

Clipper® Executive Board

February 23, 2026

Agenda Item 3c

Updates to the Clipper Operating Rules for Next Generation Clipper

Subject:

Request for approval of updates to the Clipper Operating Rules for Next Generation Clipper.

Background:

The Clipper Operating Rules were created in June of 2010 to help Clipper stakeholders (MTC, transit operators, and Clipper contractors) understand the policies and expectations for operating the Clipper program on a day-to-day basis. It includes policies for card distribution, customer service, marketing and communications, financial settlement, protecting customer confidentiality, and managing Clipper equipment, among other topics.

The Operating Rules, in addition to the Clipper MOU, are used together to guide Clipper stakeholders on determining their responsibilities in management of the Clipper program. Where the Operating Rules do not provide a policy, or there is a discrepancy between the Operating Rules and the Clipper MOU, the Clipper MOU shall take precedence.

Clipper staff have updated the Operating Rules to account for programmatic and account-based changes for the Next-Generation Clipper program. The following are key updates and additions to the Operating Rules:

- The addition of Clipper START policies or guidelines where previously nonexistent
- Clarification of MTC management of the Events Pass (i.e., Clipper BayPass)
- The addition of limited use tickets (Clipper paper tickets) to the list of fare media types and inclusion of associated policies
- References to Next Generation Clipper portals, including the Maintenance Management Portal (MMP), Institutional and Transit Benefit Portal (ITB) and Promotions Portal
- Updated terminology (e.g., ‘cash value’ replacing ‘e-cash’)
- Updated equipment names (e.g., ‘customer service terminal’ replacing ‘ticket office terminal’)
- Addition of the Customer Service Terminal (CST) refund functionality
- Policy for promotional offers created using the Promotions Portal

- Addition of the Clipper website as a channel for Youth and Senior card applications
- Change in defective card policy to 6 months (instead of 1 year previously)
- Clarification of refundable and non-refundable balances on a Clipper card
- Addition of available cash value as a payment method for customer fees
- Removal of the Participant Claim Fund from the Financial Settlement section
- Updates to the Glossary of Terms based on changes to Next Generation program and account-based terminology updates and policies

The updated Operating Rules were distributed to transit operator staff for review and feedback in January 2026, and the final version is attached to this memo. The Clipper Operating Rules which were last updated in 2021 are attached to this memo (Attachment B) for reference only.

Issues:

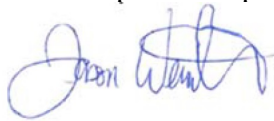
None identified.

Recommendation:

Staff recommends that the Board approve the updated Clipper Operating Rules for Next Generation Clipper, which provides, in addition to the Clipper MOU, guidance to Clipper stakeholders on determining their responsibilities in management of the Clipper program, as described above.

Attachments:

- Attachment A: Next Generation Clipper Operating Rules
- Attachment B: Clipper Operating Rules Last Updated September 2021



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