

Next-Generation Clipper Update

West Contra Costa Transportation Commission

Agenda Item 11

February 27, 2026



**METROPOLITAN
TRANSPORTATION
COMMISSION**

Clipper Vision



22 Transit Operators – Creates a unified transit experience across the Bay Area

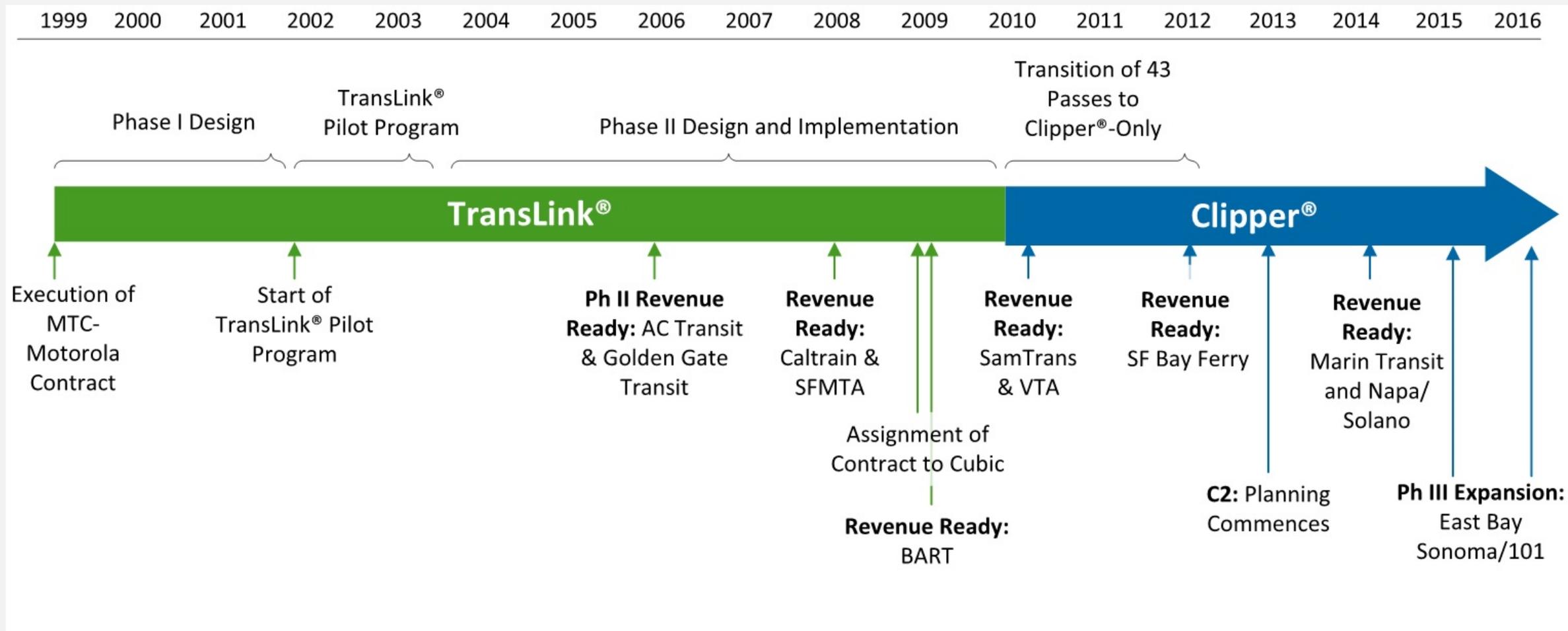


Clipper Executive Board – Provides foundational regional governance and fosters collaboration

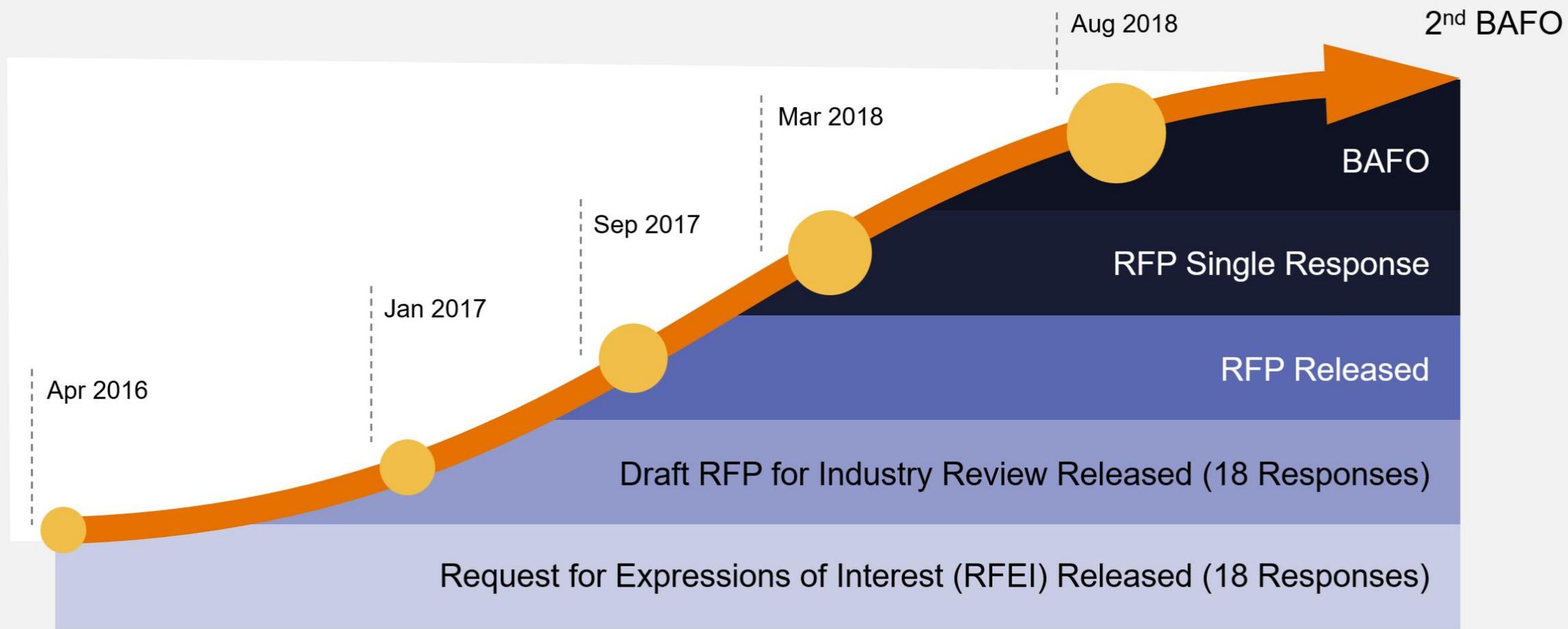


Simplifies Complexity – In one of the nation's most complex transit regions

Program Timeline – 1999 - 2016



Procurement Timeline – 2016 - 2018

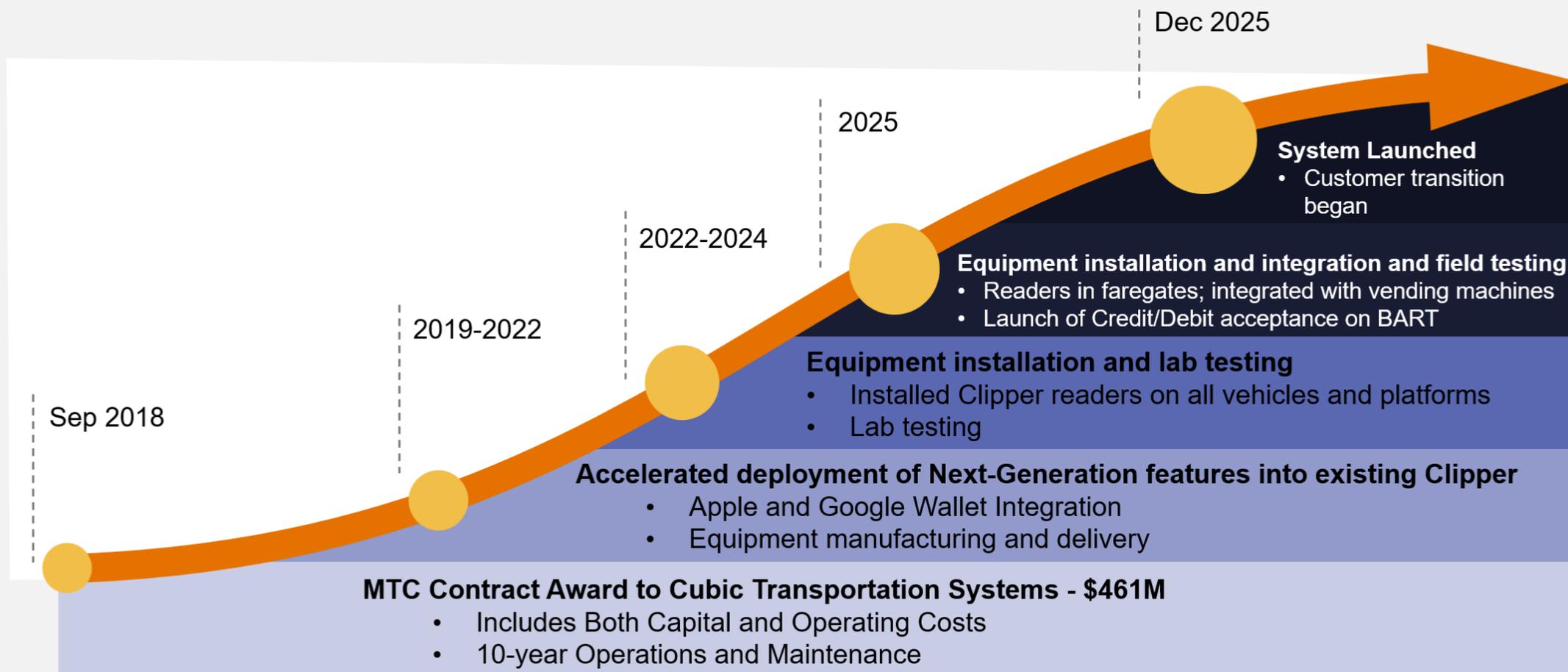


Next Generation Clipper

- All New Equipment
- Real-Time Value Availability
- Mobile Clipper Cards in Phone Wallets -
- Contactless Credit/Debit Card acceptance -
- Regional Transfer Discounts
- Supports Transit Agency Promotions
- Supports Existing Equity Programs



Implementation Timeline – 2018 - 2025

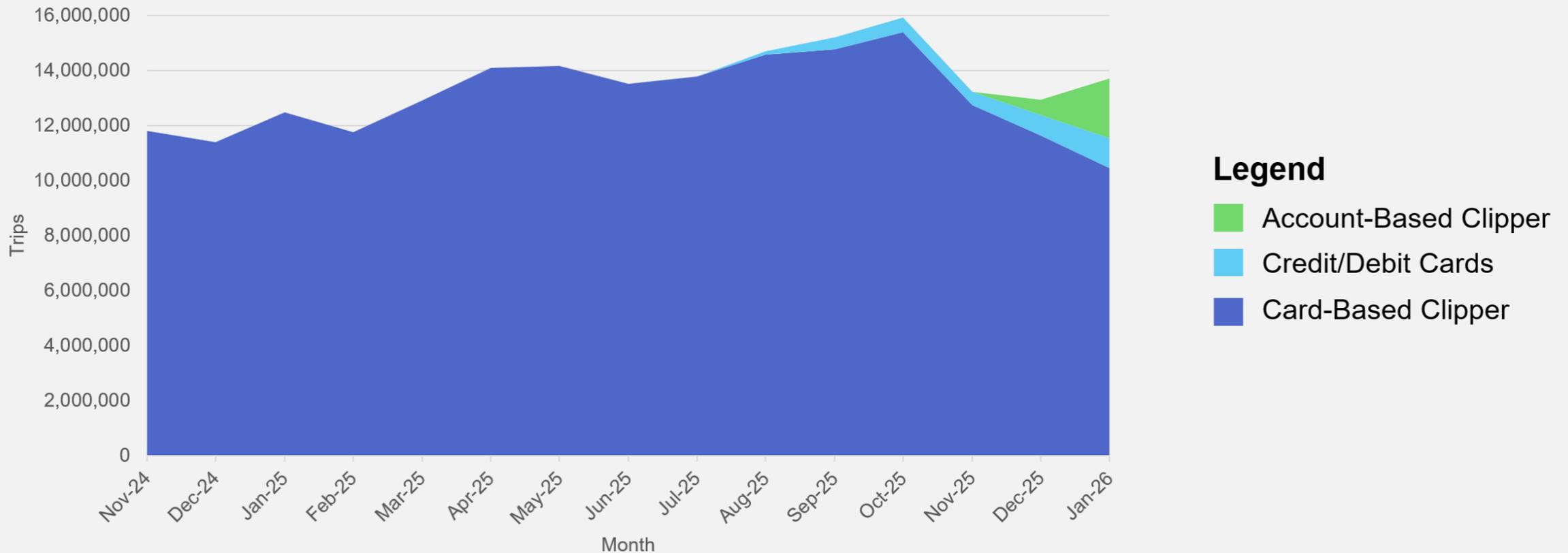


Launch Status

- C2 launched Dec 10, 2025; system is live but operating in stabilization mode
- 900,000+ cards (~6% of total cards) migrated via on-demand process
 - 13% of all trips in January used account-based Clipper cards
- More issues than expected resulting in the following actions;
 - Daily triage underway between MTC, Cubic, and Transit Operators
 - Resolving issues for customer's affected by the launch
 - Large scale (bulk) migration on hold until we solve customer issues

All Clipper Trips by Month

- Overall, Clipper usage remains steady and account-based trips are continuing to grow
- Riders completed over 2.7 million account-based trips in January (~20%)
 - account-based Clipper cards (~13%) and contactless credit or debit cards (~8%).



Legend

- Account-Based Clipper
- Credit/Debit Cards
- Card-Based Clipper

System Issues Affecting Customers

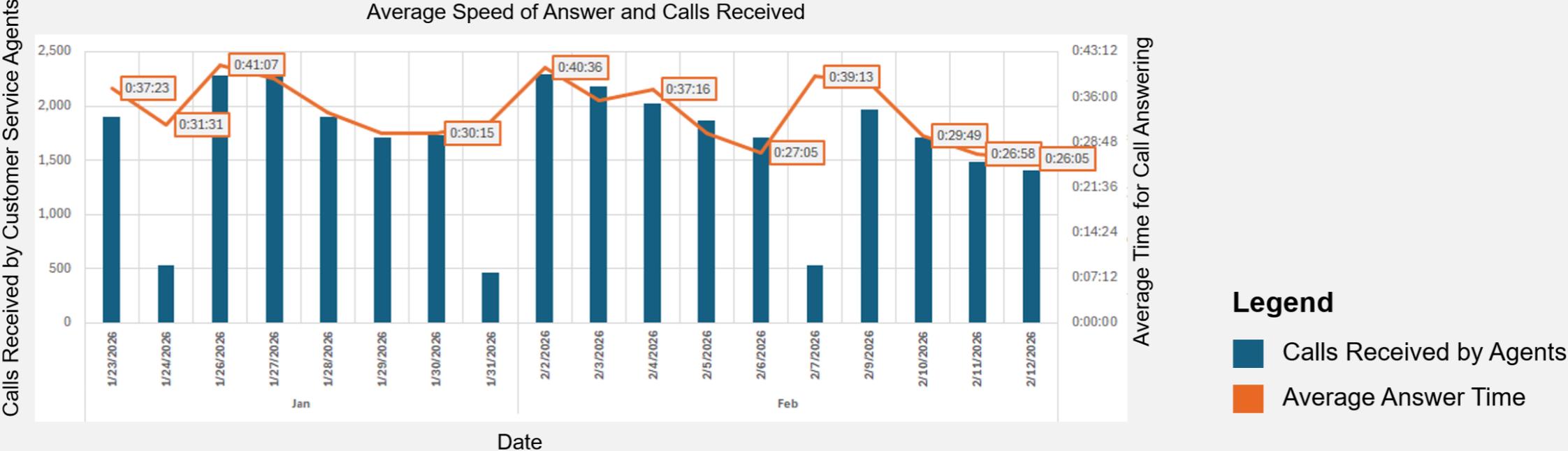
- **Account migration problems** continue to affect some customers, including missing passes, dropped autoloads, mobile card conversion issues, and difficulty accessing accounts and travel history. Using workarounds to assist and make customers whole.
- **Past system instability** created outages that limited customer access; **system has remained stable since mid-January** following back-end capacity improvements.
- **Ticket Vending Machines (TVMs)** remain unreliable or slow, limiting customers' ability to obtain or load value; **fixes are in progress.**
 - Muni: January update reduced transaction failures; further updates underway for improved diagnostics; awaiting timing for missing functionality (token acceptance, ticket reloading)
 - BART: Updates planned to improve transaction speed; timeline pending.

System Issues Affecting Customers

- **Customer Service Terminals (CSTs)** offer limited functionality for in-person support; non-PIN debit transactions now work, and validation continues for fixes related to card replacement and account management.
- **Fare Inspection Devices (FIMPS)** at times have limited functionality, causing friction for customers who have paid correctly.
 - Updates are in progress for credit/debit card inspection and to address post-login crashes.
 - Fixes still needed for slow performance, login failures, and card read accuracy.
- **Financial settlement processes** require additional improvements for operators and MTC.
 - Lag time has improved but additional work is needed to achieve next-day settlement and reconciliation variances.

Contact Volumes and Customer Wait Times

- Average answer time is getting better, but we have work to do to meet expectations



- ~2,000 customers call the Customer Service Center weekdays and ~500 call on Saturday (the blue bars above).
- Available Customer service staff answered calls five minutes faster in mid-February than in late January (orange line above)

Customer Service Progress

- Increased hours of operation to 7:00 a.m. to 6:00 p.m.
(2+ additional hours Monday through Friday; Saturday hours will remain 9:00 a.m. to 1:00 p.m.)
- Hiring additional full time and part time agents
- Expanded email capabilities and enhanced case management
- Working on system updates to implement call back options
- Training customer service agents to reduce handle times

Advancing Forward, But Not Finished

- **System Stability** – January’s 2.7 million account-based trips show good progress, but true stability can only be confirmed once the system is exercised under full system usage.
- **Financial Processing** – Settlement reporting and timing improved. Further improvements are needed to achieve next-day settlement; variance reconciliation ongoing.
- **Customer Service** – Extended call center hours. System improvements are required to lighten call center volumes.
- **Mobile card** – Issues being systematically resolved but continue to track remaining issues.
- **Equipment Improvements** – Updates for fare inspection devices, customer service terminals, and ticket vending machines across the system. Some fixes are workarounds that need permanent fixes.

Next Steps

- Continue resolving customer-facing Issues
- Continue resolving operator issues impacting staff
- Evaluate and monitor customer service center improvements
- After customer issues are resolved, move forward with large scale (bulk) migration of Clipper customers



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