SUPPLEMENT:

Success Factors

1. **Deployment**: Delivery of the network on contractually agreed timeframes, with minimal disruption to passengers, and in a manner consistent with the terms of the contract. Success will be measured by:

   1. The Initial Build phase will be completed no later than one (1) year after notice to proceed, in the 20 underground rail station platforms with the highest volume of traffic.
   2. The Full Build phase will be completed no later than four (4) years after notice to proceed, throughout the entire 47-station, 50.5 miles-of-tunnel Underground Network.

2. **Technical**: Delivery of a carrier class network that provides secure, robust, reliable wireless services (including coverage) across Metro’s underground system. Success will be measured by:

   1. 95% or more of WMATA’s publicly accessible Underground Network will be provided coverage from the Neutral Host system as measured by the following RFP acceptance criteria:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>800MHz Services</th>
<th>1900MHz Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Downlink power/carrier (FRU Output)</td>
<td>1dBm</td>
<td>4dBm</td>
</tr>
<tr>
<td>Uplink mobile transmit power</td>
<td>21dBm</td>
<td>21dBm</td>
</tr>
<tr>
<td>Downlink signal level (RSSI)</td>
<td>≥ -90dBm</td>
<td>≥ -90dBm</td>
</tr>
<tr>
<td>Uplink Carrier-to-interference (C/N) ratio</td>
<td>≥ 20dB</td>
<td>≥ 20dB</td>
</tr>
<tr>
<td>Coverage Probability for balanced uplink and downlink</td>
<td>≥ 95%</td>
<td>≥ 95%</td>
</tr>
</tbody>
</table>
2. The accepted system will support frequencies of all four major public cellular phone carriers.

3. Annual availability (uptime) of the system will be measured at 99.5%, as reported to WMATA by the Neutral Host licensee’s network performance management system.

3. **Business:** Multiple wireless providers sublicense with the licensee to provide their services on the system, generating increased revenue for the Authority. Success will be measured by:

   1. At least two major cellular carriers will provide service in the WMATA network, on the new system, within four (4) years of contract award.
   2. WMATA revenues from cellular carriers will increase from their current annual $27,000 payment from Verizon Wireless to a minimum of $200,000 annually.
   3. WMATA will be compensated for ongoing operational expenses associated with the Neutral Host, including escort fees (the current agreement with Verizon Wireless does not compensate WMATA for these costs).

4. **Enhanced Rider Experience:** Riders report through regular surveys that their trip/experience has been improved. This positive survey information is confirmed by regular RAC feedback. Success will be measured by:

   1. A survey of ridership satisfaction related to cellular coverage in WMATA’s Underground Network taken after completion of the Initial Build, compared to a baseline survey of ridership satisfaction taken prior to project inception, will indicate a 20% improvement in customer satisfaction for customers of carriers for whom WMATA is providing cellular service.
   2. A survey of ridership satisfaction taken after completion of the Full Build, compared to the Initial Build survey of ridership satisfaction, will indicate a 50% improvement in customer satisfaction for customers of carriers utilizing the Neutral Host.

5. **Public Safety:** The safety of passengers has improved because of the deployment of the neutral host and the neutral host’s capability to transmit/receive emergency incident information across Metro’s underground system. Success will be measured by:

   1. Within four (4) years of contract award, emergency E911 calls can be placed from WMATA’s entire Underground Network by at least two major cellular carriers providing service in the network.
The vendor chosen must be able to meet the following Metro objectives:

1. Establish reliable, seamless wireless communications coverage through the creation of an open, common, non-discriminatory, comprehensive communications infrastructure system using state-of-the-art technology within the underground network

2. Enable equal access to all qualified wireless service providers

3. Provide a Wireless Communication Infrastructure (WCI) that maximizes the revenue to Metro with minimal operational complexity and impact to transit operations

4. Provide comprehensive WCI coverage in all 47 underground stations and all 50.5 miles of tunnels for use by Metro customers

5. Accommodate the current technological and capacity requirements of the WCI

6. Provide efficient administration and reporting among Metro, the successful proposer, and carriers

7. Provide serving arrangements of value to carriers and their subscribers

8. Limit regulatory risks that could impede WCI implementation or operation

9. Provide for the addition of future communication services and technology enhancements that will increase the value of the WCI to the carriers and Metro

10. Leverage the economic value of Metro’s facilities, infrastructure, and ridership and its presence within the Washington Metropolitan Area

11. Deploy technology that will support new spectrum allocations and capabilities for both licensed and un-licensed spectra

12. Improve safety, security, and information opportunities for the Metro ridership

13. Allow for Metro use of Wi-Fi spectra for its own operational and administrative needs including wireless communications between stations and trains and the riding public.

14. Provide a WCI with the ability to distribute the 700-800 MHz Public Safety radio frequencies