



#### **MEARS IN MOTION**



CONGRATULATIONS TO THESE WINNERS OF OUR 1ST QUARTER 2025 EMPLOYEE APPRECIATION RAFFLE!

Kimberlee W.
Mears Connect
Blood Pressure Monitor

Andy T.
Mears Connect
Fitbit





Maria C. M/C Operations Yogasleep Duet



## Welcome To the Neighborhood



In March of 2025, local non-profit <u>IDignity</u> broke ground on the site of their future operational headquarters just a block south of Mears Transportation's downtown offices. IDignity's mission is to restore dignity and hope by assisting individuals in regaining legal proof of their identity. More than <u>33,000 clients</u> have been served to date.

Founded in 2008, the organization's mission is to help vulnerable populations in Central Florida navigate the complexities of obtaining personal identification, including birth certificates (from any U.S. state or territory), Florida Driver Licenses and Social Security cards. IDignity accomplishes this through governmental partnerships and the support of hundreds of dedicated volunteers. Mears Transportation has been a valued supporter of IDignity through the years.

The documents IDignity obtains for its clients give them the freedom to apply for work or school, gain access to shelters, seek help from social service programs, open a bank account or cash a check, secure permanent housing, and overcome many obstacles to self-sufficiency. Opening in mid-2026, the new facility will be at 1125 S. Division Ave.



# EMPLOYEES OF THE MONTH

#### MARCH 2025



## MEHMOOD M. MOTOR COACH OPERATOR

While en route from OIA to Universal Orlando,
Mehmood reacted calmly and professionally to
a mechanical issue aboard his motor coach,
immediately stopping the vehicle in a safe
location, disembarking all guests and removing
their luggage. Mehmood managed the crisis
situation in a patient and focused manner,
protecting life and property throughout the
emergency. He exemplifies our core values of
Safety, Efficiency and Integrity.

## DOUG H. MEARS CONNECT BOARDING REPRESENTATIVE

Doug's super-power is teamwork, often assisting his fellow boarding reps, dispatchers and drivers alike. Airport colleagues say he "brings fun to work with him," and ensures an enthusiastic, upbeat first impression when he interacts with guests. Even in stressful situations such as managing the Red Lot during cheer competition season, he never shows frustration and consistently demonstrates flexibility. Doug's "above and beyond" mindset, clear communication, helpful training of new hires (and frequent donut deliveries for the team!) make him a valued member of our airport operation. Bonus: He has had perfect attendance since joining Mears in 2021.



# EMPLOYEES OF THE MONTH

## **APRIL** 2025



## MARIA C. DRIVER MANAGER

Maria has gone above and beyond her normal Driver Manager duties to assist with our expansion to the new Epic Bus Depot at Universal. She served as MOD for the new site, assisting with training new MODs/Dispatchers, and providing valuable insights to ensure a smooth launch. Flexibility is one of the keys to Maria's success, as she managed constant daily changes, filled critical routes, and ensured proper PPE for Mears employees during depot construction; she's even transported back-up drivers when necessary. In high pressure situations, Maria communicates well and works quickly to resolve issues. Her "extra mile" attitude was on display recently when she came in on her day off (with a smile!) to handle payouts for drivers heading out of town.

### WESLEY V. MOTOR COACH OPERATOR

Wesley recently demonstrated his commitment to Safety and Integrity when he noticed an unwell guest outside one of our buses at Dockside resort. When he glanced in his mirror and saw the incident taking place on the curb, he chose to get involved, rather than simply drive away. Wesley responded immediately to assist the guest and mentor a junior driver through the proper protocols. With Wesley's professional and courteous leadership, the guest received immediate emergency medical assistance and was quickly transported to the hospital. He is a shining example of "taking ownership" of a situation, just one of many reasons why he has also been selected as a Field Trainer.





## Brag Board



CONGRATS TO THESE
MEARS DRIVERS WHO
WERE HONORED
RECENTLY WITH
"YOU ROCK!"
RECOGNITION BY OUR
UNIVERSAL PARTNERS:



Raymond H.

Shane C.

Erica M.

lovany R.

Joshua C.

Cecilio M.

Floyd W.

Frank O.

Jeremy S.

Zuleinny Q.

Carlos A.

Gustavo G.











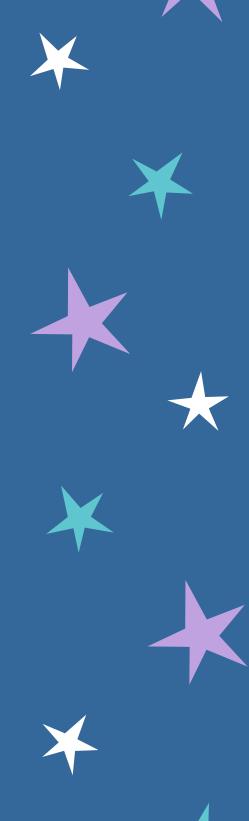






Eric M.
Kenneth W.
Wilfred T.
Jean L.
Jeremiah W.
Luis C.
Christopher L.
Gregory M.

Two drivers from each group (pages 5 & 6) received gift cards in recognition of their great work: Erica M., Iovany R., Wilfred T. and Luis C.



## CUSTOMER COMMENTS

Gerber Tours shared positive feedback from their recent client, Holy Trinity. Congrats to these drivers for earning high praise on Gerber's post-tour surveys:

Charles R.

Eric G.

Roland M.

Jean T.

David R.

Diego C. F.

Egano E.

Here's an excerpt:

In our continuing efforts to provide the best possible service to our clients, we recognize how important it is to let you know how they perceived their experience with you.

The driver was friendly and courteous: Strongly Agree

The driver was **safe**: Strongly Agree

The driver was always **punctual**: Strongly Agree

I would request this driver **again**: Strongly Agree

Bus was **clean** & **well-maintained**: Strongly Agree

### **EMPLOYEE NEWS**



#### OPEN ENROLLMENT DRAWING WINNERS

Taxi Boarding Representative Mary H. was one of four lucky winners of our Benefits Open Enrollment gift card drawings.

Not pictured are additional winners: City Cab Mechanic **Johnny H.**, and Motor Coach Operators **Brian M.** and **Willie F.** 

#### **CONGRATULATIONS...**



#### IT'S A BOY!

CCC Dispatcher **Bianca J.** welcomed a baby boy on March 10.

**Cairo J**. weighed 7 lbs., 2 oz. and measured 19 inches.









NOW OPEN: UNIVERSAL'S TERRA LUNA

&

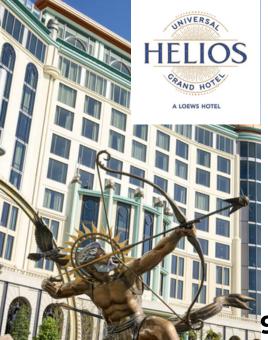
HELIOS GRAND

**HOTELS** 









## THRIVE IN '25 FEBRUARY & MARCH AWARDS

KUDOS TO THESE OUTSTANDING TEAM MEMBERS FOR THEIR ACCOMPLISHMENTS!

EXTRA MILE AWARDS
ANDY T., MEARS CONNECT
BEATRIZ M., ACCOUNTING
FRANCO A., MEARS CONNECT
JOHN M., SV OPERATIONS
JOSE U., SALES
MARISOL B., MEARS CONNECT
RATNA F., MEARS CONNECT
SARAH W., MC OPERATIONS
WILSON G., HUMAN RESOURCES
YOLANDA J., MEARS CONNECT

HAPPY CUSTOMER AWARDS

ELSA A., MEARS CONNECT

ERIN L., SALES

GUSTAVO R., CITY CAB DISPATCH

LATASHA V., SALES

ROBERT T., CALL CENTER



# SAFETY FIRST AWARDS ANDRES P., MC OPERATIONS NATASHA L., CALL CENTER NELSON B., CALL CENTER

# SERVICE HEROES CRISMARIE P., MEARS CONNECT EDWIN D., MC OPERATIONS MARISOL B., MEARS CONNECT MEHMOOD M., MC OPERATIONS

SUNSHINE AWARDS

CRISMARIE P., MEARS CONNECT

ELIZABETH A., ACCOUNTING

JONATHANE L, AIRPORT TAXI OPERATIONS

RATNA F., MEARS CONNECT

TAKEISHA A., MEARS CONNECT

NEXT-GEN MENTOR
WESLEY V., MC OPERATIONS

RISING STARS

ASHLEY R., ACCOUNTING

TRAVIS J., AIRPORT TAXI OPERATIONS

**TEAM PLAYERS / BRIDGE BUILDERS ANDRICE J., MC OPERATIONS ANDY T.. MEARS CONNECT ANSON J.-G., MC OPERATIONS ASHLEY A., AIRPORT TAXI OPERATIONS AYRTON P., MEARS CONNECT BRANDON W., MC OPERATIONS CARLOS L., MC OPERATIONS CHARLES R., MC OPERATIONS CHRISTOPHER L., MC OPERATIONS DELAIN O., MEARS CONNECT DEMETRA D., MC OPERATIONS DOUG H., MEARS CONNECT EDWIN G., MC OPERATIONS ELVIS G., MEARS CONNECT EXIE S., MC OPERATIONS** FRANCIS J., MC OPERATIONS FRANCO A., MEARS CONNECT **JACK H., MC OPERATIONS JAMES L., MC OPERATIONS JAROL P., MC OPERATIONS JEFF D., MEARS CONNECT JERMAINE F., MEARS SELECT JOHN M., SV OPERATIONS** 

TEAM PLAYERS / BRIDGE BUILDERS, CONT'D JONATHANE L, AIRPORT TAXI OPERATIONS **JOSE D., MC OPERATIONS** JOSEPH D., MEARS CONNECT KIMBERLEE W., MEARS CONNECT LEVERENZEL B., MC OPERATIONS LUIS C., MC OPERATIONS MARCELA D., MC OPERATIONS **MARINA F., MEARS CONNECT MAURICE P., SV OPERATIONS MERRY M., MC OPERATIONS OSMAN I., SV OPERATIONS PEGGY N., SALES RATNA F., MEARS CONNECT RENEE L., MEARS CONNECT** SAM P., MEARS CONNECT STANLEY N., MC OPERATIONS **SYED J., MC OPERATIONS** TANESHA B., SV OPERATIONS TAWANA P., MEARS CONNECT **WAYNE R., SV OPERATIONS** YARIEL B., MEARS CONNECT YEROMI P., MC OPERATIONS YOLANDA J., MEARS CONNECT

#### **PILLARS**

ANTHONY B., FIELD OPERATIONS
BEATRIZ M., ACCOUNTING
CYNTHIA M., AIRPORT TAXI OPERATIONS
ERIN L., SALES
JOSE R., FIELD OPERATIONS
KYLE G., AIRPORT TAXI OPERATIONS
RACHEL B., SALES

PENNYWISE AWARD

MARISOL B., MEARS CONNECT

# Congratulations to these members of our Loyalty Club, celebrating employment anniversaries in the First Quarter of 2025.

2	6+	Ye	ars

Bret V., 40 years

Nick S., 36 years

Tim B., 33 years

Jeanne H., 31 years

**Butch S., 30 years** 

Luis L., 30 years

Daniel O., 29 years

William R., 29 years

Lynn P., 28 years

Ozzie D. R., 28 years

Carolyn D., 27 years

**Gregory M., 26 years** 

Horace B., 26 years

20 Years

Simon M.

19 - 16 Years

Carl H.

Elsa A.

Joel M.

**Mauricio S.** 

Puran B.

Ray R.

Rockland S.

Tyler H.

15 Years

Cliff M.

Cornelliuse D.

Vassel V.

14 - 11 Years

**Bradley L.** 

Brian D.

Carla M.

Jean H.

Laurel R.

Randolph P.

Robert U.

10 Years

Raquel B.

Raymond H. B.

#### **First Quarter Loyalty Club**

Continued...

9 - 6 Years

Ahmad I.

Anibal A.

Babalola O.

Cassandra L.

Charlene J.

Christie V.

Dan H.

Darrell D.

Elvin I.

Erica M.

Gansham P.

Jaqueline M.

Jean F.

Joanna M.

John C.

Jose C. V.

Jose R.

9 - 6 Years

Continued...

Krisztina T.

Lou S.

Noldy S. J.

Onofre P.

Robert M.

Rossini D. P. W.

Ruben A.

Rueben S.

Ruth G.

Segundo C.

Thomas K.

Tom M.

Trey W.

Vicente G.

Yvette S.

**5 Years** 

Daniel R.

Eduardo B.

lan K.

Robert T.

#### **First Quarter Loyalty Club**

Continued...

#### 4 - 2 Years

John V.
Joseph B.
Kathleen P.
Kueise L.
Latoya F.  Leyda G.
Lourdes S. C.
Luis Z.
Maliek C.
Mariah G.
Mark F.
Mark H.

Mary A. Michael B. Michael Q. Mita M. Nancy K. Osman I. Ratna F. Rita J. Rodney D. Samuel S. C. Steevenson D. Tabatha T. Tanesha B. Terrence W. Tiffany F. Travis M. Warren S. Wayne R. Wilbert R.

#### First Quarter Loyalty Club

Continued...

#### 1 Year

Abeer I.

Brandon W.

Egano E.

Everdean C.

Fred W.

Gary C.

Glenda T.

Jordan B.

Joshua C.

Leandro E.

Luwanne C.

Mikel S.

Nauline S.

Ramiro D. R.

Ran S.

Robert P.

Shane C.

Wladimir D.