

# Clipper® Executive Board

October 28, 2024

Agenda Item 3a

## 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). The Senior Vice-President of Cubic Transportation Systems will be in attendance to provide a system integrator progress report.

### **Background:**

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

Since the last Clipper Executive Board meeting on September 23<sup>rd</sup>, we have made progress and accomplished many of the items noted to be completed for October, maintaining for now the schedule we presented in September for a potential Spring start of customer transition. However, because progress on formal System Integration Testing, mobile wallet, and ticket vending machine integration has been slower than anticipated, we are exploring all options to maintain the schedule, including the potential to defer implementation of some lesser-used functionality until after customer transition is complete. Note that regional transfer discounts and contactless open payment acceptance remain high priorities and are not being considered for deferral. Below is an update on the items accomplished since September 23<sup>rd</sup>:

- Start formal System Integration Testing
  - This was started on October 10<sup>th</sup> with the maintenance management portal and continued on October 24<sup>th</sup> with onboard card readers.
- Delivery of Ticket Vending Machine (TVM) Software to BART
  - Software was delivered to BART and has been tested. BART and Cubic are working together to resolve one remaining issue.
- Perform Ventek TVM testing (Caltrain, GGBHTD, SMART, VTA)
  - Ventek has made iterative progress with Cubic's assistance
- Perform Mobile Phone testing in the C2 Production Environment
  - Only two open items remain with the expected resolution by October 25<sup>th</sup>.

- Deliver our first set of Fare Inspection Devices
  - Cubic delivered Fare Inspection Devices and training to SFMTA and continues to work on training

We have also accomplished:

- Receipt of the new limited use tickets for testing
- Started testing of the new extended use Clipper cards

In the next 30 days we plan to complete the following items:

- Continuation of system integration testing for operator business rule modules
- Begin mobile wallet testing in the production environment
- Begin installation of readers into BART ticket vending machines in the field
- Begin installation of software for the Ventek ticket vending machines (Caltrain, GGBHTD, SMART, VTA)

Staff will continue to monitor the progress of our on-going activities, and we are working with our partners and evaluating opportunities to accelerate Customer Transition. We will report back to this Board in November on the progress to reduce the schedule risks, and towards determining a new target date for the start of Customer Transition.

### **C2 Schedule Risks**

MTC continues to work with Cubic, transit operators, and other partners to address the following high-priority risks:

- Completion of System Integration Testing
- Fare Gate integration and installation
- Ticket Vending Machine integration and installation with BART and regionally with Ventek machines
- Fully tested integration with the phone providers and their payment wallets

**C2 Implementation**

Included as Attachment A to this memorandum is a summary of recently completed 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.

**C2 Testing**

System integration testing started in October. The completion of testing will be followed by the Pre-Transition Pilot in 2025.

**Issues:**

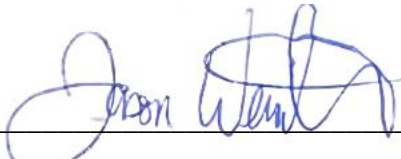
Schedule risks described above

**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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