

# Clipper® Executive Board

August 15, 2022

Agenda Item 4b

## Current Clipper® Operations and Performance Update

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### **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 July 2022 meeting.

### **Background:**

#### **Transaction and Sales**

In July 2022, Clipper processed over 10 million transactions and settled around \$25 million in revenue. Vacaville continued to offer fare-free travel due to COVID-19.

#### **Mobile App Performance and Usage**

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

- Over 301,000 plastic cards have been transferred to mobile wallets, and over 543,000 new mobile cards have been created.
- Customers have now taken approximately 15 million trips using Clipper mobile cards. This represents about 13% of the total trips taken with Clipper since the mid-April 2021 launch. This percentage continues to increase, and, for the month of July 2022 alone, around 20% of Clipper trips were taken using a mobile card.

Regarding Clipper START:

- Over 15,000 applications have been submitted through July 2022, with over 13,000 approved.
- As of July 2022, over 9,700 unique Clipper START cards had been used.
- Of the over 1,000,000 Clipper START trips taken since the program launched, over 135,000 were taken using a virtual card. This represents around 12.7% of Clipper START trips.

**Customer Service Update**

- There are currently no Customer Service Representatives (CSRs) in training; however, a training class of 10 is scheduled to begin August 15<sup>th</sup>, 2022 and candidates have been interviewed throughout the beginning of this month.
- Current CSRs taking only primary calls: 9
- Current CSRs taking primary/escalation calls: 30
- Total CSRs taking calls: 39
- Total CSRs: 42 (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 January 1, 2023 fare changes, Cubic has set a deadline of Friday, September 30, 2022 for receiving any fare change requests.

**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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