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Media Advisory

STATE ROAD & TOLLWAY AUTHORITY COVID-19 SERVICE DELIVERY UPDATE *SRTA Suspends Walk Up Center Services for Peach Pass and Xpress*

ATLANTA – Today, March 18, 2020, the State Road and Tollway Authority (SRTA) suspended Walk Up Center Services for Peach Pass and Xpress. SRTA is committed to doing its part in slowing the spread of the coronavirus while continuing to provide quality services to our customers. Service has been suspended at the following locations:

**245 Peachtree Center Ave.
Ground Floor
Atlanta, GA 30303-1224**

**Department of Driver Services
310 Hurricane Shoals, NE
Lawrenceville, GA 30046**

**Department of Driver Services
619 Tanger Boulevard
Locust Grove, GA 30248**

**Department of Driver Services
3690 Old 41 Highway NW
Kennesaw, GA 30144**

SRTA's customer service center remains open to receive calls from customers. Our Customer Service Representatives are continuing to work in accordance with the social distancing guidelines recommended by the Centers for Disease Control and Prevention and the Georgia Department of Public Health as some employees are stationed in our offices in staggered workspaces approximately six feet apart or greater while others are teleworking and taking calls from home.

“While we recognize that these changes may be inconvenient to some of our customers, we believe these operational decisions meet the needs of protecting the health and safety of our customers and SRTA employees and our goal of continuing to operate our services without major disruptions,” stated Chris Tomlinson, Executive Director of SRTA.

We encourage customers to take advantage of our online services. The chart below reflects self-service options available to customers to manage transactions without visiting a walk-up retail center. These are transactions that can be handled through our online, mobile app, customer service center phoneline, and interactive voice recording system.

<i>Peach Pass Toll Options</i>	Online	Mobile App	Customer Service	IVR
Add a Vehicle to an Existing Account	x	x	x	
Remove a Vehicle from an Existing Account			x	
Update a Credit Card	x	x	x	x
Update Vehicle Information on a Peach Pass Account	x	x	x	
Pay a Toll Violation	x	x	x	x
Pay a Violation Amount (Reduced Amount after calling the CSC)			x	
Update Account Information	x	x	x	
Change Toll Mode	x	x	x	
Open a New Peach Pass Account (Personal and Corporate)	x	x	x	
Open a Toll Exempt Account			x	
Close a Peach Pass Account			x	
Convert a Pay- N-Go Account to Personal			x	
Add Funds to Peach Pass Account	x	x	x	x
Review Account Transactions	x	x	x	x
<i>Transit Options</i>	Online	Mobile App	Customer Service	IVR
Add Funds to a Breeze Card (MARTA)	x			
Buy Breeze Cards incl. Xpress Products	Available at all MARTA Breeze Vending Machines			

For more information on SRTA’s efforts and service updates related to COVID-19 prevention, please visit <https://www.srta.ga.gov/covid-19/>.

About the State Road and Tollway Authority (SRTA)

SRTA is a state-level, independent Authority created to operate tolled transportation facilities within Georgia and acts as the transportation financing arm for the state. SRTA manages the collection of tolls on Georgia’s Express Lanes System through the use of Peach Pass; administers

the Atlanta region's vanpool program; and manages the Xpress regional commuter coach transit service. In 2017, SRTA combined with the Georgia Regional Transportation Authority (GRTA) to jointly provide the services of both state authorities. The GRTA Board of Directors oversees Developments of Regional Impact, air quality reporting and regional transportation plan approval.

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