

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. During this period, continued growth of the account-based C2 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 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-August, over 2.7 million Clipper cards have been migrated through these processes.

Despite operational challenges, Clipper usage remained strong in July with the legacy card-based and next-generation Clipper systems processing a combined 15.9M trips and collecting \$42.5M in fare revenue for the region. A detailed breakdown of card-based and next-generation Clipper usage is below.

Card-Based Clipper Operations

Between June and July 2026, the volume and revenue associated with legacy Clipper cards continued to decline at a relatively steady rate with just over 7.4 million fare-payment transactions generating around \$15.8 million in revenue.

Next-Generation Clipper Operations

Account-based transaction activity has continued to grow, with 53% of trips systemwide processed through the C2 System in July (for the week ending August 8, C2 processed 58% of Clipper trips systemwide: 42% on Clipper cards, 16% on contactless bank cards).

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

- Clipper customers using account-based Clipper cards and tickets made 5.9 million trips generating over \$15.1 million in transit operator revenue
 - Account-based Clipper cards and limited-use tickets accounted for 37% of trips

- Clipper customers using contactless bank cards made 2.5 million trips generating over \$11.5 million in transit operator revenue
 - Open payments accounted for 16% of all Clipper trips (15% of all weekday trips and 20% on weekends)

Clipper Call Center Performance

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 1 minute and 24 seconds in July – significantly lower than 5 minutes and 41 seconds in June. Additionally, customer service representatives decreased average handle time from 10 minutes and 47 seconds in June to 9 minutes and 40 seconds in July.

*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	28,566	23,345	4,685	530	530	0	0	2,664	2,568
6/30/2026	32,866	26,439	5,609	792	792	0	0	2,908	2,962
7/31/2026	30,259	28,438	1,636	181	181	0	0	2,666	2,711

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