

To: Operations and Scheduling Committee

Date: July 29, 2015

From: Anne Muzzini, Director of Planning and Marketing

Reviewed by:

Subject: Clipper Status

County Connection staff continues to work with MTC and their contractor CH2MHill to coordinate Cubic's implementation of Clipper on the East Bay Operator Group.

Current Schedule

The schedule has been revised to reflect some equipment delivery problems. The following is the schedule as of July 21.

Installations

Tri-Delta: June 11 – July 31
63 vehicles in 50 days

WestCAT: July 13 – Aug. 10
44 vehicles in 28 days

Wheels/LAVTA: Aug. 3 – Aug. 28
74 vehicles in 25 days

County Connection: Aug. 13 – Sept. 11
117 vehicles in 29 days

Other Activities

Lab Testing, Round 2: Early-Aug.
Field Testing: Mid-Sept – Mid-Oct
Training: Sept.

Revenue Ready – October 29, 2015

Day Pass Accumulator Public Hearing

Several people commented online and there was good attendance (13 people) at the public hearing held July 8th in Pleasant Hill. Ten of those attending were asking for more service in the Dougherty Valley, not anything related to the Day Pass. The other riders attending wanted to make sure that the base cash fare was not changing, especially the mid-day free for seniors. One comment received via email concerned the "commuter card" payment method and the desire to have this deal transferred over to Clipper. The commuter card is a discount paper fare payment item that gives riders 20 bus rides and 20 BART to bus transfers for \$40.00. This is a discount of \$20 over the cash fare for these trips. The commuter card will be continued, but will not be available on Clipper.

Still in the Works

- Single point log in – This requires cubic to develop new software and won't be done in time for go live. MTC has obtained a price for this add on, but agreement on implementation and cost have not been finalized
- Marketing materials and plans for “soft” and “hard” launch
 - Soft launch won't have paid advertising
 - MTC has developed a “clipper on east bay operators” brochure, take ones, web pages for us, will have some staff on the street to help passengers, and will distribute free clipper cards
- Customer service training for operators
- Financial agreement for revenue distribution and fee sharing
 - LAVTA has agreed to be the finance manager and has begun the work of establishing reports and operator agreement on method for distribution