

Clipper® Executive Board

January 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 November 2022 meeting.

Background:

Transaction and Sales

In December 2022, Clipper processed around 10 million transactions and settled around \$26 million in revenue. Vacaville continued to offer fare-free travel due to COVID-19.

Clipper Mobile Card Creation and Usage

- Over 384,000 plastic cards have been transferred to mobile wallets, and over 917,000 new mobile cards have been created.
- Customers have now taken approximately 26 million trips using Clipper mobile cards. This represents about 15% of the total trips taken with Clipper since the mid-April 2021 launch. This percentage continues to increase, and, for the month of December 2022 alone, around 22% of Clipper trips were taken using a mobile card.

Clipper START Card Issuance and Usage

- Over 19,000 applications have been submitted through December 2022, with nearly 17,000 approved.
- As of December 2022, about 12,500 unique Clipper START cards had been used.
- Of the over 1,500,000 Clipper START trips taken since the program launched, over 224,000 were taken using a mobile Clipper card. This represents around 14% of Clipper START trips.

Customer Service Update

- There are currently nine Customer Service Representatives (CSRs) in training
- Total CSRs taking calls: 34

- Total CSRs: 44 (1 CSR on leave)
- Clipper Customer Service Center is continuing to meet all established key performance indicators (KPIs).

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, 2023 is Monday, April 3, 2023.

Issues:

None identified.

Recommendations:

Information.

Attachments:

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



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