

## EXHIBIT T

### PERFORMANCE POINTS

#### Performance Point Categories

Each Concessionaire breach will be classified in one of three categories and assessed points as follows:

Category	Cure Periods	Assessment of Performance Points
A	Cure period shall be deemed to start upon the date the Concessionaire first obtained knowledge of, or first reasonably should have known of, the breach or failure. For this purpose the Concessionaire shall be deemed to first obtain knowledge of the breach or failure not later than the date of delivery of the initial notice to the Concessionaire, as described in <u>§ 8.16(a)</u> of the Agreement.	Provided that the breach or failure is not cured, Performance Points shall first be assessed at the end of the first cure period, and shall be assessed again at the end of each subsequent cure period, as described in <u>§ 8.16</u> of the Agreement.
B	Cure period shall be deemed to start from the date on which the breach or failure occurred, whether or not an initial notice has been delivered to the Concessionaire, as described in <u>§ 8.16(a)</u> of the Agreement	Performance Points shall first be assessed on the date of the initial notification under <u>§ 8.16</u> of the Agreement (the start of the first cure period). Provided that the breach or failure is not then cured, Performance Points shall be assessed again at the end of the first and each subsequent cure period.
C	No Cure Period applicable	Performance Points shall be assessed on the date of the initial notification under <u>§ 8.16</u> of the Agreement.

#### Total Point Trigger Levels

Performance Points will accumulate and upon reaching certain thresholds, the Department will be granted certain rights as follows:

Total Cumulative Number of Uncured Points	Total Cumulative Number of Cured and Uncured Points	Implications
30	<b>135</b>	Increased Monitoring by the Department
45	<b>200</b>	Remediation Plan to be submitted to the Department
68	245	VDOT may exercise its rights under § 17.01 of the Agreement

Performance points are measured on a 365-day rolling period.

	Heading	Sub-Heading	§ Reference	Breach or Failure	Category	Cure Period	Max Points
1a	Tolling	Transactions	Exhibit N – § 4.6	The Concessionaire transmits duplicate transactions or incorrect toll amounts to the Customer Service Center (to be determined on a per transmission basis).	C	None	5
1b	Tolling	Transactions	Exhibit N – § 4.6	Upon notification of a duplicate transaction or an incorrect toll amount on a per transmissions basis, the Concessionaire fails to reconcile or audit the data transmission within one Business Day to identify any and all other duplicate transactions or incorrect toll charges that may have occurred (to be determined on a per transmission basis). Upon identification, the Concessionaire does not transmit the correct information to the customer service center for rectification including appropriate correspondence and crediting/debiting of accounts within five days.	A	3 day	5
2	Tolling	Cross-Reads	Exhibit N – § 4.6	Concessionaire transmits tag reads to the Customer Service Center from vehicles traveling in the GP. Following receipt of two or more complaints within 30 days emanating from a single toll point Concessionaire shall investigate claims of tag reads from GP lanes and in the event that a cross-read occurred, or reasonable doubt exists as to whether a cross-read occurred, Concessionaire shall prepare correspondence that can be sent to all customers who have made such a complaint regarding the erroneous GP reads within 15 days of receipt of such second complaint within a 30 day period . The Concessionaire shall provide information to the public outlining the issue with reads from tags in the GP lanes within 15 days of the receipt of such second complaint within a 30 day period.	C	None	5
3b	Tolling		Exhibit N – § 4.6	Within seven days of receiving notice that an incorrect toll amount has been charged (and provided that customer information has been provided) and that the incorrect charge has been validated, the Concessionaire fails to provide the customer service center correspondence to be sent to the customer informing	B	7 days	5

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				<p>the customer that his or her account will be credited for errors in excess of \$0.25 (to be determined on a per transmission basis).</p> <p>Upon receiving notice that an incorrect toll has been charged, the Concessionaire fails to submit a plan to the Department for approval to rectify the billing problem.</p>			
3c	Tolling	Signage	Exhibit N – § 4.6	Upon notification of the display of an incorrect toll amount, the Concessionaire fails to reconcile or audit the data transmission within one Business Day to identify any and all other customer accounts that may have been impacted by the incorrect signage (to be determined on a per transmission basis).	A	3 day	5
4	Tolling	Privacy	Exhibit N	The Concessionaire fails to comply with standards applicable to the retention of and use of customer records pursuant to applicable Law, including § 33.1-56.4 of the Code of Virginia.	C	None	5
5	Tolling	Transactions	Exhibit N 4.6.3(l)	The Concessionaire requests payment from an account not on the list of current active tags transmitted by the Department (to be determined on a per transmission basis).	C	None	5
6	Communications	Public Information	Exhibit N 2.1.1	The Concessionaire issues information to the public or in press releases whether through variable message signs or other means that is factually incorrect.	C	None	5
7a	Customer Service		Exhibit N	The Concessionaire fails to respond within seven days to customer inquiries and complaints about the HOT lanes where contact details of customers have been provided no matter whether the complaint is received directly from customers, the customer service center, or from the Department.	A	2 days	5
8	Communications	Public Information	Exhibit N - 2.1.4	The Concessionaire's does not regularly include in its marketing and public relations materials information about how HOV users can access the facility and the HOV information is not approved by the Department prior to its public release.	A	7 days	5
9	Project Management	Project Plans	Exhibit N	The Concessionaire fails to produce, review, and, if necessary, update the following plans during the Operating Period in accordance with the Agreement including but not limited: (1) the Concessionaire Management Plan; (2) the Hazardous Substances	A	30 days	5

	Heading	Sub-Heading	§ Reference	Breach or Failure	Category	Cure Period	Max Points
				Management Plan; (3) the Communication, Public Outreach, and Community Education Plan; (4) the Life Cycle Maintenance Plan; and (5) the Operation and Maintenance Plan.			
11	Operations	Incident Management	Exhibit N – § 4.3	The Concessionaire fails to achieve an incident response time that complies with the Law.	C	None	
14	Operations	Information Sharing	Exhibit N – § 4	The Concessionaire fails to transmit the following to the Department's Northern Virginia Public Safety Traffic Operations Center: (1) incident management data; (2) real time speed and volume data for the HOT Lanes; and (3) streaming video from CCTV cameras with a view of the HOT Lanes. The minimum refresh rates for such data transmissions shall be developed pursuant to the Joint Operating and Maintenance Protocols (Exhibit E to the ARCA).	A	5 days	5
15	Operations	Systems Control	Exhibit N	The Concessionaire fails to relinquish control to the Department of nominated ITS field devices within 10 minutes of receiving such a request from an Authorized Officer of the Department in the prescribed manner in accordance with the ARCA.	B	10 minutes	5
17	Operations	Work Zone Management	Exhibit N	The Concessionaire fails to meet requirements of I&M 241 relative to work zone safety, management, Maintenance of Traffic and diversion routes for regular maintenance during operations.	B	60 minutes	5
18	Inspections	Qualification of Inspectors	Exhibit N – § 4.1.1	The Concessionaire fails to have all inspectors certified pursuant to the Department's Standards and Specifications.	A	14 days	5
19	Inspections	Quality of Inspection	Exhibit N – § 4.1	The Concessionaire fails to identify material defects in the inspection reports, life cycle maintenance plan, or work currently undertaken.	C	None	5
20	Inspections	Quality of Inspection	Exhibit N – § 4.1	The Concessionaire fails to include identified material defects in the next Life Cycle Maintenance Plan and/or the Operations and Maintenance Plan.	A	14 days	5
21a	Maintenance	Performance Requirements	Exhibit N – Attachment 4.4	The Concessionaire fails to meet the performance requirements for each asset as defined in Attachment 4.4 as measured in cycles adopted in the industry for each asset.	A	30 days	5
21b	Maintenance	Performance	Exhibit N –	The Concessionaire fails to act in accordance with	A	Stated	5

	Heading	Sub-Heading	§ Reference	Breach or Failure	Category	Cure Period	Max Points
		Requirements	Attachment 4.4	Exhibit N - Attachment 4.4 with regard to responding to safety hazard issues.		timeliness requirements	
22	Level of Service	Degradation of the facility		<p>The Concessionaire fails to appropriately manage the dynamic tolling mechanism to ensure the level of service of the HOT Lanes Project does not become degraded as required by Law</p> <p>In addition and to be measured separately, upon receiving notice of a problem with the dynamic tolling mechanism, the Concessionaire fails to submit a rectification plan to the Department for approval.</p>	B	7 days	5
23	ARCA Obligations	Discrimination	ARCA § 11.01	The Concessionaire is found to have engaged in discriminatory employment practices which violate state and/or federal law such practices or the Concessionaire admits to having engaged in such practices.	C	None	5
24	ARCA Obligations	Subcontracting	ARCA § 11.01	The Concessionaire fails to include provisions in all of its subcontracts requiring its subcontractors to refrain from discrimination as described in § 11.01 of ARCA.	C	None	5
25	ARCA Obligations	Subcontracting	ARCA § 11	The Concessionaire enters into a subcontract with any Person (as defined by the ARCA) debarred or prohibited from participating in state or federally-funded projects or any Person who has been indicted, convicted, pled guilty, or pled <i>non contendere</i> to a violation of any Law (as defined by the ARCA) involving fraud, conspiracy, collusion, bribery, or any other act showing a similar lack of moral or ethical integrity.	C	None	5
26	ARCA Obligations	Subcontracting	ARCA § 11.02 (f)	The Concessionaire enters into a contract or subcontract with an Affiliate (as that term is defined by the ARCA) without providing notice and/or obtaining consent from the Department (to the extent that such notice and/or consent is required by the ARCA).	A	30 days	5
27	ARCA Obligation	Suspension of Tolls	ARCA § 4.06(a) and 4.06(b)	The Concessionaire fails to suspend tolls within 10 minutes of receipt of the Department's request which will be delivered in accordance with the ARCA by an Authorized VDOT officer in an agreed manner.	A	10 minutes	5
28	ARCA Obligation	Permit Fee	ARCA § 5,02 (c)	The Concessionaire fails to deliver audited calculations of the Permit Fee by April 30 of each year after First Level Targeted Rate of Return has been reached.	B	14 days	5
29	ARCA	Permit Fee	ARCA §	The Concessionaire fails to deliver requested additional	B	14 days	5

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	Obligations		5.02(e)	information or clarifications to audited calculations within 30 days of receiving a request for such information from the Department.			
30	ARCA Obligations	Updates to Financial Model	ARCA § 5.04	The Concessionaire fails to provide the Department with updated Financial Model within the following timeframes: (i) 120 days within the end of the calendar year; (ii) 60 days after the occurrence of a compensation event; (iii) 60 days after agreement for amendments to the Project; or (iv) concurrently with written notice of a proposed Refinancing.	B	7 days	5
31	ARCA Obligations	Refinancing	ARCA § 6.06(a)	The Concessionaire fails to provide the Department with written notice of any proposed Refinancing at least 75 days prior to the proposed date of closing of the Refinancing along with supporting documents.	B	7 days	5
32	ARCA Obligations	O&M Contractor	ARCA § 8.04(b), (d)	The Concessionaire fails to seek approval from the Department before engaging an O&M Contractor <u>other than the initial O&amp;M Contractor</u> identified in the Operations and Support Services Agreement as of the date of the Agreement.	B	7 days	5
33	ARCA Obligations	Maintenance Budget	ARCA § 8.05	The Concessionaire fails to file annually with the Department an annual budget in the required form at least 90 days prior to the start of each calendar year.	B	7 days	5
34	ARCA Obligations	Department Access and Inspection	ARCA § 10.02, § 18.07	The Concessionaire fails to provide financial or other records within 14 days after receiving a request for such records from the Department, the Independent Engineer, and/or FHWA.	B	3 days	5