

Stephen Oldfield

Administrator & CEO — public sector leadership across transit operations, statewide NEMT brokerage, technology modernization, and high-compliance program management.

HIGHLIGHTS

CURRENT

Administrator & CEO, MART

Unanimously appointed by the Advisory Board in 2026 after a competitive selection process

TRACK

Intern → COO in the private sector

Eight years at a national market research firm, four promotions

EDUCATION

MBA, Fitchburg State University

B.A., Fitchburg State · NCAA Div. III ice hockey

Montachusett Regional Transit Authority

PUBLIC TRANSIT + STATEWIDE HST BROKERAGE · MASSACHUSETTS

JAN 2026 – PRESENT

Administrator & CEO

- Chief executive across fixed-route transit, paratransit, microtransit, and the Human Service Transportation brokerage
 - Accountable to the Advisory Board for service reliability, fiscal discipline, and FTA/state regulatory integrity
 - Lead the executive team and department heads; set the operating cadence, performance standards, and expectations
 - Drive modernization: data-informed management, system reliability, vendor oversight, and scalable technology
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JAN 2021 – JAN 2026

Executive Director, Brokerage

- Led the Commonwealth's largest Human Service Transportation brokerage — one of the largest coordinated transportation programs in Massachusetts
 - Responsible for operational performance, regulatory compliance, contract oversight, financial controls, and service quality
 - Stabilized and professionalized operations through improved governance, data systems, performance metrics, and vendor accountability
 - Built cross-functional teams and disciplined operating rhythms; advanced the technology and reporting stack
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Research Results Inc.

NATIONAL MARKET RESEARCH OPERATIONS FIRM · FITCHBURG, MA

OCT 2019 – JAN 2021

Chief Operating Officer

- Ran company-wide operations for a national research firm serving Fortune 500 insights teams

DEC 2016 – OCT 2019

Director of Client Services

- Owned client delivery across national accounts; built the project management team from a four-person shop to a fifteen-person department

AUG 2013 – DEC 2016

Project Manager → Account Manager

- Started as an intern; ran high-volume research fieldwork and client accounts

Education

FITCHBURG STATE UNIVERSITY · CUSHING ACADEMY

2014 – 2016

Master of Business Administration, Fitchburg State University

2009 – 2012

B.A., Fitchburg State University

- NCAA Division III men's ice hockey

Certifications & Community

COMMONWEALTH OF MASSACHUSETTS · NORTH CENTRAL MA

2023 – 2029

Notary Public, Commonwealth of Massachusetts

2022 – 2023

Community Leadership Institute, North Central Chamber of Commerce

