

TranPlan 21

2005 Stakeholder Survey



Statewide Public Involvement Survey

State of Montana
Department of Transportation

Bureau of Business & Economic Research
University of Montana–Missoula

TranPlan 21 2005 Stakeholder Survey

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Executive Summary

In 2005, MDT's stakeholder groups were:

- Generally satisfied with Montana's transportation system.
- Most satisfied with interstate highways and airports.
- Least satisfied with bus depots and intercity bus service.

Out of 16 possible actions to improve Montana's transportation system, stakeholders' highest priorities were to:

- Keep current with new transportation technologies.
- Improve the condition of non-interstate highways.
- Improve transportation safety.

Stakeholders' lowest priority was reducing single-occupant vehicles.

When compared to stakeholder surveys since 1997:

- It appears that satisfaction with transportation system components improved in 2005 though this could be due to the increased survey response rate in 2005.
- Overall satisfaction with the transportation system has improved.
- Customer grades of MDT performance have improved.

Stakeholders' top priorities for possible actions to improve roadways are:

- Increasing road widths.
- Increasing shoulder widths to accommodate bicycles.

Stakeholders' bottom roadway improvement priority is increasing roadway illumination.

Stakeholders are more familiar with MDT information-sharing efforts than is the public.

Stakeholders are most familiar with:

- Newspaper articles.
- Construction project public meetings.

Stakeholders are least familiar with:

- *Montana & Sky*.
- Weekly construction progress meetings in urban areas.

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

Introduction

The primary purpose of this report is to document data collected through the 2005 Montana Department of Transportation Stakeholder Survey. It also references the 2005 Public Involvement Telephone Survey for comparisons between the general public and transportation stakeholders. In addition, the report provides a comparison to the 1997, 1999, 2001, and 2003 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 2005 survey were:

- Mayors and chief executives of cities and towns.
- County commissioners.
- Economic development associations, business organizations, local development corporations and associations.
- Montana's American Indian tribal planners.
- Metropolitan planning organizations, urban area planners, and state and federal agencies.
- Commercial trucking, freight rail, air freight, and intermodal interests.
- Bicycle and pedestrian interests.
- Environmental organizations and associations.
- Passenger transportation interests including local transit, intercity bus, rail, and air.

Stakeholders were selected from MDT's *Newsline* database, which consists of individuals, organizations, associations, businesses, government agencies, and local government officials with an interest in transportation-related issues. Surveys were also sent to representatives of Montana's American Indian tribes.

Survey Methods

The stakeholder questionnaire has three parts: Part 1 includes a wide range of transportation questions that are the same questions asked of Montana residents in the 2005 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.

The survey was administered by the University of Montana’s Bureau of Business and Economic Research (BBER) using a combination of telephone and World Wide Web methods during two field periods: (1) 7/20/2005 - 9/6/2005 and (2) 10/18/2005 - 10/26/2005. A total of 618 stakeholders were included in the survey, and 403 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 (2004) standard definition (RR3).¹ A response rate is the number of completed interviews divided by number of eligible respondents surveyed. This yielded a response rate of 65.2 percent. The 2003 iteration of this survey was administered by mail. Using this method, in 2003 a 36 percent response rate was achieved. The 2005 response rate represents a 29.2 percentage point increase over 2003. The greatly improved response rate significantly decreases the likelihood that the data are adversely affected by nonresponse bias. Table 1 below shows the total number of responses received by stakeholder group.

| Stakeholder Group | 2003 Number of Completions | 2003 Percent | 2005 Number of Completions | 2005 Percent |
|-------------------------------------|-----------------------------------|---------------------|-----------------------------------|---------------------|
| Mayors | 52 | 22.3 | 109 | 27.0 |
| County Commissioners | 25 | 10.7 | 52 | 12.9 |
| Economic Development | 19 | 8.2 | 40 | 9.9 |
| Tribal Planners | 7 | 3.0 | 4 | 1.0 |
| State and Federal | 19 | 8.2 | 20 | 5.0 |
| Intermodal | 28 | 12.0 | 55 | 13.6 |
| Nonmotorized Vehicle and Pedestrian | 20 | 8.6 | 50 | 12.4 |
| Environmental | 10 | 4.3 | 18 | 4.5 |
| Passenger Transportation | 53 | 22.7 | 55 | 13.6 |
| Total | 233 | 100 | 403 | 100 |

The percentage of respondents from the various groups stayed relatively constant except for representatives of passenger transportation groups, which decreased by 9.1 percentage points. This is not a significant concern since the absolute number of passenger transportation group respondents actually increased by two.

¹American Association for Public Opinion Research. 2004. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys*. 3rd edition. Lexana, Kansas: AAPOR. p. 29. e = .15.

Stakeholders' Satisfaction With the Transportation System

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.

Stakeholder satisfaction is presented in two forms. When comparisons with the 2005 Public Involvement Telephone Survey are made, the statistic presented is the mean of all 2005 stakeholder responses. This statistic was chosen because it most closely matches the statistics that describe the Public Involvement Survey data. When comparisons with past stakeholder surveys are made, the statistic presented is a mean of the nine stakeholder group means. This second statistic is chosen to maintain comparability with the four previous iterations of the Stakeholder Survey.

In the figures that follow, 95 percent confidence interval bars are included on the 2005 Public Involvement Telephone Survey point estimates. No confidence interval is required for the Stakeholder Survey since it is a census of all of the stakeholders on the MDT list. If the Stakeholder Survey point falls outside the Public Involvement Survey confidence interval bar, it can be said with 95 percent confidence that the Stakeholder Survey value differs from the Public Involvement Survey value.

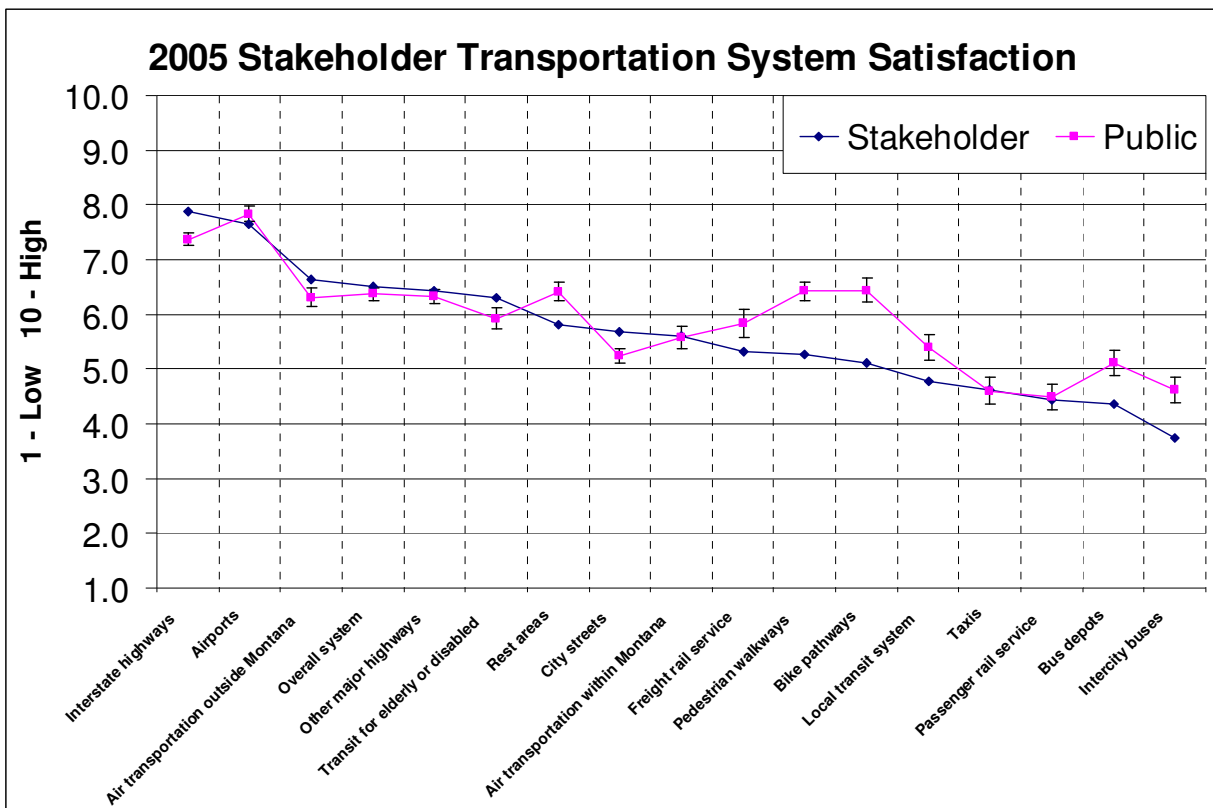


Figure 1

Stakeholders' moderate level of satisfaction with Montana's transportation system overall did not differ significantly from that of the public in 2005. However, when considering 16 other aspects of the transportation system individually, stakeholders were slightly less satisfied than was the public (see Figure 1 above). Stakeholders were less satisfied than the public in 7 of the system components, while they were more satisfied than the public in 4 components. The level of stakeholder satisfaction could not be distinguished from that of the public for 5 of the system components.

The largest difference is satisfaction between the two groups came when bicycle pathways and pedestrian walkways were examined. The public was significantly more satisfied with these two components than were the stakeholders.

Stakeholders were most satisfied with interstate highways and airports. They were most dissatisfied with intercity buses and bus depots, though they were also dissatisfied with local transit systems, taxis, and passenger rail service.

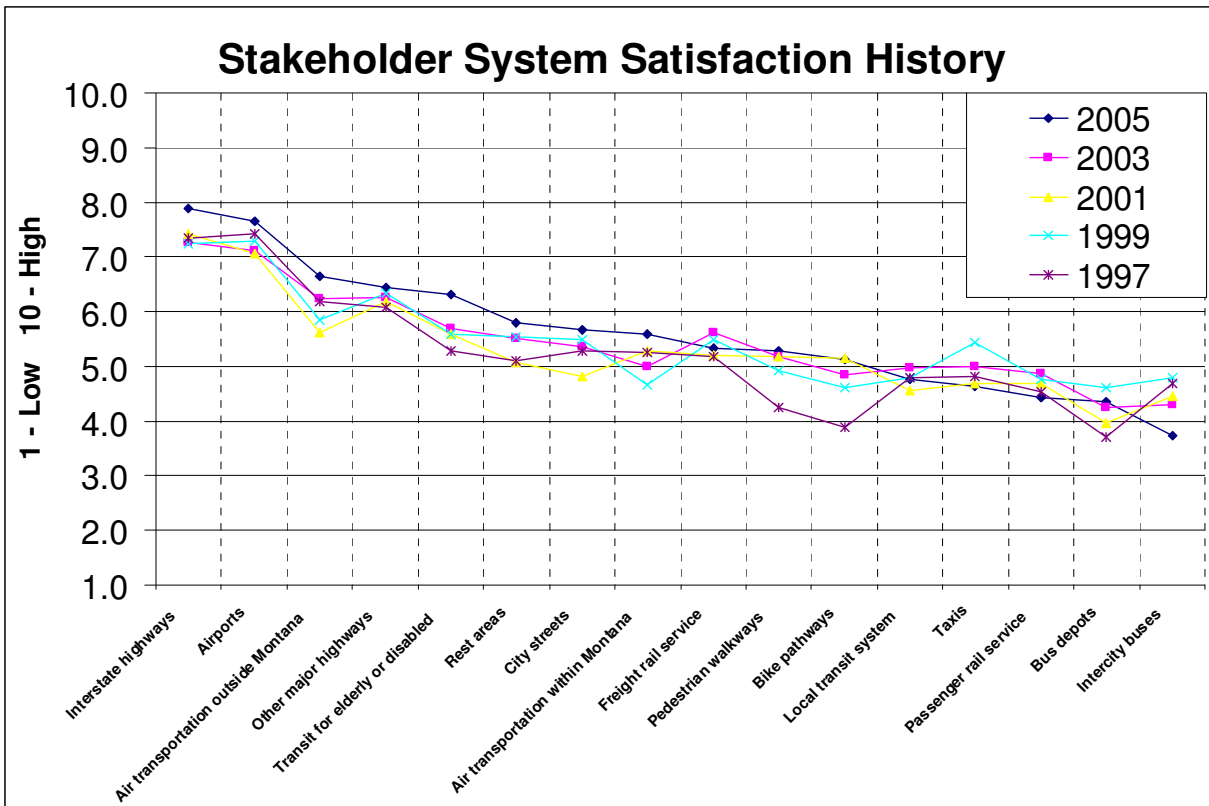


Figure 2

Stakeholder responses for 2005 follow the pattern that has been found since 1997 (see Figure 2 above). On first glance, it appears that 2005 stakeholders are, as a group, more satisfied with components of the transportation system than were stakeholders in the four previous surveys. There is an alternative possibility, however, that is equally plausible. The greatly

improved response rate or the difference in data collection modes could account for the apparent increase in stakeholder satisfaction.

Examination of stakeholder satisfaction with the transportation system overall by group again reveals an apparent trend toward increasing satisfaction (see Figure 3 below). It is important that readers keep the caveat regarding the 2005 change in data collection mode when evaluating these data. However, in several of the stakeholder groups, the increasing satisfaction trend has been evident since 1999. In the case of the bike/pedestrian and environmental groups, 2005 continues a trend of increasing overall satisfaction that started in 2003.

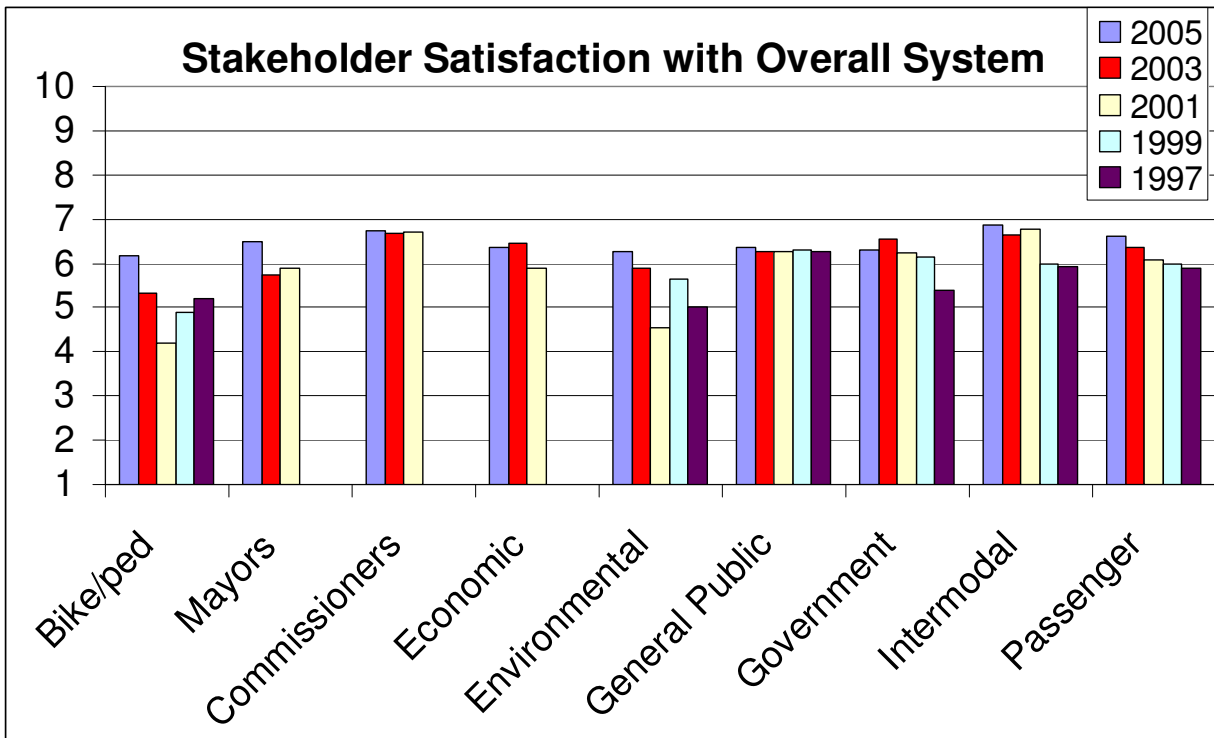


Figure 3

Prioritizing Actions to Improve the Transportation System

Stakeholders were asked to prioritize 16 possible actions to improve the transportation system in Montana. The actions were rated on a scale of one to five where:

- 1 = Very low priority
- 2 = Somewhat low priority
- 3 = Medium priority
- 4 = Somewhat high priority
- 5 = Very high priority

Stakeholder priorities for the 16 items (see Figure 4 below) ranged from just over “somewhat high” to just below “medium.” Stakeholders’ highest priorities were (a) keep current with new transportation technologies and (b) improve the condition of non-interstate highways. Stakeholders’ lowest priorities for action were (a) reduce single-occupant vehicles and (b) improve the condition of bus depots.

Stakeholders rated all but one possible action – improve the condition of bus depots – as higher priorities than did the public.

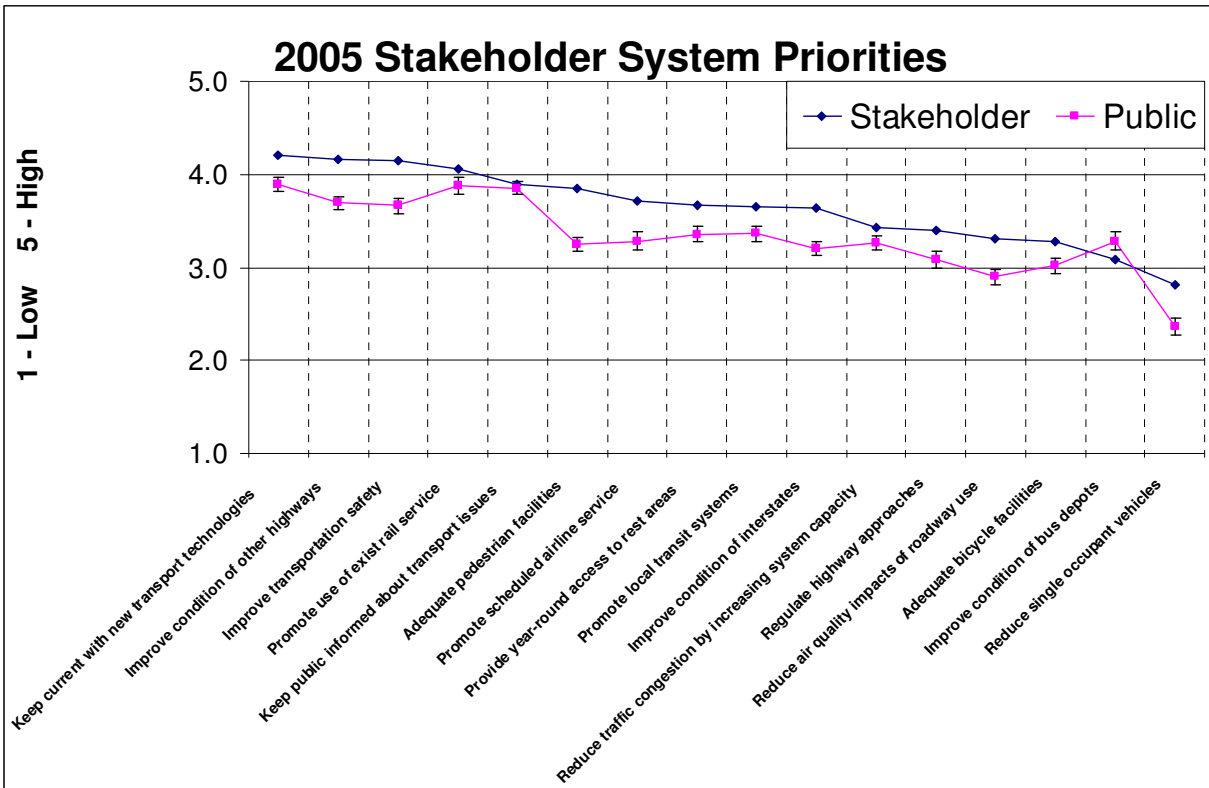


Figure 4

Stakeholders' priorities for possible actions to improve the transportation system were slightly higher in 2005 when compared with 2003 (see Figure 5 below). Stakeholder priority scores for the previous surveys used a different scale and are thus not comparable with those reported here. The two largest increases in priority in 2005 occurred for promoting local transit systems and reducing air quality impacts of roadway use. Readers should also keep in mind the possible effects that the 2005 change in data collection mode and greatly improved response rate may have on trend estimates.

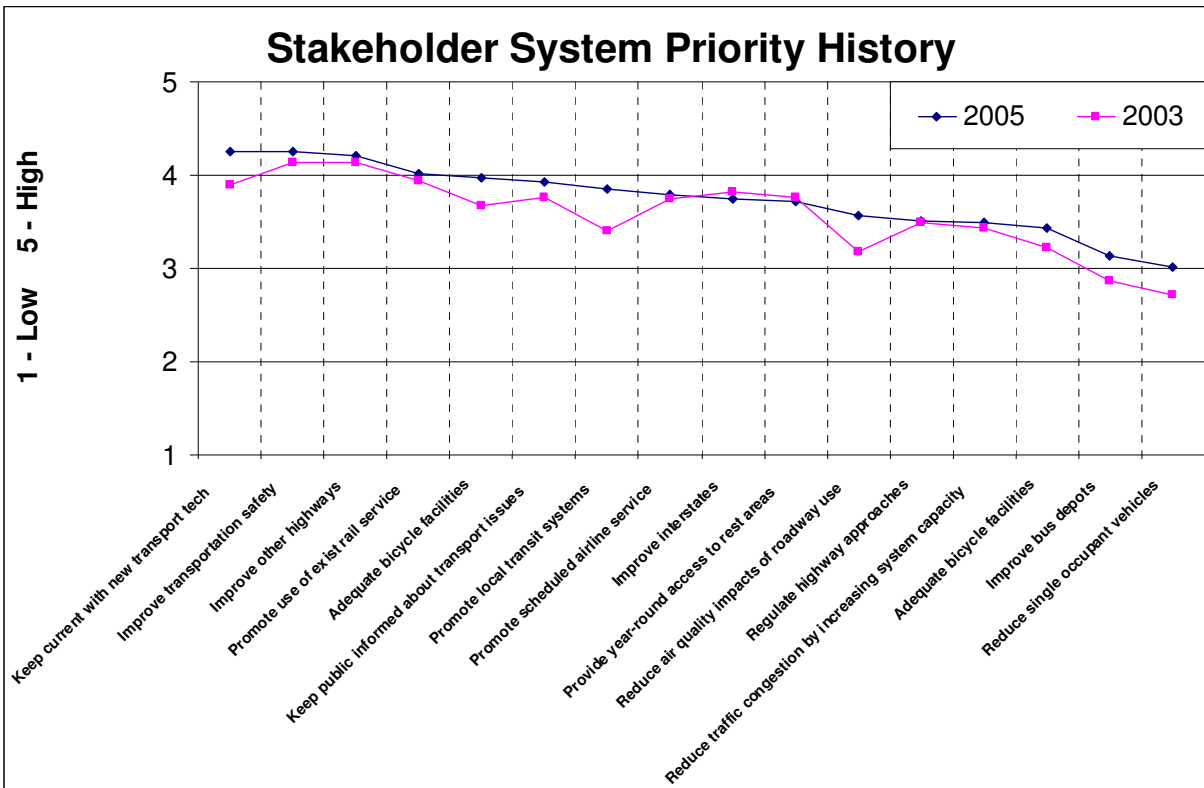


Figure 5

Actions to Improve Roadways

In addition to asking about a broad range of possible actions to improve the transportation system, the 2005 Stakeholder Questionnaire asked seven questions that focused on possible actions to improve Montana’s roadways. Each possible roadway improvement was prioritized by respondents using the same very low to very high priority scale.

Every priority was ranked between “somewhat high” and “medium.” The highest priorities for roadway improvement were (a) wider roadways and (b) increasing shoulder width for bicycles. The lowest priority was adding more illumination for roadways.

The 2005 stakeholder priority scores for the seven possible roadway improvements studied were nearly identical to those found in the larger adult population of Montana (see Figure 6). Only three of the seven scores could be said to differ statistically from those found in the Public Involvement Survey, but the magnitude of the differences was of little practical significance. Adding more directional signs was a slightly higher priority for stakeholders than it was for the public; the same can be said for adding more pavement markings. Adding more illumination of roadways is a slightly higher priority for the public than it is for stakeholders.

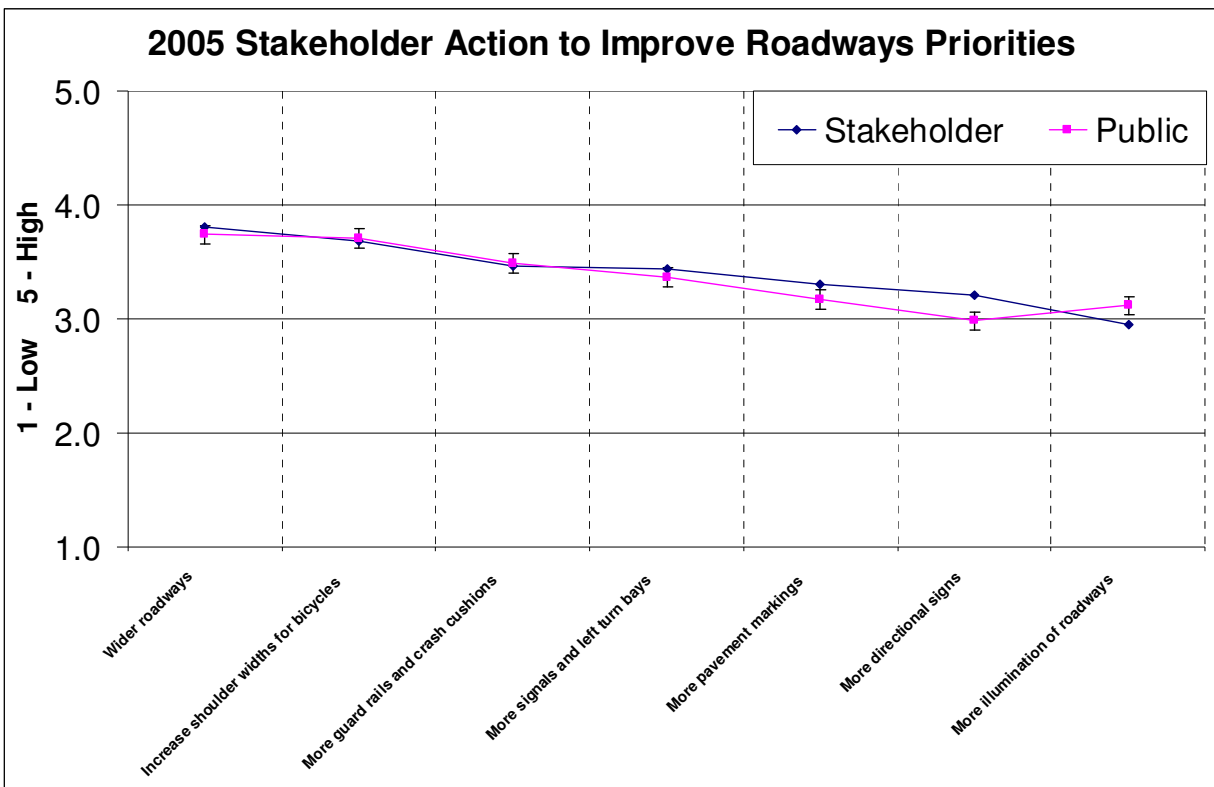


Figure 6

There was very little practical change in road improvement priorities in 2005 when compared to 2003 (please see Figure 7). More illumination for roadways increased slightly in priority, as did adding directional signs. More data will be required to determine whether a trend exists for any of these possible roadway improvements. Readers should also keep in mind the possible effects that the 2005 change in data collection mode and greatly improved response rate may have on trend estimates.

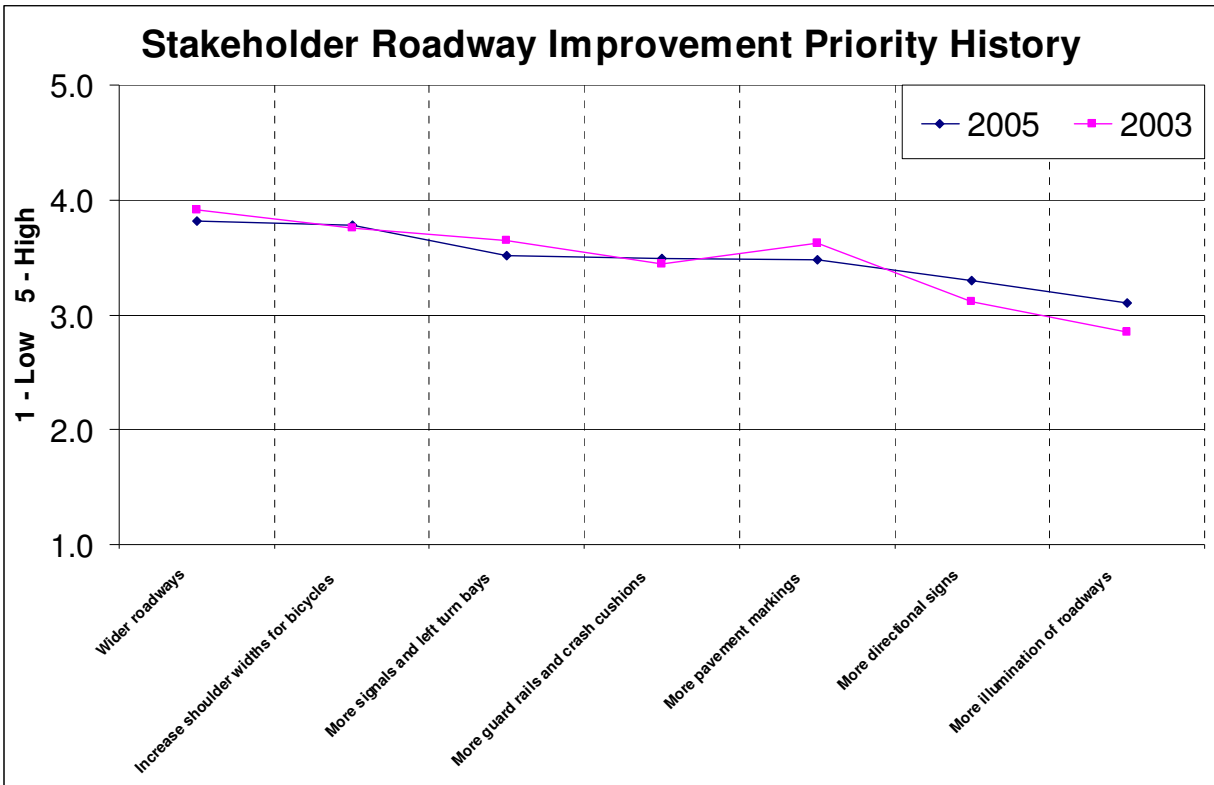


Figure 7

Awareness of MDT Information-Sharing Efforts

Keeping the public informed about transportation issues is a high priority to many Montanans. In order to efficiently distribute information, respondents were asked about their knowledge concerning MDT's public information-sharing efforts.

In 2005 stakeholders reported a relatively high awareness level of nearly all of the information-sharing efforts examined. The largest proportion of stakeholders was aware of newspaper articles, construction project public meetings, PSAs, and newspaper ads for public meetings. The lowest proportion of stakeholders was aware of weekly urban construction project meetings.

Stakeholders are much more aware of MDT information-sharing efforts than are members of the public at large (see Figure 8). Compared with stakeholders, relatively few adults in Montana's general population are aware of MDT mailings, the MDT Web site, or even construction public meetings. The public is more aware of media-related information-sharing efforts like newspaper articles, PSAs, and radio updates about current projects. STIP, *Newsline*, and *Montana & Sky* were not included in the public survey.

The largest gap in awareness between stakeholders and the public may be found in special MDT mailings and the MDT Internet site, though a large gap also exists in awareness about construction project public meetings.

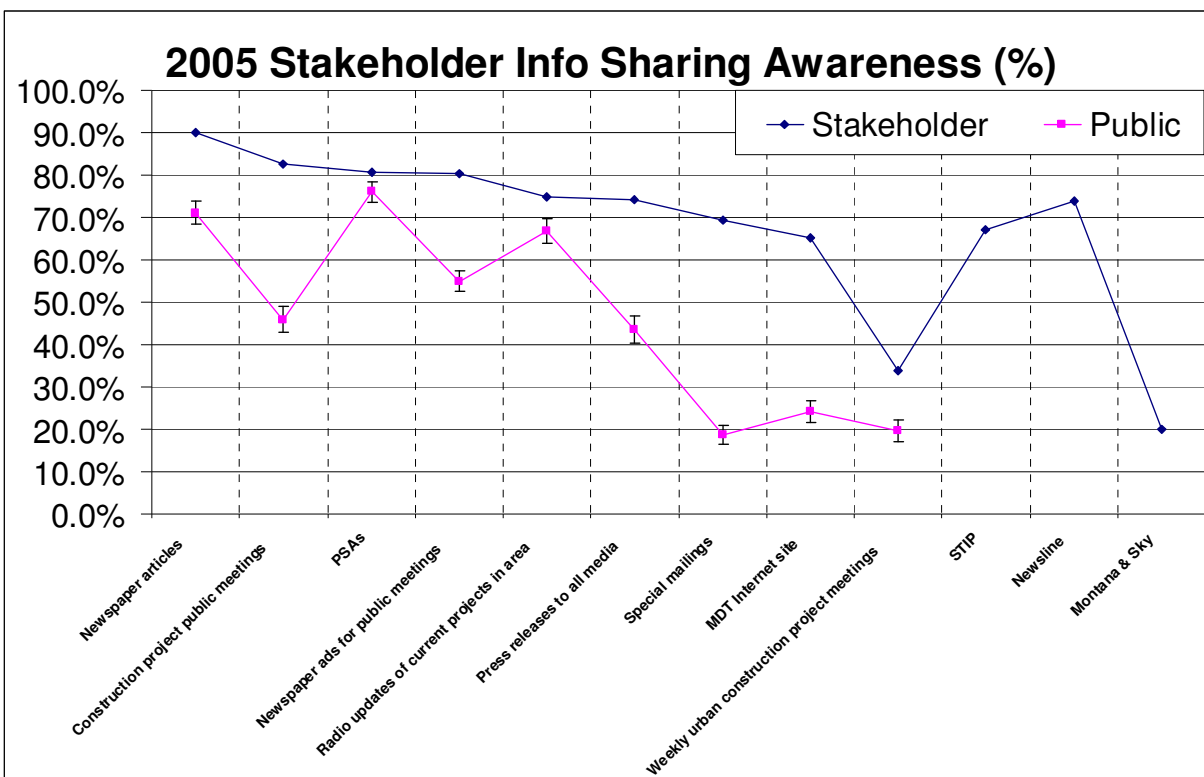


Figure 8

Awareness of information-sharing efforts among MDT stakeholders in 2005 closely parallels that found in 2003 (please see Figure 9 below). Awareness of PSAs increased significantly in 2005, as did awareness of radio updates about area construction projects. Awareness of *Newsline* declined slightly, as did awareness of STIP, special mailings, and *Montana & Sky*. Readers should also keep in mind the possible effects that the 2005 change in data collection mode and greatly improved response rate may have on trend estimates.

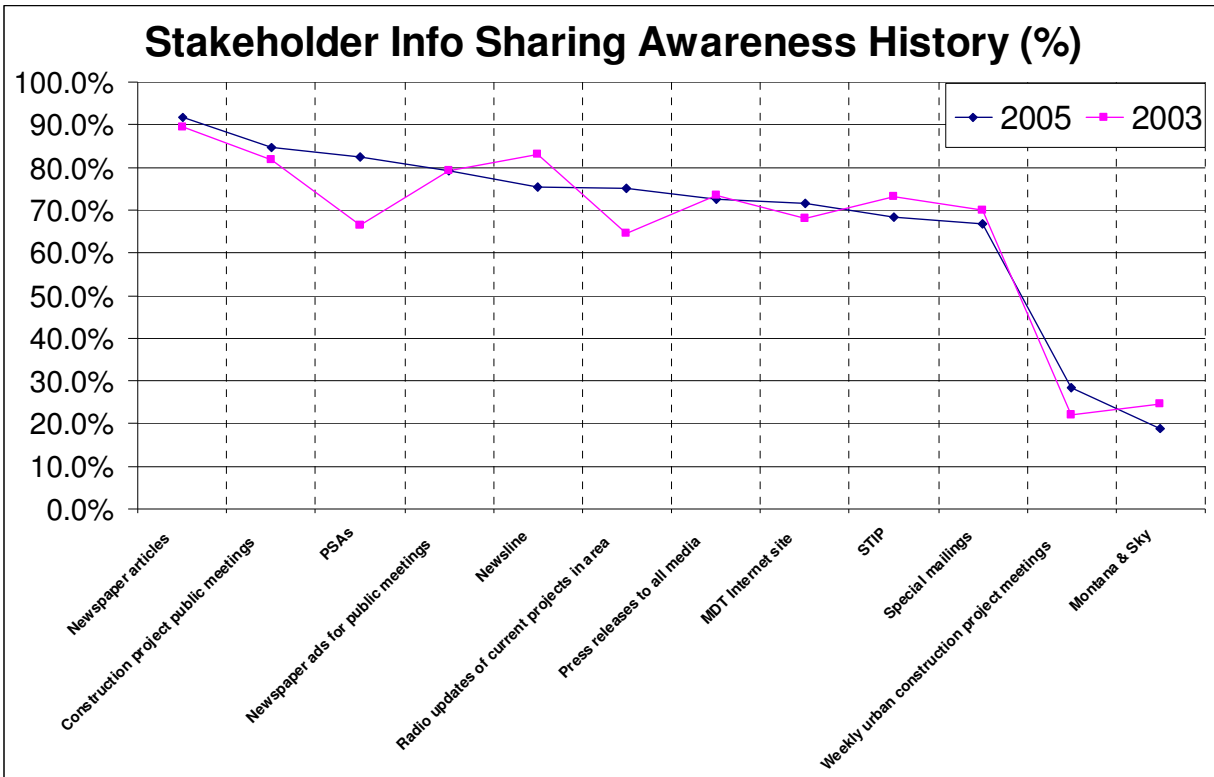


Figure 9

MDT's Customer Service and Performance Grades

Respondents were asked to grade MDT in several areas of overall performance and customer service. Each aspect was graded using an A-through-F scale where A = 4 and F = 0.

Stakeholders gave MDT grades that fell in a very tight range; all fell between B and C+. Stakeholders graded MDT's quality of service when compared to five years ago highest, though this was followed very closely by several other items (see Figure 10 below). In 2005 stakeholders graded MDT's responsiveness to ideas and concerns lowest.

Stakeholders' grades for MDT paralleled those given by the public very closely, though the public's grades for MDT were slightly lower in nearly all instances. There is little practical meaning in the small statistical differences between the stakeholders' grades and the public's. The largest difference between stakeholders and the public was found in the rating of MDT's performance on keeping the public informed. The public gave this function a slightly lower grade than did the stakeholders.

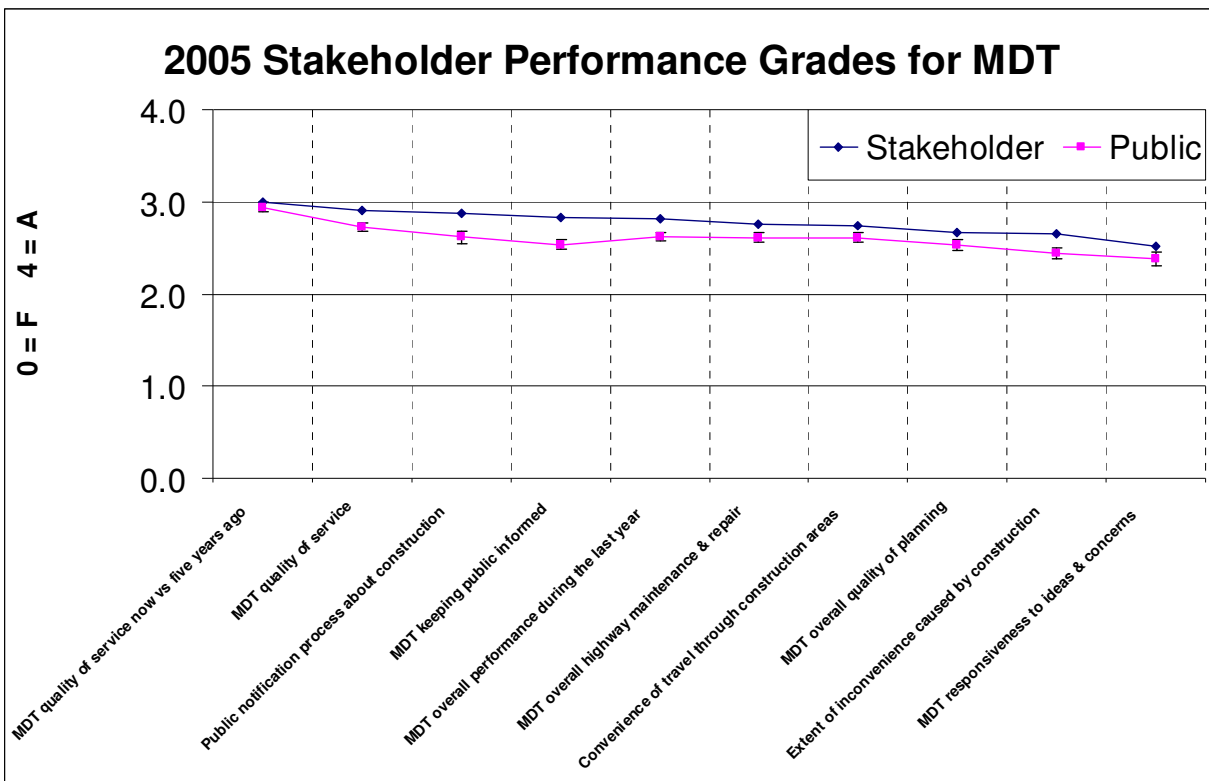


Figure 10

Since stakeholders were first asked to grade MDT performance and customer service in 2001, grades have been improving (please see Figure 11). According to stakeholders, the largest improvement in a grade was in MDT's responsiveness to customer ideas and concerns. This grade has steadily improved from a C in 2001 to a C+/B- in 2005.

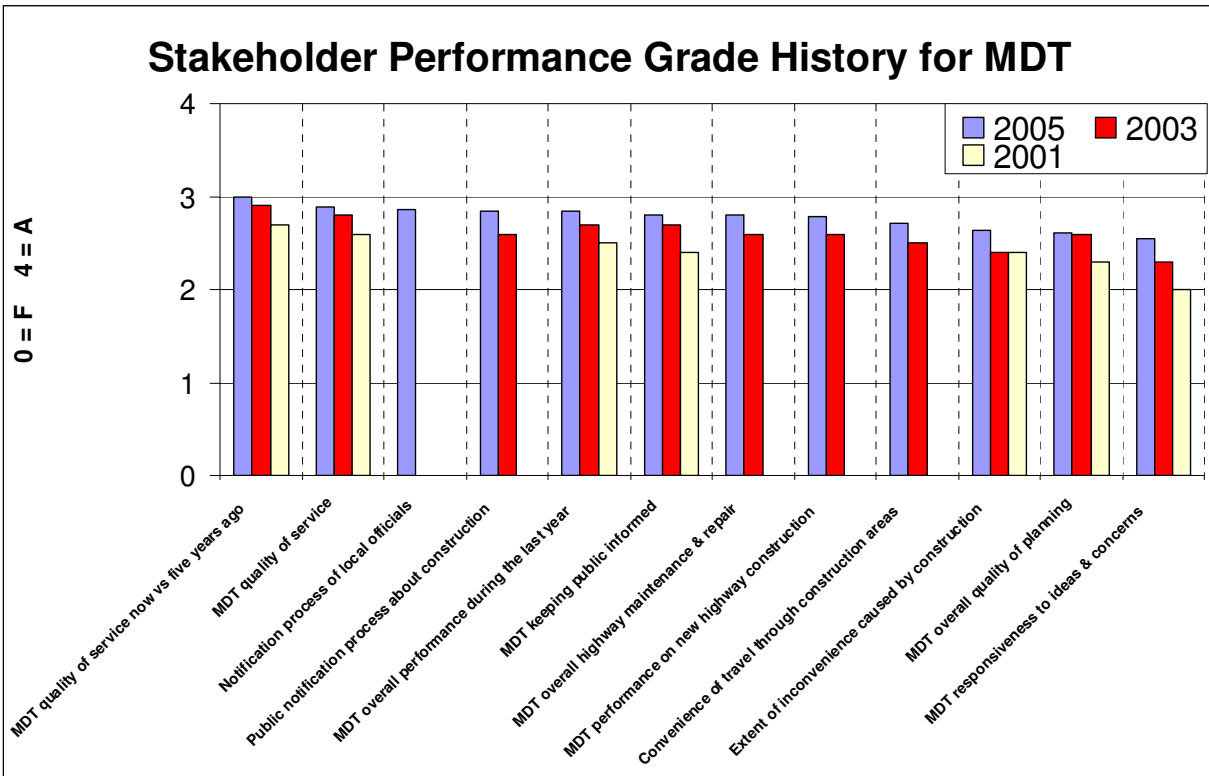


Figure 11

BICYCLE AND PEDESTRIAN STAKEHOLDER GROUP

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

Fifty completed interviews were collected from members of the bicycle/pedestrian group. This represents a significant increase in responses over 2003.

Transportation System Satisfaction

Bicycle/pedestrian group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.16 on a 1-to-10 scale. This is slightly lower than the public’s mean rating of 6.37 (see Figure 12 below). The 2005 rating is a significant increase over the 2003 rating (5.32). This may be due, in part, to the significantly increased survey response rate.

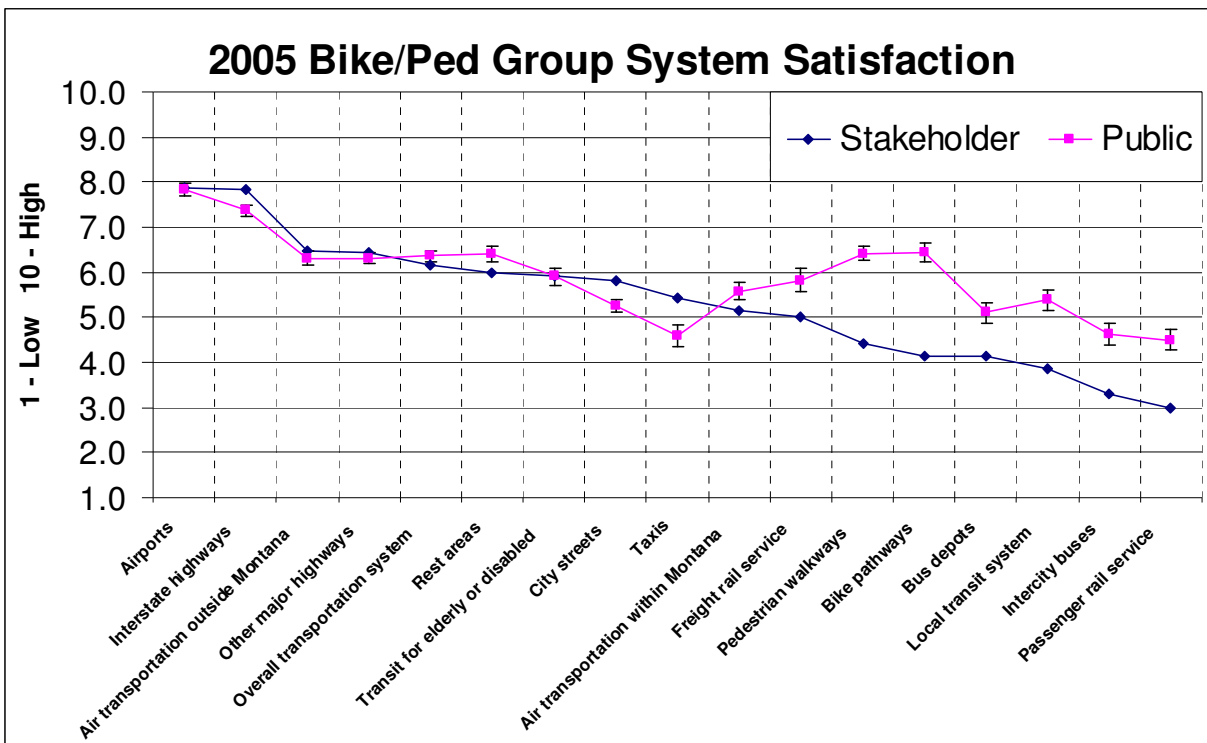


Figure 12

When asked about specific components of the transportation system, bicycle/pedestrian group members expressed satisfaction with 9 of 16 system components. They were most satisfied with airports, interstate highways, air transportation outside Montana, and other highways other than the interstates. Bicycle/pedestrian group members expressed dissatisfaction with pedestrian walkways, bike pathways, bus depots, local transit systems, inter-city bus service, and passenger rail service. This group expressed less satisfaction than did the public with 9 specific system components.

Actions to Improve the Transportation System

The two highest priorities for improving components of the transportation system for bicycle/pedestrian group members were ensuring adequate bicycle facilities and ensuring adequate pedestrian facilities (see Figure 13 below). Each of these items was rated as a “Very High Priority.” Only one item was rated as less than a medium priority: reducing traffic congestion by increasing system capacity. Bicycle/pedestrian group members rated 9 of 16 possible actions to improve the transportation system higher than did the public.

This group rated the following items at least one full scale point higher in priority than did the public: ensuring adequate bicycle facilities, reducing the air quality impacts of roadway use, and reducing the number of single-occupant vehicles.

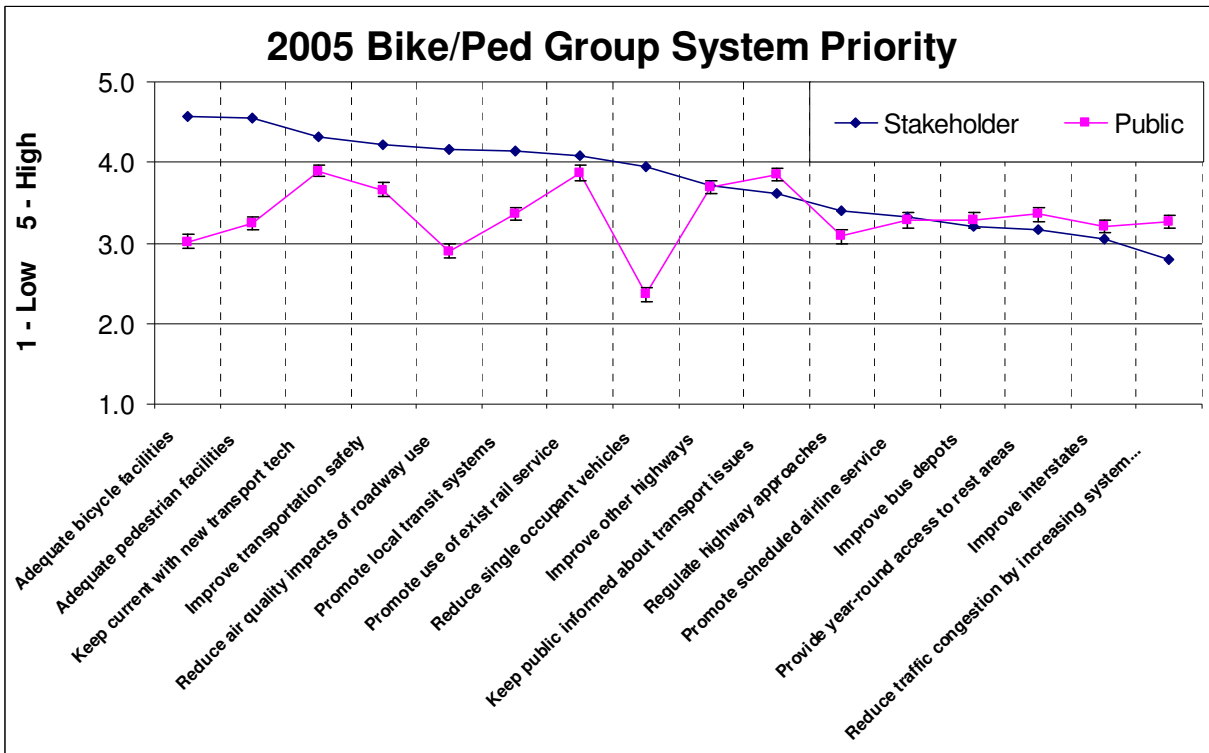


Figure 13

Actions to Improve Roadways

The highest priority roadway improvement for the bicycle/pedestrian group was increasing shoulder widths for bicycles, which was rated a "Very High Priority" (see Figure 14). The remaining six items were rated "Medium" priority, and five of these items received a priority score lower than that delivered by the public.

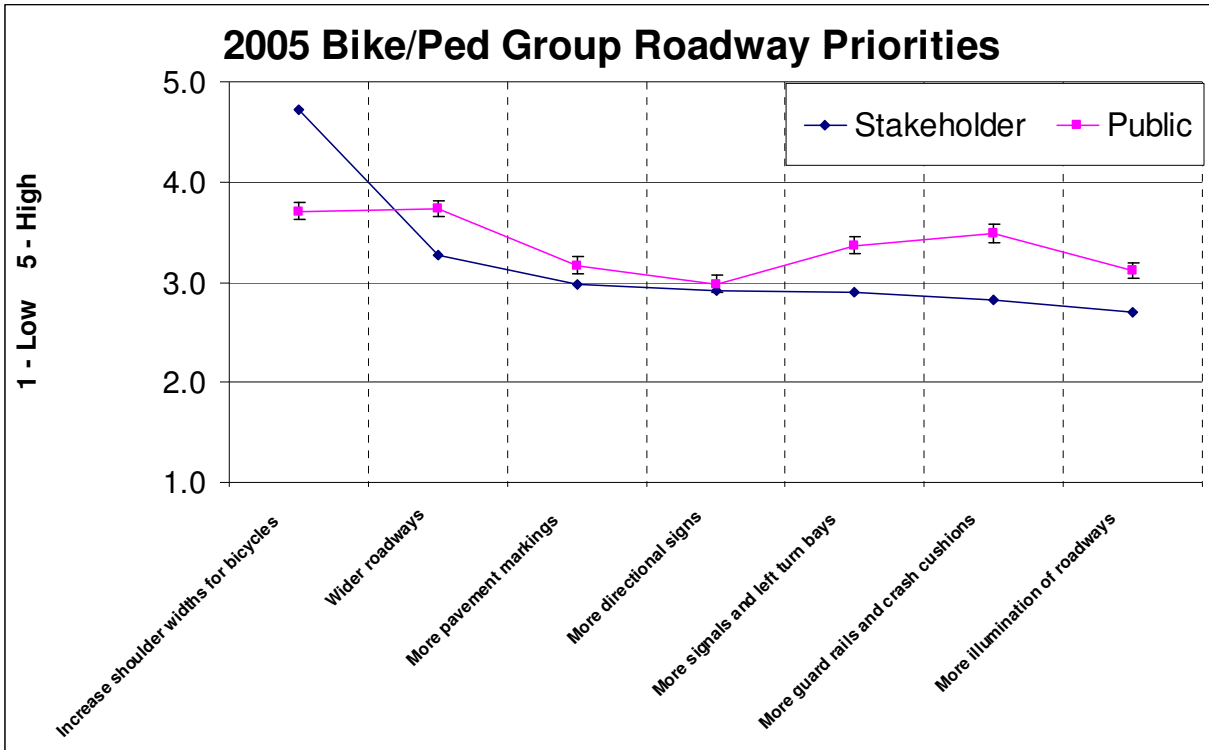


Figure 14

Awareness of Information-Sharing

Bicycle/pedestrian group members reported more awareness of MDT information-sharing efforts than did the public except for two items: PSAs and radio updates (see Figure 15 below). This group was most aware of newspaper articles and construction project public meetings. The group was least aware of weekly construction meetings for projects in urban areas and *Montana & Sky*. The pattern of awareness demonstrated by bicycle/pedestrian group members is consistent with that found in each stakeholder group. Stakeholders are more aware of MDT information-sharing efforts than is the public. The public was not asked about *Newsline*, *Montana & Sky*, or STIP.

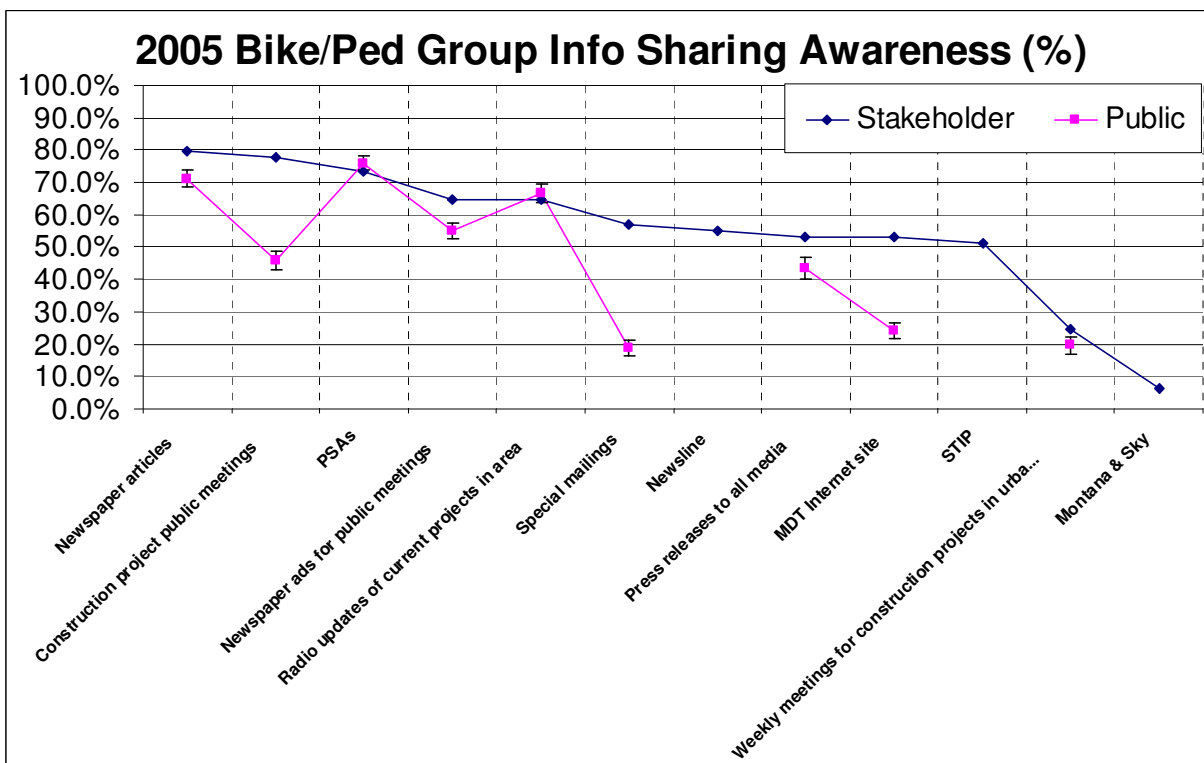


Figure 15

MDT Customer Service and Performance Grades

Bicycle/pedestrian group grades ranged from B- to C (see Figure 16). These closely paralleled the public's. In only two instances did the difference between groups have practical significance. The public gave MDT a B-/C+ for the quality of MDT planning and MDT's responsiveness to ideas and concerns; while bicycle/pedestrian group members gave MDT Cs.

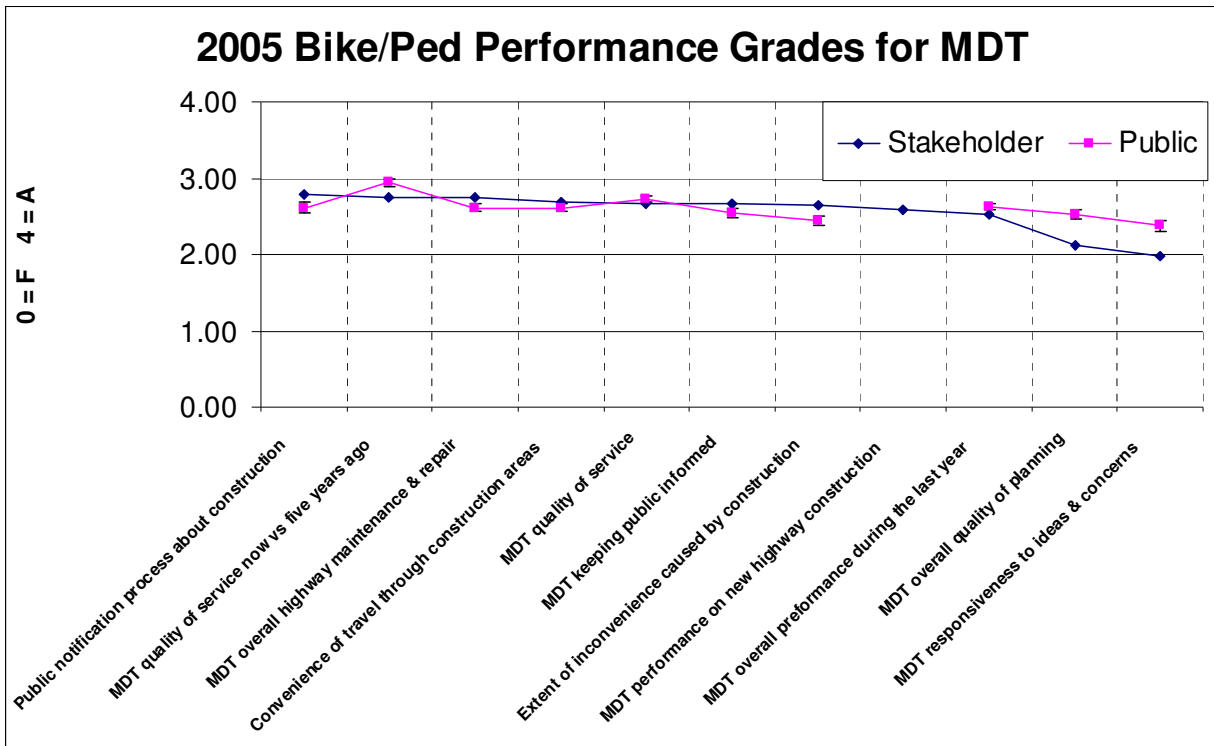


Figure 16

ECONOMIC DEVELOPMENT STAKEHOLDER GROUP

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

Forty completed interviews were collected from members of the economic development group. In 2003, 19 responses were collected.

Transportation System Satisfaction

Economic development group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.36 on a 1-to-10 scale. This is almost identical to the public's mean rating of 6.37 (see Figure 17 below). The 2005 rating is slightly lower than the 2003 rating (6.47). This may be due, in part, to the significantly increased survey response rate.

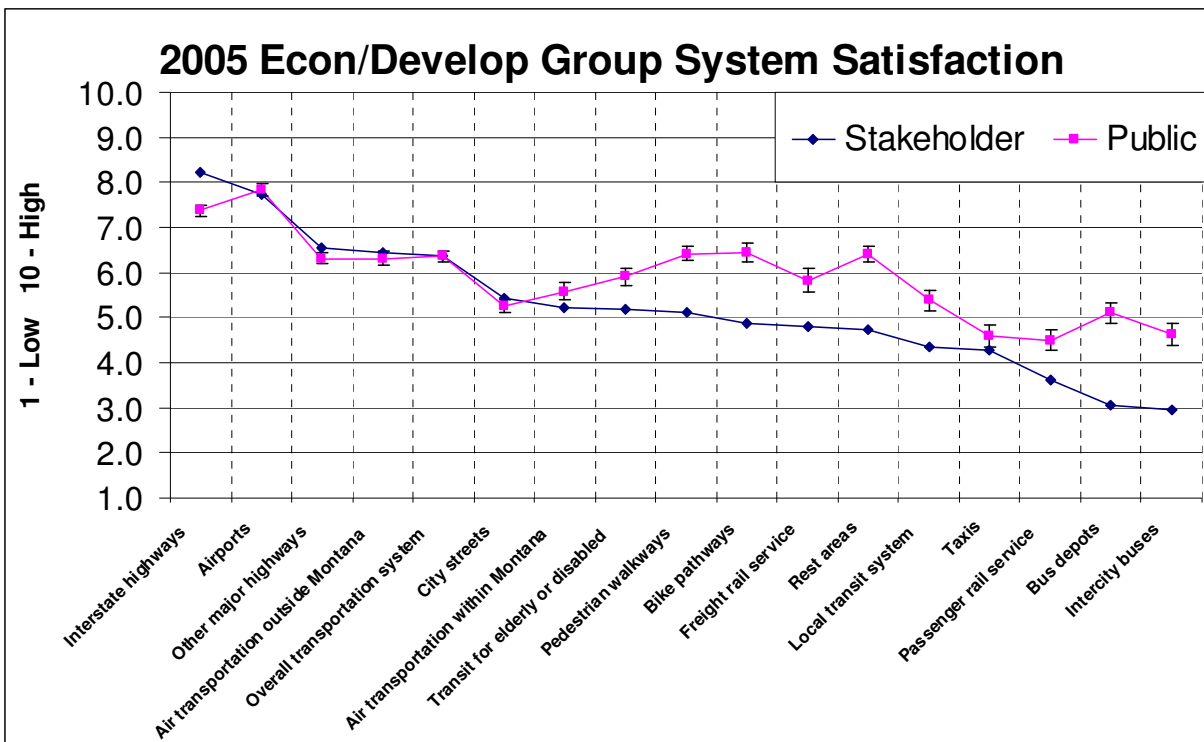


Figure 17

When asked about specific components of the transportation system, economic development group members expressed satisfaction with 7 of 16 system components. They were most satisfied with interstate highways, airports, major highways other than the interstates, and air transportation outside Montana. Economic development group members expressed dissatisfaction with bike pathways, freight rail service, rest areas, local transit systems, taxis, passenger rail service, bus depots, and intercity bus service. This group expressed less satisfaction than did the public with 10 specific system components.

Actions to Improve the Transportation System

The three highest priorities for improving components of the transportation system for economic development group members were promoting scheduled airline service, improving major highways other than interstates, and keeping current with new transportation technology (see Figure 18 below). Each of these items approached a “Very High Priority” rating. Two items were rated as less than a medium priority: improving bus depots and reducing the number of single-occupant vehicles. Economic development group members rated 11 of 16 possible actions to improve the transportation system higher than did the public.

This group rated a single item at least one full scale point higher in priority than did the public: promoting scheduled airline service.

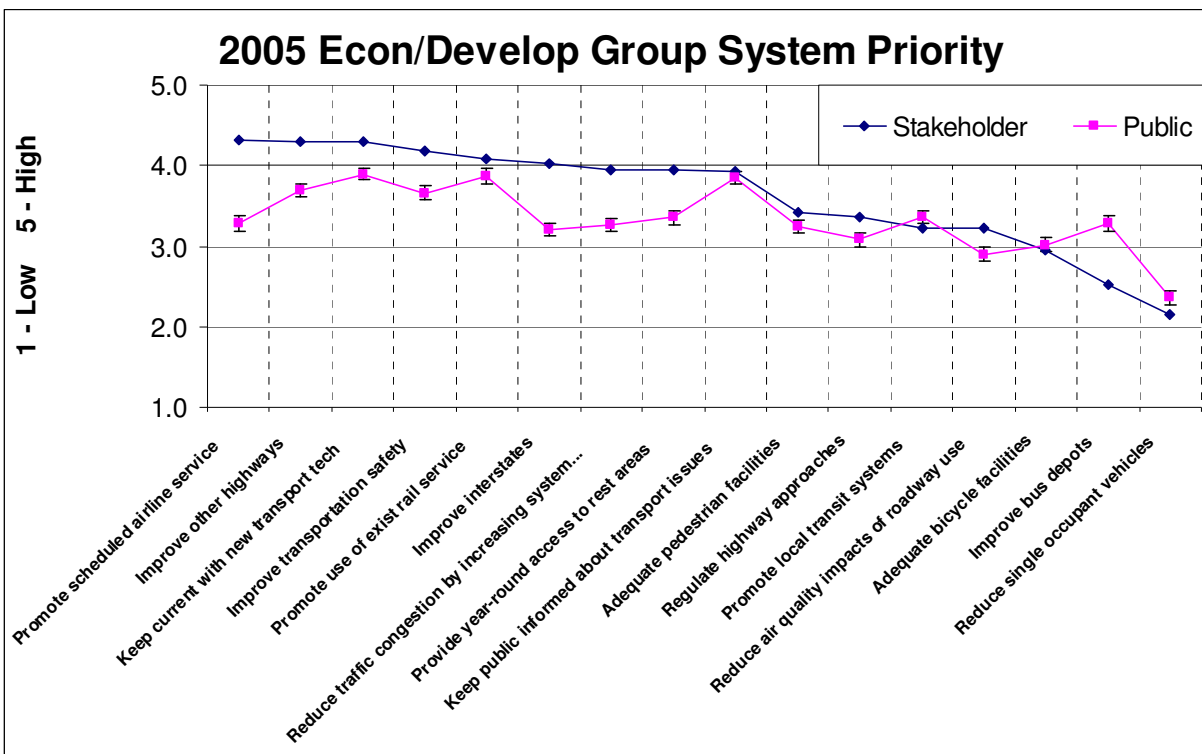


Figure 18

Actions to Improve Roadways

The highest priority roadway improvement for the economic development group was wider roadways, which was rated a “Somewhat High Priority” (see Figure 19). The remaining six items were rated “Somewhat High” or “Medium” priority, and two of these items received a priority score lower than that delivered by the public.

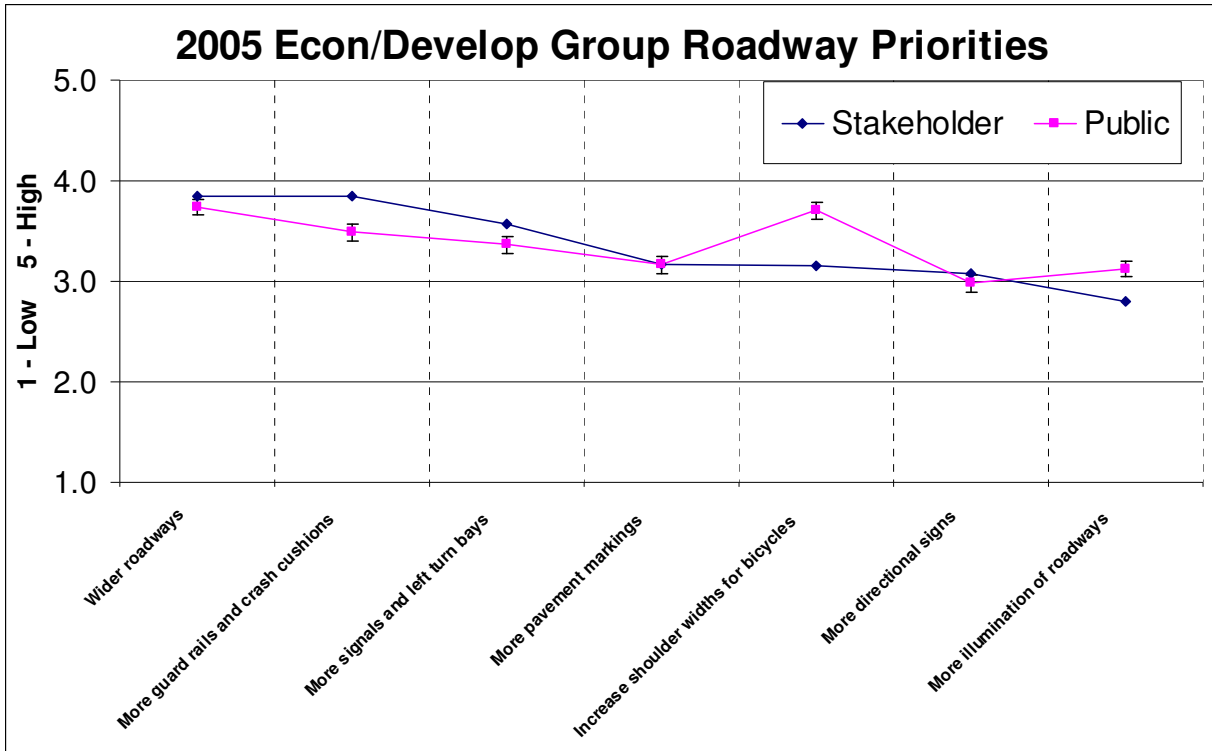


Figure 19

Awareness of Information-Sharing

Economic development group members reported more awareness of MDT information-sharing efforts than did the public except for one item: weekly meetings for construction projects in urban areas (see Figure 20). This group was most aware of media-based communications channels including newspaper articles, newspaper ads for public meetings, PSAs, and radio updates on current construction projects. The group was least aware of weekly construction meetings for projects in urban areas and *Montana & Sky*. The pattern of awareness demonstrated by economic development group members is consistent with that found in each stakeholder group. Stakeholders are more aware of MDT information-sharing efforts than is the public. The public was not asked about *Newsline*, *Montana & Sky*, or STIP.

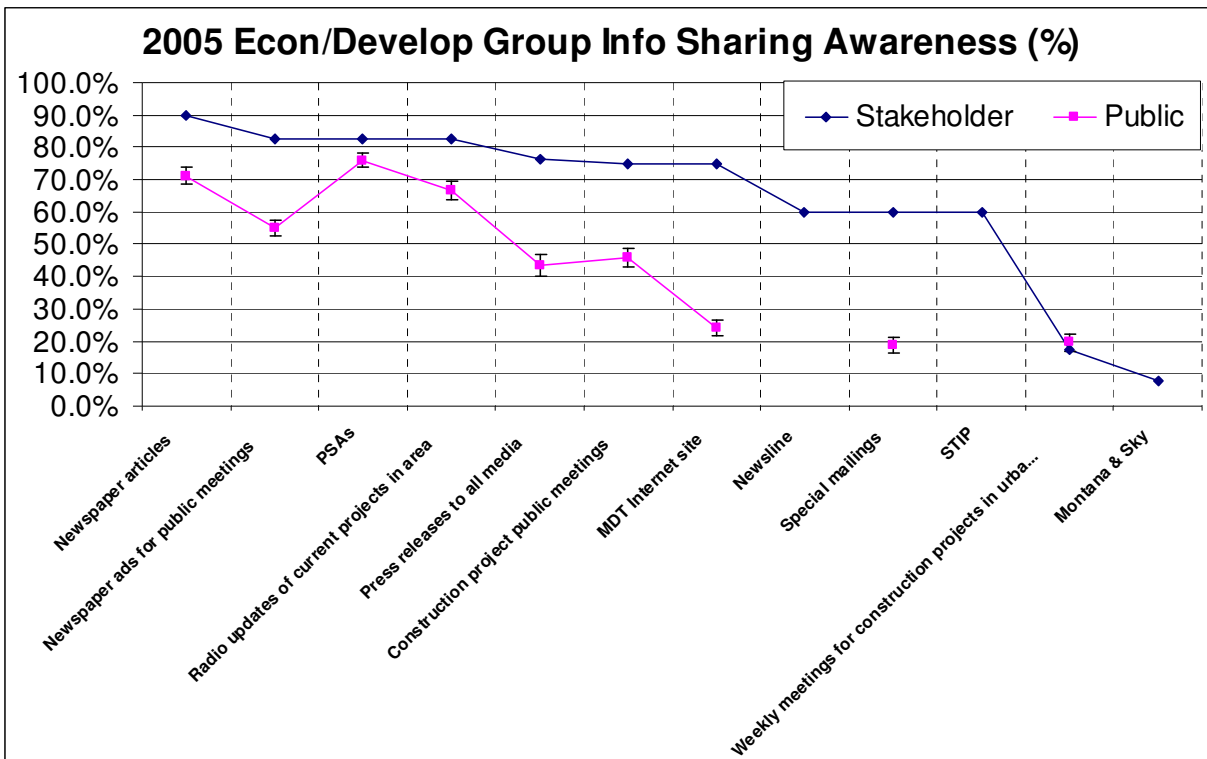


Figure 20

MDT Customer Service and Performance Grades

Economic development group grades ranged from B+ to C+ (see Figure 21). These closely paralleled the public's. There was little practical difference between the public's grades and the economic development group's.

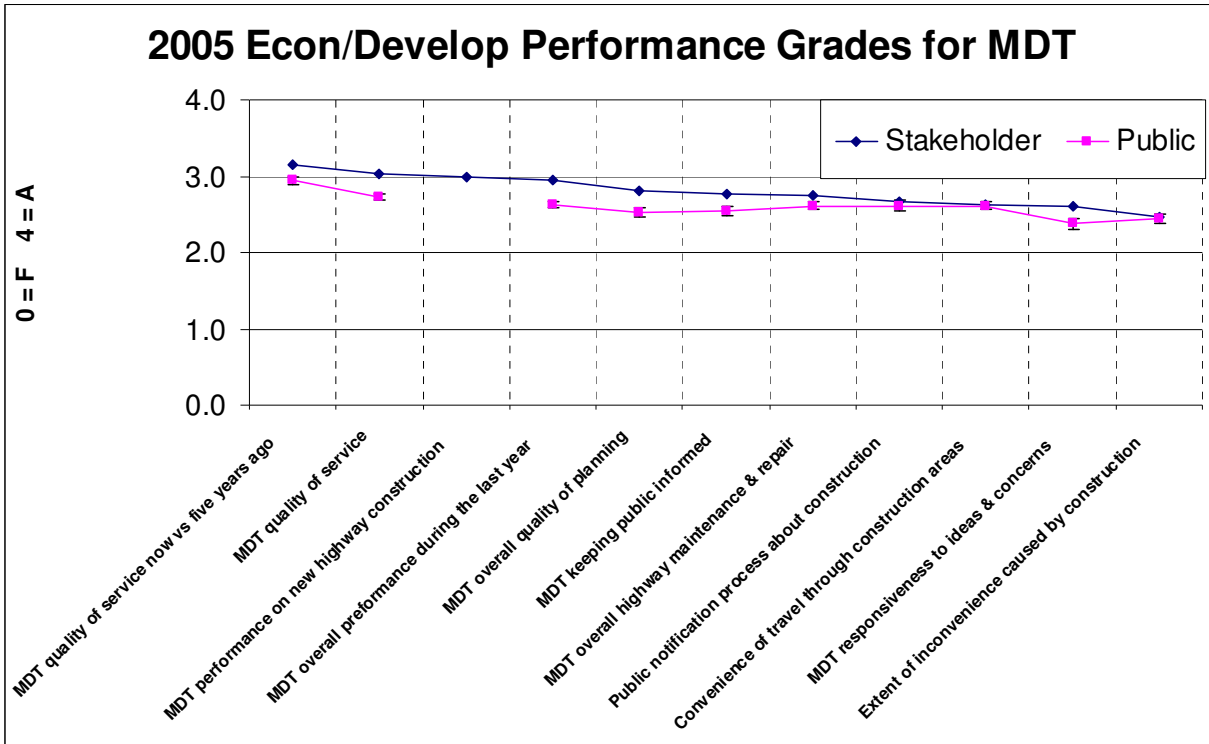


Figure 21

ENVIRONMENTAL STAKEHOLDER GROUP

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

Eighteen completed interviews were collected from members of the environmental group. Ten responses were collected in 2003.

Transportation System Satisfaction

Environmental group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.28 on a 1-to-10 scale. This is essentially equal to the public's mean rating of 6.37 (see Figure 22 below). The 2005 rating is higher than the 2003 rating (5.88). This may be due to the increased survey response rate.

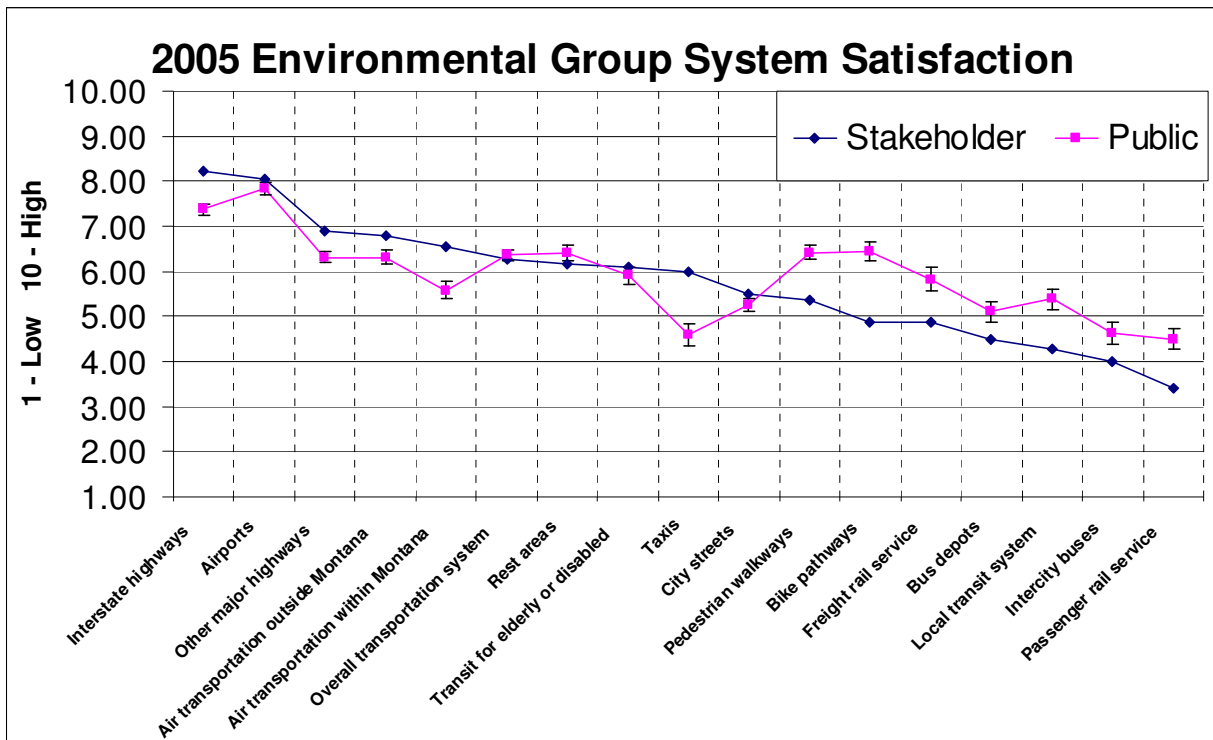


Figure 22

When asked about specific components of the transportation system, environmental group members expressed satisfaction with 10 of 16 system components. They were most satisfied with interstate highways and airports. Environmental group members expressed dissatisfaction with bike pathways, freight rail service, bus depots, local transit systems, intercity bus service, and passenger rail service. This group expressed less satisfaction than did the public with 7 specific system components.

Actions to Improve the Transportation System

The highest priority for improving components of the transportation system among environmental group members was reducing the air quality impacts of roadway use (see Figure 23 below). This item approached being rated as a “Very High Priority.” Two items were rated as less than a medium priority: improving bus depots and reducing traffic congestion by increasing system capacity. Environmental group members rated 10 of 16 possible actions to improve the transportation system higher priority than did the public.

This group rated three items at least one full scale point higher in priority relative to the public: reducing the air quality impacts of roadway use, ensuring adequate bicycle facilities, and reducing the number of single-occupant vehicles.

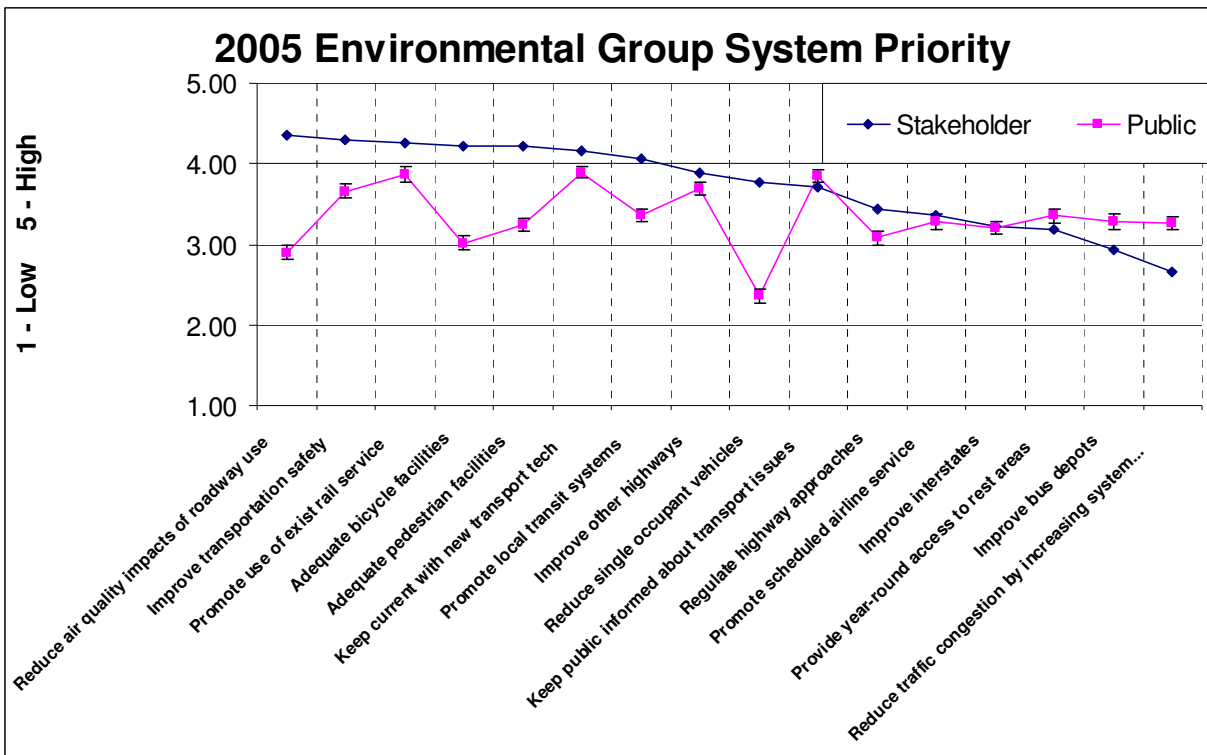


Figure 23

Actions to Improve Roadways

The highest priority roadway improvement for the environmental group was increase shoulder widths for bicycles, which was rated a “Somewhat High Priority” (see Figure 24). The remaining six items were rated “Somewhat High” or “Medium” priority, and four of these items received a priority score lower than that delivered by the public.

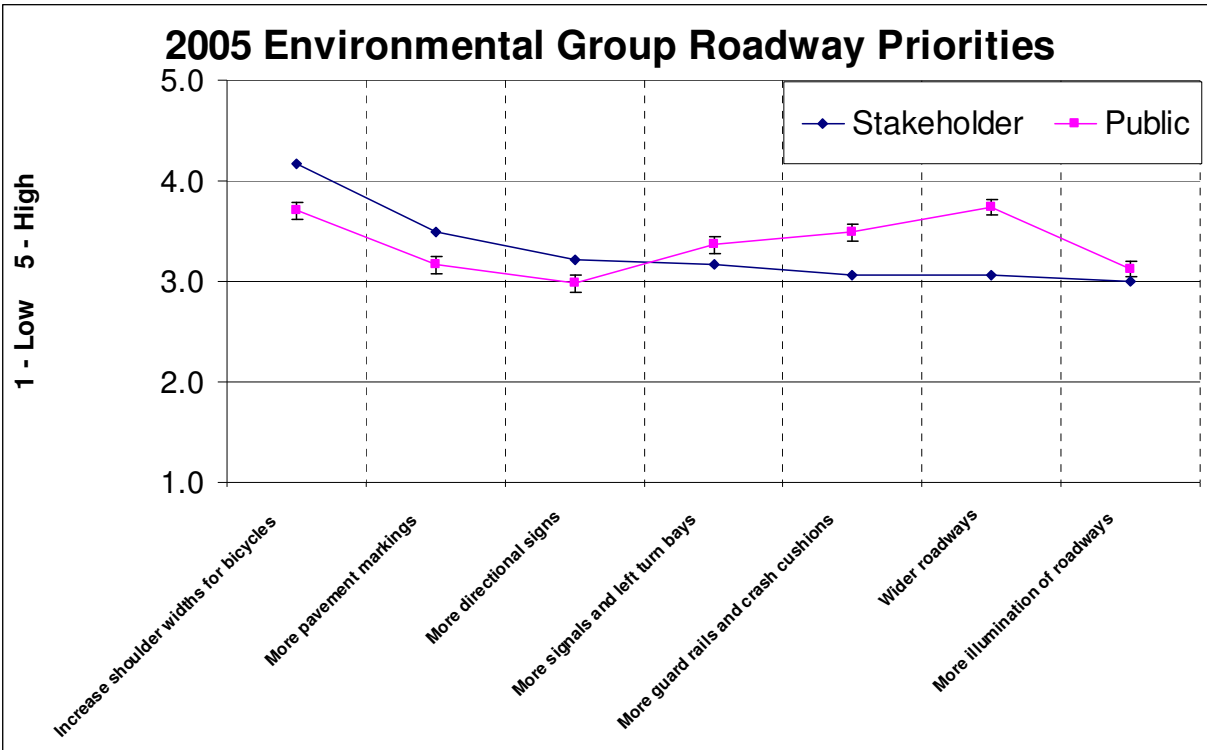


Figure 24

Awareness of Information-Sharing

Environmental group members reported more awareness of MDT information-sharing efforts than did the public except for one item: radio updates on current projects in the area (see Figure 25). This group was most aware of newspaper articles, construction project public meetings, and PSAs. The group was least aware of weekly construction meetings for projects in urban areas and *Montana & Sky*. The pattern of awareness demonstrated by environmental group members is consistent with that found in each stakeholder group. Stakeholders are more aware of MDT information-sharing efforts than is the public. The public was not asked about *Newsline*, *Montana & Sky*, or STIP.

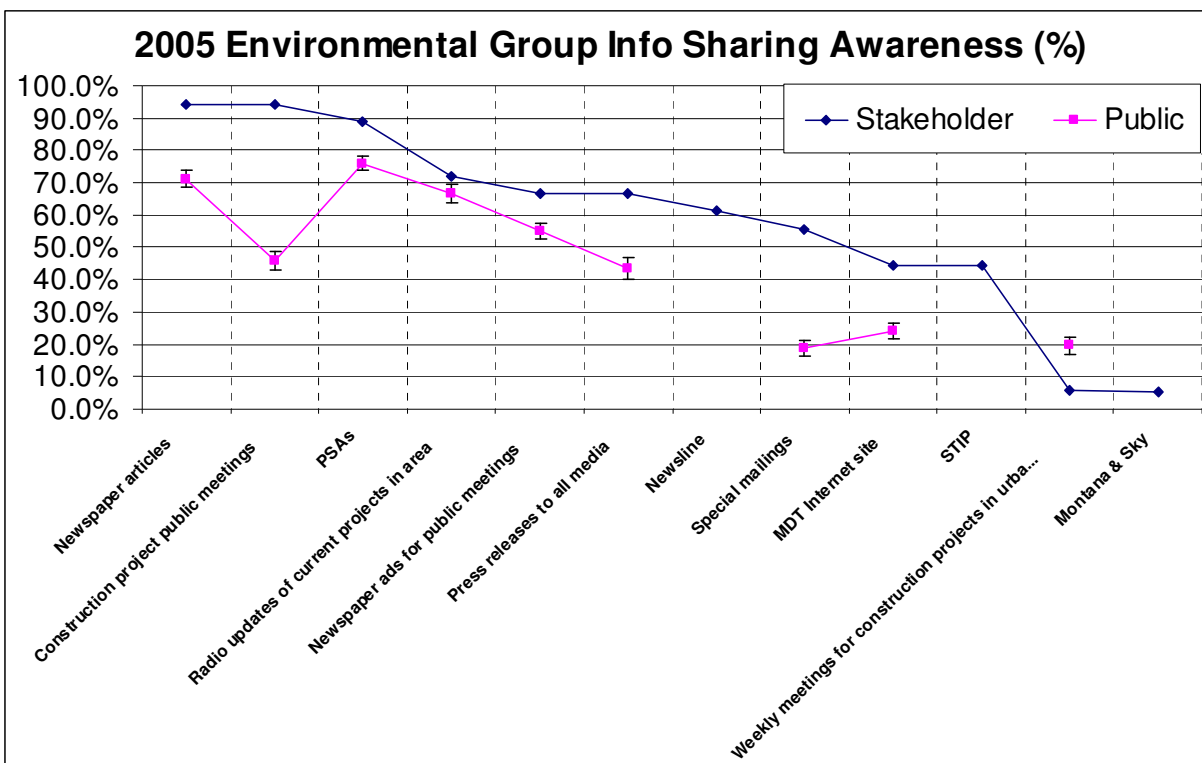


Figure 25

MDT Customer Service and Performance Grades

Environmental group grades ranged from B to C- (see Figure 26). These closely paralleled the public's. There was a practical difference between the public's grades and the environmental group's for two items: the overall quality of MDT planning and MDT's responsiveness to ideas and concerns. Both items were graded lower by the environmental group than by the public.

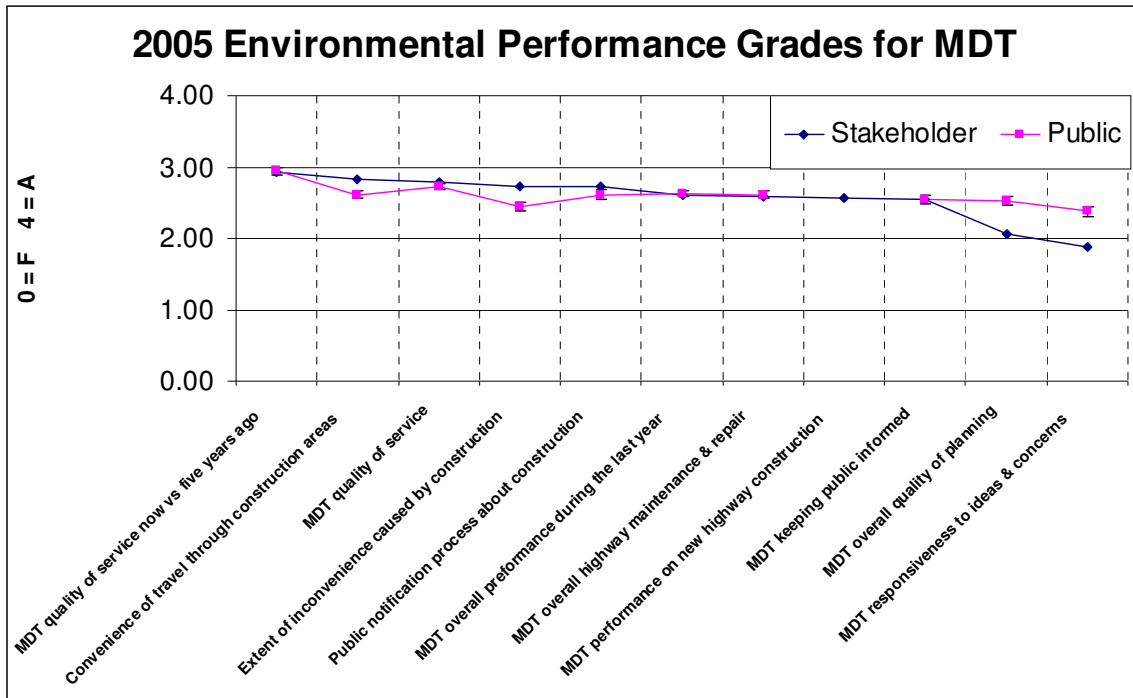


Figure 26

INTERMODAL FREIGHT STAKEHOLDER GROUP

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

Members of the environmental group completed 55 interviews. In 2003, 28 responses were collected.

Transportation System Satisfaction

Intermodal group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.85 on a 1-to-10 scale. This is higher than the public's mean rating of 6.37 (see Figure 27 below). The 2005 rating is higher than the 2003 rating (6.65). This may be due to the increased survey response rate.

When asked about specific components of the transportation system, intermodal group members expressed satisfaction with 12 of 16 system components. They were most satisfied with airports and interstate highways. Intermodal group members expressed dissatisfaction with taxis, bus depots, passenger rail service, and intercity bus service. This group expressed less satisfaction than did the public with 5 specific system components.

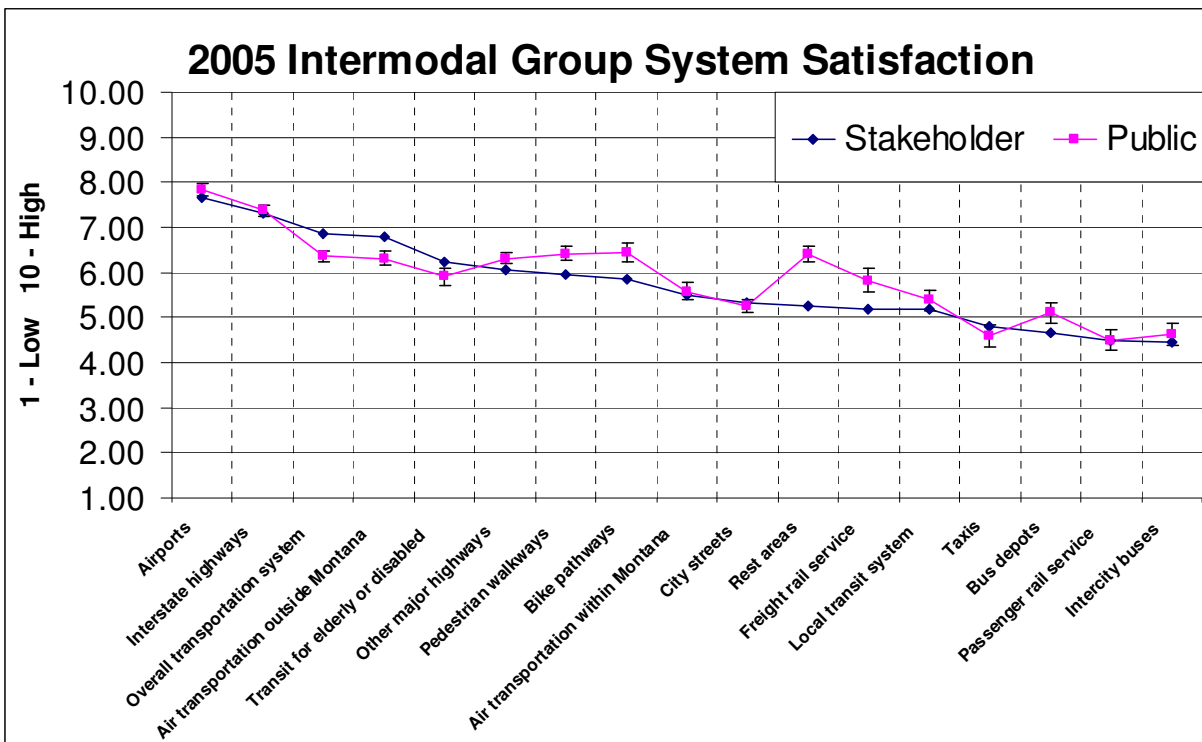


Figure 27

Actions to Improve the Transportation System

The highest two priorities for improving components of the transportation system among intermodal group members were improving transportation safety and improving major highways other than interstates (see Figure 28 below). These items were rated just under a "Very High Priority." Three items were rated as less than a medium priority: reducing the air quality impacts of roadway use, ensuring adequate bicycle facilities, and reducing the number of single-occupant vehicles. Intermodal group members rated 6 of 16 possible actions to improve the transportation system higher priority than did the public.

This group rated no items at least one full scale point higher in priority than did the public; their priorities closely paralleled those of the public.

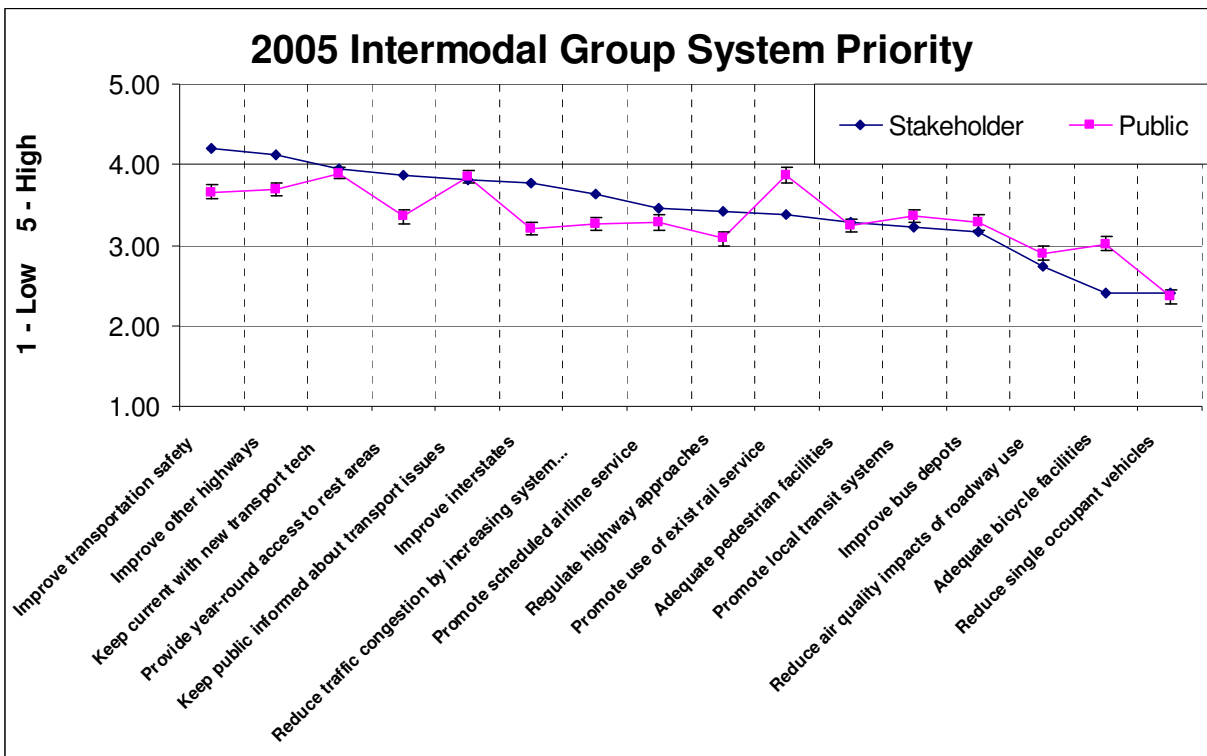


Figure 28

Actions to Improve Roadways

The highest priority roadway improvement for the intermodal group was wider roadways, which was rated a “Somewhat High Priority” (see Figure 29). The remaining six items were rated “Somewhat High” or “Medium” priority, and two of these items received a priority score lower than that delivered by the public.

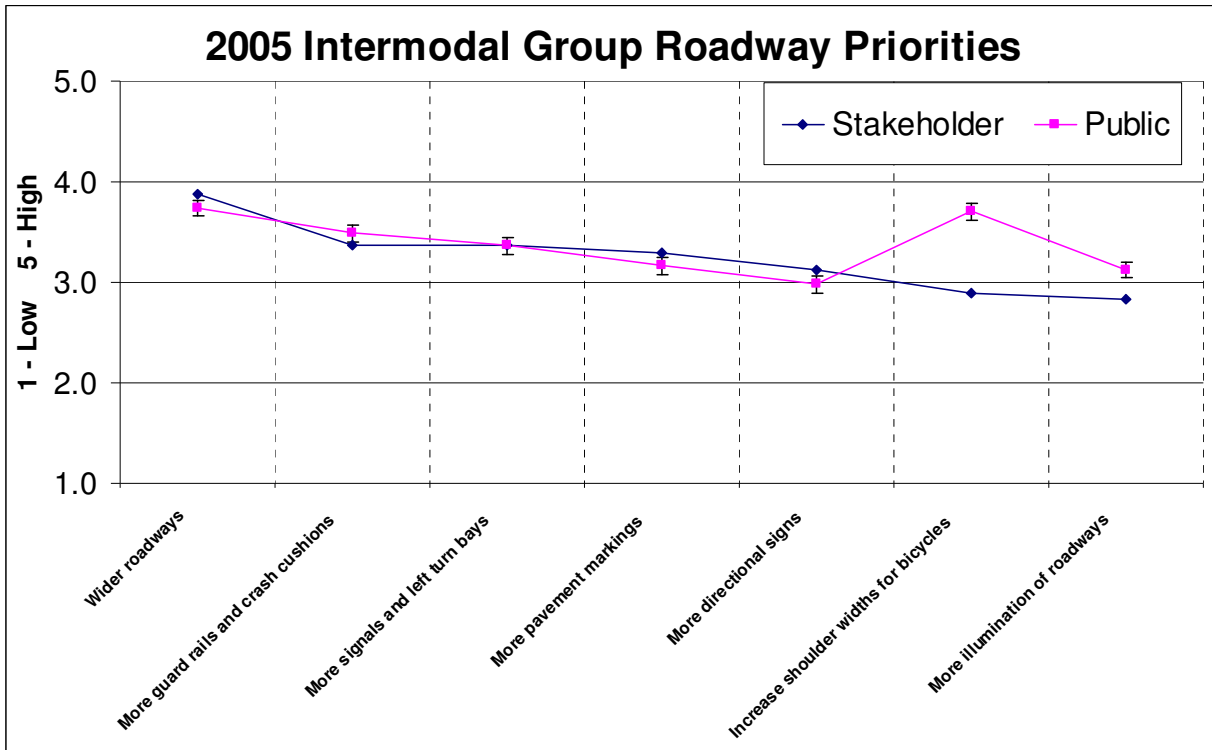


Figure 29

Awareness of Information-Sharing

Intermodal group members reported more awareness of MDT information-sharing efforts than did the public (see Figure 30). This group was most aware of newspaper articles, PSAs, and construction project public meetings. The group was least aware of weekly construction meetings for projects in urban areas and *Montana & Sky*. The pattern of awareness demonstrated by intermodal group members is consistent with that found in each stakeholder group. Stakeholders are more aware of MDT information-sharing efforts than is the public. The public was not asked about *Newsline*, *Montana & Sky*, or STIP.

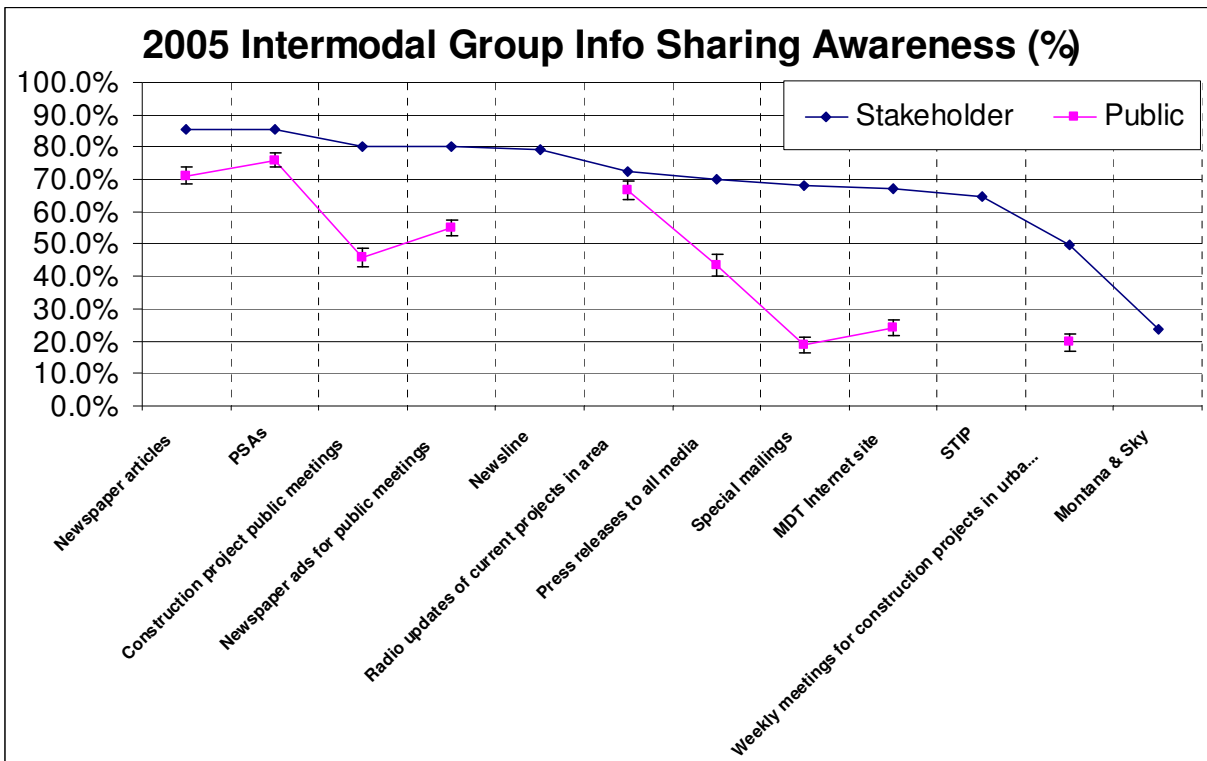


Figure 30

MDT Customer Service and Performance Grades

Intermodal group grades ranged from B- to C (see Figure 31). These closely paralleled the public's. There was a practical difference between the public's grades and the intermodal group's for two items: the overall quality of MDT planning and MDT's responsiveness to ideas and concerns. Both items were graded lower by the intermodal group than by the public.

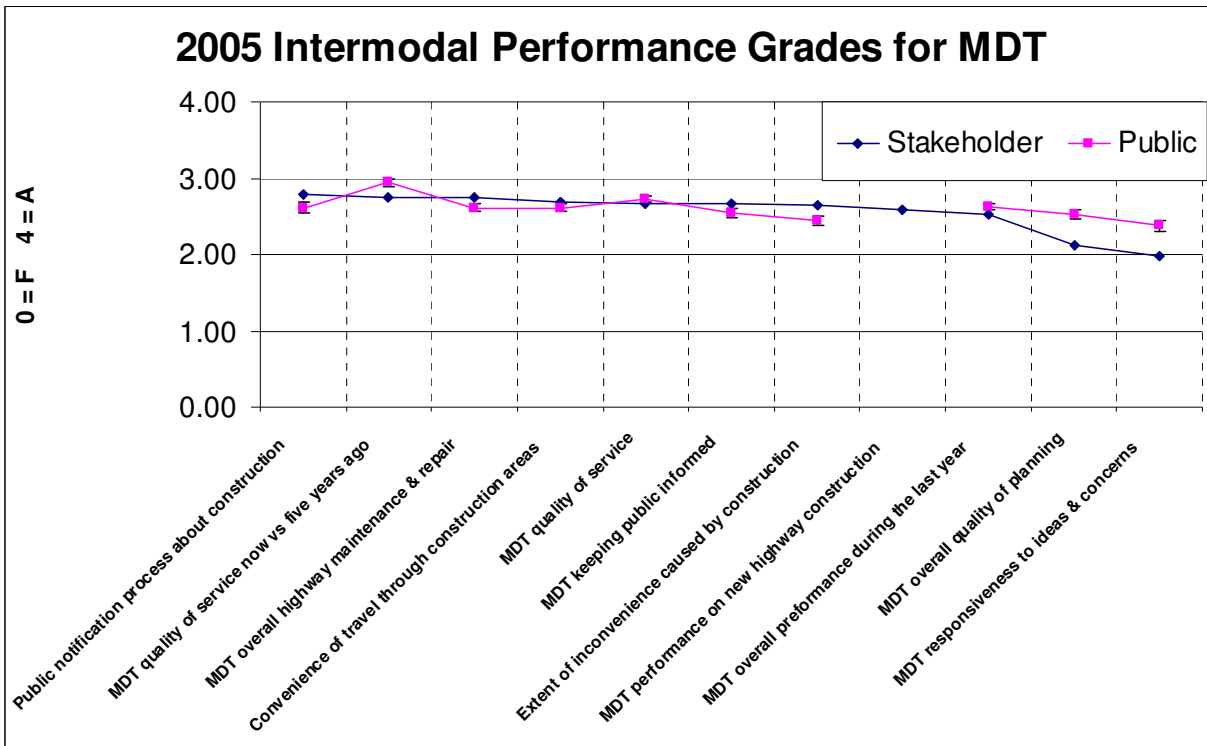


Figure 31

CITIES AND TOWNS STAKEHOLDER GROUP (MAYORS)

This group consists of mayors and chief executives from across Montana. Members of the cities and towns group completed 109 interviews. In 2003, 52 responses were collected.

Transportation System Satisfaction

Cities and towns group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.50 on a 1-to-10 scale. This is higher than the public's mean rating of 6.37 (see Figure 32 below). The 2005 rating is higher than the 2003 rating (5.45). This may be due to the increased survey response rate.

When asked about specific components of the transportation system, cities and towns group members expressed satisfaction with 11 of 16 system components. They were most satisfied with interstate highways and airports. Cities and towns group members expressed dissatisfaction with local transit systems, bus depots, taxis, and intercity bus service. This group expressed less satisfaction than did the public with 8 specific system components.

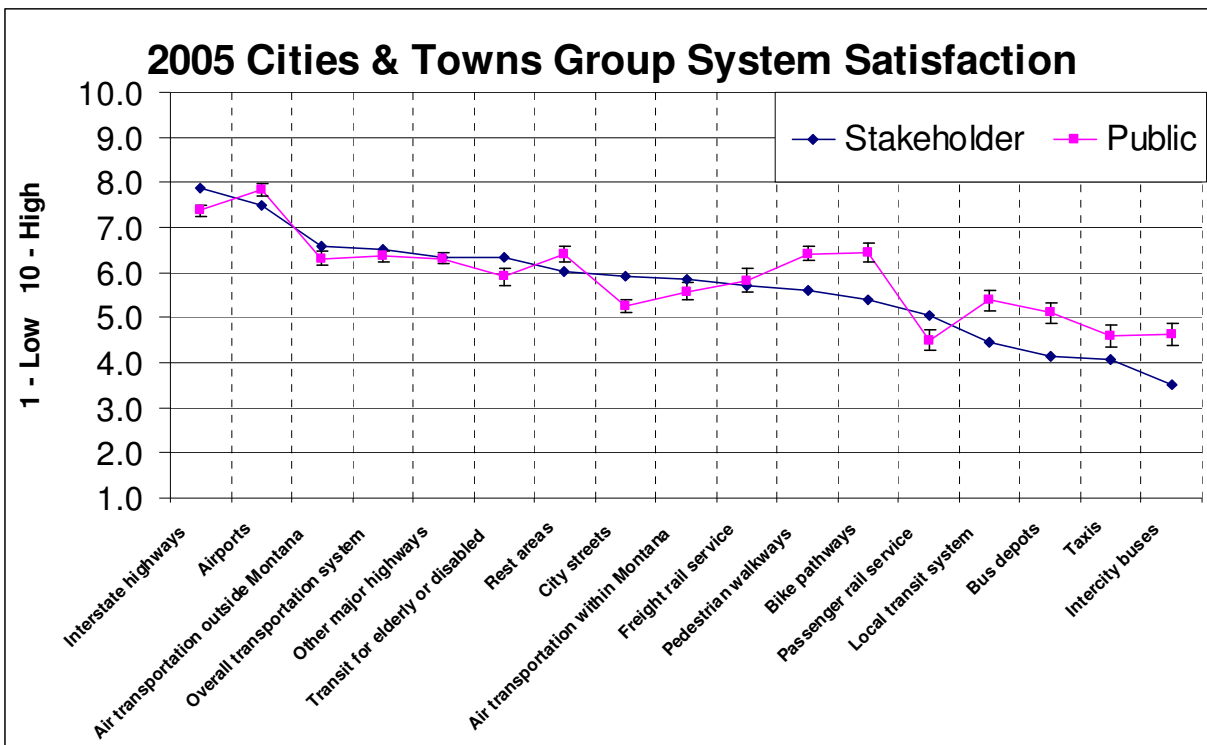


Figure 32

Actions to Improve the Transportation System

The highest three priorities for improving components of the transportation system among cities and towns group members were promoting the use of existing rail service, keeping current with new technology, and improving major highways other than interstates (see Figure 33 below). These items were rated just under a “Very High Priority.” One item was rated as less than a medium priority: reducing the number of single-occupant vehicles. Cities and towns group members rated 13 of 16 possible actions to improve the transportation system higher priority than did the public.

This group rated no items at least one full scale point higher in priority than did the public; their priorities closely paralleled those of the public.

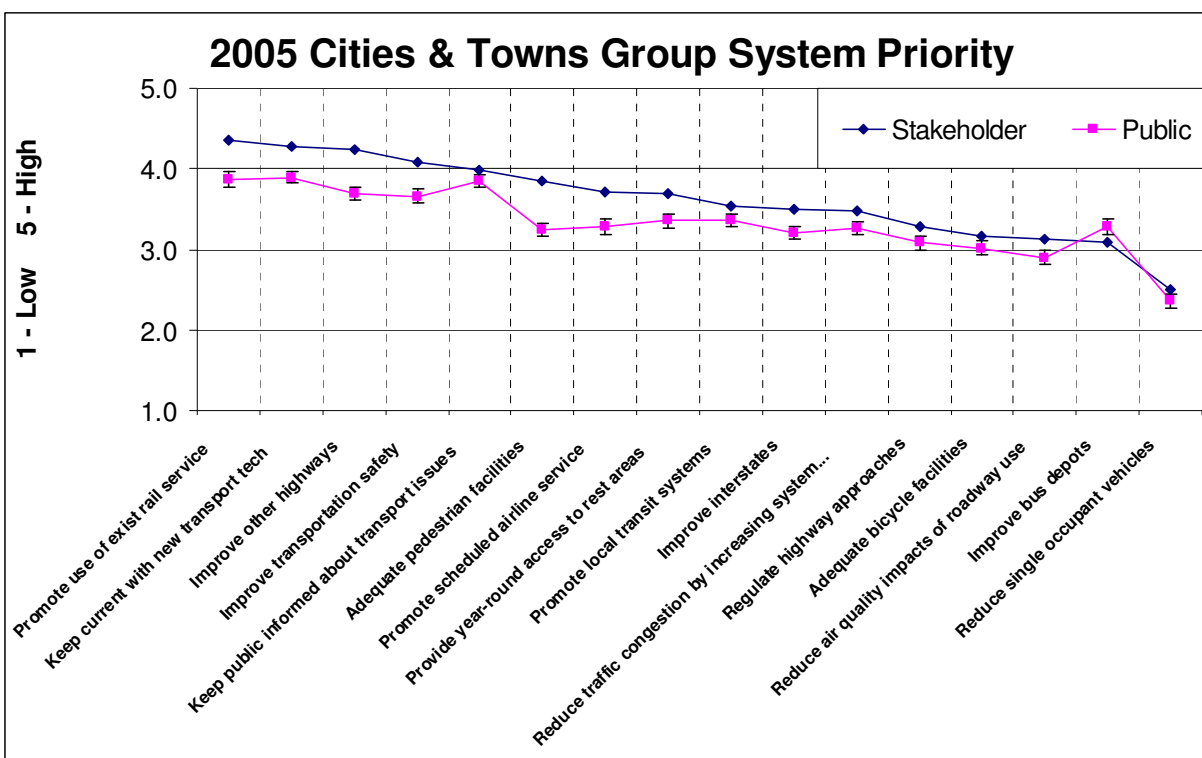


Figure 33

Actions to Improve Roadways

The highest priority roadway improvement for the cities and towns group was wider roadways, which was rated a “Somewhat High Priority” (see Figure 34). The remaining six items were rated “Somewhat High” or “Medium” priority, and only one of these items received a priority score lower than that delivered by the public.

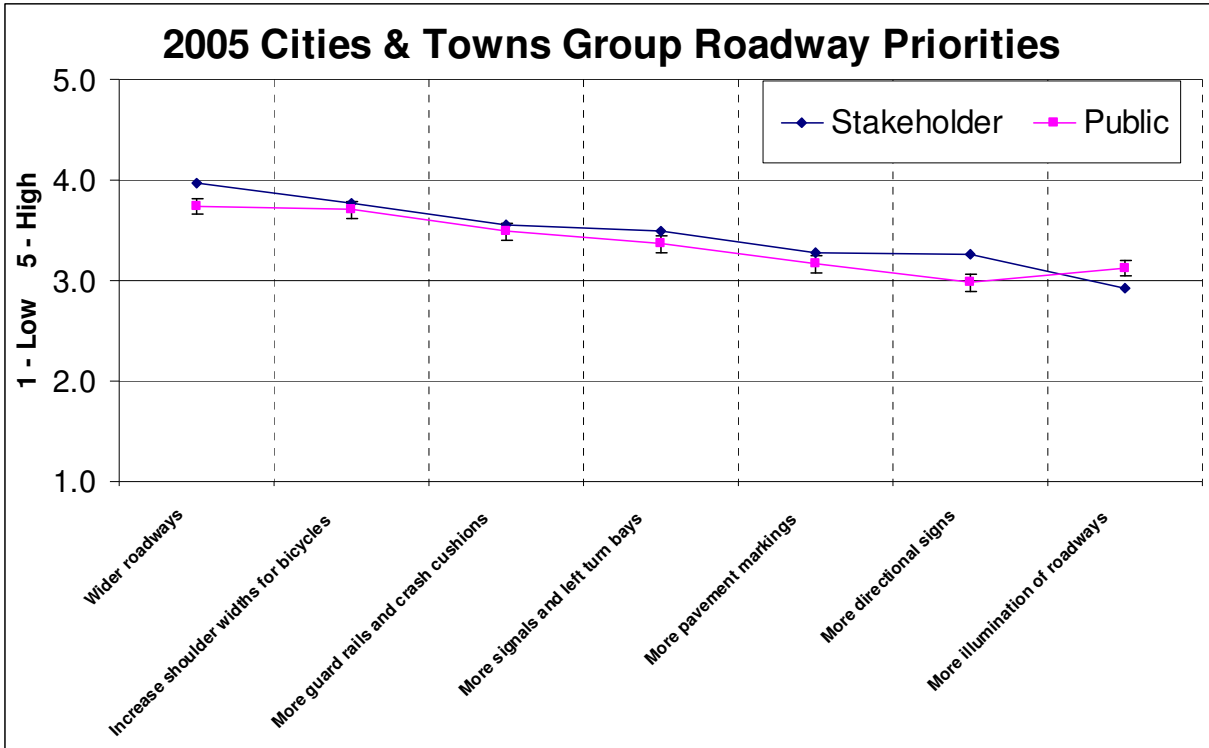


Figure 34

Awareness of Information-Sharing

Cities and towns group members reported more awareness of MDT information-sharing efforts than did the public, with the exception of Public Service Announcements (PSAs) (see Figure 35). This group was most aware of newspaper articles and construction. The group was least aware of weekly construction meetings for projects in urban areas and *Montana & Sky*. The pattern of awareness demonstrated by cities and towns group members is consistent with that found in each stakeholder group. Stakeholders are more aware of MDT information-sharing efforts than is the public. The public was not asked about *Newsline*, *Montana & Sky*, or STIP.

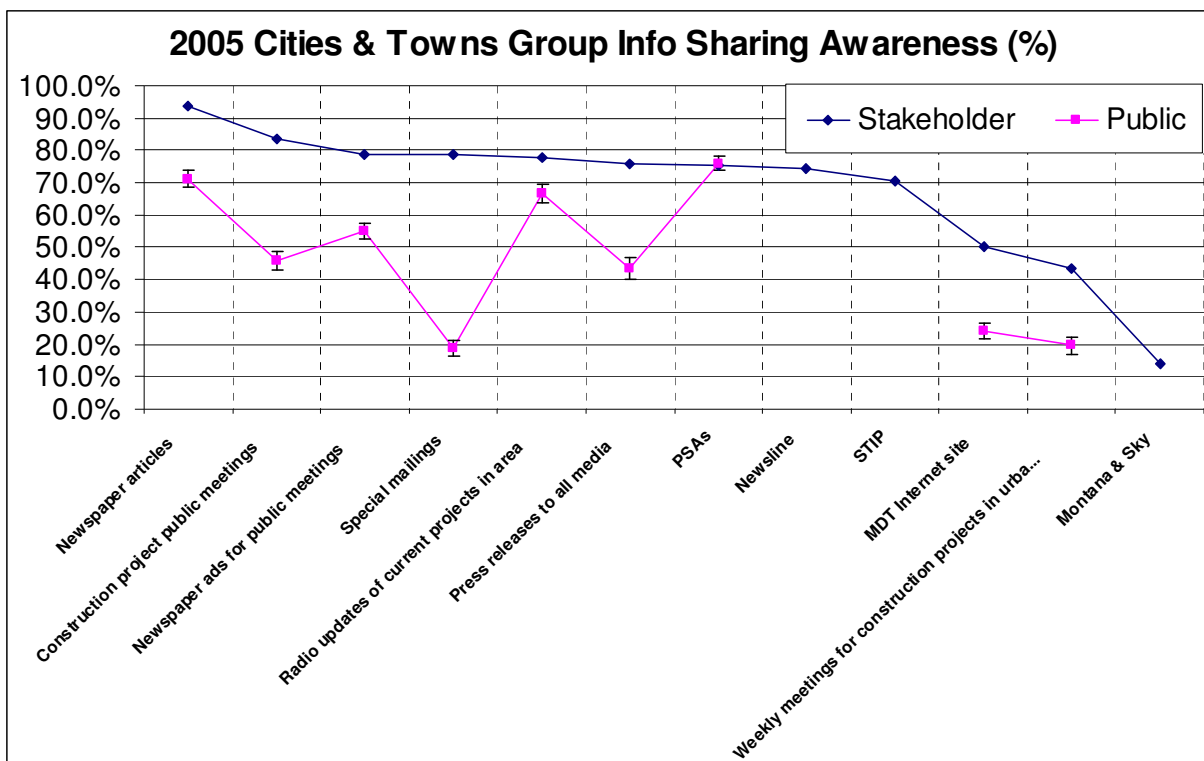


Figure 35

MDT Customer Service and Performance Grades

Cities and towns group grades ranged from B to C+ (see Figure 36). These closely paralleled the public's. There was little practical difference between the public's grades and the cities and towns group.

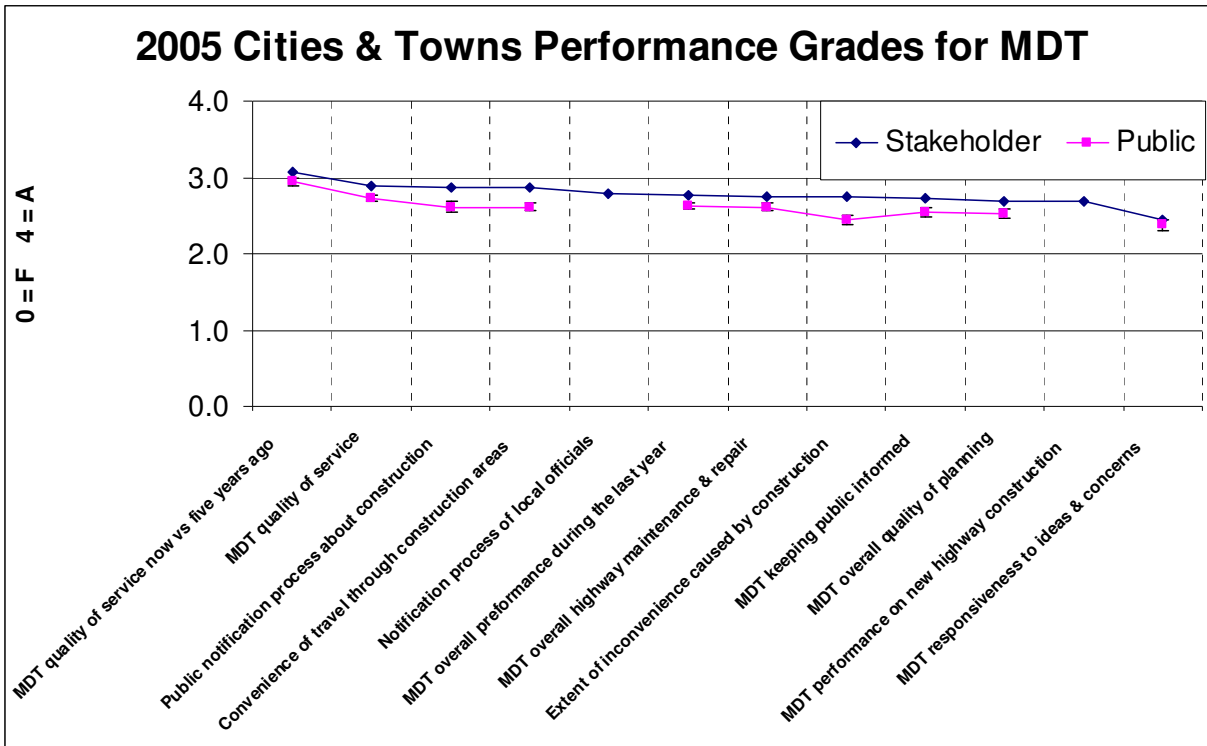


Figure 36

COUNTIES STAKEHOLDER GROUP (COUNTY COMMISSIONERS)

This group consists of county commissions from across Montana. Fifty-two completed interviews were collected from members of the counties group. Twenty-five responses were collected 2003.

Transportation System Satisfaction

Counties group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.73 on a 1-to-10 scale. This is higher than the public's mean rating of 6.37 (see Figure 37 below). The 2005 rating is slightly higher than the 2003 rating (6.67). This may be due to the increased survey response rate.

When asked about specific components of the transportation system, counties group members expressed satisfaction with 11 of 16 system components. They were most satisfied with interstate highways and airports. Counties group members expressed dissatisfaction with bus depots, passenger rail service, freight rail service, taxis, and intercity bus service. This group expressed less satisfaction than did the public with 4 specific system components.

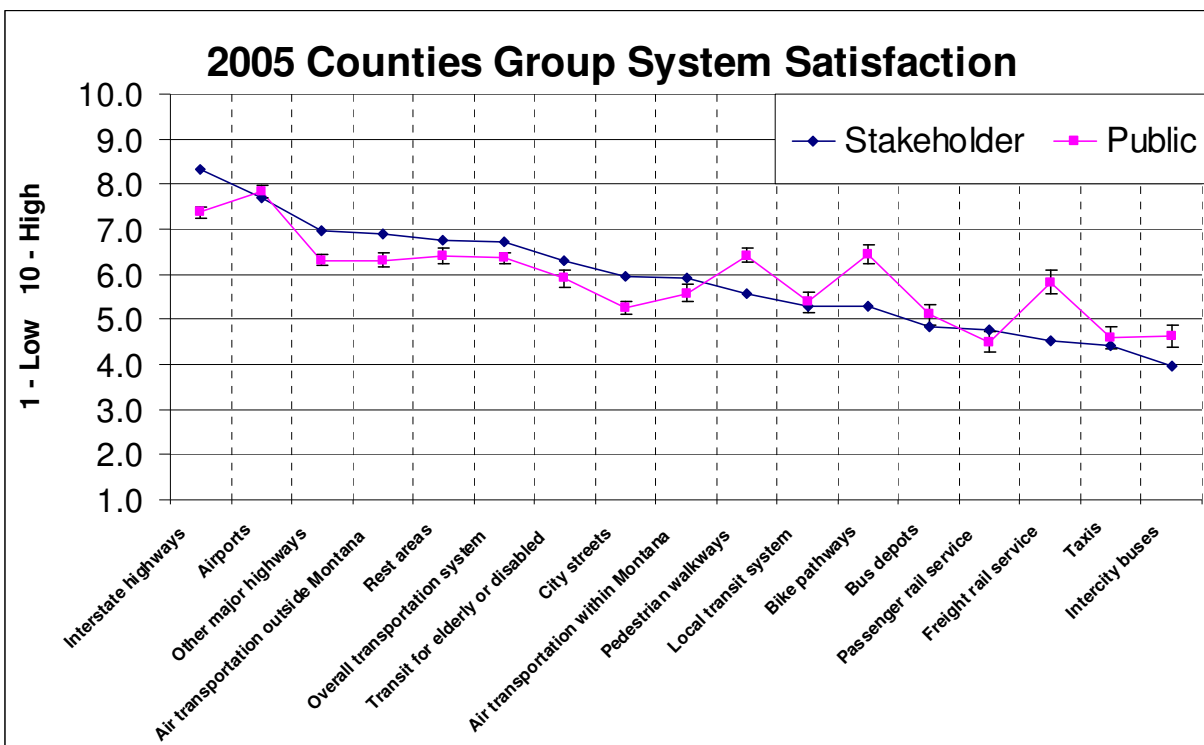


Figure 37

Actions to Improve the Transportation System

The highest priority for improving components of the transportation system among counties group members was improving major highways other than interstates (see Figure 38 below). This item was rated just under a “Very High Priority.” Three items were rated as less than a medium priority: ensuring adequate bicycle facilities, reducing the air impacts or roadway use, and reducing the number of single-occupant vehicles. Counties group members rated 10 of 16 possible actions to improve the transportation system higher priority than did the public.

This group rated no items at least one full scale point higher in priority than did the public; their priorities closely paralleled those of the public. However, improving interstates was, practically speaking, a significantly higher priority for the counties group than it was for the public.

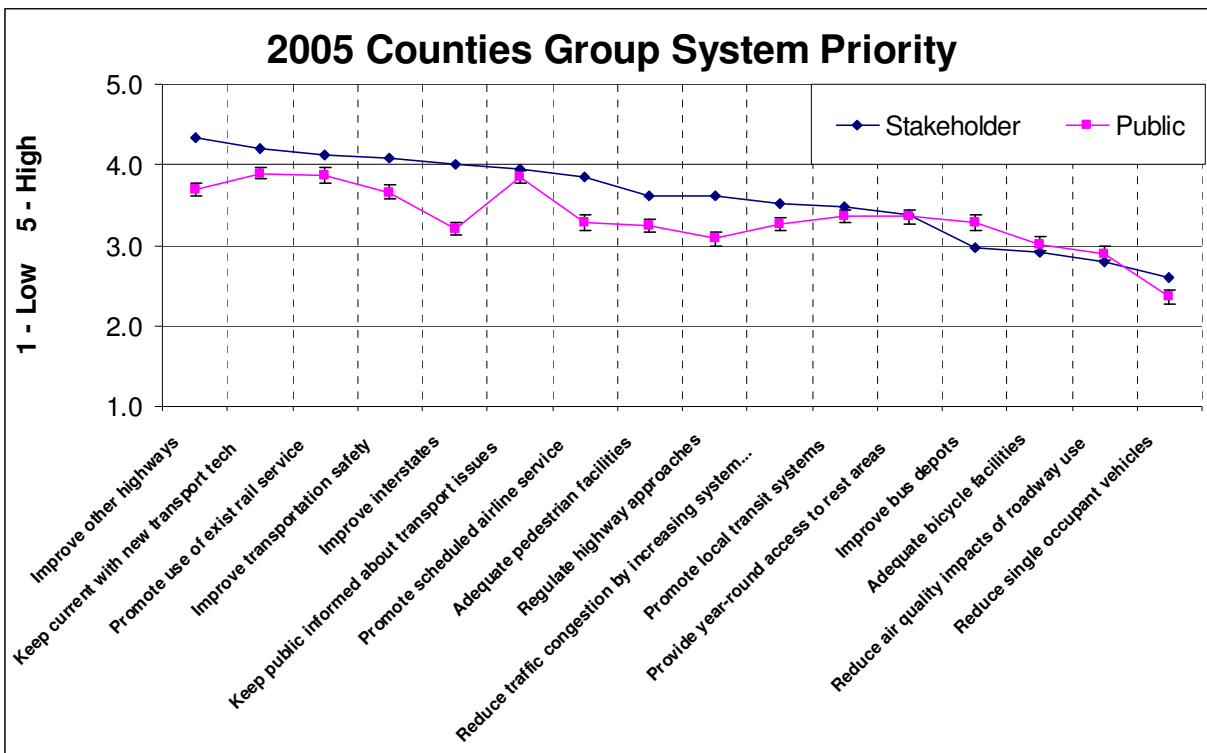


Figure 38

Actions to Improve Roadways

The highest priority roadway improvement for the counties group was wider roadways, which was rated a “Somewhat High Priority” (see Figure 39). The remaining six items were rated “Somewhat High” or “Medium” priority, and only one of these items received a priority score lower than that delivered by the public.

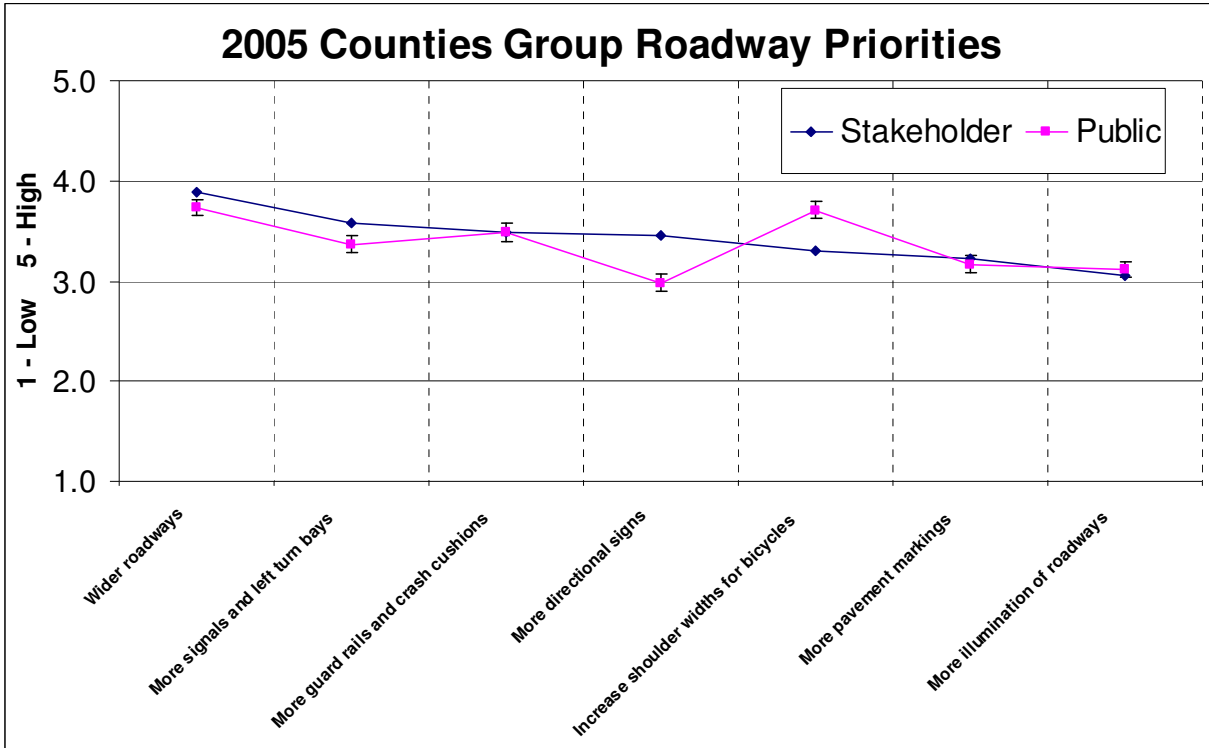


Figure 39

Awareness of Information-Sharing

Counties group members reported more awareness of MDT information-sharing efforts than did the public (see Figure 40). This group was most aware of construction project public meetings, STIP, and newspaper articles. The group was least aware of the MDT Internet site and weekly construction meetings for projects in urban areas. The pattern of awareness demonstrated by counties group members is consistent with that found in each stakeholder group. Stakeholders are more aware of MDT information-sharing efforts than is the public. The public was not asked about *Newsline, Montana & Sky*, or STIP.

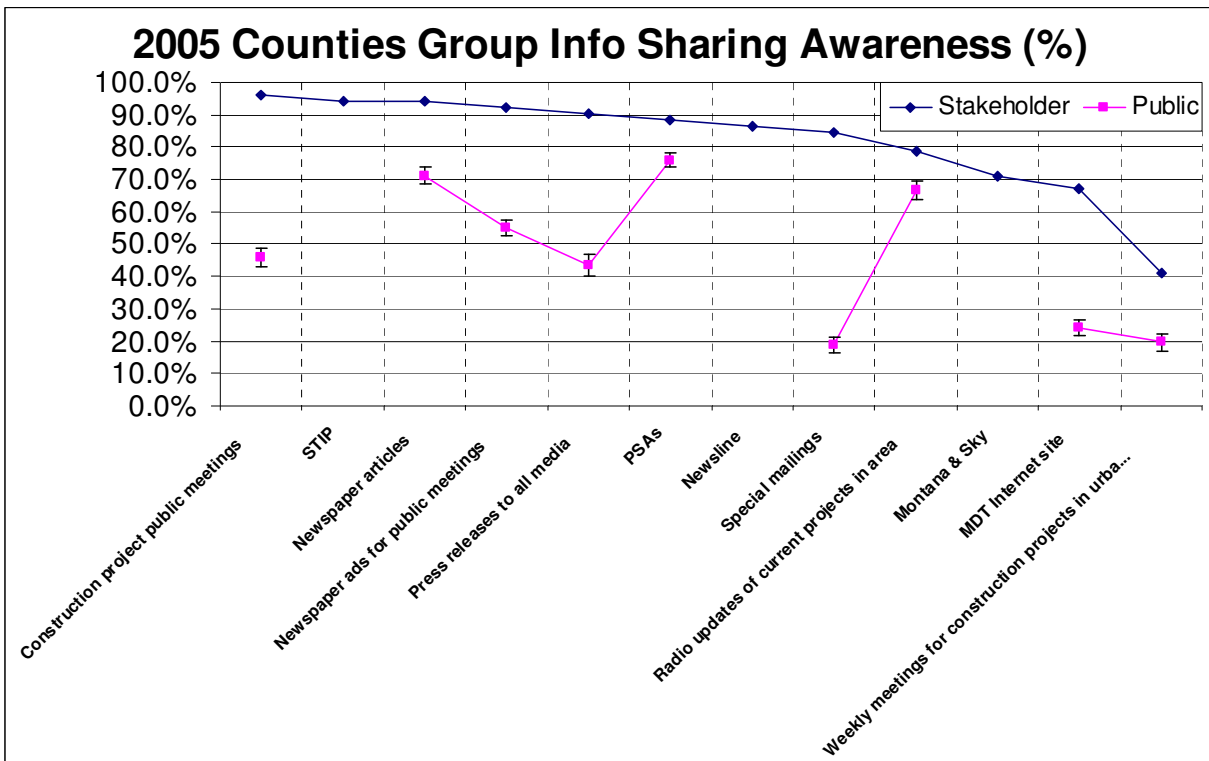


Figure 40

MDT Customer Service and Performance Grades

Counties group grades ranged from B+ to C+ (see Figure 41). These closely paralleled the public's. Where there was a difference between the public's grades and the counties group grades, the counties group gave MDT slightly higher marks.

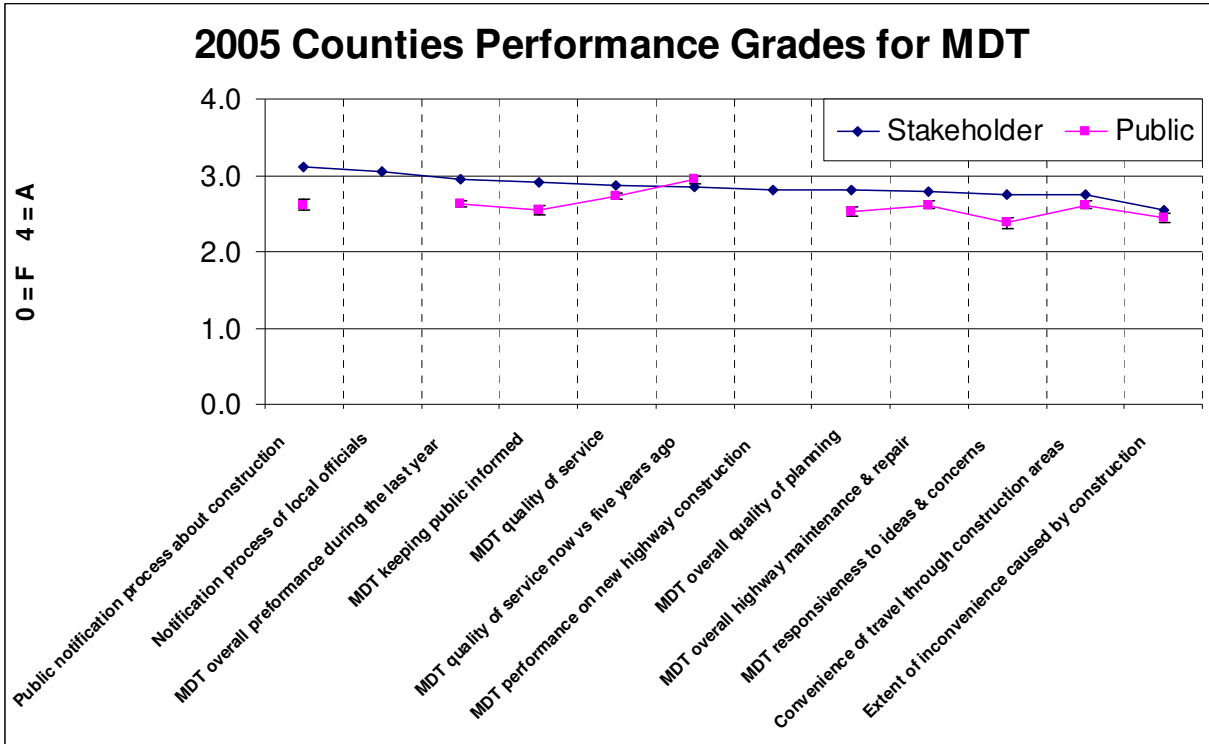


Figure 41

PASSENGER TRANSPORTATION STAKEHOLDER GROUP

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

In 2005, 55 completed interviews with passenger transportation group members were obtained. In 2003, 53 interviews were obtained.

Transportation System Satisfaction

Passenger transportation group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.62 on a 1-to-10 scale. This is higher than the public's mean rating of 6.37 (see Figure 42 below). The 2005 rating is higher than the 2003 rating (6.4).

When asked about specific components of the transportation system, passenger transportation group members expressed satisfaction with 12 of 16 system components. They were most satisfied with airports and interstate highways. Passenger transportation group members expressed dissatisfaction with bus depots, taxis, and intercity bus service. This group expressed less satisfaction than did the public with 6 specific system components.

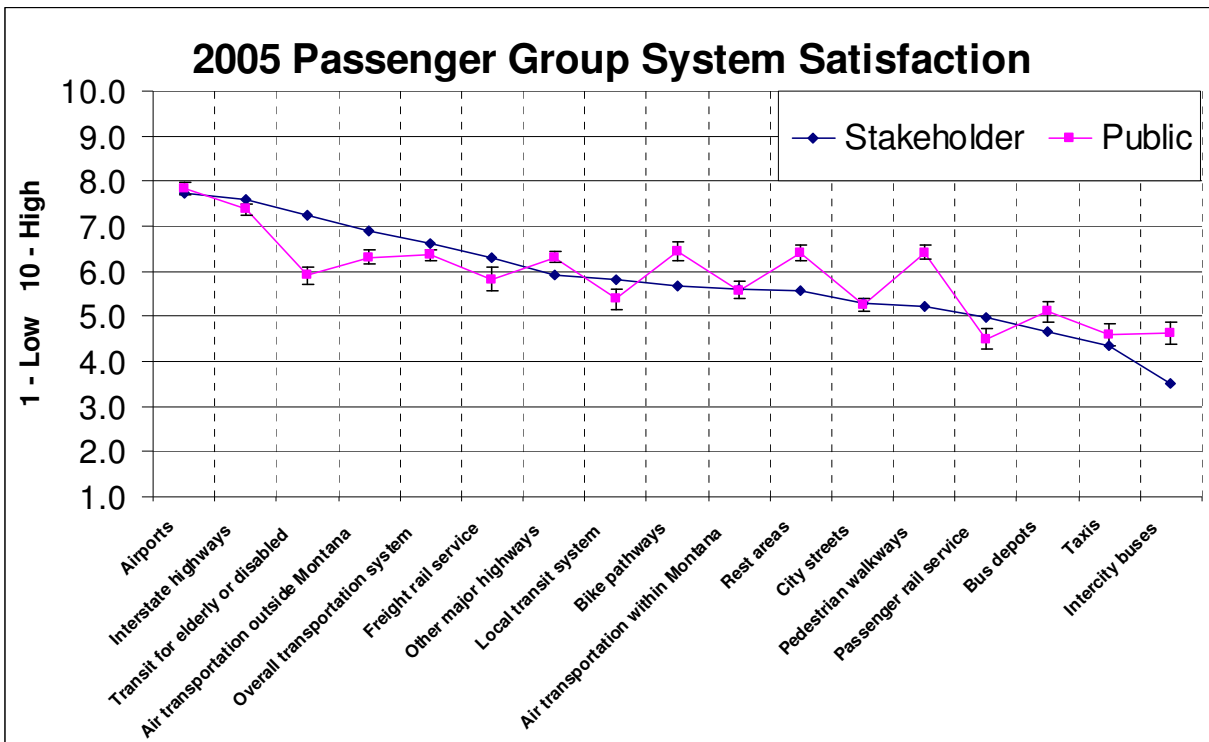


Figure 42

Actions to Improve the Transportation System

The highest priorities for improving components of the transportation system among passenger transportation group members were keeping current with new technology and improving major highways other than interstates (see Figure 43 below). This item was rated just under a “Very High Priority.” No items were rated as less than a medium priority. Passenger transportation group members rated 14 of 16 possible actions to improve the transportation system higher priority than did the public.

This group rated no items at least one full scale point higher in priority than did the public; their priorities closely paralleled those of the public. However, ensuring adequate pedestrian facilities and reducing single-occupant vehicles were, practically speaking, a significantly higher priority for the passenger transportation group than they were for the public.

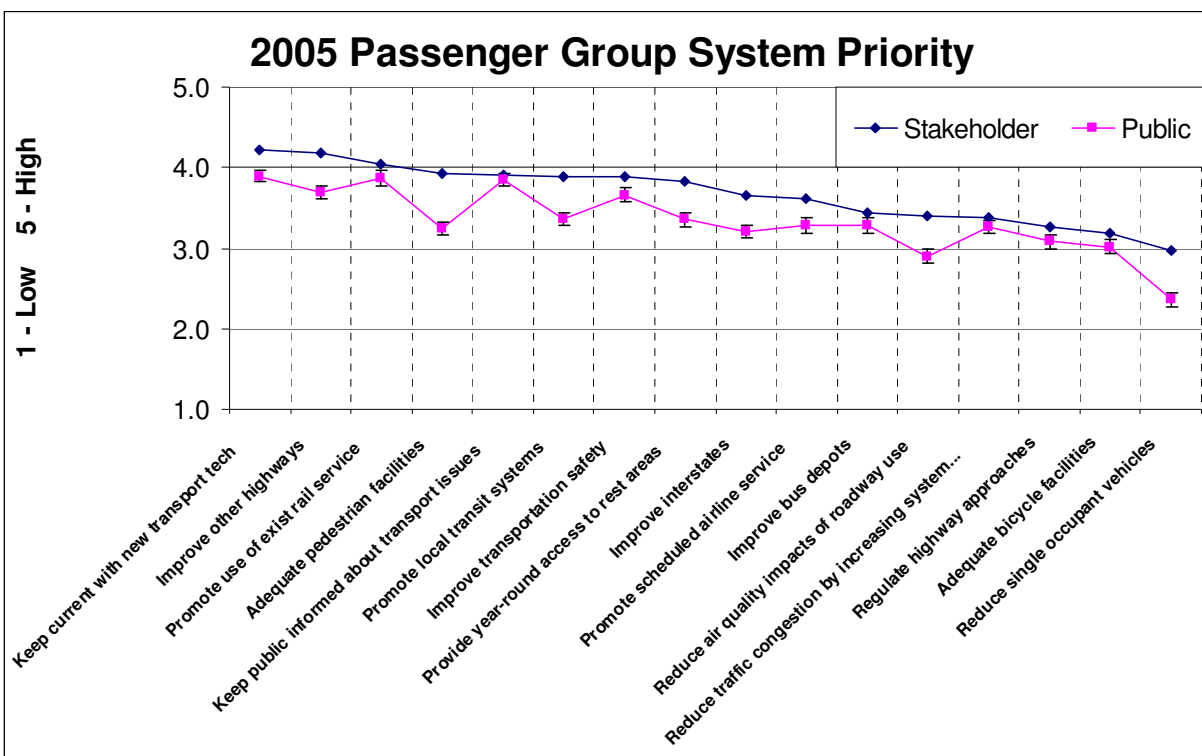


Figure 43

Actions to Improve Roadways

The highest priority roadway improvement for the passenger transportation group was wider roadways, which was rated a “Somewhat High Priority” (see Figure 44). The remaining six items were rated “Somewhat High” or “Medium” priority.

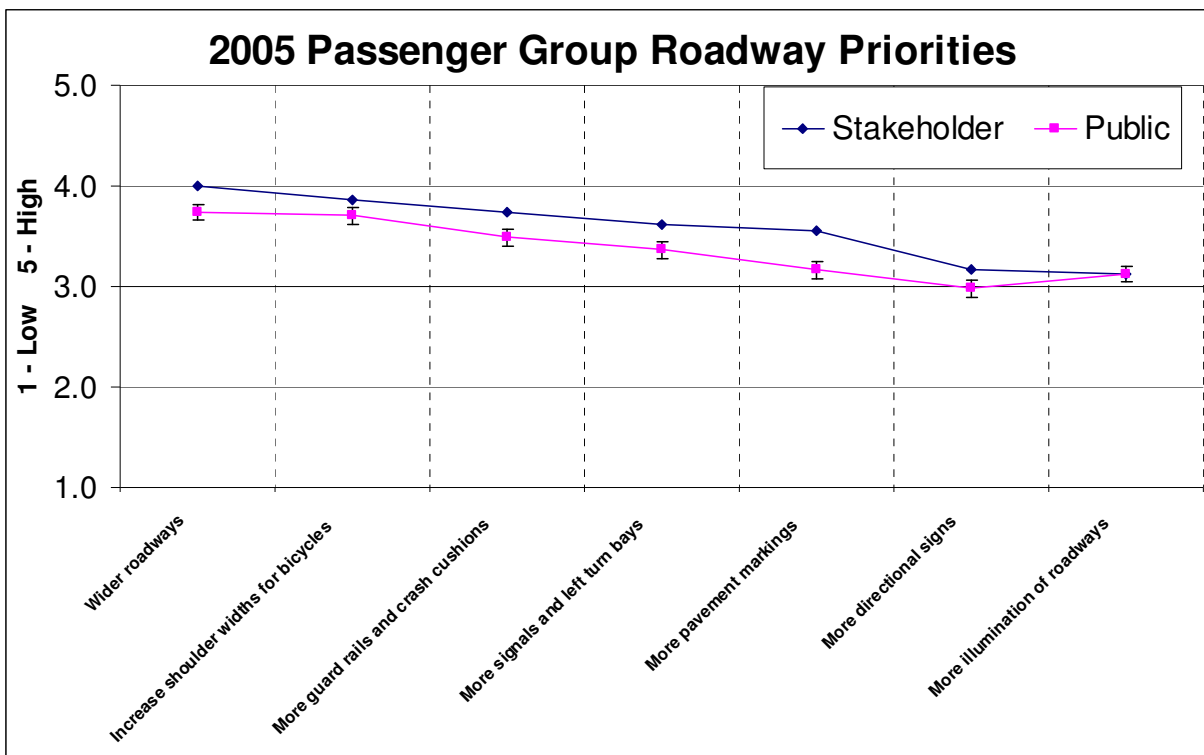


Figure 44

Awareness of Information-Sharing

Passenger transportation group members reported more awareness of MDT information-sharing efforts than did the public with the exception of PSAs and radio updates on current construction projects (see Figure 45). This group was most aware of newspaper articles, the MDT Internet site, and construction project public meetings. The group was least aware of weekly construction meetings for projects in urban areas and *Montana & Sky*. The pattern of awareness demonstrated by passenger transportation group members is consistent with that found in each stakeholder group. Stakeholders are more aware of MDT information-sharing efforts than is the public. The public was not asked about *Newsline*, *Montana & Sky*, or STIP.

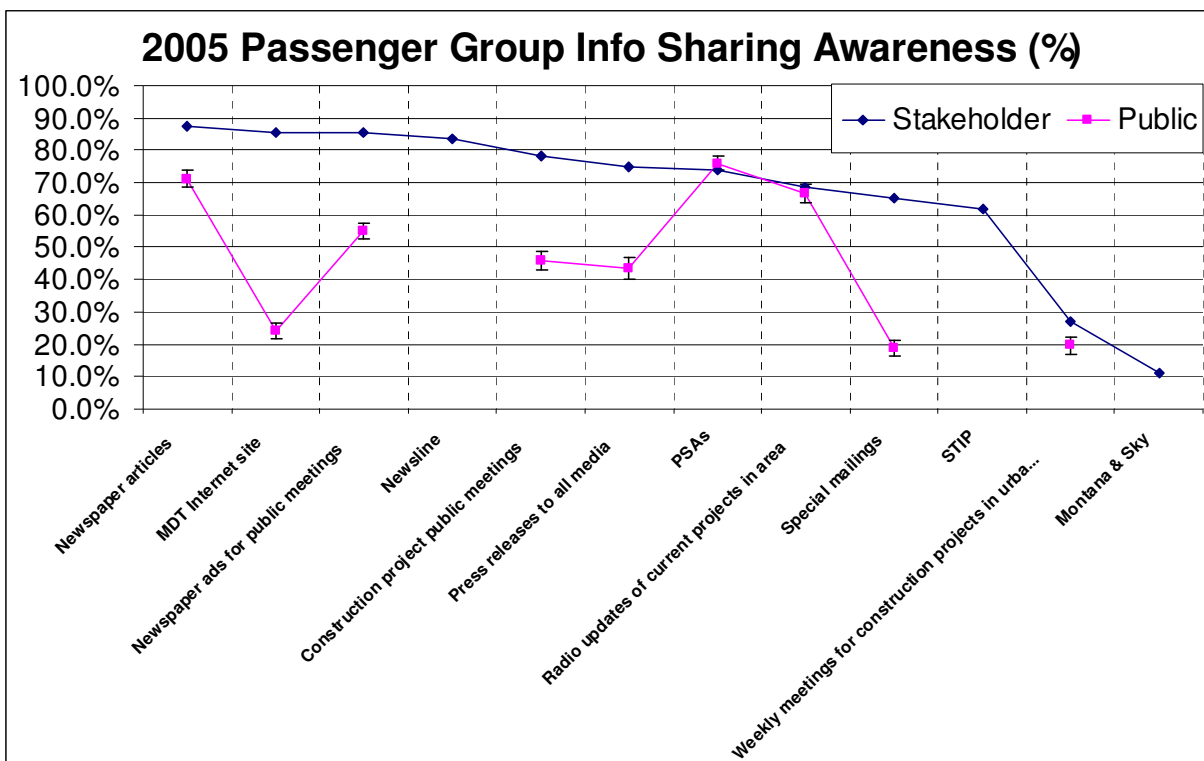


Figure 45

MDT Customer Service and Performance Grades

Passenger transportation group grades ranged from B+ to C+ (see Figure 46). These closely paralleled the public's. Where there was a difference between the public's grades and the passenger transportation group grades, the passenger transportation group gave MDT slightly higher marks.

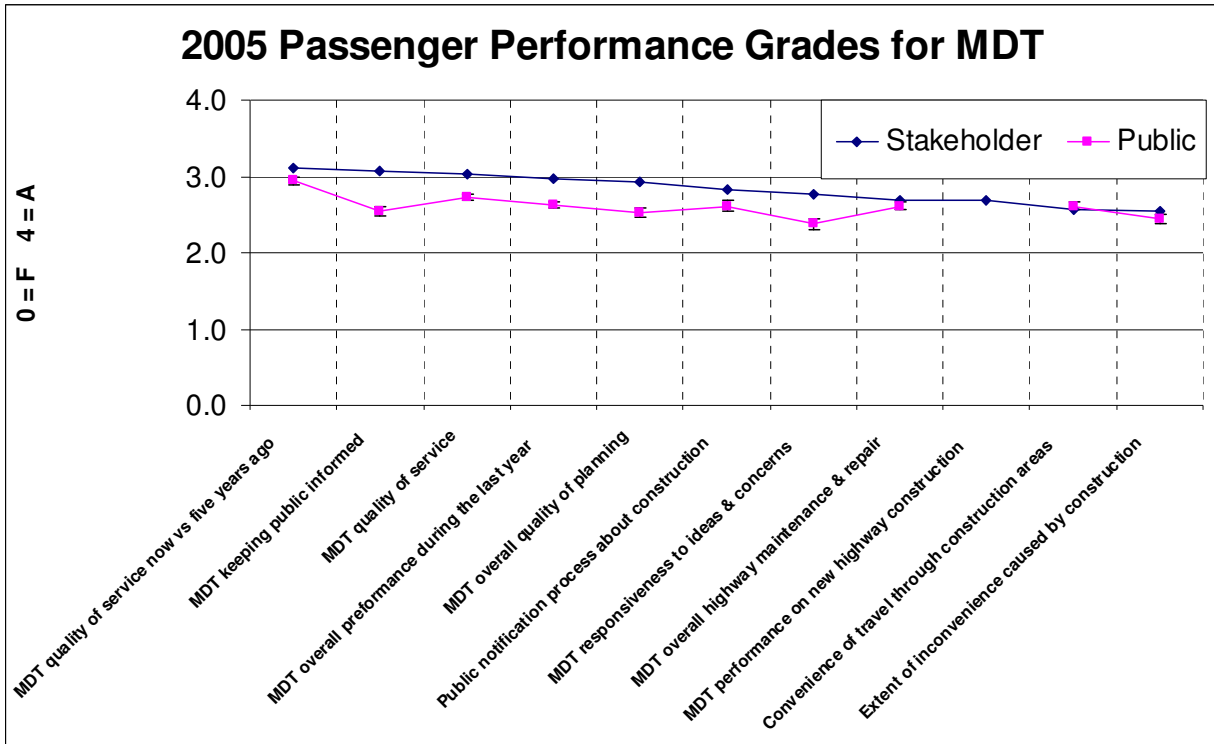


Figure 46

STATE AND FEDERAL GOVERNMENT STAKEHOLDER GROUP

This group is represented by non-elected state and federal government officials from across Montana. In 2005, 20 completed interviews with state and federal government group members were obtained. In 2003, 19 interviews were obtained.

Transportation System Satisfaction

State and federal government group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.30 on a 1-to-10 scale. This is not statistically different from the public's mean rating of 6.37 (see Figure 47 below). The 2005 rating is lower than the 2003 rating (6.56).

When asked about specific components of the transportation system, state and federal government group members expressed satisfaction with 6 of 16 system components. They were most satisfied with interstate highways and major highways other than interstates. State and federal government group members expressed dissatisfaction with taxis, transit for the elderly or disabled, bus depots, air transportation within Montana, local transit systems, pedestrian walkways, bike pathways, and passenger rail service. This group expressed less satisfaction than did the public with 11 specific system components.

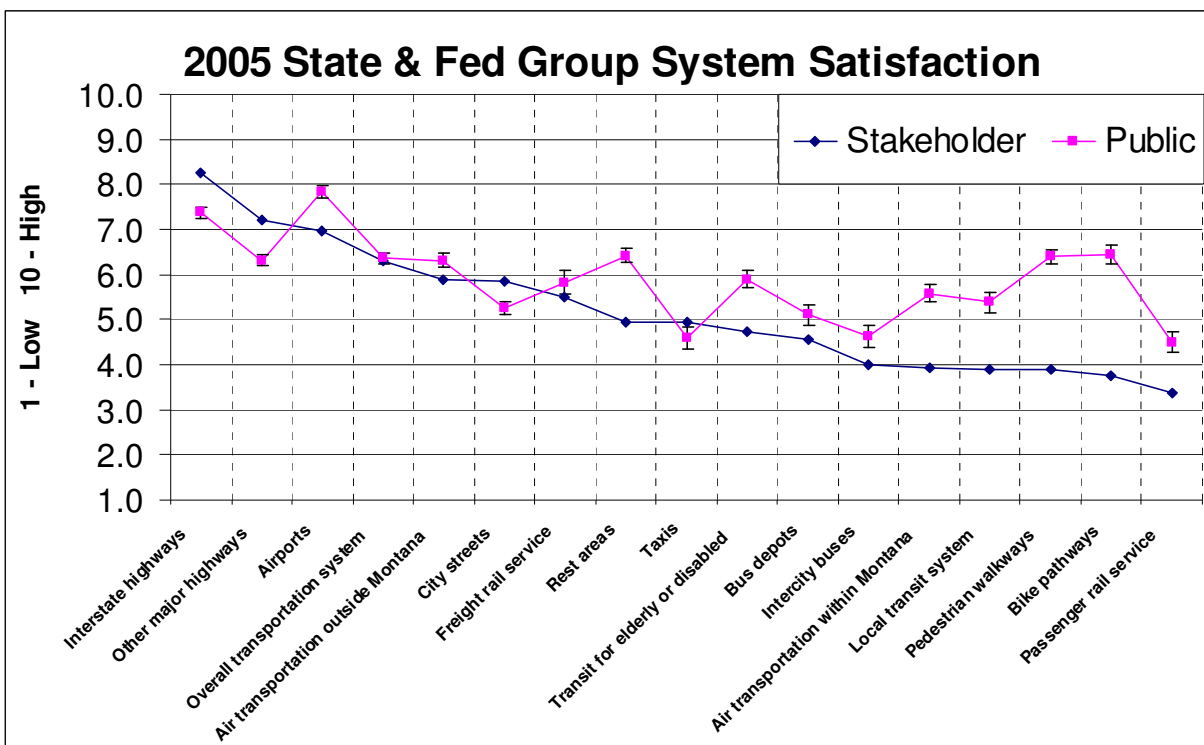


Figure 47

Actions to Improve the Transportation System

The highest priority for improving components of the transportation system among state and federal government group members was improve transportation safety (see Figure 48 below). This item was rated a “Very High Priority.” One item was rated as just under a medium priority. State and federal government group members rated 14 of 16 possible actions to improve the transportation system a higher priority than did the public.

This group rated no items at least one full scale point higher in priority than did the public. However, several practical differences between the groups’ opinions were observed. The largest were found when examining promoting scheduled airline service, adequate pedestrian facilities, and improving transportation safety. In each case these items were a higher priority for state and federal officials than for the public.

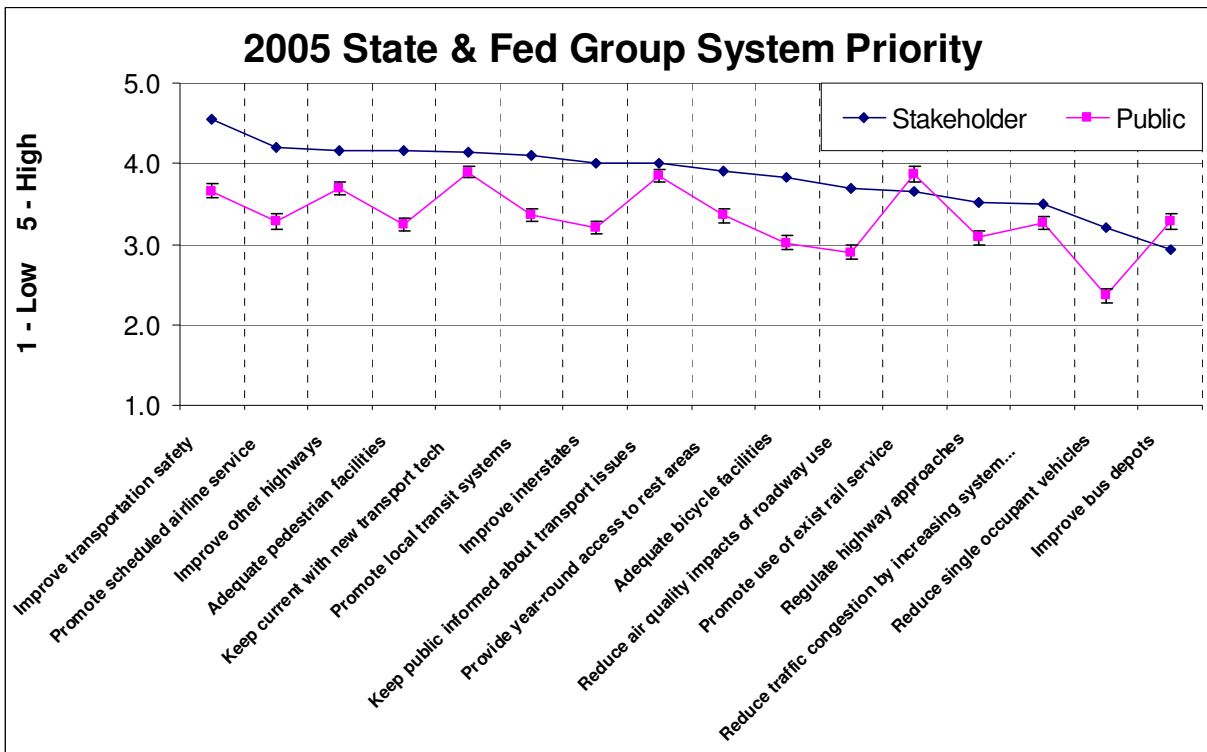


Figure 48

Actions to Improve Roadways

The highest priority roadway improvement for the state and federal government group was wider roadways, which was rated a “Somewhat High Priority” (see Figure 49). The remaining six items were rated “Somewhat High” or “Medium” priority.

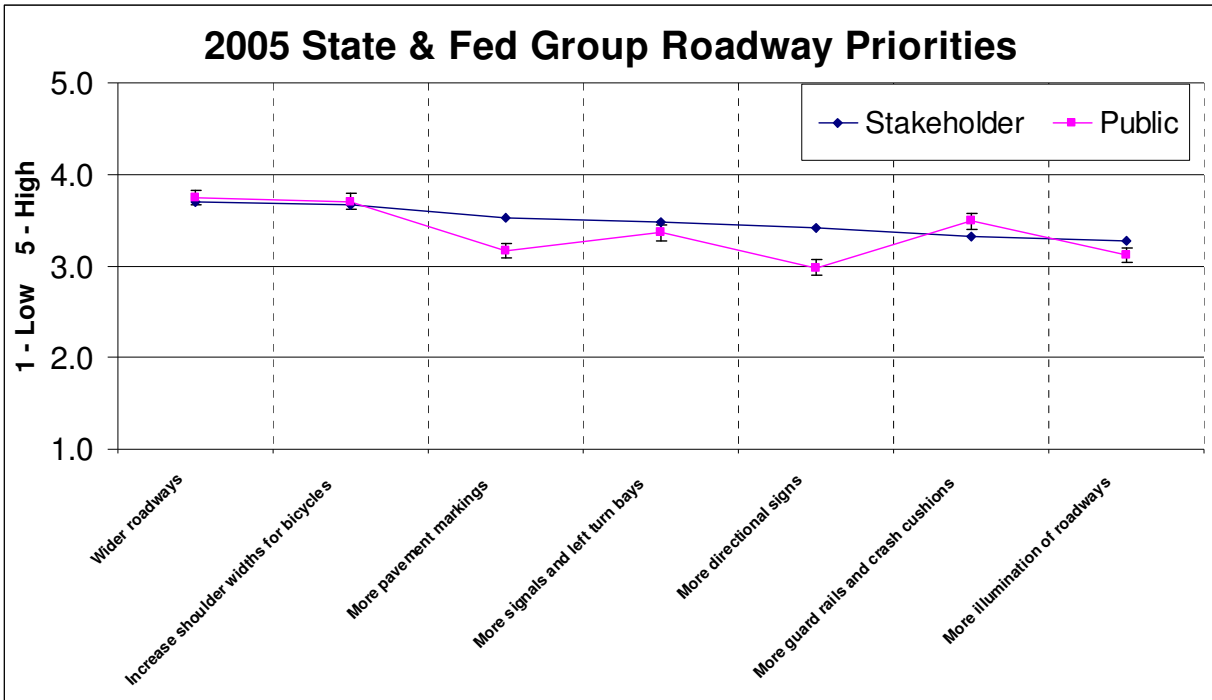


Figure 49

Awareness of Information-Sharing

State and federal government group members reported more awareness of MDT information-sharing efforts than did the public with the exception of weekly meetings for construction projects in urban areas (see Figure 50). This group was most aware of newspaper articles, the MDT Internet site, and PSAs. The group was least aware of weekly construction meetings for projects in urban areas and *Montana & Sky*. The pattern of awareness demonstrated by state and federal government group members is consistent with that found in each stakeholder group. Stakeholders are more aware of MDT information-sharing efforts than is the public. The public was not asked about *Newsline*, *Montana & Sky*, or STIP.

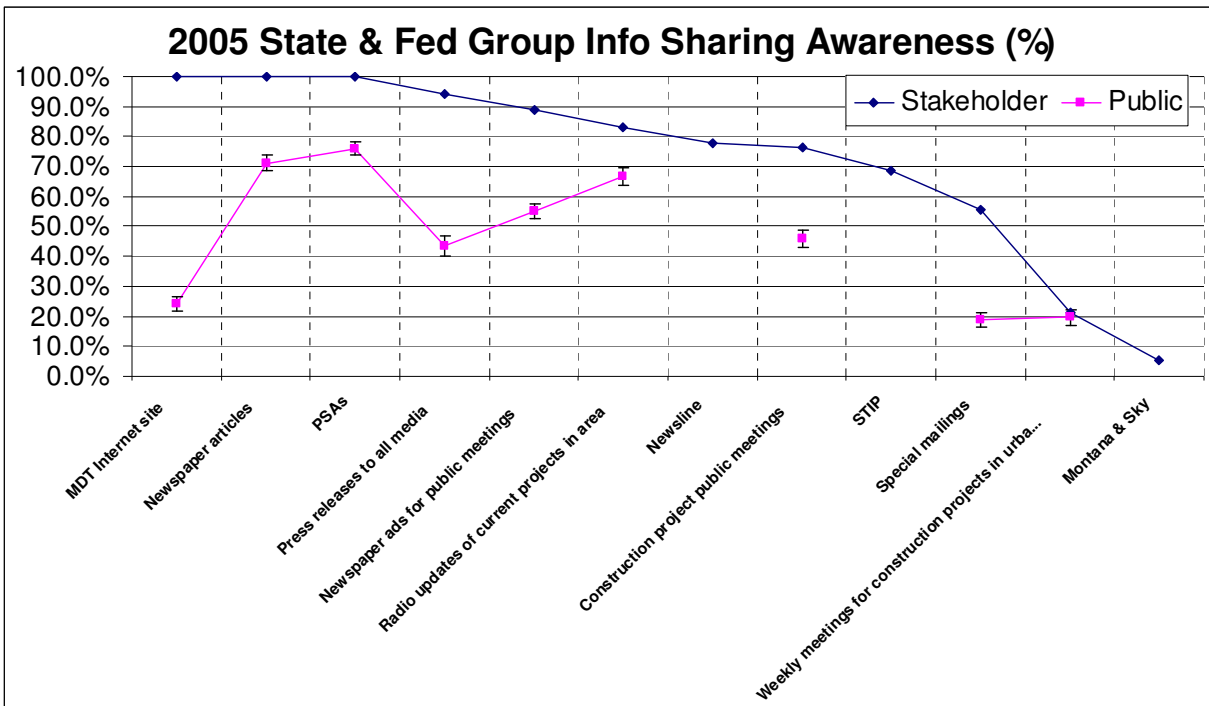


Figure 50

MDT Customer Service and Performance Grades

State and federal government group grades ranged from B+ to C+ (see Figure 51). These closely paralleled the public's. Where there was a difference between the public's grades and the state and federal government group grades, the state and federal government group gave MDT slightly higher marks.

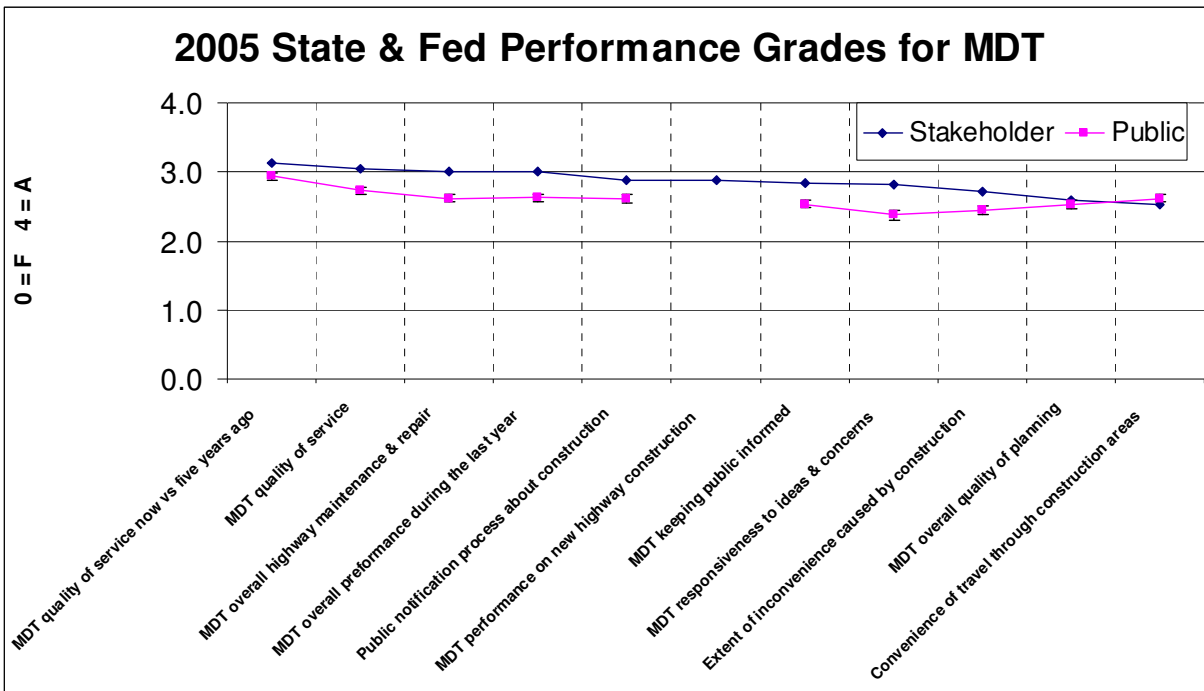


Figure 51

TRIBAL PLANNERS STAKEHOLDER GROUP

This group is represented by tribal planners from across Montana. Representatives of four tribes completed interviews in 2005. Five completed questionnaires were obtained in 2003. 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 group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.0 on a 1 to 10 scale. This rating is lower than the public's mean rating of 6.37 (see Figure 52 below). The 2005 rating is nearly equal to the 2003 rating (5.9).

When asked about specific components of the transportation system, tribal planners group members expressed satisfaction with all system components examined. They were most satisfied with airports and interstate highways. Tribal planners group members were least satisfied with city streets, freight rail service, major highways other than interstates, and taxis. This group expressed less satisfaction than did the public with major highways other than interstates.

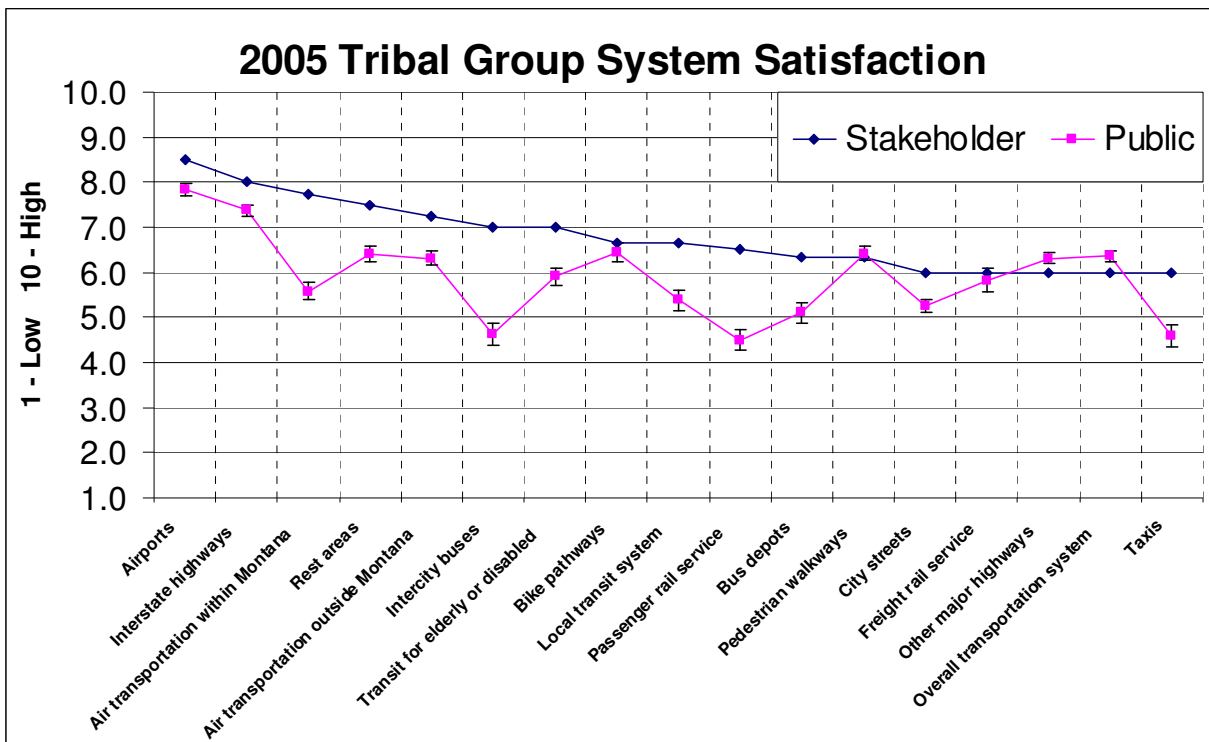


Figure 52

Actions to Improve the Transportation System

The highest priorities for improving components of the transportation system among tribal planners group members were improve highways other than interstates and promote local transportation systems (see Figure 53 below). A total of 10 items were rated a “Very High Priority” by this stakeholder group. No items were rated as under a medium priority. Tribal planners group members rated all possible actions to improve the transportation system higher priority than did the public.

This group rated 10 of 16 items examined at least one full scale point higher in priority than did the public. The largest differences were found when examining reducing air quality impacts of roadway use, promoting local transit systems, and improving highways other than interstates. In each case these items were a higher priority for tribal planners group members than for the public.

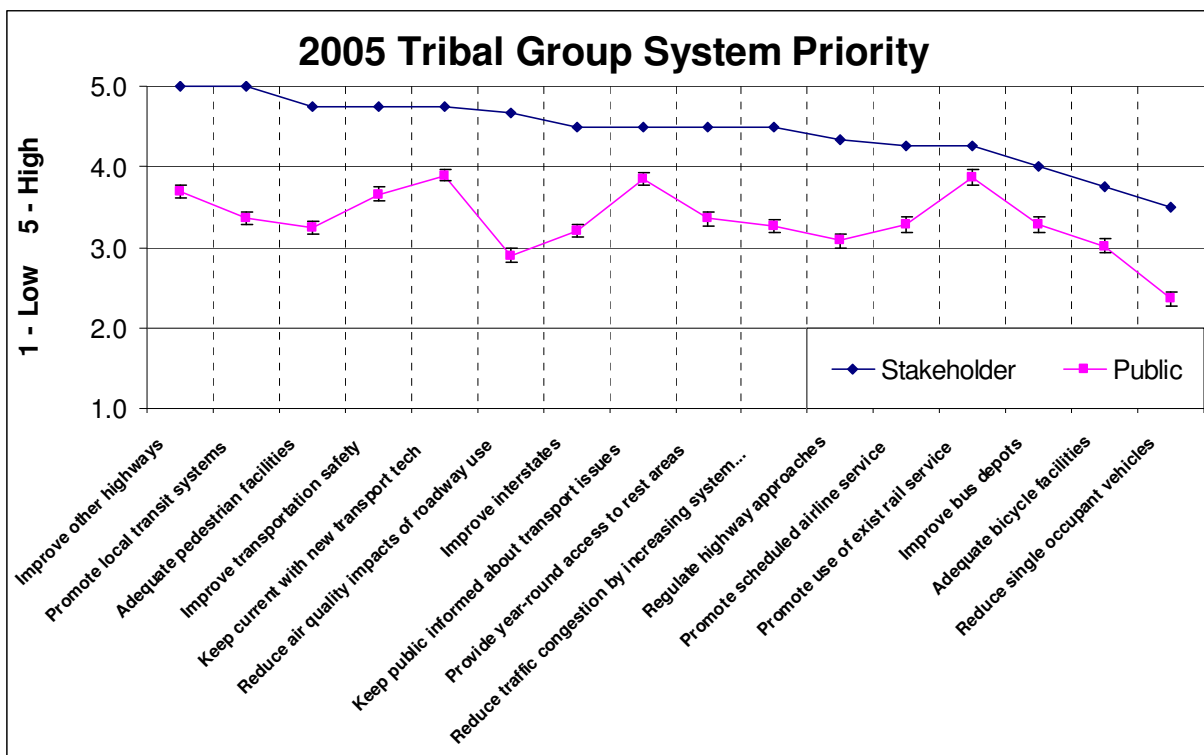


Figure 53

Actions to Improve Roadways

The highest priorities for roadway improvement among the tribal planners group were more pavement markings and wider roadways. Both were rated a “Very High Priority” as were increasing shoulder widths for bicycles and more signals and left-turn bays (see Figure 54). The remaining items were rated a “Somewhat High” priority.

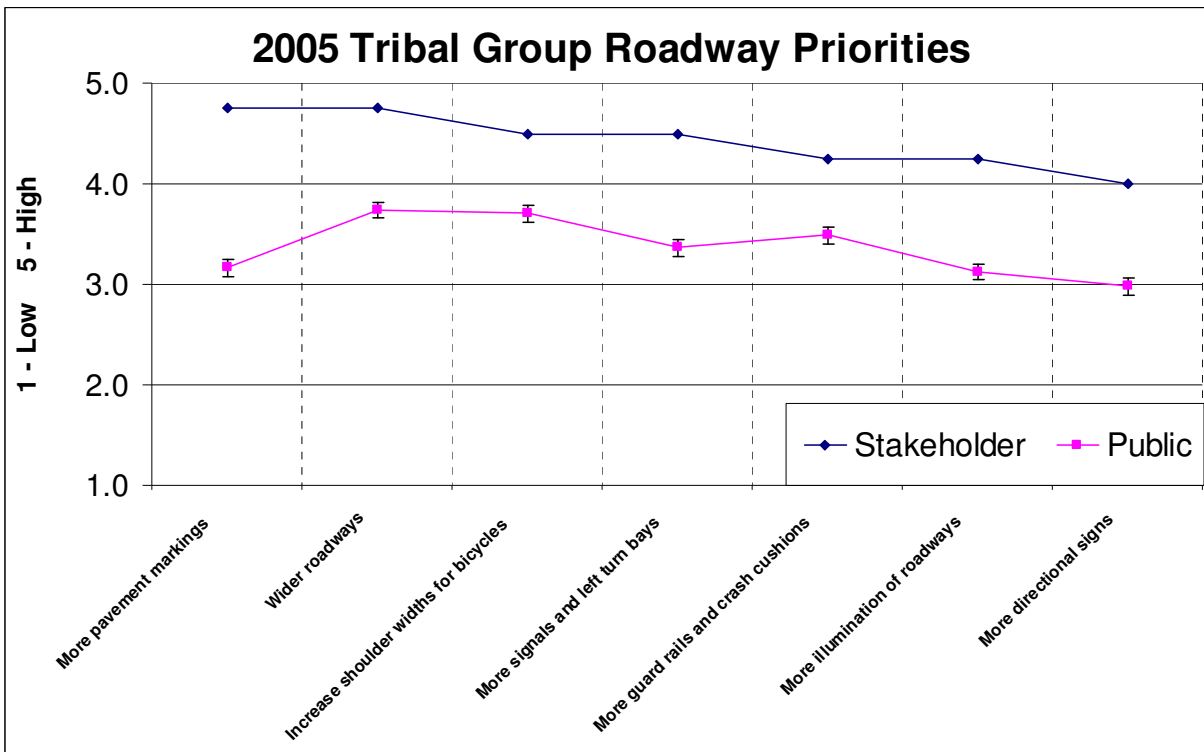


Figure 54

Awareness of Information-Sharing

Tribal planners group members reported more awareness of MDT information-sharing efforts than did the public with the exception of PSAs (see Figure 55). This group was most aware of construction project public meetings, MDT's Internet site, *Newsline*, newspaper articles, and STIP. The group was least aware of weekly construction meetings for projects in urban areas and *Montana & Sky*. The pattern of awareness demonstrated by tribal planners group members is consistent with that found in each stakeholder group. Stakeholders are more aware of MDT information-sharing efforts than is the public. The public was not asked about *Newsline*, *Montana & Sky*, or STIP.

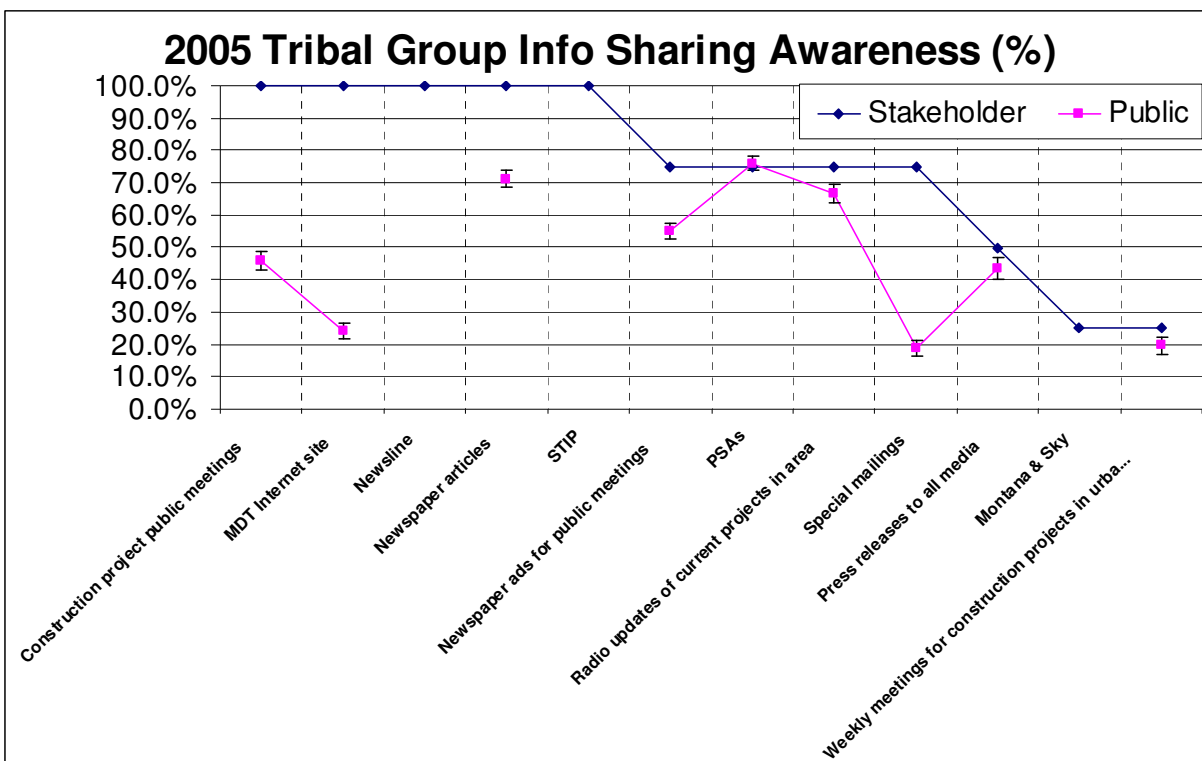


Figure 55

MDT Customer Service and Performance Grades

Tribal planners group grades ranged from B to B- (see Figure 56). These closely paralleled the public's. Where there was a difference between the public's grades and the tribal planners group grades, the tribal planners group gave MDT slightly higher marks.

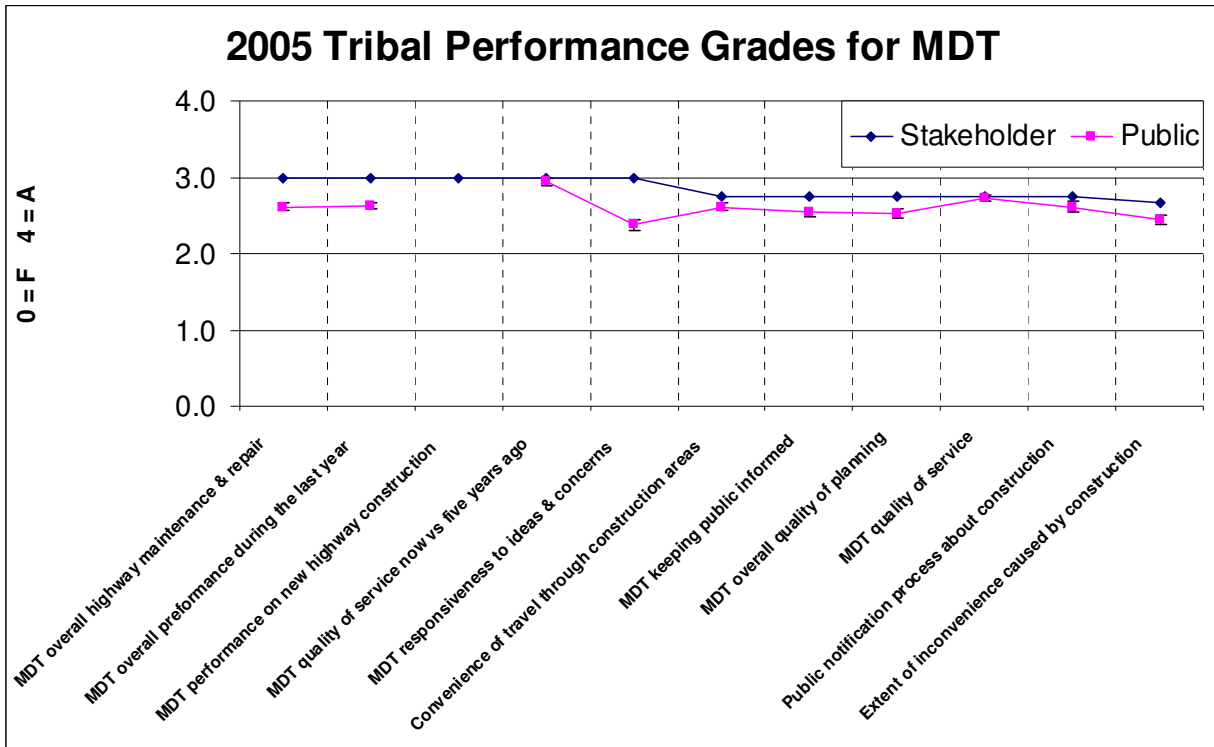


Figure 56

Appendix A

Detailed Tables

Part 1 – Questions 1 and 2: Using a scale from 1 to 10 (where 1 = very unsatisfied and 10 = very satisfied), please tell me how satisfied you are with each of the following transportation facilities and services:

| | Table 2 Stakeholder Group | | | | | | | | | |
|------------------------------------|--------------------------------------|----------------------|----------------------|-----------------|-------------------|------------|----------------------|---------------|--------------------------|-------|
| | Mayors | County Commissioners | Economic Development | Tribal Planners | State and Federal | Intermodal | Nonmotorized Vehicle | Environmental | Passenger Transportation | Total |
| | Mean | Mean | Mean | Mean | Mean | Mean | Mean | Mean | Mean | Mean |
| Interstate highways | 7.86 | 8.33 | 8.22 | 8.00 | 8.25 | 7.33 | 7.84 | 8.24 | 7.58 | 7.88 |
| Other major highways | 6.35 | 6.98 | 6.55 | 6.00 | 7.20 | 6.07 | 6.45 | 6.89 | 5.91 | 6.43 |
| City streets | 5.91 | 5.96 | 5.43 | 6.00 | 5.84 | 5.31 | 5.82 | 5.50 | 5.29 | 5.67 |
| Airports | 7.47 | 7.70 | 7.75 | 8.50 | 6.95 | 7.65 | 7.89 | 8.06 | 7.72 | 7.65 |
| Bike pathways | 5.40 | 5.29 | 4.89 | 6.67 | 3.75 | 5.85 | 4.15 | 4.87 | 5.69 | 5.12 |
| Pedestrian walkways | 5.62 | 5.56 | 5.11 | 6.33 | 3.89 | 5.94 | 4.41 | 5.38 | 5.20 | 5.28 |
| Rest areas | 6.04 | 6.76 | 4.72 | 7.50 | 4.95 | 5.26 | 5.98 | 6.18 | 5.58 | 5.80 |
| Bus depots | 4.13 | 4.85 | 3.06 | 6.33 | 4.57 | 4.68 | 4.13 | 4.50 | 4.68 | 4.36 |
| Local transit system | 4.46 | 5.30 | 4.33 | 6.67 | 3.91 | 5.19 | 3.85 | 4.29 | 5.83 | 4.77 |
| Intercity buses | 3.50 | 3.97 | 2.95 | 7.00 | 4.00 | 4.45 | 3.30 | 4.00 | 3.52 | 3.73 |
| Air transportation within Montana | 5.86 | 5.91 | 5.22 | 7.75 | 3.94 | 5.49 | 5.14 | 6.53 | 5.62 | 5.60 |
| Air transportation outside Montana | 6.59 | 6.90 | 6.43 | 7.25 | 5.90 | 6.78 | 6.47 | 6.78 | 6.90 | 6.64 |
| Passenger rail service | 5.06 | 4.78 | 3.63 | 6.50 | 3.38 | 4.49 | 3.00 | 3.42 | 4.96 | 4.43 |
| Freight rail service | 5.72 | 4.51 | 4.82 | 6.00 | 5.50 | 5.19 | 5.00 | 4.86 | 6.32 | 5.32 |
| Taxis | 4.07 | 4.43 | 4.27 | 6.00 | 4.93 | 4.79 | 5.44 | 6.00 | 4.35 | 4.63 |
| Transit for elderly or disabled | 6.32 | 6.31 | 5.20 | 7.00 | 4.75 | 6.25 | 5.90 | 6.10 | 7.26 | 6.30 |
| Overall transportation system | 6.50 | 6.73 | 6.36 | 6.00 | 6.30 | 6.85 | 6.16 | 6.28 | 6.62 | 6.51 |

Part 1 – Question 3: Please tell me your priority for the following actions that could be taken to improve the transportation system and services in Montana:

| Stakeholder Group | Table 3 Improve Interstates | | | | | | |
|--------------------------|--------------------------------|------------------------|-----------------|-------------------------|--------------------|------------|------------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 3.7% | 15.6% | 28.4% | 31.2% | 21.1% | .0% | 109 |
| County Commissioners | .0% | 1.9% | 32.7% | 26.9% | 36.5% | 1.9% | 52 |
| Economic Development | .0% | 2.5% | 27.5% | 35.0% | 35.0% | .0% | 40 |
| Tribal Planners | .0% | .0% | .0% | 50.0% | 50.0% | .0% | 4 |
| State and Federal | .0% | 10.5% | 15.8% | 36.8% | 36.8% | .0% | 19 |
| Intermodal | .0% | 12.7% | 25.5% | 34.5% | 27.3% | .0% | 55 |
| Nonmotorized Vehicle | 4.1% | 22.4% | 42.9% | 22.4% | 6.1% | 2.0% | 49 |
| Environmental | 5.6% | 11.1% | 61.1% | .0% | 22.2% | .0% | 18 |
| Passenger Transportation | 3.6% | 5.5% | 36.4% | 30.9% | 23.6% | .0% | 55 |
| Total | 2.2% | 11.0% | 31.9% | 29.4% | 24.9% | .5% | 401 |

| Stakeholder Group | Table 4 Improve Other Highways | | | | | | |
|--------------------------|-----------------------------------|------------------------|-----------------|-------------------------|--------------------|------------|------------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .0% | 3.7% | 10.1% | 45.9% | 40.4% | .0% | 109 |
| County Commissioners | .0% | 1.9% | 15.4% | 30.8% | 51.9% | .0% | 52 |
| Economic Development | .0% | 2.5% | 15.0% | 32.5% | 50.0% | .0% | 40 |
| Tribal Planners | .0% | .0% | .0% | .0% | 100.0% | .0% | 4 |
| State and Federal | .0% | .0% | 15.8% | 52.6% | 31.6% | .0% | 19 |
| Intermodal | 3.6% | 5.5% | 7.3% | 40.0% | 41.8% | 1.8% | 55 |
| Nonmotorized Vehicle | 2.0% | 6.1% | 32.7% | 34.7% | 22.4% | 2.0% | 49 |
| Environmental | .0% | 5.6% | 33.3% | 27.8% | 33.3% | .0% | 18 |
| Passenger Transportation | 1.8% | .0% | 18.2% | 38.2% | 41.8% | .0% | 55 |
| Total | 1.0% | 3.2% | 16.0% | 38.4% | 40.9% | .5% | 401 |

| Stakeholder Group | Table 5 Adequate Pedestrian Facilities | | | | | | |
|--------------------------|---|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 2.8% | 6.4% | 23.9% | 36.7% | 30.3% | .0% | 109 |
| County Commissioners | 2.0% | 7.8% | 39.2% | 23.5% | 23.5% | 3.9% | 51 |
| Economic Development | 5.0% | 15.0% | 37.5% | 17.5% | 25.0% | .0% | 40 |
| Tribal Planners | .0% | .0% | .0% | 25.0% | 75.0% | .0% | 4 |
| State and Federal | .0% | 5.3% | 15.8% | 36.8% | 42.1% | .0% | 19 |
| Intermodal | 5.7% | 13.2% | 41.5% | 26.4% | 13.2% | .0% | 53 |
| Nonmotorized Vehicle | .0% | 2.0% | 10.2% | 18.4% | 67.3% | 2.0% | 49 |
| Environmental | .0% | .0% | 33.3% | 11.1% | 55.6% | .0% | 18 |
| Passenger Transportation | .0% | 7.3% | 34.5% | 14.5% | 41.8% | 1.8% | 55 |
| Total | 2.3% | 7.5% | 29.1% | 25.1% | 34.9% | 1.0% | 398 |

| Stakeholder Group | Table 6 Reduce Single-Occupant Vehicles | | | | | | |
|--------------------------|--|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 33.3% | 15.7% | 26.9% | 11.1% | 11.1% | 1.9% | 108 |
| County Commissioners | 35.3% | 13.7% | 23.5% | 9.8% | 17.6% | .0% | 51 |
| Economic Development | 40.0% | 22.5% | 20.0% | 10.0% | 5.0% | 2.5% | 40 |
| Tribal Planners | 25.0% | .0% | 25.0% | .0% | 50.0% | .0% | 4 |
| State and Federal | 10.5% | 15.8% | 42.1% | 5.3% | 26.3% | .0% | 19 |
| Intermodal | 31.5% | 27.8% | 14.8% | 11.1% | 11.1% | 3.7% | 54 |
| Nonmotorized Vehicle | 8.2% | 8.2% | 14.3% | 18.4% | 49.0% | 2.0% | 49 |
| Environmental | 27.8% | .0% | 5.6% | .0% | 66.7% | .0% | 18 |
| Passenger Transportation | 24.1% | 13.0% | 25.9% | 16.7% | 20.4% | .0% | 54 |
| Total | 28.2% | 15.6% | 22.2% | 11.6% | 20.9% | 1.5% | 397 |

| Stakeholder Group | Table 7 Promote Scheduled Airline Service | | | | | | |
|--------------------------|--|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 5.6% | 5.6% | 28.7% | 26.9% | 29.6% | 3.7% | 108 |
| County Commissioners | 5.8% | 3.8% | 21.2% | 38.5% | 30.8% | .0% | 52 |
| Economic Development | 2.5% | 5.0% | 5.0% | 32.5% | 52.5% | 2.5% | 40 |
| Tribal Planners | .0% | .0% | 25.0% | 25.0% | 50.0% | .0% | 4 |
| State and Federal | .0% | .0% | 20.0% | 40.0% | 40.0% | .0% | 20 |
| Intermodal | 9.1% | 7.3% | 30.9% | 30.9% | 20.0% | 1.8% | 55 |
| Nonmotorized Vehicle | 4.1% | 10.2% | 44.9% | 20.4% | 14.3% | 6.1% | 49 |
| Environmental | 5.6% | 27.8% | 11.1% | 27.8% | 22.2% | 5.6% | 18 |
| Passenger Transportation | 7.3% | 5.5% | 27.3% | 30.9% | 23.6% | 5.5% | 55 |
| Total | 5.5% | 6.7% | 26.2% | 29.9% | 28.4% | 3.2% | 401 |

| Stakeholder Group | Table 8 Promote Local Transit Systems | | | | | | |
|--------------------------|--|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 6.6% | 11.3% | 22.6% | 33.0% | 21.7% | 4.7% | 106 |
| County Commissioners | 9.8% | 9.8% | 25.5% | 33.3% | 21.6% | .0% | 51 |
| Economic Development | 10.0% | 12.5% | 30.0% | 35.0% | 10.0% | 2.5% | 40 |
| Tribal Planners | .0% | .0% | .0% | .0% | 100.0% | .0% | 4 |
| State and Federal | .0% | 10.0% | 10.0% | 40.0% | 40.0% | .0% | 20 |
| Intermodal | 10.9% | 7.3% | 41.8% | 25.5% | 12.7% | 1.8% | 55 |
| Nonmotorized Vehicle | 2.0% | .0% | 24.5% | 24.5% | 44.9% | 4.1% | 49 |
| Environmental | .0% | 5.6% | 22.2% | 33.3% | 38.9% | .0% | 18 |
| Passenger Transportation | 9.1% | 5.5% | 14.5% | 27.3% | 41.8% | 1.8% | 55 |
| Total | 7.0% | 8.0% | 24.6% | 30.4% | 27.4% | 2.5% | 398 |

| Stakeholder Group | Table 9 Reduce Air Quality Impacts of Roadway Use | | | | | | |
|--------------------------|--|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 9.3% | 17.6% | 35.2% | 21.3% | 13.9% | 2.8% | 108 |
| County Commissioners | 20.0% | 18.0% | 34.0% | 14.0% | 12.0% | 2.0% | 50 |
| Economic Development | 12.5% | 12.5% | 32.5% | 25.0% | 17.5% | .0% | 40 |
| Tribal Planners | .0% | .0% | .0% | 33.3% | 66.7% | .0% | 3 |
| State and Federal | .0% | 10.0% | 40.0% | 20.0% | 30.0% | .0% | 20 |
| Intermodal | 11.3% | 34.0% | 32.1% | 11.3% | 9.4% | 1.9% | 53 |
| Nonmotorized Vehicle | 2.0% | 4.1% | 16.3% | 26.5% | 44.9% | 6.1% | 49 |
| Environmental | .0% | 11.8% | 11.8% | 5.9% | 70.6% | .0% | 17 |
| Passenger Transportation | 7.3% | 14.5% | 30.9% | 20.0% | 23.6% | 3.6% | 55 |
| Total | 9.1% | 16.5% | 30.4% | 19.2% | 22.3% | 2.5% | 395 |

| Stakeholder Group | Table 10 Improve Transportation Safety | | | | | | |
|--------------------------|---|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 4.6% | 3.7% | 15.6% | 31.2% | 44.0% | .9% | 109 |
| County Commissioners | 3.8% | 3.8% | 21.2% | 21.2% | 48.1% | 1.9% | 52 |
| Economic Development | 2.6% | 2.6% | 17.9% | 28.2% | 48.7% | .0% | 39 |
| Tribal Planners | .0% | .0% | .0% | 25.0% | 75.0% | .0% | 4 |
| State and Federal | .0% | .0% | 10.0% | 25.0% | 65.0% | .0% | 20 |
| Intermodal | 1.8% | 5.5% | 14.5% | 27.3% | 50.9% | .0% | 55 |
| Nonmotorized Vehicle | .0% | .0% | 20.4% | 36.7% | 42.9% | .0% | 49 |
| Environmental | .0% | .0% | 17.6% | 35.3% | 47.1% | .0% | 17 |
| Passenger Transportation | 3.8% | 5.7% | 24.5% | 30.2% | 35.8% | .0% | 53 |
| Total | 2.8% | 3.3% | 17.8% | 29.4% | 46.2% | .5% | 398 |

| Stakeholder Group | Table 11 Promote Use of Existing Rail Service | | | | | | |
|--------------------------|--|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .9% | 4.6% | 11.1% | 22.2% | 57.4% | 3.7% | 108 |
| County Commissioners | 1.9% | 3.8% | 21.2% | 25.0% | 46.2% | 1.9% | 52 |
| Economic Development | 2.6% | 2.6% | 28.2% | 17.9% | 48.7% | .0% | 39 |
| Tribal Planners | .0% | .0% | .0% | 75.0% | 25.0% | .0% | 4 |
| State and Federal | 5.0% | 15.0% | 15.0% | 40.0% | 25.0% | .0% | 20 |
| Intermodal | 7.4% | 16.7% | 31.5% | 13.0% | 27.8% | 3.7% | 54 |
| Nonmotorized Vehicle | .0% | 4.1% | 30.6% | 14.3% | 46.9% | 4.1% | 49 |
| Environmental | .0% | 5.9% | 11.8% | 29.4% | 47.1% | 5.9% | 17 |
| Passenger Transportation | 1.8% | 7.3% | 20.0% | 20.0% | 43.6% | 7.3% | 55 |
| Total | 2.3% | 6.8% | 20.6% | 21.4% | 45.5% | 3.5% | 398 |

| Stakeholder Group | Table 12 Keep Current With New Transportation Technology | | | | | | |
|--------------------------|---|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .9% | 2.8% | 13.9% | 32.4% | 49.1% | .9% | 108 |
| County Commissioners | .0% | 4.0% | 22.0% | 22.0% | 50.0% | 2.0% | 50 |
| Economic Development | .0% | 5.0% | 7.5% | 40.0% | 47.5% | .0% | 40 |
| Tribal Planners | .0% | .0% | .0% | 25.0% | 75.0% | .0% | 4 |
| State and Federal | .0% | .0% | 25.0% | 35.0% | 40.0% | .0% | 20 |
| Intermodal | .0% | 7.3% | 25.5% | 30.9% | 34.5% | 1.8% | 55 |
| Nonmotorized Vehicle | .0% | 4.1% | 14.3% | 22.4% | 53.1% | 6.1% | 49 |
| Environmental | 5.6% | 5.6% | 5.6% | 33.3% | 50.0% | .0% | 18 |
| Passenger Transportation | 1.8% | 1.8% | 21.8% | 21.8% | 52.7% | .0% | 55 |
| Total | .8% | 3.8% | 17.0% | 29.1% | 47.9% | 1.5% | 399 |

| Stakeholder Group | Table 13 Regulate Highway Approaches | | | | | | |
|--------------------------|---|-----------------------|-----------------|------------------------|--------------------|------------|-------|
| | Very low priority | Somewhat low priority | Medium priority | Somewhat high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 9.3% | 12.1% | 29.0% | 32.7% | 12.1% | 4.7% | 107 |
| County Commissioners | 2.0% | 11.8% | 31.4% | 27.5% | 23.5% | 3.9% | 51 |
| Economic Development | 7.5% | 5.0% | 42.5% | 22.5% | 15.0% | 7.5% | 40 |
| Tribal Planners | .0% | .0% | 25.0% | .0% | 50.0% | 25.0% | 4 |
| State and Federal | .0% | 21.1% | 26.3% | 31.6% | 21.1% | .0% | 19 |
| Intermodal | 5.6% | 16.7% | 27.8% | 27.8% | 20.4% | 1.9% | 54 |
| Nonmotorized Vehicle | 4.2% | 10.4% | 35.4% | 27.1% | 14.6% | 8.3% | 48 |
| Environmental | 5.6% | 5.6% | 38.9% | 22.2% | 16.7% | 11.1% | 18 |
| Passenger Transportation | 7.3% | 10.9% | 36.4% | 29.1% | 10.9% | 5.5% | 55 |
| Total | 6.1% | 11.6% | 32.6% | 28.3% | 16.2% | 5.3% | 396 |

| Stakeholder Group | Table 14 Reduce Traffic Congestion by Increasing System Capacity | | | | | | |
|--------------------------|---|-----------------------|-----------------|------------------------|--------------------|------------|-------|
| | Very low priority | Somewhat low priority | Medium priority | Somewhat high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 9.2% | 10.1% | 26.6% | 30.3% | 22.9% | .9% | 109 |
| County Commissioners | 7.7% | 9.6% | 32.7% | 21.2% | 26.9% | 1.9% | 52 |
| Economic Development | .0% | 10.0% | 22.5% | 30.0% | 37.5% | .0% | 40 |
| Tribal Planners | .0% | .0% | 25.0% | .0% | 75.0% | .0% | 4 |
| State and Federal | .0% | 15.0% | 35.0% | 35.0% | 15.0% | .0% | 20 |
| Intermodal | 7.3% | 14.5% | 18.2% | 27.3% | 32.7% | .0% | 55 |
| Nonmotorized Vehicle | 20.4% | 22.4% | 26.5% | 14.3% | 14.3% | 2.0% | 49 |
| Environmental | 33.3% | 27.8% | .0% | 16.7% | 22.2% | .0% | 18 |
| Passenger Transportation | 10.9% | 9.1% | 32.7% | 21.8% | 23.6% | 1.8% | 55 |
| Total | 10.0% | 12.9% | 25.9% | 24.9% | 25.4% | 1.0% | 402 |

| Stakeholder Group | Table 15 Improve Bus Depots | | | | | | |
|--------------------------|--------------------------------|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 8.6% | 14.3% | 25.7% | 19.0% | 9.5% | 22.9% | 105 |
| County Commissioners | 8.0% | 16.0% | 28.0% | 14.0% | 8.0% | 26.0% | 50 |
| Economic Development | 10.5% | 34.2% | 23.7% | 10.5% | 2.6% | 18.4% | 38 |
| Tribal Planners | .0% | .0% | 25.0% | 25.0% | 25.0% | 25.0% | 4 |
| State and Federal | 18.8% | 12.5% | 31.3% | 6.3% | 18.8% | 12.5% | 16 |
| Intermodal | 11.1% | 9.3% | 31.5% | 14.8% | 14.8% | 18.5% | 54 |
| Nonmotorized Vehicle | 2.1% | 12.8% | 31.9% | 14.9% | 8.5% | 29.8% | 47 |
| Environmental | 11.8% | 11.8% | 29.4% | 17.6% | 5.9% | 23.5% | 17 |
| Passenger Transportation | 3.7% | 9.3% | 24.1% | 13.0% | 16.7% | 33.3% | 54 |
| Total | 8.1% | 14.5% | 27.5% | 15.1% | 10.6% | 24.2% | 385 |

| Stakeholder Group | Table 16 Provide Year-round Access to Rest Areas | | | | | | |
|--------------------------|---|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 3.7% | 9.2% | 24.8% | 36.7% | 23.9% | 1.8% | 109 |
| County Commissioners | 9.6% | 7.7% | 34.6% | 30.8% | 17.3% | .0% | 52 |
| Economic Development | .0% | 7.5% | 20.0% | 37.5% | 30.0% | 5.0% | 40 |
| Tribal Planners | .0% | .0% | .0% | 50.0% | 50.0% | .0% | 4 |
| State and Federal | .0% | 5.0% | 30.0% | 35.0% | 30.0% | .0% | 20 |
| Intermodal | 1.8% | 7.3% | 23.6% | 36.4% | 30.9% | .0% | 55 |
| Nonmotorized Vehicle | 10.2% | 14.3% | 34.7% | 18.4% | 16.3% | 6.1% | 49 |
| Environmental | 11.8% | 29.4% | 11.8% | 11.8% | 29.4% | 5.9% | 17 |
| Passenger Transportation | 5.6% | 5.6% | 25.9% | 25.9% | 37.0% | .0% | 54 |
| Total | 5.0% | 9.3% | 26.3% | 31.3% | 26.3% | 2.0% | 400 |

| Stakeholder Group | Table 17 Keep Public Informed About Transportation Issues | | | | | | |
|--------------------------|--|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 3.7% | 4.6% | 22.9% | 27.5% | 41.3% | .0% | 109 |
| County Commissioners | 3.8% | 3.8% | 26.9% | 25.0% | 40.4% | .0% | 52 |
| Economic Development | 2.5% | 2.5% | 27.5% | 35.0% | 32.5% | .0% | 40 |
| Tribal Planners | .0% | .0% | 25.0% | .0% | 75.0% | .0% | 4 |
| State and Federal | .0% | 10.0% | 25.0% | 20.0% | 45.0% | .0% | 20 |
| Intermodal | 1.8% | 10.9% | 25.5% | 27.3% | 34.5% | .0% | 55 |
| Nonmotorized Vehicle | 2.0% | 14.3% | 34.7% | 18.4% | 30.6% | .0% | 49 |
| Environmental | .0% | 11.8% | 29.4% | 35.3% | 23.5% | .0% | 17 |
| Passenger Transportation | 3.6% | 5.5% | 25.5% | 27.3% | 38.2% | .0% | 55 |
| Total | 2.7% | 7.0% | 26.4% | 26.4% | 37.4% | .0% | 401 |

Part II – Question 1: Please tell me your priority for the following actions that could be taken to improve the function of roadways in Montana:

| Stakeholder Group | Table 18 More Illumination of Roadways | | | | | | |
|--------------------------|---|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 9.2% | 20.2% | 45.9% | 17.4% | 6.4% | .9% | 109 |
| County Commissioners | 5.9% | 19.6% | 47.1% | 17.6% | 9.8% | .0% | 51 |
| Economic Development | 7.5% | 22.5% | 52.5% | 12.5% | 2.5% | 2.5% | 40 |
| Tribal Planners | .0% | .0% | 25.0% | 25.0% | 50.0% | .0% | 4 |
| State and Federal | .0% | 26.3% | 36.8% | 10.5% | 21.1% | 5.3% | 19 |
| Intermodal | 7.3% | 27.3% | 45.5% | 14.5% | 5.5% | .0% | 55 |
| Nonmotorized Vehicle | 16.3% | 30.6% | 26.5% | 10.2% | 12.2% | 4.1% | 49 |
| Environmental | 5.6% | 16.7% | 55.6% | 16.7% | 5.6% | .0% | 18 |
| Passenger Transportation | 9.1% | 18.2% | 34.5% | 27.3% | 10.9% | .0% | 55 |
| Total | 8.5% | 22.3% | 42.5% | 16.8% | 8.8% | 1.3% | 400 |

| Stakeholder Group | Table 19 More Directional Signs | | | | | | |
|--------------------------|------------------------------------|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 2.8% | 19.4% | 40.7% | 23.1% | 13.9% | .0% | 108 |
| County Commissioners | 3.8% | 11.5% | 36.5% | 28.8% | 17.3% | 1.9% | 52 |
| Economic Development | 5.0% | 27.5% | 32.5% | 25.0% | 10.0% | .0% | 40 |
| Tribal Planners | .0% | .0% | 50.0% | .0% | 50.0% | .0% | 4 |
| State and Federal | .0% | 15.8% | 47.4% | 15.8% | 21.1% | .0% | 19 |
| Intermodal | 5.5% | 25.5% | 32.7% | 23.6% | 12.7% | .0% | 55 |
| Nonmotorized Vehicle | 10.2% | 24.5% | 40.8% | 8.2% | 14.3% | 2.0% | 49 |
| Environmental | 5.6% | 16.7% | 44.4% | 16.7% | 16.7% | .0% | 18 |
| Passenger Transportation | 10.9% | 20.0% | 27.3% | 25.5% | 16.4% | .0% | 55 |
| Total | 5.5% | 20.3% | 37.0% | 21.8% | 15.0% | .5% | 400 |

| Stakeholder Group | Table 20 More Pavement Markings | | | | | | |
|--------------------------|------------------------------------|-----------------------|-----------------|------------------------|--------------------|------------|-------|
| | Very low priority | Somewhat low priority | Medium priority | Somewhat high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 4.6% | 17.4% | 39.4% | 22.9% | 15.6% | .0% | 109 |
| County Commissioners | 7.7% | 19.2% | 30.8% | 26.9% | 15.4% | .0% | 52 |
| Economic Development | 5.0% | 17.5% | 40.0% | 30.0% | 7.5% | .0% | 40 |
| Tribal Planners | .0% | .0% | .0% | 25.0% | 75.0% | .0% | 4 |
| State and Federal | .0% | 10.5% | 42.1% | 31.6% | 15.8% | .0% | 19 |
| Intermodal | 3.6% | 21.8% | 38.2% | 14.5% | 21.8% | .0% | 55 |
| Nonmotorized Vehicle | 10.2% | 16.3% | 49.0% | 14.3% | 10.2% | .0% | 49 |
| Environmental | 11.1% | .0% | 33.3% | 38.9% | 16.7% | .0% | 18 |
| Passenger Transportation | 7.3% | 7.3% | 27.3% | 36.4% | 20.0% | 1.8% | 55 |
| Total | 6.0% | 15.5% | 37.2% | 24.9% | 16.2% | .2% | 401 |

| Stakeholder Group | Table 21 Wider Roadways | | | | | | |
|--------------------------|----------------------------|-----------------------|-----------------|------------------------|--------------------|------------|-------|
| | Very low priority | Somewhat low priority | Medium priority | Somewhat high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 1.8% | 8.3% | 22.0% | 27.5% | 40.4% | .0% | 109 |
| County Commissioners | 1.9% | 9.6% | 19.2% | 34.6% | 32.7% | 1.9% | 52 |
| Economic Development | 5.0% | 5.0% | 25.0% | 30.0% | 35.0% | .0% | 40 |
| Tribal Planners | .0% | .0% | .0% | 25.0% | 75.0% | .0% | 4 |
| State and Federal | .0% | 10.5% | 31.6% | 31.6% | 26.3% | .0% | 19 |
| Intermodal | 1.8% | 7.3% | 27.3% | 29.1% | 34.5% | .0% | 55 |
| Nonmotorized Vehicle | 14.3% | 14.3% | 24.5% | 24.5% | 22.4% | .0% | 49 |
| Environmental | 33.3% | 5.6% | 16.7% | 11.1% | 33.3% | .0% | 18 |
| Passenger Transportation | 5.5% | 9.1% | 12.7% | 23.6% | 47.3% | 1.8% | 55 |
| Total | 5.5% | 8.7% | 21.7% | 27.4% | 36.2% | .5% | 401 |

| Stakeholder Group | Table 22 More Guardrails and Crash Cushions | | | | | | |
|--------------------------|--|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 3.7% | 11.1% | 36.1% | 24.1% | 25.0% | .0% | 108 |
| County Commissioners | .0% | 15.4% | 38.5% | 23.1% | 19.2% | 3.8% | 52 |
| Economic Development | 2.6% | 5.1% | 23.1% | 43.6% | 25.6% | .0% | 39 |
| Tribal Planners | .0% | .0% | .0% | 75.0% | 25.0% | .0% | 4 |
| State and Federal | 5.3% | 21.1% | 26.3% | 31.6% | 15.8% | .0% | 19 |
| Intermodal | 1.8% | 18.2% | 36.4% | 29.1% | 14.5% | .0% | 55 |
| Nonmotorized Vehicle | 16.3% | 20.4% | 30.6% | 20.4% | 8.2% | 4.1% | 49 |
| Environmental | 16.7% | 11.1% | 33.3% | 27.8% | 11.1% | .0% | 18 |
| Passenger Transportation | 1.8% | 7.3% | 30.9% | 34.5% | 25.5% | .0% | 55 |
| Total | 4.8% | 13.0% | 32.8% | 28.6% | 19.8% | 1.0% | 399 |

| Stakeholder Group | Table 23 More Signals and Left-Turn Bays | | | | | | |
|--------------------------|---|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 5.5% | 12.8% | 29.4% | 26.6% | 22.9% | 2.8% | 109 |
| County Commissioners | 3.8% | 5.8% | 38.5% | 32.7% | 19.2% | .0% | 52 |
| Economic Development | 2.5% | 2.5% | 40.0% | 45.0% | 10.0% | .0% | 40 |
| Tribal Planners | .0% | .0% | 25.0% | .0% | 75.0% | .0% | 4 |
| State and Federal | 5.3% | 15.8% | 15.8% | 52.6% | 10.5% | .0% | 19 |
| Intermodal | 5.5% | 14.5% | 40.0% | 18.2% | 21.8% | .0% | 55 |
| Nonmotorized Vehicle | 14.6% | 22.9% | 29.2% | 20.8% | 10.4% | 2.1% | 48 |
| Environmental | 5.6% | 16.7% | 44.4% | 22.2% | 11.1% | .0% | 18 |
| Passenger Transportation | 5.5% | 12.7% | 23.6% | 30.9% | 27.3% | .0% | 55 |
| Total | 6.0% | 12.5% | 32.3% | 28.8% | 19.5% | 1.0% | 400 |

| Stakeholder Group | Table 24 Increase Shoulder Widths for Bicycles | | | | | | |
|--------------------------|---|------------------------|-----------------|-------------------------|--------------------|------------|-------|
| | Very low priority | Some-what low priority | Medium priority | Some-what high priority | Very high priority | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 7.3% | 6.4% | 21.1% | 32.1% | 33.0% | .0% | 109 |
| County Commissioners | 19.2% | 7.7% | 25.0% | 19.2% | 28.8% | .0% | 52 |
| Economic Development | 15.0% | 15.0% | 20.0% | 40.0% | 10.0% | .0% | 40 |
| Tribal Planners | .0% | .0% | .0% | 50.0% | 50.0% | .0% | 4 |
| State and Federal | 16.7% | 5.6% | 16.7% | 16.7% | 44.4% | .0% | 18 |
| Intermodal | 26.4% | 13.2% | 22.6% | 20.8% | 17.0% | .0% | 53 |
| Nonmotorized Vehicle | .0% | 2.0% | 6.1% | 10.2% | 81.6% | .0% | 49 |
| Environmental | .0% | 5.6% | 16.7% | 33.3% | 44.4% | .0% | 18 |
| Passenger Transportation | 5.5% | 5.5% | 25.5% | 25.5% | 38.2% | .0% | 55 |
| Total | 11.1% | 7.5% | 19.8% | 25.6% | 35.9% | .0% | 398 |

Part II – Question 2: Informing customers about MDT and its activities is a high priority to the Department. The following are some of the practices used for public notification and information sharing. Please tell me whether or not you are aware of each of these practices:

| Stakeholder Group | Table 25 Aware of Construction Project Public Meetings | | | |
|--------------------------|---|--------------|------------|------------|
| | No | Yes | Don't Know | Total |
| | Row N % | Row N % | Row N % | Count |
| Mayors | 16.5% | 83.5% | .0% | 109 |
| County Commissioners | 3.8% | 96.2% | .0% | 52 |
| Economic Development | 25.0% | 75.0% | .0% | 40 |
| Tribal Planners | .0% | 100.0% | .0% | 4 |
| State and Federal | 20.0% | 65.0% | 15.0% | 20 |
| Intermodal | 20.0% | 80.0% | .0% | 55 |
| Nonmotorized Vehicle | 22.4% | 77.6% | .0% | 49 |
| Environmental | 5.6% | 94.4% | .0% | 18 |
| Passenger Transportation | 21.8% | 78.2% | .0% | 55 |
| Total | 17.2% | 82.1% | .7% | 402 |

| Stakeholder Group | Table 26 Aware of Newspaper Ads for Public Meetings | | | |
|--------------------------|--|--------------|------------|------------|
| | No | Yes | Don't Know | Total |
| | Row N % | Row N % | Row N % | Count |
| Mayors | 21.1% | 78.9% | .0% | 109 |
| County Commissioners | 7.7% | 92.3% | .0% | 52 |
| Economic Development | 17.5% | 82.5% | .0% | 40 |
| Tribal Planners | 25.0% | 75.0% | .0% | 4 |
| State and Federal | 10.0% | 80.0% | 10.0% | 20 |
| Intermodal | 20.0% | 80.0% | .0% | 55 |
| Nonmotorized Vehicle | 34.7% | 63.3% | 2.0% | 49 |
| Environmental | 33.3% | 66.7% | .0% | 18 |
| Passenger Transportation | 14.5% | 85.5% | .0% | 55 |
| Total | 19.7% | 79.6% | .7% | 402 |

| Stakeholder Group | Table 27 Aware of Press Releases to All Media | | | |
|--------------------------|---|--------------|-------------|------------|
| | No | Yes | Don't Know | Total |
| | Row N % | Row N % | Row N % | Count |
| Mayors | 23.9% | 75.2% | .9% | 109 |
| County Commissioners | 9.6% | 90.4% | .0% | 52 |
| Economic Development | 22.5% | 72.5% | 5.0% | 40 |
| Tribal Planners | 50.0% | 50.0% | .0% | 4 |
| State and Federal | 5.0% | 85.0% | 10.0% | 20 |
| Intermodal | 29.1% | 67.3% | 3.6% | 55 |
| Nonmotorized Vehicle | 46.9% | 53.1% | .0% | 49 |
| Environmental | 33.3% | 66.7% | .0% | 18 |
| Passenger Transportation | 23.6% | 70.9% | 5.5% | 55 |
| Total | 25.1% | 72.4% | 2.5% | 402 |

| Stakeholder Group | Table 28 Aware of Special Mailings | | | |
|--------------------------|--|--------------|-------------|------------|
| | No | Yes | Don't Know | Total |
| | Row N % | Row N % | Row N % | Count |
| Mayors | 21.1% | 78.0% | .9% | 109 |
| County Commissioners | 15.4% | 82.7% | 1.9% | 52 |
| Economic Development | 40.0% | 60.0% | .0% | 40 |
| Tribal Planners | 25.0% | 75.0% | .0% | 4 |
| State and Federal | 40.0% | 50.0% | 10.0% | 20 |
| Intermodal | 31.5% | 66.7% | 1.9% | 54 |
| Nonmotorized Vehicle | 42.9% | 57.1% | .0% | 49 |
| Environmental | 44.4% | 55.6% | .0% | 18 |
| Passenger Transportation | 34.5% | 65.5% | .0% | 55 |
| Total | 30.2% | 68.6% | 1.2% | 401 |

| Stakeholder Group | Table 29 Aware of STIP | | | |
|--------------------------|---------------------------|---------|------------|-------|
| | No | Yes | Don't Know | Total |
| | Row N % | Row N % | Row N % | Count |
| Mayors | 29.6% | 70.4% | .0% | 108 |
| County Commissioners | 5.8% | 92.3% | 1.9% | 52 |
| Economic Development | 40.0% | 60.0% | .0% | 40 |
| Tribal Planners | .0% | 100.0% | .0% | 4 |
| State and Federal | 30.0% | 65.0% | 5.0% | 20 |
| Intermodal | 34.5% | 63.6% | 1.8% | 55 |
| Nonmotorized Vehicle | 49.0% | 51.0% | .0% | 49 |
| Environmental | 55.6% | 44.4% | .0% | 18 |
| Passenger Transportation | 38.2% | 61.8% | .0% | 55 |
| Total | 32.7% | 66.6% | .7% | 401 |

| Stakeholder Group | Table 30 Aware of Newslines | | | |
|--------------------------|--------------------------------|---------|------------|-------|
| | No | Yes | Don't Know | Total |
| | Row N % | Row N % | Row N % | Count |
| Mayors | 25.7% | 74.3% | .0% | 109 |
| County Commissioners | 13.5% | 86.5% | .0% | 52 |
| Economic Development | 40.0% | 60.0% | .0% | 40 |
| Tribal Planners | .0% | 100.0% | .0% | 4 |
| State and Federal | 20.0% | 70.0% | 10.0% | 20 |
| Intermodal | 20.0% | 76.4% | 3.6% | 55 |
| Nonmotorized Vehicle | 44.9% | 55.1% | .0% | 49 |
| Environmental | 38.9% | 61.1% | .0% | 18 |
| Passenger Transportation | 16.4% | 83.6% | .0% | 55 |
| Total | 25.9% | 73.1% | 1.0% | 402 |

| Stakeholder Group | Table 31 Aware of PSAs | | | |
|--------------------------|---------------------------|---------|------------|-------|
| | No | Yes | Don't Know | Total |
| | Row N % | Row N % | Row N % | Count |
| Mayors | 24.8% | 75.2% | .0% | 109 |
| County Commissioners | 11.5% | 88.5% | .0% | 52 |
| Economic Development | 17.5% | 82.5% | .0% | 40 |
| Tribal Planners | 25.0% | 75.0% | .0% | 4 |
| State and Federal | .0% | 95.0% | 5.0% | 20 |
| Intermodal | 14.5% | 85.5% | .0% | 55 |
| Nonmotorized Vehicle | 26.5% | 73.5% | .0% | 49 |
| Environmental | 11.1% | 88.9% | .0% | 18 |
| Passenger Transportation | 25.5% | 72.7% | 1.8% | 55 |
| Total | 19.4% | 80.1% | .5% | 402 |

| Stakeholder Group | Table 32 Aware of Montana & Sky | | | |
|--------------------------|------------------------------------|---------|------------|-------|
| | No | Yes | Don't Know | Total |
| | Row N % | Row N % | Row N % | Count |
| Mayors | 84.4% | 13.8% | 1.8% | 109 |
| County Commissioners | 28.8% | 71.2% | .0% | 52 |
| Economic Development | 92.5% | 7.5% | .0% | 40 |
| Tribal Planners | 75.0% | 25.0% | .0% | 4 |
| State and Federal | 90.0% | 5.0% | 5.0% | 20 |
| Intermodal | 76.4% | 23.6% | .0% | 55 |
| Nonmotorized Vehicle | 93.9% | 6.1% | .0% | 49 |
| Environmental | 94.4% | 5.6% | .0% | 18 |
| Passenger Transportation | 89.1% | 10.9% | .0% | 55 |
| Total | 79.4% | 19.9% | .7% | 402 |

| Stakeholder Group | Table 33 MDT Internet Site | | | |
|--------------------------|-------------------------------|---------|------------|-------|
| | No | Yes | Don't Know | Total |
| | Row N % | Row N % | Row N % | Count |
| Mayors | 49.5% | 50.5% | .0% | 109 |
| County Commissioners | 32.7% | 67.3% | .0% | 52 |
| Economic Development | 25.0% | 75.0% | .0% | 40 |
| Tribal Planners | .0% | 100.0% | .0% | 4 |
| State and Federal | .0% | 95.0% | 5.0% | 20 |
| Intermodal | 32.7% | 67.3% | .0% | 55 |
| Nonmotorized Vehicle | 46.9% | 53.1% | .0% | 49 |
| Environmental | 55.6% | 44.4% | .0% | 18 |
| Passenger Transportation | 14.5% | 85.5% | .0% | 55 |
| Total | 34.8% | 64.9% | .2% | 402 |

| Stakeholder Group | Table 34 Newspaper Articles | | | |
|--------------------------|--------------------------------|---------|------------|-------|
| | No | Yes | Don't Know | Total |
| | Row N % | Row N % | Row N % | Count |
| Mayors | 6.4% | 92.7% | .9% | 109 |
| County Commissioners | 5.9% | 94.1% | .0% | 51 |
| Economic Development | 10.0% | 90.0% | .0% | 40 |
| Tribal Planners | .0% | 100.0% | .0% | 4 |
| State and Federal | .0% | 95.0% | 5.0% | 20 |
| Intermodal | 14.5% | 85.5% | .0% | 55 |
| Nonmotorized Vehicle | 20.4% | 79.6% | .0% | 49 |
| Environmental | 5.6% | 94.4% | .0% | 18 |
| Passenger Transportation | 12.7% | 87.3% | .0% | 55 |
| Total | 10.0% | 89.5% | .5% | 401 |

| Stakeholder Group | Table 35 Aware of Radio Updates of Current Projects in Area | | | |
|--------------------------|---|--------------|-------------|------------|
| | No | Yes | Don't Know | Total |
| | Row N % | Row N % | Row N % | Count |
| Mayors | 22.0% | 78.0% | .0% | 109 |
| County Commissioners | 21.2% | 78.8% | .0% | 52 |
| Economic Development | 17.5% | 82.5% | .0% | 40 |
| Tribal Planners | 25.0% | 75.0% | .0% | 4 |
| State and Federal | 15.0% | 75.0% | 10.0% | 20 |
| Intermodal | 27.8% | 72.2% | .0% | 54 |
| Nonmotorized Vehicle | 34.7% | 63.3% | 2.0% | 49 |
| Environmental | 27.8% | 72.2% | .0% | 18 |
| Passenger Transportation | 30.9% | 67.3% | 1.8% | 55 |
| Total | 24.9% | 74.1% | 1.0% | 401 |

| Stakeholder Group | Table 36 Aware of Weekly Meetings for Construction Projects in Urban Areas | | | |
|--------------------------|--|--------------|-------------|------------|
| | No | Yes | Don't Know | Total |
| | Row N % | Row N % | Row N % | Count |
| Mayors | 56.0% | 43.1% | .9% | 109 |
| County Commissioners | 57.7% | 40.4% | 1.9% | 52 |
| Economic Development | 82.5% | 17.5% | .0% | 40 |
| Tribal Planners | 75.0% | 25.0% | .0% | 4 |
| State and Federal | 75.0% | 20.0% | 5.0% | 20 |
| Intermodal | 49.1% | 49.1% | 1.9% | 53 |
| Nonmotorized Vehicle | 75.5% | 24.5% | .0% | 49 |
| Environmental | 94.4% | 5.6% | .0% | 18 |
| Passenger Transportation | 72.7% | 27.3% | .0% | 55 |
| Total | 65.5% | 33.5% | 1.0% | 400 |

Part III – Questions 1–11: The following questions give you an opportunity to grade MDT on its performance using the A through F scale where A = Excellent, B = Good, C = Average, D = Poor, F = Failing. For each aspect of MDT performance please give me the grade you think fits best.

| Stakeholder Group | Table 37 MDT Overall Performance During the Last Year | | | | | | |
|--------------------------|--|---------|---------|---------|---------|------------|-------|
| | F | D | C | B | A | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .0% | 5.6% | 25.9% | 54.6% | 13.9% | .0% | 108 |
| County Commissioners | .0% | 1.9% | 17.3% | 65.4% | 15.4% | .0% | 52 |
| Economic Development | .0% | .0% | 15.0% | 72.5% | 10.0% | 2.5% | 40 |
| Tribal Planners | .0% | .0% | 25.0% | 50.0% | 25.0% | .0% | 4 |
| State and Federal | .0% | .0% | 22.2% | 55.6% | 22.2% | .0% | 18 |
| Intermodal | 1.8% | 1.8% | 23.6% | 58.2% | 10.9% | 3.6% | 55 |
| Nonmotorized Vehicle | .0% | 10.2% | 30.6% | 49.0% | 6.1% | 4.1% | 49 |
| Environmental | .0% | 16.7% | 16.7% | 55.6% | 11.1% | .0% | 18 |
| Passenger Transportation | 1.8% | .0% | 16.4% | 61.8% | 18.2% | 1.8% | 55 |
| Total | .5% | 4.0% | 22.1% | 58.6% | 13.3% | 1.5% | 399 |

| Stakeholder Group | Table 38 MDT Quality of Service | | | | | | |
|--------------------------|------------------------------------|---------|---------|---------|---------|------------|-------|
| | F | D | C | B | A | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .0% | 2.8% | 20.2% | 62.4% | 14.7% | .0% | 109 |
| County Commissioners | .0% | 1.9% | 19.2% | 69.2% | 9.6% | .0% | 52 |
| Economic Development | .0% | .0% | 12.5% | 67.5% | 15.0% | 5.0% | 40 |
| Tribal Planners | .0% | .0% | 50.0% | 25.0% | 25.0% | .0% | 4 |
| State and Federal | .0% | .0% | 22.2% | 50.0% | 27.8% | .0% | 18 |
| Intermodal | .0% | 3.6% | 16.4% | 61.8% | 18.2% | .0% | 55 |
| Nonmotorized Vehicle | .0% | 10.2% | 24.5% | 49.0% | 12.2% | 4.1% | 49 |
| Environmental | .0% | 11.1% | 16.7% | 55.6% | 16.7% | .0% | 18 |
| Passenger Transportation | 1.8% | 1.8% | 14.5% | 52.7% | 27.3% | 1.8% | 55 |
| Total | .3% | 3.5% | 18.8% | 59.5% | 16.8% | 1.3% | 400 |

| Stakeholder Group | Table 39 MDT Quality of Service Now vs. Five Years Ago | | | | | | |
|--------------------------|--|-------------|--------------|--------------|--------------|-------------|------------|
| | F | D | C | B | A | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .0% | 1.8% | 19.3% | 44.0% | 29.4% | 5.5% | 109 |
| County Commissioners | .0% | 5.8% | 23.1% | 51.9% | 19.2% | .0% | 52 |
| Economic Development | .0% | .0% | 5.1% | 61.5% | 17.9% | 15.4% | 39 |
| Tribal Planners | .0% | .0% | 25.0% | 50.0% | 25.0% | .0% | 4 |
| State and Federal | .0% | .0% | 12.5% | 56.3% | 25.0% | 6.3% | 16 |
| Intermodal | .0% | 7.4% | 13.0% | 46.3% | 27.8% | 5.6% | 54 |
| Nonmotorized Vehicle | .0% | 6.3% | 16.7% | 50.0% | 8.3% | 18.8% | 48 |
| Environmental | .0% | 5.6% | 5.6% | 50.0% | 11.1% | 27.8% | 18 |
| Passenger Transportation | .0% | 1.9% | 15.1% | 39.6% | 28.3% | 15.1% | 53 |
| Total | .0% | 3.6% | 15.8% | 48.1% | 22.9% | 9.7% | 393 |

| Stakeholder Group | Table 40 MDT Overall Quality of Planning | | | | | | |
|--------------------------|--|-------------|--------------|--------------|--------------|-------------|------------|
| | F | D | C | B | A | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .0% | 5.6% | 32.4% | 46.3% | 13.0% | 2.8% | 108 |
| County Commissioners | .0% | 2.0% | 31.4% | 49.0% | 15.7% | 2.0% | 51 |
| Economic Development | .0% | 5.0% | 25.0% | 47.5% | 17.5% | 5.0% | 40 |
| Tribal Planners | .0% | 25.0% | .0% | 50.0% | 25.0% | .0% | 4 |
| State and Federal | .0% | .0% | 47.1% | 29.4% | 11.8% | 11.8% | 17 |
| Intermodal | .0% | 5.5% | 29.1% | 50.9% | 12.7% | 1.8% | 55 |
| Nonmotorized Vehicle | 4.1% | 14.3% | 38.8% | 24.5% | 4.1% | 14.3% | 49 |
| Environmental | 5.6% | 16.7% | 33.3% | 33.3% | .0% | 11.1% | 18 |
| Passenger Transportation | 1.9% | 1.9% | 20.4% | 51.9% | 22.2% | 1.9% | 54 |
| Total | 1.0% | 6.1% | 30.6% | 44.2% | 13.4% | 4.8% | 396 |

| Stakeholder Group | Table 41 MDT Responsiveness to Ideas and Concerns | | | | | | |
|--------------------------|---|-------------|--------------|--------------|--------------|--------------|------------|
| | F | D | C | B | A | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | 2.8% | 13.0% | 31.5% | 28.7% | 15.7% | 8.3% | 108 |
| County Commissioners | .0% | 6.0% | 24.0% | 56.0% | 12.0% | 2.0% | 50 |
| Economic Development | .0% | 7.7% | 33.3% | 28.2% | 15.4% | 15.4% | 39 |
| Tribal Planners | .0% | .0% | 25.0% | 50.0% | 25.0% | .0% | 4 |
| State and Federal | .0% | .0% | 38.9% | 27.8% | 22.2% | 11.1% | 18 |
| Intermodal | 5.5% | 1.8% | 20.0% | 41.8% | 10.9% | 20.0% | 55 |
| Nonmotorized Vehicle | 8.3% | 12.5% | 29.2% | 27.1% | .0% | 22.9% | 48 |
| Environmental | 5.6% | 22.2% | 38.9% | 22.2% | .0% | 11.1% | 18 |
| Passenger Transportation | 1.9% | 5.6% | 25.9% | 31.5% | 22.2% | 13.0% | 54 |
| Total | 3.0% | 8.6% | 28.7% | 34.0% | 13.2% | 12.4% | 394 |

| Stakeholder Group | Table 42 MDT Keeping Public Informed | | | | | | |
|--------------------------|--|-------------|--------------|--------------|--------------|-------------|------------|
| | F | D | C | B | A | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .9% | 4.6% | 32.1% | 44.0% | 17.4% | .9% | 109 |
| County Commissioners | .0% | 1.9% | 25.0% | 53.8% | 19.2% | .0% | 52 |
| Economic Development | .0% | 7.5% | 30.0% | 40.0% | 22.5% | .0% | 40 |
| Tribal Planners | .0% | .0% | 25.0% | 75.0% | .0% | .0% | 4 |
| State and Federal | .0% | .0% | 26.3% | 57.9% | 10.5% | 5.3% | 19 |
| Intermodal | .0% | 5.5% | 18.2% | 50.9% | 25.5% | .0% | 55 |
| Nonmotorized Vehicle | .0% | 12.5% | 22.9% | 47.9% | 14.6% | 2.1% | 48 |
| Environmental | .0% | 11.1% | 33.3% | 44.4% | 11.1% | .0% | 18 |
| Passenger Transportation | .0% | 7.3% | 14.5% | 40.0% | 36.4% | 1.8% | 55 |
| Total | .3% | 6.0% | 25.3% | 46.8% | 20.8% | 1.0% | 400 |

| Stakeholder Group | Table 43 Extent of Inconvenience Caused by Construction | | | | | | |
|--------------------------|--|-------------|--------------|--------------|--------------|-------------|------------|
| | F | D | C | B | A | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .0% | 6.5% | 26.9% | 51.9% | 13.9% | .9% | 108 |
| County Commissioners | 1.9% | .0% | 46.2% | 42.3% | 7.7% | 1.9% | 52 |
| Economic Development | 2.5% | 7.5% | 35.0% | 47.5% | 5.0% | 2.5% | 40 |
| Tribal Planners | .0% | .0% | 66.7% | .0% | 33.3% | .0% | 3 |
| State and Federal | .0% | .0% | 44.4% | 38.9% | 16.7% | .0% | 18 |
| Intermodal | .0% | 3.6% | 34.5% | 41.8% | 18.2% | 1.8% | 55 |
| Nonmotorized Vehicle | .0% | 4.1% | 34.7% | 49.0% | 8.2% | 4.1% | 49 |
| Environmental | .0% | 11.1% | 11.1% | 72.2% | 5.6% | .0% | 18 |
| Passenger Transportation | .0% | 9.1% | 40.0% | 36.4% | 12.7% | 1.8% | 55 |
| Total | .5% | 5.3% | 34.4% | 46.2% | 11.8% | 1.8% | 398 |

| Stakeholder Group | Table 44 MDT Overall Highway Maintenance and Repair | | | | | | |
|--------------------------|--|-------------|--------------|--------------|--------------|-------------|------------|
| | F | D | C | B | A | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .0% | 2.8% | 35.2% | 46.3% | 15.7% | .0% | 108 |
| County Commissioners | .0% | .0% | 30.8% | 59.6% | 9.6% | .0% | 52 |
| Economic Development | .0% | 2.5% | 25.0% | 67.5% | 5.0% | .0% | 40 |
| Tribal Planners | .0% | .0% | 25.0% | 50.0% | 25.0% | .0% | 4 |
| State and Federal | .0% | .0% | 22.2% | 55.6% | 22.2% | .0% | 18 |
| Intermodal | .0% | 3.6% | 23.6% | 58.2% | 14.5% | .0% | 55 |
| Nonmotorized Vehicle | .0% | 4.1% | 28.6% | 49.0% | 12.2% | 6.1% | 49 |
| Environmental | .0% | 5.6% | 27.8% | 61.1% | .0% | 5.6% | 18 |
| Passenger Transportation | .0% | 5.5% | 38.2% | 38.2% | 18.2% | .0% | 55 |
| Total | .0% | 3.0% | 30.6% | 52.1% | 13.3% | 1.0% | 399 |

| Stakeholder Group | Table 45 MDT Performance on New Highway Construction | | | | | | |
|--------------------------|---|-------------|--------------|--------------|--------------|-------------|------------|
| | F | D | C | B | A | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .0% | 10.4% | 29.2% | 31.1% | 20.8% | 8.5% | 106 |
| County Commissioners | .0% | 5.9% | 17.6% | 60.8% | 11.8% | 3.9% | 51 |
| Economic Development | .0% | 2.5% | 20.0% | 42.5% | 25.0% | 10.0% | 40 |
| Tribal Planners | .0% | .0% | 25.0% | 50.0% | 25.0% | .0% | 4 |
| State and Federal | .0% | .0% | 29.4% | 47.1% | 17.6% | 5.9% | 17 |
| Intermodal | 1.9% | 1.9% | 26.4% | 49.1% | 17.0% | 3.8% | 53 |
| Nonmotorized Vehicle | 6.3% | 4.2% | 18.8% | 54.2% | 8.3% | 8.3% | 48 |
| Environmental | .0% | 5.6% | 27.8% | 38.9% | 5.6% | 22.2% | 18 |
| Passenger Transportation | 3.6% | 5.5% | 21.8% | 38.2% | 16.4% | 14.5% | 55 |
| Total | 1.5% | 5.6% | 24.0% | 43.6% | 16.6% | 8.7% | 392 |

| Stakeholder Group | Table 46 Convenience of Travel Through Construction Areas | | | | | | |
|--------------------------|--|-------------|--------------|--------------|--------------|-------------|------------|
| | F | D | C | B | A | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .0% | 3.7% | 25.0% | 52.8% | 18.5% | .0% | 108 |
| County Commissioners | 2.0% | 2.0% | 27.5% | 56.9% | 11.8% | .0% | 51 |
| Economic Development | .0% | 5.0% | 35.0% | 52.5% | 7.5% | .0% | 40 |
| Tribal Planners | .0% | .0% | 50.0% | 25.0% | 25.0% | .0% | 4 |
| State and Federal | .0% | .0% | 58.8% | 29.4% | 11.8% | .0% | 17 |
| Intermodal | .0% | 5.5% | 23.6% | 52.7% | 18.2% | .0% | 55 |
| Nonmotorized Vehicle | .0% | 2.0% | 28.6% | 59.2% | 4.1% | 6.1% | 49 |
| Environmental | .0% | 5.6% | 27.8% | 44.4% | 22.2% | .0% | 18 |
| Passenger Transportation | 1.8% | 9.1% | 30.9% | 45.5% | 10.9% | 1.8% | 55 |
| Total | .5% | 4.3% | 29.2% | 51.4% | 13.6% | 1.0% | 397 |

| Stakeholder Group | <i>Table 47</i> Public Notification Process About Construction | | | | | | |
|--------------------------|---|---------|---------|---------|---------|------------|-------|
| | F | D | C | B | A | Don't know | Total |
| | Row N % | Row N % | Row N % | Row N % | Row N % | Row N % | Count |
| Mayors | .9% | 3.7% | 25.2% | 46.7% | 23.4% | .0% | 107 |
| County Commissioners | .0% | .0% | 17.3% | 53.8% | 28.8% | .0% | 52 |
| Economic Development | 2.5% | 2.5% | 40.0% | 32.5% | 20.0% | 2.5% | 40 |
| Tribal Planners | .0% | .0% | 25.0% | 75.0% | .0% | .0% | 4 |
| State and Federal | .0% | .0% | 41.2% | 29.4% | 29.4% | .0% | 17 |
| Intermodal | .0% | 5.5% | 20.0% | 47.3% | 23.6% | 3.6% | 55 |
| Nonmotorized Vehicle | 2.0% | 6.1% | 20.4% | 51.0% | 18.4% | 2.0% | 49 |
| Environmental | 5.6% | 5.6% | 27.8% | 33.3% | 27.8% | .0% | 18 |
| Passenger Transportation | .0% | 9.1% | 16.4% | 54.5% | 18.2% | 1.8% | 55 |
| Total | 1.0% | 4.3% | 23.9% | 46.9% | 22.7% | 1.3% | 397 |

Appendix B

Questionnaire

**Part I
Current State of Transportation in Montana**

1. Using a scale of 1 to 10 (1 = *very unsatisfied* and 10 = *very satisfied*), please indicate how satisfied you are with the following transportation facilities and services.

| | Very Unsatisfied | | | | | | | | | | Very Satisfied | Don't know or Not Applicable |
|-------------------------------------|------------------|---|---|---|---|---|---|---|---|----|----------------|------------------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | [] |
| Interstate highways | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Other major highways | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| City streets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Airports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Bicycle pathways | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Pedestrian facilities | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Rest areas | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Bus depots | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Local transit systems | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Buses between cities/towns | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Air transportation within Montana | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Air transportation outside Montana | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Passenger rail service | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Freight rail service | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Taxis | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |
| Transit for the elderly or disabled | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | [] | [] |

2. How satisfied are you with Montana's overall transportation system?
 1 2 3 4 5 6 7 8 9 10 [] don't know

3. Please indicate your priority for the following actions that could be taken by MDT to improve the transportation system and services in Montana (1 = *very low priority*, 2 = *somewhat low priority*, 3 = *neither low or high priority*, 4 = *somewhat high priority*, 5 = *very high priority*). Check the box if you don't know.

| | Very Low Priority | Somewhat Low Priority | Neither Low nor High Priority | Somewhat High Priority | Very High Priority | Don't Know |
|--|-------------------|-----------------------|-------------------------------|------------------------|--------------------|------------|
| Improving the physical condition of the interstates and major highways | 1 | 2 | 3 | 4 | 5 | [] |
| Improving the physical condition of other roads and streets | 1 | 2 | 3 | 4 | 5 | [] |
| Ensuring adequate pedestrian facilities (i.e., sidewalks, footpaths, crossings) | 1 | 2 | 3 | 4 | 5 | [] |
| Attempting to reduce single-occupancy vehicle use | 1 | 2 | 3 | 4 | 5 | [] |
| Ensuring adequate bicycle facilities | 1 | 2 | 3 | 4 | 5 | [] |
| Supporting efforts to increase the availability of scheduled air service | 1 | 2 | 3 | 4 | 5 | [] |
| Promoting the use of urban transit systems | 1 | 2 | 3 | 4 | 5 | [] |
| Reducing the air quality impacts of road use | 1 | 2 | 3 | 4 | 5 | [] |
| Improving transportation safety | 1 | 2 | 3 | 4 | 5 | [] |
| Supporting efforts to preserve existing passenger rail service | 1 | 2 | 3 | 4 | 5 | [] |
| Keeping current with new and innovative transportation technologies | 1 | 2 | 3 | 4 | 5 | [] |
| Regulating the number of highway approaches and driveways to preserve transportation corridors | 1 | 2 | 3 | 4 | 5 | [] |
| Reducing traffic congestion by increasing capacity of the highway system | 1 | 2 | 3 | 4 | 5 | [] |
| Improving the physical condition of bus depots | 1 | 2 | 3 | 4 | 5 | [] |
| Improving rest areas (i.e. maintenance, more facilities) | 1 | 2 | 3 | 4 | 5 | [] |
| Keeping the public informed about transportation issues | 1 | 2 | 3 | 4 | 5 | [] |

4. Are there other transportation-related issues that you think need to be addressed by MDT?

**Part II
Special Interests**

1. Please indicate your priority for the following actions that could be taken by MDT to improve the function of Montana’s roadways (1= very low priority , 2 = somewhat low priority , 3 = neither low or high priority, 4 = somewhat high priority 5 = very high priority). Check the box if person doesn’t know.

| | Very Low Priority | Somewhat Low Priority | Neither Low nor High Priority | Somewhat High Priority | Very High Priority | Don't Know |
|--|-------------------|-----------------------|-------------------------------|------------------------|--------------------|------------|
| More illumination (lighting) of roadways | 1 | 2 | 3 | 4 | 5 | [] |
| More directional/informational (i.e., stop signs, speed limits, route markers) signs | 1 | 2 | 3 | 4 | 5 | [] |
| More pavement markings (i.e. shoulder lines, lane arrows)) | 1 | 2 | 3 | 4 | 5 | [] |
| More guard rails and crash cushions | 1 | 2 | 3 | 4 | 5 | [] |
| Wider roadways | 1 | 2 | 3 | 4 | 5 | [] |
| More traffic signals and left-turn bays | 1 | 2 | 3 | 4 | 5 | [] |
| Increase roadway shoulder widths to accommodate bicyclists | 1 | 2 | 3 | 4 | 5 | [] |

2. Informing customers about MDT and its activities is a high priority to the Department. Listed below are some of the practices used for public notification and information sharing. Please indicate whether or not you are aware of these practices.

| | Yes | No |
|---|-----|----|
| Construction project public meetings | Yes | No |
| Newspaper advertisements for public meetings | Yes | No |
| Press releases to all media | Yes | No |
| Special mailings | Yes | No |
| Statewide Transportation Improvement Program (STIP) publication | Yes | No |
| <i>Newsline</i> – MDT’s quarterly newsletter | Yes | No |
| Public service announcements on radio, TV, and billboards | Yes | No |
| <i>Montana & the Sky</i> – Aeronautic Division’s monthly newsletter | Yes | No |
| MDT Internet Web site | Yes | No |
| Newspaper articles | Yes | No |
| Radio updates of current projects in area | Yes | No |
| Weekly meetings for construction projects in urban areas | Yes | No |

3. Are there other ways of public notification that you would like MDT to use?

Part III- Service

The following questions give you an opportunity to grade MDT on its performance, using the A-through-F scale [*A = Excellent, B = Good, C = Average, D = Poor, F = Failing*]. Please indicate if you do not have enough information to give a grade in a particular area (pick only one for each question).

1. How would you grade MDT's overall performance during the past year?
A B C D F don't know
2. What grade would give MDT on the quality of service it provides?
A B C D F don't know
3. Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?
A B C D F don't know
4. What grade would you give MDT on overall quality of planning to meet statewide transportation needs?
A B C D F don't know
5. What grade would you give MDT for its responsiveness to outside ideas/concerns from customers?
A B C D F don't know
6. What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?
A B C D F don't know
7. What grade would you give MDT on the extent of inconvenience caused by construction and/or maintenance projects?
A B C D F don't know
8. What grade would give MDT on its overall highway maintenance and repair?
A B C D F don't know
9. How would you grade MDT's performance on new highway construction?
A B C D F don't know
10. Overall, what grade would you give MDT on the convenience of travel through construction zones?
A B C D F don't know

11. What grade would you give MDT on its public notification process about construction projects in your area?
A B C D F don't know
12. MDT is interested in what you think about its services. Any comments or suggestions on MDT's customer service are welcome.

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY.
YOUR INPUT IS IMPORTANT TO MDT.

Appendix C

Verbatim- Comments

- In our area, pave the cut-off to Billings, Circle to Terry.
- Increase gas tax given to communities, so they could work on their own streets.
- Lack of rest areas on secondary roads.
- Leave the signs alone.
- Lighted intersections on state roads.
- Like to see Hwy 2 widened from North Dakota through Havre.
- [Should be] looking at mass transit rail use around Missoula so not as many single-car drivers on the roads.
- Lot of roads second rate. Hwy 5 Scobey to Plentywood, potholes, damage to the road.
- Making less red tape for the semis for the farmers.
- Making sure the trucks are secure in what they are hauling.
- Maybe safety issues.
- More rail service in southern Montana like Amtrak.
- More responsive to local governments' requests for speed control.
- Need a better way of freight service; freight services work against each other instead of cooperating; lot of empty trailers one way; railroads probably the worst.
- Need to really be paying attention to weed control and keeping gravel piles weed-free so not spreading them.
- New interchange for airport in Belgrade.
- New rest areas.
- No, maybe more funding.
- Nothing comes to mind.
- Nothing comes to mind.
- Nothing comes to mind.
- On the CTEP funding, local governments shouldn't be required to pick up cost that is not in federal regulations. Placement of traffic signals should be an easier process.
- Putting in flashing lights for school crossings on highways in small towns.
- Quit wasting so much money on the freeways and fix them right.

- Redoing state highways and adjoining curbs, gutters, and sidewalks that run through small rural communities.
- Rural area issues need to be addressed, public transit systems, maintenance of highways, and the safety accesses to those highways.
- Safety should be main concern. Hwy 2 needs work including passing lanes because of trucking.
- Should look at moving roads instead of always improving existing. Need an overall transportation plan for Montana.
- Streamline their studying money and use it for fixing things.
- Streets that go through cities and towns, upgrading and making safer, better signage.
- The disabusing of local taxes.
- Need to work better with local people instead of throwing their weight around.
- The infrastructure in small towns. Bring back the passenger rail.
- Think maintaining the rural roads, county roads in Eastern Montana.
- Think there should be passenger trains all through Montana.
- Think they need to make a four-lane highway between Three Forks and Helena.
- Think urban systems are in need of more RESOURCES, better cooperation by the state.
- Very high on freight rail.
- Walking paths should be pretty high priority.
- Well, there again, the roads near Bridger need to be maintained better, Hwy 310, 212, Hwy 78.
- Well, we're all for the four-for-two on Hwy 2.
- Widen highways.
- Widen more of the secondary highways faster. Improve the bridges.
- Yes, the four-for-two campaign for US Hwy 2.
- Yes, think the secondary highways need to be attended to. Hwy 2 four-for-two on east side only, need to keep that road more up-to-date and repaired.

Part I—4. Are there other transportation-related issues that you think need to be addressed by MDT?

County Commissioners:

- Four-lane between I-90 at Three Forks and Helena.
- A lot of secondary roads should be given higher priority, especially in Eastern Montana
- Curve at point of rocks between Twin Bridges and Dillon, curve [in] Madison Canyon on way to Gallatin County. Do something about wildlife.
- Debris removal on roadways; reduce the size of sanding material to prevent vehicle damage; additional mowing of right-of-ways.
- Do away with the metric system. Go back to the standard system.
- Earmarks on highways \$19 million east of Billings.
- Highest priority, freight rail, looking into alternative fuels.
- Hwy 2 should have at least passing lanes on the hill going through 200 or at least a three-way lane.
- Highway access management, specifically between Lolo and Missoula.
- Increase opportunity for local government to gas tax to help local roads. Do something about wildlife on highways.
- More cooperation with local government.
- MDT looks at intersections differently than local officials as they are planning, which makes it very difficult.
- Need to at least put signs up for game crossing. Four-lane highway in Roundup goes to two lanes too fast
- Overuse of engineers when they come to look at a project.
- Providing more opportunity for local government funding for transportation.
- Safe routes to schools, more sidewalks, policies that discourage urban sprawl, increased number of passing lanes on two-lane.
- Secondary needs some thought. Needs to be one more secondary put in our area.
- Secondary highways, signage at exits - Services Unavailable.
- Secondary road systems – we need more funding or more flexibility in way the roads are maintained or built.

- Signage needs to be changed; example, they don't have the mileages for the next town.
- Small communities don't have the funds or the knowledge to improve their streets. Possibly if training was offered for a nominal fee, their workers could attend and learn the proper way to fix potholes, so the money they do spend lasts.
- The amount of time between acceptance of a road project and bidding has been estimated at 5 years. North Dakota's time frame is 18 months to 2 1/2 years. It's time Montana gets off their butts!!!!
- The way they perceive flow of traffic is funnel, and I disagree. Make it easier for cities to grow by making roads better like the Interstate in the lower half of the state. We need one in the upper part of state. Need accessibility, it influences growth.
- They are doing fine.
- They need to finish the highways out of Jordan. The first ten miles are good then you hit some very crappy roads. Need to not leave them unfinished.
- They need to speed up their processes on roads, etc. They should pass federal projects money to local governments, so they can manage the dollars.
- Unpaved state secondary roads are safety issues. Counties are left maintaining them, and local governments don't have the resources to improve or maintain them.
- Updating and improving secondary roads taking over in some cases that serve more than just the county or helping counties improve your road. Counties do not have the funding to update roads to safety.
- Work on secondary roads and need to bring back freight rail service.

Part I—4. Are there other transportation-related issues that you think need to be addressed by MDT?

Economic Development:

- 1. Hwy 323 needs to be completed. Ekalaka ends at ____, needs to go to Alzada.
- 2. Repaving Baker to Ekalaka.
- 3. Hwy 200 to Jordan to Flowing Wells, finish it.
- 4. Complete Hwy 261 Wibaux to Sidney.
- 5. Pave Bainville to Fort Union, Hwy 327.
- 6. Hwy 59 Broadus to Wyoming state line.
- 7. Hwy 2.
- Assist incorporated areas in their efforts to keep local transportation routes in the best possible condition.

- Acting and cooperating with local government for street and road improvements.
- Expansion of Hwy 2 into four-lane. Expand the hours of border crossing.
- Four-lane between 287 or passing areas.
- From Polson to Missoula on Hwy 93 needs to have more passing lanes.
- I think we need to look at light rail up and down the Bitterroot. More effective than air.
- Interlink between states has been overlooked.
- Keeping livestock off the highway and wildlife.
- Major missing component: County roads.
- Make sure Hwy 323 gets paved between Alzada and Ekalaka.
- Need rail service back on the southern line.
- South Higgins does not make sense.
- The freight issues. More help and more facilities.
- The freeway needs rubber mixed with the asphalt or concrete for durability and quietness.
- The use of transportation to use and guide and direct through Montana, and I think highway beautification is important.
- Their relationship with the Native Americans.
- Their focus is on building, we need to focus on more repair on the road in the city streets, so we will have less congestion and back-up.
- They need to do something to Anaconda – Wise River. They need to fix the potholes, it has no shoulders, and it is very dangerous. They have farm equipment that is on the roads, and it's not safe and the same with the logging trucks.

Part I—4. Are there other transportation-related issues that you think need to be addressed by MDT?

Tribal Planners:

- Need more funding options to improve county roads. Dust is a huge issue in fast-growing counties.
- Pay more attention to state roads on the reservation—such as audit the speed. Think they need to do safety audits. I also think counties need to also be more aware and be respectful. It boils down to having more safety issues looked at on our reservation.

- Tribal, more sensitivity training. Communication issue needs to be better between district office and reservation but between MDT headquarters and reservation staff. More cultural sensitivity training for the staff. There is an MOU in place between MDT and BIA. Tribes want to use funds through TL93-638 contract. TERO: The TERO fees that a tribe sets need to be recognized by MDT, and also the employment percentage needs to be recognized. On or near: On or near a reservation relative to employment preference for subcontractors needs to be further clarified. Title 23, Section 140 needs to be addressed relative to this issue. Motor fuels tax issue: The amount of paved mileage within a perspective county is claimed by that county even on the reservation; however, the counties don't maintain the mileage claimed. The tribes feel that they should be eligible to access these funds. The state's staff attorney agrees with tribe's position.

Part I—4. Are there other transportation-related issues that you think need to be addressed by MDT?

State and Federal:

- Provide more public information about the importance of the transportation system to the state economy. Encourage environmental streamlining efforts such as developing environmental banking programs. Provide more attention to aquatic organism passages.
- All areas related to motorcycles.
- Allowing for wildlife passage across highways and maintaining wildlife migration. Reducing fragmentation of wildlife habitat.
- Depends on how much money they have.
- Expansion of passenger train service into south line.
- Figure out delays in roadway construction. Especially on the highway just in Eastern Montana, they need to go back and expand the speed limits. Some of these roads could be put up to 70.
- MDT needs to address wildlife connectivity. Need to provide wildlife a safe way to cross highways and avoid collisions. Utilize enhancement funds in a more programmatic way rather than giving to local governments.
- MDT should be partnering with the DNRC Community Forestry Program for beautification grants for community entrances from state highways and Interstate off ramps. This is an allowable expense with T-21 funding, and other states like North Dakota are doing it.
- More integration of roadway transportation planning with sidewalks and other pedestrian facilities. More exploration of traffic calming in our neighborhoods to better integrate roadway use so as to enhance our residential neighborhoods.

- Our speed limit, particularly on secondary highways, is too high. It's bad for safety and fuel efficiency. I doubt that MDT can do much about this, but we should have a 55 mph limit on highways and 65 on Interstates.
- Scenic byways, historic preservation: bridges, railroads, historic road corridors.
- They need more dual-fueled vehicles such as hybrids.

Part I—4. Are there other transportation-related issues that you think need to be addressed by MDT?

Intermodal:

- 1. Weights should be consistent.
2. Max weights should be consistent with Canada.
- Sustaining our bus company and promoting more service.
- Congestion within the growing cities such as Missoula.
- County roads, better supporting of funding for maintenance of those.
- Funding for intercity buses, funding bus service versus taxi service. Bus funding seems to be a waste of tax dollars money. Sometime buses have only one passenger, and it seem like a waste of our tax dollars. Spend too much on buses where they should spend money elsewhere. The biggest thing I would like to see them do is to spend more time in utilizing the transportation system and cut some of the cost.
- Gas prices are too high.
- In Missoula I have heard that once a transportation study has been completed, if the recommendation is rejected, the city has to pay for the study. An example is the infamous Broadway Diet—a horrible idea that the city is proceeding with because they can.
- Increasing intermodal traffic and service by the railroads.
- Keep the bicycles off the highway. They don't have licenses, no insurance, and no helmets, go back to the mountains.
- Less attention to small group interests and concentrate on core issues like maintenance.
- Making sure there is adequate funding for spraying and plowing, and that should be a high priority. Bridges and Interstates are needing repairs. We need funding to make sure these are all kept up.
- More education and training to the MCS inspectors regarding trucking safety. Also, fuel-tax payers should be the sole beneficiaries of the investments made. If the nonmotorized users want to benefit from improvements, they should contribute to the revenue.

- More rest areas.
- More rest areas and buses. Having four-lane on Hwy 2 north route.
- More safety projects used to be based on asset management. It's now based on politics, system is degrading.
- Rail freight captive environment.
- Rail service is throwing money down a rat hole. Railroads are taking money to support their own industries.
- Railroad, there are not any freight rail intermodal rail facilities.
- Reasonable and prudent 90 mph within limit of vehicle abilities.
- Safety is the most important thing. Improve interstate air service.
- They need better bus depots and more transportation on the Hi-Line.
- Think that MDT needs to take a more active role in freight rail; have a department with people experienced in freight rail.
- Try to get a road paved, and it is not happening – Hwy 323.
- Two things that affect us directly: There has been a great loss of bus transportation from Canada to here and other areas. We do need more bus facilities and transportation.
- Weed control adjacent to highways is good in some areas, not in others.
- Wintertime snow removal.
- Would like to see Amtrak Service from Hamilton to the Wal-Mart Store and buses to where people want to go in Missoula.

Part I—4. Are there other transportation-related issues that you think need to be addressed by MDT?

Nonmotorized Vehicles:

- 1. To give more power to local agencies.
- 2. To make statewide improvement program more clear about what doing.
- Address four lanes for Hwy 2.
- Bicycle awareness and rules for driver/bike encounters should be included in driver's education for every licensed driver. Many people do not know what to do.
- Bike path not in good locations in Bozeman. Need more of them. Main Street is bad to ride through.
- Bozeman is not a bicycle and pedestrian friendly city.

- Bridges need to be addressed which they are addressing.
- Connectivity between modes of transportation.
- Dealing with the ethanol issues, need to deal with the tax on the gas.
- I think they absolutely need to incorporate the bicycle routes off the roads and extend the bike lanes.
- I think they need more patrolmen, and I think they should stiffen up on the drunk driving laws and have more enforcement of road laws.
- I would like to see more attention to bicycle path and pedestrian walkways. The more connected we are with multimodal system, the less congested we will be. Less vehicle use will help a lot of people benefit health wise.
- Make sure local governments have more money to plan for transportation systems and to subsidize transportation in order to guide growth into areas where it can be serviced most efficiently.
- Maybe do incentive to bring in alternative fuels. Hybrid cars are good way to fight terrorists. I think part of the budget for roads should include [lanes/paths] for bikes. Very small shoulder or no shoulder. Need to put rumble strips on one side or the other. Overall transportation in Montana, there will be a need for air, rail, and more efficient transportation. Guardrails on 101 kind of dangerous.
- Need better bicycle shoulders on highways. Educate people on bikers' rights.
- Need more park & ride – either bus, rail, or both, especially in and around Billings.
- Need to do something about semi trucks, restrict them to certain lanes. Too narrow for bikes and need more bike awareness.
- Passenger train from Missoula to the Bitterroot.
- Rails-to-trails conversions when railroads are taken out of service.
- Rumble strips, no need for 12-inch wide, need to have 4-inch wide. They also look bad and are bad for bikes.
- Road to Missoula, have divider. Increase shoulders on east-side highway and on other rural highways.
- Roads not wide enough, need wider shoulders. Rumble strips need be only used when they follow the department guidelines. Make public transportation more connected and have roads work for all forms of transportation including walking and bikes.
- Rumble strips not being conducive to cyclists, guardrails too close to fog line, reexamination of bike paths, shoulders should be widened instead of bike paths.

MDT should put all the laws in their pamphlets about paths. Bike/ped coordinator Pam Davis.

- Whether or not chip sealing actually is safer, would like to see statistics.
- Should learn how to read, highway engineers should be more aware of what else is going on.
- Speed limits and road rage.
- That passenger rail should get going like it used to be.
- The accessibility for cyclists on the highways – Hwy 93, Hwy 2.
- The biggest issues we hear are the bike lanes and the shoulders like Hwy 200, Once you get to Clearwater Junction, they have no bike lanes. I THINK THEY NEED TO ADDRESS THIS ISSUE REALLY BAD. Roads from the western border are the one that need to be highly addressed. Put rumble strips on the right places on the shoulders.
- The one three things we can whine about is the upkeep on the road and maintenance. The Mill Creek Road needs a lot of repair. It has a lot of potholes and when [they] think about putting the rumble strips on the side of the roads, they need to think about the bicyclists that ride on the sides of the road. It makes it hard to ride. Also, bicyclists have trouble in damage to their tires. Need to have a bike path that is away from the rumble strips and road.
- They ought to look for alternative means like roundabouts in small towns instead of stop lights to slow traffic; more bike paths when building new sections of highway.
- Think 191 is very dangerous, too narrow along the Gallatin River south of Bozeman.
- Think during winter travel they need to use sand instead of the gravel they are using to keep down rock chips to the windshields. Stop building wider roads.
- Transportation for motorized vehicles good; but for nonmotorized, not in good shape in Montana overall.
- Working with the county government with their transportation system.

Part I—4. Are there other transportation-related issues that you think need to be addressed by MDT?

Environmental:

- (1) Stop boondoggles like the west-side bypass for Kalispell. (2) MDT should recommend to the legislature that speed limits on highways should be lowered to 65 day/55 night except for Interstates, where 70 day/60 night would be acceptable. (3) My fail.

- Alternative fuels energy conservation.
- Get Hwy 93 four-laned before we kill half the population.
- It's related. The whole issue alternative means of energy more effect only actively involved in trying to find other means of fuel use or energy that is less cost effective.
- Mixing of freight traffic and vehicle traffic doesn't mix.
- More public transportation and education as to how it is useful.
- Not building additional safe highways.
- Replacing stop lights with roundabouts. Replacing four-lane highway with two-way highway. Completing a statewide trail system. Bike lanes and sidewalks in all urban areas. Complete train systems that run on renewable energy that run between cities. Replace urban four-lane roads with three-lane roads. Keep neighborhood streets calm.
- The secondary roads and highways should have a high priority to be fixed and improved for safer driving – Hwy 3 from Rockville to Billings.
- CTEP funds should be continued and streamlined.
- Two bad spots on Butte on the off ramps. Visibility is limited. More rest areas between Butte and Anaconda. Fix Mill Creek Road.
- Wildlife crossings and other design issues to reduce vehicle/wildlife collisions and make highways safer for wildlife.
- Wildlife crossing underpasses and overpasses for wildlife. Should not overbuild roads and increase speed, consider wildlife.
- Yes, wildlife crossings increase their ability to cross the road. Reduce road kill. Increase fish passage under highways and roads.

Part I–4. Are there other transportation-related issues that you think need to be addressed by MDT?

Passenger Transportation:

- 1. Think need to change grants so full grants instead of a match.
2. Need to be more accountable for money. Published for the public to know.
- Anaconda, 25 in town outside of town for 35 to 45 miles for 12 miles. Missoula to Kalispell road needs work. People need to be more careful and courteous. Don't be in a rush.
- Bicycles need to have additional bike trails that can be used off the roads and more rules and regulations. It's not safe for them to be directly on the roads. Need more safety classes/driver education classes. Elderly people need to be

more tested for their driving ability. It's more of a concern for the elderly than anything.

- Chip sealing isn't the most efficient way to do that, it results in chipped windshields and slippery roadways for older roads.
- Drunk driving needs to be cracked down on and unsafe drivers. Seat belt use needs to be addressed.
- Encouragement of more public transit systems.
- Intercity transportation, like the rural area into bigger cities. Need transportation from Malta to other major cities. More funding for transit for the elderly, so they can provide better service for the elderly.
- Getting more public transportation like trains. Hwy 2, \$20 million just to study it is ridiculous.
- Give high priority to new Belgrade interchange.
- Hwy 16, make into four-lane.
- I think the senior citizens should have more transportation to and from for shopping, medical, and dental, etc., We need better transportation for the elderly.
- I think they should try to get more money for transportation in Yellowstone.
- I think we would have to get local funding for better bus transit services.
- I would say speed limits too high into towns.
- Just more air service outside and inside Montana.
- Lack of operational funding for transportation systems.
- Make sure that transportation is accessible to disabled and elderly.
- Mass transportation.
- More lanes on Hwy 93 to Canadian border.
- More money needed for transit.
- More opportunities for people with disabilities.
- More overpasses in rural areas. Overpasses in cities for fire accessibility.
- Need more and safer bus stops and possibly another passenger train not on the Hi-line, but close in to town. More rest areas and more bus depots. Working on secondary roads on the two-lane and keeping the weeds down, so we are able to see small animals and other-size creatures.
- Parks, national forest, access to – they do a bad job on that, opening of access roads through public land.

- Planning for urban planning districts, the state's inability to match them.
- Rail service from Billings to Livingston.
- Rest areas need to be open year around.
- Set up a cut-off limit for senior drivers. Seniors drive too slow.
- There is an issue in Montana with size.
- We got bus paid 80 percent by MDT. But the bus was a lemon – no one would take responsibility for it.
- When they do vehicle replacement on the Star Trans, they need to look at alternatives. They are hard to keep maintenance up on them.

Part III–3. Are there other ways of public notification that you would like MDT to use?

Mayors:

- City can manage projects in the city better than MDT.
- In focused construction areas, regular update meetings for adjacent property owners.
- More communications with local city government.
- More on television.
- More radio stations. In North Dakota [they are] announcing what's happening in Montana along with televisions stations also.
- More TV.
- Radio nicest.
- Somehow go through Chamber of Commerce to give information to tourists about construction.
- They are not keeping locals informed about work in towns.
- They do a good job.
- They try hard.
- Use the ones they have available better.

Part III–3. Are there other ways of public notification that you would like MDT to use?

City Commissioners:

- Do a good job.
- For commissioners, if they come and meet with us and keep us up on it, that would be nice, especially the small areas. It's good to keep in touch with us.

- Good.
- MACO newsletter, e-mail, list serve.
- More information signage on roadway regarding construction projects. For instance, if knowing, let people know about what is happening.
- Not at this time.
- Probably not.
- Sounds as if you cover things better than I pay attention to.
- They do a good job.
- They do a good job.
- They do a good job.
- To have the DOT employees well informed about the construction, planning, design, and other aspects of road issues.

Part III—3. Are there other ways of public notification that you would like MDT to use?

Economic Development:

- E-mail, list serve.
- E-mail.
- More on TV.
- More safety awareness, highway reports on bad driving.
- Move from back to the front of newspapers.
- Need more radio and using the media correctly.
- Radio announcements.

Part III—3. Are there other ways of public notification that you would like MDT to use?

Tribal Planners:

- More information in the newspapers, Internet, billboards, here on the reservations.

Part III—3. Are there other ways of public notification that you would like MDT to use?

State and Federal:

- E-mail, list server, Internet message board.
- E-mail.

- I don't see it on this list, but the addition of "511" is very helpful!!
- MDT does a good job on notification.
- No. I think they're doing a good job.
- No. They do a pretty good job.
- Television is good.
- The STIP could be posted on the MDT Web site with links from each project to a more detailed description. The current format of the STIP is difficult to understand if you are not an MDT employee.

Part III—3. Are there other ways of public notification that you would like MDT to use?

Intermodal:

- Construction Web sites are not updated frequently enough—you simply can't rely on them for accurate information.
- Doing a good job of trying to get it to public.
- E-mail instead of in mailbox.
- More information published in the newspapers.
- Advertising and promotion of involvement by the public on issues being decided on projects that are benefiting those groups who do not directly contribute to the revenue source.
- When major construction projects have radio updates about delays and reroutes.

Part III—3. Are there other ways of public notification that you would like MDT to use?

Nonmotorized Vehicle:

- It would be nice if they had a distribution by e-mail.
- Make more noticeable.
- Maybe a casual poll, which they are doing with you. I think that's fine.
- More local radio announcements.
- More radio announcements, more newspaper publication announcements.
- More TV.
- Public radio.
- To have a spreadsheet of the projects—where, when, and how long.

Part III—3. Are there other ways of public notification that you would like MDT to use?

Environmental:

- Do a better job with the Web site.
- E-mail list for people concerned about certain areas.
- Sandwich board. Flyers.

Part II—3. Are there other ways of public notification that you would like MDT to use?

Passenger Transportation:

- Billboards.
- E-mail notices.
- Inserts in the newspaper.
- Maybe communicate more with radio in the local areas for construction in and out of town.
- More reader boards on the highway.
- Probably more mailing.
- Radio updates or local TV would be a good place to get information about area happenings.

Part III—12. MDT is interested in what you think about its services. Any comments or suggestions on MDT's customer service are welcome.

Mayors:

- Again, they need to develop a system that the cities themselves manage the development within the cities themselves
- As a mayor of a small town, I find out from the county, not MDT, about scheduling of projects that affect traffic adversely in tourist season.
- Be more specific with dates on projects.
- I think that MDT is doing an outstanding job at public relations.
- In our area, we are pleased with the local maintenance crew.
- Improve on communication for eastern Montana rural areas—where, when, how long—a constant update any way possible.
- It has gotten a whole lot better in the last two years.
- Bruce Barrett is great.

- Just the inability to provide funding. There is a main street in Big Timber, McCloud Street, they're not coming across with the funding to get it done. Say it can't be done for another ten years. Need to let the city get it done by any means possible for travel through and tourism.
- Keep up the good work.
- Keep up the good work that they're doing and improve where needed.
- Listen to the average Joe instead of setting mind.
- More emphasis on safety education of public on school zones. Educating motorists on protocol in construction zones and coordinating with Highway Patrol on enforcement.
- More information on local construction. Keep the public more informed.
- More responsive to our town
- Need better facilities at the rest area on Hwy 12 between Miles City and Baker; also need to keep the lines painted on the roads all over Montana.
- Need to be more area friendly.
- No, think they are doing a good job.
- On progress coming up, could be a little more forthcoming.
- Respond sooner to requests for traffic signals and evaluate sooner using criteria from community.
- They do an awful good job.
- They need to keep the public more informed on upcoming construction projects. They are doing a good job but could be a little better.
- They need to revitalize CTEP highway beautification; administer it through mayors instead of commissioners.
- They need to try harder to finish projects so don't go unpaved through winter; smaller sections.
- Think the large amount of construction in and around Bozeman needs better detours and signage.
- Timing on projects needs to be accelerated so towns can afford their share when it is planned.
- To have better communication – where, when, and how long in local newspapers for local cities and towns on all construction projects in those areas.
- Up the speed zones in construction zones when the workers aren't there.
- Work with local government at all levels including city.

Part III—12. MDT is interested in what you think about its services. Any comments or suggestions on MDT's customer service are welcome.

City Commissioners:

- Have a good working relationship with some county commissioners, road supervisors. Usually have adequate time to provide comment on proposed projects.
- I believe a large portion of MDT services are provided by private contractors, which in some cases I believe it is possibly a good financial decision. But hopefully all angles are being looked at, and we aren't paying more for contract labor than we would.
- Important for them to come to these small communities and their community meetings, so we can understand the legal process and be aware of the certain processes and steps we need to go through. It would be nice if they would do something about the speed limit. It needs to be lowered. We also need bike paths away from the highway, so our children are not being killed. They need to come up with something so that our community can feel safe and understand what's going on with any changes that are being made to our community.
- MDT relies heavily on federal funds and influence. There is a need for rules so parameters are known and followed. The cost overrun on most jobs is heavy with the change orders and other issues with building. The DOT does a good job with what they have.
- No. We need some more [highways] up here in Wolf Point, Montana.
- Put up signs.
- Seems certain project are extremely slow and others are very quick.
- These questions are difficult to answer because I keep in the back of my mind the issue of funding. Many things would be nice, but at what expense to other projects, etc.
- They do quite well.
- I think the road projects are terrible and how you are treated by the construction crews.
- Think the administrative office in Great Falls-Havre area is excellent.
- Unresponsive to public input. If local community wants reply, it is pretty hard to get anywhere.
- Very responsive to concerns.

Part III—12. MDT is interested in what you think about its services. Any comments or suggestions on MDT's customer service are welcome.

Economic Development:

- Continue to encourage meetings with local groups. That has been very helpful.
- Do something about the weeds on the highways. Weed controls. Weed management.
- Higgins south.
- I think they do a good job, especially during the winter, keep the roads cleared off.
- I would just say that the Department is doing a good job thanks to Senator Baucus and Representative Rehberg. I do have a concern that the Department rolls over too easy when it comes to contested sections of highway.
- Need to keep the grass cut down on the Hwy 94 to Colstrip to Glendive really needs to be done and on Hwy 34.
- No. I think they do a pretty good job.
- No. I think they do a great job.
- They still need to let the people know when work is done and over and remove the signage instead of leaving it there.
- Think they do a great job for the money they get. Need to have question in survey for how much the tax payers are willing to pay for what needs to be done for services they want instead of blaming MDT for it not getting things done because MDT is limited for funding for what they can do and what they can get done.
- Try really hard and try to give good information.
- Working with local TV and doing reports on construction has been great.

Part III—12. MDT is interested in what you think about its services. Any comments or suggestions on MDT's customer service are welcome.

Tribal Planners:

- If the project is within or providing access to reservation, the public meeting and plan-in-hand meeting should be held closer to the project location. MDT should communicate more through BIA and TTAP.
- Very pleased in the last few months since the new governor has taken over. I'm seeing more involvement with the reservation in the past few months. Overall, I am pleased with MDT.

Part III—12. MDT is interested in what you think about its services. Any comments or suggestions on MDT's customer service are welcome.

Federal and State:

- Again, 511 is a great addition. Also, the "pass cams" for winter driving conditions are particularly helpful to me.
- Biggest issue is with construction problems, what happens in the field. They repair the roads every [year] from Garrison Junction to Missoula, and I would like to see other areas repaired instead of the same stretch of road.
- He passed on most of the questions based on the position he plays a part in with MDT, doesn't want to bias the survey in any way.
- MDT does a great job. Please continue to involve local elected officials and residents.
- Overall service is very good considering the limited resources.

Part III—12. MDT is interested in what you think about its services. Any comments or suggestions on MDT's customer service are welcome.

Intermodal:

- I think they're doing a good job on the services they provide.
- Demand better quality from construction firms. Example: New highway between Lolo and Florence—within three years the pavement seems had to be routed out and filled with a substance that this year (2005) was falling apart. Very poor performance.
- Faster review of plans.
- Need to get education on trucks and cars sharing the road into the schools.
- Need to do better job of timing the stop lights, so trucks have time to react and can quit killing so many people.
- Need to inform or to have a law against using cell phones in and while driving an auto.
- No. They've done very well over the years. Since 1993 they have come a long way and are improving the overall highway systems and keeping us very well informed.
- Request to be put on list to receive *Montana & the Sky*, the Aeronautic Division's monthly newsletter.
- They need to be responsive when we're there to pay our GVW fees. Need to have more people there to help move the lines faster or hire someone that can get the job done in a more timely manner instead of having to wait for over a hour.

- Very poor job in the winter – no sanding going on.
- Well, they need to improve on handling the public in the case of resurfacing jobs. Make too long and cause long delays. Need shorter resurfacing areas. Cars start to speed up and cause problems. Given the space they cover, do a good job. Counties need to do better job.
- Where I gave them an F, change it to a D. It's just that when they are working on construction, they just use it for piecemeal. They only do so much. It takes them 7 miles a year. They need to be more productive in a year.
- Would like to see the upper Miller Creek Road redone and have more efficient left-turn bays.

Part III – 12. MDT is interested in what you think about its services. Any comments or suggestions on MDT's customer service are welcome.

Nonmotorized Vehicle:

- Too often the reaction of MDT in public meetings creates feeling that they don't care about public input at all. [They're] just doing it because they have to.
- Don't listen to him as much as I would like, especially about rumble strips. Also, some projects are taking too long. 200 OK until Bowman Corner, 87 bad after 87 and 89 split, rumble strips too broad and don't need on bridges.
- Encourage more fuel effectiveness and budget for bikes and pedestrians.
- I think they have done a great job. I believe part of their ability to get the jobs done is the money. Not having enough until the government passes the bill to circumvent; so when it does go into effect, they might have the funding to get done what they need to accomplish. We are behind times due to lack of funding.
- I think they need to follow ISTEA, give out info on a regular basis. Serve underserved populations.
- I think you need to look at better planning for urban transportation growth and institute access management practices for corridors.
- Just work better on the secondary roads and bike paths. Working with the local government when dealing with and doing these projects.
- Lack of interest in nonmotorized forms of transportation.
- Need more accommodation for non-car users; more promotion of public transportation.
- No. I think they do a pretty good job.
- Only with new construction, not enough barriers in those areas. Hwy 93 south, the fatalities caused from the poor signage.

- Should all bicycle at least twice a week and walk once so have a clue. Highway engineers should cross Reserve and Seventh with three bags of groceries on Friday afternoon at 3 o'clock in the summer to pass the test.
- Think they have to be more aware of multimodal transportation ideas instead of just car transportation – more buses and train access, more highway patrol like they had in the 60s.
- We need better response in wintertime about road maintenance. They need to be more aware of when storms are coming.

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Environmental:

- I'm not a customer. I'm a resident of Montana, a voter, and taxpayer. The MDOT is supposed to work for me. That makes it an employee, not a customer.
- I think they do a good job.
- Inconsiderate of public's needs. Need to be more considerate to public.
- Listen more to the local communities, to what they want in their communities so each can individual attributes.
- More respect for nonmotorized means.
- More responsiveness to environmental concerns.
- They are doing a good job.

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Passenger Transportation:

- Generally speaking, they're doing a pretty good job.
- Grants need to be investigated to give full grants instead of match.
- It's a waste of time to try to spread information to all the public. It should only be generated to affected people.
- Make people more aware, very impressed with the Department contributing to giving away cars to needy people.
- Need more notice about construction. Need to keep people informed about construction issues. Road crews are not paying attention to plowing in Lane Deer area. Guardrails are not good. Ridges in highways not being fixed. Need to have more crosswalks painted. Need more cement barricades.

- No complaints – great people.
- No, do a good job.
- One thing that irritates me is during the time that the workers who should be working on these roads are either driving down the road in, for example, driving down the road at 5 mph with two people in the truck or they're standing around, sitting, and eating at, say, 9 a.m. when they should be working. We pay taxes, and I know a lot of people including me are not happy. It's like we are paying these people for a job, and they're either sitting down or just standing around when there is a lot of work to be done. I know I'm not alone in how I feel about this. Less standing around and production and the place where there is a lot of construction going on, would get finished on time. Fewer delays. I also know that for the most part they are doing a good job.
- Really good to work with and pleasant.
- Streamlining the process for applying for replacement vehicles.
- They could do better if they had more money.
- We have to report on-line about information on our service. Every time I go on-line to submit my paperwork on the Web, it won't let me go through, so I have to mail it in. I think they need to do some serious work on this site we have to go on. It has been nothing but a pain in the ass for me.



MDT attempts to provide accommodations for any known disability that may interfere with a person participating in any service, program or activity of the Department. Alternative accessible formats of this information will be provided upon request. For further information call (406)444-3423, TTY (800)335-7592, or Montana Relay at 711.

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