

# Clipper® Executive Board

February 27, 2023

Agenda Item 4a

## Clipper® Schedule, Implementation, and Deployment Update

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### **Subject:**

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2)

### **Background:**

#### **Next Generation Project Schedule**

As we discussed at the November 21, 2022 Clipper Executive Board (CEB) meeting, we are working towards the achievement of a revised schedule (see top of Attachment A). The revised schedule shows the work remaining in two workstreams:

- Equipment Installation, and
- Account-based System implementation, which consists of system testing (shown in light-blue, as this is non-customer facing), a pre-Transition pilot test that will include public participants, and concluding with transition of all customers to the new Account-based system and break out the Account-based System Testing, Transition Pilot Test, and Customer Transition.

Cubic's most recently submitted schedule is consistent with this revised schedule. MTC has approved the submitted schedule and directed Cubic to proceed according to that schedule pending execution of a future Change Order to true up the milestone dates in the contract. Based on our assessment of the remaining work, we are projecting that installation work will be complete in early 2024 and that Customer Transition will start in the summer of 2024. This date is when we expect to have the new Clipper back-office system fully operational, all new equipment installed across 22 transit agencies in the Bay Area, and all ancillary equipment such as handheld fare inspection devices and retail sales devices ready for operations.

**Next Generation Implementation**

Included as Attachment A to this memorandum is a summary of recently completed activities related to delivering C2, upcoming activities and deliverables for MTC, Cubic Transportation Services, and the transit operators, and other noteworthy items managed by the project team.

**Next Generation Deployment**

Clipper reader installation at rail and ferry stations are complete at AC Transit, Caltrain, SMART and WETA; installations at GGF, VTA and SFMTA are 50% complete and expected to be completed in the near future. Onboard Clipper reader installations are completed at Santa Rosa CityBus and Petaluma Transit, are continuing at SFMTA and SamTrans, and will begin at VTA in early March. Clipper retail sales devices are being replaced with their Next Generation counterparts at Bay Area Walgreens, Whole Foods and local retailers. Included as Attachment B to this memorandum is a presentation showing recent pictures of Next Generation Clipper device installations.

**Issues:**

None identified.

**Recommendations:**

Information

**Attachments:**

- Attachment A: Next Generation Clipper Program Executive Summary Status Report
- Attachment B: Clipper Next Generation Equipment Pilot Installation Pictures



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Carol Kuester