

Clipper® Executive Board

July 19, 2021

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:

- Continued review of the account-based design documents and continued participation by MTC and transit operator staff in the design workshops for the account-based mobile app and promotions portal. In particular, comments from MTC and transit operators on account-based business and fare rules design are currently under review by Cubic.
- The plan for Final Design Review is to be complete by the third quarter of this year.
- Regarding the launch of the Clipper mobile app and the use of mobile wallets:
 - The Clipper app and integration with Apple wallet launched on April 15, 2021. The Android version of the app and integration with Google Pay launched on May 19, 2021.
 - Over 85,000 plastic cards have been transferred to mobile wallets, and over 55,000 new mobile cards have been created. Customers have taken over 725,000 trips using Clipper in their mobile wallets.

Cubic's schedule submission for June 2021 has recovered some of the schedule slippage mentioned in earlier updates. As mentioned last month, Cubic has incorporated the account-based system work into the schedule and will continue to refine this and identify opportunities for further schedule recovery in future submittals. The program is currently within expected budget.

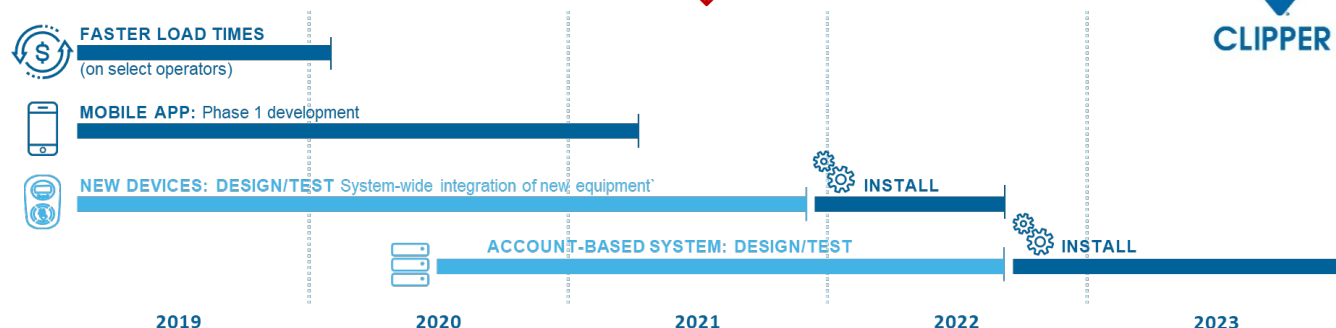
Attachments: Attachment A: Next Generation Clipper Program Executive Summary Status Report


Carol Kuester



Next-Generation Clipper Program

Executive Summary Status Report – July 19, 2021



Summary

- Android App released May 19; System Integration Testing (SIT) and Pilot Test results being finalized.
- New Devices Factory Acceptance Testing (FAT) underway; SIT Plan approved; On-Site System Installation (OSIT) and Pilot Test plans being finalized. Initial Pilot installations starting soon.
- Preliminary Design Review (PDR) nearly complete; Final Design Review (FDR) submittal expected shortly.
- Account-based design workshops continue.
- Technical and planning discussions continue with operators on various topics, including CAD/AVL integration, BART and Muni equipment, and new device installation.

Recently Completed Activities

	MTC/IBI	Cubic	Operators	Date
• Mobile App:				
o Public launch of Android app	•	•	•	May 19
• New Devices:				
o OSIT/Pilot Test plans submitted by Cubic		•		May 24
o Installation plan draft submitted by Cubic		•		May 28
o SIT Plan comments sent to Cubic	•		•	Jun 2, 18
o FAT execution/witnessing (retail devices)	•	•	•	Jun 4
o SIT Plan resubmittal by Cubic		•		Jun 16
o OSIT/Pilot Test plans comments to Cubic	•		•	Jun 22
o Installation plan draft comments to Cubic	•		•	Jun 22
o SIT Plan approval by MTC/Operators	•		•	Jun 30
• Account-Based System design documentation:				
o PDR business rules submitted by Cubic		•		May 19, 26
o PDR comment review sessions	•	•	•	May 26–27; Jun 1–4
o PDR comment responses from Cubic		•		Jun 28
o PDR business rules comments to Cubic	•		•	Jun 30
o PDR approval by MTC/Operators (excluding business rules)	•		•	Week of Jul 12 (planned)
• Account-Based System design workshops:				
o Institutional & Transit Benefits Web Portal	•	•	•	May 18; Jun 17
o Mobile App	•	•	•	May 24; Jun 7, 14, 21, 28; Jul 12, 19
o Third-Party Integration	•	•	•	Jun 8, 22; Jul 6
o Fare Media Management	•	•	•	May 26
o Promotions Web Portal	•	•	•	Jun 8

Upcoming Activities/Deliverables

	MTC/IBI	Cubic	Operators	Date
• Mobile App:				
○ SIT results submission by Cubic		●		Jul
○ Pilot results submission by Cubic		●		Jul
• New Devices:				
○ FAT execution/witnessing (cont'd.)	●	●	●	Jul–Aug
○ SIT execution/witnessing	●	●	●	Jul–Aug
○ Installation at Pilot Test locations	●	●	●	Aug–Dec
• Account-Based System design documentation:				
○ Final Design Review submission by Cubic		●		Jul
○ FDR document review sessions	●	●	●	Week of Aug 2
• Account-Based System design workshops:				
○ Promotions Web Portal	●	●	●	Jul
○ Mobile App	●	●	●	Jul 26
• Clipper Executive Board Meeting	●		●	Aug 16