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

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Interview	ID	Task Name	Duration	Start	Finish	%								Atta		A; Agenda	ι.
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1 BUS REPLACEMENT AND EXPANSION Image: Comparison of the second	791	Caltrain TVM Clipper Integration (CO-226)	252 days	8/1/19	7/17/20	50%											
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Attachment A; Agenda Item 4b