



SCAN ME

May 2026

MEARS IN MOTION

MEARS
TRANSPORTATION
GROUP®



Team,

It is with great pride and appreciation that I share some exciting news with you. Mears Transportation has been named a [TripAdvisor Travelers' Choice Award Winner for 2026](#), recognizing us as one of the top-rated transportation companies in the United States.

This recognition is especially meaningful because it comes directly from the experiences and feedback of the guests and clients we serve every day. It reflects the deepest dedication, professionalism, hospitality, and care that each of you brings to our operation, 24 hours a day, 365 days a year.

Whether you work behind the wheel, behind the scenes, in sales, operations, maintenance, frontline customer service, administration, technology, leadership, or in a support role, this achievement belongs to everyone at Mears.

Every interaction matters. Every safe trip matters. Every guest experience matters. This award is a direct reflection of the commitment our entire team shows each and every day.

In an industry where expectations continue to rise, our company continues to stand out through reliability, teamwork, and hospitality-driven service. We are incredibly humbled by this recognition and even more grateful to the guests, clients, and partners who continue to place their trust in Mears.

Thank you for your continued hard work, commitment, and pride in what you do. Achievements like this do not happen by accident. They happen because of great people working together with a shared commitment to excellence.

Congratulations and thank you all for helping make Mears a company that is recognized among the best in the country.

Rebecca K. H., President

ORLANDO WELCOMED RECORD-SETTING VISITOR COUNT IN 2025



Thursday, May 7, 2026 —
During National Travel &
Tourism Week at the Orange
County Convention Center,
local leaders celebrated a
record-breaking **76.7 million**
visitors to Orlando in 2025.



*It is with both gratitude and bittersweet reflection that I announce the well-deserved retirement of **Bret V.**, Vice President of Sales and Marketing. Bret began his career with Mears in 1985 and has been an influential leader throughout the evolution of the company into what Mears is today.*

Over the course of four decades, Bret helped build lasting client relationships, secure key partnerships and contracts, mentor generations of leaders, strengthen the Mears brand, and support the growth and expansion of our organization. His impact on this company is difficult to measure because it reaches far beyond business results alone.

Bret, on behalf of myself and the entire Mears family, thank you for your dedication, leadership, and friendship over the years. You have left a lasting impression on our business, our team members, our clients, and most importantly, the guests we serve every day.

Congratulations on this well-earned next chapter.

Employee News

Announcements from John C., CEO

*I am excited to announce the promotion of **Ian K.** to Director of Contract Sales. In this role, Ian will oversee a portfolio of key contract partnerships, along with the account managers and coordinator team that support those relationships and operations.*

Ian has continued to demonstrate a strong commitment to our clients, creative problem-solving, and a collaborative approach that makes him well-suited for this next step within the organization.

As part of this temporary organizational structure, Ian will report directly to Rebecca H. Nick S., Director of Account Sales, and Franco B., Senior Program Manager, will also report to Rebecca H. during this transition period.

Please join in congratulating Ian on this well-deserved promotion and continued growth within Mears.



Employees of the MONTH

Aruis G. Motor Coach Ops Manager On Duty >>>>

Congratulations to Aruis for consistently demonstrating leadership, reliability, and exceptional composure during the high-pressure Superstar Shuttle transition. As Manager on Duty, Aruis has stepped up without hesitation, arriving prepared, supporting fellow managers, assisting coworkers, and helping operations run smoothly during a critical period. Known for a calm presence, strong work ethic, and positive attitude, she has earned the respect of teammates through her approachability, clear communications, and a genuine commitment to excellence. Aruis's contributions to team morale and operational success are invaluable!



Wilbert D. Motor Coach Operator

Since joining Mears in July 2025, Wilbert has quickly earned recognition for his reliability, teamwork, and dedication to guest service. Universal Orlando leaders have praised him for stepping in to assist with operations, proactively helping guests during busy park exits, and going above and beyond to improve transportation efficiency. With a stellar Samsara Safety Score of 99, Wilbur exemplifies dependability, collaboration, and a deep commitment to safety and guest satisfaction.

Milestone Anniversaries

**Congratulations
to Mears Payroll
Administrator
PAULA J.
on celebrating
40 years with
the company.**



**Congratulations to
Lead Mechanic RAY R.
on achieving 20 years
with Mears.**



MEET THE CDL TEAM



MEARS
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CDL Instructors



Cindy Parker
CDL Lead



Gustavo Pimentel
CDL Instructor/
State Examiner



Nathan Showalter
CDL Instructor/
State Examiner



Dan Hess
CDL Instructor/
State Examiner



Rickey Smith
CDL Instructor/
State Examiner



Nelson Melendez
CDL Instructor/
State Examiner



Richard Liley
CDL Instructor



Ed Polanco
CDL Instructor



Mark Laffien
CDL Instructor



Joel Mollay
CDL Instructor



Angel Gonzalez
CDL Instructor



Tim Darnell
CDL Instructor



Hank Snow
CDL Instructor



David Nettles
CDL Instructor

Mears Transportation launched our in-house **Commercial Driver License (CDL)** training program more than two decades ago. Certified by the Department of Transportation and registered with the Federal Motor Carrier Safety Administration, the goal was and is to help job applicants prepare for a new career as a Mears Motor Coach Operator. Several aspects make our CDL program unique, including the fact that we offer a **paid** CDL school opportunity to selected new hires/students, instead of charging a fee to attend our CDL classes. Additionally, most companies do not offer foundational **Permit** training, but our 2½-day **Permit Class** equips trainees to pass their CDL "Learner's Permit" test at the DMV. Then, permit in-hand, they can return to Mears and start earning a paycheck while continuing their education in our **Entry Level Driver Training (ELDT)** class.

Part One of ELDT is the **Classroom** portion. A Certified CDL Instructor teaches ELDT students 30 Safe-Driving subjects divided into six sections. Trainees must pass a final assessment with at least 80% proficiency.

Part Two of ELDT consists of multiple **Driving Skills Courses**. Drivers learn and practice nine different Skills Maneuvers on our state-approved courses: Straight-Line Backing, Offset Backing (Left & Right), Parallel Parking (Driver Side & Passenger Side), Alley Dock (90 Degree & 45 Degree), Forward Offset and Rear Offset. Again, trainees must demonstrate at least 80% proficiency to proceed in the training process.

Part Three of ELDT is the final progression to **Road Driving**. Instructors demonstrate the complex CDL pre-trip and post-trip vehicle inspections, which trainees must memorize and recite with exact accuracy. Trainers also emphasize the rules of the road for commercial drivers, and coach the students in real-world driving on active streets and highways. To proceed in the licensing process, trainees must show at least 80% proficiency with the pre-trip inspection, as well as a minimum of 80% proficiency in their road driving skills.

Once those requirements are met, students are scheduled for their **CDL Exam** with one of our five in-house **Florida State-Certified CDL Examiners**. Once a trainee passes the State CDL Test, consisting of pre-trip inspection, skills course maneuvers and road driving, they can obtain their **Class B CDL License** with a **Passenger Endorsement**. After that, CDL graduates are qualified to begin Mears Transportation's New Driver Training program, which includes classroom sessions and hands-on field training. **Patience** and **perseverance** are keys to success in CDL school, for students and instructors alike. **Hats off to our dedicated CDL team!**

HAPPY CUSTOMERS



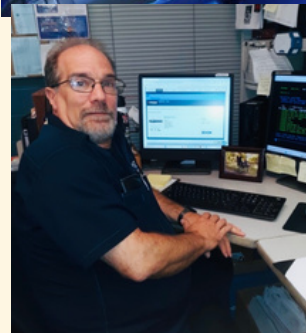
Ian K., Director of Contract Sales, shared these photos sent by the executive team at Coca-Cola Beverages, Florida.

Mears provided transportation for Coca-Cola's recent corporate team-building event in Daytona Beach.



MAINTENANCE MATTERS:

Bus Parts Team



Behind every smooth bus repair is important *Parts* work most people never see. It goes beyond bolts and sensors. It's flow, timing, accuracy, and disciplined problem-solving upstream to prevent downtime downstream. At the Gore shop, the Bus Parts team operates with tight coordination across all three shifts.



Gerring anchors 3rd shift with a strong focus on quality, cost control, and accountability. With more than 20 years of parts experience, he leads improvement efforts and he steps in when risk is highest. Night shift is where variability shows up first. Gerring absorbs it. Late-night corrections, project work, and clean handoffs turn potential delays into next-day saves. That stability sets up 1st shift for success and protects daily commitments.



On 1st shift at Gore, Elmer anchors receiving, which is one of the most important control points in the process. Every delivery is verified, documented, and staged to standard. He also manages chemical and shop supply ordering, an often overlooked but significant cost driver. Precision at receipt and disciplined supply control prevent downstream errors and unnecessary spending. One miss here can ripple through the operation. His focus keeps that risk contained.



Felix supports 2nd shift at Gore and is currently in training. He's building capability in the systems, standards, and pacing that keep work flowing cleanly between shifts. Developing that depth reduces single-point dependency and strengthens long-term process stability.

At Epic, Tara leads parts on 1st shift, managing demand in real time while balancing speed, availability, cost, and quality. She is also the go-to expert on Gillig warranty. Her command of requirements, documentation, and timing protects recovery dollars and eliminates rework. That expertise keeps repairs moving while safeguarding both cost and compliance.

The Epic and Gore Bus Parts teams operate as one system, not separate shops. Information moves with the work. Collaboration across locations has already delivered measurable savings through standardization, optimized quantities, and aligned vendors. Same performance. Less waste. Real impact.

Every day, this team manages lead times, core returns, and warranty constraints while targeting the lowest total cost without sacrificing quality. One missing sensor or valve can stall a repair for days. Their job is to remove those bottlenecks before they ever reach the floor. When everything works the way it should, no one notices. The bus just goes back into service. That's the goal: Stable inputs. Controlled handoffs. Fewer surprises. Quiet work with high impact. Every shift. Every day.



MONTHLY AWARDS

KUDOS TO THESE OUTSTANDING TEAM MEMBERS FOR THEIR RECENT ACCOMPLISHMENTS!

EXTRA MILE AWARDS

ANSON J.-G., M/C OPERATIONS
CHARLES R., M/C OPERATIONS
DONALD M., M/C OPERATIONS
DOUG H., MEARS CONNECT
FRANK B., MEARS CONNECT
GREGORY M., M/C OPERATIONS
HUNT L., MEARS CONNECT
JAMES L., M/C OPERATIONS
JAROL P., M/C OPERATIONS
JOSE D., M/C OPERATIONS
LOUISMISE P., MEARS CONNECT
MAX R., M/C OPERATIONS
ONEIL M., MEARS CONNECT
RONALD R., S/V OPERATIONS
SAMUEL P., MEARS CONNECT
WAYNE R., S/V OPERATIONS

PILLARS

DEBBIE V., ACCOUNTING
MILTON F., MEARS CONNECT
PAULA W., M/C OPERATIONS

BIG BRAIN AWARD

JOHN S., FIELD OPERATIONS
SHEA B., FIELD OPERATIONS



MONTHLY AWARDS

HAPPY CUSTOMER AWARDS

ERIN L., SALES
JESICA G., MEARS SELECT
JOSE U., SALES
LATASHA V., SALES
SANDRA B., SPECIAL ACCOUNTS
VIDHYARTHI D., MEARS SELECT
WARREN S., MEARS SELECT

NEXT-GEN MENTORS

FRANCO A., MEARS CONNECT
MILTON F., MEARS CONNECT

SERVICE HEROES

DAVID D., CALL CENTER / DISPATCH
GIOVANNY G., MEARS CONNECT
MARINA F., MEARS CONNECT
MAX R., M/C OPERATIONS
MICHAEL P., CALL CENTER / DISPATCH
PAUL C., M/C OPERATIONS
RANDY P., M/C OPERATIONS
RICHARD P., MEARS CONNECT
RUEBEN S., M/C OPERATIONS
TAQUESTA N., M/C OPERATIONS

SUNSHINE AWARDS

PAMELA W., ACCOUNTING

RISING STAR

NEYCI G., MEARS CONNECT



MONTHLY AWARDS

TEAM PLAYERS / BRIDGE BUILDERS

ALEXIS F., MEARS CONNECT
ANDRES M., MEARS CONNECT
ARUIS G., M/C OPERATIONS
CHRISTOPHER L., M/C OPERATIONS
DAVID D., CALL CENTER / DISPATCH
DELAIN O., MEARS CONNECT
DOUG H., MEARS CONNECT
ELIZABETH F., MEARS CONNECT
ERIC M., M/C OPERATIONS
FRANCO A., MEARS CONNECT
FRANK B., MEARS CONNECT
HUNT L., MEARS CONNECT
JOSEPH B., M/C OPERATIONS
JOSEPH D., MEARS CONNECT
JOSUE F., M/C OPERATIONS
KIARA R., MEARS CONNECT
KIMBERLEE W., MEARS CONNECT
LEVERENZEL B., M/C OPERATIONS
LUCY G., MEARS CONNECT

TEAM PLAYERS / BRIDGE BUILDERS

MARISOL B., MEARS CONNECT
MICHAEL P., CALL CENTER / DISPATCH
MIGUEL J., S/V OPERATIONS
NATASHA L., MEARS CONNECT
NELSON B., CALL CENTER / DISPATCH
NEYCI G., MEARS CONNECT
OSMAN I., S/V OPERATIONS
RALPH F., M/C OPERATIONS
RATNA F., MEARS CONNECT
RODNEY D., M/C OPERATIONS
SALIM K., M/C OPERATIONS
SAMUEL P., MEARS CONNECT
SHELBEY W., CALL CENTER / DISPATCH
SYED J., M/C OPERATIONS
TAM G., M/C OPERATIONS
TAQUESTA N., M/C OPERATIONS
TERRENCE M., FIELD OPERATIONS
VIRGINIA V., M/C OPERATIONS
WESLEY V., M/C OPERATIONS
YOUNESS H., M/C OPERATIONS

Mears Employee **BOWLING** ★★ **TOURNAMENT** ★★

WHEN: July 1-31, 2026

WHERE: Any bowling location of your choice

WHO: All Mears Employees, all skill levels. Limit one entry per person.

FORMAT: Standard 10-frame games; no practice modes or other alternative scoring. Ties will be broken by higher 10th frame, etc.

HOW TO PLAY:

- Go bowling anywhere anytime in July. You can even make it a group event with family, friends, and/or Mears colleagues.
- Take a clear PHOTO of the electronic SCORING BOARD showing your best score. Submit only YOUR BEST game.
- EMAIL YOUR BEST SCORE PHOTO PLUS A WELL-LIT PHOTO OF YOURSELF TO: CONTEST@MEARS.COM.
- Include your name, job title, department, cell phone number, and please tell us the location where you bowled. We'd also love a group photo, if you bowled with friends/family/co-workers.
- All entries are due by July 31, 2026 at 11:59 p.m.

THIS TOURNAMENT IS COMPLETELY VOLUNTARY AND MEANT PURELY FOR FUN. ALL BOWLING COSTS (INCLUDING LANE FEES, SHOE RENTALS, FOOD, TRANSPORT) ARE THE EMPLOYEE'S RESPONSIBILITY. MEARS WILL NOT REIMBURSE ANY EXPENSES.

By submitting a photo, you release all related rights and claims, and agree to its use by Mears.