

FREQUENTLY ASKED QUESTIONS

Q Where do the DoD Shuttles pick-up?

A The DoD Shuttles pick-up at the Pentagon Transit Center (PTC) lower level bus bays L7-L11. The Pentagon Circulator picks-up at upper level bus bay U8.

Q Where can I find a shuttle schedule?

A Schedules are available at <https://customerresources.whs.mil/transportation> or at the Pentagon Transit Center (PTC) lower level platform between bus bays L7-L11.

Q Are the DoD Shuttle buses accessible for physically challenged employees?

A Yes, with advanced notice. Please see the Transportation for Physically Challenged Employees section of this brochure for more information.

Q Who do I call if there is an emergency?

A Pentagon Force Protection Agency: 703-697-5555 or call 911.

CONTACT INFORMATION

Office Locations: Pentagon, 3B139A; Mark Center, 03F21

Hours: 7:30AM – 4:00PM (Mon-Fri)

Phone: 571-372-7124

Email: whs.pentagon.em.mbx.dod-shuttle-bus@mail.mil

Website: <https://customerresources.whs.mil/DFD/ShuttleBus.cfm>

LOST & FOUND

WMATA: 202-637-7000

Pentagon Force Protection Agency:
703-697-1001 (non-emergency)

DoD Shuttles:

See inside brochure for dispatcher numbers



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DEPARTMENT OF DEFENSE SHUTTLE PROGRAM



GENERAL INFORMATION

- The Washington Headquarters Services (WHS), Facilities Services Directorate (FSD) Transportation Management Program Office (TMPO) manages the Pentagon Transit Center (PTC) and Mark Center Station (MCS).
- DoD shuttles are for **Official Business Only**. Buses will not be used to, from or between locations for the purpose of conducting any personal business, including commuting.
- No eating, drinking or smoking is allowed on the bus.
- During heightened security, riders may be subject to searches.
- Schedules may vary depending on weather and traffic conditions.
- The DoD Shuttles pick-up at the Pentagon Transit Center (PTC) lower level bus bays L7-L11. The Pentagon Circulator picks-up at upper level bus bay U8.
- Please arrive at the pick-up location at least 10 minutes prior to your scheduled departure.

ACCEPTABLE BADGES

- Common Access Card (CAC)
- Pentagon Facilities Alternative Credentials (PFAC)
- Route 7 will also accept Congressional badges
- Pentagon Circulator does not require a badge
- Route 12 will **only** accept the Intelligence Community (IC) badge

TRANSPORTATION FOR PHYSICALLY CHALLENGED EMPLOYEES

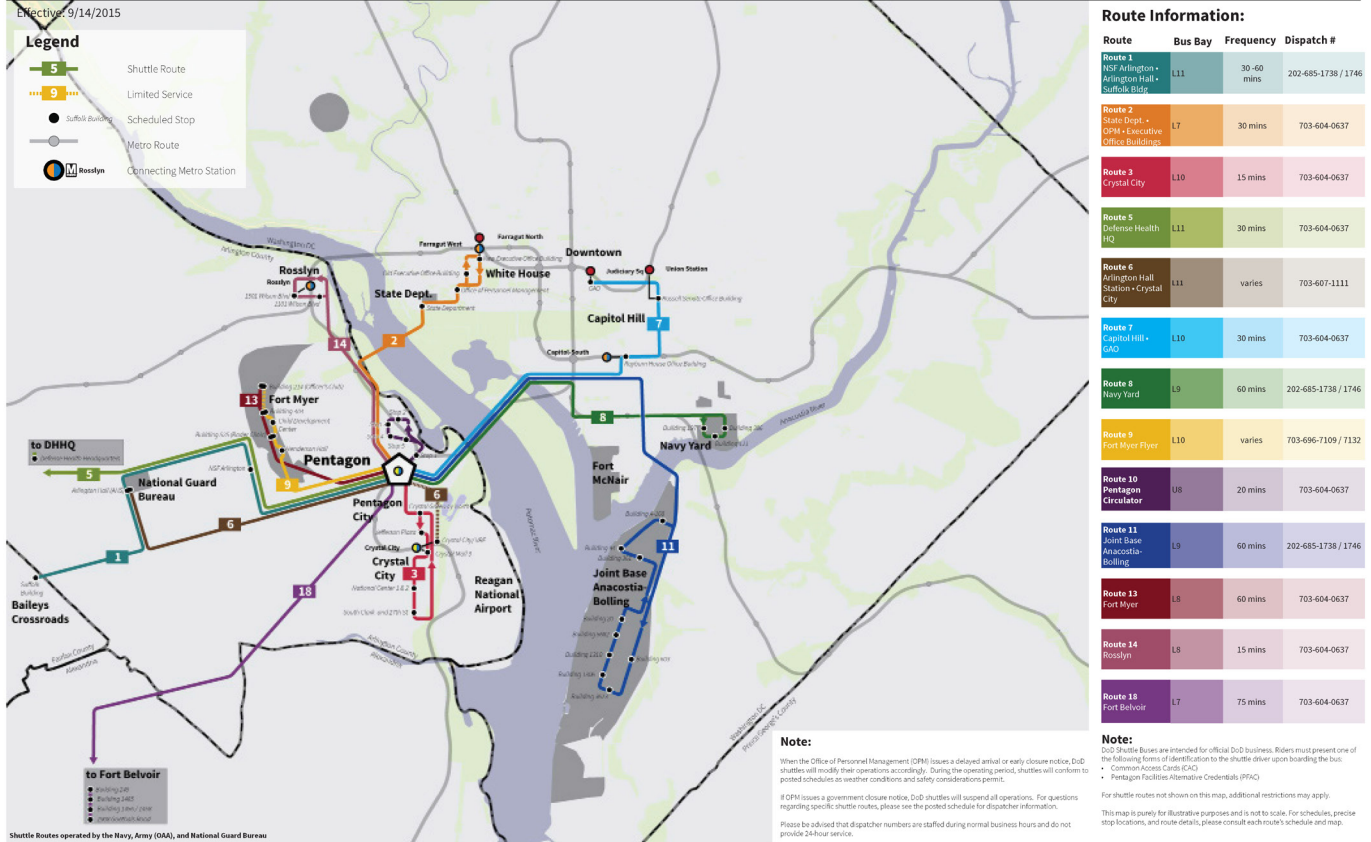
For **Official Business Only**, you may contact the service provider of the respective route of your destination to arrange physically challenged accessible transportation change options to accommodations. All requests for this service should be made a minimum of 24 hours in advance. Please see chart to the right for service provider/dispatcher contact information.

INCLEMENT WEATHER/EMERGENCY PROCEDURES

During inclement weather and/or emergencies, transportation providers may limit and/or cancel shuttle service to ensure the safety of customers and employees. Service changes, delays and/or closures will be posted on the WHS Transportation website, Facebook and Twitter pages.

In the event of inclement weather, refer to the U.S. Office of Personnel Management (OPM) at www.opm.gov/status. Shuttles will not operate if federal offices are closed.

DEPARTMENT OF DEFENSE (DoD) SHUTTLE SYSTEM MAP



DoD Shuttle Bus Information

ROUTE #	DESTINATION	FREQUENCY	BUS BAY	DISPATCHER #	ALTERNATE PUBLIC TRANSPORTATION
1	NSF Arlington/Arlington Hall/Suffolk Building	30-60 minutes	L11	202-685-1746/1738	Metrobus: 16, 10B, 22A, 25A, 25D, 28F, 28G ART Bus: 41, 42, 75, 77
2	State Dept/Executive Office	30 minutes	L7	703-604-0637	Metrobus: 13A, 13B, 13F, 13G Metrorail: Farragut West
3	Crystal City	15 minutes	L10	703-604-0637	Metrorail: Crystal City
5	Defense Health Headquarters (DHHQ)	30 minutes	L11	703-604-0637	Metrorail: Ballston-MU; Vienna; Dunn Loring transfer to Metrobus 1A, 1B
6	Arlington Hall Station/Crystal City	Varies	L11	703-607-1111	Metrobus: 4A, 4H, 22A, 22B Metrorail: Crystal City
7	Capitol Hill/GAO	30 minutes	L10	703-604-0637	Metrorail (to Capitol Hill): Capitol South
8	Navy Yard	60 minutes	L9	202-685-1746	Metrorail: Navy Yard
9	Fort Myer Flyer	Varies	L10	703-696-7109/7132	Metrobus: 22A, 25A Metrorail: Ballston-MU; VA Sq.
10	Pentagon Circulator	20 minutes	U8	703-604-0637	N/A
11	Joint Base Anacostia-Bolling	60 minutes	L9	202-685-1746	Metrorail: Anacostia to JBAB Shuttle
12	Langley/Clarendon/DIAC	Varies	L7	703-482-7500	N/A
13	Fort Myer	60 minutes	L8	703-604-0637	Metrobus: 22A, 25A Metrorail: Ballston-MU; VA Sq.
14	Rosslyn	15 minutes	L8	703-604-0637	Metrorail: Rosslyn
18	Fort Belvoir	75 minutes	L7	703-604-0637	Metrorail: Franconia-Springfield; Huntington