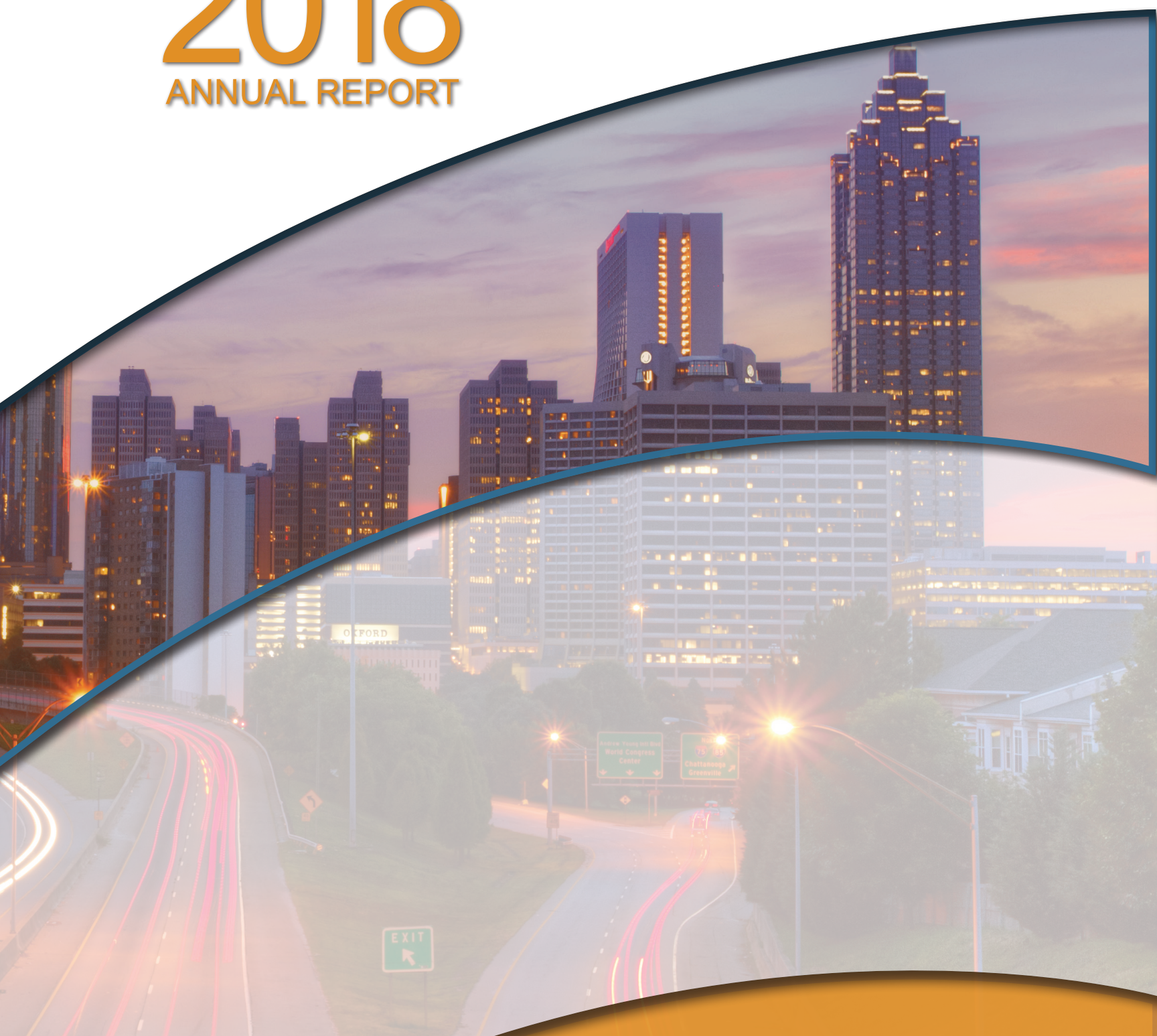


# FISCAL YEAR 2018 ANNUAL REPORT



Fiscal Year 2018 (July 1, 2017-June 30, 2018)



## MISSION

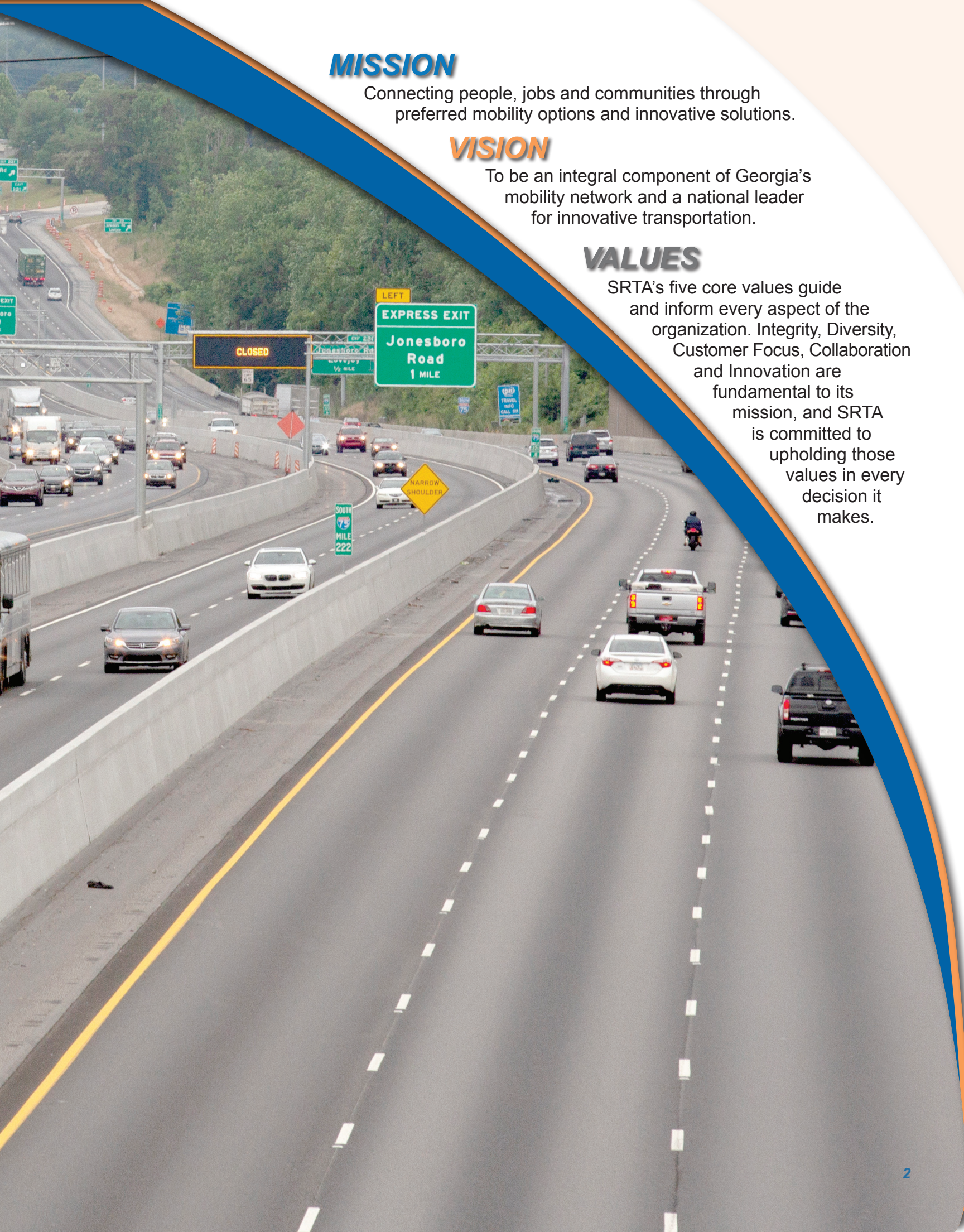
Connecting people, jobs and communities through preferred mobility options and innovative solutions.

## 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  
SRTA BOARD OF  
DIRECTORS CHAIR  
GOVERNOR  
NATHAN DEAL**

Since I took office in 2011, making transportation more effective and more accessible has been a top priority of my administration. For the better part of the last decade, the State Road and Tollway Authority (SRTA) and its partners have worked diligently to improve mobility and ensure that Georgia remains the gateway to the Southeastern market for international trade. Our dedication to improving transportation has brought meaningful results for Georgia and contributed to our state’s ranking as the No. 1 state/place for business for six consecutive years.

2018 has been a notable year for transportation in Georgia, as we’ve seen the completion of projects stemming from the Transportation Funding Act of 2015, as well as the establishment of the Atlanta-region Transit Link Authority (The ATL) in the most recent legislative session. In May, I signed HB 930, which established The ATL to provide structure for coordinated transit planning and funding for the 13-county metro Atlanta region.

As chair of the Georgia Regional Transportation Authority (GRTA) Board of Directors, it is my pleasure to reflect on the accomplishments made this fiscal year.

This was a banner year as we began to reap the fruits of our integration with SRTA by becoming one mobility family. Our suite of transportation and transit services complement each other in providing solid options for citizens in their commute. Studies have shown that transportation remains metro Atlanta’s top concern. Transit, such as that provided by the Xpress commuter coach and vanpool programs, plus tolling, work together in addressing these challenges.

The managed lanes add reliability to congested interstates, while transit adds capacity to those same roads. Together, the Express Lanes and the Xpress service are industry-leading mobility options. This is especially important as we anticipate that the Atlanta area will grow by 2.5 million people by 2040. This increase in population will result in more development and more impact on the transportation infrastructure.

GRTA plays a key in the growth and development of metro Atlanta. The agency evaluates all Developments of Regional Impact, those large-scale developments that are likely to have regional effects beyond the local government jurisdiction in which they are located. GRTA’s review helps mitigate the impact of developments on the area’s air pollution and traffic congestion.

This year, GRTA reviewed 41 DRIs in Cherokee, Cobb, Coweta, Dekalb, Douglas, Forsyth, Fulton, Gwinnett and Henry counties. These reviews totaled

- 19,229,308 square feet – industrial
- 16,639,497 square feet – office
- 4,221,850 square feet – commercial
- 15,214 residential units

The Xpress commuter coach service also helps reduce congestion by providing drivers with an option to using their personal vehicles. This fiscal year, we continued making improvements to the Xpress fleet. It is hard to believe it has been 14 years since GRTA launched the Xpress service.

This state-level authority is responsible for developing a regional transit plan and identifying and prioritizing the projects and initiatives for the development of region-wide transit.

In June, the SRTA Board of Directors approved \$100 million in General Obligation bonds for bus rapid transit infrastructure as a part of the SR 400 Express Lanes project. This investment kickstarted a partnership with GDOT, Fulton County and MARTA, to bring about the construction of four interchanges/bus locations along a 16-mile stretch of SR 400, one of our state's most vital corridors for commuters, jobs and freight. The state's investment in SR 400 improvements was augmented by a \$184 million Infrastructure for Rebuilding America grant (INFRA) from the U.S. Department of Transportation, the single-largest grant awarded. These funds will be used to construct approximately 17 miles of priced two-lane, bidirectional managed lanes along SR 400 from I-285.

SRTA also improved mobility beyond the metro Atlanta area by awarding \$18.1 million in funding for 19 projects through the Georgia Transportation Infrastructure Bank. Such investment in transportation is one of the most important aspects of keeping Georgia the No. 1 state for business and I look forward to seeing the projects started in the last few years come to fruition to benefit all of our citizens.

With cooperation between the General Assembly, SRTA and the many other stakeholders in Georgia's transportation infrastructure, we are taking significant steps to ensure that our modes of transit and mobility are worthy of the No. 1 state for business and the best place for opportunity. As Georgia's population continues to grow and our economy continues to thrive, SRTA remains an essential partner in ensuring our infrastructure keeps up with this rapid growth.

*Governor Nathan Deal, SRTA Chair*

We are currently rehabbing the fleet to increase the safety, reliability and comfort of our riders. We also began an outreach campaign focused on the switch from Xpress magnetic tickets to MARTA Breeze cards.

The future of Xpress and other modes of transit is much anticipated as transit in the state comes under the auspices of the newly created Atlanta-region Transit Link Authority (The ATL). All existing transit agencies still exist and will continue to exist. These include MARTA, the Georgia Regional Transportation Authority, the State Road and Tollway Authority, the Atlanta Regional Commission, Gwinnett County Transit, CobbLinc, CATS and others.

On behalf of the GRTA Board, we are excited about the future of transportation in Atlanta. And we are proud to be part of improving mobility and air quality and encouraging, developing and implementing transportation alternatives for Georgians.

*Sonny Deriso, GRTA Chair*

**MESSAGE FROM  
GRTA BOARD OF  
DIRECTORS CHAIR  
WALTER M.  
"SONNY"  
DERISO, JR.**





**MESSAGE FROM  
SRTA/GRTA  
EXECUTIVE  
DIRECTOR  
CHRIS  
TOMLINSON**

**B**uilding a solid foundation for transportation and transit in the state of Georgia was a strong focus for the State Road and Tollway Authority (SRTA).

SRTA began the fiscal year by finalizing its integration with the Georgia Regional Transportation Authority (GRTA). Effective July 1, GRTA transferred operation of the Xpress commuter coach service and vanpool program to SRTA. Our combined staff moved into consolidated offices at the Marquis One building at Peachtree Center, and we opened our first combined Retail Center, providing a convenient one-stop shop for customers of Xpress and Peach Pass.

Integrating the two agencies' staff allowed SRTA to more effectively deliver mobility services to its customers by leveraging the connections between transit and tolling. Xpress and Peach Pass customers will continue to receive the services that they have come to rely upon, and over time, will experience a greater, more convenient level of service as a result of the consolidation of functions.



In the fall, SRTA had the honor of hosting the International Bridge, Tunnel and Turnpike Association's (IBTTA), 85th Annual Meeting and Exhibition.

The meeting brought together transportation leaders from around the world.....along with one uninvited guest, Hurricane Irma. As the storm wreaked havoc on the Florida and Georgia coasts, many residents of those areas headed toward Atlanta for safety. To handle heavy traffic as the storm arrived and dissipated, SRTA and the Georgia Department of Transportation (GDOT) changed the schedule of the lane reversal for the I-75 South Metro Express Lanes to accommodate Florida evacuee traffic. The lanes remained open to all vehicles regardless of their Peach Pass status, and tolls were waived.

Despite the weather, IBTTA enjoyed a successful conference, allowing us to highlight both Atlanta and the state of Georgia as home to new innovative transportation technologies and systems.

As the fiscal year came to an end, transportation and transit became THE topic of conversation in Atlanta.

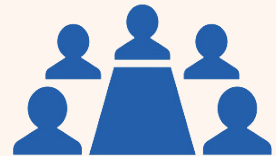
On May 3, Gov. Nathan Deal signed HB 930 - historic mass transit legislation. While details continue to be worked out, The ATL has joined the SRTA/GRTA mobility family. As GRTA executive director, I also serve as The ATL's interim director.

SRTA and GRTA have seen many changes in our agencies over the last two years. The creation of The ATL will bring many more. I look at this as an opportunity to both highlight the great work that we do and to share our knowledge in working with other transit agencies in creating the best transportation network in the nation.

*Chris Tomlinson*  
SRTA/GRTA Executive Director

## FY 2017-18 SRTA Board of Directors

**GOVERNOR NATHAN DEAL** – Chair  
**JOE T. WOOD JR.** – Lieutenant Governor Appointee  
**MITCHELL LAND** – Speaker of the House Appointee  
**TERESA MACCARTNEY** – CFO, Office of Planning and Budget Director  
**RUSSELL MCMURRY** – Georgia Department of Transportation Commissioner



## FY 2017-18 GRTA Board of Directors

**WALTER M. "SONNY" DERISO, JR.** – Board Chair  
**RICHARD A. "DICK" ANDERSON** – Board Vice Chair  
**J.T. WILLIAMS** – Projects & Planning Committee Chair  
**ANN HANLON • MARTHA S. MARTIN • ALVIN "AL" NASH**  
**CHARLOTTE NASH • NARENDER REDDY • WILLIAM TATE**  
**ROBERT "BOB" VOYLES • EVELYN WYNN-DIXON • BERNIE TOKARZ**  
**FAYE DIMASSIMO • SHAUN WILLIE**



# GEORGIA TRANSPORTATION INFRASTRUCTURE BANK

**T**he Georgia Transportation Infrastructure Bank (GTIB) invests in Georgia's economic vitality by accelerating transportation projects that improve mobility, encourage innovation and address critical local and state transportation needs.

Since inception in 2009, the grant and low-interest loan program has provided over \$124 million in grants and loans to highly competitive transportation projects that have enhanced mobility in local communities throughout Georgia.



*In FY 18,  
SRTA issued:*

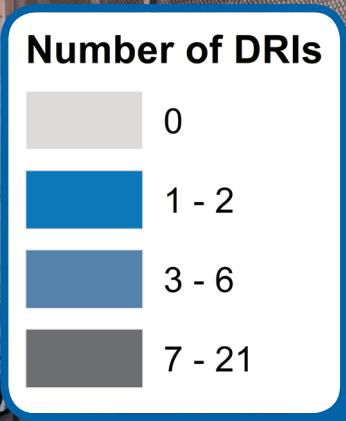
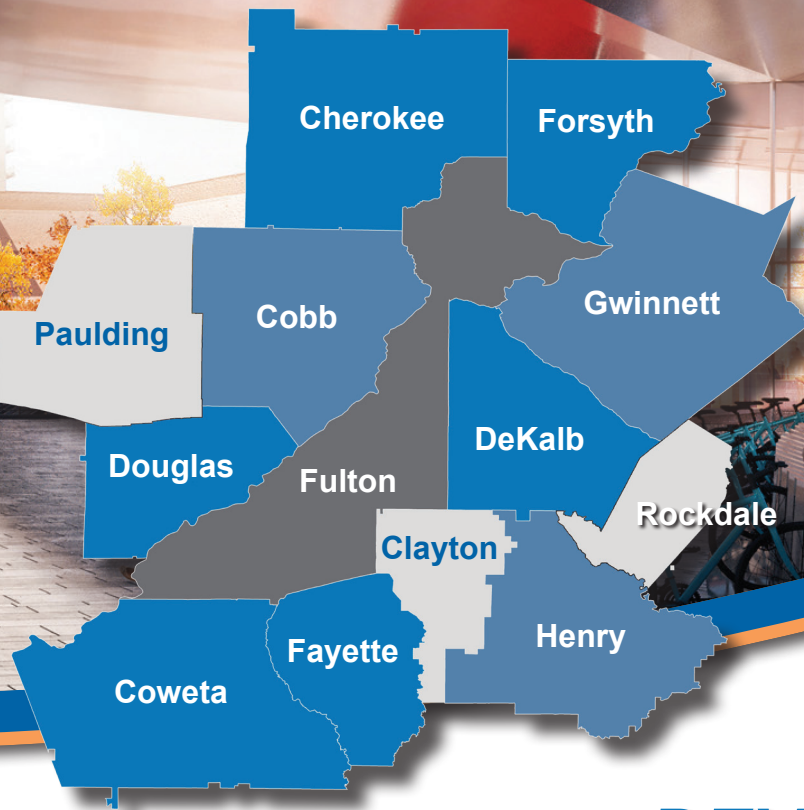
*one loan totaling*  
**\$486,240**

*19 grants totaling*  
**\$17,574,981**

*in total funding*  
**\$18,061,221**







# 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.

For FY 2018, GRTA reviewed DRIs totaling:

**Industrial**  
19,229,308 sq. ft.

**Office**  
16,639,497 sq. ft.

**Commercial**  
4,221,850 sq. ft.

**Residential**  
15,214 units

# GEORGIA EXPRESS LANES



## I-75 South Metro Express Lanes and I-85 Express Lanes

Georgia's Express Lanes are optional toll lanes that run alongside existing interstates in some of the most congested corridors around metro Atlanta. These lanes provide a choice for drivers to pay a toll to bypass congestion when desired, ensuring

more reliable travel times in peak periods. Georgia's Express Lanes rely on dynamic pricing, with toll rates increasing and decreasing with demand.

**\$1,710,682**

*I-75 South Metro Express Lane revenue*

**\$17,983,171**

*I-85 Express Lane revenue*

**\$19,693,853**

*net toll revenue*

Complete audited financial statements for FY 2018 can be found online at <https://www.srta.ga.gov/about-srta/investor-relations/>.

**GEORGIA**  
*Express Lanes*



# I-75 SOUTH METRO EXPRESS LANES



The reversible I-75 South Metro Express lanes, opened in January 2017, run 12 miles along the center median of Interstate 75 from McDonough Road in Henry County

to Stockbridge Highway in Clayton County. The lanes normally travel northbound in the morning and southbound in the evening, adding capacity to the general-purpose lanes.

**2,794,666**

*total trips*

**\$0.78**

*average weekday peak period fare*

## Northbound

*6–10 a.m.  
peak period direction*

**2,456**

*average weekday  
peak period trips*

**Express  
Lanes**

**77 mph**

*average weekday  
peak period  
speed*

**General Purpose  
Lanes**

**64 mph**

*average weekday  
peak period  
speed*

## Southbound

*3–7 p.m.  
peak period direction*

**3,876**

*average weekday  
peak period trips*

**Express  
Lanes**

**74 mph**

*average weekday  
peak period  
speed*

**General Purpose  
Lanes**

**53 mph**

*average weekday  
peak period  
speed*

**232,889**

*average monthly trips*

**14,000**

*highest one-day trip total  
(March 30, 2018)*



**GEORGIA  
Express Lanes**  
I-75 South Metro



# I-85 EXPRESS LANES

**9,760,813**

*total trips*

**\$5.67**

*average weekday peak period fare*

## Northbound

*6–10 a.m.  
peak period direction*

**7,265**

*average weekday  
peak period trips*

**Express  
Lanes**

**59** mph

*average weekday  
peak period  
speed*

**General Purpose  
Lanes**

**50** mph

*average weekday  
peak period  
speed*

## Southbound

*3–7 p.m.  
peak period direction*

**6,836**

*average weekday  
peak period trips*

**Express  
Lanes**

**61** mph

*average weekday  
peak period  
speed*

**General Purpose  
Lanes**

**49** mph

*average weekday  
peak period  
speed*

**813,401**

*Average Monthly Trips*

**36,179**

*Highest one-day trip total  
(November 17, 2017)*



The I-85 Express Lanes, which opened in 2011, continue to see increased usage. The 15-mile corridor runs from Chamblee Tucker Road to Old Peachtree Road.



## Most popular trips (of the 38 possible trip combinations)

### Northbound

*Chamblee-Tucker Road to  
Old Peachtree Road*

**607,746**

### Southbound

*SR 316 Westbound to  
Chamblee-Tucker Road*

**546,049**

### Non-tolled trips

**1,503,165**    **15.4%** *of all trips*

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.





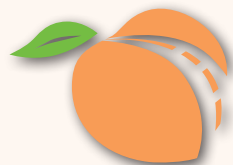
# PEACH PASS

The Peach Pass is the mechanism by which SRTA automatically deducts the proper tolls when toll lanes are used.

**122,647**  
total new Peach Pass users

**8,101**

average monthly new users  
(new users traveling the  
Express Lanes from when  
identifying the first trip)  
from a transponder)

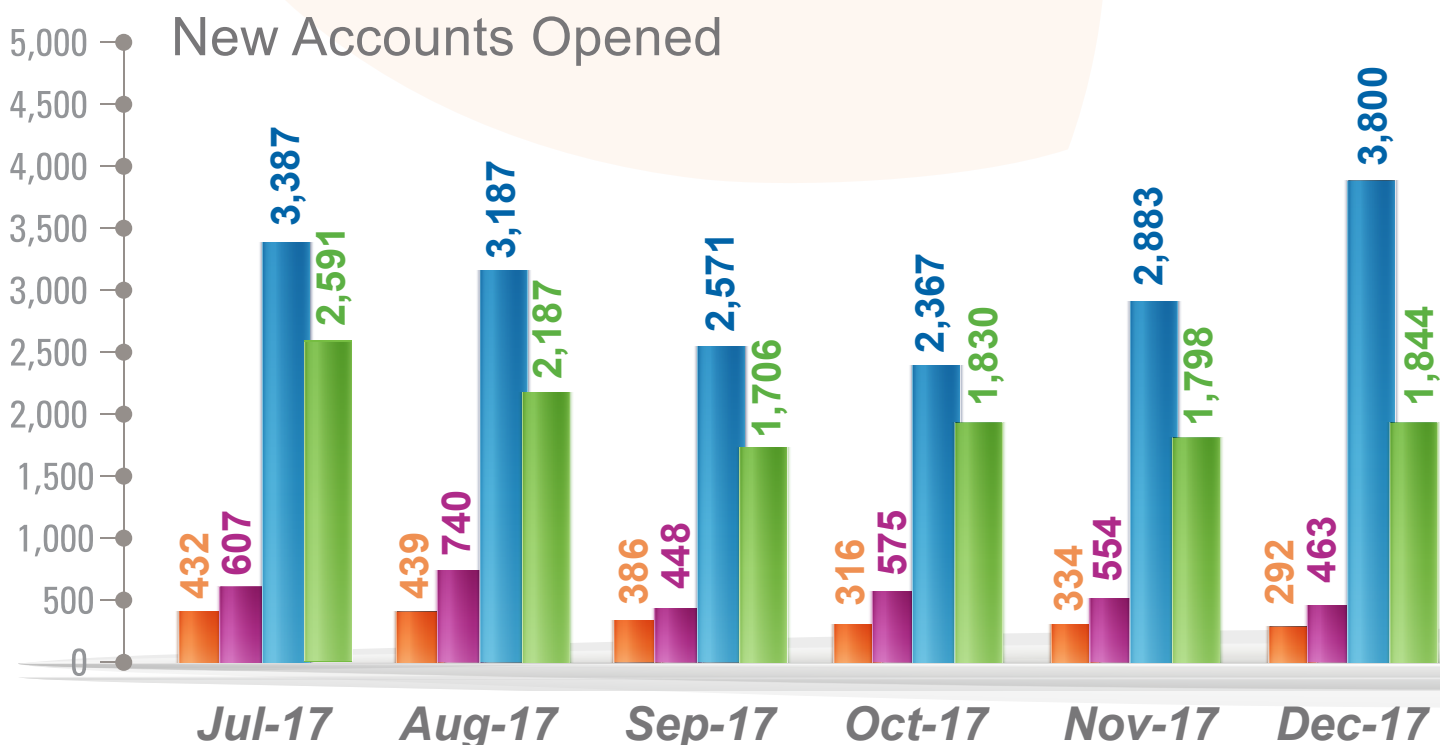


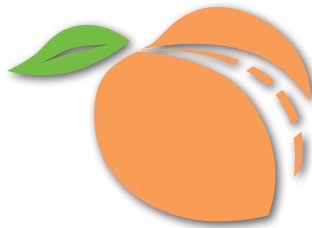
**34,275**

total number of Pay N Go! cards sold

**727,870**

total active transponders  
(Peach Pass and Cruise Cards combined)



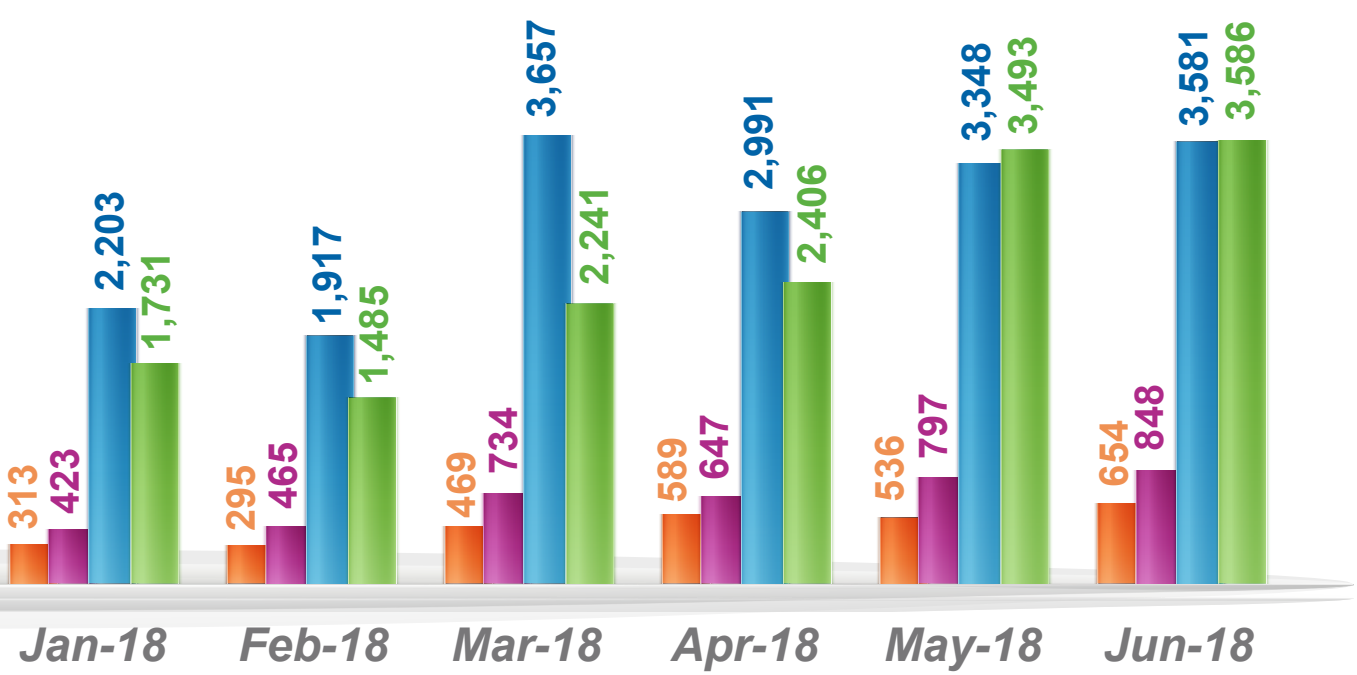


**PEACH PASS**  
Keep Moving.™

**371,188**  
total violations issued

**271,923** ← I-85 Express Lanes      → **99,265** I-75 South Metro Express Lanes

Retail Centers/Outreach Events    Phone    Online    Pay n GO!





# XPRESS

The Xpress commuter coach services provides commuters throughout the metro Atlanta region a valuable transportation option and improves the capacity of Georgia's most congested highways.

## Xpress by the Numbers

**27**  
*routes*

**164**  
*coaches*

**27**  
*Park and Ride lots*

**12**  
*Metro Atlanta counties*

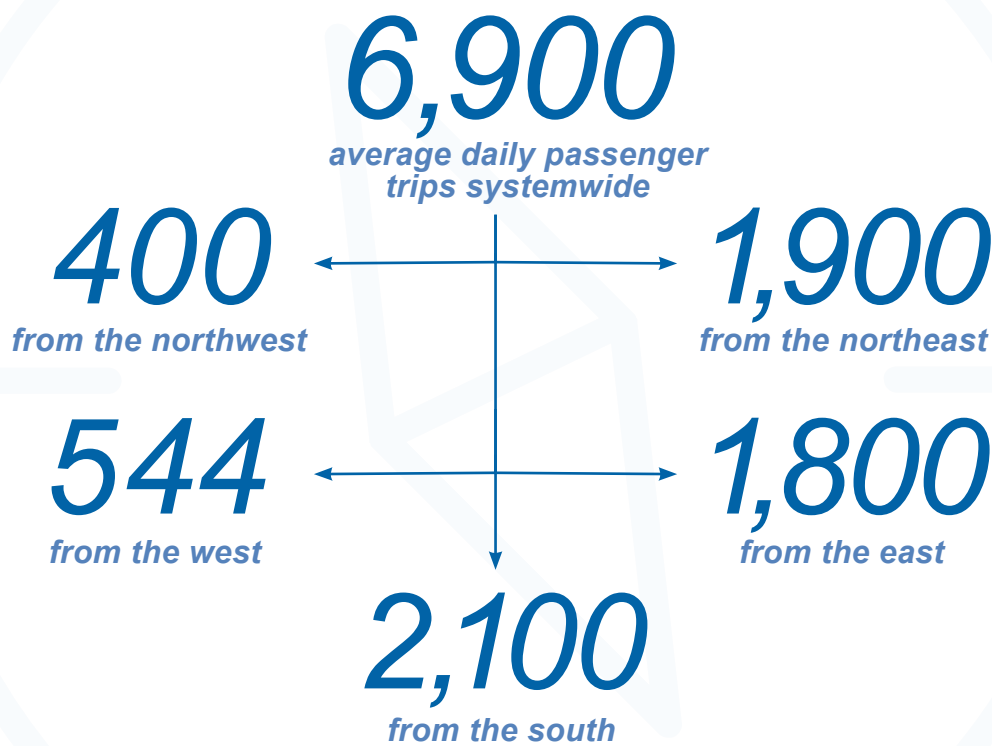
**1,830,300** *passenger trips*







# Xpress



## Xpress Financials

**\$5,126,244**

Annual farebox revenue

**\$27,377,968**

Total operating expenses

Farebox revenue contributed **20.6%** of Xpress operating cost

Xpress spent an average of **\$0.52** cents per passenger mile to provide the commuter service



# VANPOOL

The vanpool program provides an affordable and convenient public transportation service that enables commuters with similar trip origins and destinations to share rides. This reduces their commuting costs, as well as 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 transportation management associations (TMAs), to ensure the vanpool program fits seamlessly within the region's overall efforts to provide transportation options.

**1,504**  
*average daily riders*

**734,148**  
*passenger trips annually*

**266**  
*vans used on average*

**29,460,129**  
*passenger miles*



# CUSTOMER SERVICE

Being customer focused is a core value for SRTA. As such, the agency makes training of Customer Service Center (CSC) staff a top priority to ensure consistent, excellent customer service. The CSC team is committed to providing customers with the tools necessary to plan their daily commutes.



187,978

*total customer service inquiries*

23,451

*focused on Xpress*

164,527

*focused on Peach Pass*



# INCIDENT MANAGEMENT



GEORGIA  
**Express Lanes**  
I-85

**S**RTA and the Georgia Department of Transportation (GDOT) monitor the roads from the Traffic Management Center, allowing staff to be on the ready to handle any incidents including stalls, debris, accidents, law enforcement activity and planned maintenance.

SRTA's Toll Operations Center (TOC) is located inside GDOT's Traffic Management Center. The TOC houses wall-to-wall 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.

*total incidents reported*

**1,069**

*average duration time*

**16** *minutes*



**GEORGIA**  
*Express Lanes*  
I-75 South Metro

*total incidents reported*

**271**

*average duration time*

**5** minutes



**Xpress**

**13,070**

*miles between  
mechanical service  
interruptions*

**1.2** preventable  
accidents per  
**100,000**

*vehicle miles on average*

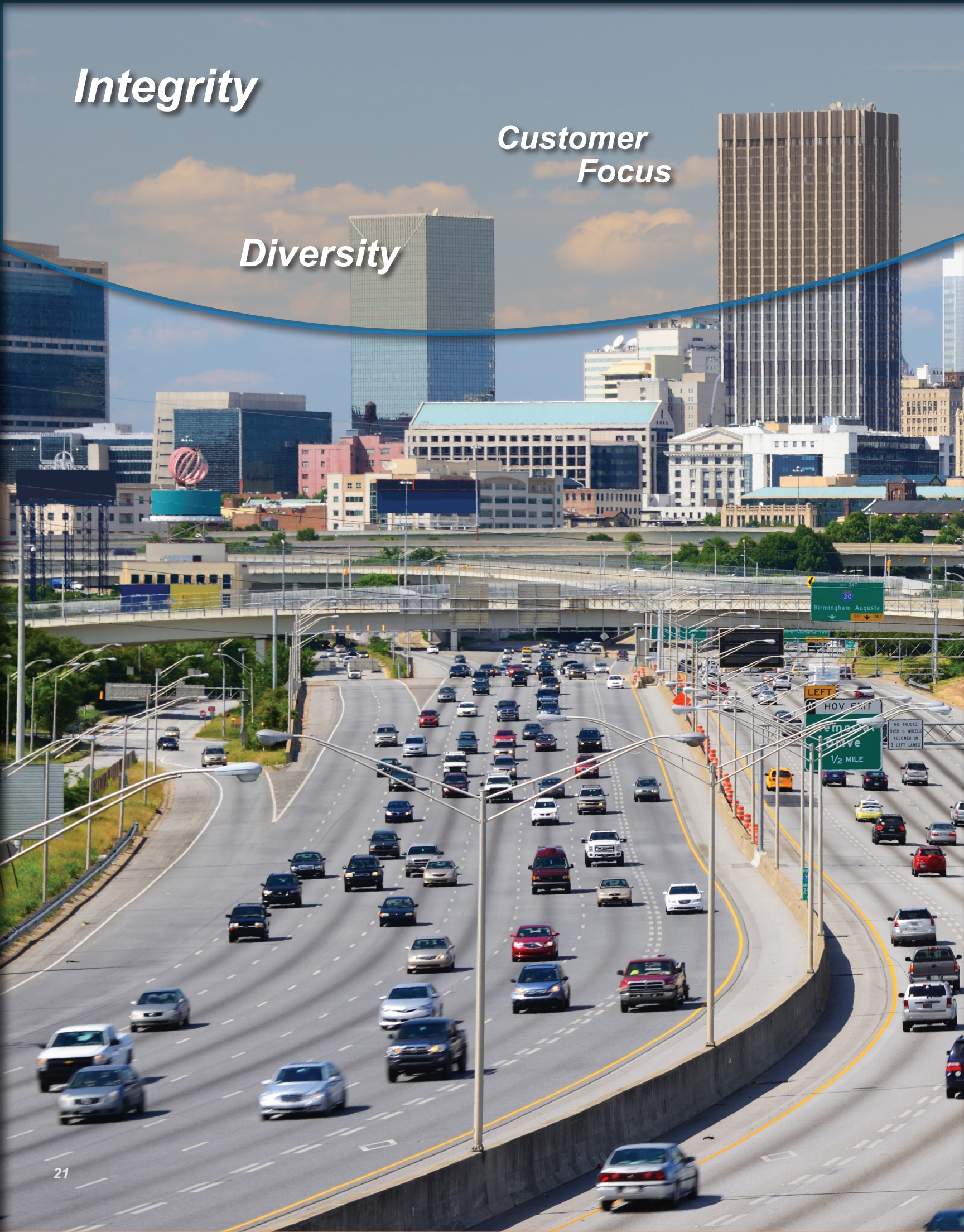


\* Xpress now tracks mechanical service interruptions to focus on preventable breakdowns that directly affect customer experience. This is a more specific metric than the miles between road calls reported for FY 2017.

*Integrity*

*Customer  
Focus*

*Diversity*



*Collaboration*

*Innovation*



