



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 24 transit services with a single card.
- ▶ Clipper allows customers to easily transfer between agencies.
- ▶ 21 transit agencies currently 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 a month.
- ▶ 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 fares with a plastic card or a Clipper card on your phone.
 - Have payment value available immediately.
 - Replace 90s-era equipment with new, modern equipment.
 - Provide more options to pay for transit parking and other modes of transportation.

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but outdated system and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.**