SCAN ME

October 2026

MEARS IN MOTION

Greetings, Team Mears!

As we approach the holiday season, this is a great time to catch up on several exciting changes, reflect on our accomplishments, and look ahead to 2027. First and always foremost, thank you! Thank you all for your continued hard work, dedication, and enthusiasm. Day in and day out, you put our guests and one another first. Your commitment to safety, creative problem-solving, service recovery, teamwork, and clear communication is what keeps our wheels turning and our business moving forward. It's not always easy, and certainly not every day goes as planned, but how we respond, recover, and work together is what sets Mears apart. That is something each of you should be proud of. I know I am.

So, what's changed this year? Quite a bit:

- Our Universal Depot: We've settled into our new depot at Universal and continue to find ways to improve efficiencies and coordination across our multiple operating locations.
- Taxi Business Transition: We successfully completed the sale of our taxi business, a strategic decision that allows us to sharpen our focus and invest in the future of our other fleets and services. We continue to work closely with the new taxi ownership and team as we move forward.
- Business Growth: We've welcomed new business and new partners while continuing to expand our relationships with existing clients. This is a testament to the reputation we've built and the confidence our partners place in our team.
- And one more exciting change: We've accomplished something that has been a vision of mine for quite some time: bringing our communication teams together under one roof! We've relocated our Communication Center to Bus Operations and are transitioning toward a centralized communication operation for most of our services. While a few operations, such as Universal Attractions Shuttles, will continue to function independently, the teams that should be working side-by-side now have the opportunity to do exactly that.

Why is this important?

Because better communication leads to better operations. Having our dispatchers, call center representatives, supervisors, and management teams working together allows us to:

- Respond more quickly to operational needs and unexpected challenges
- Improve service recovery and reduce the time it takes to resolve issues
- Strengthen coordination and communication between teams and across fleets
- Make better use of our people, vehicles, and resources
- Share knowledge, improve decision-making, and ultimately deliver a more consistent experience for our guests and clients

This is still very new, particularly for those working within the center, and we will continue to learn, adjust, and improve. Change isn't always easy, but I truly believe this will make us a stronger, more efficient, and more connected organization. Thank you to everyone who has embraced the transition and helped bring this vision to life.

Your efforts are noticed and appreciated!

With Thanksgiving just a month away, I want to express how grateful I am for each of you. Our business operates around the clock, through weekends, holidays, busy seasons, and everything in between. I recognize the personal sacrifices that come with that commitment, especially during a time of year when so many are focused on family and friends. Our success is never the result of one person or one department. It takes every part of Team Mears working together, and I couldn't be more appreciative of the team we have.

As we move through the holiday season and prepare to welcome a new year, I hope each of you finds time to enjoy the people and moments that matter most. We have much to be thankful for, much to celebrate, and plenty to look forward to in 2027. Thank you again for everything you do. Wishing you and your families a wonderful Thanksgiving, a happy and safe holiday season, and a healthy, successful New Year. Let's finish 2026 strong!

Rebecca K. H., President

Going the Last Mile Together

Mears Connect & ScooterBug Orlando Announce Collaboration



Central Florida's leading transportation and mobility providers are teaming up to make **the visitor journey** more seamless - from getting to Walt Disney World Resort to getting **around once there.** By bridging transportation and mobility, we help guests plan their needs **before they arrive, while reducing the time and effort required to research and coordinate services. Less planning, less logistical stress, less time spent figuring things out.**

We are excited to partner with a company who is as focused on the guest experience as we are! For a limited time, guests who book both Mears Connect and ScooterBug receive an additional 10% discount when they make their reservations through our web booking links.

ScooterBug®

As the exclusive mobility device (strollers, ECVs, wheelchairs) provider for Walt Disney World, ScooterBug is the only company who can drop off at Disney resort bell stands with no guest meet & greet required, thereby saving precious vacation time. They have been a Disney-trusted provider since 2019 and have a 4.5-star rating on Google.



Employees OF THE MONTH

Anthony G.
Motor Coach Operator



Congratulations to Anthony G., a dedicated Motor Coach Operator who makes Safety and Enthusiasm his top priorities. Since joining Mears in September 2022, he has maintained an outstanding attendance record and zero at-fault accidents. Known for his exceptional time-management and route accuracy, Anthony contributes daily to our operational Efficiency. Recently a Swan resort guest praised his attentive service as “Fantastic!” on a trip to Magic Kingdom. Kind, punctual, and professional, Anthony makes guests feel welcome while setting an excellent example for fellow Mears drivers.



Eugene P.
Porter

Eugene’s hard work and cheerful attitude shine throughout Mears. From transforming the Epic parts room loft to meticulously power-washing, painting, and organizing various workspaces, he takes pride in making our facilities better. Recently his initiative and attention to detail have supported multiple departments and kept key projects moving forward at our different locations. Since joining Mears this past March, Eugene has brought energy, Integrity and Enthusiasm to every shift, and we’re grateful for his continued positive impact.

ON THE MOVE: DAVID T.

Please join in congratulating David T. on his recent promotion from Taxi Recruiting Supervisor to **Mears Training Manager**. Dave began his transportation career as an independent Mears taxi driver in 2000, joined our employee team as a Recruiter/Trainer in 2005, and stepped up to the role of Taxi Recruiting Supervisor in 2007. A U.S. Navy veteran with ten years of service, Dave brings a wealth of experience to this next chapter of his civilian life. His military career included serving aboard the USS Stonewall Jackson ballistic-missile submarine, plus a two-year stint as Nuclear Power Program Coordinator for the Navy's Chicago Recruiting District. That background, combined with his firsthand professional experience behind the wheel, gives Dave a valuable perspective on equipping our team members for success. Outside of work, he enjoys board games, cycling, and Corvette rides with his wife of 37 years. He is also the proud father of two sons, and Grandpa to two granddaughters. Congratulations, Dave! We look forward to your continued contributions at Mears.



3rd Quarter Raffle Winners



Kimberlee W.
Connect Dispatcher
Tire Inflator/Compressor



Andrice J.
Motor Coach Operator
Mickey & Minnie Ice Cream Maker

Ronald M.
Motor Coach Operator
Shiatsu Massage Pillow



Congrats! 20-Year Anniversaries



José D.,
Motorcoach Operator



Beatriz M.,
Accounting Manager


5K
Gingerbread RUN
Under the Lights
SATURDAY, DECEMBER 5, 2026 • 6:00PM
Presented by
City National Bank of Florida
Join us for an evening of family fun during our annual Gingerbread Run 5K, held under the festive lights of the Village!
If you'd like to participate, contact Phorky@mears.com or call Philip at 407-254-0618 for more information.
Featuring:
A themed medal for all Finishers
Pre & Post Run dance party
Village Characters
And more festive fun to kick-off the holiday season!
Give Kids The World Village – 210 S Bass Road, Kissimmee, FL 34746
Benefiting
Give Kids The World Village
EXPERIENCE
Kissimmee
FLORIDA



Nat'l Boss's Day



On Friday, October 16, a group at Bus Operations came together to celebrate National Boss's Day by decorating the lobby and doors of our leadership team as a gesture of appreciation and recognition. Snacks were also on-hand for all to enjoy.







This meaningful act went beyond decorations. It reflected character, teamwork, and genuine appreciation by those who took the time to recognize the leaders guiding and supporting them every day. Their thoughtful efforts demonstrated that strong workplace relationships are built not only through professional responsibilities but also through respect, gratitude, and a willingness to make others feel valued. Thank you Aruis, Keandra, Eduardo, and Sheldon for this creative celebration of National Boss's Day!



A Time to Learn, Share and Celebrate

From September 15 through October 15, we honored the vibrant cultures, traditions, and achievements of Hispanic and Latino Americans. Their creativity, leadership, and service continue to enrich our communities, our country, and our workplace. This annual celebration begins on September 15 because the date is connected to the independence anniversaries of several Latin American countries.

Fun Facts:

- **About one in five U.S. residents is Hispanic, the second-largest group in the country.**
- **Nearly 496,000 U.S. businesses were listed as Hispanic-owned in the recent census.**
- **One in five active-duty military personnel identify as Hispanic or Latino.**
- **With 65.5 million people who speak Spanish (both native and proficient speakers), the U.S. has the second-largest Spanish-speaking population in the world, trailing only Mexico. Projections estimate that by 2050 one in three Americans will speak Spanish.**
- **Approximately 15% of CDL holders in the U.S. identify as Hispanic or Latino, according to recent census data.**
- **34% of Mears employees are Hispanic or Latino.**

¡Celebremos Juntos!
Let’s keep the spirit of connection and appreciation going all year long.

YOU Matter!

In recognition of Suicide Prevention during the month of September, Mears team members took time to write positive, encouraging messages on paper hearts distributed throughout the company. Your kind words are a beautiful reminder that even small acts of kindness can make a big difference.

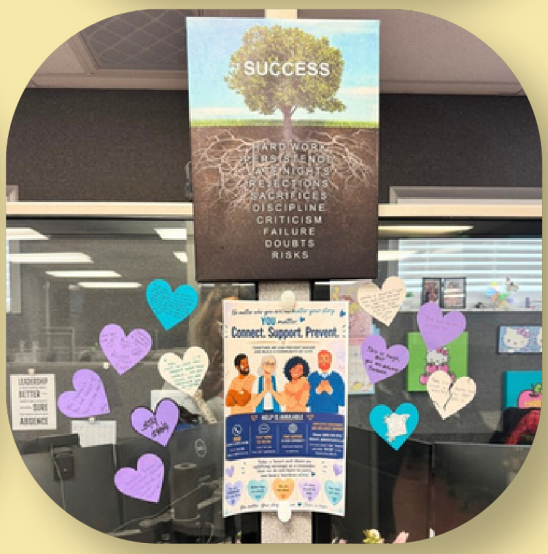












Call or text 988 to reach the National Suicide and Crisis Lifeline.



Driven to Deliver

Sales Manager Ortancis G. received this note of appreciation from Thais C., Events Manager with Akerman LLP:

"I wanted to thank you for your assistance in coordinating the shuttle transportation for yesterday's event. We appreciate your support, as well as the efforts of your team, in helping ensure everything ran smoothly. We enjoyed working with you and look forward to partnering together again in the future. Thank you again!"

MONTHLY AWARDS

KUDOS TO THESE OUTSTANDING TEAM MEMBERS FOR THEIR RECENT ACCOMPLISHMENTS!

TEAM PLAYERS/BRIDGE BUILDERS

AHMED I. - BUS OPS
ARIUS G. - BUS OPS
DAVID D. - CALL CENTER
EDUARDO B. - LUXURY DISPATCH
EDWIN Q. - BUS OPS
ELIZABETH F. - CONNECT
ERIKA M. - SPECIAL ACCOUNTS
FRANCIS J. - BUS OPS
FRANCO A. - BUS OPS
JACK H. - BUS OPS
JAMES L. - BUS OPS
JAROL P. - BUS OPS
JESSE H. - BUS OPS
JOHN M. - SHUTTLE OPS
JONATHAN P. - BUS OPS
JOSE D. - BUS OPS
JOSEPH B. - BUS OPS
JOSEPH D. - CONNECT
KIBERA W. - ACCOUNTING
KIMBERLEE W. - CONNECT
LEVERENZEL B. - BUS OPS
LUCY G. - CONNECT
MARCELA D. - BUS OPS
MARVIN V. - BUS OPS
MICHAEL P. - LUXURY DISPATCH
OSMAN I. - SHUTTLE OPS
PAULA W. - BUS OPS
RAFAEL M. - BUS OPS

MONTHLY AWARDS

KUDOS TO THESE OUTSTANDING TEAM MEMBERS FOR THEIR RECENT ACCOMPLISHMENTS!

TEAM PLAYERS/BRIDGE BUILDERS

RALPH F. - BUS OPS
RICHARD P. - CONNECT
RODNEY D. - BUS OPS
RUEBEN S. - BUS OPS
SALIM K. - BUS OPS
SANDRA B. - SPECIAL ACCOUNTS
SHELBEY W. - LUXURY DISPATCH
STANLEY N. - BUS OPS
TAMILVANAN G. - BUS OPS
TERI D. - SELECT
VIRGINIA V. - BUS OPS

RISING STAR

AISHA A. - CUSTOMER SERVICE
BRIAN P. - CUSTOMER SERVICE
GYNEISKA E. - SELECT

SAFETY FIRST

JOACHIM J. - BUS OPS
KIMBERLEE W. - CONNECT
TAKEISHA A. - CONNECT

MONTHLY AWARDS

KUDOS TO THESE OUTSTANDING TEAM MEMBERS FOR THEIR RECENT ACCOMPLISHMENTS!

EXTRA MILE AWARDS

AHMED I. - BUS OPS
ANTHONY S. - SHUTTLE OPS
DAVID R. - ACCOUNTING
DOUG H. - CONNECT
JOSE D. - BUS OPS
KIMBERLEE W. - CONNECT
LEVERENZEL B. - BUS OPS
LINDA C. - SPECIAL ACCOUNTS
MAURICE P. - SHUTTLE OPS
MAX R. - BUS OPS
REGUY D. - BUS OPS
SAM P. - CONNECT

BIG BRAIN AWARD

MARINA F. - CONNECT

PENNYWISE AWARDS

GIOVANNY G. - CONNECT
YARIEL B. - CONNECT

MONTHLY AWARDS

KUDOS TO THESE OUTSTANDING TEAM MEMBERS FOR THEIR RECENT ACCOMPLISHMENTS!

HAPPY CUSTOMER AWARDS

JESSICA N. - BUS OPS

RAMIRO R. - SELECT

TERI D. - SELECT

SERVICE HEROES

CORNELLIUSE D. - BUS OPS

DELAIN O. - CONNECT

GLENDA T. - SPECIAL ACCOUNTS

LUCY G. - CONNECT

MARISOL B. - CONNECT

NATASHA L. - CONNECT

ONEIL M. - CONNECT

TAKEISHA A. - CONNECT

CHRISTINA V. - SOCIAL MEDIA/GUEST ENGAGEMENT

MONTHLY AWARDS

KUDOS TO THESE OUTSTANDING TEAM MEMBERS FOR THEIR RECENT ACCOMPLISHMENTS!

PILLAR AWARDS

DELAIN O. - CONNECT

MARISOL B. - CONNECT

NEXT-GEN MENTORS

ANGEL L. - ACCOUNTING

REBEKAH R. - CONNECT CUSTOMER SERVICE

SUNSHINE AWARDS

PAMELA W. - ACCOUNTING

SANDY T. - SPECIAL ACCOUNTS

TRUDY M. - SPECIAL ACCOUNTS

THIRD QUARTER LOYALTY CLUB

Congratulations to these members of our Loyalty Club, celebrating employment anniversaries in the Third Quarter of 2026.

26+ Years

KAREN P.

CRYSTAL J.

ORTANCIS G.

EDWIN D.

MANUEL M.

GERTRUDE M.

KRISTA E.

DAVID R.

24 - 21 Years

DENNIS A.

ROBERTO L.

DANIEL B.

JACK H.

MERRY M.

SAMANTHA S.

CARLOS M.

DAVID T.

JAMES D.

20 Years

JIMMIE W.

JOSE U.

THERESA A.

19-16 Years

FALETH D.

JONES J.

NELSON M.

PATRICIA G.

ERIN L.

ALEJANDRO B.

DONALD M.

RICHARD S.

15 Years

CINDY P.

GIANFRANCO B.

RITA C.

SHIEVA J.



Congratulations to these members of our Loyalty Club, celebrating employment anniversaries in the Third Quarter of 2026.

14-11 Years

EDWIN G.

JULIO D.

KERI G.

MAX R.

RODOLPHE P.

EDWARD W.

ELIU C.

EXIE S.

LEVERENZEL B.

QUINILIO P.

REBECCA H.

YOUNESS H.

RICKY C.

ROBERT C.

GREGG M.

JEAN T.

JORGE D.

10 Years

GUSTAVO P.

JESUS D.

NELSON M.

9-6 Years

CARLOS A.

EDWARD P.

INNOCENCE B.

CHARLIE R.

MONTA W.

ANDRICE J.

CLAUSEL C.

KASEY S.

RICKEY S.

YARIEL B.

5 Years

ALBERTO T.

ANDREW R.

CARLOS L.

DOUGLAS H.

HANK S.

JACQUELINE R.

JEAN S.

JOHNNY H.



Congratulations to these members of our Loyalty Club, celebrating employment anniversaries in the Third Quarter of 2026.

5 Years

JOSEPH T.

KIBERA W.

LOUINE C.

MATT I.

NELSON B.

NICHOLAS P.

OMAR R.

RICHARD M.

SHAKIA G.

TERI D.

TOMMY G.

4-2 Years

AHMAD L.

ALLISA W.

ANTHONY G.

ARTHUR D.

CHRISTOPHER L.

DAVID D.

DEMETRA D.

ERIC B.

4-2 Years

GREGORY C.

KIMBERLEE W.

MARK S.

RAY R.

ROBERT M.

SAMANTHA G.

STANLEY N.

STONE F.

TAMILVANAN G.

AKEED F.

ALEXIS A.

BRADY M.

CHARLIE M.

DAVE N.

DAVID S.

GILBERT T.



Congratulations to these members of our Loyalty Club, celebrating employment anniversaries in the Third Quarter of 2026.

4-2 Years

HAROLD C.

JOAO M.

KENNETH M.

KEVIN H.

KEVIN Q.

MANUEL F.

MAURICE B.

MERIANE V.

MILTON D.

NATHALIE M.

NOAH H.

PAUL B.

REHA O.

ROLANDO C.

RONALD M.

SHELDON W.

STEPHEN C.

TAKEISHA A.

ANDERSON R.

ANDY P.

ANTHONY D.

BENNY V.

4-2 Years

DOMINICK Z.

EDWIN Q.

ETIENNE C.

EVERETT L.

GIOVANIE M.

JESUS T.

JONATHAN C.

JONATHAN P.

JOSE P.

KEDNET J.

KIMIA F.

LASHAVIOUS H.

MARVIN V.

NICKOLAS C.

RAFAEL C.

WOLF P.



Congratulations to these members of our Loyalty Club, celebrating employment anniversaries in the Third Quarter of 2026.

1 Year

ANDRE B.

ASHLEY R.

ASHLYNE J.

BONNIE H.

CELESTE R.

CHRISTOPHER G.

COLEEN W.

CYDNEY F.

DARREN C.

DENESHA B.

DESTINY W.

DEXTER B.

DIANE U.

DJIMMY L.

EDUARDO R.

EILYSHA C.

FELICITA F.

FRANK M.

FREDDY L.

GASTON G.

HAVA S.

HUNT L.

JAMES D.

JAYLEN M.

JOHNATHAN S.

JOSE A.

KECIAH C.

KENYA D.

LARRY E.

LATOYA J.

LISANDRA O.

LOUISE D.

LOUISMISE P.

LUIS S.

MERDICE G.

MICHAEL P.

MICHELLE P.

NELSON O.

RICKY S.

ROGER E.

SCOTT P.

SCOTT C.

SHANE C.

SILYN J.

TANIA C.

TYLER D.

WILLIAM H.