

Georgia Regional Transportation Authority (GRTA)  
Americans with Disabilities Act (ADA)  
Complaint Form

Note: This form should only be used to register complaints pertaining to the Americans with Disabilities Act (ADA). Other complaints should be sent to Xpress Customer Service  
email: customerservice@xpressga.com, phone: 404-463-GRTA (-4782)

Completed form may be mailed, emailed, or faxed to:

Mailing address:  
Georgia Regional Transportation Authority  
Attn: Alex Poznanski  
245 Peachtree Center Avenue NE, Suite 400  
Atlanta, GA 30303

Email: ADA@grta.org

Fax: 770-408-4934

TTY/TDD and other Assistive Communications Service available through the Georgia Relay Service

Call: 711 or 1-800-255-0056  
En Español - 1-888-202-3972

***Complainant Information***

Date of Complaint:

Name of Complainant:

Address 1:

Address 2:

City:

State:

Zip Code:

Home telephone:

Cell:

E-Mail:

***Occurrence Information***

Date of Occurrence:

Time of Occurrence:

Route Number:

Direction of Travel:

Location (Bus Stop or Transit Facility name):

Complaint / Description of Occurrence *(please attach additional pages to this form if you run out of space in the comment box below, or if you need to provide supporting documentation):*