Clipper® Next-Generation Program Transition Readiness Update

Clipper Executive Board
November 17, 2025

Overview

- **Start of Customer Transition: 12/10/2025**
  - Credit/debit cards accepted on all Clipper operators
  - Migration of Clipper cards and customer accounts begins

- **Focus of remaining weeks:**
  - Confirming full operation of all installed/delivered equipment (customer service terminals, fare inspection devices)
  - Ticket vending machine readiness (BART, Caltrain, GG, Muni, SMART, VTA)
  - Fixes/configuration changes/workarounds for remaining issues
  - Preparing operators, institutional/transit benefits partners, and customers

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Ongoing Workstreams

- **Field verification testing**
  (testing of C2 system components and software)
- **Customer Service Terminals**
  (installations at in-person customer service centers and other operator locations)
- **Fare Inspection devices**
  (delivery of handhelds for fare inspectors and other field staff)
- **Muni ticket vending machines**
  (software updates for account-based functionality)
- **VenTek ticket vending machines**
  (software updates for account-based functionality)
- **BART vending machines**
  (reader upgrades and software updates for account-based functionality)
- **Apple mobile integration**
  (account-based Clipper cards in Apple Wallet)
- **Google mobile integration**
  (account-based Clipper cards in Google Wallet)
- **Fare card fulfillment**
  (verification and processing of orders of new Clipper cards)
- **Institutional/Transit Benefit Portal**
  (website for institutions and transit benefit providers to manage Clipper orders)
- **Customer notifications**
  (email/text alerts for account activity for registered Clipper customers)
- **Account migration**
  (upgrading Clipper cards and customer accounts to C2)
- **Financial reporting/settlement**
  (settlement of Clipper revenue and associated reconciliation reports)
- **Customer education**
  (marketing and communications for Next-Generation Clipper launch)

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Critical Remaining Work/Open Issues (as of 11/12/2025)

- **BART vending machines**
  - Address upgraded Clipper reader stability
  - Resolve Add-Fare Machine transaction issues
  - Mitigate slow Clipper card read times
- **Muni ticket vending machines**
  - Resolve issues with ticket sales, account-based transactions, and mobile Clipper cards
  - Deploy/install at all stations
- **VenTek ticket vending machines**
  - Resolve issue blocking GGF Youth/Senior ticket sales
  - Deploy at all Caltrain and VTA stations
- **Customer Service Terminals**
  - Enable Youth card issuance for eligible ages
  - Resolve issue blocking card replacements
- **Field verification testing**
  - Confirm fixes to fare rules (e.g., transfer discounts)
  - Deploy Clipper reader geolocation fix to GGT/Sonoma buses
- **Account migration**
  - Implement fixes to pass migration for Clipper START cards
  - Enable adding value in Wallet for migrating mobile cards
- **Institutional/Transit Benefit Portal**
  - Implement fixes/process changes for program member management
- **Financial reporting/settlement**
  - Validate overall settlement process
  - Initiate daily settlement

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Customer Benefits at Start of Customer Transition

- **Migration of Clipper cards and customer accounts begins**
  - New account-based fare rules
    - Free and discounted transfers between operators
    - New operator-specific fare rules (e.g., fare caps, new passes)
  - Value available immediately

- **New Clipper website/app features**
  - Transfer value between your registered cards
  - Manage others' Clipper cards
  - Apply for youth and senior cards online

- **Credit/debit cards accepted on all operators**
  - Visa, Mastercard, American Express, and Discover (plastic cards, Apple Pay, Google Pay)
  - Adult fare with new account-based fare rules

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Post-Transition Features

Deferred features (presented to CEB in Dec. 2024):

- Mobile tickets in Clipper app
  (visual validation of ticket on phone)
- Sales mode for fare inspection devices
  (cash value and pass sales on handhelds)
- Auto-correction of missing taps based on travel history
  (automatic fill-in of missing tap-on or tap-off based on previous tap locations)
- Certain new operator-specific features, including:
  - Conductor mode for BART fare inspection devices (processing entry or exit taps on handhelds)
  - Control of certain Clipper reader settings via the bus driver's Operator Control Unit
  - Fare caps applying to multiple service types

Clipper staff will continue to reach out directly to individual operators on any issues needing their specific attention or escalation

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Pre-Launch Timeline

- **Open issue resolution**
  - Test and finalize fixes to include in final releases
  - Finalize workarounds for remaining issues
- **Final releases for launch (as of 11/12/2025)**
  - Retail device updates: 11/17–11/25
  - Clipper reader geolocation fix for GGT/Sonoma buses: 11/19
  - Account-based website update: 11/19
  - Customer notification updates: 11/21
  - Back-office and migration updates: 12/3
  - Customer Service Terminal software updates: 12/4
  - Credit/debit card enablement update: 12/9
    - Screen updates with credit/debit brand logos: 12/11–12/17
- **Ongoing**
  - Continue regular updates to all operator GMs and staff
  - Prepare operators and institutional/transit benefits partners

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Post-Launch Timeline

- **12/10/2025: Start of Customer Transition**
  - Credit/debit cards accepted on all Clipper operators
  - Migration of Clipper cards and customer accounts begins

- **Post-Launch (Dec.–Jan.)**
  - Operations support and triage of critical issues
  - Customer Service Terminal installation to match migration ramp-up

- **Post-Launch (Jan. on)**
  - Updates to address workarounds and open issues
  - Preparation for end of Transition and sunsetting of card-based system

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