



MEET METRO

King County Metro Department Guide



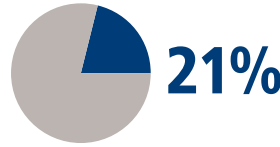
King County
METRO

Moving forward together

Metro's numbers at a glance

Metro provides a wide range of transportation options and choices for King County. In addition to the region's largest bus network, Metro offers water taxis, vanpools, paratransit services, and other transportation solutions. Metro also operates Sound Transit's Regional Express bus service and Link light rail in King County, along with the Seattle Streetcar.

\$1.89B 2019–2020 Metro operating budget



21% of King County's total budget appropriations (valued at \$11.7 billion)

430K rides every weekday



190K cars off the road each weekday



50%



of downtown Seattle's workforce takes transit to their jobs each day



200+ fixed-route bus service routes



1,600+ Metro & Sound Transit buses



7 bases

20 different vehicle types

SINCE 2015



22% increase in service hours

2019–2020

+177K annual service hours

4.1M annual service hours

BY 2040



6.5M annual service hours



3,600+ full and part-time bus, light rail, paratransit, streetcar and water taxi operators

SINCE 2009



Metro has operated Sound Transit's Link light rail and City of Seattle's Streetcar

TO MEET OUR PLANNED FUTURE SERVICE DELIVERY WE WILL NEED SPACE AND FACILITIES FOR



+150 buses in near term

+250 buses by 2025

+250 buses by 2040



120 battery-electric buses in the coming years, with entire zero-emission fleet by 2040

VEHICLE MAINTENANCE DIVISION CURRENTLY MAINTAINS



174 trolley buses

1,285 hybrid buses

11 battery buses

150 150 diesel buses (which are being phased out)

IN 2018



Marine Division joined Metro

two **278** passenger catamarans

149 passenger catamaran



5,000+ Metro workforce



1M+ Access and non-dedicated accessible annual service boardings (for riders with disabilities who cannot use regular fixed-route service)

Mission

Provide the best possible public transportation services and improve regional mobility and quality of life in King County.

Vision

An integrated transportation system that connects people to opportunity, protects our environment and knits together our growing cities.

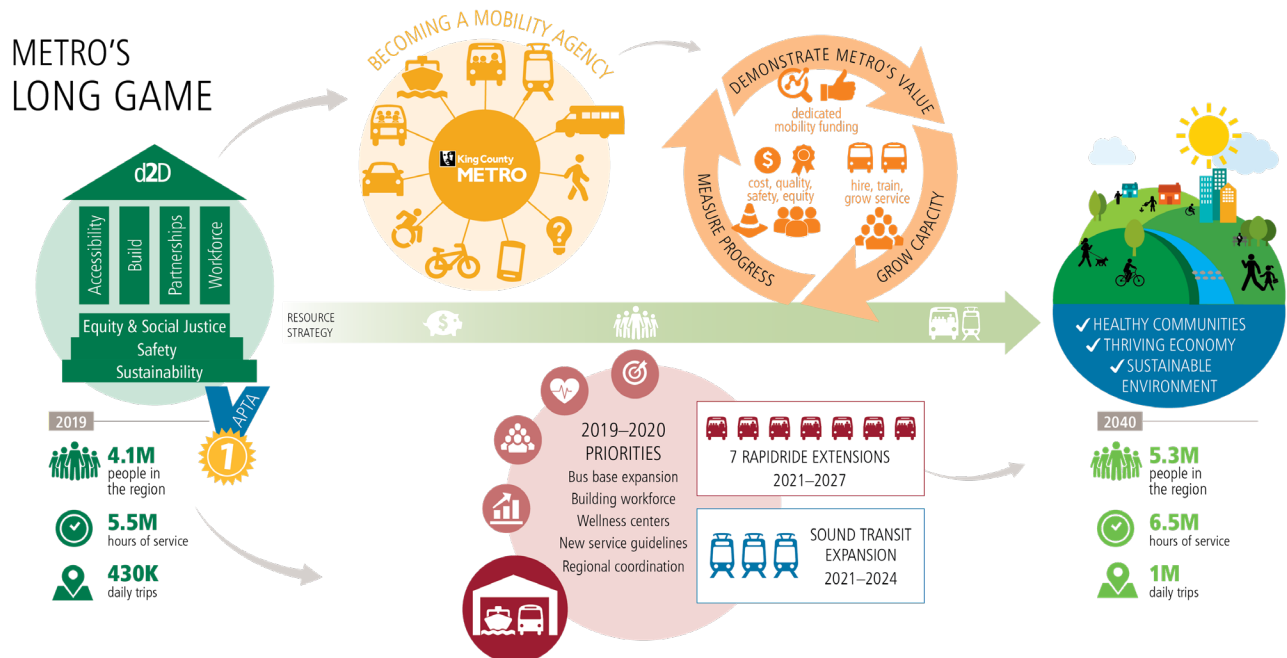
Brand Promise

To provide transportation services that connect all people and all communities of King County.

Metro's Long Game: Why Mobility Matters

King County Metro is the largest public transportation agency in the Puget Sound region, delivering more than 130 million rides per year through a variety of mobility options, including fixed-route services (bus, rail, streetcar, and water taxi), contracted services (Dial-A-Ride Transit and Access), and shared and connected services (Vanpool, Vanshare, Rideshare, Community Access Transportation, and Community Connections).

Our success as an organization was recognized by the American Public Transportation Association as the number one transit agency in North America in 2018. We are proud of where we are today, but we have more to do as we anticipate the region growing by one million more people and 800,000 more jobs by 2040. Looking into the future, Metro will advance innovative, safe and equitable mobility solutions that complement our high capacity, fixed-route transit services in ways that foster a sustainable environment, healthy communities and thriving economy.



Becoming a Mobility Agency

Our vision for the future — a region served by seamless, multimodal transit — gives Metro an opportunity to expand our thinking about what mobility means. To Metro, mobility means the ability to get where you need to go, when you need to go — efficiently, equitably, and sustainably. To achieve this vision of mobility, Metro is focusing on four key strategies:



Make transit easy to use and available to all

Provide integrated, equitable and accessible mobility service.

- ▶ Provide faster, more frequent and reliable fixed-route service to more places
- ▶ Find creative ways to serve less-dense areas, using new technology and business models and partnerships
- ▶ Integrate our services with Sound Transit and other transit agencies to give our customers seamless travel



Get things built

Accelerate the development of transit infrastructure that is critical to service growth.

- ▶ Develop needed infrastructure (bus bases, layovers, corridor improvements, etc.)
- ▶ Streamline our organization and processes to get things done quickly and efficiently



Partner with others

Amplify our system's capacity through partnerships.

- ▶ Collaborate with others to deliver service growth, build infrastructure, and offer innovative mobility services
- ▶ Strengthen our reputation for being out-front, easy to work with, and moving quickly



Enable employees to do top-quality work

Deliver excellent service by building a highly motivated and high-performing workforce.

- ▶ Hire skilled, motivated employees
- ▶ Offer training and development opportunities
- ▶ Promote employee health and well-being
- ▶ Reward high performance
- ▶ Work proactively

We are anticipating achievement of these strategies as we build toward key milestones in the coming years.

Department Organization Structure

Metro is the largest of 12 executive departments in King County government with approximately 5,300 employees, and is organized in 13 offices and divisions under the following leadership:

General Manager's Office/Division			
General Manager: Rob Gannon Executive Assistant: Sondra McCaw			
Deputy General Manager: Terry White Executive Assistant: Josie Petersen			
Office/Division Purpose	Director/Manager	Admin/ Program Support	2019–2020 budget positions
General Manager's Office: Strategic Communications and Engagement			
Guide Metro by providing trusted leadership, coordination, and expertise in engagement and communications with employees, stakeholders, partners and the public to decide and implement the best possible regional mobility solutions.	Michelle Allison	Sondra McCaw	22
General Manager's Office: Equal Employment Opportunity/Equity & Inclusion			
Engage and empower Metro, its leadership and staff to build and maintain a pro-equity culture incorporating inclusion, racial equity, and the absence of all forms of harmful bias and discrimination in everything we do and everything we are.	Anita Whitfield	Kellie Parker	4
General Manager's Office: Safety and Security			
Provide leadership and support to continuously improve Metro's safety culture by establishing and maintaining a safe workplace and providing technical assistance on issues of employee health and safety, industrial safety and public safety.	Grantley Martelly	Deena Randolph	22
General Manager's Office: Metro Transit Police			
Keep our system safe and make it safer for Metro employees and customers, within the scope of existing resources. We strive to focus on providing a value-added service, to be responsive to Metro and to stay active as a transit police department.	Major Dave Jutilla	Brad Haskin	93 (budgeted in King County Sheriff's Office)
Bus Operations Division			
Provide local and regional fixed-route services.	Tim Flanagan	Hilary Castle	4,000

Marine Division			
Provide safe, reliable, efficient, environmentally sound, customer-friendly, and fiscally responsible passenger-only ferry services to the public and establish waterborne transportation as a viable alternative mode of transportation in support of regional mobility and a high quality of life in King County.	Paul Brodeur	Sara Stefano	29 (peak staffing)
Transit Facilities			
Provide maintenance and custodial services to Metro's fixed assets, including its transit facilities (park & rides and bus bases) and infrastructure (overhead trolley, bus charging, bus shelters & stops).	Heather Kilborn (Interim)	Arkia Northern Dickens	322
Rail Division			
Operate and maintain Link light rail on behalf of Sound Transit and the Seattle Streetcar on behalf of Seattle Department of Transportation.	TBD	Harrison Pugh	477
Vehicle Maintenance Division			
Provide customers safe, dependable, clean transportation in a timely, cost effective, environmentally sensitive manner with a work force that values teamwork, communication, diversity, equity and social justice.	Chris Parrott	Judi Hendrickson	834
Mobility Division			
Understand our customers' needs to plan, develop and align the best possible public mobility services and products in ways that transform regional mobility and improve quality of life in King County.	Chris O'Claire	Martha Geoghegan	285
Capital Division			
Get things built. Reduce the time to deliver capital projects and deliver at twice the rate.	Diane Carlson	Kim Gonzalez	190
Employee Services Division			
Support Metro in achieving its short- and long-term business goals by providing effective and efficient human resource and employee & labor relations services.	Jim Devereux	Janis Ercambrack	37
Finance & Administration Division			
Provide consistent and cross-functional, enterprise-wide support services to advance achievement of Metro's strategies and targets through evidence-based management and decisional resources, alignment of technology with transit services delivery, and achievement of State of Good Repair compliance.	John Resha	Josie Petersen	50

General Manager's Office: Strategic Communications & Engagement

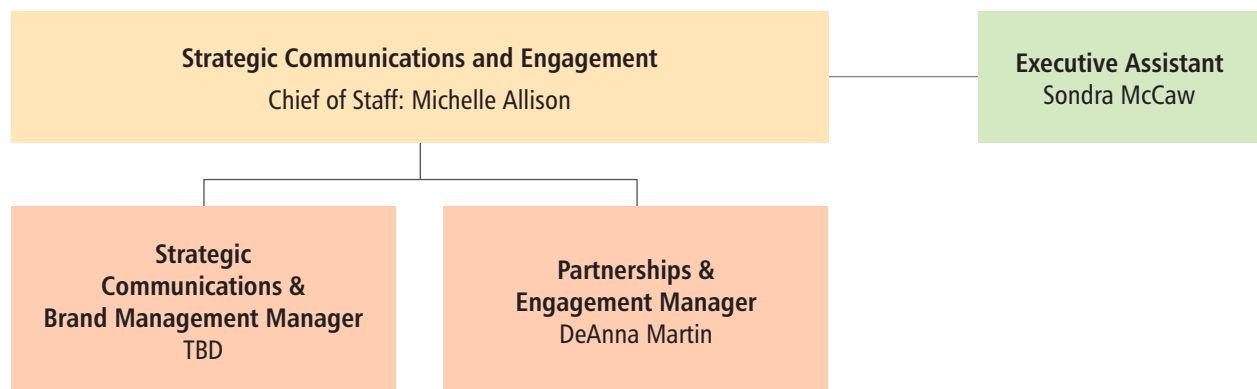
Mission/Purpose

Guide Metro by providing trusted leadership, coordination, and expertise in engagement and communications with employees, stakeholders, partners and the public to decide and implement the best possible regional mobility solutions.

What do we do and who do we serve?

Strategic Communications & Engagement serves Metro's programs, divisions, and leadership as well as our county and community partners. This office is comprised of two sections:

- ▶ **Strategic Communications & Brand Management** is responsible for planning and assuring the quality of Metro's strategic brand platform and communications. The team provides frequent and varied communications with customers through dedicated support of: public information officers, writing and editing, photography, videography, graphic design, and web design and maintenance.
- ▶ **Partnerships & Engagement** provides meaningful engagement opportunities with new and existing community partners to deliver Metro's capital program and to inform, design and deliver new programs and services. The team provides support for community and government relations, and helps manage and communicate our partnership efforts. They are also responsible for building and facilitating our internal employee engagement processes to foster a sense of community, transparency, and paths for better, two-way communication across all divisions of the department.



General Manager's Office: Equal Employment Opportunity/Equity & Inclusion

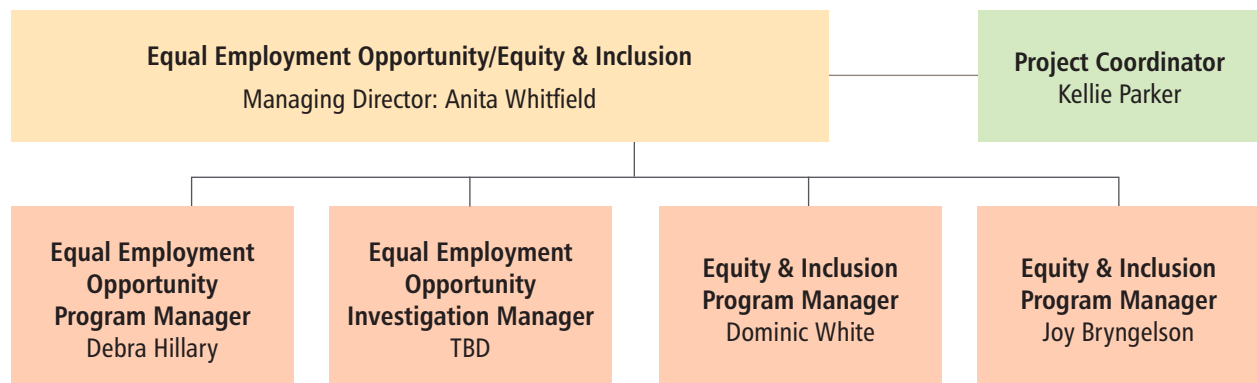
Mission/Purpose

Engage and empower Metro, its leadership and staff to build and maintain a pro-equity culture incorporating inclusion, racial equity, and the absence of all forms of harmful bias and discrimination in everything we do and everything we are.

What do we do and who do we serve?

This office fosters and supports an organization-wide community of employees and leaders who are able and committed to keeping equity and social justice values central and consistently manifested in our people, organizational culture, systems, structures and services. Equal Employment Opportunity/Equity & Inclusion is generally comprised of two sections:

- ▶ **Equal Employment Opportunity & Anti-Discrimination** helps the agency ensure compliance with state, federal and local laws, as well as King County and Metro policies, which prohibit discrimination, harassment, and retaliation in employment on the basis of race, color, age, gender, marital status, sexual orientation, religion, ancestry, national origin, veteran status, and disability. This team provides employees and management with guidance, resources, and training, while also conducting/coordinating investigations and offering technical Equal Employment Opportunity/anti-discrimination assistance.
- ▶ **Comprehensive Equity & Inclusion** informs and helps guide Metro's external and service-related work associated with fares, service investments, capital, community outreach and partnerships to create greater equity in mobility and address inequities where they exist. The team also supports the agency in the development and execution of pro-equity systems and behavior changes by providing organization-wide training and learning opportunities, supporting leadership development efforts, and integrating equity considerations into business and management practices.



General Manager's Office: Safety and Security

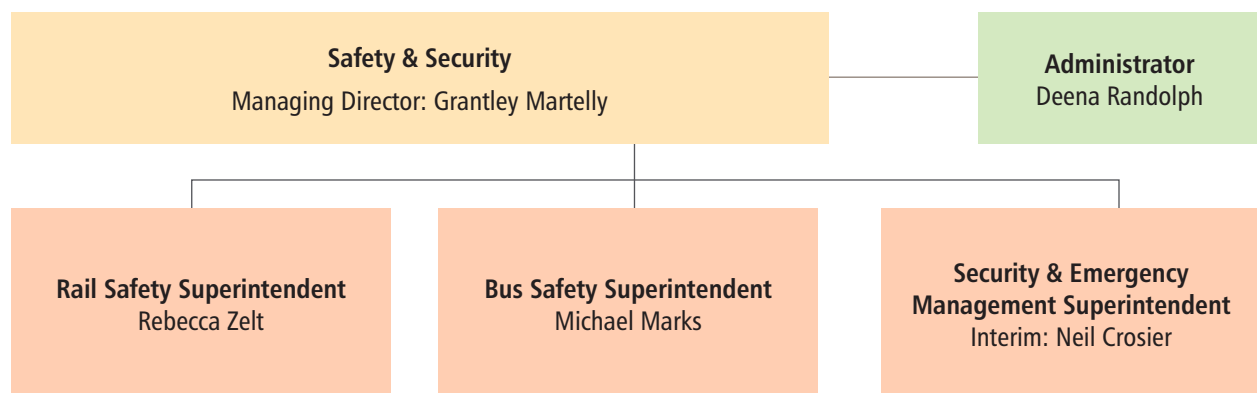
Mission/Purpose

Provide leadership and support to continuously improve Metro's safety culture by establishing and maintaining a safe workplace and providing technical assistance on issues of employee health and safety, industrial safety and public safety.

What do we do and who do we serve?

Safety and Security works with leadership to maintain a safe workplace at all levels of the organization and to provide a safe public transportation system for our customers. The division is organized into three sections:

- ▶ **Rail Safety** works with Metro's rail operating division on all aspects of safety, risk management and hazard mitigation as the operator of Link light rail and Seattle Streetcar to ensure a safe workplace for our employees and a safe transportation system for our customers. This includes operations and industrial safety compliance, coordination of safety-related training, inspections, audits, hazard resolution and associated corrective actions.
- ▶ **Bus Safety** works with Metro's bus services on all aspects of safety, risk management and hazard mitigation to ensure a safe environment for employees and customers. This includes operations and industrial safety compliance, capital development, safety-related training, inspections, audits, hazard resolution and associated corrective actions. The bus safety section works with regulatory agencies to ensure compliance with safety rules, regulations and requirements of the safety management system.
- ▶ **Security & Emergency Management** serves as experts on Metro's security and emergency management processes, procedures and commitments. They oversee the agency's security operations and services provided by contracted security services, fare enforcement and adjudication processes, security monitoring center, and coordination with Department of Homeland Security and local, county and state emergency management agencies.



General Manager's Office: Metro Transit Police

Mission/Purpose

The goal of Metro Transit Police is to keep our system safe and make it safer for employees and customers.

What do we do and who do we serve?

Metro Transit Police provide an enhanced transit policing service for King County Metro, above what local law enforcement agencies would typically provide to mass transit public safety. Our transit policing priorities include reducing sexual misconduct offenses, reducing frontline/bus operator/customer assaults and crimes of violence against persons who use our transit system, helping vulnerable people in crisis on our transit system, and building system resiliency and infrastructure protection.

The Metro Transit Police is organized into the following sections:

- ▶ **Uniformed Patrol** is staffed by six sergeants and 42 patrol deputies who proactively police the transit system 24/7. Their main focus is to patrol Metro properties and/or vehicles and respond to 911-related emergency calls on the Metro Transit system primarily in the downtown Seattle service area and along the I-5 corridor. However, they will respond to any call for service on the system if needed.
- ▶ **Bicycle Emphasis & Enforcement Squad** consists of two sergeants and nine bicycle officers. The primary function of the bicycle unit is to patrol the Third Avenue transit corridor, bus stops, facilities and buses. Though the primary method of patrol is by bicycle, team members may also work on foot, in a vehicle patrol role or on Metro buses. The members of the unit work aggressively to deter and prevent criminal activities that affect Metro Transit, Metro employees and customers.
- ▶ **Criminal Investigations Unit** detectives are responsible for conducting follow-up investigations for transit-related crimes committed in all incorporated and unincorporated areas of King County. Detectives complete and forward findings and charging recommendations to the King County Prosecuting Attorney's Office. A significant focus of their work is assisting the uniformed patrol units with the "Report It to Stop It" Sexual Misconduct Reduction Program. This team is staffed with one sergeant and six detectives.
- ▶ **Metro Street Crimes Unit** is a plain clothed team that addresses transit-related crimes in all incorporated and unincorporated areas of King County that includes street level drug activity, human trafficking and unlawful transit conduct. They focus primarily on bus shelters. The unit consists of one sergeant and six detectives.
- ▶ **Metro Transit Anti-Terror Team** is comprised of a sergeant, two detectives, and one bomb detection dog and handler team. This team works with regional transit partners to improve transit and passenger security through a comprehensive strategic approach that enhances capabilities to detect, deter and prevent terrorist attacks. This team also provides training to regional law enforcement agencies and King County employees.

Metro Transit Police/King County Sheriff's Office

Chief: Major Dave Jutilla

**Administrative
Specialist
Brad Haskin**

Bus Operations

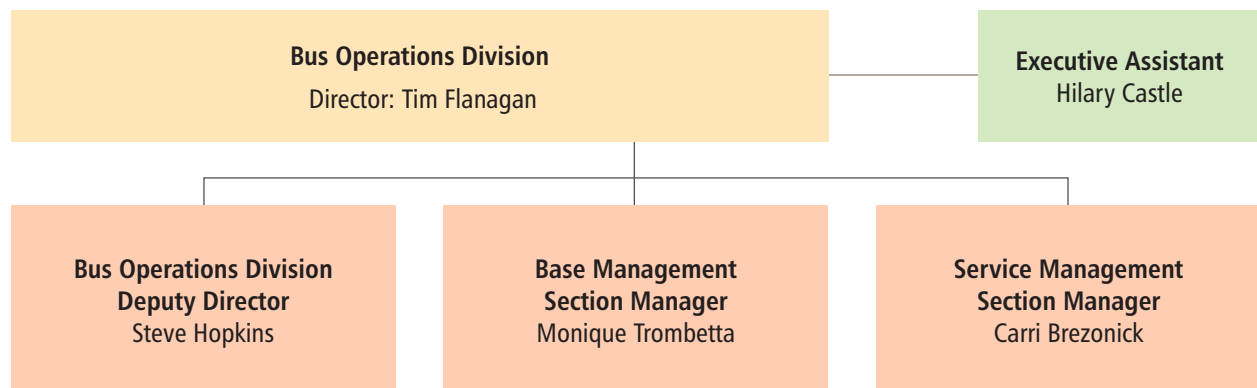
Mission/Purpose

Provide local and regional fixed-route services.

What do we do and who do we serve?

The Bus Operations Division operates Metro Transit buses 24/7 and 365 days a year on over 200 routes, nine of which are operated for Sound Transit. The division is organized into two sections:

- ▶ **Base Management** oversees the daily operation of Metro’s seven bus bases, focusing management attention and support toward our transit operators who provide direct services to the riding public.
- ▶ **Service Management** provides critical support services to fixed-route operations to ensure exemplary service. The section is comprised of five groups:
 - ▶ The **Transit Control Center** provides 24/7 support to operators on the road by monitoring service, responding to operator calls, and managing Metro’s response to events in real-time.
 - ▶ **Service Quality** provides 24/7 support to operators and customers on the road with field supervisors responding to incidents and accidents as first responders for Metro.
 - ▶ **Systems Impacts** helps Metro prepare for various forms of near-term impacts (i.e. construction, weather, protest, marches, special service, etc.) on Metro’s regularly planned service. Additionally, System Impacts includes the Revenue Processing Center, which processes the daily collection of fare revenue.
 - ▶ **Bus Operations Training** ensures that staff have the knowledge, skills and ability to successfully provide safe, reliable and courteous service to each other and the riding public.
 - ▶ **Planning and Technical Support** manages the operational system, workforce planning, and data that informs key operational decision-making. The Leave Management team has been established as a permanent fixture in Bus Operations after a successful pilot. They support the division by helping monitor, track, and document operator use of Family and Medical Leave Act, King County Family Medical Leave, and Paid Parental Leave.



Marine Division

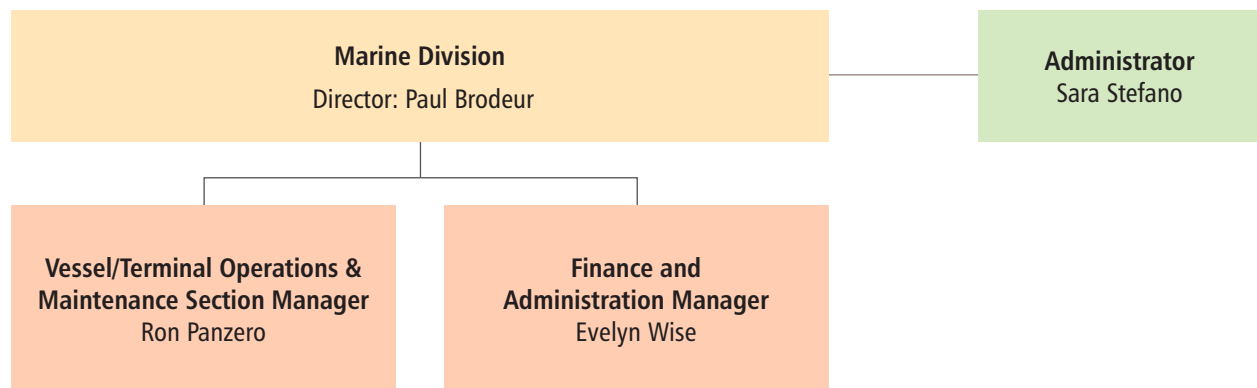
Mission/Purpose

To provide safe, reliable, efficient, environmentally sound, customer-friendly, and fiscally responsible passenger-only ferry services to the public and establish waterborne transportation as a viable mode of transportation in support of regional mobility and a high quality of life in King County.

What do we do and who do we serve?

The Marine Division operates the King County Water Taxi. The division is responsible for the operations, moorage, and maintenance of the vessels that provide ferry services. Passenger-only ferry services are provided from Pier 50 in downtown Seattle with service to Vashon Island and West Seattle. It is comprised of two sections:

- ▶ **Vessel/Terminal Operations & Maintenance** provides all direct passenger ferry services and maintains the division's vessels and maintenance facility. Additionally, this section maintains our ferry terminal facilities and provides all direct customer service and supporting functions at our terminals.
- ▶ **Finance and Administration** manages the administrative, budgeting, accounting, procurement, and financial functions for the Marine Division.



Transit Facilities Division

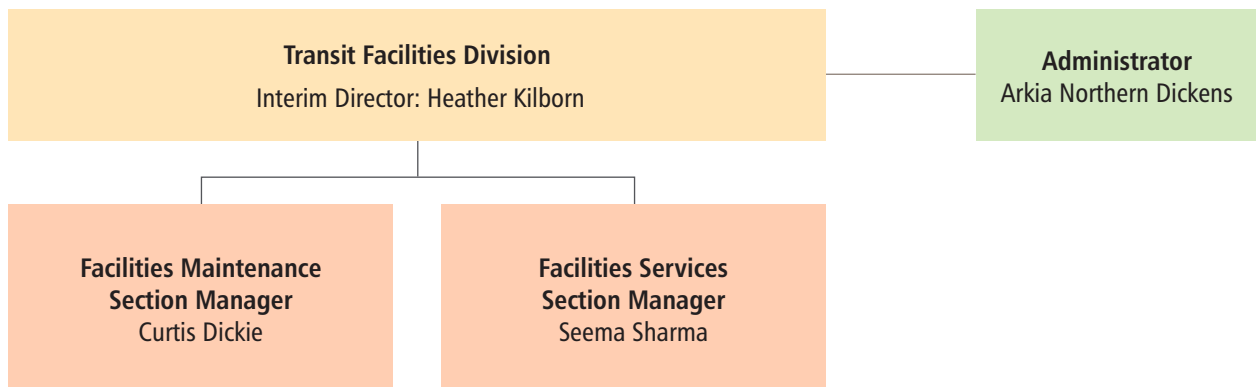
Mission/Purpose

Facilities provides maintenance and custodial services to Metro’s fixed assets, including buildings, transit facilities such as park and rides, bus stops, radio and electric systems, trolley overhead infrastructure, and the Pier 50 passenger ferry facility.

What do we do and who do we serve?

Transit Facilities serves our communities, customers and fellow Metro employees. The division is comprised of two sections:

- ▶ **Maintenance and Services** provides bus shelter cleaning, landscape, signage, custodial, HVAC and building controls, painting, equipment and building maintenance and plumbing, shelter refurbishment, garbage collection, radio systems, electrical systems, trolley overhead and electric vehicle (battery bus/non-revenue vehicle) charging.
- ▶ **Service Management** provides division-wide support functions for finance, budget, environmental compliance, safety, training, and administrative services. Planning, inventory/materials management, work center, workforce management, functional asset management, general/maintenance agreements, systems support, capital infrastructure, sustainable resources/energy, estimating, interagency maintenance agreements and Sound Transit Downtown Seattle Transit Tunnel and Streetcar Overhead Catenary System oversight.



Rail Division

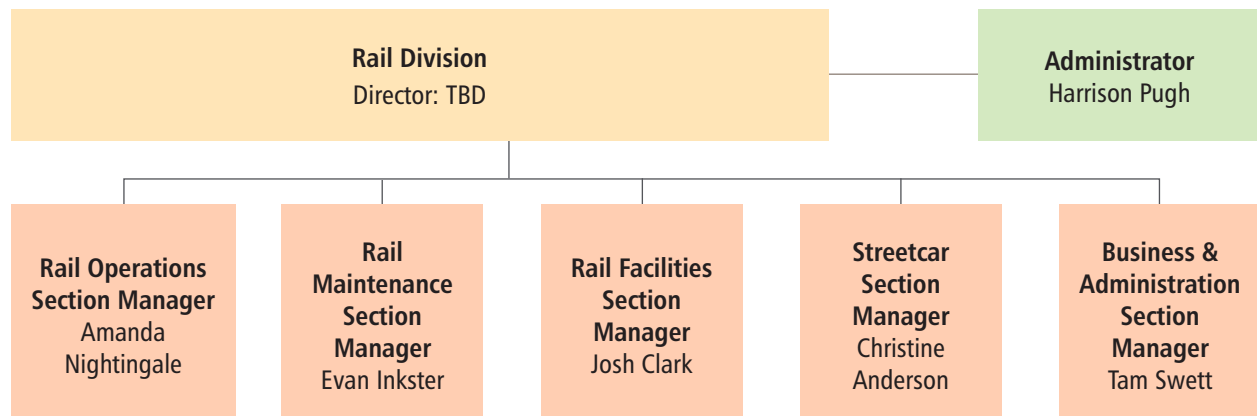
Mission/Purpose

Operates and maintains both Sound Transit’s Link light-rail system and the City of Seattle’s streetcar service, focusing on providing the highest quality service and being the best partner possible. These rail services complement Metro’s robust fixed-route bus system and other mobility services. Together these agencies are working to build an integrated system that lets people travel farther, faster, and with greater ease. The Rail Division is critically important to attaining that vision by supporting high-quality rail service today and by building a strong foundation for future growth. The division emphasizes safety, diversity and inclusion, workforce development, and continuous improvement.

What do we do and who do we serve?

The Rail Division provides direct service to the riding public and is comprised of five sections:

- ▶ **Rail Operations** manages the daily operations of light-rail services.
- ▶ **Rail Maintenance** provides critical support services to light-rail operations to ensure exemplary service and is comprised of Vehicle Maintenance, Power, and Track/Signal Communications.
- ▶ **Rail Facilities** is responsible for the management and maintenance of our rail facilities and grounds.
- ▶ **Streetcar** operates and maintains services for the South Lake Union and First Hill streetcars.
- ▶ **Business & Administration** supports the delivery of services and operational decision-making. This section manages the business, administrative, financial, employee and labor, and workforce development.



Vehicle Maintenance

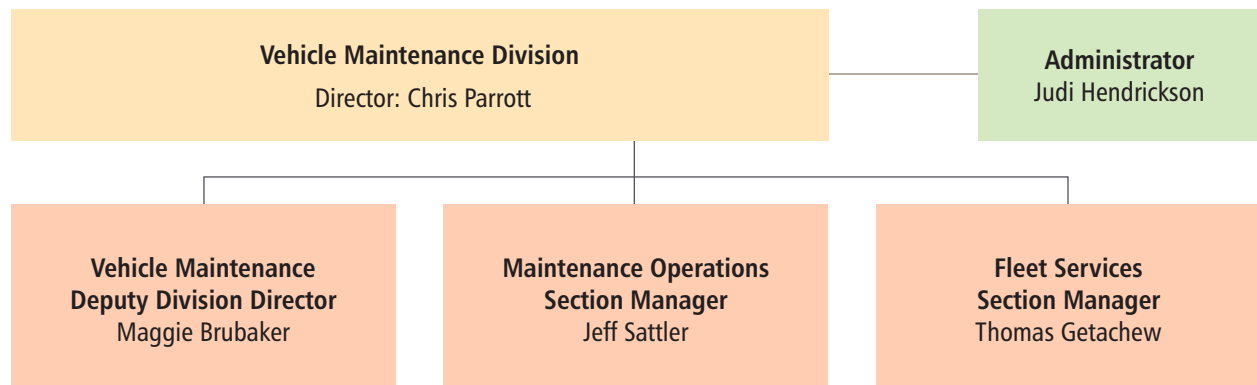
Mission/Purpose

Our mission is to provide customers safe, dependable and clean transportation in a timely, cost-effective, environmentally-sensitive manner with a work force that values teamwork, communication, diversity, equity and social justice.

What do we do and who do we serve?

The Vehicle Maintenance Division serves our communities, riding public and fellow Metro employees. The division is organized into two sections:

- ▶ **Maintenance Operations** oversees the daily operation of Metro’s seven bases and non-revenue vehicles. The section ensures consistency, productivity, and accountability for maintenance and repairs by developing standardized work and continuous improvement practices in our daily processes.
- ▶ **Fleet Services** provides critical support services to fixed-route operations and is comprised of four work groups:
 - ▶ **Component Supply Center** manages the revenue vehicle retirement and surplus process and provides re-manufacturing, fabrication and rebuild services.
 - ▶ **Supply Chain Management** directs and oversees inventory and materials management operations, our warehouses, and our parts delivery systems.
 - ▶ **Fleet Engineering, Training and Warranty** designs enhanced training and development programs, including our Apprenticeship Program. The work group also oversees warranty administration and manages our claim reimbursement processes.
 - ▶ **Technical Services** provides information system related tools to support the operation of Vehicle Maintenance, including support and training to end-users, system process improvement, reporting and information, Pick and Shake Up Coordination, technical troubleshooting and application upgrade/lifecycle management, and technology project management.



Mobility Division

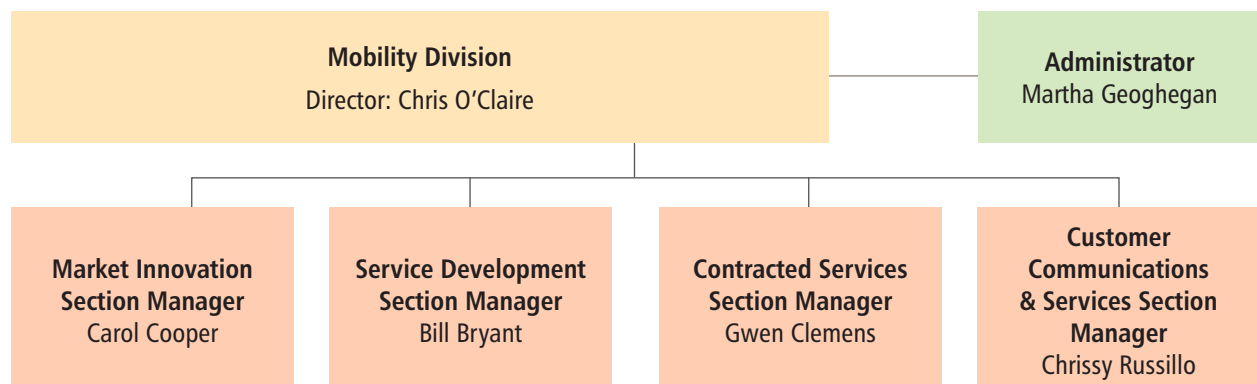
Mission/Purpose

Understand our customers' needs to plan, develop and align the best possible public mobility services and products in ways that transform regional mobility and improve quality of life in King County.

What do we do and who do we serve?

To achieve our mission, the Mobility Division is comprised of four sections:

- ▶ **Market Innovation** uses customer research and market analysis to chart Metro's customer strategy for growing ridership, increasing equity, and building new mobility markets. Functions include institutional and business strategy, fare policy, and innovative approaches to mobility. This section will integrate employer, transportation demand management, fares, access to transit and innovative mobility strategies to develop products and services that improve mobility for customers
- ▶ **Service Development** builds on customer needs and ridership analysis; policies, plans and guidelines; and community, transit operations, and partner feedback to better understand and design services that meet all mobility needs. This section then translates this information to plan and develop Metro's and the region's system of transit services and access points in a way that more fully integrates all modes of transportation.
- ▶ **Contracted Services** delivers services, typically provided by contractors or volunteer drivers that complement Metro's fixed route network. They work with other Mobility sections, customers and communities to plan service, procure contracted services, manage contractor performance, purchase and manage the fleet, and provide risk management support as needed.
- ▶ **Customer Communications & Services** ensures that customers are provided with the necessary information to easily access and use Metro's transportation services and payment options. This section is responsible for promoting and communicating Metro's branding, products and services with the public on multiple platforms to meet our customers' wide-ranging needs.



Capital Division

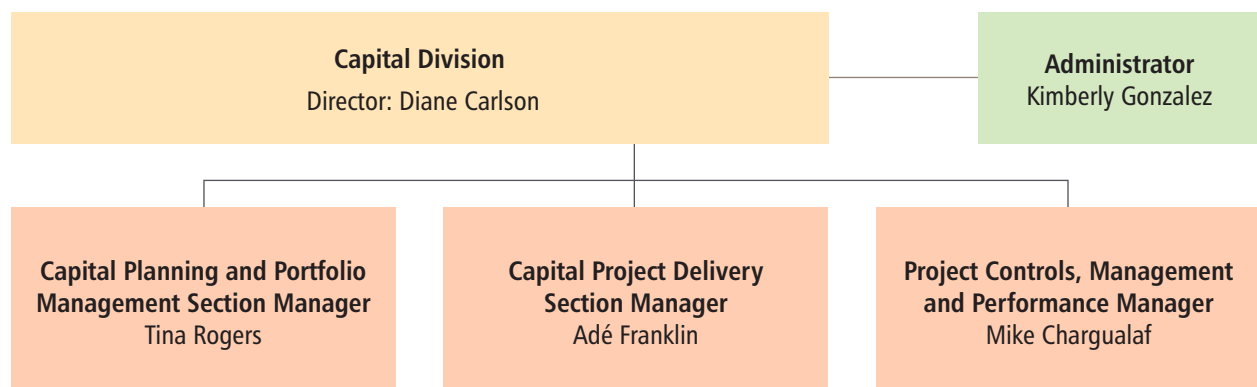
Mission/Purpose

Get things built. Reduce the time to deliver capital projects and deliver at twice the rate.

What do we do and who do we serve?

The Capital Division supports other Metro divisions and work groups by ensuring we have the infrastructure necessary to meet our service delivery and sustainability goals. It is comprised of the following sections:

- ▶ **Capital Planning and Portfolio Management** ensures coordinated capital planning efforts to meet our service goals and strategic plan targets. It is comprised of the following work groups:
 - ▶ Fixed Asset Program Management—Facilities and State of Good Repair
 - ▶ Fixed Asset Program Management—Speed and Reliability and Passenger Facilities
 - ▶ Coordinated Portfolio Planning
 - ▶ Zero Emissions Fleet Strategic Planning
 - ▶ Transit Real Estate and Environmental
 - ▶ Transit Fleet Procurement and Contract Management
- ▶ **Capital Project Delivery** manages, designs, and constructs Metro’s funded projects. The section also provides technical support to internal operations and maintenance clients and external partners. The section is comprised of the following work groups:
 - ▶ Engineering
 - ▶ Construction Management
 - ▶ Project Management
 - ▶ Transit Technology Project Management
 - ▶ Equity and Social Justice (ESJ)
- ▶ **Project Controls, Management and Performance** is responsible for performance monitoring, budget and finance for the division, data management, project administration, contract procurement, and process improvements. The unit includes a Project Control Office and a Project Management Office.
- ▶ **Sustainability, TOD and Partnerships** is responsible for ensuring a strategic approach to cultivating and leveraging partnerships to advance Metro’s capital needs and advance our climate action, partnership and Transit Oriented Development strategies and goals.



Employee Services

Mission/Purpose

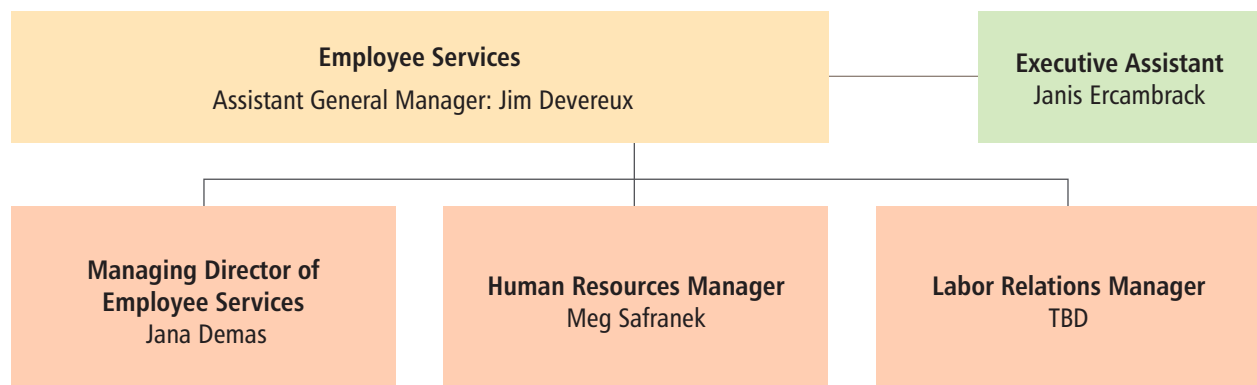
To support King County Metro in achieving its short- and long-term business goals by providing effective and efficient human resource and employee and labor relations services.

What do we do and whom do we serve?

Employee Services works in partnership with Metro leadership to build a highly motivated and high-performing workforce. We are also striving to build and support a culture of respect and collaboration and one that embraces employee growth and development, rewards/recognizes high performance, and promotes employee health and well-being.

The division provides the following services:

- ▶ **Employee and Labor Relations** provides employee and labor relations support; administers and interprets collective bargaining agreements; builds and maintains good relationships with our labor partners; conducts investigations; works with staff in processing and managing union grievances; and represents the department at bargaining.
- ▶ **Health and Well-Being** promotes a work environment that encourages healthy behaviors by providing comprehensive tools, resources and education to support healthy living and promote health equity.
- ▶ **Workforce Development** collaborates with internal and external stakeholders to develop and deliver training and development opportunities for all employees; builds and fosters pipelines and career pathways, including apprenticeships; develops mentorship and leadership development programs; and supports Metro in creating the best employee experience possible.
- ▶ **Talent Management** collaborates with internal hiring authorities to develop and implement strategic plans to attract, recruit, onboard and retain a diverse and talented workforce.
- ▶ **Drug and Alcohol** manages King County's drug and alcohol employee testing and education program to ensure FTA, FMCSA, USCG compliance, and County compliance with non-safety sensitive policies.
- ▶ **Disability Services** helps Metro employees succeed in the workplace through workplace accommodations and transitional duty assignments; provide technical assistance and training on addressing disabilities in the workplace and workplace accommodation; provides assistance with disability benefits.
- ▶ **Human Resources Information Management** leverages existing technology to centrally maintain, analyze, and archive employee data; interpret and apply policy and contract language to maintain consistency and compliance in HR processes and Metro practices; provide internal and external customer service, support, and data management for business needs and enhanced strategic decision-making.



Finance and Administration

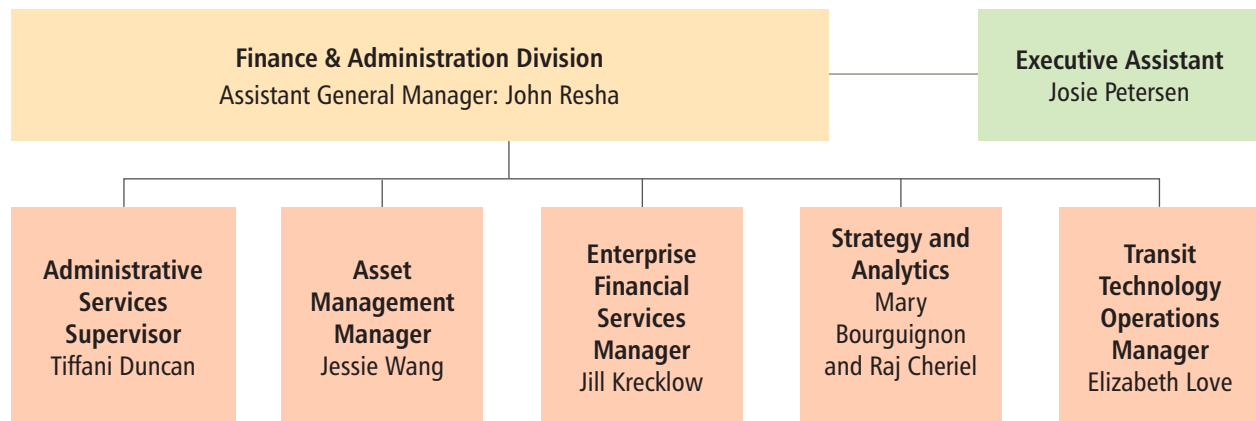
Mission/Purpose

Provide consistent and cross-functional enterprise-wide support services to advance achievement of Metro’s strategies and targets through evidence-based management and decisional resources, alignment of technology with transit services delivery, and achievement of State of Good Repair compliance.

What do we do and who do we serve?

Finance and Administration supports other Metro divisions and department leadership. The division is comprised of five sections:

- ▶ **Administrative Services** provides administrative support for the department, Finance & Administration Division, Equity & Inclusion Office, Strategic Communications & Engagement, the General Manager, and the Deputy General Manager.
- ▶ **Asset Management** assesses and prioritizes department needs to maintain State of Good Repair of Metro assets.
- ▶ **Enterprise Financial Services** manages and supports the financial, accounting, business, and modeling functions of the department, including integration of related divisional responsibilities. This sections will also support department operations with a centralized Contracting and Grants team.
- ▶ **Strategy & Analytics** aligns department policies, business planning, financial and economic strategies, and business intelligence analytics, supporting their use in operational and leadership decision-making.
- ▶ **Transit Technology Operations** supports and manages the technology systems specific to the Metro Transit Department, while managing both internal customer and KCIT service relationships.





Metro locations

Atlantic Maintenance

1555 Airport Way S
Seattle, WA 98134

Bellevue Base

1790 124th Ave NE
Bellevue, WA 98005

Central & Atlantic Base

1500 6th Ave S
Seattle, WA 98134

Central Facilities Maintenance (Tunnel)

1301 Airport Way S
Bldg. 3, Rm. 100
Seattle, WA 98134

Central Maintenance

640 S Massachusetts Ave
Seattle, WA 98134

Component Supply Center (CSC)

12200 East Marginal Way S
Seattle, WA 98168

East Base

1975 124th Ave NE
Bellevue, WA 98005

First Hill Streetcar

848 67th Ave S
Seattle, WA 98134

Light Rail/Operation & Maintenance Facility (OMF)

3407 Airport Way S
Seattle, WA 98134

Marine Maintenance Facilities

Pier 48
401 Alaskan Way
Seattle, WA 98198

Metro Offices

King Street Center
201 S Jackson St
Seattle, WA 98104

901 5th Ave
Seattle, WA 98164

North Base

2160 N 163rd Street
STE 100
Shoreline, WA 98133

North Facilities Maintenance

12525 Stone Ave N
Seattle, WA 98133

Power Distribution

2255 4th Ave S
Seattle, WA 98134

Ryerson Base

1220 4th Ave S
Seattle, WA 98134

Service Quality

1500 6th Ave S
Seattle, WA 98134

South Base

12100 East Marginal Way S
STE 100
Seattle, WA 98168

South Base Training Center

11911 East Marginal Way S
Tukwila, WA 98168

South Lake Union Streetcar

318 Fairview Ave N
Seattle, WA 98034

Transit Control Center

1263 6th Ave S
Seattle, WA 98134

Vanpool Distribution Center
18655 NE Union Hill Rd
Redmond, WA

Water Taxi Passenger Terminals

Pier 52
801 Alaskan Way
Seattle, WA 98104

Seacrest Park
1660 Harbor Ave SW
Seattle, WA 98126

Vashon Island
10800 North Vashon Hwy
Vashon Island, WA 98070

