

## Clipper® Executive Board

July 28, 2025

Agenda Item 2b

### Current Clipper® Operations and Performance Update

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**Subject:**

Update on current Clipper System operations and performance

**Background:**

**System Outage on July 1, 2025**

The current Clipper experienced a system-wide reader outage on Tuesday, July 1, 2025. This outage affected all Clipper readers, including the Handheld Card Readers (HCR4) used to validate and collect legacy Clipper fares. The system has been fully operational since Cubic made the fix around 11:45 am on July 1, 2025.

The root cause of this outage was caused by a calendar file integrated into the legacy Clipper system that was programmed to expire on June 30, 2025, and had not been updated. When the calendar expired at the end of the day on June 30, 2025, Clipper card readers were unable to validate the correct fare on July 1, 2025.

To resolve the issue, Cubic deployed a new calendar file with an expiration date of June 30, 2027, to all Clipper card readers by 11:45 am on July 1, 2025. The calendar files are exclusively a feature of the current legacy Clipper system, so the risk of this issue occurring again has been eliminated with the update of the expiration date and will not be an issue in the Next Generation Clipper system as this is not a feature of the new system.

Staff are evaluating revenue collections from similar weekdays to estimate lost revenue and intends to pursue options for reimbursing the transit operators for this lost revenue, which includes options for recourse with the contractor.

**Transaction and Sales**

In June 2025, Clipper processed over 15.1 million transactions and settled over \$38 million in revenue, an increase of 15.6% and 22.6%, respectively, compared to June 2024.

**Clipper Mobile Card Adoption and Usage**

Since the launch of the mobile Clipper card in April 2021, over 4.2 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 June 2025 alone, 39.9% of Clipper trips were taken using a mobile card, compared to 33.3% in June 2024.

**Clipper START Card Issuance and Usage**

In June 2025, the Clipper START program approved 1,374 applications. There were 62% more Clipper START trips in June 2025 than in June 2024.

**Issues:**

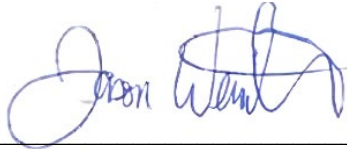
None identified.

**Recommendations:**

Information.

**Attachments:**

- None



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