

PARKING ENFORCEMENT MANAGEMENT ADMINISTRATION



"The Preferred Choice"

Parking Control Branch Training Manual

PARKING ENFORCEMENT MANAGEMENT

Section 1

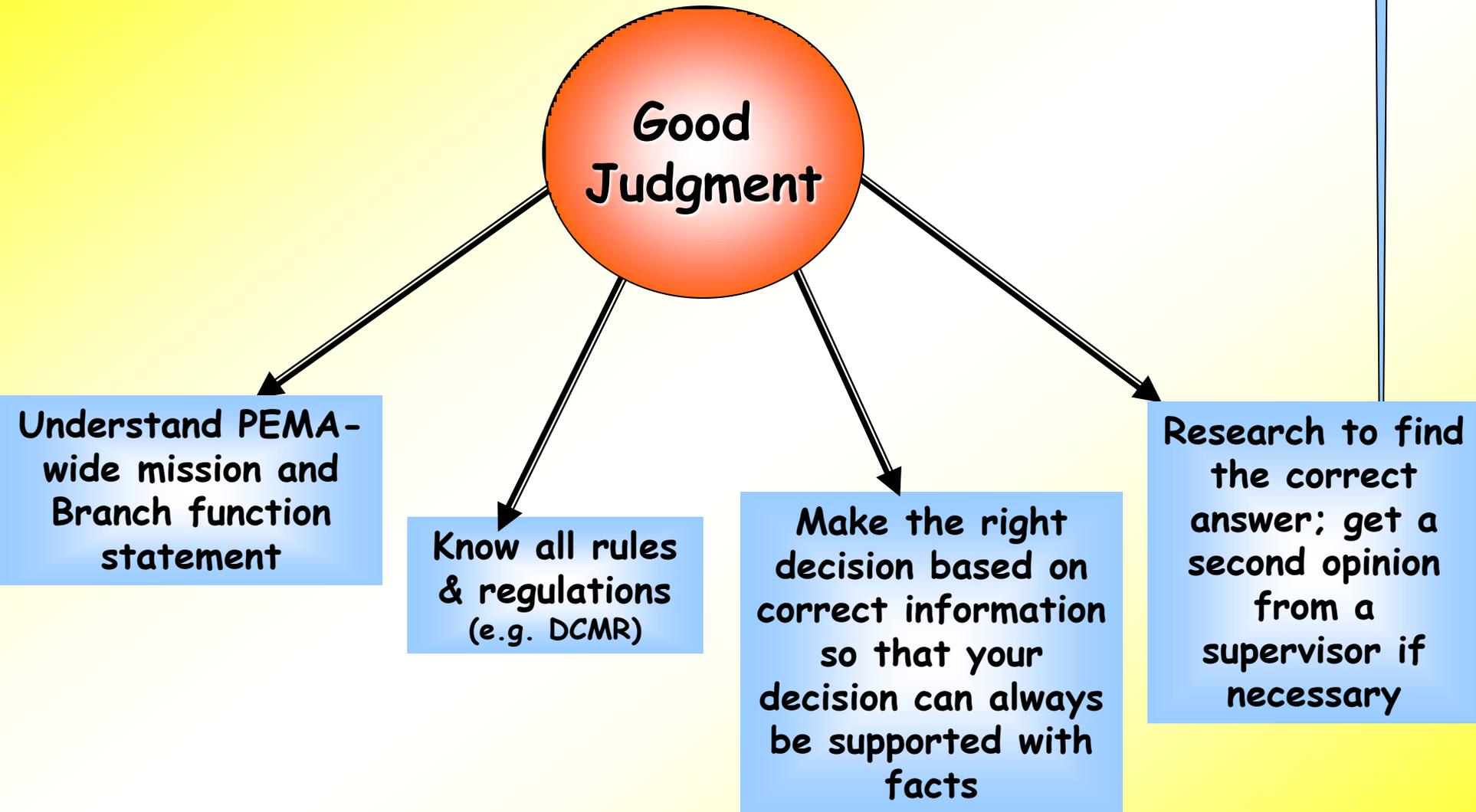
Parking Enforcement Overview

Introduction to Parking Control

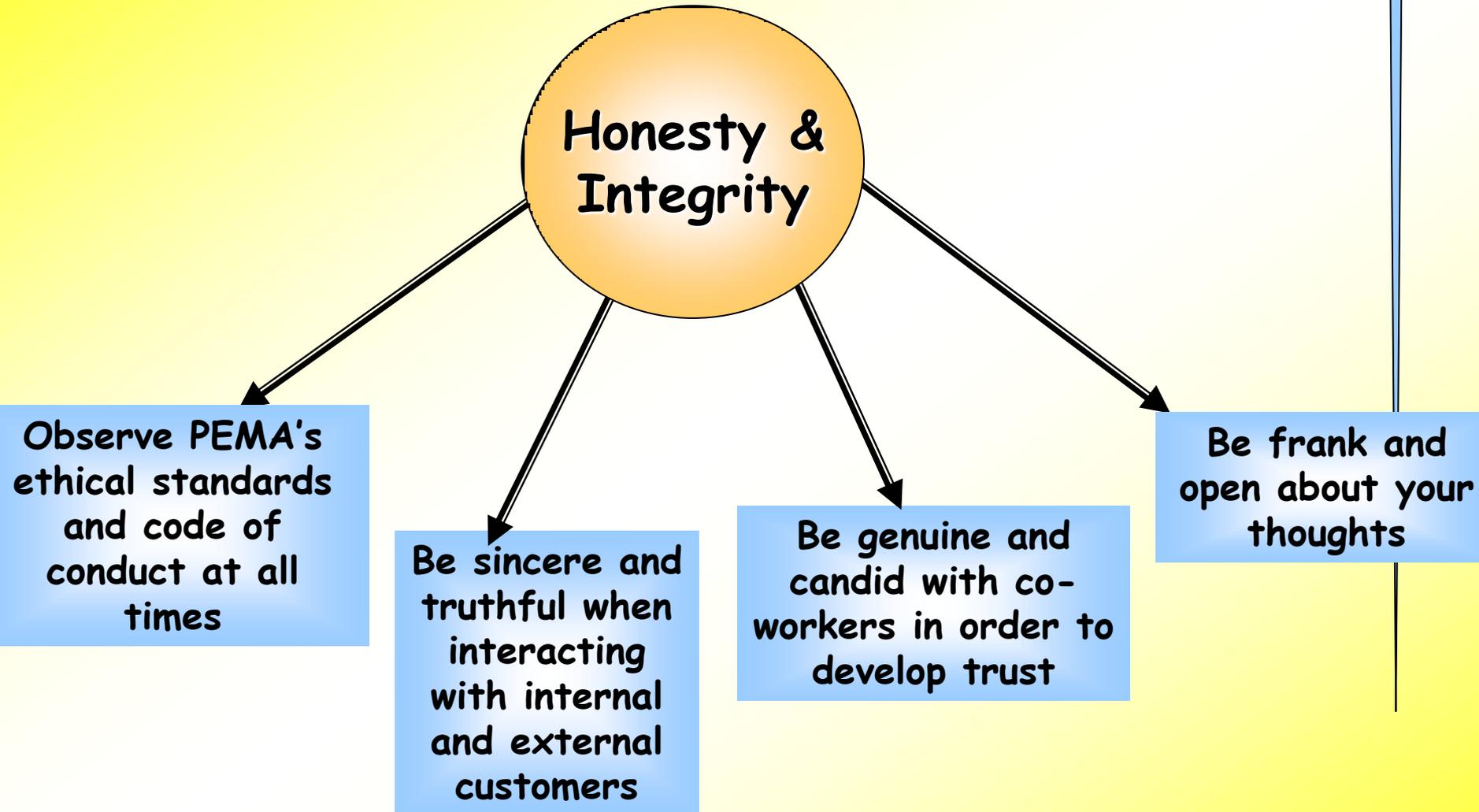
Welcome to Parking Enforcement Management Administration !



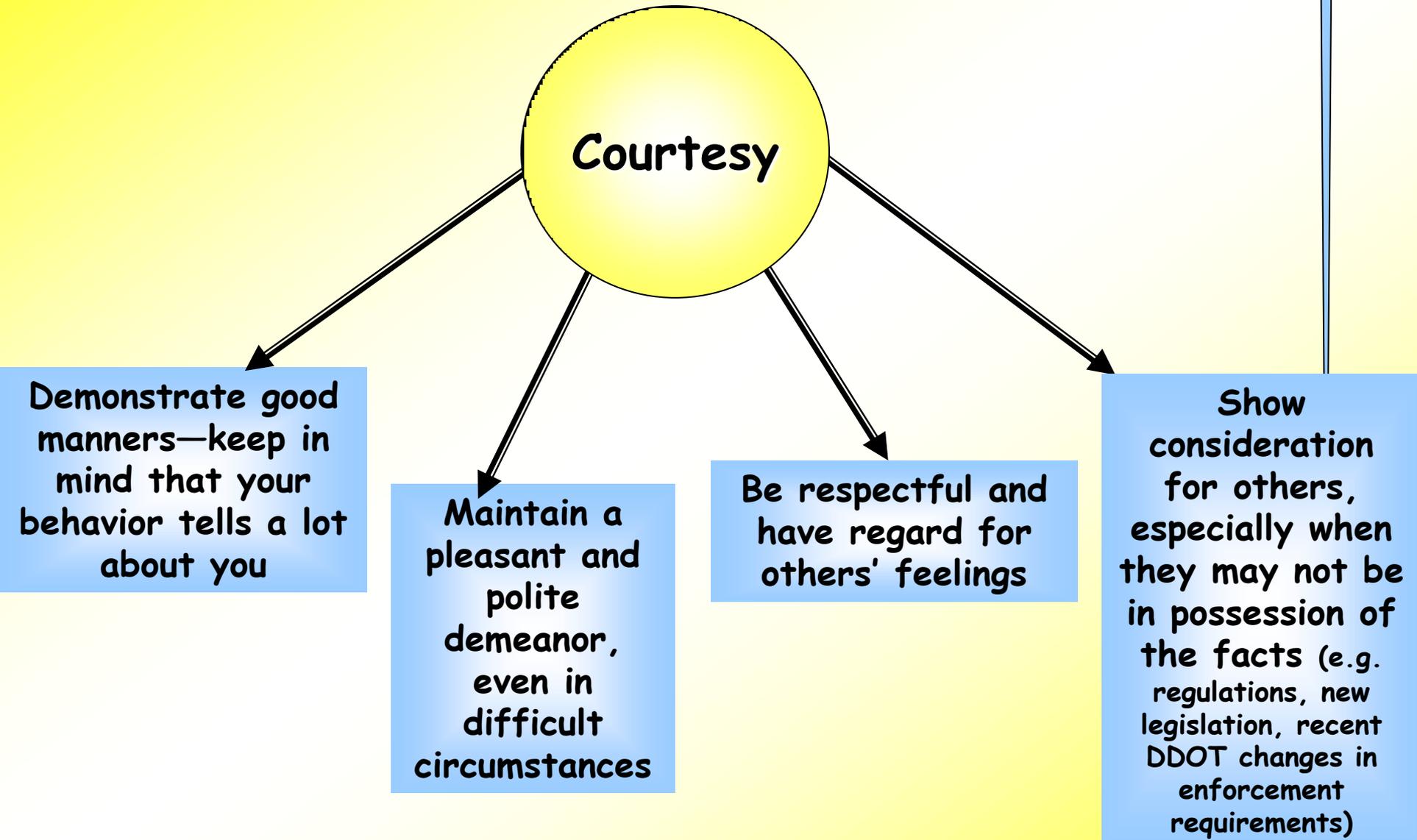
Introduction to Parking Control



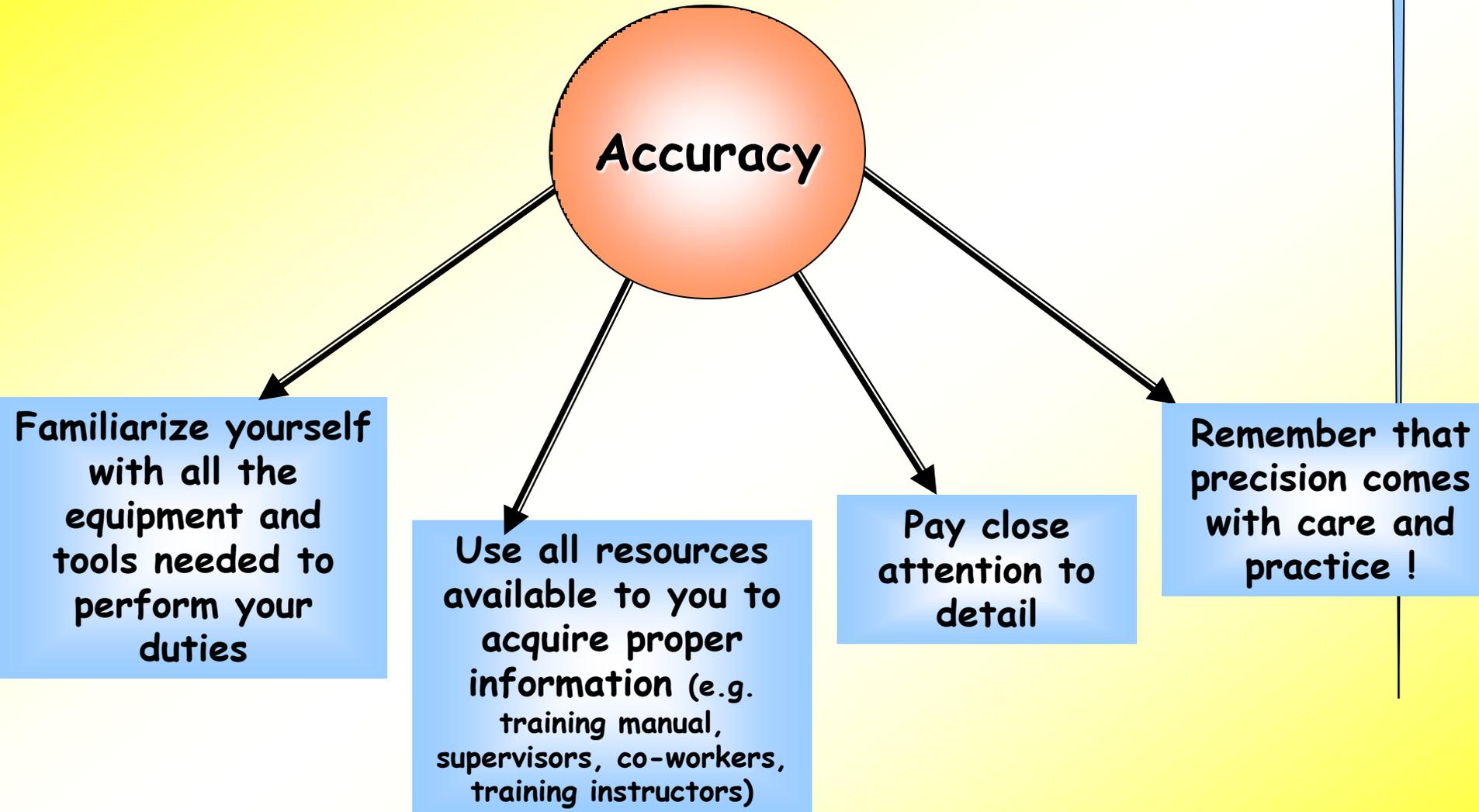
Introduction to Parking Control



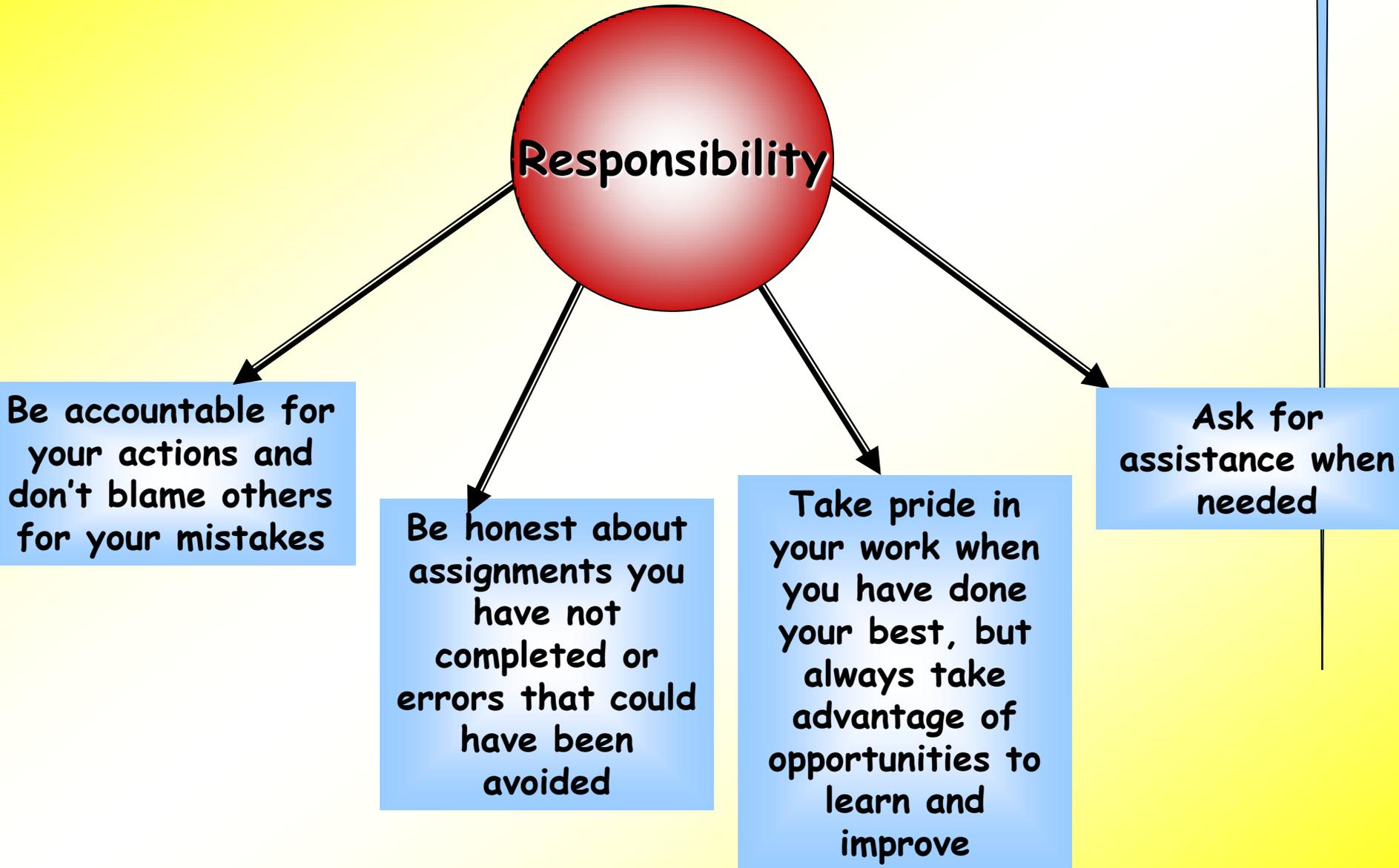
Introduction to Parking Control



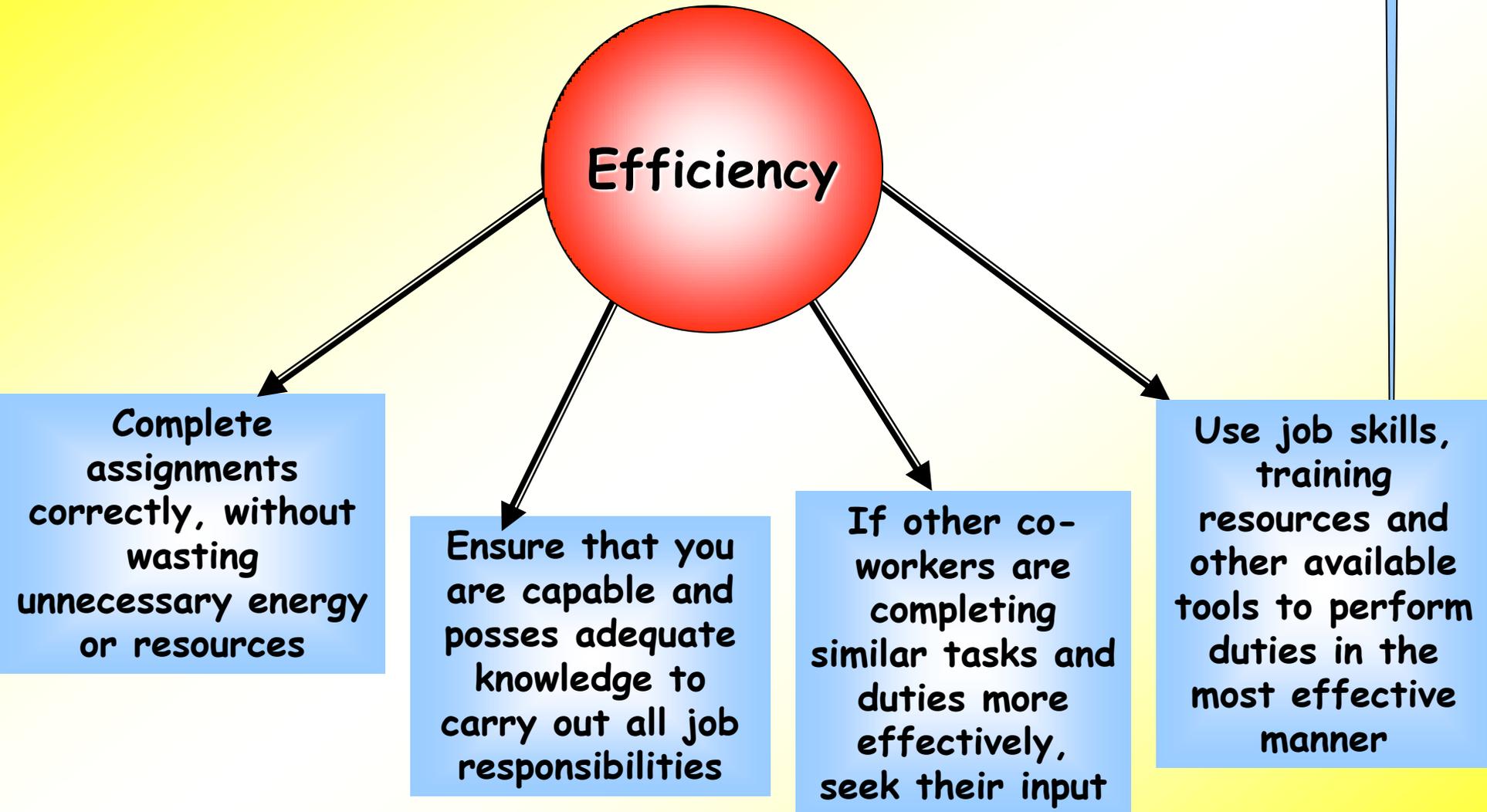
Introduction to Parking Control



Introduction to Parking Control



Introduction to Parking Control



Introduction to Parking Control

*Being a Parking Officer is an Important Job...
But Not an Easy One !*

Physical demands require up to 10 miles of walking per day to issue tickets

Parking tickets must be issued during all types of weather, including extreme heat, extreme cold, rain and snow

POs are highly visible and will interact with the public on a consistent basis

Parking Officers must : (1) control emotions when encountering negative reactions from the public (2) recognize the signs of an escalating conflict and (3) diffuse hostile situations

Branch Function Statement

To improve public safety, quality of life and economic competitiveness by enforcing parking regulations and vehicular safety, providing smooth traffic flow and increased access to short-term parking at meters and residential streets

Objectives of Parking Control

1

Increased parking availability so small businesses and residents are not overwhelmed by congestion from business districts that overburden parking resources

2

Smooth traffic flow and increased public and traffic safety so that :

- Intersections are clearly identified
- Fire hydrants, alleys and bus stops are accessible
- Bus travel times remain on-schedule
- Crosswalks remain clear
- Curbsides and/or moving lanes remain clear of delivery vehicles that impede traffic flow and endanger public safety
- Air pollution caused by traffic congestion is minimized

3

Enhanced Economic Activity

- Promote reasonable parking turnover so businesses are able to attract customers
- Avoid deterring prospective customers because of commuter-dominated parking

PARKING ENFORCEMENT MANAGEMENT

Section 2

Customer Service

WINNING AT CUSTOMER SERVICE

The difference between winning and failing at customer service is a matter of sensitivity, sincerity, attitude and human relations skills—all of which can be learned. It isn't enough to simply perform the duties of your job. You must also have the right approach !

SERVICE WINNERS

- ✓ Those with a positive attitude and a cheerful outlook
- ✓ Those who genuinely enjoy working with and for other people
- ✓ Those with the ability to put the customer on "center stage" rather than themselves
- ✓ Those with a high energy level and who enjoy a fast pace
- ✓ Those who view their job primarily as a human relations profession
- ✓ Those who are flexible and enjoy new demands and experiences

WINNING AT CUSTOMER SERVICE

SERVICE FAILURES

- ✗ Those who seem depressed or angry
- ✗ Those who would rather work alone or with "things"
- ✗ Those who need to be the center of attention
- ✗ Those who work at their own relaxed pace
- ✗ Those who consider technical aspects of the job more important than customer satisfaction
- ✗ Those who must have things happen in an orderly and predictable way
- ✗ Those who need others to know that they are right

BODY LANGUAGE

Did you know that body language can account for more than half of the messages you communicate? Here is a body language checklist. See if you answer yes to any of these questions...

yes	no	Body Language Checklist
		Do you hold your head high and steady?
		Do your arms move in a natural, unaffected manner?
		Are your facial muscles relaxed and under control?
		Do you find it easy to maintain a natural smile?
		Is your body movement controlled, neither anxious nor too casual?
		Do you find it easy to maintain eye contact with people you are talking to?

BODY LANGUAGE

Body Language Exercise. Body language is an important way that we communicate nonverbal messages. Can you describe the possible messages these forms of body language send to customers?

POSITIVE MESSAGES	NEGATIVE MESSAGES
Face is relaxed & under control	Face is anxious & uptight
Smile is natural & comfortable	Smile is missing or forced
Eye contact is maintained when talking and listening to others	Eye contact is avoided when talking & listening to others
Body movement is relaxed, yet deliberate & controlled	Body movement is agitated and rushed

DPW Customer Service Guidelines

Our objective is to provide our customers with high quality service delivery

- ✓ Always treat customers with empathy, courtesy and respect.
- ✓ Answer customer's questions with accurate, objective information that appropriately manages customer expectations.
- ✓ Put customers in touch with the organizational unit that can solve their problem with the fewest number of calls, using a "no run-around" approach to customer service.
- ✓ Provide educational information to customers about the resources we manage, they use, and the laws and regulations governing their use.
- ✓ Be flexible in educational materials and conversation to effectively accommodate our diverse customer base, specifically using language that our customers can easily understand.

DPW Customer Service Guidelines

Our objective is to provide our customers with high quality service delivery

- ✓ Ask for and consider customers and employee's ideas about agency plans, programs, and services. Encourage them to provide feedback.
- ✓ Promptly respond to our customers concerns and complaints, and follow-up on their suggestions. These activities should be performed on an equitable basis, regardless of customers geographic location and position/standing, internally or externally.
- ✓ Give workers reasonable freedom to exercise good judgment to make decisions that minimize the impact of "gray areas" on the customer. Workers should be allowed to investigate customers concern and respond accordingly. It's acceptable to say "I don't know; I will look into it and get back to you, " thus alleviating the pressure of immediately providing and accurate response..

DEALING WITH CONFLICT

Conflicts occur everyday—with constituents, co-workers, supervisors, and even loved ones. We can't escape them, but we can learn how to handle them better.

Become aware of our reactions in conflict situations

Practice *and* patience are required to deal with irate customers

CUSTOMER

Remember that customers are also under pressure. Resolving conflict can lead to resolving problems

Learning to be comfortable with our ability to manage conflict can reduce our stress level during difficult situations

DEALING WITH CONFLICT

GETTING DIFFICULT CUSTOMERS ON YOUR SIDE

- ✓ Don't take it personally.
- ✓ Remain calm. Listen carefully—give customers the opportunity to vent.
- ✓ Focus on the problem not the person.
- ✓ Respect the customer as a person.
- ✓ Make firm positive statements when explaining any situation.
- ✓ When all else fails, ask for help.

PARKING ENFORCEMENT MANAGEMENT



Section 3 Personnel Policies

Employee Leave Policies & Procedures

- Supervisors continually review employee leave records to monitor the use of leave.
- In cases of suspected abuse or excessive use of leave, employees will be counseled in accordance with the DPM and the Collective Bargaining Agreement between the Department of Public Works and the American Federation of Government Employees (AFGE) Local 1975. Failure to improve after counseling may result in further disciplinary action.
- The minimum charge for leave (i.e. Annual, Sick, LWOP, AWOL), is one hour. Additional leave is charged in multiples of one hour.
- Absences on separate days are not combined if, for example, an employee is absent a half hour on two separate days, the minimum charge is two hours.
- If an employee is unavoidable or necessarily absent for less than one hour or tardy, s/he may be excused without charge to leave. When an employee is charged with leave s/he is not required to perform work for any part of that leave period.

Employee Leave

ANNUAL LEAVE

- Annual Leave permits an employee to be absent from duty without losing pay for the following purposes:
 - ✓ To allow every employee an annual vacation period of extended leave for rest and recreation
 - ✓ To provide periods of time off for personal emergency.
- Requests for Annual Leave must be submitted to the employee's immediate supervisor, (or designee) on a completed "Application for Leave" (DSCF-71) form at least 24 hours in advance.
- The supervisor (or designee) will review the request, based on the reason and workload, and will forward the leave form to the Branch Manager with a recommendation for approval or disapproval.

Employee Leave

SICK LEAVE REQUESTS

- Sick Leave for medical, dental, or optical appointments should be requested as soon as the appointment has been confirmed. Employees should submit an "Application for Leave" form to the immediate supervisor.
- In all other situations, an employee must call his/her supervisor (or designee) *before* the tour of duty begins. If this is not possible, employees should call no later than two hours after the tour of duty begins on the first day of absence.
- At this time, the employee should inform the supervisor of the expected length of his/her confinement.
- Only the employee's immediate supervisor (or designee) has the authority to approve sick leave. Any deviation may result in a charge to Annual Leave or Absence Without Leave.
- Absences that last longer than three working days must be supported by a medical certificate (the reverse of the leave form or other similar statement).

Employee Leave

SICK LEAVE ABUSE

- When an employee uses sick leave at frequent intervals, the employee may be requested to visit his/her physician for a physical examination and to submit a statement from the physician as to the employee's physical condition.
- Where there is reason to believe that sick leave is being abused, the supervisor will notify the employee in writing that a medical certificate will be required for any future absence that is to be charged to sick leave, regardless of the duration.
- When it is determined that an absence is not properly chargeable to sick leave or annual leave, absence without leave (AWOL) will be charged. Unapproved absences may also be a basis for disciplinary action.

Employee Leave

PERSONAL EMERGENCY (EMERGENCY ANNUAL LEAVE)

- When possible, an employee must call his/her immediate supervisor before the beginning of his/her tour of duty to request emergency annual leave.
- Only the employee's immediate supervisor (or designee) has the authority to approve emergency annual leave (unless otherwise notified).
- The request for emergency annual leave may be made in the following order:
 - 1) Shift Coordinator
 - 2) Assistant Branch Manager
 - 3) Branch Manager

Employee Leave

VACATION SCHEDULING

- Your supervisor will develop a tentative leave schedule for the use of Annual Leave early in the leave year.
- The leave schedule accommodates vacations on a staggered basis throughout the year.
- On the basis of mutual agreement between the employees and their supervisor, a vacation period should be scheduled in a way that provides the least amount of interruption to the operation.
- These schedules may, of course, be revised from time to time.

Employee Leave

LEAVE WITHOUT PAY (LWOP)

- Leave Without Pay is an approved absence from duty in a non-pay status.
- LWOP is granted upon the employee's request and may be authorized whether or not the employee has annual or sick leave and regardless of the type of appointment held by the employee (i.e., permanent, temporary, etc.).
- The authorization of leave without pay is a matter of administrative discretion.
- Other than the exceptions listed below, employees cannot demand that they be granted LWOP as a matter of right. The exceptions are:
 - Disabled veterans needing medical treatment
 - Reservists and National Guardsmen/women needing Leave Without Pay for military training duties.

Employee Leave

LEAVE WITHOUT PAY (LWOP) cont'd

- An employee is required to be in a LWOP status when receiving disability compensation from the office of Workers' Compensation Program. Other situations in which an employee may be granted LWOP include:
 - When an employee lacks sufficient annual or sick leave to cover a portion or a period of approved leave
 - When an employee has suffered a job-related injury and is pursuing a compensation claim
 - When an employee furthers his/her education, providing that the successful completion of the course will contribute to the work of the agency

Employee Leave

ABSENCE WITHOUT OFFICIAL LEAVE (AWOL)

- Absence Without Official Leave is any absence from duty that has not been granted or approved.
- In these cases, pay is denied for the entire period of absence.
- This unauthorized absence may lead to disciplinary action, particularly after an employee has been previously cautioned.

The following actions may result in a charge of AWOL:

- ✓ Failure to report for work as scheduled
- ✓ Failure to call before the tour of duty to explain reason for absence and request approval of leave
- ✓ Failure to request sick leave within the first two hours of the tour of duty on the first day of absence or failure to call for a request of sick leave when the absence is longer than expected
- ✓ Failure to produce appropriate documentation to support absence when requested by superior
- ✓ Walking off the job (or absence from work site)
- ✓ Excessive tardiness
- ✓ Failure to provide proof for emergency leave when requested by a supervisor

Employee Leave

ABSENCE WITHOUT OFFICIAL LEAVE (AWOL) cont'd

- An employee will be given detailed information regarding the AWOL charge in order to be made aware of the reasons for the charge.
- A supervisor will notify the employee of the AWOL charge, in writing, indicating the date(s) and time involved, the total number of hours for each date and the reason(s) for the charge to AWOL.
- Employees charged with AWOL are subject to disciplinary action, which could lead to corrective/ adverse action.

Employee Leave

COURT LEAVE

- Court Leave is the authorized absence, without loss of pay, leave, or credit for time of services, when an employee is summoned by a court or other authority to serve as a juror or as a witness.
- A summons is an official request, invitation, or call, in writing, from the court or other judicial authority.
- Only a summons to serve as a juror or as a witness will qualify an employee for court leave.
- A voluntary appearance does not entitle an employee to court leave.
- An employee who is a witness for a private party is not entitled to court leave.
- Employees excused for less than one full day should not be expected to return to work unless they are able to work at least two hours of their regular work shift.
- An employee is required to return to the District any compensation received for jury duty while on court leave.

Ethics

PEMA CODE OF ETHICS

- ✓ ***Accountability***
 - Assume responsibility for a specific set of duties
 - Always be prepared to answer questions related to your job function
- ✓ ***Fairness***
 - Conduct operations without displaying favoritism
 - Treat all employees equally, with dignity and respect
- ✓ ***Integrity***
 - Uphold ethical and moral standards in the workplace
 - Conduct operations in a professional manner at all times and maintain honesty in decision making
- ✓ ***Teamwork***
 - Work together to achieve a common purpose or goal
 - Actively participate and share ideas & responsibilities in order to foster a positive work environment
- ✓ ***Trust***
 - Be reliable, truthful and sincere in order to build confidence among co-workers
 - Depend on one another to carry out assignments accurately and on-time

Ethics - General Conduct

- Employees of the Parking Control Branch shall maintain a high level of ethical conduct at all times concerning the performance of official duties.
- Employees shall never share information pertaining to their job that has not been officially given to the general public.

Ethics - General Conduct

- District employees shall avoid action that might result in or create the appearance of the following :
 - Using employment or position for private gain
 - Giving preferential or selective treatment to any person
 - Impeding government efficiency or economy
 - Losing complete independence or impartiality
 - Making a government decision outside official channels or
 - Negatively affecting the confidence of the public in the integrity of government
- An employee shall directly report any misconduct concerning criminal or corrupt activity on the part of another District employee to his or her agency head and to the Office of the Inspector General (IG).
 - No coercion, harassment or retaliatory action shall be taken against an employee acting in good faith to report misconduct

Ethics - Policy on Gifts

- An employee should never solicit or accept any gifts—whether in the form of money, a loan, promise or any other form where it could be reasonably perceived that the gift was intended to influence the employee in the performance of official duties.
- District government employees may not accept gifts or party/event invitations from people who:
 - Have, or are seeking contractual or other business or financial relations with the D.C. government;
 - Conduct operations or activities that are subject to regulation by the D.C. government; or
 - Have an interest that may be favorably affected by the performance or non-performance of an employee's official responsibilities
- Any gift received from someone in the above categories should be returned or donated to a neighborhood charity. If the gift is perishable, (such as baked goods, fruit, or flowers) and is thus difficult or impractical to return or donate, it may be placed in a public location and shared with others in the office.

Ethics - Policy on Gifts

GIFTS cont'd

- Employees are not allowed to ask for contributions from other employees for a gift to official superiors, make donations to an official superior, or accept gifts from other employees who receive less pay. The exception to this rule is voluntary gifts (of a small value) given on special infrequent occasions such as marriage, illness, or retirement.
 - Gifts for a holiday, such as Christmas, do not fall under this "special occasion" exception. Therefore, this rule prohibits an employee from accepting a holiday gift from his or her subordinate or from an employee that receives less pay.
- Some restrictions also apply to gifts given by officials, agents and employees of foreign governments to District government employees, their spouses or dependents. If you receive a gift, you should notify your supervisor and request that s/he contact your Administrator.

Essential Employee Designation

- **Essential Employee Designation** means that you may be required to do the following in a situation determined to be a public emergency, critical condition, or a hazardous sanitation condition:
 - Remain at your duty station when a condition is declared that results in an early dismissal for other employees;
 - Report to your duty station on time and as scheduled when a condition and/or emergency develops during non-work hours which results in the closing of District offices
- You must provide your supervisor with appropriate contact information so you can be reached if one of these events takes place.
- If such an emergency situation occurs (for example a snow storm) and you cannot be reached at the number you gave to your supervisor, you are required to contact your supervisor and report to work if asked to do so.
- Failure to report for duty in these emergencies is considered being "Absent Without Official Leave (AWOL)," which could result in a reprimand and/or suspension.

PEMA Workplace Conduct Policy

The following Workplace Conduct Statements reflect our ongoing commitment to improve our work environment and raise the level of professionalism at Parking Services :

Sexual Harassment

No PEMA employee shall engage in behavior that constitutes sexual harassment. This includes, but is not limited to: unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature.

Use of Profanity

No PEMA employee shall be insubordinate, impudent to superiors or engage in the use of profanity, obscenity, or abusive language with co-workers or the public.

Workplace Violence

No PEMA employee shall strike or threaten to strike any other person with the intent to cause bodily harm and/or injury, except in self defense *to prevent an assault or attack*.

Use of Illegal Drugs or Alcohol

No PEMA employee shall use or consume alcoholic beverages or illegal drugs while on duty at the Parking Services Administration or anywhere within the DC Government. The District of Columbia Government is a drug and alcohol free workplace.

Infractions of any of the above policies constitute grounds for severe disciplinary action, including immediate termination.

PARKING ENFORCEMENT MANAGEMENT

Section 4

Standard Operating Procedures

PARKING ENFORCEMENT MANAGEMENT

Section 5

General Information

Cellular Radio Information



GENERAL INSTRUCTIONS

- When the radio is first issued, make sure the battery is fresh and well-charged.
- Turn on the volume switch and adjust it to a comfortable hearing level.
- Contact the Dispatcher and perform a radio check (if your transmission is weak, get a battery or another radio before leaving Headquarters).
- When transmitting, hold the radio upright with the antenna in a vertical position and the speaker approximately two inches from your mouth. Push the *transmit* button, and pause for two seconds before speaking in a clear and normal tone.
- Keep messages short and to the point.
- Use the 10-code and alpha-numeric system when sending messages.
- Requests that are dispatched in your assigned area must be completed quickly.
- You should be listening to your radio at all times.
- *note: whenever using a radio inside any vehicle or building, your transmitting and receiving range may cause poor reception and transmission.

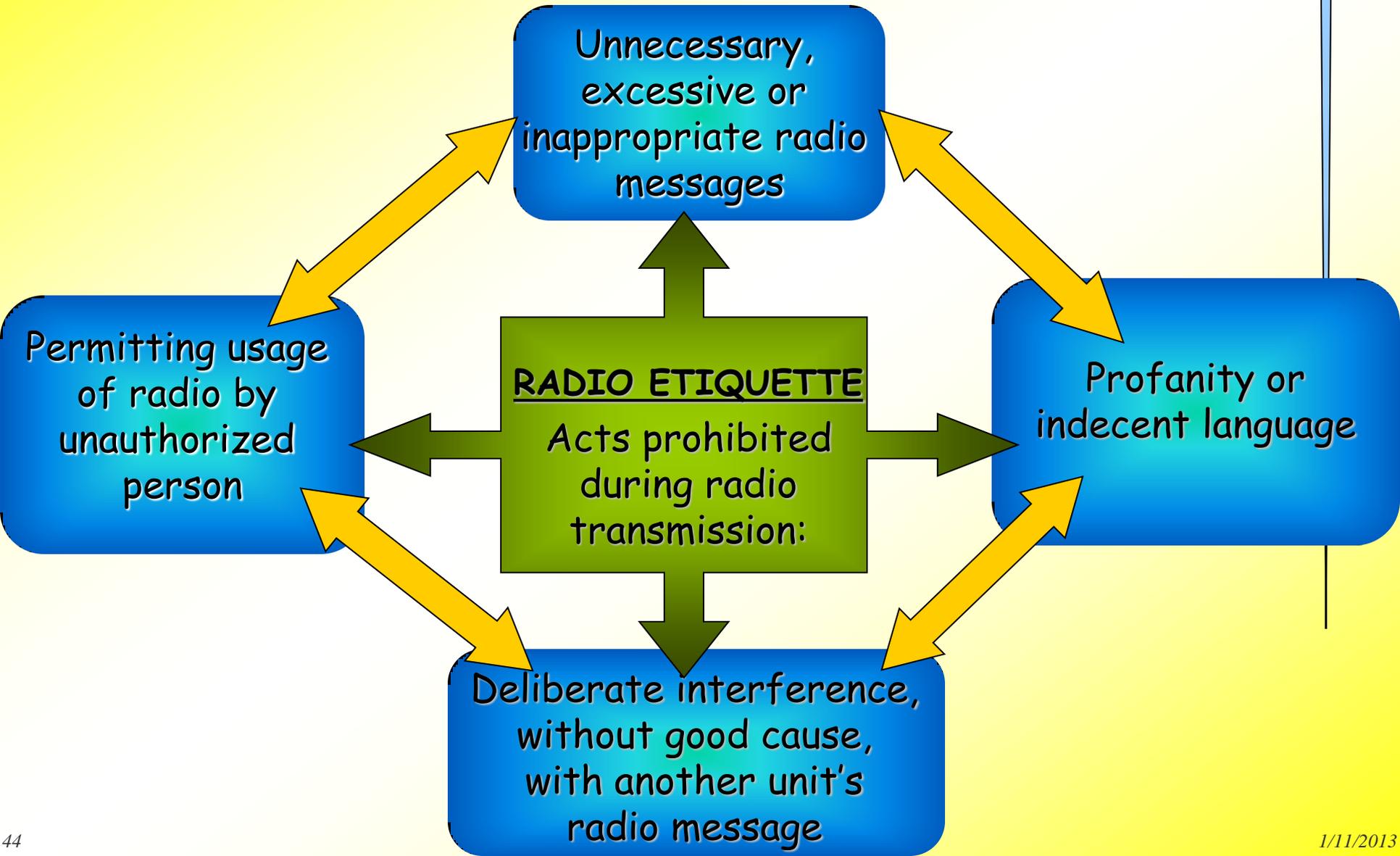
Cellular Radio Information



CARE OF CELLULAR RADIOS

- Parking Officers are required to carry their radio in the approved carrying case that is either attached to the uniform belt or equipped with a shoulder strap.
- Remember, your radio is extremely important — not only for reporting vehicles to be towed and maintaining contact between supervisors and POs—but also in terms of personal safety and monetary worth.
- It is Department policy that each Parking Officer is solely responsible for the radio's security and s/he will be held accountable for loss of or damage to the radio.
 - Cellular radio loss or damage is thoroughly investigated and evaluated on case-by-case basis.
 - If negligence is demonstrated, the user may be required to reimburse the Department for the loss or damage and appropriate disciplinary action will be recommended.
- In order to protect this valuable Department property, POs shall always retain personal possession of their radios, unless relieved of responsibility by their supervisor.
- Radios shall not be left out of sight or unattended even within the Parking Control Branch Office or in Department vehicles.

Cellular Radio Information



Cellular Radio Information

Parking Officers must use appropriate codes to ensure accurate verbal messages. These codes appear in the following tables.

Transmission Codes

Signal Codes

Alphabetic Codes

Cellular Radio Information

A. Ten Code Series For Radio Transmission

10-1 Unable to copy	10-10 Stand-by
10-4 Acknowledge	10-20 State your location
10-7 Out of service	10-22 Disregard or cancel
10-8 In service	10-33 Emergency in process

C. Alphanumeric Codes

"A" as in Adam	"J" as in John	"S" as in Sam
"B" as in Baker	"K" as in King	"T" as in Tom
"C" as in Charles	"L" as in Lincoln	"U" as in Union
"D" as in David	"M" as in Mary	"V" as in Victor
"E" as in Edward	"N" as in Nancy	"W" as in William
"F" as in Frank	"O" as in Ocean	"X" as in X-ray
"G" as in George	"P" as in Paul	"Y" as in Young
"H" as in Henry	"Q" as in Queen	"Z" as in Zebra
"I" as in Ida	"R" as in Robert	

Government Vehicles

When driving an official government vehicle, you must carry a valid driver's license from the state in which you reside

Official government Vehicles may only be used in the performance of District government business and/or related work activities, defined as *official duties*

THE RULES

Since the definition of official duties does not include travel between employee residences and work sites, there are no official take-home vehicles.

Vehicles must always be operated in a safe and efficient manner, following all safety and legal requirements of DC and/or any other jurisdiction where you are driving.

Government Vehicles

Remember to take good notes!...Parking Officers are expected to do the following:

Record the number of miles driven

Record the purpose the vehicle was used for

Record the exact dates and times the vehicle is in your possession

Report all accidents, incidents, moving and parking violations to immediate supervisor

Record the physical condition of the vehicle before and after assignment

Adjudicate and/or pay for any parking and moving tickets you receive while the vehicle is in your possession.

DC Geography

Diagonal streets
have state names.

East-West
streets are
alphabetical

Generally, the streets
in the District run
three ways :

- East-West,
- North-South
- Diagonally

North-South
streets are
numerical

➤ Alphabets begin with A on each side of East Capitol Street and the Mall.

➤ Once the letters of the alphabet are exhausted, the streets have two-syllable names, then three-syllable names, and then names of trees and flowers—all in alphabetical order.

➤ Numbers begin on each side of North and South Capitol Streets.

➤ The first street on each side is First Street, the next is Second Street, and so on.

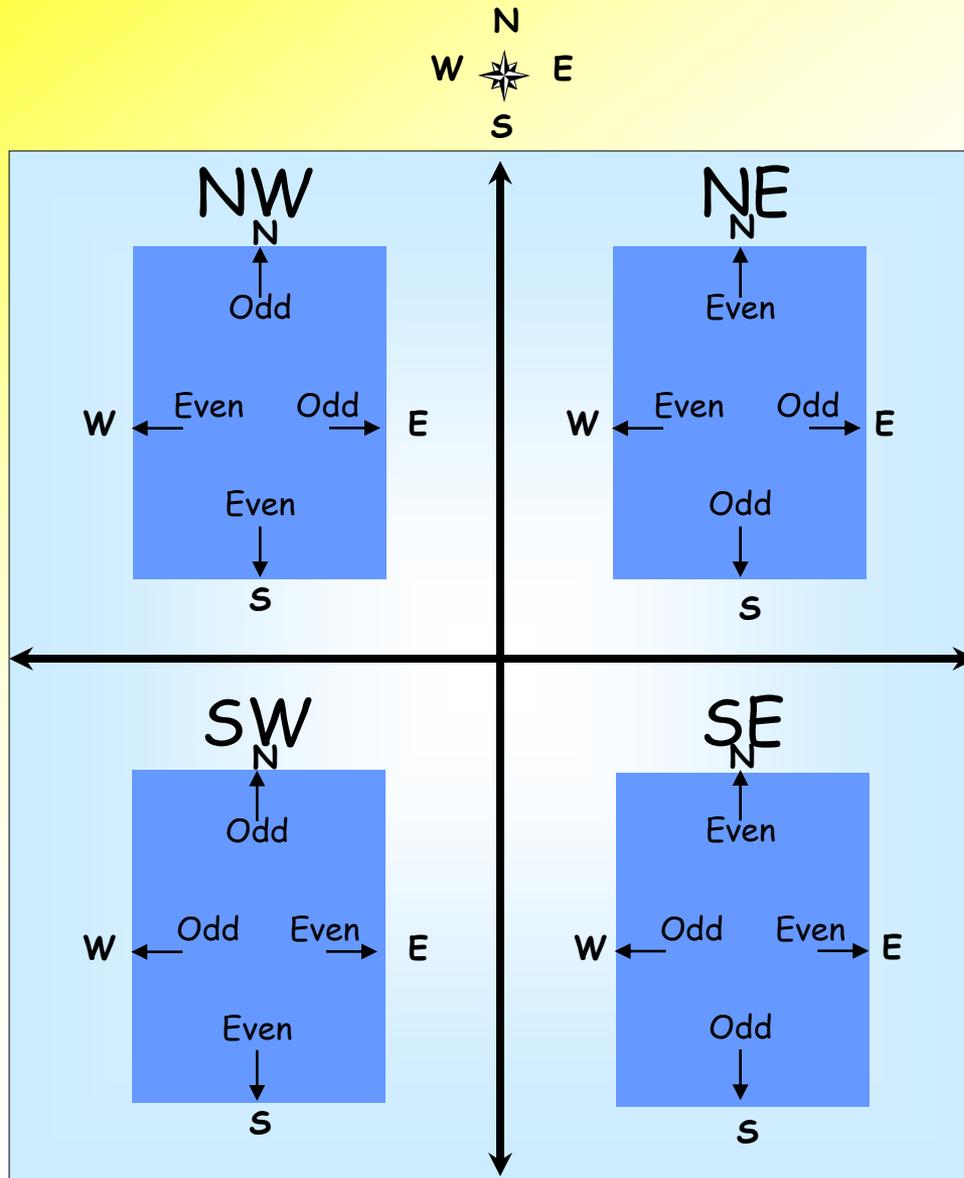
DC Geography

The District is divided into four quadrants by the intersection at the U.S. Capitol of East Capitol Street and the Mall with North and South Capitol Streets.

These four quadrants are : Northwest (NW), Northeast (NE), Southwest (SW), and Southeast (SE).

District streets are identified with a name and the section of the city in which they are located. For example:
Pennsylvania Ave, NW;
Pennsylvania Ave, SE

DC Geography



How Each Side of the Street is Numbered

When in Northwest:

1. The North side is odd and the East side is odd (N&E=Odd).
2. The South side is even and the West side is even (S&W=Even).

When in Northeast:

1. The South side is odd and the East side is odd (S&E=Odd).
2. The North side is even and the West side is even (N&W=Even).

When in Southwest:

1. The North side is odd and the West side is odd (N&W=Odd).
2. The South side is even and the East side is even (S&E=Even).

When in Southeast:

1. The South side is odd and the West side is odd (S&W=Odd).
2. The North side is even and the East Side is even (N&E=Even).

DC Geography

In Northwest and Northeast, numerical addresses get higher when you are traveling North and lower when you are traveling South.

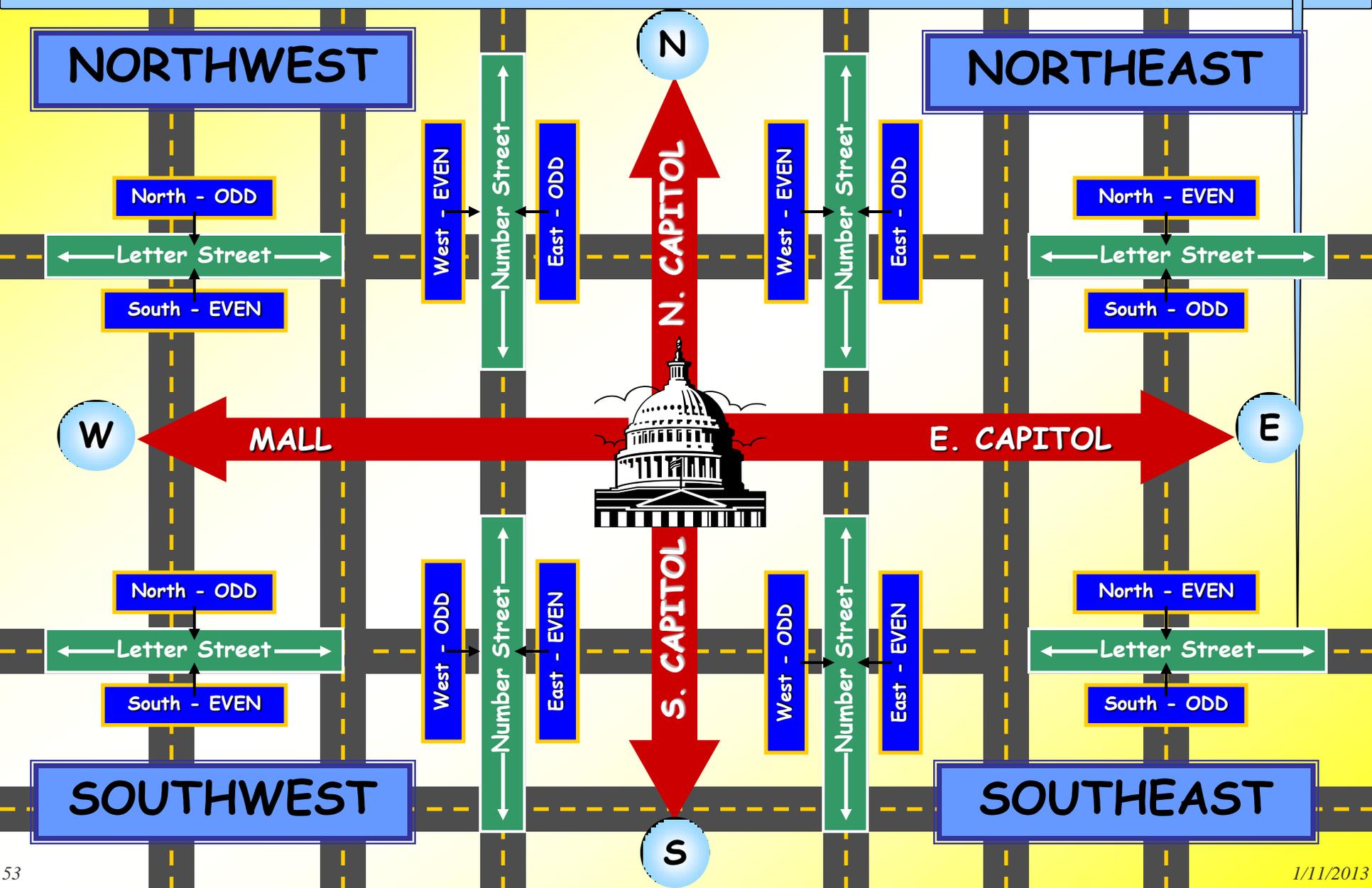
In Southwest and Southeast, numerical addresses get higher when you are traveling South and lower when you are traveling North.

How to Know What Direction You Are Traveling

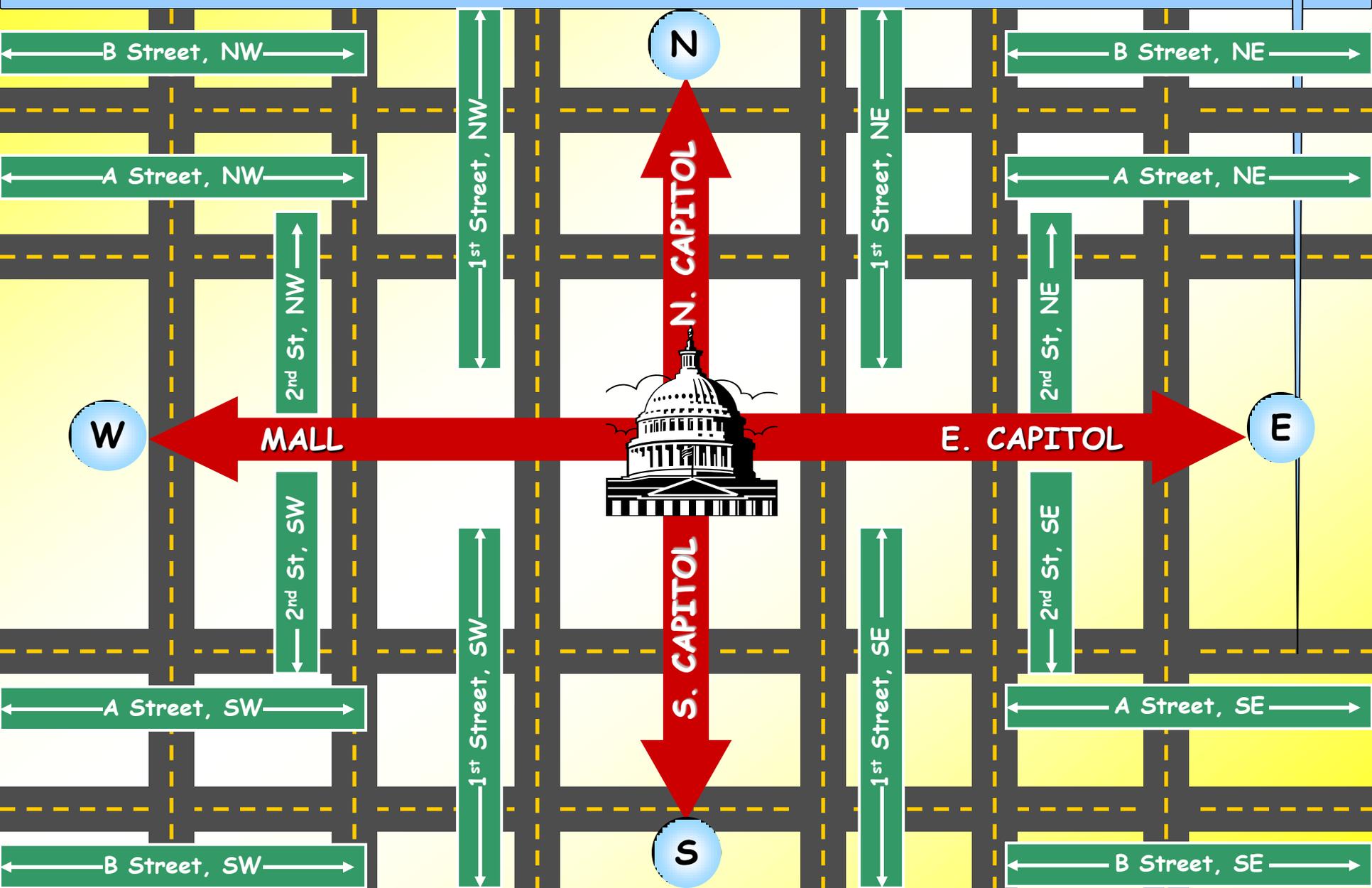
In Northeast and Southeast, alphabetical addresses get higher when traveling East and lower when traveling West.

In Northeast and Southeast, alphabetical addresses get higher when traveling East and lower when traveling West.

DC Geography



DC Geography



DC Geography



DC Geography

DC LANDMARKS & ATTRACTIONS

Attraction	Address/Approx. Location
Agriculture Department	1400 Independence Ave., SW
Air and Space Museum	600 Independence Ave. SW
Aquarium, National	14 th & Constitution Ave., NW
Archives, National	PA Ave. at 7 th St., NW
Arlington National Cemetery	Virginia side of the Potomac River, across Memorial Bridge from Washington, D.C.
Arena Stage	1101 6 th St., SW
Bethune Museum	1318 Vermont Ave, NW
Bureau of Engraving	14 th & C St., SW
Capitol, U.S.	First Street Between Independence Ave & Constitution Ave.
Commerce Department	14 th & Constitution Ave., NW
Constitution Hall	1776 D Street, NW
Convention Center	801 Mt. Vernon Place, NW
Dumbarton Oaks	1703 32 nd St., NW, between R & S
FBI Building	935 Pennsylvania Ave., NW

DC Geography

DC LANDMARKS & ATTRACTIONS

Attraction	Address/Approx. Location
Folger Theater	201 East Capitol St., SE
Ford Theater	511 10th St., NW
Frederick Douglas Home	1411 W St., SE
Health, Education and Welfare	400 Maryland Ave., SW
Interior Department	1849 C St., NW
Internal Revenue Service	12th St. & Constitution Ave., NW
Jefferson Memorial	East Basin Drive, SW
Justice Department	950 Pennsylvania Ave., NW
Kennedy Center	2700 F St., NW
Labor Department	200 Constitution Ave, NW
Library of Congress	101 Independence Ave., SE
Martin Luther King, Jr. Library	901 G Street NW
National Arboretum	3501 New York Ave., NE
National Cathedral	3001 Wisconsin Ave., NW
National Gallery of Art	Between 3rd & 9th Streets NE at Constitution Ave

DC Geography

DC LANDMARKS & ATTRACTIONS

Attraction	Address/Approximate Location
National Shrine	4th St. & Michigan Ave, NE
National Theater	1321 Pennsylvania Ave., NW
National Zoo	3001 Connecticut Ave., NW
Robert F. Kennedy Stadium	2400 East Capitol St., NE
Smithsonian Natural History	1000 Jefferson Dr., NW
State Department	2201 C Street NW
Supreme Court	1st St., NE between East Capitol & Constitution Ave.
Treasury Department	15th and Pennsylvania Ave., NW
Union Station	50 Mass Ave. NE
Verizon Center	601 F St., NW
Vietnam Memorial	Bacon Drive & Constitution Ave.
Warner Theater	500 Block 13 th Street, NW, between E & F
Washington Monument	15th & Constitution Ave., NW
Watergate Hotel	2650 Virginia Ave., NW
White House	1600 Pennsylvania Ave, NW