



November 2025

MEARS IN MOTION

EMPLOYEES OF THE MONTH: EXCELLENCE AT WORK

Shieva J.

Safety Claims/Legal Support Manager

Warmly described as the “Mother Hen” of M8, Shieva is a valued member of the Safety Claims team. She arrives early, stays late, and proactively addresses critical details. Recently she went the extra mile to replace a damaged stroller, showing initiative by locating the hard-to-find item online and shipping it directly to the guest’s home. Whether she’s talking with a customer about a luggage claim or working with attorneys and vendors, Shieva strives to make everyone feel welcomed and appreciated. Committed, driven, and caring, Shieva helps colleagues stay organized and on-task.



Wayne R.

Shuttle Van Driver

Our Airport Ops team sees Wayne’s can-do attitude in action each day. Senior Airport Operations Manager Melissa P. says, “When Wayne is on shift, we know it’s going to be a good day. He’s a go-to guy at OIA.” Positive, professional, and polite, Wayne’s team spirit is demonstrated on each shift he works, and he frequently helps shorten guest wait times by staying late and taking extra runs. This support was especially helpful during the recent holiday rush. Wayne also has an exemplary Samsara Safety Score of 99, evidence that he consistently delivers a safe and smooth ride for his passengers.

TEAM MEARS JOINS GINGERBREAD 5K

Mears was thrilled to join Give Kids the World's 2025 Gingerbread Run/Walk! This beloved annual 5K raises vital funds for the 89-acre Kissimmee resort that gives children with critical illnesses and their families week-long, cost-free dream vacations.



Runners and walkers of all ages — team members, families, and supporters — hit the course in festive spirit. Participants loved seeing Village families cheering from the curbs; their smiles and waves made every step brighter.



The Village sparkled like a Christmas wonderland, draped in thousands of lights, with games, music, and costumed characters kicking off the event. Thank you to everyone who ran, walked, cheered, or donated. We can't wait to lace up again next year — we hope you'll join us!



Happy Holidays from your Employee Engagement Team

Pictured here are the dedicated leaders behind our Employee Engagement efforts at Mears, such as Employee of the Month awards, monthly Thrive in '25 recognition, quarterly raffle prize giveaways and other employee appreciation initiatives. We wrap up this year with heartfelt thanks to ALL of our employees for your 2025 achievements!



Front row (L to R): Jeff D., Rita C., Julie J., Lynn P., Melissa P.

Back row (L to R): Keri G., Kimberly S., Amy F., Jose R.,
Rebecca H., Janis D., Heidi Z., Gary C., Philip H.

(Not pictured: Andrew M., Angela C., Jenny M., Krisztina T., Lydia C.)

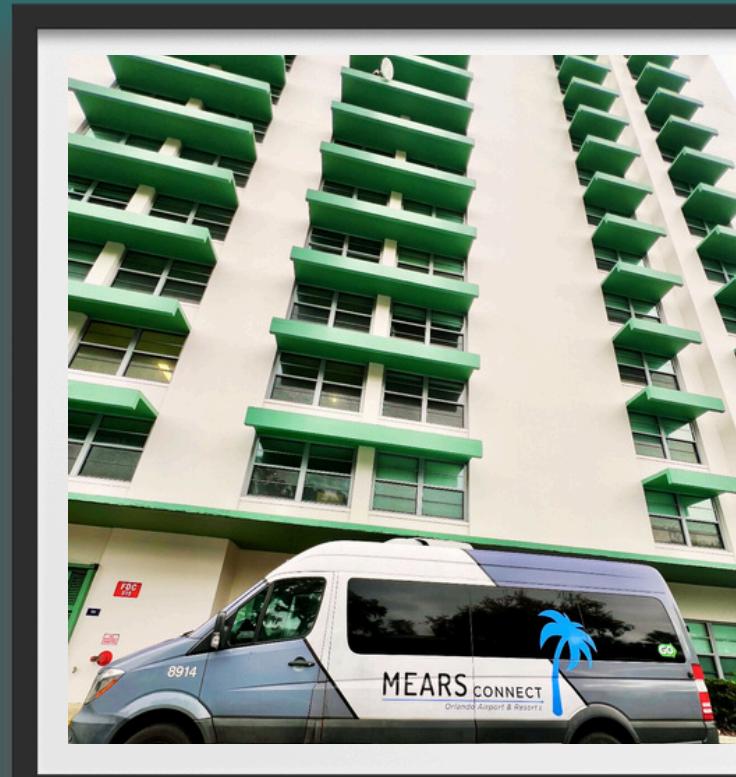
SENIORS FIRST

Here's good news for the senior adults residing in downtown Orlando apartment towers who had been worried for weeks about losing their bus service to grocery and retail stores: Those essential trips will continue! In partnership with Mears, the City of Orlando has launched a new shuttle service to replace the Seniors First buses, which were eliminated by federal budget cuts.

The City signed a contract with Mears to offer the service on Tuesdays, Wednesdays, and Thursdays, with each of the 11 apartment buildings assigned a specific day and time. Our Senior Sales Coordinator Peggy N. worked on this account, and Mears now provides scheduled transportation services for the following locations:

- William Booth Towers and Catherine Booth Towers
- Kinneret Apartments
- Orlando Cloisters
- Villas at Carver Park
- Jackson Court Apartments
- Hillcrest Hampton House
- The Roberts
- Westminster Plaza
- Magnolia Towers
- Orlando Lutheran Towers
- Westminster Towers

The new senior shuttles will stop at local stores such as Fresh Market, ALDI, Target, Publix, Dollar Tree, Freshfields Farm, and Walmart Neighborhood Market. "You don't know how happy we are," said Surma R., a resident at The Roberts. "That's all we need, one vehicle. So thank you so much."



MEARS CONNECT DRIVER APPRECIATION AT OIA

The Mears Connect airport team surprised Connect drivers with special Appreciation Days recently. Festivities included snacks, words of thanks, a poster board game, and photos to celebrate the occasion.



Congratulations!

Milestone ANNIVERSARY

Miguel C. *Senior Programmer Analyst*

Miguel recently
achieved a milestone,
celebrating 20 years
with Mears!



Peggy N. *Senior Sales Coordinator*

Peggy recently
achieved a milestone,
celebrating 20 years
with Mears!



Motor Coach Operator

Justin M.

and Katherine O. welcomed
a baby boy on October 16.

Josiah Manuel M.
weighed 5 lbs., 12 oz. and
measured 19 inches.



Congratulations!



Motor Coach Operator Alexis H. and Lilia O.

welcomed a baby boy on November 12.

Giovani Alexis H. weighed 7 lbs., 1 oz. and
measured 20 inches.

DRESSED TO IMPRESS



The Ops team at
our new EPIC Bus Depot
celebrated their first
Halloween together in style.



Our Customer
Service team in
M1 showed off
their Halloween
spirit as well.

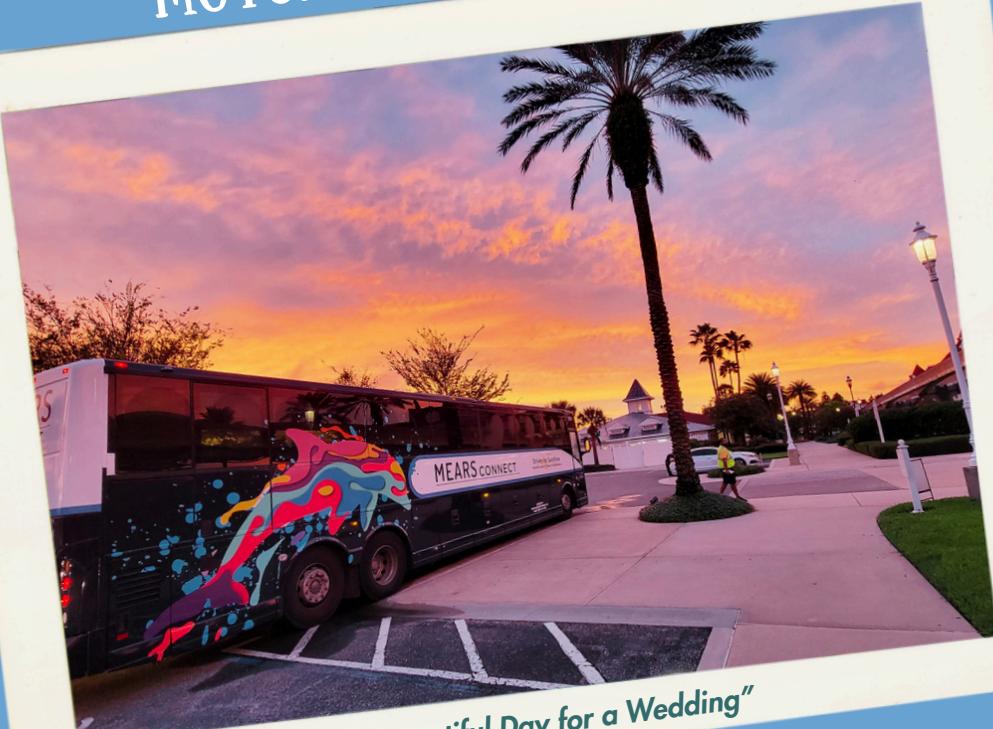




BEST SHOT WINNER

DANIEL E.
MOTOR COACH OPERATOR

**Motor Coach
Operator Daniel E.**
was staged at
Disney's Wedding
Pavilion when he
captured this image.



SEE PAGE 16 FOR MORE INFO ABOUT OUR “BEST SHOT” CONTEST

THRIVE IN '25 MONTHLY AWARDS

KUDOS TO THESE OUTSTANDING TEAM MEMBERS FOR
THEIR RECENT ACCOMPLISHMENTS!

BIG HEART AWARD

ELIZABETH A., ACCOUNTING

EXTRA MILE AWARDS

ALEXIS F., MEARS CONNECT

ALICIA P., MEARS CONNECT

DAVID D., CALL CENTER

ELIZABETH F., MEARS CONNECT

FRANK B., MEARS CONNECT

GUS R., CALL CENTER / DISPATCH

HUNT L., MEARS CONNECT

JAMES L., M/C OPERATIONS

JERMAINE F., MEARS SELECT

JOSHUA R., ACCOUNTING

KACEY T., CALL CENTER / DISPATCH

MAURICE P., S/V OPERATIONS

MILTON F., MEARS CONNECT

RICHARD P., MEARS CONNECT

ROLAND M., M/C OPERATIONS

SYED J., M/C OPERATIONS

TOMMY G., S/V OPERATIONS

TRUDY M., SPECIAL ACCOUNTS

THRIVE IN '25 MONTHLY AWARDS

HAPPY CUSTOMER AWARDS

ALICIA P., MEARS CONNECT

DARISS S., MEARS SELECT

ERIN L., SALES

GREG S., MEARS SELECT

JOSE U., SALES

KIMBERLEE W., MEARS CONNECT

RACHEL B., SALES

WARREN S., MEARS SELECT

NEXT-GEN MENTOR

CRISMARIE P., MEARS CONNECT

PILLARS

DEBBIE V., ACCOUNTING

JENNY M., ACCOUNTING

KIM S., ACCOUNTING

MARK F., ACCOUNTING

PAULA J., ACCOUNTING

SHIEVA J., CLAIMS / LEGAL SUPPORT

TERI D., MEARS SELECT

TERRENCE M., FIELD OPERATIONS

RISING STAR

LOUISMISE P., MEARS CONNECT

PENNYWISE AWARDS

GIOVANNY G., MEARS CONNECT

PAMELA W., ACCOUNTING

THRIVE IN '25 MONTHLY AWARDS

SAFETY FIRST AWARDS

LUIS Z., MEARS SELECT
RAFAEL M., M/C OPERATIONS
SHEA B., FIELD OPERATIONS

SERVICE HEROES

ALIX C., S/V OPERATIONS
GIOVANNY G., MEARS SELECT

SUNSHINE AWARDS

ELIZABETH F., MEARS CONNECT
JACK H., M/C OPERATIONS
JORDAN M., M/C OPERATIONS
KIM S., ACCOUNTING
ELIZABETH F., MEARS CONNECT
SAMANTHA G., ACCOUNTING
YOLANDA J., MEARS CONNECT



THRIVE IN '25

MONTHLY AWARDS

TEAM PLAYERS / BRIDGE BUILDERS

ALEXIS H., M/C OPERATIONS
ALICIA P., MEARS CONNECT
ANDRICE J., M/C OPERATIONS
ANGEL L., ACCOUNTING
ANSON J.-G., M/C OPERATIONS
CARLOS L., M/C OPERATIONS
CORY D., M/C OPERATIONS
DAVID S., M/C OPERATIONS
DEBBIE V., ACCOUNTING
DELAIN O., MEARS CONNECT
DON M., M/C OPERATIONS
DOUG H., MEARS CONNECT
EDWIN G., M/C OPERATIONS
FRANCO A., MEARS CONNECT
FRANK B., MEARS CONNECT
FROLAN R., S/V OPERATIONS
GIOVANNY G., MEARS CONNECT
HUNT L., MEARS CONNECT
JAMES L., M/C OPERATIONS
JAROL P., M/C OPERATIONS
JOHN M., S/V OPERATIONS
JOSEPH B., M/C OPERATIONS
KIARA R., MEARS CONNECT
LATONYA W., S/V OPERATIONS
LEVERENZEL B., M/C OPERATIONS
LUCY G., MEARS CONNECT
LUIS Z., MEARS SELECT

THRIVE IN '25

MONTHLY AWARDS

TEAM PLAYERS / BRIDGE BUILDERS, CONT'D

MARIA G., S/V OPERATIONS
MARINA F., MEARS CONNECT
NATHALIE M., MEARS CONNECT
RAFAEL M., M/C OPERATIONS
RAMIRO R., MEARS SELECT
RATNA F., MEARS CONNECT
RICKEY S., M/C OPERATIONS
SAM P., MEARS CONNECT
TANESHA B., S/V OPERATIONS
VIDHYARTHI D., MEARS SELECT
WARREN S., MEARS SELECT
WAYNE R., S/V OPERATIONS
WILFRED T., M/C OPERATIONS
YOLANDA J., MEARS CONNECT
YOUNESS H., M/C OPERATIONS



Less is More

When it comes to healthy eating, how much you eat can be just as important as what you eat. That's where portion control comes in. It's not about restriction or counting calories—it's about being mindful of serving sizes so your body gets what it needs (not more than it can use).

Practicing portion control can help maintain a healthy weight, reduce overeating, and improve digestion and energy levels. The good news? You don't need a food scale or strict rules to get started. A few small shifts in awareness can go a long way.

Simple Portion Control Tips:

Use smaller plates and bowls – Trick your brain into feeling more satisfied.

Serve food in the kitchen – Avoid eating straight from the package or pot.

Check the serving size label – You may be surprised what counts as one serving.

Pause before seconds – Give your body 10 minutes to catch up.

Fill half your plate with veggies – Then add protein and carbs in smaller amounts.

Portion control isn't about perfection. It's about creating a balanced relationship with food that supports long-term wellness.

“Small changes make a big difference –especially when it comes to how we nourish our bodies.”

Go Nuts! Small Snack, Big Benefit

Looking for a snack that's crunchy, satisfying, and good for your heart? Nuts are one of nature's most powerful superfoods. Packed with healthy fats, fiber, protein, and essential nutrients, they're a convenient option that helps keep you full between meals—without the crash from sugary snacks.

Not all nutty snacks are created equal. Choose raw or dry-roasted nuts without added sugars or salty coatings—and stick to reasonable portions.

Healthy Ways to Add Nuts to Your Day:

Snack smart: A small handful (about 1 oz.) is plenty.

Top your meals: Sprinkle chopped almonds or walnuts on salads or oatmeal.

Mix it up: Make a trail mix with raw nuts, seeds, and dried fruit.

Nut butters: Try natural peanut or almond butter on toast, fruit, or crackers.

Go beyond peanuts: Explore pistachios, cashews, pecans, Brazil nuts, and hazelnuts for variety.

Nuts are proof that good things come in small packages. With a little portion awareness, they're a tasty, heart-healthy boost you can enjoy daily.



Roasted Brussels Sprouts with Cranberries and Pecans

1 lb. Brussels sprouts, halved • 2 tbsp. olive oil • ½ tsp. salt • ¼ tsp. black pepper

½ cup dried cranberries • 1/3 cup pecans, roughly chopped

1 tbsp. balsamic glaze (optional)

Preheat oven to 400°F. Toss Brussels sprouts with olive oil, salt, and pepper. Spread on a baking sheet in a single layer. Roast for 20–25 minutes, stirring halfway, until golden and tender. Transfer to a serving dish. Toss with cranberries and pecans. Drizzle with balsamic glaze, if desired. Enjoy warm as a vibrant, healthy side!

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.