

Atlanta-Region Transit Link Authority (ATL)  
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: 844-977-7742

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

Mailing address:  
Atlanta-Region Transit Link Authority  
Attn: Ryan Walker  
245 Peachtree Center Avenue NE, Suite 2200  
Atlanta, GA 30303

Email: ADA@srta.ga.gov

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):*