

Clipper[®]

MODERNIZING TRANSIT
FARE PAYMENTS FOR ALL

Regional Network Management Committee
May 9, 2025



Clipper



22 Transit Operators



User Experience:
94% Satisfaction

Governance:
Clipper Executive Board



Monthly Statistics
\$36M Collected for Operators
16M Taps

Mobile Phone Payment
3.9M Cards / 37% of Taps



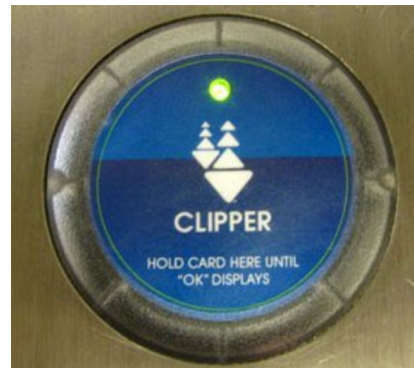
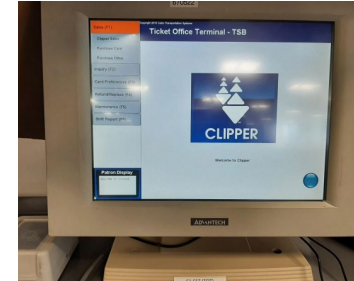
Next Generation Clipper

- All New Equipment
- Contactless Bank Cards
- Regional Transfer Discounts
- Real-Time Value Availability
- Supports Transit Agency Promotions
- Supports Existing Equity Programs
- Launching late July 2025

The System Needs Modernizing

1999 Technology

2005 Equipment



Clipper Technology Delivers Transit Rider Benefits

Transit benefit recipients

Low-income (equity)

Youth and seniors

People with qualifying
disabilities (accessibility)

Transit benefit companies

Employers, colleges and
residential developments



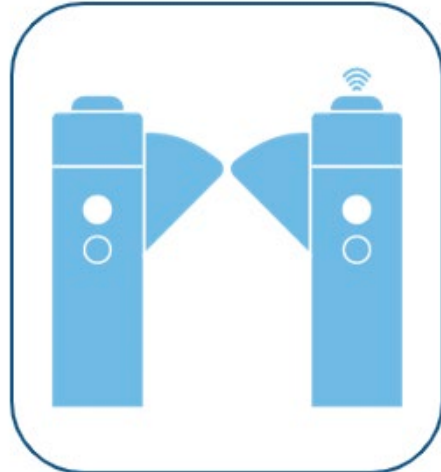
The New Clipper



All New Equipment



**On-Board Card
Readers &
Driver Units**



**Clipper Rail
Gate Card
Readers**



**Platform
Stand-Alone
Card Readers**



**Customer
Service
Terminal**



**Handheld
Retail &
Inspection**

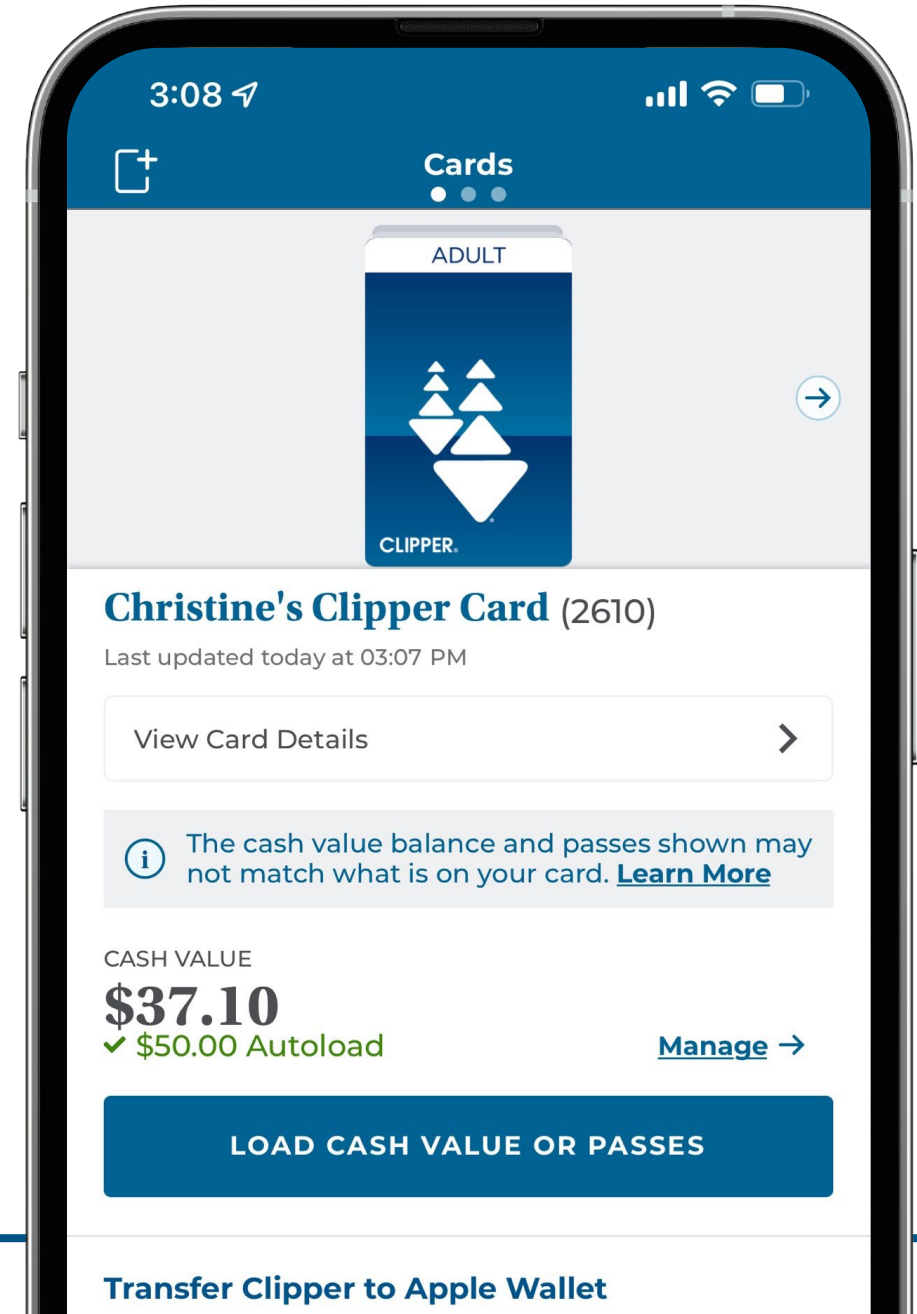
Clipper Mobile App

Instant Funds

See Balance

See Travel Costs

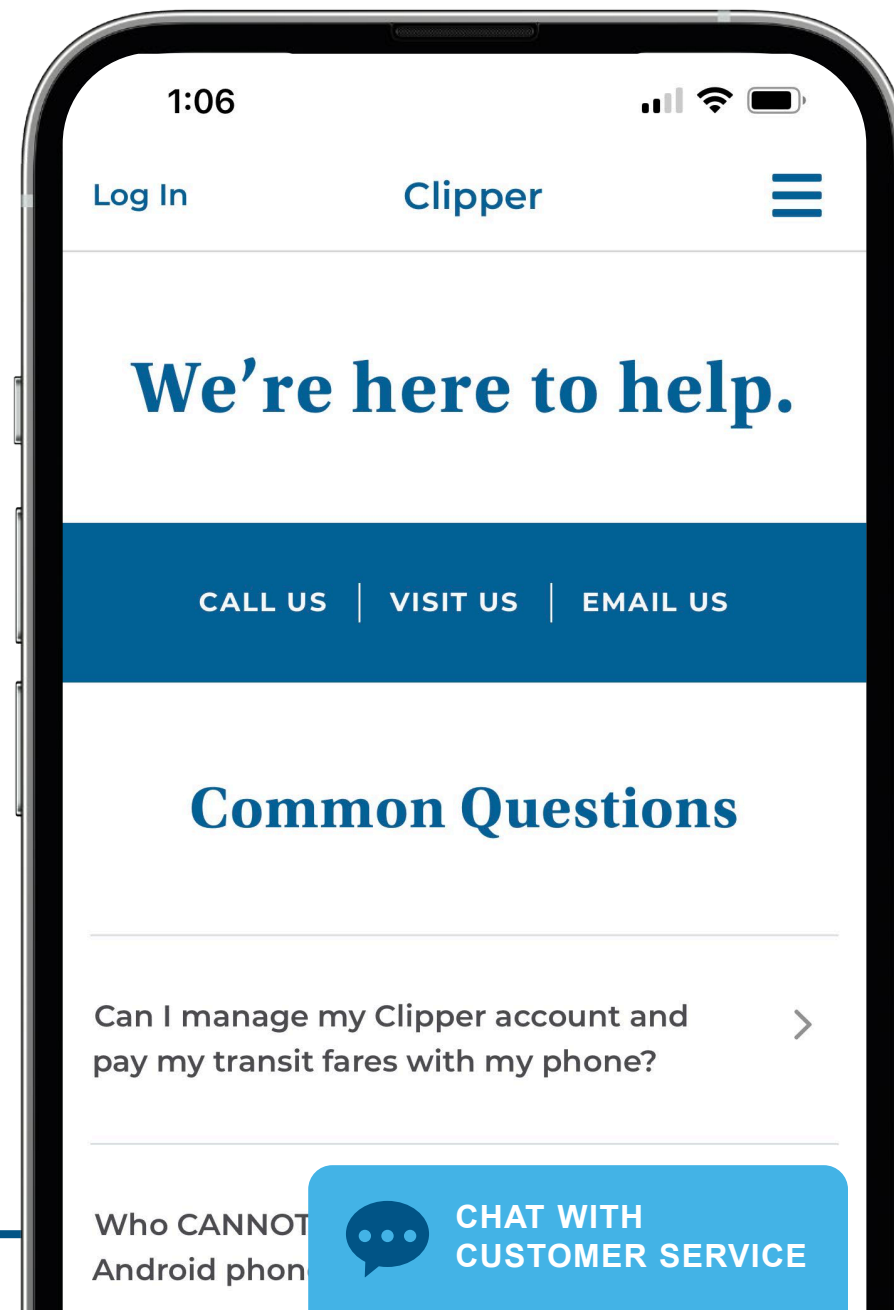
Plan Trips



Clipper Customer Service, Better Than Ever

Automated Phone Options

Live “Chat”



It's Family Friendly

Manage Kids' Cards

Manage Seniors' Cards

Manage Another Account



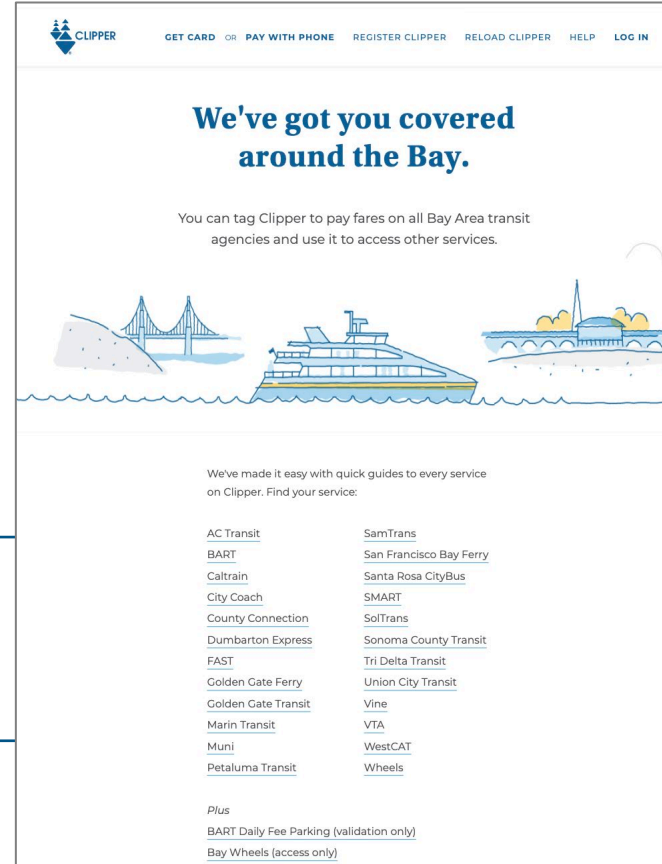
Discounts, Promotions and More

Targeted Fare Discounts and Promotions

Regional Fare Products

Equity Programs

Visitor/Tourist Travel



The screenshot shows the Clipper website's home page. At the top, there's a navigation bar with the Clipper logo and links: GET CARD, OR, PAY WITH PHONE, REGISTER CLIPPER, RELOAD CLIPPER, HELP, and LOG IN. The main heading reads "We've got you covered around the Bay." Below this, a subtext states: "You can tag Clipper to pay fares on all Bay Area transit agencies and use it to access other services." An illustration of a ferry and a bridge is shown. Further down, a section titled "We've made it easy with quick guides to every service on Clipper. Find your service:" lists various transit agencies in two columns. The agencies listed include AC Transit, BART, Caltrain, City Coach, County Connection, Dumbarton Express, FAST, Golden Gate Ferry, Golden Gate Transit, Marin Transit, Muni, Petaluma Transit, SamTrans, San Francisco Bay Ferry, Santa Rosa CityBus, SMART, SolTrans, Sonoma County Transit, Tri Delta Transit, Union City Transit, Vine, VTA, WestCAT, and Wheels. At the bottom, there's a "Plus" section with links for "BART Daily Fee Parking (validation only)" and "Bay Wheels (access only)".

CLIPPER GET CARD OR PAY WITH PHONE REGISTER CLIPPER RELOAD CLIPPER HELP LOG IN

We've got you covered around the Bay.

You can tag Clipper to pay fares on all Bay Area transit agencies and use it to access other services.

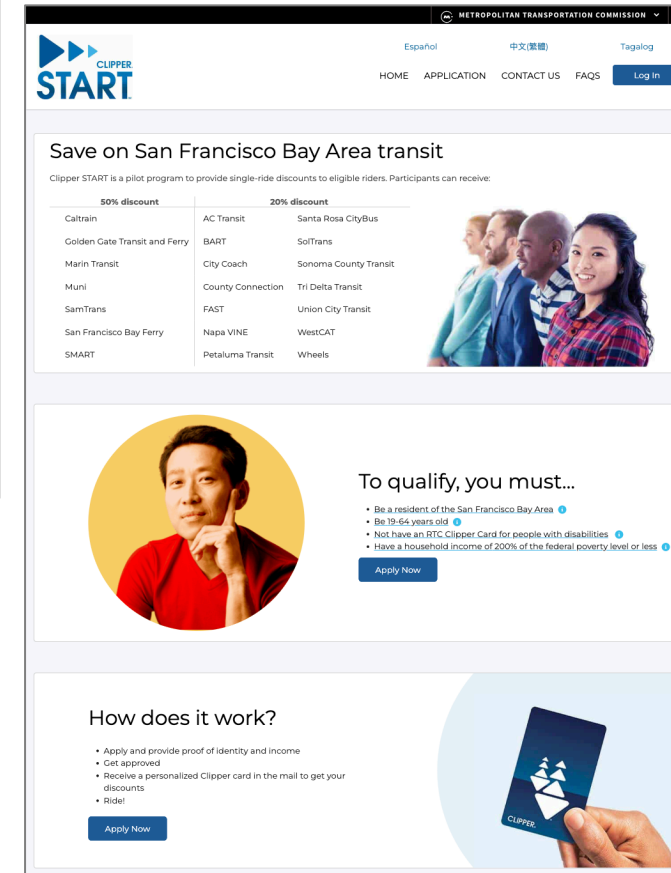
We've made it easy with quick guides to every service on Clipper. Find your service:

AC Transit	SamTrans
BART	San Francisco Bay Ferry
Caltrain	Santa Rosa CityBus
City Coach	SMART
County Connection	SolTrans
Dumbarton Express	Sonoma County Transit
FAST	Tri Delta Transit
Golden Gate Ferry	Union City Transit
Golden Gate Transit	Vine
Marin Transit	VTA
Muni	WestCAT
Petaluma Transit	Wheels

Plus

[BART Daily Fee Parking \(validation only\)](#)

[Bay Wheels \(access only\)](#)



The screenshot shows the Clipper START website. At the top, there's a navigation bar with the Clipper START logo and links: HOME, APPLICATION, CONTACT US, FAQs, and Log In. There are also language options: Español, 中文(繁體), and Tagalog. The main heading reads "Save on San Francisco Bay Area transit". Below this, a subtext states: "Clipper START is a pilot program to provide single-ride discounts to eligible riders. Participants can receive:". A table lists transit agencies and the discounts they offer. The agencies are listed in two columns: 50% discount and 20% discount. The agencies listed include Caltrain, AC Transit, Santa Rosa CityBus, Golden Gate Transit and Ferry, BART, SolTrans, Marin Transit, City Coach, Sonoma County Transit, Muni, County Connection, Tri Delta Transit, SamTrans, FAST, Union City Transit, San Francisco Bay Ferry, Napa VINE, WestCAT, SMART, Petaluma Transit, and Wheels. Below the table, there's a section titled "To qualify, you must..." with a list of requirements: Be a resident of the San Francisco Bay Area, Be 19-64 years old, Not have an RTC Clipper Card for people with disabilities, and Have a household income of 200% of the federal poverty level or less. An "Apply Now" button is located below the list. At the bottom, there's a section titled "How does it work?" with a list of steps: Apply and provide proof of identity and income, Get approved, Receive a personalized Clipper card in the mail to get your discounts, and Ride! An "Apply Now" button is located below the list. An illustration of a hand holding a Clipper card is shown on the right.

CLIPPER START

HOME APPLICATION CONTACT US FAQs Log In

Spanish 中文(繁體) Tagalog

Save on San Francisco Bay Area transit

Clipper START is a pilot program to provide single-ride discounts to eligible riders. Participants can receive:

50% discount	20% discount
Caltrain	AC Transit
Golden Gate Transit and Ferry	BART
Marin Transit	City Coach
Muni	County Connection
SamTrans	FAST
San Francisco Bay Ferry	Napa VINE
SMART	Petaluma Transit
	Santa Rosa CityBus
	SolTrans
	Sonoma County Transit
	Tri Delta Transit
	Union City Transit
	WestCAT
	Wheels

To qualify, you must...

- Be a resident of the San Francisco Bay Area
- Be 19-64 years old
- Not have an RTC Clipper Card for people with disabilities
- Have a household income of 200% of the federal poverty level or less

Apply Now

How does it work?

- Apply and provide proof of identity and income
- Get approved
- Receive a personalized Clipper card in the mail to get your discounts
- Ride!

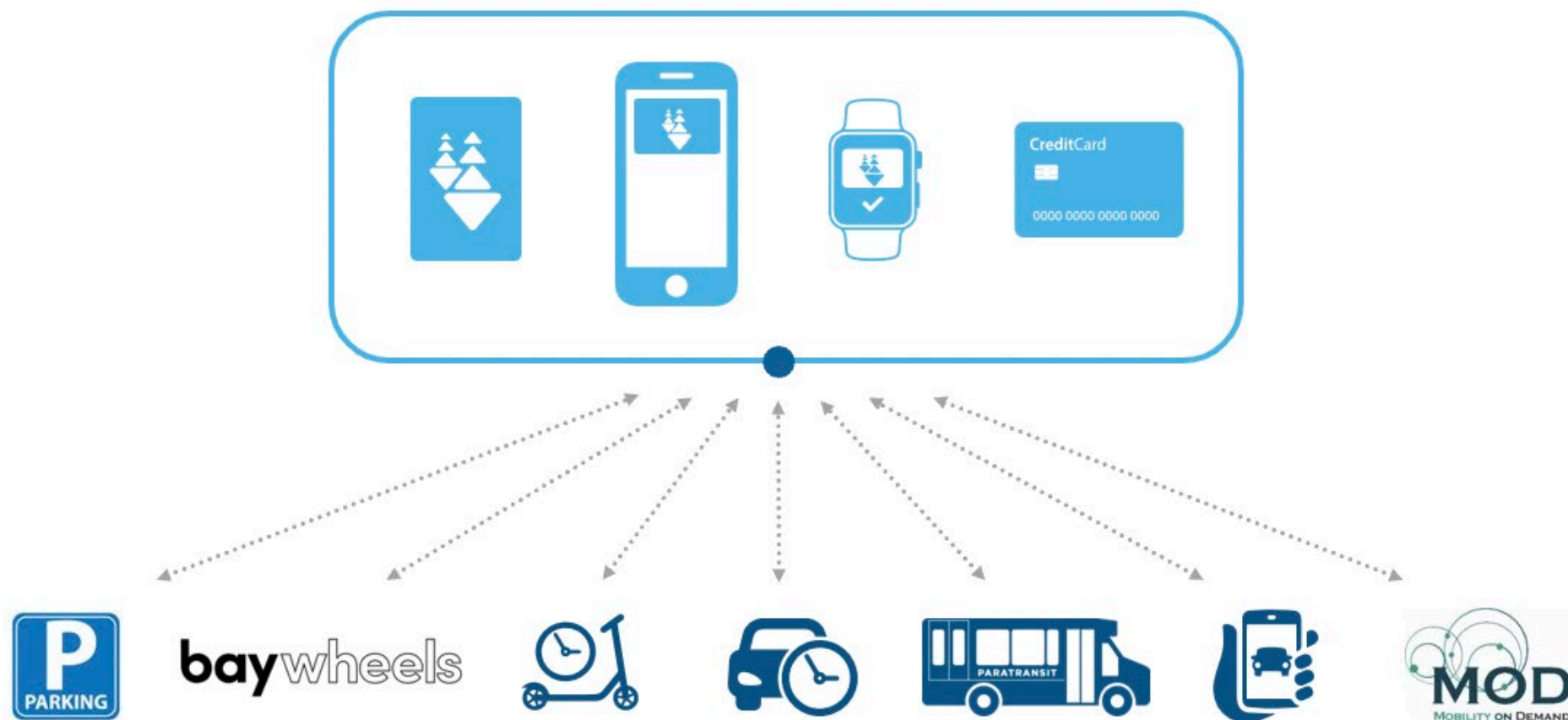
Apply Now

Cards You Already Have

Pay for your ride by
directly tapping a
contactless
credit/debit card on a
Clipper card reader



The Way to Access Them All



Schedule for Next Generation Clipper

- **Public pilot is underway**

- MTC Staff, Operator Staff, MTC Advisory Groups, Operator Advisory Groups
- Verifying fare rules at all 22 Operators
- Testing connections between various system pieces (website, mobile app, customer service tools, card distribution, mobile phone system providers, and legacy operator equipment)

- **Start customer transition (est. July 2025)**

- Once the pilot testing is demonstrating successful results, start public transition
- Plan to fully transition 15M+ accounts within 3 months
- Detailed schedule updates at Clipper Executive Board

Updated Schedule, Remaining Risks & Critical Path

