Clipper® Next Generation Program Update

Clipper Executive Board
August 25, 2025

August 20, 2025: Launch of “Tap and Ride” on BART

Photos: Noah Berger

August 20, 2025: Launch of "Tap and Ride" on BART

- Enables BART fare gates to accept contactless bank cards for fare payment

- Benefits:
  - New payment option
  - Ramps up system usage prior to full launch
  - Can be enabled while work continues on remaining deployments
  - Brings key components to launch readiness (e.g., Clipper Customer Service Center (CSC), fare inspection devices, settlement/reconciliation)
  - Reduces demand for plastic Clipper cards

- Next Steps:
  - Refinements based on data/experience in BART-only phase (e.g., customer messaging, CSC agent training, settlement training for other operators)
  - Complete remaining deployments, installations, and trainings for full transition, which will bring open payments to all operators

CLIPPER®

Full System Progress Since July 28 CEB Meeting

- **Field testing:**
  - Completed testing of Open Payments readiness for BART launch.
  - Completed initial testing of VenTek TVMs .
  - Testing continues: fare validators, inspection devices, fare media, website, mobile app, fare card orders/fulfillment, TeleCheck (bank account payment) integration, account-based retail device software.
- **Institutional & Transit Benefits (ITB) portal:**
  - Back office fixes implemented, testing resumed.
- **Training:**
  - Settlement reporting training session held for BART open payments launch. Training materials being finalized for other operators.
- **BART validators:**
  - Ticket Vending Machine (TVM) testing continues.
- **VenTek TVMs:**
  - Initial field testing completed; limited-use ticket issuance testing underway.
- **Mobile integration:**
  - Migration testing continues in test environment.
  - Mobile card field testing continues.

Remaining Risks to Schedule

- 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

(No changes since last CEB)

CLIPPER®

Upcoming Work Planned as of the July 28 CEB Meeting

- ~~Delivery of customer benefit phase-in of open payments on BART~~

- Upcoming 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 Institutional & Transit Benefits portal,~~ TVM add-value transactions, ~~and mobile card migration~~
  - Week of 8/18/2025:
    - Mobile App update
  - TBD: Retail device software, Customer Service Terminals, Muni TVM software, and limited-use tickets

- Reduction of remaining schedule risks:
  - BART TVM integration and installation
  - VenTek TVM integration
  - Mobile wallet integration
  - Fixes for field testing issues
  - Institutional & Transit Benefits portal integration and validation
  - Customer Service Terminal integration and installation

~~XXXX~~ *Completed since last CEB*

Path to Customer Transition: Week of 8/25/2025

Activity	Responsible Party
System deployments: • TVM add-value transaction fixes and TR4 firmware update • Mobile wallet transaction fixes • Institutional Program Administration Tool update • Customer Service Center software fixes • Data Store and Report updates • Muni TVM software	Cubic
Limited-use ticket validation	Cubic
Customer Service Terminals: • Production demo/validation • Configuration/setup for pilot locations	Cubic, MTC, Operators
Institutional & Transit Benefits portal setup/training	Cubic, MTC
Inspection Device updates/delivery coordination	Cubic, MTC
Field verification of bug fixes	MTC
BART Vending/Add-Fare Machine testing	BART
VenTek Ticket Vending Machine testing & deployment	VenTek
Mobile card migration testing	Cubic, mobile wallet providers

CLIPPER®

Path to Customer Transition: Week of 9/1/2025

Activity	Responsible Party
System deployments: • Customer website • iOS and Android mobile app updates • Retail device software (and associated back-office fixes)	Cubic
Customer Service Terminals: • Configuration/setup for pilot locations	Cubic, MTC, Operators
Institutional & Transit Benefits portal setup/training	Cubic, MTC
Inspection Device updates/delivery coordination	Cubic, MTC
Field verification of bug fixes	MTC
BART Vending/Add-Fare Machine testing & deployment	BART
VenTek Ticket Vending Machine testing & deployment	VenTek
Mobile card migration testing	Cubic, mobile wallet providers

CLIPPER®

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

Activity	Responsible Party
Customer Service Terminals: • Installation/training • Configuration/setup for remaining locations	Cubic, MTC, Operators
Institutional & Transit Benefits portal setup/training	Cubic, MTC
Inspection Device updates/delivery coordination	Cubic, MTC
Field verification of bug fixes	MTC
BART Vending/Add-Fare Machine testing & deployment	BART
VenTek Ticket Vending Machine testing & deployment	VenTek
Mobile card migration testing	Cubic, mobile wallet providers
Operator toolkit development for full transition	MTC, Operators
Customer Service Center training for full transition	MTC, WSP

For September CEB: Progress on work plan activities to determine timeline for customer transition

CLIPPER®