

Planning, Policy & Data Analysis – Veteran Fellowships

(Three Positions)

King County Organization: Metro Transit Department



Summary:

King County Metro Transit is a regional and national leader in getting people to work quickly, reducing commuter stress, addressing climate change and improving urban air quality through sustainable transportation strategies, and by providing comfortable, effective, and equitable regional mobility services for commuters, residents, and visitors of King County, Washington. Transit is offering three different learning opportunities for veterans, reservists, and members of the National Guard who have a strong interest in public transportation and the desire to make a difference in King County's transportation landscape. Each position will involve a set of customized learning objectives and deliverables that provide hands-on experience assisting with and accomplishing specific work tasks or projects within each work group. **Duration of Assignment and Work Schedule for all 3 Positions:** September 2021 - May 2022; Up to 40 hrs./week; All positions will work remotely at least to January 2022.

[**APPLY HERE**](#)

Qualifications Required For All Positions:

- A strong interest in public transportation and the desire to make a difference in King County's transportation landscape by promoting the use of transportation solutions that get drivers out of single occupancy vehicles
- Excellent written, verbal, interpersonal, and visual communication skills
- Ability to work effectively in teams, collaboratively and respectfully with a diverse group of individuals from various positions and backgrounds
- Self-starter with the ability to take direction and work independently following through on multiple priorities and assignments in a fast-paced and agile work environment
- Experience with Microsoft Word and Excel; ability to learn online software quickly
- Commitment to equity, diversity, and inclusion. Ability to promote an equitable, diverse and inclusive work environment and support equity, diversity and inclusion goals.
- Desired but not required:
 - Knowledge of and experience using public transportation options
 - Program and project management skills
 - Experience with databases for reporting and analysis
 - Process improvement and problem-solving skills

NOTE: Applying equity and social justice principles is a daily responsibility and a foundational expectation for all King County employees. In these positions you will apply equity and social justice principles that exemplify shared values, behaviors, and practices to all aspects of the work.

Position #1 Business Passport Program – Market and Business Development Team

The Market and Business Development team encompasses the Business Passport, Fare Policy, and Transportation Demand Management teams, located in Metro's Market Innovation Section. They take a holistic approach to improve the travelling experience for public transit users in our region by offering products and programs to meet riders' needs. They use data and analysis to continuously improve programmatic offerings.

Examples of Projects:

- Business Passport Program development— identify gaps in the business market for and work on developing changes to address those needs. There is a focus on expanding access for lower income and essential workers.
- ORCA Data—support the build out of dashboards using ORCA data.
- Transportation Demand Management—support the development and evaluation of Transportation Demand Management programs such as Just One Trip.

Learning Objectives:

- Gain experience planning and facilitating customer engagement
- Gain insight into evidence-based policy making
- Learn about the ORCA Business Program, Commute Trip Reduction, and Transportation Demand Management
- Contribute to the development of Metro’s innovative pilots and programs aimed at improving access to transit

Additional Qualifications for the Business Passport Position:

- Experience and/or coursework in data analysis and/or policy analysis
- Research experience and an understanding of research design methods
- Strong GIS and/or Excel skills
- Experience using specialized software tools such as:
 - Data visualization and design software (e.g. Power BI, InDesign, Adobe Creative Suite)
 - Project management software (e.g. MS Project and SharePoint)
 - Programming and processing software (e.g. R, Python and MS Flow)

Position #2 Fare Policy

The Fare Policy Team supports a variety of efforts related to fare payment including reduced fare programs, fare payment technology, and increasing equitable access to transit. It conducts data analysis, research and evaluation that informs Metro’s fare policy goals and long-term strategies. The team seeks to better understand the impacts of fare-related policies and products, including how to best invest in our transit system to improve access and affordability for those with the greatest need.

Examples of Projects:

- Help research, analyze data, and summarize information on key rider segments such as youth or cash-paying riders.
- Support planning and implementation of community stakeholder workshops to help shape potential fare policy initiatives.
- Support the development and evaluation of fare policies related to the upcoming launch of next generation ORCA.
- Data analysis or literature review to support research evaluating the impact of fare subsidies.
- Additional support for our Business Passport employer ORCA program or Transportation Demand Management (TDM) program as needed.

Learning objectives include:

- Gain experience using quantitative and qualitative data for program evaluation
- Gain experience planning and facilitating community engagement
- Gain insight into evidence-based policy making
- Learn about Metro’s innovative pilots and programs aimed at improving access to transit
- Build skills in data analysis
- Develop research skills and experience

Additional Qualifications for the Fares Policy Position:

- Passionate about equity in public transportation

- Experience with project management, research methods, or programming languages such as Python, R, or SQL is a plus

Position #3 Service Planning

Service Planning leads Metro's mobility services planning process and develops service changes designed to continuously improve the transit system and meet customer needs. This group develops service changes two times per year for fixed-route bus service, and more frequently for flexible services. Service Planning is committed to developing services in a way that advances equity, inclusion, and social justice. Service planning work is highly collaborative, involving close coordination and engagement with transit riders, the general public, other Metro groups, partners including Sound Transit, Seattle Department of Transportation, and local jurisdictions in King County.

Examples of Projects – Service Planning Position:

- Planning related to the impact of Covid-19 pandemic on King County, the transit system, and transit customers.
- Data collection, analysis, reporting and visualization.
- Developing and writing memos, reports, and presentations.
- Supporting public and stakeholder engagement related to service planning for Metro route and schedule changes around East Link, Lynnwood Link, and/or Federal Way Link light rail extensions.

Learning objectives include:

- Build skills in data analysis and planning using a variety of general as well as transit-specific tools
- Experience and build experience with a variety of communication methods
- Learn more about transit service development and design

Additional Qualifications for the Service Planning Position:

- Experience interacting with the public and/or focus on customer service
- Experience using Excel, GIS and/or Power BI

When a position includes telecommuting, employees must reside in Washington state and within a reasonable distance to their King County worksite to respond to workplace reporting requirements. Please note that when an employee conducts work that is likely to bring them in contact with another individual, safety precautions are required by the department in alignment with the [Public Health Directive](#) from the Seattle & King County Public Health Officer.

To support employees during this time King County has a robust collection of tools and resources to support working remotely. The individuals selected for these opportunities will be joining an innovative and progressive team. King County is doing its part to reduce the spread of COVID-19 and remains committed to reducing our carbon footprint.