

Clipper® Executive Board

October 18, 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 September 2021 meeting.

Background:

Transaction and Sales

In September 2021, Clipper processed 7.93 million transactions and settled \$11.6 million in revenue. Vacaville continued to offer fare-free travel due to COVID-19. In addition, several operators launched special promotions for the month of September to encourage riders to return to transit. During September, AC Transit offered Fare-Free Fridays, all four East Bay operators were 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 132,000 plastic cards have been transferred to mobile wallets, and over 140,000 new mobile cards have been created.
- Customers have now taken approximately 2.7 million trips using Clipper mobile cards. This represents over 8% of the total trips taken with Clipper since mid-April. This percentage is increasing as, in September alone, we reached almost 11% of Clipper trips taken with a mobile card.

Issues:

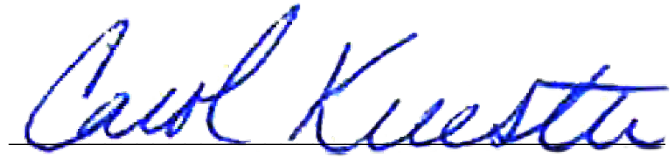
None identified.

Recommendations:

Information.

Attachments:

- None

A handwritten signature in blue ink, reading "Carol Kuester", written over a horizontal line.

Carol Kuester