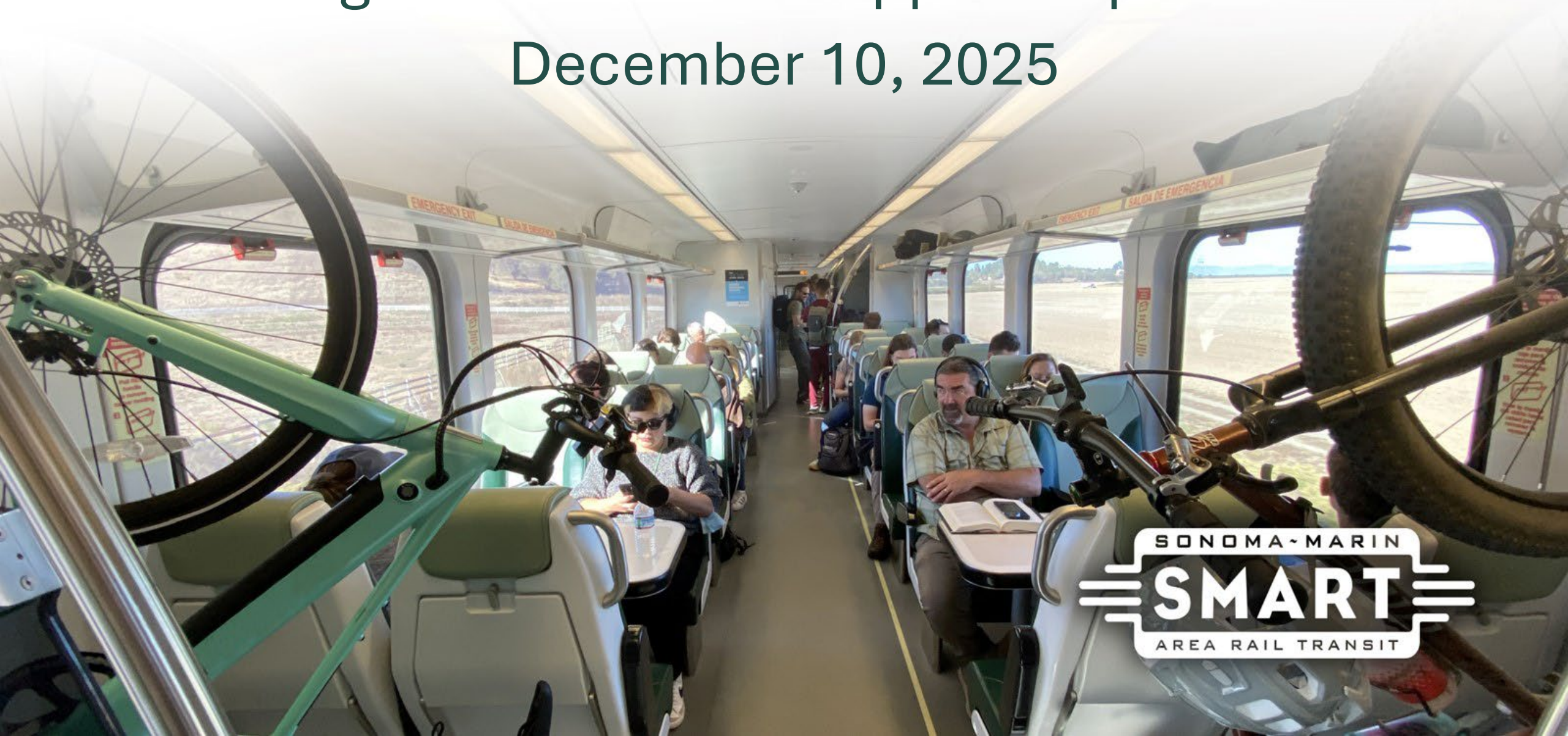


# Citizens Oversight Committee

## Agenda Item 10 – Clipper 2 Update

December 10, 2025



# Next Generation Clipper (C2)

- Launching December 10, 2025
- Moving from card based to cloud based
- New Features:
  - “Tap to Pay” – contactless payment
    - Use credit card to tap on and off
    - BART did early launch and reporting success
  - Transfer credit of up to \$2.85
  - Value is available instantaneously
- Marketing
  - Contactless payment
  - Correct fare charging
  - Balance awareness





# Customer Transition

- Bulk Transition
  - 8+ Tranches
    - Tranche 1 – Discounted cards
    - Tranche 2 - Institutions and transit benefits
    - Tranche 3- North Bay operators
  - Expected to take 3 months (March 2026)
- Individual Transition
  - Can call Clipper
  - Can do on Clipper app or website



# Deferred Features

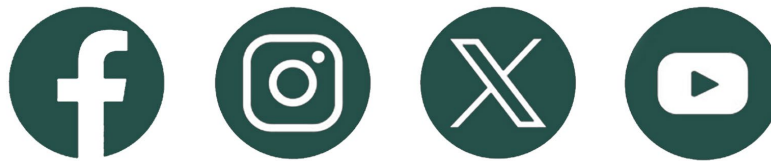
- Mobile tickets in Clipper App
  - Will continue to use Masabi until this is available
- Sales mode for fare inspection devices
  - Cash value and pass sales on handhelds
- Auto correction of missing taps based on travel history
  - Automatic fill-in of missing tap-on or tap-off based on previous taps
- Certain new operator-specific features
  - SMART doesn't have anything at this time



# Questions?



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