

Clipper® Executive Board

February 24, 2020

Agenda Item 4b

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 January 2020 meeting.

Background: **Transactions and Sales**
Clipper processed 22.9 million transactions and settled \$59 million in revenue in January 2020.

Clipper Customer Education

MTC presented detailed information on our recent intercept surveys of Clipper and non-Clipper users on transit in the last Clipper Customer Education/Service and Distribution Committee (CESD) meeting in January.

MTC is preparing to launch the new website in the spring and will be sending emails to the opt-in list to inform users about the new look and improved navigation. The new website will also be promoted via social media and other methods.

An updated fact sheet and frequently asked questions about the next-generation Clipper system are available at futureofclipper.com.

Implementation and Enhancement Projects

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

- San Francisco Municipal Transportation Agency Central Subway (CO-195) – Due to project delays, installation of faregates and ticket vending machines now expected to start in January 2021.
- Caltrain Ticket Vending Machine Clipper Integration (CO-226) – Prototype testing is now scheduled for Spring 2020.

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	2020											
						O	N	D	J	F	M	A	M	J	J	A	S
2	CONTRACTING PHASE																
770	End-of-Life Clipper Device Order (CO-230)	170 days	7/19/19	3/12/20	75%												
778	SSAE-18I (CN-159, Amendment 7)	119 days	11/18/19	4/30/20	39%												
813	Walgreens Commission Increase (CO-163, Amend 2)	78 days	12/10/19	3/26/20	44%												
393	IMPLEMENTATION PHASE																
310	SFMTA Central Subway (CO-195)	1297 days	5/2/16	4/16/21	26%												
765	Means Based Fare Discount Clipper Coupon (CO-227)	380 days	10/15/18	3/27/20	80%												
492	AC Transit BRT Implementation, (CO-197 & CO-205)	263 days	7/17/19	7/17/20	76%												
767	SamTrans Business Rules Update--Intra-Operator Transfer (CO-228)	153 days	8/1/19	3/2/20	77%												
791	Caltrain TVM Clipper Integration (CO-226)	252 days	8/1/19	7/17/20	50%												
804	BART Add Fare Machine (CO-229)	142 days	1/13/20	7/28/20	0%												
1	BUS REPLACEMENT AND EXPANSION																
795	Soltrans (2 BYD Buses)	7 days	2/3/20	2/11/20	0%												