



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*

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Monday, May 22, 2023

1:30 PM

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

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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>

Members of the public are encouraged to participate remotely via Zoom at the following link or phone number. Committee Members and 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://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>

Members of the public may participate by phone or Zoom or may submit comments by email at [info@bayareametro.gov](mailto: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. [23-0595](#) 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](#)

- 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](#)

#### 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](#)
- 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

*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, June 26, 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](http://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.

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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)

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**File #:** 23-0595      **Version:** 1      **Name:**  
**Type:** Minutes      **Status:** Consent  
**File created:** 4/11/2023      **In control:** Clipper Executive Board  
**On agenda:** 5/22/2023      **Final action:**  
**Title:** Minutes of the April 24, 2023 Meeting  
**Sponsors:**  
**Indexes:**  
**Code sections:**  
**Attachments:** [2a\\_Minutes of the April 24, 2023 Meeting](#)

Date	Ver.	Action By	Action	Result
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**Subject:**  
Minutes of the April 24, 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*

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Monday, April 24, 2023

1:30 PM

Board Room - 1st Floor

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Meeting attendees may opt to attend in person for public comment and observation at 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 <http://mtc.ca.gov/whats-happening/meetings>

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Attendee Link: <https://bayareametro.zoom.us/j/83383502148>

iPhone One-Tap: US: +13462487799,,83383502148# or +12532050468,,83383502148#

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:833 8350 2148

International numbers available: <https://bayareametro.zoom.us/j/kcmJXTJES8>

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.

Alix Bockelman acted as a delegate and voting member of the Board in place of Member Andrew Fremier. Attendance and actions noted below as “Fremier” were taken by Bockelman.

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

- Present:** 7 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Tumlin, Board Member Chan, Board Member Fremier, and Board Member Cumins
- Absent:** 2 - Board Member Gonot, and Board Member Churchill

## 2. Consent Calendar

**Upon the motion by Board Member Mulligan and seconded by Board Member Tumlin, 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 Tumlin, Board Member Chan, Board Member Fremier and Board Member Cumins
- Absent:** 2 - Board Member Gonot and Board Member Churchill

### 2a. [23-0560](#) Minutes of the March 27, 2023 Meeting

**Action:** Board Approval

**Attachments:** [2a Minutes of the March 27, 2023 Meeting](#)

## 3. Approval

The following individuals spoke on this Item:  
Aleta Dupree.

**Upon the motion by Board Member Mulligan and seconded by Board Member Hursh, a contract amendment with Moore Iacofano Goltsman Inc. in an amount not to exceed \$2,700,000 and to extend the contract period to June 30, 2024, was approved. The motion carried by the following vote:**

- Aye:** 7 - Board Member Mulligan, Board Member Hursh, Chair Powers, Board Member Tumlin, Board Member Chan, Board Member Fremier and Board Member Cumins
- Absent:** 2 - Board Member Gonot and Board Member Churchill

### 3a. [23-0607](#) Contract Amendment for Moore Iacofano Goltsman Inc. (\$2,700,000)

An amendment to add funds to Moore Iacofano Goltsman Inc.'s contract for the purpose of customer education and marketing for Clipper, particularly the Next Generation Clipper System, and the Clipper START program.

**Action:** Board Approval

**Presenter:** Lysa Hale

**Attachments:** [3a Contract Amendment for Moore Iacofano Goltsman Inc.](#)

#### 4. Information

4a. [23-0562](#) 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 Executive Summary Status Report – April 24, 2023](#)  
[4aii Clipper Next Generation Equipment Pilot Installation Pictures](#)

The following individuals spoke on this Item:  
Adina Levin.

4b. [23-0563](#) 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 March 2023 meeting

**Action:** Information

**Presenter:** Jason Weinstein

**Attachments:** [4b Current Clipper Operations and Performance Update](#)  
[4bi March Clipper Data Clipper Executive Board](#)

The following individuals spoke on this Item:  
Aleta Dupree.

4c. [23-0577](#) Draft Clipper® Two Year Budget and Work Plan

Draft Clipper budget and work plan for Fiscal Years (FY) 2023-2024 and 2024-2025 for Executive Board review and discussion.

**Action:** Information

**Presenter:** Edward Meng

**Attachments:** [4c Clipper Two Year Budget](#)  
[4ci Operating Revenue and Budget](#)  
[4cii Capital Revenue and Budget](#)



**5. Executive Director's Report-Kuester**

**6. Public Comment / Other Business**

The following individuals spoke on this Item:

Aleta Dupree.

**7. Adjournment / Next Meeting**

**The next meeting of the Clipper Executive Board will be held on May 22, 2023 at 1:30 p.m. at the BART Board Room, 2150 Webster Street, 1st Floor, Oakland, CA 94612. 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 #:** 23-0705      **Version:** 1      **Name:**

**Type:** Contract      **Status:** Consent

**File created:** 4/28/2023      **In control:** Clipper Executive Board

**On agenda:** 5/22/2023      **Final action:**

**Title:** 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)

**Sponsors:**

**Indexes:**

**Code sections:**

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

Date	Ver.	Action By	Action	Result
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**Subject:**

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)

**Presenter:**

Sarah Doggett

**Recommended Action:**

Board Approval

**Attachments:**

# Clipper® Executive Board

May 22, 2023

Agenda Item 2b

## Clipper® Purchase Order – Network Services: AT&T (\$400,000)

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**Subject:**

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

**Background:**

AT&T provides network services for the Clipper system that enable connections between card readers, other Clipper devices, data servers, and the Clipper Central System. Per the Clipper Memorandum of Understanding, approximately 95% of this cost is reimbursed by Clipper transit agencies. This Purchase Order would cover network operations during Fiscal Year 2023-2024.

**Issues:**

None identified.

**Recommendation:**

Staff recommends that the Clipper Executive Board approve a Purchase Order with AT&T in an amount not to exceed \$400,000 for the services described above.

**Attachments:**

None.



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Carol Kuester

## Request for Board Approval

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### Summary of Proposed Purchase Order

Contractor (or “Consultant”): AT&T  
Carol Stream, IL

Work Project Title: Clipper® Network Services

Purpose of Project: To provide network services for the Clipper system during FY 2023-2024

Brief Scope of Work: Provision of network services and operations to allow telecommunications connections between Clipper devices, data servers and the central system.

Project Cost Not to Exceed: \$400,000

Funding Source: Participating Operator funds, STP, CMAQ, STA, STP Exchange, Regional Measure 2 Operating funds, CARES Act funds, Inactive Card funds, Float Account Interest

Fiscal Impact: Approximately 95% of the funding will be provided by the participating transit operators. Additional funding is included and dependent on approval of the FY 2023-24 MTC agency budget.

Motion by Board: That a Purchase Order with AT&T for the purposes described above and in the Clipper Executive Director’s summary sheet dated May 22, 2023 is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

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Robert Powers, Chair

Approved: May 22, 2023



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

**File #:** 23-0703      **Version:** 1      **Name:**

**Type:** Contract      **Status:** Committee Approval

**File created:** 4/28/2023      **In control:** Clipper Executive Board

**On agenda:** 5/22/2023      **Final action:**

**Title:** 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)

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [3a Clipper In-Person Customer Svc Centers FY24](#)

Date	Ver.	Action By	Action	Result
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**Subject:**

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)

**Presenter:**

Kelley Jackson

**Recommended Action:**

Board Approval

**Attachments:**

# Clipper® Executive Board

May 22, 2023

Agenda Item 3a

## 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)**
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### Subject:

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)

### Background:

The Clipper program funds in-person customer service centers at two San Francisco locations and AC Transit's Oakland headquarters. In addition to issuing new Senior, Youth and adult Clipper cards and selling value, these service centers replace lost and damaged cards; accept cash payment for card replacement fees; distribute Clipper START materials; and provide information about how customers can obtain and use Clipper mobile cards.

- i. **Clipper In-Person Customer Service Center at Embarcadero BART/Muni Metro Station: TTEC Government Solutions, LLC (\$520,000)**

Under the proposed contract amendment, TTEC would continue to operate a Clipper customer service center at the Embarcadero station. This contract is the result of this Board's approval of a competitive award to Faneuil, Inc. in April 2017. MTC agreed to a contract assignment by Faneuil, Inc. to TTEC, effective April 1, 2022. Per the terms of the procurement, Fiscal Year 2023-24 marks the final year to extend the agreement. The amendment would extend operations through June 30, 2024.

**ii. Clipper In-Person Customer Services at the Bay Crossings Store (San Francisco Ferry Building): Nematode Holdings, LLC (\$300,000)**

Under the proposed contract amendment, Nematode would continue to provide Clipper customer services at its Bay Crossings store, as well as operate and maintain the Real-Time Ferry Departure Flap Sign System, in the Ferry Building. MTC first executed a sole source contract with Nematode in December 2010 to offer Clipper services. In July 2020, MTC executed a new sole source contract with Nematode due to the Bay Crossings store still being the only Ferry Building vendor selling transit value and providing information on behalf of multiple transportation partners. The amendment would extend operations through June 30, 2024.

**iii. Funding Agreement Amendment – Clipper IPCSC at AC Transit Headquarters: AC Transit (\$245,000)**

In April 2012, MTC executed a funding agreement with AC Transit to provide expanded Clipper customer services at AC Transit's headquarters in Oakland, walkable to several bus lines and BART's 12th and 19th Street stations. The amendment would extend operations through June 30, 2024.

**Issues:**

None identified.

**Recommendation:**

Staff recommends that the Clipper Executive Board approve a contract amendment with TTEC in an amount not to exceed \$520,000, a contract amendment with Nematode in an amount not to exceed \$300,000, and a funding agreement amendment with AC Transit in an amount not to exceed \$245,000, to provide in-person Clipper customer services as described above.

**Attachments:**

None.



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Carol Kuester

## **Request for Board Approval**

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### **Summary of Proposed Contract Amendment**

Contractor (or “Consultant”): TTEC Government Solutions, LLC  
Englewood, CO

Work Project Title: Clipper Customer Service Center Operations at Embarcadero Station

Purpose of Project: Provide Clipper in-person customer services, including issuance of new and replacement cards

Brief Scope of Work: Contractor shall provide trained staff to support a range of Clipper customer services

Project Cost Not to Exceed: \$520,000 (this amendment)

Total Contract value including amendments before this amendment is \$2,569,310

Total Contract amount with this amendment is \$3,089,310

Funding Source: Regional Measure 2 Marketing and Operations, STA, State of Good Repair

Fiscal Impact: Funds dependent on approval of the FY 2023-24 MTC agency budget

Motion by Board: That a contract amendment with TTEC Government Solutions, LLC for the purposes described above and in the Clipper Executive Director’s summary sheet dated May 22, 2023 is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

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Robert Powers, Chair

Approved: May 22, 2023



## Request for Board Approval

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### Summary of Proposed Contract Amendment

Contractor (or “Consultant”): Nematode Holdings, LLC  
San Francisco, CA

Work Project Title: Clipper Customer Service Center Operations at San Francisco Ferry Building (Bay Crossings)

Purpose of Project: Provide Clipper in-person customer services, including issuance of new and replacement cards; and maintain ferry schedule flap sign display

Brief Scope of Work: Contractor shall provide trained staff to support a range of Clipper customer services and the maintenance of the ferry schedule display

Project Cost Not to Exceed: \$300,000 (this amendment)

Total Contract value including amendments before this amendment is \$926,212

Total Contract amount with this amendment is \$1,226,212

Funding Source: Regional Measure 2 Marketing and Operations, STA, State of Good Repair

Fiscal Impact: Funds dependent on approval of the FY 2023-24 MTC agency budget

Motion by Board: That a contract amendment with Nematode Holdings, LLC for the purposes described above and in the Clipper Executive Director’s summary sheet dated May 22, 2023 is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

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Robert Powers, Chair

Approved: May 22, 2023

## **Request for Board Approval**

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### **Summary of Proposed Funding Agreement Amendment**

Contractor (or “Consultant”): Alameda-Contra Costa Transit District (AC Transit)  
Oakland, CA

Work Project Title: Clipper Customer Service Center Operations at AC Transit  
Headquarters

Purpose of Project: Provide Clipper in-person customer services, including issuance of  
replacement cards in the East Bay

Brief Scope of Work: Operate Clipper in-person customer service center

Project Cost Not to Exceed: \$245,000 (this amendment)

Total Funding Agreement value including amendments before this  
amendment is \$2,789,400

Total Funding Agreement amount with this amendment is \$3,034,400

Funding Source: Regional Measure 2 Marketing and Operations, STA, State of Good  
Repair

Fiscal Impact: Funds dependent on approval of the FY 2023-24 MTC agency budget

Motion by Board: That a funding agreement amendment with Alameda-Contra Costa  
Transit District for the purposes described above and in the Clipper  
Executive Director’s summary sheet dated May 22, 2023 is hereby  
approved by the Clipper Executive Board.

Clipper Executive Board:

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Robert Powers, Chair

Approved: May 22, 2023



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

**File #:** 23-0596      **Version:** 1      **Name:**

**Type:** Contract      **Status:** Committee Approval

**File created:** 4/11/2023      **In control:** Clipper Executive Board

**On agenda:** 5/22/2023      **Final action:**

**Title:** 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

**Sponsors:**

**Indexes:**

**Code sections:**

- Attachments:** [3b. Clipper Two Year Budget](#)  
[3bi. Operating Revenue and Budget](#)  
[3bii. Capital Revenue and Budget](#)  
[3biii. Est O&M Cost by Operator](#)

Date	Ver.	Action By	Action	Result
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**Subject:**

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

**Presenter:**

Edward Meng

**Recommended Action:**

Board Approval

**Attachments:**

# Clipper® Executive Board

May 22, 2023

Agenda Item 3b

## Clipper® Two Year Budget and Work Plan

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### **Subject:**

The Clipper budget and work plan for Fiscal Years (FYs) 2023-24 and 2024-25 for the Executive Board's review and Approval.

### **Background:**

Under the Clipper Memorandum of Understanding, the Executive Board reviews and adopts a biennial Clipper budget. The budget is intended to provide an understanding of the scope and size of major expense categories, proposed funding plan, and overall summary of Clipper program work elements. The budget is updated annually and includes both current Clipper system and next-generation Clipper system costs, as well as costs to operate, maintain, and implement the overall Clipper program, including staffing, customer education and marketing, and estimated costs from other next-generation Clipper procurements.

Attached for your Approval are the Clipper Operating Budget (Attachment A) and the Clipper Capital Budget (Attachment B) with FYs 2023-24 and 2024-25 bordered in red, along with estimated five-year projections of both the Operating and Capital Budget to FY 2027-28.

In addition to a continuation of the capital work required to design, test, and ultimately rollout the account-based Clipper system, staff discussed details of the Draft Clipper Two Year Operating and Capital Budget at the Board's April 2023 meeting. While no major substantive changes and updates were made, Board member comments and concerns during the April meeting are addressed in the highlights below, including:

1. Full parallel operations of the C1 card-based system and the C2 account-based system as the Contractor is expected to achieve the Revenue Ready contractual milestone in FY23-24 (Items 3, 4, 12, and 13 of Attachment A);
2. Estimated monthly and annual Operations and Maintenance expenses by transit operator, at the request of the Board at April's 2023 meeting, for both the card-based system, and the account-based system in FY 2023-24 (Attachment C);

3. The inclusion of around \$200,000 at transit agency staff request in this year's Operating budget to fund lost or foregone fare revenue as a result of operational errors under the C1 contract (Item 8 of Attachment A);
4. An increase in expected expenses for Customer Education, Outreach, and Marketing contracts to support preparation for the public launch of Clipper 2.0 at the end of FY23-24 (Item 10 of Attachment A);
5. The inclusion of around \$7M in inactive unregistered funds and around \$6.1M in Low Carbon Transit Operation Program (LCTOP) funding from the State's Cap and Trade program in to cover program expenses (Item 25 and 28 of Attachment A). Clipper staff met with Caltrans to discuss using LCTOP funds to fund Clipper Operations as the program transitions from a card-based to an account-based system, noting that Clipper is the primary platform to delivering many benefits and discounts to transit riders, including Clipper START, reduced and no-cost inter-operator transfers, fare-capping and accumulators, and other public-facing benefits;
6. A confirmation that the \$2.2M set aside for Operator Paratransit Integration includes both funding for integration with Trapeze systems, as well as an estimate of costs to integrate the paratransit system used by East Bay Paratransit with the account-based Clipper system (Item 7 of Attachment B) as well as estimates for RTC and Clipper START integration and enhancements (Item 10 of Attachment B); and
7. The full inclusion of Regional Measure 3 (RM3) funds, which has no impact on the Clipper budget, as Clipper staff had already worked with MTC's funding group to secure outside funds. The Clipper program signed a letter of no prejudice to use RM3 funds to replenish the secondary source of funds (OBAG3) needed by the program when the outcome of RM3 legislation was unclear (Items 13 and 14 of Attachment B).

Overall, largely with the federal Coronavirus Aid, Relief, and Economic Security Act funds, the Clipper program was able to stay operational and funded over the duration of the Coronavirus emergency, and because of funding secured by the Clipper team through the State (STA, Senate Bill 1 State of Good Repair, and LCTOP), the program appears stable over the next several fiscal years.

MTC and transit operator staff will continue to work together to update the Operating and Capital budgets and will also plan to update the Board six months after the approval of the Clipper Budgets on how expected costs align with actual costs.

**Issues:**

None identified.

**Recommendations:**

MTC and transit operator staff recommend that the Clipper Executive Board approve the Clipper Two Year Operating and Capital Budgets for FY 2023-24 and FY 2024-25.

**Attachments:**

- Attachment A: Clipper Operating Budget – May 5, 2023
- Attachment B: Clipper Capital Budget – May 5, 2023
- Attachment C: Estimated FY23-24 O&M by Transit Operator



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Carol Kuester

CLIPPER® OPERATING BUDGET - MAY 3, 2023

Item No.	Descriptions	Current FY 22/23 (\$M)	FY 23/24 (\$M)	FY 24/25 (\$M)	FY 25/26 (\$M)	FY 26/27 (\$M)	FY 27/28 (\$M)	Total FY 23/24 - FY 27/28
<b>MTC Operating Costs</b>								
1	MTC Staff - Current Clipper Operating	0.6	0.8	0.0	0.0	0.0	0.0	1.4
2	MTC Staff - Next Gen Clipper Operating	1.0	1.3	2.2	2.3	2.4	2.6	9.2
3	Current Clipper Operating Costs - MTC	13.0	14.7	0.3	0.0	0.0	0.0	28.0
4	Next Gen Clipper SI Operating Costs - MTC	2.1	10.9	8.7	9.6	9.9	10.2	41.2
5	Next Gen Clipper CSC Operating Costs - MTC	0.0	0.6	0.6	0.6	0.7	0.7	2.5
6	Next Gen Clipper Fare Media Operating Costs - MTC	0.0	1.2	1.2	1.3	1.3	1.4	5.0
7	Mobile App Fees - MTC	1.0	1.5	1.0	1.0	1.0	2.0	5.5
8	Clipper Operations - Misc.	0.3	0.6	0.6	0.7	0.7	0.7	2.9
9	In Person Customer Service Centers	1.1	1.1	1.2	1.2	1.3	1.3	5.8
10	Customer Education Program	2.1	2.6	2.1	2.2	2.3	2.4	11.3
11	<i>Subtotal MTC expenses</i>	<i>21.2</i>	<i>35.3</i>	<i>17.9</i>	<i>18.9</i>	<i>19.6</i>	<i>21.3</i>	<i>112.9</i>
<b>Transit Agency Operating Costs</b>								
12	Current Clipper Operating Costs - Transit Agencies	12.5	14.7	0.5	0.0	0.0	1.0	27.7
13	Next Gen Clipper SI Operating Costs - Transit Agencies	2.1	10.9	8.7	9.6	9.9	10.2	41.2
14	Next Gen Clipper CSC Operating Costs - Transit Agencies	0.0	0.6	0.6	0.6	0.7	0.7	2.5
15	Next Gen Clipper Payment Services Operating Costs -Transit Agencies	0.5	2.2	2.3	2.3	2.4	2.5	9.7
16	Retail Commissions	1.3	1.8	1.8	1.9	2.0	3.0	8.8
17	RTC Program	0.5	0.6	0.6	0.6	0.6	1.6	2.9
18	<i>Subtotal Transit Agency expenses</i>	<i>16.9</i>	<i>30.8</i>	<i>14.5</i>	<i>15.1</i>	<i>15.6</i>	<i>19.0</i>	<i>92.8</i>
19	<b>Total Operating Costs (MTC+Transit)</b>	<b>38.1</b>	<b>66.1</b>	<b>32.4</b>	<b>34.0</b>	<b>35.1</b>	<b>40.2</b>	<b>205.7</b>
<b>MTC Operating Revenues</b>								
20	Total STA Revenues	7.5	7.7	7.8	8.0	8.0	8.0	39.0
21	Regional Measure 2 (RM2) <sup>1</sup>	5.0	6.3	4.8	4.8	4.8	4.8	25.7
22	CARES Act	0.0	0.1	0.0	0.0	0.0	0.0	0.1
23	STA Reserve	2.5	0.0	0.0	0.0	0.0	0.0	2.5
24	Card and Fare Media Fees	0.7	2.8	1.2	1.3	1.3	1.4	7.3
25	Unregistered Inactive Funds	0.0	7.0	0.0	0.0	0.0	0.0	7.0
26	Float Account Interest	0.0	0.6	0.0	1.2	1.2	1.2	3.0
27	State of Good Repair (SB1) <sup>2</sup>	2.1	5.0	0.0	0.0	0.0	0.0	7.1
28	Low Carbon Transit Operations Program (LCTOP)	0.0	6.1	6.0	6.0	0.0	0.0	18.1
29	Transit Agency Revenue	16.9	30.8	14.5	15.1	15.6	19.0	92.8
30	<b>Total Operating Revenue</b>	<b>34.7</b>	<b>66.4</b>	<b>34.3</b>	<b>36.3</b>	<b>30.9</b>	<b>34.3</b>	<b>202.6</b>
31	<b>Net Operating Budget</b>	<b>0.2</b>	<b>0.4</b>	<b>2.4</b>	<b>4.8</b>	<b>0.5</b>	<b>(5.5)</b>	

<sup>1</sup> Contingent upon availability and MTC Commission Approval

<sup>2</sup> Used for Next-Gen Clipper Operating Startup Costs

CLIPPER® CAPITAL BUDGET - MAY 3, 2023

Item No.	Description	Current FY 22/23 (\$M)	FY 23/24 (\$M)	FY 24/25 (\$M)	FY 25/26 (\$M)	FY 26/27 (\$M)	FY 27/28 (\$M)	5 YEAR TOTAL - FY 23/24 - 27/28 (\$M)
<b>Capital Costs</b>								
1	MTC Staff	\$3.4	\$3.6	\$3.7	\$3.9	\$4.1	\$4.3	\$19.7
2	Current Clipper Cards & Fare Media	\$2.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
3	Next Gen Clipper Cards & Fare Media	\$0.5	\$3.0	\$2.0	\$2.0	\$1.0	\$1.0	\$9.0
4	Consultants	\$2.2	\$2.3	\$2.0	\$1.5	\$1.5	\$1.5	\$8.8
5	System Integrator Contract	\$30.8	\$6.1	\$0.0	\$0.0	\$0.0	\$0.0	\$6.1
6	Next Gen Clipper Equipment	\$37.9	\$23.8	\$0.0	\$0.0	\$0.0	\$0.0	\$23.8
7	Operator Paratransit Integration	\$0.0	\$2.2	\$0.0	\$0.0	\$0.0	\$0.0	\$2.2
8	TR4 Integration and Open Payment Deployment	\$1.6	\$1.4	\$0.0	\$0.0	\$0.0	\$0.0	\$1.4
9	Customer Service Center / Fare Media	\$0.0	\$6.8	\$0.0	\$1.0	\$1.0	\$1.0	\$9.8
10	RTC and Clipper START Enhancements and Support	\$0.0	\$1.6	\$0.0	\$0.0	\$0.0	\$0.0	\$1.6
11	System Enhancements and Infrastructure Replacement	\$0.0	\$1.0	\$6.0	\$5.0	\$5.0	\$5.0	\$22.0
12	<b>Total Expenses</b>	<b>\$78.4</b>	<b>\$51.7</b>	<b>\$13.7</b>	<b>\$13.4</b>	<b>\$12.6</b>	<b>\$12.8</b>	<b>\$104.4</b>
<b>Capital Revenue</b>								
13	OBAG3	\$30.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0
14	RM3	\$0.0	\$9.6	\$10.4	\$0.0	\$0.0	\$0.0	\$20.0
15	SGR	\$10.3	\$11.5	\$0.0	\$0.0	\$0.0	\$0.0	\$11.5
16	Fare Media and Card Fee Revenue	\$4.0	\$6.3	\$1.0	\$1.0	\$1.0	\$1.0	\$10.3
17	STA	\$0.0	\$2.2	\$0.0	\$0.0	\$0.0	\$0.0	\$2.2
18	Capital Carry Forward (prior years)	\$71.1						
19	<b>Total Annual Revenue</b>	<b>\$115.4</b>	<b>\$29.6</b>	<b>\$11.4</b>	<b>\$1.0</b>	<b>\$1.0</b>	<b>\$1.0</b>	<b>\$44.0</b>
20	<b>Net Surplus / Deficit</b>	<b>\$37.0</b>	<b>\$14.8</b>	<b>\$12.5</b>	<b>\$0.0</b>	<b>(\$11.6)</b>	<b>(\$23.5)</b>	



**Estimated FY23-24 C1 and C2 O&M Costs by Operator**

	<b>C1 O&amp;M<sup>1</sup> (Est. Monthly)</b>	<b>C1 O&amp;M<sup>1</sup> (Est. Annual)</b>	<b>C2 SI O&amp;M<sup>2</sup> (Est. Monthly)</b>	<b>C2 SI O&amp;M<sup>2</sup> (Est. Annual)</b>
MTC				
AC Transit	\$109,000	\$1.3M	\$125,000	\$1.5M
BART	\$573,000	\$6.9M	\$342,000	\$4.1M
Caltrain	\$47,000	\$562K	\$19,000	\$232K
Corridor 101 Operators	\$1,000	\$11K	\$1,000	\$15K
East Bay	\$17,000	\$204K	\$17,000	\$204K
Golden Gate Ferry	\$17,000	\$200K	\$5,000	\$61K
Golden Gate Transit	\$17,000	\$207K	\$8,000	\$96K
Marin Transit	\$1,000	\$15K	\$1,000	\$10K
Napa / Solano	\$3,000	\$42K	\$2,000	\$26K
SamTrans	\$26,000	\$310K	\$28,000	\$340K
SFMTA	\$342,000	\$4.1M	\$281,000	\$3.4M
SMART	\$5,000	\$58K	\$3,000	\$34K
Sonoma County Transit	\$1,000	\$7K	\$1,000	\$6K
Union City Transit	\$1,000	\$15K	\$1,000	\$16K
VTA	\$46,000	\$554K	\$65,000	\$783K
WETA	\$19,000	\$233K	\$9,000	\$105K
<b>Total</b>	<b>~\$1.2M</b>	<b>~\$14.7M</b>	<b>\$908K</b>	<b>~\$10.9M</b>

<sup>1</sup> Estimated using January 2023 – March 2023 Actual C1 O&M Invoices

<sup>2</sup> Estimated using January 2023 – March 2023 Average Clipper Ridership



# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

**File #:** 23-0597      **Version:** 1      **Name:**

**Type:** Report      **Status:** Informational

**File created:** 4/11/2023      **In control:** Clipper Executive Board

**On agenda:** 5/22/2023      **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 CEB Status Report 2023-05-22](#)  
[4aaii Clipper Next Generation Equipment Pilot Installation Pictures April](#)

Date	Ver.	Action By	Action	Result
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**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

May 22, 2023

Agenda Item 4a

## Clipper® Schedule, Implementation, and Deployment Update

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### **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 break out the Account-based System Testing, Transition Pilot Test, and Customer Transition.

Cubic's schedule submitted in April 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 May schedule submittal for discussion in June.

### **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:

- Completion of all of business rules updates around 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, SMART, VTA and WETA; installations at GGF (4 SAVs) and SFMTA (4 SAVs) are expected to be completed in the near future. Onboard Clipper reader installations are completed at Santa Rosa CityBus and Petaluma Transit, a handful of buses remain to be installed at SamTrans and Napa, SFMTA is 72% complete, fleetwide installs at VTA and SolTrans are underway. Clipper retail sales devices are being replaced with their Next Generation counterparts at Bay Area Walgreens, Whole Foods, and local retailers. Included as Attachment B 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: Clipper Next Generation Equipment Pilot Installation Pictures

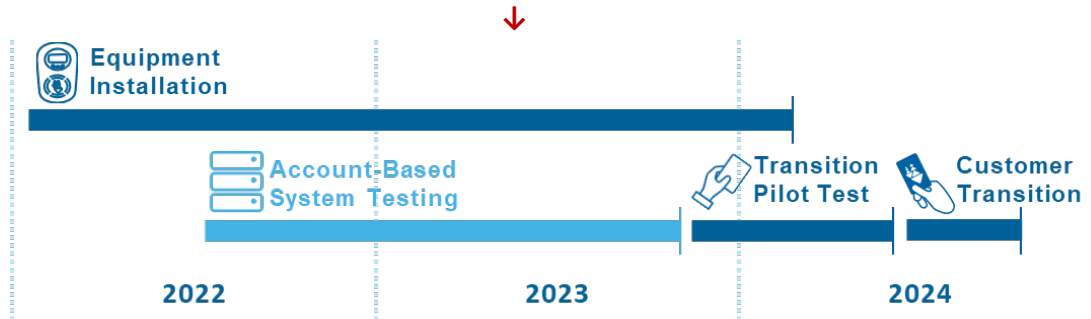


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Carol Kuester



# Next Generation Clipper Program Executive Summary Status Report – May 22, 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 underway.
- Review of initial Operations and Maintenance (O&M) Documents submittal complete.
- Technical and planning discussions continue with operators on various topics, including new device installation, BART equipment, 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).
- Request for Qualifications (RFQ) for Limited-Use Fare Ticket Suppliers released.

## Recently Completed Activities

	MTC/IBI	Cubic	Operators	Date
• New Devices:				
o Regionwide installation (cont'd.)	●	●	●	ongoing
• Account-based System Testing:				
o Fare Payment Gateway SDT witnessing	●		●	May 4
o SIT procedure review	●		●	ongoing
• Account-based System Documentation:				
o Comments on O&M Documents submitted	●		●	May 22 (planned)
• Customer Service Center System Testing:				
o SIT Phase 1 demonstration	●			Apr 28
• Fare Ticket procurement:				
o RFQ for supplier bench released	●		●	May 9

## Upcoming Activities/Deliverables

	MTC/IBI	Cubic	Operators	Date
• New Devices:				
o Pilot installation/testing (cont'd.)	●	●	●	May
o BART fare gate validator testing	●	●	●	May–Jun
• Account-based System Testing:				
o User Acceptance Testing (cont'd.)	●	●	●	May–Jun
o System Demonstration Testing (cont'd.)	●	●	●	May
o System Integration Testing	●	●	●	May–Jun
• Fare Ticket procurement:				
o Responses to supplier bench RFQ due	●		●	Jun 12
• Clipper Executive Board Meeting	●		●	Jun 26

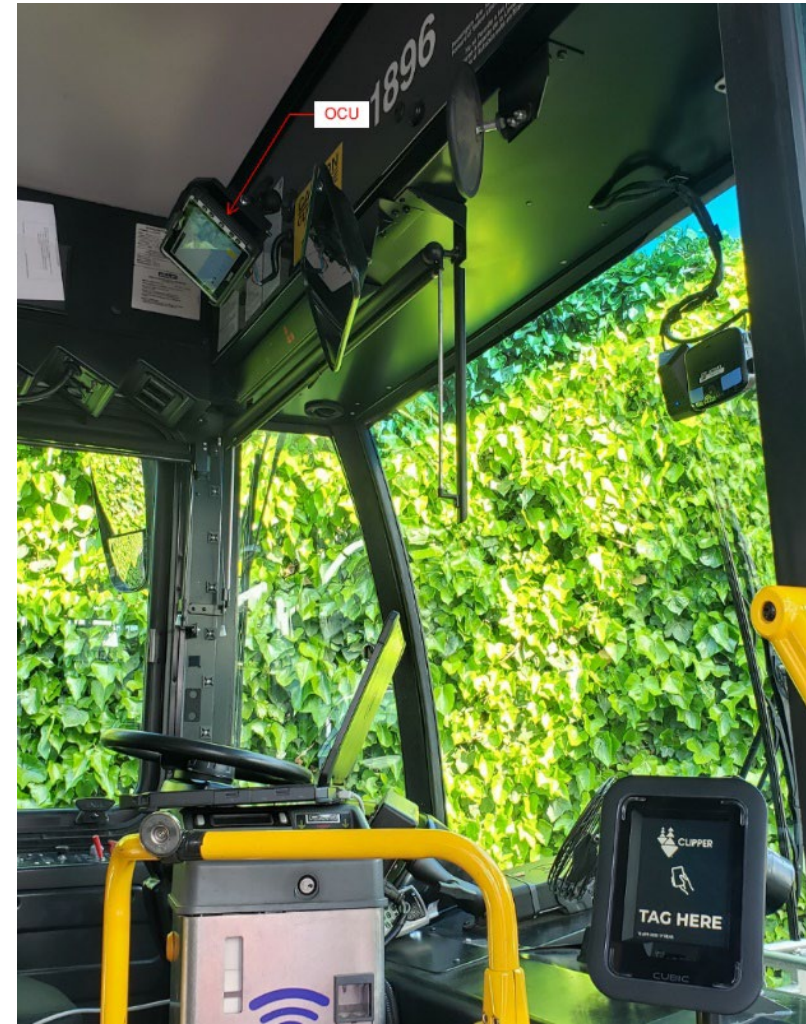


# Clipper® Next Generation Equipment Pilot Installation Pictures

Clipper Executive Board

May 22, 2023

# Tri Delta OBV and OCU Installation





# County Connection OBV and OCU Installation





# Metropolitan Transportation Commission

375 Beale Street, Suite 800  
San Francisco, CA 94105

## Legislation Details (With Text)

**File #:** 23-0598      **Version:** 1      **Name:**

**Type:** Report      **Status:** Informational

**File created:** 4/11/2023      **In control:** Clipper Executive Board

**On agenda:** 5/22/2023      **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 April 2023 meeting

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** [4b Current Clipper Operations and Performance Update](#)  
[4bi. April Clipper Data Clipper Executive Board](#)

Date	Ver.	Action By	Action	Result
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**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 April 2023 meeting

**Presenter:**

Jason Weinstein

**Recommended Action:**

Information

**Attachments:**

# Clipper® Executive Board

May 22, 2023

Agenda Item 4b

## Current Clipper® Operations and Performance Update

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### **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 April 2023 meeting.

### **Background:**

#### **Transaction and Sales**

In April 2023, Clipper processed nearly 12 million transactions and settled over \$27 million in revenue.

#### **Clipper Mobile Card Creation and Usage**

- Over 431,000 plastic cards have been transferred to mobile wallets, and over 1.1 million new mobile cards have been created since program launch.
- Customers have now taken over 35 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 April 2023 alone, around 25% of Clipper trips were taken using a mobile card.

#### **Clipper START Card Issuance and Usage**

- Over 22,900 applications have been submitted through April 2023, with over 20,000 approved.
- As of April 2023, over 14,000 unique Clipper START cards have been used.
- Of the nearly 2,000,000 Clipper START trips taken since the program launched, over 310,000 were taken using a mobile Clipper card. This represents around 16% of Clipper START trips.

#### **Customer Service Update**

- Total CSRs taking calls: 36
- Total CSRs: 44 (2 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 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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Carol Kuester



# Clipper® System Transactions, Revenue, and Mobile Card Usage

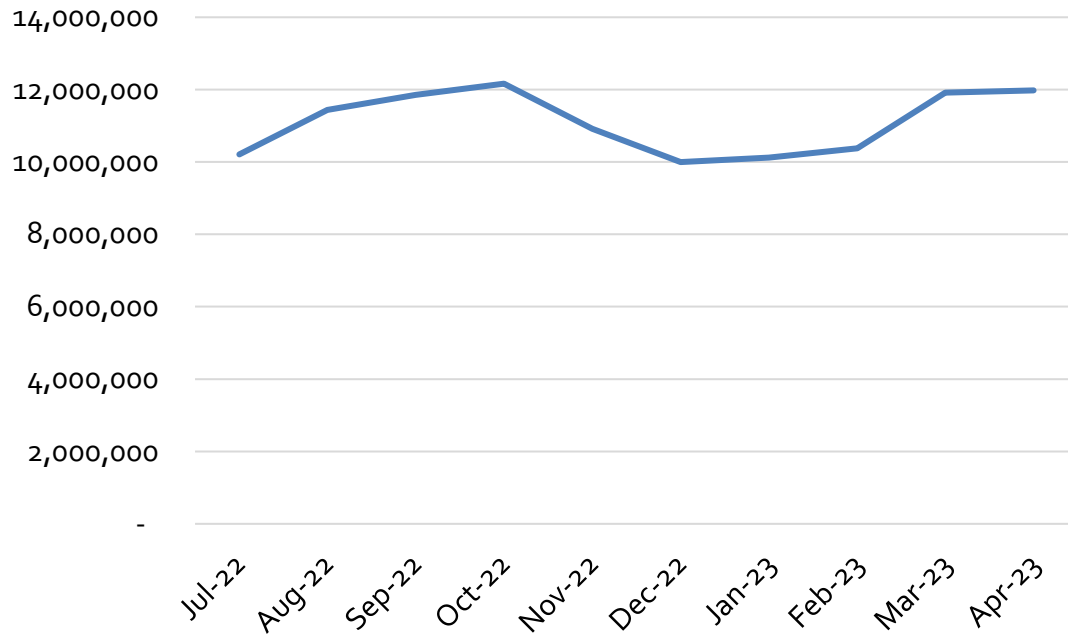
Charts and Figures

Clipper Executive Board

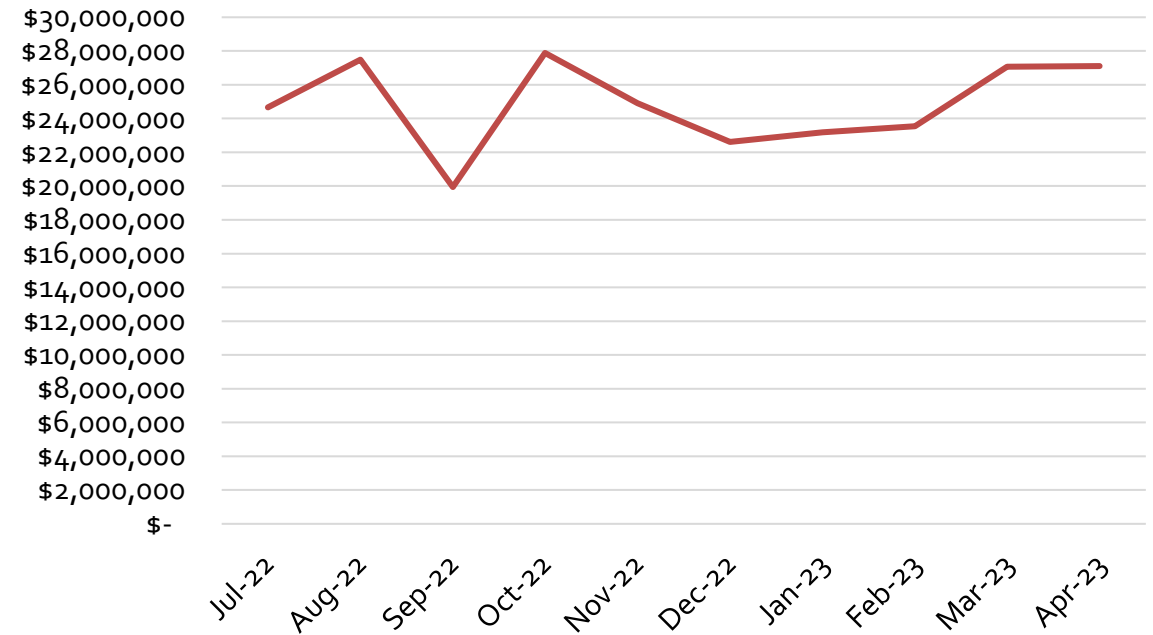
May 22, 2023

# Total Clipper Transactions and Revenue by Month

Total Clipper Transactions



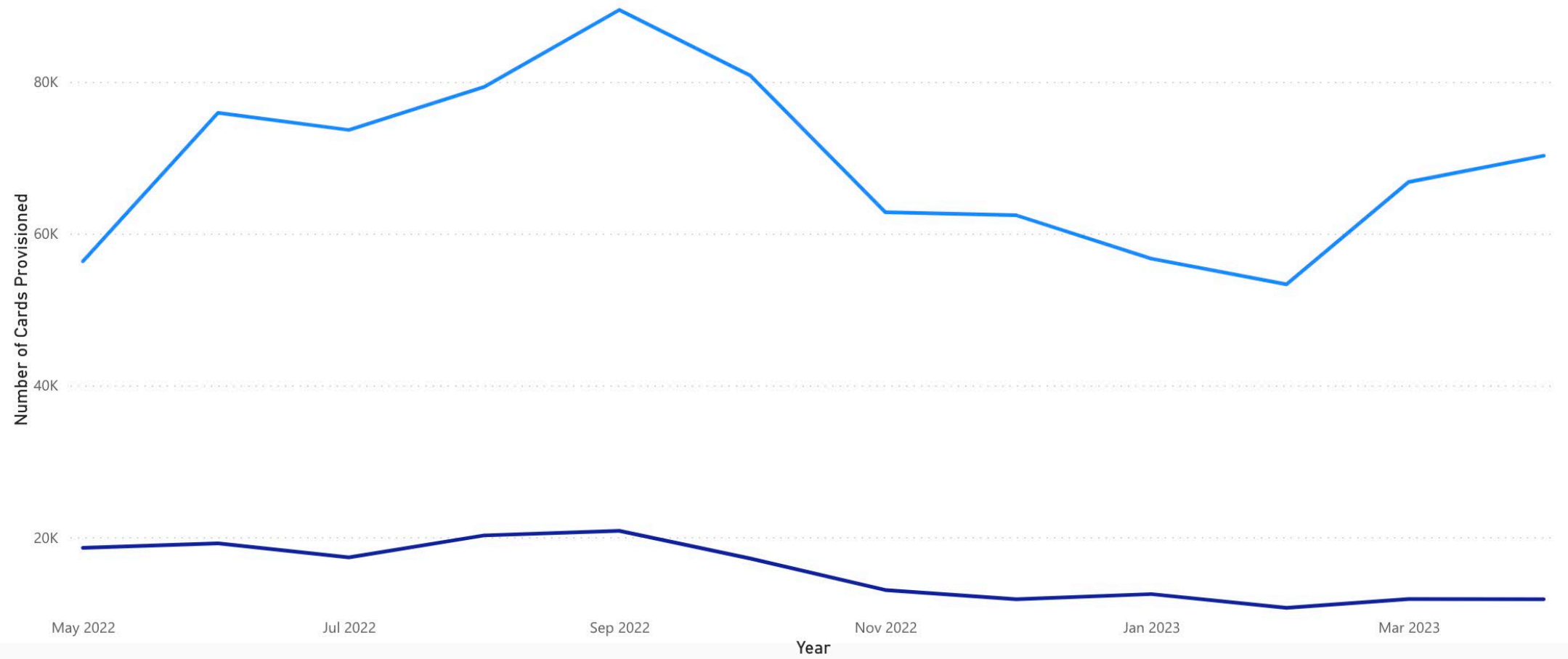
Total Clipper Revenue Settled



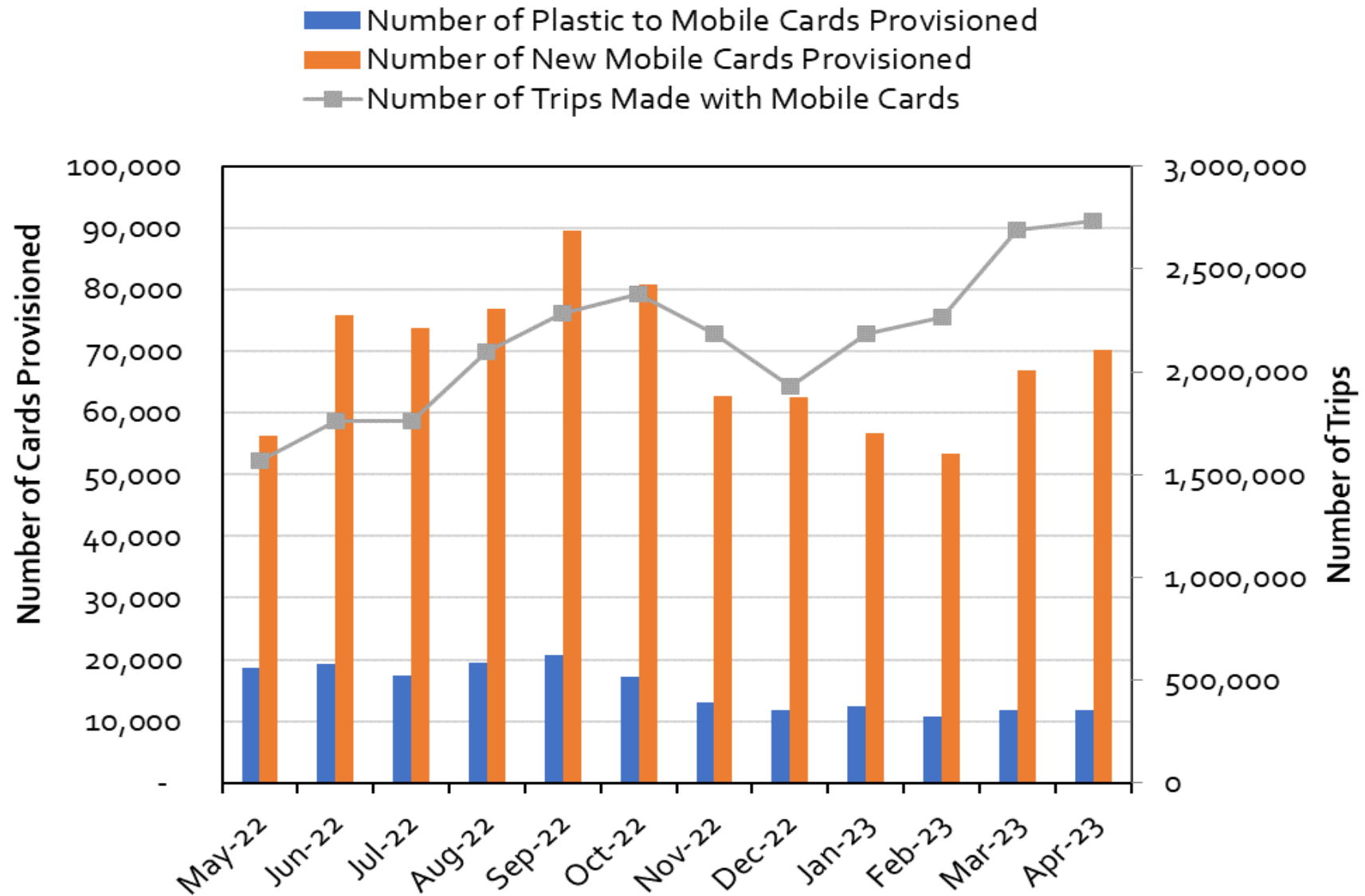
# Mobile Cards Provisioned by Month and Transaction Type

Number of Cards Provisioned by Year, Month and Transaction Type

Transaction Type ● New Card Issue ● Physical to Mobile Migration



# Mobile Card Usage





# Mobile Card Trips, Clipper Trips, and Percent Mobile Card Trips by Operator since Mobile Launch & in April 2023

## Since April 2021 Launch

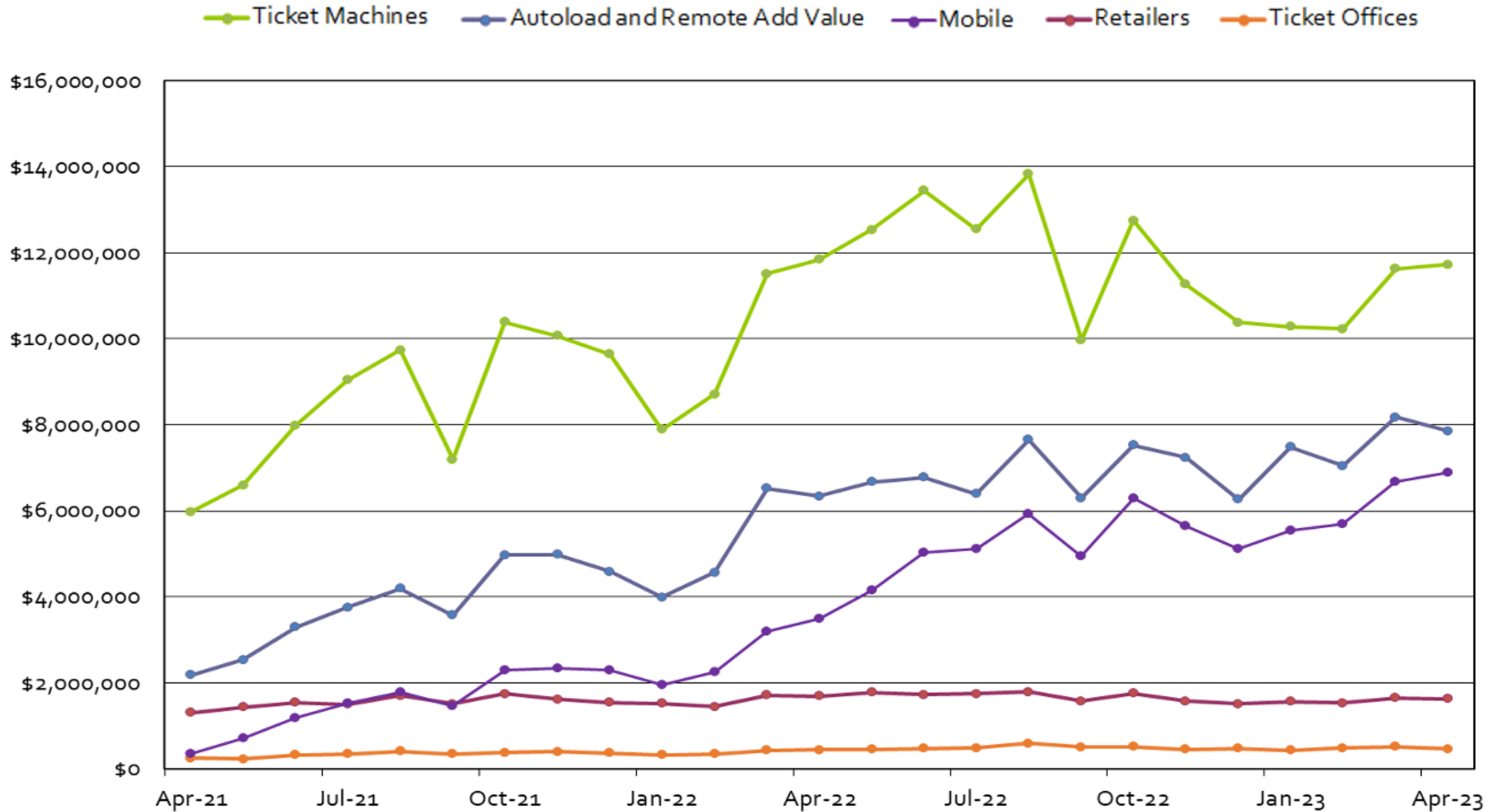
Operator Name	Number of Trips using Mobile Cards	Number of Clipper Trips	Percent Mobile Card Trips
AC Transit	3,932,725	26,464,380	14.86%
BART	14,639,508	77,195,060	18.96%
Caltrain	1,266,856	4,231,554	29.94%
Corridor 101	41,956	231,628	18.11%
East Bay	515,815	3,295,164	15.65%
Golden Gate Ferry	310,821	1,392,643	22.32%
Golden Gate Transit	492,477	1,919,448	25.66%
Napa Solano	95,160	547,059	17.39%
SamTrans	852,477	6,608,560	12.90%
SF Muni	11,285,445	65,250,099	17.30%
SMART	83,071	577,499	14.38%
Sonoma	16,862	81,224	20.76%
Union City	33,214	254,382	13.06%
VTA	1,625,287	14,487,236	11.22%
WETA	602,306	1,837,206	32.78%
<b>Total</b>	<b>35,793,980</b>	<b>204,373,142</b>	<b>17.51%</b>

## April 2023

Operator Name	Number of Trips using Mobile Cards	Number of Clipper Trips	Percent Mobile Card Trips
AC Transit	311,643	1,458,481	21.37%
BART	1,082,604	4,004,734	27.03%
Caltrain	85,713	216,437	39.60%
Corridor 101	3,171	15,982	19.84%
East Bay	41,013	181,458	22.60%
Golden Gate Ferry	29,759	94,693	31.43%
Golden Gate Transit	35,787	99,812	35.85%
Napa Solano	6,718	26,717	25.15%
SamTrans	65,971	346,664	19.03%
SF Muni	888,319	3,449,102	25.76%
SMART	7,185	35,942	19.99%
Sonoma	1,436	6,250	22.98%
Union City	2,596	13,104	19.81%
VTA	118,934	755,507	15.74%
WETA	48,690	112,167	43.41%
<b>Total</b>	<b>2,729,539</b>	<b>10,817,050</b>	<b>25.23%</b>



# Settled Clipper Sales by Channel



# Clipper® Fact of the Month

25%

**CLIPPER TRANSACTIONS MADE THROUGH MOBILE DEVICES  
(APRIL 2023)**

