

Clipper® Executive Board

May 20, 2024

Agenda Item 4b

Current Clipper® Operations and Performance Update

Subject:

Update on current Clipper system operations and performance

Background:

Transaction and Sales

In April 2024, Clipper processed over 13 million transactions and settled over \$31 million in revenue, an increase of 14% and 15% respectively compared to April 2023.

Clipper Mobile Card Adoption and Usage

Since the launch of the mobile Clipper card in April 2021, over 2.6 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 April 2024 alone, over 31% of Clipper trips were taken using a mobile card, compared to 25% in April 2023.

Clipper START Card Issuance and Usage

In April 2024, the program received 136% more Clipper START applications compared to April 2023, and Clipper START trips increased by 86% over the same time period.

Quarterly Fare Change Deadline

Fare changes and updates are scheduled to occur quarterly to limit demands on development and testing resources as work continues on developing the Next Generation Account-based System.

The deadline for requesting fare changes for September 1, 2024 is June 3, 2024.

Issues:

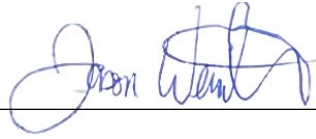
None identified.

Recommendations:

Information.

Attachments:

- None



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