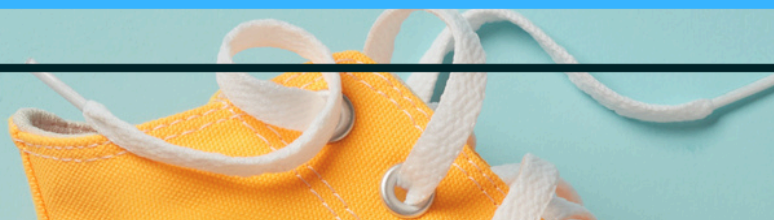




# MEARS IN MOTION

[Read online](#)



## 2024 Greater Orlando **HEART WALK**

NOV. 9  
MEMORY MALL, UCF  
4000 CENTRAL FLORIDA BLVD  
ORLANDO, FL



JOIN A COMMUNITY OF  
**LIFESAVERS**



*Walk with us on  
November 9!  
Registration is  
free.*

To join [Team Mears](#), [click here](#)

Or type this address into your web browser:

[https://www2.heart.org/site/TR?company\\_id=475964&fr\\_id=10749&pg=company](https://www2.heart.org/site/TR?company_id=475964&fr_id=10749&pg=company)

# *Service Superhero: Joao M.*

On August 1, 2024 after exploring Disney Springs, Mr. and Mrs. Giovia boarded Mears vehicle 3317, operated by Joao M., to head back to their resort at 7:10 p.m.

Moments after departing Disney Springs, the worlds of both the Giovias and Joao changed dramatically.



At 7:12 p.m. Mrs. Giovia noticed that her husband suddenly became unresponsive, and she made her way to Joao, shouting for him to stop the vehicle. Joao obliged, but then shifted gears. Knowing they were in close proximity to the Reedy Creek Fire Station, Joao safely re-entered traffic and headed toward the Fire Station, remaining calm throughout.

They made it to the fire station at 7:16 p.m. First responders boarded the vehicle to assess the situation, and quickly transferred Mr. Giovia to an ambulance for transport to the hospital.



Realizing the gravity of the situation, Joao continued to remain attentive to his other guests, checking in with the remaining passengers aboard the vehicle. The Mears Safety Team and Field Manager responded at the scene, and were informed by Reedy Creek that thanks to Joao's quick thinking, Mr Giovia was alive!

Mrs. Giovia reached out to share the story of how her husband's life was saved because of Joao's quick thinking. She explained that her husband experienced a "widow maker" heart attack, was resuscitated twice and placed on life support. A few short days later, he was stable enough to be taken off of life support, and was responsive with all cognitive functions. Mrs. Giovia shared that her husband's story is now well-known throughout the hospital. Doctors, nurses and staff have commented on how lucky Mr. Giovia was that Joao reacted calmly and decisively. They agree that Joao played a key role in Mr. Giovia being alive today.



# Road Trip!



Recently the Mears Call Center team rode along on new driver familiarization tours of our Central Florida service area. Call Center Manager Heidi Z. expressed appreciation for this cross-training initiative.



Heidi wrote: *"Thank you very much for the opportunity to take area tours. The team was very impressed and had a great experience!"*



# Beyond the Office: Building Brighter Futures

***Ruben G., Senior Director of Bus Operations has been a Head Start Volunteer for the last decade. We celebrate his dedication to helping under-served families! Read on to learn more about Ruben's commitment to this important cause.***

***"I was first invited to volunteer at Callahan Head Start in 2014 when I spoke at a Fatherhood event held at the community center. The principal, Toinette Stenson, approached me afterwards and said she needed male volunteers for the school. My fraternity since college, Phi Beta Sigma, does extensive volunteer work, and two of our core principles are Service and Scholarship. I took this as an opportunity to do both.***

***"I started reading to the kids in Classroom #3 once a week, and over the next 10 years our local Phi Beta Sigma chapter officially 'adopted' the school. Now members read to all the classes and we provide additional support by donating classroom supplies and books.***

***"Each school year we start with our Welcome Back Celebration and provide backpacks with school supplies. Then we hold a Christmas Break Celebration that includes gift bags for every child, complete with winter jackets, toys and education items.***

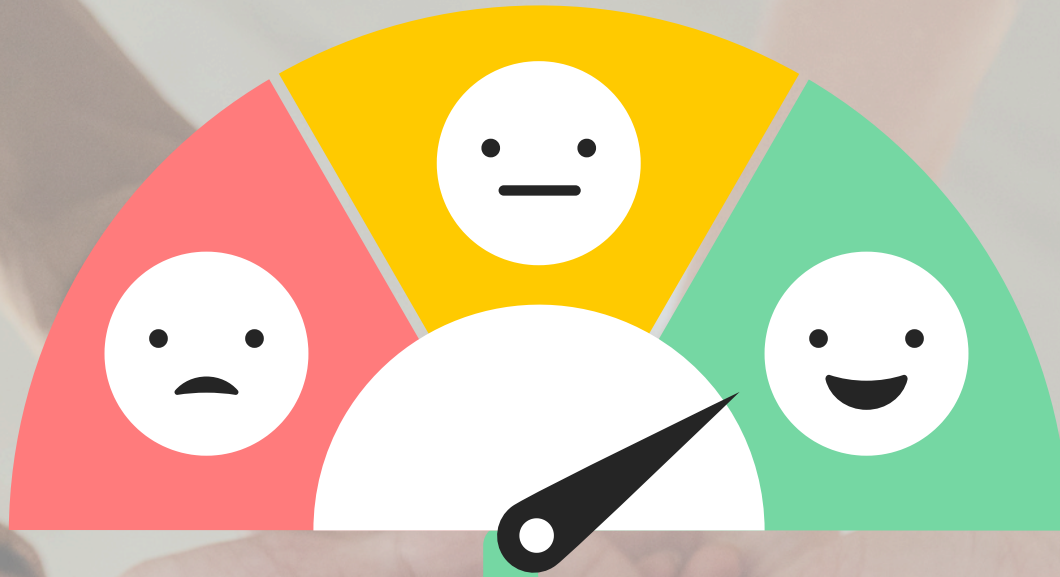
***"We close out the year with a Graduation Celebration, providing a Summer Pack full of activity books, crayons and toys. Lastly, we donate gift cards to the teachers and staff to show our appreciation for their service. Every Friday that I can, I still go and read to Classroom #3 and hope to do so for many years to come."***



***Head Start is a program of the U.S. Dept of Health and Human Services that provides comprehensive early childhood education, health, nutrition, and parent-involvement services to low-income children and families. The program's services are designed to foster stable family relationships, enhance children's physical and emotional well-being, and establish an environment to help kids develop strong cognitive skills.***



# Another Happy Customer



**Thanks to  
Mears Connect Driver John O.  
and  
Dispatcher Marly M.**



**Tyler**

July 31 at 5:59 PM · 🌐



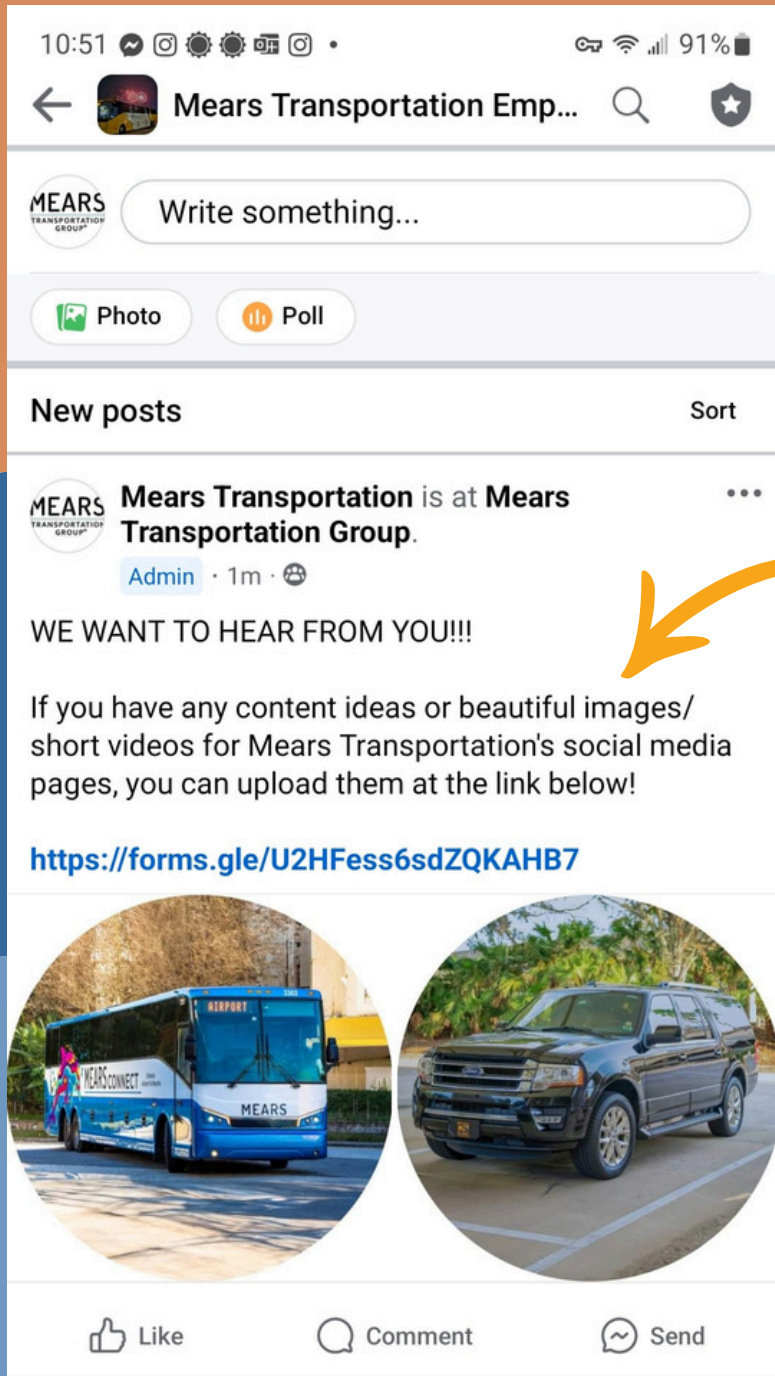
recommends **Mears Transportation Group.**



My wife, kids and I utilized Mears Connect to take us from the airport to our Disney resort. Everything about the experience was fantastic. We placed the order for the ride the day before and received a boarding pass via email. We only needed pass for the entire family which was great. After the flight we made our way down to the ground transportation and found mears connect. There was a friendly receptionist who scanned our boarding pass. Then she showed us where to wait to board the bus. Immediately, the bus chauffeur took our bags and placed them under the bus. We then boarded the bus. We the waited approximately 10 minutes for a few final passengers to board and we were off. It took approximately 40-45 minutes to arrive at our destination from airport. The bus itself was great. It was very spacious and comfortable. Our driver Mr. John was very helpful when asking different questions about Disney and what to expect for this leg of the journey. We departed the bus and were at our destination. I went to check in and realized I did not have my phone for my check in confirmation...etc. I was able to track my phone and saw that it was moving along the path of the bus...grr. I called mears and let them know I left my phone on the bus. I spoke with a very patient and respectful customer service representative. She got some information from me and said someone would call back shortly. And sure enough within 5 minutes I received a follow up phone call letting me know that the bus had turned around and would be delivering my phone back to the front desk of the resort! Within 5 minutes I had my phone!! I was and still am pleasantly surprised by the whole experience. I would have maybe more expected that I would get the service if I paid for the luxury service and not the cheapest option! Thanks Mears for a great start to our family vacation!



# 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.



# **SOAR IN '24 MONTHLY AWARDS**

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

## **EXTRA MILE AWARDS**

**ANGEL A. L., ACCOUNTING  
ASHLEIGH A., CALL CENTER  
DEBORAH R. M., MEARS CONNECT  
KIMBERLEE W., MEARS CONNECT  
LATASHA V., SALES**

## **HAPPY CUSTOMER AWARDS**

**COBY R., CALL CENTER  
ERICKA M., CALL CENTER  
ERIN L., SALES  
LOURDES S., CALL CENTER  
YARIEL B., MEARS CONNECT**

## **NEXT-GEN MENTOR**

**NATASHA L., CALL CENTER/TRAINING**



# **SOAR IN '24, CONTINUED**

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

## **PILLARS**

**AMY F., ACCOUNTING  
GLENDA T., CALL CENTER  
KIMBERLY S., ACCOUNTING  
PAULA J., ACCOUNTING  
ROBERT M., ACCOUNTING**

## **RISING STARS**

**ALYSHIA E., CALL CENTER/DISPATCH  
DONNA T., CALL CENTER**

## **SERVICE HEROES**

**ANTHONY C. M., MEARS CONNECT  
CHRISTIE V., CALL CENTER/SOCIAL MEDIA  
MARISOL B., MEARS CONNECT  
MAX K., MEARS CONNECT  
RATNA F., MEARS CONNECT**

## **SUNSHINE AWARD**

**RATNA F., MEARS CONNECT**



# **SOAR IN '24, CONTINUED**

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

## **TEAM PLAYERS / BRIDGE BUILDERS**

**ALBERTO T., MC OPERATIONS  
ANGEL L., MC OPERATIONS  
ANTHONY C. M., MEARS CONNECT  
AYRTON P., MEARS CONNECT  
BIANCA J., CALL CENTER/DISPATCH  
CHRISTY Q., CALL CENTER/DISPATCH  
CRISMARIE P., MEARS CONNECT  
DAVID M., SV OPERATIONS  
DOUG H., MEARS CONNECT  
JANECIA H., CALL CENTER  
KACEY T., CALL CENTER/DISPATCH  
LEVERENZEL B., MC OPERATIONS  
LOAREAIN B., CALL CENTER/DISPATCH  
MARIA G., SV OPERATIONS  
MARINA F., MEARS CONNECT  
NELSON M., MC OPERATIONS  
NEYCHALIZ S., MEARS CONNECT  
RATNA F., MEARS CONNECT  
RODNEY M., MC OPERATIONS  
STANLEY N., MC OPERATIONS  
SYED J., MC OPERATIONS  
TERESA H., CALL CENTER  
TIFFANY F., CALL CENTER/DISPATCH**



# **Congratulations to these members of our Loyalty Club, celebrating employment anniversaries in the Third Quarter of 2024.**

## **26+ Years**

**Karen P., 36 years**

**David R., 34 years**

**Ron F., 33 years**

**Crystal J., 29 years**

**Ortancis G., 28 years**

**Edwin D., 27 years**

**Miguel F., 27 years**

**Manuel M., 26 years**

## **25 Years**

**Krista E.**

**Trudy M.**

## **21 - 24 Years**

**David R.**

**Dennis A.**

**Roberto L.**

## **20 Years**

**Daniel B.**

**Jack H.**

**Jenny B.**

**Samantha S.**

## **19 - 16 Years**

**Carlos M.-R.**

**David T.**

**Faleth D.**

**James D.**

**Jimmie W.**

**Jones J.**

**Jose U.**

**Julie J.**

**June J.**

**Ken F.**

**Moise M.**

**Nelson M.**

**Patricia G.**

**Theresa A.**

**Yvette B.**

## **15 Years**

**Erin L.**

## **14 - 11 Years**

**Cindy P.**

**David W.**

**Edward W.**

**Edwin G.**

**Eliu C.**

**Exie S.**

**Franco B.**

**Gregory V.**

**Joe D.**

**Julio D.**

**Keri G.**

**Leverenzel B.**

**Max R.**

**Rebecca H.**

**Richard S.**

**Rita C.**

**Rodolphe P. L.**

**Shieva J.**

**Youness H.**



# Third Quarter Loyalty Club

Continued...

## 11 - 14 Years

Alejandro B.  
Donald C.  
Donald M.  
Quinilio P.

## 10 Years

Ricky C.  
Robert C.

## 9 - 6 Years

Caleb J.  
Carlos A.  
Charlie R.  
Craig T.  
Edward P.  
Gregg M.  
Gus P.  
Innocence B.  
Jean T.  
Jesus D.  
Jorge D.  
Julio R.  
Monta W.  
Nelson M.  
Nick P.  
Ronald J.  
Vidhyarthi D.

## 5 Years

Andrice J.  
Clausel C.  
Diego C. F.  
Isaac F.  
Jariel B.  
Jesica G.  
Kasey S.  
Luis R.-B.  
Natasha L.  
Rickey S.  
  
4 - 2 Years  
Ahmad L.  
Alberto T.  
Allisa W.  
Amy T.  
Andrew R.  
Anthony G.  
Arthur D.  
Ayrton P.  
Brian S.  
Carlos L.  
Christopher L.  
David D.  
Demetra D.  
Douglas H.  
Eric B.  
Fred A.  
Gregory C.  
Gustavo R.  
Hank S.

## 4 - 2 Years

Continued...

Jacqueline R.  
Jean S. M.  
Johnny H.  
Jordan M.  
Joseph T.  
Jude A.  
Kibera W.  
Kimberlee W.  
Louine C.  
Mark S.  
Mary H.  
Matt I.  
Max P.  
Nelson B.  
Nicholas P.  
Omar R.-V.  
Osiel I.  
Ray Sean R.  
Ricardo M.  
Richard M.  
Robert M.  
Samantha G.  
Shakia G.  
Stanley N.  
Stone F.  
Tam G.  
Teri D.  
Tommy G.  
Vera L.



## **Third Quarter Loyalty Club**

Continued...

### **1 Year**

**Acaurious J.**

**Adam A.**

**Akeed F.**

**Alexis A.**

**Andres P.**

**Ashley A.**

**Benjamin M.**

**Brady M.**

**Brian M.**

**Carl H.**

**Charlie M.**

**Dave N.**

**David S.**

**Diedson E.**

**Ebony M.**

**Eddy C.**

**Erik C.**

**Evens J.**

**Gilbert T.**

**Gladys G.**

**Harold S.**

**Heriberto R.**

**Janecia H.**

**Joao M.**

**Jorge L.**

**Jose R.**

**Karizma D.**

**Kenneth M.**

**Kevin H.**

**Kevin Q.**

**Kyle V.**

**Lisa Z.**

**Manuel V.**

**Marcder S.**

**Mateo A.**

**Maurice B.**

**Meriane V.**

**Milton D.**

**Nathalie M.**

**Noah H.**

**Omar P.**

**Paul B.**

**Radjiev B.**

**Reha O.**

**Richard P.**

**Robert S.**

**Rolando C.**

**Rolson C.**

**Samlal B.**

**Scott R.**

**Sheldon W.**

**Stephen C.**

**Takeisha A.**

**Wilgens N.**