Agenda

1. Background
2. Customer Interface
3. Timeline
Background

- Ticket machines upgrade
  - Add Clipper cash value and products
    - Caltrain and adjacent transit providers
  - Dispensing Clipper card
  - Touchscreen
  - Card reader upgrade
  - Additional software and hardware upgrade
Customer Interface

- Improvement of the current purchase flow to include Clipper card and products sale
  - Staff workshop
  - Customer complaints review
Sample Screens

- Clipper
Sample Screens

- Paper Tickets
Sample Screens

- Parking
Timeline

- End of Winter 2020 – Delivery of the prototype
- Spring 2020 – Start installation of the new ticket machines
Thank you!

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