



WELCOME TO THE PENTAGON • 2021





2021 ORIENTATION AND GUIDE

PENTAGON RESERVATION COVID-19 OPERATIONS

Right now, the Pentagon is operating in a unique COVID-19 environment. The Department of Defense (DoD) implemented precautionary measures when the COVID-19 pandemic began and continues to monitor and assess the situation carefully with the assistance of expert guidance from the Centers for Disease Control, and local, state, and federal authorities.

In response to the COVID-19 pandemic, the Pentagon Reservation adopted the Department's Health Protection Condition framework known as HPCON levels. They range from Alpha to Delta, and each one has specific guidelines for employees to follow. You will find a detailed list of these guidelines on the Washington Headquarters Services (WHS) website: www.WHS.mil.

Hours of operation and Operating Status for certain services on the Pentagon Reservation are subject to change. Log on to www.whs.mil/coronavirus for most up to date information.

Stay safe, stay healthy and welcome to the Pentagon.

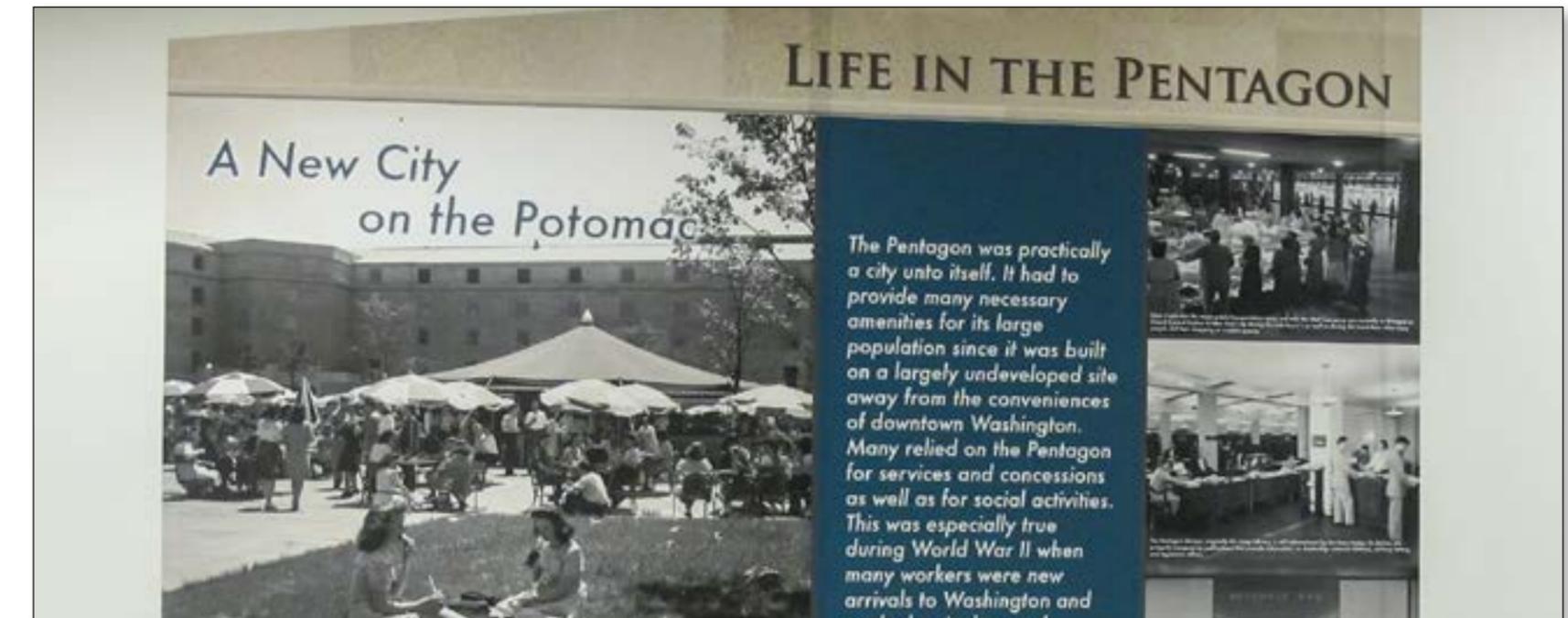




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THE PENTAGON: NERVE CENTER OF AMERICA'S DEFENSE ESTABLISHMENT

THE PENTAGON RESERVATION

Conceived in the summer of 1941 and completed at breakneck speed in only sixteen months, the Pentagon initially fulfilled a seemingly conventional task. Covering nearly 29 acres, it provided much-needed office space for thousands of War Department employees scattered in buildings and temporary structures in Washington, DC and the surrounding region. On any given day in the years that followed, upwards of 30,000 civilian and military personnel could be found winding their way through the building's nearly eighteen miles of concentric rings (5), corridors (10), and hallways (too many to count). Functionality and ease of use had guided the architects at the outset. Their reasoning emphasized efficiency in simple geometrical terms that maximized usable space and minimized the walking distance between any two interior points. The pentagonal shape struck just the right balance. With some knowledge of the building's interior, employees on foot could (and still can) expect to traverse distances between locations in only seven or eight minutes, albeit at a brisk pace.

Originally intended to be a temporary home for the War Department, the Pentagon got a new lease on life after World War II. In 1947, Congress passed the National Security Act, which merged the War and Navy Departments and added a third military branch--the Air Force. Headquartered in the Pentagon, the new National Military Establishment (renamed the Department of Defense in 1949) managed America's global military posture during a period of heightened international tension that culminated in the onset of the Cold War and a protracted arms race with the Soviet Union.

Nearly fifty years of preparing for, and in some cases, engaging in military conflicts across the globe took a heavy physical toll on the Pentagon as aging infrastructure crumbled and critical communications and computer technologies vital to national security wore out. By the late 1980s, as the Cold War drew to a close and the Soviet Union drifted toward collapse, calls for a building-wide renovation grew louder until Congress appropriated funds to pay for a complete rebuilding effort.

The first fully renovated section of the Pentagon, covering more than one million square feet, opened early in 2001, and by September, nearly four thousand civilian and military personnel had moved back into their new, updated offices. Then, everything changed. On the morning of September 11, al Qaeda terrorists hijacked American Airlines Flight 77 shortly after it departed from nearby Dulles International Airport. At 9:37 AM, the Boeing 757, with 58 passengers and crew members on board, crashed into the newly updated section of the Pentagon, killing 125 and leaving many more injured.

Despite the heavy damage inflicted that day, the Pentagon remained open and fully functional. Construction crews labored at a feverish pace for the next year to rebuild the destroyed section of the building, which officially reopened on September 11, 2002. Renovation of the remaining four sections continued through the rest of the decade, ending in 2011.

In addition to its signature shape, the Pentagon's exterior walls showcase the stripped classical style that is common among other large government buildings constructed at the same time in Washington, D.C. Stylistic and architectural attributes also combined with a unique history to bring the Pentagon widespread recognition. In 1989, the U.S. Department of the Interior's National Park Service added the Pentagon to its National Register of Historic Places. Three years later, in 1992, the agency accorded the building coveted status as a National Historic Landmark.

For more information about the history of the Pentagon, the Office of the Secretary of Defense (OSD), and the Department of Defense, please visit the OSD Historical Office website: <https://history.defense.gov/>.



HIGHLIGHTS:

- ◆ The Pentagon provides a working environment for approximately 26,000 military and civilian personnel.
- ◆ The Pentagon was built in anticipation of U.S. entry into World War II and completed in 1943.
- ◆ The architectural style of the Pentagon, which earned a place on the National Register of Historic Places, is termed "stripped classical." In the early 20th century, the classical style of architecture was often used in federal buildings, and was thought to represent the dignity of democratic institutions.
- ◆ The Pentagon encircles a five-acre center courtyard and has 17-1/2 miles of corridors and hallways.

CONTACTS:

OSD Historical Office:
703-697-5046

TRANSPORTATION

METROPOLITAN AREA TRANSIT OPTIONS

WASHINGTON HEADQUARTERS SERVICES TRANSPORTATION MANAGEMENT PROGRAM OFFICE (WHS TMPO)

The WHS TMPO manages transportation services at the Pentagon and the Mark Center. These services include shuttle bus operations, ridesharing, and access to transportation information about commuting options for personnel who work at both locations.

Visit the WHS TMPO online at <https://my.whs.mil/services/transportation-management-program>

For the latest transportation alerts and advisories:

Facebook: <http://www.facebook.com/WHSTransportation/>

Twitter: <http://www.twitter.com/WHSTransport>

For transportation inquiries:

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

Telephone: 571-372-7124

DOD SHUTTLE BUS PROGRAM

Note: DoD policy ensures that agency-provided shuttle transportation is available to all personnel, including those with special accessibility needs. Please see individual bus routes for current availability of accessible transportation, or call the Shuttle Bus Program number: 571-372-7124 (Option 4)

The DoD Shuttle Bus Program transports personnel between the Pentagon and other locations throughout the NCR, including the U.S. Department of State, the New and Old Executive Office Buildings, the Office of Personnel Management, Capitol Hill, the Washington Navy Yard, Joint Base Myer-Henderson Hall, Joint Base Anacostia-Bolling Base, the Defense Health Headquarters, and the Mark Center. For DoD Shuttle Bus routes and other information, please visit <https://my.whs.mil/services/transportation-management-program>.

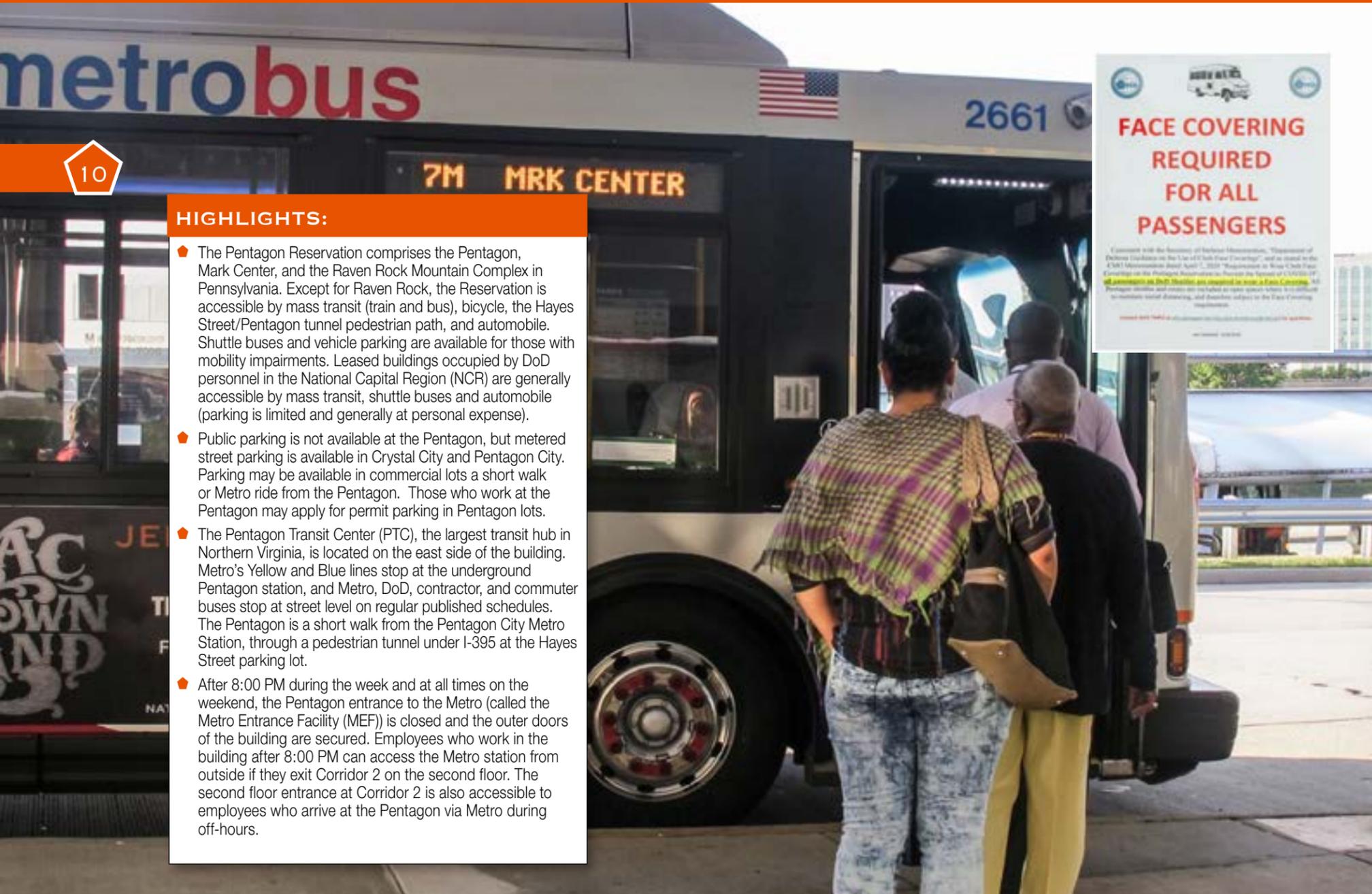
The Pentagon Circulator (Route 10N and Route 10S)

The Pentagon Circulator provides free, convenient transportation for all personnel on the Pentagon Reservation. The Circulator follows 2 separate routes, one that services parking lots on the north side of the Pentagon and a second, separate route, that services parking lots on the building's south side along Army-Navy Drive. Both routes begin at the PTC, Bus Bay U8, on the upper platform. The Pentagon Circulator will pick up and drop off passengers at specified locations along the two routes.

The Circulator operates weekdays from 6:00 am to 6:00 pm and runs every 10 minutes. The last run leaves the PTC at 5:50 pm. The Circulator bus does not run on weekends and holidays.

The Pentagon Circulator is accessible to those who have mobility impairments. Inform the driver of your needs and destination. For additional information, please call **571-372-7124**.

For DoD Shuttle Program questions, please call: **571-372-7124**, or send an email to whs.pentagon.fsd.mbx.dod-shuttle-bus@mail.mil. Please note that, due to COVID-19 precautionary measures, DoD Shuttle Program Office personnel are currently teleworking. If you are unable to reach the hotline, please leave a message or contact the staff via email.

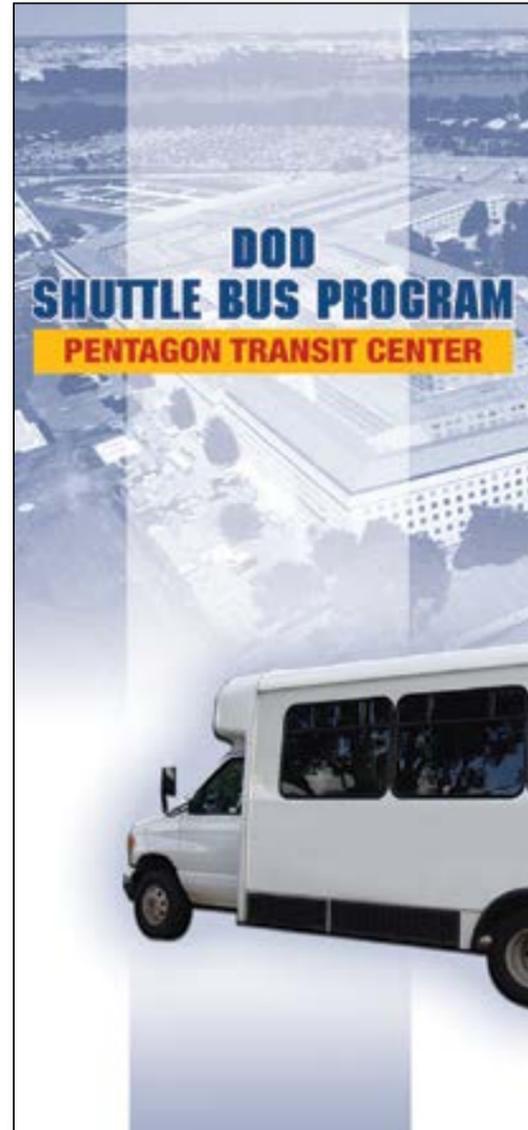


HIGHLIGHTS:

- ◆ The Pentagon Reservation comprises the Pentagon, Mark Center, and the Raven Rock Mountain Complex in Pennsylvania. Except for Raven Rock, the Reservation is accessible by mass transit (train and bus), bicycle, the Hayes Street/Pentagon tunnel pedestrian path, and automobile. Shuttle buses and vehicle parking are available for those with mobility impairments. Leased buildings occupied by DoD personnel in the National Capital Region (NCR) are generally accessible by mass transit, shuttle buses and automobile (parking is limited and generally at personal expense).
- ◆ Public parking is not available at the Pentagon, but metered street parking is available in Crystal City and Pentagon City. Parking may be available in commercial lots a short walk or Metro ride from the Pentagon. Those who work at the Pentagon may apply for permit parking in Pentagon lots.
- ◆ The Pentagon Transit Center (PTC), the largest transit hub in Northern Virginia, is located on the east side of the building. Metro's Yellow and Blue lines stop at the underground Pentagon station, and Metro, DoD, contractor, and commuter buses stop at street level on regular published schedules. The Pentagon is a short walk from the Pentagon City Metro Station, through a pedestrian tunnel under I-395 at the Hayes Street parking lot.
- ◆ After 8:00 PM during the week and at all times on the weekend, the Pentagon entrance to the Metro (called the Metro Entrance Facility (MEF)) is closed and the outer doors of the building are secured. Employees who work in the building after 8:00 PM can access the Metro station from outside if they exit Corridor 2 on the second floor. The second floor entrance at Corridor 2 is also accessible to employees who arrive at the Pentagon via Metro during off-hours.

GENERAL INFORMATION:

- ◆ Shuttle buses are for official use only. Official use includes meetings and conferences, but does not include transportation from domicile to duty station, otherwise referred as home-to-work. Other examples of unauthorized use include the provision of DoD Shuttle Buses to attend private social functions, or to go to, from, or between locations on personal business. Modified shuttles may be used to transport authorized personnel between their office and mass transit facilities, otherwise known as commuting. There are currently four modified shuttles that service the PTC and Mark Center Station:
- ◆ DoD Route 6 – Arlington Hall Station (National Guard Bureau)
- ◆ WMATA Metrobus 7M (Pentagon-Mark Center)
- ◆ DASH AT-2X (King Street Metrorail Station – Mark Center)
- ◆ Franconia-Springfield-Mark Center Shuttle (Franconia Springfield Metrorail Station, Springfield Town Center and Mark Center)
- ◆ Display the proper form of Identification to take full advantage of the Shuttle Bus Program. Examples of acceptable identification include the following:
 - ◆ Common Access Card (CAC)
 - ◆ Active Duty Armed Forces Identification Card
 - ◆ Valid DoD Civilian Identification Card
 - ◆ *Route 12 is only accessible with the Intelligence Community badge
- ◆ No eating, drinking, or smoking is allowed on buses. Use of cameras and video cameras, including cell phone cameras, is prohibited. Pentagon bus stops, including stops for the Pentagon Circulator, are located at the PTC Platform. Schedules may vary, depending upon weather and traffic conditions.
- ◆ During a pandemic or periods of heightened security, or when deemed necessary, riders may be required to consent to a search in order to ride buses, or boarding procedures may be modified to ensure health and safety of shuttle operators and passengers. We recommend arriving at any shuttle stop 10 minutes prior to the scheduled departure time.
- ◆ For information about DoD Shuttle routes, including the lost and found, please contact the bus providers listed in the chart:



AGENCY/LOCATION	ROUTES	PHONE # OR EMAIL
Army	2, 3, 7	703-693-8665
Navy	1, 8, 11	202-685-1738/1746
National Guard Bureau	6	703-607-1111
Pentagon Circulator (WHS)	10N & 10S	571-372-7124
Joint Base Myer-Henderson Hall Flyer (Army) Rush Hr. Only	9	703-696-7109/7132
Defense Health Headquarters	Meeting Shuttle	dha.ncr.dha-cs-mgt.mbx.voice-of-the-customer@mail.mil
Suffolk Express	N/A	571-372-7124
Rosslyn	14	571-372-7124

MASS TRANSPORTATION

Many commercially—and privately—owned buses use the PTC. Operators include the Washington Metropolitan Area Transit Authority (WMATA), Alexandria Transit (DASH), Arlington Transit (ART), Fairfax County, Loudoun County, Martz Trailways, and the Potomac and Rappahannock Transportation Commission (PRTC).

MASS TRANSPORTATION BENEFIT PROGRAM

The Mass Transportation Benefit Program is available to federal employees and military service members who choose to use public transportation for their daily commute. Commuting costs are subsidized, to the extent authorized by law and regulation, to reduce pollution and traffic congestion, preserve the environment, and expand transportation alternatives.

ACCEPTABLE FORMS OF ID FOR BOARDING THE DOD SHUTTLE BUS:

- ◆ Common Access Card.
- ◆ Active Duty Armed Forces Identification Card.
- ◆ Valid DoD Civilian Identification Card.
- ◆ Route 12 is accessible only with the Intelligence Community badge.

DOD SHUTTLE PROGRAM:

- ◆ For information regarding specific DoD Shuttle routes, as well as lost and found, please contact the bus providers listed below:
 - ◆ DoD Shuttle Program questions, please call: 571-372-7124 or email whs.pentagon.fsd.mbx.dod-shuttle-bus@mail.mil.
 - ◆ **Pentagon emergencies, dial 911** from any Pentagon landline or call the Pentagon Operations Center (POC) at 703-697-5555.

This program distributes transportation subsidies to registered WMATA SmarTrip cards for employees' certified commuting costs between home and work, up to a federal maximum allowed statutory limit (\$270 in 2020). Benefits can be used on Metrorail, Metrobus, Virginia Railway Express (VRE), Maryland Area Regional Commuter Rail (MARC), Vanpools, PRTC, and many other providers.

Parking costs, as well as local travel between offices or for meetings, do not qualify for an MTBP commuting subsidy.

More information, including eligibility criteria, application deadlines, contact information and the application link, can be found on the WHS website: <https://www.whs.mil/Mass-Transportation-Benefit-Program/>.

DRIVING TO THE PENTAGON

It is recommended that directions to and from specific areas of the building be obtained in advance of travel. For additional driving directions, please see the DoD website: <https://pentagontours.osd.mil/Tours/directions.html>.

PENTAGON PARKING

Parking at the Pentagon

The Parking Management Office (PMO) is in the Pentagon Services Division of the WHS Executive Services Directorate. The PMO administers and manages the Pentagon Reservation parking program (Pentagon, Mark Center, and Suffolk Building). All vehicles parked on the Pentagon Reservation must be registered in the parking database with an authorized, assigned parking permit or vehicle parking clearance. Most parking permits and clearances are issued through the employee's parking representative/sponsoring agency. The agency's parking representative contact information can be found at <https://my.whs.mil/services/pentagon-parking-information>

Executive Parking

Executive parking spaces are allocated to senior officials based on their assigned positions in the Order of Precedence. Upon approval, a parking permit will be issued to the senior official for entry through the Vehicle Access Control Point (VACP) for each parking VACP location. All Office of the Secretary of Defense (OSD) offices have representatives who can assist incoming officials with parking-related matters.

Unprecedented events, such as the COVID-19 pandemic, will impact transportation. Temporary Clearances allow Officials to park in South Lane 26, South Secure Visitor lane, and North Secure Executive Clearance lot. Temporary Executive parking clearances will not impact Mass Transit Benefit Program (MTBP) enrollment.

The WHS/PMO office is located in Room 2D1039 on the Pentagon Concourse. Hours of operation are from 7:00 am to 4:30 pm, Monday through Friday. The PMO can be reached via telephone at 703-697-6251.

Public Parking

There is no public parking at the Pentagon. Metered parking is available in the streets of Crystal City and Pentagon City. Public parking may be available in commercial lots a short walk or Metro ride to/and from the Pentagon. No publically available shuttle service is provided to or from the Pentagon. However, the Pentagon is a short walk from the Pentagon City Mall via a pedestrian tunnel.

Public parking is available for visitors to the Pentagon Memorial. The Hayes Street parking lot is open to the public nightly Monday through Friday between 5:00 PM and 5:00 AM, and all day Saturday, Sunday, and holidays (until 5:00 am the next business day). In addition, North Rotary Road has "Kiss and Drop" locations for Metro commuters that visitors can use to access the Pentagon Memorial. During the COVID-19 pandemic, Pentagon tenant organizations are using the Hayes Street lot to provide parking for their employees.

Pentagon Parking Permits

Pentagon parking is governed by Administrative Instruction (AI) 88 "Pentagon Reservation Vehicle Parking Program", August 26, 2009. Those who work at the Pentagon may apply for permit parking in accordance with AI-88. Pentagon Reservation parking lots are controlled, and authorized parking is enforced to provide a secure environment for all personnel. All individuals and the license numbers of their vehicles must be registered when parked on the Pentagon Reservation.

Pentagon parking is a privilege, not an entitlement. Each major Pentagon Component (OSD/WHS, Army, Air Force, Navy/Marines, and the Joint Chiefs of Staff) has a designated Component Parking Representative (CPR) who manages a specific allocation of parking permits. Please check with your office's CPR to apply for a permit (several types are issued). Parking representative contact information for Pentagon components can be found at <https://my.whs.mil/services/pentagon-parking-information>.

Parking spaces are available to employees with mobility impairments. Employees who require mobility impairment parking should contact their designated CPRs. See the website above for more information. Visitors who require mobility impairment parking should contact the primary sponsor coordinating their visit. During the COVID-19 pandemic, impaired individuals can self-declare their need for parking via email. Attach a picture of a state issued license plate or state hangtag and submit it to the following group mailbox of the Pentagon: whs.pentagon.fsd.mbx.parking-program@mail.mil.

There are five parking spaces to accommodate Pentagon Memorial visitors with disabilities available 24 hours a day, 7 days a week, in Lane 1 of South Parking, close to the Pentagon Memorial. (Please see the "Pentagon Memorial" and "Other Points of Interest" section, under "Memorial Parking for People with Mobility Impairments".)

Parking for the DiLorenzo TRICARE Health Clinic and the Pentagon Library and Conference Center is easily accessible to both facilities. Van/carpool employees must apply for and obtain parking permits in person from the PMO, Room 2D1039, Pentagon Concourse.

Anyone with an N-C parking permit can park in the Connector Lot (also known as the Boundary Channel Drive Lot.) This lot has a pedestrian walkway to the Pentagon River Terrace entrance and is therefore convenient to Corridors 8, 9, and 10.

The Pentagon Parking map can be found at [Pentagon Parking Map](#) (link is CAC enabled).

All personnel (non-executives) not supported by an agency permit during the COVID-19 pandemic are eligible for temporary parking passes. The COVID-19 Temporary Parking Clearance form can be found at <https://www.whs.mil/Coronavirus/#Parking>.

If you parked in the wrong Pentagon lot and your car is towed, call the Pentagon Force Protection Agency (PFPA) at: 703-697-4151. If your car is booted, refer to the telephone number on the window citation or call the POC.

Official Visitor Parking

Parking arrangements for visitors on official business should be made through the primary sponsor point of contact who is coordinating the visit. The visitor must provide their full name, vehicle license plate number, date and time of arrival, office name, room number, telephone number, and the name of the person to be visited.

PENTAGON ACCESS

The Metro Entrance Facility (MEF), the entrance nearest the Metro station, is located near Corridor 10, first floor. When departing the Pentagon, it is easiest to access the MEF on the second floor, near Corridors 1 or 10 (whichever is closest to your office), and take the down escalator to the first floor and exit the building.

MEF hours of operation are 5:00 AM to 8:00 PM, Monday through Friday; it is closed on weekends and holidays. If you arrive at or depart from the Pentagon when the MEF is closed, you will need to use a 24-hour access point.

Corridor 2, Pedestrian Bridge entrance on the second floor, is closest to the Metro station. Once you exit the security checkpoint, walk left around the building to reach the Metro station.

If you drove and parked at the Pentagon, select the Corridor 2 Entrance for South Parking or the Corridor 8 Entrance for North Parking.

Adjustments to the building access/egress points are posted in bulletins published by the Pentagon Building Management Office (PBMO). They are posted on the WHS website: <https://my.whs.mil/services/Building-Circular-Library#tabs-0-37994200-1494249706-2>



THE ENTRANCES WITH 24-HOUR ACCESS/EGRESS:

- ◆ Corridor 2 Pedestrian Bridge Entrance on the second floor, E-ring; located on the South side of the building.
- ◆ Mall Entrance on the second floor, E ring; located on the North side of the building between corridors 6 and 7.

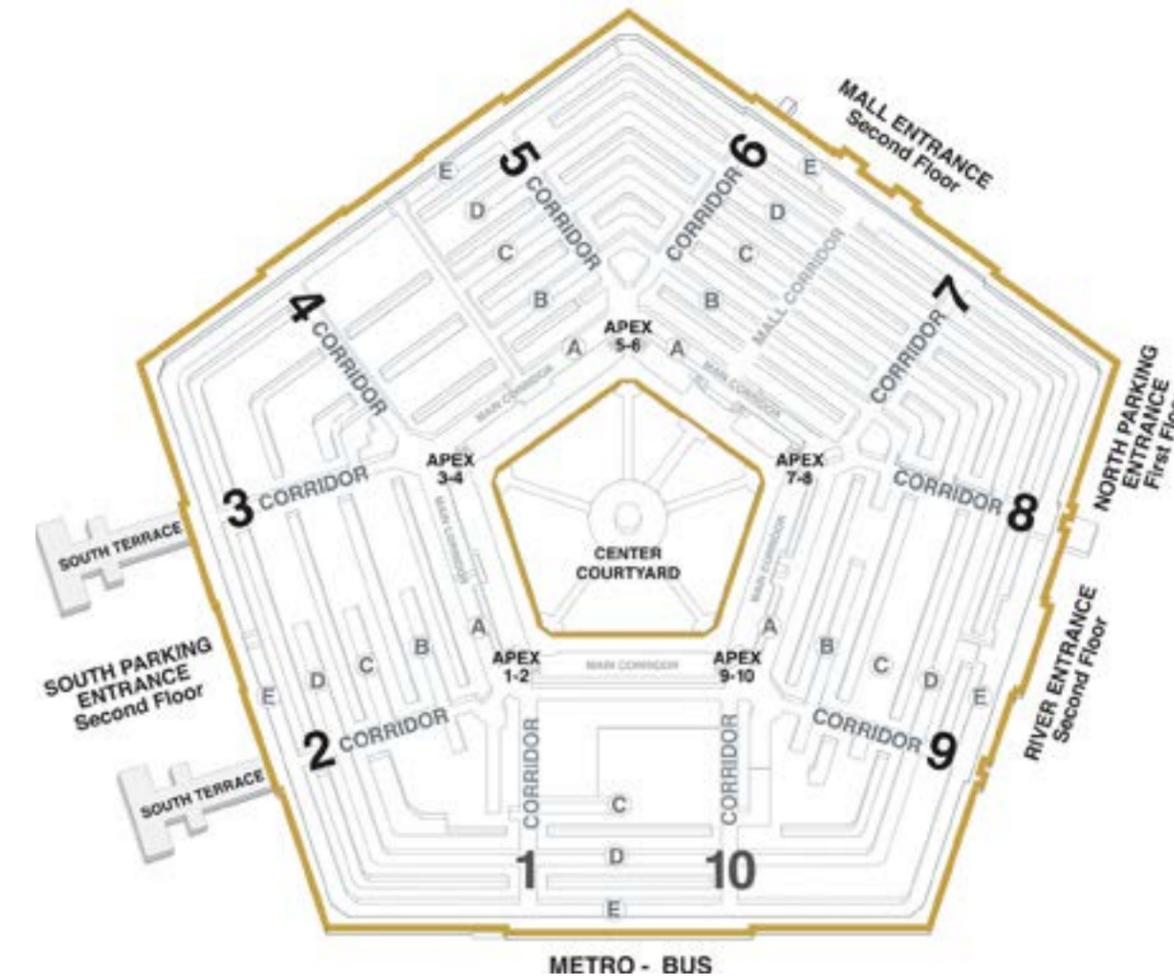
OTHER ENTRANCES WITH LIMITED ACCESS/EGRESS:

- ◆ Corridor 8/North Parking Entrance on the first floor, E ring, located on the East side of the building, 5:00 am to 8:00 pm Monday through Friday.
- ◆ The Corridor 5 Entrance on the first floor, E ring, located on the West side of the building, 5:00 am to 8:00 pm Monday through Friday.
- ◆ River Entrance on the second floor, E ring, located on the East side of the building, 5:00 am to 8:00 pm, Monday through Friday.

NAVIGATING THE PENTAGON

HOW TO FIND A ROOM IN THE PENTAGON

The Pentagon is a five-story building with five concentric rings, labeled A through E, built around a center courtyard. Ten spoke-like corridors connect the rings. Two corridors radiate outward from each A ring joint, called an apex, to the E ring (the outermost ring). In any corridor, refer to the room numbers at each doorway to locate a specific suite or inner hallway.



HIGHLIGHTS:

- ◆ The Pentagon has 5 concentric rings and 10 intersecting corridors.
- ◆ The innermost and outermost rings provide access to all of the building's interior points on all floors.
- ◆ This section contains detailed information about how to interpret room numbers and navigate the building.

CONTACTS:

Pentagon Building Management Office: 703-697-7351 or see <https://my.whs.mil/services/pentagon-building-management-office>.

Half-corridors, located between the 10 numbered corridors, bisect the main rings.

Several locations on the first floor, the mezzanine (at the River and Mall entrances), and the basement contain additional rings, labeled F, G, H, J, and K.

Rings A and E are designed to allow people to walk all the way around the building.

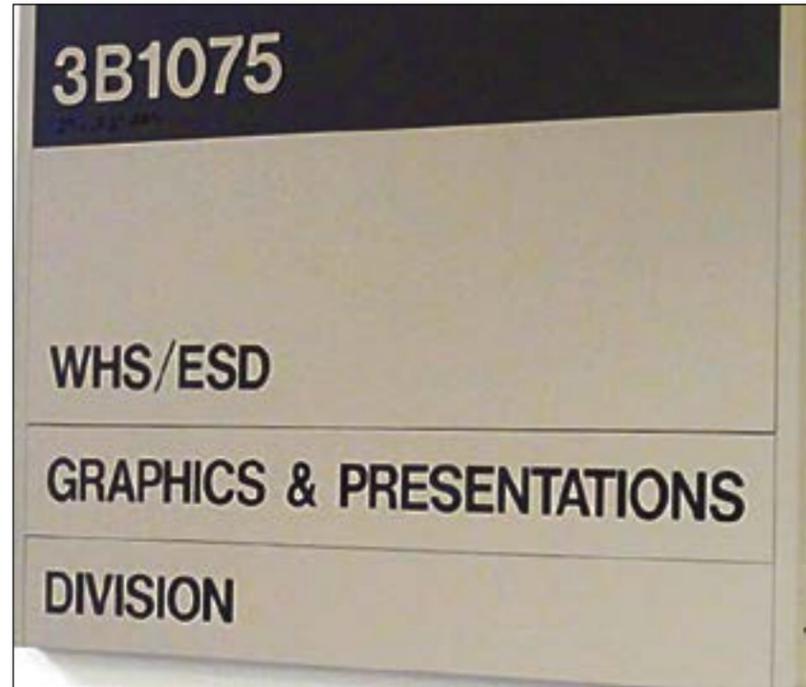
Connected to all 10 corridors, the A ring is the most effective route to navigate the building. Starting from the A ring, select a corridor and walk that hallway, crossing the outer rings until the one desired is reached. Weather permitting, cut across the Center Courtyard to decrease the walking distance.

Room numbers can be interpreted as follows:

- ◆ The first number or letter indicates the floor (B = Basement, M = Mezzanine, 1-5 = floors).
- ◆ The second letter specifies the ring. The main rings are designated A, B, C, D, and E. Rings F, G, H, J, and K are located in the basement.
- ◆ After the ring is the corridor. Corridors are designated 1-10.
- ◆ The last two digits indicate the specific bay or room number assigned to an office.

For example, Office BE834 is located in the basement, on the E ring, in corridor 8, in room 34.

Kiosks that provide location information are conveniently placed throughout the Pentagon.



SERVICES FOR PEOPLE WITH DISABILITIES

DOD OFFICE OF DIVERSITY MANAGEMENT AND EQUAL OPPORTUNITY

The DoD complies strictly with Federal laws and regulations requiring that people with disabilities have equal access to Federal facilities (e.g., the Architectural Barriers Act). In addition, the DoD complies with Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), which requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities.

HIGHLIGHTS:

- ◆ The WHS Facility Accessibility Task Force (FATF) advocates for persons with disabilities in buildings owned and operated by WHS, ensures that facilities are accessible, and facilitates engagement with facility management. The FATF solicits, analyzes, and shares all stakeholder's mobility issues and concerns that may arise from building constraints, new construction, renovation activities, signage, and operation of facilities on WHS-owned and operated properties. It strives to promote collaboration and ensure accessibility. Tenants may learn more about the task force at: <https://my.whs.mil/services/accessibility>
- ◆ Evacuation Chairs
- ◆ Evacuation chairs, located near elevators, are designed to transport seated persons up or down stairs and over flat surfaces.
- ◆ The Computer/Electronic Accommodations Program Technology Evaluation Center (CAPTEC) provides assistive technologies and services for a broad range of disabilities. Sign language interpreters can also be requested through CAPTEC.
- ◆ OSD personnel with disabilities (civilians) can have individualized emergency response plans developed for them. Other DoD Components provide similar services.
- ◆ Designated parking is available. Pentagon shuttle buses, which provide service for people with disabilities, are available upon request with 24-hour advance notification.
- ◆ Federal Relay Conference Captioning Service (FEDRCC)
- ◆ FEDRCC is a closed captioning service available free of charge to federal agencies to assist individuals with hearing impairments at meetings and events. To schedule a closed captioning session at your next meeting or event, visit <https://www.sprintrelay.com/federal> to submit a request.
- ◆ Mobility scooters are available to DoD personnel who require assistance navigating the Pentagon.

CONTACTS:

Facility Accessibility Task Force:
703-697-4747

Employee Assistance Program
EAP: 1-866-580-9046

CAPTEC: 703-614-8416;
<https://www.cap.mil/>

Evacuation maps for persons with disabilities: (Pentagon Fire Marshal) 703-695-3300

Parking assistance for those with disabilities: 703-697-6251

One-day wheelchair rental:
703-697-7351

**Mobility Assistance Program/
Mobility Scooter Program
(Pentagon Safety Office):**
703-693-3683

**Space Use Permit, Pentagon
Building Management Office
(PBMO):** 703-697-7351

Digital Signage – Visual X:
571-256-0908



The OSD People with Disabilities Program is administered through the Office of the Under Secretary of Defense for Personnel and Readiness, Office of Diversity, Equity, and Inclusion (OSD/ODEI). The Disability Program Manager provides policy, coordination, and oversight for issues of employment, advancement, retention, accessibility, and reasonable accommodations. Supervisors in organizations serviced by the WHS Human Resources Directorate may call the WHS & PFFPA Office of the General Counsel for assistance regarding reasonable accommodations for their employees.

People with disabilities may obtain assistance from the DiLorenzo TRICARE Health Clinic, including occupational health services through the Civilian Employees Health Service; and health education classes, fitness testing, and exercise prescription through the Fit-to-Win/Wellness Program. Assistance with personal problems and stress management is available through the Employee Assistance Program (EAP).

CAPTEC ELECTRONIC PROGRAM

The Computer/Electronic Accommodations Program (CAP) provides assistive technology and services to people with a broad range of disabilities, and provides services to federal managers, supervisors, IT professionals, and wounded service members.

CAP's Technology Evaluation Center (CAPTEC) is dedicated to the evaluation, demonstration, and procurement of assistive technologies, technology for workstations and telecommunications. CAPTEC provides information about the types of equipment available, completes needs assessments, compares different solutions, and ensures that assistive technologies that users select will be compatible with the specific needs.

If you require assistance, please contact CAPTEC in person or via video-teleconferencing (VTC).



EMERGENCY EVACUATION PLANS FOR PEOPLE WITH DISABILITIES

As part of emergency planning, building occupants who need special assistance may have individual emergency evacuation plans developed for them. Please call the Office of the Pentagon Fire Marshal at 703-695-3300 or submit a request via email to fireinfo@mail.mil. Plans address specialized mobility and notification requirements, office "buddies," and tailored egress routes.

PARKING SERVICES

Parking permits for people with disabilities are available for the North and South Parking Lots. To initiate requests, individuals must contact their Component Parking Representative (CPR), or call the PMO at 703-697-6251 for additional guidance.

MOBILITY ASSISTANCE PROGRAM/ MOBILITY SCOOTER PROGRAM

In WHS, the Mobility Assistance and Mobility Scooter Programs are jointly operated by the Facilities Services Directorate (FSD) and the Human Resources Directorate (HRD). The programs are available to employees and visitors who have temporary mobility impairments. The Pentagon Safety Office within FSD is the organization that provides electric scooters in lieu of traditional wheelchairs. The program currently has approximately 40 scooters, which may be used for up to 90 days, and may be assigned in 30 day increments.

Individuals can request scooters to assist with a temporary condition, such as an injury or post-surgical restriction lasting a few weeks or up to 90 days. Requests are submitted to HRD, Labor and Management Employee Relations Division (LMER). All requests require submission of a position description/summary of duties and a medical justification signed by a medical practitioner. If a request is approved, the scooter is issued by and returned to the Pentagon Safety Office. This office can be reached at 703-693-3683.

An individual with mobility impairments who has permanent need for a scooter but who does not qualify for one may choose to purchase his or her own. Individuals who need assistance on a long-term or permanent basis should contact their supervisors about the potential for reasonable accommodation.

If an individual needs a scooter for just one to three days' use, they can request a scooter directly from the Pentagon Safety Office. These scooters are available on a first-come first-served basis.

PENTAGON TOURS FOR PEOPLE WITH DISABILITIES

The Pentagon is accessible via ramps and elevators. Tour visitors in wheelchairs must be accompanied by individuals who will push them. An American Sign Language Interpreter will be added to tours to assist visitors who are deaf or hard of hearing, provided that arrangements are made two weeks in advance. Special tours for visually impaired visitors can also be arranged with two weeks notice.

THE PENTAGON DIGITAL SIGNAGE – VISUAL X (FORMERLY INFONET)

The Pentagon Digital Signage – Visual X (Formerly InfoNet) is the primary multimedia digital signage solution for over 200 programs within the DoD with over 60 display systems. Digital Signage – Visual X messages provide official, timely and accurate emergency and unclassified non-sensitive information to include special announcements, events, training and safety awareness throughout the Pentagon Reservation, Mark Center, and other DoD locations within the National Capital Region. In addition to offering a high impact visual platform in public access areas, it is a platform for the Digital Signage to disseminate emergency messages from the Pentagon Force Protection Agency's Pentagon Operations Center, alerting readers regarding any potential dangers and providing safety instructions, thereby reaching those who may not be able to hear loudspeaker announcements.



CHAPTER 6

PENTAGON SECURITY

PENTAGON FORCE PROTECTION AGENCY

PFPA is responsible for safety and security on the Pentagon Reservation in accordance with Title 32, Code of Federal Regulations, Part 234, "Conduct on the Pentagon Reservation". PFPA is also mandated to protect and safeguard personnel, visitors, infrastructure, and other Pentagon resources, and it provides security for DoD occupied facilities within the NCR.

Services that PFPA is chartered to provide include:

- ◆ Security for all Pentagon facilities.
- ◆ Law enforcement and investigation of violations of federal laws and regulations in all Pentagon facilities.
- ◆ Security command, control, and communications that operate 24 hours a day, 365 days a year.
- ◆ Threat analysis.
- ◆ Mail and package screening.
- ◆ Destruction services for classified material.
- ◆ Security awareness and AT training.
- ◆ Work Force Preparedness Training.

At the Pentagon's Remote Delivery Facility (RDF), PFPA uses multiple technologies to screen all incoming mail and packages for possible hazards, including all overnight deliveries, as well as concessionaire items, such as food and flowers. Each day, the agency screens an average of 3,900 items, including mail, packages, and parcels.

All personnel are reminded that items sent to the Pentagon Reservation are for official government business only. There should be no mailing of personal items to the Pentagon.

Among PFPA's other responsibilities are lock installation and services (including security alarms); disposal of classified waste; and access control (including access credentials).

PENTAGON RESERVATION EMERGENCY RESPONSE PROGRAM

PFPA is responsible for preparing occupants of the Pentagon Reservation to respond to life-threatening hazards. The Pentagon Reservation Emergency Response Program consists of a broad range of protective capabilities, ranging from sophisticated Chemical, Biological, Radiological, Nuclear and Explosives (CBRNE) detection systems, to highly trained emergency response professionals.

HIGHLIGHTS:

- ◆ In coordination with the Office of the Pentagon Fire Marshal (OPFM), the Pentagon Force Protection Agency (PFPA) prepares Pentagon Reservation occupants to respond to life threatening emergencies.
- ◆ PFPA also provides occupants of the Pentagon Reservation with these services:
 - ◆ Law enforcement
 - ◆ Mail and package screening
 - ◆ Antiterrorism (AT) Risk Management and Awareness training
 - ◆ Access control
 - ◆ Recommended items for a go-kit include water, non-perishable food, a first-aid kit, a change of clothes, comfortable shoes, medication needed on a daily basis, duplicate car/house keys, and basic identification documents.
 - ◆ Bags are available from the OPFM.
 - ◆ Call 703-695-3300 or email <https://my.whs.mil/services/fire>.
 - ◆ The OPFM is a technical advisor with authority over fire and life safety, fire inspection, evacuation routes/assembly areas, and fire investigations. Pentagon fire emergency response is provided by the Arlington County Fire Department.

CONTACTS

Non-Emergency (Pentagon Operations Center - PFFA): 703-697-1001

PFFA Corporate Communications Office: 703-692-9122; or pfpa.pentagon.cco.mbx.general@mail.mil

Antiterrorism (AT) Training: 703-695-0014

(Due to the COVID-19 health emergency, AT Training will be conducted virtually through the iCompass portal)

“See Something Say Something”:
703-697-1001 or 2say@pfpa.mil

Pentagon Fire Marshal: 703-695-3300; www.iWatchPFFA.org and <https://my.whs.mil/services/fire>



The Office of the Pentagon Fire Marshal manages fire egress routes and assigns personnel assembly areas for the Pentagon Reservation. OPFM provides egress maps for all Pentagon Reservation offices. OPFM has developed an emergency egress tutorial, located on the Fire Marshal’s website. See <https://my.whs.mil/services/fire>.

Component Emergency Response on the Pentagon provides occupants with information about Pentagon emergency response capabilities and defines individual occupant responsibilities should an emergency.

The Pentagon Reservation Occupant Emergency Response Guide describes procedures for sheltering occupants in their offices, moving them out of harm’s way through relocation within the building, and/or evacuating them to outside locations. Critical to the success of the program is an educated, informed, and cooperative building occupant—that means you.

The Pentagon Reservation Component Emergency Response Guide provides guidance and direction to Pentagon Component emergency managers and supervisors.

All building occupants are responsible for:

Understanding and executing agency response plans, which incorporate PFFA’s three emergency responses (shelter in place, relocate, and evacuate).

Assembling an individual “go-kit” of emergency items (highly recommended). It can be used during an extended shelter-in-place situation or after decontamination operations.

Advising supervisors of any special needs.

For more information about the Pentagon Emergency Response Program, call 703-571-7737 or email PFFAEmergencyPreparedness@pfpa.mil.

ANTITERRORISM TRAINING

Antiterrorism Level 1 Awareness training is conducted at the Pentagon Library and Conference Center (PLC2). Dates of AT Level 1 Awareness training are subject to change due to space availability. For available course dates and times, employees may consult iCompass (the online training portal), call (703) 695-0014, or email: pfpa.pentagon.atfp.mbx.personnel@mail.mil.

COUNTERINTELLIGENCE TRAINING

It is DoD policy that initial and annual Counterintelligence Awareness and Reporting (CIAR) training be provided annually to all DoD personnel on foreign intelligence entity (FIE) threats, methods, reportable information, and reporting procedures. Please consult your office’s Security Manager about this training requirement.

INSIDER THREAT TRAINING

Pursuant to Public Law 114-328, Section 951 of the National Defense Authorization Act for Fiscal Year 2017, Executive Order 13587, and DoD Directive 5205.16, all personnel are required to receive initial and periodic insider threat training (virtual or in-person). Please consult your security management team about this requirement, and also to report insider threat concerns.

OTHER SECURITY ISSUES

There are other security implications of working in Pentagon facilities given the classified nature of national security activities and materials. Please request a detailed briefing from your office’s Security Manager.

In addition, PFFA, in partnership with the Department of Homeland Security (DHS), launched a public awareness campaign aimed at encouraging Pentagon employees, visitors, and commuters to report suspicious activity: “If You See Something, Say Something™”. To report suspicious activity, please call: 703-692-2SAY(2729).

703-697-1001, email www.iWatchPFFA.org, or alert any PFFA officer.



SERVICES AND AMENITIES

ARMED FORCES HOSTESS ASSOCIATION

The Armed Forces Hostess Association (AFHA) is an all-volunteer service within the Pentagon, in operation since 1949. It provides Sponsor Packets upon request with relevant information to fulfill Service Sponsor obligations for inbound military and civilian personnel and their families to the NCR. Packets may be customized for training, special guests, and events.

Room 2E1087 - 703-614-0350

DIGITAL MAIL SERVICE

DoD is implementing a digital service for official mail that cuts down on processing time and improves accountability. The new Digital Delivery Mail Program (DDMP) is part of several DoD-wide efforts in business management reform.

The online delivery options for physical mail will affect roughly 26,000 DoD employees.

The Defense Post Office (DPO) currently processes up to 13,000 pieces of mail daily. The DDMP cuts the time for manual processing by up to three hours.



HIGHLIGHTS:

The new digital mail system will do the following:

- ◆ Increase speed
- ◆ Enhance security
- ◆ Improve productivity
- ◆ Ensure continuity of operations
- ◆ Reduce costs over time

Vending machines are located throughout the Pentagon.

Retail and personalized services include:

- ◆ The U.S. Post Office
- ◆ The Virginia Department of Motor Vehicles (for Pentagon employees only)
- ◆ Pentagon Federal Credit Union, Navy Federal Credit Union

The Department of Defense Concessions Committee (DoDCC) oversees all food services, retail establishments, and vending machines on the Pentagon Reservation.



CONCESSION CONTACTS AND SNACK BARS:

- ◆ **DoDCC Office:**
5B843, 7:30 am to 4:30 pm,
Monday through Friday, 703-697-1262 or 703-695-2295
- ◆ **Virginia Department of Motor Vehicles:**
1-866-DMVLINE (1-866-368-5463)
- ◆ **Lorraine's Snack Bar:**
2D353, 5:00 am to 6:30 pm, Monday through Friday, 703-521-1219
- ◆ **Maurice's Snack Bar:**
2B1048, 6:00 am to 6:00 pm, Monday through Friday, 703-521-3154
- ◆ **Patrick's Snack Bar:**
1B853, 5:00 am to 3:30 pm, Monday through Friday, 703-521-4977
- ◆ **Chet's Snack Bar:**
2B1048, 6:30 am to 4:00 pm, Monday through Friday, 703-271-5433

The mail is automatically sorted, and images of each piece are scanned and entered into a central system. Employees can then log into a secure, web-based system that allows them to view mail and determine what to do with it - deliver physically or digitally, discard or return to sender.

The electronic system improves accountability by creating a virtual paper trail, and it also improves security.

INTERNAL MAIL - OFFICIAL DISTRIBUTION COURIER

The WHS Courier Service Program offers timely, accurate, and secure delivery of classified (up to Secret) and unclassified mail, correspondence, and parcels within the NCR. Collections and deliveries are performed twice daily - once in the morning and once in the afternoon. Normal operating hours are 8:00 AM - 4:30 PM, Monday - Friday, except holidays or when the Government is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. Any WHS supported office may request to be added to the regular route schedule. Other offices shall be supported on a reimbursable basis. The Courier Service Program Office is located in the Pentagon Services Division, Room 3B139A. To request Courier Service, call 703-614-6421/703-835-6659, or email the WHS Pentagon ESD Mailbox Courier Service Program (whs.pentagon.esd.mbx.courier-service-program@mail.mil)

BASE SUPPLY CENTER

Virginia Industries for the Blind (VIB) operates the Base Supply Centers at the Pentagon, Mark Center and Taylor Building. They provide a full range of products tailored to the needs and requirements of the tenants - ranging from general use office supplies to cleaning supplies. More information is available at <https://vibonline.org/>.

RETAIL AND OTHER CONSUMER SERVICES

The Department of Defense Concessions Committee was formed as the Post Restaurant Council in 1943 and has evolved from basic food service to a full spectrum provider with over 30 food service locations and other consumer services, including 17 retail stores and 290 vending machines.

PENTAGON FOOD SERVICE DIRECTORY



- ◆ 2C353/2C453 (located on the 2nd floor, C-Ring, between corridors 3 and 4)
- ◆ Freshens, Peruvian Chicken, Qdoba, Starbucks, Tony Luke's
- ◆ 2C754/2C854 (located on the 2nd floor, C-Ring, between corridors 7 and 8)
- ◆ Baskin Robbins, Dunkin' Donuts, KFC Express, McDonald's, Panda Express, Taco Bell
- ◆ 3B756 (located on the 3rd floor, B-Ring, halfway down corridor 7)
- ◆ Five Star Espresso, Sbarro
- ◆ Pentagon Conference Center Dining (located on the ground floor of the Pentagon Conference Center, located across the walkway from the River Entrance)
- ◆ Farmers Market Café
- ◆ Pentagon Center Courtyard (located outside in the center of the Pentagon courtyard)
- ◆ Au Bon Pain
- ◆ Stand-Alone Restaurants
- ◆ Five Star Express (5th floor, Apex 3/4), Fresh Kitchen (2A1078B), Fresh Kitchen Express (5th Floor, Apex 7/8), Market Basket (Concourse, 2B121), Subway (4B353, Apex 5/6)

WELCOME TO THE PENTAGON CONCOURSE

The Pentagon Concourse Food Court is located on the 1st floor between the Pentagon Concourse and is the closest food court to the Metro entrance.

Auntie Anne's, Baskin Robbins, Burger King, Dominic's of New York, Dunkin' Donuts, Popeyes Louisiana Kitchen, Rollerz, Starbucks, Subway, Surf City Squeeze

Snack Bars and Dining Facilities

The snack bars, (Lorraine's, Maurice's, Patrick's, and Chet's), are operated by the Virginia State Office of Business Opportunities for the Blind (B.O.B.).

There are four snack bars and approximately 30 fast-food and casual eateries located in the Pentagon. For more information, see <https://my.whs.mil/services/pentagon-dining-0> and the chart.

One eatery, Subway, is open 24 hours a day, 365 days a year.



CENTER COURTYARD

The Pentagon includes a five-acre central plaza, informally known as “ground zero,” a nickname given on the presumption that the Soviet Union had targeted the site with one or more nuclear missiles during the Cold War.

The courtyard is frequently used for performances, displays, speeches, award ceremonies, receptions, and other special events. It is also frequented by Pentagon employees for lunch and fresh air breaks.

PENTAGON ATHLETIC CENTER AND ANNEXES (MARK CENTER AND TAYLOR-POLK BUILDING GYMS)

The Pentagon Athletic Center (PAC) and its two annexes are open daily, Monday through Friday. All facilities will be closed or operate on reduced schedules during catastrophic events, such as the current COVID-19 pandemic. Building Circulars will communicate changes to gym operations. Current operating hours are:

Main PAC	Mark Center:	Taylor-Polk Building
Mon.-Fri	Mon.-Fri.	Mon.-Fri.
5:00 am-7:15 pm	5:00 am-7:15 pm	5:00 am-7:15 pm
Sat.-Sun. Closed	Sat.-Sun. Closed	Sat.-Sun. Closed

The PAC can be accessed at Corridor 7, Mezzanine Level, G-ring, or through the North Parking Entrance door.



HIGHLIGHTS:

- Currently opened Monday through Friday, closed all weekends and Federal Holidays
- Membership for Active Duty Military, DoD Civilians and Active Duty Retirees is free. Fees are required for Contractors,
- Family members, and visitors
- During the COVID-19 pandemic reservations are required to access the gym. See <https://pac.whs.mil/> to register.

SERVICES:

- Full-line strength training equipment
- Full-line cardio equipment
- Racquetball, handball, and squash courts
- Heavy-bag and speed-bag room
- Functional Core training room
- Outdoor exercise equipment
- 3-lane/25m-lap swimming pool
- 3-lane indoor track (1/9 mile)
- Temporary-use lockers

PENTAGON LIBRARY AND CONFERENCE CENTER

The Pentagon Library and Conference Center is located outside the Pentagon building under the River Terrace Parade Ground. To access the facility, exit the Pentagon through the corridor 8 entrance toward North Parking on the first floor.

Conference Center

The Conference Center includes a large multi-purpose room capable of seating 250 people and 14 smaller meetings rooms of varying sizes. It is available for official DoD business or for functions related to official duties. A cafe is located in the center to provide food services. All meetings must have a DoD sponsor, and reservations are accepted on a first-come, first-served basis. For information or assistance with scheduling a room, audiovisual support, or catering services, contact the Concierge Desk at 703-697-9263. An online scheduler is available at: <https://conference.osd.mil>.

and Leadership. The online resources of the library include the following:

- ◆ Databases that contain scholarly research, news, and analysis on a wide range of issues.
- ◆ Specialized databases, such as Janes Military and Security Assessments, JSTOR Security Studies, Stratfor, ProQuest Legislative Insight, and Regulatory Insight.
- ◆ Curated eBook collections focused on the information needs of the Pentagon.
- ◆ Pentagon Library information guides.

For more information about library services and hours, or to register for a library card, visit the library website: www.whs.mil/library or call 703-695-1992. Library services are available to active-duty military, civilians, reservists, and government contractors assigned to the Pentagon Reservation.

CONFERENCE CENTER HIGHLIGHTS:

- ◆ Hours of operation are 7:00 am-5:00 pm, Monday through Friday; closed holidays
- ◆ Large multi-purpose room seats 250
- ◆ 14 smaller meeting rooms
- ◆ Catering services
- ◆ Collocated with the Pentagon Library

PENTAGON LIBRARY

The Pentagon Library provides professionally managed library services to the offices of the Secretary of Defense, Joint Chiefs of Staff, and the Military Departments to meet a broad spectrum of mission support and unique information needs essential to the DoD. Through the library, customers connect with valuable print and digital materials, licensed and publicly available electronic resources, and subject matter expertise to ensure informed decision-making in support of the DoD mission. Librarians provide timely, professional assistance with specialized research inquiries, database training, and retrieval of books, articles, reports, or documents.

The library's print and online collections focus on Military, Law and Legislation, Government, History, International Affairs, Management



CONFERENCE CENTER CONTACTS:

- ◆ Concierge: 703-697-9263
- ◆ Pentagon Conference Center website: <https://conference.osd.mil>
- ◆ Pentagon: PLC2
- ◆ Circulation and Interlibrary Loan: 703-695-1992
- ◆ (Due to the COVID-19 health emergency, the library is only open 10:00 am-12:00 pm Tuesdays, Wednesdays, and Thursdays. Employees seeking assistance may also wish to utilize the "Ask a Librarian" service on the library website, which is monitored from 7:30 am-4:00 pm Monday through Friday.)
- ◆ Information Services and Research Librarians: 703-695-1997
- ◆ Mark Center Library: Room B1-D13; 571-372-3613
- ◆ Library Homepage: <https://www.whs.mil/Library/>



PENTAGON CHAPLAIN OFFICE

The Pentagon Chaplain Office supports the free exercise of religion for all Service Members and authorized DoD civilians.

The office offers opportunities for worship, pastoral care and counseling, faith-based Family Life Chaplain programs and support groups, small group religious studies, and ceremony support.

To request support, or for more information about the current schedule of weekly religious programs, see <https://pentagonchaplaincac.army.mil>, call (703) 695-3336, or send an email inquiry to usarmy.pentagon.hqda.mbx.pentaon-chaplain-mailbox@mail.mil.



HIGHLIGHTS:

- ◆ Chaplain services support the free exercise of religion for all Pentagon personnel.
- ◆ Worship services for many faith groups.
- ◆ Bible studies and prayer breakfasts.
- ◆ Confidential pastoral care and counseling.

CONTACTS:

- ◆ **Pentagon Chaplaincy: 703-695-3336** <https://pentagonchaplaincac.army.mil>
- ◆ **Location and Hours of Operation: 1E443, 7:30 AM to 4:30 PM, Monday through Friday**

MEDICAL FACILITIES

DILORENZO TRICARE HEALTH CLINIC

The Pentagon's Center for Health delivers the highest quality patient-centered care to ensure a healthy, productive, and ready force. DiLorenzo offers primary care (acute care, medical readiness, and behavioral health), radiology, laboratory, immunizations, physical exams, optometry, physical therapy, cardiology, minor surgery, stress management, and other services to active-duty service members and TRICARE beneficiaries with unescorted access to the Pentagon. Dental services are available only to active-duty Service members, recalled reservists, and members of the National Guard. Emergency dental care is available to certain officials granted Secretarial Designee status by the Secretary of Defense. The "Fit To Win" Wellness Center offers fitness and health education through clinical screenings, classes, physiological tests, and exercise and wellness evaluations.

The Clinic is located at Corridor 8, Room MG914/918A. Visitor parking is available in the North Parking Lot. Hours of operation: 7:00 am to 4:00 pm, Monday through Friday; closed holidays. All patients must present their military ID cards or state-issued driver's licenses. The Pentagon access badge is not an acceptable substitute. For appointments, please call the National Capital Region Medical Directorate Integrated Referral Management and Appointment Call Center (IRMAC).

CIVILIAN CARE AT DILORENZO

The Civilian Employee Health Service (CEHS), located at the DiLorenzo TRICARE Health Clinic, provides occupational health support to the government civilian employee workforce at the Pentagon and at buildings served by WHS. CEHS proactively educates the civilian workforce to minimize costs to the government due to job-related injuries, illnesses, and personal medical conditions. CEHS is also knowledgeable about federal occupational health laws and regulations.

DTHC QUICK-CONTACT LIST:

Patient Relations.....	571-231-4141
Medical Release of Information.....	703-692-8784/8942
Medical Records Management.....	703-692-8784/8942
Referral Management (IRMAC).....	1-855-227-6331
Claims Assistance (HUMANA).....	1-800-444-5445
Wellness Program Advisor - (Tobacco Cessation, Sleep Hygiene & Nutrition Counseling)...	703-692-8898
MHS Nurse Advice Line.....	1-800-874-2273 (Option 1)

CONTACTS:

DiLorenzo TRICARE Health Clinic:
703-692-8810: <https://www.dthc.capmed.mil/SitePages/Home.aspx>

Appointments at DiLorenzo and across the National Capital Region:

855-227-6331 (855-CAPMED1), 6:30 AM to 4:00 PM

Civilian Employees Health Services: (CEHS): 703-692-8831

Online Appointments:
<http://www.hnfs.com>

Information: www.tricare.mil

East Region: 1-800-444-5445

Military Medical Treatment Facilities and benefits:
<http://tricare.mil/contactus/>

Nursing Mothers: 703-614-6888/703-614-2595, see <https://my.whs.mil/services/nursing-mothers-program>

Flight Medicine Clinic appointments: 703-697-3255 or 703-571-0142

Flight Medicine Pharmacy: 703-697-1188



FIT TO WIN/WELLNESS CLINIC

Fit to Win (FTW), the Pentagon and Mark Center Employee Wellness Program, is located in the DiLorenzo TRICARE Health Clinic. Wellness programming and services are open to all Active Duty and Civilian employees assigned to the Pentagon and Mark Center. Contractors, currently enrolled in TRICARE, can participate in wellness programming and services.

Current wellness class schedules, special events, and wellness programming enrollment instructions can be found at:

<http://www.dthc.capmed.mil/Care/SitePages/FitToWin.aspx>.

All services are provided by appointment only. Individuals can stop by the front desk or call 703-692-8898. Current wellness class schedules, special events, and wellness programming enrollment instructions can be found at the web address in the book. Hours are from 7:00 am to 4:00 pm, Monday through Friday; closed weekends and holidays.



Note: Those who need a prescription filled but who are not eligible for medical care at the DiLorenzo Clinic may use the services of the CVS pharmacy in the building: 703-271-3210.

THE PENTAGON NURSING MOTHERS (LACTATION SUPPORT PROGRAM)

The Washington Headquarters Services Nursing Mothers Program offers breastfeeding support and facilities to express and store milk. Each of the 11 rooms available is equipped with a combination lock and contains hospital-grade breast pumps, a refrigerator, a sink, and storage hooks/shelves. Contact the DiLorenzo TRICARE Health Clinic for individualized assistance.

For more information about the Nursing Mothers Program please call 703-614-6888/703-614-2595, or visit <https://my.whs.mil/services/nursing-mothers-program>

TRAVEL MEDICINE/IMMUNIZATIONS CLINIC

The clinic provides medical advisories and travel medicine advice for personnel scheduled for overseas travel. The immunizations clinic provides routine immunizations and immunizations required for travel. For more information, please call 703-692-8976.

LAB INFORMATION

Specimen collection is performed during normal operating hours and patients are seen on a walk-in basis. For additional lab information, please call 703-692-8986/8980.

OPTOMETRY

Routine optometry and annual soft contact lens follow-up appointments can be obtained by calling the front desk at 703-692-0963. If you require an appointment for Corneal Refractive Surgery pre-screening, please call the clinic.

MEDICAL READINESS

Members selected for deployment may complete pre-deployment screenings up to 60 days prior to their deployment. Please call 703-692-8965. Post-deployment Health Risk Assessments must be completed between the third and sixth month following your return from a deployment.

PENTAGON TRI-SERVICE DENTAL CLINIC

The Pentagon Dental Clinic treats active-duty service members assigned to the Pentagon and the NCR. The clinic provides annual dental exams, teeth cleanings, fillings, root canals, emergencies, implant services, and also treats gum disease. Please call 703-692-8700 for appointments or additional information.

Hours: 7:00 AM – 4:00 PM

PENTAGON FLIGHT MEDICINE CLINIC

The Pentagon Flight/Operational Medicine Clinic, located in Room 4A870, is a full-spectrum primary-care clinic that provides acute and routine care, physical examinations, travel medicine, and other services. It provides care for air crew, operational personnel, senior leaders and their military staffs, all Pentagon Personnel Reliability Program members, and a variety of other patients. Civilians are eligible only if they are designees or a dependent of active-duty or retired military personnel.

Hours of operation are 7:00 am to 4:00 pm, Monday through Friday; closed on holidays. To schedule an appointment, please call the appointment line listed below. You must be enrolled in Pentagon Flight/Operational Medicine to obtain an appointment. Prospective enrollees will be assisted with any questions regarding eligibility.

Physical Examinations:

The Flight Medicine Clinic provides complete, comprehensive, evidence-based physical examinations. It also provides incentive flight physicals, astronaut candidate physicals, and other specialized examinations. Please call to schedule an appointment: 703-697-3255.

HIGHLIGHTS:

- ◆ Provides individualized fitness plans, running instruction, corrective exercise screening, weight management assistance, blood pressure management instruction, tobacco cessation guidance, and other health-wellness programs through group classes and individual appointments.
- ◆ The process to develop your individual Wellness Plan begins by completing the Personal Wellness Profile online and then calling Fit to Win (FTW) to make a one-hour appointment for a 'Personal Wellness Profile Review and Body Composition Test.'
- ◆ Provides pilots, operational personnel, senior leaders and their military staffs, all Pentagon Personnel Reliability Program members, and other enrollees with outpatient primary-care services, including travel medicine, incentive flight physicals, astronaut candidate physicals, and other specialized examinations.
- ◆ Pharmacy fills new and existing prescriptions.



PENTAGON TOURS AND MEMORIALS

PENTAGON TOURS

The Pentagon's tour program began on May 17, 1976 to support the nation's bicentennial celebration. The program hosts more than 100,000 visitors annually.

The tour route is approximately one-and-one-half miles long and requires approximately 60 minutes to complete. Each tour covers 20 topics of interest related to the mission of the Department of Defense and the military departments. See "Exhibits" subsection.

The Pentagon tour window is located just inside the visitor waiting area at the Pentagon Metro entrance. A security briefing is provided prior to each tour, and all visitors must pass through an airport-type security scanning device. No photographs may be taken. No video cameras, tape recorders, or any other kind of electronic recording device is permitted at any time.

The tour program is a Joint Service operation consisting of approximately 25 hand-picked, active-duty personnel from the military ceremonial units of the National Capitol Region (NCR). Upon arrival, each tour guide must successfully complete a two-week training course and an additional two weeks of on-the-job training. Tour guides are assigned to the program for a period of one year, after which they rotate back to their respective units.

OUTSIDE THE BUILDING

The following sites are located outside the Pentagon building and are open to the public.

Sites at the Pentagon

The Pentagon Memorial, located on the West side of the Pentagon (towards the southern end), is dedicated to those who lost their lives on September 11, 2001. Architects Julie Beckman and Keith Kaseman, of the Kaseman Beckman Amsterdam Studio, participated in a worldwide competition to develop a concept for the Memorial. An independent panel of architects, members of victims' families, and public figures in the Washington, DC area, including two former Secretaries of Defense, chose their winning design from more than 1,100 submissions.

The landscaped 1.93-acre site contains 184 inscribed Memorial units honoring the 125 individuals who perished inside the Pentagon and the 58 individuals who died on board American Airlines Flight 77. Each of the 184 Memorial units consists of a cantilevered bench inscribed with the victim's name and a pool of flowing water lit from below. The Memorial also serves as a timeline of the victims' ages, from the youngest victim, three-year-old Dana Falkenberg, to the oldest, U.S. Navy Captain John Yarnicky (ret.), 71.

HIGHLIGHTS:

- ◆ Three sites commemorate the 9/11 attacks, one just outside and two inside the building. All are open 24 hours a day, 7 days a week.
- ◆ The Pentagon Memorial, located outdoors, does not require access to the Pentagon.
- ◆ More than 100 exhibits currently on display.
- ◆ Free group tours are available to schools, educational organizations, and other groups.
- ◆ Tours are conducted from 9:00 am to 3:00 pm, Monday through Friday
- ◆ Tours should be requested at least 15 days in advance (but no more than 30 days in advance).

CONTACTS:

- ◆ **Pentagon Tour Office:** <https://pentagontours.osd.mil/Tours/>
- ◆ **Pentagon Memorial: (e.g., Wreath Laying Ceremonies):** 703-697-7351; <https://my.whs.mil/services/pentagon-memorial>
- ◆ **(Please note that the Pentagon Memorial is currently closed due to COVID-19)**
- ◆ **Pentagon Force Protection Agency (PFPA):** 703-697-1001; <http://www.pfpa.mil>
- ◆ **Air Force Memorial:** 240-612-0478; <https://www.esd.whs.mil/GPD/>
- ◆ **OSD Graphics and Presentations Division: (for Corridor Exhibits):** 703-695-4266; <https://www.esd.whs.mil/GPD/>

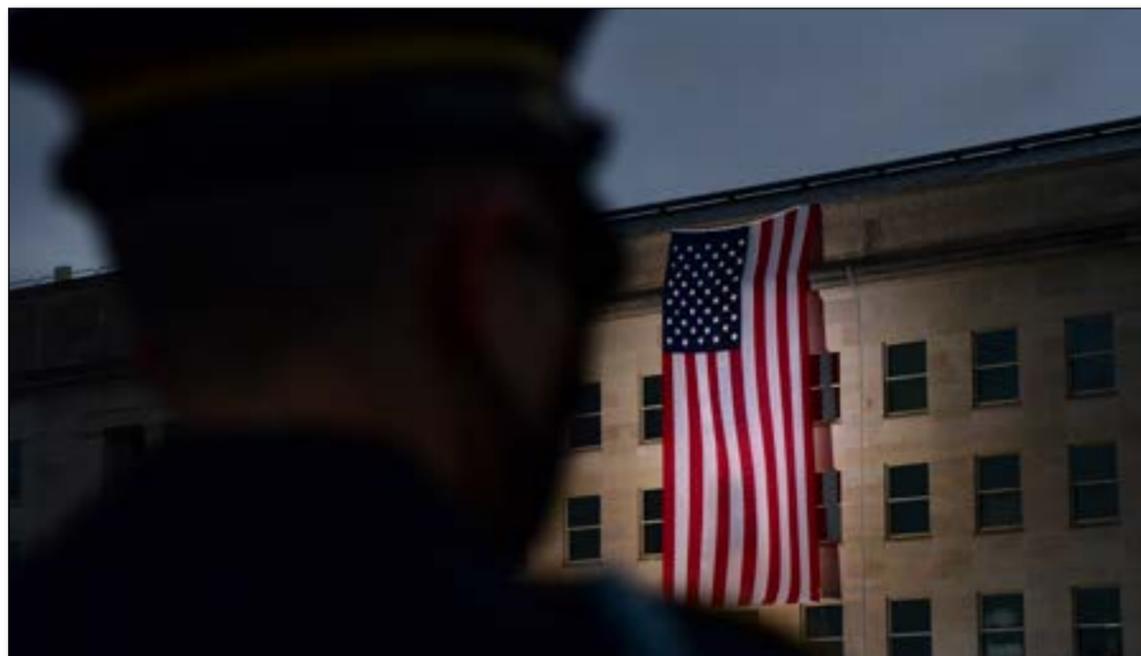
Within the Pentagon Memorial, 85 Paperbark Maple trees (*Acer griseum*) are clustered around the Memorial units, but are not dedicated to any single victim. These trees will grow to 30 feet in height, providing a canopy of shade over the Memorial in years to come. Guided tours are not offered at this time.

Groups and individuals are welcome to visit the Memorial, without charge, 24 hours a day, 365 days a year. (subject to COVID-19 restrictions). See www.WHS.mil for updated information).

Access to the Pentagon Memorial

The Memorial is accessible to the general public by Metro transit, private vehicle, and private tour bus. Due to parking constraints, the public is urged to use Metro.

- ◆ **Metro Transit:** The Blue and Yellow lines serve the Pentagon Metro stop. There are also many commuter bus routes that stop at the Pentagon Transit Center. The Pentagon



Transit Center and the Pentagon City Metro stop are both within walking distance of the Pentagon Memorial. The Arlington Metro stop may be another option for tourists who wish to visit the September 11 group marker at the cemetery, as well as the Pentagon Memorial.

- ◆ **Tour Bus:** The Pentagon drop off and pick up locations (no parking or loitering) are in the Hayes Street Parking Lot.
- ◆ **Private Vehicle:** Private vehicles may off-load and pick up passengers at the North Rotary Road Kiss and Drop points, but cannot park or idle at these locations. Parking regulations are strictly enforced at the Pentagon. Metered parking is available on the streets in Crystal City and Pentagon City. Parking for a fee may be available in commercial lots a short walk or Metro ride from the Pentagon.

Public parking is available to Pentagon Memorial visitors only at the Hayes Street Parking Lot, located directly across the street from the Pentagon City Mall from 5:00 am to 5:00 pm Monday through Friday, and all day on weekends and holidays. A pedestrian tunnel under I-395 leads to the Pentagon from the Hayes Street Lot. After exiting the tunnel, follow the signs to the Memorial Gateway.

Memorial Parking for People with Mobility

Impairments: There are five parking spaces available in Lane 1 of the Pentagon South Parking Lot, adjacent to the Memorial Park, for visitors with disabilities. These spaces are available 24 hours a day, 7 days a week. All vehicles using these parking spaces must display valid disabled parking permit issued by the state or other jurisdiction in which the vehicles are registered.

The Air Force Memorial

Dedicated on October 14, 2006, the Air Force Memorial honors the men and women who have served in the U.S. Air Force and its predecessor organizations (i.e. the Aeronautical Division, U.S. Signal Corps; the Aviation Section, U.S. Signal Corps; the Division of Military Aeronautics, Secretary of War; the Army Air Service; the U.S. Army Air Corps; and the U.S. Army Air Forces) dating back more than 100 years.

Bold and graceful, the Memorial Design is intended to evoke flight and the flying spirit. Central to the design are three stainless





the Pentagon, the Potomac River, and Washington, D.C. It is open April 1–September 30, from 8:00 AM to 11:00 PM; and October 1–March 31 from 8:00 AM to 9:00 PM.

INSIDE THE BUILDING

Memorials and historical exhibits and displays located inside the Pentagon can only be viewed by members of the public on an official Pentagon tour or accompanied by an approved escort.

The America's Heroes Memorial

The America's Heroes Memorial opened in September 2002 on the site where American Airlines Flight 77 struck the Pentagon.

The memorial includes a book of photographs and biographies of the victims. It also includes five large black acrylic panels, which honor the 184 victims of the crash. One panel displays the Purple Heart medal awarded to military personnel killed; another shows



steel spires that soar skyward, with the highest reaching 270 feet above the 3-acre elevated promontory site. The spires express the strength of the Air Force. The number three signifies the Air force's core values: "Integrity first, Service before self, and Excellence in all we do."

Other key elements of the Memorial include an always-present bronze Honor Guard, an Air Force Heritage/Core Value inscription wall, a Courage/ Sacrifice/ Valor inscription wall, and the Missing Man Formation glass contemplation wall, all landscaped to create a memorial lawn and parade ground overlooking the nation's capital.

Architect James Ingo Freed, designed the Memorial, and other Washington D.C. landmarks, including the United States Holocaust Memorial Museum in Washington, D.C. Private donors raised \$30 million to pay for the Memorial.

The Memorial, within walking distance of the Pentagon Metro Station, is adjacent to Arlington National Cemetery and overlooks

the Medal of Valor given to civilians. Pencils and commemorative tracing paper are available, so visitors can make rubbings of the names. A small chapel includes stained glass windows that incorporate patriotic designs.

The memorial and chapel are open 24 hours a day, 7 days a week.

The Navy Reflection Room

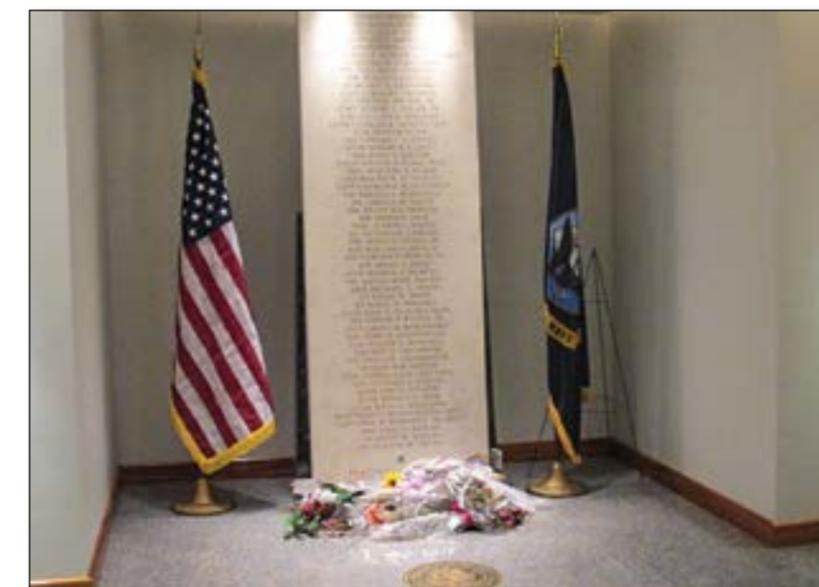
The Navy Reflection Room (1D463) was formerly the site of the Navy Operations Center, destroyed during the 9/11 attack. At the center of the small room stands a large stone monolith, donated by the Pentagon Renovation Program, bearing the header "Lest We Forget". An American flag stands at one side of the monolith and a Navy Departmental flag stands at the other side. Inscribed in the adjacent wall is an excerpt from World War I poet Lawrence Binyon's "For the Fallen." Nearby is a limestone reflection bench, also donated by the Pentagon Renovation Program.

The room is open 24 hours a day, 7 days a week.

Corridor Exhibits

Many of the Pentagon's corridors feature permanent and temporary exhibits and displays that showcase the rich and multifaceted history of the Department of Defense.

For more information about the corridor exhibits and displays, please contact the OSD Graphics and Presentations Division at 703-695-4266, or visit the following website: <https://www.esd.whs.mil/GPD/>.





OTHER POINTS OF INTEREST

OSD CORRIDOR EXHIBITS

9/11 MEMORIAL QUILTS

(Located at 1A4-1E4) School children, community groups, 9/11 family members and civic organizations donated the handmade quilts on display.



AFRICAN AMERICANS IN DEFENSE OF OUR NATION

(Located at 2A6.5-C6.5) Dedicated to African American men and women who struggled to overcome social and racial injustice to serve in the military and contribute to the defense of our nation from colonial times to the present day. Text and images complement two interactive displays that showcase Medal of Honor recipients and the achievements of General Officers and Senior Enlisted personnel.



ANZUS

(Located at 2A8-9) Incorporates historical information and imagery beginning with the arrival of "The Great White Fleet" in Australia and New Zealand in 1908, covering the ANZUS treaty of 1952, and extending through current operations. Contains artifacts from the Smithsonian, the Australian War Memorial, and private collections.



BUFFALO SOLDIER EXHIBIT

(Located at 249/10) Highlights the history of African American Buffalo Soldiers.



CAREER CIVIL SERVANTS

(Located at 2A2-3) Recognizes significant achievements of DoD career civilians between 1789 and 2004.



CHAPLAINCY MINISTRY

(Located at 5A6-6.5) Four large "stained glass" displays highlight the history and legacy of the Department of Defense Chaplaincy Ministry.



D-DAY/OVERLORD

(Located at Corridor 10 Ramp between floors 2 and 3) Thirty-four original paintings tell the story of the Normandy D-Day landings on June 6, 1944. Donated in 1994 by the United Kingdom, to mark the 50th anniversary of the invasion.



SIR WINSTON CHURCHILL BUST

(Located at the Pentagon Concourse Corridor 10 Ramp) Gift of the British Ministry of Defence in April 2015. Flanked by the D-Day/Overlord and World War II ramp exhibits, the bust of Churchill is a symbol of the alliance between the United States and Great Britain.



DEFENSE HUMANITARIAN RELIEF

(Located at 2A6-7) Department of Defense humanitarian relief efforts from 1947 to the present. Some highlights include the Berlin Airlift (1948 - 1949), Operation Frequent Wind (evacuation of U.S. and allied personnel from South Vietnam in 1975), Blizzard of 1977, eruption of Mount St. Helens (1980), and Hurricane Katrina (2005).



DWIGHT D. EISENHOWER: SOLDIER AND STATESMAN

(Located at 1A4-5) Chronicles the story of the celebrated general's military career and two-term presidency, with special emphasis on World War II and the Cold War.



FACES OF THE FALLEN

(Located at 3A9/10 Apex) Portraits of those who died in Afghanistan and Iraq from October 10, 2001 to November 11, 2004. This display is taken from a larger exhibit originally located at the Women in Military Service for America Memorial; at Arlington National Cemetery.



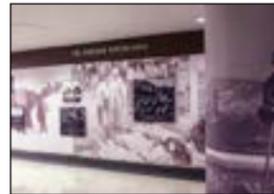
HALL OF HEROES/ MEDAL OF HONOR

(Located at 2D1040) One of the first permanent exhibits installed in the Pentagon, the Hall of Heroes is dedicated to over 3,500 recipients of the Congressional Medal of Honor, the nation's most distinguished military decoration. There are three different versions of this medal: Army, Sea Services, and Air Force. The Hall of Heroes is currently used for special events, such as retirement, award, and promotion ceremonies.



KOREAN WAR 60TH ANNIVERSARY

(Located at 1A5/6) Dedicated in June 2013, this exhibit uses text, multimedia presentations, and artifacts to explore the history of one of the first major conflicts of the Cold War.



LAST KNOWN VETERANS OF WWI

(Located at 2A3/4 Apex) Photographs of the last known veterans of World War I as of 2007.



DOUGLAS MACARTHUR

(Located at 3A4-5) Chronicles General Douglas MacArthur's military career. Highlights include service as Army Chief of Staff (1930 - 1935) and Supreme Commander of the Allied Powers in Japan after the Japanese surrender in September 1945.



MILITARY WOMEN

(Located at 1A6-7) Chronicles the history of women in the military, from the Civil War to the war in Vietnam War. Two new displays recognize the first female 4-star general and the groundbreaking achievements of other women leaders.



PENTAGON BUILDING HISTORY

(Located at 3A9/10 Apex) Highlights changing office work environment with artifacts from the 1940s and 1990s. Also showcases examples of old building infrastructure and more modern replacements. A plaque at the C-ring (continued on the next page)



PENTAGON BUILDING HISTORY

(Continued) commemorates the significant contributions by David. O. Cooke, long-time "Mayor" of the Pentagon and ardent advocate for Pentagon renovation.



DEFENSE POW/MIA ACCOUNTING AGENCY

(Located at 3A6-7) Chronicles U.S. efforts to recover prisoners of war and soldiers missing in action from the 1940s through the early 1990s. Exhibits include an overview of the sciences and DNA used to recover and analyze remains and personal artifacts, graphic panels covering WWI through Desert Storm eras, and two interactive kiosks that provide more detailed POW and MIA information and statistics.



SECRETARIES OF DEFENSE

(Located at 3-E8-9) Original oil portraits of former Secretaries of Defense, including Robert M. Gates, the only Secretary to serve two successive Presidents from different political parties, and former Secretary Donald H. Rumsfeld, the only Secretary to serve twice (1975-1977; 2001-2006). The portrait of former Secretary of Defense James Mattis is the first digital art portrait produced for this corridor.



DoD SPIRIT OF HOPE AWARD

(Located at 5A5/6 Apex) Entertainer Bob Hope inspired this award which is given for humanitarian service rendered to U.S. service men and women.



UNITED SERVICE ORGANIZATIONS (USO)

(Located at 3A10.5 Escalator Bay) Highlights the history of the USO and present day activities to provide morale, welfare, and recreation services to uniformed military personnel. Includes new displays about the Wounded Warrior programs and artifacts from the Bob Hope collection.



JCS EXHIBITS

OMAR N. BRADLEY

(Located at 2E8-8.5) Dedicated in June 1972, this exhibit chronicles the distinguished military career of General Omar N. Bradley, who served as Army Chief of Staff (1948-1949), and then as first Chairman of the Joint Chiefs of Staff (1949-1953).



CHAIRMEN OF THE JOINT CHIEFS OF STAFF

(Located at 2E8.5-9) Portraits of past Chairmen of the Joint Chiefs of Staff.



ARMY EXHIBITS

ARMY FLAG AND STREAMERS

(Located at 3E6 Staircase) Collection of Army flag and battle streamers.



ARMY HISTORY

(Located at 2E6-6 and 3E6-7) Original artwork, artifacts and text highlighting the history of the Army, from 1776 to the present day.



ARMY LEADERSHIP

(Located at 3D6.5) Highlights Command Sergeant Major and Sergeant Major of the Army.



CHIEFS OF STAFF OF THE ARMY

(Located at 3A6-3E6) Portraits of former Army Chiefs of Staff.



GEORGE C. MARSHALL ALCOVE

(Located at 3E6) "The American Soldier" award recognizes soldiers who have demonstrated bravery, self-sacrifice, and selflessness throughout history.



MAJOR ARMY COMMAND FLAGS

(Located at 3A5-3C5) Flags highlight major U.S. Army commands, including U.S. Army Europe, U.S. Army Intelligence and Security Command, U.S. Army Pacific, U.S. Army Training and Doctrine Command, U.S. Army Medical Command, and U.S. Army Forces Command.



GEORGE C. MARSHALL

(Located at 3A5-3E5) Dedicated in April 1976, this display chronicles the distinguished career of General George C. Marshall, who served as Army Chief of Staff from (1939-1945). Marshall also served as Secretary of Defense from (1950-1951).



MISCELLANEOUS ARMY DISPLAYS

(Located at 2A4.5-C4.5) Highlight Army Chaplains, Homeland Defense, and the National Guard



SECRETARIES OF THE ARMY

(Located at 3E6) Portraits of former Secretaries of the Army, and Army flags.



SOLDIERS AND SIGNERS OF THE CONSTITUTION

(Located at 2A4-2E4) Highlights 23 veterans of the Revolutionary War who signed the Constitution.



NAVY/MARINE EXHIBITS

CHIEF OF NAVAL OPERATIONS

(Located at 4A6-4E6) Portraits of former Chief Naval Officers, with ship and submarine models.



SEABEES

(Located at 4A4-4E4) Scale models of Navy ships and submarines and a display highlighting the history of the Seabees.



GREAT WHITE FLEET

(Located at 4E572) The Great White Fleet display features a story line, graphics, and video associated with the 100th anniversary of the sailing of President Theodore Roosevelt's Great White Fleet and chronicles America's first major step onto the world stage as a maritime power.



MARINE CORPS COMMANDANTS

(Located at 4A7-4E7) Portraits of former Marine Corps Commandants, from the Continental Marines of 1775 to the present day.



NAVAL AVIATION

(Located at 4A6-6.5) Highlights from the history of Naval aviation.



NAVY AND MARINE CORPS HISTORY

(Located at 4A6-6.5) Highlights from the history of Naval aviation and maritime heritage.



NAVY AND MARINE CORPS SPECIAL OPERATIONS

(Located at 4E572) Dedicated to the Legacy and Valor of Navy and Marine Special Operations Forces. Includes artifacts, history and imagery chronicling the evolution and exploits of Marine and Navy Special Operations units from World War II to the present.



PRESIDENTS IN NAVAL SERVICE / 5 STAR ADMIRALS

(Located at 4A5/6 Apex) Highlights former Presidents who served in the Navy (John F. Kennedy, Lyndon B. Johnson, Richard M. Nixon, Gerald R. Ford, James E. Carter Jr., and George H.W. Bush) and 5-Star Admirals (William D. Leahy, Ernest J. King, Chester W. Nimitz, and William F. Halsey, Jr.).



SECRETARIES OF THE NAVY

(Located at 4E6-7) Portraits of former Secretaries of the Navy.



SECRETARIES OF THE AIR FORCE AND AIR FORCE CHIEFS OF STAFF

(Located at 4E8-9 in the Arnold Corridor) Portraits of former Secretaries and Chiefs of Staff of the Air Force.



AIR FORCE EXHIBITS

AIR FORCE ART

(Located at 4A8-9, 5A8-9, 5A8-E8, 4A9-E9 and 5/6 Apex) Works from the Air Force Art Collection highlight the diverse capabilities of the Air Force.



AIR FORCE MODEL CASE

(Located at 4A8.5) History of powered flight, from the Wright Brothers to the F-35 Joint Strike Fighter.



AIR FORCE PIONEERS

(Located at 4A8-4E8) Highlights the careers of innovative leaders who shaped the modern Air Force, including General Henry "Hap" Arnold, Frank Andrews, General William "Billy" Mitchell, and General Bernard "Bennie" Schriever.



OUTSTANDING AIRMEN

(Located at 4B-C9) Outstanding Air Force enlisted personnel.



COAST GUARD EXHIBITS

U.S. COAST GUARD ART HERITAGE OF SERVICE

(Located at 4A6-7) Includes exhibits and paintings that highlight the history of the United States Coast Guard.



GENERAL POINTS OF CONTACT AT THE PENTAGON

DoD Operator 703-545-6700

Emergency 703-697-5555

(24 hours/7 days a week) or 911 from a landline

- ◆ Pentagon Force Protection Agency
- ◆ Pentagon Operations Center
- ◆ Health
- ◆ Fire
- ◆ Police

PFFPA can also be reached by dialing 911 from a landline inside the Pentagon. You will be connected with the Pentagon Force Protection Agency Pentagon Operations Center who can connect you to local emergency services.

OTHER POINTS OF CONTACT

9/11 Memorial (e.g., Wreath Laying Ceremonies) 703-697-7351

Pentagon Athletic Center 703-614-9998

Auditorium Reservations 703-697-1699

<https://pntauditsched.army.mil/Default.aspx>

Pass Office (Pentagon Access Control Office) 703-695-5923

Benefits and Work-Life Division (BWD) 703-659-6493

BWD SharePoint <https://whs.sp.pentagon.mil/HRD/Benefits/SitePages/Home.aspx>

Employee Benefits whs.benefits@mail.mil

WorkLife Programs whs.mc-alex.ad.mbx.work-life@mail.mil

Buildings Operations Control Center 703-614-1597

Conference Center 703-697-9263

DiLorenzo TRICARE Health Clinic 703-692-8810

Human Resources, Labor & Employee Relations 703-695-5923

Inspector General Hotline (fraud, waste, and abuse) 800-424 9098
www.DoDig.mil/hotline

Library (in the PLC2) 703-695-1992

(the online “Ask a Librarian” service can be accessed at www.whs.mil/Library and is monitored from 7:30 am-4:00pm Monday through Friday.)

Office of the Pentagon Fire Marshal 703-695-3300

Office Supply Store 703-697-1587

Parking Management Office (WHS FSD)
(normal duty hours parking only) 703-697-6251

Parking Control Pentagon Force Protection Agency
Pentagon Operations Center
(after-duty-hours parking) 703-697-1001

Pentagon Building Management Office 703-697-7351

Pentagon Force Protection Agency (non-emergency)

Pentagon Operations Center 703-697-1001

Pentagon Tours 703-697-1776

People with Disabilities Program 571-256-4504

Records Management

<https://www.archives.gov/records-mgmt/agency/departments/defense.html>

Scooter Program (mobility impairment) 703-693-3683

Security Hotline 703-697-1001

Security Review
(DoD pre-publication/export control review) 703-614-5001

Shuttle Bus 571-372-7124

Mass Transportation Benefit Program (MTBP) 571-256-0962

(Shuttle Bus Office personnel are currently teleworking. Please leave a message or email the staff at <mailto:whs.pentagon.fsd.mbx.dod-shuttle-bus@mail.mil>)

Standards of Conduct Office 703-695-3422

(SOCO Office personnel are partially on telework. The best way to reach SOCO is via email at <mailto:osd.soco@mail.mil>)

Stress Management Team 703-692-8810

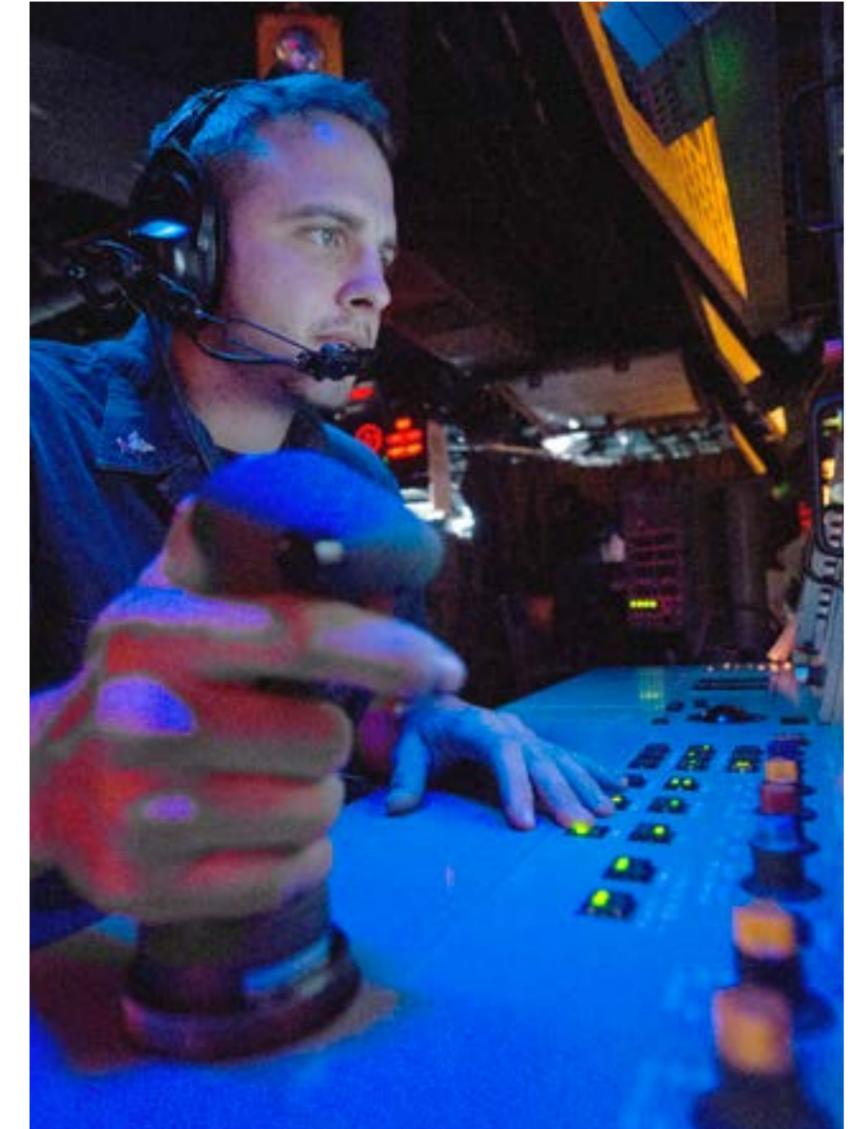
Travel—Defense Travel Management Office 571-372-7575



APPENDIX B

DOD COMPONENTS AT THE PENTAGON

- ◆ For telephone numbers within each of these organizations, please inquire at the main Pentagon switchboard number: **703-545-6700.**
- ◆ Office of the Secretary of Defense (OSD)
- ◆ Office of the Chief Management Officer (OCMO)
- ◆ Department of the Army (DA)
- ◆ Department of the Navy (DoN)
(including the U.S. Marine Corps)
- ◆ Department of the Air Force (DAF)
(including the U.S. Space Force)
- ◆ Joint Chiefs of Staff (JCS)
- ◆ Defense Health Agency/TRICARE
- ◆ National Guard Bureau (NGB)
- ◆ Defense Finance and Accounting Service DFAS
- ◆ Defense Security Cooperation Agency DSCA
- ◆ Defense Information Systems Agency (DISA)
- ◆ Defense Intelligence Agency (DIA)
- ◆ Defense Logistics Agency (DLA)
- ◆ National Geospatial-Intelligence Agency (NGA))
- ◆ Pentagon Force Protection Agency (PFPA)
- ◆ Defense Media Activity (DMA)
- ◆ Washington Headquarters Services (WHS)



IN AND AROUND THE PENTAGON

THE NATIONAL CAPITAL REGION (NCR)

The Pentagon is located in Arlington, Virginia and is bordered by Washington, DC and the state of Maryland. Washington, DC, the Nation's Capital and home to the White House, the Capitol, the Supreme Court, and the Washington Monument is a short Metro ride from the Pentagon. The District of Columbia and the rest of the National Capital Region is rich with American history, iconic monuments and museums, cultural events, performing arts venues, and fine dining.

Regional military installations include (in alphabetical order):

- ◆ Joint Base Andrews, MD
- ◆ Joint Base Anacostia-Bolling, Washington, DC
- ◆ Fort Belvoir, VA (U.S. Army)
- ◆ Fort McNair, Washington, DC (U.S. Army)
- ◆ Fort Meade, MD (U.S. Army)
- ◆ Joint Base Myer-Henderson Hall, Arlington, VA
- ◆ Marine Barracks, Washington, DC
- ◆ Marine Corps Base, Quantico, VA
- ◆ Walter Reed National Military Medical Center, MD



2021 ORIENTATION AND GUIDE

This guide should not be construed as providing legal advice. Readers are strongly encouraged to consult with the appropriate office on specific matters addressed generally herein. Please see the General Points of Contact section of this book for contact information. A comprehensive list of DoD acronyms can be found in Joint Publication 1-02, DOD Dictionary of Military and Associated Terms. The appearance of hyperlinks does not constitute endorsement by the Department of Defense (DoD) of the linked websites, or the information, products or services contained therein. For other than authorized activities such as military exchanges and Morale, Welfare and Recreation (MWR) sites, DoD does not exercise any editorial control over the information you may find at these locations. Such links are provided consistent with the stated purpose of those DoD Websites. This handbook is a snapshot in time. It contains information that is current at publication. As conditions change, the information may be updated.

