

Union Station Bus Deck (USBD)
Washington, DC
FAQ

Union Station recently expanded transportation services to include many more intercity buses to pick-up and drop-off at the Union Station Bus Deck (USBD). As improvements are made to the current facility and a new offsite facility is built to accommodate the expansion, there will be many changes and we hope to avoid any confusion with these frequently asked questions. We ask that you check back frequently so that we can continue to provide the best experience for you and your travels. If you have any suggestions to improve this FAQ please provide feedback to usrc@usrcdc.com.

What has changed at the USBD?

Beginning Nov. 1, 2011, Megabus, Bolt Bus, Washington Deluxe and DC2Ny began operating out of the USBD. As a result of this change, there are a reduced amount of bus slips available for daily charter and tour bus parking.

Can charter and tour buses still access the USBD?

Yes, all charter and tour buses are welcome to pick-up/drop-off and park on the bus deck. Parking is available on a first come, first serve basis. Also, reservations are available by contacting the Union Station Parking Garage (USPG) Management 202-898-1950 or 202-430-2437.

How many bus slips are available for charter-tour bus operators bringing groups to Union Station?

There are currently forty (40) parking slips available for motor coach parking on a short-term, daily, and overnight basis. Parking is available on a first come, first served basis, unless a reservation is made. Parking options at Union Station will be reduced when the new the offsite charter and tour bus parking lot is complete in early summer 2012. There will be few slips (10-15) available for tour buses to park at Union Station with the majority directed to the offsite lot.

Where is the offsite lot? And do buses have to park there?

The lot is not yet completed. It will be located at 1900 Gallaudet Ave, NE, Washington DC (less than 2miles away, average drive time 8min from USBD).

Once the lot and facility is complete in early summer 2012 buses dropping off passengers at Union Station are encouraged, but not required to park and relax at the offsite lot. There is a driver facility onsite that offers a TV lounge, quiet room, restrooms with showers and food services. Once operators have dropped off their passengers at the USBD they will then have the option to advance to the offsite lot and facility until the passengers are scheduled for pick-up at Union Station.

Please see the end of this document for proposed images for the offsite lot and facility.

Which Intercity Bus Operators have permanent/assigned locations on the USBD?

Bolt Bus, Mega Bus, DC2NY, Washington Deluxe are currently operating from the USBD, and coming in early summer 2012 Greyhound will relocate operations to USBD also.

Do any other buses have permanent/assigned parking locations on the USBD?

DC Circulator, Martz/Grayline Sightseeing, and Gallaudet shuttle also operate on the bus deck occupy a total of nine (9) slips on the USBD.

How do I access the USBD?

Please refer to the attached diagrams for access and locations.

Amtrak, MARC, VRE, Metrorail and buses as well as taxis access the Station and provide convenience for bus passengers.

PEDESTRIANS

Access the bus deck via Union Station or the H Street Bridge.

Union Station: Proceed to Train Gates/Amtrak Concourse; take escalators up to the Union Station Mezzanine Level, exit north through doors and up escalators to Bus Deck level. Use pedestrian walkways and follow signage to access buses

H Street Bridge: Enter north right of way via sidewalk. Use pedestrian walkways and follow signage to access buses

Metro:

Accessible Route: From First Street exit use elevator at platform to arrive on the metro faregate level. From the faregate level there is an elevator directly outside of the exit fare gates with access to the main level of Union Station. Once on the main level, follow signage through the sliding glass doors entering into the Amtrak train concourse, take a left (heading east) between the Pret a Manger and Au Bon Pain; proceed west toward the Amtrak Information Desk. Directly across from the Amtrak Information Desk and between the Papyrus store and baggage area is an elevator with access to the Union Station mezzanine level. Once arriving on the mezzanine level head north through the sliding glass doors. To the left of the stairs/escalators is a door accessing a hallway at which another elevator is located. Take this elevator up one level to the bus deck. Use pedestrian walkways and follow signage to access buses

Metro North/1st Street: Exit via escalators up to the faregate level. Exit fare gates and take the escalator up to the main level of Union Station. Once on the main level, follow signage through the sliding glass doors entering into the Amtrak train concourse, take a left (heading east) between the Pret a Manger and Au Bon Pain; proceed west toward the Amtrak Information Desk. Just beyond the Amtrak Information Desk (on your left) is an up escalator to the Union Station mezzanine level. Once arriving on the mezzanine level head north through the sliding glass doors and up the escalators/stairs to the bus deck level. Use pedestrian walkways and follow signage to access buses

Metro South/Mass. Ave: Exit via escalators up to the lower level of Union Station. Exit the fare gates and upon arriving at the first set of escalators, take them up to the ground/main level of Union Station. Arriving at the West Carriage Porch (exterior of the Station) continue straight ahead (north) into the Station

arriving inside the Retail Concourse. (Can also be accessed by the second set of escalators on the interior, lower level food court.) Proceed straight past the Au Bon Pain into the Amtrak train concourse and take a right (east) between the Au Bon Pain and Pret a Manger. Continue east toward the Amtrak Information Desk, just past the Information Desk (on your left) is an up escalator to the Union Station mezzanine level. Once arriving on the mezzanine level head north through the sliding glass doors and up the escalators/stairs to the bus deck level. Use pedestrian walkways and follow signage to access buses.

VEHICLES

For passenger safety, no cars are permitted on the bus deck level or ramps leading to the bus level. Vehicles picking up or dropping off passengers may park in the Parking Garage or coordinate a predetermined location with the passenger.

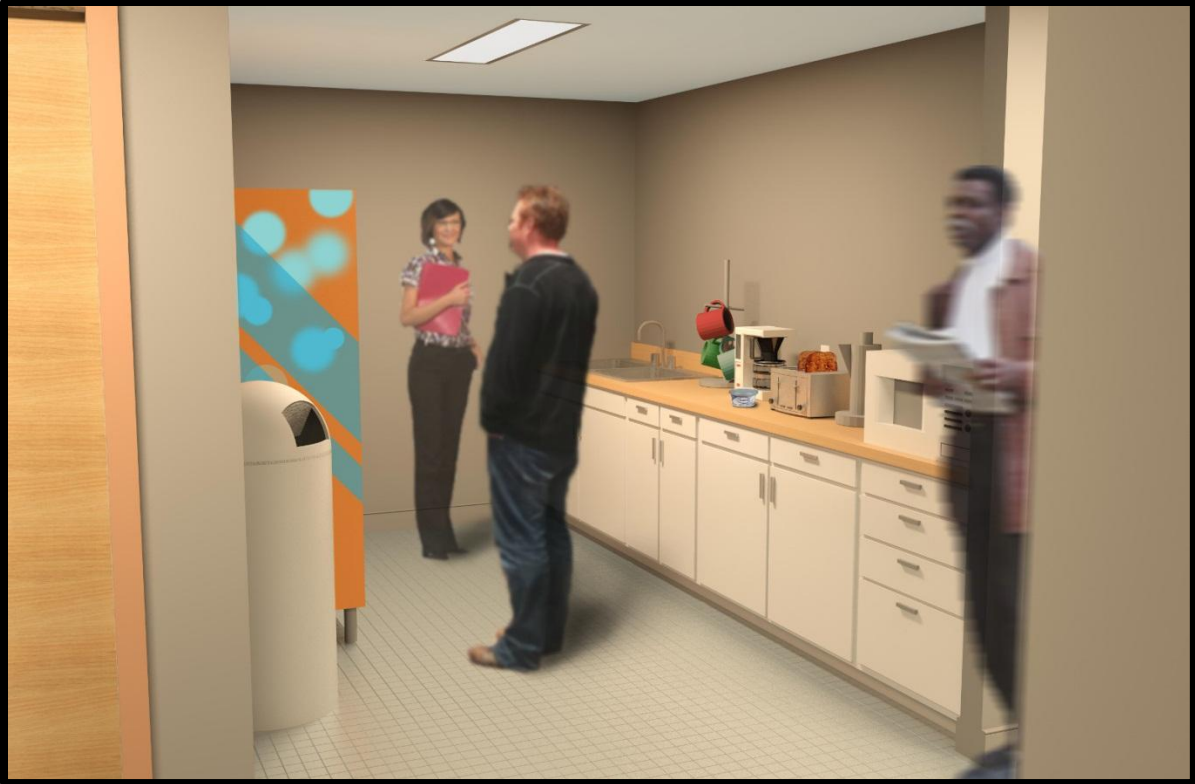
If parking in the garage, take the elevator/escalator to the bus deck level.



Proposed Exterior Offsite Driver Facility



Proposed Interior Offsite Driver Facility



Proposed Vending and Snack Area



Proposed Restroom and Shower