

GCTD ADA COMPLAINT FORM

Gulf Coast Transit District is committed to providing you with safe and reliable transportation services and we want your feedback. Please use this form for suggestions, compliments, and complaints. You may also call us at 800-266-2320, via email to compliance@gulfcoasttransitdistrict.com, or by mail to: 1415 33rd Street North, Texas City, TX 77590. Please make sure to provide us with your contact information to receive a response. Gulf Coast Transit District, Attn: Compliance, 1415 33rd Street North, Texas City, TX 77590

SECTION I: TYPE OF COMMENT (Choose One)									
Compliment		Suggestion		Compliant		Other		ADA Related?	Y / N
SECTION II: CONTACT INFORMATION									
Salutation (Mr./Mrs./Ms.).									
Name									
Rider ID (if applicable)									
Street Address									
City, State, ZIP Code									
Telephone									
E-mail Address									
Accessible Format Requirement			Large Print		TDD/Relay		Audio Rec		
Other									
SECTION III: COMMENT DETAILS									
Transit Service									
Date & Time of Occurrence									
Name/ID of Individuals Involved									
Vehicle ID/Route Name									
Location of Incident									
Mobility Aid Used (if any)									

If any information is unknown, please provide descriptive information here.			
Description of Incident			
SECTION IV: FOLLOW UP			
May we contact you if we need more details or information?	Yes	No	
What is the best way to reach you?	Phone	Email	Mail
If a phone call is preferred, what is the best day and time to reach you?			
SECTION V: DESIRED RESPONSE			
Email	Phone	Mail	