

Next Generation Clipper Program

Executive Summary Status Report – February 24, 2025



Summary

- Pre-Transition System Integration Testing (SIT) witnessing sessions nearly complete; testing of fixes and updates ongoing in lab environment. Field testing of account-based system underway by Cubic and MTC.
- BART fare gate validator, BART ticket vending machine (TVM) validator, and Muni fare gate validator installation continues.
- Fare Inspection device deliveries continue. Installation of Customer Service Terminals underway.
- Cubic continuing revision of Manuals and Training Materials to address comments from MTC and transit operator review.
- Technical and planning discussions continue with operators on various topics, including new equipment delivery and training, transition planning, BART coordination, and paratransit/third-party integration.
- Joint coordination meetings ongoing between MTC and C2 Contractors Cubic (System Integrator and Fare Media Fulfillment), WSP (Customer Service Center), Fiserv (Payment Services), Paragon (C2 Fare Card Supplier), and Confidex (C2 Fare Ticket Supplier).

Recently Completed Activities

	MTC/Arcadis	Cubic	Operators	Date
• New Devices:				
○ BART fare gate validator installation (cont'd)	●	●	●	ongoing
○ Muni fare gate validator installation (cont'd)	●	●	●	ongoing
• System Integration Test Witnessing:				
○ Fare inspection device (cont'd)	●	●	●	Jan 28
○ Transit promotions	●	●	●	Jan 29
○ Customer Service Terminal (cont'd)	●	●	●	Jan 30
○ Interactive voice response (IVR) and chat	●	●	●	Jan 31
○ Financial management	●	●	●	Jan 31
○ Power BI Reports (cont'd)	●	●	●	Feb 10–11
○ Third-party interfaces	●	●	●	Feb 12
○ Institutional and Transit Benefits portal	●	●	●	Feb 13–14, 18–20
○ Mobile App (cont'd)	●	●	●	Feb 20 (planned)
• Pilot Testing:				
○ Field testing of account-based system	●	●		ongoing

Upcoming Activities/Deliverables

	MTC/Arcadis	Cubic	Operators	Date
• New Devices:				
○ BART fare gate validator installation (cont'd)	●	●	●	ongoing
○ BART TVM validator installation (cont'd)	●	●	●	ongoing
○ Muni fare gate validator installation (cont'd)	●	●	●	ongoing
○ Fare inspection device deliveries (cont'd)	●	●	●	ongoing
○ Customer Service Terminal installation	●	●	●	Feb–Apr
• System Testing:				
○ Field testing of account-based system	●	●	●	ongoing
• Account-based System Documentation:				
○ Manuals & Training Materials resubmittal review (cont'd)	●		●	ongoing
• Clipper Executive Board Meeting	●		●	Mar 24