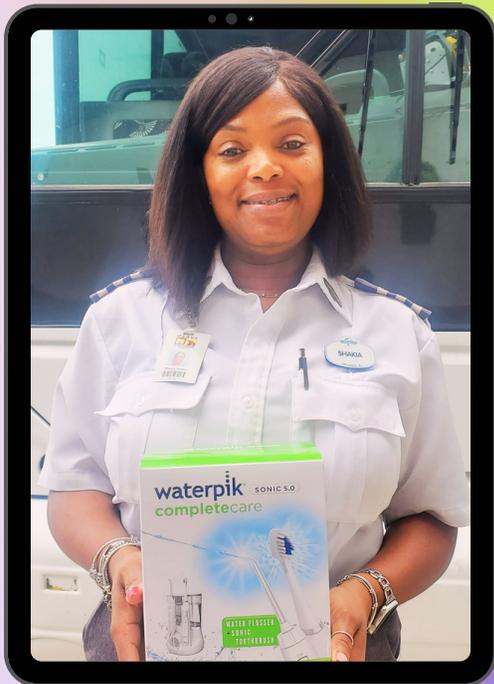


# MEARS IN MOTION

**Congratulations to these winners of our 2nd Quarter MVP '23 Raffle Prizes!**



**Shakia G.**  
MC Operations  
*Waterpik  
Complete Care*



**Deni L.**  
Mears Connect  
*ProForm  
Mini Stepper*



**Betsy F.**  
MC Operations  
*Shiatsu AirMax  
Foot Massager*



# Connecting to Sunny Days Ahead

We are excited to share with you that Sunshine Flyer (our Orlando Airport to Disney World Resort area shuttle competitor) and Mears Connect are joining forces to offer services as *Mears Connect Driven by Sunshine.*

This collaboration allows our newest business entity to enhance our guest services, as well as gain operational efficiencies.

## Why are we doing this?

*A combined service just makes good business sense, allowing us to perform with greater efficiency and focus on the guest experience.*

## Who will operate & manage the newly-merged service, and what's the timeline?

*ALL guests will flow through the Mears Connect operation, just as our current customer base does. The business operation will also be managed by Mears. By August 1st, all guests (both previously reserved Sunshine Flyer guests and Mears Connect guests) at OIA will be directed to Mears Connect in the Terminal B or C reception areas, and we will process all passengers through the Mears systems. Similarly, all departing guests, regardless of the original reservation company, will depart with Mears Connect equipment, based on our resort schedules.*

This is GREAT news for us as an organization. There are wonderful things to come with this new collaboration. Thank you all for your continued efforts with Mears Connect! Be on the lookout for a new marketing campaign and more details to come.

Mears Connect  
& Sunshine Flyer  
Join Forces

**MEARS**  
CONNECT™  
*Driven by Sunshine*

## How does this change our day-to-day Mears operation?

*Actually, much remains the same. We will continue to:*

- Operate 24/7
- Operate from OIA Terminals B & C
- Use all current Mears Connect systems & dispatch methods
  - Service all listed resorts on our website
- Manage all customer service-related items and issues at Mears
- Additionally, all vehicles will remain MEARS-BRANDED.



# Service Shout-Out

**Shuttle Van Driver Osvaldo "Ozzy" G. received this glowing compliment:**

*"I am writing to let you know how wonderfully your driver, Ozzy G., was at supporting your customers and representing your company.*

*In addition to being prompt, courteous, and effective, he went above and beyond.*

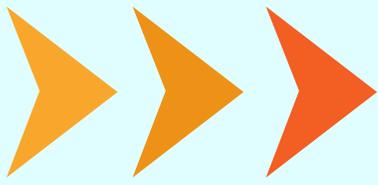
*He warmly greeted everyone, talked to us by name, and made sure we were all comfortable and always aware of how far away we were from our destination. Additionally, he somehow avoided a horrible accident with deft driving when a nearby car made a high speed reckless maneuver. Ozzy saved lives with his alert driving."*



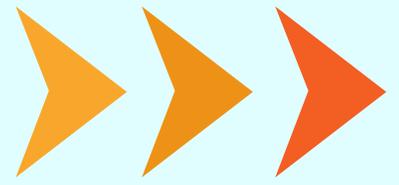
## Check out this month's BEST SHOT...



**Joe D., Director of Motor Coach Scheduling,** captured this photo at Port Canaveral recently. He says, *"I was on a ship docked at Cruise Terminal 10. This gave a unique bird's eye view of our busses staged as they waited to pick up guests from the Disney Fantasy after a rare 8-day sailing."*



# On the Move



Our Client Services team has a recent addition. Congratulations to **Terrence M.** on his new role as **Client Service Manager**. Terrence came to Mears as a Motor Coach Operator in 2021, and after one year he joined our dispatch office as a Cashier/Bus Ops Dispatcher/Mears Connect Dispatcher. Originally from Jamaica, Terrence has been driving trucks and buses his entire adult life, including more than 30 years in the United States. He was selected as a CSM for myriad reasons. In addition to his industry experience, Terrence has also shown an eagerness for knowledge and a desire to learn new tasks. His work ethic is unmatched, he has impeccable attendance, he's always willing to pitch in where needed, and he shows up every day with a smile on his face.



**Congrats, Terrence!**



## Holiday Spirit

M1 Call Center Agent **Linda C.** once again decked the halls, this time for July 4th. Call Center team members working on the Independence Day holiday enjoyed summertime treats and patriotic-themed decor.



# **LET'S GET REAL**



Mears Connect has launched **Real Time Feedback**, a new feature that encourages guests to give us immediate feedback about their transportation experience.

After completing a trip to their hotel or to the airport, Mears Connect passengers now receive a text inviting them to rate our service on a scale of 1 to 5. Guests can also provide any additional comments, plus they have the option of posting their review on Google, Tripadvisor, Yelp and Facebook.

Real Time Feedback can also help turn any negative experiences into positive reviews. Why? Because disappointed customers who feel heard will usually remain loyal. Feedback is received by the Mears Connect customer service team right away, so we have the ability to respond to concerns immediately by text, as well as take any necessary corrective actions for guest recovery.

We've already received thousands of comments via this new communication tool, and 95% of our ratings are either 4 or 5 stars. Here's a peek at what our guests are saying about Mears Connect via Real Time Feedback:

*"All went very well. Drivers were very pleasant and helpful. Buses were on time and comfortable. I will use Mears whenever I travel."*



*"I enjoyed the service from the moment I arrived at the airport."*

*"Excellent service. The Express connection had us to the hotel super quick, and the driver was very enthusiastic."*

*"Excellent service and ride today. Will definitely use your company again. Thank you!"*

**"You were so accommodating when an accident ahead of us forced us to change our pickup time. Thank you. We made it to our flight on time because of you."**



# MVP '23

## JUNE AWARDS

Congrats to these outstanding team members  
for their recent accomplishments!



### Big Brain Award

Tod H., IT



### Bridge Builders

Amy T., MC Operations  
Angel L., Accounting  
Danny C., MC Operations  
Patricia G., MC Operations  
Shane B., MC Operations



### Extra Mile Awards

Alberto T., SV Operations  
Ethan N., MC Operations  
Exie S., MC Operations  
Iris G., Call Center/Dispatch  
Jermmy R., MC Operations  
Patricia G., Call Center



### Next-Gen Mentors

Ethan B., SV Operations  
Justin L., IT  
Nick P., SV Operations  
Tanesha B., SV Operations



### Rising Stars

Enrique P., SV Operations  
Loren S., SV Operations  
Peri-Marie S., SV Operations



### Pennywise Awards

Cornelliuse D., MC Operations  
John M., SV Operations  
Maria G., SV Operations



### Pillar Award

Renee M., Call Center/Dispatch

# **MVP '23**

## **JUNE AWARDS**

### **Happy Customer Awards**

**Alberto T., SV Operations**  
**Ahmad I., MC Operations**  
**Ahmed E. S., MC Operations**  
**Andrew R., MC Operations**  
**Andy G., SV Operations**  
**Brian S., MC Operations**  
**Cader H., SV Operations**  
**Caleb J., MC Operations**  
**Cecil W., MC Operations**  
**Curlet S., SV Operations**  
**Daniel E., MC Operations**  
**Darrell G., MC Operations**  
**David S., MC Operations**  
**Delroy D., SV Operations**  
**Donald C., SV Operations**  
**Donald M., MC Operations**  
**Frank L., MC Operations**  
**German R., MC Operations**  
**Gregory L., MC Operations**  
**Gregory M., MC Operations**  
**Guillermo S., MC Operations**  
**Hank S., MC Operations**  
**Innocence B., MC Operations**  
**Iran R., MC Operations**  
**Jean L., MC Operations**  
**Jean T., MC Operations**  
**Jessica P., Call Center**

**John O., MC Operations**  
**Johnny C., MC Operations**  
**Jonathan M., MC Operations**  
**Joseph S., MC Operations**  
**Linda P., MC Operations**  
**Lourdes S., Mears Connect**  
**Manny A., MC Operations**  
**Mario P., MC Operations**  
**Matt I., MC Operations**  
**Merry M., MC Operations**  
**Miguel J., SV Operations**  
**Mohamed A. O., MC Operations**  
**Nelson B., Call Center**  
**Patricia G., Call Center**  
**Pedro G., MC Operations**  
**Peggy N., Sales**  
**Richard S., MC Operations**  
**Robert L., SV Operations**  
**Robert M., MC Operations**  
**Robert W., SV Operations**  
**Roland M., MC Operations**  
**Tanesha B., SV Operations**  
**Thomas S., MC Operations**  
**Tommy G., SV Operations**  
**Vicente G., MC Operations**  
**Wilnel T., MC Operations**



# MVP '23

## JUNE AWARDS



### Team Players

Angel L., Accounting  
Aolani R., SV Operations  
Ben A., MC Operations  
Bobby K., MC Operations  
Carmen D., Accounting  
Cristal L., MC Operations  
David D., Taxi Operations  
Gamal M., Accounting  
German R., MC Operations  
Osman I., SV Operations  
Quinilio P., SV Operations  
Ruben C., Call Center  
Tommy G., SV Operations  
Walmarie R., SV Operations

### Sunshine Awards

Chardnet I., Call Center/Dispatch  
Cory D., SV Operations  
Deni L., Mears Connect  
Johnny C., MC Operations  
Roland M., MC Operations

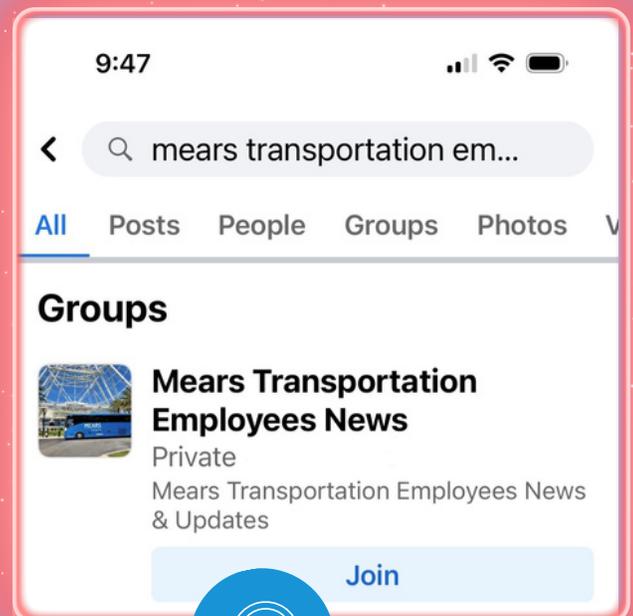


## Good News



*We've created a Facebook page  
just for YOU!*

*“Mears Transportation  
Employees News”  
is the place to go  
for the latest  
company happenings.  
The group is live now,  
so join TODAY.*



***Congratulations to these members of our Loyalty Club,  
celebrating employment anniversaries  
in the Second Quarter of 2023.***

**26+ Years**

Mark W., 38 years  
Kraige J., 37 years  
Paula J., 37 years  
Karl C., 33 years  
Sarah B., 32 years  
David D., 31 years  
Mike M., 28 years  
Rachel B., 27 years  
Luis C., 26 years

**25 Years**

Amy F.  
Antonio A. S.  
Fritzner M.

**24 - 21 Years**

David P.  
Jean M. P.  
Kerri L.-D.  
Ruben J.-L.  
Tod H.  
William B.

**19 - 16 Years**

Anson J. G.  
Betsy F.  
Edwin A.  
Henderson R.  
Jarol P.  
Justin M.  
Marcela D.  
Merry M.  
Rafael M. M.  
Santiago M.  
Sobeida G.  
Syed J.  
Thomas B.  
William K.

**15 Years**

Anthony M.  
David S.  
Josue F.  
Marcia G.  
Wilnel T.



# Second Quarter Loyalty Club

Continued...

## 14 - 11 Years

Ben A.  
Cader H.  
Ernst N.  
George R.  
Gerald R.  
Lionel W.  
Lucianna G.  
Olga V.  
Pablo G.  
Pamela W.  
Sal K.  
Victor C.  
Virginia V.

## 10 Years

Ariel C.  
Greg L.  
Jean L.  
Marisol B.  
Robert W.

## 9 - 6 Years

Brian M.  
Eric L.  
Gregson M.  
Jay T.  
Jean L.  
John C.  
John M.  
Kenneth W.  
Kyle G.  
Latasha V.  
MD R.  
Mehmood M.  
Nathan S.  
Nelson M.  
Ramon M.  
Rodney M.  
Sarah W.  
Shahin B.

## 5 Years

Darielys V.  
Eric M.  
Janis D.  
Jonathan M.  
Leroy J.  
Ruth C.  
Spencer M.  
Vivianne R.-S.

## 4 - 2 Years

Alexis F.  
Angel G.  
Angel L.  
Aracely S.  
Coby R.  
Crismarie P.  
Dariss S.  
Emilio B.-A.  
Frank L.  
Gary L.  
German R.  
Hector L.  
Jermaine F.  
Jose V.  
Joshua R.  
Linda C.  
Maliek C.  
Manuel M.  
Marc W.  
Maria G.  
Maria L.  
Michelet J.  
Miguel J.  
Patricia G.  
Rene M.  
Roland M.  
Sandra B.  
Steffanie G.  
Terrence M.



# Second Quarter Loyalty Club

Continued...

1 Year



Alain P. H.  
Alfred D.  
Alix C. P.  
Angel D.  
Angel A. L.  
Aolani R.  
Awilda V.  
Brielle W.  
Carlos T.  
Claudia G.  
Curlet S.  
Cynthia M.  
Daniel A.  
Danielle H.  
David B.  
David M.  
Delroy D.  
Derick P. L.  
Elisha J.  
Ericka M.  
Ethan B.  
Evelyn G.  
Frank B.  
Gamal M.  
Jean D.  
Jennilee O.



Jerrica D.  
Johnny C.  
Judi A.  
Kadayria C.  
Kenneth W.  
Kevin D.  
Lafayette W.  
Lee H.  
Lesmore T.  
Linda A.  
Lisa R.  
Luis V.  
Matthew R.  
Nelson V.  
Pheguy P.  
Ralph F., Jr.  
Rene L.  
Robert B.  
Ruben F.  
Samuel D.  
Shane B.  
Sheila D.  
Tekoa S.  
Teresa H.  
Tyler D.

# Send Us Your *Best Shot*

As we continue our photography feature in the *Mears in Motion* newsletter, “Best Shot” showcases YOUR photos of the great work we do at Mears throughout Central Florida! Here’s everything you need to know:

## DO's:

- Photos must be related to Mears Transportation operations, for example a Mears taxi with a stunning Florida sunset in the background, or a lineup of Mears motor coaches framed by colorful fireworks in the night sky.
- Photos may include co-workers and/or yourself.
- Capture work-related images that are beautiful and unique.
- Submit photos to [motion@mears.com](mailto:motion@mears.com), and be sure to tell us your full name, job title, and where and when the photo was taken. If there's a story behind the image, share that in your email, too.
- Make sure your image is attached as a high-resolution JPEG file.
- Enter before the monthly deadline: 11:59 p.m. on the 15th day of each month.
- Limit two photo submissions per employee per month.



## DON'Ts:

- Taking photos while driving is a big DON'T. NEVER take a photo while driving any vehicle.
- Do NOT take photos of customers, clients or guests, and do NOT ask customers, clients or guests to take photos of you.
- Photography is not permitted to interrupt your work.
- Please don't digitally manipulate images to create scenes that didn't actually occur.



## *We can't wait to see your Best Shot!*



Open to all Mears employees (part-time and full-time).

Photo selection is at the discretion of the Mears employee engagement team.

A photo chosen for publication also gives the employee one entry into the next quarterly recognition raffle drawing.

By submitting your photo, you agree to its use, distribution and publication by Mears Transportation Group, and release all related rights & claims.