

FREQUENTLY ASKED QUESTIONS

- Q** Which Metrorail stations will employees be able to pick-up a shuttle?
- A** Shuttle are available from the Pentagon, King Street, West Falls Church and Franconia-Springfield Metrorail stations.
- Q** How many seats will be available on each shuttle bus?
- A** A minimum of 30 seats will be available on each bus.
- Q** Will I have to pay to the Pentagon Shuttle Route (WMATA Route 7M)
- A** You must present your Common Access Card (CAC) or ALT Card to the bus driver to ride the shuttles. No other ticket or token is needed. This includes all 7 line routes (A, E, F, W, X, and Y).
- Q** Can visitors/new hires ride the shuttles to the Mark Center?
- A** Visitors/new hires will have to pay the standard fare to ride the 7M (Pentagon Route), AT-2 (King St Route) or 28X (West Falls Church Route). They cannot ride the shuttle from Franconia-Springfield until they are issued a CAC or ALT card.
- Q** How will shuttle service operate during inclement weather/early release?
- A** In the event of inclement weather/early release, DoD employees will be notified of schedule changes via an email to the Transportation POCs.

TRANSPORTATION SERVICES AT THE MARK CENTER STATION

Washington Metropolitan Area Transit Authority:
www.wmata.com

Alexandria DASH:
www.dashbus.com

Quick's Bus:
www.quicksbus.com

CONTACT INFORMATION

Office Location: Mark Center, Suite 03F21

Hours: 7:30am – 4:00pm

Phone: (571) 372-4357 (Option 4)

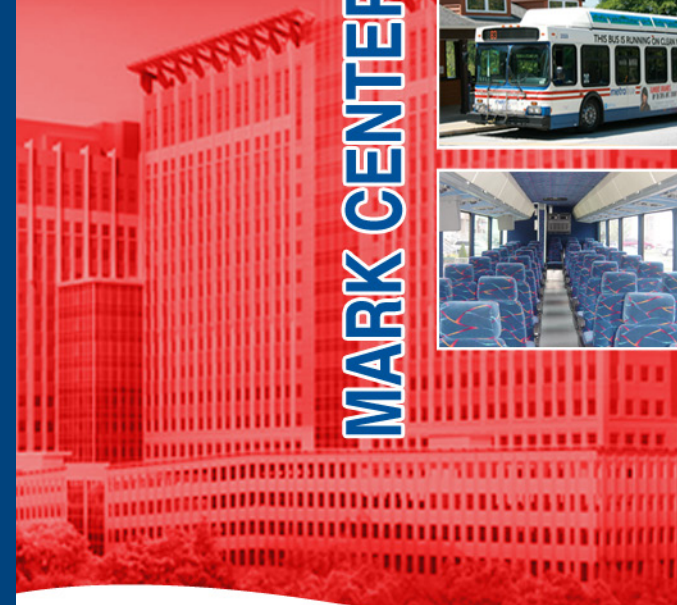
Email: shuttlebus@whs.mil

WEB INFORMATION

<https://customerresources.whs.mil/Brac/Tenant/Transportation.cfm>



MARK CENTER SHUTTLE PROGRAM



Mark Center Shuttle Bus Program

GENERAL INFORMATION

- DoD shuttle buses are used for **Official Business Only**. Buses will not be used to, from, or between locations for the purpose of conducting any personal business.
- No eating, drinking or smoking is allowed on the bus.
- Mark Center DoD bus stops are located at the Mark Center Station on Mark Center Ave bus bays 1-5.
- During heightened security, riders may be subjected to searches.

ACCEPTABLE BADGES

- Common Access Cards (CAC)
- ALT Card

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 options. All requests for this service should be made a minimum of 24 hours in advance. Please see the shuttle bus schedules for contact information.



Mark Center Shuttle Bus Information

Pick up Location	Hours	Approximate Frequency	Operator	Bus#
Pentagon Transit Center (Bus Bay U6)	Peak Hours: 5:40 – 9:00am and 3:30 – 6:30pm Off-Peak Hours: 9:00 – 3:30	Every 10 minutes during Peak hours and every 15 during off-peak hours	MetroBus Dispatcher #: (202) 637-7000	7M
King Street Metro Station (Bus Bay E)	Peak Hours: 6:00 – 9:00am and 3:00 – 6:00pm Off-Peak Hours: 9:00 – 3:00 (CAC, BRAC Badge and ALT Card not valid during these hours)	Every 10 minutes during Peak hours and every 30 minutes during off-peak hours	DASH Dispatcher #: (703) 746-3274	AT-2 (Express and Local)
Franconia-Springfield Metro Station (Loading Zone just before Bus Bay A)	Peak Hours: 5:30 – 9:30am and 3:30 – 7:00pm No Off-Peak Operation	Every 30 minutes	W&T Travel Services Dispatcher #: (571) 372-4357 (Option 4)	White 55 passenger motorcoach with a sign in the front window that says Mark Center
West Falls Church Metro Station (Bus Bay H-South Side)	Peak Hours: 5:30 – 8:05am and 3:30 – 6:15pm No Off-Peak Operation	Every 20-25 minutes	MetroBus Dispatcher #: 202-637-7000	28x

Schedules may vary depending on the weather and traffic conditions.

LOST & FOUND

WMATA: (202) 637-7000

DASH: (703) 746-3274

Franconia-Springfield: (571) 372-4357 (Option 4)

IF YOU SEE SOMETHING, SAY SOMETHING

TO REPORT SECURITY CONCERNS AND/OR SUSPICIOUS ACTIVITY, CALL:

Pentagon: (703) 697-5555