METRO’s Small Business Enterprise Program Fact Book FY 2019

METRO is pleased to present a summary of its Small Business Enterprise (SBE) Program and its goals and achievements for fiscal year 2019, in this annual SBE Fact Book. As an agency, METRO is committed to diversity in all facets of its operations as represented by its successful SBE Program. Originated by our Board of Directors, championed by our executives and implemented throughout the Agency, METRO strives to utilize Small Businesses in our procurement and purchasing efforts.

Through the Office of Small Business (OSB), METRO works closely with its partners throughout the Small Business community, ensuring awareness of procurements, training, and supporting efforts to build capacity. OSB is METRO’s in-house certification agent, providing Small Business certification, outreach and technical assistance.

Below is a summary of METRO’s SBE Program achievements as of the close of FY 2019 (Oct. 2018 – Sep. 2019):

- 863 firms received METRO SBE certification
- 2,000 SBE certified firms in METRO Small Business Database
- METRO exceeded its 35% Small Business goal by achieving 51% participation
- METRO awarded $49.4M to Small and Disadvantaged Businesses
- 15 Small Business University (SBU) training sessions offered to Small and Disadvantaged Businesses

The impact of our efforts has been recognized within the Small Business community with METRO receiving awards from the following organizations in FY 2019:

- Houston Minority Supplier Development Council
- Women’s Business Enterprise Alliance
- National Association of Minority Contractors
- Subcontractor U.S.A.
- The Greater Houston Business Procurement
- SCORE
- She Said. She Led. She Is.

METRO looks forward to continuing successful engagement with the Small Business community!
# Table of Contents

Small Business Enterprise/Disadvantaged Business Enterprise Program  
Overview .......................................................................................................................... 3

Small Business Certification Program ............................................................................. 5
  FY 2019 Small Business Certification Fast Facts .......................................................... 7
  FY 2019 Small Business Certification Data .................................................................. 8
  METRO Certified Small Business Directory .................................................................. 9

Small Business Compliance Program .............................................................................. 11
  FY 2019 Small Business Compliance Fast Facts .......................................................... 12
  Small Business Program Goals ................................................................................... 13
  FY 2019 Small and Disadvantaged Business Contract Awards ..................................... 14
  FY 2019 New Contracts Awarded with Small Business Goals ..................................... 15
  Contracts with Small Business Goals Breakdown ......................................................... 16

Small Business Goal Achievement FY 2016 – FY 2019 ............................................. 18
  Small and Disadvantaged Businesses on All METRO Contracts ................................. 19
  Total SBE/DBE Awards in FY 2016 - FY 2019 ............................................................. 20
  FY 2019 Payments to Small and Disadvantaged Businesses ...................................... 21

Outreach, Training and Business Development ............................................................. 24
  FY 2019 Outreach, Training and Business Development Fast Facts .......................... 24
  Small Business & Procurement Business Help Center ............................................... 24
  FY 2019 Outreach, Community Support/Partnerships and Recognitions .................... 25
  METRO Small Business University ............................................................................. 28
  METRO Small Business Assessment Tool .................................................................. 30
  Interagency Mentor-Protégé Program ......................................................................... 31

Certification Partnerships ............................................................................................. 33
Small Business Enterprise and Disadvantaged Business Enterprise Program Overview

The Metropolitan Transit Authority’s Small Business Enterprise and Disadvantaged Business Enterprise (SBE/DBE) Program was adopted by the METRO Board in December 2005 and last updated in December 2016. The purpose of the Program is to provide additional opportunities for Small Businesses and to promote equal opportunity and fairness in all its procurement matters in accordance with state and federal laws. By formalizing innovative practices and implementing new procedures, METRO’s OSB continues to increase Small and Disadvantaged Business participation. METRO established its OSB specifically to promote Small Business participation in METRO procurement opportunities. The METRO OSB has three primary functions: (1) SBE certification, (2) compliance, and (3) outreach/technical assistance/training.

Currently METRO operates both a Small Business Enterprise (SBE) and Disadvantaged Business Enterprise (DBE) Programs:

- The SBE Program was established by the Board with a 35% annual, overall goal for eligible contracts
- The DBE Program was established by the Board in accordance with the Federal Transit Administration/Department of Transportation (FTA/DOT) requirements for recipients of funds from FTA/DOT
- METRO’s DBE Program follows the regulations of 49 CFR part 26 and its DBE goal is calculated, pursuant to FTA guidelines, every three years

Goals of METRO’s Office of Small Business:

- Provide full and equal business opportunities
- Non-discrimination in selection of vendors
- Use only race and gender-neutral means to ensure full Small Business participation
- Provide outreach and technical assistance to Small Businesses
- Ensure compliance with the SBE and DBE programs
Small Business Certification Program
Small Business Certification Program

METRO is one of three (3) agencies in Harris County that administers a formal Certification Program. METRO’s SBE certification is valid for three years.

METRO’s OSB certification function identifies Small Businesses that meet the following criteria:

- Must be in business for at least one year
- Must have at least $5,000 in revenue in the last 12 months
- Company’s gross receipts must not exceed SBA industry size standards
- Must provide owner(s) personal net worth statement
- Must provide one year of personal tax returns for each owner, with 5% or more ownership of the company
  - Personal net worth of each owner may not exceed $1,320,000 (excluding the owner’s primary residence and the value of the business)
- Must provide three (3) years of the firm’s tax returns, or at least one year of business tax returns, if a new business

In addition to METRO’s SBE certification, METRO also accepts DBE certifications from the following agencies:

- City of Houston
- City of Austin
- Corpus Christi Regional Transportation Authority
- North Central Texas Regional Certification Agency (NCTRCA)
- South Central Texas Regional Certification Agency (SCTRCA)
- Texas Department of Transportation (TxDOT)
- Small Business Administration (SBA - 8a certification only)
METRO’s SBE certification is recognized by the following agencies for inclusion in their small, disadvantaged, women and minority business development programs:

- Port Houston, The International Port of Texas
- Fort Bend Independent School District (FBISD)
- Houston Community College (HCC) Small Business Procurement
- Houston First Corporation (HFC)

How Do I Get Certified?

Getting certified with METRO as an SBE offers several advantages to qualified Small Businesses:

- The process is fast, easy and free
- The entire process is done online for greater security of sensitive information
- Gives a competitive advantage for solicitations with Small Business goals
- METRO’s certification is accepted on solicitations issued by Port Houston, Fort Bend ISD, Houston Community College and Houston First Corporation
- The certification lasts for three years
- DBE certified firms receive reciprocity and are expedited through the SBE certification process
- Expedited certification for Houston Minority Supplier Development Council (HMSDC) members

To start the certification process:

- Visit www.ridemetro.org/sbecertification and click on “Apply for / Renew Certification” and follow the online instructions

How Do I Register As A Vendor?

Any firm that wants to do business with METRO, should first register as a vendor. The two biggest advantages are: 1) automatic email notification of solicitations that match your company’s services; and 2) automatic notification of “Addendums” during the solicitation process.

To start the vendor registration process:

- Visit www.ridemetro.org/procurement and click on “New Supplier Account” and select “Register a New Account”
FY 2019 Small Business Certification Fast Facts

- **863** Firms certified as METRO SBEs
  - **758** New SBE certifications
  - **105** Small Businesses renewing their certifications
  - **107 (12%)** of the firms certified were on active METRO contracts
  - **827 (96%)** of the firms certified were minority and/or women-owned firms

**Firms Certified in FY 2019**

- **2** Firms graduated from METRO’s SBE Program in FY 2019

- **2,000** METRO-certified SBE listed in METRO’s Certified SBE Directory at the end of FY 2019
  - **219 (11%)** of the firms listed in the directory at the end of FY 2019 were actively participating on METRO contracts as either a Prime or subcontractor
  - **1,896 (95%)** of the firms listed in the directory at the end of FY 2019 were minority and/or women-owned businesses

**Certified SBEs at the End of FY 2019**

- **10,035** Firms certified as METRO Small Businesses Enterprises since inception of the SBE Program

- **9** Small Business Certification partnering workshops/events in FY 2019 with:
  - University of Houston Small Business Development
  - Fort Bend ISD
  - Greater Houston Procurement Forum Certification
  - Kingdom Builders Contractor’s Construction College
  - Prairie View BID Academy
FY 2019 Small Business Certification Data

In FY 2019, METRO’s OSB certified 863 firms of various ethnicities, genders and industries as represented below.

**FY 2019 Certified SBE by Ethnicity**

![Bar chart showing the certified SBE by ethnicity.
- Asian: 75 firms (9%)
- Black: 340 firms (39%)
- Caucasian: 171 firms (20%)
- Hispanic: 258 firms (30%)
- Native American: 19 firms (2%)]

**FY 2019 Certified SBE by Gender**

- Male: 527 firms (61%)
- Female: 336 firms (39%)

**FY 2019 Certified SBE by Local**

- Local: 594 firms (69%)
- Non-Local: 269 firms (31%)

**FY 2019 Certified SBE by Industry**

- Construction: 239 firms (28%)
- General Services: 210 firms (24%)
- Professional Services: 337 firms (39%)
- S&E (Supplies & Equipment): 77 firms (9%)
METRO Certified Small Business Directory

As of the end of FY 2019, 2,000 firms were listed as METRO-certified Small Businesses and represented the following categories:

**SBE Database by Ethnicity**

- **Asian**: 174 firms, 9%
- **Black**: 693 firms, 35%
- **Caucasian**: 461 firms, 23%
- **Hispanic**: 635 firms, 32%
- **Native American**: 37 firms, 2%

**SBE Database by Gender**

- **Male**: 1,170 firms, 59%
- **Female**: 830 firms, 41%

**SBE Database by Local**

- **Local**: 1,294 firms, 65%
- **Non-Local**: 706 firms, 35%

**SBE Database by Industry**

- **Construction**: 546 firms, 27%
- **General Services**: 430 firms, 22%
- **Professional Services**: 836 firms, 42%
- **S&E (Supplies & Equipment)**: 188 firms, 9%
Small Business Compliance Program
Small Business Compliance Program

METRO’s OSB ensures compliance with METRO’s Small Business and DBE Programs by performing the following functions:

- Reviews solicitations with federal funds or with local budgets $100,000 or greater for Small Business goal setting opportunities
- Presents SBE Program at pre-bid/proposal conferences for contracts with Small Business goals
- Evaluates bids/proposals for contracts with Small Business goals for Small Business goal commitment
- Monitors contracts with Small Business goals for:
  - Small Business goal achievement
  - SBE/DBE subcontractor utilization
  - Subcontractor addition/removal requests
  - Adherence to Prompt Payment Policy for subcontractors
  - SBE Program flow-down language
  - 49 CFR Part 26 compliance
- Seeks to amicably resolve disputes between Prime contractors and SBE/DBE subcontractors
- Reports Small Business goal achievement to Project Management monthly
- Reports SBE Program activities annually
- Develops DBE triennial goals for federally funded contracts
- Monitors DBE participation on subrecipient contracts
- Reports DBE participation on federally funded projects to the FTA
FY 2019 Small Business Compliance Fast Facts

- **190** Procurement opportunities reviewed for Small Business goals
  - **60** contracts assigned Small Business goals
- **41** New contracts awarded with Small Business goals
  - **17 (41%)** of the new contracts were awarded to SBE/DBE Primes
    - **12 (71%)** of the SBE/DBE Primes were minority and/or woman-owned firms

**SBE/DBE Prime Contracts Awarded in FY 2019**

- **$97.2M** Awarded on contracts with Small Business goals
  - **$49.4M (51%)** of contracts awarded with Small Business goals went to SBE/DBEs
    - **$45.0M (91%)** of the contracts, with Small Business goals, awarded to SBE/DBEs went to minority/woman-owned firms

**SBE/DBE Contract Awards Small Business Goals in FY 2019**

- **51%** Small Business participation achieved against an aspirational goal of 35%
- **46%** Was the average Small Business goal commitment
- **112** Active contracts, with Small Business commitments, were monitored for compliance
Small Business Program Goals

METRO’s OSB monitors and reports three types of goals for Small and Disadvantaged Business participation:

1. Annual Small Business Goals
2. Contract Small Business Goals
3. FTA Disadvantaged Business Enterprise Goals

Annual Small Business Goals:

- Established to measure the overall impact of the SBE Program (year-to-year)
- The METRO Board established an overall 35% Small Business goal
- Satisfied by the overall participation of Small/Disadvantaged Business Primes and/or subcontractors on METRO’s procurements

Contract Small Business Goals:

- Established on a contract-by-contract basis prior to issuance of solicitation
- The OSB reviews all projects estimated over $100,000 that are locally funded or DOT-funded projects, of any value, for Small Business subcontracting opportunities and availability
- May be lower than stated Annual Goal depending on budget, funding, subcontracting opportunities and Small/Disadvantaged Business capacity
- The Small Business contract goals can be satisfied by the participation of SBE/DBE Primes and/or subcontractors

FTA Disadvantaged Business Enterprise Goals:

- Since METRO is a recipient of DOT funds, the FTA requires a DBE Program
- METRO adopted a race and gender-neutral DBE Program
- Applicable to DOT funded contracts only
- Goal calculation is established by FTA guidelines
- Triennial DBE goal for FY 17 - FY 19 was 17%
- FTA prohibits local preference on contracts involving federal funds (Architect/Engineering Services excluded)
- Reported bi-annually to FTA
In FY 2019, METRO awarded 41 contracts with Small Business goals.

**Number of Contracts with Small Business Goals**

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Contracts</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY16</td>
<td>48</td>
</tr>
<tr>
<td>FY17</td>
<td>21</td>
</tr>
<tr>
<td>FY18</td>
<td>19</td>
</tr>
<tr>
<td>FY19</td>
<td>41</td>
</tr>
</tbody>
</table>

In FY 2019, METRO awarded $49.4 million to Small and Disadvantaged Businesses, an increase of $15.8 million from FY2018. Since 2009, $822.8 million has been awarded to Small and Disadvantaged Business Primes and subcontractors on contracts with Small Business goals.

**Total Small/Disadvantaged Businesses on Contracts with Small Business Goals**

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Prime</th>
<th>Subcontractor</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY16</td>
<td>7.8</td>
<td>68.0</td>
</tr>
<tr>
<td>FY17</td>
<td>4.2</td>
<td>4.7</td>
</tr>
<tr>
<td>FY18</td>
<td>11.7</td>
<td>21.9</td>
</tr>
<tr>
<td>FY19</td>
<td>14.1</td>
<td>35.3</td>
</tr>
<tr>
<td>Contract Description</td>
<td>Contract Amount</td>
<td>SB Goal</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------</td>
<td>-----------------</td>
<td>---------</td>
</tr>
<tr>
<td>Environmental Engineering and Assessment Services on an &quot;As-Needed Basis&quot;</td>
<td>$1,000,000</td>
<td>35%</td>
</tr>
<tr>
<td>Purchase and Installation of Network Video Recorders and Cameras for the LRV's</td>
<td>$801,764</td>
<td>5%</td>
</tr>
<tr>
<td>SAP Support Services</td>
<td>$1,740,000</td>
<td>15%</td>
</tr>
<tr>
<td>Life Safety System Inspections and Repairs of Operating &amp; Support Facilities</td>
<td>$1,604,593</td>
<td>35%</td>
</tr>
<tr>
<td>Daily Cleaning Services for Transit Centers and Park &amp; Rides</td>
<td>$2,499,640</td>
<td>35%</td>
</tr>
<tr>
<td>HVAC Maintenance and On-Call Service for METRO's Facilities</td>
<td>$490,425</td>
<td>35%</td>
</tr>
<tr>
<td>Service Support Access Control System</td>
<td>$419,939</td>
<td>35%</td>
</tr>
<tr>
<td>General Planning Consultant Services</td>
<td>$5,000,000</td>
<td>35%</td>
</tr>
<tr>
<td>Construction Management Services on an &quot;As-Needed Basis&quot;</td>
<td>$1,600,000</td>
<td>35%</td>
</tr>
<tr>
<td>Construction Management Services on an &quot;As-Needed Basis&quot;</td>
<td>$1,600,000</td>
<td>35%</td>
</tr>
<tr>
<td>Construction Management Services on an &quot;As-Needed Basis&quot;</td>
<td>$1,600,000</td>
<td>35%</td>
</tr>
<tr>
<td>Landscaping Services for METRO Public Facilities</td>
<td>$3,376,800</td>
<td>35%</td>
</tr>
<tr>
<td>Bus Stop Improvements</td>
<td>$3,248,761</td>
<td>35%</td>
</tr>
<tr>
<td>Landscaping Services for Rail Lines One through Four.</td>
<td>$1,936,780</td>
<td>35%</td>
</tr>
<tr>
<td>Landscape Maintenance for Various Undeveloped Properties</td>
<td>$181,225</td>
<td>35%</td>
</tr>
<tr>
<td>Janitorial Services for METRO Facilities</td>
<td>$4,944,904</td>
<td>35%</td>
</tr>
<tr>
<td>Broker of Recorded Services</td>
<td>$670,000</td>
<td>15%</td>
</tr>
<tr>
<td>Landscaping Services for Support and Rail Operating Facilities</td>
<td>$677,000</td>
<td>35%</td>
</tr>
<tr>
<td>General Planning Consulting Services</td>
<td>$5,000,000</td>
<td>35%</td>
</tr>
<tr>
<td>Deep Cleaning of METRO Rail Platforms</td>
<td>$3,600,750</td>
<td>35%</td>
</tr>
<tr>
<td>Deep Cleaning &amp; Sweeping of Transit Centers and Park &amp; Rides</td>
<td>$3,402,250</td>
<td>35%</td>
</tr>
<tr>
<td>Financial Auditing Services</td>
<td>$2,466,529</td>
<td>20%</td>
</tr>
<tr>
<td>Addicks Park &amp; Ride ADA Enhancement ID/IQ Construction Contracts for Facility Maintenance &amp; Capital Programs, on an &quot;As-Needed Basis&quot;</td>
<td>$186,988</td>
<td>35%</td>
</tr>
<tr>
<td>Southeast Transit Center Park &amp; Ride ADA Ramp Repair</td>
<td>$151,716</td>
<td>35%</td>
</tr>
<tr>
<td>Denver Harbor Park &amp; Ride ADA Ramp Repair</td>
<td>$114,437</td>
<td>35%</td>
</tr>
<tr>
<td>Enterprise Physical Security System and Cable Plant - Maintenance</td>
<td>$525,000</td>
<td>15%</td>
</tr>
<tr>
<td>Enterprise Physical Security Systems and Cable Plant - Markings and Locators</td>
<td>$368,500</td>
<td>25%</td>
</tr>
<tr>
<td>ROC Repairs Harvey ID/IQ Construction Contracts</td>
<td>$136,816</td>
<td>35%</td>
</tr>
<tr>
<td>Mission Bend Transit Center Pavement Rehab on an “As-Needed Basis”</td>
<td>$261,800</td>
<td>35%</td>
</tr>
<tr>
<td>BOF Camera System Upgrade Enterprise Physical Security Systems and Cable Plant Maintenance</td>
<td>$310,000</td>
<td>15%</td>
</tr>
<tr>
<td>Kashmere Bus Operating Facility Cabling Upgrade (A)</td>
<td>$250,000</td>
<td>35%</td>
</tr>
<tr>
<td>Install Modular Restroom at TMC ID/IQ Construction Contracts</td>
<td>$230,238</td>
<td>20%</td>
</tr>
<tr>
<td>ROC Turntables Replacement ID/IQ Construction Contracts</td>
<td>$282,204</td>
<td>20%</td>
</tr>
<tr>
<td>Southeast Corridor Bike and Sidewalk Enhancement Project</td>
<td>$636,223</td>
<td>35%</td>
</tr>
<tr>
<td>Rehabilitate Northwest Bus Operating Facility Bus Wash System</td>
<td>$1,679,881</td>
<td>35%</td>
</tr>
<tr>
<td>Rail Operation Center (ROC) Yard Build Out</td>
<td>$7,186,800</td>
<td>25%</td>
</tr>
<tr>
<td>Construction of Moody Park Driveway</td>
<td>$187,660</td>
<td>35%</td>
</tr>
<tr>
<td>High Visibility Crosswalk Striping</td>
<td>$218,722</td>
<td>35%</td>
</tr>
<tr>
<td>Disparity Study</td>
<td>$388,622</td>
<td>35%</td>
</tr>
<tr>
<td>Construction of NW Transit Center Reconfiguration Phase 1B</td>
<td>$33,993,595</td>
<td>35%</td>
</tr>
<tr>
<td>Sidewalk/Bike Path Improvements</td>
<td>$2,252,903</td>
<td>35%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$97,223,464</strong></td>
<td></td>
</tr>
</tbody>
</table>
Contracts with Small Business Goals Breakdown

Contract awards by industry vary from year to year, depending on METRO's needs.

Contracts Awarded with Small Business Goals
Industry Breakdown
FY 2019

Contracts Awarded with Small Business Goals
Industry Breakdown
FY 2016 - FY 2019

**Note:** FY 16 - General Services - METROLift Van Services contract for $115M with 11% Small Business goal commitment and METROLift Minivan Service contract for $141M with a 25% Small Business goal commitment.
Contracts with Small Business Goals Breakdown (cont’d)

SBE/DBE on Contracts Awarded with Small Business Goals
Ethnicity Breakdown
FY 2019

Note: $45.0M (91%) of the SBE/DBEs are minority-owned and/or women-owned firms.

SBE/DBE on Contracts Awarded with Small Business Goals
Ethnicity Breakdown
FY 2016 - FY 2019

Note: $171.4 (87%) of the above SBE/DBEs are minority-owned and/or women-owned firms.
Small Business Goal Achievement FY 2016 – FY 2019

METRO’s Board established an aspirational 35% annual Small Business goal. Small Business goals are established on contracts on a case-by-case basis depending on budget, funding, subcontracting opportunities and Small/Disadvantaged Businesses capacity. Therefore, the contract Small Business goal may be less than the 35% Annual Goal. The chart below compares Small and Disadvantaged Primes and subcontractors on contracts awarded with Small Business goals relative to the 35% annual Small Business goal.

The chart below reflects the Small Business percent goal achievement, for all contracts with Small Business goals, and the dollar amounts awarded from FY 16 thru FY 19. Although METRO did not achieve the 35% annual aspirational goal in FY 16, METRO substantially increased the dollars awarded to SBE/DBEs.

Note: FY 16 Small Business Goal Achievement reflects the METROLift Van Service contract for $115M and METROLift Minivan Services contract for $141M, with Small Business contract goals of 10% and 24% respectively. Without these contracts FY 16 Small Business Goal Achievement would have been 50%.
Small and Disadvantaged Businesses on All METRO Contracts

METRO tracks SBE/DBE participation on all METRO contracts. The following charts represent SBE/DBE participation on METRO contracts with and without Small Business goals, and Purchase Orders.

Total SBE/DBEs on Contracts
FY 2016 - FY 2019

Total SBE/DBEs on Contract Awards
Ethnicity Breakdown
FY 2016 - FY 2019
Total SBE/DBE Awards in FY 2016 - FY 2019

- Contracts with Goals
- Contracts without Goals
- Purchase Orders

FY16: $75.8
FY17: $8.9
FY18: $33.6
FY19: $49.4

($ Millions)
FY 2019 Payments to Small and Disadvantaged Businesses

In FY 2019 METRO paid $146,638,467 on active contracts with Small Business participation. This represents contracts with and without Small Business goals, that were awarded in FY 2019, or in previous years, and were paid for services performed in FY 2019.

- $39,995,390 (27%) paid to SBE/DBEs
  - $12,078,438 (30%) paid to SBE/DBE Primes
  - $27,916,952 (70%) paid to SBE/DBE subcontractors

Total SBE/DBE Payments
FY 2016 - FY 2019
SBE/DBE Payments - Ethnicity Breakdown
FY 2019

- Asian: $5,313,655 (13%)
- Black: $13,676,998 (34%)
- Caucasian: $11,615,657 (29%)
- Hispanic: $9,207,839 (23%)
- Native American: $181,244 (1%)

Note: $34.1M (85%) of above SBE/DBEs are minority-owned and/or women-owned firms.

SBE/DBE Payments - Ethnicity Breakdown
FY 2016 - FY 2019

- FY16:
  - Asian: $4,815,315
  - Black: $14,622,003
  - Caucasian: $16,903,143
  - Hispanic: $11,597,626
  - Native American: $- 
  - Unknown: $41,900

- FY17:
  - Asian: $3,484,582
  - Black: $11,866,607
  - Caucasian: $14,615,883
  - Hispanic: $8,695,530
  - Native American: $42,687
  - Unknown: $-

- FY18:
  - Asian: $3,363,857
  - Black: $11,338,318
  - Caucasian: $10,997,506
  - Hispanic: $6,148,506
  - Native American: $96,044
  - Unknown: $-

- FY19:
  - Asian: $5,313,655
  - Black: $13,676,998
  - Caucasian: $11,615,657
  - Hispanic: $9,207,839
  - Native American: $181,241
  - Unknown: $-
Outreach, Training and Business Development Program
Outreach, Training and Business Development

The Business Development aspect of METRO’s OSB focuses on promoting METRO’s SBE Program, contracting opportunities and developing small and disadvantaged businesses. The OSB offers Small Business firms the following key programs:

- Workshops through METRO’s SBU
- Interagency Mentor-Protégé Program
- Notification of procurements and targeted outreach to Small Businesses
- Networking/Meet the Prime and Business-2-Business (B2B) events
- Business Development
- Technical Assistance

**FY 2019 Outreach, Training and Business Development Fast Facts**

- 50 events/workshops attended to present METRO's SBE Program and contracting opportunities
- 15 partnerships/initiatives to promote METRO’s SBE Program and contracting opportunities
- 15 in-house SBU training courses to SBE/DBEs
- 39 firms completed Business Assessments
- 129 firms completed Business Assessments since 2015
- 20 firms graduated from the Interagency Mentor/Protégé Program
- 9 Program recognitions received for METRO’s SBE Program and contracting

**Small Business & Procurement Business Help Center**

The OSB and Procurement established a formal Business Help Center in FY 2019. This allows the department to centralize many of its business support activities. The Business Help Center provides:

- One-on-One Introductions
- Vendor Registration Assistance
- Certification Assistance
- Compliance – B2GNow Training, Invoicing and Dispute Resolution
- One-on-One Small Business Assessments
- Business Development/Technical Assistance
- DEMO of METRO’s Small Business and Procurement Websites
- Procurement Debriefings
- Meetings with Department Representatives
FY 2019 Outreach, Community Support/Partnerships and Recognitions

In FY 2019, the OSB collaborated with various partners and advocacy groups to address specific needs of the Small Business community through training, development and recruitment for METRO procurement opportunities.

**Procurement Events/Workshops**

- Asian Chamber of Commerce
- Cámara de Empresarios Latinos
- Cy-Fair Chamber of Commerce Networking Luncheon
- City of Houston’s Meet the Buyer Purchasing Forum
- Fifth Ward Chamber of Commerce
- Fort Bend Independent School District (FBISD)
- Greater Houston Black Chamber’s 2nd Tuesday Workshops
- Greater Houston Business Procurement Forum
- Greater Houston Women’s Chamber of Commerce
- Greater Houston Partnership
- Houston Airport System Office of Business Opportunity
- Houston Community College (HCC)
- Houston East End Chamber of Commerce
- Houston First Corporation
- Houston Hispanic Chamber of Commerce
- Houston Independent School District (HISD)
- Houston Minority Business Development Agency (MBDA)
- Houston Minority Supplier Development Council (HMSDC)
- Indo-American Chamber of Commerce of Greater Houston
- Institute for Supplier Management (ISM)
- National Association of Minority Contractors (NAMC)
- Port Houston
- University of Houston Small Business Development Center
- SCORE
- The League of United Latin American Citizens (LULAC) Networking Event
- U.S. Small Business Administration (SBA)
- United States-Mexico Chamber of Commerce
- Women’s Business Enterprise Alliance (WBEA)
- Women Contractors Association (WCA)
Partnerships

METRO partnered with local agencies, community organizations and training providers to promote METRO’s Small Business Program and contracting opportunities.
In FY 2019, METRO was recognized for its Small Business Enterprise Program and Procurement practices.

**Recognitions**

- Houston Minority Supplier Development Council “2019 Corporation of The Year Award”
- Houston Minority Supplier Development Council “2019 Advocate of The Year” Nominees: Michael Kyme, Otis Johnson, Shurronda Murray & Juanita Jackson
- Women’s Business Enterprise Alliance “Cutting Edge Award – Significant Growth in Utilization of the WBEs”
- National Association of Minority Contractors “Gold Helmet Award”
- National Association of Minority Contractors “Champion NAMC Lifetime Award”
- Subcontractor U.S.A. “Top 25 Prime Contractors for Diversity and Supplier Diversity Champion”
- The Greater Houston Business Procurement Forum “Strategic Partner of the Year”
- SCORE’s “Certificate of Appreciation for Commitment to Small Businesses”
- She Said. She Led. She Is. - “Extraordinary Women Making History Award”
METRO Small Business University (SBU)

METRO’s OSB developed its own in-house training program: Small Business University (SBU). This program is designed to help Small and Disadvantaged Businesses in obtaining METRO contracts. METRO’s SBU also trains internal staff on mandated Small and Disadvantaged Business requirements.

METRO’s OSB recognizes that its outreach programs must continually evolve to meet the needs of the Small and Disadvantaged Business Community. The following training/workshops and forums were offered in FY 2019 to enhance the abilities of the SBE/DBEs and prepare them for greater opportunities in obtaining METRO contracts.

- How To Do Business With METRO
- How To Price Your Proposal – Bidding Tips!
- Hands-on Certification/Recertification Training Workshops (quarterly)
- Preparing A Mock RFP & RFQ – Hands-on Exercise
- Understanding METRO’s Information Technology Process
- METRO’s “Meet The Buyers!”
- OSHA 30 Training (every Thursday in April)
- SAP Provider – Let’s Meet & Talk!
- Celebrating Small Businesses! – In Recognition of National Small Business Week
- Davis Bacon Training - Department of Labor
- Preparing For A METRO “Match-Making!”
- Construction Estimating
- Bonding & Insurance Workshop
- I’m Certified, What’s Next?
- Accessing Capital
- Creating A Safety Plan
- Bidding Tips From Our Partners (SCORE, P-TAC, SBA, Greater Houston Procurement Forum)
<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
<th>Location</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 10, 2018</td>
<td>I'm Certified, What's Next?</td>
<td>1900 Main Street</td>
<td>9:00am – 10:30am</td>
</tr>
<tr>
<td>November 7, 2018</td>
<td>Creating A Safety Plan</td>
<td>1900 Main Street</td>
<td>9:00am – 10:30am</td>
</tr>
<tr>
<td>December 5, 2018</td>
<td>Bidding Tips From Our Partners (SCORE, P-TAC, SBA, Greater Houston Procurement Forum)</td>
<td>1900 Main Street</td>
<td>9:00am – 10:30am</td>
</tr>
<tr>
<td>January 8, 2019</td>
<td>How To Do Business with METRO! Certification! Procurement Team! Opportunities!</td>
<td>5330 Griggs (Palm Center)</td>
<td>11:30am – 1:30pm</td>
</tr>
<tr>
<td>January 30, 2019</td>
<td>How to Price Your Proposal “Bidding Tips!”</td>
<td>1900 Main Street</td>
<td>9:00am – 11:30am</td>
</tr>
<tr>
<td>February 13, 2019</td>
<td>Preparing A Mock RFP &amp; RFQ (“Hand’s on Exercise! &amp; Evaluation / Feedback”)</td>
<td>1900 Main Street</td>
<td>9:00am – 12:00 Noon</td>
</tr>
<tr>
<td>March 6, 2019</td>
<td>Understanding METRO’s Information Technology (IT) Process</td>
<td>1900 Main Street</td>
<td>9:00am – 11:00am</td>
</tr>
<tr>
<td>April 3, 2019</td>
<td>METRO’s “Meet The Buyer” (METRONext!)</td>
<td>1900 Main Street</td>
<td>9am – 12:00 Noon</td>
</tr>
<tr>
<td>April 4, 11, 18, 25, 2019</td>
<td>OSHA 30 Training (Every Thursday in April) (Pre-Selected Firms Only)</td>
<td>1900 Main Street</td>
<td>8:00am – 5:00pm</td>
</tr>
<tr>
<td>May 7, 2019</td>
<td>Celebrating Small Businesses! (In Recognition of National Small Business Week)</td>
<td>1900 Main Street</td>
<td>9:00am – 11:30am</td>
</tr>
<tr>
<td>May 22, 2019</td>
<td>Davis Bacon (Department of Labor)</td>
<td>1900 Main Street</td>
<td>9:00am – 11:30am</td>
</tr>
<tr>
<td>June 12, 2019</td>
<td>Preparing For a METRO “Match-Making!”</td>
<td>1900 Main Street</td>
<td>9:00am – 11:30am</td>
</tr>
<tr>
<td>July 17, 2019</td>
<td>Construction Estimating</td>
<td>1900 Main Street</td>
<td>9:00am – 12:00 Noon</td>
</tr>
<tr>
<td>August 7, 2019</td>
<td>Bonding &amp; Insurance Workshop</td>
<td>1900 Main Street</td>
<td>9:00am – 11:00am</td>
</tr>
<tr>
<td>September 11, 2019</td>
<td>I'm Certified, What’s Next?</td>
<td>1900 Main Street</td>
<td>9:00am – 10:30am</td>
</tr>
</tbody>
</table>

**METRO Hands-on, Online Certification Workshops**

**UH Small Business Development Center**

2302 Fannin, Suite 200 - Houston, TX 77002

9:00am – 11:00am

February 12, 2019  May 14, 2019

[www.ridemetro.org/SB-TrainingEvents](http://www.ridemetro.org/SB-TrainingEvents)
METRO Small Business Assessment Tool

METRO’s OSB supports the Authority’s mission and goals by providing leadership in promoting diversity and equal opportunity. METRO believes in the Small Business community having the tools it needs to be able to compete fairly in METRO’s contracting opportunities.

The Small Business Assessment tool is one of the mechanisms developed in 2015 to help assist in measuring Small Businesses’ abilities to effectively compete in METRO’s procurement process. The Small Businesses are asked to provide the following four items:

1. The firm’s revenue
2. Number of employees
3. The size (dollar amounts) of contracts on which they are currently working and have worked on in the past year. (Note: The dollar amounts range from $100,000 - $299,999.)
4. Bonding capacity, insurance limits, line(s) of credit, etc.

This specific information helps METRO craft recommendations for assisting firms to effectively compete in the procurement process. METRO’s OSB has administered 90 assessments, since inception of the Small Business Assessment tool.

In FY 2019, METRO’s OSB provided Small Business Assessment tools to 38 SBE/DBE firms.

- 2 Brothers in the Kitchen
- A Renewable Electric LLC
- A&M Contractors
- A1 Mobile Fleet Wash & Detail Service, Inc.
- Access Data Supply, Inc.
- BB Associates
- Beach Construction, Inc., dba BC Commercial
- Blastin Clean, Inc.
- Bullchase, Inc.
- C&W Terrell Electrical Services
- Eagle Gasket and Packing Company
- Elevate Strategies LLC
- Exterior Effect Design and Construction LLC
- Fabulous Financial Services, Inc.
- Giordano Construction, Inc.
- House to House Cleaning Service
- Integrity Electrical Systems dba Division 16 Electrical Contractors
- Interactive Solutions, LLC
- JAGNELL, LLC
- Jonz Welding S.V.C.
- Lone Star Property Care LLC
- Midstream and Terminal Services LLC
- Mobile Encryption Technologies LLC
- Ohana Enterprises
- Palmera Construction & Development LLC
- Perituza Software Solutions LLC
- Promise Land Dirt Work & Clearing Services LLC
- RS Felder Enterprises, Inc., dba Accredited Building Services
- Saddler Consulting Group, Inc.
- Sai Business Solutions LLC
- Savoy Homes LLC
- Smith Media Holdings LLC, dba Spitfire Aerial Services
- SunNet Solutions
- Teddy’s Resale Shop
- Texaschile
- Tohme Consulting Associates, LLC
- Trinity Freight Services
- Zresta LLC
The Interagency Mentor-Protégé Program (IMPP) is a governmental partnership between the Metropolitan Transit Authority of Harris County (METRO), City of Houston, Houston Independent School District (HISD), Port Houston, Houston First, and Houston Community College (HCC), created to address the common issues that Small Business owners encounter in public procurements.

The IMPP has been active for 7 years - (2011, 2013, 2015, 2016, 2017, 2018 and 2019). METRO, City of Houston, Houston Independent School District (HISD), and Port Houston teamed up to form a partnership to foster and strengthen long-term, effective working relationships among established companies, local agencies and emerging and historically underutilized businesses. METRO was the only agency to complete the 2011 Interagency Mentor-Protégé Program, with 7 graduates. In 2013, METRO, City of Houston, HISD and Port Houston rededicated their commitment to the IMPP. In 2017, Houston Community College and Houston First Corporation joined the Interagency Mentor-Protégé Program (IMPP) partnership.

The qualifications to participate in the IMPP are:

- Currently certified as a Small, Woman-owned, Veteran-owned, Minority-owned or DBE by the City of Houston, METRO Small Business, or hold a current registration from the Port of Houston or the HISD
- In continuous operation for at least 24 months
- Revenues between $150,000 and $4 million in the most recent fiscal year
- Minimum of four employees
- Must be able to commit to 9 workshops
- Must be able to identify the type of guidance needed for development

Applicants meeting the qualifications are interviewed by the partners and selected based on readiness to do business. Since inception of the Program, over 549 applications have been received, 159 firms were interviewed, and 129 firms have graduated from the Program.

**FY 2019 Protégés represented the following industries:**

<table>
<thead>
<tr>
<th>Industries</th>
<th>Number of Firms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction</td>
<td>6</td>
</tr>
<tr>
<td>Engineering</td>
<td>1</td>
</tr>
<tr>
<td>Professional Services</td>
<td>11</td>
</tr>
<tr>
<td>Transportation Services</td>
<td>2</td>
</tr>
</tbody>
</table>

**FY 2019 Protégés:**
• 4.0 GPA LLC
• BKJ Global Management Consulting LLC
• CRG Texas Environmental Services Inc.
• D.C.T. Imaging
• Esbee Signs Inc.
• Houston Plumbing and Gas LLC
• Innovative Management Solutions Inc.
• Infra Tech Engineers & Innovators LLC
• Integral Exterior Services
• Language Kids Houston (dba Language Kids World)

FY 2019 Mentors:

• Arcadis
• ATC Group Services
• Binkley & Barfield
• Brown & Gay
• Dominion Commercial
• E-Contractors
• Gilbreath Communications
• Huitt-Zollars Inc.

• Mobile Encryption Technologies LLC
• Mpulse Healthcare & Technology LLC
• PHD Resources & Taxes
• Picture Worth Custom Framing
• Savannah Construction
• TANCOE
• The Document Group
• The Watkins Group Realty
• Transcare LLC
• Trinity Freight Services

• Lane Staffing
• Levy Restaurants
• L’Renee & Associates
• McCarthy
• Rice and Gardner
• T. Baker Smith
• Xellent Services

IMPP Partners
IMPP Graduates
Certification Partnerships
METRO’s SBE Certification is accepted by four strategic METRO partners: Port Houston, Fort Bend ISD, Houston Community College and Houston First. As a result, METRO certified Small Businesses can leverage their certification for additional procurement opportunities with METRO’s partners, thereby increasing their experience and capacity. This section covers a brief summary of the partner’s overall Small Business Program contract awards and payments, which includes firms with METRO SBE certifications; as well as, all other applicable Small Business certifications. Due to our program’s success, several of our partners have implemented similar programs.
Note: Contract Award data was not available from HCC and Houston First.

Note: The charts above represent Small Business participation from METRO certified firms; as well as, all other applicable Small Business certifications.
Glossary of Key Terms

- **13 Neighboring Counties**: Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Harris, Liberty, Matagorda, Montgomery, Walker, Waller and Wharton

- **Annual Goal** – 35% of overall Small and Disadvantaged Business yearly participation on contracts with Small Business contract goals

- **Disadvantaged Business Enterprise (DBE)** – Per the U.S. Department of Transportation: A DBE is a for-profit Small Business concern, where socially and economically disadvantaged individuals: African Americans, Hispanics, Native Americans, Asian-Pacific and Subcontinent Asian Americans and women, own at least 51% interest, have a personal net worth that does not exceed $1.32M, meets the Small Business Administration Industry Size Standards, and also controls management and daily operations.

- **Disadvantaged Business Enterprise Goal** – Calculation is established by FTA guidelines and is applicable to Department of Transportation (DOT) funded contracts only

- **Small Business Enterprise (SBE)** – A firm’s owner, regardless of their race or gender, whose personal net worth does not exceed $1.32M and meets Small Business Administration Industry Size Standards

- **Small Business Enterprise and Disadvantaged Business Enterprise (SBE/DBE)** – Certified as METRO SBE and/or DBE

- **Small Business Contract Goal** – A subcontracting goal that is contract-specific based on the scope of work and the availability of Small Businesses to perform the job. The goal can be satisfied using METRO certified SBEs, DBEs or a combination of Small and Disadvantaged Business Primes and subcontractors.
  - METRO accepts DBE certification from:
    - City of Houston
    - City of Austin
    - Corpus Christi Regional Transportation Authority
    - North Central Texas Regional Certification Agency (NCTRCA)
    - South Central Texas Regional Certification Agency (SCTRCA)
    - Texas Department of Transportation (TxDOT)
    - Small Business Administration (SBA 8a certification)
Contact Information

METRO
Office of Small Business
Main Number
713-739-4844

Karen Hudson
Deputy Chief Procurement Officer & DBE Liaison
713-739-6048
Karen.Hudson@ridemetro.org

Otis Johnson
Director of Office of Small Business
713-615-6112
Otis.Johnson@ridemetro.org

Monique Pettaway
Small Business Certification Specialist
713-739-6032
Monique.Pettaway@ridemetro.org

Kamesha Guidry
Small Business Compliance Specialist
713-739-4688
Kamesha.Guidry@ridemetro.org

Ana Cortez
Small Business Compliance Specialist
713-615-6738
Ana.Cortez@ridemetro.org

Shurronda Murray
Small Business External-Relations Officer
713-739-4845
Shurronda.Murray@ridemetro.org

Jorge “Alex” Sandoval
Business Development and Assistance Officer
713-739-4070
Jorge.Sandoval@ridemetro.org