

Liquidated Damages (In Addition to those included in Exhibit 10)

Please note that liquidated damages may be assessed:

| Liquidated Damages (Monthly) | | |
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| Performance Standard | Expected Performance | Liquidated Damages |
| Intentional and false reporting of a bus maintenance or safety issue | All reports submitted by the Contractor must be made in good faith. | Any vehicle reported as unsafe or needing maintenance that cannot be supported by maintenance documentation, which requires that the vehicle be taken out of service on false premises, shall constitute cause to assess a liquidated damage of \$400. Unintentional mistakes do not count toward a liquidated damage. |
| Red light Tickets | Red Light Penalty Notifications: Contractor shall provide notice of intent to contest and/or status of penalty contest or payment according to the OPS PPM. | Red Light Penalty Intent to contest or proof of payment not timely communicated, or delinquent penalty assessment not timely addressed shall result in assessment of \$50 in liquidated damages. |
| Complaints | COM items shall be investigated and, to the greatest extent possible, resolved within (3) business days from the transmission of a new COM item to Contractor. If resolution will take longer than (3) days, or if additional investigative support/materials are required, Contractor shall notify the MMT PM in writing as soon as possible. | If COM Items are not timely resolved and/or an investigation extension is not requested in writing a liquidated damage of \$120 shall be assessed. |
| Timely, Complete, and Accurate Reporting within timeline outlined in the OPS PPM | S&S forms (including video request) Drug and Alcohol reports, and Farebox collection shall be accurately completed within the timeline specified in the OPS PPM. | If reporting is not completed accurately and within the timeline specified in the OPS PPM, a liquidated damage of \$75 shall be assessed. |