

# Clipper® Executive Board

November 18, 2019

Agenda Item 4a

## Current Clipper® System Update

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**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 September 2019 meeting.

**Background:** **Transactions and Sales**

Clipper processed 26.4 million transactions and settled \$62.3 million in revenue in October.

**Clipper Customer Education**

MTC is providing signage for the information kiosks at the new Salesforce Transit Center. The kiosks are placed strategically at locations throughout the center, directing people to where they can get a Clipper card and add value.

MTC is assisting Sonoma Marin Rail Transit (SMART) with preparations for the opening of the Downtown Novato and Larkspur stations by providing tag on/tag off signage and pole wraps.

Development continues on the revamped Clipper website, including creating an easy way for transit agencies to provide news blurbs to include in the news section. This will provide a new way to get information out about agencies' fare and service-related news. The revamped website will launch in early 2020.


**Implementation and Enhancement Projects**

MTC continues to coordinate with transit operators on Clipper equipment installation for several implementations, including:

- AC Transit Bus Rapid Transit (BRT) – Installation expected to start no earlier than mid-January 2020.
- San Francisco Municipal Transportation Agency Central Subway – Installation expected to start no earlier than June 2020.
- SMART – Downtown Novato and Larkspur expected to be ready for revenue service by the end of November 2019.

Clipper equipment continues to perform well in the field and meets contractual performance requirements.

**Attachments:** **Attachment A:** Clipper Master Schedule

  
Carol Kuester

ID	Task Name	Duration	Start	Finish	% Comple	2018							2019							2020										
						M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M
2	CONTRACTING PHASE																													
757	BART Add Fare Machine (CO-229)	217 days	12/30/18	10/29/19	85%																									
774	End-of-Life Clipper Device Order (CO-230)	120 days	7/19/19	1/2/20	42%																									
783	SSAE-18I (CN-159, Amendment 7)	103 days	10/23/19	3/13/20	0%																									
393	IMPLEMENTATION PHASE																													
310	SFMTA Central Subway (CO-195)	1152 days	5/2/16	9/25/20	26%																									
697	WETA Richmond & San Francisco Ferry Terminal Expansion (CO-225, CN-161)	419 days	4/19/18	11/27/19	97%																									
627	BART E. Contra Costa & Silicon Valley Berryessa Extensions (eBART/SVBX) (CO-179-1, C	393 days	4/30/18	10/30/19	38%																									
769	Means Based Fare Discount Clipper Coupon (CO-227)	380 days	10/15/18	3/27/20	58%																									
492	AC Transit BRT Implementation, (CO-197 & CO-205)	161 days	7/17/19	2/26/20	35%																									
771	SamTrans Business Rules Update--Intra-Operator Transfer (CO-228)	153 days	8/1/19	3/2/20	21%																									
796	Caltrain TVM Clipper Integration (CO-226)	187 days	8/1/19	4/17/20	50%																									
1	BUS REPLACEMENT AND EXPANSION																													
636	SFMTA-New Flyer PO (New Flyer 317 Buses)	593 days	7/27/17	10/31/19	95%																									
733	AC Transit (Gilig & New Flyers Buses & Fuel Cell Bus)	230 days	12/19/18	11/5/19	88%																									
800	Soltrans (2 BYD Buses)	4 days	11/1/19	11/6/19	0%																									