

March 2022

# MEARS IN MOTION



We kickstarted our Motor Coach Driver Performance Incentive on Friday, April 1st! This new program allows motor coach operators to earn additional hourly dollars, based on drive time. Drivers can earn up to \$2.00 additional per driving hour, based on monthly performance. The eligibility requirements include both safety and attendance.

The Special Olympics Games are being held in Orlando this June, and Mears is proud to be a partner! Watch for updates in the coming weeks.



SPECIAL OLYMPICS  
**USA GAMES**  
ORLANDO 2022



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# GRATITUDE '22

## MARCH AWARDS

Congrats to these outstanding team members for their recent accomplishments! Each will be automatically entered into our next Gratitude '22 quarterly drawing.

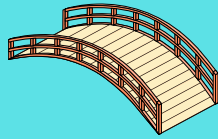
### Big Brain Awards

John M., Accounting  
Simon M., MC Operations



### Bridge Builder Awards

Bobby K., MC Operations  
Brian C., IT  
Candido C., IT  
Cristal L., MC Operations  
Crystal J., Accounting  
Franco B., MC Operations  
Justin L., IT  
Nick P., SV Operations  
Nicolette P., HR  
Pedro R., MC Operations  
Robert T., Call Center



### Extra Mile Awards

Alan P., MC Operations  
Christie V., Call Center  
Danny C., MC Operations  
Erin L., Sales  
Franco B., MC Operations  
Gail O., Accounting  
Jacqueline W-M., (recognized 3x),  
Special Accounts  
Jacquelyn P., Call Center/Dispatch  
Jeff S., Maintenance  
John M., SV Operations  
Jose U., Sales  
Patricia G., MC Operations  
Pedro L G., MC Operations  
Peggy N., Sales  
Rachel B., Sales  
Rene M., HR  
Rita C., IT  
Robert T., Call Center  
Rosa P., Accounting  
Teresa U., Call Center/Dispatch



### Happy Customer Awards

Danny C., MC Operations  
Jose V., MC Operations  
Latasha V., Sales  
Linda C., Call Center/Customer Service  
Mark F., Mears Connect  
Rob W., SV Operations  
Rueben S., MC Operations  
Samantha S., Sales  
Teri D., Special Accounts  
Tommy G., SV Operations



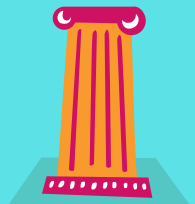
### Next-Gen Mentors

Beatriz M., Accounting  
Froilan R., SV Operations



### Pillar Awards

Adalisa J-K., Accounting  
Beatriz M., Accounting  
Carla M., Mears Connect  
Cliff M., MC Operations  
Cristal L., MC Operations  
David R., Accounting  
Gilbert S., IT  
Heidi Z., Call Center/Customer Service  
Joshua R., Accounting  
Justin B., Accounting  
Karla M., Call Center/Dispatch  
Karleen S., Sales  
Lydia C., HR  
Sandra B., Special Accounts  
Sarah B., Sales  
Yessica G., MC Operations



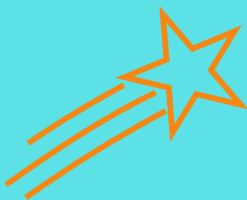
# GRATITUDE '22

## MARCH AWARDS

Continued...

### Rising Stars

Chavonne M., Mears Connect  
Cory D., SV Operations  
Ethan N., MC Operations  
Terrence M., MC Operations  
Xica G., MC Operations  
Yessica G., MC Operations  
Yvonne G., Call Center



### Safety First Award

Joanna M., Maintenance



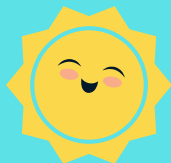
### Service Heroes

Tanaysha T., Airport Operations  
Tony P., Special Accounts



### Sunshine Award

David T. (recognized 2x),  
LV Operations  
Rebecca Horton, Operations



### Team Players

Amy F., Accounting  
Ben A., MC Operations  
Bobby K., MC Operations  
Bryan P., Accounting  
Cinthia C., Airport Operations  
David M., SV Operations  
Dylan J., MC Operations  
Jimmy W., MC Operations  
Joanna M., Maintenance  
Joshua R., Accounting  
Kibera W., Accounting  
Nancy K., Accounting  
Robert M., Taxi Operations  
Simon M., MC Operations  
William B., Mears Connect  
Yvette B., Accounting



## SHOUT-OUT SPOTLIGHT



Carla M., Meet and Greet Coordinator Supervisor, sends special thanks to our airport staff:

*"I'm recognizing the entire staff that works for Mears at the Airport for Connect, Taxi, Universal, Disney Cruise Line and Meet & Greet. The last few months have been challenging for everyone as the volume of guests continues to climb. You have stepped up and risen to many situations. There are no words that can express my appreciation for everything that has been done to help our area thrive and grow. Sounds corny but I know without a majority of you saying 'yes' to assisting the various staffing shortages, we would be unable to do what we do. Thank you!"*

Thank you, Airport Team, for going the Extra Mile!

# EMPLOYEE SPOTLIGHT

With great appreciation, we extend a heartfelt CONGRATULATIONS to two Mears team members on achieving a remarkable milestone of 30 years of service! We honor these Mears leaders and the part that they play in maintaining our performance levels and our commitment to excellence.



**Senior Motor Coach Operator Tim B.** joined Mears in 1992 as a shuttle van driver and worked in the shuttle division through 1997. He then joined the Motor Coach Division as an Operator in 1997 and still serves in that capacity today. He leads our motor coach drivers in seniority as the #1 most senior driver. His peers have this to say: "Tim is the quintessential friend and work associate. He's always ready with an uplifting comment or a quick and funny response to any given situation. I could never catch him off guard! Tim's humor always brightened the day." – Joe G. (retired Mears Driver).

Through the years, Tim's talents and efforts have helped our success. We celebrate his many accomplishments and his long-standing commitment to excellence.

**Ron F., Senior Staff Leader for the Client Service Division,** began his career at Mears in 1991 in the Guest Services Department, where he was responsible for overseeing the Dolphin, World Center Marriott and the former Grosvenor resorts. Ron was promoted to a Field Manager position and joined the Bus Operations Team in 1998. He served in that capacity until 2003, when he tackled a new challenge as the Operations Manager for our Carnival Cruise Line service, through 2017. Ron has also served in other roles as a leader at Bus Operations as needs demanded. Through the years he has been a valuable team player and has earned deep respect from his peers. Ron has demonstrated strength in leadership through his level-headed and logical approach to challenges, and Associate Director of Bus Operations Franco B. says, "You can always count on Ron to come through in a pinch. His work knowledge and skills are only surpassed by his endless supply of trivia on a wide range of topics. We all enjoy Ron's leadership and working with him!"



**Congratulations to both Tim and Ron on achieving your 30-year milestone anniversary! We know you've worked hard for this accomplishment and we appreciate your dedication and loyalty.**

If you have a news item or story you'd like Mears In Motion to consider publishing, please submit it to [Motion@Mears.com](mailto:Motion@Mears.com)

# ON THE MOVE

Karl C., V.P. of Maintenance & Communications, makes the following personnel announcement:

*"I am excited to announce the promotion of **Hugh D.** to the position of **Mears Motor Coach Service Manager**. Throughout Hugh's 24 year tenure as the Parts Supervisor for Bus, he's shown tremendous work ethic and savvy in sourcing parts and saving money for our bus parts department. He has extensive knowledge of our motor coaches as well as the shop operation and is always willing to step in and assist outside of his role.*

*In Hugh's new role, he will be responsible for the day to day operations of the bus shop and its employees, overseeing all bus maintenance, along with maintaining responsibility over the parts department.*

*"Please join me in congratulating Hugh on his new role!"*

## CUSTOMER COMMENT

Krisztina T., Director of Digital Marketing, sends this customer shout-out for  
**Shuttle Van Driver Wayne R.:**

*"The customer left her phone on the van. It was late and Wayne's last drop-off for the night. This was the end of his shift but he brought the phone back to her! The customer said, 'That driver was so nice! Shout out to Mears Connect. Wayne, you're the real MVP and Mears Connect, thank you.'"*

Krisztina adds:

*"This is why travel agents and customers keep coming back to Mears. This is the time to strengthen our business and to go above and beyond for each customer on every level. We can win hearts and minds by always providing exceptional customer service; - one of our cornerstones."*



**Congratulations to these members of the Loyalty Club,  
celebrating employment anniversaries in the First Quarter of 2022.  
Each will be automatically entered into our next  
Gratitude '22 quarterly drawing.**

**26+ Years**

Bret V., 37 years  
John W., 33 years  
Nick S., 33 years  
Tim B., 30 years  
Jeanne H., 28 years  
Butch S., 27 years  
Luis L., 27 years  
Daniel O., 26 years  
Felix R., 26 years  
William R., 26 years

**25 Years**

Lynn P.  
Ozzie D R.

**24 - 21 Years**

Carolyn D.  
Gregory M.  
Horace B.  
Robert M.  
Nestor S.

**20 Years**

Gilbert W.

**19 - 16 Years**

Simon M.  
Elsa A.  
Ray R.  
Tyler H.

**15 Years**

Dominique A.  
Edwin R.  
Ernesto R.  
Mauricio S.  
Rockland S.  
William S.

**14 - 11 Years**

Carl H.  
Daniel B.  
Donna S.  
Puran B.  
Joel M.  
Cliff M.  
Cornelliuse D.  
Gary L.  
Steven J.  
Vassel V.  
John M.  
Laurel R.  
Norma G.  
  
**10 Years**  
Bradley L.  
Brian D.  
Randolph P.  
Robert U.



# First Quarter Loyalty Club

Continued...

## 9 - 6 Years

Arlyn M.  
Boyd R.  
Cristal L.  
Deron D.  
Carla M.  
Jean H.  
Marvin G.  
Raquel R B.  
Raymond H.  
Robert L.  
Thomas L.  
Thomas S.  
Ahmad I.  
Elvin I.  
Jaqueline M.  
Jose C V.  
Liubisa S.  
Luis Z.  
Robert M.  
Rueben S.  
Segundo C.  
Thomas K.  
Vicente G.

## 5 Years

Anibal A.  
Christie V.  
Jesse R.

## 4 - 2 Years

Babalola O.  
Darrell D.  
Dominic D P.  
Jeffrey B.  
Jehu J.  
Joanna M.  
John C.  
Jose R.  
Justin H.  
Mery G.  
Miguel S.  
Noldy S J.  
Scott C.  
Trey W.  
Alexander J.  
Daniel H.  
Erica M.  
Gansham P.  
Krisztina T.  
Nicolette P.  
Onofre P.  
Rossini D.  
Ruth G.  
Tom M.  
Yvette B.  
Alexis D.  
Daniel R.  
Eduardo B.  
Robert T.

## 1 Year

Brian C.  
Charita J.  
Christopher C.  
Enailym G.  
Gir G G.  
Jesus D V.  
John B.  
Jonathon B.  
Kathleen P.  
Kueise L.  
Latoya P.  
Leilani G.  
Luis O-R.  
Michael Q.  
Sheriff S.  
Stephan G.  
Terrence W.

