

## Douglas A. Newman

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*Transportation professional and public servant working to improve the customer experience for millions of public transportation riders.*

### EXPERIENCE

#### **Metropolitan Transportation Authority, New York, NY**

*Manager, Planned Service Changes, April 2026–Present*

- Manages the team responsible for communicating planned subway and bus service changes at MTA New York City Transit, North America's largest public transit system.
- Project manages service change communications from an initial evaluation of customer impacts through the development of appropriate communications products and travel alternatives.
- Sets content strategy and standards and manages and improves workflows for the planned service changes team.
- Collaborates closely with colleagues in subway and bus service planning and operations to ensure service change communications are accurate and timely.
- Works to develop and improve features of NYCT's planned service changes content management system and electronic service change planning tools.

*Website Content Strategist, July 2023–April 2026*

- Managed the web content team at the MTA, overseeing all public-facing web content for North America's largest transportation agency.
- Worked with senior leadership from all MTA agencies and departments to develop communication strategies and ensure all web content was accurate, relevant, and customer-focused.
- Led the MTA's web content strategy for major agency initiatives such as North America's first congestion pricing program, the rollout of the OMNY fare payment system, biennial fare and toll changes, and major subway and bus service redesigns.
- Wrote the MTA's flagship weekly newsletter and blog, the MTA Weekender, communicating planned weekend subway and rail service changes in an accessible, customer-friendly manner.
- Managed and continuously improved the MTA's web content processes and workflows.
- Analyzed web metrics and delivered monthly analytics reports to stakeholders and senior leadership.
- Worked in close collaboration with MTA IT product and engineering teams to manage the product roadmap for and develop and improve features of the MTA's website content management system.

#### **Macmillan Learning, New York, NY**

*Senior Media Editor, May 2022–June 2023*

*Media Editor, April 2021–May 2022*

*Associate Media Editor, August 2019–April 2021*

*Assistant Media Editor, August 2016–August 2019*

- Held positions of increasing responsibility managing the editorial development and production of higher education courseware, e-books, and digital content at one of the world's leading publishers.
- Successfully managed several complex projects per year, each with dozens of deliverables and multiple stakeholders with diverse needs.
- Hired and managed a team of subject-matter-expert authors and reviewers in multiple disciplines.
- Worked closely with colleagues across departments to set project requirements, budgets, and schedules and ensure content met customer needs.
- Selected and managed vendors, ensuring the delivery of quality work on time and on budget.
- Served as team accessibility lead, ensuring content met accessibility standards and training colleagues on accessibility best practices.

#### **Oxford University Press, New York, NY**

*Market Development Assistant, November 2015–April 2016*

*Market Development Intern, June 2015–October 2015*

- Supported market development of new higher education textbooks at the world's largest university press.
- Researched and signed reviewers, managed reviews and class tests, wrote and edited copy, edited videos, produced and deployed email and web campaigns, analyzed email and web metrics, and deployed surveys and analyzed survey results.

## EDUCATION

### **University of Washington**, Seattle, WA

*Master of Sustainable Transportation, 2027 (expected)*

- Certificate in Sustainable Transportation: Planning and Livable Communities earned 2025

### **Harvard University**, Cambridge, MA

*Master of Liberal Arts in Extension Studies, Digital Media Design, 2019*

- Graduate Certificate in Web Technologies earned 2018

### **Stony Brook University**, Stony Brook, NY

*Bachelor of Arts, History, 2014*

## PROJECTS

### **Eligibilities for Special Transit Fares in an Open-Loop Payment Environment, 2025**

*King County Metro/University of Washington*

- As a graduate student at the University of Washington, prepared a research report and presentation for King County Metro's Innovative Mobility program on open-loop fare payment technology for riders eligible for special transit fares.

## MEMBERSHIPS

### **American Planning Association**

*Member, New York Metro Chapter and LGBTQ and Planning and Transportation Planning Divisions*

### **Institute of Transportation Engineers**

*Member, Metropolitan Section of New York and New Jersey*

### **Young Professionals in Transportation International**

*Member, New York City Chapter*

## AWARDS

- Accessibility Innovator, 2024 MTA Employee Accessibility Awards
- 2022 Macmillan Learning Innovation Tournament Winner