



## Skyline Shuttle Services

This document includes Frequently Asked Questions about the Skyline shuttle services, as well as detailed schedules and route information for the four shuttles available to U.S. Fish and Wildlife Service (FWS, Service) employees and visitors to Skyline Seven.

**What shuttle services are available to FWS employees and visitors?** There are four shuttle services available to FWS employees and visitors:

- A. **Skyline / Ballston Metro** (operated by Chariots for Hire; managed by Vornado)
- B. **Skyline / Pentagon City Metro / Crystal City Metro** (operated by Chariots for Hire; managed by Vornado)
- C. **Skyline Seven / Main Interior Building** (operated by International Limo; managed by FWS)
- D. **Skyline Seven / Main Interior Building / Farragut North Metro** (operated by International Limo; managed by FWS)

**Where can I find the latest shuttle schedules?** The shuttle schedules as of August 21, 2014 are included in the following pages. You can always find the latest shuttle schedules on the Contracting and General Services (CGS) site on InsideFWS: <https://inside.fws.gov/index.cfm/go/post/cfm-FacilitiesShuttle>. Be sure to sign up for updates from the site so that you have the latest shuttle schedules – you can manage your subscription to the site here: <https://inside.fws.gov/go/post/cfm-FacilitiesShuttle>. Do not use the link to the Anser website distributed prior to the move; the Anser site is not managed or updated by FWS.

**What is the best source of information for shuttle delays and cancellations?** The CGS site is the best source of information for shuttle delays and cancellations.

**Who manages the FWS shuttle services?** Lillian Brown-Starkey ([Lillian\\_BrownStarkey@fws.gov](mailto:Lillian_BrownStarkey@fws.gov)) manages the FWS shuttle services, and is the best point of contact to reach out to with shuttle issues, including shuttles not arriving on schedule and any safety concerns.

**Where do the buses pick up and drop off at Skyline Seven?** All four of the shuttle services pick up and depart from the driveway in front of Skyline Seven. If this driveway is occupied (e.g., by a delivery truck or taxi), the buses may pick up / drop off in front of the Subway restaurant adjacent to Skyline Seven. If this alternate location is used, the shuttle driver will get out of the bus and notify any passengers standing in front of Skyline Seven of the alternate location and wait for them to board the shuttle.

**How long do the buses wait at the shuttle stops?** The times listed in the shuttle schedules are the times that the buses depart from the stops. Buses may be running a few minutes ahead of or behind schedule due to traffic or other unforeseen delays. If a bus is running ahead of schedule, it will remain parked at the stop until the listed departure time. If it is running on time / behind schedule, it will stop briefly to allow any passengers to get on / off the shuttle, and then depart for the next stop. You should arrive at the shuttle stop five minutes ahead of the scheduled departure to help ensure you do not miss the bus.

**Why don't all of our shuttles look the same?** The shuttles are operated by different companies under separate contracts. There are pictures of each of the buses in the pages that follow, which should help you locate the right bus for each route.



**Why did we add a shuttle stop at the Farragut North Metro?** The results of the FWS Commuter Survey conducted in February 2014 indicated that there was demand for a shuttle stop on the Metro's Red Line. The Farragut North Metro shuttle stop was added in response to the survey for a trial period of one year. International Limo is collecting data on ridership and we will re-evaluate the inclusion of the Farragut North Metro stop in July 2015.

**How did we determine the times / schedules for the shuttles?** This differs by shuttle:

- For the ***Skyline / Ballston Metro shuttle***, Vornado operates the shuttle for us in accordance with our lease, which specifies that they must provide a shuttle between Skyline Seven and the nearest Metrorail station at 15 minute intervals between 6am and 9am and 3:30pm and 6:30pm daily, and 30 minute intervals between 9am and 3:30pm daily.
- For the ***Skyline / Pentagon City Metro / Crystal City Metro shuttle***, Vornado has extended use of the shuttle to FWS employees, but operates this shuttle primarily for another Skyline tenant. We do not have any control over this shuttle schedule or the stops that the shuttle makes.
- For the ***Skyline Seven / Main Interior Building shuttle***, we adjusted the "old" MIB shuttle schedule from Arlington to incorporate feedback that shuttles should arrive at MIB in time to facilitate attendance at meetings that start at the top of the hour; we also used the feedback from the February 2014 FWS Commuter Survey to determine "peak commuting times" and made sure shuttles were running during those times.
- For the ***Skyline Seven / Main Interior Building / Farragut North Metro shuttle***, we used the feedback from the February 2014 FWS Commuter Survey to determine "peak commuting times" and scheduled around those times.

**Are we going to re-evaluate the shuttle schedules?** We will re-evaluate the schedules for the Skyline Seven / Main Interior Building and Skyline Seven / Main Interior Building / Farragut North Metro shuttles after six months in the building. The shuttle companies collect data on ridership, which should help us adjust / "right-size" our shuttle services. Please note that the shuttle schedules are part of contractual agreements with the service providers and cannot be adjusted on a frequent or real time basis to meet fluctuating or seasonal needs.

**Are our shuttles compliant with the Americans with Disabilities Act (ADA)?** Yes, ADA compliance is a term of our contract with each shuttle company. All of the shuttles include motorized lifts. In the event that the electrical component of the lift is out of service, the drivers are trained to operate the lifts manually. If a lift is not functional, the shuttle company is required to pull the bus from the route and replace it with a bus that has a functional lift.

**Why wasn't the driver on the Main Interior Building shuttle when I boarded the bus?** The driver of the Skyline Seven / Main Interior Building shuttle is responsible for picking up interoffice mail from the Main Interior Building and delivering it to the Skyline Seven mail room. If the driver is not on the bus when you board, he / she is likely picking up or delivering mail and will return momentarily.

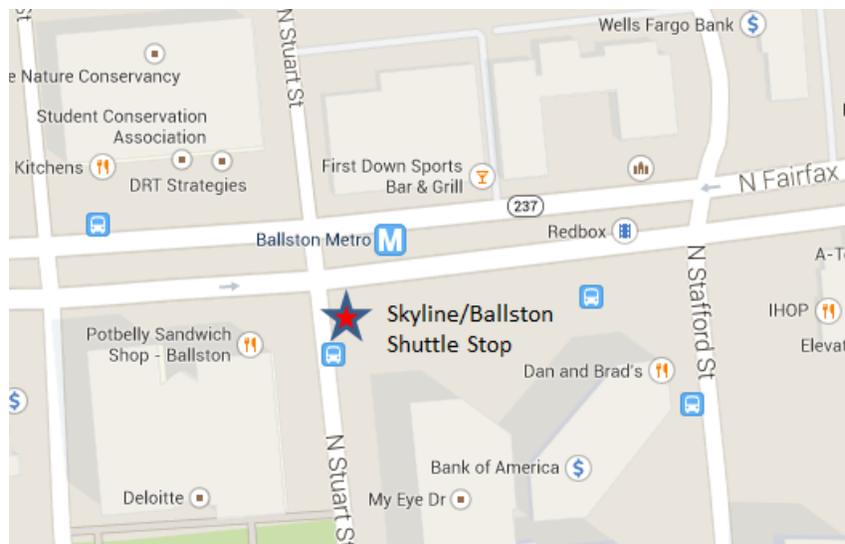


### A. Skyline / Ballston Metro Shuttle

The shuttle service outlined on the following page consists of three buses running “loops” between the Ballston Metro and Skyline. In addition to stopping at the FWS Headquarters building (Skyline Seven), the buses also stop at Skyline Four. These shuttles are operated by Vornado through a contract with Chariots for Hire. The types of buses that service the route are pictured below.



On the map below, the star marks where the buses pick up from Ballston Metro (corner of N. Fairfax and N. Stuart, in front of Ballston Metro sign and hot dog vendor).





**A. Skyline / Ballston Metro Shuttle (continued from prior page)**

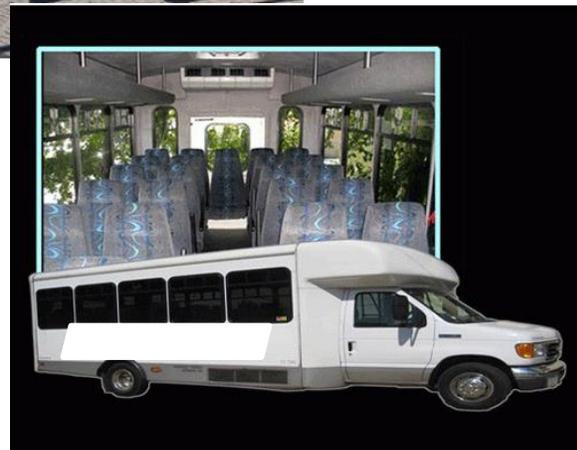
The times listed in the shuttle schedule below are the times that the bus leaves each stop. If a bus is running ahead of schedule, it will remain parked at the stop until the listed departure time. If it is running on time / behind schedule, it will stop briefly to allow any passengers to get on / off the shuttle, and then depart for the next stop.

<b>BALLSTON STATION METRO</b>	<b>5275 LEESBURG PIKE (7 SKYLINE PLACE)</b>	<b>5113 LEESBURG PIKE (4 SKYLINE PLACE)</b>
<i>Initial Pick-Up:</i> 6:00 am	6:20 am	6:25 am
6:15 am	6:35 am	6:40 am
6:30 am	6:50 am	6:55 am
6:45 am	7:05 am	7:10 am
7:00 am	7:20 am	7:25 am
7:15 am	7:35 am	7:40 am
7:30 am	7:50 am	7:55 am
7:45 am	8:05 am	8:10 am
8:00 am	8:20 am	8:25 am
8:15 am	8:35 am	8:40 am
8:30 am	8:50 am	8:55 am
8:45 am	9:05 am	9:10 am
9:00 am	9:20 am	9:25 am
9:30 am	9:50 am	9:55 am
10:00 am	10:20 am	10:25 am
10:30 am	10:50 am	10:55 am
11:00 am	11:20 am	11:25 am
11:30 am	11:50 am	11:55 am
12:00 pm	12:20 pm	12:25 pm
12:30 pm	12:50 pm	12:55 pm
1:00 pm	1:20 pm	1:25 pm
1:30 pm	1:50 pm	1:55 pm
2:00 pm	2:20 pm	2:25 pm
2:30 pm	2:50 pm	2:55 pm
3:00 pm	3:20 pm	3:25 pm
3:30 pm	3:50 pm	3:55 pm
3:45 pm	4:05 pm	4:10 pm
4:00 pm	4:20 pm	4:25 pm
4:15 pm	4:35 pm	4:40 pm
4:30 pm	4:50 pm	4:55 pm
4:45 pm	5:05 pm	5:10 pm
5:00 pm	5:20 pm	5:25 pm
5:15 pm	5:35 pm	5:40 pm
5:30 pm	5:50 pm	5:55 pm
5:45 pm	6:05 pm	6:10 pm
6:00 pm	6:20 pm	6:25 pm
6:15 pm Drop Only		
6:30 pm Drop Only		
6:45 pm Drop Only		

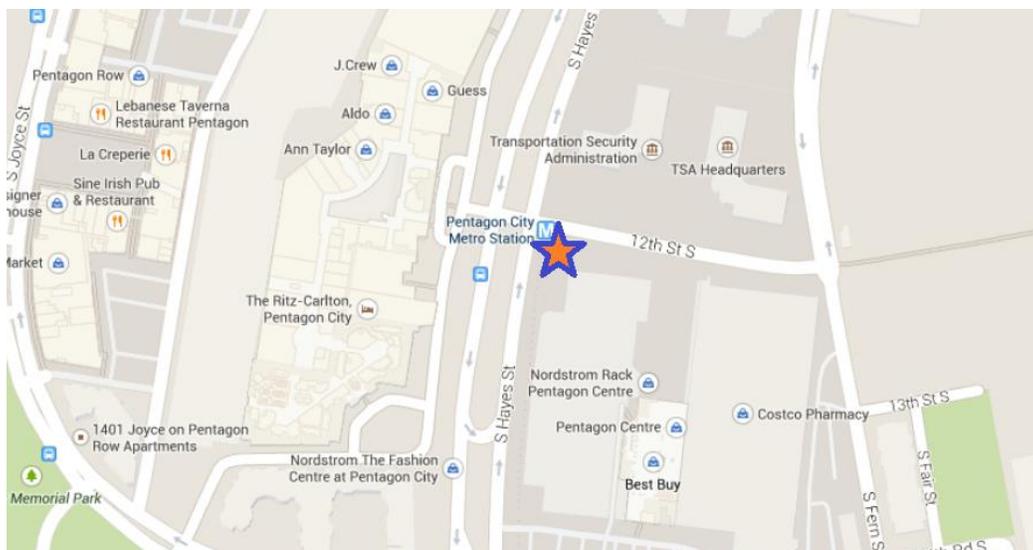


### B. Skyline / Pentagon City / Crystal City Metro Shuttle

The shuttle service outlined on the following page consists of one bus on a “loop” between Skyline, Pentagon City and Crystal City. This shuttle is operated by Vornado (building management company) through a contract with Chariots for Hire and primarily for another Skyline tenant. FWS employees may use this shuttle, but should be aware that it makes multiple stops and that FWS does not control the schedule or the stops for this shuttle. The types of buses that service the route are pictured below.



On the map below, the star marks where the buses pick up from Pentagon City (corner of 12th Street South and South Hayes Street, at the Metro station entrance on the south-bound side of the street).





### B. Skyline / Pentagon City / Crystal City Metro Shuttle (continued from prior page)

On the map below, the stars marks where the buses pick up from Crystal City.



The times listed in the shuttle schedule below are the times that the bus leaves each stop. If a bus is running ahead of schedule, it will remain parked at the stop until the listed departure time. If it is running on time / behind schedule, it will stop briefly to allow any passengers to get on / off the shuttle, and then depart for the next stop. The Pentagon City, Crystal City and Skyline Seven stops are highlighted.

PENTAGON CITY METRO	5275 LEESBURG PIKE (7 SKYLINE PLACE)	5113 LEESBURG PIKE (4 SKYLINE PLACE)	PCM	2121 CRYSTAL DRIVE (PARK 2)	1225 SOUTH CLARK (GATEWAY 2)
Initial Pick Up:					
6:10 am	6:30 am	6:35 am	6:45 am	6:50 am	6:55 am
7:00 am	7:35 am	7:40 am	7:50 am	7:55 am	8:00 am
8:05 am	8:40 am	8:45 am	8:55 am	9:00 am	9:05 am
9:10 am	9:45 am	9:50 am	10:00 am	10:05 am	10:10 am
10:15 am	10:50 am	10:55 am	11:05 am	11:10 am	11:15 am
11:20 am	11:55 am	12:00 pm	12:10 pm	12:15 pm	12:20 pm
12:25 pm	1:00 pm	1:05 pm	1:15 pm	1:20 pm	1:25 pm
1:30 pm	2:05 pm	2:10 pm	2:20 pm	2:25 pm	2:30 pm
2:35 pm	3:10 pm	3:15 pm	3:25 pm	3:30 pm	3:35 pm
3:40 pm	4:15 pm	4:20 pm	4:30 pm	4:35 pm	4:40 pm
4:45 pm	5:20 pm	5:25 pm	5:35 pm	5:40 pm	5:45 pm
Final Drop:					
5:50 pm					



### C. Skyline Seven / Main Interior Building Shuttle

The shuttle service outlined below consists of one bus serving the Main Interior Building (MIB) and Skyline Seven throughout the day. This bus is operated by International Limo through a contract with the Service and displays the FWS logo in the window. It looks like this:



The times listed are the times that the bus leaves each stop; the bus may be parked at the stop for a few minutes in order for the driver to pick up the mail pouch from MIB or deliver it to the FWS Headquarters mail room.

Skyline Seven 5275 Leesburg Pike	Main Interior Building 18 <sup>th</sup> & C
7:25am first pick-up Bus 1 service	7:55am
8:25am	8:55am
9:25am	9:55am
10:25am	10:55am drop only
n/a – Lunch	11:55am pick-up only
12:25pm	12:55pm
1:25pm	1:55pm
2:25pm	2:55pm
3:25pm	3:55pm
4:35pm	5:05pm
5:35pm	6:05pm
6:35pm	7:05pm drop only – end of Bus 1 service



**D. Skyline Seven / Main Interior Building / Farragut North Metro Shuttle**

The shuttle service outlined below consists of one bus serving the Main Interior Building (MIB), Farragut North Metro (1050 Connecticut Ave., Washington Square) and Skyline Seven during peak commuting times. This bus is operated by International Limo through a contract with the Service and displays the FWS logo in the window. It looks like this:



The times listed are the times that the bus leaves each stop.

<b>Main Interior Building 18<sup>th</sup> &amp; C</b>	<b>Farragut North Metro 1050 Connecticut Ave., Washington Square</b>	<b>Skyline Seven 5275 Leesburg Pike</b>
7:25am first pick-up Bus 2 am service	7:35am	7:55am
8:25am	8:35am	8:55am
9:25am	9:35am	9:55am
10:25am drop only – end of Bus 2 am service	n/a	n/a
n/a	n/a	4:05pm first pick-up Bus 2 pm service
4:25pm	4:35pm	5:05pm
5:25pm	5:35pm	6:05pm
6:25pm	6:35pm	7:05pm drop only – end of Bus 2 pm service