

Next-Generation Clipper Update

Regional Network Management Committee
Customer Advisory Group
July 28, 2026



Clipper Vision



22 Transit Operators – Creates a unified transit experience across the Bay Area



Clipper Executive Board – Provides foundational regional governance and fosters collaboration



Simplifies Complexity – In one of the nation's most complex transit regions

Next Generation Clipper (C2)

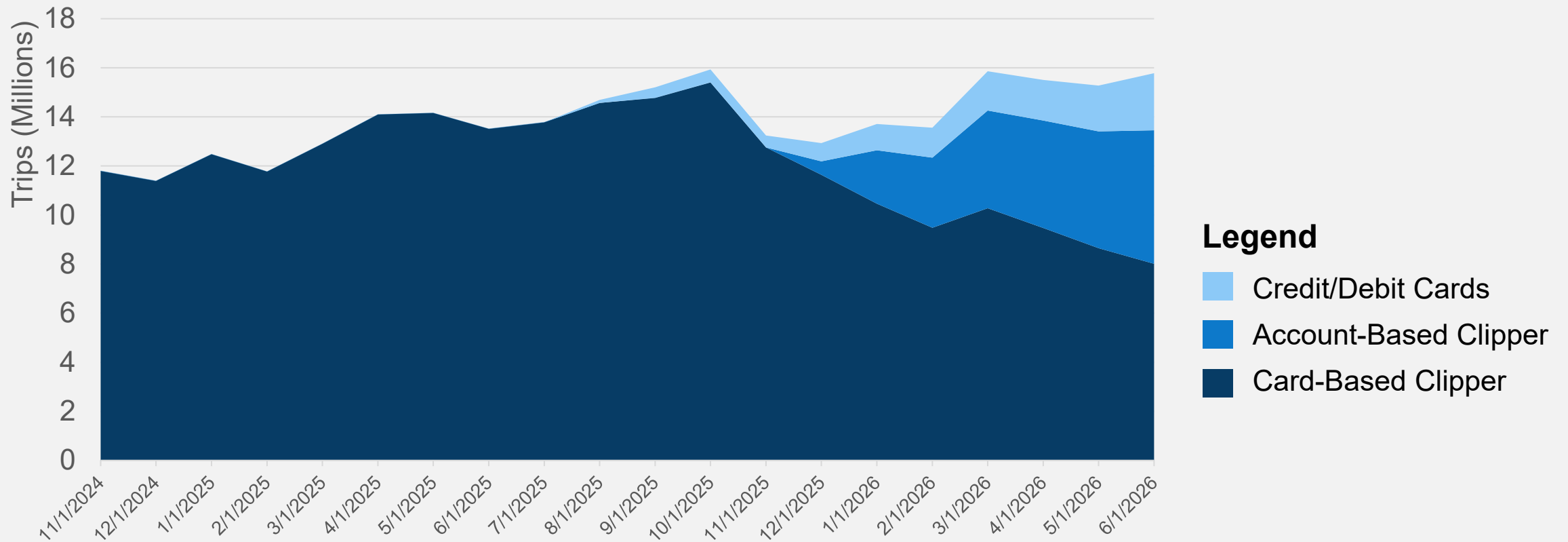
- All New Equipment
- Real-Time Value Availability
- Mobile Clipper Cards in Phone Wallets - 
- Contactless Credit/Debit Card acceptance - 
- Regional Transfer Discounts
- Supports Transit Agency Promotions
- Supports Existing Equity Programs

C2 Transition Status

- December 10, 2025: Launch of Next-Generation Clipper
 - Contactless credit/debit card acceptance on all transit operators
 - Start of customer transition to the new Clipper back office
- As of July 2026:
 - Over 2.2 million cards migrated (on-demand via Clipper website/app or phone)
 - 51% of Clipper trips being processed through the new system:
 - 36% on Clipper cards
 - 15% on contactless credit/debit cards
 - Bulk migration of remaining ~13M cards pending system readiness

All Clipper Trips by Month

- Overall, Clipper usage remains strong with higher usage levels compared with this same time last year
- In June 2026, Clipper processed 15.8M trips, collecting \$42.6M in fare revenue
 - C2 system processed 7.8M trips, \$25.1M in fare revenue (account-based Clipper cards + credit/debit cards)



Legend

- Credit/Debit Cards
- Account-Based Clipper
- Card-Based Clipper

Prerequisites for Start of Bulk Migration

System stability and capacity: Demonstrated system stability, system monitoring/alerts

- Status: 30-day system stability period achieved, but intermittent BART vending machine issues persist.

Critical blockers resolved: All critical bugs fixed and verified

- Status: 12 still open (in verification or awaiting deployment).

Equipment fully functional: Fixes complete for fare inspection devices

- Status: Improved software being field tested, but fixes still needed for remaining card read errors.

Financial controls in place: Financial reconciliation and reporting confirmed by MTC Finance and transit operators, internal controls documented

- Status: Reporting fixes in verification; full documentation pending.

Customer Service Center issues resolved: Fixes implemented to eliminate critical workarounds, CRM system stability demonstrated

- Status: All critical workarounds addressed; 1 issue (CRM stability) still under investigation.

Next Steps

- Continued software/system updates to address remaining critical issues
- Monitoring to ensure continued stability
- Continue resolving issues affecting customers and operator staff
- Continue bulk migration testing
- Proceed with bulk migration of Clipper customers once prerequisites are met (with approval from Clipper Executive Board leadership)
- Post-delivery review, including lessons learned and steps to improve system resiliency