

Committee Report

Transportation Committee



Committee Meeting Date: June 12, 2023

For the Metropolitan Council: June 28, 2023

Business Item: 2023-112

Resiliency Training, Contract 22P186

Proposed Action

That the Metropolitan Council authorize the Regional Administrator to award and execute contract 22P186 with The Red Kite Project, to provide training services in an amount not to exceed \$1,806,723.

Summary of Transportation Committee Discussion/Questions

Dan Stoffer presented this item. Negative trends are creating difficult challenges for frontline employees. We need to help frontline employees build skills and knowledge to overcome those challenges.

A Metro Transit panel evaluated training proposals according to proposer quality, qualifications, experience, price, and the ability to deliver and support Metro Transit's training requirements, and identified the Red Kite Project as the recommended vendor.

Council members had comments about the human services aspect of the job and exploring something similar for Metro Mobility and supported the resiliency training through the Red Kite Project.

Motion by Vento, seconded by Carter, Tyrone. Motion carried, consent to Council.



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District(s), Member(s):	All Districts
Policy/Legal Reference:	FM 14-2 Expenditures for Procurement of Goods, Services, and Real Estate Policy
Staff Prepared/Presented:	Dan Stoffer, Manager Bus Instruction, 612-349-7002
Division/Department:	Metro Transit, Instruction

Proposed Action

That the Metropolitan Council authorize the Regional Administrator to award and execute contract 22P186 with The Red Kite Project, to provide training services in an amount not to exceed \$1,806,723.

Background

Metro Transit employees often work in extremely challenging environments and to help them prepare to effectively face these daily challenges, front line employees and their supervisors/ managers need support in the form of resiliency training. This training will help front line employees and their managers to de-escalate crises and conflicts, which may occur on the vehicle, on a platform, or in the office setting and develop healthier work habits to combat burnout. This type of training will teach employees to become more resilient and create a culture change.

A Request for Proposals was issued on December 9, 2022. A pre-proposal meeting was hosted by Council staff that outlined the solicitation requirements, discussed project specifications and responded to plan holder inquiries. There were eleven registered plan holders and five identified as minority, woman, small, veteran, or disadvantaged business enterprises. On February 14, 2023, the Council received three proposals to be evaluated for the consideration of award and used the proposer quality, qualifications, experience, price, and the ability to deliver and support Metro Transit's training requirements as the criteria for evaluation. The evaluation panel reached consensus that the proposal submitted by The Red Kite Project is the most advantageous to the Council, and recommend for award.

Rationale

The execution of a professional services contract exceeding \$500,000 requires Council approval.

Thrive Lens Analysis

This action furthers the Thrive outcome of Stewardship by advancing the knowledge and skill of employees in the area of resiliency, thereby reducing the likelihood of severity of customer crisis and employee burnout and attrition.

Funding

Included in Operating Budget.

Small Business Inclusion

The Office of Equity and Equal Opportunity (OEEEO) thoroughly reviewed this procurement for small business opportunities in accordance with Federal and State laws and regulations as well as contract specifications. Upon conclusion of OEEEO's research and analysis, no small business inclusion goals were set.

