



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We are taking a successful but outdated system and bringing it up to date while preparing for the future.