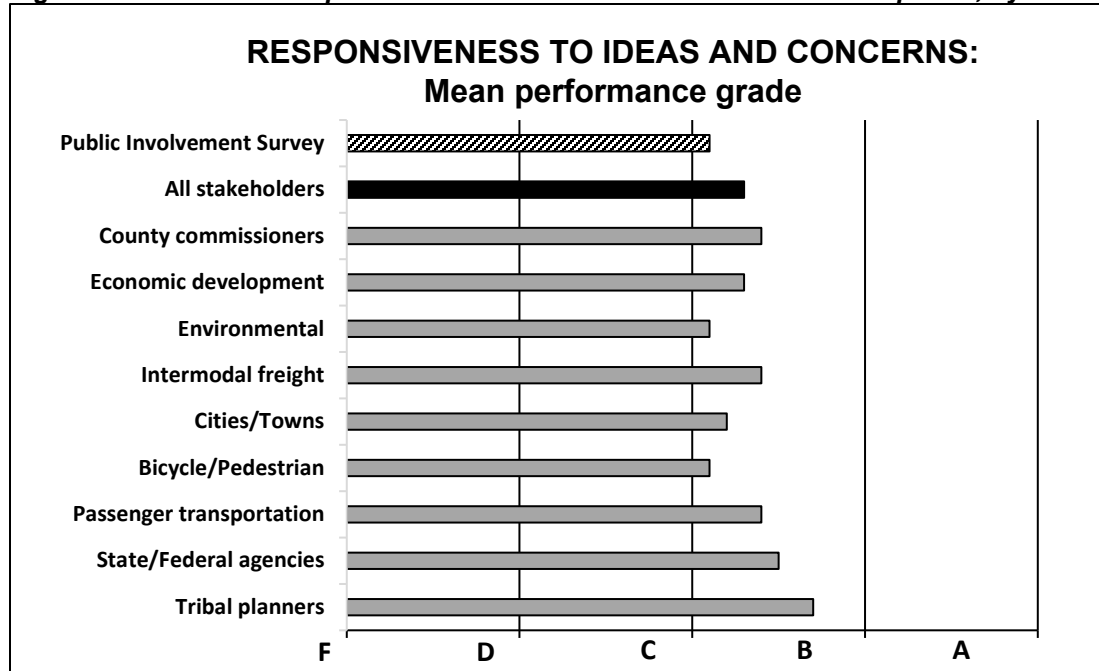


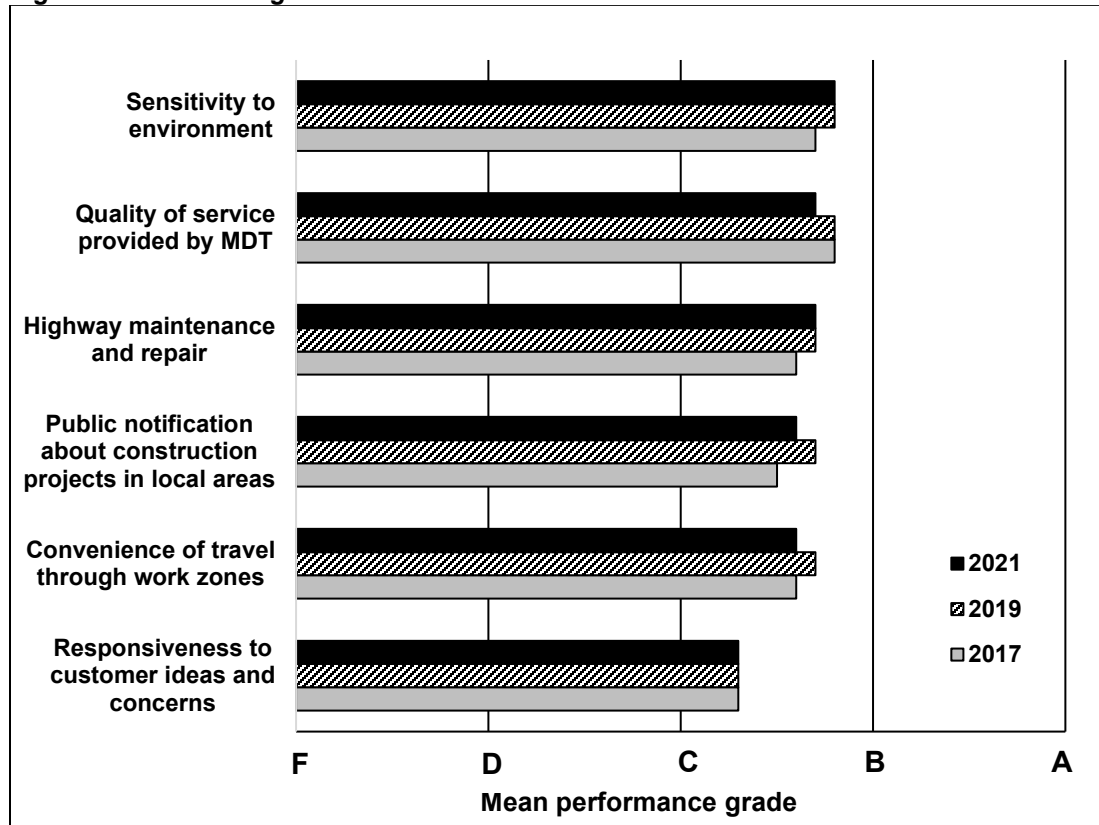
Figure 5.7 Grades for responsiveness to ideas and concerns from the public, by stakeholder group



**Trends**

Since 2017 the performance grades given to MDT by stakeholders have remained very consistent.

**Figure 5.8 Trends in grades**





The 2021 TranPlanMT Stakeholder Survey added a question about the most important elements in delivering customer service. Respondents were given a choice between five elements: communication, accuracy, speed, consistency or something else that they specified.

**“IN YOUR OPINION, WHICH ELEMENT IS MOST IMPORTANT IN DELIVERING EXCELLENT CUSTOMER SERVICE?”**

Overall, a majority of stakeholders (64%) said that communication is the most important element in delivering excellent customer service (Table 5.2). Consistency was the next most often mentioned element.

**Table 5.2 Most important element in delivering excellent customer service**

	Communication	Accuracy	Speed	Consistency	Other	N
Public Involvement Survey	55%	13%	6%	20%	6%	1,088
All stakeholders	64%	15%	7%	12%	3%	380
County commissioner	62%	12%	10%	12%	5%	42
Economic development	61%	18%	8%	11%	2%	61
Environmental	54%	35%	4%	8%	0%	26
Intermodal freight	67%	14%	10%	6%	2%	49
Cities and towns	69%	14%	4%	13%	0%	84
Bicycle and pedestrian	71%	14%	4%	7%	4%	28
Passenger transportation	62%	12%	5%	15%	6%	66
State and federal agency	53%	11%	11%	21%	5%	19
Tribal planner	60%	0%	20%	20%	0%	5

*Note: Percentages may not add to 100% due to rounding.*

The dominant response to the “Other” category was “All of the above.” The second most commonly provided “Other” response consisted of a combination of two or three of the possible response options, for example, “Communication and consistency.”

## CHAPTER 6 OTHER TRANSPORTATION-RELATED ISSUES

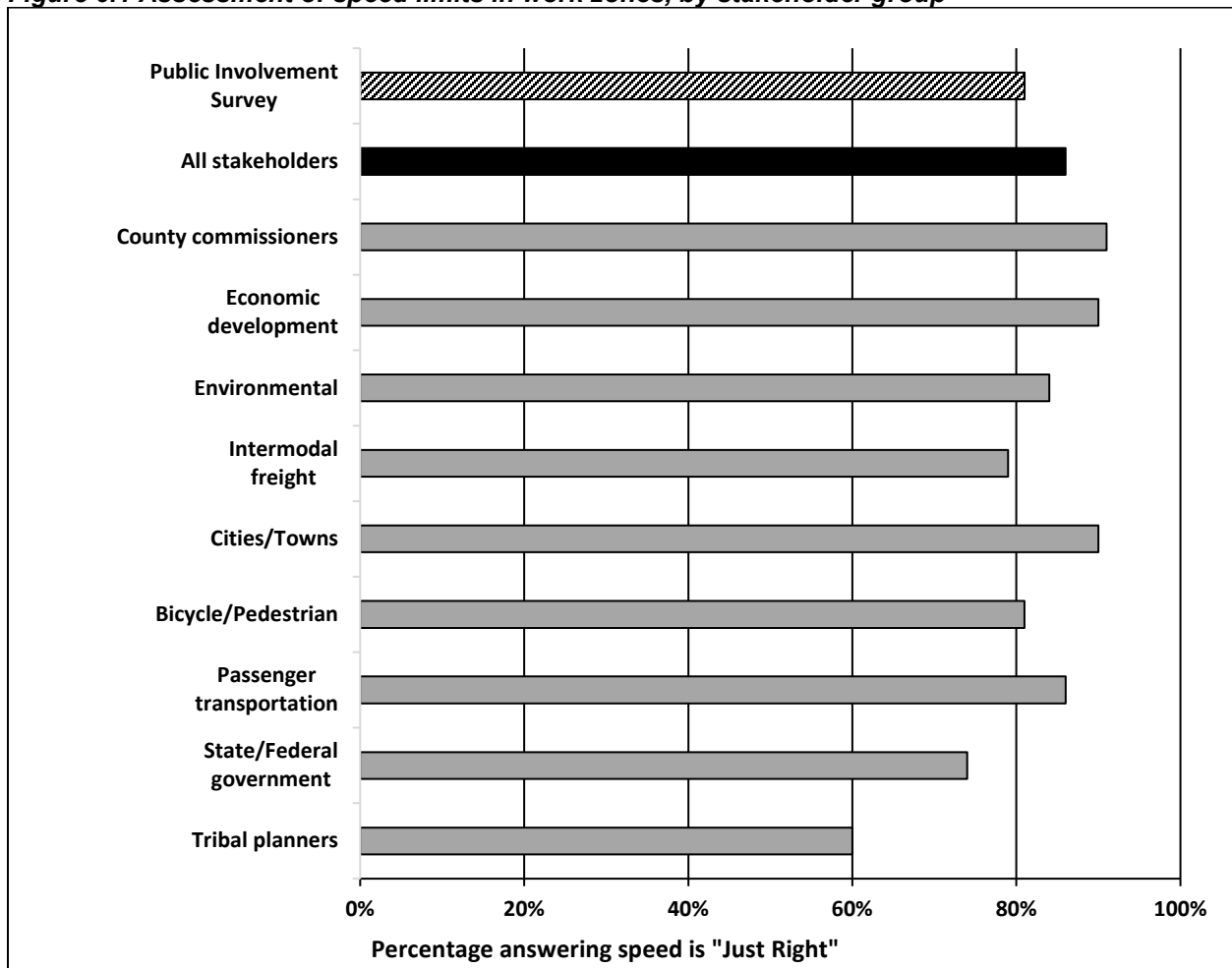
### “ARE SPEED LIMITS IN WORK ZONES ...?”

Only a small percentage (3%) of stakeholder respondents thought speed limits through road work zones were *too fast*. The vast majority (86%) thought these speed limits were *just right*. Close to all of county commissioner stakeholders (91%) thought speed limits in work zones were just right (Table 6.1; Figure 6.1).

**Table 6.1 Assessment of speed limits in work zones**

	Too slow	Just right	Too fast	N
Speed limits in work zones	11%	86%	3%	390

**Figure 6.1 Assessment of speed limits in work zones, by stakeholder group**



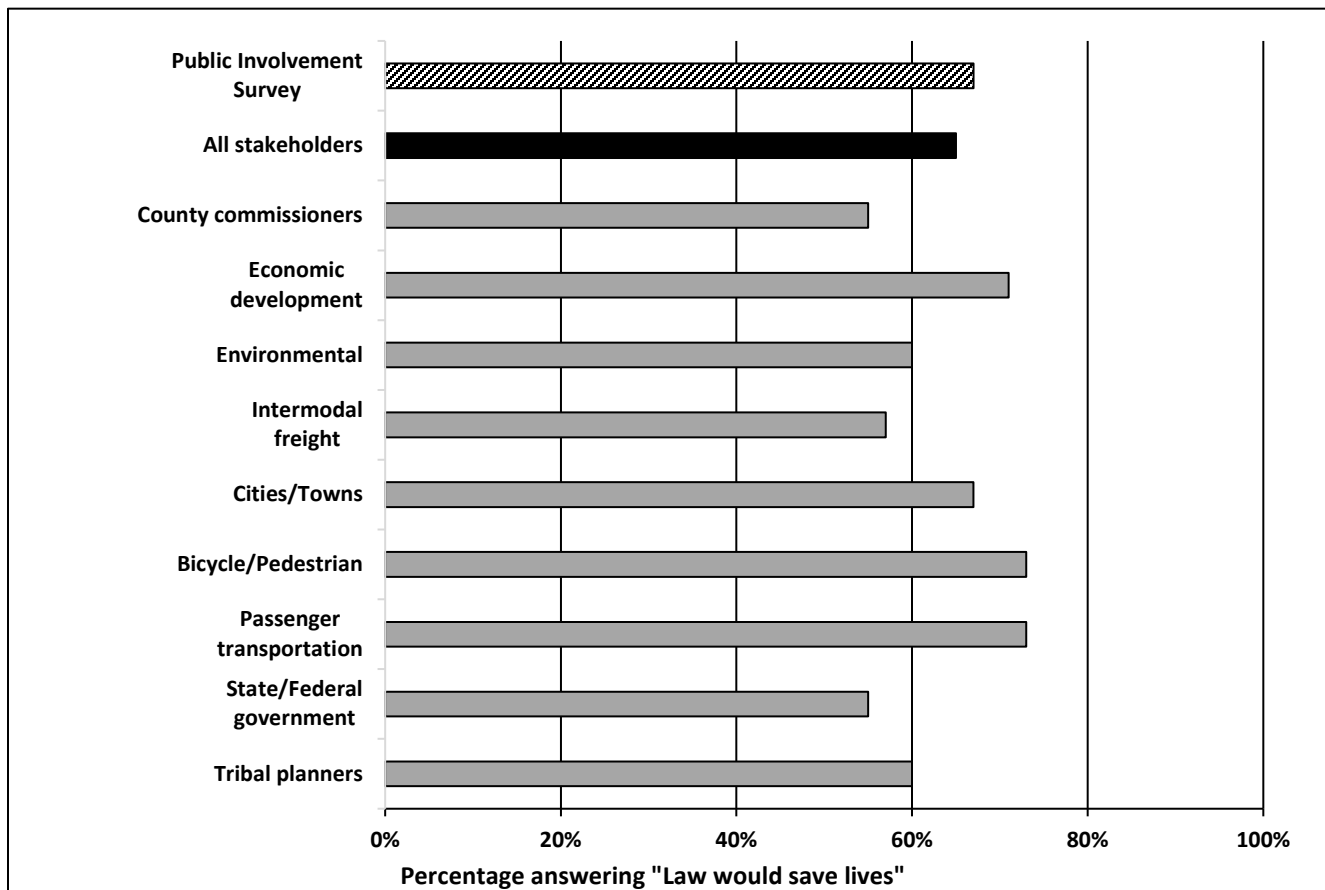
**“WOULD A PRIMARY SEAT BELT LAW SAVE LIVES?”**

Overall, a nearly identical percentage of stakeholders and public involvement respondents thought that having a primary seat belt law would save lives (66% compared to 65%). Among all stakeholder groups, county commissioners and state and federal officials had the lowest percentage (55%) of respondents who thought such a law could save lives, whereas members of the bicycle and pedestrian and passenger transportation stakeholder groups had the highest percentage (73%). (Table 6.2; Figure 6.2).

**Table 6.2 Outcome of a primary seat belt law**

	Law would save lives	Law would not save lives	N
Outcome of a primary seat belt law	65%	35%	389

**Figure 6.2 Potential outcome of primary seat belt law, by stakeholder group**



**“DID YOU INTERACT WITH MDT EMPLOYEES IN THE LAST YEAR?”**

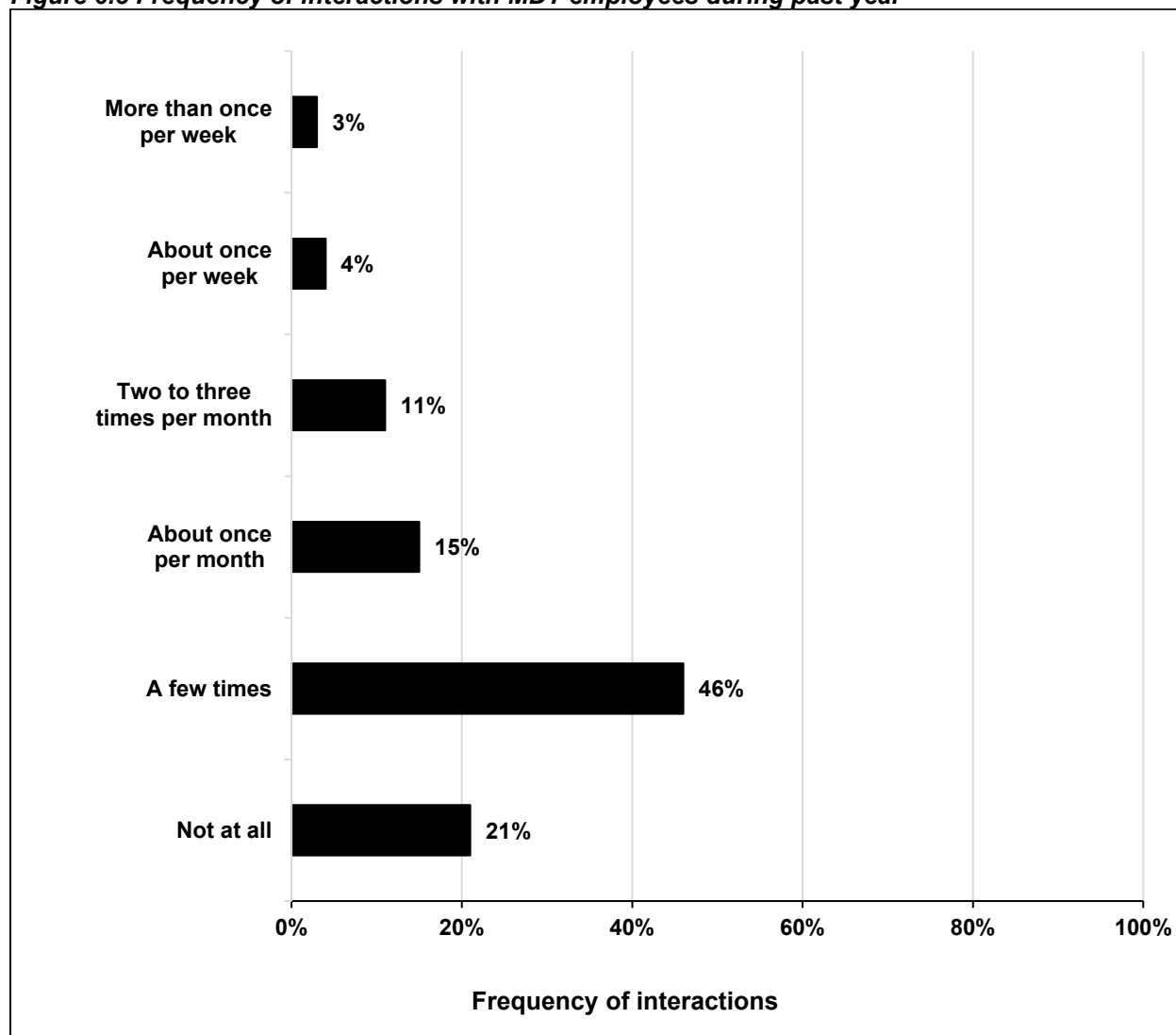
Only a small portion of transportation stakeholders interact with MDT employees as often as once per week or more (7%). The largest percentage of respondents reported having interacted with department employees only a few times in the past year (46%). Twenty-one percent had no interactions with department employees at all (Table 6.3, Figure 6.3) in the last year.

**Table 6.3 Frequency of interactions with MDT employees during past year**

	Not at all	A few times	About once a month	Two to three times a month	About once a week	More than once a week	N
All stakeholders	21%	46%	15%	11%	4%	3%	393
County commissioners	2%	45%	32%	16%	5%	0%	44
Economic development	26%	41%	13%	11%	3%	5%	61
Environmental groups	42%	31%	19%	8%	0%	0%	26
Intermodal freight	26%	47%	15%	6%	2%	4%	53
Cities and towns	19%	49%	17%	8%	5%	2%	86
Bicycle/pedestrian	39%	42%	0%	16%	3%	0%	31
Passenger transportation	13%	50%	13%	15%	6%	3%	68
State/federal agencies	16%	63%	0%	0%	11%	11%	19
Tribal planners	20%	60%	0%	20%	0%	0%	5

Note: Percentages may not add to 100% due to rounding.

Figure 6.3 Frequency of interactions with MDT employees during past year



**“ALTERNATIVE FUEL AND ELECTRIC VEHICLES (E.V.’S) ARE AN EMERGING MODE OF TRANSPORTATION ACROSS THE COUNTRY. WOULD YOU CONSIDER PURCHASING AN E.V. AS YOUR NEXT VEHICLE?”**

Just over one-third of all stakeholders (36%) said they would consider purchasing an electric vehicle (E.V.) as their next vehicle (see Table 6.4). About three-fifths of stakeholders (62%) said they would not consider purchasing an E.V. as their next vehicle. About 2% of stakeholders said they already own an E.V. For the purposes of this study E.V. refers to hybrid-electric, plug-in hybrid electric and all-electric vehicles.

**Table 6.4 Frequency of interactions with MDT employees during past year**

	Yes	No	Already own one	N
Public Involvement Survey	32%	67%	1%	1,112
All stakeholders	36%	62%	2%	389
County commissioner	12%	88%	0%	41
Economic development	46%	52%	2%	61
Environmental	72%	20%	8%	25
Intermodal freight	31%	69%	0%	52
Cities and towns	20%	77%	2%	88
Bicycle and pedestrian	67%	27%	7%	30
Passenger transportation	35%	65%	0%	68
State and federal agency	47%	53%	0%	19
Tribal planner	40%	60%	0%	5

*Note: Percentages may not add to 100% due to rounding.*

**“WHY WOULD YOU CONSIDER PURCHASING AN ALTERNATIVE FUEL OR ELECTRIC VEHICLE?”**

Among the stakeholders who said they would consider purchasing an E.V. as their next vehicle, the most commonly chosen reason for purchase was that the vehicle is more energy efficient. This contrasts with the general public who most often chose the vehicle is better for the environment. Table 6.5 presents rankings for reported possible reasons to purchase an E.V. Safety or security features were cited least frequently as a reason to purchase an E.V.

**Table 6.5 Reasons for purchasing an E.V. (ranked)**

	<b>a. More energy efficient</b>	<b>b. Better for the environment</b>	<b>c. Federal tax credits for purchase</b>	<b>d. Preparing for future of vehicle manufacturing</b>	<b>e. Safety and/or security features</b>
Public Involvement Survey	2	1	3	4	5
All stakeholders	1	2	4	3	5
County commissioner	1	1	4	3	5
Economic development	1	2	4	3	5
Environmental	1	1	4	3	5
Intermodal freight	1	2	3	4	5
Cities and towns	3	1	4	1	5
Bicycle and pedestrian	2	1	3	4	5
Passenger transportation	1	2	3	4	5
State and federal agency	1	3	3	4	5
Tribal planner	1	1	1	1	1

*Readers should note that ties in rank were possible and are reflected above.*

A few stakeholders (26) offered other reasons for considering the purchase of an E.V. Ten stakeholders gave reasons, like reducing carbon emissions, that were very similar to the “better for the environment” response option offered in the questionnaire. Eight stakeholders mentioned the high performance (speed or torque) of E.Vs. Seven stakeholders said the cost of E.Vs. was now competitive. One stakeholder response was unclassifiable.

**“WHY WOULDN’T YOU CONSIDER PURCHASING AN ALTERNATIVE FUEL OR ELECTRIC VEHICLE?”**

Among the stakeholders who said they wouldn’t consider purchasing an E.V. as their next vehicle, the most commonly cited reason was limited range between charging stations. Table 6.6 presents rankings for reported reasons to not purchase an E.V. Limited purchasing availability was cited by the fewest number of respondents. Stakeholders’ rankings of reasons not to purchase an E.V. matched the general public’s rankings.

**Table 6.6 Reasons for purchasing an E.V. (ranked)**

	a. Not enough charging stations	b. Limited range between charging stations	c. Time required for charging	d. Cost of vehicle and/or maintenance	e. Limited purchasing availability in Montana
Public Involvement Survey	4	1	3	2	5
All stakeholders	4	1	3	2	5
County commissioner	5	3	1	2	4
Economic development	1	1	4	4	5
Environmental	1	1	1	1	1
Intermodal freight	2	1	4	4	5
Cities and towns	4	2	3	1	5
Bicycle and pedestrian	5	1	3	2	5
Passenger transportation	5	1	3	2	5
State and federal agency	2	1	4	5	4
Tribal planner	4	4	1	1	5

*Readers should note that ties in rank were possible and are reflected above.*

Eighty-one stakeholders mentioned additional reasons for not purchasing an E.V. The most frequently mentioned additional response, cited by 18 stakeholders, expressed doubt about the actual energy savings yielded by E.Vs. Eleven stakeholders said E.Vs. were impractical for rural areas. Ten stakeholders expressed concerns about the utility or environmental impact of E.V. batteries. Eight stakeholders mentioned the poor towing capacity or low power of E.Vs. Seven stakeholders cited cold weather concerns when using E.Vs. Five stakeholders took note of the loss of gas tax revenue from E.V. use. The remaining stakeholder responses were unrelated to the topic.



Finally, stakeholder group respondents were asked to provide any additional comments on issues they wanted to share with MDT. These open-ended responses are summarized below (Table 6.7).

**Table 6.7 Responses to open-ended request for comments**

	<b>Number of Mentions</b>
Bike - pedestrian issues	23
General comment - positive	21
Improve communication and engagement with public	15
Increase safety - general	12
Road maintenance - general	9
Taxes, fees and other opportunities for increased revenue	9
Construction zones related - negative	7
Widen roads, shoulders	7
Improve/ maintain roads under local jurisdiction	6
Address congestion	6
Wildlife crossings	5
MDT in need of increased funding	5
Speed limit changes	5
Improve revenue opportunities	4

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## STAKEHOLDER GROUPS

The following sections focus on the responses from individual stakeholder groups. To minimize confusion, tables and figures are labeled with the pertinent stakeholder group abbreviation, as follows:

<b>County Commissioners</b>	<b>CC</b>	<b>page 59</b>
<b>Economic Development</b>	<b>ED</b>	<b>page 66</b>
<b>Environmental Group</b>	<b>EG</b>	<b>page 73</b>
<b>Intermodal Freight</b>	<b>IF</b>	<b>page 80</b>
<b>Mayors and City Executives</b>	<b>CT</b>	<b>page 87</b>
<b>Non-Motorized (bicycles/pedestrians)</b>	<b>NM</b>	<b>page 94</b>
<b>Passenger Transportation</b>	<b>PT</b>	<b>page 101</b>
<b>State and Federal Agencies</b>	<b>SF</b>	<b>page 108</b>
<b>Tribal Planners</b>	<b>TP</b>	<b>page 115</b>

Further, to facilitate comparison between the different stakeholder groups, all variables within each subject area are kept in the same order, and not ranked according to scores.

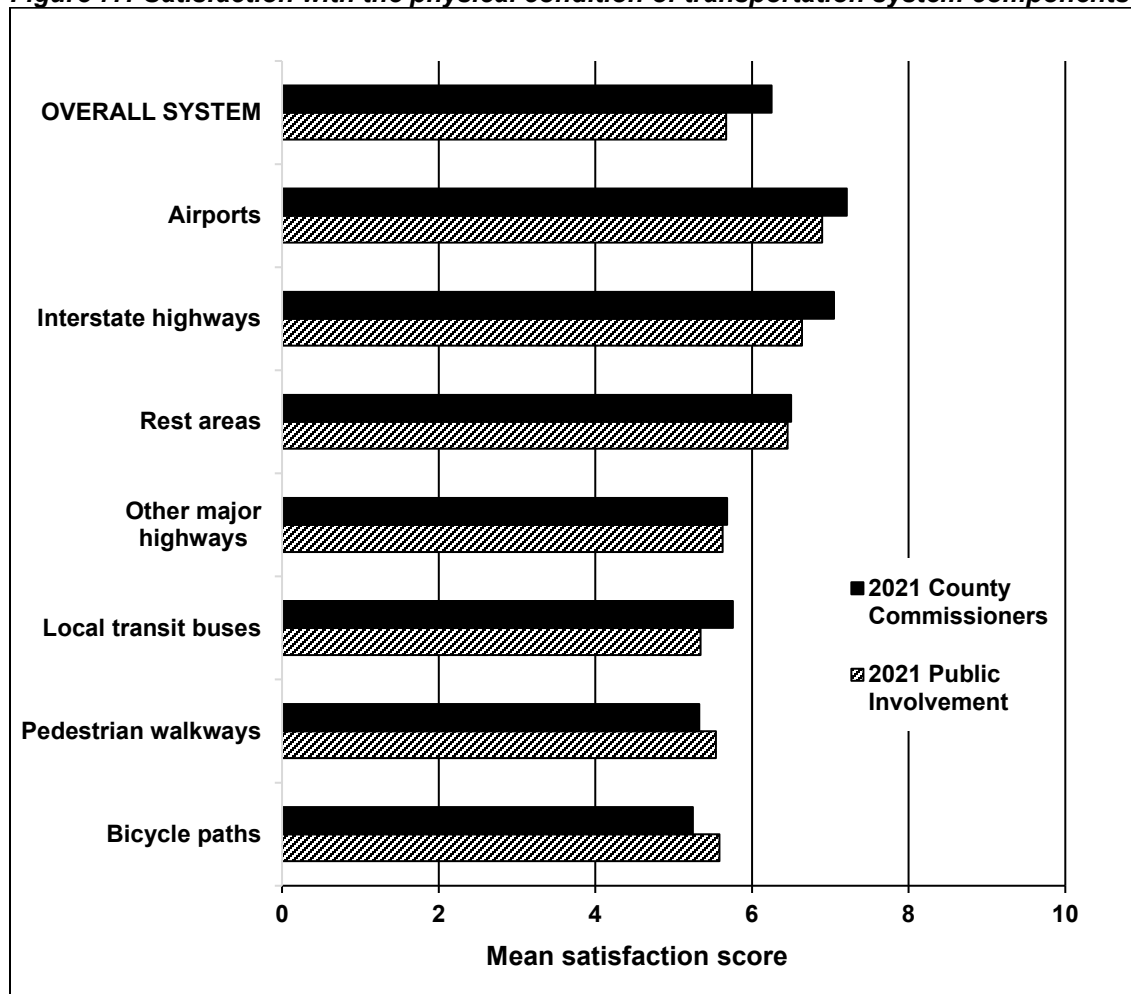
## CHAPTER 7 COUNTY COMMISSIONER STAKEHOLDER GROUP

The County Commissioner stakeholder group consisted of county commissioners and chairpersons from across Montana. Forty-four completed surveys were obtained from members of this group. Figures 7.1 through 7.6 compare responses from this group to those obtained through the 2021 Public Involvement Survey.

### **“HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”**

- County commissioners and the general public were both moderately satisfied with the overall physical condition of the transportation system.
- Commissioners were the most satisfied with the physical condition of airports, closely followed by the physical condition of interstate highways.
- Commissioners were the least satisfied with the physical condition of bicycle pathways.

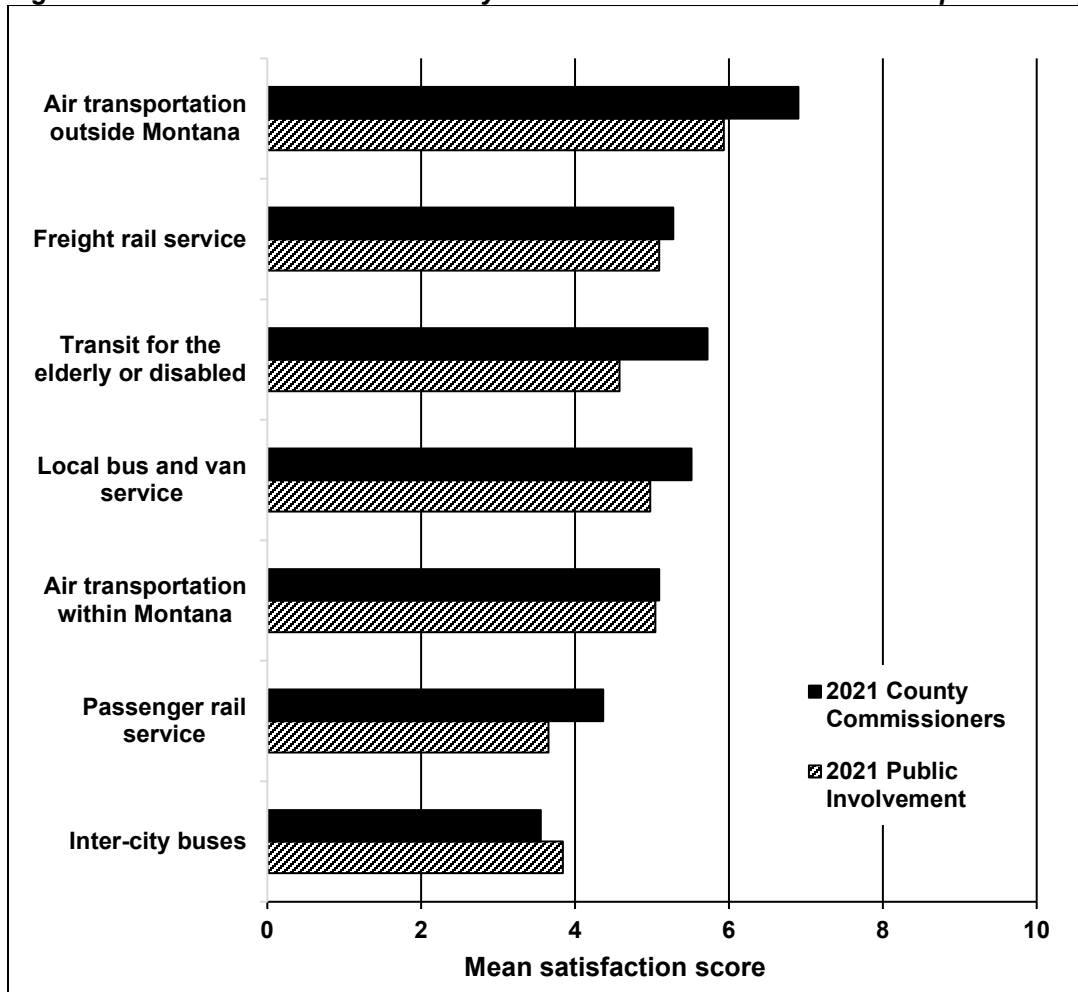
Figure 7.1 Satisfaction with the physical condition of transportation system components (CC)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- County commissioners were the most satisfied with the availability of air transportation to destinations outside Montana; more so than the general public.
- Commissioners were the least satisfied with the availability of inter-city buses; less so than the general public.

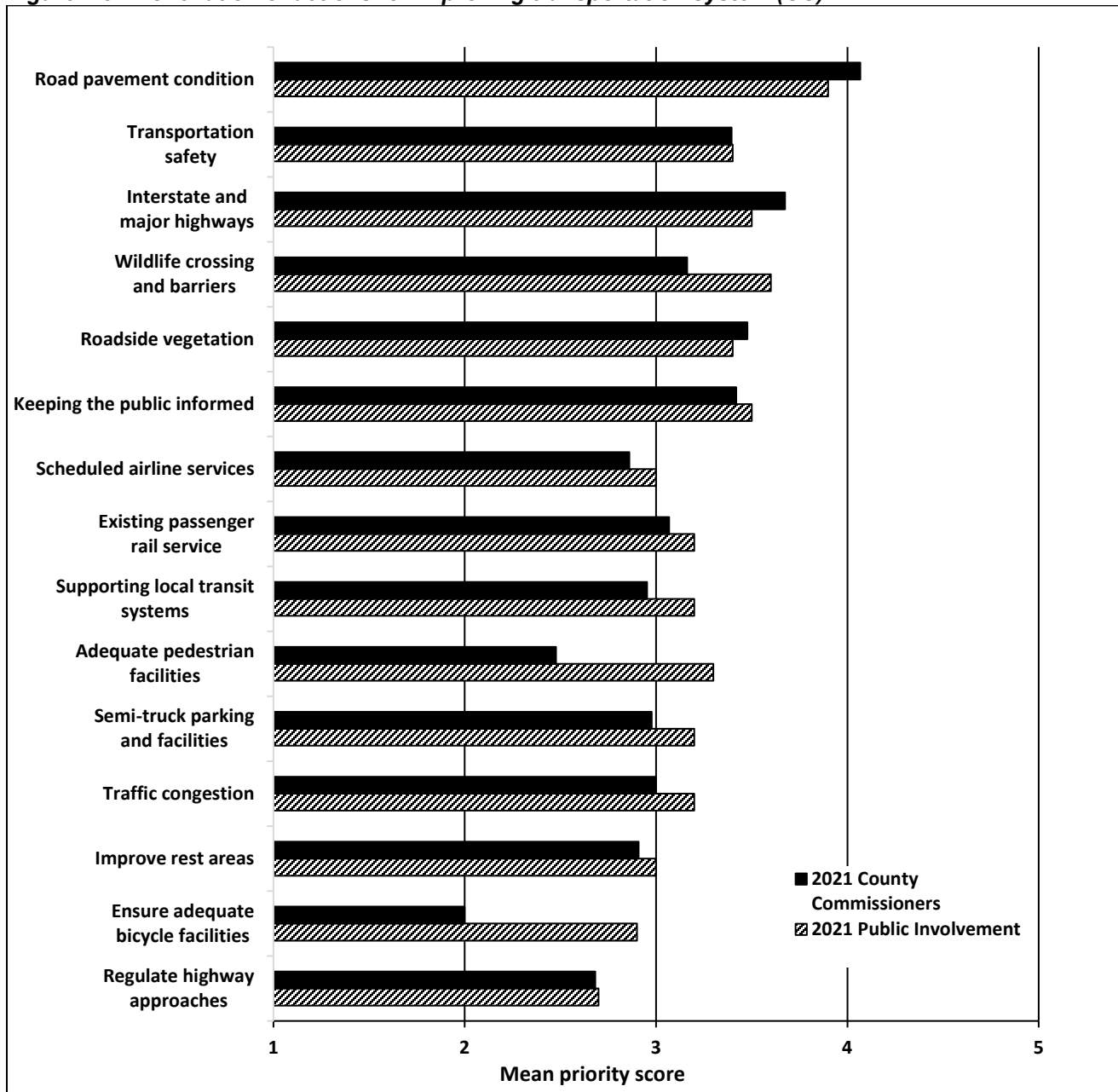
**Figure 7.2 Satisfaction with availability of services within Montana’s transportation system (CC)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- County commissioners assigned the highest priority to the maintenance of road pavement conditions; slightly more so than the general public.
- The lowest priority was assigned to ensuring adequate bicycle facilities; much less so than the general public.

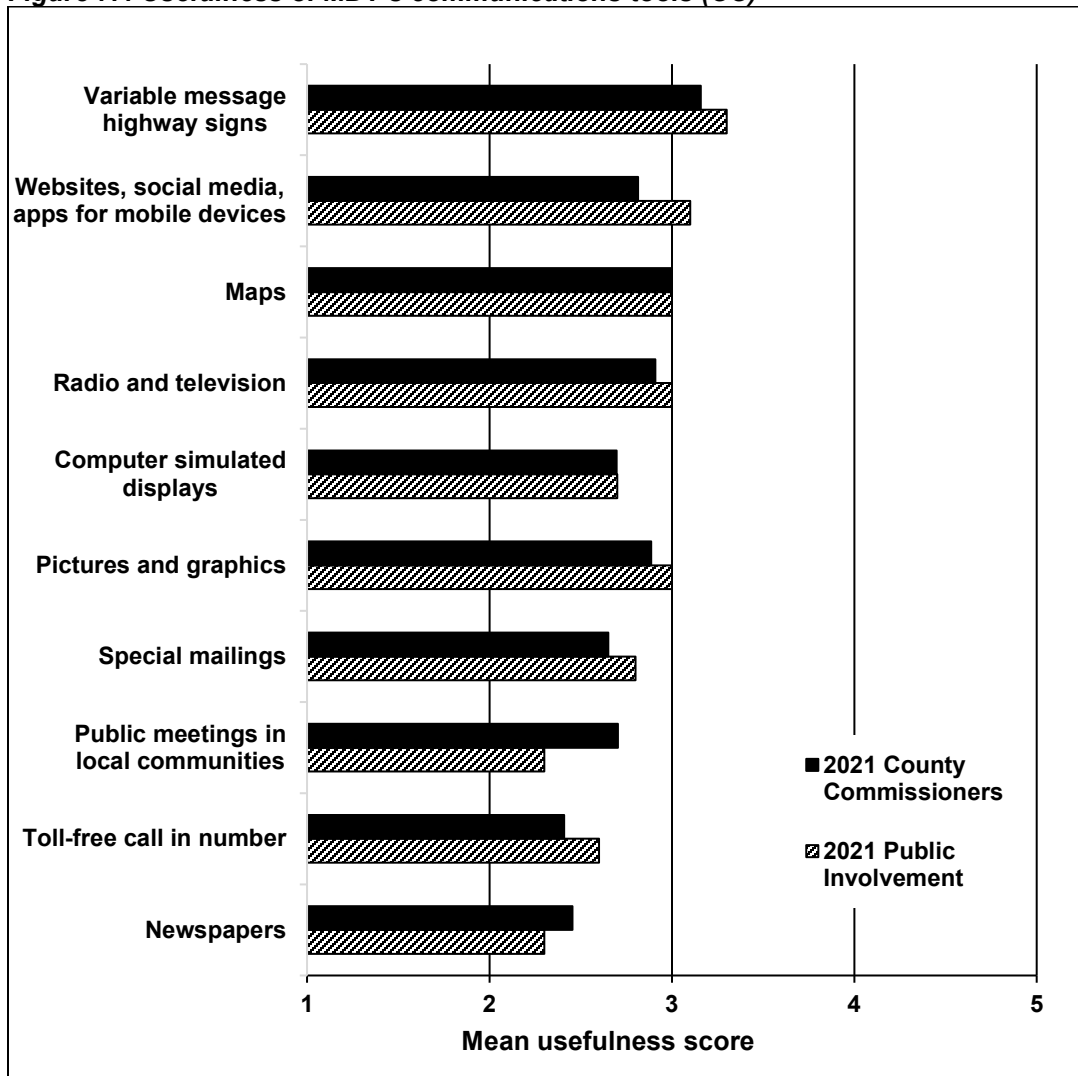
**Figure 7.3 Prioritization of actions for improving transportation system (CC)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- As was the case with practically all stakeholder groups, county commissioners found variable-message highway signs to be MDT’s most useful communications tool. This was also the case for the general public.
- Commissioners found toll-free call-in numbers to be the least useful of MDT’s communications tools.

*Figure 7.4 Usefulness of MDT’s communications tools (CC)*

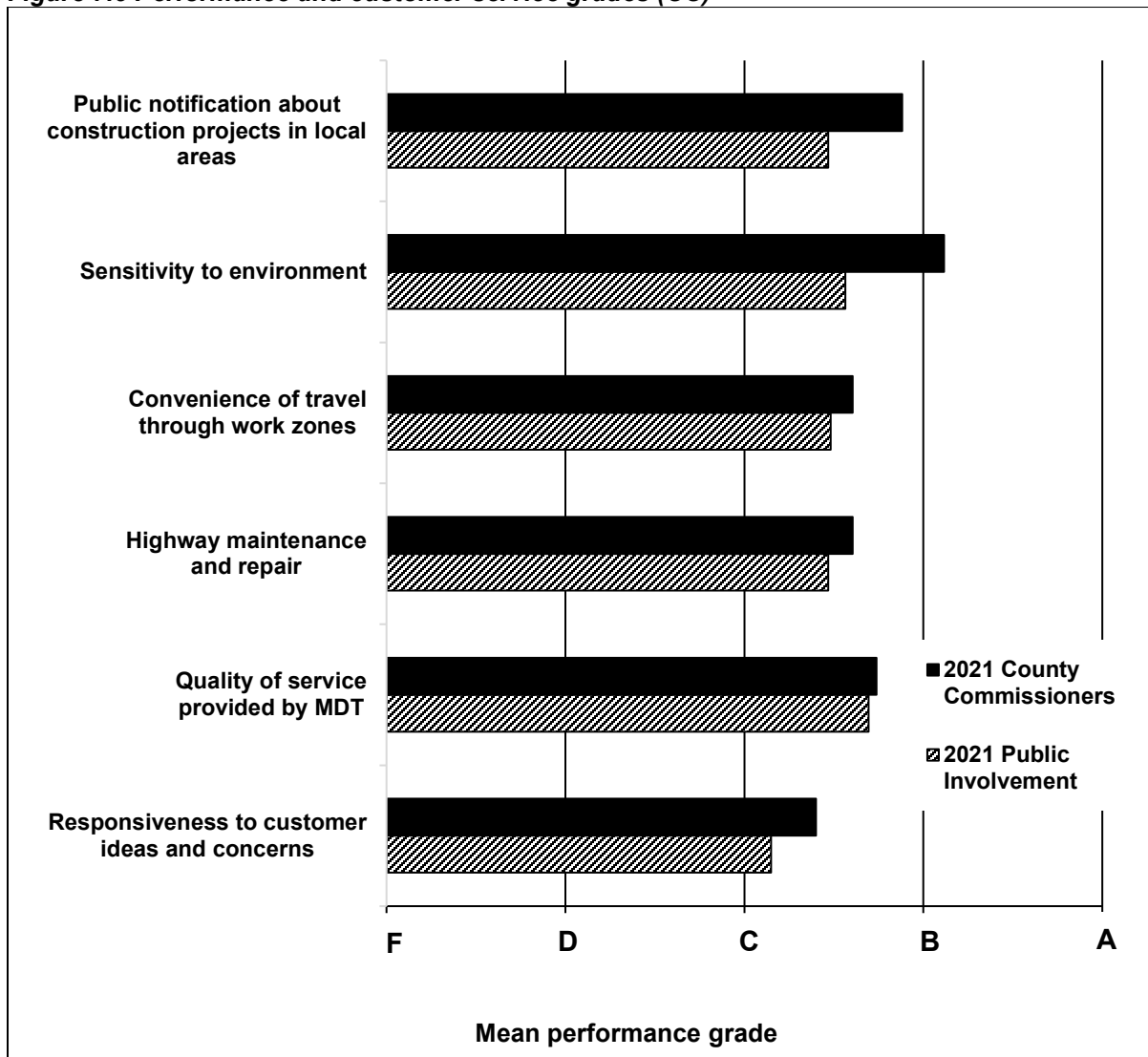




**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- Among MDT’s service areas, county commissioners assigned the highest grades to the department’s sensitivity to the environment, which was comparable to the general public.
- According to commissioners, MDT merited the lowest grades for its responsiveness to ideas and concerns from the public, which was the same as the general public.

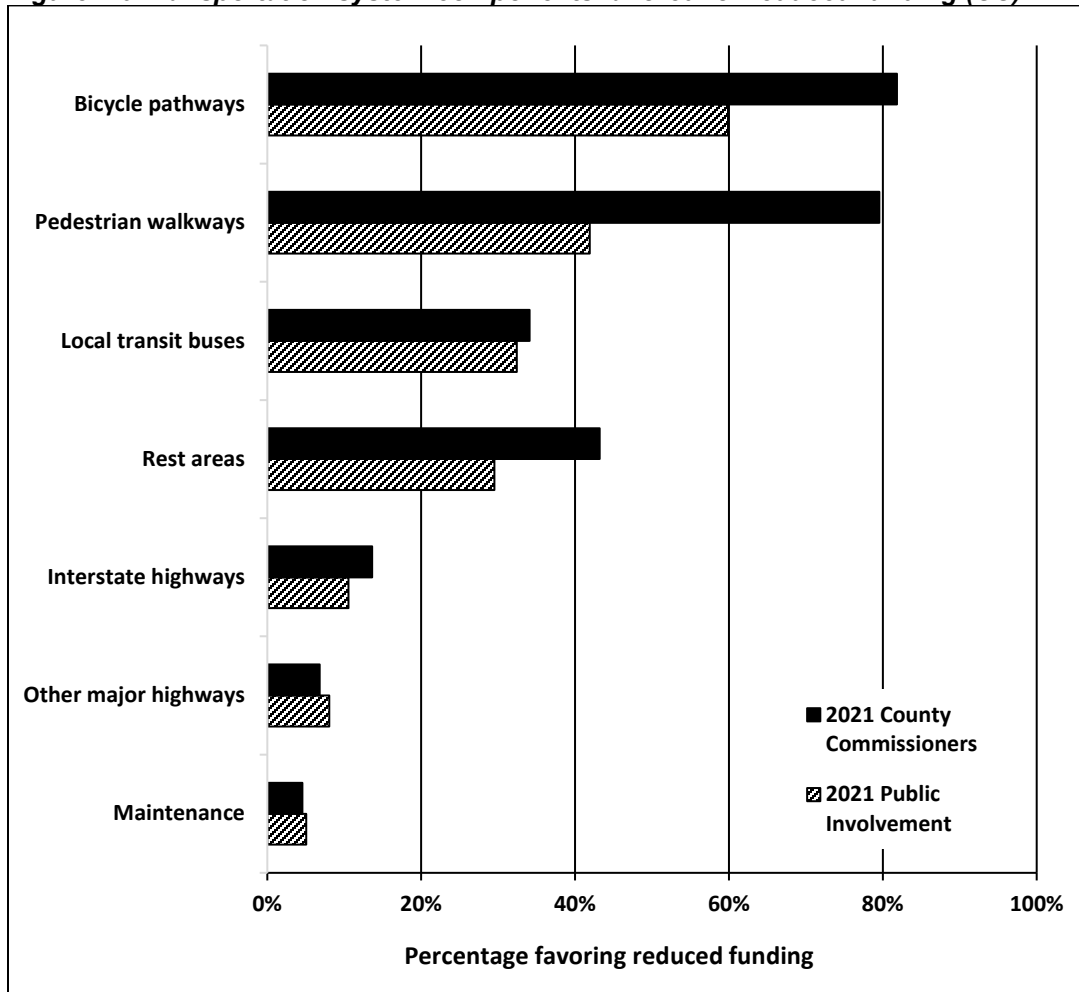
**Figure 7.5 Performance and customer service grades (CC)**



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- When it comes to decreased funding for transportation system components, most county commissioners strongly favored bicycle pathways to receive reductions, closely followed by pedestrian walkways. While not as extreme, this was also the case for the general public.
- Only a small percentage of both commissioners and the general public favored reducing funding for maintenance.

**Figure 7.6 Transportation system components favored for reduced funding (CC)**



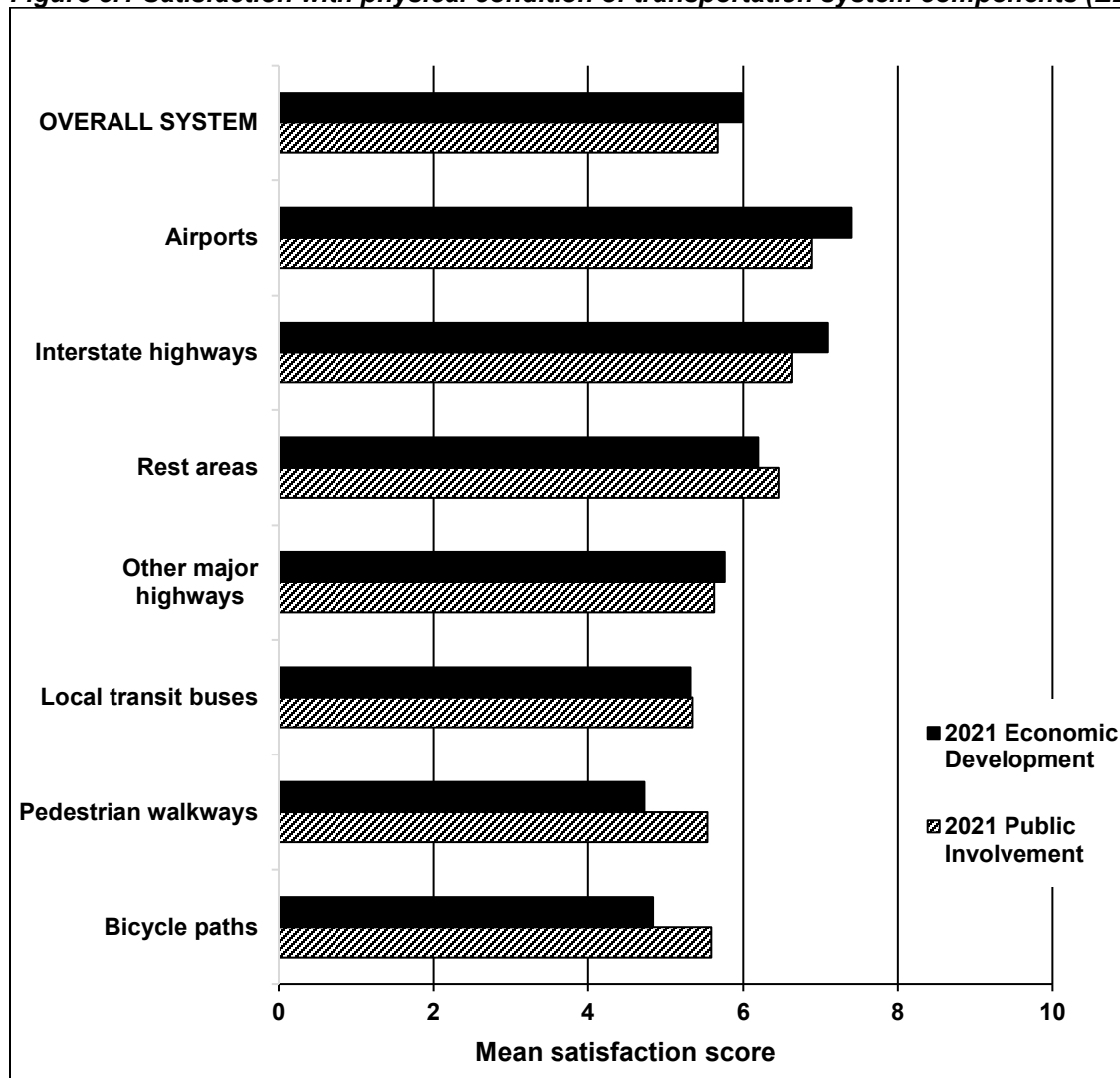
## CHAPTER 8 ECONOMIC DEVELOPMENT STAKEHOLDER GROUP

The Economic Development stakeholder group consisted of economic development associations, business organizations, and local development corporations and associations from across Montana. Sixty-two completed surveys were obtained from members of this group. Figures 8.1 through 8.6 compare responses from this group to those obtained through the 2021 Public Involvement Survey.

### **“HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”**

- When comparing the economic development group to the general public, both groups were generally satisfied with the overall physical condition of Montana’s transportation system.
- Economic development groups were the most satisfied with the physical condition of airports, followed by the physical condition of the state’s interstate highways. The general public had the same assessment.
- Economic development groups were the least satisfied with the physical condition of pedestrian walkways.

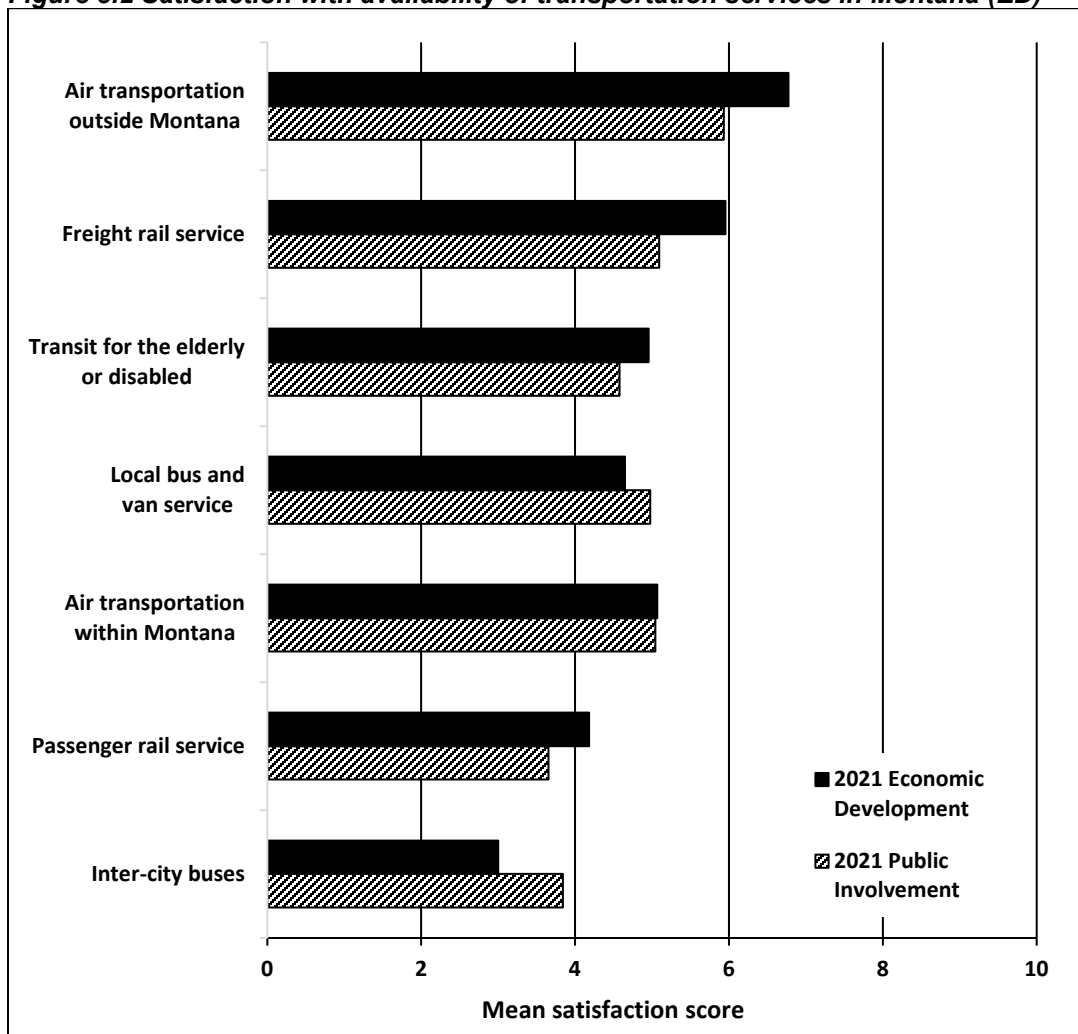
Figure 8.1 Satisfaction with physical condition of transportation system components (ED)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- Economic development groups were the most satisfied with availability of air transportation to locations outside Montana, as was the case with the general public.
- Economic development groups were by far the least satisfied with the availability of inter-city bus service. Their level of satisfaction in this area was significantly lower than the level of satisfaction for the general public.

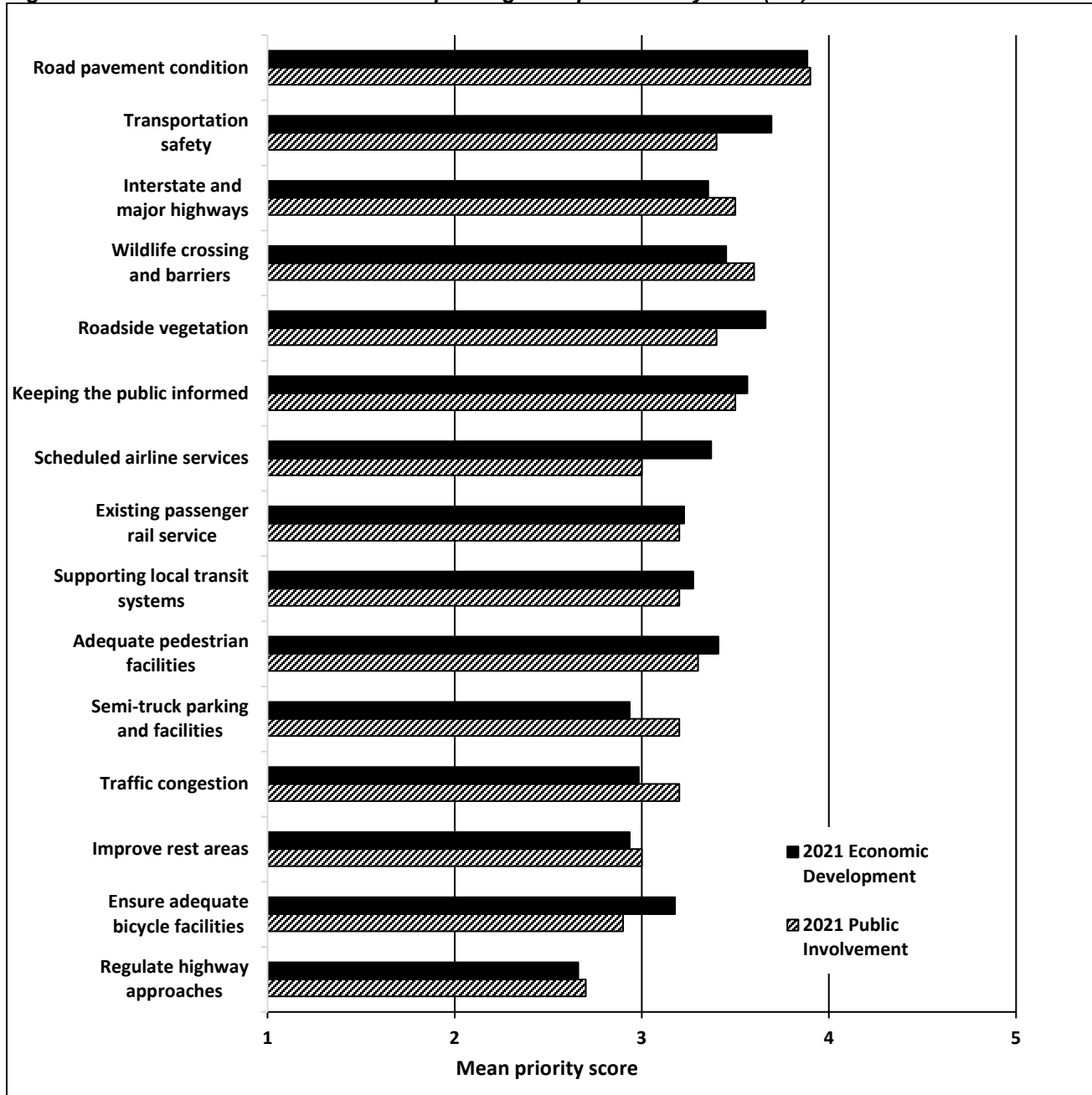
**Figure 8.2 Satisfaction with availability of transportation services in Montana (ED)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- For economic development groups, maintaining the condition of the state’s road pavement is favored by the largest percentage, as was the case with the general public.
- Economic development groups prioritized several actions higher than the general public; including scheduled airline service and transportation safety.

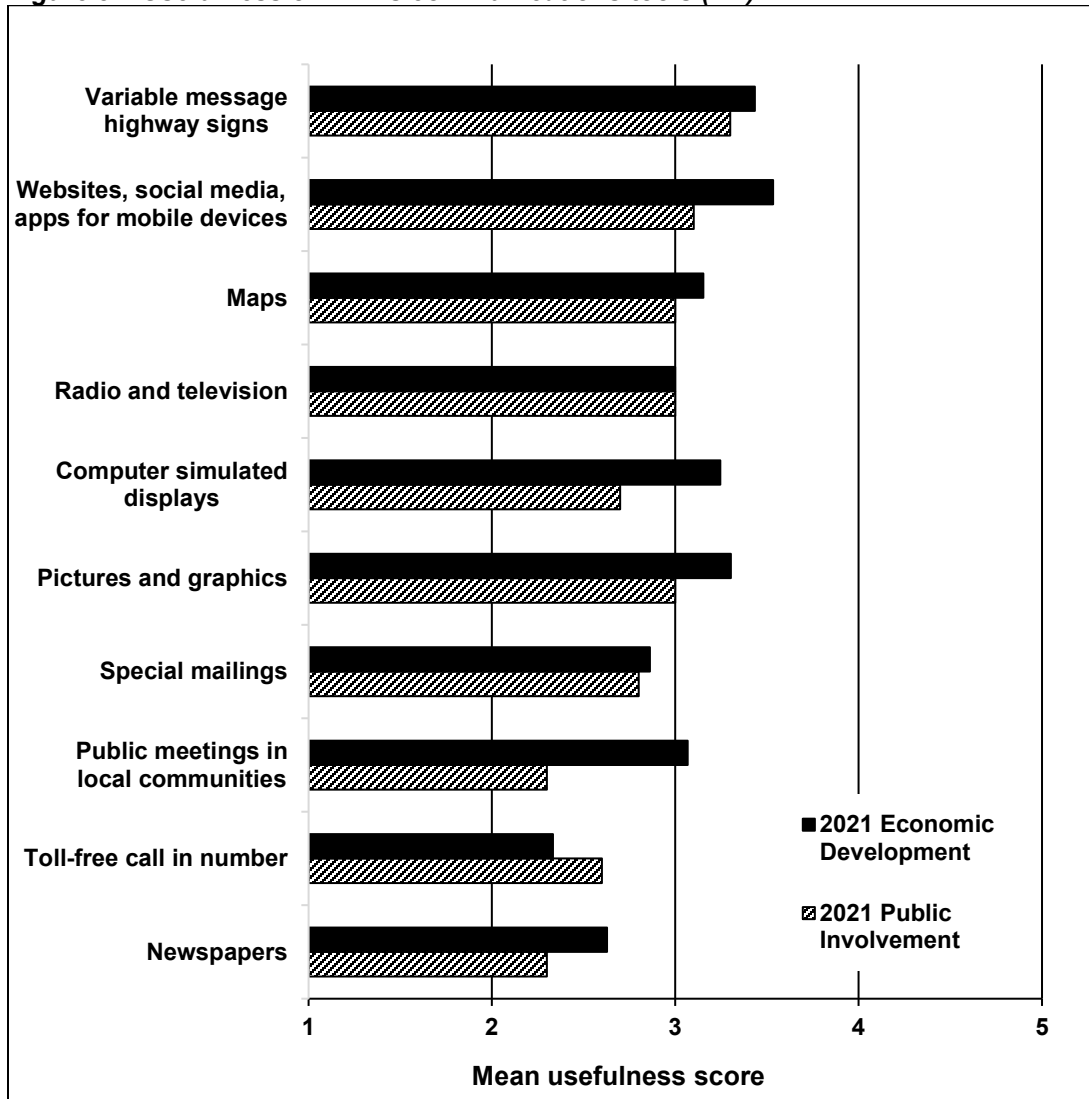
**Figure 8.3 Prioritization of actions for improving transportation system (ED)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- Economic development groups agree with the general public that variable-message highway signs and web-based applications constitute MDT’s most useful communications tools.
- Economic development groups find public meetings to be significantly more useful than does the general public.
- Toll-free call-in numbers are deemed the least useful communications tool by economic development groups, which is in contrast to the general public.

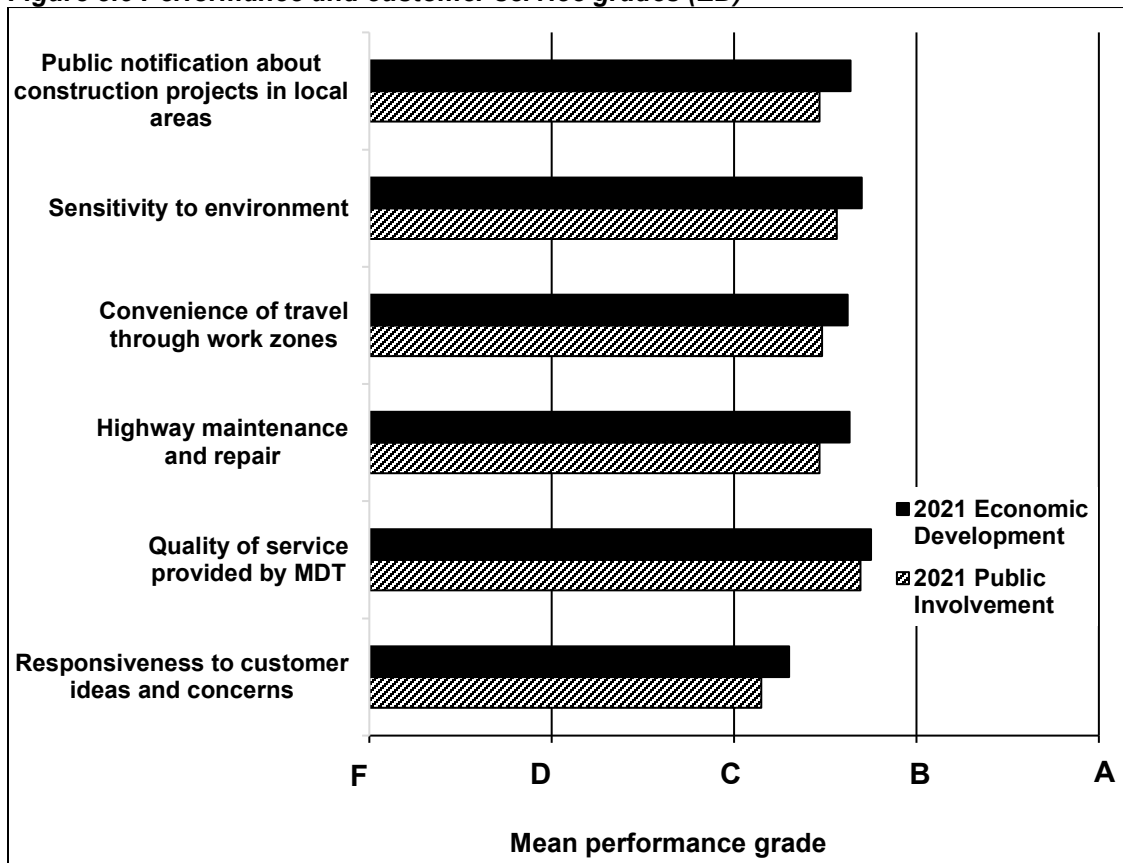
**Figure 8.4 Usefulness of MDT’s communications tools (ED)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- Economic development groups gave MDT’s overall quality of service and then sensitivity to the environment the highest grades.
- Both economic development groups and the general public gave MDT’s responsiveness to customer ideas and concerns the lowest grades.

**Figure 8.5 Performance and customer service grades (ED)**

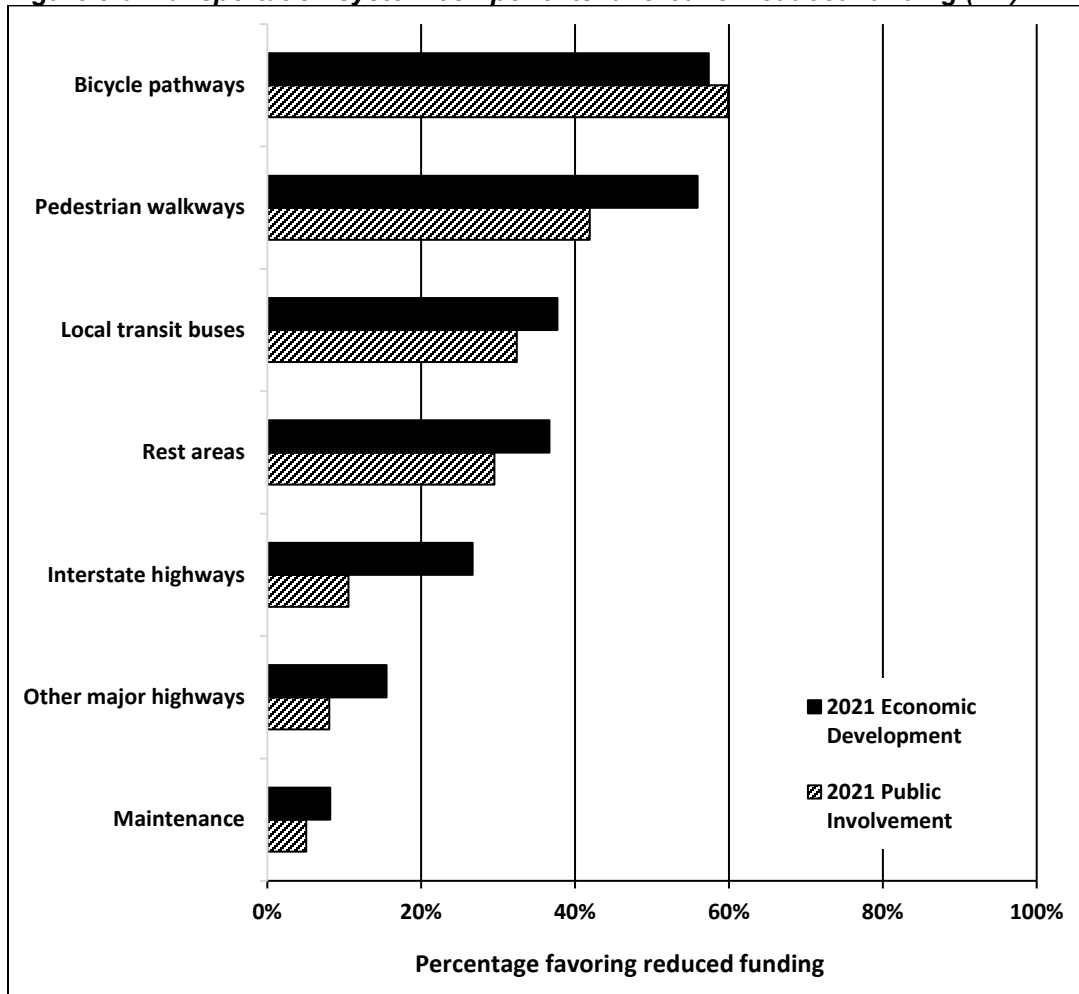




**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- Most economic development groups agreed with most of the general public that bicycle pathways and pedestrian walkways should be funded at lower levels, in the event overall budget were to decrease.
- Maintenance work was favored for reduced funding by the fewest among both economic development groups and the general public.

**Figure 8.6 Transportation system components favored for reduced funding (ED)**



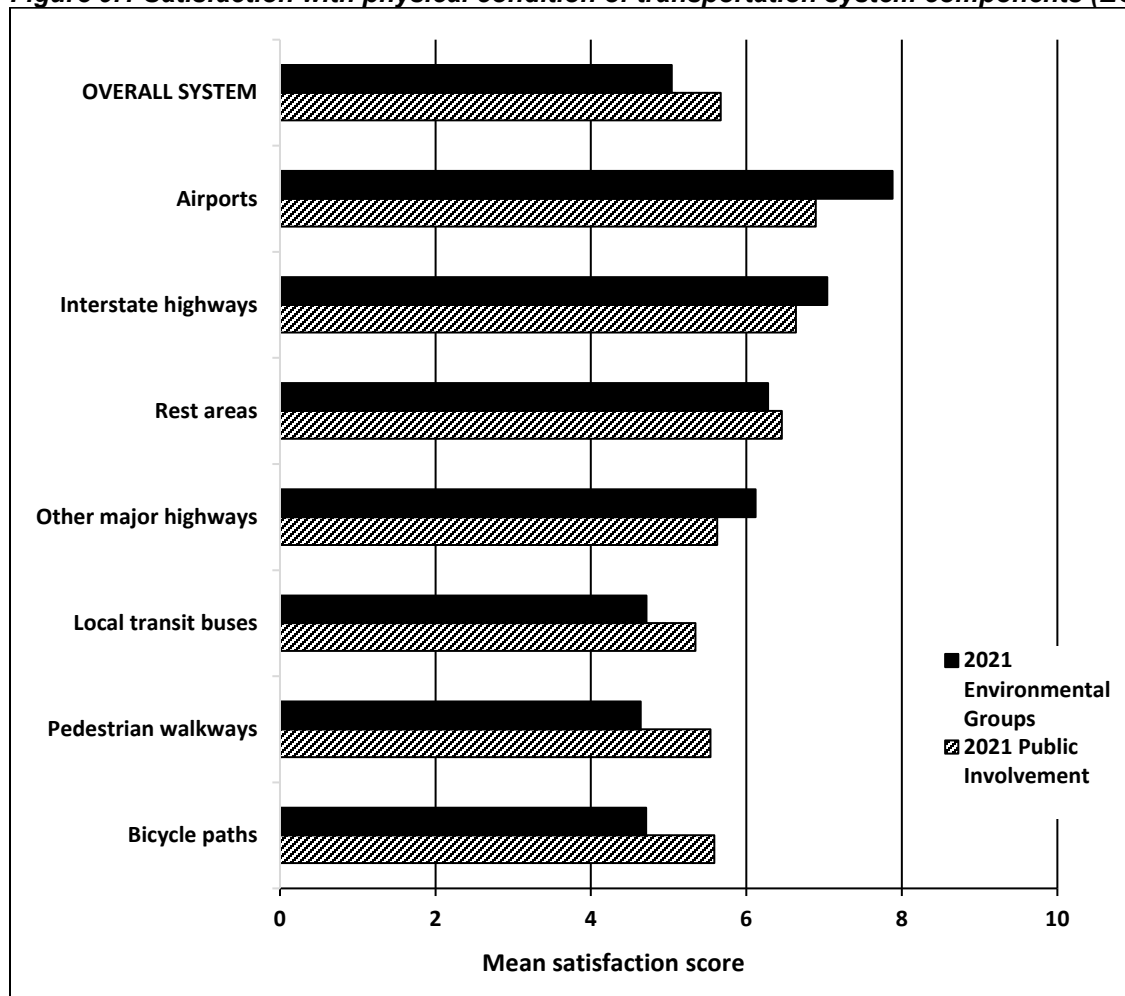
## CHAPTER 9 ENVIRONMENTAL STAKEHOLDER GROUP

The environmental stakeholder group consisted of representatives from environmental groups and associations from across Montana. Twenty-six completed surveys were obtained from members of this group. Figures 9.1 through 9.6 compare responses from this group to those obtained through the 2021 Public Involvement Survey.

### **“HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”**

- Overall, environmental groups are less satisfied with the physical condition of Montana’s transportation system when compared with the general public.
- Environmental groups are the least satisfied with the physical condition of local transit buses, pedestrian walkways and bicycle paths, less so than the general public.

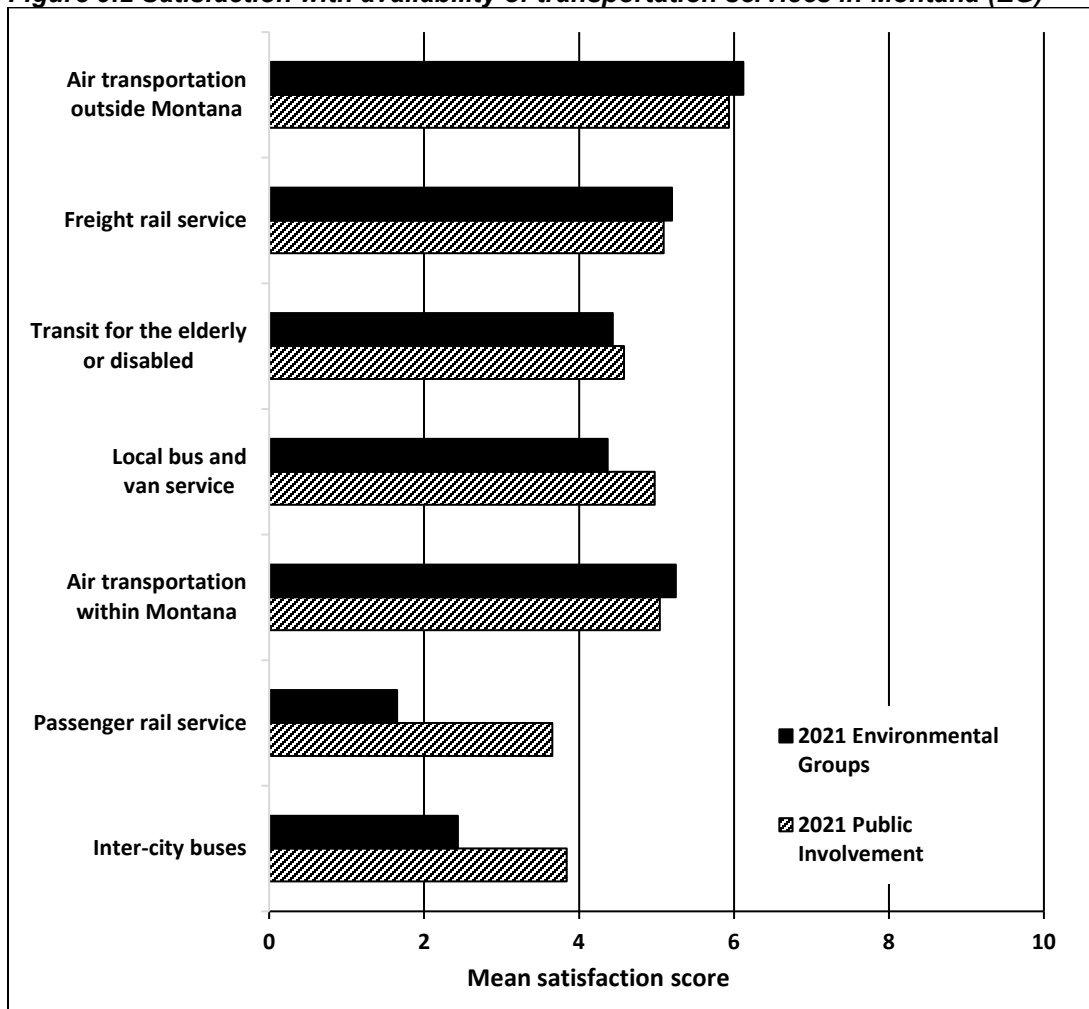
Figure 9.1 Satisfaction with physical condition of transportation system components (EG)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- Environmental groups are the most satisfied with the availability of air transportation to outside Montana.
- With the exception of air transportation and freight rail service, environmental groups are less satisfied with the availability of all the MDT services listed compared with the public.
- Environmental groups are the least satisfied with the availability of passenger rail service.

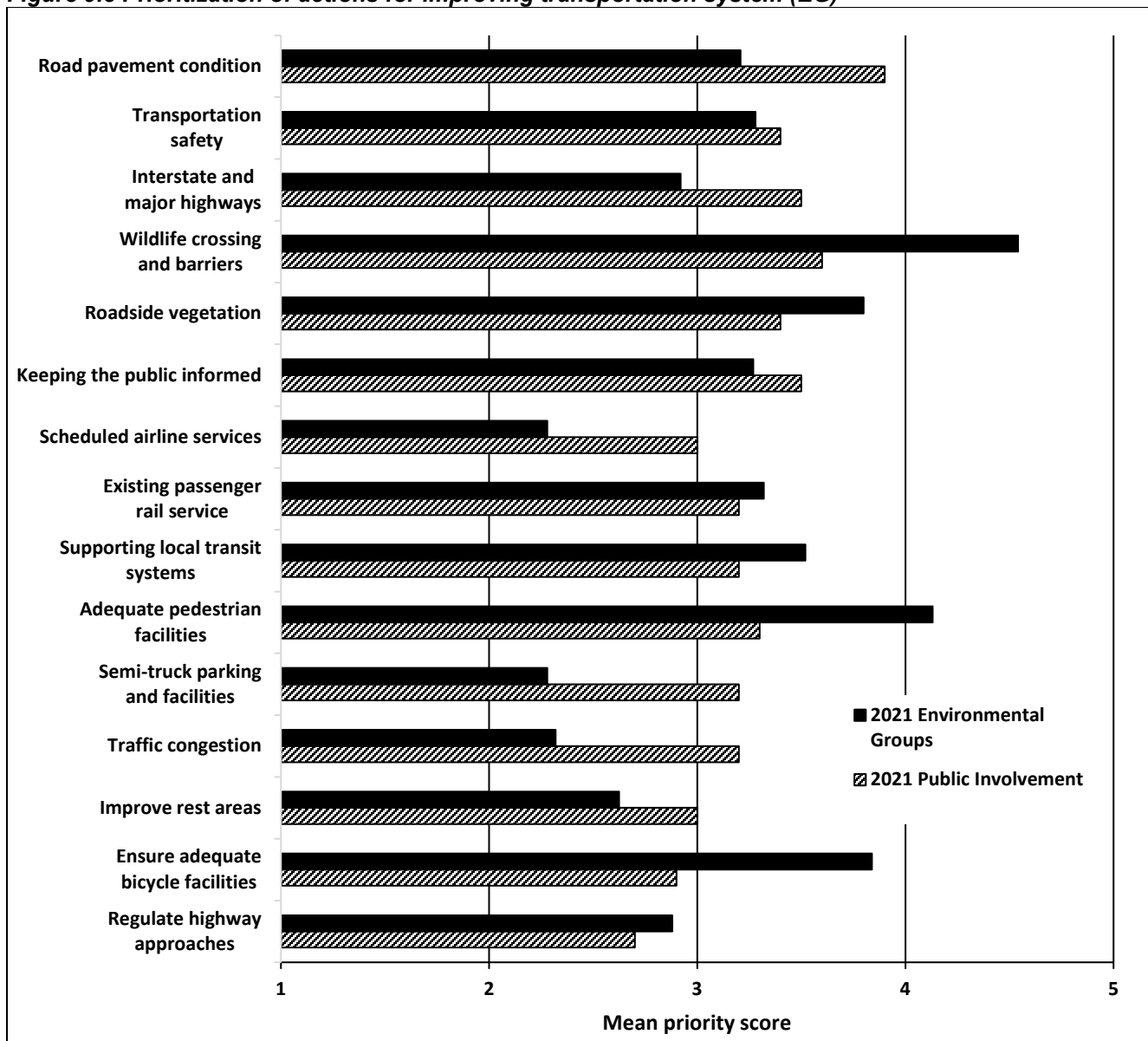
**Figure 9.2 Satisfaction with availability of transportation services in Montana (EG)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- In prioritizing various actions MDT can take to improve the state’s transportation system, the priorities of environmental groups differ considerably from those of the general public in a number of areas.
- Environmental groups gave the highest priority to wildlife crossings and barriers, adequate pedestrian facilities, and adequate bicycle facilities.
- The lowest priority was given to improving traffic congestion, semi-truck facilities and scheduled airline service.

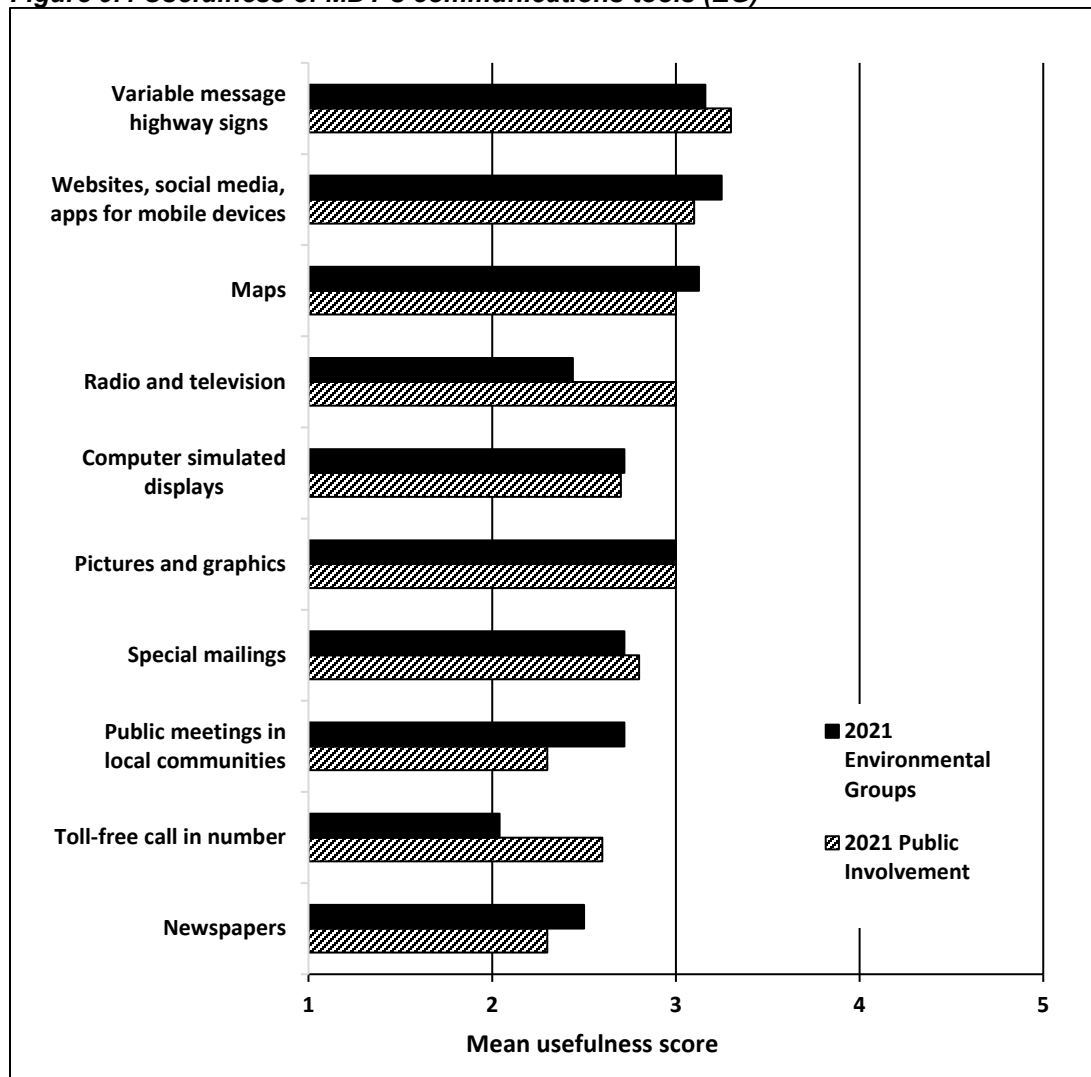
**Figure 9.3 Prioritization of actions for improving transportation system (EG)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- Environmental groups found web-based applications to be MDT’s most useful communications tool.
- Environmental groups said that a toll-free number is the least useful communications tool.

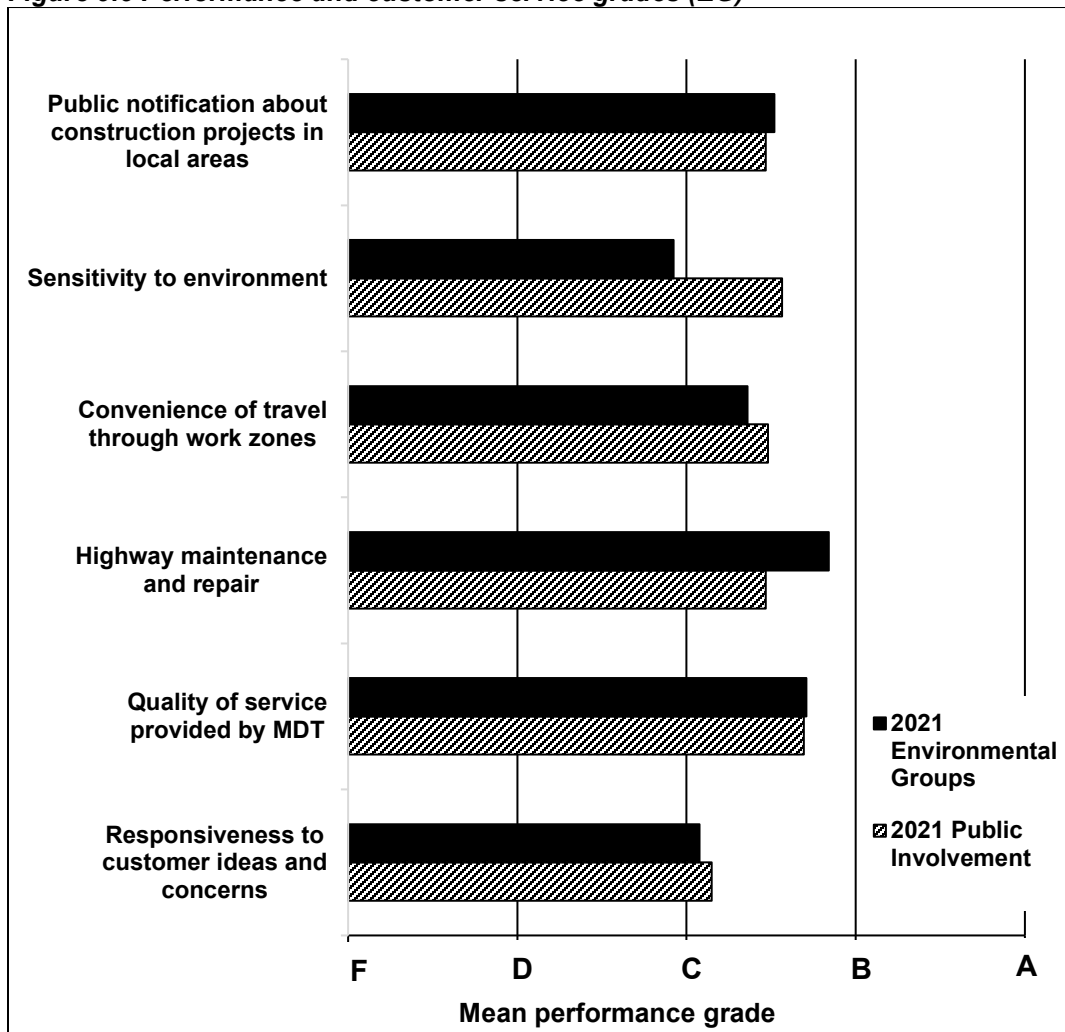
**Figure 9.4 Usefulness of MDT’s communications tools (EG)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- Environmental groups gave MDT the highest grades for highway maintenance and repair, more so than the general public.
- Environmental groups gave MDT’s sensitivity to the environment the lowest grades by a significant margin, in sharp contrast to the grades given by the general public.

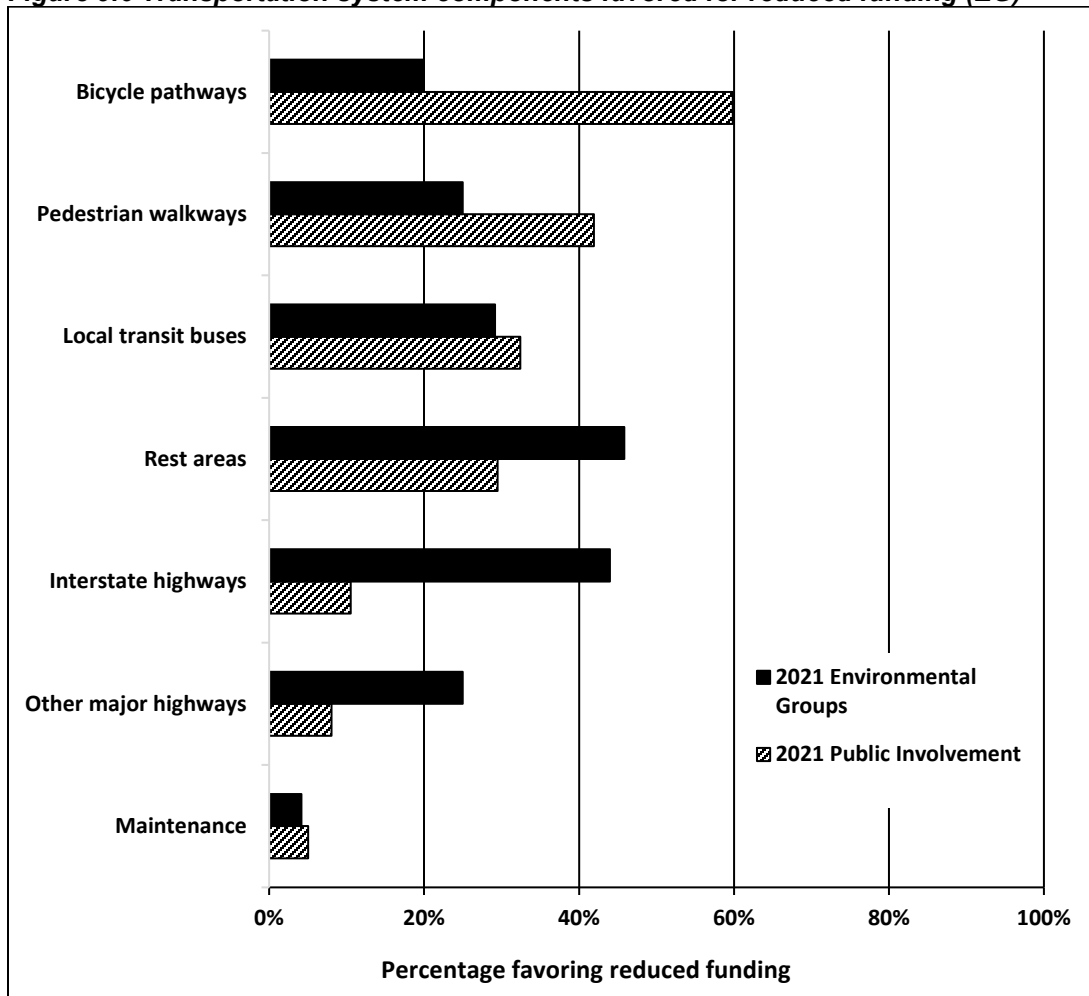
**Figure 9.5 Performance and customer service grades (EG)**



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- Environmental groups differed greatly from the general public in terms of preferences for reduced funding, with interstate highways and rest areas being favored for potential budget cuts.
- Both groups agreed that funding for maintenance should not be decreased.

**Figure 9.6 Transportation system components favored for reduced funding (EG)**





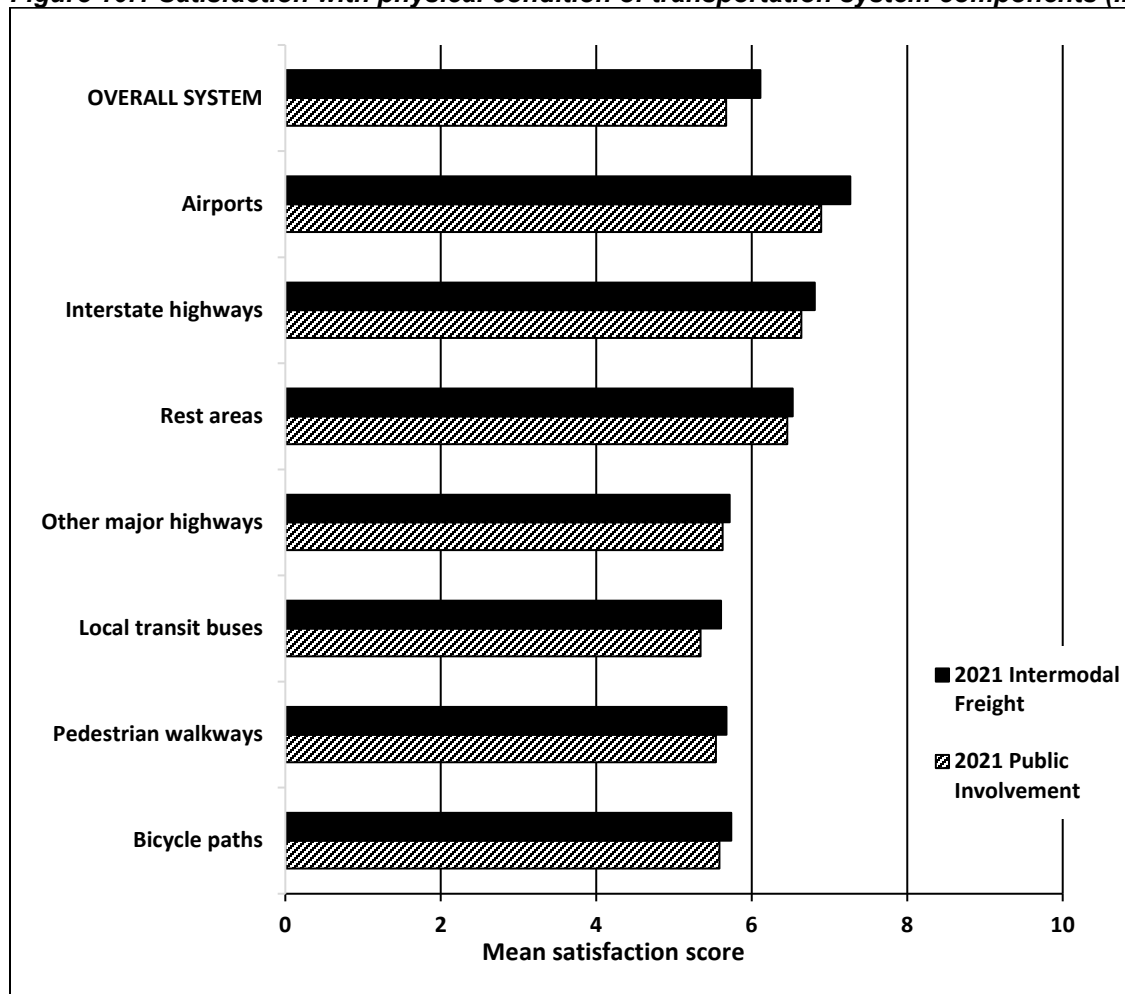
## CHAPTER 10 INTERMODAL FREIGHT STAKEHOLDER GROUP

The intermodal freight stakeholder group consisted of commercial trucking, freight rail, and air freight businesses from across Montana. Fifty-three completed surveys were obtained from members of this group. Figures 10.1 through 10.6 compare responses from this group to those obtained through the 2021 Public Involvement Survey.

### **“HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”**

- The intermodal freight group was overall more satisfied with the physical condition of Montana’s transportation system than the general public.
- Both the intermodal freight group and the general public were the most satisfied with the physical condition of the state’s airports.
- Members of the intermodal freight group were the least satisfied with the physical condition of local transit buses.

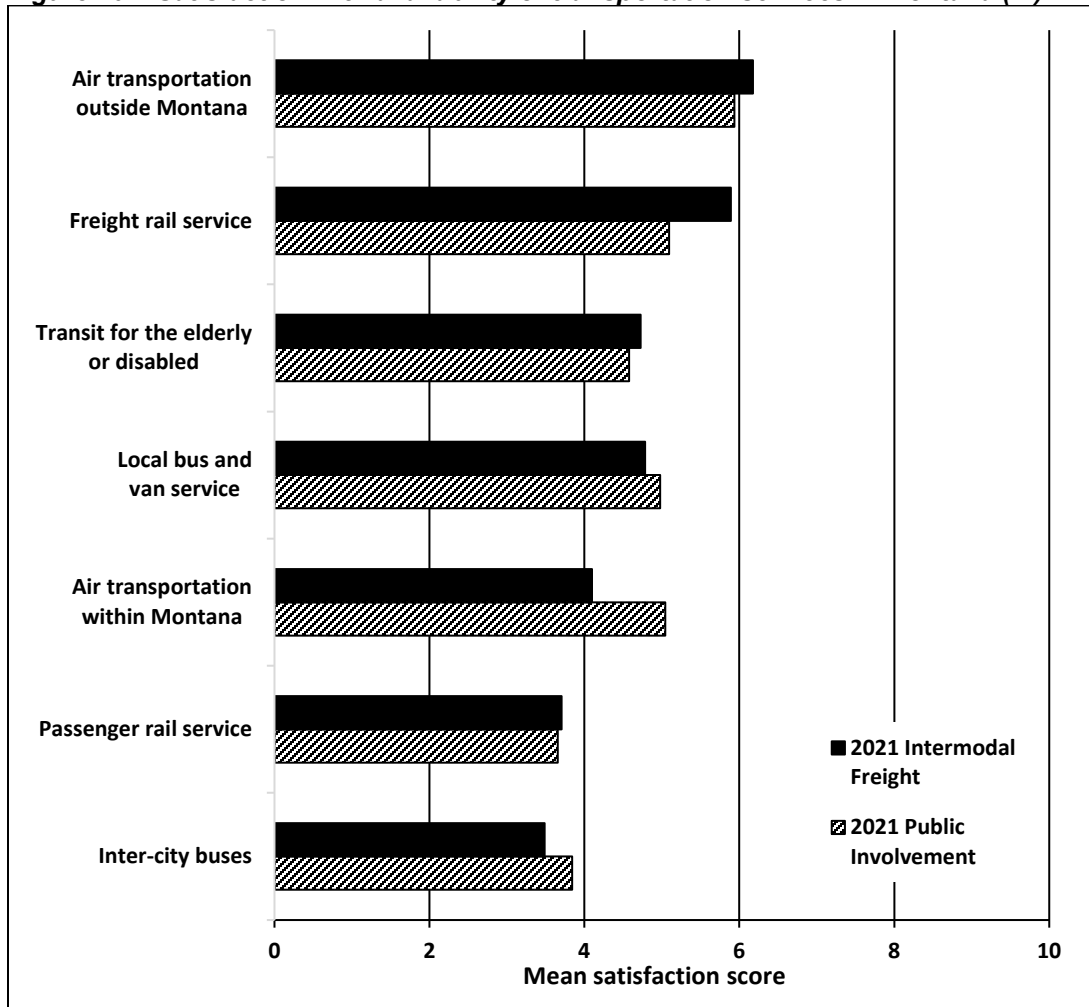
Figure 10.1 Satisfaction with physical condition of transportation system components (IF)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- As was the case for many stakeholder groups, intermodal freight group members were the most satisfied with the availability of air transportation to locations outside Montana.
- This group was the least satisfied with the availability of passenger rail service and inter-city buses, as was also the case with the general public.

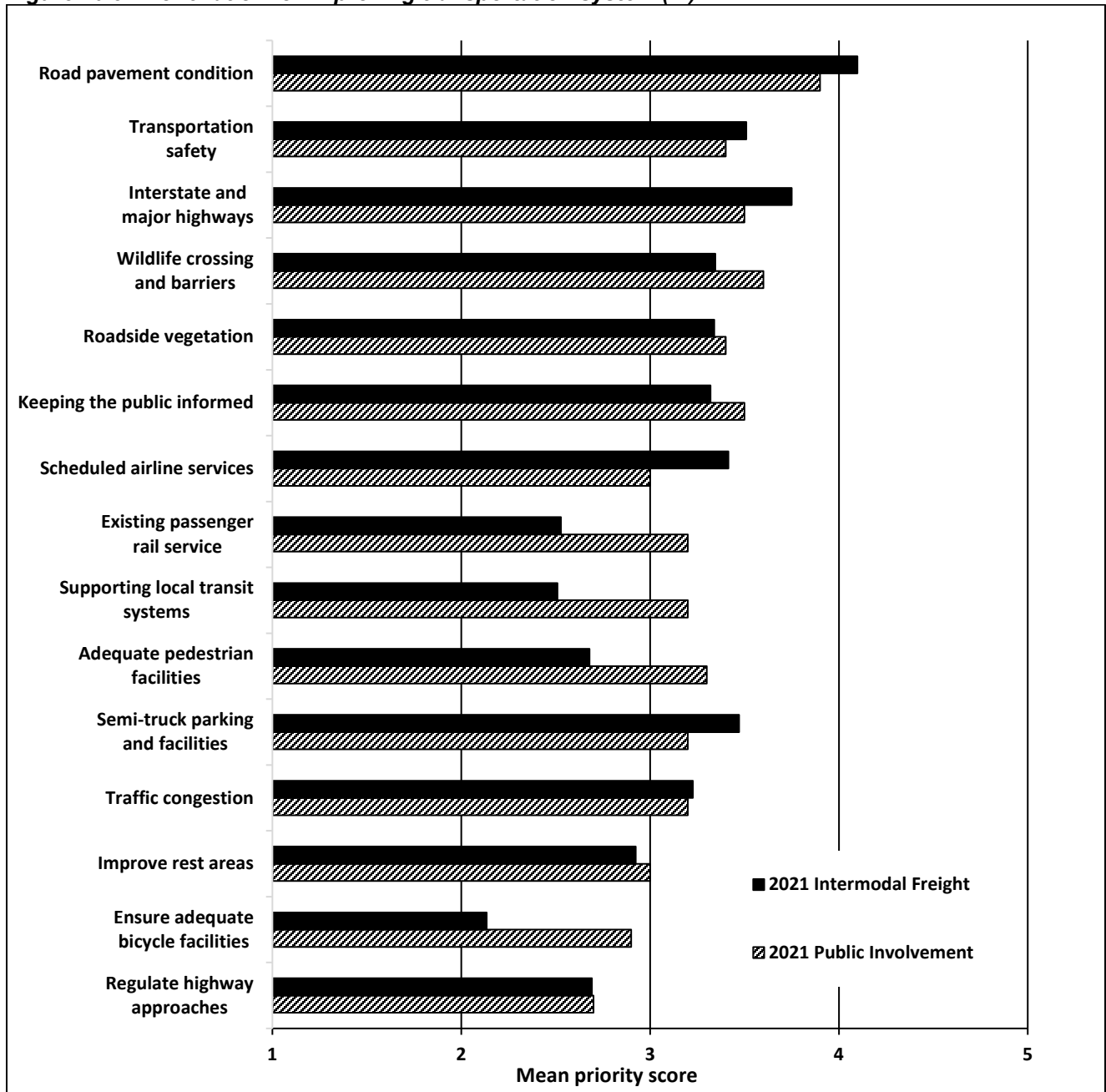
**Figure 10.2 Satisfaction with availability of transportation services in Montana (IF)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- Both the intermodal freight group and the general public prioritize road pavement conditions the highest for improving the Montana transportation system.
- The intermodal freight group prioritized adequate bicycle facilities the lowest for improving Montana’s transportation system.

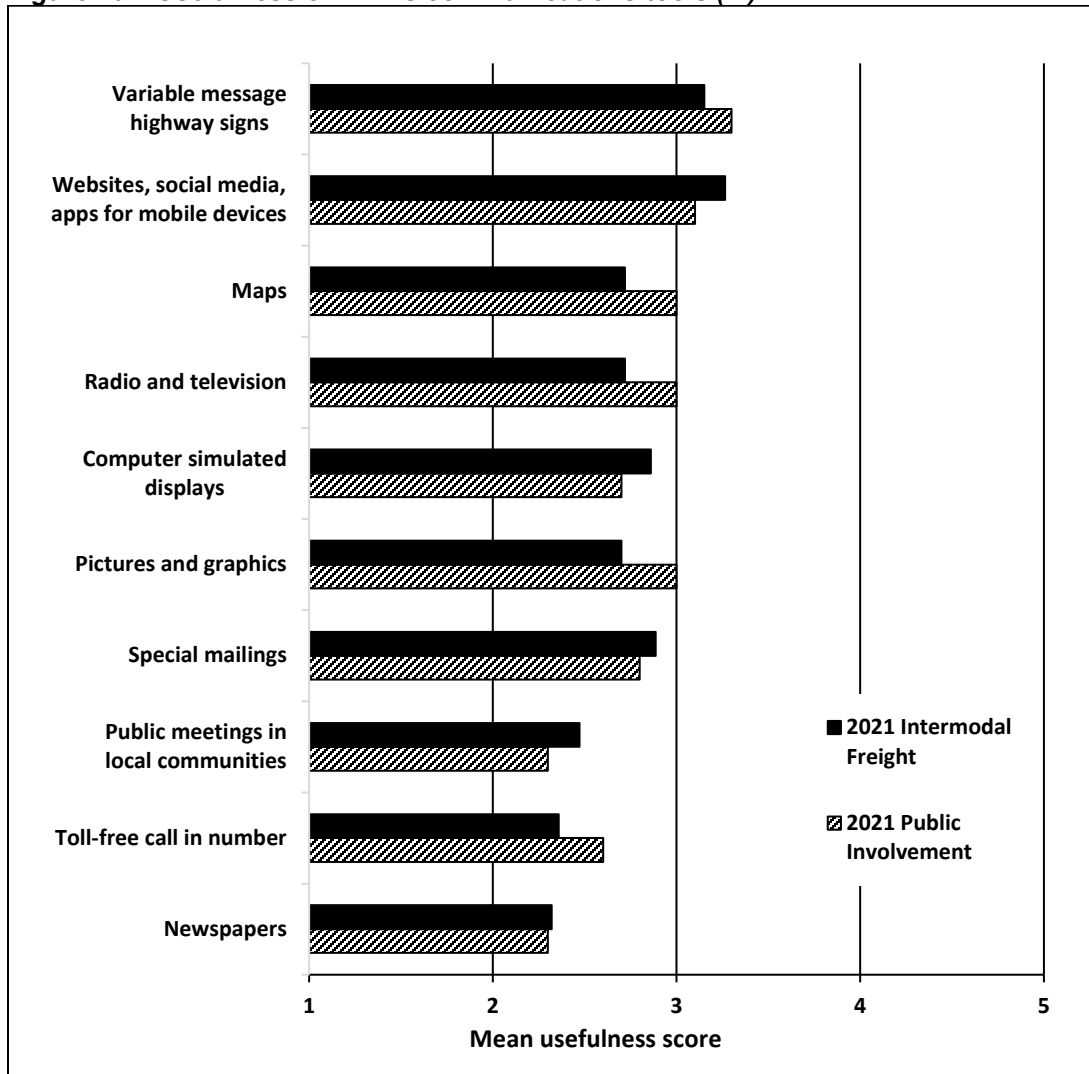
**Figure 10.3 Prioritization for improving transportation system (IF)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- The intermodal freight group agreed with the general public that web-based applications and variable-message highway signs are the most useful among MDT’s communications tools.
- Toll-free call-in numbers and newspapers were deemed the least useful communications tools among the intermodal freight group.

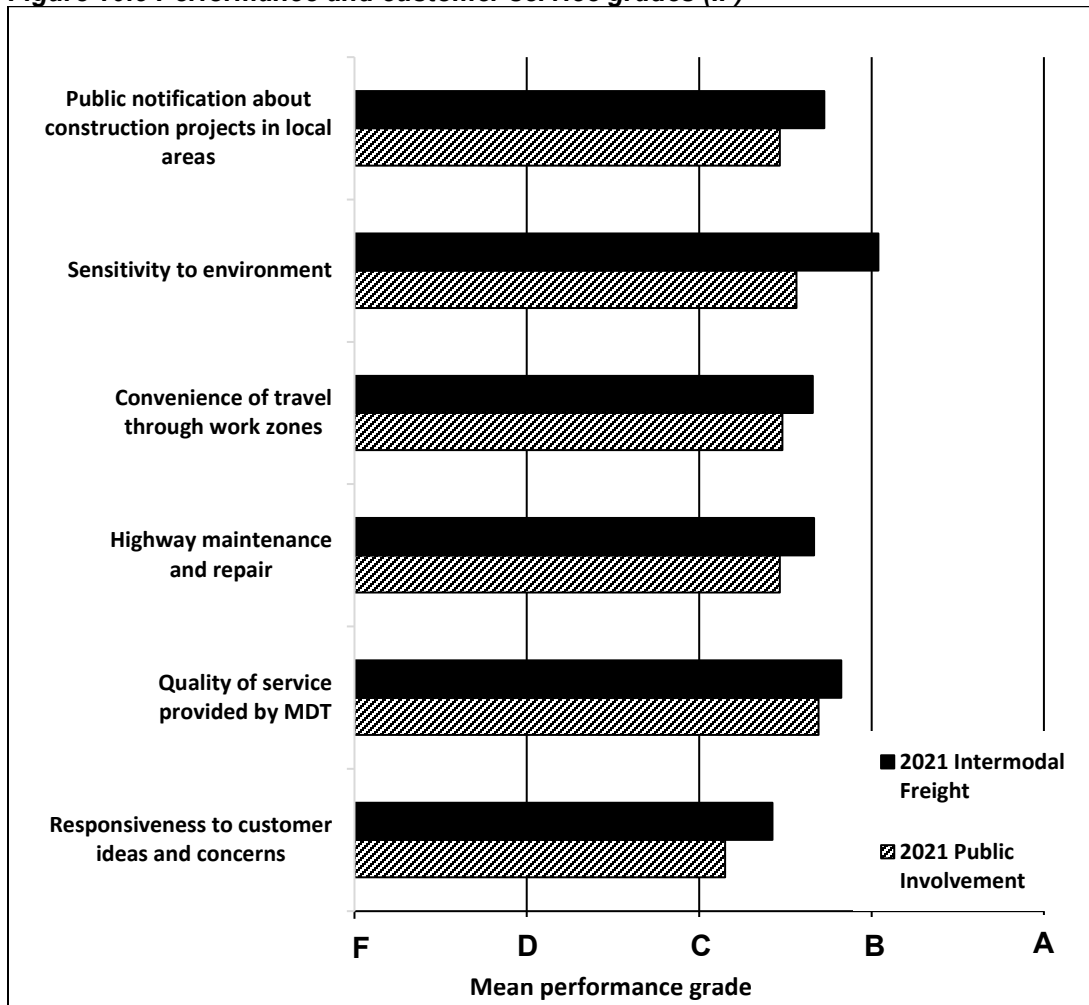
**Figure 10.4 Usefulness of MDT’s communications tools (IF)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- The intermodal freight group gave their highest grades to MDT’s sensitivity to the environment.
- The intermodal freight group gave its lowest grade to MDT’s responsiveness to customers’ ideas and concern, which was the same as the general public.

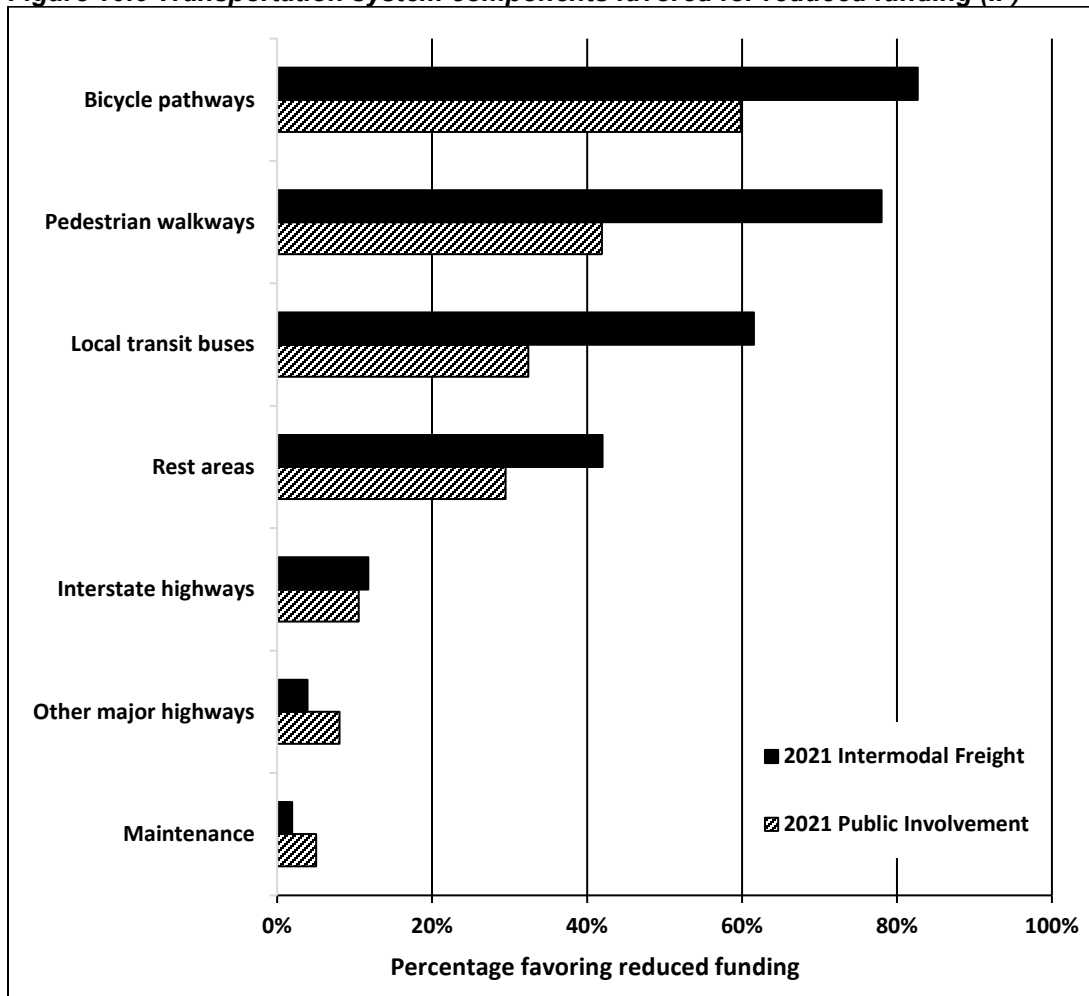
*Figure 10.5 Performance and customer service grades (IF)*



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- When it comes to potentially reduced funding, the intermodal freight group showed the same trends as the general public.
- The intermodal freight group overwhelmingly favored decreasing funding for bicycle paths, and favored reduced funding for maintenance the least.

**Figure 10.6 Transportation system components favored for reduced funding (IF)**



## CHAPTER 11 MAYORS AND CITY EXECUTIVES STAKEHOLDER GROUP

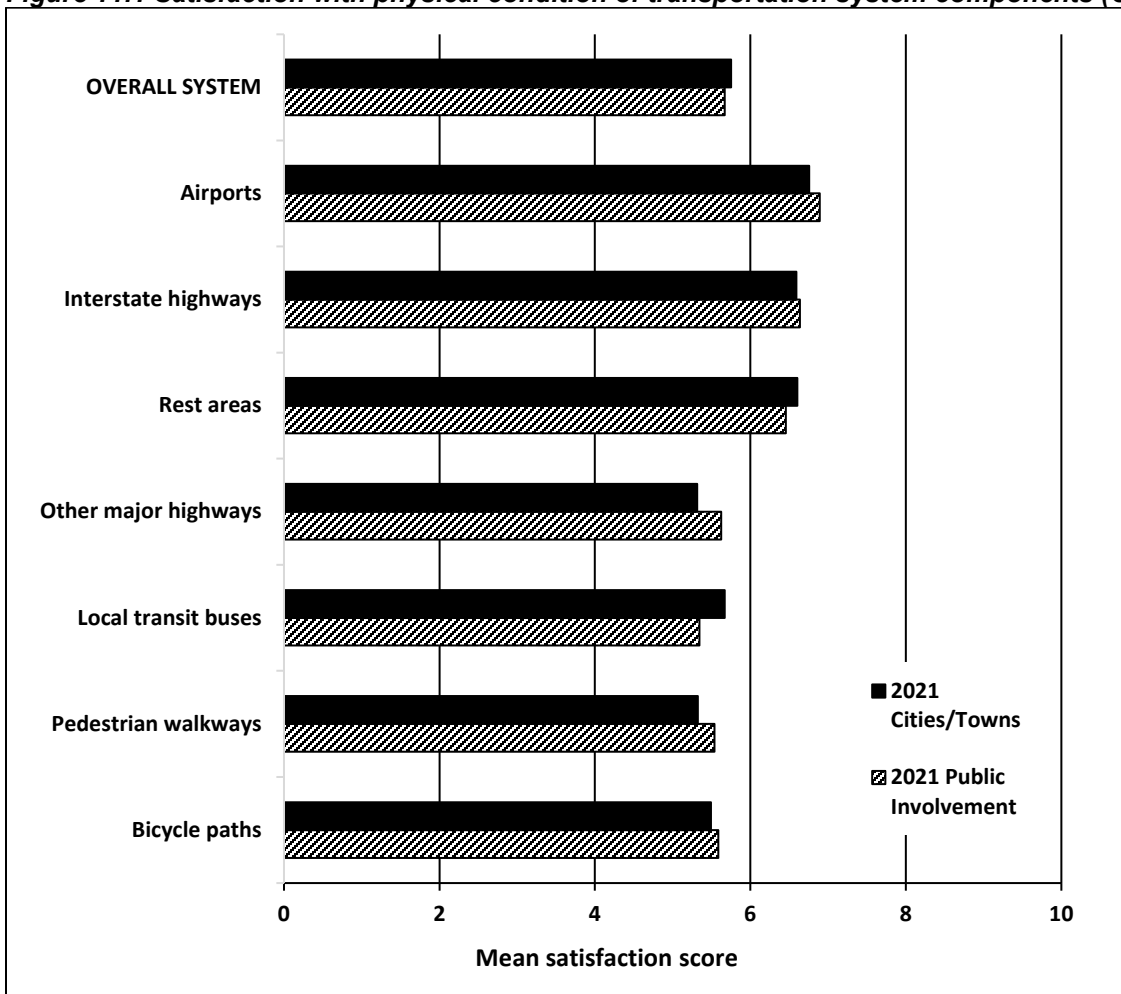
The cities and towns stakeholder group consisted of mayors and city executives from across Montana. Eighty-nine completed surveys were obtained from members of this group. Figures 11.1 through 11.6 compare responses from this group to those obtained through the 2021 Public Involvement Survey.

### **“HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”**

- Generally, the mayors and city executives showed the same trends as the general public in terms of satisfaction with the physical condition of Montana’s transportation system.
- Both groups give the greatest satisfaction rating to the physical condition of the state’s airports.
- Both groups give lower satisfaction ratings to the physical condition of pedestrian walkways and bicycle paths.



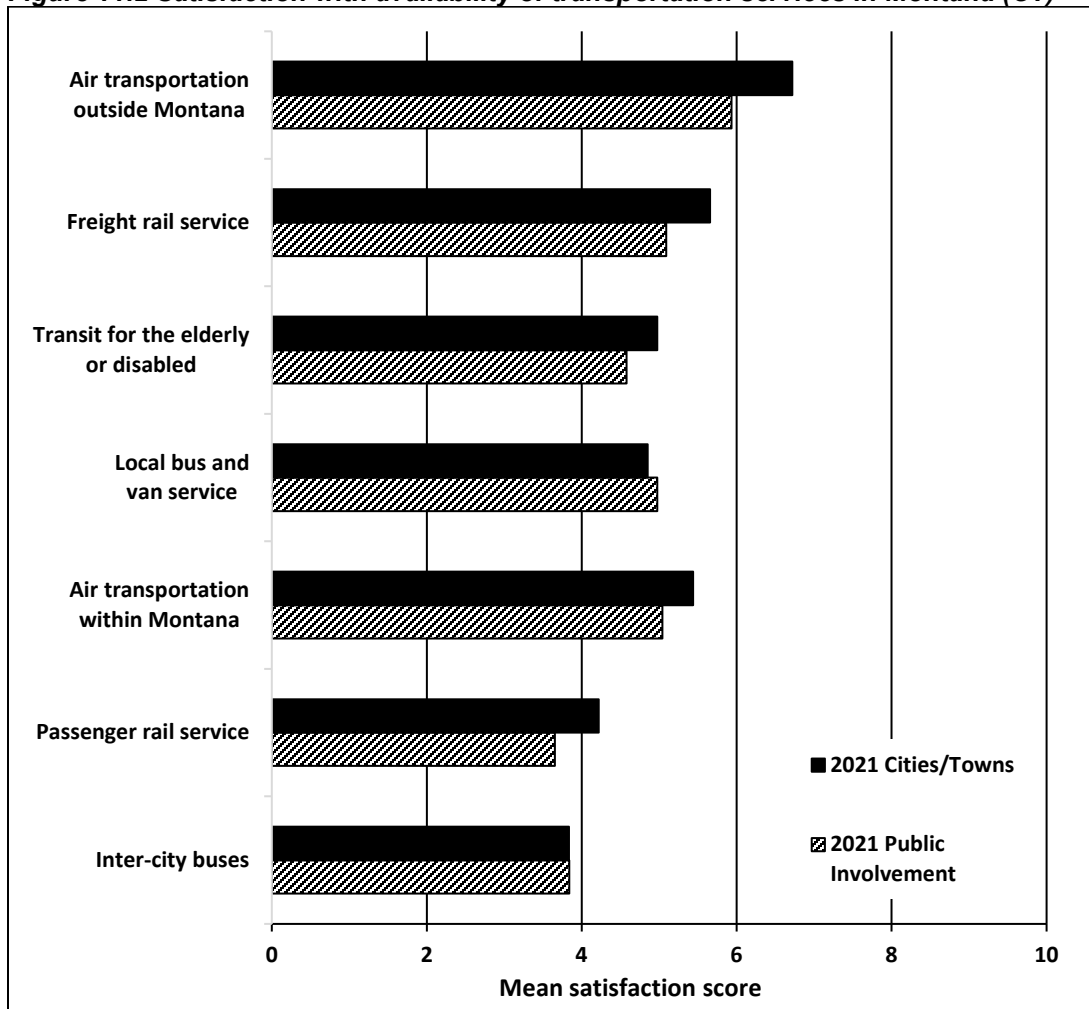
Figure 11.1 Satisfaction with physical condition of transportation system components (CT)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- Mayors and city executives were generally more satisfied than the general population with the availability of services in Montana.
- This group was also most satisfied with air transportation to locations outside of Montana, which was also the case with the general public.

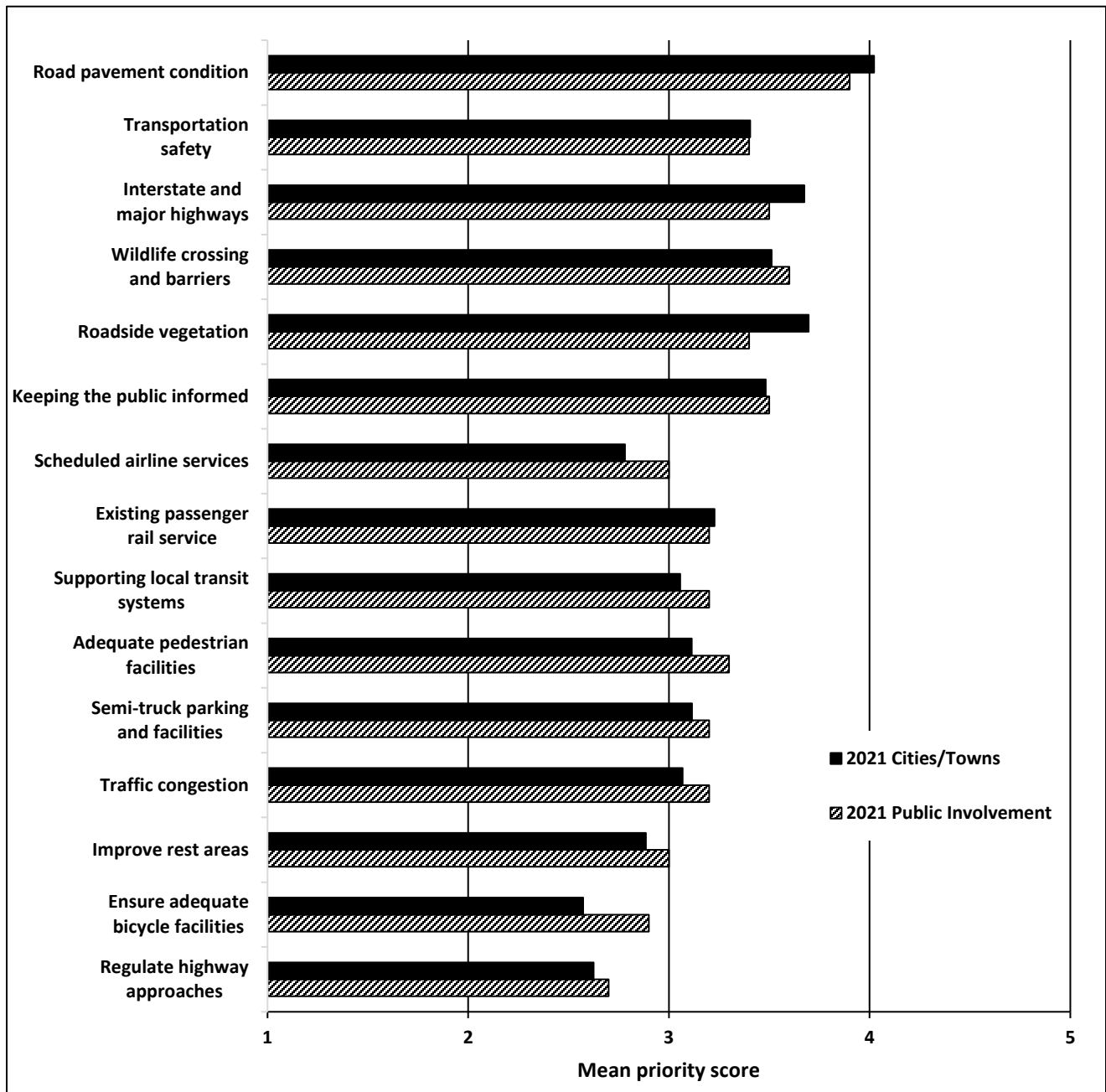
**Figure 11.2 Satisfaction with availability of transportation services in Montana (CT)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- Mayors and city executives give improving road pavement conditions the highest priority in terms of actions to improve Montana’s transportation system.
- Regulating highway approaches and ensuring adequate bicycle facilities were at the bottom of the list of priorities, which was consistent with the general public.

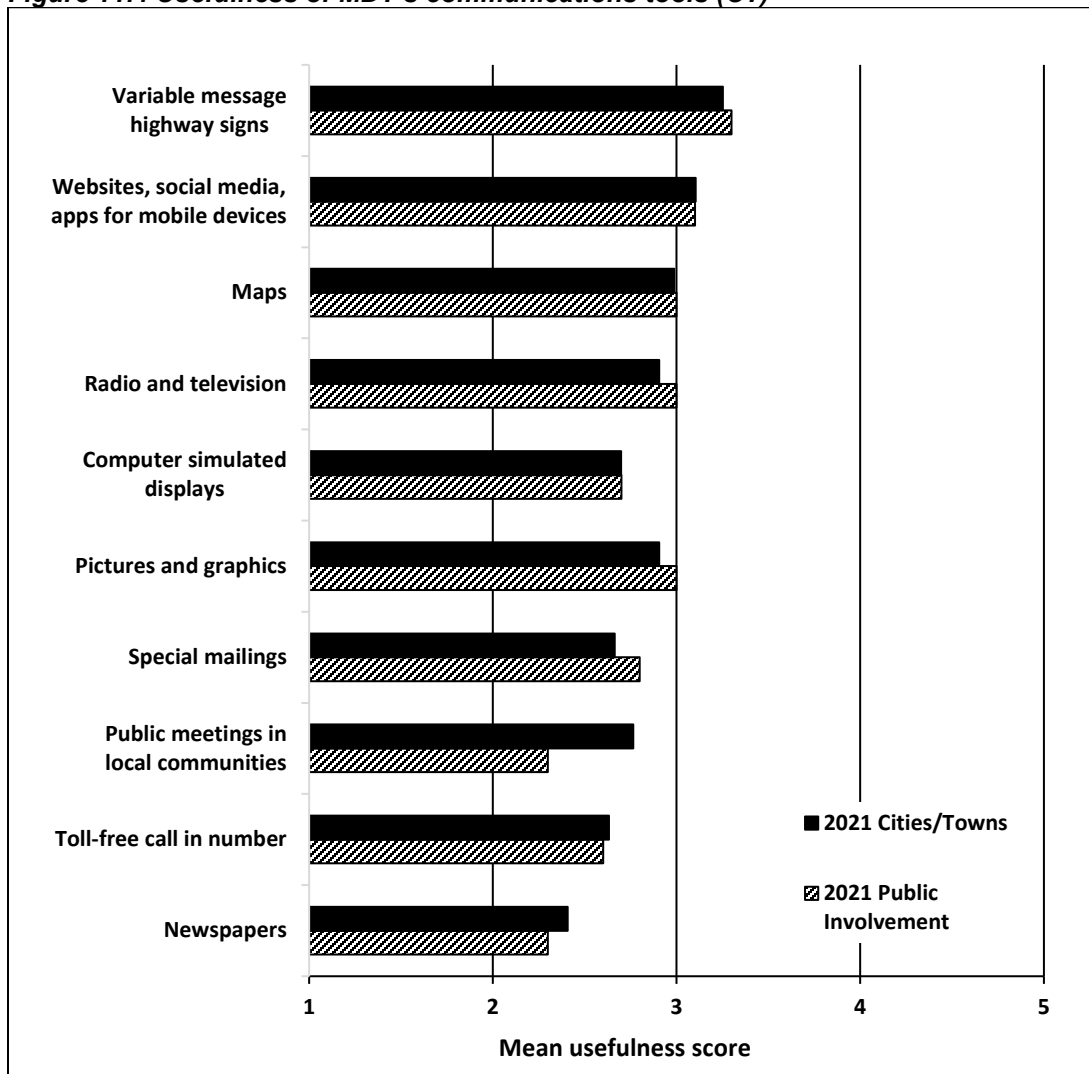
**Figure 11.3 Prioritization of actions for improving transportation system (CT)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- Mayors and city executives agreed with the general public that variable-message highway signs are the most useful of MDT’s communications tools, closely followed by web-based applications and maps.
- Newspapers were found to be the least useful among the communications tools listed.
- Public meetings were considered notably more useful by mayors and city executives than by the general public.

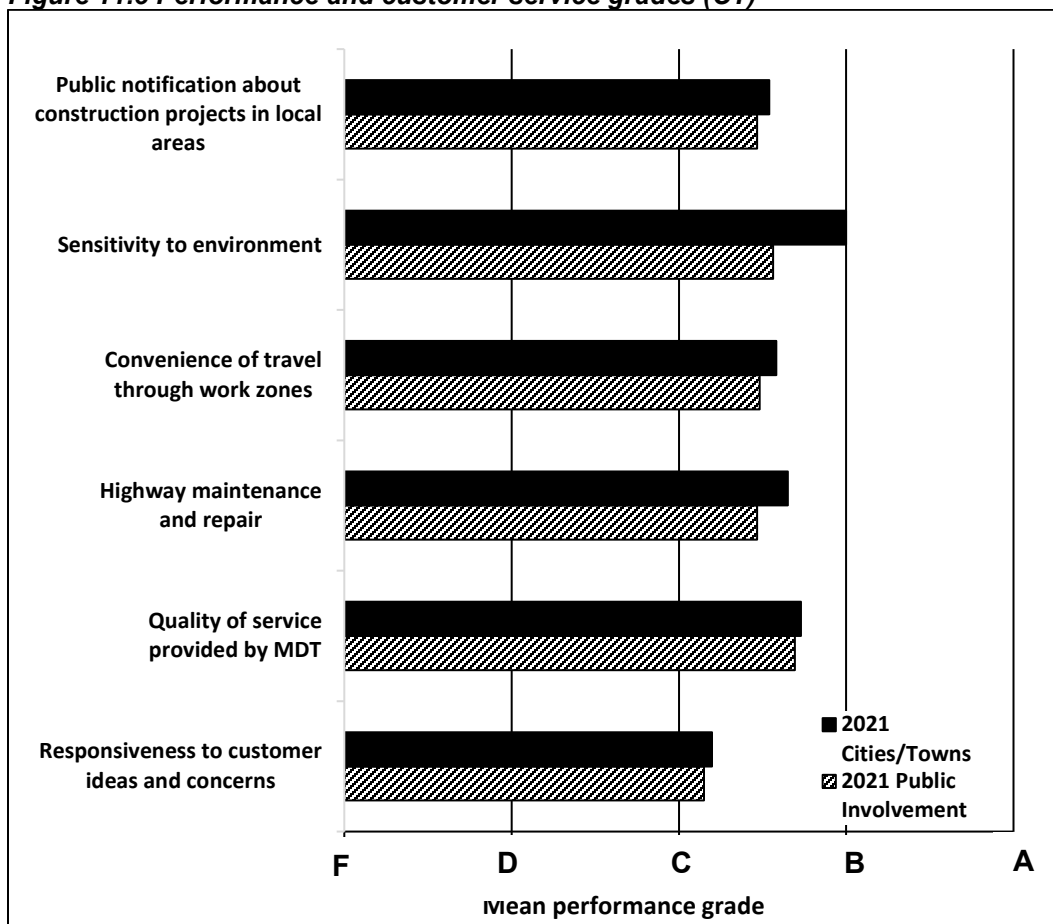
**Figure 11.4 Usefulness of MDT’s communications tools (CT)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- Mayors and city executives graded MDT’s sensitivity to the environment the highest, followed by the quality of service MDT provides.
- Mayors and city executives agreed with the general public in grading the department’s responsiveness to customer ideas and concerns the lowest, but gave a slightly higher overall grade than the general public.

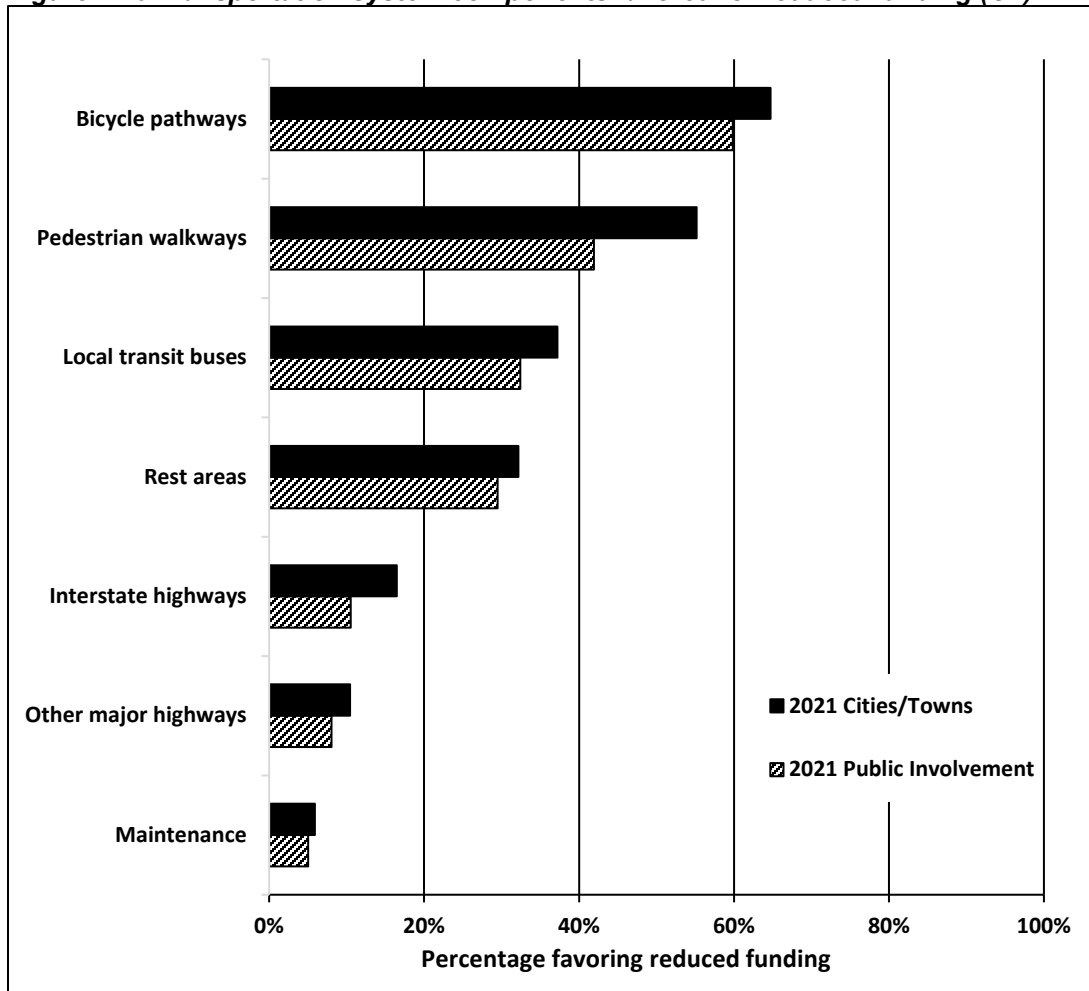
**Figure 11.5 Performance and customer service grades (CT)**



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- Mayors and city executives followed the pattern of the general public when it came to where they preferred to see reduced funding.
- Bicycle pathways were favored for reduced funding by the majority of respondents, followed by pedestrian walkways.
- General maintenance and other major highways were favored for reduced funding by the fewest respondents.

**Figure 11.6 Transportation system components favored for reduced funding (CT)**



## CHAPTER 12 BICYCLE AND PEDESTRIAN STAKEHOLDER GROUP

This group is comprised of various bicycle and pedestrian interests from across Montana, including representatives from

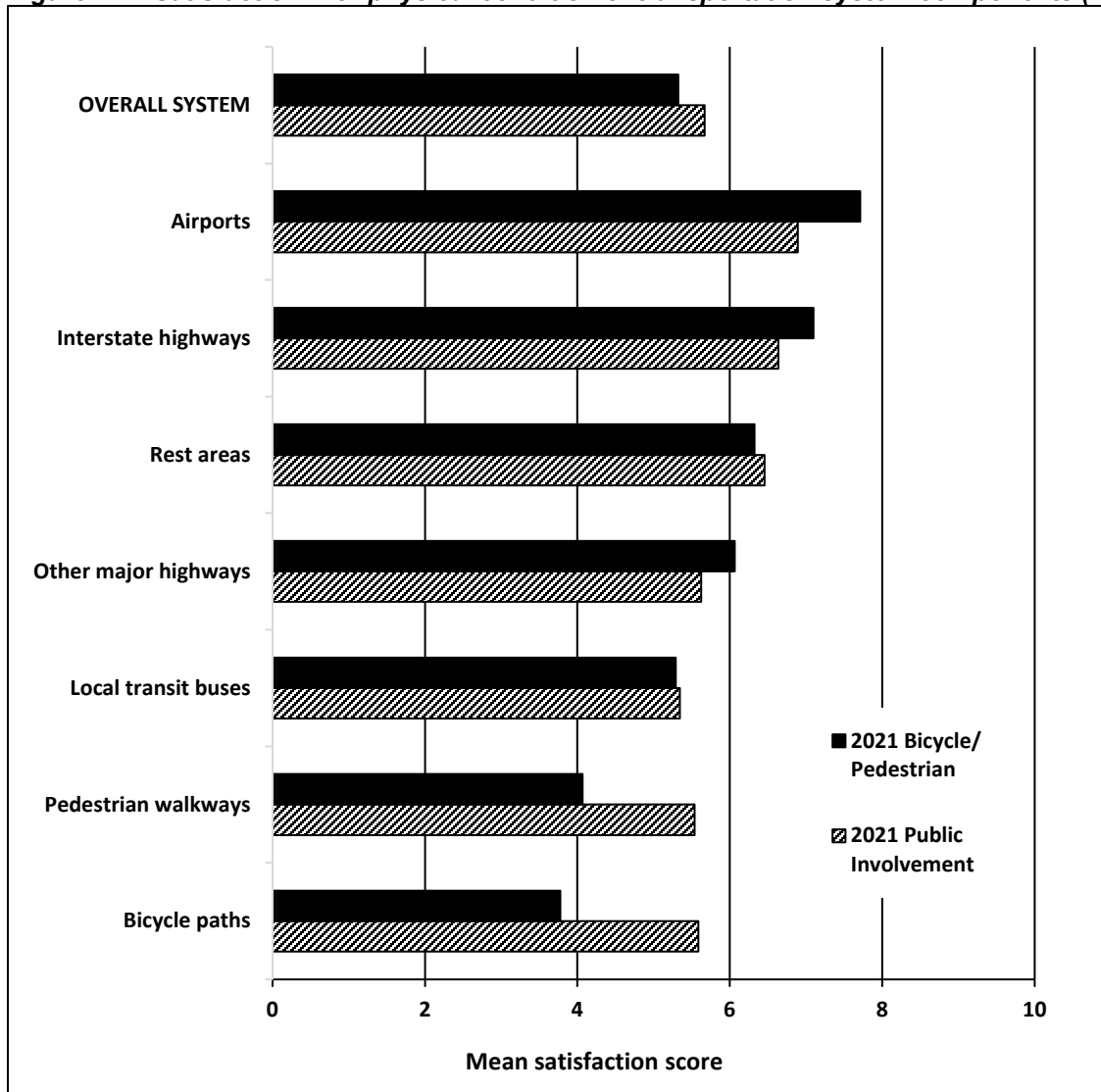
- Bicycle clubs,
- Community development groups,
- Bicycle/pedestrian advisory boards,
- County planning offices,
- Police on bikes, and
- City park and recreation organizations.

Thirty-one questionnaires were returned by this group. Figures 12.1 through 12.6 compare responses from this group to those obtained through the 2021 Public Involvement Survey.

**“HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”**

- Bicycle and pedestrian stakeholders were moderately satisfied with the overall physical condition of Montana’s transportation system.
- They were the most satisfied with the physical condition of the state’s airports, more so than the general public.
- Bicycle and pedestrian stakeholders were the least satisfied with the physical condition of pedestrian walkways and bicycle pathways, with mean satisfaction scores much lower than for the general public.

**Figure 12.1 Satisfaction with physical condition of transportation system components (NM)**

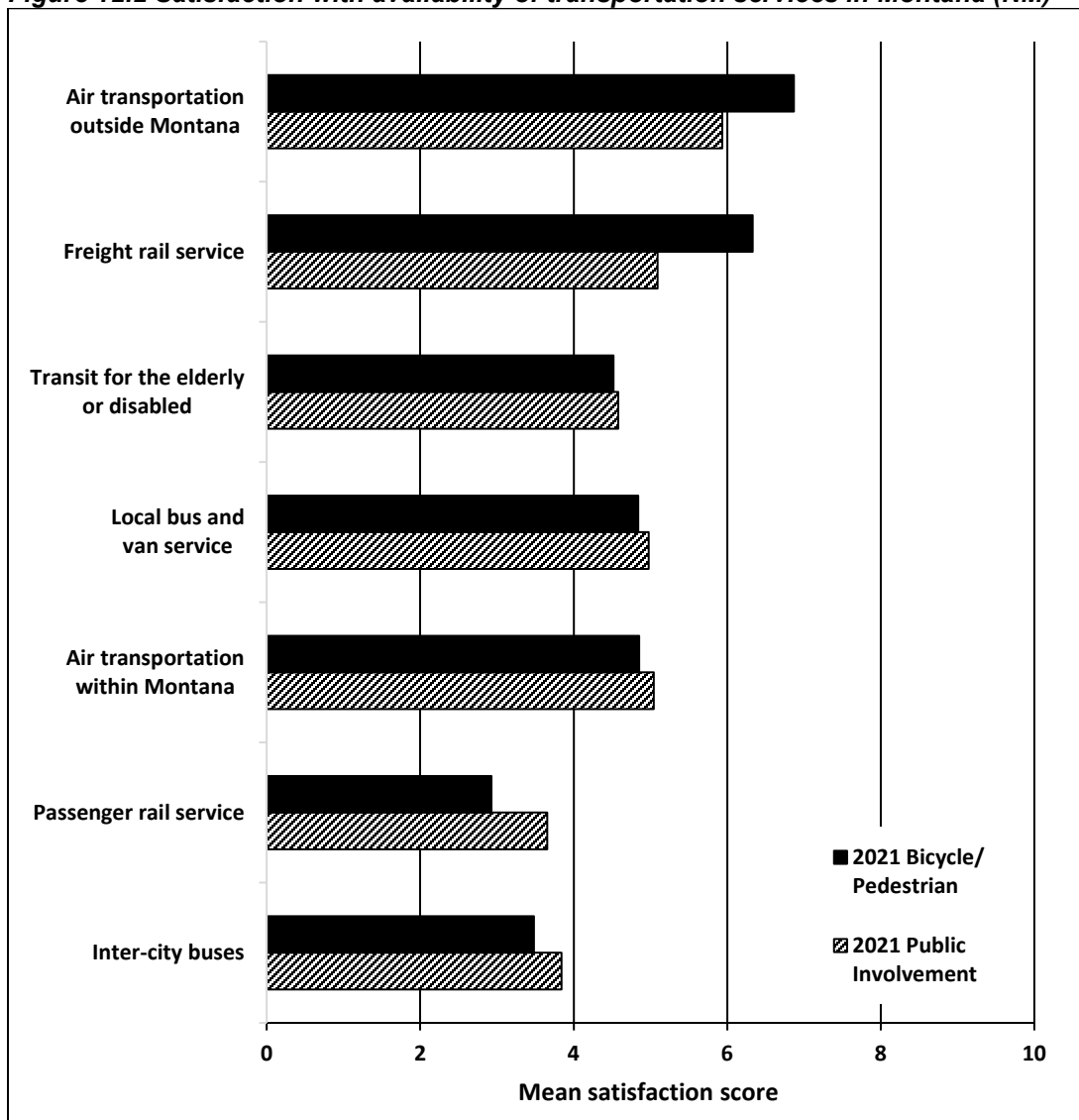




**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- Bicycle and pedestrian stakeholders, along with the general public, were the most satisfied with the availability of air transportation to locations outside Montana.
- This group was less satisfied with the availability of passenger rail service and the availability of inter-city buses than the general public.

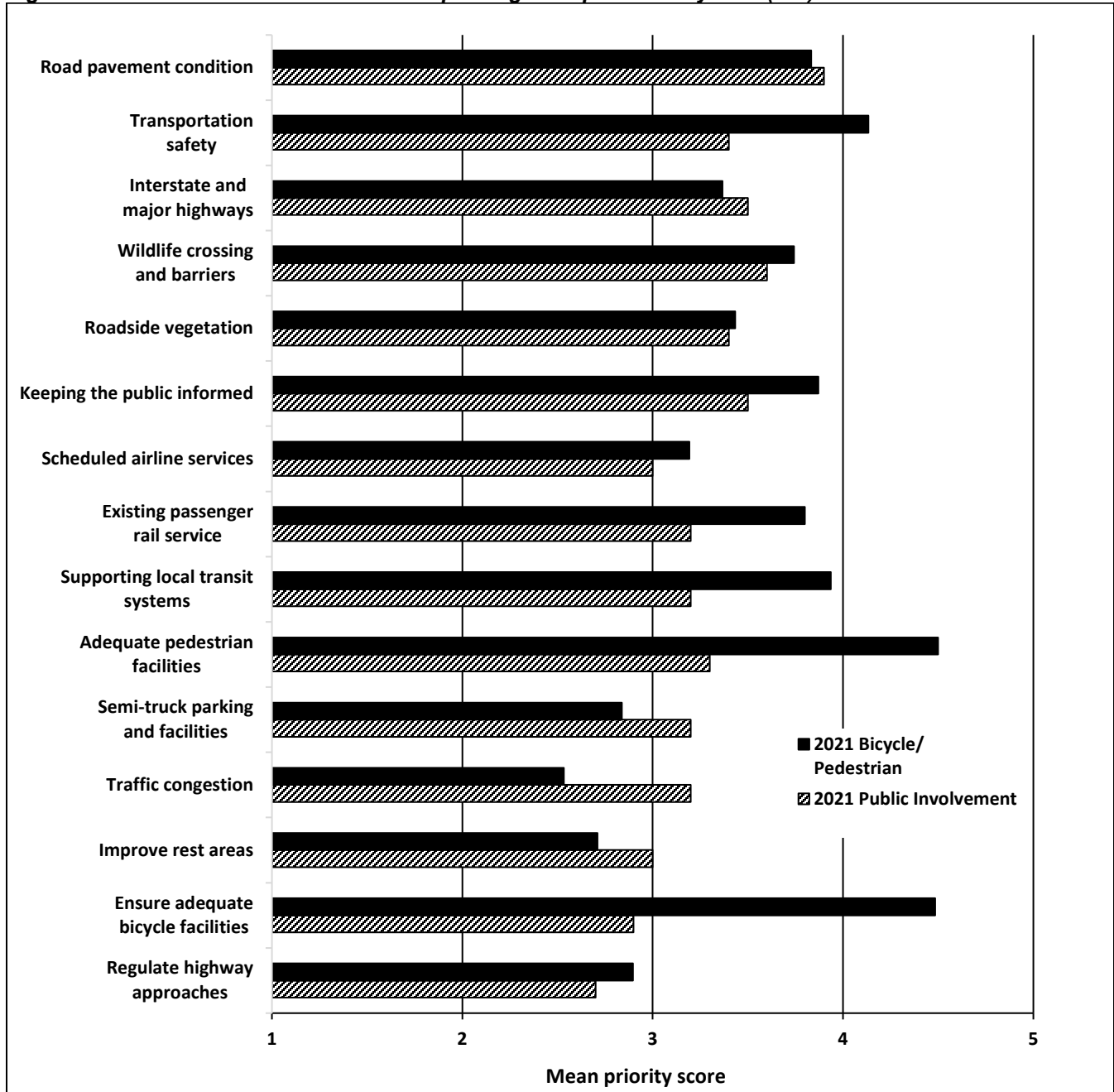
**Figure 12.2 Satisfaction with availability of transportation services in Montana (NM)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- Bicycle and pedestrian stakeholders gave greatest priority by far to ensuring adequate pedestrian facilities and adequate bicycle facilities.
- In contrast to the general public, this group gave the lowest priority to improving traffic congestion but gave notably higher priority to transportation safety.

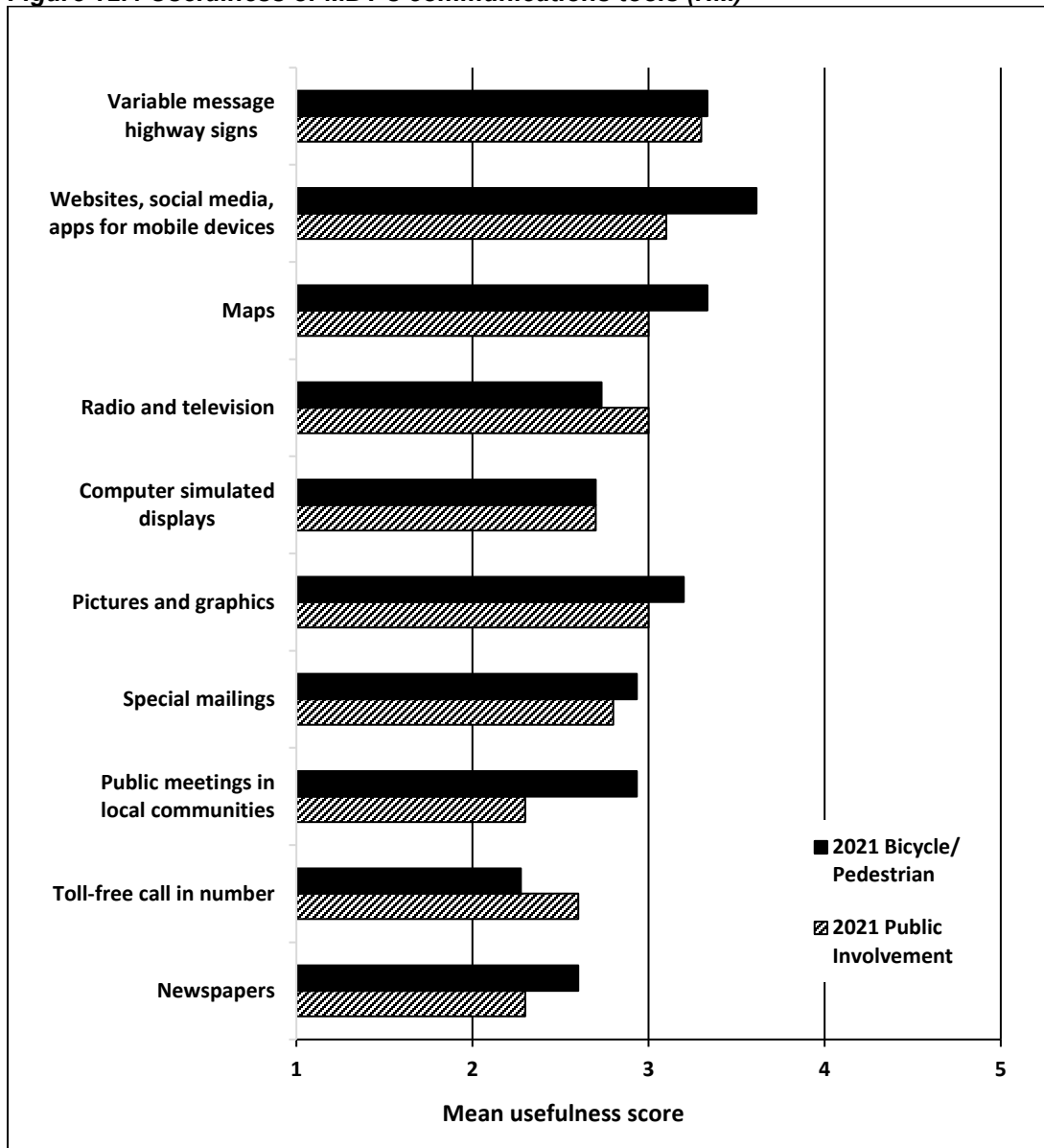
**Figure 12.3 Prioritization of actions for improving transportation system (NM)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- Bicycle and pedestrian stakeholders find web-based applications to be the most useful among MDT’s communications tools, closely followed by variable-message highway signs.
- This group rated public meetings considerably more useful than did the general public.
- They found a toll-free number to be the least useful among the communications tools utilized by MDT, less so than the general public.

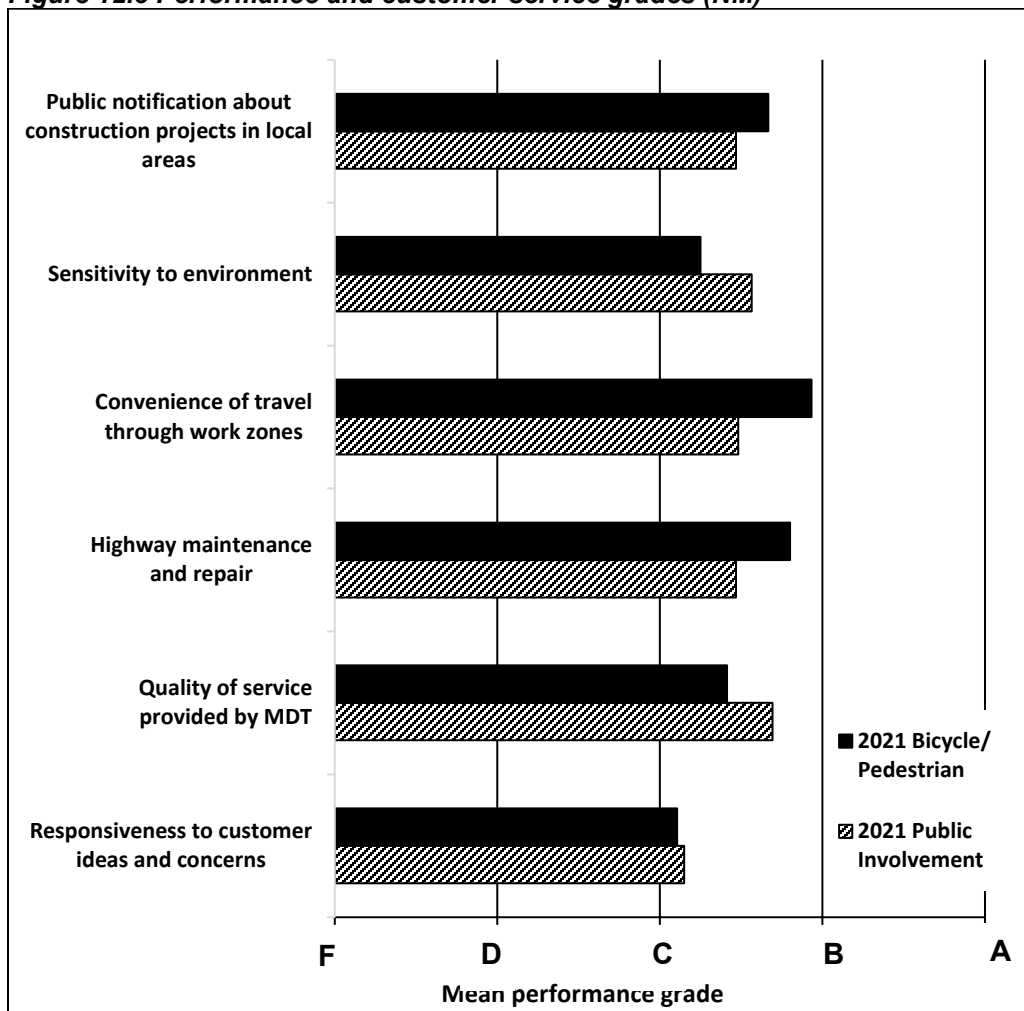
**Figure 12.4 Usefulness of MDT’s communications tools (NM)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- Bicycle and pedestrian stakeholders gave the highest grades to the convenience of travel through work zones, closely followed by highway maintenance and repair.
- Similar to the general public, this group gave the lowest grades the department’s responsiveness to customer ideas and concerns.

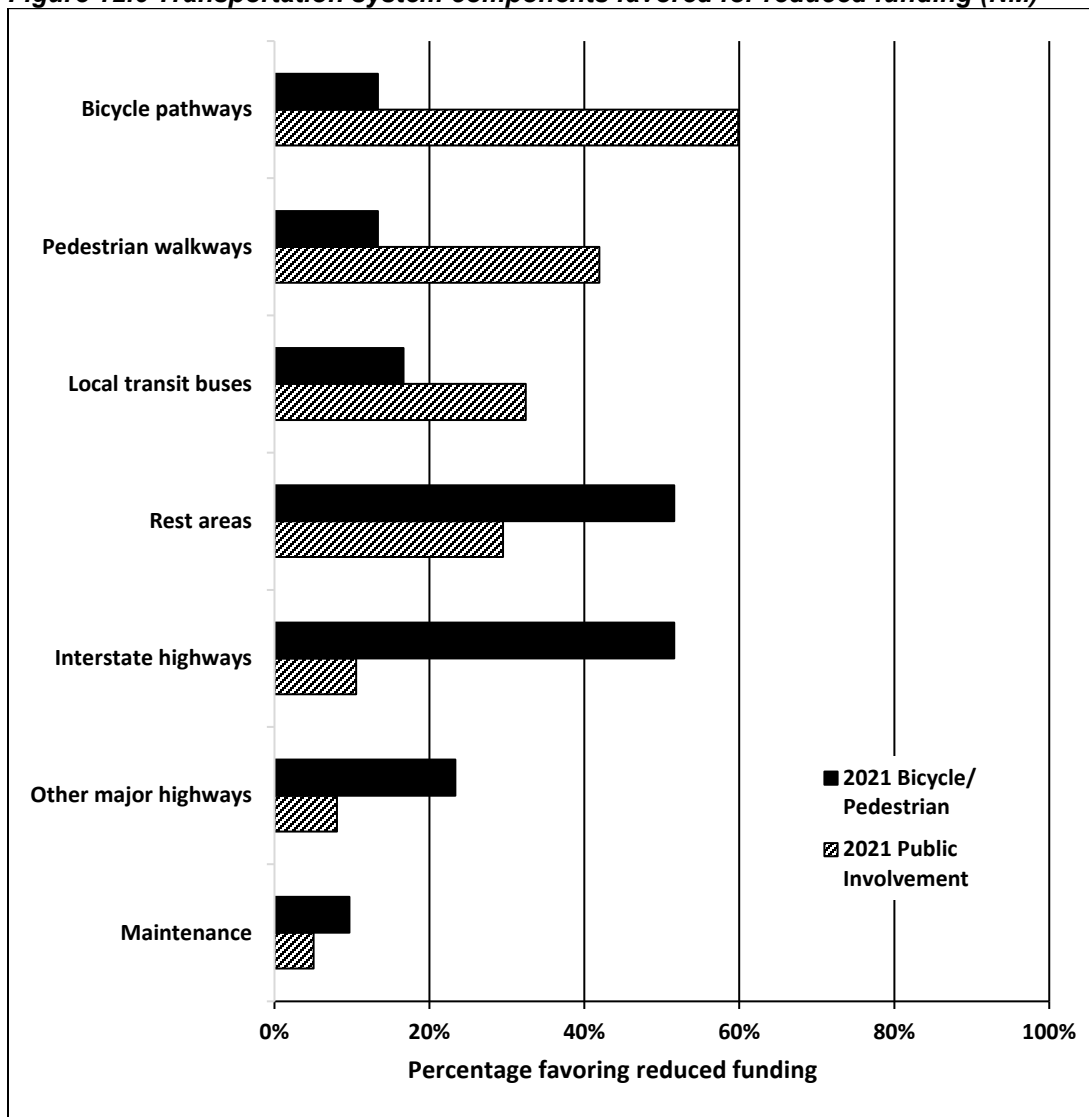
**Figure 12.5 Performance and customer service grades (NM)**



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- The majority of bicycle and pedestrian stakeholders favored reducing funding for rest areas and interstate highways across Montana.
- This group—in sharp contrast to all the other stakeholder groups as well as the general public—did not favor reducing funding to bicycle pathways and pedestrian walkways.
- Along with the general public, bicycle and pedestrian stakeholders favored maintenance the least for reduced funding.

**Figure 12.6 Transportation system components favored for reduced funding (NM)**



## CHAPTER 13 PASSENGER TRANSPORTATION STAKEHOLDER GROUP

The passenger transportation stakeholder group consists of various passenger transportation interests from across Montana, including:

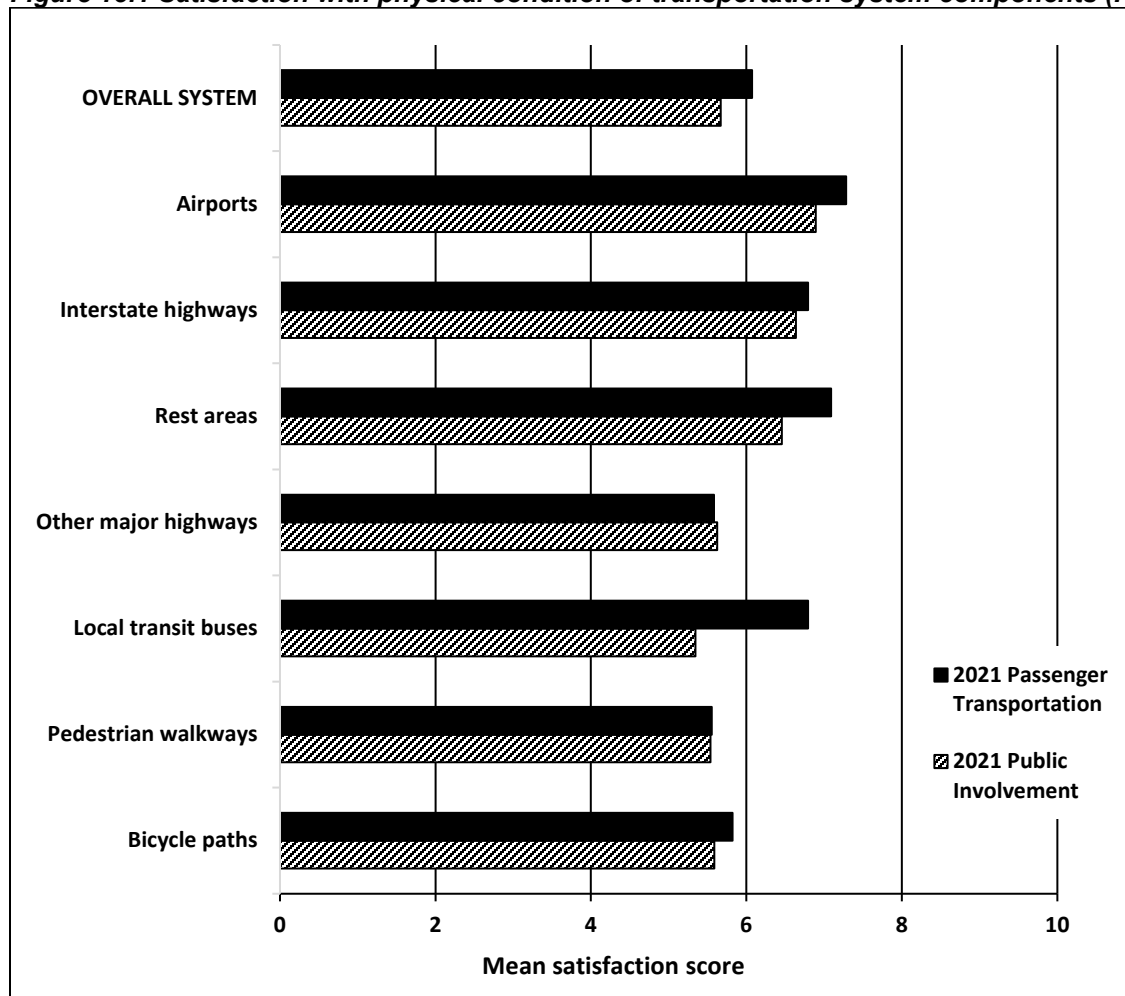
- Public transit agencies,
- Social service agencies,
- Inter-city bus agencies,
- Rail passenger interests, and
- Air passenger interests.

Sixty-eight questionnaires were returned by this group. Figures 13.1 through 13.6 compare responses from this group to those obtained through the 2021 Public Involvement Survey.

### **“HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”**

- With the exception of local transit buses, passenger transportation stakeholders’ levels of satisfaction were the similar to the general public’s.
- They were more satisfied with local transit buses than the general public.
- This group was the most satisfied with the physical condition of Montana’s airports, and the least satisfied with the physical condition of pedestrian walkways.

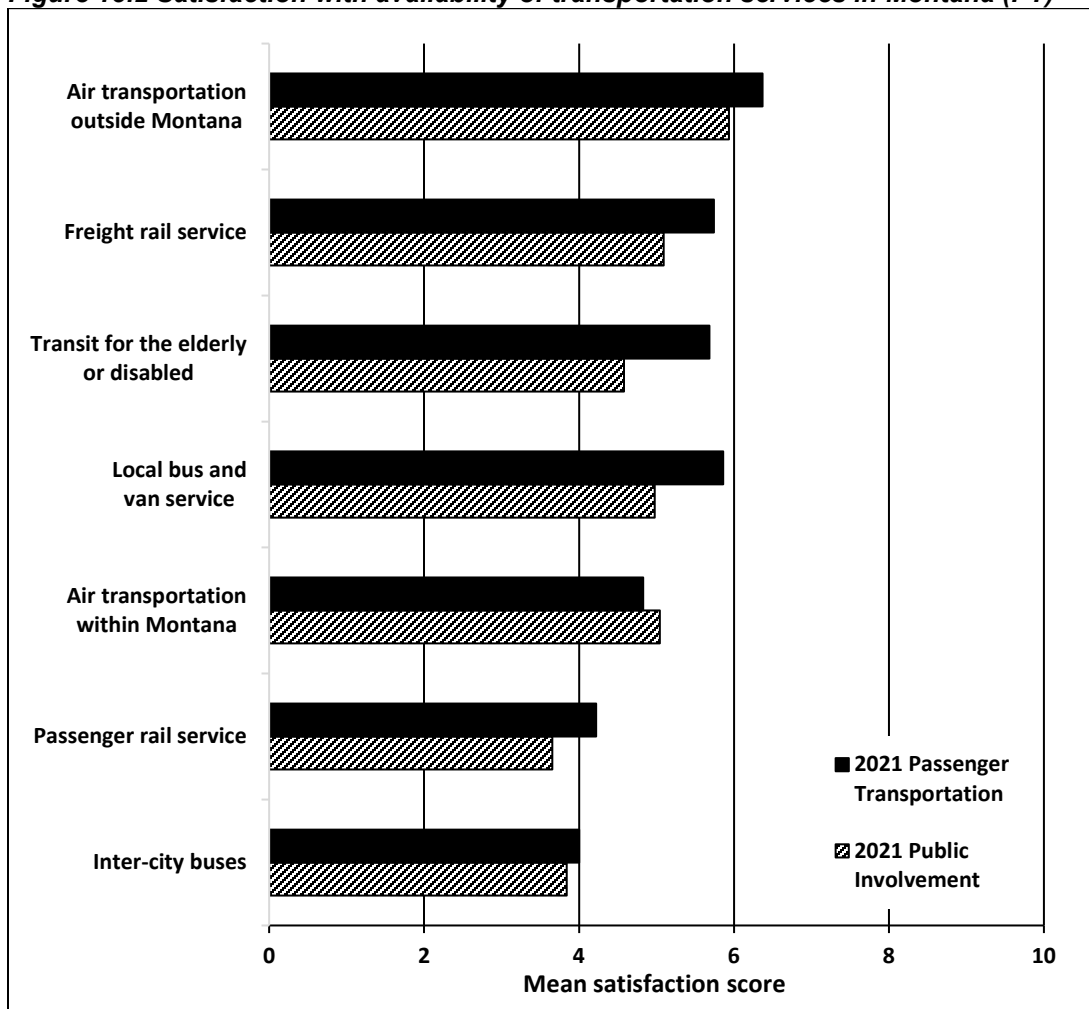
Figure 13.1 Satisfaction with physical condition of transportation system components (PT)



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- Passenger transportation stakeholders were the most satisfied with the availability of air transportation to locations outside Montana.
- Compared to the general public, this group was more satisfied with the availability of all three bus/transit-related services.
- This group was the least satisfied with the availability of inter-city buses.

**Figure 13.2 Satisfaction with availability of transportation services in Montana (PT)**

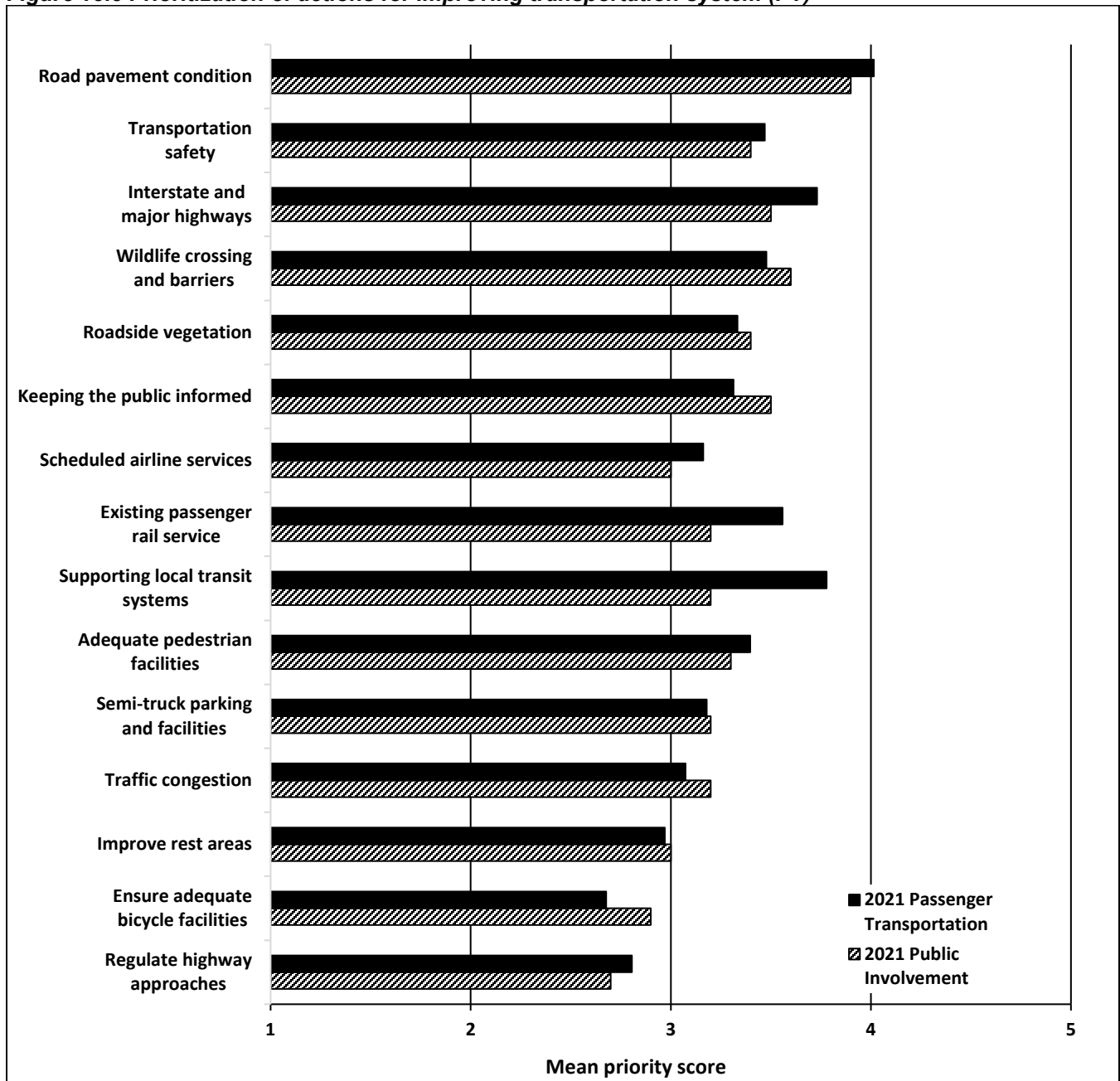




**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- Passenger transportation stakeholders gave the highest priority to road pavement condition, followed by the support of local transit, as the best ways to improve the state’s transportation system.
- This group, along with the general public, gave the lowest priority to ensuring adequate bicycle facilities

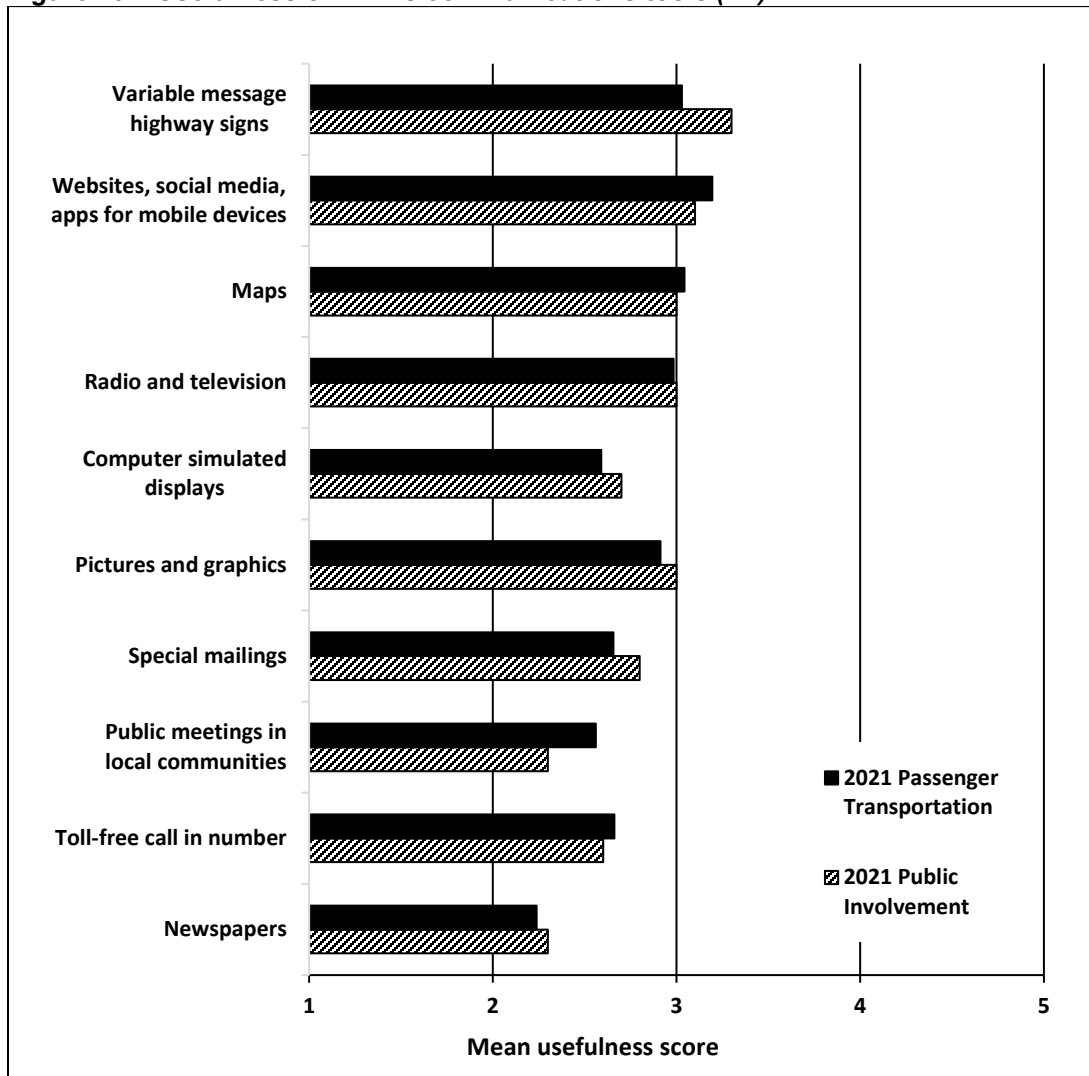
**Figure 13.3 Prioritization of actions for improving transportation system (PT)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- As was the case with the general public, passenger transportation stakeholders favor web-based applications and variable message highway signs most among MDT’s communications tools.
- Newspapers were considered the least useful communications tool by this group.

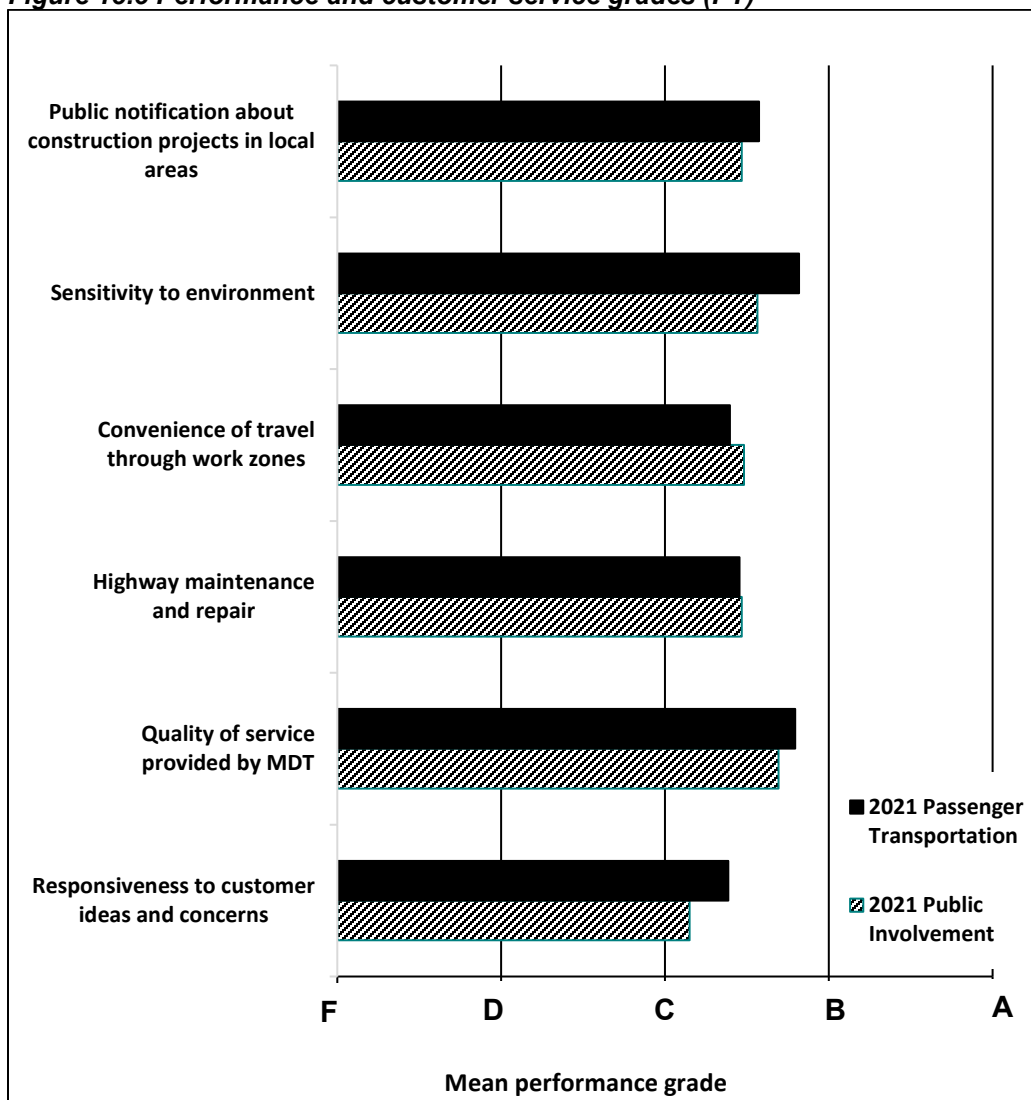
**Figure 13.4 Usefulness of MDT’s communications tools (PT)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- The passenger transportation stakeholder group graded many performance measures listed slightly higher than the general public.
- This group gave higher grades than the general public to MDT’s responsiveness to customer ideas and concerns.

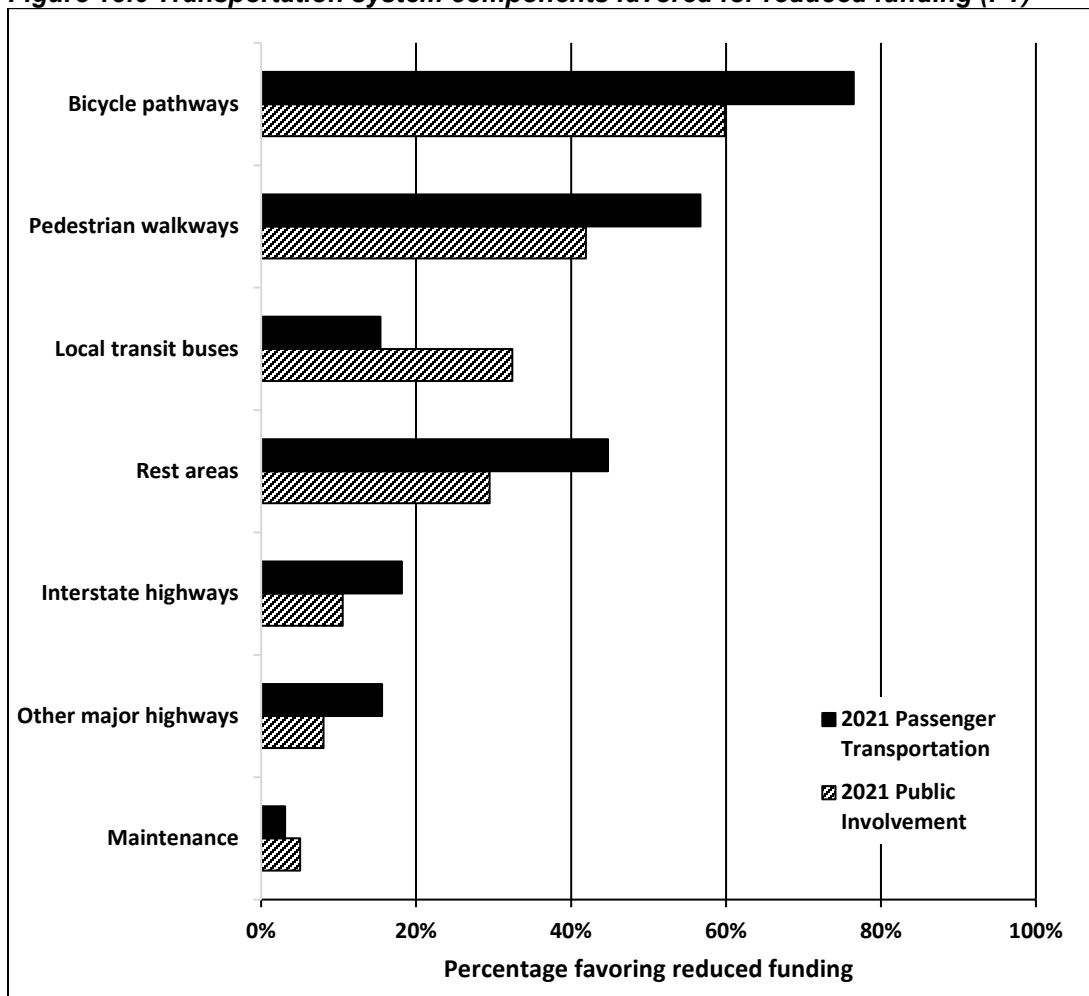
**Figure 13.5 Performance and customer service grades (PT)**



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- Overwhelmingly, the passenger transportation stakeholder group favored reducing funding for bicycle pathways, in the event of budget cuts.
- Only a very small fraction of the passenger transportation stakeholder group favored reduced funding in the area of maintenance.
- Compared to the general public, local transit buses were favored for reduced funding by notably fewer members of this group.

**Figure 13.6 Transportation system components favored for reduced funding (PT)**



## CHAPTER 14 STATE AND FEDERAL AGENCY STAKEHOLDER GROUP

The group is comprised of non-elected state and federal government officials representing Montana, including (but not limited to):

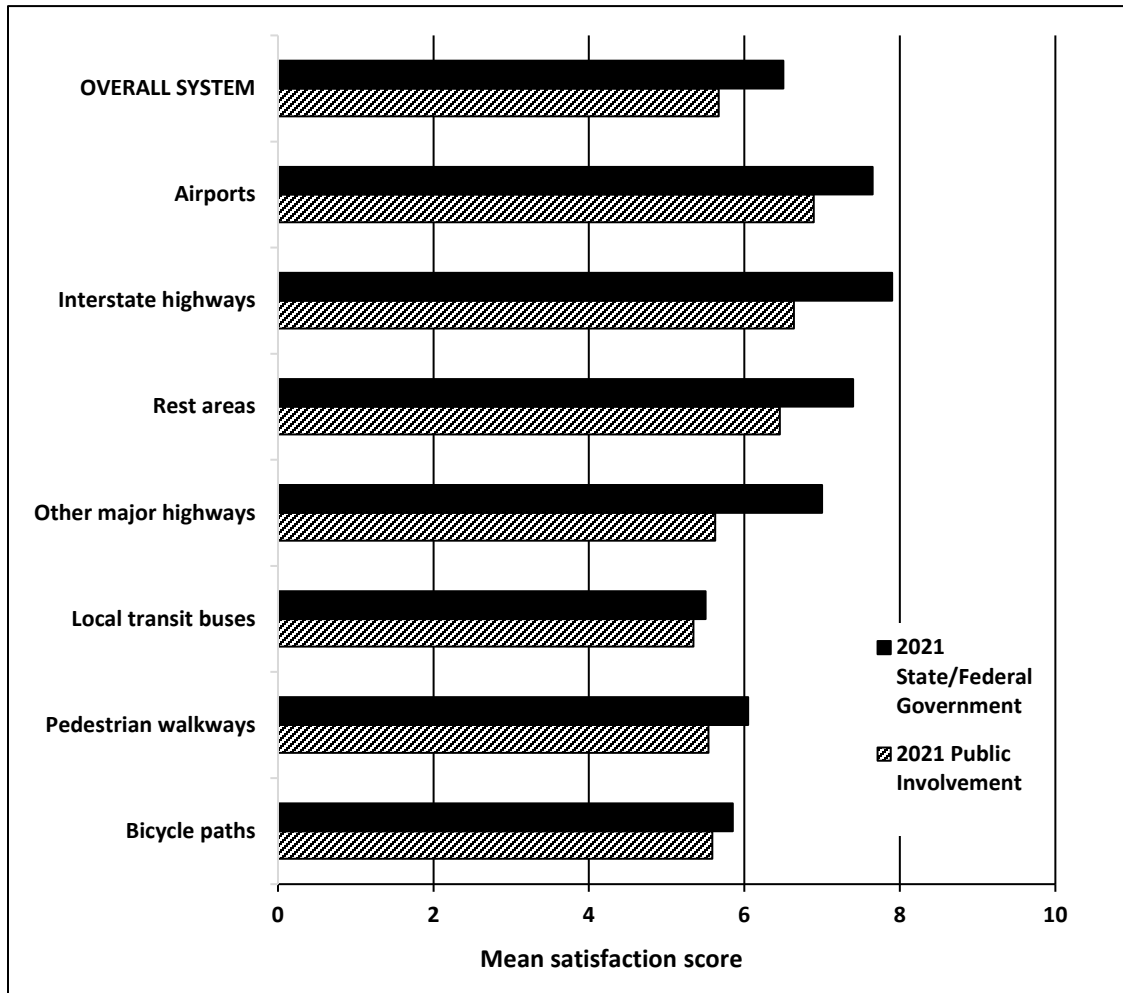
- Montana Department of Commerce,
- Montana Department of Environmental Quality
- Montana Department of Justice (highway patrol),
- Montana Department of Natural Resources and Conservation,
- Federal Highway Administration,
- Federal Aviation Administration,
- United States Forest Service, and
- United States Environmental Protection Agency.

Twenty questionnaires were returned by this group. Figures 14.1 through 14.6 compare responses from this group to those obtained through the 2021 Public Involvement Survey.

**“HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”**

- State and federal stakeholders are generally more satisfied with the physical condition of all transportation components – including the overall transportation system – when compared to the general public.
- State and federal stakeholders were the least satisfied with the physical condition of local transit buses.

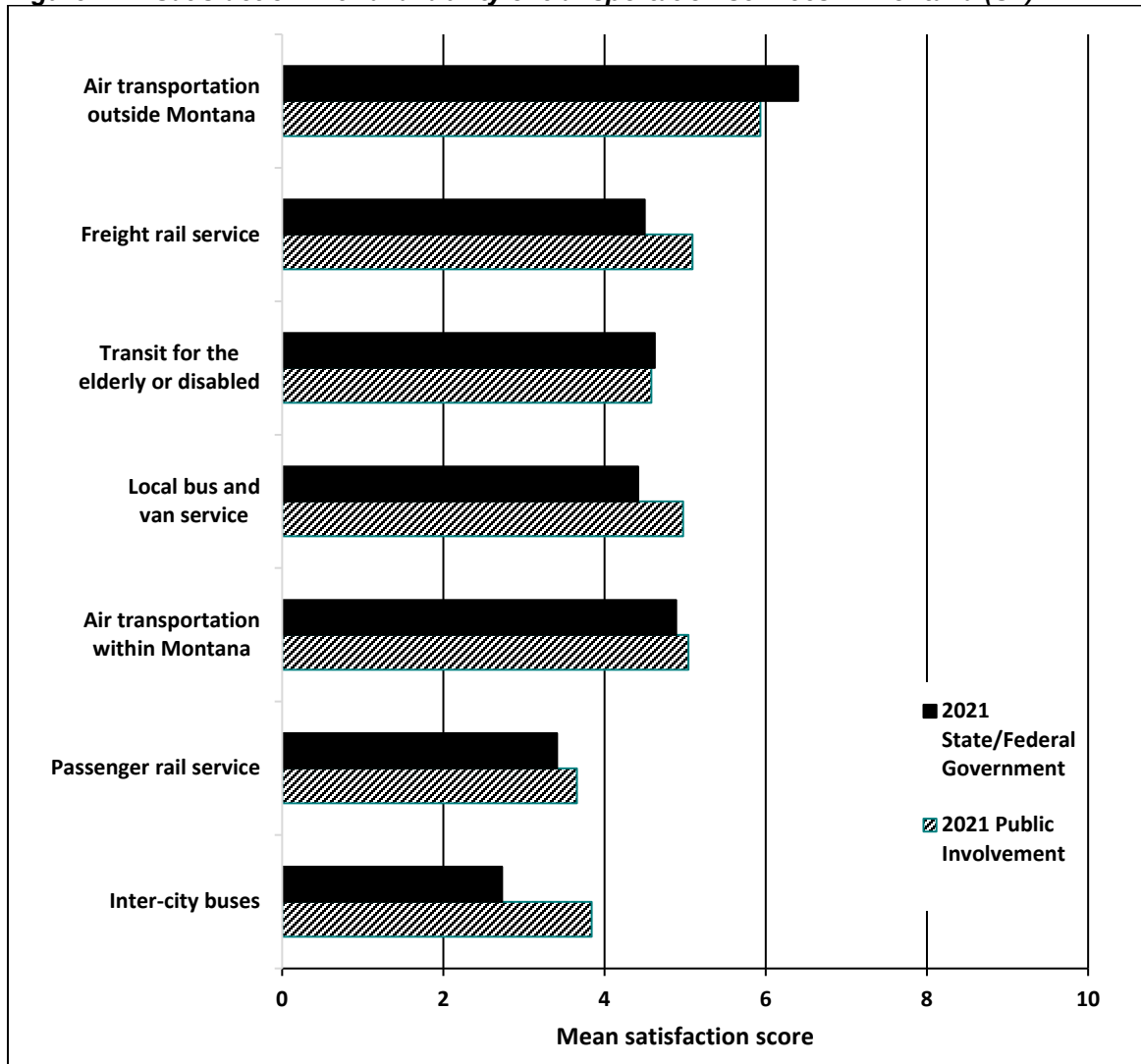
*Figure 14.1 Satisfaction with physical condition of transportation system components (SF)*



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- State and federal agency stakeholders were the most satisfied with the availability of air transportation to destinations outside Montana.
- This group was the least satisfied with the availability of inter-city buses, which was scored considerably lower than by the general public.

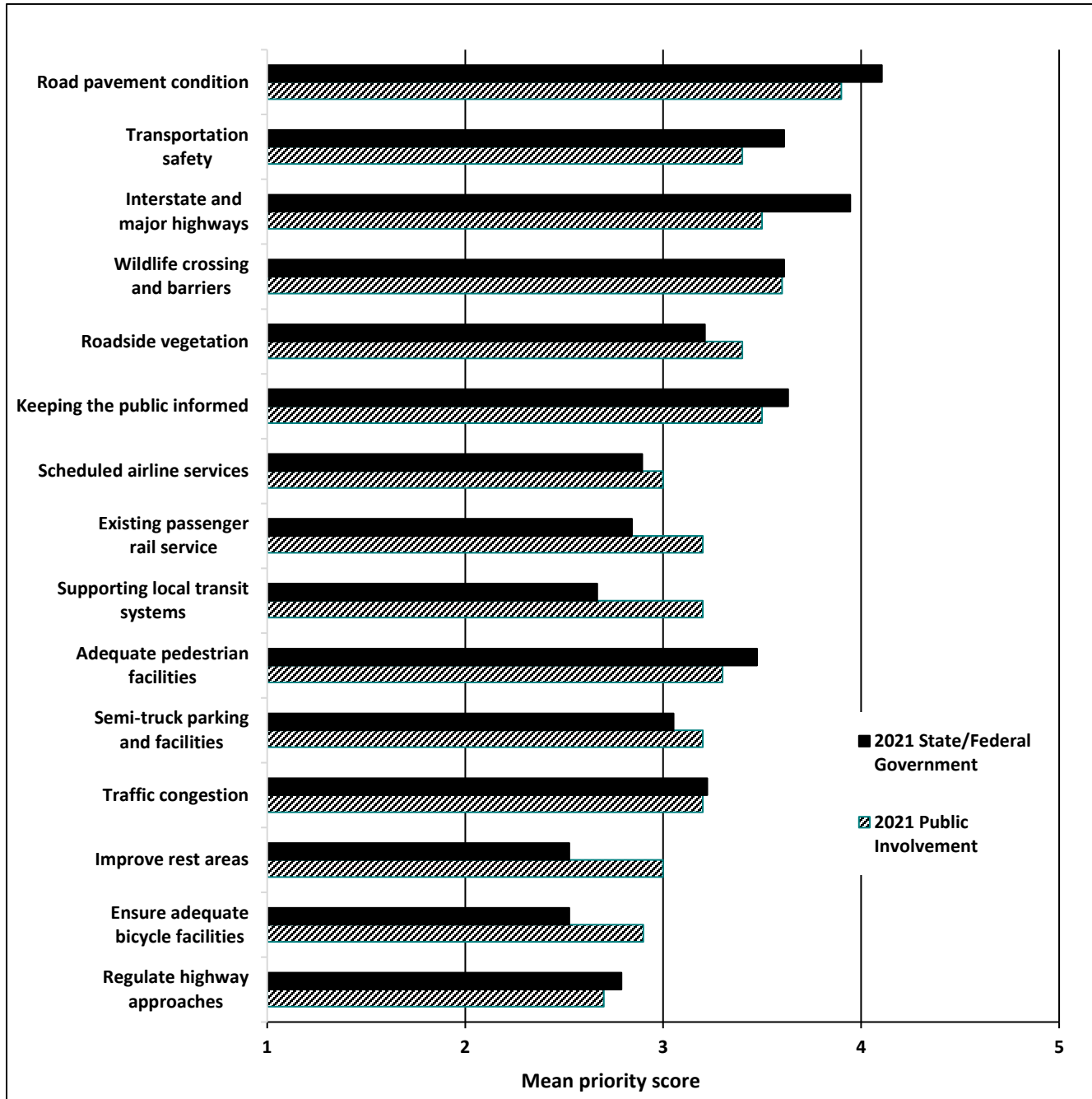
**Figure 14.2 Satisfaction with availability of transportation services in Montana (SF)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- State and federal agency workers assigned the greatest priority to improving road pavement condition as a means of improving the state transportation system.
- This group assigned the lowest priority for improvement to rest areas and bicycle facilities.

*Figure 14.3 Prioritization of actions for improving transportation system (SF)*

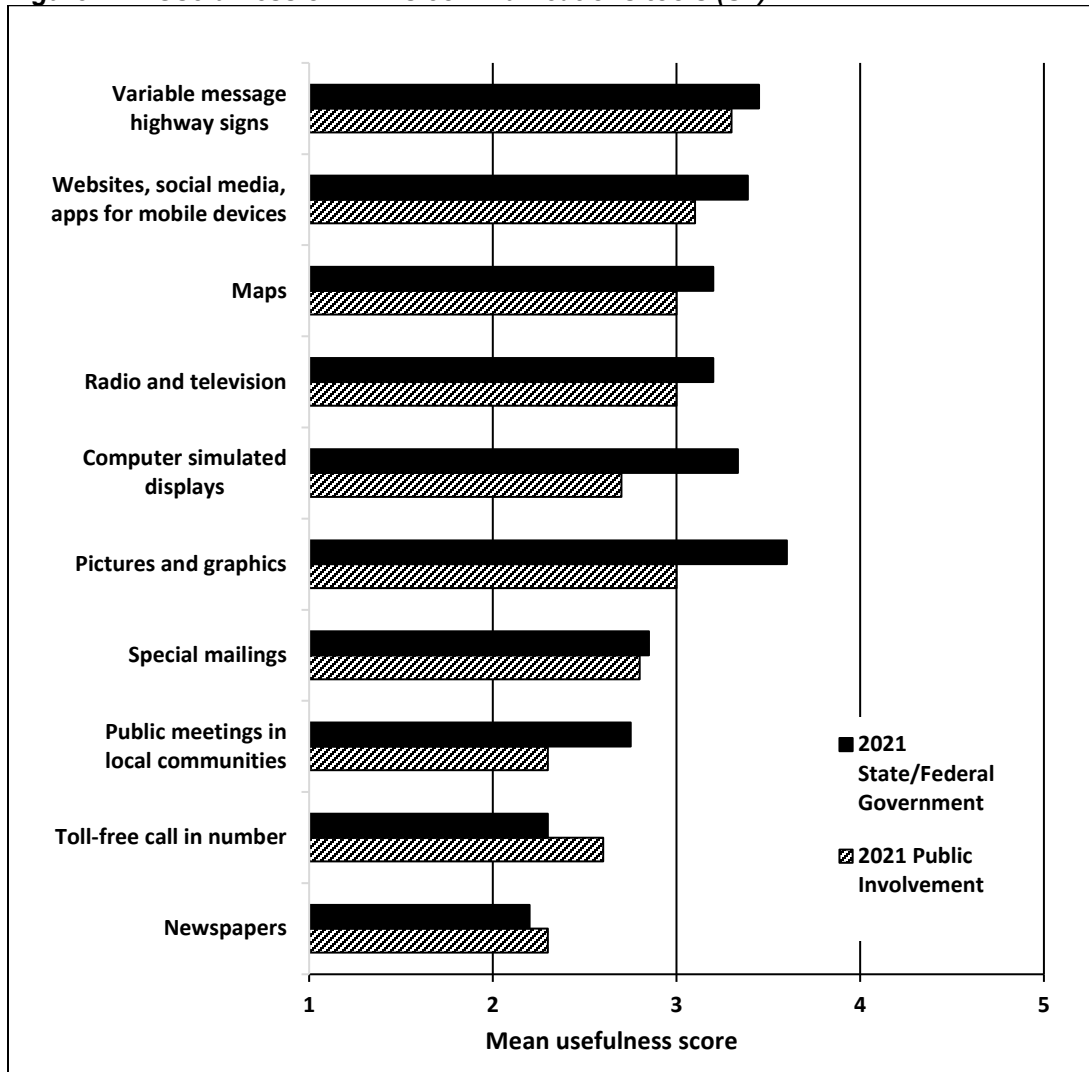




**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- Along with the general public, members of the state and federal agency stakeholder group found variable-message highway signs and web-based applications to be the most useful among MDT’s communications tools.
- This group found toll-free call-in numbers and newspapers to be the least useful; less useful than the general public.

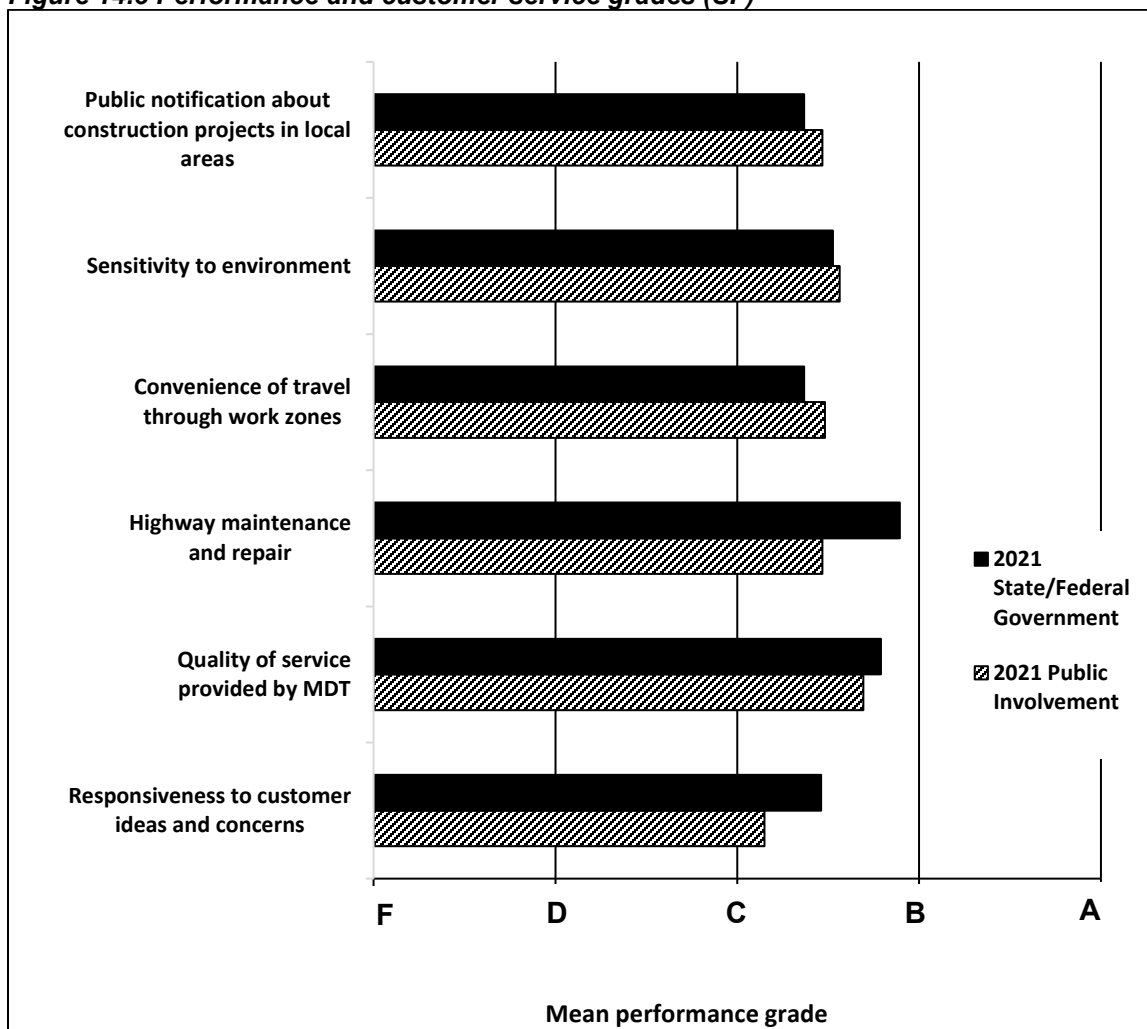
**Figure 14.4 Usefulness of MDT’s communications tools (SF)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- State and federal agency stakeholders gave the highest grades to highway maintenance and repair, closely followed by the quality of service MDT provides.
- Similar to the general public, this group gave the lowest grades for responsiveness to public notification about construction projects.

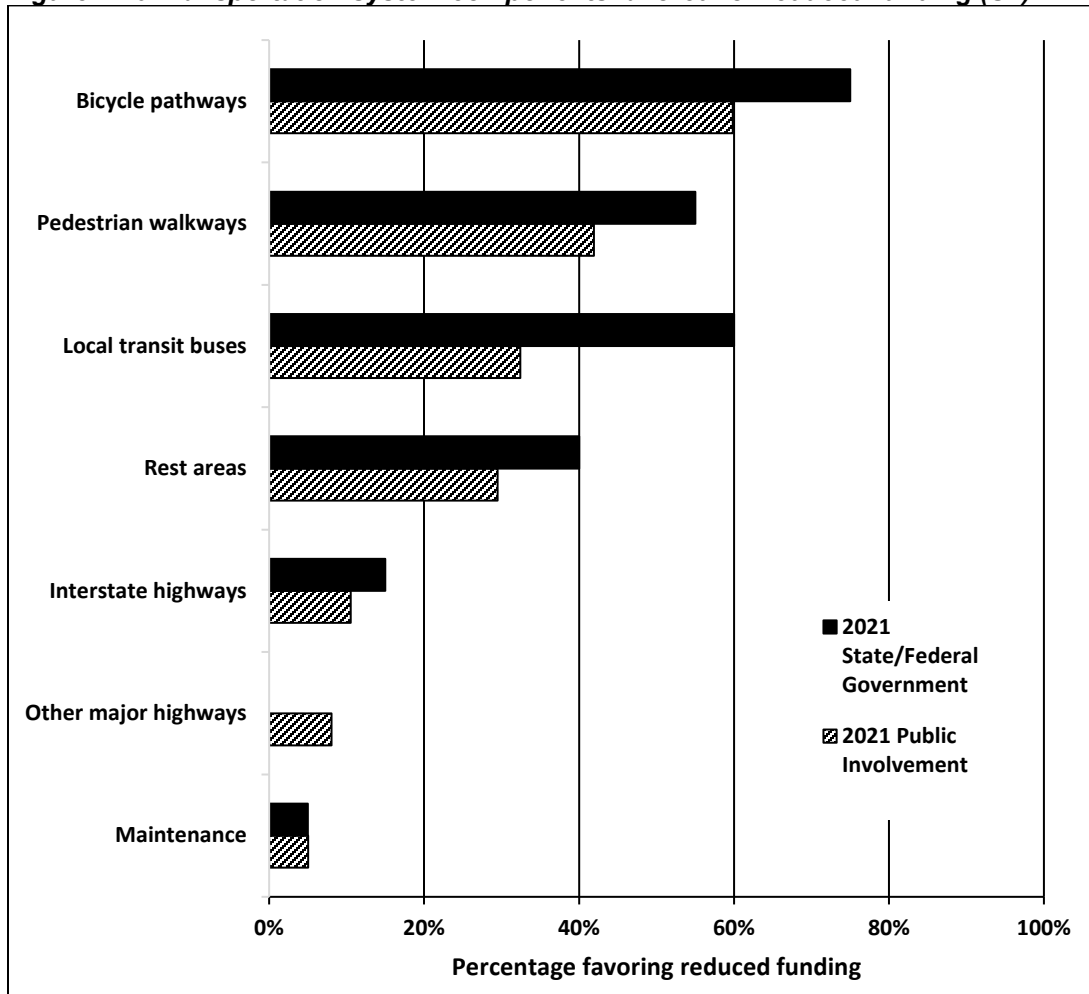
**Figure 14.5 Performance and customer service grades (SF)**



**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- In a break with the overall trend, the majority of state and federal agency stakeholders favor reduced funding for local transit buses.
- Other major highways were favored for reduced funding by no respondents from this group (0%). Maintenance was the second least favored area for reduced funding by this group.

**Figure 14.6 Transportation system components favored for reduced funding (SF)**



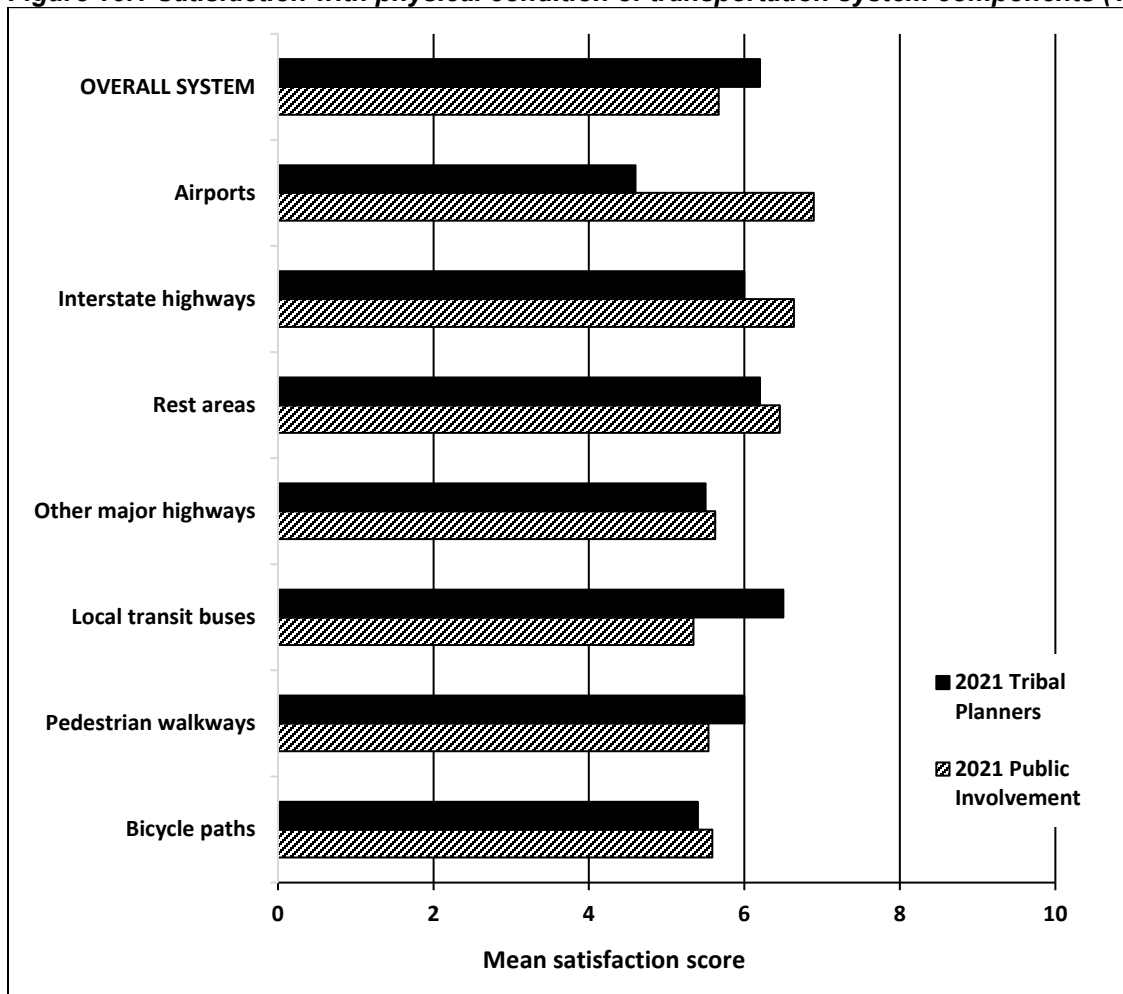
## CHAPTER 15 TRIBAL PLANNERS STAKEHOLDER GROUP

This group consists of tribal planners from across Montana. Five tribal representatives completed surveys in 2021. To maintain respondent confidentiality the tribes for which they work are not named. Figures 15.1 through 15.6 compare responses from this group to those obtained through the 2021 Public Involvement Survey.

### “HOW SATISFIED ARE YOU WITH THE PHYSICAL CONDITION OF MONTANA’S TRANSPORTATION SYSTEM?”

- Stakeholders in the tribal planner group rated their satisfaction with the overall physical condition of the Montana transportation system higher than the general public.
- Compared to the general public, members of this group were very satisfied with local transit buses, but were less satisfied with the condition of airports.

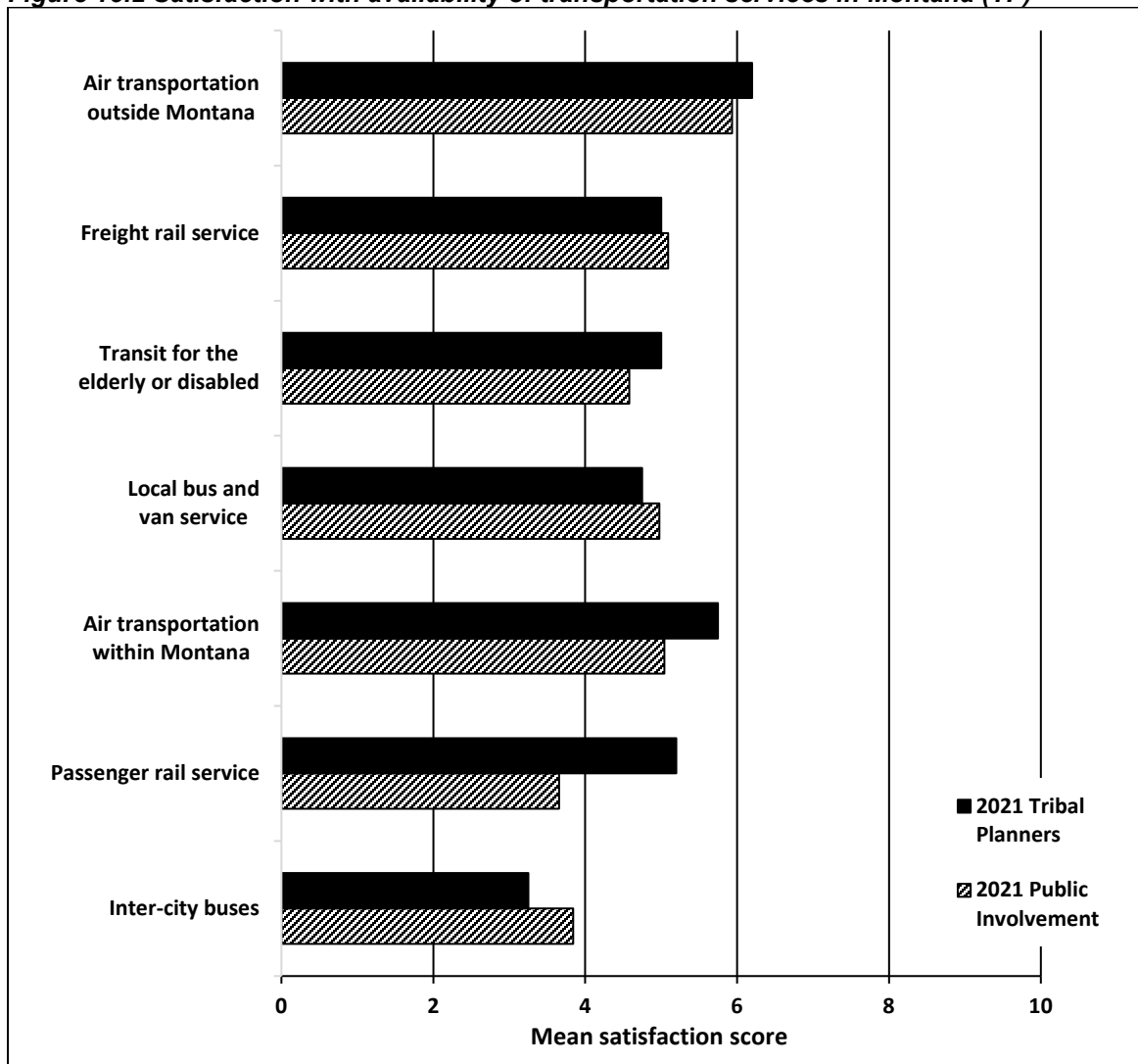
**Figure 15.1 Satisfaction with physical condition of transportation system components (TP)**



**“HOW SATISFIED ARE YOU WITH THE AVAILABILITY OF SERVICES WITHIN MONTANA’S TRANSPORTATION SYSTEM?”**

- Tribal planners were much more satisfied with the availability of passenger rail service in the state than the general public.
- Compared to the general public, this group was less satisfied with the availability of inner-city buses and local bus and van service, but more satisfied with transit for the elderly or disabled.

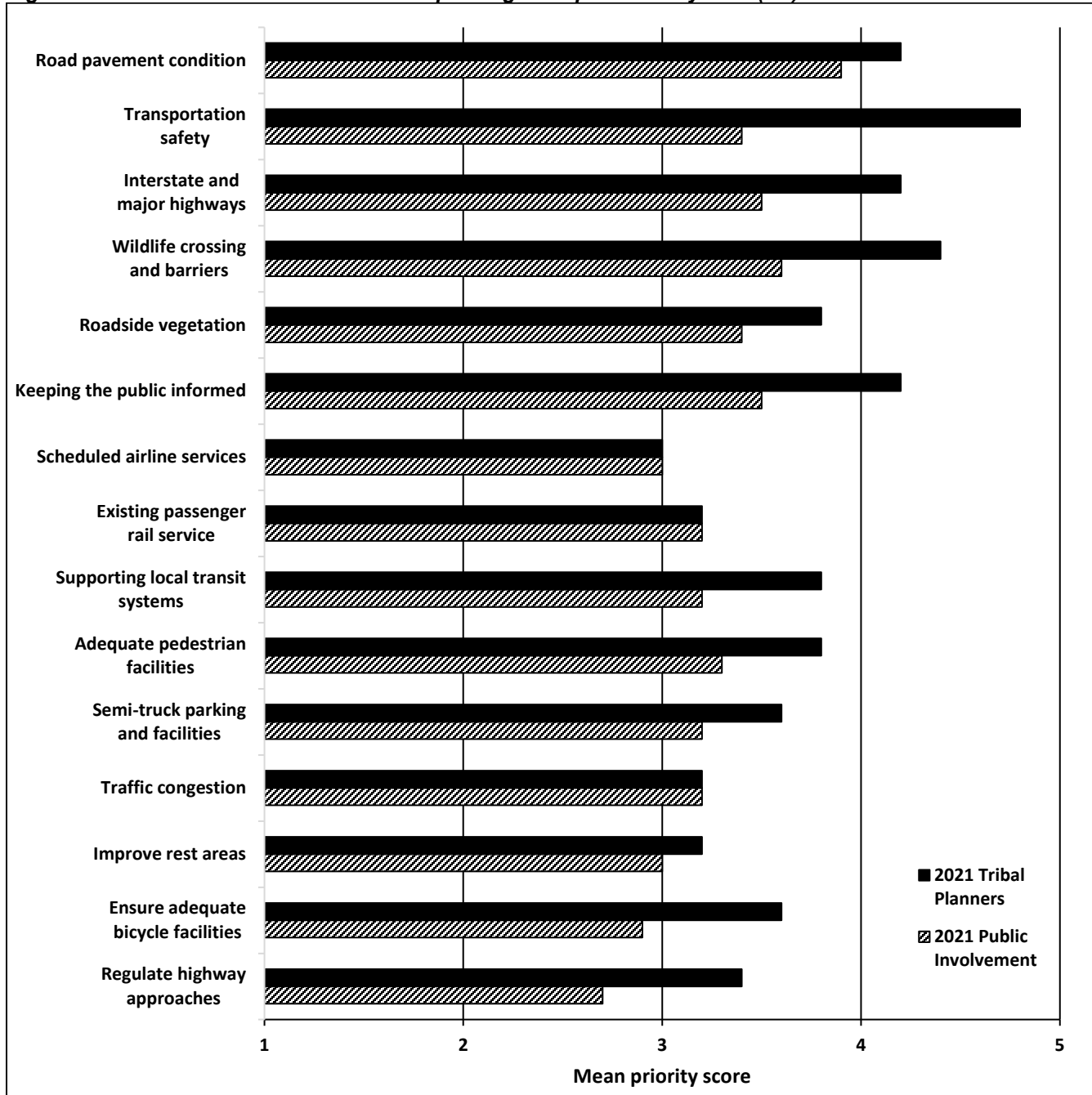
**Figure 15.2 Satisfaction with availability of transportation services in Montana (TP)**



**“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”**

- Stakeholders in the tribal planner group gave the highest priority to transportation safety as a means for improving Montana’s transportation system. Wildlife crossings and barriers were also given high priority.
- Scheduled airline service was given the lowest priority by this group among the items listed.

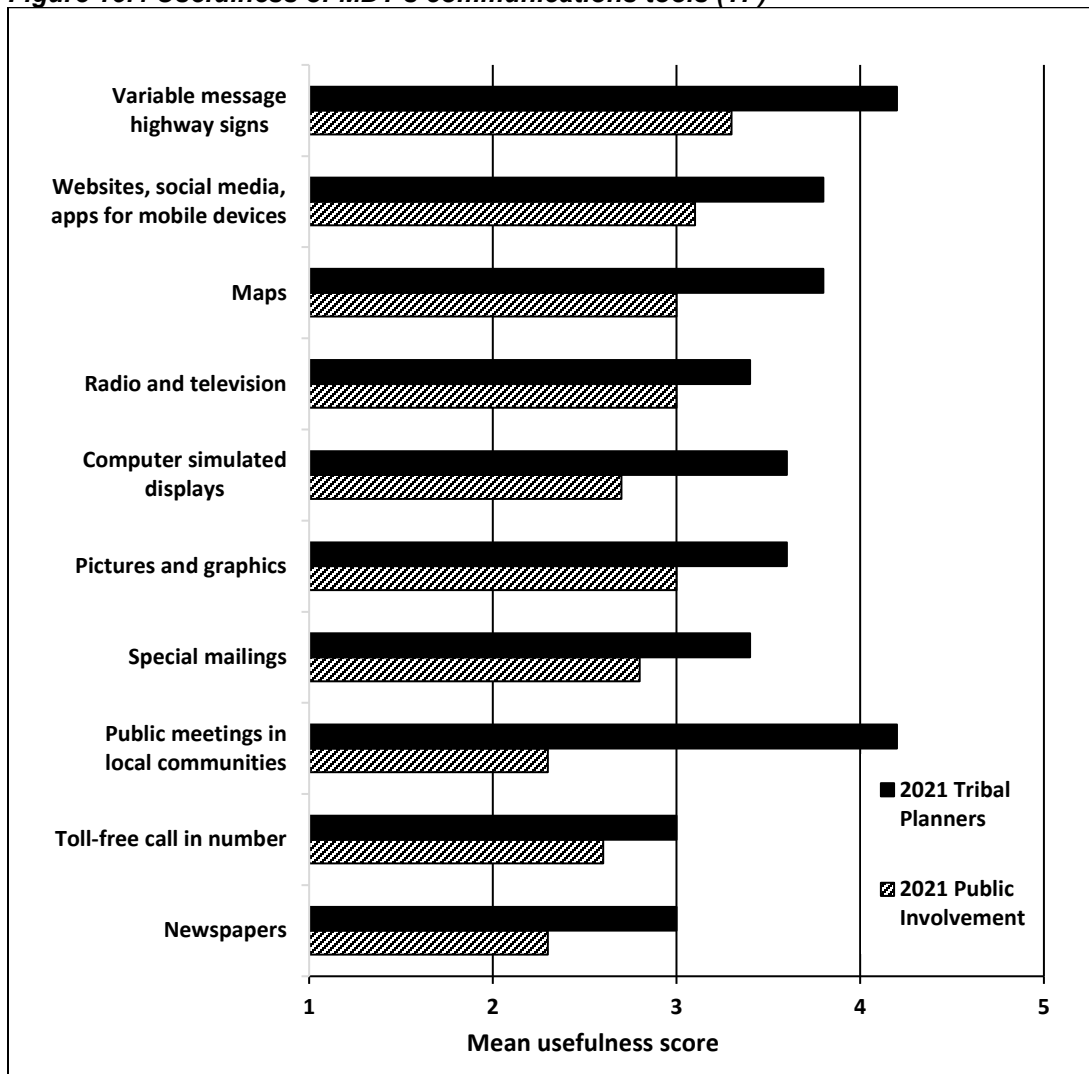
**Figure 15.3 Prioritization of actions for improving transportation system (TP)**



**“HOW USEFUL ARE EACH OF THE FOLLOWING COMMUNICATIONS TOOLS?”**

- Tribal planners notably found public meetings in local communities to be the most useful among MDT’s communications tools, followed by variable-message highway signs.
- Toll-free call-in numbers and newspapers were found to be the least useful communications tools among this group, but were rated more useful by tribal planners than they were by the general public.

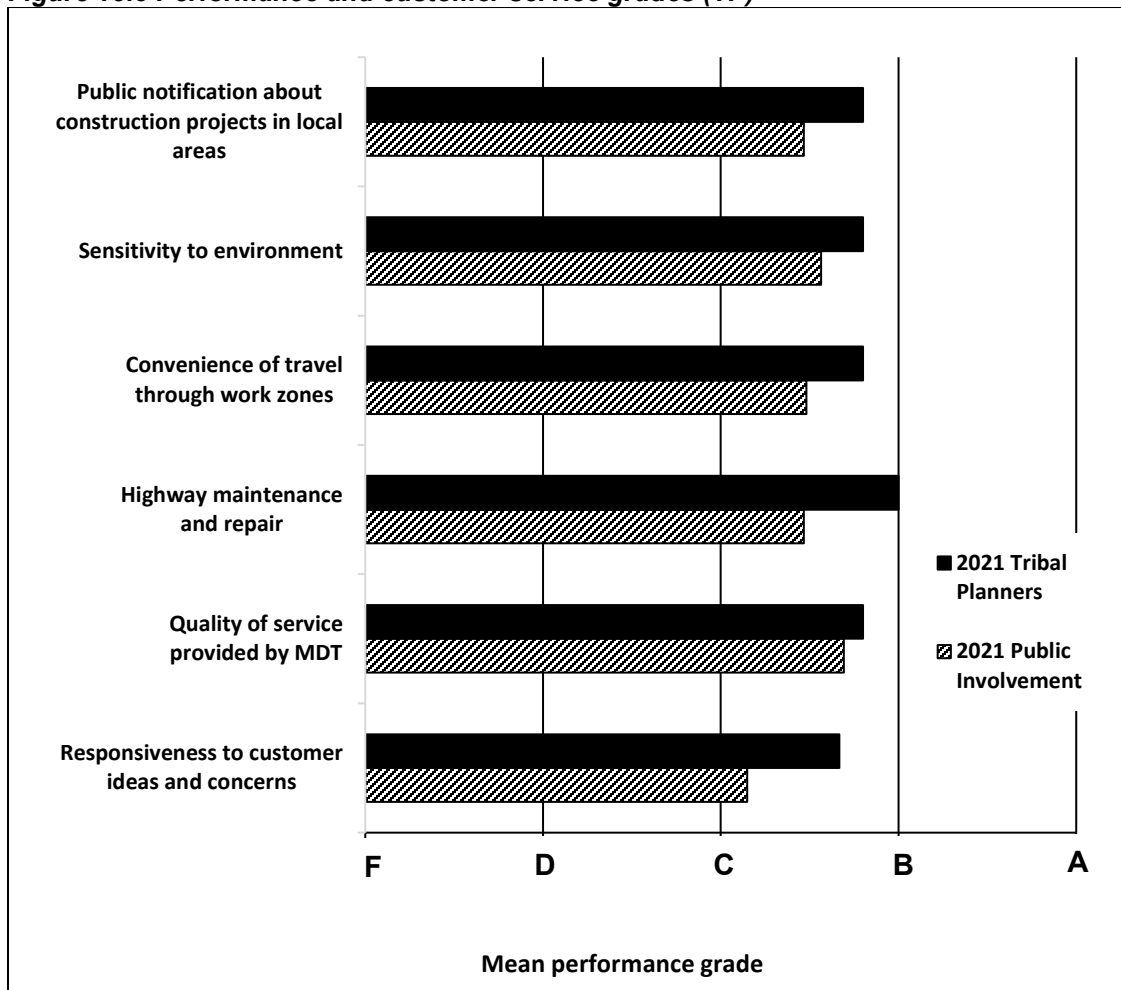
**Figure 15.4 Usefulness of MDT’s communications tools (TP)**



**“WHAT GRADE WOULD YOU GIVE MDT ON THE QUALITY OF SERVICE IT PROVIDES IN EACH OF THE FOLLOWING AREAS?”**

- Tribal planners gave MDT higher grades than the general public on all of MDT’s performance measures.
- This group gave the lowest grades to MDT’s responsiveness to customer ideas and concerns.

*Figure 15.5 Performance and customer service grades (TP)*

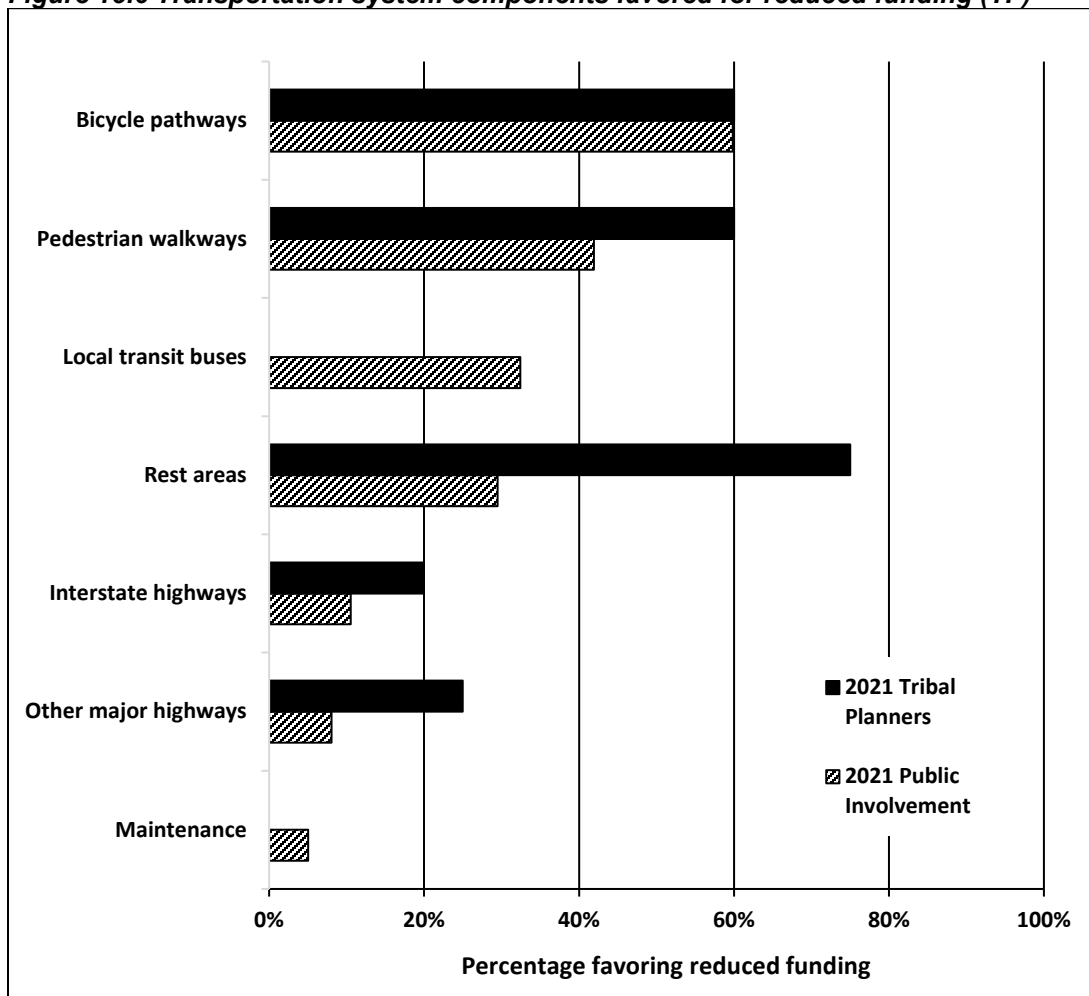




**“WHICH OF THE FOLLOWING TRANSPORTATION SYSTEM ITEMS, IF ANY, SHOULD BE FUNDED AT A LOWER LEVEL?”**

- The differences between tribal planners and the general public when it comes to priorities for decreasing funding were striking. None of the members of this group (0%) chose reduced funding for local transit buses or maintenance.
- Three-quarters of the members of this group indicated they would choose to decrease funding for rest areas in the event the MDT’s budget were reduced.

**Figure 15.6 Transportation system components favored for reduced funding (TP)**



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