

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT



STAFF REPORT

MEETING DATE: 10/27/2021

Staff Report No. 21-425

TO: AC Transit Board of Directors
FROM: Michael A. Hursh, General Manager
SUBJECT: Clipper 2 Update

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.

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 regional Transit Operators, including AC Transit, have been engaged with Cubic Transportation Systems, Inc. in moving the overall project forward.

C2's primary goal is to modernize an aging system that is increasingly difficult to support as aging equipment parts become harder to find. However, there are benefits being introduced in the new account based system. These are:

- Being able to reload value to your account online
- Having the added value available to riders immediately
- Utilizing Open Payment platforms to increase payment options

The Clipper customer website and the mobile will have new features in the account-based system:

- Instantly add value and passes to accounts (both mobile and cards)
- View real-time trip and payment activity

- Manage accounts of family members
- Chat with customer service
- Manage email, SMS, and push notifications
- Purchase and activate tickets for individual or group travel on the mobile app

The Next Generation Clipper system will also include a more robust customer relationship management system. Some notable features include:

- More channels for customer service contact
- Improved incident management tracking including historical customer information
- Instant sale of products and cash value

AC Transit is involved with Final Design Review for a wide array of system aspects. These are:

- Application Specification to Card Manufacturers
- Business Intelligence Design
- Communications Network Design
- CRM Design
- C2 System Data Store Design
- System Configuration Plan
- Validator Design
- Mobile Fare Inspection and Payment Solution Design
- Retail Solution Design
- Interface Control Design
- Website, Web Portals, Mobile App Design

All current validators on Tempo platforms will be replaced. A pilot involving two validators (one at San Leandro BART and one at Uptown Oakland SB) is scheduled to begin in October 2021 and will run for eight (8) weeks. Replacement of all remaining Tempo validators is scheduled for early 2022.

With regards to on-vehicle validators, COVID-19 related supply chain shortages have resulted in delays in receiving the test devices and will likely impact the schedule. MTC and Cubic are developing a two-stage mitigation plan. The overall approach is to focus on aspects of C2 required for becoming Revenue Ready on time in October 2022 and then working on the remaining aspects prior to customer transition in 2023.

AC Transit is scheduled to participate in a pilot involving the on-vehicle validators in November 2021 but participation may be affected by delays in receiving the validators.

AC Transit staff are also involved in design workshops regarding the Clipper Customer Service Center.

In conclusion, AC Transit expects installation for both Tempo platform and on-vehicle validators to begin in early 2022 and the District is expected to be revenue ready for Clipper 2 with the rest of the Bay Area in October 2022. Full conversion to Clipper 2 is expected in Fall 2023.

ADVANTAGES/DISADVANTAGES:

This report appraises the Board about on-going activities related the Next Generation Clipper project. There

are no disadvantages with 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 2 update.pptx

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