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A Guide to Pirate Access

Welcome to Pirate Access! While reading through the pages of this guide, you will get a basic understanding of our Pirate Access service, what it is, and how it will work for you. Our desire is to provide independence for customers just like those who use ECU Transit fixed route buses, but due to mobility impairments are unable to do so. Thank you for giving us the opportunity to provide you with an excellent customer experience.

Introduction to Pirate Access

Pirate Access is a transportation program available to all eligible students, staff and faculty with a permanent or temporary disability or mobility impairment. The program is operated by ECU Transit, Department for Disability Support Services and Student Health Services. Funding is provided ECU Transit, Parking and Transportation Services, and the Student Government Association.

Pirate Access consists of vehicles which are capable of transporting up to two mobility devices and several seated customers at one time. These vehicles are used for curb-to-curb service, serving both campuses and adjacent areas. Pirate Access will provide scheduled subscription service and can accept call-in rides.

Hours of Operation:

Monday - Friday  7:00AM – 6:30PM

After 6:30PM, rides will be served by our SafeRide program. Customers will schedule rides by contacting 252-ECU-RIDE (328-7433). SafeRide is a first call, first served program. SafeRide hours of operation and service area information is available at www.ecu.edu/transit/saferide.

Pirate Access will operate on days which the University is open for business and will not operate on University Holidays. Our complete service calendar is located on our website at www.ecu.edu/transit.

Service Area

The service area for Pirate Access is limited to all University property and adjacent areas. Trips must begin and end within service area. Special exceptions will be made at the discretion of ECU Transit management.
**Obtaining Certification**

Students, staff and faculty with permanent or temporary disabilities should complete the Pirate Access Application Form located at www.ecu.edu/transit.

**Students**

1. Contact Student Health Services (SHS) by email at PirateAccessRecords@ecu.edu or phone (252) 238-6841 to begin the process to verify that the mobility impairment will require point to point transportation service. If medical care has been received outside of SHS, students must provide copies of pertinent medical records for review. SHS staff will review records and may request the student meet with a SHS provider if more information is needed.
2. If approved, a SHS healthcare provider will sign the Pirate Access Application Form.
3. Student Health Services will send completed Pirate Access Application Form to ECU Transit.
4. Once the customer’s information has been entered into the system, ECU Transit staff will contact customer to setup trip schedule.

**Staff and Faculty**

1. Visit Healthcare Provider to verify mobility impairment that will require point to point transportation service.
2. The certifying Healthcare Provider will sign the Pirate Access Application Form.
3. Customer will return completed Pirate Access Application Form to Department of Disability Support Services (DSS).
4. DSS will certify the customer by signing the Pirate Access Application Form and sending to ECU Transit.
5. Once the customer’s information has been entered into the system, ECU Transit staff will contact customer to setup trip schedule.

After a customer has been placed on the eligibility list they may call the Pirate Access dispatch line directly at 252-ECU-RIDE (328-7433) to schedule subscription or call-in pickups, make schedule changes, or cancel pickups.

**Trip Priorities**

Pirate Access dispatchers are responsible for scheduling pickups in the most efficient manner possible. When determining the order to make pickups, the dispatcher will schedule subscription customers prior to call-in customers.

**Scheduling Procedures**

Rides are scheduled on the Pirate Access vehicles as follows:
5. Subscription rides - provided for ECU students, staff and faculty each semester based upon class or work schedules. An example would be a regular Monday, Wednesday and Friday ride at 8:25am from Mendenhall/ West End bus hub to Bate Classroom Building.

- Call-in rides - scheduled as needed, usually the same day as requested. An example would be calling Monday morning for a ride Monday evening. All call-in rides must be requested by 12pm by calling 252-ECU-RIDE (328-7433).

**Subscription Rides** - Schedules for Pirate Access service must be submitted to ECU Transit no later than one week prior to the first day of classes each semester. Schedules received on or after the first day of classes will be accommodated based on the order submitted. For example, if a customer has a 9:00AM class, they should schedule a pickup at 8:25AM; or a 9:20 pickup should be scheduled for a back-to-back class that starts at 9:30. Customers should call in their finals week schedule during the last week of classes to the Pirate Access line at 252-ECU-RIDE (328-7433). All subscription rides will be cancelled after the last day of exams.

**Call-in Rides** - Call in rides are defined as irregular rides that are generally phoned in the same day, or day before, service is requested. Reservations are taken from 7:00 am to 5:00 pm, Monday through Friday, excluding holidays. Ride requests will be accepted on a first-call, first-serve basis as vehicle availability allows. The assigned ride time is based on vehicle availability (for example, a customer may request a ride at 9am, but we may not be able to pick them up until 9:20am due to other regularly scheduled rides). There must be at least one hour between on-campus trips per customer. This ensures that other customers have an opportunity to use the vehicles in between individual pickups.

**Schedule Changes/Cancellations**

In the event that a customer needs to make a change to their scheduled trip, they should contact Pirate Access at 252-ECU-RIDE (328-7433). Schedule changes/cancellation of any ride must be phoned in at least 30 minutes prior to the scheduled ride by calling Pirate Access at 252-ECU-RIDE (328-7433). Dispatchers will attempt to resolve any schedule changes as quickly as allowed by vehicle availability. Any cancellations phoned in after that time could result in the ride being charged as a "no show", unless extenuating circumstances occur. A customer may have the operator cancel a ride as long as the customer is still in the vehicle while the call is being made to confirm the cancellation.

**No Show Policy**

When a customer is not at the pickup point before a vehicle departs during the five–minute pickup window, or fails to cancel within the 30 minute window prior to the ride, they are designated as a “no-show”. This occurs once a five-minute waiting period has elapsed from scheduled pickup time.
The first time a no-show is designated, the Demand Response Manager will contact the customer and explain the policy. If it occurs again within a semester, the customer will be suspended from rides on the Pirate Access service for one day. If a customer is listed as a no-show three times in a semester, all scheduled rides will be suspended until the end of that semester, or for at minimum a 4 week period into the next semester if the occurrence at the end of a semester.

**Customer Responsibilities**

1. The customer is expected to be at the designated pickup point at the scheduled time. Every effort is made to ensure customers are picked up as close to the designated time as possible, however, delays do occur. The "pickup window" begins from the five minutes before assigned pickup time until five minutes past that scheduled time. Customers are expected to be available at any time within the pickup window.
2. If the vehicle does not arrive during the pickup window, the customer should call the Pirate Access line at 252-ECU-RIDE (328-7433). At that time, the customer will be provided with a revised vehicle arrival time.
3. If the customer will not be able to be at the designated point at the beginning of the pickup window, the customer must notify ECU Transit prior to the scheduled pickup time, or the customer will be listed as a "no-show."

All customers are encouraged to cooperate with and follow procedures for their own safety and the safety of the operators. Customers not cooperating with these procedures may be denied service.

**Operator Responsibilities**

1. Operators are in full control of all customer transportation activities while the customer is in route, including loading and unloading procedures, and are responsible for assuring that regulations are followed to assure maximum safety and efficiency.
2. The operator is required to wait five minutes during the pickup window. If a customer is not there, they will be listed as a "no-show".
3. If the operator is late for a scheduled pickup, they will provide a revised pickup time to be given to the customers when they call.
4. Operator will secure all mobility devices in the proper location on the vehicle.
5. If a customer requests to utilize seat belts, the operator will use them. Customers are encouraged to use seat belts at all times.
6. Operators will assist all customers to a safe position in the vehicle behind the operator's seat. All customers are encouraged to use seat belts.
7. Operators are to immediately notify their supervisors regarding unsafe loading/unloading conditions involving vehicle equipment, customer equipment, or customer preference.
8. Operators must remain with the vehicle at all times.
Contact us! If you need to call us with any questions, concerns, or comments - please phone us at 252-ECU-RIDE (328-7433) or e-mail us at pirateaccess@ecu.edu.