



MEARS IN MOTION

EMPLOYEES OF THE MONTH: EXCELLENCE AT WORK

CARLOS A.

Motor Coach Operator

Recently Carlos received these words of appreciation from our Universal partners: “Carlos was staged at Cabana Bay while another CityWalk bus was loading. He noticed there was a long line for the Epic bus and called dispatch to see if he could assist. This helped our guests get to the park a lot faster, and we appreciate his initiative.” A proven team player, Carlos showed professionalism at Universal by jumping in and helping without being asked, just one example of his positive attitude on the job. He consistently models courtesy and *Respect* toward guests and co-workers alike, and he’s known for his *Efficiency* and dependability. Carlos also has an excellent *Safety* record and a Samsara score of 99.



HOLLEE H.

Motor Coach Dispatcher

Co-workers describe Hollee as a “passionate dispatcher” who “gives clear guidelines, shows patience, and encourages confidence,” especially when working with new hires. An appreciative driver noted, “She really proves how dispatchers are our lifeline, watching out for us to make sure we are doing well. She’s a breath of fresh air.” Recently Hollee earned kudos for supporting a new driver who was assigned to an unfamiliar route, offering timely directions to keep operations moving seamlessly. She embodies our core values of *Enthusiasm*, *Safety* and *Efficiency*, all while inspiring and motivating those around her. Attentive and proactive, Hollee’s commitment to excellence makes a positive impact at Mears every day.



SERVICE SPOTLIGHT

Miguel F., Lead Mechanic

Miguel has been with Mears since 1997, starting in the Bus Wash area and growing into his current role as a Lead Mechanic. Over 28 years, he has become an essential part of our team, known for his technical expertise, leadership, and mentorship. He also communicates effectively with management, providing real-time updates and keeping the team aligned with expectations. His proactive approach ensures drivers are properly supported and equipment is serviced correctly the first time. Miguel leads by example, demonstrating professionalism, accountability, and a strong commitment to Mears' success. His reliability and professionalism make him a bridge between the shop floor and the rest of the leadership team.

Miguel plays a particularly vital role in developing new mechanics, ensuring consistency and high standards across the shop. Every new hire spends time learning from him, and he has mentored dozens over the years. He demonstrates patience, deep technical knowledge, and a clear ability to transfer skills. His guidance ensures new team members quickly understand both technical standards and company expectations, creating consistency across the shop. Additionally, Miguel's positive attitude and willingness to support every shift reflects his enthusiasm and commitment to the success of the entire team.





Gingerbread**RUN** Under the Light**S**

SATURDAY
NOVEMBER 8
2025
6:00 PM

Take part this holiday season
and support our annual
family-friendly, Festive 5K
through the streets of the Village!

**TURN YOUR
MILES
INTO
SMILES**

Join us for an evening of Family Fun during our annual
Gingerbread Run 5K under the festive lights of the Village.

featuring:

Start/Finish line dance party
Village characters
Themed medal to for all Finishers

On-course activations
Holiday merchandise and food
From local food trucks for purchase

Get a running start on the holiday season and give back!

JOIN TEAM MEARS!
Registration is FREE.

Give Kids The World Village – 210 S Bass Road, Kissimmee, FL 34746

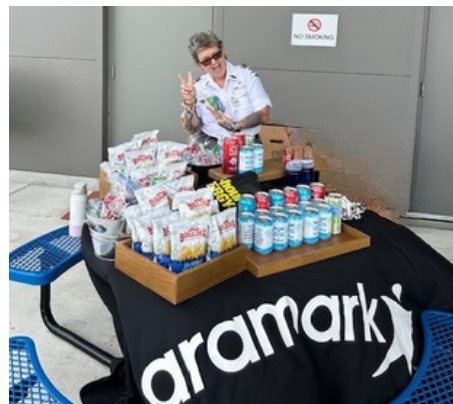
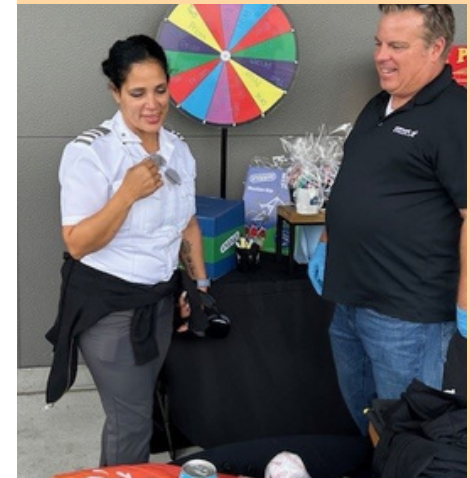
To register for TEAM MEARS, contact:
Kylie V. in HR at
kvanwinkle@mears.com

*All registrations must be submitted
by Friday, November 7.*

Benefiting
Give Kids
The World
Village®

NOW OPEN: MICROMARKET AT EPIC DEPOT

Mears employees at our new Bus Depot on Universal property now have the option of grab-and-go food and beverage onsite. Managed by the vendor Aramark, our *Depot Micromarket* opened to much excitement on September 30, and already it is a popular new addition. Customers can select from various self-serve options 24 hours a day, with choices to satisfy every palate. It's a quick and delicious way for our team members to fuel up before or after their shifts.



NEED-STATE



TIME STARVED

- Beef Jerky, Ready to Eat Salads



MORNING/NIGHT SHIFT

- Energy Bars, Frozen Meals



EMERGENCY

- Medicine, Chargers, Umbrellas, Greeting Cards



DIETARY

- Kosher, Vegetarian, Keto, Vegan

DIVERSE PALATE



MULTI FLAVORS AND INGREDIENTS

- Sriracha Coconut Chips, Curry Chickpeas



GENERATIONAL FAVORITES

- Trendy and Nostalgic Snacks



SUSTAINABLE

- Packaging, Responsible Sourcing



GOOD-CAUSE

- Profits go to cause



CLEAN INGREDIENTS

- No artificial ingredients, Organic



Wayne R.
Shuttle Operations
Phillips Sonicare



Bubba J.
M/C Shop
FitBit

**Congrats, 3rd Quarter
Employee Appreciation
Prize Winners!**



Julio D.
M/C Operations
Mini Cycle



Teamwork is UNIVERSAL



Once a month, Mears Transportation's various Universal Orlando (UO) support teams gather with our UO partners to foster teamwork and communication. It's crucial for these diverse departments to work seamlessly every day, ensuring that our Universal operations continue running smoothly. This month's get-together featured pizza and Krispy Kreme donuts at the Universal Depot.



HAPPY CUSTOMER SERVICE WEEK!

This month our Call Center Team celebrated *National Customer Service Week* in M1 with treats for everyone.

Did you know the Mears Call Center handles thousands of calls and emails from our Taxi, Luxury and Shuttle guests each week?

This team of more than 40 dedicated professionals is available day and night to assist external and internal customers alike.

Call Center Dispatchers also monitor the movements of our Taxi and Luxury fleets in real time, making sure we meet the dynamic needs of our operations in the field.



Mears Word Jumble

QUESTION: *Who has the most fun on Social Media?*

Directions:

1. Unscramble the clues (below) to arrange letters in their correct order.
2. Collect all the circled letters.
3. Unscramble the circled letters to find the answer to the question above.

ANSWER:

Clues:

ROPARIT						

TROOM				

HACCO				

SNIYDE					

XELENELCEC									

Hints:

More than 80 Mears employees work at this location

Built to last, you can't drive a bus without this part

Seats more than 50 guests

Opened in October of 1971

This is the goal in all that we do

More Employee News

Milestone Anniversary

Special Accounts Coordinator *Sandy T.* recently celebrated 35 years of dedicated service at Mears.



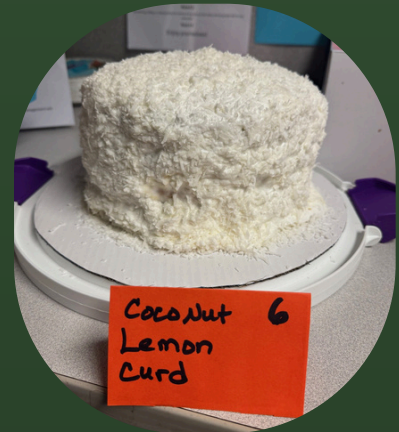
Congrats

Motor Coach Operator *David D.* was the lucky recipient of the Aramark gift basket at the grand opening of our new Micromarket at the Universal Epic Depot.

And the Winner is...

Coconut Lemon Cake

Recently our OIA Ops team kicked off the fall season with a bake-off.



1st place went to Betty G., Taxi Boarding Rep, for her stellar Coconut Lemon Curd Cake.

Giovanny G.,
Meet and Greet Coordinator, earned 2nd
place with a delicious Lava Cake.



Makayla R., Taxi Boarding Rep, took 3rd
place honors with her
fall-inspired Pumpkin Cake recipe.

THRIVE IN '25

MONTHLY AWARDS

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

EXTRA MILE AWARDS

ANSON J.-G., M/C OPERATIONS

DON C., S/V OPERATIONS

EDWIN G., M/C OPERATIONS

FRANK B., MEARS CONNECT

GREGORY M., M/C OPERATIONS

JAROL P., M/C OPERATIONS

JOHN M., S/V OPERATIONS

JONES J., M/C OPERATIONS

KASEY S., M/C OPERATIONS

KIARA R., MEARS CONNECT

LEVERENZEL B., M/C OPERATIONS

MERRY M., M/C OPERATIONS

MILTON F., MEARS CONNECT

QUINILIO P., S/V OPERATIONS

RAFAEL M., M/C OPERATIONS

RENEE L., MEARS CONNECT

ROLAND B., DISPATCH / CALL CENTER

TANESHA B., S/V OPERATIONS

TOMMY G., S/V OPERATIONS

THRIVE IN '25

MONTHLY AWARDS

HAPPY CUSTOMER AWARDS

ARUIS G., M/C OPERATIONS

COBY R., CALL CENTER

ERIN L., SALES

HUGH I., MEARS SELECT

JESICA G., MEARS SELECT

LATOYA J., M/C OPERATIONS

LUIS Z., MEARS SELECT

PEGGY N., SALES

RACHEL B., SALES

REBEKAH R., CALL CENTER

NEXT-GEN MENTORS

JONATHANE L., AIRPORT TAXI OPERATIONS

PILLARS

CYNTHIA M., AIRPORT TAXI OPERATIONS

EDUARDO B., DISPATCH / CALL CENTER

JERRICA D., TAXI OPERATIONS

KYLE G., AIRPORT TAXI OPERATIONS

LEYDA T., TAXI OPERATIONS

MICHELLE C., ACCOUNTING

RAQUEL B., ACCOUNTING

RUTH G., TAXI OPERATIONS

SIMONE B., ACCOUNTING

RISING STARS

DAVID D., CALL CENTER

REBEKAH R., CALL CENTER

THRIVE IN '25

MONTHLY AWARDS

TEAM PLAYERS / BRIDGE BUILDERS

ALLISA W., S/V OPERATIONS
ANTHONY S., S/V OPERATIONS
CECIL W., M/C OPERATIONS
DAVID S., M/C OPERATIONS
DONALD M., M/C OPERATIONS
DONNA T., CALL CENTER
EDUARDO B., M/C OPERATIONS
FRANCO A., MEARS CONNECT
GIOVANNY G., MEARS CONNECT
HUGH I., MEARS SELECT
JESICA G., MEARS SELECT
JOSEPH D., MEARS CONNECT
JUNE J., CALL CENTER
KIMBERLEE W., MEARS CONNECT
KYLE G., AIRPORT TAXI OPERATIONS
LATONYA W., S/V OPERATIONS
LUIS V., S/V OPERATIONS
LUIS Z., MEARS SELECT
MARINA F., MEARS CONNECT
MAURICE P., S/V OPERATIONS
NATASHA L., CALL CENTER
SALIM K., M/C OPERATIONS
SAM P., MEARS CONNECT
SANDY T., SPECIAL ACCOUNTS
TIFFANY F., DISPATCH / CALL CENTER
VIDHYARTHI D., MEARS SELECT
VIRGINIA V., M/C OPERATIONS
WARREN S., MEARS SELECT
WAYNE R., S/V OPERATIONS

THRIVE IN '25

MONTHLY AWARDS

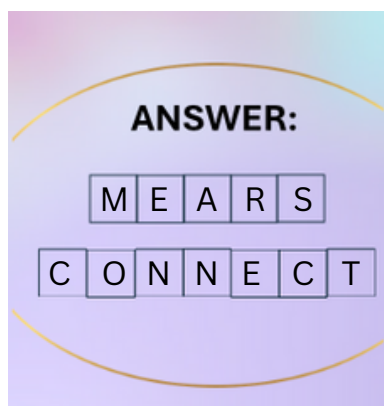
SERVICE HEROES

ALEXIS F., MEARS CONNECT
ANTHONY C. M., MEARS SELECT
DELAIN O., MEARS CONNECT
DELROY D., S/V OPERATIONS
LUCY G., MEARS CONNECT
NATHALIE M., MEARS CONNECT
RATNA F., MEARS CONNECT
RICHARD P., MEARS CONNECT
TAKEISHA A., MEARS CONNECT
YARIEL B., MEARS CONNECT

SUNSHINE AWARDS

REBEKAH R., CALL CENTER
TAKEISHA A., MEARS CONNECT
TERI D., MEARS SELECT

From Pg 8, Mears Word Jumble...



How did you do?

Send Us Your *Best Shot*

We are continuing our employee 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 Mears motor coach framed by a colorful rainbow.
- Photos may include co-workers and/or yourself.
- Capture work-related images that are beautiful and unique.
- Submit photos to 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.