

# THE FUTURE OF CLIPPER

## What does the new Clipper contract mean for customers?

Clipper has continued to evolve over the years. In the last year, BART made cards available for purchase in every station, and VTA is currently doing the same. Today, customers can use their Clipper cards as a validator to unlock Ford GoBike bikeshares, and soon they'll be able to do the same with Gig carshare vehicles. We anticipate more such partnerships in the future.

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Thanks to the new contract, customers will see more major improvements as soon as 2019. In the short term, customers will benefit from incremental improvements.

### Late 2019: Faster load times on some services

- Customers who use BART, Caltrain, SMART, Muni Metro stations and ferries – those services with “fixed” devices – can pick up orders placed online or over the phone in near real-time.
- Thanks to the introduction of cellular communications on newer Clipper devices, some bus agencies' customers also can pick up value they've purchased online or over the phone faster.
- Most orders are ready for pick-up within an hour of the customer placing them.

### Late 2020: Mobile app

- Customers can manage their account through the app, adding value to their card, getting balances and transaction histories, and reporting lost and stolen cards. They can even manage their Autoload set-up through the app.
- Customers will be able to load and manage cash value or passes, unlike transit agency apps.
- *We expect to share more about our mobile strategy as we work closely with partners.*

### End 2021: Faster load times everywhere

- Once the remaining transit agencies get new card reader devices, everyone can pick up their orders in near real-time.
- Clipper also is more reliable system, with all modern equipment.
- As a bonus, retailers now have an easier-to-use tablet for Clipper sales.

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By the time the system is fully transitioned, customers will see a variety of benefits.

### End 2023: Transition to account-based system

- Customers can add value and use it immediately.
- No more waiting on the mail for replacement of lost and stolen cards. Customers can replace them immediately.
- Clipper offers more ways to buy value and media.
- Customers can manage multiple cards – including youth, senior and RTC Clipper cards – in a single account.