



# MEARS IN MOTION

## BECOME A MENTOR

### VALENCIA COLLEGE TAKE STOCK IN CHILDREN

The Valencia College Take Stock in Children Program provides low-income and first-generation high school students with the opportunity to succeed academically by emphasizing scholarship, mentorship, professional development, and civic responsibility.

#### Our Students

Our students are bright, talented, and motivated to succeed, and Valencia College Take Stock in Children provides a scholarship to help them reach their educational goals. But providing our students with the financial means to attend college may not be enough to ensure their overall success. That's where our mentors come in.

#### Our Mentors

Our mentors are passionate, dedicated members of the Orlando community. They work one-on-one with 9th through 12th grade students to help them succeed in high school. We match mentors and students based on shared professional or personal interests, and provide mentors with the training and resources needed to develop meaningful relationships with their mentee.

#### What Mentors Do

- Meet one-on-one with mentee 15 times over the course of the school year
- Advise mentee on personal, professional, and academic growth
- Attend a mentor training session, student and mentor recognition events, cultural and community service opportunities, and networking events
- Provide career development opportunities to students



**(L to R): Director of Airport Operations Arlyn Moore, Operations Manager Justin Moore, and Vice President of Operations Rebecca Horton have committed to being new mentors in this outstanding program. If you would like more information about Take Stock in Children or would like to become a mentor, please contact Arlyn at 407-825-3443.**

# EMPLOYEE NEWS

## ON THE MOVE



We are pleased to announce that **Ben Anderson** has accepted the role of **Motor Coach Driver Manager**. Ben started his career with Mears as a Motor Coach Operator in 2012. His ability to learn and train was quickly recognized. He served as a CDL Trainer for five years before being selected to attend the CDL Examiner school and is now state certified to test trainees for our motor coach fleet. Please join in congratulating Ben on this new opportunity.

CEO Chuck Carns makes the following personnel announcement:



I am excited to announce the promotion of **Rebecca Horton** to **Vice President of Operations**. After several years of frontline and management experience in the hospitality industry, Rebecca joined Mears as a Contract Service Manager in July 2013. Since then, she has served our company as an Operations Manager for the Luxury Vehicle Division, Director of the Luxury Vehicle Division and in June 2016 she became the Director of Operations for the Luxury Vehicle and Shuttle Van Divisions, reporting directly to Jimmy Mears. In her new role, Rebecca will be ultimately responsible for Taxi, Shuttle, and Luxury Vehicle operations. I have personally worked with Rebecca on several critical contracts and client relationships. She has excelled in these situations. Rebecca does an excellent job communicating with both clients and employees and she has become a valued strategic thinker.

Please join me in congratulating Rebecca and supporting her in her new role.

## WELCOME ABOARD



Please welcome **Martha Lyn Andrews** as our newest **Hello! Texas Sales Coordinator**. A Florida native, Martha Lyn graduated from Florida State University with a degree in Marketing and minor in Communications. She received first-hand experience in the events

world while interning for a sports marketing agency in Atlanta that serviced the Coca-Cola account. Here she learned about strategy, understanding a client's vision, and what it takes to implement unique events – all very helpful in her Coordinator role! Her “can-do” attitude and eagerness to learn will prove to be valuable in the Texas office, and we look forward to seeing her grow. Welcome aboard, Martha Lyn!

## KUDOS

Hello! Arizona Operations Manager Shannon Uribe sends KUDOS to **Staffing and Office Coordinator Bridget Yonke Lisa**:

*“I had a meeting with the US Bank transportation team and they could not stop raving about what awesome staff we have had on this program! They said everyone has been super friendly, helpful, and smart. They said all the staff have gone above and beyond.*

*“Kudos to you for doing an awesome job staffing this program! I know the changes have been tricky, but I so appreciate your shifting things around so that we have consistent top-notch staff on all the shifts. Having great staff has made operating this program so much easier. THANK YOU!”*

Core Values: **Enthusiasm & Efficiency**

## NEW BUSINESS VENTURE AND EXPANSION

### Update from CEO Chuck Carns

There have been many changes within the transportation industry over the past few years, obviously the most significant being the introduction of “rideshare” companies. In anticipation of the state legislature legalizing ridesharing, we began working on a business model in early 2017 that incorporates some of the efficiencies of the current rideshare market leaders, but creates a path for success for the rideshare driver and increases the revenue potential for the current taxi and luxury professional driver.

Our new business model requires redevelopment of our technology platform to support the shared ride transportation model, as well as expansion to other U.S. markets. To compete nationally and implement our strategy, we sought additional investment money. Fortunately, our reputation for quality service and best in class processes attracted investors who share our vision for the future of the transportation business. We closed on the new investment capital on March 29, 2018.

Over the past several months, I have had the opportunity to get to know our new investors. I can confidently say that they believe in our core businesses and our rideshare business model, but mostly they are impressed with our organization. Our new investors do not currently own passenger transportation businesses and will be relying on us to fine-tune and implement the new strategy.

The Mears family will continue to be significant owners of the businesses and Paul Mears, III will continue to serve on our Board of Directors. Except for consulting projects and work on the Board, Paul Mears, Jr., Jimmy Mears, Paul Mears III, Jon Mears and Jim Mears will be primarily focused on other business interests.

We are an operationally driven business with a focus on customer service, and Jimmy Mears has been a leader in ensuring we meet both our operational and service goals. Jimmy also has done an excellent job attracting great people. Knowing Jimmy would eventually transition to other family businesses, he has been building his team to ensure a smooth transition. The bus division will continue to be led by Chip Springer and the shuttle and luxury vehicle divisions will continue to be led by Rebecca Horton. Both Chip and Rebecca will report to me. The remaining members of our current City Cab and Mears Destination Services leadership team will remain the same.

The primary purpose of this memo is to provide you as much information as available regarding this transaction and to assure you that nothing is changing about how we work with each other and serve our customers each and every day.

From a personal perspective, change is inevitable and necessary whenever there is a major disruption within any industry. We have been the leading for-hire transportation service provider in Central Florida for decades due to our commitment to doing the right thing, treating our customers and employees with respect, understanding the needs of the market, and operating our businesses with integrity. These values are not changing; we have simply attracted additional investors to enable us to better compete against the growing rideshare providers. And, in the near future we will be the first and only full-service transportation company in the country that can meet all the ground transportation needs of a customer, including demand response rideshare services.

As information about these changes become more public, I am confident you will be asked questions by other employees, vendors and customers. Please assure those you talk with that our business is strong, we continue to grow and the new capital is designed to help fund growth and the next stage in the evolution of our business.

Lastly, I want to thank the Mears family for having the vision to take this step. We now have a robust plan to respond, compete and succeed in this new market. And, our definition of success includes operating with the same Mears core values and creating good jobs for dedicated employees and revenue opportunities for those who elect to contract with us.

# EMPLOYEE NEWS

## 20 YEARS



**Antonio Arias Sanchez**  
Motor Coach Mechanic



**Don Desaulniers**  
Shuttle Van Driver/Field Trainer



**Mark Wells**  
Hello! Florida Sr. Vice President,  
Creative Services



**Amy Fields**  
Director of Accounting



**Benjamin Ortega**  
Motor Coach Operator

## 10 YEARS



**Raymond Cooper**  
Motor Coach Operator



**Josue Feliz**  
Motor Coach Operator



**Sarah King**  
Taxi Cashier



**Anthony Mallozzi**  
Motor Coach Operator



**Suze Orphee**  
Taxi Customer Service Agent



**David Sullivan**  
Motor Coach Operator



**Wilnel Telsaint**  
Motor Coach Operator

# EMPLOYEE NEWS

## 5 YEARS



**Marisol Badillo Allende**  
DME Boarding Representative



**Gregory Lane**  
Motor Coach Operator



**Michael Mears**  
Airport Taxi Operations Manager



**Lawrence Mercer, Jr.**  
Motor Coach Operator



**Robert White**  
Shuttle Van Driver

## 1 YEAR

Phanior Alcena	CCC	Mohd Hossain	CCC	Md Rahman	MDS
Gibson Anestor	MDS	Louis Izzo	MDS	Jose Robles Colon	MDS
Thaiz Ayala	MDS	Yadely Jacques	MDS	Morgan Shaffer	HDC
Nakeshia Bell	MDS	Johny Jean Pierre	MDS	Nathan Showalter	MDS
Nicholas Bowers	MDS	Deon Jenkins	MDS	Talia Silver	HFL
Bianca Brooks	CCC	Eric Klingler	MDS	Lauren Sperbeck	HAZ
Mickey Butler	MDS	Alejandro Lobos	MDS	Brandon Spillman	MDS
Allen Cooper	MDS	Alyssa McDannel	HDC	Gilberto Toro	CCC
Eileen Gill	HFL	Carneiceshia Patrick	CCC	Teresa Ungar	CCC
Sophie Harvey	MDS	Jason Patrick	MDS	Richard Velasquez	MDS
Karyn Honda	HAZ	Amarellys Perez	MDS	Latasha Vinson	MDS

## Toy Story Land to Open at Walt Disney World



It's official! Toy Story Land, the highly-anticipated toy-filled land inspired by the beloved "Toy Story" films, will open to guests at Disney's Hollywood Studios on June 30, 2018.

In this new area, guests will "shrink" to the size of a toy and then join the fun that Woody, Jessie, Buzz, and Andy's other beloved toys are having in Andy's backyard. Visitors can take a ride on Slinky Dog Dash, a roller coaster Andy has assembled from his Mega Coaster Play Kit and topped off with Slinky and Jessie. "This is a ride for the whole family: it's fun, it's exciting, it's thrilling, but it's not scary," said Imagineer Bob Vignec. "It's a rollercoaster, but it's also this fun character that will be out in the land." The ride vehicle was created to reflect Slinky's personality, the movement and motion of a Slinky toy, and of course Slinky's signature look.

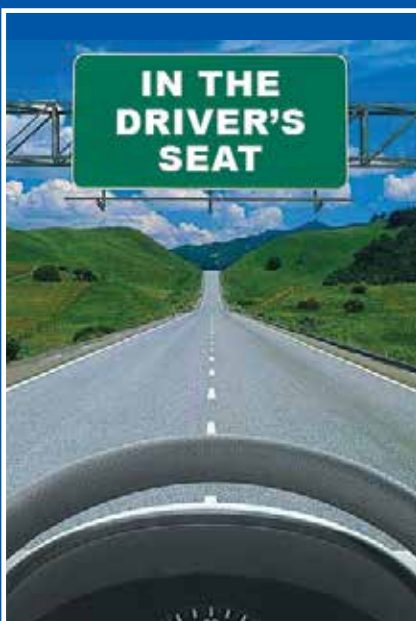
Families will also be able to take a spin on Alien Swirling Saucers, a galactic play set that Andy won from Pizza Planet. Here, adorable

little green aliens swirl about in their flying saucers with guests in tow in their rocket ship toys, while "The Claw" hangs overhead.

Guests can walk through a new carnival game box to experience Toy Story Mania!, which has been a guest-favorite attraction at the park since it opened in 2008. Now expanded with a third track, the popular ride will put even more guests in the action taking aim at 3D objects – using everything from baseballs to cream pies – in a variety of whimsical, fast-paced games.

Woody's Lunch Box – actually, Andy's lunch box that he has set on its side – will serve up tasty meals and old-fashioned soda floats from a walk-up window. The entire land will serve as a visual celebration of toys, with Crayons, Cooties, Green Army Men, Rubik's Cubes, Tinkertoys and other familiar toys and game pieces incorporated into the land's design.

Source: <https://disney parks.disney.go.com/blog/2018>



The Hampton Inn Florida Mall (computer code #662) is now **Ramada Orlando Florida Mall**  
8601 S. Orange Blossom Trail  
Orlando, FL 32809  
407-734-3869  
Shuttle Zone 2  
Luxury Vehicle Zone 120  
Taxi Zone 87

The International Palms Resort (computer code #761) is now **Avanti Palms Resort & Conference Center**  
6515 International Dr.  
Orlando, FL 32819  
407-996-0900  
Shuttle Zone 3  
Luxury Vehicle Zone 130  
Taxi Zone 28

The following resorts have been added to the reservation system:

**Hyatt House Orlando Universal**  
(computer code #734)  
5915 Caravan Court  
Orlando, FL 32819  
407-352-5660  
Shuttle Zone 3  
Luxury Vehicle Zone 130  
Taxi Zone 27

**Residence Inn near Universal Orlando**  
(computer code #735)  
5616 Major Blvd.  
Orlando, FL 32819  
407-313-1234  
Shuttle Zone 3  
Luxury Vehicle Zone 130  
Taxi Zone 27

# CUSTOMER COMMENTS



**Disney Group Sales Coordinator Sandy Taylor and Motor Coach Operator Robert McGinty:**



*"Thank you again for getting the therapy dogs to Parkland. Our driver, Mr. McGinty was outstanding. I cannot say enough about his patience and caring to get us where we needed to be. We were all honored to be at the event and the school. Thanks to you we were able to attend and give comfort."*

Business Manager Keri Gunther adds:

*"Great job by Sandy to make this happen and Robert for taking care of the group."*

Core Values: **Respect & Enthusiasm**

**Sales Manager Ortancis Gaines:**

*"As usual, Mears' level of professionalism was outstanding. I cannot thank you enough, Ortancis. You somehow always wind up being my point person year after year. Your high level of customer service and attention to detail was and is always impeccable. You always meet all my needs and requests. After corresponding with you I am always confident that you will 'make it happen.' Again I cannot thank you enough. What a gem Mears has on their team."*

Core Values: **Enthusiasm, Efficiency & Respect**

**Hello! Texas Senior Vice President of Creative Services Mark Wells, Director of Operations Lisa Buchanan, Producer/Event Designer Aaron Tharp, Account Executive Michael Schultz and Product Development Manager Patsy Phillips:**

*"We love working with Hello! Texas! Michael Schultz is fantastic - as is the rest of our event team - Mark, Aaron, Lisa and Patsy. 2018 Accelerate was extremely successful, thanks to a great partnership!"*

Core Values: **Enthusiasm & Efficiency**

*"I made a reservation to be picked up at the Port Orleans Riverside. We needed to get to the Amtrak Train Station. We were greeted at the main entrance to Port Orleans by Shuttle Van Driver Eli Lugo. You need MORE people like Eli. This gentleman not only told us the wonderful history of Mears, but related an interesting story on the growth of Orlando. A better ambassador for Mears Transportation you will not find. Needless to say the ride to Amtrak was the best and a great way to end our vacation. Eli made sure that our last impression of Mears was his smiling, cordial, 'thank you for your business' comment. Kudos to Eli Lugo and kudos to you for hiring a great representative of Mears!"*

Core Values: **Respect & Enthusiasm**

*"Motor Coach Operator Dan Smith is AWESOME! His uniform is immaculate! He is neat, clean, polite, respectful, and an excellent driver! He is especially good with our guests in wheelchairs. [In the future] please, please, please send us Dan Smith with a wheelchair-accessible coach. We would sincerely appreciate it!"*

Core Values: **Respect, Safety & Enthusiasm**

**Hello! Las Vegas Account Executive Jennifer Cheung Cline and Account Manager Donovan Kaneshiro:**

*"I believe the connections we make in life are not by chance, and in this case I am so very grateful to have been introduced to you and your team at Hello! Each event you helped us with was executed flawlessly. Your patience with us as we worked through the details was unending. Your good, positive nature made us certain that our vision would come to life. Thank you so much for all of your help, care, smiles, direction and partnership. I would be honored to work with your team again."*

Core Values: **Efficiency, Enthusiasm & Respect**

**Hello! Arizona Senior Account Executive Brianna Moody, Account Manager Lauren Purdom and Sales Coordinator Ashley Roberts:**

*"First of all, I cannot explain to you what an integral part you both were in making Nathan's first conference as President of OBE such a smashing success. Your events set the exact tone he'd hoped to, and provided impactful touches and the right atmosphere for collaboration and inclusion. As if my 'happy tears' weren't enough, I continued to hear praises throughout today about how the events were 'perfect' and the evening in the desert with activities was the perfect finale! You and Hello! Arizona are my MVPs. AMAZING! All of the touches - the neon jukebox, the spheres, the cowboy games, desert events and incredible party space left everyone feeling energized and happy to be a part of it!"*

*"I sincerely appreciate your thoughtfulness and partnership to take our group's event to a whole new level! I know we will be back in Scottsdale for future events, and I know just the ladies who can magically create incredible memories."*

Hello! Arizona Senior Account Executive Brianna Moody adds:

*"Wow - such a wonderful email from our recent client, Kristen, from Oldcastle. Great job team, from the beginning planning to the final execution. Way to go Ashley and Lauren! Love it when our clients are happy."*

Core Values: **Respect, Efficiency & Enthusiasm**

*"I had the pleasure of escorting a couple dozen Boeing employees who were corporate award winners for a day of touring DC and lunch in the National Harbor area. This event was an absolute pleasure from start to finish. Hello! Washington D.C. Tour Guide MaryBeth Lane and Field Staffer Nic Cunningham-Neely provided excellent, friendly and professional service and support all day. MaryBeth proactively suggested an enhanced driving tour of some D.C. sites following our tour of the Air and Space Museum. All of our participants agreed and were rewarded with a stop at the Capitol steps, which was excellent, and a stop and walk to the Jefferson Memorial. We were delivered to the restaurant energized and in good spirits. I even had a few folks comment on how fantastic MaryBeth's commentary was on the bus as we passed various monuments and highlights. So again, thank you for being a great tour company and for having amazing employees who obviously love their job!"*

Core Values: **Enthusiasm, Efficiency & Respect**

# CUSTOMER COMMENTS

"I recognize **Manager of Airport Operations Karren Umstead** for the following [in supporting Disney's Magical Express]:

- Displaying appropriate body language and using a calm tone of voice
- Making eye contact and smiling
- Proactively offering assistance to the next part in the journey
- Delighting and valuing our guests

"Thank you for the incredible manner in which you assisted the Glenda Dawson High School arrival. The group arrived in two waves, with the first wave unfortunately not collecting their luggage and musical instruments. You worked with your team to have four motor coaches available to take more than 300 pieces of luggage and musical instruments, as well as more than 120 guests to the resort during the early morning hours. This truly minimized any additional inconvenience and was very much appreciated by your Disney's Magical Express partners. We are so grateful to have your support and partnership. Thank you!"

Core Values: **Respect, Efficiency & Enthusiasm**

"I wanted to share a compliment for **Disney's Magical Express Boarding Representative Kimberly Massari** who helped our family with an emergency at the airport.

"Our plane landed from Toronto at 11:47 p.m. and unfortunately for us (me, my husband and two kids), we waited and waited but our luggage did not come out [at baggage claim]. It was a very stressful and distressing time which led to us spending a couple of hours at the airport in disbelief and frustration. We ended up checking into our resort around 2:30 a.m. This was obviously way beyond any reasonable time we had expected to be in our room.

"Luckily, Kimberly came to the rescue, helping out with the situation as best she could. She seemed fairly confident that the luggage had been mistakenly stored and that it could be sent directly to our resort, the Coronado Springs. She took ownership of the situation and shared that she would speak to her manager at 5:00 a.m. The luggage arrived [at Coronado Springs] just before 9:00 a.m.

"Thanks to Kimberly and her incredible attitude, friendly disposition, empathy and intelligence, an otherwise stressful situation ended up reinforcing my confidence in Disney's Magical Express."

Core Values: **Enthusiasm, Efficiency & Respect**

"I am expressing my appreciation for the effort made by **Special Accounts Coordinator Bibi Imran**. At approximately 12:05 p.m. I called to confirm that the motor coach we had ordered was en route or at the pick-up location at Disney's Animal Kingdom. Bibi could not find the order until she looked for a different date. The order had been dated erroneously [for a different day]. The motor coach was needed to transport a high school group to a class at the Disney Costume facility at 1:45 p.m. Bibi asked me to hold while she tried to scramble a substitute coach for me, then asked if she could call back when it was located. She managed to get a coach to us in time for the group to attend their class."

Core Values: **Efficiency, Respect & Enthusiasm**

**Hello! Arizona Senior Account Executive Rachel Hall and Account Manager Brittany Bauer:**

"I cannot thank you enough for your help with our event! You both were such a pleasure to work with. You made me look good and made my job so much easier. The fact that you did what you said you would do without me having to babysit it was the best! Looking forward to working with you on our next event in May and many more through the years."

Core Values: **Respect, Integrity & Enthusiasm**

**Hello! Florida Account Executive Michelle Wilkie and Senior Account Manager Jennifer Reilly:**

"It's a little crazy for me now so I am slow in letting you know how thankful I am to have had the opportunity to work with you both on this program. From the planning site to the final departure day, you two were outstanding. The functions you designed at the hotel were outstanding and got rave reviews. You sure know how to make me look good.

"THANK YOU both so much for your wonderful work on the Spectrum Elite program! You are a dynamic duo. You rocked it and I appreciate all of your time, efforts and excellent work making this program a wonderful success. I look forward to working with you both again (and soon)."

Core Values: **Enthusiasm & Efficiency**

**Hello! Florida Account Executive Summer Andresen and Account Manager Lauren Berbusse:**

"I wanted to share with you the pleasure I had working with Summer, Lauren and the team down in Miami. They were all over the details and had the ability to change things on the fly with a smile. As you know, this is crucial when trying to create an unforgettable experience for attendees. They were great. Summer and Lauren were colleagues who turned to friends. It is so nice when you can connect with a team like that and it makes our job that much easier and quite frankly, more fun. They represented Hello! Florida in the best light. I would love to work with them again.

"I had a debrief call with my Business Partner, Tim O'Leary, and he spoke highly of all the activities, offsite dinners and entertainment. Your team nailed it and we could not have asked for anything more. They understood Tim's needs (even when I had doubts) and they hit it out of the ballpark!

"I look forward to working with your team in the future (May in Naples) but wanted to point out the success we had with Summer and Lauren."

Hello! Florida Account Executive Summer Andresen adds:

"Lauren, you are a rockstar! Thank you so much for all you did to make this program a success. Even with how crazy everything was during the weeks leading up to and during, you knocked it out of the park! Great job and so happy I had you on board for this program!"

Core Values: **Respect, Efficiency & Enthusiasm**

**Hello! Arizona Senior Account Executive Brianna Moody, Account Manager Nicole Adland and Sales Coordinator Ashley Roberts:**

"Nicole, Ashley and Brianna are excellent professional individuals to work with and are an asset to your organization."

Core Values: **Respect & Enthusiasm**

**Sales Manager Ortancis Gaines and Motor Coach Operator Jeanne Hamilton:**

"You are the best! Great new motor coach and a fabulous driver. We all loved Jeanne. She was so calm and friendly. She got us everywhere on time and was always waiting for us when we were ready to leave an area. It was a great little trip and, as I always say, it is the driver who ultimately is responsible for the success of the trip. Please thank her again for us. I thank you for always taking my calls and helping me. I could not do it without you."

Core Values: **Respect, Safety & Enthusiasm**