

## Clipper® Executive Board

May 16, 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 April 2022 meeting.

#### **Background:**

#### **Transaction and Sales**

In April 2022, Clipper processed over 10 million transactions and settled \$22.1 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:

- Nearly 246,000 plastic cards have been transferred to mobile wallets, and over 337,000 new mobile cards have been created.
- Customers have now taken approximately 10 million trips using Clipper mobile cards. This represents over 11% of the total trips taken with Clipper since mid-April 2021. This percentage continues to increase, and, for the month of April 2022 alone, over 16% of Clipper trips were taken using a mobile card.

#### **Mobile Card Fee Update**

- The \$3 fee for mobile Clipper cards was successfully removed on March 24, 2022, the start of the second 6-month pilot. Clipper staff secured an informal agreement from the Federation of Tax Administrators (FTA) to extend the original pilot, and we are waiting to receive a formal response to our request to continue to extend the original pilot.
- Clipper staff has engaged ARC Alternatives and has met with them and transit operator staff to gather more data and information for conducting a Title VI analysis and identifying any disparate impacts that the physical and mobile card fees have for different transit rider populations. Further details will be discussed at a future CEB meeting.

**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 October 1, 2022 fare changes, Cubic has set a deadline of Friday, July 1, 2022 for receiving any fare change requests.

**Issues:**

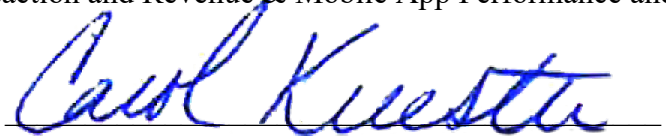
None identified.

**Recommendations:**

Information.

**Attachments:**

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



Carol Kuester