



STATE ROAD & TOLLWAY AUTHORITY

STATE OF GEORGIA

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SRTA Honored with Industry Awards for I-85 Express Lanes Project Management, Customer Service

ATLANTA – The State Road and Tollway Authority (SRTA) recently received accolades for the planning and implementation of the I-85 Express Lanes project. The International Bridge Tunnel and Turnpike Association (IBTTA) recently honored SRTA with its 2013 Toll Excellence Award in Customer Service. In addition, the I-85 Express Lanes project was named the government “Project of the Year” by PMI Atlanta, the local chapter of the 70,000-member Project Management Institute.

SRTA was honored with the IBTTA Toll Excellence Award for its public relations, marketing and public outreach efforts associated with the pre-launch, opening and ongoing operation of the I-85 Express Lanes and the Peach Pass Customer Service program. Factors given consideration in SRTA’s selection were its customer service initiatives, service center policies, media relations planning and deployment, as well as customer feedback and response mechanisms.

SRTA will now compete against four other category winners (administration, technology, operations and social responsibility) for the coveted President’s Award for Excellence, given annually to IBTTA’s “best of the best.” The Customer Service award places SRTA among the five most innovative, creative and positive tolling agencies internationally for this year. Both the Customer Service and President’s Awards will be presented in September at the IBTTA annual meeting.

On June 10, SRTA received the PMI Atlanta “Project of the Year” Award in the government category. The award recognizes the achievements of the project team for superior performance of project management. The project team was honored for the effective management of the I-85 Express Lanes project scope, schedule and budget, resulting in the opening of the roadway on time and within budget. The selection panel was impressed with the impactful use of innovative technology and cross-agency collaboration exhibited throughout the project’s planning and implementation.

“I am extremely proud that SRTA’s talented staff is being recognized for their hard work in planning, launching and operating the I-85 Express Lanes,” said SRTA Executive Director Christopher Tomlinson. “They have done an incredible job of collaborating with our project partners to bring this new mobility option to Metro Atlanta motorists and focusing on making our customers’ experience as positive as possible.”

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About the State Road and Tollway Authority

The State Road and Tollway Authority (SRTA) is a state-level, independent Authority created by the Georgia General Assembly to operate tolled transportation facilities within the State and act as Georgia’s transportation financing arm. Tracing its history back to 1953, SRTA has enabled user fees to be directed to important mobility links, including the original Sidney Lanier Bridge over the Brunswick River and the F.J. Torres Causeway “gateway” to the St. Simons’ community, the GA 400 Extension, the I-85 Express Lanes and future electronic toll lanes offering Metro Atlanta motorists a choice for more reliable travel times.