



SCAN ME

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# MEARS IN MOTION

## DRIVERQUEUE TAXI DISPATCH SYSTEM DEPLOYED

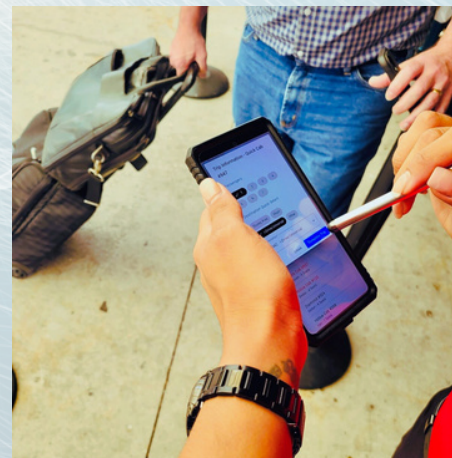
DriverQueue, a cutting-edge taxi dispatch system developed exclusively by and for Mears Transportation, was successfully deployed in June. This innovative solution aims to enhance efficiency and improve communication between taxi dispatchers and podium staff at Orlando International Airport.

Created by the Mears Transportation IT Development Team, DriverQueue is designed for use by the taxi operation at OIA terminals A, B and C as well as the Brightline airport station, and can be easily expanded to include additional terminals as needed.

The user-friendly application has already significantly improved operational efficiency at the terminals by eliminating confusion about sequence of vehicles, removing the need for taxi drivers to turn in tickets, and simplifying the passenger loading process.



DriverQueue Team: Justin L., Miguel C., Tod H. (standing), Rita C., Brady M. (standing), Doug E.





# DRIVERQUEUE SYSTEM LAUNCH

*Continued from page 1*

One of the standout features of DriverQueue is its intuitive interface, which enables users to easily load guests by clicking as few as three buttons.

Additionally, DriverQueue includes a notification system that allows seamless interaction between the dispatcher and the podium team, ensuring that any special requests are handled quickly and efficiently.

Carl H., Mears Senior Airport Duty Taxi Manager, recently stated, *"Staff and drivers are more than impressed with the new DriverQueue system."*



*Taxi Boarding Representative Jonathane L. uses our new DriverQueue app to assist guests at OIA.*

# Congratulations!

TO OUR INFORMATION TECHNOLOGY DEVELOPMENT  
TEAM ON THE SMOOTH ROLLOUT OF DRIVERQUEUE.



# CONGRATS!



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

**RALPH F.  
CALVIN T.  
ZULEIKA C.  
DIEGO C.  
EDDY C.  
JORGE L.  
JONATHAN M.  
DAVID M.**

**As role models and peer coaches for new drivers, Mears Motor Coach Field Trainers are selected for their exemplary customer service skills, safe driving record, encouraging spirit, integrity and enthusiasm on the job.**

# School Photos

Send us your family's  
Back-to-School pics  
for a feature in the  
next newsletter:  
[motion@mears.com](mailto:motion@mears.com)



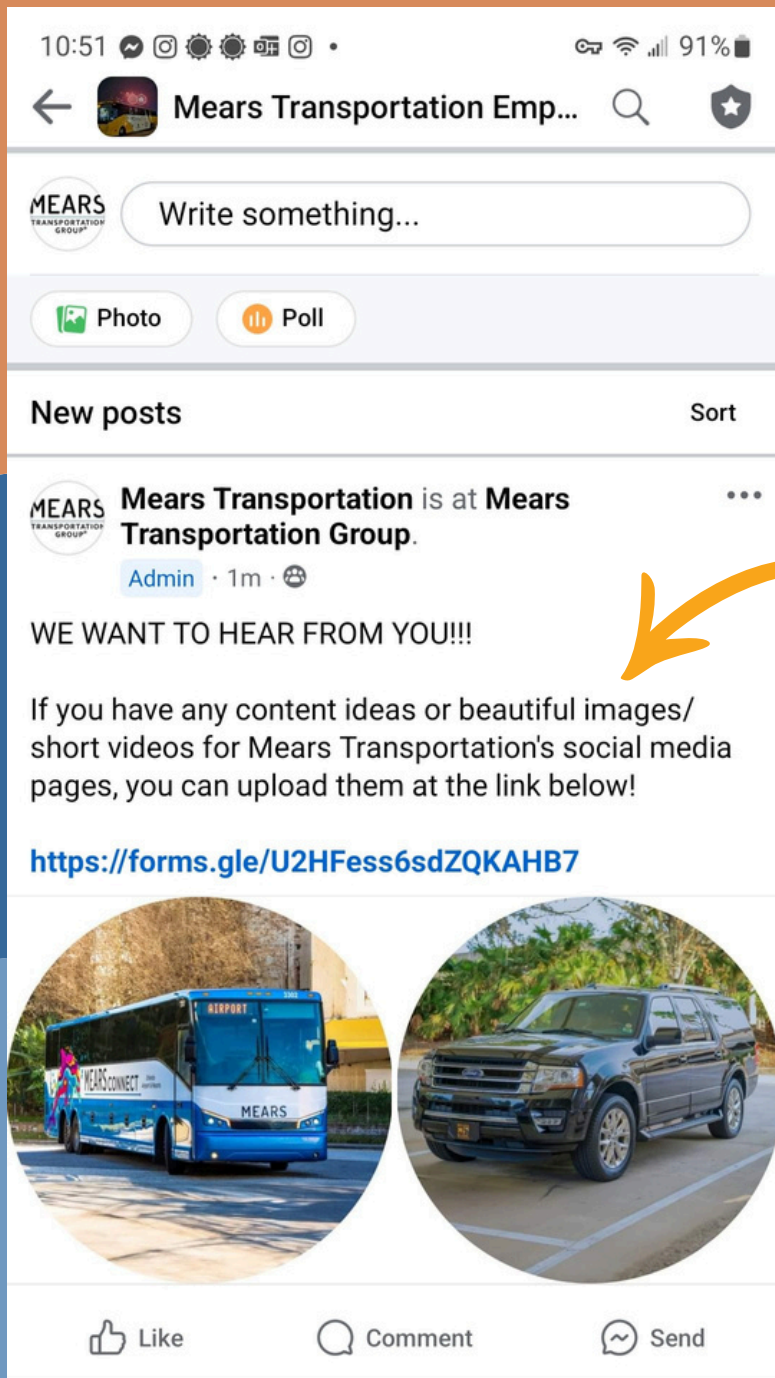
Airport Taxi  
Boarding Representative  
Tiana R.'s daughter,  
Kyleigh



Airport Taxi  
Boarding Representative  
Ashley A.'s daughter,  
Selena



# WE WANT TO HEAR FROM YOU!



Now you have **THREE** ways to submit your ideas for Mears Transportation Group's social media channels:

- Go to the “*Mears Transportation Employees News*” Facebook Page for the link to submit your content
- OR: In your browser, type this address to submit via Google:  
<https://forms.gle/oLi1a9dQWE8DQYMr7>
- OR: If you don't have a Facebook or Google account, you can email your photos and short videos to [marketing@mears.com](mailto:marketing@mears.com)

Not all ideas, images or content may be used,  
but every submission will be considered.

By submitting your content, you release and agree to  
its unrestricted use by Mears Transportation Group.

Note: Contractual limitations don't allow us to post content  
featuring our contracted partners' fleets or business, Ex: Universal Orlando, etc.



Our Call Center Team appreciates all things *Mears Connect*. Check out the newest addition to their decor in Building M1...



SCAN ME

Scan the QR Code  
to view the  
*Mears in Motion*  
newsletter  
*online.*



# SOAR IN '24

## MONTHLY AWARDS

CONGRATS TO THESE OUTSTANDING TEAM MEMBERS  
FOR THEIR RECENT ACCOMPLISHMENTS!

### **EXTRA MILE AWARDS**

ALEXIS F., MEARS CONNECT  
ANTHONY C. M., MEARS CONNECT  
AYRTON P., MEARS CONNECT  
BEATRIZ M., ACCOUNTING  
FRANK B., MEARS CONNECT  
JACQUELINE W., ACCOUNTING  
KYLE G., AIRPORT OPERATIONS  
MARIA C., MC OPERATIONS  
TAKEISHA A., MEARS CONNECT  
WALLY M., MC OPERATIONS

### **HAPPY CUSTOMER AWARDS**

BILL R., MC OPERATIONS  
CRISMARIE P., MEARS CONNECT  
DEBORAH R., MEARS CONNECT  
MARCIA B., MEARS CONNECT  
NELSON B., CALL CENTER  
PEGGY N., SALES  
RENEE L., MEARS CONNECT  
SAMANTHA S., SALES  
VELVET D., MEARS CONNECT  
WILLIAM F., MC OPERATIONS  
YARIEL B., MEARS CONNECT

### **NEXT-GEN MENTORS**

BEATRIZ M., ACCOUNTING  
JENNY M., ACCOUNTING



# **SOAR IN '24, CONTINUED**

**CONGRATS TO THESE  
OUTSTANDING TEAM MEMBERS  
FOR THEIR RECENT ACCOMPLISHMENTS!**

## **PILLARS**

CINDY P., MC OPERATIONS  
CYNTHIA M., AIRPORT OPERATIONS  
FRANCO A., MEARS CONNECT  
ROBERT M., ACCOUNTING  
YVETTE B., ACCOUNTING

## **RISING STAR**

PRESTON C., MARKETING

## **SAFETY FIRST**

MELISSA P., MEARS CONNECT

## **SUNSHINE AWARDS**

CLIFF M., MC OPERATIONS  
DAVID R., ACCOUNTING  
GREGG M., OPERATIONS  
JEAN L., MC OPERATIONS  
MARIA C., MC OPERATIONS  
MARINA F., MEARS CONNECT  
MD R., MC OPERATIONS  
RUEBEN S., MC OPERATIONS  
TRAVIS M., MC OPERATIONS



**SOAR IN '24, CONTINUED**

**CONGRATS TO THESE  
OUTSTANDING TEAM MEMBERS  
FOR THEIR RECENT ACCOMPLISHMENTS!**

**SERVICE HEROES**

AHMAD I., MC OPERATIONS  
ALBERTO T., MC OPERATIONS  
ANDRICE J., MC OPERATIONS  
ANTHONY C. M., MEARS CONNECT  
BILL R., MC OPERATIONS  
BRAD S., MC OPERATIONS  
CADER H., SV OPERATIONS  
CALEB J., MC OPERATIONS  
CALVIN T., MC OPERATIONS  
CECIL W., MC OPERATIONS  
CHARLENE J., MC OPERATIONS  
CHRIS L., MC OPERATIONS  
CLAUSEL C., MC OPERATIONS  
DACOYA B., MC OPERATIONS  
DAVID S., MC OPERATIONS  
DELROY D., SV OPERATIONS  
DIEGO C., MC OPERATIONS  
DON C., SV OPERATIONS  
EDWIN G., MC OPERATIONS  
ELVIN P., MC OPERATIONS  
EVERDEAN C., MC OPERATIONS  
EXIE S., MC OPERATIONS  
GREGORY M., MC OPERATIONS  
HORACE B., MC OPERATIONS  
JACK H., MC OPERATIONS  
JAMES L., MC OPERATIONS  
JAROL P., MC OPERATIONS  
JARROD G., MC OPERATIONS  
JEAN F., MC OPERATIONS  
JEAN L., MC OPERATIONS  
JEAN "MARIO" P., MC OPERATIONS  
JEAN T., MC OPERATIONS  
JEAN V., MC OPERATIONS  
JEFFERY H., MC OPERATIONS



# SOAR IN '24, CONTINUED

CONGRATS TO THESE  
OUTSTANDING TEAM MEMBERS  
FOR THEIR RECENT ACCOMPLISHMENTS!

## **SERVICE HEROES**

JOAO M., MC OPERATIONS  
JOHN D., SV OPERATIONS  
JOHN M., SV OPERATIONS  
JOHN O., MC OPERATIONS  
JONATHAN M., MC OPERATIONS  
JONES J., MC OPERATIONS  
JOSE D., MC OPERATIONS  
JOSEPH B., MC OPERATIONS  
JOSEPH T., MC OPERATIONS  
JOSUE F., MC OPERATIONS  
KASEY S., MC OPERATIONS  
LEVERENZEL B., MC OPERATIONS  
LUIS C., MC OPERATIONS  
LUIS L., MC OPERATIONS  
MARCELA D., MC OPERATIONS  
MERRY M., MC OPERATIONS  
MIGUEL J., SV OPERATIONS  
MOISE M., MC OPERATIONS  
NELSON M., MC OPERATIONS  
ONEIL M., MEARS CONNECT  
OSMAN I., SV OPERATIONS  
RAESHAWNDA M., MC OPERATIONS  
RAFAEL M., MC OPERATIONS  
RALPH F., MC OPERATIONS  
RAMON M., MC OPERATIONS  
RATNA F., MEARS CONNECT  
REGUY D., MC OPERATIONS  
RICKEY S., MC OPERATIONS  
ROB W., SV OPERATIONS  
ROBERT C., MC OPERATIONS  
RUBEN J.-L., SV OPERATIONS  
RUEBEN S., MC OPERATIONS



# SOAR IN '24, CONTINUED

CONGRATS TO THESE  
OUTSTANDING TEAM MEMBERS  
FOR THEIR RECENT ACCOMPLISHMENTS!

## **SERVICE HEROES**

SALIM K., MC OPERATIONS  
SARAH W., MC OPERATIONS  
SHAKIA G., MC OPERATIONS  
SOCRATES C., MC OPERATIONS  
SYED J., MC OPERATIONS  
TIFFANY M., MEARS CONNECT  
TOM M., MC OPERATIONS  
TYSHAWN H., MC OPERATIONS  
VICENTE G., MC OPERATIONS  
VIRGINIA V., MC OPERATIONS  
WAYNE R., SV OPERATIONS  
WILFRED T., MC OPERATIONS

## **TEAM PLAYERS / BRIDGE BUILDERS**

ANAS A., MC OPERATIONS  
ANTHONY C. M., MEARS CONNECT  
AYRTON P., MEARS CONNECT  
BEN A., MC OPERATIONS  
CHARLES R., AIRPORT OPERATIONS  
DAN H., MC OPERATIONS  
DEBORAH R., MEARS CONNECT  
DELROY D., SV OPERATIONS  
DON C., SV OPERATIONS  
DONALD M., MC OPERATIONS  
EMANUEL G., MEARS CONNECT  
FRANCO A., MEARS CONNECT  
FRANK B., MEARS CONNECT  
JAROL P., MC OPERATIONS  
JEAN "MARIO" P., MC OPERATIONS



# SOAR IN '24, CONTINUED

CONGRATS TO THESE  
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## **TEAM PLAYERS / BRIDGE BUILDERS**

JEFF S., BUILDING/GROUNDS MAINTENANCE

JENNY M., ACCOUNTING

JERMMY R., MC OPERATIONS

JOSE D., MC OPERATIONS

KIMBERLEE W., MEARS CONNECT

LUCY G., MEARS CONNECT

MARCIA B., MEARS CONNECT

MARIA G., SV OPERATIONS

MARIAH G., MC OPERATIONS

MARISOL B., MEARS CONNECT

MAXIMOS K., MEARS CONNECT

NATHALIE M., MEARS CONNECT

NELSON M., MC OPERATIONS

OSMAN I., SV OPERATIONS

RAFAEL M., MC OPERATIONS

SALIM K., MC OPERATIONS

SARAH W., MC OPERATIONS

STANLEY N., MC OPERATIONS

TAKEISHA A., MEARS CONNECT

TANESHA B., SV OPERATIONS

VIRGINIA V., MC OPERATIONS