



Office of Communications & Engagement
245 Peachtree Center Avenue, Suite 2200 • Atlanta, Georgia 30303

Ericka B. Davis
Chief Communications Officer
404-893-3033, office
404-226-9339, cell
edavis@srta.ga.gov

Deidre Johnson
Public Information Officer
404-893-6194, office
470-829-8446, cell
djohnson@srta.ga.gov

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MEDIA ADVISORY

State Road and Tollway Authority Continues Preparations for MyPeachPass.com and Peach Pass GO! Mobile App 2.0 Upgrades

*New MyPeachPass.com, Peach Pass Go! Mobile App 2.0 and Customer Service Phone System
to Launch by November 16, 2020*

ATLANTA – The State Road and Tollway Authority (SRTA) announced that its Peach Pass customers can expect the new [MyPeachPass.com](https://www.mypeachpass.com), the Peach Pass Go! Mobile App 2.0 and the new customer service phone system to launch by November 16, 2020. The upgraded tools will make it easier for customers to access and manage their accounts.

To launch the new system, during October 31- November 8, 2020, SRTA conducted data migration and transitioned over 650,000 customers and over one million license plates to the new system. Beginning November 9th, SRTA will implement the final phase of the system upgrades to include:

- System verifications of customer account history and balances
- Administering final testing of the system upgrades
- Concluding the import of the new customer service phone system

Peach Pass customers and Customer Service Representatives will be unable to access customer Peach Pass accounts during this final phase of the upgrades. Customer Service Representatives will be ready to assist customers and take calls starting the week of November 16th.

When the system launches, customers will need to update their passwords using the email address registered to their Peach Pass account to maintain access to their accounts. App users will need to download the new app from their preferred app store. Customers can update their account at MyPeachPass.com or on the new Peach Pass GO! 2.0 mobile app by entering their email address and using the “forgot password” function.

The new app, Peach Pass GO! 2.0, will also launch on the Apple App and Google Play stores by November 16, 2020.

Visit www.peachpass.com/systemupgrade/ for information updates.



About the State Road and Tollway Authority (SRTA)

SRTA is a state-level, independent authority created to operate tolled transportation facilities within Georgia and act as the transportation financing arm for the state. SRTA manages the collection of tolls on Georgia's Express Lanes System through the use of Peach Pass. Peach Pass gives drivers access to all current and future Georgia toll facilities, including the I-85, I-75 South Metro, and Northwest Corridor Express Lanes and is accepted by Florida's SunPass system and North Carolina's Quick Pass system. In October 2019, SRTA reached over a million active Peach Pass tags. SRTA combined with the Georgia Regional Transportation Authority (GRTA) to jointly provide the services of both state authorities. The GRTA board continues to oversee developments of regional impact, air quality reporting and regional transportation plan approval.

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