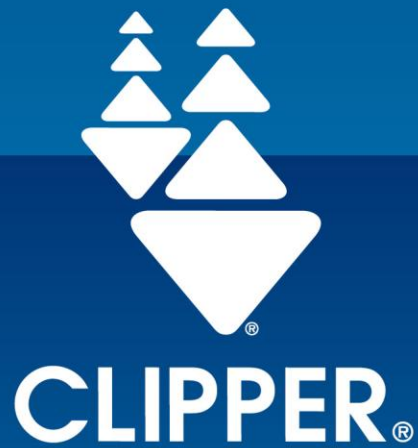




Clipper® Next Generation Program Update

Clipper Executive Board
October 20, 2025

Shown at August 25 Clipper Executive Board Meeting

Path to Customer Transition: Weeks of 9/8/2025 & 9/15/2025

Activity	Responsible Party	Update as of 10/15/25
Customer Service Terminals: • Installation/training • Configuration/setup for remaining locations	Cubic, MTC, Operators	Installations underway through early November
Institutional & Transit Benefits portal setup/training	Cubic, MTC	(See next slide)
Inspection Device updates/delivery coordination	Cubic, MTC	Installations underway through end of October
Field verification of bug fixes	MTC	(See next slide)
BART Vending/Add-Fare Machine testing & deployment	BART	Fixes confirmed and installation underway
VenTek Ticket Vending Machine testing & deployment	VenTek	(See next slide)
Mobile card migration testing	Cubic, mobile wallet providers	(See next slide)
Operator toolkit development for full transition	MTC, Operators	Ready for distribution
Customer Service Center training for full transition	MTC, WSP	Training complete, update ² before launch



Remaining Open Items and Status

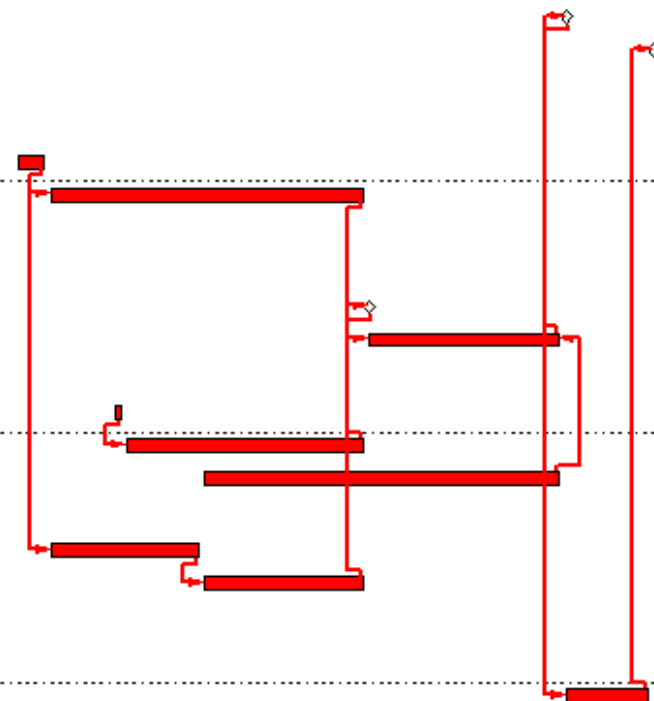
(Updates as of 10/15)

Activity	Responsible Party
Final trainings prior to transition start – CST, SAP advanced reports, Power BI and Data Warehouse training occurred last week. ITB portal fixes needed; new software build is in test	Cubic, MTC, Operators
Field verification – Production testing of 10/7 software, ongoing test of open items <i>Field testing of 1,100 items 50% complete, Critical Items under discussion with operators</i>	Cubic, MTC, Operators
Muni install start – <i>Issue with first Muni install occurred at Union Square station 10/7. Issue is under investigation</i>	Cubic
VenTek final integration and installation – <i>New software build is in test</i>	Cubic, Ventek
Notification fixes complete – <i>Discount Management Portal and ITB notifications – New software build is in test</i>	Cubic
Apple Clipper cards in Wallet on-demand migration – <i>On-demand migration issue requiring an additional software fix by Apple, planned for 10/21.</i>	Cubic
Settlement – Discrepancies with CA650 (settlement report) and WC210 (clearinghouse report) – <i>Update to reports in process, data is in database correctly</i>	Cubic
RTC/START card fulfillment – <i>C2 back-office card fulfillment integration not functional; workaround in development.</i>	Cubic



Overall Clipper Program Schedule shows possible 12/10 Start of Customer Transition (1-week float) Interface CPM Schedule – Longest Path

#	Activity ID	Activity Name	Rem Dur	Start	Finish	TF	October 2025				November 2025				December 2025			
							05	12	19	26	02	09	16	23	30	07	14	21
1	CLIPPER Project- Interface CPM Schedule (as of 10/13/2025)			39	13-Oct-25	10-Dec-25	0											
2	Project Milestone			6	02-Dec-25	10-Dec-25	0											
3	Ext-6-MS-1030	Customer Transition Readiness	0	02-Dec-25		0												
4	Ext-MS-1080	Start of Customer Transition	0	10-Dec-25		0												
5	4. Preparation for Pre-Transition Pilot (Readiness Assessment)			23	13-Oct-25	13-Nov-25	0											
6	Integration/Testing/ Install			23	13-Oct-25	13-Nov-25	0											
7	Ext-4-INT-1000-C30	Cubic- LU Media Issuance Testing	3	13-Oct-25*	15-Oct-25	0												
8	Ext-4-INT-1020-M05	Confidex – LU Media Specification & Delivery (previously 35 WD)	20	16-Oct-25	13-Nov-25	0												
9	5. Preparation for Final Pre-Transition Pilot (Full System Check)			30	16-Oct-25	01-Dec-25	0											
10	MS			10	14-Nov-25	01-Dec-25	0											
11	Ext-5-MS-1020	Start of Final Pre-Transition Pilot (Full System Check)	0	14-Nov-25		0												
12	Ext-5-MS-1060	Final Pre-Transition Pilot (Full System Check)	10	14-Nov-25	01-Dec-25	0												
13	Training			26	22-Oct-25	01-Dec-25	0											
14	Ext-5-T-1100-C92	CMStraining for CST operators	1	22-Oct-25*	22-Oct-25	0												
15	Ext-5-T-1100-C94	ITB training for transit benefit providers	15	23-Oct-25	13-Nov-25	0												
16	Ext-5-T-1130-W10	WSP- CSR onboarding and training	20	30-Oct-25	01-Dec-25	0												
17	Integration/Testing/Install			20	16-Oct-25	13-Nov-25	0											
18	Ext-5-INT-1030-O010	Oper- C2 LU media testing	10	16-Oct-25	29-Oct-25	0												
19	Ext-5-INT-1030-O020	Finalize deployment of Ven Tek TVM software	10	30-Oct-25	13-Nov-25	0												
20	6. Preparation for Customer Transition			6	02-Dec-25	09-Dec-25	0											
21	MS			6	02-Dec-25	09-Dec-25	0											
22	Ext-6-MS-1070	System Cut Over for Customer Transition	6	02-Dec-25	09-Dec-25	0												



Stakeholder and Customer Education

- MTC and operators are working together to prepare frontline staff for the launch
- Tailored messaging being prepared in English, Spanish, Chinese and Vietnamese for existing Clipper customers, new customers, visitors
- Will build and expand on messaging that supported Tap and Ride launch on BART

Tap your bank card on all Bay Area Transit!

Contactless payments are now accepted on Clipper readers)))

- Adult fares only
- Plastic and mobile cards
- One card per rider
- Remove card from wallet before tapping



CLIPPER | More ways to pay

Recommendation

- **MTC Staff Recommendation: 12/10 Start of Customer Transition**
 - Continue to give daily updates to Operator staff
 - As issues arise, have immediate discussions with Operator staff and escalate for resolution and/or identify features to phase-in to maintain launch timeline.
 - Gives all riders the benefits of next-generation Clipper as soon as possible.
 - Allows for credit/debit acceptance at all Clipper validators immediately
 - Removes any customer confusion on why only BART
 - Preserves costs through ramp-down of existing Clipper system
- **Request approval**