



**Craven Area Rural Transit System  
PUBLIC TRANSPORTATION**

2822 Neuse Blvd.  
New Bern, North Carolina 28562  
Phone: 252-636-4917 - Fax: 252-636-4919  
Email: [carts@cravencountync.gov](mailto:carts@cravencountync.gov)



---

Craven Area Rural Transit System (CARTS) 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 email.

Phone contact may be made by calling 252-636-4917.

Mail contact may be sent to 2818 Neuse Blvd., New Bern, NC 28562

Email contact may be sent to [carts@cravencountync.gov](mailto:carts@cravencountync.gov).

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

CARTS personnel will make every effort to address your concerns. If you are not satisfied with the response you receive from CARTS personnel, you may contact the CARTS Director at 252-636-4917.