

SRTA AT-A-GLANCE

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 the transportation financing arm for the State. Through SRTA, user fees have been successfully utilized to build the Sidney Lanier Bridge over the Brunswick River and the Torras Causeway, “the gateway” to the St. Simons community.

Today, Atlanta’s commuters rely heavily on the GA 400 Extension (GA 400), completed in 1993, to facilitate commutes between work and home. About 119,000 people use the 6.2-mile system every day. SRTA brings convenience to motorists by offering the option of electronic toll collection or ETC. Approximately 41% percent of all vehicles traveling GA 400 use the windshield-mounted “Cruise Card,” for cashless payment of tolls.

Through its GARVEE program, SRTA is an essential transportation partner providing needed infrastructure and supporting innovative transportation solutions to address the future needs of metro Atlanta and the state.

Facts/Statistics (all statistics are for FY09)

Number of employees	53 full-time
Automatic Coin Machine (ACM) Revenue and Manual Lane Cruise Card Revenue	\$11,831,746 \$7,631,800
Toll violation collections	\$591,927.88
FY 2009 Revenue (all sources)	\$20,109,264
Number of New Cruise Card Accounts Opened	34,204
Total Number of Cruise Card Accounts	151,621
Traffic	
AVI Lanes	15,767,863
ACM Lanes	14,880,873
Booth Lanes	8,340,806
Total	38,989,542 ⁱ
Average Daily Traffic	106, 848

SRTA handles an average of 252 Customer Service calls per day. Of those 252, over 89% are answered within 60 seconds with an average hold time of 8 seconds.ⁱⁱ

ⁱ Due to the economy and spike in gas prices, total traffic for FY09 decreased by -3.68% compared to the total traffic of 40,642,623 in FY08.

ⁱⁱ The Governor’s Office of Customer Service (OCS) metric for service is 80% of calls answered within 60 seconds and a call abandonment rate of 9%.