



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Agenda

Clipper Executive Board

Robert Powers, Chair April Chan, Vice Chair
Members
Bill Churchill, Eddy Cumins, Andrew B. Fremier, Carolyn M.
Gonot,
Michael Hursh, Denis Mulligan, and Jeffrey Tumlin

Monday, June 26, 2023

1:30 PM

Board Room - 1st Floor

Meeting attendees may opt to attend in person for public comment and observation at:
Bay Area Metro Center, 375 Beale Street, Board Room (1st Floor).

In-person attendees must adhere to posted public health protocols while in the building.

The meeting webcast will be available at:

<https://mtc.ca.gov/whats-happening/meetings/live-webcasts>.

Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

Members of the public participating by Zoom wishing to speak should use the “raise hand” feature or dial *9. When called upon, unmute yourself or dial *6. In order to get the full Zoom experience, please make sure your application is up to date.

Attendee Link: <https://bayareametro.zoom.us/j/82057040675>

iPhone One-Tap:

+13462487799,,82057040675# US (Houston)

+12532158782,,82057040675# US (Tacoma)

Join by Telephone (for higher quality, dial a number based on your current location) US:

888 788 0099 (Toll Free) or 877 853 5247 (Toll Free)

Webinar ID: 820 5704 0675

International numbers available: 820 5704 0675

Detailed instructions on participating via Zoom are available at:

<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name and agenda item number in the subject line. Due to the current circumstances there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

1. Call Meeting to Order / Roll Call / Confirm Quorum

Quorum: A quorum of this committee shall be a majority of its regular voting members (5).

2. Consent Calendar

- 2a. [23-0912](#) Minutes of the May 22, 2023 Meeting

Action: Board Approval

Attachments: [2a. Minutes of the May 22, 2023 Meeting](#)

3. Approval

- 3a. [23-0914](#) Clipper® Contract Amendment - Clipper START Outreach

Request for approval of a contract amendment for Clipper START Outreach for Fiscal Year 2023-2024: Caribou Public Relations, Inc. (\$200,000).

Action: Board Approval

Presenter: Lysa Hale

Attachments: [3a. Clipper START Contract Amendment - Caribou Public Relations, Inc.](#)

4. Information

- 4a. [23-0915](#) Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the Next Generation Clipper System (C2)

Action: Information

Presenter: Jason Weinstein

Attachments: [4a. Clipper Schedule and Implementation Update](#)

[4ai. Next Generation Clipper Program Executive Summary Status Report](#)

[4aii. Next Generation Clipper Workstream Schedule Details](#)

[4aiii. Clipper Next Generation Equipment Pilot Installation Pictures](#)

4b. [23-0916](#) Current Clipper® Operations and Performance Update

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 May 2023 meeting

Action: Information

Presenter: Edward Meng

Attachments: [4b Current Clipper Operations and Performance Update](#)
[4bi Clipper Operations Performance Update](#)

5. Executive Director's Report-Kuester**6. Public Comment / Other Business**

*Board Members and members of the public participating by Zoom wishing to speak should use the "raise and" feature or dial *9. When called upon, unmute yourself or dial *6.*

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held Monday, July 24, 2023, location and any changes to the schedule will be duly noticed to the public.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章: MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Titulo VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0912 **Version:** 1 **Name:**
Type: Minutes **Status:** Consent
File created: 6/7/2023 **In control:** Clipper Executive Board
On agenda: 6/26/2023 **Final action:**
Title: Minutes of the May 22, 2023 Meeting
Sponsors:
Indexes:
Code sections:
Attachments: [2a. Minutes of the May 22, 2023 Meeting](#)

| Date | Ver. | Action By | Action | Result |
|------|------|-----------|--------|--------|
|------|------|-----------|--------|--------|

Subject:
Minutes of the May 22, 2023 Meeting

Recommended Action:
Board Approval

Attachments:



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Minutes - Draft

Clipper Executive Board

Robert Powers, Chair April Chan, Vice Chair

Members

Bill Churchill, Eddy Cumins, Andrew B. Fremier, Carolyn M.

Gonot,

Michael Hursh, Denis Mulligan, and Jeffrey Tumlin

Monday, May 22, 2023

1:30 PM

BART Board Room, 1st Floor,
2150 Webster Street, Oakland, CA 94612

Meeting attendees may opt to attend in person for public comment and observation at:
BART Board Room, 2150 Webster Street, 1st Floor, Oakland, CA 94612.

In-person attendees must adhere to posted public health protocols while in the building.

The meeting webcast will be available at <http://mtc.ca.gov/whats-happening/meetings>

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Attendee Link: <https://us06web.zoom.us/j/88697244092>

Or One tap mobile :

+16694449171,,88697244092#

Or Dial:833 548 0282 US Toll Free

Webinar ID:886 9724 4092

Detailed instructions on participating via Zoom are available at:

<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>

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Heather McKillop acted as a delegate and voting member of the Board in place of Member Eddy Cumins. Attendance and Actions noted below as “Cumins” were taken by McKillop.

Greg Richardson acted as a delegate and voting member of the Board in place of Carolyn Gonot. Attendance and Actions noted below as “Gonot” were taken by Richardson.

Ahsan Baig acted as a delegate and voting member of the Board in place of Michael Hursh. Attendance and Actions noted below as “Hursh” were taken by Baig.

Member Tumlin arrived during Item 3a.

1. Call Meeting to Order / Roll Call / Confirm Quorum

Present: 8 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Tumlin, Board Member Gonot, Board Member Churchill, Board Member Chan, and Board Member Cumins

Absent: 1 - Board Member Fremier

2. Consent Calendar

Upon the motion by Board Member Mulligan and seconded by Board Member Churchill, , the Consent Calendar was unanimously approved. The motion carried by the following vote:

Aye: 7 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Gonot, Board Member Churchill, Board Member Chan and Board Member Cumins

Absent: 2 - Board Member Tumlin and Board Member Fremier

2a. [23-0595](#) Minutes of the April 24, 2023 Meeting

Action: Board Approval

Attachments: [2a Minutes of the April 24, 2023 Meeting](#)

2b. [23-0705](#) Clipper® Purchase Order - Network Services

Request for approval of a Purchase Order for Clipper Network Services for Fiscal Year 2023-2024: AT&T (\$400,000)

Action: Board Approval

Presenter: Sarah Doggett

Attachments: [2b. Purchase Order AT&T Network](#)

3. Approval

- 3a.** [23-0703](#) Clipper® In-Person Customer Service Centers Contract Actions
- i. Contract Amendment - TTEC Government Solutions, LLC (TTEC) (\$520,000);
 - ii. Contract Amendment - Nematode Holdings, LLC (Nematode) (\$300,000);
 - iii. Funding Agreement Amendment - Alameda-Contra Costa Transit District (AC Transit) (\$245,000)
- Action:** Board Approval
- Presenter:** Kelley Jackson
- Attachments:** [3a Clipper In-Person Customer Svc Centers_FY24](#)
- Upon the motion by Board Member Churchill and seconded by Board Member Gonot, Item 3a. was unanimously approved. The motion carried by the following vote:**
- Aye:** 8 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Tumlin, Board Member Gonot, Board Member Churchill, Board Member Chan and Board Member Cumins
- Absent:** 1 - Board Member Fremier
-
- 3b.** [23-0596](#) Clipper® Two Year Budget and Work Plan
- Clipper budget and work plan for Fiscal Years (FY) 2023-2024 and 2024-2025 for the Executive Board’s review and approval
- Action:** Board Approval
- Presenter:** Edward Meng
- Attachments:** [3b Clipper Two Year Budget](#)
[3bi. Operating Revenue and Budget](#)
[3bii. Capital Revenue and Budget](#)
[3biii. Est O&M Cost by Operator](#)
- The following individuals spoke on this item:
Aleta Dupree.
- Upon the motion by Board Member Mulligan and seconded by Board Member Cumins, Item 3b. was unanimously approved. The motion carried by the following vote:**
- Aye:** 8 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Tumlin, Board Member Gonot, Board Member Churchill, Board Member Chan and Board Member Cumins
- Absent:** 1 - Board Member Fremier

4. Information

4a. [23-0597](#) Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the Next Generation Clipper System (C2)

Action: Information

Presenter: Jason Weinstein

Attachments: [4a Clipper Schedule and Implementation Update](#)

[4ai CEB Status Report 2023-05-22](#)

[4aii Clipper Next Generation Equipment Pilot Installation Pictures April](#)

The following individuals spoke on this item:
Adina Levin, Seamless Bay Area.

4b. [23-0598](#) Current Clipper® Operations and Performance Update

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 April 2023 meeting

Action: Information

Presenter: Jason Weinstein

Attachments: [4b Current Clipper Operations and Performance Update](#)

[4bi. April Clipper Data Clipper Executive Board](#)

5. Executive Director's Report-Kuester

6. Public Comment / Other Business

The following individuals spoke on this item:
Aleta Dupree; and
Adina Levin.

7. Adjournment / Next Meeting

The next meeting of the Clipper® Executive Board will be held Monday, June 26, 2023, MTC Board Room, 1st Floor, 375 Beale Street, San Francisco CA 94105. Any changes to the schedule will be duly noticed to the public.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0914 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 6/7/2023 **In control:** Clipper Executive Board

On agenda: 6/26/2023 **Final action:**

Title: Clipper® Contract Amendment - Clipper START Outreach

Request for approval of a contract amendment for Clipper START Outreach for Fiscal Year 2023-2024: Caribou Public Relations, Inc. (\$200,000).

Sponsors:

Indexes:

Code sections:

Attachments: [3a_Clipper START Contract Amendment - Caribou Public Relations, Inc.](#)

| Date | Ver. | Action By | Action | Result |
|------|------|-----------|--------|--------|
|------|------|-----------|--------|--------|

Subject:

Clipper® Contract Amendment - Clipper STARTSM Outreach

Request for approval of a contract amendment for Clipper STARTSM Outreach for Fiscal Year 2023-2024: Caribou Public Relations, Inc. (\$200,000).

Presenter:

Lysa Hale

Recommended Action:

Board Approval

Attachments:

Clipper[®] Executive Board

June 26, 2023

Agenda Item 3a

Contract Amendment – Clipper[®] STARTSM Outreach Services: Caribou Public Relations, Inc. (\$200,000)

Subject:

Recommendation to approve a contract amendment for Caribou Public Relations, Inc. (Caribou) in the amount of \$200,000 for the purpose of conducting outreach for Clipper[®] STARTSM.

Background:

Clipper annually contracts with a firm to conduct different types of outreach to support Clipper[®] STARTSM and promote program uptake. In past years:

- We formed partnerships with the social service and related agencies, such as workforce development boards, in all Bay Area counties.
- For Community Based Organization (CBO) outreach, we contacted CBO lists provided by transit agencies and expanded to include other community locations such as libraries. We successfully reached more than 200 CBOs and community partners who agreed to promote the program.
- We had great success working with unions who represent low-income wage earners.
- We expanded in 2022-23 to hold in-person tabling at CBO locations and community events.
- We contracted directly with one CBO to provide outreach in the East Oakland area.

In FY 2023-24, we will continue to conduct in-person tabling. We also will expand to establish more formal partnerships with key CBOs in the neighborhoods where potential Clipper[®] STARTSM applicants are most likely to live and travel. This would involve working through our contractor to provide stipends to the participating CBOs to have them conduct direct outreach to their client populations.

In 2022, MTC selected Caribou through a direct select process from MTC's 2020 Electronic Payments Consultant Assistance bench. This bench was approved by the MTC Operations Committee on December 11, 2020. The initial Caribou contract was approved by MTC's Executive Director under Executive Director signature authority pursuant to MTC's contracting

procedures. The \$200,000 for the contract amendment is subject to approval of MTC's Fiscal Year 2023-24 budget.

Issues:

None identified.

Recommendation:

Staff recommends that the Board approve a contract amendment with Caribou in an amount not to exceed \$200,000 and to extend the contract period to June 30, 2024, to provide outreach services for the Clipper® STARTSM program, as described above.

Attachment:

- Request for Committee Approval – Summary of Proposed Contract Amendment



Carol Kuester

Request for Board Approval

Summary of Proposed Contract Amendment

Contractor (or “Consultant”): Caribou Public Relations, Inc.
Martinez, CA

Work Project Title: Clipper® STARTSM Outreach

Purpose of Project: To increase enrollment in the Clipper® STARTSM program

Brief Scope of Work: Work with social service and related agencies, community-based organizations, libraries and other organizations to promote the Clipper® STARTSM program

Project Cost Not to Exceed: Existing Contract: \$120,000
This Amendment \$200,000
Total Contract Value After This Amendment: \$320,000

Funding Source: Low Carbon Transportation Operations Program, State Transit Assistance

Fiscal Impact: Funding is subject to inclusion in the FY 2023-24 MTC budget.

Motion by Board: That a contract amendment with Caribou Public Relations, Inc. for the purposes described above and in the Clipper Executive Director’s summary sheet dated June 26, 2023, is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

Robert Powers, Chair

Approved: June 26, 2023



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0915 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 6/7/2023 **In control:** Clipper Executive Board

On agenda: 6/26/2023 **Final action:**

Title: Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the Next Generation Clipper System (C2)

Sponsors:

Indexes:

Code sections:

- Attachments:** [4a Clipper Schedule and Implementation Update](#)
[4ai Next Generation Clipper Program Executive Summary Status Report](#)
[4aia Next Generation Clipper Workstream Schedule Details](#)
[4aiii Clipper Next Generation Equipment Pilot Installation Pictures](#)

| Date | Ver. | Action By | Action | Result |
|------|------|-----------|--------|--------|
|------|------|-----------|--------|--------|

Subject:
Clipper® Schedule, Implementation, and Deployment Update

Update on key developments related to the Next Generation Clipper System (C2)

Presenter:
Jason Weinstein

Recommended Action:
Information

Attachments:

Clipper® Executive Board

June 26, 2023

Agenda Item 4a

Clipper® Schedule, Implementation, and Deployment Update

Subject:

Update on key developments related to the implementation of the current and Next Generation Clipper System (C2)

Background:

Next Generation Project Schedule

Our current schedule (see top of Attachment A) shows the work remaining in two workstreams:

- Equipment Installation, and
- Account-based System Implementation, which consists of System Testing (shown in light-blue, as this is non-customer facing), a pre-Transition pilot test that will include public participants, and concluding with transition of all customers to the new Account-based system and breaking out the Account-based System Testing, Transition Pilot Test, and Customer Transition.

Included as Attachment B are slides providing a more detailed breakdown of these two workstreams. Per the request of Clipper Executive Board (“CEB”) members in the May 22, 2023 meeting, MTC staff will present and discuss these slides with CEB at the June 26, 2023 meeting.

Cubic’s schedule submitted in May is consistent with Attachment A. MTC has approved the submitted schedule and directed Cubic to proceed according to that schedule pending execution of a future Change Order to true up the milestone dates in the contract. Based on our assessment of the remaining work, we are projecting that on-board equipment installation will be complete at the end of 2023 and that Customer Transition will start in the summer of 2024. This date is when we expect to have the new Clipper back-office system fully operational, all new equipment installed across 22 transit agencies in the Bay Area, and ancillary equipment such as handheld fare inspection devices and retail sales devices ready for operations. MTC is currently reviewing Cubic’s June schedule submittal for discussion in July.

Next Generation Schedule Risk

Risk assessment, mitigation and management are critical to project success. The project team reviews the risks to C2 each month and staff will list the top/key risks based on our current assessment in this section each month to keep the Board apprised of:

- Completion of all of business rules updates to support the Fare Integration Task Force modifications allowing for end-to-end testing of the entire system with all new transfer rules prior to Customer Transition.
- Completion of all hardware installation at all locations, including installation projects by transit operators (e.g., BART network deployment and new fare gate procurement.)
- Coordination of the various project components and the timing to “land on a dime” with multiple contractors for the various parts of the system. (e.g. working with the customer service and fare media contractors, transit agency vendors for components like ticket machines and computer-aided dispatch / automatic vehicle location CAD/AVL systems, as well as training transit agency staff.)

Next Generation Implementation

Included as Attachment A to this memorandum is a summary of recently completed activities related to delivering C2, upcoming activities and deliverables for MTC, Cubic Transportation Systems, and the transit operators, and other noteworthy items managed by the project team.

Next Generation Deployment

Clipper reader installations at rail and ferry stations are complete at AC Transit, Caltrain, Golden Gate Ferry, SMART, VTA and WETA; installation for SFMTA (4 stand-alone validators) is expected to be completed in the near future. Onboard Clipper reader installations are completed at Santa Rosa CityBus and Petaluma Transit with a handful of buses remaining to be installed at SamTrans, Napa, Soltrans and LAVTA. Fleetwide installs at VTA are ongoing with County Connection and TriDelta expected to start soon. SFMTA is 73% complete. Clipper retail sales devices are being replaced with their Next Generation counterparts at Bay Area Walgreens, Whole Foods, and local retailers. Included as Attachment C to this memorandum is a presentation showing recent pictures of Next Generation Clipper device installations.

Issues:

None identified.

Recommendations:

Information

Attachments:

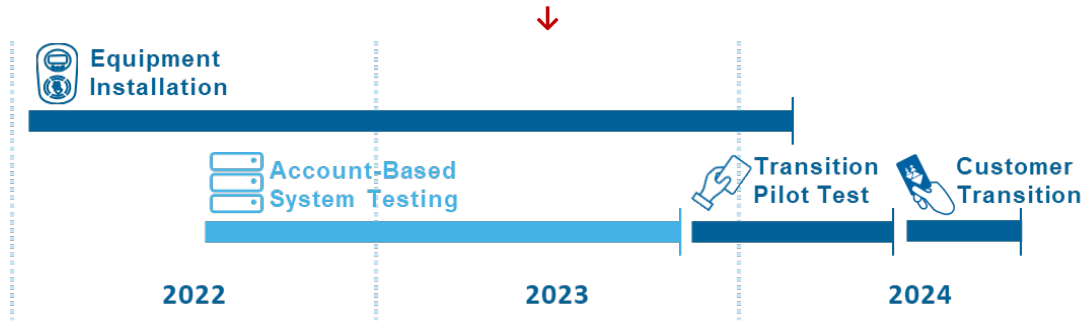
- Attachment A: Next Generation Clipper Program Executive Summary Status Report
- Attachment B: Next Generation Clipper Workstream Schedule Details
- Attachment C: Clipper Next Generation Equipment Pilot Installation Pictures



Carol Kuester



Next Generation Clipper Program Executive Summary Status Report – June 26, 2023



Summary

- Regionwide installation of onboard validators and retail sales devices continues. Pilot testing of operator control unit (OCU) and remaining onboard validator integration options continues.
- Account-based System Demonstration Testing (SDT) and User Acceptance Testing (UAT) continue. System Integration Test (SIT) procedure review nearly complete.
- Comments on initial Operations and Maintenance (O&M) Documents submittal submitted. Review of Implementation Plan Documents resubmittal underway.
- Technical and planning discussions continue with operators on various topics, including new device installation, BART coordination, and paratransit/third-party integration.
- Joint coordination meetings ongoing between MTC and C2 Contractors Cubic (System Integrator), WSP (Customer Service Center), and Fiserv (Payment Services).
- Statements of Qualifications (SOQs) for Limited-Use Fare Ticket Suppliers under review.

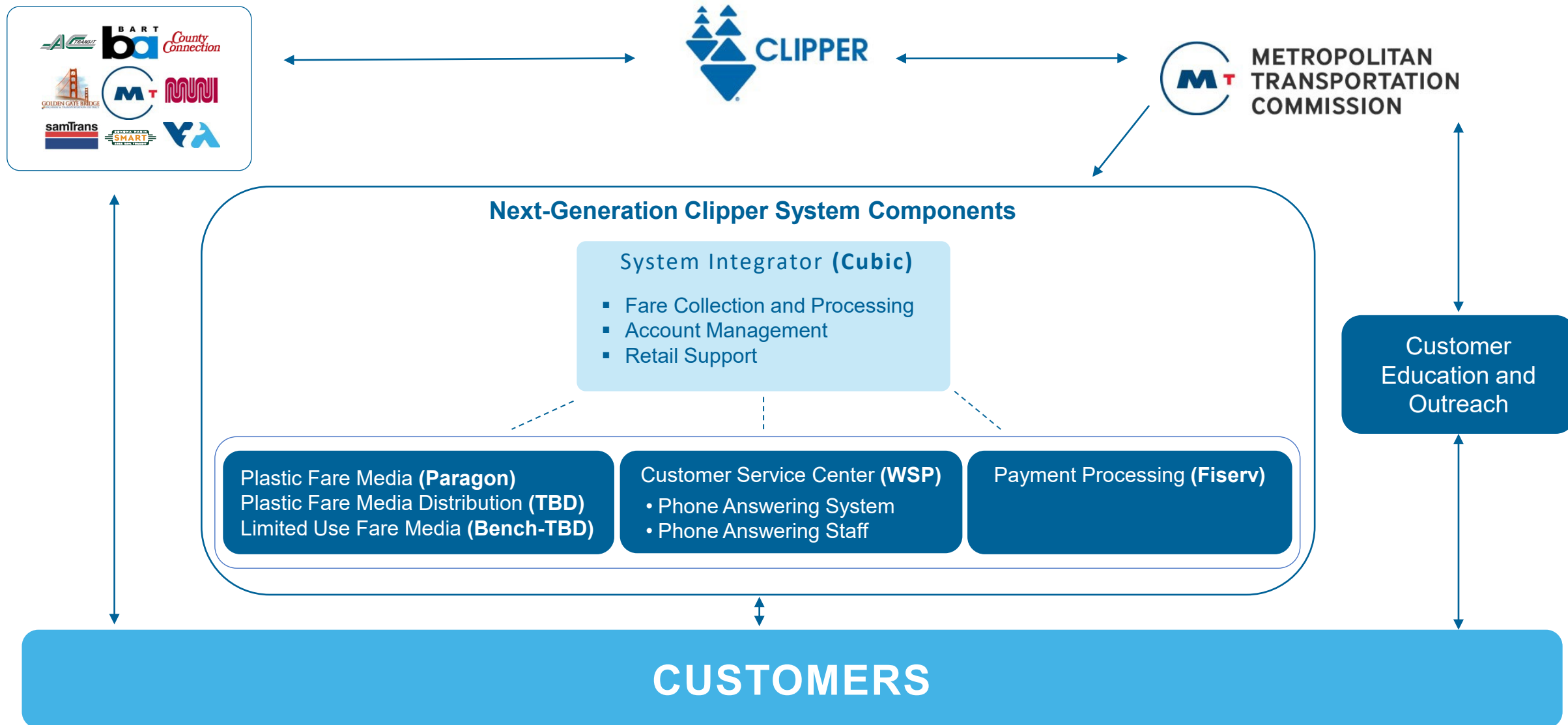
Recently Completed Activities

| | MTC/IBI | Cubic | Operators | Date |
|---|---------|-------|-----------|---------|
| • New Devices: | | | | |
| o Regionwide installation (cont'd.) | ● | ● | ● | ongoing |
| • Account-based System Testing: | | | | |
| o User Acceptance Testing for Retail solution | ● | | ● | Jun 16 |
| o SIT procedure review | ● | | ● | ongoing |
| • Account-based System Documentation: | | | | |
| o Comments on O&M Documents submitted | ● | | ● | May 26 |
| o Implementation Plans resubmitted | | ● | | Jun 7 |
| • Fare Ticket procurement: | | | | |
| o SOQs for supplier bench received | ● | | ● | Jun 12 |

Upcoming Activities/Deliverables

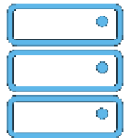
| | MTC/IBI | Cubic | Operators | Date |
|---|---------|-------|-----------|---------|
| • New Devices: | | | | |
| o Pilot testing (cont'd.) | ● | ● | ● | Jun–Jul |
| o BART fare gate validator testing | ● | ● | ● | Jun–Jul |
| • Account-based System Testing: | | | | |
| o User Acceptance Testing (cont'd.) | ● | ● | ● | Jun–Aug |
| o System Demonstration Testing (cont'd.) | ● | ● | ● | Jun–Jul |
| o System Integration Testing | ● | ● | ● | Jun–Aug |
| • Account-based System Documentation: | | | | |
| o Implementation Plans resubmittal review | ● | | ● | Jun 30 |
| • Clipper Executive Board Meeting | ● | | ● | Jul 24 |

Clipper is delivered by Transit Operators & MTC





**Equipment
Installation**



**Account-Based
System Testing**



**Transition
Pilot Test**



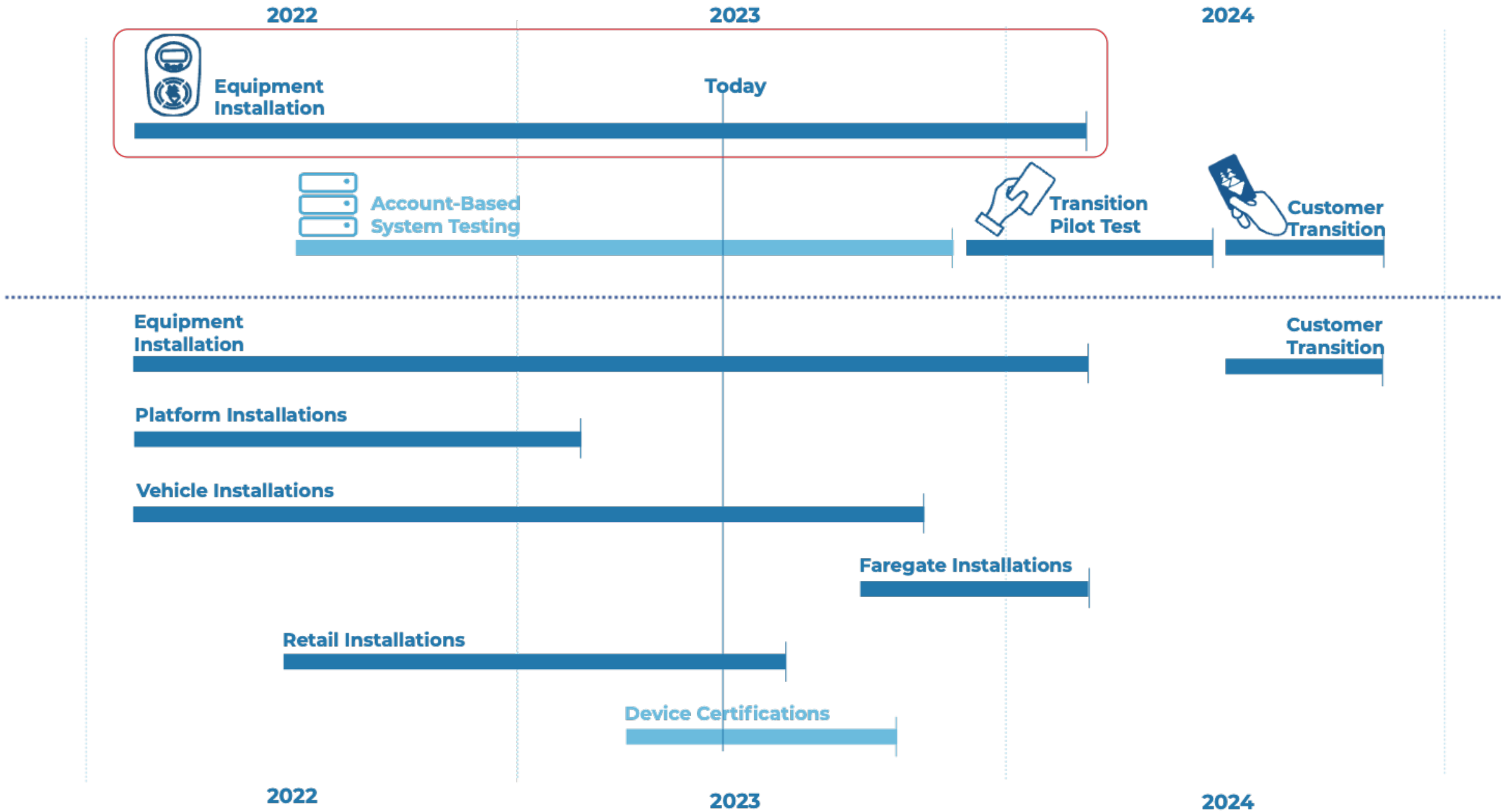
**Customer
Transition**

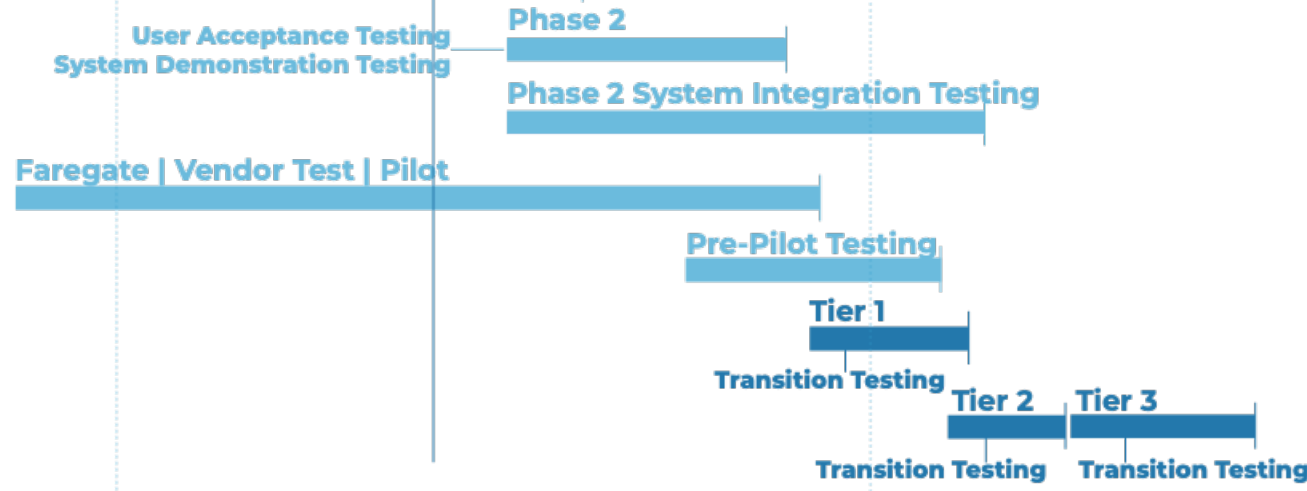
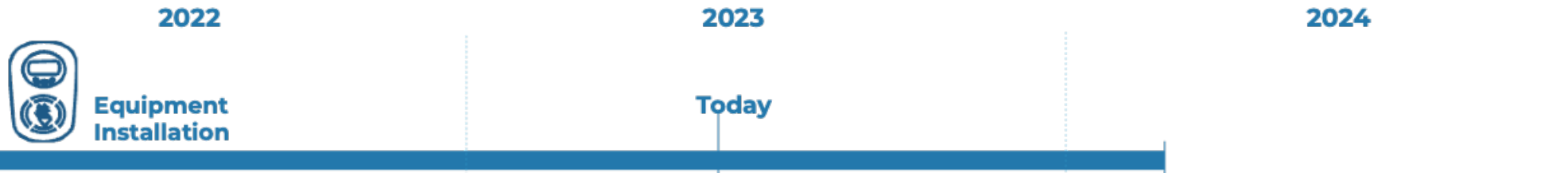
Today

2022

2023

2024





2022 2023 2024



Clipper® Next Generation Equipment Pilot Installation Pictures

Clipper Executive Board
June 26, 2023

Marin Transit Installation



Tri Delta Onboard Validator and Operator Control Unit Installation



County Connection Onboard Validator and Operator Control Unit Installation





Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 23-0916 **Version:** 1 **Name:**

Type: Report **Status:** Informational

File created: 6/7/2023 **In control:** Clipper Executive Board

On agenda: 6/26/2023 **Final action:**

Title: Current Clipper® Operations and Performance Update

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 May 2023 meeting

Sponsors:

Indexes:

Code sections:

Attachments: [4b Current Clipper Operations and Performance Update](#)
[4bi Clipper Operations Performance Update](#)

| Date | Ver. | Action By | Action | Result |
|------|------|-----------|--------|--------|
|------|------|-----------|--------|--------|

Subject:

Current Clipper® Operations and Performance Update

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 May 2023 meeting

Presenter:

Edward Meng

Recommended Action:

Information

Attachments:

Clipper® Executive Board

June 26, 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 May 2023 meeting.

Background:

Transaction and Sales

In May 2023, Clipper processed over 12 million transactions and settled over \$29 million in revenue.

Clipper Mobile Card Creation and Usage

- Over 443,000 plastic cards have been transferred to mobile wallets, and over 1.2 million new mobile cards have been created since program launch.
- Customers have now taken over 38 million trips using Clipper mobile cards. This represents about 18% of the total trips taken with Clipper since the mid-April 2021 launch. This percentage continues to increase, and, for the month of May 2023 alone, nearly 26% of Clipper trips were taken using a mobile card.

Clipper START Card Issuance and Usage

- Over 24,000 applications have been submitted through May 2023, with over 21,000 approved.
- As of May 2023, over 15,000 unique Clipper START cards have been used.
- Of the nearly 2,100,000 Clipper START trips taken since the program launched, over 335,000 were taken using a mobile Clipper card. This represents around 16% of Clipper START trips.

Customer Service Update

- Total CSRs taking calls: 35
- Total CSRs: 43 (1 CSRs on leave, 6 CSRs 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 December 31, 2023 is Thursday, October 2, 2023.

Issues:

None identified.

Recommendations:

Information.

Attachments:

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



Carol Kuester



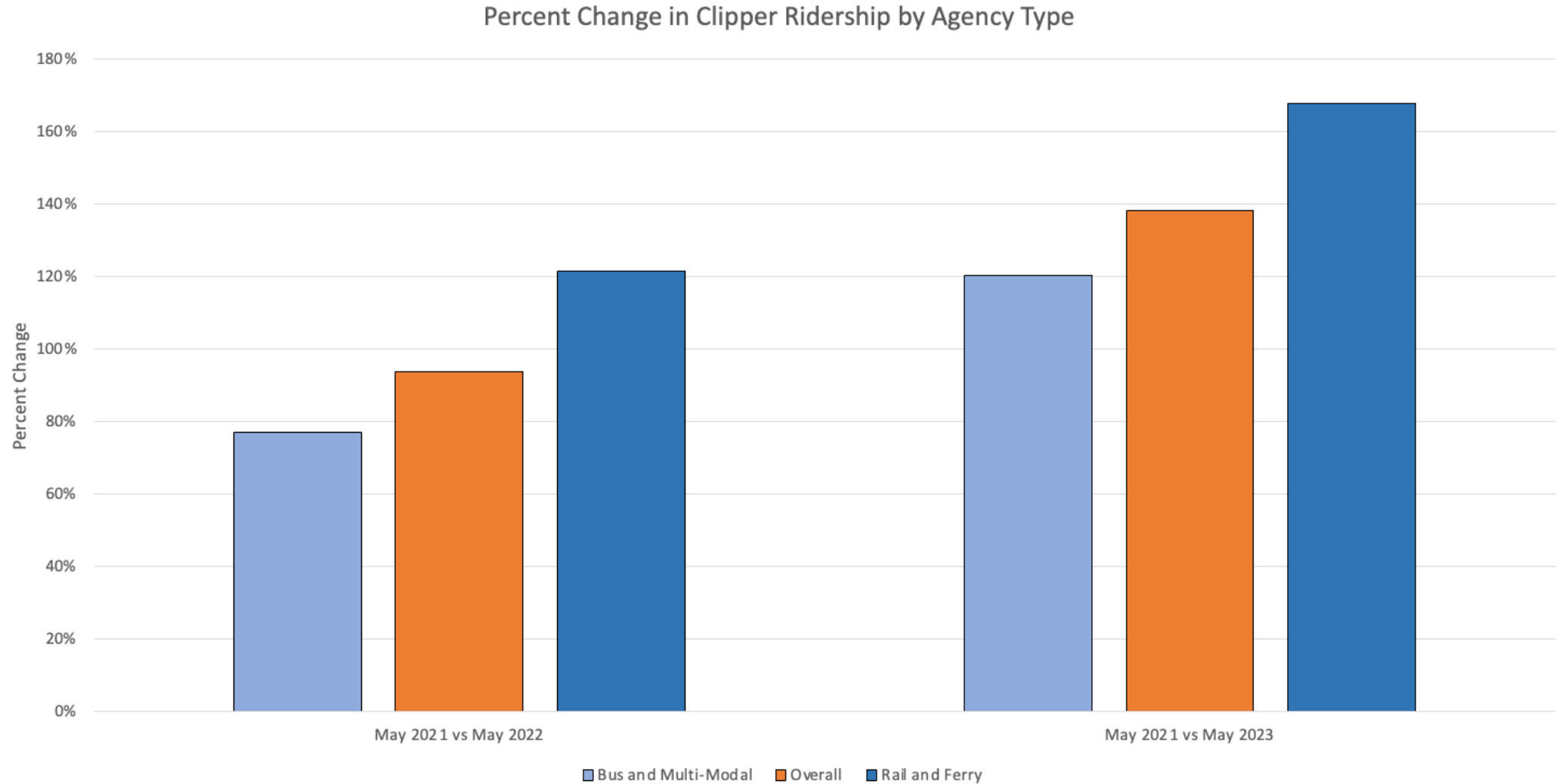
Clipper® Operations and Performance Update

Charts and Figures

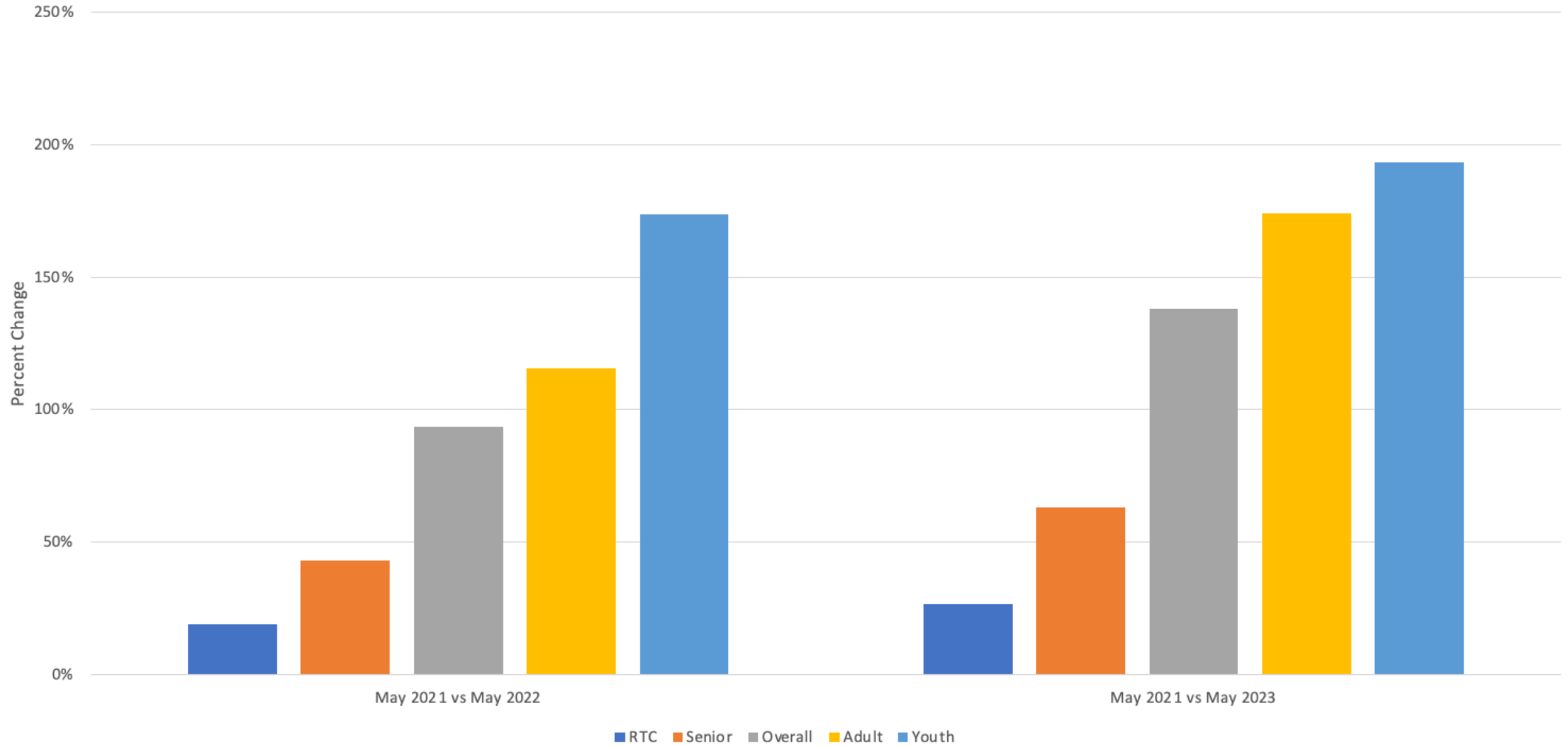
Clipper Executive Board

June 26, 2023

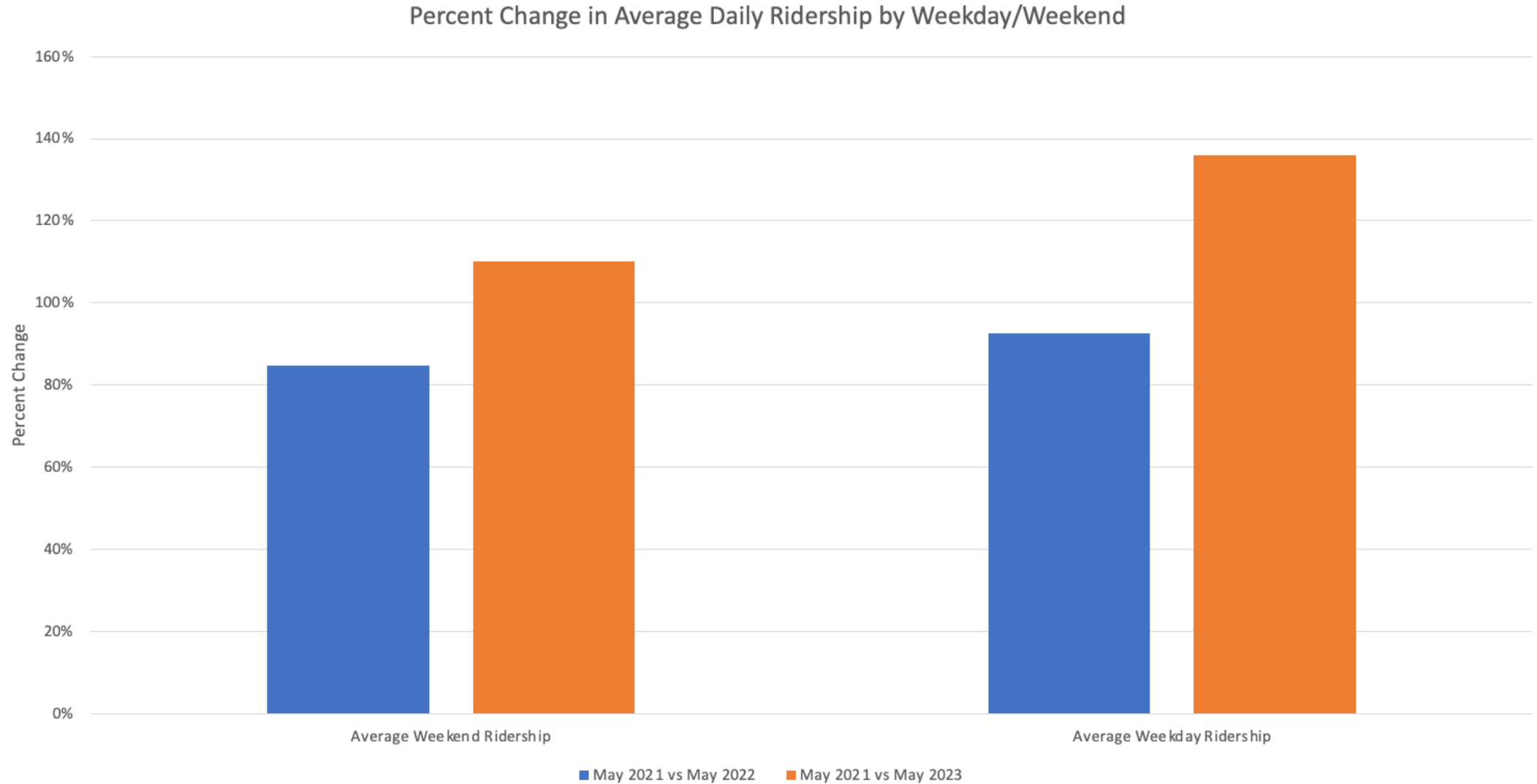
Given the decrease was more precipitous, rail and ferry ridership increased at a higher rate than bus ridership



Ridership Recovery Has Occurred More Quickly With Adults Than With Youth or Seniors

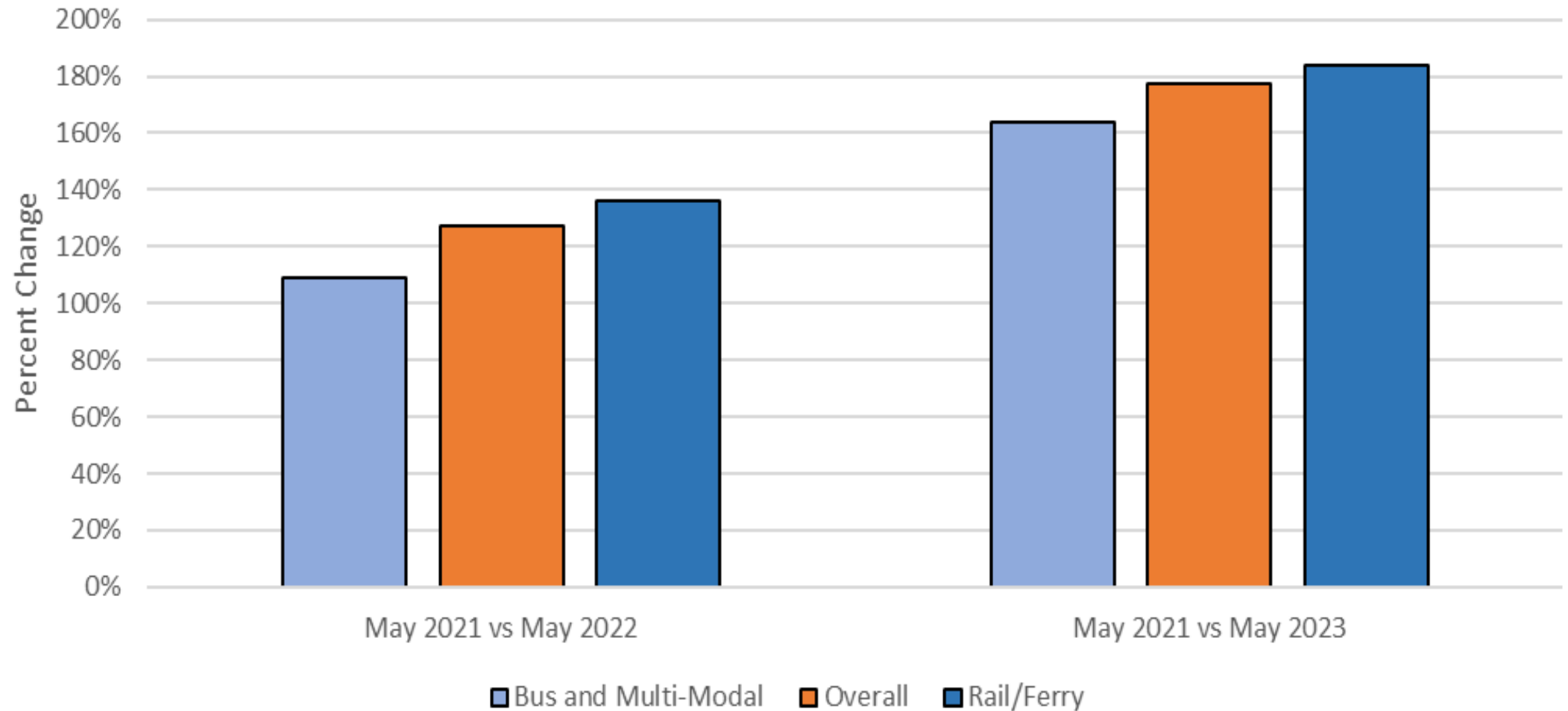


Weekday Ridership is Recovering More Quickly Than Weekend, But Both Positive Growth

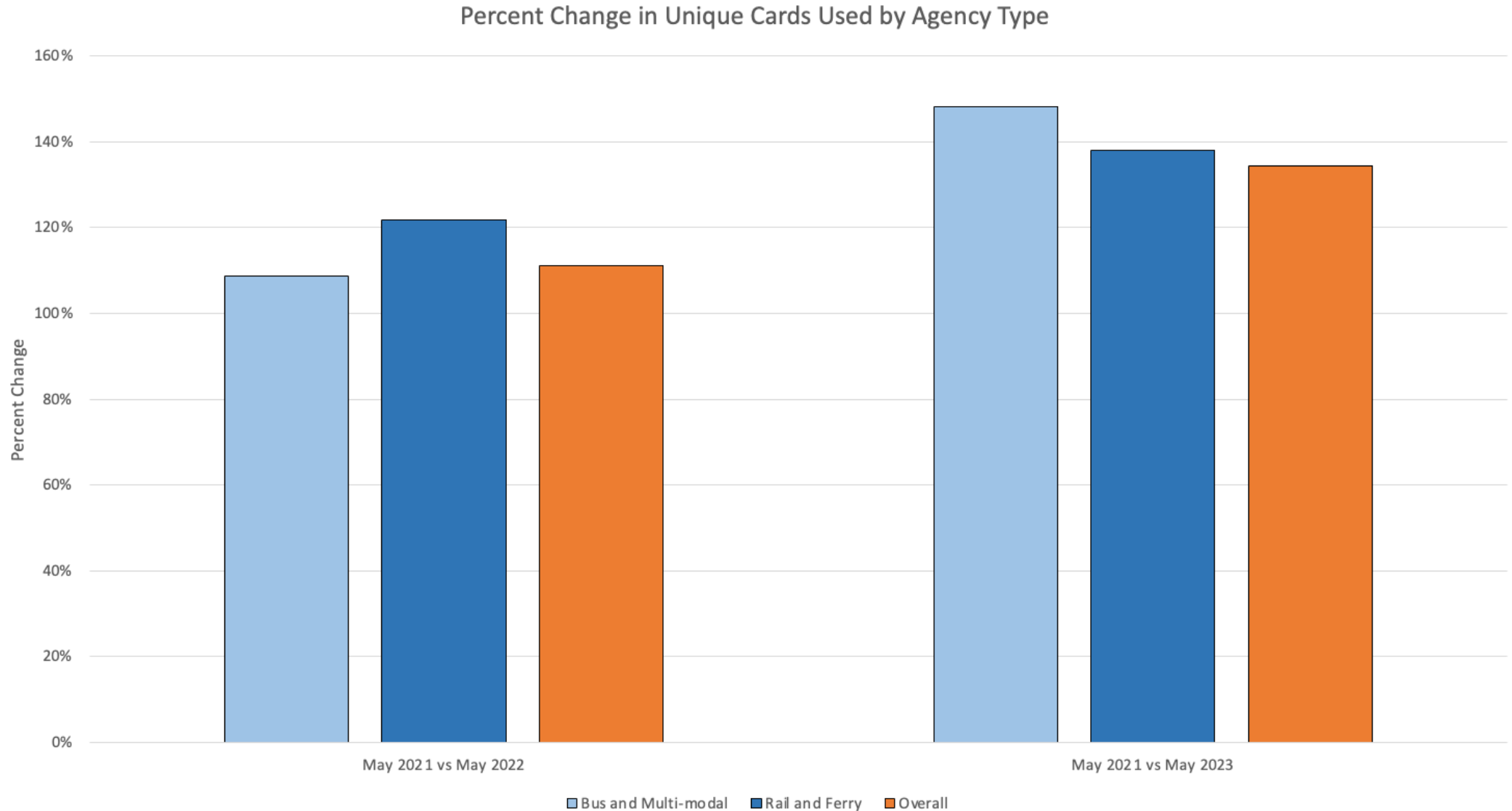


Clipper Revenue Continues a Steady Increase

Percent Change in Clipper Settled Revenue by Agency Type

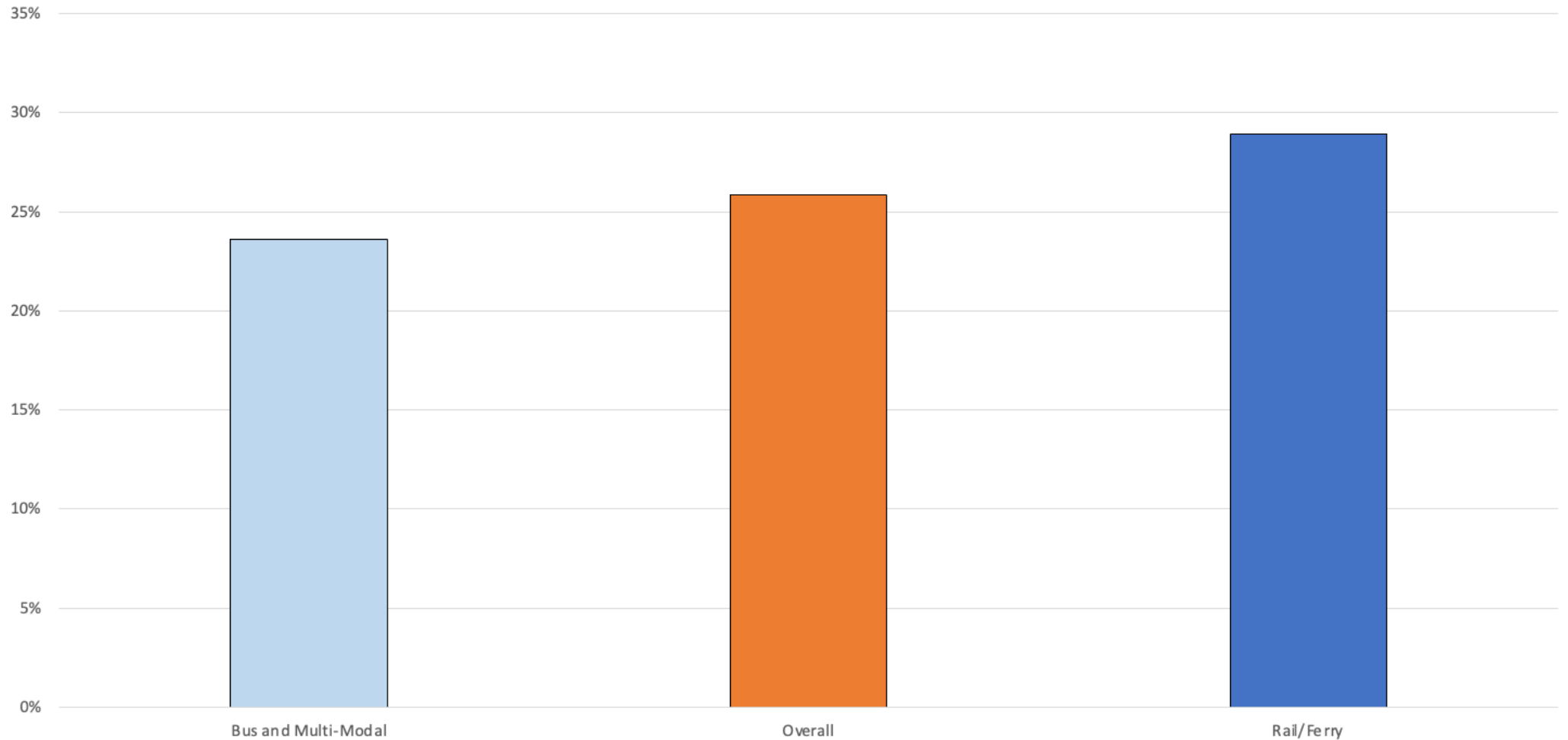


New Or Returning Riders – Measured by Unique Clipper Cards – Are Trending Up Especially on Bus



Rail and Ferry customers are more inclined to pay fares using a Clipper mobile card

Percent of Clipper Trips made by Mobile Cards in May 2023



Clipper® Fact of the Month

- Ongoing costs for **mobile** and **plastic** cards are relatively similar.
- Main difference is the cost of plastic (not included here).
- We charge \$3 for plastic Adult cards which subsidizes cost of all other discounted plastic cards. We charge \$0 for mobile cards on phone.

\$0.43 vs **\$0.49**

ONGOING OPERATING, DISTRIBUTION, AND CUSTOMER SERVICE COSTS
MOBILE VS PHYSICAL (Q1 2023)

