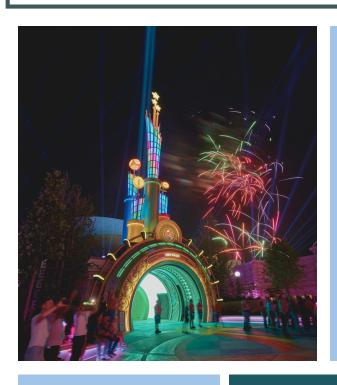


#### **MEARS IN MOTION**



#### It's Official — Epic Universe is Now Open!

We're thrilled that Epic Universe has officially launched, and we couldn't be prouder and more excited to have a front-row seat to this incredible milestone. As part of this major expansion, Mears is operating 94 total buses. Adding 49 brand new electric transit buses and 7 additional diesel buses to the existing 38 diesel transit buses marks a significant leap forward in sustainable, high-capacity transportation on behalf of Universal.

#### But that's not all...

Our Universal Bus
Operation has MOVED!
To support growth and
innovation, a cutting-edge
transportation depot
dedicated exclusively to
Universal's operations is
now open near Epic &
Universal. The facility is
designed to meet the
demands of a modern,
mixed-fleet transit system.



#### Here's a peek at Our Epic Depot:



- Charging stations to power the growing fleet of electric vehicles
- An automatic bus wash to keep every vehicle looking fresh and road-ready
- A full-service maintenance facility capable of handling both EV and diesel buses
- A central hub where our drivers, dispatchers, mechanics, cleaners, shop team, schedulers, and management teams come together to operate Universal services



This centralized hub enhances our ability to provide greater efficiency, smoother coordination, and increased flexibility for our valued client, Universal.

We're grateful to be part of this exciting journey — and this is only the beginning.

Read on to learn more about the Mears team members who helped make this successful rollout a reality.





### AN EPIC LAUNCH

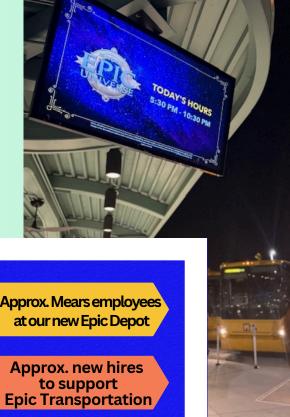
## YEARS IN THE MAKING

#### **Huge Shoutout to Karl!**

For the past two-plus years, Karl C., our VP of Maintenance and Engineering, has generously shared his expertise, time, and unwavering commitment to help bring our new operational vision to life for Epic Universe transportation. His leadership and deep technical knowledge have been instrumental every step of the way. If you see Karl around campus, be sure to give him a well-deserved high five — we couldn't have done it without him.

To the incredible team behind the launch — Bus Operations, Recruiting, Training, I/T, Maintenance/Shop, Scheduling...

Over the past many weeks, your dedication, adaptability, and relentless effort have been nothing short of remarkable. Standing up our Epic transportation operation was no small feat, and you made it happen with excellence and heart. Thank you for going above and beyond to make sure it all came together.



BY THE NUMBERS



11

**175** 

Hotels now on Universal property

New Electric Vehicles

we're operating

24/7

Operating hours of our new Epic Depot

And this team couldn't have done it without the incredible support throughout the **entire Mears organization**. Every department, every person, has played a part in our success with Epic. Take a moment to recognize the impact you've made — **this is truly a companywide win**.

# EPIC ADVENTURES AWAIT





#### **OUR UNIVERSE WILL NEVER BE THE SAME!**

Epic Universe is the most ambitious theme park Universal Destinations and Experiences has ever created, and it's being celebrated as a gamechanger for theme park entertainment. With more than 50 experiences ranging from groundbreaking attractions and entertainment to uniquely-themed dining and shopping, Epic Universe offers the highest levels of immersion and innovation.

Visitors will discover five themed worlds: Celestial Park, The Wizarding World of Harry Potter – Ministry of Magic, SUPER NINTENDO WORLD, Dark Universe, and How to Train Your Dragon – Isle of Berk. Anchoring the new park is Universal's Helios Grand Hotel, a majestic 500-room Loews property with one-of-a-kind views of Epic Universe. Helios guests also enjoy a dedicated park entrance (valid Epic admission required). The opening of Epic Universe promises to transform Universal Orlando Resort into a weeklong vacation destination.

"This is such a pivotal moment, and we're thrilled to welcome guests to Epic Universe," said Karen Irwin, President and COO of Universal Orlando Resort. "With the addition of this spectacular new theme park, our guests will embark on an unforgettable vacation experience with a week's worth of thrills that will be nothing short of epic!"



## EMPLOYEES OF THE MONTH

MAY 2025



## JAROL P. MOTOR COACH OPERATOR

One of Jarol's greatest strengths is his eagerness to assist others. His positive attitude and consistent smile help boost morale, and he approaches every situation with a teamwork mindset. This is especially beneficial when his shift takes him to and from the airport in the earliest hours of the morning. A recent "KUDO" from our airport team described how he is viewed as a "go-to person" when they need a driver to assist with multiple parties/stops,

helping to improve wait times and guest satisfaction. As a senior driver he serves as a valued role model for his co-workers. He also demonstrates his commitment to safety by maintaining a high Samsara score and a strong safety record. A frequent recipient of positive comments from guests and staff alike, Jarol sets a high standard for the important role of Mears Motor Coach Operator.

### ANTHONY C.-M. MEET & GREET COORDINATOR

Exceptionally hardworking and flexible, Anthony recently worked a very long week to ensure our second-busiest meet and greet period was a resounding success. He even set up a command center to improve efficiency and guest satisfaction. An adept multi-tasker, he consistently assists a variety of departments and partners, including Mears Connect, Universal Ops, Sales, Taxi Ops, Scheduling, Hello! Florida and GOAA, smoothly handling meet and greets ranging from high school students to corporate professionals. When faced with unique challenges for a client last month, Anthony communicated effectively to ensure they received seamless service. Our sales team and affiliates agree that Anthony has enhanced our meet and greet operation, and he has received glowing compliments for his professionalism and wisdom beyond his years.



#### ON THE MOVE

Kraige J., Senior VP of Motor Coach Operations, makes the following personnel announcements:



## TANAYSHA T., DIRECTOR OF CLIENT AND CONTRACT SERVICES

We offer well-deserved congratulations to Tanaysha T. on her promotion to Director of Client & Contract Services. Tanaysha began her career with Mears as a Client Service Manager in 2014, and over the next 11 years she served in multiple roles in our Luxury Operations, Sales, and Airport Operations. Previous positions included Operations Manager for Connect Customer Service and Assistant Director of Contract Services. Tanaysha brings a wealth of knowledge and experience, and as a valued member of the Bus Operations management team she has been instrumental in our continued growth and improvements. Congratulations and thank you for your continued service and dedication to Mears Transportation!

## SIMON M., DIRECTOR OF MOTOR COACH SCHEDULING

Simon's career trajectory within our organization exemplifies a commitment to professional growth and operational excellence. He began his tenure as a Motor Coach Operator in 2005, subsequently advancing to positions within Motor Coach Scheduling and then became Assistant Director of Motor Coach Scheduling. This progressive experience has provided him with a comprehensive understanding of our motor coach operations and scheduling complexities.



### ON THE MOVE



## PATRICIA G., ASSISTANT DIRECTOR OF MOTOR COACH SCHEDULING

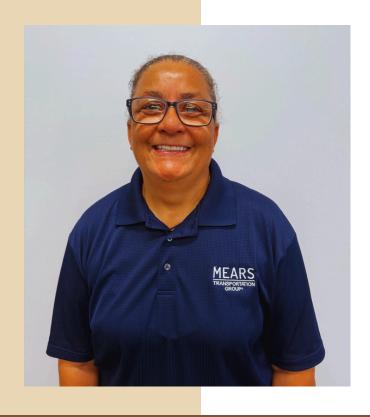
Please join in congratulating Patricia G. on her well-earned promotion to Assistant Director of Motor Coach Scheduling. Patricia has consistently demonstrated exceptional skill and dedication over the past 13 years in her role within our Motor Coach Scheduling department. This promotion recognizes her hard work and valuable contributions to our team. We're thrilled to see her take on this new leadership role and continue to help us operate smoothly.

## BEN A., SENIOR DRIVER MANAGER & CDL SCHOOL MANAGER

We're thrilled to announce a promotion for Ben A., Please join in congratulating him on his advancement to Senior Driver Manager and CDL School Manager. Ben started with Mears back in 2012 as a Motor Coach Operator. Soon thereafter he moved into a CDL Instructor role, followed by becoming a State Examiner. Ben has consistently proven his leadership and dedication to our in-house CDL Training Program as well as driver management. This expanded responsibility is a testament to Ben's expertise and commitment to developing our new hires. We're excited to see the positive impact he will make in these areas.



#### ON THE MOVE



### PAULA W., FIELD OPERATIONS & SAFETY MANAGER

Please join us in giving a warm welcome to Paula—the newest member of our Field Operations & Safety Management team! For 28 years, Paula was the cornerstone of Disney's Magical Express by serving in various roles, including Guest Operations team member and Resort Operations Manager. Paula has a passion for customer service and safety, and was a proven leader in her previous roles. In her new position she is a liaison between the Mears operations team, drivers, independent contractors and clients. Her responsibilities include handling exclusive motor coach moves, managing contracted services, and supporting taxi and luxury clients. Paula's proven ability to balance operational efficiency with unforgettable guest experiences makes her a perfect fit for our team. We are thrilled to have Paula's passion, expertise, and leadership on board —there's no doubt she will help us reach even higher standards of excellence. Welcome to Field Operations, Paula!

JOSE R., SENIOR OPERATIONS MANAGER, UNIVERSAL



Jose has been promoted to Senior Operations Manager for our Universal partnership. He began with Mears in January 2018, when he joined our Airport Division as a taxi starter. From day one, Jose impressed colleagues with his work ethic, leadership potential and natural ability to connect with guests and team members. He quickly rose through the ranks to Airport Supervisor, where he managed operations for shared-ride shuttles, taxi stands, SuperStar Shuttle, Disney's Magical Express and Mears Connect with precision and professionalism. In 2021, Jose was promoted to Client Service Manager, and soon after he joined our Field Operations & Safety Manager team. In this role, Jose took on critical responsibilities navigating complex safety events, building lasting relationships with contracted properties, and supporting independent contractors. His adaptability, poise, and solutions-oriented approach have made him a standout leader time after time. Now Jose steps into a new and exciting chapter as Senior Operations Manager for Universal. Based at the brand-new Universal Bus Depot, he will be our go-to leader and primary liaison for all things Universal, working with Universal's operations teams to deliver seamless transportation services. Jose will continue to be backed by our talented operations and field teams as he takes on this pivotal position.

### WELCOME ABOARD

#### George P., Field Operations & Safety Manager

We are pleased to announce that George P. has joined Mears as a Field Operations and Safety Manager, bringing 33 years of distinguished service in law enforcement, with a lifelong commitment to public safety and community care. George's professional journey began in NYC, where he laid the foundation for a career built on integrity, leadership, and resilience. After relocating to Central Florida, George served with honor at both Orange County Corrections and the Orange County Sheriff's Office, where his career flourished across a range of critical roles, including Field Training Officer, Major Crimes Detective and Corporal, before ultimately retiring as a Patrol Sergeant. George consistently demonstrated the calm under pressure and steadfast leadership that inspires those around him. In his role with us, George will apply his decades of field experience to build on and enhance his safety skills, support our resort operations, and uphold the exceptional standards our clients have come to expect. His unique perspective, forged in the front lines of public service, makes him a powerful asset to the team. Please join in a heartfelt welcome to George!





CONGRATULATIONS TO THIS DEDICATED GROUP OF NEWLY-CERTIFIED MOTOR COACH FIELD TRAINERS WHO RECENTLY COMPLETED OUR IN-HOUSE TRAIN-THE-TRAINER PROGRAM.

Brandon W.
Daniel B.
Ebony M.
Edwin Q.
Evator T.
Jeremy S.

Joe P.
Juan M.
Marvin V.
Radjiev B.
Ronnie P.

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.

## THRIVE IN '25 MONTHLY AWARDS

KUDOS TO THESE OUTSTANDING TEAM MEMBERS FOR THEIR RECENT ACCOMPLISHMENTS!

**EXTRA MILE AWARDS ANTHONY B., FIELD OPERATIONS ANTHONY C.-M., MEARS CONNECT DENISE R., CALL CENTER ELVIS G., MEARS CONNECT** FRANCO A., MEARS CONNECT **GEORGE P., FIELD OPERATIONS HEIDI Z., CALL CENTER JEFF D., MEARS CONNECT** JOSE R., M/C OPERATIONS **KIARA R., MEARS CONNECT LUCY G., MEARS CONNECT MARISOL B., MEARS CONNECT NATHALIE M., MEARS CONNECT PAULA W., FIELD OPERATIONS** PEDRO G., CALL CENTER / DISPATCH **RON F., FIELD OPERATIONS** TAKEISHA A., MEARS CONNECT **TERRENCE M., FIELD OPERATIONS TYLER H., FIELD OPERATIONS** YARIEL B., MEARS CONNECT



## HAPPY CUSTOMER AWARDS ERIN L., SALES JOSE U., SALES PEGGY N., SALES

## SAFETY FIRST CRISMARIE P., MEARS CONNECT STANLEY N., M/C OPERATIONS

SERVICE HEROES

ALEXIS F., MEARS CONNECT
AYRTON P., MEARS CONNECT
FRANK B., MEARS CONNECT
HEIDI Z., CALL CENTER
JOSEPH D., MEARS CONNECT
LUCY G., MEARS CONNECT
MARISOL B., MEARS CONNECT
NATHALIE M., MEARS CONNECT
RATNA F., MEARS CONNECT
YARIEL B., MEARS CONNECT

SUNSHINE AWARDS
FRANK B., MEARS CONNECT
LISA Z., AIRPORT TAXI OPERATIONS

**TEAM PLAYERS / BRIDGE BUILDERS ALICIA P., MEARS CONNECT ANDRICE J., M/C OPERATIONS ANSON J.-G., M/C OPERATIONS CORNELLIUSE D., M/C OPERATIONS DEBBIE V., ACCOUNTING DELAIN O., MEARS CONNECT DEMETRA D., M/C OPERATIONS** DON C., S/V OPERATIONS **DOUG H., MEARS CONNECT EARLE F., CALL CENTER / DISPATCH ELVIS G., MEARS CONNECT GREG D., AIRPORT TAXI OPERATIONS HEIDI Z., CALL CENTER JEFF S., FACILITIES MAINTENANCE JOHN M., S/V OPERATIONS JONATHAN M., M/C OPERATIONS JONATHANE L., AIRPORT TAXI OPERATIONS KACEY T., CALL CENTER KEANDRA D., M/C OPERATIONS KIARA R., MEARS CONNECT KUIESE L., MEARS SELECT KYLE G., AIRPORT TAXI OPERATIONS** 

TEAM PLAYERS / BRIDGE BUILDERS, CONT'D LUIS C., M/C OPERATIONS MARIA G., S/V OPERATIONS MAURICE P., S/V OPERATIONS **MELISSA P., AIRPORT OPERATIONS MILTON F., MEARS CONNECT NATHALIE M., MEARS CONNECT OSMAN I., S/V OPERATIONS RAFAEL M., M/C OPERATIONS RATNA F., MEARS CONNECT ROB W., S/V OPERATIONS** SALIM K., M/C OPERATIONS **SAM P., MEARS CONNECT** SYED J., M/C OPERATIONS **WAYNE R., S/V OPERATIONS** YOLANDA J., MEARS CONNECT **YVETTE S., EXECUTIVE ASSISTANT** 

NEXT-GEN MENTORS

DELAIN O., MEARS CONNECT

PAMELA W., ACCOUNTING

**PILLARS** 

ANTHONY C.-M., MEARS CONNECT GREG D., AIRPORT TAXI OPERATIONS KACEY T., CALL CENTER

BIG BRAIN AWARDS
KRAIGE J., M/C OPERATIONS
RUBEN G., M/C OPERATIONS

RISING STARS

ANDY T., MEARS CONNECT

BETTY G., AIRPORT TAXI OPERATIONS