Notice and Agenda of a Meeting of the
Administration Committee of the METRO Board of Directors

Metropolitan Transit Authority of Harris County, Texas
Lee P. Brown METRO Administration Building
1900 Main Street, 2nd Floor Board Room, Houston, TX 77002
Wednesday, February 20, 2019 at 1:30 p.m.

ACTIONS

1. Request Board authorization for the President & CEO to negotiate and execute a three (3) year contract with Gallagher Benefit Services, Inc. for benefit broker/consultant services
   K. Kauffman – ITEM WAS PULLED AT COMMITTEE

2. Request Board authorization for the President & CEO to negotiate and execute a contract with ATOS IT Solutions and Services, Inc. for SAP HANA database platform implementation services
   D. Wendler

3. Request Board authorization for the President & CEO to negotiate and execute a contract with EPI-USE America, Inc. for SAP Success Factors recruiting management system implementation services
   D. Wendler

COMMITTEE APPROVALS

4. Request committee approval of anticipated procurement solicitations
   K. Hudson

5. Request committee approval to issue a request for proposals for the redesign of METRO’s website
   J. Gray

BRIEFINGS

   K. Kauffman

   E. Miranda

8. Monthly Media Report
   J. Gray

9. Monthly Marketing Report
   S. Scardino

ACCESSIBILITY AND SPECIAL ACCOMMODATIONS
METRO’s meetings are held in a facility accessible to persons with disabilities. Request for accommodations should be directed to the Board Office at 713-739-4834 at least 48 hours in advance of the meeting.

SECURITY
Individuals attending this meeting will be subject to being scanned with a security wand and/or metal detector walk through. You and your property are subject to being searched.
REQUEST FOR BOARD ACTION

SUBJECT: Benefit Broker/Consultant

FROM (Department or other point of origin): Human Resources - Benefits

ORIGINATOR: Sheron Blaylock/Karen Kauffman

RECOMMENDATION: (Agenda Summary)
Request Board Authorization for the President & CEO to negotiate and execute a three year contract with Gallagher Benefit Services, Inc. for benefits broker/consultant services in an amount not to exceed $1,165,000.00.

AWARD AMOUNT: Contract will be for a not-to-exceed amount of: $1,165,000.00 (Base Contract)

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BUDGET NOTES: Funding for future periods (if any) will be included in future budget submissions. Included in the FY2019 Operating Budget

SPECIFIC EXPLANATION:
Incumbent, (Gallagher) contract expires February 18, 2019 after completing the initial three year term. After evaluating six proposers through the RFP process, we are recommending that Gallagher be awarded a new contract.

The following are the primary services that METRO will utilize the Broker/Consultant to perform:
- Provide quarterly financial summaries of expenses and utilization reports
- Review and evaluate current and proposed insurance plans for METRO employees
- Review claims utilization and provide recommendations for cost management
- Review policies and plans for compliance with state and federal legislation, including the Affordable Care Act
- Recommend and assist with implementation of new plans, policies and procedures in order to remain competitive and compliant
- Provide access to staff compliance attorneys for assistance in contract or legislative interpretations and updates
- Provide annual compliance training to METRO Benefits staff

SMALL BUSINESS PARTICIPATION (to be completed by Small Business):
The small business goal on this contract is 35%. Gallagher has committed to 40% Small Business Participation.

REQUIRED AUTHORIZATION

Dept. Head / Executive Vice President: [Signature]

Coordination to Complete Action:
- Administration
- Government & Public Affairs
- Legal
- Planning, Engineering & Construction
- Public Safety, Cust Svc & Ops

Deputy CEO: [Signature]

President & CEO: [Signature]
Healthcare Benefits
Broker/Consultant Contract
Benefits Broker/Consultant Contract

METRO currently utilizes Broker/Consultant Services to:

• Review and evaluate current and proposed insurance plans for METRO employees
• Review policies and plans for compliance with state and federal legislation, including the Affordable Care Act
• Recommend and assist with implementation of new plans, policies and procedures in order to remain competitive and compliant
• Provide quarterly financial summary of expenses and utilization reports
• Review claims utilization and provide recommendations for cost management
Benefits Broker/Consultant Contract

- METRO’s goal with this RFP:
  - Obtain a contract that is financially competitive and retains a base scope of services similar to the original contract with optional services included for additional fees
- METRO’s current contract with Gallagher will expire on February 18, 2019 after completing the initial three year term.
- The following seven firms submitted proposals:
  - Alliant Insurance Services
  - Higginbotham
  - Lockton Dunning Benefits
  - Willis Towers Watson
  - Milliman, Inc.
  - USI Insurance Services
  - **Gallagher Benefit Services** (selected through procurement process)
SUMMARY OF PROCUREMENT

PROJECT NAME: Healthcare Benefits Broker/Consultant Services

RFP NO.: 4018000242

PURPOSE: This procurement will provide for the award of a contract for healthcare benefits broker/consultant services including, but not limited to, strategy development, vendor management, plan renewal and negotiations, financial reporting, compliance consulting, and bidding of health and welfare plans.

CONTRACTOR: Gallagher Benefits Services, Inc.

CONTRACT VALUE: $1,165,000.00

TYPE OF CONTRACT: Lump Sum, Fixed Price

METHOD OF PAYMENT: Per project deliverables

PERFORMANCE PERIOD: Three (3) years from the Effective Date of the Contract

SMALL BUSINESS PARTICIPATION: METRO established a 35% Small Business goal. Gallagher Benefit Services, Inc. committed 40% Small Business participation using the SBE/DBE subcontractor listed below.

| Prime Contractor          | Gallagher Benefit Services, Inc. | 60%
|---------------------------|----------------------------------|------
| Subcontractor             | Type of Work                     |
| J. Archer Insurance Group, LLC dba Archer Commercial Insurance Group | Support for strategy development, vendor management, plan renewal, and negotiations and RFP bidding of health and welfare plans | 40% |
|                           | Total:                            | 100% |

ADVERTISEMENT: The solicitation was advertised in The Houston Chronicle on 09/30/2018 and 10/07/2018 as well as on the METRO Procurement website for the solicitation period listed below.

SOLICITATION INFORMATION: RFP No. 4018000242 for Healthcare Benefits Broker/Consultant Services had a solicitation period of 10/16/2018 - 11/15/2018

COMPETITIVE: Yes—see Evaluation Summary attached.

PROPOSAL EVALUATION: METRO received seven (7) proposals from the following proposers:
1. Alliant Insurance Services
2. Gallagher Benefit Services, Inc.
3. Higginbotham Insurance
4. Lockton Dunning Benefits
5. Milliman, Inc.
6. USI Insurance Services
7. Willis Towers Watson

The First Level of Evaluation was to determine if the proposers were responsive to the solicitation as required in the METRO Procurement Manual. With the exception of Alliant Insurance Services, all proposers were determined to be responsive. Alliant Insurance Services did not submit small business documents required in the RFP and was determined to be non-responsive.
The Second Level of Evaluation was to determine proposer responsibility. Proposers 2-7 listed above were determined to be responsible.

The Third Level of Evaluation was to determine a competitive range. The Proposers’ Technical and Pricing proposals were evaluated based on the Evaluation Criteria established in the RFP. As a result of the evaluation, a competitive range of one (1) was determined and included the top-ranked firm, Gallagher Benefit Services, Inc.

The Fourth Level of Evaluation was to determine price reasonableness of the proposals as required in the METRO Procurement Manual. In comparing the pricing proposal from Gallagher Benefit Services, Inc. with the competing pricing proposals and the Independent Cost Estimate, the Gallagher Benefit Services, Inc. pricing proposal was determined to be fair and reasonable.

As a result of the efforts described above, the proposal from Gallagher Benefit Services, Inc. was determined to be the most advantageous and best overall value to METRO.

**TECHNICAL EVALUATION:**

The Evaluation Committee deemed Gallagher Benefit Services, Inc. to have satisfied all technical requirements of the RFP.

**FINANCIAL EVALUATION:**

Based on review of required proposal contents, Gallagher Benefit Services, Inc. was determined to be financially responsible to provide the services detailed in the RFP.

**FUNDING:**

Local

**RECOMMENDATION:**

Based on the preceding information, it is recommended that the President & CEO be authorized to execute a contract with Gallagher Benefit Services, Inc. for this procurement.
# EVALUATION SUMMARY

## TECHNICAL EVALUATION + SMALL BUSINESS + PRICE

RFP 4018000242 - Healthcare Benefits Broker/Consultant Services

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REQUEST FOR BOARD ACTION

SUBJECT: SAP HANA Implementation Services

FROM (Department or other point of origin): Administration/Information Technology

ORIGINATOR: Denise Wendler, Chief Information Officer

RECOMMENDATION: (Agenda Summary)

Request Board authorization for the President & CEO to negotiate and execute a contract with ATOS IT Solutions and Services, Inc. for SAP HANA implementation services. The contract implementation shall be for a one (1) year period. The contract amount is $645,345.00, plus a contingency of $64,154.00, for a total amount not to exceed $709,499.00.

AWARD AMOUNT: Contract will be for a not-to-exceed amount of: $ 709,499.00 (Base Contract)

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<td>603,074.15</td>
<td>106,424.85</td>
<td>709,499.00</td>
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BUDGET NOTES: Funding for future periods (if any) will be included in future budget submissions.

Chief Financial Officer: [Signature]

SPECIFIC EXPLANATION:

As part of SAP’s upgrade path, METRO needs to upgrade its existing infrastructure to SAP’s High-Performance Analytic Appliance (SAP HANA). HANA is SAP’s next generation database platform and is a fundamentally different architecture. It runs in-memory, meaning data is stored in columns instead of rows, allowing for faster, near real-time computing capabilities.

This contract is for implementation services for an on-premise technical upgrade of METRO’s entire SAP infrastructure to the SAP HANA database platform.

ALTERNATIVE:

Not upgrading would mean METRO would not be able to take advantage of the newer software releases from SAP and the efficiencies from using it.

SMALL BUSINESS PARTICIPATION (to be completed by Small Business):

The small business goal is n/a due to limited sub-contracting opportunities.

Chief Procurement Officer: [Signature]

REQUIRED AUTHORIZATION

Dept. Head / Executive Vice President: Debbie Sechler [Signature]

Deputy CEO: [Signature]

President & CEO: [Signature]
REQUEST FOR BOARD ACTION

| SPECIFIC EXPLANATION: (continued) | PAGE: 2 of 2 | AGENDA ITEM #: |
| ORIGINATION DATE: 01/17/2019 | AGENDA DATE: February 2019 |

RECOMMENDATION:
Request Board authorization for the President & CEO to negotiate and execute a contract with ATOS IT Solutions and Services, Inc. for SAP HANA implementation services. The contract implementation shall be for a one (1) year period. The contract amount is $645,345.00, plus a contingency of $64,154.00, for a total amount not to exceed $709,499.00.
SUMMARY OF PROCUREMENT

PROJECT NAME: SAP HANA IMPLEMENTATION SERVICES

RFP NO.: 4019000008

PURPOSE: This procurement will provide for the award of a contract for SAP HANA Implementation Services.

CONTRACTOR: ATOS IT Solutions and Services, Inc.
4851 Regent Blvd.
Irving, TX 75063

CONTRACT VALUE: Fixed price of $645,345.00, plus a contingency of $64,154.00, for a total amount not to exceed $709,499.00.


METHOD OF PAYMENT: Monthly Invoices

PERFORMANCE PERIOD: One Year

SMALL BUSINESS PARTICIPATION: There is no Small Business goal for this procurement.

ADVERTISEMENT: This procurement was advertised in the Houston Chronicle on 10/28/2018 and 11/04/2018.

SOLICITATION INFORMATION: RFP 4019000008 was issued on 10/31/2018. Proposals were received by the due date of 12/10/2018.

COMPETITIVE: Yes, six proposals were received.

PROPOSAL EVALUATION: METRO received 6 proposals from the following proposers:

- ATOS IT Solutions and Services, Inc.
- Dell Technologies
- ITResonance
- LSI Consulting
- Realtech, Inc.
- SAP

The First Level of Evaluation was to determine if the proposers were responsive to the solicitation as required in the METRO Procurement Manual. All proposers were deemed responsive.

The Second Level of Evaluation was to determine a competitive range. METRO set a competitive range of the top two rated proposers:

- ATOS IT Solutions and Services, Inc.
- SAP
The Third Level of Evaluation was to determine price reasonableness of the proposals as required in the METRO Procurement Manual. ATOS was the lowest priced proposer, and the price is therefore fair and reasonable.

The Fourth Level of Evaluation was to determine proposer responsibility. ATOS was found to be responsible.

As a result of the efforts described above, the proposal from ATOS was determined to be the most advantageous and best overall value to METRO.

**TECHNICAL EVALUATION:**
See attached Evaluation Summary.

**FINANCIAL EVALUATION:**
ATOS was found to be financially responsible.

**FUNDING:**
100% Local

**RECOMMENDATION:**
Based on the preceding information, it is recommended that the President & CEO be authorized to execute a contract with ATOS IT Solutions and Services, Inc. for this procurement.
Summary of Procurement Page 3
RFP No. 4019000008

SUP. CONTRACT SPC.

PROJECT MANAGER

PROCUREMENT MANAGER

1/22/19

1/22/19

1/22/19
## TECHNICAL EVALUATION SUMMARY (Final)

**SAP HANA Implementation Services**

**METRO Solicitation No.:** 4019000008

**Date:** 01/07/2019

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REQUEST FOR BOARD ACTION

SUBJECT: SAP Success Factors Recruiting Management Implementation Services

FROM (Department or other point of origin): Administration/Information Technology

ORIGINATOR: Denise Wendler, Chief Information Officer

RECOMMENDATION: (Agenda Summary)
Request Board authorization for the President & CEO to negotiate and execute a contract with EPI-USE America, Inc. for SAP implementation services for Success Factors Recruiting Management. The contract implementation shall be for a one (1) year period. The contract amount is $444,898.00, plus a contingency of $24,000.00, for a total amount not to exceed $468,898.00.

AWARD AMOUNT: Contract will be for a not-to-exceed amount of: $468,898.00 (Base Contract)

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BUDGET NOTES: Funding for future periods (if any) will be included in future budget submissions. Included in the FY2019 Capital Budget.

SPECIFIC EXPLANATION:
METRO’s current recruiting management system is not integrated with our SAP Human Capital Management system. The current recruiting processes are manual and paper-based, introducing error and excess time to hire.

SAP’s Success Factors offers a full suite of recruiting management features which will improve the hiring process and provide a more customer-friendly experience, including a mobile friendly interface.

ALTERNATIVE:
METRO could stay with the current system with its lack of integration to SAP and manual processes.

SMALL BUSINESS PARTICIPATION (to be completed by Small Business):
The small business goal is n/a due to limited sub-contracting opportunities.

REQUIRED AUTHORIZATION

Dept. Head/Executive Vice President: Debbie Sechi

Coordination to Complete Action:
☑ Administration ☐ Planning, Engineering & Construction
☐ Government & Public Affairs ☐ Legal
☐ Public Safety, Cust Sov & Ops

Chief Procurement Officer: [Signature]

Chiefl Financial Officer: [Signature]

Deputy CEO: [Signature]

President & CEO: [Signature]
RECOMMENDATION:
Request Board authorization for the President & CEO to negotiate and execute a contract with EPI-USE America, Inc. for SAP implementation services for Success Factors Recruiting Management. The contract implementation shall be for a one (1) year period. The contract amount is $444,898.00, plus a contingency of $24,000.00, for a total amount not to exceed $468,898.00.
SUMMARY OF PROCUREMENT

PROJECT NAME: SAP Success Factors Recruiting Management System

RFP NO.: 4018000231

PURPOSE: This procurement will provide for the award of a contract for the SAP Success Factors Recruiting Management System.

CONTRACTOR: EPI-USE America, Inc.

CONTRACT VALUE: NTE $468,898.00 (includes a Contract Amount of $444,898.00 plus a $24,000.00 Contingency)

TYPE OF CONTRACT: Firm Fixed Price

METHOD OF PAYMENT: Milestone payments

PERFORMANCE PERIOD: One (1) year from the effective date of the Contract

SMALL BUSINESS PARTICIPATION: There is no Small Business goal for this procurement.

ADVERTISEMENT: This procurement was advertised in the Houston Chronicle on 09/02/2018 and 09/09/2018.

SOLICITATION INFORMATION: RFP 4018000231 was issued on 09/03/2018. Proposals were received by the due date of 09/26/2018.

COMPETITIVE: Yes—see Evaluation Summary attached.

PROPOSAL EVALUATION: METRO received two proposals from the following proposers:

- EPI-USE America, Inc.
- Aspire HR, Inc.

The First Level of Evaluation was to determine if the proposers were responsive to the solicitation as required in the METRO Procurement Manual. All proposers were found to be responsive.

The Second Level of Evaluation was to determine proposer responsibility. All proposers were found to be responsible.

The Third Level of Evaluation was to determine a competitive range. METRO evaluated all proposers in accordance with the evaluation factors, and set a competitive range of the most highly rated firms, namely EPI-USE America, Inc. and Aspire HR, Inc.
The Fourth Level of Evaluation was to determine price reasonableness of the proposals as required in the METRO Procurement Manual. In comparing the pricing proposal from EPI-USE America, Inc. with that from Aspire HR, Inc. EPI-USE America, Inc.'s pricing is significantly lower and was determined to be fair and reasonable.

As a result of the efforts described above, the proposal from EPI-USE America, Inc. was determined to be the most advantageous and best overall value to METRO.

**TECHNICAL EVALUATION:**

See attached Evaluation Summary

**FINANCIAL EVALUATION:**

EPI-USE America, Inc. was found to be financially responsible.

**FUNDING:**

100% Local

**RECOMMENDATION:**

Based on the preceding information, it is recommended that the President & CEO be authorized to execute a contract with EPI-USE America, Inc. for this procurement.
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<tr>
<th>FROM (Department or other point of origin):</th>
<th>PREVIOUS BOARD NOTIFICATION / BRIEFING (if applicable):</th>
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</thead>
<tbody>
<tr>
<td>Procurement &amp; Materials Department</td>
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<thead>
<tr>
<th>ORIGINATOR:</th>
<th>SOLICITATION APPROVAL FOR:</th>
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<tbody>
<tr>
<td>Michael Kyme, Chief Procurement Officer</td>
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<thead>
<tr>
<th>BUDGET NOTES: Funding for future periods (if any) will be included in future budget submissions.</th>
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<td>Chief Financial Officer:</td>
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<tr>
<th>SPECIFIC EXPLANATION:</th>
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<tbody>
<tr>
<td>Approve items on the Anticipated Procurement Report.</td>
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</table>

<table>
<thead>
<tr>
<th>SMALL BUSINESS PARTICIPATION (to be completed by Small Business):</th>
</tr>
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<tbody>
<tr>
<td>Chief Procurement Officer:</td>
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<thead>
<tr>
<th>Dept. Head / Executive Vice President:</th>
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<tbody>
<tr>
<td>Debbie Sechler</td>
<td>□ Executive</td>
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<td></td>
<td>□ Administration</td>
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<td>□ Planning, Engineering &amp; Construction</td>
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<td>□ Operations, Public Safety &amp; Customer Service</td>
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## FY2019
### ANTICIPATED PROCUREMENT REPORT
Solicitations over $50K
#### February Consent List
##### Q2

<table>
<thead>
<tr>
<th>NO.</th>
<th>PROJECT DESCRIPTION</th>
<th>PROCUREMENT METHOD (RFP, RFQ, IFB)</th>
<th>ANTICIPATED SMALL BUSINESS GOAL</th>
<th>ANTICIPATED ADVERTISEMENT MONTH</th>
<th>COMMENTS</th>
<th>BOARD COMMITTEE</th>
<th>PREVIOUS BOARD COMMITTEE</th>
<th>CONCUR</th>
<th>COTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Purchase of Ultra Low Sulfur Diesel &amp; 87 Octane Unleaded Gasoline</td>
<td>IFB</td>
<td>N/A</td>
<td>March</td>
<td>3 Year Fuel Contract</td>
<td>Administration Committee</td>
<td></td>
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<tr>
<td>2</td>
<td>Ridemetro.org Website Development</td>
<td>RFP</td>
<td>35%</td>
<td>March</td>
<td>Contract to redesign METRO's website</td>
<td>Administration Committee</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Cleaning of Bus Stops &amp; Shelters</td>
<td>RFP</td>
<td>35%</td>
<td>March</td>
<td>3 Year Contract(s) with 2 One Year Options to Clean Bus Stops &amp; Shelters</td>
<td>Capital &amp; Strategic Planning Committee</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td>Landscaping Services for Operations &amp; Support Facilities</td>
<td>IFB</td>
<td>35%</td>
<td>March</td>
<td>3 Year Contract</td>
<td>Capital &amp; Strategic Planning Committee</td>
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<tr>
<td>5</td>
<td>Traction Power Substation SE-1 Replacement</td>
<td>IFB</td>
<td>N/A</td>
<td>March</td>
<td>Contract to Replace Traction Power Substation Damaged During Hurricane Harvey</td>
<td>Capital &amp; Strategic Planning Committee</td>
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<tr>
<td>6</td>
<td>Claims Investigations</td>
<td>RFP</td>
<td>25%</td>
<td>March</td>
<td>3 Year Contract with 2 One Year Options</td>
<td>Public Safety, Customer Service &amp; Operations Committee</td>
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<td></td>
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<tr>
<td>7</td>
<td>Contract Operation of METRO’s Northwest Bus Operating Facility</td>
<td>RFP</td>
<td>15%</td>
<td>March - April</td>
<td>5 Year Contract</td>
<td>Public Safety, Customer Service &amp; Operations Committee</td>
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<td></td>
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<tr>
<td>8</td>
<td>Cummins Engine Parts</td>
<td>IFB</td>
<td>N/A</td>
<td>March</td>
<td>Off-the-shelf manufactured parts. Requirements Contract with parts to be delivered over a two (2) year period with no options.</td>
<td>Public Safety, Customer Service &amp; Operations Committee</td>
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<td>9</td>
<td>Cummins ISL-9 Engines</td>
<td>IFB</td>
<td>N/A</td>
<td>March</td>
<td>Off-the-shelf manufactured engines. This requirement is for the purchase of four (4) ISL-9 engines to be used as swing units by the unit shop during engine overhauls. Performance period will be for 90 days.</td>
<td>Public Safety, Customer Service &amp; Operations Committee</td>
<td></td>
<td></td>
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<tr>
<td>10</td>
<td>Police Motorcycles</td>
<td>IFB</td>
<td>N/A</td>
<td>March</td>
<td>Purchase of 6 Police Motorcycles</td>
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<td></td>
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<tr>
<td>11</td>
<td>S70 and CAF Brake Overhaul Kits</td>
<td>IFB</td>
<td>N/A</td>
<td>March - April</td>
<td>Off-the-shelf manufactured brake kits. This requirement is for the purchase of Siemens and CAF brake kits to be used in a brake overhaul project. Performance period will be for 2 years.</td>
<td>Public Safety, Customer Service &amp; Operations Committee</td>
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<tr>
<td>NO.</td>
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<td>PROCUREMENT METHOD (RFP, RFQ, IFB)</td>
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<td>COMMENTS</td>
<td>BOARD COMMITTEE</td>
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<tr>
<td>12</td>
<td>Track Geometry Services</td>
<td>IFB</td>
<td>N/A</td>
<td>March</td>
<td>3 Year Contract for Track Geometry Service to Rail Track Maintenance</td>
<td>Public Safety, Customer Service &amp; Operations Committee</td>
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<td>Y</td>
<td></td>
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<tr>
<td>13</td>
<td>ZF and Meritor Axle Assemblies</td>
<td>IFB</td>
<td>N/A</td>
<td>March</td>
<td>Off-the-shelf manufactured axle assemblies. This requirement is for the purchase of 17 axle assemblies to be used as swing units by the unit shop during axle overhauls. Performance period will be for 180 days.</td>
<td>Public Safety, Customer Service &amp; Operations Committee</td>
<td></td>
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</table>
### COMMITTEE APPROVAL FOR SOLICITATION FORM

**PROJECT NAME:**
Website Redesign 2019

**FROM (Department or other point of origin):**
Communications

**ORIGINATOR:**
Jerome Gray

**SOLICITATION APPROVAL FOR:**
A vendor to redesign METRO's website, www.ridemetro.org

**BUDGET NOTES:**
Funding for future periods (if any) will be included in future budget submissions. Included in FY2019 Operating Budget

**SPECIFIC EXPLANATION:**
METRO is implementing a new commercial, off-the-shelf Web content management system, Sitefinity Enterprise hosted in Azure, on our website and blog. METRO seeks a vendor to design and develop a new ridemetro.org website and blog site that can be integrated into the new CMS. The new website will have an updated look and feel and will be streamlined and be more user-friendly and mobile-friendly.

**SMALL BUSINESS PARTICIPATION**
The SBE goal is 35 percent.

**COORDINATION**
Dept. Head / Executive Vice President: Jerome Gray

<table>
<thead>
<tr>
<th>Internal Coordination</th>
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<tbody>
<tr>
<td>Executive            │</td>
<td></td>
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<tr>
<td>Administration       │</td>
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<tr>
<td>Communications       │</td>
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<td>Audit                │</td>
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<td>Planning, Engineering &amp; Construction │</td>
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<td>Legal                │</td>
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<td>Operations, Public Safety &amp; Customer Service │</td>
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This is a controlled document / verify version level prior to use.

Form #: EXO-FOR-003
Current Version: 2.0
Effective as of: 09/25/18
Current Version Due for Review on: 09/01/19

26/62
**SOLICITATION EVALUATION PROCESS** *(Scope MUST be attached)*

**Request for Proposals** ✓  **Request for Qualifications** □

**PROJECT NAME:** Website Redesign 2019

**Board Committee:** Administration

| # of Anticipated Contract(s): | 1 |

**Technical Evaluation Committee (TEC):**
- Manager, IT
- Web Designer, Communications
- AV Specialist, Communications
- Representative, Customer Service

**Evaluation Criteria:**
- Qualifications and Experience of Personnel (30 pts)
- Qualifications/Experience of Firm (25 pts)
- Project Methodology (20 pts)
- Price (20 pts)
- Small Business Participation (SB Participation Pass/Fail, Max. 5 pts for exceeding SB criteria)

| SBE Goal: | 35% |

**Oral Presentation Committee (OPC)*:**
- Yes [ ]
- No [✓]

**Executive Selection Committee (ESC)*:**
- Yes [ ]
- No [✓]

**Board Selection Committee (BSC)*:**
- Yes [ ]
- No [✓]

*An ESC or BSC may be assigned by the President & CEO or Chairman of the Board per METRO’s procurement guidelines*

**Solicitation Date:** March

| Approve as Is | □ |
| Modify | □ |

| Approve as Is | □ |
| Modify | □ |

| Approve as Is | □ |
| Modify | □ |

| Approve as Is | □ |
| Modify | □ |

Approved: ____________________________
Chair Person
1. BACKGROUND

METRO’s ridemetro.org and the blog site utilize SharePoint 2013 as their CMS. The current ridemetro.org site contains content that needs to be streamlined and restructured to be more mobile-friendly and better organized for quick rider access to information.

The Contractor shall implement a commercial off-the-shelf Web Content Management System (CMS), Sitefinity Enterprise hosted in Azure (the “Website Redesign Project”). METRO’s ridemetro.org main website and blog site shall be integrated into a mobile user experience that includes content categories derived from the site’s CMS. The improved ridemetro.org site shall provide analytics and other resources. The site shall also include bus and rail schedules, fares, how to ride, news, jobs, finances, marketing campaigns, service alerts, board meetings and more.

2. PROJECT GOALS

The Contractor shall design and develop a ridemetro.org site and one blog site utilizing METRO’s new CMS. Both sites must have responsive design and work on mobile phones, tablets, laptops and desktop computers across different browsers.

The Contractor must comply with the accessibility requirements as stated on the latest WCAG standards (currently WCAG 2.0), level AA for screen readers on both websites. The Contractor shall provide a project plan that includes phases with associated timelines. The Contractor shall implement the new sites within METRO’s development and production Sitefinity environments. The Contractor shall follow the METRO brand guidelines. Vendor will provide written weekly reports on project progress.

The Contractor shall produce a written document detailing the process to update the different components of the new ridemetro.org website and blog site (ex. navigation). The Contractor shall create a document for each website’s branding elements used throughout the site, including color choice, image sizes, links, rollers, font usage throughout site and other site branding elements.

The new website shall follow best practices based on other transit agency websites, search engine optimization (SEO) best practices, and data capturing for our analytics. The English versions of the new websites must also be compatible with Google Translate, so that they can be translated into the Houston area’s top five most used languages.

3. SCOPE OF SERVICES

The scope of services (SOS) for the ridemetro.org website redesign and blog site include all planning, execution, implementation, and training for a new public-facing internet site. The Contractor shall design and develop the new ridemetro.org website and blog site based on feedback from METRO. The vendor must ensure it has adequate resources for designing, development, testing and
implementing the new site and is staffed to train METRO personnel. Vendor will provide a timeline on specific deliverables and milestones which are listed in the “Work Requirements” section of this Scope of Work (SOW). Not included in the scope of work is METRO’s intranet or other non-public facing websites.

4. PERIOD OF PERFORMANCE

The period of performance for the SOW is six months from receiving the executed contract. All work must be scheduled to complete within this timeframe. Any modifications or extensions will be submitted to METRO’s project manager for review and discussion.

5. PLACE OF PERFORMANCE

The selected vendor for the SOW will perform a majority of the work at its own facility. The vendor will be required to meet at METRO’s facility (day and time TBD) for a weekly status meeting. Additionally, all project phase reviews will be held at METRO’s facility and attended by the vendor. METRO will provide and arrange for meeting spaces within its facility for all required vendor meetings. Once the project reaches the training phase, all training will be conducted at METRO’s facility.

6. PHASES & VENDOR REQUIREMENTS

As part of the ridemetro.org project, the Contractor shall perform tasks throughout various phases of this project. Each phase of the project will require approval from METRO management before moving to the next phase.

The Contractor shall accommodate and supply all the necessary labor, personnel, administration, transportation, parking, tools, equipment, materials, components, parts, supplies and any other item(s) needed to complete the tasks identified below.

The Contractor Shall:

6.1. Kickoff
   6.1.1. Create and present a detailed project plan with a timeline and phases, including schedule, Work Breakdown Structure (WBS), testing plan, implementation plan, training plan and transition plan.
   6.1.2. Provide a written and digital copy of project plan to METRO for review and approval.

6.2. Analysis Phase
   6.2.1. Work with METRO to gather analytics, SEO, survey information, user experiences and other requirements to establish website metrics.
   6.2.2. Develop site architecture and site map design based on collected analysis.
   6.2.3. Present written status at weekly meeting.

6.3. Design Phase
   6.3.1. Create custom design options based on collected analysis.
   6.3.2. Present design options for review and approval.
   6.3.3. Finalize ridemetro.org site and blog site designs.
   6.3.4. Present status at weekly meeting.

6.4. Development Phase
   6.4.1. Complete all coding for approved site design.
6.4.2. Include all content provided by METRO on new website.
6.4.3. Provide a video player (e.g. not YouTube) that:
   6.4.3.1. Meets WCAG accessibility requirements;
   6.4.3.2. Has closed captioning, reflecting the new industry standard and work on all mobile devices, tablets, laptops and desktop computer browsers; and
   6.4.3.3. Allows METRO full control of video placement and process.
6.4.4. Ensure videos meet accessibility WCAG, level AA requirements.
6.4.5. Ensure PDFs on the current ridemetro.org website
   6.4.5.1. Remain as is on the current website,
   6.4.5.2. Are organized properly in accordance with the approved design on the new site with the new site’s architecture within folders.
   6.4.5.3. Contain the legal disclaimer placed at the bottom of the Web page. – “Accessible Formats
   Information found on this website can be provided in an alternative format upon request. Please contact Customer Service at 713-635-4000 to speak to a representative or email the accessibility coordinator at accessibility@ridemetro.org. METRO will do its best to provide the requested alternative format within a reasonable time.”
6.4.6. Present status at weekly meeting.

6.5. Testing Phase
   6.5.1. Provide METRO with a detailed testing plan.
   6.5.2. Resolve any coding and site issues identified in testing the site on METRO’s development Sitefinity environment.
   6.5.3. Compile a testing report to present to METRO for review and approval.
   6.5.4. Provide a testing environment for METRO staff to review and approve pages prior to going live.
   6.5.5. Present status at weekly meeting.

6.6. Implementation Phase
   6.6.1. Implement the newly redesigned website on METRO’s production CMS.
   6.6.2. Present status at weekly meeting.

6.7. Training Phase
   6.7.1. Create training document.
   6.7.2. Provide training to staff in accordance with approved training document.
   6.7.3. Present status at weekly meeting.

6.8. Handoff & Closure Phase
   6.8.1. Provide METRO with all documentation, website files in compliance with approved project plan.
   6.8.2. Present project closure report to METRO for review and approval.
   6.8.3. Provide 90 days post go-live support to METRO.
   6.8.4. Present status at weekly meeting.

6.9. Deployment Phase
   6.9.1. Make personnel available on stand-by after site launch and made live to public.
   6.9.2. Present any issues and update status at weekly meeting.
7. ACCEPTANCE CRITERIA

For the Website Redesign Project, acceptance of all deliverables will be reviewed and approved by the vice president of Corporate Communications and METRO's project manager. At the completion of each project phase, the Contractor shall provide a report or presentation for review and approval. The VP & project manager will approve the start of the next phase and reply in writing to the vendor with an outline of outstanding tasks, including which deliverable(s) are deficient. When all project tasks have been completed, the project will enter the “Handoff & Closure Phase.” During this phase, the Contractor shall provide a project closure report with a project task checklist to the VP & project manager. The acceptance of this documentation by the METRO VP & project manager will acknowledge acceptance of all project deliverables and that the Contractor has met all assigned tasks. Discrepancies concerning completion of project tasks or disagreement between METRO and the vendor will be referred to both organizations’ contracting offices for review and discussion.

8. OTHER REQUIREMENTS

All Contractor project team members will submit security forms to METRO for access badges to the facility and temporary network IDs. Remote access to METRO’s content management system will only be provided using METRO’s standard for remote access. Upon completion of the project, Contractor network IDs and facility badges will be closed.

8.1. The Contractor shall provide personnel with extensive experience in Web content development, programming, design and management of large website projects. Software abilities and programming experience should include but not be limited to:

- Sitefinity
- ASPX.Net
- ASP.Net
- VB.Net
- C# .Net (optional)
- C++
- HTML 5
- JavaScript
- Action Script
- XML
- CSS3
- C
- Dreamweaver
- SharePoint 2013 & 2016
- Microsoft Visual Studio
- Bootstrap
- jQuery
- Adobe Suite
- Microsoft Office

9. RIGHTS OF OWNERSHIP

All website content, design, images and functionality created as a part of Website Redesign Project will be the property of METRO.

10. ADDITIONAL BACKGROUND INFORMATION

10.1. From 5/13/2017 – 5/13/2018 Ridemetro.org Received

10.1.1. Visits – 3,478,592
10.1.2. Page views – 10,453,374
10.1.3. Unique visitors – 1,930,110

10.2. Web Browsers Utilized In Accessing The Site

10.2.1. Chrome mobile – 29%
10.2.2. Safari mobile – 28%
10.2.3. Chrome – 18%
10.2.4. IE – 10%
10.2.5. Other – 15%

10.3. Screen Resolutions Utilized In Accessing The Site
10.3.1. 360 x 640 – 21%
10.3.2. 375 x 667 – 15%
10.3.3. 414 x 736 – 8%
10.3.4. 1920 x 1080 – 8%
10.3.5. 1366 x 768 – 5%
10.3.6. Other – 43%

10.4. Page Load Times
10.4.1. Bus schedules – 3.47 seconds
10.4.2. Homepage – 4.13 seconds
10.4.3. Rail map & schedule – 2.84 seconds
10.4.4. Fares – 2.8 seconds

10.5. Site Size
10.5.1. 574 pages
10.5.2. 3,067 PDFs
10.5.3. 33.6 GB of content

10.6. Content Management System (CMS)
10.6.1. Sitefinity CMS Enterprise Edition
10.6.2. Hosted in Microsoft Azure
10.6.3. SitelImprove.com and Google technology integration – analytics
10.6.4. Meet WCAG Level AA Accessibility requirements

10.7. Most Popular Pages
10.7.1. Bus Schedules
10.7.2. Mobile Home
10.7.3. Home
10.7.4. Schedules Bus, Rail & HOV / HOT (Express) Lanes
10.7.5. Fares METRO Q® Fare Card
10.7.6. Careers
10.7.7. Schedules
10.7.8. METRORail Red Line Map & Schedules
10.7.9. HOV / HOT Lanes
10.7.10. How to Ride METRO
10.7.11. Summer of Fun Program (Marketing Promotional Web, only used in summer time)
<table>
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<tr>
<th>SUBJECT:</th>
<th>AGENDA ITEM #:</th>
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<tr>
<td>Monthly Human Resource Metrics</td>
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<tr>
<td>Human Resources</td>
<td>Karen Kauffman</td>
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| SUMMARY: | |
|---------| |
Human Resources Metrics
February 2019
# Workforce Report – January 2019

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<th>Hourly LOA</th>
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<td>76</td>
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<td>PT Hr Ret</td>
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<td>646</td>
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<td>29</td>
<td>32</td>
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### Graph

- **HC**

- **Total Emps**

- **Jan-18** to **Jan-19**

- **3956** to **4079**
### Workforce Comparison Chart

#### January 2018 – January 2019

<table>
<thead>
<tr>
<th>Date</th>
<th>LOA</th>
<th>Hires</th>
<th>Turnover</th>
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<tbody>
<tr>
<td>Jan-18</td>
<td>123</td>
<td>43</td>
<td>39</td>
</tr>
<tr>
<td>Feb-18</td>
<td>100</td>
<td>58</td>
<td>64</td>
</tr>
<tr>
<td>Mar-18</td>
<td>112</td>
<td>68</td>
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<tr>
<td>Apr-18</td>
<td>101</td>
<td>62</td>
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</tr>
<tr>
<td>May-18</td>
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<tr>
<td>Jun-18</td>
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<tr>
<td>Jul-18</td>
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<td>Aug-18</td>
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<td>Oct-18</td>
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<td>Nov-18</td>
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<td>Dec-18</td>
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<tr>
<td>Jan-19</td>
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Staffing-January 2019

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<tr>
<td>White</td>
<td>240</td>
<td>8.3%</td>
</tr>
<tr>
<td>Black</td>
<td>1600</td>
<td>55.5%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>291</td>
<td>10.1%</td>
</tr>
<tr>
<td>Asian</td>
<td>104</td>
<td>3.6%</td>
</tr>
<tr>
<td>Others</td>
<td>648</td>
<td>22.5%</td>
</tr>
<tr>
<td>Total</td>
<td>2883</td>
<td>100%</td>
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<table>
<thead>
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<th>Gender</th>
<th>Female</th>
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<td>White</td>
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<td>8.3%</td>
</tr>
<tr>
<td>Black</td>
<td>1600</td>
<td>55.5%</td>
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<td>22.5%</td>
</tr>
<tr>
<td>Total</td>
<td>2883</td>
<td>100%</td>
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Applicant Demographics January 2019

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<tr>
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<td>240</td>
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<tr>
<td>Total</td>
<td>2883</td>
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</table>

<table>
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<tr>
<th>Gender</th>
<th>Female</th>
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</thead>
<tbody>
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</tr>
<tr>
<td>Black</td>
<td>1600</td>
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</tr>
<tr>
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<td>10.1%</td>
</tr>
<tr>
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<td>104</td>
<td>3.6%</td>
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<tr>
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<td>648</td>
<td>22.5%</td>
</tr>
<tr>
<td>Total</td>
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Total Internal & External Hires January 2019

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<tr>
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<th>External</th>
<th>Internal</th>
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<th>%</th>
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<td>Others/Undisclosed</td>
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<tr>
<td>TOTAL</td>
<td>97</td>
<td>15</td>
<td>112</td>
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<table>
<thead>
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<th>Female</th>
<th>Male</th>
<th>Others/Undisclosed</th>
<th>TOTAL</th>
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</thead>
<tbody>
<tr>
<td>White</td>
<td>240</td>
<td>50</td>
<td>1</td>
<td>37/62</td>
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<tr>
<td>Black</td>
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<td>291</td>
<td>11</td>
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<td>37/62</td>
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<tr>
<td>Asian</td>
<td>104</td>
<td>3</td>
<td>0</td>
<td>37/62</td>
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<td>Others</td>
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<tr>
<td>Total</td>
<td>2883</td>
<td>59</td>
<td>1</td>
<td>37/62</td>
</tr>
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</table>
2019 Professional Development

• Numerous courses and programs to support
  3 Learning Tracks:
  • Professional
  • Leadership
  • Management

• Five new certifications
  • Business Presentations
  • Communications
  • Creative Problem Solving
  • Time Management
  • Valuing Diversity
2019 Professional Development

Highlights – what’s new!

- Build Professional Presence
- Creating an Inclusive Environment
- So – Do You Really Want to be a Supervisor?

See the 2019 Catalog for even more new classes!
2019 Leadership Development Program Class VIII

- Zully Alvarez
- Yvette Antwi
- America Anguiano
- Leonard Blacklock
- Cassandra Boudreaux
- Nicholas Brogger
- Monique Byrd
- Thearon Covington
- Astre’ Dean
- Desiare Duplechan
- Breianne Ehigie
- Johnny Finley
- Anthony Foster
- Autumn McCoy
- Omega Miller
- Wendy Munoz
- Leonard Murray
- Michelle Nguyen
- Jamecia Owens
- Isidro Perez
- Daffney Saldana
- Aundre Taylor
- Brent Taylor
- Koya Udechukwu
- Shawana White
- Karen Wren
- Ruben Zepeda

27 Participants

METRO LDP
Leadership Development Program
Class VIII

METRO
Employee Relations/EEO
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<tr>
<th>SUBJECT:</th>
<th>AGENDA ITEM #:</th>
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<tbody>
<tr>
<td>MONTHLY GOVERNMENT AFFAIRS UPDATE</td>
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<tr>
<th>DEPARTMENT:</th>
<th>PRESENTER:</th>
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<tbody>
<tr>
<td>GOVERNMENT &amp; PUBLIC AFFAIRS</td>
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<table>
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<tr>
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<tr>
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<th>DEPARTMENT:</th>
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<tbody>
<tr>
<td>Press Office</td>
<td>Jerome Gray</td>
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<table>
<thead>
<tr>
<th>SUMMARY:</th>
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</table>
TV, RADIO, PRINT & BLOGS

126 REPORTS
22 OUTLETS
Transit Unplugged Podcast with Tom Lambert
Furloughed Federal Workers Ride Free
My Stop Technology App
METRO CONNECTIONS

METRO TURNS 40!

FINANCIAL STRENGTH

METRONEXT MOVING FORWARD

REELABILITIES
SOCIAL MEDIA

COMBINED METRO ACCOUNTS & ALERTS PAGES

TOTAL IMPRESSIONS
1.7M

TOTAL POSTS
1.7K

Goal: INCREASE POSITIVE ENGAGEMENT
VIDEOS & LIVESTREAMS

13.1K VIEWS

40 Years of Service to You
Transit Time
Commuter Reboot
Midtown Engineers
METRONext Community Mtgs
Thank you
<table>
<thead>
<tr>
<th>SUBJECT:</th>
<th>AGENDA ITEM #:</th>
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</thead>
<tbody>
<tr>
<td>MARKETING UPDATE</td>
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<table>
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<tr>
<th>DEPARTMENT:</th>
<th>PRESENTER:</th>
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<tbody>
<tr>
<td>MARKETING</td>
<td>Sydney Scardino</td>
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<table>
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<th>SUMMARY:</th>
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<tbody>
<tr>
<td>Marketing will provide its standard update to the Committee.</td>
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A Better TRIP

- Promoting enhanced TRIP App with vibrating “My Stop Technology”
- Digital ads targeting riders along rail lines and transit centers
- Promotion on METRO real estate
Rope a ride to the Rodeo

- Partnering with the HLS&R
- Promote riding METRO to the rodeo with a comprehensive radio buy, billboards, social media and METRO real estate

*Registrations: Sept. 2017= 391; Sept. 2018= 509*
February Service Change

- COMPLETE
- Bus stop sign production underway
WEBSITE REDESIGN

Current site
- Launched 2015
- Desktop
- Mobile
Building a better site

- Procurement for redesign of RideMETRO.org
- Enhanced mobile site functionality
- Streamlined look
- Launching 2019
Thank you