



Next-Generation Clipper® Transition Update

Clipper Executive Board
December 15, 2025

December 10, 2025: Launch of Next-Generation Clipper

- Contactless credit/debit card acceptance on all transit operators
- Start of customer transition to the new Clipper back office



Photos by Noah Berger/MTC

Initial Statistics

- Trips made using contactless credit/debit cards on 12/10
 - All transit operators: 26.9K (4.6% of Clipper trips)
 - BART: 22.5K (10.5% of BART trips)
 - Other operators: 4.4K (1.2% of Clipper trips)
- Card migration as of 12/11
 - 41.8K cards migrated
- Customer Service Center activity on 12/10
 - 2,245 calls (4 min avg. hold time)
 - 675 chats (22 min avg. wait time)
 - 325 emails (71 min avg. response time)

Critical Issues on Launch Day

- Customers unable to access accounts via website/app/phone
 - Root causes:
 - Account migration delays creating backlog
 - Account migration time-out failures
 - Website/app performance and email notification issues
 - Mitigations implemented on 12/10, but issues remain; investigation/fixes ongoing
 - Ongoing follow-up for accounts in failed migration state
- Clipper card issuance failing at BART vending machines
 - Root cause: back-office issue generating error response during issuance
 - Cubic fix implemented on 12/11, but issues remain; investigation/fixes ongoing
- Legacy Clipper institutional portal inaccessible
 - Root cause: missing URL redirect on new Clipper website
 - Fixed on 12/11

Ongoing Transition Work

- Operations support and triage/fixes for critical issues
- Card/account migration monitoring and issue resolution
 - On-demand migration (via website/app and Customer Service Center)
 - Bulk migration priorities:
 - Discount cardholders (RTC/Access, START, Senior, Youth)
 - Institutional/transit benefit customers
 - Caltrain passholders
 - Marin Transit/North Bay riders
 - Multi-agency riders

Ongoing Transition Work (cont'd.)

- Transition workstreams:
 - Clipper readers: update with credit card brand logos
 - Muni TVMs: complete upgrades/remaining fixes
 - BART equipment: transaction speed investigation/optimization
 - Financial reporting/settlement: ongoing follow-up on apportionment rules and settlement validation
 - Retail locations: continued follow-up on retail device updates
 - Customer Service Terminals: continued installations & legacy terminal removal
- Communications
 - Transit Operator staff (operations, customer service, management)
 - Customer outreach

Continuing System Completion Work

- **Fixes for new issues identified post-launch**
- **Fixes for issues known at launch (punch list)**
 - Unfixed issues requiring workarounds (e.g., card replacement at CSTs)
 - Other unfixed punch-list items (e.g., slow performance at retail devices & TVMs, website/app UI issues)
- **Implementation of deferred features**
 - Initial list from Dec. 2024 (e.g., mobile tickets in Clipper app, sales mode for fare inspection devices, auto-correction of missing taps based on travel history)
 - Other features undelivered at launch (e.g., PayPal integration)
- **Preparation for end of Transition and sunsetting of card-based system**