

# Clipper® Executive Board

January 22, 2024

Agenda Item 4b

## Current Clipper® Operations and Performance Update

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### **Subject:**

Update on current Clipper system operations and performance; Clipper staff last updated the Clipper Executive Board (CEB) on the ongoing work and projects related to the current Clipper system at the Board's November 2023 meeting.

### **Background:**

#### **Transaction and Sales**

In December 2023, Clipper processed over 11 million transactions and settled over \$26 million in revenue.

#### **Clipper Mobile Card Creation and Usage**

- Nearly 536,000 plastic cards have been transferred to mobile wallets, and over 1.8 million new mobile cards have been created since program launch.
- Customers have now taken over 61.2 million trips using Clipper mobile cards. This represents about 20% of the total trips taken with Clipper since the mid-April 2021 launch. For the month of December 2023 alone, over 28% of Clipper trips were taken using a mobile card.

#### **Clipper START Card Issuance and Usage**

- Over 30,000 applications have been submitted through December 2023, with over 26,000 approved.
- As of December 31<sup>st</sup>, 2023, almost 20,000 unique Clipper START cards have been used.
- Of the nearly 3,000,000 Clipper START trips taken since the program launched, around 540,000 were taken using a mobile Clipper card. This represents around 18% of Clipper START trips.

#### **Quarterly Fare Change Deadline**

- Fare changes and updates are scheduled to occur quarterly to limit demands on development and testing resources as work continues porting current Clipper business

rules to Next Generation Clipper devices and developing the Next Generation Account-based System.

- The deadline for requesting fare changes for July 1, 2024 is April 1, 2024.

**Issues:**

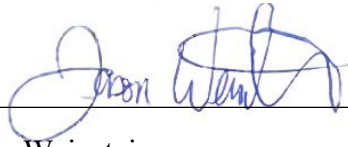
None identified.

**Recommendations:**

Information.

**Attachments:**

- Attachment A: Clipper® Operations and Performance Update Charts and Figures



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