

# The NEW Clipper®

MODERNIZING TRANSIT  
FARE PAYMENTS FOR ALL

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May 10, 2023



# Clipper Today



# Spanning the Bay Area



22 Transit Operators



Mobile Phone Partners



Support regional and operator-specific fare initiatives

SONOMA COUNTY

NAPA COUNTY

SOLANO COUNTY

Sonoma

Napa

Fairfield

MARIN COUNTY

San Pablo Bay

San Rafael

Martinez

CONTRA COSTA COUNTY

San Francisco

Oakland

ALAMEDA COUNTY

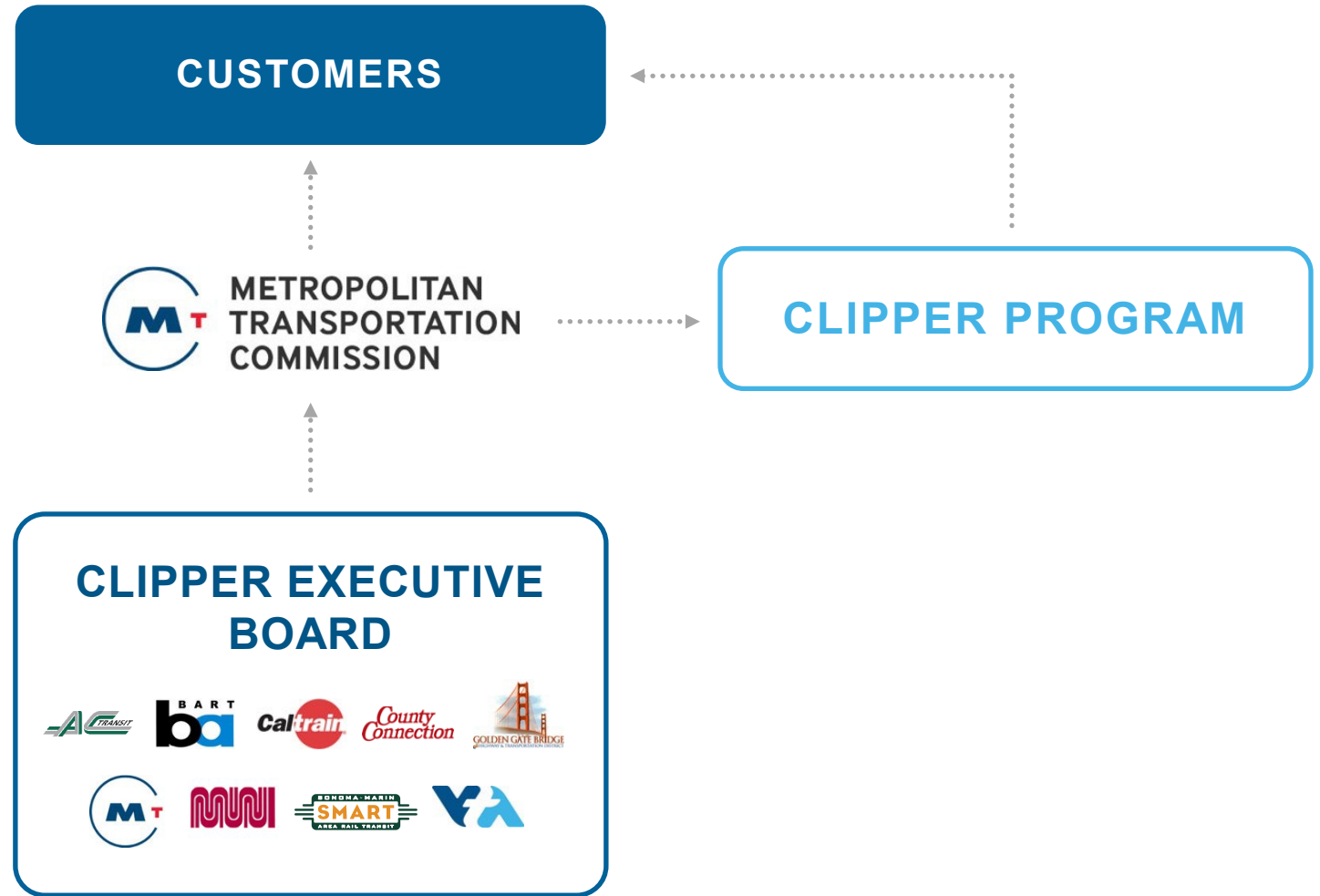
Redwood City

SAN MATEO COUNTY

San Jose

SANTA CLARA COUNTY

# Clipper Governance





**4 Million**  
Active Accounts



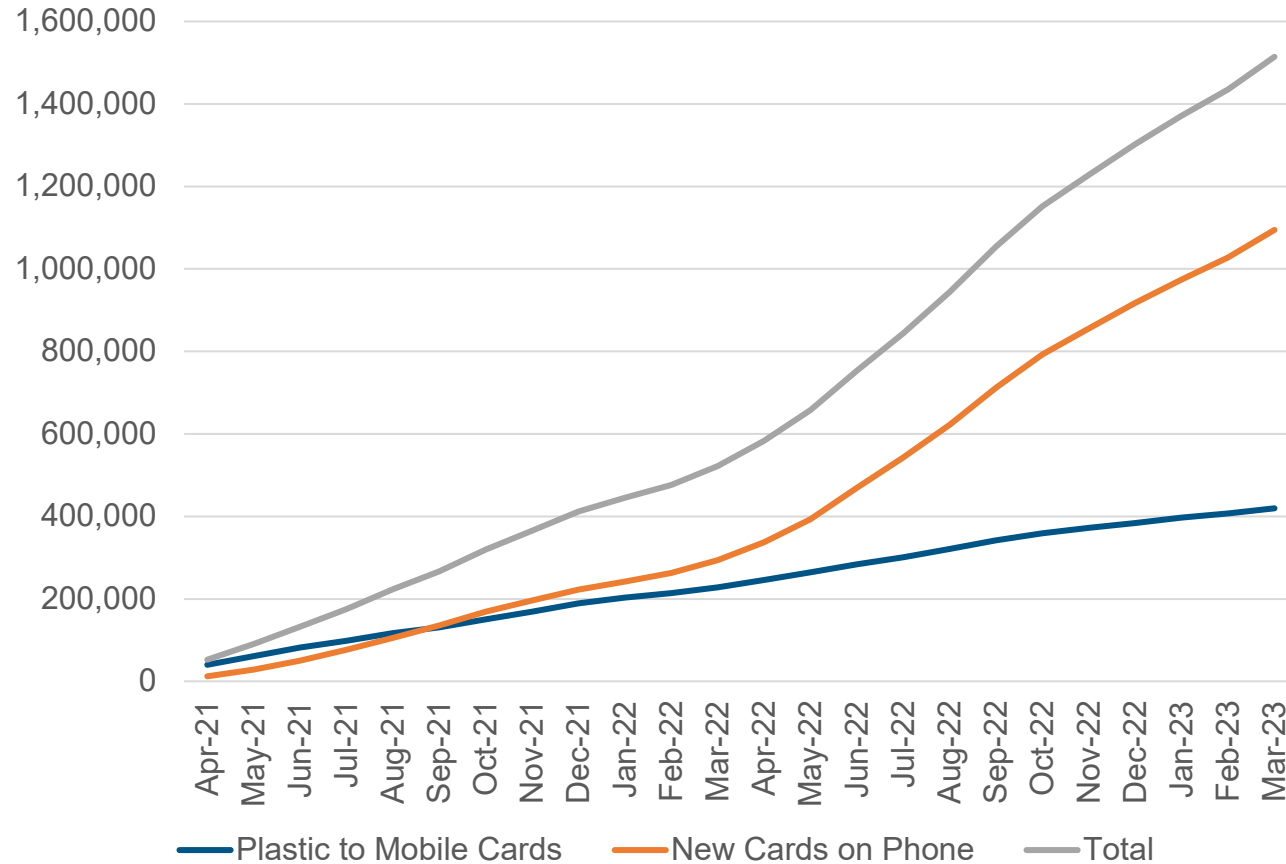
**\$24 Million**  
Fares Collected



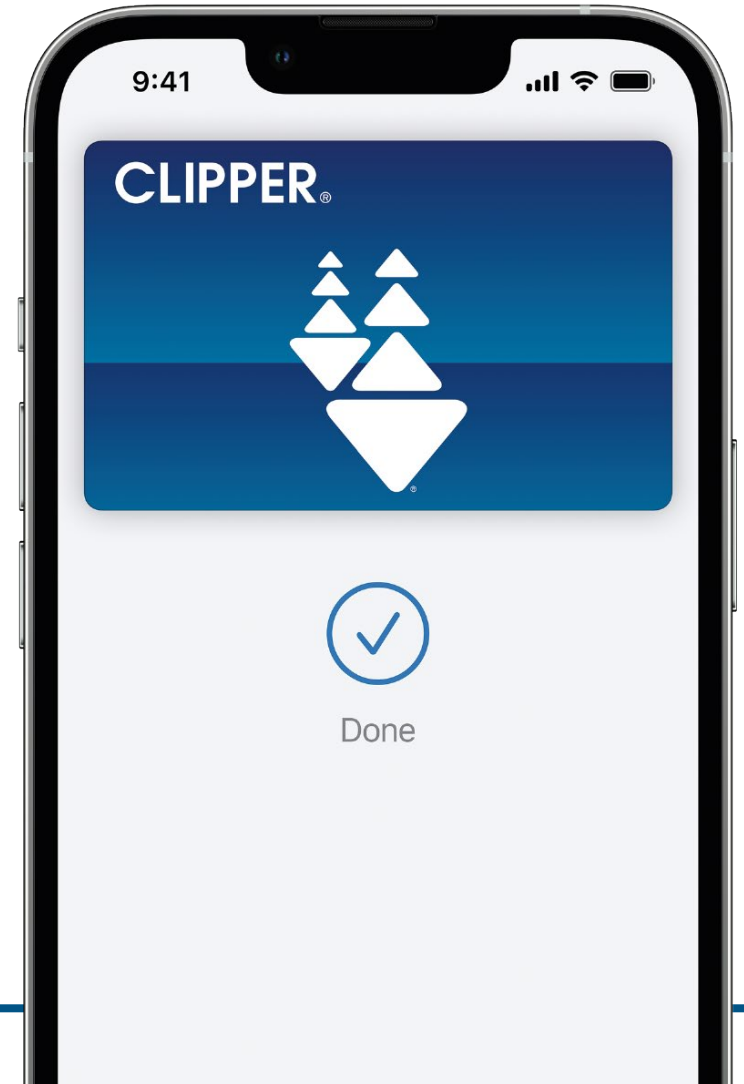
**10 Million**  
Uses

**\*Every month**

# Mobile Clipper Cards



1,600,000





# Users Love Clipper!

**95%**  
Satisfaction

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**97%**  
Would Recommend





# Clipper Technology Delivers Transit Rider Benefits

Transit benefit recipients

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Low-income (equity)

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Youth and seniors

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People with qualifying  
disabilities (accessibility)

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Transit benefit companies

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Employers, colleges and  
residential developments

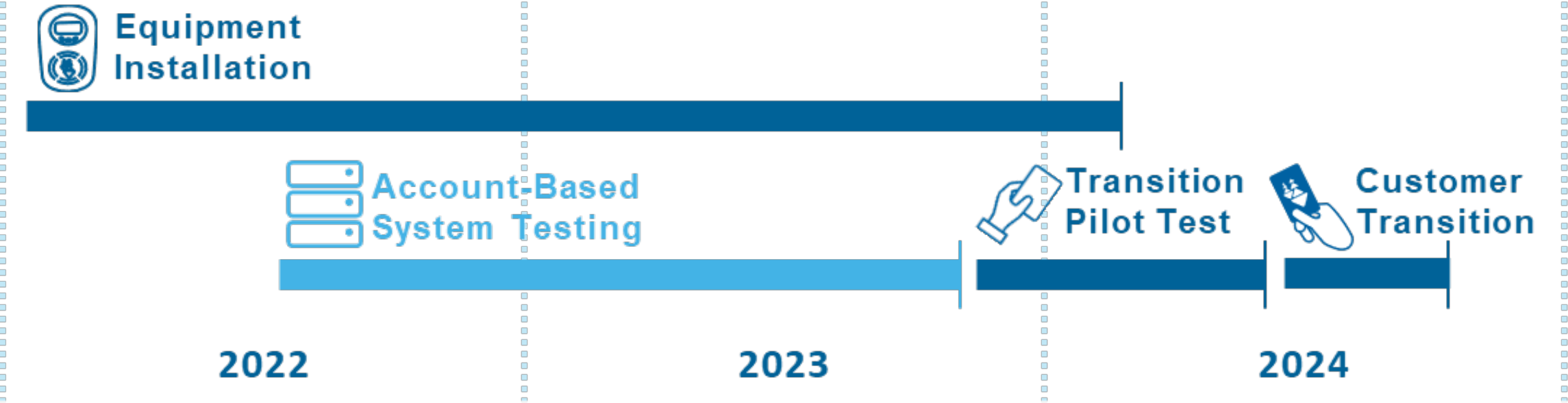




# The New Clippper



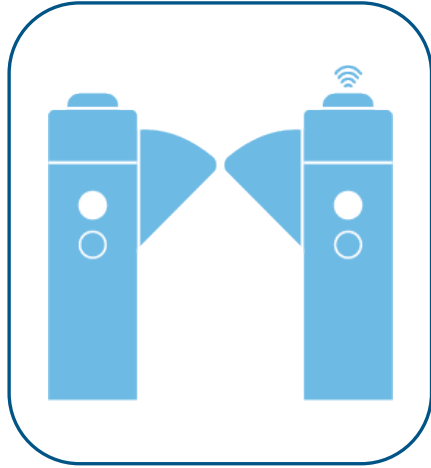
# Project Delivery



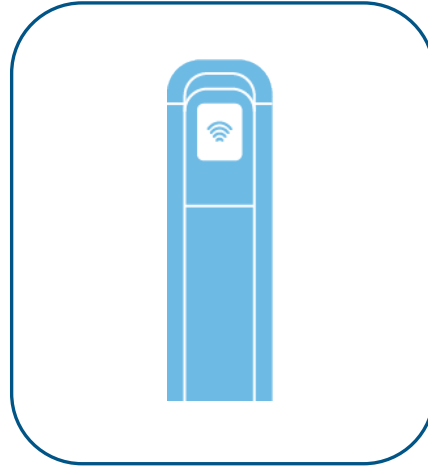
# All New Equipment



**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





# Cards You Already Have

Major contactless  
credit/debit cards



# Clipper Mobile App

Instant Funds

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See Balance

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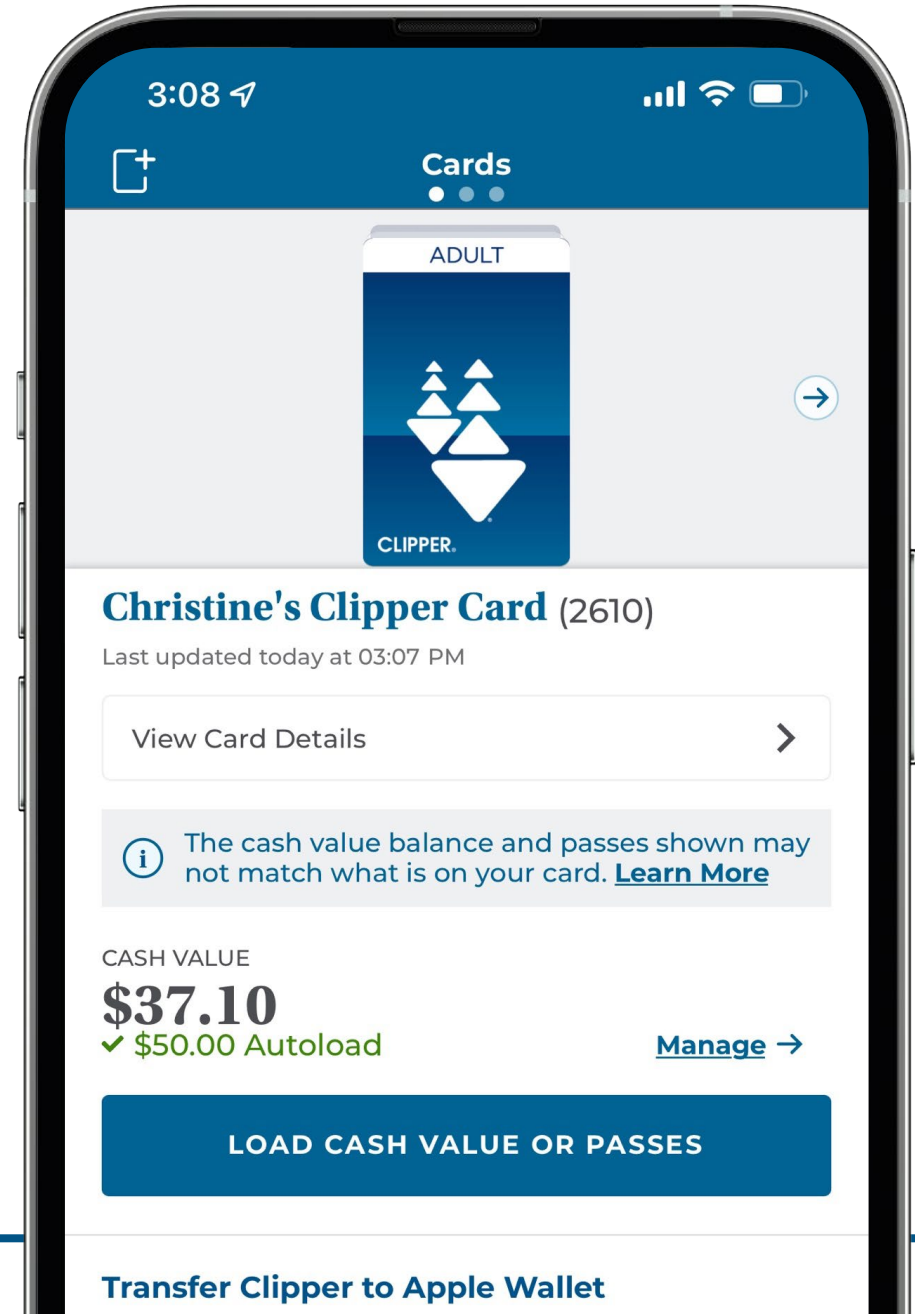
See Travel Costs

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Plan Trips

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Group Travel



# It's Family Friendly

Manage Kids' Cards

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Manage Seniors' Cards

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Manage Another Account

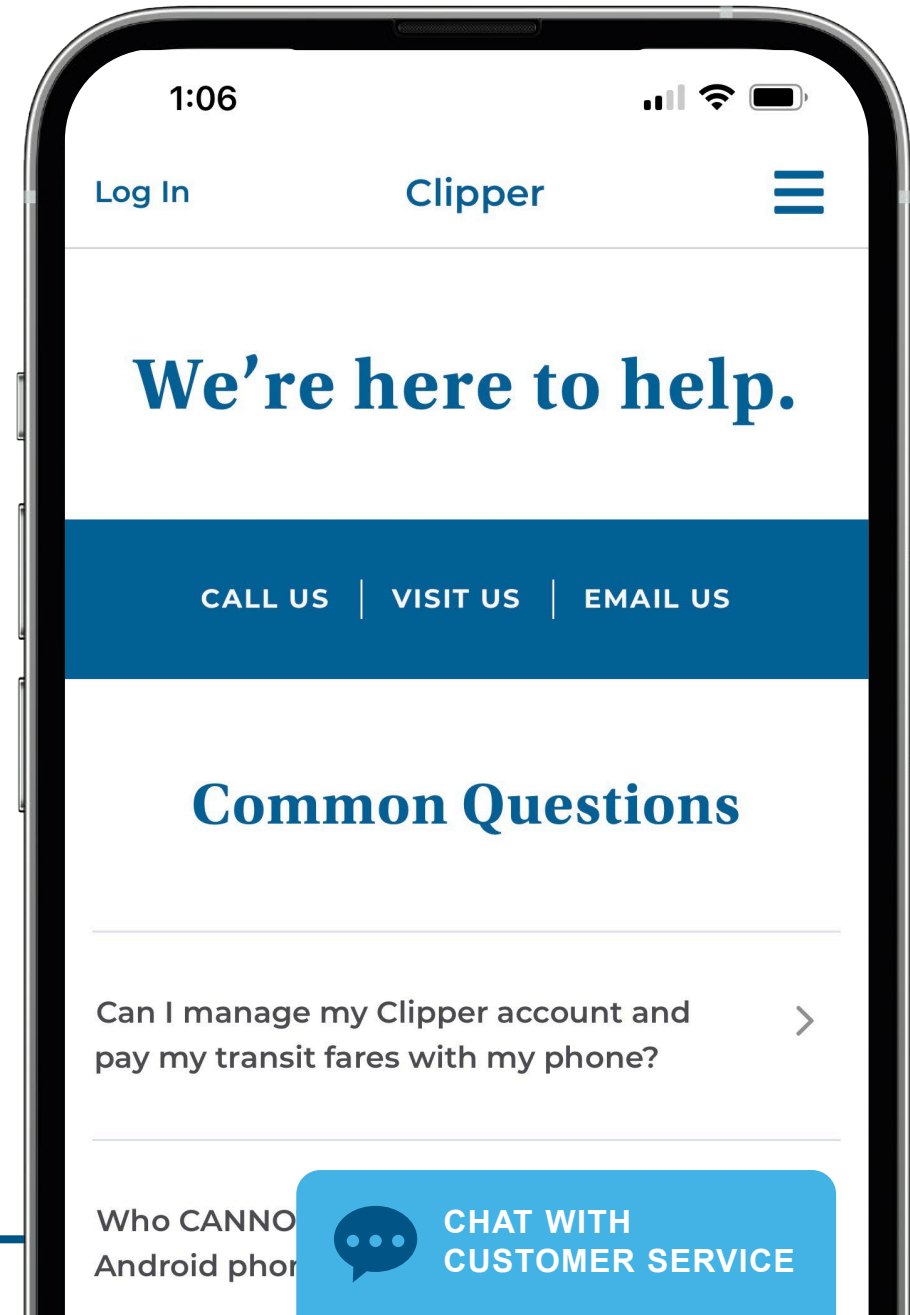


# Best-in-Class Customer Service

Automated Phone Options

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Live “Chat”






# Promotions Portal

Targeted Fare Discounts  
and Promotions

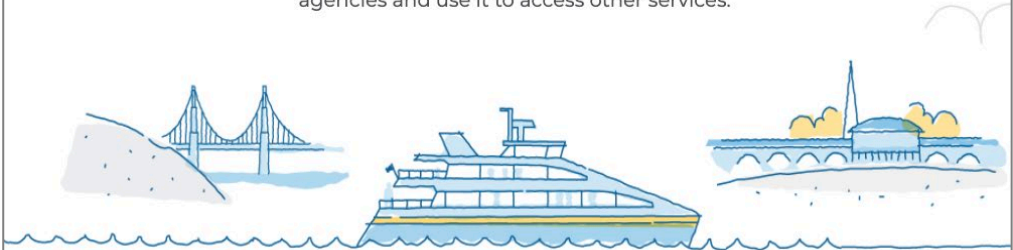
Regional Fare Products



GET CARD OR PAY WITH PHONE REGISTER CLIPPER RELOAD CLIPPER HELP LOG IN

## We've got you covered around the Bay.

You can tag Clipper to pay fares on all Bay Area transit agencies and use it to access other services.



We've made it easy with quick guides to every service on Clipper. Find your service:

<a href="#">AC Transit</a>	<a href="#">SamTrans</a>
<a href="#">BART</a>	<a href="#">San Francisco Bay Ferry</a>
<a href="#">Caltrain</a>	<a href="#">Santa Rosa CityBus</a>
<a href="#">City Coach</a>	<a href="#">SMART</a>
<a href="#">County Connection</a>	<a href="#">SolTrans</a>
<a href="#">Dumbarton Express</a>	<a href="#">Sonoma County Transit</a>
<a href="#">FAST</a>	<a href="#">Tri Delta Transit</a>
<a href="#">Golden Gate Ferry</a>	<a href="#">Union City Transit</a>
<a href="#">Golden Gate Transit</a>	<a href="#">Vine</a>
<a href="#">Marin Transit</a>	<a href="#">VTA</a>
<a href="#">Muni</a>	<a href="#">WestCAT</a>
<a href="#">Petaluma Transit</a>	<a href="#">Wheels</a>

Plus

[BART Daily Fee Parking \(validation only\)](#)

[Bay Wheels \(access only\)](#)

# More Benefits

## Equity Programs

## Group/Visitor/Tourist Travel

CLIPPER

START

ESPAÑOL

中文(繁體)

TAGALOG

HOME

APPLICATION

CONTACT US

FAQS

Log In

Save on San Francisco Bay Area transit

Clipper START is a pilot program to provide single-ride discounts to eligible riders. Participants can receive:

50% discount	20% discount	
Caltrain	AC Transit	Santa Rosa CityBus
Golden Gate Transit and Ferry	BART	SolTrans
Marin Transit	City Coach	Sonoma County Transit
Muni	County Connection	Tri Delta Transit
SamTrans	FAST	Union City Transit
San Francisco Bay Ferry	Napa VINE	WestCAT
SMART	Petaluma Transit	Wheels

To qualify, you must...

Be a resident of the San Francisco Bay Area

Be 19-64 years old

Not have an RTC Clipper Card for people with disabilities

Have a household income of 200% of the federal poverty level or less

Apply Now

How does it work?

Apply and provide proof of identity and income

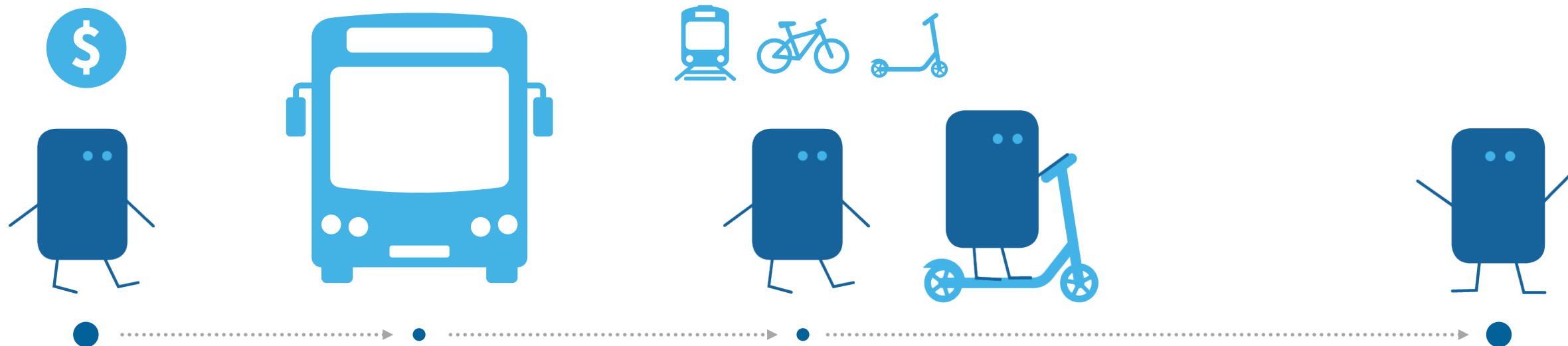
Get approved

Receive a personalized Clipper card in the mail to get your discounts

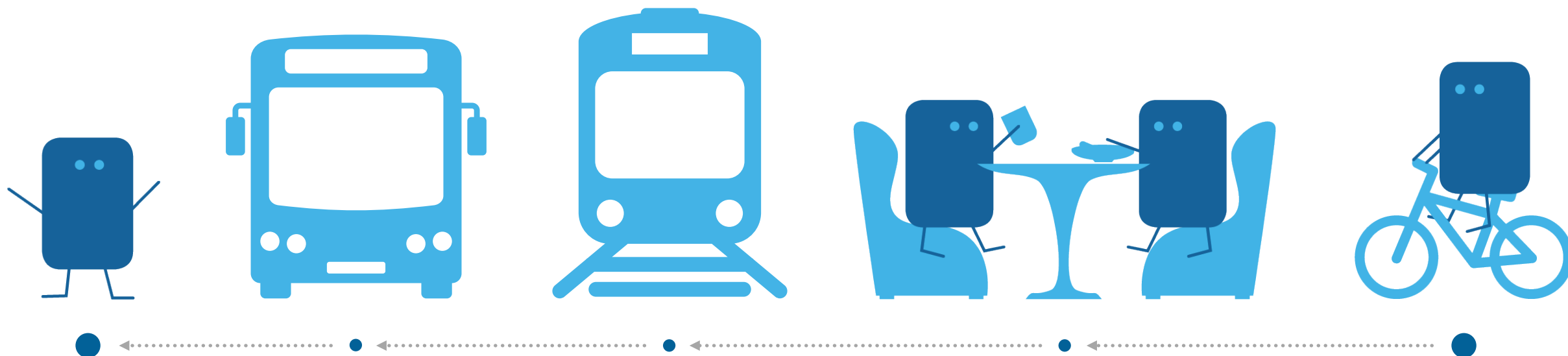
Ride!

Apply Now

# New Day on Clipper: Getting There



# New Day on Clipper : Getting Back







With no pharmacy, no fare necessary  
thrive  
thrive.org/thrive

SolTrans  
5008