

MEARS IN MOTION



Congratulations to this fantastic group of newly-certified *Motor Coach Field Trainers* who recently completed our in-house *Train-the-Trainer* class:

**Angel L.
Brian S.
Carlos I.
Gerardo R.
Hank S.
Jennifer S.**

**Jose C. V.
LaToya P.
Marisabel R.
Markita C.
Michael Q.
Pete T.**



As role models and peer coaches for new drivers, our *Motor Coach Field Trainers* are selected for their exemplary customer service skills, safe driving record, encouraging spirit, integrity and enthusiasm on the job.



Business Update

By Rebecca H.
Chief Operating Officer

Wow, another year is coming to an end. In the past 12 months we have seen numerous changes as we continue to understand the shifting transportation landscape.

Our focus in 2023 has been to structure our business for the most efficient operations so we can provide the best level of service. You may have noticed adjustments in several areas over the course of the last few months. Streamlined operations and top-notch guest service were top-of-mind throughout.



Now that we have a better idea of our post-pandemic business volume, seasonality, increased costs, and overall needs, we took time to re-imagine how we do business. As you may expect, if the business coming to Mears has changed, the way we operate needs to adapt as well. To provide a clear picture of recent moves, this edition of the Mears in Motion newsletter includes an overview of the new operating structure within our Bus, Small Vehicles, and Airport operations. You'll also notice this issue includes several personnel announcements about talented employees whose roles and responsibilities are shifting to better support our evolving business.



I want to thank and congratulate **everyone** within the Mears organization, because it is your dedication that allowed us to get through the worst of times. Now it's time to focus on rebuilding even stronger in 2024.

~ Rebecca ~

Ops Update

Ruben G. is now **Senior Director of Bus Operations.**

Ruben has been with Mears for 25 years as a vital member of the team. Prior to Mears, he spent more than 18 years with the United States Army. Ruben started with our organization as a Client Services Manager, and through the years he has taken on roles as Assistant Director of Scheduling, Director of Contract Services and Director of Client Services and Logistics.

Ruben has a keen operational eye and ability to communicate at any level. His new duties include overseeing the day-to-day bus operation, including many of our driver training and retention efforts, client and contract services, and all logistics.



Nick P. is now our **Assistant Director of Operations, Driver Relations.** Nick came to us in 2016 as a Contract Service Manager, working with our luxury operation and serving as a liaison with our luxury clients in the field. In Nick's new role, he will focus his attention on all driver relations, training, and retention. His skill to address processes and find enhancements within the operation, coupled with his ability to engage positively with the team, will provide efficiency and success.



With us since 2022, **Jeff D.** is the **General Manager of Mears Connect**, overseeing the *Mears Connect, Driven by Sunshine* business. Jeff is responsible for the Mears Connect airport operation, customer service area and processes, and works closely with the support of the bus operations team. Jeff comes to Mears with more than 25 years with Disney, many of those years as one of our partners within the Disney's Magical Express operation. Jeff brings an enormous amount of expertise and new vision.



Ops Update



Carla M. is now the **Airport Taxi Duty Manager**. She has been with Mears since 2014 and her development at Mears led her to coordinating our Meet & Greet operation at the airport, prior to her recent role change. Carla was also a key player through COVID and beyond, learning multiple areas to assist when help was needed. Carla's ability to go above and beyond brought her to her latest role, where she now supports the management of the taxi airport operation.

Alexandra B. is our new **Familiarization Coordinator**, assisting our Familiarization Manager with administrative and processing tasks, while also interacting with our contractor driver taxi and chauffeur customer base. Alexandra's customer service skills and ability to operate in an ever-changing environment led to this new role. Alexandra started with Mears four years ago as a Mears Connect Dispatcher, and prior to that served as an OIA Operations Supervisor.



Ops Update



Kueise L. is our **Mears Premium Operations Manager**. She started with Mears in 2021 as an Airport Taxi Boarding Representative, and quickly succeeded in airport supervisor and meet and greet coordinator roles. Kueise's attention to detail and quick ability to learn and use her skills made it clear to the team that she would be a great fit for her next position. Now Kueise will oversee the day-to-day premium vehicle operations, including chauffeur management, customer needs and the dispatch area.

Justin M. has moved into the position of **KPMG Operations Manager**. Justin began his career with Mears in 2006 as a Client Services Manager. He has also held roles in Sales, Luxury Operations, Airport Operations, Bus Wash Operations and Global/Dispatch Operations. Justin's vast knowledge throughout our organization is a great fit for our KPMG partnership, as it is a daily operation utilizing all fleets, with the support of a staffing team. There are many moving parts, and Justin has moved many of those parts at some point in his career.



Carl H. has moved into the role of **Senior Manager of Taxi Airport Operations**. Carl has been with Mears since 2008 and he now oversees the taxi operation at the Orlando International Airport. His vast knowledge of our taxi business and his positive and productive history with our airport partners make him the best fit for this job. He has added to our overall business operation through the years by holding various positions in the field, managing the Universal taxi operation, and overseeing the Convention Center taxi operation. These contributions, plus his previous airport experience, are just a few reasons why he was selected for this position.



On the Move

On behalf of Kraige J., Senior VP of Motor Coach Operations, we offer well-deserved congratulations to *Tanaysha T.* on her move to *Assistant Director of Contract Services* and to *Janis D.* on her new role as *Manager of Driver Retention and Training*.

Tanaysha began her career with Mears as a Contract Service Manager in 2014, and over the next nine years served in several key roles. Tanaysha has worked with our Luxury operation, Sales team, and Airport operations. Her most recent position was Operations Manager for Mears Connect Customer Service.



Janis started with Mears as a Motor Coach Operator in April 2018. She became a member of the CDL Training team and was soon promoted to Client Service Manager (CSM) in October of that same year. Janis has been our lead trainer for newly-hired Van and Motor Coach Operators for the past 3 years, as well as a vital member of the CSM team.



Tanaysha and Janis bring a wealth of knowledge and talent to their new roles. They will make a positive impact in serving both our external and internal customers, and we are grateful to have them on our Motor Coach Ops leadership team.

Congratulations, Janis and Tanaysha!

On the Move



Congratulations to *Bianca "Ocean" D.* on her recent move to the role of *Mears Connect Customer Service Operations Manager*. Ocean comes to Mears Connect from our Bus Operations team, where she completed our in-house CDL Training program and has served as a Motor Coach Operator since 2022.

Anthony C. has been selected for the position of *Meet and Greet Coordinator*. Anthony started with Mears Connect in January of 2023 as a Greeter. He has since developed skills in other roles, including Taxi Starter, Dispatcher and Lead Dispatcher.

Anthony was chosen for the Coordinator job because he is highly organized and able to manage multiple priorities simultaneously. His new duties include overseeing Meet and Greet Scheduling at the airport. He will also assist in daily supervision of the Mears Connect Operation as a leader and mentor for our onsite staff.



Congrats to *Takeisha A.* on her new role as *Mears Connect Operations Duty Manager*. Originally hired as a Starter in 2008, Takeisha rejoined our Mears Connect team as a Manager on Duty in August of 2023 after a pandemic-related hiatus. Takeisha's enthusiasm brings a light to any situation, and she is a valued member of the Mears Connect team.



One of Takeisha's responsibilities in her current Ops Manager role is to help boost employee morale and engagement, and she has earned the nickname "Chief Fun Officer" for her great work at OIA.

Recently she created a lighthearted workbook and calendar of festive activities to help our airport team celebrate "Merry Connect-Mas" throughout the holiday season. She even organized an art contest to showcase the creative talents of our staff at The Jet!

(See related article on page 8.)

More Employee News



Yariel B. has moved to the role of **Mears Connect Operations Manager**. Yariel started his journey with Mears in 2019, and has served as Taxi Starter, Boarding Representative, Dispatcher, Lead Dispatcher, and Meet and Greet Coordinator. His breadth of experience with us helped him learn the skills to assist in managing our Connect business. Yariel's responsibilities in the Ops Manager role will include overseeing the Connect operation, managing Virgin arrivals, and assisting with oversight of the Meet and Greet program. He was selected for this position because of his excellent customer service skills, knowledge of the business, and his consistent professionalism.

Mears Connect recently held an optional Art Contest among our Airport team members who submitted their creative pieces for judging by a jury of their peers.

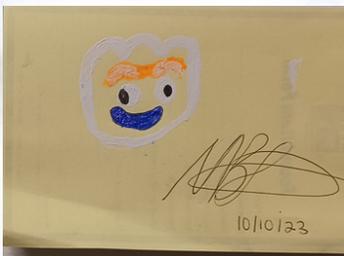
Congrats to Mears Connect Boarding Representative **Angel G.**, whose outstanding work, "Sukuna," won First Place!



Takeisha A.



Yariel B.



Miguel B.



Lisa Z.



Angel G.

Shout-Outs

Customer Comment

Motor Coach Operator *Don M.* received these words of gratitude from a happy customer:

“Don was absolutely amazing. Professional and accommodating! His airport instructions were extremely helpful and he deserves to be praised for his work. Thank you!”



It's a Boy!

Dispatcher *Nelson V.* and his wife *Deyaneira* have welcomed baby boy *Noah Alejandro*, weighing in at 7.14 lbs. and measuring 21.5 inches.

Congratulations to dad, mom, big brother *Gael* and big sister *Dahlia*!



Wellness Matters

On October 26th, dozens of Mears employees attended our Fall Wellness Fair in M8, which included important immunizations and convenient health screenings for conditions such as high blood pressure. Each participant was also entered into drawings for health-related prizes. Congrats to these lucky raffle winners:

Anthony C., Meet and Greet Coordinator
Smart Goggles

Imre V., Airport Taxi Boarding Representative
Cigna Bag

Mesfin D., Luxury Chauffeur
Instant Air Fryer

Robert U., Radio Shop Installer
\$25 gift card

Ruben C., Customer Service Supervisor
Instant Pot Multi-Cooker

Ruben G., Senior Director of Bus Operations
NYL Umbrella



Mesfin D.



Ruben C.

Janis D., Manager of Driver Retention and Training, organized a Thanksgiving Potluck feast at Bus Ops last month.



MVP '23

October/November

CONGRATS TO THESE OUTSTANDING TEAM MEMBERS
FOR THEIR RECENT ACCOMPLISHMENTS!



EXTRA MILE AWARDS

DAVID S., MC OPERATIONS
DELROY D., SV OPERATIONS
RACHEL B., SALES



BIG BRAINS

BRADY M., IT
CLIFF M., MC OPERATIONS



PILLARS

BEATRIZ M., ACCOUNTING
DON M., MC OPERATIONS
HEIDI Z., CALL CENTER
MARK F., ACCOUNTING
PAMELA W., ACCOUNTING
PAULA J., ACCOUNTING
SAM G., ACCOUNTING

NEXT-GEN MENTORS

ASHLEY T., MEARS SELECT
ED P., MC OPERATIONS
JUSTIN L., IT



TEAM PLAYERS

CINDY P., MC OPERATIONS
DERON D., MC OPERATIONS
JESSICA P., CALL CENTER
TYANNA M., CALL CENTER



SERVICE HEROES

NATE S., MC OPERATIONS
RICHARD L., MC OPERATIONS
ROBERT L., SV OPERATIONS
SCOTT S., SV OPERATIONS



RISING STARS

EVATOR T., ACCOUNTING
MARIA L., MC OPERATIONS

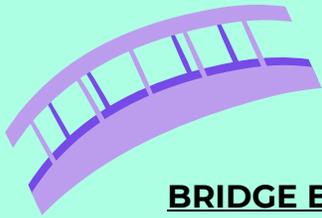
MVP '23

October/November



PENNYWISE AWARD

JO O., MC OPERATIONS



BRIDGE BUILDERS

BEN A., MC OPERATIONS

GUS P., MC OPERATIONS

NELSON M., MC OPERATIONS

SUNSHINE AWARDS

CHARLENE B., MC OPERATIONS

DAN H., MC OPERATIONS

JOEL M., MC OPERATIONS

RICKEY S., MC OPERATIONS



SAFETY FIRST

ANGEL G., MC OPERATIONS

BOYD R., MC OPERATIONS

LUIS R. B., MC OPERATIONS

HAPPY CUSTOMER AWARDS

ANDY G., SV OPERATIONS

BRIAN M., MC OPERATIONS

DON M., MC OPERATIONS

EARLE F., CALL CENTER / DISPATCH

GERMAN R., MC OPERATIONS

JAMES S., MC OPERATIONS

JERMMY R., MC OPERATIONS

JOSE D., MC OPERATIONS

LATASHA V., SALES

LINDA C., CALL CENTER

PEGGY N., SALES

RUBEN C., CALL CENTER

SANDY T., SPECIAL ACCOUNTS

TIMOTHY B., MC OPERATIONS

TYANNA M., CALL CENTER



4th Quarter Loyalty Club

**Congratulations to these members of our Loyalty Club,
celebrating employment anniversaries in the Fourth Quarter of 2023.**

26+ Years

Janice L., 35 years
Tonya D., 35 years
Sandy T., 33 years
Pete S., 32 years
Angel D. R., 28 years
Lydia C., 27 years

25 Years

Ruben G.
Tim H.

20 Years

Dennis G.

19 - 16 Years

Andrew M.
Beatriz M.
Bobby K.
Carmelo G.
Cecil W.
Christopher L.
Dan F.
Gerring H.
Jose D.
Jose G.
Kenneth M.
Kimberly S.
Larry V.
Michelle C.
Miguel C.
Patrick S.
Peggy N.
Richard L.
Socrates C.
Warren S.

15 Years

Heidi Z.
Richard L.
William B.

14 - 11 Years

Carlos M.
Erik H.
Gaston G.
Gilberto R.
Junior R.
Luis M.
Mark L.
Philip H.
Simone B.

10 Years

David M.
Gail O.
Jesse H.
John O.
Natasha S.
Zethro S.

9 - 6 Years

Ahmed E. S.
Alexis R.
Daniel J.
David M.
Francis J.
Froilan R.
Henry A.
Hugh I.
Iran R.
Ismael C.
Jacqueline W.-M.
Jaime P.
James L.
Jean M.
Jenny M.
Josilie T.
Justin W.
Lewis A.
Marina F.
Paul C.
Pedro G.
Reguy D.
Roneey D.
Scott S.
Tanaysha T.
Viktor M.
Wilfred T.
William F.

5 Years

Alvin A.
Jermmy R.

Congratulations!

4th Quarter Loyalty Club

Continued...

4 - 2 Years

Alan P.
Alejandro C.
Alvin M.
Andrew G.
Ashley T.
Bryan P.
Cathleya V.
Cory D.
Daniel E.
David G.
Douglas E.
Earle F.
Elies T.
Ethan N.
Gerardo R.
Gilbert S.
Guillermo S.
Javier R.



John D.
Joseph T.
Joshua I.
Justin L.
Keandra D.
Kiara L.
Krystal S.
Markita C.
Nancy K.
Pam I.
Priscilla S.
Rafael S.
Samuel P.
Stephany S.
Walter R.
Willie M.
Valerie J.
William B.

1 Year

Amenda C.
Angela G.
Angelika T.
Brian W.
Carlos I.
Carmen D.
Chasity G.
Clarence S. H.
Daniel L.
David G.
Daville B.
DeAngelo M.
Diamond L.
Duvan R.
Francisco O.
Gary P.
Hawwa G.
Jean S. C.
Jennifer S.
Jeremiah W.
Joseph S.



Lisa M.
Loareain B.
Luis C.
Jukiera W.-G.
Kacey T.
Mario O.
Marly M.
Melissa P.
Mesfin D.
Michael F.
Mohamed A. O.
Nathaniel R.
Preston C.
Raymond F.
Renee M.
Richard D.
Robert H.
Tyanna M.
Victor T.
Zion C.
Zuleimy A.

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.

