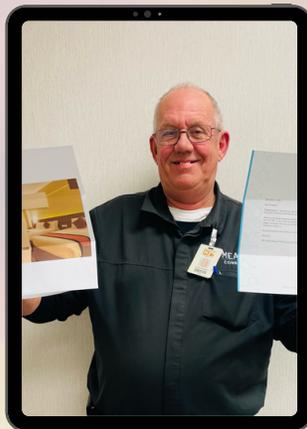


# MEARS IN MOTION

**Congratulations to the winners of our MVP '23 Employee Appreciation Grand Prize Drawings!**



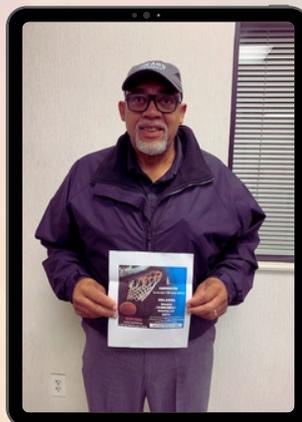
**John M.**  
**Motor Coach Operations**  
**2 Nights,**  
**Swan/Dolphin Resorts**



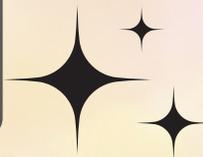
**Greg L.**  
**Motor Coach Operations**  
**Magna Ripcurl**  
**Cruiser Bike**



**Cory D.**  
**Motor Coach Operations**  
**\$100 Disney Gift Card**



**Gregory M.**  
**Motor Coach Operations**  
**Orlando Magic 4-Ticket NBA Prize Pack**



AND CONGRATULATIONS TO THESE WINNERS  
OF OUR 4TH QUARTER MVP '23  
EMPLOYEE APPRECIATION DRAWINGS!



**Jenny B.**  
**Airport Operations**  
**Sharper Image**  
**Powerboost**  
**Deep Tissue**  
**Massager**



**Boyd R.**  
**Motor Coach**  
**Operations**  
**InstantPot**



**Robert L.**  
**Shuttle Van Operations**  
**Waterpik**  
**Water Flosser**

*Congrats!*

SEE PAGE 12 FOR MORE INFO ON  
EMPLOYEE RECOGNITION AWARDS

# Full-Circle at Gore St.

The Mears Sales Team is back on property! Recently relocated from offices on Vineland Rd., they're now back to their previous home in the M2 Building at the corner of Gore St. and Division Ave. It's great to have Sales back on campus again, allowing for even more effective communication and engagement.

This move has led to some additional changes on property: Our I/T Development Team is now located in M8, and Tech Services has moved to M3. For a refresher on where each department is located downtown, here's an updated property map.



# Employee Spotlight

**Meet and Greet Coordinator Anthony C.M.** joined Mears in January of 2023. When he's not busy orchestrating seamless arrivals at the airport, this musical wizard is coordinating harmonies of a different sort in Central Florida.

In December, Anthony served as conductor for the Volusia Community Arts Symphony Orchestra's holiday music concert. An accomplished brass player himself, he's skilled on the trombone and tuba. He's also a resident music intern with Orange County Public Schools.

*Read on to learn more about Anthony's gifts and goals.*



**Q: Do you have a favorite piece?**

**A:** My all-time favorite orchestral work is Gustav Holst's *The Planets*. It is a seven-movement piece that evokes all kinds of emotions based off of the seven mythological gods that our solar system's planets are named after.

**Q: What is something that might surprise people about the art of conducting?**

**A:** Oftentimes people know you as the "person with the stick" who comedically swings the baton left to right like in cartoons, but the job of the conductor is so much more and holds so much weight. Rehearsing ensembles of that size and caliber takes hours, and you are expected to be the master in the room who has all the answers and brings the pages of music to life. It takes years of practice, experience, and knowledge to make everything work.

**Q: What's next in your musical pursuits?**

**A:** I am currently working on my music degree and fully expect to continue conducting. My next goal will be to take over Volusia Community Arts' Jazz Ensemble as its permanent director.

**Q: How did you get started as a conductor?**

**A:** *I have been conducting for about 5 years. My first conducting gig was in high school with a small jazz band and it has since progressed to full symphony orchestras and multiple organizations.*

**Q: What do you love about it?**

**A:** *Being a conductor can take your breath away when you are up on the podium. It is a job where you come together with 70+ musicians of all different backgrounds to make one singular sound. You have the ability to push people beyond their limit, and that is what I fell in love with.*



# Airport Update

In our final newsletter of 2023 we highlighted many positive changes that have taken place since last summer. One to note, *Daniel L.* is now our *Senior Operations Manager* at OIA, overseeing Mears Connect, Universal SuperStar Shuttle, and Mears Meet & Greet services. Daniel has been with Mears since 2022 and brings a wealth of experience from his management career with Home Depot. His ability to swiftly improve efficiencies, identify and mentor up-and-coming Mears stars, and his positive attitude make the airport a successful and fun work environment. Daniel is the perfect voice to provide an update on our Mears Connect Operation at OIA, in his own words. He writes:

*Mears Connect is the gateway to our guests' Disney vacation. We service 40 Disney Area resorts and move many thousands of people each week. Our staff includes more than 40 team members, plus a Meet & Greet Coordinator, three Operations Managers and a Sr. Operations Manager (that's me, Daniel).*

*I oversee the operation at the Orlando International Airport (MCO). We operate 24/7, moving guests in motorcoaches and shuttle vans. We have friendly Greeters who check guests in, answer questions, and direct them to the correct queue. Our Dispatchers are the operational heart of Mears Connect, assigning guests to their appropriate vehicle routes so everyone makes their way to The Magic. And our essential Boarding Reps make sure all guests are present and accounted for aboard the correct vehicles.*

*The Mears Airport division has numerous moving parts! Many people don't know that our team is responsible for much more than just Mears Connect. Our leaders are also responsible for making sure the Universal Superstar Shuttle runs smoothly and efficiently.*



*In addition, we oversee airport Meet & Greet requests, and partner with the Taxi Division to assist whenever needed. We also work closely with various other departments within the Mears organization, including the Taxi Call Center, Bus Operations, Sales and Mears Select.*

*The most fun aspect of my role is seeing the faces of each guest when they board our motorcoach, and they know they are going to Disney World. We are the final step in their lengthy travel process, and we can say "Sit back and relax, you're almost there." We take some of the stress out of travel, and we can help transform someone's negative prior experiences into something great.*

*Lastly, I want to add that the most satisfying part of my job is watching my team grow and learn, and helping our airport team members develop into great leaders. I love using my experience to help them progress in their careers and reach their potential.*



## Check out this month's Mears Photo Contest Winners...



**Motor Coach Operator Charlie R. took this patriotic picture during the arrival of the Gary Sinise Foundation's Snowball Express at OIA on December 2. The Snowball Express serves surviving spouses and children of fallen military heroes and first responders by providing programming and support that honors their fallen hero, encourages them to make new memories, and helps them connect with others who understand what they've been through.**

**Motor Coach Operator Tim D. captured this image of our coaches staged at Coronado Springs for the 2023 Snowball Express visit to Walt Disney World. Each year, the Gary Sinise Foundation hosts this five-day experience for 1,750+ children of fallen heroes and the surviving spouses/guardians.**



**Because the holidays can be especially challenging for grieving families, the Snowball Express holds their annual Disney event in December.**

**With special time to honor their lost loved ones, plus a blend of entertainment and inspiring programs, the participating families can lean on their peers for encouragement and support throughout their trip.**



# MVP '23

## DECEMBER AWARDS

CONGRATS TO THESE OUTSTANDING TEAM MEMBERS FOR THEIR RECENT ACCOMPLISHMENTS!

### **EXTRA MILE AWARDS**

ARIEL C., FACILITIES & SMALL VEHICLES MAINTENANCE  
ERIN L., SALES

### **HAPPY CUSTOMER AWARDS**

ERICKA M., SPECIAL ACCOUNTS  
LATASHA V., SALES  
RACHEL B., SALES

### **PILLAR AWARDS**

DEBBIE V., ACCOUNTING  
RUBEN G., MC OPERATIONS

### **TEAM PLAYERS**

ALVIN H., AIRPORT OPERATIONS  
ASHLEY A., AIRPORT OPERATIONS  
CYNTHIA M., AIRPORT OPERATIONS  
FRED A., AIRPORT OPERATIONS  
IMRE V., AIRPORT OPERATIONS  
JANECIA H., CALL CENTER  
JENNY B., AIRPORT OPERATIONS  
KYLE G., AIRPORT OPERATIONS  
LISA Z., AIRPORT OPERATIONS  
MARCIA G., AIRPORT OPERATIONS  
MARY A., AIRPORT OPERATIONS  
MIRACLE B., CALL CENTER  
ROLSON C., AIRPORT OPERATIONS  
WILLIE (BILL) M., AIRPORT OPERATIONS



# DECEMBER DOWNLOAD

As we have done over the years, many departments throughout the company spruced up their work areas with holiday decorations in their own unique, Mears ways. Team members also collected food for those in need, delivered toys to underprivileged children, and donated their time in support of charitable causes. We hope the holiday highlights on the next few pages will brighten your day as we move into 2024.

First up, congratulations to the winners of our  
***2024 Holiday Trivia Contest***

**1ST PLACE: KRISZTINA T., WITH A PERFECT SCORE OF 100%**

**2ND PLACE TIE: IAN K. & LATASHA V.**

**3RD PLACE: YVETTE B.**

**4TH PLACE TIE:**

**JOSHUA R., KRAIGE J.**

**MARIA L. & TERI D.**

# Holiday Highlights



Santa, HR, Safety took gifts to Edgewood Children's Ranch



M4/Accounting donated toys to XL106.7 Baby DJ Toy Drive



Hannukah Harry made an appearance in M4



M1 featured a cozy holiday hearth



Bus Ops & our Call Center delivered food donations



Elf on the Shelf supervised our M8 team

*Merry and Bright*

Therefore always hold on to secure greater pleasures, or else...

**Most Unique:  
Airport Operations**



**Most Colorful:  
M8/HR**



**So many creative  
Tree Contest entries!**



**Best Mears-Themed:  
Taxi Operations**



**Most Professional:  
M1 Main Lobby**

**Overall Best Tree:  
Tech Services**

**Most Unique: Airport Operations**

**Most Colorful: M8/HR**

**Best Mears-Themed: Taxi Operations**

**Most Professional: M1 Main Lobby**

**Overall Best:**

**1st - Tech Services**

**2nd - Shop**

**3rd - Bus Operations**



## Holidays at OIA

In celebration of the holiday season, our OIA Operations managers surprised the airport team with a department-wide raffle. With various prize values ranging from \$1 to \$50 each, the raffle gifts were hand-selected by members of the management team, and each of our airport employees had an opportunity to choose a random number to receive a gift. The festivities were a big hit, as you can see from just a few of the smiling faces pictured here.

Our Airport Ops management team sends heartfelt thanks to our amazing airport employees for their diligence throughout the year.



*Boarding Representative Marina F.*



*Boarding Representative Gerardina B. and  
Connect Greeter Emilee C.*



# Ready to Soar in '24

As we continue celebrating employees throughout the Mears company, which of the **Soar in '24** award categories are you most excited about?

## Happy Customer Award

Given when an employee receives a documented and verified compliment from a guest/external customer. Accompanied by \$25 service award.

## Team Player/Bridge Builder

An INTERNAL shout-out or thanks from a Mears co-worker. Often this award acknowledges an employee who demonstrates helpful collaboration with other departments, teams or colleagues.

## Pennywise Award

Recognizes an employee whose work shows they're mindful about saving money/time/resources on the job.

## Big Brain Award

Given in recognition of an employee who comes up with a great idea or solution to a problem or challenge.

## Service Hero

Celebrates an employee who skillfully turns a negative customer service experience around and achieves guest recovery.

## Sunshine Squad

Given for demonstrating a positive attitude, lifting the mood of teammates, offering encouraging words, boosting department morale.

## Big Heart Award

In recognition of an employee in good standing who is also making a significant positive impact in the Central Florida community (outside of work).

## Next-Gen Mentor

Awarded in recognition of a trainer who shows exceptional effort/results in teaching/coaching new employees.

## Rising Star

Recognition of someone who is newly hired (in the past three to six months) and already making a significant mark in the company.

## Extra Mile Award

Given to someone who demonstrates extra effort above and beyond the expected norm. Recipients of this award often demonstrate creativity in handling an unexpected situation that comes up on the job, perhaps something that couldn't be anticipated in a training program.

## Pillar Award

For the employee whose consistency and reliability contribute to the overall success of the team. Often this person is the "unsung hero" working quietly in the background.

## Safety First Award

Recognizes on-the-job safety (all roles, not just drivers).

## Loyalty Club

Initially given at the one-year anniversary of employment, and annually thereafter. Employees first become members of the 1-Year Loyalty Club, then the 2-Year Loyalty Club, followed by the 3-Year Loyalty Club, etc.

*For more information about Soar in '24 recognition, please talk with a department leader.*

## 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 on Facebook now, so join TODAY.



Mears Transportation  
Employees News >

