



Attachment E – Mandatory Scored Requirements

3. Key Personnel MAndatory Scored # 3

In addition to the assigned CPM, Proterra's executive leadership team often engages with our customers in order to make sure they're expectations are being met. Unlike larger bus OEMs, Proterra is small enough where every order, regardless of size, is extremely important to us and at this stage of the market, letting a customer fail is not an option.

Included on the following page is an organization chart showing Proterra's executive leadership team:

Ryan Poppo, President & CEO

- Ryan's primary focus is ensuring Proterra is strategically positioned for the accelerating market shift to zero emission transit vehicles. Ryan has successfully guided Proterra through the transition from our first generation 35' BE35 EcoRide battery-electric transit bus to the roll-out of our second generation Proterra Catalyst platform, which is now available in a variety of HV battery pack configurations and in both 35' and 40' sizes. In addition, Ryan was the primary driving force for establishing the HV battery R&D lab and manufacturing facility in Silicon Valley, the addition of a west-coast manufacturing facility in Los Angeles, raising over \$235 million in Series 4, 5, & 6 funding, and building out the best leadership team in transit manufacturing.

Josh Ensign, Chief Operating Officer

- Josh is responsible for all production and supply chain activities at Proterra. Josh's primary focus has been ensuring our east-coast and west-coast manufacturing facilities in South Carolina and California and battery-manufacturing operation in Silicon Valley can keep up with the growing demand for battery-electric transit buses. Fortunately, Josh has experience running the nation's largest EV manufacturing operations at Tesla as well as launching 15+ new factories at his time with Honeywell International.

Gary Horvat, Chief Technology Officer

- Gary is responsible for new product development at Proterra as well as leading the entire engineering organization. Gary's leadership has been crucial in transitioning Proterra's engineering organization from a single group focused on new product development, configuration engineering, production line improvements (design for manufacturing), and in-service

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reliability improvements to dedicated teams each responsible for specializing in their own area of expertise.

Amy Ard, Chief Financial Officer

- Amy Ard serves as Proterra's chief financial officer. With more than twenty years of experience in finance and various manufacturing industries, Ard brings a rare combination of expertise leading both large public companies and private companies through significant stages of growth. At Proterra, she is supporting the company's next level of expansion by aligning corporate finance with all aspects of the business, from engineering and manufacturing to sales and marketing and operations. Ard's experience at PricewaterhouseCoopers (PwC) defined her career and passion for manufacturing early on. Before joining Proterra, Ard was CFO at AMG Advanced Metallurgical Group (AMG), a publicly held global specialty metals and engineering company. During her tenure as CFO, net debt was driven down by over \$200 million and AMG's share price improved by over 30 percent, despite a significant downturn in the commodity sector. Ard also took AMG through a \$275 million IPO, refinanced a \$320 million debt facility, led the integration of two key acquisitions with purchase prices in excess of \$25 million and implemented a global cash and risk management system. Over the course of her career, Ard has accrued multifaceted corporate finance experience and has proven her unique ability to build talented teams, create operational excellence, and manage cash flows for capital-intensive projects, while accurately forecasting quarterly financial earnings. Ard holds a bachelor's in accountancy and an MBA, both from Villanova University.

Matt Horton, Chief Commercial Officer

- Matt brings a broad range of experience to his role as chief commercial officer. Prior to joining Proterra, Horton served as CEO of Propel Fuels, Inc., a leading clean transportation company. Matt led Propel through a period of high growth, earning Propel a spot on the Inc. 500 as one of America's fastest growing companies. While there, he was responsible for strategy and planning, government relations, operational execution, financial management, investor relations, communications, partnerships and corporate development. Horton is an experienced company builder with a passion for growing sustainable businesses. Over the course of his career, he has been an operating executive, venture capitalist and investment banker, working with dozens of startup and emerging-growth companies in Silicon Valley since the late 1990s. Horton is a regular speaker at clean energy industry conferences and was awarded the prestigious Industry Leadership Award at the World Biofuels Forum in Rotterdam for his work in advancing the biofuels industry.

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Dustin Grace, Vice President, High Voltage Engineering

- Dustin leads Proterra's world-class high-voltage engineering team in Silicon Valley. Dustin's team is primarily responsible for Proterra's development of the extended range HV battery packs that power our XR, E2, and E2 Max battery-electric transit buses. Dustin's team is also responsible for development and production of our SAE J1772 CCS Plug-In Chargers available in 60kW and 125kW variants. Prior to joining Proterra in 2015, Dustin worked at Tesla Motors where he worked on five (5) major EV battery programs, most recently the Tesla Model III battery pack program. Dustin's team has over 100 combined years of developing HV battery packs for various automotive platforms including packs for Tesla, Toyota, BMW, and more.

André Lalljie, Director – Infrastructure

- André is responsible for coordinating Proterra's charging systems installation efforts. André came to Proterra from Tesla where he was involved with the installation of numerous charging systems. André's team will manage the team of subcontractors selected to assist Proterra with our turnkey installation of the non-proprietary Overhead Fast Charge System and the SAE J1772 CCS Type 1 depot-based Plug-In Chargers.

John Casey, National Director of Quality

- Tony leads our quality organization. His team is involved throughout the build process as his QA team members are required sign-off on the quality of each build station as the bus moves through the production line. Tony's team also performs a detailed 7-zone inspection after the bus has been commissioned to prepare it for final on-site inspection by the customers.

Mike Finnern, Director of Customer Service

- Mike's Customer Service team is responsible for ensuring a smooth initial deployment of the Proterra battery electric transit buses through our Customer Launch Process defined later in this bid. Once the buses enter revenue service, Mike's team is charged with ensuring that the Proterra buses are the most reliable buses in (Insert Transit Agency)'s fleet. In addition, Mike's team provides the training, manuals, spares, parts, and warranty administration services.

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Attachment E – Mandatory Scored Requirements

Existing Contracts Mandatory Scored #4

Location	Customer	Number of Buses ORDERED	Number of Buses DELIVERED
Stockton, CA	San Joaquin RTD	12	12
San Antonio, TX	VIA	3	3
Worcester, MA	WRTA	7	7
Pomona, CA	Foothill Transit	31	31
Reno, NV	RTC	18	5
Louisville, KY	TARC	16	16
Nashville, TN	MTA	11	9
Tallahassee, FL	StarMetro	5	5
City of Seneca, SC	CatBus	9	7
Seattle, WA	KCM	76	11
Missoula, MT	University of Montana (ASUM)	2	2
Lexington, KY	LEXTRAN	7	6
Chicago, IL	JLL (Telos LLC, Aeon and Prudential)	10	10
Springfield, MA	PVTA	3	3
Park City, UT	Park City Transit	13	6
Shreveport, LA	SporTran	5	5
Duluth, MN	DTA	7	
Dallas, TX	DART	7	
Philadelphia, PA	SEPTA	25	
Wilmington, DE	Delaware Transit Corp	16	
Everett, WA	Everett Transit	4	
Pierce County, WA	Pierce Transit	3	
Port Arthur, TX	Port Arthur Transit	6	
Santa Clara, CA	VTA	5	
Moline, IL	Quad Cities Metrolink	2	
Bremerton, WA	Kitsap Transit	1	

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Visalia, CA	City of Visalia Transit Division	2	
Fresno, CA	Fresno County Rural Transit Agency	4	
Modesto, CA	City of Modesto Transit Services (MAX)	4	
New York City, NY	MTA	5	5
Raleigh Durham	Raleigh Durham Airport	4	
Washington, D.C.	DC Circulator (DDOT)	14	14
Clemson, SC	City of Clemson/Clemson Area Transit (CAT)	10	
Stateline, NV	Tahoe Transportation District (TTD)	3	
San Jose, CA	San Jose Airport	10	
Normal, IL	Bloomington-Normal Public Transit System (B-NPTS)	3	
Bridgeport, CT	Greater Bridgeport Transit Authority (GBT)	8	
Des Moines, IA	Des Moines Area Regional Transit Authority (DART)	5	
Los Angeles, CA	City of Los Angeles Department of Transportation (LADOT)	20	
Asheville, NC	Asheville Redefines Transit (ART)	5	
Greenville, SC	Greenville Transit Authority (GTA)/ Greenlink	2	
Lubbock, TX	Lubbock CitiBus	2	
Madison, WI	Metro Transit System (Metro)	3	
Greensboro, NC	Greensboro Transit Authority (GTA)	4	
Sacramento, CA	Sacramento County Airport System (SMF)	5	
Rockville, MD	Ride-On Montgomery County Transit	4	
Yosemite National Park, CA	Yosemite	2	
Missoula, MT	Missoula Urban Transportation District (Mountain Line)	3	

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Redding, CA	Redding Area Bus Authority (RABA)	1	
Wilsonville, OR	South Metro Area Regional Transit (SMART)	2	

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Headquarters
1815 Rollins Road, Burlingame, CA 94010

East Coast Manufacturing
1 Whitlee Court, Greenville, SC 29607

West Coast Manufacturing
393 Cheryl Lane, City of Industry, CA 91789

Attachment E – Mandatory Scored Requirements

Key Customers MANDATORY SCORED #5

1. Foothill Transit

Doran Barnes, Executive Director
100 S. Vincent Avenue, Suite 200
West Covina, CA 91790
626-931-7200



DBarnes@Foothilltransit.org

Fleet Summary:

- Fifteen 35' BE35 EcoRide buses
- Two 40' Catalyst FC+ buses
- Fourteen 40' Catalyst E2 buses on order
- Five Fast Charge Stations

2. King County Metro Transit

George Stites, Battery-Electric
Project Manager 11911 East
Marginal Way S Bldg A
Tukwila, WA 98168
206-477-6876



george.stites@kingcounty.gov

Fleet Summary:

- Three 40' Catalyst FC+ buses
- Eight 40' Catalyst FC+ buses on order
- One Fast Charge Station

3. City of Seneca (Operated by Clemson Area Transit)

Ed Halbig, Director of Planning &
Development
221 East North Street 1st St.
Seneca, SC 29678
864-723-5467



ehalbig@seneca.sc.us

Fleet Summary:

- Six 35' BE35 buses
- Two Fast Charge Stations
- One 40' Catalyst FC+ bus

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4. **Regional Transportation Commission**

David F. Jickling, Director of Public Transportation and Operations

PO Box 30002 / 89520

2050 Villanova Drive

Reno, NV 89502

775-335-1902

Djickling@rtcwashoe.com

Fleet Summary:

- Four 35' BE35 EcoRide buses
- One Fast Charge Station
- Seventeen 40' Catalyst E2 buses on order



5. **San Joaquin RTD**

Donna DeMartino, General Manager/CEO

PO Box 201010

Stockton, CA 95201

209-467-6612

ddemartino@sanjoaquinrtd.com

Fleet Summary:

- Two 35' BE35 EcoRide buses
- Ten 40' Catalyst FC+ buses
- Five 40' Catalyst E2 buses on order
- Two Fast Charge Stations





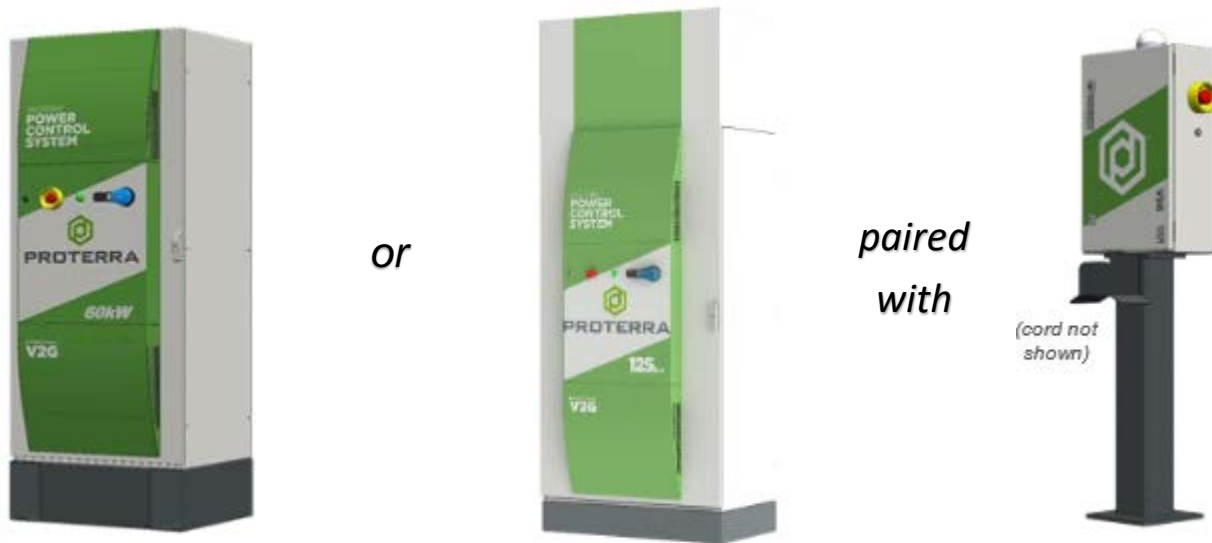
Attachment E – Mandatory Scored Requirements

Products, Equipment, & Services Mandatory Scored # 6

Plug In-Charging

Proterra adopted a DC plug-in charging standard (SAE J1772 CCS, Type 1 connector) from the North American automotive industry because the demand for EV automobiles should greatly exceed the demand for heavy-duty battery-electric transit buses. The benefit to Proterra and agencies is that these chargers are now available from multiple vendors, creating price and technical competition that stands to benefit EV car buyers as well as Proterra and its customers.

Proterra can offer our 60kW or 125kW SAE J1772 CCS Type 1 plug-in charger(s). These chargers are available in a variety of different configurations, with a remote charger and a local dispenser which can be wall mounted, mounted overhead, or mounted on a small pedestal.



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Overhead Fast Charging

In 2018, Proterra will be adopting the option of Pantograph or Inverted Pantograph Dispenser Charging to charge its FC+, XR, and E2 vehicles. Each choice will give potential customers the option of having state of the art overhead charging systems.

Pantograph

Pantograph charging as the capability of output power up to 520kW with an output voltage between 250-1000v. The Pantograph charger will be paired with a remote charger.



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Inverted Pantograph

Inverted Pantograph charging as the capability of output power up to 320kW with an output voltage between 250-1000v. Like the Pantograph charger, the Inverted Pantograph charger will be paired with a remote charger as well.



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CATALYST® : 40 FOOT BUS

PERFORMANCE SPECIFICATIONS



PROTERRA

	Description	FC Series		XR Series		E2 Series		
		FC	FC+	XR	XR+	E2	E2+	E2 max
CATALYST VEHICLE WITH DUOPOWER™ DRIVETRAIN								
Total Energy	kWh	94	126	220	330	440	550	660
Projected Altoona Efficiency (at SLW, without HVAC)	kWh/mile	1.39	1.44	1.34	1.39	1.44	1.50	1.55
	MPGe	27.1	26.1	28.1	27.1	26.1	25.2	24.3
Nominal Range*	Miles; Total energy/ projected Altoona efficiency	68	87	164	238	305	367	426
Top Speed (Proterra-governed, per tire rating)	mph	65	65	65	65	65	65	65
Acceleration (at SLW, seconds)	0 to 20 mph	4.5	4.5	4.5	4.5	4.5	4.5	4.5
	20 to 50 mph	15.5	15.5	24.1	15.5	15.5	15.5	15.5
Gradability (top speed at % grade, at SLW, mph)	5%	54	59	41	54	59	57	56
	10%	34	40	24	34	40	37	34
	15%	23	27	16	23	27	26	25
Max Grade (at SLW)		27%	26%	28%	27%	26%	25%	23%
Horsepower	Peak	360	510	240	360	510	510	510
	Intermediate	360	426	240	360	426	426	426
	Continuous	225	257	150	225	257	257	257
Motor	Dual independent 190 kW motors	•	•	•	•	•	•	•
Gearbox	Proterra 2-speed auto-shift EV gearbox	•	•	•	•	•	•	•
Curb Weight	lbs	29,365	31,000	27,730	29,365	31,000	31,426	33,061
Max Gross Vehicle Weight Rating	lbs	42,005	43,650	42,005	42,005	43,650	43,650	43,650
CATALYST VEHICLE WITH PRODRIVE DRIVETRAIN								
Total Energy	kWh	94	126	220	330	440	550	660
Projected Altoona Efficiency (at SLW, without HVAC)	kWh/mile	1.71	1.75	1.62	1.71	1.75	1.82	1.89
	MPGe	22.0	21.5	23.3	22.0	21.5	20.7	20.0
Nominal Range*	Miles; Total energy/ projected Altoona efficiency	55	72	136	193	251	303	350
Top Speed (Proterra-governed, per tire rating)	mph	65	65	65	65	65	65	65
Acceleration (at SLW, seconds)	0 to 20 mph	6.7	6.7	6.7	6.7	6.7	6.7	6.7
	20 to 50 mph	32.8	32.8	32.8	32.8	32.8	32.8	32.8
Gradability (top speed at % grade, at SLW, mph)	5%	26	26	26	26	26	26	25
	10%	23	22	23	23	22	22	22
	15%	18	17	16	18	17	16	15
Max Grade (at SLW)		21	20	22	21	20	19	18
Horsepower	Peak	295	295	245	295	295	295	295
	Continuous	181	181	150	181	181	181	181
Motor	Single 220kW permanent magnet drive motor	•	•	•	•	•	•	•
Gearbox	Proterra 2-speed auto-shift EV gearbox	•	•	•	•	•	•	•
Curb Weight	lbs	29,365	31,000	27,730	29,365	31,000	31,426	33,061
Max Gross Vehicle Weight Rating	lbs	42,005	43,650	42,005	42,005	43,650	43,650	43,650
CHARGING								
Max Plug-in Charge Rate (kW)	Utilizes standard J1772-CCS plug-in chargers	110	120	73	110	120	120	120
Max Overhead Charge Rate (kW)	Configured for Proterra overhead fast-charger	244	325	163	244	Option	Option	Option
Overhead Fast Charging	Miles replenished per 5 min	12	15	8	12	Option	Option	Option
Plug-in Charging	Miles replenished per 5 min	5	6	4	5	6	6	5
Plug-in Charge Time	Hours	< 1 hr	< 1 hr	< 2.5 hr	< 2.5 hr	< 3 hr	< 4 hr	< 4.5 hr

*actual range will vary depending on route conditions and driver behavior

CATALYST® : 40 FOOT BUS

PLATFORM SPECIFICATIONS



	Description
VEHICLE DIMENSIONS	
Length	42'6"
Height	11'2"
Wheelbase	24'8"
Approach Angle	8.6°
Breakover Angle	7°
Departure Angle	9°
Turning Radius	41.9'
INTERIOR	
Seating Capacity	40
Door Width	Front 43.2", Rear 49.1"
Lighting	LED interior lighting system
Handles	Stainless-steel stanchion system
Stop Request	ADA pull cord or touch tape stop request
Doors	Sensitive edges on both front and rear door
Wipers	Electric wipers and washers
HVAC	Overhead integrated system
EXTERIOR	
Bus Body	Carbon-fiber-reinforced composite material
Tires	Standard: Michelin 305/70R22.5
Exterior Lights	LED
BRAKES & SUSPENSION	
Braking System	Regenerative braking; front & rear air disk brakes
Traction	4-wheel ABS with optional traction control
Suspension	Multi-Link Air Ride rear suspension
ELECTRICAL SYSTEM	
Battery System	Integrated battery management system
Low Voltage	Two, Group 31 700 CCA 12v batteries
Charge Ports	J1772 CCS: One port standard at curb-side rear, 2nd port optional at street-side rear
Overhead Charging	Optional
ADA	
	Two ADA locations, one on each side of the aisle directly behind the front wheel
	ADA securement system
	Front ADA power wheelchair ramp (4:1, 6:1 slope)
	Rear door modesty panels
	Aisle width between front wheel wells: 35.5"
WARRANTY	
Vehicle	Complete Bus - 1 year or 50,000 miles Extended warranties and service contracts available upon request
Batteries	12 years / unlimited miles, materials and workmanship

CATALYST® : 35 FOOT BUS

PERFORMANCE SPECIFICATIONS



PROTERRA

		FC Series		XR Series		E2 Series
Description		FC	FC+	XR	XR+	E2
CATALYST VEHICLE WITH DUOPOWER™ DRIVETRAIN						
Total Energy	kWh	94	126	220	330	440
Projected Altoona Efficiency (at SLW, without HVAC)	kWh/mile	1.40	1.46	1.35	1.40	1.46
	MPGe	26.8	25.8	27.9	26.8	25.8
Nominal Range*	Miles; Total energy/ projected Altoona efficiency	67	86	163	235	302
Top Speed (Proterra-governed, per tire rating)	mph	65	65	65	65	65
Acceleration (at SLW, seconds)	0 to 20 mph	4.5	4.5	4.5	4.5	4.5
	20 to 50 mph	15.5	15.5	24.5	15.5	15.5
Gradability (top speed at % grade, at SLW, mph)	5%	59	57	40	59	57
	10%	40	37	23	40	37
	15%	27	26	16	27	26
Max Grade (at SLW)		27%	25%	28%	27%	25%
Horsepower	Peak	360	510	240	360	510
	Intermediate	360	426	240	360	426
	Continuous	225	257	150	225	257
Motor	Dual independent 190 kW motors	•	•	•	•	•
Gearbox	Proterra 2-speed auto-shift EV gearbox	•	•	•	•	•
Curb Weight	lbs	29,665	31,690	28,020	29,665	31,690
Max Gross Vehicle Weight Rating	lbs	39,500	39,500	39,500	39,500	39,500
CATALYST VEHICLE WITH PRODRIVE DRIVETRAIN						
Total Energy	kWh	94	126	220	330	440
Projected Altoona Efficiency (at SLW, without HVAC)	kWh/mile	1.71	1.75	1.62	1.71	1.75
	MPGe	22.0	21.5	23.3	22.0	21.5
Nominal Range*	Miles; Total energy/ projected Altoona efficiency	55	72	136	193	251
Top Speed (Proterra-governed, per tire rating)	mph	65	65	65	65	65
Acceleration (at SLW, seconds)	0 to 20 mph	6.7	6.7	6.7	6.7	6.7
	20 to 50 mph	32.8	32.8	32.8	32.8	32.8
Gradability (top speed at % grade, at SLW, mph)	5%	26	25	26	26	25
	10%	22	22	23	22	22
	15%	17	16	16	17	16
Max Grade (at SLW)		21%	20%	23%	21%	20%
Horsepower	Peak	295	295	245	295	295
	Continuous	181	181	150	181	181
Motor	Single 220kW permanent magnet drive motor	•	•	•	•	•
Gearbox	Proterra 2-speed auto-shift EV gearbox	•	•	•	•	•
Curb Weight	lbs	29,665	31,690	28,020	29,665	31,690
Max Gross Vehicle Weight Rating	lbs	39,500	39,500	39,500	39,500	39,500
CHARGING						
Max Plug-in Charge Rate (kW)	Utilizes standard J1772-CCS plug-in chargers	110	120	73	110	120
Max Overhead Charge Rate (kW)	Configured for Proterra overhead fast-charger	244	325	163	244	Option
Overhead Fast Charging	Miles replenished per 5 min	12	15	8	12	Option
Plug-in Charging	Miles replenished per 5 min	5	6	4	5	6
Plug-in Charge Time	Hours	< 1 hr	< 1 hr	< 2.5 hr	< 2.5 hr	< 3 hr
*actual range will vary depending on route conditions and driver behavior						

CATALYST[®] : 35 FOOT BUS

PLATFORM SPECIFICATIONS



	Description
VEHICLE DIMENSIONS	
Length	36'11"
Height	11'4"
Wheelbase	20'3"
Approach Angle	8.6°
Breakover Angle	8.5°
Departure Angle	8.7°
Turning Radius	36'
INTERIOR	
Seating Capacity	28
Door Width	Front 43.2", Rear 49.1"
Lighting	LED interior lighting system
Handles	Stainless-steel stanchion system
Stop Request	ADA pull cord or touch tape stop request
Doors	Sensitive edges on both front and rear door
Wipers	Electric wipers and washers
HVAC	Overhead integrated system
EXTERIOR	
Bus Body	Carbon-fiber-reinforced composite material
Tires	Standard: Michelin 305/70R22.5
Exterior Lights	LED
BRAKES & SUSPENSION	
Braking System	Regenerative braking; front & rear air disk brakes
Traction	4-wheel ABS with optional traction control
Suspension	Multi-Link Air Ride rear suspension
ELECTRICAL SYSTEM	
Battery System	Integrated battery management system
Low Voltage	Two, Group 31 700 CCA 12v batteries
Charge Ports	J1772 CCS: One port standard curb-side rear, 2nd optional port at street-side rear or curb-side front
Overhead Charging	Optional
ADA	
	Two ADA locations, one on each side of the aisle directly behind the front wheel
	ADA securement system
	Front ADA power wheelchair ramp (4:1, 6:1 slope)
	Rear door modesty panels
	Aisle width between front wheel wells: 35.5"
WARRANTY	
Vehicle	Complete Bus - 1 year or 50,000 miles Extended warranties and service contracts available upon request
Batteries	12 years / unlimited miles, materials and workmanship



Attachment E – Mandatory Scored Requirements

Customer Service, Training, and Warranty Support Mandatory Scored 8,9,11

Customer Service Team

Mike Finnern is one of Proterra's longest tenured employees, having been with the company when it was still based in Golden, CO and serving as the project manager for the initial contract to build and deliver the first 3 buses we delivered to Foothill Transit in 2010. He's since taken over the Customer Service team built a best-in-class service team that is often given feedback from our customer base that we are the most responsive OEM in the industry when it comes to identifying and resolving issues that arise in service and in getting warranty and non-warranty replacement parts shipped to our customers. His team is responsible for the vehicles after they are delivered and accepted; including coordinating all training activities, training videos, manual development / delivery, warranty administration, service bulletin creation and monthly performance reporting.

The warranty administrator for this project is listed below:

Mary-Caroline Kreps
Business Analyst, Customer Service Administration
1 Whitlee Court
Greenville, SC 29607
864-214-2689
MKreps@Proterra.com

Training

Listed below are the curriculum for Proterra's standard training courses.

Proterra training focuses on hands-on learning bolstered by high-quality presentations and hand-outs. During training our instructors will review the theory and operation of systems and then provide significant focus on troubleshooting and understanding. We focus on ensuring the students are comfortable and confident at the completion of training programs. All training curriculum, manuals, videos, quick-reference guides and handouts will be made available to agencies for future internal use.

Our primary instructor, Josh Burnidge, is one of the longest tenured employees of Proterra having worked for us for over 8yrs. During that time, he has had stints working in manufacturing, engineering support and field service as well as formal training in learning development and presentation. He has a huge depth of knowledge of our products and is able

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to convey training information in a very relatable way due to his time as a field service technician. Additionally, our full-time, onsite Field Service Representative will have the technical knowledge and experience to support hands-on training and learning. We have found that working alongside of our field support personnel can be one of the best ways to learn.

PROTERRA TRAINING CURRICULUM

Driver Training Curriculum

- Bus Orientation
 - History of Proterra
 - Advantages & strengths of the bus
 - Basic discussion of bus operating systems
 - Special components or features of the bus
- Electrical/Electronics
 - Location of all key electrical components on the bus
 - General discussion of the non-propulsion electrical system
 - Specific discussion on vehicle operating, control, safety and lighting systems and location of controls and switches
 - Warning indicators and gauges
- Transmission & Controls
 - Location of controls
 - Correct operation of the bus
 - Driving experience
- Air Conditioning System
 - Location of controls
 - Operation of the system
- Door/Window System
 - Location of controls
 - Door operation
 - Location of egress windows
 - Operation of egress windows
- Brake System
 - Explanation of the brake system
 - Driving experience
- Bus Service Instruction
 - Compartment-by-compartment tour of the bus
 - Mirrors adjustments
 - Seat adjustment
- Operational/Road Training

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PROTERRA

- Familiarization with controls
- Driving experience
- Driving efficiently
- Charging
 - Familiarization with system
 - Charging experience
- Safety Training & Procedures
 - Mobility aid ramp
 - Securing mobility aid passengers
 - Emergency procedures
- Handouts
- Knowledge Quiz

Bus Maintenance Curriculum

- Bus Orientation
 - History of Proterra
 - Advantages & strong points of the bus
 - Basic discussion of bus operating systems
 - Compartment-by-compartment tour of the bus
 - Special components or features of the bus
- Electrical/Electronics
 - Location of all key electrical components on the bus
 - Explanation of the wiring diagram and codes
 - General discussion of electrical system
 - Specific discussion on vehicle operating, control, safety and lighting systems including troubleshooting instruction
- Transmission & Controls
 - Explanation of the transmission
 - Explanation of the electronic control system
 - Basic trouble shooting of the transmission
- Air Conditioning System
 - Explanation of the air conditioning system and location of key components
 - Explanation of the air conditioning electrical system
 - Explanation of the compressor, basic trouble shooting and preventative maintenance
 - Basic trouble shooting of the entire system
 - Preventative maintenance of the entire system

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- Doors/Window System
 - Explanation of the door system and location of all system components
 - Explanation of the door electrical system
 - Proper door adjusting procedures
 - Basic troubleshooting of the door system
- Brake System
 - Explanation of the brake system
 - Basic brake system troubleshooting and repair
- Bus Service Instruction
 - Controls and switches
 - Warning indicators and gauges
 - Seat adjustment
 - Door controls
 - Mobility aid ramp operation
 - Compartment inspection and service points
 - Mirror adjustment
 - Climate control system
- Fire Detection/Suppression System/Safety Procedures
 - Basic system familiarization
 - Location of controls
- Propulsion System
 - Explanation of the propulsion system and the location of key components
 - Explanation of the drive motor, accessories and controls
 - Explanation of the propulsion batteries, accessories and controls
 - Explanation of propulsion system maintenance procedures
 - Basic troubleshooting procedures for the propulsion system
- Air System
 - Explanation of the air system including location of all system components
 - Basic troubleshooting of the air system
 - Preventative maintenance of the air system
- Suspension/Steering/Axles
 - Explanation of the suspension system
 - Basic repairs to the suspension system
 - Basic troubleshooting of the suspension system

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- Explanation of the steering system
- Basic troubleshooting of the steering system
- Body-Composite Repairs, Lights, Etc...
 - Explanation of the body and attachment methods for accessories
 - Basic repair methods including composite repairs
- Parts-Ordering, Etc...
 - Explanation of the parts manual and how it is divided
 - Explanation of the parts numbering system
 - Orientation to the bus and components on the bus
 - Practice in finding parts in the parts manual
- Mobility/Ramp System
 - Explanation of the mobility aid/ramp systems, mechanisms and controls
 - Inspection and periodic maintenance of the mobility aid/ramp mechanisms
 - Troubleshooting of the ramp and control systems
- Safety Training & Procedures
 - Basic safety orientation
 - Lock out/tag out procedures
 - High voltage orientation
- Bus Preventative Maintenance
 - Review of PMI procedures
- Diagnostic Tool
 - Explanation of usage
- Handouts
- Knowledge Quiz

Parts & Warranty Support

Proterra currently stocks its service support inventory (supporting 110 buses in the field) at Proterra's main facility in Greenville, SC. However, in 2017 we opened our facility in City of Industry, California and another in Burlingame, California (near the San Francisco International Airport). Both facilities will house some Regional FSRs and service inventory to support our west-coast customers. Proterra has created a recommended spare parts list, based on experience gained from the fleets currently in-service. The list also contains replenishment quantity levels.

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In most cases, replacement service parts orders placed before 3:00 pm EST are processed the same day. The parts order fill rate stands at 95+%. In the rare case when parts are not in stock, Proterra contacts the vendor and makes every effort to expedite delivery. The customer and the FSR are kept informed on order status through delivery. Service parts orders are shipped UPS ground, or best method depending on the parts ordered and/or quantity. Bus-down orders are shipped via best overnight method.

Proterra's Customer Service team is available 24/7 through the local or regional FSR and via an emergency call-in number. If additional manpower is required, Proterra has an Eastern and Western region FSR "floater" that can be dispatched to assist with repairs.

Proterra administers the warranty for the vehicles and charge stations it supplies. Warranty replacement parts are tracked in Proterra's database, including in-service dates, replacement dates as applicable, and replacement of serialized components including changes of serial numbers. Proterra will comply with the warranty requirements noted in the RFP.

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