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SUMMARY

Brian has over a decade of industry and consulting experience in the areas of tolling, transit operations, and fare collection systems. Brian has been instrumental in the successful implementation of automated fare collection systems throughout the West. He thrives on the complex challenges that agencies face in designing and implementing fare collection systems. His focus is on the end-user and strives to implement systems that serve all stakeholders – from the diverse customer base that ride transit to the staff that maintain equipment and back-office applications.

Brian’s experience makes him uniquely qualified in product management, data and policy analysis, system design and testing, transit marketing and communications, and system transitioning. Brian also has strong community engagement and outreach experience.

PROJECT EXPERIENCE

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| 2023 – Present | <p>Automated Fare Collection (AFC) 2.0 Implementation, Massachusetts Bay Transportation Authority (MBTA), Boston, MA</p> <p>Supporting system testing of a modern account-based system that will enable customers to pay fares using contactless bankcards, agency-branded smartcards, and Near Field Communication (NFC) devices using both mobile wallets and closed-loop virtual media. The new system will replace their aging CharlieCard fare collection system.</p> |
| 2016 – Present | <p>Hop Fastpass, TriMet, Portland, OR</p> <p>Supported TriMet with vendor management and system improvement efforts for Hop Fastpass. Work included operational design, quality control, and schedule adherence. Managed the rollout of institutional programs to Hop by guiding program/system development, employer-onboarding, and card distribution. Managed the design, development, and implementation of myhopcard.com and the Hop retail network. Other tasks included budget tracking/forecasting, card inventory and management, development of standard operating procedures, and testing of all system components.</p> |
| 2017 – 2023 | <p>PRONTO, Metropolitan Transit System, San Diego, CA</p> <p>Served as a core team member of the new fare payment system, PRONTO, which launched in September 2021, and supported design and led testing of the new system. Developed and implemented plans for a customer transition from the legacy Compass system to PRONTO, which transitioned its entire ridership in 2 months.</p> |
| 2017 – 2023 | <p>Next Generation ORCA, Sound Transit, Seattle, WA</p> <p>Supported the next-gen ORCA system integrator and retail network procurements and design. Led coordination of pilot testing and launch, which transitioned its ridership in 3 days. Led the successful launch of the retail sales network.</p> |

- 2018 – 2023

New Fare Collection System, Valley Metro and City of Phoenix, Phoenix, AZ
 Drafted the technical specification and supported procurement of the region’s new fare payment system and a separate specification for a retail network and call center. Led the testing and implementation of Phase 1, which included mobile ticketing. Oversaw the launch of the Valley Metro call center.
- 2018 – 2023

HOLO, Honolulu Authority for Rapid Transportation, Honolulu, HI
 Supported the testing and implementation phases of the new HOLO card, launched in December 2018, which replaced paper-based fare payment with a next-generation fare system.
- 2018 – 2023

Ticket Vending Machines/Rider Validation System, Orange County Transportation Authority, Orange, CA
 Drafted the scope of work and oversaw the procurement of the OC Streetcar TVMs. Drafted the scope of work for OCTA’s Rider Validation System, which is a back office procurement that will integrate with already deployed hardware.
- 2020 – 2023

Ticket Vending Machine Replacement, TriMet, Portland, OR
 Supported TriMet with requirements capture, scope of work development, and procurement of new ticket vending machines, which will replace the existing machines that are approaching end-of-life.

PROFESSIONAL ACCOMPLISHMENTS

- 2007

United States Department of Transportation Dwight D. Eisenhower Transportation Fellowship Recipient
- 2007

September 11th Memorial Program for Regional Transportation Planning Fellowship Recipient

WORK HISTORY

- 2023 – Present

Technical Consultant, Clevor Consulting Group
 In early spring 2023, Brian joined Clevor Consulting Group, leveraging his experience in design, testing, and system transitioning automated fare collection systems to support CCG clients.
- 2016 – 2023

Fare Payment Systems Consultant, Jacobs Engineering Group
 Lead next-generation, open-architecture fare collection projects, from concept through implementation, for transit agency clients. Scope includes business process review and technology planning, defining goals to build technical and functional requirements and procurement materials, program and contract management, and guiding clients through design, testing, and launch.
- 2015 – 2016

MTA Metro-North Railroad, New Fare Payment Planning, Manager, New York, NY
 Developed a long-term fare payment and collection strategy that tied into the New York region’s new fare collection system, OMNY, which examined ticket vending machines, ticket office terminals, and fare inspection devices. Brian also wrote the scope of work for a time and motion study to explore how new technologies would impact ticket inspection and train crew assignments.
- 2014 – 2015

MTA Metro-North Railroad, Intermodal Operations, Senior Planner, New York, NY
 Oversaw the operating contracts and customer service elements for the Hudson Rail Link bus service and the Haverstraw-Ossining and Newburgh-Beacon Ferries, which connect 550,000 riders to Metro-North annually.
- 2011 – 2014

MTA Bridges and Tunnels, Budget and Performance, Operations Analyst, New York, NY

2008 – 2011

Led projects to build new data automation systems and performance dashboards, developing new indicators and data collection procedures to assess operational performance for the country's most trafficked bridge and tunnel toll collection authority, which collected \$2.0 billion in tolls in 2019.

New York Restoration Project, Manager, PlaNYC – MillionTreesNYC, New York, NY

Operationalized a tree planting initiative to plant trees across the New York City public school system and built stewardship and educational programs for students and staff to maintain them. Administered and expanded the then-largest tree-giveaway grant program in the US, granting thousands of trees to NYC homeowners and renters annually.

EDUCATION

2008

M.U.P., New York University, Robert F. Wagner Graduate School of Public Service

Master of Urban Planning with a concentration in Environment, Infrastructure, and Transportation

2006

B.A., Binghamton University, State University of New York

Bachelor of Arts, Cum Laude with High Honors in Geography with a concentration in Urban and Regional Planning