Clipper® Executive Board

August 25, 2025 **Agenda Item 2b**

Current Clipper® Operations and Performance Update

Subject:

Update on current Clipper System operations and performance

Background:

System Outage on July 1, 2025

As reported in the Current Clipper Operations and Performance Update at the July 28, 2025, Clipper Executive Board (CEB) meeting, the current Clipper system experienced a system-wide reader outage on Tuesday, July 1, 2025. Staff are evaluating revenue collections from similar weekdays to estimate lost revenue. Agenda Item 3c discusses reimbursing transit operators for their lost revenue.

Transaction and Sales

In July 2025, Clipper processed over 15.6 million transactions and settled over $40 million in revenue, an increase of 16.3% and 23.8%, respectively, compared to July 2024.

Clipper Mobile Card Adoption and Usage

Since the launch of the mobile Clipper card in April 2021, over 4.3 million mobile Clipper cards have been created, and staff have noted a steady increase in both the number and percentage of trips taken using a Clipper mobile card. In July 2025 alone, 40.5% of Clipper trips were taken using a mobile card, compared to 33.4% in July 2024.

Clipper START Card Issuance and Usage

In July 2025, the Clipper START program approved 1,739 applications. There were 54% more Clipper START trips in July 2025 than in July 2024.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- None

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https://bayareametro.sharepoint.com/sites/committees/CommitteeDocs/Clipper Executive Board/CEB2025/CEB_2025_08_25/2b_25-1063_1_Current_Clipper_Operations_and_Performance_Update_v3.docx