Clipper® Executive Board

April 24, 2023   **Agenda Item 4b**

Current Clipper® Operations and Performance Update

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 March 2023 meeting.

Background:

Transaction and Sales

In March 2023, Clipper processed over 11 million transactions and settled just over $27 million in revenue.

Clipper Mobile Card Creation and Usage

- Over 418,000 plastic cards have been transferred to mobile wallets, and nearly 1.1 million new mobile cards have been created since program launch.

- Customers have now taken almost 33 million trips using Clipper mobile cards. This represents about 17% of the total trips taken with Clipper since the mid-April 2021 launch. This percentage continues to increase, and, for the month of March 2023 alone, around 25% of Clipper trips were taken using a mobile card.

Clipper START Card Issuance and Usage

- Over 21,300 applications have been submitted through March 2023, with nearly 19,000 approved.

- As of March 2023, just under 14,000 unique Clipper START cards have been used.

- Of the over 1,800,000 Clipper START trips taken since the program launched, over 285,000 were taken using a mobile Clipper card. This represents around 15% of Clipper START trips.

Customer Service Update

- Total CSRs taking calls: 38

- Total CSRs: 38 (0 CSRs on leave or in training)

- Clipper Customer Service Center is continuing to meet all established key performance indicators (KPIs)

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 September 1, 2023 is Thursday, June 1, 2023.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Clipper System Transaction and Revenue & Mobile App Performance and Usage Charts and Figures

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