Council-Manager Memo #31
Wednesday, April 25, 2012

CHARLOTTE.

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INFORMATION:

Charlotte's Wellness Work Program Featured in *HRO Today* Magazine
Staff Resource: Christine Fath, Human Resources, 704-336-6005, cfath@charlottenc.gov

Charlotte's Wellness Works Program was one of two wellness programs featured in this month's edition of *HRO Today* in an article showcasing snapshots of wellness programs that are working. *HRO Today* magazine was founded in 2002 and has become the country's leading publication on HR operations and outsourcing. Survey data reveals HRO today enjoys the highest percentage of senior HR officer readership of any periodical. The article, "Wanting to be Well", highlighted the program's evolution, including the recent partnership with Provant Health Solutions.

The article can be read at the following link: http://www.hrotoday.com/content/5098/wanting-be-well

Airport Taxi Service Update
Staff Resource: Jerry Orr, Aviation, 704-359-4000, tjorr@charlotteairport.com

On June 13, 2011, City Council approved the Community Safety Committee's recommendation to execute operating agreements (Agreements) with City Cab, Crown Cab, and Yellow Cab (Companies). Pursuant to the Agreements, the Companies must meet first class standards in providing on-demand taxi service from Charlotte Douglas International Airport (Airport). Airport taxi passengers are now served by uniformed drivers in taxis three years old or newer, that provide backseat credit card devices and GPS systems, and that are branded by an "Official Airport Taxi" logo.

Entering into new Agreements with competitively selected companies was an important factor in the effort to improve the quality of taxi service at the Airport. Other initiatives included promulgating new Rules and Regulations, appointing a new Ground Transportation Manager, increasing support and inspection staff, and implementing new technology that will improve efficiency to better serve the customer. The Companies were fully compliant with their requirements within the initial 120 day transition period, which ended in November 2011. Similarly, the Airport invested early on in increasing staff resources available to the taxi system. Although they will take some additional time to fully realize, technological improvements needed to further improve the system's efficiency are coming on line.

In accordance with the contractual terms, the Aviation Director is executing renewals of the Agreements which will run from July 18, 2012 through July 17, 2013. Feedback from customers has been resoundingly appreciative of the upgraded taxi system and, as the Airport's technology moves forward, Charlotte Douglas looks forward to further advancements in the level of service.

ATTACHMENTS:

City Council Follow-Up Report **(see "2. Follow Up.pdf")**

Contents include:
-CMGC Energy and Lighting Update

April 16 Environment Committee Summary **(see "3. ENV Summary.pdf")**