



MEARS IN MOTION

Welcome to an Island STATE OF MIND

At Orlando's new Margaritaville Resort, guests are greeted in the main lobby with floor-to-ceiling views of the lagoon pool and the sounds of the tropics. Overnight accommodation options include a pool-view guest room, an exclusive suite or a vacation cottage. Margaritaville Orlando is a destination in and of itself, with so much to do within walking distance.

Each of the 184 guest rooms has chic tropical décor and a private balcony, with sweeping views of the pools by day and neighboring fireworks at night. Plush bedding and bathrobes, a rain shower, flat screen TV, complimentary Wi-Fi, a coffee maker and minibar are all available in-room.

Every cottage at Margaritaville is a private oasis. The resort's standalone homes are available in configurations ranging from one to eight bedrooms, providing guests plenty of room to unplug with friends and family. Cottage guests receive access to all resort amenities and a premium service experience.

Margaritaville Orlando is the latest to join a family of Jimmy Buffet-inspired resorts located throughout the U.S. and the Caribbean.

Source: www.margaritavilleresortorlando.com

RESORT AT-A-GLANCE

- 300 acres
- Four on-site distinctive dining and lounge experiences
- Daily & nightly entertainment
- Dine-in movie theater
- Lagoon-style pools
- Soft-sand beaches
- St. Somewhere Spa
- Teen and Kids' Clubs
- Trolley service around the resort
- 14-acre waterpark, H2O Live!, includes a lazy river, wave pool and thrill rides
- Sunset Walk - Shopping, Dining, Entertainment District
- Located at 8000 Fins Up Circle in Kissimmee, 25 mi. from Orlando International Airport
- More than 40,000 sq. ft. of flexible meeting/event space



EMPLOYEE NEWS

ON THE MOVE

Lee Bradley, Director of Operations, announces the promotion of **Jeannine Daniel to Driver Manager, Motor Coach Operations:**



Jeannine started her career with Mears as a Motor Coach Operator in October of 2015 and was promoted to Dispatcher and later Disney Cruise Line Dispatcher. Jeannine has

demonstrated her ability to work well with drivers and always has put forth a “can-do” attitude that will serve her well in her new position. We welcome Jeannine to her new role.

Rebecca Horton, VP of Operations, announces exciting changes within our operations team:



Tonya Dease, Director of Operations, will be transitioning into her new role as **Director of Administrative Services**. Anyone who has worked with Tonya recognizes she understands the

systems better than most. Tonya’s dedication, company knowledge, systems knowledge, and attention to detail has assisted our organization for 30 years. We have identified a need for focus, company-wide, on process management in payroll, cashiering, human resources, IT and other areas. Tonya’s vast knowledge and talent will help take us to the next level of growth. Tonya will work closely with accounting, human resources, IT, and all operations areas.



Joe Downey, formerly Shuttle Division Operations Manager, has been promoted to **Bus Scheduling Manager**.

Joe started his career with Mears in July of 2013 as a Motor Coach Operator. Joe’s hospitality background and drive to deliver the best customer service proved he was a great candidate to join the Client Service Manager team in 2014. Joe had an opportunity to learn multiple aspects of the motor coach operation while in the Client Service Manager role; dispatch, MOD, client relations, general motor coach operations, and much more. Joe was promoted to Shuttle Division Operations Manager June of 2016 and quickly made an impact in DME and shuttle van dispatching, scheduling, and driver relations. I am excited to see Joe continue his success with Mears.



Philip Horky, Director of Mears Global, will transition into his additional role of managing the Special Accounts team and its operations, along with

Justin Moore, and further focus on our global luxury vehicle markets. Philip began his career with Mears in 2010 and has 28 years of experience in the transportation industry. Philip has worked in multiple cities, understands multiple markets, and will be utilizing his expertise to help expand our Mears Global product. Philip’s experience, ability to think outside the box, and attention to detail is topnotch in the luxury transportation world.



Justin Moore has spent the last 4 years learning in multiple areas, including airport operations, luxury operations, and bus operations. Justin’s

career with Mears began in 2006 as a Client Service Manager. In 2009 Justin was promoted to Sales & Operations Manager at the Hilton Bonnet Creek & Waldorf Astoria properties. Justin’s time shadowing will be of great value as he transitions into his new role as **Manager of Mears Global & Special Accounts**. Justin’s extensive knowledge with all types of vehicles and customers will add great value as he works with all departments and our diverse customer base.



Nick Perry, formerly Contract Service Manager, has been promoted to **Shuttle Division Operations Manager**. Nick started his career with Mears

in 2016 as a Contract Service Manager for the Luxury Division. This year the role evolved to cover both the Luxury and Taxi Divisions. Nick has shown an eagerness to ensure our clients are serviced, he has grown great relationships with our contracts and customers, and he’s always looking to uncover the next opportunity to learn and develop. I am looking forward to seeing Nick expand with Mears and learn a new area. His positive willingness to assist and improve will benefit his new team and operation.



WELCOME ABOARD



Krisztina Toth has joined us as **Director of Digital Marketing**. Krisztina brings a great background in the marketing world and has quickly identified excellent opportunities to help get our brand back on the board. Krisztina will be focusing on recruitment, brand improvements, social media, content development, analytics, future marketing strategies, and much more. As soon as she started at Mears, Krisztina hit the ground running. Already her talents have added value to our team.

BABY ANNOUNCEMENT



Client Service Manager Franco Brancucci and wife Michelle welcomed a baby girl on March 1. *Gianna Francesca Brancucci* weighed 7 lbs., 9 oz. and measured 20.5 inches. Congratulations to dad, mom and big sister Juliette.



When drivers take medications during the cold and flu season, they often forget that these medications can have an adverse effect on their cognitive and motor abilities. It doesn't usually cross their minds that they are taking a drug and will potentially be impaired. Even if they read the medication's warning label, it's common to assume that it only applies to certain people and that "do not operate heavy machinery" means farm and construction equipment, forgetting that commercial motor vehicles should be included as well. Many drugs carry warnings about drowsiness or dizziness that people ignore. However, this is a serious problem that leads to thousands of accidents each year. The danger of getting behind the wheel when a driver is too tired to drive because s/he is under the influence of these medications can create serious crash risks.

Drugs impair our bodies in a variety of ways. They may blur our vision, make us tired or too excited, alter depth perception, make us see or hear things that may not be there, raise or lower blood pressure, and cause us to react too quickly, too slowly, or not at all. They can often cause problems with concentrating on the task at hand. These effects can result from taking prescription or over-the-counter medications the same way illegal drugs can affect the body.

Drugs such as cold and cough medicines, antihistamines, medications to prevent nausea, pain relievers, decongestants, and many other prescription and/or over-the-counter medicines used during the cold/flu season can cause drowsiness or dizziness that can severely impair a driver's skills and reflexes.

To avoid harming yourself or others, partner with your physician and pharmacist to obtain information regarding a medication's side effects and what drugs are usually safe to use as a commercial driver behind the wheel. Never take more than the prescribed dose, or take anyone else's prescription medicine. Ask for non-sedating forms of your prescriptions or over-the-counter medicines which will not cause risk to your safety or that of the motoring public. Always allow your body time to adjust to the new medications before you drive. Most importantly, each of us is responsible for knowing the signs and symptoms of being drug-impaired before we get behind the steering wheel of a motor vehicle.

Remember: Don't let medicines do more harm than good!

Source: Safety Management Services Company

EMPLOYEE NEWS

35 YEARS



Lou Harrison
Senior Claim Representative

30 YEARS



Judy Haley
Director of Accounting



Nick Stein
Senior Sales Manager,
Disney Sales Team

25 YEARS



Jeanne Hamilton
Motor Coach Operator

20 YEARS



Horace Boreland
Motor Coach Operator



Lee Bradley
Director of Operations



Marlon Lopez
Motor Coach Operator



Robert McGinty
Motor Coach Operator

15 YEARS



Carmen Garcia
Airport Office Lead



Chris Recicar
Taxi Field
Operations Manager



Sandra Barnes
Special Accounts
Coordinator



Eric Lebron
Motor Coach
Operator



Frank Loveira
Motor Coach
Operator/
CDL Instructor/
Field Trainer



Ilia Sarden
Airport Customer
Service Agent

10 YEARS

5 YEARS

5 YEARS



Renee Mitchum
Reconciliation Clerk



John Murphy III
Shuttle Van Driver



Garrett Rochester
Luxury Vehicle
Dispatcher



Lonnie Smith
Motor Coach Operator



Kyle Giampoli
Airport Taxi
Boarding Coordinator

1 YEAR

Marvin Alleyne
 Karen Anderson
 Amelia Arauz
 Jaquesia Barnes
 Annmarie Betancourt
 Jeffrey Burgos
 John Castle
 Susan Cerone
 Marie Cherident-Sejour
 Diego Cobian Fernandez
 Ruth Counts
 Huberto Duncombe
 Nathan Dunlap
 Jeffrey Flores-Rivera
 Michael Forney
 Matthew Galloway
 Jorge Gomez
 Mery Gonzalez
 Mikerline Hilaire
 Aisha Howell
 Reda Jenciute
 Hiram Johnson
 Jessica Johnson
 Anthony Lowe
 Tori McCargar
 Jose Maldonado
 Eric Marcano
 Joanna Matias
 Michael Morgan
 Alanza Murphy
 Jeremy Owens
 Kathryn Puentes
 Dyonald Renard
 Vivianne Richard-Silfrin
 Janis Rubinstein
 Lance Shaver
 Earl Smart
 Rob Smith
 Robert Snoko
 Patti Solis
 Krystal Sylvester
 Darielys Velasquez
 Trey White
 April Williams
 Ashraf Youssef

MAJOR LEAGUE SOCCER CHOOSES MEARS AS PARTNER OF THE YEAR



Sales Coordinator Erin Leonhardt writes:

*"I am excited to share that Mears has been awarded the 2018 Bus Partner of the Year by Major League Soccer. We were ranked by each of the visiting teams based on equipment and driver performance. There are 23 teams/cities in the league. This is our second consecutive year receiving this honor. Kudos to our Lead Driver, **Motor Coach Operator Leverenzel 'Popeye' Booth!** And a big thank you to our scheduling department for their assistance throughout the season."*



KUDOS

Motor Coach Operator Karen Bokman sends KUDOS to **the Bus Scheduling Team:**

"After I completely botched my shift change request, I spoke with the scheduling office. We came to an understanding about what I needed and was looking for. They were able to accommodate my requests and I greatly appreciate it."

Core Values: Enthusiasm, Efficiency & Respect

Motor Coach Operator Steven Cook sends KUDOS to **the Dispatch Team:**

"Many, many times a new driver — or an experienced driver who is doing something new — will have questions. Whether the driver is lost, can't find the specific spot to pick up or drop off or makes a mistake, the dispatchers help the driver without judging him, berating him, or yelling at him. The dispatchers remain calm while helping the drivers who are in these situations. The calm voice on the radio helps the driver out a lot."

Core Value: Respect

26TH EPCOT INTERNATIONAL FLOWER & GARDEN FESTIVAL

BLOOMS FOR 90 DAYS AT WALT DISNEY WORLD RESORT



New sights, sounds and flavors of spring will envelop Epcot guests through June 3, 2019. This year's festival includes lush new topiaries, an expanded Garden Rocks concert series, edible delights and whimsical gardens to play in.

The 90-day event features dozens of Disney-crafted topiaries and beds of multi-colored blooms that will transform the Epcot landscape into a floral extravaganza. Nearly 70,000 festival blooms will surround the lakes in Future World, while on the water, hundreds of colorful mini-gardens will be set afloat.

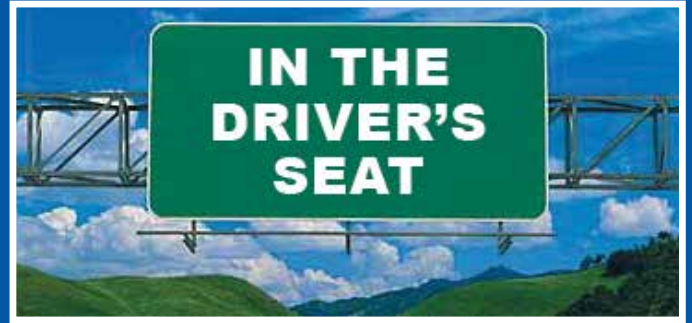
Here's a look at some of the discoveries guests will make this year:

- The popular Garden Rocks Concert Series expands to every day of the festival, featuring chart-topping artists performing three shows daily on the America Gardens Theatre stage. That's 270 concerts – more than ever before – featuring new and returning fan favorites spanning multiple genres. Returning favorites like The Spinners and Herman's Hermits starring Peter Noone will be joined by artists new to the festival like TobyMac, Steven Curtis Chapman and Colin Hay of Men at Work.
- Creative new culinary dishes and several new outdoor kitchens debut this year. AdventHealth will host a kitchen along with a nearby playground where the whole family can learn fun and interactive ways to stay healthy.
- Woody and Buzz Lightyear welcome Bo Peep and her sheep to their Toy Story topiary near the Family Play Zone in Future World East.

- Spike's Pollen-Nation Exploration family scavenger hunt is more fun than ever, with new locations to discover along the garden pollination trail.
- In celebration of DisneyNature's "Penguins," opening April 17, a 9-foot-tall art sculpture made from recycled marine debris will be on display in Future World featuring an adult and baby Adélie penguin. Created by the non-profit organization WashedAshore.org, this work of art is designed to inspire guests to keep our oceans and waterways clear of plastic pollution.
- Among the returning gardens and exhibits, guests will once again enjoy the Goodness Garden Butterfly House presented by GoGo squeeZ where nearly 1,000 native butterflies fly among the garden's two dozen types of nectar plants. Additionally, several World Showcase pavilions include gardens with floral life representative of plants in those countries, such as the Kokodema Garden and Bonsai Collection in Japan, the Urban Spice Garden in Morocco and the Alpine Container Garden in Germany.
- As festival-goers take in all these floral wonders, they will find fine flavors to savor along their journey. In addition to the Outdoor Kitchens, raised-bed or in-ground gardens of herbs and produce offer the perfect inspiration for learning to grow healthy ingredients. Several Epcot food-and-beverage locations – including Taste Track and Refreshment Port – offer festival-themed eats and libations. Guided tours are also available for guests interested in learning more about nature's magic. In Behind the Seeds, guests can explore the fish farm and four greenhouses that make up The Land at Epcot. Additionally, two guided experiences exclusive to the festival include:
 - The Royal Tea Garden Tour, presented by Twinings, each festival morning at the United Kingdom. For a small fee, guests can follow a knowledgeable guide through the tranquil tea garden setting to learn the history and artistry behind growing and blending tea. A post-tour treat of tea and scones is included. The shorter, complimentary English Tea Garden Tour also will be offered on select days.
 - During the Gardens of the World tour, guests can join a Disney horticulturist for a three-hour walking tour to explore the award-winning topiaries and gardens that make the festival so special. Guests will learn about the unique role landscaping plays at Walt Disney World and discover new plant materials and gardening techniques to use for home gardens. Guided tours are offered select days throughout the festival for an additional fee.

For more information about the 26th Epcot International Flower & Garden Festival, call (407) W-DISNEY. The festival, including all gardens and exhibits, is included in regular Epcot admission.

Source: <https://wdwnews.com/releases/26th-epcot-international-flower-garden-festival-blooms-for-90-days-at-walt-disney-world-resort/>



Best Western Saratoga
(computer code #1296) is now
Saratoga Resort Villas
4787 Irlo Bronson Hwy.
Kissimmee, FL 34746
407-997-3300
Shuttle Zone 4
Luxury Vehicle Zone 133
Taxi Zone 360

Clarion Inn & Suites
(computer code #848) is now

**Midpoint At
International Drive**
9956 Hawaiian Court
Orlando, FL 32819
407-351-5100
Shuttle Zone 3
Luxury Vehicle Zone 131
Taxi Zone 801

Comfort Inn LBV
(computer code #1077)
is now

Royal Parc Hotel
8686 Palm Parkway
Orlando, FL 32836
407-239-8400
Shuttle Zone 4
Luxury Vehicle Zone 142
Taxi Zone 402

Vacation Villas
at Fantasy World
(computer code #1321)
is now
Fantasy World Resort
5005 Kyngs Heath Road
Kissimmee, FL 34746
407-396-1808
Shuttle Zone 4
Luxury Vehicle Zone 143
Taxi Zone 361

The following resorts
have been added to the
reservation system:

Home2 Suites
(computer code #11483)
5910 American Way
Orlando, FL 32819
407-519-3151
Shuttle Zone 3
Luxury Vehicle Zone 130
Taxi Zone 28

**Homewood Suites by
Hilton Convention Center**
(computer code #7601)
6940 Westwood Boulevard
Orlando, FL 32821
407-778-5888
Shuttle Zone 3
Luxury Vehicle Zone 131
Taxi Zone 803

CUSTOMER COMMENTS

Sales Coordinator Peggy Nance and Motor Coach Operators Ruben Alvarado, Timothy Baker, Garfield Brown, Luis Castro, Victor (James) Connor, David Crawford, Michael Griffin, Jeanne Hamilton, Jack Henkle, Ludes Joseph, Michelle Lewis, Gregory Lochar, Rodney Magalhaes, Merry Meyer, Jean M. Pierre, David Pimentel, Edward Porter, William Reardon, David Rhynard, Nathan Showalter, Dan Smith, Timothy Stone, Daniel Tawdross and Shuttle Van Drivers Mark Bartoszewicz, Randal Browning, Francisco Garcia, Thomas Gross, Jean-Claude Innocent, Robert Lammert, Carlos Lucas, Eliezer Lugo, John Murphy and Margaret Rodriguez:

"Now that we are home and thinking back fondly on our magical Destination Dreams trip, I wanted to send you a note of thanks on behalf and the children and families whose wishes you helped us to make come true!"

"A week of sunshine, laughter and memories made, one our families will never forget. As always, the Mears team was fantastic on the trip, any issues were resolved in order to make the trip as smooth as possible for everyone. Taking care of every step of their trip is a really important part of what makes Destination Dreams a one-of-a-kind holiday, and your support in ensuring we can do this is greatly appreciated."

"Please pass on our sincerest thanks to the team of drivers for their support; it is so inspiring for us to work with such professional and dedicated people who share our enthusiasm for making this the most magical holiday possible for the seriously ill children and their families."

"Cavan's mum Debbie said, 'Thank you all for making dreams come true. We have had the most amazing time and have met new friends along the way. We will never be able to put into words what being a part of Destination Dreams 2018 has meant to us. Our memories will last forever.' Caudwell Children can only create special memories like this with the support of people like you! Please accept our heartfelt thanks for all your efforts and I look forward to working with you again soon."

Core Values: Respect, Safety & Enthusiasm

"The shuttle services were running late due to interstate traffic, and Shuttle Van Driver Todd Africano picked up my group. Todd was fantastic. He was so right when he greeted me with, 'I'm here to save your day!' Todd was upbeat, full of travel knowledge to the area, and was a joy to ride with. I hope all of your staff take the time to learn from Todd and his experience; he really makes the customer feel welcome. Please pass along my best to Todd and all of the staff in Orlando."

Core Values: Enthusiasm, Efficiency & Respect

"I wanted to provide feedback on Sales Coordinator Peggy Nance. I contacted Peggy several months ago requesting a coach for an anticipated Rockwell Collins corporate event and mentioned that there was one important hurdle that we would have to overcome. I needed a 56-passenger coach to transport employees from Melbourne, Florida to West Palm Beach. They would be attending a celebratory event in recognition of the United Technologies acquisition of Rockwell Collins (now Collins Aerospace). The hurdle was not knowing the date. Peggy assured me that Mears Transportation would do whatever it could to support us. Hearing the worry in my voice, she advised on getting some of the paperwork reviewed and approved ahead of time. This would ensure that once we knew an actual date, things would go smoothly."

"Four months later, this proved to be the best advice. I contacted Peggy the day after Thanksgiving. The acquisition had gone through and I needed to reserve a coach for the upcoming Tuesday. Unfortunately, she did not reply [immediately]. I assumed she may have been out for the holiday weekend so I spoke to a

representative who stated that there were no coaches available. Thankfully, Peggy listened to her voicemail and contacted me within minutes of my hanging up with the representative. I thanked her and explained that I had just gotten off the phone with a representative who stated there were no coaches available. Peggy asked me to hold and came back with an option that literally saved the day. While she was not able to provide a 56-passenger coach, she did have a coach that she could send. We ended up booking a 37-passenger coach from Mears and rented a 15-passenger van locally. We had room for 52 employees to attend and it was perfect."

"I don't typically send emails with all of the details of my experience, but I wanted you to understand the context of my praises for Peggy. She went above and beyond anything that I could have expected, and really highlighted excellent customer service. I hope that you will take the opportunity to thank her for a job well done and for being a great representative of your organization."

Core Values: Respect, Efficiency & Enthusiasm

"My husband and I had the pleasure of taking a shuttle from the Hilton Orlando Bonnet Creek to the airport. Shuttle Van Driver Thomas Proctor was courteous, professional, friendly and a pleasure to travel with. If one could request a driver, I would definitely request him for any future transportation needs."

Core Values: Enthusiasm & Respect

Sales Manager Ortancis Gaines:

"Thank you again for all your help during our Boca Raton Conference! Your staff was a joy and so punctual!"

Core Values: Enthusiasm & Efficiency

"Ms. Vallard was ecstatic with the service she received from Shuttle Van Drivers Todd Africano and Don Desaulniers. She said they were 'wonderful,' 'absolutely amazing' and 'they brought the magic of Disney for [her group]. Ms. Vallard was travelling with a few friends and apparently they had some rude interactions with others and a rough check-out experience. Todd transferred them from the resort to the airport and turned their poor experience into a grand one. He gave suggestions for the next time they come to Orlando, such as when to return and what to visit. Ms. Vallard stated they will be back just to have that interaction again."

Core Values: Respect & Enthusiasm

Sales Manager Ortancis Gaines and Motor Coach Operator David Rhynard:

"The perfect trip again, thanks to you. David was a wonderful driver and we all enjoyed him. He was so nice and always on time. The coach was terrific; we all loved its interior. I can't thank you enough for all your help and support."

Core Values: Respect, Efficiency & Enthusiasm

"We used your service in Orlando over the weekend and had some issues. I contacted the company and quickly received a call from Nick Perry, Shuttle Division Operations Manager. Nick looked into our problems and was very quick to get them resolved and issued a credit as well. Great customer service and friendly attitude. Hats-off to Nick; we will certainly use Mears on our next travels."

Vice President of Operations Rebecca Horton adds:

"Nick continues to ensure our guests are taken care of and resolves concerns quickly and effectively. Awesome job, Nick, for saving the customer!"

Core Values: Enthusiasm, Efficiency & Respect

Motor Coach Manager on Duty Larry Little and Special Accounts Coordinator Trudy Malcolm:

"I direct the Pride of West Virginia, the West Virginia University Marching Band. On our way to Orlando, significant traffic delays jeopardized our Thursday schedule because of the required time off for our own drivers. A failure to make our Thursday morning appointment was going to severely impact our entire trip."

"A frantic call from me close to midnight on Wednesday was met with a can-do attitude from your dispatcher-on-duty, and within short order you had secured 8 coaches and drivers for our use. I had to secure this on my personal credit card owing to the desperate position I was in. Your accounts payable staff was patient with me while I coordinated with our business office to transfer the charge, quite literally while I was in the midst of rehearsing our 330 members. Your drivers were all extremely professional and so very helpful, and their knowledge of the Disney property was invaluable."

"I cannot say enough high praise for your entire operation. Your ability to work to find a solution for our dilemma was the single difference in making our trip a success and for that, I am eternally grateful. Many of my colleagues are forever bringing groups to Orlando. I'll always recommend your services whenever possible."

Core Values: Efficiency, Respect & Enthusiasm

Senior Sales Coordinator Rachel Bustamante and Limousine Chauffeur Ronald Bullock:

"As per my clients, everything went well with their stay in Orlando. Thank you very much for your nice cooperation."

Core Values: Enthusiasm & Respect

"I am writing to tell you of a very positive experience we had with Shuttle Van Driver Scott Sehnert. He picked up my friend and me from the Hilton Buena Vista Palace hotel to take us to the airport at 5:10 a.m. Scott arrived exactly on time and was very polite and professional. He transported us to the airport, always answering our questions thoroughly and respectfully."

"At that early hour most people would not be in the best of moods to provide excellent service to clients but Scott was such an exception. As someone who is always impressed to see a true professional carry out his responsibilities in such an outstanding way, I had to let you know of how much I was impressed with our experience with Scott. He is a valuable asset to your company and a model for other drivers to follow."

Core Values: Respect, Efficiency & Enthusiasm

Sales Coordinator Latasha Vinson and Motor Coach Operator Cindy Parker:

"My father-in-law tells me that Cindy was an absolutely fantastic driver and that the motor coach was the nicest he'd ever seen. (Keep in mind that he narrates bus tours all the time and so has had a lot of drivers and has seen a lot of buses!) He tells me Cindy was early and so very personable and agreeable and just an all-around pleasure to work with in every way."

"I have to say the same for all of my experiences with you, too, Latasha! You have been so helpful, efficient, and professional throughout all of the planning! I appreciate this so much!"

Core Values: Efficiency, Respect & Enthusiasm