

# Clipper<sup>®</sup> Executive Board

June 22, 2020

Agenda Item 5a

## Current Clipper<sup>®</sup> System

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**Subject:** Update Board members on the current Clipper system. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the April 2020 meeting.

**Background:** **Transactions and Sales**  
In April 2020, Clipper processed 1.39 million transactions and settled \$2.8 million in revenue. In May 2020, Clipper processed 1.45 million transactions and settled \$3.2 million in revenue.

As of June 1, 2020, 15 of the 22 operators were still offering fare-free travel due to the COVID-19 emergency.

### Clipper Customer Education

Clipper has continued to provide COVID-19 related messaging and has been sharing transit operator information on social media. In addition, operators are relying on Clipper as a potentially touch-free fare payment system, with the ability to add value online and through Autoload.

The spring campaign is now slated to begin in October. The campaign will be multilingual and will focus on myths and truths about Clipper.

The new Clipper website is set to launch in July.

### Implementation and Enhancement Projects

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

- Caltrain Ticket Vending Machine Integration (CO-226) – Testing of Clipper integration is expected to be completed by July, with the initial twelve TVMs to be upgraded by October.

Clipper equipment continues to meet contractual performance requirements.

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



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Carol Kuester

ID	Task Name	Duration	Start	Finish	% Complete	M	A	M	2019												2020											
						J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A				
2	CONTRACTING PHASE																															
771	End-of-Life Clipper Device Order (CO-230)	274 days	6/17/19	7/2/20	77%																											
393	IMPLEMENTATION PHASE																															
310	SFMTA Central Subway (CO-195)	1297 days	5/2/16	4/16/21	26%																											
493	AC Transit BRT Implementation, (CO-197 & CO-205)	300 days	7/17/19	9/8/20	86%																											
792	Caltrain TVM Clipper Integration (CO-226)	339 days	8/1/19	11/17/20	50%																											
807	BART Add Fare Machine (CO-229)	173 days	1/13/20	9/9/20	56%																											
1	BUS REPLACEMENT AND EXPANSION																															
798	AC Transit (36 MCI Buses)	123 days	6/2/20	11/19/20	0%																											
825	SFMTA (3 Proterra Coaches)	65 days	8/3/20	10/30/20	0%																											
819	AC Transit (1 Gilig)	1 day	8/4/20	8/4/20	0%																											
821	SFMTA (3 Historic Street Cars)	86 days	8/4/20	12/1/20	0%																											
796	SolTrans (4 MCI Coaches)	6 days	8/10/20	8/17/20	0%																											