

## **Clipper® Executive Board**

**December 15, 2025**

**Agenda Item 3a**

### **Next Generation Clipper® Launch, Transition, and Timeline Update**

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#### **Subject:**

Update on operations since launch, review the transition of current Clipper cardholders to the Next Generation account-based system, and timeline for upcoming work.

#### **Background:**

##### **Next Generation Clipper (C2) Launch**

On December 10, 2025, the transition of customers to Next Generation Clipper began and open payments launched on all Clipper operators. MTC staff have been meeting daily with transit operators and Cubic to resolve remaining open items in preparation for launch. MTC worked with Cubic and the other C2 vendors to resolve remaining open issues or implement practical workarounds, ensuring customers experienced the smoothest possible transition.

As discussed previously, the next-generation full system launch allows for credit/debit acceptance across all Clipper participating transit operators immediately at the start of customer transition. Staff will provide a more detailed update as additional time elapses following the start of Customer Transition, and further information will be available to revise this item.

##### **Customer Transition**

As presented at last month's CEB meeting, we will be migrating customers over a period of 2 to 3 months. We plan to complete the transition of discounted fare categories in the month of December, and by the time Super Bowl LX occurs on February 8, 2026, we will have made significant progress on transition of Adult Clipper cardholders. When FIFA World Cup matches begin in the Bay Area on June 13, 2026, we will be fully complete with customer transition.

##### **Schedule of upcoming items**

As Customer Transition began December 10, the immediate focus of MTC, Cubic, and transit operators will be operations support and triage of any critical new issues identified after launch. MTC will also be working with Cubic and transit operators to prioritize and address issues

identified prior to launch, including features previously identified for deferral until post-transition as well as open issues that Cubic was not able to fix before launch.

Other work continuing is installation of Customer Service Terminals at in-person Customer Service Center locations to replace the legacy Ticket Office Terminals as Clipper cards are migrated, as well as upgrading of all remaining TVMs with account-based software and C2 card/ticket stock.

**Issues:**

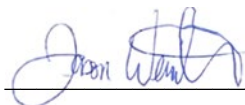
A status update on the start of Customer Transition will be presented at the meeting, including any issues identified during the initial launch.

**Recommendations:**

n/a

**Attachments:**

- Attachment A: Next Generation Clipper Transition Update Presentation - **to be added before the meeting**



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