

# MEARS IN MOTION

## Post-Hurricane Gratitude

Team,



Thank you all for your efforts in making sure our operation, our teams and our guests were taken care of safely while the eye of Ian was uncertain. As a company, we were fortunate to experience only minor damage. I hope by now all of you who may have been affected by the storm are doing well and on the road to recovery.



Let's take a moment to extend special thanks to the following people for being a part of our Ride Out Team, and to those who volunteered to assist as preparations and call volumes increased faster than we expected.

Without you all, our transition back to full operations would not have been as seamless.

Your ability to be team players sets a high bar and we are all proud to be working by your side.

*(Names appear on Page 2.)*

Rebecca H.

Chief Operating Officer

*Continued on Page 2...*



# Post-Hurricane Gratitude

*Continued...*

# Thank you!

## Ride Out Teams:

Anthony J., Call Center  
Andrew G., Radio Shop  
Ariel C., Facilities & Maintenance  
Brian W., Airport Operations  
Dado T., Call Center  
Eduardo B., MC Operations  
Ethan N., MC Operations  
Heidi Z., Call Center  
Jackie P., Call Center  
Maria L., MC Operations  
Sachin S., Radio Shop  
Stephanie F., Call Center  
Teri D., Call Center  
Tiffany B., Call Center



## Volunteered and Sprang to Help:

Ann A., Call Center  
Bobby K., MC Operations  
Brielle W., Call Center  
Karl C., MC Operations  
Kraige J., MC Operations  
Patricia G., Call Center  
Ruben G., MC Operations  
Sandy T., Call Center  
Simon M., MC Operations  
Teresa H., Call Center







# ON THE MOVE



Senior Contracted Services (Luxe/Taxi) Manager Carl H. makes the following personnel announcements:

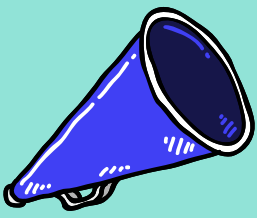
***Jose R. and Daniel R. have been added to the Contracted Services Team.***

*Jose began his career with Mears Transportation in 2018 as a Taxi Boarding Representative at OIA. He quickly learned the airport operations and became the first employee to be cross-trained in the different services offered by Mears at OIA. Two years later, Jose became the lead trainer for new employees. In the same year he was promoted to Airport Red Lot Taxi Bullpen Dispatcher, where he further learned the Airport Taxi operation. One year later, Jose moved into an Airport Lead Supervisor/Meet & Greet Coordinator role where he learned management skills.*

*In March 2022, Jose was promoted to*  
***Contracted Services Manager***  
***for the Luxury and Taxi Division.***



*Daniel began his career with Mears Transportation as a Professional Luxury Chauffeur in 2015. In 2020, he was promoted to Airport Operations Manager, where he managed responsibilities for Disney's Magical Express. After Disney's Magical Express ended, Daniel helped to plan the launch of Mears Connect. He then helped build and train the Mears Connect airport team. In June 2022, Daniel was promoted to*  
***Contracted Services Manager in the Luxury and Taxi Division***  
*for the JW Marriott & Ritz-Carlton Grande Lakes, where he will continue his professional experience assisting the properties with Luxury vehicle needs.*



# Service Shout-Out



Motor Coach Operations Assistant Director Bobby K.  
shared these words of appreciation for  
**Motor Coach Managers on Duty Eduardo B.**  
and **Maria L.**, and **Motor Coach Scheduler Ethan N:**

*"On behalf of the team at Bus Operations, we  
extend a sincere 'THANK YOU' to Maria L.,  
Eduardo B. and Ethan N. They demonstrated  
exemplary attention to the company's core  
values of Respect, Integrity, Safety, Efficiency and  
Enthusiasm. During trying times, in this case,  
Hurricane Ian, they volunteered to work extended  
hours to secure the Motor Coach Operations  
facility, tended to phone calls, maintained  
communication with staff, guests, and our  
respected clients! They went above and beyond  
their regular duties  
and did so without complaint.  
We sincerely thank you!"*



**Motor Coach MOD  
Eduardo B.**



**Motor Coach MOD  
Maria L.**



**Motor Coach Scheduler  
Ethan N.**



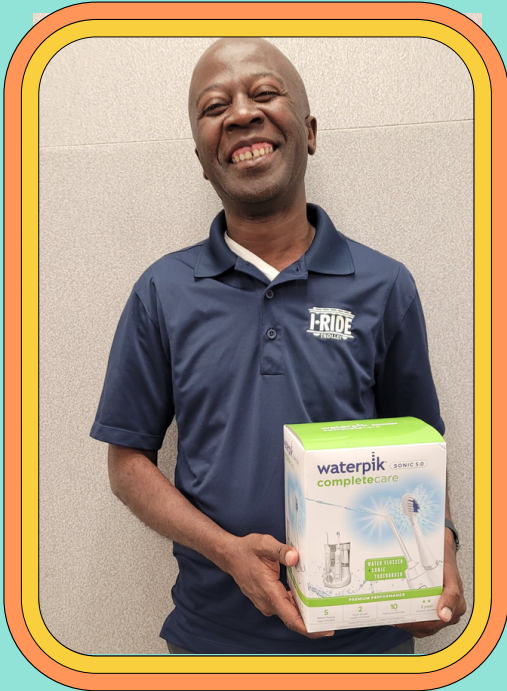
**Motor Coach Operator Luis C.**  
received this compliment from happy guests:

*"My family recently visited Disney and used your transportation to/from Orlando Airport - Port Orleans French Quarter. I have to compliment our driver, Luis C.! He was courteous and also very, very friendly to my family. He also has a great sense of humor!"*

*"It's nice to see a person like Luis these days that makes you smile and laugh while delivering great service! Kudos to Luis!"*



**Congratulations to these winners of our  
3rd Quarter Gratitude '22 Drawing!**



**Emilio B.-A.,  
MC Operations  
Waterpik Complete Care**



**Tommy G.,  
SV Operations  
Instant Pot  
Pressure Cooker**



**Robert T.,  
Call Center  
Fitbit Inspire  
Activity Tracker**



# GRATITUDE '22

## SEPTEMBER AWARDS

Congrats to these outstanding team members  
for their recent accomplishments!

### Extra Mile Awards

Andrew G., Radio Shop  
Ariel C., Facilities and Maintenance  
Daniel O., Radio Shop  
Ethan N., MC Operations  
Jeff S., Facilities and Maintenance  
Jill P., Radio Shop  
Matt T., MC Operations  
Mauricio S., Radio Shop  
Patricia G., MC Operations  
Richard L., Radio Shop  
Roney D., Facilities and Maintenance  
Sachin S., Radio Shop  
Simon M., MC Operations



### Happy Customer Awards

Cader H. A., SV Operations  
Jermmy R., MC Operations  
Jose V., MC Operations  
Mark F., Mears Connect



### Team Player Awards

Beatriz M., Accounting  
Gail O., Accounting  
Jermmy R., MC Operations



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

## **26+ Years**

**Karen P., 34 years**

**David R., 32 years**

**Ron F., 31 years**

**Crystal J., 27 years**

**Ortancis G., 26 years**



## **15 Years**

**Faleth D.**

**Jones J.**

**Ken F.**

**Nelson M.**

**Patricia G.**

## **25 Years**

**Bob R.**

**Edwin D.**

**Hugh D.**

**Miguel F.**

## **19 - 16 Years**

**Carlos M.-R.**

**Daniel B.**

**David T.**

**Jack H.**

**James D.**

**Jenny B.**

**Jimmy W.**

**Jose U.**

**Julie J.**

**June J.**

**Laurena S.**

**Lucner R.**

**Moise M.**

**Samantha S.**

**Theresa A.**

**Yvette B.**

## **14 - 11 Years**

**Alejandro B.**

**Cindy P.**

**Donald M.**

**Erin L.**

**Franco B.**

**Richard S.**

**Rita C.**

**Shieva J.**

## **24 - 21 Years**

**David C.**

**David R.**

**Krista E.**

**Manuel M.**

**Trudy M.**

## **20 Years**

**Dennis A.**

**Roberto L.**

## **10 Years**

**David W.**

**Edwin G.**

**Julio D.**

**Keri G.**

**Max R.**

**Rodolphe P. L.**



# Third Quarter Loyalty Club

Continued...



## 9 - 6 Years

Craig T.  
Donald C.  
Edward W.  
Eliu C.  
Exie S.  
Gregg M.  
Gregory V.  
Gus P.  
Horace A.  
Jean I.  
Jean T.  
Joe D.  
Jorge D.  
Jose C.  
Julio R.  
Leverenzel B.  
Maurice P.  
Nelson M.  
Nick P.  
Pedro R.  
Peter K.  
Quinilio P.  
Randal B.  
Rebecca H.  
Ricky C.  
Robert C.  
Robert F.  
Ronald J.  
Youness H.

## 5 Years

Alex C.  
Carlos A.  
Edward P.  
Hernisha B.  
Innocence B.  
Jacqueline M.  
Mathew T.

## 4 - 2 Years

Andrice J.  
Caleb J.  
Carlos A.-B.  
Charlie R.  
Clausel C.  
Diego C. F.  
Gregory L.  
Isaac F.  
Jesica G.  
Joseph T.  
Kasey S.  
Luis R.-B.  
Micah J.  
Monta W.  
Natasha L.  
Rickey S.  
Vidhyarthi D.

# **Third Quarter Loyalty Club**

Continued...

## **1 Year**

Alberto T.  
Andrew R.  
Ashley D. L. F.  
Carlos L.  
Charles S.  
Darrell G.  
David A.  
Douglas H.  
Elizabeth S.  
Eric S.  
Erick R. R.  
Eton M.  
Fred A.  
Gustavo R.  
Hank S.  
Jacqueline R.  
Jacquelyn P.  
Jean S. M.  
Jennifer T.  
Johnny H.  
Jordan M.  
Joseph T.  
Julie D.  
Kibera W.

Lawrence M.  
Louine C.  
Mary H.  
Matt I.  
Matthew F.  
Melissa F.  
Michelle Z.  
Nelson B.  
Nicholas P.  
Omar R.-V.  
Oscar C.  
Paul M.  
Ricardo M.  
Richard M.  
Sachin S.  
Sammie P.  
Shakia G.  
Silvia B.  
Stephan R. C.  
Steven T.  
Teri D.  
Tommy G.  
Tuoyo F.  
Vera L.







Back Row (L-R): John O., Natasha S., Jeanne H., Ken F., Mark L., Joel M.  
Front Row: Merry M., Betsy F., Bill S., Virginia V., Chris L.  
(Not Pictured: Theresa A.)

**Each year, a team of our Motor Coach Operators have the distinct honor and privilege to provide special services to the “Dreamflight” organization. Dreamflight is a charitable group out of the UK that provides “trips of a lifetime” to Walt Disney World for children with serious disabilities and illnesses. The kids are treated to an inclusive trip to Orlando, with dedicated Mears drivers providing safe, reliable ground transportation service.**

**Our drivers are on the frontline with Dreamflight, meeting the guests on the airport tarmac, along with first responders who greet the kids with a special salute upon landing. These experiences offer lasting memories for the children, our drivers and the team that supports this program year after year. Cheers to making more memories, and congratulations on another successful Dreamflight. We look forward to many more happy times together!**



Director of Marketing Krisztina T. shared these compliments from The Kingdom Insider blog:

*"If you're traveling to Walt Disney World Resort for the first time since the discontinuation of Disney's Magical Express Service, it's likely that you're not sure of the best option to pick for your family's transportation. While there may be a number of ways to get to your Disney resort from Orlando International Airport, our team only uses one that we have found to be the best: Mears Connect. If you liked the experience of the former Magical Express service, then this is for you."*



*"We know you take our recommendations very seriously, after all, we do fly in and out of Orlando International Airport at least once a month! Our team always chooses Mears Connect for 2 simple reasons: it's incredibly easy to book, and we know we can rely on them to get us where we need to be, on time. Planning a trip to Walt Disney World can be very stressful, getting there doesn't have to be! Let our friends at Mears Connect take care of it!"*

Krisztina adds:

*"Mears Connect team, Bus Operations and Airport Operations, thank you for the fantastic job you and your teams did in order for Mears Connect to earn such a glowing and prestigious review!*

*"They shared it on Instagram Stories. Instagram is huge for Disney Influencers and we are followed by many of them as well as Travel Agents, who will trust this article because The Kingdom Media is an arm of Academy Travel, the #1 WDW booking agency (even above Expedia, AAA, etc.).*

*Their owner, Lisa F., is on the WDW Advisory Board.*

*"Great job, team!"*





# M4 SPIRIT WEEK



Recently our Special Accounts/Mears Select/Accounting teams in M4 enjoyed dressing up for Spirit Week.

Each day featured a different theme:

- Monday: Mismatch
- Tuesday: Favorite team
- Wednesday: Pajamas
- Thursday: Favorite decade
- Friday: Favorite character
- Saturday: Company colors
- Sunday: Crazy socks
- Finale Monday: Halloween costume

*(Pictured: Sandra B. and Jacqueline W.)*

