



Transportation System Performance Report & Action Plan

Congestion Survey Summary Report

DRAFT

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Prepared by



Congestion Survey – Summary Report

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1.0 Introduction and Key Takeaways

The purpose of this report is to provide an overview of the Collier Metropolitan Planning Organization's (MPO) recent public opinion survey on traffic congestion in Collier County. It will summarize the results of the completed survey questionnaires, as well as provide insight into some of the major trends from the analysis of the full survey data.

The survey process was conducted primarily online, with a link to the survey questionnaire application made available on the MPO's website and promoted by the MPO and its partner agencies as shown in Figure 1-1. Paper surveys were made available at certain MPO outreach events or by request. After hard copy surveys were completed, they were then entered into the online survey site by MPO staff so that all results would be included in the electronic database at the end of the survey period. The survey questionnaire was made available in English, Spanish, and Haitian Creole, and was active from February 15 until March 15, 2020. During that time period 2,760 survey questionnaires were successfully completed by residents and visitors who live or work in Collier County.

Figure 1-1: Social Media Posts Advertising Survey



The survey questionnaire, which can be found in Appendix A, was developed to be as brief as possible while still gathering important information from respondents on levels, causes, and potential solutions for traffic congestion. The questionnaire also asked about respondents' typical driving patterns and their willingness to consider various strategies for reducing overall travel demand. Some of the key takeaways from the survey results are summarized below, with additional information and graphs showing the full results for each question in the following sections of the report:

- Almost half of respondents chose *high traffic volumes* as their preferred definition of traffic congestion, while almost one-quarter selected *long delays at intersections*.
- Nearly two-thirds of respondents rated Collier County roadways as *highly congested*. Less than three percent rated them as *slightly congested* and less than 1 percent responded that Collier County is *not at all congested*.



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- When asked to select the three most significant cause of traffic congestion in Collier County, three-quarters of respondents selected *seasonal traffic from visitors*, nearly half selected *inadequate roadway capacity*, and one-third selected *ineffective traffic signals/poor signal coordination*. Other popular responses selected by just under one-quarter of respondents each were *poor intersection/interchange design* and *crashes/traffic incidents*.
- When asked to select three preferred strategies for reducing traffic congestion in Collier County, *improving signal coordination* and *improving intersections (ex. adding turn lanes or interchanges)* were each selected by more than half of respondents. Nearly one-quarter selected *connecting neighboring communities* and another one-quarter selected *other* to specify their own answer.
- Almost 90 percent of respondents feel that they do not currently have options for commuting to work other than driving alone, but more than one-third responded that they would be willing to use an alternative mode of transportation (other than driving alone) for commuting if options were available. When asked to select all options they would consider, the most common response was *public transportation/transit (ex. bus, shuttle)*, which was selected by more than half of respondents. *Telecommute/work from home* and *flexible work schedules outside of typical hours* were each selected by slightly less than half of respondents, and finally, *bicycle* and *carpool/vanpool* were each selected by just over one-quarter of survey respondents answering the question.
- When asked if they would be willing to use an alternative mode of transportation (other than driving alone) for commuting if their employer were to make them available or provide incentive to use them, the number of those responding *yes* increased to almost half. The most popular options for consideration amongst those who would be willing to use them were similar to those mentioned above, with the telecommuting and working from home options being slightly more popular. Additionally, those willing to consider carpooling or vanpooling increased to nearly forty percent when some degree of employer subsidy is available. *Employer-assisted housing near your work area* was also selected by nearly one-quarter of those respondents answering the question.
- Nearly one-third of respondents reported that they have the flexibility to adjust travel times to/from work, and of those, just over half use this flexibility to avoid traffic congestion. Comparatively, more than three-quarters reported that they have the flexibility to adjust travel times for recreational trips and/or errands. Of those respondents, just over 85 percent use this option to avoid traffic.
- The most common home and work ZIP codes provided by survey respondents were 34120 and 34109, respectively. A comprehensive list of ZIP codes provided can be found in Appendix B.
- Just under 90 percent of respondents were full-time residents of Collier County. The others were either part-time/seasonal residents or those who commute to work from another county.
- Nearly two-thirds of survey respondents were between the ages of 35 and 64.



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- More than 95 percent of survey respondents who work and do not work from home travel to work by driving alone.
- More than half of respondents who work and do not work from home leave for work between 7:00 and 8:30am. The most common commute time was *35 minutes or more*, the highest option.
- Almost half of respondents reported that they spend *70 minutes or more*, again the highest option, driving on an average weekday, and nearly 20 percent reported spending that same amount of time driving in traffic congestion.
- Nearly 1,000 comments were received from survey respondents using an open-ended question asking for any other thoughts or comments related to traffic congestion in Collier County. Hundreds of additional comments were received by allowing respondents to specify ‘other’ answers on several of the survey questions.



2.0 Congestion Levels and Travel Options

The first section of the survey questionnaire asked about opinions related to traffic congestion, it's causes, and potential strategies for reducing it.

2.1 Definitions of Traffic Congestion

Figures 2-1 and 2-2 below summarize the results of survey questions asking the best way to define traffic congestion and the current levels of congestion in Collier County.

Figure 2-1: Q1 - Defining Traffic Congestion

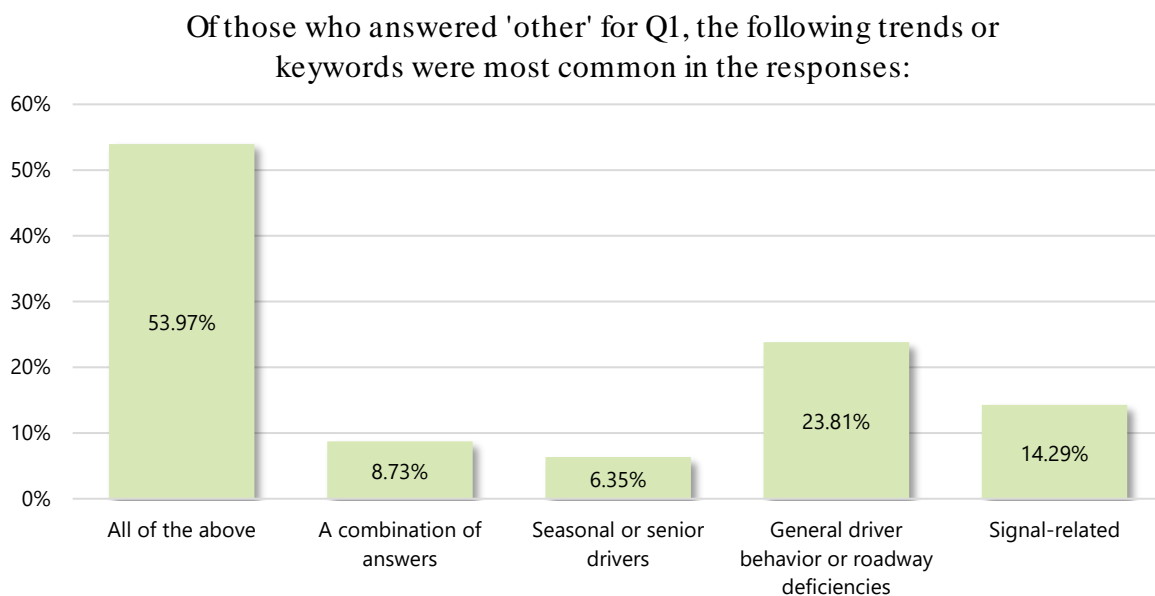
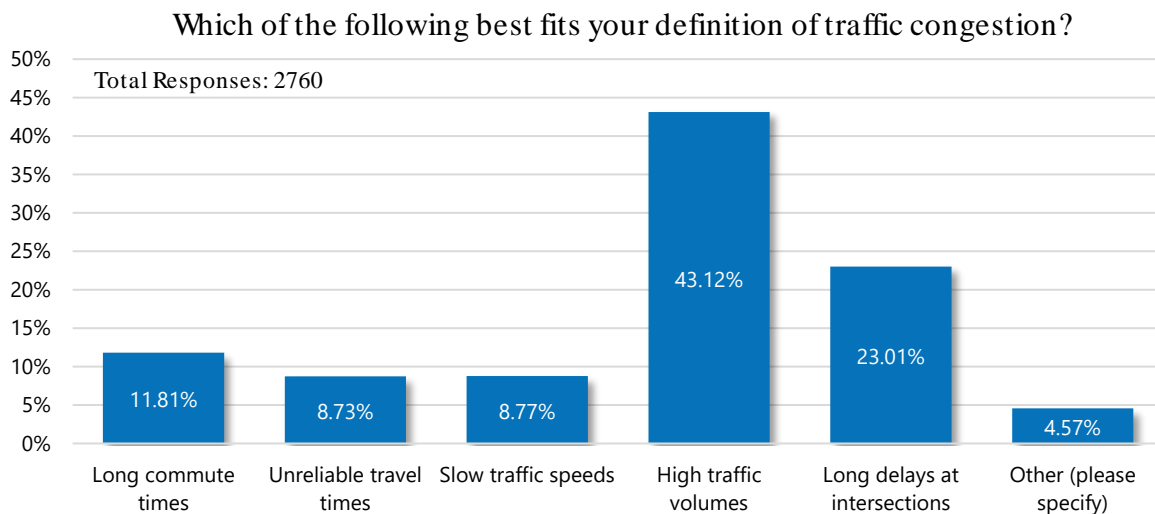
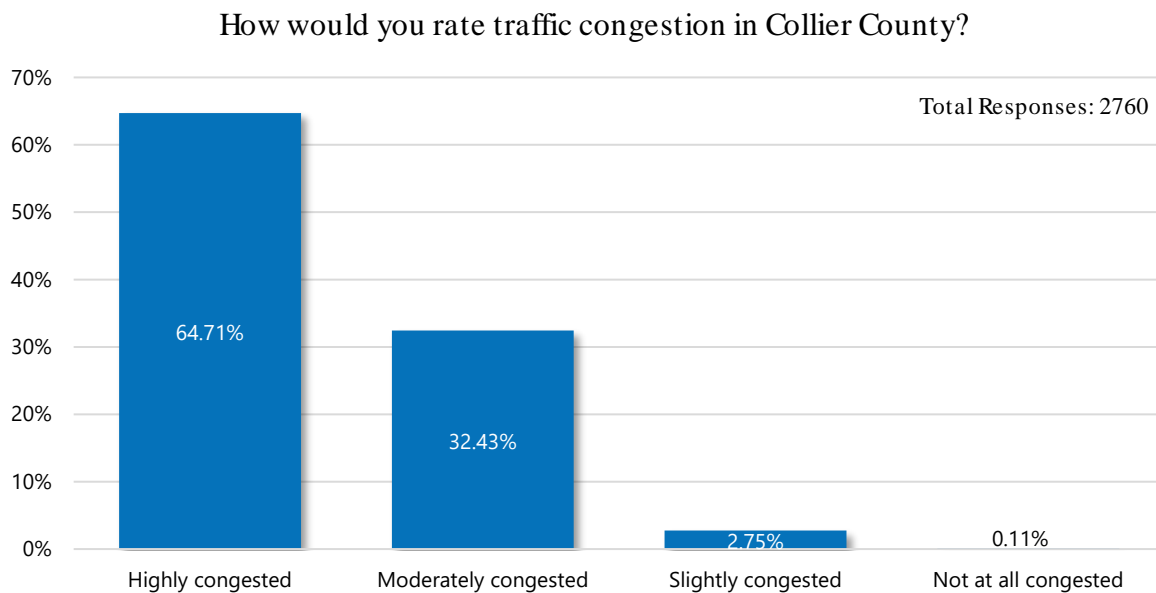


Figure 2-2: Q2 - Rating Traffic Congestion



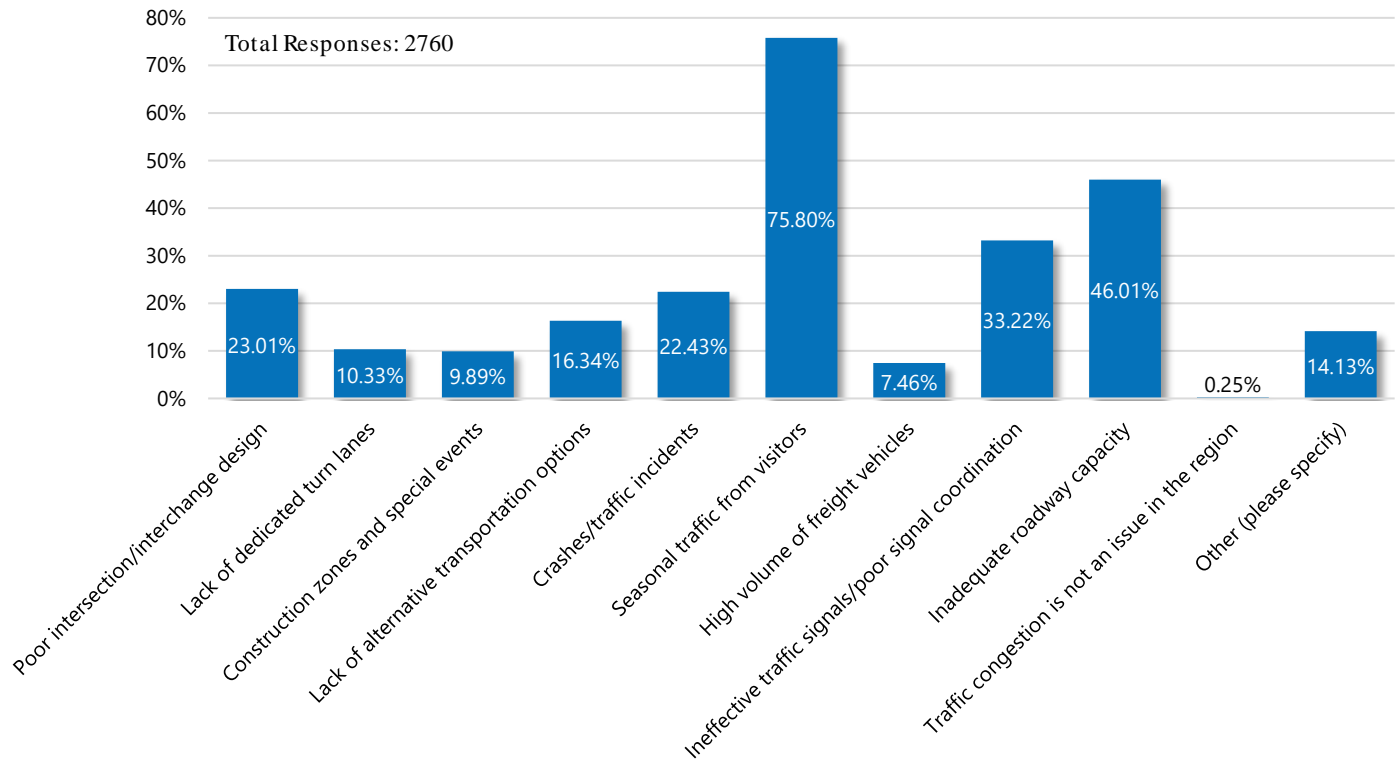
2.2 Causes of Traffic Congestion

Figure 2-3 on the following page shows the results of the survey question asking respondents' opinions on the most significant causes of traffic congestion in Collier County.

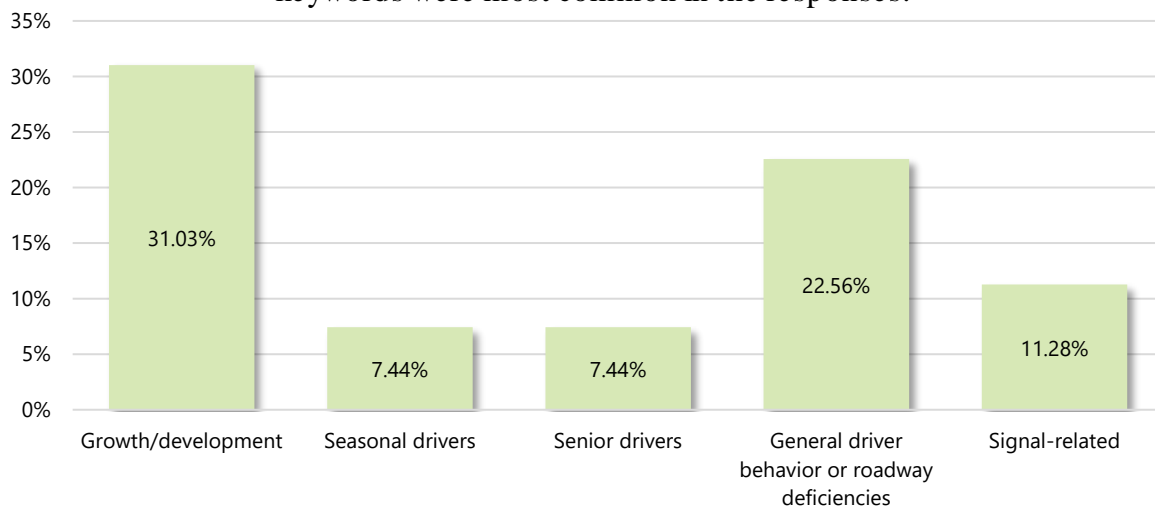


Figure 2-3: Q3 - Most Significant Causes of Traffic Congestion

Which of the following do you feel are the most significant causes of traffic congestion in Collier County? (Please Select 3 Answers)



Of those who answered 'other' for Q3, the following trends or keywords were most common in the responses:

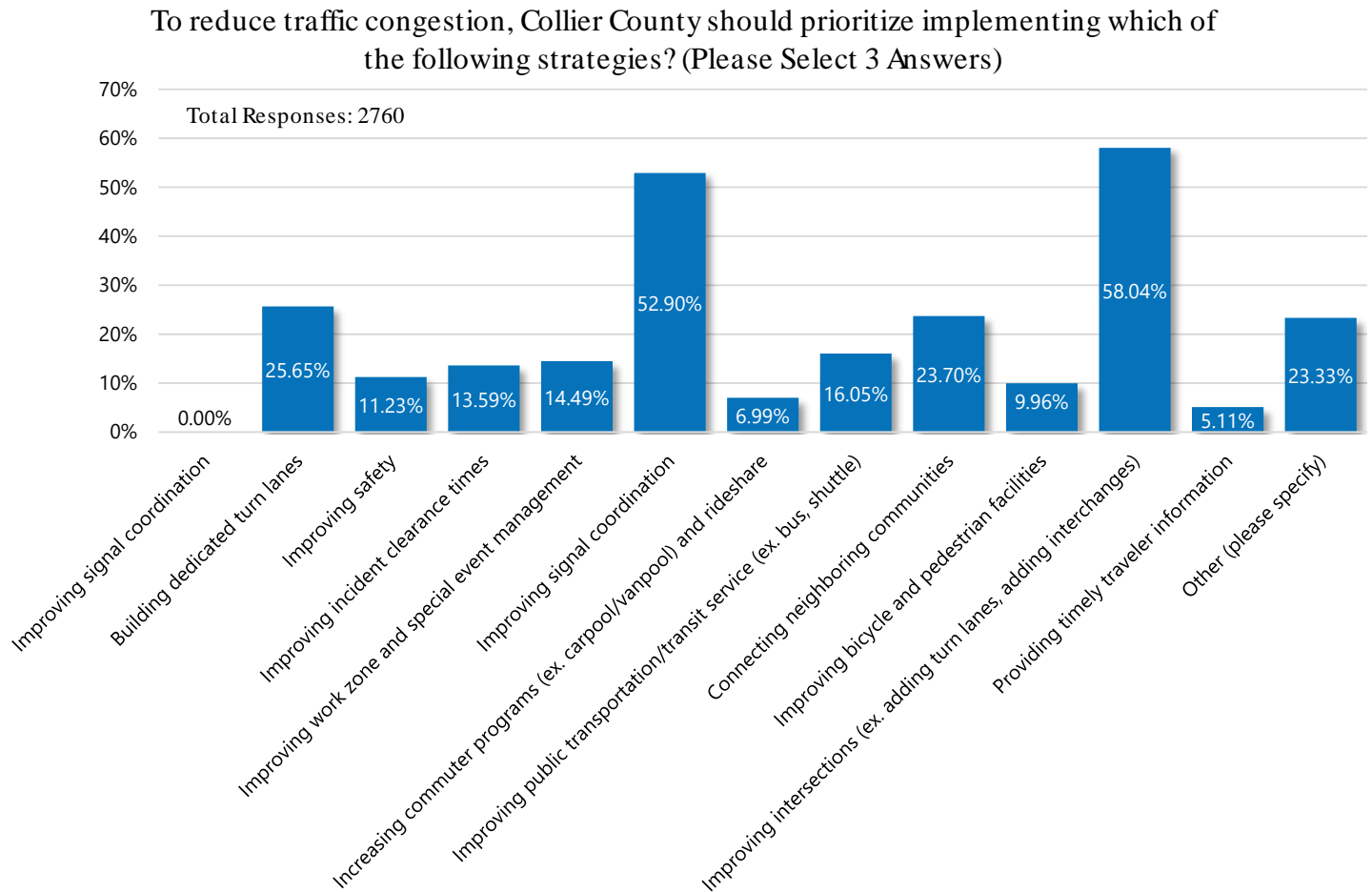


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2.3 Solutions for Traffic Congestion

Figures 2-4 through 2-13 below and on the following pages show the results of survey questions asking for preferred solutions and strategies for addressing traffic congestion in Collier County, as well as respondents' ability to adjust travel times in response to traffic congestion.

Figure 2-4: Q4 - Preferred Strategies for Reducing Traffic Congestion



Of those who answered 'other' for Q4, the following trends or keywords were most common in the responses:

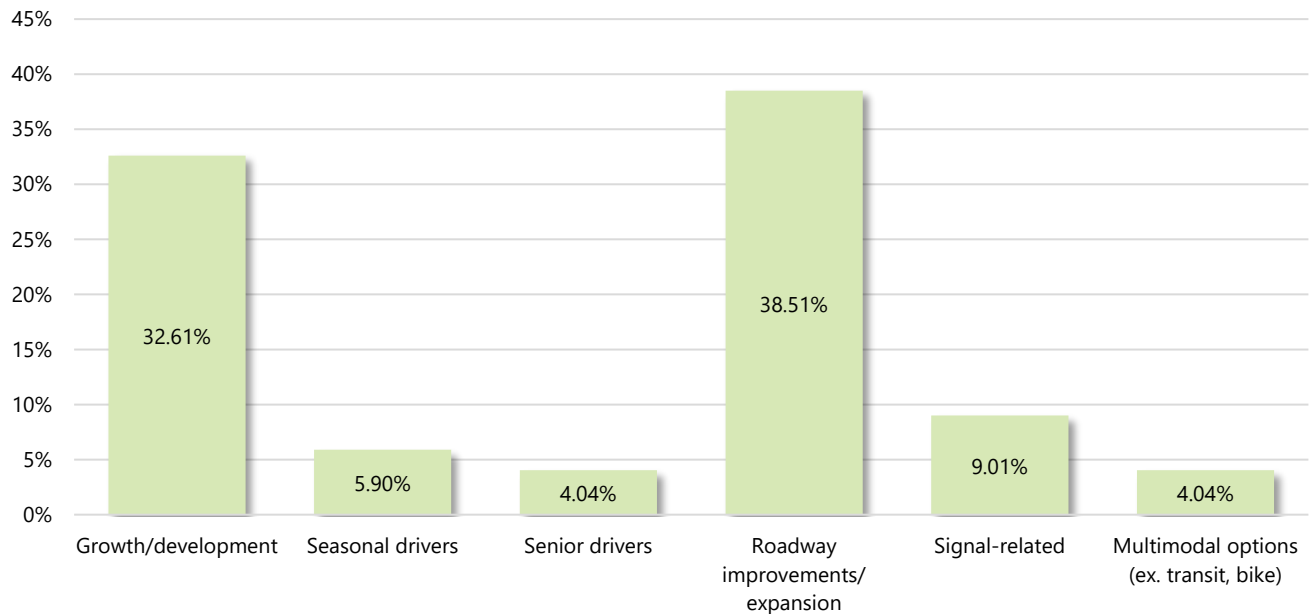


Figure 2-5: Q5 - Availability of Alternative Commuting Options

Do you feel that you currently have options for commuting to work other than driving alone?

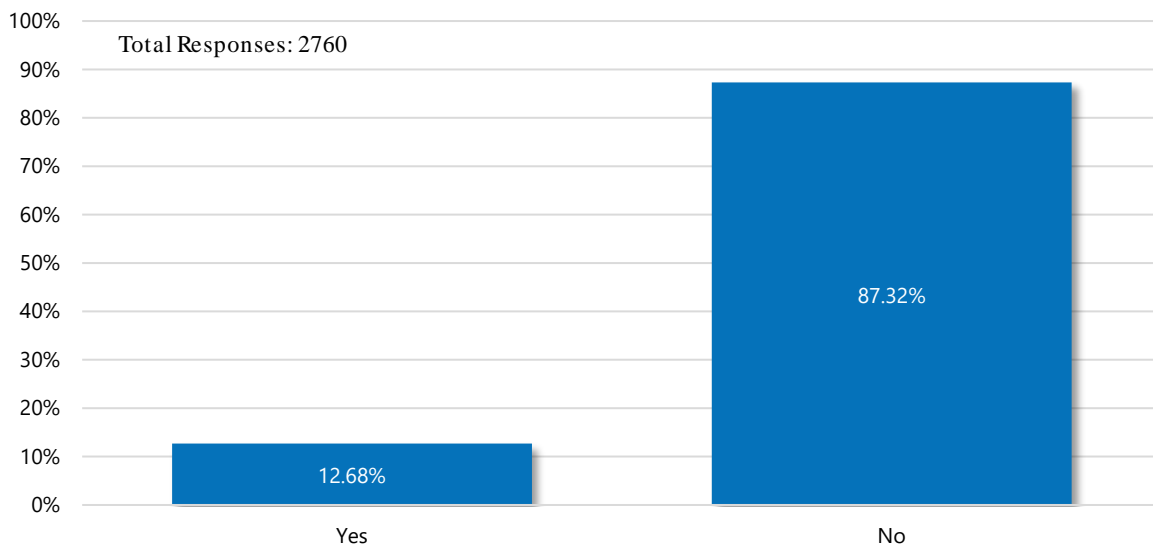


Figure 2-6: Q6 - Willingness to Use Alternative Commuting Options

Would you be willing to use an alternative mode of transportation
(something other than driving alone in your car) for commuting
to/from work if the options were available?

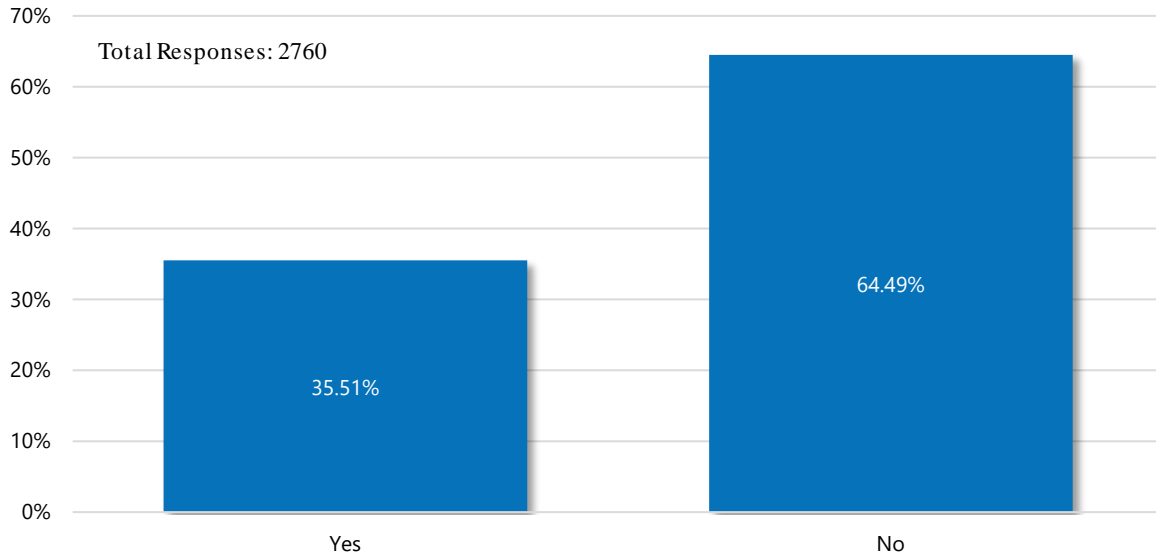
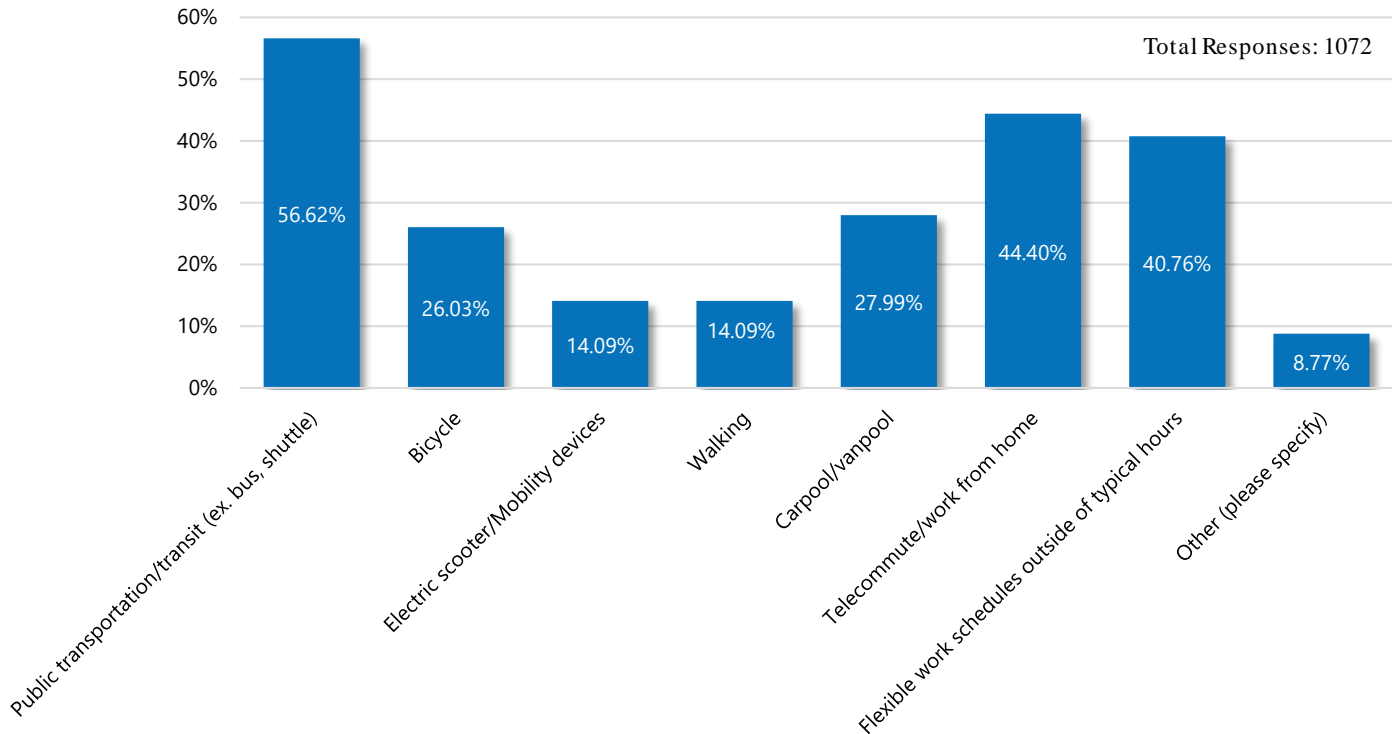


Figure 2-7: Q6a - Preferences for Alternative Commuting Options

If you answered YES to question 6, please select all that you would consider:



Of those who answered 'other' for Q6a, the following trends or keywords were most common in the responses:

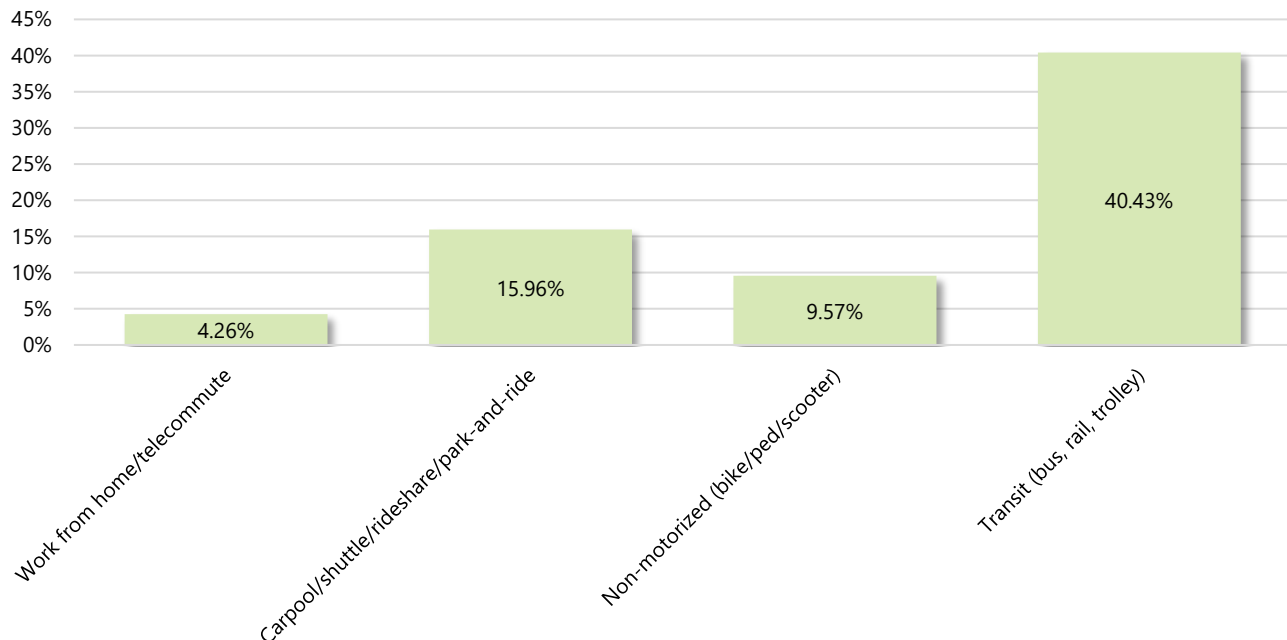


Figure 2-8: Q7 - Willingness to Use Employer-Sponsored Alternative Commuting Options

Would you be willing to use an alternative mode of transportation
(something other than driving alone in your car) for commuting to/from work
if your employer made them available or provided incentives to use them?

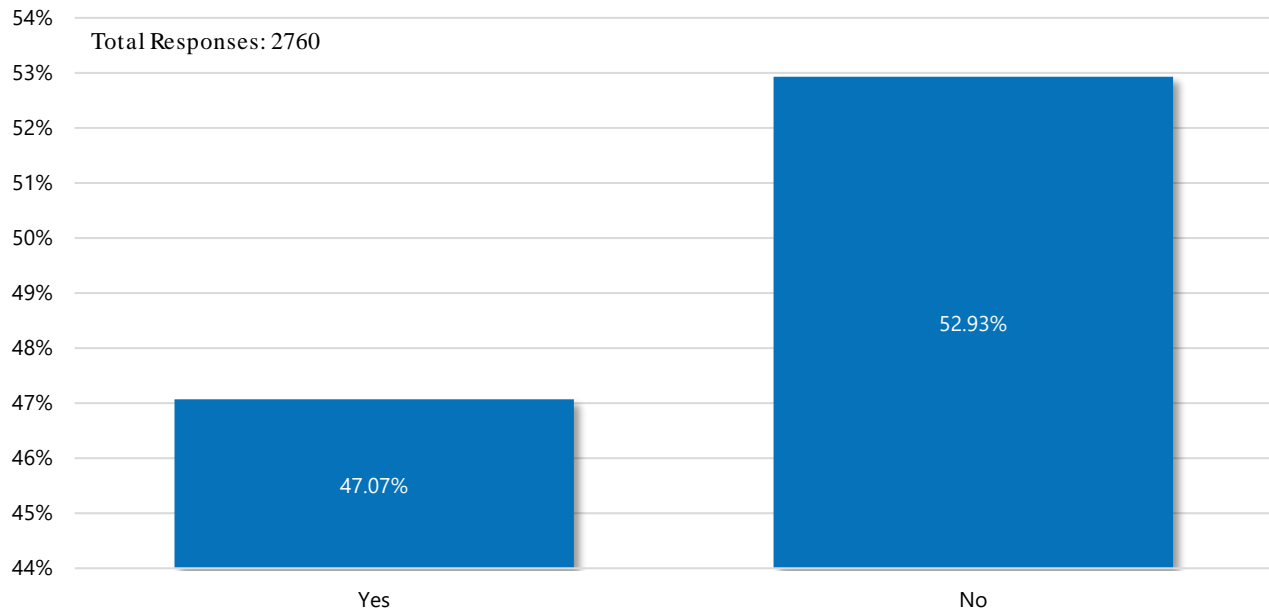
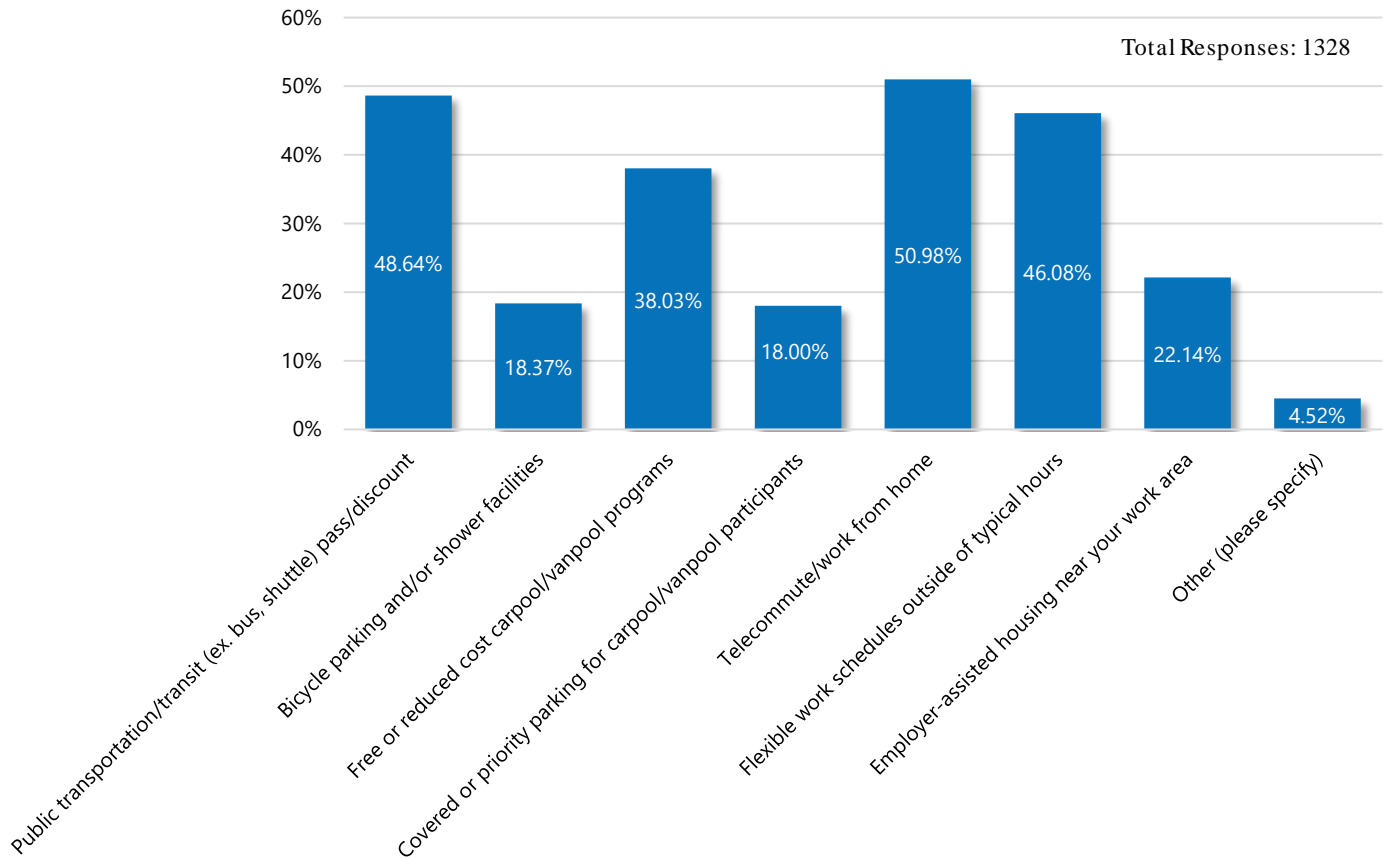


Figure 2-9: Q7a - Preferences for Employer-Sponsored Alternative Commuting Options

If you answered YES to question 7, please select all that you would consider:



Of those who answered 'other' for Q7a, the following trends or keywords were most common in the responses:

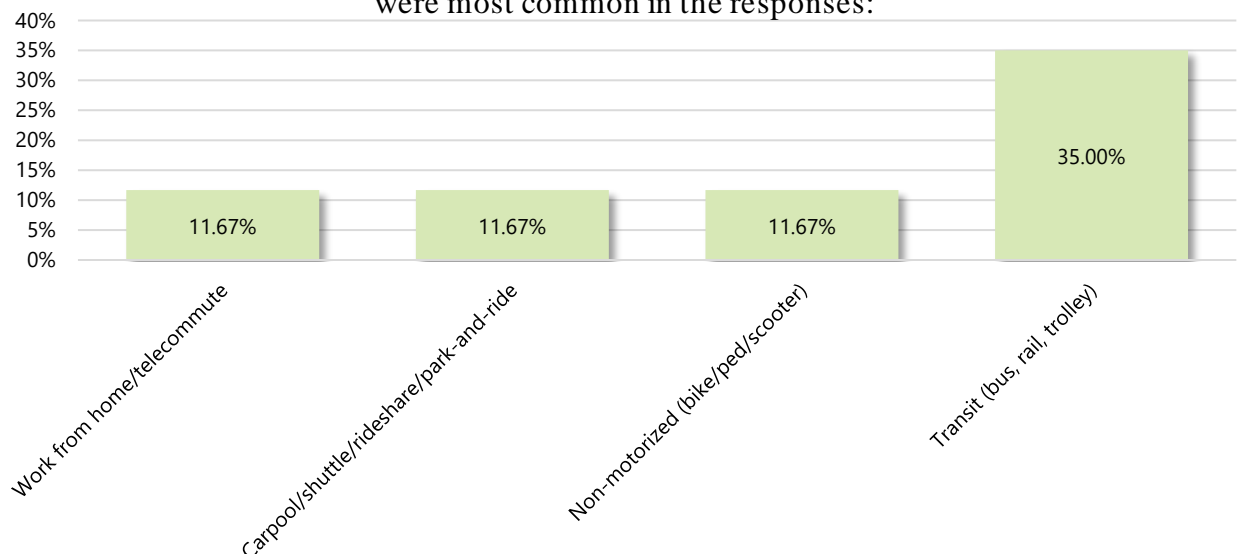


Figure 2-10: Q8 - Flexibility of Work Trips

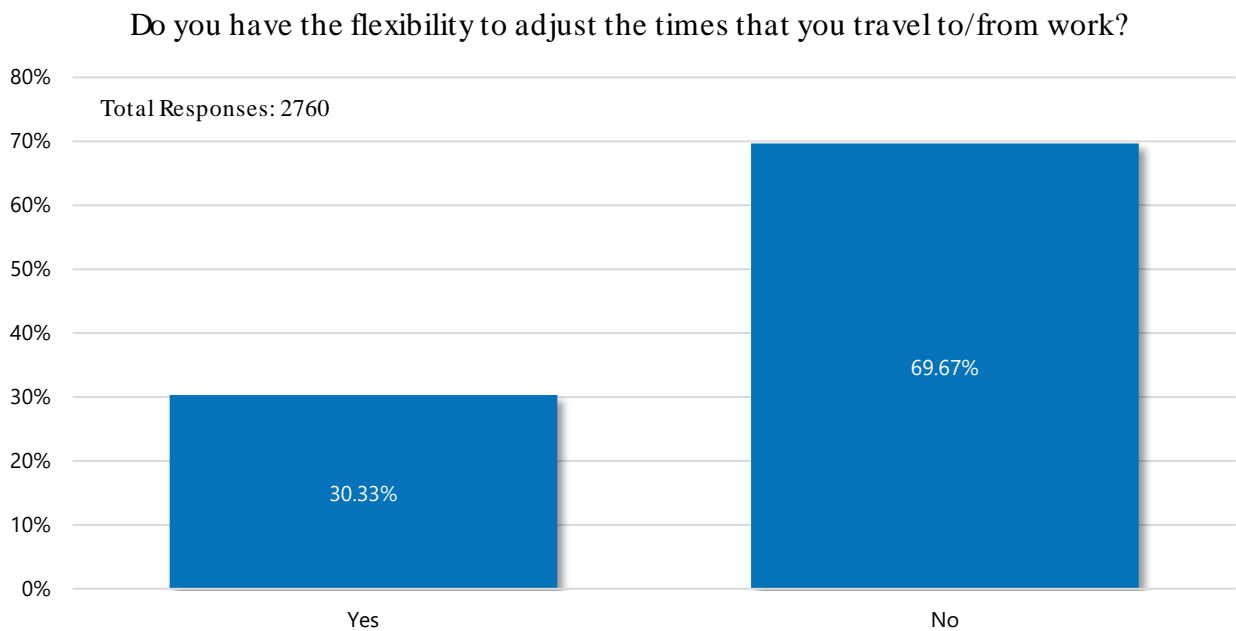


Figure 2-11: Q8a - Adjustment of Work Trips

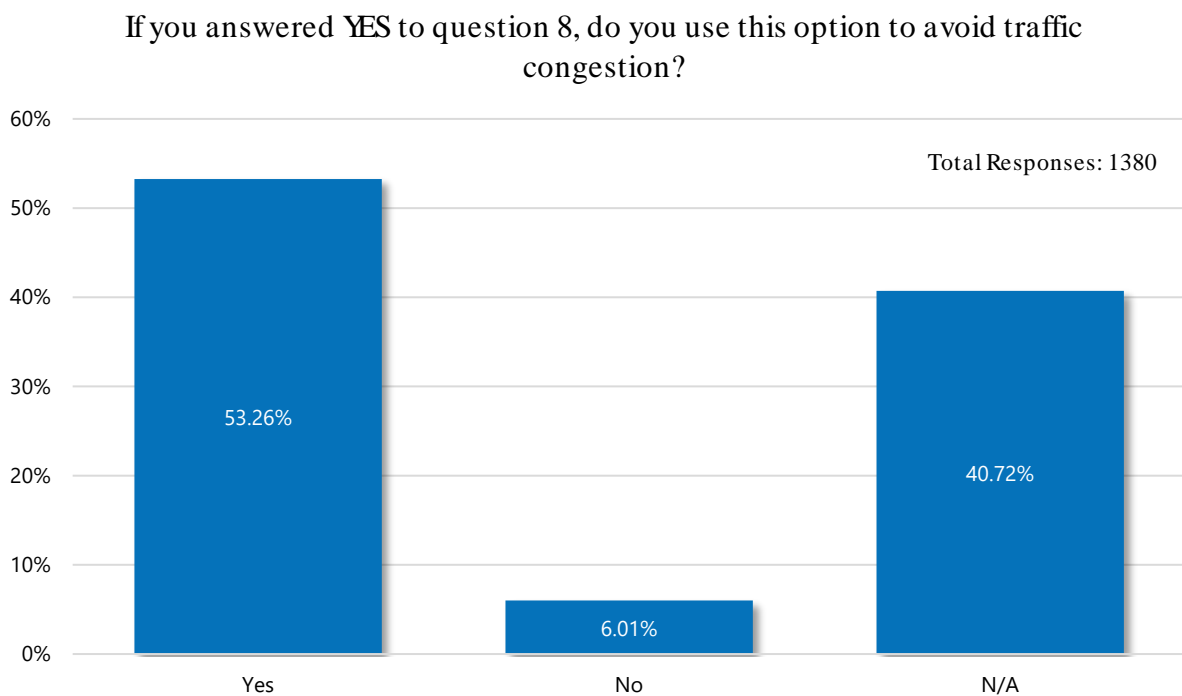


Figure 2-12: Q9 - Flexibility of Other Trips

Do you have the flexibility to adjust the times that you make recreational trips and/or errands?

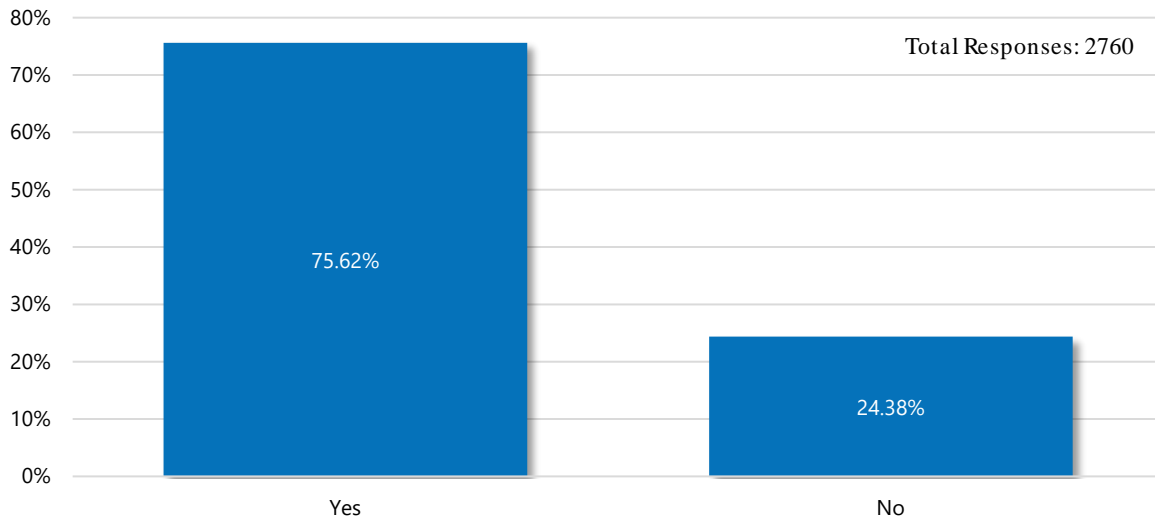
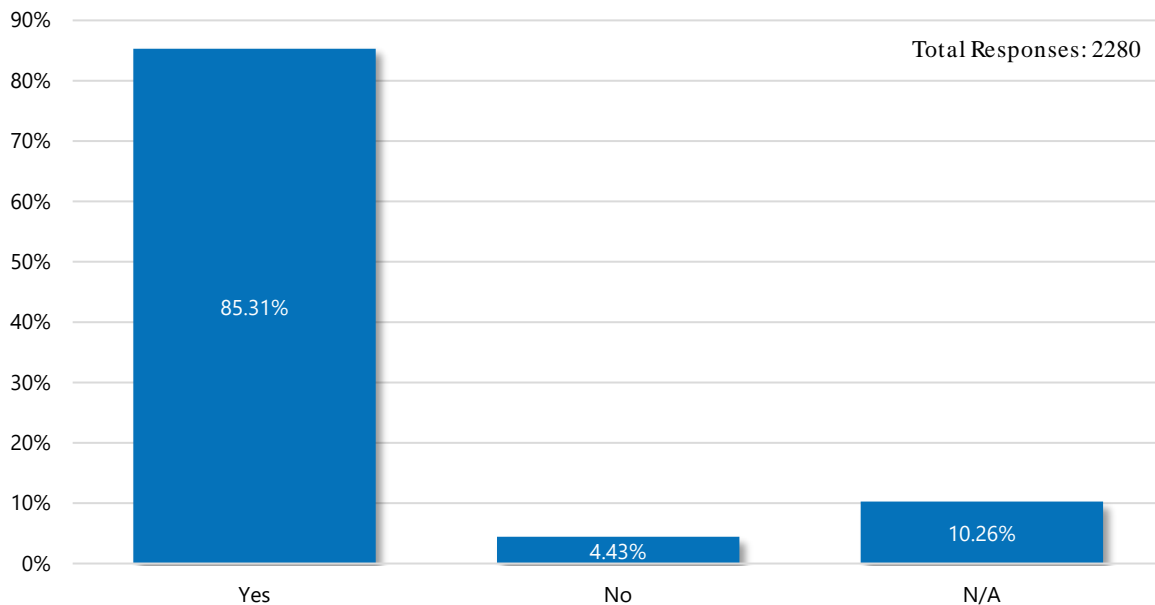


Figure 2-13: Q9a - Adjustment of Other Trips

If you answered YES to question 9, do you use this option to avoid traffic congestion?



3.0 Demographics and Travel Patterns

This section of the survey questionnaire asked about specific demographic characteristics, where respondents are traveling to/from when commuting to work, and typical patterns of behavior when commuting and/or driving.

3.1 Demographic Information

Figures 3-1 and 3-2 below and on the following page show the results of survey questions asking for demographic and socioeconomic information.

Figure 3-1: Q12 - Full-Time vs. Part-Time Residents

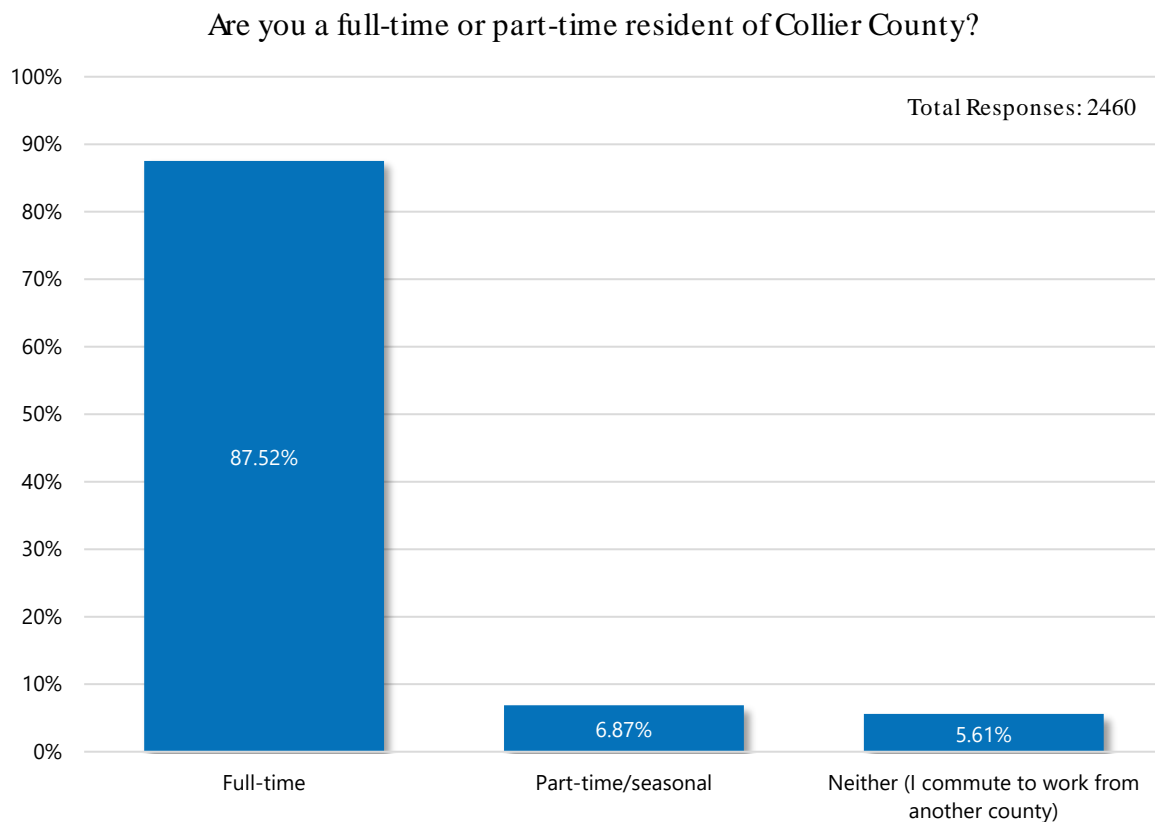
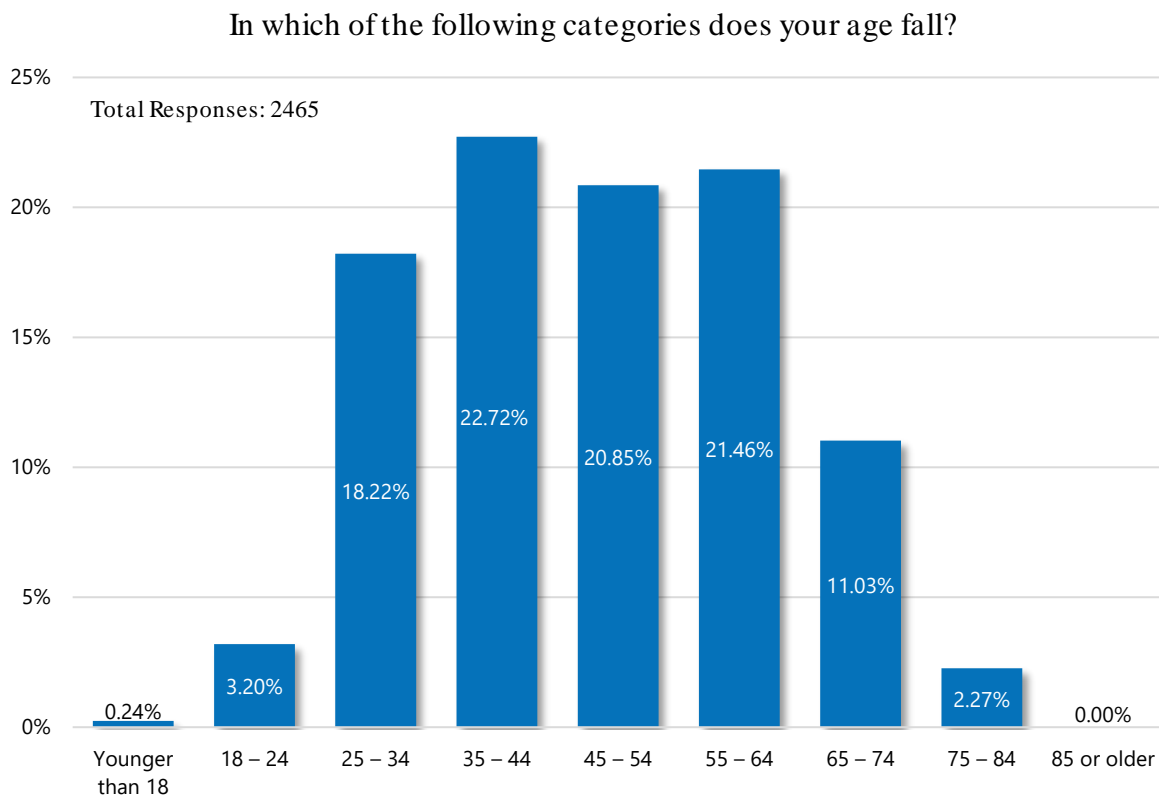


Figure 3-2: Q13 - Age Group Distribution



3.2 Regular Travel Characteristics

Figures 3-3 and 3-4 on the following page show the distribution of the home and work ZIP codes provided by survey respondents. The numbers on each graphic represent the number of times a given ZIP code area was provided. A complete list of all home and work ZIP codes received during the survey effort can be found in Appendix B.

Figures 3-5 through 3-9 on the following pages show the results of survey questions asking for information on respondents' typical driving patterns and regular experiences with traffic congestion in Collier County.



Figure 3-3: Distribution of Respondent Home ZIP Codes

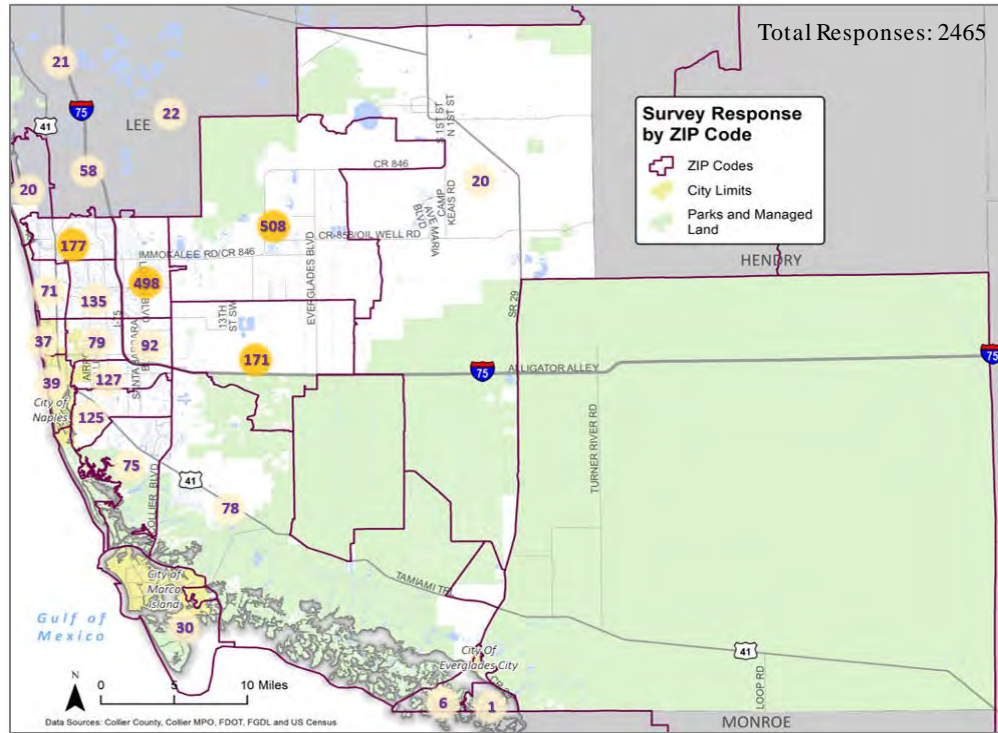


Figure 3-4: Distribution of Respondent Work ZIP Codes

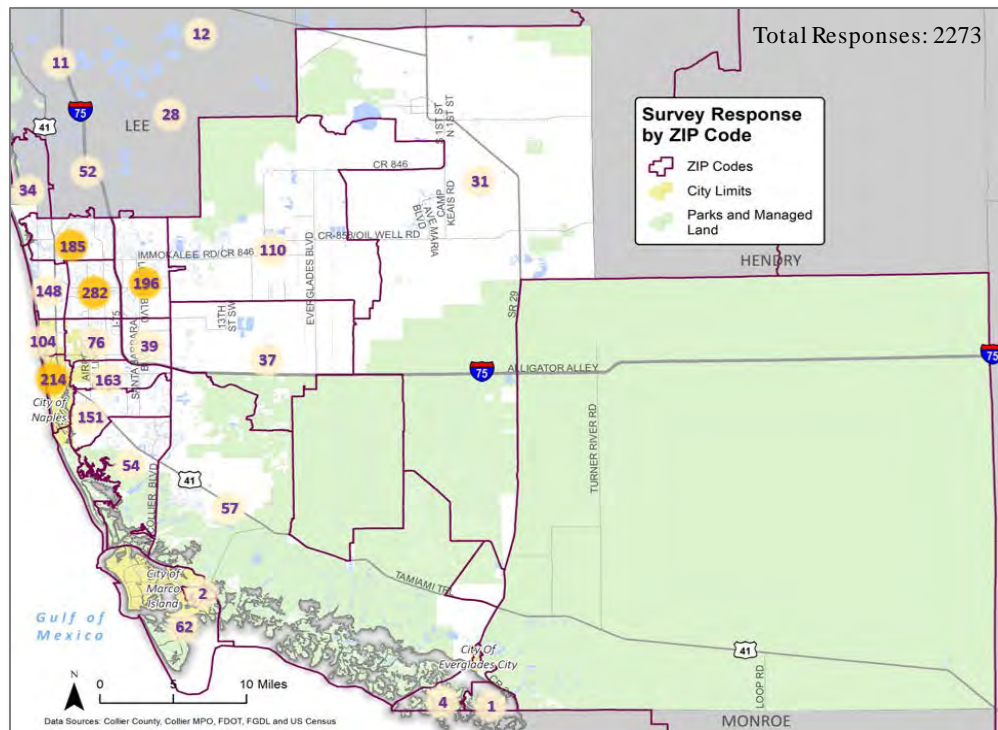
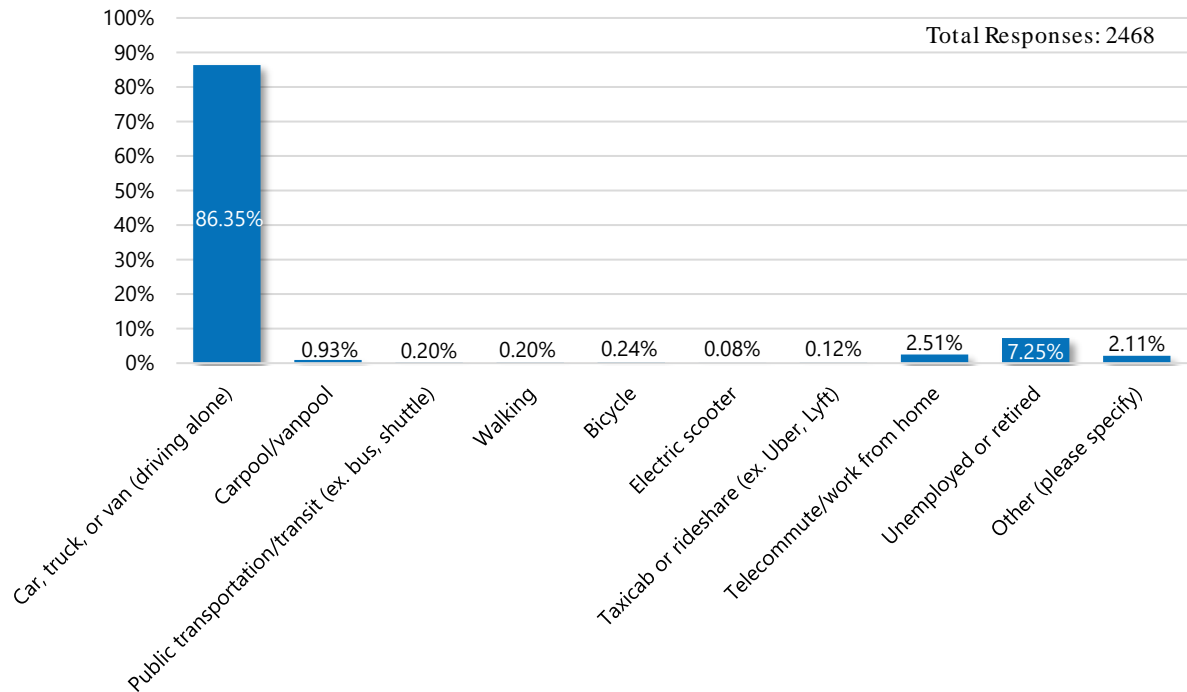


Figure 3-5: Q14 - Mode of Commute

How do you normally travel to work?



Of those who answered 'other' for Q14, the following trends or keywords were most common in the responses:

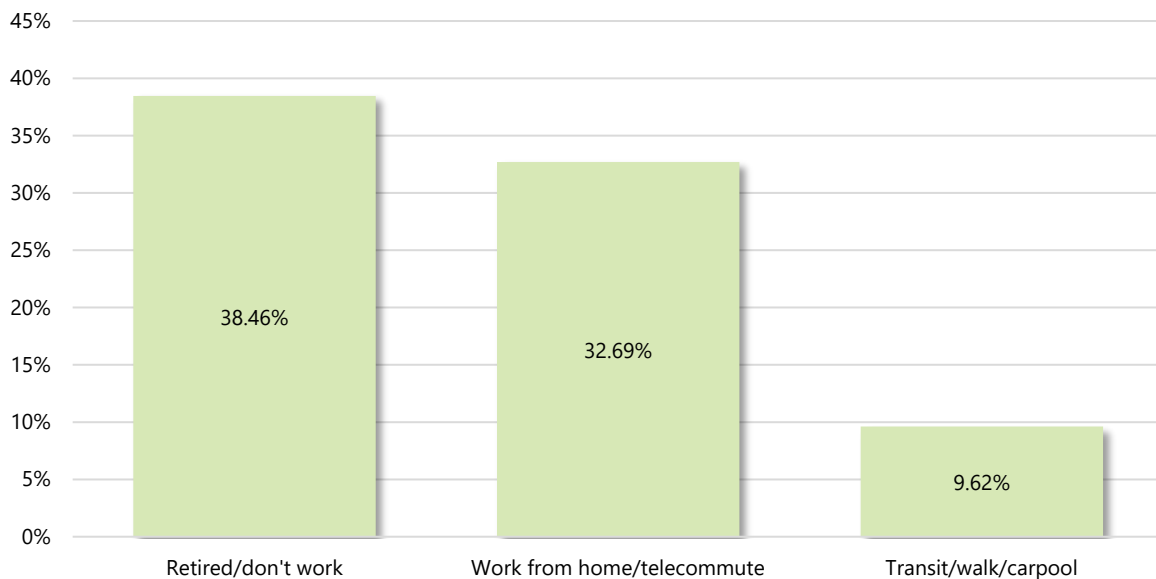


Figure 3-6: Q15 - Commute Time

What is your usual commute time to work?

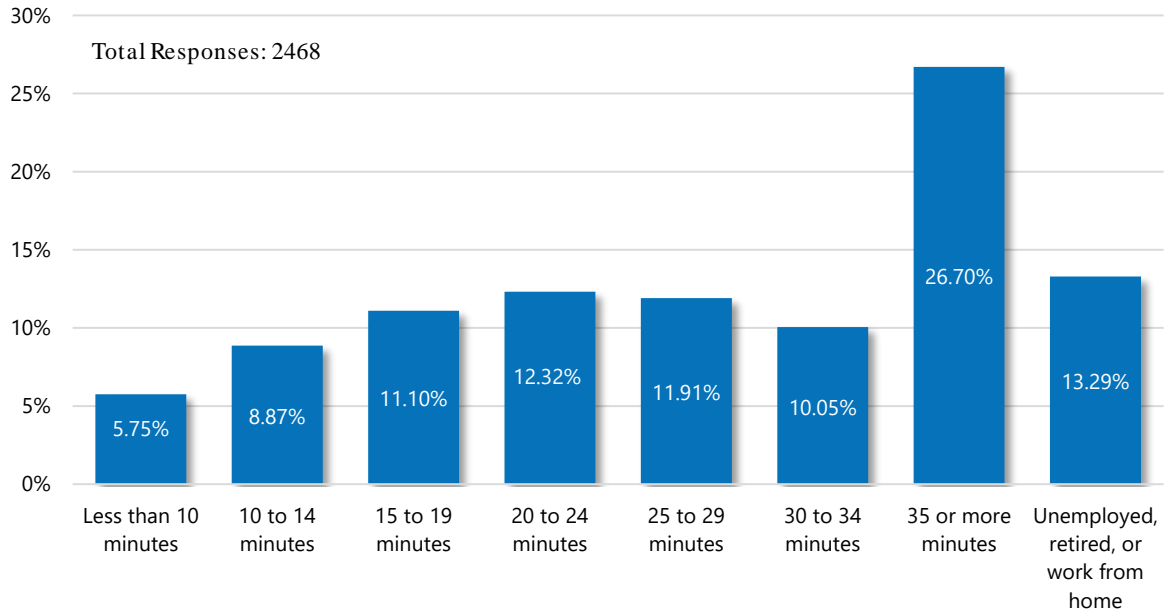


Figure 3-7: Q16 - Commute Departure Time

What time do you normally leave home to go to work?

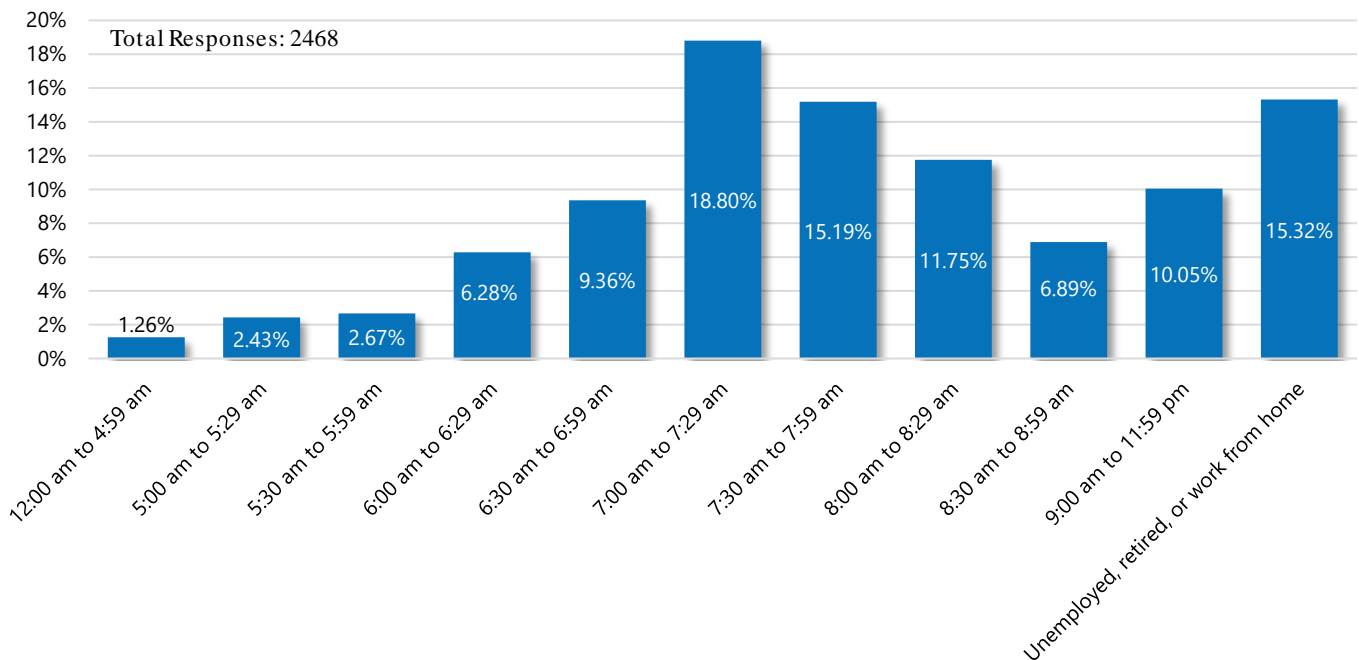


Figure 3-8: Q17 - Average Weekday Drive Time

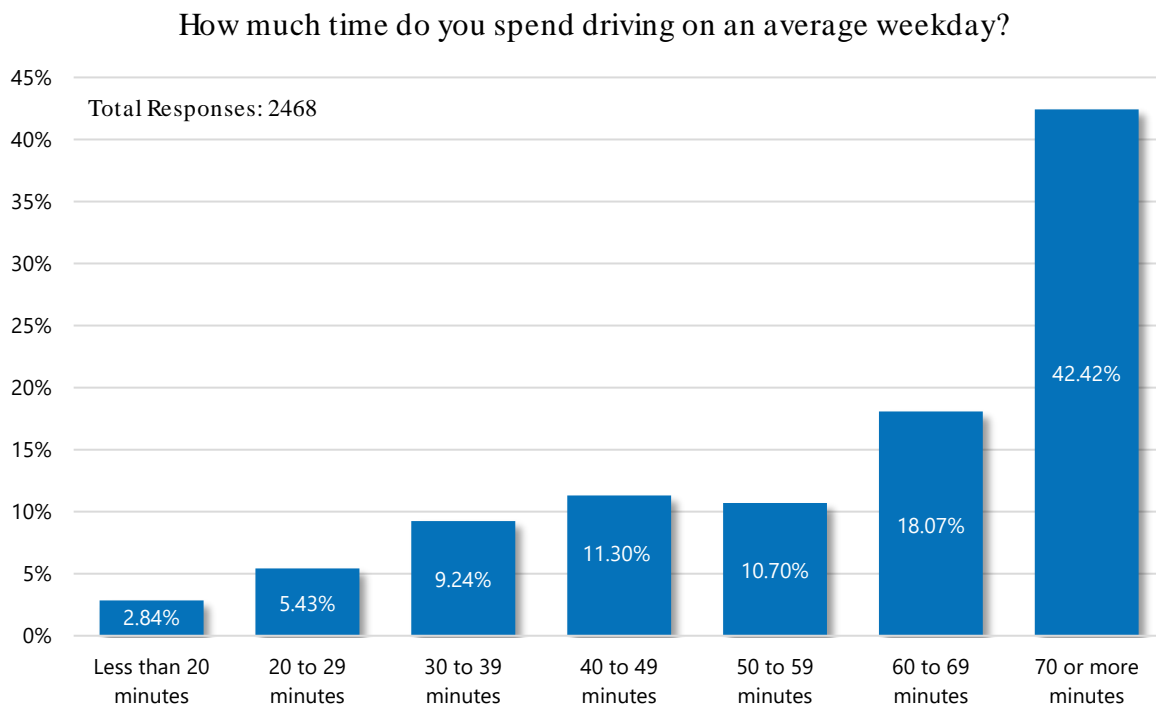
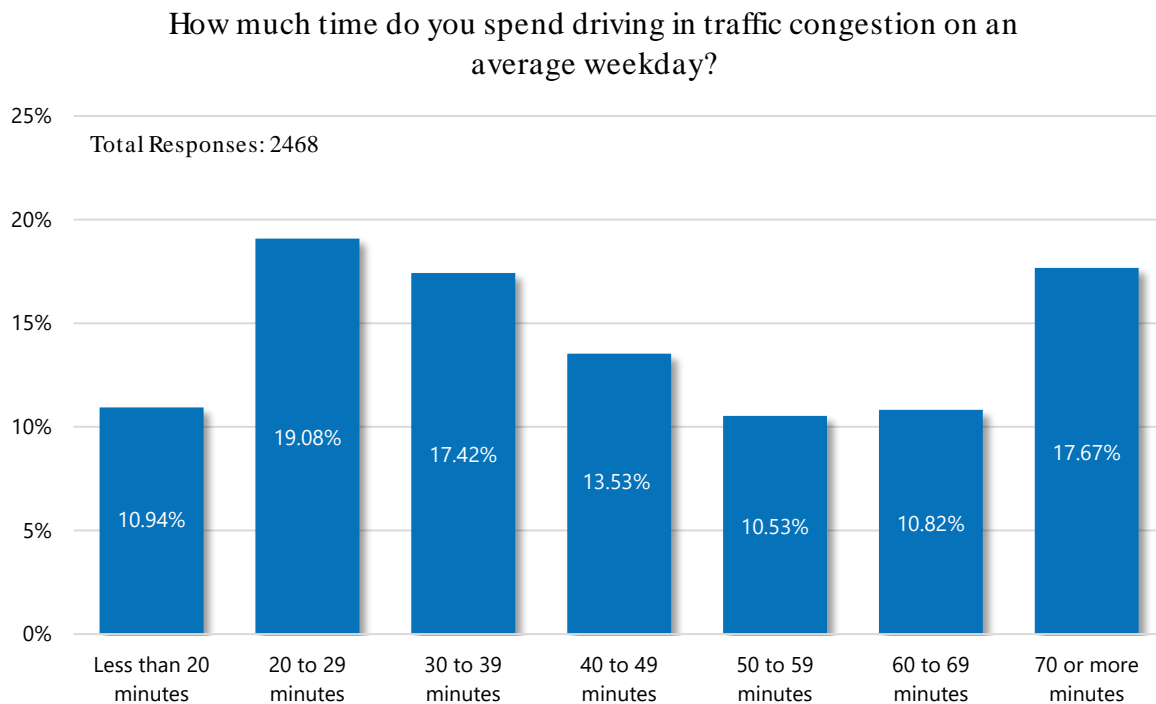


Figure 3-9: Q18 - Average Weekday Drive Time in Traffic Congestion

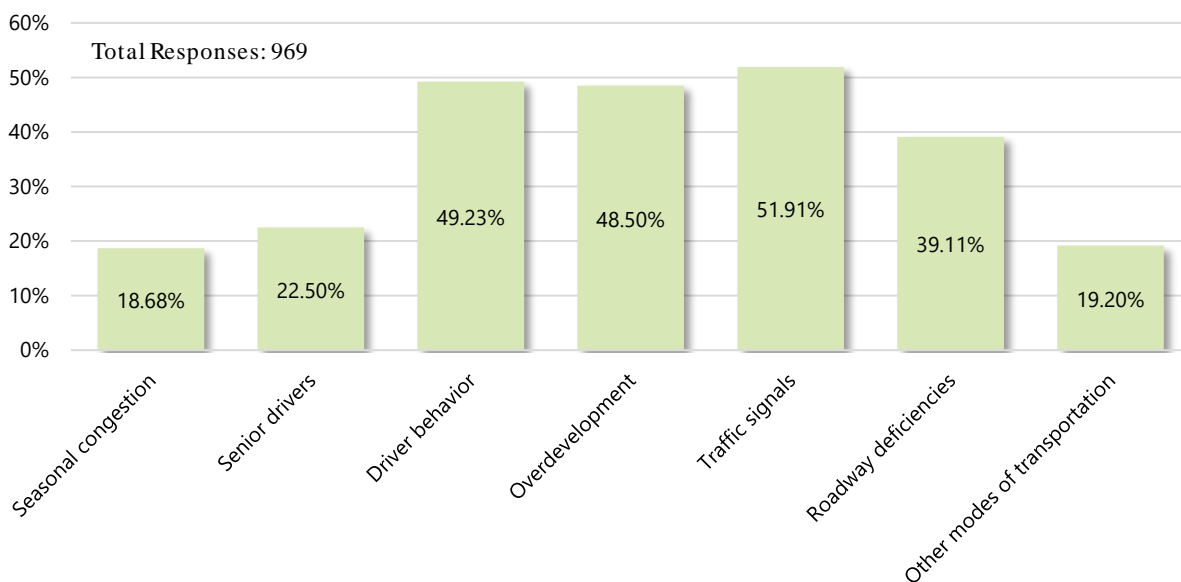


4.0 Additional Comments

This section provides a summary of the results from the final survey question asking for respondents to provide any additional thoughts or comments on traffic congestion in Collier County. Figure 4-1 shows the most common topics based on keywords that appear in the comments and Figure 4-2 shows the most common locations based on roadway or place names that appear in the comments. It should be noted that these figures show the amount of comments that contain certain keywords as a percentage of the total number of comments received. Due to the overall number of comments and the lack of uniformity associated with the open-ended text, this analysis is not intended to categorize every comment and show the distribution of those categories, but rather, provide a generalized picture of the larger themes that emerge.

Figure 4-1: Q20 - Most Common Topics from Additional Comments

Of those who answered Q20, Please share any other thoughts or comments related to traffic congestion in Collier County, the following trends or keywords were most common in the responses:



As shown in Figure 4-1, the most common topics found in the comment responses are those associated with driver behavior, overdevelopment in Collier County, and traffic signals. These topics, however, should not be considered as independent of one another. Instead, many overlapping themes run throughout. For example, a single comment related to seniors driving under the speed limit in the left lane would have been captured as both an issue with senior drivers and driver behavior in general. A single comment stating that a moratorium is needed on new development because there is not enough capacity on local roads would have been captured as both an overdevelopment issue and a roadway deficiency issue.



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Additional information about recurring keywords and general themes found in each of the most common topic areas is provided below:

Seasonal Congestion – Comments related to seasonal congestion generally describe the overload of vehicles on the network during peak tourist and part-time resident months. They also commonly describe driving behavior associated with seasonal visitors as being worse than full-time residents. Examples of keywords used to identify comments related to seasonal congestion include *season, snowbird, visitor, and tourist*.

Senior Drivers – Similar to seasonal residents, the large number of senior-aged drivers in Collier County is a recurrent theme in many comment responses. These comments reveal criticisms of driver's abilities declining with age and recurrent patterns of driving below the speed limit, the need to better test aging drivers for the ability to safely operate a vehicle, and the congestion resulting from these factors. Examples of keywords used to identify comments related to senior drivers include *old, senior, age, 65, license, test, and elderly*.

Driver Behavior – General driver behavior is another common theme observed in many of the comments received. This includes aggressive, careless, or distracted drivers, as well as people breaking traffic laws on a regular basis with little enforcement or repercussions. Examples of keywords used to identify comments related to driver behavior include *speed limit, slow, fast, unsafe, dangerous, phone, attention, ticket, law, rule, and run* (red lights).

Overdevelopment – One of the most common overall types of feedback seen in the comments is related to the idea that Collier County is growing too fast and is rapidly becoming overdeveloped. Many respondents point out that the amount of housing and new development has over the years outpaced the infrastructure needed to support it. Most of these comments types call for less building and development, and many of them point out that they do not want Collier County to become as densely populated as southeast Florida given the levels of congestion already being experienced on a regular basis. Examples of keywords used to identify comments related to overdevelopment include *sprawl, density, Miami, Fort Lauderdale, east coast, residential, housing, condos, construction, moratorium, planning, build, growth, and development*.

Traffic Signals – Another of the most commonly recurring comment types are those criticizing the traffic signal system at intersections. A sizeable portion of the overall comments are calls to better synchronize, coordinate, or time the signal systems better so that there is not as much stop-and-go driving and wasted time spent waiting at signals when little traffic is occurring in other directions. Examples of keywords used to identify comments related to traffic signals include *signal, lights, sync, coordinate, and timing*.

Roadway Deficiencies – Comments related to roadway deficiencies generally express a need for additional capacity, turn lanes, flyovers, or access/egress points. Another common theme associated with these types of comments is the fact that gated communities may be causing additional congestion by not allowing alternate routes and forcing all traffic onto a limited number of roadways. Examples of keywords used to identify comments related to roadway deficiencies include *U-turn, left lane, widen, capacity, connect, gated, overpass, and roundabout*.



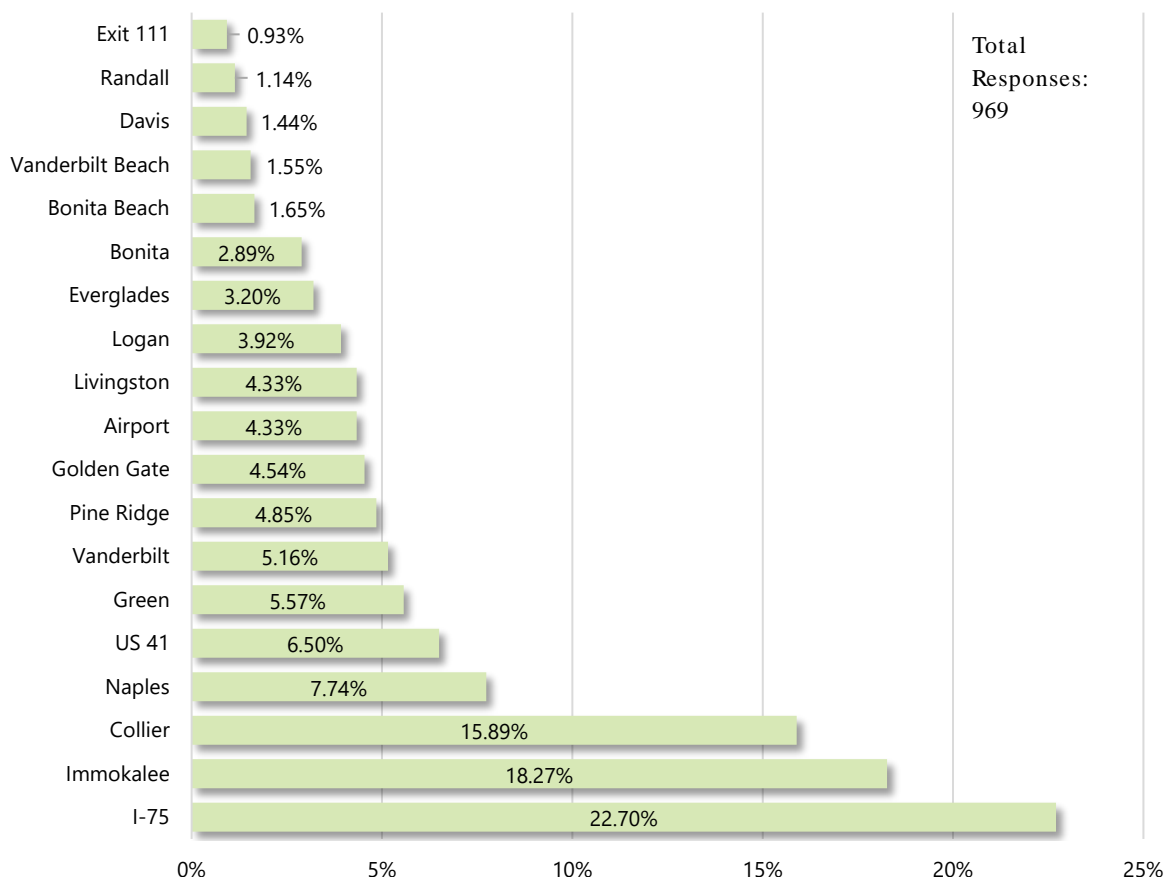
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Other Modes of Transportation – Many comments received mention other modes of transportation. These range from trucks and delivery vehicles being problematic during peak hours to a lack of safe, non-motorized facilities or convenient public transportation options. Examples of keywords used to identify comments related to other modes of transportation include *truck, bicycle, pedestrian, walk, path, carpool, and public transportation*.

Specific Problem Locations – Another sizable category of comments received, which are not as easy to quantify as some of the others, are those comments pointing out issues at specific roadway segments, intersections, or parts of Collier County based on drivers' observations or experiences with congestion. Figure 4-2 shows some of the major locational words recurring in comments by cross-referencing a list of major roadways. There were, however, many other place-specific recommendations and descriptions of issues leading to recurring congestion that will be useful to the MPO and its transportation partners moving forward.

Figure 4-2: Q20 - Most Common Locations from Additional Comments

Of those who answered Q20, Please share any other thoughts or comments related to traffic congestion in Collier County, the following locations were most common in the responses:



APPENDIX A

Survey Questionnaire





Congestion in Collier County

We Want to Hear from You!

The Collier MPO is interested in learning about how traffic congestion impacts you.

Please take our short survey. If you have any questions or comments, please email Brandy.Otero@colliercountyfl.gov

Congestion Levels and Travel Options

1. Which of the following best fits your definition of traffic congestion?
 - a. Long commute times
 - b. Unreliable travel times
 - c. Slow traffic speeds
 - d. High traffic volumes
 - e. Long delays at intersections
 - f. Other (please specify) _____
2. How would you rate traffic congestion in Collier County?
 - a. Highly congested
 - b. Moderately congested
 - c. Slightly congested
 - d. Not at all congested
3. Which of the following do you feel are the most significant causes of traffic congestion in Collier County? (**Please Select 3 Answers**)
 - a. Poor intersection/interchange design
 - b. Lack of dedicated turn lanes
 - c. Construction zones and special events
 - d. Lack of alternative transportation options
 - e. Crashes/traffic incidents
 - f. Seasonal traffic from visitors
 - g. High volume of freight vehicles
 - h. Ineffective traffic signals/poor signal coordination
 - i. Inadequate roadway capacity
 - j. Traffic congestion is not an issue in the region
 - k. Other (please specify) _____



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4. To reduce traffic congestion, Collier County should prioritize implementing which of the following strategies? (**Please Select 3 Answers**)
 - a. Building dedicated turn lanes
 - b. Improving safety
 - c. Improving incident clearance times
 - d. Improving work zone and special event management
 - e. Improving signal coordination
 - f. Increasing commuter programs (ex. carpool/vanpool) and rideshare options
 - g. Improving public transportation/transit service (ex. bus, shuttle)
 - h. Connecting neighboring communities
 - i. Improving bicycle and pedestrian facilities
 - j. Providing timely traveler information
 - k. Improving intersections (ex. adding turn lanes, adding interchanges)
 - l. Other (please specify) _____

5. Do you feel that you currently have options for commuting to work other than driving alone?
 - a. Yes
 - b. No

6. Would you be willing to use an alternative mode of transportation (something other than driving alone in your car) for commuting to/from work if the options were available?
 - a. Yes
 - b. No

If yes, please select all that you would consider:

- a. Public transportation/transit (ex. bus, shuttle)
- b. Bicycle
- c. Electric scooter/Mobility devices
- d. Walking
- e. Carpool/vanpool
- f. Telecommute/work from home
- g. Flexible work schedules outside of typical hours
- h. Other (please specify) _____



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7. Would you be willing to use an alternative mode of transportation (something other than driving alone in your car) for commuting to/from work if your employer made them available or provided incentives to use them?

- a. Yes
- b. No

If yes, please select all that you would consider:

- a. Public transportation/transit (ex. bus, shuttle) pass or discount
- b. Bicycle parking and/or shower facilities
- c. Free or reduced cost carpool/vanpool programs
- d. Covered or priority parking for carpool/vanpool participants
- e. Telecommute/work from home
- f. Flexible work schedules outside of typical hours
- g. Employer-assisted housing near your work area
- h. Other (please specify) _____

8. Do you have the flexibility to adjust the times that you travel to/from work?

- a. Yes
- b. No

If yes, do you use this option to avoid traffic congestion?

- a. Yes
- b. No

9. Do you have the flexibility to adjust the times that you make recreational trips and/or errands?

- a. Yes
- b. No

If yes, do you use this option to avoid traffic congestion?

- c. Yes
- d. No



Demographics and Travel Patterns

10. What is your current home ZIP code? _____
11. What is your current work ZIP code? _____
12. Are you a full-time or part-time resident of Collier County?
 - a. Full-time
 - b. Part-time/seasonal
 - c. Neither (I commute to work from another county)
13. In which of the following categories does your age fall?
 - a. Younger than 18
 - b. 18 – 24
 - c. 25 – 34
 - d. 35 – 44
 - e. 45 – 54
 - f. 55 – 64
 - g. 65 – 74
 - h. 75 – 84
 - i. 85 or older
14. How do you normally travel to work?
 - a. Car, truck, or van (driving alone)
 - b. Carpool/vanpool
 - c. Public transportation/transit (ex. bus, shuttle)
 - d. Walking
 - e. Bicycle
 - f. Electric scooter
 - g. Taxicab or rideshare (ex. Uber, Lyft)
 - h. Telecommute/work from home
 - i. Unemployed or retired
 - j. Other (please specify) _____
15. What is your usual commute time to work?
 - a. Less than 10 minutes
 - b. 10 to 14 minutes
 - c. 15 to 19 minutes
 - d. 20 to 24 minutes
 - e. 25 to 29 minutes
 - f. 30 to 34 minutes
 - g. 35 or more minutes
 - h. I'm unemployed, retired, or work from home
16. What time do you normally leave home to go to work?



Congestion Survey – Summary Report

- a. 12:00 am to 4:59 am
 - b. 5:00 am to 5:29 am
 - c. 5:30 am to 5:59 am
 - d. 6:00 am to 6:29 am
 - e. 6:30 am to 6:59 am
 - f. 7:00 am to 7:29 am
 - g. 7:30 am to 7:59 am
 - h. 8:00 am to 8:29 am
 - i. 8:30 am to 8:59 am
 - j. 9:00 am to 11:59 pm
 - k. I'm unemployed, retired, or work from home
17. How much time do you spend driving on an average weekday?
- a. Less than 20 minutes
 - b. 20 to 29 minutes
 - c. 30 to 39 minutes
 - d. 40 to 49 minutes
 - e. 50 to 59 minutes
 - f. 60 to 69 minutes
 - g. 70 or more minutes
18. How much time do you spend driving in traffic congestion on an average weekday?
- a. Less than 20 minutes
 - b. 20 to 29 minutes
 - c. 30 to 39 minutes
 - d. 40 to 49 minutes
 - e. 50 to 59 minutes
 - f. 60 to 69 minutes
 - g. 70 or more minutes
19. If you would like to receive email updates from the MPO, please provide your email address below:
-
20. Please share any other thoughts or comments related to traffic congestion in Collier County:
-

Thank you for taking our survey!



APPENDIX B

Complete List of Home/Work ZIP Codes Received



Congestion Survey – Summary Report

Home ZIP Code	Number of Responses	Collier County?	Work ZIP Code	Number of Responses	Collier County?
34120	508	Y	34109	282	Y
34119	498	Y	34102	212	Y
34110	177	Y	34119	196	Y
34117	171	Y	34110	181	Y
34109	135	Y	34104	163	Y
34104	127	Y	34112	151	Y
34112	125	Y	34108	148	Y
34116	92	Y	34120	110	Y
34105	79	Y	34103	104	Y
34114	78	Y	34105	76	Y
34113	75	Y	34145	62	Y
34108	71	Y	34114	57	Y
34135	58	N	34113	54	Y
34102	38	Y	34135	52	N
34103	37	Y	Multiple	51	-
34145	30	Y	N/A or Retired	50	-
33928	22	N	34116	39	Y
33967	21	N	34117	37	Y
34134	20	N	34134	34	N
34142	19	Y	34142	31	Y
33908	9	N	33928	28	N
34139	6	Y	33913	12	N
33913	5	N	33912	11	N
33914	5	N	33901	9	N
33990	4	N	33908	7	N
33912	3	N	33965	7	N
33936	3	N	33966	6	N
33971	3	N	34118	6	N
33974	3	N	34101	5	N
34129	3	N	33905	4	N
33901	2	N	34139	4	Y
33905	2	N	33904	3	N
34118	2	N	33919	3	N
35120	2	N	33931	3	N
35145	2	N	33967	3	N
02062	1	N	33990	3	N
12170	1	N	34107	3	Y
33322	1	N	33315	2	N



Congestion Survey – Summary Report

Home ZIP Code	Number of Responses	Collier County?	Work ZIP Code	Number of Responses	Collier County?
33351	1	N	33982	2	N
33907	1	N	34106	2	Y
33909	1	N	34140	2	Y
33917	1	N	35119	2	N
33919	1	N	35145	2	N
33920	1	N	02494	1	N
33935	1	N	10501	1	N
33947	1	N	14608	1	N
33950	1	N	16823	1	N
33966	1	N	32827	1	N
33972	1	N	33004	1	N
33976	1	N	33028	1	N
34106	1	Y	33105	1	N
34115	1	N	33109	1	N
34123	1	N	33113	1	N
34124	1	N	33119	1	N
34133	1	N	33133	1	N
34138	1	Y	33142	1	N
34143	1	Y	33154	1	N
34209	1	N	33166	1	N
35105	1	N	33312	1	N
43104	1	N	33401	1	N
43116	1	N	33420	1	N
54401	1	N	33497	1	N
60564	1	N	33813	1	N
74113	1	N	33900	1	N
97303	1	N	33906	1	N
TOTAL	2465		33914	1	N
			33916	1	N
			33920	1	N
			33947	1	N
			33952	1	N
			33956	1	N
			33973	1	N
			34001	1	N
			34013	1	N
			34111	1	N
			34122	1	N



Congestion Survey – Summary Report

Home ZIP Code	Number of Responses	Collier County?	Work ZIP Code	Number of Responses	Collier County?
			34125	1	N
			34126	1	N
			34129	1	N
			34141	1	N
			34146	1	Y
			34202	1	N
			34286	1	N
			35102	1	N
			35103	1	N
			35104	1	N
			35105	1	N
			35107	1	N
			35109	1	N
			35110	1	N
			35120	1	N
			35135	1	N
			38119	1	N
			43104	1	N
			62666	1	N
			74114	1	N
			97302	1	N
			TOTAL	2273	

