The NEW Clipper®

MODERNIZING TRANSIT FARE PAYMENTS FOR ALL

Regional Network Management Committee
September 8, 2023

Clipper Today

Clipper: Backbone for Regional Network Management

- 22 Transit Operators
- Mobile Phone Partners
- Support regional and operator-specific fare initiatives
- Clipper Executive Board provides program direction

CLIPPER.

4 Million

Active Accounts

$24 Million

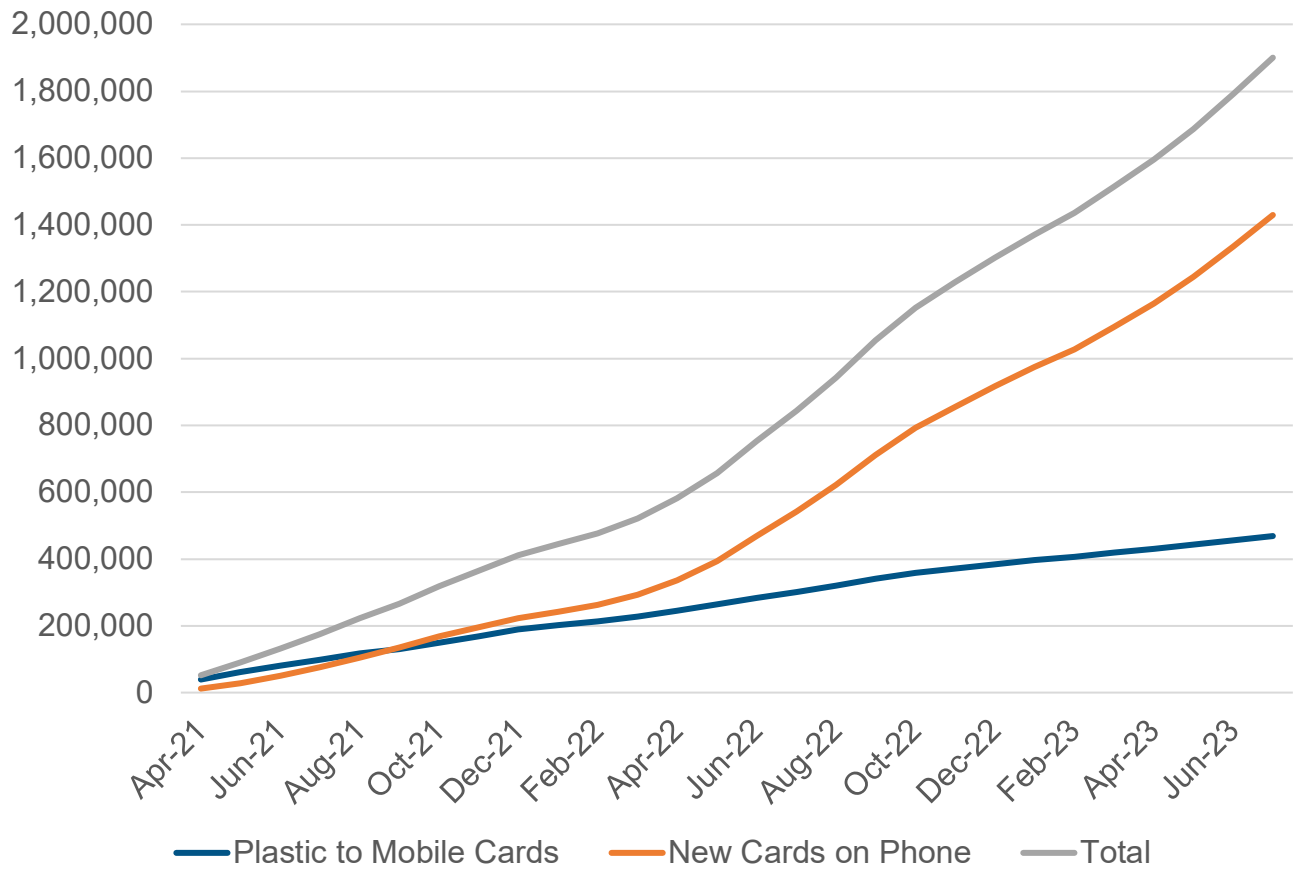
Fares Collected

10 Million

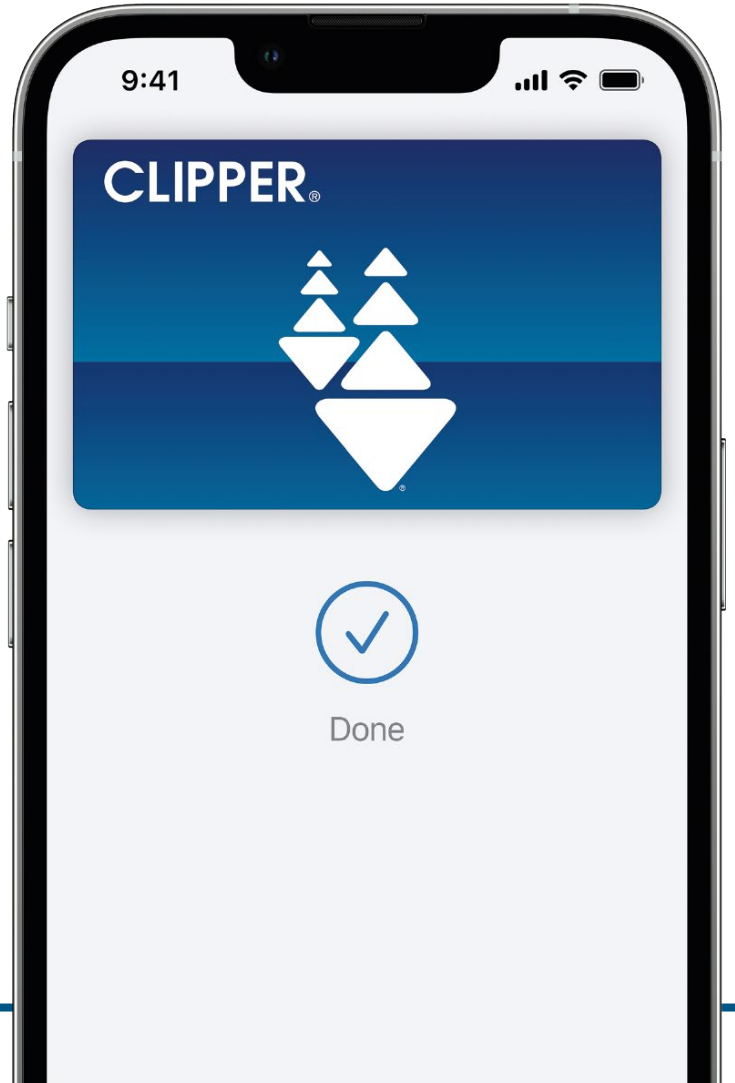
Uses

*Every month

Mobile Clipper Cards



1,900,000



Users Love Clipper!

95%

Satisfaction

97%

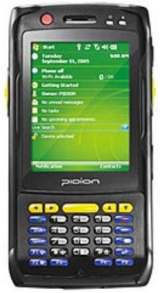
Would Recommend

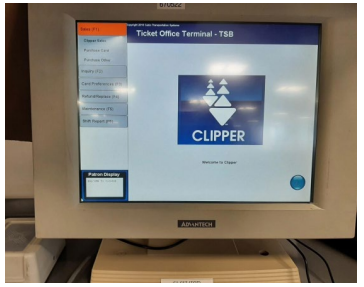
Current System Limitations

The System Needs Modernizing

1999 Technology

2005 Equipment



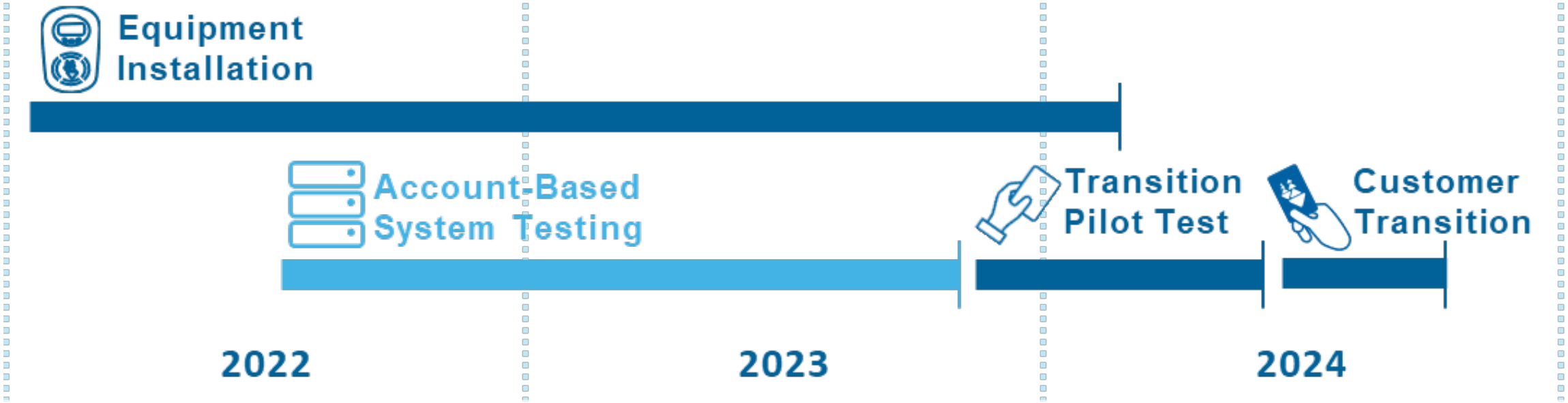


The System Is Stretching to Meet All Customer Needs

- Transit benefit recipients
- Low-income (equity)
- Youth and seniors
- People with qualifying disabilities (accessibility)
- Transit benefit companies
- Employers, colleges and residential developments

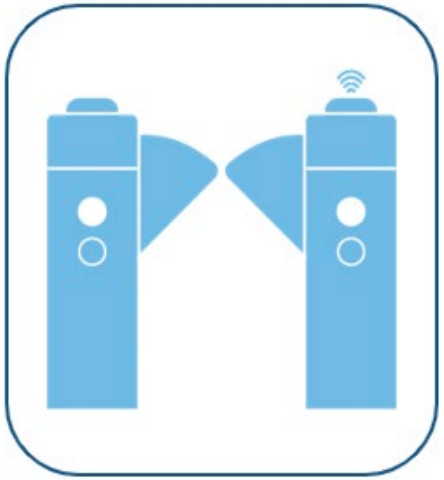
The New Clipper

Project Delivery



All New Equipment

On-Board Card Readers & Driver Units



Clipper Rail Gate Card Readers

Platform Stand-Alone Card Readers

Customer Service Terminal

Handheld Retail & Inspection

Mobile Clipper Card

Apple Pay

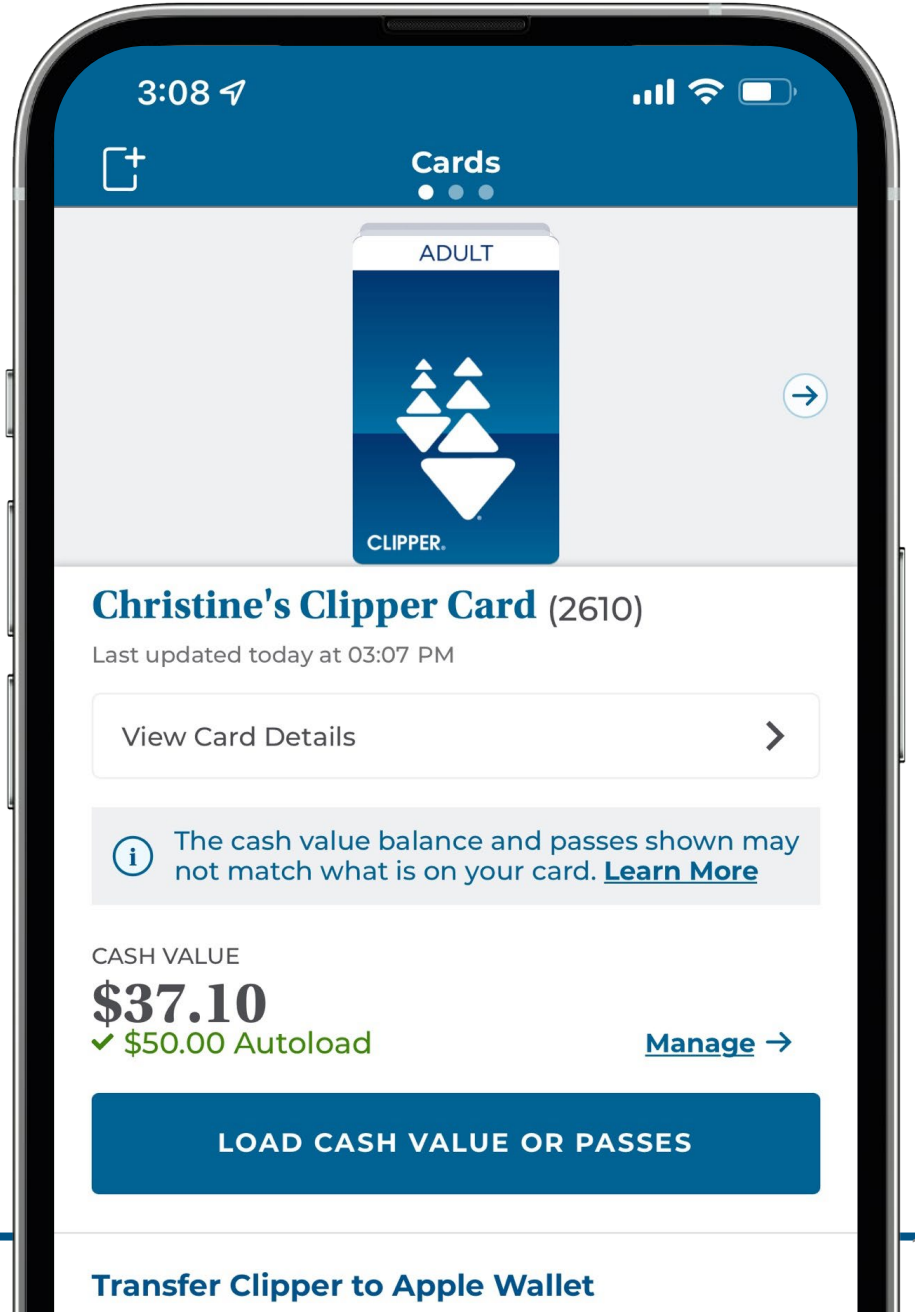
Google Pay

Cards You Already Have

Major contactless credit/debit cards

Clipper Mobile App

- Instant Funds
- See Balance
- See Travel Costs
- Plan Trips
- Group Travel

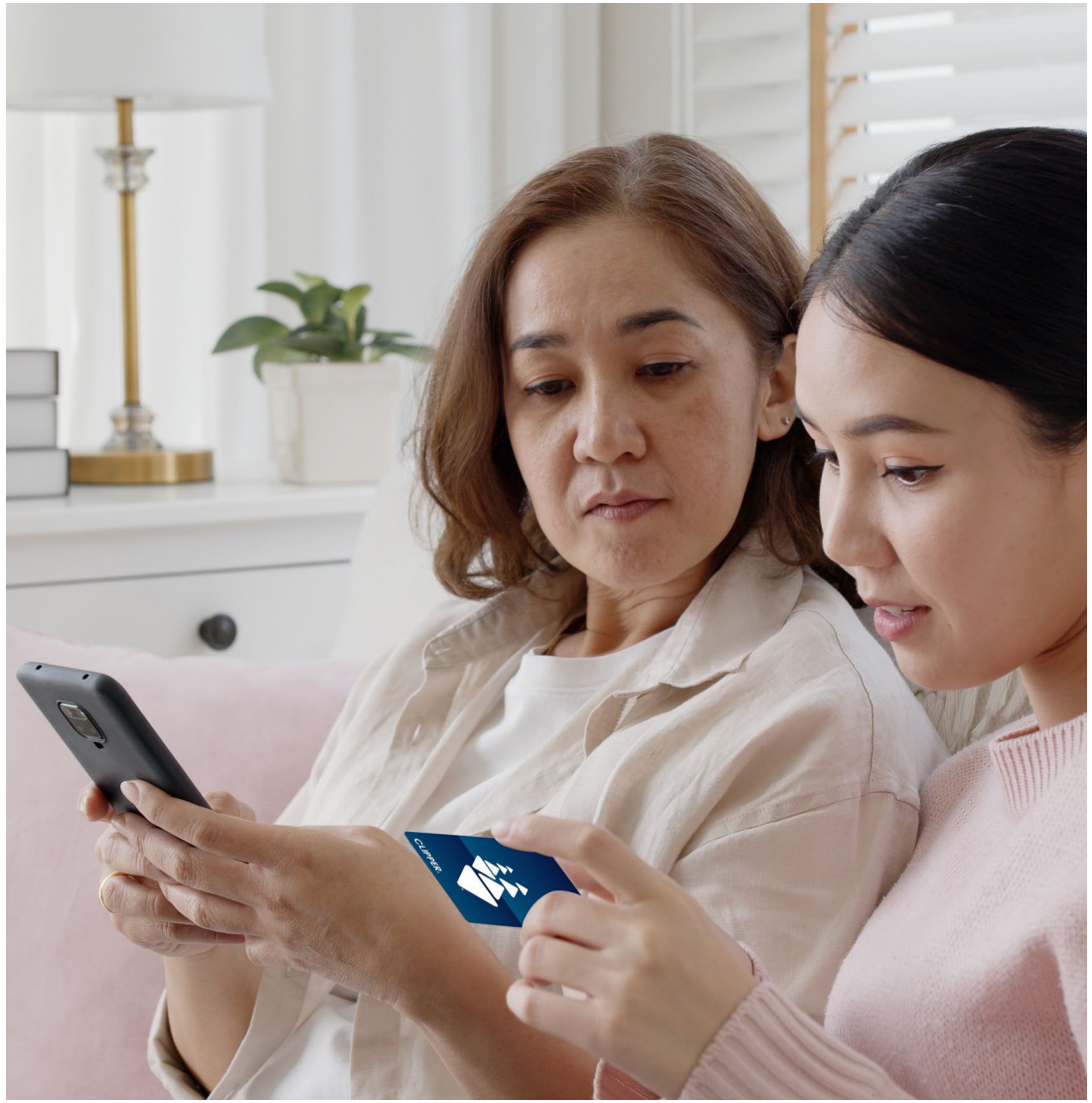


It’s Family Friendly

Manage Kids’ Cards

Manage Seniors’ Cards

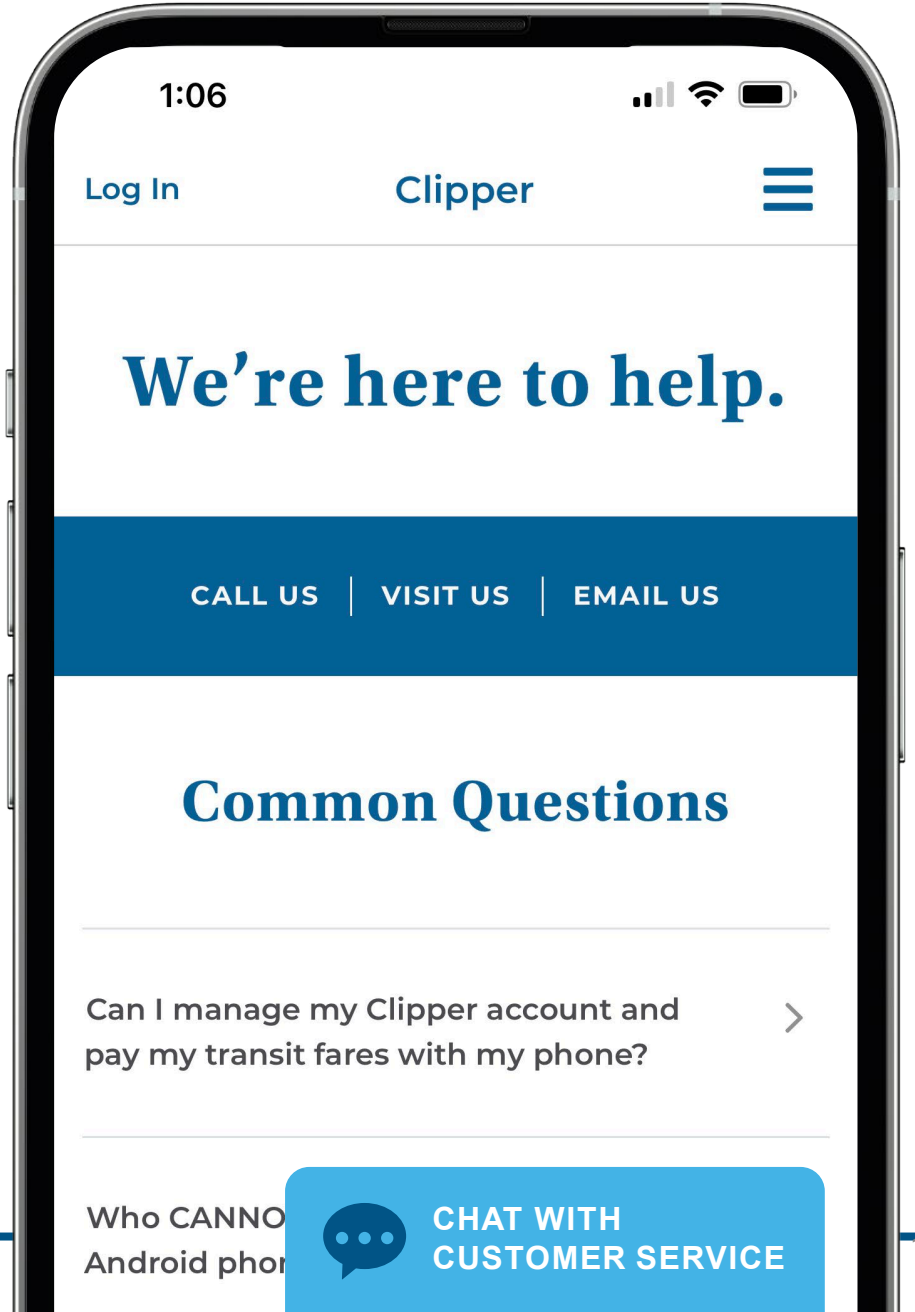
Manage Another Account



Clipper Customer Service, Better Than Ever

Automated Phone Options

Live “Chat”



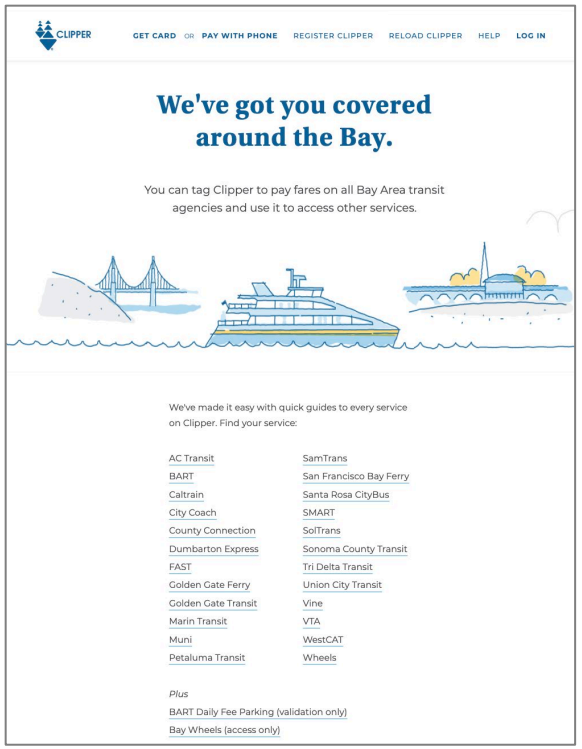
Discounts, Promotions and More

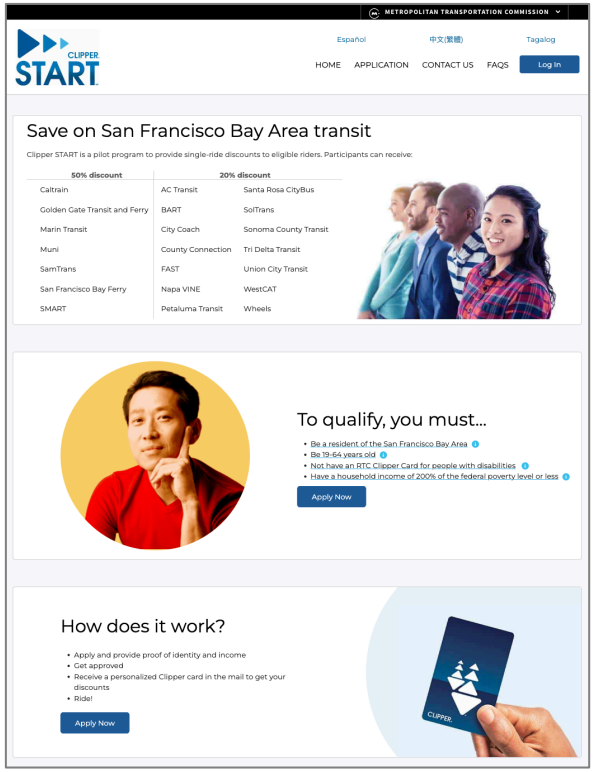
Targeted Fare Discounts and Promotions

Regional Fare Products

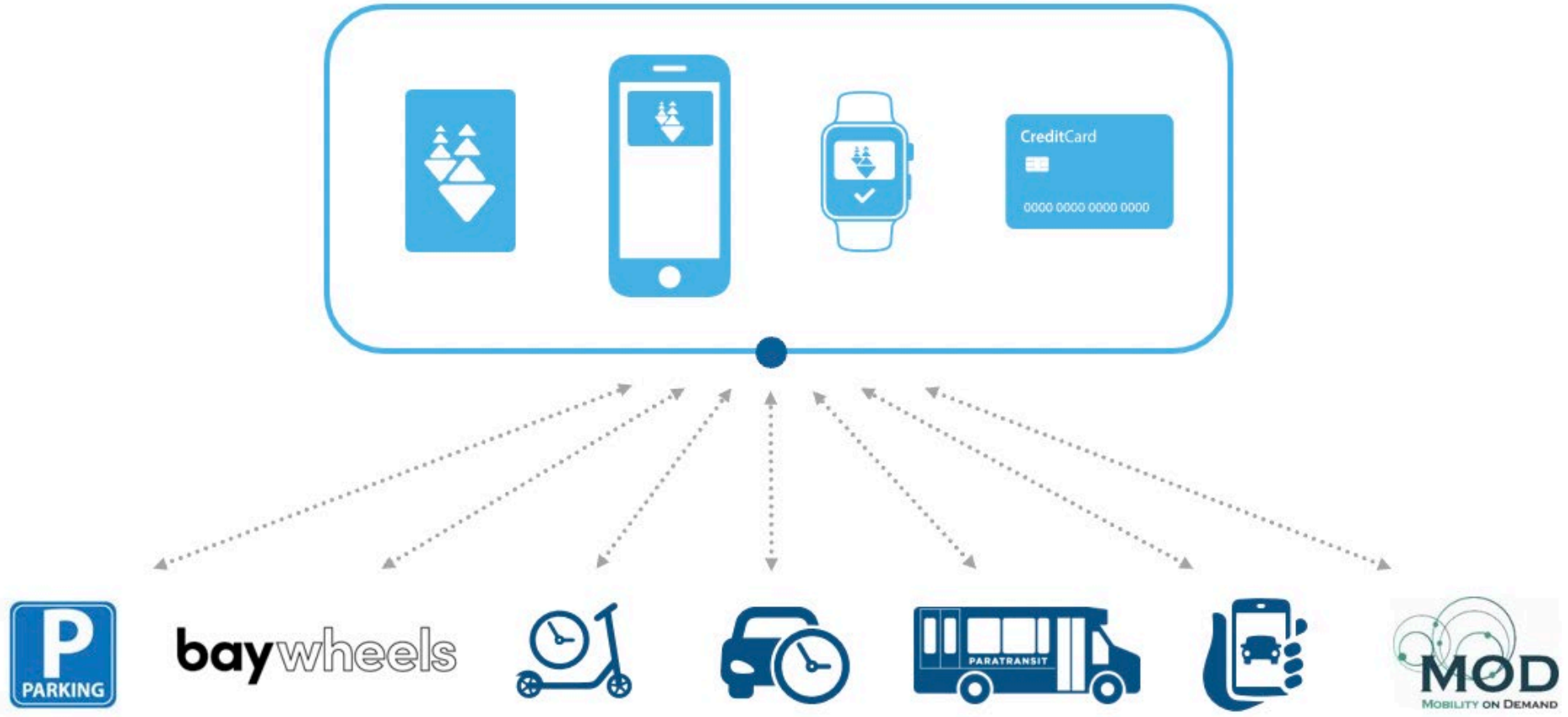
Equity Programs

Group/Visitor/Tourist Travel





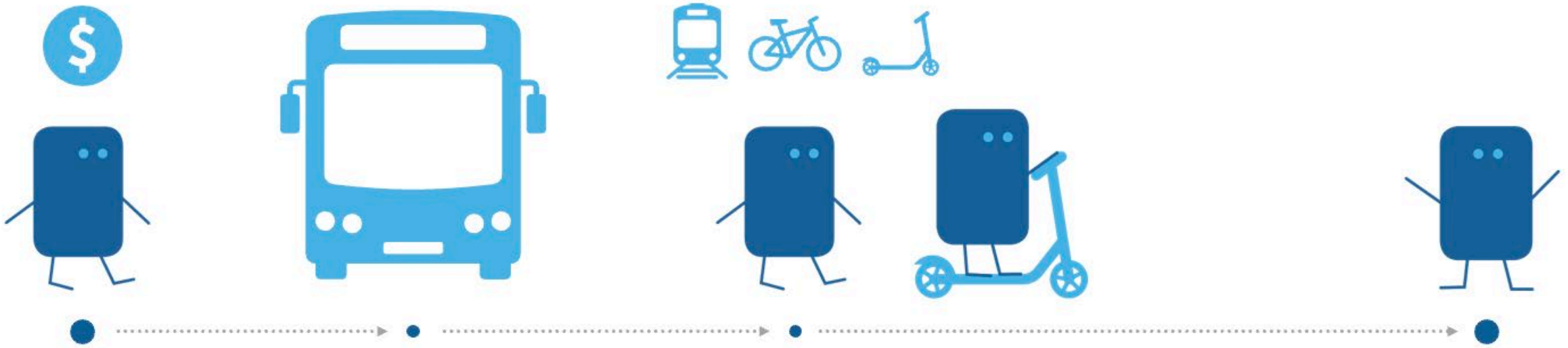
The Way to Access Them All



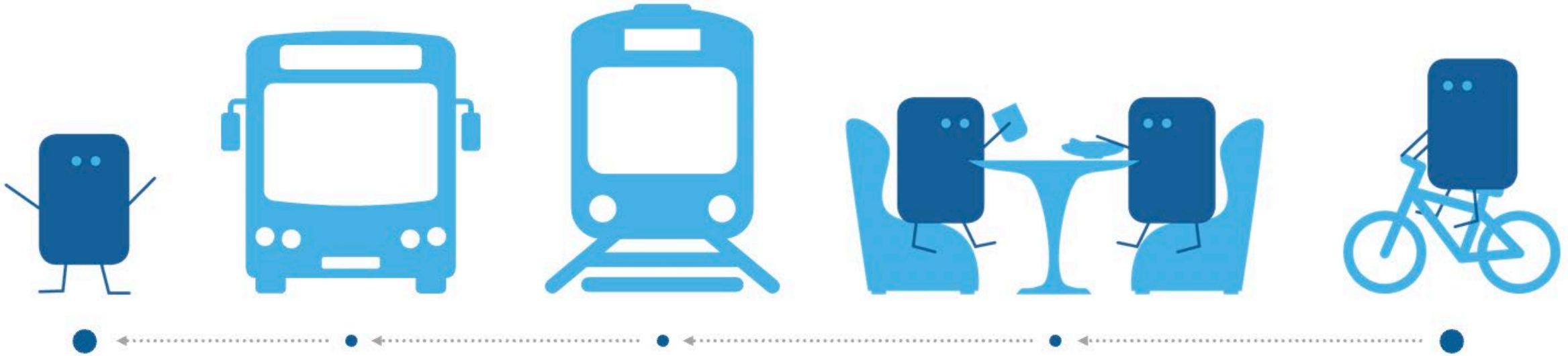
Region Comparison

Region	Account Based	Open Payments	Fare Capping	Proof of Payment
Bay Area *(Next Gen Clipper)*	●	●	●	●
Los Angeles			●	●
Portland	●	●	●	●
Chicago	●	●		●
New York City	●	●	●	
Washington, D.C.				
Philadelphia				
London	●	●	●	
Munich / Copenhagen / Other European Systems				●

New Day on Clipper: Getting There



New Day on Clipper : Getting Back



thrive
to pharmacy, no fare necessary
Sol
5008