

# Clipper® Executive Board

May 20, 2024

Agenda Item 4b

## Current Clipper® Operations and Performance Update

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### **Subject:**

Update on current Clipper system operations and performance

### **Background:**

#### **Transaction and Sales**

In April 2024, Clipper processed over 13 million transactions and settled over \$31 million in revenue, an increase of 14% and 15% respectively compared to April 2023.

#### **Clipper Mobile Card Adoption and Usage**

Since the launch of the mobile Clipper card in April 2021, over 2.6 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 April 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 April 2024, the program received 136% more Clipper START applications compared to April 2023, and Clipper START trips increased by 86% 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 September 1, 2024 is June 3, 2024.

### **Issues:**

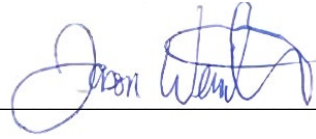
None identified.

### **Recommendations:**

Information.

### **Attachments:**

- None



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