

Clipper® Executive Board

June 24, 2024

Agenda Item 3b

Current Clipper® Operations and Performance Update

Subject:

Update on current Clipper System operations and performance

Background:

Transaction and Sales

In May 2024, Clipper processed over 14 million transactions and settled over \$33 million in revenue, an increase of 12% and 13%, respectively, compared to May 2023.

Clipper Mobile Card Adoption and Usage

Since the launch of the mobile Clipper card in April 2021, almost 2.8 million mobile Clipper cards have been created, and staff has noted a steady increase in both the number and percentage of trips taken using a Clipper mobile card. In May 2024 alone, over 31% of Clipper trips were taken using a mobile card, compared to 25% in April 2023.

Clipper START Card Issuance and Usage

In May 2024, the program received 97% more Clipper START applications compared to May 2023, and Clipper START trips increased by 96% 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 on developing the Next Generation Account-based System. The deadline for requesting fare changes for January 1, 2025 is October 1, 2024.

Issues:

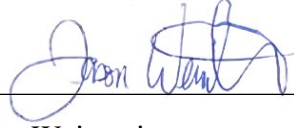
None identified.

Recommendations:

Information.

Attachments:

- None



Jason Weinstein