



THE FUTURE OF CLIPPER

# Current and Next-Generation Clipper System

## The heart of mobility payment in the Bay Area

- ▶ Use a Clipper card to conveniently pay fares on 22 transit agencies with a single card.
- ▶ Clipper allows customers to easily transfer between agencies.
- ▶ Nine transit agencies offer single-ride discounts to Clipper customers.
- ▶ Seven transit agencies offer money-saving passes only on Clipper.
- ▶ In 2019, Clipper processed an average of 23 million transactions and \$56 million in revenue.
- ▶ Customers love Clipper, which earns a 96% satisfaction rating.



## But...an aging system

- ▶ Finding parts to fix existing equipment is increasingly difficult.
- ▶ Fixing problems can require customized, costly solutions.
- ▶ So we're upgrading to a new system.

## A bright future—and the future of seamless mobility

- ▶ The new Clipper system is on schedule to roll out over the next couple of years (full transition by 2023).
- ▶ The new system will:
  - Allow you to pay with a Clipper card or your phone.
  - Have value availability immediately.
  - Replace 90s-era equipment with new, modern equipment.
  - Be available for transit parking and other transportation choices for seamless travel.

## Clipper goals



Intuitive, familiar  
experience



Excellent, proactive  
customer service



Transparent and  
efficient governance



Accurate and  
complete data



Flexibility and  
responsiveness



Efficient and reliable  
operations

**We are taking a successful  
but outdated system and  
bringing it up to date while  
preparing for the future.**