



MEARS IN MOTION

A Country Christmas Celebration



On December 21st our "Country Christmas" party was all about family. From the huge fireplace and festive waterfall to the holiday gator and presents piled high in the back of the vintage pickup truck, it was a special event for all.

Food was aplenty, as were many activities to delight kids young and old. Families enjoyed taking holiday photos with Santa and the Disney characters, having their faces painted, playing games, and making Santa hats and gifts in the arts and crafts area. Of course, no party is complete without music, and this year's merriment included dancing and singing along with Christmas carols throughout the tent.



What a fun-filled way to wrap up 2018 as we look forward to 2019. Best wishes to everyone for a happy, healthy and prosperous New Year!

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KUDOS TO THE 2018 CHRISTMAS

PARTY PLANNING COMMITTEE:

David Dease
Ron Jones
Karl Clements
Cathy Larson
Ariel Christenson
Donnie Dieterle
Joy Fleming

Kraige Jean
Jennifer Jarvis
Lisa Langdon
Lowe & Behold
Mandi Schiff
Marilyn Perez-Alvarez
Maryanne Hansen
Mike Greco
OIA Operations: Arlyn Moore,
Brian Waddell and Susan Ayars
Ortancis Gaines
Pamela Ocaña
Sarah Barry
Susan Frohnappel
T. Skorman Productions
Texas Cattle Company Catering
Walt Disney World

Sardo Bus & Coach Upholstery
SeaWorld/Aquatica
Specialty Vehicles
Splitsville
STK Orlando
The Parts House
The Venetian Chop House
Toyota
Track Shack
Tropical Ford
TRS, Inc.
Vertiv
Walt Disney World Swan
& Dolphin Resort
Wild Florida Gator Park
Zep

Jayson Bloser
Jeanne Hamilton
Jennifer Jarvis
Joanna Matias
Joanne Ault
John Hebert
John Perez
Jose Nieves
Judy Haley
Julie Kilgore
Justin Moore
Kathy Turns
Keri Gunther
Kirsten Wallace
LaTanya Curry
Lori Breau
Lynn Callahan

**THANKS TO OUR WONDERFUL
CREW OF "SANTA'S HELPERS":**

Adalisa Jackson-King
Alison Davis
Aracelly Calejo
Ben Anderson
City Cab Company

Maintenance Team: Carlos Collazo,
Carlos Montes, David Allgood,
David Barker, Denny Robles,
Don Edwards, Gilbert Toro
and Joanna Matias
City Cab Field Operations Team:
Chris Recicar, Johana Botero, Lenny
LaGrange, Mikerline Hilaire
and Tyler Henry
*City Cab and MDS Operations
Team:* Ian Kaufman, Joe Downey,
Mike McGrath, Robert Moore

and Wayne Nassis
Connie Duglin
Dan Ford
Diana Viola
Ebony Stephens
Fritzner Montauban
Fun Planners
Gabriela Robinson
Gwynn Sutterby

Hello! Florida Staff:

Bill Bigelow, Christina Bell, Cindy
LaFond, Colleen Gibison, Donna
Fein, Irene Hackworth, John Heffren,
Julie Kilgore, Martha Davies, Sabine
Sigel-Brown, Stephenie Black-Grant
and Trish Kanner
Hugh Dowling
Jen Hosler
Jim Ungvary
John Wolfe
Jorge Delahoz
Judy Haley
Julie James
Keri Gunther
Kerri Ludwig-Dixon
Kirby Rentals

**MANY THANKS TO OUR
GENEROUS PARTNERS FOR PRIZE**

CONTRIBUTIONS:

AAA Glass
ABC Companies
Akerman LLP
B.B. King's Blues Club
Batterly USA
Bridgestone
Bongos Cuban Cafe
Caribe Royale Orlando
Chef Art Smith's Homecomin'
Cigna
City Wide Maintenance
Delta Foremost Chemical Corp.
Drive Shack Inc.
Flash Electric of Central Florida, Inc.
Hyatt Regency Orlando
ITTA Bena
JJ Enterprise
JW Marriott Orlando, Grande Lakes
Kimball Midwest
Lafayette's
Lynch Oil
Main Event Entertainment
Maudlin International Trucks
Merritt Contracting Corp.
Michael Howery and KR&B
Insurance Services
Mullinax Ford
NAPA Auto Parts
Orlando Freightliner
Planet Hollywood
Prater Radiator Inc. & Warehouse
Reliable Transmission
Ritz Carlton Orlando, Grande Lakes
Rosen Shingle Creek

*A sincere **THANK YOU** to the
employees and independent
contractors who bought raffle
tickets this year. All proceeds go
to The Russell Home for Atypical
Children, and you helped us
raise **\$10,000** to assist this
local nonprofit organization with
numerous special needs.*

CONGRATULATIONS TO THESE

RAFFLE WINNERS:

Advy Moise
Alan Matthews
Ali Syed
Alison Davis
Amber Stridacchio
Amy Fields
Aracelly Calejo
Bob Brehove
Bruce Richards
Buck Buchanan
Carl Hobbs
Carl Wurtzburger
Chip Springer
Curtis Murray
David Rose
Drew Kovarik
Driss Louhab
Dwayne Cruz
Ellen Slobodian
Flash Electric of Central Florida, Inc.
Gary Lukat
Gilbert Smith
Gilberto Cardoze
Hugh Dowling
Jacquelynn Hylick
Jason Simmons

Magie Aleman
Mark Fredericks
Matt Joyns
Michele Schiaffo
Michelle Caro
Mickey Butler
Mike Bennett
Mike McGrath
Mioxotiz Padilla
Nate Kalb
Niko Bennett
Nixon Desrosers
Nora McGowan
Ozzie Del Rio
Pat Hoover
Patti Iglesia
Peggy Nance
Phil Agost
Rick Boyd
Robert McGinty
Robert White
Robyn Boyd
Ron Jones
Roy Richardson
Ruben Grant
Sarah Barry
Scott Craven
Sheldon Watson
Teresa Miller
Teresa Ungar
Tim King
Toni Marrero
Tony Nieves
Trish Kanner
Vera LaFlamme

Spotlight on Safety

Safety training helps ensure things go right when you do your job. Effective training also includes what to do when things go wrong. Do you recall how to respond to a chemical spill?

Chemical spills can be in the form of liquids, solids such as pellets, gases and vapors. They can be flammable (quick to burn or explode), corrosive (damaging to human tissue or other materials), or toxic (poisonous to humans and other living things). The time to deal with a chemical spill is long before it happens, by rehearsing what you will do and obtaining the supplies you will need for self-protection and cleanup.

First, learn all you can about the chemicals used and stored in your work area. What are the hazards? What would happen if the chemical were exposed to air, oxygen, a spark, water or even motion? Is the chemical corrosive, causing burns to human tissue? If breathed in, could it damage the respiratory system? Are there possible long-term effects from chemical exposure? You can get this type of information from your training, the Material Safety Data Sheet (MSDS), container label and other sources.

Here are some basic procedures you can use when dealing with a spill. Be sure you also know the specific steps you should take for the chemicals you work with.

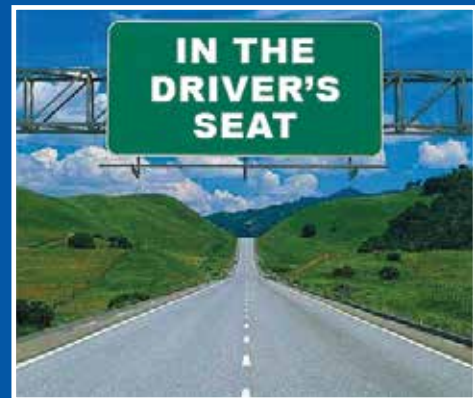
- Alert people in the area of the spill.
- Call the appropriate emergency numbers.
- Attend to any injured persons, removing them from exposure and getting to a safety shower if necessary.
- Depending on the nature of the chemical, you might need to open windows and doors to provide ventilation, close up the affected area to contain spills or turn off heat and other ignition sources.
- If you are trained and authorized, use the appropriate materials to absorb or contain the spill. For instance, you might have kits to neutralize spilled acids or bases. For other chemicals, you could be required to sprinkle an absorbent litter on a spill, or surround the spill with a dam.

Source: Adapted from United Safety Council / Safety Toolbox

Do not attempt cleanup under these circumstances:

- You don't know what the spilled material is.
- You don't have the necessary protection or the right equipment to do the job.
- The spill is too large.
- The spill is highly toxic.
- You feel symptoms of exposure.

Learn your part in the spill response plan for your department. If you have any questions, ask a supervisor or a member of the safety department.



The Park Inn Orlando Celebration
(location code #1244)
is now

Park Inn by Radisson
3011 Maingate Lane
Kissimmee, FL 34747
407-396-1400
Shuttle Zone 4
Luxury Vehicle Zone 162
Taxi Zone 354

ON THE MOVE



Ruben Grant
Contract Services Manager



Kraige Jean
General Manager, Bus Operations



Jim McKenna
Corporate Controller

CEO Chuck Carns writes:

I am thrilled to announce three well deserved promotions:

Effective January 1, 2019, Ruben Grant is being promoted from Bus Scheduling Manager, to Contract Services Manager, reporting to Kraige Jean. Ruben has been in the transportation business for decades and his experience includes working here as a Client Service Manager and as Bus Scheduling Manager as well as owning his own bus business. I have great respect for Ruben's talent and character and I am excited he has earned this new opportunity.

Effective January 1, 2019, Kraige Jean is being promoted from Contract Service Manager to General Manager, Bus Operations; reporting to Chip Springer. My first experience working with Kraige was in 1995 when he was in charge of the daily operations of A-1 Bus Lines in Miami, Florida. In 1998, Kraige and his family relocated to Orlando and he began working at Mears as a Bus Operations Manager. For the past 15 years, Kraige has been in charge of the daily operations and direct client engagement with many of our largest contracted customers, including the Lake Buena Vista Hotel shuttle, Universal, International Drive Trolley and the many contracted resort bus shuttles. I routinely hear from customers that Kraige is wonderful to work with and goes out of his way to accommodate their needs. In his new role, Kraige will be in charge of all Bus Operations, other than maintenance operations.

On October 11th, Jim McKenna was promoted from Director of Accounting to Corporate Controller, reporting to John Castle. Jim has proven that he has excellent accounting skills and is a tireless worker. In addition to his accounting skills and leadership qualities, Jim has also proven himself by managing many of our external commercial real estate investments and during the planning and execution of the transition with our new investors.

I have personally known all three of these gentlemen their entire careers with Mears. They all have made significant contributions toward our success and I am confident they will be successful in their new roles. Please join me in congratulating Ruben, Kraige and Jim.

EMPLOYEE NEWS

30 YEARS



John Wolfe
Vice President,
Human Resources

25 YEARS



Angel Santos
Motor Coach Operator

20 YEARS



Gregory Moore
Motor Coach Operator

15 YEARS



Emanuel George
Shuttle Van Drive



Lisa Zafar
Airport Taxi
Boarding Representative



Joel Mollay
Motor Coach Operator/
Field Trainer



Deb Valyou
Billing Specialist

10 YEARS

5 YEARS



Jean Hector
Motor Coach Operator



Gabriel Janer-Marrero
Mechanic



Carla Martin
Airport Office Lead



Paula Martin
Airport Customer
Service Agent



Robert Walentukonis, Jr.
Call Center Supervisor

1 YEAR

Solyta Alcena
Benjamin Alicea
Lovenson Bernadin
Albert Boulais
Gustavo Campos
Scott Craven
Mike Danow

Dominic De Pofe
Darrell Detor
Mykola Faryga
Jan Fernandez
Robert Foster
Jose Garcia
David Gonzalez

Jehu Hernandez
Christiane Hunt
Ricardo Jean
Ludes Joseph
Howard McDonald
Ruth Mercado-Centeno
Edmond Michaud

Babalola Omobuwa
Michele Palmer
John Parrish
Junior Paula
Benjamin Perez
Thomas Raynor, Jr.
Noldy Saint Jean

Jose Salaman
Miguel Sanabria
Makenzy Sanon
Ruben Santiago
Daniel Tawdross
Verona Williams-Vassell
El Houssaine Yousfi

Epcot International Festival of the Arts Returns with 39 Days of Artful Fun



Disney Guests can kick off 2019 with the return of the Epcot International Festival of the Arts – a 39-day celebration of visual, culinary and performing arts from around the world. Beginning January 18 and running through February 25, the festival offers artful activities for the entire family, from special entertainment and interactive workshops to immersive art experiences and world-class cuisine.

New in 2019, guests can now sing along to their favorite Disney Broadway tunes seven days a week during the popular Disney on Broadway Concert Series, with daily showings at 5:30, 6:45 and 8 p.m.

Each week, different pairs of Disney on Broadway stars will take the America Gardens Theatre stage to sing favorite songs from award-winning Disney on Broadway productions. The lineup will

rotate regularly, featuring music from shows such as “The Lion King,” “Frozen” and “Beauty and the Beast.” The concert series is included with park admission.

Epcot International Festival of the Arts will also feature 13 Food Studios, plus other creative (and savory!) offerings around Epcot with an expanded menu of tastes and sips. Drop by The Artist’s Table for beef wellington with mushroom bordelaise, fennel cream and roasted baby vegetables, or enjoy smoked salmon and cream gâteaux with egg yolk cream, paddlefish caviar and micro-herbs at The Painter’s Palette. Pop Eats! will serve up almond frangipane cake with raspberry and chocolate, while red wine-braised short rib with parsnip purée, broccolini, baby tomatoes and aged balsamic will be available at Cuisine Classique.

Guests will also find activities to inspire artists of all ages. Here are a few highlights:

- Everyone’s invited to grab a paintbrush and help create a wall mural along World Showcase Plaza.
- At the Artful Photo Opportunities, you can step inside masterworks of art and take photos with friends.
- The Paint with a Disney Artist program invites guests to learn under the tutelage of a professional (offered select Fridays and Sundays, including continental breakfast, for an additional fee).
- Performing artists are scheduled throughout the festival, demonstrating gravity-defying feats of strength, acrobatics and many other skills.
- International musical and variety acts will share their talents with guests, including the return of Bodh’aktan to the Canada stage and Delta Q, a new group performing in Germany.
- Guests can join in the fun of Figment’s Brush with the Masters Scavenger Hunt by purchasing a map at select merchandise locations.
- Complimentary 30-minute seminars will give guests helpful instruction for producing their own artwork at home.
- A variety of workshops led by professionals will teach different artistic techniques, such as floral design, ink and paint, mixed-media art and more (offered Friday-Monday for an additional fee). As a memento of what they learn, guests will take their creations home with them. Details on workshop registration will be announced soon.

2019 Disney Princess Half Marathon

13.1 Miles of Magic and Majesty—including a Fairy Tale Finish!

It's a once-upon-a-time moment as participants run through Walt Disney World Resort with the Disney Princesses and Princes cheering them on. Read on for more details about this annual adventure:

Sunday, February 24, 2019 | Start Time: 5:30 a.m. | Start Location: Epcot Center Drive | Finish Line: Epcot Parking Lot



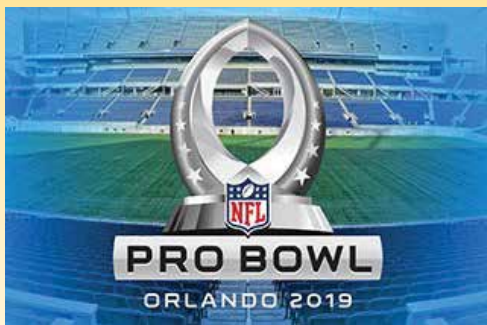
HIGHLIGHTS:

- 13.1-mile course through Walt Disney World Resort
- Featuring Disney Princesses and other favorite Disney characters
- Fun and surprises along the way
- Family Reunion Area with entertainment
- Complimentary transportation from the Event Host Resorts

PARTICIPANTS RECEIVE:

- Half Marathon Finisher Medal
- Participant Shirt
- On-Course and Post-Race Refreshments
- Personalized Race Bib with Timing Tag
- Virtual Goody Bag
- Downloadable Finisher Certificate

Source: <https://www.rundisney.com/events/disneyworld/disney-princess-half-marathon-weekend/events/half-marathon/>



NFL Pro Bowl Events

Join the 2019 Pro Bowl in Orlando for a week-long celebration of football's brightest stars, kicking off January 23, 2019 at ESPN Wide World of Sports Complex!

NFL AFC AND NFC TEAM PRACTICES

Catch your favorite AFC and NFC players as they prepare for the game at ESPN Wide World of Sports Complex, the official practice site of the Pro Bowl. Practices are free and open to the public but fans can register for priority access.

Practices will be happening January 23 – 25, 2019. AFC and NFC practices will occur simultaneously (schedule subject to change without notice). Fans will be allowed into the AFC and NFC practice

seating on a first come, first served basis. If the practice seating areas reach capacity, fans may stand and watch AFC and NFC practices from limited availability areas in the north end zones of each field.

CHAMPIONSHIP GAMES

Take a seat and watch NFL FLAG and Punt, Pass and Kick National Flag Championship games at ESPN Wide World of Sports Complex.

2019 PRO BOWL EXPERIENCE

Check out the 2019 Pro Bowl Experience at ESPN Wide World of Sports Complex, a free, interactive fan zone with fun activities for the whole family. Fans will be closer to the action with new activities, immersive exhibits, and sponsor activations. Opens daily at 10 a.m., January 23 – 26, 2019.

PRO BOWL GAME

The 2019 Pro Bowl Game is on January 27, 2019 at Camping World Stadium. For more information visit nfl.com/probowl.

Source: <https://www.espnwos.com/events/spectator/nfl-pro-bowl/>

CUSTOMER COMMENTS

“Sales Coordinator Tasha Vinson was extremely helpful and professional with my last-minute transportation needs. I had several executives attending a conference at Disney. Not only was I pressed for time with arranging transportation from a resort to a restaurant, but I did not travel with them and had to work from a distance to ensure they arrived on time, all together. Latasha was quick to sort out my needs and provided detailed descriptions of the transport along the way. Her patience, kindness and professionalism are appreciated.”

“I cannot thank Mears Transportation enough for Tasha’s help. She went above and beyond to ensure everything went smoothly. I will call on Mears again when my executives are in the Orlando area.”

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

Shuttle Van Driver Todd Affricano:

“My first time using your shuttle service was from the Orlando International Airport to the Cabana Bay Beach Resort. Todd was our driver and his friendliness and customer service was the best I’ve ever seen. He was so knowledgeable about surrounding restaurants for everyone in the shuttle. Take care of him as an employee. Because of him I will always look for Mears Transportation in my future travels.”

Core Values: **Enthusiasm & Respect**

“Shuttle Van Driver Cader Hassenjee had a charming personality and shared several funny stories with us on the way to our hotel. He gave recommendations on places to go and things to see nearby and he brought us to our destination in a timely fashion. Definitely 5-star service!”

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

A guest complimented **OIA Taxi Boarding Representative Phanior Alcena**. Her 5-year-old son’s pants got stuck in the escalator as it was going down. She said Phanior ran to her son’s rescue by pressing the emergency stop button and then freeing her son from the escalator. She appreciates what Phanior did for her son.

Core Value: **Safety**

Sales Manager Ortancis Gaines and Motor Coach Operator Jeanne Hamilton:

“I wanted to send a quick note of appreciation for your help with the transportation for the TLN Fall FAM. Jeanne was accommodating, flexible and very warm and friendly. She became an honorary member of our FAM and I know she made a hugely positive impression on our visiting agents! We couldn’t have done it without her and it was great to have someone prepared and willing to help!”

Core Values: **Enthusiasm & Respect**

A Disney cast member recognized **Disney’s Magical Express Boarding Representative Mery Gonzalez**:

The employee is recognized for the following: 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

“Mery did a great job assisting a Make a Wish Family who left their luggage at the resort. Once the family arrived, she assisted with translation and took the family to the airline to check in. She returned with the guests and waited for the luggage to arrive from the resort. Once it arrived she escorted the family to check in their luggage. Great job, Mery!”

Core Values: **Respect & Enthusiasm**

Sales Manager Ortancis Gaines:

“Thank you so much for everything you’ve done for us. It’s truly been a pleasure working with you!”

Core Values: **Enthusiasm & Respect**

Travel Industry Sales Coordinator Jose Ulmos, Client Services Manager Ashley Baldock and Motor Coach Operators Robert Bowman, David Crawford, Charles Dolan, Kenneth Fischer, Jeanne Hamilton, Jesse Huff, Mark Laffien, Roberto Lahens, Christopher Luckie, Merry Meyer, Joel Mollay, John Ortiz, William Speigle, Natasha Spencer, Virginia Velez and Monta Williams:

“A huge thank you once again for making Dreamflight’s visit to Orlando so smooth this year. As always, the children had an amazing time, and have returned full of confidence and hopefully, a lifetime of memories. Mears and the drivers were once again fantastic to work with – thanks so much for all your help!”

Core Values: **Enthusiasm & Respect**



“The time is always right to do what is right.”

MARTIN LUTHER KING, JR.