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Melissa K Johnson



Qualifications

Progressive responsibility and experience in:

- Building Partnerships with Appointed and Elected Officials
- Managing Projects and Resources
- Public Finance and Budgeting
- Transportation Operations
- Evaluating and Writing Policy
- Community Outreach
- Creative Problem Solving

Achievements

Implemented LEAN management principles to reduce expenditures while improving services.

Results: Saved \$4.6 million and increased profit margin by 34%.

Lobbied the Utah State Legislature for additional funding to complete three essential transportation projects in West Jordan. Prepared reports and applications for Salt Lake County transportation funding and made presentations to the Public Works Subcommittee promoting West Jordan projects.

Results: Received over \$13,400,000 in supplemental funding to purchase property and build 5600 West and 4000 West, and make improvements to 7800 South in West Jordan.

Facilitated and coordinated the completion of the Jordan River Trail project.

Partnered with three other municipalities, Salt Lake County, the State Legislature, the Federal Department of Natural Resources and the Department of the Interior's Parks and Trails division to design, fund, and complete construction on a missing segment of the Jordan River Trail. The project also involved encouraging participation from the Jordan Water Conservancy District, the Jordan River Commission, public utility companies and private property owners.

Results: Secured over \$2.5 million from national, local and regional partners to complete construction and build a tunnel linking the trail. The trail is currently under construction and will be finished by September 2013.

Education

MPA Public Administration	Southern Utah University	Cedar City, UT – 2013
BS Communications	University of Utah	Salt Lake City, UT - 1991

Certification

Certified Community Transit Manager	Community Transportation Association of America	Portland, OR – 2016
Certified Parking Professional	National Parking Association	Washington, D.C. – 2015
LEAN Six Sigma	ASQ	Milwaukee, WI – 2014
Mediation Certificate	Utah Dispute Resolution	Salt Lake City, UT – 2008

Experience

University of Utah (UT)

2014 – Present

Director of Commuter Services

Managed 210 employees and a budget of \$27 million. Reduced expenditures and created operational efficiencies across the department.

Major responsibilities include:

- Operating the second largest transit agency in the state of Utah.
- Managing and maintaining 26,000 parking stalls over a 1500-acre campus.
- Coordinating transportation planning and operations with UDOT, UTA, Salt Lake City, and community partners.
- Operations and logistics for ten divisions including customer service and support, event management, transit operations, maintenance, enforcement, and finance.

City of West Jordan (UT)

2006 – 2013

Mayor, City Council

Developed relationships with elected officials at every level of government to better coordinate services and public improvements for the residents of West Jordan. Built partnerships with community stakeholders including businesses, schools, residents, non-profit organizations, service groups, and religious congregations.

Prepared and delivered presentations on topics ranging from budget issues and taxation to community and economic development. Responsible for communication with council members, residents, city staff, business owners, legislators, and other elected and appointed officials. Promoted the use of social media, web pages, smartphone apps, and traditional sources to inform residents and promote city issues.

Helped balance the City budget and cut spending as a result of decreased revenues during the economic downturn. Worked to cut spending on non-essential services and prioritize the key functions of local government.

Served as a member of 22 state, regional, and local boards and committees including:

- Appointed to Police Officers Standards and Training Council by Governor Gary Herbert
- Board Member for the Utah League of Cities and Towns
- Southern Utah University's Masters in Public Administration Advisory Council
- Council of Governments
- Wasatch Front Regional Council and Regional Growth Committee

Utah Third District Court (UT)

2008 – 2010

Mediator

Assisted in the negotiation and resolution of cases in Small Claims Court to avoid the necessity of claimants appearing before the judge.

Worked to resolve conflict and facilitated agreement between parties involved in Landlord/Tenant disputes.

Jordan School District (UT)

2008 – 2009

Transition Team Member

Worked with representatives from the Jordan District and the Canyons District to evaluate and divide the assets of the Jordan School District according to state law following the District split. Successfully proposed amendments to legislation that would have required a greater portion of District assets to be allocated to the Canyons District to compensate for aging infrastructure.