

Clipper® Executive Board

September 23, 2024

Agenda Item 3b

Current Clipper® Operations and Performance Update

Subject:

Update on current Clipper System operations and performance

Background:

Transaction and Sales

In August 2024, Clipper processed over 14 million transactions and settled over \$34 million in revenue, an increase of 6% and 7%, respectively, compared to August 2023.

Clipper Mobile Card Adoption and Usage

Since the launch of the mobile Clipper card in April 2021, over 3.1 million mobile Clipper cards have been created, and staff has noted a steady increase in both the number and percentage of trips taken using a Clipper mobile card. In August 2024 alone, over 33% of Clipper trips were taken using a mobile card, compared to 28% in August 2023.

Clipper START Card Issuance and Usage

In August 2024, the program received 71% more Clipper START applications compared to August 2023, and Clipper START trips increased by 100% over the same time period.

Quarterly Fare Change Deadline

Fare changes and updates are scheduled to occur quarterly to limit demands on development and testing resources as work continues on developing the Next Generation Account-based System. The deadline for requesting fare changes for January 1, 2025 is October 1, 2024.

Issues:

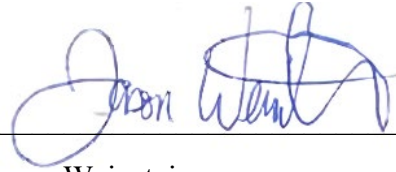
None identified.

Recommendations:

Information.

Attachments:

- None

A handwritten signature in blue ink, appearing to read "Jason Weinstein", is written above a horizontal line.

Jason Weinstein

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Board\CEB2024\2024_09_23\3b_Current_Clipper_Operations_and_Performance_Update_v2.docx