

A YEAR OF BIG NUMBERS

Fiscal Year 2019 Annual Report (July 1, 2018 – June 30, 2019)

Two new Express Lanes opened

Approaching 1.9 million Xpress passenger trips

2019

Over 20 million Express Lane System trips

Over 9 million total trips on the I-85 Express Lanes



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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.



MESSAGE FROM SRТА BOARD OF DIRECTORS CHAIR



When I took office in January 2019, SRТА was well underway with major projects to improve the transportation infrastructure of our state. During my time serving as Chairman of the Board, SRТА has seen many successes and continues to work diligently to improve mobility throughout our state. It has been an important year for SRТА in terms of giving Georgia commuters more choices and continuing to build on a logistics network that made Georgia the No. 1 State for Business eight years in a row.

This year, through the coordinated efforts of the General Assembly, SRТА, and many other stakeholders in Georgia's transportation infrastructure, we've seen the successful opening of two new Express Lanes – the Northwest Corridor Express Lanes along I-75 and I-575, and the I-85 Express Lanes Extension in Gwinnett County. These new lanes give both car and bus commuters new options, which provide much needed traffic relief north of our capital city.

By the numbers, it has been another impressive year for SRТА. With over 225,000 new Peach Pass users this year, our state now has a total of nearly one million active transponders, meaning more and more hardworking Georgians are taking advantage of this fast and accessible option to reach their destination. As administrator of the Georgia Transportation Infrastructure Bank (GTIB), SRТА invests in projects that enhance mobility, drive economic development, and encourage innovation throughout Georgia. The most recent call for projects resulted in a record 12 loan requests for \$17 million.

All in all, despite the challenges 2020 has presented, it's been a year of impressive growth and achievement for SRТА. Working with our partners throughout the state, SRТА will remain an integral part of leading the effort to ensure Georgia's best, safest, and most prosperous days lie ahead.

Governor Brian Kemp, SRТА Chair

MESSAGE FROM GRТА BOARD OF DIRECTORS CHAIR



At the Georgia Regional Transportation Authority (GRТА), we are proud of our role in the growth and development of metro Atlanta.

After successful integration into SRТА, we are now moving forward with multiple projects with a shared purpose of promoting better mobility and transportation opportunities around the state. As GRТА approves the allocation of state and federal resources in metro Atlanta through the Atlanta Transportation Improvement Program, known as TIP, we enforce the federally required planning process to allocate funds to highest priority, near-term transportation projects. Together, we are investing in the transportation infrastructure throughout Georgia and ensuring improved options for Georgia commuters.

This year, we are proud to be responsible for approving 28 Developments of Regional Impact (DRI) across the metro Atlanta region in Cherokee, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett and Henry counties.

We are in the midst of replacing 77 Xpress buses – representing almost half of the Xpress fleet – with new clean diesel coaches. The new coaches will reduce the nitrogen oxide (NOx) and carbon monoxide (CO) emissions by nearly 90%, while providing added reliability and comfort for passengers.

To improve the payment process for our customers, we have migrated from the Xpress magnetic card system to Breeze cards, making payment faster, and more secure than ever before. The Breeze Card also allows Xpress and MARTA riders to transfer between systems for free for up to four transfers in three hours. Moving to Breeze is part of our efforts to build a better regional transit experience for our riders. Passengers can travel on MARTA, CobbLinc and Gwinnett County Transit using just the one Breeze Card. They can also track their use through an online account.

We're seeing big changes in terms of improved transit and improved air quality and look forward to yet another year of making a real difference in our state. On behalf of the GRТА Board, we are excited about the future of growth and improved transportation alternatives for our fellow Georgians.

Sonny Deriso, GRТА Chair

MESSAGE FROM THE EXECUTIVE DIRECTOR



This year, the State Road and Tollway Authority (SRTA) stepped into a new era as many large projects came to fruition, new technology improved our operations and we achieved new levels of cooperation and integration between the state's transportation agencies.

The opening of the Northwest Corridor Express Lanes and the completion of the I-85 Express Lanes Extension provides greater access to Express Lanes and added options for citizens' commutes. We're proud to say we now have four Express Lane facilities, including three opened in the last two years!

We continued to explore new avenues for relieving traffic congestion with our Commuter Credits 2.0 program by incentivizing Peach Pass holders to shift their morning or evening commutes and trying transit.

In addition, SRTA now has a model of shared services with both the Georgia Regional Transportation Authority (GRTA) and the ATL – the Atlanta-Region Transit Link Authority. This new partnership improves mobility throughout the region, streamlines regional transit planning, improves rider experience, and drives economic development. The creation of the ATL, working with SRTA and GRTA, gives our region a united effort focused on connecting people, jobs and communities.

With GRTA, we're working to improve air quality with new, more eco-friendly and efficient coaches. In fact, we've made advancements in the entire fleet with new state-of-the-art fare boxes and a Computer Aided Dispatch and Automatic Vehicle Location System (CAD/AVL) that will improve real-time arrival information for customers. Our strategic expansion of Xpress services will also include opening more routes with new Park and Ride lots and expanded Park and Ride capacity.

We're moving forward on many fronts, all to ensure better mobility and an enhanced transportation experience for our residents and businesses. We will continue to look ahead to create smart and innovative ways to *Keep Georgia 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
- Alvin "Al" Nash
- Narender Reddy
- William Tate
- 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.

SRTA Strategic State Partnerships



Peach Pass Sponsorships



GEORGIA TRANSPORTATION INFRASTRUCTURE BANK (GTIB)

Our mission and our passion are to invest in Georgia's economic vitality by accelerating transportation projects that improve mobility, encourage innovation and address critical local and state transportation needs. Since we started in 2009, our grant and low-interest loan program has provided over \$125 million in grants and loans to highly competitive transportation projects that have enhanced mobility in local communities throughout our state.

\$125 Million

IN GRANTS AND LOANS SINCE 2009

\$750 Million

IN PROJECT VALUE

\$1.3M

IN GRANTS

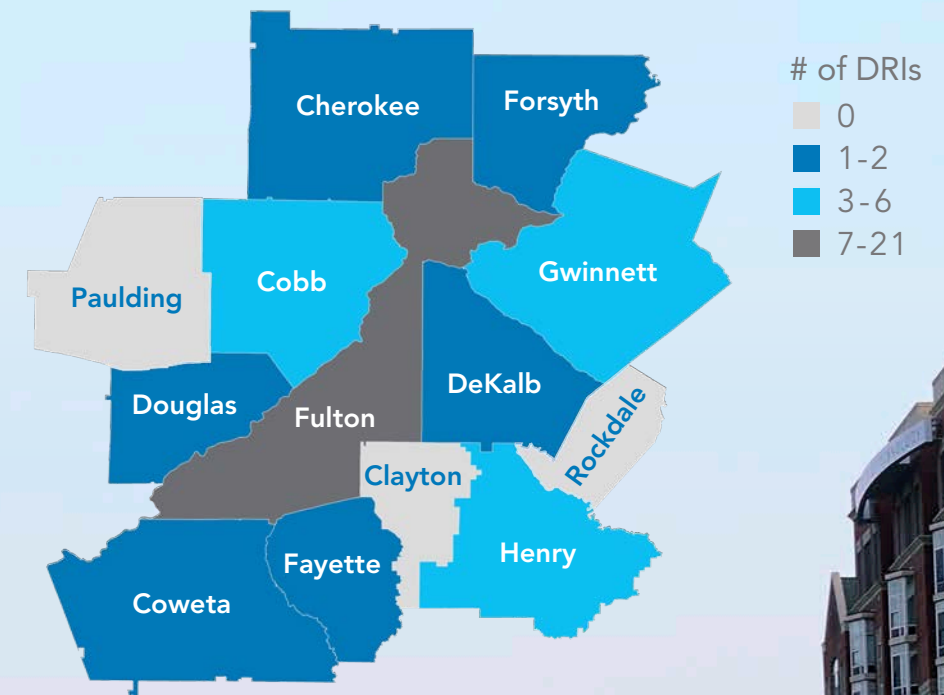


DEVELOPMENTS OF REGIONAL IMPACT (DRI)

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	14,950,110
OFFICE – sq ft	6,648,706
COMMERCIAL – sq ft	2,644,741
RESIDENTIAL UNITS	10,392
HOTEL ROOMS	2,478

In FY 2019, we reviewed 28 DRIs in Cherokee, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett and Henry counties.



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 the year, toll revenues grew to \$34,109,309 in fiscal year 2019.

\$34,085,360

NET TOTAL REVENUE

\$21,097,275

I-85 EXPRESS LANE REVENUE

\$2,706,483

I-75 SOUTH METRO EXPRESS LANE REVENUE

\$551,469

I-85 EXTENSION EXPRESS LANE REVENUE

\$9,730,133

NORTHWEST CORRIDOR EXPRESS LANE REVENUE

Complete audited financial statements for FY 2019 can be found online at [srta.ga.gov/about-srta/investor-relations](https://www.srta.ga.gov/about-srta/investor-relations).



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.

9,880,582
TOTAL TRIPS

\$3.39
AVERAGE TOLL FARE

823,381
AVERAGE MONTHLY TRIPS

37,551
HIGHEST ONE-DAY TRIP TOTAL

Southbound (6-10 A.M. PEAK PERIOD DIRECTION)	Northbound (3-7 P.M. PEAK PERIOD DIRECTION)
7,327 AVERAGE WEEKDAY PEAK PERIOD TRIPS	7,001 AVERAGE WEEKDAY PEAK PERIOD TRIPS
11.2 MPH FASTER ON AVERAGE THAN THE ADJACENT GENERAL PURPOSE LANES	8.2 MPH FASTER ON AVERAGE THAN THE ADJACENT GENERAL PURPOSE LANES

Most Popular Trips (out of 38 possible trip combinations)

600,130
ANNUAL TRIPS - I-285 TO OLD PEACHTREE ROAD NORTHBOUND

548,383
ANNUAL TRIPS - PLEASANT HILL ROAD TO I-285 SOUTHBOUND

Non-Tolled Trips*

16.7% 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

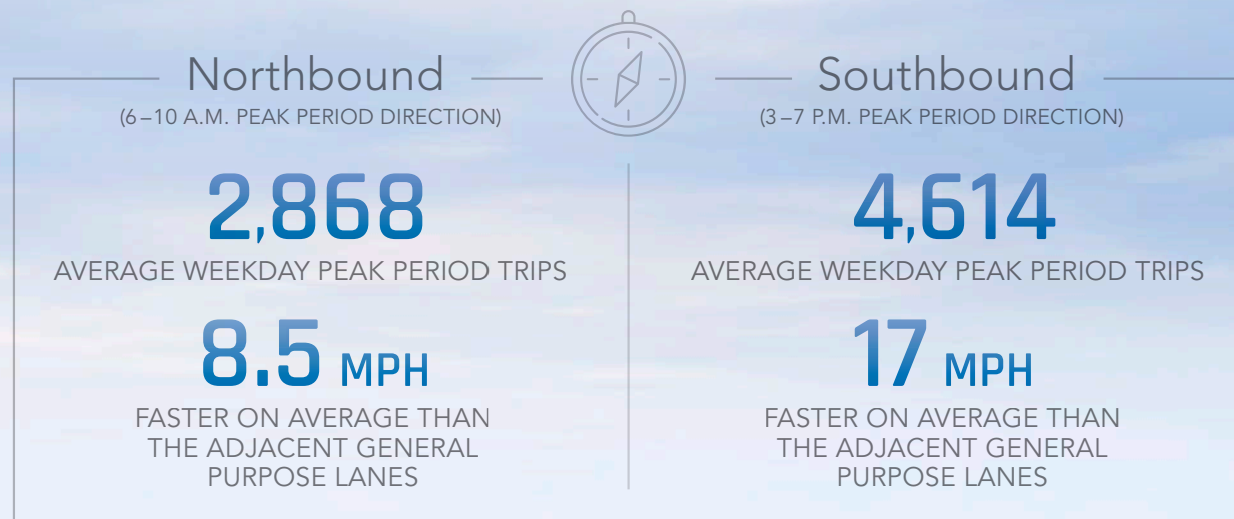
Opened in January of 2017, the reversible I-75 South Metro Express Lanes run 12 miles along the center median of Interstate 75 from McDonough Road in Henry County to Stockbridge Highway in Clayton County. The lanes enhance travel northbound in the morning and southbound in the evening, adding capacity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

3,173,104
TOTAL TRIPS

\$0.90
AVERAGE TOLL FARE

264,425
AVERAGE MONTHLY TRIPS

15,398
HIGHEST ONE-DAY TRIP TOTAL



I-85 EXPRESS LANES EXTENSION

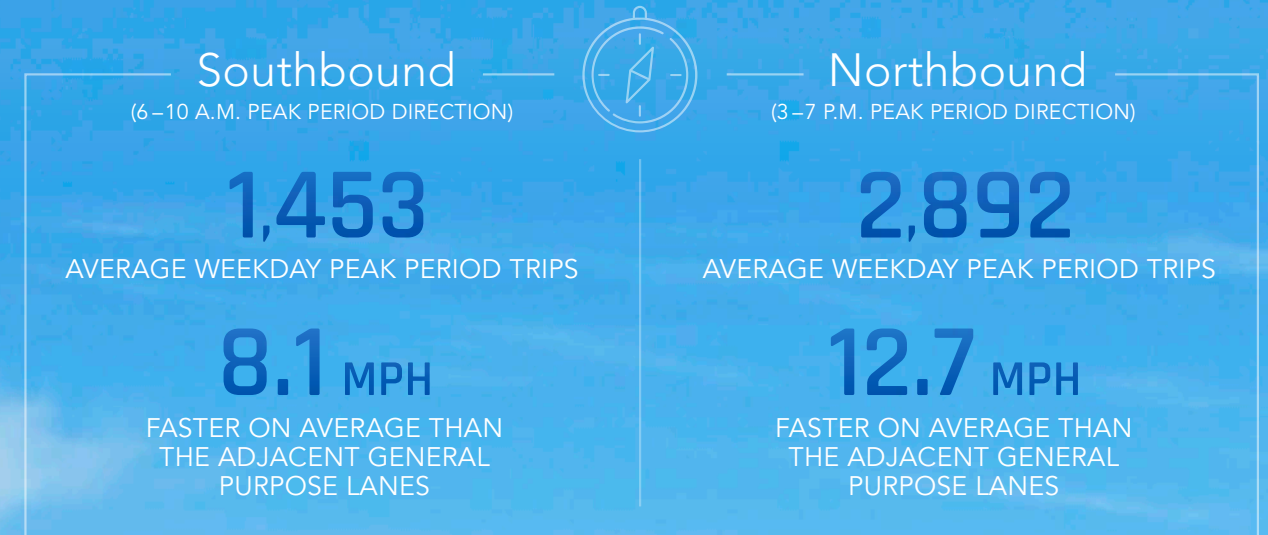
The I-85 Express Lanes were expanded in 2018 with the I-85 Express Lanes Extension, adding 10 miles of toll lanes north of the existing lanes. The I-85 Express Lanes Extension begins at Old Peachtree Road and extends to Hamilton Mill Road.

1,614,598
TOTAL TRIPS

\$0.49
AVERAGE TOLL FARE

201,825
AVERAGE MONTHLY TRIPS

12,018
HIGHEST ONE-DAY TRIP TOTAL



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.

5,860,761
TOTAL TRIPS

\$1.79
AVERAGE TOLL FARE

586,076
AVERAGE MONTHLY TRIPS

34,167
HIGHEST ONE-DAY TRIP TOTAL

<p>Southbound (6–10 A.M. PEAK PERIOD DIRECTION)</p> <p>9,729 AVERAGE WEEKDAY PEAK PERIOD TRIPS</p> <p>10.8 MPH FASTER ON AVERAGE THAN THE ADJACENT GENERAL PURPOSE LANES</p>		<p>Northbound (3–7 P.M. PEAK PERIOD DIRECTION)</p> <p>10,842 AVERAGE WEEKDAY PEAK PERIOD TRIPS</p> <p>9.8 MPH FASTER ON AVERAGE THAN THE ADJACENT GENERAL PURPOSE LANES</p>
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EXPRESS LANES	
	ONLY
TO Terrell Mill Rd	\$0.20
TO Hickory Grove Rd	\$1.55
TO Sixes Rd VIA 	\$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.

226,388

TOTAL NEW PEACH PASS USERS

3,912

AVERAGE MONTHLY NEW USERS*

26,283

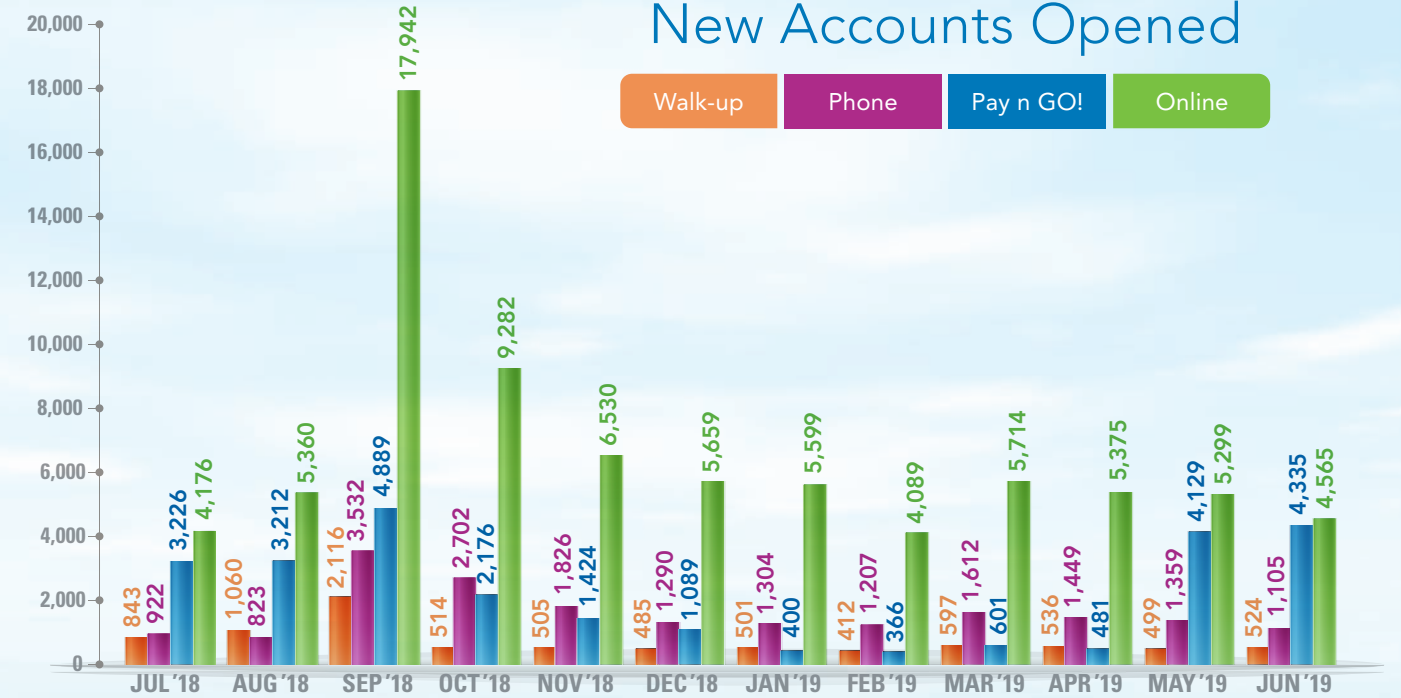
TOTAL NUMBER OF PAY N GO! CARDS SOLD

954,252

TOTAL ACTIVE TRANSPONDERS (PEACHPASS AND CRUISE CARDS)

* New users traveling the Express Lanes identified by the first trip from a transponder.

New Accounts Opened



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.

1,829,104
PASSENGER TRIPS

693
DAILY NORTHWESTERN ROUTES

2,083
DAILY NORTHEASTERN ROUTES

867
DAILY WESTERN ROUTES

7,685
AVERAGE DAILY PASSENGER TRIPS SYSTEMWIDE

1,893
DAILY EASTERN ROUTES

2,150
DAILY SOUTHERN ROUTES

27
ROUTES

27
PARK AND RIDE LOTS

12
METRO ATLANTA COUNTIES

165
COACHES

133
VEHICLES OPERATED IN MAXIMUM SERVICE

49,447,573
TOTAL ANNUAL PASSENGER MILES

XPRESS FINANCIALS

\$5,037,840
ANNUAL FAREBOX REVENUE

\$22,251,408
TOTAL OPERATING EXPENSES

22.6%
OPERATING COST CONTRIBUTION FROM FAREBOX REVENUE (FAREBOX RECOVERY RATIO)

\$0.45
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.

27,684,291
PASSENGER MILES

PASSENGER TRIPS ANNUALLY	689,980
AVERAGE DAILY PASSENGER TRIPS	2,654
AVERAGE DAILY RIDERS	1,327
VANS USED ON AVERAGE	267.4
TOTAL ANNUAL SUBSIDY	\$1,105,224



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.

288,853
TOTAL CUSTOMER SERVICE CALLS HANDLED

27,828
INQUIRIES FOCUSED ON XPRESS

261,025
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

226 TOTAL INCIDENTS REPORTED	24 MIN AVERAGE DURATION	126,399 TOTAL TOLL VIOLATIONS*
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Northwest Corridor Express Lanes

340 TOTAL INCIDENTS REPORTED	32 MIN AVERAGE DURATION	194,254 TOTAL TOLL VIOLATIONS*
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I-85 Express Lanes

1,708 TOTAL INCIDENTS REPORTED	35 MIN AVERAGE DURATION	437,737 TOTAL TOLL VIOLATIONS*
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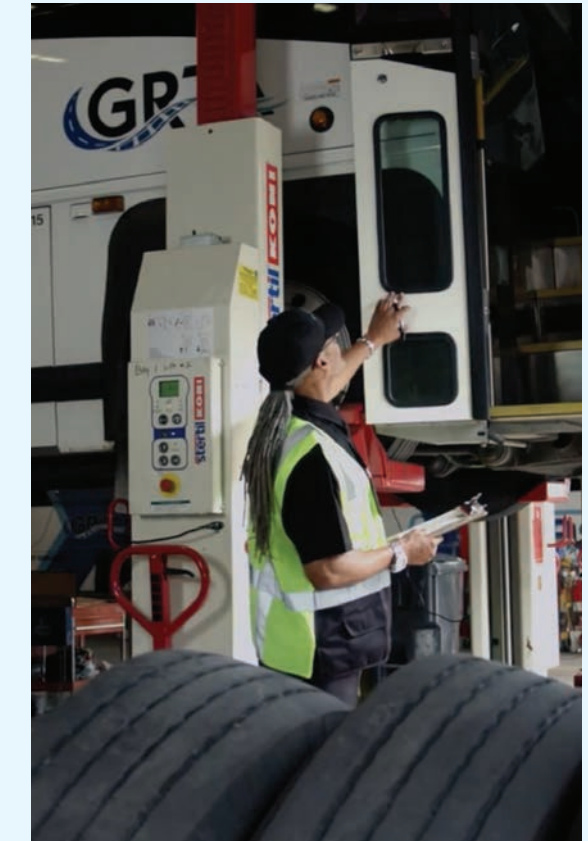
I-85 Express Lanes Extension

203 TOTAL INCIDENTS REPORTED	70 MIN AVERAGE DURATION	32,449 TOTAL TOLL VIOLATIONS*
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* 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.

826,839

TOTAL TOLL VIOLATIONS FOR ALL LANES



Xpress

16,187

MILES BETWEEN MECHANICAL SERVICE INTERRUPTIONS

1.57

PREVENTABLE ACCIDENTS PER 100,000 VEHICLE MILES ON AVERAGE