

Clipper[®] Executive Board

June 27, 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 May 2022 meeting.

Background:

Transaction and Sales

In May 2022, Clipper processed over 10 million transactions and settled about \$24 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 264,000 plastic cards have been transferred to mobile wallets, and over 393,000 new mobile cards have been created.
- Customers have now taken approximately 11.5 million trips using Clipper mobile cards. This represents about 12% of the total trips taken with Clipper since the mid-April 2021 launch. This percentage continues to increase, and, for the month of May 2022 alone, over 17% of Clipper trips were taken using a mobile card.

Regarding Clipper START:

- Over 13,000 applications submitted as of May 2022, with over 12,000 approved
- As of May 2022, over 8,000 unique Clipper START cards had been used
- Of the over 890,000 Clipper START trips taken since the program launched, over 107,000 were taken using a virtual card. This represents around 12% of Clipper START trips.

Customer Service Update

- Training class of 4 agents started on 5/26/22 and will run through 6/10/22.
- The training will include an adjustment to the training plan which should give the agents more hands-on systems and content training.
- With the adjustment to the training plan, it will also give them at minimum 4 days of on the phone time.
- This will be in office training with a refresher training to be scheduled at a later time.
- Current CSRs taking only primary calls: 2
- Current CSRs taking primary/escalation calls: 35
- Total CSRs taking calls: 37
- Total CSRs: 41

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



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