

Clipper® Executive Board

March 25, 2024

Agenda Item 3b

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 February 2024 meeting.

Background:

Transaction and Sales

In February 2024, Clipper processed over 12 million transactions and settled over \$28 million in revenue, an increase of 20% and 21% respectively compared to February 2023.

Clipper Mobile Card Adoption and Usage

Since the launch of the mobile Clipper card in April 2021, over 2.5 million mobile Clipper cards have been created, and staff has noted a steady increase in both the number of and percentage of trips taken using a Clipper mobile card. In February 2024 alone, over 30% of Clipper trips were taken using a mobile card, compared to 24% in February 2023.

Clipper START Card Issuance and Usage

In February 2024, the program received 172% more Clipper START applications compared to February 2023, and Clipper START trips increased by 77% over the same time period.

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 July 1, 2024 is April 1, 2024.

Issues:

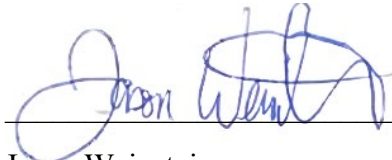
None identified.

Recommendations:

Information.

Attachments:

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



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