

Clipper® Executive Board

February 26, 2024

Agenda Item 4a

Clipper® Schedule, Implementation, and Deployment Update

Subject:

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2)

Background:

Next Generation Project Schedule

Our current schedule (see top of Attachment A) shows the work remaining in two workstreams:

- Equipment Installation, and
- Account-based System Implementation, which consists of System Testing (shown in light-blue, as this is non-customer facing), a pre-Transition pilot test that will include public participants, and concluding with the transition of all customers to the new Account-based system.

Prior to the full pre-Transition pilot on all Clipper operators, we are doing a smaller pre-Revenue Ready pilot on five operators. We are excited to report that MTC and Operator staff already have generated Account-based system transactions by tapping pre-authorized Clipper and open payments cards on Golden Gate Ferry and SFMTA readers. Starting next month, previously selected members of the public also will be testing the new system and providing feedback.

Cubic Transportation Systems' (Cubic) schedule submitted in January is consistent with Attachment A. MTC has approved the submitted schedule and directed Cubic to proceed according to that schedule pending execution of a future Change Order to true up the milestone dates in the contract. Based on our assessment of the remaining work, we are projecting that on-board equipment installation for the final remaining bus operator will be complete in early summer 2024 and that Customer Transition will start in late summer 2024. This date is when we expect to have the new Clipper back-office system fully operational, all new equipment installed across 22 transit agencies in the Bay Area, and ancillary equipment such as handheld fare inspection devices and retail sales devices ready for operations. MTC is currently reviewing

Cubic's February schedule submittal and is evaluating the other workstreams for discussion in March.

Next Generation Schedule Risk

Risk assessment, mitigation and management are critical to project success. The project team reviews the risks to C2 each month and staff will list the top/key risks based on our current assessment in this section each month to keep the Board apprised:

- Completion of all of business rules updates to support the Fare Integration Task Force modifications allowing for end-to-end testing of the entire system with all new transfer rules prior to Customer Transition. This risk has been mitigated and will be removed next month.
- Completion of all hardware installation at all locations, including installation projects by transit operators (e.g., BART network deployment and new fare gate procurement), and the delivery of Cubic-provided training materials by transit operators to their staff on the operations and maintenance of the new hardware.
- Coordination of the various project components with multiple contractors for the various parts of the system. (e.g., working with the customer service contractor, fare media and services suppliers, and transit agency vendors for integration with ticket machines and computer-aided dispatch / automatic vehicle location (CAD/AVL) systems.)

These risks, if realized, have the potential to impact the planned late summer 2024 transition date. Knowing that the current schedule has very limited float, Cubic, MTC and transit operator partners are working closely together to keep making progress on the tasks that are on the critical path. In addition to day-to-day staff efforts to maintain the schedule and manage risks, executives from MTC, CEB leadership, and Cubic are in close communication to trouble-shoot risk areas. Staff will continue to provide monthly updates to this Board on our progress towards starting customer transition in late summer.

Next Generation Implementation

Included as Attachment A to this memorandum is a summary of recently completed activities related to delivering C2, upcoming activities and deliverables for MTC, Cubic, and the transit operators, and other noteworthy items managed by the project team.

Next Generation Deployment

Clipper reader installations at bus rapid transit, rail and ferry stations are complete at AC Transit, Caltrain, Golden Gate Ferry, Sonoma-Marín Area Rail Transit, Santa Clara Valley Transportation Authority (VTA), and San Francisco Bay Area Water Emergency Transportation Authority (WETA). Onboard Clipper reader installations are completed at Santa Rosa CityBus, Petaluma Transit, Livermore/Amador Valley Transit Authority, SamTrans, VTA, County Connection, FAST, Sonoma County, Tri Delta Transit, Union City, Napa, Marin Transit, and Vacaville with a handful of buses remaining to be installed at SolTrans. Fleet installation is continuing at AC Transit (70% complete) and SFMTA (99% complete) with WestCAT expected to start in early June. The replacement of legacy Clipper retail sales devices with their Next Generation counterparts at local retailers and should be completed regionally by April 2024. Included as Attachment B to this memorandum is a presentation showing recent pictures of Next Generation Clipper device installations.

Issues:

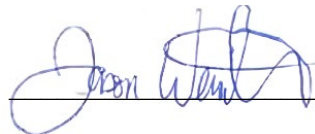
None identified.

Recommendations:

Information

Attachments:

- Attachment A: Next Generation Clipper Program Executive Summary Status Report
- Attachment B: Clipper Next Generation Equipment Installation Pictures



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