



THE FUTURE OF CLIPPER

Current and Next-Generation Clipper System

The heart of mobility payment in the Bay Area

- ▶ Use a Clipper card to conveniently pay fares on 22 transit agencies with a single card.
- ▶ Clipper allows customers to easily transfer between agencies.
- ▶ Eight transit agencies offer single-ride discounts to Clipper customers.
- ▶ Seven transit agencies offer money-saving passes only on Clipper.
- ▶ Clipper processes 23 million fare payments and \$50 million in transit revenue every month.
- ▶ Customers love Clipper, which earns a 96% satisfaction rating.



But...an aging system

- ▶ Finding parts to fix existing equipment is increasingly difficult.
- ▶ Fixing problems can require customized, costly solutions.
- ▶ So we're upgrading to a new system.

A bright future—and the future of seamless mobility

- ▶ The new Clipper system is on schedule to roll out over the next couple of years (full transition by 2023).
- ▶ The new system will:
 - Allow you to pay with a Clipper card or your phone.
 - Have value availability immediately.
 - Replace 90s-era equipment with new, modern equipment.
 - Be available for transit parking and other transportation choices for seamless travel.

Clipper goals



Intuitive, familiar experience



Excellent, proactive customer service



Transparent and efficient governance



Accurate and complete data



Flexibility and responsiveness



Efficient and reliable operations

We are taking a successful but outdated system and bringing it up to date while preparing for the future.



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Next-Generation Clipper Frequently Asked Questions

Schedule

- ▶ **Is the next-generation Clipper system on schedule?**

Yes. Customers will start seeing faster load times on some systems in early 2020, with the mobile app rolling out in late 2020. The full system will be updated by 2023. Customers will continue to use their current payment methods, but their accounts will be transitioned to better account management in the new system by 2024.

Mobile App

- ▶ **Will customers be able to use phones to pay fares?**

Yes. When the app rolls out in late 2020, customers can use phones to pay fares with a mobile card. Value added to a mobile card will be available to use immediately. Customers will also be able to manage their plastic cards through the app.

- ▶ **What about using digital wallets to directly pay fares?**

Yes, you'll be able to use your digital wallet linked to a Clipper account to pay fares.

- ▶ **Will the Clipper app include trip planning?**

Yes, you'll be able to plan multi-agency trips on the Clipper app.

- ▶ **Will the app provide real-time information about when a bus will arrive?**

Yes, the app will provide information on routes and schedules for transit agencies that make this information available.

- ▶ **What about the apps that transit operators are currently offering or developing?**

Individual transit agency apps are filling the gap until the Clipper app can provide the functionality that these other apps provide today.

Value Loading

- ▶ **How long will it take for value I load online to be available? Right now, it can take days.**

When the full system is introduced in 2023, you'll be able to place an order and use it immediately anywhere in the system. When the mobile card is available in late 2020, you will be able to load value and access it immediately.

- ▶ **It's frustrating if there's a problem with my transit benefits. Will the new Clipper system address those issues?**

Yes, it will make it easier for transit benefit providers to see what's been loaded to customers' Clipper cards and fix any problems.

Other Uses

- ▶ **What about other uses for Clipper, like paratransit or parking?**

The new Clipper will be able to accept payment for paratransit, transit parking and other services that are part of the transit system. MTC and the transit agencies are building in the flexibility to offer payment for other services through Clipper, too.

- ▶ **Can I use Clipper to pay for purchases at convenience stores and other retailers?**

Retail purchases require compliance with complex banking regulations and are not part of the plan for Clipper.

- ▶ **Will I be able to pay tolls on bridges and express lanes with Clipper?**

No, you'll still need a FasTrak account to conveniently pay bridge and express lane tolls.

- ▶ **What role will Clipper play in a seamless mobility program?**

Clipper will be the heart of payment in a seamless mobility program. The new system is being designed for maximum flexibility to be part of such a program.

Accessibility

- ▶ **What are you doing to make Clipper more accessible for people with disabilities?**

The Clipper website is accessible to people with disabilities, and the app also will be designed using the Web Content Accessibility Guidelines 2.0.

Tagging

- ▶ **Will I still have to tag on and tag off?**

Some agencies will continue to require you to tag on and tag off. These agencies charge by the distance you travel, so tagging off ensures you are only charged for that distance.

Discount Cards

- ▶ **Right now, it's inconvenient to apply for a youth or senior Clipper card – you have to apply by email or mail or go in person. Will you be able to apply online in the next generation of Clipper?**

Yes, the new Clipper system will feature online applications for youth and senior cards.

- ▶ **How about the RTC Clipper card for people with disabilities? Can you apply for that online with the new Clipper?**

We don't know at this time whether online applications will be available.

Account Management

- ▶ **Clipper currently doesn't let you manage your kids' (or parents') cards with your own. Will that change?**

Yes, a family will be able to manage all their cards in a single account.

Fare Coordination

- ▶ **Will MTC and the transit agencies use this opportunity to fix fares in the Bay Area?**

Fare policy and fare collection are two different things, and Clipper is the program for collecting fares. However, MTC in its role as the transportation planning, financing and coordinating agency for the Bay Area will work with transit agency partners to explore ways the region's fares can be streamlined or simplified.

