

PENTAGON RENOVATION

HELPLINE AND EMERGENCY HOTLINE

No. 98-11

1. Purpose

This document will set forth the policy and procedures relating to the establishment and staffing of a Pentagon HELPLine for responding to questions concerning the Pentagon Renovation Program and an Emergency Hotline and telephone tree to be used in emergency situations.

2. HELPLine Procedures

In order to provide a single point of entry for questions concerning the Pentagon Renovation Program, a dedicated telephone line, 697-HELP (697-4357), will be answered by a live voice from 6:30 am until 6 pm, Monday through Friday. At other times, voice mail and email will be provided to record callers' names and telephone and fax numbers and to provide the Defense Protective Service (DPS) emergency telephone number (697-5555).

A log of incoming calls listing the time of the call, the caller's name, organization, telephone number, email address, subject of the call, the person to whom the call was referred, the time of the return call, information provided, and follow-up required will be kept by the HELPLine staffer.

The HELPLine staffer will be provided a list of Frequently Asked Questions (FAQ), and answers, as well as a roster of Points of Contact for each functional and geographic IPT. Most calls will be referred initially to the Public Affairs IPT for assessment if the HELPLine staffer cannot provide an answer from the FAQ list.

3. Emergency Hotline and Telephone Tree

The Defense Protective Service provides service during emergencies which affect the operability of the Pentagon, such as fires, floods, power loss, etc. Notification of appropriate Pentagon Renovation Program personnel concerning emergencies relating to the Pentagon Renovation Program, renovation construction sites, or the Modular Office Complex will be made by DPS.

A list of Pentagon Renovation Program personnel, with office and home telephone numbers, beeper and/or cellular telephone numbers, updated periodically, will be provided to DPS. In order to limit the number of calls to be made by DPS emergency personnel, the Pentagon Renovation Program will provide a telephone tree. The first person contacted by DPS will call the next person on the list, who will call the next person, etc. Each functional and geographic IPT will have its own telephone tree to disseminate information within the IPT.