

Gwinnett County Transit (GCT) complies with the American with Disabilities Act of 1990, which prohibits discrimination on the basis of disability – requiring that no qualified individual with a disability shall, on the basis of a disability, be denied the benefits of GCT services or programs.

According to the Code of Federal Regulations, 49 CFR 37.169, Gwinnett County Transit is required to provide reasonable modifications/accommodations for people with a disability to access GCT's transportation service. If you have a specific physical or service accessibility need, please notify GCT of your requirements so that reasonable accommodations can be provided for you. Gwinnett County Transit will honor and accommodate any reasonable request to modify service. We will make every attempt to provide transportation that meets our customer's needs as long as the request:

- Does not fundamentally alter the service
- Does not create a direct threat to the health and safety of others

Individuals requesting modifications are not required to use the term “reasonable modification” when making a request.

Requests can be made in advance or on-the-spot, depending upon the circumstance. Whenever feasible, a request for modification to GCT's service, policies, practice, or procedures should be made in advance before GCT is expected to provide the service. GCT will review your request and will make every effort to communicate in advance whether or not the requested modification can be made.

When making a request, please thoroughly describe what is needed in order for you to use the service and why this assistance is necessary.

Reasonable modifications on Gwinnett County Transit should be made through customer service at 770.822.5010 or through the operator on your current trip. Paratransit customers should request reasonable modifications at the time of trip reservation to allow for proper consideration and planning for such modification.

If you are unable to navigate the fixed route system, call 770.822.5010 to see if you qualify for Gwinnett County Transit ADA paratransit service. TDD free relay service is through Georgia Relay 711. Additionally, the material on this website and all material printed by Gwinnett County Transit will be provided in an alternate format upon request. If you have any questions or would like to request a modification, please call Gwinnett County Transit at 770.822.5010.