

Clipper® Executive Board

October 20, 2025

Agenda Item 3a

Clipper® Schedule, Implementation, and Deployment Recommendation

Subject:

Update on key implementation developments and recommendation to set a date for start of Customer Transition for the Next Generation Clipper System. Senior staff from Cubic Transportation Systems will be available to answer questions from the Board.

Background:

Next Generation Clipper (C2) Project Schedule and Customer Benefit Phase-In

On August 20, 2025, the open payments acceptance pilot was successfully launched on BART. At the last Clipper Executive Board (CEB) meeting on August 25, 2025, MTC presented the progress that has since accelerated on all activities remaining in the lead-up to Customer Transition, as well as the remaining risks to the schedule.

Operator and MTC staff have made significant progress to test the system, identify issues, and discuss remaining open items. Cubic and the other vendors are working together to resolve the open items and prepare the system for the Start of Customer Transition. The previously identified schedule risks are listed below, with most at or near completion:

- ~~BART TVM integration and installation~~ [Risk closed: blockers resolved, installation ongoing]
- VenTek TVM integration: Final fixes in test
- Mobile wallet integration: Final fixes in test
- Fixes for field testing issues: On-going, items being escalated as found
- Institutional & Transit Benefits (ITB) portal integration and validation: Fixes in test
- ~~Customer Service Terminal (CST) integration and installation~~: [Risk closed: installations ongoing]

For the next step in the next-generation system roll-out, MTC believes that deployment of the entire next-generation Clipper system provides the most benefit to riders. MTC and Cubic's schedule assessment shows that deployment of the full system can occur in December 2025. MTC staff recommends that the Clipper Executive Board set December 10, 2025 for Start of Customer Transition. This gives all riders the benefits of next-generation Clipper as soon as possible and allows for credit/debit acceptance across all of Clipper immediately at the Start of Customer Transition.

Staff will continue to work closely with transit operators and Cubic to identify and drive to resolution issues seen as testing progresses. Staff will also continue working with transit operators on their work to prepare for the start of customer transition, including installation coordination and training for inspecting devices and customer service terminals as well as customer marketing and education activities. We will provide more frequent communication to this Board as we progress toward your direction.

C2 Schedule Open Items

MTC continues to work with Cubic, transit operators, and other partners to address the following open items; however we believe we are close to crossing off all the remaining items:

- VenTek TVM integration
- Mobile wallet integration
- Fixes for field testing issues
- Institutional & Transit Benefits (ITB) portal integration and validation

C2 Implementation

Included as Attachment A to this memorandum are a set of extracts from MTC's transition launch schedule reflecting the remaining tasks on the path to customer transition. The extracts include the activities on the critical path, "near-critical path" activities, a two-week lookahead, and activities related to the inspection devices, customer service terminals, and customer communications that will involve transit operator engagement. MTC will continue to engage

Cubic and transit operators on an ongoing basis to update and track progress against this schedule in the lead-up to the recommended December 10, 2025, launch date.

C2 Equipment Deployment

Cubic is continuing delivery of fare inspection devices to operators and installation of Customer Service Terminals at in-person customer service center locations. BART installation of Clipper validators (TR4s) at its ticket vending machines is currently underway.

Issues:

Open schedule items described above and remaining work items for all operators to ensure readiness for customer transition.

Recommendations:

MTC recommends that the Clipper Executive Board set December 10, 2025 for Start of Customer Transition.

Attachments:

- Attachment A: Next Generation Clipper Transition Launch Schedule Extracts
- Attachment B: Next Generation Clipper Program Update Presentation



Jason Weinstein