

Clipper® Executive Board

November 15, 2021

Agenda Item 3b

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 October 2021 meeting.

Background:

Transaction and Sales

In October 2021, Clipper processed 8.97 million transactions and settled \$18.8 million in revenue. Vacaville continued to offer fare-free travel due to COVID-19.

Mobile App Performance and Usage

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

- Over 150,000 plastic cards have been transferred to mobile wallets, and over 169,000 new mobile cards have been created.
- Customers have now taken approximately 3.6 million trips using Clipper mobile cards. This represents over 8.7% of the total trips taken with Clipper since mid-April. This percentage is increasing as, in October alone, we reached over 11.6% of Clipper trips taken with a mobile card.

Operations and Maintenance Fare Changes

Cubic has requested that to better predict resourcing needs, fare change requests follow a schedule of quarterly changes. The proposed schedule allows operators to continue their practice of major fare changes at the start of either the fiscal or calendar year and for two other changes during the year as well.

<u>Change Effective</u>	<u>Request Due</u>
January 1	October 1
April 1	January 1

<u>Change Effective</u>	<u>Request Due</u>
July 1	April 1
September 1	June 1

The proposed schedule is for fare changes only, not any route or service changes, and would apply for the remainder of C1.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- None



Carol Kuester