



**NOT JUST COMING BACK—
COMING BACK BETTER.**

Fiscal Year 2021 Annual Report (July 1, 2020 – June 30, 2021)



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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.

Due to the mid-year system updates to improve the customer experience, some metrics previously included in annual reports are not available for FY21.



MESSAGE FROM SRТА BOARD OF DIRECTORS CHAIR



Over the past year, through all its challenges, Georgia has continued a strong economic recovery. As we look back, we are also filled with hope for a bright future, and the State Road and Tollway Authority (SRTA) is a key driver in working to improve services for the citizens of Georgia.

By the year 2050, it's estimated that Georgia's population will increase by 2.9 million. In the same time period, we're on track to create 1.2 million new jobs. To stay ahead of the curve and be able to meet the needs of tomorrow, we're making important investments today. In recent years, SRTA invested \$14.2 million in loan funding for five transportation infrastructure projects across the state through the Georgia Transportation Infrastructure Bank (GTIB).

With loan awards distributed in both metro and rural areas, the program confirms Georgia's commitment to strategic transportation investments statewide. These loans will improve mobility to help keep our traffic and economy moving as our population continues growing. Since its inception in 2010, GTIB has awarded more than \$165 million in loans and grants to transportation projects to enhance mobility in local communities throughout Georgia.

Georgia has a proven record of investing in the infrastructure needed to continue developing our economy and creating jobs. It is one reason so many businesses have made Georgia home, and the groundwork we've laid in 2021 enables us to continue our success in the years to come. We remain committed to ensuring that Georgia is the best state to live, work, and raise a family, and the work of SRTA is essential to this mission.

Governor Brian P. Kemp
SRTA Chair

MESSAGE FROM GRTA BOARD OF DIRECTORS CHAIR



GRTA has worked diligently this past year to help plan for our region's exciting and boundless future. To plan for our states continued growth, we've worked closely with regional partners to allocate and approve state and federal resources via the Atlanta Transportation Improvement Program (TIP).

We've developed a performance-based framework to help maintain reliable commutes to major employment centers, increase employers' access to skilled workers, and reduce the costs of congestion. TIP funds are being used to construct the highest priority projects in the region's transportation plan, which will invest \$172.6 billion through the year 2050 to maintain and improve roads, highways, transit, and bicycling/walking facilities in metro Atlanta.

Our region has long been the premier place to operate a business, live and enjoy life. The groundwork we have laid this past year will ensure we keep that going.

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

MESSAGE FROM SRTA/GRTA EXECUTIVE DIRECTOR



While the world seems to be in a constant state of change, one thing has remained the same — the State Road and Tollway Authority (SRTA)'s commitment to our customers. In the midst of the pandemic, we spent the last year expanding our services to improve the customer experience.

After years of gathering customer feedback and input, we developed and launched a new MyPeachPass.com website and the Peach Pass GO! 2.0 app in November 2020. The new app gives customers more control over their commutes with live toll updates and makes it easier for them to manage their accounts by switching between toll and non-toll modes, update their billing and vehicle information, monitor balances and access many other features all from their mobile devices.

We also continued to expand the benefits of having a Peach Pass by creating Peach Pass Advantage. Under Peach Pass Advantage, the Peach Pass Perks program gives current Peach Pass customers an exclusive discount for parking at Stone Mountain. And there are more exciting features coming soon.

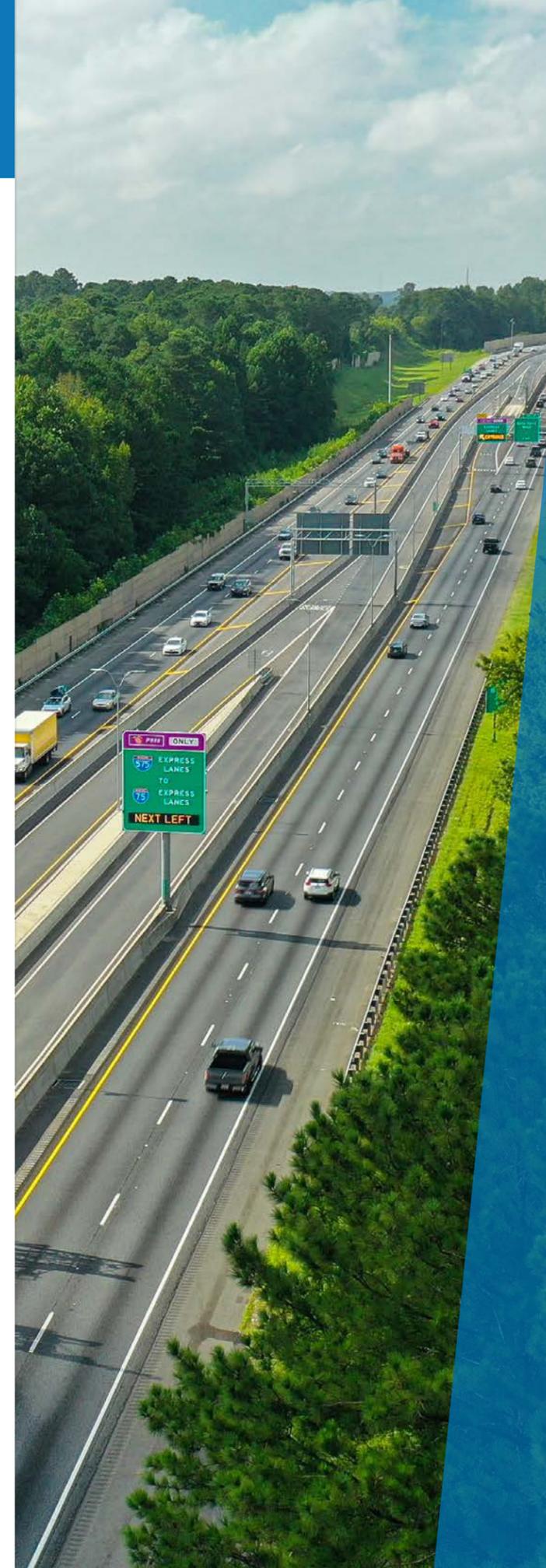
For Pay n Go customers, we've upgraded to BancPass Pay n Go, so they can continue to pay as they go, but with the added benefit of using the BancPass app to manage their account and receive emailed monthly statements and text balance reminders.

These are just a few initiatives focused on making Peach Pass an even bigger benefit to our customers. As our state's population continues to grow and SRTA deploys more tolling and managed lane systems in Georgia, we're staying focused on serving customer needs.

Our mantra this past year has been to not just come back, but to come back better.

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
- Kevin Tanner – 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. – Chairman
- Richard A. "Dick" Anderson – 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.

SRTA Strategic State Partnerships



Peach Pass Partnerships



GTIB (GEORGIA TRANSPORTATION INFRASTRUCTURE BANK)

This year, SRTA invested \$14.2 million in loan funding for five transportation infrastructure projects across the state through the Georgia Transportation Infrastructure Bank (GTIB). With loan 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 \$165 million in loans and grants to transportation projects that enhance mobility in local communities throughout Georgia.

\$14.2 Million

TOTAL GRANTS AND LOANS IN FY21

\$20.8 Million

TOTAL PROJECT VALUE IN FY21

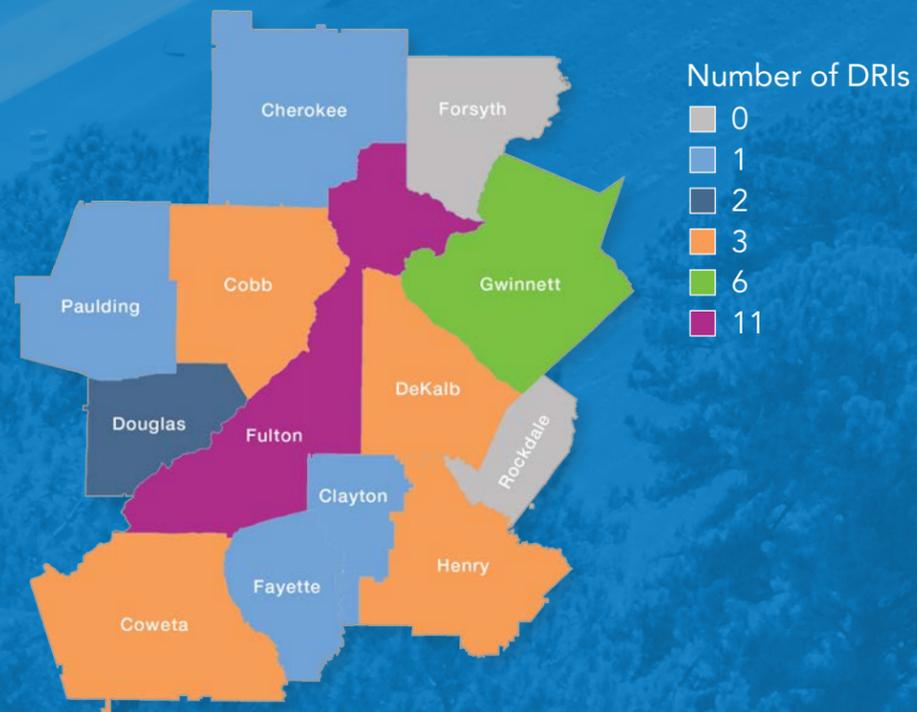


DEVELOPMENTS OF REGIONAL IMPACT (DRI)

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.

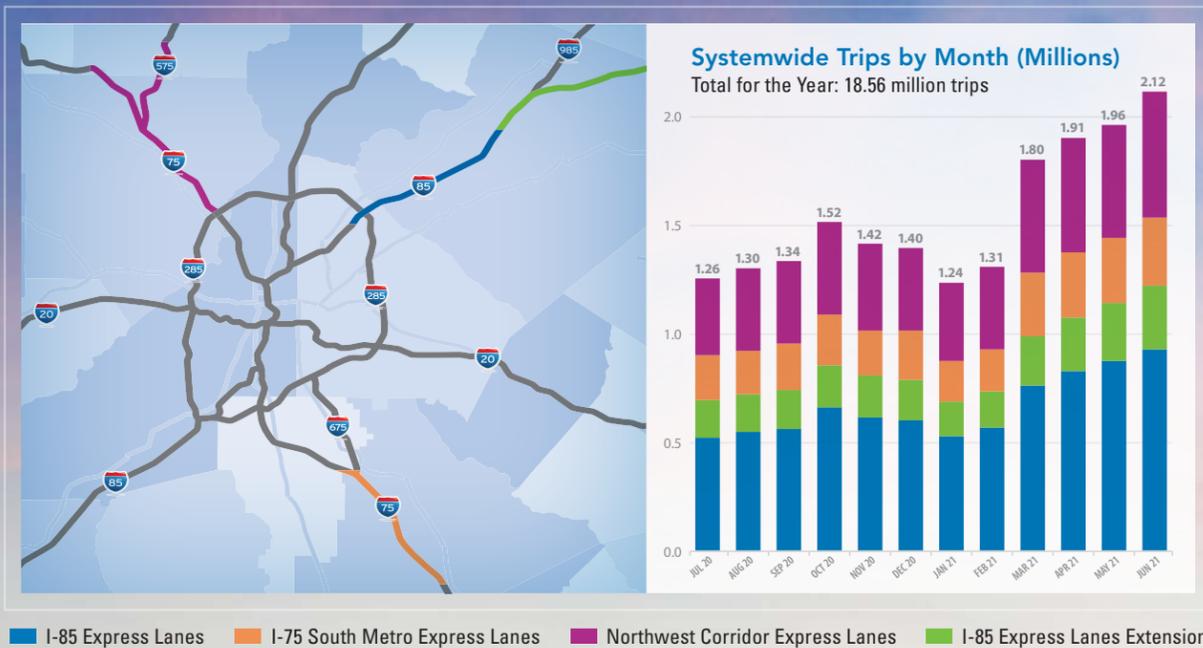
INDUSTRIAL – sq ft	16,713,992
OFFICE – sq ft	3,792,765
COMMERCIAL – sq ft	1,278,762
RESIDENTIAL UNITS	15,222
HOTEL ROOMS	575

In FY21, we reviewed 34 DRIs in Cobb, Coweta, Cherokee, Clayton, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Paulding and counties.



GEORGIA EXPRESS LANES TRAVEL IS BOUNCING BACK

The sharp decline in traffic in the Atlanta region in early 2020 also dramatically affected the Georgia Express Lanes. These facilities have dynamic toll rates that increase and decrease depending on demand throughout the day. Although tolls were lower, the most common reasons people decreased or stopped using the Express Lanes during the pandemic were because of less traffic on regional highways and the ability to telework.*



As the region has recovered in 2021, more and more people are once again depending on these lanes to get them where they need to be, faster.

Survey says...90% of Peach Pass customers use the lanes to experience less traffic congestion.

Top 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 to their appointments

Most Express Lane users are 'promoters' – highly willing to recommend the lanes to their friends and colleagues. Here are some of their testimonies:

"I've recommended the lanes to several people, and some have saved up to 40 minutes on their one-way commutes."

"I am just very happy that they are an option for me. Make my once-a-week commute into Atlanta much less stressful, and quicker."

"Best money I spend when traveling to and from the ATL!!!"

* Customer feedback from the 2021 Peach Pass Customer Satisfaction Survey

TOLL REVENUE

Toll Revenue increased in the past year as more Georgians returned to work and increased travel. They saved time by using Express Lanes to get to work, their vacations, the airport and any of the countless destinations our toll roads can connect. Georgia uses its Express Lanes to help manage congestion, enhance mobility, and generate revenue required for ongoing operation and maintenance costs as well as debt service requirements.

\$27,506,103
NET TOTAL REVENUE

\$14,044,715
I-85 EXPRESS LANE REVENUE

\$3,484,219
I-75 SOUTH METRO EXPRESS LANE REVENUE

\$1,244,613
I-85 EXTENSION EXPRESS LANE REVENUE

\$8,732,556
NORTHWEST CORRIDOR EXPRESS LANE REVENUE



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.

8,018,986
TOTAL TRIPS

13.25%
PERCENTAGE OF NON-TOLLED TRIPS*

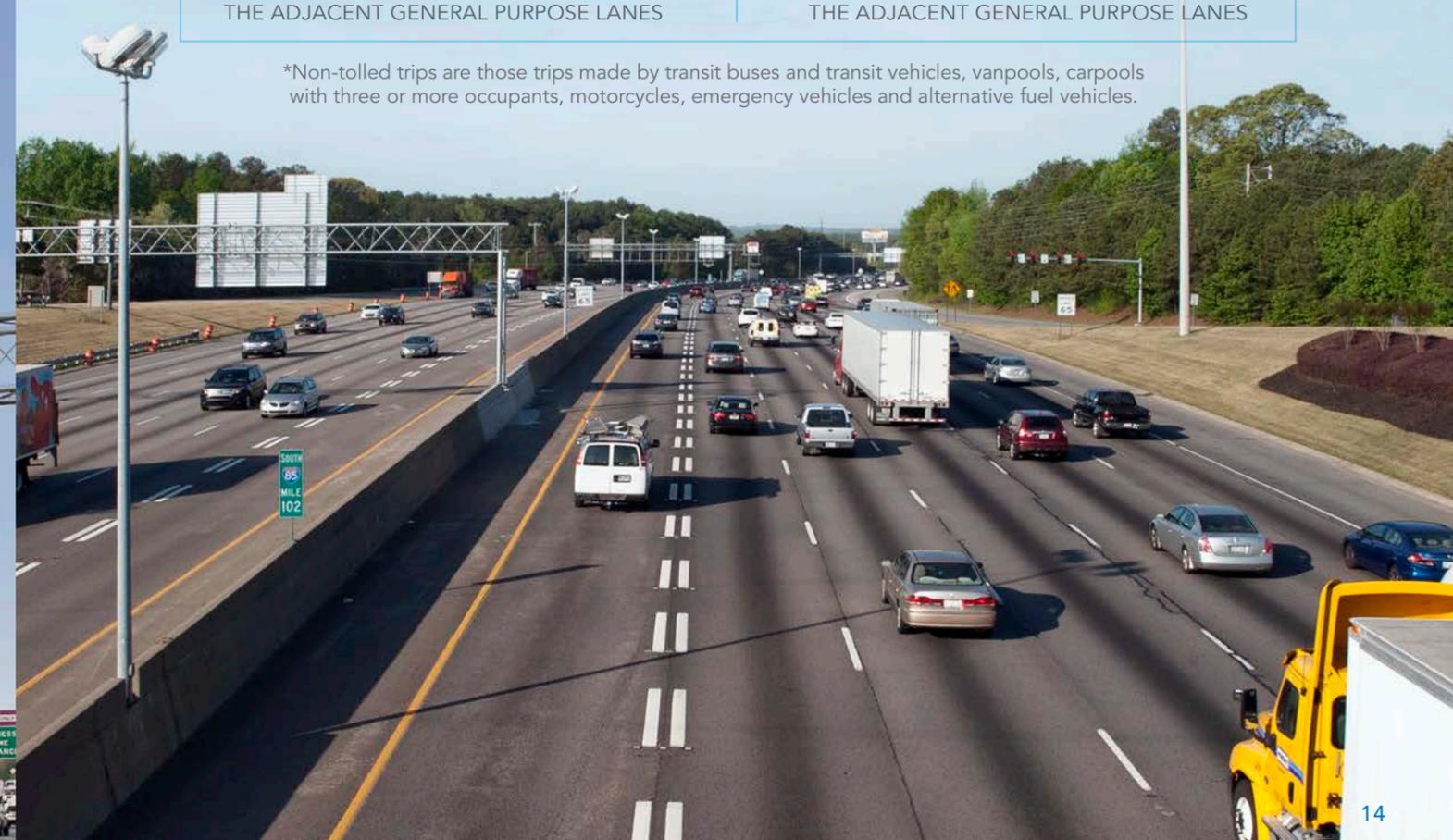
\$2.81
AVERAGE TOLL FARE

668,249
AVERAGE MONTHLY TRIPS

40,527
HIGHEST ONE-DAY TRIP TOTAL



*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 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.

2,898,148
TOTAL TRIPS

1.33%
PERCENTAGE OF NON-TOLLED TRIPS

\$1.54
AVERAGE TOLL FARE

241,512
AVERAGE MONTHLY TRIPS

15,049
HIGHEST ONE-DAY TRIP TOTAL

Northbound

(6-10 A.M. PEAK PERIOD DIRECTION)



Southbound

(3-7 P.M. PEAK PERIOD DIRECTION)

1,925

AVERAGE WEEKDAY PEAK PERIOD TRIPS

4,058

AVERAGE WEEKDAY PEAK PERIOD TRIPS

6.3 MPH

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

15.4 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.

2,438,172
TOTAL TRIPS

14.61%
PERCENTAGE OF NON-TOLLED TRIPS

\$0.73
AVERAGE TOLL FARE

203,181
AVERAGE MONTHLY TRIPS

14,319
HIGHEST ONE-DAY TRIP TOTAL

Northbound

(3-7 P.M. PEAK PERIOD DIRECTION)



Southbound

(6-10 A.M. PEAK PERIOD DIRECTION)

2,632

AVERAGE WEEKDAY PEAK PERIOD TRIPS

1,252

AVERAGE WEEKDAY PEAK PERIOD TRIPS

11.7 MPH

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

11 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.

5,197,563
TOTAL TRIPS

\$1.93
AVERAGE TOLL FARE

433,130
AVERAGE MONTHLY TRIPS

26,128
HIGHEST ONE-DAY TRIP TOTAL

1.47%
PERCENTAGE OF NON-TOLLED TRIPS



Southbound

(6–10 A.M. PEAK PERIOD DIRECTION)

5,794

AVERAGE WEEKDAY PEAK PERIOD TRIPS

5.8 MPH

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

Northbound

(3–7 P.M. PEAK PERIOD DIRECTION)

7,500

AVERAGE WEEKDAY PEAK PERIOD TRIPS

13.1 MPH

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

PEACH PASS

A Peach Pass transponder allows a vehicle to access Express Lanes in Georgia and a few neighboring states while automatically deducting payment from bank or credit card accounts. Peach Pass Pay n Go enables customers to use cash transactions. This year, we partnered with BancPass to make the Pay n Go payment experience easier for customers. More details are available on PeachPass.com.

In FY21, SRTA also offered new amenities to its customers that allowed them to have the "Peach Pass Advantage" through its Peach Pass Perks and Peach Pass Plus loyalty program options.

These are just the first steps to making Peach Pass better serve our customers whether they are in an Express Lane or anywhere their journey takes them.

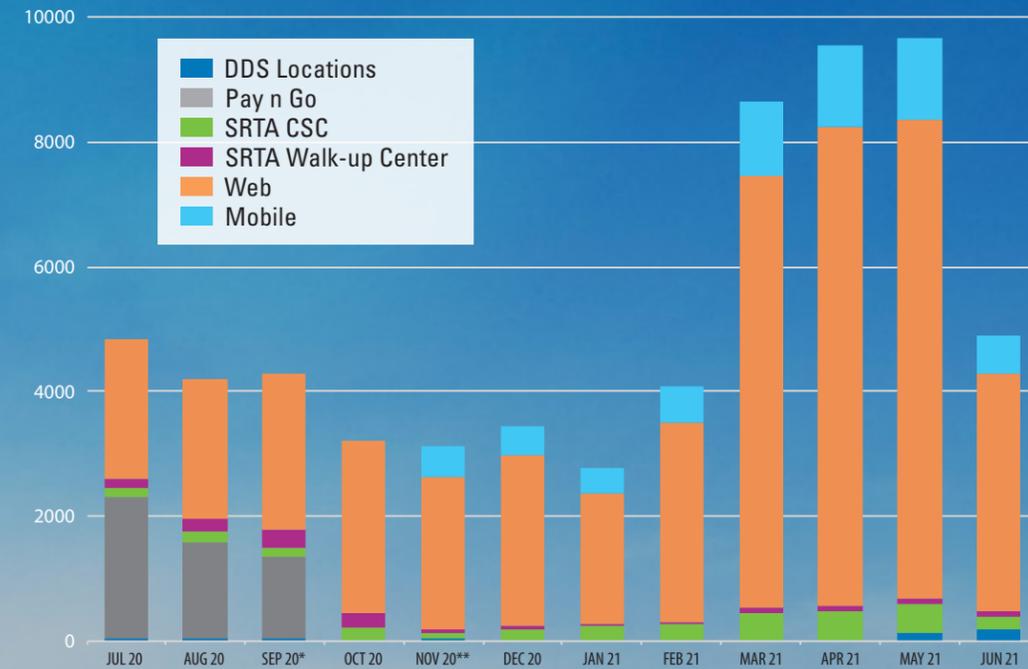
62,688

TOTAL NEW PEACH PASS USERS

1,043,580

TOTAL ACTIVE TRANSPONDERS AS OF JUNE 30, 2021
(PEACH PASS & CRUISE CARDS)

New Accounts by Location



* The Pay n Go transition to BancPass occurred in September 2020; data for BancPass will be available in the FY22 annual report

** The new MyPeachPass Mobile App became available in November 2020



CUSTOMER SERVICE

SRTA is 100% customer focused. Our 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. Training of our CSC staff is a top priority to ensure consistent, excellent customer service.

245,869

CALLS TO THE CUSTOMER SERVICE CENTER

178,545

CALLS HANDLED BY CUSTOMER SERVICE REPS

67,324

CALLS HANDLED BY SELF-SERVICE SYSTEM

TOP 5 CALL TYPES:

ACCOUNT SERVICE UPDATE	86,517
ADD / EDIT / REMOVE ASSETS	31,488
GENERAL INFORMATION	22,410
VIOLATION	22,365
OTHER	18,131



ACCOUNT MANAGEMENT UPGRADES

SRTA upgraded the Peach Pass account management experience this year by launching the new MyPeachPass.com website and Peach Pass GO! 2.0 app. Survey responses* following these upgrades show top-rated features of the new online system.

TOP-RATED UPGRADE FEATURES:

- Adding funds to your Peach Pass account
- Setting up your Peach Pass account online in the first place
- Checking the status of your Peach Pass account online (for example, checking account balance)
- Receiving change notifications



* 2021 Peach Pass Customer Satisfaction Survey