

MEARS IN MOTION

Inside this edition...

On the Move...Pg 2

Best Shot...Pg 3

Spotlight...Pg 4

Local News...Pg 5

MVP Awards...Pgs 6-7

Read on!

On the Move

The Accounting team welcomes **Simone B.** in her new role of **Credit/Collections Specialist**. Originally hired in 2010 as a Customer Service Agent in our call center, she most recently served as a Customer Service Supervisor. Simone was selected by our Accounting leaders because of her professionalism, knowledge of our business, and her consistently positive interactions with colleagues. Congrats, Simone!



Congratulations to **Maria L.**, recently promoted to **Driver Manager, Motor Coach Operations**. Maria joined us in 2019 as a Motor Coach Operator and rapidly advanced to other roles, including MC Cashier, Dispatcher, and Manager on Duty.

Maria has shown that she can learn things quickly. She's not afraid of new challenges and keeps picking up new skills, making her a standout member of the team. But what really makes Maria unique is how much she wants to learn. Every task she takes on, she does so with genuine curiosity and a strong drive to do well. Her love for learning spreads to those around her, inspiring them to do their best, too. She's always ready to help whenever and wherever needed.

Her willingness to assist, no matter the task, shows how much she cares about the team's success and how well she works with others. These traits all make Maria a great choice for the Driver Manager role.



CHECK OUT THIS MONTH'S "BEST SHOT" PHOTOS...



**Preston C.,
Social Media Marketing Intern**
captured this image while doing some afternoon
field work at the Hilton Buena Vista Palace.

Frank O., Motor Coach Operator
sent us this photo of "A perfect sunset on a
beautiful Saturday evening on Chelonia Parkway."



SEPTEMBER IS FIRE SAFETY MONTH

Happy autumn, everyone! In the weeks ahead, company leaders will share Mears Transportation's policies and procedures related to *Fire Safety & Prevention*. Meanwhile, do you know where the closest fire extinguisher is to your desk? Do you know more than one exit point in case of an emergency in your work area? Stay tuned for more Fire Safety info from your leadership team.

EMPLOYEE SPOTLIGHT

Bobby K., Assistant Director of Motor Coach Operations, joined Mears in 2007 as a Motor Coach Operator. Since then, he has served in several other key roles, including Client Services Manager, and Operations Manager for our Shuttle, Limo, and Dispatch Division. And now he's also a published author!

Read on to learn more about Bobby's perspective on work and life.

Q: Where are you from originally?

A: Trinidad and Tobago. I moved to New York at the tender age of 18. I relocated to Florida in 2007, and I've been employed by Mears ever since.

Q: What do you enjoy about your current role at Mears?

A: The best part of my job is having the opportunity to create and implement standard operational protocols. I also like the diversity of tasks throughout our daily operations. Much of my work is behind the scenes: My team constructs daily routes, puts together schedules, and works to provide sufficient equipment for future operational needs. I also handle customer complaints and service recovery efforts. I am grateful to the Mears family for providing me with opportunities beyond what I ever expected. They guided my successes through the ranks.

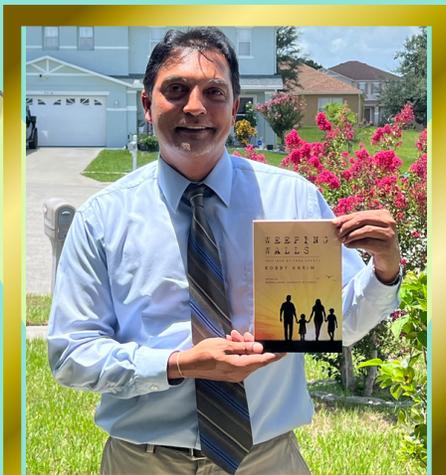
Q: How do you like to spend your time outside of work?

A: I love cooking. Also, I wrote a book called Weeping Walls. It was inspired by true events that took place while residing in New York. It's a story of family, faith, resilience, and strength. I wanted to share it to help educate and shed light onto circumstances that do not normally transpire in our daily lives.

I hope my story will change the outlook that many of us have. Coincidences, intuitions, perceptions, they can all be misinterpreted and push us into beliefs that are misguided; and that can ultimately mislead us to premature decisions. This story invites readers to look at things in a different light, and decipher for themselves the true meaning of life, and the importance of family.

Q: How would you describe the experience of becoming an author?

The journey of publishing is not an easy one. It is tedious, lengthy, and can be financially stressful at times. However, in the end it can be very rewarding. Seeing my book posted on social media, Amazon and other platforms, I'm encouraged to continue writing and establishing myself within the literary community.





Behind the Scenes

Call Center Supervisors **Nelson B.** and **Ruben C.** try to outdo one another's professional attire at work. In this recent photo they asked: "Who is wearing the better tie?!"

Epcot International Food & Wine Festival

Daily until November 18th. (Park ticket required.)

Embark on a culinary exploration across 6 continents, and enjoy global marketplaces, a scavenger hunt with Remy, and live entertainment.

Magical Dining

Runs through October 1st.

Now in its 18th year, this annual event is organized by VisitOrlando.

Diners choose from more than 100 of Central Florida's top restaurants, starting at \$40 per person.

One dollar of every meal purchased is donated to local charities.

Halloween Horror Nights

Select Nights September 1st - October 31st.

Halloween Horror Nights at Universal Orlando offers plenty of scares and screams.

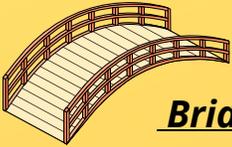
Brave an array of haunted houses and Scare Zones, plus live entertainment and ghoulish food.



MVP '23

JULY AWARDS

Congrats to these outstanding team members
for their recent accomplishments!



Bridge Builders

Amy T., Sales
John D., SV Operations
Tommy G., SV Operations



Service Hero

Walmarie R., SV Operations

Extra Mile Awards

Bob L., SV Operations
Joanna M., Maintenance



Sunshine Awards

Froilan R., SV Operations
Joshua R., Accounting
Tanesha B., SV Operations



Next-Gen Mentors

Justin L., IT



Team Players

Alberto T., SV Operations
Aolani R., SV Operations
Cory D., SV Operations
Gilbert S., IT
Jeffery H., SV Operations
John M., SV Operations
Marisabel R., MC Operations



Pennywise Awards

Melissa P., HR

MVP '23

JULY AWARDS

Happy Customer Awards

Anson J. G., MC Operations
Bob L., SV Operations
Cecil W., MC Operations
David S., MC Operations
Delroy D., SV Operations
Diamond L., Call Center/Dispatch
Eric B., MC Operations
Eric P., MC Operations
Ericka M., Special Accounts
Exie S., MC Operations
Frank L., MC Operations
Gary L., MC Operations
Hank S., MC Operations
Jeffery H., SV Operations



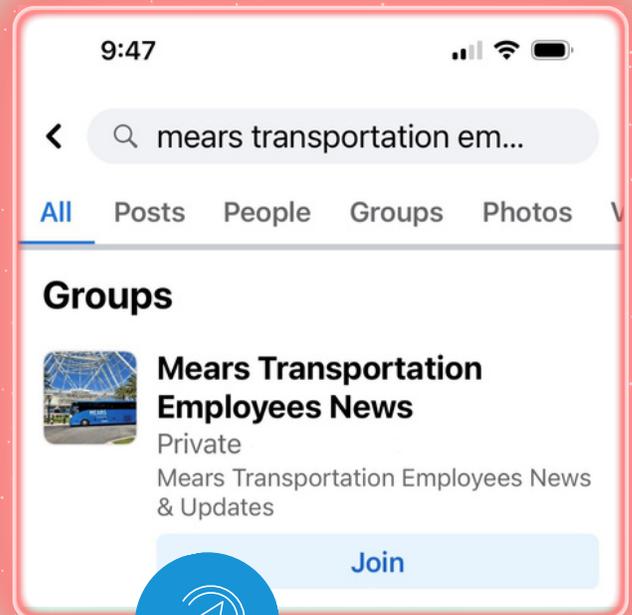
Jeffrey B., MC Operations
Jose R. R., MC Operations
Jose V., MC Operations
Michael Q., MC Operations
Pablo G., MC Operations
Priscilla D., MC Operations
Robert C., MC Operations
Rueben S., MC Operations
Sammie P., MC Operations
Stanley N., MC Operations
Travis M., MC Operations
Twila S., MC Operations
Vicente G., MC Operations
William R., MC Operations



Good News

*We've created a Facebook page
just for YOU!*

*“Mears Transportation
Employees News”
is the place to go
for the latest
company happenings.
The group is live now,
so join TODAY.*



Send Us Your *Best Shot*

As we continue our photography feature in the *Mears in Motion* newsletter, “Best Shot” showcases YOUR photos of the great work we do at Mears throughout Central Florida! Here’s everything you need to know:

DO's:

- Photos must be related to Mears Transportation operations, for example a Mears taxi with a stunning Florida sunset in the background, or a lineup of Mears motor coaches framed by colorful fireworks in the night sky.
- Photos may include co-workers and/or yourself.
- Capture work-related images that are beautiful and unique.
- Submit photos to motion@mears.com, and be sure to tell us your full name, job title, and where and when the photo was taken. If there's a story behind the image, share that in your email, too.
- Make sure your image is attached as a high-resolution JPEG file.
- Enter before the monthly deadline: 11:59 p.m. on the 15th day of each month.
- Limit two photo submissions per employee per month.



DON'Ts:

- Taking photos while driving is a big DON'T. NEVER take a photo while driving any vehicle.
- Do NOT take photos of customers, clients or guests, and do NOT ask customers, clients or guests to take photos of you.
- Photography is not permitted to interrupt your work.
- Please don't digitally manipulate images to create scenes that didn't actually occur.



We can't wait to see your Best Shot!



Open to all Mears employees (part-time and full-time).

Photo selection is at the discretion of the Mears employee engagement team.

A photo chosen for publication also gives the employee one entry into the next quarterly recognition raffle drawing.

By submitting your photo, you agree to its use, distribution and publication by Mears Transportation Group, and release all related rights & claims.