

# Clipper Program Update and Action

Regional Network Management Committee  
June 12, 2026



**METROPOLITAN  
TRANSPORTATION  
COMMISSION**

# Clipper Vision



**22 Transit Operators** – Creates a unified transit experience across the Bay Area

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**Clipper Executive Board** – Provides foundational regional governance and fosters collaboration



**Simplifies Complexity** – In one of the nation's most complex transit regions

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# Next Generation Clipper (C2)

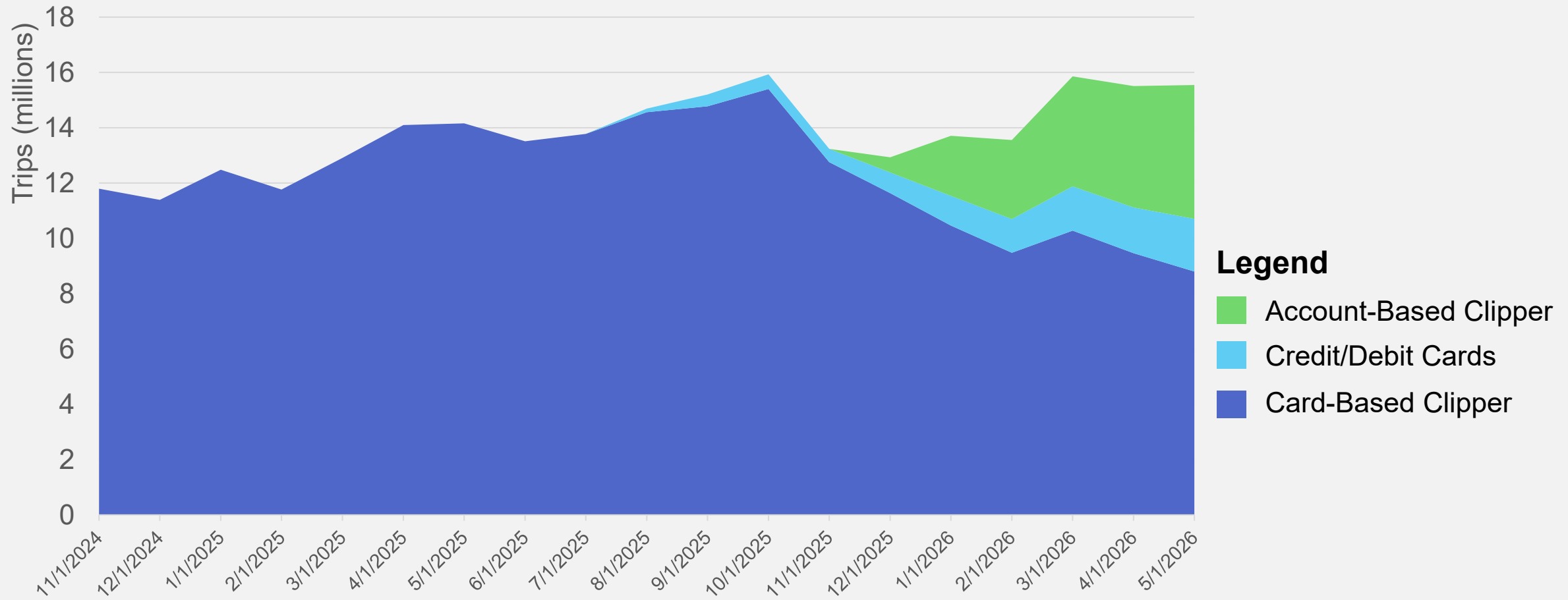
- All New Equipment
- Real-Time Value Availability
- Mobile Clipper Cards in Phone Wallets - 
- Contactless Credit/Debit Card acceptance - 
- Regional Transfer Discounts
- Supports Transit Agency Promotions
- Supports Existing Equity Programs

# C2 Transition Status

- 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
- As of June 2026:
  - Over 1.8 million cards migrated (on-demand via Clipper website/app or phone)
  - 45% of Clipper trips being processed through the new system
    - 32% on Clipper cards
    - 13% on contactless credit/debit cards
  - Bulk migration of remaining ~13M cards pending system readiness

# All Clipper Trips by Month

- Overall, Clipper usage remains strong with higher usage levels compared with this same time last year
- In May 2026, Clipper processed 15.5M trips, collecting \$39.4M in fare revenue
  - C2 system processed 6.7M trips, \$21.3M in fare revenue (account-based Clipper cards + credit/debit cards)



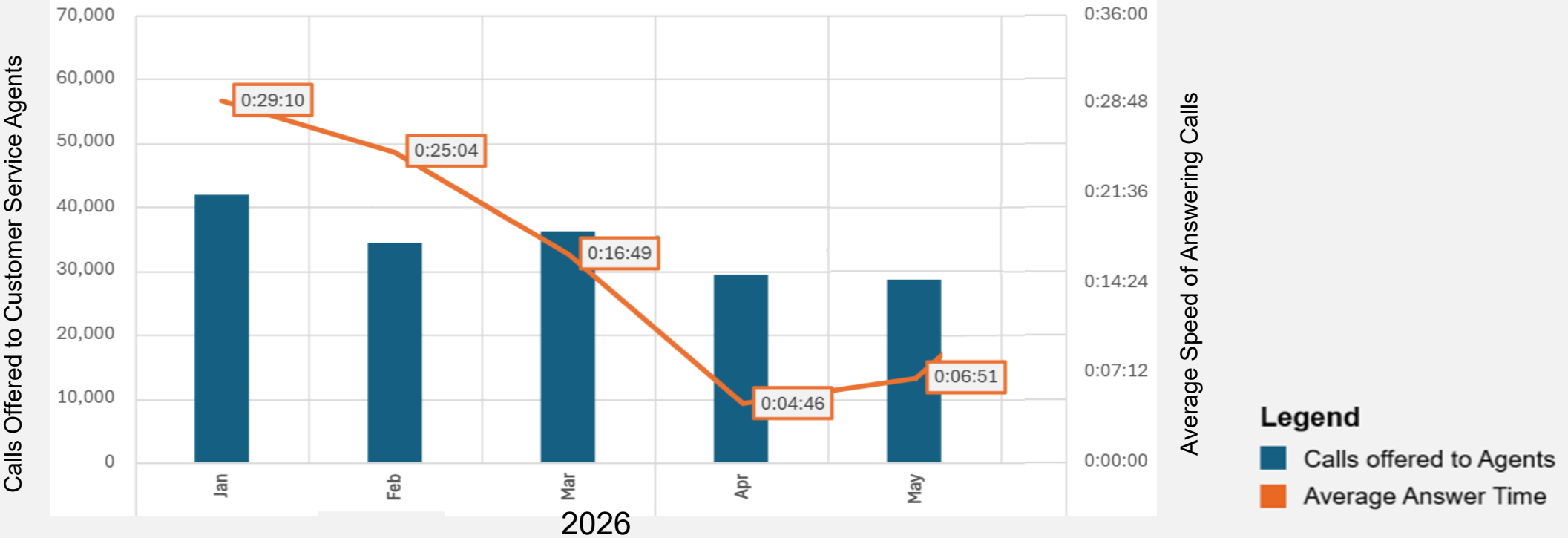
## Legend

- Account-Based Clipper
- Credit/Debit Cards
- Card-Based Clipper

# Contact Volumes and Customer Wait Times

- Average answer time has improved tremendously from earlier in the year

Average Speed of Answer and Calls Offered



- Monthly call volume have dropped from over 40K call in January to under 30K calls in May (the blue bars above).
- Customer service performance has greatly improved with extended hours and additional staffing (orange line above)

# Prerequisites for Start of Bulk Migration

**System stability and capacity:** Demonstrated system stability, system monitoring/alerts

- Status: Back-office server reconfiguration pending; 30-day stability period not yet achieved.

**Critical blockers resolved:** All critical bugs fixed and verified

- Status: 18 fixes in verification or awaiting deployment.

**Equipment fully functional:** Fixes complete for fare inspection devices

- Status: Software update with performance fixes in development.

**Financial controls in place:** Financial reconciliation and reporting confirmed by MTC Finance and transit operators, internal controls documented

- Status: Reporting fixes in verification; full documentation pending.

**Customer Service Center issues resolved:** Fixes implemented to eliminate critical workarounds, CRM system stability demonstrated

- Status: 3 fixes still pending; CRM stabilizing but impacted by system outages.

# Next Steps

- Continued software/system updates to address remaining critical issues
- Monitoring to ensure stability during FIFA World Cup events
- Continue resolving issues affecting customers and operator staff
- Proceed with bulk migration of Clipper customers once prerequisites are met  
(with approval from Clipper Executive Board leadership)
- After system delivery: Post-delivery review

# C1 Contract Action

## Legacy Clipper (C1) Operations & Maintenance (Cubic)

- Last extended in Oct 2024, expected to end in FY25/26. Due to C2 transition delay, C1 system still needed in FY26/27 for fare payment and credit/debit card processing for customers not yet migrated.
- Proposed extension will continue previously negotiated terms:
  - Phase 1 (pre-transition) – prior to Dec. 10, 2025
  - Phase 2 (transition) – reduced O&M amount as customers migrate to C2 system
  - Phase 3 (post-transition) – further reduced O&M during C1 system close-out
- \$3.1M in FY26/27 budget to continue operations during C1 system ramp-down (6–9 months)
- MTC to cover transit operator share of O&M cost; will pursue cost recovery as part of contractual discussions

# Thank you



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