



PIRATE ACCESS

HOW TO RIDE GUIDE





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 mission is to provide independence for customers just like those who use ECU Transit bus routes, 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 the Dean of Students office. Funding is provided by 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

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 transit.ecu.edu.

Monday - Friday 7:00AM - 6:30PM

After 6:30 PM, 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 transit.ecu.edu/saferide



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 transit.ecu.edu/pirate-access

In order to begin utilizing the service you must:

- Complete and submit the online Pirate Access application
- Your application will be reviewed to determine if additional documentation is needed
- Approved applicants will be referred to ECU Transit, where they will be placed on an eligibility list for the duration requested
- ECU Transit will reach out to you to begin scheduling initial trips and answer any questions you may have about the service
- You are now set to begin scheduling the remainder of your trips with our dispatchers by calling 252-ECU-RIDE (328-7433)

Approved Riders

This service is for registered riders only. An exception will be made for personal assistants (i.e. interpreter, etc.), however, the registered rider will need to contact us and provide us with the assistant's name. The assistant will only be allowed to ride Pirate Access when accompanying a registered rider.



Scheduling Procedures

Rides are scheduled as follows:

Subscription Rides - regularly scheduled trips that occur at the same time each week. For example, an 8:15 am ride from Mendenhall to Bate Classroom Building every MWF for one entire semester

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.

Exam Schedule - 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. Trips scheduled in advance will receive higher priority over call-in rides, as we accept requests on a first come, first served basis. We cannot guarantee immediate assistance to call-in riders, as we recommend calling all rides in at least 1 day in advance.



Schedule Changes and Cancellations

In the event that you need to make a change to your scheduled trip, you should contact Pirate Access at 252-ECU-RIDE (328-7433) as soon as possible. Schedule changes/cancellation of any ride must be phoned in at least 1 hour prior to the scheduled ride by calling Pirate Access at 252-ECU-RIDE (328-7433). Dispatchers will attempt to accommodate any schedule changes by offering the vehicle's next available time.

Any cancellations phoned in less than an hour of scheduled 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.

ADA Parking Permits

Unfortunately, Pirate Access nor ECU Transit can issue parking permits, including permits for ADA (Americans with Disabilities Act) parking spaces on campus. **If you have inquiries in regards to parking, please contact Parking and Transportation at (252) 328-6294.**

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.

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.

Last minute call-in trip requests may be served after all other scheduled trips have taken place. In order to ensure that you arrive to your destination on time, it is strongly recommended that you call in your request at least 1 day in advance.

Frequently Asked Questions

Question 1: *I do not live near an ECU Transit route, will I be able to use Pirate Access (PA)?*

Answer: No, PA is only available to areas on or very close to the established bus routes. Students may purchase a C zone pass and utilize accessible transportation from the C zone.

Question 2: *PA is not convenient for me to use, can I get a permit to park in the A zone temporarily?*

Answer: No, only in extraordinary circumstances will A zone permits be an option. All students must submit an application to PA before a parking upgrade will be considered.

Question 3: *If I have a class in the morning then again later in the afternoon will PA take me home between classes?*

Answer: No, students should plan on remaining on campus for the duration of their day.

Question 4: *Is the University required to provide PA to students?*

Answer: No, PA is a service meant to provide an additional option to assist students. Students may need to consider other options such as relying on friends and family or utilizing pay for service transport.



TRANSIT

transit.ecu.edu

• 252-328-7433