



# MEARS IN MOTION

## Recovery, Growth and Gratitude

By Rebecca K. H., Chief Operating Officer

### Dear Mears Team,

As we close out another remarkable year, I wanted to take a moment to reflect on the journey we've shared together and express my **heartfelt gratitude** for your hard work, dedication, and unwavering commitment to our mission.

This year has truly been one of **growth** and **resilience**. We've faced challenges, celebrated milestones, and, most importantly, continued to **strengthen the bonds that make our team so unique**. Whether you've been with us for years or are a recent addition, **each of you has contributed to our success**. I'm incredibly proud of the progress our leadership teams have made in enhancing Mears and fostering a more **supportive, collaborative environment**.

We've reached several important milestones that position us for even **greater success** in the future.

These accomplishments, among others, showcase our **collective strength** and ability to deliver **exceptional results**. We are ready for the next chapter.

### A few Highlights of 2024 include:

- Achieving the second-largest **single day** in Mears history, **February 12**, with outstanding execution. On this one date we serviced multiple large convention groups and events, clients normally spread more evenly throughout the season.
- **Streamlining Mears Connect** to become more efficient and reliable, as well as revamping the guest experience, with notable **improvements** in service and overall **guest satisfaction**. Enhancements include guest-experience-focused **training**, streamlined **route-building**, better **utilization of equipment**, and overhauling our **airport experience** for arriving guests.
- **Renewing** long-standing **contracts**, reinforcing our valued partnerships.
- **Expanding service** offerings with existing partners and forging new partnerships.

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# Looking Ahead to 2025

As we enter the new year, I'm excited about the opportunities that lie ahead. With a strong foundation in place, we are well-positioned to continue **innovating, improving, and growing**. Our focus will remain on **delivering excellence, supporting** our teams, clients, and partners, and **adapting** to new challenges.

2025 is shaping up to be pivotal for us. Alongside our Universal growth with **Epic**, we have a number of promising new business opportunities on the horizon. We're also set to place orders for **new equipment** across **multiple fleets**—something that I know has been eagerly anticipated. While it will take time to fully realize all the benefits, we're heading in the right direction.

Based on team member feedback, we are also making a significant change in how we **pay our employees**. Soon we'll be moving to **weekly paychecks**, and this will come in phases:

Phase 1: All **hourly** employees who are **Mears Destination Services** employees will begin receiving weekly paychecks on 01/24/2025.

Phase 2: All **hourly** employees who are **City Cab Company** employees will begin receiving weekly paychecks on 01/31/2025.

Phase 3: All **salaried** employees will begin receiving weekly paychecks on 04/11/2025.

Additionally, we'll be rolling out **new technologies** to enhance our efficiency in key areas, including accounting, cashiering, inventory, and maintenance. These improvements will extend to other functions as well, supporting our ongoing drive for operational excellence.

One more exciting development for the year ahead is the launch of our **Employee of the Month (EoM)** program, starting January 1, 2025. On *page three of this newsletter* you'll find more details about the program, but here's a summary of our **EoM goals**:

- Recognize & reward **top performers**
- Highlight the qualities, traits, and behaviors that align with Mears' **values** and **objectives**
- Improve job performance and **employee engagement**
- Boost **morale**
- Enhance **retention**

I'm confident that with your **talent, passion, and creativity**, we will continue to push the boundaries of what's possible. Together, we'll make the year ahead even more successful.

I want to **thank each of you** for your hard work, passion and collaboration. Your **dedication** has made a lasting impact on the success of this company, and I am **incredibly proud** of what we've accomplished together.

*Rebecca K. H., Chief Operating Officer*

# EMPLOYEE OF THE MONTH FAQ SHEET

Launching  
January 1, 2025

## 1 Who is eligible for Mears EoM?

To be nominated, employees should:

- Have at least **90 days** employment at Mears
- Be in **good standing** with the company
- Have **zero** documented counseling or disciplinary actions in the past **12 months**
- Have **zero** safety or customer service incidents/complaints in the past **12 months**
- Have **zero** tardies/unexcused absences in the past **6 months**
- Consistently follow company rules, guidelines and protocols in their role

## 2 What's the nomination process?

Nominations for January of 2025 open on **January 1st**. Each **department manager** will have access to a detailed **online nomination form** that includes questions about the nominated employee's contributions to our collective success.

*Major factors include: communication skills, teamwork, ownership, and demonstration of our five Core Values of Respect, Integrity, Safety, Efficiency & Enthusiasm.*

Nomination submissions are due from department leaders no later than the **8th** of each month.

## 3 How are EoM winners chosen?

A maximum of **two** employees will be selected each month: one **driver** and one **non-driver**. The Mears Employee Engagement Team serves as the EoM selection committee, and includes respected leaders throughout the company. This group will meet monthly to review EoM nomination forms and choose up to two winners.

## 4 What do winners receive?

Each Employee of the Month winner will receive:

- **An exclusive Mears EoM lapel pin**
- **A \$100 gift card**
- **Featured recognition in the Mears in Motion newsletter**

*(Other celebrations may vary by department.)*

## 5 Can I nominate myself or a co-worker?

Self-nominations are not possible. However if you would like to suggest a co-worker for consideration, please contact your **department leader** with details about your **fantastic colleague!**

## 6 How can I learn more?

If you have questions, reach out to your department leader, **or** any of the following: Amy F., Heidi Z., Janis D., Jeff D., Jenny M., Julie J., Keri G., Kim S., Krisztina T., Kueise L., Lydia C., Lynn P., Melissa P., Philip H., Steffanie G.





## *Dreamflight 2024*

Joanne R. with UK-based **Dreamflight** charity recently sent this note to Jose U. in Sales:

"Dreamflight landed back in London safely on Tuesday with 192 very happy but tired children (and some tired adults too!), and I wanted to say a huge thank you for all you did in helping make our visit so smooth. It all went really well, largely because of your planning and dedication.

Thanks for all your work and patience with my questions in the lead-up to our visit.

"Please also pass on my thanks to Ty and Andi and all of the bus drivers – as usual they were amazing with the children, and Ty and Andi made sure everything ran smoothly.

Thanks again for ensuring 192 deserving children had an amazing holiday of a lifetime.

We're already starting to plan for next year!"

### **Special Thanks To**

Jesse H.	Gerald R.	Leverenzel B.	Natasha S.	Ken F.
Richard L.	Joel M.	Merry M.	Virginia V.	Mark L.
John O.	Frank L.	Betsy F.	Chris L.	Pedro G.
Diego C.	Angel L.	Ty B.	Mohamed "Mo" K. A.	Andi R.
Michael "Elvis" G.				



# CONGRATULATIONS!

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## RENEE M.

Renee has been instrumental in the success of our overnight Motor Coach Operations, and she has been promoted to **Manager on Duty**. Renee started with Mears in 2022 as a Customer Service Agent and Taxi Dispatcher, and then transferred to Motor Coach Dispatch in March of 2024, where she also took on cashiering duties. A motivated and dedicated leader with a bright future, Renee is always eager to learn new things. She says, *"I am so thankful for all the opportunities that Mears has given to me since I started with the company. Bus Operations is like a second family to me."*

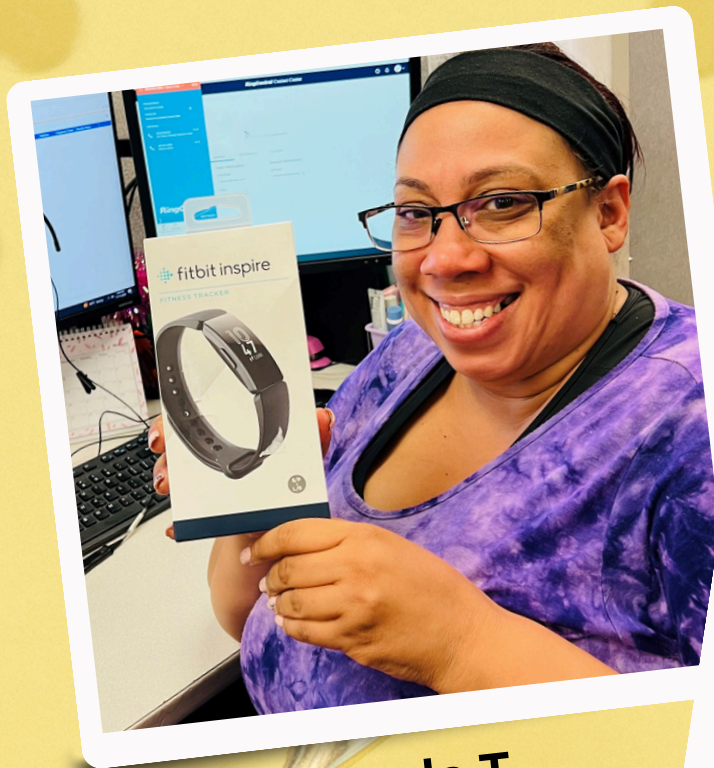
## CHARITA J.

Kudos to Safety Investigator Rita J., who recently became a Licensed Realtor. The real estate licensure exam process is rigorous, including extensive memorization of industry regulations, procedures and best-practices.





# **Congrats to these winners of our 3rd Quarter Employee Appreciation Raffle Drawing...**



**Jenny M.**  
**Accounting**  
***Heated Neck & Shoulder Wrap***



**Glenda T.**  
**Special Accounts**  
***Fitbit Inspire***



**Brian S.**  
**M/C Operations**  
***Body Analysis***  
***Smart Scale***



# TEAM MEARS: COMMUNITY CONNECTIONS

## 2024 Greater Orlando HEART WALK Recap

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

JOIN A COMMUNITY OF  
**LIFESAVERS**



FUNDS raised by Team Mears: **\$1,479.86**

# of Mears WALKERS: **12**

# of Mears DONORS: **37**

RANK among local hospitality companies: **#1**  
(in Heart Walk donation dollars)

Special thanks to Melissa P., Team Captain

**TOGETHER, WE MAKE A DIFFERENCE**



# BEST SHOT



## DIEGO C., MOTOR COACH OPERATOR

Diego captured these images while operating the overflow shuttle for KPMG in Lake Nona.

*Email your Best Shot to:  
[motion@mears.com](mailto:motion@mears.com)*



# **SOAR IN '24 MONTHLY AWARDS**

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

## **EXTRA MILE**

**ANTHONY C. M., MEARS CONNECT  
DOUG H., MEARS CONNECT  
ELVIS G., MEARS CONNECT  
EMANUEL G., MEARS CONNECT  
FRANCO A., MEARS CONNECT  
FRANK B., MEARS CONNECT  
JEAN L., MC OPERATIONS  
JORGE L., MC OPERATIONS  
LEVERENZEL B., MC OPERATIONS  
MARIA C., MC OPERATIONS  
MARISOL B., MEARS CONNECT  
MAX K., MEARS CONNECT  
NEYCHALIZ S., MEARS CONNECT  
ONEIL M., MEARS CONNECT  
STEFANY T., MEARS CONNECT  
TAKEISHA A., MEARS CONNECT  
TERRENCE M., FIELD OPERATIONS  
VIVIANNE R., MEARS CONNECT**

## **HAPPY CUSTOMER**

**CRISMARIE P., MEARS CONNECT  
ERICKA M., CALL CENTER/SPECIAL ACCOUNTS  
ERIN L., SALES  
EVERDEAN C., MC OPERATIONS  
JOSE U., SALES  
LOURDES S., CALL CENTER/MEARS CONNECT  
PEGGY N., SALES  
RACHEL B., SALES  
RODNEY M., MC OPERATIONS  
RUEBEN S., MC OPERATIONS  
TERRENCE M., FIELD OPERATIONS  
ZULEIKA C., MC OPERATIONS**

## **PILLARS**

BOB L., SV OPERATIONS  
CLIFF M., MC OPERATIONS  
EUGENE S., MC OPERATIONS  
JULIE J., TRAINING & DEVELOPMENT  
RITA J., FIELD OPERATIONS

## **BIG BRAIN AWARDS**

MELISSA P., AIRPORT OPERATIONS  
RON F., FIELD OPERATIONS  
RUBEN G., MC OPERATIONS

## **BIG HEART AWARDS**

ANTHONY C. M., MEARS CONNECT  
CORNELLIUSE D., MC OPERATIONS  
GREGG M., MEARS SELECT  
JENNY M., ACCOUNTING  
KUEISE L., MEARS SELECT  
MELISSA P., AIRPORT OPERATIONS  
YARIEL B., MEARS CONNECT

## **NEXT-GEN MENTORS**

BEATRIZ M., ACCOUNTING  
BEN A., MC OPERATIONS  
GREGG M., MEARS SELECT  
PAMELA W., ACCOUNTING

## **RISING STARS**

EMANUEL G., MEARS CONNECT  
EVERETT L., MC OPERATIONS  
JEFFERY H., MC OPERATIONS  
NEYCHALIZ S., MEARS CONNECT





## **SERVICE HEROES**

AHMAD I., MC OPERATIONS  
ALBERTO T., MC OPERATIONS  
ALIX C., SV OPERATIONS  
ANDRICE J., MC OPERATIONS  
ANGEL L., MC OPERATIONS  
BOB L., SV OPERATIONS  
CADER H., SV OPERATIONS  
CALEB J., MC OPERATIONS  
CECIL W., MC OPERATIONS  
CHRIS L., MC OPERATIONS  
CORY D., MC OPERATIONS  
DANIEL E., MC OPERATIONS  
DAVID S., MC OPERATIONS  
EDWIN G., MC OPERATIONS  
FREDRICK W., MC OPERATIONS  
FROILAN R., SV OPERATIONS  
GERALD R., MC OPERATIONS  
GREGORY M., MC OPERATIONS  
HENRY J., MC OPERATIONS  
JACK H., MC OPERATIONS  
JARROD G., MC OPERATIONS  
JEAN L., MC OPERATIONS  
JOHN M., SV OPERATIONS  
JOSEPH B., MC OPERATIONS  
KASEY S., MC OPERATIONS  
LEVERENZEL B., MC OPERATIONS  
LUCY G., MEARS CONNECT  
LUIS L., MC OPERATIONS  
MARCELA D., MC OPERATIONS  
MARIO P., MC OPERATIONS  
MARISOL B., MEARS CONNECT



## **SERVICE HEROES**

*continued*

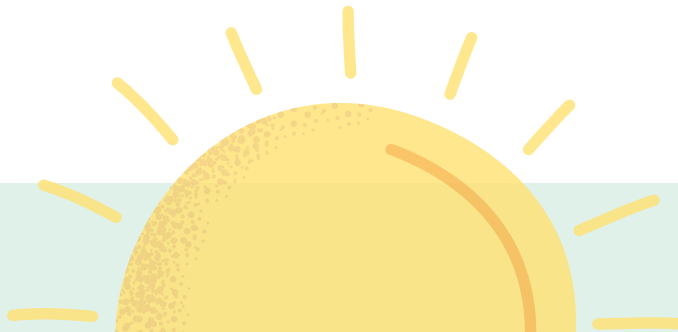
MD R., MC OPERATIONS  
NICK P., MC OPERATIONS  
RAFAEL M., MC OPERATIONS  
RUEBEN S., MC OPERATIONS  
SARAH W., MC OPERATIONS  
SYED J., MC OPERATIONS  
TAKEISHA A., MEARS CONNECT  
TANESHA B., SV OPERATIONS  
VIRGINIA V., MC OPERATIONS  
WILNEL T., MC OPERATIONS  
YOUNESS H., MC OPERATIONS

## **PENNYWISE**

OSMAN I., SV OPERATIONS

## **SUNSHINE AWARDS**

ALBERTO T., MC OPERATIONS  
AMY F., ACCOUNTING  
CORY D., MC OPERATIONS  
DEBBIE V., ACCOUNTING  
DELROY D., SV OPERATIONS  
JACQUELINE W., ACCOUNTING  
LEVERENZEL B., MC OPERATIONS  
MARK F., ACCOUNTING  
RUEBEN S., MC OPERATIONS  
STEEVENSON D., MC OPERATIONS  
TYLER H., FIELD OPERATIONS





## **TEAM PLAYERS / BRIDGE BUILDERS**

**ALEXIS F., MEARS CONNECT**  
**ANTHONY C. M., MEARS CONNECT**  
**ASHLEIGH A., CALL CENTER/MEARS CONNECT**  
**AYRTON P., MEARS CONNECT**  
**BOB L., SV OPERATIONS**  
**BRIAN M., DISPATCH**  
**CARL H., TAXI OPERATIONS**  
**CHRISTY Q., DISPATCH**  
**CRISMARIE P., MEARS CONNECT**  
**DAVID D., TAXI OPERATIONS**  
**DELAINE O., MEARS CONNECT**  
**DONALD M., MC OPERATIONS**  
**DOUG H., MEARS CONNECT**  
**EARLE F., DISPATCH**  
**ELVIS G., MEARS CONNECT**  
**EMANUEL G., MEARS CONNECT**  
**EXIE S., MC OPERATIONS**  
**FRANK B., MEARS CONNECT**  
**GANSHAM P., MEARS CONNECT**  
**HUGH O., MC OPERATIONS**  
**JANECIA H., CALL CENTER/MEARS CONNECT**  
**JAROL P., MC OPERATIONS**  
**JAY T., MEARS CONNECT**  
**JEFF D., MEARS CONNECT**  
**JEFF S., FACILITIES MAINTENANCE**  
**JOSE R., FIELD OPERATIONS**  
**JOSEPH B., MC OPERATIONS**  
**KASEY S., MC OPERATIONS**  
**KIMBERLEE W., MEARS CONNECT**  
**LEVERENZEL B., MC OPERATIONS**  
**LOURDES S., CALL CENTER/MEARS CONNECT**  
**LUCY G., MEARS CONNECT**  
**LUIS O., MEARS CONNECT**

## **TEAM PLAYERS / BRIDGE BUILDERS**

*continued*

**MARINA F., MEARS CONNECT  
MARISOL B., MEARS CONNECT  
MD R., MC OPERATIONS  
NATHALIE M., MEARS CONNECT  
NEYCHALIZ S., MEARS CONNECT  
NOAH H., CALL CENTER/MEARS CONNECT  
ONEIL M., MEARS CONNECT  
OSMAN I., SV OPERATIONS  
RAFAEL M., MC OPERATIONS  
RENEE L., MEARS CONNECT  
ROBERT T., CALL CENTER  
ROLAND M., MC OPERATIONS  
RUBEN C., CALL CENTER  
RUEBEN S., MC OPERATIONS  
SAM P., MEARS CONNECT  
STANLEY N., MC OPERATIONS  
STEFANY T., MEARS CONNECT  
TANESHA B., SV OPERATIONS  
TAWANA P., MEARS CONNECT  
TERI D., MEARS SELECT  
TOM M., MC OPERATIONS  
TRUDY M., CALL CENTER/SPECIAL ACCOUNTS  
VELVET D., MEARS CONNECT  
YARIEL B., MEARS CONNECT  
YOUNESS H., MC OPERATIONS  
YVETTE B., ACCOUNTING  
YVETTE S., EXECUTIVE ASSISTANT**



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

## **26+ Years**

Janice L., 36 years  
Tonya D., 36 years  
Sandy T., 34 years  
Angel D. R., 29 years  
Lydia C., 28 years  
Ruben G., 26 years  
Tim H., 26 years

## **24 - 21 Years**

Dennis G.

## **20 Years**

Chris L.  
Gerring H.

## **19 - 16 Years**

Andrew M.  
Beatriz M.  
Bill B.  
Carmelo G.  
Cecil W.  
Dan F.  
Heidi Z.  
Jose D.  
Jose G.  
Kenneth M.  
Kimberly S.  
Larry V.  
Michelle C.  
Miguel C.  
Patrick S.  
Peggy N.  
Richard L.  
Socrates C.  
Warren S.

## **14 - 11 Years**

David M.  
Erik H.  
Gaston G.  
Gilberto R.  
Jesse H.  
John O.  
Junior R.  
Luis M.  
Mark L.  
Natasha S.  
Philip H.  
Simone B.  
Zethro S.

## **10 Years**

Alexis R.  
Froilan R.  
Henry J.  
Jaime B.-P.  
Pedro G.  
Tanaysha T.  
Wilfred T.

## **9 - 6 Years**

Alvin H.-A.  
Daniel J.  
David M.  
Francis J.  
Hugh I.  
Iran R.  
Jacqueline W.  
James L.  
Jean M.  
Jenny M.  
Jermmy R.  
Lewis A.  
Marina F.  
Paul C.  
Reguy D.  
Roneey D.  
William F.

## **5 Years**

Alejandro D.  
Alvin M. III  
David G.



# Loyalty Club

## Fourth Quarter Anniversaries, continued

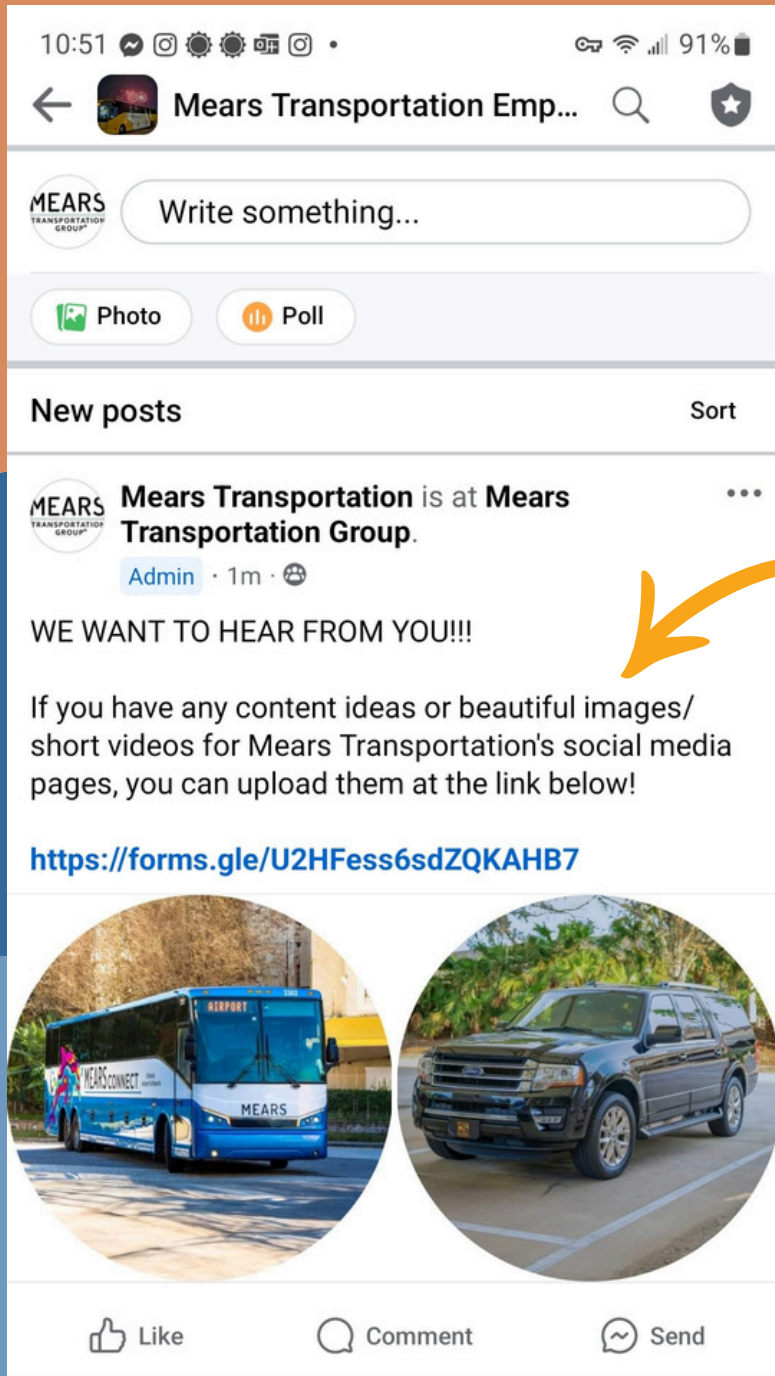
### 4 - 2 Years

Andrew G.  
Bryan P.  
Cathleya V.  
Chasity G.  
Cory D.  
Daniel E.  
Douglas E.  
Earle F.  
Elies T.  
Ethan N.  
Frank O.  
Gary P.  
Gerardo R.  
Javier R.  
Jennifer S.  
Jeremiah W.  
John D.  
Joseph T.  
Joshua I.  
Justin L.  
Kacey T.  
Keandra D.  
Kiara L.  
Luis C.  
Markita C.  
Marly M.  
Melissa P.  
Nathaniel R.  
Pam I.  
Preston C.  
Rafael S.  
Raymond F.  
Renee M.  
Richard D.  
Robert H.  
Sam P.  
Stephany S.  
Tyanna M.  
Valerie J.  
William B.

### 1 Year

Amanda C.  
Anas A.  
Anthony B.  
Antonio F.  
Bianca J.  
Cenelio B.  
Cesar S.  
Danita C.  
Delain O.  
Denise R.  
Devon R.  
Eddie B.  
Floyd W.  
Fritzner E.  
Gustavo G.  
Hugo O.  
Jeremy S.  
John E.  
Jose A.  
Louis A.  
Marquise B.  
Michael H.  
Mia C.  
Ramashewar R.  
Ricardo P.  
Steven K.  
Valerie R.-M.  
Velvet D.

# 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.





Happy Holidays!

