

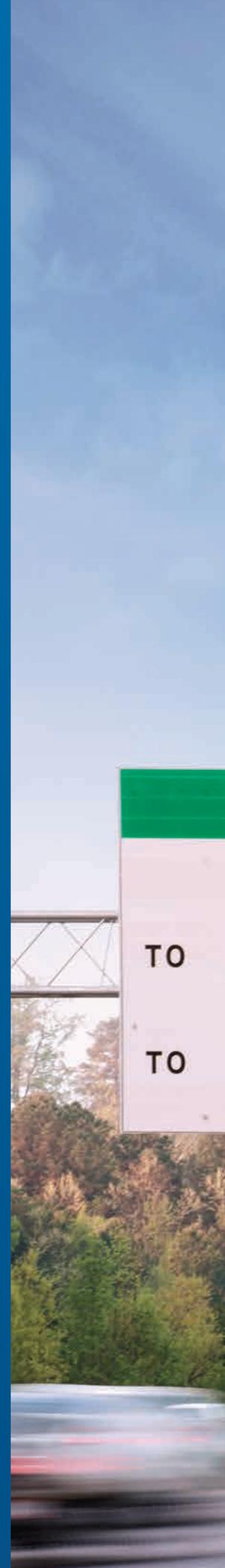


HERE FOR EVERY BEND IN THE ROAD

Fiscal Year 2020 Annual Report (July 1, 2019 – June 30, 2020)



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MISSION

Connecting people, jobs and communities through preferred mobility options and innovative solutions.

VISION

To be an integral component of Georgia's mobility network and a national leader for innovative transportation.

VALUES

SRTA's five core values guide and inform every aspect of the organization. Integrity, Diversity, Customer Focus, Collaboration and Innovation are fundamental to its mission, and SRTA is committed to upholding those values in every decision it makes.

EXPRESS LANE

 **Pass** ONLY

Pleasant Hill Road **\$1.65**

Shallowford Road **\$6.50**

LEFT

 ONLY

EXPRESS LANE ENTRANCE

MESSAGE FROM SRTA BOARD OF DIRECTORS CHAIR



The State Road and Tollway Authority's (SRTA) motto is "Keep Moving," and I cannot think of a more appropriate theme that encompassed our government, business, and non-profit organizations in 2020. Despite the challenges we all faced, our institutions kept moving to serve hardworking Georgians. SRTA is a shining example of this, as the authority was heading for a record-breaking fiscal year when the COVID-19 pandemic hit.

Early in the pandemic, I established the Governor's Coronavirus Task Force to coordinate the state's resources and prepare to manage this public health crisis. State health leaders, emergency management officials, and the SRTA office have been in constant contact with federal, state, and local partners regarding the impact the virus could have on state operations. I am proud to say that SRTA and our state partners came through.

Millions of Georgians relied on our Express Lanes to reach their destinations. Xpress Coach and vanpool programs went the extra mile to make sure medical staff and frontline workers were able to get to and from work and continue to save lives. In 2020, SRTA awarded approximately \$25.8 million in Georgia Transportation Infrastructure Bank funding for nineteen transportation infrastructure projects across the state. These investments will help improve our transportation infrastructure across our great state for many years to come. The grants, along with loans provided through SRTA, bring the amount invested since 2009 to \$151 million and the value of these projects to \$945 million. Additionally, we welcomed 66,000 new Peach Pass users this fiscal year.

With the strength and resiliency of our institutions, it is no wonder Georgia has been named the #1 state for business for an unprecedented eight years in a row. That growth is not limited to the metro Atlanta area. We saw growth and new jobs in Rome, Swainsboro, Columbus, and all throughout Georgia. I believe that demonstrates confidence in our institutions, the pro-business climate of our state, and the grit of hardworking Georgians.

As we look ahead, I feel a great sense of pride and optimism. As successful as we have been, Georgia is poised to overcome our present challenges and achieve even greater success in the future, and SRTA is an integral part of that future.

Governor Brian Kemp, SRTA Chair

MESSAGE FROM GRTA BOARD OF DIRECTORS CHAIR

The work done by the Georgia Regional Transportation Authority (GRTA) this year shows why we are so vital to the growth and wellbeing of the metro area. From the beginning of our fiscal year (last July through February 2020) we were setting new heights of ridership and revenue. By April, our ridership was down 94% from previous years. Yet despite our challenges and Xpress service reductions, we managed to continue running at least one morning and afternoon trip for each route – and paid particular attention to those that served the metro area’s courageous hospital workers.

As always, GRTA’s first priority is the safety of our passengers. This year that meant doing everything in our power to protect them from the coronavirus. Coronavirus prevention information was shared, and educational meetings were conducted with each coach operator. We backed that up by placing health information posters and reminders at all Xpress facilities and park and ride locations.

What became most evident this year is that above all else, GRTA is all about service. We take great pride in the quality of our coaches, the number of Georgians we get to and from work and the amount of money we enable to go toward much-needed infrastructure projects. However, those are just part of the story. This year highlighted that GRTA is here to serve the people of Georgia in any way we can.

We are proud of the regional Xpress commuter service that we built over the past 15 years and believe that we are transitioning it in good working order to the State’s new regional transit authority – the Atlanta Regional Transit Link Authority (ATL). With the operation of the Xpress service transitioned to the ATL effective July 1, 2020, GRTA will renew its focus on the strategically important work related to the Atlanta Transportation Improvement Program (TIP) and on Developments of Regional Impact – two critical components of the State’s ongoing transportation infrastructure investments.

Sonny Deriso, GRTA Chair



MESSAGE FROM THE EXECUTIVE DIRECTOR



We all faced challenges in 2020, and the State Road Tollway Authority (SRTA) was no exception. Before March, we were on pace to exceed our 2019 numbers in most areas. Then the coronavirus pandemic hit, and as Georgians stayed home for safety, Xpress Coach ridership and Express Lane usage declined precipitously. While there were many moments in 2020 that caused grave concern, there was one thing that always brought me great comfort and hope – the dedication and commitment of our staff. I’m privileged to work alongside talented and hardworking people. This crisis revealed their resilience and tenacity. Even in the face of uncertainty, we continued to serve our state and work to improve mobility in our region.

SRTA pivoted. We changed our procedures on Xpress Coaches to optimize safety. We altered routes, enhanced cleaning regimens, and temporarily suspended fares. We restructured SRTA retail centers with plexiglass shields and began exploring touchless payment options to protect workers and customers. SRTA also looked to the future and used GTIB funds to invest in infrastructure projects that would put people to work today and bring traffic congestion relief tomorrow. Throughout this year, SRTA and our partners kept moving forward.

Helen Keller once said, “A bend in the road is not the end of the road, unless you fail to make the turn.” To me, the best lesson of 2020 is this: We will have bends in the road, we will face challenges and adversity, but just as the State Road Tollway Authority has done for 67 years, we will continue to look to the future while adjusting to the bends in the road to help Georgians and Georgia’s economy *Keep Moving*.

Chris Tomlinson, SRTA / GRTA Executive Director

BOARD OF DIRECTORS

SRTA Board of Directors

- Gov. Brian P. Kemp – Chairman
- Russell McMurry – Georgia Department of Transportation Commissioner
- Mitchell Land – Speaker of the House Appointee
- Kelly Farr – Office of Planning and Budget Director
- Allen Yee – Lieutenant Governor Appointee

GRTA Board Officers and Members

- Walter M. “Sonny” Deriso, Jr. – Board Chairman
- Richard A. “Dick” Anderson – Board Vice Chairman
- Ann Hanlon
- Martha S. Martin
- Narender Reddy
- William Tate
- J.T. Williams
- Robert “Bob” Voyles
- Bernie Tokarz
- Shaun Willie
- Kathryn Zickert
- Sharon Mason
- Jace Brooks
- Frank Auman

PARTNERSHIPS

We enjoy the support of a number of partnerships and sponsorships throughout the region that help to make our projects successful. Other 2020 partners not listed below included 680 The Fan (WCNN-AM) and the Atlanta Braves.

SRTA Strategic State Partnerships



Peach Pass Sponsorships



GEORGIA TRANSPORTATION INFRASTRUCTURE BANK (GTIB)

We invest in Georgia's future by accelerating transportation projects that improve mobility, encourage innovation and address critical local and state transportation needs. This year we awarded \$25.8 million to 19 entities statewide. Of this amount, eight loans totaling \$12.5 million were awarded marking the largest number and amount of loan funding provided since the program was created. Since we started in 2010, our grant and low-interest loan program has provided over \$151 million in grants and loans to highly competitive transportation projects that have enhanced mobility in local communities throughout our state.

\$151 Million
IN GRANTS AND LOANS SINCE 2010

\$945 Million
IN PROJECT VALUE

\$13.3M
IN GRANTS

\$12.5M
IN LOANS

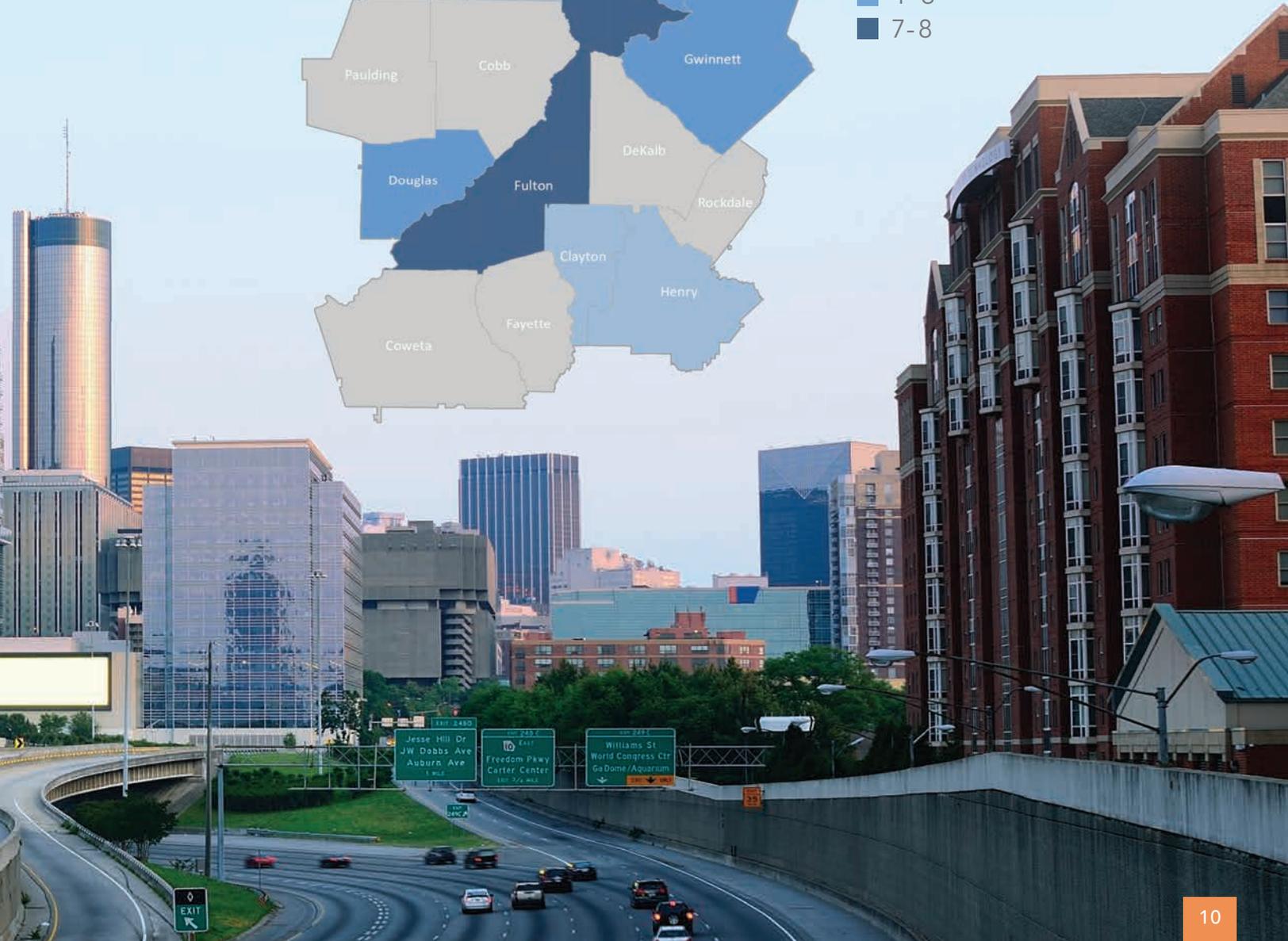
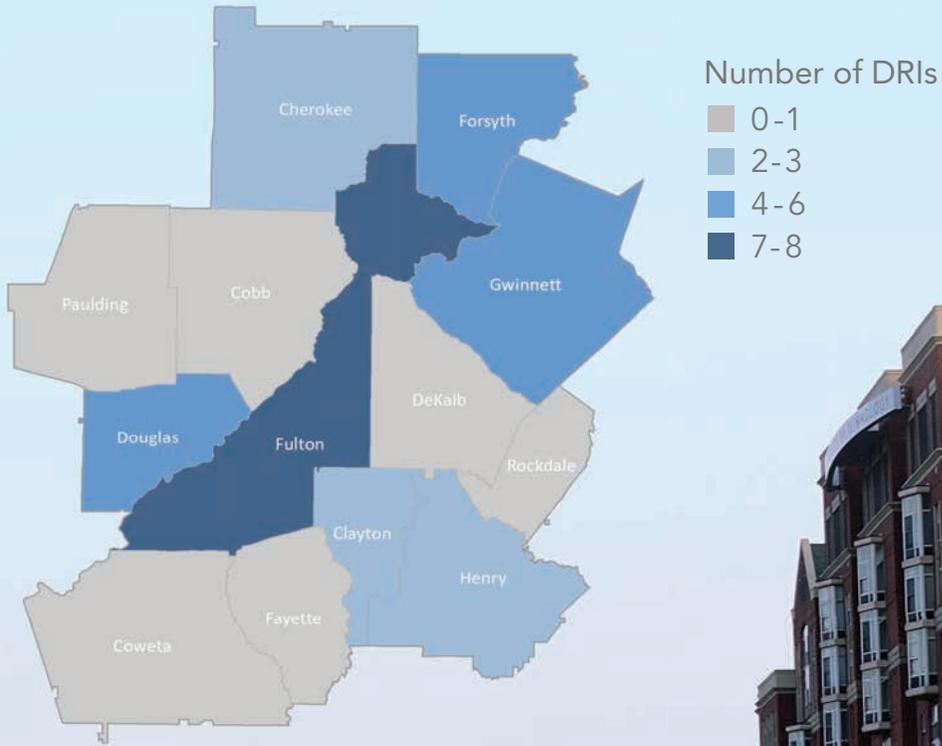
DEVELOPMENTS OF REGIONAL IMPACT (DRI)

State law requires that GRTA review all Developments of Regional Impact (DRI) within its 13-county metro Atlanta jurisdiction. A DRI is defined as a large-scale development that exceeds thresholds set by the Georgia Department of Community Affairs. We coordinate with the regional commissions, partner agencies, local governments and the applicant's consultant team to review each proposal. Each review includes evaluating the proposed development's effect on the surrounding transportation infrastructure and identifying options to reduce negative impacts to mobility, using best-practice standards for transportation and land use.



INDUSTRIAL – sq ft	15,324,392
OFFICE – sq ft	7,362,000
COMMERCIAL – sq ft	11,643,939
RESIDENTIAL UNITS	11,752
HOTEL ROOMS	1,728

In FY 2020, we reviewed 33 DRIs in Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Forsyth, Fulton, Gwinnett and Henry.



GEORGIA EXPRESS LANES

An innovative solution for traffic congestion, these toll lanes run alongside existing interstates in some of the busiest traffic corridors around metro Atlanta. They provide a much-needed option for drivers to pay a toll and bypass congestion, ensuring more reliable travel times in peak periods. The Georgia Express Lanes rely on dynamic pricing, in which toll rates increase and decrease depending on demand throughout the day.



TOLL REVENUE

Georgia uses its Express Lanes as strategic tools to help manage congestion, enhance mobility and generate revenue required for ongoing operation and maintenance costs.

With the opening of two new Express Lanes during FY 2019, toll revenues grew to \$31,751,429 this year. Also in FY 2020, Georgia drivers used toll lanes to take nearly 21 million Express Lane trips.

\$31,751,429

NET TOTAL REVENUE

\$15,327,128

I-85 EXPRESS LANE REVENUE

\$2,693,715

I-75 SOUTH METRO EXPRESS LANE REVENUE

\$1,044,295

I-85 EXTENSION EXPRESS LANE REVENUE

\$12,686,291

NORTHWEST CORRIDOR EXPRESS LANE REVENUE



I-85 EXPRESS LANES

Opening in 2011, the I-85 Express Lanes are a 15-mile corridor that runs from Chamblee Tucker Road (just south of I-285) to Old Peachtree Road in Gwinnett County, with several entrance and exit points.

8,395,677

TOTAL TRIPS

\$2.66

AVERAGE TOLL FARE

699,640

AVERAGE MONTHLY TRIPS

39,239

HIGHEST ONE-DAY TRIP TOTAL



Southbound

(6–10 A.M. PEAK PERIOD DIRECTION)

5,672

AVERAGE WEEKDAY
PEAK PERIOD TRIPS

10.9 MPH

MILES PER HOUR FASTER ON
AVERAGE THAN THE ADJACENT
GENERAL PURPOSE LANES

Northbound

(3–7 P.M. PEAK PERIOD DIRECTION)

6,279

AVERAGE WEEKDAY
PEAK PERIOD TRIPS

9.7 MPH

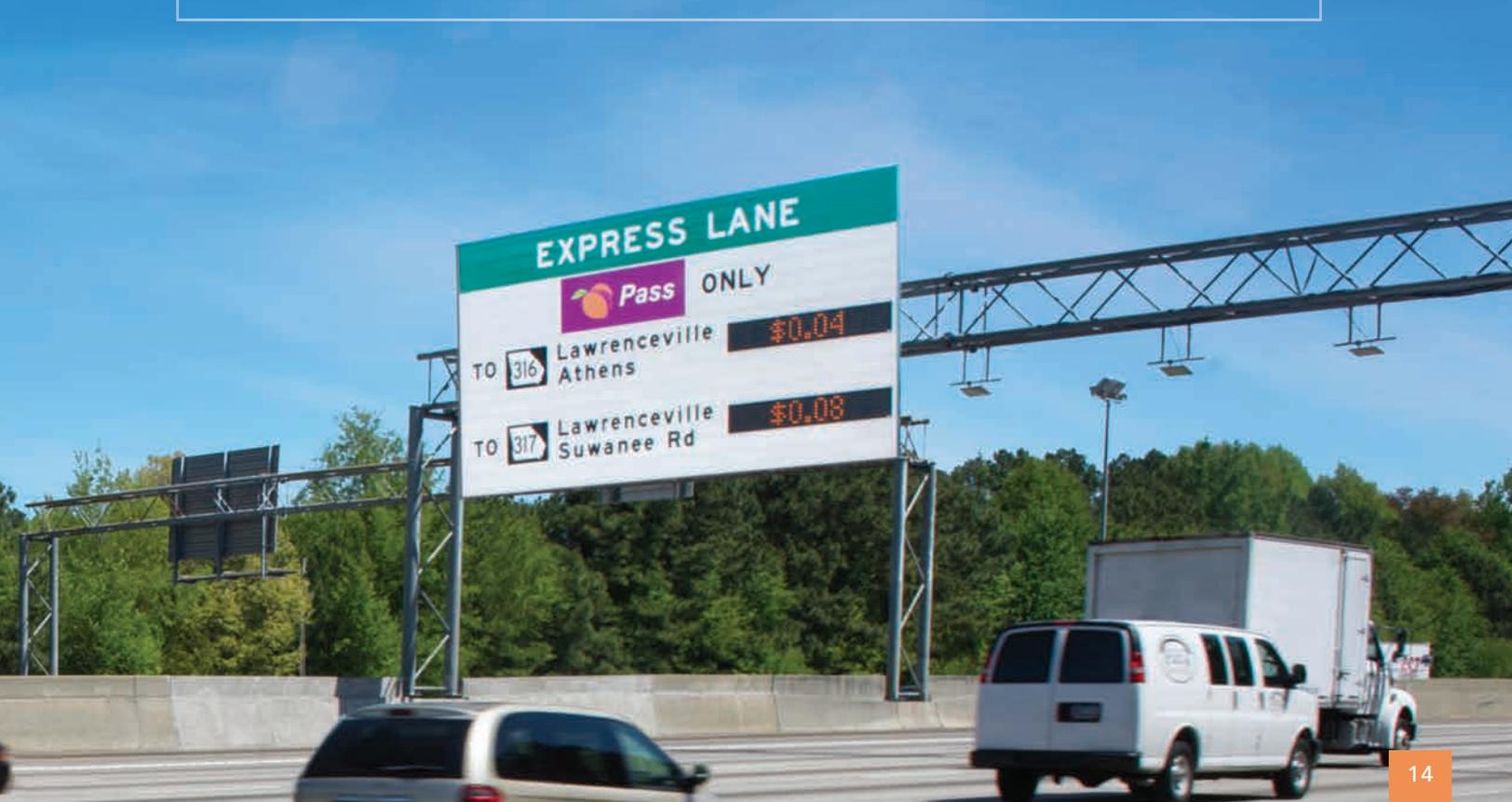
MILES PER HOUR FASTER ON
AVERAGE THAN THE ADJACENT
GENERAL PURPOSE LANES

Non-Tolled Trips*

19.17%

 PERCENTAGE OF TRIPS
ARE NON-TOLLED

* Non-tolled trips are those trips made by transit buses and transit vehicles, vanpools, carpools with three or more occupants, motorcycles, emergency vehicles and alternative fuel vehicles.



I-75 SOUTH METRO EXPRESS LANES

Opened in January of 2017, the reversible I-75 South Metro Express lanes run 12 miles along the center median of Interstate 75 from McDonough Road in Henry County to Stockbridge Highway in Clayton County. The lanes enhance travel northbound in the morning and southbound in the evening, adding capacity to the general-purpose lanes (GPs).

3,023,482

TOTAL TRIPS

\$1.00

AVERAGE TOLL FARE

251,957

AVERAGE MONTHLY TRIPS

15,464

HIGHEST ONE-DAY TRIP TOTAL

Northbound

(6–10 A.M. PEAK PERIOD DIRECTION)

2,640

AVERAGE WEEKDAY PEAK PERIOD TRIPS

5.8 MPH

MILES PER HOUR FASTER ON AVERAGE THAN THE ADJACENT GENERAL PURPOSE LANES



Southbound

(3–7 P.M. PEAK PERIOD DIRECTION)

4,256

AVERAGE WEEKDAY PEAK PERIOD TRIPS

17.8 MPH

MILES PER HOUR FASTER ON AVERAGE THAN THE ADJACENT GENERAL PURPOSE LANES



I-85 EXPRESS LANES EXTENSION

The I-85 Express Lanes were expanded in 2018 with the I-85 Express Lanes Extension, adding 10 miles of toll lanes north of the existing lanes. The I-85 Express Lanes Extension begins at Old Peachtree Road and extends to Hamilton Mill Road.

2,515,316

TOTAL TRIPS

\$0.60

AVERAGE TOLL FARE

209,610

AVERAGE MONTHLY TRIPS

15,025

HIGHEST ONE-DAY TRIP TOTAL

Southbound

(6–10 A.M. PEAK PERIOD DIRECTION)

1,494

AVERAGE WEEKDAY PEAK PERIOD TRIPS

2.5 MPH

MILES PER HOUR FASTER ON AVERAGE THAN THE ADJACENT GENERAL PURPOSE LANES



Northbound

(3–7 P.M. PEAK PERIOD DIRECTION)

2,942

AVERAGE WEEKDAY PEAK PERIOD TRIPS

6.5 MPH

MILES PER HOUR FASTER ON AVERAGE THAN THE ADJACENT GENERAL PURPOSE LANES



NORTHWEST CORRIDOR EXPRESS LANES

The Northwest Corridor Express Lanes opened in 2018 and run north of I-285 on I-75, easing congestion in and out of the city and in the Marietta and Kennesaw areas. The toll lanes span 29.7 miles from Akers Mill Road to Hickory Grove Road on I-75 and along I-575 from I-75 to Sixes Road.

6,726,080

TOTAL TRIPS



\$2.02

AVERAGE TOLL FARE

560,507

AVERAGE MONTHLY TRIPS

35,410

HIGHEST ONE-DAY TRIP TOTAL

Southbound

(6–10 A.M. PEAK PERIOD DIRECTION)

8,829

AVERAGE WEEKDAY PEAK PERIOD TRIPS

2.0 MPH

MILES PER HOUR FASTER ON AVERAGE THAN THE ADJACENT GENERAL PURPOSE LANES



Northbound

(3–7 P.M. PEAK PERIOD DIRECTION)

9,612

AVERAGE WEEKDAY PEAK PERIOD TRIPS

5.56 MPH

MILES PER HOUR FASTER ON AVERAGE THAN THE ADJACENT GENERAL PURPOSE LANES

LANES

ONLY

\$0.20

\$1.55

\$2.00

TRAFFIC CONTROLLED

ON I-285

ALL LANES AHEAD



PEACH PASS



Every year more Georgians put a Peach Pass transponder in their vehicles. A Peach Pass automatically deducts tolls from each toll account when toll lanes are used. The Pay n GO! Peach Pass can be opened and managed with cash instead of using a debit or credit card. The Pay n GO! Peach Pass can be purchased and reloaded with toll credits where gift cards and prepaid cards are sold.

66,426

TOTAL NEW PEACH PASS USERS

5,537

AVERAGE MONTHLY NEW USERS*

31,453

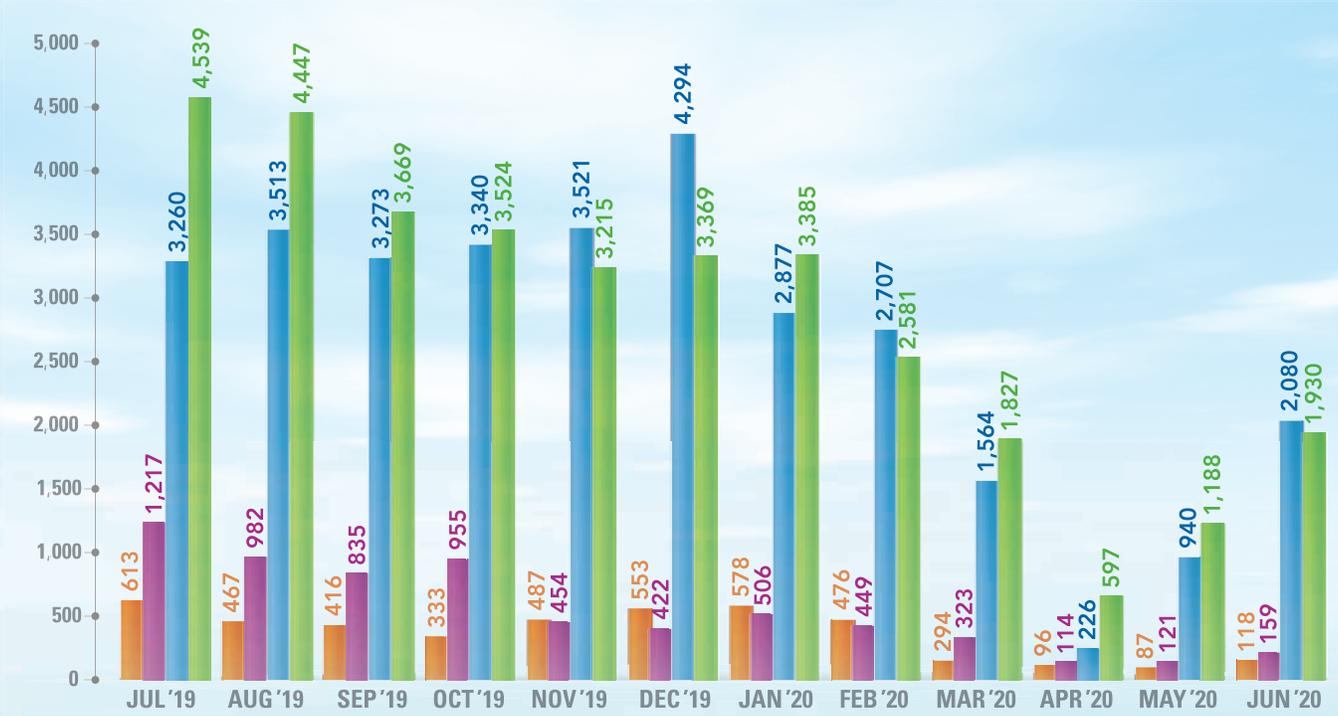
TOTAL NUMBER OF PAY N GO! CARDS SOLD

1,068,265

TOTAL ACTIVE TRANSPONDERS (PEACHPASS AND CRUISE CARDS)

New Accounts Opened

Walk-up Phone Pay n GO! Online



XPRESS

The Xpress commuter coach service provides a valuable transportation option to commuters throughout the metro Atlanta region while improving the capacity of Georgia's most congested roads and highways.

1,393,748

PASSENGER TRIPS

499

DAILY
NORTHWESTERN
ROUTES

1,510

DAILY
NORTHEASTERN
ROUTES

5,659

AVERAGE DAILY
PASSENGER TRIPS
SYSTEMWIDE

611

DAILY
WESTERN
ROUTES

1,418

DAILY
EASTERN
ROUTES

1,622

DAILY
SOUTHERN
ROUTES

27

ROUTES

27

PARK AND
RIDE LOTS

12

METRO
ATLANTA
COUNTIES

166

COACHES

129

VEHICLES
OPERATED IN
MAXIMUM
SERVICE

36,603,480

TOTAL ANNUAL PASSENGER MILES

XPRESS FINANCIALS

\$5,255,275

ANNUAL FAREBOX REVENUE

\$23,732,562

TOTAL OPERATING EXPENSES

22.1%

OPERATING COST CONTRIBUTION
FROM FAREBOX REVENUE
(FAREBOX RECOVERY RATIO)

\$0.65

AVERAGE OPERATING COST
PER PASSENGER MILE



VANPOOL

The vanpool program is an affordable service that empowers commuters with similar trip origins and destinations to share rides. Not only does this reduce their commuting costs, it also helps decrease traffic congestion and improve air quality. SRTA works with partner agencies, such as the Atlanta Regional Commission, the Georgia Department of Transportation and metro-area transportation management associations (TMAs) to ensure that the vanpool program fits seamlessly within the region’s overall efforts to provide transportation options.

21,888,715

PASSENGER MILES

PASSENGER TRIPS ANNUALLY	544,819
AVERAGE DAILY PASSENGER TRIPS	2,047
AVERAGE DAILY RIDERS	1,024
VANS USED ON AVERAGE	260.1
TOTAL ANNUAL SUBSIDY	\$1,088,282



CUSTOMER SERVICE

The Customer Service Center (CSC) team is committed to providing customers with the tools they need to plan their daily commutes. Being customer-focused is a core value for SRTA. We make training of our CSC staff a top priority to ensure consistent, excellent customer service.

239,685

TOTAL CUSTOMER SERVICE CALLS HANDLED

20,872

INQUIRIES FOCUSED ON XPRESS

218,813

INQUIRIES FOCUSED ON PEACH PASS



INCIDENT MANAGEMENT

SRTA and the Georgia Department of Transportation (GDOT) monitor the roads from the Traffic Management Center. Our staff are continuously at the ready to monitor any incidents that may arise. SRTA's Toll Operations Center (TOC) is located inside GDOT's Traffic Management Center. The TOC houses closed-circuit television and video detection cameras, allowing trained operators to view real-time speed, changeable message signs, traffic volume and travel time data on the Express Lanes.

I-75 South Metro Express Lanes

156

TOTAL INCIDENTS REPORTED

51 MIN

AVERAGE DURATION

147,816

TOTAL TOLL VIOLATIONS*

Northwest Corridor Express Lanes

393

TOTAL INCIDENTS REPORTED

38 MIN

AVERAGE DURATION

301,455

TOTAL TOLL VIOLATIONS*

I-85 Express Lanes

948

TOTAL INCIDENTS REPORTED

42 MIN

AVERAGE DURATION

509,182

TOTAL TOLL VIOLATIONS*

I-85 Express Lanes Extension

127

TOTAL INCIDENTS REPORTED

51 MIN

AVERAGE DURATION

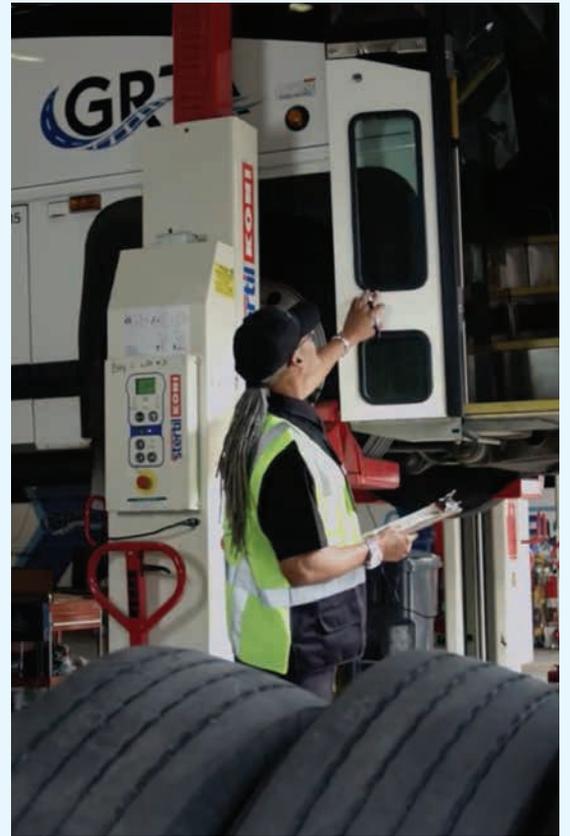
89,463

TOTAL TOLL VIOLATIONS*

* Express Lane users without a valid Peach Pass or interoperable account or who cross the double white line on I-85 are subject to a toll violation.

1,047,916

TOTAL TOLL VIOLATIONS GENERATED FOR ALL LANES



Xpress

14,089

MILES BETWEEN
MECHANICAL SERVICE
INTERRUPTIONS

1.8

PREVENTABLE ACCIDENTS
PER 100,000 VEHICLE
MILES ON AVERAGE

