

Public Comment to Clipper Executive Board Meeting on January 26, 2026:

From: Philip [REDACTED]

Sent: Friday, December 26, 2025 12:26:25 PM

To: MTC-ABAG Info <info@bayareametro.gov>

Subject: Public comment for Jan Clipper Executive Board

Please include the following public comment in the next Clipper Executive Board meeting.

My name is Philip [REDACTED]. As of December 26th, I have been unable to log in to my clipper card account or perform any transactions on the account since December 9th. Your customer service has been unable to perform any transactions on my account as well. All they can tell me is that my cards are "transitioning to the new system" and I will be able to use self-service options when that happens. However, they are unable to provide any kind of timeline. "Please check back sometime in the new year."

I looked at the minutes of the December meeting. A public commenter raised the very issue I am raising here. He had been unable to access his account for 6 days at that point. What is most concerning though is that right after that public comment, I read a litany of self-congratulations from board members praising Clipper for a successful rollout. But when I read the full minutes, there's problem after problem.

I really hope that the people doing the actual work aren't being as blasé about making this work as the board seems to be. And I really hope that by the time of the next meeting that you've solved these problems.

From: David
Sent: Monday, January 5, 2026 8:34 PM
To: custserv@clippercard.com <custserv@clippercard.com>
Cc: Brittany J. Sutherland
Subject: duplicate discount clipper card

I recently turned 65 and applied for a senior card, first by sending documents to you by email. I sent the request in an email on November 14, and having heard nothing, sent a repeat request on December 8. I then resubmitted the application again when you announced that you could take applications on your web site.

I received one card on December 21, and today I received another that was sent December 31 - see attached pdf.

What would you like me to do with the second card - return it or destroy it?

More importantly, you really need to get your act together. You sent a senior card twice to the same person at the same address and with the same DOB, which, if I was not honest, would permit me to give that card to someone who does not qualify for the discount. *Don't you have any system for checking to make sure this does not happen?*

I am ccing the staff contact for the Clipper Board of Directors with the request that she share this email with the Board.

David L.

Clipper Executive Board (January 26, 2026)

From [REDACTED]
To MTC-ABAG Info
Recipients info@bayareametro.gov

[You don't often get email from [REDACTED]. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

External Email

Please find below a public comment regarding the Clipper 2.0 migration for the Clipper Executive Board meeting on January 26, 2026. Thank you.

...

It has been about a month since the start of the user-facing Clipper 2.0 migration and there are still recent reports of Clipper users being overcharged (e.g., phantom BART penalty fares [0]), charged for passes not delivered (e.g., pre-tax purchases [1]), or otherwise being forced to spend more on transit due to being unable to purchase cost-efficient fare products (e.g., MUNI passes [2]) and/or due to reactive problem resolution, resulting in a need to spend time getting into a website that is not always load to review transactions, to spend time on hold to reach an agent, and to spend time waiting for results.

MTC and Cubic appear to have difficulty delivering the long-awaited Clipper 2.0 experience in a way that does not penalize Clipper users. Have competent external firefighters been engaged and deployed to direct work and fix forward?

If Cubic is responsible for the failure to deliver a working Clipper 2.0 implementation, to preserve trust in public transit and the integrity of the Clipper system, why not simply pause Clipper fare collection until Cubic delivers a working system and have Cubic, per Cubic's obligation, reimburse transit agencies during the system's inability to correctly handling fare collection? Taking Clipper offline until the Clipper 2.0 migration is complete would also allow Cubic to work on the migration without simultaneously processing new data and, more importantly, not harm transit users who use Clipper.

(As a San Francisco resident and Bay Area commuter, I was personally affected by the Clipper 2.0 migration by needing to spend time restoring web access to the account, waiting for password reset links that did not arrive after the forced password change, by needing to spend time to review transactions for accuracy, and by needing to spend time addressing a BART penalty fare charge of \$7.10, much more than usual BART trip within SF, due to a tap on a non-responsive exit fare gate, which involved almost an hour on the phone after the service center agent at Embarcadero stated that refunds could not be processed in-person and needed to be handled by the call center.)

[0]

https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.reddit.com%2F%2FBart%2Fcomments%2F1q8q625%2Fanyone_being_charged_an_excursion_fee_erroneously%2F&data=05%7C02%7Cinfo%40bayareametro.gov%7C7c7e318e

(date of post: January 9, 2026; accessed January 11, 2026)

[1]

https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.reddit.com%2F%2Fcaltrain%2Fcomments%2F1q5cskd%2Ftravel_not_oklow_funds%2Fny10uym&data=05%7C02%7Cinfo%40bayareametro.gov%7C7c7e318ece934cc1c80f08d

(date of post: January 6, 2026; accessed January 11, 2026)

[2]

Clipper Executive Board

From Selina [REDACTED]
To MTC-ABAG Info
Recipients info@bayareametro.gov

You don't often get email from [REDACTED] [Learn why this is important](#)

External Email

Hello,

I am writing as a concerned BART and MUNI rider about these ticket vending machines no longer work or consistently having outages with accepting card payments.

The Adult Muni+BART monthly pass is a very convenient way for me to commute to and from my work place and to get around the city in general. I hope I don't have to convince a ticket vendor of a public transportation agency of that.

I have a commuter benefits card through my employer that allows me to load my hard-earned, tax-free income to be able to ride the city's public transportation. Without being able to use these benefits, how does Clipper expect riders to use the city's public transportation system? What are the solutions to providing riders access to their funds to be able to use Clipper for public transportation?

The rollout of Clipper 2.0 seems to be a messy disaster as the system constantly faces issues with the one thing it was set up for which is to take funds, load them onto a card that can be easily tapped at San Francisco's Muni and BART stations.

Please provide the public a system fix to the ongoing malfunction of this rollout.

Thank you,

Selina [REDACTED]

Clipper Executive Board Public Comment: Total Failure of Clipper 2.0 Transition for SF Residents

From
Tuvale [REDACTED]
To
MTC-ABAG Info
Recipients
info@bayareametro.gov

You don't often get email from [REDACTED] [Learn why this is important](#)

External Email

Hello,

I am writing as a San Francisco resident and regular rider of MUNI, BART, and Caltrain to express my deep frustration with the ongoing Clipper 2.0 transition. What was marketed as an upgrade has become a daily systemic failure that is costing commuters both time and money.

For days, my card has been essentially useless. It consistently fails at MUNI and BART readers, forcing me to pay out of pocket for fares while my actual Clipper funds and Go Pass benefits remain locked and inaccessible.

When I sought help this past Saturday, I spent over 20 minutes on hold only to be told by customer service that they have no power to fix the issue immediately. My problem was buried in a manual ticketing system with a promised response time of seven business days or longer. Expecting a daily commuter to wait nearly two weeks for a functional pass is an insult to the people who keep this city moving.

The transition is so broken that I have had to request an entirely new card through my employer just to restore my transit benefits. As an agency that prides itself on being part of a world-class tech hub, this botched rollout is an embarrassment. I urge the Board to hold Clipper accountable and provide immediate, actionable relief for riders being financially penalized by these technical failures.

Tuvale [REDACTED]

Zip code: [REDACTED]