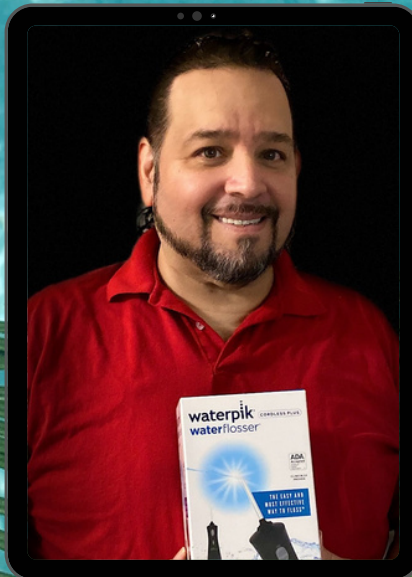


# MEARS IN MOTION

**Congratulations to these winners of our  
2nd Quarter Gratitude '22 Drawing!**



**Jeanette H.,  
MC Operations  
*Garmin Forerunner 45  
Smartwatch***



**George R.,  
MC Operations  
*WaterPik  
Water Flosser***

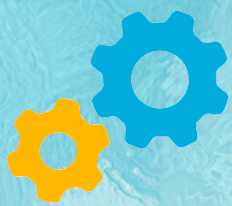


**Jose V.,  
MC Operations  
*Ninja Air Fryer***

## **Inside This Issue...**

- Maintenance Team Spotlight
- June Recognition
- 2nd Quarter Anniversaries





# Maintenance Matters



*Did you know...*

**Mears vehicles travel a combined distance of more than 37 MILLION miles in a typical year, which equals more than 1,400 trips around the world, or 77 trips to the moon and back. That is a LOT of wear and tear on the fleet! This month's Team Spotlight celebrates our dedicated vehicle maintenance teams, working around the clock to keep all 1,040 vehicles safely on the road.**

**What is the "secret sauce" that keeps our maintenance operation running like a well-oiled machine? According to Karl C., VP of Maintenance and Communications, three ingredients are key: *"Great people who work hard, get along well, and care about their work."***

## Two Teams, One Mission

Hugh D., Motor Coach Service Manager, has been with Mears since 1997, and Ariel C., Director of Facilities and Small Vehicle Maintenance, joined us in 2013.

They oversee all aspects of maintenance for their respective fleets, which includes supervising service and deadline mechanics, making decisions about repairs, forecasting repair trends, coordinating with outside vendors, and managing parts inventory to match our needs.



Ariel C.  
Director of Facilities  
& Small Vehicle Maintenance

Two distinct teams perform an array of services onsite, including preventative maintenance, oil changes and 87-point inspections, DOT annual inspections, tire changes, alignments, brakes, pumps, transmission repair and engine work. Our small vehicles are serviced downtown at 324 West Gore St., while motor coaches and other large vehicles are maintained by a different team at our 1724 West Gore St. facility. Most body work, upholstery and windshields are sent offsite, although the bus facility does have a body shop that handles minor body repairs.

Regardless of vehicle type or job description, both service teams agree that their work is vital for the comfort and safety of our drivers and guests.



Hugh D.  
Motor Coach Service Manager

## Experts In Our Field

Because our fleets travel so many miles each year, our shops can provide vehicle manufacturers with valuable real-world data on how parts and equipment hold up over time. In fact, we have ongoing partnerships with numerous corporations to assist with quality assessment and equipment improvements. In the small vehicle shop those include relationships with Ford, Chevrolet, Toyota, Mercedes and Volvo. The bus facility maintains partnerships with Van Hool, Freightliner and New Flyer manufacturers. And with so many hybrid vehicles in our fleet, we're considered the region's foremost expert in hybrid repairs.



*Large Vehicles Fleet Maintenance Team Members*



## By the Numbers

- 75:** Talented employees in our two maintenance departments
- 12:** Different maintenance-related roles at Mears
- 87:** Individual inspection points included with an oil change
- 26:** Number of years our most-senior motor coach mechanic, Angel D. R., has worked at Mears
- 37:** Number of years our most-senior small vehicles mechanic, Mark W., has worked at Mears
- 320:** Total number in our large vehicles fleet (Motor coaches, transit buses, trolleys & mini-buses)
- 720:** Total number in our small vehicles fleet (Taxi vans, hybrid sedans, wheelchair-accessible vans, luxury sedans, luxury SUVs, shared-ridemshuttle vans, stretch limos & executive vans)
- 45,000:** Bus washes completed annually

In addition to mechanics, our service departments also include vehicle detailers, cleaners, tire technicians, radio experts, parts counter persons, custodians and administrative professionals. Our maintenance teams work day and night to keep our vehicles safely on the road, and we are grateful! *Read on to meet just a few of these talented people.*







**RAY R.**

**DEADLINE MECHANIC, SMALL VEHICLES**

"I love working for Mears. We are able to have high-mileage vehicles because we're good at what we do. We're on the front line when it comes to safety and maintenance. The safety of our drivers and passengers comes first, before everything else. I like working on different problems every day, and especially working on hybrids. I have been a mechanic for 30 years!"

I'm an ASE Certified Master Technician and Hybrid Technician."

Originally from: New York

Years with Mears: 16

Fun Fact: "I garden and grow tomatoes, peppers, beans, spinach, okra and eggplant."

**ALEX R.**

**LEAD MECHANIC, MOTOR COACHES**

"I'm happy working here; drivers come straight to me to ask questions, and I enjoy helping them. I also like it when I get a bus with a problem like a Check Engine light. I feel really good when I can run diagnostics and fix that bus. It's like I'm a detective solving a case."

Originally from: Puerto Rico

Years with Mears: 7

Fun Fact: "I love riding motorcycles & jetskis; fast toys!"



**RICHARD L.**

**MECHANIC, SMALL VEHICLES**

"I maintain cars, rebuild front ends and perform alignments; my work is second nature to me. In the shop we are doing everything we can to keep the vehicles on the road."

Originally from: New Jersey

Years with Mears: 15

Fun Fact: "I love offshore fishing. I'm proud of the 25-pound bull mahi that I caught."







*Antonio A., M/C  
Service Lead*



*Small Vehicles Fleet Maintenance Team Members*



*Manny M., M/C  
Shop Supervisor, 2nd Shift*

### **VIC B.**

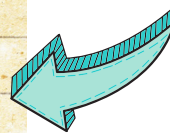
#### **SHOP SUPERVISOR, SMALL VEHICLES**

"I'm involved in anything associated with our mechanics - assigning work, ordering parts, and also being a mechanic myself. I enjoy what I do every day. I like to solve issues as soon as possible, so we can move on to the next challenge."

Originally from: South America

Years with Mears: 14

Fun Fact: "When I leave work, I go home and fix cars. That's my hobby."



### **MIGUEL F.**

#### **LEAD MECHANIC, MOTOR COACHES**

"I try to be friendly with our drivers in order to break down barriers and put people at ease. I learn something new every day on the job. In addition to working as a mechanic on our motor coaches, trolleys and minibuses, I also assign maintenance work and follow the repairs. I appreciate the interest in our department! We're happy for people to see what we do."

Originally from: Puerto Rico

Years with Mears: 25

Fun Fact: "People are surprised to learn my age. I exercise, ride my bike, and I love going to the beach."







# GRATITUDE '22

## JUNE AWARDS



Congrats to these outstanding team members for their recent accomplishments!

### Big Brain Award

William B., Mears Connect Call Center

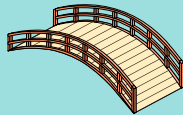


### Bridge Builder Awards

Debbie V., Special Accounts

Jimmy W., MC Operations

John M., SV Operations



### Extra Mile Awards

Carla M., Airport Operations

Danny C., MC Operations

German R., MC Operations

Giovanni S., MC Operations

Kueise L., Airport Operations

Robert T., Call Center

Roland M., MC Operations

Yvette B., Accounting

Yvonne G., Call Center



### Happy Customer Awards

Andrew R., MC Operations

Anson J.-G., MC Operations

Darrell D., MC Operations

Erica M., MC Operations

Giovanni S., MC Operations

Gregory M., MC Operations

Innocence B., MC Operations

Jacqueline M., MC Operations

Jarol P., MC Operations

Joel M., MC Operations

Joel U., Sales

Joseph S., MC Operations

Kasey S., MC Operations

Mark F., Call Center

Michael Q., MC Operations

Patrick S., MC Operations

Reguy D., MC Operations



### Happy Customer Awards (Continued...)

Rockland S., MC Operations

Roland M., MC Operations

Sammie P., MC Operations

Shakia G., MC Operations

Syed J., MC Operations

Viktor M., MC Operations

### Next-Gen Mentors

Amy F., Accounting

Ebony B., Mears Connect

Nancy K., Accounting

Pamela W., Accounting



### Pillar Awards

Alexis D., Airport Operations

Bryan P., Accounting

Cinthia C., Airport Operations

Cory D., SV Operations

Crismarie P., Airport Operations

Elsa A., Airport Operations

Emilee C., Airport Operations

Enailym G., Airport Operations

Gail O., Accounting

Jenny M., Accounting

Jermmy R., MC Operations

Joshua R., Accounting

Lourdes S., Mears Connect

Lucianna G., Airport Operations

Marina F., Airport Operations

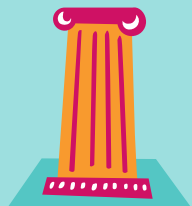
Paula J., Payroll

Michelle C., Accounting

Raquel B., Accounting

Rob W., SV Operations

Trudie M., Special Accounts





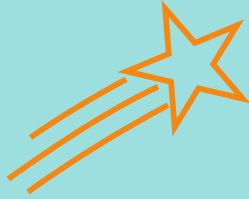
# GRATITUDE '22

## JUNE AWARDS

Continued...

### Rising Star

Delroy D., SV Operations



### Safety First Awards

Robert T., Call Center

Yvonne G., Call Center



### Sunshine Awards

Alberto T., SV Operations

Chavonne M., Airport Operations

David R., Accounting

David T., LV Operations

Froilan C.-R., SV Operations

Justin B., Accounting

Pedro G., MC Operations



### Team Players

Adalisa J.-K., Accounting

Alejandro D. L. R., MC Operations

Beatriz M., Accounting

Bob L., SV Operations

Christina A., SV Operations

David D., Taxi Operations

David T., Taxi Recruiting

Gamal M., Accounting

John M., Accounting

Kibera W., Accounting

Kim S., Accounting

Mike M., Taxi Operations

Robert M., Taxi Operations

Rosa P., Accounting



## Service Shout-Out

### **Motor Coach Operator Jean L.**

received this compliment  
from a happy customer:

*"I wanted to give a shout-out to Jean Loriston.*

*Always punctual, always happy & polite.*

*My kids loved Jean.*

*All the drivers were professional*

*but Jean went above and beyond.*

*He brought a smile to our faces each morning."*





**Congratulations to these members of the Loyalty Club,  
celebrating employment anniversaries  
in the Second Quarter of 2022.**

**26+ Years**

Lou H., 38 years  
Mark W., 37 years  
Kraige J., 36 years  
Paula J., 36 years  
Karl C., 32 years  
David D., 30 years  
Mike M., 27 years  
Rachel B., 26 years

**25 Years**

Luis C.

**24 - 21 Years**

Amy F.  
Antonio A.  
David P.  
Fritzner M.  
Jean M. P.  
Ruben J.-L.

**20 Years**

Gilbert W.  
Kerri L.-D.  
Tod H.

**19 - 16 Years**

Jarol P.  
Justin M.  
Merry M.  
Santiago M.  
Sobeida G.  
Syed J.

**15 Years**

Alberto G.  
Anson J. G.  
Betsy F.  
Marcela D.  
Rafael M.  
Thomas B.

**14 - 11 Years**

Abdool H.  
Anthony M.  
David S.  
Edwin A.  
Ernst N.  
Gerald R.  
Harold "Buck" B.  
Henderson R.  
Josue F.  
Lionel W.  
Lucianna G.  
Marcia G.  
Pamela W.  
Paul H.  
William K.  
Wilnel T.

**10 Years**

Ben A.





## Second Quarter Loyalty Club

Continued...

### 9 - 6 Years

Ariel C.  
Brian M.  
Brian W.  
Eric L.  
George R.  
Gregory L.  
Gregson M.  
Jean L.  
Jean L.  
John C.  
John M.  
Kenneth W.  
Kyle G.  
Marisol B.  
Mehmood M.  
Nelson M.  
Olga V.  
Pablo A. G.  
Ramon M.  
Robert W.  
Salim K.  
Sarah W.  
Victor C.  
Virginia V.

### 5 Years

Anibal A.  
Christie V.  
Dariss S.  
Jesse R.  
Latasha V.  
MD R.  
Nathan S.  
Rodney M.

### 4 - 2 Years

Crismarie P.  
Diana S.  
Eric M.  
Janis D.  
Jeffrey F.-R.  
Jonathan M.  
Leroy J.  
Maria L.  
Martin A.  
Mylianne G.  
Rene M.  
Spencer M.  
Steffanie G.  
Vivianne R.-S.

### 1 Year

Alexis F.  
Angel G.  
Angel L.  
Aracely S.  
Candido C.  
Choiyou M.  
Coby R.  
Emilio B.-A.  
Frank L.  
Gary L.  
German R.  
Hector L.  
Jay T.  
Jeanette H.  
Jermaine F.  
Johvanny S.

### 1 Year

### Continued...

Jonathan L.  
Jose V.  
Joseph F.  
Joseph S.  
Linda C.  
Manuel M.  
Marc W.  
Maria G.  
Marlon S.  
Michelet J.  
Miguel J.  
Patricia G.  
Paul B.  
Roland M.  
Sandra B.  
Sasha R.  
Sonya S.  
Stephenie B.-G.  
Sylvanese A.  
Terrence M.  
William B.

# CONGRATS

