

# KEEPING GEORGIA MOVING IN THE NEW COMMUTE

Fiscal Year 2022 Annual Report  
July 1, 2021 – June 30, 2022



[srta.ga.gov](http://srta.ga.gov) | [peachpass.com](http://peachpass.com)



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## MISSION

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

## VISION

To position Georgia as a national leader in the implementation of transformative mobility solutions.

## VALUES

SRTA's five core values guide and inform every aspect of the organization. Integrity, diversity, customer focus, collaboration and innovation are fundamental to our mission, and SRTA is committed to upholding these values in every decision we make.

# FY 2022 BOARD OF DIRECTORS

## SRTA Board of Directors

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

## GRTA Board Officers and Members

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

## MESSAGE FROM SRTA BOARD OF DIRECTORS CHAIR

As 2023 begins, I have never been more optimistic about Georgia's future. Having successfully navigated the local and global challenges of the pandemic, we've emerged stronger than ever. For an unprecedented ninth consecutive year, Georgia has been recognized as the No. 1 State for Business.

An essential piece of this success is our commitment to investing in infrastructure to develop our economy and create jobs, which would not be possible without our transportation industry and the hardworking Georgians at the State Road and Tollway Authority (SRTA). SRTA is a key driver in working to improve mobility services and transportation infrastructure for the citizens of Georgia, which keeps goods and services moving throughout the state.

This past year, SRTA invested \$17 million in Georgia Transportation Infrastructure Bank (GTIB) loans and grants to fund 16 transportation projects across the state, with a cumulative project value of nearly \$99 million. With that round of funding, we accelerated key economic engines, such as downtown Atlanta, Town Center in Cobb County, and Athens-Clarke County. To ensure equity in our investments throughout the state, GTIB also provided infrastructure upgrades to rural areas, such as the City of Sparks and Union County.

Our commitment to smart growth as we promote efficient commuting for those who live, work, and raise a family in Georgia will continue in FY 2023. SRTA plans to award another 14.5 million in (GTIB) grant and loan applications. Through this program, we're able to partner with talented and passionate visionaries and stakeholders across our great state to share in a bright future for all Georgians. As we look to the future, it couldn't be clearer that SRTA is a critical part of that future.



**Governor Brian P. Kemp**  
*SRTA Chair*

# GTIB (GEORGIA TRANSPORTATION INFRASTRUCTURE BANK)

In FY22, SRTA invested \$17 million in loans and grants for sixteen transportation infrastructure projects across the state through the Georgia Transportation Infrastructure Bank (GTIB). With awards distributed between Georgia's metro and rural areas, the program confirms our commitment to make strategic transportation investments statewide.

Since its inception in 2010, GTIB has awarded more than \$182 million in loans and grants to transportation projects that enhance mobility in local communities throughout Georgia.

FY22 Total Grants and Loans

**\$17,085,392**

FY22 Total Project Value

**\$98,783,925**



## MESSAGE FROM GRTA BOARD OF DIRECTORS CHAIR

At GRTA this past year, we've worked to ensure that Georgia's transportation infrastructure stays ahead of the curve.

Just one example is how we continued planning for our state's exciting growth by aligning with regional partners to allocate and approve state and federal resources via the Atlanta Transportation Improvement Program (TIP).

Always looking to better understand our state's transportation and development challenges and provide better solutions, we introduced a new study type, the Alternative Study Option (ASO), in 2022. The purpose of submitting an Alternative Study Option for developments of regional impact instead of the traditional Transportation Impact Study (TIS) is to study ways to access a development via modes of transportation other than a personal vehicle, most often in dense urban environments where traditional methods of traffic mitigation are unlikely to improve congestion or access by car.

I am pleased to report that, in the spring, with great success, the GRTA Board implemented the ASO Case Study for Emory's Graduate and Student Housing. Then, in early summer, we applied the Alternative Study Option to The Forge. These studies have proven to be so informative that four additional projects have also applied for the ASO.

By going the extra mile, GRTA continues keeping Georgia as the premier location for businesses with quality economic and community development.

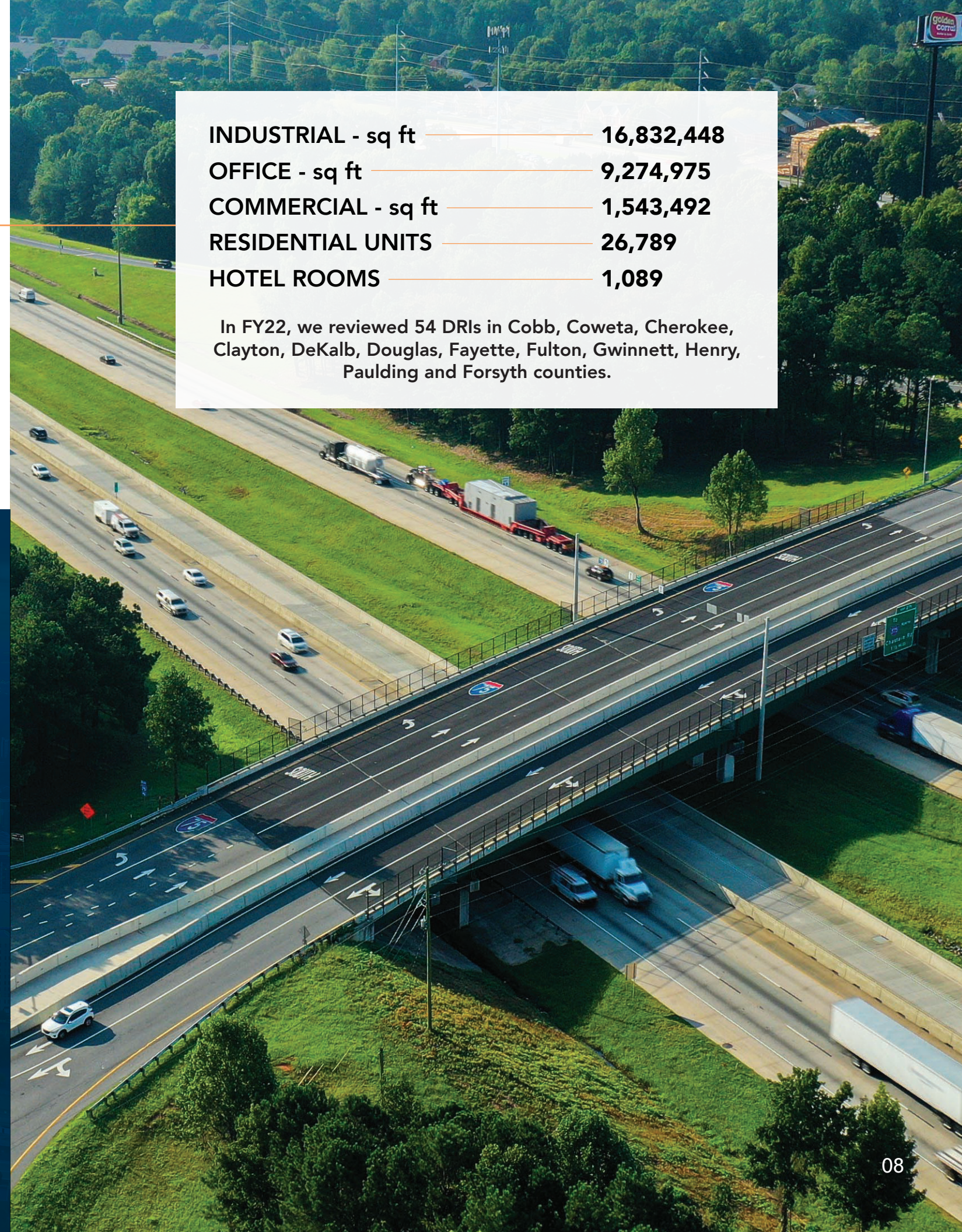


**Walter M. "Sonny" Deriso, Jr.**  
GRTA Chair

# GEORGIA REGIONAL TRANSPORTATION AUTHORITY

Per state law, GRTA is required to review all Developments of Regional Impact (DRI) within its 13-county metro Atlanta jurisdiction. GRTA evaluates the proposed development's effect on the surrounding transportation infrastructure and identifies options to mitigate impacts to mobility using best-practice standards for transportation and land use. A DRI is a large-scale development that exceeds thresholds set by the Georgia Department of Community Affairs.

Once these thresholds determine if a development is a DRI, GRTA coordinates with the Regional Commission, partner agencies, local governments and the applicant's consultant team to review the development.



INDUSTRIAL - sq ft	16,832,448
OFFICE - sq ft	9,274,975
COMMERCIAL - sq ft	1,543,492
RESIDENTIAL UNITS	26,789
HOTEL ROOMS	1,089

In FY22, we reviewed 54 DRIs in Cobb, Coweta, Cherokee, Clayton, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Paulding and Forsyth counties.

## MESSAGE FROM SRTA/GRTA INTERIM EXECUTIVE DIRECTOR

After nine years with SRTA and GRTA, our Executive Director Chris Tomlinson left to join the private sector. I am grateful for the opportunity I had to work alongside Chris for five years as Deputy Executive Director before taking the reins as Interim Executive Director. There is no doubt that much of SRTA's and GRTA's success comes from the combined and collaborative efforts of Chris' vision and leadership as well as our dedicated team.

Team SRTA made many key advancements all focused on the goal to keep Georgians moving. We replaced or refurbished nearly 60% of the Xpress commuter bus fleet. Later, we managed the transition of the Xpress commuter bus service from GRTA to SRTA and then to the Atlanta-region Transit Link Authority. We opened three new toll lanes and facilitated SRTA's expansion to more than one million customers with Peach Passes. Through the Georgia Transportation Infrastructure Bank, SRTA advanced transportation projects throughout the state. In addition, SRTA negotiated interoperability agreements with Florida and North Carolina to allow Peach Pass customers the ability to use those states' toll lanes, and vice versa. With a commitment to being good stewards of taxpayers' dollars, we the SRTA Board of Directors approved a new bond deal with that included proceeds to refinance \$327 million in debt for the Northwest Corridor and 75 South Express Lanes and fund tolling capital improvements that saved the state nearly \$132 million in interest. Additionally, as part of SRTA's role as Georgia's Transportation Financing Arm, SRTA supported the Georgia Department of Transportation's Major Mobility Investment Program and continues to do so.

As Chris completed his service with SRTA, we celebrated the 10-year anniversary of the I-85 Express Lanes Project and Peach Pass. Since its inception a decade ago, 74 million total trips have been taken on this roadway and the trips continue to grow.

With the transition of new leadership, SRTA, continues to evolve, grow, and offer greater convenience and options to commuters. On behalf of Team SRTA, we look forward to FY 2023 as we continue to connect people, jobs, and communities through integrated mobility options and innovative solutions.



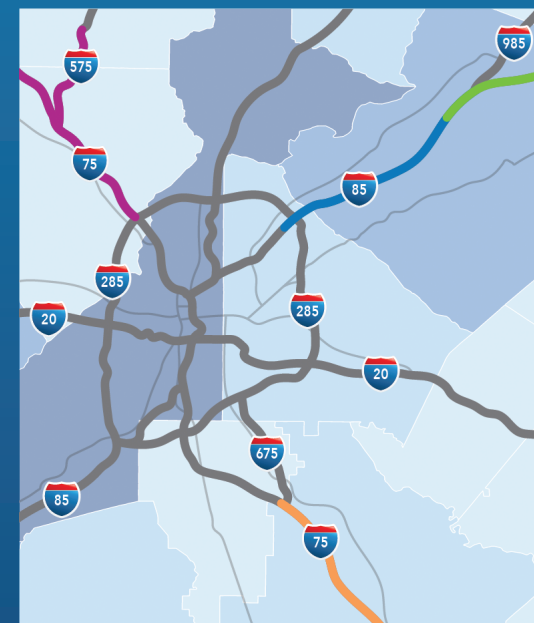
**Heather Aquino**  
SRTA/GRTA Interim Executive Director

## POST-COVID, GEORGIA EXPRESS LANES REVVING UP WITH CURRENT & NEW USERS

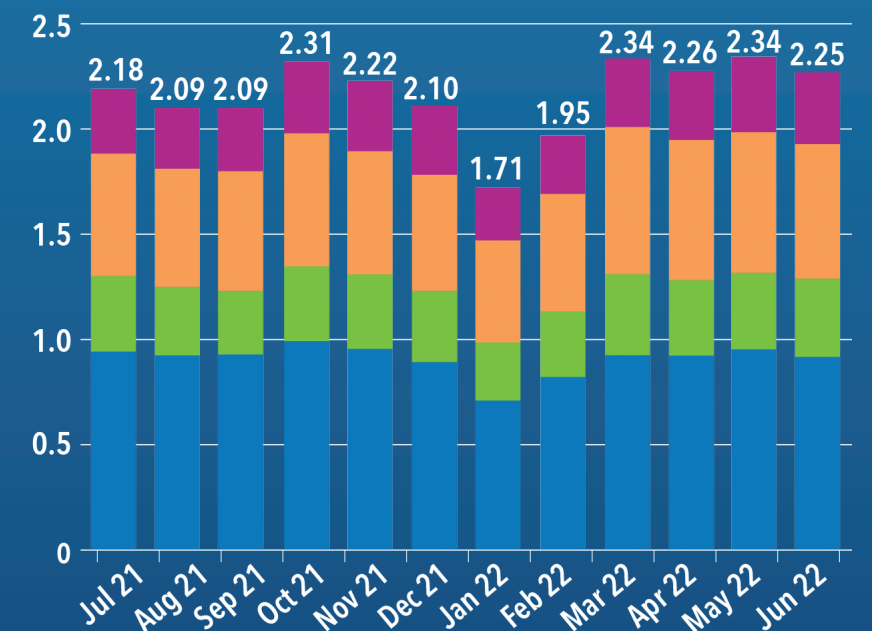
As more Atlantans returned to working in the office last year, Georgia Express Lanes were there to support and enhance their work and leisure commutes.

Following reduced usage that occurred during the pandemic (when more people were teleworking or taking regional highways with less traffic), existing Peach Pass customers naturally returned to Georgia's Express Lanes.

As the region has recovered in 2022, more and more people are once again depending on these lanes to get them where they need to be, faster.



**Systemwide Trips by Month (Millions)**  
Total trips for the FY 25.83 million trips



■ Northwest Corridor Express Lanes
 ■ I-75 South Metro Express Lanes  
■ I-85 Express Lanes Extension
 ■ I-85 Express Lanes

# I-85 EXPRESS LANES

The I-85 Express Lanes, which opened in 2011, 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.

**10,888,592**

TOTAL TRIPS

**14.17%**

PERCENTAGE OF NON-TOLLED TRIPS\*

**\$4.49**

AVERAGE TOLL FARE

**907,383**

AVERAGE MONTHLY TRIPS

**42,745**

HIGHEST ONE-DAY TRIP TOTAL

## NORTHBOUND

(3-7 PM PEAK PERIOD DIRECTION)

**7,007**

AVERAGE WEEKDAY PEAK PERIOD TRIPS

**12 MPH**

FASTER ON AVERAGE THAN THE ADJACENT GENERAL-PURPOSE LANES

## SOUTHBOUND

(6-10 AM PEAK PERIOD DIRECTION)

**6,531**

AVERAGE WEEKDAY PEAK PERIOD TRIPS

**16 MPH**

FASTER ON AVERAGE THAN THE ADJACENT GENERAL-PURPOSE LANES

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

# I-75 SOUTH METRO EXPRESS LANES

Opened in 2017, the reversible I-75 South Metro Express Lanes run twelve 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.

**4,019,300**

TOTAL TRIPS

**1.84%**

PERCENTAGE OF NON-TOLLED TRIPS

**\$1.73**

AVERAGE TOLL FARE

**334,942**

AVERAGE MONTHLY TRIPS

**18,336**

HIGHEST ONE-DAY TRIP TOTAL

## NORTHBOUND

(6-10 AM PEAK PERIOD DIRECTION)

**3,015**

AVERAGE WEEKDAY PEAK PERIOD TRIPS

**4 MPH**

FASTER ON AVERAGE THAN THE ADJACENT GENERAL-PURPOSE LANES

## SOUTHBOUND

(3-7 PM PEAK PERIOD DIRECTION)

**5,276**

AVERAGE WEEKDAY PEAK PERIOD TRIPS

**21 MPH**

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 ten 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.

**3,695,042**  
TOTAL TRIPS

**15.94%**  
PERCENTAGE OF NON-TOLLED TRIPS

**\$0.84**  
AVERAGE TOLL FARE

**307,920**  
AVERAGE MONTHLY TRIPS

**16,676**  
HIGHEST ONE-DAY TRIP TOTAL

**NORTHBOUND**  
(3–7 PM PEAK PERIOD DIRECTION)

**3,870**  
AVERAGE WEEKDAY PEAK PERIOD TRIPS

**14 MPH**  
FASTER ON AVERAGE THAN THE ADJACENT GENERAL-PURPOSE LANES

**SOUTHBOUND**  
(6–10 AM PEAK PERIOD DIRECTION)

**1,999**  
AVERAGE WEEKDAY PEAK PERIOD TRIPS

**12 MPH**  
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.

**7,224,466**  
TOTAL TRIPS

**2.20%**  
PERCENTAGE OF NON-TOLLED TRIPS

**\$2.64**  
AVERAGE TOLL FARE

**602,039**  
AVERAGE MONTHLY TRIPS

**32,801**  
HIGHEST ONE-DAY TRIP TOTAL

**NORTHBOUND**  
(3–7 PM PEAK PERIOD DIRECTION)

**10,169**  
AVERAGE WEEKDAY PEAK PERIOD TRIPS

**19 MPH**  
FASTER ON AVERAGE THAN THE ADJACENT GENERAL-PURPOSE LANES

**SOUTHBOUND**  
(6–10 AM PEAK PERIOD DIRECTION)

**8,793**  
AVERAGE WEEKDAY PEAK PERIOD TRIPS

**4 MPH**  
FASTER ON AVERAGE THAN THE ADJACENT GENERAL-PURPOSE LANES





# PEACH PASS

A Peach Pass account allows a vehicle to access Express Lanes in Georgia and a few neighboring states (FL & NC) while automatically deducting payment from bank or credit card accounts. We also partner with BancPass, our authorized licensed vendor, to make the Pay-n-Go payment experience easier for customers as a cash option for those without a valid debt/credit card. More details are available on PeachPass.com.

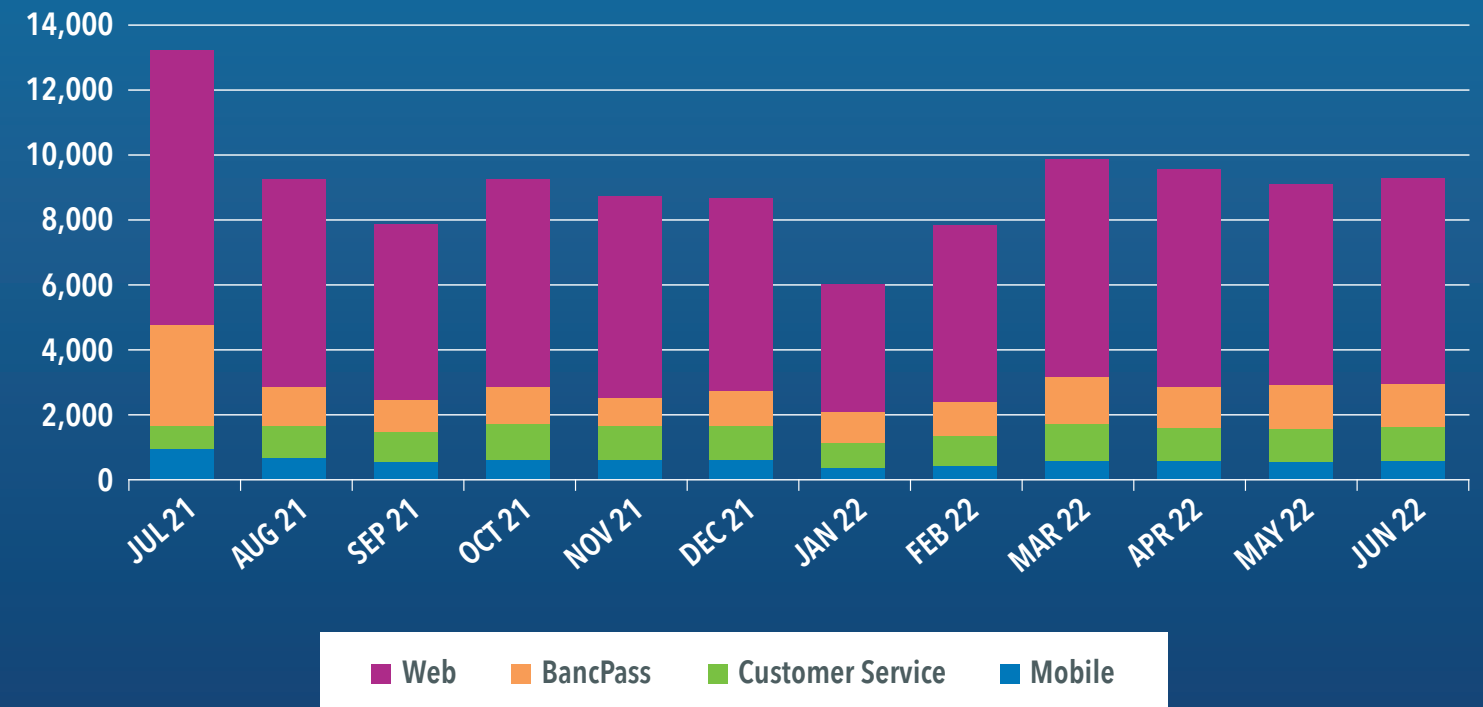
**9,057**

AVERAGE NEW MONTHLY USERS

**649,778**

TOTAL BANC PASS TRANSACTIONS

## New Accounts by Registration Option



**108,688**

TOTAL NEW PEACH PASS USERS

**1,197,046**

TOTAL ACTIVE TRANSPONDERS (PEACH PASS & CRUISE CARDS)



# TOLL REVENUE

FY 2022 showed another year of increased toll revenue as the COVID-19 pandemic's effects began to subside. More commuters and travelers saved time using the Express Lanes to get to work, their vacations, and any of the countless destinations our toll roads can connect. Georgia uses its Express Lanes to help manage congestion, enhance mobility, and to provide sufficient funding to cover debt service requirements, operate, maintain, and expand the state's tolling network.

**\$52,641,507**

NET TOTAL REVENUE

**\$28,063,282**

I-85 EXPRESS LANE REVENUE

**\$6,109,779**

I-75 SOUTH METRO EXPRESS LANE REVENUE

**\$2,136,422**

I-85 EXTENSION EXPRESS LANE REVENUE

**\$16,332,024**

NORTHWEST CORRIDOR EXPRESS LANE REVENUE



## CUSTOMER SERVICE

### Who uses the Georgia Express Lanes?

Peach Pass customers come from various backgrounds as they make their commutes. Most Peach Pass customers work either full time or part time, and they work in a variety of employment sectors including education, government, healthcare, utilities, transportation, the private sector, and non-profits having household incomes of less than \$150,000 per year.

**Here's What Our Customers Say About Peach Pass: More than 80% of Peach Pass customers agree that the Express Lanes provide a faster commute to work, as well as a faster and a more reliable commute back home.**

### 5 Reasons People Use the Express Lanes:

1. Travel for leisure or entertainment
2. Commute to work, school, volunteer
3. Personal appointments such as doctor, gym, salon, shopping
4. Work-related appointments such as trainings or meetings
5. Rides for family members to their appointments

As a core value, SRTA is laser focused on the citizens and commuters we serve. By phone, online, or in-person, our Customer Service Center (CSC) team is here to provide our customers with the tools they need to plan their daily commutes. Training of our CSC staff is a top priority to ensure consistent, excellent customer service.

# 540,000+

INCOMING PEACH PASS-RELATED CALLS

## 211,065

CALLS HANDLED BY  
CUSTOMER SERVICE REPS

## 331,633

CALLS HANDLED BY  
SELF-SERVICE SYSTEM

SATISFACTION WITH ACCOUNT MANAGEMENT

## 75%

SATISFIED

## 13%

NEUTRAL

## 12%

DISSATISFIED

**Most Peach Pass customers manage their accounts via self-service using MyPeachPass.com and/or the Peach Pass Mobile App.**

## TOP 5 CALL TYPES:

ACCOUNT SERVICE UPDATE	85,486
VIOLATION	32,041
ADD/EDIT/REMOVE/VEHICLE INFORMATION	30,129
GENERAL INFORMATION	23,730
OTHER	19,720



# HAVING THE PEACH PASS ADVANTAGE

In FY22, SRTA announced the opportunity for Peach Pass customers to get the “Peach Pass Advantage” which allows customers access to both Perks and Pluses. The new Peach Pass Perks program provides discounted rates and promotional offers from local businesses such as the Associated Credit Union and attractions like Stone Mountain Park to Peach Pass customers.

The Peach Pass Plus Parking program piloted at the Hartsfield Jackson International Airport West Deck, went live and was fully operational in July 2021 bringing a new cashless, seamless, and easy parking option for customers using their Peach Pass transponders.



# PEACH PASS PARTNERSHIPS & APPROVED LICENSE VENDORS

We would not have been able to make the strides that we have made post pandemic in Fiscal Year 2022 without the help of our partners. To add value to the residents of Georgia, SRTA is supported through the collaboration of key partnerships throughout the region.

For transportation improvements that use toll financing, we work with state and local partners to research, plan, and design new projects. Through these relationships SRTA is able to foster innovative financing techniques so that transportation projects can be executed efficiently. Thank you to all our partners for helping us to keep Georgians moving!

## SRTA Strategic State Partnerships



## Peach Pass Partnerships & Approved License Vendors

