WSP Briefing Slides
Clipper Executive Board Briefing

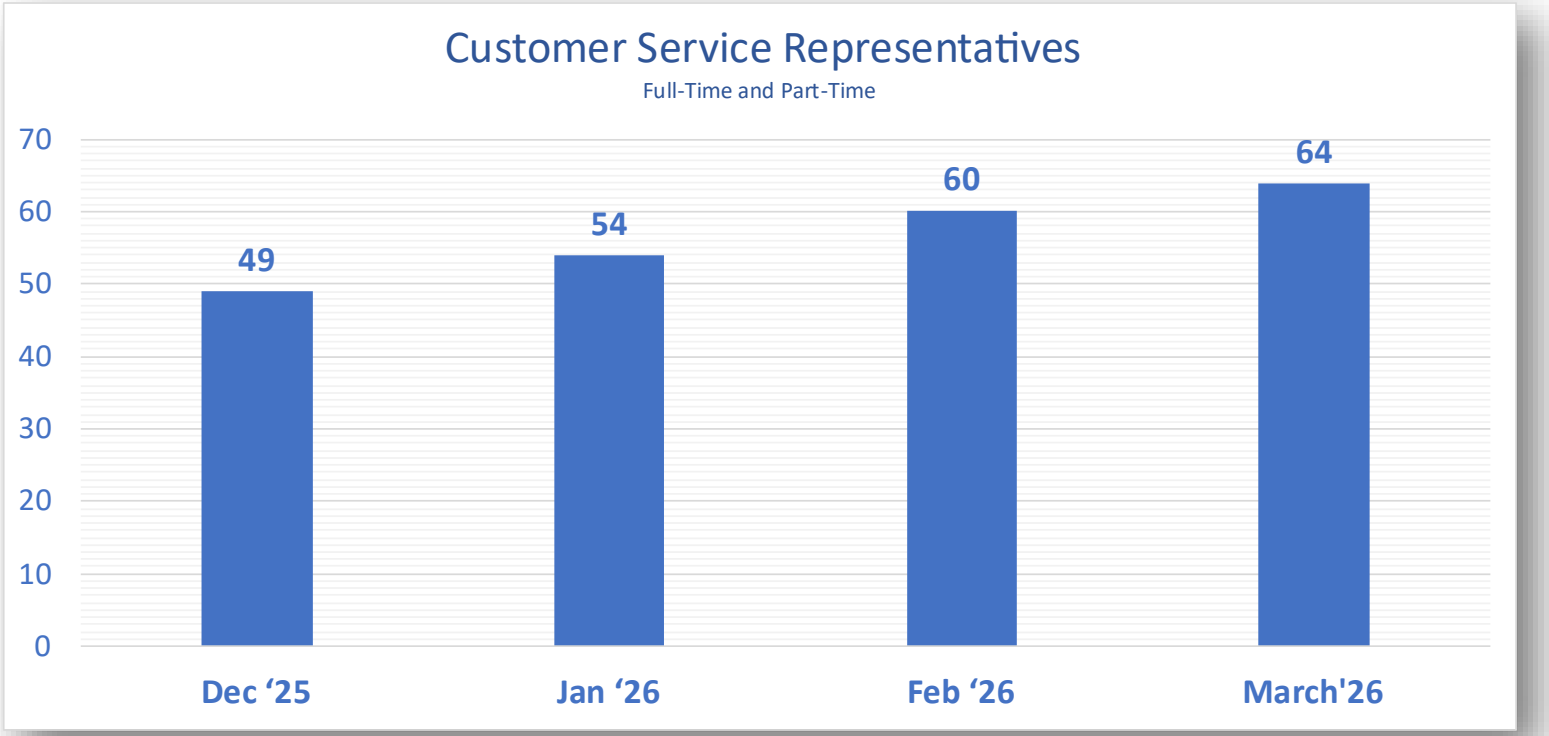
30 March 2026

Progress

1. Adding new Customer Service Representatives
2. Working with Cubic and MTC to address key Clipper system issues that affect the Customer Service Center
3. Improving time to handle calls, reducing speed to answer and increasing customer satisfaction
4. Reintroducing option for customers to request a call back rather than wait in queue

1. Adding Customer Service Representatives

- Increased CSRs by 30% -- up 15 since launch
- In March we hired and trained nine representatives who are just starting to assist customers

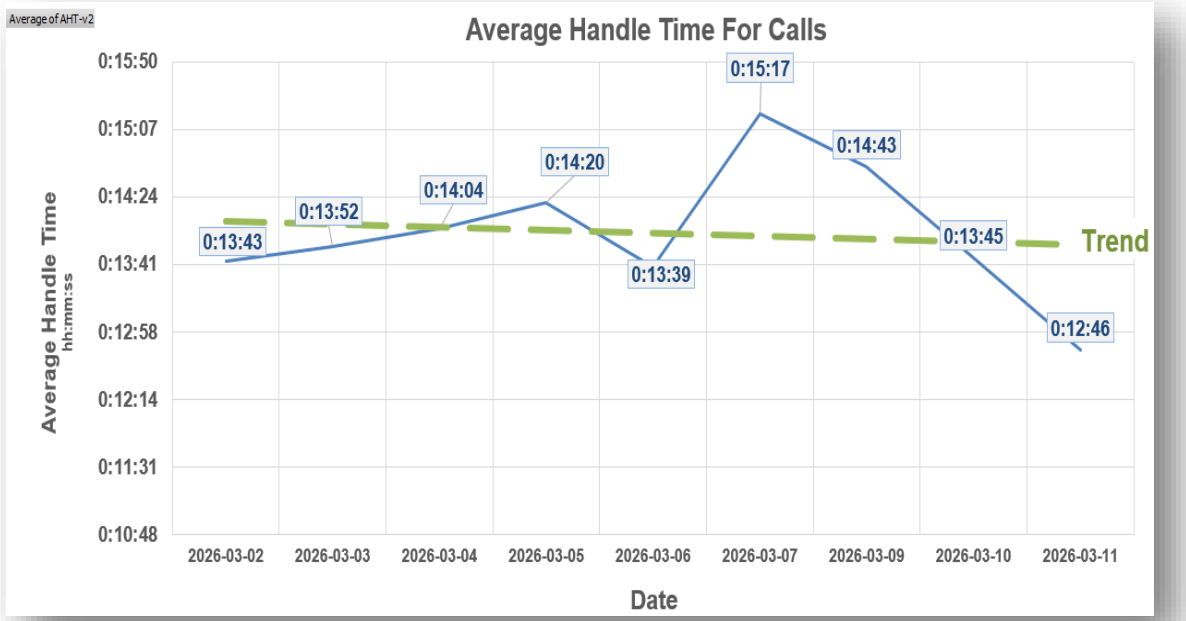


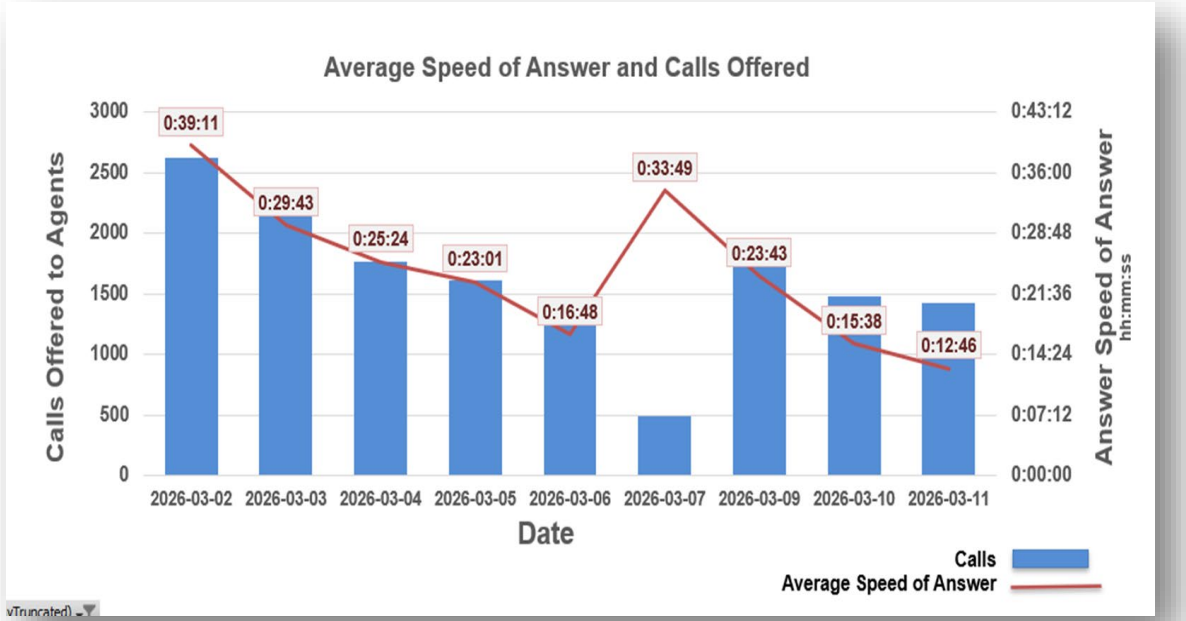
2. Addressing Key System Issues

- Held workshop with Cubic and MTC in early March
- Reviewed issues and work-arounds
- Identified top 20 issues that impact the Customer Service Center (Top 10 most critical summarized on right)
- Regularly scheduled meetings with MTC and check-ins with Cubic

#	Critical Issue	Work-Around / Status
1	Workflow to replace passes and value fail (at the last step)	Issue temporary pass and advise customers that they can visit in-person customer service, (if Senior/Youth we re-enter in Discount Management Portal), while Cubic researches solution
2	Replaced Senior and Youth cards arrive with incorrect fare category	Re-entering applicant information in Discount Management Portal or advising customers to visit in-person customer service (if convenient for them), while Cubic researches solution
3	Refunds by check are not being processed	MTC/WSP working with Cubic on workflow for refunds
4	Significant delays in responding to priority service requests	Regularly review cases with MTC and Cubic
5	Balance transfers fail via CRM for adult to any special fare card type	Assisting customers to perform balance transfer on Web Site or making manual adjustments while Cubic researches solution
6	Pass refund workflow fails on CRM	Escalate cases to Cubic while it researches a solution. WSP, MTC and Cubic are exploring a dedicated escalation team
7	Intermittent issues with cards not migrating properly	Escalate cases to Cubic while it researches a solution. WSP, MTC and Cubic are exploring a dedicated escalation team
8	Some customers are not receiving emails with activation links from the CRM	CSR sends activation link from Web Site while Cubic identifies a solution
9	Unable to research order history in CRM	No work-around yet identified. Cubic researching solution
10	Unable to transfer Pre-Tax and High Value Discounts via Replacement Workflow in CRM	CSRs manually adjust Pre-Tax transfers, advises customer to visit in-person customer service center for HVD; Cubic identifying solution

3. Improving Performance

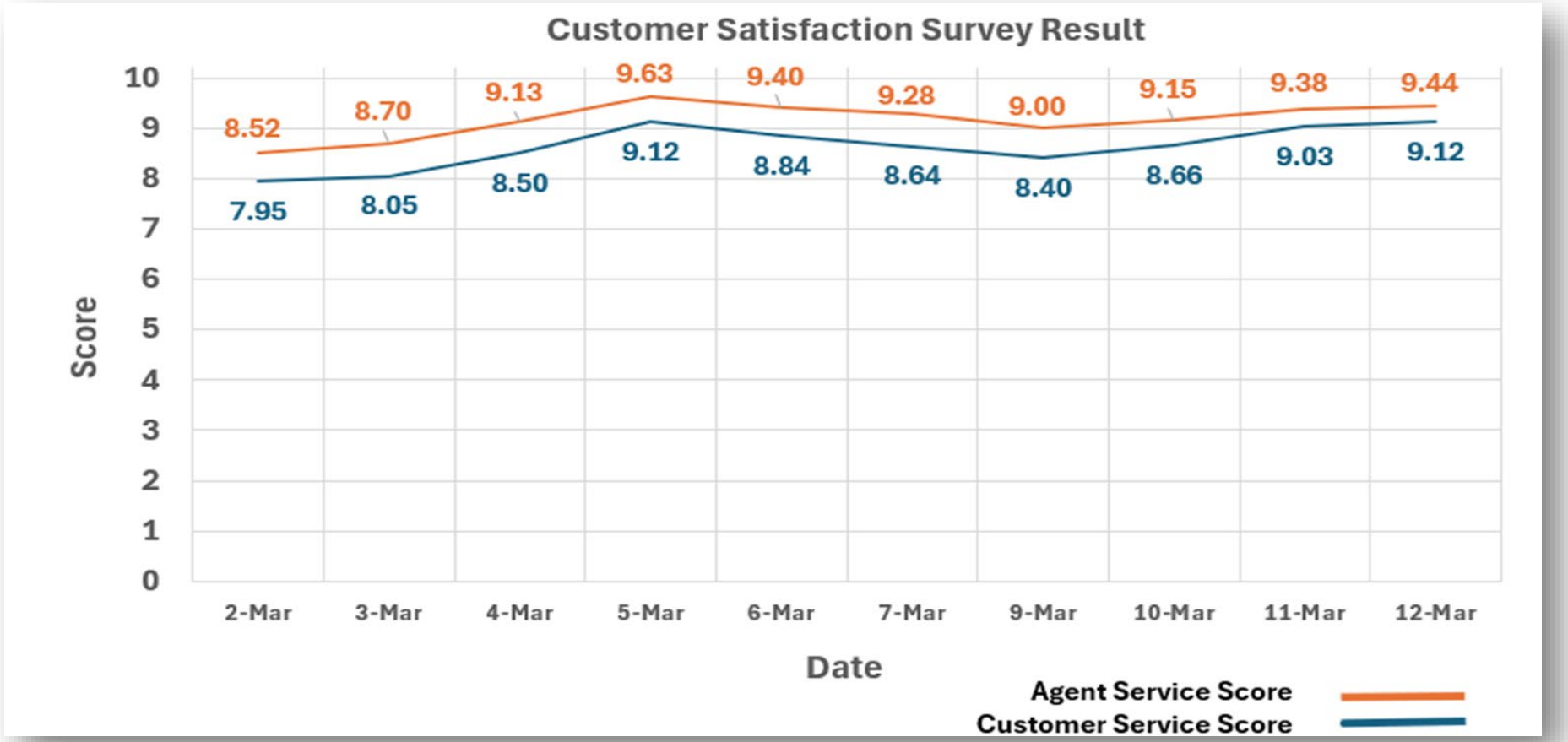




The average time it takes to handle a call decreased below 13 minutes…

…the average speed that agents answered calls improved to between 12 and 13 minutes, while…

3. Improving Performance



…satisfaction with customer service increased to 91.2% and satisfaction with agents rose to 94.4%

4. Call-Back Option

- Option for customers to request a call back rather than wait in queue re-launched in March
- We will closely monitor and manage the call-back option to optimize service
- Call-backs can significantly affect call center performance and may be very limited until call volumes subside

If you would like to have an agent call you back when it's your turn, press 2.

Next Steps

- Add new CSRs to team when training complete
- Work with Cubic and MTC to resolve work-arounds
- Continue to optimize workforce to reduce wait and handle times
- Monitor and manage call backs
- Report on progress at next meeting