

**TranPlan 21**

# **2007 Stakeholder Survey**



## **Statewide Public Involvement Survey**

State of Montana  
Department of Transportation

Bureau of Business & Economic Research  
University of Montana - Missoula

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# **2007 Stakeholder Survey**

**Prepared by**

**Bureau of Business & Economic Research  
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**Montana Department of Transportation  
Rail, Transit and Planning Division  
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## **EXECUTIVE SUMMARY**

In 2007, MDT's stakeholder groups were:

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

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

- Maintaining pavement condition.
- Keeping current with new transportation technologies.
- Improving transportation safety.

Stakeholders' lowest priority was reducing single-occupant vehicles.

When compared to stakeholder surveys since 1997:

- It appears that 2007 stakeholder groups are more satisfied with components of the transportation system than were stakeholders in four of the five previous studies.
- Overall satisfaction with the transportation system remains at a relatively high level.
- Customer grades of MDT performance also remain at a high level having only declined slightly from their 2005 level.

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

Stakeholders' lowest roadway improvement priority is increasing roadway lighting.

Stakeholders rate the following public communication tools highest:

- Radio and television
- The MDT Web site
- Maps

Stakeholders rate the following general public communication tools lowest:

- Special mailings
- Surveys
- Brochures

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

## **INTRODUCTION**

The primary purpose of this report is to document data collected through the 2007 Montana Department of Transportation Stakeholder Survey. It also references the 2007 Public Involvement Telephone Survey for comparisons between the general public and transportation stakeholders. In addition, the report provides a limited number of comparisons to the 1997, 1999, 2001, 2003, and 2005 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 MDT could take to improve different areas of the transportation system. The public involvement process provides citizens, constituency groups, transportation providers, local governments, Montana's American Indian tribes, and state and federal agencies the opportunity to participate in planning and project development. Public involvement at the future planning level reduces potential for future controversy, results in a better statewide transportation system, and allows for open communication between the Department and citizens of Montana. The surveys also help MDT staff determine changes in public opinion that indicate a need to update Montana's multimodal transportation plan, TranPlan 21.

The stakeholder groups included in the 2007 survey were:

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

Stakeholders were selected from MDT's mailing list database, which consists of over 6,000 individuals, organizations, associations, businesses, government agencies with an interest in transportation-related issues, and local government officials.

## **Survey Methods**

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

2007 Public Involvement Telephone Survey. Using the same questions allows for relevant comparisons between stakeholders and the public. Questions in Part 2 focus on possible improvements to Montana's road and highway system and on methods MDT uses to communicate with the public. Part 3 focuses on the Department's customer service. Respondents grade MDT service areas using an A through F scale. Part 4 includes new items that examine transportation system security, information sources used by stakeholders, and the priority of two additional possible actions to improve the transportation system.

The survey was administered by the University of Montana's Bureau of Business and Economic Research (BBER) using the telephone during the period May through July. A total of 763 stakeholders were included in the list of respondents provided by MDT, but 74 were found to be verified out of business, no longer with the organization with no replacement, or repeated names on the list. This yields 689 eligible respondents. Of those 689 respondents, 552 (80.1%) completed the questionnaire. BBER documented case status in a manner that allowed calculation and reporting of a unit response rate using the American Association for Public Opinion Research (2006) standard definition (RR1).<sup>1</sup> A response rate is the number of completed interviews divided by number of eligible respondents surveyed.

BBER inadvertently excluded the questions from Part 4 during the first administration of the 2007 questionnaire. BBER then called back each of the respondents who had completed Parts 1–3 in an effort to obtain answers to the Part 4 questions. This additional calling period yielded 444 interviews.

BBER achieved improved response rates in each of the iterations it has administered since taking over data collection from MDT in 2005. The 2003 iteration of this survey was administered by MDT using mail methods. Using this method, in 2003 a 36% response rate was achieved. The 2005 response rate of 65.2% represented a 29.2 percentage-point increase over 2003. The initial 2007 response rate of 80.1% was a 14.9 percentage-point improvement over 2005. The greatly improved response rates significantly decrease the likelihood that the data are adversely affected by nonresponse bias.

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<sup>1</sup> American Association for Public Opinion Research. 2006. *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for Surveys*. 3<sup>rd</sup> edition. Lexana, Kansas: AAPOR.

Table 1 below shows the total number of responses received by stakeholder group.

<b>Stakeholder Group</b>	<b>2003 Completions</b>	<b>2003 %</b>	<b>2005 Completions</b>	<b>2005 %</b>	<b>2007 Completions</b>	<b>2007 %</b>
Mayors	52	22.3	109	27.0	105	19.0
County commissioners	25	10.7	52	12.9	55	10.0
Economic development	19	8.2	40	9.9	89	16.1
Tribal planners	7	3.0	4	1.0	8	1.4
State and federal	19	8.2	20	5.0	25	4.5
Intermodal	28	12.0	55	13.6	78	14.1
Non-motorized vehicle and pedestrian	20	8.6	50	12.4	58	10.5
Environmental	10	4.3	18	4.5	21	3.8
Passenger transportation	53	22.7	55	13.6	113	20.5
<b>Total</b>	<b>233</b>	<b>100.0</b>	<b>403</b>	<b>100.0</b>	<b>552</b>	<b>100.0</b>

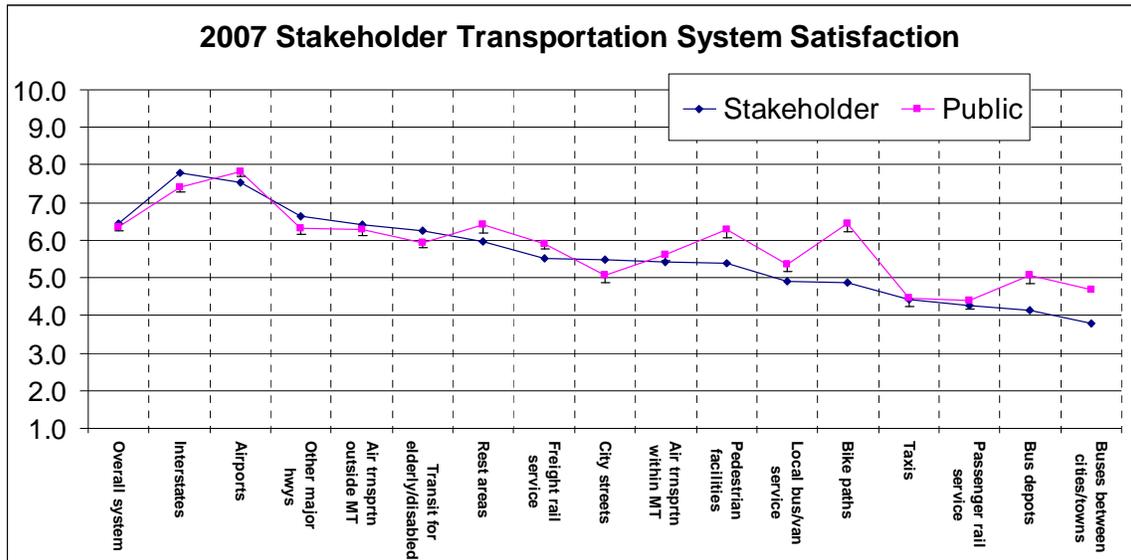
*Table 1*

With the exception of mayors, each group saw significant increases in the number of completions obtained. Four fewer mayors completed the questionnaire in 2007 than in 2005. Although the percentage of respondents from the various groups changed in 2007, this has no effect on the by-group analysis presented later in this report.

## OVERVIEW OF ALL STAKEHOLDERS

### Stakeholders' Satisfaction with the Transportation System

Respondents were asked to rate their satisfaction with various aspects of the transportation system on a scale from one to ten. Though the mathematical midpoint of the scale is 5.5, a response of 5.0 is considered a “middle response.” Answers above a 5.0 represent an increasing level of satisfaction, while answers below 5.0 represent a decreasing level of satisfaction. Stakeholder satisfaction is presented in two forms: When comparisons with the 2007 Public Involvement Telephone survey are made, the statistic presented is the mean of all 2007 stakeholder responses. This statistic was chosen because it most closely matches the statistics that describe the Public Involvement Survey data. When comparisons with past Stakeholder surveys are made, the statistic presented is a mean of the nine stakeholder group means. This second statistic is chosen to maintain comparability with the four previous iterations of the Stakeholder Survey. In the figures that follow, 95% confidence interval bars are included on the 2007 Public Involvement Telephone Survey point estimates. No confidence interval is required for the Stakeholder Survey since it is a census of all of the stakeholders on the MDT list. If the Stakeholder Survey point falls outside the Public Involvement Survey confidence interval bar, it can be said with 95% confidence that the Stakeholder Survey value differs from the Public Involvement Survey value.

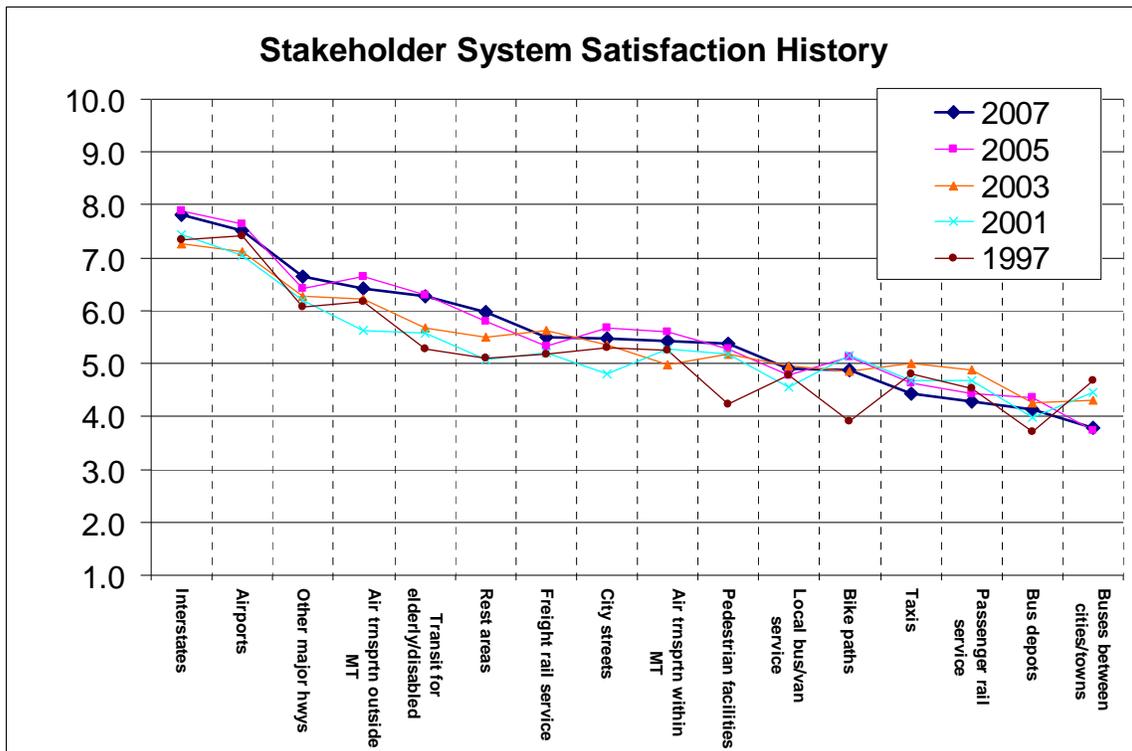


*Figure 1*  
10 = High Satisfaction

Stakeholders' moderate level of satisfaction with Montana's transportation system overall did not differ significantly from that of the public in 2007. However, when considering 16 other aspects of the transportation system individually, stakeholders were slightly less satisfied than was the public (see Figure 1 above). Stakeholders were less satisfied than the public in eight of the system components, while they were more satisfied than the public in four components. The level of stakeholder satisfaction could not be distinguished from that of the public for four of the system components.

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

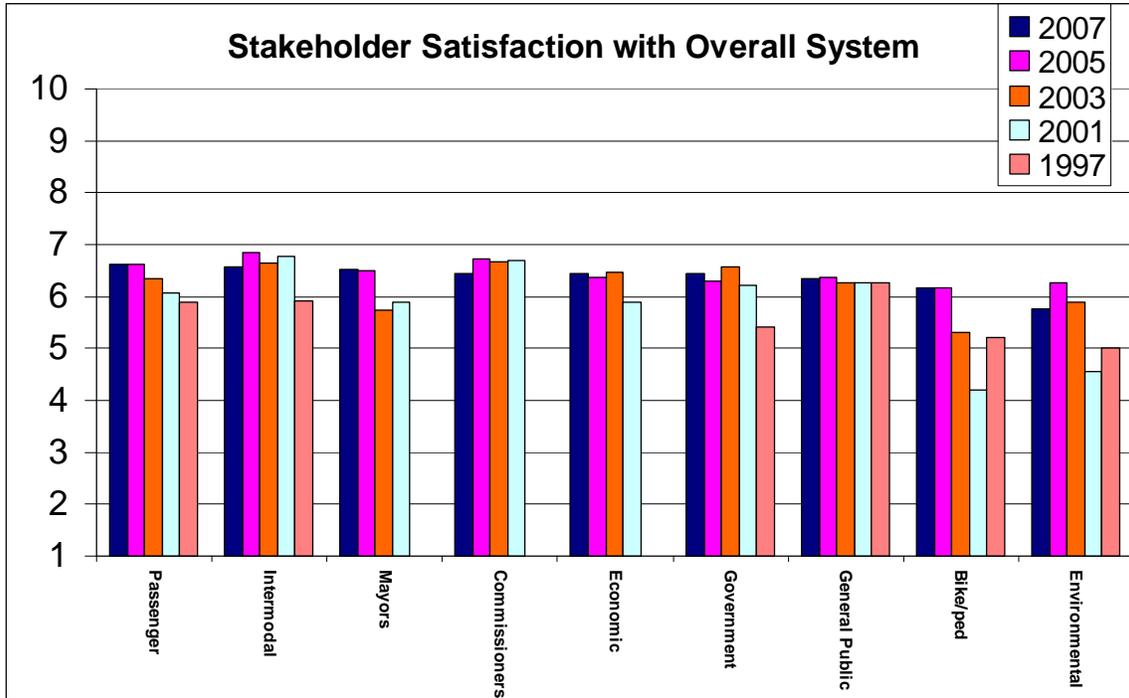
Stakeholders were most satisfied with interstate highways and airports. They were most dissatisfied with intercity buses and bus depots, though they were also dissatisfied with local bus/van service, bicycle pathways, taxis, and passenger rail service.



**Figure 2**  
10 = High Satisfaction

The 2007 stakeholder responses follow the pattern that has been found since 1997 (see Figure 2 above). On first glance, it appears that 2007 stakeholders are, as a group, more satisfied with components of the transportation system than were stakeholders in four of the five previous surveys, the exception being 2005. There is an alternative possibility, however, that is equally plausible. The greatly improved response rate or the difference in data collection modes could account for the apparent increase in stakeholder satisfaction of 2005 and 2007 over the previous years.

Examination of stakeholder satisfaction with the transportation system overall by group again reveals a slight leveling off of the apparent trend toward increasing satisfaction (see Figure 3 below). It is important that readers keep in mind the caveat regarding the 2005 and 2007 change in data collection mode when evaluating these data. However, in several of the stakeholder groups, the increasing satisfaction trend has been evident since 1999. In the case of the bike/pedestrian and passenger groups, 2007 illustrates the trend of overall satisfaction leveling off at a rate that equals the highest recorded.



*Figure 3*  
*10 = High Satisfaction*

### Prioritizing Actions to Improve the Transportation System

Stakeholders were asked to prioritize 18 possible actions to improve the transportation system in Montana. The actions were rated on a scale of one to five where:

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

Stakeholder priorities for the 18 items (see Figure 4 below) ranged from almost very high to just above medium. Stakeholders' highest priorities were (a) maintaining the condition of roadway pavement and (b) keeping current with new technologies. Stakeholders' lowest priorities for action were (a) reducing single-occupant vehicles and (b) improving the condition of bus depots.

Stakeholders rated all but two possible actions – use new technologies like message signs and improve bus depots – as higher priorities than did the public.

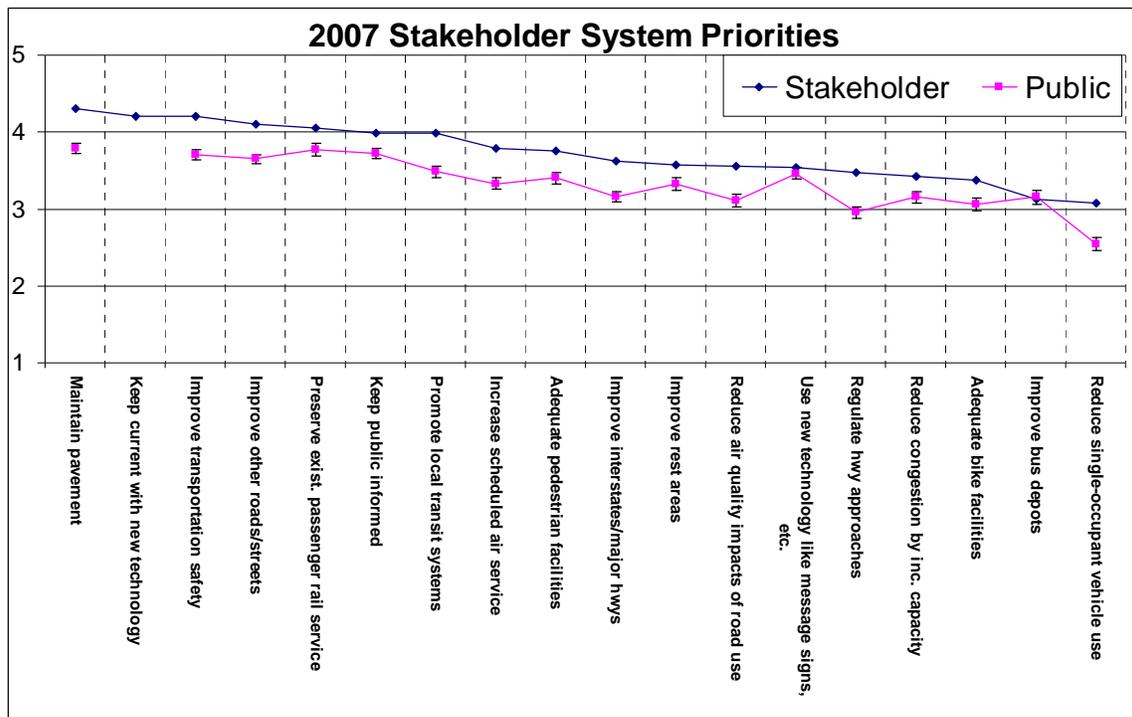
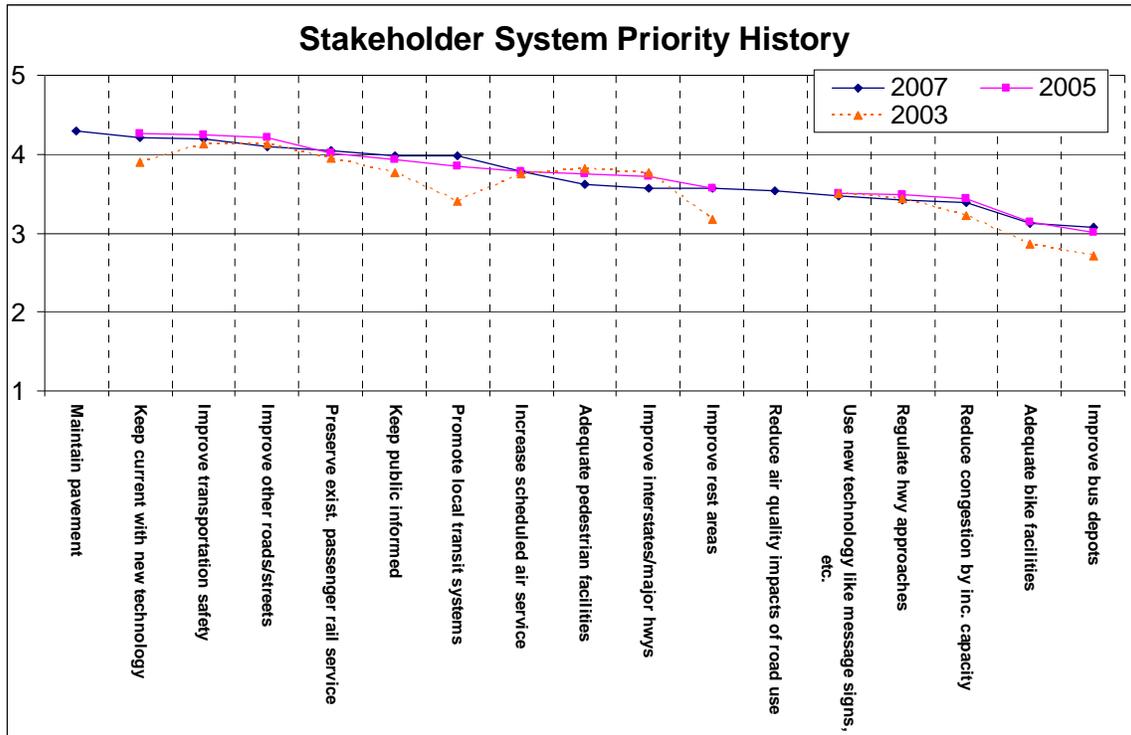


Figure 4  
5 = Very High

Stakeholders' priorities for possible actions to improve the transportation system were slightly higher in 2005 and slightly lower in 2003 when compared with 2007 (see Figure 5 below). Stakeholder priority scores for the previous surveys used a different scale and are thus not reported here. The largest increase in priority in 2007 occurred for promoting local transit systems, continuing a trend begun in 2005. Readers should also keep in mind the possible effects that the 2005 change in data collection mode and improved response rate may have on trend estimates.



*Figure 5*  
5 = Very High

### Actions to Improve Roadways

In addition to asking about a broad range of possible actions to improve the transportation system, the 2007 stakeholder questionnaire asked eight questions that focused on possible actions to improve Montana’s roadways. Each possible roadway improvement was prioritized by respondents using the same very-low to very-high priority scale.

Every priority was ranked between somewhat high and medium. The highest priorities for roadway improvement were (a) widen road shoulders for motorists, (b) widen road shoulders for bicycles, and (c) widen roadways in general. The lowest priority was adding more lighting for roadways.

The 2007 stakeholder priority scores for two of the eight possible roadway improvements studied were nearly identical to those found in the larger adult population of Montana (see Figure 6). Five of the eight scores could be said to differ statistically from those found in the Public Involvement Survey. Wider roads was a significantly higher priority for stakeholders than it was for the public. Adding more guardrails is a higher priority for the public than it is for stakeholders.

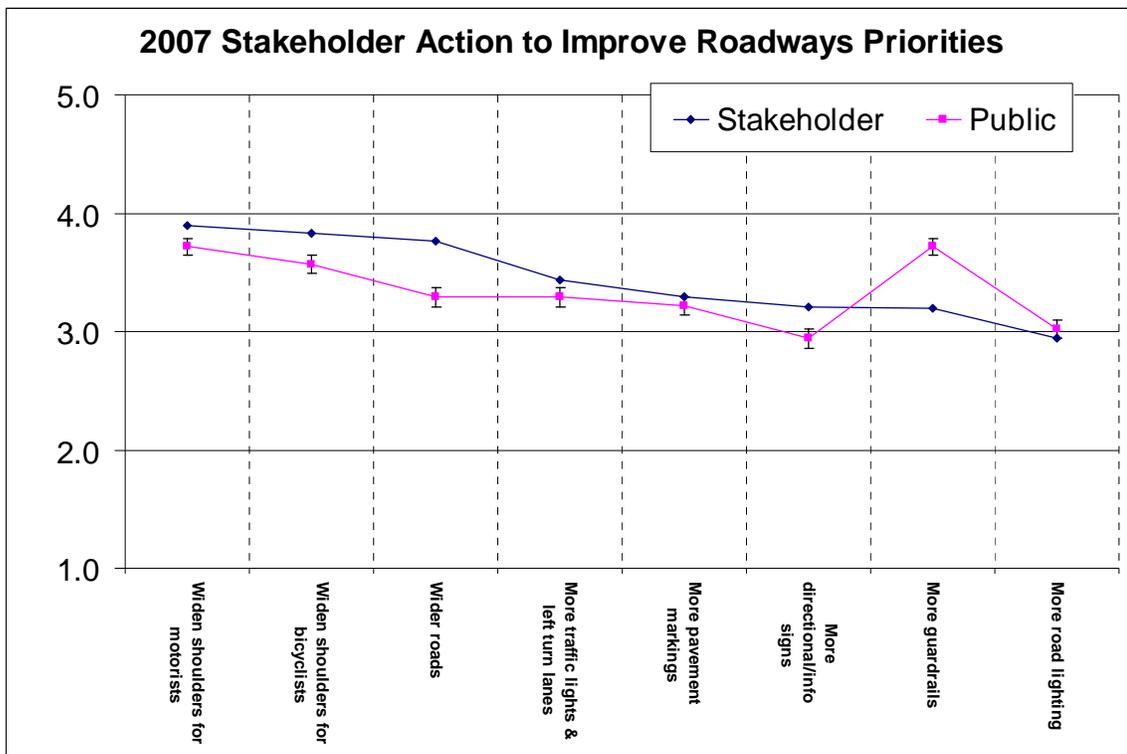


Figure 6  
5 = Very High

There was very little practical change in road improvement priorities in 2007 when compared to 2005 (see Figure 7). More pavement markings decreased slightly in priority in 2007 and 2005 when compared to 2003, as did traffic lights and left-turn lanes. Readers should also keep in mind the possible effects that the 2005 change in data collection mode and improved response rate may have on trend estimates.

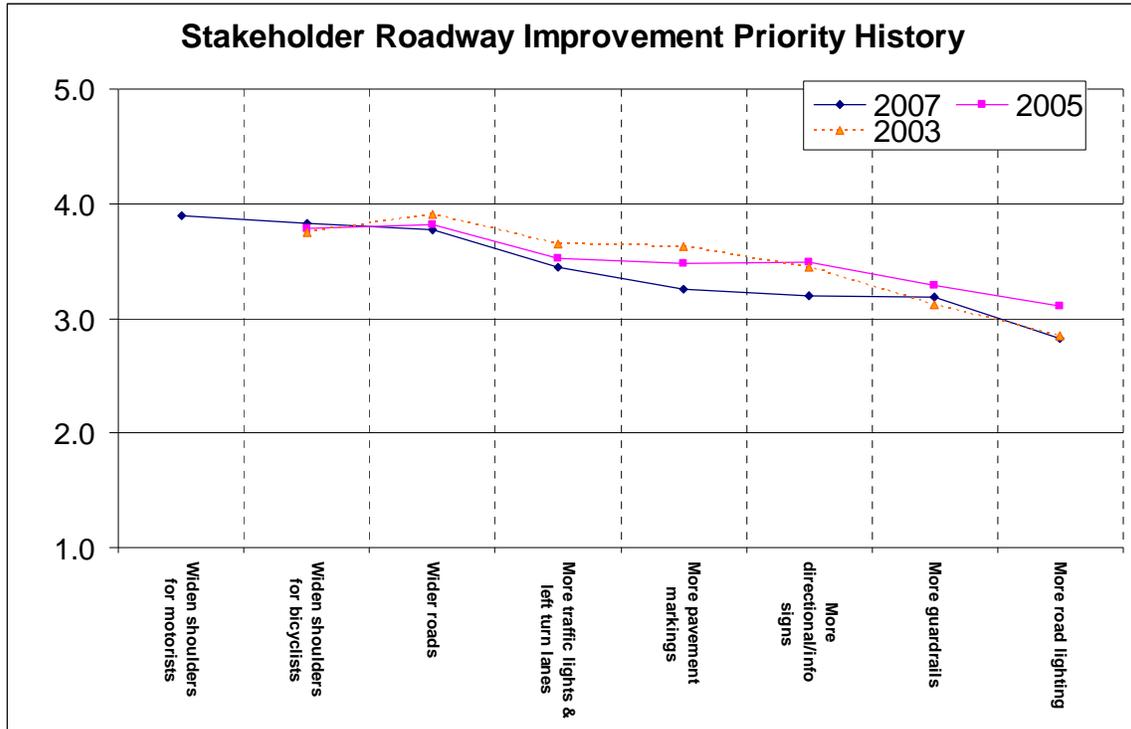


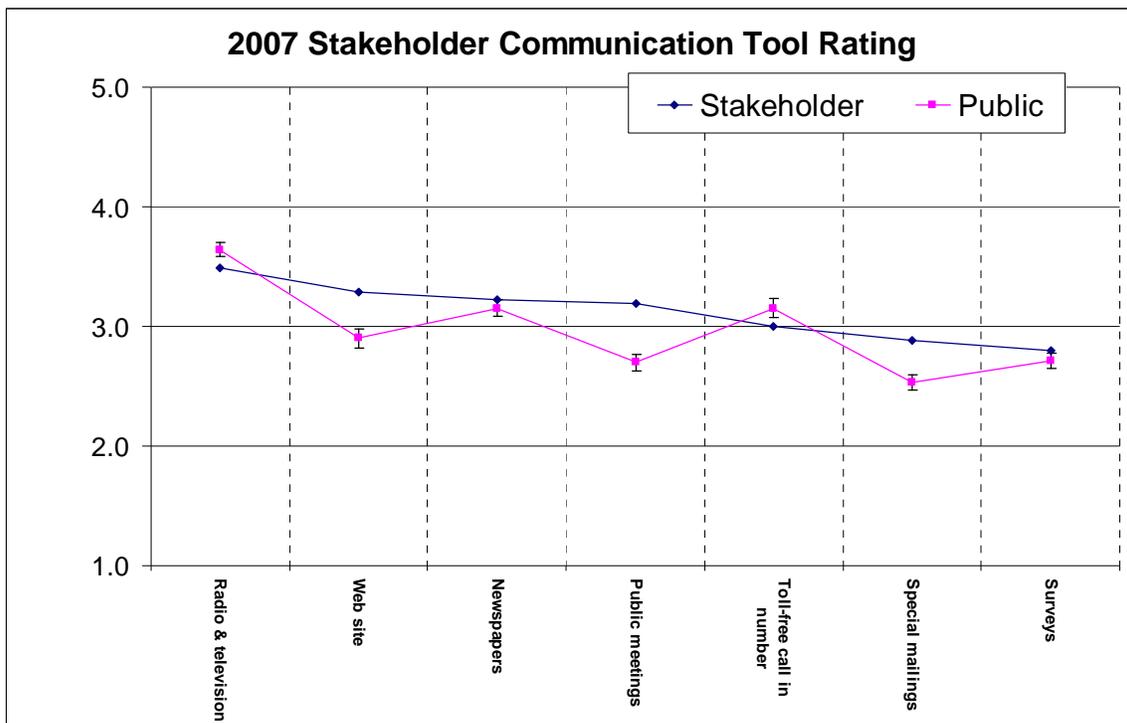
Figure 7  
5 = Very High

### General Communication Tool Ratings

Keeping the public informed about transportation issues is a high priority to many Montanans. In order to efficiently distribute information, respondents were asked to rate some of the tools MDT uses in its public information sharing efforts.

In 2007, stakeholders rated four tools between somewhat useful and very useful: radio and television, the MDT Web site, newspapers, and public meetings. Stakeholders rated special mailings and surveys as slightly less than somewhat helpful.

Stakeholders rated the MDT Web site and public meetings just higher than somewhat useful, while the public rated the items just lower than somewhat useful. The public found television and radio and a toll-free call in telephone number more useful than did stakeholders.

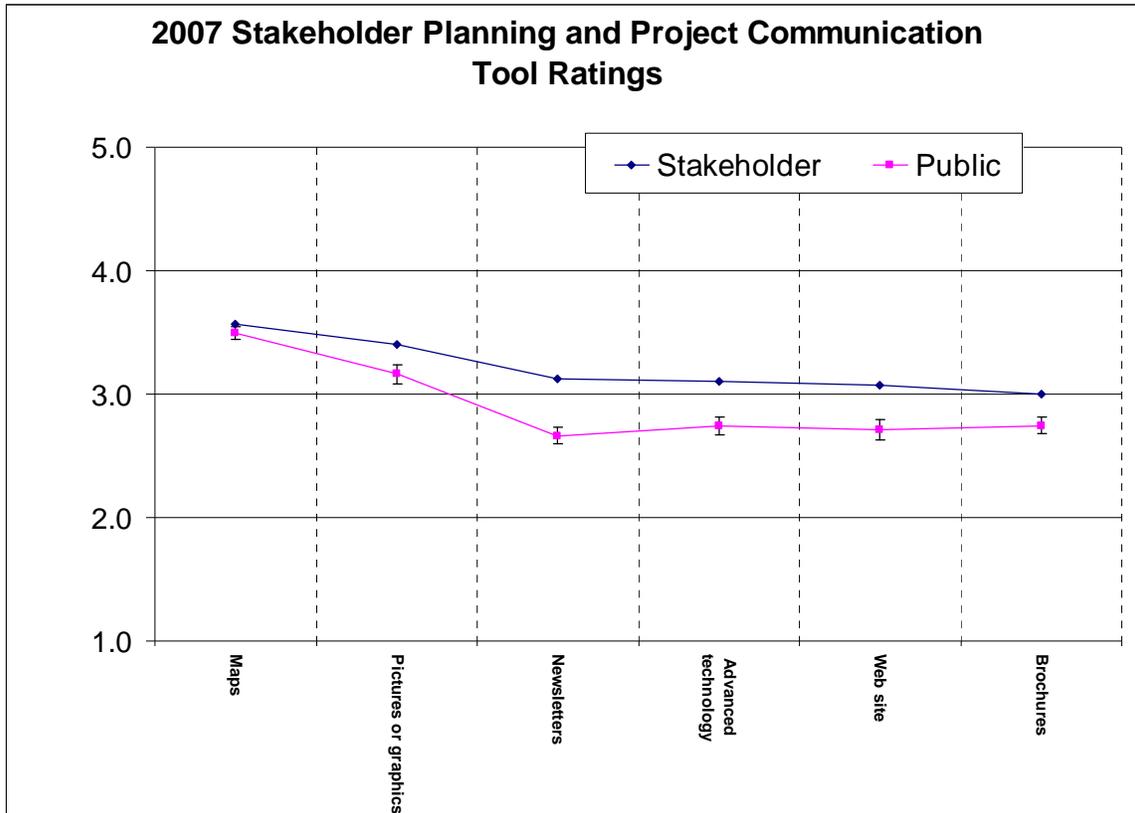


*Figure 8*  
5 = Extremely Useful

### Planning and Project Communication Tool Ratings

MDT also asked stakeholders to rate planning and project-specific communication tools (see Figure 9 below). Stakeholders rated all six tools studied between very helpful and somewhat helpful. Stakeholders gave their highest ratings to maps and pictures or graphics.

The public rated all of the items studied lower than did stakeholders with the exception of maps, which were rated highest by both groups.



*Figure 9*  
5 = Extremely Useful

### MDT's Customer Service and Performance Grades

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

Stakeholders gave MDT grades that fell in a very tight range; all fell between B and C+. Stakeholders graded MDT's quality of service when compared to five years ago highest, though this was followed very closely by several other items (see Figure 10 below). The 2007 stakeholders graded MDT's responsiveness to customer ideas and concerns lowest.

Stakeholders' grades for MDT paralleled those given by the public very closely. There is little practical meaning in the small statistical differences between the stakeholders' grades and the public's'. The largest difference between stakeholders and the public was found in the rating of MDT's providing notice to the public about construction. The public gave this function a slightly lower grade than did the stakeholders.

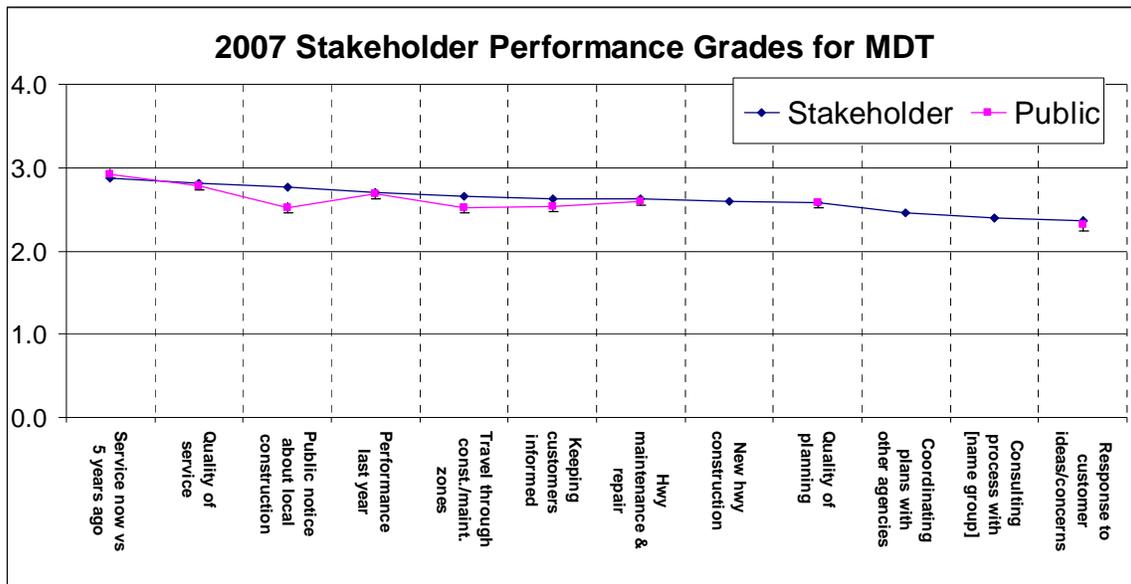


Figure 10  
4 = A

Grades leveled off slightly after improving since stakeholders were first asked to grade MDT performance and customer service in 2001 (see Figure 11). The 2007 grades are equal to or better than those found in 2001 or 2003, but they are lower than 2005. Stakeholders gave the best grade for “service now vs. 5 years ago.”

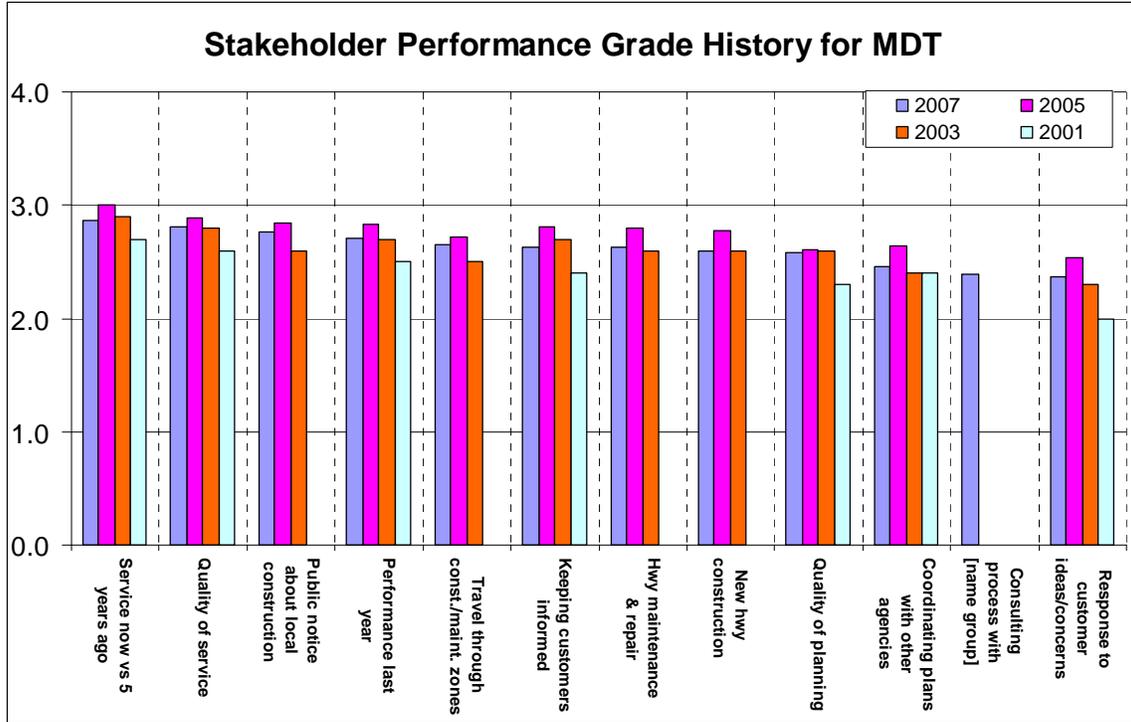


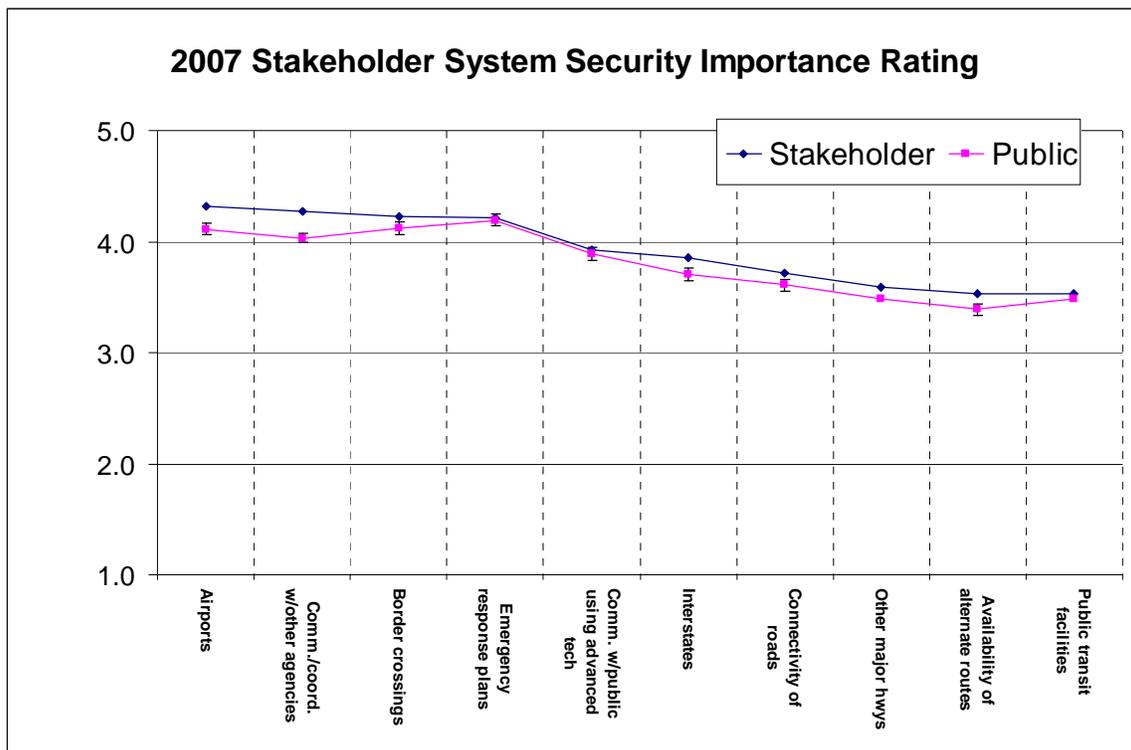
Figure 11  
4 = A

### Security for System Components

Respondents were asked to rate the security importance of various transportation system components. Each component was rated on a scale from 1–5 where 1 is not at all important and 5 is extremely important.

Stakeholders gave importance to ratings that fell between extremely important and somewhat important. Stakeholders rated airports, communication/coordination with other agencies, border crossings, and emergency response plans most important. The 2007 stakeholders rated availability of alternate routes and public transit facilities like bus terminals lowest in importance.

Stakeholders’ ratings for importance paralleled those given by the public very closely. There is little practical meaning in the small statistical differences between the stakeholders’ ratings and the public’s’.



*Figure 12*  
5 = Extremely Important

## BICYCLE AND PEDESTRIAN STAKEHOLDER GROUP

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

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

The 58 completed interviews that were collected from members of the bicycle/pedestrian group represent a significant increase in responses over 2003 and 2005.

### Transportation System Satisfaction

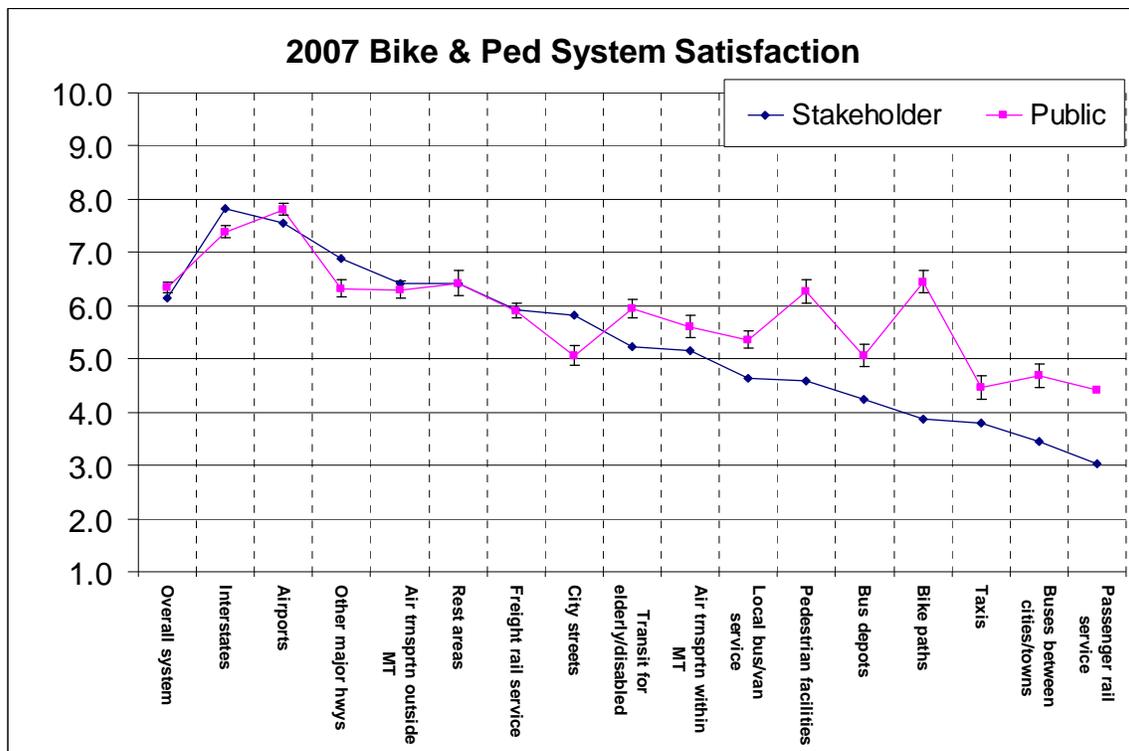


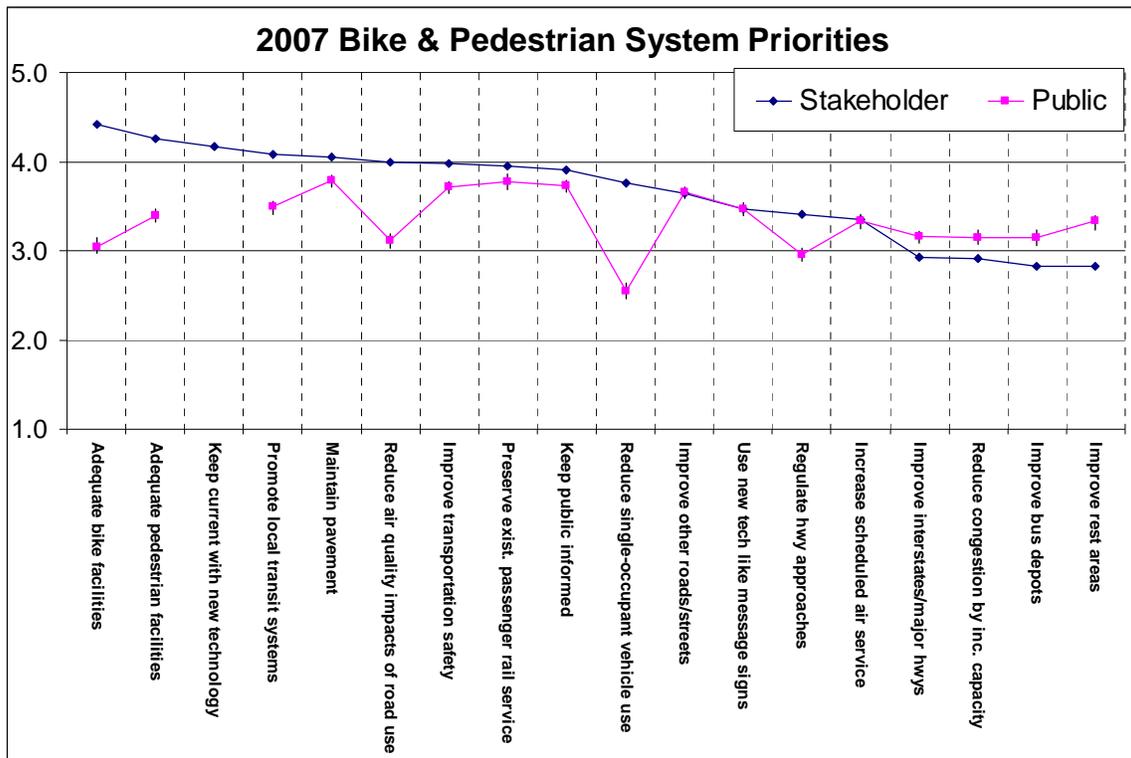
Figure 13  
10 = High

Bicycle and pedestrian group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.16 on a 1 to 10 scale (see Figure 13 above). This is slightly lower than the public's mean rating of 6.34. The 2007 rating is lower than the 2005 rating (6.37).

When asked about specific components of the transportation system, bicycle and pedestrian group members expressed satisfaction with 9 of 16 system components. They were most satisfied with interstate highways and airports. Bicycle and pedestrian group members expressed dissatisfaction with pedestrian facilities, bike pathways, bus depots, local transit systems, intercity bus service, taxis, and passenger rail service. This group expressed significantly less satisfaction than did the public with pedestrian facilities and bicycle paths.

### Actions to Improve the Transportation System

The two highest priorities for improving components of the transportation system for bicycle and pedestrian group members were ensuring adequate bicycle facilities and ensuring adequate pedestrian facilities (see Figure 14 below). Each of these items was rated as greater than a somewhat high priority.



**Figure 14**  
5 = Very High

Four items were rated as less than a medium priority: improving interstates/major highways, reducing traffic congestion by increasing system capacity, improving bus depots, and improving rest areas. Bicycle and pedestrian group members rate 10 of 17 possible actions to improve the transportation system higher than did the public.

This group rated the following items at least one full scale point higher in priority than did the public: ensuring adequate bicycle facilities and reducing the number of single-occupant vehicles. Reducing the air quality impacts of roadway use was also rated a significantly higher priority by the non-motorized group when compared to the public. (“keep current with new technology” was not given as an option in the public survey.)

### Actions to Improve Roadways

The highest priority roadway improvement for the bicycle and pedestrian group was increasing shoulder widths for bicycles, which was rated a very high priority (see Figure 15). Two of the remaining seven items — increasing shoulder widths for motorists and widening roadways — were rated between somewhat high priority and medium priority. Five items received a priority score lower than that delivered by the public.

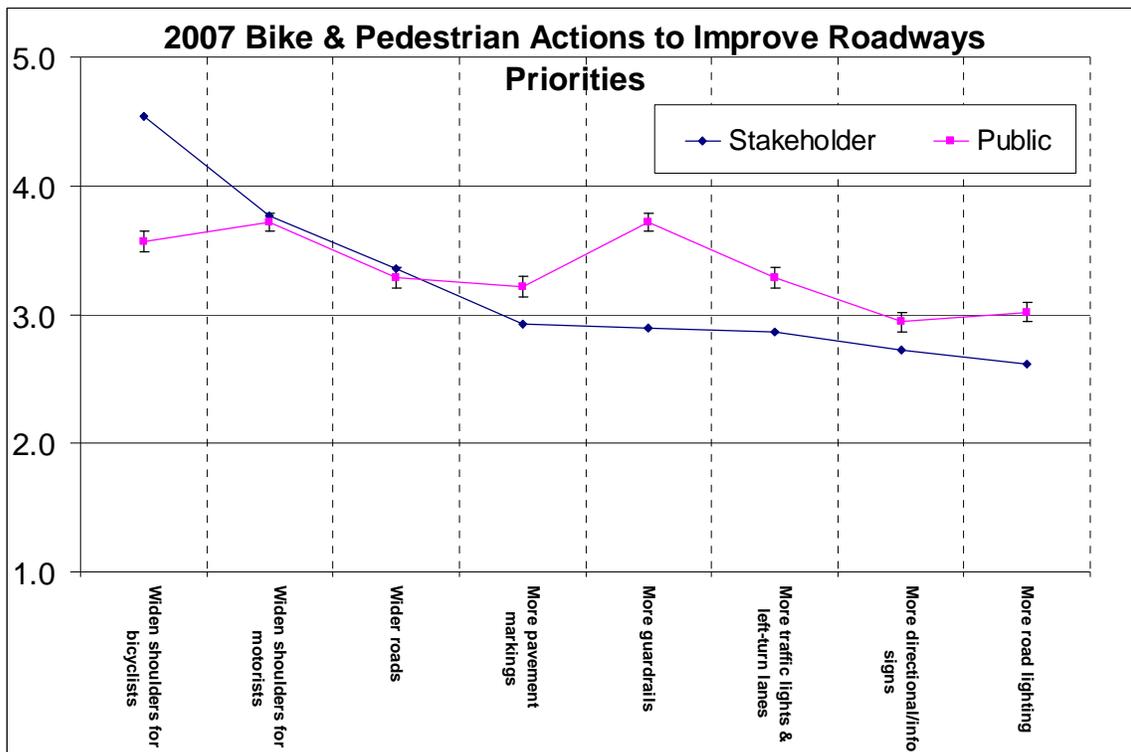
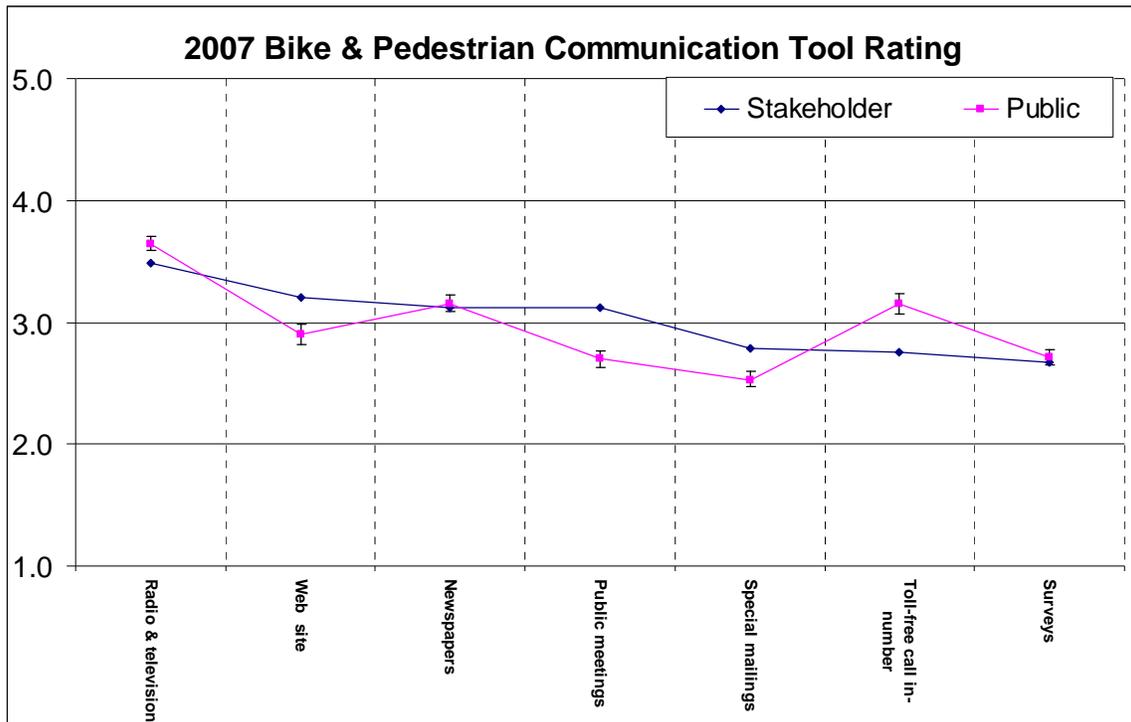


Figure 15  
5 = Very High

### General Communication Tool Ratings

The 2007 bicycle and pedestrian stakeholders rated four tools between somewhat useful and very useful: radio and television, the MDT Web site, newspapers, and public meetings. They also rated a toll-free call in telephone number, special mailings, and surveys as slightly less than somewhat helpful.

Bicycle and pedestrian stakeholders rated the MDT Web site and public meetings just higher than somewhat useful, while the public rated the items just lower than somewhat useful. The public found radio and television and a toll-free call in telephone number more useful than did bicycle and pedestrian stakeholders.

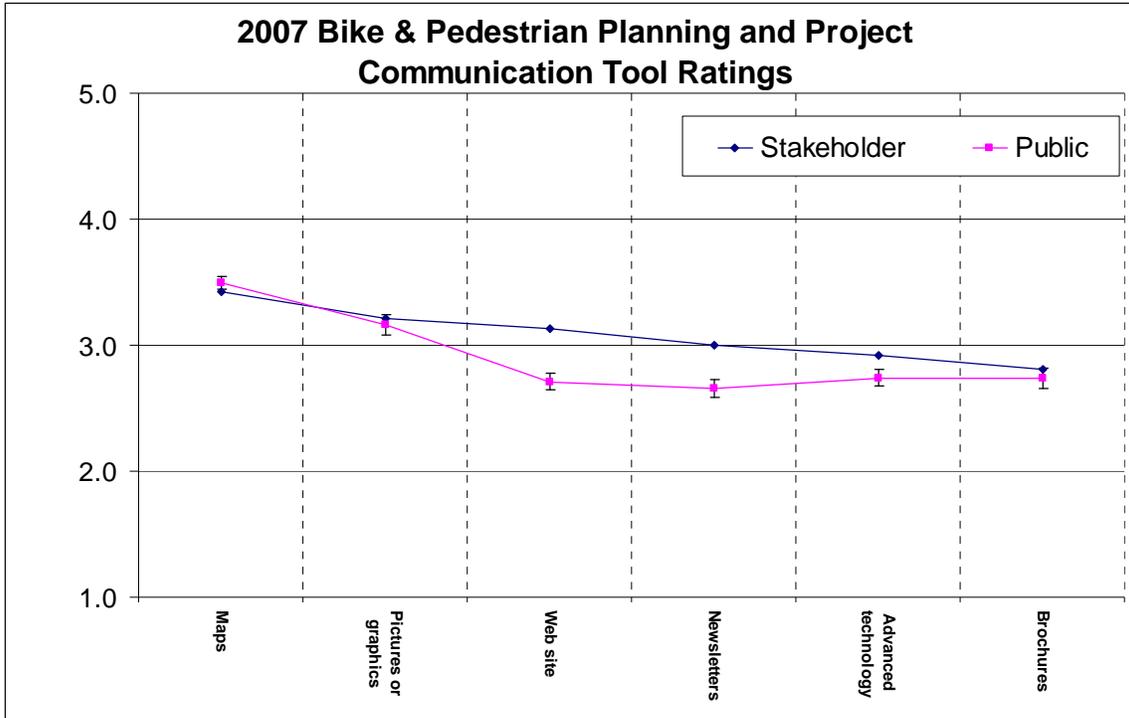


*Figure 16*  
5 = Extremely Useful

### Planning and Project Communication Tool Ratings

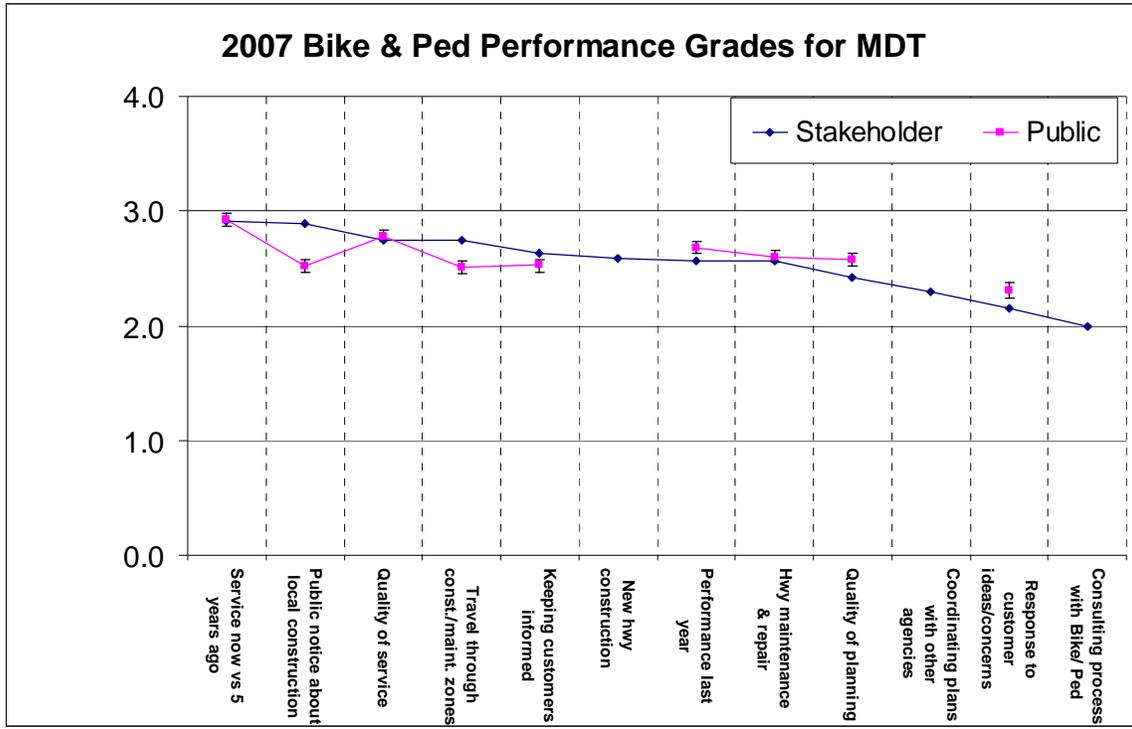
MDT also asked bicycle and pedestrian stakeholders to rate planning and project-specific communication tools (see Figure 17 below). Bicycle and pedestrian stakeholders rated three of six tools studied just over somewhat helpful. Stakeholders gave their highest ratings to maps and pictures or graphics.

The public rated three of the items studied lower than did bicycle and pedestrian stakeholders: the MDT Web site, newsletters, and using advanced technology.



*Figure 17*  
*5 = Extremely helpful*

**MDT Customer Service and Performance Grades**



*Figure 18*  
4 = A

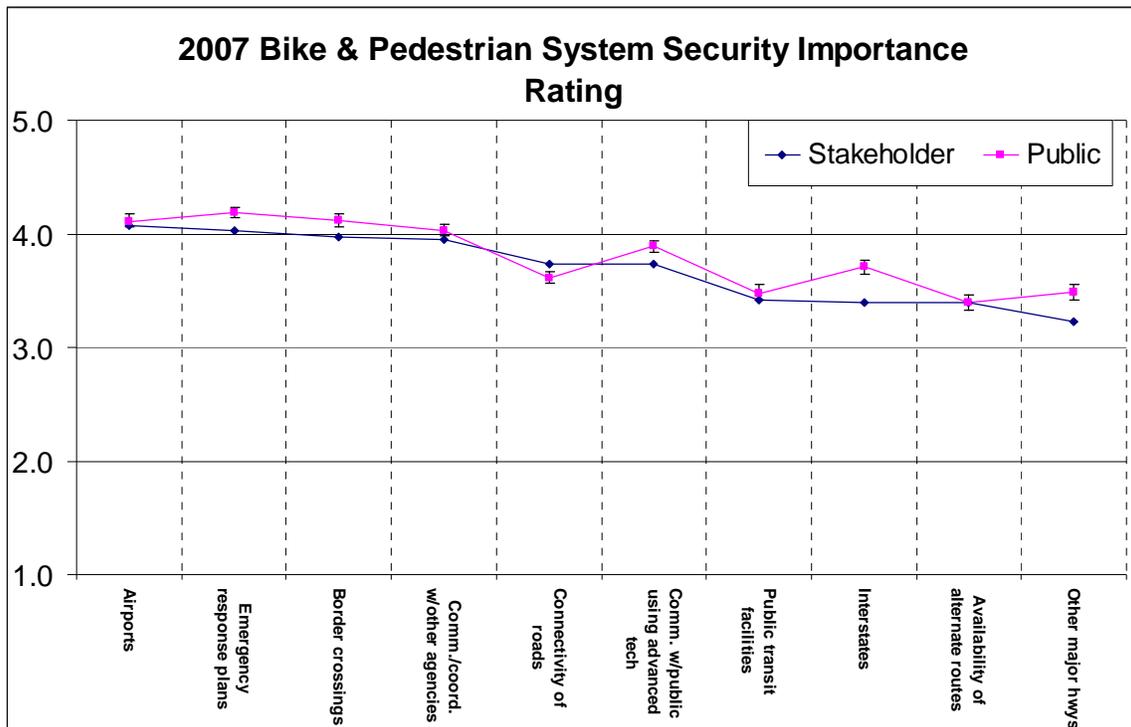
Bicycle and pedestrian group grades ranged from B- to C (see Figure 18). These closely paralleled the public's. In only one instance did the difference between groups have practical significance. The public gave MDT a lower grade for public notification about local construction than did the bicycle and pedestrian group (“new highway construction,” “coordinate plans with other agencies,” and “consulting processes with bike/ped” were not given as options in the public survey.)

### Security for System Components

Bicycle and pedestrian group respondents were asked to rate the security importance of various transportation system components. Each component was rated on a scale from 1–5 where 1 is not at all important and 5 is extremely important.

Bicycle and pedestrian group stakeholders gave importance ratings that fell between extremely important and somewhat important. Stakeholders rated airports, communication/coordination with other agencies, border crossings, and emergency response plans most important. The 2007 stakeholders rated availability of alternate routes and other major highways lowest in importance.

Stakeholders’ ratings for importance paralleled those given by the public very closely. There is little practical meaning in the small statistical differences between the stakeholders’ ratings and the public’s, though bicycle and pedestrian group stakeholders rated highway and road security lower than did the public.



**Figure 19**  
*5 = Extremely Important*

## ECONOMIC DEVELOPMENT STAKEHOLDER GROUP

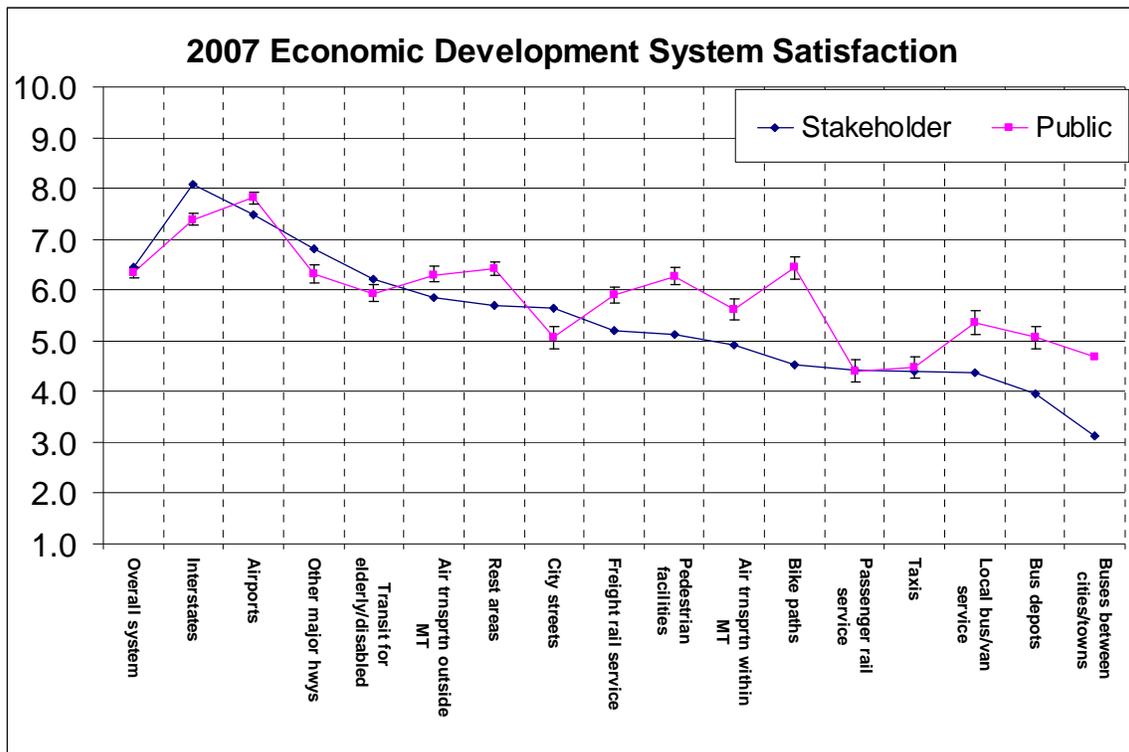
This group is represented by various economic development interests from across Montana. Stakeholders include representatives from:

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

In 2007, 89 completed interviews were collected from members of the economic development group, compared to 40 responses that were collected in 2005.

### Transportation System Satisfaction

Economic development group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.45 on a 1 to 10 scale. This is almost identical to the public's mean rating of 6.34 (see Figure 20 below). The 2007 rating is essentially identical to the 2005 rating (6.36).



*Figure 20*  
*10 = High*

When asked about specific components of the transportation system, economic development group members expressed satisfaction with 9 of 16 system components.

They were most satisfied with interstate highways, airports, and major highways other than the interstates. Economic development group members expressed dissatisfaction with air transportation within Montana, bike pathways, local transit systems, taxis, passenger rail service, bus depots, and intercity bus service. This group expressed less satisfaction than did the public with 10 specific system components.

### Actions to Improve the Transportation System

The three highest priorities for improving components of the transportation system for economic development group members were maintaining pavement condition, keeping current with new transportation technology, and promoting scheduled airline service (see Figure 21 below). Two items were rated as less than a medium priority: improving bus depots and reducing the number of single-occupant vehicles. Economic development group members rated 16 of 17 possible actions to improve the transportation system higher than did the public. This group rated a single item at least one full scale point higher in priority than did the public: promoting scheduled airline service.

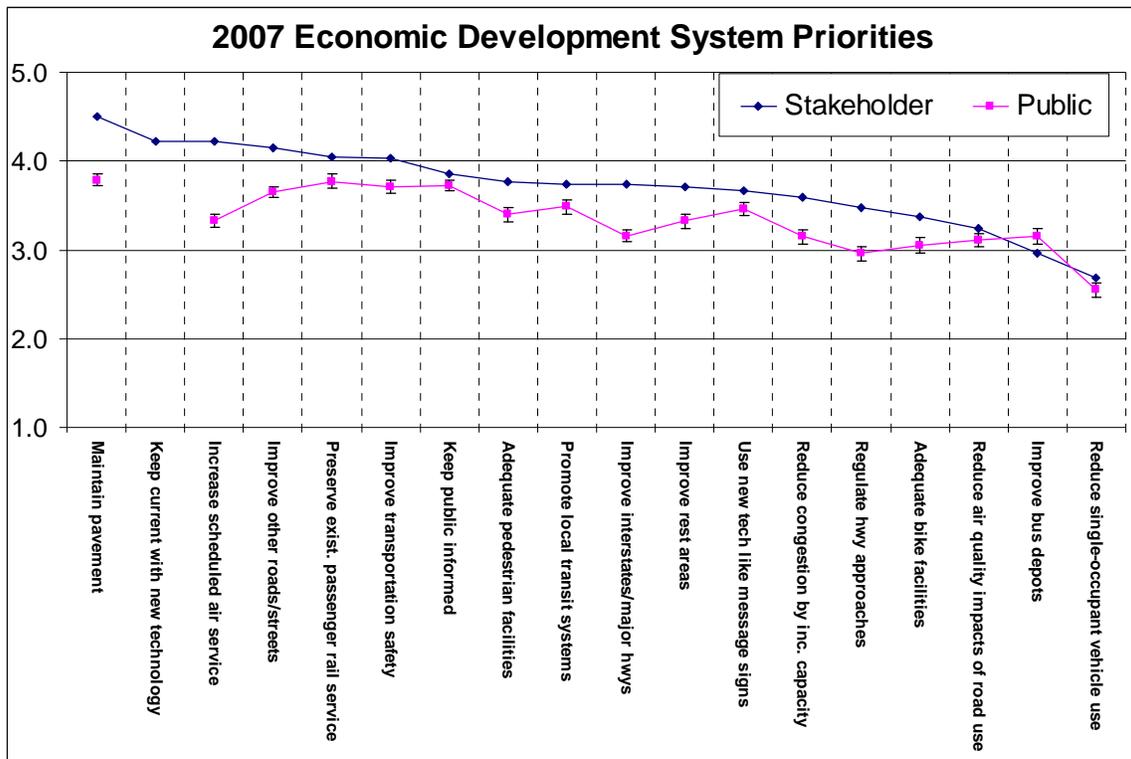


Figure 21  
5 = Very High

### Actions to Improve Roadways

The highest priority roadway improvement for the economic development group was widening road shoulders for motorists followed closely by wider roadways, which were both rated a somewhat high priority (see Figure 22). The remaining six items were rated somewhat high or medium priority. Two items received a priority score lower than that delivered by the public: more guardrails and more lighting of roadways.

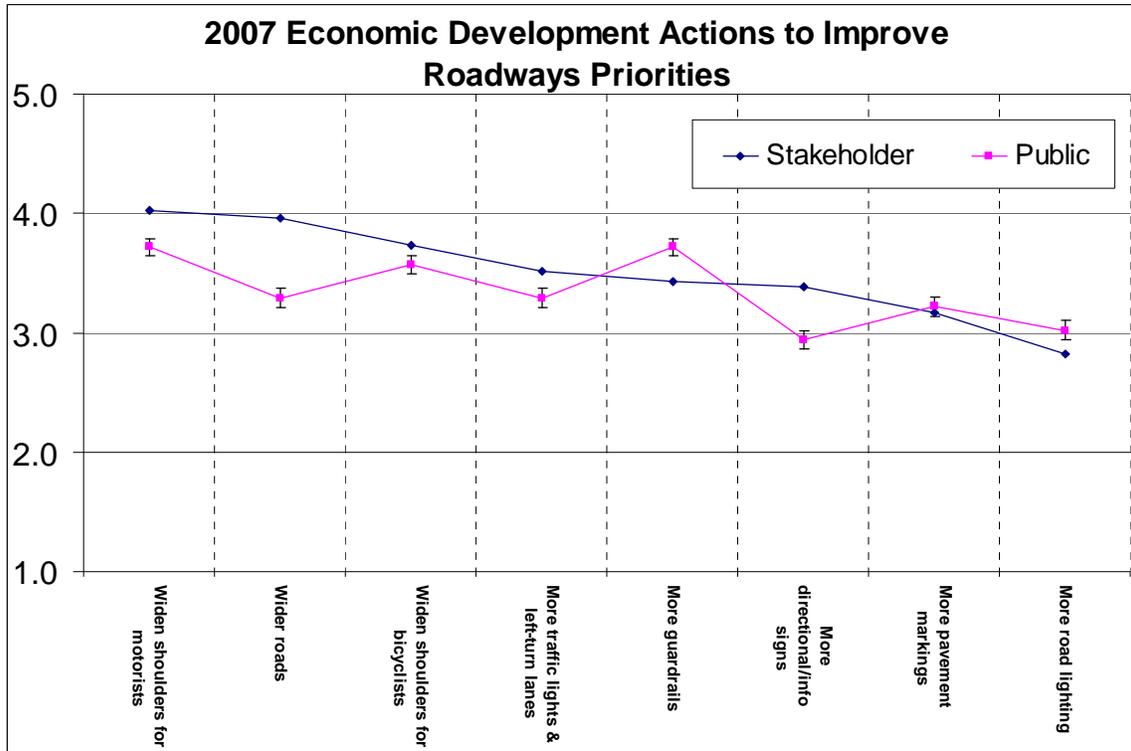
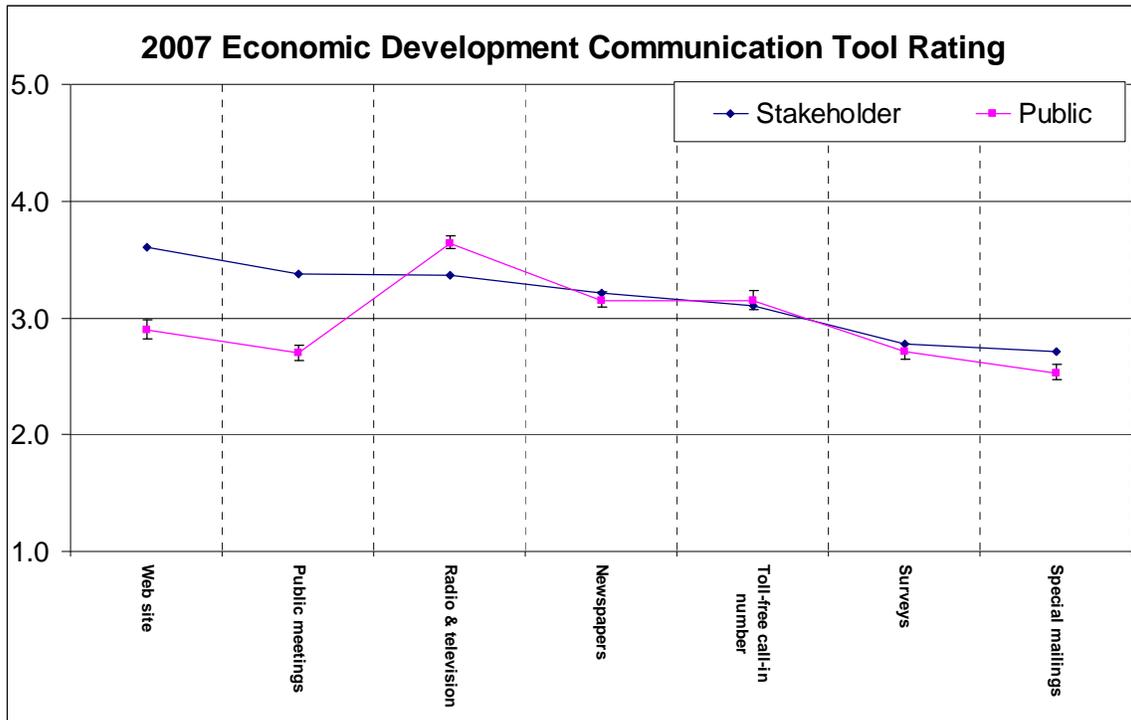


Figure 22  
5 = Very High

### General Communication Tool Ratings

In 2007, economic development stakeholders rated four tools between somewhat useful and very useful: Web site, public meetings, radio and television, and newspapers. They also rated special mailings and surveys as slightly less than somewhat useful.

Economic development stakeholders rated the MDT Web site and public meetings just higher than somewhat useful, while the public rated the items just lower than somewhat useful. The public found radio and television more useful than did economic development stakeholders.

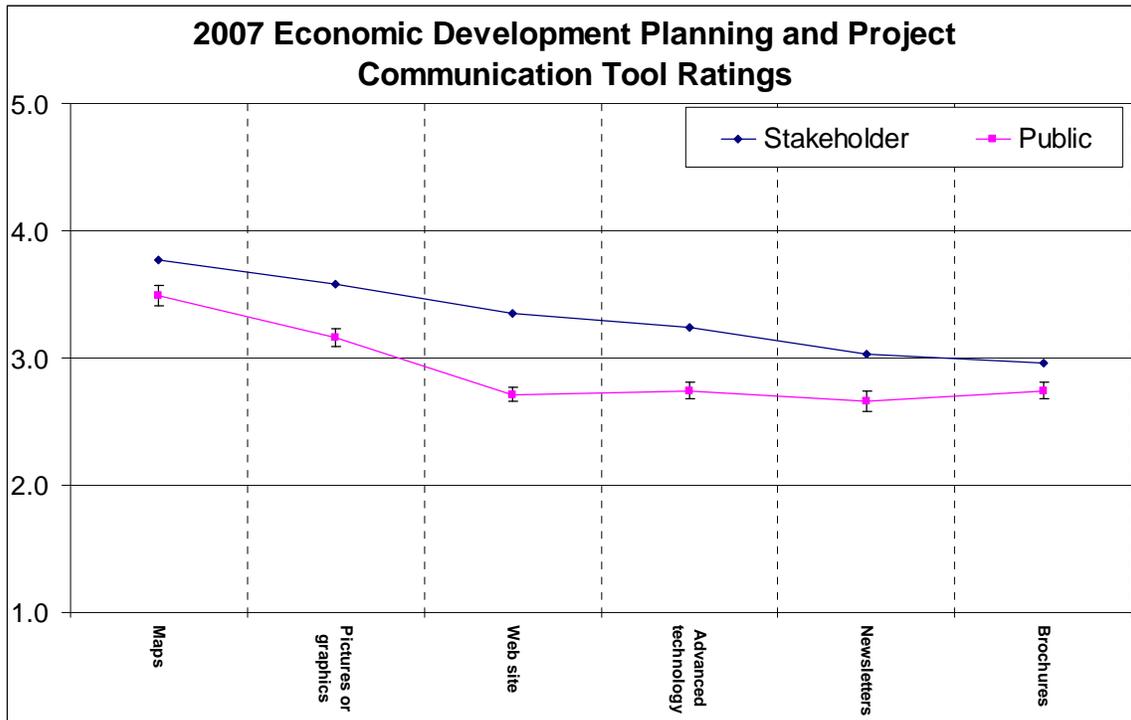


*Figure 23*  
5 = Extremely Useful

### Planning and Project Communication Tool Ratings

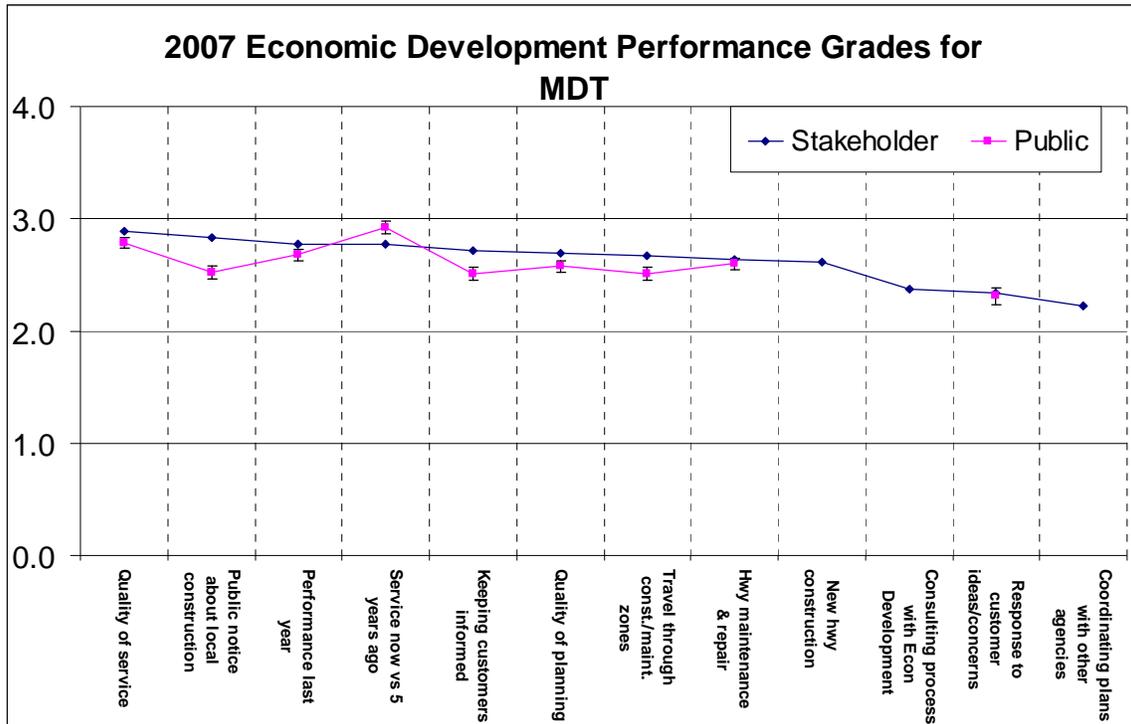
MDT also asked economic development stakeholders to rate planning and project-specific communication tools (see Figure 23a below). Economic development stakeholders rated four of six tools studied just over somewhat helpful. Stakeholders gave their highest ratings to maps and pictures or graphics.

The public rated each item studied lower than did economic development stakeholders. The public rated the MDT Web site, newsletters, and using advanced technology significantly lower than did economic development stakeholders.



*Figure 23a*  
 5 = Extremely Helpful

**MDT Customer Service and Performance Grades**



*Figure 24*  
4 = A

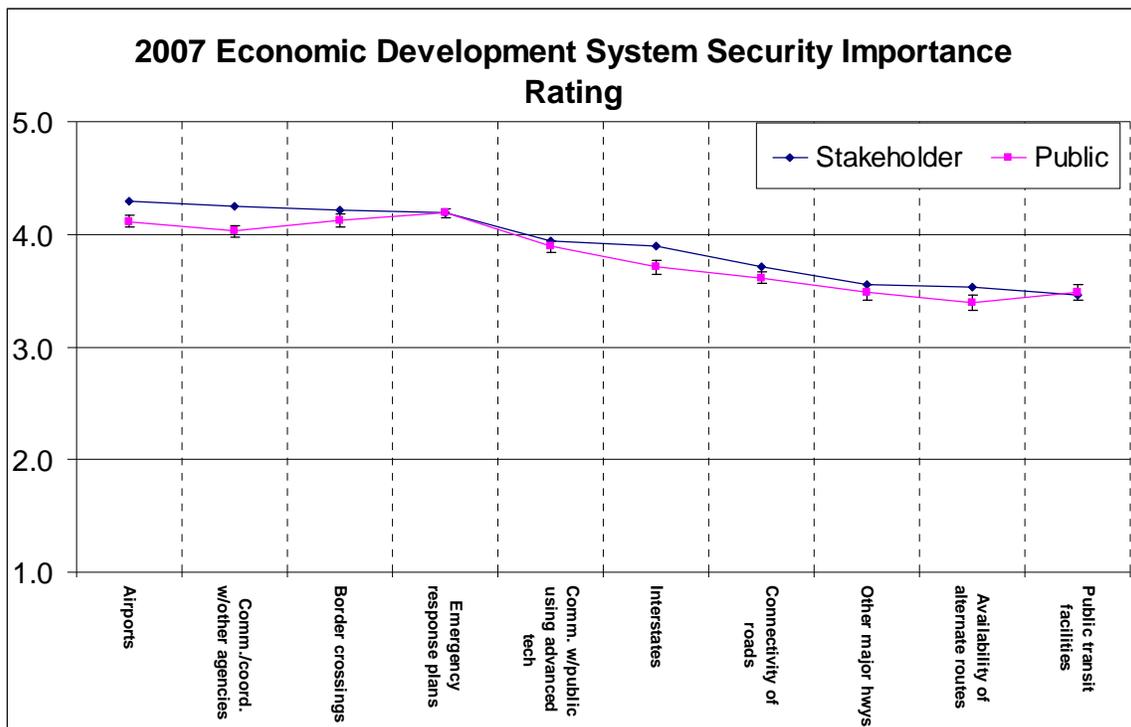
Economic development group grades ranged from B- to C (see Figure 24). These closely paralleled the public's. In only one instance did the difference between groups have practical significance: The public gave MDT a lower grade for public notification about local construction than did the economic development group.

### Security for System Components

Economic development group respondents were asked to rate the security importance of various transportation system components. Each component was rated on a scale from 1–5 where 1 is not at all important and 5 is extremely important.

Economic development stakeholders gave importance ratings that fell between extremely important and somewhat important. Stakeholders rated airports, communication/ coordination with other agencies, border crossings, and emergency response plans most important. The 2007 stakeholders rated availability of alternate routes and public transit facilities like bus terminals lowest in importance.

Stakeholders’ ratings for importance paralleled those given by the public very closely. There is little practical meaning in the small statistical differences between the stakeholders’ ratings and the publics’.



*Figure 25*  
*5 = Extremely Important*

## ENVIRONMENTAL STAKEHOLDER GROUP

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

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

In 2007, 21 completed interviews were collected from members of the environmental group, compared to 18 responses that were collected in 2005.

### Transportation System Satisfaction

Environmental group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 5.76 on a 1 to 10 scale. This is significantly lower than the public's mean rating of 6.34 (see Figure 26 below). The 2007 rating is lower than the 2005 rating (6.28).

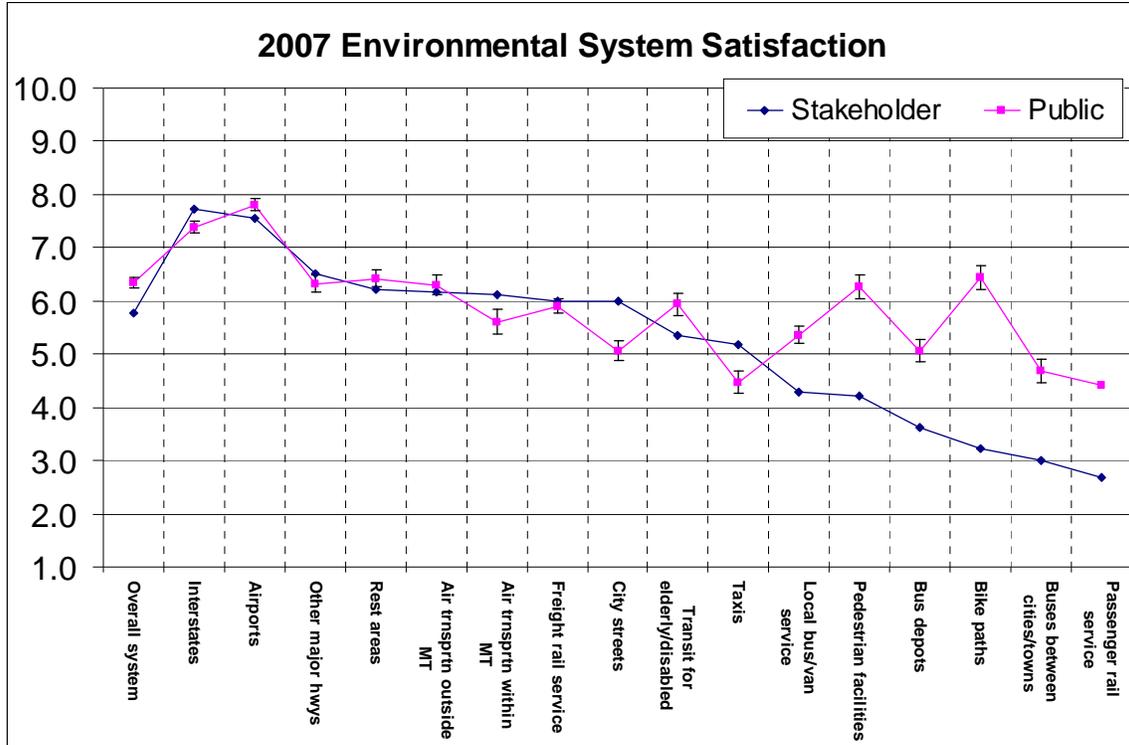


Figure 26  
10 = High

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

### Actions to Improve the Transportation System

The highest priority for improving components of the transportation system among environmental group members was reducing the air quality impacts of roadway use (see Figure 27 below). This item and four others were rated as a very high priority. Two items were rated as less than a medium priority: improving interstates and reducing traffic congestion by increasing system capacity. Environmental group members rated 11 of 17 possible actions to improve the transportation system a higher priority than did the public. This group rated six items at least one full scale point higher in priority relative to the public: reducing the air quality impacts of roadway use, ensuring adequate bicycle facilities, promoting local transit systems, ensuring adequate pedestrian facilities, reducing the number of single-occupant vehicles, and regulating the number of highway approaches.

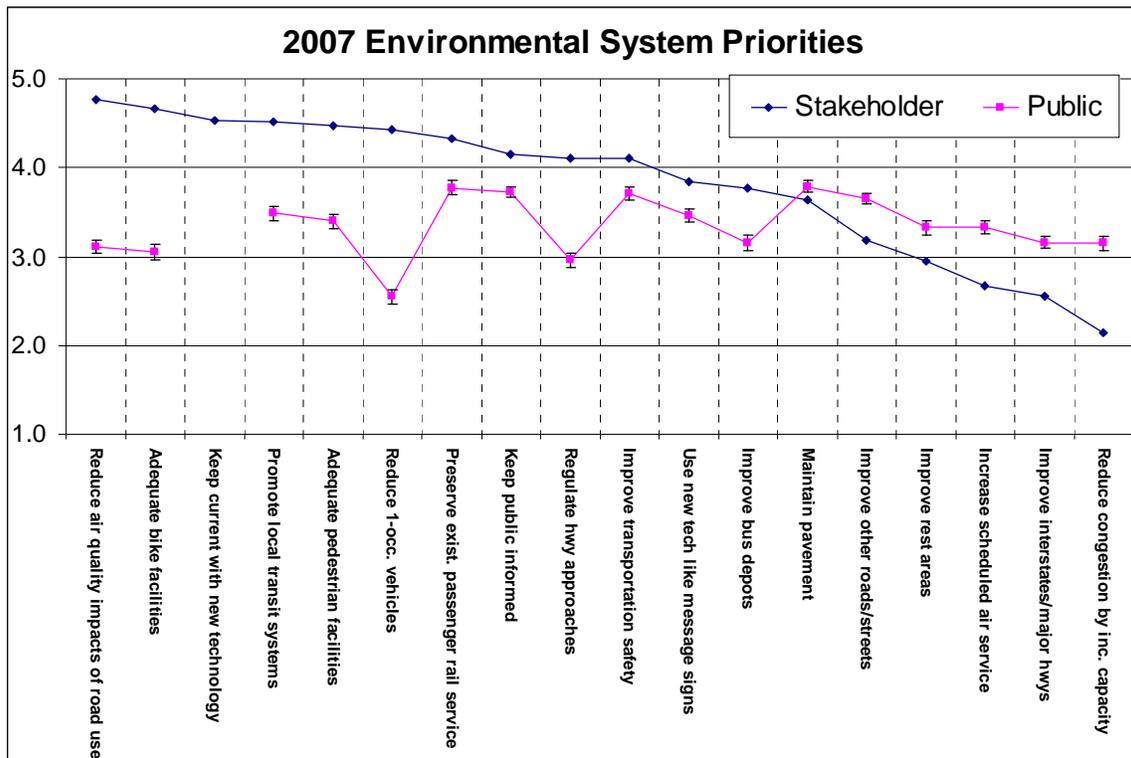


Figure 27  
5 = Very High

### Actions to Improve Roadways

The highest priority roadway improvement for the environmental group was increasing shoulder widths for bicycles, which was rated a very high priority (see Figure 28). Only one additional item: increase shoulder widths for motorists, was rated above a medium priority. The remaining four items received a priority score lower than medium. The public rated seven of eight items examined as significantly higher priorities than did the environmental group.

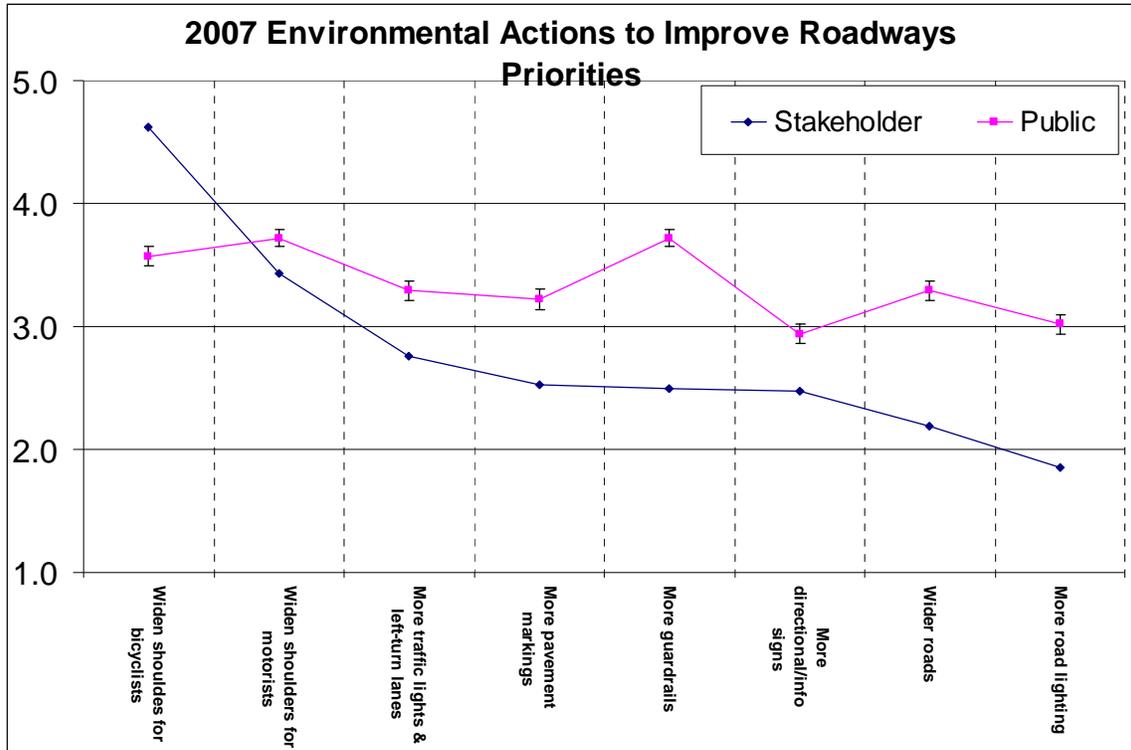
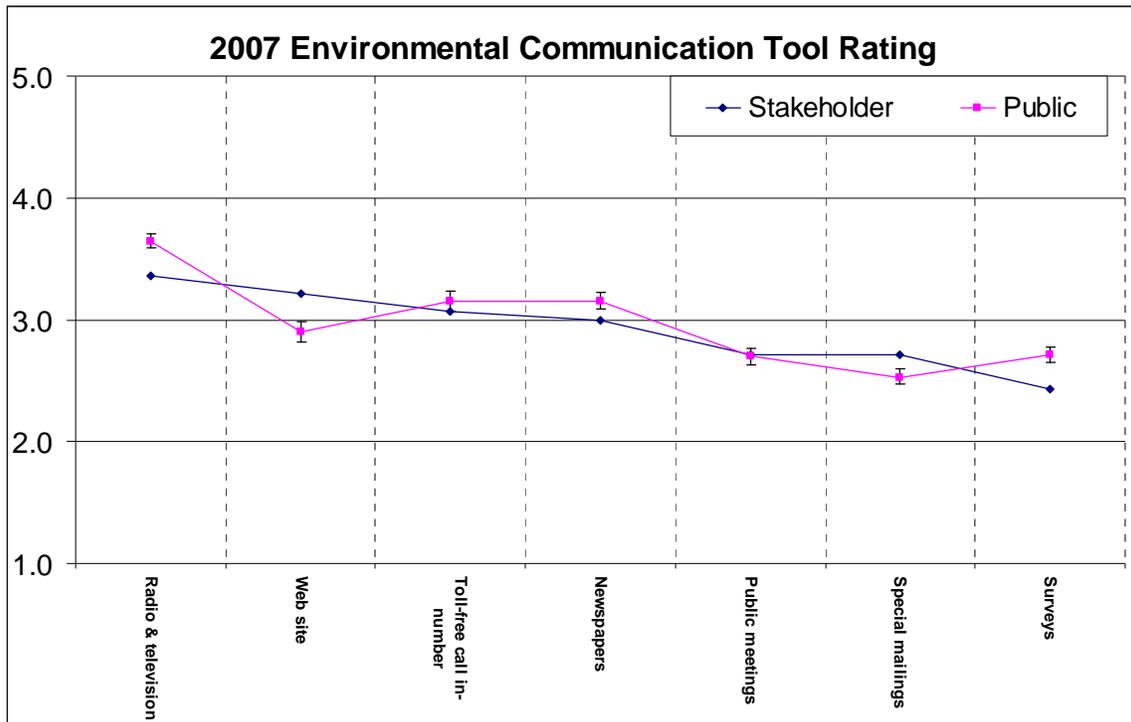


Figure 28  
5 = Very High

### General Communication Tool Ratings

In 2007, environmental stakeholders rated four tools just above somewhat useful: radio and television, the MDT Web site, newspapers, and a toll-free call in telephone number. They also rated public meetings, special mailings, and surveys as slightly less than somewhat useful.

Environmental stakeholders rated the MDT Web site just higher than somewhat useful, while the public rated the item just lower than somewhat useful. The public found television and radio, newspapers, and surveys more useful than did environmental stakeholders.

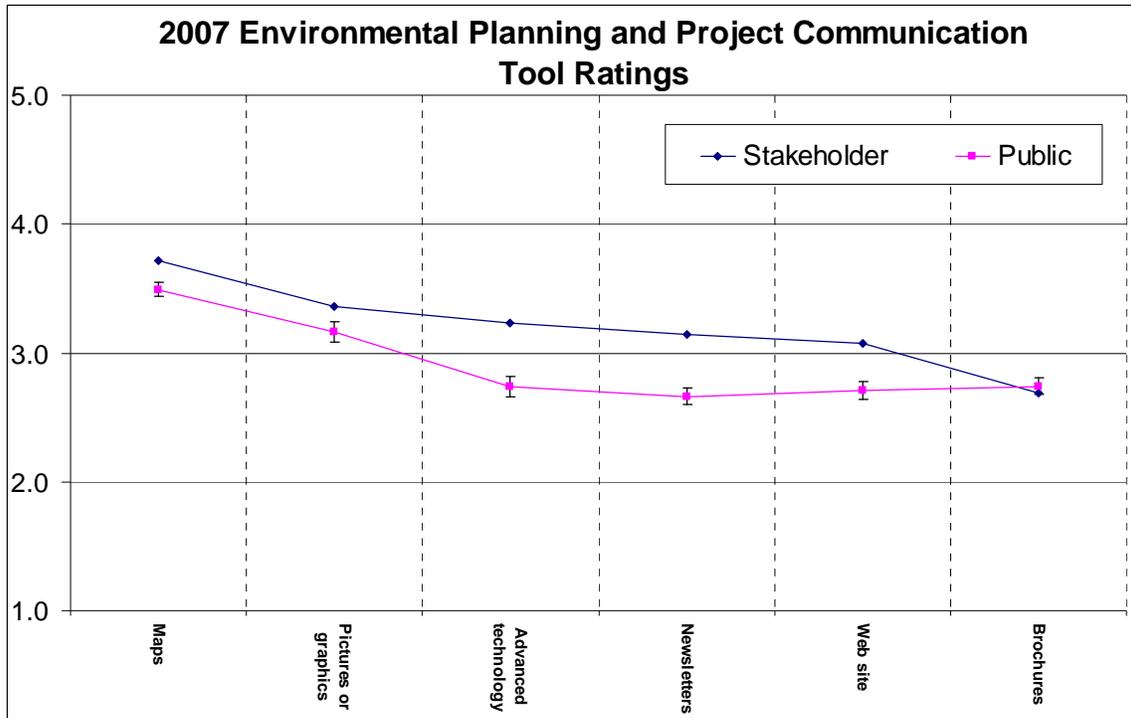


*Figure 29*  
5 = Extremely Useful

### Planning and Project Communication Tool Ratings

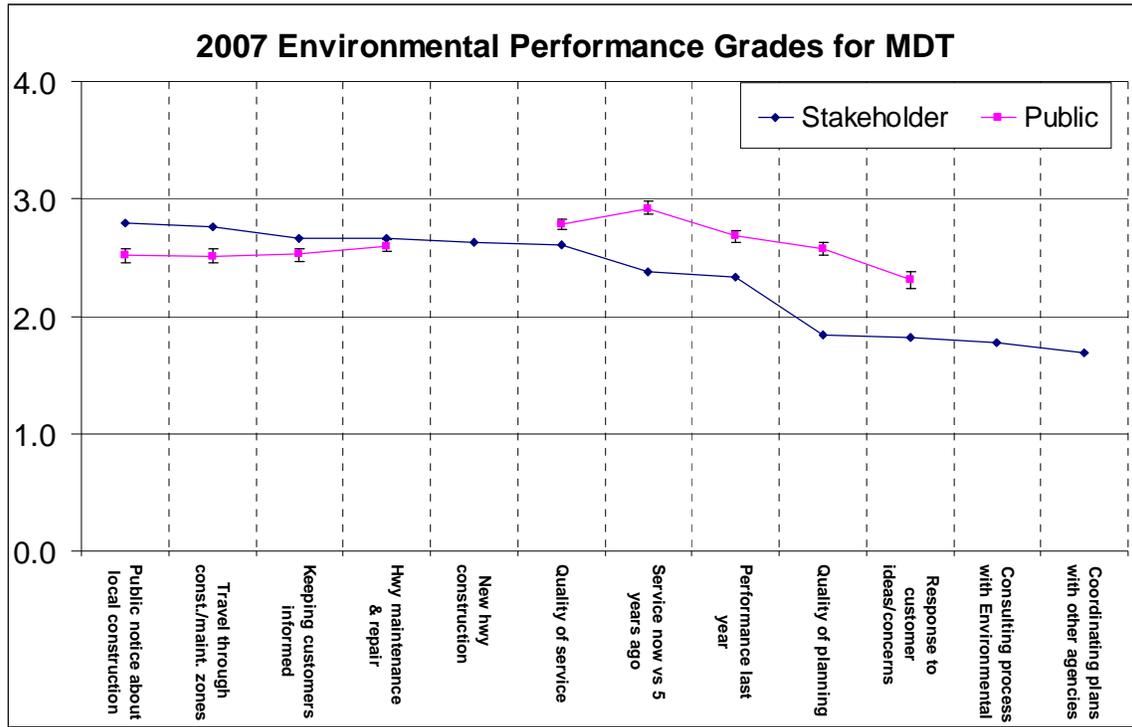
MDT also asked environmental stakeholders to rate planning and project-specific communication tools (see Figure 30 below). Environmental stakeholders rated five of six tools studied over somewhat helpful. Environmental stakeholders gave their highest ratings to maps and pictures or graphics.

The public rated all but one of the items studied, brochures, lower than did environmental stakeholders.



*Figure 30*  
5 = Extremely Helpful

**MDT Customer Service and Performance Grades**



*Figure 31*  
4 = A

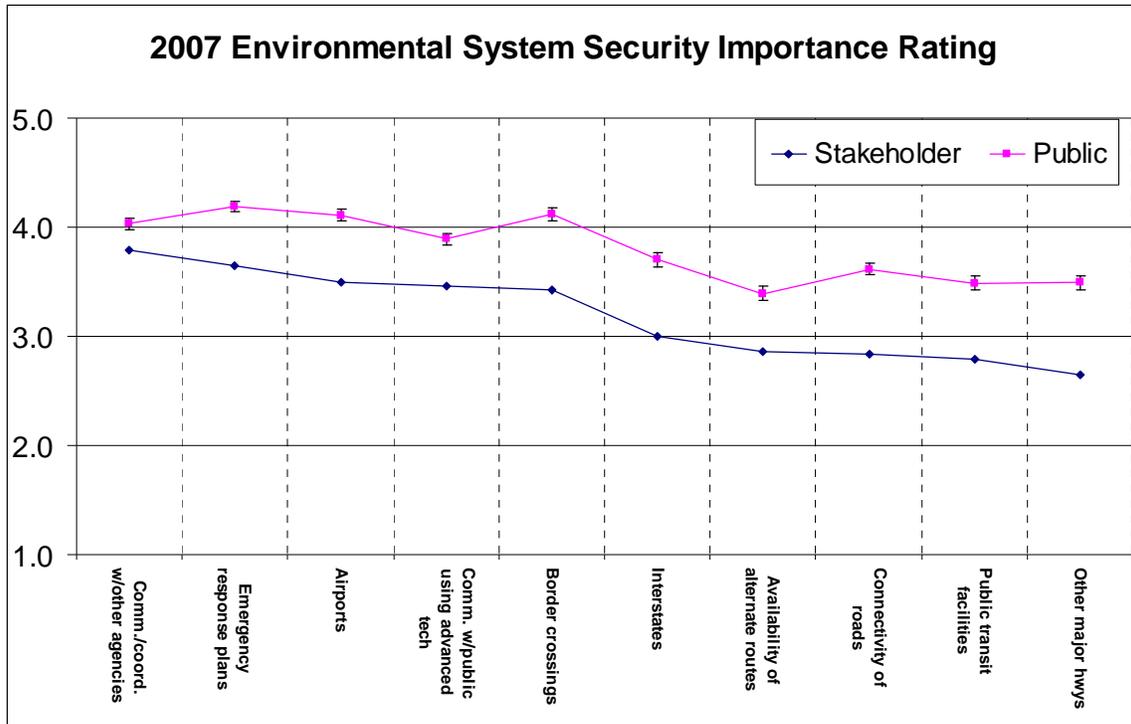
Environmental group grades ranged from B- to C- (see Figure 31). The public gave MDT significantly higher grades than did the environmental group for quality of service, service now compared to five years ago, performance in the last year, quality of planning, and responding to ideas and concerns.

### Security for System Components

Environmental group respondents were asked to rate the security importance of various transportation system components. Each component was rated on a scale from 1–5 where 1 is not at all important and 5 is extremely important.

Environmental group stakeholders gave importance ratings that fell between very important and not very important. Stakeholders rated airports, communication/coordination with other agencies, and emergency response plans most important. The 2007 environmental stakeholders rated other major highways and public transit facilities like bus terminals lowest in importance.

Stakeholders’ ratings for importance were significantly lower than those given by the public for each item examined.



*Figure 32*  
5 = Extremely Important

## INTERMODAL FREIGHT STAKEHOLDER GROUP

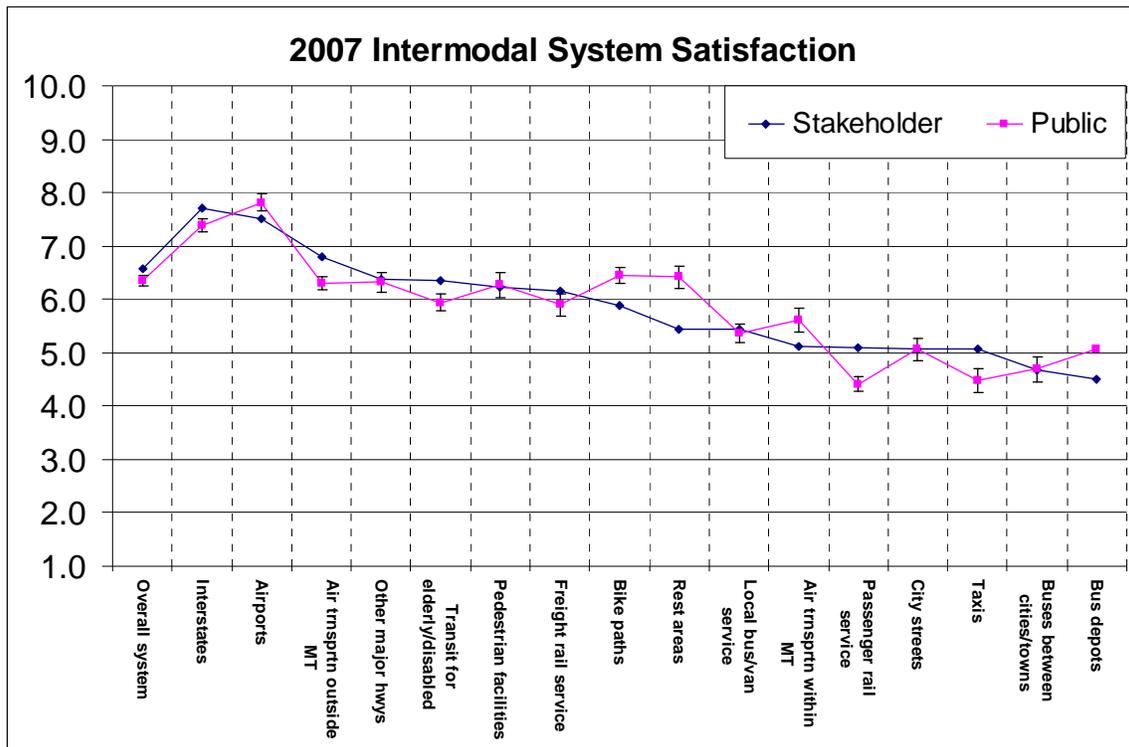
This group is represented by various intermodal and freight interests from across Montana. Stakeholders include representatives from:

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

In 2007, 78 completed interviews were collected from members of the environmental group compared to 55 responses that were collected in 2005.

### Transportation System Satisfaction

Intermodal group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.56 on a 1 to 10 scale. This is higher than the public's mean rating of 6.34 (see Figure 33 below). The 2007 rating is lower than the 2005 rating (6.85).



*Figure 33*  
10 = High

When asked about specific components of the transportation system, intermodal group members expressed satisfaction with 14 of 16 system components. They were most satisfied with airports and interstate highways. Intermodal group members expressed dissatisfaction with bus depots and intercity bus service. This group expressed less satisfaction than did the public with four specific system components.

### Actions to Improve the Transportation System

The highest priority for improving components of the transportation system among intermodal group members was maintaining pavement condition (see Figure 34 below). Four items were rated a very high priority. Three items were rated as less than a medium priority: improving bus depots, ensuring adequate bicycle facilities, and reducing the number of single-occupant vehicles. Intermodal group members rated 12 of 17 possible actions to improve the transportation system higher priority than did the public.

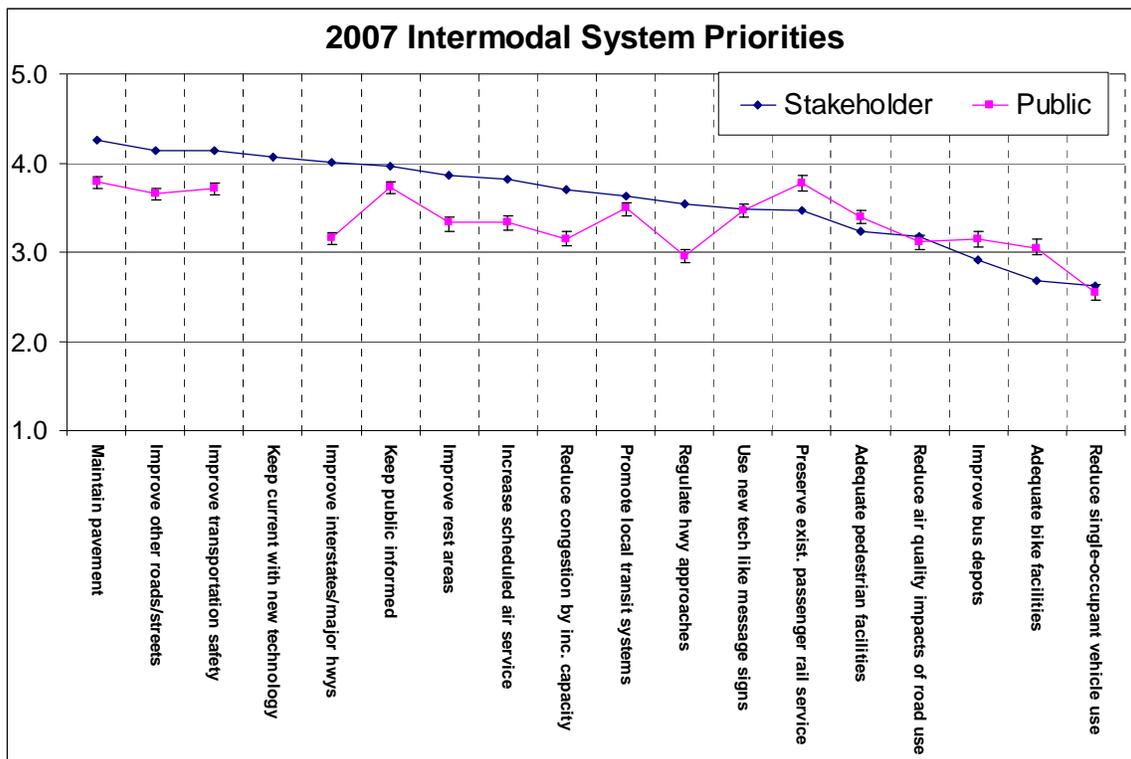


Figure 34  
5 = Very High

### Actions to Improve Roadways

The highest priorities for roadway improvement in the intermodal group were wider shoulders for motorists and wider roadways, which were rated a somewhat high priority (see Figure 35). The remaining six items were rated a medium priority, and three of these items received a priority score lower than that delivered by the public.

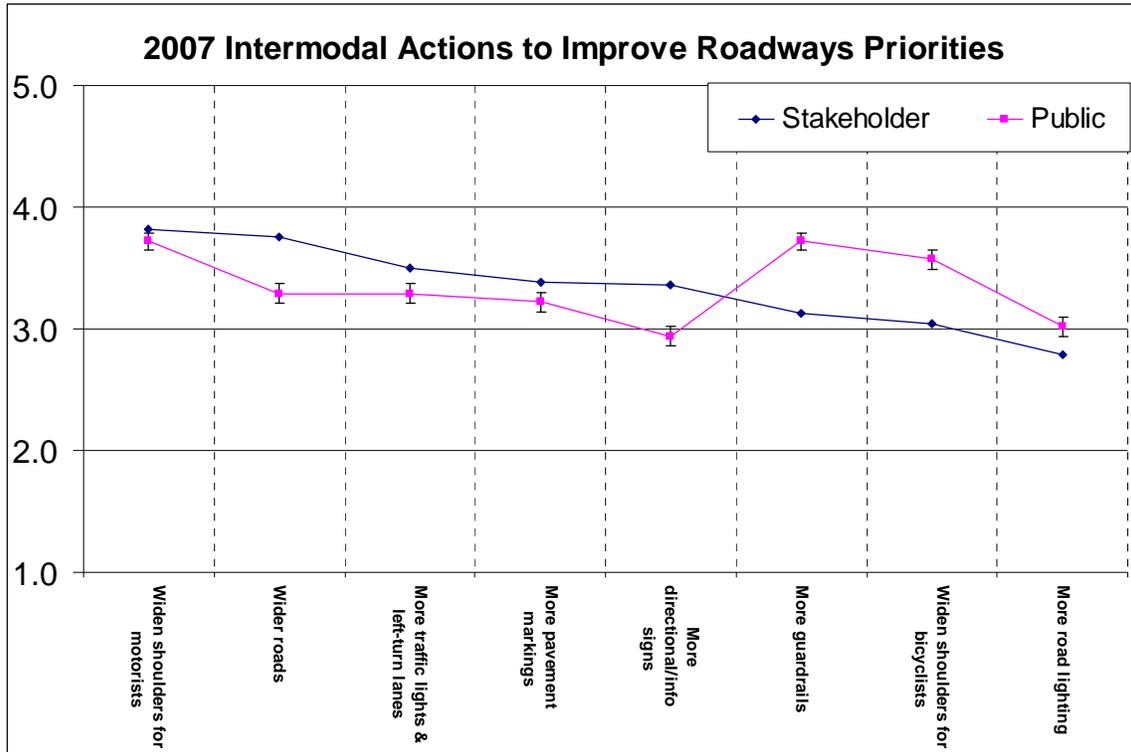
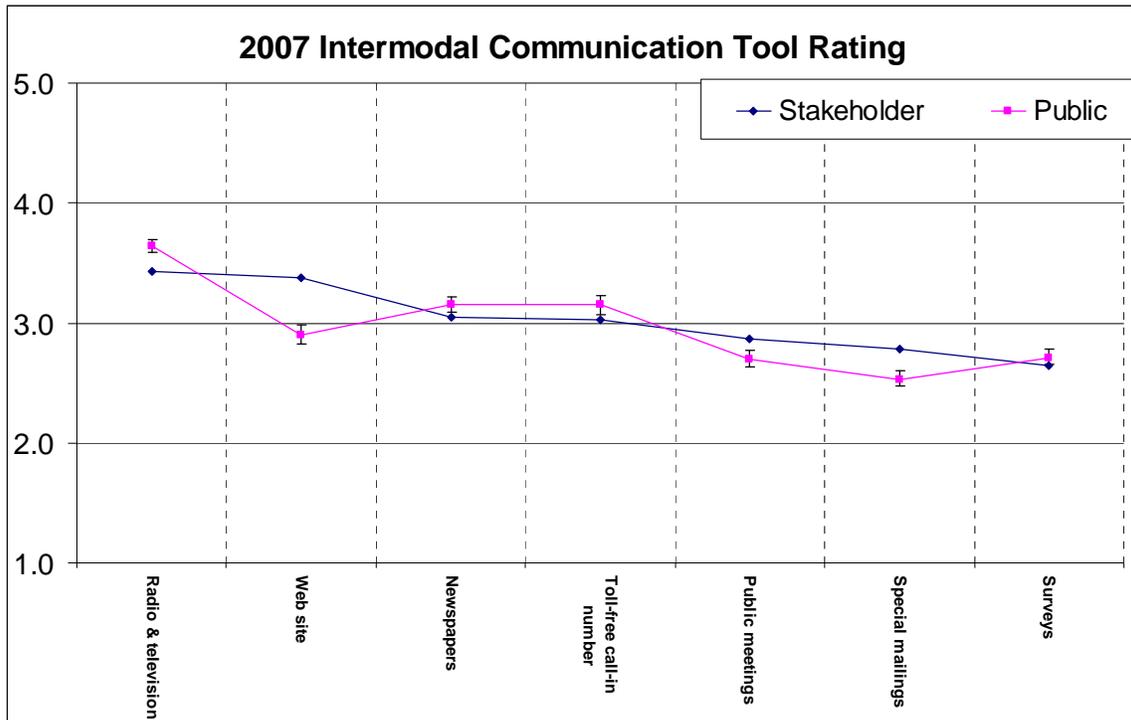


Figure 35  
5 = Very High

### General Communication Tool Ratings

The 2007 intermodal stakeholders rated four tools between somewhat useful and very useful: radio and television, the MDT Web site, newspapers, and a toll-free call in telephone number. They also rated public meetings, special mailings, and surveys as slightly less than somewhat useful.

Intermodal stakeholders rated the MDT Web site just higher than somewhat useful, while the public rated the item just lower than somewhat useful. The public found radio and television more useful than did intermodal stakeholders.

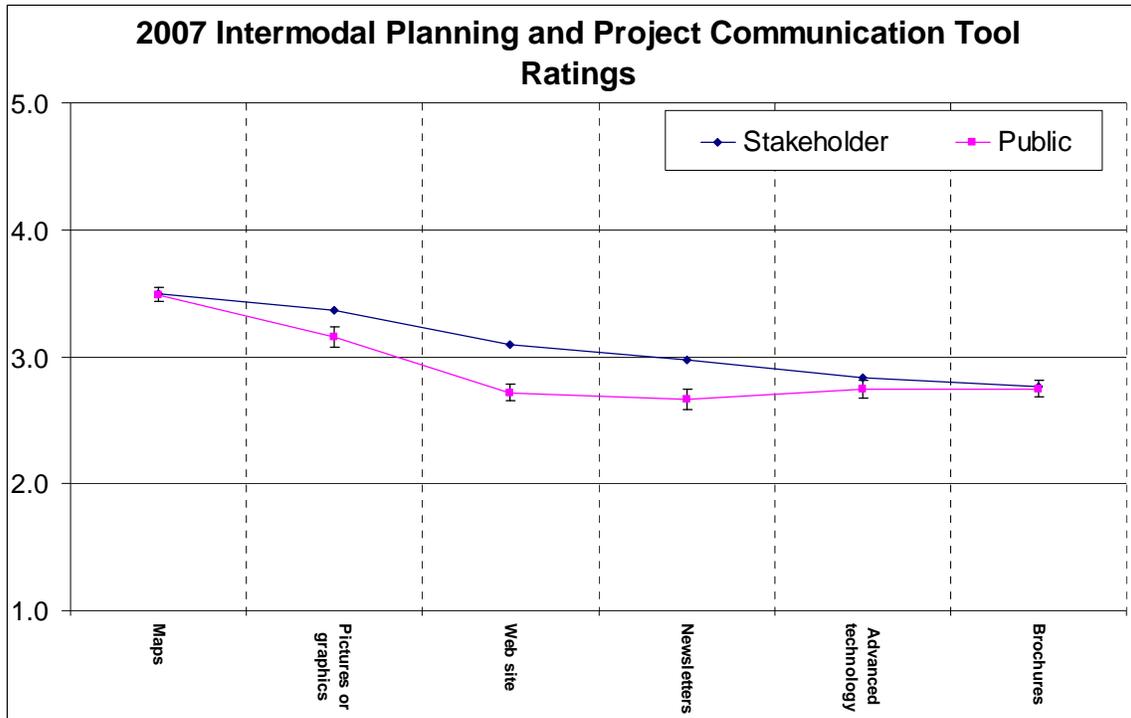


*Figure 36*  
*5 = Extremely Useful*

### Planning and Project Communication Tool Ratings

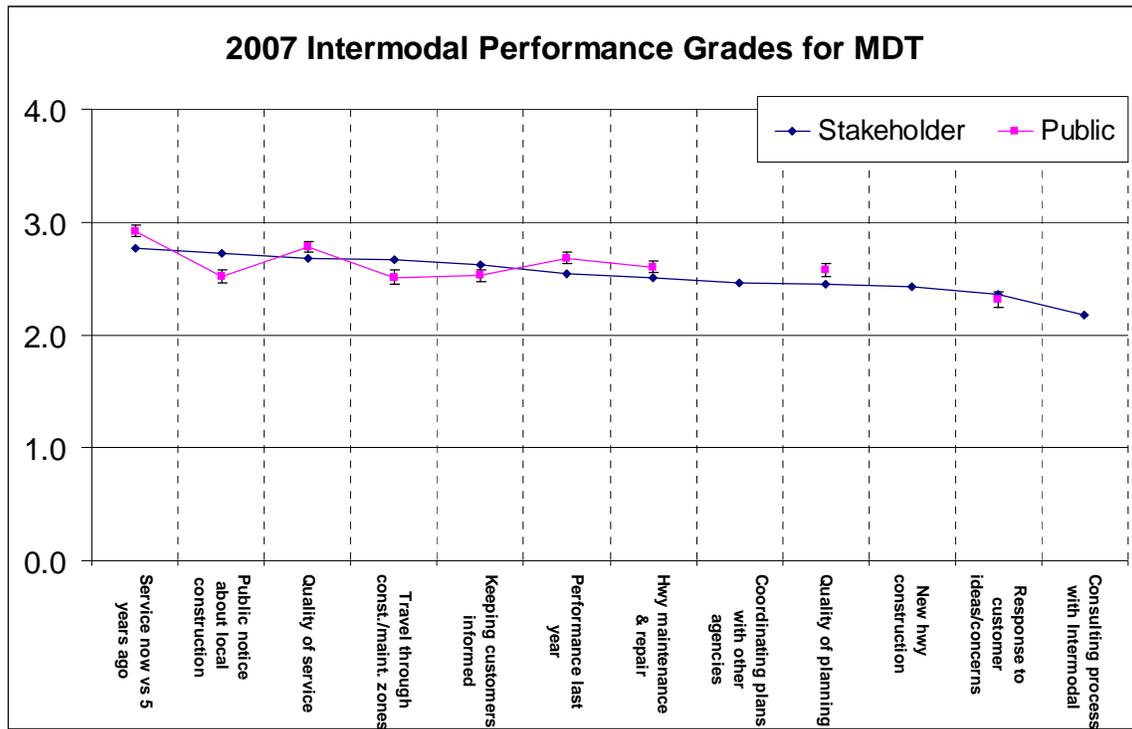
MDT also asked intermodal stakeholders to rate planning and project-specific communication tools (see Figure 37 below). Intermodal stakeholders rated three of six tools studied just over somewhat helpful. Intermodal stakeholders gave their highest ratings to maps and pictures or graphics.

The public rated three of the items studied lower than did intermodal stakeholders: the MDT Web site, newsletters, and pictures or graphics.



*Figure 37*  
5 = Extremely Helpful

**MDT Customer Service and Performance Grades**



*Figure 38*  
4 = A

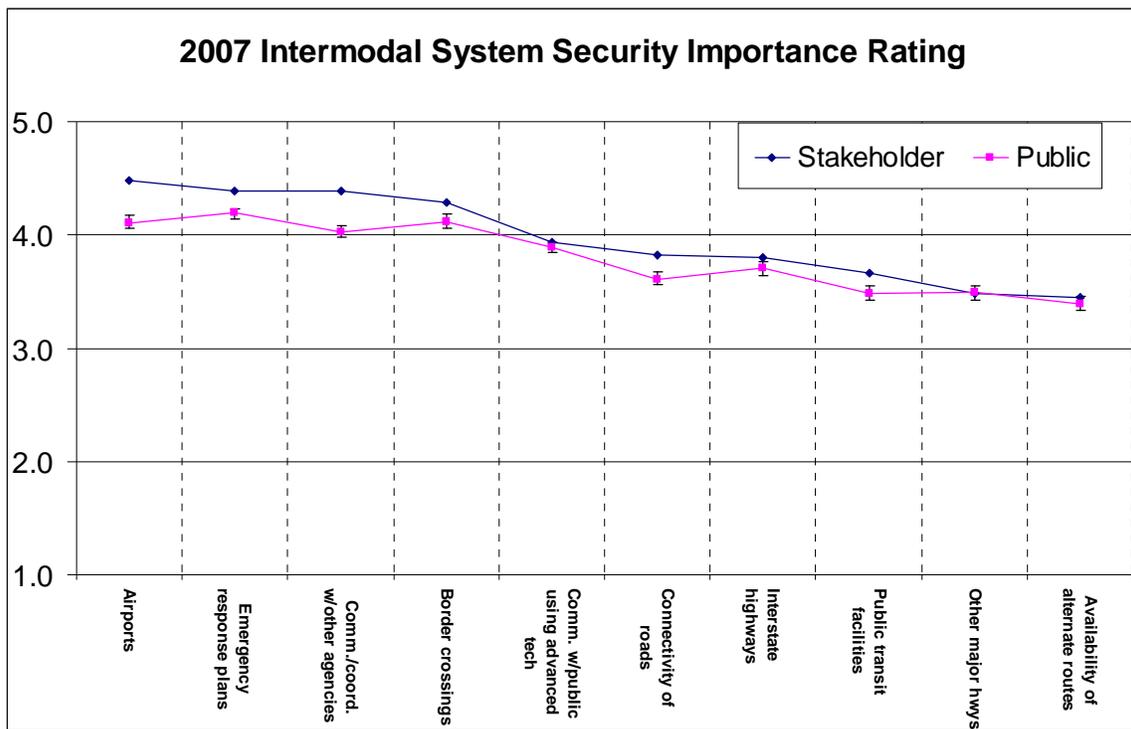
Intermodal group grades ranged from B- to C+ (see Figure 38). These closely paralleled the public's. In no instance did the difference between groups have practical significance.

### Security for System Components

Intermodal group respondents were asked to rate the security importance of various transportation system components. Each component was rated on a scale from 1–5 where 1 is not at all important and 5 is extremely important.

Intermodal group stakeholders gave importance ratings that fell between extremely important and somewhat important. Stakeholders rated airports, communication/coordination with other agencies, border crossings, and emergency response plans most important. The 2007 intermodal stakeholders rated availability of alternate routes and other major highways lowest in importance.

Stakeholders’ ratings for importance paralleled those given by the public very closely. There is little practical meaning in the small statistical differences between the stakeholders’ ratings and the public’s’.



*Figure 39*  
5 = Extremely Important

## CITIES AND TOWNS STAKEHOLDER GROUP

This group consists of mayors and chief executives from across Montana. In 2007, 105 completed interviews were collected from members of the cities and towns group compared to 109 responses that were collected in 2005.

### Transportation System Satisfaction

Cities and towns group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.53 on a 1 to 10 scale. This is higher than the public's mean rating of 6.34 (see Figure 40 below). The 2007 rating is essentially identical to the 2005 rating (6.50).

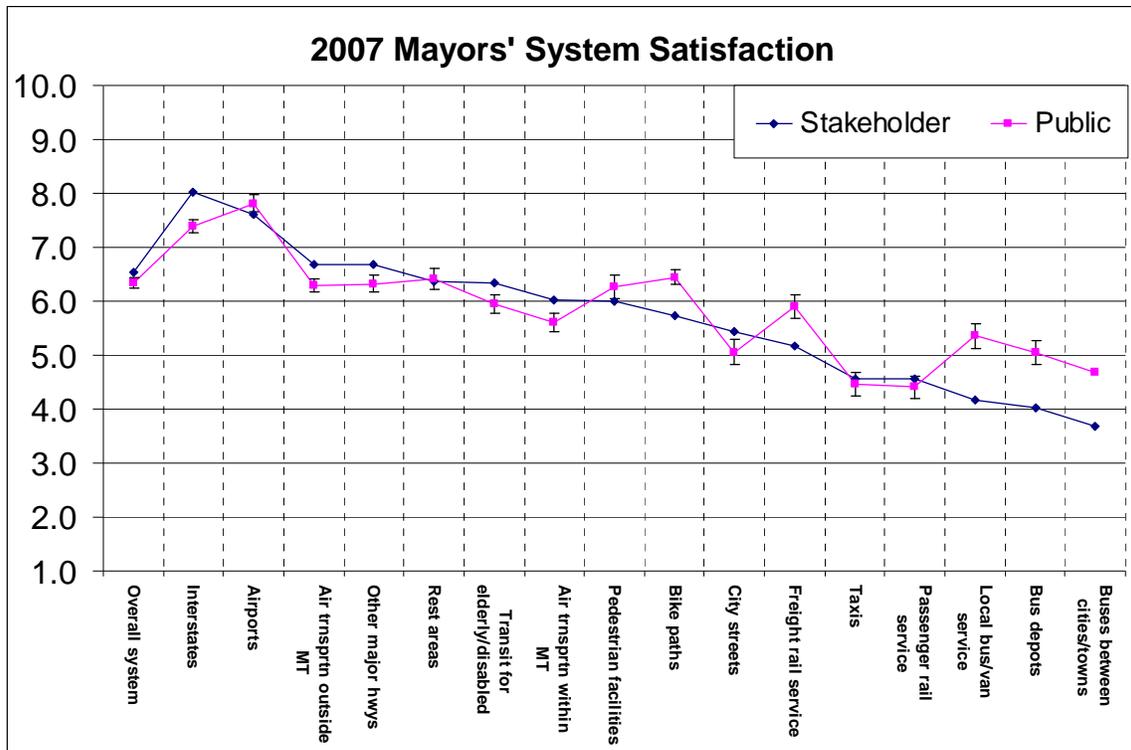


Figure 40  
10 = High

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

### Actions to Improve the Transportation System

The highest five priorities for improving components of the transportation system among cities and towns group members were maintaining pavement condition, preserving existing passenger rail service, improving transportation safety, keeping current with new technology, and improving other roads/streets (see Figure 41 below). These items were rated just over a very high priority. One item was rated as less than a medium priority: reducing the number of single-occupant vehicles. Cities and towns group members rated 14 of 17 possible actions to improve the transportation system a higher priority than did the public.

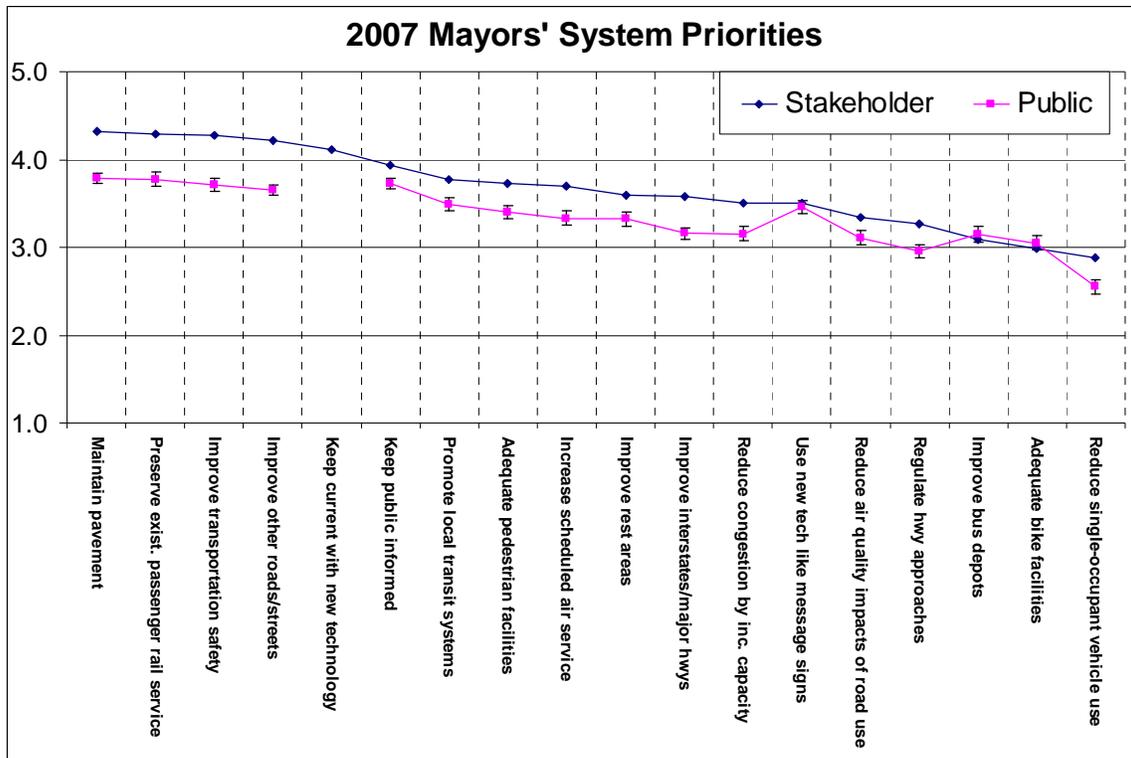


Figure 41  
5 = Very High

### Actions to Improve Roadways

The highest priority for roadway improvement among the cities and towns group was widening shoulders for motorists, which was rated a somewhat high priority (see Figure 42). The remaining seven items were rated between somewhat high and medium priority, and only one of these items received a priority score lower than that delivered by the public.

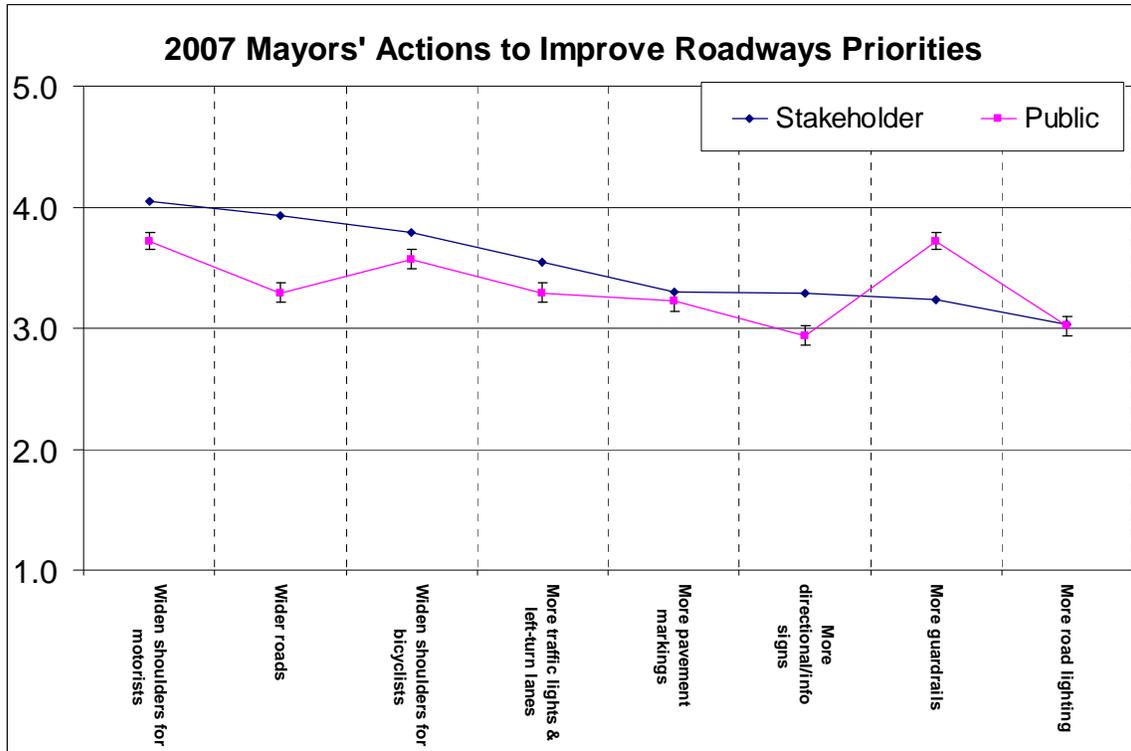


Figure 42  
5 = Very High

### General Communication Tool Ratings

In 2007, city and town stakeholders rated all seven tools examined between somewhat helpful and very helpful. Both stakeholders and the public gave radio and television their highest ratings. City and town stakeholders rated public meetings, newspapers, the MDT Web site, surveys, and special mailings higher than the public.

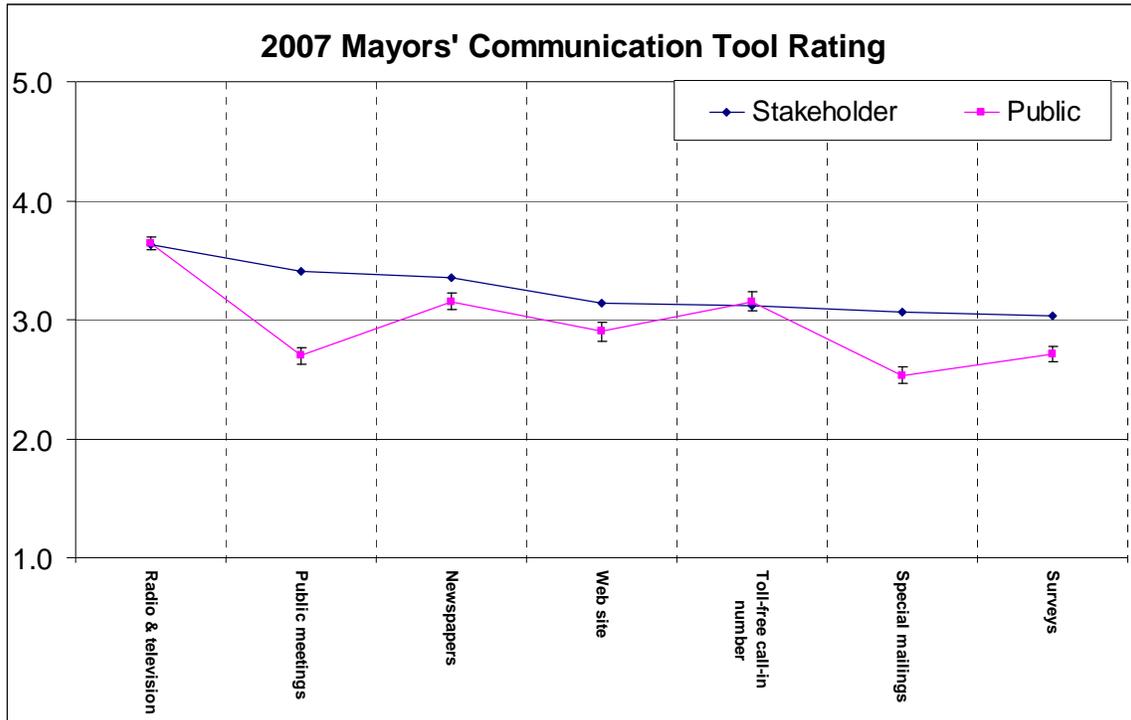
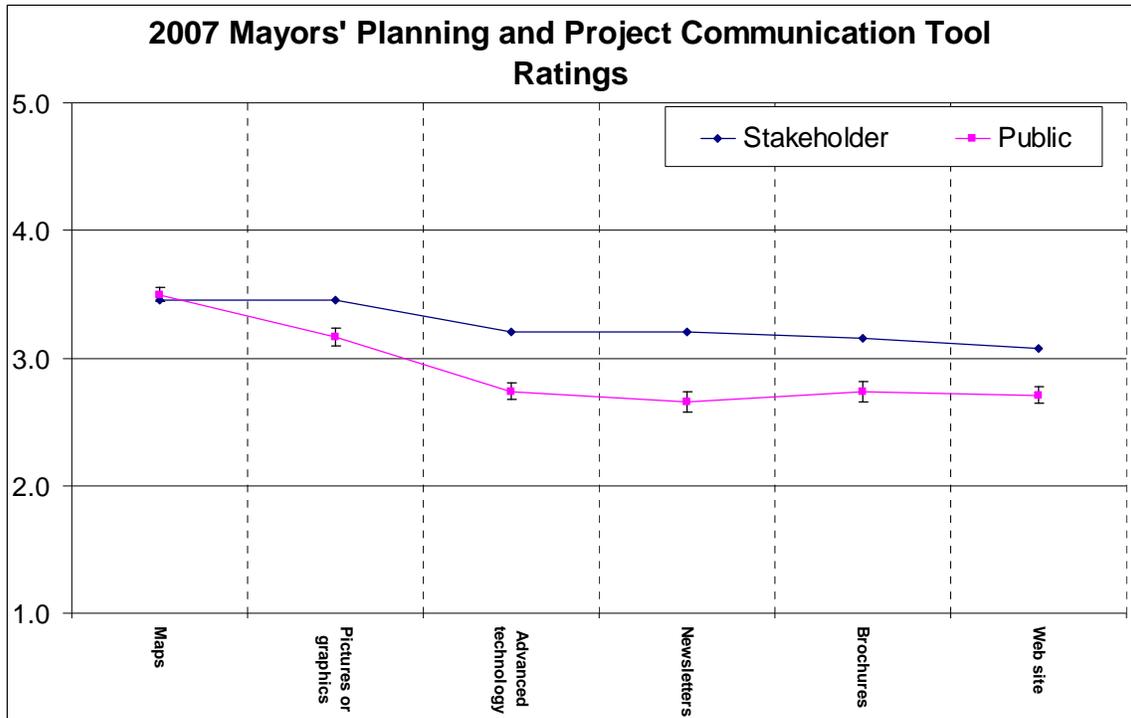


Figure 43  
5 = Extremely Helpful

### Planning and Project Communication Tool Ratings

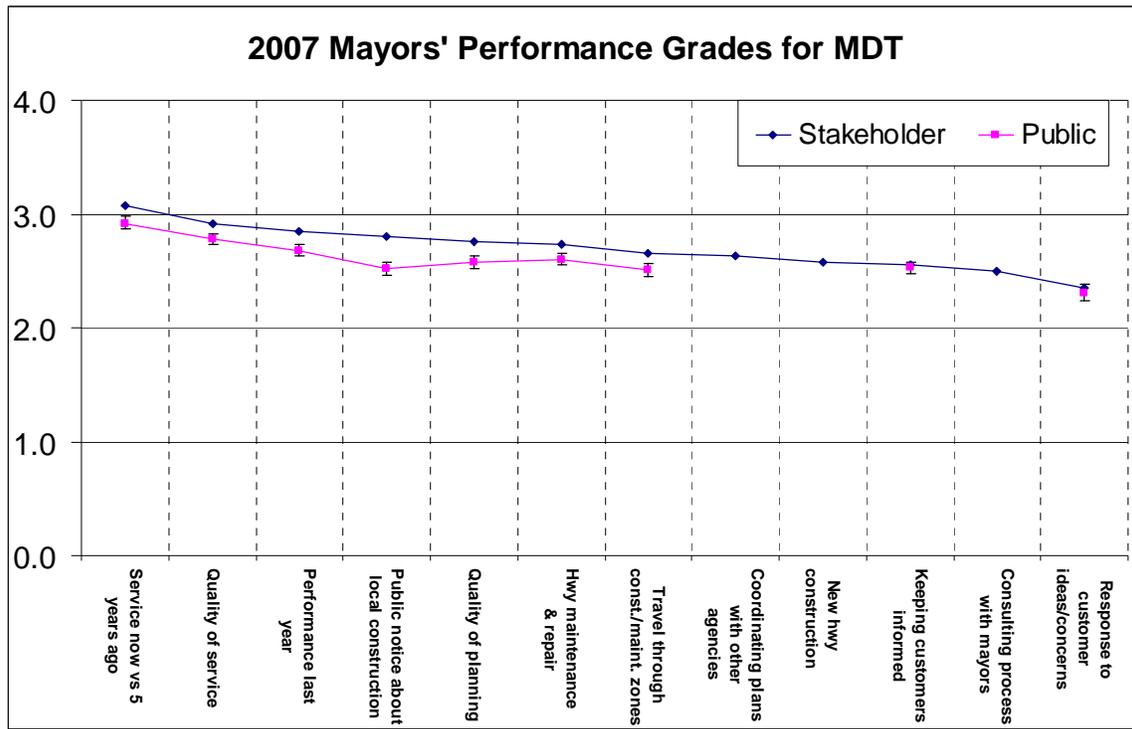
MDT also asked city and town stakeholders to rate planning and project-specific communication tools (see Figure 44 below). City and town stakeholders rated each of the six tools studied just over somewhat useful. Stakeholders gave their highest ratings to maps and pictures or graphics.

The public rated only two of the items studied higher than somewhat useful: maps and pictures or graphics.



*Figure 44*  
*5 = Extremely Useful*

**MDT Customer Service and Performance Grades**



*Figure 45*  
4 = A

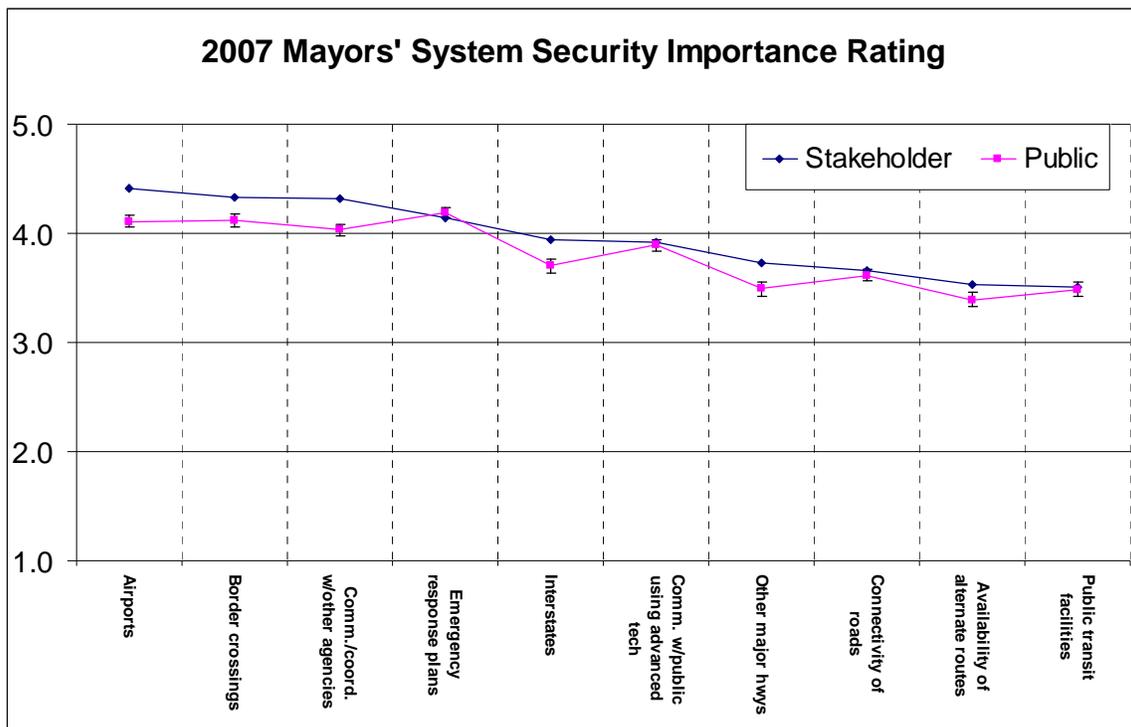
City and town group grades ranged from B to C+ (see Figure 45). These closely paralleled the publics'. In no instance did the difference between groups have practical significance.

### Security for System Components

City and town group respondents were asked to rate the security importance of various transportation system components. Each component was rated on a scale from 1–5 where 1 is not at all important and 5 is extremely important.

City and town group stakeholders gave importance ratings that fell between extremely important and somewhat important. Stakeholders rated airports, communication/coordination with other agencies, border crossings, and emergency response plans most important. The 2007 city and town stakeholders rated availability of alternate routes and public transit facilities like bus terminals lowest in importance.

Stakeholders’ ratings for importance paralleled those given by the public very closely. There is little practical meaning in the small statistical differences between the stakeholders’ ratings and the public’s’.



*Figure 46*  
5 = *Extremely Important*

## COUNTIES STAKEHOLDER GROUP

This group consists of county commission chairpersons from across Montana. In 2007, 55 completed interviews were collected from members of the counties group compared to 52 responses that were collected in 2005.

### Transportation System Satisfaction

Counties group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.45 on a 1 to 10 scale. This is higher than the public's mean rating of 6.34 (see Figure 47 below). The 2007 rating is lower than the 2005 rating (6.73).

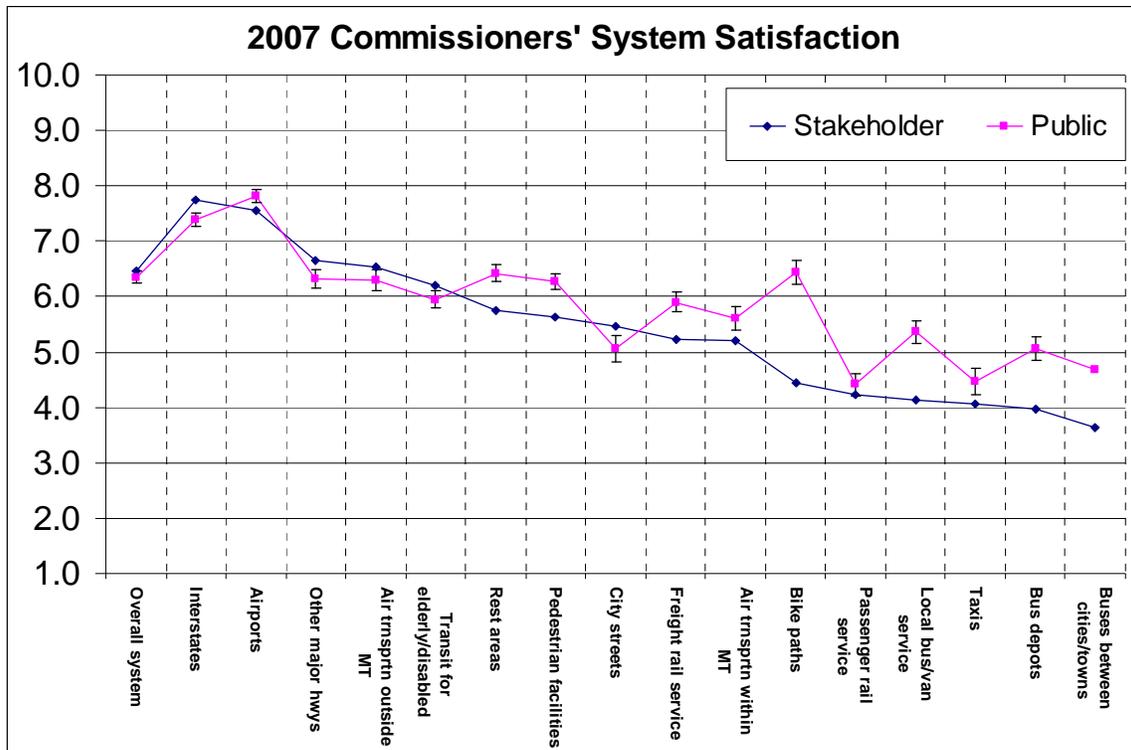


Figure 47  
10 = High

When asked about specific components of the transportation system, counties group members expressed satisfaction with 10 of 16 system components. They were most satisfied with interstate highways and airports. Counties group members expressed dissatisfaction with bicycle pathways, bus depots, passenger rail service, local bus/van service, taxis, and intercity bus service. This group expressed less satisfaction than did the public with ten specific system components.

### Actions to Improve the Transportation System

The highest priority for improving components of the transportation system among counties group members was improving other road/streets (see Figure 48 below). This item was rated just under a very high priority. Two items were rated as less than a medium priority: adequate bike facilities and reducing the number of single-occupant vehicles. Counties group members rated 14 of 17 possible actions to improve the transportation system a higher priority than did the public. This group rated no items at least one full scale point higher in priority than did the public; their priorities closely paralleled those of the public. However, improving interstates and improving other roads and streets were, practically speaking, significantly higher priorities for the counties group than they were for the public.

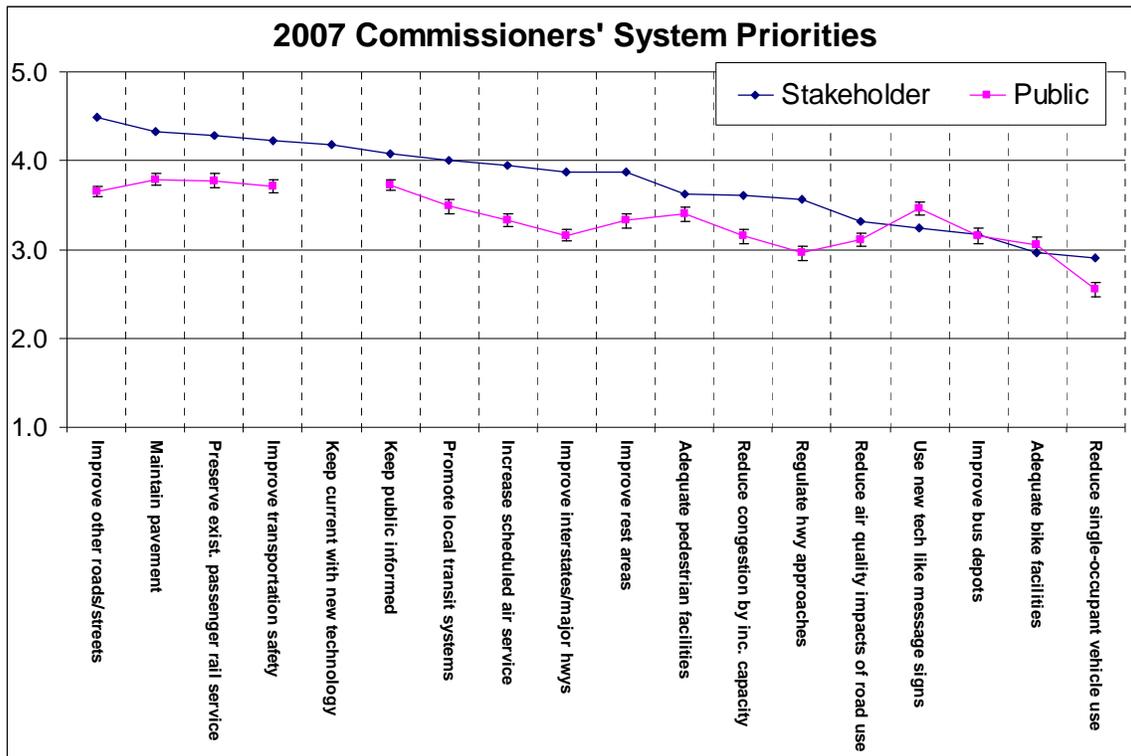


Figure 48  
Very High

### Actions to Improve Roadways

The highest priority roadway improvements for the counties group were widening shoulders for motorists and wider roadways, which were rated just over a somewhat high priority (see Figure 49). The remaining six items were rated somewhat high or medium priority, and only two of these items received a priority score lower than that delivered by the public. More guardrails are a significantly higher priority for the public than they are for county stakeholders.

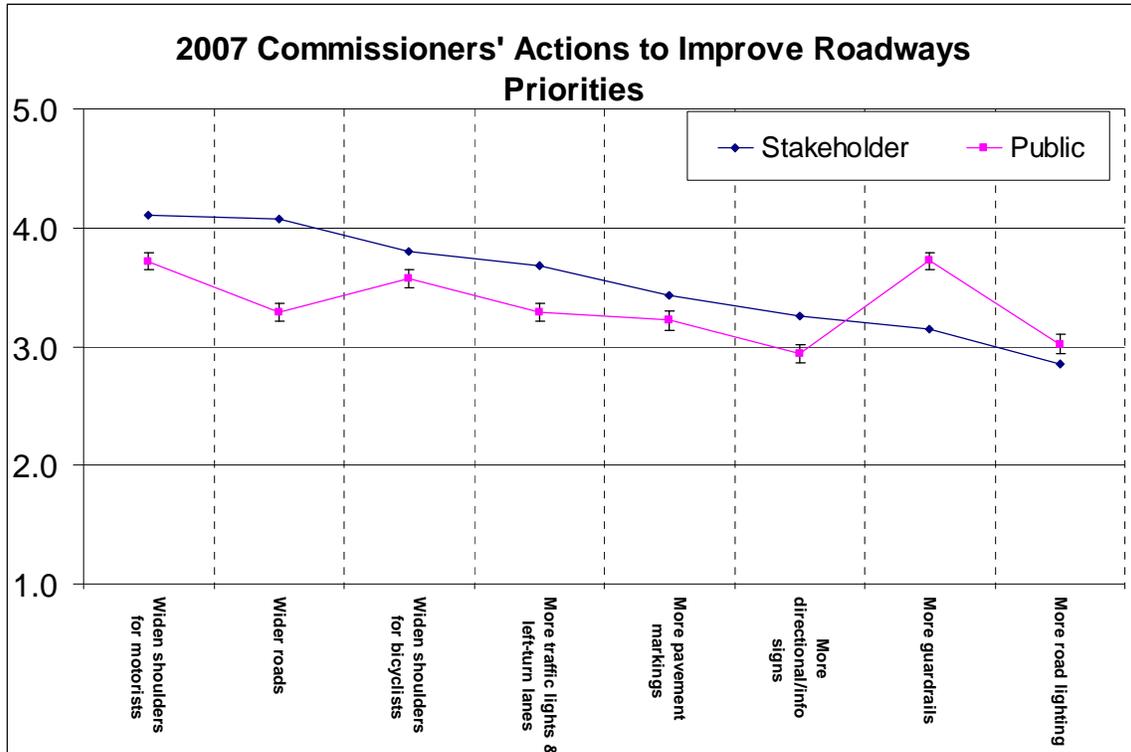
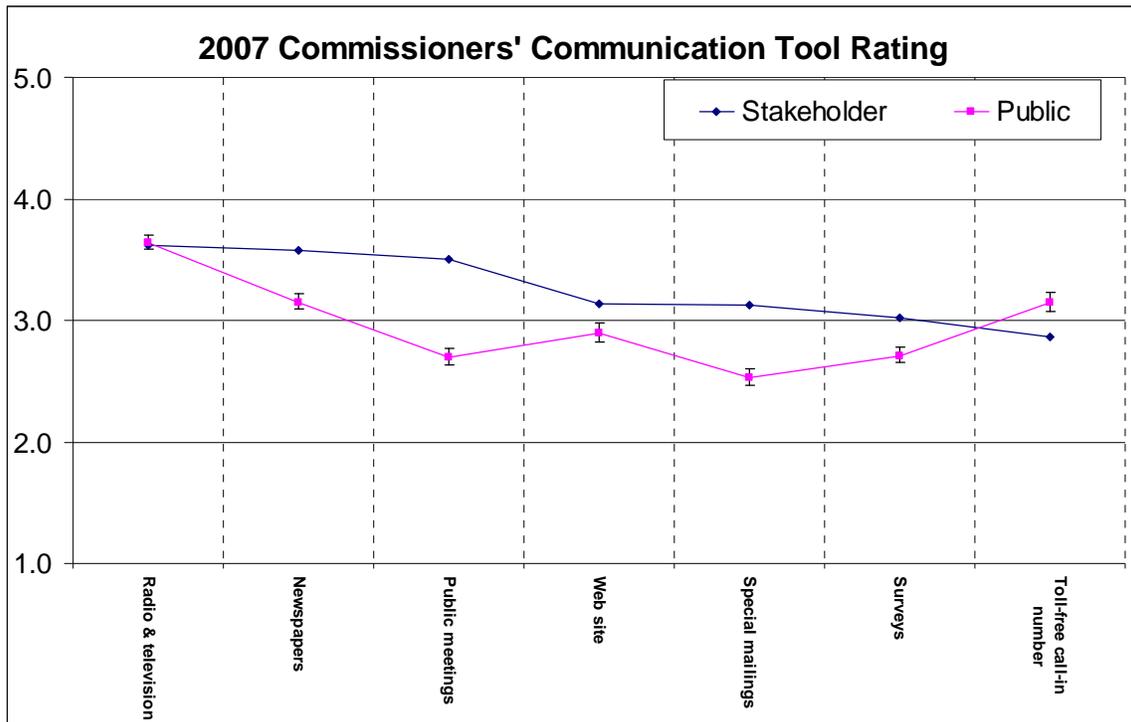


Figure 49  
5 = Very High

### General Communication Tool Ratings

2007 county stakeholders rated six tools between somewhat useful and very useful: radio and television, the MDT Web site, newspapers, special mailings, surveys, and public meetings. They also rated a toll-free call in telephone number as slightly less than somewhat helpful.

County stakeholders rated public meetings, the MDT Web site, surveys, and special mailings just higher than somewhat useful, while the public rated the items just lower than somewhat useful. The public rated a toll-free call in telephone number more useful than did county stakeholders.

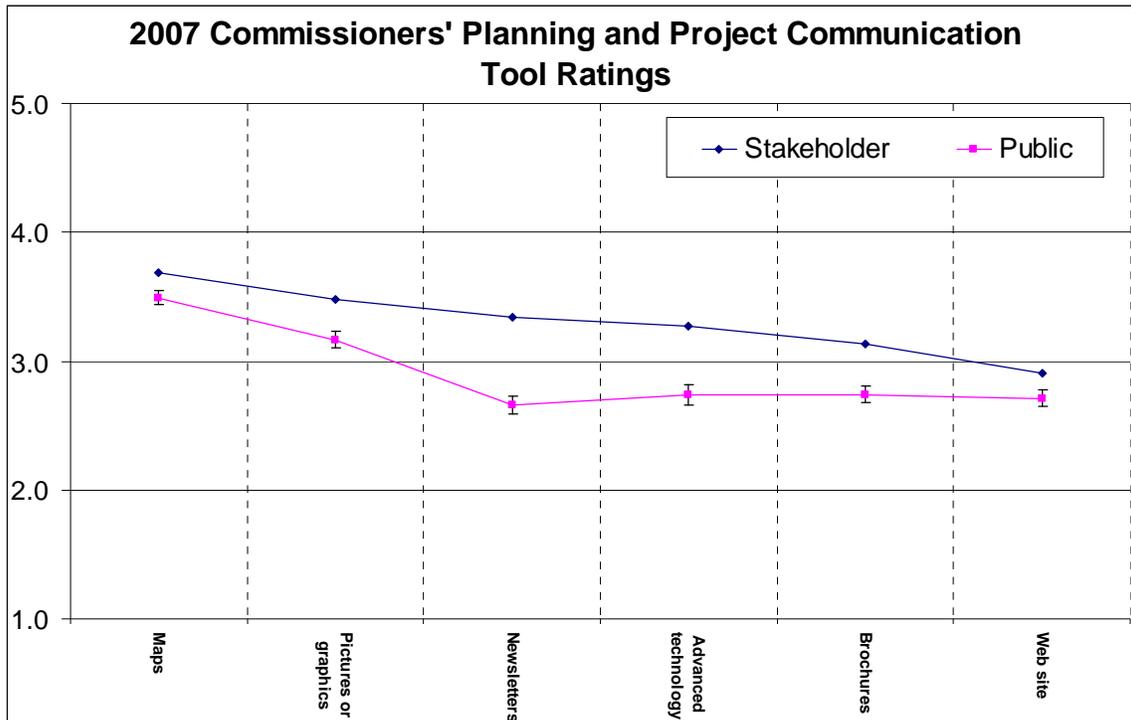


*Figure 50*  
*5 = Extremely Useful*

### Planning and Project Communication Tool Ratings

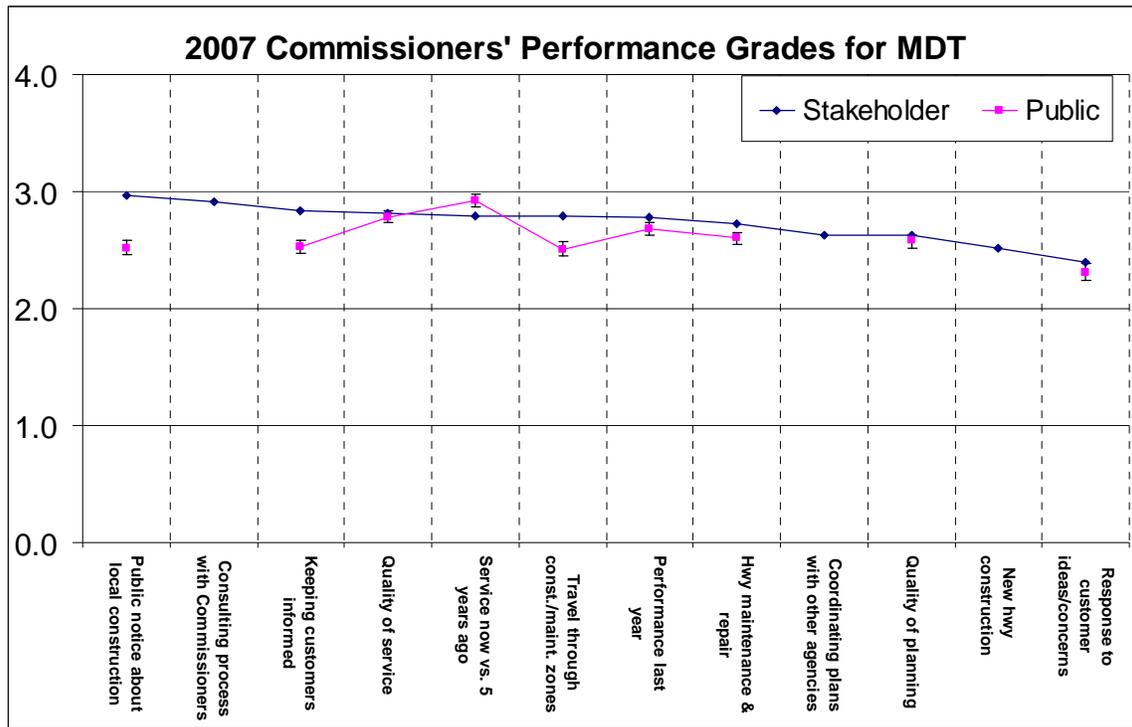
MDT also asked county stakeholders to rate planning and project-specific communication tools (see Figure 51 below). County stakeholders rated five of six tools studied just over somewhat helpful. Stakeholders gave their highest ratings to maps and pictures or graphics.

The public rated all six of the items studied lower than did county stakeholders: the MDT Web site, newsletters, brochures, pictures or graphics, maps, and using advanced technology.



*Figure 51*  
*5 = Extremely Helpful*

**MDT Customer Service and Performance Grades**



*Figure 52*  
**4 = A**

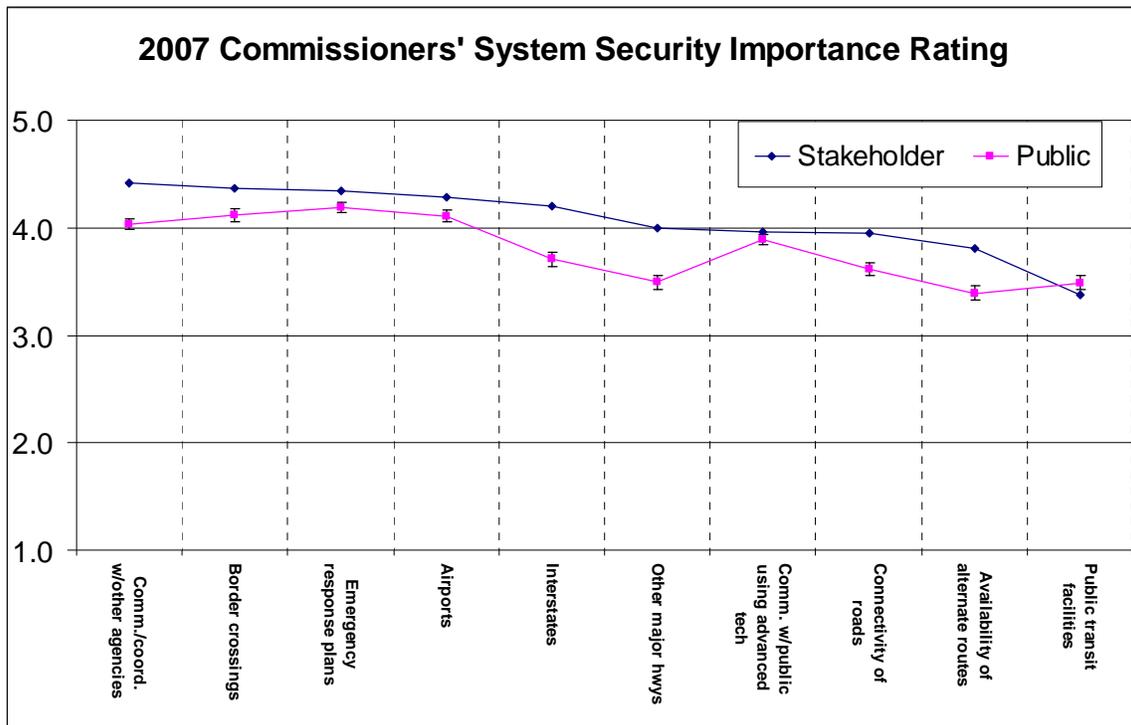
County group grades ranged from B to C+ (see Figure 52). These closely paralleled the publics'. No difference between the groups has practical significance.

### Security for System Components

County group respondents were asked to rate the security importance of various transportation system components. Each component was rated on a scale from 1–5 where 1 is not at all important and 5 is extremely important.

County group stakeholders gave importance ratings that fell between extremely important and somewhat important. Stakeholders rated airports, communication/coordination with other agencies, border crossings, and emergency response plans most important. The 2007 stakeholders rated availability of alternate routes and public transit facilities like bus terminals lowest in importance.

Stakeholders’ ratings for importance paralleled those given by the public closely. There is little practical meaning in the small statistical differences between the stakeholders’ ratings and the public’s, though, in general, county group stakeholders rated security for system components higher than did the public.



**Figure 53**  
*5 = Extremely Important*

## PASSENGER TRANSPORTATION STAKEHOLDER GROUP

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

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

In 2007, 113 completed interviews with passenger transportation group members were obtained in 2007, compared to 55 interviews that were obtained in 2005.

### Transportation System Satisfaction

Passenger transportation group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.61 on a 1 to 10 scale. This is higher than the public's mean rating of 6.34 (see Figure 54 below). The 2007 rating is essentially the same as the 2005 rating (6.62).

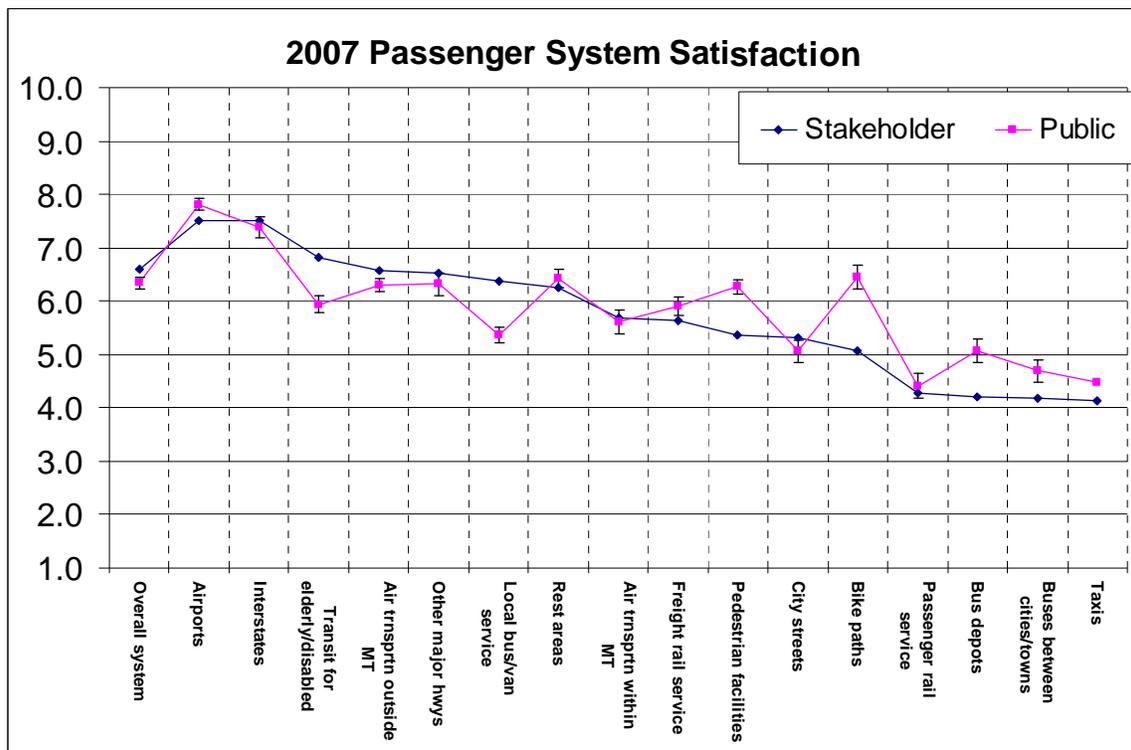


Figure 54  
10 = High

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

### Actions to Improve the Transportation System

The highest priority for improving components of the transportation system among passenger transportation group members was promoting local transit systems (see Figure 55 below). This item was rated just under a very high priority. No items were rated as less than a medium priority. Passenger transportation group members rated all of the 17 possible actions to improve the transportation system higher priority than did the public.

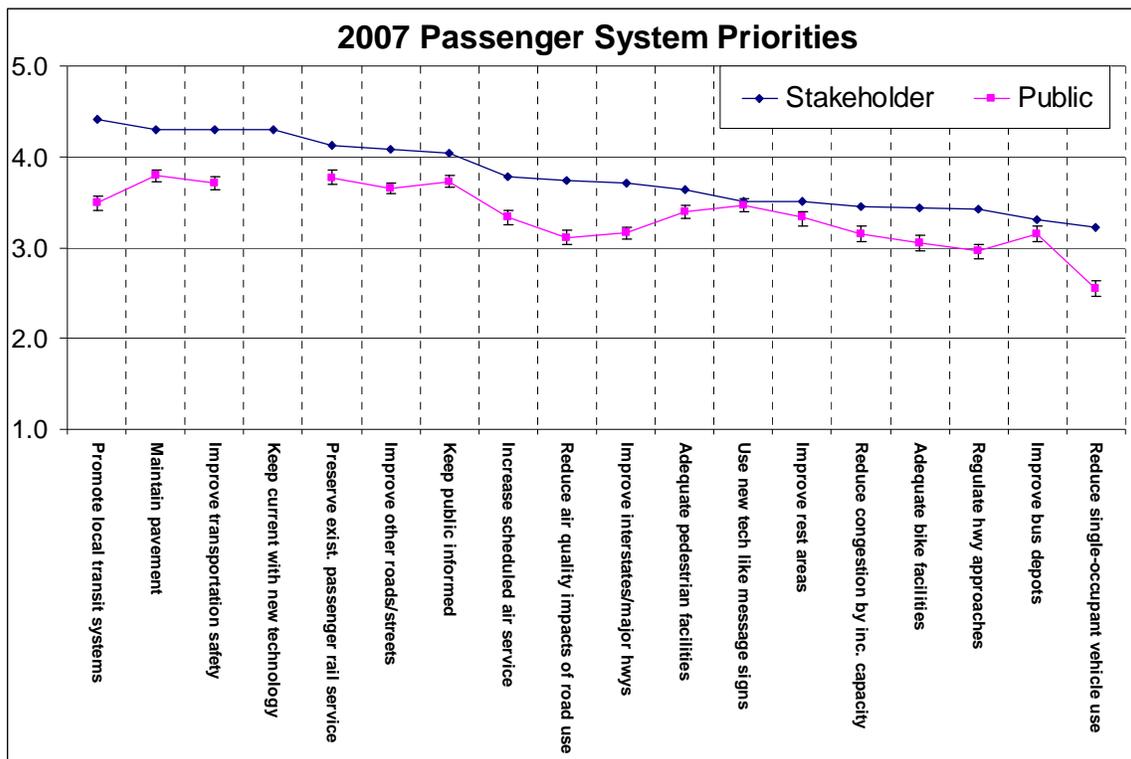


Figure 55  
5 = Very High

This group rated no items at least one full scale point higher in priority than did the public; however, the passenger group rated promoting local transit systems, reducing the air quality impact of roadway use, and reducing the use of single-occupant vehicles significantly higher than the public.

### Actions to Improve Roadways

The highest priority roadway improvement for the passenger transportation group was wider roads, which was rated a somewhat high priority (see Figure 56). Six remaining items were rated between somewhat high or medium priority; and one item, more lighting of roads, was rated slightly under medium priority.

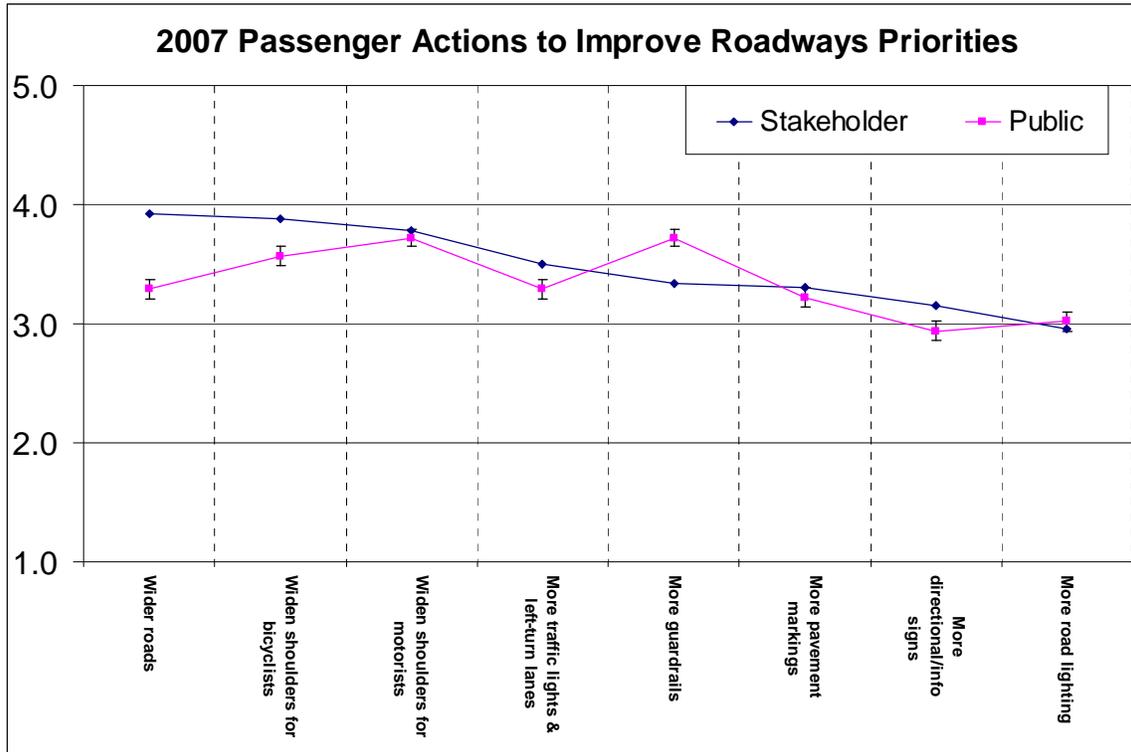
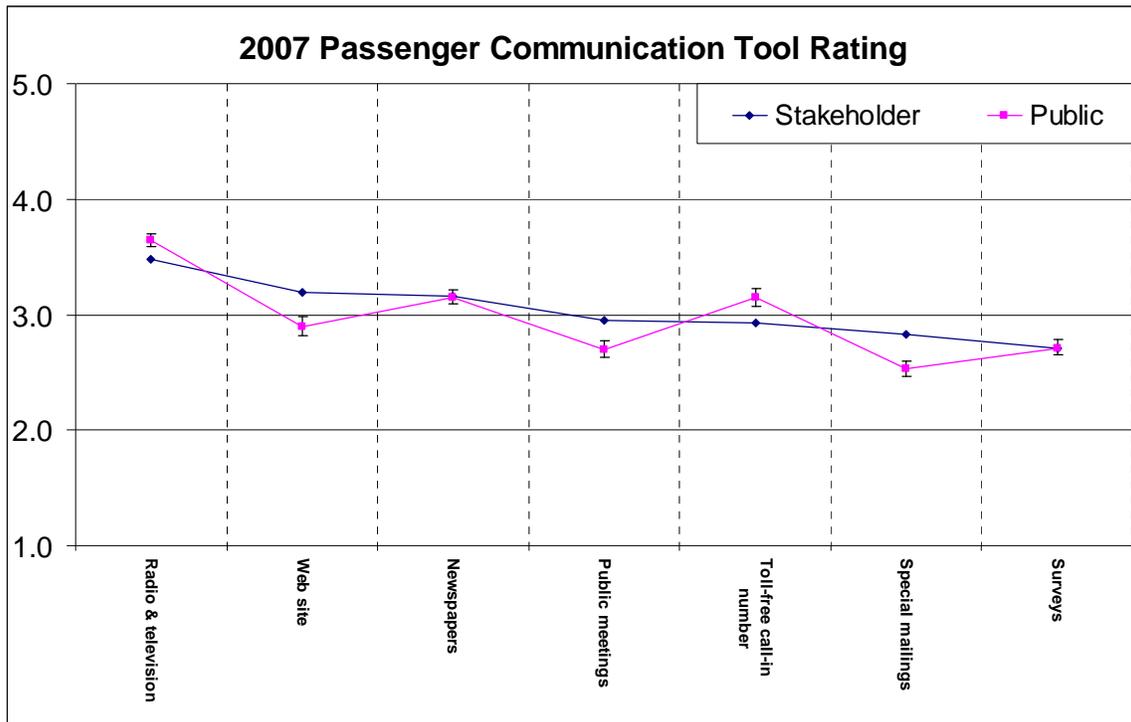


Figure 56  
5 = Very High

### General Communication Tool Ratings

In 2007, passenger stakeholders rated three tools between somewhat useful and very useful: radio and television, the MDT Web site, and newspapers. They also rated public meetings, a toll-free call-in telephone number, special mailings, and surveys as slightly less than somewhat helpful.

Passenger stakeholders rated the MDT Web site just higher than somewhat useful, while the public rated the item just lower than somewhat useful. The public found television and radio and a toll-free call in telephone number more useful than did passenger stakeholders.

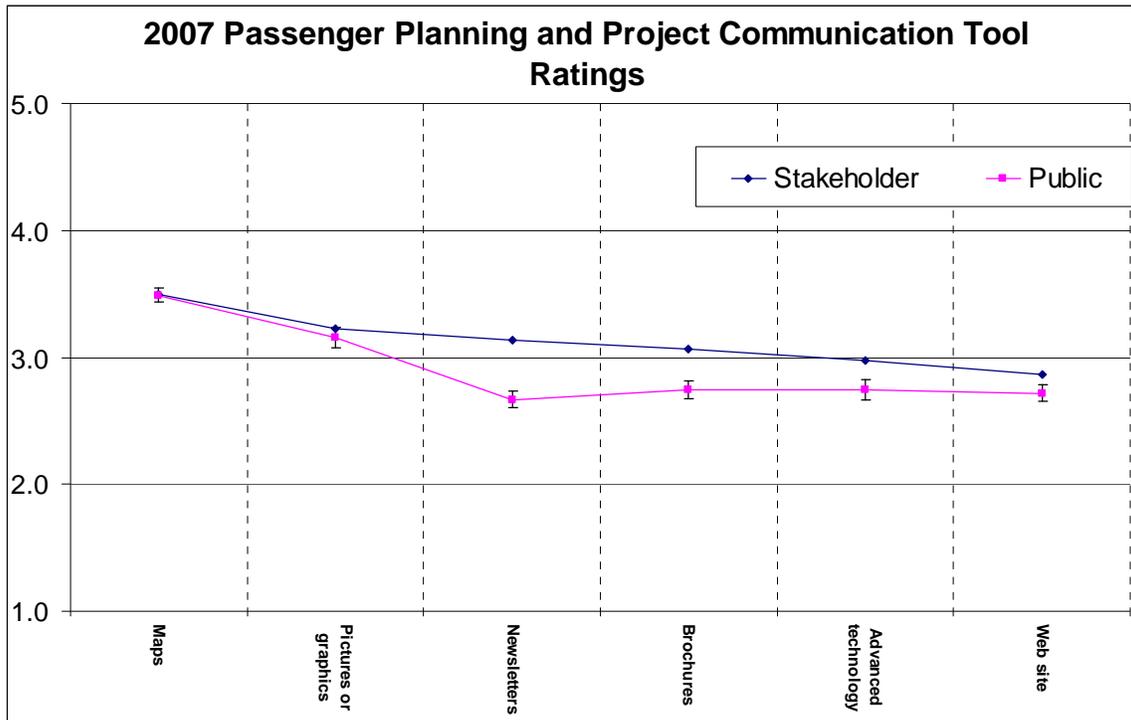


*Figure 57*  
*5 = Extremely Useful*

### Planning and Project Communication Tool Ratings

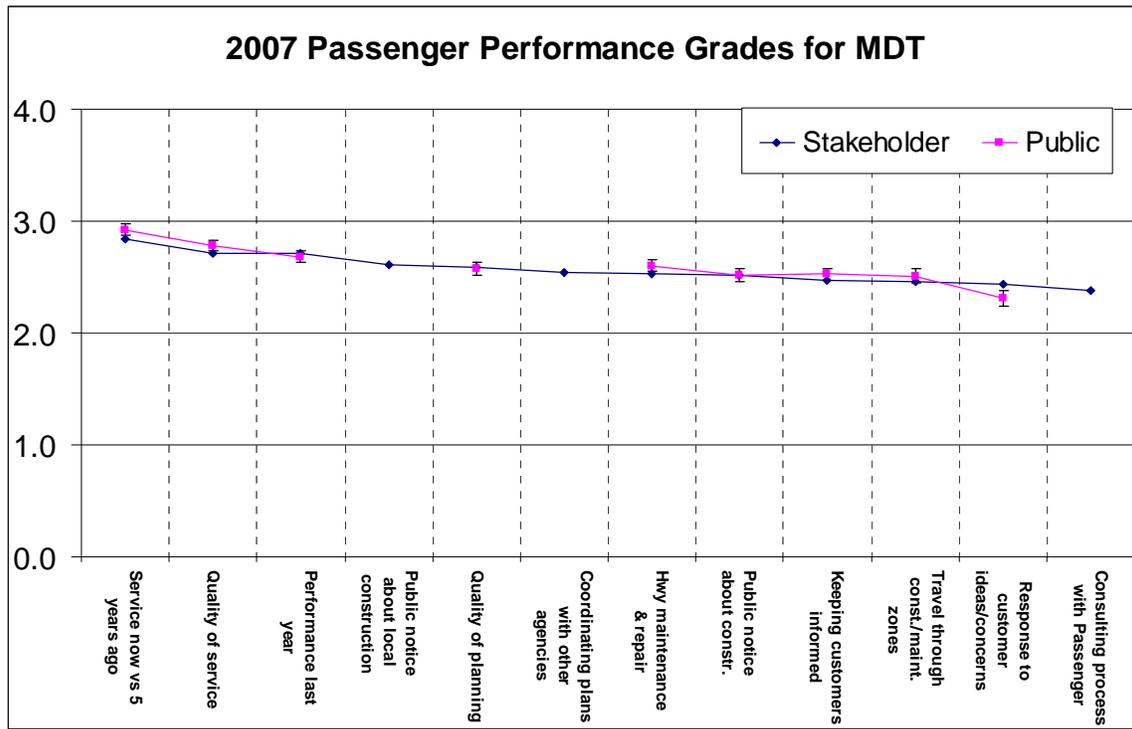
MDT also asked passenger stakeholders to rate planning and project-specific communication tools (see Figure 58 below). Passenger stakeholders rated four of six tools studied just over somewhat helpful. Stakeholders gave their highest ratings to maps and pictures or graphics.

The public rated five of the items studied lower than did passenger stakeholders: brochures, the MDT Web site, newsletters, using advanced technology, and pictures or graphics.



**Figure 58**  
5 = Extremely Useful

**MDT Customer Service and Performance Grades**



*Figure 59*  
4 = A

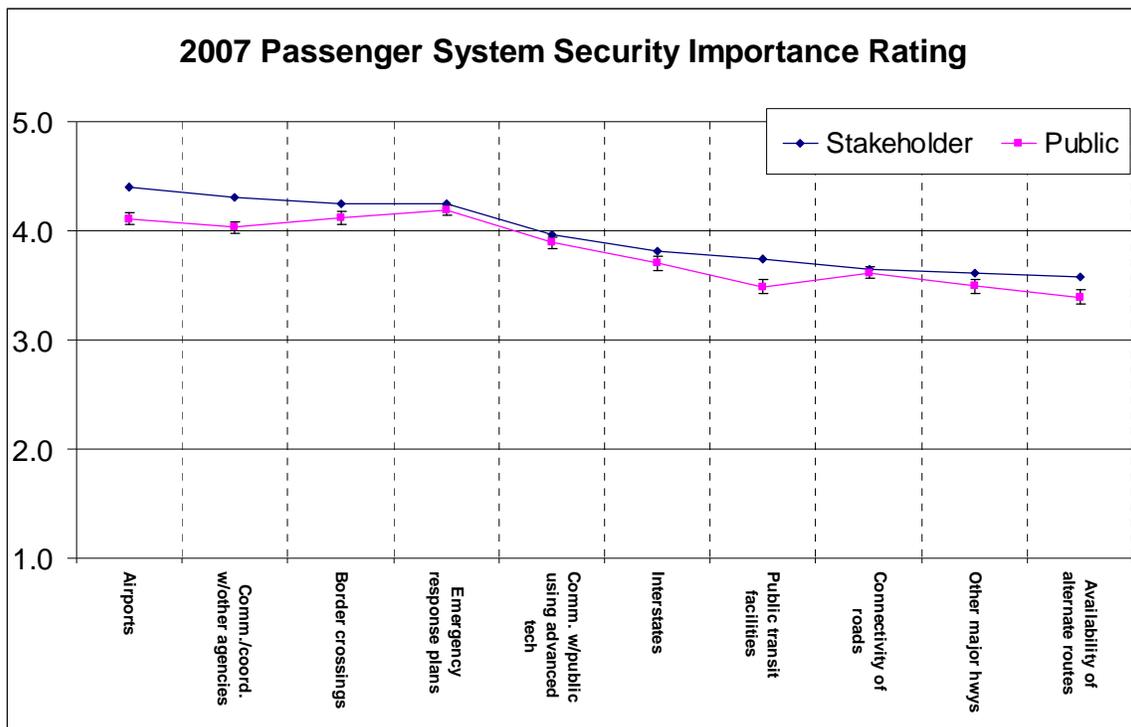
Passenger group grades ranged from B- to C+ (see Figure 59). These closely paralleled the public's. In no instance did the difference between groups have practical significance.

### Security for System Components

Passenger group respondents were asked to rate the security importance of various transportation system components. Each component was rated on a scale from 1–5 where 1 is not at all important and 5 is extremely important.

Passenger group stakeholders gave importance ratings that fell between extremely important and somewhat important. Stakeholders rated airports, communication/coordination with other agencies, border crossings, and emergency response plans most important. The 2007 passenger stakeholders rated availability of alternate routes and other major highways lowest in importance.

Stakeholders’ ratings for importance paralleled those given by the public very closely. There is little practical meaning in the small statistical differences between the stakeholders’ ratings and the public’s’.



**Figure 60**  
5 = Extremely Important

## STATE AND FEDERAL GOVERNMENT STAKEHOLDER GROUP

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

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

In 2007, 25 completed interviews with state and federal government group members were obtained in 2007, compared to 20 interviews that were obtained in 2005.

### Transportation System Satisfaction

State and federal government group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.44 on a 1 to 10 scale.

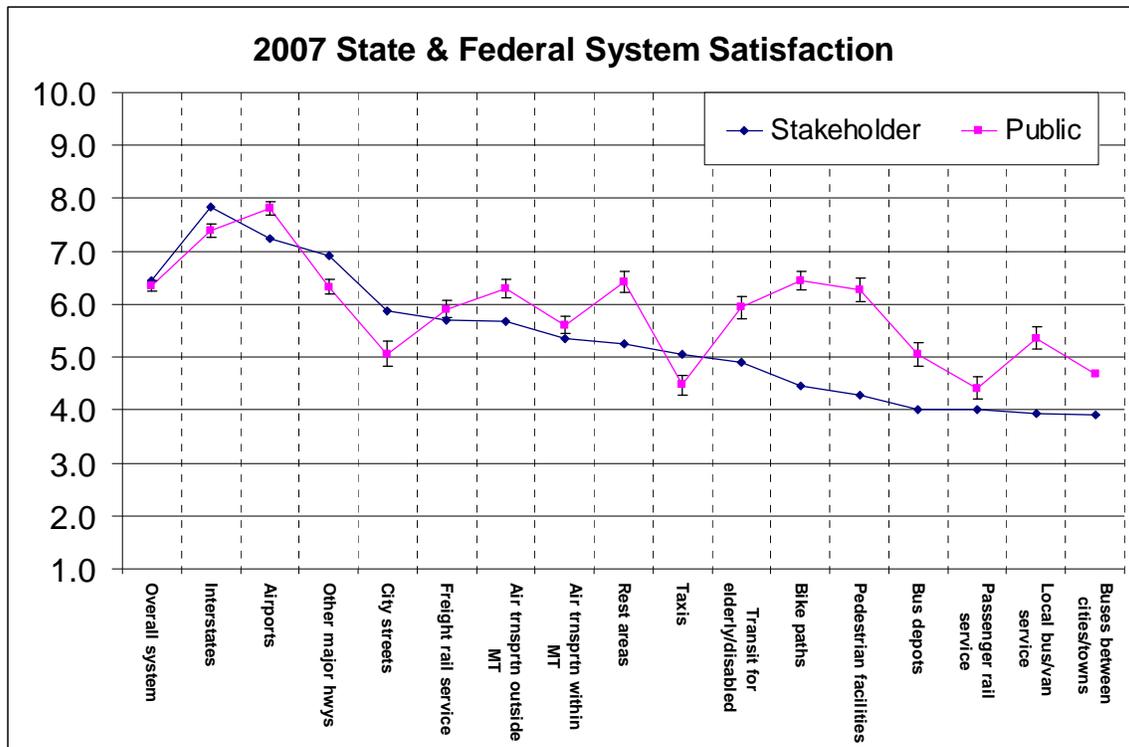


Figure 61  
10 = High

This is not statistically different from the public’s mean rating of 6.34 (see Figure 61 above) The 2007 rating is roughly the same as the 2005 rating (6.30).

When asked about specific components of the transportation system, state and federal government group members expressed satisfaction with 8 of 17 system components. They were most satisfied with interstate highways and airports. State and federal government group members expressed dissatisfaction with taxis, transit for the elderly or disabled, bus depots, local bus/van service, pedestrian facilities, bike pathways, passenger rail service, and intercity bus service. This group expressed less satisfaction than did the public with 12 specific system components.

### Actions to Improve the Transportation System

The highest priority for improving components of the transportation system among state and federal government group members was improve transportation safety (see Figure 62 below). This item was rated a very high priority. No items were rated under a medium priority. State and federal government group members rated 15 of 17 possible actions to improve the transportation system a higher priority than did the public.

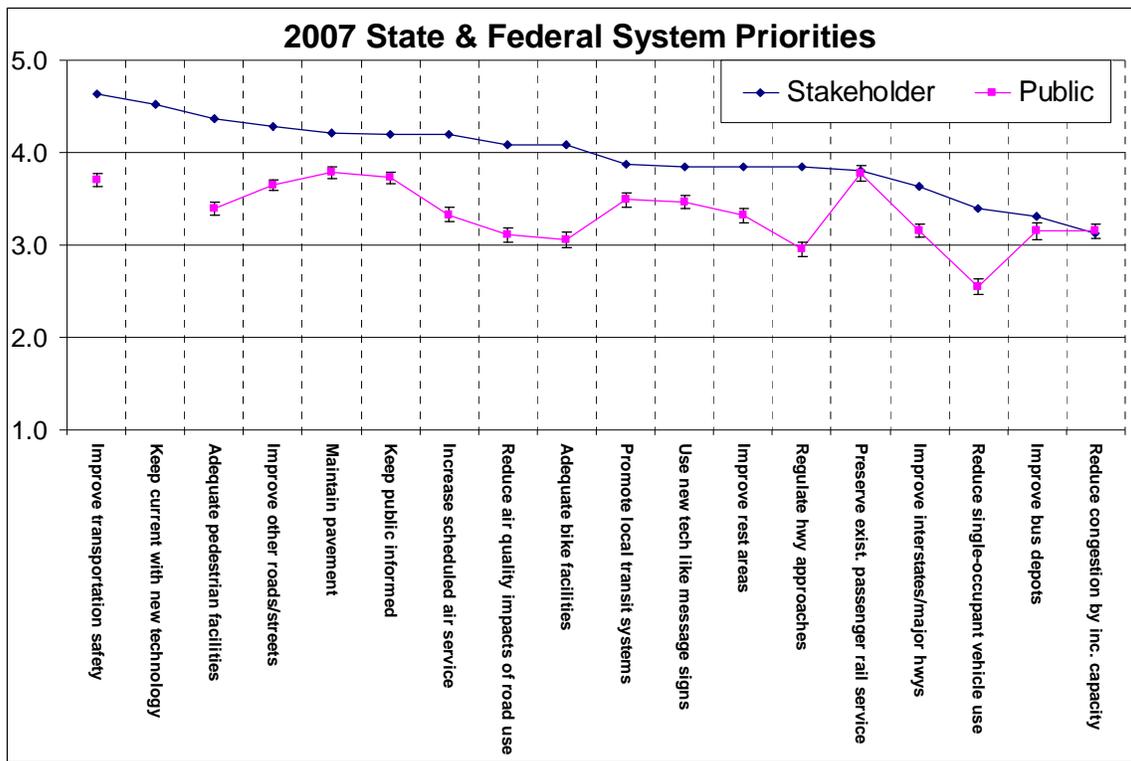


Figure 62  
5 = Very High

This group rated no items at least one full scale point higher in priority than did the public. However, several practical differences between the groups’ opinions were observed.

### Actions to Improve Roadways

The highest priority roadway improvement for the state and federal government group was widening shoulders for bicyclists, which was rated at nearly a very high priority (see Figure 63). Five items were rated somewhat high or medium priority, and the remaining two items were rated below medium priority.

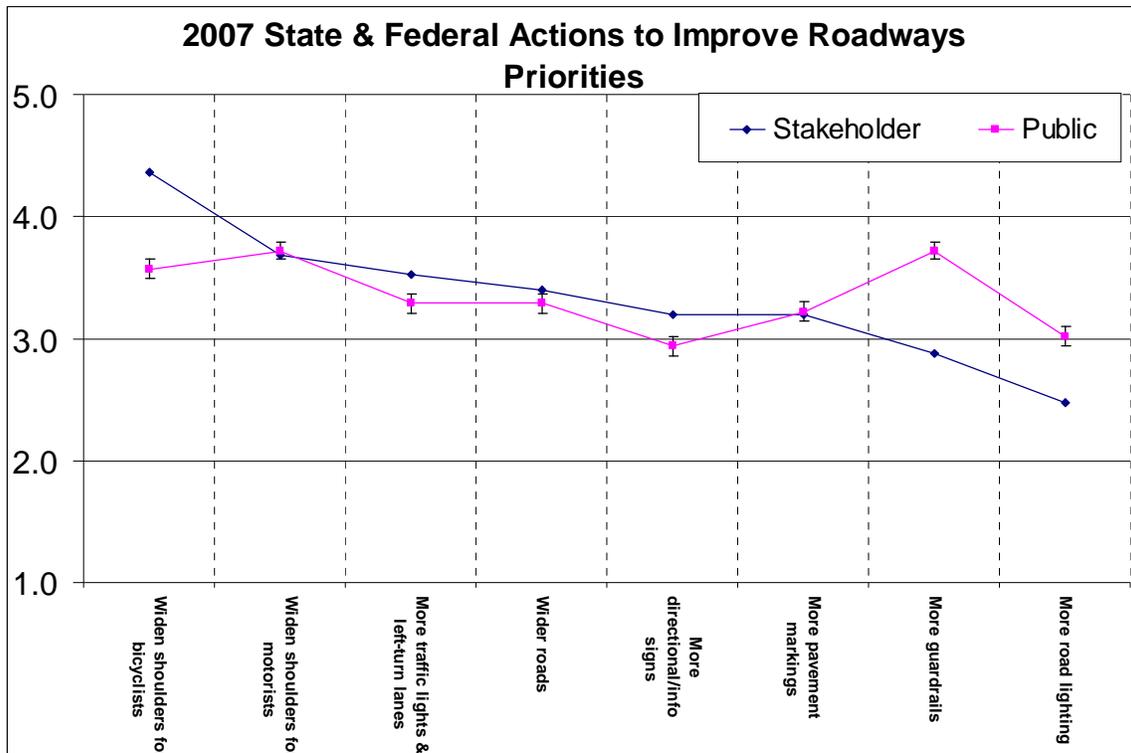
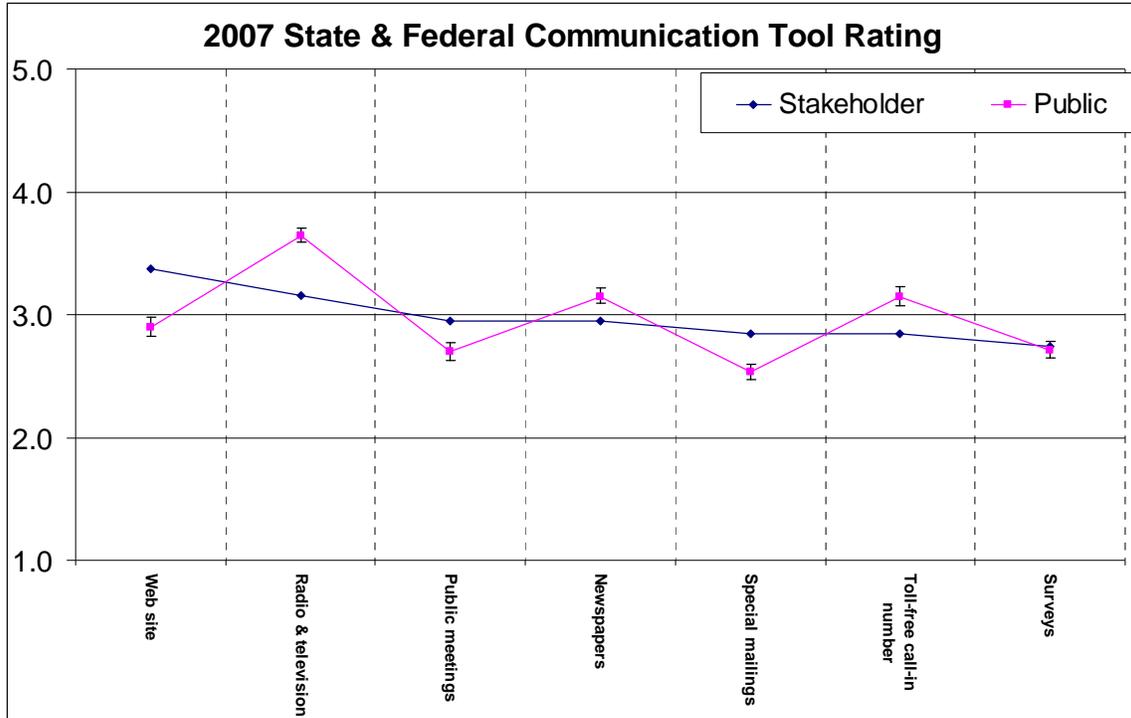


Figure 63  
5 = Very High

### General Communication Tool Ratings

In 2007, state and federal stakeholders rated two tools between somewhat useful and very useful: radio and television and the MDT Web site. They also rated the remaining items as slightly less than somewhat useful.

State and federal stakeholders rated the MDT Web site, public meetings, and special mailings higher than the public. The public found radio and television, newspapers, and a toll-free call in telephone number more useful than did state and federal stakeholders.

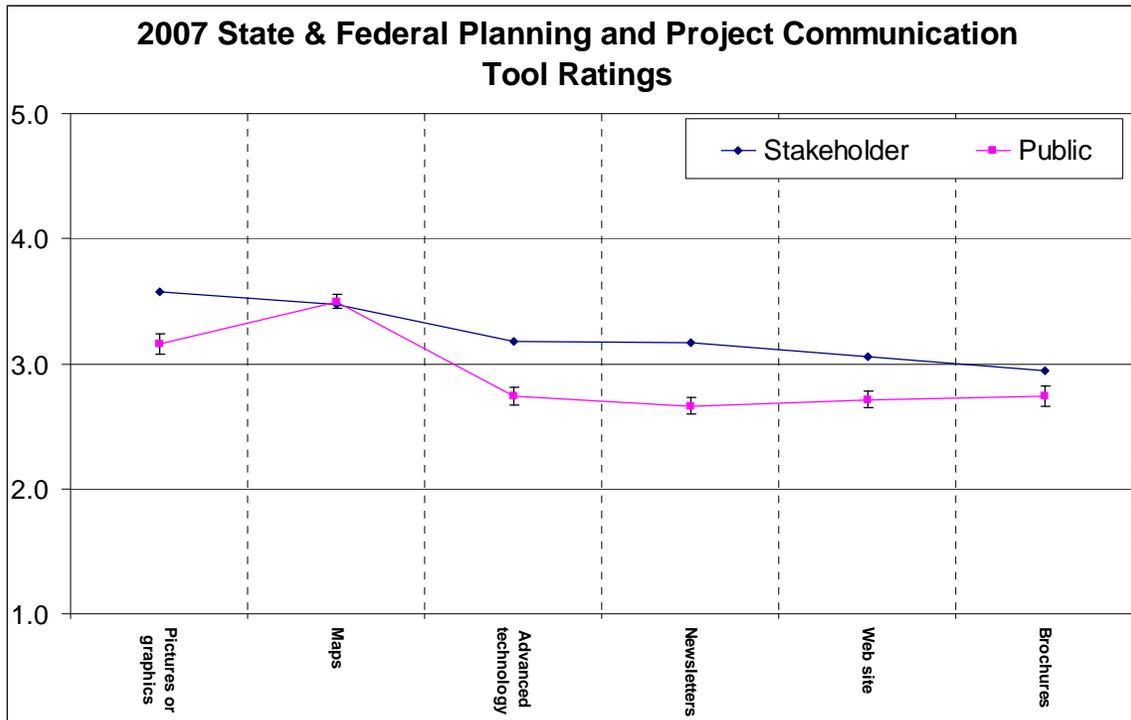


*Figure 64*  
5 = Extremely Useful

### Planning and Project Communication Tool Ratings

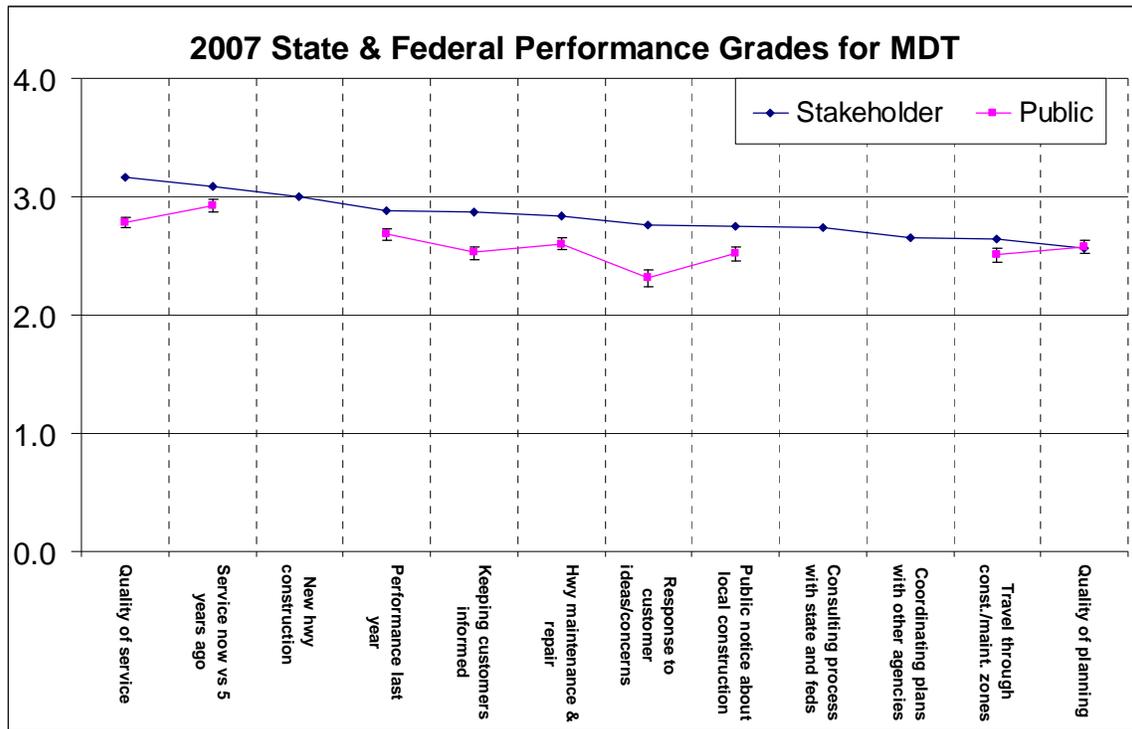
MDT also asked state and federal stakeholders to rate planning and project-specific communication tools (see Figure 65 below). State and federal stakeholders rated five of six tools studied just over somewhat helpful. State and federal stakeholders gave their highest ratings to maps and pictures or graphics.

The public rated five of the items studied lower than did state and federal stakeholders: pictures or graphics, the MDT Web site, newsletters, brochures, and using advanced technology.



*Figure 65*  
5 = Extremely Useful

**MDT Customer Service and Performance Grades**



*Figure 66*  
**4 = A**

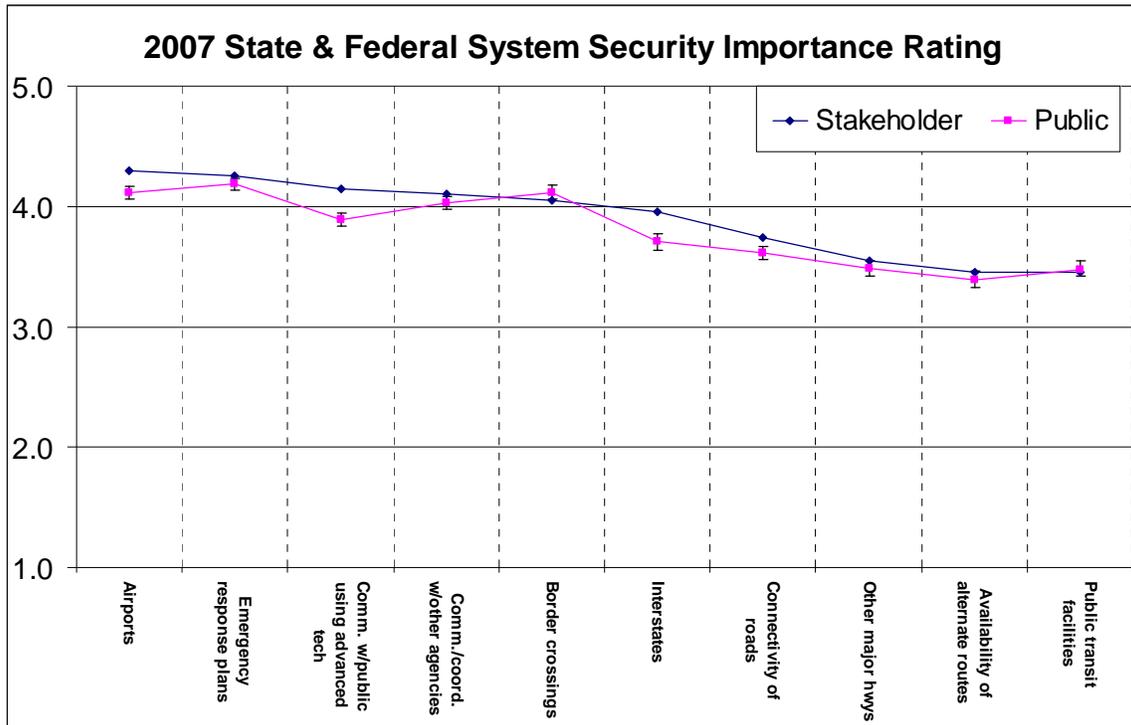
State and federal group grades ranged from B+ to B- (see Figure 18). These closely paralleled the public's. In only one instance did the difference between groups have practical significance. The public gave MDT a lower grade for responsiveness to customer ideas and concerns than did the state and federal group.

### Security for System Components

State and federal group respondents were asked to rate the security importance of various transportation system components. Each component was rated on a scale from 1–5 where 1 is not at all important and 5 is extremely important.

State and federal group stakeholders gave importance ratings that fell between extremely important and somewhat important. State and federal stakeholders rated airports, communication/coordination with other agencies, border crossings, communication with the public using advanced technologies, and emergency response plans most important. The 2007 state and federal stakeholders rated availability of alternate routes and public transit facilities like bus terminals lowest in importance.

State and federal stakeholders’ ratings for importance paralleled those given by the public very closely. There is little practical meaning in the small statistical differences between the stakeholders’ ratings and the public’s’.



*Figure 67*  
**5 = Extremely Important**

### TRIBAL PLANNER GROUP

This group is represented by tribal planners from across Montana. Eight tribal representatives completed interviews in 2007. Four completed questionnaires were obtained in 2005. To maintain the confidentiality of the respondents, the tribes for which they work are not named in this document. Readers of this report should exercise caution when interpreting the data presented for this stakeholder group due to the low number of respondents.

### Transportation System Satisfaction

Tribal planner group respondents were moderately satisfied with the transportation system overall, giving it a mean rating of 6.13 on a 1 to 10 scale. This rating is statistically equal to the public’s mean rating of 6.34 (see Figure 68 below). The 2007 rating is also nearly equal to the 2005 rating (6.0).

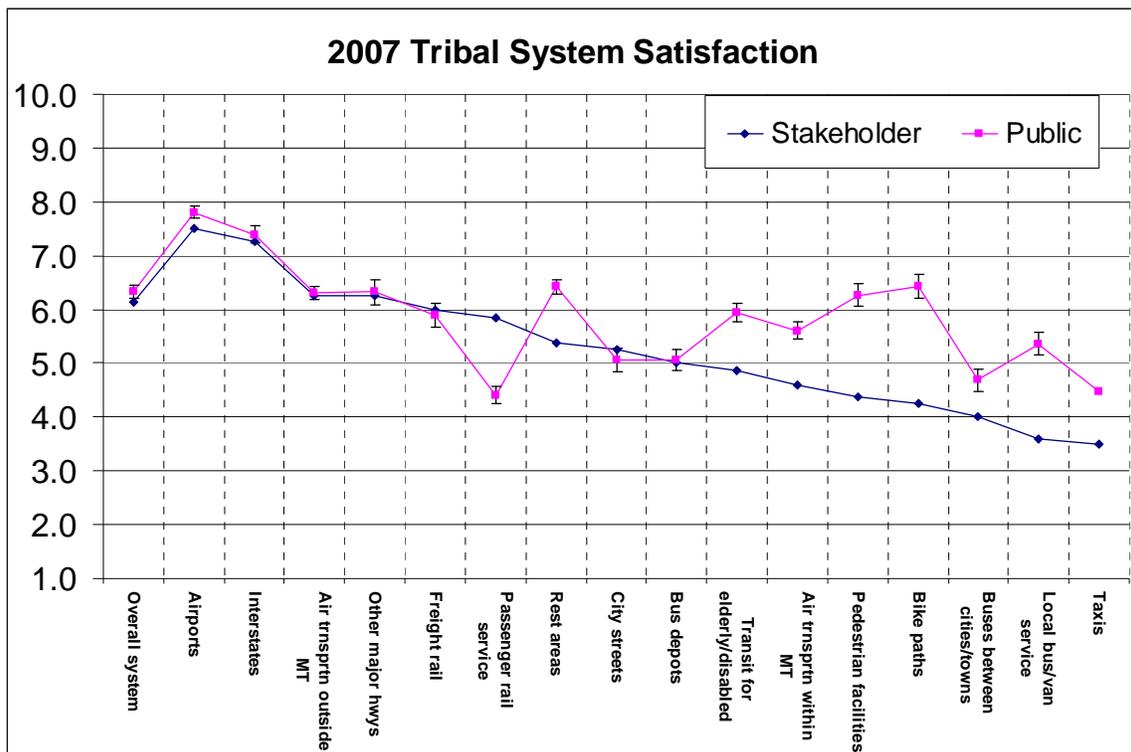
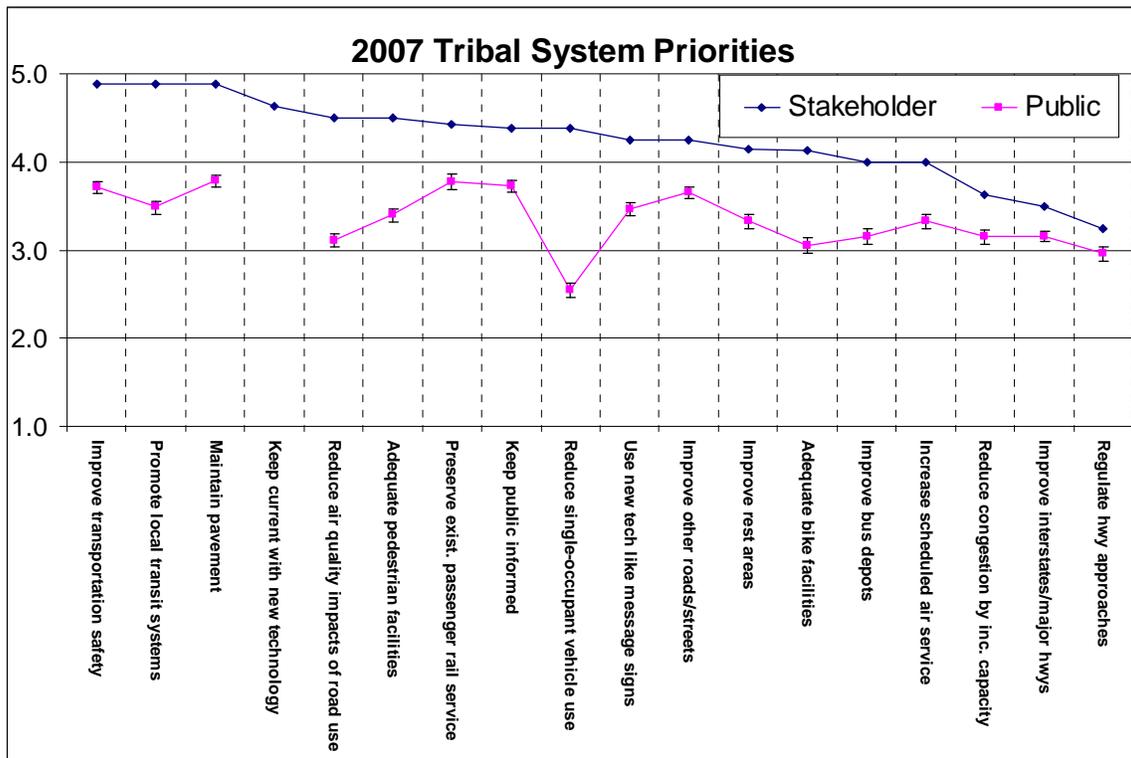


Figure 68  
10 = High

When asked about specific components of the transportation system, tribal planner group members expressed higher than average satisfaction with most system components examined. They were most satisfied with airports and interstate highways. Tribal planner group members were least satisfied with intercity bus service, local bus/van service, and taxis.

**Actions to Improve the Transportation System**

The highest priorities for improving components of the transportation system among tribal planner group members were improve highway safety, maintain pavement condition, and promote local transit systems (see Figure 69 below). A total of six items were rated a very high priority by this stakeholder group with most possible actions falling between very high and somewhat high priorities. Tribal planner group members rated all possible actions to improve the transportation system higher priority than did the public.

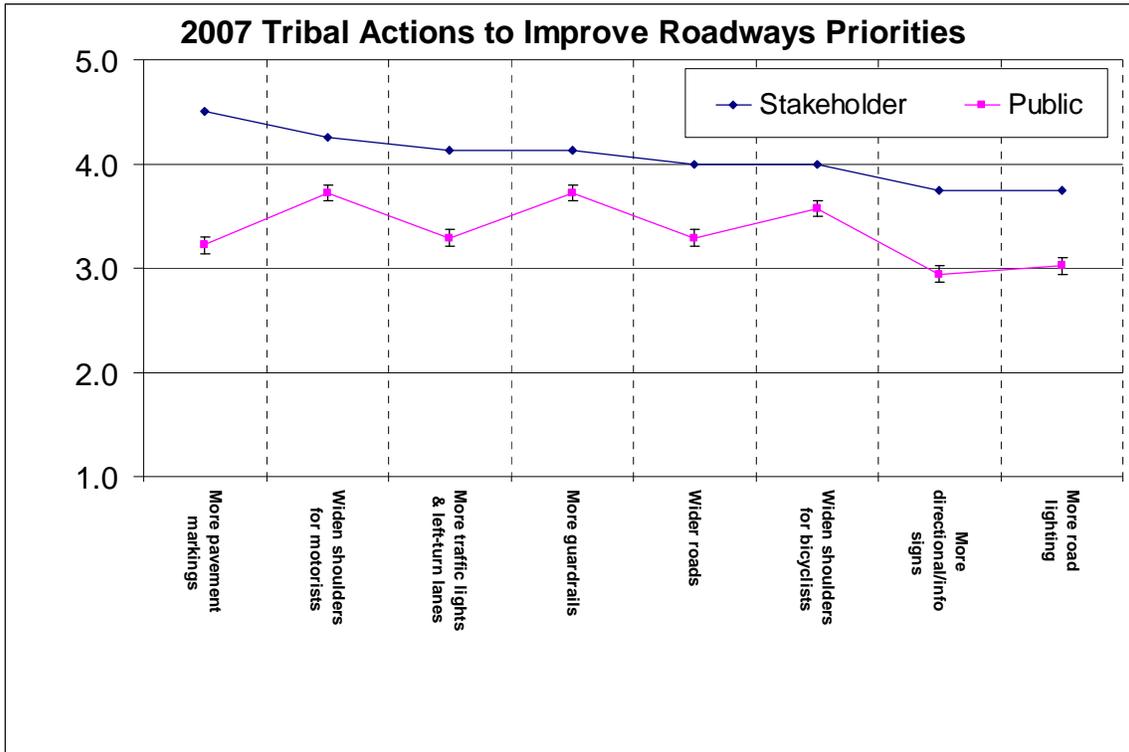


*Figure 69*  
5 = Very High

This group rated 7 of 17 items examined at least one full scale point higher in priority than did the public. The largest difference was found when examining reducing use of single-occupant vehicles, the tribal group rates this item as nearly a very high priority.

### Actions to Improve Roadways

The highest priorities for roadway improvement among the tribal planner group were more pavement markings and wider shoulders for motorists. Both were rated above a somewhat high priority as were guardrails and more signals and left-turn lanes (see Figure 70). The remaining items were rated a somewhat high priority.

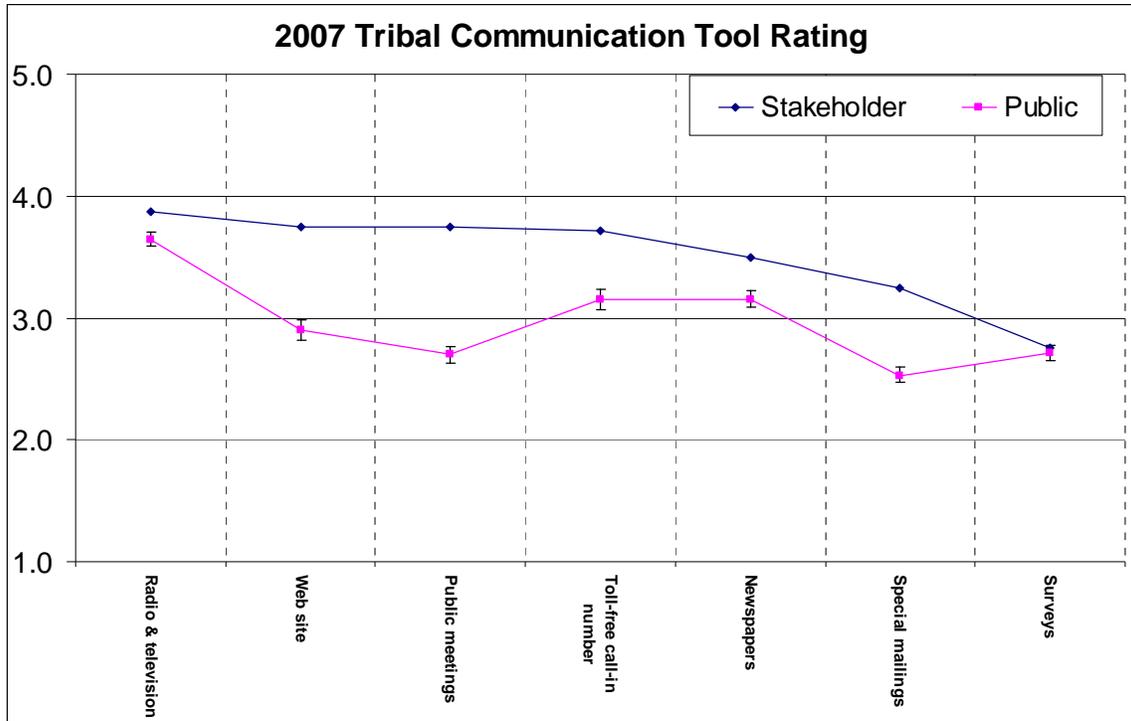


*Figure 70*  
5 = Very High

### General Communication Tool Ratings

2007 tribal stakeholders rated four tools just under very helpful: radio and television, the MDT Web site, a toll-free call in telephone number, and public meetings. They also rated surveys as slightly less than somewhat helpful.

Tribal stakeholders rated all communication tools higher than the public.



*Figure 71*  
*5 = Extremely Helpful*

### Planning and Project Communication Tool Ratings

MDT also asked tribal stakeholders to rate planning and project-specific communication tools (see Figure 72 below). Tribal stakeholders rated all six tools studied over somewhat useful. Tribal stakeholders gave their highest ratings to maps and pictures or graphics.

The public rated all of the items studied lower than did tribal stakeholders.

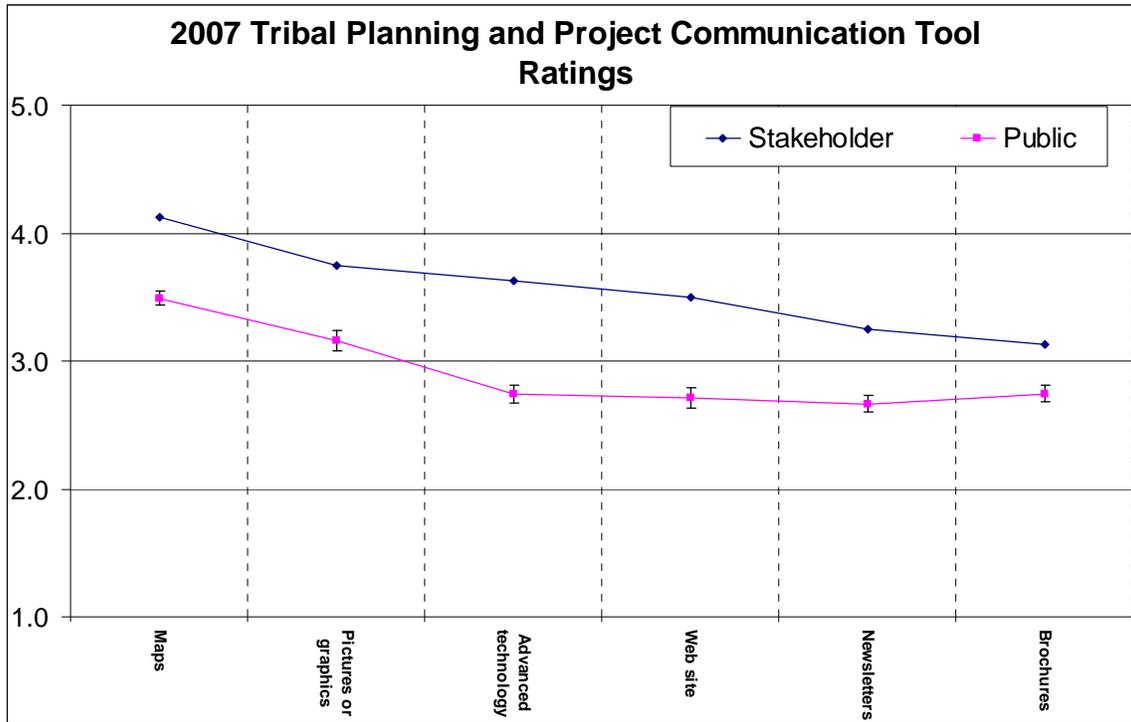
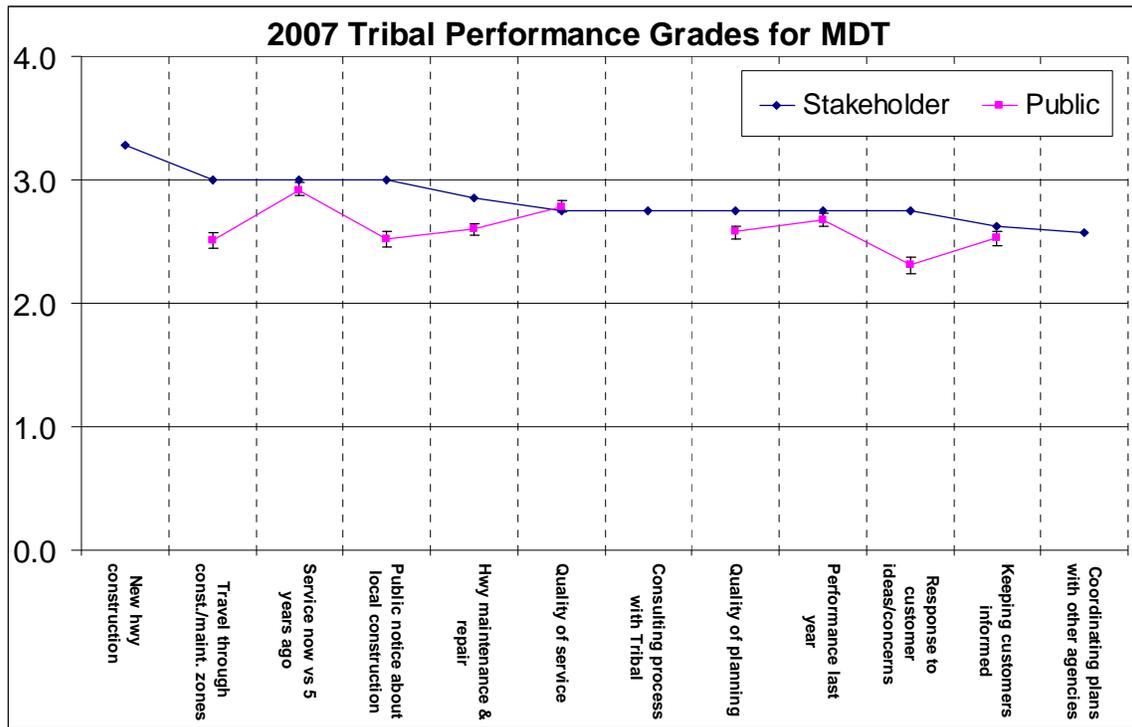


Figure 72  
5 = Extremely Useful

**MDT Customer Service and Performance Grades**



*Figure 73*  
*4 = A*

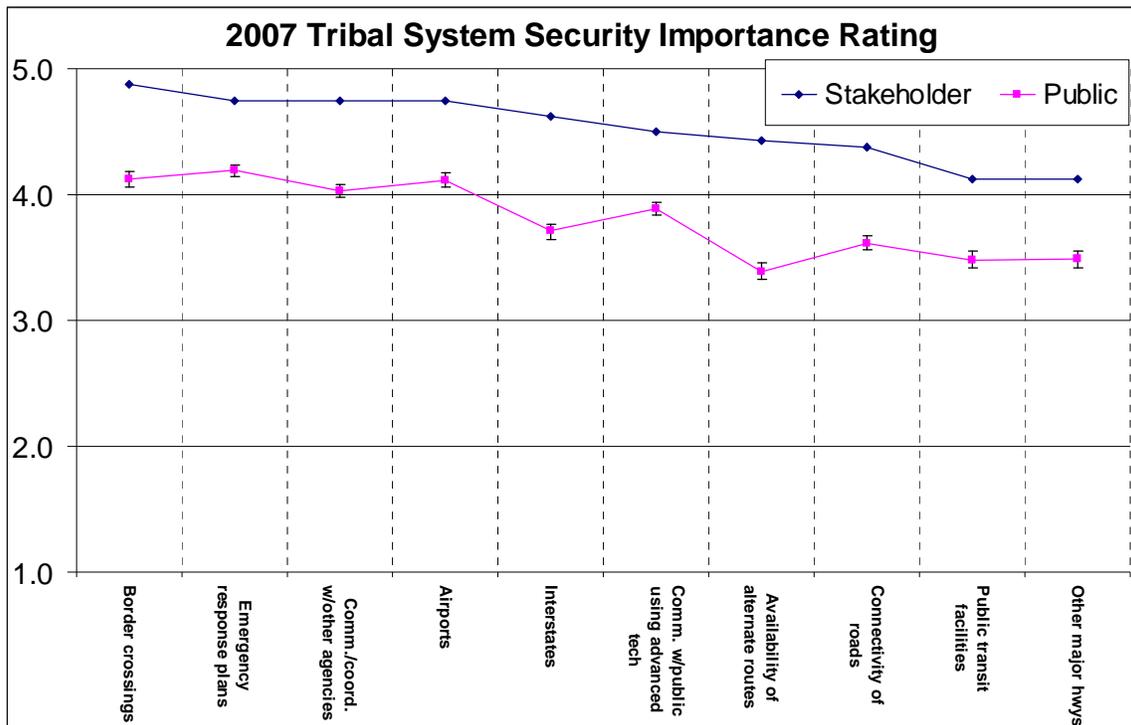
Tribal stakeholder’s group grades ranged from B+ to B- (see Figure 73). These closely paralleled the publics’.

### Security for System Components

Tribal group respondents were asked to rate the security importance of various transportation system components. Each component was rated on a scale from 1–5 where 1 is not at all important and 5 is extremely important.

Tribal group stakeholders gave importance ratings that fell between extremely important and very important. Stakeholders rated airports, communication/coordination with other agencies, border crossings, and emergency response plans most important. The 2007 tribal stakeholders rated public transit facilities like bus terminals and other major highways lowest in importance.

Tribal stakeholders’ ratings for importance paralleled those given by the public. However, the differences between each of the stakeholders’ ratings and the public’s ratings are quite large and reflect a greater sense of urgency among this stakeholding group.



**Figure 74**  
*5 = Extremely Important*

Montana Department of Transportation



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