

TranPlanMT 2023

Stakeholder Survey



MONTANA
Department of Transportation

VOLUME 1
Survey Analysis
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State of Montana Department
of Transportation

Bureau of Business and Economic
Research University of Montana - Missoula

EXECUTIVE SUMMARY

- ✓ In 2023, the Montana Department of Transportation (MDT)'s stakeholders were:
 - Satisfied with Montana's overall transportation system;
 - Most satisfied with airports, interstate highways, and rest areas; and
 - Least satisfied with bicycle pathways, pedestrian walkways, intercity buses, and passenger rail service.
- ✓ From 15 possible improvements to Montana's transportation system, stakeholders' highest priorities were:
 - Maintain road pavement condition;
 - Improve transportation safety; and
 - Maintain interstates and major highways.
- ✓ Stakeholders indicated that the following were the communications tools they found the most useful:
 - Websites, social media, and mobile apps;
 - Variable-message highway signs; and
 - Pictures, graphs, and maps.
- ✓ Stakeholder grading MDT's performance in various areas were slightly higher than the grades given by the general public and ranged from a C+ to B.
- ✓ 84% of stakeholders think speed limits in work zones are *Just Right*.
- ✓ 70% of stakeholders indicated they think a primary seat belt law would save lives.
- ✓ 83% of stakeholders feel they receive About \$260-\$320 or more per year from the state transportation system. This exceeds the public's perception.
- ✓ If MDT's budget were to decrease, stakeholder respondents prioritized the following (in order) for budget cuts:
 1. Bicycle pathways;
 2. Pedestrian walkways;
 3. Rest areas; and
 4. Local transit buses.

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CHAPTER 1 INTRODUCTION

The primary purpose of this report is to describe data collected by the 2023 Montana Department of Transportation (MDT) Stakeholder Survey. The 2023 Public Involvement Survey is referenced for comparison between the opinions of the general public and those of transportation stakeholders. This report examines three broad areas:

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

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

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

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

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

The 2023 Stakeholder Survey was administered by mail, as was the 2021, 2019, and 2017 survey. All previous iterations were administered by telephone.

Table 1.1 Survey Respondent Demographic Characteristics

Characteristic		Frequency	Percent
Sex	Male	202	56%
	Female	157	44%
Age	18-34	10	3%
	35-49	77	22%
	50-64	173	49%
	65+	90	26%
Stakeholder Group	County Commissioner	47	12%
	Economic Development	60	16%
	Environmental	18	5%
	Intermodal Freight	43	11%
	Cities and Towns	84	22%
	Bicycle and Pedestrian	29	8%
	Passenger Transportation	71	19%
	State and Federal Agency	19	5%
	Tribal Planner	8	2%
Race	White	329	93%
	American Indian	22	6%
	Other	2	1%
Household Income	< \$50,000	53	16%
	\$50,000 - \$99,999	128	38%
	\$100,000+	158	46%
Educational Attainment	High School or Less	40	11%
	Some College or 2-Year Degree	109	30%
	Bachelor's Degree or Higher	209	58%

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

Table 1.2 summarizes the responses within each stakeholder category since 2007.

Table 1.2 Stakeholder Survey Completions, 2007-2023

Number of Completions									
Stakeholder Group	2007	2009	2011	2013	2015	2017	2019	2021	2023
All Stakeholders	552	412	477	431	391	457	444	398	379
County Commissioners	55	43	48	47	35	48	40	44	47
Cities and Towns	105	83	102	88	92	95	94	89	84
Economic Development	89	87	87	81	69	69	69	62	60
Environmental Groups	21	25	27	26	21	20	20	26	18
Intermodal Freight	78	46	57	47	35	57	60	53	43
Bicycle/Pedestrian	58	36	41	43	40	46	38	31	29
Passenger Transportation	113	70	84	67	71	74	81	68	71
State/Federal Agency	25	19	18	20	13	31	35	20	19
Tribal Planners	8	3	13	12	15	9	7	5	8

CHAPTER 2 ATTITUDES ABOUT MONTANA’S TRANSPORTATION SYSTEM

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

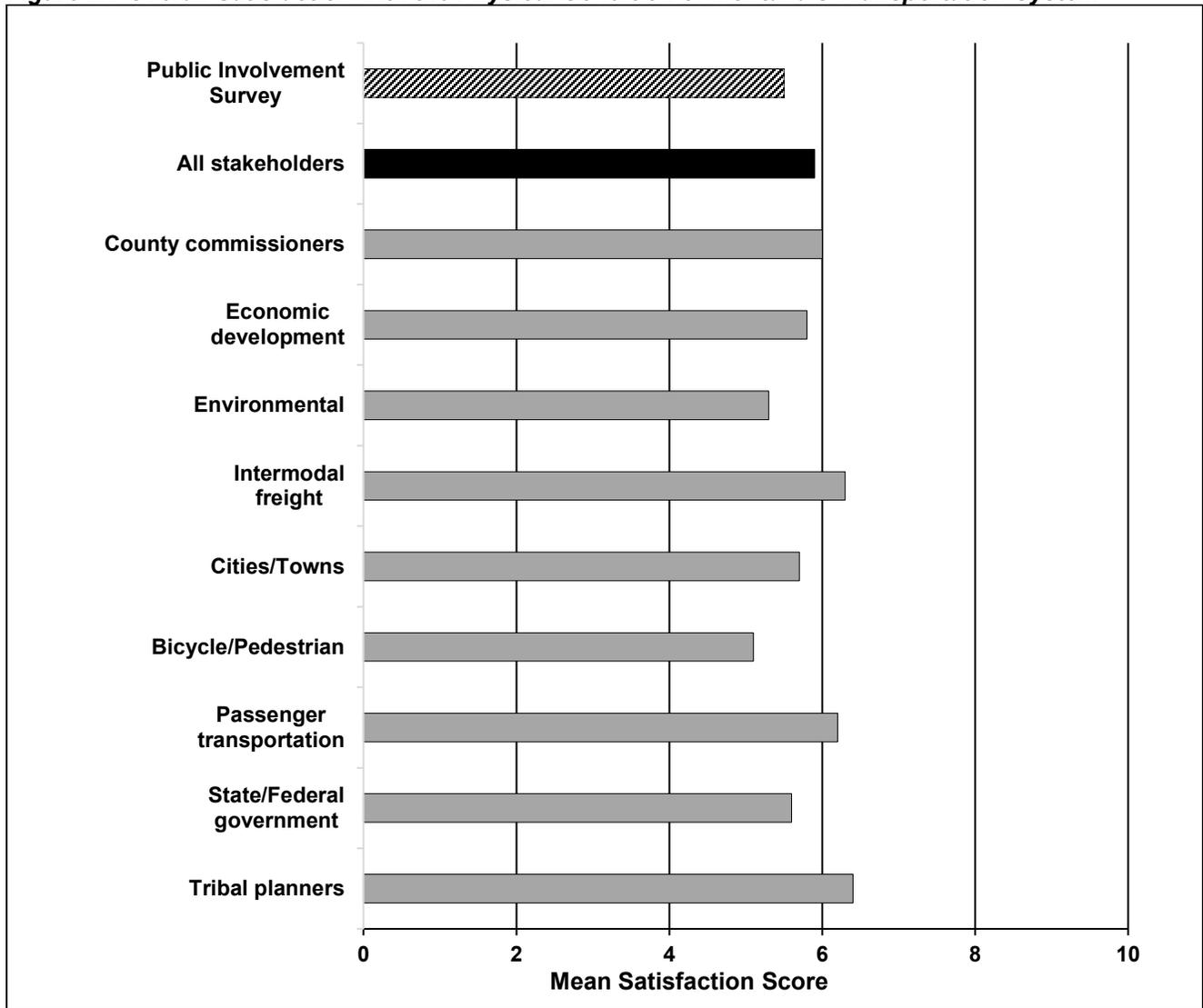
Montana’s transportation system was ranked on a scale from 0 to 10, with 0 representing “very unsatisfied” and 10 representing “very satisfied”. The psychological midpoint of the 0-10 scale is 5. The distance of the mean score above or below 5 is a measure of the strength of satisfaction or dissatisfaction.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

Table 2.1 Overall Satisfaction with the Physical Condition of Montana’s Transportation System

	Mean	Lower limit	Upper limit	N
Overall System	5.9	5.7	6.1	379

As noted in the figure below, Tribal Planners indicated the greatest satisfaction with a mean of 6.4, while the Bicycle and Pedestrian group was the least satisfied, at 5.1 (Figure 2.1).

Figure 2.1 Overall Satisfaction with the Physical Condition of Montana's Transportation System



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

Each component of Montana’s transportation system was rated using the same 0 to 10 scale. The physical condition of Montana’s airports received the highest mean satisfaction score of 7.2, compared to Bicycle Paths with the lowest score of 5.0. For the most part, stakeholder groups overall were slightly more satisfied with the various transportation system components than respondents to the Public Involvement survey.

Table 2.2 Satisfaction with the Physical Condition of System Components

	Mean	95% Confidence Interval		N
		Lower Limit	Upper Limit	
Airports	7.2	7.1	7.4	374
Interstate Highways	6.9	6.7	7.1	376
Rest Areas	6.6	6.4	6.8	376
Other Major Highways	5.7	5.5	5.9	376
Local Transit Buses	5.5	5.3	5.8	296
Pedestrian walkways	5.2	5.0	5.4	377
Bicycle Paths	5.0	4.8	5.2	374

Figure 2.2 Satisfaction with the Physical Condition of Transportation System Components

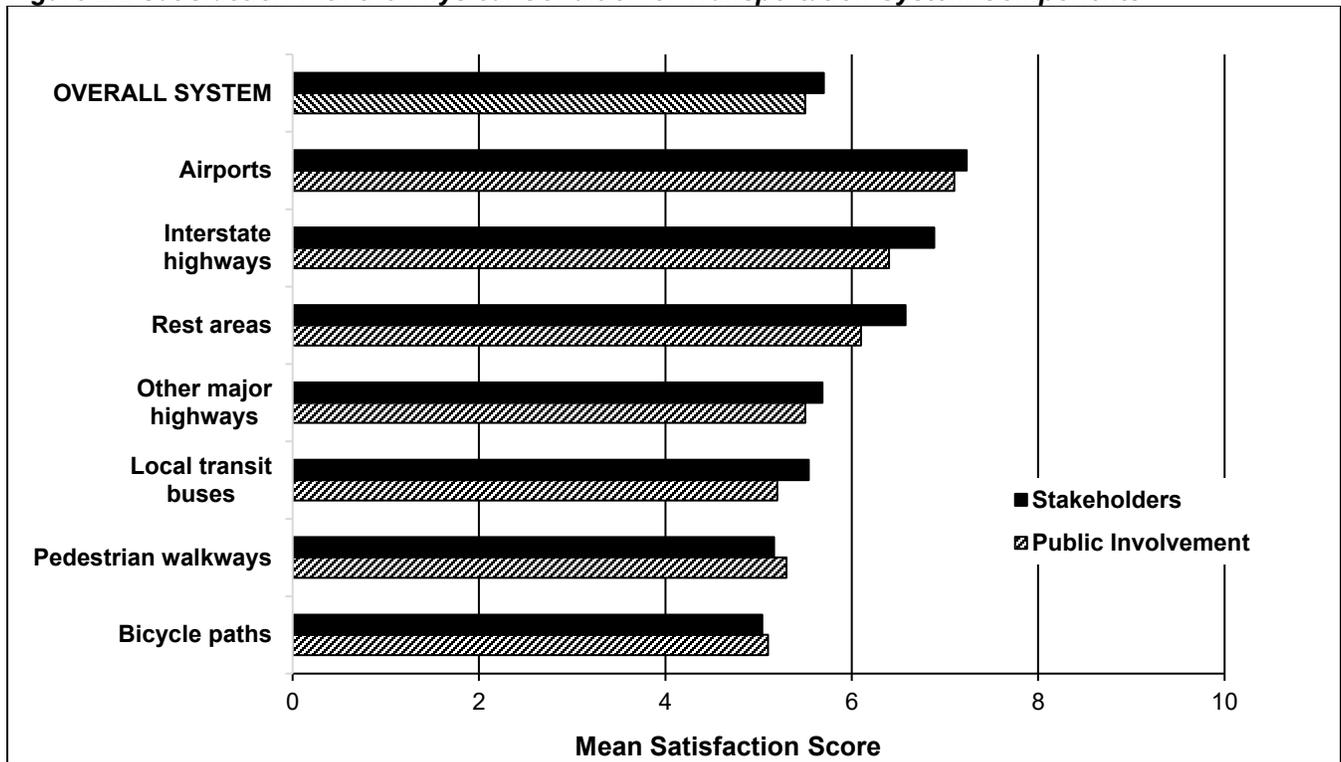


Figure 2.3 Satisfaction with the Physical Condition of Airports

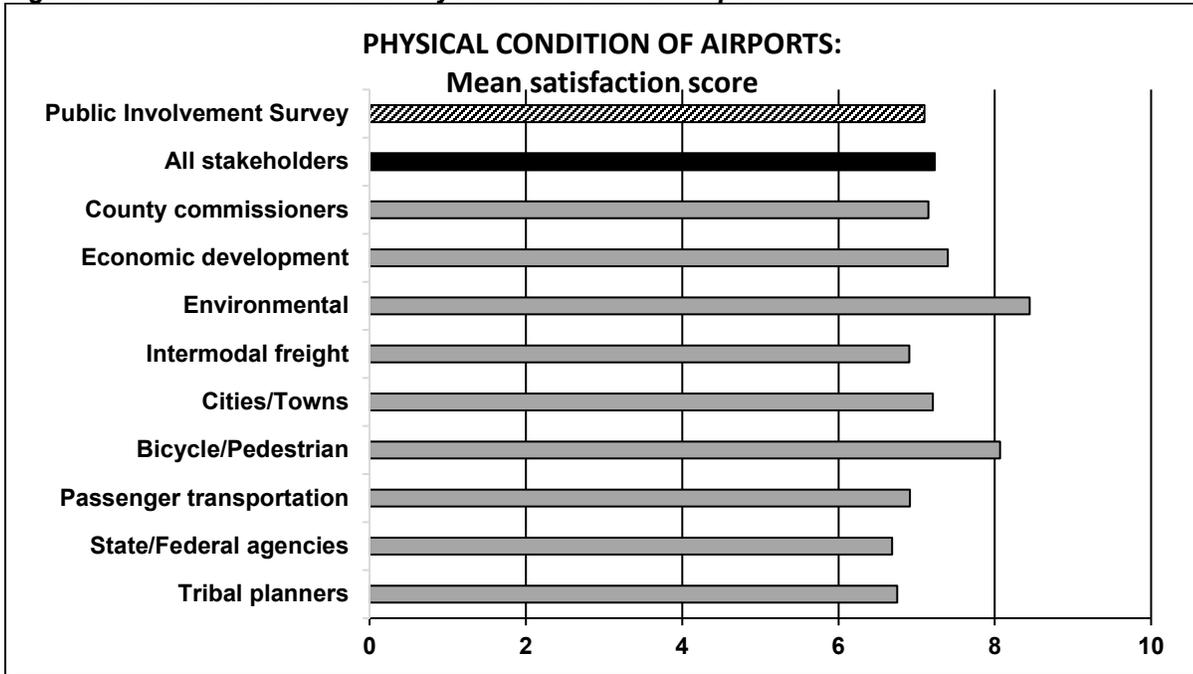


Figure 2.4 Satisfaction with the Physical Condition of Interstate Highways

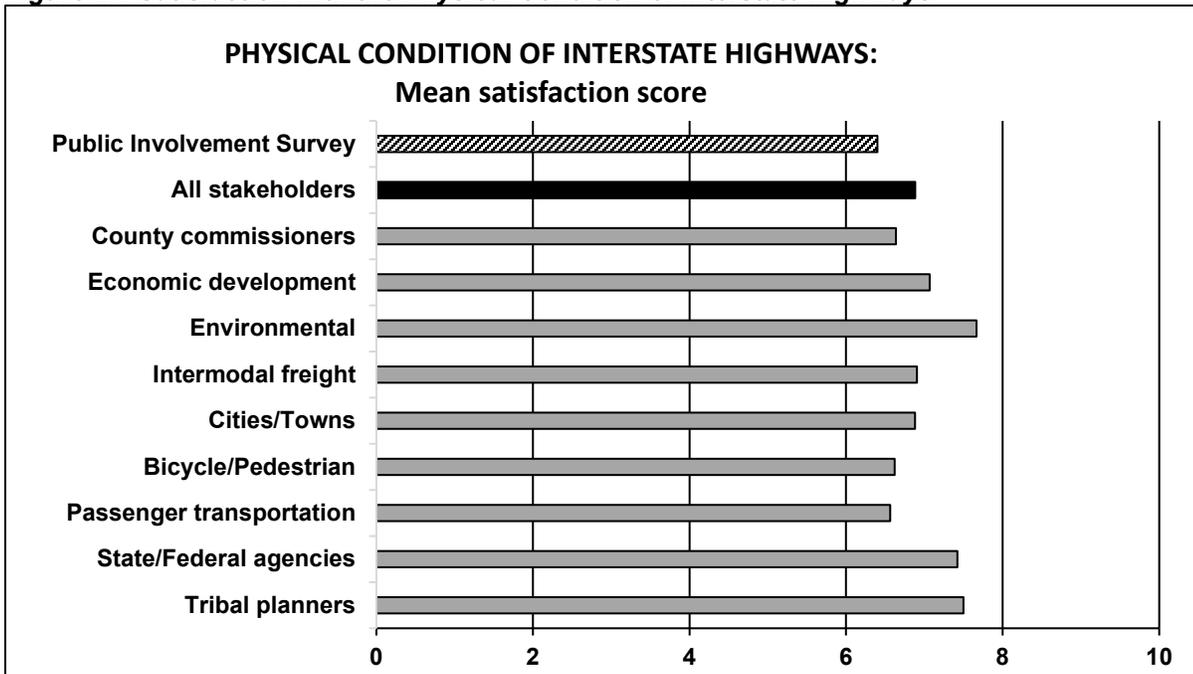


Figure 2.5 Satisfaction with the Physical Condition of Rest Areas

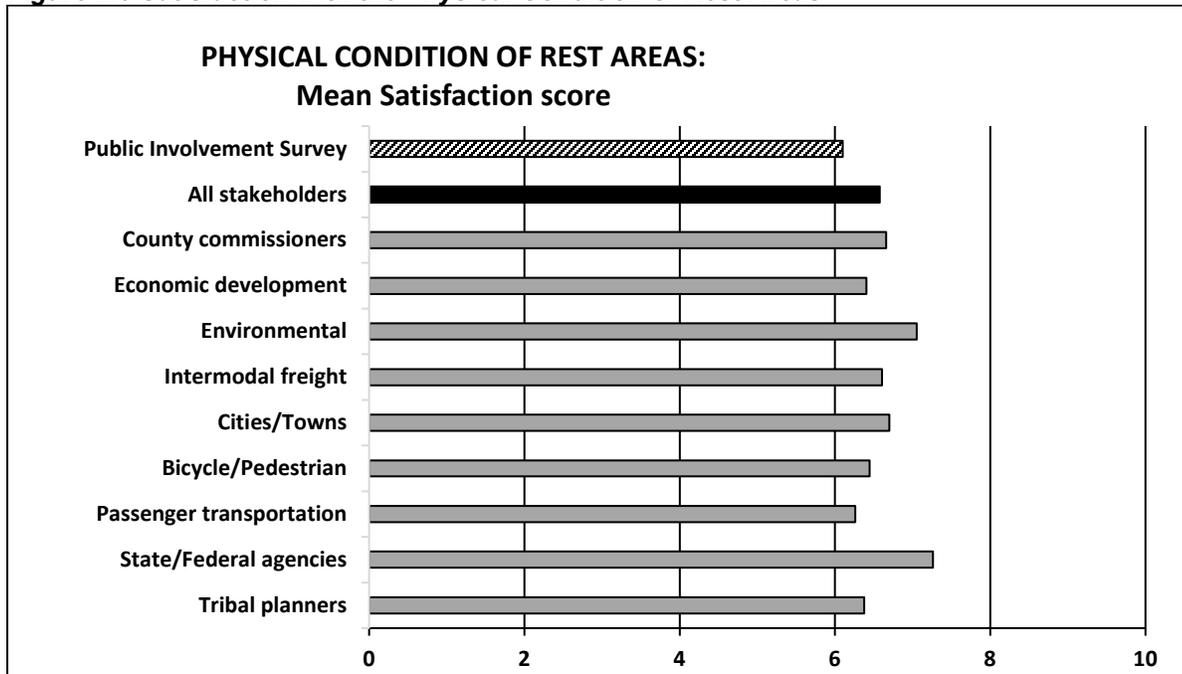


Figure 2.6 Satisfaction with the Physical Condition of Other Major Highways

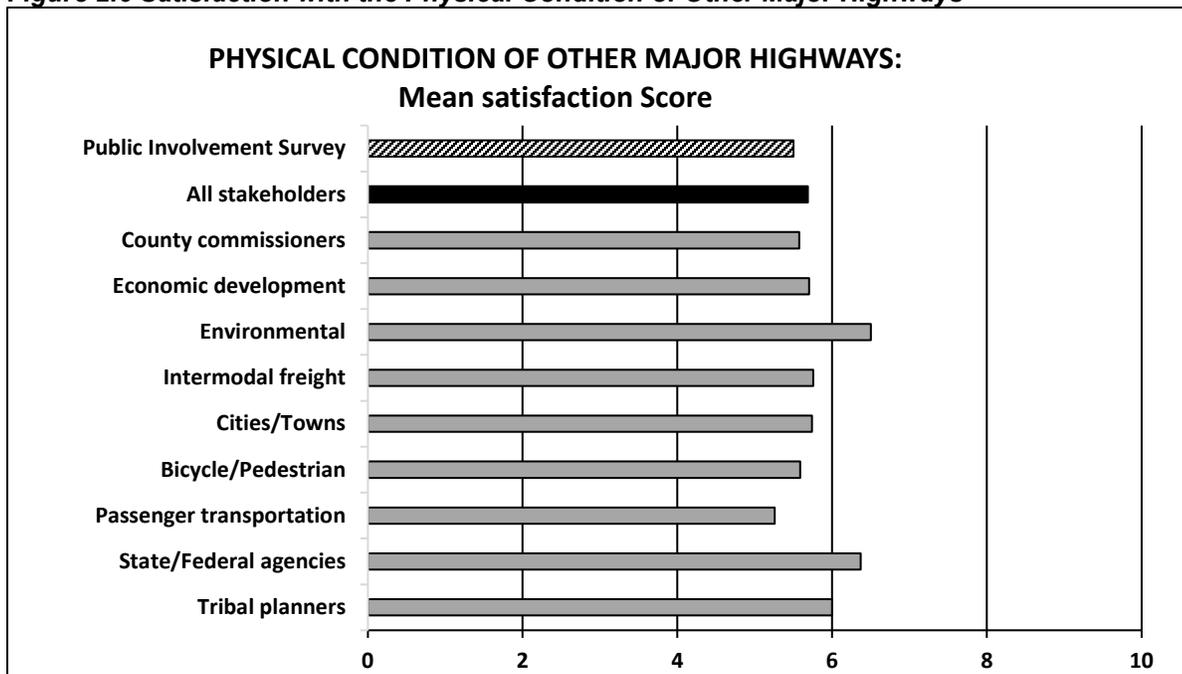


Figure 2.7 Satisfaction with the Physical Condition of Local Transit Buses

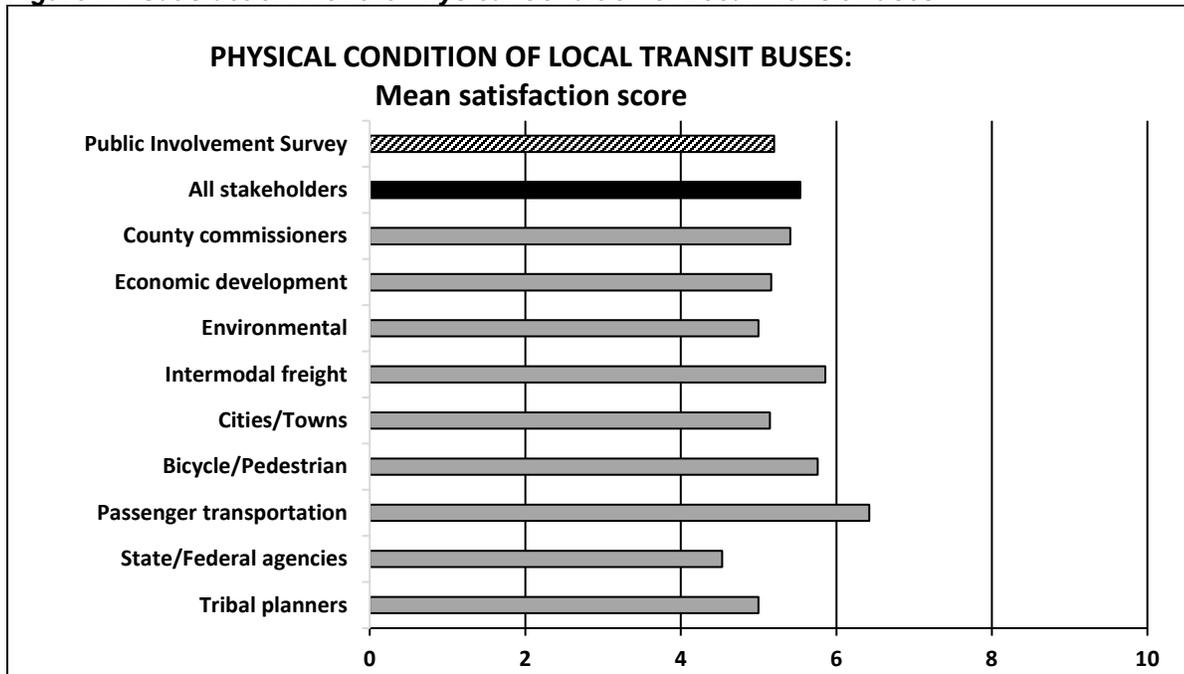


Figure 2.8 Satisfaction with the Physical Condition of Pedestrian Walkways

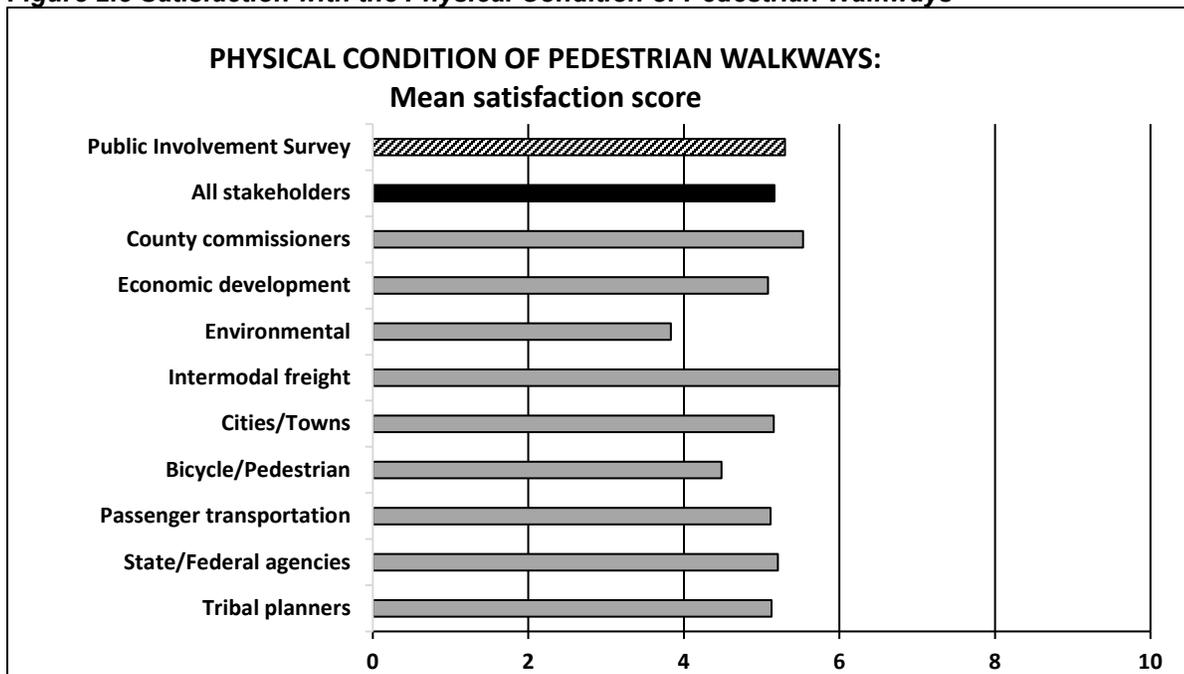
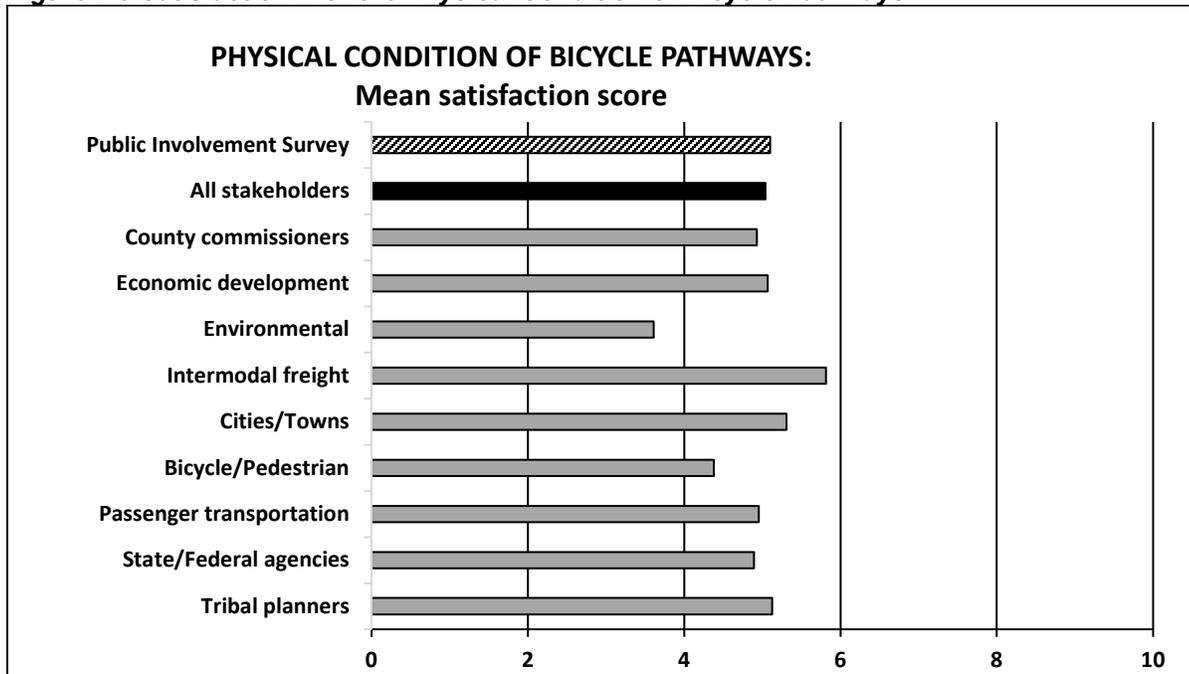


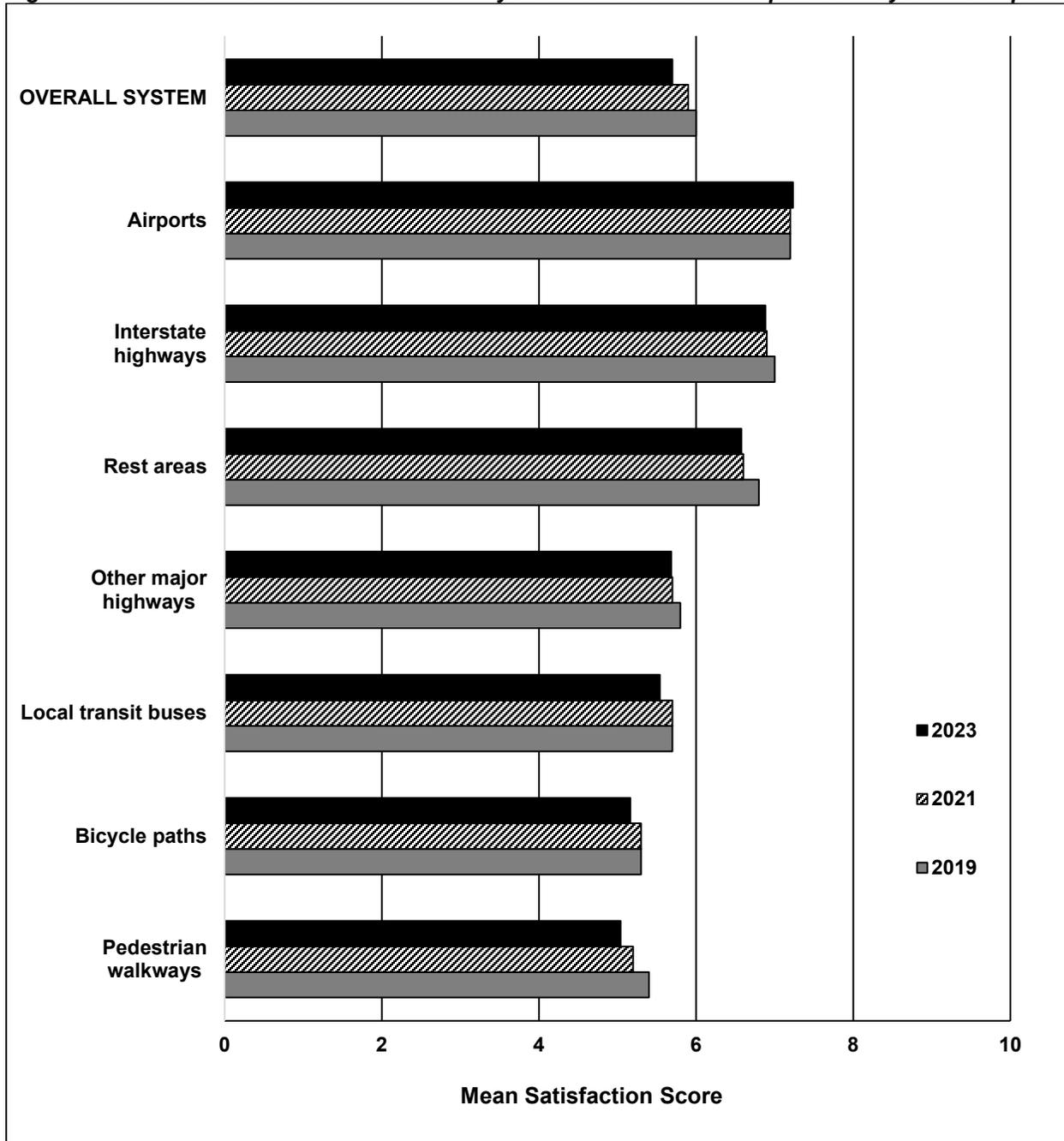
Figure 2.9 Satisfaction with the Physical Condition of Bicycle Pathways



Trends

In each of the iterations of this survey, respondents were asked identical questions regarding their satisfaction with the physical condition of various transportation system components. Satisfaction with the physical condition of the overall transportation system varied by a statistically insignificant amount from 2019 to 2023. The same was the case with each of the other attributes studied (Figure 2.10).

Figure 2.10 Trends in Satisfaction with the Physical Condition of Transportation System Components



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

There was great variability among the various transportation services in terms of rating. The availability of Air Transportation to Destinations Outside Montana received the highest satisfaction score at 6.0, compared to the lowest for Inter-City Buses, at 3.5 (Table 2.3).

Table 2.3 Satisfaction with Service Availability

	Mean	95% confidence interval		N
		Lower limit	Upper limit	
Air Transportation Outside Montana	6.0	5.8	6.3	369
Freight Rail Service	5.7	5.4	5.9	264
Air Transportation within Montana	4.9	4.7	5.2	342
Transit for the Elderly or Disabled	4.9	4.6	5.2	293
Local Bus or Van Service	4.8	4.6	5.1	312
Passenger Rail Service	3.7	3.4	4.0	317
Inter-City Buses	3.5	3.3	3.8	293

The greatest difference between the opinion of stakeholders and of the general public occurred for freight rail service and passenger rail service, where stakeholders are more satisfied than the general public (Figure 2.11 through Figure 2.18).

Figure 2.11 Satisfaction with Service Availability

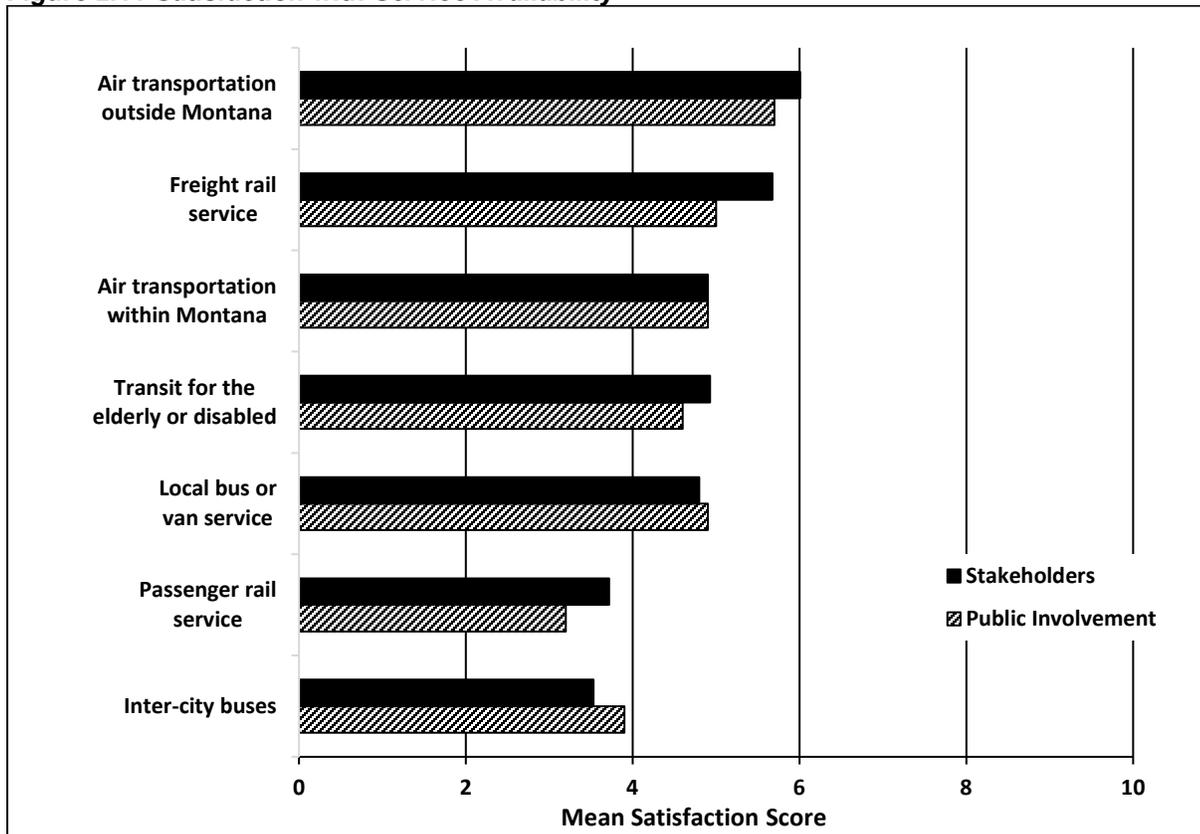


Figure 2.12 Satisfaction with the Availability of Air Transportation to Destinations Outside Montana

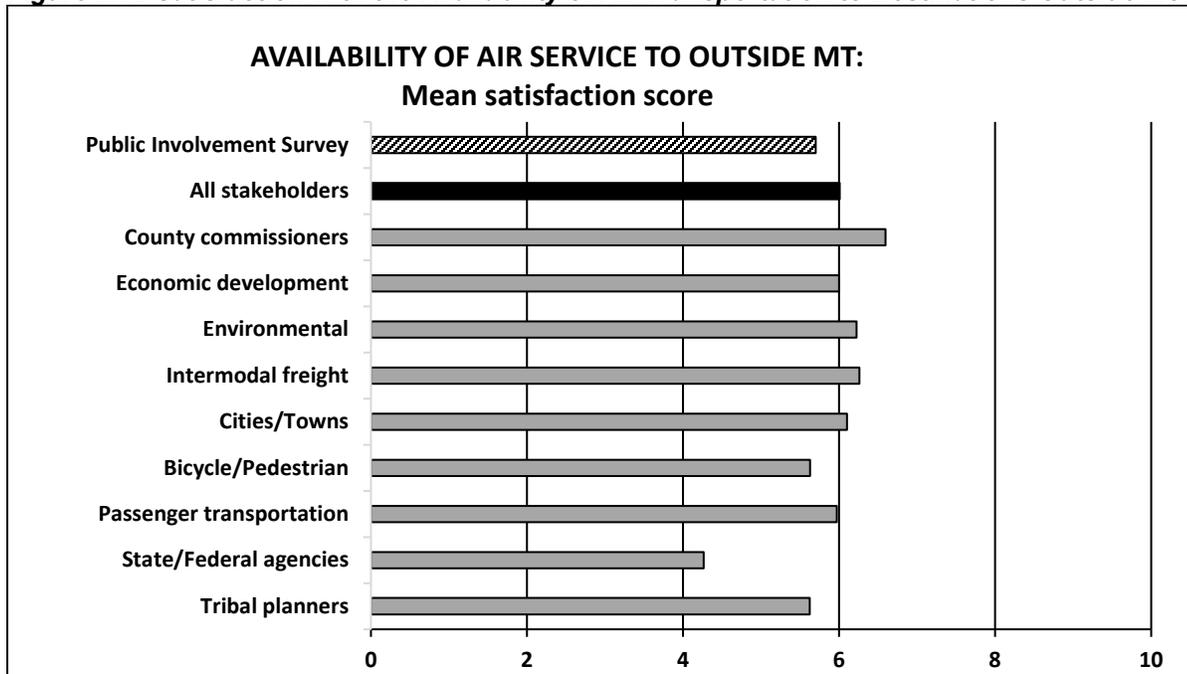


Figure 2.13 Satisfaction with the Availability of Freight Rail Service



Figure 2.14 Satisfaction with the Availability of Transit for the Elderly or Disabled

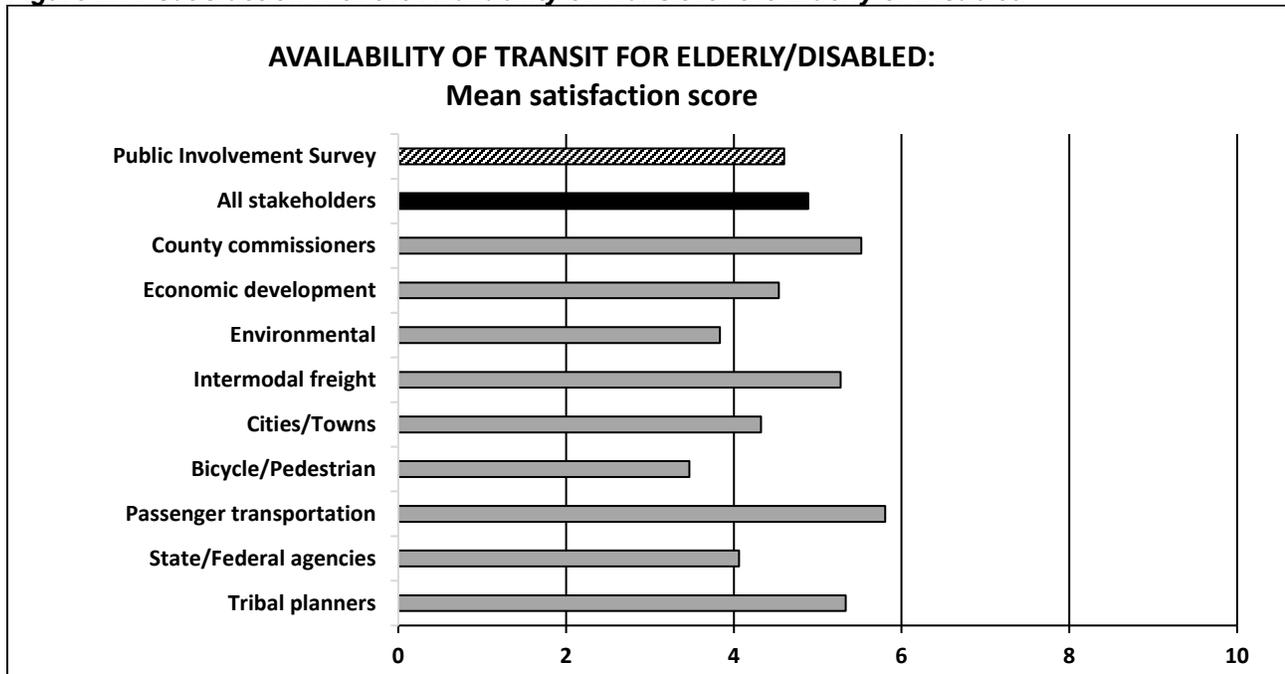


Figure 2.15 Satisfaction with the Availability of Air Transportation within Montana

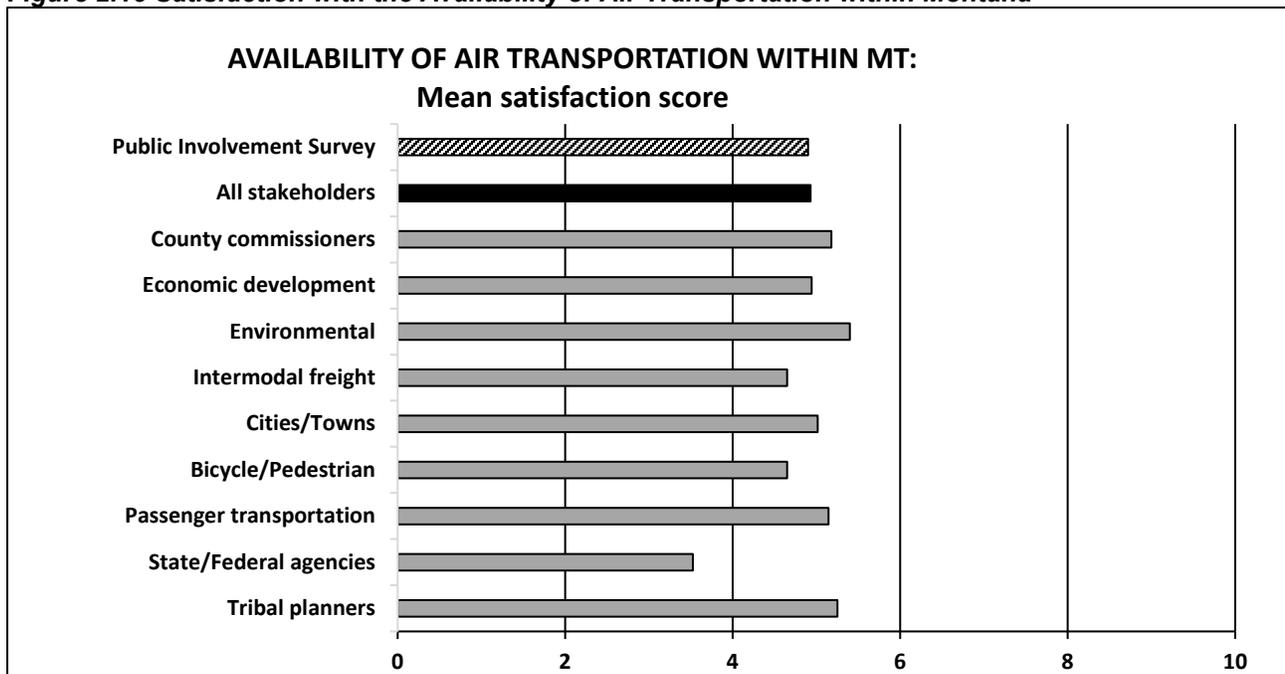


Figure 2.16 Satisfaction with the Availability of Local Bus and Van Services

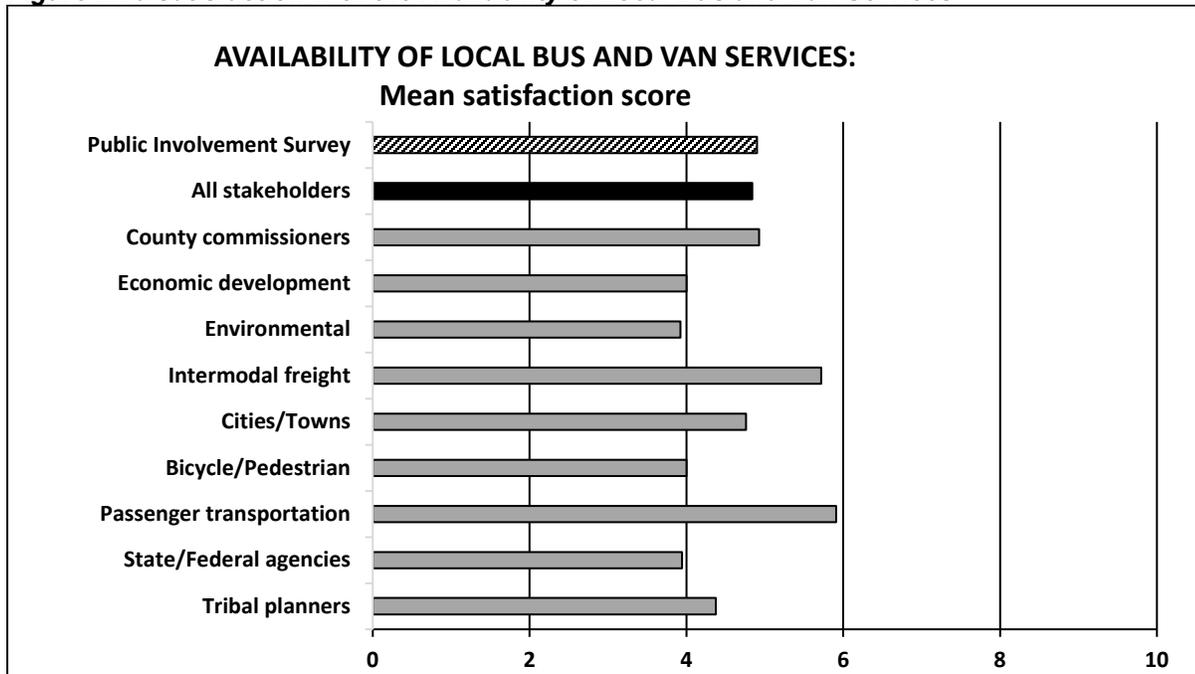


Figure 2.17 Satisfaction with the Availability of Passenger Rail Service

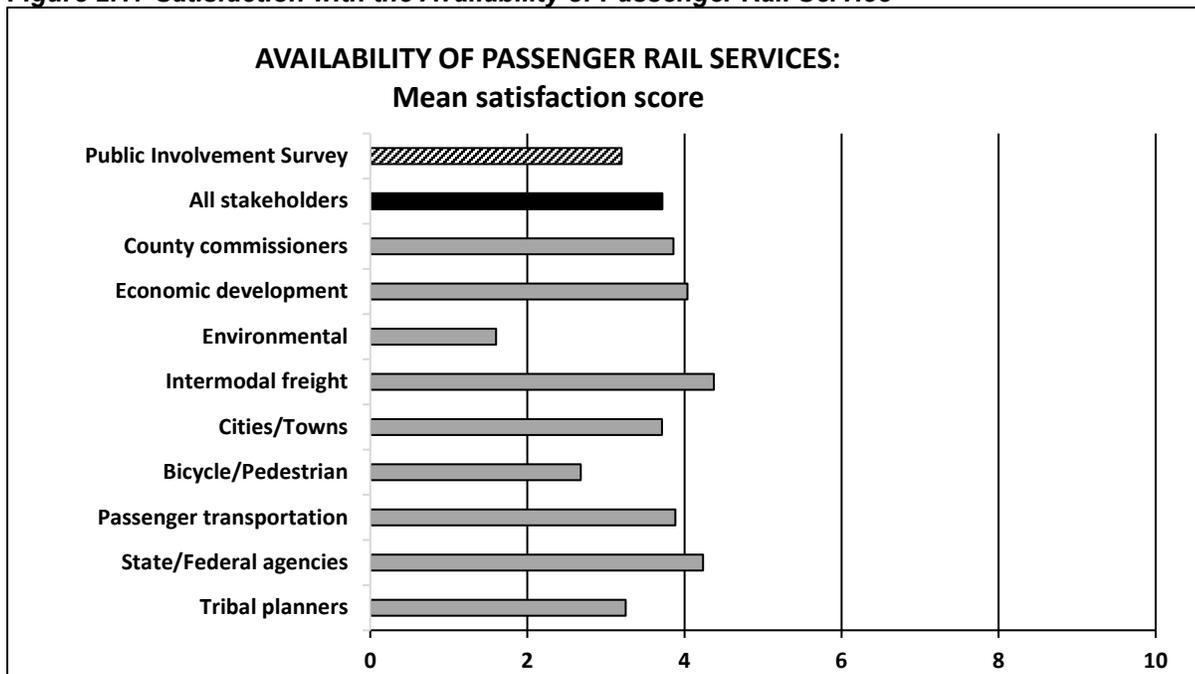
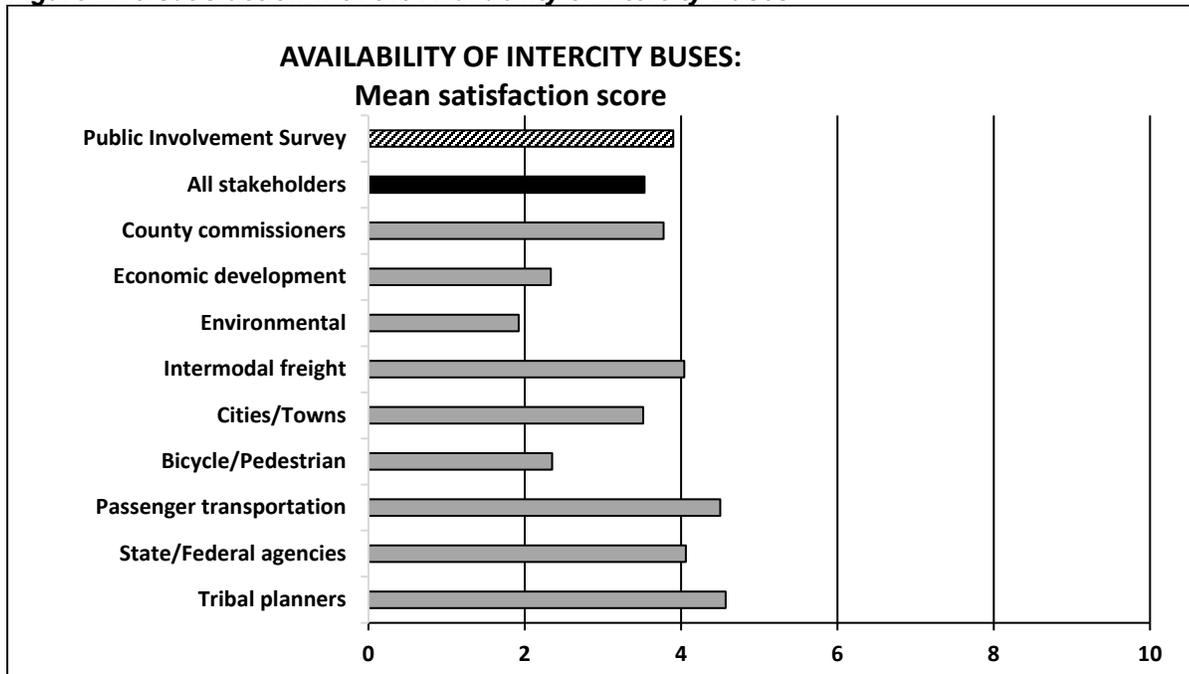


Figure 2.18 Satisfaction with the Availability of Intercity Buses

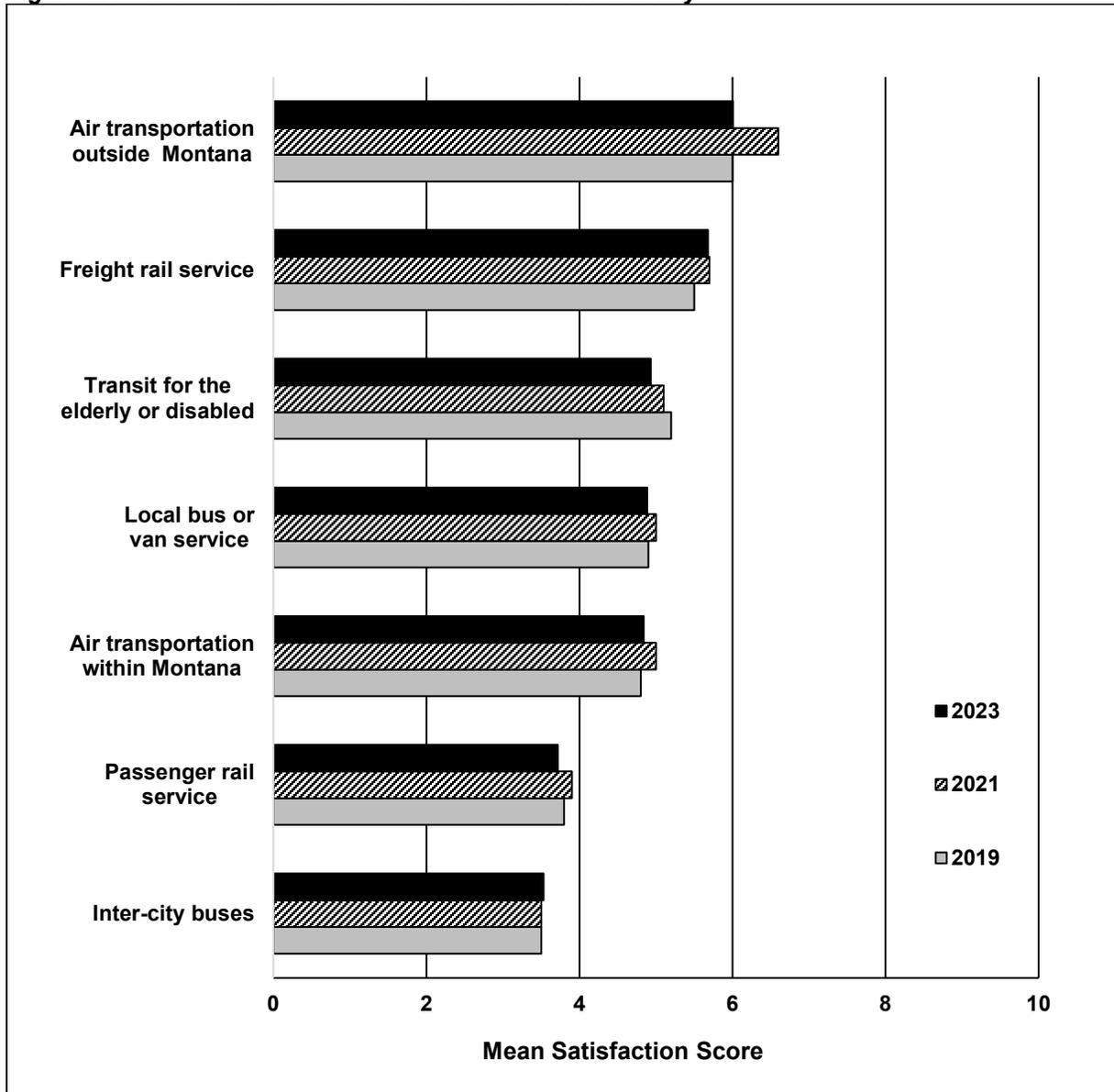


Trends

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

The ranking order of satisfaction remained the same in 2023 as compared to 2021—satisfaction with availability of air transportation to destinations outside Montana rated the highest (6.0), and satisfaction with availability of inter-city buses rating the lowest (3.5). The greatest change occurred in satisfaction with the availability of air transportation to destinations outside Montana which dropped, from 6.6 in 2021 to 6.0 in 2023 (Figure 2.19).

Figure 2.19 Trends in the Satisfaction of Service Availability



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

Stakeholder respondents rated possible problems with aspects of the state transportation system on a scale from 1 to 4, where 1 represented “Not a problem” and 4 represented “Serious problem” (Table 2.4).

- Overall, none of the problems listed were rated as being more than a moderate problem.
- Road pavement conditions were rated as a serious problem by 22% of stakeholders.
- 50% rated adequate road signs as *Not a Problem*.

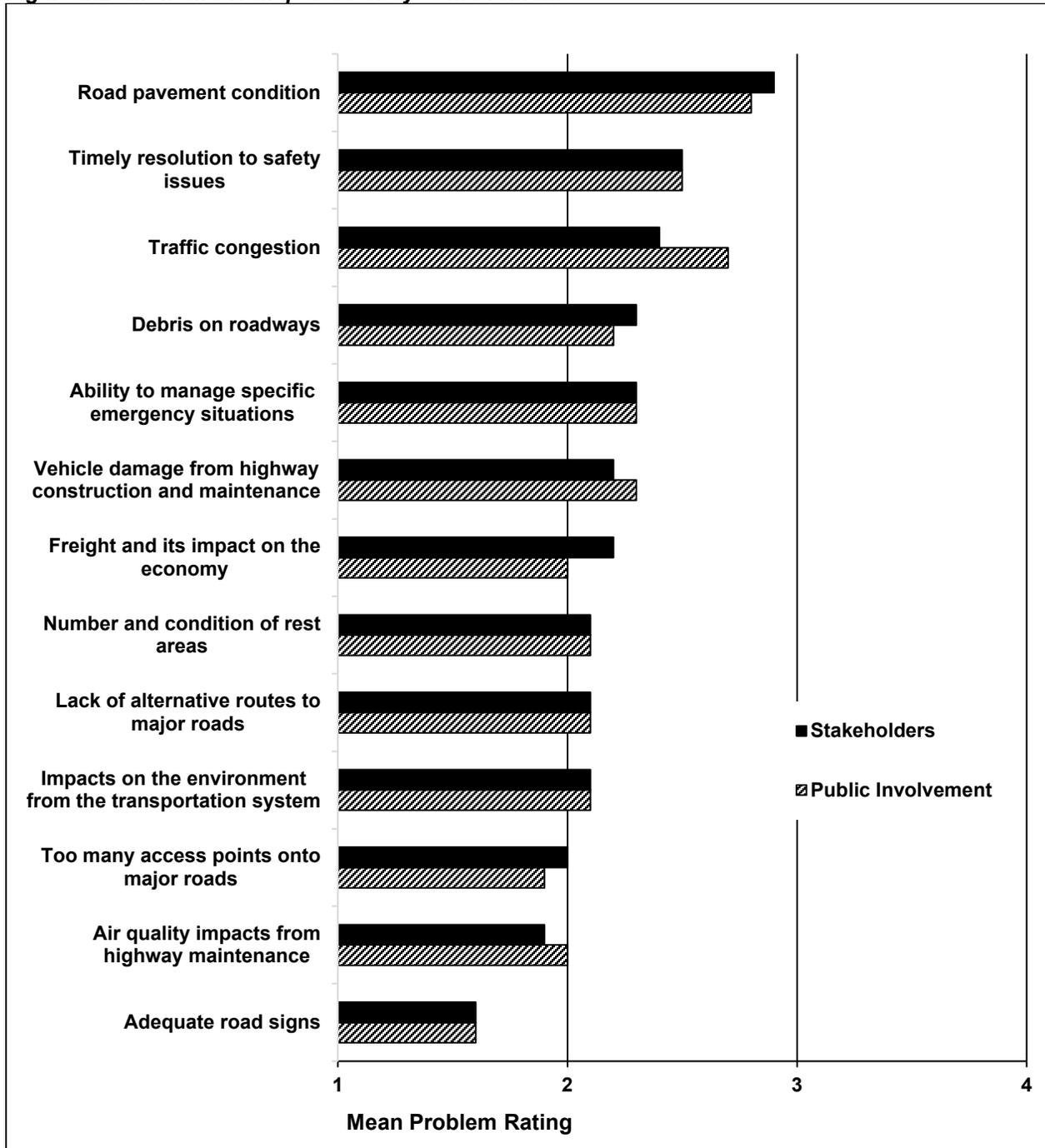
Table 2.4 Montana Transportation System Problems

	Serious Problem	Moderate Problem	Small Problem	Not a Problem	Don't Know	Mean	N
Road Pavement Condition	22%	46%	27%	3%	1%	2.9	374
Timely Resolution to Safety Issues	11%	32%	28%	11%	18%	2.5	373
Traffic Congestion	8%	36%	39%	14%	2%	2.4	374
Ability to Manage Specific Emergency Situations	8%	27%	31%	17%	17%	2.3	375
Debris on Roadways	9%	24%	50%	15%	3%	2.3	376
Vehicle Damage from Highway Construction and Maintenance	6%	26%	47%	16%	5%	2.2	375
Freight and its Impact on the Economy	6%	25%	27%	20%	22%	2.2	378
Lack of alternative routes to major roads	5%	22%	42%	24%	7%	2.1	378
Impacts on the Environment from the Transportation System	10%	15%	34%	29%	12%	2.1	370
Number and Condition of Rest Areas	7%	21%	35%	29%	8%	2.1	378
Too Many Access Points onto Major Roads	4%	19%	40%	30%	7%	2.0	373
Air Quality Impacts from Highway Maintenance	3%	17%	45%	32%	3%	1.9	375
Adequate Road Signs	3%	10%	33%	50%	4%	1.6	377

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

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

Figure 2.20 Montana Transportation System Problems



In order to keep the number of graphs in this report manageable, graphs for individual problem issues by stakeholder group are only provided for the top five (Figure 2.21 through Figure 2.25): Road pavement conditions; Timely resolution of safety issues; Traffic congestion; Debris on roadways; and Ability to manage emergencies.

Figure 2.21 First Ranked Problem — Road Pavement Condition

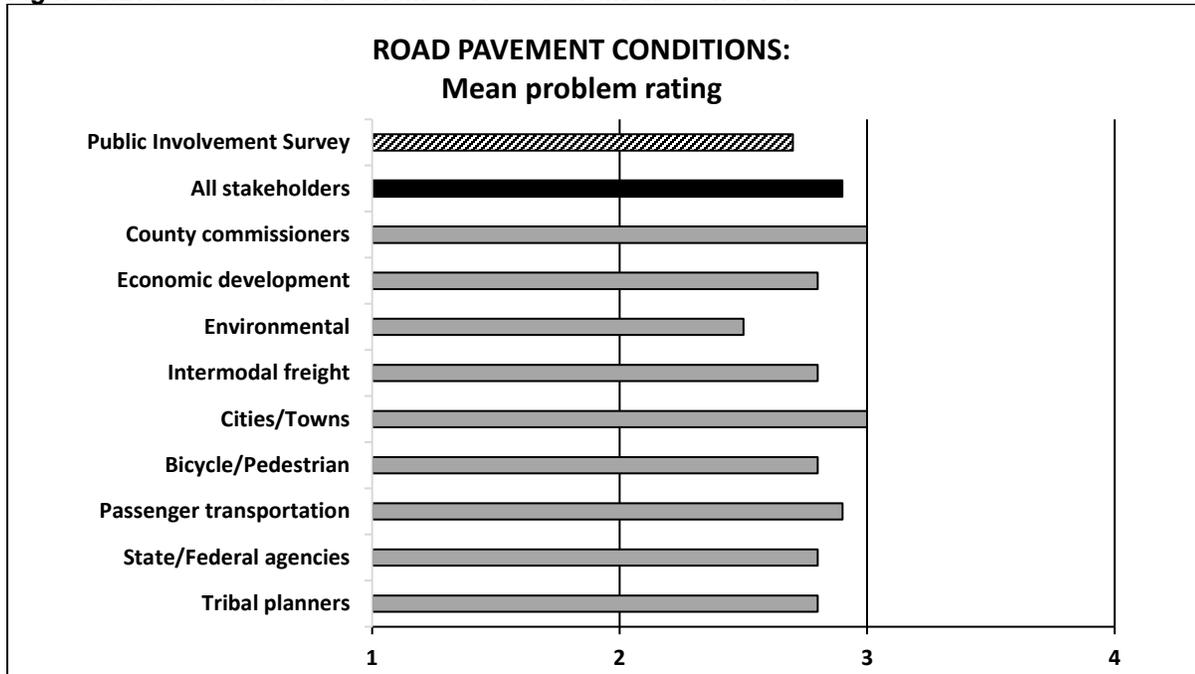


Figure 2.22 Second Ranked Problem — Timely Resolution of Safety Issues

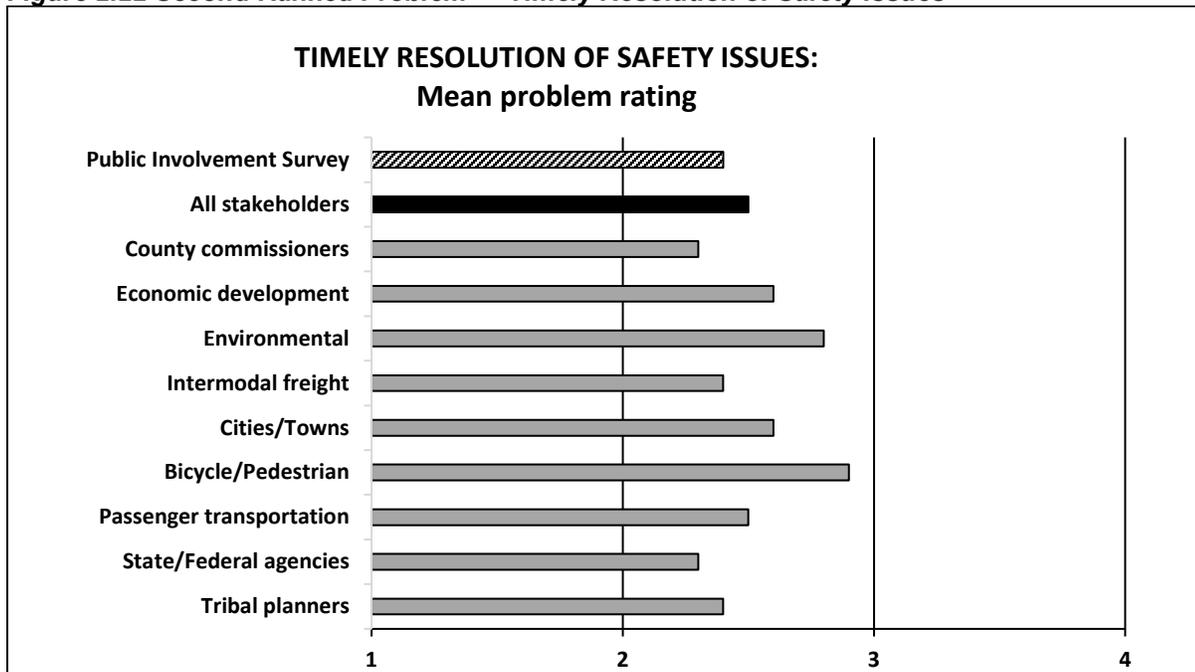


Figure 2.23 Third Ranked Problem — Traffic Congestion

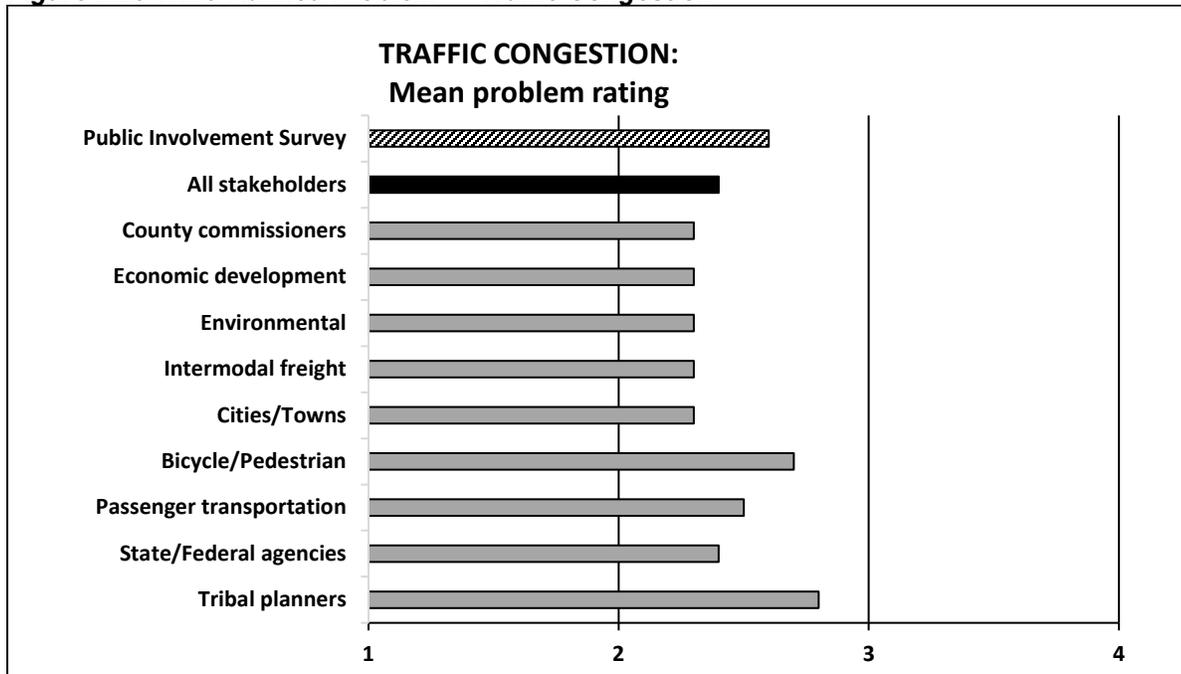


Figure 2.24 Fourth Ranked Problem — Debris on Roadways

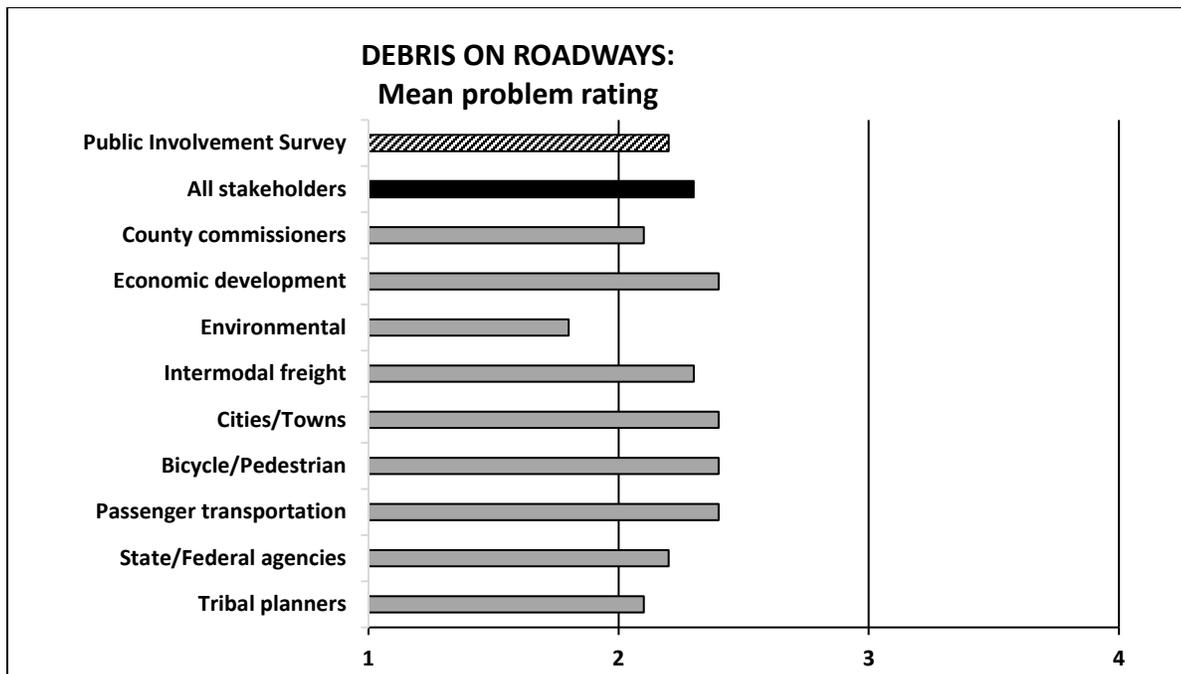
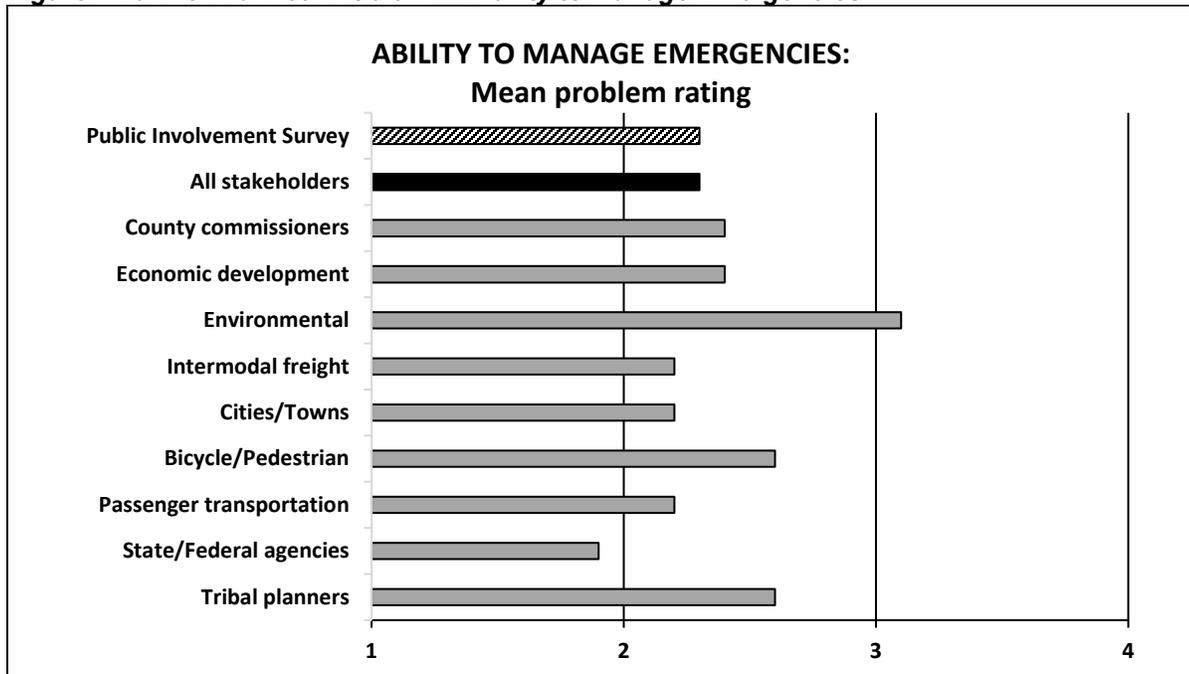


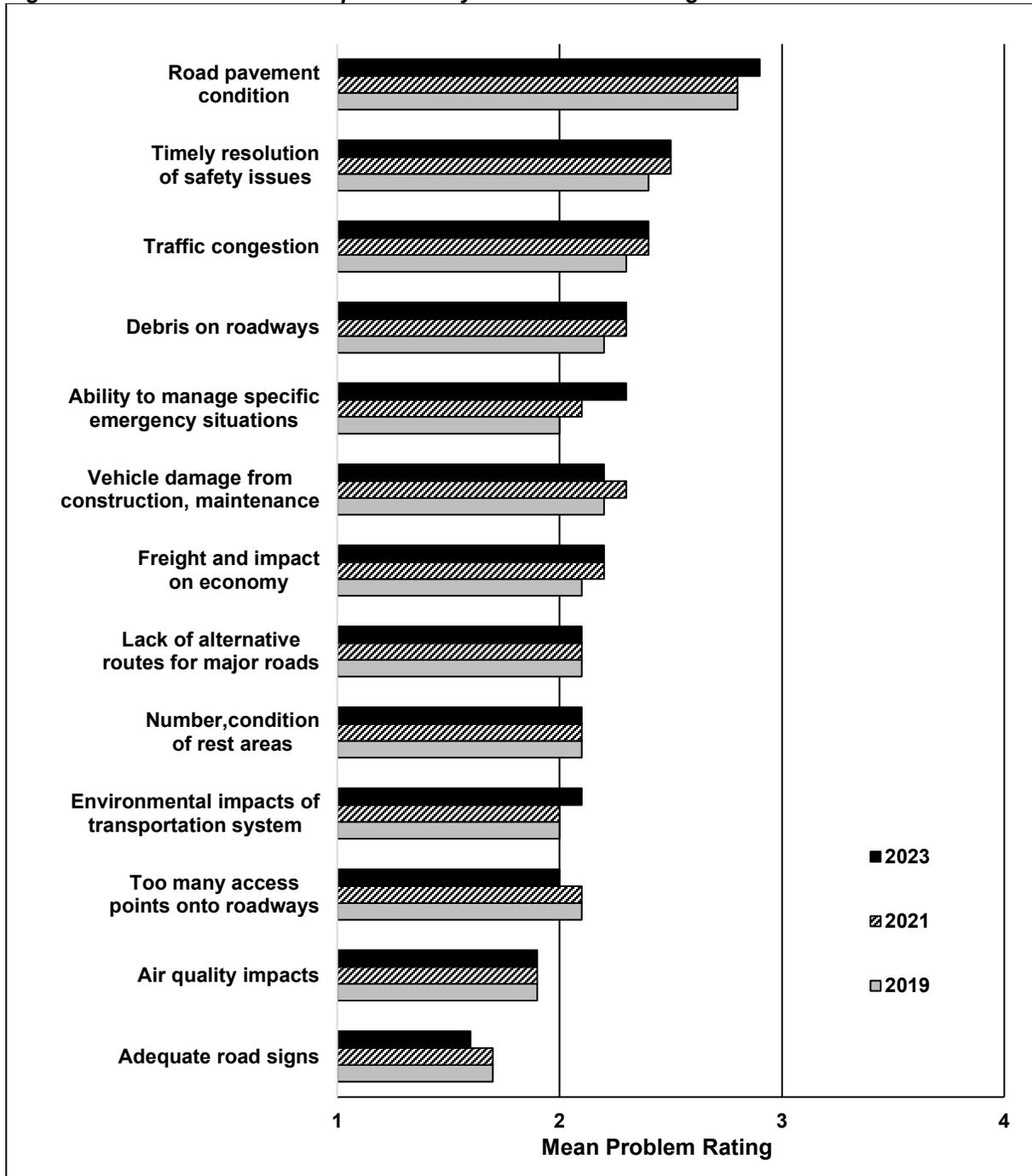
Figure 2.25 Fifth Ranked Problem — Ability to Manage Emergencies



Trends

Mean problem ratings showed only small changes between 2019 and 2023. Since 2019 there has been a small but steady increase in the problem rating for the ability to manage emergencies (Figure 2.26).

Figure 2.26 Trends in the Transportation System Problem Ratings



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

Respondents were asked to use a scale from 1 to 5 to prioritize 15 possible actions that could be undertaken to improve Montana’s transportation system. A value of 1 represented *Very Low Priority*, while a value of 5 represented *Very High Priority*. As indicated in Table 2.3, most transportation system issues are considered small problems; however, stakeholders assign a *Medium Priority* or a *Somewhat High Priority* to addressing them (Table 2.5). There was great consistency between stakeholder respondents and respondents from the general public (Figure 2.27). Only the top five priorities (Figure 2.28 through Figure 2.32) are broken out by stakeholder group:

- Road pavement condition;
- Transportation safety;
- Interstate and major highways;
- Wildlife crossings and barriers; and
- Roadside vegetation.

Table 2.5 Prioritization of Actions to Improve Transportation System

Component	Very High Priority	Somewhat High Priority	Medium Priority	Somewhat Low Priority	Very Low Priority	Mean	N
Road Pavement Conditions	27%	45%	24%	2%	1%	4.0	374
Transportation Safety	26%	33%	31%	9%	2%	3.7	372
Interstates and Major Highways	17%	38%	37%	5%	2%	3.6	372
Wildlife Crossings and Barriers	23%	31%	29%	12%	5%	3.5	374
Roadside Vegetation	17%	32%	37%	12%	2%	3.5	373
Keeping the Public Informed	17%	34%	36%	11%	2%	3.5	373
Support Local Transport Systems	18%	27%	34%	15%	6%	3.4	370
Adequate Pedestrian Facilities	20%	22%	32%	17%	9%	3.3	374
Existing Passenger Rail Service	21%	22%	29%	19%	9%	3.3	370
Scheduled Airline Service	14%	24%	33%	20%	9%	3.1	370
Semi-Truck Parking and Facilities	7%	26%	43%	18%	6%	3.1	374
Improve Rest Areas	6%	17%	44%	25%	7%	2.9	369
Adequate Bicycle Facilities	16%	14%	28%	28%	14%	2.9	366
Reduce Traffic Congestion by Increasing Highway Capacity	6%	21%	39%	22%	12%	2.9	371
Regulate Highway Approaches	4%	14%	37%	35%	10%	2.7	370

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

Figure 2.27 Prioritization of Actions for Improving Transportation System

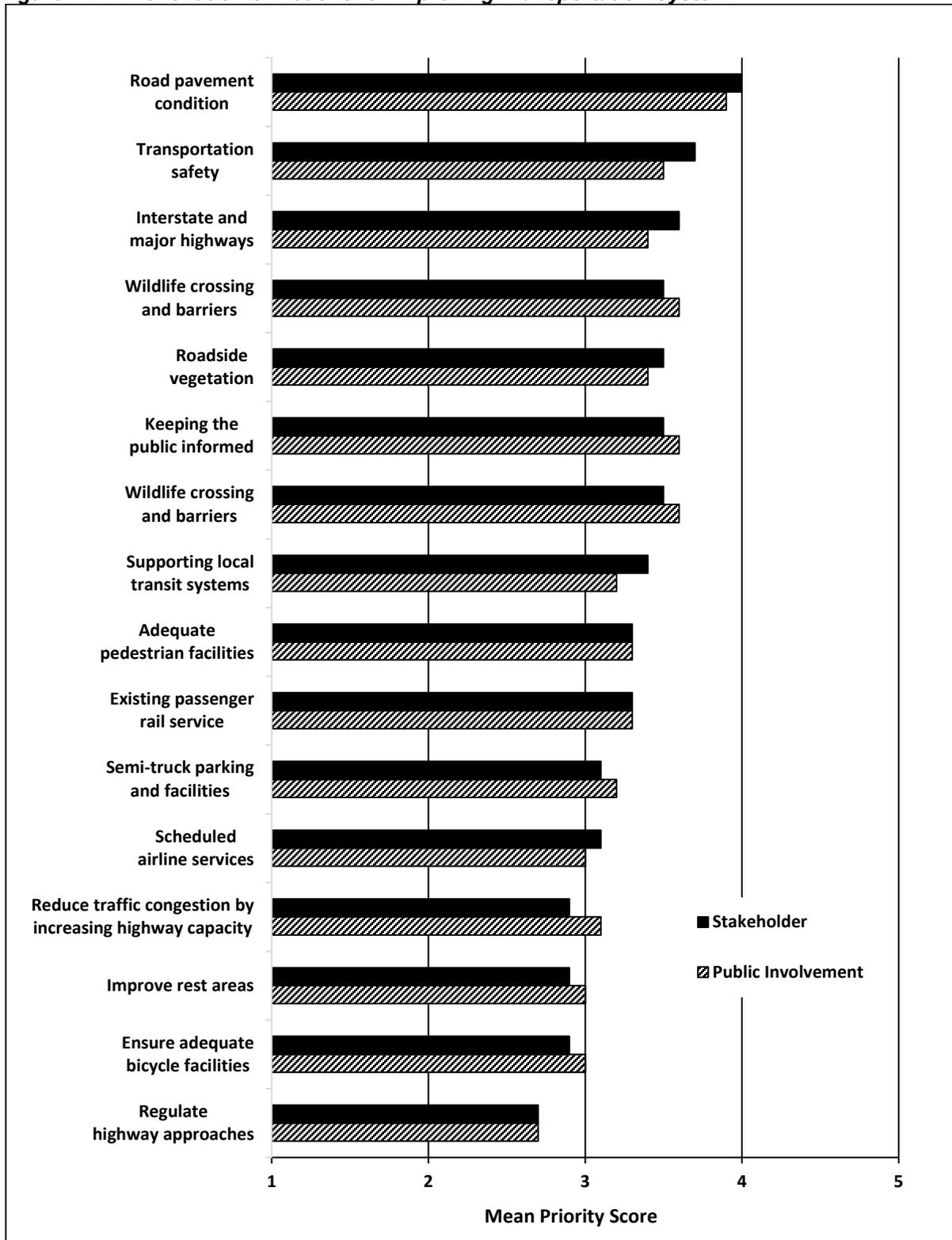


Figure 2.28 First Priority — Road Pavement Conditions

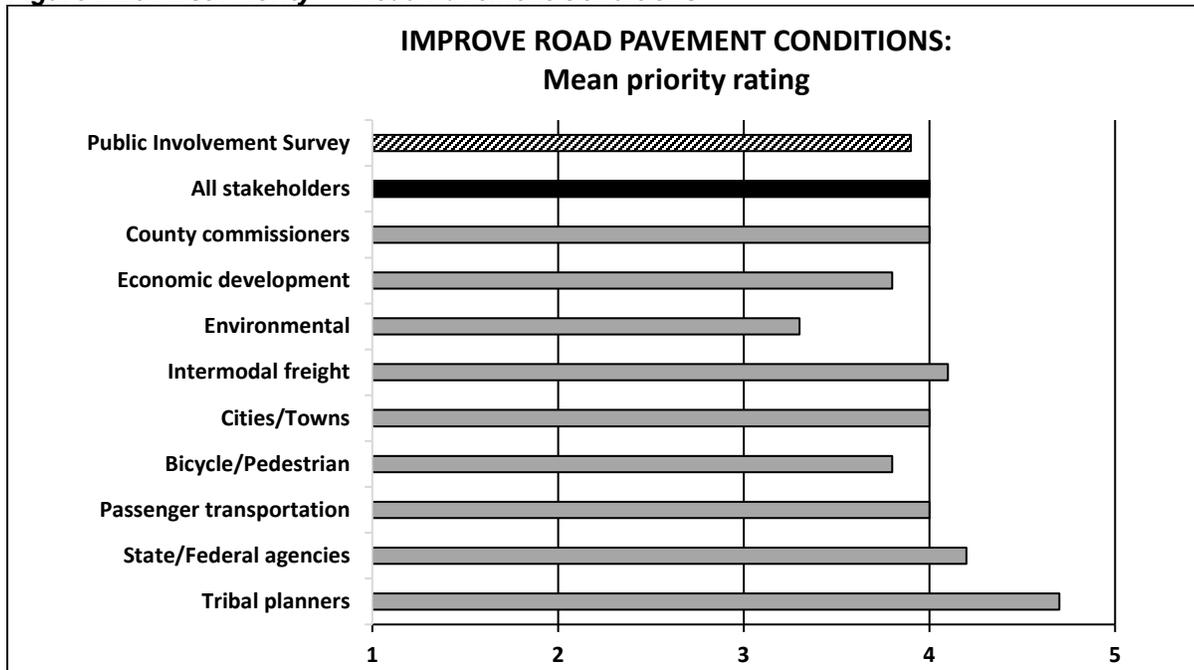


Figure 2.29 Second Priority — Improve Transportation Safety

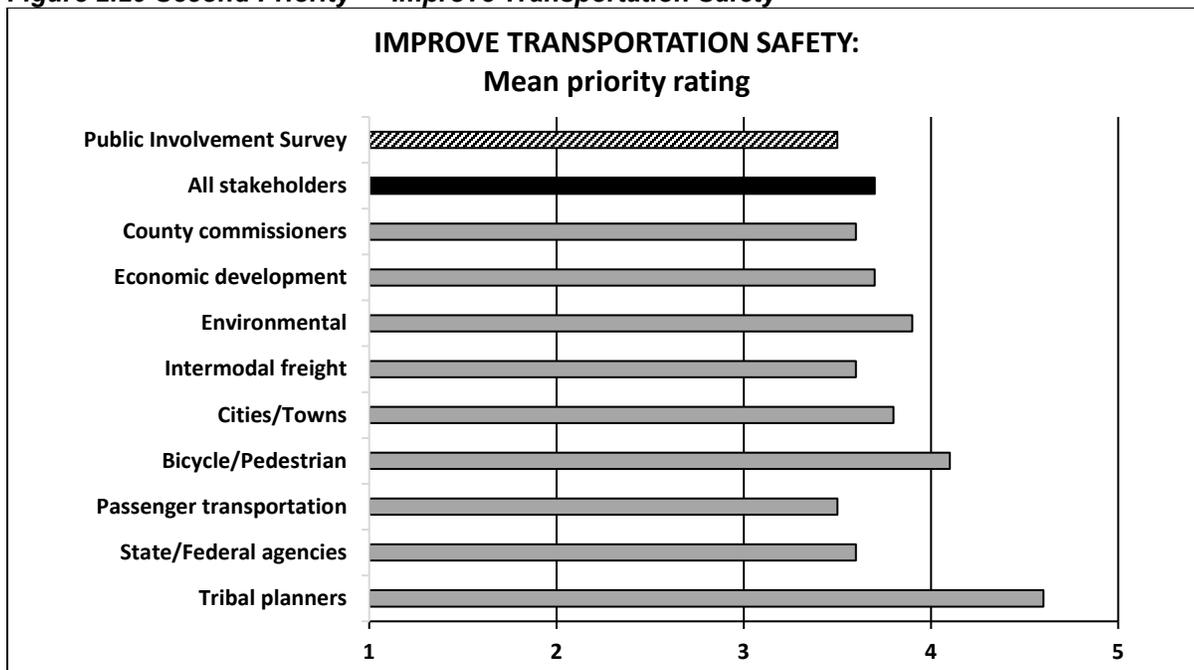


Figure 2.30 Third Priority — Interstates and Major Highways

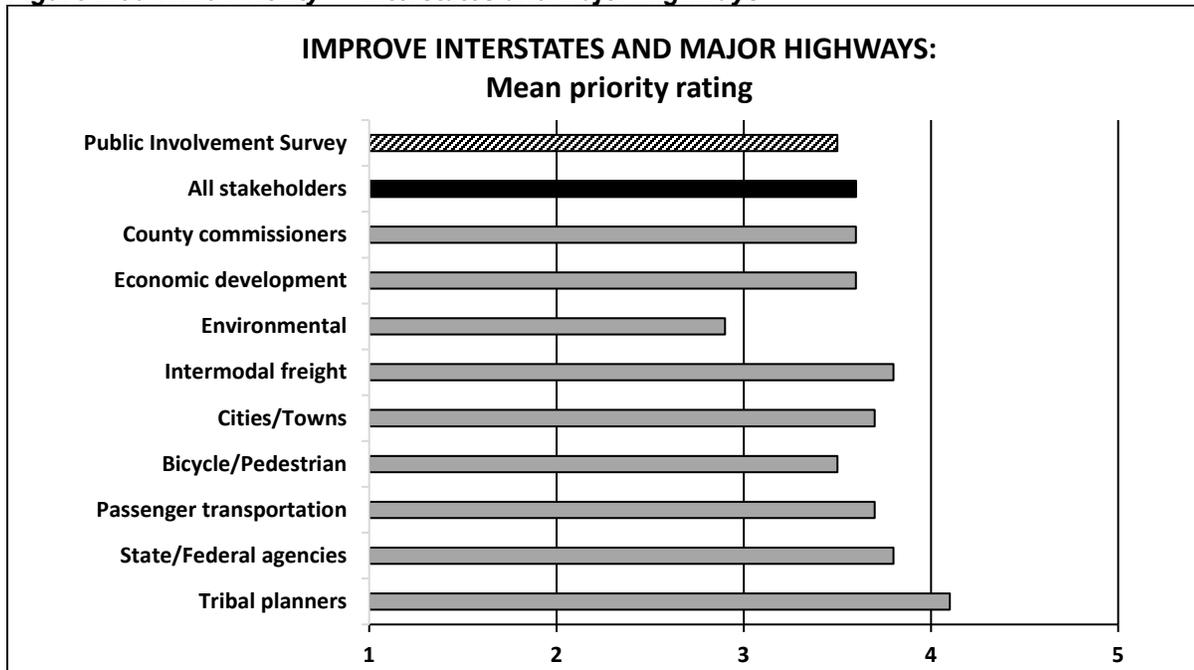


Figure 2.31 Fourth Priority — Wildlife Crossings and Barriers

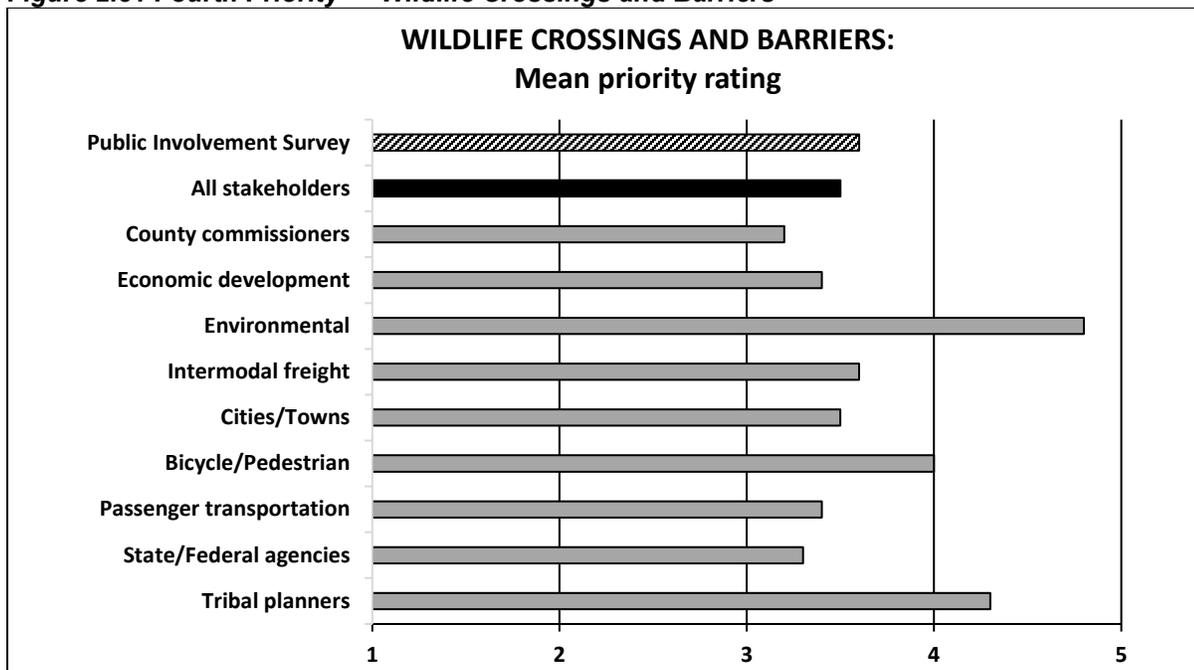
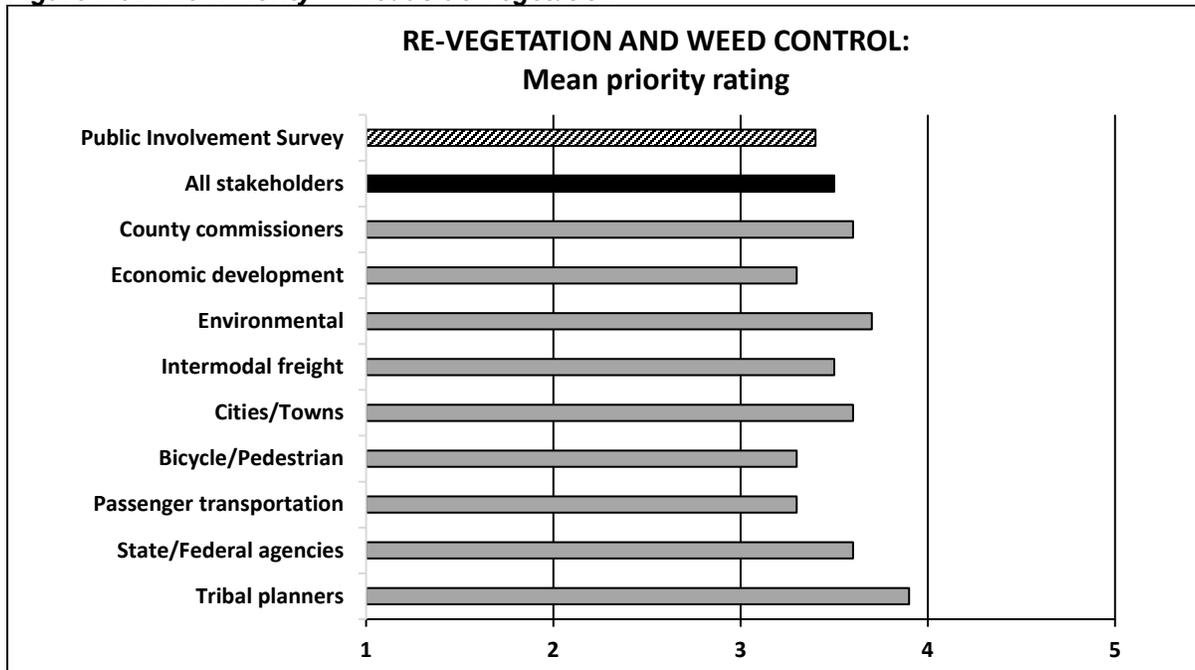


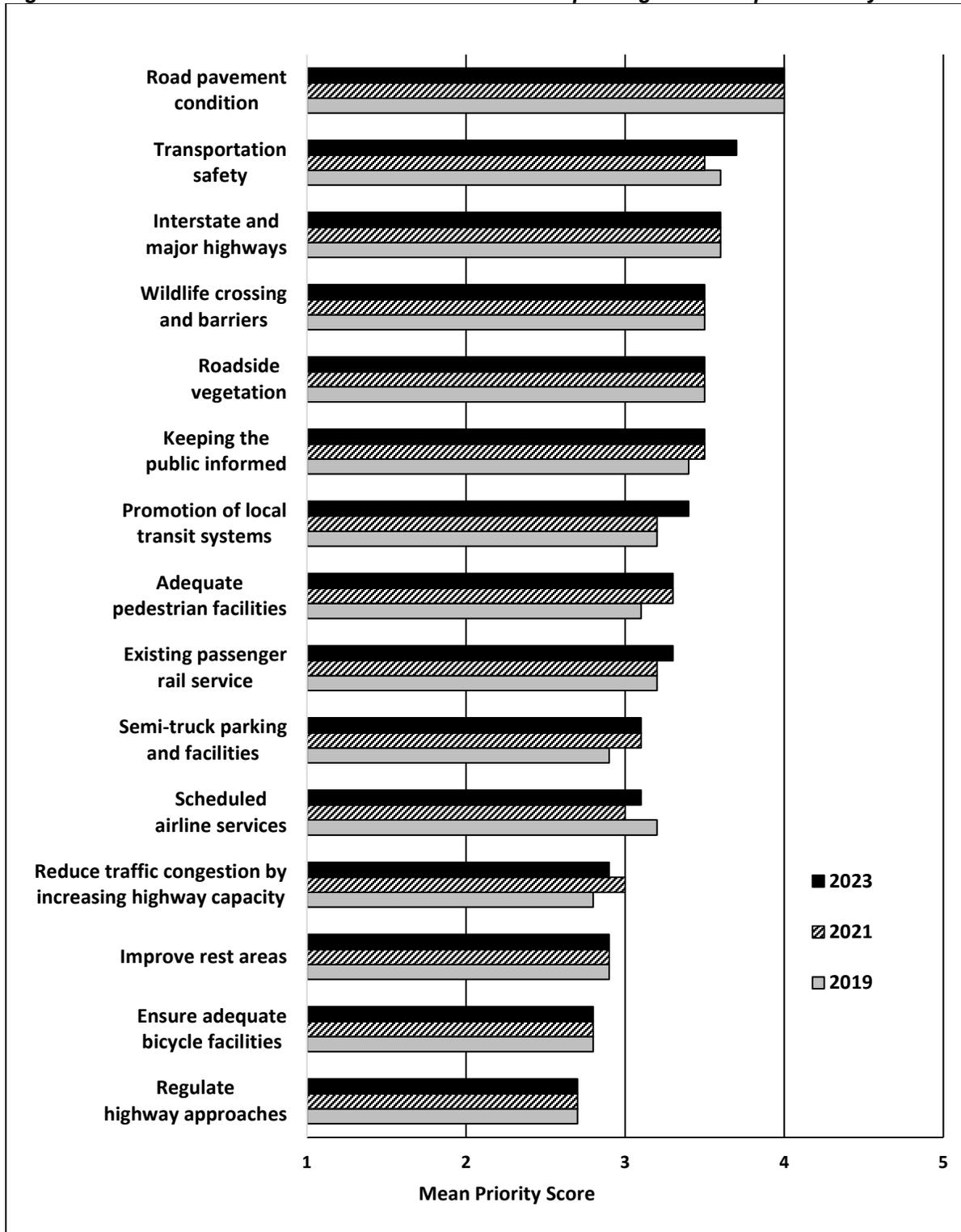
Figure 2.32 Fifth Priority — Roadside Vegetation



Trends

Finally, there was very little change in priority assessment between 2023 and 2019 (Figure 2.33).

Figure 2.33 Trends in the Prioritization of Actions for Improving the Transportation System



CHAPTER 3 MDT SYSTEM FUNDING PRIORITIES

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

The average Montanan pays between \$260 and \$320 per year in state and federal fuel taxes to support transportation infrastructure in the state. Stakeholders were asked if they felt they received greater or lesser value per year from the Montana transportation system (Table 3.1).

- Overall, a majority of stakeholders feel they get about or more value than \$260-\$320 per year from the state’s transportation system (83%).
- More stakeholders than general public respondents believe they get about or more value than \$260-\$320 per year from the transportation system (83% and 69%, respectively).
- Among stakeholders, economic development officials (61%) state and federal agency workers believe they get more value (56%) than other stakeholders.

Table 3.1 Perceived Value from Montana’s Transportation System

	More Value	About \$260-\$320	Less Value	N
Public Involvement Survey	19%	50%	31%	1,218
All Stakeholders	40%	43%	18%	368
County Commissioners	43%	40%	17%	47
Cities and Towns	43%	41%	16%	58
Economic Development	61%	39%	0%	18
Environmental Groups	48%	40%	13%	40
Intermodal Freight	28%	48%	24%	82
Bicycle and Pedestrian	46%	46%	7%	28
Passenger Transportation	32%	45%	23%	69
State and Federal	56%	22%	22%	18
Tribal Planners	38%	50%	13%	8

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

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

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

- Overall, with the exception of bicycle pathways and pedestrian walkways, the majority of respondents think the listed items should be funded at the same or higher level.
- The greatest percentage of respondents (59%) think bicycle pathways should be funded at a lower level.
- Some respondents ranked certain items to receive greater funding than current levels, with maintenance (29%) receiving the greatest percentage of such rankings.

Table 3.2 Funding Priorities by System Component

Component	Fund at Lower Level	Fund at Same Level	Fund at Higher Level	N
Bicycle Pathways	59%	28%	13%	365
Pedestrian Walkways	51%	33%	16%	358
Rest Areas	39%	54%	7%	356
Local Transit Buses	37%	47%	16%	366
Interstate Highways	19%	65%	16%	366
Other Major Highways	11%	63%	26%	361
Maintenance	5%	65%	29%	363

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

Figure 3.1 Transportation System Components Where Respondents Favor Reduced Funding

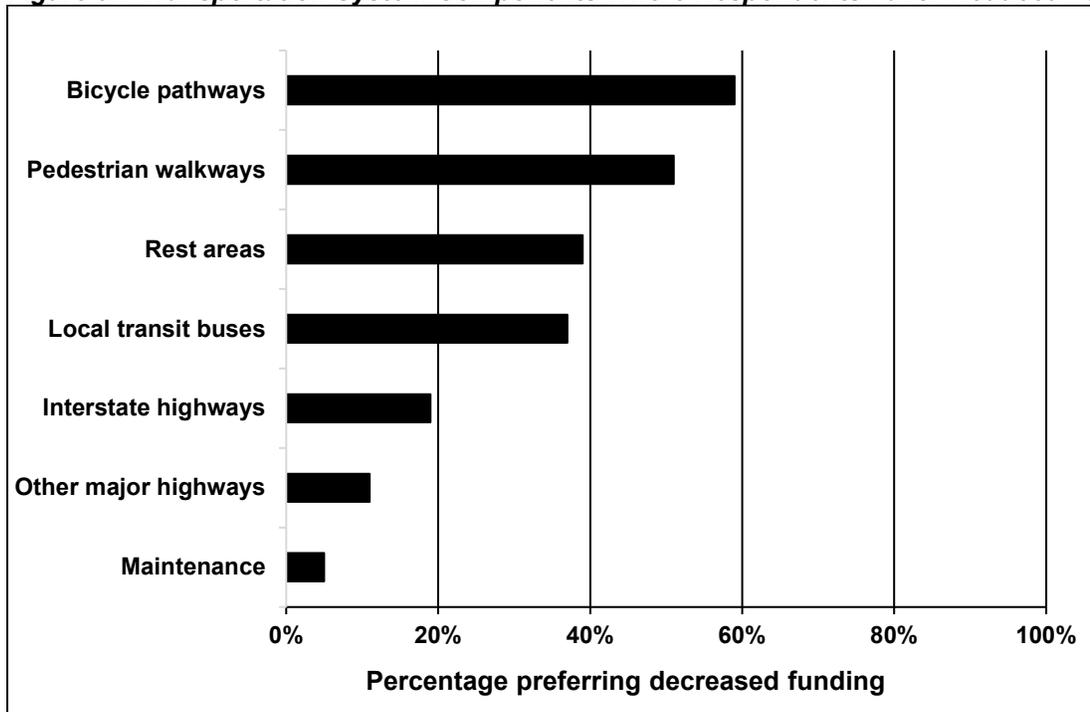


Figure 3.2 First Preference for Decreased Funding — Bicycle Pathways

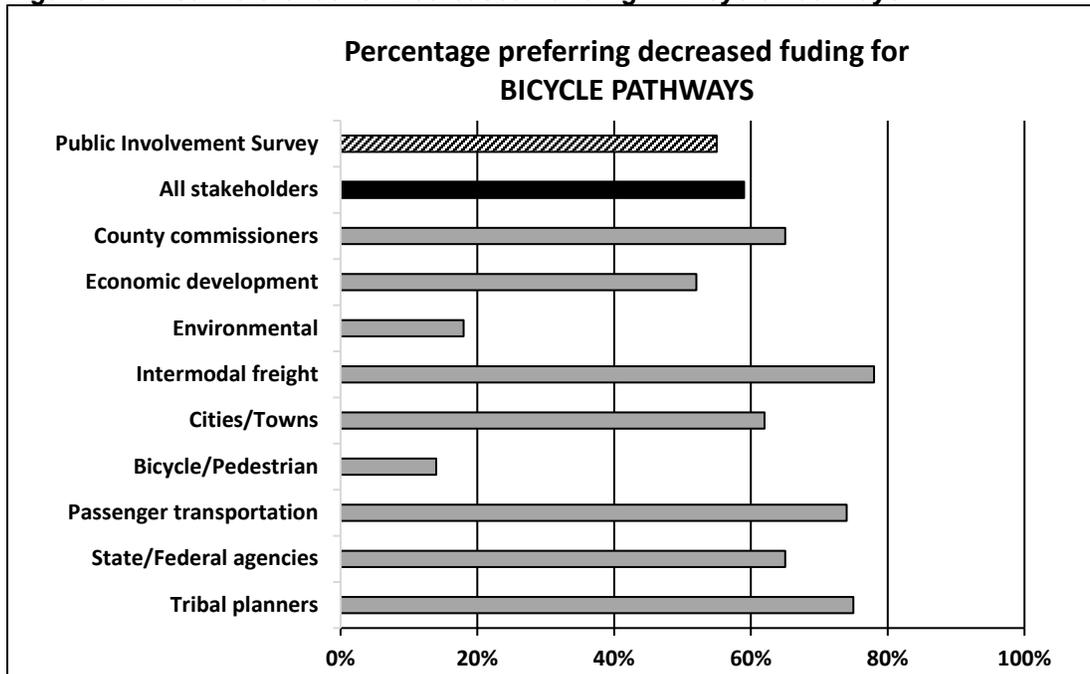


Figure 3.3 Second Preference for Decreased Funding — Pedestrian Walkways

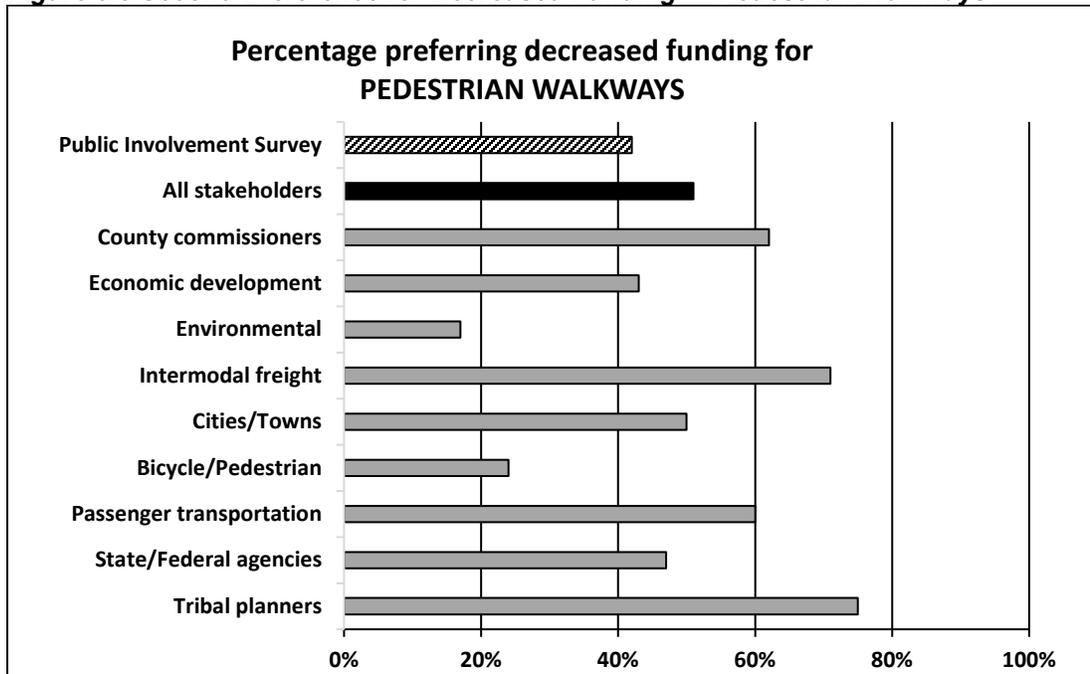


Figure 3.4 Third Preference for Decreased Funding — Rest Areas

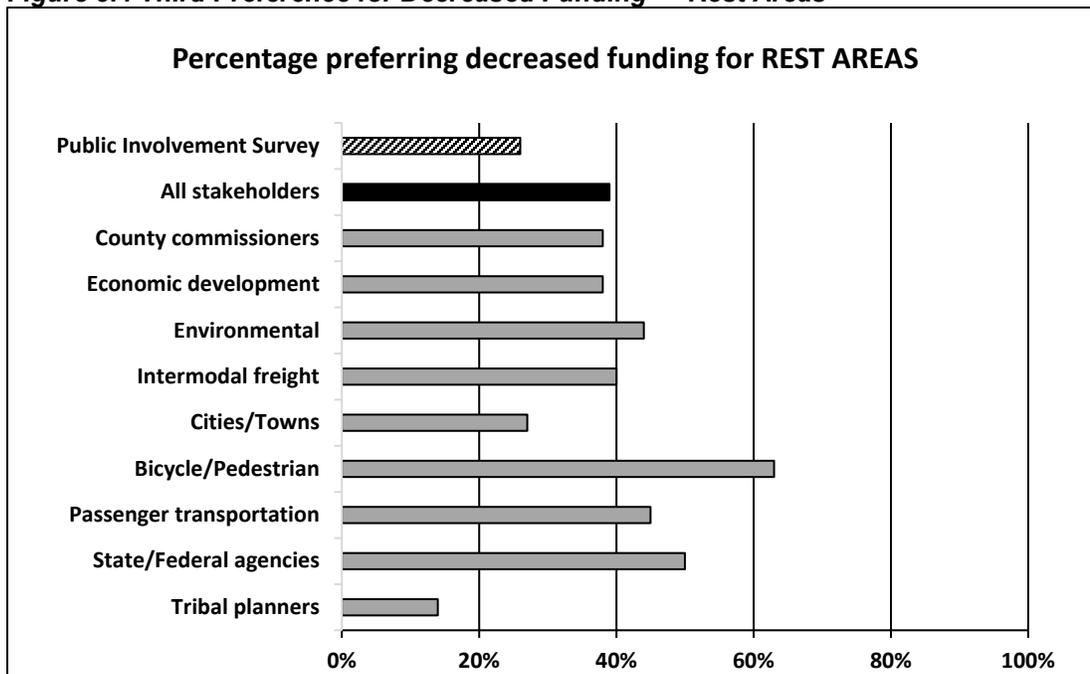
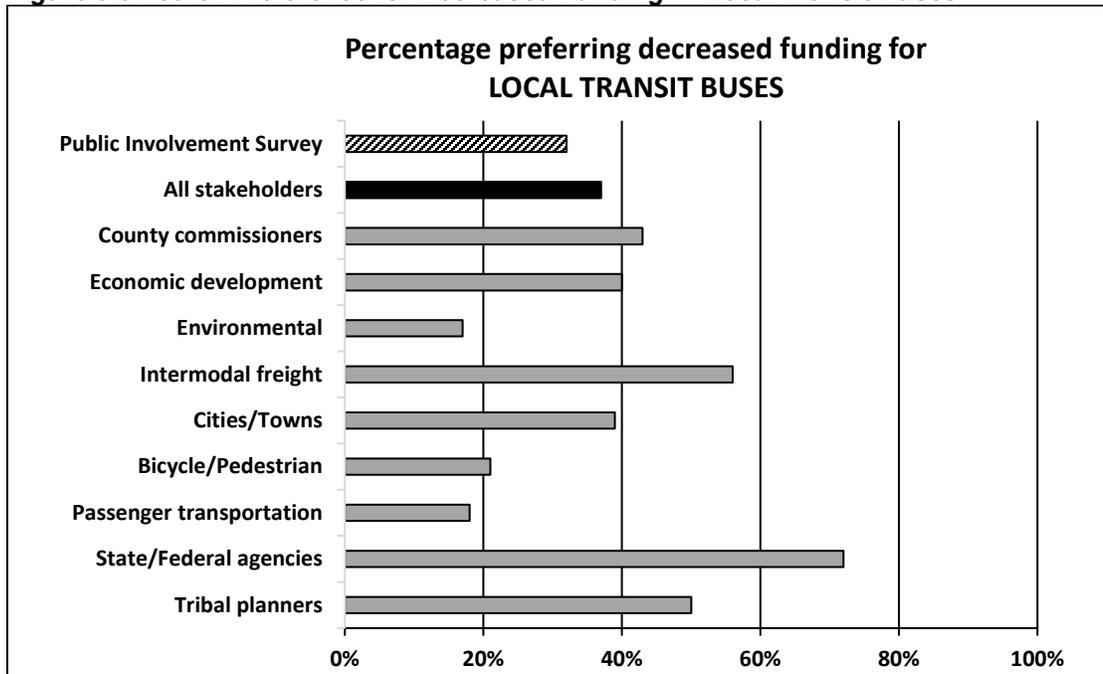


Figure 3.5 Fourth Preference for Decreased Funding — Local Transit Buses



CHAPTER 4 COMMUNICATION TOOLS

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

Montana stakeholders were asked to rate the usefulness of selected public communications tools used by MDT. Each tool was rated on a scale from 1 to 5, where 1 represented *Not at All Useful* and 5 represented *Extremely Useful* (Table 4.1 and Figure 4.1).

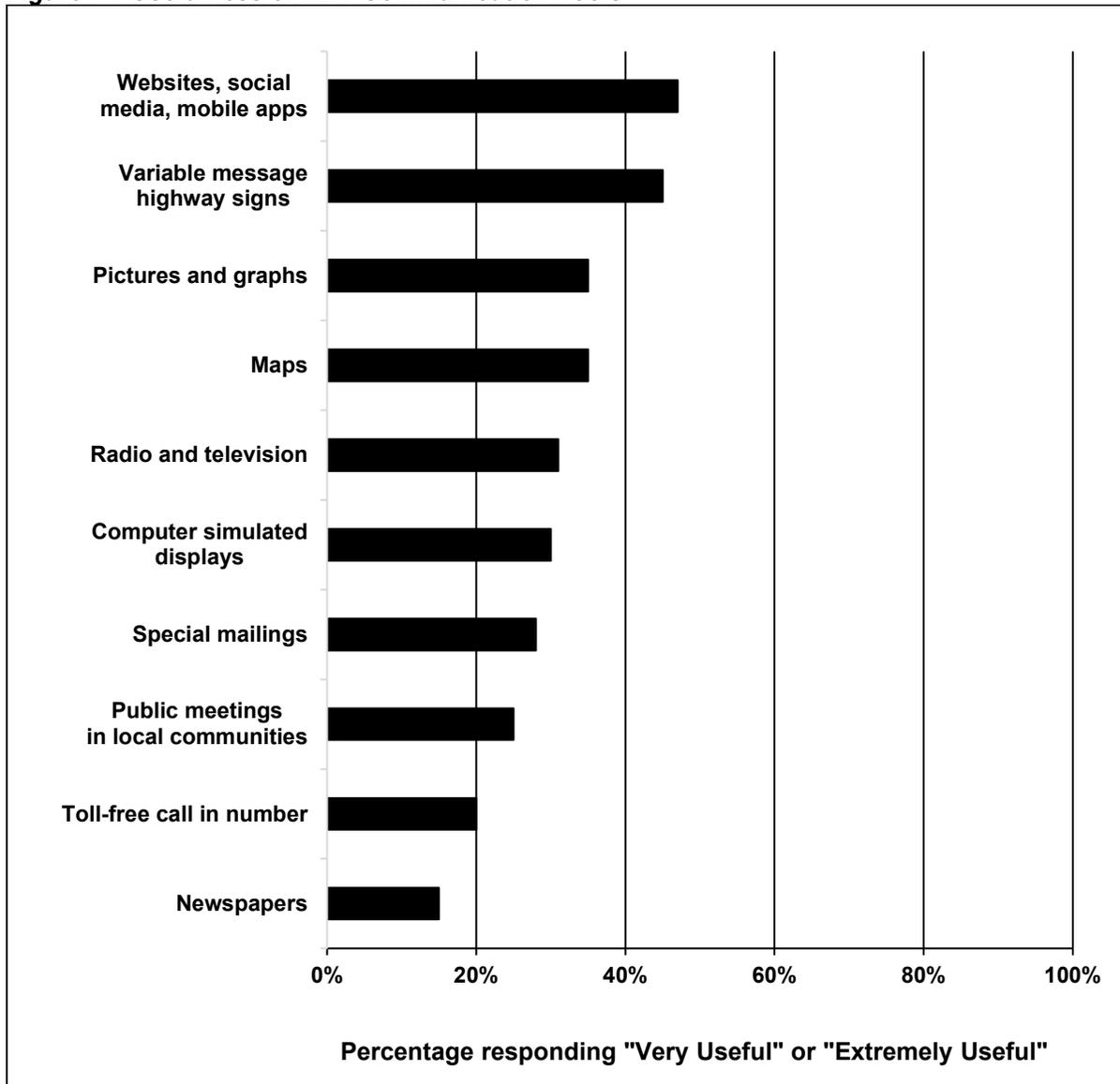
- Of the 10 tools listed, stakeholders ranked websites, social media and mobile apps as the most useful, with 47% rating them as *Very Useful* or *Extremely Useful*. Variable-message highway signs were a close second, with 45%.
- Toll-free call-in numbers and newspapers were ranked as the least useful, with over half (54% and 56%, respectively) of stakeholders deeming them either *Slightly Useful* or *Not at All Useful*.

Table 4.1 Usefulness of MDT Communication Tools

Communication Tool	Extremely Useful	Very Useful	Moderately Useful	Slightly Useful	Not At All Useful	Mean	N
Websites, Social Media, or Mobile Apps	15%	32%	31%	15%	7%	3.3	362
Variable Message Highway Signs	9%	36%	34%	15%	6%	3.3	362
Pictures and Graphics	7%	28%	40%	18%	7%	3.1	359
Maps	8%	27%	40%	16%	9%	3.1	362
Radio and Television	6%	25%	33%	25%	12%	2.9	359
Computer Simulated Displays	5%	25%	34%	22%	14%	2.9	358
Special Mailings	5%	23%	36%	25%	11%	2.8	366
Public Meetings	5%	20%	35%	25%	15%	2.8	365
Toll-Free Call in Number	5%	15%	25%	29%	25%	2.5	364
Newspapers	4%	11%	29%	29%	27%	2.3	365

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

Figure 4.1 Usefulness of MDT Communication Tools



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

Figure 4.2 First Ranked Communications Tool — Web and Social Media

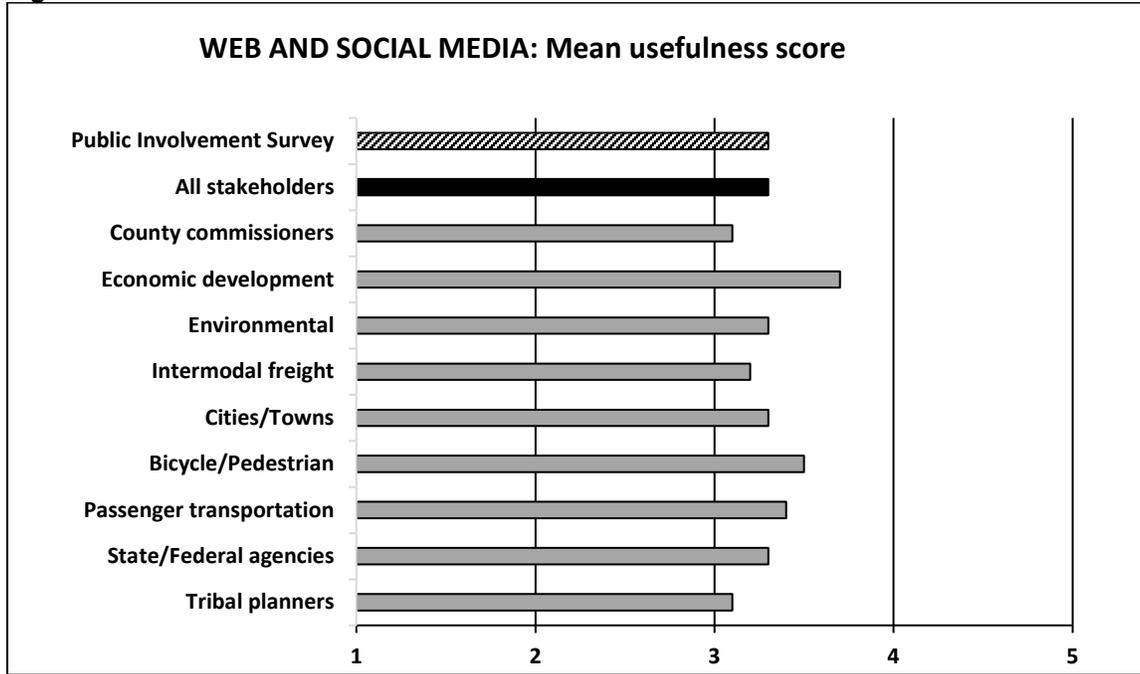


Figure 4.3 Second Ranked Communications Tool — Variable-Message Highway Signs

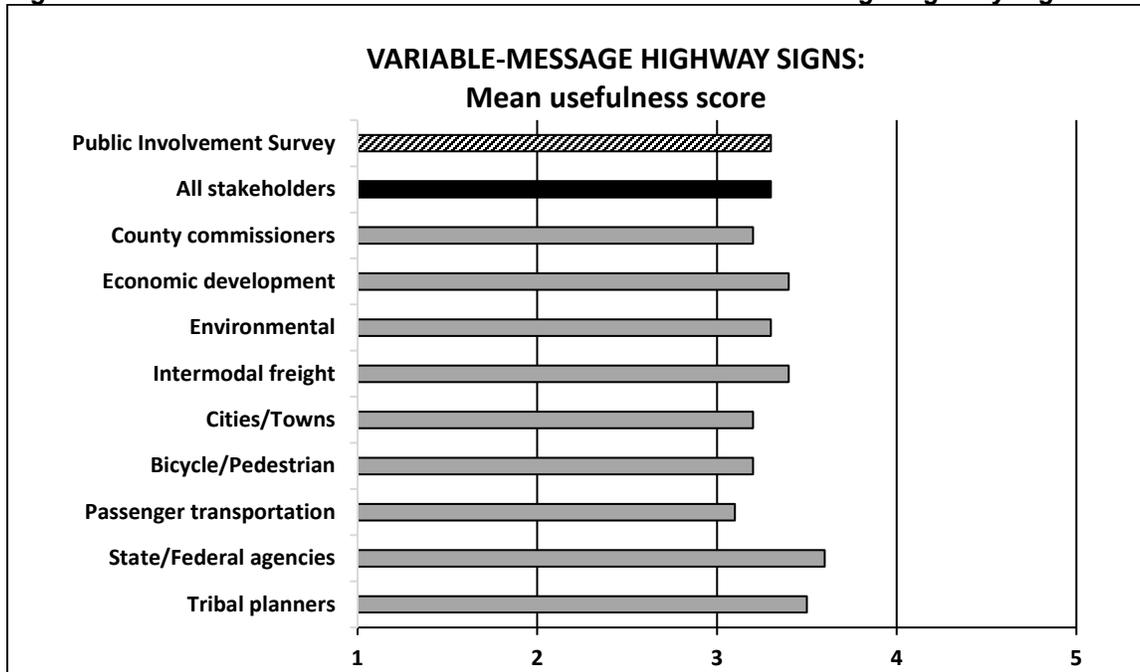


Figure 4.4 Third Ranked Communications Tool — Pictures and Graphics

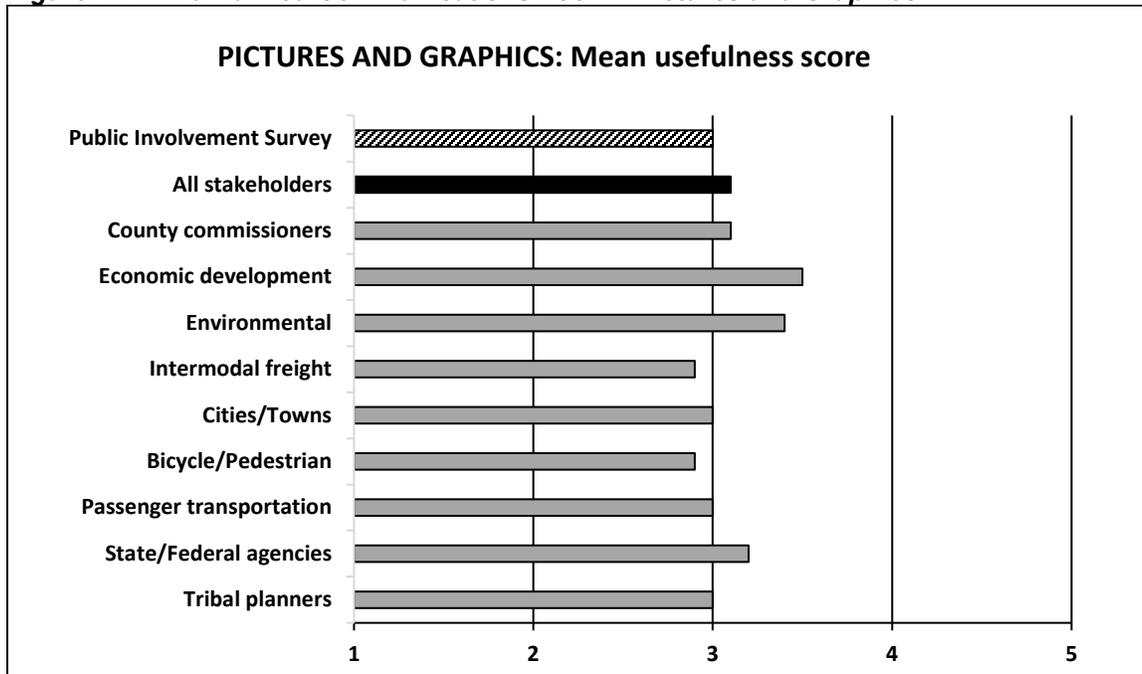


Figure 4.5 Fourth Ranked Communications Tool – Maps

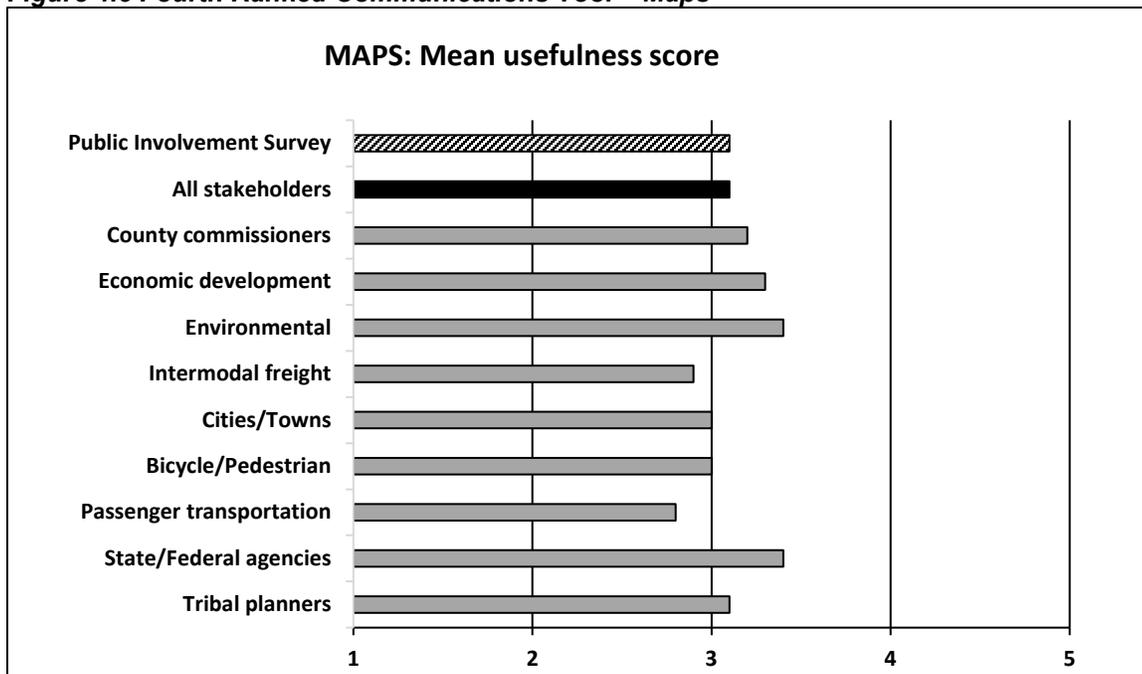
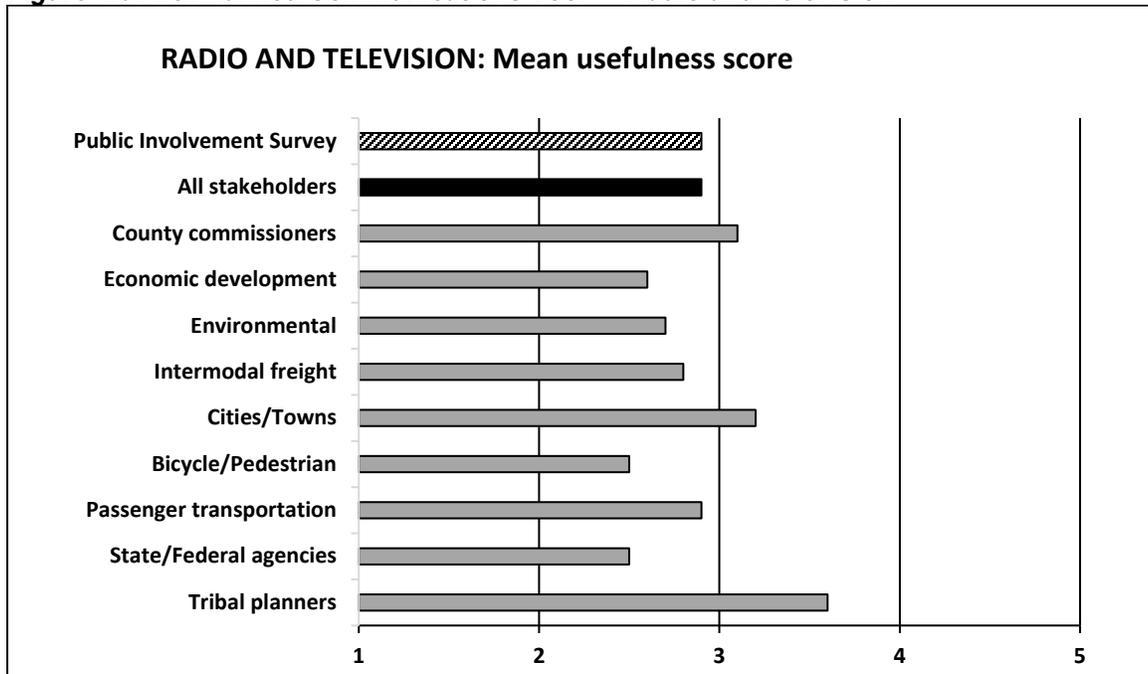


Figure 4.6 Fifth Ranked Communications Tool — Radio and Television



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

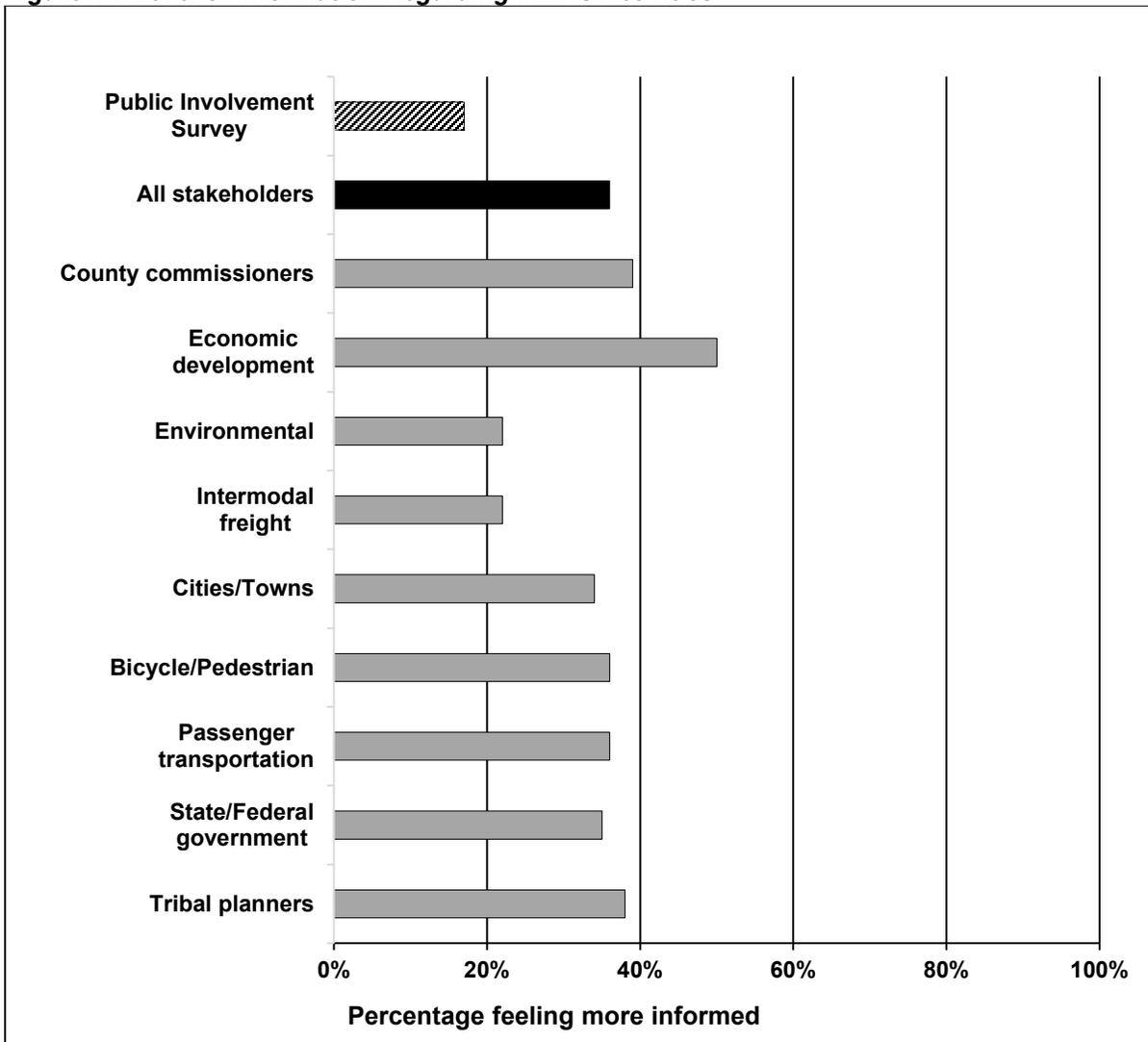
When asked if they felt *more informed*, *less informed*, or equally informed regarding MDT’s activities in recent years, only 8% of respondents indicated they felt *less informed* (Table 4.2 and Figure 4.7).

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

Table 4.2 Level of Information Regarding MDT’s Activities

	More Informed	About the Same	Less Informed	N
Level of Information Regarding MDT Activity in Recent Years	36%	56%	8%	366

Figure 4.7 Level of Information Regarding MDT’s Activities



CHAPTER 5 OVERALL MDT CUSTOMER SERVICE AND PERFORMANCE

The 2023 TranPlanMT Stakeholder Survey includes a number of questions regarding overall MDT performance and responsiveness to public input. Respondents were asked to grade MDT on a scale from F (0) to A (4) (Table 5.1 and Figure 5.1 through Figure 5.7).

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

With the exception of MDT’s performance in its *responsiveness to ideas and concerns*, all performance and customer service items received the grade of B by the largest percentage of respondents.

Quality of service received a total of 66% As or Bs, followed by sensitivity to the environment, public notification about local construction projects, and convenience of travel through work zones (total of 61% As or Bs each). Overall, stakeholders graded MDT’s performance higher than respondents to the public involvement survey.

Table 5.1 Overall MDT Performance Grades

Performance Area	A	B	C	D	F	Don't Know	Mean	N
Quality of Service MDT Provides	11%	55%	28%	4%	2%	N/A	2.7	368
Sensitivity to the Environment	21%	40%	28%	9%	2%	N/A	2.7	366
Public Notification About Local Projects	20%	41%	29%	8%	2%	N/A	2.7	369
Convenience of Travel Through Work Zones	10%	51%	29%	8%	2%	N/A	2.6	368
Highway Maintenance and Repair	11%	46%	33%	9%	2%	N/A	2.5	366
Responsiveness to Customer Ideas and Concerns	7%	24%	33%	11%	4%	22%	2.2	365

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

Figure 5.1 Overall MDT Performance Grades

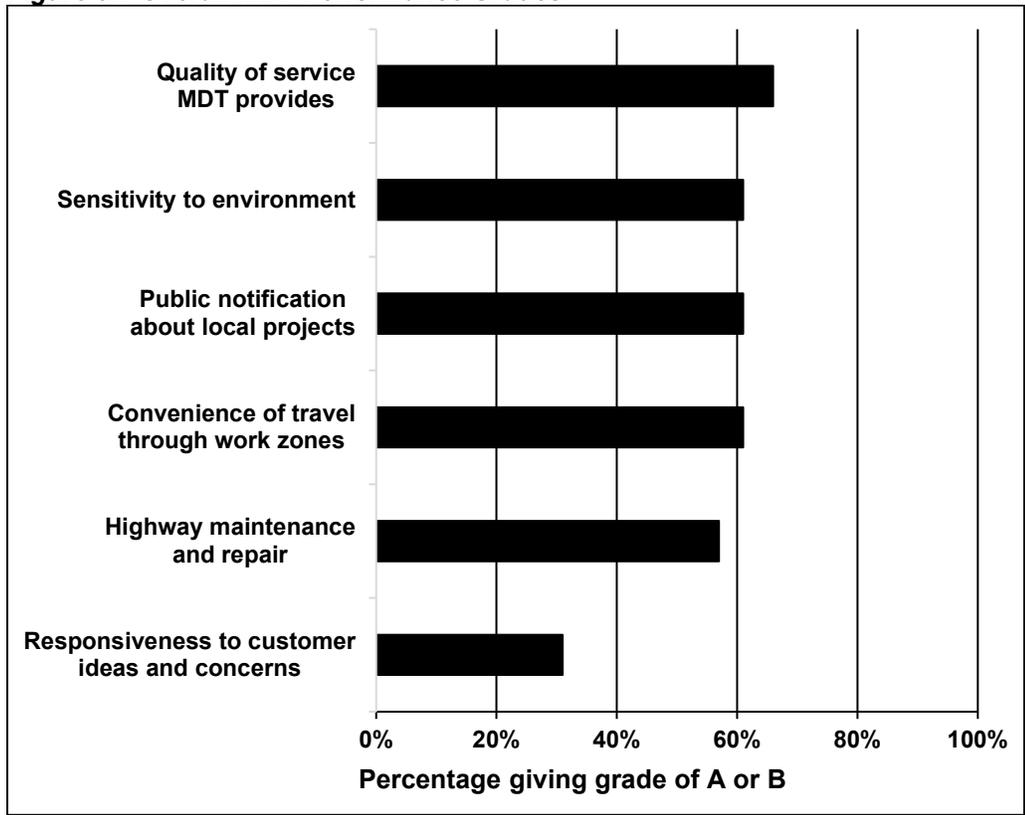


Figure 5.2 Grades for Overall Quality of Service

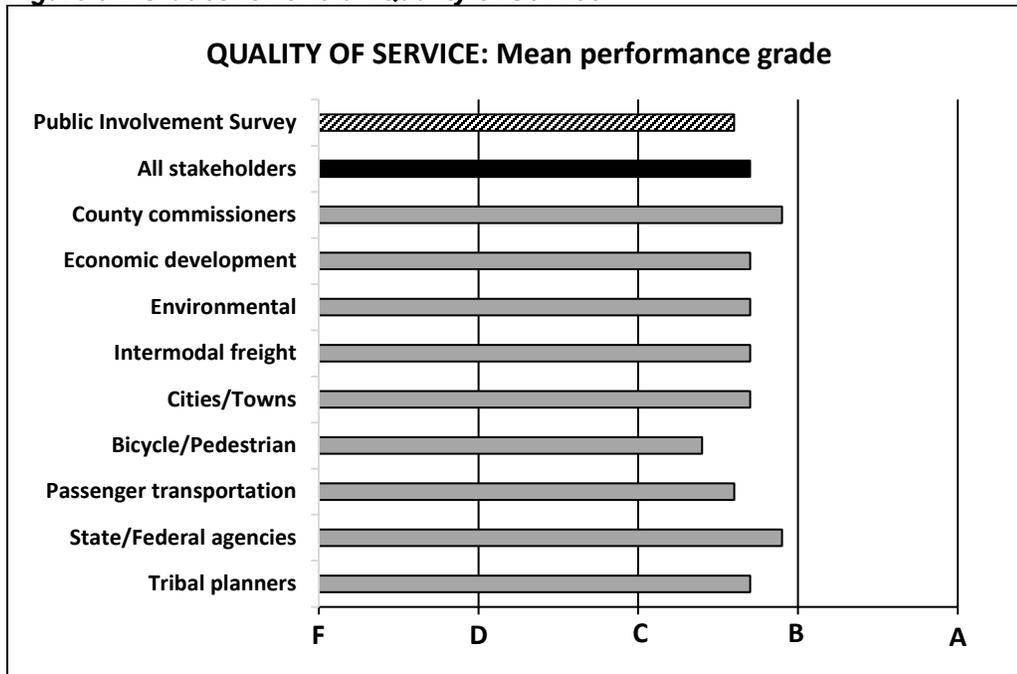


Figure 5.3 Grades for Sensitivity to the Environment

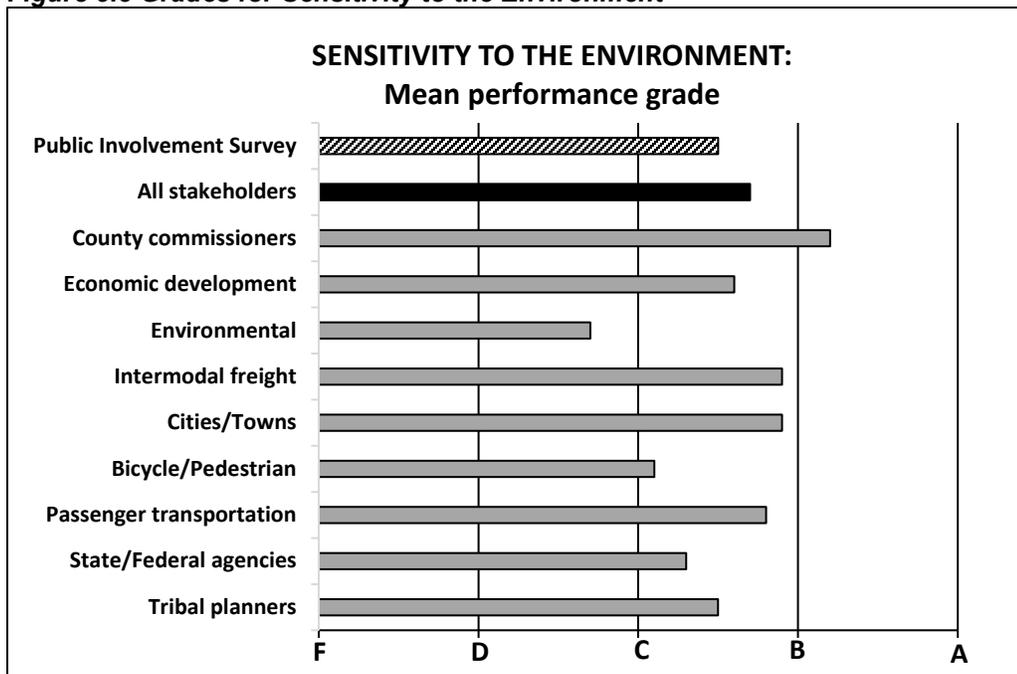


Figure 5.4 Grades for Public Notification

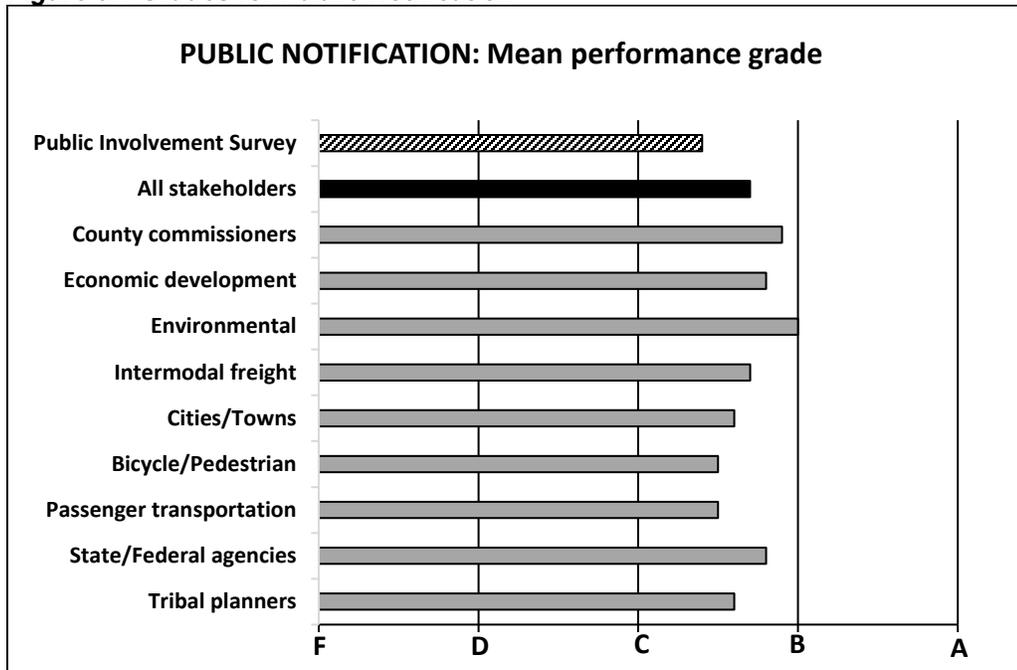


Figure 5.5 Grades for Convenience of Travel through Work Zones

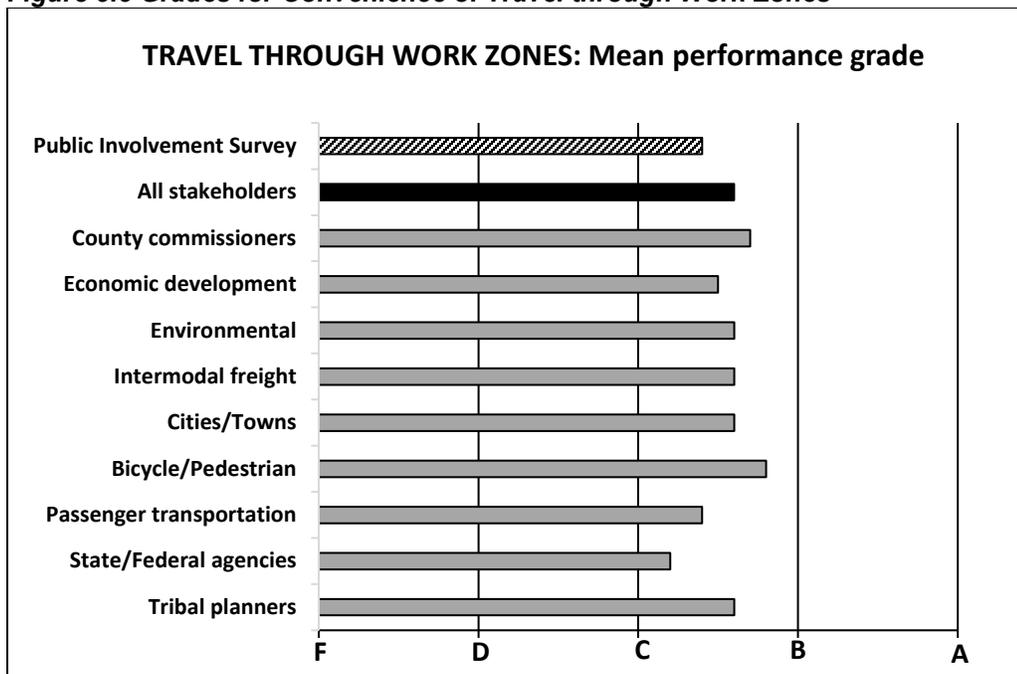


Figure 5.6 Grades for Highway Maintenance and Repair

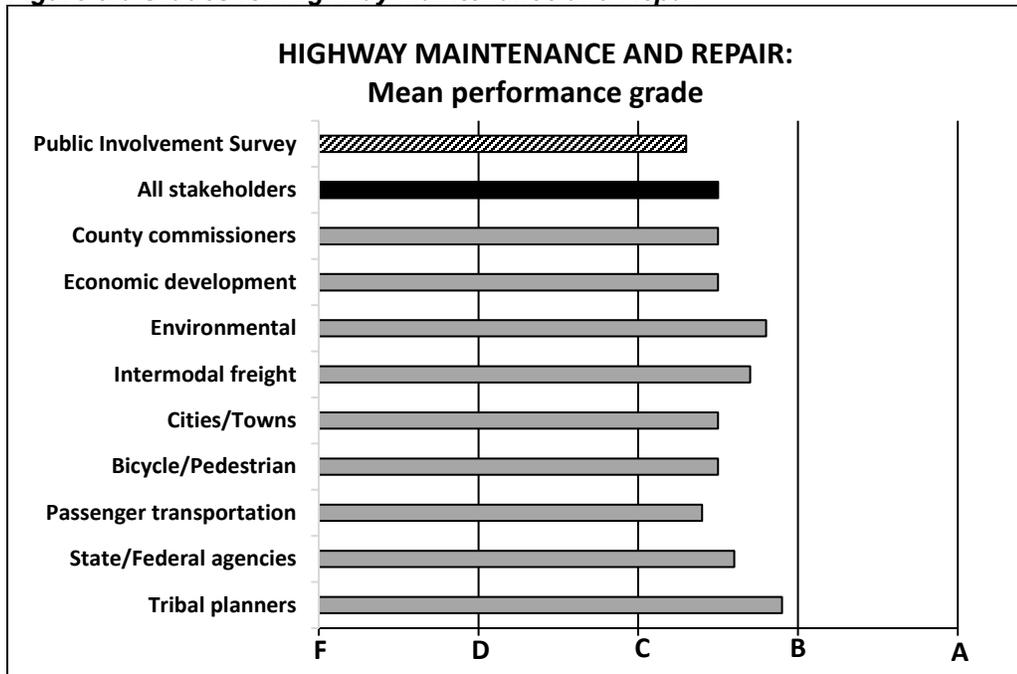
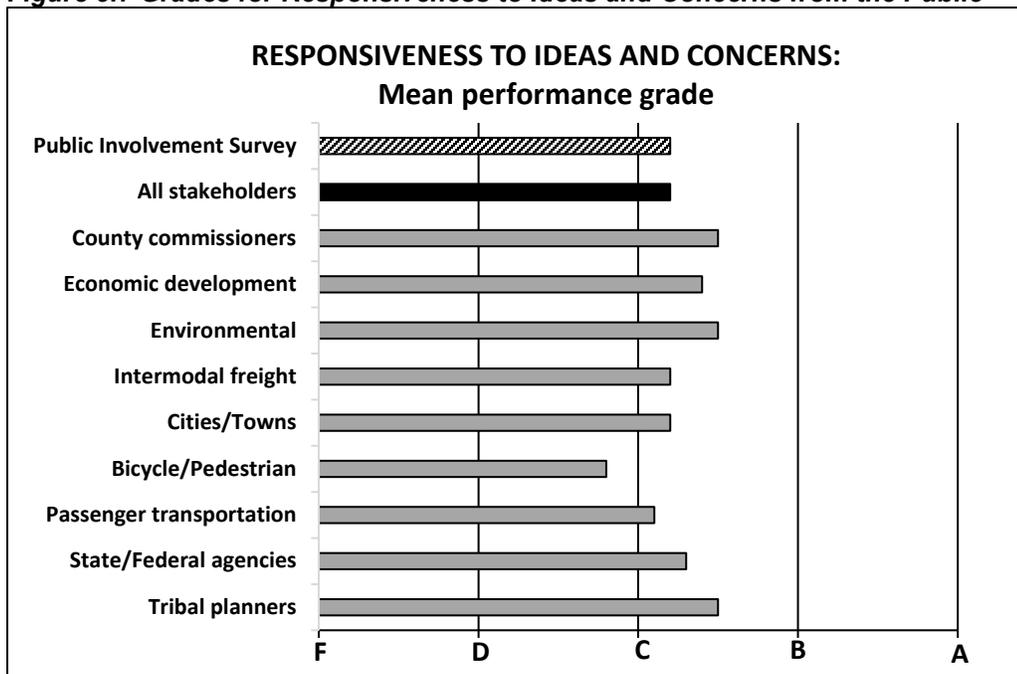


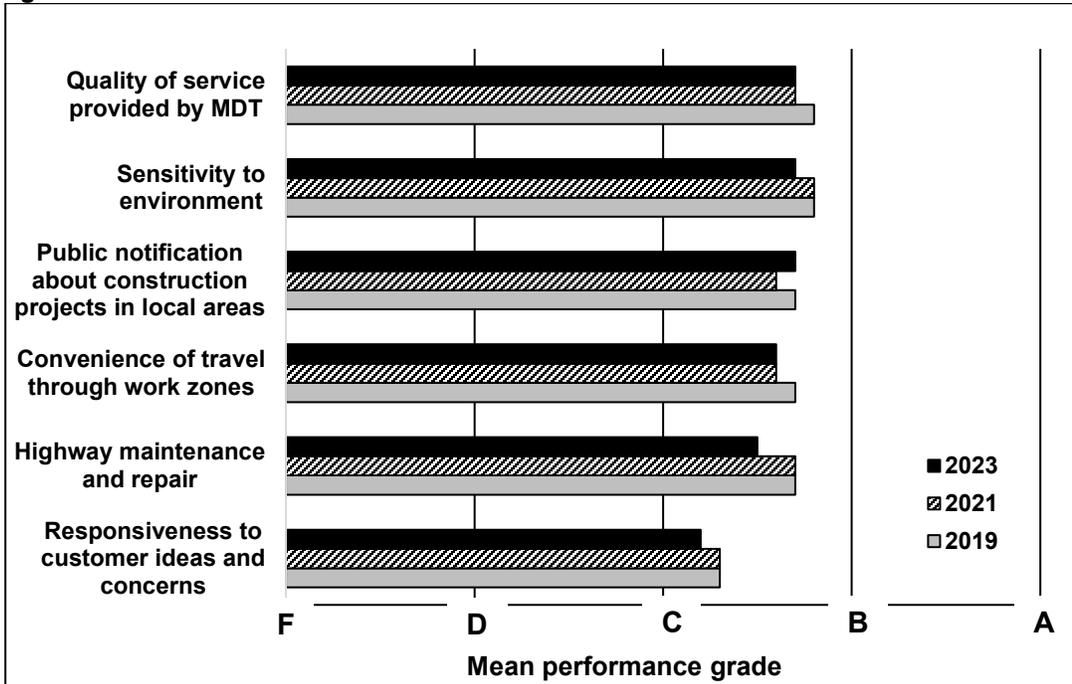
Figure 5.7 Grades for Responsiveness to Ideas and Concerns from the Public



Trends

Since 2019, MDT's performance ratings by stakeholders have remained quite consistent.

Figure 5.8 Trends in Grades



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

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

Overall, a majority of stakeholders (64%) in 2023 said that communication is the most important element in delivering excellent customer service (Table 5.2). The dominant response to the “Other” category was “All of the above.” The second most commonly provided “Other” response consisted of a combination of two or three of the possible response options.

Table 5.2 Most Important Element in Delivering Excellent Customer Service

	Communication	Accuracy	Speed	Consistency	Other	N
Public Involvement Survey	53%	17%	9%	16%	5%	1,213
All Stakeholders	60%	15%	7%	15%	4%	362
County Commissioners	67%	15%	2%	15%	0%	46
Economic Development	52%	22%	10%	10%	5%	58
Environmental	41%	24%	6%	18%	12%	17
Intermodal Freight	60%	15%	10%	8%	8%	40
Cities/Towns	60%	14%	4%	19%	4%	80
Bicycle/Pedestrian	74%	11%	4%	4%	7%	27
Passenger Transportation	60%	11%	10%	19%	0%	70
State/Federal Government	63%	19%	6%	13%	0%	16
Tribal Planners	63%	0%	0%	38%	0%	8

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

CHAPTER 6 OTHER TRANSPORTATION-RELATED ISSUES

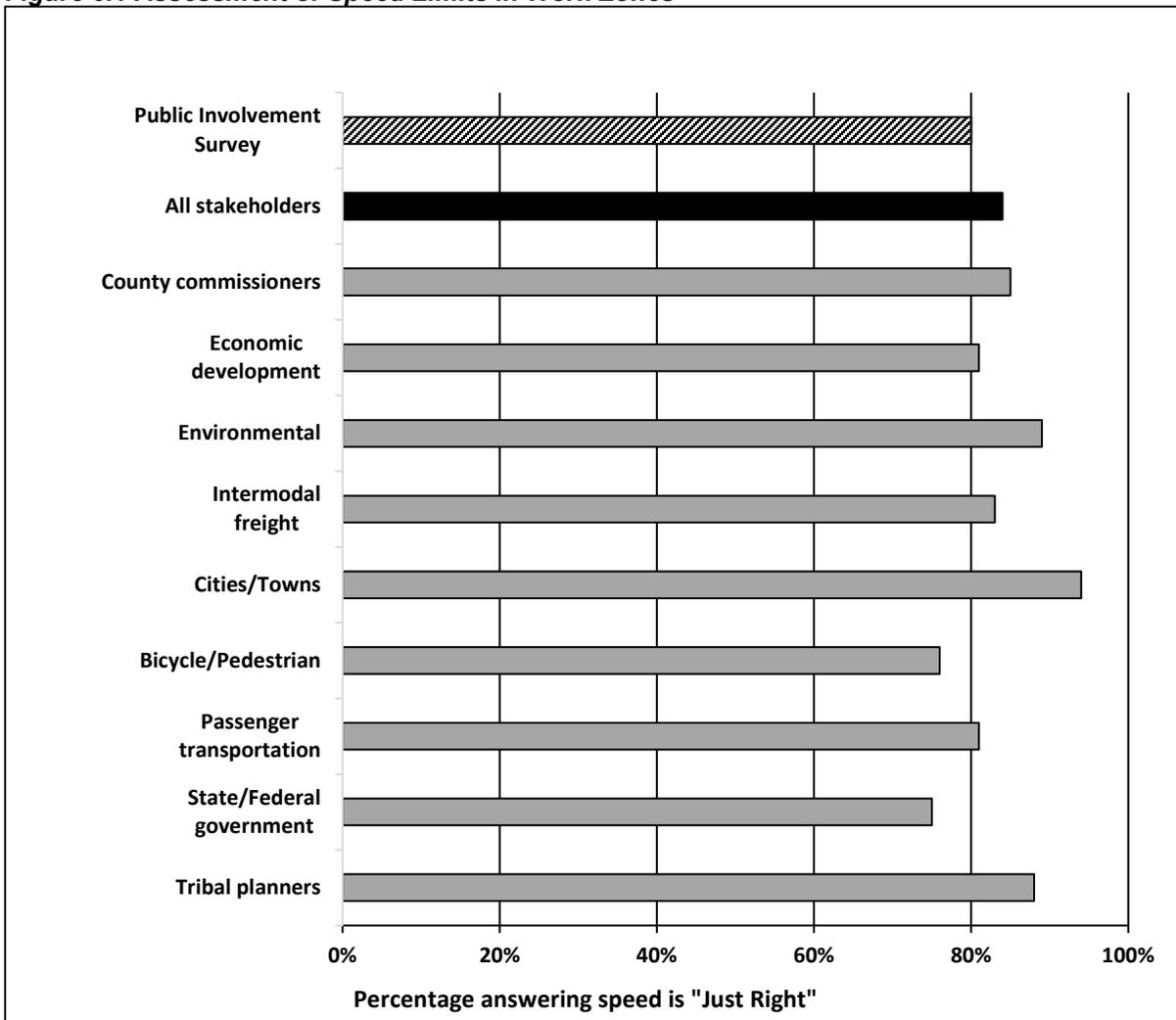
“ARE SPEED LIMITS IN WORK ZONES ...?”

Only a small percentage (4%) of stakeholder respondents thought speed limits through work zones were *Too Fast*. The vast majority (84%) thought speed limits were *Just Right*. A large percentage of City and Town stakeholders (94%) thought speed limits in work zones were just right (Table 6.1 and Figure 6.1).

Table 6.1 Assessment of Speed Limits in Work Zones

	Too Slow	Just Right	Too Fast	N
Speed Limits in Work Zones	12%	84%	4%	367

Figure 6.1 Assessment of Speed Limits in Work Zones



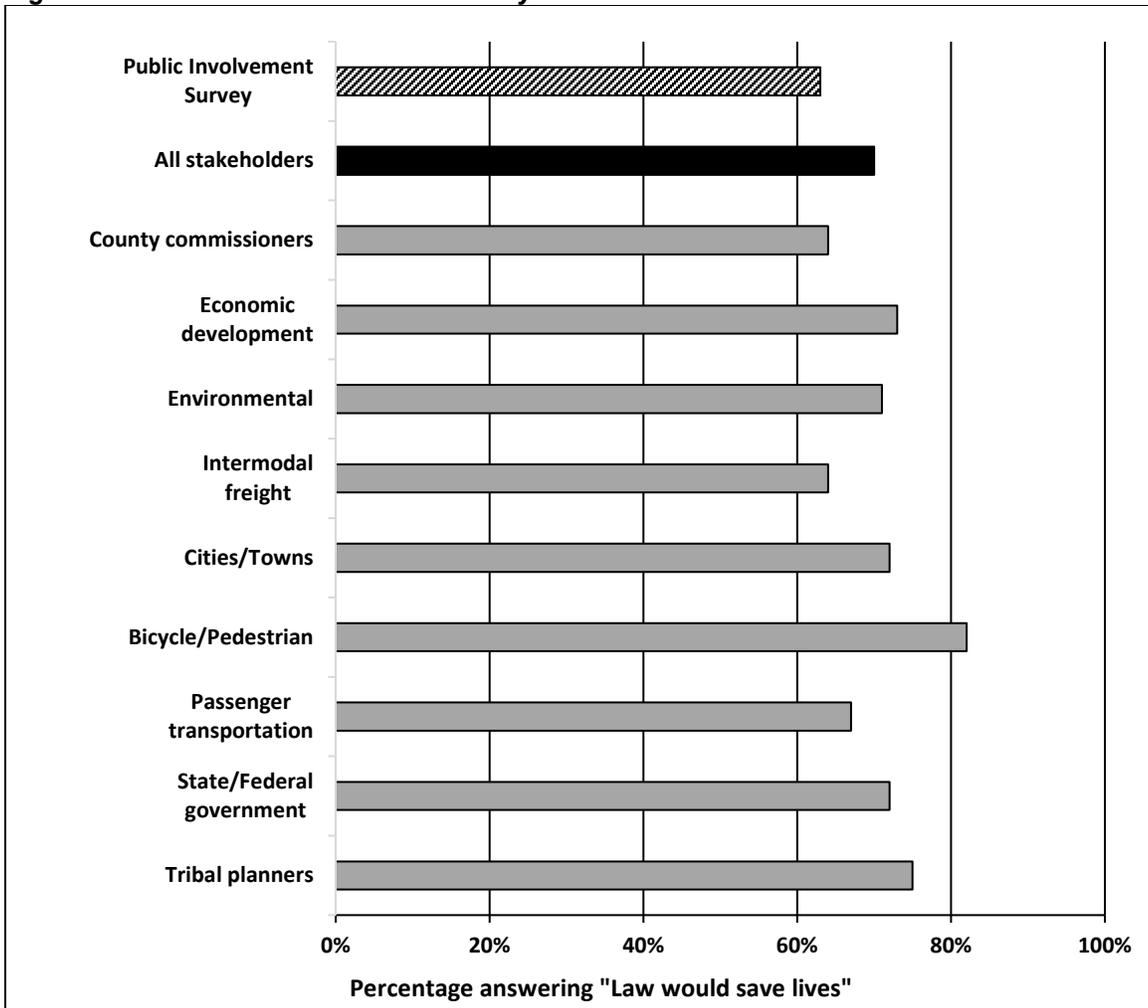
“WOULD A PRIMARY SEAT BELT LAW SAVE LIVES?”

Overall, a higher percentage of stakeholders thought that having a primary seat belt law would save lives as compared to public involvement respondents (70% compared to 63%). Among all stakeholder groups, County Commissioners and Intermodal Freight stakeholders had the lowest percentage (64% each) of respondents who thought such a law could save lives, whereas members of the Bicycle and Pedestrian and Passenger Transportation stakeholder groups had the highest percentage (82%). (Table 6.2 and Figure 6.2).

Table 6.2 Outcome of a Primary Seat Belt Law

	Law Would Save Lives	Law Would Not Save Lives	N
Outcome of a Primary Seat Belt Law	70%	30%	362

Figure 6.2 Potential Outcome of a Primary Seat Belt Law



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

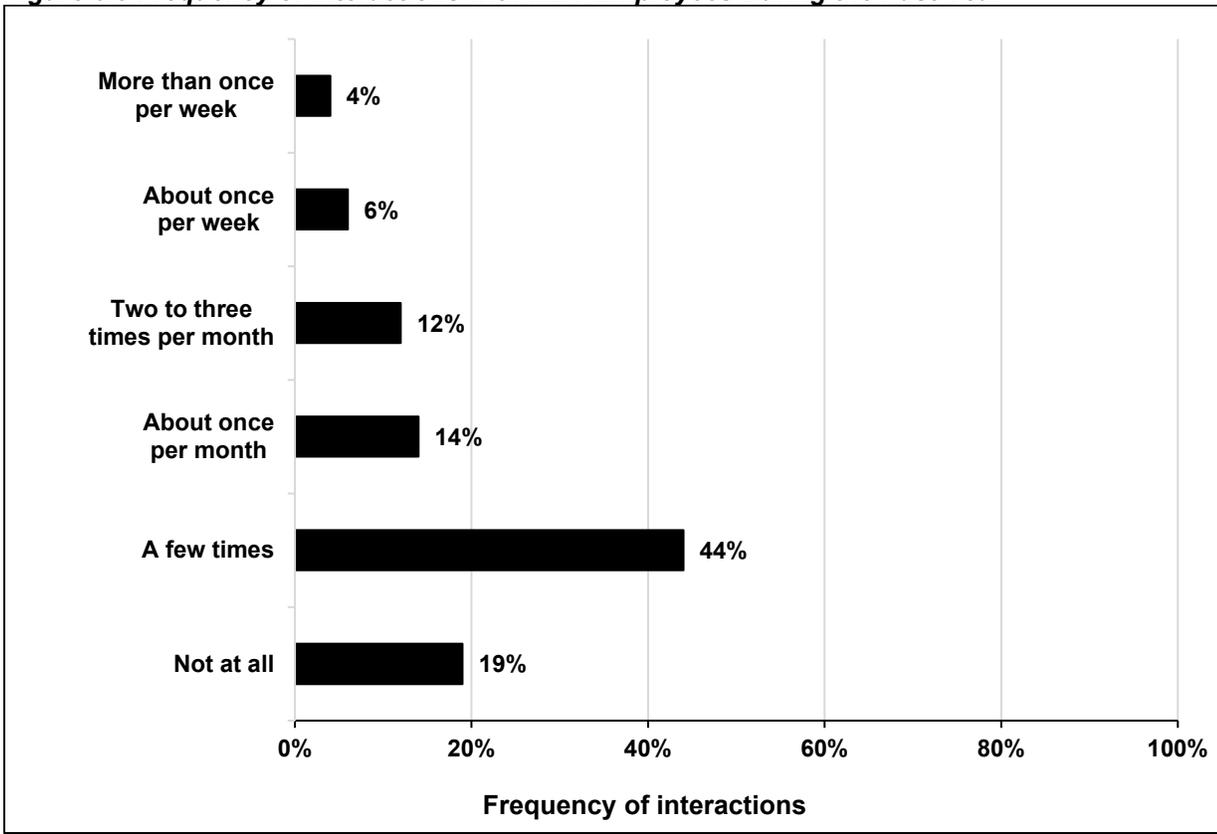
Only 7% of transportation stakeholders interacted with MDT employees as often as once per week or more. The largest percentage of respondents reported having interacted with MDT employees only a few times in the past year (46%) with 21% claiming no interactions with MDT employees in the last year (Table 6.3 and Figure 6.3).

Table 6.3 Frequency of Interactions with MDT Employees During the Past Year

Stakeholder Group	Not At all	A Few Times	About Once a Month	Two to Three Times a Month	About Once a Week	More than Once a Week	N
All Stakeholders	19%	44%	14%	12%	6%	4%	369
County Commissioners	0%	49%	23%	17%	6%	4%	47
Economic Development	19%	45%	10%	12%	5%	9%	58
Environmental Groups	33%	61%	0%	6%	0%	0%	18
Intermodal Freight	24%	60%	7%	5%	2%	2%	42
Cities and Towns	23%	38%	16%	15%	6%	1%	81
Bicycle and Pedestrian	38%	34%	14%	7%	3%	3%	29
Passenger Transportation	11%	46%	16%	11%	11%	4%	70
State and Federal Agencies	19%	25%	19%	31%	0%	6%	16
Tribal Planners	38%	25%	0%	13%	25%	0%	8

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

Figure 6.3 Frequency of Interactions with MDT Employees During the Past Year



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

Just over one-quarter of all stakeholders (26%) said they would consider purchasing an electric vehicle (EV) as their next vehicle (Table 6.4). Under three-quarters of stakeholders (72%) said they would not consider purchasing an EV as their next vehicle. About 1% of stakeholders said they already own an EV. For the purposes of this study EV refers to hybrid-electric, plug-in hybrid electric, and all-electric vehicles.

Table 6.4 Willingness to purchase an EV

Stakeholder Group	Yes	No	Already Own One	N
Public Involvement Survey	19%	80%	1%	1,197
All Stakeholders	26%	72%	2%	366
County Commissioner	13%	83%	4%	46
Economic Development	39%	58%	4%	57
Environmental	78%	17%	6%	18
Intermodal Freight	18%	78%	5%	40
Cities and Towns	16%	84%	0%	82
Bicycle and Pedestrian	43%	50%	7%	28
Passenger Transportation	23%	77%	0%	69
State and Federal Agency	17%	83%	0%	18
Tribal Planners	25%	75%	0%	8

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

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

Among the stakeholders who said they wouldn’t consider purchasing an EV as their next vehicle, the most commonly cited reason was the time required for charging. Table 6.5 presents rankings for the reported reasons to not purchase an EV. Limited purchasing availability was cited by the fewest number of respondents. Stakeholders’ rankings of reasons not to purchase an EV matched the general publics’ rankings.

Table 6.5 Reasons for Not Purchasing an EV (Ranked)

Stakeholder Group	Not Enough Charging Stations	Limited Range Between Charging Stations	Time Required for Charging	Cost of Vehicle and/or Maintenance	Limited Purchasing Availability in Montana
Public Involvement Survey	3	2	4	1	5
All Stakeholders	4	2	1	3	5
County Commissioner	4	3	1	3	5
Economic Development	4	2	1	4	5
Environmental	1	1	1	5	4
Intermodal Freight	2	1	2	4	5
Cities and Towns	4	3	1	2	5
Bicycle and Pedestrian	4	2	1	3	5
Passenger Transportation	4	1	1	3	5
State and Federal Agency	3	2	1	4	5
Tribal Planners	1	1	1	5	5

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

Stakeholders’ rankings of reasons not to purchase an EV differed from the general publics’ rankings. In contrast to stakeholders, the general public was most likely to cite the cost of an EV or maintenance as a reason for not purchasing one.

“WHY WOULDN’T YOU CONSIDER PURCHASING AN ALTERNATIVE FUEL OR ELECTRIC VEHICLE? OTHER - SELECTED CHOICE (SPECIFY)”

Many stakeholders expanded on the reasons why they would not purchase an EV. A summary of reasons is provided below in the order of the number of stakeholders who cited the reason. The most commonly cited additional reason for not purchasing an EV was perceived weather-related unreliability of EVs.

Table 6.6 Additional Reason for Not Purchasing an EV

Reason	Count
Weather Related Unreliability	34
Electric Grid Capacity Concern	16
Environmental Concern in General	15
Environmental Concerns About Battery Manufacture and Disposal	14
Unclassifiable	14
Work and Recreation Vehicle Capability	10
Political	8
Technology Not Adequate Yet	6
Battery Safety Issue	2
Repair Facilities Limited	2
Personal reasons	1
General Personal Preference, No Reason Given	1
Not Taxed for Fuel	1

“THINKING NOW ABOUT PASSENGER RAIL SERVICE, WHAT FREQUENCY OF DAILY SERVICE (EACH DIRECTION) IS NEEDED TO MAKE PASSENGER RAIL A VIABLE CHOICE OF TRANSPORTATION FOR YOU?”

One-third of all transportation stakeholders (33%) said that they require once daily passenger rail service (each way) for it to be viable for them (Table 6.7). In addition, 33% of stakeholders said that they have no interest in passenger rail service. Just over one-quarter (27%) of stakeholders require twice daily service (each way) for the mode to be viable with 12% requiring more than twice daily service each way for it to be viable. State and Federal Agencies were most likely (47%) to report that they had no interest in passenger rail service.

Table 6.7 Frequency of Passenger Rail Service Required for Viability

Stakeholder Group	Once Daily	Twice Daily	More Than Twice Daily	None – I have No Interest in Passenger Rail	N
Public Involvement Survey	19%	27%	12%	42%	1,204
All Stakeholders	33%	27%	6%	33%	354
County Commissioners	28%	37%	5%	30%	43
Economic Development	38%	32%	4%	27%	56
Environmental Groups	29%	53%	0%	18%	17
Intermodal Freight	21%	28%	13%	38%	39
Cities and Towns	39%	14%	8%	40%	80
Bicycle and Pedestrian	44%	28%	4%	24%	25
Passenger Transportation	28%	29%	10%	33%	69
State and Federal Agencies	41%	12%	0%	47%	17
Tribal Planners	38%	38%	0%	25%	8

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

“WHAT TYPE OF TRIPS WOULD YOU USE PASSENGER RAIL FOR?”

More than eight out of every ten stakeholders reported that they would use passenger rail for recreation or leisure trips. Just over one-quarter of stakeholders (27%) said they would use passenger rail for “everyday” trips. Table 6.8 presents anticipated passenger rail trip type by stakeholder group.

Table 6.8 Trip Type for Passenger Rail Use

Stakeholder Group	Every Day-Type Trips: Commuting, Errands, Appointments, etc.	N	Recreation/ Leisure-Type Trips: Vacation, Football Games, Visiting Friends & Family, etc.	N
Public Involvement Survey	36%	1,081	74%	1,184
All Stakeholders	27%	332	81%	352
County Commissioners	30%	40	77%	44
Economic Development	23%	53	86%	56
Environmental Groups	44%	16	88%	17
Intermodal Freight	21%	34	81%	36
Cities and Towns	24%	76	76%	80
Bicycle and Pedestrian	39%	23	89%	27
Passenger Transportation	26%	66	78%	68
State and Federal Agencies	31%	16	88%	16
Tribal Planners	50%	8	75%	8

OPEN-ENDED COMMENTS FROM STAKEHOLDERS

Finally, stakeholder group respondents were asked to provide any additional comments on issues they wanted to share with MDT. These open-ended responses are summarized below (Table 6.9).

Table 6.9 Responses to Open-Ended Request for Comments

Comment	Number of Mentions
Bike or pedestrian issues pro-, con-, and neutral	23
General positive comment toward MDT	21
Acknowledge or respond to customer and local or listen or communicate better or public input	15
Increase safety	15
MDT needs more money, funding, mention of limited resources	11
Public transport, busses, elderly, etc. increase	11
Congestion needs to be addressed, truck traffic	8
Maintain more, fix roads, fix potholes, ruts on highways or roads in general	8
Widen roads, widen or improve shoulders	8
Air service expand or improve or lower cost of	6
Unclassifiable	6
Passenger rail increase	6
Signage and painting increased or improve	6
Animal collisions, animals on road, need for crossings and barriers	5
Expand electric vehicle infrastructure	5
Particular construction project or company was bad in some way, structurally, cost, not finished, etc.	5
Snow removal more or quicker	5
Increase law enforcement, patrols, increase regulation	4
Increase number of lanes, add passing lanes, turn lanes	4

STAKEHOLDER GROUPS

The following sections focus on the responses from individual stakeholder groups.

County Commissioners	Page 59
Economic Development	Page 65
Environmental Group	Page 71
Intermodal Freight	Page 77
Mayors and City Executives	Page 83
Bicycles and Pedestrians	Page 89
Passenger Transportation	Page 95
State and Federal Agencies	Page 101
Tribal Planners	Page 108

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

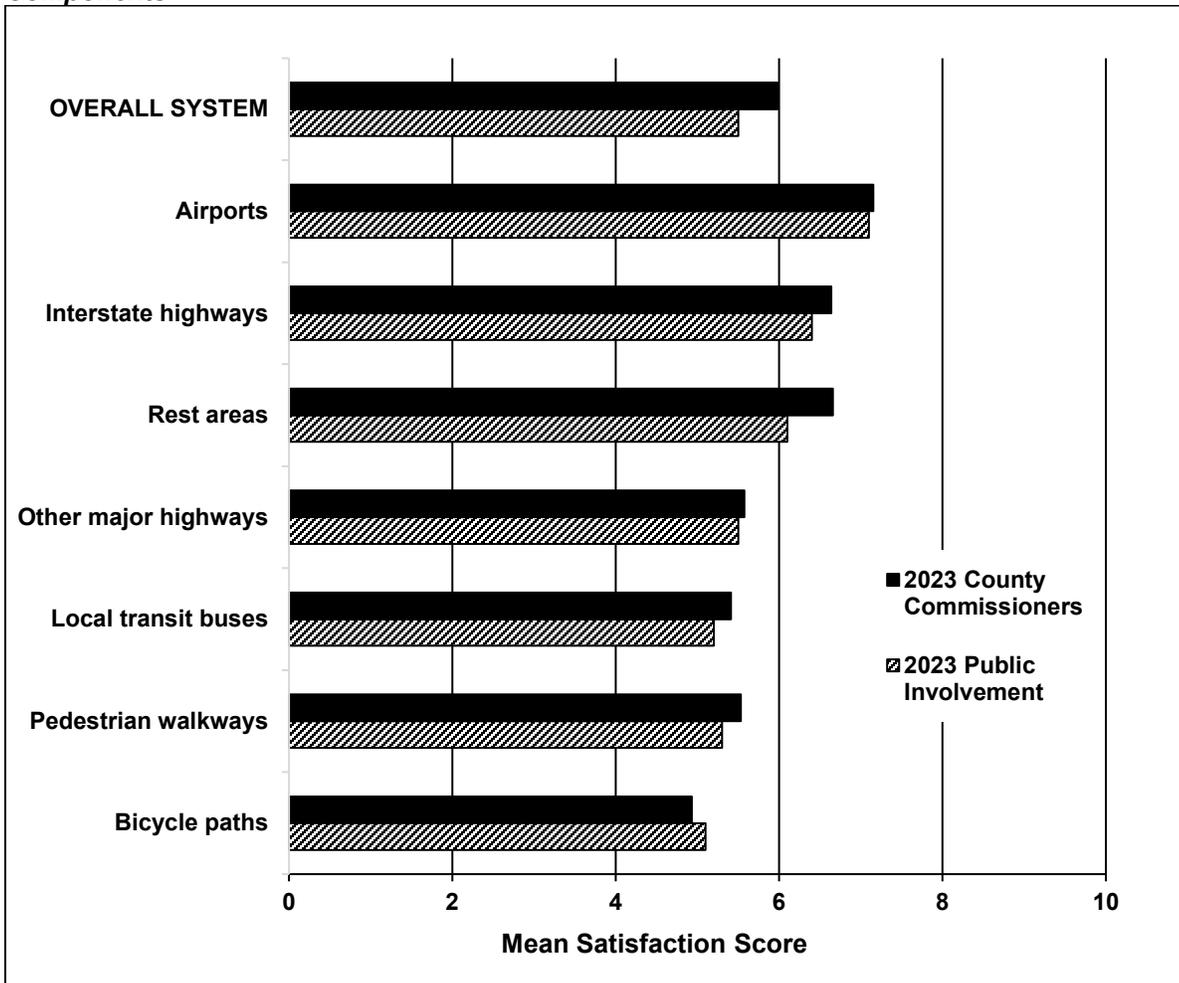
CHAPTER 7 COUNTY COMMISSIONER STAKEHOLDER GROUP

The County Commissioner stakeholder group consisted of county commissioners and chairpersons from across Montana. Forty-seven completed surveys obtained from members of this group. Figure 7.1 through Figure 7.6 compare responses from this group to those obtained from the 2023 Public Involvement Survey.

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

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

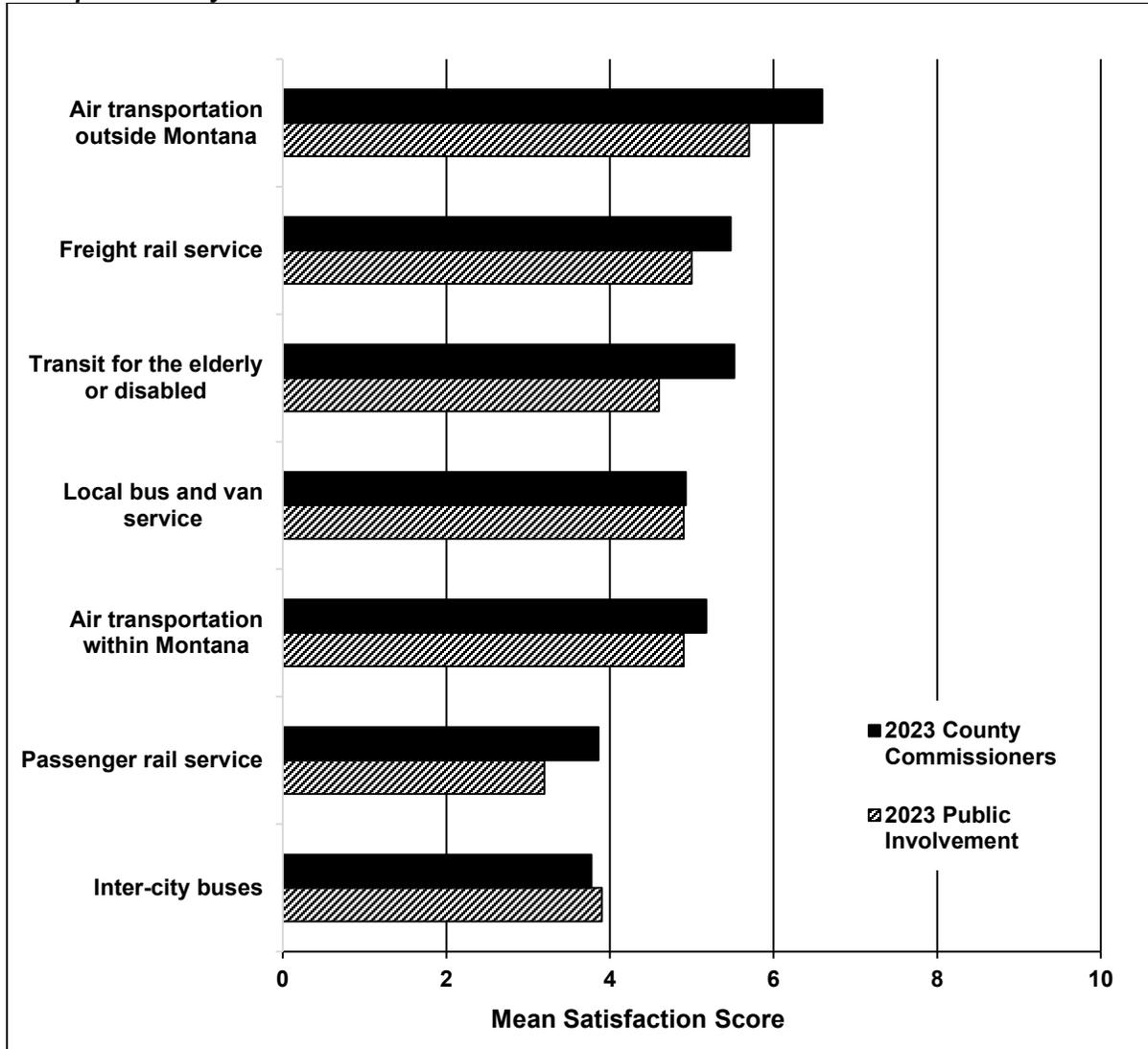
Figure 7.1 County Commissioner Satisfaction with the Physical Condition of Transportation System Components



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

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

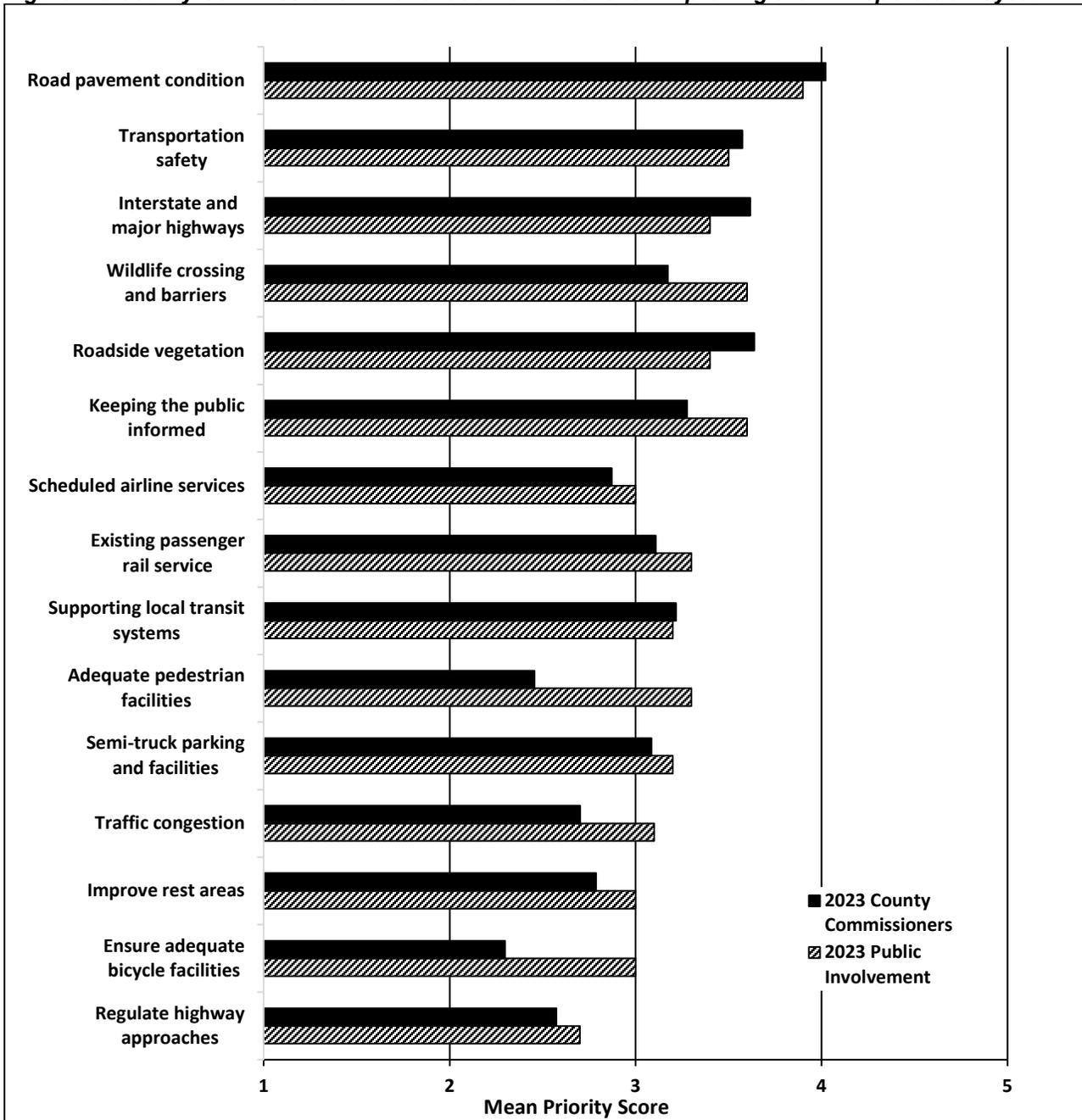
Figure 7.2 County Commissioner Satisfaction with the Availability of Services within Montana’s Transportation System



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

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

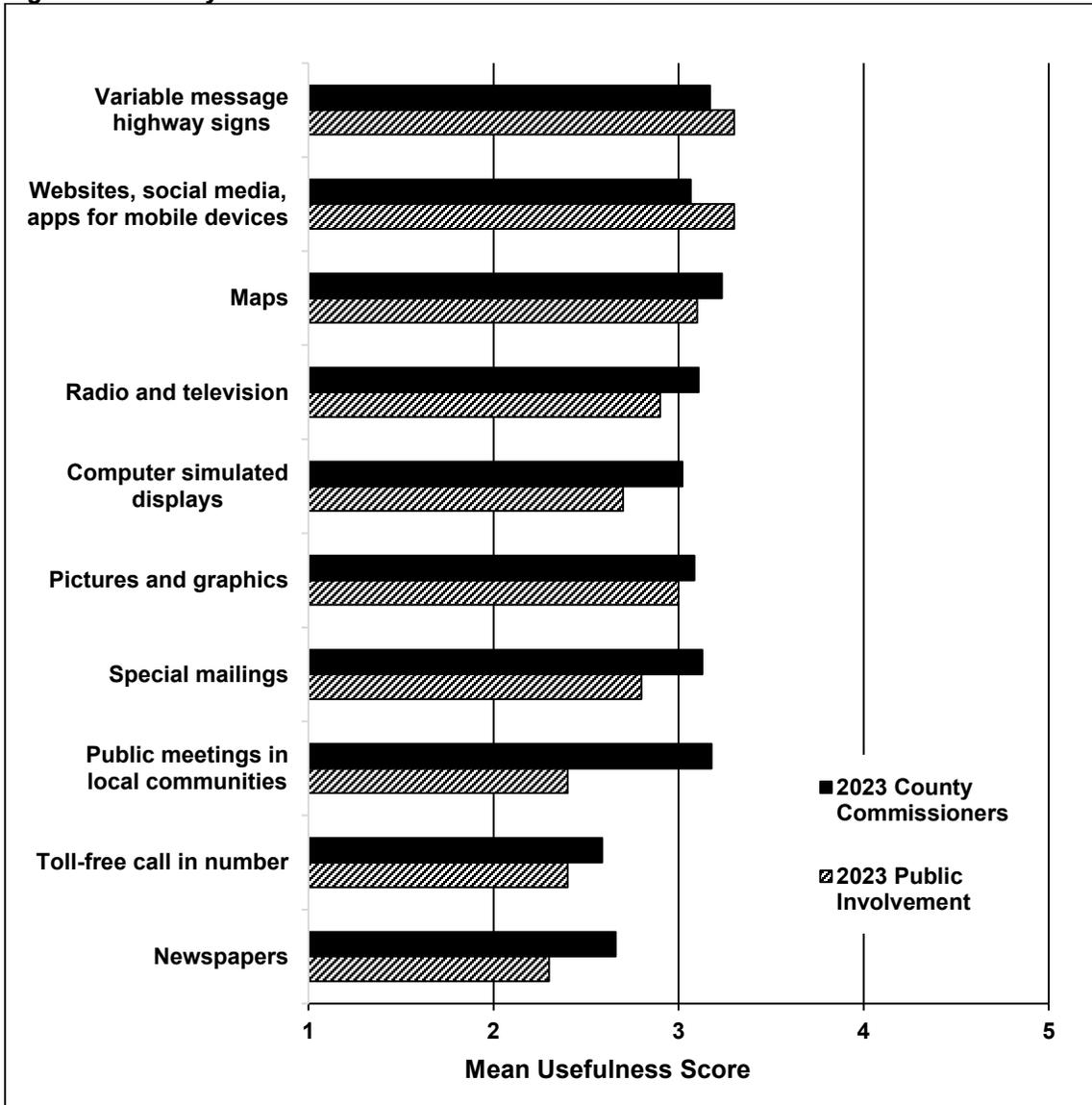
Figure 7.3 County Commissioner Prioritization of Actions for Improving the Transportation System



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

- County commissioners found Public Meetings in Local Communities to be MDT’s most useful communications tool. This was also the case for the general public.
- Commissioners found Toll-Free Call-In Numbers to be the least useful of MDT’s communications tools.

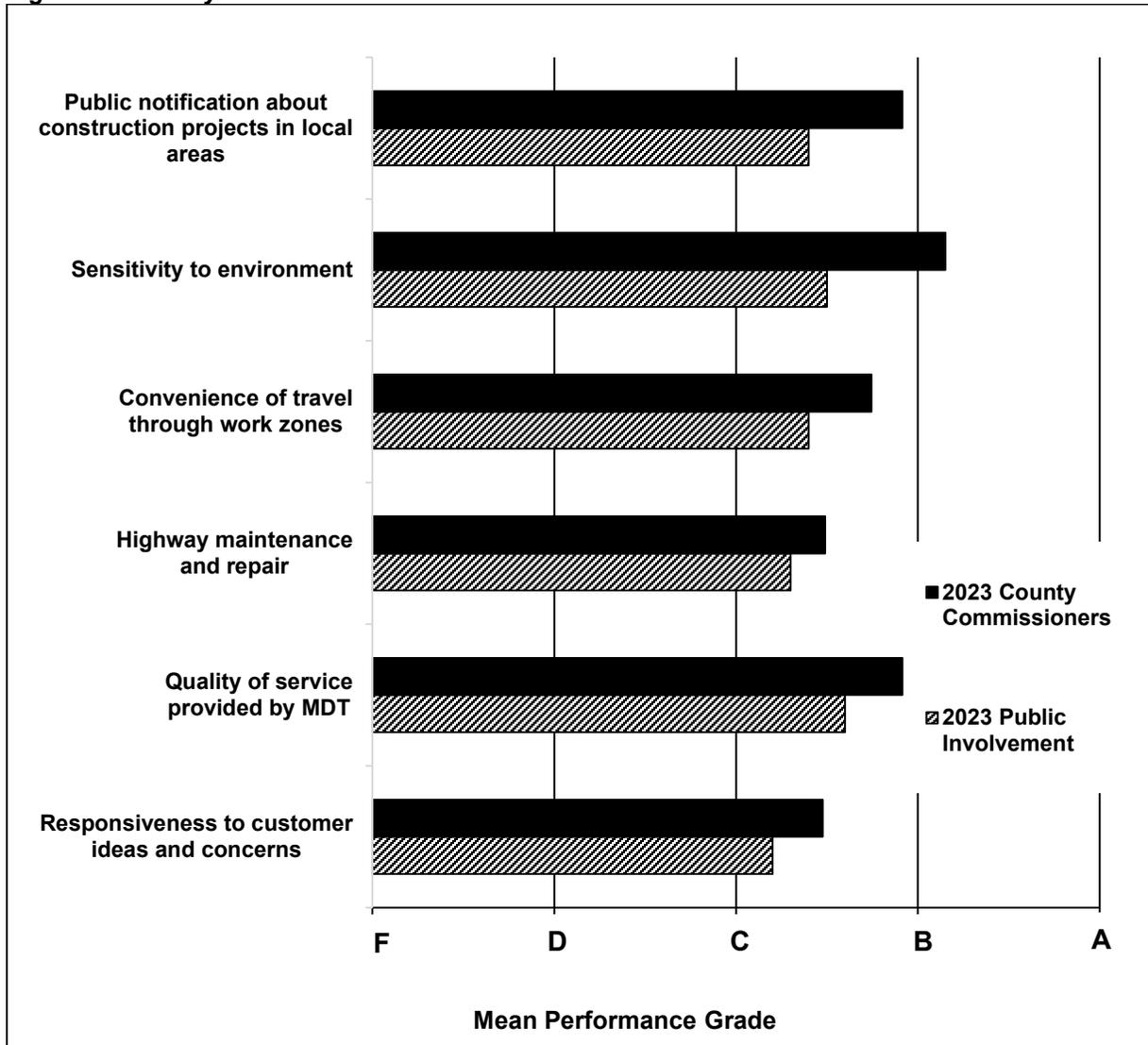
Figure 7.4 County Commissioner Usefulness of MDT’s Communication tools



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

- Among MDT’s service areas, county commissioners assigned the highest grades to the department’s Sensitivity to the Environment, which they graded higher than the general public.
- According to county commissioners, MDT merited the lowest grades for its Responsiveness to Ideas and Concerns from the Public, which was the same as the general public.

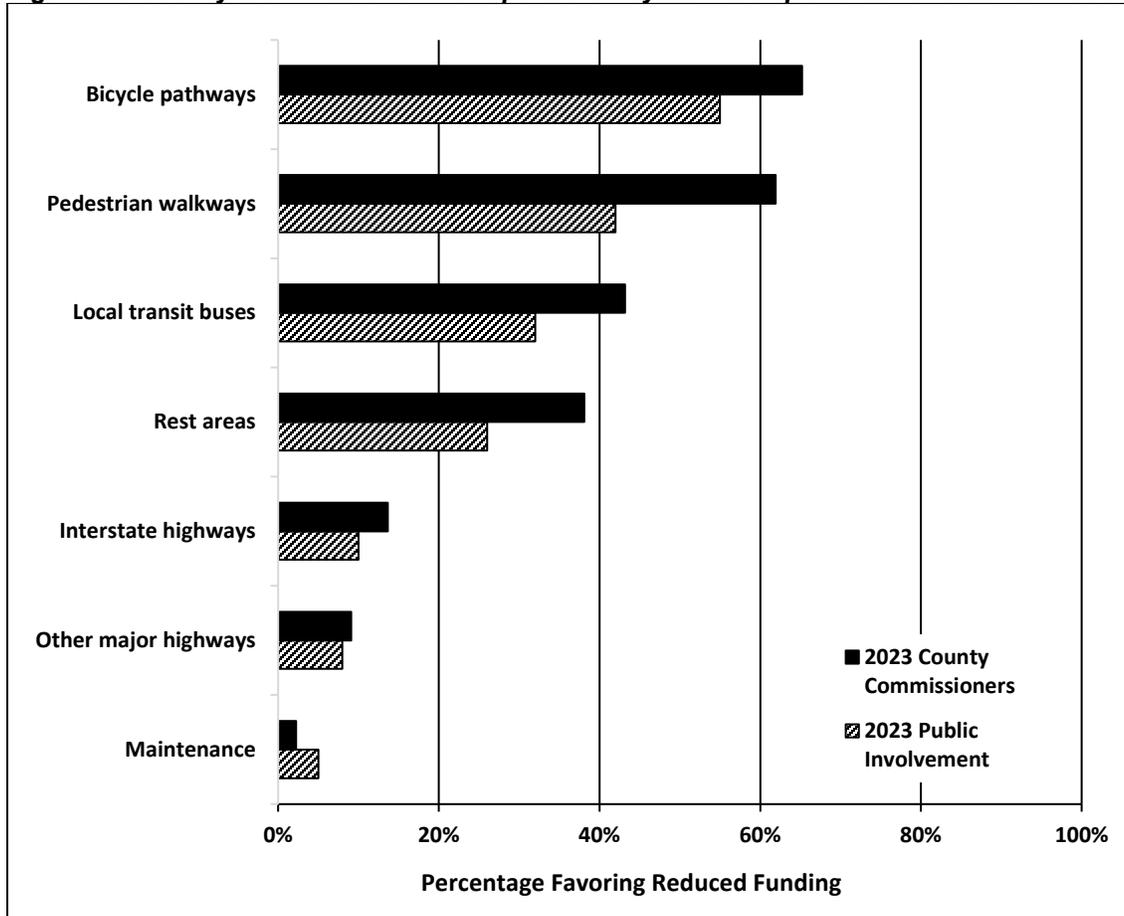
Figure 7.5 County Commissioner Performance and Customer Service Grades



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

- When it comes to decreased funding for transportation system components, most county commissioners strongly favor reductions for Bicycle Pathways, closely followed by Pedestrian Walkways. While not as extreme, this was also the case for the general public.
- Only a small percentage of both commissioners and the general public favored reducing funding for Maintenance.

Figure 7.6 County Commissioner Transportation System Components Favored for Reduced Funding



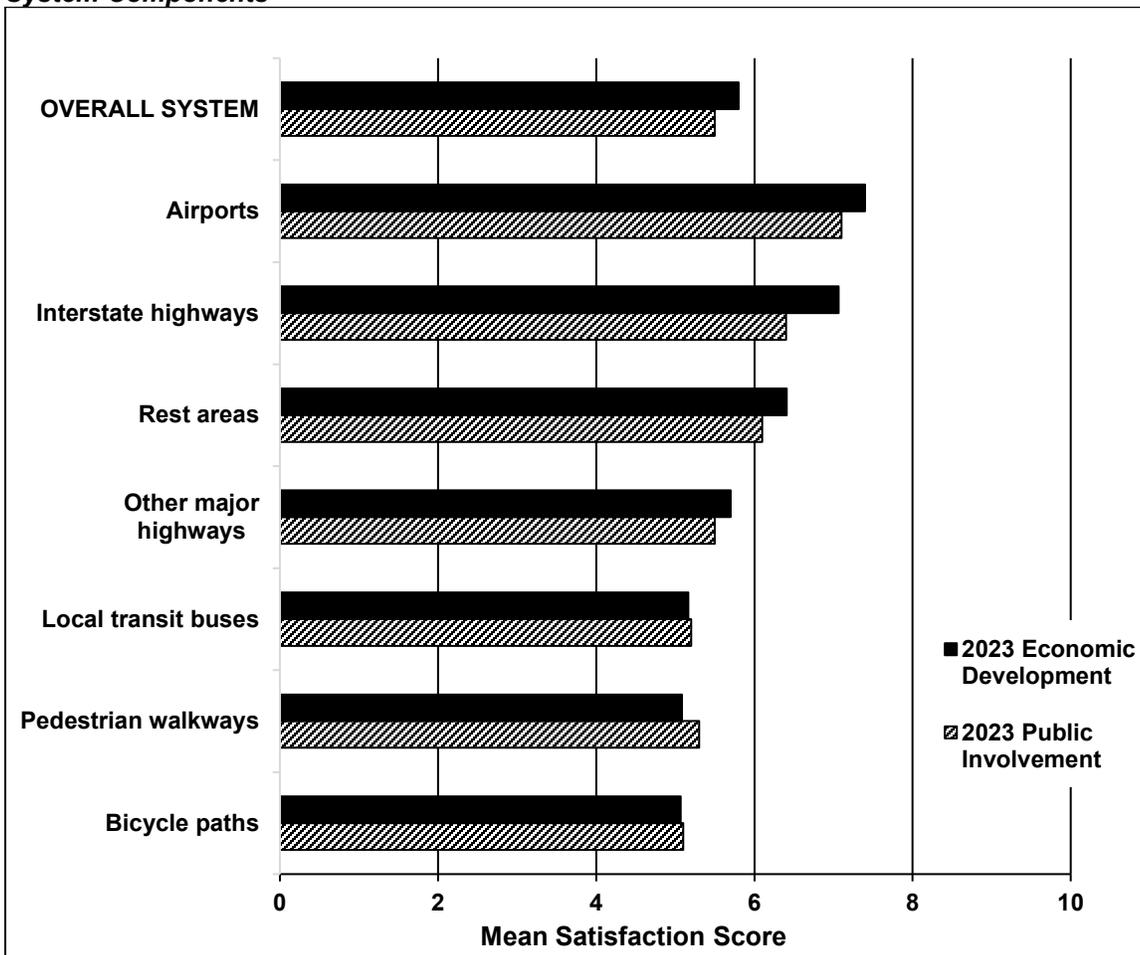
CHAPTER 8 ECONOMIC DEVELOPMENT STAKEHOLDER GROUP

The Economic Development stakeholder group consisted of economic development associations, business organizations, and local development corporations and associations from across Montana. Sixty completed surveys were obtained from members of this group. Figure 8.1 through Figure 8.6 compare responses from this group to those obtained from the 2023 Public Involvement Survey.

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

- When comparing the Economic Development group to the general public, both groups were generally satisfied with the overall physical condition of Montana’s transportation system.
- Economic development groups were the most satisfied with the physical condition of Airports, followed by the physical condition of Interstate Highways. The general public had the same assessment.
- Economic development groups were the least satisfied with the physical condition of pedestrian walkways and bicycle paths.

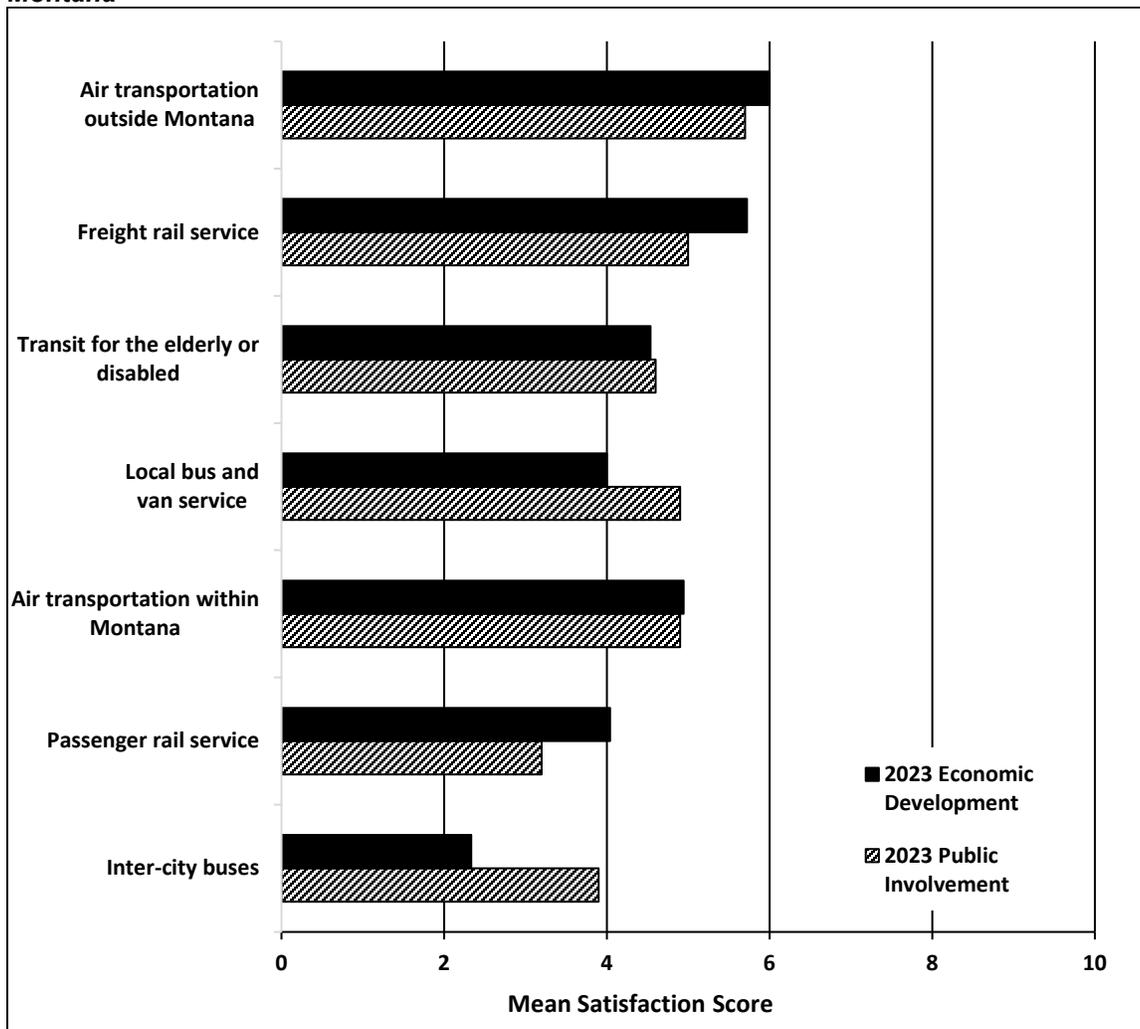
Figure 8.1 Economic Development Group Satisfaction with the Physical Condition of Transportation System Components



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

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

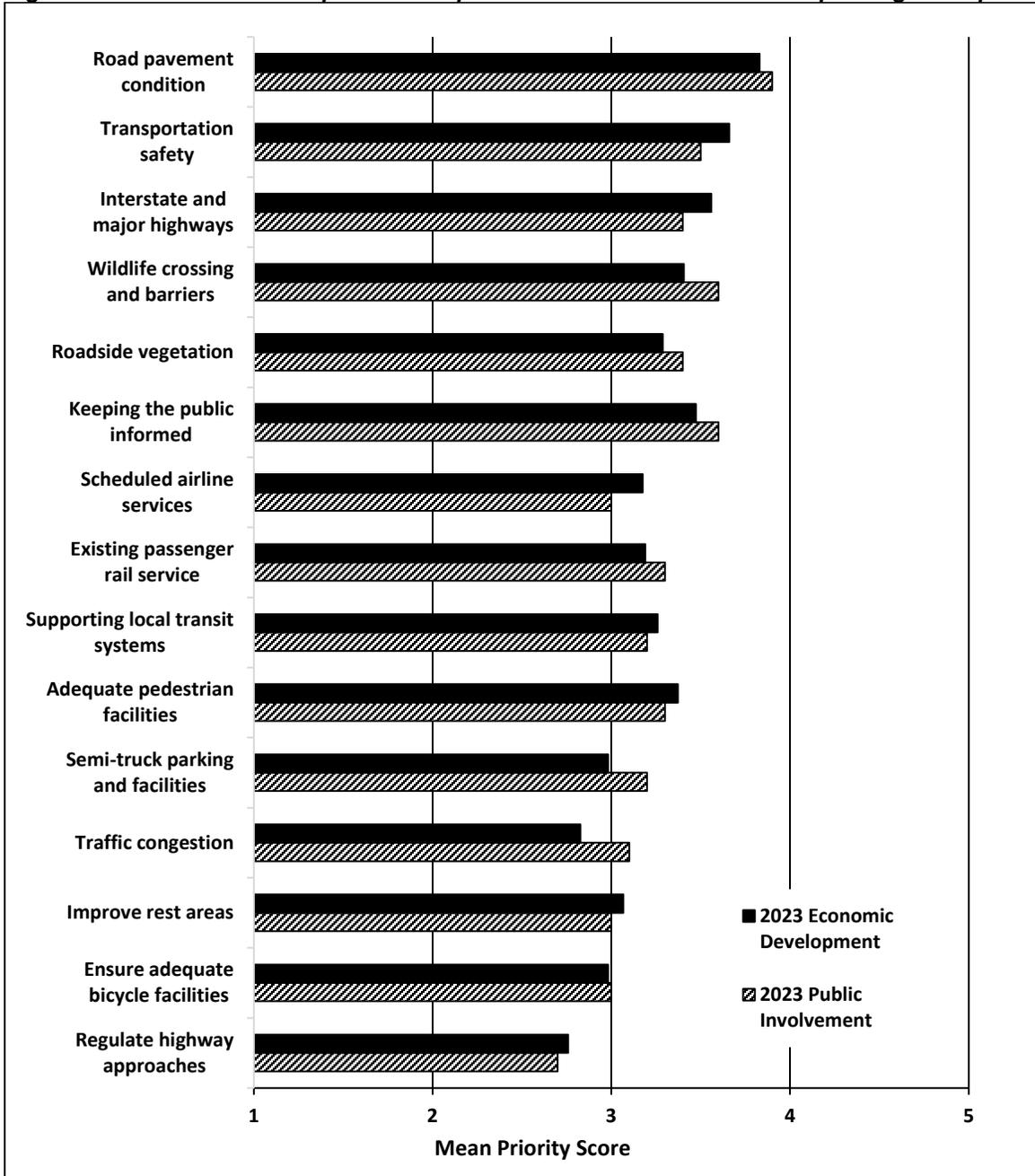
Figure 8.2 Economic Development Group Satisfaction with the Availability of Transportation Services in Montana



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

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

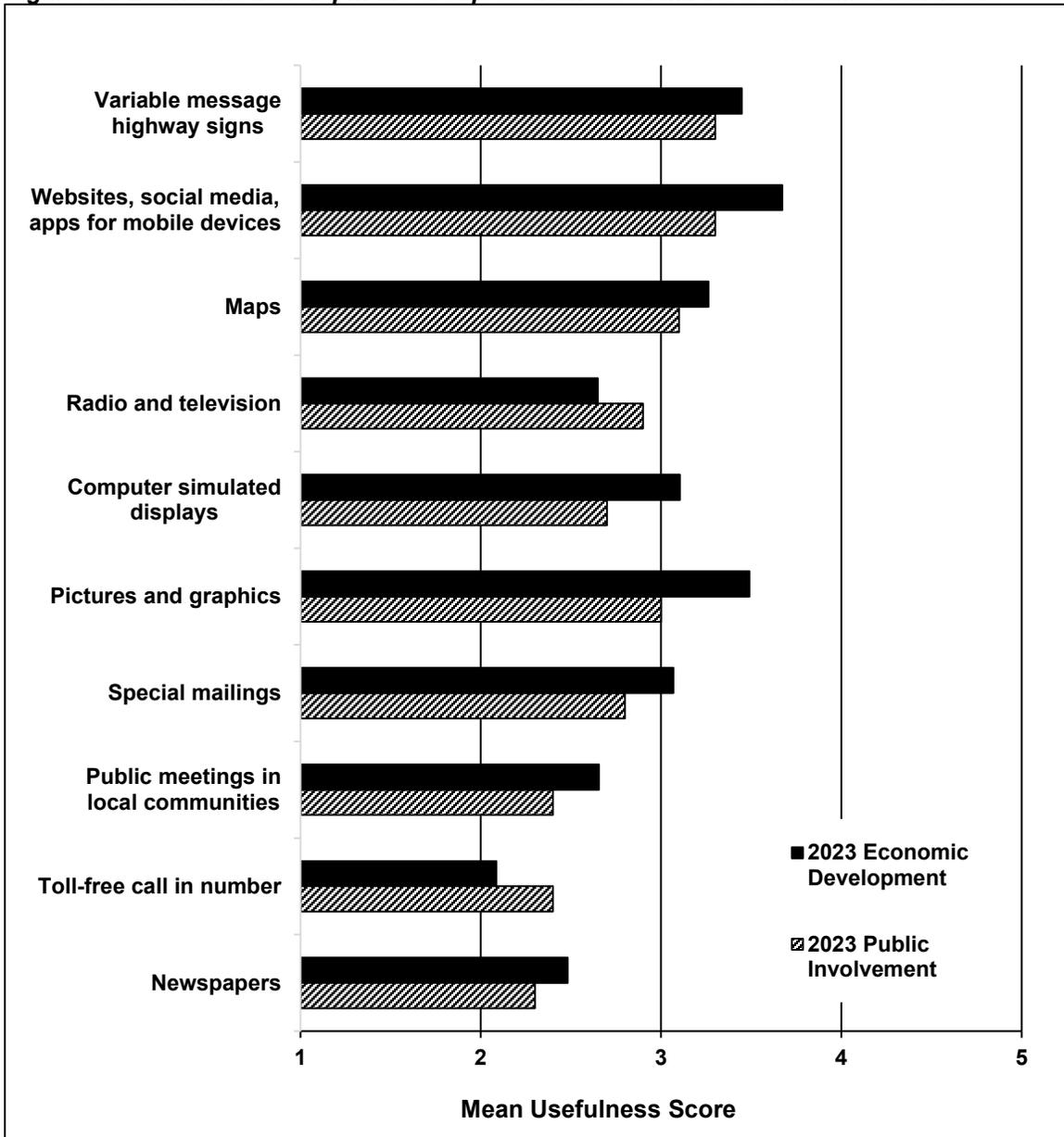
Figure 8.3 Economic Development Group Prioritization of Actions for Improving Transportation System



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

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

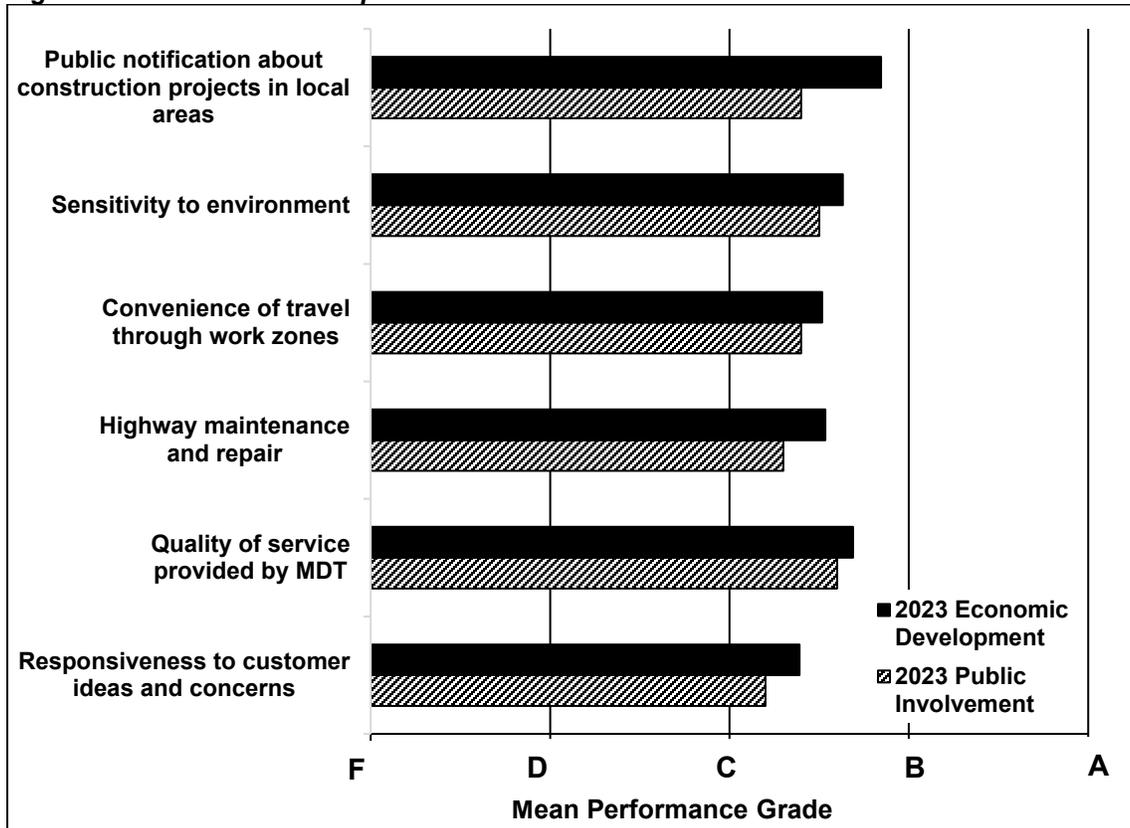
Figure 8.4 Economic Development Group Usefulness of MDT’s Communication Tools



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

- Economic development groups gave MDT’s overall quality of service and public notice about construction projects the highest grades.
- Both economic development groups and the general public gave MDT’s responsiveness to customer ideas and concerns the lowest grades.

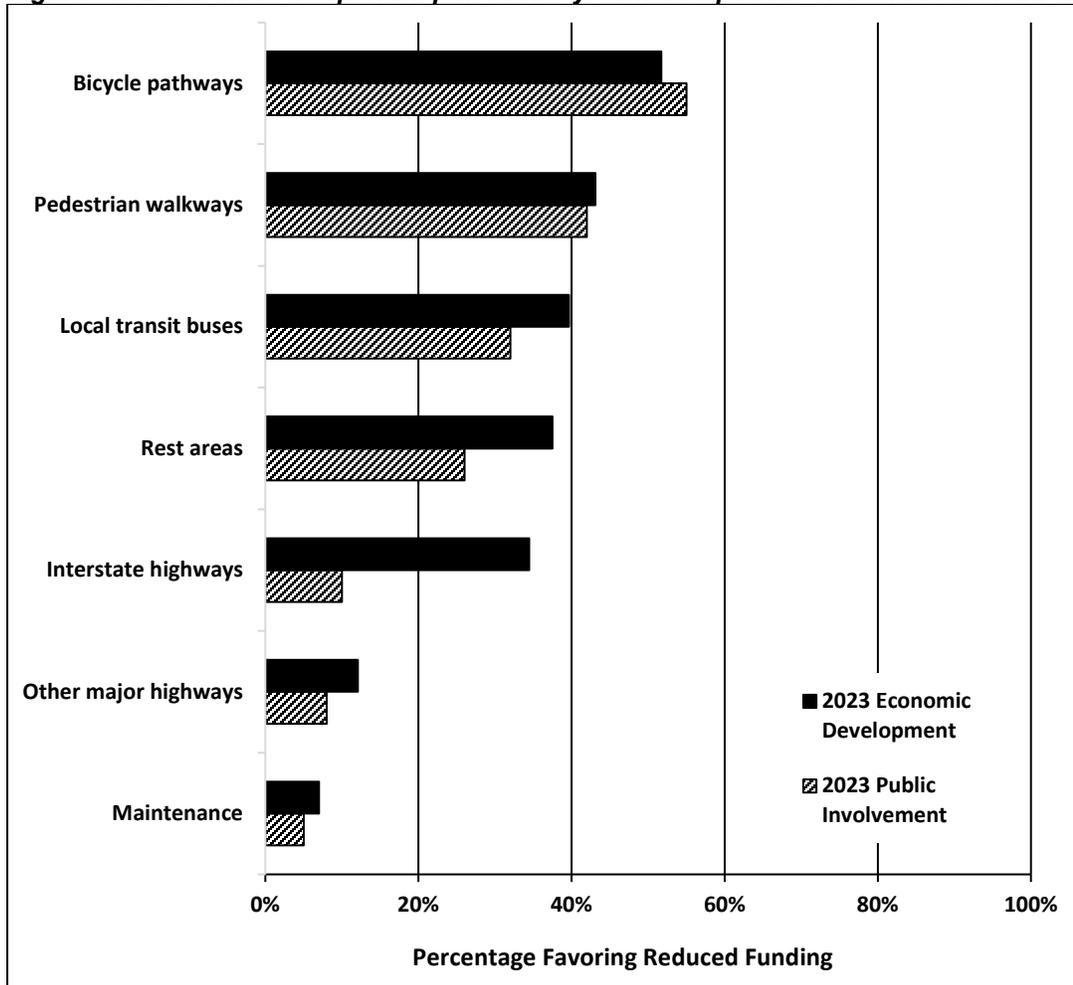
Figure 8.5 Economic Development Performance and Customer Service Grades



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

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

Figure 8.6 Economic Group Transportation System Components Favored for Reduced Funding



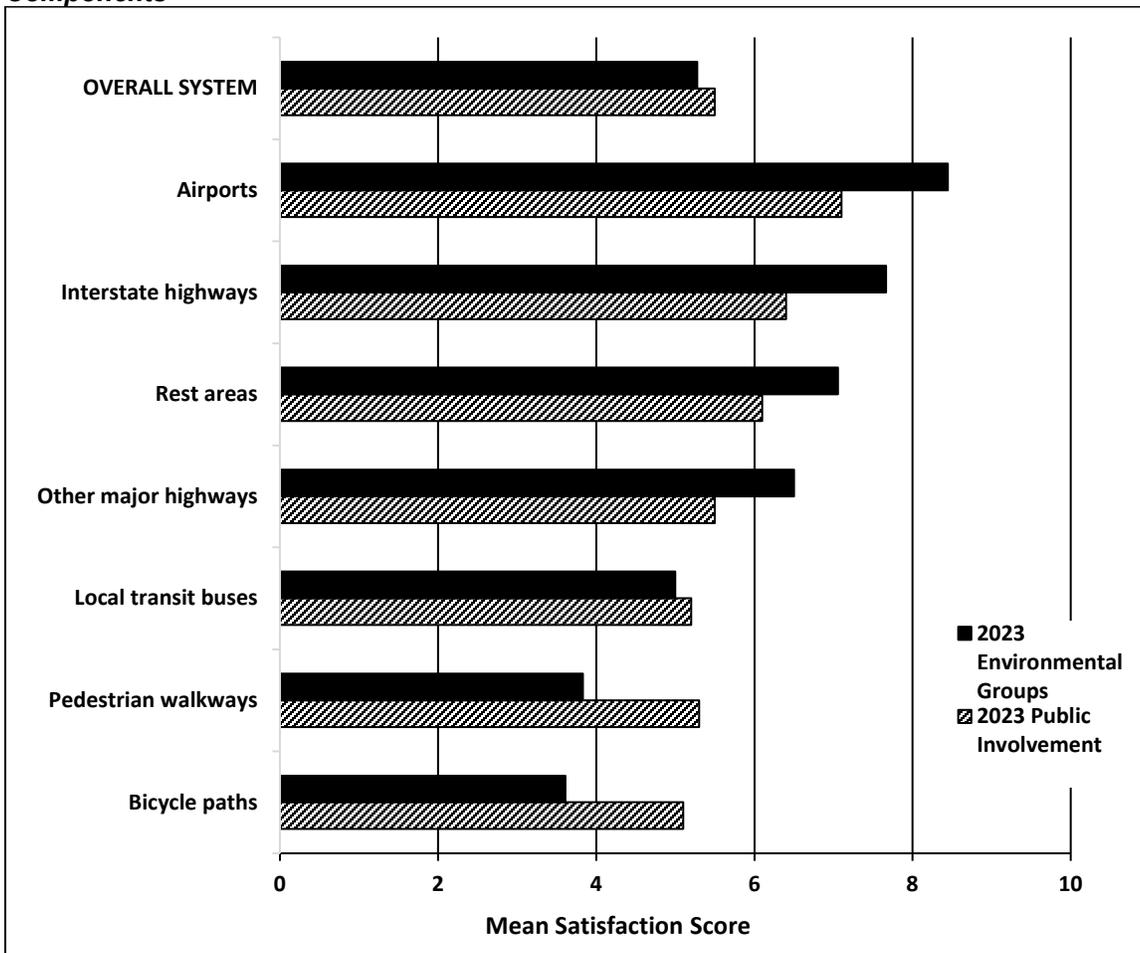
CHAPTER 9 ENVIRONMENTAL STAKEHOLDER GROUP

The Environmental stakeholder group consisted of representatives from environmental groups and associations across Montana. Eighteen completed surveys were obtained from members of this group. Figure 9.1 through Figure 9.6 compare responses from this group to those obtained through the 2023 Public Involvement Survey.

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

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

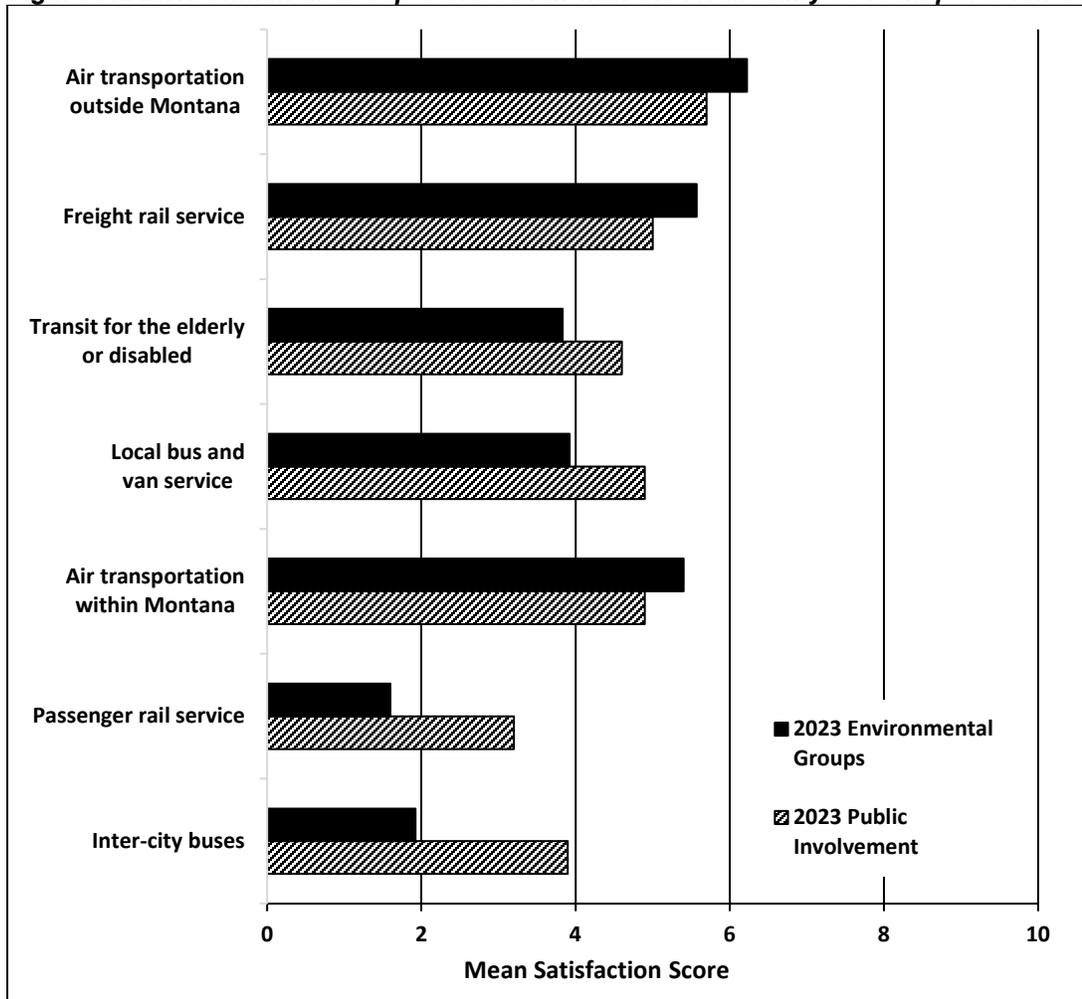
Figure 9.1 Environmental Group Satisfaction with the Physical Condition of Transportation System Components



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

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

Figure 9.2 Environmental Group Satisfaction with the Availability of Transportation Services in Montana

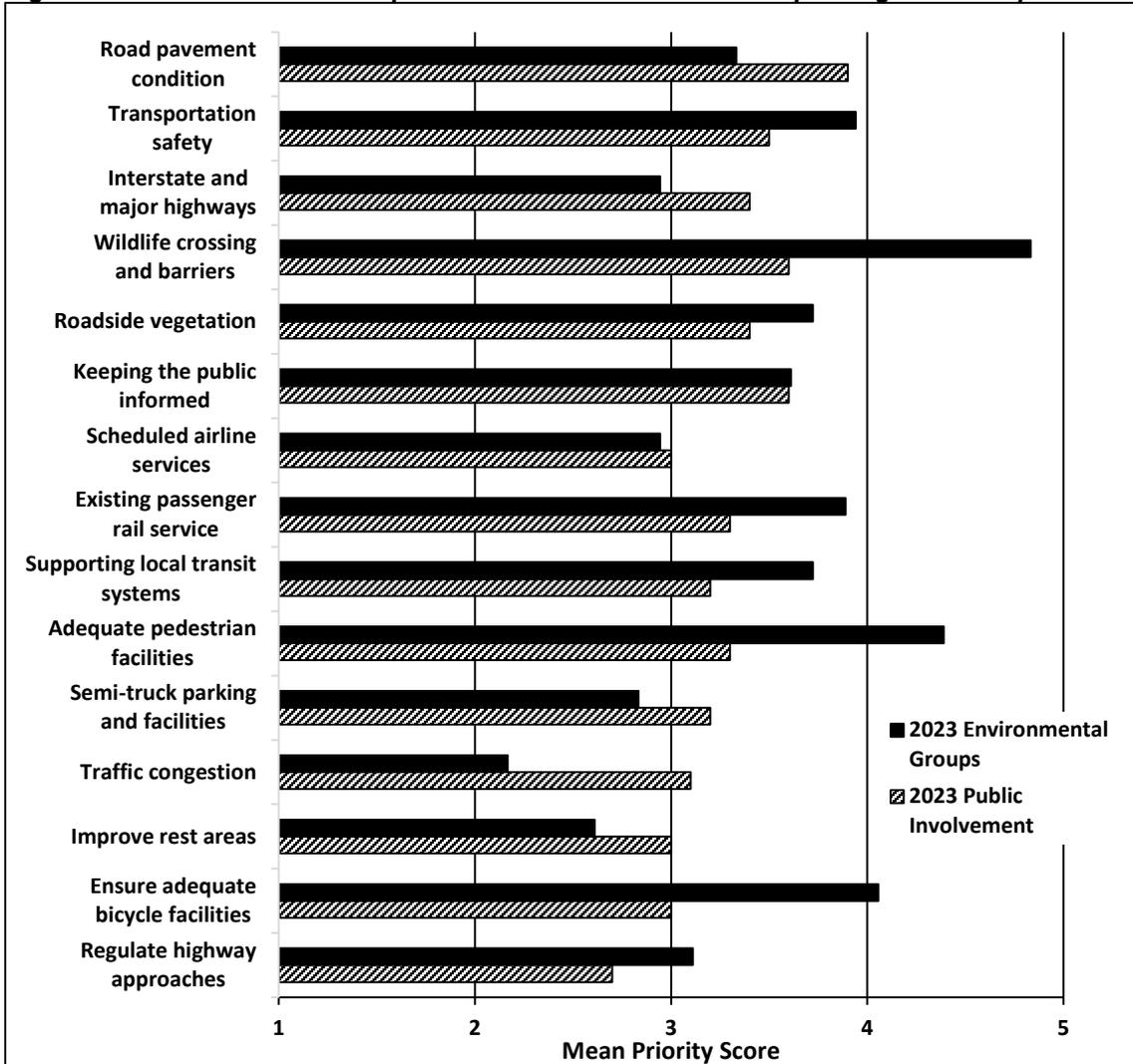


“WHAT PRIORITY SHOULD MDT ASSIGN TO THE FOLLOWING ACTIONS?”

In prioritizing various actions MDT can take to improve the state’s transportation system, the priorities of environmental groups differ considerably from those of the general public in a number of areas.

- Environmental groups gave the highest priority to wildlife crossings and barriers, adequate pedestrian facilities, and adequate bicycle facilities.
- The lowest priority was given to improving traffic congestion, rest areas, and semi-truck facilities.

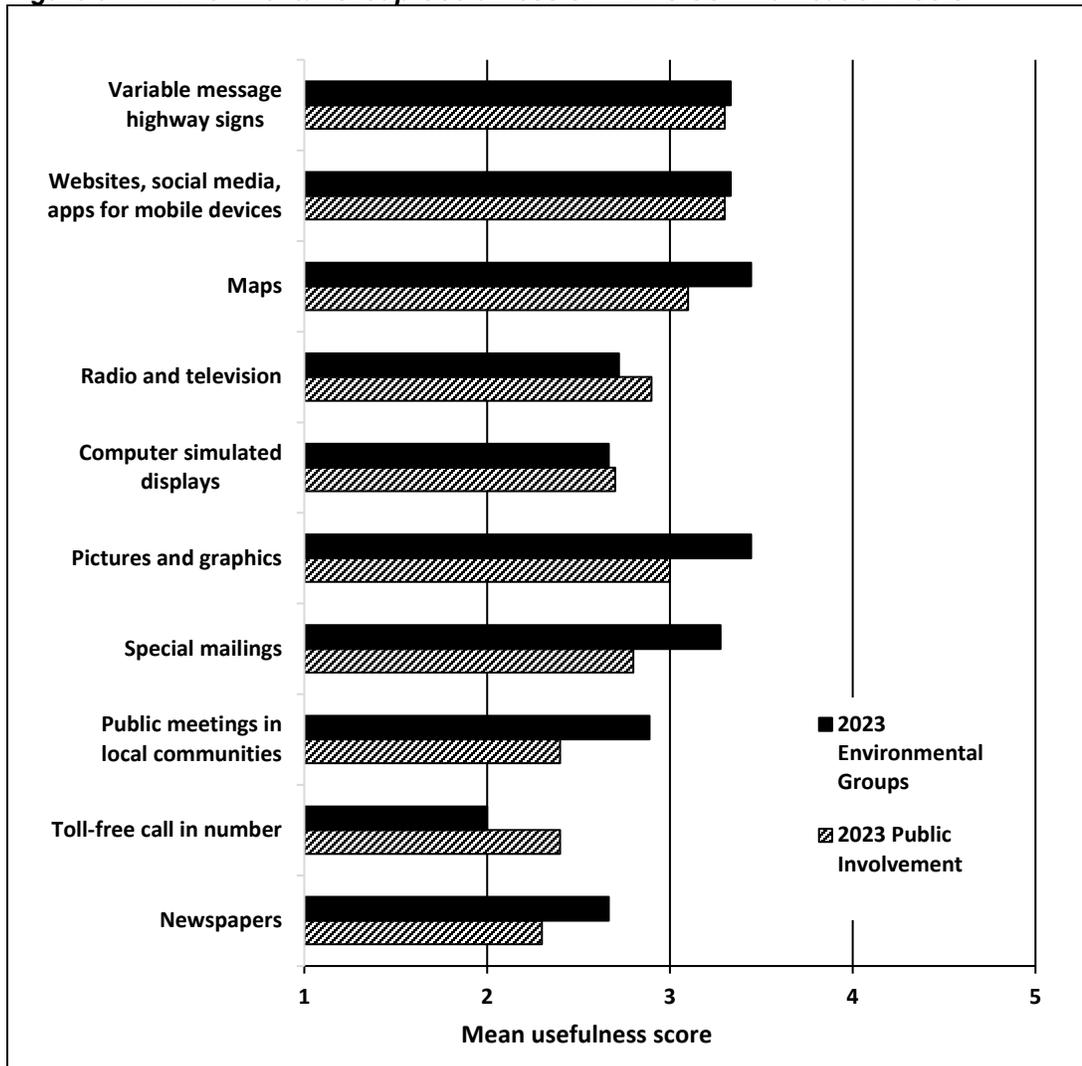
Figure 9.3 Environmental Group Prioritization of Actions for Improving the Transportation System



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

- Environmental groups found maps and pictures and graphics to be MDT’s most useful communications tool.
- Environmental groups said that a toll-free number is the least useful communications tool.

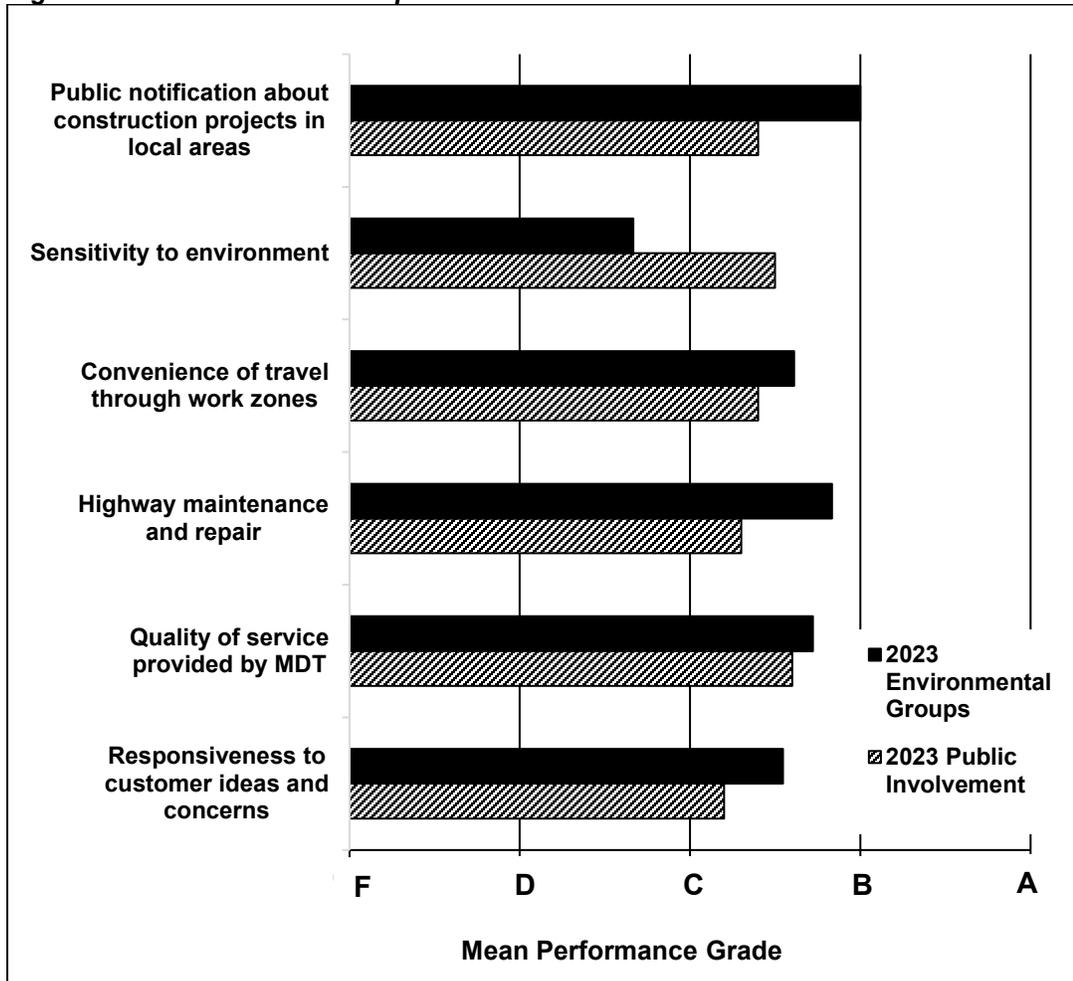
Figure 9.4 Environmental Group Usefulness of MDT’s Communication Tools



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

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

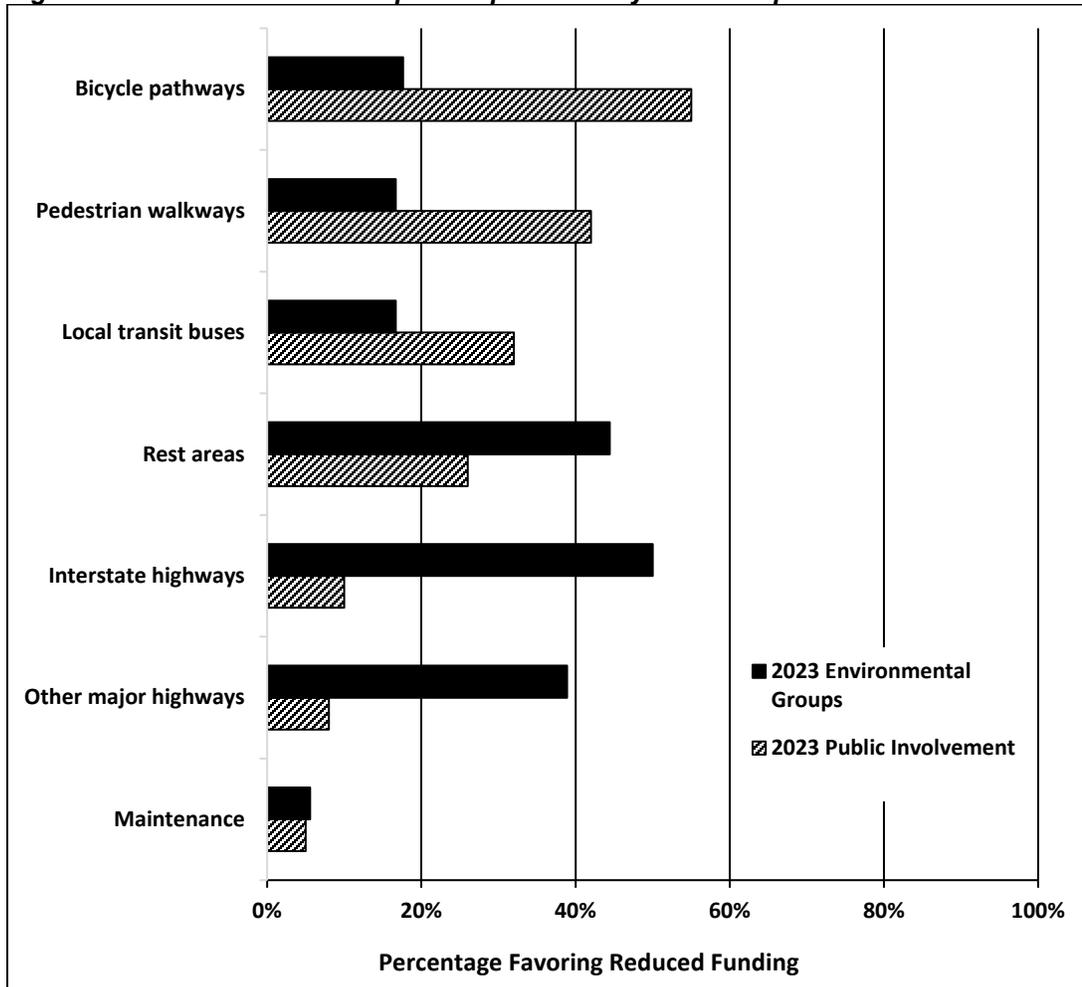
Figure 9.5 Environmental Group Performance and Customer Service Grades



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

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

Figure 9.6 Environmental Group Transportation System Components Favored for Reduced Funding



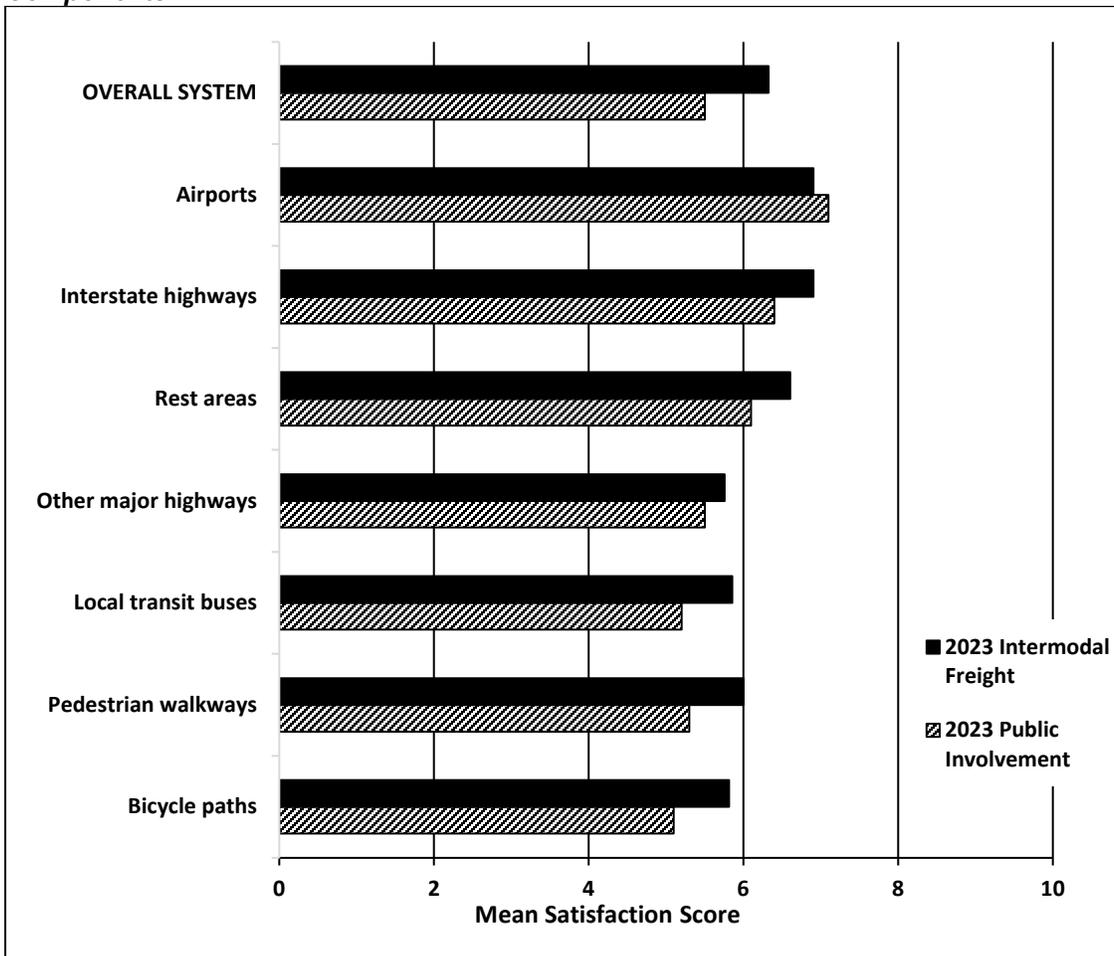
CHAPTER 10 INTERMODAL FREIGHT STAKEHOLDER GROUP

The Intermodal Freight stakeholder group consisted of commercial trucking, freight rail, and air freight businesses from across Montana. Forty-three completed surveys were obtained from members of this group. Figure 10.1 through Figure 10.6 compare responses from this group to those obtained through the 2023 Public Involvement Survey.

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

- The Intermodal Freight group was overall more satisfied with the physical condition of Montana’s transportation system than the general public.
- Both the Intermodal Freight group and the general public were the most satisfied with the physical condition of the state’s airports.
- Members of the Intermodal Freight group were the least satisfied with the physical condition of other major highways.

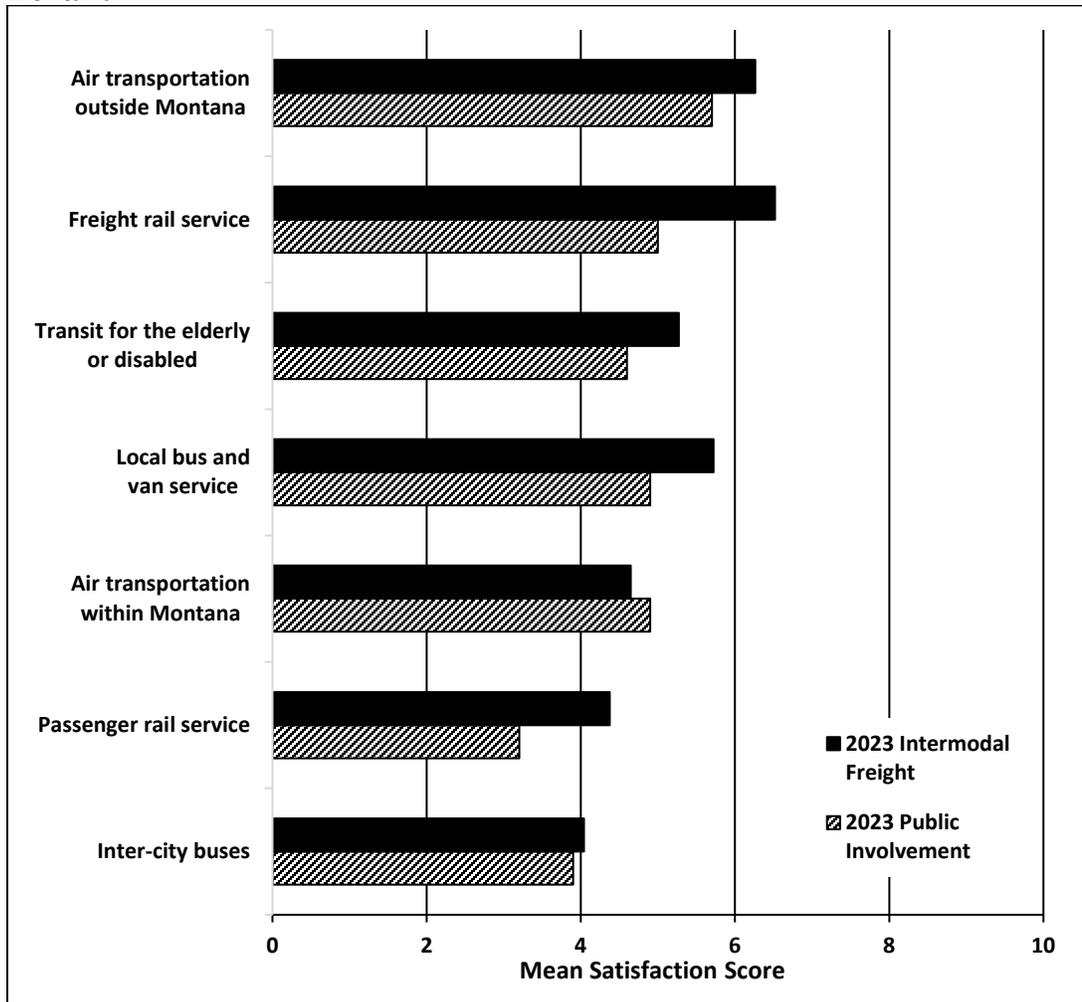
Figure 10.1 Intermodal Freight Group Satisfaction with the Physical Condition of Transportation System Components



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

- Intermodal Freight group members were the most satisfied with freight rail service.
- This group was the least satisfied with the availability of passenger rail service and inter-city buses, as was also the case with the general public.

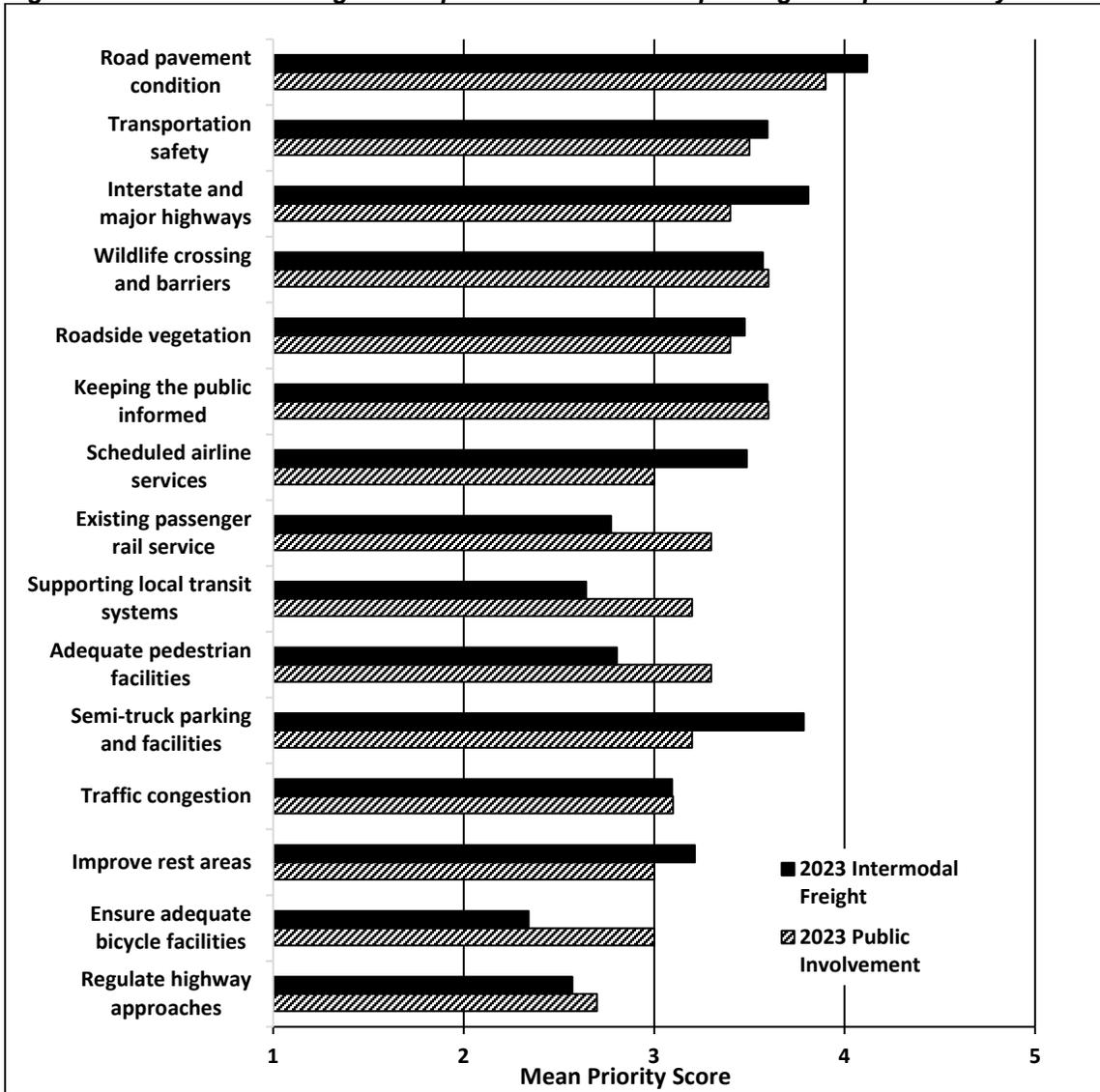
Figure 10.2 Intermodal Freight Group Satisfaction with the Availability of Transportation Services in Montana



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

- Both the Intermodal Freight group and the general public prioritize road pavement conditions the highest for improving the Montana transportation system.
- The Intermodal Freight group placed the least priority on adequate bicycle facilities for improving Montana’s transportation system.

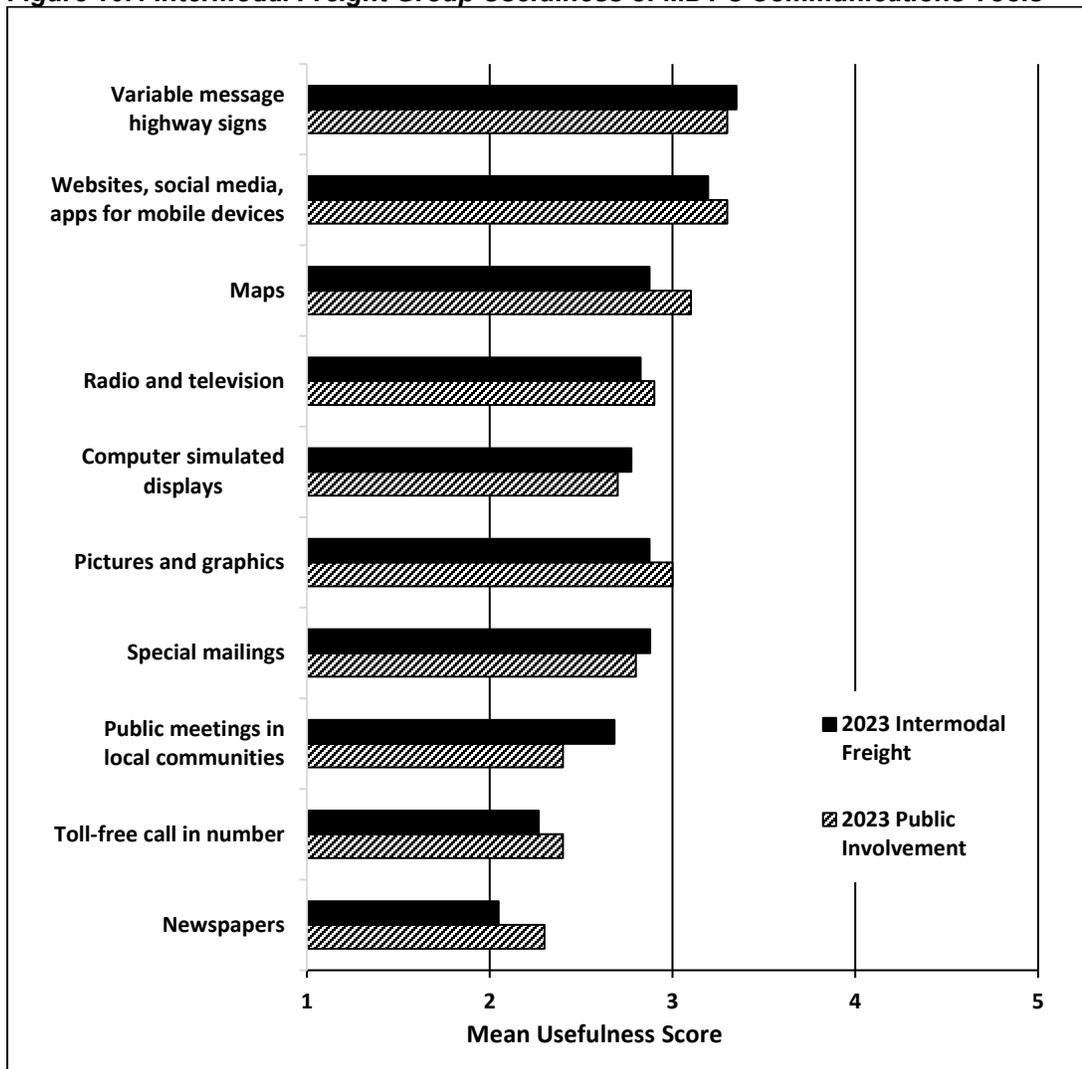
Figure 10.3 Intermodal Freight Group Prioritization for improving transportation system



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

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

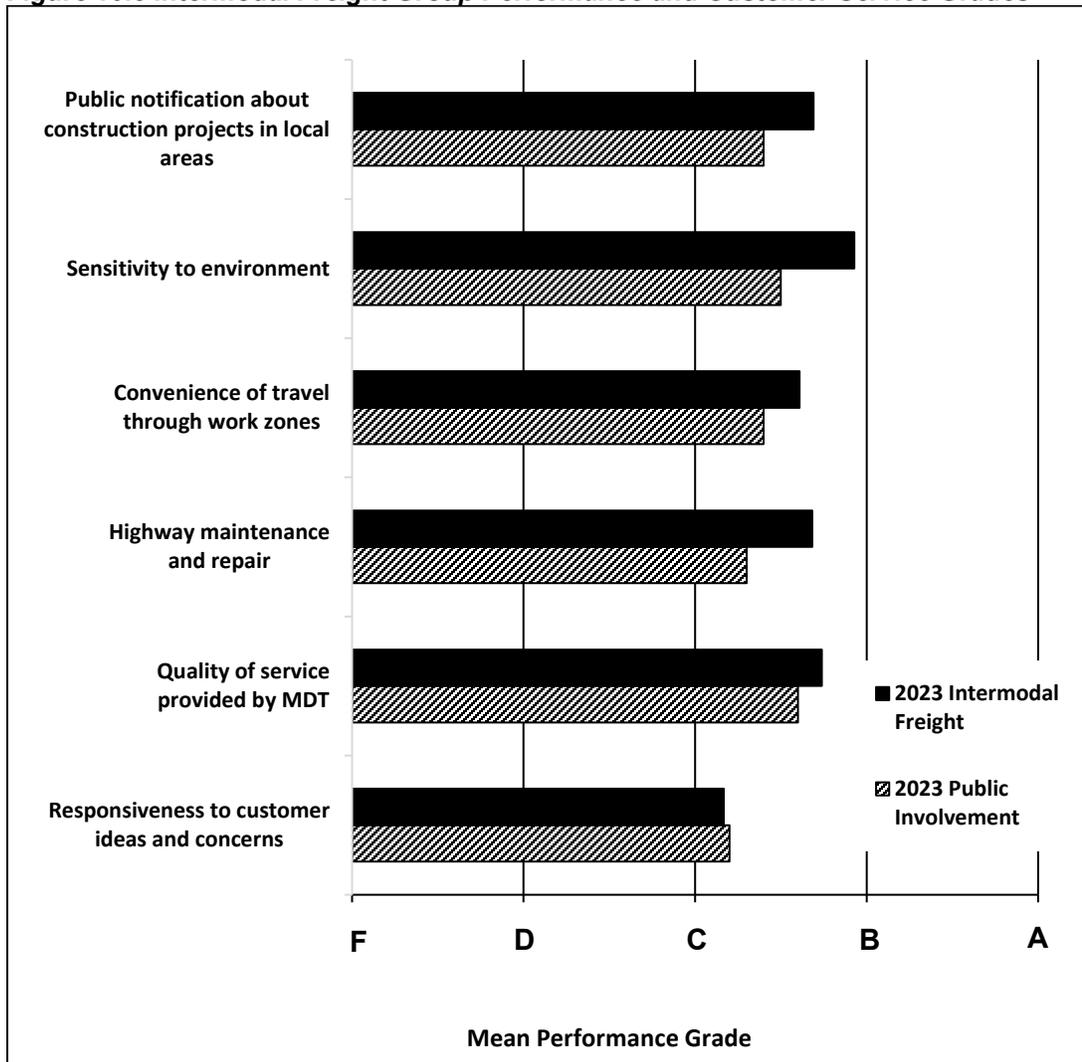
Figure 10.4 Intermodal Freight Group Usefulness of MDT’s Communications Tools



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

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

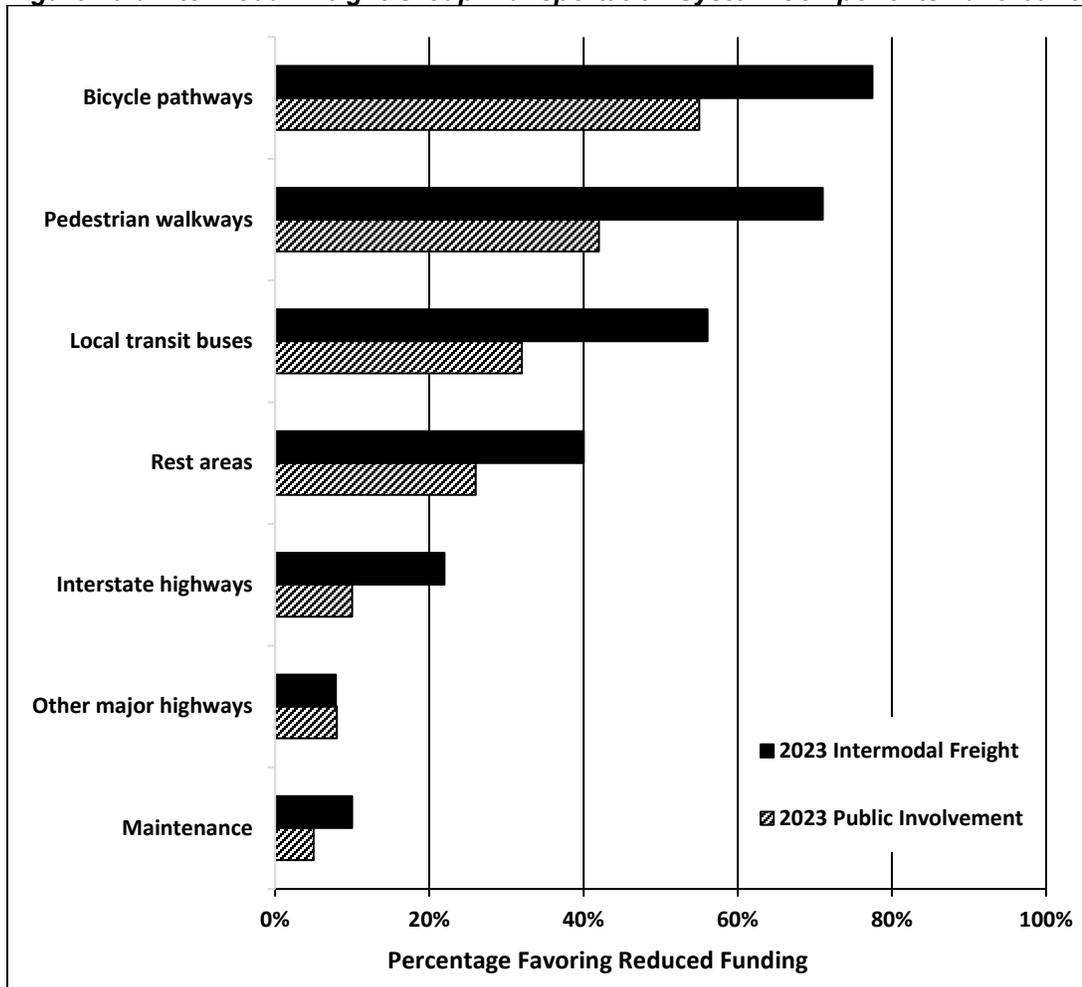
Figure 10.5 Intermodal Freight Group Performance and Customer Service Grades



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

- When it comes to potentially reduced funding, the Intermodal Freight group showed the same trends as the general public.
- The Intermodal Freight group overwhelmingly favored decreasing funding for bicycle paths.
- The Intermodal Freight group favored reducing funds for other major highways the least.

Figure 10.6 Intermodal Freight Group Transportation System Components Favored for Reduced Funding



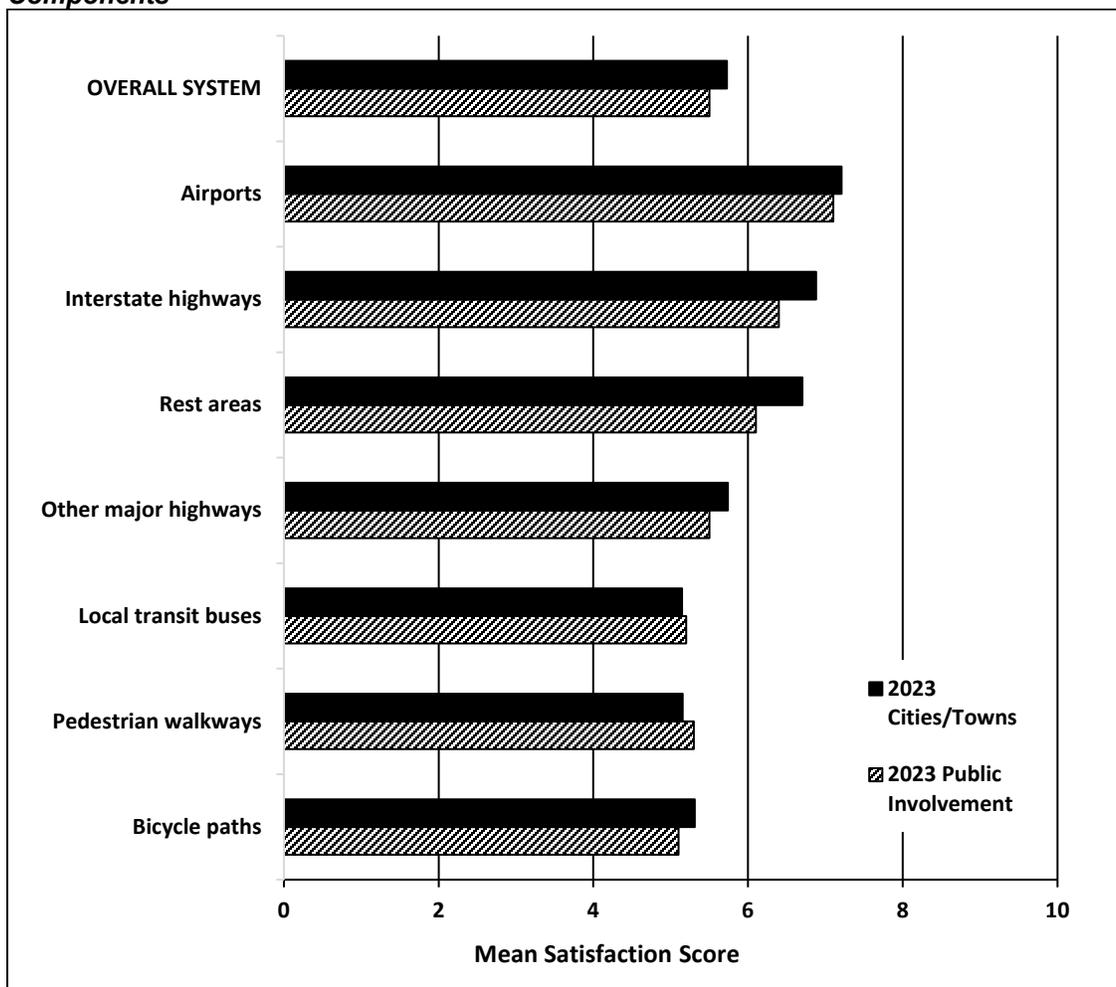
CHAPTER 11 MAYORS AND CITY EXECUTIVES STAKEHOLDER GROUP

The Cities and Towns stakeholder group consisted of mayors and city executives from across Montana. Eighty-four completed surveys were obtained from members of this group. Figure 11.1 through Figure 11.6 compare responses from this group to those obtained through the 2023 Public Involvement Survey.

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

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

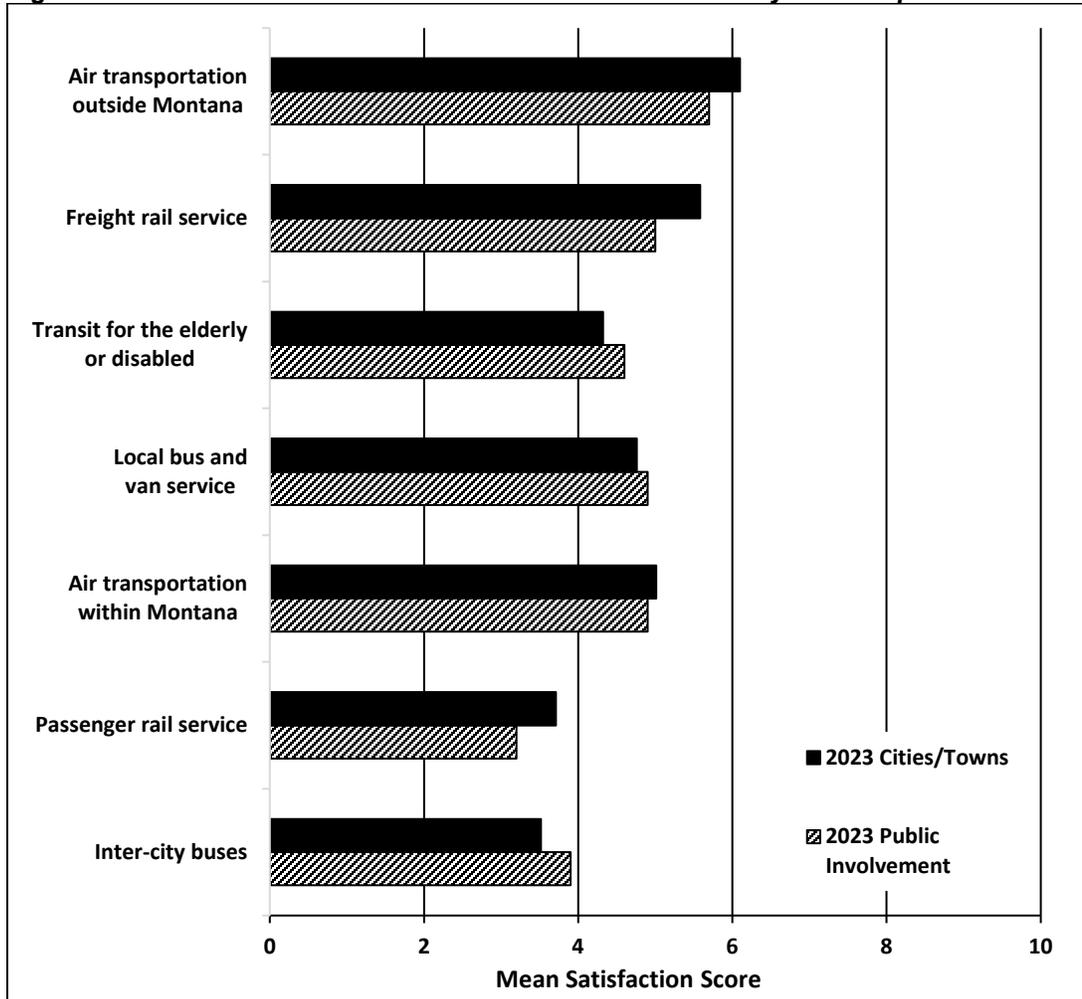
Figure 11.1 Cities and Towns Satisfaction with the Physical Condition of Transportation System Components



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

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

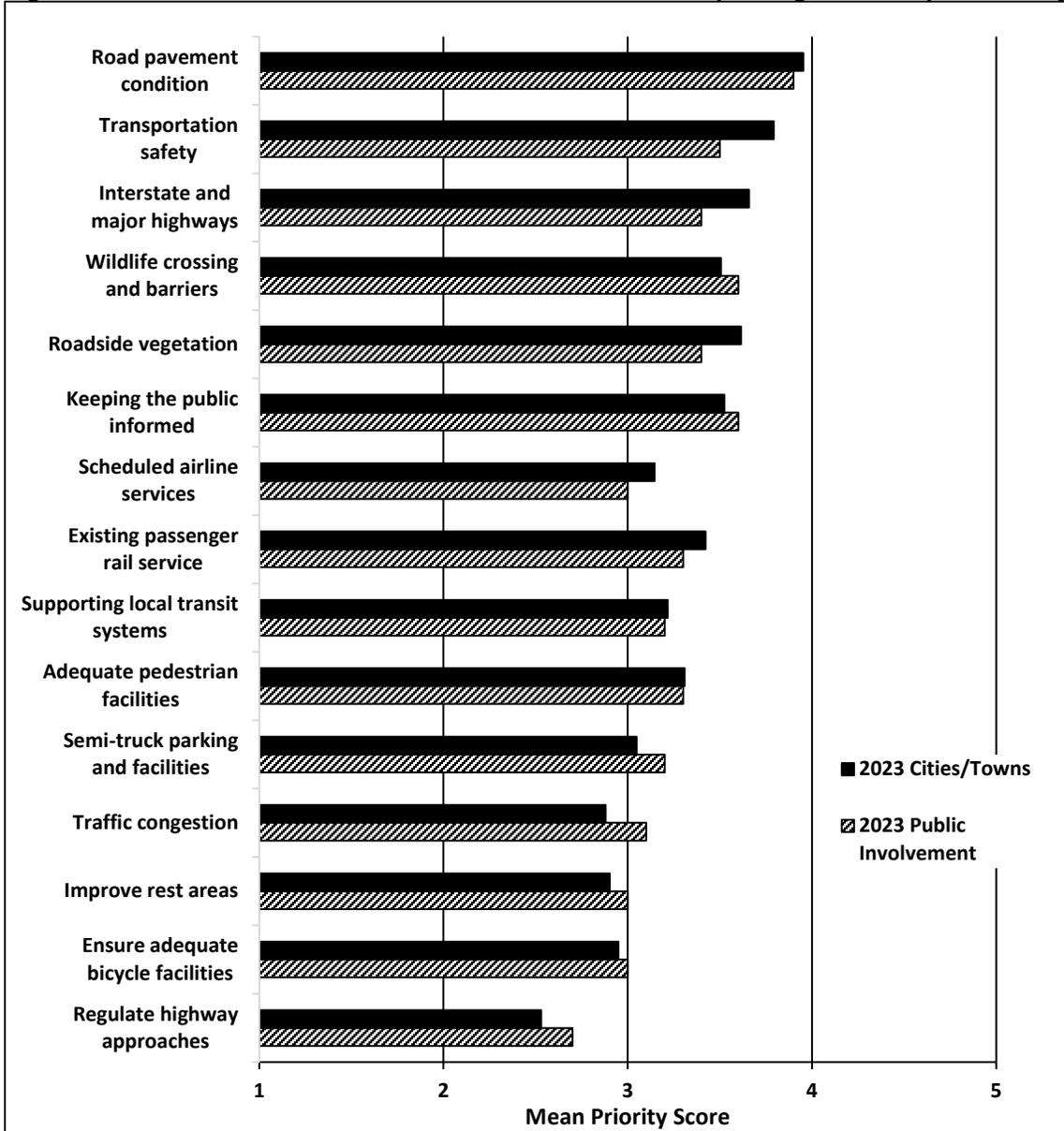
Figure 11.2 Cities and Towns Satisfaction with the Availability of Transportation Services in Montana



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

- Mayors and city executives prioritize the improvement of road pavement conditions the most.
- Improving rest areas and adequate bicycle facilities were at the bottom of the list of priorities.

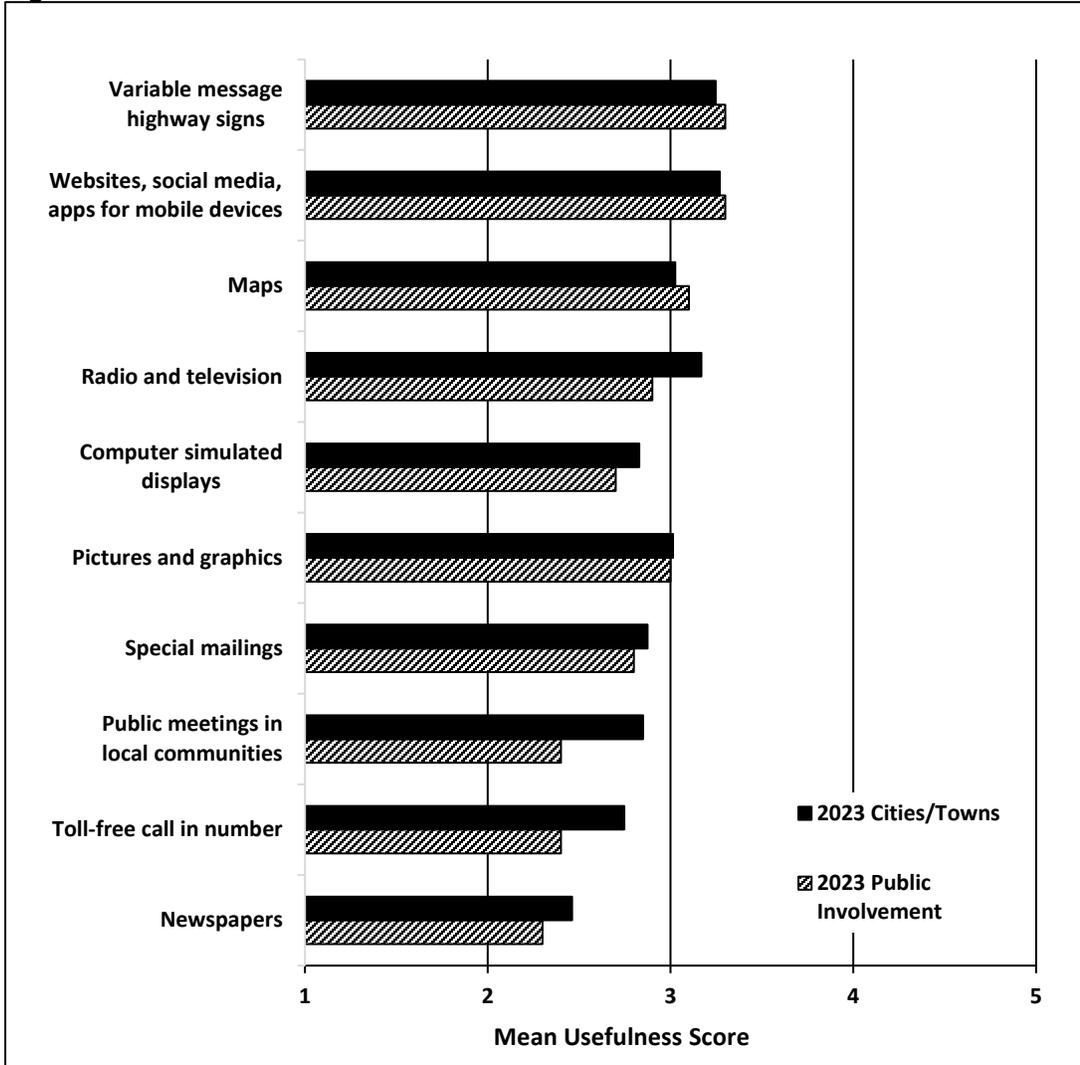
Figure 11.3 Cities and Towns Prioritization of Actions for Improving the Transportation System



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

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

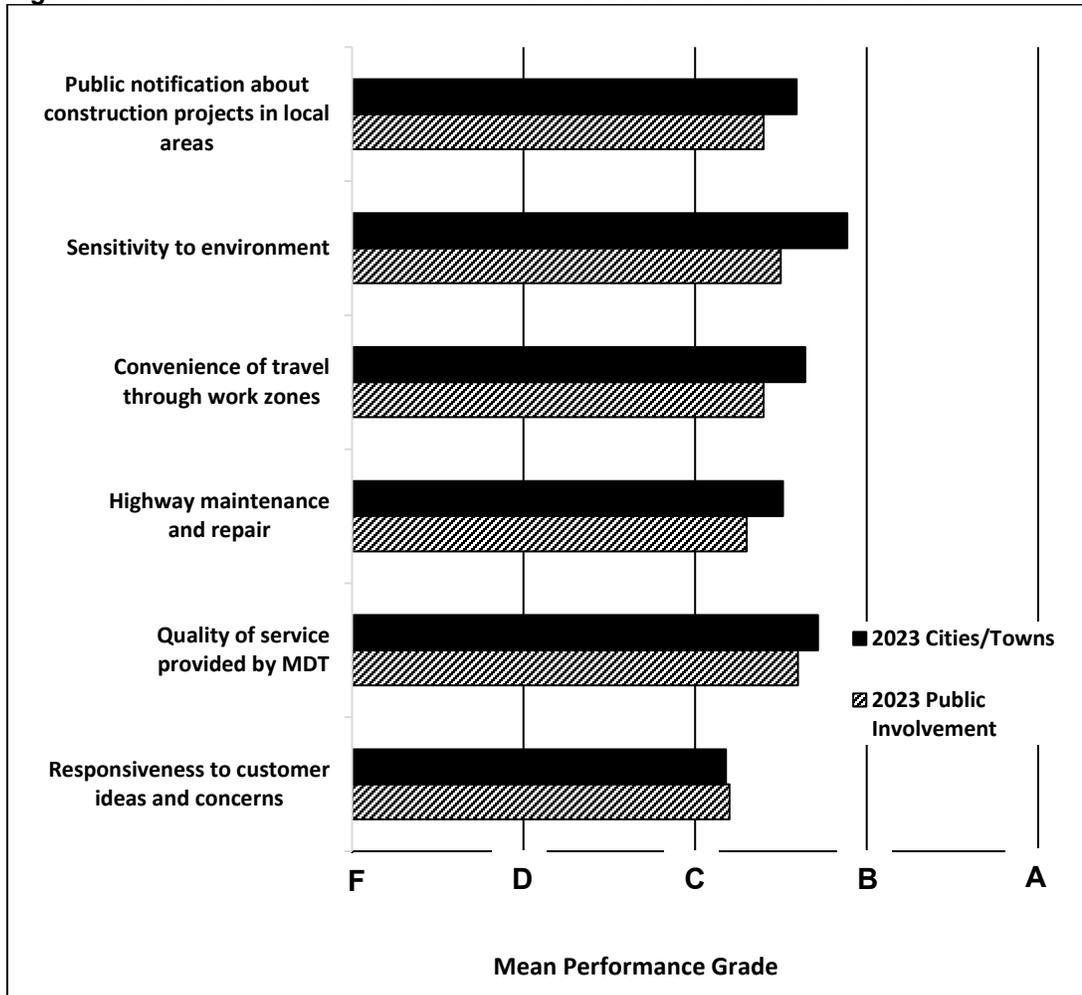
Figure 11.4 Cities and Towns Usefulness of MDT’s Communications Tools



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

- Mayors and city executives graded MDT’s sensitivity to the environment the highest, followed by the quality of service MDT provides.
- Mayors and city executives were consistent with the general public in grading MDT’s responsiveness to customer ideas and concerns the lowest.

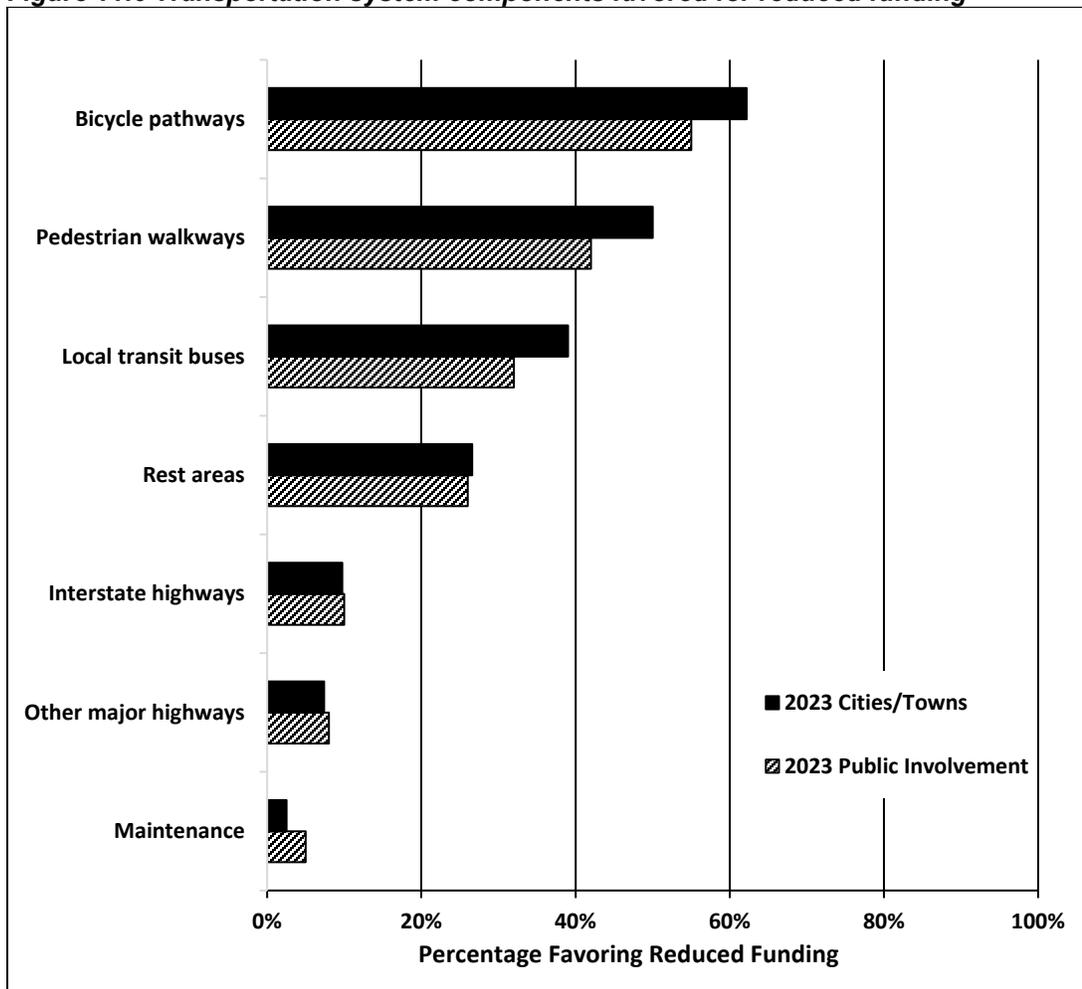
Figure 11.5 Cities and Towns Performance and Customer Service Grades



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

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

Figure 11.6 Transportation system components favored for reduced funding



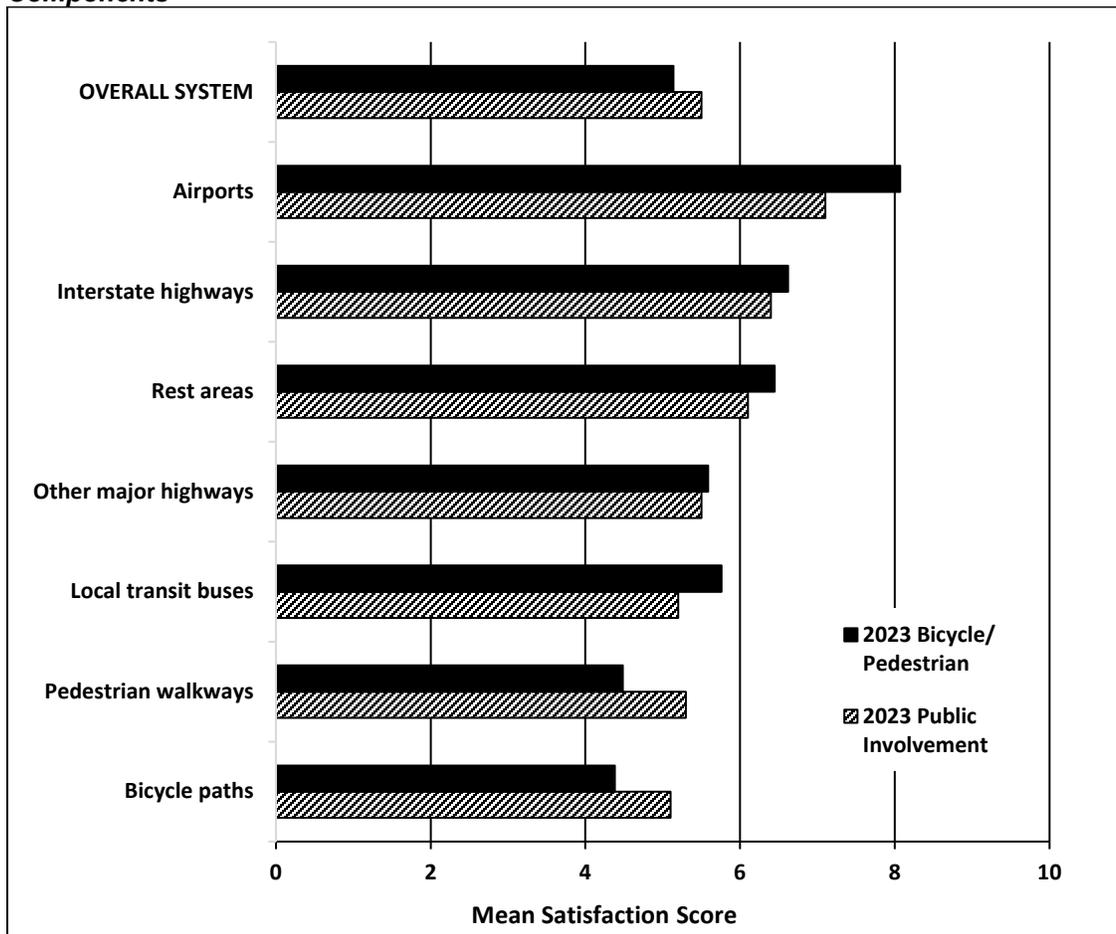
CHAPTER 12 BICYCLE AND PEDESTRIAN STAKEHOLDER GROUP

This group is comprised of various bicycle and pedestrian interests from across Montana, including representatives from bicycle clubs, community development groups, bicycle/pedestrian advisory boards, county planning offices, police on bikes, and city park and recreation organizations. Twenty-nine completed surveys were obtained from members of this group. Figure 12.1 through Figure 12.6 compare responses from this group to those obtained through the 2023 Public Involvement Survey.

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

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

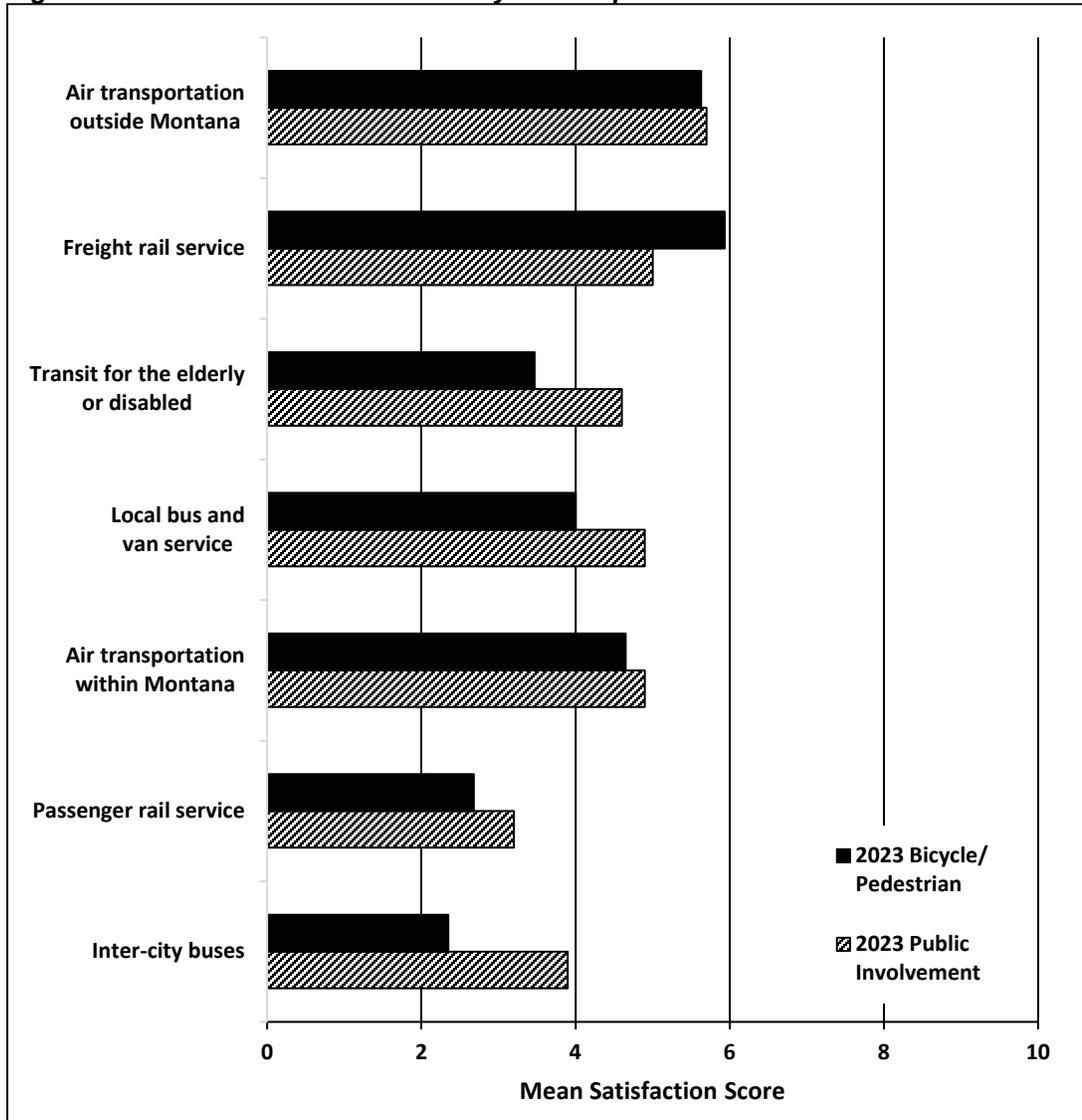
Figure 12.1 Bicycle and Pedestrian Satisfaction with the Physical Condition of Transportation System Components



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

- Bicycle and pedestrian stakeholders were the most satisfied with freight rail service.
- This group was less satisfied with the availability of passenger rail service and inter-city buses than the general public.

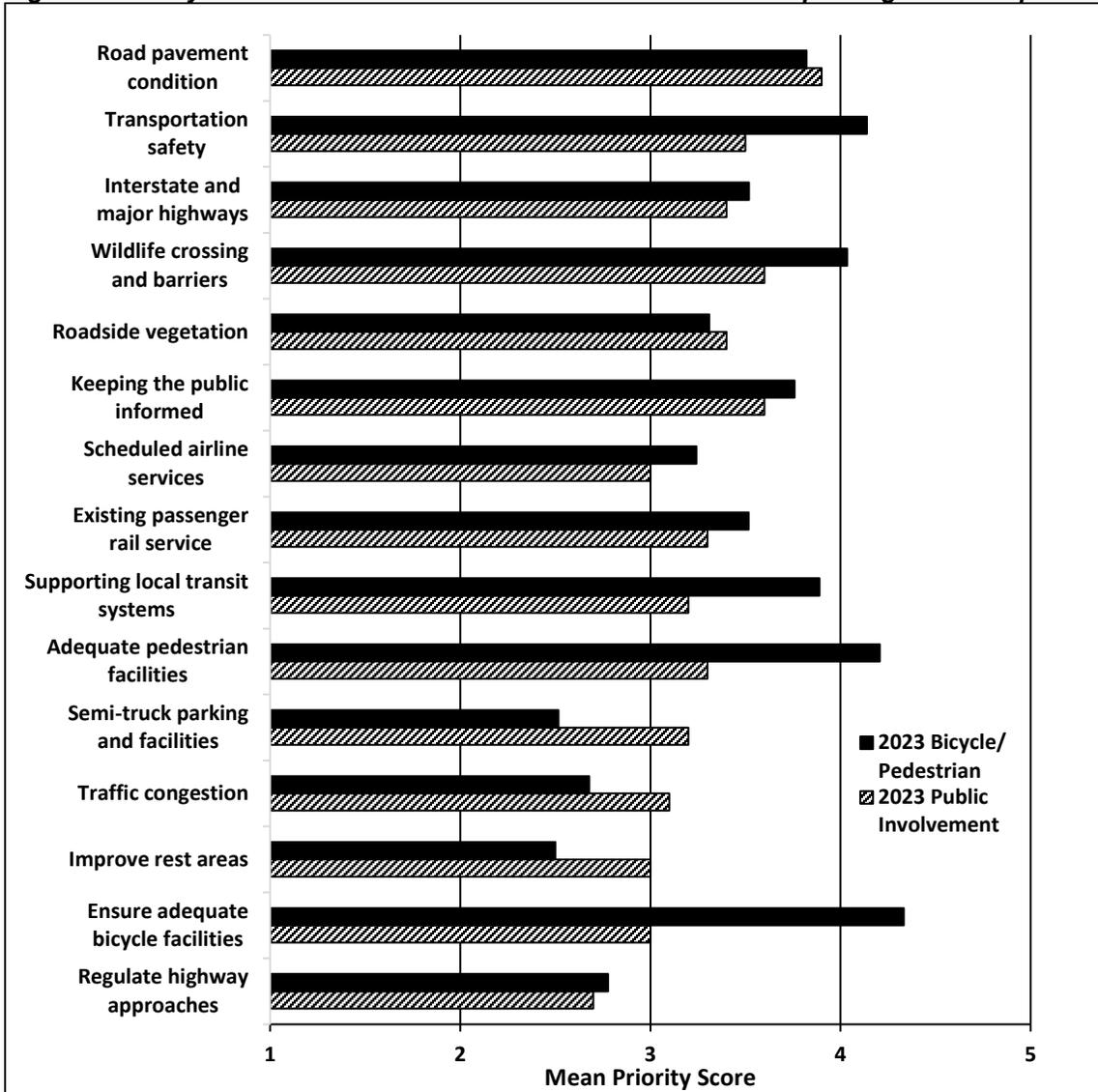
Figure 12.2 Satisfaction with availability of transportation services in Montana



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

- Bicycle and pedestrian stakeholders gave the greatest priority to adequate pedestrian facilities and ensuring adequate bicycle facilities.
- This group gave the lowest priority to improving rest areas and semi-truck parking and facilities.

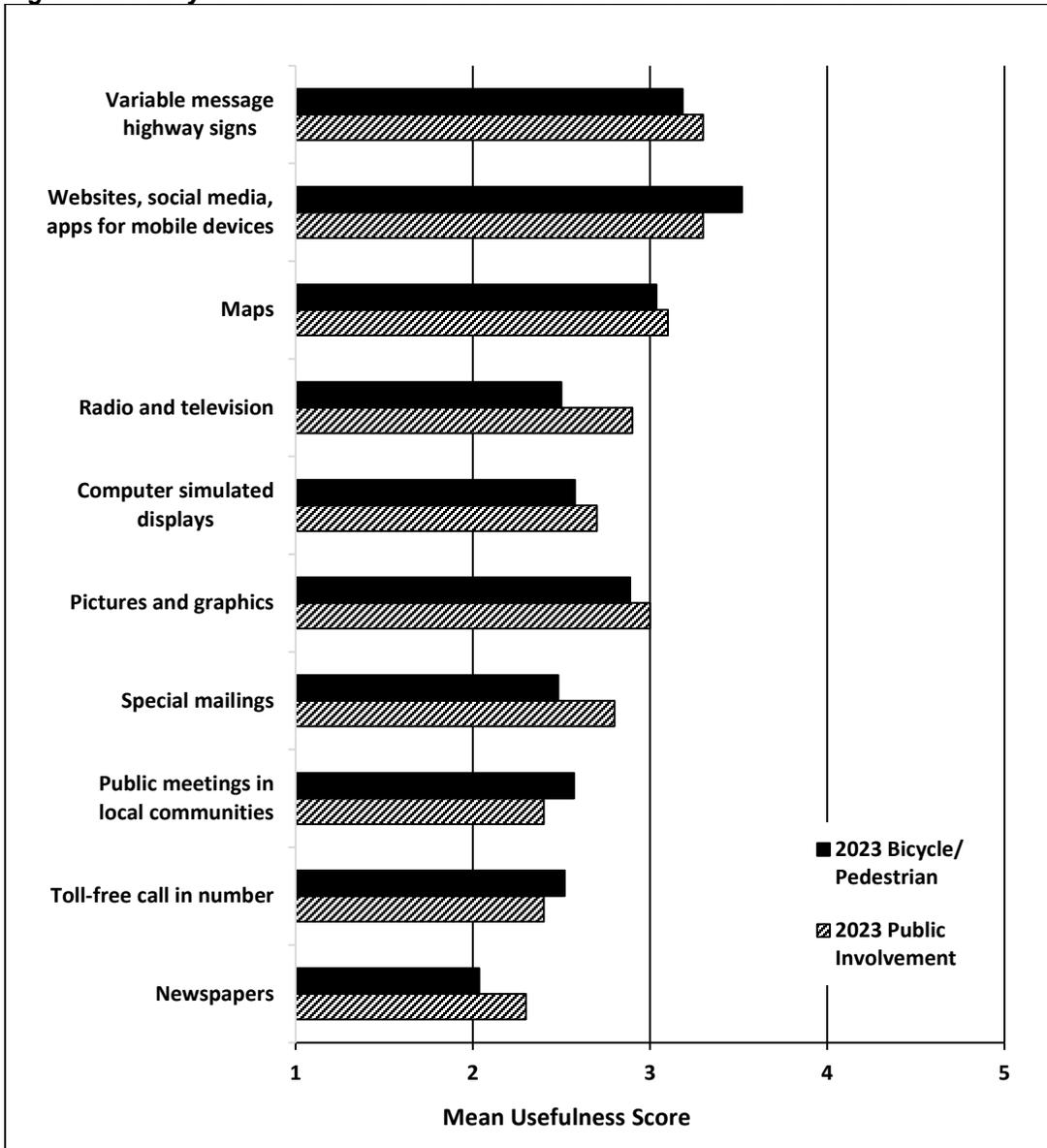
Figure 12.3 Bicycle and Pedestrian Prioritization of Actions for Improving the Transportation System



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

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

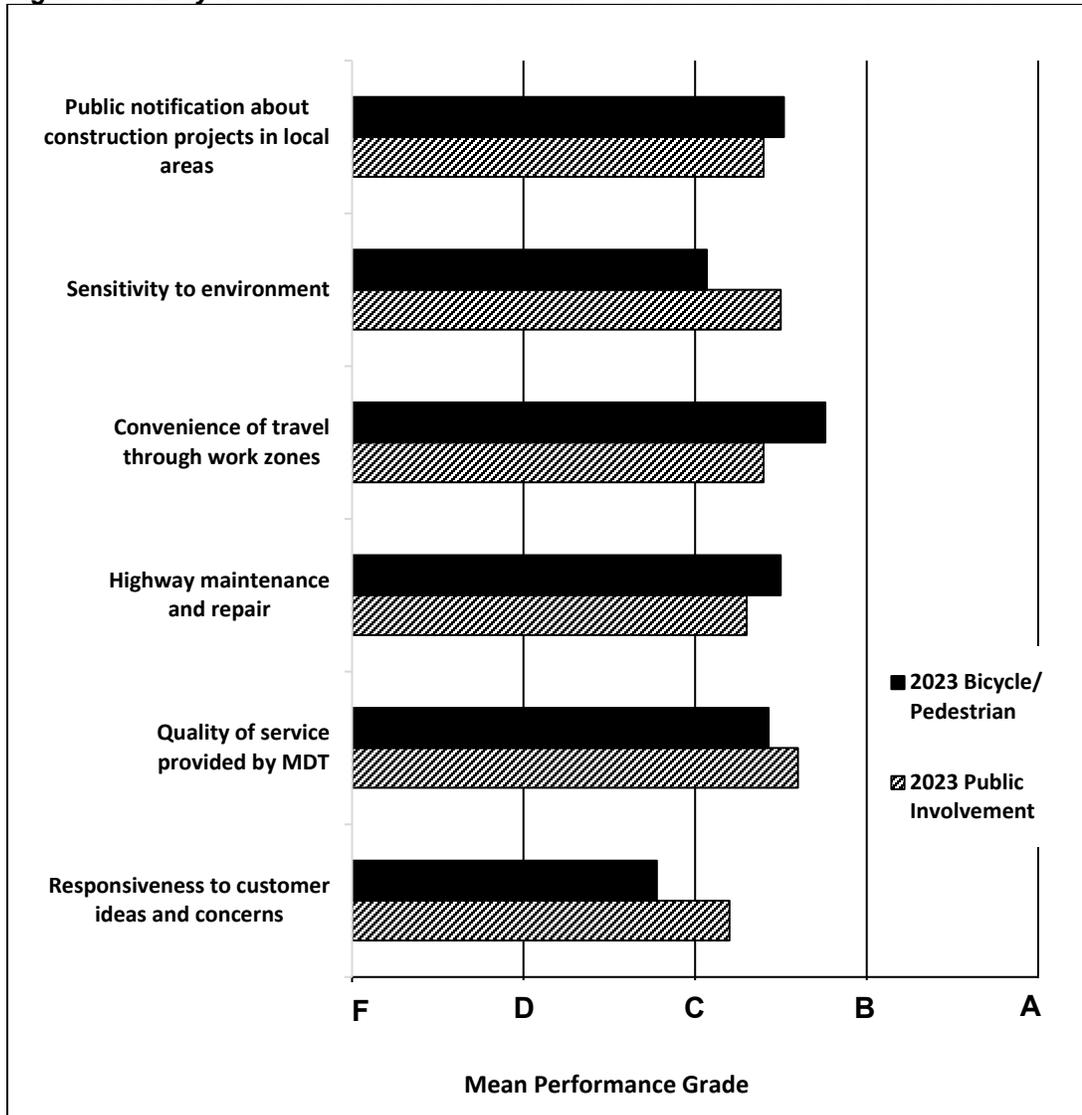
Figure 12.4 Bicycle and Pedestrian Usefulness of MDT’s Communication Tools



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

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

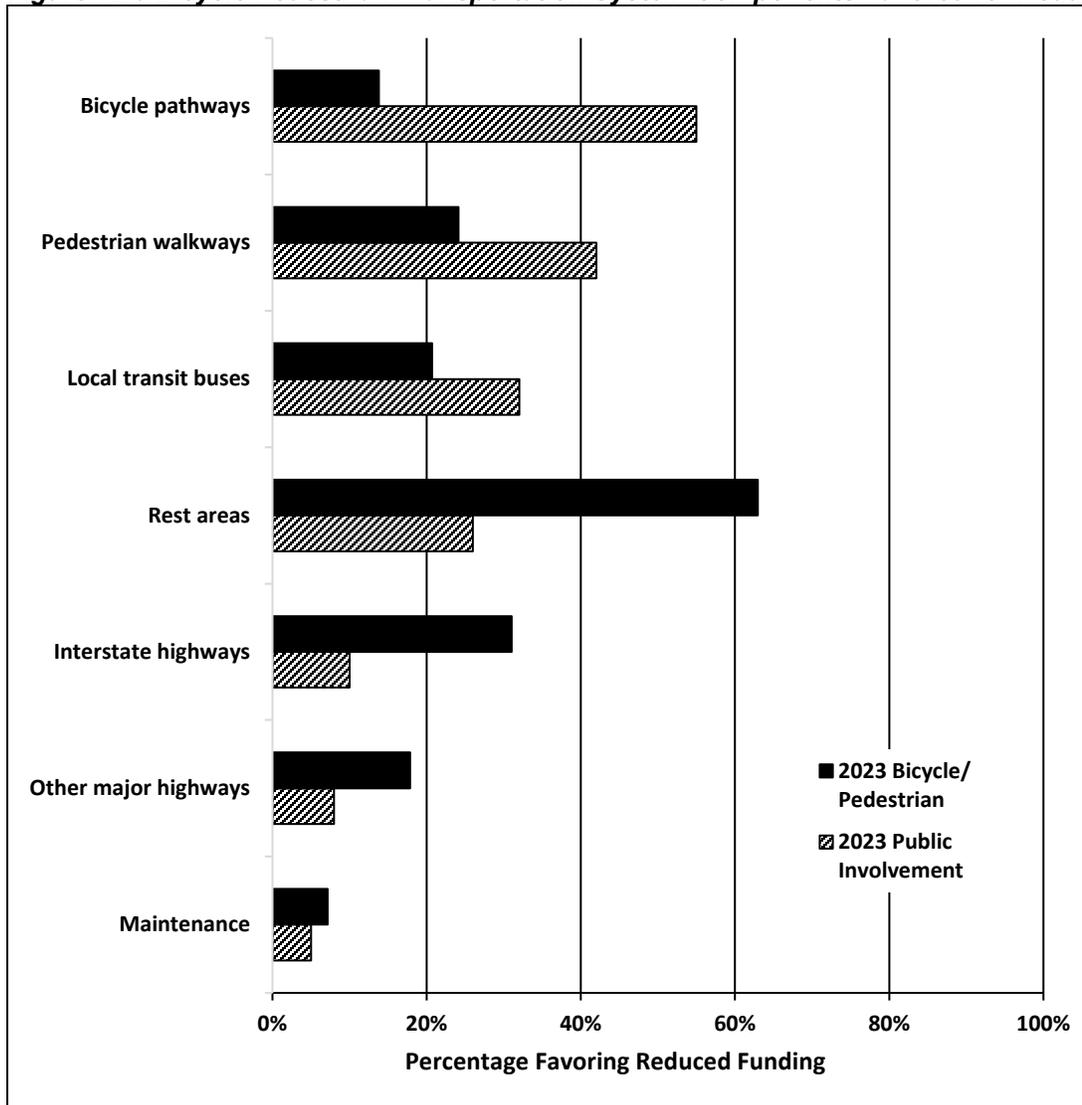
Figure 12.5 Bicycle and Pedestrian Performance and Customer Service Grades



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

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

Figure 12.6 Bicycle Pedestrian Transportation System Components Favored for Reduced Funding



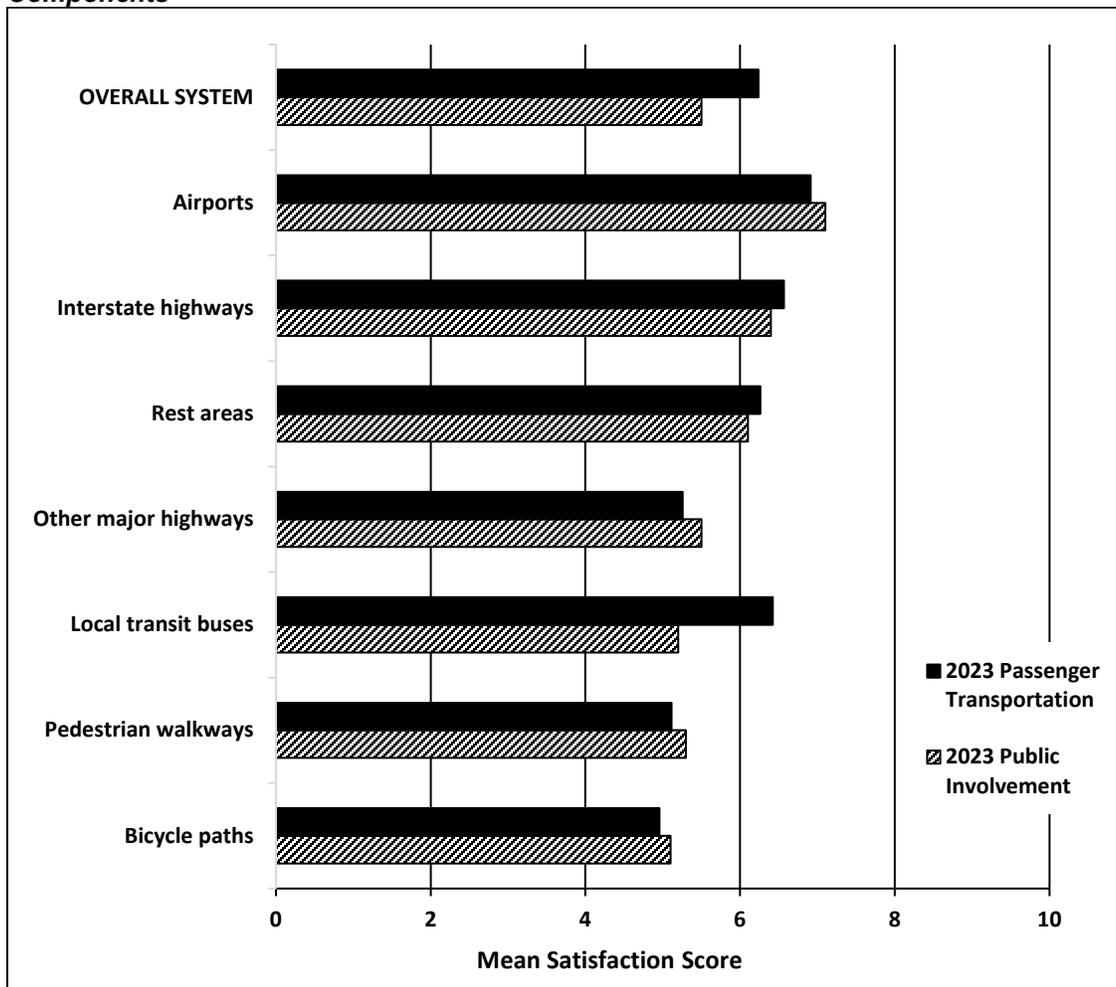
CHAPTER 13 PASSENGER TRANSPORTATION STAKEHOLDER GROUP

The passenger transportation stakeholder group consists of various passenger transportation interests from across Montana, including public transit agencies, social service agencies, inter-city bus agencies, rail passenger interests, and air passenger interests. Seventy-one completed surveys were obtained from members of this group. Figure 13.1 through Figure 13.6 compare responses from this group to those obtained through the 2023 Public Involvement Survey.

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

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

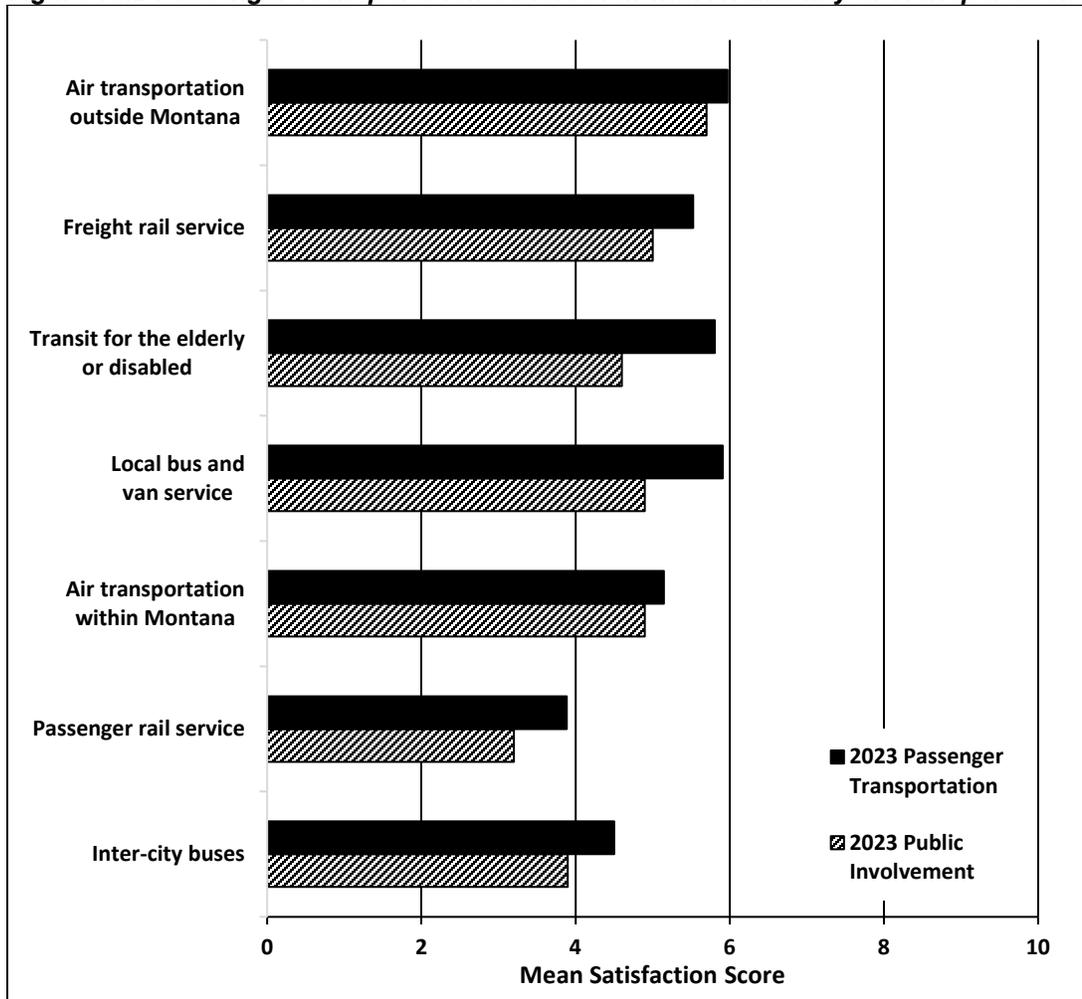
Figure 13.1 Passenger Transportation Satisfaction with the Physical Condition of Transportation System Components



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

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

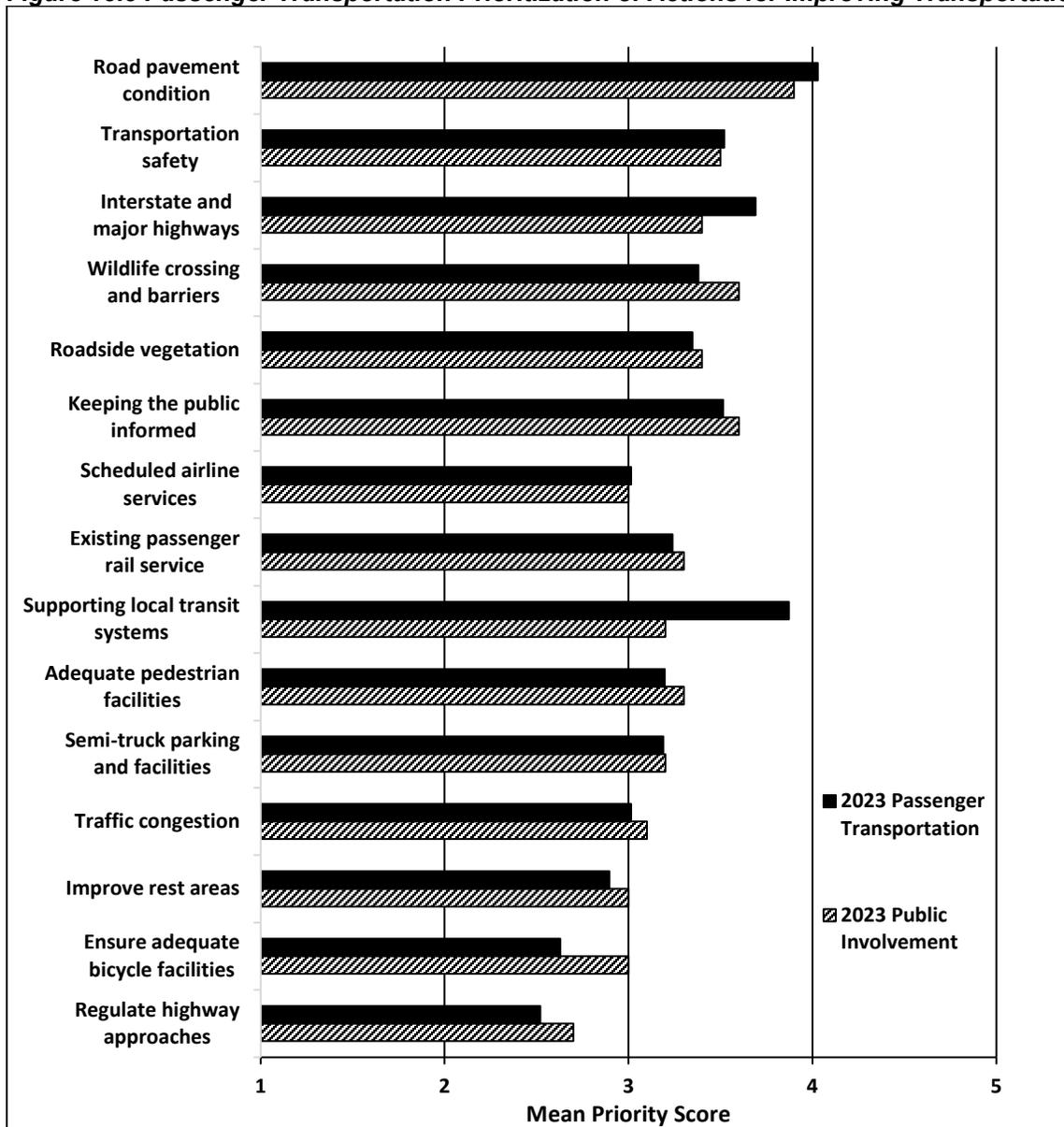
Figure 13.2 Passenger Transportation Satisfaction with Availability of Transportation Services in Montana



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

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

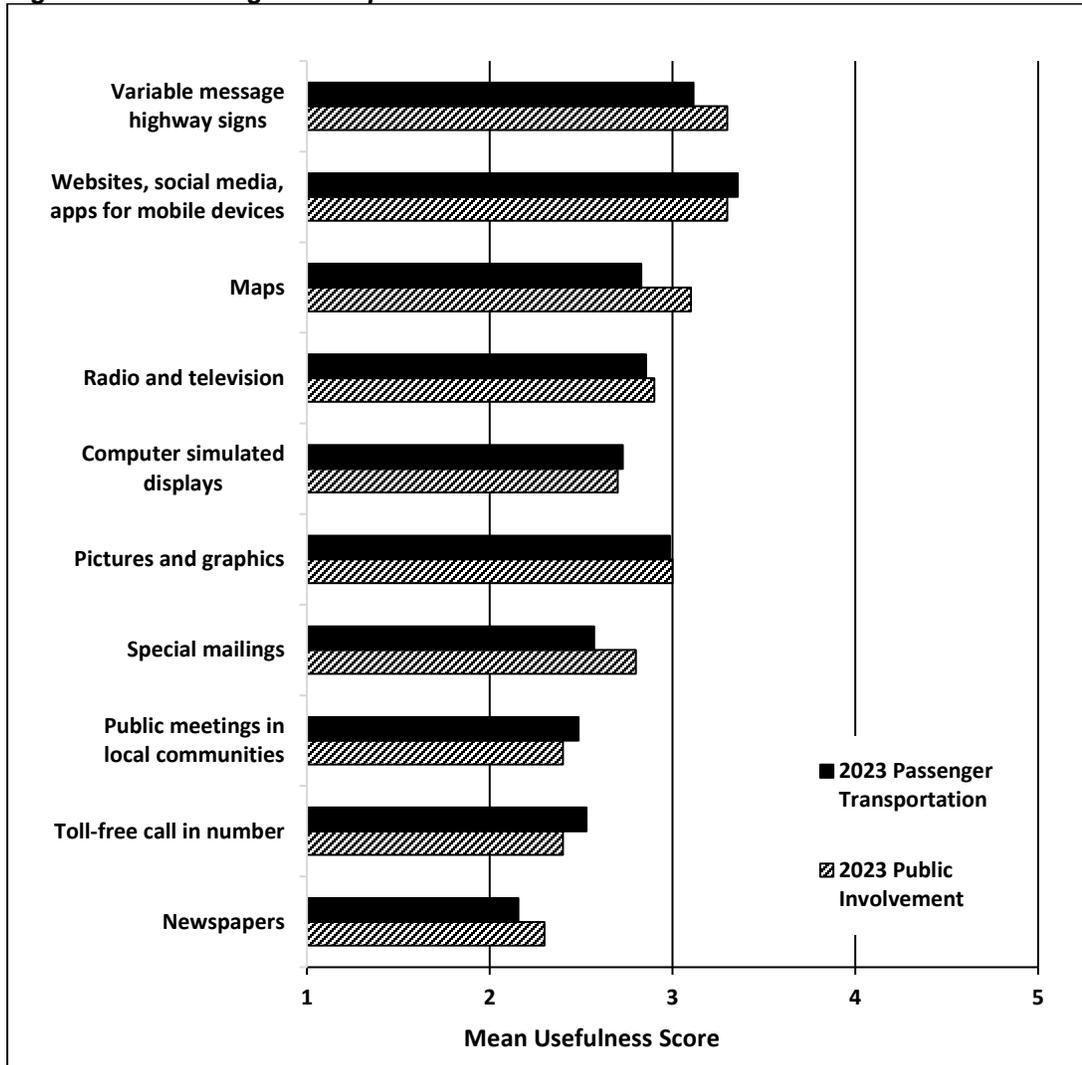
Figure 13.3 Passenger Transportation Prioritization of Actions for Improving Transportation System



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

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

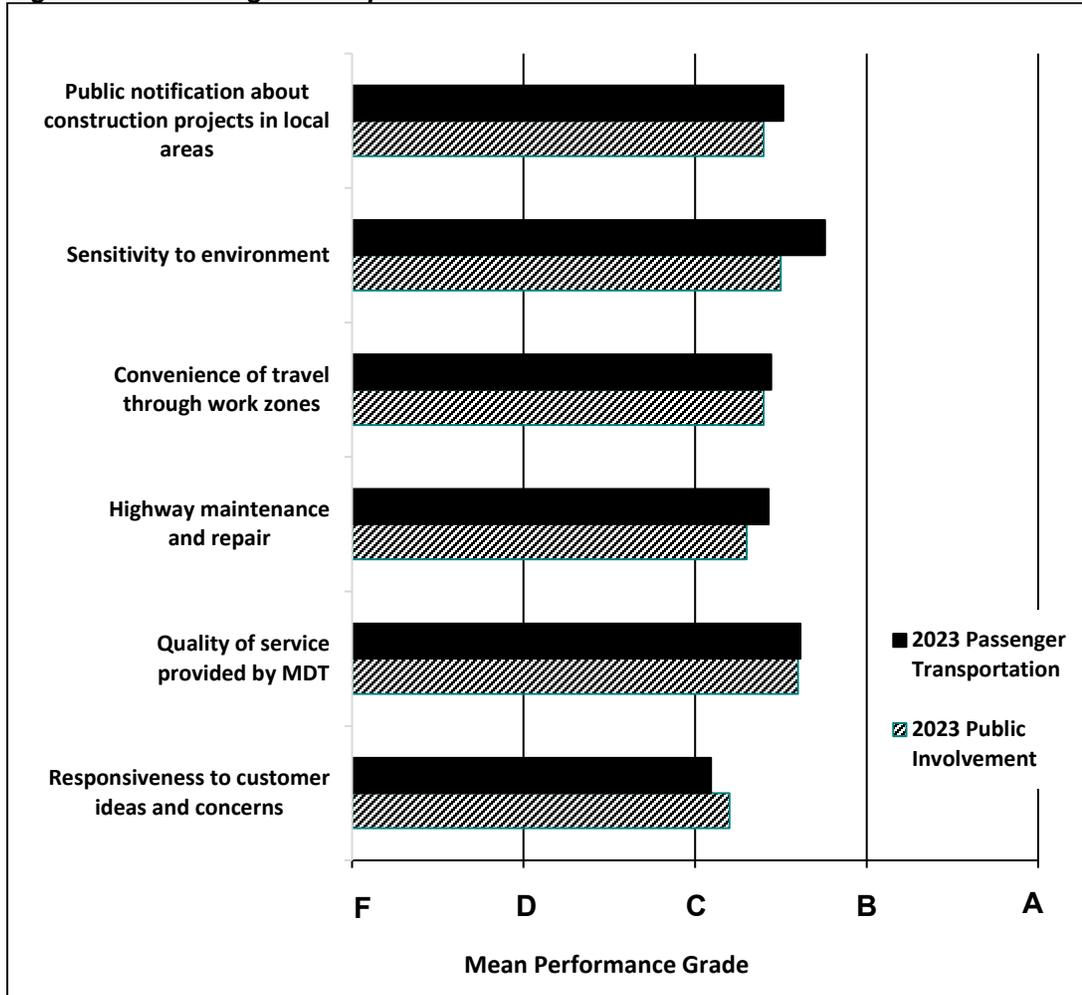
Figure 13.4 Passenger Transportation Usefulness of MDT’s Communications Tools



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

- The passenger transportation stakeholder group graded all of the performance measures slightly higher than the general public, except for MDT’s responsiveness to customer ideas and concerns.

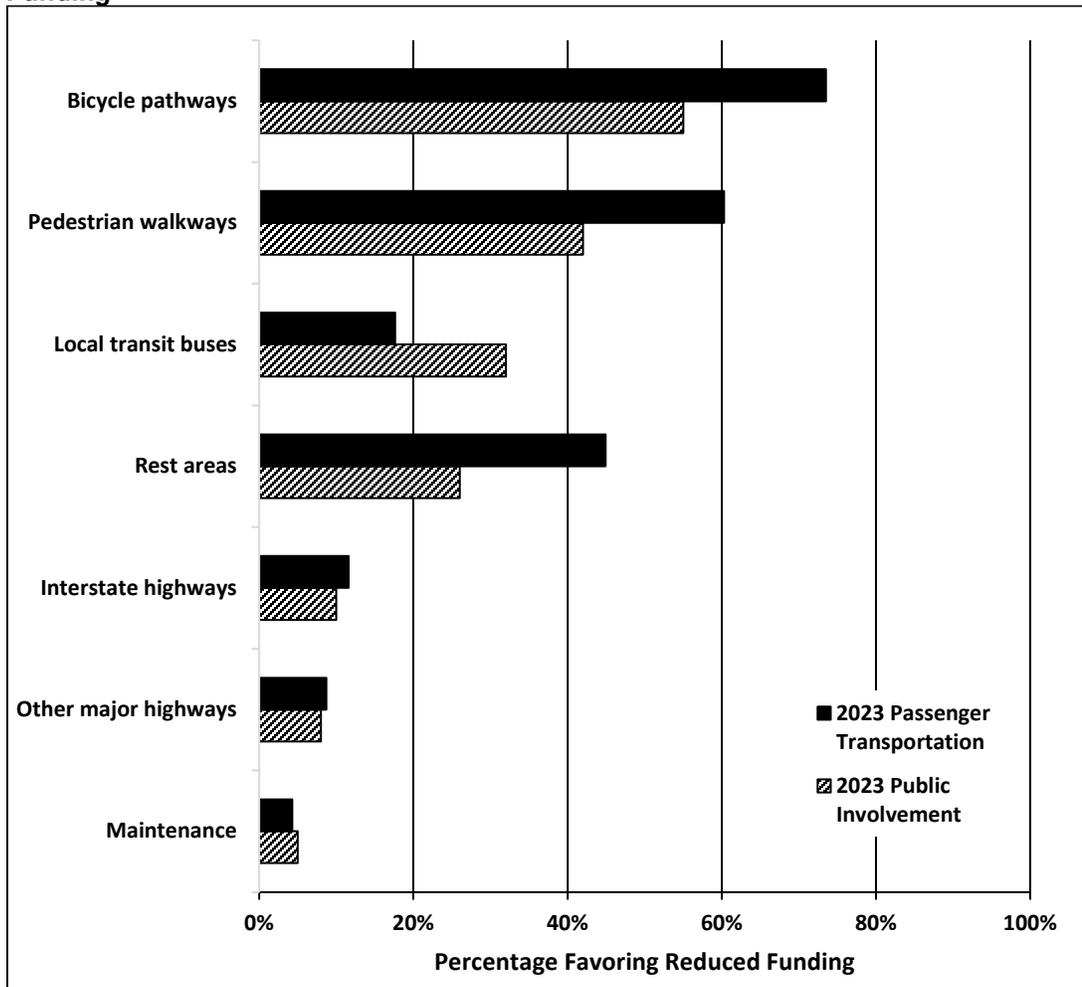
Figure 13.5 Passenger Transportation Performance and Customer Service Grades



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

- Overwhelmingly, the passenger transportation stakeholder group favored reducing funding for bicycle pathways.
- A very small fraction of the passenger transportation stakeholder group favored reduced funding in the area of maintenance.
- Compared to the general public, local transit buses were significantly more favored for reduced funding.

Figure 13.6 Passenger Transportation - Transportation System Components Favored for Reduced Funding



CHAPTER 14 STATE AND FEDERAL AGENCY STAKEHOLDER GROUP

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

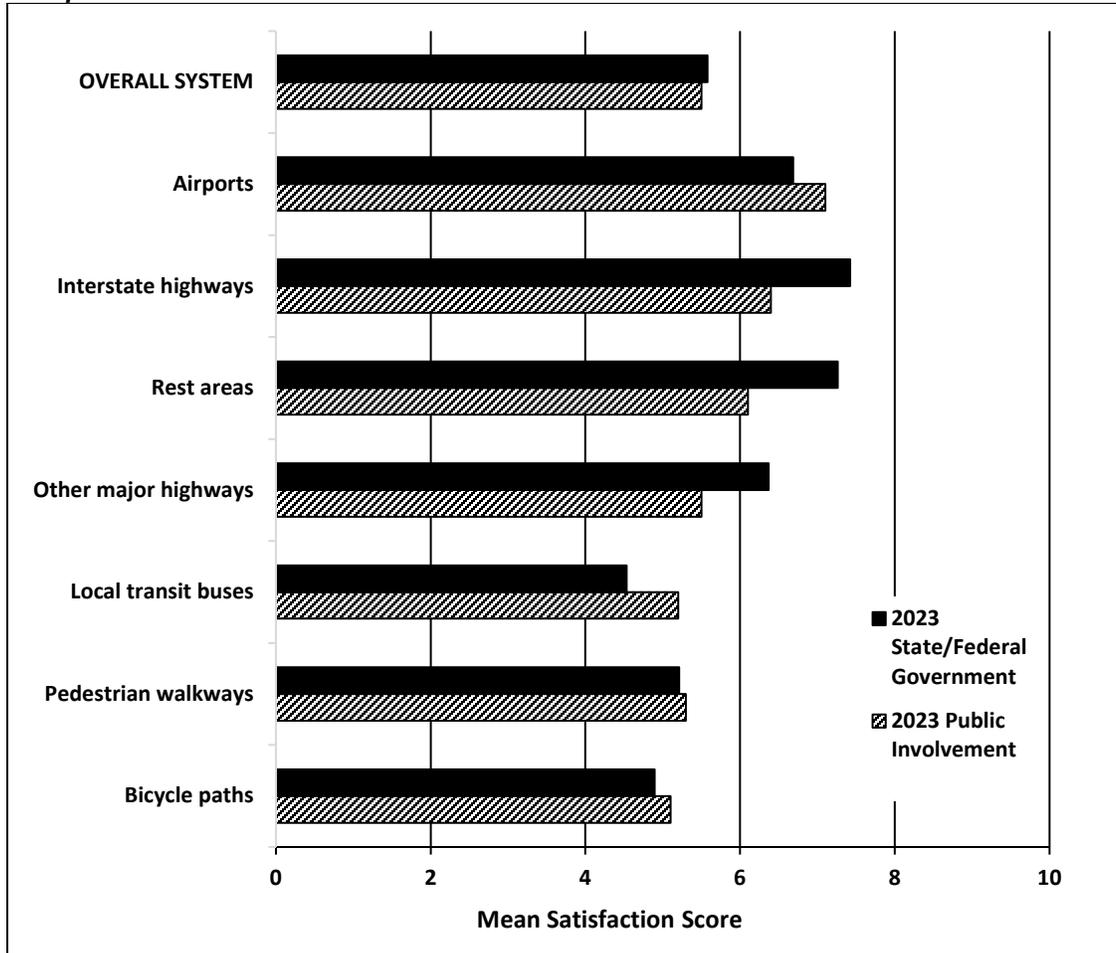
- Montana Department of Commerce;
- Montana Department of Environmental Quality;
- Montana Department of Justice (highway patrol);
- Montana Department of Natural Resources and Conservation;
- Federal Highway Administration;
- Federal Aviation Administration;
- United States Forest Service; and
- United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

Nineteen completed surveys were obtained from members of this group. Figure 14.1 through Figure 14.6 compare responses from this group to those obtained through the 2023 Public Involvement Survey.

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

- State and federal stakeholders are more satisfied with the physical condition of interstate highways, rest areas and other major highways when compared to the general public.
- State and federal stakeholders were least satisfied with the physical condition of Local transit buses.

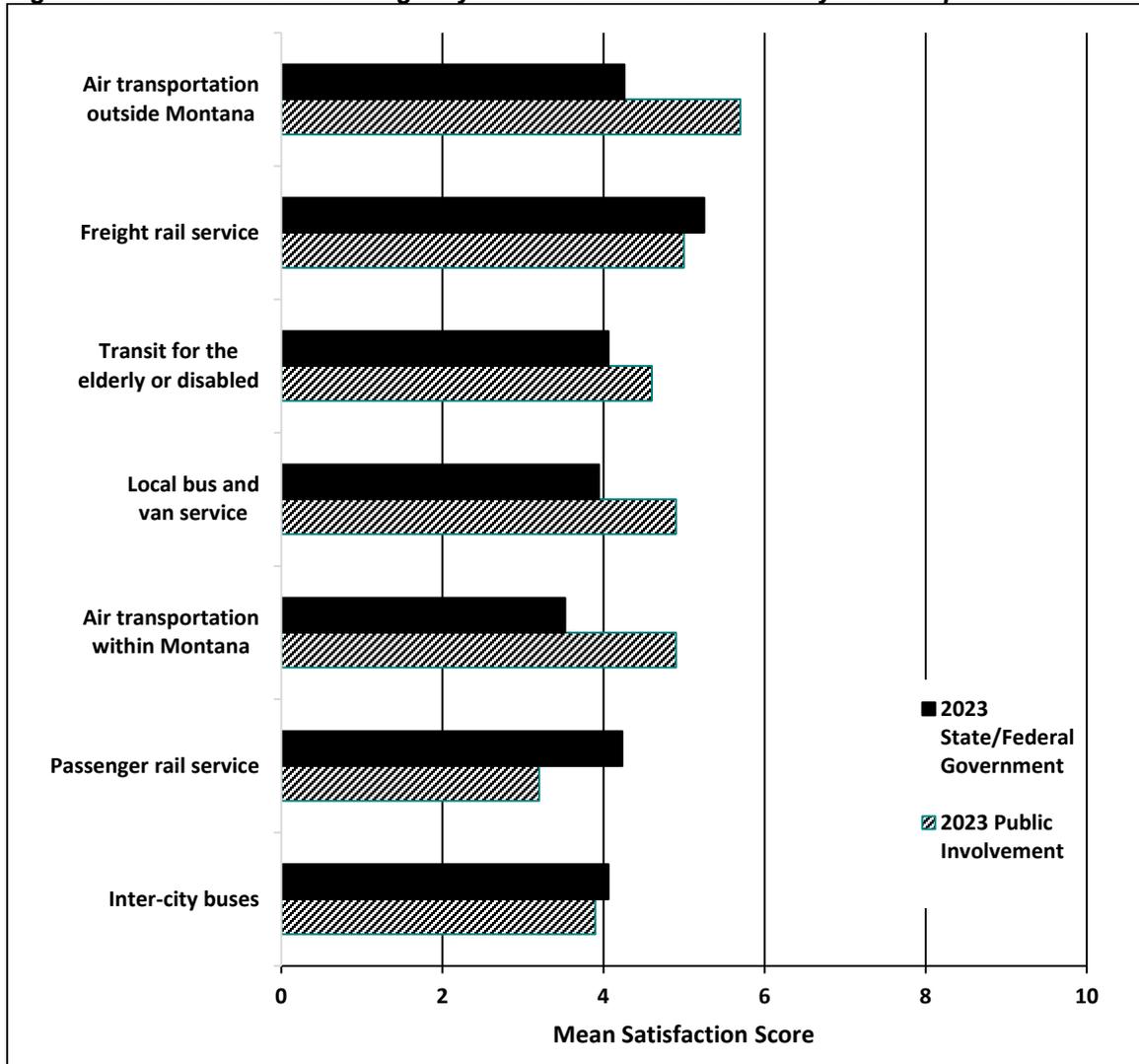
Figure 14.1 State and Federal Agency Satisfaction with the Physical Condition of Transportation System Components



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

- State and federal agency stakeholders were the most satisfied with freight rail service.
- This group was least satisfied with air transportation within Montana, which was scored considerably lower than by the general public.

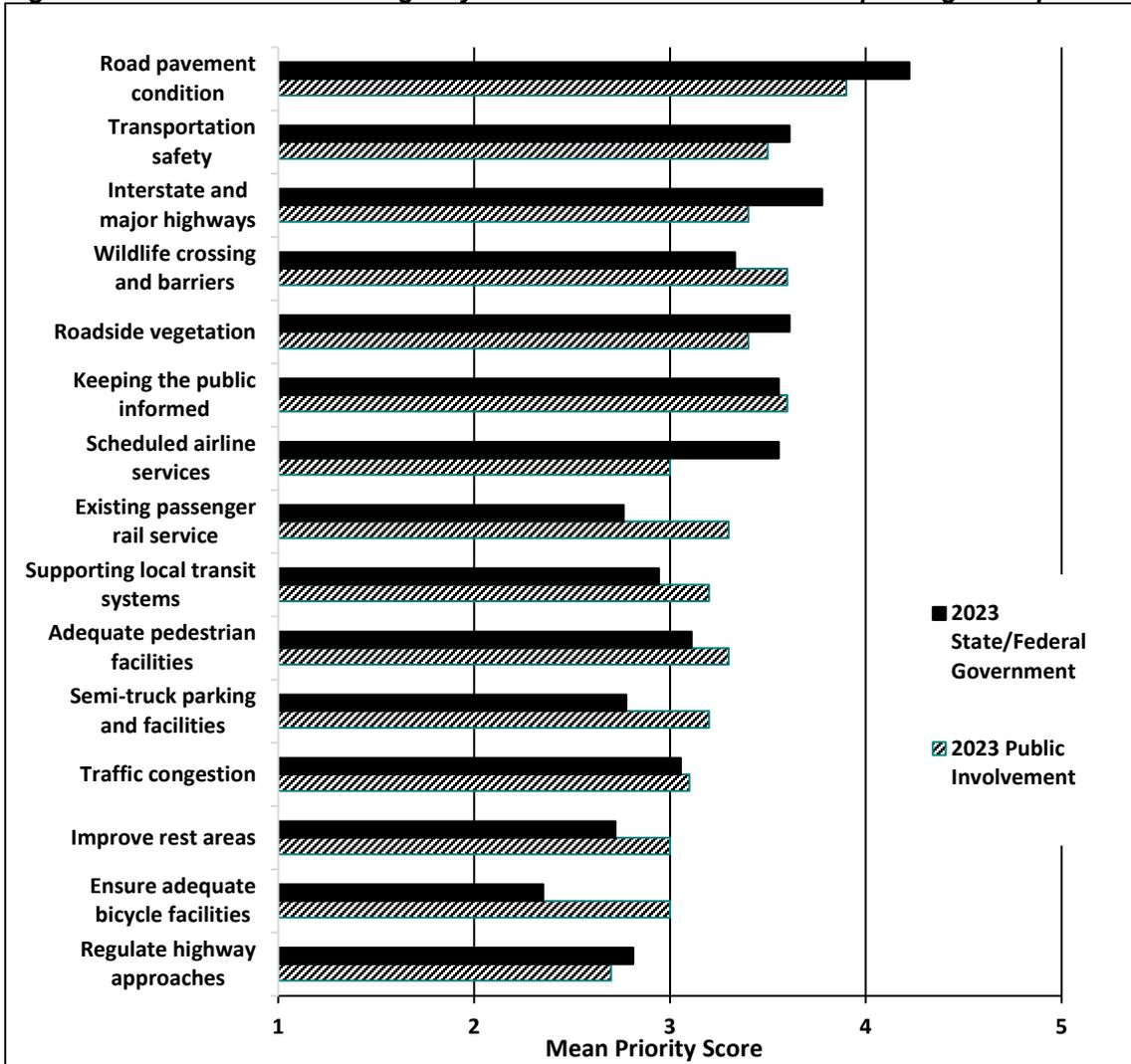
Figure 14.2 State and Federal Agency Satisfaction with Availability of Transportation Services in Montana



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

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

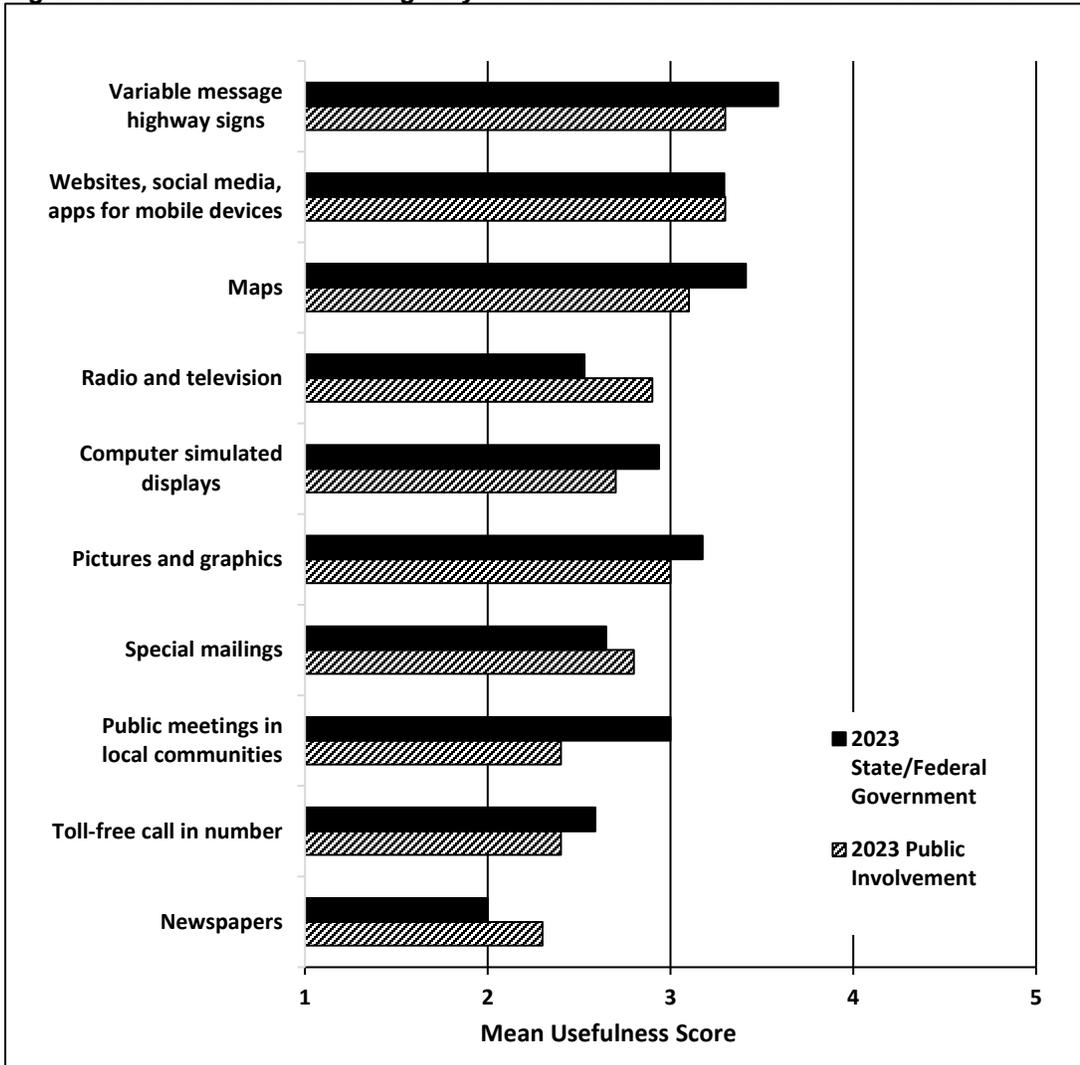
Figure 14.3 State and Federal Agency Prioritization of Actions for Improving Transportation System



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

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

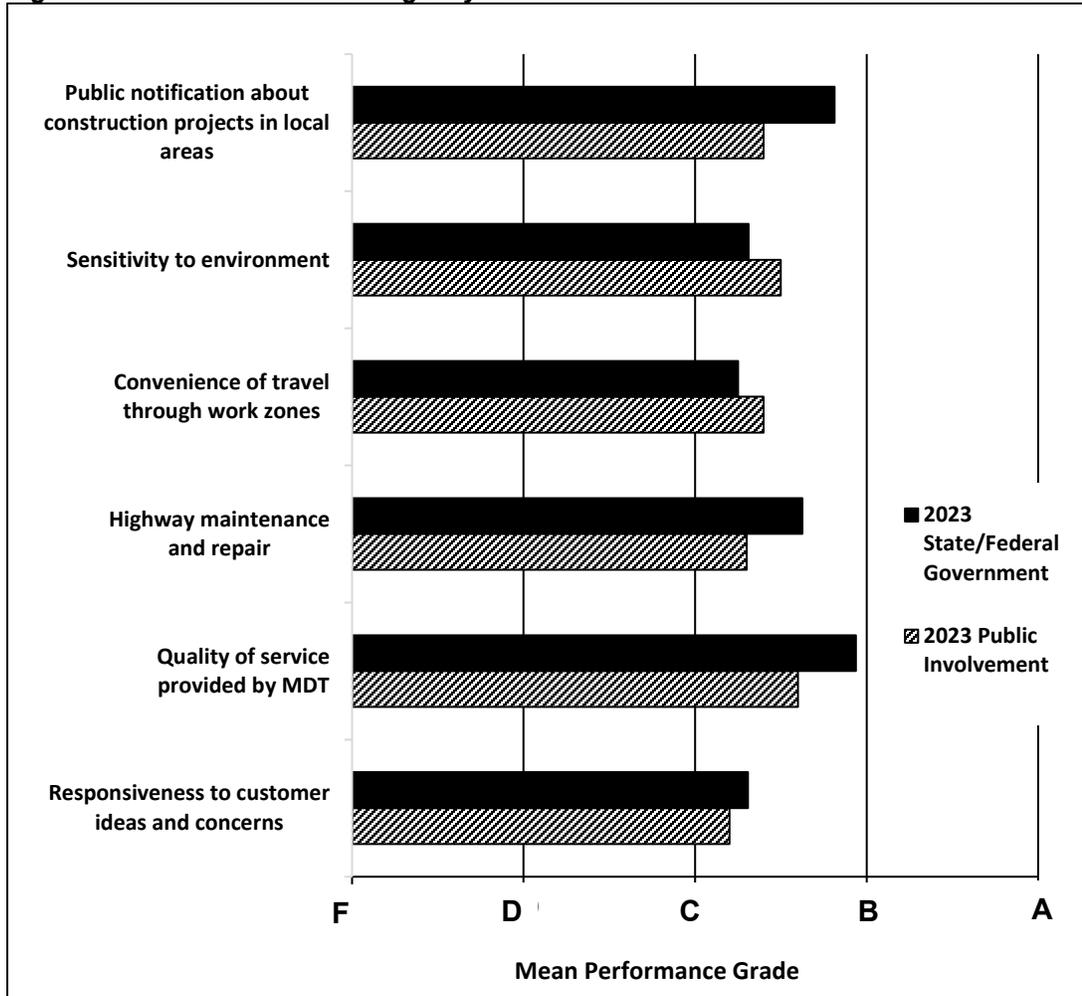
Figure 14.4 State and Federal Agency Usefulness of MDT’s Communication Tools



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

- State and federal agency stakeholders graded the quality of service provided by MDT the highest.

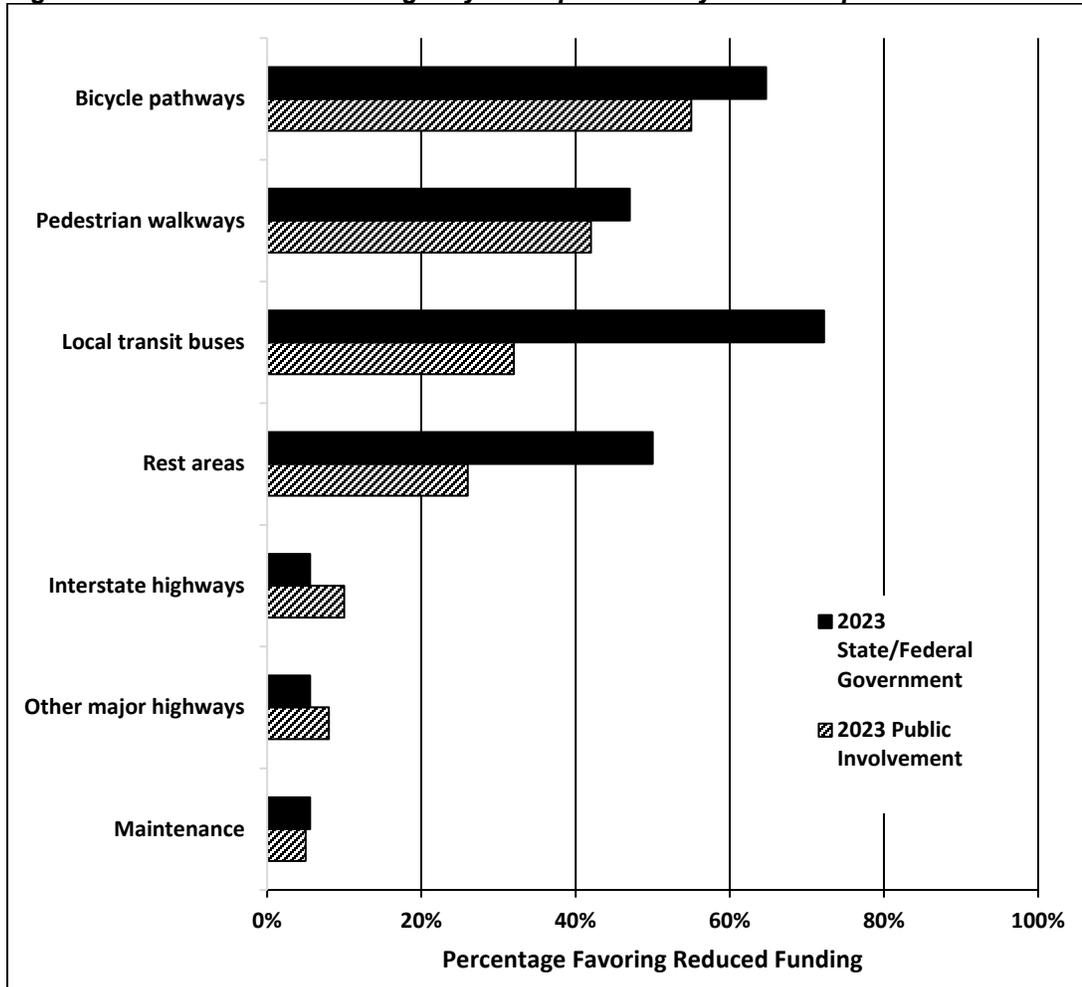
Figure 14.5 State and Federal Agency Performance and Customer Service Grades



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

- In a significant break with the overall trend, the majority of state and federal agency stakeholders favor reduced funding for local transit buses.
- Other major highways, interstate highways and maintenance were least favored for reduced funding.

Figure 14.6 State and Federal Agency Transportation System Components Favored for Reduced Funding



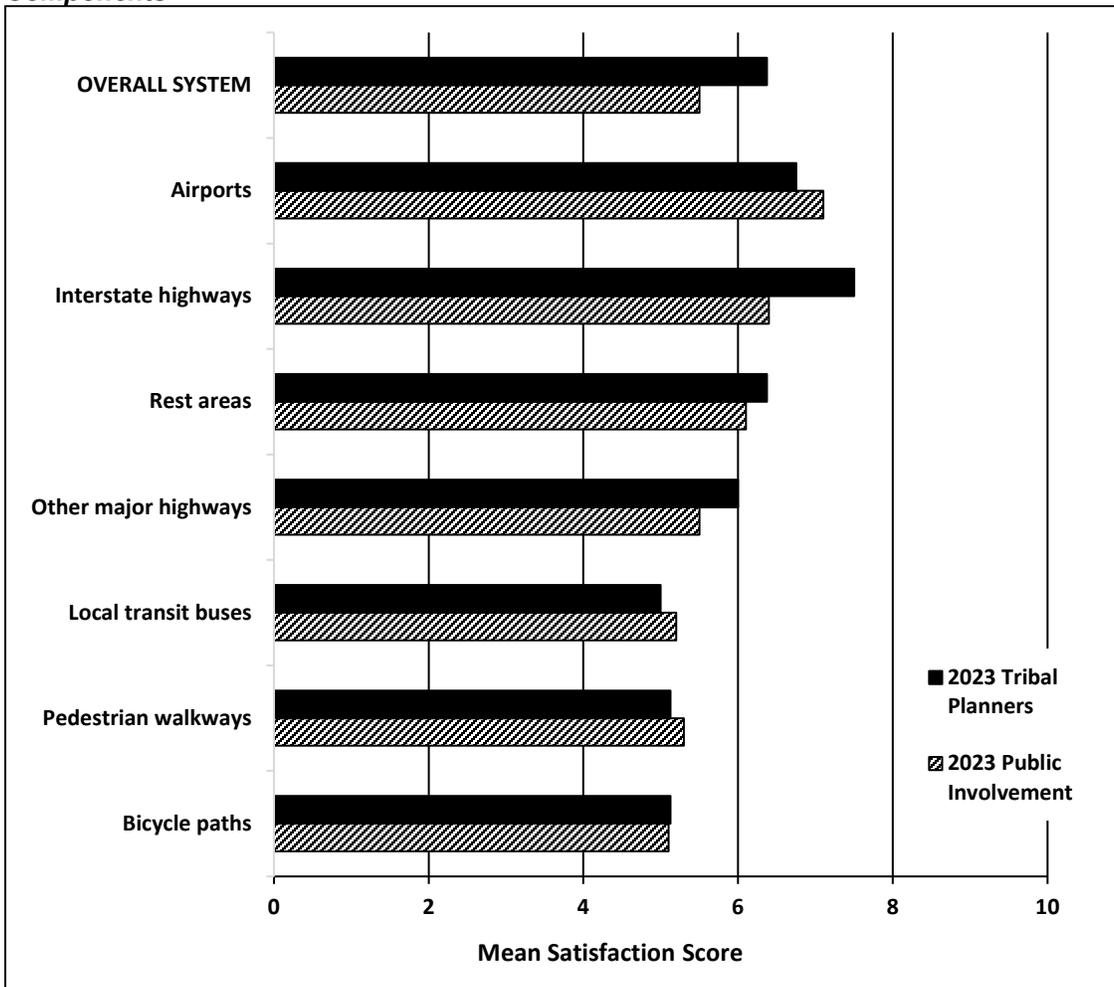
CHAPTER 15 TRIBAL PLANNERS STAKEHOLDER GROUP

The Tribal Planners stakeholder group consists of tribal planners from across Montana. To maintain respondent confidentiality the tribes for which they work are not named. Eight completed surveys were obtained from members of this group. Figure 15.1 through Figure 15.6 compare responses from this group to those obtained through the 2023 Public Involvement Survey.

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

- Stakeholders in the Tribal Planner group rated their satisfaction with the overall physical condition of the Montana transportation system higher than the general public.
- Compared to the general public, members of this group were less satisfied with the condition of airports.

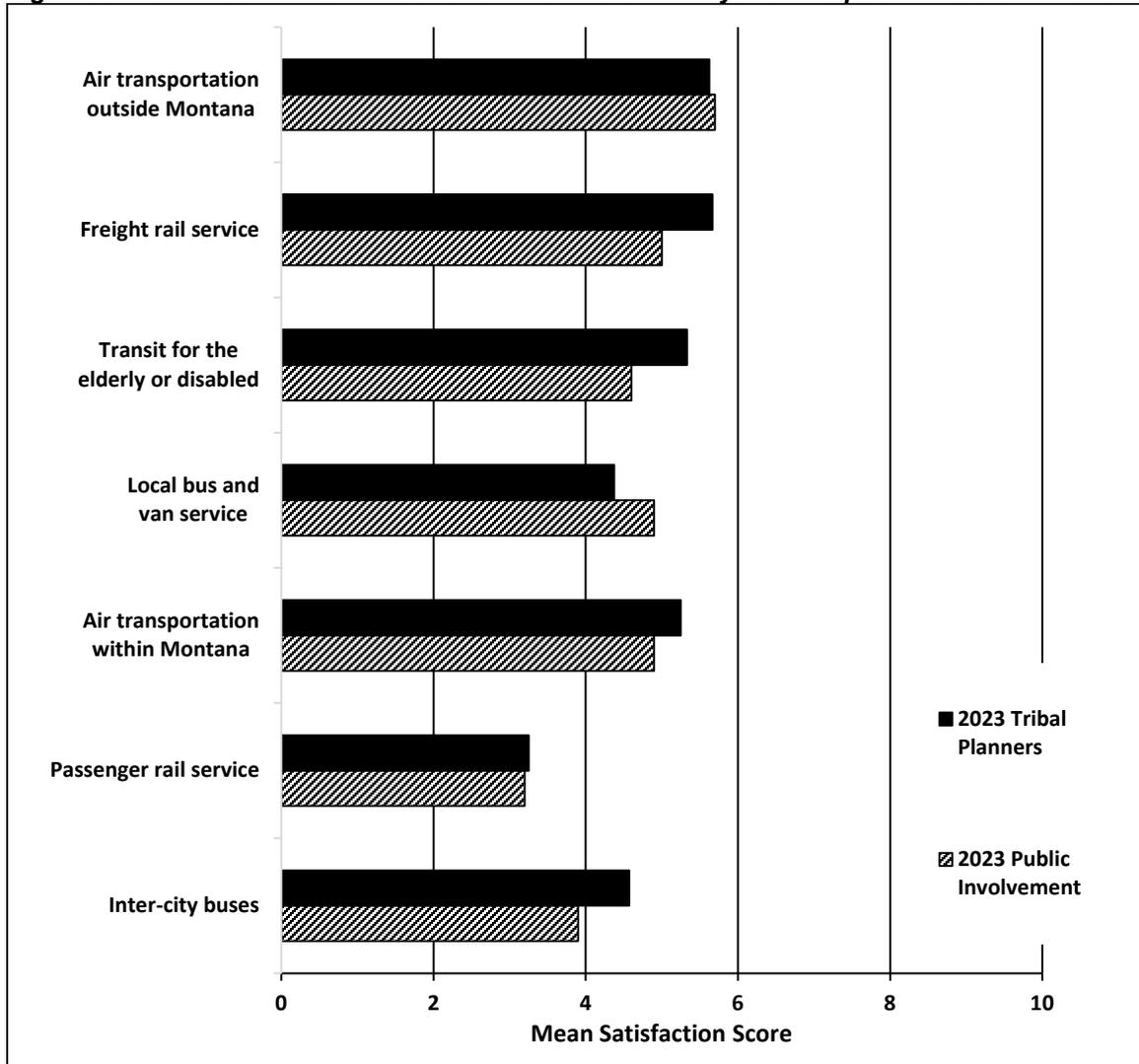
Figure 15.1 Tribal Planners Satisfaction with the Physical Condition of Transportation System Components



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

- Tribal planners were more satisfied with freight rail service, transit for the elderly or disabled, air transportation within Montana and inter-city buses than the general public.
- Compared to the general public, this group was less satisfied with local bus and van service.

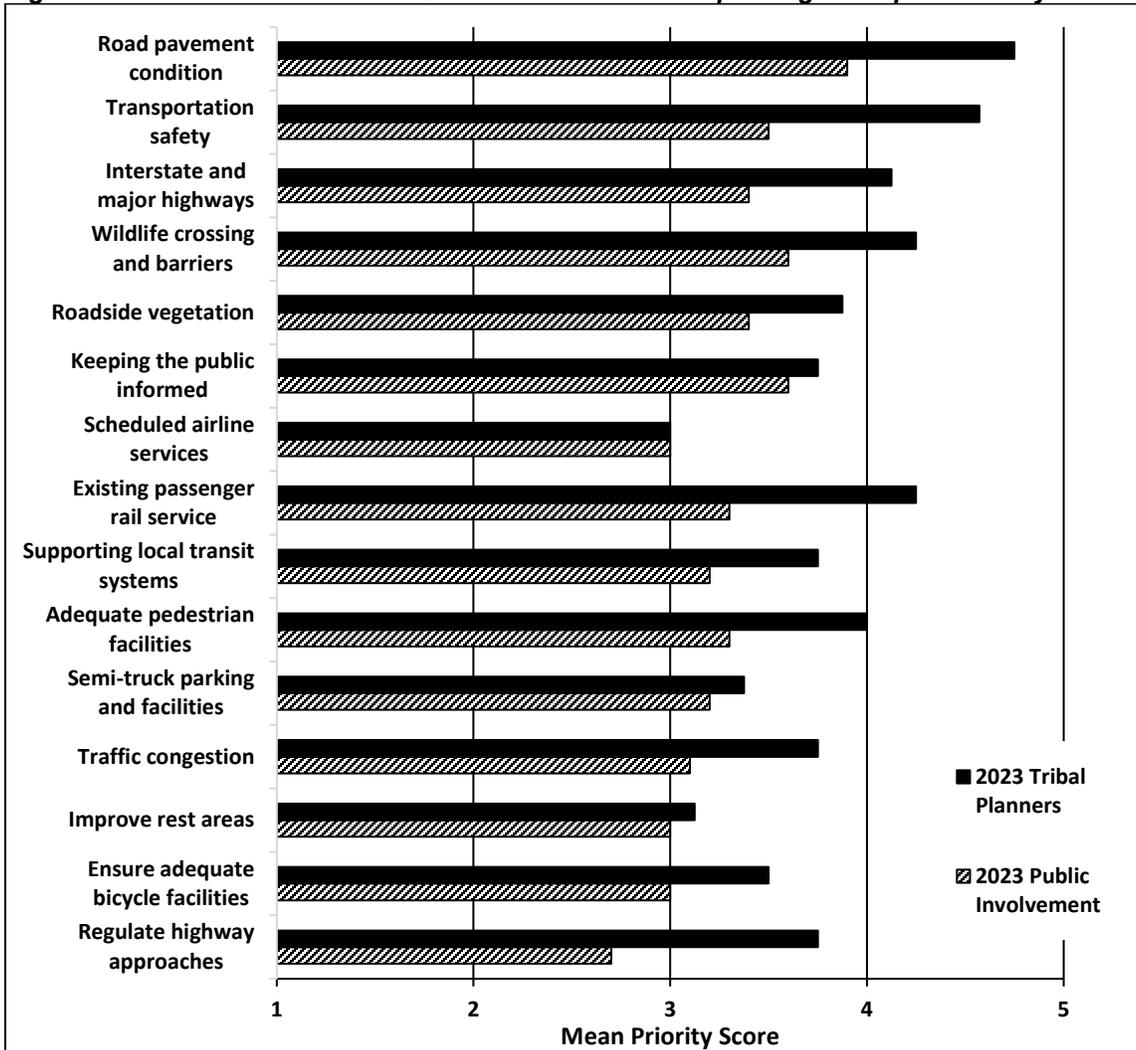
Figure 15.2 Tribal Planner Satisfaction with the Availability of Transportation Services in Montana



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

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

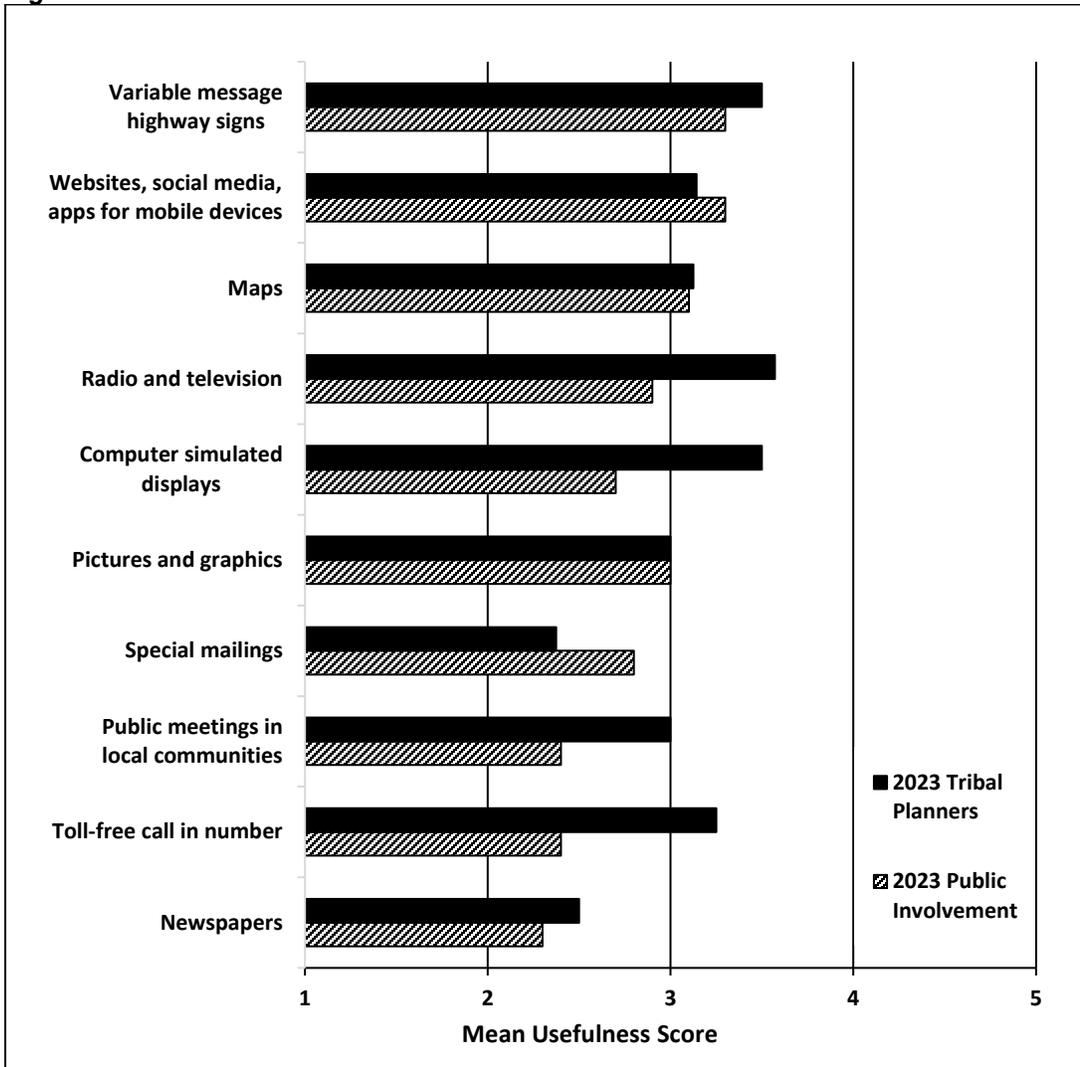
Figure 15.3 Tribal Planner Prioritization of Actions for Improving Transportation System



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

- Tribal planners found radio and television to be the most useful among MDT’s communications tools, followed by variable-message highway signs.
- Special mailings and newspapers were found to be the least useful communications tools among this group but were rated more useful by tribal planners than they were by the general public.

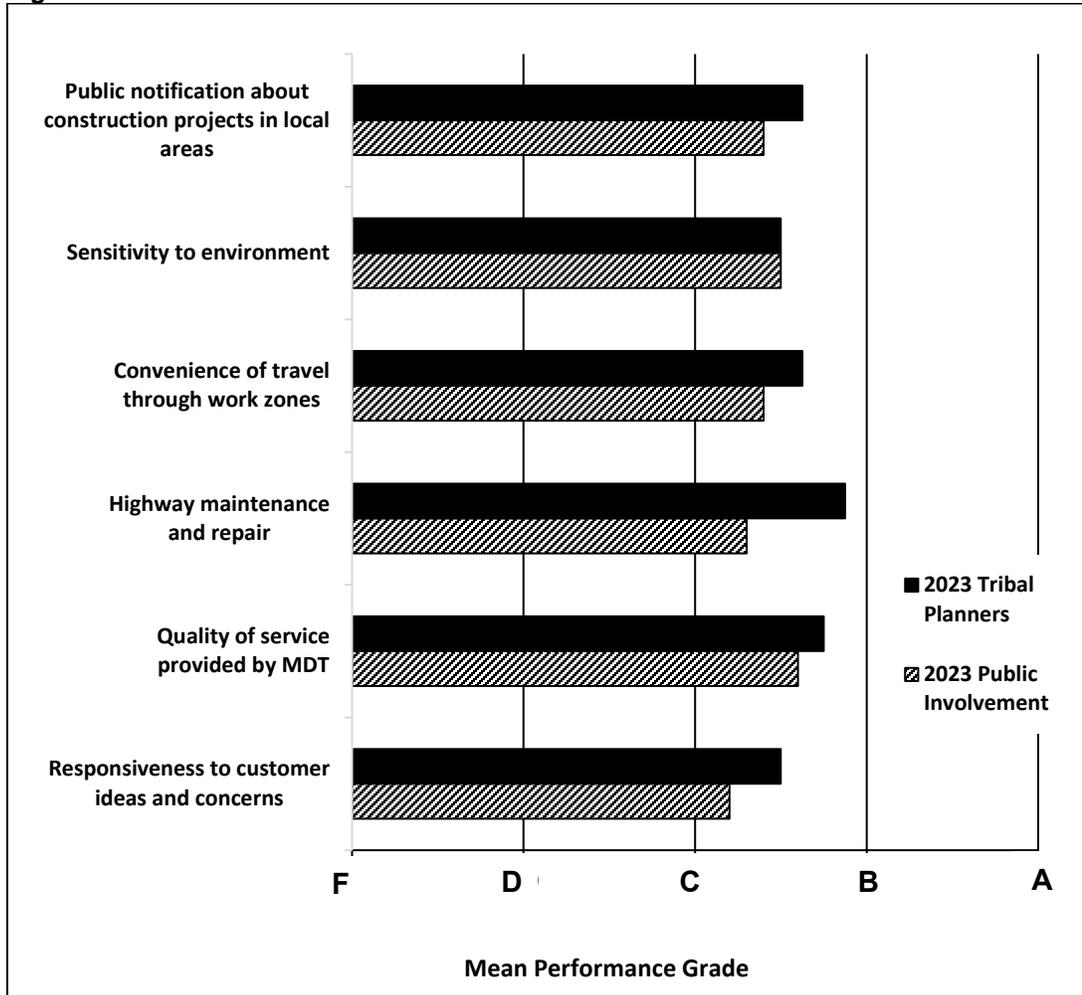
Figure 15.4 Usefulness of MDT’s Communications Tools



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

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

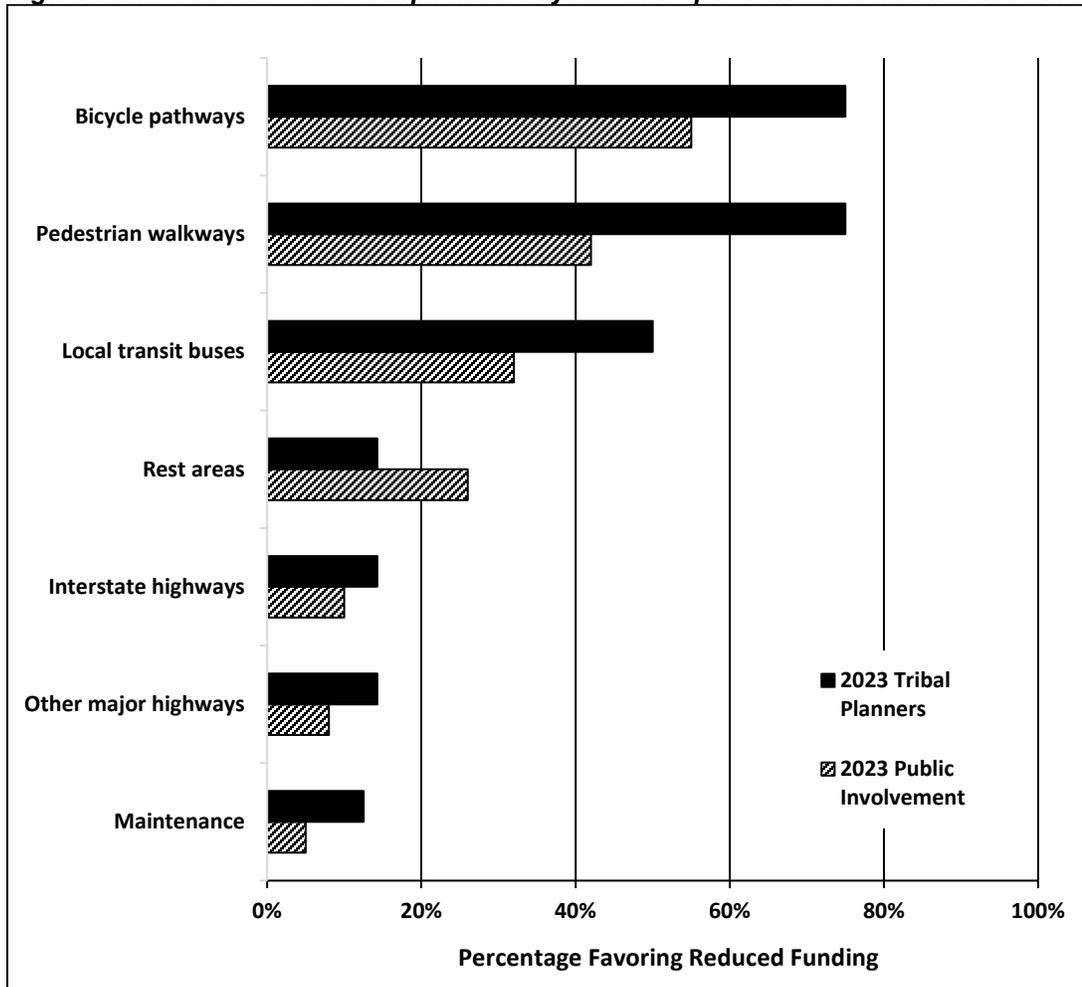
Figure 15.5 Tribal Planners Performance and Customer Service Grades



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

- A greater number of tribal planners favored reduced funding for bicycle paths, pedestrian walkways and local transit buses than did the public.
- Tribal planners were less supportive of decreased funding for rest areas than was the public.

Figure 15.6 Tribal Planner Transportation System Components Favored for Reduced Funding



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