

Clipper® Executive Board

March 30, 2026

Agenda Item 3a

Next-Generation Clipper® Implementation and Transition Update

Subject:

Update on Next-Generation Clipper System implementation, transition of current Clipper cardholders to the Next-Generation Account-based System, and upcoming work.

Background:

Next-Generation Clipper System Implementation

Since the full launch of the Next-Generation Clipper (C2) system on December 10, 2025, MTC has been working closely with Cubic (in their role as C2 System Integrator) and transit operator staff to address ongoing issues. MTC Clipper staff have been meeting daily with Cubic and a working group of transit operator staff to prioritize and provide updates on issues and to discuss impacts and workarounds. Clipper staff has also been sending a daily update by email to all Clipper transit operators with the status of high-priority issues and progress on resolution.

Highest priority has been given to issues with direct impacts on customers.

Since the last Clipper Executive Board meeting on February 23, 2026, Cubic has deployed software updates with fixes to Customer Service Terminals, fare inspection devices, Muni ticket vending machines, and the Clipper customer website. Cubic has also deployed updated migration scripts for migrating accounts from the legacy system to C2, as well as C2 back-office updates with bug fixes and performance improvements.

However, critical issues remain open for nearly all system components that will require subsequent updates to fix, and the C2 system has continued to experience numerous unplanned outages that have impacted access to customer accounts. The attached presentation from Cubic provides an update on the ongoing issues and timelines for resolution. Executives from Cubic will be at the March 30, 2026, Clipper Executive Board meeting to present this material and answer questions from Board members.

Customer Transition

As of March 25, 2026, nearly 1.3M Clipper cards have been successfully migrated to the new C2 back office, primarily via on-demand migration on the Clipper website/mobile app or by phone with the Clipper Customer Service Center, and 35% of trips systemwide are being processed through the C2 system. However, bulk migration of customer accounts, which was planned to start in mid-December, remains on hold pending fixes from Cubic for critical issues and demonstrated readiness of the system to handle the increased load of processing account migrations and account-based fare transactions. MTC and transit operators have established the following conditions as prerequisites for Cubic to start bulk migration:

- System stability and capacity established (successful migration load testing, demonstrated system stability, demonstrated migration stability, system monitoring and alerts established, root cause analyses completed and corrective actions implemented for all past outages)
- Critical blockers resolved (all critical issues fixed and verified)
- Equipment fully functional (fixes complete for fare inspection devices, Muni ticket vending machines, and Customer Service Terminals)
- Financial controls in place (financial reconciliation and reporting confirmed by MTC Finance and transit operators, internal controls documented)
- Customer Service Center issues resolved (fixes implemented to eliminate critical workarounds, Customer Relationship Management system stability demonstrated)
- Organizational readiness demonstrated (migration and communication plan documented, MTC/operator/stakeholder approval received)

Upcoming Work

The current focus of MTC, Cubic, and transit operators continues to be operations support and triage of critical issues identified post-launch. System updates have been ongoing where possible to address top-priority issues, and upcoming releases will continue to prioritize fixes for issues with the greatest impacts on customers and operator front-line staff. MTC has also started working with Cubic and transit operators to prioritize and address issues identified pre-launch,

including features previously identified for deferral until post-transition as well as open issues that Cubic was not able to fix before launch.

Issues:

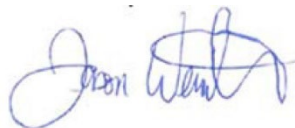
See above.

Recommendations:

None.

Attachments:

- Attachment A: Next-Generation Clipper Implementation and Transition Update Presentation



Jason Weinstein