



C2 Transition Overview and New Features and Functionality

Clipper Executive Board Meeting
December 16, 2024

What's New at Start of Customer Transition

- Open Payment acceptance
 - Visa, Mastercard, American Express, Discover, Apple Pay, Google Pay
 - Acts like an Adult clipper card
 - Equivalent to cash value only (no pass products)
 - Intra- and inter-operator transfer discounts and agency fare capping apply



What's New at Start of Customer Transition

- Tapping procedures
 - Account-based taps will not show balance on reader
 - Marin Transit – single tap (no more dual tap)
 - Dual tap operators (excl. BART)
 - No more max fare deduction on tap on with refund at tap off
 - Fare deducted only at tap off
 - Required to tap on/tap off



What's New at Start of Customer Transition

- Features

- Regional inter-operator transfer discounts (overrides prior C1 transfer rules)
- Addition of fare-capping and other new operator business rules
 - Newly requested operator passes, products
- Clipper START as a new fare category for means-based population
- Account-based mobile app and website
 - Real time loads for both mobile and physical/plastic cards



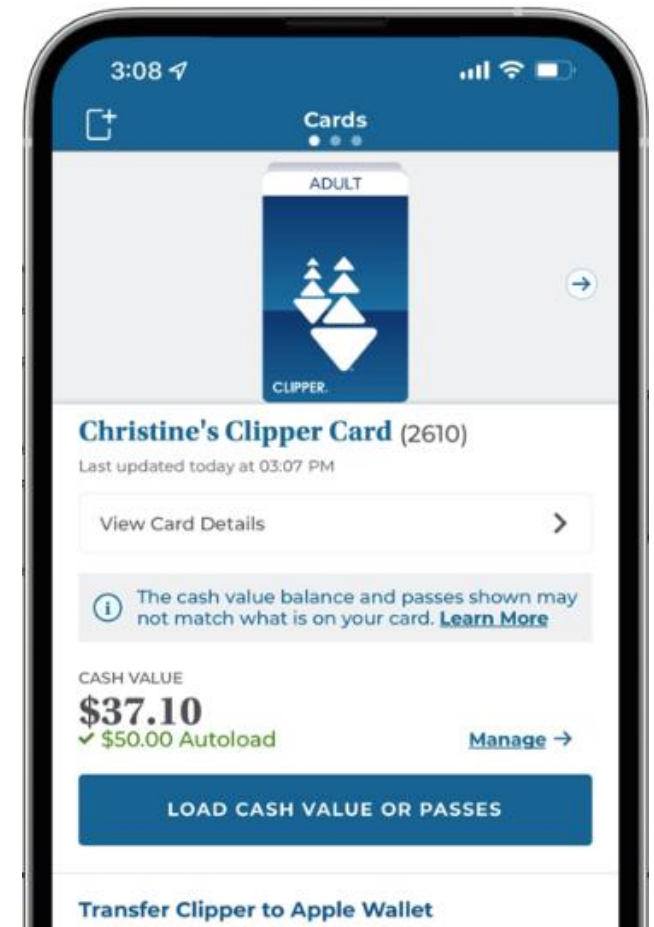
Agreed-to Limited Features at Customer Transition

- To preserve schedule, the features below are coming later:
 - Mobile Ticketing (i.e. visual tickets on phone)
 - Different than Mobile clipper cards
 - Use of the Fare Inspection Device for sale of products and cash value
 - Enabling of auto-fill feature for most dual-tap operators
 - Some new C2 only features at specific operators
- MTC will provide an update when there is a schedule to roll in these items after launch.



Card-based to Account-based Card Transition

- Process by which a customer's C1 card-based media is converted to an account-based media ("flipping") and corresponding value, products, ride and transaction history are migrated to the account-based C2 back office
- Customer Initiated
 - Log into C2 account-based website
 - Log into C2 account-based mobile app
 - Call the C2 customer service center
- Back Office Transition
 - List regionally prioritized based on card and customer profile
 - Once on list, card will flip when tapped



Clipper Card “Flip” Transition Prioritization

Goal: minimize customer impacts

Most frequently used C1 Clipper cards will be flipped in the first month:

- Customers in **discounted fare** categories
- Customers who ride agencies with:
 - **different standard fares** in C1 than C2
 - **different/new products** in C2
 - changed tap procedures (i.e. **dual tap**)
 - different financial settlement in C2 (i.e. **C1 operator groups**)
- Customers with **common multi-operator products**
- Customers with **frequent inter-operator transfers**
- Customers with **new inter-operator transfer discounts**



Transition Timeline – Reference

Transition Pilot

- Clipper users: Limited number of C2/C1+ media testing the system publicly, majority still C1
- C1 media: current system, settling to C1
- C2/C1+ media: account-based features, new biz rules, new products, ungrouped (single) operators, fare capping features, new transfer rules, settling to C2
- Open Payment media: Limited
- Operators: Majority of customers still C1, operations mainly C1 but partially C2, dual financial reports needed

Customer Transition

- Clipper users: C1 card numbers sent to system devices publicly to be converted to C1+
- C1 media: batches of cards to be flipped to C1+, order and priority TBD via Transition Plan work
- C2/C1+ media: account-based features, new biz rules, new products, ungrouped (single) operators, fare capping features, new transfer rules
- Open Payment media: available, Adult fares, standard inter and intra-operator transfers, fare capping features
- Operators: Majority of customers become C2, operations mainly C2 but partially C1, dual financial reports needed

Transition End

3 months post
Customer Transition

- Clipper users: Majority of active users C2 or flipped to C1+
- C1 media: TBD (C1 cards have not interacted with account-based back office to be flipped)
- C2/C1+ media: account-based features, new biz rules, new products, ungrouped (single) operators, fare capping features, new transfer rules
- Open Payment media: available, Adult fares, standard inter and intra-operator transfers, fare capping features
- Operators: Large majority of customers and operations C2, C1 system can likely be shut down when determined appropriate

