

**To:** Operations & Scheduling Committee

**Date:** 03/27/2023

**From:** Melody Reeb, Director of Planning, Marketing, & Innovation

**Reviewed by:** *Ref*

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**SUBJECT:** New Clipper Devices

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### **Background:**

The current Clipper system was initially developed over 20 years ago and is nearing the end of its serviceable life. Over the past few years, the Metropolitan Transportation Commission (MTC) has been working with the region's transit operators to develop the Next Generation Clipper (C2) system to replace the current one. The new system is being deployed in phases, and the first, "accelerated" phase includes the mobile app, which launched in May 2021. Another component of this first phase is the replacement of equipment, which is now underway. The second phase includes transitioning to an account-based system, which includes overhauling the "back office," or the inner workings, of the Clipper system, and is expected to launch in mid-2024.

### **New Equipment:**

The Clipper equipment on County Connection's buses will be replaced over the next few months. A prototype installation is scheduled for April 5<sup>th</sup> to test out the new equipment and features, and the remainder of the fleet will be upgraded starting with the 40 new vehicles scheduled for delivery over the next several months. MTC's contractor, Cubic, will perform the installations and conduct training for both maintenance and operations staff.

The new devices offer some key benefits for riders and operators. First, the devices will communicate with the Clipper back office through a cellular connection instead of wi-fi. This allows for data to flow continuously to and from the devices, which means that online orders can be loaded immediately without having to wait for the bus to return to the yard to download the new data. The second new feature will be integration with our existing Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) system to automatically login to the Clipper system. In addition to eliminating the need for operators to login manually, it will improve the accuracy of logins to ensure that transactions are being allocated to the correct route and transit agency within the East Bay operator group. Finally, the new devices will be capable of accepting open payments (i.e., using contactless credit or debit cards), which will be implemented as part of the account-based system rollout.

### **Financial Implications:**

None. All capital costs for the new C2 system, including onboard equipment, are covered by MTC.

### **Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None