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OUR PROGRAM

2019-2020 Mission NC State University takes pride in promoting and supporting innovative approaches to overcoming some of society’s most pressing challenges. One of the greatest challenges at our university is making it more accessible and navigable for persons of all abilities. As such, programs like Wolfpack Pick Up help aid and overcome the limitations of other existing transportation methods.

Wolfpack Pick Up is taking a progressive step into the future of our program by investing in our staff, expanding our reach, and upgrading our fleet to meet the demand and needs of our riders. Our mission this academic year is to continue that spirit of progress towards building a more sustainable program cemented into the fabric of the university’s ethos.

Core Values

• Respect — part of our pursuit of a more inclusive and empathetic campus community
• Communication — accurate, efficient, and timely
• Responsibility — a core part of ensuring our program is run properly
• Excellence — in service and leadership

Our Division Wolfpack Pick Up is housed within the Division of Academic and Student Affairs. Operations are led by the staff coordinator, a position appointed by division leadership. The Division of Academic and Student Affairs oversees 53 departments and entities at NC State University. DASA’s central office is located in the 300 suite of Park Shops on NC State’s main campus.

History Wolfpack Pick Up began as a student-led initiative. The program was first ideated in 2013 by Paige Maxon, a 2015 NC State alumna, following her own experience with physical disability. It began as a petition for more accessible campus transportation on Change.org. After hundreds of signatures were gathered in support, Chancellor Randy Woodson delegated the initiation of the program to the Division of Academic and Student Affairs. During the fall of 2013, the logistics of the program were planned, and by spring 2014, the program was piloted and provided over 800 rides to students.

In 2014, the University Foundation granted the program $25,000 for two new golf carts. Thereafter, North State Bank sponsored a third golf cart for $10,000.
Since the beginning, Wolfpack Pick Up has been recognized and awarded a number of times, including a 2015-2016 Service of the Year L.E.A.D. Award and a $1,000 grant from the University of North Carolina Association of Student Governments in 2015. As of 2018, Wolfpack Pick Up has provided over 11,000 rides to over 650 members of our community.

- Total Rides in 2017-2018 academic year: 3,594
- Total Rides in 2018-2019 academic year: 5,782

Our Riders Wolfpack Pick Up is transforming its operations. As such, our population also must change. From 2014-2018, we focused primarily on serving students living with disabilities and injuries who needed assistance getting around main campus. Today, we have a broader, and hopefully more inclusive mindset for service. Beginning this fall, we have opened service for our entire campus community, including students, staff, faculty, and approved university guests.

Fleet Information Wolfpack Pick Up maintains a fleet of low-speed vehicles. Presently, we manage four golf carts. Three of our carts are electric, and one operates on a small petrol-powered engine. One cart is Star EV brand, two are Club Car, and one is a Yamaha. Here is the breakdown of our cart specifications:

- Star EV front-facing ADA-accessible four-seater golf cart (white)
- Yamaha gas-powered rear-facing four-seater golf cart (white)
- Club Car rear-facing four-seater golf cart (red)
- Club Car rear-facing four-seater golf cart (red)

SERVICE AND OPERATIONS

Hours of Operations Main Campus: 7:30 a.m.-6:45 p.m., Monday-Thursday, and 7:30 a.m.-3:45 p.m. on Fridays.

Scheduling Members of the NC State community in need of our services may schedule their rides through our website at wolfpackpickup.dasa.ncsu.edu where prompts will provide instructions on how to schedule.
Terms of Service

• Riders must be on time to their designated pick-up location
• Drivers will wait no more than five (5) minutes for riders before cancelling the ride
• All changes to a schedule must be communicated as soon as possible via email to wolfpackpickup@ncsu.edu or telephone at 919-515-5465 or through the website https://ncsuwolfpackpickup.as.me/schedule.php. No guarantees are made for late requests.
• All rides must be scheduled at least six (6) hours in advance. Cancellations may take place up to 20 minutes prior to the associated ride.
• Failure to be present for a scheduled ride results in a “no-show” appointment. Three or more no-shows will result in a one-week ban from Wolfpack Pick Up. An additional two offenses will result in a one-month ban from the program. Three additional offenses will result in a permanent disbarment from the program. Appeals must be scheduled via email at wolfpackpickup@ncsu.edu.
• Arriving 5 or more minutes late for a ride results in a “tardy”. 3 tardies will result in future rides being deleted from our Acuity system, requiring that affected riders reschedule any subsequent appointments. An additional two tardies will be equivalent to a “no-show” appointment, the ramifications of which are discussed above.
• No friends or acquaintances of riders are permitted on rides unless expressed written permission is given by a licensed medical or support professional.
• No rides may be provided between campuses via our fleet of golf carts. There are no exceptions.
• All questions, comments, and concerns must be communicated via email at wolfpackpickup@ncsu.edu.

Accessibility Resources Accessibility resources are a top priority for NC State University and our team at Wolfpack Pick Up. All questions about accessibility should be directed to the Disability Resources Office (DRO) for questions about accommodations, policies, and what is already in place at the university. Wolfpack Pick Up is not a resource for greater university accessibility questions or concerns.

ADMINISTRATIVE STAFF

Staff Coordinator The staff coordinator position oversees the entire program operations, both
daily and in the long term. This role is responsible for the hiring of staff, coordination of staff meetings, fleet maintenance, web and digital communications, and ensuring the program operates smoothly.

Previously, this role has been filled by graduate students at NC State. Beginning in the fall of 2017, this position was filled by a full-time member of the Division of Academic and Student Affairs’ staff. The current Staff Coordinator is Whitney Ford, an amluna of NC State.

**Executive Coordinator** The executive coordinator position is the supervisor responsible for the program within the division. This position is mostly separate from daily operations, however is responsible for the needs of the program on an institutional level.

Justine Hollingshead has maintained this position since the program was officially transferred to the division’s central office. Justine serves as the chief of staff to the Vice Chancellor and Dean of Academic and Student Affairs. Justine also serves as the Assistant Vice Chancellor of Leadership and Civic Engagement, and Student Involvement.

**CONTACT INFORMATION**

**Wolfpack Pick Up Mainline:** 919-515-5465

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