



**Peer to Peer**  
The Power of Shared Perspective.

MOREHEAD'S 2010 PEER TO PEER CONFERENCE



## Charlotte

From tobacco fields and textile mills to a major Fortune 500 hub, Charlotte has certainly come a long way from its quiet beginnings. But the Queen City has always had a knack for business. Today, combining the excitement of a cosmopolitan downtown with the ease of Southern charm, Charlotte presents a unique atmosphere where big city style meets down-home appeal.

From Uptown you can walk to over 150 restaurants, five museums, and dozens of parks, plazas, and cultural landmarks. And if you feel like exploring some of the vibrant, historic neighborhoods that lie just outside the shadows of Charlotte's skyscrapers, then you're in luck. Within a short drive or a ride on the new light rail, you'll find a wide range of things to eat, see, do, and discover.

## Going Green



As our company continues to grow, we want to ensure that we minimize our impact on the world around us. We're taking every step we can to implement innovative and responsible environmental practices in our day-to-day operations, and at events like the 2010 Morehead Peer to Peer Conference.

This year we are hosting our conference at the Ritz-Carlton's first LEED-built hotel, which was recently completed here in downtown Charlotte. This new eco-friendly facility features a green roof with over 18,000 plants to help insulate the building, a water purification system designed to divert over 70,000 plastic bottles from landfills, a saline-treated swimming pool, and free parking for hybrid vehicles.

In addition, our conference booklets are printed on recycled paper, and copies of the speakers' presentations will only be available electronically after the conference to help save our forests.

**Wednesday, April 14th**

5:00 - 8:00 p.m. Hospitality room - join us for refreshments

6:00 - 8:00 p.m. Conference registration

**Thursday, April 15th**

8:00 - 9:00 a.m. Conference Registration and Breakfast

9:00 - 9:30 a.m. Conference Kickoff by **Larry Tilson**, President of Morehead

9:30 - 10:45 a.m. **Making Engagement a C-Suite Strategy**  
Keynote Presentation by **Michael Riordan**,  
President and CEO of Greenville Hospital System

11:00 a.m. - 12:00 p.m. **Using Employee Survey Data to Achieve  
and Maintain Magnet Designation**  
Presenter:  
**Shirley Righi**  
Director of Professional Educational Program, Scottsdale Healthcare

12:00 - 1:30 p.m. Lunch and Morehead Apex Awards Presentations

1:30 - 2:30 p.m. **Using Survey Results in Manager Talent Development**  
Presenter:  
**Ginny Burdick**  
Senior Vice President, Human Resources, Community Medical Centers

2:30 - 3:00 p.m. Methodist Le Bonheur Linen Services  
**Lessons from Geese: The Power of Teamwork**

3:00 - 4:15 p.m. **Top Performer Panel**  
Panelists:  
**Barry Bar-El**, Manager, Organization Development & Learning,  
Cedars-Sinai Healthcare System  
  
**Mary Sweeney**, Director of Human Resources, Catholic Health East -  
St. Mary Medical Center and  
  
**Monica Locker**, Advocate Health Care  
  
**Becky Urbanski**, Senior Vice President, Mission and Community Affairs,  
Benedictine Health System

4:15 - 4:30 p.m. Day One Wrap-Up

4:30 - 6:00 p.m. Networking and Refreshments  
Music by a small classical ensemble featuring Morehead's **Donna Black**

6:00 - 7:00 p.m. Dinner

7:00 - 7:15 p.m. Grand Award Presentation

7:15 - 10:00 p.m. Entertainment and Band

**Friday, April 16th**

- 7:45 - 8:30 a.m. Breakfast
- 8:30 - 9:30 a.m. **The Nine-Year Journey: Surveying and Cultural Improvement**  
Presenters:  
**Lauren Rykert**, Senior Vice President, Human Resources  
The Methodist Hospital System
- Carole Hackett**, Vice President, Human Resources  
The Methodist Hospital System
- 9:30 - 10:30 a.m. **Engaging Employees during Times of Crisis.**  
Presenter:  
**Lisa Zankman**  
Senior Vice President, Human Resources,  
Beth Israel Deaconess Medical Center
- Joan Simpkins**  
Organizational Development Specialist  
Beth Israel Deaconess Medical Center
- 10:45 - 11:45 a.m. **Leadership Development: Using Morehead's Analysis**  
Presenter:  
**Debbie Stock**, System Manager, OD, Provena Health
- 11:45 a.m. - 12:00 p.m. Closing Remarks
- 12:00 p.m. Box Lunch

## Michael C. Riordan

Michael C. Riordan is President and CEO of Greenville Hospital System University Medical Center (GHS), one of the largest not-for-profit healthcare providers in the Southeast.

Since Riordan began his duties at GHS in August 2006, he has emphasized communication and collaboration. He works with physicians and employees to make GHS a great place to work, receive care and practice medicine.

Prior to joining GHS, Riordan led the University of Chicago Hospitals and Health System from 2001 to mid-2006. From 1995 to 2000, he was chief operating officer, and later senior associate hospital administrator, of Emory University Hospital and Crawford Long Hospital in Atlanta, Ga. Before that time, he served for three years in the U.S. Marine Corps as a lieutenant.

Under his leadership, GHS has collaborated with community groups to make possible innovative initiatives such as a rails-to-trails corridor called the Swamp Rabbit Tram Trail and other healthier-living catalysts such as an expanded Activate Upstate and a low-cost wellness partnership for patients at risk for chronic disease. GHS has also launched a program to help local businesses improve employee health while still curtailing company health costs.

Riordan is active in healthcare leadership and the community, including the following:

- Three-year term as an assembly representative for the Association of American Medical Colleges
- Administrative board member of the Council of Teaching Hospitals and Health Systems
- Member of the Society of Health Services Administrators
- Works closely with economic development groups, including as board director for the S.C. Chamber of Commerce and Greater Greenville Chamber of Commerce
- Board member and former president of Health Sciences South Carolina
- Regional board member of the Urban League of the Upstate Inc.
- Board trustee of the Peace Center for the Performing Arts
- Frequent speaker at area civic clubs, community groups and religious organizations

Riordan earned his bachelor's degree in liberal arts/English from Columbia University in New York in 1980 and completed his master's degree in education/psychology from Columbia in 1981. He earned a Master of Science degree in health systems from the Georgia Institute of Technology.

## **Debbie Stock**

System Manager, OD, Provena Health

With a career in organization development spanning three decades, Debbie specializes in creating and implementing new ways to engage leaders and employees. She joined Provena Health in January 2007 to lead large-system change and organizational effectiveness initiatives for a workforce of more than 11,000 leaders, professionals, clinicians, and support staff. The Provena Health healthcare system includes six hospitals as well as long-term care facilities, home health, laboratory, and physicians medical groups.

Currently pursuing a doctorate in organizational leadership, Debbie earned both an MS in Training and Development and BS in Business from the University of St. Francis. She also holds a certificate in Organization Development from Benedictine University and a certificate from MIT for a course in System Dynamics Foundation: Managing Complexity.

## **Shirley Righi MSN, RN, NEA-BC**

Director of Professional Education  
Scottsdale Healthcare System

First joining the Scottsdale Healthcare System as a staff nurse in the oncology unit in 1990, Shirley today serves as the Director of Professional Education for a family of some 6,700 staff members and physicians across three campuses. Her responsibilities include planning, implementing, and evaluating nursing orientation, continuing education and professional development for RNs, LVNs and other staff, as well as overseeing nursing quality improvement, peer review, and evidence-based practice.

Shirley holds a BS and an MS in nursing and is a member of several professional associations, including Sigma Theta Tau, the American Nurses Association, and the Arizona Organization of Nurse Executives.

## **Becky Urbanski, Ed.D.**

Senior Vice President, Mission and Community Affairs  
Benedictine Health System

Having been with the Benedictine Health System since 1999, Becky coordinates all mission and organizational learning activities for forty long-term care facilities in seven states. Her areas of expertise include the preparation, review, and implementation of integrated marketing communications plans, strategic brand management, mission integration, leadership education, and project coordination.

Becky completed a doctoral degree at University of Minnesota-Twin Cities in 2000 and holds a post-graduate certificate from Harvard's Management Development Program. She is also an adjunct faculty member in the graduate health administration program at Saint Joseph's College of Maine

## **Lauren P. Rykert, SPHR**

Senior Vice President, Human Resources  
Methodist Hospital

Lauren has helped lead the human resources department at the Methodist Hospital System in Houston since 2006. As the system's flagship, The Methodist hospital, a private teaching hospital affiliated with the Weill Medical College of Cornell University, holds the unique distinction of being in the top 10 three years in a row on FORTUNE magazine's Best Companies To Work For list.

Lauren has an MBA and Certificate in Healthcare Administration from the University of Miami in Coral Gables, Florida and a BA in Psychology from Vassar College in Poughkeepsie, New York - from which she graduated Phi Beta Kappa. She is SPHR-certified and currently a member of the ASHHRA, University Hospitals Consortium (UHC) HR Council, and a member of Fidelity Investment's non-profit client advisory board.

## **Barry Bar-EI**

Manager, Organization Development and Learning  
Cedars-Sinai Healthcare System

With 18 years of organization development experience, Barry works closely with senior management to conduct assessments of organizational culture and develop viable change management strategies for a healthcare system of over 10,000 professional and support staff. He also provides management and team leader development support and training.

In 2007, Barry helped launch Cedars-Sinai's rollout of Transforming Care at the Bedside, a national initiative sponsored by The Robert Wood Johnson Foundation and designed to help staff overcome workplace barriers and spend sufficient time with their patients. He continues to lead the organization's annual employee feedback survey initiative, which has shown a strong employee perception of the value of the program.

## **Carole J. Hackett, RN, BSN, EdM, CPLP**

Vice President of Human Resources  
The Methodist Hospital System

Carole is an accomplished executive with over 25 years experience in health care administration, most of it focused on developing and improving strategies for healthcare organizations. In her current role at the Methodist Hospital System in Houston, her clinical experience as an RN helps her understand the issues staff faces and create a working environment based on collaboration and efficiency.

*Carole J. Hackett bio continued on next page.*

### *Carole J. Hackett bio.*

Currently affiliated with ASHHRA, SHRM, and the American Society of Training and Development, Carole has also served as the Board Consultant for United Church Homes and as an Advisory Board Member for New Horizons Corporation. Certified in Learning and Performance, Carole earned her Bachelor of Science in Nursing from Bowling Green University and a Masters of Education in Human Resources Development from the University of Illinois, Urbana-Champaign.

### **Lisa Zankman**

Senior Vice President, Human Resources  
Beth Israel Deaconess Medical Center

Lisa Zankman has been in her current position at Beth Israel Deaconess Medical Center, a teaching hospital located in Boston, Massachusetts since 2003. She is responsible for all Human Resources and Organizational Development activities for the Medical Center, and has over twenty-five years of Human Resource experience in the health care, retail, financial, public and academic sectors.

Lisa holds an MBA with high honors from Boston University and a BA from Simmons College and is a member of the Board of the Massachusetts Workforce Investment Board and chair of its Links to Education subcommittee. She also serves on the Massachusetts Life Sciences Advisory Board and chairs a committee on advancement in the workplace for The Partnership, a networking and career development association for professionals of color.

### **Joan Simpkins**

Organizational Development Specialist  
Beth Israel Deaconess Medical Center

Having joined the Organizational Development department at Beth Israel Deaconess Medical Center in 2005, Joan works closely with senior leaders and managers to lead the annual employee commitment process at this large teaching hospital. In addition, she focuses on strengthening leadership, management, and team effectiveness.

Joan has over 15 years of OD experience in both healthcare and the financial services industry. While at Fleet Bank and its predecessors, she engaged in similar types of work and led commercial banking training programs. Joan received her BA in Economics from William Smith College. In addition, she is a *Lore* certified executive coach and a *Myers Briggs* certified facilitator.

### **Mary Sweeney**

Vice President, Colleague Resources and Development  
St. Mary Medical Center

Mary was named Vice President, Colleague Resources and Development at St. Mary Medical Center in Langhorne,

Pennsylvania in April of 2009. She has held various positions with increasing responsibility with in Human Resources since she joined St. Mary in 1993. She is responsible for all Human Resources and Organizational Development programs at the Medical Center.

Mary holds a bachelor's degree in human resource development from Temple University and is certified as a Senior Professional in Human Resources (SPHR) by the Society of Human Resources Management. She is currently pursuing a Masters of Science degree from Villanova University.

### **Mary Agnes Fox, MSN, RN, BC-NEA**

Director of Nursing, St. Mary Medical Center

Mary Agnes joined St. Mary Medical Center in 2004 as the Director of Nursing and is responsible for planning, implementing, and evaluating all standards of nursing care and performance improvement initiatives. She and her team strive to implement the most effective care delivery models, practices, and procedures, and Mary Agnes also focuses on attracting and developing a highly-capable, committed nursing staff who share her passion for quality care and patient satisfaction.

With over 25 years of nursing leadership experience in both community and tertiary care facilities, she is ANCC Board Certified and committed to leading and advancing her profession through active executive board member participation at regional and state professional nursing organizations. Mary Agnes received an MSN from Villanova University.

### **Ginny Burdick**

SVP, Chief Human Resources Officer  
Community Medical Centers California

Leading the overall administration of the human resources at the largest private employer in central California, which has over 6,700 employees in multiple hospitals and related businesses, Ginny is responsible for a variety of functions, including employee relations, benefits, compensation, workers' compensation, employee health services, recruitment and retention, management training, and organizational development.

With over thirty years of human resources experience in several industries including healthcare, consulting, insurance, and retail, Ginny holds regional and national speaking engagements on human resources and strategic business issues. She is certified in negotiation and mediation through Harvard Law School's Program on Negotiation, and is also certified in mediation and executive coaching through the Center for Dispute Resolution.



### **The Morehead Apex Workplace Awards**

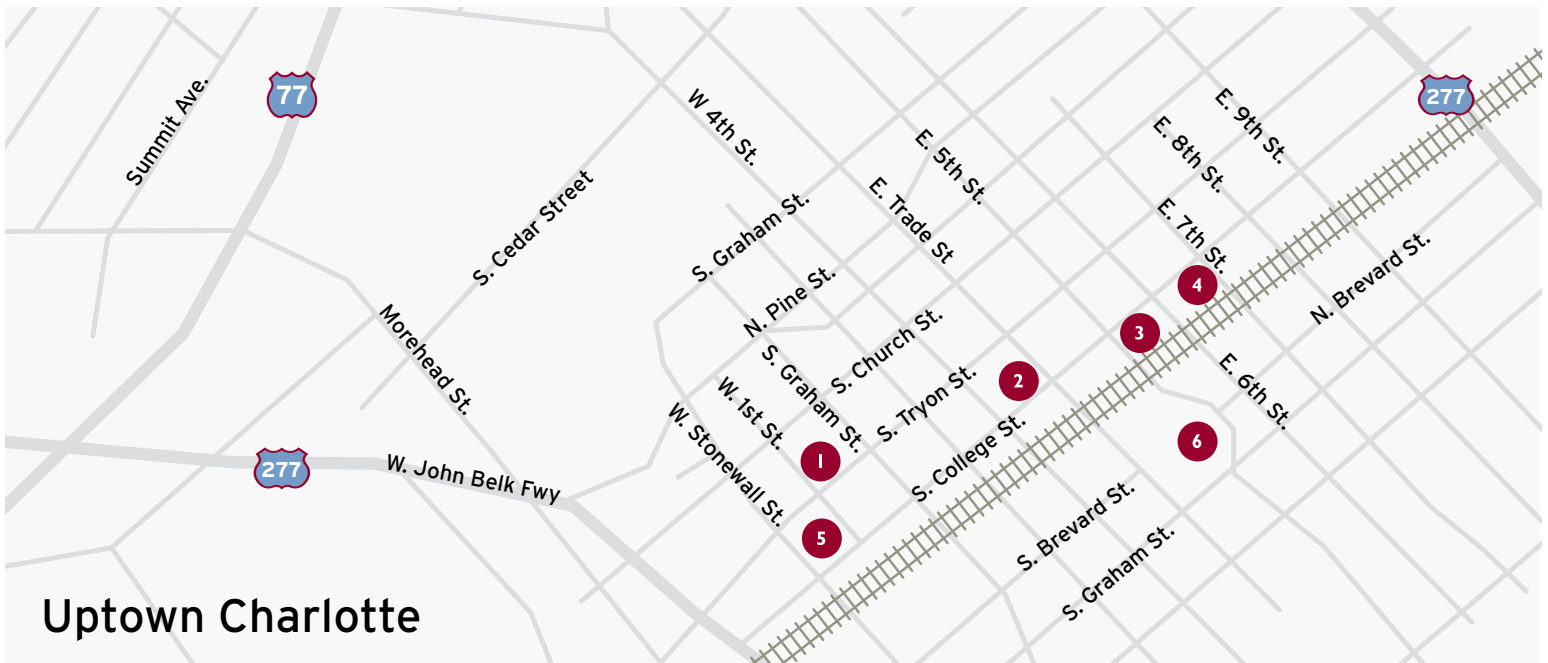
Each year, Morehead awards the healthcare industry's top achievers by objectively identifying the highest performers and acknowledging their contributions to healthcare. These award winners share a dedication to providing a rewarding, professional environment for their employees and physicians. There are two categories of Apex Workplace Awards.

#### **Morehead Apex Workplace of Excellence**

This singular award is given annually on the basis of extraordinary achievement and documented excellence. The recipient's workplace has set itself apart from the competition through a steadfast dedication to improvement and sustaining high performance in both employee and physician engagement and other factors. The 2009 Workplace of Excellence award winner will be announced on April 15, 2010 at the Peer to Peer Conference.

#### **Morehead Apex Workplace of Distinction**

Successful healthcare organizations know that one of the most valuable resources for providing safe, superior care is the commitment and engagement of their employees and physicians. To recognize clients who have reached and sustained the 90th percentile on their employee surveys in the current calendar year, this award is given annually to eligible workplaces.



## Uptown Charlotte

### UPTOWN CHARLOTTE ATTRACTIONS

#### 1) Bechtler Museum of Art

420 South Tryon Street, Charlotte, NC 28202

[www.bechtler.org](http://www.bechtler.org)

As only the second building in this country designed by the Swiss architect Mario Botta, Charlotte's new collection of modern art is intimate in scale but visually arresting. The collection presents works by the most important and influential artists of the mid 20th century, including Miró, Giacometti, Picasso, Calder, Warhol, Ernst, and Le Corbusier. Since the collection was privately held by the Bechtler family of Switzerland until recently, many of the artworks have never been on public view in the United States.

#### 2) North Carolina Blumenthal Performing Arts Center

(Various locations)

Charlotte, NC 28205

[www.blumenthalcenter.org](http://www.blumenthalcenter.org)

Here you can experience an exciting mix of theatre, music, dance, and other cultural happenings on almost any night of the week. Presenting the best in performing arts, the Blumenthal is home to ten outstanding arts organizations, including the Carolinas Concert Association, the Charlotte Philharmonic Orchestra, the Charlotte Symphony Orchestra, the North Carolina Dance Theatre, and Opera Carolina.

#### 3) Mint Museum of Craft + Design

220 North Tryon Street, Charlotte, NC 28202

[www.mintmuseum.org](http://www.mintmuseum.org)

The Mint Museum of Craft + Design features a permanent collection that documents contemporary studio crafts, tracing the movement's historical roots in the 19th century and its relationship to traditional decorative arts and industrial design. The techniques and inspiration of artists throughout the world are showcased in collections of ceramics, fiber, glass, metal and wood.

#### 4) Levine Museum of the New South

200 E. Seventh Street, Charlotte, NC 28202

[www.museumofthenewsouth.org](http://www.museumofthenewsouth.org)

The Levine Museum of the New South is an interactive museum housing the nation's most comprehensive interpretation of post-Civil War Southern history. Visitors can enjoy a self-guided tour of the centerpiece exhibit Cotton Fields to Skyscrapers, named one of the best exhibitions in the Southeast by the Southeastern Museums Conference Curators' Committee.

#### 5) NASCAR Museum (opening May 2010)

501 South College Street, Charlotte, NC 28202

[www.nascarhall.com](http://www.nascarhall.com)

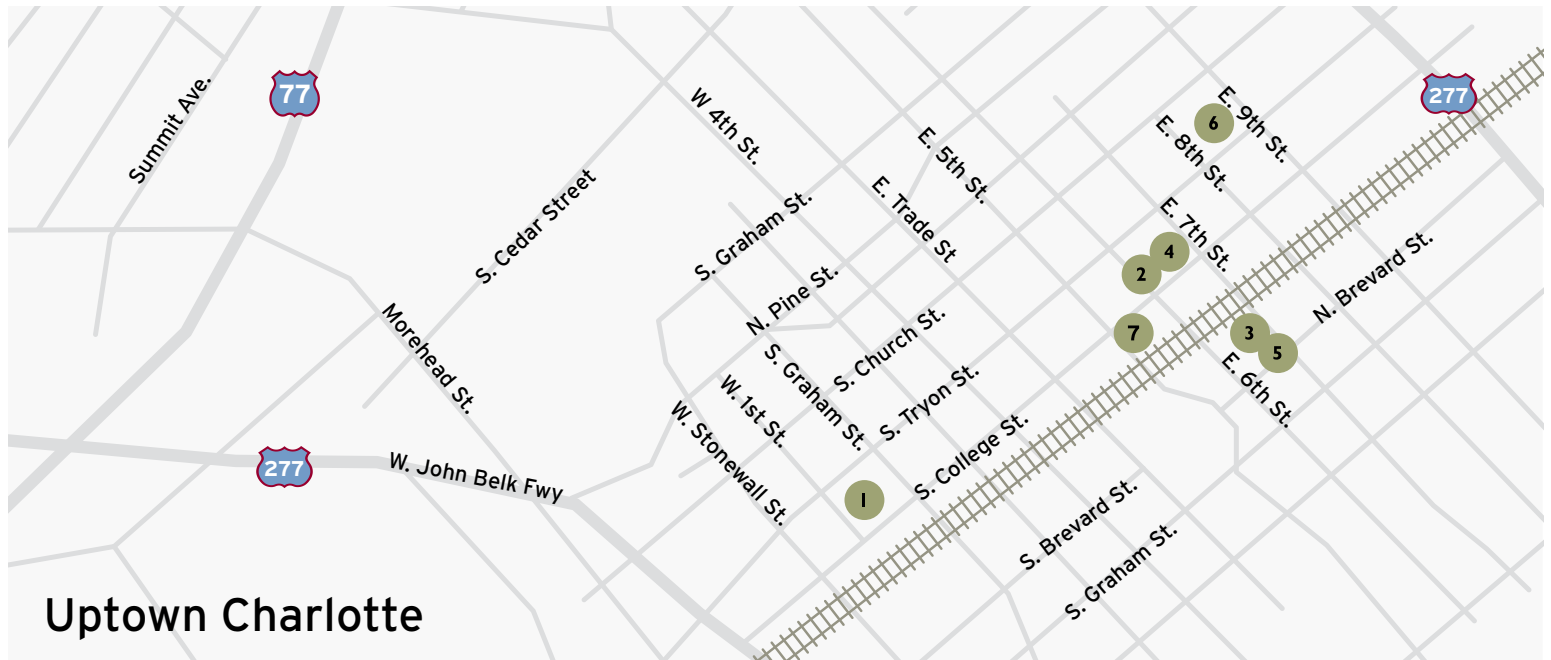
Opening on May 11, 2010, this 150,000-square-foot museum will provide an interactive, entertaining experience that honors the history and heritage of stock car racing, which began here in North Carolina. Featuring racing artifacts, interactive exhibits, and a 275-person state-of-the-art theater, this trove of racing memorabilia is housed in a striking building designed by the internationally renowned architectural firm of Pei, Cobb, & Partners.

#### 6) Bobcats Arena

333 East Trade Street, Charlotte, NC 28202

[www.timewarnercablearena.com](http://www.timewarnercablearena.com)

As home of the NBA's Charlotte Bobcats, this premier destination for concerts and events features a wide range of seating, dining, and entertainment options, and is a comfortable, heart-stopping place to catch the fast-paced action of a professional basketball game.



## Uptown Charlotte

### UPTOWN CHARLOTTE DINING

Because of Charlotte's diverse culture and culinary traditions, you can choose from a variety of cuisines, including Italian, Mexican, Greek, Asian, and Indian. Whether you're in the mood for fine dining or a more relaxed atmosphere, Charlotte has the right taste to satisfy any palette.

To help narrow your search, please visit [www.charlotte.creativeloafing.com/gyrobase/GoodEats](http://www.charlotte.creativeloafing.com/gyrobase/GoodEats) index. Here you can search by neighborhood or cuisine, as well as read reviews and learn more about the local favorites. Here are a few of our favorites located close to the Ritz-Carlton:

#### 1) Radcliffe on the Green - \$\$\$\$

425 South Tryon Street, Charlotte, NC 28202  
[www.ratcliffeonthegreen.com](http://www.ratcliffeonthegreen.com)

Located in a historic building that once housed a flower shop, this fine farm-to-fork "Carolina" cuisine features local ingredients at their seasonal peak and offers unique flavor combinations served in an artisanal presentation.

#### 2) Capital Grill - \$\$\$\$

201 North Tryon Street, Charlotte, NC 28202  
[www.thecapitalgrille.com](http://www.thecapitalgrille.com)

For a perfectly-cooked USDA Prime piece of beef or a freshly-caught Maine lobster, this elegant steakhouse is the perfect place to satisfy your craving for red meat or fine wine. Eat in the well-appointed dining room or sit at the handsome, wood-paneled bar and enjoy a cocktail.

#### 3) LaVecchias - \$\$\$

225 East 6th Street, Charlotte, NC 28202  
[www.lavecchias.com](http://www.lavecchias.com)

Although Charlotte is a landlocked city, this chic seafood emporium offers an award-winning assortment of fresh seafood and mouthwatering dishes that bring the fruits of the ocean directly to your plate.

#### 4) Zinc - \$\$\$

201 North Tryon Street, Charlotte, NC 28201  
[www.harperrestaurants.com](http://www.harperrestaurants.com)

Featuring a creative menu, this downtown watering hole takes traditional American comfort foods and reinvents

them with chic, understated elegance. There's also a bustling patio and bar which overlooks the heart of uptown Charlotte.

#### 5) Brixx Wood Fired Pizza - \$\$

225 East 6th Street, Charlotte, NC 28202  
[www.brixxpizza.com](http://www.brixxpizza.com)

A local pizzeria specializing in innovative toppings, yummy wood-fired pizzas, and an extensive beer list, this lively establishment has an airy patio and a convenient location.

#### 6) Alexander Michael's - \$\$

401 West 9th Street, Charlotte, NC 28202  
[www.almikestavern.com](http://www.almikestavern.com)

Established by two Charlotte attorneys A. Michael Troiano Jr. & Alexander Copeland, this restaurant in the revitalized 4th Ward of Charlotte occupies a hundred year old building that was originally a general store. Known locally as "Al Mike's," they offer a wide variety of entress, sandwiches, soups, and salads.

#### 7) Mert's Heart and Soul - \$

214 North College Street, Charlotte, NC 28202  
[www.mertscharlotte.com](http://www.mertscharlotte.com)

Offering a taste of classic southern cooking, Mert's is famous for its traditional soul food and Low Country, Gullah-inspired dishes like shrimp and grits, fried chicken, and an award-winning macaroni and cheese.

## NORTH CAROLINA ATTRACTIONS OUTSIDE OF CHARLOTTE

### **Biltmore**

1 Approach Road, Asheville, NC 28803  
[www.biltmore.com](http://www.biltmore.com)

As the largest privately-owned home in the country, the magnificent Biltmore estate was built in 1895 by George Vanderbilt II and today welcomes visitors from all over the world to its gardens, vineyard, and buildings. This historic estate receives more annual visitors than Colonial Williamsburg, George Washington's Mount Vernon, Thomas Jefferson's Monticello, and yes, Elvis's Graceland. Another bit of trivia: the most visited winery in the country is not in Napa valley - it's at Biltmore. Located less than two hours from Charlotte by car, the Biltmore estate and the city of Asheville inspire an easy day trip to the beautiful Blue Ridge Mountains.

### **Daniel Stowe Botanical Garden**

6500 South New Hope Rd., Belmont, NC  
[www.dsbq.org](http://www.dsbq.org)

Located within 380 acres on the banks of Lake Wylie, the Daniel Stowe Botanical Garden offers guests a chance to reconnect with nature through spectacular gardens, sparkling fountains, a conservatory dedicated to the display of tropical plants and orchids, a visitor pavilion, and a gift shop. HGTV named this one of the nation's 20 Great Gardens. Committed to horticultural excellence, Daniel Stowe Botanical Garden is a must-see for all ages.

### **Concord Mills Mall**

8111 Concord Mills Boulevard, Concord, NC 28027  
[www.concordmills.com](http://www.concordmills.com)

Concord Mills is a 1.4 million square foot shopping mall located in Concord, North Carolina, about 12 miles north of downtown Charlotte on I-85. It is North Carolina's largest tourist attraction, drawing almost 20 million visitors a year. And with over 200 stores and a number of other attractions, including a NASCAR Speedpark, Concord Mills offers a wide range of shopping options and family fun.

### **Charlotte Motor Speedway**

55555 Concord Parkway South, Concord, NC 28207  
[www.charlottemotorspeedway.com](http://www.charlottemotorspeedway.com)

Charlotte Motor Speedway, located just minutes north of Charlotte, features a 1.5-mile long quad-oval track and seats 115,000 spectators. Constructed in 1959, it was the first speedway to host nighttime superspeedway racing, and with 90% of NASCAR teams being based within a 50 mile radius, the Charlotte Motor Speedway has become an icon of NASCAR and holds a prominent place in the history and legends of the sport. For die-hard racing fans or anyone interested in stock car racing, the Speedway offers daily tours and a gift shop.

### **U.S. National Whitewater Center**

5000 Whitewater Center Parkway, Charlotte, NC 28214  
[www.usnwc.org](http://www.usnwc.org)

The U.S. National Whitewater Center is a non-profit outdoor recreation facility for whitewater rafting, canoeing, and kayaking located on 407 acres adjacent to the Catawba River just outside of Charlotte. Designed to be the world's largest largest and most complex recirculating artificial whitewater river, the park contains Class II to IV rapids that can be navigated via canoe, kayak or a guided raft. The center includes 14 miles of mountain bike trails, a high ropes course, a 1,123 foot zip-line overlooking the river, an elaborate climbing wall, and kayaks available for rental or guided raft trips that can be booked in advance.

### **The Ballantyne Hotel and Golf Resort**

1000 Ballantyne Commons Parkway, Charlotte, NC 28277  
[www.theballantynehotel.com](http://www.theballantynehotel.com)

Enjoy four seasons of recreation at this Mobil Four Star and AAA Four Diamond resort located in south Charlotte. Here, guests can play golf year-round on a Championship PGA course, or enjoy a private golf lesson at the renowned Dana Rader Golf School. And for a soothing day spa experience that encompasses wellness and relaxation, the Spa at Ballantyne offers organic and natural indigenous products in their popular massage, facials, and body services. Spa guests also enjoy indoor and outdoor pools, his and her lounges, a sauna, a steam room, and state-of-the-art fitness facilities.

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## **TRANSPORTATION**

From the airport, you can easily reach downtown Charlotte via taxi. Or you can arrange for a private ground transportation by contacting Rose Limousine at [www.rose-limo.com](http://www.rose-limo.com) or 800-377-6912

Around Charlotte, there is convenient bus and trolley service that connects downtown with outlying neighborhoods and cities. To learn more about schedules and routes, please visit [www.charmeck.org/Departments/CATS/home.htm](http://www.charmeck.org/Departments/CATS/home.htm)



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H U M A N   C A P I T A L

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surveys



metrics



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