

Clipper® Executive Board

June 24, 2024

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)

Background:

C2 Project Schedule

At the May 20, 2024 meeting of this Board, staff reported that the start of Customer Transition to C2 operations is being deferred beyond the summer of 2024 and that we would report back to this Board by September 2024 as we gained more schedule certainty. Board members also wanted to hear from Cubic, our next generation Clipper system integrator contractor. Matt Newsome, Cubic's Senior Vice president and General Manager, will be on hand to provide an update (see attachment B) and to answer questions. Since May, MTC and transit operators have made progress on finalizing the business rules to be implemented for transition and providing comments on pre-transition test procedures from Cubic, the C2 System Integrator. Cubic has also made progress on addressing issues identified in the initial pilot test through additional software development, testing and releases. MTC is also working with Cubic to identify and document key dependencies on Cubic's schedule by other parties – including MTC, other C2 Contractors, transit operators, and third-party project partners – to help Cubic prioritize their project delivery. Staff will continue to monitor pre-transition system development, configuration, and testing, and we will report back to this Board on progress towards determining a new target date for the start of Customer Transition.

C2 Schedule Risks

From the list of risks identified in last month's update, Cubic has made progress on addressing issues identified in the initial pilot, and some issues such as configuration of back-office component access are no longer considered high risk. MTC continues to work with Cubic, transit

operators, and other partners to make progress in addressing the remaining identified high-priority risks:

- Completion of all hardware installation, including installation projects by transit operators (e.g., BART network deployment and station TR4 installations), and the delivery of Cubic-provided training materials by transit operators to their staff on the operations and maintenance of the new hardware.
- Coordination of the various project components with multiple contractors (e.g., working with the customer service contractor, fare media and services suppliers, and transit agency vendors for integration with ticket machines and computer-aided dispatch / automatic vehicle location (CAD/AVL) systems).
- Availability of next-generation system fare media for the completion of software development and testing.
- Completion of production environment testing to confirm system configuration is correct before the start of pre-Transition pilot testing.

C2 Implementation

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

Installation of stand-alone platform readers has been completed. On-board Clipper readers are substantially complete on all operators except for the WestCAT installation, which will start on June 20th with completion anticipated by the end of July. BART continues to make progress with the installation of next-generation readers (TR4s) at its fare gates and is testing Cubic's release of production-ready software for its ticket machines. Cubic will begin installation of SFMTA fare gate readers this summer.

Issues:

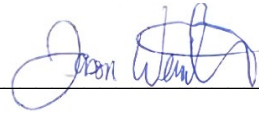
None identified.

Recommendations:

Information

Attachments:

- Attachment A: Next Generation Clipper Program Executive Summary Status Report
- Attachment B: Cubic Updates June 2024



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