

# MEARS IN MOTION

**Congratulations to these winners of our  
1st Quarter Employee Appreciation Raffle!**



**Hector C.**  
M/C Operations  
*Shiatsu Massage Pillow*



**Boyd R.**  
M/C Operations  
*Waterpik  
Waterflosser*



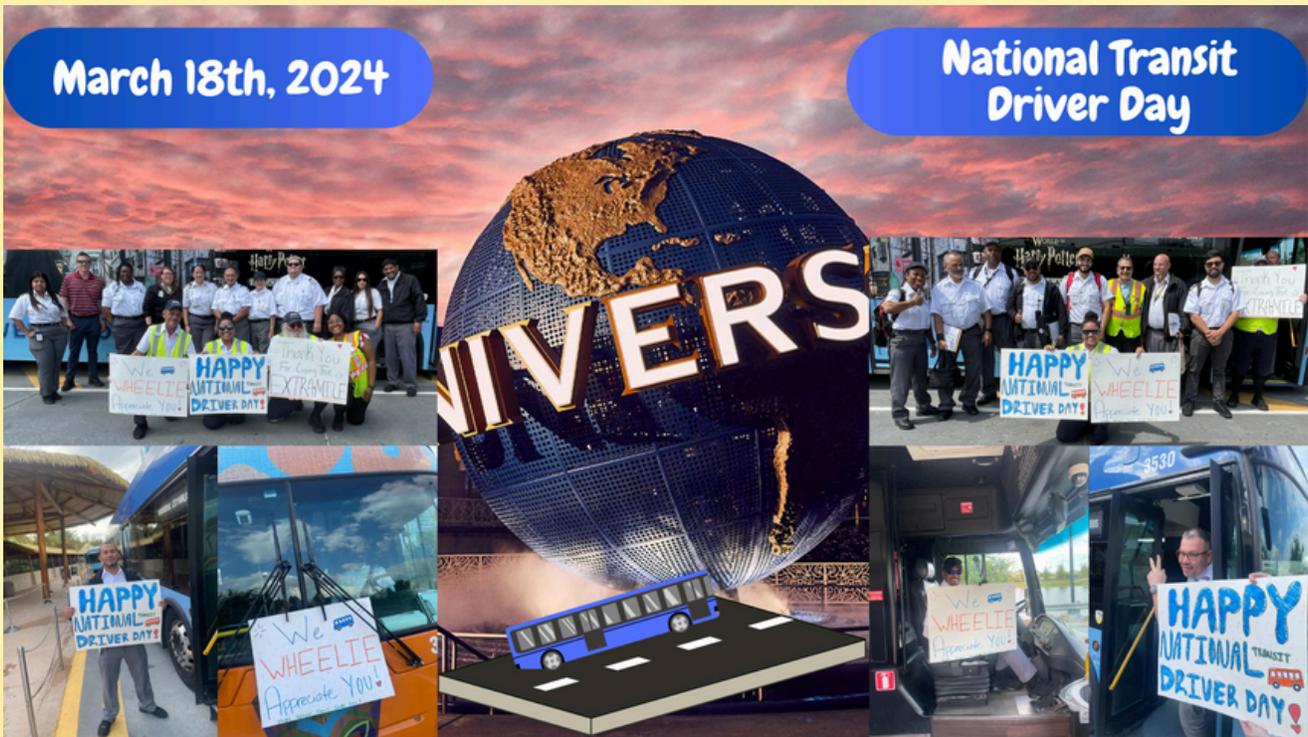
**Latoya F.**  
M/C Operations  
*Omron  
Blood Pressure Monitor*

# Welcome Aboard!

**Wilson G., Military Talent Acquisition Manager/HR Assistant Manager has joined the Mears Team!**

**Wilson brings an impressive background of 14 years in recruiting and has recently retired from the U.S. Army. He will be working at Motor Coach Operations three days/week and in Building M8 the remaining two days/week.**

**Please join in welcoming Wilson to HR.**



**Chaz T.,  
Supervisor of Resort Transportation  
at Universal Orlando Resort  
writes:**

***"I wanted to share the small gesture we did for the Drivers who were in on March 18th in honor of National Transit Driver Day. We made posters and took opportunities to say thank you to the Drivers for going the extra mile for our Guests!"***

# Customer Comment

We recently received this heartfelt note and photo from a grateful guest:

*“Excellent service from our arrival to Orlando to our departure home.  
Especially Motor Coach Operator Virginia V! She shines above and beyond.  
Virginia was amazing, so kind and extremely caring with my special needs daughter.  
Virginia had front seating on the bus, which was extremely helpful  
because my daughter has cerebral palsy and has difficulty walking.  
Virginia also had the movie Encanto on, which made our travel less hectic  
because it made my daughter so comfortable.  
Virginia has a special touch and such a big heart! ❤️  
Thank you for excellent service and the best staff ever!  
We will be back!!!”*

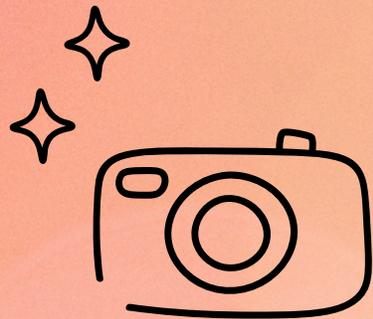


# Airport Update



On April 9th  
our Airport Taxi division  
recognized *Rolson C.*  
as Employee of the Quarter.

In other news,  
last quarter everyone who worked  
received an appreciation certificate  
for their extra efforts during  
the HIMMS conference in March.  
The taxi team that weekend  
moved more than  
5,700 cabs during a 2-day period!  
They were treated to a pizza celebration  
in recognition of their outstanding teamwork.



**Check out this month's  
"Best Shot"  
Photo Contest Winner**



**MC Operator Alberto T.  
captured this image  
while on a charter in Clearwater.**

# **“SOAR IN ’24” MONTHLY AWARDS**

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

## **EXTRA MILE AWARD**

FRANK B., MEARS CONNECT

## **HAPPY CUSTOMER AWARDS**

BRIAN M., MC OPERATIONS

ERIC P., MC OPERATIONS

ERIN L., SALES

EZEKIEL S., MC OPERATIONS

FRANCO B., SALES

JERMMY R., MC OPERATIONS

KASEY S., MC OPERATIONS

PEGGY N., SALES

RICKEY S., MC OPERATIONS

RUEBEN S., MC OPERATIONS

SHAKIA G., MC OPERATIONS

## **NEXT-GEN MENTOR AWARDS**

DOUG H., MEARS CONNECT

PHILIP H., MEARS GLOBAL/SPECIAL ACCOUNTS

## **PILLAR AWARDS**

CHASITY G., SALES

CYNTHIA M., AIRPORT OPERATIONS

NATHALIE M., MEARS CONNECT/DISPATCH

**CONGRATS TO THESE  
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**SUNSHINE AWARDS**

AYRTON P., MEARS CONNECT  
ORTANCIS G., SALES

**TEAM PLAYERS/BRIDGE BUILDERS**

FRITZNER M., MC MAINTENANCE  
JOSE R., CLIENT SERVICES/SAFETY  
LLEWELLA F., ACCOUNTING  
MILTON D., CLAIMS  
PAMELA W., ACCOUNTING  
TERRENCE M., CLIENTS SERVICES/SAFETY  
TYLER H., CLIENT SERVICES/SAFETY  
YVETTE B., ACCOUNTING

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

## **26+ Years**

**Bret V., 39 years**  
**Nick S., 35 years**  
**Tim B., 32 years**  
**Jeanne H., 30 years**  
**Butch S., 29 years**  
**Luis L., 29 years**  
**Daniel O., 28 years**  
**Felix R., 28 years**  
**William R., 28 years**  
**Lynn P., 27 years**  
**Ozzie D R., 27 years**  
**Carolyn D., 26 years**

## **25 Years**

**Gregory M.**  
**Horace B.**

## **19 - 16 Years**

**Carl H.**  
**Daniel B.**  
**Edwin R.**  
**Elsa A.**  
**Mauricio S.**  
**Puran B.**  
**Ray R.**  
**Rockland S.**  
**Simon M.**  
**Tyler H.**

## **15 Years**

**Joel M.**

## **14 - 11 Years**

**Boyd R.**  
**Bradley L.**  
**Brian D.**  
**Cliff M.**  
**Cornelliuse D.**  
**Cristal L.**  
**Deron D.**  
**Laurel R.**  
**Norma G.**  
**Randolph P.**  
**Robert U.**  
**Vassel V.**

## **10 Years**

**Carla M.**  
**Jean H.**



# First Quarter Loyalty Club

Continued...

## 9 - 6 Years

Ahmad I.  
Anibal A.  
Babalola O.  
Cassandra L.  
Christie V.  
Darrell D.  
Dominic D P.  
Elvin I.  
Jaqueline M.  
Jeffrey B.  
Jehu J.  
Joanna M.  
John C.  
Jose C V.  
Jose R.  
Lou S.  
Luis Z.  
Noldy S J.  
Raquel B.  
Raymond H.  
Robert L.  
Robert M.  
Rueben S.  
Segundo C.  
Thomas K.  
Trey W.  
Vicente G.

## 5 Years

Charlene J.  
Daniel H.  
Erica M.  
Gansham P.  
Jean F.  
Krisztina T.  
Onofre P.  
Rossini D P.  
Ruth G.  
Tom M.  
Yvette S.

## 4 - 2 Years

Brian C.  
Christina R.  
Dacoya B.  
Daniel R.  
Debbie V.  
Eduardo B.  
Emilee C.  
Fouad L.  
Ian K.  
Imre V.  
Jeff D.  
Jeff S.  
Jeffery H.  
Jessica P.  
Jillane H.

## 4 - 2 Years

Continued...  
Jonathon B.  
Joseph B.  
Kathleen P.  
Kueise L.  
Latoya F.  
Lourdes S C.  
Marisabel R.  
Mark F.  
Mark H.  
Mary A.  
Michael A.  
Michael B.  
Michael Q.  
Nyah M.  
Osman I.  
Ratna F.  
Rita J.  
Robert T.  
Rodney D.  
Ruth G.  
Tanesha B.  
Terrence W.  
Tom M.  
Waldo M.  
Wayne R.  
Wilbert R.



# First Quarter Loyalty Club

Continued...

## 1 Year

Anthony C-M.

Arianna T.

Brad S.

Carl E.

Chardnet I.

Curtis B.

Darian J.

Deandre S.

Destiny S.

Eric G.

Eric P.

Ezekiel S.

Frantz S.

Galo R.

Hector C.

Jalynn J.

Janice J.

Jean-Paul G.

Jesus G.

Jo O.

John V.

Kenneth R.

Leyda G.

Llewella F.

Luis Z.

Maliek C.

Mariah G.

Mita M.

Nancy K.

Rafael G.

Randel H.

Ruben C.

Rudy V B.

Samuel S C.

Steevenson D.

Tabatha T.

Tarzarria P.

Tiffany F.

Travis M.

Warren S.

**Congrats**  
*on your*  
**Milestone**

# Together We'll 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 >

