

Clipper® Executive Board

May 20, 2019

Agenda Item 4a

Current Clipper® System Update

Subject: Update Board members on the current Clipper program. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the March 2019 meeting.

Background: **Transactions and Sales**
Clipper processed 23.8 million transactions and settled \$57 million in revenue in April. This level of activity is consistent with average seasonal volumes.

Clipper Card Dispensing

To date, BART has dispensed 947,795 cards and Clipper's market share on BART was 83.9% in April. VTA completed a retrofit of 152 ticket vending machines in December to enable card sales. To date, VTA has dispensed 7,619 cards.

Implementation and Enhancement Projects

Noteworthy implementation and enhancement projects for the Clipper system include:

- As part of its ongoing effort to ensure reliability of the Clipper Back Office to support current operations, Cubic replaced the legacy Card Issuer component of the system in March. The Card Issuer was a key function of the back office responsible for maintaining an accurate record of all cards in use. Account Manager, its functional replacement, provides significantly improved performance. Additional benefits include website account updates occurring throughout the day instead of once per day and elimination of nightly website outages.
- Clipper on SFMTA Central Subway – Clipper installation is expected to begin late summer.

Upcoming projects include implementation of Clipper on AC Transit's Bus Rapid Transit Service and work on BART's extension stations. This list should continue to be somewhat light as the program's focus is largely on the development of the next-generation Clipper system. However, ongoing projects include bus fleet replacements and expansion. For the status of other projects, please see the attached Clipper Master Schedule.

Other Clipper News

Other Clipper-related news includes:

- For the more than 1,300 registered cardholders who still have parking value associated with the discontinued Park With Clipper program on their Clipper cards – a total of about \$50,000 that has been unusable since end of the program in 2017 – we are converting that parking value into Clipper cash value that can be used for transit trips on any operator. These cardholders have been notified of the planned conversion, which requires no action on their part unless they wish to request a cash-out refund.
- MTC has filled two of the three open Clipper staff positions as of March. The remaining position is expected to be posted in July.

Attachments:

Attachment A: Clipper Master Schedule



Carol Kuester

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