

## Clipper® Executive Board

June 2, 2025

Agenda Item 4a

### Clipper® Schedule, Implementation, and Deployment Update

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#### **Subject:**

Update on key developments related to the implementation of the Next Generation Clipper System (C2). Senior staff from Cubic Transportation Systems will provide a system integrator progress report.

#### **Background:**

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

Since the last Clipper Executive Board (CEB) meeting on April 28, progress has continued on all activities remaining in the lead-up to Customer Transition, with particular focus on the near-term critical- and near-critical-path activities identified in the last meeting. Several of the critical activities planned for completion in May were not completed on schedule or remain incomplete:

- Tasks completed late:
  - Fare card fulfillment end-to-end testing
  - Bulk migration testing
- Incomplete tasks as of May 29, 2025:
  - Complete "field verify" System Integration Test (SIT) cases
  - Complete Institutional & Transit Benefits (ITB) portal SIT cases
  - Deploy and test TeleCheck (bank account payment) integration
  - Discount application/fulfillment end-to-end testing

We have proceeded with the next pilot phase testing the components that are available. To accommodate the one-month slip of items that have taken longer to complete, we will need to extend the pilot testing period by at least one month. This will result in the start of Customer Transition being delayed by at least that same period. This places the estimated date for the start of Customer Transition in late August. However, as reported each month, there are remaining risks to the schedule that continue to have the potential to further push out the start of Customer Transition.

Updates on the key high-level activities identified in April's CEB meeting are as follows:

- **Field testing:** Testing by staff of system components available in the production environment continues, including fare validators (and associated fare rule configuration), fare inspection devices, plastic and mobile fare media, customer website, and mobile app. Testing has begun on newly released components and functions, including fare card orders and fulfillment, discount card application submittals and processing, the Customer Service Terminal for in-person customer service centers, and updated Retail Device software for Clipper retail locations.
- **Training:** Two fare inspection device training sessions have been held for transit operator staff. Revisions to training materials for other components continue in preparation for upcoming training sessions. The training risk to schedule has been resolved given the additional time added.
- **BART hardware:** Fare gate validator installations are nearly complete systemwide. Ticket vending machine validator testing and installations continue.
- **VenTek ticket vending machines:** Mechanical testing of ticket stock was successful; software configuration and testing continues.
- **Mobile integration:** Field testing of account-based mobile cards in Apple wallet continues. Cubic software release planned soon to unblock testing of Android mobile cards and migration testing for both Apple and Android.

Key upcoming critical- and near-critical-path activities, some of which are now new risks to schedule, are the following:

- Institutional & Transit Benefits (ITB) portal integration testing and pilot validation
- TeleCheck (bank account payment) integration deployment and testing
- Discount application fulfillment end-to-end testing
- Bulk migration pilot testing
- Mobile card migration pilot testing
- Deploy and test back-office and ITB bug fixes
- VenTek ticket vending machine software deployment

Staff will continue to monitor and assist with expediting ongoing activities in advance of Customer Transition. We will report back at the next CEB meeting on continued progress toward the start of customer transition.

### **C2 Schedule Risks**

MTC continues to work with Cubic, transit operators, and other partners to address the following expanded set of risks, new risks have been added and are italicized below:

- 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*

### **C2 Implementation**

Included as Attachment A to this memorandum is a summary of recently completed and ongoing activities related to delivering the next-generation system; upcoming activities and deliverables for MTC, Cubic, and the transit operators; and other noteworthy items managed by the project team.

### **C2 Equipment Deployment**

The installation of on-board Clipper readers and stand-alone platform readers has been substantially completed. BART continues to make progress with the installation of next-generation readers (TR4s) at its fare gates and its ticket vending machines. Cubic is ramping up delivery of fare inspection devices to operators and preparing for the installation of Customer Service Terminals at in-person customer service center locations.

**Issues:**

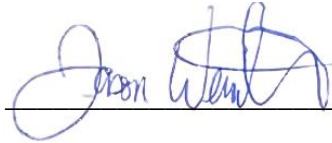
Schedule risks described above

**Recommendations:**

Information

**Attachments:**

- Attachment A: Next Generation Clipper Program Executive Summary Status Report
- Attachment B: Next Generation Clipper Program Schedule Presentation



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[https://bayareametro.sharepoint.com/sites/committees/CommitteeDocs/Clipper Executive Board/CEB2025/CEB\\_2025\\_01\\_27/3a\\_25-0086\\_1\\_Clipper\\_Schedule\\_and\\_Implementation\\_Update\\_v4.docx](https://bayareametro.sharepoint.com/sites/committees/CommitteeDocs/Clipper%20Executive%20Board/CEB2025/CEB_2025_01_27/3a_25-0086_1_Clipper_Schedule_and_Implementation_Update_v4.docx)