

# Clipper® Executive Board

October 19, 2020

Agenda Item 3a

## Current Clipper® System

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**Subject:** Update 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 September 2020 meeting.

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

In September 2020, Clipper processed 2.9 million transactions and settled \$6.2 million in revenue. As of October 1, 2020, 9 of the 22 operators were still offering fare-free travel due to the COVID-19 emergency.

**Clipper Customer Education**

On October 1, Clipper launched the fall campaign focusing on myths and truths about Clipper. It can be seen on Petaluma Transit, FAST, Wheels, Tri Delta Transit, WestCAT, AC Transit, and Union City Transit.

We are looking at changes needed for the Clipper website to accommodate new information about the Clipper mobile app being developed.

Clipper is working with the transit operators rolling out on Clipper START in November to secure donated space on their vehicles and we will supplement with purchased space and digital advertising. We will also conduct an in-language advertising buy. Clipper plans to provide decals for agencies that want to remind riders to tag off and will also incorporate this messaging into other outreach materials.

**Implementation and Enhancement Projects**

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

- Clipper Means Based Expansion (CN-169) – Known as Clipper START. Cubic's cost proposal is expected in mid-October. MTC has issued Notice to Proceed with development work already under way. Launch of the program expansion will occur in two groups, planned for November 2020 and January 2021.
- Caltrain TVM Clipper Integration (CO-226) – The upgrading of TVMs at the stations has been delayed until the beginning of November due to screen interface changes. VenTek is still expected to complete the upgrades by the end of the year.
- AC Transit BRT Implementation (CO-197, CO-205) – Free service launched on August 9, serving 46 new stations. Installation of remaining Clipper equipment at Uptown and San Leandro BART stations has been delayed until 2023 pending completion of additional construction.

Clipper equipment continues to meet contractual performance requirements.

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

  
Carol Kuester

ID	Task Name	Duration	Start	Finish	% Complete	2020												2021											
						F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	
2	CONTRACTING PHASE																												
832	Change Notice 169—Clipper Means Based Expansion	121 days	Wed 7/8/20	Wed 12/23/20	38%																								
393	IMPLEMENTATION PHASE																												
310	SFMTA Central Subway (CO-195)	1297 days	Mon 5/2/16	Fri 4/16/21	26%																								
493	AC Transit BRT Implementation, (CO-197 & CO-205)	373 days	Wed 7/17/19	Fri 12/18/20	93%																								
792	Caltrain TVM Clipper Integration (CO-226)	392 days	Thu 8/1/19	Fri 1/29/21	48%																								
840	Change Notice 169—Clipper Means Based Expansion	130 days	Thu 7/2/20	Wed 12/30/20	35%																								
1	BUS REPLACEMENT AND EXPANSION																												
819	AC Transit (1 Gillig)	1 day	Mon 10/5/20	Mon 10/5/20	0%																								
796	SolTrans (4 MCI Coaches)	5 days	Wed 10/7/20	Tue 10/13/20	0%																								
827	Sonoma County (2 BYD Coaches)	2 days	Mon 11/23/20	Tue 11/24/20	0%																								
844	WestCAT (5 Gillig Coaches)	5 days	Mon 11/23/20	Fri 11/27/20	0%																								
798	AC Transit (36 MCI Buses)	20 days	Mon 11/30/20	Fri 12/25/20	0%																								
821	SFMTA (3 Historic Street Cars)	20 days	Mon 11/30/20	Fri 12/25/20	0%																								
842	Marin Transit (13 El Dorado)	13 days	Mon 12/7/20	Wed 12/23/20	0%																								
825	SFMTA (9 Electric Coaches)	45 days	Mon 1/18/21	Fri 3/19/21	0%																								