



WSP Briefing Slides

Clipper Executive Board Briefing

23 February 2026



Recap from Last Clipper Executive Board Meeting

Key Points from January 23, 2026:

- Significant numbers of Clipper customers continue to need assistance from the Customer Service Center
- Customer Service Reps (CSRs) using more than 30 work-arounds due to system issues which increase call length and customer waiting time
- WSP and MTC committed to work together to improve customer service and case management

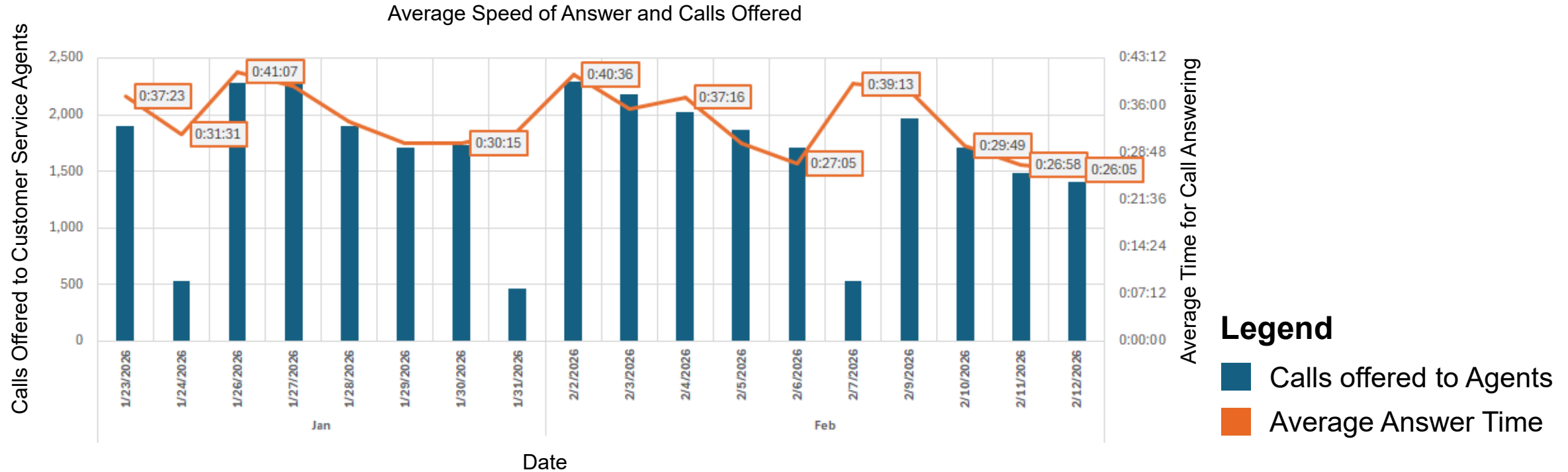


Progress

- Increased hours of operation to 7:00 a.m. to 6:00 p.m.
(2+ additional hours)
- Hiring additional full time and part time agents
(6 part time CSRs hired in January, offers to 11 full time CSRs in February)
- Expanded email capabilities and enhanced case management
(worked with MTC to expand services available to customers using email)
- Working on system updates to implement call back options
(call backs will be limited to available capacity)
- Training CSRs to reduce handle times
(identifying opportunities to streamline calls)



Contact Volumes and Customer Wait Times



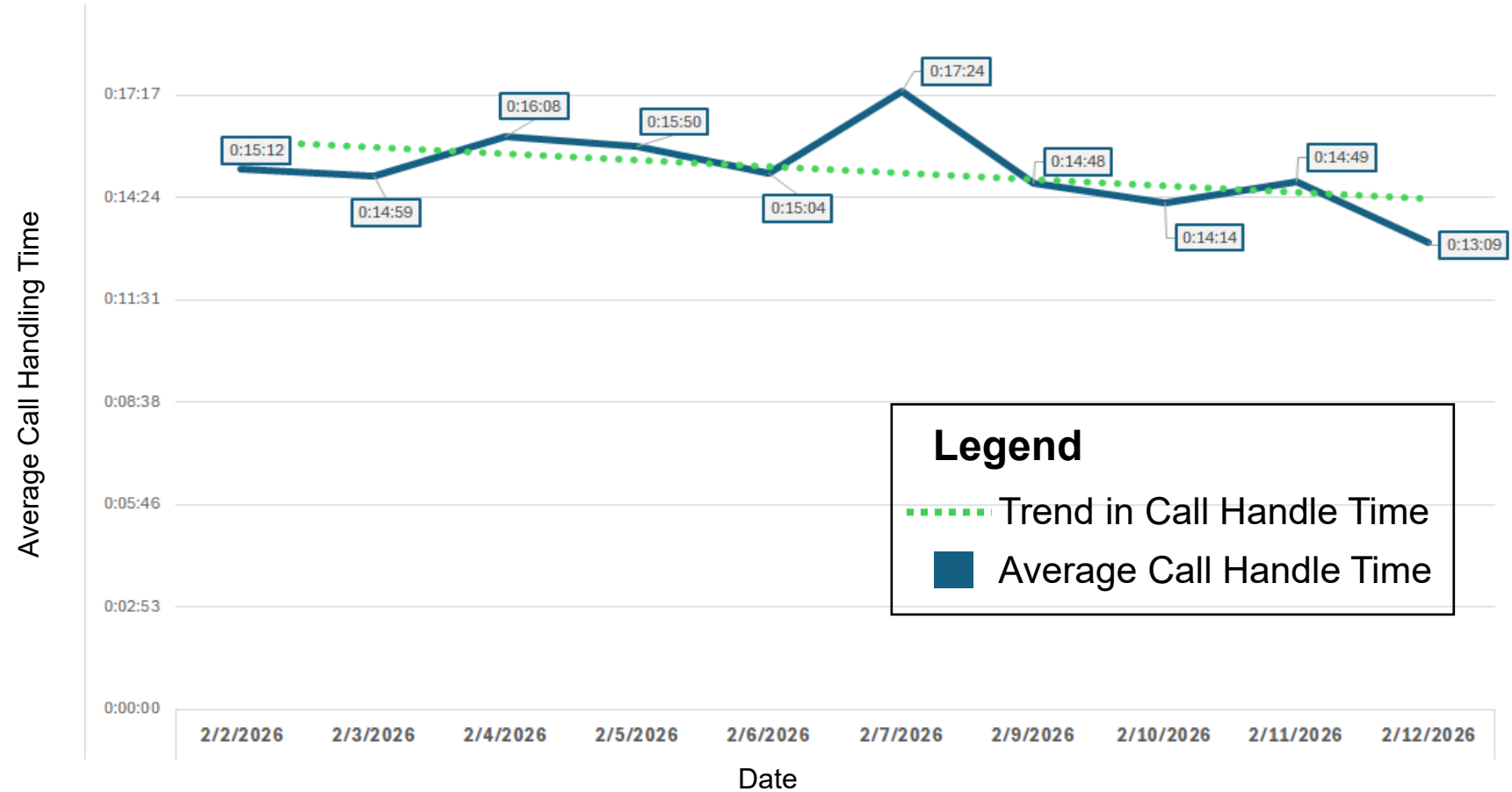
About 2,000 customers call the Customer Service Center each weekday and more than 500 call on Saturday (the blue bars above). Available CSRs answered calls five minutes faster in mid-February than in late January (orange line above), but there is still a long way to go to answer the large volume of calls and reduce wait times.



Average Handle Times

MTC and WSP are working with CSRs to complete calls more efficiently, so we can handle more calls. In February, the average time to complete a call declined by a little more than two minutes.

The dotted trend line demonstrates the improvement in Average Handle Time despite daily peaks and valleys.





Next Steps

- Continue working with CSRs and supervisors to speed calls
- Monitor success of email enhancements
- Introduce call back features
- Complete hiring and training of new CSRs
- Report on progress at next meeting