

Clipper® Executive Board

January 26, 2026

Agenda Item 3b

Clipper® Operations and Performance Update

Subject:

Update on Clipper System operations and customer service performance following the launch of the Next-Generation Clipper system to the public on December 10, 2025

Background:

Since we began the start of customer transition to the Next-Generation Clipper system on December 10, 2025, the introduction of open payments functionality across the region has gone smoothly overall, but we have experienced issues with device functionality, back-office operations and card account migration. Operators, MTC and program contractors have opened a significant number of maintenance management tickets related to device performance. Customer contacts to the Clipper Customer Service Center via phone and email have been significant as have customer escalations that have reached MTC staff via email, phone and social media postings.

Clipper Call Center Performance

WSP USA Services Inc. is under contract to provide Next-Generation Clipper customer service via phone, email and chat. The high number of migration issues and back-office issues degrading the Customer Relationship Management (CRM) system performance have affected the call center performance. One outcome is that support via chat is suspended so that customer service representatives (CSRs) can focus on answering phone calls, which CSRs have been able to handle more efficiently. Please see Attachment A for a presentation of Clipper Customer Service Center contact volumes and key performance indicators following the Next Generation Clipper launch on December 10, 2025. Patrick McGowan, Senior Vice President, Mobility Operations Director, of WSP intends to attend the Clipper Executive Board meeting on January 26, 2026 to provide a brief update on WSP performance and answer questions as well.

Card-Based Clipper Operations

In December, there were over 12M card-based transactions, generating over \$28M in revenue.

Next-Generation Clipper Operations

In December, customers used bank cards (open payments) to pay for over 713,000 trips systemwide, generating over \$3.6M in fare revenue. Of these trips, over 178,000 open payments trips were on operators other than BART, generating over \$567,000 in fares.

Since the December 10 launch, open payments transactions have accounted for about 7% of all weekday trips and 9% of all weekend trips systemwide, reflecting the trend of higher weekend usage as seen on BART over the past few months. Open payments usage on BART has also increased slightly since the larger launch, reaching an average of 11% on weekdays and 15% on weekends.

On BART, the overall percentage of open payments trips increased from 10% in November to 12% in December. BART had the highest percentage of open payments trips, followed by Golden Gate Transit (7.2%), Golden Gate Ferry (5.6%) and WETA (4.5%).

Systemwide, account-based Clipper fare cards (C1+ and C2 media) accounted for 3.5% of all trips made in December. There were over 430,000 account-based non-open payments trips systemwide, generating over \$1.5M in fares.

Issues:

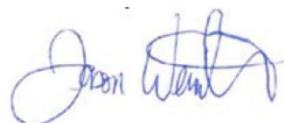
None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Next-Generation Clipper Customer Service Center Performance Presentation



Jason Weinstein