



*METRO Small Business Enterprise Program*  
**FACT BOOK**



**FY2021**

October 1, 2020 –  
September 30, 2021



## Mission Statement

*“Provide safe, clean, reliable, accessible and friendly public transportation services to our region.”*

## Board of Directors

Sanjay Ramabhadran (Ram)  
Chair

Jim Robinson  
First Vice-Chair

Don Elder, Jr.  
Second Vice-Chair

Troi Taylor  
Secretary

Lex Frieden

Bob Fry

Christopher G. Hollins

Terry Morales

## President & Chief Executive Officer

Thomas C. Lambert



## METRO's Small Business Enterprise Program Fact Book FY2021

METRO is pleased to present a summary of its Small Business Enterprise (SBE) Program and goals and achievements for fiscal year 2021. As an agency, METRO is committed to total diversity, as represented by the success of its SBE Program. Originated by METRO's Board of Directors, championed by its executives and implemented throughout the Agency, METRO strives to utilize small and disadvantaged businesses in its procurement and purchasing efforts.

METRO's Office of Small Business (OSB), works closely with its partners throughout the small business community, ensuring awareness of procurements, training, and supporting efforts to build capacity. The 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 at the close of FY2021 (Oct. 2020 – Sep. 2021):

- 612 firms received METRO SBE certification
- 2,080 SBE certified firms in METRO Small Business Database
- METRO achieved 25% Small Business (SB) participation on contracts with goals
- METRO awarded \$128.5M to Small and Disadvantaged Businesses
- METRO nearly tripled its contract awards with Small Businesses (from previous year)
- 29 Small Business University (SBU) training sessions offered to Small and Disadvantaged Businesses

The impact of these efforts in FY2021 has been recognized within the small business community with METRO receiving awards/nominations from the following organizations:

- Houston Minority Supplier Development Council “2021 Accountability Recognition”
- Women's Business Enterprise Alliance “2021 Advocate of the Year Nomination – Monique Pettaway
- Greater Houston Business Procurement Forum “Strategic Partner of the Year”
- Greater Houston Business Procurement Forum “Award of Merit” – Shurronda Murray & Jorge “Alex” Sandoval
- Greater Houston Business Procurement Forum “Bronze Sponsor Award”

METRO looks forward to continued successful engagement with the small business community.

Metropolitan Transit Authority of Harris County, Texas

1900 Main • P.O. Box 61429 • Houston, Texas 77208-1429 • 713-635-4000 • RideMETRO.org

# TABLE OF CONTENTS

<b>Small Business &amp; Disadvantaged Business Enterprise Programs</b>	
<b>Overview.....</b>	<b>3</b>
SBE Program Enhancements.....	4
<b>Small Business Certification Program .....</b>	<b>6</b>
FY2021 Small Business Certification Fast Facts.....	8
FY2021 Small Business Certification Data .....	10
METRO Certified Small Business Directory .....	11
<b>Small Business Compliance Program.....</b>	<b>13</b>
FY2021 Small Business Compliance Fast Facts.....	14
Small Business Program Goals .....	15
FY2021 Small and Disadvantaged Business Enterprise Contract Awards .....	16
FY2021 New Contracts Awarded with Small Business Goals.....	17
Contracts with Small Business Goals Breakdown.....	18
<b>Small Business Goal Achievement FY2018 – FY2021 .....</b>	<b>20</b>
Small and Disadvantaged Businesses on All METRO Contracts.....	22
Total SBE/DBE Awards in FY2018 - FY2021 .....	23
Small Businesses Participation - COVID-19 Support Services .....	23
FY2021 Payments to Small and Disadvantaged Businesses.....	24
<b>Outreach, Training and Business Development.....</b>	<b>27</b>
FY2021 Outreach, Training and Business Development Fast Facts.....	27
Small Business & Procurement Business Help Center .....	27
FY2021 Outreach, Business Development and Recognitions.....	28
METRO Small Business University (SBU).....	32
METRO SBE Business Assessment Tool .....	34
Interagency Mentor-Protégé Program .....	36
<b>Glossary of Key Terms .....</b>	<b>38</b>
<b>Contact Information .....</b>	<b>39</b>

# Small Business & Disadvantaged Business Enterprise Programs Overview

The Metropolitan Transit Authority's Small Business Enterprise/Disadvantaged Business Enterprise (SBE/DBE) Program was adopted by the METRO Board of Directors in December 2005 and was last updated in April 2020. The purpose of these Programs is to provide additional opportunities for small businesses and to promote equal opportunity and fairness in all procurement matters, in accordance with state and federal laws. By formalizing innovative practices and implementing new procedures, METRO's Office of Small Business continues to increase Small and Disadvantaged Business participation. METRO established its Office of Small Business (OSB) specifically to promote small business participation in METRO procurement opportunities. The METRO OSB has three primary functions: (1) Small Business Enterprise (SBE) certification, (2) compliance, and (3) outreach, which includes: business development, technical assistance and training.

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

- The SBE Program was established by the Board with a 35% annual, aspirational 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 calculates its DBE goal every three years, pursuant to FTA guidelines.

## **METRO's Office of Small Business Objectives:**

- Provide full and equal business opportunities
- Follow non-discrimination policy in selection of vendors
- Use only race and gender-neutral means to ensure full and inclusive small business participation across a variety of business types
- Provide outreach and technical assistance to small businesses
- Meet or exceed 35% aspirational goal for small business participation
- Build small business capacity
- Ensure compliance with the SBE and DBE programs

## **SBE Program Enhancements**

Over the years, METRO has demonstrated its commitment to increasing participation on procurement opportunities across all sectors of the business community it services. Despite the proven track record of METRO's Small Business Enterprise (SBE) Program, the Authority is continually seeking ways to improve the Program to be more inclusive and to bring increased awareness to opportunities. In FY2021, the Procurement Department, in conjunction with the Office of Small Business, implemented the following key enhancements:

- Increased outreach
- Increased number of publications for legal notification of solicitations
- Invoice dispute notification requirement for Primes
- Forecasted projects posted on website
- Commissioned surveys to assess local small business capacity
- Established a Task Force to create and implement both a Veteran-Owned Business Enterprise Program (VOBE) and a Disability-Owned Business Enterprise Program

### **Upcoming Enhancements:**

- Enhance monitoring and reporting
- Increase contract data gathering and reporting
- Reinstate Multi-Trades program
- Increase Prime and subcontractor training
- Post training videos on website
- Increase marketing and messaging efforts
- Establish METRO Mentoring/Protégé programs
- Increase capacity-building efforts
- Conduct focus groups and establish advisory committees

# 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 Small Business Enterprise certification is valid for three years.



METRO's Office of Small Business certification process 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 individual holding 5% or more ownership in 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 own SBE certification, METRO also accepts Disadvantaged Business Enterprise (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 Small Business Enterprise (SBE) certification is recognized by the following agencies for inclusion in their small, disadvantaged, minority and women 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 a Small Business Enterprise (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
- Offers a competitive advantage for solicitations with Small Business goals
- Certification is accepted on solicitations issued by Port Houston, Fort Bend ISD, Houston Community College and Houston First Corporation
- Certification lasts for three (3) years
- DBE certified firms receive reciprocity and are expedited through the SBE certification process
- Expedited certification for HMSDC members

*To start the certification process:*

- Visit [www.ridemetro.org/SBEcertification](http://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 wishes to do business with METRO, should first register as a vendor. The two biggest advantages include: 1) automatic email notification of solicitations that match your company's services; and 2) automatic notification of "Addendums" during the solicitation process.

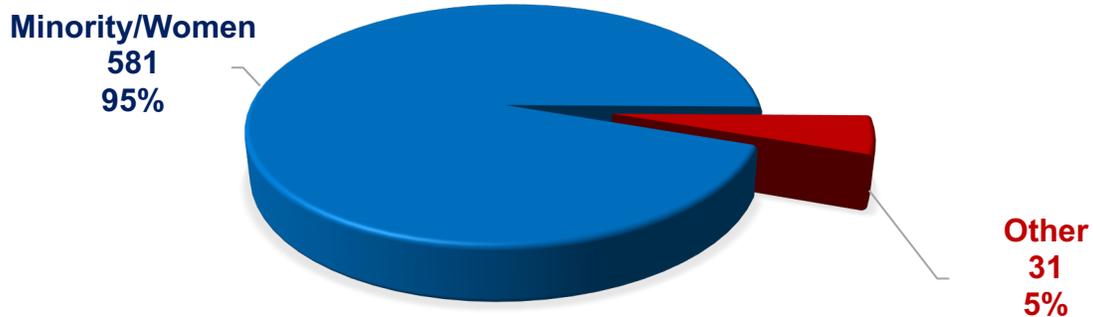
*To start the vendor registration process:*

- Visit [webapps.ridemetro.org/procurement](http://webapps.ridemetro.org/procurement) and click on "New Supplier Account" and select "Register a New Account"

## FY2021 Small Business Certification Fast Facts

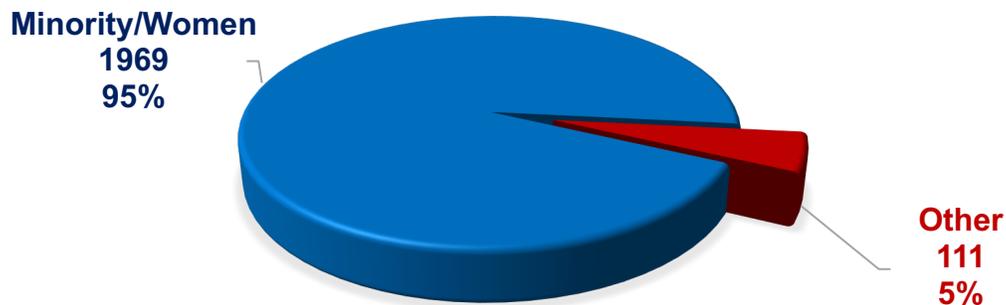
- **612** Firms certified as METRO Small Business Enterprises
  - **538** New Small Business Enterprise certifications
  - **74** Small businesses renewing their certifications
  - **581 (95%)** of the firms certified were minority and women-owned firms

### Firms Certified in FY2021



- **4** Firms graduated from METRO's Small Business Enterprise Program in FY2021
- **2,080** METRO-certified Small Business Enterprises listed in METRO's Certified Small Business Enterprise Directory at the end of FY2021
  - **594 (29%)** of the 2,080 firms listed in the directory at the end of FY2021 were actively participating on METRO contracts, as either a Prime or subcontractor
  - **1,969 (95%)** of the firms listed in the directory at the end of FY2021 were minority and women-owned businesses

### Certified SBEs at the End of FY2021



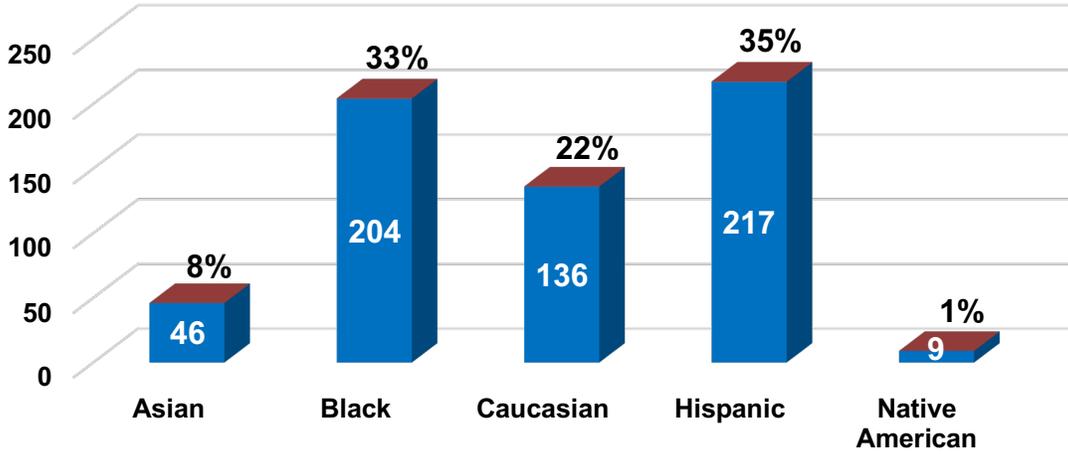
- **11,194** Firms certified as METRO Small Businesses Enterprises, since inception of the Small Business Enterprise Program

- **18** Small Business Certification partnering workshops/events in FY2021 with:
  - Fort Bend ISD (7)
  - Port Houston
  - Houston First
  - Houston Community College
  - City of Houston
  - Women’s Business Enterprise Alliance (2)
  - City of Houston/Office of Business Opportunity (2)
  - East End Chamber of Commerce
  - Old Spanish Trail
  - Tri-County Regional Black Chamber of Commerce

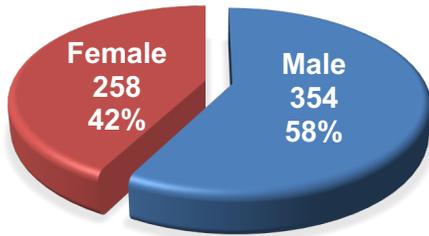
## FY2021 Small Business Certification Data

In FY2021, METRO's Office of Small Business certified 612 firms of various ethnicity, gender, locale and industry, as represented below.

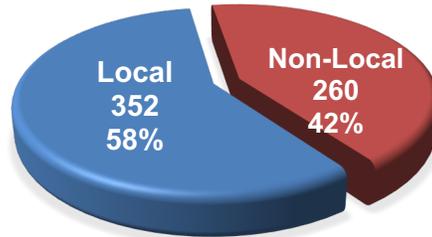
### FY2021 Certified SBE Firms by Ethnicity



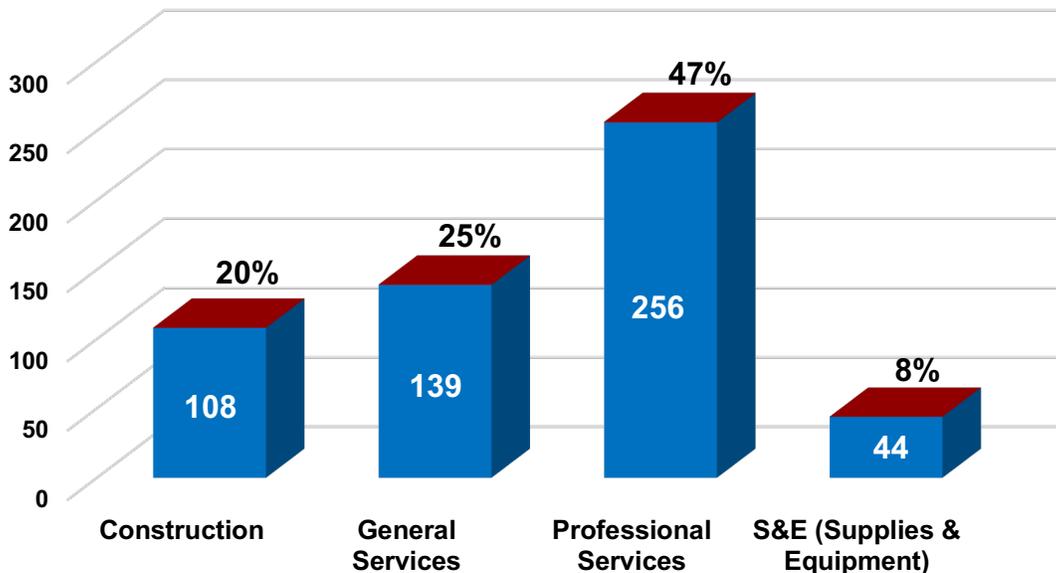
### FY2021 Certified SBE Firms by Gender



### FY2021 Certified SBE Firms by Locale



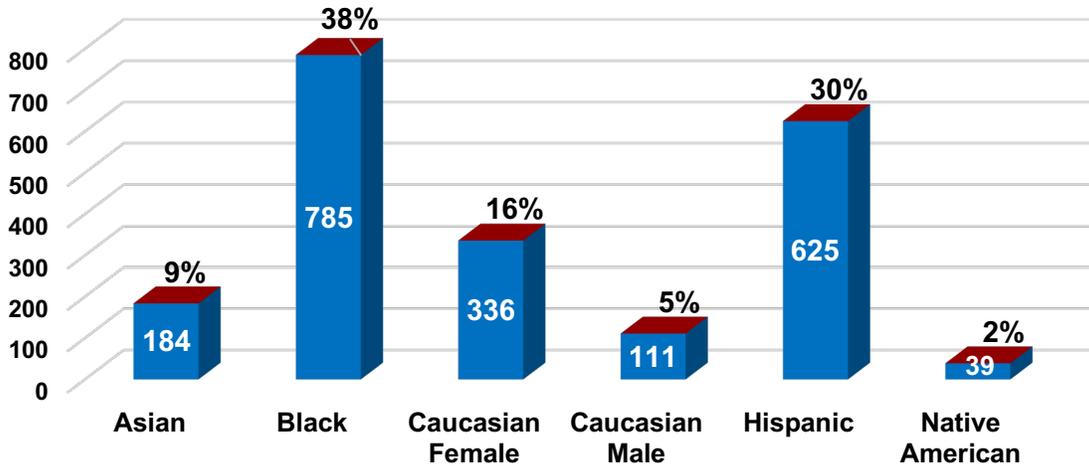
### FY2021 Certified SBE by Industry



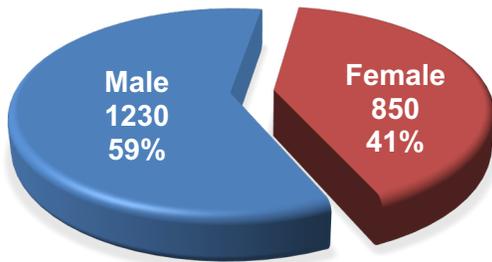
## METRO Certified Small Business Directory

As of the end of FY2021, 2,080 firms were listed as METRO-certified Small Businesses and represent the following categories:

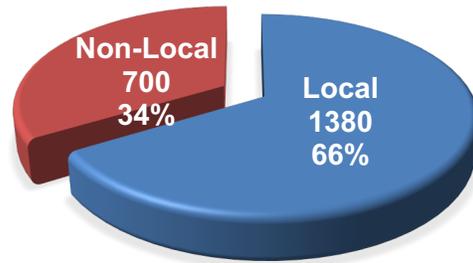
### SBE Database by Ethnicity



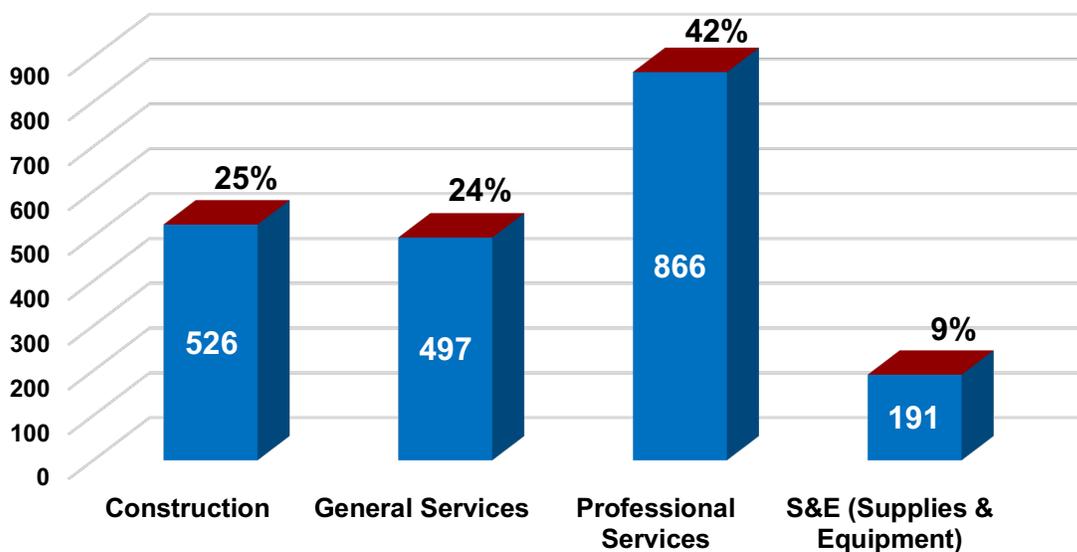
### SBE Database by Gender



### SBE Database by Locale



### SBE Database by Industry



# Small Business Compliance Program

## Small Business Compliance Program

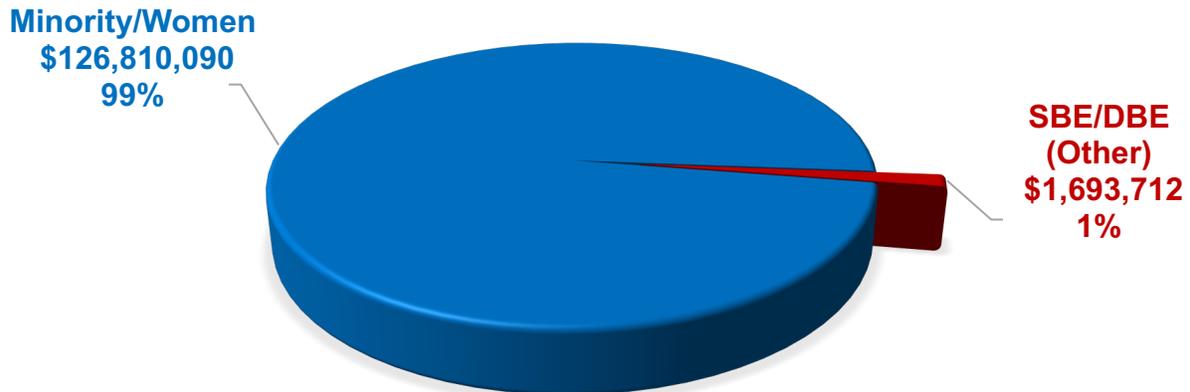
METRO's Office of Small Business ensures compliance with its Small Business and Disadvantaged Business Enterprise Programs by performing the following functions:

- Reviews solicitations with federal funds or with local budgets, \$100,000 or greater, for Small Business goal setting opportunities
- Presents Small Business Enterprise Program at pre-bid/proposal conferences for contracts with Small Business (SB) goals
- Evaluates bids/proposals for contracts with Small Business goals for Small Business goal commitment
- Monitors contracts with Small Business goals for:
  - Small Business Participation goal achievement
  - Small Business Enterprise/Disadvantaged Business Enterprise (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 Small Business Enterprise Program activities annually
- Develops Disadvantaged Business Enterprise triennial goals for federally funded contracts
- Monitors DBE participation on subrecipient contracts
- Reports DBE participation on federally funded projects to the Federal Transit Administration (FTA)

## FY2021 Small Business Compliance Fast Facts

- **135** Procurement opportunities reviewed for Small Business (SB) goals
  - **39** contracts assigned SB goals
- **40** New contracts awarded with SB goals
  - **19 (48%)** of the new contracts were awarded to SBE/DBE Primes
    - **19 (100%)** of the SBE/DBE Primes were minority and women-owned firms
- **\$512M** Awarded on contracts with SB goals
  - **\$128.5M (25%)** of contracts awarded with SB goals went to SBE/DBE Primes and subcontractors
    - **\$126.8M (99%)** of the contracts with SB goals, awarded to SBE/DBEs went to minority and women-owned firms

### SBE/DBE Contract Awards with SB Goals in FY2021



- **25%** Small business participation achieved against an aspirational goal of 35% (due to low SB participation opportunities associated with Turnkey Operation of the Northwest Bus Operations Facility (NWBOF) and the METROLift Minivan Transportation Services)
- **58.9%** Was the average Small Business goal commitment
- **124** Active contracts, with Small Business commitments, were monitored for compliance

## Small Business Program Goals

METRO's Office of Small Business monitors and reports three types of Small and Disadvantaged Business participation goals:

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

### Annual Small Business (SB) Goals:

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

### Contract Small Business (SB) Goals:

- Established on a contract-by-contract basis, prior to issuance of solicitation
- The Office of Small Business 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 SB contract goals can be satisfied by the participation of SBE/DBE Primes and/or subcontractors

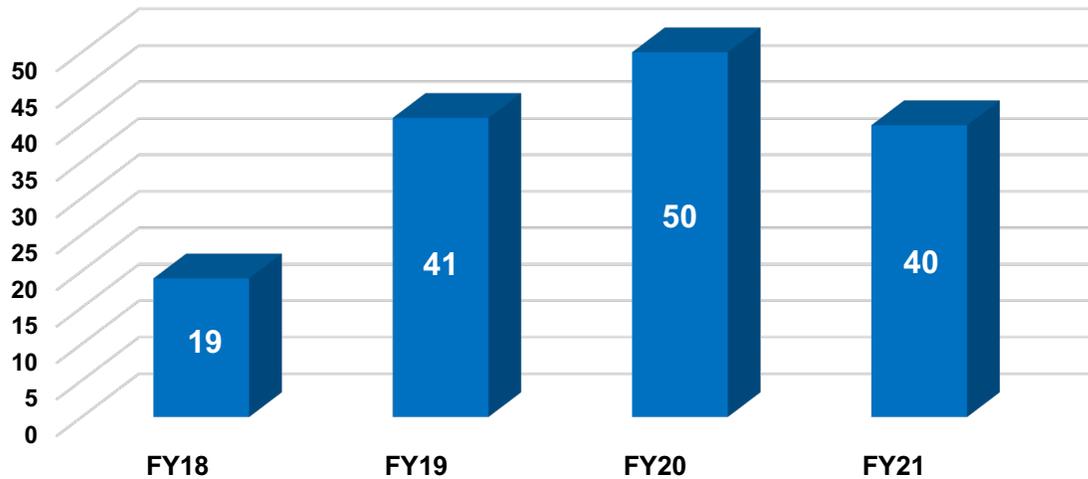
### FTA Disadvantaged Business Enterprise (DBE) Goals:

- METRO is a recipient of DOT funds; therefore, the FTA requires a DBE Program
- METRO adopted a race and gender-neutral DBE Program
- Applicable to Department of Transportation (DOT) funded contracts only
- Goal calculation is established by FTA guidelines
- Triennial DBE goal for FY2020-FY2022 is 19%
- FTA prohibits local preference on contracts involving federal funds (architect/engineering services excluded)
- Reported bi-annually to FTA

## FY2021 Small and Disadvantaged Business Enterprise Contract Awards

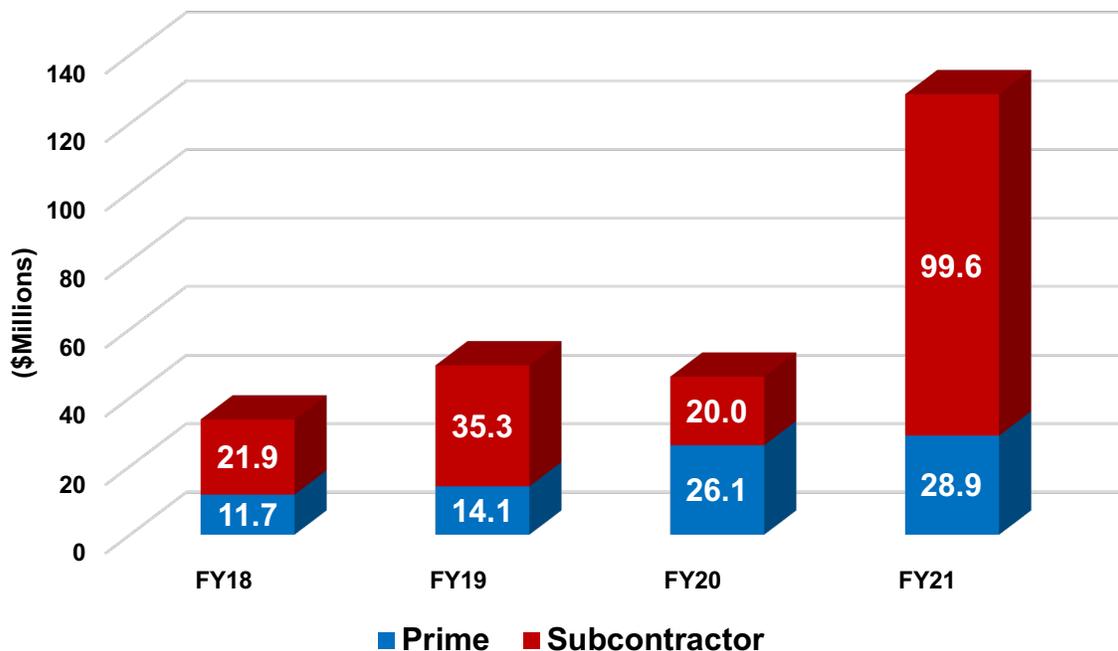
In FY2021, METRO awarded 40 contracts with Small Business goals, for a total of \$128.5M.

### Number of Contracts with SB Goals



Since 2009, \$997.4 million has been awarded to Small and Disadvantaged Business Enterprise Primes and subcontractors on contracts with Small Business goals.

### Total Small/Disadvantaged Business Enterprises on Contracts with SB Goals



## FY2021 New Contracts Awarded with Small Business Goals

Contract Number	Contract Description	SB Goal	SB Goal Commitment
7020000206MN	A/E Design Services for West Belfort Park & Ride Modifications	35%	88.00%
7021000168MN	A/E Services for the Design of Northline Transit Center Parking Garage	35%	59.00%
7020000141	Automated Fare Collection System	3%	3.85%
7021000031MN	B.O.O.S.T. Pilot Project	35%	93.50%
7121000046IT	Break Fix and 811 Locates Enterprise Physical Security Systems and Cable Plant Maintenance	35%	35.00%
7021000012	BRT/LRT Engineering Services-3	35%	37.00%
7021000002	Calvacade Street Bike Lane Phase 2	35%	100.00%
7021000041	Cleaning & Disinfecting Buses at Bus Operating Facilities	35%	100.00%
7021000013	Cleaning & Disinfecting In-Service Buses at Transit Centers	35%	100.00%
7021000207	Collection, Transportation and Disposal of Solid Waste	20%	20.00%
7021000123MN	Construction Management Services Contract - Zone 1	35%	36.00%
7021000124MN	Construction Management Services Contract - Zone 2	35%	95.00%
7021000126MN	Construction Management Services Contract - Zone 3	35%	80.00%
7021000127MN	Construction Management Services Contract - Zone 4	35%	100.00%
7021000125MN	Construction Management Services Contract - Zone 5	35%	100.00%
7021000128MN	Construction Management Services Contract - Zone 6	35%	39.00%
7020000203	Deep Cleaning at 1900 Main & Three Non-Revenue Parking Lots	35%	100.00%
7021000077	Environmental Engineering and Assessment Services	35%	36.00%
7021000083	I-10 Inner Katy Bus Rapid Transit Engineering Consultant Services	35%	68.00%
7321000002	Kelley Street Rail Repairs	20%	17.60%
7121000045IT	Maintenance Enterprise Physical Security Systems and Cable Plant Maintenance	35%	35.00%
7021000136	METROLift Minivan Transportation Services	15%	16.88%
7021000141MN	North Houston Highway Improvement Project (NHHIP) General Engineering Consultant	35%	36.00%
7121001005IT	PAS Network Backhaul & Power TMC	20%	20.00%
7321000081	Red Lanes Traffic Markings for Bus (Pilot Program)	35%	35.00%
7021000135	Reupholster of Bus Seats, Modesty Panels and ADA Barriers	10%	10.00%
7021000092	Revenue Bus Fleet Pest Control Service	35%	35.00%
7021000206	Same Day Courier Services and Mail Run Services	35%	100.00%
7121000940IT	Security Service Devices	20%	20.00%
7021000058	Traffic Signal Mast Arm Upgrade; 12 Downtown Locations	35%	100.00%
7021000001	Turnkey Operation of Northwest Bus Operating Facility (NWBOF)	15%	16.00%
7021000106	Unarmed Security Guard Services	35%	36.60%
7021000071MN	Universal Accessibility Bus Stop Improvements - Zone 1	35%	89.90%
7021000072MN	Universal Accessibility Bus Stop Improvements - Zone 2	35%	90.70%
7021000073MN	Universal Accessibility Bus Stop Improvements - Zone 3	35%	88.50%
7021000074MN	Universal Accessibility Bus Stop Improvements - Zone 4	35%	89.30%
7021000075MN	Universal Accessibility Bus Stop Improvements - Zone 5	35%	89.10%
7021000076MN	Universal Accessibility Bus Stop Improvements - Zone 6	35%	89.80%
7021000011	Urban Design Master Planning Consultant	25%	40.00%
7121000585IT	West Belfort Fiber Relocate	10%	10.00%

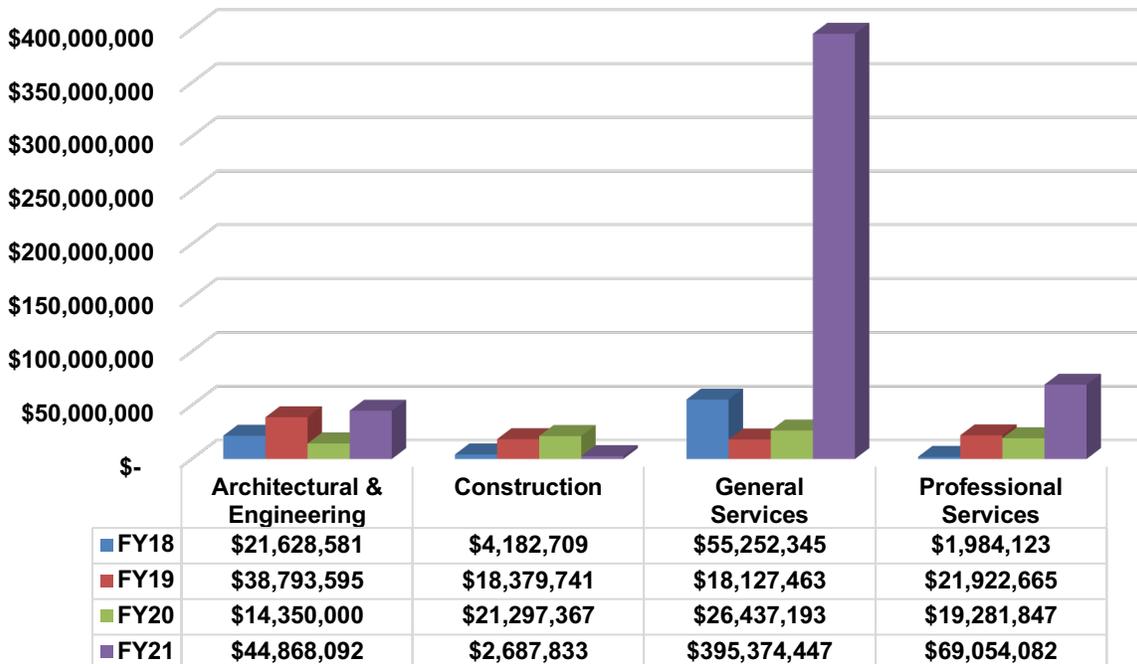
## Contracts with Small Business Goals Breakdown

Contract awards by industry vary from year to year, depending on METRO's needs. The following charts represent industry and ethnicity breakdowns for FY2021; as well as the past four years.

### Contracts Awarded with SB Goals (FY2021 Industry Breakdown)

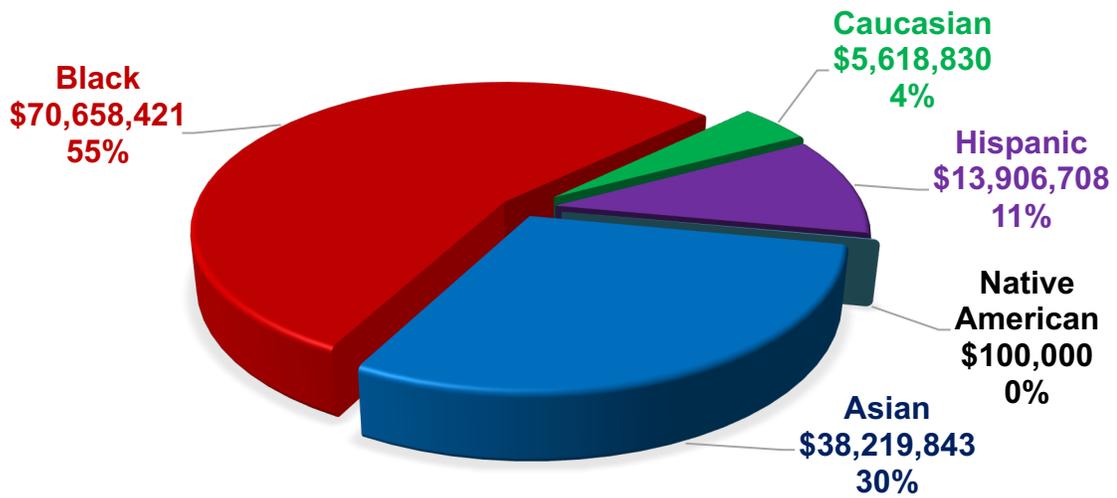


### Contracts Awarded with SB Goals (FY2018-FY2021 Industry Breakdown)



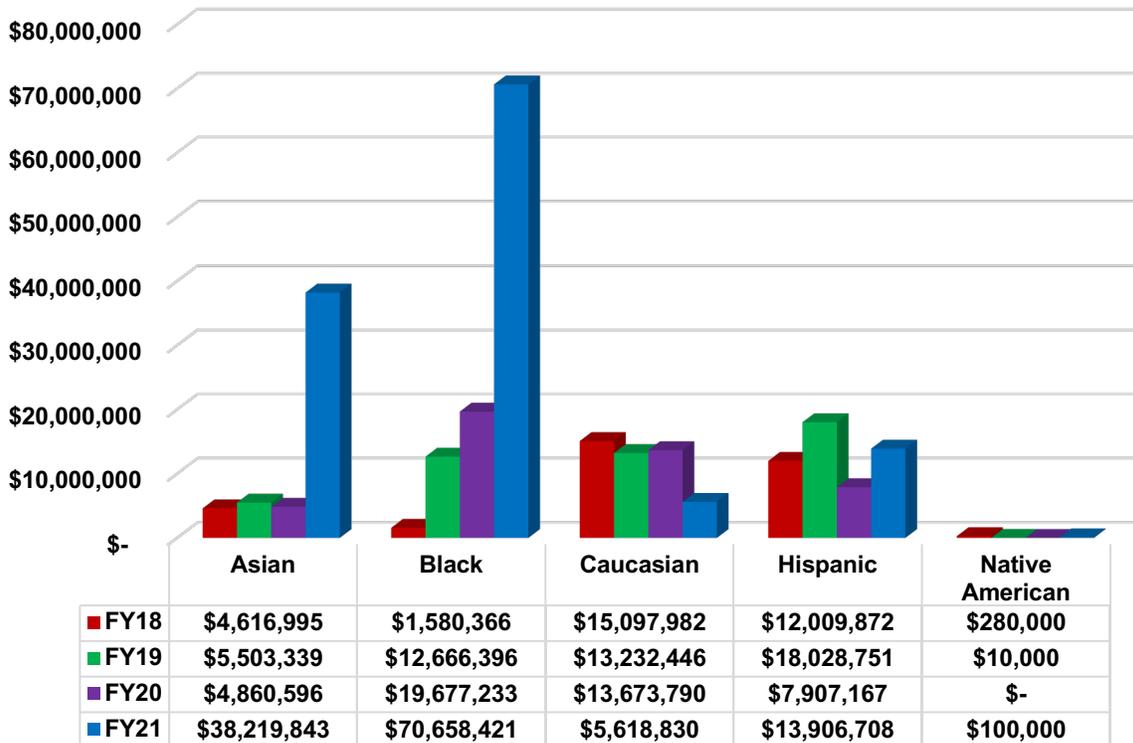
## Contracts with Small Business Goals Breakdown (cont'd)

### SBE/DBEs on Contracts Awarded with SB Goals (FY2021 Ethnicity Breakdown)



Note: \$126.8 (99%) of the SBE/DBEs are minority-owned and women-owned firms.

### SBE/DBEs on Contracts Awarded with SB Goals Ethnicity Breakdown (FY2018 - FY2021)

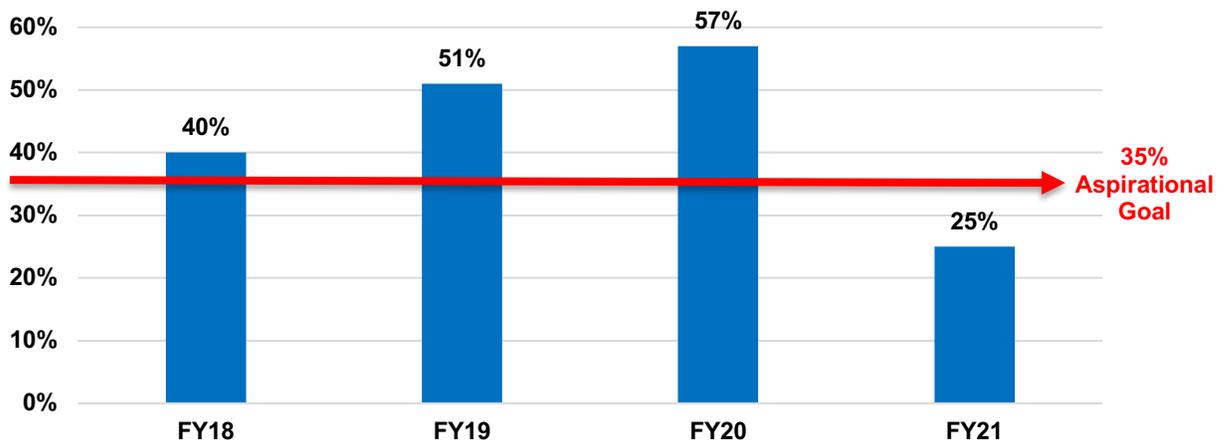


Note: \$240.9 (93%) of the above SBE/DBEs are minority-owned and women-owned firms, through FY2018 to FY2021.

# Small Business Goal Achievement FY2018 – FY2021

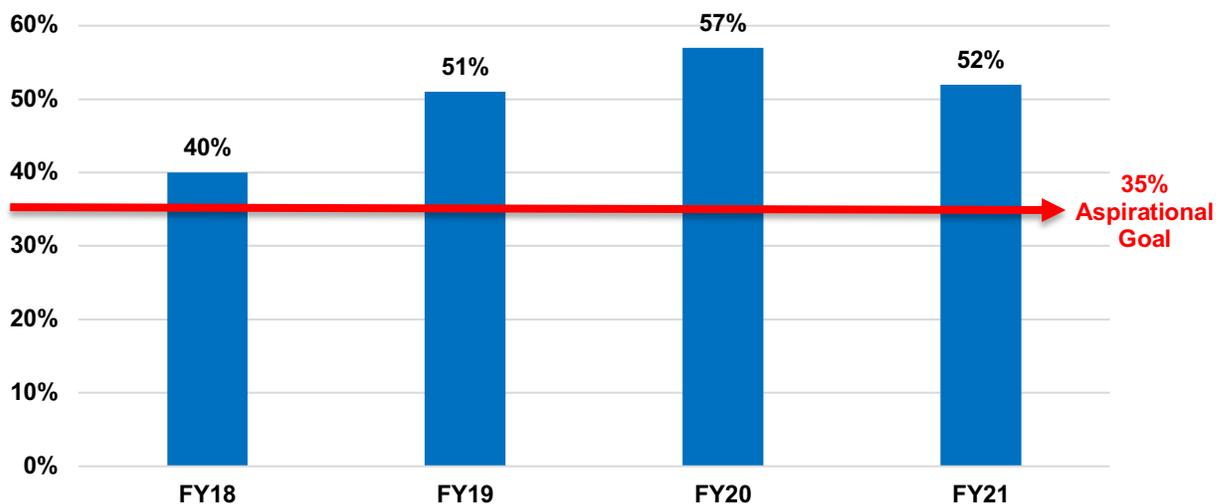
METRO’s Board established an annual, 35% aspirational Small Business goal. Small Business goals are established in contracts on a case-by-case basis, depending on budget, funding, subcontracting opportunities, and Small/Disadvantaged Businesses capacity. Therefore, the contract Small Business goal may be less than the 35% Aspirational 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.

**Small Business Goal Achievement on Contracts with SB Goals**

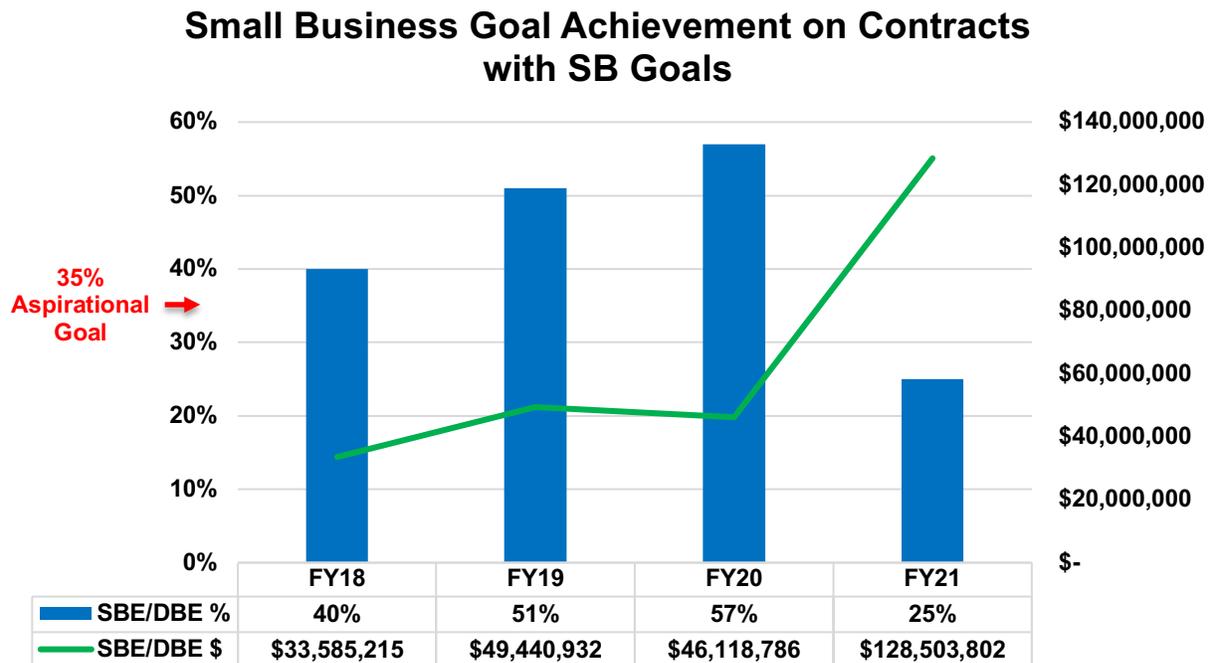


Note: The FY2021 reduction in the SB goal achievement is due to the SB goal commitments associated with the Turnkey Operation of the Northwest Bus Operations Facility (NWBOF) and the METROLift Minivan Transportation Services. They have a 16.0% and 16.9% SB goal commitment respectively. Combined they account for just over \$387M, which represents over 75% of the \$512M in contract awards with SB goals. Without these two contracts, the SB goal achievement would have been 52.22%.

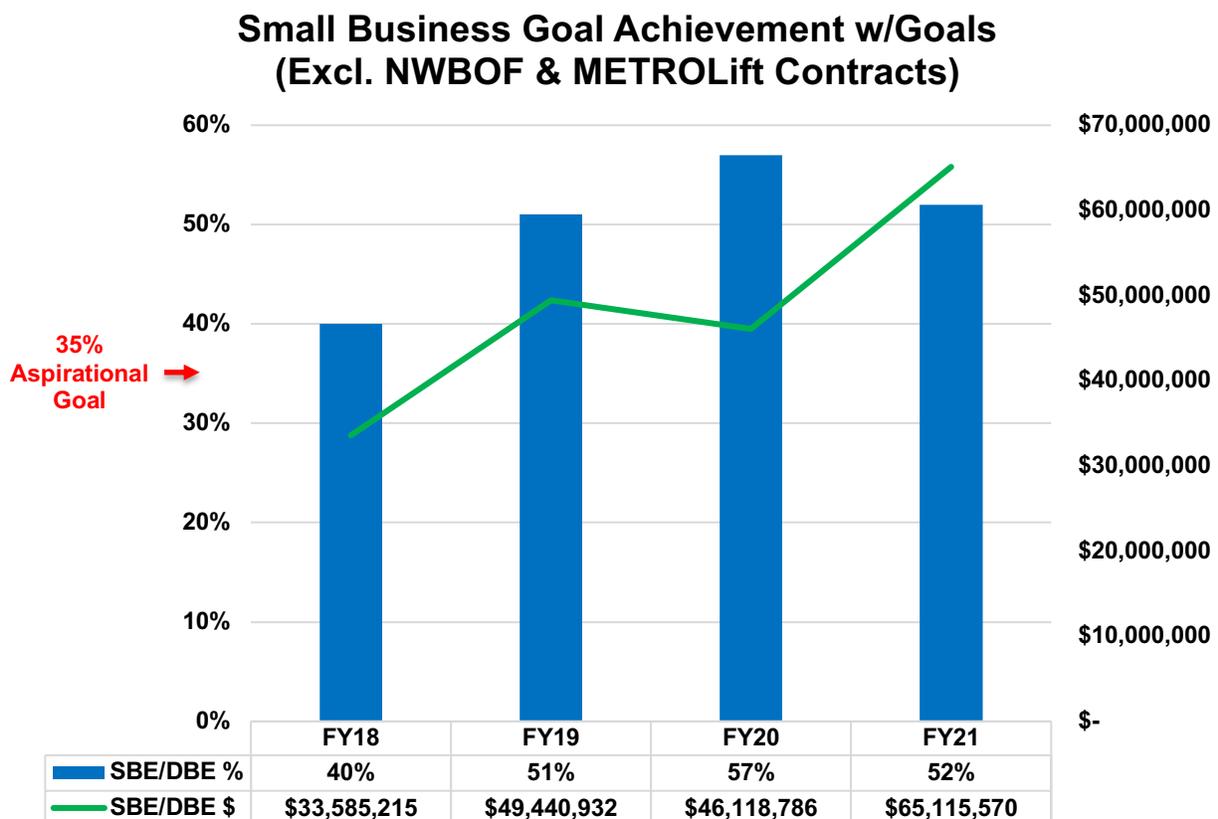
**Small Business Goal Achievement w/Goals (Excl. NWBOF & METROLift Contracts)**



The chart below reflects the Small Business percentage goal achievement, for all contracts with Small Business goals, and the dollar amounts awarded from FY2018 through FY2021.



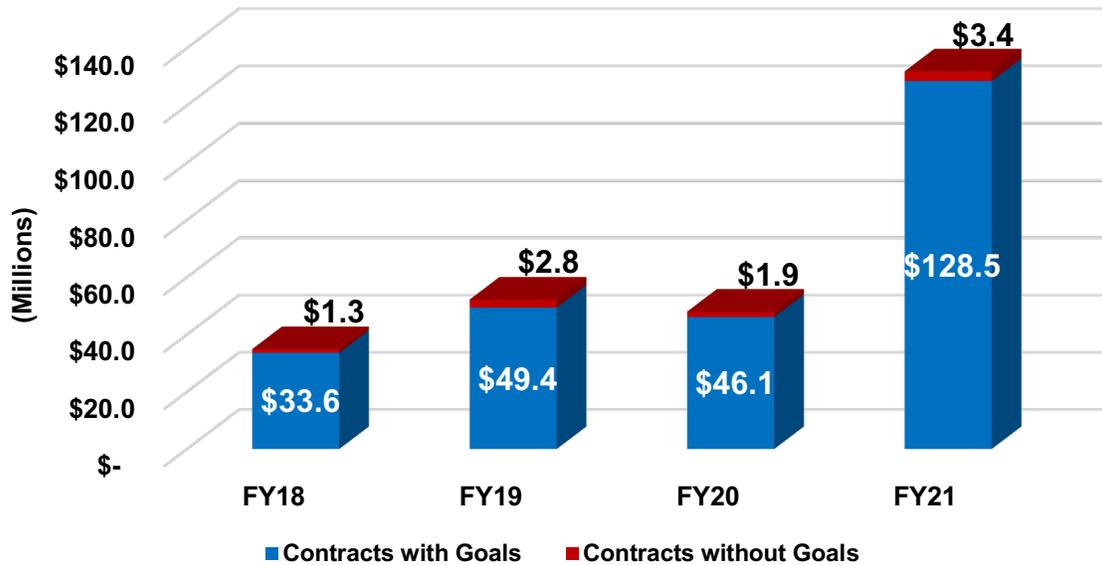
The impact of removing the Northwest Bus Operating Facility and the METROLift Minivan Services contracts is represented by the chart below.



## Small and Disadvantaged Businesses on All METRO Contracts

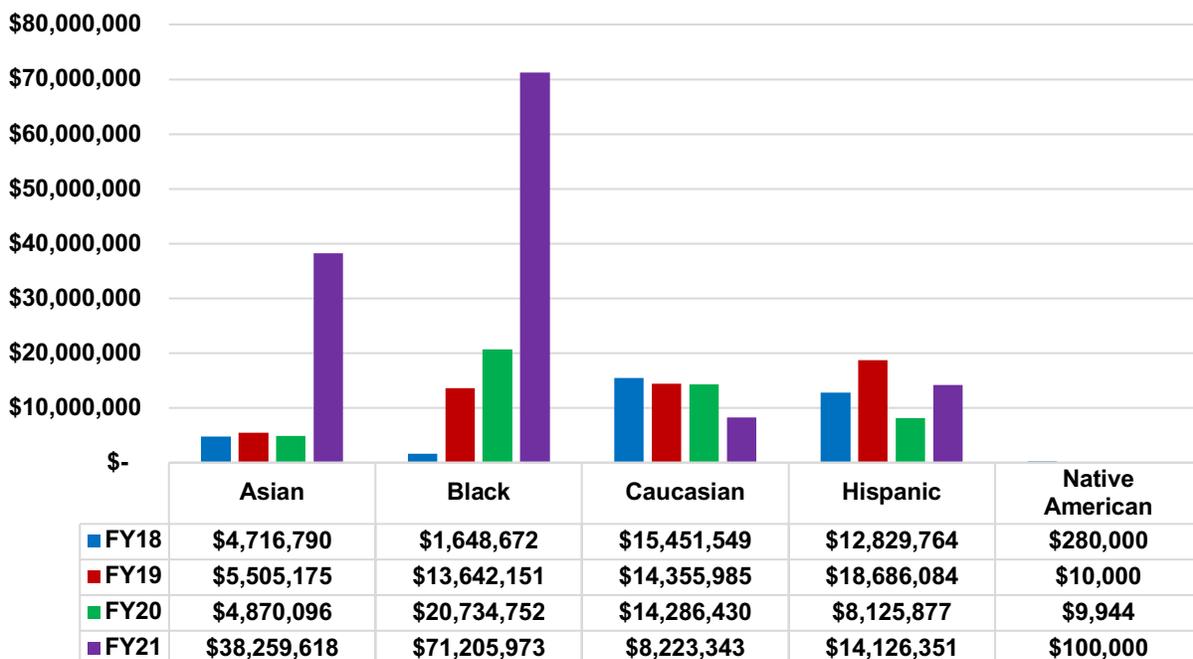
METRO tracks SBE/DBE participation on all METRO contracts. The following charts represent SBE/DBE participation on all contracts, with and without Small Business goals, and Purchase Orders.

### Total SBE/DBEs on Contracts FY2018 - FY2021

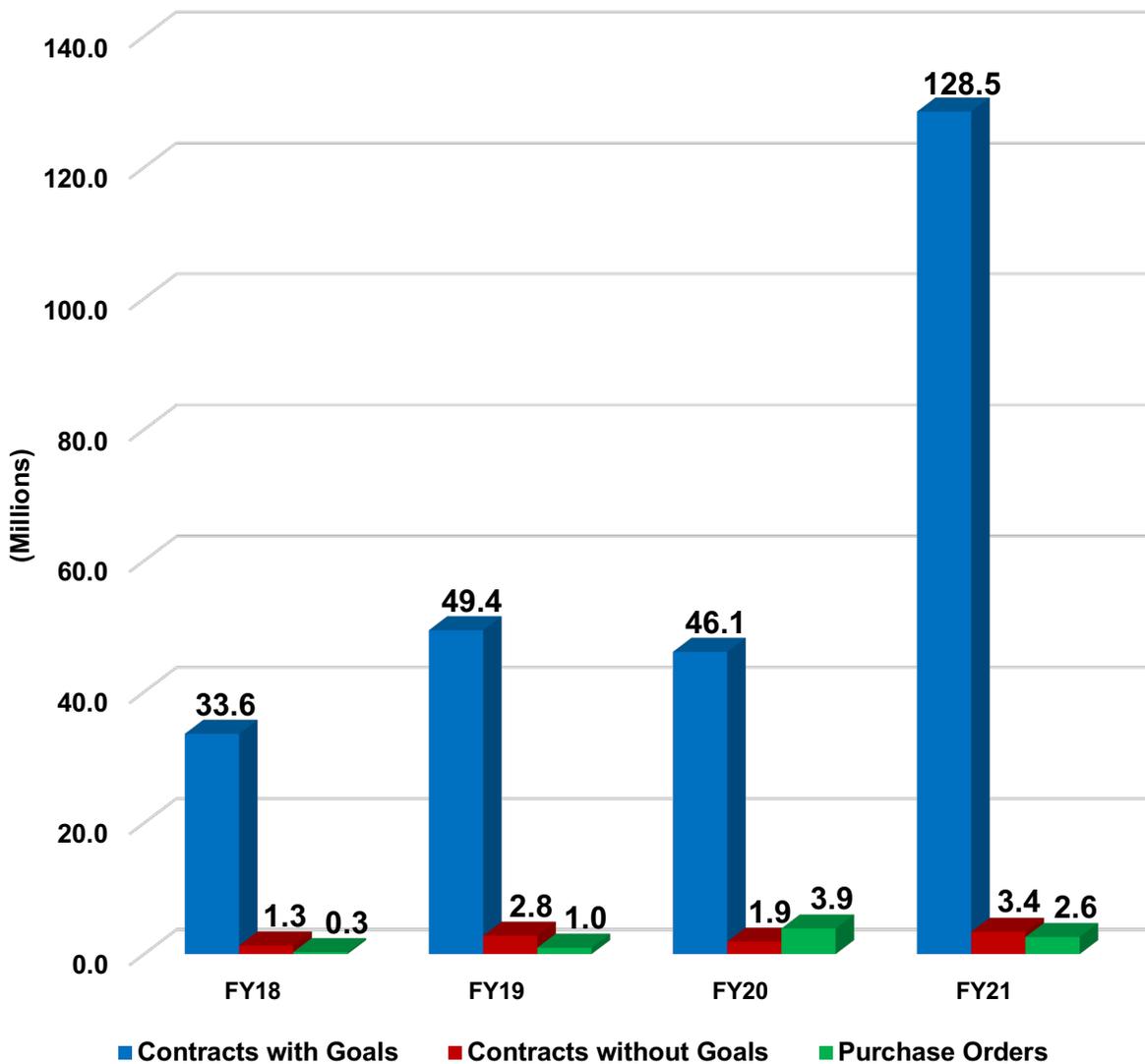


Note: In FY2021, 98% of the \$131,915,286 went to minority-owned and women-owned firms.

### Total SBE/DBEs on Contract Awards Ethnicity Breakdown FY2018 - FY2021



## Total SBE/DBE Awards in FY2018 - FY2021



## Small Businesses Participation - COVID-19 Support Services

In 2020, METRO began to engage the services of several small businesses in support of its need to respond to the pandemic and awarded \$3.7M. Our small business community continued to provide much-needed products and services as the pandemic continued. In FY2021, METRO awarded over \$5.7M (\$9.4M to-date) in P.O.s & Contracts to certified small businesses for the following services:

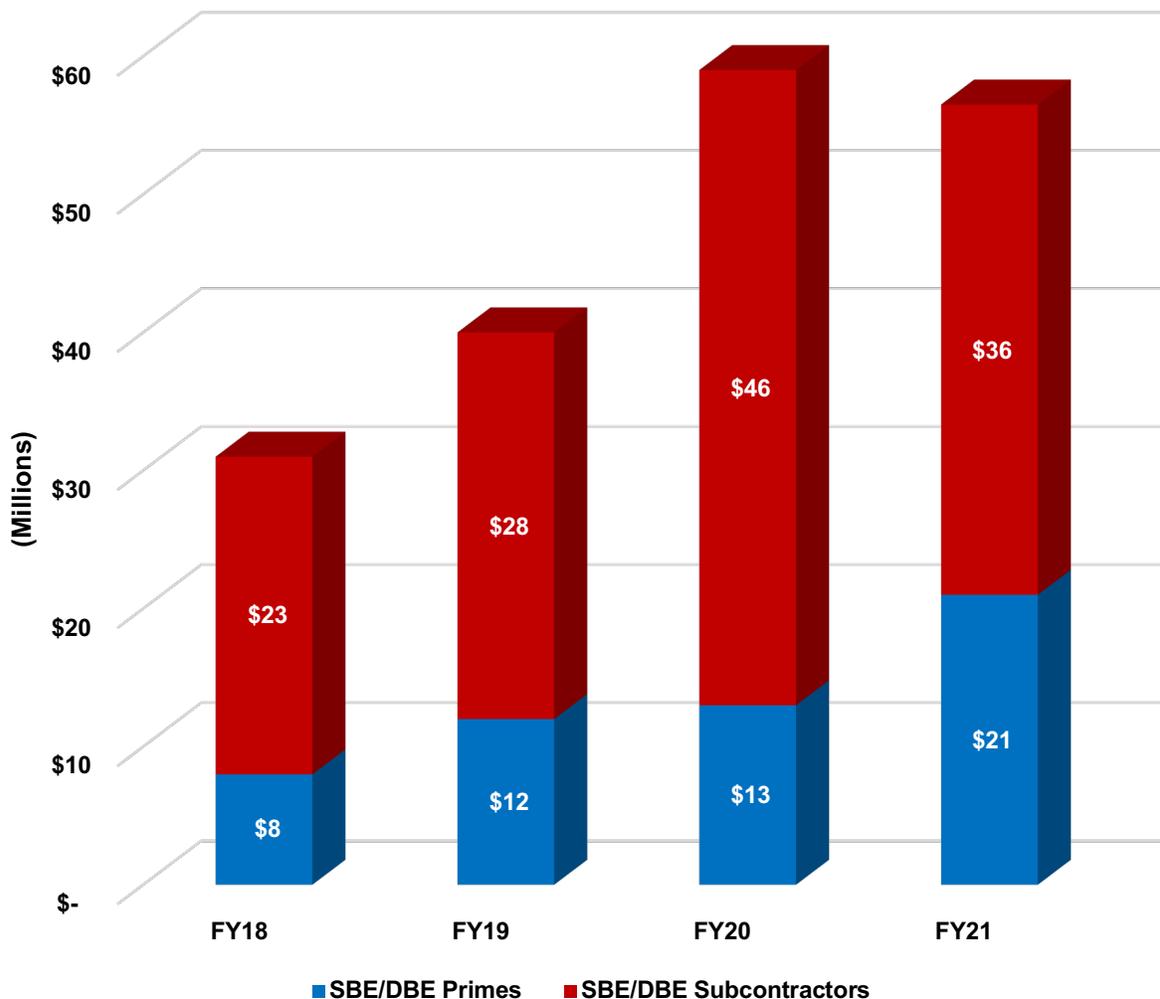
COVID-19 Related Services/ Products Description
Bus Cleaning & Disinfecting at Transit Centers (TC), Park & Rides (P&R) and Bus Operating Facilities
Temp. Staffing for Temperature Checks
Clean and Disinfect Light Rail Vehicles and Buses
Clean and Disinfect METRO Facilities
Masks
Hand sanitizer

## FY2021 Payments to Small and Disadvantaged Businesses

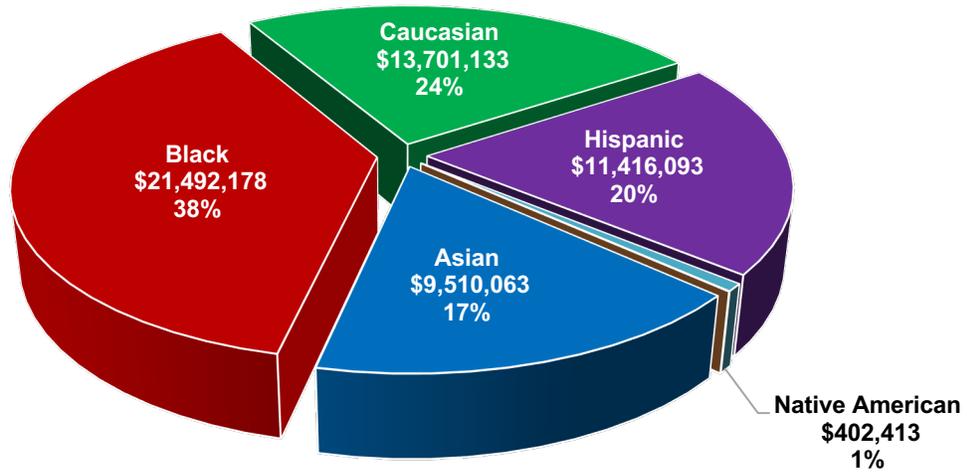
In FY2021, METRO paid \$173,103,320 on active contracts with Small Business participation. This payout represents contracts with and without Small Business goals that were awarded in FY2021, or in previous years, and were paid for services performed in FY2021.

- \$56,524,437 paid to SBE/DBEs
  - \$20,989,003 (37%) paid to SBE/DBE Primes
  - \$35,535,404 (63%) paid to SBE/DBE subcontractors

### Total SBE/DBE Payments FY2018 - FY2021

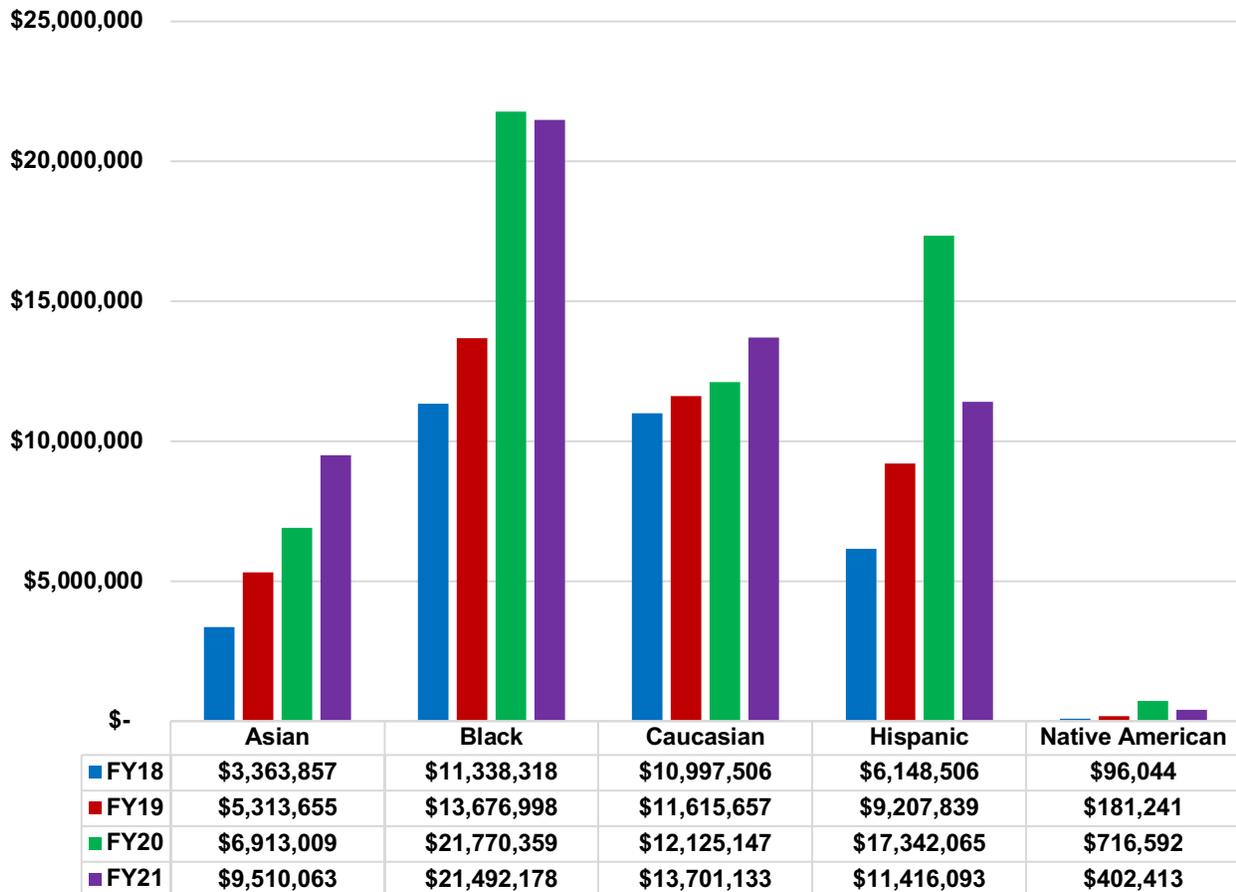


## SBE/DBE Payments - Ethnicity Breakdown FY2021



Note: \$52.6M (93%) of above SBE/DBEs are minority-owned and women-owned firms.

## SBE/DBE Payments - Ethnicity Breakdown FY2018 FY2018 - FY2021



# **Outreach, Training and Business Development Program**

## Outreach, Training and Business Development

Due to the continued COVID-19 pandemic, FY2021 was another unprecedented year for the Outreach and Business Development components of METRO's Office of Small Business (OSB). Focused efforts in promoting METRO's Small Business Enterprise Program, contracting opportunities and developing small and disadvantaged businesses continued. The following small business support services remained intact:

- Workshops through METRO's Small Business University (SBU)
- Early notification of upcoming procurements and targeted outreach
- Networking/Meet the Prime and Business-2-Business (B2B) events
- Business Development
- Technical Assistance

### FY2021 Outreach, Training and Business Development Fast Facts

- **171** events/workshops attended to network and present METRO's Small Business Enterprise Program and contracting opportunities
  - **65** were events where METRO personnel participated to promote METRO's Small Business Enterprise Program and contracting opportunities
- **29** SBU training courses to SBE/DBEs
- **4** OSHA 30 training courses to METRO Certified Construction firms
- **264** One-on-One Small Business meetings either in person, via phone or virtually through MS Teams
- **74** firms completed Business Assessments
- **241** firms completed Business Assessments since 2015
- **5** Awards/Nomination received for METRO's Small Business Enterprise Program

### Small Business & Procurement Business Help Center

In FY2019, The Office of Small Business (OSB) and Procurement established a formal Business Help Center. This allowed the department to centralize many of its business support activities. Despite the pandemic, the OSB was still able to provide services to the business community, via phone and one-on-one MS Team meetings. 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

## **FY2021 Outreach, Business Development and Recognitions**

In FY2021, the Office of Small Business collaborated with various partners, community advocacy groups and chambers to address specific training and business development needs of the small business community.

### **Procurement & OSB Events/Workshops:**

- 2021 Women's Business Enterprise Alliance Business Conference and Matchmaking
- Asian Chamber Business Conference and Virtual Expo
- Asian Chamber of Commerce - Supplier Diversity Academy
- Asian Chamber of Commerce 2020 EXPO and Business Conference
- Asian Chamber of Commerce 2021 Trade Forum & Business Expo
- Asian Chamber of Commerce Business Conference and Expo | Rising 10 Awards 2021
- City of Houston Contracts Connect 2021
- City of Houston Meet the Buyer Procurement Forum 2020
- City of Houston Turner School of Business Construction Management Sessions
- City of Houston's - Build Up Houston Program
- East End Chamber of Commerce Business Development Committee
- East End Chamber of Commerce COVID-19 Business Webinar "Procurement Opportunities with METRO Transit
- Fort Bend ISD Small Business Enterprise Program (SBEP) Virtual Vendor Workshop
- Greater Houston Black Chamber of Commerce - Economic Development Committee Meeting
- Greater Houston Black Chamber of Commerce - Economic & Advocacy Joint Sub-Committee Meeting
- Greater Houston Black Chamber of Commerce - 2nd Annual Procurement Forum & EXPO
- Greater Houston Black Chamber of Commerce Procurement Forum (Certification Workshop) Sub Committee Meeting
- Greater Houston Business Monthly Procurement Forum
- Houston East End Chamber - Business Development Committee
- Houston Minority Supplier Development (HMSDC) - How To Do Business Session - Transportation Industry
- Houston Minority Supplier Development Council - Monthly Supplier Diversity Advisory Council (SDAC) Meetings Committee Meeting
- Houston Minority Supplier Development Council (HMSDC) 2020 EXPO
- Houston Minority Supplier Development Council (HMSDC) 2021 EXPO
- Houston Minority Supplier Development Council Scholarship Fundraiser
- IMPP Meet & Greet
- IMPP Workshop 1 - Doing Business with Government Entities
- IMPP Workshop 2 - Back Office (HR/Compliance/PO's/Invoices/Insurance/Payroll Quick Books etc.)
- IMPP Workshop 3 - Learning To "Market" Your Company
- IMPP Workshop 4 - How To Price Your Product / Project / Proposal

## Procurement & OSB Events/Workshops (cont'd):

- IMPP Workshop 5 - Financial Management
- IMPP Workshop 7 - Mock Request for Proposal
- Indo-American Chamber of Commerce Greater Houston webinar: How To Grow Your Business Using Proven Business Resources - In Collaboration with Katy Area Economic Development Council
- National Association Minority Contractors (NAMC) Monthly Advisory Committee Meeting
- National Association Minority Contractors (NAMC) Monthly Business Development Committee Meeting
- National Association Minority Contractors (NAMC) Third Annual Day of the Construction Worker Celebration
- Small Business Administration (SBA) Second Annual Matchmaking Event
- Tri-County Regional Black Chamber of Commerce - How To Find Bids Workshop
- Tri-County Regional Black Chamber of Commerce - METRO's SBE Certification Workshop
- Tri-County Regional Black Chamber of Commerce Members - METRO's Vendor Registration Workshop
- University of Houston HUB Forum
- Women Business Enterprise Alliance (WBEA) Certification For Women Owned Businesses Workshop

**Strategic Partners:**



In FY2021, METRO was recognized for its Small Business Enterprise Program and Procurement practices.

### Recognitions

- Houston Minority Supplier Development Council “2021 Accountability Recognition”
- Women’s Business Enterprise Alliance “2021 Advocate of the Year Nomination – Monique Pettaway
- Greater Houston Business Procurement Forum “Strategic Partner of the Year”
- Greater Houston Business Procurement Forum “Award of Merit” – Shurronda Murray & Jorge “Alex” Sandoval
- Greater Houston Business Procurement Forum “Bronze Sponsor Award”



## METRO Small Business University (SBU)

METRO's Office of Small Business 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 Office of Small Business recognizes that its outreach programs must continually evolve to meet the needs of the Small and Disadvantaged Business Community. As a result of the COVID-19 pandemic, SBU classes continued to be offered virtually, to ensure ongoing support to the small business community. The following training/workshops and forums were offered in FY2021 to enhance the abilities of the SBE/DBEs and prepare them for greater opportunities in obtaining METRO contracts. **Note: Some classes were offered more than once, to meet demand.**

- Learn About The METRO Co-ops In The Procurement Process
- Navigating Through METRO's Procurement Website (2)
- METRONext, Now What?
- METRO's Online SBE Certification Workshops (6)
- METRO's Vendor Insurance Requirements
- Dissecting METRO's SBE & DBE Programs
- Accessing Capital
- How To Do Business With METRO (with an emphasis on Procurement) In Partnership with Old Spanish Trail Community Partners
- Learn How METRO Procures Its Small Purchases (\$50,000 and under P.O.s)
- Come Discover The Added Value Of METRO's "Certification" Partners (Port Houston, HCC, Houston First Corporation & Fort Bend ISD)
- Navigating Through METRO's RFPs, RFQs & IFBs
- Pricing Your Proposal
- METRO's Meet the Buyers
- Learn How To Do Business With METRO's HR Department
- OSHA 30 Training (4 weekly sessions)
- Understanding METRO's IT Process
- I'm Certified, What's Next?
- Davis Bacon Workshop (presented by the Department of Labor)
- Creating A METRO Safety Plan
- How To Do Business With METRO (with an emphasis on Procurement)
- Bonding & Insurance
- Small Business Strategies
- Hear From METRO's Strategic Partners (SCORE, PTAC, SBA, GHBPF)

METRO's  
Small Business University  
FY2021 Calendar



**October 13, 2020**

**Learn About The METRO Co-ops In The Procurement Process**  
10:00 am – 11:30 am

**October 28, 2020**

**Navigating Through METRO's Procurement Website**  
10:00 am – 11:30 am

**November 10, 2020**

**METRONext, Now What?**  
9:00 am – 11:00 am

**November 12, 2020**

**METRO's Online SBE Certification Workshop**  
10:00 am – 11:30 am

**November 17, 2020**

**METRO's Vendor Insurance Requirements**  
10:00 am – 11:30 am

**December 16, 2020**

**Dissecting METRO's SBE & DBE Programs**  
9:00 am – 11:00 am

**December 30, 2020**

**Accessing Capital**  
9:00 am – 11:00 am

**January 12, 2021**

**How To Do Business With METRO (with an emphasis on Procurement) In Partnership with Old Spanish Trail Community Partners**  
9:00 am – 11:00 am

**January 27, 2021**

**Learn How METRO Procures Its Small Purchases (\$50,000 and under P.O.s)**  
10:00 am – 11:30 am

**January 28, 2021**

**METRO's Online SBE Certification Workshop**  
10:00 am – 11:30 am

**February 3, 2021**

**Come Discover The Added Value Of METRO's "Certification" Partners (Port Houston, HCC, Houston First & Fort Bend ISD)**  
9:00 am – 11:00 am

**February 10, 2021**

**Navigating Through METRO's RFPs RFQs & IFBs**  
9:00 am – 11:00 am

**February 24, 2021**

**Pricing Your Proposal**  
9:00 am – 11:00 am

**March 17, 2021**

**METRO's Meet the Buyers**  
9:00 am – 11:00 am

**March 25, 2021**

**METRO's Online SBE Certification Workshop**  
10:00 am – 11:30 am

**March 31, 2021**

**Learn How To Do Business with METRO's HR Department**  
10:00 am – 11:30 am

**April 8, 15, 22, 29, 2021**

**OSHA 30 Training (Every Thursday in April) (Pre-Selected Firms Only - Please Inquire)**  
8:00 am – 5:00 pm

**April 14, 2021**

**Understanding METRO's IT Process**  
10:00 am – 11:30 am

**April 28, 2021**

**I'm Certified, What's Next?**  
10:00 am – 11:30 am

**May 5, 2021**

**Celebrating METRO Small Businesses**  
10:00 am – 11:30 am (cancelled)

**May 19, 2021**

**Davis Bacon Workshop (presented by the Department of Labor)**  
9:00 am – 11:30 am

**May 27, 2021**

**METRO's Online SBE Certification Workshop**  
10:00 am – 11:30 am

**June 9, 2021**

**Navigating Through METRO's Procurement Website**  
10:00 am – 11:30 am

**June 23, 2021**

**Creating A METRO Safety Plan**  
10:00 am – 11:30 am

**July 7, 2021**

**How To Do Business With METRO (with an emphasis on Procurement)**  
9:00 am – 11:00 am

**July 21, 2021**

**METRO's Online SBE Certification Workshop**  
10:00 am – 11:30 am

**August 11, 2021**

**Bonding & Insurance**  
10:00 am – 11:30 am

**August 25, 2021**

**Small Business Strategies**  
10:00 am – 11:30 am

**September 8, 2021**

**Hear From METRO's Strategic Partners (SCORE, PTAC, SBA, GHBPF)**  
9:00 am – 11:00 am

**September 22, 2021**

**METRO's Online SBE Certification Workshop**  
10:00 am – 11:30 am

[www.RideMETRO.org/Pages/SB-TrainingEvents.aspx](http://www.RideMETRO.org/Pages/SB-TrainingEvents.aspx)



## METRO SBE Business Assessment Tool

METRO's Office of Small Business 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 was developed in 2015 to help assist in measuring the abilities of small businesses to effectively compete in METRO's procurement process. Small businesses are asked to provide the following 4 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.
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 Office of Small Business has administered 241 assessments, since inception of the Small Business Assessment Tool.

In FY2021, the Business Development component of METRO's Office of Small Business, provided Business Assessments to 74 firms in comparison to 38 in FY2020:

- ABRAC, LLC
- Adams, London and Weiss
- Agape IAD Enterprises, LLC dba I Am Designs
- Aguirre Project Resources, LLC
- All N One Services, LLC
- Ambrose McDowell Communications
- AquaWarks, LLC
- Aspire Sales, LLC
- Bakers Safe & Lock Co., Inc.
- Baseline
- Beyond Curry's, LLC
- BKJ Global Management Consulting, LLC
- Brookway Horticultural Services, Inc.
- CBC Medical Staffing
- CDR Companies, LLC
- CNC Truck Dispatching, LLC
- Community Awareness Services, Inc.
- Constructive Development Services, LLC
- Corporate Move Consulting Inc.
- Coterie Spark
- D McClung Investments Woodlands, LLC
- Divine 360 Wellness
- DRIZS Shipping & Transport, LLC
- Dura Pler Facilities Services, Ltd.
- English Associates Architects
- Falcon Project Consultants
- Foreman Business Interests, LLC dba Office Pride
- Fort Bend Services, Inc.
- Galawoods Events and Design, LLC
- Get Corp Payroll Accounting and Tax dba Get Hire Staffing and Get Corp Cleaning Services
- Global DCC Inc., dba Texas Security Shredding
- Henderson Rogers Structural Engineers, LLC

- Hinesad
- Houston Bearing & Supply Co.
- IDG Architects, Inc.
- J. Tyler Services, Inc.
- Jax Living's Enterprises
- JT Williams Transportation, LLC
- KBH Signature Construction
- King's Metal Recovery  
Professional Cleaning Services
- Kristiansson LLC.
- Leadership Lady
- Led Oem Partners, LLC
- Limb Design, LLC
- Maspero Transportation, LLC
- MediaComp, Inc.
- Metro Marketing
- MilkLoveYoga, LLC
- NITCO, Inc.
- NUCO Logistics, Inc.
- OG Benefits
- Optimized Technical Solutions, Inc.
- Origin CoWork
- Prosystem Group, LLC
- Ran Technologies, Inc.
- Ranch House Meat Company, LLC
- RME Concrete Pumpers, Inc.
- Rock Paper Scissors, LLC dba  
After 3 After School Program
- Satori Marketing, LLC
- ServeVet Incorporated
- Shea Writing and Training  
Solutions, Inc.
- Strack Homes, LLC
- Sun Builders Company
- Sun Coast Resources, Inc.
- TGE Resources, Inc.
- Transportation DM, LLC
- Two Brown Girls Staffing Agency
- Universal Fidelity, LP
- Value Property and All Purpose  
Pressure Washing Services
- Visage Production, Inc.
- Vital Creative International
- Voss Technologies, Inc.
- Wenzys Place Personal Care  
Home, LLC
- Zeitgeist Expressions, Inc.

## Interagency Mentor-Protégé Program



**Note: Due to the COVID-19 pandemic, the program was conducted virtually in FY2021.**

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 Interagency Mentor-Protégé Program has been active for eight (8) years - (2011, 2013, 2015, 2016, 2017, 2018, 2019 and 2021). 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 seven (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 include:

- Current certification as a Small, Women-owned, Veteran-owned, Minority-owned or Disadvantaged Business Enterprise by the City of Houston, METRO Small Business, or hold a current registration from the Port of Houston or the Houston Independent School District (HISD)
- Continuous operation for at least 24 months
- Revenue production between \$150,000 and \$4 million in the most recent fiscal year
- Minimum staff of four (4) employees
- Ability to commit to nine (9) workshops
- Ability to identify the type of guidance needed for development

Applicants meeting these qualifications are interviewed by the partners and selected based on their readiness to do business. Since inception of the Interagency Mentor-Protégé Program, over 657 applications have been received, 197 firms have been interviewed, and 148 firms have graduated.

Below is a breakdown of the participants in the IMPP for FY2021:

<b>Industries Represented</b>	<b># of Firms</b>
Architectural/Engineering	6
Construction	7
Professional Services	5
General Services	1

#### **List of Protégés**

- Agha Engineering, LLC.
- BJackson Enterprises
- CDM7, LLC
- Disha Services, Inc.
- Environeer, LLC
- Evolution Alignment, Inc.
- GK Engineers, LLC
- Gradient Group, LLC
- Janissary, LLC
- JMAC Group  
(dba Craft Safety Inspections & Craft Safety Industries)
- Lucky 8 Cabinetry Corporation  
(dba Quick Qabinets)
- MarshWagner, Inc.
- Nuksy's Fine Catering, LLC
- One Day Came, Inc.
- Source2Load Electrical Consulting, LLC  
(dba Source2Load Engineering and Consulting)
- T.R. Grace & Company, Inc.  
(dba Houston Elite Risk Management)
- V&M Contractors, LLC  
(dba Paperwork Consulting)
- Vizion Crane & Industrial Support, LLC

#### **List of Mentors**

- AAA Asphalt & Paving, Inc
- AECOM
- Austin Commercial
- Freese & Nichols
- Gilbreath Communications
- HHS
- HNTB Corporation
- Level 3 Business Consulting
- Levy Restaurants
- M Scott Construction, Inc.
- Manhattan
- MStrategic Partners
- Parsons Corporation
- Satterfield & Pontikes Construction, Inc.
- Sundt Transportation
- TD Industries
- Tellepsen

## Glossary of Key Terms

- **13 Neighboring Counties:** Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Harris, Liberty, Matagorda, Montgomery, Walker, Waller and Wharton
- **Annual Goal** – a numerically expressed aspirational goal which METRO seeks to achieve annually for overall Small Business participation.
- **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 only applicable to Department of Transportation (DOT) funded contracts.
- **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/Disadvantaged Business Enterprise** – Certified as METRO Small Business Enterprise (SBE) and/or Disadvantaged Business Enterprise (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 Small Business Enterprises, Disadvantaged Business Enterprises or a combination of Small and Disadvantaged Business Primes and subcontractors.
  - METRO accepts Disadvantaged Business Enterprise (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](mailto:Karen.Hudson@RideMETRO.org)

Otis Johnson  
Director, Small Business Compliance  
Office of Small Business  
713-615-6112  
[Otis.Johnson@RideMETRO.org](mailto:Otis.Johnson@RideMETRO.org)

Monique Pettaway  
Small Business Certification Specialist  
713-739-6032  
[Monique.Pettaway@RideMETRO.org](mailto:Monique.Pettaway@RideMETRO.org)

Kamesha Guidry  
Small Business Compliance Specialist  
713-739-4688  
[Kamesha.Guidry@RideMETRO.org](mailto:Kamesha.Guidry@RideMETRO.org)

Shurronda Murray  
Outreach Manager  
713-739-4845  
[Shurronda.Murray@RideMETRO.org](mailto:Shurronda.Murray@RideMETRO.org)

Jorge "Alex" Sandoval  
Business Development and Assistance Officer  
713-739-4070  
[Jorge.Sandoval@RideMETRO.org](mailto:Jorge.Sandoval@RideMETRO.org)

Andrea Riley  
Procurement Small Business Coordinator  
713-739-4884  
[Andrea.Riley2@RideMETRO.org](mailto:Andrea.Riley2@RideMETRO.org)

**METRO**

