

Clipper® Executive Board

September 20, 2021

Agenda Item 4a

Current Clipper® Operations and Performance Update

Subject: Update on current Clipper system operations and performance. Clipper staff last updated this Board on the ongoing work and projects related to the current Clipper system at the August 2021 meeting.

Background: **Transaction and Sales**

In August 2021, Clipper processed 7.74 million transactions and settled \$16.3 million in revenue. Vacaville continued to offer fare-free travel due to COVID-19. In addition, several operators have launched special promotions for the month of September to encourage riders to return to transit. During September, AC Transit is offering Fare-Free Fridays, all four East Bay operators are entirely fare-free, and BART and Caltrain have discounted Clipper fares by 50%.

Mobile App Performance and Usage

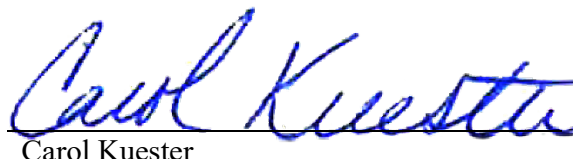
Regarding Clipper mobile app and ridership with the use of mobile cards:

- Over 120,000 plastic cards have been transferred to mobile wallets, and over 113,000 new mobile cards have been created.
- Customers have now taken over 2 million trips using Clipper mobile cards. This represents over 7.5% of the total trips taken with Clipper since mid-April. This percentage continues to increase, with almost 10% of Clipper trips taken in August being done with a mobile card.

Issues: None identified.

Recommendation: Information.

Attachments: None.



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