

Carter Stern

Experience

Cruise

Director of Global Government Affairs

Mar 2023 - Present

Head of Government Affairs, Domestic and International New Markets

Mar 2021 - Mar 2023

REEF

Head of Public Affairs - Texas and Southwest

Aug 2020 - Mar 2021

Building a sustainable ecosystem that connects the world to your block through revitalizing neighborhood kitchens, supply chains & logistics, and by focusing on the future of mobility.

Lyft

Senior Public Policy Manager

Mar 2020 - Aug 2020

Public Policy Manager

Dec 2018 - Mar 2020

ofo

Director of External Affairs - North America

Apr 2018 - Aug 2018

Houston, Texas

Managed ofo's external affairs team. External affairs was responsible for stakeholder engagement, strategic partnerships with community and elected officials, shaping local regulations and developing grassroots support. Worked cross-functionally with marketing, operations, and communications teams to maintain consistent messaging and to ensure that our efforts addressed the challenges of internal teams and external partners. I represented ofo on panels and in public presentations across the country, often engaging hostile audiences. My team developed ofo's bike donation and cash payment programming.

Head of External Affairs

Dec 2017 - Apr 2018

Responsible for influencing the regulatory process through stakeholder engagement and education, strategic partnerships with community groups and elected officials, and strategic deployment of grassroots support. My responsibilities covered a 14-state region in the central US.

Houston Bike Share

Executive Director

Jun 2016 - Dec

Houston, Texas

Served as the executive director of Houston Bike Share, the non-profit operator of the Houston B-Cycle Program. I was responsible for communications, government relations, continuous improvement of operations practices, P&L, planning the placement of 71 new stations, and strategic long-range planning. During my tenure, the program fleet grew by 203% and growth adjusted ridership increased by 17%. I partnered with a local university to develop a rebalancing algorithm that was implemented by our field operations team, streamlining the balancing process. I adjusted our membership offerings and pricing, based on customer and survey data, resulting in increased ridership, increased rider diversity and a fare-box recovery above 90%. Secured state and private sponsorship funding of over \$5MM, setting the program on track for long-term sustainability and growth.