

Clipper® Executive Board

July 27, 2026

Agenda Item 5b – 26-0862

Clipper® Operational Data and Customer Service Center Performance Update

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 full 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, on-demand migration of legacy Clipper cards (initiated when customers log in to their Clipper accounts or contact Clipper Customer Service by phone for assistance), and payment of fares by tapping credit and debit cards directly on Clipper readers. Bulk migration testing has also been occurring, primarily with older inactive cards but also for active cards where migration has been needed for operational purposes (e.g., select institutional/transit benefits program participants and Marin Transit riders). As of mid-July, over 2.2 million Clipper cards have been migrated through these processes.

Card-Based Clipper Operations

Between May and June 2026, the volume and revenue associated with legacy Clipper cards remained relatively steady with just under 9 million fare-payment transactions generating more than \$19M in revenue.

Next-Generation Clipper Operations

Account-based transaction activity has continued to grow, with more than 50% of trips systemwide now being processed through the account-based system (for the week ending July 11, C2 processed 51% of Clipper trips systemwide: 36% on Clipper cards, 15% on contactless bank cards).

In June 2026, trip and revenue figures are as follows:

- Clipper customers using Account-based Clipper cards and tickets made 5.4 million trips generating \$14.6 million in transit operator revenue
- Account-based Clipper cards and limited-use tickets accounted for 35% of trips (up from 31% in May 2026)
- Clipper customers using contactless bank cards made 2.3 million trips generating over \$10.5 million in transit operator revenue
- Open payments accounted for 15% of all Clipper trips (14% of all weekday trips and 19% on weekends)
- Napa VINE had the highest percentage of open payments trips (25%), followed by Golden Gate Transit (23%), Golden Gate Ferry (22%), BART (21%), Vacaville City Coach (17%), WETA (14%), Sonoma County Transit (13%), and Muni (13%).

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 6 minutes and 53 seconds in June – up slightly from the 6 minute and 51 second customer hold time in May, though customer service representatives were still able to decrease average handle time from 11 minutes and 10 seconds in May to 10 minutes and 52 seconds in June. The use of WSP's call back feature increased in June, likely due to an overall increase in call volume and slightly higher average speed of answer.

*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
5/30/2026	28,644	23,370	4,830	558	558	0	0	1,709	2,578
6/30/2026	32,866	26,438	5,608	624	624	0	0	2,000	2,958

* 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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