



THE FUTURE OF CLIPPER

# Next-Generation Clipper Frequently Asked Questions

## Schedule

### ▶ **Is the next-generation Clipper system on schedule?**

Yes. Customers have already started seeing faster value loading times on some agencies. The Clipper app and mobile payment system launched in April 2021 on iPhones and in May 2021 on Android phones. The full system will be updated by 2023. Customers can either use their existing plastic cards or their phones to pay for fares, but their accounts will be transitioned to better account management in the new system by 2024.

## Mobile App

### ▶ **Will customers be able to use phones to pay fares?**

Yes. Customers will be able to use their phones to pay their fares with Apple Pay or Google Pay. Value added to a mobile card will be available to use immediately. Customers will also be able to manage their plastic cards through the Clipper app.

### ▶ **Will customers be able to use their plastic cards after transferring their plastic cards to their phones?**

No, once a card has been transferred to a phone, customers can no longer use their plastic card for transit use.

### ▶ **Will the Clipper app include trip planning?**

Yes, you'll be able to plan multi-agency trips on the Clipper app.

### ▶ **Will the app provide real-time information about when a bus will arrive?**

Yes, the app will provide information on routes and schedules for transit agencies that make this information available.

### ▶ **What about the apps that transit operators are currently offering or developing?**

Individual transit agency apps are filling the gap until the Clipper app can provide the functionality that these other apps provide today.

## Value Loading

### ▶ **How long will it take for value I load online to be available? Right now, it can take days.**

When the full system is introduced in 2023, you'll be able to place an order and use it immediately anywhere in the system. You will be able to load value and access it immediately.

### ▶ **It's frustrating if there's a problem with my transit benefits. Will the new Clipper system address those issues?**

Yes, it will make it easier for transit benefit providers to see what's been loaded to customers' Clipper cards and fix any problems.

## Other Uses

### ▶ **What about other uses for Clipper, like paratransit or parking?**

MTC and the transit agencies are building in the flexibility for Clipper to support payment for other services, including transit station parking and paratransit.

### ▶ **Can I use Clipper to pay for purchases at convenience stores and other retailers?**

Retail purchases require compliance with complex banking regulations and are not part of the plan for Clipper.

### ▶ **Will I be able to pay tolls on bridges and express lanes with Clipper?**

No, you'll still need a FasTrak account to conveniently pay bridge and express lane tolls.

▶ **What role will Clipper play in a seamless mobility program?**

Clipper will be the heart of payment in a seamless mobility program. The new system is being designed for maximum flexibility to be part of such a program.

### Accessibility

▶ **What are you doing to make Clipper more accessible for people with disabilities?**

The Clipper website is accessible to people with disabilities based on the Web Content Accessibility Guidelines 2.0. MTC is actively working to ensure that the Clipper app also meets these guidelines.

### Tagging

▶ **Will I still have to tag on and tag off?**

Some agencies will continue to require you to tag on and tag off. These agencies charge by the distance you travel, so tagging off ensures you are only charged for that distance.

### Discount Cards

▶ **Right now, it's inconvenient to apply for a youth or senior Clipper card – you have to apply by email or mail or go in person. Will you be able to apply online in the next generation of Clipper?**

Yes, the new Clipper system will feature online applications for youth and senior cards.

▶ **How about the RTC Clipper card for people with disabilities? Can you apply for that online with the new Clipper?**

We don't know at this time whether online applications will be available.

### Account Management

▶ **Clipper currently doesn't let you manage your kids' (or parents') cards with your own. Will that change?**

Yes, a family will be able to manage all their cards in a single account.

### Fare Coordination

▶ **Will MTC and the transit agencies use this opportunity to fix fares in the Bay Area?**

Fare policy and fare collection are two different things, and Clipper is the program for collecting fares. However, MTC in its role as the transportation planning, financing and coordinating agency for the Bay Area will work with transit agency partners to explore ways the region's fares can be streamlined or simplified.

