



SCAN ME

MEARS IN MOTION

A Peek Under (and Over) the Bus

By Karl C., VP of Maintenance & Engineering



Maintenance Milestone

We're thrilled to share a behind-the-scenes look at some of the exciting developments taking place in our new maintenance facility—a space equipped with state-of-the-art tools and technology that now allow us to perform major overhaul work entirely in-house.

Pictured above is Austin C., our new Director of Maintenance at the Mears/Epic Depot, alongside our talented technicians as they document a major milestone: our very first in-house engine replacement at the new facility. This is just the beginning of what's possible with this team.



Technical Training

Another recent highlight was our team's participation in Gillig Battery Electric Bus training, hosted at our new depot over a two-week period. We've also had the opportunity to provide critical training on electric charging infrastructure—benefiting both our maintenance and operations teams.

Looking ahead, we're preparing to roll out additional advanced training programs focusing on key mechanical systems. These will further strengthen our team's ability to handle increasingly complex maintenance tasks with confidence and skill.

Custom Creation

It's hard to overstate how proud I am of this team. Their drive, collaboration and willingness to grow have already led to impressive accomplishments, including assembling a custom bus platform completely in-house, saving the company thousands of dollars.



These achievements are setting the tone for the future of our maintenance operations. See page two for more about how this team's dedication and innovation is moving us forward.

SHOP NEWS, CONTINUED FROM PAGE 1



Raising the Bar

All of the bold new efforts highlighted on page one are in addition to the incredible work being done every day at our other two maintenance locations, which include both small vehicle maintenance shops and full-scale bus maintenance facilities. What sets our maintenance operation apart is the collaboration between these skilled teams. Each shop brings its unique strengths to the table, and together, they form a powerful network that supports our entire fleet and meets the diverse needs of our business. It has taken quite some time to rebuild the teams post-COVID, and now, together, they are collectively raising the bar for what's possible.

Fun Fact

Did you know that Karl C. has built all of the step stools for our shuttle vans and taxi vans for more than two decades? These and Karl's other notable designs can be found throughout the company; in fact, the photo featured above shows a custom-built foreman's desk that Karl designed and created. Mears Transportation is forever grateful for his engineering expertise.



Dynamic DUO

Nick C., Director of Bus Maintenance at 1724 W. Gore St.

Nick began his Mears career as Director of Bus Maintenance in August of 2024. Before joining us, he served as Assistant Director of Maintenance for the City of Detroit's Department of Transportation (DDOT) and he brings more than a decade of fleet maintenance leadership experience. At Mears he oversees preventative maintenance, bus wash, body shop and repair operations at our 1724 W. Gore St. shop. Nick has already produced great results in his first year with us, and as a certified Six Sigma Black Belt it is clear that he is committed to success. Already he has reduced downtime, optimized facilities and is building high-performing teams that keep Mears vehicles safe, reliable and road-ready. We are excited for all that is to come.



Austin C., Director of Bus Maintenance at the Mears/Epic Depot

Austin started with Mears in April of 2025, bringing with him a wealth of experience and a strong track record in diesel maintenance. His career journey includes earning Level 1 Diesel Technician status, achieving multiple master certifications, and even launching his own diesel repair business, which included Mears as one of his clients. Austin's technical expertise, combined with his growing knowledge in electric bus systems, equips him to lead with a hands-on, mentorship-driven approach. We're glad to have him guiding the team at the Mears/Epic Depot as we continue to expand our in-house capabilities.

If you haven't had the chance to do so already, please join in welcoming and congratulating both Nick and Austin!

EMPLOYEES OF THE MONTH

AUGUST
2025

GREGORY R. DETAILER

Since joining Mears in March 2025, Gregory has already made a significant impact on the Mears Select fleet. Drivers praise his work ethic and character, and he consistently handles any challenges with composure and professionalism. Gregory takes initiative in identifying vehicle damage and irregularities, and he promptly reports them.

His efficiency, vigilance and careful attention to detail are exceptional! He's also willing to stay late, arrive early, and come in on his days off when needed, especially to prep vehicles for busy weekends and high-priority events. Described as approachable, hardworking and charismatic, Gregory has built a positive, mutually-respectful rapport with dispatchers, drivers and maintenance colleagues alike.



JEAN "MARIO" P. MOTOR COACH OPERATOR

Mario cheerfully supports our motor coach operations department with his positive attitude and upbeat personality. He always arrives in proper uniform, with a smile, ready to work, and our guests notice! One of his many customer comments recently highlighted his friendly service and the cleanliness of his vehicle. Additionally, Mario's commitment to safety is reflected in his consistently-high Samsara score and his clean driving record. A respected and proven team player, Mario has been serving Mears guests since 1999. That's more than a quarter of a century!



CONGRATULATIONS TO OUR NEW FIELD TRAINERS

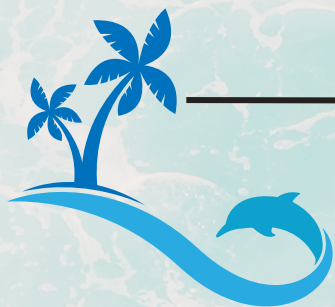


This dedicated group of newly-certified Motor Coach Field Trainers recently completed our in-house Train-the-Trainer program:

**Brenton S.
Cesar F.
Kerstein R.
Kevin Q.
Louis A.
Matthew G.**

**Michael A.
Paul B.
Quincy P.
Robert M.
Ronald M.
Tangie A.-H.
Tia W.**

As role models and peer coaches for new drivers, our Motor Coach Field Trainers are selected for their exemplary customer service skills, safe driving record, encouraging spirit, integrity and enthusiasm.



Q&A

WITH K. KRAIGE J.

SENIOR VICE PRESIDENT, BUS OPERATIONS

Although he was born in Coral Gables, FL Kraige grew up in Los Angeles. After exploring Aeronautical Engineering as a possible career path, Kraige returned to Miami in 1985. His journey in the ground transportation industry began shortly thereafter, which means he has 39 years of experience with us! (Did you know Mears had a Miami office back in the day?)



Q

What's one thing people might be surprised to learn about your role?

It's as much about leadership as it is about day-to-day operations (keeping buses running and on time, receiving customer feedback, making adjustments, as well as utilizing technology to improve efficiencies).

Q

What is your favorite movie, band, and sports team?

Top Gun – the flight scenes are an adrenaline rush with a simple, fun story line. Rush, the Canadian band, for the drums and lyrics. The Los Angeles Kings (NHL) and the Miami Dolphins (NFL).

Q

Is there a fun fact your co-workers may not know about you?

I started in the motor coach business cleaning, painting, and as a basic mechanic. Then I moved into dispatching, scheduling, cashiering & MOD before Bus Ops Manager and Director of Contract Services, and also General Manager prior to my current role.

Q

What philosophy of life or advice do you try to live by?

Live each day to the fullest, as you never know what tomorrow will bring (in work and in life). What's something on my desk that always makes me smile? A couple of wallet-sized photos of myself with Christine.

Q

Lightning round: Coffee or tea? Early bird or night owl? Cats or dogs?

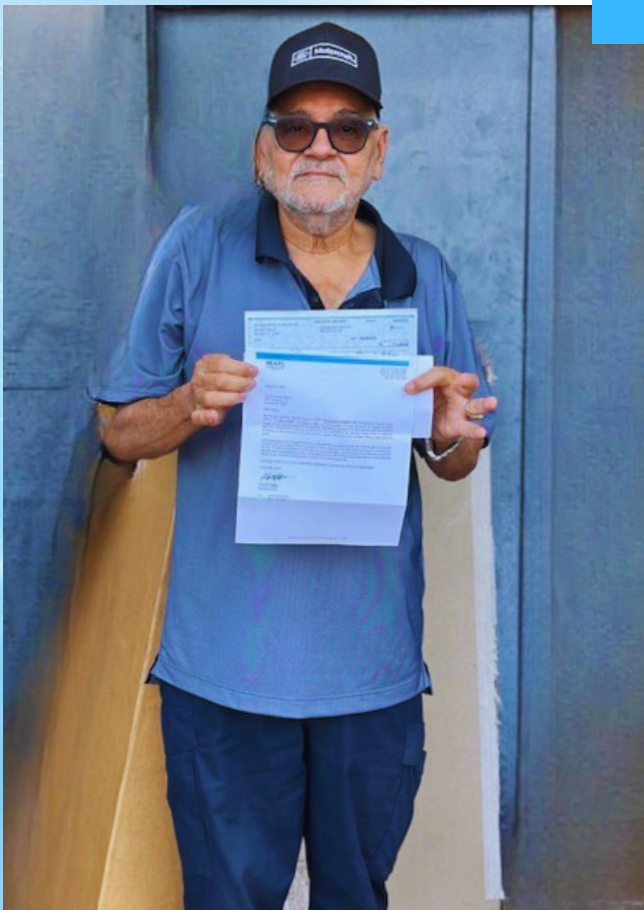
COFFEE, definitely, with cream, but I do also like a southern sweet tea. Night owl for sure. Both cats and dogs. My favorites were a Siamese cat, "Kansas," named after his birth state, and a Hungarian Puli named "George."

Q

Anything else you'd like to tell us?

I'd like to share a heartfelt "Thank you" to the many individuals who have mentored me along this journey. I'm incredibly grateful for the support I've received—from the operators on the front lines to colleagues and management. We could not succeed without everyone's contributions.

**Motor Coach Operator
Zuleinny Q. S. welcomed a
daughter, *Leinny Arlet*,
on August 13. Baby Leinny
weighed 6 lbs., 14 oz.
and measured 21 inches.**



Congratulations!

Carlos M.
Taxi Parts Supervisor

**Carlos recently
achieved a milestone,
celebrating 20 years
with Mears!**

THRIVE IN '25

MONTHLY AWARDS

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

BIG BRAIN AWARDS

EMILY L., M/C OPERATIONS

ERIK H., M/C OPERATIONS

EXTRA MILE AWARDS

ANTHONY C.-M., MEARS CONNECT

DENISE R., CALL CENTER

DON C., S/V OPERATIONS

DOUG H., MEARS CONNECT

EDUARDO B., M/C OPERATIONS

EDWIN G., M/C OPERATIONS

FRANCO A., MEARS CONNECT

GREGORY M., M/C OPERATIONS

JAROL P., M/C OPERATIONS

JOHN M., S/V OPERATIONS

JOSE D., M/C OPERATIONS

JOSEPH D., MEARS CONNECT

KEANDRA D., MEARS CONNECT

KIARA R., MEARS CONNECT

MARINA F., MEARS CONNECT

RAFAEL M., M/C OPERATIONS

ROLAND B., CALL CENTER / DISPATCH

RUEBEN S., M/C OPERATIONS

YARIEL B., MEARS CONNECT

THRIVE IN '25

MONTHLY AWARDS

HAPPY CUSTOMER AWARDS

BRIAN M., CALL CENTER / DISPATCH
RACHEL B., SALES
WILLIAM B., CALL CENTER

NEXT-GEN MENTORS

JUSTIN L., I/T
NATASHA L., CALL CENTER
NOAH H., CALL CENTER
WILLIAM B., CALL CENTER

PENNYWISE AWARD

BEATRIZ M., ACCOUNTING

PILLARS

ARUIS G., M/C OPERATIONS
GANSHAM P., MEARS CONNECT
TANAYSHA T., M/C OPERATIONS
TRUDY M., SPECIAL ACCOUNTS

RISING STARS

DAVID D., CALL CENTER
EDUARDO B., CALL CENTER / DISPATCH
KIARA R., MEARS CONNECT
REBEKAH R., CALL CENTER
SHELBEY W., CALL CENTER / DISPATCH

THRIVE IN '25 MONTHLY AWARDS

TEAM PLAYERS / BRIDGE BUILDERS

**AHMED I., M/C OPERATIONS
ALEXIS F., MEARS CONNECT
ANTHONY C.-M., MEARS CONNECT
BRYAN P., ACCOUNTING
CHARLES R., M/C OPERATIONS
DAVID M., S/V OPERATIONS
DONALD M., M/C OPERATIONS
DOUG H., MEARS CONNECT
ELVIS G., MEARS CONNECT
FRANCO A., MEARS CONNECT
FRANK B., MEARS CONNECT
HENRY J., M/C OPERATIONS
HOLLEE H., M/C OPERATIONS
JAMES L., M/C OPERATIONS
JOACHIM J., M/C OPERATIONS
JOHN D., S/V OPERATIONS
JUNE J., CALL CENTER
KIMBERLEE W., MEARS CONNECT
LEVERENZEL B., M/C OPERATIONS**

THRIVE IN '25 MONTHLY AWARDS

TEAM PLAYERS / BRIDGE BUILDERS

MARIE V., M/C OPERATIONS

MARIO H., M/C OPERATIONS

MAURICE P., S/V OPERATIONS

NANCY K., CALL CENTER

PAUL C., M/C OPERATIONS

RENEE L., MEARS CONNECT

SAMUEL P., MEARS CONNECT

STANLEY N., M/C OPERATIONS

TAM G., M/C OPERATIONS

TAWANA P., MEARS CONNECT

TERESA H., CALL CENTER

VIRGINIA V., M/C OPERATIONS

WILFRED T., M/C OPERATIONS

YOLANDA J., MEARS CONNECT

YVETTE B., ACCOUNTING

THRIVE IN '25

MONTHLY AWARDS

SAFETY FIRST AWARDS

FRANK B., MEARS CONNECT
RICKEY S., M/C OPERATIONS
YOLANDA J., MEARS CONNECT

SERVICE HEROES

FRANK B., MEARS CONNECT
JOSEPH D., MEARS CONNECT
KIARA R., MEARS CONNECT
ROBERT T., CALL CENTER
SAMUEL P., MEARS CONNECT

SUNSHINE AWARDS

LINDA C., CALL CENTER
RANDY P., M/C OPERATIONS

