

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



STAFF REPORT

MEETING DATE: 5/13/2020

Staff Report No. 20-093

TO: AC Transit Board of Directors
FROM: Michael A. Hursh, General Manager
SUBJECT: Next Generation Clipper (C2) Program

BRIEFING ITEM

RECOMMENDED ACTION(S):

Consider receiving a briefing on the Next Generation Clipper (C2) Program.

STRATEGIC IMPORTANCE:

Goal - Convenient and Reliable Service
Initiative - Infrastructure Modernization

The Next Generation Clipper program will enable AC Transit riders to conveniently pay fares utilizing a mobile app. Additionally, the existing fare collection infrastructure supporting the Clipper program, both on the platform and inside the bus, will be modernized and upgraded to a scalable, secure and faster platform.

The current COVID-19 pandemic crisis hasn't severely impacted the overall Clipper 2 project schedule, as it is currently in the design review phase. Most of the project work has been done remotely, and involves design document reviews, online meetings, project plan reviews, and testing plans.

BUDGETARY/FISCAL IMPACT:

This report is for informational purposes only; therefore, there is no budgetary or fiscal impact.

BACKGROUND/RATIONALE:

This Staff Report provides an update on key developments associated with the implementation of the Next Generation Clipper System Project (C2). The Metropolitan Transportation Commission (MTC) in conjunction with the regional Transit Operators, including AC Transit, has been engaged with Cubic Transportation Systems, Inc. in moving the overall project forward.

MTC and Cubic held a technical meeting on-site at AC Transit to familiarize District staff with the next-generation equipment and to discuss integration options with existing on-board vehicle solutions. The District has been in discussions with MTC and Cubic about the integration of the C2 system with the District's Computer Aided Dispatch/Automatic Vehicle Location System. AC Transit staff has engaged our CAD/AVL vendor, Clever Devices, to start discussing the best design and on-board integration option between the CAD/AVL computer equipment and Clipper 2 On-board Controller Unit (OCU). The on-board integration will

provide our Operators a single interface to take care of both systems, rather than dealing with two separate systems.

In addition, accelerated deployment documents for Review Cycle 3 are nearly complete, with design of the mobile app to be approved soon and testing plans and procedures.

To date, no critical milestones have slipped beyond their contractual guaranteed completion dates, and the program is currently on schedule and within expected budget.

The Customer Service Center Request For Information was released in January with responses due March 5th. Responses will be reviewed throughout the remainder of March and will inform development of the final Request for Proposal.

The Mobile App is in BART/Ventek Testing phase and soon to select pilot users for testing. Cubic is developing test plans.

The Open Payment has been a discussion topic as part of the Clipper 2 project roll out among various Transit Operators. It was discussed in the Clipper Staff Liaison (CSL) meeting, that the plans for Open Payment acceptance has been put on hold until after the implementation of the mobile app. However, staff from AC Transit, BART, Caltrain/SamTrans, Muni, and VTA responded to MTC's call to bring together a working group to work on strategy and policy related to Open Payments acceptance and fees for Mobile Virtual Cards under the next-generation Clipper deployment.

ADVANTAGES/DISADVANTAGES:

This report appraises the Board about the on-going Next Generation Clipper Project activities. There is no disadvantage in receiving the report.

ALTERNATIVES ANALYSIS:

This report does not recommend an action; therefore, no alternative analysis is presented.

PRIOR RELEVANT BOARD ACTION/POLICIES:

None

ATTACHMENTS:

1. Clipper Executive Board C2 Update
2. Biennial Clipper Customer Service Survey Results

Prepared by:

Ahsan Baig, Chief Information Officer

In Collaboration with:

Margaret Tseng, Customer Services Manager

Approved/Reviewed by:

Ahsan Baig, Chief Information Officer

Beverly Greene, Executive Director of External Affairs, Marketing & Communications