

## GA 400 Tolls to End Week Before Thanksgiving 2013, Weather Permitting



*Preliminary plan for traffic flow through GA 400 Toll Plaza after tolls end*

In July 2012, Gov. Nathan Deal announced that the state would pay off its bond debt and end tolls on GA 400 by December 2013. The ending date for GA 400 tolls has been set for Thursday, November 21, weather permitting. This date was selected to lessen the impact on Thanksgiving holiday travel. In the case of inclement weather, the ending date will be moved to November 22 or 23.

Plans for the demolition of the toll booths and other aspects of the project are still being finalized. However, preliminary plans call for all GA 400 traffic to shift into three general purpose lanes where motorists currently use the electronic tolling lanes. Construction activities will likely begin in October 2013 to make preparations for the traffic shift in November.

Once traffic is shifted, there is no heavy demolition work expected to take place during the winter holidays. Toll booth demolition is expected to be completed between January

### In This Issue

[GA 400 Tolls Ending Before Thanksgiving](#)

[GA 400 Phone Scam Alert](#)

[Customer Service Survey Results](#)

[Peach Pass GO! Mobile App](#)

[I-85 Express Lanes Update](#)

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2014 and the following May. Once the cash booths and the structure overhead are removed, traffic will shift over so that the rest of the toll plaza can be taken down. Once that happens, traffic will shift back over and remain there permanently. Top priorities for the project are: safety, traffic maintenance and communications.

More details about the GA 400 demolition project will be available later this spring in future issues of the Peach Pass Press newsletter, and at [www.georgiatolls.com](http://www.georgiatolls.com) and [www.PeachPass.com](http://www.PeachPass.com).

## GA 400 Phone Scam Alert!



The Roswell Police Department has been alerted to a phone scam in which a man, identifying himself as a Fulton County Sheriff's Deputy, is demanding that residents pay GA 400 violations with a credit card or money order or risk being arrested. THIS IS A SCAM.

All notices regarding GA 400 violations are mailed to motorists by the State Road & Tollway Authority (SRTA). SRTA, nor any other agency, would ever call a GA 400 motorist to demand immediate payment under threat of arrest.

**DO NOT** give out your credit card information or bank account number, or purchase a money order. Any residents receiving these calls should immediately report them to the Roswell Police Department at 770-640-4100.

## Peach Pass Customer Service Survey Results are in!

We would like to thank all of our customers who participated in the Peach Pass customer satisfaction survey conducted by the Public Performance and Management Group (PPM) at Georgia State University.

About 35 percent of the customers who received the survey responded with feedback on their experiences using the I-85 Express Lanes, the Peach Pass Customer Service Call Center and the Peach Pass web site.

Here's what we learned:

About our users...

- 88% of respondents expressed overall satisfaction with their I-85 Express Lanes experience
- 74% like having the choice of using the Express Lanes or the general purpose lanes
- 68% had used the HOV lanes before the Express Lanes were implemented
- 46% use the Express Lanes to commute to or from work



Expired or new credit card?  
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About our service...

- 82% of respondents expressed overall satisfaction with their Peach Pass Customer Service Call Center experience
- 83% of respondents contacting the Peach Pass Customer Service Center either in person or on the phone felt they received courteous and timely service from a knowledgeable staff person
- 81% had their issue resolved with one contact
- 86% were satisfied with their ability to manage their account online (i.e., setting up online access, checking account status, updating account with new information, adding funds, etc.)

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 Update Your Email Address

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View our videos on  YouTube

## Did You Know...About Peach Pass GO!

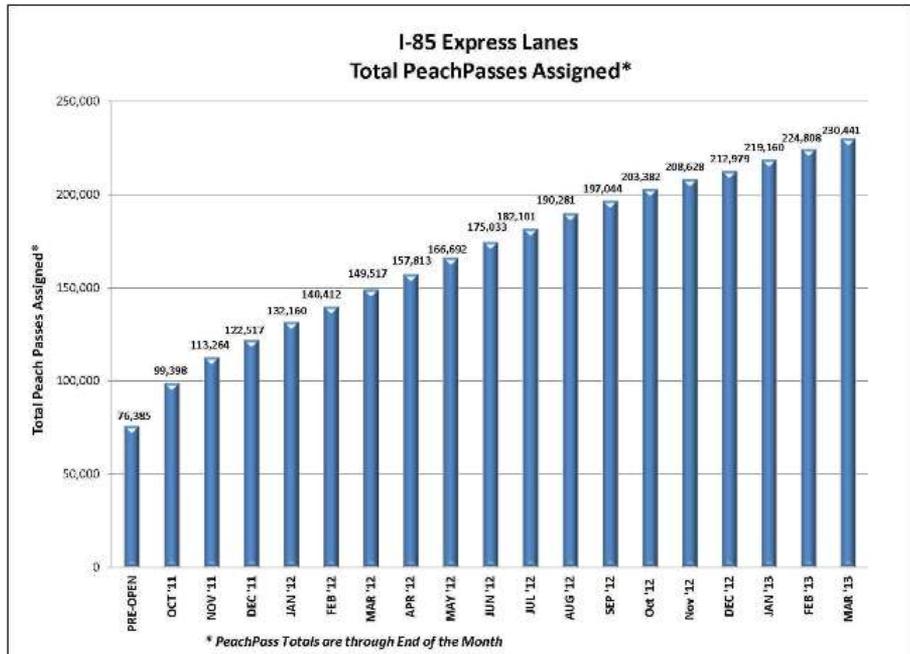


With the Peach Pass GO! mobile app, you can check your balance, change toll mode, view your latest transactions or monthly account statements on your Smart device (iPhone®, iPad® and Android® [versions 2.3 or higher] devices and iPod Touch®).

Just download the app from the iTunes App Store or Google Markeplace and login using the same username and password established for online Peach Pass account management.

Go to [www.PeachPass.com](http://www.PeachPass.com) to learn more about the Peach Pass GO! app.

## More than 230,000 Peach Passes Assigned Since June 2011



Motorists continue to sign open and add vehicles to their Peach Pass accounts. As of March 2013, more than 230,000 Peach Pass transponders had been issued since Peach Pass registration opened in June 2011. Nearly 17,500 Peach Pass transponders were issued in January, February and March, almost 6,000 Peach Passes per month

and 1,500 per week.

[Click here](#) for more I-85 Express Lanes travel data.

## Christopher Tomlinson Named New SRTA Executive Director



*Christopher Tomlinson*

Christopher Tomlinson, former Deputy Executive Director and General Counsel of the State Road and Tollway Authority (SRTA), was recently appointed to head the agency by unanimous vote by the SRTA Board. Tomlinson took office on April 1.

As the Deputy Executive Director and General Counsel for SRTA, Tomlinson provided oversight for day-to-day operations, as well as guidance and direction for all legal and policy matters affecting SRTA. He also serves as SRTA's primary liaison for the Georgia Department of Transportation's (GDOT) P3 program.

Prior to joining SRTA, Tomlinson served as general counsel for the Georgia Department of Transportation (GDOT), where he was responsible for the organization's Office of Legal Services, legislative unit, and Office of Human Resources, including GDOT's investigative unit. He has served as director of legal services or as general counsel for several other state entities, including the Georgia Technology Authority, the Georgia Building Authority, the State Properties Commission and the Georgia State Financing and Investment Commission, where he also served as the deputy director for the construction division. In addition to his agency management experience, he has extensive experience in public procurement, contract law and information technology issues.

Tomlinson is a graduate of Morehouse College and obtained his law degree from the Georgia State University College of Law

## FAQS Answered

Each issue of this newsletter will include a frequently-asked question. A full list of frequently-asked questions can be found on the Peach Pass Web Site at <http://www.peachpass.com/faq>.

**QUESTION:** I have several vehicles, including a toll-exempt motorcycle, on my Peach Pass Personal Toll account. How can I make sure that my account is not charged for motorcycle trips on I-85 Express Lanes?

**ANSWER:** The Personal Toll account allows motorists to change toll mode (toll/non-toll) based on how many occupants will be in the vehicle or which vehicle on the account will be using the I-85 Express Lanes.

To receive a toll-free ride, toll-exempt vehicles on your Personal Toll account (motorcycle, AFV vehicle with proper license plate or carpool of 3 or more) must be in "non-toll" mode when using the I-85 Express Lanes. You may change your toll mode online at [www.PeachPass.com](http://www.PeachPass.com), use the "Peach Pass GO!" mobile app for iPhone®, iPad®, iPod Touch® and Android® (version 2.3 and higher) devices, or call 1-855-PCH-PASS (7277) for automated or personal assistance.

You have the option to change your toll mode for 4 hours, 1 day, weekdays or an indefinite period of time. Motorcycles are always toll-exempt, so we recommend you select the "indefinite" timeframe. Toll mode changes must be completed at least 15

minutes before using the roadway.