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### SUMMARY

Ms. Edeline has been introduced into the payment technology consulting industry as a research and planning specialist, focused on industry and peer reviews, research, and options analysis. Since joining Clevor Consulting in 2022 as an intern, Ms. Edeline has advanced professionally and now plays a pivotal role in several high-profile projects, including the Metropolitan Council's Fare Collection project and the Toronto Transit Commission's 10-Year Fare Collection Outlook.

Ms. Edeline's meticulous research approach and ability to analyze various alternatives have consistently provided valuable insights for her team. Her expertise in conducting thorough needs assessments, supporting procurement processes, ensuring compliance with project requirements, and evaluating capital and operating cost estimates has been instrumental in shaping strategic decisions. Ms. Edeline's commitment to excellence and her passion for industry research make her an invaluable asset to any project she undertakes.

## PROJECT EXPERIENCE

2025 – Present

### **Fare Payment System Program Consultant, Calgary Transit, Calgary, AB**

Calgary Transit's Fare Payment System Consultant Project commenced in January 2025, aiming to consolidate all existing fare collection systems into a unified solution, thereby enhancing customer experience. This comprehensive initiative involves conducting a thorough assessment of current systems, developing implementation and operations strategies, reviewing governance structures, and creating a robust business case. The project concludes with the development of detailed technical specifications for the integrated solution. Throughout this project, Ms. Edeline has been actively involved in all aspects, ensuring seamless coordination across multiple stakeholders and departments.

2024 – Present

### **Automated Fare Collection (AFC) 2.0 Implementation, Massachusetts Bay Transportation Authority (MBTA), Boston, MA**

The MBTA is nearing the launch of its cutting-edge, account-based fare collection system that will revolutionize payment options for Boston's transit users. CCG has supported the AFC 2.0 project from initial design through implementation and is now leading testing to ensure all system components are ready for production deployment. Ms. Edeline has supported this project through the development and on-site execution of comprehensive integrated test cases. Additionally, she has been involved in tracking Monthly Performance Reports and KPIs to ensure all critical areas of the system are being monitored.

2024 – Present

### **PRESTO 2.0 Transition and Implementation Support, Toronto Transit Commission, Toronto, CA**

The Toronto Transit Commission (TTC) is working with Metrolinx to transition to the new account-based PRESTO system. In support of this project, Ms. Edeline has provided strategic assistance by

monitoring the status of critical tasks and action items requiring TTC decisions. She has enhanced the TTC team's internal communications through meeting support, comprehensive agenda preparation, and development of effective meeting materials. Furthermore, Ms. Edeline has maintained close coordination with the TTC to deliver essential launch support throughout each program deployment phase and during operational transitions.

2024

**Industry Scan of Modern AFC Procurements and Independent Cost Estimate, TransLink, Vancouver, BC**

CCG collaborated with TransLink to conduct in-depth peer agency procurement research and develop a robust Independent Cost Estimate (ICE), supporting the strategic procurement of a next-generation Automated Fare Collection (AFC) system. Ms. Edeline supported this work by conducting and summarizing peer agency evaluations, analyzing procurement strategies, and lessons learned to provide actionable insights for TransLink's future procurement. Additionally, Ms. Edeline created a comprehensive ICE that incorporated key agency inputs and leveraged recent cost analyses from comparable transit systems.

2023 – 2025

**10-Year Fare Collection Outlook and Business Case, Toronto Transit Commission, Toronto, CA**

CCG worked with the Toronto Transit Commission to develop a business case that will help determine the future technology and operations of the fare collection system. Ms. Edeline provided support for this project by evaluating the capital and operating costs of different alternatives and helped develop a budgeted forecast to help the TTC determine the financial impacts of a new fare collection system. Ms. Edeline assisted in developing a comprehensive Final Report, synthesizing findings from the Concept of Operations and financial data to recommend optimal system options for the agency.

2023 – 2024

**TriMet On-Call Farebox Replacement, Portland, OR**

As one of the project coordinators for the TriMet farebox replacement project, Ms. Edeline has been of assistance by providing an overall needs assessment while gathering technical requirements for the project. She has reached out and communicated with a multitude of vendors to discuss TriMet's needs for the project. Ms. Edeline has also been responsible for building out the technical specification as well as evaluating TriMet's bid sheets.

2022 – Present

**Future Fare Payment System, Maryland Transportation Administration (MTA), Baltimore, MD**

The MTA is in the process of a full system replacement of the existing card-based fare collection system. The new system will be a modern, account-based fare collection system with open architecture and an expansive retail network. Ms. Edeline has provided support for this project by tracking deliverables, assisting in mobile application and proposal compliance reviews, analyzing their fare system customer website, and has delivered CRM use cases for balance transfers and refund scenarios.

2022 – 2024

**Key 2.0, Southeastern Pennsylvania Transportation Authority (SEPTA), Philadelphia, PA**

SEPTA is currently undertaking the replacement of its electronic fare collection system, Key 1.0. The objective of this project is to enhance the system's functionality for both customers and agency stakeholders by incorporating the latest innovations, features, and functions in fare collection systems. CCG played a crucial role in the project by creating a comprehensive Concept of Operations, developing a complete set of technical specifications to replace the Key 1.0 system, planning the RFP procurement, issuing, and supporting the RFP, and negotiating the contract till the Notice-to-Proceed

stage. Ms. Edeline has assisted with this project by building out the technical specification while also providing procurement support.

2022

**Clevor Consulting Group, Inc., Internship, Portland, OR**

CCG continues to hire the best and brightest, and our internship program is no different. CCG strategically expands its footprint in the electronic fare payment technology industry. Ms. Edeline was hired in the Summer of 2022 and quickly acclimated to the assigned industry-related tasks where her value was immediately recognized. She was responsible for creating timelines and graphics for upcoming projects, technical specifications and transition plan templates, completed QA/QC on technical requirements, drafted a risk management plan, and completed extensive industry research. Research projects were inclusive of fare policy, fare technology, and procurement information. Administrative tasks were wide-ranging from file transfers into Microsoft Azure, entries into Excel for Contract Data Requirements List (CDRL), QA/QC for technical requirements, file and note organization, updating retail network specifications, fire inspection preparation, and event planning.

## EDUCATION

2023

**B.A., Business Administration, University of Oregon, Eugene, OR**

Ms. Edeline studied Business Administration with a major in Finance.  
 Dean's list: freshman and junior year

2019

**La Salle Catholic College Preparatory**

Milwaukie, OR  
 AP Gov, AP Calc, AP Stats  
 4-year Varsity Athlete