



FRED FONTANA  
DIRECTOR

P.O. BOX 227, GOLDSBORO, NC 27533

BRENT HEATH  
CHAIRMAN

### **ADA Complaint Procedures**

Goldsboro-Wayne Transportation Authority (GWTA) staff are available to assist passengers with questions, comments, and ADA complaints. All questions, comments, and complaints should be directed by phone, in writing, or through the GWTA website.

Phone inquiries may be made by calling 919-736-1374.

Mail inquiries may be sent to GWTA, P. O. Box 227, Goldsboro, NC 27533

Website inquiries may be made by using the Contact Us link at [ridegwta.com](http://ridegwta.com).

Complaints should be reported as soon as possible after the incident to ensure proper handling. When filing a complaint, please provide the following information.

- Explanation of incident or complaint
- Your name, address, and phone number
- Date, time, and location of the incident
- The vehicle number and/or driver's name

GWTA personnel will make every effort to address your concerns. If you are not satisfied with the response given to you by GWTA, you may contact the GWTA Director at 919-736-1374.

### **GWTA TRANSIT**

PHONE: (919) 736-1374 • WEBSITE: [RIDEGWTA.COM](http://RIDEGWTA.COM) • FAX: (919) 731-1558