Clipper® Executive Board

October 20, 2025 **Agenda Item 4a**

Current Clipper® Operations and Performance Update

Subject:

Update on current Clipper System operations and performance

Background:

Transaction and Sales

In September 2025, Clipper processed over 16.2 million legacy Clipper transactions and settled over $37.7 million in revenue, an increase of 8.4% and 10.2%, respectively, compared to September 2024.

Clipper Mobile Card Adoption and Usage

Since the launch of the mobile Clipper card in April 2021, over 4.6 million mobile Clipper cards have been created, and staff have noted a steady increase in both the number and percentage of trips taken using a Clipper mobile card. In September 2025 alone, 39.8% of Clipper trips were taken using a mobile card, compared to 34% in August 2024.

Clipper START Card Issuance and Usage

In September 2025, the Clipper START program approved 1,804 applications. There were 43% more Clipper START trips in September 2025 than in September 2024.

BART Open Payments Reporting

In the first full month of Clipper's open payment on BART, 8.27% of all trips (totaling over 430,000 rides) were paid using bank cards, generating over $2.6 million in fares. Overall, the highest number of entries and exits made by bank cards were recorded at SFO, followed by the downtown SF stations (Embarcadero, Montgomery, Powell, and Civic Center). Over 213,000 unique bank cards have been used since launch. There has also been a notable decline in the number of Clipper cards being dispensed through BART ticket vending machines (TVMs). At SFO, for example, only 2,771 cards were dispensed the week of September 29 compared to a pre-launch average of 7,836 cards. This represents a 65% decrease at SFO. Systemwide, 13,429 cards were dispensed the week of September 29, down from an average of 25,585, a 48% reduction.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- None

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https://bayareametro.sharepoint.com/sites/committees/CommitteeDocs/Clipper Executive Board/CEB2025/CEB_2025_10_20/4a_25-1124_1_Current_Clipper_Operations_and_Performance_Update_v1.docx