Clipper® Executive Board

November 17, 2025 **Agenda Item 3a**

Next Generation Clipper® Transition Readiness Update

Subject:

Update on key implementation achievements and remaining items in preparation for the start of Customer Transition for the Next Generation Clipper System.

Background:

Next Generation Clipper (C2) Project Schedule and Customer Benefit Phase-In

On October 20, 2025, the Clipper Executive Board (CEB) unanimously approved the recommendation that the next generation Clipper system begin transitioning customers to the new system and launch open payments on all Clipper operators on December 10, 2025. Operator and MTC staff, and Cubic have been meeting daily to discuss remaining open items, testing new software in the system, and classifying any new issues. Cubic and the other vendors are working together to resolve the remaining open items and prepare the system for the Start of Customer Transition. As part of the presentation by MTC staff, we plan to bring forward the most current list of open items that require fixes and/or workarounds to start transition.

The next-generation full system roll-out provides the most benefit to all riders as soon as possible and allows for credit/debit acceptance across all of Clipper immediately at the Start of Customer Transition.

Staff will continue to work closely with transit operators and Cubic to identify and drive-to-resolution issues before and beyond the start of transition. Staff will also continue working with transit operators to prepare for the start of customer transition, including installation coordination and training for inspecting devices and customer service terminals as well as customer marketing and education activities.

We will continue to provide frequent communication to this Board as we progress toward the December 10 start of customer transition.

C2 Schedule Open Items

MTC continues to work with Cubic, transit operators, and other partners to address open issues.

C2 Equipment Deployment

Cubic is continuing delivery of fare inspection devices to operators and installation of Customer Service Terminals at in-person customer service center locations. BART installation of Clipper readers (TR4s) at its ticket vending machines continues in parallel with Cubic investigation and software updates to address issues with Clipper card read times and add-fare transactions.

Issues:

A current set of potential open items needing fixes and/or workarounds will be presented at the meeting.

Recommendations:

Attachments:

- Attachment A: Next Generation Clipper Transition Readiness Update Presentation

Jason Weinstein