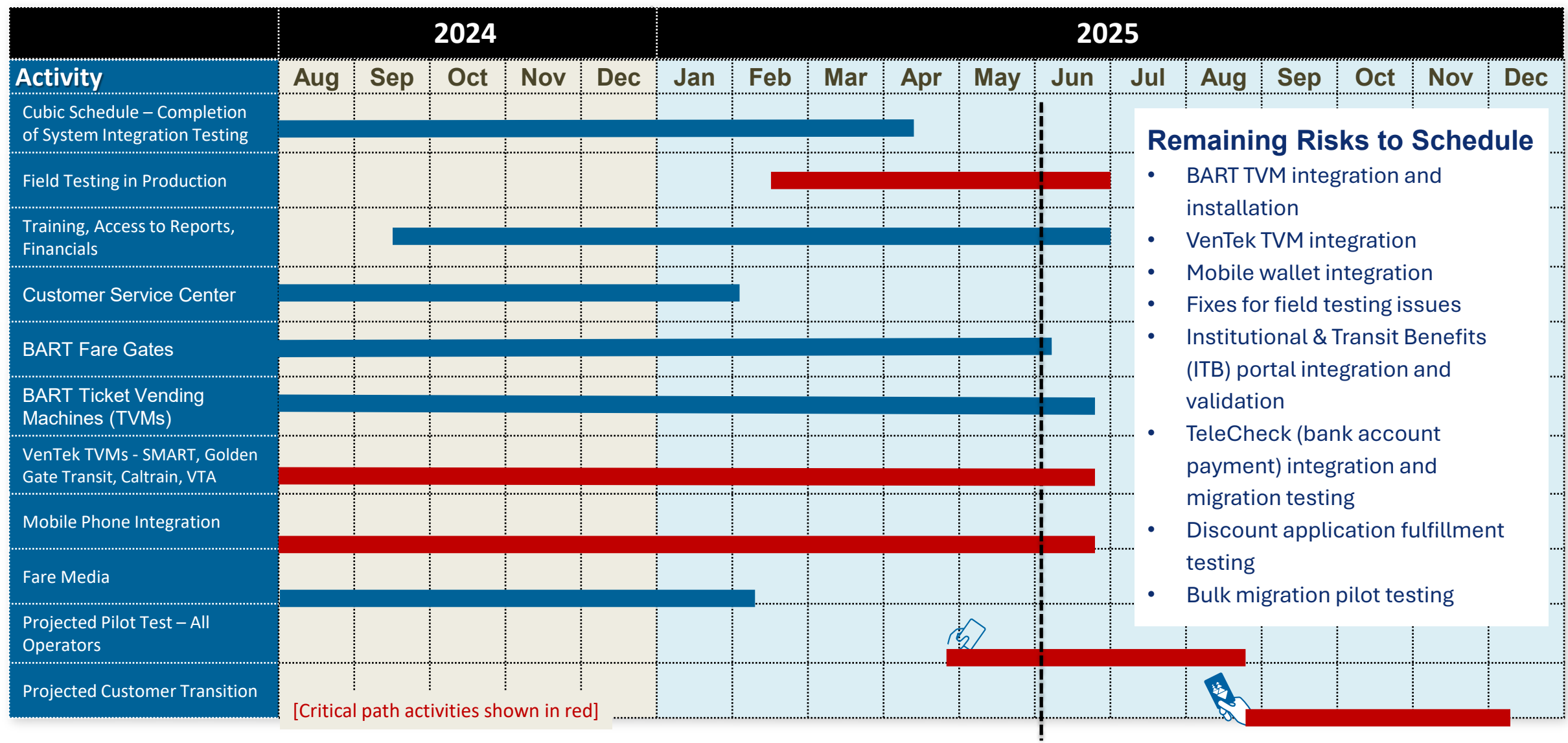




Clipper® Next Generation Program Update

Clipper Executive Board
July 28, 2025

Schedule & Remaining Risks/Critical Activities – from CEB on June 2, 2025



Progress Since June 2 CEB Meeting

- **Field testing:**
 - Completed initial testing of TeleCheck (bank account payment) integration, discount application processing and fulfillment, customer account migration, account-based retail device software, and Institutional & Transit Benefits (ITB) portal.
 - Continued testing of fare validators, inspection devices, fare media, website, mobile app, fare card orders/fulfillment.
- **Training:**
 - Operator training sessions held for reports, maintenance management portal, and discount management portal
- **BART validators:**
 - Fare gate installations completed at all BART stations
 - Ticket Vending Machine (TVM) testing and installations continue
- **VenTek TVMs:**
 - Software configuration and testing continue
- **Mobile integration:**
 - Mobile card field testing continues
 - Migration testing ongoing in test environment

Remaining Risks to Schedule

- BART TVM integration and installation
- VenTek TVM integration
- Mobile wallet integration
- Fixes for field testing issues
- Institutional & Transit Benefits (ITB) portal integration and validation
- ~~TeleCheck (bank account payment) integration and migration testing~~
- ~~Discount application fulfillment testing~~
- ~~Bulk migration pilot testing~~
- *Customer Service Terminal (CST) integration and installation*

-  Removed since last CEB
Added since last CEB

Technical Working Session – June 23, 2025

- In lieu of the June CEB Meeting the Chair convened a technical working session
- Participants included MTC, Cubic, and select Transit Operator leadership
- Discussed the remaining steps for responsibly achieving Customer Transition
- Discussed options for rolling out customer benefits as quickly as possible

Roll Out of Open Payments on BART

- Enable BART fare gates to accept contactless bank cards for fare payment
- Coming the week of August 18, 2025
- Benefits:
 - New payment option
 - Ramps up system usage prior to full launch
 - Can be enabled while work continues on remaining deployments
 - Brings key components to launch readiness (e.g., Clipper Customer Service Center, fare inspection devices, settlement/reconciliation)
 - Reduces demand for plastic Clipper cards
- Considerations:
 - Fare rule differences from C1 cards
 - Transfers & accumulators (n/a for BART-only pilot)
 - Fare/balance not shown (n/a for new BART gates)
 - Marketing plan adjustments
 - Visitors/infrequent riders: new payment option
 - Existing Clipper riders: “card clash”
 - Inspection device readiness
 - Bug fixes for bank card read issues
 - Potential impacts to full system launch date

Summary of Remaining Work for BART Open Payments Launch

- Clipper validators:
 - Produce and install faregate decals [MTC/BART]
- Clipper website:
 - Prepare updates for current clippercard.com home page and new open payments page [MTC]
 - Implement bank card trip history lookup page and updates prepared by MTC [Cubic]
- Customer Service Center:
 - CRM fix for PCI compliance [Cubic/WSP]
 - Full staffing for phone support [WSP]
 - BART CSC coordination [BART/MTC/WSP]
- Customer communications:
 - Print and digital materials about open payments acceptance and avoiding card clash [MTC]
 - Press release [MTC/BART]
 - Operator toolkits with regional messaging [MTC]
- Fare inspection:
 - Additional device distribution to station agent booths [BART]
 - Training [BART]
 - Software/firmware updates [Cubic]
- Revenue settlement:
 - Settlement process/reporting finalization [Cubic]
 - Training [MTC/BART]
- Back Office:
 - Resize infrastructure for launch [Cubic]

Before the August 25, Clipper Executive Board Meeting



- Delivery of customer benefit phase-in of open payments on BART
- Upcoming deployments:
 - 7/24/2025:
 - CSC software update
 - Week of 8/4/2025:
 - Inspection device software, onboard equipment software
 - Week of 8/11/2025:
 - Back-office updates for Institutional & Transit Benefits portal, TVM add-value transactions, and mobile card migration
 - Week of 8/18/2025:
 - Mobile App update
 - TBD: Retail device software, Customer Service Terminals, Muni TVM software, and limited-use tickets
- Reduction of remaining schedule risks:
 - BART TVM integration and installation
 - VenTek TVM integration
 - Mobile wallet integration
 - Fixes for field testing issues
 - Institutional & Transit Benefits portal integration and validation
 - Customer Service Terminal integration and installation

