Clipper® Executive Board

March 30, 2026 **Agenda Item 3b**

Clipper® Operations and Performance Update

Subject:

Update on Clipper System operations and customer service 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. While Cubic Transportations Systems in its role as C2 System Integrator has continued to investigate open maintenance tickets, implement configuration changes and release fixes to address identified issues, the volume of customer-initiated contacts to the Clipper Customer Service Center via phone and email have continued to be significant through March.

Card-Based Clipper Operations

As account-based Clipper transactions increase in response to on-demand account migrations, issuance of new account-based cards, and the use of contactless bank cards, the volume and revenue associated with card-based transactions is declining. Card-based transactions decreased from 11 million in January 2026 to 9 million in February 2026. Similarly, card-based revenue decreased from $26 million in January 2026 to $19 million in February 2026. These declines are offset by a commensurate increase in account-based transactions through the C2 system, as documented in the following section.

Next-Generation Clipper Operations

In February, customers used contactless credit and debit cards (open payments) to pay for over 1.2M trips systemwide, accounting for 8.9% of all Clipper trips and generating over $5.5M in fare revenue. While the majority of open payments transactions and revenue are generated on BART, more than 524,000 open payments transactions resulted in over $1.5M in revenue on operators other than BART. On BART, the percentage of open payments trips increased from 13.6% in January 2026 to 14.4% in February 2026. BART had the highest percentage of open payments trips, followed by Golden Gate Transit (12.7%), Golden Gate Ferry (9.9%), and WETA (8.4%).

In February, open payments transactions accounted for about 8% of all weekday trips and 12% of all weekend trips systemwide, reflecting the trend of higher weekend usage (as observed on BART over the past few months as well). Open payments usage on BART reached an average of 13% on weekdays and 18% on weekends in February 2026.

Systemwide, account-based Clipper fare cards accounted for 21% of all trips made in February, up from 13% in January. There were over 2.8 million account-based, non-open payments trips systemwide, generating around $8 million in fares.

In total, account-based activity (both account-based Clipper cards and open payment cards) accounted for 4 million transactions and $13.5 million in revenue.

Clipper Call Center Performance

WSP USA Services Inc. is under contract to provide Next-Generation Clipper customer services. Unfortunately, contact volumes to the Clipper Customer Service continue to be higher than expected due to the high number of migration issues affecting the availability of Clipper cards, value and complete transaction histories; account login problems; and functionality issues affecting key tools such as the Customer Relationship Management (CRM) tool and Discount Management Portal. MTC and WSP continue to meet regularly to review customer service center performance and identify opportunities to improve call center processes, escalate technical issues and develop new workarounds. Patrick McGowan, Senior Vice President, Mobility Operations Director, of WSP will also attend the Clipper Executive Board meeting on March 30, 2026 to provide an update on WSP performance and operational changes that have been implemented to better support customers during this challenging migration period.

Issues:

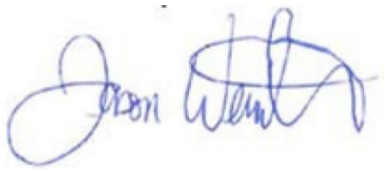
None identified.

Recommendations:

None.

Attachments:

- Attachment A: WSP Briefing Slides for Clipper Executive Board Briefing



Jason Weinstein