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Next-Generation Clipper Update

SFMTA Citizens' Advisory Council

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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



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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





Next Generation Clipper - Muni

- Existing fare products now available on Clipper
 - Lifeline Passes
 - Muni-Only Day Pass
- More flexible fare policy
 - Daily fare capping (proposed for next budget)
 - Monthly fare capping
- Allows for the sunset of the MuniMobile application



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Launch Status

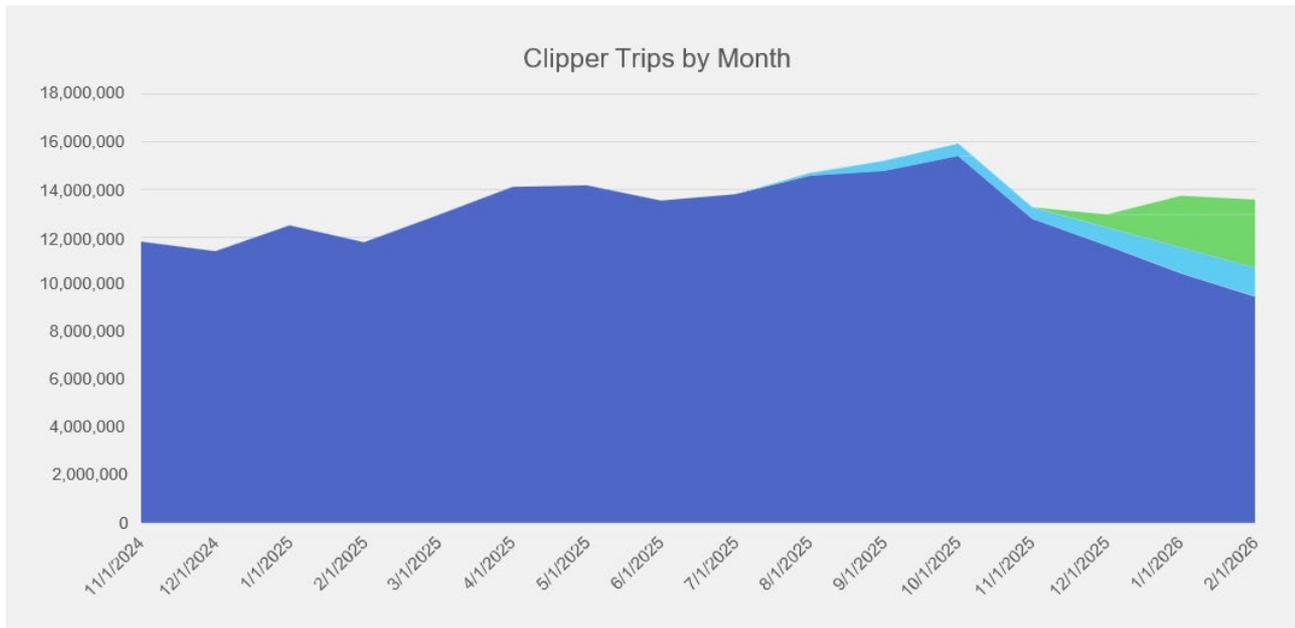
- C2 launched Dec 10, 2025 – system is live but operating in stabilization mode
- ~1.2 million cards migrated via on-demand process
- On-going operational challenges resulting in the following actions:
 - Daily coordination between MTC, Cubic, and Transit Operators
 - Resolving issues for customer's affected by the launch
 - Large scale (bulk) migration on hold until critical customer issues are resolved



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All Clipper Trips by Month

- Overall, Clipper usage remains strong with higher usage levels compared with this same time last year
- Riders completed approximately 4.0 million account-based trips in February (~31%)
- Account-based Clipper cards (~22%) - contactless credit or debit cards (~9%)



Legend

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



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System Issues Affecting Customers

- **Account migration problems** have affected 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.
- **System stability remains a priority concern.** Multiple service interruptions have occurred since launch, and infrastructure capacity improvements continue to be deployed.
- **Ticket Vending Machines (TVMs)** remain unreliable or slow, limiting customers' ability to obtain or load value; **fixes are in progress.**
 - Muni: Updates are in progress for improved diagnostics and missing functionality (token acceptance, ticket reloading)
 - BART: Updates planned to improve transaction speed; timeline pending.



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System Issues Affecting Customers

- **Customer Service Terminals (CSTs)** fixes completed allowing for card replacement and youth card issuance. Additional functionality improvements are in progress.
- **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 reliability issues.
 - Fixes are in development for slow performance, login failures, and card read accuracy.
- **Financial settlement processes** require additional improvements for operators and MTC.
 - Lag time has improved and additional work is in progress to achieve next-day settlement and resolve settlement variances.



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Advancing Forward, But Not Finished

- **System Stability** – System stability remains a priority concern. Infrastructure improvements continue to be deployed.
- **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 in February. System improvements are in progress to reduce call center volumes.
- **Equipment Improvements** – Updates for fare inspection devices, customer service terminals, and ticket vending machines in progress. Some fixes are workarounds that require permanent solutions.
- **Software Updates** – Fixes for critical issues considered blockers to migration ramp-up.



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Next Steps

- Deploy latest software updates to address issues
- Continue resolving issues affecting customers and operator staff
- Evaluate and monitor customer service center improvements
- Only after customer issues are resolved and system stability is demonstrated, move forward with large scale (bulk) migration of Clipper customers