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# TranPlan 21 | 2003 Transportation Stakeholder Survey



**State of Montana**

Department of Transportation  
Rail, Transit & Planning Division



# 2003 Transportation Stakeholder Survey

**Prepared by:**  
Montana Department of Transportation  
Rail, Transit, & Planning Division  
Multimodal Planning Bureau



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## Executive Summary

In 2003, MDT's stakeholder groups are:

- ◆ Generally satisfied with Montana's transportation system
- ◆ Most satisfied with the interstate system and other major highways
- ◆ Least satisfied with passenger rail service and buses between cities

Out of a list of sixteen possible actions to improve Montana's transportation system, the highest priority actions for the stakeholders are:

- ◆ Improve transportation safety
- ◆ Improve the physical condition of other roads and streets
- ◆ Support efforts to preserve existing passenger rail service

As with the public, the lowest priority action for the stakeholders is to reduce single occupancy vehicle use.

When compared to the previous stakeholder surveys since 1997:

- ◆ Satisfaction with the transportation system components has changed little, except for satisfaction with bicycle pathways and pedestrian walkways which has improved
- ◆ Overall satisfaction with Montana's transportation system has improved or stayed the same with most of the stakeholder groups
- ◆ Customer service and performance grades improved

The stakeholder groups' top priorities for possible actions for MDT to improve roadways are:

- ◆ Wider roadways
- ◆ Increase roadway shoulder widths to accommodate bicyclists

The stakeholder groups' bottom priority for MDT to improve roadways is:

- ◆ More illumination (lighting) of roadways

Information sharing and public notification practices the stakeholders are most familiar with include:

- ◆ The *Newsline*, MDT's quarterly newsletter
- ◆ Newspaper articles

The Aeronautics Division's newsletter and weekly meetings for construction projects in urban areas were the MDT information sharing techniques that the stakeholder groups knew the least about.

MDT's overall customer service and performance grades are in the C to B- range which is similar to the public's customer service grades in the *2003 Public Involvement Telephone Survey*.

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## INTRODUCTION

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

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

In 2001, the stakeholder groups were changed from the 1997 and 1999 surveys by adding three more groups and combining the urban area planners into the state and federal government group. An economic development interest group

and local government group consisting of city and county officials were added. These are the same groups used in the 2003 survey. Each group has diverse transportation interests that also gives a statewide representation. The groups included were:

- ◆ Bicycle and pedestrian interests
- ◆ Economic development associations, business organizations, local development corporations and associations
- ◆ Environmental organizations and associations
- ◆ Commercial trucking, rail freight, air freight, and intermodal interests
- ◆ Passenger transportation interests including local transit, intercity bus, rail, and air
- ◆ Metropolitan Planning Organizations, urban area planners, and state and federal agencies
- ◆ County Commissions
- ◆ Mayors and Chief Executives of cities and towns

Stakeholders were selected from MDT's *Newsline* database, which consists of individuals, organizations, associations, businesses, government agencies, and local government officials with an interest in transportation related issues. In addition to the stakeholder groups listed above, surveys were also sent to Montana's Native American tribes. Unlike respondents of the other groups, the tribes were not considered a homogeneous stakeholder group. The analysis of the data for each responding tribe was done separately to ensure that each was represented as a sovereign nation.

### Survey Format

The stakeholder survey has three parts. Part I of the survey includes a wide range of transportation questions that are the same questions asked of Montana residents during the *2003 Public*

**Involvement Telephone Survey.** Using the same questions allows for relevant comparisons between the stakeholders and the public. Questions in Part II of the survey are special interest questions to learn customer opinion on areas of special interest that are significant during the time of the survey or to a particular group. The last section, Part III, focuses on the Department's customer service. Respondents grade MDT service areas using an A through F scale.

The survey was mailed out July 17, 2003, with a due date of August 1, 2003. A total of 639 survey packages were mailed to stakeholder groups (two packages were returned). The packages included a cover letter, the survey, the new *TranPlan 21* policy goals and actions brochure, and a pre-stamped, self-addressed envelope. Of the stakeholders who received a survey package, 233 participated in the survey. This translates to a 36% response rate which is a 3% increase from the 2001 survey. Mail surveys with a response rate over 30% are considered exceptional.

Table 1 shows the total number of surveys sent to each stakeholder group and their matching response rates. The response rates from the different stakeholder groups varied from a low 19% for the environmental group to a high of 60% for the passenger transportation groups.

### **Stakeholders' Satisfaction with the Transportation System**

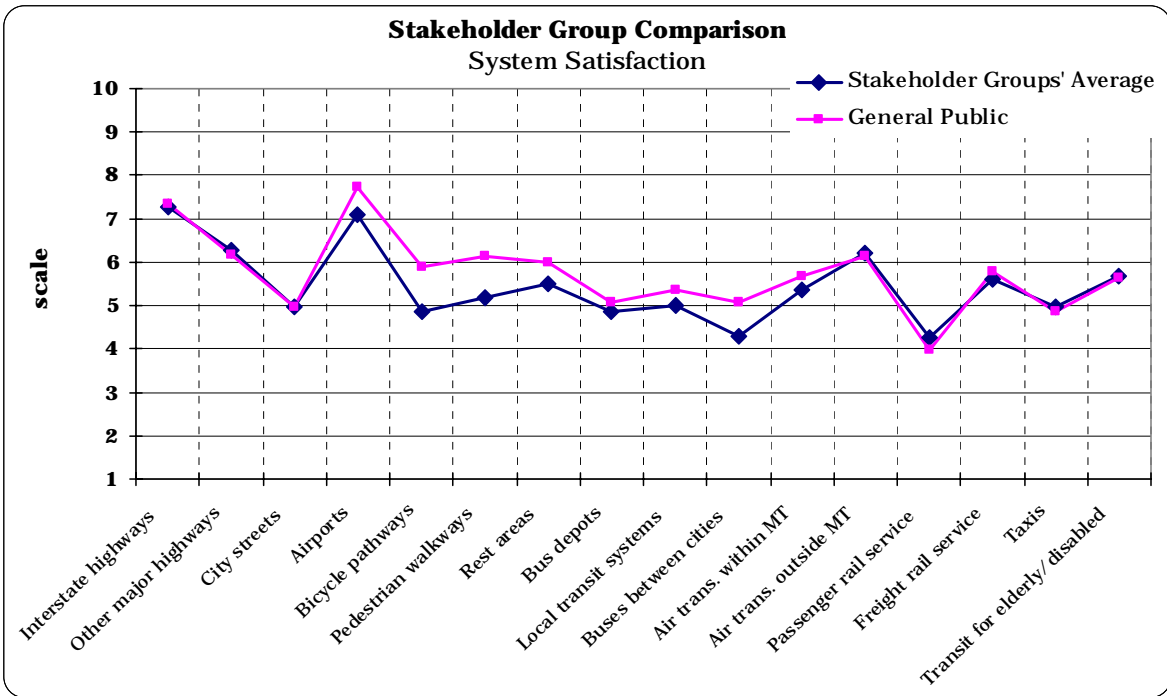
Respondents were asked to rate their satisfaction with the transportation system on a scale of one to ten. Though the mathematical midpoint is 5.5, a response of 5.0 is considered the "middle response". Anything above 5.0 represents the intensity of satisfaction and anything below 5.0 represents the intensity of dissatisfaction. Stakeholder satisfaction with the different system components was obtained by averaging the different stakeholder responses by individual group rather than averaging all of the responses over the total number of stakeholders. A total stakeholder average would have biased the response towards those stake-

STAKEHOLDER GROUPS	SURVEYS SENT	# OF RESPONSES	% OF RESPONSES
Bicycle and Pedestrian	77	20	26%
Local Governments			
City	129	52	40%
County	56	25	45%
Economic Development	57	19	33%
Environmental	53	10	19%
Government Agencies	49	19	39%
Intermodal Freight	108	28	26%
Passenger Transportation	89	53	60%
Tribes*	21	7	33%
<b>TOTAL</b>	<b>639</b>	<b>233</b>	<b>36%</b>

**Table 1**

\*Three surveys were sent to each of the tribes. Surveys were sent to the tribal planner, the tribal TERO office, and the Tribal Chairperson.

Figure 1



holder groups with higher participation.

The stakeholder groups were slightly less satisfied than the public with some transportation system compo-

ponents, as illustrated in Figure 1. The stakeholders were least satisfied with buses between cities and passenger rail services. The telephone survey respondents were also dissatisfied with

Figure 1a

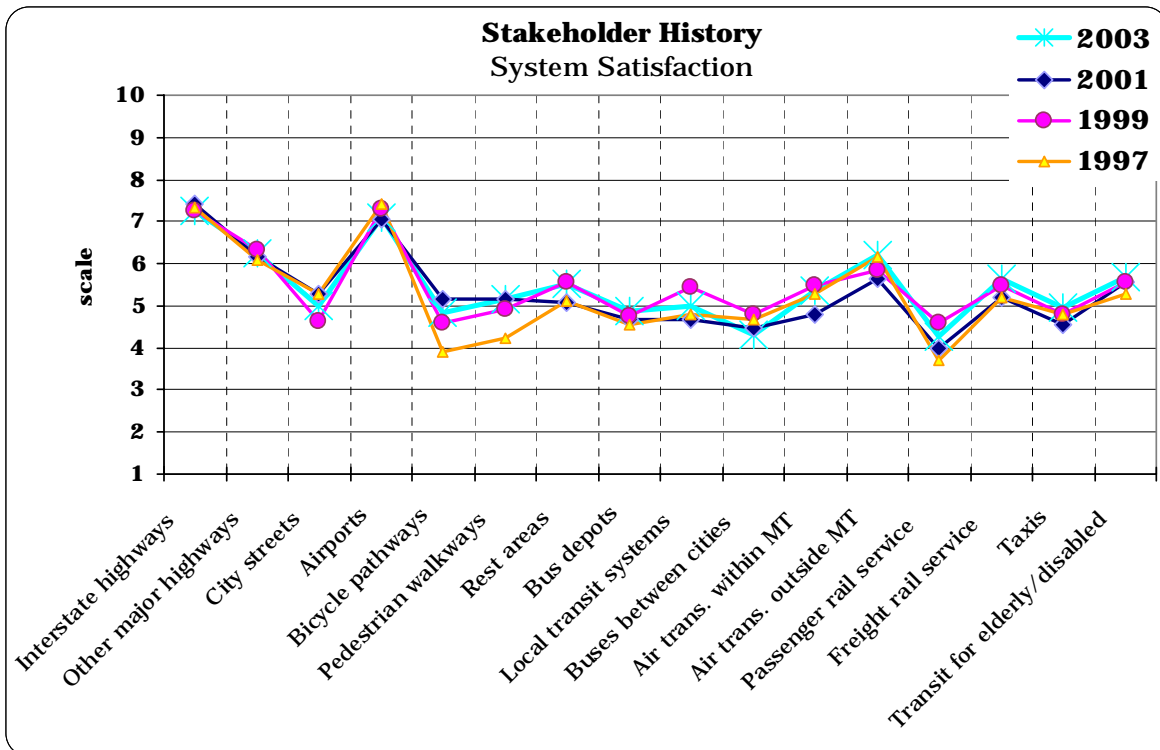
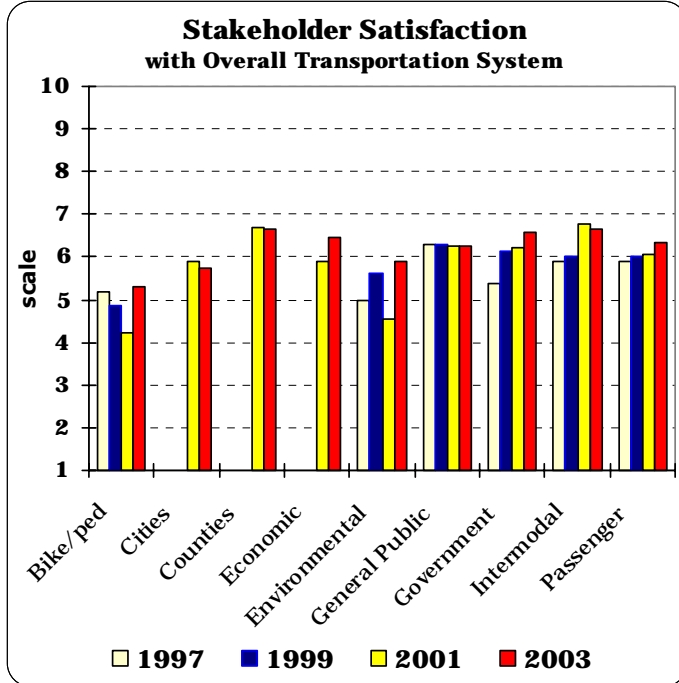


Figure 2



to see differences of opinion in rating Montana’s transportation system. When asked to rate their overall satisfaction with Montana’s transportation system, stakeholder groups gave varied ratings compared to the general public who gave the system a satisfaction rating of 6.3 (same as 1999 and 2001). Many of the individual groups gave overall higher ratings. Figure 2 shows the mean scores for the different groups and a comparison to the previous stakeholder surveys. All of the groups’ ratings still fell within an above average range.

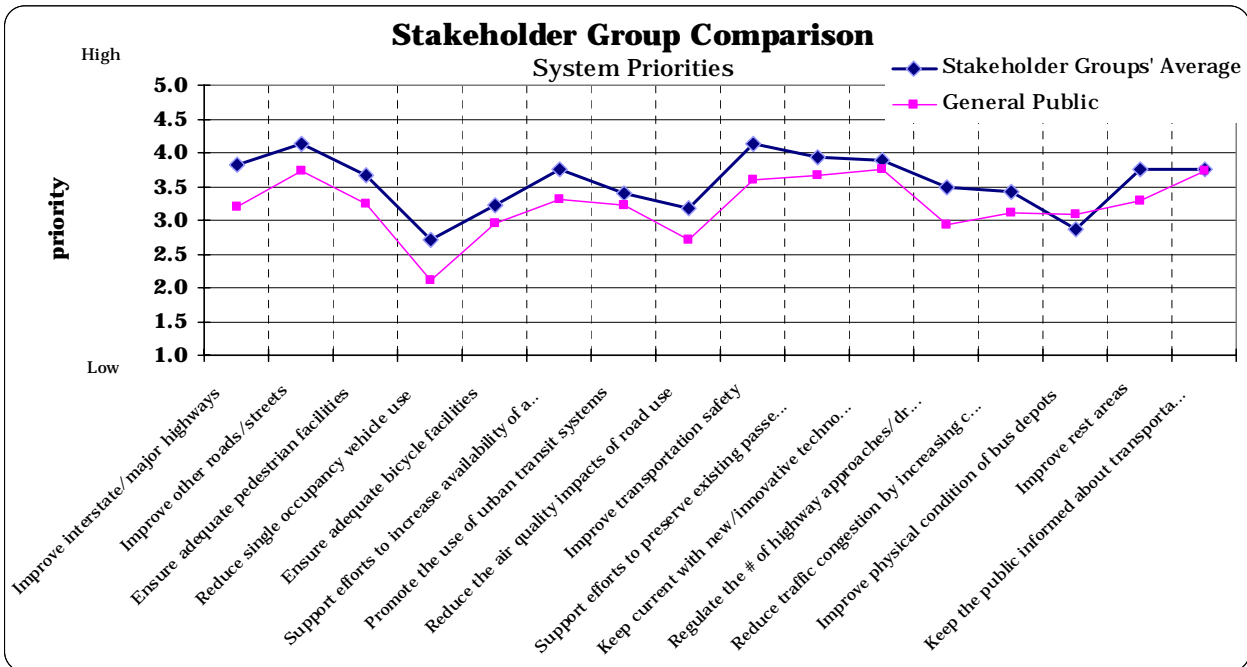
**Prioritizing Actions to Improve the Transportation System**

This portion of the survey was modified from previous years. A more precise scale was used and some of the possible actions were deleted or changed to reflect changes in MDT policy and procedure. These changes invalidate comparisons of the 2003 Stakeholder Survey with surveys completed previously.

passenger rail service. Historically the responses from the stakeholder groups has followed a similar pattern (see Figure 1a).

the possible actions were deleted or changed to reflect changes in MDT policy and procedure. These changes invalidate comparisons of the 2003 Stakeholder Survey with surveys completed previously.

Given the diverse interests of the eight stakeholder groups, one can expect **Figure 3** Stakeholders were asked to priori-



tize sixteen possible actions that MDT could take to improve the transportation system in Montana. These actions were rated on a priority scale of one to five:

- ◆ ‘Very low priority’ is one
- ◆ ‘Somewhat low priority’ is two
- ◆ ‘Medium priority’ is three
- ◆ ‘Somewhat high priority’ is four
- ◆ ‘Very high priority’ is five

Again, stakeholder prioritization was averaged by group rather than by individual stakeholder. Figure 3 compares mean priority scores between the stakeholder and telephone surveys. Unlike in previous years, the stakeholders gave most actions higher priority ratings than the public. Both the stakeholders and public gave ‘Reduce single occupancy vehicle use’ the lowest priority rating.

The three actions that received the top priority scores were:

- ◆ Improving the physical condition of other roads and streets (4.13)
- ◆ Improving transportation safety (4.13)
- ◆ Supporting efforts to preserve existing passenger rail service (3.94)

“Improving the physical condition of other roads and streets” was the only top priority for both the stakeholders and public.

**Special Interest Questions**

Both the *2003 Public Involvement Telephone Survey* and the *2003 Stakeholder Survey* included a new section of special interest questions. These questions were asked to identify transportation related special issues that may currently be important to Montanans. For the 2003 surveys, special interest questions included possible actions to improve roadways and awareness of public notification and information sharing.

**Actions to Improve Roadways**

Seven questions were asked of re-

Possible Actions to Improve Roadways	Mean Scores								
	Public	Bicycle/ Pedestrian	Economic Development	Environmental	Freight	Local Government- Cities	Local Government- Counties	Passenger	State/Federal Government
More illumination (lighting) of roadways	2.48	2.50	2.89	2.44	3.07	2.98	2.83	3.37	3.05
More directional/informational (i.e. stop signs, route markers) signs	2.85	2.65	3.06	2.89	3.21	3.27	3.38	3.48	3.26
More pavement markings (i.e. shoulder lines, lane arrows)	3.10	3.25	3.61	4.11	3.82	3.43	3.50	3.70	3.53
More guard rails and crash cushions	3.48	2.80	3.32	3.67	3.61	3.45	3.54	3.63	3.53
Wider roadways	3.72	4.00	4.03	3.00	4.15	4.04	4.08	4.25	3.89
More traffic signals and left turn bays	3.30	3.00	3.84	3.56	3.89	3.69	3.71	4.02	3.84
Increase roadway shoulder widths to accommodate bicyclists	3.57	4.70	3.26	4.44	3.07	3.78	3.21	3.69	4.05

Table 2

spondents to explore their attitudes about possible MDT actions to improve roadways (see Table 2). The possible actions were rated on a priority scale of:

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

The top priority, measured by means score, for most of the stakeholder groups and the public was 'wider roads'. For the bicycle/pedestrian, environmental, and state/federal government groups, 'increase shoulder widths to accommodate bicycles' was their top priority. Each of the stakeholder groups rated their top priorities with somewhat high scores of four or above. Interestingly, all of the stakeholder groups ranked 'more illumination of roadways' last.

**Awareness of Information Sharing**

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

Table 3 compares the stakeholder groups' knowledge about MDT's information sharing techniques to the public's. Three questions were not asked during the telephone survey because during test runs nearly all of the respondents didn't know

Information Sharing Techniques	% of Yes-Aware of Information Sharing								
	Public	Bicycle/ Pedestrian	Economic Development	Environmental	Freight	Local Government- Cities	Local Government- Counties	Passenger	State/Federal Government
Construction project public meetings	45.1%	70%	83.3%	70%	82.1%	82.7%	96.0%	76.5%	89.5%
Newspaper advertisements for public meetings	57.6%	75%	88.9%	50%	89.3%	84.6%	84.0%	88.2%	94.7%
Press releases to all media	45.9%	65%	77.8%	40%	92.9%	80.8%	88.0%	80.4%	84.2%
Special mailings	17.7%	80%	66.7%	60%	74.1%	67.3%	80.0%	76.5%	94.7%
Statewide Transportation Improvement Program (STIP) publication	*not asked	70%	50.0%	70%	82.1%	76.9%	92.0%	76.5%	89.5%
Newsline - MDT's quarterly newsletter	*not asked	85%	66.7%	70%	96.4%	86.5%	96.0%	96.1%	84.2%
Public service announcements on radio, TV, and billboards	76.0%	75%	88.9%	30%	89.3%	67.3%	80.0%	66.7%	94.7%
Montana & the Sky - Aeronautics Division's monthly newsletter	*not asked	15%	22.2%	0%	42.9%	15.4%	68.0%	17.6%	15.8%
MDT internet web site	22.1%	60%	83.3%	40%	75.0%	63.5%	76.0%	76.5%	94.7%
Newspaper articles	69.7%	80%	88.9%	80%	96.4%	94.2%	100.0%	84.3%	94.7%
Radio updates of current projects in area	66.0%	80%	77.8%	40%	78.6%	69.2%	76.0%	58.8%	89.5%
Weekly meetings for construction projects in urban areas	15.2%	30%	33.3%	0%	46.4%	36.5%	24.0%	15.7%	57.9%

Table 3



about these techniques, therefore the questions were dropped from the telephone survey.

Newspaper articles and the *Newsline* were the most familiar to the stakeholder groups. This makes sense since all of the stakeholders were from the *Newsline's* mailing list. Interestingly, the *Newsline* was one of the items dropped from the telephone survey because none of the respondents knew about this publication during the trial runs of the survey.

The Department's Aeronautics Division's newsletter and weekly meetings for construction projects in urban areas ranked last in terms of public awareness.

### MDT's Customer Service and Performance Grades

Respondents were asked to grade MDT in several areas of overall performance and customer service. Four new questions were added on general areas of customer service. Each question was graded using an A through F scale.

Customer Service Grades	Mean Scores and Grades			
	Stakeholder		Public	
How would you grade MDT's overall performance during the past year?	2.7	B-	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.8	B-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	2.9	B	2.9	B
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.6	B-	2.5	B-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.3	C+	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.7	B-	2.5	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.4	C+	2.4	C+
What grade would you give MDT on its overall highway maintenance and repair?	2.6	B-	2.6	B-
How would you grade MDT's performance on new highway construction?	2.6	B-	*not asked	
Overall, what grade would you give MDT on the convenience of travel through construction zones?	2.5	B-	2.6	B-
What grade would you give MDT on its public notification process for construction projects in your area?	2.6	B-	2.5	B-

Table 4

Table 4 compares the overall stakeholder grades to the telephone survey grades. Both the public and stakeholders in general gave MDT C+ to B- grades and gave similar grades. They gave the highest rating/grade to 'comparison of services now to services five years ago' (2.9/B). They also both gave 'responsiveness to outside ideas and concerns from customers' the lowest rating/grade (2.3/C+).

The stakeholder groups gave slightly higher grades on customer service this year compared to the grades received in 2001 (see Table 5). 'Keeping customers informed' and 'Planning to meet statewide transportation needs' received ratings/grades that improved the most compared to 2001's *Transportation Stakeholder Survey*.

Customer Service Grades - History	Mean Scores and Grades			
	2003 Stakeholder		2001 Stakeholder	
How would you grade MDT's overall performance during the past year?	2.7	B-	2.5	B-
What grade would you give MDT on the quality of service it provides?	2.8	B-	2.6	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	2.9	B	2.7	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.6	B-	2.3	C+
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.3	C+	2.0	C
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.7	B-	2.4	C+
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.4	C+	2.4	C+

Table 4a

## BICYCLE AND PEDESTRIAN STAKEHOLDER GROUP

### Stakeholders

This group is represented by various bicycle and pedestrian interests from across Montana. Stakeholders include representatives from: bicycling clubs, community development groups, bicycle/pedestrian advisory boards, county planning offices, Cops on Bikes, and city park and recreation organizations. Surveys were also mailed to Montana residents who had requested they be included on MDT's bicycle/pedestrian mailing list.

### Response Rate

Seventy-eight survey packages were mailed to this group. One survey was returned without a forwarding address. Twenty people responded and completed the survey for a response rate of 26%. A 26% response rate is considered average for this type of survey.

## Transportation System Satisfaction

Using a scale of one to ten, the bicycle/pedestrian stakeholder group rated many areas of the transportation system lower than the general public. Figure 4 shows the comparison of the stakeholder group to the public. There were a few components of similarity in satisfaction such as interstate highways, other major highways, airports, and freight rail services.

At least half or more of the respondents answered the survey as "don't know" or "not applicable" on the following system areas:

- ◆ Bus depots
- ◆ Freight rail service
- ◆ Buses between cities/towns

Bicycle pathways, pedestrian walkways, and buses between cities/towns are the areas of least satisfaction and significantly lower than the response from the public. The overall satisfaction with Montana's transportation system (5.32) for this group improved significantly from previous years, even though it was still

Figure 4

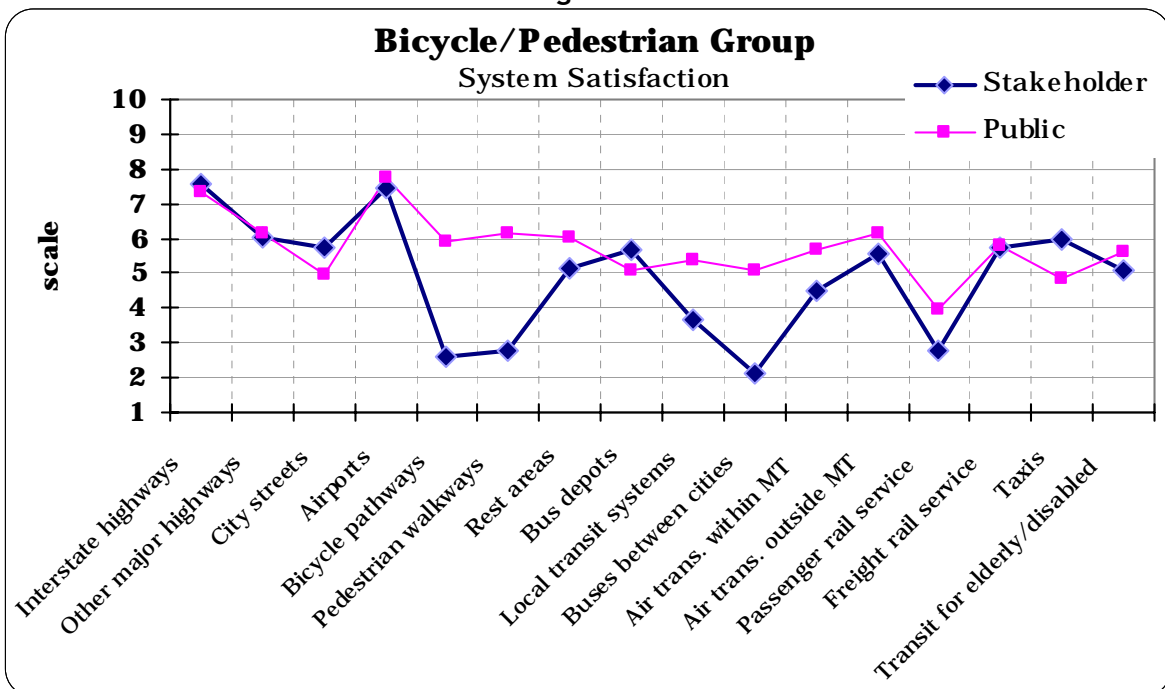
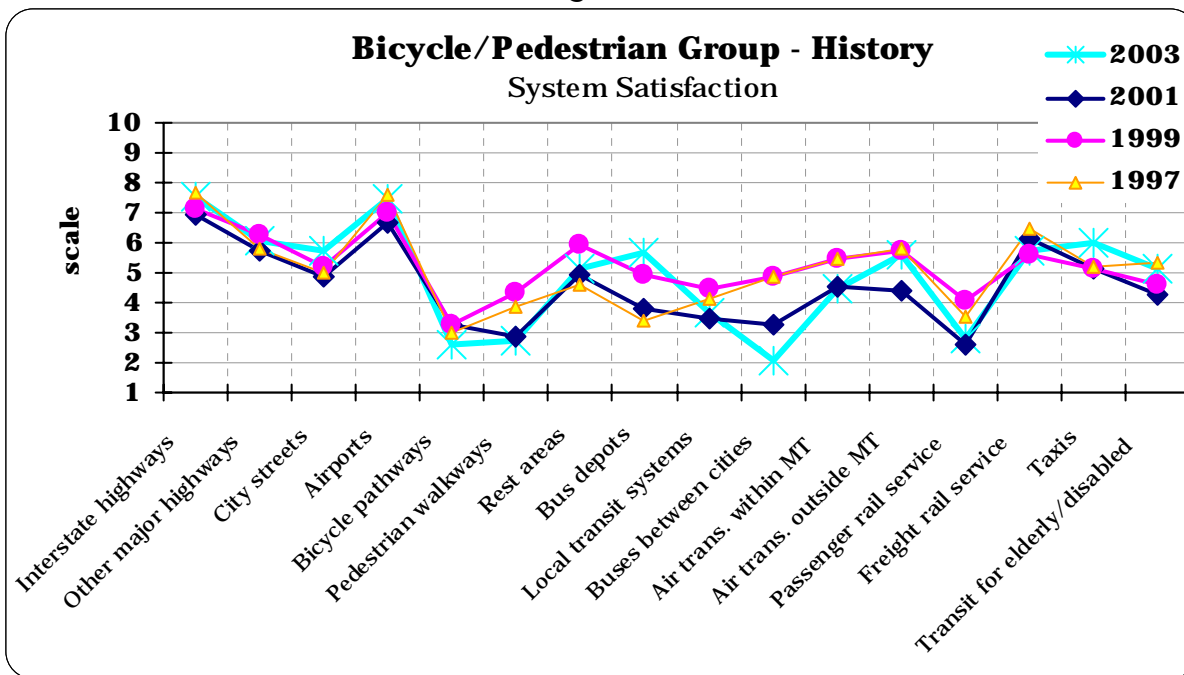


Figure 4a

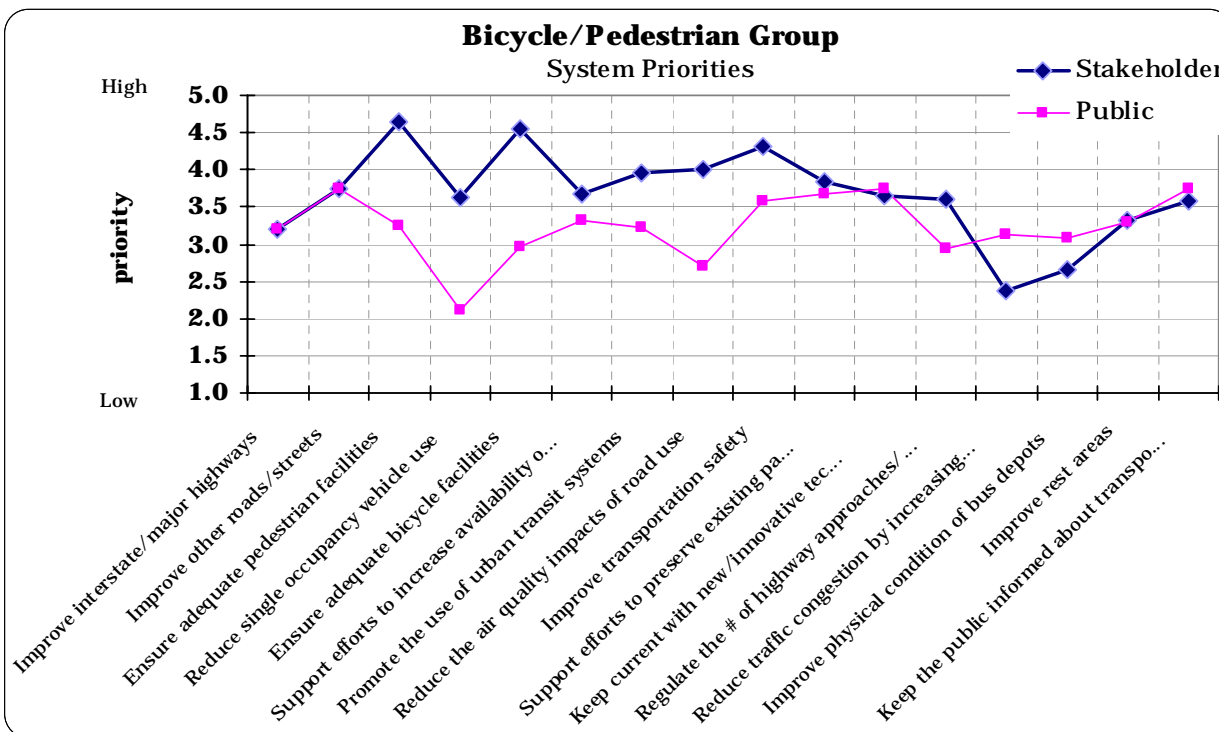


less than the public's overall satisfaction (6.27).

The bicycle/pedestrian group satisfaction with Montana's

transportation system in 2003 followed a similar pattern as in previous years (see Figure 4a). Satisfaction with buses between cities/towns dropped the most in 2003. It is also the transportation system

Figure 5



component that most respondents did not know enough about to rate.

**Actions to Improve the Transportation System**

In both surveys, respondents were asked to prioritize actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated on a five point scale of:

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

Figure 5 compares mean priority scores between the two surveys.

The bicycle/pedestrian group priority scores fluctuated greatly compared to the public scores. Significant variances in priorities were observed for the following actions:

*Higher priority*

- ◆ Ensure adequate pedestrian facilities (4.65)
- ◆ Ensure adequate bicycle facilities (4.55)
- ◆ Reduce the air quality impacts of road use (4.00)
- ◆ Reduce single occupancy vehicle use (3.37)

As mentioned earlier in this report, the questions concerning improvements to the transportation system were changed for the 2003 survey. These changes to the scale and questions do not allow for a direct comparison of the 2003 survey with those conducted previously. To provide some information concerning trends the top three priorities for the bicycle/pedestrian group

are listed below from each year the survey was conducted.

2003 Top Priorities:

- 1] Ensure adequate pedestrian facilities
- 2] Ensure adequate bicycle facilities
- 3] Improve transportation safety

2001 Top Priorities:

- 1] Ensure adequate bicycle facilities
- 2] Ensure adequate pedestrian facilities
- 3] Reduce single occupancy vehicle use

1999 Top Priorities:

- 1] Ensure adequate bicycle facilities
- 2] Ensure adequate pedestrian facilities
- 3] Improve other roads/streets

1997 Top Priorities:

- 1] Ensure adequate pedestrian facilities
- 2] Ensure adequate bicycle facilities
- 3] Reduce single occupancy vehicle use

**Actions to Improve Roadways**

Seven questions were asked of respondents to explore their attitudes about possible MDT actions to improve roadways. Table 6 shows the mean scores for the bicycle/pedestrian group. To see a comparison of all the stakeholder group's and public's scores, refer to Table 2 on page six. The possible actions were rated on a priority scale of:

- 1- "Very low priority"
- 2- "Somewhat low priority"

Possible Actions to Improve Roadways	Mean Score
Increase roadway shoulder widths to accommodate bicyclists	4.70
Wider roadways	4.00
More pavement markings (i.e. shoulder lines, lane arrows)	3.25
More traffic signals and left turn bays	3.00
More guard rails and crash cushions	2.80
More directional/informational (i.e. stop signs, route markers) signs	2.65
More illumination (lighting) of roadways	2.50

**Table 5**

- 3- “Medium priority”
- 4- “Somewhat high priority”
- 5- “Very high priority”

‘Increase roadway shoulder widths to accommodate bicyclists’ received a very high rating with this stakeholder group, which is not surprising, since this is an area of interest for this group.

**Awareness of Information Sharing**

Informing the public is important to MDT. As a way to determine how well current practices of public involvement are working, respondents were asked about their knowledge of these practices.

Table 7 shows that the top four public notification practices known to this group are the *Newsline*, special mailings, newspaper articles, and radio updates.

Respondents were also given the opportunity to give comments and suggestions on other ways of public information sharing that MDT could use. The comments received are listed below.

- ◆ I believe in urban areas, landowners and business owners whose business

could be impacted by travel plan changes and construction should be informed by mail at least six months in advance of projects.

- ◆ E-mail to agency stakeholders
- ◆ Spring/fall local public meetings to inform public as to what is planned, time line, down times, estimated completion dates, etc...
- ◆ You are doing a great job on notification and public comment and TV spots
- ◆ Flyers

**MDT Customer Service and Performance**

Respondents were also given the opportunity to grade MDT on various aspects of customer service (see Table 8). Since this was the second year to ask these questions, a comparison between the two years can be seen in Table 9. The stakeholder group graded slightly lower or the same as the public. However, they gave higher grades this year than they did in 2001.

Public Notification and Information Sharing Practices	Yes	No
Construction project public meetings	70.0%	30.0%
Newspaper advertisements for public meetings	75.0%	25.0%
Press releases	65.0%	35.0%
Special mailings	80.0%	20.0%
Statewide Transportation Improvement Programs (STIP) publication	70.0%	30.0%
<i>Newsline</i> - MDT's quarterly newsletter	85.0%	15.0%
Public service announcements on radio, TV, and billboards	75.0%	25.0%
<i>Montana &amp; the Sky</i> - Aeronautics Division's monthly newsletter	15.0%	85.0%
MDT internet web site	60.0%	40.0%
Newspaper articles	80.0%	20.0%
Radio updates of current projects in area	80.0%	20.0%
Weekly meetings for construction projects in urban areas	30.0%	70.0%

**Table 6**

As with the previous survey questions, respondents had the chance to give suggestions or comments on MDT's customer service. The comments are listed below.

- ◆ I have been very impressed with the work of Carol Strizich, bike-ped coordinator, but wish she received more support

Customer Service Grades	Mean Scores and Grades			
	Bike/Ped		Public	
How would you grade MDT's overall performance during the past year?	2.4	C+	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.6	B-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	2.6	B-	2.9	B
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.3	C+	2.5	B-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	1.7	C-	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.6	B-	2.5	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.5	B-	2.4	C+
What grade would you give MDT on its overall highway maintenance and repair?	2.4	C+	2.6	B-
How would you grade MDT's performance on new highway construction?	2.5	B-	*not asked	
Overall, what grade would you give MDT on the convenience of travel through construction zones?	2.6	B-	2.6	B-
What grade would you give MDT on its public notification process for construction projects in your area?	2.5	B-	2.5	B-

from MDOT. Also I hope that despite the current state budget cuts that MDOT doesn't cut back on its own efforts to promote alternative transportation and safety of cyclists

Table 7

and pedestrians.

- ♦ I would like to see all new highway construction include a bike path.

Customer Service Grades- History	Mean Scores and Grades			
	2003 Stakeholder		2001 Stakeholder	
How would you grade MDT's overall performance during the past year?	2.4	C+	1.8	C-
What grade would you give MDT on the quality of service it provides?	2.6	B-	1.8	C-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	2.6	B-	2.2	C
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.3	C+	1.7	C-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	1.7	C-	1.5	C-
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.6	B-	1.8	C-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.5	B-	2.2	C

Table 7a

- 
- ◆ On new construction projects, please keep bicyclists in mind.
  - ◆ I don't think the middle left turn lanes are a good idea. People pull into the left turn lanes to enter traffic. The rumble strips force bicyclists to ride in the traffic.
  - ◆ Let us know what is planned. Actual, estimated starting date and revisions, keep actual disruptions in business areas to an absolute minimum. Remember the public is your boss!
  - ◆ Please develop and maintain more pedestrian/bicycle facilities
  - ◆ As stated earlier, MDT needs to look at more than concrete and asphalt in roadway construction. You need to consider what the end product will look like. I have heard many comments that say Montana has the 'ugliest' roads in the nation.
  - ◆ Need to work on more and better quality rest stops-more need to be open year round. Combine these with interpretive centers-make them places people want to stop this can also add to highway safety. Thanks for this opportunity
  - ◆ I'd be curious as to the statistical proof behind why we chip-seal roads in Montana (growing up in New England-I never saw this). The usual rationale I hear is it prolongs the life of the asphalt and enhances grip in winter. I would really like to see some statistical evidence of this-I don't buy it. Exhibit A: Silver City to Marysville turn-off-virtually all the chip seal is gone after maybe a year. Plows scrape it off etc...it seems a waste. Point 2: Silver City to Lincoln Road Market (Bob's) recently chip sealed after at least a year of being smooth and unchipped. As a cyclist who rides that loop 4 times a week, now it is rough and unswept on shoulders. And by raising the road surface (with chip seal) it actually diminishes the virtually non-existent area to ride (on top of fog line). In other words before one could cycle slightly to the right of the fog line, now one has to ride on top of the fog line. Diminished space + red-neck drivers = accidents.
  - ◆ I appreciate being able to work, from time to time with MDT Great Falls Division. An example of their responsiveness: last Friday I became aware of a potential conflict between a planned guardrail improvement and a paved bike pedestrian linkage from River's Edge Trail to a well-used parking area along Giant Springs Road. Our engineer and contractor weren't really sure of what was needed so I called Dave Kelly about 3 pm. He said they could come out to the side and consult on Monday. Sure enough, right after 8:00 am, Dave called, two MDT folks came out and got us on the right track. That's service!
  - ◆ You probably gather from my responses that I'm a bicyclist. I'm in the resort business, live, and work off of 191. We all know what beautiful but dangerous road this is and maybe too late (and confining because of the terrain) but with any new projects the budget should always include a bicycle lane. Thank you for your time.
  - ◆ Please help cities make walking and biking safe and convenient.
  - ◆ Transportation needs to be diversified, not just cars and airplanes. We need rail, bikes, and other alternatives to just cars and planes. Hiking and bike trails, many sidewalks are important to our health as well as other kinds of
-



public shared transit, especially RAIL.

- ◆ Poor job with this (radio updates of current projects in area)

### **Transportation Issues Comments**

The bicycle/pedestrian group had the opportunity to provide additional input on transportation issues important to them but not addressed specifically in the survey. Listed below are the comments received.

- ◆ Railroad crossing on Montana Ave. by malfunction junction should have been done.
- ◆ Remove rumble strips
- ◆ Landscaping along highways and roadways-need to improve the aesthetics of our roadways
- ◆ Montana is nowhere economically. Transportation is so traditional and predictable. To truly make our mark, we should go so completely outside the box, so far ahead of the curve that once we did something like set up high speed train service we would ultimately become the leaders-not the follower.
- ◆ Roundabouts, multimodal LOS
- ◆ How bicycles and automobile safety feature (i.e. rumble strips) and road improvements (i.e. sloppy overlay projects) interface. Rumble strips and overlay projects are good; they should consider bicycles and move the rumble strips more to the left giving cyclists room to the right on the sideline. Overlay projects should extend across the shoulder and taper off NOT abruptly end.
- ◆ In Billings we have abandoned core city streets in favor of sprawl for box stores. We need more trails for bikes and pedestrians and more sidewalks.
- ◆ As I wrote on this survey in past, bike paths are not nearly as safe, appealing as simply widening roads so they have a shoulder. This permits cyclist to move safely with flow of traffic. Green Meadow Drive is a perfect example-why only there?
- ◆ Look at recent paving on N Montana out by Lincoln Road. A perfectly golden opportunity to widen road-you are not going to get any alternative/bike commuters from N. of Lincoln Roads when it's so unappealing to walk/ride into town. Why is what they do in Europe so difficult for us?
- ◆ Highway 93 overlay North of Whitefish summer of 2003 gets an F for public notification

**NOTE:** All comments appearing in the surveys were included in this report.

## ECONOMIC DEVELOPMENT STAKEHOLDER GROUP

### Stakeholders

This was a new stakeholder group in the *2001 Stakeholder Survey*. The group includes various economic development interests from across Montana. Stakeholders include representatives from economic development associations, business organizations, local development corporations and associations.

### Response Rate

Fifty-seven survey packages were mailed to this group. Nineteen people responded and completed the survey for a response rate of 33%. A 33% response rate is considered good for this type of survey.

### Transportation System Satisfaction

The economic development stakeholder group rated nine out of sixteen transportation system

components lower than the general public. Figure 6 shows the comparison of this stakeholder group to the public. City streets, airports, bicycle pathways, and both air service within and outside of Montana were rated similar to the public responses.

The economic development group was most satisfied with interstate highways and airports and were dissatisfied with bus depots, local transit systems, intercity bus services, taxis, and transit for elderly/disabled. The overall satisfaction with Montana's transportation system for this stakeholder group (6.47) is higher than the public's overall satisfaction (6.27).

The respondents gave similar scores to most of the transportation system components this year compared to 2001, except for both air transportation services within and outside of Montana which increased significantly in satisfaction (see Figure 6a.)

Figure 6

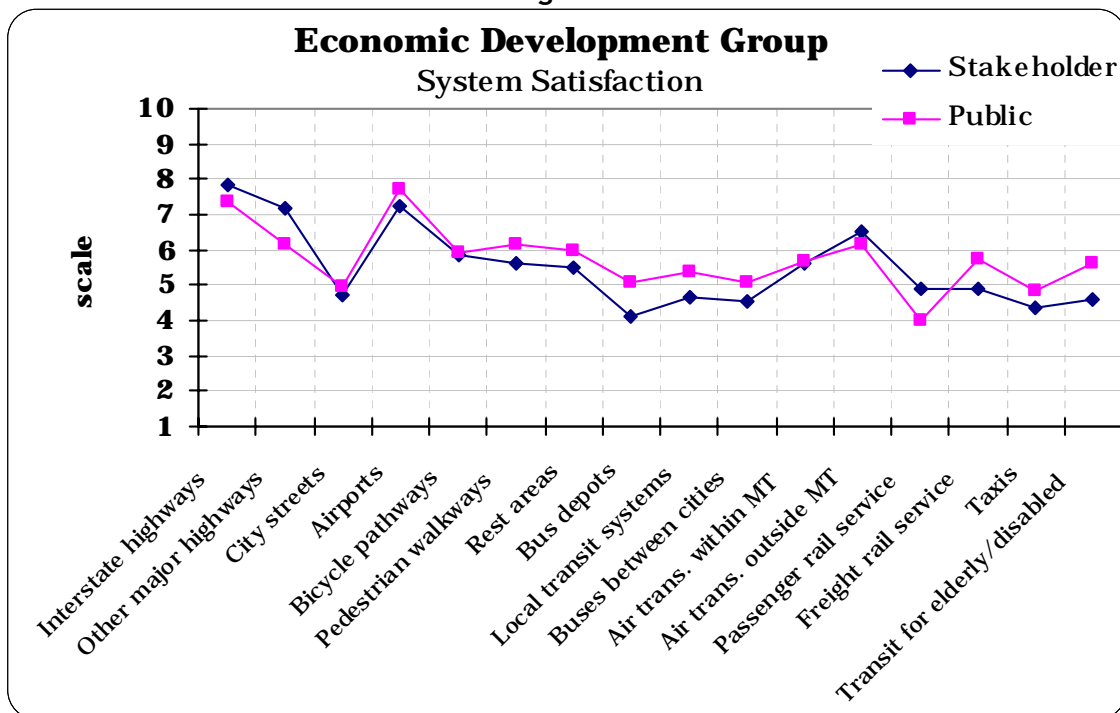
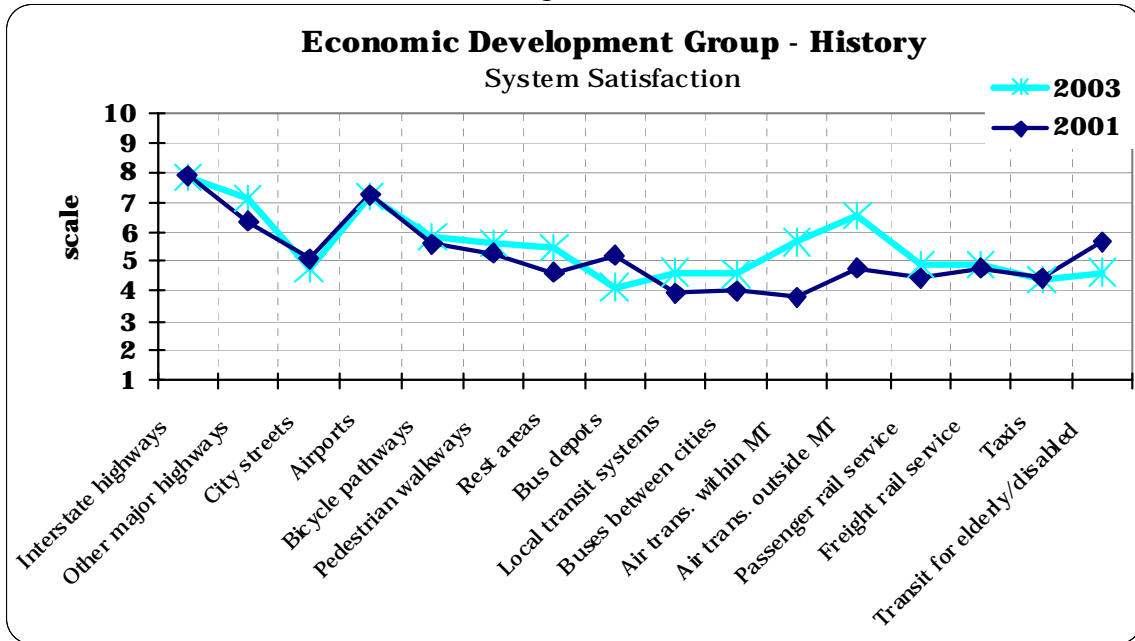


Figure 6a

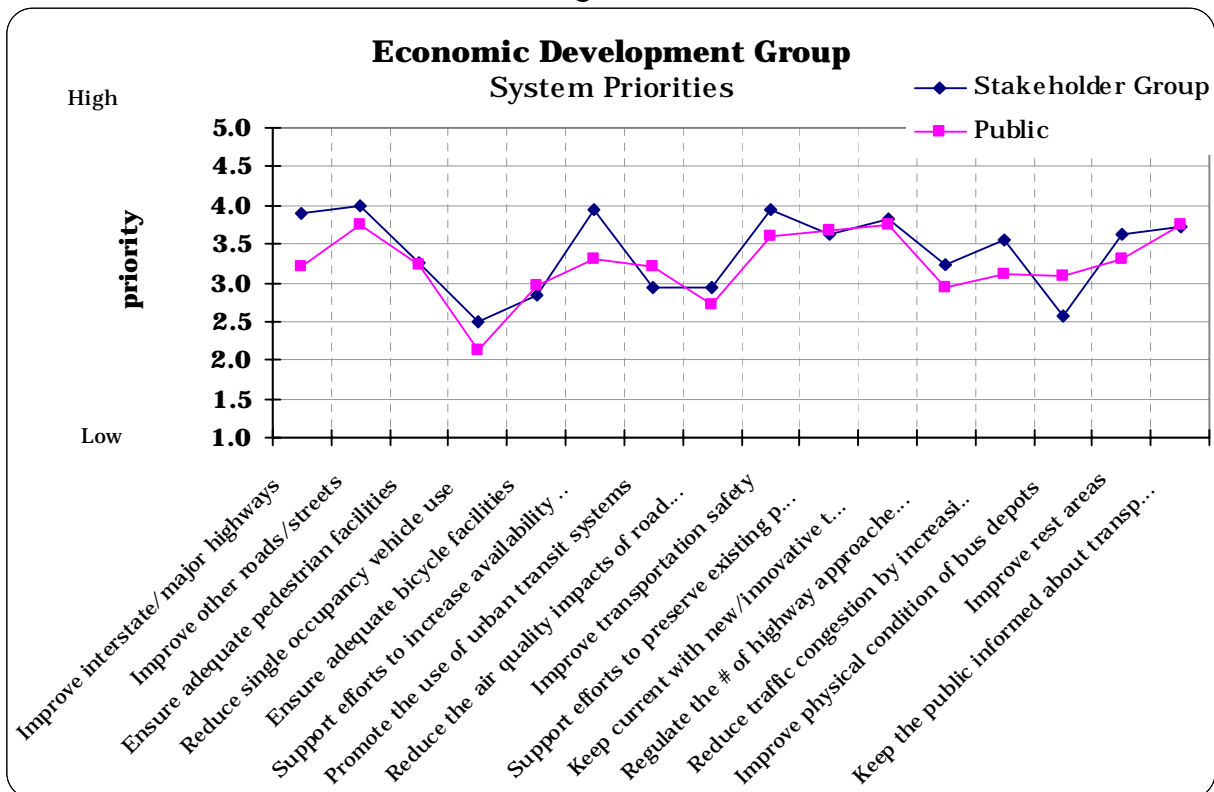


**Actions to Improve the Transportation System**

Respondents were asked to prioritize sixteen possible actions that could be taken by MDT to improve the

transportation system in Montana. These actions were rated using a scale of one to five. 'Very low priority' was coded as one, and 'Very high priority' coded as five. Figure 7 compares mean priority scores

Figure 7



between the stakeholder and telephone surveys.

The top priorities for this group in 2003 were improve the physical condition of interstate highways and major highways, improve the physical condition of other roads/streets, support efforts to increase air service, and improve transportation safety. Two of these top priorities are the same as the top priorities from the 2001 survey.

Possible Actions to Improve Roadways	Mean Score
Wider roadways	4.03
More traffic signals and left turn bays	3.84
More pavement markings	3.61
More guard rails and crash cushions	3.32
Increase roadway shoulder widths to accommodate bicyclists	3.26
More directional/informational signs	3.06
More illumination (lighting) of roadways	2.89

Table 8

ing lanes, don't need four-lanes just passing lanes.

**Group Specific Questions**

Some of the stakeholder groups were asked questions specific to their areas of interest and/or business to gain further insight on specific needs or areas of concern. The economic development group was one of these groups. They were asked if there are any physical barriers on Montana's transportation system that impacts their business. Sixty-five percent of the respondents said there were no barriers and thirty-five percent felt there were barriers. Listed below are the physical

- ◆ Ongoing highway maintenance
- ◆ Some new designs will not accommodate trucks and if trucks cannot deliver goods the economy will suffer.

**Actions to Improve Roadways**

Survey respondents were asked questions on possible MDT actions to improve Montana's roadways (see Table 8 ). The possible actions were rated on a priority scale of:  
-1- "Very low priority"

barriers mentioned by the economic development stakeholder group.

- ◆ No rail competition
- ◆ Traffic divider in front of business when it could have been a left turn lane or a turn lane period (i.e. North Main Helena).

Public Notification and Information Sharing Practices	Yes	No
Construction project public meetings	83.3%	16.7%
Newspaper advertisements for public meetings	88.9%	11.1%
Press releases	77.8%	22.2%
Special mailings	66.7%	33.3%
Statewide Transportation Improvement Programs (STIP) publication	50.0%	50.0%
<i>Newsline</i> - MDT's quarterly newsletter	66.7%	33.3%
Public service announcements on radio, TV, and billboards	88.9%	11.1%
<i>Montana &amp; the Sky</i> - Aeronautics Division's monthly newsletter	22.2%	77.8%
MDT internet web site	83.3%	16.7%
Newspaper articles	88.9%	11.1%
Radio updates of current projects in area	77.8%	22.2%
Weekly meetings for construction projects in urban areas	33.3%	66.7%

Table 9

- ◆ Lack of pass-

Customer Service Grades	Mean Scores and Grades			
	Economic Development		Public	
How would you grade MDT's overall performance during the past year?	2.9	B	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.8	B-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	3.1	B	2.9	B
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.4	C+	2.5	B-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.2	C	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.6	B-	2.5	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.2	C	2.4	C+
What grade would you give MDT on its overall highway maintenance and repair?	2.6	B-	2.6	B-
How would you grade MDT's performance on new highway construction?	2.2	C	*not asked	
Overall, what grade would you give MDT on the convenience of travel through construction zones?	2.6	B-	2.6	B-
What grade would you give MDT on its public notification process for construction projects in your area?	2.6	B-	2.5	B-

- 2- "Somewhat low priority"
- 3- "Medium priority"
- 4- "Somewhat high priority"
- 5- "Very high priority"

The respondents in the economic development group gave most actions a medium priority rating. 'Wider roadways' was the highest priority (4.03) while 'More illumination of roadways' (2.89) was the lowest rated action. These two actions had the same level of importance for the public in the *2003 Public Involvement Telephone Survey*.

**Awareness of Information Sharing**

For the first time, respondents were asked about their awareness of MDT's public notification practices. Twelve frequently used public information sharing practices were listed and respondents answered whether they knew about them or not.

**Table 10**

Table 9 (on the previous page) shows that newspaper advertisements for public meetings, public service announcements, and newspaper articles are the three techniques this stakeholder group was most familiar with.

Respondents were also asked for suggestions and comments on public information sharing. The comments are listed below.

- ♦ MDT does enough to notify the public
- ♦ E-mail lists-please don't use billboards
- ♦ Better inform the public on where the public information can be located

**MDT Customer Service and Performance**

For the second time, the stakeholder survey asks for the opinion of this

Customer Service Grades - History	Mean Scores and Grades			
	2003 Stakeholder		2001 Stakeholder	
How would you grade MDT's overall performance during the past year?	2.9	B	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.8	B-	2.6	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	3.1	B	2.5	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.4	C+	2.1	C
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.2	C	1.5	C-
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.6	B-	2.1	C
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.2	C	2.4	C+

**Table 10a**

group regarding various aspects of MDT's performance and customer service. The results can be seen in Table 10. The respondents were asked to grade eleven general areas of customer service using an A through F scale with an option to indicate if unknown. The economic development group gave MDT similar grades compared to what the public did. In 2003, the economic development group gave slightly higher customer service grades (see Table 10a) than they did in the 2001 survey.

**Customer Service Comments**

As with the public involvement questions, respondents were given the opportunity to give suggestions or comments on MDT's customer service. Comments on customer service are listed below.

- ◆ You're doing the best you can overall. Your right of way and maintenance folks work hard for us users.
- ◆ There is too much delay in completing projects. More effort should be put

forth to complete projects in a timely manner. Safety concerns are sometimes above and beyond. Is it necessary to slow to 35 mph with a survey crew standing 100 feet off of the roadway?

- ◆ Use employee's voices on PSA's. This will put a face on the 'statue' that holds the flagger paddles.
- ◆ More timely communication and reaction planning on necessary or essential improvement to urban systems and better control through cooperative planning strip commercial developments that impact urban systems (i.e. plan rather than react).

**Transportation Issues Comments**

Lastly, respondents were given the opportunity to provide additional input on transportation issues important to them, but not addressed specifically in the survey. Listed below are the responses received.

- ◆ Bike paths, jogger paths, what the hell

we spending short gas tax dollars on them? I see more joggers then bikers (i.e. Hamilton, Stevensville & Missoula area).

opportunity to move large number of senior citizens into Billings (from Livingston to Glendive) for medical, shopping, and visiting.

- ◆ Scenic-historic byways
  - ◆ Thank workers for us! We appreciate their labor.
  - ◆ More and better public transportation in cities and between cities.
  - ◆ Better bike and pedestrian ways.
  - ◆ Get increased rail and air competition. Freight costs by rail is killing our business development and without more and cheaper air service, we will always have a transportation disadvantage.
  - ◆ Keep in mind the needs of the trucking industry and their shippers when designing highways and routes through cities and towns. They should be designed to accommodate all vehicles.
  - ◆ Must keep the Essential Air Service in eastern Montana
  - ◆ Improve/pave Highway 323
  - ◆ Transportation Issues involving economic development are in pretty good shape. Keep up the good work!
  - ◆ Increase passenger rail service in eastern Montana (old southern route)-
- ◆ Too many times speed signs posted 35 mph (in construction zones) and not a sole in sight.
  - ◆ Mostly unsatisfied (with overall transportation system)-too much emphasis on highways and roads – need to look closer at city development and non-car transportation.
  - ◆ Like the radio updates (about construction projects in area).
  - ◆ We need 4 lanes between Helena and Three Forks! Will we live to see the day?
  - ◆ Bikers should pay!
  - ◆ Too much focus on highways
  - ◆ Too much (new highway construction) need more work to preserve cities.

**NOTE:** All comments appearing in the surveys were included in this report.

## ENVIRONMENTAL STAKEHOLDER GROUP

### Stakeholders

This group includes various environmental interests from across Montana. Stakeholders include representatives from wilderness coalitions, wildlife associations, Audubon societies, preservation coalitions, Sierra Club affiliates, resource centers, and other groups and associations interested in environmental issues.

### Response Rate

Fifty-three survey packages were mailed to this stakeholder group. Ten stakeholders (19%) participated in the survey. A 19% response rate is considered low for this type of survey.

### Transportation System Satisfaction

As illustrated in Figure 8, when asked to rate their satisfaction (on a scale of one to ten) with various transportation system components, respondents were

less satisfied than the public with about half of the sixteen system components. The largest variances between the two groups were with bicycle pathways, pedestrian facilities, and local transit systems. These are also the areas of least satisfaction for this group. Passenger rail service (2.78) was the system component that received the lowest score for this group and interstate highways have the highest rating of satisfaction (8.89). When asked to rate their overall satisfaction with Montana's transportation system, the environmental group respondents were satisfied (5.88) with the overall system.

A comparison between the survey satisfaction scores over the years (see Figure 8a), shows a variety of results. The environmental stakeholder group has consistently rated interstate highways, other major highways and airports high. At the same time, this group has consistently scored bicycle pathways and pedestrian walkways low. Unlike the other

Figure 8

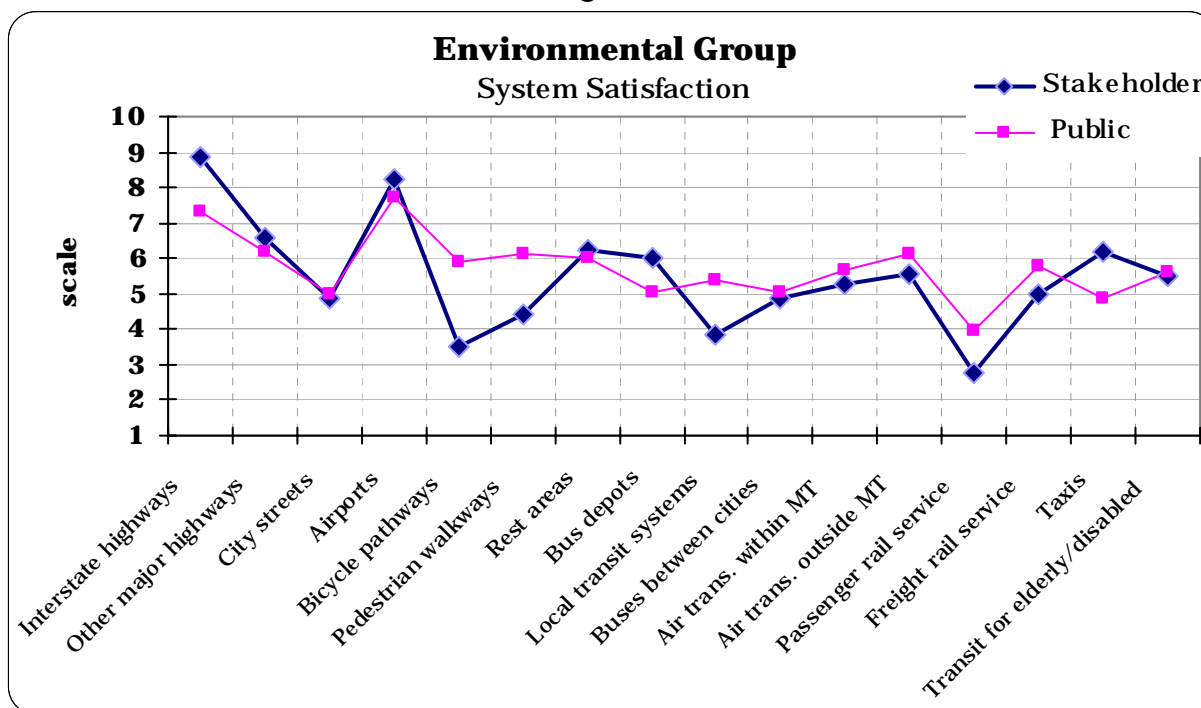
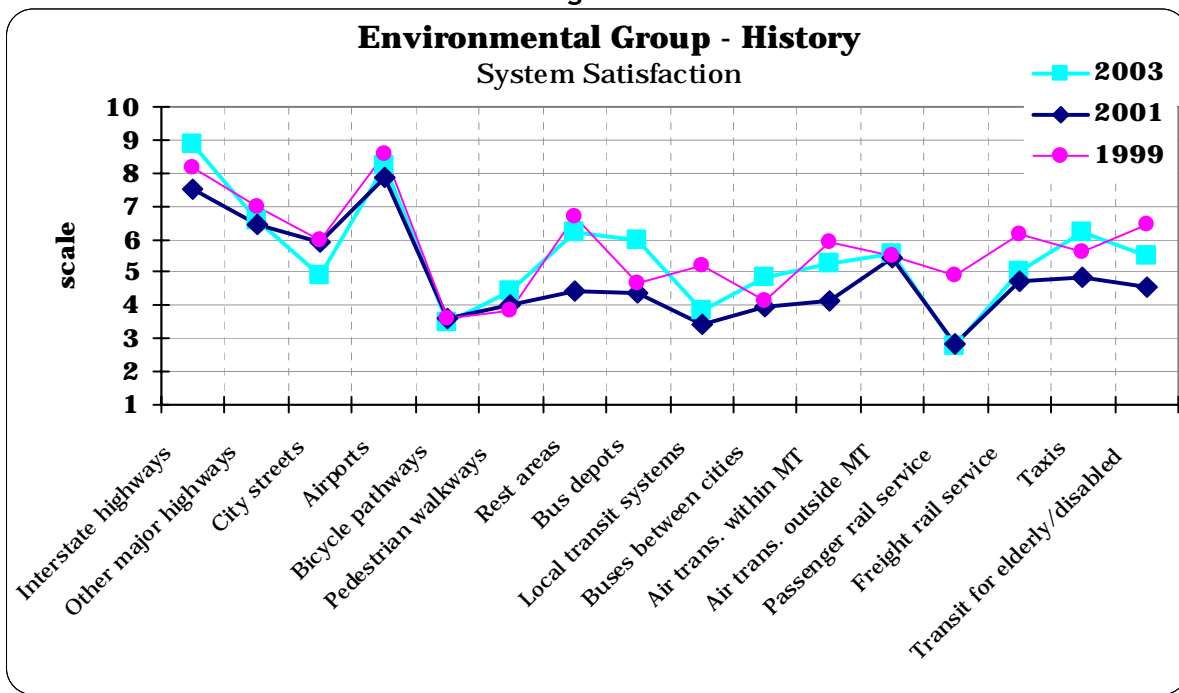




Figure 8a

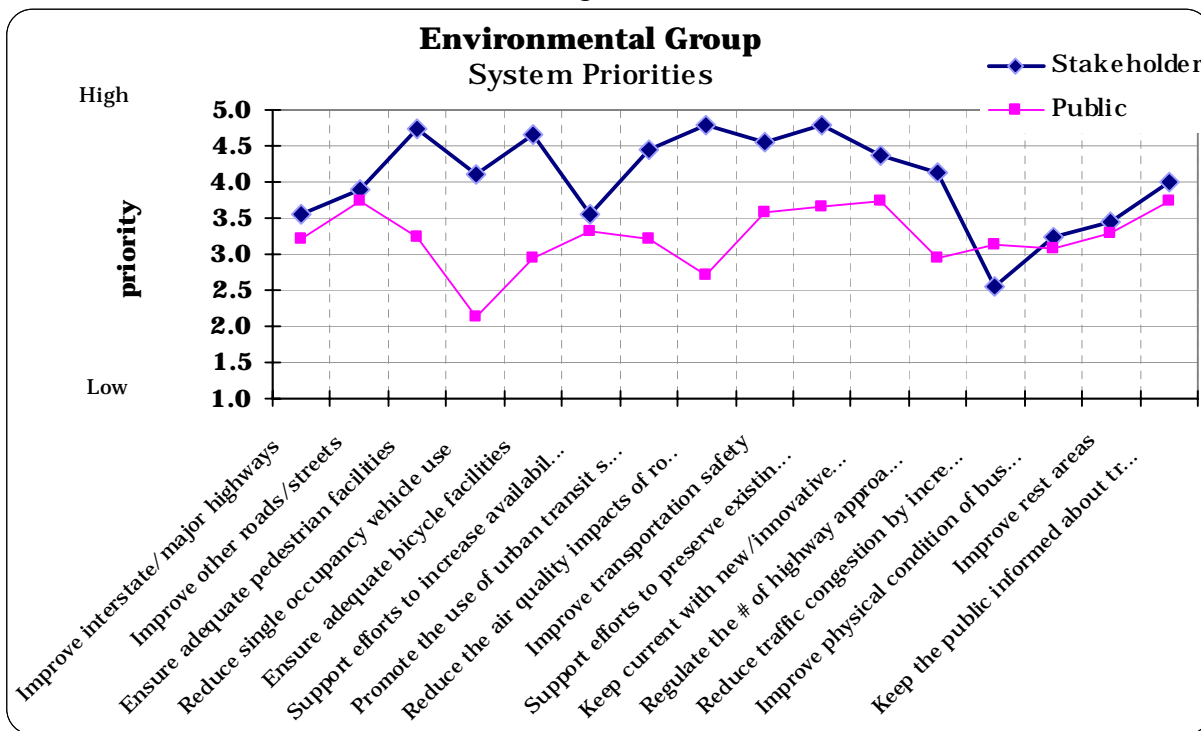


stakeholder groups, the 1997 survey results were not compared because the sample size was too small to use.

Respondents were asked to prioritize sixteen actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated on a scale of one to five. Actions of 'very low priority' were coded as one and

**Actions to Improve the Transportation System**

Figure 9



actions of 'very high priority' were coded as five. Figure 9 compares the mean priority scores between the stakeholder group and the public. Significant variances in priorities from the public were observed for most of the actions. This group tended to rate most of the actions as high (score of four and above). The highest priority ratings were given to the following actions:

- ♦ Reduce the air quality impacts of road use (4.78)
- ♦ Support efforts to preserve existing passenger rail service (4.78)
- ♦ Ensure adequate pedestrian facilities (4.75)

'Reduce traffic congestion by increasing the capacity of the highway system' (2.56) was ranked as the lowest priority action by this group.

The questions regarding improvements to the transportation system were changed for the 2003 survey. To furnish some trend analysis, the top three priorities for the environmental group are listed below from each year the stakeholder survey was done.

**2003 Top Priorities:**

- 1] Reduce the air quality impacts of road use
- 2] Support efforts for preserving passenger rail service
- 3] Ensure adequate pedestrian facilities

**2001 Top Priorities:**

- 1] Minimize impacts on the environment from construction
- 2] Reduce environmental impact of highway maintenance
- 3] Ensure adequate bicycle facilities

**1999 Top Priorities:**

- 1] Minimize the impacts on the environments

- from construction
- 2] Reduce environmental impact of highway maintenance
- 3] Ensure adequate bicycle facilities

**1997 Top Priorities:**

- 1] Ensure adequate pedestrian facilities
- 2] Promote use of urban transit
- 3] Reduce air quality impacts of roadway use

**Actions to Improve Roadways**

Seven questions were asked of respondents about their attitudes on possible actions that MDT could do to improve Montana's roadways (see Table 11). The possible actions were rated on a priority scale of:

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

Like the bicycle and pedestrian group, the respondents in the environmental group rated 'increase roadway shoulder widths to accommodate bicyclist' the highest. To see a comparison of all the stakeholder group's and public's scores, refer to Table 2 on page six.

**Awareness of Information Sharing**

The survey had a series of questions that asked the stakeholders about their awareness of public involvement techniques that MDT uses. The results in

Possible Actions to Improve Roadways	Mean Score
Increase roadway shoulder widths to accommodate bicyclists	4.44
More pavement markings (i.e. shoulder lines, lane arrows)	4.11
More guard rails and crash cushions	3.67
More traffic signals and left turn bays	3.56
Wider roadways	3.00
More directional/informational (i.e. route markers) signs	2.89
More illumination (lighting) of roadways	2.44

**Table 11**

Table 12, demonstrate that newspaper articles are the most familiar technique. Weekly meetings for construction projects in urban areas and the Aeronautics Division's newsletter were not known about by any of the stakeholders in this group. The survey also asked for comments and suggestions on other of public information sharing techniques that MDT could use. The comments received are listed below.

- ◆ When groups and members of the public comment on the importance of

Public Notification and Information Sharing Practices	Yes	No
Construction project public meetings	70%	30%
Newspaper advertisements for public meetings	50%	50%
Press releases	40%	60%
Special mailings	60%	40%
Statewide Transportation Improvement Programs (STIP) publication	70%	30%
<i>Newsliner</i> - MDT's quarterly newsletter	70%	30%
Public service announcements on radio, TV, and billboards	30%	70%
<i>Montana &amp; the Sky</i> - Aeronautics Division's monthly newsletter	0%	100%
MDT internet web site	40%	60%
Newspaper articles	80%	20%
Radio updates of current projects in area	40%	60%
Weekly meetings for construction projects in urban areas	0%	100%

**Table 12** public access to rivers and streams, don't ignore them.

- ◆ I think each city council person whose district is affected by any actions should have to acknowledge receipt of

Customer Service Grades	Mean Scores and Grades			
	Environmental		Public	
How would you grade MDT's overall performance during the past year?	2.4	C+	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.6	B-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	2.7	B-	2.9	B
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.3	C+	2.5	B-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	1.6	C+	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	1.9	C	2.5	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.4	C+	2.4	C+
What grade would you give MDT on its overall highway maintenance and repair?	2.8	B-	2.6	B-
How would you grade MDT's performance on new highway construction?	2.4	C+	*not asked	
Overall, what grade would you give MDT on the convenience of travel through construction zones?	2.6	B-	2.6	B-
What grade would you give MDT on its public notification process for construction projects in your area?	2.3	C+	2.5	B-

**Table 13**

notice of projects in their district.

**MDT Customer Service and Performance**

The stakeholder survey asks the opinion of the stakeholder group regarding various aspects of MDT’s performance and responsiveness to the public. The respondents were asked to grade eight general areas of customer service using an A through F scale with an option to indicate if unknown (see Table 13). The environmental group gave MDT some lower grades compared to the public. However they graded higher this year than they did in 2001 (see Table 13a).

Respondents were given the chance to comment on MDT’s customer service. The comments received are listed below.

- ◆ Your use of toxic herbicides on public right of way places the public at great risk and places Montana ‘at the rear of the pack’ compared to other more enlightened states where herbicide use has been reduced and curtailed. Herbicides do not work long term unless of course you are trying to kill things in general, including youngsters. Your decision makers ought to have their

heads examined and then held subject to legal recourse. You are living in the past and your “so-called” environmental impact statement is outdated!

- ◆ MDT does not give a damn about public access at bridges and within road rights of way-why? It’s our gas tax dollars that pay for everything-also part of our federal tax dollars.
- ◆ Need more notices of changed plans and delays
- ◆ Let’s put kids safety in Missoula first-make ped/bike thoroughfares a priority complete with green spaces so kids will use them. Try to ride your bike from west side lanes to McCormick Park’s public pool-was that safe? Also keep up on progress on wildlife safe passage zones-road kill is getting excessive.
- ◆ The interstate system is well kept/maintained. I would like to see emphasis on widening roads, extra lanes on hills and turning lanes on other highways and main arterials. The road from Valier west is probably

Customer Service Grades - History	Mean Scores and Grades			
	2003 Stakeholder		2001 Stakeholder	
How would you grade MDT’s overall performance during the past year?	2.4	C+	2.4	C+
What grade would you give MDT on the quality of service it provides?	2.6	B-	2.4	C+
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	2.7	B-	2.3	C+
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.3	C+	2.2	C
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	1.6	C+	1.6	C
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	1.9	C	1.9	C
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.4	C+	2.7	B-

**Table 13a**

the worst stretch of highway in eastern Montana. The new road construction there is long overdue but very welcome. Rest stops are very important, it will be unfortunate to lose the I-15 rest stop on the Teton River as currently planned.

### Transportation Issues Comments

Respondents were asked to provide additional input on transportation issues important to them and any other comments or suggestions. These comments are listed below.

- ◆ Too bad you can't help with county maintained roads-pot holes stay for weeks, vegetation blocks views.
- ◆ I have a complaint about road construction warning signs being left up for days, sometimes weeks (Hamilton) when there's no construction going on. This teaches people to ignore them.
- ◆ Addressing the impacts that our transportation system has on the environment, specifically wildlife.
- ◆ Vehicle emission enforcement using Dr. Donald Stedman's equipment-it is the best (see University of Colorado, Denver).
- ◆ Better access to bridges within road right of ways
- ◆ Safe crossings for children on Russell Street (Broadway to 4<sup>th</sup>)
- ◆ Infill driveways impacting small roads-make developers pay for such (see 1800 block of Wyoming-dangerous)
- ◆ Funding allocations to urban areas increased to promote viable economic development. Shift away from district funding to economic centers.
- ◆ American Wildlands main concern with Montana's highway/interstate system has to do with the impacts highways/interstates have on wildlife. I think that MDT has taken steps to start to address this issue, but it still has a lot of work to do.
- ◆ Missoula streets are in rough shape and the city is putting down/widening too many roads. Asphalt is made from oil, it off gasses and it is highly toxic. Need more bicycle pathways, but not made of asphalt! Too few trees, more greenery is needed overall! Some good, some poor (rest areas)-too many idling diesel trucks! I'd love to see more rail service and more people using trains.
- ◆ In general, sidewalks use up space that could be used to grow trees. Stop the idling truck use of rest areas! This equation is flawed, more/wider roads = more traffic and congestion (see LA, SF, & Chicago)
- ◆ No more asphalt. Don't use asphalt (on new highway construction).
- ◆ Construction project public meetings-in my experience they are WORTH-LESS, contractors/developers get their way regardless of neighborhood concerns.

**NOTE:** All comments appearing in the surveys were included in this report.

## INTERMODAL FREIGHT STAKEHOLDER GROUP

### Stakeholders

Various intermodal and freight interests from across Montana were included in this group. Stakeholders included representatives from trucking, air freight, rail freight, and freight forwarding industries and associations.

### Response Rate

Survey packages were mailed to 108 representatives of this group. One survey was returned without a forwarding address. Twenty-eight surveys were completed and mailed back for a response rate of 26%, which is close to the same response rates from the 1997 and 2001 surveys.

### Transportation System Satisfaction

When asked to rate their satisfaction on a scale of one to ten with various transportation system components, the intermodal group and the general public

followed a similar pattern, except the intermodal group was more satisfied with passenger rail service than the public.

As seen in Figure 10, the stakeholder group ranked interstate highways as their highest area of satisfaction, while buses between cities and taxis ranked the lowest. When compared to past surveys, the respondents in 2003 expressed higher levels of satisfaction with passenger rail and freight rail services (see Figure 10a). When asked to rate their overall satisfaction with Montana's transportation system, the intermodal freight group was more satisfied (6.65) than the public (6.3) and gave the second highest overall satisfaction ratings than any stakeholder group. The county commission group the highest overall satisfaction score.

### Actions to Improve the Transportation System

In both surveys, respondents were asked to prioritize sixteen actions that could be taken by MDT to improve the transportation system in Montana. The

Figure 10

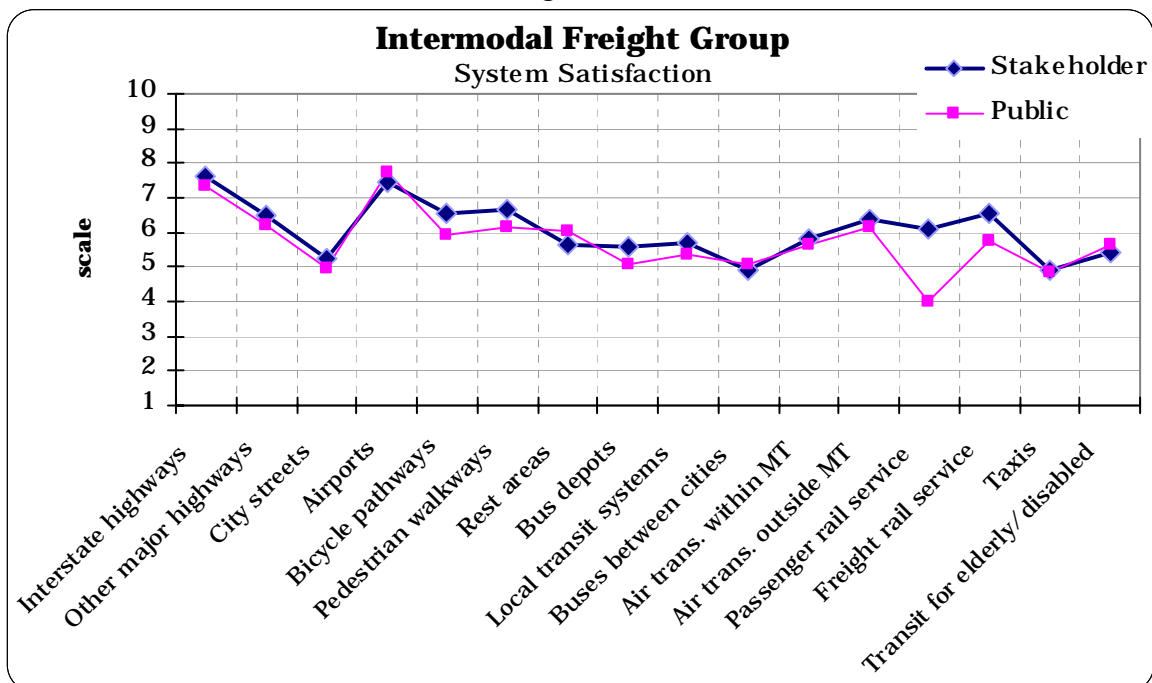
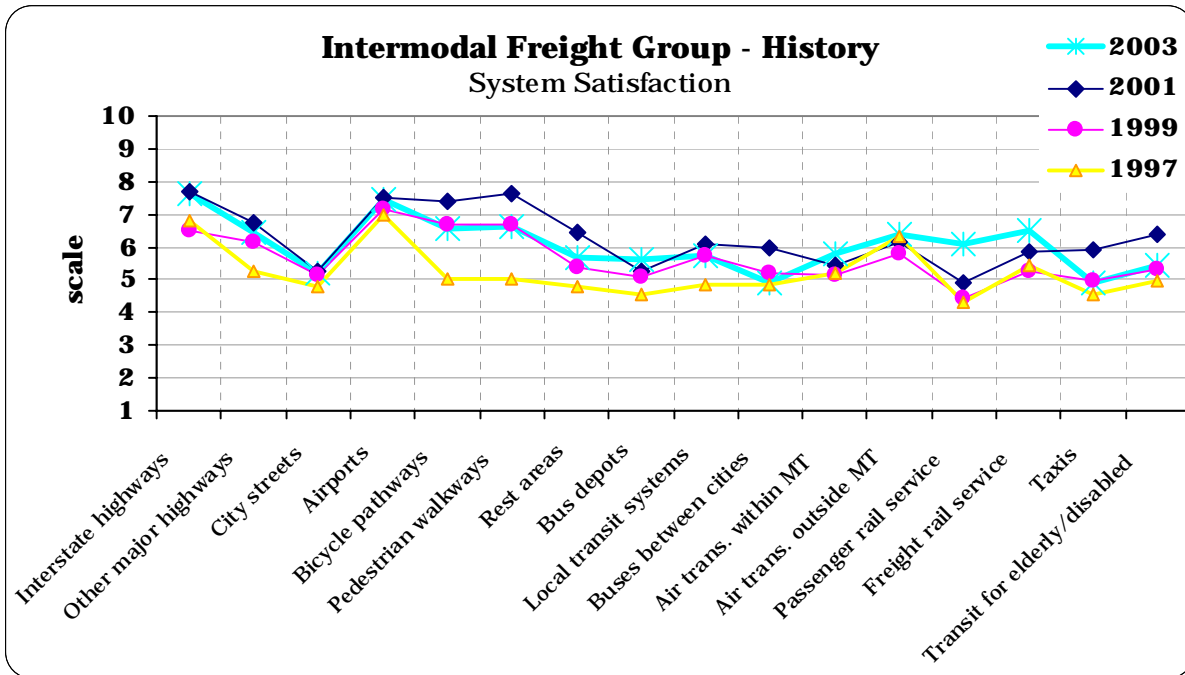


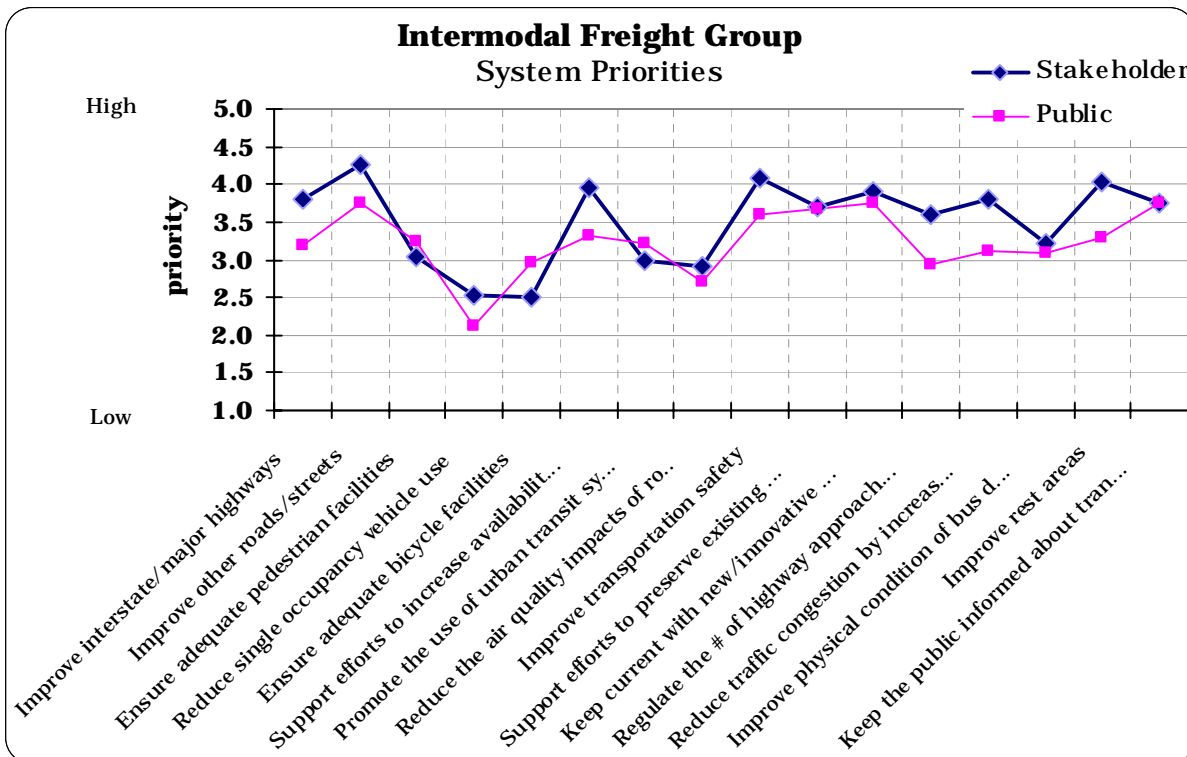
Figure 10a



actions were rated on a scale of one to five; actions of 'very low priority' were coded as one and actions of 'very high priority' were coded as five. Figure 11 compares the mean priority scores be-

tween the two surveys. The intermodal freight respondents gave higher priority ratings to ten out of the sixteen actions. Some of these actions were given significantly higher priority ratings than

Figure 11



what the public gave. They include the following:

- ◆ Supporting efforts to increase the availability of scheduled air service (3.96)
- ◆ Regulating the number of highway approaches and driveways to preserve transportation corridors (3.61)
- ◆ Improving rest areas (4.04)

As mentioned earlier in this report, the the questions concerning actions to improve the transportation system were changed for the 2003 surveys. These changes to the scale and questions does not allow for a direct comparison of the 2003 survey with those survey conducted previously. To provide some information concerning trends, the top three priorities for the intermodal freight group are listed below from each year the survey was conducted.

**2003 Top Priorities:**

- 1] Improve the physical condition of other roads and streets
- 2] Improve transportation safety
- 3] Improve rest areas

**2001 Top Priorities:**

- 1] Improve the physical condition of other roads and streets
- 2] Improve the physical condition of the interstates and major highways
- 3] Increase capacity due to growth

**1999 Top Priorities:**

- 1] Improve the physical condition of other roads and streets
- 2] Improve the physical condition of the interstates and major highways
- 3] Improve highway maintenance

**1997 Top Priorities:**

- 1] Improve the physical

condition of the interstates and major highways

- 2] Improve the physical condition of other roads and streets
- 3] Improve highway maintenance

The priorities of this stakeholder group have been fairly consistent over the years. Improving the condition of roads is still very important to this group along with transportation safety and rest areas.

**Group Specific Questions**

Some of the stakeholder groups were asked questions specific to their areas of interest and/or business to gain further insight on specific needs or areas of concern. The intermodal freight group was one of these groups. One question they were asked is if there are any physical barriers on Montana’s transportation system that impacts their business. Eighty-three percent of the respondents said there were no barriers and seventeen percent felt there were barriers. Listed below are the physical barriers mentioned by the intermodal freight stakeholder group.

- ◆ Access road from I-15 to Port of Montana
- ◆ Highway 93- needs 4 lanes and/or passing lanes
- ◆ Spring weight restrictions and some bridges
- ◆ Highway 93

This stakeholder group was also

Satisfaction with Weigh Station and Port-of-Entry Facilities	Mean Score
Length of entry/exit ramps or lanes	6.74
Use of technology to improve weigh station/port-of-entry efficiency	6.74
Parking accommodations	6.04
Access to restrooms at weigh station/port-of-entry	5.00
Lighting	6.21

**Table 14**



asked to rate their satisfaction with weigh stations and port-of-entry facilities and to give comments or recommendations on Montana's weigh stations and port-of-entries. Table 14 shows the responses to these five questions. The respondents were satisfied with each component, including restroom access which received the lowest score of 5.0. Only two comments were received about these facilities. They are:

- ◆ Need more attention and training given to inspectors. They write violations that have no impact on safety. They do not explain to drivers what violations they write, they ignore HAZMAT or simply don't include it on inspection paper work. They say one thing to drivers and do something completely different on inspection paperwork.
- ◆ They need to be open more

**Actions to Improve Roadways**  
Eight questions were asked of respondents to explore their attitudes about possible MDT actions to improve roadways (see Table 15). The intermodal freight group

Possible Actions to Improve Roadways	Mean Score
Wider roadways	4.15
More traffic signals and left turn bays	3.89
More pavement markings (i.e. shoulder lines, lane arrows)	3.82
More guard rails and crash cushions	3.61
Improve commercial vehicle enforcement (i.e. size & weight compliance, safety, speed)	3.39
More directional/informational (i.e. stop signs, route markers) signs	3.21
Increase roadway shoulder widths to accommodate bicyclists	3.07
More illumination (lighting) of roadways	3.07

**Table 15**

was asked one extra question in this area in addition to those asked of the other stakeholder groups. The possible actions were rated on a priority scale of one to five.

The respondents in the intermodal freight group gave all actions at least a medium priority rating (a score of three). 'Wider roadways' was the highest priority (4.15) while 'More illumination of road-

Public Notification and Information Sharing Practices	Yes	No
Construction project public meetings	82.1%	17.9%
Newspaper advertisements for public meetings	89.3%	10.7%
Press releases	92.9%	7.1%
Special mailings	74.1%	25.9%
Statewide Transportation Improvement Programs (STIP) publication	82.1%	17.9%
<i>Newsline</i> - MDT's quarterly newsletter	96.4%	3.6%
Public service announcements on radio, TV, and billboards	89.3%	10.7%
<i>Montana &amp; the Sky</i> - Aeronautics Division's monthly newsletter	42.9%	57.1%
MDT internet web site	75.0%	25.0%
Newspaper articles	96.4%	3.6%
Radio updates of current projects in area	78.6%	21.4%
Weekly meetings for construction projects in urban areas	46.4%	53.6%

**Table 16**

ways' (3.07) was the lowest rated action. These two actions had the same level of importance for the public in the *2003 Public Involvement Telephone Survey*.

**Awareness of Information Sharing**

Informing the public is important to MDT. As a way to determine how well current practices of public involvement are working, respondents were asked about their knowledge of these practices. Table 16 shows that the top three public notification practices known to this group are the *Newsline*, newspaper articles, and press releases. All of the practices mentioned in these section were somewhat known to this group of stakeholders

Respondents were also given the opportunity to give comments and sugges-

tions on other ways of public information sharing that MDT could use. The comments received are listed below.

- ◆ I like the large 2 message signs between Bozeman and Livingston.
- ◆ MDT's webpage is great. I use it all the time.
- ◆ More interaction with MDT and trucking companies would be great as our drivers see everything on every major road and in every city in the state each day

**MDT Customer Service and Performance**

Once again in 2003, the stakeholder survey asks for the opinion of this group regarding various aspects of MDT's

Customer Service Grades	Mean Scores and Grades			
	Intermodal Freight		Public	
How would you grade MDT's overall performance during the past year?	2.7	B-	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.7	B-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	2.8	B-	2.9	B
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.8	B-	2.5	B-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.3	C+	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.8	B-	2.5	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.3	C+	2.4	C+
What grade would you give MDT on its overall highway maintenance and repair?	2.6	B-	2.6	B-
How would you grade MDT's performance on new highway construction?	2.5	B-	*not asked	
Overall, what grade would you give MDT on the convenience of travel through construction zones?	2.5	B-	2.6	B-
What grade would you give MDT on its public notification process for construction projects in your area?	2.9	B	2.5	B-

**Table 17**

performance and customer service. The results can be seen in Table 17. The respondents were asked to grade eleven general areas of customer service using an A through F scale with an option to indicate if unknown. The intermodal freight group gave MDT grades similar to the public. In 2003, the intermodal freight group gave nearly the same customer service grades (see Table 17a) as they did in the 2001 survey.

**Customer Service Comments**

Respondents were given the opportunity to provide suggestions or comments on MDT’s customer service. Comments received are listed below.

- ◆ The traffic control on the I-90 construction between Warm Springs and Butte was poor-could have caused serious accidents.
- ◆ Overall, MDT does a great job, especially in the maintenance department. More emphasis needs to be put on expanded air service.
- ◆ Highway 16 north of Sidney, MT not handled well at all.

- ◆ During winter months, plow more secondary street when three or more inches of snow falls. Don’t spend money driving trucks and liquid deicers around when there is minimal snowfall.
- ◆ Get rid of liquid deicers altogether, don’t go to salt either

**Transportation Issues Comments**

The survey also allowed respondents to provide additional input on transportation issues important to them and to give any other comments or suggestions. The comments received from the intermodal freight group are listed below.

- ◆ The 70 mph that the legislature has placed on all non-interstate roads (unless a long and expensive study shows it should be lower) makes no sense at all. For example, when one sees a 70 mph on top of the Beartooth highway it makes a joke of state speed limits.
- ◆ A traffic signal is needed at Birch Grove Road and Highway 2 E. Some

Customer Service Grades-History	Mean Scores and Grades			
	2003 Stakeholder		2001 Stakeholder	
How would you grade MDT’s overall performance during the past year?	2.7	B-	2.8	B-
What grade would you give MDT on the quality of service it provides?	2.7	B-	2.8	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	2.8	B-	3.0	B
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.8	B-	2.6	B-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.3	C	2.3	C
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.8	B-	2.7	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.3	C+	2.4	C+

**Table 17a**

traffic flashing lights or signal are needed at access/egress to Glacier Park International Airport.

- ◆ Large highway equipment off roadways during holiday's (re: Memorial Day, 4<sup>th</sup> of July, etc...)
- ◆ More efficient and better trained staff of the DOT commercial vehicle inspectors. Current inspectors are more interested in quotas than in actual inspections of safety violations.
- ◆ Removing or prohibiting bicycle tours/groups on two lanes no shoulder highways. If wider shoulders are needed then bicycles should share in the cost (licensing)- pedal tax.

**NOTE:** All comments appearing in the surveys were included in this report.

**LOCAL GOVERNMENT  
STAKEHOLDER GROUPS - CITIES/  
TOWNS AND COUNTIES**

**Stakeholders**

The local government city/towns group consists of the mayors and chief executives from all incorporated cities and towns in Montana. The local government county stakeholder group includes all of Montana’s county commissions.

**Response Rate**

- ◆ Cities & Towns- Survey packages were mailed to 129 individuals in this group. None of the packages were returned without a forwarding address and 52 responses were received for a response rate of 40%.
- ◆ Counties- Fifty-six survey packages were mailed to county commissions and none of the packages were returned without a forwarding address. Twenty-five responses were received for a 45% response rate.

**Stakeholders' Satisfaction with the  
Transportation System**

Respondents were asked to rate their satisfaction with the transportation system on a scale of one to ten. Though the midpoint is 5.5, a response of 5.0 is considered the “middle response”. Anything above 5.0 represents the intensity of satisfaction and anything below 5.0 represents the intensity of dissatisfaction.

The cities and towns stakeholders were less satisfied than the public with transportation system components as seen in Figure 12. This group was dissatisfied (scored under five) with seven out of sixteen transportation system components. The cities and towns stakeholders were most satisfied with interstate highways (7.06) and least satisfied with passenger rail service (3.41). The group was also less satisfied with the overall transportation system (5.45) than the public (6.3).

The county commission stakeholder group was more satisfied than the city group. Figure 13 shows the counties

Figure 12

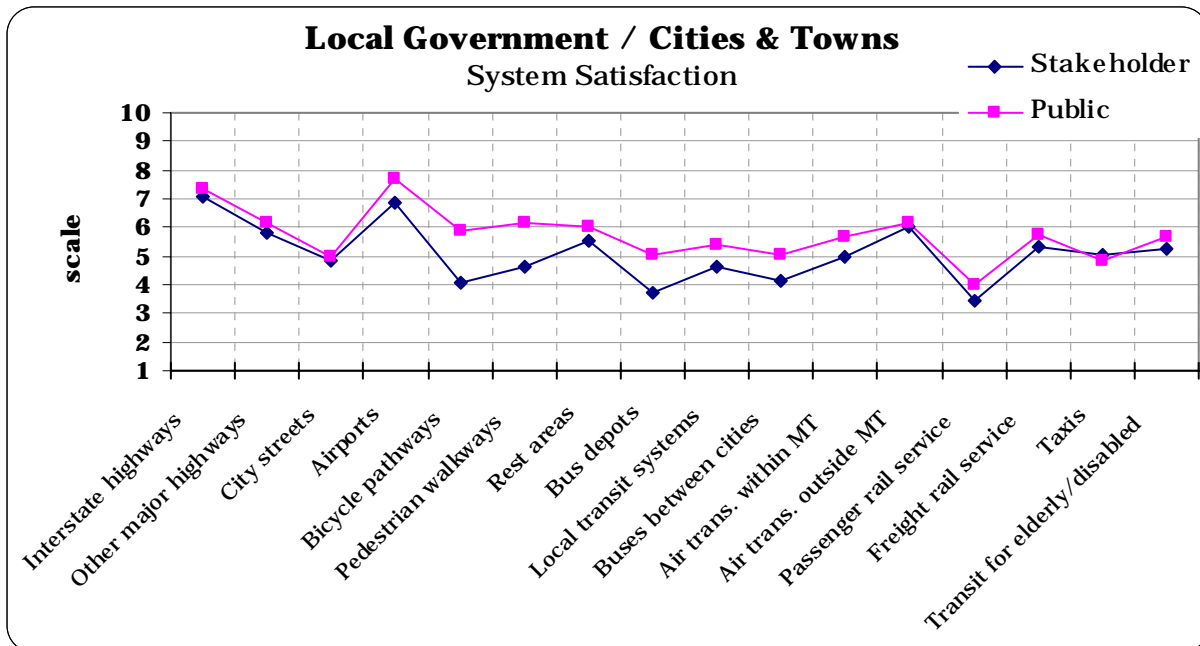
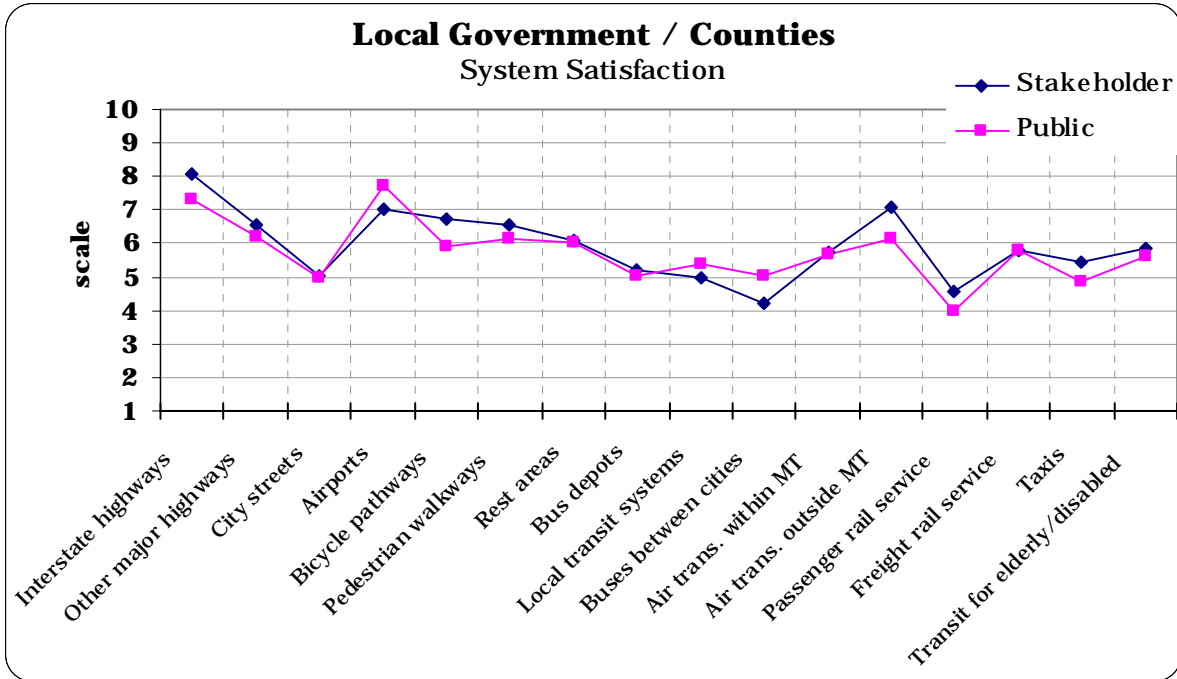


Figure 13



followed a similar satisfaction pattern as the public. Unlike the cities and towns group, the counties group was only slightly dissatisfied with two of the transportation components, including buses

between cities (4.23) which received the lowest satisfaction rating for this group. Like the cities and towns group, the counties are most satisfied with the interstate highways (8.04). The counties stakeholder

Figure 12a

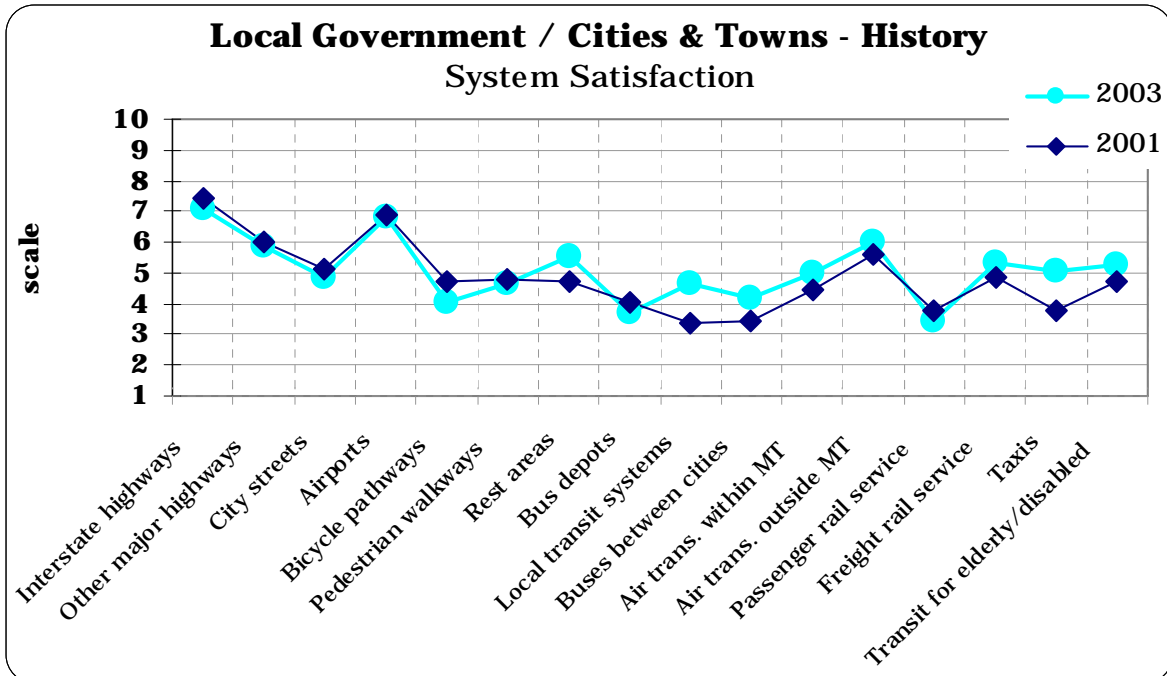
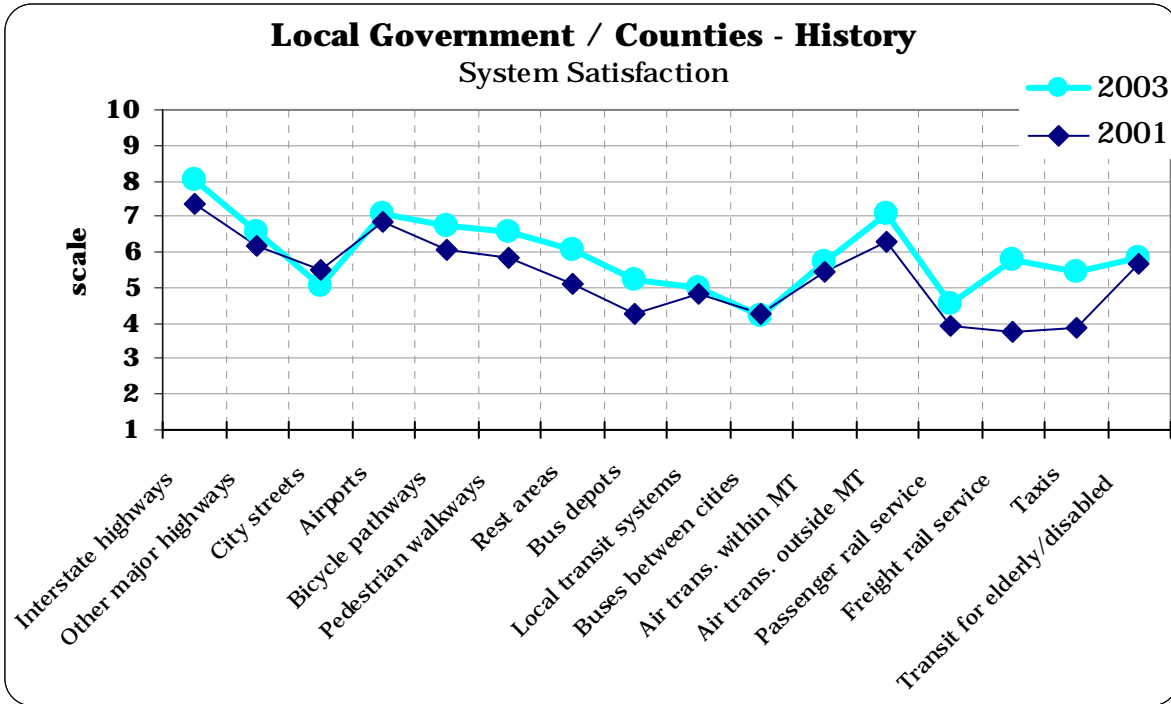


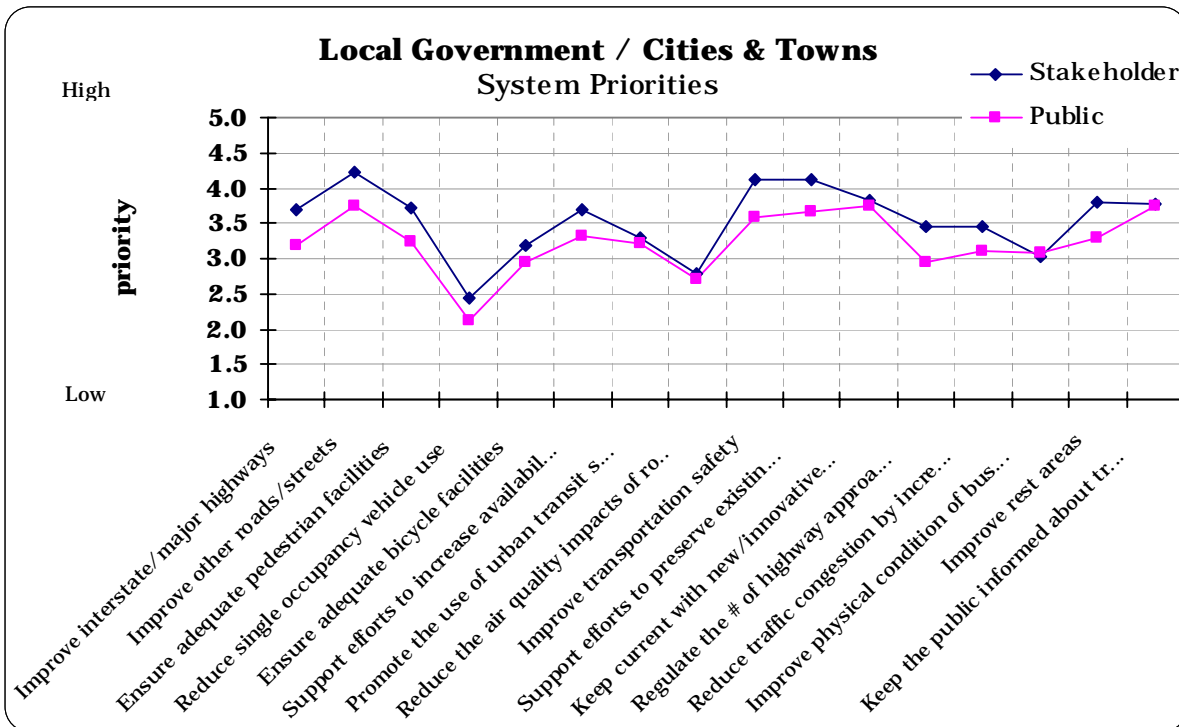
Figure 13a



group's overall transportation satisfaction score of 6.67 was higher than the public's rating.

The cities and towns respondents gave slightly higher scores to some of the transportation system components and were not as dissatisfied in 2003 as they

Figure 14



were in 2001. Since the local governments were new stakeholder groups in 2001, Figures 12a and 13a only compare the responses for the last two surveys conducted by MDT. As demonstrated in Figure 13a, the counties respondents gave almost all of the transportation system components higher scores in 2003. Freight rail services experienced the largest increase (3.74 to 5.77), while the satisfaction rating for buses between cities changed the least (4.28 to 4.23).

**Actions to Improve the Transportation System**

The stakeholders were asked to prioritize sixteen possible actions that MDT could take to improve the transportation system in Montana. These actions were rated on a scale of one to five. Actions of 'very low priority' are coded as one and actions of 'very high priority' are coded as five. Figures 14 and 15 compare the mean priority scores between each of the local government stakeholder groups and the public.

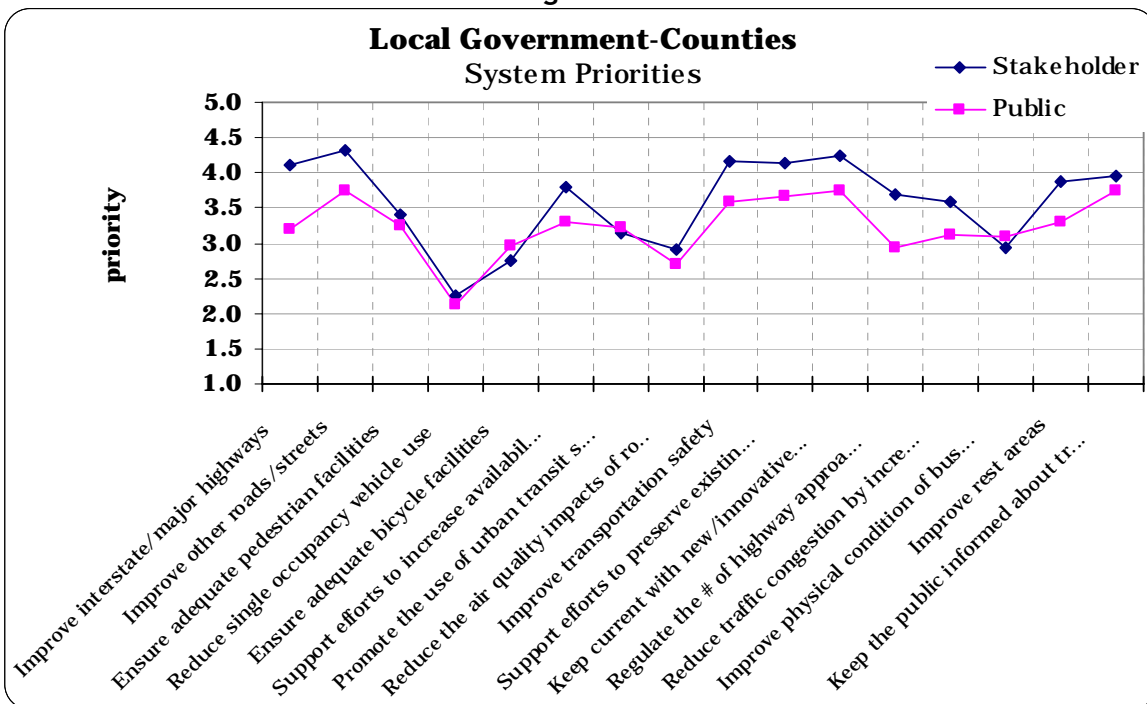
The cities and towns stakeholder group gave all except two actions higher priority ratings than the public (see Figure 14). 'Improving the physical condition of other roads and streets' received the highest rating and 'attempting to reduce single occupancy vehicle use' was rated the lowest. The counties also rated many of the actions higher than the public (see Figure 15). Six out of the sixteen actions were rated as a somewhat high priority (four or above).

The counties, cities, and town stakeholders once again in 2003 rated 'improving the physical condition of other roads and streets' the highest priority and 'attempting to reduce single occupancy vehicle use' the lowest priority.

**Special Interest Questions**

Both the 2003 Public Involvement Telephone Survey and the 2003 Stakeholder Survey included a new section of special interest questions. These questions were asked to identify transportation related issues that may currently be important to

Figure 15





Possible Actions to Improve Roadways-Cities & Towns	Mean Score
Wider roadways	4.04
Increase roadway shoulder widths to accommodate bicyclists	3.78
More traffic signals and left turn bays	3.69
More guard rails and crash cushions	3.45
More pavement markings	3.43
More directional/informational signs	3.27
More illumination (lighting) of roadways	2.98

earlier in the survey.

The top priority, measured by the mean score, for both the cities and town and the counties was 'wider roads'. Both of the stakeholder groups

Montanans. The local governments were asked special interest questions that included possible actions to improve roadways and awareness of public notification and information sharing.

**Actions to Improve Roadways**

Seven questions were asked of respondents to determine their attitudes about possible MDT actions to improve roadways (see Tables 23 and 24). The possible actions were rated on a priority scale of one to five, like the priority scale used

**Table 18**

Possible Actions to Improve Roadways-Counties	Mean Score
Wider roadways	4.08
More traffic signals and left turn bays	3.71
More guard rails and crash cushions	3.54
More pavement markings (i.e. shoulder lines, lane arrows)	3.50
More directional/informational (i.e. stop signs, route markers) signs	3.38
Increase roadway shoulder widths to accommodate bicyclists	3.21
More illumination (lighting) of roadways	2.83

**Table 19**

rated their top priorities with somewhat high scores of four and ranked 'more illumination of roadways' last. To see a comparison of all the stakeholder group's and public's scores, refer to Table 2 on page six.

Public Notification and Information Sharing Practices - Cities & Towns	Yes	No
Construction project public meetings	82.7%	17.3%
Newspaper advertisements for public meetings	84.6%	15.4%
Press releases to all media	80.8%	19.2%
Special mailings	67.3%	32.7%
Statewide Transportation Improvement Program (STIP) publication	76.9%	23.1%
<i>Newsline</i> - MDT's quarterly newsletter	86.5%	13.5%
Public service announcements on radio, TV, and billboards	67.3%	32.7%
<i>Montana &amp; the Sky</i> - Aeronautics Division's monthly newsletter	15.4%	84.6%
MDT internet web site	63.5%	36.5%
Newspaper articles	94.2%	5.8%
Radio updates of current projects in area	69.2%	30.8%
Weekly meetings for construction projects in urban areas	36.5%	63.5%

**Awareness of Information Sharing**

To determine if MDT is efficiently distributing information, respondents were asked about their knowledge concerning MDT's public involvement and information-

**Table 20**

sharing techniques and efforts.

Tables 20 and 21 show the cities and towns and counties groups' knowledge about MDT's information sharing techniques.

The local government groups gave nearly the same answers. They were both most familiar with newspaper articles and the *Newsline*, MDT's quarterly newsletter. They were both the least aware of the weekly meetings for construction projects in urban areas. The biggest difference between the two government entities was the knowledge about *Montana & the Sky*, the Aeronautics Division's monthly newsletter. Over half of the county respondents were aware of it, while only fifteen percent of the cities/towns respondents knew of the newsletter. This difference may be a result of the mailing list for this newsletter.

Respondents were also given the opportunity to give comments and suggestions on other ways of public information sharing that MDT could use. The comments received are listed below.

**Cities & Towns Comments:**

- ◆ Newspapers are good-maybe try "inserts"
- ◆ Direct mailings to communities
- ◆ No, it is hard for people to get excited about local government or MDT in this case until they're directly affected by

Public Notification and Information Sharing Practices - Counties	Yes	No
Construction project public meetings	96.0%	4.0%
Newspaper advertisements for public meetings	84.0%	16.0%
Press releases to all media	88.0%	12.0%
Special mailings	80.0%	20.0%
Statewide Transportation Improvement Program (STIP) publication	92.0%	8.0%
<i>Newsline</i> - MDT's quarterly newsletter	96.0%	4.0%
Public service announcements on radio, TV, and billboards	80.0%	20.0%
<i>Montana &amp; the Sky</i> - Aeronautics Division's monthly newsletter	68.0%	32.0%
MDT internet web site	76.0%	24.0%
Newspaper articles	100.0%	0.0%
Radio updates of current projects in area	76.0%	24.0%
Weekly meetings for construction projects in urban areas	24.0%	76.0%

**Table 21** an action. Keep using the media you've mentioned.

- ◆ Ask if they want to stay on mailing list regardless of how notified.

**Counties Comments:**

- ◆ More attention to public radio-don't hear transportation update on KGPR (Great Falls).
- ◆ Actually bi-annual reports in commissioner's agendas that would update counties on upcoming projects. Face to face questions and reports help with our planning also.
- ◆ Coverage is very adequate
- ◆ Personal contacts of public officials

**MDT Customer Service and Performance**

The stakeholder survey asks the respondents to grade some general areas of customer service using an A through F scale with an option to indicate if unknown. The mean scores and grades for the city/town and county stakeholder groups can be seen in Tables 22 and 23.

Local Government Groups

Customer Service Grades	Mean Scores and Grades			
	Cities & Towns		Public	
How would you grade MDT's overall performance during the past year?	2.6	B-	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.5	B-	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	2.8	B-	2.9	B
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.3	C+	2.5	B-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.0	C	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.3	C+	2.5	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.5	B-	2.4	C+
What grade would you give MDT on its overall highway maintenance and repair?	2.6	B-	2.6	B-
How would you grade MDT's performance on new highway construction?	2.7	B-	*not asked	
Overall, what grade would you give MDT on the convenience of travel through construction zones?	2.5	B-	2.6	B-
What grade would you give MDT on its public notification process for construction projects in your area?	2.3	C+	2.5	B-

The cities and towns stakeholder group gave MDT customer service grades in the C- to B- range, which is lower than the grades the public gave (see Table 22). This group gave the highest grade to MDT services compared with five years ago (2.8 on a 4 point scale). When looking at the customer service scores compared to 2001's survey results (Table 22a), the cities and towns gave

Customer Service Grades Cities & Towns - History	Mean Scores and Grades			
	2003 Stakeholder		2001 Stakeholder	
How would you grade MDT's overall performance during the past year?	2.6	B-	2.4	C+
What grade would you give MDT on the quality of service it provides?	2.5	B-	2.4	C+
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	2.8	B-	2.7	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.3	C+	2.1	C
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.0	C	2.0	C
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.3	C+	2.4	C+
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.5	B-	2.4	C+

Table 22a

slightly higher scores this year and once again gave the current quality of service compared to the quality of service five year ago the highest grade.

As shown in Table 23, the counties gave MDT better scores and grades on customer service than the cities/town and public. They gave MDT grades in the B- to B range. However, like the cities/towns and the public, the counties gave the highest grade in 2003 to the quality of service as compared to the quality of service five years ago. Table 23a shows that like the cities and towns, the counties gave higher scores and grades in 2003.

As with all the other stakeholder groups, the local government respondents were given the opportunity to give suggestions or comments on MDT's customer service. The comments received are listed

below.

Cities & Towns Comments:

- ◆ Improving Montana's Secondary Highways should be a priority. The have replaced, repair, and re-done I-15 from Helena to Butte at least 4 times, since it was built. Not one improvement, other than false shoulders has been done on MT Highway 69. I'm sure this is the case through out the state. Highway 69 accommodates a large number of semis on a daily basis-basically the roadway is an embarrassment to this state!
- ◆ I believe MDT is doing a good job overall. I like the cooperation between the maintenance department and our local community. CTEP needs to be stream lined and made user friendly,

Customer Service Grades	Mean Scores and Grades			
	Counties		Public	
How would you grade MDT's overall performance during the past year?	2.8	B-	2.6	B-
What grade would you give MDT on the quality of service it provides?	3.0	B	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	3.2	B	2.9	B
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.7	B-	2.5	B-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.5	B-	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.8	B-	2.5	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.6	B-	2.4	C+
What grade would you give MDT on its overall highway maintenance and repair?	2.7	B-	2.6	B-
How would you grade MDT's performance on new highway construction?	2.7	B-	*not asked	
Overall, what grade would you give MDT on the convenience of travel through construction zones?	2.7	B-	2.6	B-
What grade would you give MDT on its public notification process for construction projects in your area?	2.8	B-	2.5	B-

**Table 23**

Customer Service Grades Counties - History	Mean Scores and Grades			
	2003 Stakeholder		2001 Stakeholder	
How would you grade MDT's overall performance during the past year?	2.8	B-	2.6	B-
What grade would you give MDT on the quality of service it provides?	3.0	B	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	3.2	B	2.8	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.7	B-	2.2	C
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.5	B-	1.9	C
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.8	B-	2.6	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.6	B-	2.6	B-

**Table 23a**

we spent all our money on planning and engineering not on construction. I do appreciate the cooperation and friendliness of the employees I deal with on the local, district, and state levels.

- ◆ The town of Joliet requested a traffic survey for the highway through Joliet a year ago, but it has not done. We need to lower the speed limit through town, we have accidents, and a large number of wildlife killed every year.
- ◆ Again, Highway 89 from Meagher/Park County line stinks! We have been waiting years and years for some sort of improvement. Apparently the MDT doesn't give a damn about this section of highway!
- ◆ MDT needs to improve its testing for materials placed the field. Methods to stop high AC content and resulting bleeding/flow. Contractors make more money by selling more AC. This also allows them to meet density requirements very easy. The resulting is a poor product for the taxpayer. Take a hard look at what other states do to ensure quality. You don't have to look very far...Wyoming.
- ◆ Services improving every year-keep it up!
- ◆ Excellent service from motor pool
- ◆ Be more proactive in litter control. We adopted a section of highway 5 years ago and ordered a sign to so indicate. We have been totally ignored. We still keep the highway clean, but our employees think less of MDOT for not recognizing their efforts to control litter.
- ◆ Once you're involved in local government you find out a lot more information.
- ◆ People follow too close and pass dangerously. I've driven US 93 for 24 years. There are too many access points. People need to be taught to be more courteous and drive defensively. The state needs to up the fines for speeding, DUI's, and illegal passing.
- ◆ Keep up the great job you are doing!

employees.

- ◆ Overall my interactions with MDT personnel have been very positive. MDT staff in our region is knowledgeable, approachable, interested in alternative approaches and solutions, and easy to collaborate with. Excellent people. Our transportation facilities are in good shape and the facility planning is adequate and informed. My only beef with MDT is its penchant to over-build rural highways-take Norris Road from 4 Corners to Norris as an example. It seems an enormous over capacity road is being built. Highway building isn't really economic development, but it appears to resources are being allocated simply to employ some folks, raise land values, bug-out some ROW from farmers/ranchers, and impress people that something fancy is being done.
- ◆ Seems much waste going on in crew transportation (1 crew working- 4 or 5 vehicles) at the end of the shift, 1 person in each going back to the shop. Need to light a fire in some workers-steam seems low.
- ◆ Local governments need a larger share of the pie to begin to replace failing local streets and roads.
- ◆ MDT should fulfill its promise to implement a local agency certification program (similar to Washington and Arizona) whereby local governments can administer projects eligible for state and federal urban funds.
- ◆ MDT should end the practice of paying internal costs with urban funds intended for local use.
- ◆ MDT should work towards ending the "my way or the highway" approach to

working with local governments.

- ◆ Basically the MDT does very well with the limited funding it gets each year and keeps going even with impeding cuts getting bigger.
- ◆ When redoing roads and highway they should be done with it in mind that we have a large number of walkers, joggers, and bicyclers and the roadways need to accommodate for this. Safety is a huge factor when it comes to our pedestrians. Roads should be planned for walkways and bicycle paths.
- ◆ Would like to see more highway maintenance/projects in eastern Montana, finish paving highway 323 south of Ekalaka. I feel that the completion of highway 323 will have a positive economic impact on the economy of eastern Montana.
- ◆ DOT needs to look at how ADA sidewalks are being tied back into secondary roads; many trip hazards are being designed into this type of construction.

Counties Comments:

- ◆ Our board of commissioners meets quarterly with our District Manager, an adjoining county, the city, and the chamber of Commerce. This has improved the ability to communicate and everyone in the area has a "heads up" as to what's coming up in the future. The local newspaper attends also.
- ◆ I think MDT has improved service in that delays in construction zones have improved. The secondary roads are being taken care of a lot better.
- ◆ I have no problem with the services MDT provides, but I would like to comment on the field personnel dur-

ing construction projects. I think these people should take more interest in performing their jobs to assure that shoddy construction is penalized or eliminated, so that the taxpayers' dollars are used in the most efficient manner and not wasted. I have notice in the last couple of years, that some new construction projects have begun failing even before 1 year from completion has lapsed. I thank you for the opportunity to comment.

- ◆ We don't like magnesium chloride. Our constituents don't like this.
- ◆ Your winter maintenance program is very good. Keep up the good work.
- ◆ It always appears to me that too much time and money are spent on surveying. I am impressed on MDT's efforts to get to the most severe areas (i.e. changing priorities when circumstances require it).
- ◆ Local concerns and input/recommendations could be better considered. Example: parking methods in small communities, local ideas, concerns need more consideration.
- ◆ In most areas, I think MDT does reasonable job of maintenance, public relations, scheduling, and implementing road projects.
- ◆ Bicycles on narrow windy roads in our area need better management-re: 1.) staying on road edge, 2.) their slow speed, 3.) problem of riding 2-3 abreast. How to fix??
- ◆ MDT services in most aspects good
- ◆ Getting Highway 89 reconstructed on Ringling N & S needs much more attention and higher priority.

- ◆ Central Avenue West at 4<sup>th</sup> Street, highway restaurant directional sign blocks CTEP installed old-fashioned streetlight. I think the sign could be moved 10-15 feet and the public could see the period lighting.
- ◆ All and all the MDT representatives are very cooperative and helpful. They are willing to share in maintenance where it makes sense for state or county. They always keep us informed when we call.
- ◆ The road surfaces on main highways in Northwestern Montana are excellent compared to 10 years ago. The secondary road system is not doing its job.
- ◆ Often times construction signs are posted and nothing is happening.
- ◆ There needs to be meetings held in communities just before construction starts in addition to the ones usually held 5 years or so in advance. Concerning right of way acquisition, the agent needs to explain in great detail what will be done, changes in approaches, adding height to road beds, and etc...
- ◆ More emphasis needs to be made on northern corridors of Montana.

#### **Transportation Issues Comments**

The stakeholders were also given the opportunity to provide additional input on transportation issues important to them, but not addressed specifically in the survey. Listed below are the comments and suggestions received.

#### Cities & Towns Comments:

- ◆ Reconstruction of MT Highway 69 between Boulder and Whitehall, especially from mile marker 38 to mile marker 21.

- ◆ MDT should work with communities to help promote trail systems and bike paths, for safety, health, and recreational opportunity.
- ◆ Litter on the highways.
- ◆ Speed limits need to be lowered on poor secondary roads-55 mph max
- ◆ Wider shoulders for safety, bikers, flat tires, etc...
- ◆ Small “mini” rest areas on state roads (nothing fancy)
- ◆ Public should be involved in the prioritization of road projects
- ◆ Streets in cities and towns need much more attention
- ◆ Most folks I deal with from MDT are super employees, very helpful. They go out and look at ways to make things better and easier.
- ◆ The highway system is getting pretty good. The major areas of complaints are city streets. There needs to be a better way to cost share some maintenance and reconstruction.
- ◆ 4-lane from Evaro North to Polson
- ◆ Highway 89 from the Meagher/Park County line north to the road to Lenep is in deplorable condition and has been for many years! When the hell is something going to be done?
- ◆ Improving state routes in local communities
- ◆ Increase funding to allow more work on local and inter local street systems.
- ◆ I hope MDT will consider new and in-

novative technologies and help to reduce overall driving hours by encouraging TDM and other measures that get us out of our cars. It’s a huge undertaking that doesn’t rest solely with MDT, but requires cooperative among levels of government and among diverse agencies. Let’s be future minded.

- ◆ School bus stops on highways
- ◆ It seems most of the money for improvements ends up in the western part of the state on a line from Billings to Havre
- ◆ 93 is much better!

- ◆ Finish a project once you start!

Counties Comments:

- ◆ Return passenger train service to Southern Montana.
- ◆ Truck traffic on Secondary Roads
- ◆ Reconstruction of Highway 89, Ringling N & S project.
- ◆ Safety first-more passing lanes
- ◆ I believe you should build visitor centers at rest areas entering Montana. The state should fully fund visitor centers.
- ◆ I am not satisfied with the secondary road program.
- ◆ Giving more priorities to unsafe roads
- ◆ More turn off lanes on Highway 2
- ◆ Would prefer keeping bicycles off narrow highways
- ◆ What road taxes do bicycles pay?



## PASSENGER TRANSPORTATION STAKEHOLDER GROUP

### Stakeholder Group

This group includes representatives from public transit agencies, social service agencies, intercity bus agencies, rail passenger interests, and air passenger interests from across Montana.

### Response Rate

A total of 89 survey packages were mailed to this group. Fifty-three responses were received for a response rate of 60%, which is considered excellent for a mail-in survey. It also was the highest response rate of all the groups in the 2003 Transportation Stakeholder Survey.

### Satisfaction with the Transportation System

As Figure 16 depicts, when asked to rate their satisfaction (on a scale of one to ten) with various transportation system components, there were slight differences between the stakeholders and the general public. The components that have

slight discrepancies in the level of dissatisfaction are airports, bicycle pathways, pedestrian walkways, rest areas, buses between cities, and taxis. Interstate highways ranked the highest (6.87) and taxis ranked the lowest (4.13) in satisfaction with the passenger transportation group.

Looking at the history of the passenger transportation group's responses, there has not been much change over the years (see Figure 16a). In 2003, there is a little higher satisfaction with pedestrian walkways and rest areas and somewhat lower satisfaction with buses between cities. When asked to rate their overall satisfaction with Montana's transportation system, passenger transportation stakeholders were slightly more satisfied (6.4) than the public (6.3).

### Actions to Improve the Transportation System

Respondents were asked to prioritize sixteen actions that MDT could take to improve the transportation system in Montana. These actions were rated on a

Figure 16

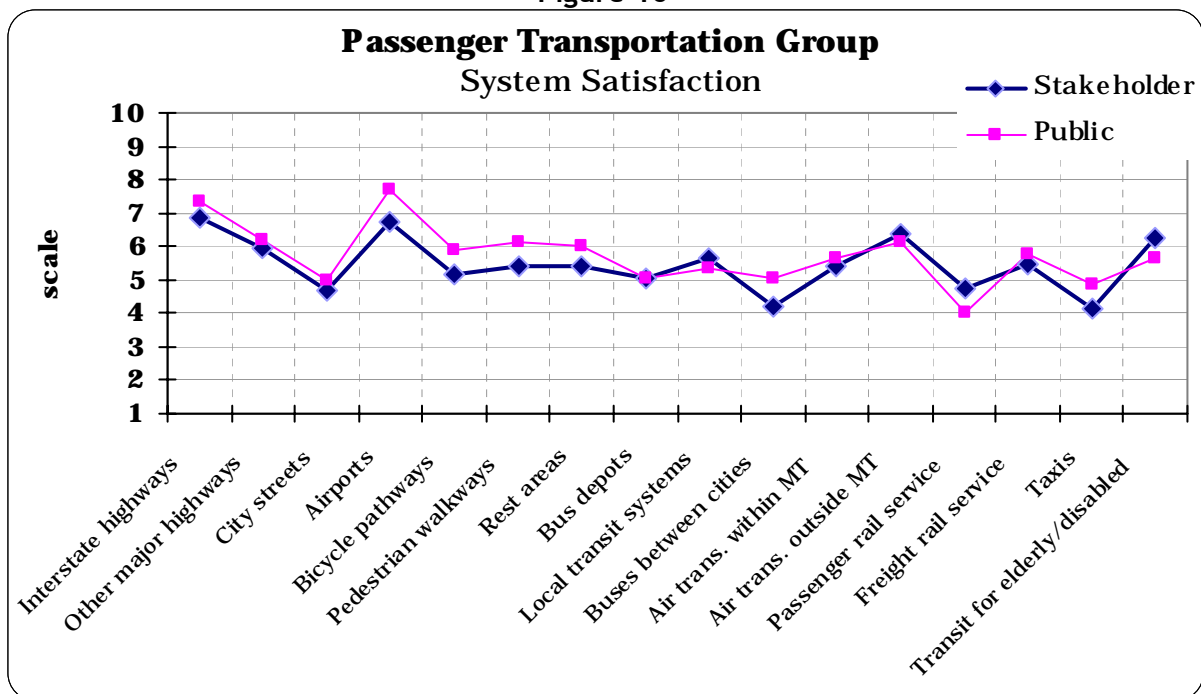
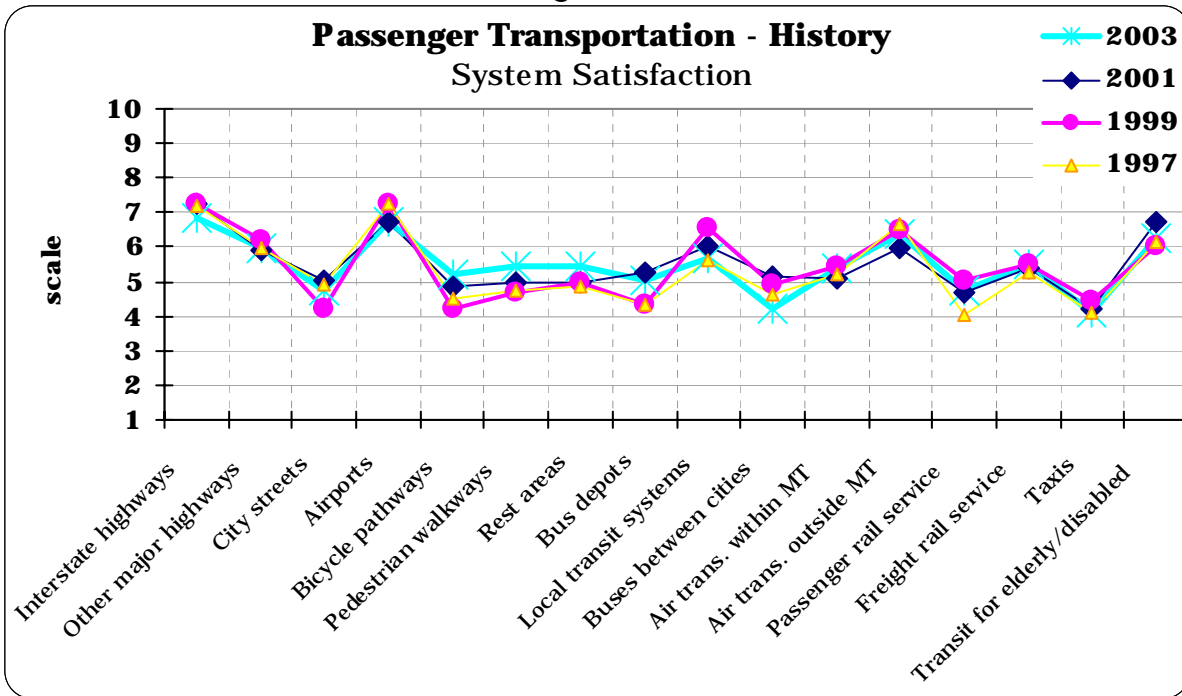


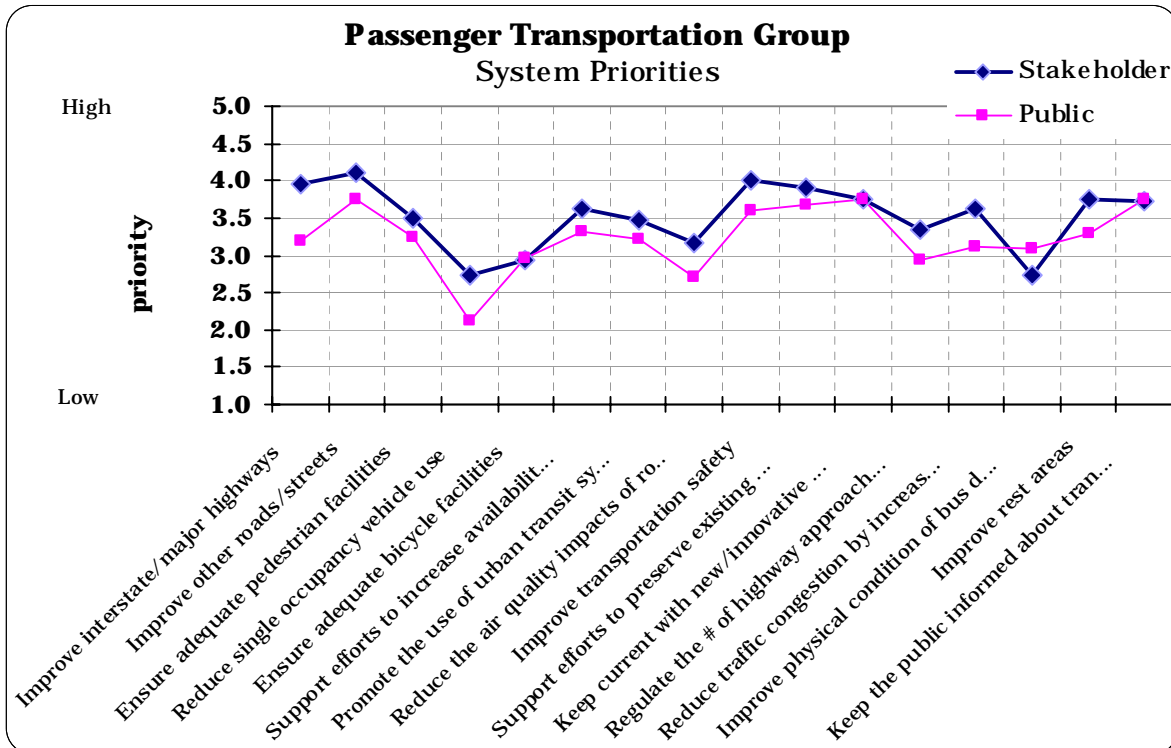
Figure 16a



scale of one to five. Actions of 'very low priority' were coded as one and actions of 'very high priority' were coded as five. Figure 17 compares the mean priority scores between the stakeholder and tele-

phone surveys. Respondents in the stakeholder group rated many of the actions higher than the public. The only exception was 'improve the physical condition of bus depots'.

Figure 17



As with satisfaction ratings for the transportation system, the priorities of the passenger transportation group have been consistent for the past years. The top four priorities for this group since 1997 have been:

- ◆ Improve highway maintenance
- ◆ Improve the physical condition of the interstates and major highways
- ◆ Improve the physical condition of other roads and streets
- ◆ Improve transportation safety

**Group Specific Questions**

The passenger transportation group was asked questions specific to their areas of interest and/or business to gain further insight on specific needs or areas of concern. Several questions were asked of this group about passenger transportation services. Tables 24 and 24a display the respondents' answers for some of these questions.

Table 24 shows the respondents in this group were somewhat split in their perception of whether passenger transportation infrastructure is adequate and if marketing is part of their organization's transportation plan. Twenty percent of the respondents replied that they either did not know or these questions were not applicable to them.

The respondents were also asked their opinion on who the responsible party should be for implementing ride-share programs. Twenty three percent felt that 'others' should be responsible for this program. When asked to elaborate on what or who the 'other' party should be, only four respondents gave an answer and they are listed below:

- ◆ A joint effort
- ◆ All parties involved
- ◆ Combination of local government, transit provider, and employers
- ◆ Leave alone

The stakeholders were asked to rate three subject areas concerning transportation services in their community. Table 24a reveals that the respondents felt that the services in their community were only average or below average. Lastly, the stakeholders in this group were asked their level of satisfaction with the level of service they receive from MDT's Transit Section. The Transit Section received a satisfactory score of 6.96, out an one to ten scale.

**Actions to Improve Roadways**

Survey respondents were asked questions on possible MDT actions to improve Montana's roadways (see Table 25 ). The possible actions were rated on a priority

	% Yes	% No	% don't know		
Passenger transportation infrastructure is adequate	32%	49%	19%		
Marketing is an essential part of your organization's transportation plan	40%	42%	19%		
Responsible Parties		Local Govt.	Employers	Other	don't know
Responsible for Implementing Rideshare Programs		38%	26%	23%	13%

**Table 24**

	Mean Score	Rating
Meeting the needs of the elderly and disabled	2.1	Average
Meeting the needs of the general public	1.6	Poor to average
Community leaders' commitment to transit issues/projects	2.0	Average

**Table 24a**

scale of one to five (same as the scale used earlier in the survey). 'Wider roadways' and 'more traffic signals and left turn bays' are both somewhat high priorities for the passenger transportation stakeholder group.

known practice is the weekly meetings for construction projects in urban areas.

Respondents were also given the opportunity to provide comments and suggestions for other ways to inform the public.

Only one comments was received from this group, it is:  
 ♦ Send out a person to senior centers to give update on projects in their areas.

Possible Actions to Improve Roadways	Mean Score
Wider roadways	4.25
More traffic signals and left turn bays	4.02
More pavement markings	3.70
Increase roadway shoulder widths to accommodate bicyclists	3.69
More guard rails and crash cushions	3.63
More directional/informational signs	3.48
More illumination (lighting) of roadways	3.37

Table 25

**Awareness of Information Sharing**

Informing the public is important to MDT. As a way to determine how well current practices of public involvement are working, respondents were asked about their knowledge of these practices.

Table 26 shows that the top two public notification practices known to this group are the *Newsline*, and newspaper advertisements for public meetings. The least

**MDT's Customer Service and Performance Grades**

Respondents were asked to grade MDT in several areas of overall performance and customer service (see Table 27). The passenger transportation group gave MDT B and B- grades. These grades are higher than the grades from the public. The passenger transportation group is one of the more satisfied stakeholder groups surveyed. Table 27a shows that the customer service grades for 2003 improved over 2001's grades.

Public Notification and Information Sharing Practices	Yes	No
Construction project public meetings	76.5%	23.5%
Newspaper advertisements for public meetings	88.2%	11.8%
Press releases	80.4%	19.6%
Special mailings	76.5%	23.5%
Statewide Transportation Improvement Programs (STIP) publication	76.5%	23.5%
<i>Newsline</i> - MDT's quarterly newsletter	96.1%	3.9%
Public service announcements on radio, TV, and billboards	66.7%	33.3%
<i>Montana &amp; the Sky</i> - Aeronautics Division's monthly newsletter	17.6%	82.4%
MDT internet web site	76.5%	23.5%
Newspaper articles	84.3%	15.7%
Radio updates of current projects in area	58.8%	41.2%
Weekly meetings for construction projects in urban areas	15.7%	84.3%

Table 26

Customer Service Grades	Mean Scores and Grades			
	Passenger Transportation		Public	
How would you grade MDT's overall performance during the past year?	2.9	B	2.6	B-
What grade would you give MDT on the quality of service it provides?	2.9	B	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	3.0	B	2.9	B
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.8	B-	2.5	B-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.6	B-	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.9	B	2.5	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.5	B-	2.4	C+
What grade would you give MDT on its overall highway maintenance and repair?	2.5	B-	2.6	B-
How would you grade MDT's performance on new highway construction?	2.5	B-	*not asked	
Overall, what grade would you give MDT on the convenience of travel through construction zones?	2.5	B-	2.6	B-
What grade would you give MDT on its public notification process for construction projects in your area?	2.5	B-	2.5	B-

**Customer Service Comments**

As with the public involvement and information sharing questions, respondents were given the opportunity to comment on MDT's customer service. Comments received are listed below.

**Table 27**

♦ You need to have flaggers on all of your projects-we have had broken windows from people driving too fast. Another thing is that just because the tar is coming through you can't throw down rocks and expect them to stick.

Customer Service Grades - History	Mean Scores and Grades			
	2003 Stakeholder		2001 Stakeholder	
How would you grade MDT's overall performance during the past year?	2.9	B	2.8	B-
What grade would you give MDT on the quality of service it provides?	2.9	B	2.8	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	3.0	B	2.9	B
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.8	B-	2.6	B-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.6	B-	2.4	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.9	B	2.7	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.5	B-	2.4	C+

**Table 27a**

- ◆ The folks at MDT are awesome, very willing to help, very accommodating and efficient. The transit programs are very valuable to Montana. Great job!
- ◆ The Montana Highways are excellent; the areas on Federal lands are the problems with us here on the Northern Cheyenne Reservation.
- ◆ *2002 TranPlan 21 Update* does not have sufficient information/emphasis on public bus passenger transportation.
- ◆ Bid projects with reduced time allowance. Require a minimum of contractor staff every day. Look at double shifting-projects too strung out (Helena is a good example).
- ◆ I enjoy driving on fixed roads.
- ◆ I think the small towns need more help to keep programs going and easier to get help. Everything is geared to larger towns.
- ◆ Services are above average compared to other states within my frame of reference. Lack of rest areas limits the use of many non-interstate highways.
- ◆ You're very good in all aspects (re: our facility bus at CFVH in Plains). Any problems or questions were addressed, answered, and taken care of in a timely manner. Our transportation problems are not really your fault- it is our large rural area and lack of availability.

### **Transportation Issues Comments**

Respondents were also given the opportunity to provide additional input on transportation issues important to them, but not addressed specifically in the survey. Listed below are the comments and suggestions received.

- ◆ Air service into parts of Montana, most of all West Yellowstone, needs to be improved and promoted.
- ◆ Transportation issues for elderly and disabled.
- ◆ Some areas don't have taxis or any good bus system going into the larger cities and getting home on the same day. Keeping the cost affordable.
- ◆ Timing of traffic signals. Excessive wait time before signal turns green at some intersections. The 'walk' light usually doesn't allow enough time to get across a four-lane highway.
- ◆ Affordable air traffic within and outside of Montana.
- ◆ Rest areas need to be open year round
- ◆ We need an air hub that cuts the cost of air transportation.
- ◆ Leave existing rest areas open
- ◆ Public transportation for all communities

**NOTE:** All comments appearing in the surveys were included in this report.

## STATE, FEDERAL, AND LOCAL GOVERNMENT STAKEHOLDER GROUP

As mentioned earlier in this report, the 2003 Stakeholder Survey was changed by editing questions and some of the stakeholder groups were shifted in 2001. For example, the urban area planners were a separate stakeholder group in the 1997 and 1999 Stakeholder Surveys. In the 2001 & 2003 Stakeholder Surveys, this group was expanded to include other non-elected government officials from state, federal, and local agencies.

### Stakeholders

This group of stakeholders included state, federal, and local government representatives. Some of the state agencies included were the departments of Commerce; Environmental Quality; Justice-Highway Patrol; Fish, Wildlife, and Parks; Administration; and Natural Resources and Conservation. The federal agencies included Federal Highway Administration (FHWA); Federal Aviation Ad-

ministration (FAA); Bureau of Land Management (BLM); Bureau of Indian Affairs (BIA), U.S. Forest Service; and the Environmental Protection Agency. The local government representatives includes the transportation planners from metropolitan planning organizations, and planning staff from Montana's fifteen urban areas and the counties

### Response Rate

A total of 49 survey packages were mailed to this group. Nineteen stakeholders responded, which gave this group a 39% response rate. A 39% response rate is considered good for a mail-in survey.

### Satisfaction with the Transportation System

The government stakeholder group was less satisfied than the public with six out of sixteen transportation system components. The respondents rated the system components on a scale of one to ten, with six of the areas rated below the satisfactory mean score of five (see Figure 18). Like the public, interstates highways (8.00) received the highest rating

Figure 18

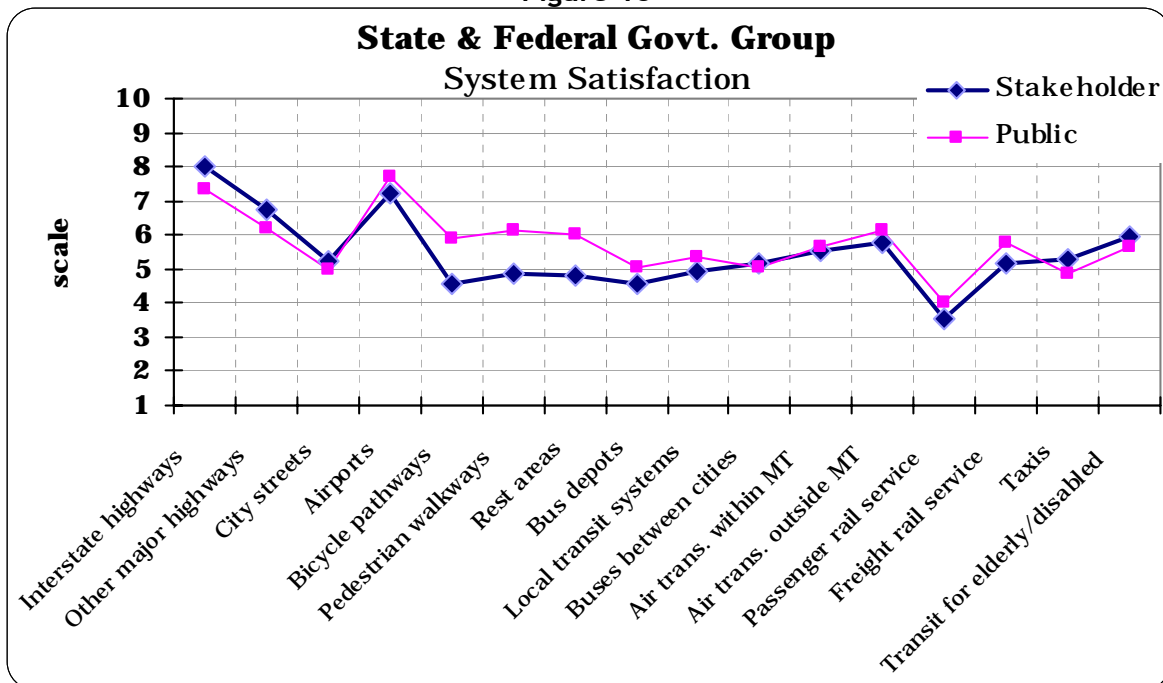
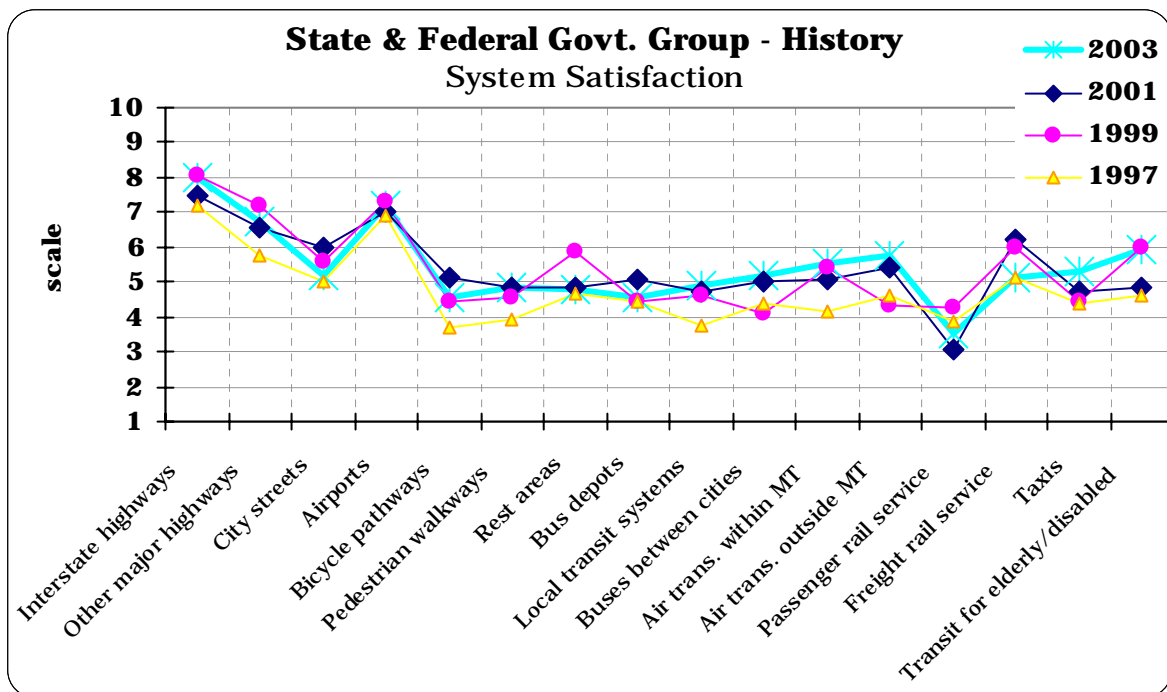


Figure 18a



for satisfaction and passenger rail services (3.54) got the lowest score for this stakeholder group.

The trend from the past surveys shows similar satisfaction scores. There were few variances between the years for this stakeholder group (see Figure 18a). When asked to rate their overall satisfaction with Montana's transportation system, the respondents were more satisfied (6.56) than the general public (6.3) and this is an increase from previous years.

### Actions to Improve the Transportation System

In both the stakeholder and telephone surveys, respondents prioritized sixteen actions that MDT could take to improve the transportation system in Montana. These actions were rated:

- Very low priority - coded as one
- Somewhat low priority - coded as two
- Medium priority - coded as three
- Somewhat high priority - coded as four
- Very high priority - coded as five

Figure 19 compares the mean priority scores between the two surveys. The stakeholder group rated most of the actions higher than the public. They rated most of the actions as somewhat high priorities. The exception was 'improve the physical condition of bus depots' which was rated a somewhat low priority (2.38) and the lowest priority for this group. 'Improving transportation safety' was the highest priority.

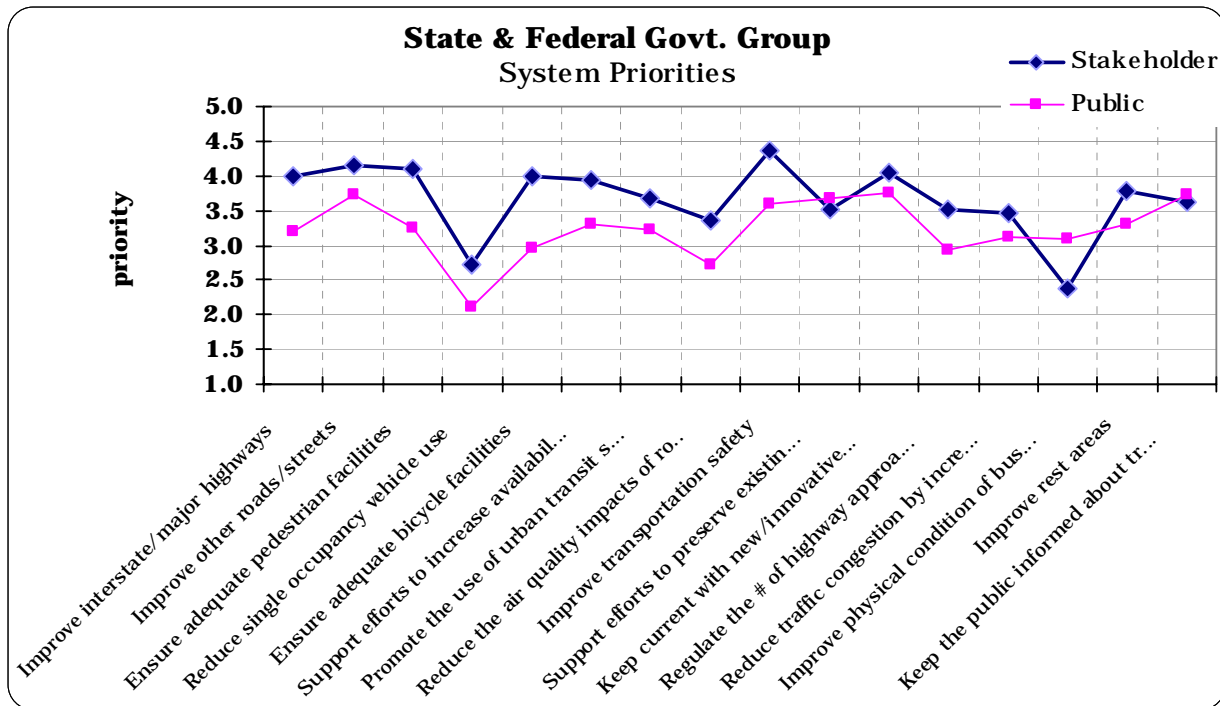
As mentioned earlier in this report, the questions concerning actions to improve the transportation system were changed for the 2003 survey. These changes to the scale and questions do not allow for a direct comparison of the 2003 survey with those survey conducted previously. To provide some information concerning trends the top three priorities for the state, federal and local government group are listed below from each year the survey was conducted.

#### 2003 Top Priorities:

- 1] Improve transportation safety



Figure 19



- 2] Improve the physical condition of other roads and streets
- 3] Ensure adequate pedestrian facilities

2001 Top Priorities:

- 1] Improve transportation safety
- 2] Increase highway capacity due to growth
- 3] Ensure adequate pedestrian facilities

1999 Top Priorities:

- 1] Provide year round rest area access
- 2] Reduce traffic congestion
- 3] Improve highway maintenance

1997 Top Priorities:

- 1] Ensure adequate pedestrian facilities
- 2] Improve transportation safety
- 3] Improve the physical condition of the interstates and major highways

**Actions to Improve Roadways**

Seven questions were asked of respondents to explore their attitudes about possible MDT actions to improve roadways (see Table 28). The possible actions were rated on a priority scale of:

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

The highest priority for this group is to increase roadway shoulder widths to accommodate bicyclists and , 'more illumi-

Possible Actions to Improve Roadways	Mean Score
Increase roadway shoulder widths to accommodate bicyclists	4.05
Wider roadways	3.89
More traffic signals and left turn bays	3.84
More pavement markings	3.53
More guard rails and crash cushions	3.53
More directional/informational signs	3.26
More illumination (lighting) of roadways	3.05

Table 28

Public Notification and Information Sharing Practices	Yes	No
Construction project public meetings	89.5%	10.5%
Newspaper advertisements for public meetings	94.7%	5.3%
Press releases to all media	84.2%	15.8%
Special mailings	94.7%	5.3%
Statewide Transportation Improvement Program (STIP) publication	89.5%	10.5%
<i>Newsline</i> - MDT's quarterly newsletter	84.2%	15.8%
Public service announcements on radio, TV, and billboards	94.7%	5.3%
<i>Montana &amp; the Sky</i> - Aeronautics Division's monthly newsletter	15.8%	84.2%
MDT internet web site	94.7%	5.3%
Newspaper articles	94.7%	5.3%
Radio updates of current projects in area	89.5%	10.5%
Weekly meetings for construction projects in urban areas	57.9%	42.1%

Table 29

nation (lighting) of roadways' is the lowest priority, which is also the lowest priority for all of the stakeholder groups.

### Awareness of Information Sharing

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

Table 29 shows the stakeholder groups' familiarity with MDT's information sharing techniques. This stakeholder group was the most familiar with MDT's information sharing practices. *Montana & the Sky* was the only practice that less than fifty percent of the respondents were familiar with.

Respondents were also given the opportunity to provide comments and suggestions on other ways of public information sharing that MDT could use and only one comment was given.

- ◆ Direct notification to emergency service providers to give current and accurate information on lane and road closures. MDT Customer Service and

Performance

### MDT Customer Service and Performance

The stakeholder survey asks the opinion of the stakeholder groups regarding various aspects of MDT's performance and responsiveness to the public. The results for the government stakeholder group can be seen in Table 30. The respondents were asked to grade MDT's customer service using an A through F scale with an option to indicate if unknown. The government stakeholder group gave MDT customer service grades of C+ to B.

When looking at the customer service grades compared to 2001's survey (see Table 30a), all areas improved except for the 'extent of inconvenience caused by construction and/or maintenance projects', which got a lower grade in 2003.

Respondents were given the opportunity to comment on MDT's customer service. Listed below are the comments received from the government stakeholders.

- ◆ MDT has a huge job in this state.

Customer Service Grades	Mean Score and Grades			
	State, Federal & Local Government		Public	
How would you grade MDT's overall performance during the past year?	3.0	B	2.6	B-
What grade would you give MDT on the quality of service it provides?	3.0	B	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	3.1	B	2.9	B
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.7	B-	2.5	B-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.4	C+	2.3	C+
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.9	B	2.5	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.3	C+	2.4	C+
What grade would you give MDT on its overall highway maintenance and repair?	2.8	B-	2.6	B-
How would you grade MDT's performance on new highway construction?	2.7	B-	*not asked	
Overall, what grade would you give MDT on the convenience of travel through construction zones?	2.4	C+	2.6	B-
What grade would you give MDT on its public notification process for construction projects in your area?	3.0	B	2.5	B-

**Table 30**  
**Thousands of miles of road to maintain, nearly a million residents and 1.9 million non-resident tourists each year pose a very difficult task of providing a safe and economical means of traveling through the state,**

Customer Service Grades - History	Mean Scores and Grades			
	2003 Stakeholder		2001 Stakeholder	
How would you grade MDT's overall performance during the past year?	3.0	B	2.6	B-
What grade would you give MDT on the quality of service it provides?	3.0	B	2.7	B-
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT 5 years ago?	3.1	B	2.7	B-
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	2.7	B-	2.5	B-
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	2.4	C+	2.1	C
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	2.9	B	2.5	B-
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	2.3	C+	2.5	B-

**Table 30a**

but MDT has stepped up to the task remarkably well.

- ◆ Need more money to address congestion issues in growing portions of state. For example, Missoula does not receive enough money to keep up with projects needed to address congestion. Need to revisit distribution of gas tax money to urban and rural secondary roads.
- ◆ Would like to see better coordination with local agencies on design decisions for projects within city limits. Would like the opportunity to review and comment on plans prior to approval for construction.
- ◆ Would like to see current and accurate information on lane and street closures
- ◆ Staff in the Planning Division and CTEP program have provided great support and assistance and overall provide excellent customer service.
- ◆ MDT needs to improve on its repair and upgrades of existing safety features (i.e. guardrails, warning signs, traffic markings and crash cushions).
- ◆ The urban system in Montana's largest cities is behind the curve. Improvements in those areas need to continue at a higher funding level.
- ◆ Winter maintenance should remain a high priority.
- ◆ The Glendive District has seen a marked improvement in many areas including customer service over several years ago. MDT's attitude towards the public has vastly improved.
- ◆ MDT has always been good to work with. I encourage MDT to keep on things in small towns and rural areas and not concentrate all efforts to urban areas. I am a fairly serious cyclist, all I ask is a decent sized lane and/or nice wide shoulder to ride on. Whatever you do to improve that situation is greatly appreciated!
- ◆ The historic and archaeologist in your environmental services division are top notch. They deserve more internal recognition for the work they do and more opportunities to preserve rather than mitigate.
- ◆ Sometimes there is a disadvantage in having a State highway through a town's main street. When reconstruction of a main street is considered, give more attention to streetscape and pedestrian amenities. An urban design specialist should be involved in planning the work to be done on a Main Street. Why can't bike lanes, bulb outs, and special cross-walks be incorporated into the design? The purpose of Main Street is for commerce and not just to move traffic from point A to point B. Any and all traffic calming measures should be considered. Be open to all options and not do just what the design manual says. Why aren't traffic circles used more in Montana? Do not subsidize urban sprawl by building more roads or increasing capacity. More incentives needed to expand use of public transit.
- ◆ MDT is a first rate public service organization. Any issues I might have with MDT's management are a result of different agency missions. However, I would like to see the planning process combined with environmental analysis. Thanks for the opportunity to comment.

### **Transportation Issues Comments**

Respondents were also given the opportunity to provide additional input on transportation issues important to them, but not addressed specifically in the survey. Listed below are the responses received.

- ◆ Maintenance of traffic during construction needs improvement, especially in urban areas.
  - ◆ Reducing impacts to wildlife (deer-car collisions)
  - ◆ Emphasize ped/bicycle-this gets very little attention. Sign commonly used bicycle routes (highways/secondary routes) as "Caution-Bicyclists".
  - ◆ Back Country Byways
  - ◆ More bicycle safety information/training especially for kids-most of whom are getting the wrong information from their parents, teachers and even the police (i.e. riding on left side of the road, riding on the side-
- walk, etc...)
  - ◆ Historic preservation-use of CTEP funds. Bridge rehabilitation, instead of replacement-not everything has to withstand a nuclear bomb.
  - ◆ Incorporating innovative design into urban systems
  - ◆ Reduce the scale of rumble strips on/in shoulders. Alternative modes of transportation are extremely important, such as bicycling. Wide rumble strips are very dangerous and force bicycle riders onto roadway.
  - ◆ We need to find opportunities to encourage environmental mitigation/enhancements along highway corridors.

**NOTE:** All comments appearing in the surveys were included in this report.

## NATIVE AMERICAN TRIBES STAKEHOLDER GROUPS

### Stakeholders

Due to their sovereign status, each of Montana's Native American tribes was considered a separate stakeholder group. Survey packets were sent twice to the tribal TERO officer, transportation planner, and tribal chairperson of each tribal government.

### Response Rate

Surveys were mailed to each reservations tribal government, including the Little Shell Tribe. Surveys were completed and return by the following:

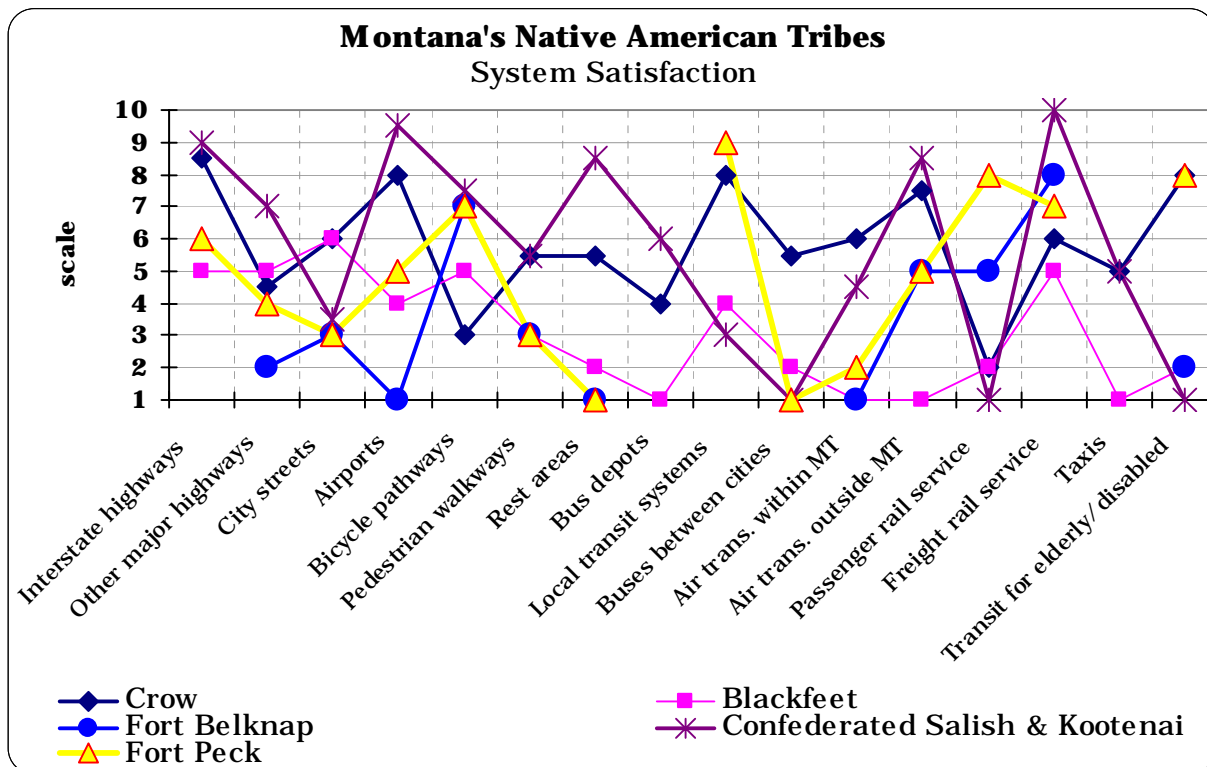
- ◆ Blackfeet Tribal Government
- ◆ Crow
- ◆ Fort Belknap Community Council
- ◆ Confederated Salish & Kootenai
- ◆ Fort Peck Tribes

## Satisfaction with the Transportation System

The surveys were the same as those sent to each stakeholder group and used in the *2003 Public Involvement Telephone Survey*. Using the same questions allows for relevant comparisons between the different tribal governments, stakeholder groups and the public.

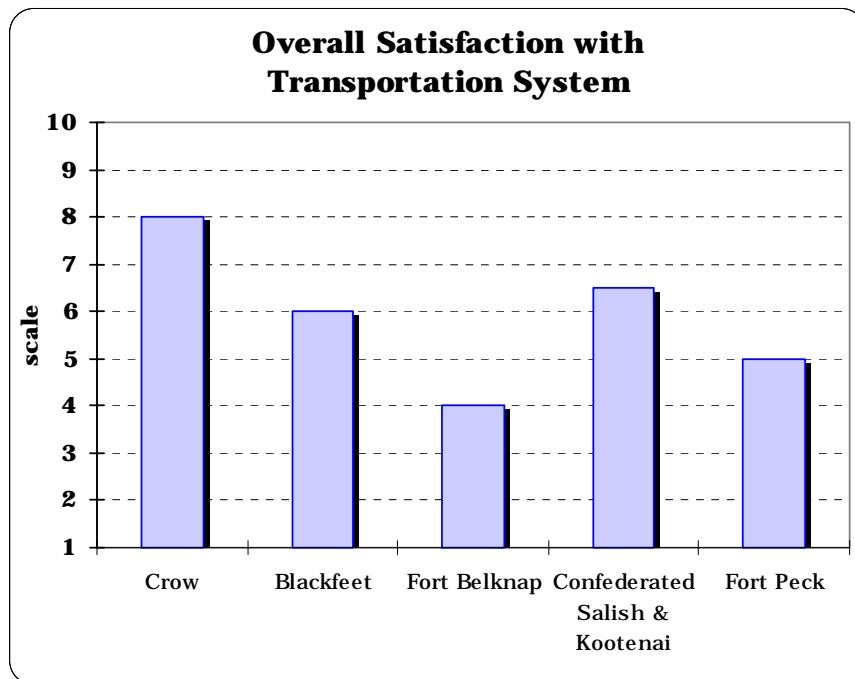
Each tribal government was asked to rate their satisfaction with the transportation system on a scale of one to ten. A response of 5.0 is considered the "middle response". Anything above 5.0 represents the intensity of satisfaction and anything below 5.0 represents the intensity of dissatisfaction. As illustrated in Figure 20, satisfaction with the different components of Montana's transportation system varied greatly between the components and the tribes.

Figure 20



The Crow and Confederated Salish & Kootenai respondents appear to be the most satisfied with all the transportation system components. Their scores did not fluctuate as greatly as compared to the other tribal government's scores and they answered all of the questions on the survey. The respondents were most satisfied with a variety of transportation system components ranging from the interstate, city streets, to freight rail services. The respondents were also dissatisfied with many of the components. All of the responding tribes rated four or more of the system components with dissatisfaction scores of four or less.

Figure 21



When asked to rate their overall satisfaction with Montana's transportation system, the tribal stakeholders responded as shown in Figure 21. The Crow (with a score of 8) are the most satisfied while Fort Belknap is the least satisfied with an overall system score of four.

### Actions to Improve the Transportation System

This portion of the survey was

modified from previous years. A more precise scale was used and some of the possible actions were deleted or changed to reflect changes in MDT policy and procedure. These changes invalidate comparisons of the *2003 Stakeholder Survey* with those completed previously.

Respondents were asked to prioritize sixteen actions that could be taken by MDT to improve the transportation system in Montana. These actions were rated on a scale of one to five. Actions of 'very low priority' were coded as one and actions of 'very high priority' were coded as five. Figure 22 (on the next page) compares the priority scores between the responding tribes. The results were similar to the system satisfaction question with varied answers among the actions and the tribes.

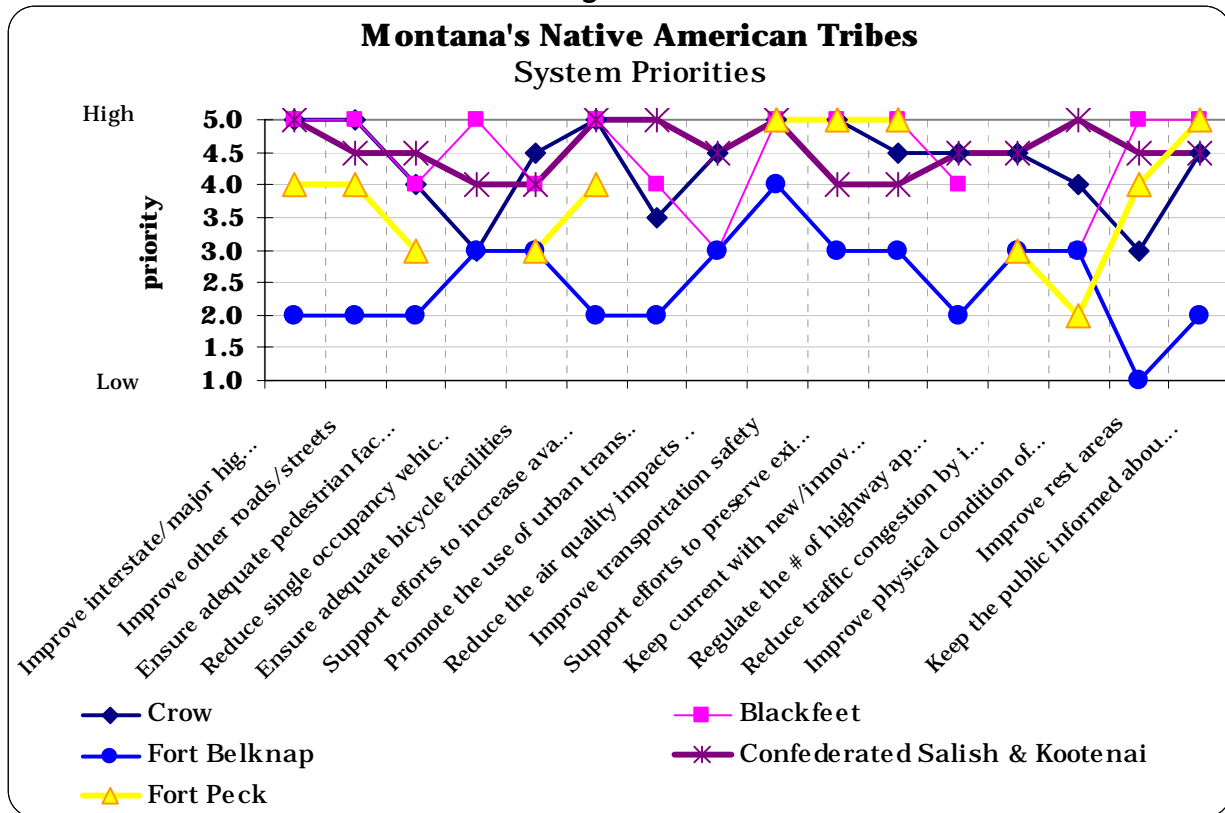
All of the responding tribes except Fort Belknap rated nearly all of the action as 'somewhat high' or 'very high'. 'Improve transportation safety' was rated as the highest priority action for all of the responding tribes. Only one action received a 'very low priority' rating. It was 'improving rest areas' by the Fort

Belknap tribes.

### Special Interest Questions

Both the *2003 Public Involvement Telephone Survey* and the *2003 Stakeholder Survey* included a new section of special interest questions. These questions were asked to identify transportation related special issues that may currently be important to Montanans. For the 2003 surveys, special interest questions included

Figure 22



possible actions to improve roadways and awareness of public notification and information sharing.

- 3- "Medium priority"
- 4- "Somewhat high priority"
- 5- "Very high priority"

**Actions to Improve Roadways**

Seven questions were asked of respondents to explore their attitudes about possible MDT actions to improve roadways (see Table 31). The possible actions were rated on a priority scale of:

- 1- "Very low priority"
- 2- "Somewhat low priority"

Once again, the respondents for this portion of the survey rated most of the actions as a somewhat high priority, except for Fort Belknap.

**Awareness of Information Sharing**

Keeping the public informed about transportation issues is a high priority to

Possible Actions to Improve Roadways	Crow	Blackfeet	Fort Belknap	Confederated Salish & Kootenai	Fort Peck
More illumination (lighting) of roadways	4.5	5	2	4.5	4
More directional/informational (i.e. stop signs, route markers) signs	4.5	5	3	5	3
More pavement markings (i.e. shoulder lines, lane arrows)	5	4	2	5	3
More guard rails and crash cushions	5	3	1	5	4
Wider roadways	5	5	1	3.5	4
More traffic signals and left turn bays	4	5	1	5	3
Increase roadway shoulder widths to accommodate bicyclists	4	5	1	4.5	5

Table 31



many Montanans. In order to efficiently distribute information, respondents were asked about their knowledge concerning MDT's public information and information-sharing techniques and efforts.

A table was not created for a comparison of the tribal governments' knowledge about MDT's information sharing techniques since some of the tribes had more one than respondent answer the surveys that would not allow for a useful comparison of answers. However, all of the respondents knew about the MDT website and none of them knew about *Montana & the Sky*. All of the respondents, except for Fort Belknap, knew of the Statewide Transportation Improvement Program (STIP).

### MDT's Customer Service and Performance Grades

The tribes were asked to grade MDT in several areas of overall performance and customer service. The results for each of

the tribes can be seen in Table 32. The tribes were asked to grade general areas of customer service using an A through F scale with an option to indicate if unknown.

As with all of the other questions in the survey, the answers varied greatly among the questions and tribes. Confederated Salish & Kootenai Tribes gave MDT the highest grades of A's and B's for each component. The lowest grade (F) was given by Fort Belknap for performance by MDT on new highway construction. Table 32a shows this year's customer service grades compared to 2001's grades. The Confederated Salish and Kootenai tribe is once again the most satisfied with MDT's service when compared to 2001.

Respondents were given the opportunity to comment on MDT's customer service. Listed below are the comments received from the tribal stakeholders.

Customer Service Grades	Crow	Blackfeet	Fort Belknap	Confederated Salish & Kootenai	Fort Peck
How would you grade MDT's overall performance during the past year?	B	C	D	A	C
What grade would you give MDT on the quality of service it provides?	B	C	D	A	B
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	B	B	D	A	?
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	B	C	D	A	D
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	B-	D	D	A	C
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	B-	D	C	B	C
What grade would you give MDT on the extent of inconvenience cause by construction and/or maintenance projects?	C	D	C	D	C
What grade would you give MDT on its overall highway maintenance and repair?	B	C	D	B	C
How would you grade MDT's performance on new highway construction?	B-	C	F	A	C
Overall, what grade would you give MDT on the convenience of travel through construction zones?	C	C	C	A	B
What grade would you give MDT on its public notification process for construction projects in your area?	B	B	B	A	C

Table 32

**Flathead:**

- ◆ MDT is getting better and doing more to inform and involve people throughout its planning process. Good work! Although not everyone can or will be satisfied, the MDT is attempting to incorporate public involvement/comments into its plans.
- ◆ Good work on snowplowing the roads/interstate are safe to drive.
- ◆ Kudos on the Stephens Street project in Missoula and the Orange Street Bridge. These projects have greatly improved the traffic flow. Reserve Street was doomed from the beginning as soon as the Wal-Mart opened. Hopefully, the MDT and the city commission can acquire additional right of way to lengthen the turning lanes to access the side streets.
- ◆ Although lane reductions on Broadway in Missoula sound good, it may not be the best idea. I recommend creating an access control plan, turn bays, island curbing, and streetlights to handle traffic flow, capacity, and speeds. Leave the curbs, gutters, and sidewalks and add designated pedestrian crossings with bulb outs and cross hatching to allow people to safely cross the streets. Please hurry with the Russell Street EIS process.

**Blackfeet:**

- ◆ Work more closely with Indian reservation planners.

**Fort Peck:**

- ◆ MDT needs to keep Montana tribes in the loop on all projects on or near the reservations. Upgrade current tribal transportation folks. I continue to get mail addressed to our former transportation planner

Customer Service Grades - History	Crow		Blackfeet		Fort Belknap		Confederated Salish & Kootenai	
	2003	2001	2003	2001	2003	2001	2003	2001
How would you grade MDT's overall performance during the past year?	B	C	C	B	D	C	A	B
What grade would you give MDT on the quality of service it provides?	B	C	C	C	D	C	A	B
Overall, how would you grade the current quality of service provided by MDT compared to the quality of service by MDT five (5) years ago?	B	B	B	C	D	C	A	A
What grade would you give MDT on overall quality of planning to meet statewide transportation needs?	B	B	C	C	D	D	A	B
What grade would you give MDT for its responsiveness to outside ideas and concerns from customers?	B-	C	D	C	D	C	A	B
What grade would you give MDT on its efforts to keep customers fully informed of all relevant information and upcoming decisions related to the transportation system?	B-	B	D	B	C	C	B	A
What grade would you give MDT on the extent of inconvenience caused by construction and/or maintenance projects?	C	C	D	C	C	C	D	B

Table 32a

who has not been here in over 3 years.

### **Transportation Issues Comments**

Respondents were also given the opportunity to provide additional input on transportation issues important to them, but not addressed specifically in the survey. Listed below are the responses received.

#### **Fort Belknap:**

- ◆ Reconstruct Highway 66 from junction Highway 2 to junction 191
- ◆ Assist in funding for extending Fort Belknap agency runway (airport)

#### **Fort Peck:**

- ◆ Continue open lines of communications between MDOT and Montana tribes on all transportation related issues. We need to be heard

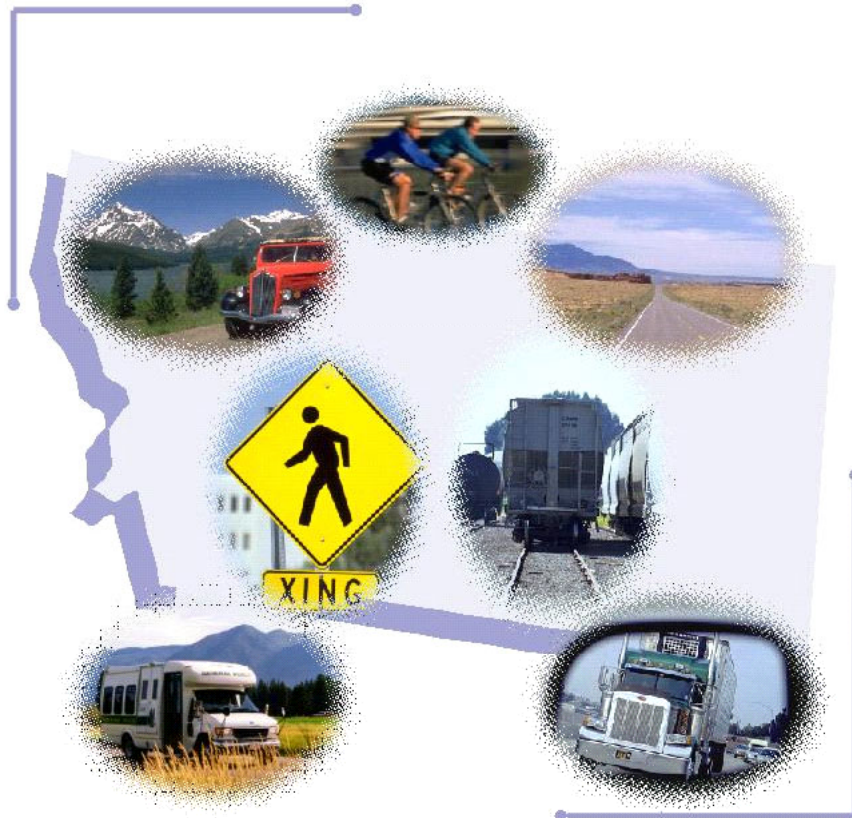
**NOTE:** All comments appearing in the surveys were included in this report.

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## Appendix A

### Survey Questionnaires

# 2003 Survey of Transportation Stakeholders



**Included in Appendix A is a copy of the 2003 Transportation Stakeholders Survey. Not all of the surveys were included, since many of the stakeholder groups received the same surveys. The Intermodal Freight and Passenger Transportation groups were the only stakeholders that had additional questions asked and copies of their surveys can be provided by request.**

PART I- CURRENT STATE OF TRANSPORTATION IN MONTANA

1. Using a scale of 1 to 10 (1 = very unsatisfied and 10 = very satisfied), please indicate how satisfied you are with the following transportation facilities and services. Check the box if you don't know or it is not applicable to you.

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

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

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

	Very Low Priority	Somewhat Low Priority	Neither Low or High Priority	Somewhat High Priority	Very High Priority	Don't Know
Improving the physical condition of the interstates and major highways	1	2	3	4	5	[ ]
Improving the physical condition of other roads and streets	1	2	3	4	5	[ ]
Ensuring adequate pedestrian facilities (i.e. sidewalks, footpaths, crossings)	1	2	3	4	5	[ ]
Attempting to reduce single occupancy vehicle use	1	2	3	4	5	[ ]
Ensuring adequate bicycle facilities	1	2	3	4	5	[ ]
Supporting efforts to increase the availability of scheduled air service	1	2	3	4	5	[ ]
Promoting the use of urban transit systems	1	2	3	4	5	[ ]
Reducing the air quality impacts of road use	1	2	3	4	5	[ ]
Improving transportation safety	1	2	3	4	5	[ ]
Supporting efforts to preserve existing passenger rail service	1	2	3	4	5	[ ]
Keeping current with new and innovative transportation technologies	1	2	3	4	5	[ ]
Regulating the number of highway approaches and driveways to preserve transportation corridors	1	2	3	4	5	[ ]
Reducing traffic congestion by increasing the capacity of the highway system	1	2	3	4	5	[ ]
Improving the physical condition of bus depots	1	2	3	4	5	[ ]
Improving rest areas (i.e. maintenance, more facilities)	1	2	3	4	5	[ ]
Keeping the public informed about transportation issues	1	2	3	4	5	[ ]

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

PART II- SPECIAL INTERESTS

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

	Very Low Priority	Somewhat Low Priority	Neither Low or High priority	Somewhat High Priority	Very High Priority	Don't Know
More illumination (lighting) of roadways	1	2	3	4	5	[ ]
More directional/informational (i.e. stop signs, speed limits, route markers) signs	1	2	3	4	5	[ ]
More pavement markings (i.e. shoulder lines, lane arrows)	1	2	3	4	5	[ ]
More guard rails and crash cushions	1	2	3	4	5	[ ]
Wider roadways	1	2	3	4	5	[ ]
More traffic signals and left turn bays	1	2	3	4	5	[ ]
Increase roadway shoulder widths to accommodate bicyclists	1	2	3	4	5	[ ]

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

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



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

### PART III- SERVICE

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

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

11. What grade would you give MDT on its public notification process about construction projects in your area?

A   B   C   D   F   don't know

12. MDT is interested in what you think about its services. Any comments or suggestions on MDT's customer service are welcome. Please use the space below to write your comments.

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

Please return this survey using the enclosed postage paid envelope.

Montana Department of Transportation  
Multimodal Planning Bureau  
Transportation Planning Division  
2701 Prospect Ave  
PO Box 201001  
Helena, MT 59620-1001