

Table of Contents

[Welcome 2](#_Toc350265591)

[Checklist to Prepare for Training 3](#_Toc350265592)

[Proof of U.S. Citizenship or Permanent Residency 4](#_Toc350265593)

[Training Location and Schedule 5](#_Toc350265594)

[Meals 7](#_Toc350265595)

[Transportation 8](#_Toc350265596)

[Hotel Accommodations 12](#_Toc350265597)

[Directions to the Hotels and NIST 15](#_Toc350265598)

[Examiner Training Expenses 18](#_Toc350265599)

# Welcome

Congratulations on being selected to serve as a volunteer on the Baldrige Program’s volunteer 2013 Board of Examiners!

As a Baldrige examiner, you provide a valuable service to your country by using your expertise to improve the performance of U.S. organizations.

We encourage you to take advantage of the incredible opportunity offered to you through Baldrige examiner training to learn from and network with the nation’s foremost performance excellence professionals.

This document is designed to help you with travel, lodging, and other logistical aspects of Baldrige examiner training*.* Familiarizing yourself with its contents will answer most of your questions concerning what to expect before and during examiner training. As you read through the online pages of this document, simply click on any item in the Document Map/Navigation Pane\* on the left side of this screen to automatically navigate to the subject indicated. Similarly, you can automatically navigate to any subject in the Table of Contents by pressing Ctrl+click.

*\*To activate the Document Map/Navigation Pane, please change your Word settings as follows:*

In Word 2010, on the **View** tab, in the **Show** group, click **Navigation Pane**

In Word 2007, on the **View** tab, in the **Show/Hide** group, click **Document Map**

In Word 2003 or earlier, click the **View** menu to select **Document Map.**

MAC users— In Word 2008, on the **View** tab please select **Navigation Pane** to open the document map.

# Checklist to Prepare for Training

* Read this document thoroughly!
* Make airline and hotel reservations (if necessary).
* Use the guidelines from your examiner selection notification to select your training week preferences. You will then receive an e-mail from the Baldrige office ([examinerlogistics@nist.gov](mailto:examinerlogistics@nist.gov)) confirming your selected training week.
* After you have received the confirmation e-mail, if you are planning on staying at the **Hilton Garden Inn and Homewood Suites** (the hotels), please call the hotels by midnight EDT on **Wednesday,** **April 5th,** to make your reservation using your credit card. Provide the hotels’ **reservation code** located on page 13.

Please contact the hotels directly if you have any changes or wish to cancel your reservation:

**Hilton Garden Inn: (877) 782-9444**

**Homewood Suites: (800) 225-5466**

* Make arrangements for ground transportation from the airport to the **Hilton Garden Inn and Homewood Suites**.
* Schedule adequate time to complete your prework assignments, including review of e-learning modules and partial completion of an Independent Review Scorebook (40–60 hours). **For questions related** to the **prework** assignment, please call **(877) 237-9064** (**select option 2 in the automated voicemail system**) or send an e-mail to [examtrng@nist.gov](mailto:examtrng@nist.gov).
* Print out and bring this **logistics information document** to assist you in traveling to and during training.

# Proof of U.S. Citizenship or Permanent Residency

To be a member of the volunteer Baldrige Board of Examiners, you must be a citizen of the United States or a permanent resident of the United States or its territories. If you served on the Board of Examiners in 2011 or later, you do not need to present proof of U.S. citizenship or residency again.

If you did not serve on the Board of Examiners in 2011 or later, you will need to present one of the following documents to verify U.S. citizenship or permanent residency:

* U.S. Passport
* Certified Birth Certificate Issued by the City, County, or State
* Consular Report of Birth Abroad or Certification of Birth
* Naturalization Certificate
* Certificate of Citizenship
* Permanent Resident Card

Should you have any questions, please call the Examiner Help Center at (877) 237-9064, Option 1.

# Training Location and Schedule

## Access to the NIST Campus

All training classes will be held at the National Institute of Standards and Technology (NIST) in Gaithersburg, Maryland. Transportation will be provided between the hotels and NIST during training. For those driving to training, NIST has free on-site parking—be prepared to present a photo ID and vehicle registration at the NIST front gate. All staff and visitors are required to wear a NIST-supplied badge at all times while on campus. This badge will be provided to you on the morning of your first training day, and you may be requested to show photo identification while on the NIST grounds.

## Dress and Average Temperatures

Casual business dress is appropriate for all examiner training events, including the Wednesday Baldrige Director’s Reception. Although the average temperature for the Washington, D.C., metropolitan area in May is 63° F, temperatures can vary between 50° F and 90° F. The area also can get a lot of rain during May. In addition, the temperature of the training classrooms can vary, so layered clothing is appropriate. Many examiner training participants bring sweaters or light jackets to class.

## Registration

Attendees of Senior Examiner Training and New Examiner Orientation will register for training in the hotels’ lobby on Monday evenings from 6:00 p.m.–7:00 p.m. and on Tuesday morning at the hotels from 7:00 a.m.–7:45 a.m. Examiner training participants living locally or not staying at the hotels may register at the NIST Administration Building (101) on Tuesday morning from 8:00 a.m.–8:30 a.m.

Examiners attending only the Examiner Preparation course will register for training in the hotels’ lobby on Tuesday evenings from 6:00 p.m.–7:00 p.m. or on Wednesday morning at the hotels from 7:00 a.m.–7:45 a.m. Examiner training participants living locally or not staying at the hotels may register at the NIST Administration Building (101) on Wednesday morning from 8:00 a.m.–8:30 a.m.

**ALL PARTICIPANTS IN THE EXAMINER TRAINING COURSE MUST PRESENT A GOVERNMENT-ISSUED PICTURE IDENTIFICATION. BALDRIGE EXAMINERS WHO HAVE NOT PREVIOUSLY DONE SO MUST ALSO PRESENT PROOF OF U.S. CITIZENSHIP. SEE PAGE 4 FOR A LIST OF THE ACCEPTABLE CITIZENSHIP DOCUMENTS**.

## Attendance and Class Times

Classes will start at 8:30 a.m. on Tuesday through Friday. On the first day of class, examiners who are driving to NIST should allow an extra 30 minutes to go through the NIST security process. Examiners are expected to print out and bring copies of their prework assignments as outlined in the prework assignment e-mail. Attendance is mandatory for all days of examiner training. Please plan to arrive at training on time each day and to remain for the full day, including Friday (classes end at approximately 5:00 p.m. on Tuesday, Wednesday, and Thursday, and at 1:30 p.m. on Friday). Examiners who do not stay through the end of training will not receive a certificate and will not be considered a member of the 2013 Board of Examiners.

## USE of Electronic Devices

The use of laptops and other electronic devices during class is discouraged. Examiner training participants will not have Internet access in the classroom. **NIST cannot be held responsible for stolen or damaged personal equipment.**

## Special AccomModations

Training rooms are located throughout the NIST Administration Building—some at a considerable distance from the main parking lot and bus drop-off location at the Administration Building. If you require special accommodations to reach these training rooms and did not note this when selecting your training week, please contact the Baldrige office at **(877) 237-9064** (**select option 1 in the automated voicemail system**) or send an e-mail to [examinerlogistics@nist.gov](mailto:examinerlogistics@nist.gov).

## Training Week Changes or Cancellations

E-Mail: [examinerlogistics@nist.gov](mailto:examinerlogistics@nist.gov)

Phone: **(877) 237-9064** (**select option 1 in the automated voicemail system**)

## Emergency Contact Information For Participants during Training Hours

Persons who need to contact you for an urgent reason during the training day may call the **Examiner Help Center at (877) 237-9064 (select option 1)**. A Baldrige staff member will deliver a message to you in your training room.

# Meals

NIST will provide lunch on Tuesday, Wednesday, Thursday, and Friday. A complimentary reception will be held at the hotels each evening.

## Breakfast

A complimentary hot breakfast will be available at the hotels from 6:30 a.m. to 7:30 a.m. The program will not provide breakfast at NIST.

## Lunch and Snacks

Lunches will be available at NIST on Tuesday, Wednesday, and Thursday. On Tuesday and Friday, a boxed lunch will be provided. Light snacks will be provided during all days of training.

## Tuesday Night No-Host Dinner

Interested examiner training participants may meet in the lobby of the hotels to form dinner parties. Check with the hotels for information on local restaurants.

## Wednesday Night Baldrige Director’s Reception

All examiner training participants are invited to attend a Baldrige Director’s Reception at the **Hilton Garden Inn and Homewood Suites** on Wednesday night during which Dr. Harry Hertz, director of the Baldrige Performance Excellence Program, will share changes to and other current information on the Baldrige Program. Attendance at this reception is limited to Baldrige Examiner Preparation course participants and Baldrige staff members.

# Transportation

## General Information

From the Airports to the Hotels

2013 Baldrige Examiner Preparation course participants are expected to make arrangements and pay for their own transportation to the hotels. Information on traveling from the airports to the **Hilton Garden Inn and Homewood Suites** begins on page 15.

To Class

NIST buses will pick up Baldrige Examiner Preparation course participants at the **Hilton Garden Inn and Homewood Suites** starting at 7:45 a.m. each morning. NIST buses also will return Baldrige Examiner Preparation course participants to the hotels at the end of each training day.

After Training on Friday

Complimentary shuttle service will be provided to the **Hilton Garden Inn and Homewood Suites**, the three area airports, and the Shady Grove Metro Station (Metro is the subway system servicing the Washington, D.C., metropolitan area) immediately after training on Friday afternoon. Transportation is reserved only for members of the Baldrige Program’s Board of Examiners and other training participants.

Friday Flight Reservations

Examiner training will end at 1:30 p.m. on Friday afternoon. Plan to leave NIST at 1:30 p.m. on Friday and, if flying, **schedule your flights to depart no earlier than 4:30 p.m. (EDT).**

## Airline and Rental Car PromotionS

The Baldrige Foundation is offering the following promotional discounts to the 2013 Baldrige Examiner Preparation course participants.

Baldrige Examiner Preparation course participants are eligible to receive a 2%–13% discount on **Delta and Delta Connections Airlines, American Airlines,** **United Airlines, United Express, Lufthansa, and All Nippon Airways airfares** (excluding first class) when attending the 2013 Examiner Preparation course! Discounts include flights into the three Washington DC – area major airports: Dulles International (IAD), Reagan National Airport (DCA), and Baltimore Washington International (BWI) Thurgood Marshall Airport. To receive the discount, see the following information:

**Delta and Delta Connections Airlines**

Delta Airlines reservations may be made at [www.delta.com](http://www.delta.com) with no fees applied. Reservations can also be made by calling 1-800-328-1111, however there will be a $25.00 fee. A 5% discount is available on Discounted/Restricted fares. A 10% discount is available on Full/Non Restricted fares.

Provide the following information when making your Delta Airlines reservation:

|  |  |  |
| --- | --- | --- |
| **Meeting Name** | **Travel Date Range** | **Meeting Event Code** |
| Malcolm Baldrige | April 1, 2013 through May 24, 2013 | NMFM5 |

**American Airlines**

American Airlines reservations may be made at [www.aa.com/group](http://www.aa.com/group) for no additional fees using the appropriate Authorization Code. Reservations can also be made at 1-800-433-1790 for a $25.00 fee.

There will be a different date range and authorization number for each training session. Training participants must choose the training session that they will be attending and choose the corresponding code. The name of the meeting will also differ based on date and training session chosen. Provide the following information when making your American Airlines reservations:

|  |  |  |
| --- | --- | --- |
| **Meeting Name** | **Travel Date Range** | **Authorization Code** |
| Malcolm Baldrige Training One | April 20 through April 29 | 2443DK |
| Malcolm Baldrige Training Two | April 27 through May 6 | 2543DK |
| Malcolm Baldrige Training Three | May 4 through May 13 | 3253DH |
| Malcolm Baldrige Training Four | May 11 through May 20 | 3353DH |

**United Airlines**

United Airlines reservations must be made at [www.united.com](http://www.united.com). No fees will be applied when reservations are made online. There is a $25.00 fee if the reservation line is called. Discounts range from 2% to 10% depending on the Ticket Class that is booked. An additional 3% discount is given to any published fare that is booked online at [www.united.com](http://www.united.com), giving a discount of between 5% and 13% in total. In order to receive the discount the Z Code **and** Agreement Code must be provided when making your reservation.

|  |  |  |
| --- | --- | --- |
| **Meeting Name** | **Travel Date Range** | **Authorization Code (Both the Z Code and Agreement code must be used to receive the discount)** |
| N/A | April 20, 2013 through May 20, 2013 | Z Code: ZPKG |
|  |  | Agreement Code: 297766 |

**Rental Car Discounts**

Baldrige Examiner Preparation course participants are also eligible to receive discounts on car rentals through **Avis, Budget, and Hertz Car Rental.** Reservations can be made by selecting the corresponding url below for each car rental company and following the directions on their websites to receive the discount for Malcolm Baldrige Examiner training participants.  All car levels are included in the discount.

**Avis**

<http://www.avis.com/car-rental/html/meetings/go2.html?AWD=D470083&NAME=Malcolm+Baldrige+&FDATE=04012013&TDATE=20130524&LOCATION2=&LOCATION1=Washington/Baltimore+Metro&ARCIATA=&EVENT=0&AA=0>

**Budget**

<http://www.budgetcarrental.com/budget/meetings/go.html?BCD=U011161&NAME=Malcolm+Baldrige+&FDATE=04012013&TDATE=05242013&LOCATION2=&LOCATION1=Washington/Baltimore+Metro&EVENT=0&IN=&AA=0>

**Hertz**

<https://www.hertz.com/rentacar/reservation/home?refererUrl=&searchString=&id=32457&LinkType=HZLK>

*Disclaimer: Delta, Delta Connections Airlines, American Airlines, United Airlines, United Express, Lufthansa, and all Nippon Airways, as well as Avis, Budget, and Hertz Car Rental have no official relationship with the Baldrige Foundation. These promotions are being offered as a convenience to the 2013 Baldrige Examiner Preparation course participants. The Baldrige Foundation does not endorse or guarantee the quality or services provided by these businesses.*

These promotional discounts apply only during the dates indicated and are made available only to 2013 Baldrige Examiner Preparation course participants.

## 

## Commercial Transportation Services

*Disclaimer: The following commercial businesses have no official relationship with NIST or the Baldrige Program. We provide this information as a convenience to NIST visitors and conference attendees. NIST and the Baldrige Program do not endorse or guarantee the quality or services provided by these businesses.*

### **Taxi Services**

**Action Taxi: (301) 840-1000**

**Barwood Cab: (301) 984-1900**

**Regency Taxi: (301) 990-9000**

### **Airport Transportation *(provides transportation to Dulles, Reagan National, and BWI Airports)***

**Super Shuttle: 1-800-BlueVan (1-800-258-3826) or go to** <http://www.supershuttle.com/Home.aspx>

**Supreme Shuttle: 1-800-590-0000 or go to** [http://www.supremeairportshuttle.com/index.html](http://www.supremeairportshuttle.com/index.html%20) **(Reagan National and Dulles only)**

### **Limousine Service *(provides transportation to Dulles, Reagan National, and BWI Airports)***

**Federal Airport Shuttle: (866) 721-2929 or (301) 528-2929 or go to** <http://federalairportshuttle.net/default.asp>

**Roadmaster Transportation: (301) 881-7200 or (800) 283-5634 or go to** <http://www.roadmastertransportation.com/index.html>

**United Transportation, Inc.: (888) 881-4443 or go to** <http://www.utilimo.net/default.asp>

### **Car Rental**

**Avis Rent A Car**

**701 Russell Avenue**

**Gaithersburg, MD**

**(240) 683-8954**

**Cenit Rent A Car**

**7324 Westmore Road**

**Rockville, MD**

**(301) 309-0808**

**Enterprise Rent A Car**

**2 Montgomery Village Ave.**

**Gaithersburg, MD**

**(301) 670-6272**

**Hertz Rent A Car**

**408 N. Frederick Ave.**

**Gaithersburg, MD**

**(301) 926-1132**

# Hotel Accommodations

**LODGING GUIDELINES**

You must wait to receive an e-mail from our office confirming your scheduled training dates before making your hotel reservation. Rooms are being held for Baldrige Examiner Preparation participants at the Hilton Garden Inn and Homewood Suites**.** Detailed information for making hotel reservations follows, beginning on page ?

Examiner training participants may choose to stay at different hotels or to commute daily (if living locally). If staying at a hotel other than the Hilton Garden Inn or Homewood Suites, examiner training participants will be responsible for providing their own transportation to and from NIST.

## Hotel Reservations

**HILTON GARDEN INN AND HOMEWOOD SUITES**

**14975 Shady Grove Rd.**

**Rockville, MD 20850**

Hilton Garden Inn: (877) 782-9444

Homewood Suites: (800) 225-5466

### Hotel Room Rates

Blocks of rooms have been reserved for examiner training participants at the Hilton Garden Inn ($175/night) and Homewood Suites ($185/night).

### Deadline for Making Hotel Reservations

**All reservations must be made by midnight, EDT, on Friday, April 5th**, to get the training block rate. It is advised that you book early; the special room rate will be available until **April 5th** or until the group block is sold out, whichever comes first.

## How to Make a Reservation at the Hilton Garden Inn and Homewood Suites

* Please call the Hilton Garden Inn at (877) 782-9444, Homewood Suites

at (800) 225-5466, or use the Web site link below.

### Making a Reservation by Telephone

If you call the hotels, inform the reservations clerk that you are attending Baldrige examiner training and be prepared to provide the appropriate block code (**see below**) for your arrival and departure dates. The block rate—Hilton Garden Inn ($175/night) and Homewood Suites ($185/night)—is available on a first-come, first-served basis.

The dates below represent check-in dates at the hotels.

### Hilton Garden Inn RESERVATION CODES by Training Week

|  |  |  |  |
| --- | --- | --- | --- |
|  | **SENIOR AND NEW EXAMINERS** | **RETURNING EXAMINERS** | **CODE** |
| **WEEK 1** | **Mon. 4/22–Fri. 4/26** | **Tues. 4/23–Fri. 4/26** | **MB1** |
| **WEEK 2** | **Mon. 4/29–Fri. 5/3** | **Tues. 4/30–Fri. 5/3** | **MB2** |
| **WEEK 3** | **Mon. 5/6–Fri. 5/10** | **Tues. 5/7–Fri. 5/10** | **MB3** |
| **WEEK 4** | **Mon. 5/13–Fri. 5/17** | **Tues. 5/14–Fri. 5/17** | **MB4** |

### Homewood Suites RESERVATION CODES by Training Week

|  |  |  |  |
| --- | --- | --- | --- |
|  | **SENIOR AND NEW EXAMINERS** | **RETURNING EXAMINERS** | **CODE** |
| **WEEK 1** | **Mon. 4/22–Fri. 4/26** | **Tues. 4/23–Fri. 4/26** | **MF1** |
| **WEEK 2** | **Mon. 4/29–Fri. 5/3** | **Tues. 4/30–Fri. 5/3** | **MF2** |
| **WEEK 3** | **Mon. 5/6–Fri. 5/10** | **Tues. 5/7–Fri. 5/10** | **MF3** |
| **WEEK 4** | **Mon. 5/13–Fri. 5/17** | **Tues. 5/14–Fri. 5/17** | **MF4** |

### Making Reservations Online

<http://www.nist.gov/baldrige/examiners/resource_center/logistics.cfm>.

1. Press Ctrl+click on the link above or cut and paste the link into your Web browser.
2. Scroll down until you see “Quick and Easy Reservations for Attendees.”
3. Select the “Book a Room” button.
4. Verify that the preselected check-in and checkout dates are accurate. Select “Continue”.
5. Select the room-type preference. (Note: Both hotels are smoke-free facilities.) “Continue” button.
6. Once you have entered all pertinent information, select the “Continue” button.
7. Review your reservation summary, enter payment information. Then Select “Book Reservation”.

### Changing or Cancelling a Hotel Reservation

Please call the hotels directly to reserve your room, make changes, or cancel your reservation.

## Services at Hilton Garden Inn and Homewood Suites





As a proud partner of NIST and ASQ, the Hilton Garden Inn and Homewood Suites Rockville-Gaithersburg are delighted to welcome back the 2013 Malcolm Baldrige Examiners. We are honored to have you stay with us.

Our team is committed to providing you with a relaxing atmosphere combined with the comforts of home. We are dedicated to delivering a pleasurable experience, and we hope you enjoy the various features and amenities that our hotels have to offer:

* Great American Grill (serving Dinner and Evening In-room Dining)
* Complimentary High-speed Internet Access (wireless and wired)
* 24-hour Complimentary Business Center
* 24-hour Pantry
* Complimentary Shuttle Service to Shady Grove Metro and local area within 3 miles of our hotels (based on availability from 6:30 AM to 9 PM)
* 24-hour Precor Fitness Center and Heated Indoor Pool and Whirlpool (Open 6 AM to 9 PM Mon - Fri, and 10 AM to 10 PM Sat - Sun), located on the Lower Lobby

For your convenience, we have listed the following dining options and local attractions:

* Fallsgrove Village Center – walking distance from our hotel with over 25 restaurants and shops including Mama Lucia’s Italian Restaurant, Taipei Tokyo Restaurant, Starbucks, Panera Bread, Krispy Kreme, Chipotle, PNC Bank, and Safeway Grocery Store.
* RIO Washingtonian Center – 2 miles from our hotels with many restaurants, shops and entertainment
* Rockville Town Square – 5 miles from our hotels offering a number of restaurants
* Downtown Bethesda – 10 miles from our hotels with over 100 restaurants and shops, and the Bethesda Fine Arts Festival will take place on May 11 and May 12, 2013
* Music Center at Strathmore – 9 miles from our hotels, with many performances, including Baltimore Symphony Orchestra (5/2/13)
* Downtown Washington, D.C. – 20 miles from our hotels
* Nationals Stadium – 45 minute Metro ride, with home games against the Detroit Tigers (5/7/13 & 5/8/13) and the Chicago Cubs (5/10-5/12/13)

For additional information and restaurant recommendations, please visit the Front Desk or dial 0 and Guest Services will be happy to assist you.

*Important Information*

**Breakfast:** Breakfast will be served from 6:30 AM to 7:30 AM every morning in the Hilton Garden Inn’s Great American Grill for our HGI guests, and in the Lodge of the Homewood Suites for our Homewood guests.

**Evening Reception:** Please join us each evening from 5:30 PM to 7:00 PM in the Pavilion Lobby at the Hilton Garden Inn for Complimentary Beer, Wine and Hors d’oeuvres.

**Wednesday Night Reception:** The Examiners’ Reception will be held on Wednesday of this week in the Fallsgrove Room at 6:30 PM.

**Thursday Evening Entertainment:** Please join us in the Pavilion Lobby at the Hilton Garden Inn for live music and entertainment on Thursday from 6:00 PM to 8:00 PM.

Please let us know if there is anything where we can be of service. It is our Team’s commitment to make your experience a memorable one. Thank you!

Sincerely,

Hilton Garden Inn and Homewood Suites Rockville-Gaithersburg Team

# Directions to the Hotels and NIST

## Driving Directions to The Hotels

The hotels are located in Gaithersburg, Maryland, which is about 25 miles northwest of Washington, D.C., via Interstate 270.

**General Driving Directions**

Southbound

Take I-270 North toward Frederick. Take exit 8 to Shady Grove Road. Turn left on Shady Grove Road, and the hotels will be on your left.

Northbound

Take I-270 South toward Washington, D.C. Take exit 8 to Shady Grove Road. Turn right on Shady Grove Road, and the hotels will be on your left.

From NIST (via I-270)

Take Bureau Drive to Clopper Road. Turn right on Clopper Road. Merge onto I-270 South toward Washington, D.C. Take exit 8 to Shady Grove Road. Turn right on Shady Grove Road, and the hotels will be on your left.

From NIST (via Muddy Branch Road)

Take Bureau Drive to North Drive. Turn left onto North Drive. Turn left onto East Drive. Turn right onto Muddy Branch Road. Turn left at Great Seneca Highway. Turn left at Key West Avenue. Turn right onto Shady Grove Road, and the hotels will be on your left.

**From Local Airports**

Information on commercial providers of local ground transportation, including contact information, follows on page 18.

Dulles International Airport (IAD)

Take 267 East (Dulles Expressway) toward Washington, D.C. Exit to I-495 North toward Baltimore. Merge onto I-270 North and take exit 8 to Shady Grove Road. Turn left on Shady Grove Road, and the hotels will be on your left.

Reagan National Airport (DCA)

Take George Washington Memorial Parkway North to I-495 North to Maryland. Merge onto I-270 North and take exit 8 to Shady Grove Road. Turn left on Shady Grove Road, and the hotels will be on your left.

Baltimore-Washington International (BWI) Thurgood Marshall Airport

Take I-195 West to I-95 South toward Washington. Take exit 27 to I-495 West toward Silver Spring. Take exit 35 to merge onto I-270 North, and take exit 8 to Shady Grove Road. Turn left on Shady Grove Road, and the hotels will be on your left.

**From the Metro Subway System:**

Metro rail service is available from Reagan National Airport (DCA) on the Blue Line to the Shady Grove Metro Station on the Red Line. The Shady Grove Metro Station is in close driving proximity to both NIST and the hotels. Additional Metro service information is available on the Metro Web site: [www.wmata.com](http://www.wmata.com).

Driving from Shady Grove Metro Station to the hotels

Exit Metro Station to Redland Road. Turn right on Redland Road. Turn right on Rockville Pike (355 North). Turn left on Shady Grove Road, and the hotels will be on your left.

## Driving Directions to NIST

NIST is located about 25 miles northwest of Washington, D.C. Additional information about transportation to NIST is available on its Web site: [www.nist.gov](http://www.nist.gov).

NIST Address

100 Bureau Drive, Gaithersburg, MD 20899-1020

**General Driving Directions**

To NIST from Northbound I-270

From I-270 North, the exit for NIST is accessible only from the two “local lanes” on the right of the four main “express lanes”; look for the exit-number signs some distance before the actual exit from the I-270 highway, and move into the local lanes in preparation for your exit. From   
I-270 North, take exit 10, Route 117 (West Clopper Road). At the light at the end of the exit ramp, turn right onto Clopper Road. Then turn left at the first traffic light onto Bureau Drive. This will take you to the main gate of NIST. Before driving through the main gate, turn into the parking lot from the right lane for the secured entry process. This process occurs in the building at the end of the parking lot. Be prepared to present a photo ID and vehicle registration.

To NIST from Southbound I-270

From I-270 South, take exit 11, Route 124/Montgomery Village Avenue (Quince Orchard Road). At the light at the end of the exit ramp, turn right onto Route 124. At the second light, turn left onto Route 117 (Clopper Road). At the first light on Clopper Road, turn right onto Bureau Drive. This will take you to the main gate of NIST. After coming through the main gate, turn right into the parking lot for the secured entry process. This process occurs in the grey building at the end of the parking lot.

**From the Metro Subway System**

Metro rail service is available from Reagan National Airport (DCA) on the Blue Line to the Shady Grove Metro Station on the Red Line. The Shady Grove Metro Station is in close driving proximity to both NIST and the hotels. Additional Metro service information is available on the Metro Web site: [www.wmata.com](http://www.wmata.com).

Driving from Shady Grove Metro Station to NIST

Exit Metro Station onto I-370 West. From I-370, take I-270 North toward Frederick. Stay in the local lanes of I-270 North and take exit 10, Route 117 (West Clopper Road). At the light at the end of the exit ramp, turn right onto Clopper Road. Then turn left at the first traffic light onto Bureau Drive. This will take you to the main gate of NIST. Before driving through the main gate, turn into the parking lot from the right lane for the secured entry process. This process occurs in the building at the end of the parking lot. Be prepared to present a photo ID and vehicle registration.

## NIST Metro Shuttle Service

NIST provides shuttle service for official visitors and staff to and from the Shady Grove Metro Station from 6:45 a.m. to 6:10 p.m.

Visitors using Metro can meet the NIST shuttle at the east side of the Shady Grove Metro Station at 15 and 45 minutes past the hour. The shuttle runs daily from 6:45 a.m. to 6:10 p.m. The NIST shuttle will stop at the 4th kiosk. The last NIST shuttle leaves Shady Grove Metro at 6:15 p.m.

The shuttle departs from the front of the NIST Administration Building at 5 and 35 minutes past the hour. The last NIST shuttle leaves NIST at 6:00 p.m.

The ride between NIST and the Shady Grove Metro Station takes approximately 15 minutes, depending on traffic. All visitors who do not have a NIST visitor’s badge must disembark at the NIST Visitors Center to register.

# Examiner Training Expenses

The Baldrige Program provides the training course\*, course materials\*, transportation between the hotel and the training site, lunches during the training course, and one evening reception free of charge. In addition, the Baldrige Program covers all travel and lodging costs for examiners who participate in a site visit. Examiners or their employers need to cover other transportation, lodging, and other costs related to attending training in Gaithersburg, Maryland. The Baldrige Foundation has arranged airline and car rental discounts for training participants.

\*The training course and course materials are provided to the Baldrige Volunteer Board of Examiners at no cost.  A fee is assessed to all other training participants.