

Clipper® Executive Board

February 26, 2024

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 January 2024 meeting.

Background:

Transaction and Sales

In January 2024, Clipper processed over 12 million transactions and settled over \$28 million in revenue, an increase of 20% and 23% respectively compared to January 2023.

Clipper Mobile Card Adoption and Usage

Since the launch of the mobile Clipper card in April 2021, over 2,4 million mobile Clipper cards have been created and staff has noted a steady increase in both the number of and percentage of trips taken using a Clipper mobile card. In January 2024 alone, over 30% of Clipper trips were taken using a mobile card, compared to 23% in January 2023.

Clipper START Card Issuance and Usage

In December 2023, the program received 68% more Clipper START applications and Clipper START trips increased by 35% compared to December 2022. In January 2024, the Clipper START program implemented a region-wide 50% discount for eligible START customers with all Clipper operators participating in the program. Initial data analysis in January 2024 indicates that the number of START applications received and approved nearly tripled from December 2023 to January 2024.

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:

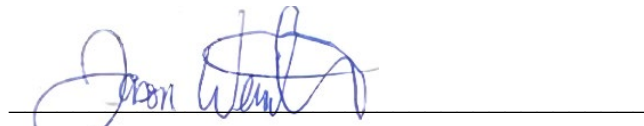
None identified.

Recommendations:

Information.

Attachments:

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



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