

Clipper® Executive Board

November 21, 2022

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 October 2022 meeting.

Background:

Transaction and Sales

In October 2022, Clipper processed over 12 million transactions and settled over \$27 million in revenue. BART offered 50% fares during September. Vacaville continued to offer fare-free travel due to COVID-19. WestCAT also offered free fares for October.

Mobile Clipper Cards Creation and Usage

Regarding Clipper mobile cards created and ridership with the use of mobile cards:

- Over 359,000 plastic Clipper cards have been transferred to Clipper mobile cards, and over 792,000 new Clipper mobile cards have been created in mobile wallets.
- Customers have now taken approximately 21.8 million trips using Clipper mobile cards. This represents nearly 15% of the total trips taken with Clipper since the mid-April 2021 launch. This percentage continues to increase, and, for the month of October 2022 alone, nearly 22% of Clipper trips were taken using a mobile card.

Regarding Clipper START:

- Over 18,000 applications have been submitted through October 2022, with over 16,000 approved.
- As of October 2022, over 11,600 unique Clipper START cards had been used.
- Of the over 1,258,000 Clipper START trips taken since the program launched, over 189,000 were taken using a virtual card. This represents around 13.7% of Clipper START trips.

Customer Service Update

- Current CSRs taking only primary calls: 15
- Current CSRs taking primary/escalation calls: 21
- Total CSRs taking calls: 36
- Total CSRs: 39 (3 CSRs on leave)

Quarterly Fare Change Deadline

- As discussed during the November 15, 2021, CEB meeting, Cubic has requested fare changes occur on a quarterly schedule to limit demands on development and testing resources as work continues porting first generation Clipper business rules to the new devices and developing the Next Generation Account-based System.
- For March 31, 2023 fare changes, Cubic has set a deadline of Tuesday, January 3, 2023 for receiving any fare change requests.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Clipper System Transaction and Revenue & Mobile Card Performance and Usage Charts and Figures



Carol Kuester