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Memorandum

To: Regional Network Management (RNM) Committee

From: Regional Network Management Customer Advisory Group Chair Adina Levin

Date: August 14, 2026

Regarding: July 2026 RNM Customer Advisory Group Chair's Report

During the July 28, 2026 Regional Network Management Customer Advisory Group meeting, the advisory group received staff presentations on three informational items: Regional Fare Programs and Initiatives Overview, Next-Generation Clipper Update, and the Customer Advisory Group Work Plan.

Regional Fare Programs and Initiatives Overview

MTC and BART staff presented an update on Regional Fare Programs and Initiatives, which include Clipper START, two Clipper BayPass pilots, and the Free and Discounted Transfer pilot. These initiatives help to increase ridership by making fares simpler, more consistent and affordable. Staff provided an update on these efforts, shared recent changes to fares and payment policies, and highlighted some early successes of these programs. Members expressed strong support for the various fare programs and initiatives, and numerous members shared the importance of and challenges with expanding Clipper BayPass to more community college students. One member also highlighted the need to streamline enrollment in Clipper START for people enrolling in Medical in addition to CalFresh.

Next-Generation Clipper Update

MTC staff presented an overview of progress to date on the launch of the Next Generation Clipper System since December 2025, which offers both account-based Clipper cards and credit and debit card payments for all Bay Area transit agencies. Significant operational challenges have affected C2 customers and transit operators at launch, but MTC has been working daily with the System Integrator Contractor, Cubic, and transit agency staff to deploy fixes, with

significant improvement in system stability in recent months. Priority concerns include customer account access, migration errors requiring manual correction, financial settlement discrepancies, system stability, and reliability issues with some fare inspection devices, vending machines, and customer service tools.

Members expressed several issues they and their communities have encountered with the transition to the new system, including riders not being able to access their discounts properly, delays with card readers and gates, and the card balance not being displayed. Members shared that riders often take their frustration out on operators and transit agencies when there are issues caused by Cubic. A few members also expressed excitement for the new system and desire to see the bulk migration happen as soon as operationally possible.

Customer Advisory Group Work Plan

MTC staff presented draft Work Plan topics for review in order to establish a Work Plan through December 2027 that allows the Customer Advisory Group to be effective in its advisory role to the RNM Committee. This Work Plan will be a guiding document for the CAG over the next eighteen months. The proposed topics include Transit Transformation Action Plan Implementation; RNM Framework/Structure; Communications; and a cross-cutting lens that ensures an analysis of all topics from an accessibility and equity perspective. Members expressed support for the high-level topics for the work plan. A few members asked for more information on how to incorporate possible future funding, updates to the Transit Transformation Action Plan, and wayfinding for people with disabilities into the Work Plan. Staff will return with the Work Plan to the August CAG for adoption.