

Bio and Summary of Qualifications

Jerry R. Benson

Experience

- 32 years transit management experience including direct management of most agency functions and departments.
- Multiple awards and certifications for innovation, quality, safety, employee relations and environmental performance.
- 23 years as part of the executive leadership team at UTA including Director of Human Resources, Director of Communications, Chief Performance Officer, Chief Operating Officer, Vice President of Operations and Interim President/CEO.

VP/Chief Operating Officer
2006 to Present

Utah Transit Authority
Salt Lake City, Utah

Responsible for managing bus, rail, vanpool and paratransit operations for six-county, 1200 vehicle public transit system carrying 45 million boardings per year. Work with executive team and trustees to establish strategic plans, performance goals and standards for the agency. Oversee and execute service and operational plans through management team and staff of 1700 operational employees.

Chief Performance Officer
2002 to 2006

Utah Transit Authority
Salt Lake City, Utah

Responsible for managing operational performance, safety, environmental compliance, facilities maintenance, radio control, major component rebuilding and labor relations for the transit agency. Oversee ISO 9001 and ISO 14001 management systems. Coordinate Board of Trustees Finance and Operations Committee.

Director of Human Resources
1992 to 2002

Utah Transit Authority
Salt Lake City, Utah

Responsible for managing all human resource functions for the transit authority. Acted as chief negotiator for labor contracts. Managed labor relations, staffing, compensation, benefits, medical programs, personnel policies, work force planning, work force utilization, wellness, training, organizational development, personnel records and administration.

Director of Corp. Communication Utah Transit Authority
1997 to 2000 Salt Lake City, Utah

Responsible for managing all marketing, public relations, customer service and government relations functions for the transit authority. Negotiated and managed advertising agency contracts with annual advertising budget of \$1.5 million.

Adjunct Instructor University of Utah
1994 to Present Salt Lake City, Utah

Teach undergraduate and graduate level courses in Public Administration, Policy Analysis, Program Evaluation, Conflict, Negotiation, Leadership and Change Management.

Mgr. of Personnel & Labor Relations Utah Transit Authority
1988 to 1992 Salt Lake City, Utah

Responsibilities included managing labor relations and negotiating labor contracts; managing compensation and benefits, staffing, medical programs, personnel policies, and work force planning. Supervised staff of seven.

Education

- 32 years transit management experience including direct management of most agency functions and departments.
- BS Organizational Communication, Magna Cum Laude
- MHRM Human Resource Management
- PhD Organizational Communication

23 years adjunct instructor experience teaching performance management, program evaluation, conflict and negotiation, management and leadership.

Doctor of Philosophy University of Utah
Organizational Communication Salt Lake City, Utah

Course work and research in Communication Theory, Qualitative Research Methods, Quantitative Research Methods, Communication Systems, Participatory Decision Making, Negotiation, and Organizational Theory. Research papers presented to the International Communication Association

Conferences in 1998 and 2000. Received the 1998 International Association of Business Communicators Best Research Award for research co-authored by a practitioner and a scholar. Dissertation research examined employee participation and organizational decision making.

Master of H. R. Management
Human Resource Management

University of Utah
Salt Lake City, Utah

Course work included Human Resource Management, Compensation, Public Policy, Grievance and Arbitration, Operations Management, Strategic Management, Finance, Statistics, Accounting and Management Information Systems.

Bachelor of Science (Magna Cum Laude) University of Utah
Organization Communication Salt Lake City, Utah

Major course work included Communication in Organizations, Organizational Behavior Research, Management, and Innovation and Entrepreneurship. Other course work included Chemistry, Physics, Calculus, Statistics, Literature and Music.

Professional Education

Certified Facilitator, Arbinger Institute. ISO 9001 Lead Auditor Training, SAI/Excell. ISO 14001 Environmental Management System, Virginia Tech. Certificate in Employee Relations Law, Institute for Applied Management and Law. Accredited Professional in Human Resources, Personnel Accreditation Institute. Public Employee Retirement System Administration, Government Finance Officers Association. Transit Managerial Effectiveness Program, University of California, Irvine. Team Reward and Recognition, Association for Quality and Participation. Leadership Development, Center for Effective Organizations.

Service

Board member for Advantage Services, a non-profit organization providing employment for people recovering from mental illness. Board member and Treasurer for the Transit Labor Exchange. Executive liaison for UTA Employee Charitable Help Organization. Prior service includes member of the Blueprint Jordan River Committee, member of the Wasatch Front Regional Council Air Quality Committee, Chairman of the Transit Labor Exchange, Chairman of the APTA Human Resources Committee and Chairman of the APTA Labor Relations Committee. Transit Cooperative Research Program (TCRP) oversight committees on leadership development and performance measurement. TCRP International Transit Studies project member on performance measurement.

APTA peer review, OC Transpo, Ottawa. APTA peer review, MTA Baltimore.

Recent Accomplishments

- Served as Interim President/CEO from August 2015 to present.
- Developed and implemented reforms in compensation, TOD, lobbying, board process and public information.
- Led key UTA initiatives; such as, Proposition 1 service plans and budgets, leasing of Warm Springs facility, Provo Orem Trip project funding and local government relations.
- As Vice President of Operations, led planning, staffing, testing and opening of five new rail lines in less than three years.
- Created a regional mobility management function, including acting as the designated recipient and grant administrator for Section 5310 funds.
- Launched two new bus services fully funded by public and private partners.
- Increased revenue from bulk pass programs by over \$3 million.
- Established key performance indicators and business analytics for operations.
- Implemented “the UTA Way” system of management excellence (based on Lean), which produced \$2.2 million in annual savings.
- Deployed an introductory fleet of modern CNG buses.
- Increased bus system on-time reliability from less than 70% to 92%.