Clipper® Executive Board

August 25, 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 be available to answer questions from the Board.

Background:

Next Generation Project Schedule and Customer Benefit Phase-In

Since the last Clipper Executive Board (CEB) meeting on July 28, 2025, progress has continued on all activities remaining in the lead-up to Customer Transition, with particular focus on the components critical to open payments launch on BART (e.g., Customer Service Center, fare inspection devices, settlement/reconciliation) as well as near-term critical- and near-critical-path activities identified in the last meeting as remaining risks to the schedule.

At the July 28, 2025, CEB meeting, the planned launch of Open Payments on BART was announced for the week of 8/18/2025, and work remained on track for this launch. However, no target date was shared for the start of customer transition because the following risks remained open:

- BART TVM integration and installation
- VenTek TVM integration
- Mobile wallet integration
- Fixes for field testing issues
- Institutional & Transit Benefits (ITB) portal integration and validation
- Customer Service Terminal (CST) integration and installation

The update noted that closing these risks was dependent on the following planned Cubic deployments:

- 7/24/2025: CSC software update
- Week of 8/4/2025: Inspection device software, onboard equipment software
- Week of 8/11/2025: Back-office updates for ITB portal, TVM add-value transactions, and mobile card migration
- Week of 8/18/2025: Mobile App update
- TBD: Retail device software, CSTs, Muni TVM software, and limited-use tickets

While the CSC software update did occur on schedule, the schedule for the other deployments was adjusted to focus on deployments and updates critical to the BART open payments launch the week of 8/18. The deployments planned for the week of 8/4 were rescheduled, with inspection device software postponed to the week of 8/11 and onboard equipment updates extended through 8/18. The updates to the C2 mobile app, which is not part of the open payments launch, have also been postponed until after the open payments launch. The update deployment schedule from Cubic is as follows, with changes from the version presented at the 7/25/2025 CEB meeting indicated in *italics* and ~~strikethrough~~ below:

- 7/24/2025: CSC software update *[completed]*
- Week of 8/4/2025 *through 8/18*: ~~Inspection device software,~~ onboard equipment software *[completed]*
- Week of 8/11/2025: *Inspection device software;* Back-office updates for ITB portal, ~~TVM add-value transactions,~~ and mobile card migration *[completed]*
- ~~Week of 8/18/2025: Mobile App update~~
- *Week of 8/25/2025: Back-office updates (including fixes for TVM add-value transactions, mobile wallet transactions), Institutional Program Administration Tool, CSC software fixes, Data Store and Reports*
- *Week of 9/1/2025: Customer website, iOS and Android mobile app updates, Retail device software (and associated back-office fixes)*
- TBD: ~~Retail device software,~~ CSTs, Muni TVM software, and limited-use tickets

Staff continue to work with Cubic on refining the deployment schedules, but since several deployments remain pending as of the 8/25/2025 CEB meeting, all of the identified risks remain open and the projected customer transition date remains uncertain. Staff will continue to work with Cubic and transit operators on an ongoing basis to update both Cubic's schedule and MTC's overall program schedule to determine a responsible 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 open risks:

- BART TVM integration and installation
- VenTek TVM integration
- Mobile wallet integration
- Fixes for field testing issues
- Institutional & Transit Benefits (ITB) portal integration and validation
- Customer Service Terminal (CST) integration and installation

C2 Implementation

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

Cubic is continuing delivery of fare inspection devices to operators and preparing for the installation of Customer Service Terminals at in-person customer service center locations. BART installation of Clipper validators (TR4s) at its ticket vending machines is on hold pending a back-office update from Cubic.

Issues:

Schedule risks described above

Recommendations:

Information

Attachments:

- Attachment A: Next Generation Clipper Program Executive Summary Status Report
- Attachment B: Next Generation Clipper Program Update Presentation

Jason Weinstein