



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Agenda

Clipper Executive Board

Robert Powers, Chair

April Chan, Vice Chair

Monday, November 27, 2023

12:15 PM

Yerba Buena-1st Floor

The Clipper Executive Board is scheduled to meet at 12:15 p.m.

Meeting attendees may opt to attend in person for public comment and observation at 375 Beale Street, Board Room (1st Floor). In-person attendees must adhere to posted public health protocols while in the building. The meeting webcast will be available at <https://mtc.ca.gov/whats-happening/meetings/live-webcasts>. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

Members of the public participating by Zoom wishing to speak should use the “raise hand” feature or dial *9. When called upon, unmute yourself or dial *6. In order to get the full Zoom experience, please make sure your application is up to date.

Attendee Link: <https://bayareametro.zoom.us/j/82090315683>
iPhone One-Tap: US: +13462487799,,82090315683# US (Houston)
+16694449171,,82090315683# US

Join by Telephone (for higher quality, dial a number based on your current location) US:
888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)
Webinar ID: 820 9031 5683

International numbers available: <https://bayareametro.zoom.us/j/82090315683>
Detailed instructions on participating via Zoom are available at:
<https://bayareametro.zoom.us/j/82090315683>
<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. Due to the current circumstances, there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

Roster**Robert Powers, Chair; April Chan, Vice Chair****Members: Bill Churchill, Eddy Cumins, Andrew B. Fremier, Carolyn M. Gonot, Michael Hursh, Denis Mulligan, and Jeffrey Tumlin****1. Call to Order / Roll Call / Confirm Quorum***A quorum of the Board shall be a majority of its voting members (5).***2. Consent Calendar**

- 2a.** [23-1427](#) Minutes of the October 23, 2023 Meeting
- Action:** Board Approval
- Attachments:** [2a 2023 10 23 Clipper Executive Board Meeting Minutes](#)
-
- 2b.** [23-1429](#) Clipper® Contract Change Order - Price Adjustment for FYs 2021-2022 to 2023-2024:
 Cubic Transportation Systems, Inc. (Cubic) (\$900,000)
- Action:** Board Approval
- Presenter:** Edward Meng
- Attachments:** [2b C1 Price Adjustments FY21-24_CEB_memo](#)
-
- 2c.** [23-1431](#) Clipper Contract Change Order No. 159, Amendment No. 11 - Clipper Program SSAE 18 Audit for FY 2023-24: Cubic Transportation Systems, Inc. (\$210,000)
- Action:** Board Approval
- Presenter:** David Weir
- Attachments:** [2c SSAE 18 Audit for FY 2023-24](#)

3. Approval

- 3a.** [23-1430](#) Proposed 2024 Clipper Executive Board Calendar
- Action:** Board Approval
- Presenter:** Edward Meng
- Attachments:** [3a Proposed 2024 Clipper Executive Board Meeting Calendar](#)
 [3ai 2024 CEB Calendar Attachment A](#)

4. Information

- 4a. [23-1432](#) Clipper® Schedule, Implementation, and Deployment Update
- Update on key developments related to the implementation of the current and Next Generation Clipper System (C2).
- Action:** Information
- Presenter:** Kelley Jackson
- Attachments:** [4a Clipper Schedule and Implementation Update 2023-11-27](#)
[4ai_CEB Status Report 2023-11-27](#)
[4aii Clipper Next Generation Equipment Pilot Installation Pictures](#)
- 4b. [23-1433](#) Current Clipper® Operations and Performance Update
- Update on current Clipper system operations and performance
- Action:** Information
- Presenter:** Edward Meng
- Attachments:** [4b Current Clipper Operations and Performance Update](#)
[4bi Clipper Data Clipper Executive Board](#)

5. Acting Executive Director's Report—Weinstein

6. Public Comment / Other Business

*Board Members and members of the public participating by Zoom wishing to speak should use the “raise hand” feature or dial *9. When called upon, unmute yourself or dial *6.*

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held Monday, December 18, 2023, at BART Board Room, 2150 Webster Street, 1st Floor, Oakland, CA 94612, any changes to the schedule will be duly noticed to the public.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章: MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Titulo VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-1427 **Version:** 1 **Name:**
Type: Minutes **Status:** Consent
File created: 11/2/2023 **In control:** Clipper Executive Board
On agenda: 11/27/2023 **Final action:**
Title: Minutes of the October 23, 2023 Meeting
Sponsors:
Indexes:
Code sections:
Attachments: [2a_2023_10_23_Clipper_Executive_Board_Meeting_Minutes](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of the October 23, 2023 Meeting

Recommended Action:
Board Approval

Attachments:



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Minutes - Draft

Clipper Executive Board

Robert Powers, Chair

April Chan, Vice Chair

Monday, October 23, 2023

1:30 PM

Board Room – 1st Floor

The Clipper Executive Board is scheduled to meet at 1:30 p.m.

Meeting attendees may opt to attend in person for public comment and observation at 375 Beale Street, Board Room (1st Floor). In-person attendees must adhere to posted public health protocols while in the building. The meeting webcast will be available at <https://mtc.ca.gov/whats-happening/meetings/live-webcasts>. Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

Members of the public participating by Zoom wishing to speak should use the “raise hand” feature or dial *9. When called upon, unmute yourself or dial *6. In order to get the full Zoom experience, please make sure your application is up to date.

Attendee Link: <https://bayareametro.zoom.us/j/89359573334>
iPhone One-Tap mobile: +13462487799,,89359573334# US (Houston)
+16699006833,,89359573334# US (San Jose)

Join by Telephone (for higher quality, dial a number based on your current location) US:
888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)
Webinar ID:893 5957 3334

International numbers available: <https://bayareametro.zoom.us/j/89359573334>

Detailed instructions on participating via Zoom are available at:

<https://bayareametro.zoom.us/j/89359573334>

<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. Due to the current circumstances, there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

Roster

Robert Powers, Chair; April Chan, Vice Chair

Members: Bill Churchill, Eddy Cumins, Andrew B. Fremier, Carolyn M. Gonot, Michael Hursh, Denis Mulligan, and Jeffrey Tumlin

1. Call to Order / Roll Call / Confirm Quorum

Michael Jones acted as a delegate and voting Member of the Clipper Executive Board in place of Member Robert Powers. Actions and attendance noted below as “Powers” were taken by Jones.

Present: 9 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Tumlin, Board Member Gonot, Board Member Churchill, Board Member Chan, Board Member Fremier, and Board Member Cumins

2. Consent Calendar

Upon the motion by Board Member Churchill and seconded by Board Member Hursh, the Consent Calendar was approved. The motion carried by the following vote:

Aye: 9 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Tumlin, Board Member Gonot, Board Member Churchill, Board Member Chan, Board Member Fremier and Board Member Cumins

2a. [23-1175](#) Minutes of the August 28, 2023 Meeting

Action: Board Approval

Attachments: [2a. 2023_08_28 Clipper Executive Board Meeting Minutes](#)

2b. [23-1176](#) Clipper® Next Generation Customer Service Center - WSP USA Services Inc. Change Order (\$849,140)

Action: Board Approval

Presenter: Lysa Hale

Attachments: [2b Change Order WSP USA Services Inc \(\\$849,140\).](#)

3. Approval

3a. [23-1269](#) Change Order Amendment to Card Order Change Order - CO 145

Action: Board Approval

Presenter: Jennifer Largaespada

Attachments: [3a_Change Order Amendment Card Order](#)

The following individuals spoke on this Item:
Aleta Dupree.

Upon the motion by Board Member Fremier and seconded by Board Member Mulligan, Change Order Amendment to Card Order Change Order - CO 145 was adopted. The motion carried by the following vote:

Aye: 9 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Tumlin, Board Member Gonot, Board Member Churchill, Board Member Chan, Board Member Fremier and Board Member Cumins

4. Information

4a. [23-1177](#) Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2).

Action: Information

Presenter: Jason Weinstein

Attachments: [4a_Clipper Schedule and Implementation Update](#)
[4ai_CEB Status Report](#)
[4aii_Clipper Next Generation Equipment Pilot Installation Pictures](#)

The following individuals spoke on this Item:
Aleta Dupree.

4b. [23-1178](#) Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance

Action: Information

Presenter: Edward Meng

Attachments: [4b_Current Clipper Operations and Performance Update](#)
[4bi_Clipper Data Clipper Executive Board](#)

The following individuals spoke on this Item:
Aleta Dupree.

4c. [23-1270](#) Proposed 2024 Clipper Executive Board Calendar

Action: Information

Presenter: Akash Ghosal

Attachments: [4c Proposed 2024 Clipper Executive Board Meeting Calendar](#)
[4ci_2024 CEB Proposed Calendar](#)

4d. [23-1332](#) Acting Clipper Executive Director
Update on Clipper Executive Director position.

Action: Information

Presenter: Andrew Fremier

Attachments: [4d Acting Clipper Executive Director](#)

The following individuals spoke on this Item:
Aleta Dupree

5. Executive Director's Report Kuester

6. Public Comment / Other Business

The following individuals spoke on this Item:
Aleta Dupree.

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held Monday, November 27, 2023, at Bay Area Metro Center, Board Room 1st Floor, 375 Beale Street, San Francisco CA 94105. Any changes to the schedule will be duly noticed to the public.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-1429 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 11/2/2023 **In control:** Clipper Executive Board

On agenda: 11/27/2023 **Final action:**

Title: Clipper® Contract Change Order - Price Adjustment for FYs 2021-2022 to 2023-2024:
Cubic Transportation Systems, Inc. (Cubic) (\$900,000)

Sponsors:

Indexes:

Code sections:

Attachments: [2b C1 Price Adjustments FY21-24_CEB memo](#)

Date	Ver.	Action By	Action	Result
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Subject:

Clipper® Contract Change Order - Price Adjustment for FYs 2021-2022 to 2023-2024:
Cubic Transportation Systems, Inc. (Cubic) (\$900,000)

Presenter:

Edward Meng

Recommended Action:

Board Approval

Attachments:

Clipper® Executive Board

November 27, 2023

Agenda Item 2b

Clipper® Contract Change Order – Price Adjustment for FYs 2021-2022 to 2023-2024: Cubic Transportation Systems, Inc. (Cubic) (\$900,000)

Subject:

Request for approval of a Change Order for Contract Price Schedules for Fiscal Year (FY) 2021/2022, FY 2022/2023, and FY 2023/2024 Not to Exceed \$900,000 and Revised Price Adjustment Methodology

Background:

The current Clipper Contract requires annual adjustment of specified Contract prices based on industry specific labor and materials indices published by the Bureau of Labor Statistics (“BLS”) because of the Contract's multi-year time span. According to the terms of the Contract, a Provisional Price schedule is implemented with an across-the-board 3% increase at the beginning of each fiscal year; when the indices are published mid-fiscal year, a reconciliation is calculated and resolved via Contract Change Order.

The Change Order recommended for Committee approval applies the contractual methodology to adjust prices in the Clipper Contract for Fiscal Years 2021/2022 and FY 2022/2023. The recommended Change Order also establishes new contract language to allow MTC and Cubic to agree on a Provisional Price Adjustment increase of something other than the 3% previously dictated. MTC and Cubic have mutually agreed to set Provisional Prices based on BLS indices available at the time of the first invoice in a given Fiscal Year, and invoices submitted in FY 2023/2024 apply that methodology for the current Provisional Price schedule. Though some indices for recent months are preliminary at that time, historically, subsequent revisions have been small, and therefore the resulting Provisional Price schedule should be very close to the final Revised Price schedule when it is set mid-fiscal year using the final published BLS indices. This approach is expected to result in only nominal, if any, Capital and Operating adjustments in future years and avoid future dollar adjustment Change Orders such as this.

The following table summarizes the capital and operating adjustment for each fiscal year.

Fiscal Year	Capital % adjustment	Capital \$ adjustment	Operating % adjustment	Operating \$ adjustment
FY 2021/2022	0.0%	\$0.00	-0.3%	(\$56,228.59)
FY 2022/2023	2.4%	\$156,355.27	2.8%	\$724,425.67
FY 2023/2024 (estimated)	TBD	\$43,644.73	TBD	\$31,802.92
TOTAL (estimated)		\$200,000		\$700,000

Per the Clipper Amended and Restated Memorandum of Understanding with the participating Operators, MTC will distribute the Operators' share of the operating cost adjustment.

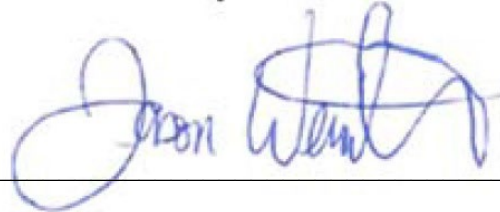
Issues:

None identified

Recommendation:

Staff recommends that the Board approve a Change Order with Cubic Transportation Systems in an amount not to exceed \$900,000, for the price schedule adjustment described above.

Attachments:



Jason Weinstein

Request for Board Approval

Summary of Proposed Change Order

Contractor (or “Consultant”): Cubic Transportation Systems, Inc.
San Diego, California

Work Project Title: Final FY 2021/2022-FY 2023/2024 Price Schedule for Clipper Contract

Purpose of Project: Adopt a price-adjusted Clipper Contract Price Schedule for FY 2021/2022-FY 2023/2024 in accordance with the terms and conditions of the Clipper contract


Brief Scope of Work: Finalize Clipper Contract Price Schedule for FY 2021/2022 and FY 2022/2023, including \$156,355.27 in additional capital costs and \$688,197.08 for MTC and the participating transit operators, and an estimated Price Schedule for FY2023/2024, including \$43,644.73 in additional capital costs and \$31,802.92 in additional operating costs for MTC and the participating transit operators

Project Cost Not to Exceed: \$900,000 (this Change Order)
Total contract value before this Change Order = \$187,391,808
Total contract amount with this Change Order = \$188,291,808

Funding Source: Clipper Card Fee Revenue, RM 2 Operating, STA Allocation, RM 2 Marketing and Transit Operator Funds

Fiscal Impact: Funds available in the FY 2023-24 MTC agency budget

Motion by Board: That a Change Order with Cubic Transportation Systems for the purposes described above and in the Clipper Executive Director’s summary sheet dated November 27, 2023, is hereby approved by the Clipper Executive Board.

Clipper Executive Board: 

Robert Powers, Chair

Approved: November 27, 2023



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-1431 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 11/2/2023 **In control:** Clipper Executive Board

On agenda: 11/27/2023 **Final action:**

Title: Clipper Contract Change Order No. 159, Amendment No. 11 - Clipper Program SSAE 18 Audit for FY 2023-24: Cubic Transportation Systems, Inc. (\$210,000)

Sponsors:

Indexes:

Code sections:

Attachments: [2c SSAE 18 Audit for FY 2023-24](#)

Date	Ver.	Action By	Action	Result
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Subject:
Clipper Contract Change Order No. 159, Amendment No. 11 - Clipper Program SSAE 18 Audit for FY 2023-24: Cubic Transportation Systems, Inc. (\$210,000)

Presenter:
David Weir

Recommended Action:
Board Approval

Attachments:

Clipper® Executive Board

November 27, 2023

Agenda Item 2c

Clipper® Contract Change Order Amendment – Statement on Standards for Attestation Engagement No. 18 (SSAE 18) Annual Audit of Clipper Program: Cubic Transportation Systems, Inc. (Cubic) (\$210,000)

Subject:

Request for approval of Clipper Contract Change Order No. 159, Amendment No. 11 – Clipper Program SSAE 18 Audit for FY 2023-24: Cubic Transportation Systems, Inc. (\$210,000).

Background:

In May 2012, the MTC Operations Committee approved a contract change order (CO 159) to the Clipper contract for Cubic to engage a firm to assess Cubic's financial and system controls associated with fare processing, financial reconciliation, cardholder support services, card fulfillment, information system operations and card account management functions. These tasks are completed via a standard approach called an SSAE 18 Audit. This change order amendment (Amendment 11 to CO 159) would allow Cubic to engage a firm to perform an SSAE 18 Audit for Fiscal Year (FY) 2023-24.

Industry best practices recommend conducting annual audits to maintain a vendor's focus on controls. Transit agencies rely upon the SSAE report as part of their own annual audits, as an SSAE report can reduce the procedures required in agencies' own audit processes.

The first SSAE Audit under CO 159 was completed in November 2013 for FY 2012-13. CO 159 was subsequently annually amended to provide for SSAE Audits of each subsequent fiscal year. Most recently, this Board authorized the FY 2022-23 SSAE 18 Audit (Amendment 10 to CO 159) in January 2023.

This contract change order amendment was contemplated and funds were set aside for this purpose in the Two-Year Clipper Operating Budget and Work Plan approved by the Board on May 22, 2023.

Issues:

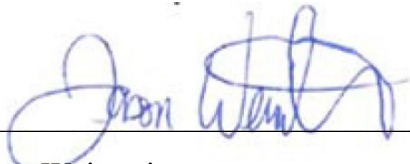
None identified.

Recommendation:

Staff recommends that the Board approve Contract Change Order No. 159, Amendment No. 11 with Cubic Transportation Systems, Inc. in an amount not to exceed \$210,000, for the SSAE 18 audit for FY 2023-24, as described above.

Attachments:

None.



Jason Weinstein

Request for Board Approval

Summary of Proposed Change Order Amendment

Contractor: Cubic Transportation Systems, Inc.
San Diego, California

Work Project Title: Statement on Standards for Attestation Engagement No. 18 (SSAE 18)
Audit for FY 2023-24 (Amendment #11 to CO-159)

Purpose of Project: To produce a SSAE 18 audit report regarding the Clipper program for the 2023-24 fiscal year.

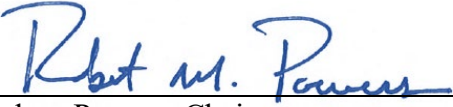
Brief Scope of Work: SSAE 18 audits provide an attestation report stating that management's financial and information technology controls have been tested as to whether those controls effectively meet risk management objectives during the observation period of the report.

Project Cost Not to Exceed: \$210,000 (this Change Order Amendment)
Total contract value including amendments before this amendment = \$187,391,808
Total contract amount with this amendment = \$187,601,808

Funding Source: STA, Regional Measure 2 Capital, Regional Measure 2 Operating, Regional Measure 3, Fare Media and Card Fee Revenue, SB1 State of Good Repair

Fiscal Impact: Funds available in the FY 2023-24 MTC agency budget

Motion by Board: That Change Order No. 159, Amendment No. 11 with Cubic Transportation Systems, Inc. for the purposes described above, and in the Clipper Executive Director's summary sheet dated November 27, 2023, is hereby approved by the Clipper Executive Board.

Clipper Executive Board: 
Robert Powers, Chair

Approved: November 27, 2023



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-1430 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 11/2/2023 **In control:** Clipper Executive Board

On agenda: 11/27/2023 **Final action:**

Title: Proposed 2024 Clipper Executive Board Calendar

Sponsors:

Indexes:

Code sections:

Attachments: [3a Proposed 2024 Clipper Executive Board Meeting Calendar](#)
[3ai 2024 CEB Calendar Attachment A](#)

Date	Ver.	Action By	Action	Result
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Subject:
Proposed 2024 Clipper Executive Board Calendar

Presenter:
Edward Meng

Recommended Action:
Board Approval

Attachments:

Clipper® Executive Board

November 27, 2023

Agenda Item 3a

Proposed 2024 Clipper® Executive Board Meeting Calendar

Subject:

Suggested Dates for 2024 Clipper Executive Board Meetings for Board Review and Approval

Background:

Per the Clipper Executive Board Procedures Manual adopted by the Board in February 2016, the Board adopts a regular board meeting calendar annually. At its October 2023 meeting, staff presented the Proposed 2024 Clipper Executive Board Meeting Calendar as an information item. At this month's Clipper Executive Board meeting, staff is requesting approval of the proposed 2024 Clipper Executive Board Calendar shown in Attachment A.

Staff recommends that the Board continue to meet on the 4th Monday of each calendar month, except when that day falls on a holiday (May 2024 and December 2024). Currently, there are no listed conflicts with other major MTC meetings or American Public Transportation Association (APTA) events posted as of October 2023. There are no posted meeting dates for the Conference of Minority Transportation Officials (COMTO), California Transit Association (CTA), or Women's Transportation Seminar (WTS) to accommodate at this time.

Issues:

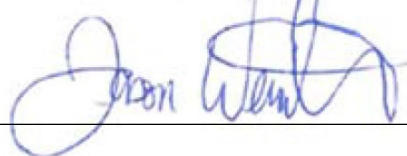
None identified.

Recommendation:

Board Approval.

Attachments:

- Attachment A: Proposed 2024 Clipper® Executive Board Calendar



Jason Weinstein



Proposed 2024 CEB Calendar (Holidays)

JANUARY

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FEBRUARY

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MARCH

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JUNE

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JULY

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AUGUST

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SEPTEMBER

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29	30					

OCTOBER

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NOVEMBER

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DECEMBER

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16*	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

*Rescheduled due to Holiday Conflict



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-1432 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 11/2/2023 **In control:** Clipper Executive Board

On agenda: 11/27/2023 **Final action:**

Title: Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2).

Sponsors:

Indexes:

Code sections:

- Attachments:** [4a Clipper Schedule and Implementation Update 2023-11-27](#)
[4ai CEB Status Report 2023-11-27](#)
[4aii Clipper Next Generation Equipment Pilot Installation Pictures](#)

Date	Ver.	Action By	Action	Result
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Subject:

Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2).

Presenter:

Kelley Jackson

Recommended Action:

Information

Attachments:

Clipper® Executive Board

November 27, 2023

Agenda Item 4a

Clipper® Schedule, Implementation, and Deployment Update

Subject:

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2)

Background:

Next Generation Project Schedule

Our current schedule (see top of Attachment A) shows the work remaining in two workstreams:

- Equipment Installation, and
- Account-based System Implementation, which consists of System Testing (shown in light-blue, as this is non-customer facing), a pre-Transition pilot test that will include public participants, and concluding with the transition of all customers to the new Account-based system.

Cubic's schedule submitted in October is consistent with Attachment A. MTC has approved the submitted schedule and directed Cubic to proceed according to that schedule pending execution of a future Change Order to true up the milestone dates in the contract. Based on our assessment of the remaining work, we are projecting that on-board equipment installation will be complete in early 2024 and that Customer Transition will start in the summer of 2024. This date is when we expect to have the new Clipper back-office system fully operational, all new equipment installed across 22 transit agencies in the Bay Area, and ancillary equipment such as handheld fare inspection devices and retail sales devices ready for operations. MTC is currently reviewing Cubic's November schedule submittal for discussion in December.

Next Generation Schedule Risk

Risk assessment, mitigation and management are critical to project success. The project team reviews the risks to C2 each month and staff will list the top/key risks based on our current assessment in this section each month to keep the Board apprised:

- Completion of all of business rules updates to support the Fare Integration Task Force modifications allowing for end-to-end testing of the entire system with all new transfer rules prior to Customer Transition.
- Completion of all hardware installation at all locations, including installation projects by transit operators (e.g., BART network deployment and new fare gate procurement).
- Coordination of the various project components and the timing to “land on a dime” with multiple contractors for the various parts of the system. (e.g., working with the customer service contractor, fare media suppliers, and transit agency vendors for components such as ticket machines and computer-aided dispatch / automatic vehicle location (CAD/AVL) systems, as well as training transit agency staff.)

These risks, if realized, have the potential to impact the planned summer 2024 transition date.

The current schedule has very limited float and assumes all the required work to make the transition possible “goes right.” Staff will continue to closely monitor the schedule and provide monthly updates to this Board.

Next Generation Implementation

Included as Attachment A to this memorandum is a summary of recently completed activities related to delivering C2, upcoming activities and deliverables for MTC, Cubic Transportation Systems, and the transit operators, and other noteworthy items managed by the project team.

Next Generation Deployment

Clipper reader installations at rail and ferry stations are complete at AC Transit, Caltrain, Golden Gate Ferry, Sonoma-Marín Area Rail Transit (SMART), Santa Clara Valley Transportation Authority (VTA), and San Francisco Bay Area Water Emergency Transportation Authority (WETA); installation for San Francisco Municipal Transportation Agency's (SFMTA) (4 stand-alone validators) is expected to be completed in the near future. Onboard Clipper reader installations are completed at Santa Rosa CityBus, Petaluma Transit, Livermore/Amador Valley Transit Authority (LAVTA), SamTrans, VTA, County Connection, FAST, Sonoma County, TriDelta, Union City, Napa, Marin Transit with a handful of buses remaining to be installed at SolTrans and Vacaville. Fleet installs is continuing at AC Transit and SFMTA with WestCAT

expected to begin in the near future. SFMTA is 99% complete. Clipper retail sales devices are being replaced with their Next Generation counterparts at Bay Area Walgreens, Whole Foods, and local retailers. Included as Attachment B to this memorandum is a presentation showing recent pictures of Next Generation Clipper device installations.

Issues:

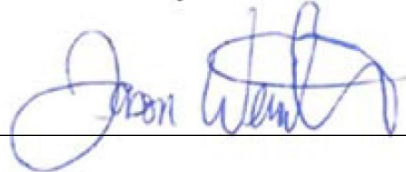
None identified.

Recommendations:

Information

Attachments:

- Attachment A: Next Generation Clipper Program Executive Summary Status Report
- Attachment B: Clipper Next Generation Equipment Pilot Installation Pictures



Jason Weinstein

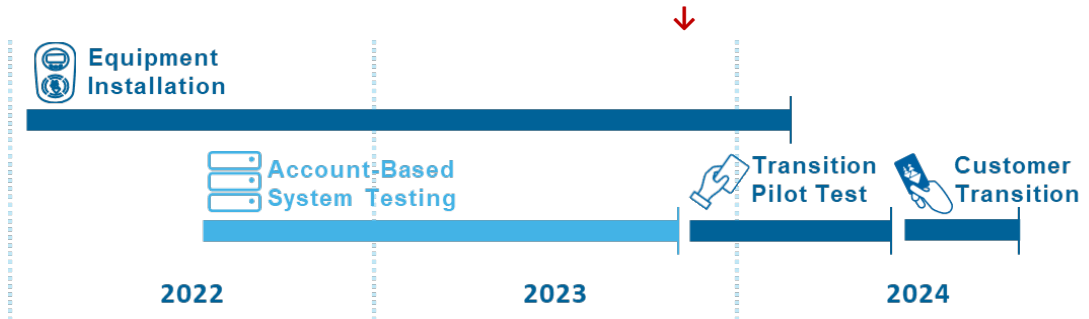
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Board\CEB2023\2023_11_27\4a_Clipper_Schedule_and_Implementation_Update_2023-11-27_v1.docx



Next Generation Clipper Program

Executive Summary Status Report – November 27, 2023



Summary

- Regionwide installation of onboard validators and retail sales devices continues. BART fare gate validator pilot installations complete.
- Initial System Integration Testing (SIT) underway. Review of pre-Transition SIT procedures ongoing.
- Technical and planning discussions continue with operators on various topics, including new device installation, BART coordination, ticket vending machine updates, and paratransit/third-party integration.
- Limited-Use Fare Ticket procurement documents being finalized.
- Joint coordination meetings ongoing between MTC and C2 Contractors Cubic (System Integrator and Fare Media Fulfillment), WSP (Customer Service Center), and Fiserv (Payment Services).

Recently Completed Activities

	MTC/IBI	Cubic	Operators	Date
• New Devices:				
o Regionwide installation (cont'd.)	•	•	•	ongoing
o BART fare gate validator pilot installation	•	•	•	Nov 3
• Account-based System Testing:				
o Pre-Transition SIT procedures review for SFMTA fare gates, TVMs, and fare rules	•		•	Oct 24
o Pre-Revenue-Ready SIT execution for SFMTA onboard and stand-alone validators		•		Nov 9, 13
o Pre-Revenue-Ready SIT execution for Golden Gate Ferry validators		•		Nov 16

Upcoming Activities/Deliverables

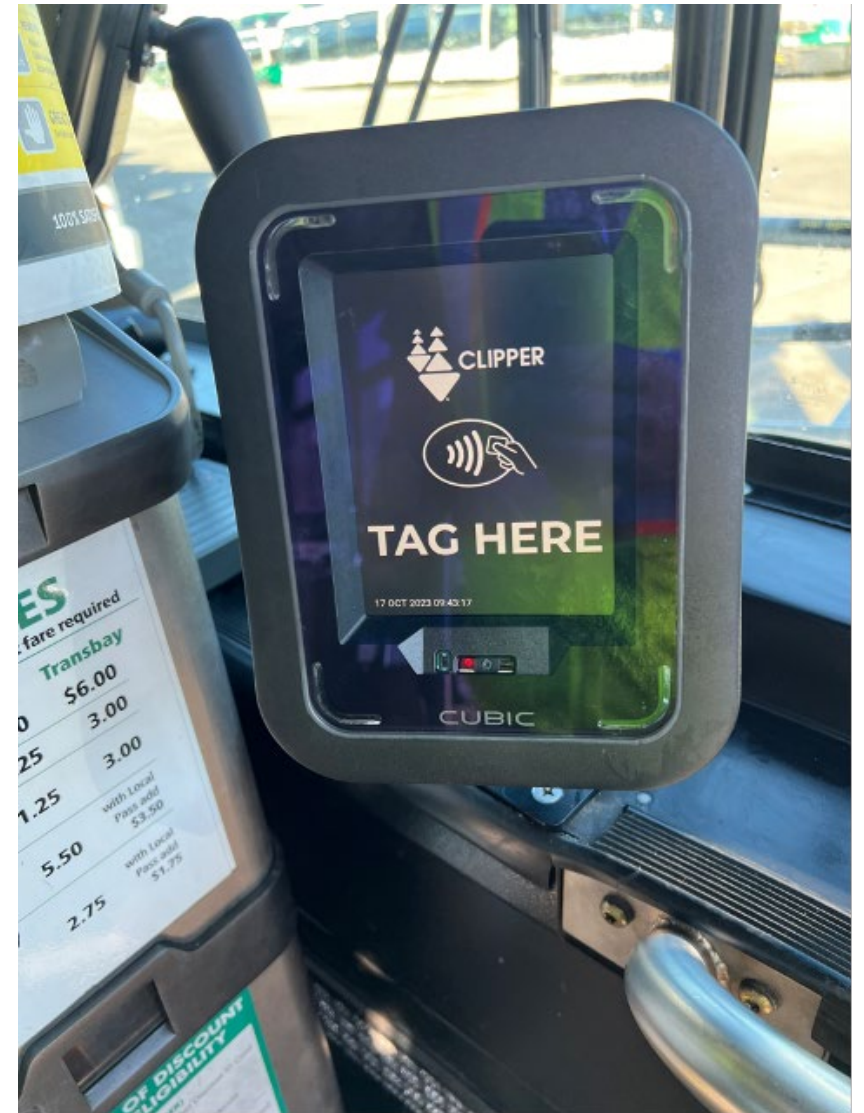
	MTC/IBI	Cubic	Operators	Date
• New Devices:				
o BART fare gate validator testing (cont'd.)	•	•	•	Nov
• Account-based System Testing:				
o Pre-Revenue-Ready SIT execution (cont'd.)		•		Nov–Dec
o Pilot Testing	•	•	•	Dec–Feb
• Account-based System Documentation:				
o O&M Documents resubmittal		•		Nov
• Clipper Executive Board Meeting	•		•	Dec 18



Clipper® Next Generation Equipment Pilot Installation Pictures

Clipper Executive Board
November 27, 2023

AC Transit On Board Validator Install





Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-1433 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 11/2/2023 **In control:** Clipper Executive Board

On agenda: 11/27/2023 **Final action:**

Title: Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance

Sponsors:

Indexes:

Code sections:

Attachments: [4b Current Clipper Operations and Performance Update](#)
[4bi Clipper Data Clipper Executive Board](#)

Date	Ver.	Action By	Action	Result
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Subject:

Current Clipper® Operations and Performance Update

Update on current Clipper system operations and performance

Presenter:

Edward Meng

Recommended Action:

Information

Attachments:

Clipper® Executive Board

November 27, 2023

Agenda Item 4b

Current Clipper® Operations and Performance Update

Subject:

Update on current Clipper system operations and performance; Clipper staff last updated the Clipper Executive Board (CEB) on the ongoing work and projects related to the current Clipper system at the Board's October 2023 meeting.

Background:

Transaction and Sales

In October 2023, Clipper processed over 14 million transactions and settled over \$32 million in revenue.

Clipper Mobile Card Creation and Usage

- Nearly 520,000 plastic cards have been transferred to mobile wallets, and over 1.7 million new mobile cards have been created since program launch.
- Customers have now taken over 56.5 million trips using Clipper mobile cards. This represents about 20% of the total trips taken with Clipper since the mid-April 2021 launch. This percentage continues to increase, and, for the month of October 2023 alone, almost 30% of Clipper trips were taken using a mobile card.

Clipper START Card Issuance and Usage

- Over 28,000 applications have been submitted through October 2023, with over 25,000 approved.
- As of November 12th, 2023, almost 19,000 unique Clipper START cards have been used.
- Of the over 2,700,000 Clipper START trips taken since the program launched, around 480,000 were taken using a mobile Clipper card. This represents around 17% of Clipper START trips.

Quarterly Fare Change Deadline

- Fare changes and updates are scheduled to occur quarterly to limit demands on development and testing resources as work continues porting current Clipper business rules to Next Generation Clipper devices and developing the Next Generation Account-based System.
- The deadline for requesting fare changes for April 1, 2024 is Tuesday, January 2, 2024.

Issues:

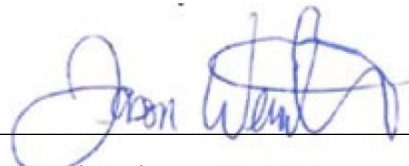
None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Clipper® Operations and Performance Update Charts and Figures



Jason Weinstein



Clipper® Operations and Performance Update

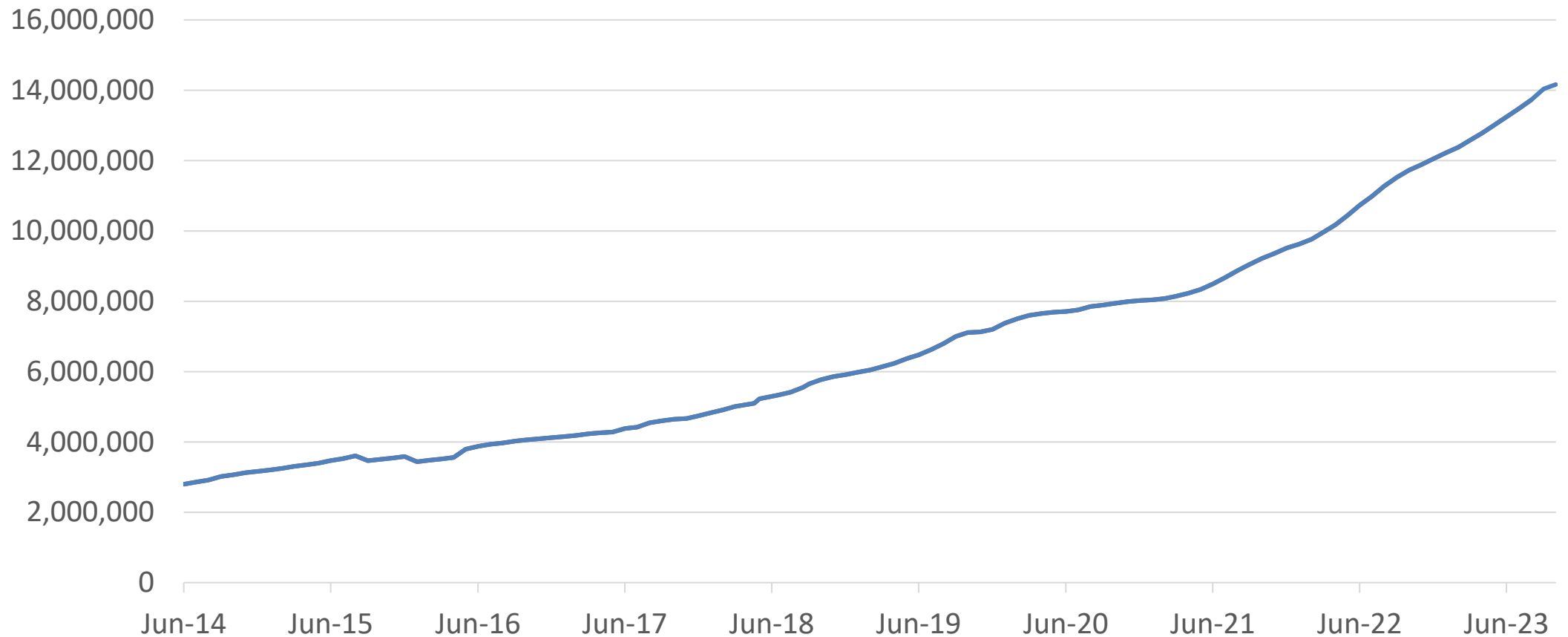
Charts and Figures

Clipper Executive Board

November 27, 2023

Since the CEB formed, the number of Clipper cards in circulation has nearly quadrupled to almost 15M in October 2023

Clipper Cards in Circulation



Despite pandemic declines, in Oct 2023, unique Clipper cards used monthly has grown 35% since the formation of CEB

Unique Clipper Cards Used



The Clipper START program, launched in July 2020, is gaining in popularity

18.9 K

Unique Clipper START Cards
Used as of Nov 2023

2.7 M

Clipper START Cards Trips as
of Nov 2023



Mobile Clipper cards, launched in April 2021, have been popular with riders

2.2 M

**Mobile Clipper Cards
Provisioned as of Nov 2023**

56.5 M

**Clipper Mobile Card Trips as
of Nov 2023**



Clipper® Fact of the Month

\$4.4B

TOTAL CLIPPER REVENUE
NOVEMBER 2013 – OCTOBER 2023, TEN YEARS

