



Board Document

OVERVIEW			
PRESENTATION NAME	Authorization to Execute a New Cooperative Agreement with Washington Headquarters on behalf of DoW for MetroBus Route A90 Service	DOCUMENT NO.	300143
ACTION OR INFORMATION	Action		
STRATEGIC TRANSFORMATION PLAN GOAL	Financial and Organizational Efficiency;		
RESOLUTION	Yes		
EXECUTIVE OWNER			
EXECUTIVE TEAM OWNER	Rickard, David B.;		
ORGANIZATION	Finance		
DOCUMENT INITIATOR	Marcus J. Byrnes		
OTHER INFORMATION			
COMMITTEE	Board Meeting (Consent)	COMMITTEE DATE	7/23/2026
PURPOSE/KEY HIGHLIGHTS	Board approval is requested to authorize the General Manager/CEO (or designee) to negotiate and execute a reimbursable cooperative agreement with DOW for Metrobus Route A90, formerly Route 7M, providing express service between the Pentagon Transit Center and the Mark Center Transit Center.		
DISCUSSION	Metro Bus service connecting the Pentagon and Mark Center was originally established to support transportation needs associated with the Department of Defense’s BRAC 133 relocation to the Mark		



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Center facility in Alexandria, Virginia. In 2011, the Board authorized an agreement with the City of Alexandria for new non-regional service connecting the Pentagon and Mark Center, with financial support from the Department of Defense. In 2015, the Board authorized WMATA to enter into a direct project funding agreement with the Department of Defense to continue enhanced bus service between Pentagon Station and the Mark Center Transit Center.

The service is now identified as Route A90 following WMATA's Better Bus Network route renaming. Route A90 provides continual express service between the Pentagon Transit Center and the Mark Center Transit Center with no intermediate stops. The service supports federal transportation management objectives by reducing reliance on private automobiles, mitigating traffic impacts associated with the Mark Center facility, and maintaining a reliable transit connection between the Mark Center and the regional transit network.

The proposed agreement continues A90 service for a base period from July 1, 2026 through June 30, 2027, with one 12-month option period from July 1, 2027 through June 30, 2028. Under the proposed service plan, buses operate approximately every 10 minutes during peak periods and approximately every 15 minutes during non-peak periods, excluding federal holidays and government-directed closures.

The agreement also updates the cost methodology from the legacy non-regional rate structure to WMATA's Board-approved operating subsidy allocation formula for Metro Bus service. The current A90 cost estimate is based on the Metro Bus service-cost component of the formula, using the revenue hours and peak vehicles required to deliver the agreed-upon service.

For the base year, the estimated gross cost is \$1,747,161. After applying an estimated reimbursement invoice credit of \$157,946 for non-WHS/non-federal passenger fare activity, the estimated net base-year cost is \$1,589,215. The option year applies a five percent escalation and is estimated at \$1,668,676. The total estimated value for the base year plus one option year is \$3,257,891. All amounts are estimates and will be updated based on actual service, applicable Board-approved rates, and fare credit activity during the period of performance.

The new agreement:

- Continues express Metrobus service between the Pentagon



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	Transit Center and the Mark Center Transit Center; • Updates the service reference from Route 7M to Route A90 to align with WMATA's current route naming structure; • Replaces the legacy non-regional pricing structure with WMATA's Board-approved operating subsidy allocation formula; • Uses current service-cost inputs, including revenue hours and peak vehicles, to determine WHS's reimbursement responsibilities; • Applies a fare credit so that WHS is not charged for general public usage of Route A90; • Provides for a 12-month base period and one 12-month option period; • Maintains a federal reimbursement mechanism for service that supports regional mobility, federal employee access, and Mark Center transportation management objectives.
INTERESTED PARTIES	1. Washington Headquarters Services 2. Pentagon Services Division 3. Department of Defense / Department of War 4. City of Alexandria
RECOMMENDATION/NEXT STEPS	Staff recommends Board authorization for the General Manager/CEO, or designee, to negotiate and execute the reimbursable cooperative agreement with Washington Headquarters Services (DoW) for Route A90.
FUNDING IMPACT	The estimated net base-year reimbursement amount is \$1,589,215 after application of the estimated non-federal passenger fare credit. The estimated option-year amount is \$1,668,676, for a total estimated base-plus-option value of \$3,257,891. The agreement provides a mechanism to recover eligible operating costs from WHS while crediting non-federal passenger fare activity and updating costs based on applicable service and Board-approved rate inputs.

PRESENTED AND ADOPTED: July 23, 2026

SUBJECT: AUTHORIZATION TO EXECUTE A NEW REIMBURSABLE COOPERATIVE AGREEMENT FOR METROBUS A90 ROUTE WITH WASHINGTON HEADQUARTERS SERVICES, ON BEHALF OF THE DEPARTMENT OF WAR

2026-24

**RESOLUTION
OF THE
BOARD OF DIRECTORS
OF THE
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**

WHEREAS, Resolution 2011-30, as amended, requires Board of Directors approval of reimbursable agreements over \$500,000; and

WHEREAS, Metrobus service connecting the Pentagon Transit Center and the Mark Center Transit Center was originally established to support transportation needs associated with the Department of Defense's BRAC 133 relocation to the Mark Center facility and has been supported through prior Board-approved project funding and cooperative agreement arrangements; and

WHEREAS, In Resolution 2015-45, the Board authorized the General Manager & Chief Executive Officer to negotiate and execute a project funding agreement with the Department of Defense to continue enhanced bus service connecting the Pentagon and the Mark Center; and

WHEREAS, The service formerly identified as Route 7M is now identified as Route A90 and continues to provide express Metrobus service between the Pentagon Transit Center and the Mark Center Transit Center with no intermediate stops; and

WHEREAS, The Washington Headquarters Services, a field activity of the Department of War, seeks to continue Route A90 service through a reimbursable cooperative agreement for a 12-month base period and one 12-month option period; and

WHEREAS, The proposed reimbursable cooperative agreement updates the prior 7M funding arrangement to reflect the current Route A90 designation, current service requirements, and WMATA's Board-approved operating subsidy allocation formula for Metrobus service; and

WHEREAS, Under the proposed cooperative agreement, the Washington Headquarters Services will reimburse WMATA for eligible operating costs associated with Route A90, including applicable fare credits so that Washington Headquarters Services is not charged for general public usage of the route; and

Motioned by Mr. McAndrew, seconded by Mr. Alcorn

Ayes: 8- Mr. McAndrew, Mr. Alcorn, Dr. Hadden Loh, Mr. Flowers, Ms. Weber, Ms. Burns, Ms. Worth and Mr. Bedell

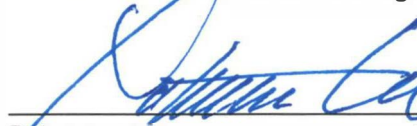
WHEREAS, The proposed agreement supports regional mobility, federal employee access, transportation demand management goals for the Mark Center facility, and WMATA's financial and organizational efficiency objectives;

NOW, THEREFORE, be it

RESOLVED, That the General Manager and Chief Executive Officer, or their designee, is authorized to negotiate and execute a reimbursable cooperative agreement with the Washington Headquarters Services, on behalf of the Department of War, for Metrobus Route A90 in substantially the same form as set forth in Attachment A; and be it finally

RESOLVED, That in order to maintain continuity of service and realize the benefits of the reimbursable cooperative agreement with the Washington Headquarters Services, on behalf of the Department of War, for Metrobus Route A90, this Resolution shall be effective immediately.

Reviewed as to form and legal sufficiency,



Patricia Y. Lee
Executive Vice President, Chief Legal Officer and
General Counsel

WMATA File Structure No.:
4.3.3. Reimbursable Agreements

WMATA A90 TRANSPORTATION SERVICES PROPOSAL ADDENDUM

JUNE 15, 2026

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY (WMATA)

Funding Opportunity Number:	HQ003426NFOEFCD01
Assistance Listing Number(s):	12.016 Transportation – Shuttle Services Route A90
Applicant Name	Washington Metropolitan Area Transit Authority (WMATA)
Descriptive Title of Applicant's Project	WMATA Transportation Route A90

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a. Cost and Financial Stability

The WMATA Transportation Route A90 cost estimate is derived from the WMATA Board of Directors (BOD) approved operating subsidy allocation formula. This outward-facing formula calculation is available on WMATA's website, and a copy of the 2025 BOD approved resolution is attached for the Department of War's (DoW) review.

The A90 cost estimate is based specifically on the Metro Bus cost allocation component of the formula which determines costs associated with Metro Bus service delivery such as the hours and peak vehicles required to deliver the budgeted level of service. System costs, commonly known as administrative costs (e.g. finance and legal functions), are not included in this estimate.

The cost estimate is as follows:

$((\text{Service Revenue Hours}) * (\text{Revenue Hour Rate}) + (\text{Service Peak Vehicles}) * (\text{Peak Vehicle Rate}))$

- Service Revenue Hours and Service Peak Vehicles are determined based on the number of hours and number of vehicles necessary to provide the agreed upon level of service; and
- The Revenue Hour Rate and Peak Vehicle Rate are based on the WMATA BOD approved FY27 Budget Jurisdictional Subsidy.

For the A90 Route, the Base year is calculated as \$1.59M. A credit will be provided for non-DoW passenger fares to ensure DoW is not charged for the general public's usage of the A90 Route. The credit is estimated and subject to change based on actual non-DoW usage during the Period of Performance. Changes to the credit will be reflected in WMATA provided reimbursement invoices.

This table provides the full calculation used to determine the initial base period estimate.

WMATA Transportation Route A90 Cost Estimate Methodology Base Year	
Service Revenue Hours	10,371
Revenue Hours Rate	\$122
Revenue Hours Cost Total	\$1,268,581
Service Peak Vehicles	3
Peak Vehicle Rate	\$159,527
Peak Vehicle Cost Total	\$478,580
Gross Cost (Revenue Hours Cost Total plus Peak Vehicle Cost Total)	\$1,747,161
Reimbursement Invoice Credit	\$157,946
Net Cost Total	\$1,589,215

The full estimate for this Route also includes one (1) option year. The cost for the option year is \$1.67M and includes applying a 5% escalation to the base year cost.

The total estimate for the base and one (1) option year is approximately \$3.26M. All amounts are approximate and will be updated with actuals at the time of service. The table below provides the estimate.

WMATA Transportation Route A90 Cost Estimate Methodology Base Year Plus One (1) Option Year with Escalation	
Base Year	\$1,589,215
Plus 5% Escalation	5%
Option Year Cost Estimate	\$1,668,676
Base Year	\$1,589,215
Option Year Cost Estimate	\$1,668,676
Base plus One (1) Option Year Cost Total	\$3,257,891

b. Management Plan and Technical Approach

WORK PLAN

Washington Metropolitan Area Transit Authority (WMATA) Transportation Route A90 Updated 2026

1. **GENERAL:** The Washington Headquarters Services (WHS) is a field activity of the DoW (the "Government") responsible for implementing travel and transportation services for DoW personnel to and from DoW's Mark Center Transit (MCT) facility located at the Mark Center, and the Pentagon Transit Center (PTC) facility, located at the Pentagon in accordance with the Transportation Management Plan (TMP).
 - 1.1. **Description of Services/Introduction:** The Contractor (WMATA) shall provide all equipment, tools, materials and other items and non-personal services necessary to perform bus operation services as defined in this Work Plan. WMATA shall perform to the standards in this Work Plan.
 - 1.2. **Background:** Pentagon Services Division (PSD) is an organization functioning under the umbrella of WHS as a component of the Executive Services Directorate (ESD). PSD's Transportation Management Division provides ground transportation options for DoW employees between designated places of employment (e.g. Pentagon and Mark Center) throughout the National Capital Region (NCR).
 - 1.3. **Purpose:** The PSD is responsible for establishing procedures for planning and conducting cooperative efforts between DoW and Contractor with respect to the Mark Center Transportation Management Plan. It also establishes policies and agreements for Contractor to provide technical assistance to DoW in the area of transportation management and planning.
 - 1.3.1. DoW and WMATA agree that (a) WMATA will provide the MCT facility Bus Service, as described in this Work Plan and (b) the parties will evaluate DoW's specialized transportation needs at the MCT facility for future improvements and efficiencies.
 - 1.3.2. This Work Plan also establishes procedures for planning and conducting cooperative efforts between DoW and WMATA with respect to the DoW's Transportation Management Plan for Mark Center. It also establishes policies and agreements such that WMATA can provide technical assistance to DoW in the area of transportation management and planning.
 - 1.3.3. Title 31 USC § 1344(g) authorizes DoW to use appropriated funds to transport DoW employees between designated places of employment and mass transit facilities, where the head of the Agency, in his or her sole

discretion, has determined that the provision of such transportation would be appropriate. The amendments to 31 USC § 1344(g) added a new paragraph (3) to subsection (a) of 31 U.S.C. §1344, which was contained in section 3049 of the “Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users” (hereafter “the Act”), Public Law 109-59, enacted in August 2005. Paragraph (3) states, “the transportation of an individual between [an] individual's place of employment and a mass transit facility is transportation for an official purpose.” The Act and 31 U.S.C. § 1344, as now amended, allow the use of WMATA bus services for this transportation.

- 1.3.4. The DoW has made the determination that it may use its appropriated funds to provide bus services between a mass transit facility and its employees' places of employment, even though these trips may be part of the employees' commutes to and from work.
 - 1.3.5. The Pentagon's MCT facility is located in Mark Center Office Park, 4800 Mark Center Drive, Alexandria, Virginia. The facility is not located within walking distance of any mass transit facility.
 - 1.3.6. To discourage the use of private automobiles for commuting purposes, and to encourage employees to use the bus routes provided under the Cooperative Agreement and in this Work Plan for their commutes and for official travel during the workday, the establishment of bus service between the MCT facility and the PTC is appropriate, including trip portions that are part of the employee's commute if covered by 31 USC § 1344 (g).
 - 1.3.7. Utilizing bus service between the PTC and the BRAC133 facility at Mark Center serves the public interest by (a) mitigating the traffic impact caused by the Mark Center development, (b) reducing DoW employee reliance on private automobiles, (c) easing the environmental and safety impacts caused by commutes entirely dependent on private automobiles, and (d) enhancing the region's mass transit capabilities.
- 1.4. **Objectives:** WMATA will provide DoW Bus Service Support on Transportation Route A90 (formerly the 7M Route). This support includes:
 - Providing driver operated bus services
 - Maintaining and inspecting buses
 - License and Security Requirements
 - Vehicle Insurance and Liability
 - Special Qualifications
 - 1.5. **Scope:** WMATA shall provide express bus services for operating DoW bus services. WMATA will operate the A90 Route in a continual express service between the PTC and the MCT facility's transportation center. WMATA express service buses will make no intermediate stops on this route. WMATA must be a DoW approved carrier and remain DoW approved for the duration of the

Cooperative Agreement. WMATA shall provide properly maintained buses and drivers in accordance with all federal, state, and local laws in order to support the Mark Center/Pentagon route.

- 1.6. **Period of Performance:** The period of performance shall be for a base period of 12 months and one (1) 12-month option extension period for the Mark Center-Pentagon route. The period of performance reads as follows:

Base Period:	July 1, 2026 to June 30, 2027
Option Year One:	July 1, 2027 to June 30, 2028

1.6.1. Recognized Holidays:

New Year's Day	Columbus / Indigenous People's Day
Martin Luther King Day	Veterans' Day
Washington's Birthday (Presidents Day)	Memorial Day
Thanksgiving Day	Independence Day
Christmas Day	Juneteenth National Independence Day
Labor Day	

1.7. Times of Bus Service:

- 1.7.1. Pentagon to Mark Center AM: 5:40 am- 9:00 AM; and
Mark Center to Pentagon PM: 3:30 pm- 6:30 PM;
Every 10 minutes, Monday thru Friday except for the following:

- 1.7.1.1. Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings.
- 1.7.1.2. During non-peak hours 9:00 AM – 5:00 PM (Pentagon to Mark Center), and 8:00 AM – 3:30 PM (Mark Center to Pentagon) buses will depart every 15 minutes.

- 1.7.2. **Schedule:** Except for changes occurring because of widespread weather events, an emergency concerning public health or safety or an operational emergency, or a Force Majeure Event (as defined herein), WMATA will operate the Mark Center/Pentagon Route service every weekday except federal holidays (see below).

- 1.7.3. A "Force Majeure Event" shall mean any event, in whole or in part, that could not reasonably have been anticipated or mitigated including but not

limited to: acts of God, a strike, civil riot, war, invasion, fire or other casualty, unavailability of labor or materials, adverse weather conditions, act or failure to act of governmental authorities, or other causes beyond the control of WMATA which occurrences delay or prevent performance by WMATA of its obligation hereunder. In the event of a Force Majeure Event, WMATA shall be entitled to an increase in the time for performance equal to the number of days, or portions thereof, that completion of the activity beyond the dates established in this Agreement is actually delayed by such Force Majeure Event.

- 1.8. **Place of Performance:** The work to be performed under this Cooperative Agreement will be performed in the NCR, to and from Mark Center, 4800 Mark Center Drive, Alexandria, VA to the Pentagon Transit Center (PTC).

1.9. **General Information:**

- 1.9.1. **Quality Control and Assurance:** WMATA shall develop and maintain an effective Quality Control Program (QCP) to ensure services are performed in accordance with this Work Plan. WMATA shall develop and implement procedures to identify, prevent, and ensure non-recurrence of defective services. WMATA's QCP is the means by which WMATA assures the work complies with the requirements of this Work Plan and the Cooperative Agreement. The government shall evaluate WMATA's performance under this Work Plan in accordance with the submitted QCP.

- 1.10. **Security Requirements:** Drivers assigned to operate the bus routes between the Mark Center and PTC must comply with requirements established by Federal Transit Agency and other applicable Federal/State/Local rules to include background checks, passing DOT physicals, drug/alcohol testing and other safety training as required. Drivers do not require DoW security clearances, Pentagon/Mark Center access credentials or special DoW background adjudications.

- 1.10.1. During heightened security or change in operational posture in the NCR, WMATA shall ensure all Bus Operations adhere to modified operation and maintenance procedures when notified by the Technical Representative (TR) or by Pentagon Force Protection Agency (PFPA) officer. The TR and/or PFPA law enforcement officer will provide WMATA the specific operational instructions in accordance with Federal regulations.

- 1.11. **Special Qualifications:** WMATA is responsible for ensuring all employees possess all required licenses for operating equipment used in the execution of this contract. WMATA shall maintain at all times an adequate workforce for the uninterrupted performance of all tasks defined within this statement of work when

the Government facility is not closed for the above reasons. All drivers shall possess a valid Commercial Driver's License (CDL).

- 1.11.1. WMATA's employees' attire must be standardized in style and colors, be in accordance with company policy, and be easily identified by either a stitched company logo or name badge with the company name and other information listed. Drivers will maintain a neat and clean appearance and be courteous at all times. No open shoes or sandals are to be worn.
- 1.11.2. WMATA employees operating the bus must display their qualifications and license to operate such a vehicle on the bus while they are operating.

1.12. Post Award Conference/Periodic Progress Meetings: WMATA agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with FAR Subpart 42.5. The DoW's Grants Officer (GO), the Technical Representative, and other Government personnel, as appropriate, may meet periodically with WMATA to review performance. At these meetings, the GO will apprise WMATA of how the government views WMATA's performance and WMATA will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

1.13. Technical Representative (TR): The TR monitors all technical aspects of this Work Plan and the Cooperative Agreement and assists in contract administration. The TR is authorized to perform the following functions:

- 1.13.1. Assure WMATA performs the technical requirements of the contract;
- 1.13.2. Perform inspections necessary in connection with this Work Plan and Cooperative Agreement performance;
- 1.13.3. Maintain written and oral communications with the WMATA concerning technical aspects of the contract;
- 1.13.4. Issue written interpretations of technical requirements, including Government drawings, designs, specifications;
- 1.13.5. Monitor WMATA's performance and notify both the GO and WMATA of any deficiencies;
- 1.13.6. Coordinate availability of government furnished property; and
- 1.13.7. Provide site entry of WMATA personnel.
- 1.13.8. A letter of designation issued to the TR, a copy of which is sent to WMATA, states the responsibilities and limitations of the TR, especially with regard to changes in cost or price, estimates or changes in delivery dates. The TR is not authorized to change any of the terms and conditions of the resulting order.

1.14. Contract Manager: The following personnel are considered key personnel by the government. WMATA shall provide a Project Manager who shall be responsible for

coordinating tasks related to this Work Plan and Cooperative Agreement. The name of this person, and an alternate who shall act for WMATA when the Project Manager is absent, shall be designated in writing to the GO. The Project Manager or alternate shall have full authority to act for WMATA on all Work Plan and Cooperative Agreement matters relating to daily operation of this contract. In addition, twenty-four (24) hour, seven (7) day-a-week emergency employee contact information must be maintained by WMATA and provided to the TR, if required.

2. SPECIFIC TASKS

2.1. Provide Buses and Drivers: In providing the required transportation services, WMATA shall only use buses manufactured in the United States or Canada.

- 2.1.1. WMATA shall ensure that vehicles operating on the A90 route shall have a minimum seating capacity of thirty-five (35) passengers.
- 2.1.2. All vehicles shall have operational heating and air conditioning equipment.
- 2.1.3. All vehicles shall have a minimum of one (1) entrance/exit door on the curbside (right) of the bus.
- 2.1.4. All vehicles shall meet Department of Transportation (DoT) Federal Standards regarding emergency exits, as well as American Disability Act (ADA) Accessibility compliance requirements.
- 2.1.5. All vehicles must maintain automobile and general liability insurance in compliance with all applicable laws. A copy of the written policy shall be provided to the GO and the TR. In the event of an incident involving a DoW employees or an accident involving the vehicle, immediate notice (within an hour after the incident occurs) shall be provided to the GO and TR contact. WMATA shall maintain incident reports of all occurrences and provide documentation to the GO and the TR. An occurrence is defined as a situation or event that significantly interrupts normal procedures or precipitates a delay in service.
- 2.1.6. WMATA shall inspect all buses on a scheduled maintenance program. Vehicles in use shall be checked before the beginning of each shift to ensure parts, equipment and accessories are in safe operating condition and free of apparent damage that could cause failure while in use. These requirements also apply to equipment such as reflectors, windshield wipers, defrosters, fire extinguisher, and other standard breakdown equipment. Maintenance records shall be made available to the Government upon request. WMATA shall be responsible for the development of the individual vehicle files that describe all maintenance work conducted. All buses shall be in operating condition. All items needing repair must be repaired immediately upon detection and all operational features shall work without strain or unnecessary noise.

2.1.7. Each bus shall have a professional appearance free from noticeable accident damage or other damage. Paint schemes shall be compatible and subdued. Exteriors shall be washed as necessary, and interiors cleaned, sanitized and/or swept daily, or more often as needed. Windows shall be cleaned. Upholstery seat forearms, armrests, and cushions shall be in good repair and not torn, misshapen or unusable. The TR may, upon cause and at his option, require WMATA to have a designated bus re-inspected for safety requirement compliance during the Cooperative Agreement period, and if necessary, remove the bus for cause.

2.2. **Markings of Buses:** The vehicles provided under this Work Plan and Cooperative Agreement shall display the following identifying markings on the outside of the vehicle:

- 2.2.1. Sign on the front reading, “displaying” the correct number for the particular route, in this case the A90 Route.
- 2.2.2. Bus shall have Proper WMATA identification.
- 2.2.3. The vehicles shall have a minimum of one (1) “NO SMOKING” sign conspicuously posted inside the bus.

2.3. **Riders:** This service will be an open-door service accessible to both DoW employees with a Common Access Card (CAC) and the general public. DoW and its representatives will communicate to DoW employees that employees will show their CAC identification while boarding the bus to ride without paying the fare. Members of the general public will pay the applicable WMATA fare. DoW may request temporary fare-free access for DoW sponsored riders without CAC by providing WMATA reasonable advance written notice of applicable date(s), time-period, and mutually agreed upon method of rider identification.

2.3.1. **Riders:** Authorized patrons will ride buses under this Agreement at no additional charge and without the necessity to present any ticket or token. Furthermore, this bus service shall remain fully accessible to the general public, subject to the standard WMATA fare structure.

2.3.2. **Special Event/Temporary Rider Coordination:** From time to time, DoW may have special events, temporary mission needs, visiting personnel, contractors, or other DoW-sponsored riders who may not possess or present the standard identification otherwise used for fare-free access on the A90. In those circumstances, DoW will make reasonable efforts to notify WMATA in writing as early as practicable and provide sufficient information for WMATA to coordinate service instructions, including the applicable date(s), general time period, approximate number of riders, and how the riders may be identified.

WMATA and DoW will coordinate in good faith to determine the most practical method for handling the temporary rider access request, which may include recognition of an event credential, temporary pass, written notice, roster, or other mutually acceptable method. DoW acknowledges that sufficient advance notice and clear rider identification information will assist WMATA in communicating the request to appropriate Operations, fare enforcement, and/or WMATA Metro Transit Police Department (MTPD) personnel.

Nothing in this section changes the general fare treatment under this Agreement. Authorized DoW riders may ride the A90 at no additional charge, and members of the general public remain subject to the applicable WMATA fare structure unless otherwise covered by a coordinated temporary access arrangement under this section.

- 2.4. **Review for Sensitive Information:** Prior to the public release of these materials, WMATA is responsible for assuring the TR is provided access to an electronic version of every publication of material based on or developed under this award. It will be clearly labeled with the award number and other appropriate identifying information, so that the content can be assessed for proper release of sensitive information.

2.5. Reports

- 2.5.1. **Ridership Reports/Schedule:** WMATA shall provide the following completed Passenger Reports via spreadsheet in accordance with this agreement and the tables herein.

2.5.1.1. Monthly ridership counts are required for each route, both AM and PM ridership counts are required, including total ridership and total paid ridership.

2.5.1.2. Annual ridership counts are required for each route, commensurate with above detail.

2.5.1.3. Weekly review of customer complaints/feedback and resolution of issues are required if submitted in writing to WMATA.

- 2.5.2. **Interim and Final Ridership Reports:** These reports shall keep the GO and TR informed of WMATA's progress toward accomplishing the effort set forth in this Agreement.

- 2.5.3. **Financial Reports:** Reports shall be prepared in accordance with 2 CFR Uniform Guidance and are required in accordance with the schedule table below. WMATA will report program outlays and program income on an accrual basis. If the WMATA's accounting records are not normally

kept on an accrual basis, the WMATA shall develop such accrual information through an analysis of the documentation on hand.

- 2.5.4. **Mechanical Breakdowns:** WMATA shall immediately notify the TR when any breakdown, accidents, or incidents occur and provide an assessment as to when the affected service will be restored. WMATA shall correct mechanical breakdowns of the heating or air condition equipment, regardless of where the breakdown occurs, by replacing the vehicle within two (2) hours of such breakdown. WMATA shall correct any mechanical breakdown, where a bus can no longer transport passengers, within one (1) hour, by substitution of a contract-qualified bus at the site of the breakdown where passengers will subsequently be transferred.
- 2.5.5. **Plans:** WMATA shall have a Management Plan and Standard Operating Procedures. WMATA shall provide details of vehicles to be used and facilities for the operation of the Mark Center/Pentagon Route.

DELIVERABLES SCHEDULE

PWS SECTION	DELIVERABLE	FREQUENCY	# OF COPIES	MEDIUM/ FORMAT	SUBMIT TO
1.14	Emergency point of contact information	Week after award	1 copy for TR; 1 copy for GO	Delivered via email (soft copy) in the contractor's format	ATTN: TR, GO delivered via email
2.5.1	Monthly ridership reports for the operating route Pentagon-Mark Center	Monthly submission for Passenger Reports	1 copy for TR; 1 copy for GO/CS	Delivered via email (soft copy) in the provided format	ATTN: TR, GO delivered via email
2.5.5	Program Management Plan and details of vehicles to be used and facilities for the operations of route Pentagon-Mark Center	Thirty (30) days after award	1 copy for TR; 1 copy for GO	Delivered via email (soft copy) in the contractor's format	ATTN: TR, GO delivered via email
2.5.5	Standard Operating Procedures (SOP) and details of vehicles to be used and facilities for operations of route Pentagon-Mark Center	Thirty (30) days after award; to be included with the Program Management Plan	1 copy for TR; 1 copy for GO	Delivered via email (soft copy) in the contractor's format	ATTN: TR, GO delivered via email
1.9	Quality Control Program (QCP)	Thirty (30) days after award; to be included with the Program Management Plan	1 copy for TR; 1 copy for GO	Delivered via email (soft copy) in the contractor's format	ATTN: TR, GO delivered via email

QUALITY ASSURANCE MONITORING FORM

SERVICE or STANDARD: Provides on-time transportation services to the Mark Center and the Pentagon terminals. Transportation service shall be provided between the Mark Center and the Pentagon Transit Center. Reports issues related to traffic, emergencies, and inclement weather to the TR.

The following will be monitored:

Interior/Exterior	Walk through/visual of exterior Scheduled and/or unscheduled inspection Random sampling	Meets Standards Does Not Meet Standards
Markings	Visual inspection of proper route bus markings Scheduled and/or unscheduled inspection Random sampling	Meets Standards Does Not Meet Standards
Timeliness	Observation of arrival/departure times Customer input/ Random sampling Tracking of unexpected issues reported	Meets Standards Does Not Meet Standards
Mechanical Breakdowns	Continuous tracking of unexpected issues reported	Meets Standards Does Not Meet Standards
Monthly Passenger Reports	Review / analyze reports for pertinent and required information	Meets Standards Does Not Meet Standards
Operation of Bus/Vehicles	Scheduled and/or unscheduled inspection Random sampling	Meets Standards Does Not Meet Standards

c. History of Performance

Established through a formal interstate Compact in 1967 and authorized through congressional consent legislation, WMATA operates a regional public transportation agency, providing crucial rail, bus, and paratransit services across the National Capital Region (NCR). As such, WMATA has an extensive history of performance delivering Federally funded major capital projects and operating services. WMATA currently manages a six-year capital program that totals nearly \$11 billion. With over 50 years in the development and delivery of capital projects and operating services, WMATA has proven its ability to execute on both, including all timely performance, financial, and audit reporting.

WMATA's budget is primarily funded through state and jurisdictional subsidies, Federal funding sources, and debt. To optimize its funding portfolio, WMATA has a dedicated Grants Management team, Audit Compliance, and Legal team to oversee grant post-award and compliance requirements. WMATA also has the experience and expertise to ensure compliance with Federal policies, including but not limited to National Environmental Policy Act (NEPA), American Disabilities Act (ADA), and Build America Buy America Act (BABAA), safety requirements, quality assurance and quality control, and other Federal requirements to ensure a successful project.

Further, WMATA has an established process to regularly publish performance and financial information for public access allowing our Board of Directors (BOD) and funding partners to regularly monitor performance and ensure that taxpayer dollars are being spent wisely on public benefit. Performance reports and quality assurance plans are available for public access on WMATA's website here: <https://www.wmata.com/about/planning-budget-and-operations/service-plans-and-reports.html>. WMATA's annual budget, including details on how funds are spent on operations, maintenance, and administration are available for public access on WMATA's website here: <https://www.wmata.com/about/planning-budget-and-operations/budget.html>. Details on how the share of WMATA's total costs are allocated bus-route-by-bus-route are included in the annual budget book posted on our website in Appendix H.

Additionally, more customized queries on WMATA's service performance are available through WMATA's Open Data Hub here: <https://www.wmata.com/about/open-data-hub.html>. WMATA will also continue to send customized monthly ridership reports to Washington Headquarters Service (WHS) on Route A90 using the same process as in previous contracts.

WMATA repeatedly demonstrates a proven record of successfully executing large-scale projects and delivering exceptional operating services. WMATA has the necessary capabilities and technical capacity to deliver on all components including timely reporting, compliance, and general conformance to the terms and conditions of receiving Federal awards.