PRODUCT SUNSET NOTICE
Ridecheck Plus

Date of notice- April 11, 2024   **Applicability:** All customers /All territories

Critical dates regarding product sunset of Ridecheck Plus Desktop Software, Hosted Applications, and Manual Checker Tablet Software

Milestone	Date
Sales closed for New Orders	Immediate
Software end-of-life	December 31, 2025
End of services	August 1, 2026

Ridecheck Plus is built on the MS Access 2016 Platform. Due to Microsoft Access 2016 End of Support slated for October 14, 2025, Clever Devices is sunsetting Ridecheck Plus. Microsoft End of Support statement is available here: https://learn.microsoft.com/en-us/lifecycle/end-of-support/end-of-support-2025

What This Means for Your System

After December 31, 2025:
Clever Devices will no longer release updates to Ridecheck Plus desktop, hosted, or tablet software.

December 31, 2025 – August 1, 2026:
Ridecheck Plus desktop, hosted, or tablet software will continue to process APC data and generate reports until August 1, 2026. Schedule import and other software services continue through August 1, 2026, for those with an active software maintenance contract.

After August 1, 2026:
Customers who choose to do so can use the Ridecheck Plus desktop software as a historical archive. However, please note that the application will not process any new APC data or schedules. Customers may choose to set up this archive themselves using instructions provided by Clever Devices or can contact us for a proposal to assist you with this effort.

Manual tablet software will no longer remain active.

After this date, support via Clever Devices Customer Support or assigned Ridecheck Plus Support Engineer Ridecheck Plus will no longer be available.

After August 1, 2026, Customers will require an alternative method for APC data processing and reporting.

Continued Support

For customers with software maintenance contracts, Ridecheck Plus services will continue through August 1, 2026. Software maintenance contracts with end dates exceeding those listed above will be honored as contracted.

Prepare for the Future

Leveraging the most valued features of Ridecheck Plus, Clever Devices has developed a brand-new APC reporting application, CleverInsights, using the latest Cloud technology. Our commitment to providing top-notch products and services continues, and we are confident that CleverInsights represents a more advanced and integrated solution for APC data processing and reporting than any other product currently available on the market. Learn more at https://www.cleverdevices.com/products/cleverinsights/

Frequently Asked Questions

o **Am I required to transition to CleverInsights?**
Transitioning to CleverInsights is not mandatory. We will provide all existing Ridecheck Plus customers with a personalized quote to facilitate their potential switch to CleverInsights. Customers are encouraged to assess this quotation within their organization's procurement and evaluation procedures to make an informed decision about transitioning.

o **What happens if I choose to transition to CleverInsights?**
Clever Devices will assist customers who choose to transition to CleverInsights in completing the transition. A standard transition guide is available for customers who decide to move forward. CleverInsights is a SaaS product and will require a SaaS Agreement.

o **Will you continue to support my Ridecheck Plus system?**
Yes, we are committed to supporting Ridecheck Plus systems through August 1, 2026, for those with active support contracts. Support contracts with end dates exceeding August 1, 2026, will be honored as contracted.

o **What happens if I choose to transition to an APC reporting software that is not provided by Clever Devices?**
If a customer would like to use unprocessed APC data collected by the Clever Devices-provided on-board equipment with a third-party reporting system, we will provide interface control documentation to facilitate that transition. Any services required by the agency or their vendor of choice to support this transition will come at an additional charge. Responsibility for migrating to a different ridership reporting package rests with the customer.

o **Why should I consider transitioning to CleverInsights?**
CleverInsights offers users the latest cloud-hosted reporting technology for APC data processing, cleansing, and reporting. CleverInsights offers data handling transparency, data visualization, and customizable reporting that is unmatched in the industry. CleverInsights' intuitive platform means that users are productive quickly, performing all the important tasks requiring APC data at your transit agency.

o **Does CleverInsights have the same features and functionality as Ridecheck Plus?**
Clever Devices has proactively analyzed customer utilization data to provide a strong and comparable ridership reporting feature set in CleverInsights.

There are two key changes between Ridecheck+ and CleverInsights reporting:

1. Operational Reports - Ridecheck+ includes run-time and performance reporting, which are not included in CleverInsights. Run-time and Performance reports are instead provided by Clever Devices through CleverReports.
2. Access to Data - CleverInsights utilizes CleverAPI to access ridership data

Clever Devices will work with customers to complete a feature gap analysis as part of the transition to CleverInsights.

o **What happens to all the data collected and stored in my Ridecheck Plus system?**
Once Ridecheck Plus services end, Ridecheck Plus can be maintained as a historical archive.

o **What happens to my perpetual Ridecheck Plus license?**
Customers can use the software in Historical Archive mode. The License does not expire. Services and Support expire on August 1, 2026.