

Clipper® Executive Board

February 23, 2026

Agenda Item 4a

Next-Generation Clipper® Implementation and Transition Update

Subject:

Update on Next-Generation Clipper System implementation, transition of current Clipper cardholders to the Next-Generation Account-based System, and upcoming work.

Background:

Next-Generation Clipper System Implementation

Since the full launch of the Next-Generation Clipper (C2) system on December 10, 2025, MTC has been working closely with Cubic (in their role as C2 System Integrator) and transit operator staff to address ongoing issues. MTC Clipper staff have been meeting daily with Cubic and a working group of transit operator staff to prioritize and provide updates on issues and to discuss impacts and workarounds. Clipper staff has also been sending a daily update by email to all Clipper transit operators with the status of high-priority issues and progress on resolution. Highest priority has been given to issues with direct impacts on customers. Since launch, significant progress has been made to fix issues and resolve problems identified at the January 26, 2026, Clipper Executive Board meeting. However, residual issues remain with customer account access, migration of card value and fare products, BART and Muni vending machines, fare inspection devices, customer service terminals, and financial settlement reporting. The attached presentation from Cubic provides an update on the ongoing issues and timelines for resolution. Executives from Cubic will be at the February 23, 2026, Clipper Executive Board meeting to present this material and answer questions from Board members.

Customer Transition

As of February 19, 2026, over 920,000 Clipper cards have been successfully migrated to the new C2 back office via on-demand migration on the Clipper website/mobile app or by phone with the Clipper Customer Service Center. However, errors during on-demand migration have continued to create issues for affected customers, requiring ongoing manual investigation and fixes by Cubic for the affected customer accounts. Bulk migration of customer accounts, which was planned to start in mid-December, has been put on hold while Cubic investigates the root causes

of these on-demand account migration errors. MTC is awaiting a revised account migration plan from Cubic to complete customer transition and decommission the legacy Clipper system (C1).

Upcoming Work

The current focus of MTC, Cubic, and transit operators continues to be operations support and triage of critical issues identified post-launch. System updates have been ongoing where possible to address top-priority issues, and upcoming releases will continue to prioritize fixes for issues with the greatest impacts on customers and operator front-line staff. Bulk migration will not be allowed to start until these customer impacts have been substantially resolved. MTC has also started working with Cubic and transit operators to prioritize and address issues identified pre-launch, including features previously identified for deferral until post-transition as well as open issues that Cubic was not able to fix before launch.

Issues:

None identified.

Recommendations:

None.

Attachments:

- Attachment A: Next-Generation Clipper Implementation and Transition Update Presentation



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