

Clipper® Executive Board

November 16, 2020

Agenda Item 4b

Next-Generation Clipper® System Update

Subject: Update on key developments related to the implementation of the Next-Generation Clipper System Integrator project.

Background: Included as Attachment A to this memorandum is a summary of recently completed activities related to delivering the next-generation Clipper program; upcoming activities and deliverables for MTC, Cubic Transportation Services, and the transit operators; and noteworthy items that the project team is managing.

Highlights include:

- MTC has approved the account-based planning documents and MTC and transit operator staff are currently reviewing initial Conceptual Design Review documents for the account-based system.
- The account-based design will incorporate a series of design workshops, three of which have already begun, indicated below:
 - Customer Website
 - Business and Fare Rules
 - Maintenance Web Portal
- With regard to the mobile app:
 - Technical development is on-going.
 - Mobile app testers should be on vehicles and in stations this month. Transit operator staff have been notified with a specific request to notify their operations divisions. Testers have been provided with a letter explaining what they are doing with regard to testing should they be asked by Transit Operator staff.
 - We are finalizing some user experience/user interface elements to comply with required guidelines.
 - We are planning for the launch and subsequent marketing.

Cubic's schedule submission for October 2020 still showed some schedule slippage as it did in September. Staff is meeting with Cubic to discuss these concerns and is confident that Cubic will mitigate this delay. The program is currently within expected budget.

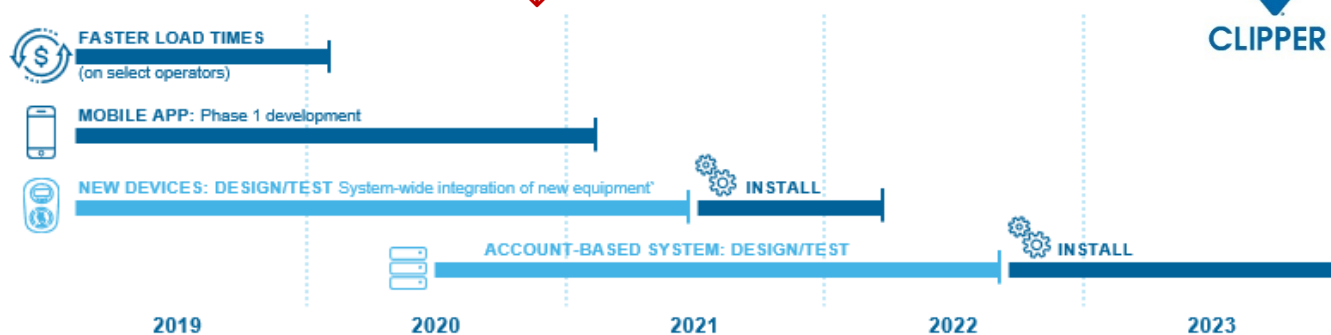
Attachments: **Attachment A:** Next Generation Clipper Program Executive Summary Status Report


Carol Kuester



Next-Generation Clipper Program

Executive Summary Status Report – November 16, 2020



Summary

- Account-based project plans (Contract Submittal Package 3) approved.
- Review of Conceptual Design Documents (Contract Submittal Package 4) underway.
- Account-based design workshops ongoing.
- Mobile App testing continues: initial System Integration Test (SIT) witnessing complete, field testing underway.

Recently Completed Activities

| | MTC/IBI | Cubic | Operators | Date |
|--|---------|-------|-----------|--------------------------|
| • Mobile App: | | | | |
| o SIT procedures resubmission by Cubic | | • | | Oct 20 |
| o SIT procedures approval by MTC | • | | | Nov |
| o Pilot Test plan resubmission by Cubic | | • | | Nov |
| o SIT witnessing by MTC and Operators | • | • | • | Nov |
| • New Devices: | | | | |
| o C2 System Refresh Plan approval by MTC | • | | | Nov |
| • Account-Based System design documentation: | | | | |
| o Project plans resubmission by Cubic | | • | | Oct 23 |
| o Conceptual Design submission by Cubic | | • | | Oct/Nov |
| o Project plans approval by MTC | • | | | Nov |
| • Account-Based System design workshops: | | | | |
| o Customer Website | • | • | • | Oct 19, 26; Nov 2, 9, 16 |
| o Fare Rules | • | • | • | Nov 4, 12 |

Upcoming Activities/Deliverables

| | MTC/IBI | Cubic | Operators | Date |
|--|---------|-------|-----------|----------------------|
| • Mobile App: | | | | |
| o SIT Results submission by Cubic | | • | | Nov |
| o Pilot Test plan approval by MTC | • | | | Nov/Dec |
| o Pilot Test begins | • | • | • | Nov/Dec |
| • Account-Based Conceptual Design Documents: | | | | |
| o Comment submission by MTC/Operators | • | | • | Nov |
| o Comment response submission by Cubic | | • | | Dec |
| • Account-Based System design workshops: | | | | |
| o Customer Website | • | • | • | Nov 30; Dec 7, 14 |
| o Fare Rules | • | • | • | Nov 18; Dec 2, 9, 16 |
| • Clipper Executive Board Meeting | • | | • | Dec 14 |