

**From:** [E Kools](#)  
**To:** [Martha Silver](#)  
**Subject:** Clipper Customer Support and Communications  
**Date:** Wednesday, November 3, 2021 8:05:37 PM

\*External Email\*

To: Martha Silver, Executive Office [msilver@bayareametro.gov](mailto:msilver@bayareametro.gov)

From: E. Kools

Dear Clipper Executive Board:

There are problems with Clipper and I am upset enough to write this letter.

First let me say I am an advocate for public transportation and have been riding AC Transit and other modes of public transport for about 40 years. The idea of the Clipper Card is great, but there are some serious issues for the consumer. While both human and computer error can be expected, there is no excuse for the **consumer's inability to easily report and track resolution to problems**. Clipper Card falls **way** short on this. Just in the past year+ during the pandemic I have several examples.

**Customer Service by Phone is fraught with issues. I cannot think of any other account where my money is held that I do not have secure messaging to take care of problems.** This phone system is inefficient for both customer service and the consumer.

Wait times are now an hour or longer. I have spent over a full day on the phone with Clipper Support since the pandemic began and this is with very little use of my Clipper.

Issues are not resolved while on the phone. The response is "give it 3-5 days". Or, the next time you tag it will all be fine. Things have not been fine for me. On two occasions I had refunds due me that were not processed and I had to contact Clipper a second time. I tried email support but they had the nerve to ask me to call support yet again ! I have yet to receive at least one of these refunds, choosing to deal with the issue below first.

My current issue had to do with a large pending order of cash that disappeared from the pending orders area of my account. The first call to customer service let me know that if too much time goes by, it disappears and needs to be reactivated. They assured me they reactivated it. As time went by, I still could not view it on my online account. I called again (1.5 hours+ on phone) and customer service said not to worry it would reload once it dropped to a certain level. I was promised a call back from a manager because I still took issue with the inability to see it on my account. After one week, I still had not received a call. After a **two** hour call yesterday, I was able to speak with management who tells me a "resequence order" has been submitted and there were some syncing issues they thought were fixed now. I also received a call and email which I am grateful for.

Questions:

In what universe is it okay to deactivate my cash? It is my cash. It is my right to know what is available in my account. You can't just make it disappear from my view. This is dishonest. And, if something happens to me, I would like my representative to be aware of this money in the account.

I had two valid requests for refunds over the past year. Neither was processed the first time around and at least one remains unsettled. Those are not good stats. Like I said, I don't mind mistakes. But if I have to call and sit on hold for an hour, that is a problem for me. I want to remind Clipper politely with a secure message. You really need (I am strongly suggesting) a web interface that can handle the messaging to keep the requests bundled together.

I am sparing you all of the details from these interactions. I ask that you please consider improvements to the communication lines between consumer and support. It is broken. Really broken.

Thank you.