

Clipper® Executive Board

October 23, 2023

Agenda Item 4b

Current Clipper® Operations and Performance Update

Subject:

Update on current Clipper system operations and performance; Clipper staff last updated the Clipper Executive Board (CEB) on the ongoing work and projects related to the current Clipper system at the Board's August 2023 meeting.

Background:

Transaction and Sales

In September 2023, Clipper processed nearly 13 million transactions and settled over \$29 million in revenue.

Clipper Mobile Card Creation and Usage

- Nearly 500,000 plastic cards have been transferred to mobile wallets, and over 1.6 million new mobile cards have been created since program launch.
- Customers have now taken over 51.4 million trips using Clipper mobile cards. This represents about 19% of the total trips taken with Clipper since the mid-April 2021 launch. This percentage continues to increase, and, for the month of September 2023 alone, almost 28% of Clipper trips were taken using a mobile card.

Clipper START Card Issuance and Usage

- Over 27,000 applications have been submitted through September 2023, with over 24,000 approved.
- As of October 1st, 2023, almost 18,000 unique Clipper START cards have been used.
- Of the over 2,500,000 Clipper START trips taken since the program launched, over 444,000 were taken using a mobile Clipper card. This represents around 17% of Clipper START trips.

Quarterly Fare Change Deadline

- Fare changes and updates are scheduled to occur quarterly to limit demands on development and testing resources as work continues porting current Clipper business rules to Next Generation Clipper devices and developing the Next Generation Account-based System.
- The deadline for requesting fare changes for April 1, 2024 is Tuesday, January 2, 2024.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Clipper® Operations and Performance Update Charts and Figures



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