

FREQUENTLY ASKED QUESTIONS

Q Where are the Shuttle Buses located?

A The DoD Shuttles pick-up at the Pentagon Transit Center (PTC) lower level bus bays L8-L11. The Pentagon Circulator picks-up at upper level bus bay U8.

Q Where do I find a bus schedule?

A Schedules are available at the CAC-enabled site <https://my.whs.mil/services/Pentagon-DoD-Shuttle-Schedules> or at the Pentagon Transit Center (PTC) lower level platform between bus bays L8-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.fsd.mbx.dod-shuttle-bus@mail.mil

Website: <https://my.whs.mil/services/transportation-management-program>

LOST & FOUND

WMATA: 202-637-7000

Pentagon Force Protection Agency:
703-697-4151 (non-emergency)

DoD Shuttles:

See inside brochure for dispatcher numbers



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DEPARTMENT OF DEFENSE SHUTTLE PROGRAM

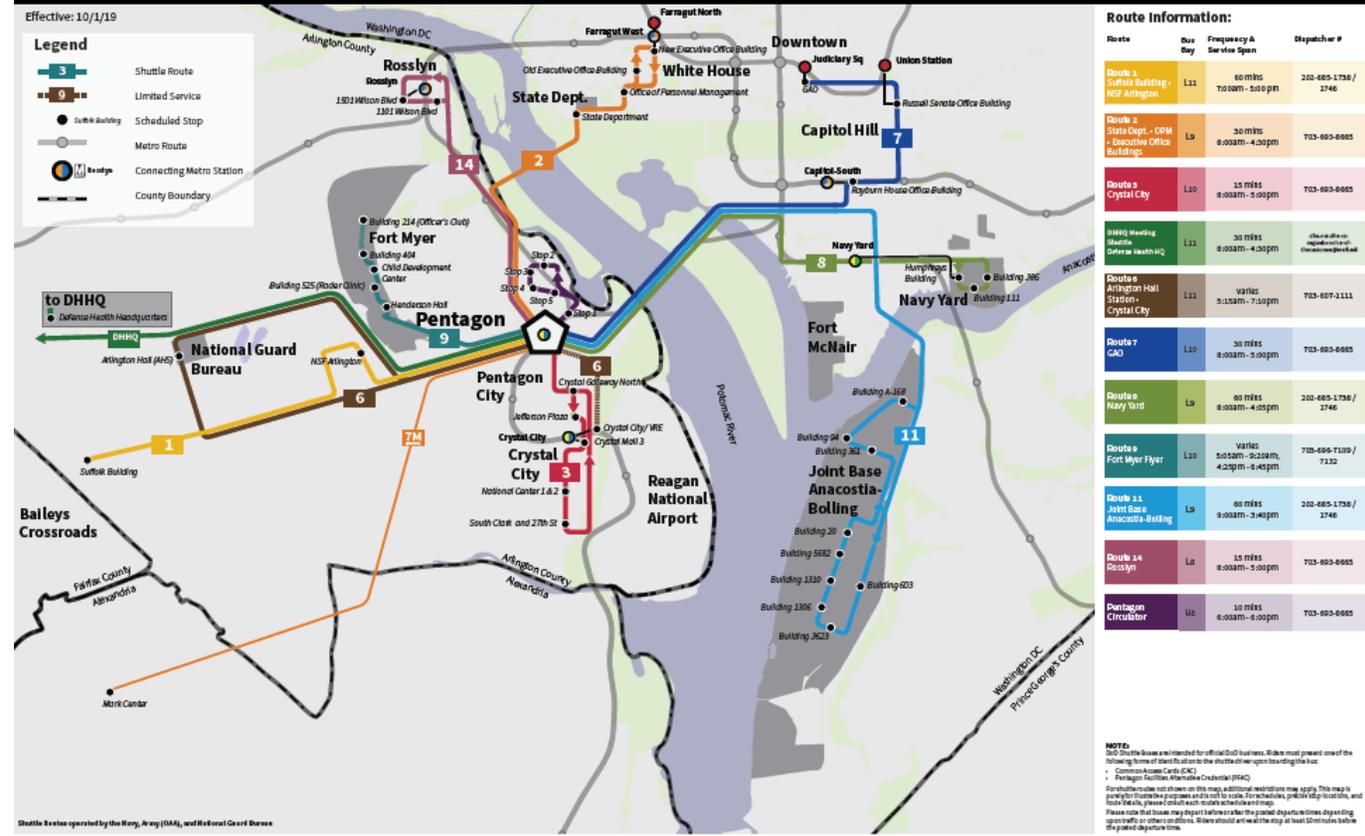
DEPARTMENT OF DEFENSE (DoD) SHUTTLE SYSTEM MAP

GENERAL INFORMATION

- The Washington Headquarters Services (WHS) Transportation Management Program Office (TMPO) manages the Pentagon Transit Center (PTC) and Mark Center Station (MCS).
- DoD shuttle buses 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 L8-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

- DoD-Issued Common Access Card
- Pentagon Facilities Alternative Credentials (PFAC)
- Route 2 will also accept State Department badges
- Route 7 will also accept Congressional badges
- Route 12 will **only** accept the Community Intelligence (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.

ROUTE #	DESTINATION	FREQUENCY BUS BAY	DISPATCHER #	ALTERNATE PUBLIC TRANSPORTATION
1	Suffolk Building / NSF Arlington	60 minutes	L11 202-685-1746	Metrobus: 16, 10B, 22A, 25A, 25D, 28F, 28G ART: 41, 42, 75, 77
2	State Department / Executive Office Buildings	30 minutes	L9 703-693-8665	Metrobus: 13A, 13B, 13F, 13G Metrorail: Farragut West
3	Crystal City	15 minutes	L10 703-693-8665	Metrorail: Crystal City
DHHQ Meeting Shuttle	Defense Health Headquarters (DHHQ)	30 minutes	L11 dha.ncr.dha-cs-mgtmbx.voice-of-thecustomer@mail.mil	Metrorail: Ballston-MU, Vienna, Dunn Loring w/ 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 703-693-8665	Metrorail: 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	10 minutes	U8 301-476-8111	N/A
11	Joint Base Anacostia-Bolling	60 minutes	L9 202-685-1746	Metrorail: Anacostia to JBAB Shuttle
12	Langley / DIAC	Varies	L8 703-482-7500	N/A
14	Rosslyn	30 minutes	L8 571-372-7124	Metrorail: Rosslyn

* Current as of 10/1/2019. Visit our CAC-enabled website for details. <https://my.whs.mil/services/transportation-management-program>