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Clipper Executive Board Update

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Outage Summary

May 3rd Major Incident

- All sales channels were impacted, preventing patrons from completing transactions
- Order Management System database archive space exhaustion caused system instability and failure across sales channels
- Capacity was increased; old archive logs were cleared and performed rolling restart of the order management system nodes

May 18th Major Incident

- BART Ticket Vending Machines (TVMs) and fare gates (Tri-reader 4) at BART stations were unable to connect to the back office
- During troubleshooting, circuit issue was identified as non-technical and related to billing
- After account billing resolution, AT&T restored the network circuit, re-establishing connectivity and enabling all BART TVMs and fare gates to resume normal operation

Fulfilment Delay

- A bug was discovered in the NextFare Central System whereby fulfilment of large order batches (discount cards and bulk orders) was not being processed
- Initial triage showed that this required smaller batches of orders to be processed using a script. This was fully resolved and orders fulfilled
- The initial workaround around script inadvertently issued cards as Adult instead of discount cards. The script was corrected and all cards updated in Backoffice
- Permanent fix is planned for roll-out as part of BackOffice build on 5/31

Reports (Settlement)

- Starting on May 8th an issue with data feeds into operational datastore affected reports. The daily settlement report CA650 was affected
- Although this did not affect settlement and deposit into operator bank account, it did affect reconciliation
- The data feed issue was resolved and reports rerun for prior days

Executive Summary

- Cubic successfully conducted 3 bulk migration load tests of 100K unregistered cards, 11K mobile and 20K registered customers. Cubic made performance improvements for registered customers load testing
- Cubic has reduced open critical defects from 89 to 19. Approximately 50% of the open 19 defects are currently in testing. Planned upgrade for BackOffice on 5/24 has been delayed to 5/31 due to defect discovered during regression testing
- Cubic/WSP have closed 17 of the top 20 Clipper Customer Service Center issues
- Financial reconciliation apportionment rules configuration have been updated and new CA650 released. Trial balance related discrepancies has been reconciled and completed
- Cubic has been onsite for field test at Caltrain and BART with new fare inspection software. Additional 3-day field test with 2 application versions was conducted week of 27th – 29th May

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Executive Summary – June 1st, 2026

Item	Description / Update	Date from last CEB	Next Steps	Next Steps Target Date
Migration	• Bulk Migration test of 100k unregistered cards successfully completed • Bulk Migration test of 10K apple and 1K google mobile wallet successfully completed • Bulk Migration of 20K registered card successfully completed	Planned: May 30th Completed on May 26th	• Completed 3 load tests • Additional testing being planned for Institutional bulk migration and mobile registered cards	Additional Testing Ongoing
Financial Reconciliation	• Apportionment configuration updated and updated CA650 report • Data processing improvement have been configured to reflect accurate reporting • Trial balance discrepancies reconciled and completed	Planned: May 30th Off Track	• Deploy BackOffice update for final data process improvements • Complete general ledger reconciliation	June 12th

Contact Center CRM Issues	• Regular meetings established to burn down Clipper Customer Service Center issues
	  • 17 Closed
	  • 3 Open / Verification
	  • 1 operational process
	  • 2 awaiting Backoffice update to test
		Planned: May 30th
		
		Off Track
			• Continued burn down of issues
			• 2 open issue is awaiting Backoffice update 5/31 to start test
				June 14th

Executive Summary – June 1st, 2026

Item	Description / Update	Date from last CEB	Next Steps	Next Steps Target Date
Fare Inspection Device Software Improvements	• V1.1.13 – Conducted field tests at Caltrain and BART. Cubic focusing on enhancing firmware logging to capture issues • BackOffice release impacted response time to inspection devices. This caused delay in FIMPS testing • Field testing at Caltrain conducted on 27th – 29th	Planned: May 15th Off Track	• BackOffice deployment on 5/31 • Field test with enhanced firmware level logging to further triage errors	June 19th
System Performance	• Datastore database clustering performed on 5/24 to improve overall performance and ADW data extract • Dedicated resources continuously monitor thread pools, request queues, CPU, and memory in real time • High-frequency alert patterns are being consolidated and analyzed for systemic root causes • Capacity trend reporting reviewed on a recurring cadence	Planned: May 30th Off Track	• Redis Server cluster has been delayed due to defect discovered in Account based processor (ABP). This is now delayed to June 14th • Continued progress on remaining enhancements	June 14th

Critical Defects

- From 89 to 19 remaining critical defects
  - Open = 8
  - In Testing = 9
  - Data Cleanup = 2
- 1 defect identified in Account Based Processor (ABP) that has delayed upgrade to 5/31. This defects impacts response times to FIMPS and fails load test for Redis Cluster infrastructure work
- 1 High Risk Items
  - Inter-Operator Transfer rule between Caltrain and other operators w/GoPass
  - Scheduled for release to test lab on June 14th

Remaining Defect Categories

	Customer Experience		Operator Experience		
Defect Category	**Longer wait**	**Incorrect Ride validation**	**Daily Reconciliation**	**Longer wait / Unable to inspect**	**Reporting Errors**
FIMPS Read Error	✓			✓	
Business Rules		✓			
Financial Reconciliation			✓		✓

FIFA World Cup 2026 – Cubic Hypercare Commitment

Clipper 2 Back Office systems will remain in Hypercare until the end of FIFA World Cup 2026 (July 19)

Item	Description / Commitment	Next Steps	Target Date
24x7 Monitoring & Escalation	Clipper Back Office under continuous 24x7 monitoring for the full FIFA World Cup period. Immediate technical and management escalation at point of detection — no manual triage. **Chief Services Officer and divisional leadership** auto-notified on all high-priority alerts.	Maintain continuous monitoring posture through July 19	June 11 – July 19
Proactive Threshold Management	Alert thresholds recalibrated across all capacity-sensitive metrics to trigger earlier in the degradation curve — extending the response window before service impact. Dedicated resources monitoring thread pools, request queues, CPU, and memory in real time.	Validate all thresholds	Completed
Proactive Customer Communication	Where monitoring detects emerging conditions, CTS notifies the Clipper 2 team before impact is recorded — with a clear assessment and action plan. Single point of contact: **Tim Morrison, Clipper 2 Service Delivery Manager**	Confirm communication protocol with MTC	Ongoing