

Clipper® Executive Board

June 1, 2026

Agenda Item 3d – 26-0546

Change Order – Next Generation Clipper® Customer Service Center: WSP USA Services, Inc. (WSP)

Subject:

Request for approval of a Change Order with WSP USA Services, Inc. that revises the payment form and reduces the period of performance to align with resources for the operations of the Next Generation Clipper Customer Service Center, subject to approval of the FY 2026-27 MTC Budget.

Background:

After a competitive procurement, WSP USA Services, Inc. (WSP) was selected in May 2021 to serve as the Customer Service Center (CSC) vendor for the Next Generation Clipper regional fare payment system. Work commenced in the summer of 2021, but WSP has repeatedly flagged the risk of increased costs due to the extended Next Generation Clipper system delivery schedule. Consequently, MTC executed nine Change Orders to the Contract that have been needed to update Guaranteed Completion dates, revise payment amounts and milestones for deliverables dependent on the progress of the Next Generation Clipper System Integrator, and extend time and materials payments for operations and maintenance work needed for staffing, training, testing and providing customer service support for system testers and BART's open payments customers prior to the full start of Customer Transition on December 10, 2025.

The original Contract budget was intended to fund four years of operations and maintenance work. MTC and WSP negotiated a monthly fixed-fee price based on a scope of work that would include handling up to 12,000 contacts and the processing of up to 2,500 discount card applications per month. While the estimated number of contacts reflected a combination of pre-pandemic and pandemic-era activity volumes being handled by the Clipper Customer Service Center when the contract was negotiated in 2021, contact trends began changing during the years preceding the full launch of the Next Generation Clipper System. During the 2024 to 2025 period, staff observed that monthly call volumes regularly fell within a 24,000 to 28,000

range. Consequently, MTC and WSP began renegotiating the monthly operations and maintenance fee with a new baseline of 26,000 monthly contacts in mind.

The staffing required to handle this increased call volume and maintain reasonable hold times for Clipper customers is significantly higher and requires a more than doubling of the monthly fixed fee compensation to WSP as compared with scope originally budgeted. Consequently, staff is recommending retaining the existing Contract budget but reducing the full operations period from 4 years to a 19-month period spanning from the start of Clipper customer transition in December 2025 to June 30, 2027. Between now and December 2026, MTC staff will continue to track contact volume trends and work with WSP to identify opportunities to streamline process flows, leverage technology improvements and promote self-service tools to reduce costs and better serve Clipper customers. The outcome of this effort will inform staff's planning and budgeting for Clipper customer service support beyond June 30, 2027, and staff will return to the Board before the end of the fiscal year with a request for a subsequent Change Order that reflects our recommendations for changes in budget and period of performance. Staff recommends the Board approve this proposed Change Order.

Issues:

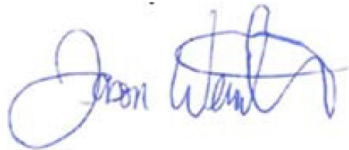
None identified.

Recommendation:

Staff recommends that the Board approve a Change Order with WSP to modify the contract payment form and the period of performance of full operations and maintenance tasks associated with the provision to support the Next Generation Clipper Customer Service Center, as described above.

Attachments:

- Attachment A: Request for Committee Approval - Summary of Proposed Change Order



Jason Weinstein

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Summary Sheet TEMPLATE_v1.docx

Request for Board Approval

Summary of Proposed Change Order

Contractor (or “Consultant”): WSP USA Services, Inc
San Francisco, CA

Work Project Title: Next Generation Clipper® Customer Service Center

Purpose of Project: Consultant serves as the vendor of the Next Generation
Clipper Customer Service Center

Brief Scope of Work: Operations and maintenance of the Next Generation Clipper Customer
Service Center

Project Cost Not to Exceed: This Change Order: \$0
Current contract amount before this Change Order: \$22,554,214
Maximum contract amount after this Change Order: \$22,554,214

Funding Source: N/A

Fiscal Impact: N/A

Motion by Board: That a change order with WSP for the purposes described above and in
the Clipper Executive Director’s summary sheet dated June 1, 2026, is
hereby approved by the Clipper Executive Board, subject to approval of
the FY 2026-27 MTC Budget.

Clipper Executive Board:

Julie Kirschbaum, Chair

Approved: June 1, 2026