



Craven Area Rural Transit System PUBLIC TRANSPORTATION

1106 Clarks Road
New Bern, North Carolina 28562
Phone: 252-636-4917 - Fax: 252-636-4919
Email: carts@cravencountync.gov



The Craven Area Rural Transit System (CARTS) Director is responsible for handling ADA/Title VI complaints. The Director is available to assist passengers with questions, comments, and ADA/Title VI complaints. All questions, comments, and complaints should be directed by phone, in writing, or through email to the CARTS Director:

- Phone contact may be made by calling 252-636-4917.
- Mail contact may be sent to 1106 Clarks Rd, New Bern, NC 28562
- Email contact may be sent to carts@cravencountync.gov.

Complaints should be reported as soon as possible after the incident to ensure proper handling. When filing a complaint, please use the “ADA/Title VI Feedback Form” found on the website and/or by providing 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

The CARTS Director will make every effort to address your concerns. The response will clearly communicate an understanding of the complaint as well as a response. If you are not satisfied with the response you receive, you may contact the Assistant County Manager at 252-636-6600.

Accessible formats are available if needed to include but not limited to large print, braille, audiotape, and electronic files usable with text-to-speech technology (also known as screen reader technology.)