Next-Generation Clipper Update

Clipper Executive Board
& Regional Network Management Council
July 27, 2026

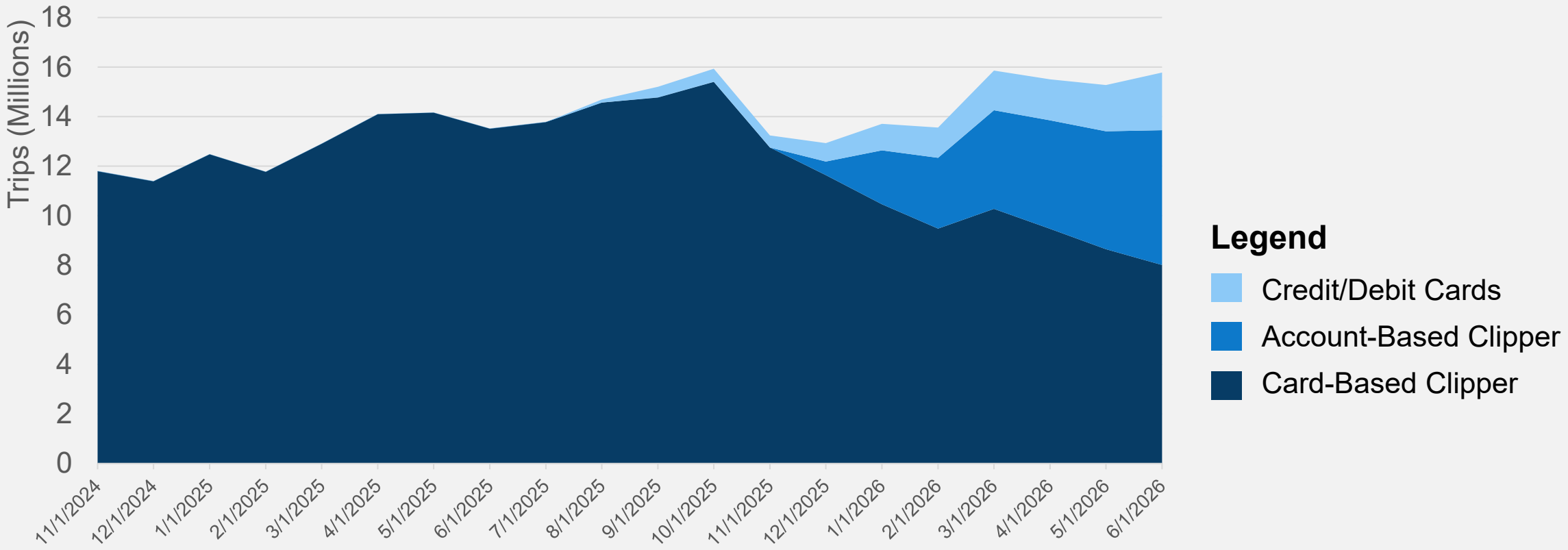
METROPOLITAN
TRANSPORTATION
COMMISSION

C2 Transition Status

- As of July 2026:
  - Over 2.2 million cards migrated (on-demand via Clipper website/app or phone)
  - 51% of Clipper trips being processed through the new system:
    - 36% on Clipper cards
    - 15% on contactless credit/debit cards
  - Bulk migration of remaining ~13M cards pending system readiness

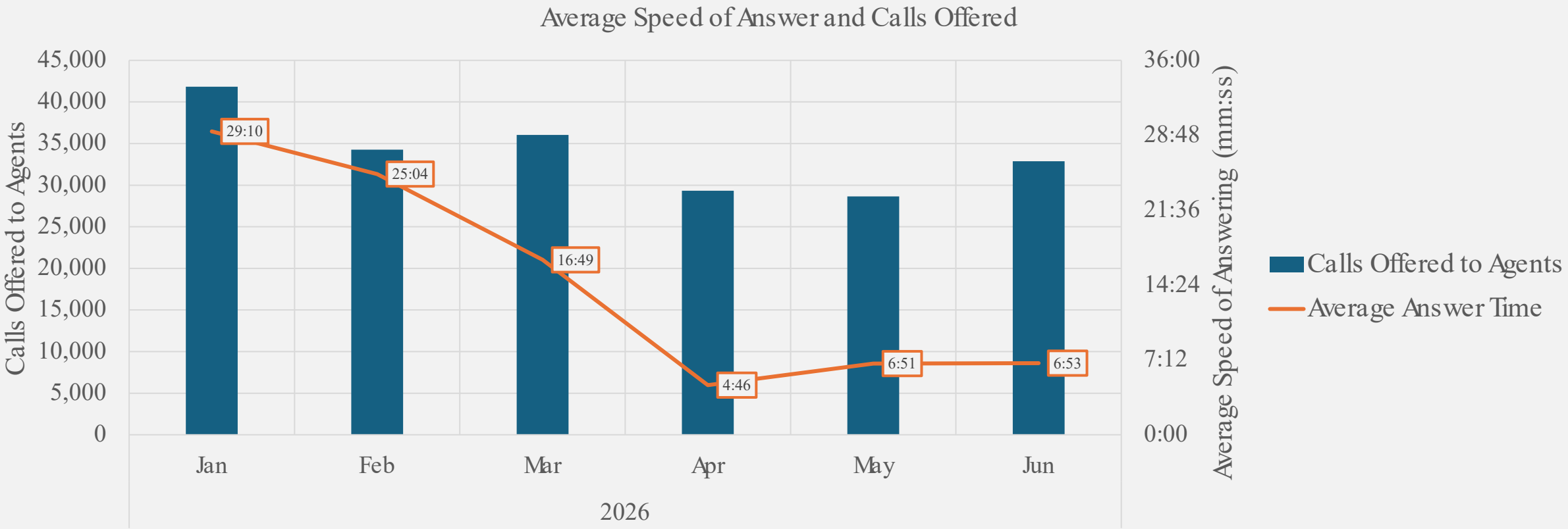
All Clipper Trips by Month

- Overall, Clipper usage remains strong with higher usage levels compared with this same time last year
- In June 2026, Clipper processed 15.8M trips, collecting $42.6M in fare revenue
    - C2 system processed 7.8M trips, $25.1M in fare revenue (account-based Clipper cards + credit/debit cards)



Contact Volumes and Customer Wait Times

- Average answer time remains stable at 7 minutes, which is much shorter than earlier in the year



- Monthly call volume remains under the peak levels early in transition (the blue bars above).
- Customer service performance has greatly improved with extended hours and additional staffing (orange line above)
- Call handling times continued to decrease in June to just under 11 minutes.

Since June 1 CEB Meeting

Software updates with bug fixes and performance improvements

- Back-office server updates/reconfiguration on June 2, 9, 14, 16, 23, and July 13.
- Updates to back-office system components on June 7, June 29, and July 11.
- Updates to Customer Service Terminal software on June 9.
- Settlement report fixes on June 17 and July 15
- Clipper mobile app update on July 12.
- Updated fare inspection device software deployments starting July 13.

Successful bulk migration tests

- Marin Transit riders on June 11
- Migration runs on June 18 and July 13, 15, 20, and 22.

Operational issues

- Clipper sales channel outages on June 1 and June 10
- Fare inspection device reliability
- BART vending machine reliability

Prerequisites for Start of Bulk Migration

System stability and capacity: Demonstrated system stability, system monitoring/alerts

- Status: 30-day system stability period achieved, but intermittent BART vending machine issues persist.

Critical blockers resolved: All critical bugs fixed and verified

- Status: 12 still open (in verification or awaiting deployment).

Equipment fully functional: Fixes complete for fare inspection devices

- Status: Improved software being field tested, but fixes still needed for remaining card read errors.

Financial controls in place: Financial reconciliation and reporting confirmed by MTC Finance and transit operators, internal controls documented

- Status: Reporting fixes in verification; full documentation pending.

Customer Service Center issues resolved: Fixes implemented to eliminate critical workarounds, CRM system stability demonstrated

- Status: All critical workarounds addressed; 1 issue (CRM stability) still under investigation.

Next Steps

- Continued software/system updates to address remaining critical issues
- Monitoring to ensure continued stability
- Continue resolving issues affecting customers and operator staff
- Continue bulk migration testing
- Proceed with bulk migration of Clipper customers once prerequisites are met (with approval from Clipper Executive Board leadership)
- Post-delivery review, including lessons learned and steps to improve system resiliency