Clipper® Executive Board

February 24, 2025 **Agenda Item 3a**

Clipper® Schedule, Implementation, and Deployment Update

Subject:

Update on key developments related to the implementation of the Next Generation Clipper System (C2). Senior staff from Cubic Transportation Systems will provide a system integrator progress report.

Background:

Next Generation Project Schedule

Since the last Clipper Executive Board meeting on January 27, we have continued to make progress on the tasks identified over the last few months to maintain the planned Spring start of customer transition. We have completed witnessing 50 of the 51 system components covered by formal System Integration Testing, and Cubic projects that testing will be substantially completed by the end of February 2025. We have made significant progress, and we are getting closer to eliminating the risks to making the schedule across all of the areas. As has been reported each month since September 2024, until the risks have been eliminated or significantly reduced, we cannot project a firm schedule date. The go-right schedule continues to reflect the status of where the integration of multiple parts of the program now stands.

The schedule critical path continues to run through system integration testing, mobile wallet integration, and VenTek ticket vending machine deployment. These items continue to be the tasks driving our schedule risks. We have started field testing and will expand this to more users in Pilot. However, if during field testing or Pilot we find issues requiring application changes there will be a material impact to the schedule. We are still targeting the end of April to start Customer Transition; however, since these remaining risks are still open, and we want to preserve the current customer experience, at this time we cannot provide a date certain for the Start of Customer Transition.

Below is an update to the reported items that needed to be accomplished in the 30 days following the January 27 CEB meeting to preserve the schedule:

- Fix issues identified in System Integration Testing (SIT)
    - All of the SIT tests will be completed including regression testing in February 2025.
- Perform field testing in production environment
    - Back office, Business rules, Customer support, Existing and new cards
        - Testing underway
    - Mobile wallets
        - Limited testing underway
    - VenTek ticket vending machines (TVMs) (Caltrain, GGBHTD, SMART, VTA)
        - Initiated daily calls between Cubic and Ventek technical staff to complete engineering work for integration
    - SFMTA and BART Gates and TVMs
        - Limited testing underway
- Station installation at BART gates, TVMs, and Add-fare machines (AFMs)
    - SFMTA gate installation underway
    - BART station installations have resumed, following a TVM update
    - Station installation of TVMs and BART gates is underway
    - AFM work is on-going

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

- After achieving confidence in field testing, start public pre-transition Pilot.
    - Fix configuration issues

  Complete SFMTA gate installations Complete updates to VenTek ticket vending machines (TVMs) (Caltrain, GGBHTD, SMART, VTA)
- Complete testing of Mobile Wallets in the field
- Complete production software updates

Staff will continue to monitor and assist with expediting ongoing activities in advance of the Pilot and Customer Transition. We will report back to this Board in March on the progress to

reduce the schedule risks, and towards establishing a more certain 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:

- System Integration Testing finalization
- Fare Gate integration and installation
- Ticket Vending Machine integration and installation with BART and regionally with VenTek
- Integration with the phone provider payment wallets
- Field Testing – No code changes required

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. Cubic is ramping up delivery of fare inspection devices to operators and preparing for installation of Customer Service Terminals at in-person customer service center locations.

C2 Testing

The completion of testing will be followed by field testing in the production environment, then followed by the Pre-Transition Pilot.

Issues:

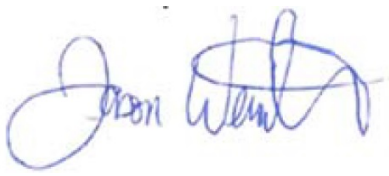
Schedule risks described above

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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