

Clipper® Executive Board

June 26, 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 May 2023 meeting.

Background:

Transaction and Sales

In May 2023, Clipper processed over 12 million transactions and settled over \$29 million in revenue.

Clipper Mobile Card Creation and Usage

- Over 443,000 plastic cards have been transferred to mobile wallets, and over 1.2 million new mobile cards have been created since program launch.
- Customers have now taken over 38 million trips using Clipper mobile cards. This represents about 18% of the total trips taken with Clipper since the mid-April 2021 launch. This percentage continues to increase, and, for the month of May 2023 alone, nearly 26% of Clipper trips were taken using a mobile card.

Clipper START Card Issuance and Usage

- Over 24,000 applications have been submitted through May 2023, with over 21,000 approved.
- As of May 2023, over 15,000 unique Clipper START cards have been used.
- Of the nearly 2,100,000 Clipper START trips taken since the program launched, over 335,000 were taken using a mobile Clipper card. This represents around 16% of Clipper START trips.

Customer Service Update

- Total CSRs taking calls: 35
- Total CSRs: 43 (1 CSRs on leave, 6 CSRs in training)

- 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 December 31, 2023 is Thursday, October 2, 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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