Clipper Executive Board – Cubic Updates (June 2024)

Virtual Cards

» Virtual Media now being used for over 30% of taps each month

» 60k to 90k new virtual cards each month

» 94% customer satisfaction with mobile per MTC report

» Enables 'instant' loading which was a top customer compliant.

Installations

» 3,400+ out of 3,544 vehicles completed

» 20 agencies 100% complete with Validator installs

» 15 of 16 integrations with agency CAD/AVL integrations complete

» 242 of 248 retail locations equipped with C2 devices

» 5 pilot inspection devices expected to be delivered to MTC in June

» Faregate installs complete at 15 BART stations (out of 52). (approx. 300 new readers)

Open Payments

» 5 agencies supporting open payments in pilot mode today

» Base fares (i.e. adult fares, no transfers)

Back Office Testing

» Installation dry runs being rehearsed in test lab

» Configuration & integration to continue until pilot start

» Risk reduced as this is the 2nd run through all tests

» All issues will be addressed in real time

» Transition-ready applications planned for production release in July

» Once July update is complete, will need close collaboration with all other MTC C2 contractors – call center, cards, payments, 3rd party suppliers, etc. required for transition launch

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