

MEARS IN MOTION

2022 Year In Review

Happy 2023! Wow, what a year we have just put behind us. To remind you of all that has been accomplished this past year at Mears, here's a recap of our many achievements.



Mears Connect launched on January 1, 2022, and we have learned a lot, to say the least. There is no question we are transportation experts, but to start a new product from the ground up is impressive. Well done, everyone. One may think this service is merely a “rinse and repeat” version of Disney’s Magical Express or Mears Shared Ride Shuttle. But it is not. Mears Connect has its own personality, and a great one at that. Why? Because it has

all of you behind it! We are continuously tweaking areas to make it the most enjoyable and efficient experience possible. This year we transferred more than [1.5 Million](#) guests to or from the Disney Resort Area with Mears Connect. That’s something to be proud of, and we will do it even better in 2023.

We also launched Mears Connect Customer Service; thank you to that team and all the others who assisted with taking calls in the early weeks. Special note of gratitude to the Accounting, Special Accounts, Sales and Taxi Teams! We would not have made it through the initial start-up without your customer service support.



As the COVID pandemic evolved between February and June of 2022, business surprised us and came back strong. There was a lot of uncertainty around what the transportation volume would look like last season, and most observers had it wrong. Demand came back with force. We could not have gotten through it without the dedication of the Mears Team. With a new product, a new system for that product and then a quick spike in business, you all turned on your superpowers.



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In April, Mears Motorcoach Operations kicked off our new Motorcoach Drivers Performance Incentive Program. For motorcoach operators who opt into the program, it measures and rewards work schedule adherence and safe driving habits behind the wheel. The program has been a great success in enhancing our core values of Safety and Efficiency. It has also increased earnings for many successful drivers. The program was started with the addition of a new telematics system in all our buses, just one example of our continuous focus on technology enhancements.



Speaking of technology, we have successfully transitioned the sales, motor coach and luxury vehicle reservation and dispatch system to the same platform used for the Mears Connect launch. This represents a gigantic lift from all departments. Changing operating systems in an organization with as much history as ours is a big task. While we are still working through enhancements and finishing some of the transition, every employee has played an important role in making this happen. Your resilience shines through.



And lastly, Terminal C at Orlando International Airport opened this year. As the airport's Ground Transportation Concessionaire (for the past 40 years!) this is a very exciting development. We now have operations at all three terminals. The airport team has done a fantastic job of debuting and improving processes at Terminal C. As with all new endeavors, kinks are bound to come. We are proud to work through these early months with our airport partners.



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Whew! What a jam-packed 12 months. You have all stepped up your game once again and assisted with getting Mears through the launch of a new product (Mears Connect) in January, an unexpected burst of peak-season business, a new performance program for our motor coach operators in the spring, a company reservation/dispatch software transition in the fall, and the opening of a new airport terminal to finish out the year.

How do we top that in 2023?

By continuing to do what we do so well:

1. Find and create the best of the best in our industry.
2. Offer exceptional customer service to our guests.
3. Create the safest environment for our teams and clients.
4. Continue to enhance our technology.



We have more to look forward to in the year ahead.

Expect to see further technological advancements, continuous efforts in recruitment (because we are only as strong as the teammate beside us), new customers coming online and more.

Efficiency will be our key word for success in 2023.

**Thank you for your support,
your continuous interdepartmental collaborations,
and for bringing your A-Game every day.**

With gratitude,

Rebecca K. H.

Chief Operating Officer

Thank you

GRATITUDE '22

DECEMBER AWARDS

Congrats to these outstanding team members
for their recent accomplishments!



Big Heart Award

Martha I., Airport Operations

Extra Mile Awards

Angel D., SV Operations
Curlet S., SV Operations
Denise R., Taxi Dispatch



Next-Gen Mentor

Maurice P., SV Operations

Pillar Awards

Cory D., SV Operations
Miguel J., SV Operations



Rising Star Awards

Ed M., SV Operations
Rahshonda V., Mears Connect

GRATITUDE '22

DECEMBER AWARDS

Continued...



Sunshine Award

KaDayria C., SV Operations

Team Players

Osman I., SV Operations

Rob W., SV Operations



Happy Customer Awards

Alexaida A. C., MC Operations

Andrew R., MC Operations

Angel L., MC Operations

Antoinette T., MC Operations

Ayrton P., SV Operations

Cader H., SV Operations

Christina R., MC Operations

Danny C., MC Operations

Darrell G., MC Operations

David C., MC Operations

Dunston W., MC Operations

Erica M., MC Operations

Gary L., MC Operations

German R., MC Operations

Jean D., MC Operations

Jermmy R., MC Operations

John D., SV Operations

John M., SV Operations

Joseph S., MC Operations

KaDayria C., SV Operations

Kevin D., MC Operations

Lourdes S., Mears Connect

Manuel M., MC Operations

Martin S., MC Operations

Matt I., MC Operations

Michael Q., MC Operations

Pablo G., MC Operations

Patrick W., MC Operations

Peggy N., Sales

Rodney D., MC Operations

Roland M., MC Operations

Tyler D., MC Operations

William B., Mears Connect

Yvette B., Accounting



Service Shout-Outs

Motor Coach Operator

Darrell G. received this compliment from a grateful guest:

"Just wanted to share our experience with your services on our recent trip to Universal Studios.

From the airport to the hotel was comfortable and professional. But I really wanted to recognize our return driver, Darrell G. In this day and age, I feel most people are quick to complain and rarely commend. Mr. G. deserves recognition as an asset to your company."



After helping return a lost wallet, **Motor Coach Operator Christopher L.** received heartfelt thanks from this customer:

"I want to cry; I am so relieved. I have been SO worried. Thank you! I have my wallet back and I am now relieved of so much anxiety. I plan to leave a glowing review when I arrive home. I want to send a personal thank you to those who were so honest and helpful to me. Thank you, thank you, thank you, for giving me my vacation back."

Congratulations to these members of the Loyalty Club, celebrating employment anniversaries in the Fourth Quarter of 2022.



26+ Years

**Janice L., 34 years
Tonya D., 34 years
Sandy T., 32 years
Pete S., 31 years
Angel D. R., 27 years
Lydia C., 26 years
Mark B., 26 years**

24 - 21 Years

**David T.
Ruben G.
Tim H.**

19 - 16 Years

**Andrew M.
Beatriz M.
Carmelo G.
Cecil W.
Christopher L.
Dennis G.
George G.
Gerring H.
Jose D. D.
Kenneth M.
Kimberly S.
Larry V.
Miguel C.
Patrick S.
Peggy N.
Richard L.**

15 Years

**Bobby K.
Dan F.
Jose G.
Michelle C.
Socrates C.
Warren S.**

14 - 11 Years

**Erik H.
Gilberto C.
Heidi Z.
Junior R.
Luis M. M.
Philip H.
Priscilla D.
Richard L.
Simone B.
Susan A.
Thomas B.
William B.**

Fourth Quarter Loyalty Club Anniversaries

Continued...

10 Years

Gaston G.
Karleen S.
Mark L.
Odiles D.

9 - 6 Years

Alexis R.
David M.
David M.
Froilan R.
Gail O.
Henry J.
Iran R.

Jacqueline W.-M.

Jaime B.-P.
James L.
Jean M.
Jenny M.
Jesse H.
John O.
Lewis A.
Linda P.
Marina F.
Natasha S.
Pedro G.
Reguy D.
Roneey D.
Scott S.
Tanaysha T.
Wilfred T.
Zethro S.

5 Years

Ahmed E.
Daniel J.
Danny C.
Francis J.
Hugh I.
Ismael R.
Josilie T.
Justin W.
Martha I.
Paul C.
Viktor M.
William F.

4 - 2 Years

Alejandro D. C.
Alvin A.
Alvin M. III
Cinthia C.
David G.
Douglas E.
Gilbert S.
Jermmy R.
Joshua I.
Krystal S.
Patrice J.
Priscilla S.

**Fourth Quarter
Loyalty Club Anniversaries**
Continued...

1 Year

Alan P.
Andrew G.
Ashley T.
Bryan P.
Carlos P. D. L. C.
Cathleya V.
Charles S.
Cory D.
Daniel E.
Earle F.
Elies T.
Ethan N.
Fabian Z.
Gerardo R.
Guillermo S.
Hamid L.
Hamilton W.
Javier R.
John D.

Jose H.
Joseph T.
Justin L.
Kea'ndra D.
Kiara L.
Markita C.
Nancy K.
Pam I.
Rafael S.
Raven T.
Samuel P.
Stephany P.
Tyrise R.
Valerie J.
Walter R.
William B.
William H.
Willie M.

Congratulations!