

# Clipper® Executive Board

June 1, 2026

Agenda Item 2b – 26-0541

## Clipper® Operational Data and Customer Service Center Performance Update

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### **Subject:**

Update on Clipper System operational data and customer service center performance.

### **Background:**

The start of customer transition to the Next-Generation Clipper (C2) System on December 10, 2025, was accompanied by issues with device functionality, back-office operations, and card account migration. Consequently, the start of the bulk migration of approximately 15 million Clipper cards is on hold while Cubic works through the resolution of critical issues identified as transition blockers by MTC. During this period, continued growth of the account-based system is driven by customers obtaining new Clipper cards, the migration of legacy Clipper cards and the use of credit and debit cards. Legacy card migration occurs when customers log into their existing Clipper accounts or contact Clipper Customer Service by phone for assistance.

### **Card-Based Clipper Operations**

Between March and April 2026, the volume and revenue associated with legacy Clipper cards remained relatively steady with over ten million fare-payment transactions generating more than \$21M in revenue.

### **Next-Generation Clipper Operations**

In April 2026, account-based transaction activity continued to grow in relation to past months' activity with 38% of Clipper transactions being generated by open payments and account-based Clipper cards and tickets.

- Clipper customers' 4.3 million trips using account-based Clipper cards and tickets generated around \$11.5 million in transit operator revenue
- Account-based Clipper cards and limited use tickets accounted for 28% of April trips (up from 25% in March 2026)
- Clipper customers' 1.6 million open payments trips generated over \$7.4 million in transit operator revenue

- Open payments accounted for 10% of all Clipper trips (10% of all weekday trips and 13% on weekends)
- Vacaville City Coach had the highest percentage of open payments trips (23%), followed by Napa VINE (22%), BART (16%), Golden Gate Transit (15%), Sonoma County Transit (14%), Golden Gate Ferry (13%), and WETA (11%)

**Clipper Call Center Performance**

WSP USA Services Inc. is under contract to provide Next-Generation Clipper customer services. MTC and WSP continue to work together to track the C2 System Integrator’s progress developing fixes to the critical issues affecting Customer Service Center performance while WSP implements additional training and operational changes to improve productivity. Exhibit 1 below shows changes in month over month contact volumes via the phone, call back and email channels. WSP achieved an average speed of answer time of 3 minutes and 30 seconds in April – significantly down from the 13 minute and 40 second customer hold time in March. Customer service representatives have also been able to decrease average handle time from 12 minutes and 46 seconds to 11 minutes and 24 seconds. While WSP offers customers a call back option during peak periods, use of this feature remained low in April with the Interactive Voice Response system informing customers of reasonable wait times.

*Exhibit 1. WSP Call Center Activity on a Monthly Basis \**

Month Ending	Calls Offered	Calls Answered	Calls Abandoned	Call Backs Offered	Call Backs Answered	Chats Offered	Chats Answered	eMails Offered	eMails Answered
1/31/2026	41,621	16,201	25,419	0	0	0	0	10,935	10,912
2/28/2026	34,192	14,848	19,343	0	0	0	0	6,617	6,449
3/31/2026	36,247	20,727	15,520	39	39	0	0	4,167	4,315
4/30/2026	29,436	25,152	4,159	108	108	0	0	2,669	2,753

\* Minor discrepancies in data from January-March 2026 made consistent with formally-submitted monthly performance reports.

**Issues:**

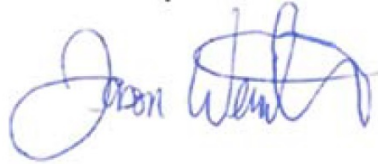
None identified.

**Recommendations:**

None.

**Attachments:**

None.



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