

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.

Continued on page 2...

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.

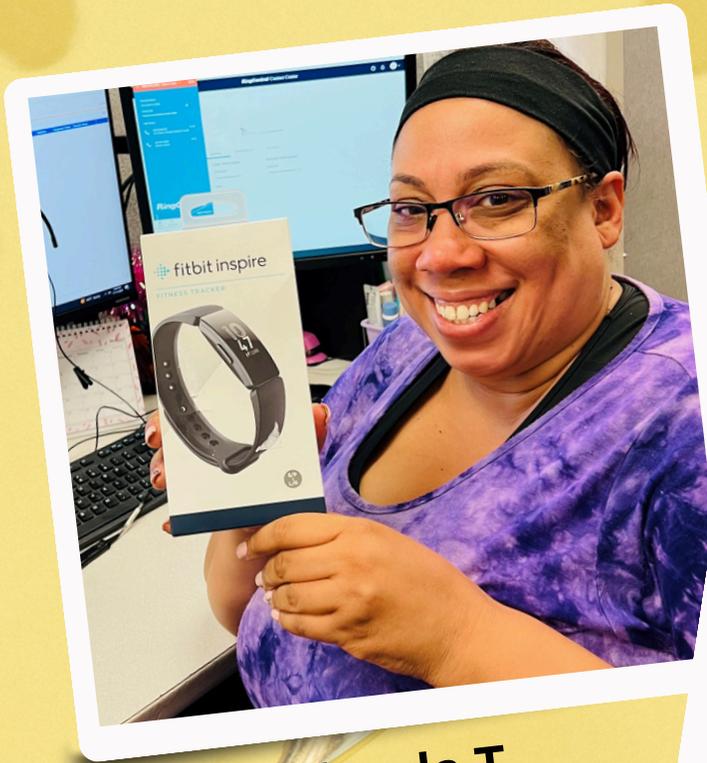
Thanks again for ensuring 192 deserving children had an amazing holiday of a lifetime.

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.

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



Glenda T.
Special Accounts
Fitbit Inspire

Jenny M.
Accounting
Heated Neck & Shoulder Wrap



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*

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
DELAIN 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

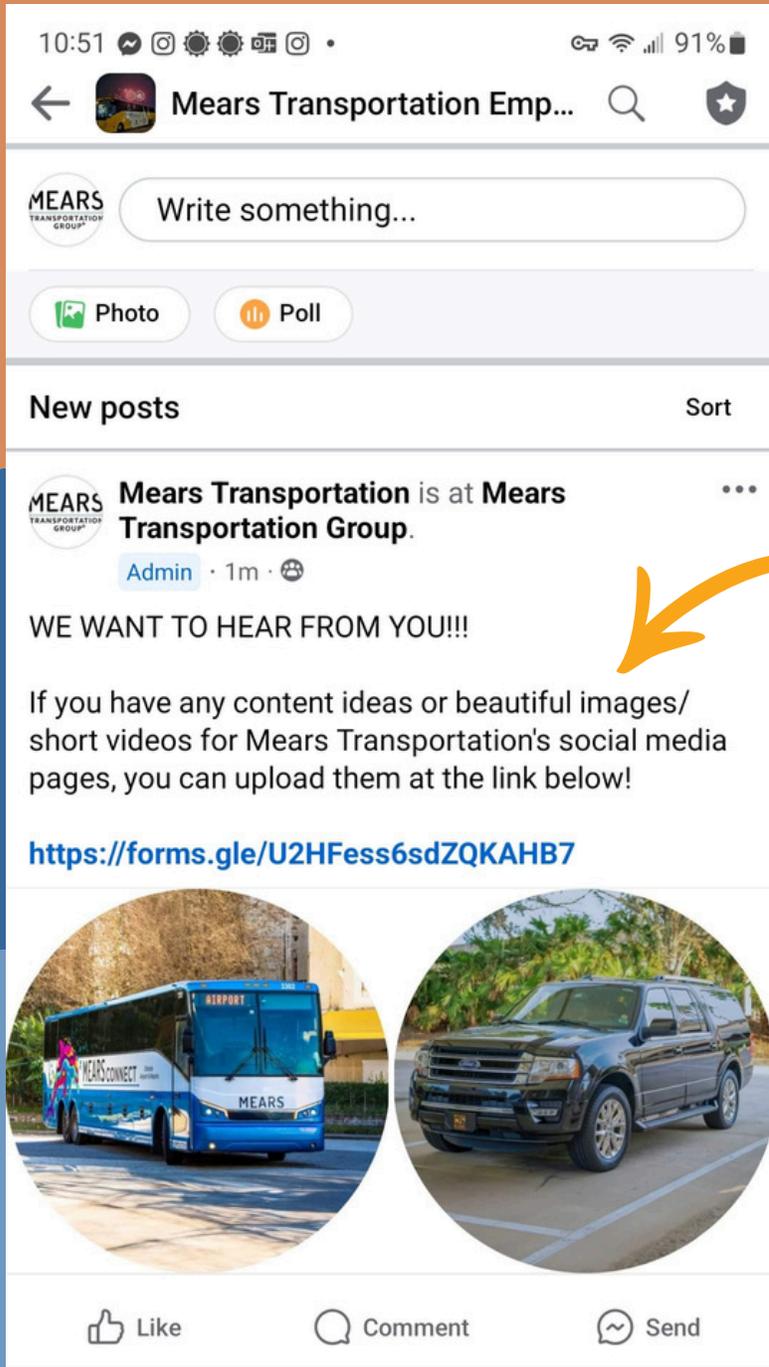
4 - 2 Years

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

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!