

MEARS IN MOTION

Introducing Our New “FOSRM” Team

Recently we restructured our Safety Investigation and Client Services groups to form a newly-organized team called **Field Operations Safety and Resort Managers**, or **FOSRM**.

Each FOSRM team member has attended Institute of Police Technology and Management (IPTM) training in Fundamental Techniques of Crash Investigation, as well as Interviewing Techniques for traffic crash investigators. They've also completed one-on-one field training with our senior Safety Investigators.

Continuing education for the Field Operations Safety and Resort Managers includes certification in the use of the Intoximeter (portable breath-testing device) and Department of Transportation Reasonable Suspicion training.

Read on to meet the team members and learn more about their important roles.

THE FOSRM TEAM

Benefits of the new FOSRM structure:

More efficient distribution of people-power, with even better 24/7 field coverage, especially helpful during large events.

Who's on the team:

Ron F. (Lead)
Terrence M.
Tyler H.
Charita (Rita) J.
Jose R.
Butch S.
John C.
Anthony B.

The team reports to Assistant Director of Contract Services Tanaysha T., with the Safety tasks overseen by Safety Manager Jorge D. As Team Lead, Ron F. collaborates with Tanaysha and Jorge daily.

A typical day in the role:

No two days look alike! The FOSRM team oversees field ops related to both employees and guests, assists on large moves, responds to incidents in the field, manages live vehicle movement and logistics, and prepares reports for the Executive Team, Operations, Human Resources and our Claims team.

Ron F. joined Mears in September of 1991, and he is the longest-serving member of the new FOSRM team. From 1991-1998 he worked with the Mears Guest Services division, serving area hotels as Concierge and Guest Services Lead. Then he joined Motor Coach Operations as a Client Service Manager. Over the years, Ron has supported successful operations and partnerships with Carnival and Holland America cruise lines at the Port of Tampa and Port Canaveral, as well as OIA.

Terrence M. was a truck driver for Walmart before joining Mears as a Motor Coach Operator in June of 2021. He was promoted to Motor Coach Dispatch in January of 2022, and became a Client Service Manager in July of 2023. Terrence transitioned into the role of Field Operations Safety and Resort Manager in January of 2024.

Tyler H. began his Mears career in March of 2006 as a Field Staffer with (our then sister-company) Hello! Florida. In 2014 Tyler moved into a Client Service Manager role with City Cab, so he brings a decade of Mears Taxi field experience to the team.



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THE FOSRM TEAM CONT'D

Charita ("Rita") J. was a FedEx driver prior to joining Mears as a Motor Coach Operator in 2021. She was promptly promoted to Client Service Manager, and played a key role as Classroom Trainer for new drivers. Rita is a member of the Field Operations Safety and Resort Manager "A-Team" and also serves as one of our Certified Public Notaries on property.



Jose R. started at Mears in 2018 in Airport Operations before moving into the role of Airport Supervisor. He was soon promoted to Client Service Manager in City Cab, and now is a member of the Field Operations Safety and Resort Manager "A-Team." Jose is also currently cross-training in Safety Compliance with John Clerico.



Butch S. began his career with Mears as a taxi driver in 1990 and joined the Safety Team four years later. Butch has served as a Safety Investigator at Mears for more than 25 years.



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THE FOSRM TEAM CONT'D

John C. joined the Mears team in June of 2016, after he retired from 27 years with the Florida Highway Patrol. John currently serves as our Department of Transportation (DOT) Compliance Officer, in addition to his duties as a Field Operations Safety and Resort Manager.



Anthony B. was hired in November of 2023, following 25 years of service with the Florida Highway Patrol. In his law enforcement career he served as a Trooper, Homicide Investigator and Sergeant before joining Mears. Anthony also holds a valid CDL license with a Passenger Endorsement.



Welcome Aboard



We are excited to introduce **Ty I.** to the Mears team as **HR Assistant Manager**. Ty served in the U.S. Air Force for 26 years, where he built an impressive resume in Human Resources. After retiring from the military, his HR work continued in civilian life, where he gained an additional 12 years of Human Resources leadership experience. Please join in welcoming Ty!

QR QUESTION



What's YOUR favorite Mears Connect vehicle design?

Maisy the Manatee

Thomas the Sea Turtle

Doc the Dolphin

Fran and Frank the Flamingos

Scan the QR Code to vote!



(We'll share the results next month)



Employee News

Congratulations to **Nick P.**, **Assistant Director of Driver Relations**, on earning his Bachelor of Science degree in Logistics and Supply Chain Management from Florida State College at Jacksonville. Nick graduated with Honors, Magna Cum Laude.



It's a Boy!

Accounts Payable Specialist Samantha G. and her husband, Austin, welcomed a son on April 19. *Colton John G.* weighed 7 lbs., 14 oz. and measured 21.5 inches. Congratulations to Samantha, Austin and big sister Emma!

SOAR IN '24 MONTHLY AWARDS

CONGRATS TO THESE OUTSTANDING TEAM MEMBERS
FOR THEIR RECENT ACCOMPLISHMENTS!

BIG BRAIN AWARDS

BRADY M., IT/DEVELOPMENT
JUSTIN L., IT/DEVELOPMENT

EXTRA MILE AWARDS

DAVID M., SV OPERATIONS
JEFFERY H., MC OPERATIONS
JIMMIE W., MC OPERATIONS
PATRICIA G., MC OPERATIONS
RAMON M., MC OPERATIONS
WAYNE R., SV OPERATIONS

HAPPY CUSTOMER AWARDS

ABEER I., SALES
JOSEPH S., MC OPERATIONS
LATASHA V., SALES
NATASHA L., CALL CENTER

NEXT-GEN MENTORS

BEATRIZ M., ACCOUNTING

PILLARS

EVATOR T., ACCOUNTING
HEIDI Z., CALL CENTER
KATHLEEN P., MC OPERATIONS
PAMELA W., ACCOUNTING

SOAR IN '24, CONTINUED

CONGRATS TO THESE
OUTSTANDING TEAM MEMBERS
FOR THEIR RECENT ACCOMPLISHMENTS!

RISING STAR

DEBORAH R. D., MEARS CONNECT

SAFETY FIRST AWARDS

DEBBIE V., ACCOUNTING
RAMASHEWAR R., MC OPERATIONS

SERVICE HEROES

DAVID S., MC OPERATIONS
DELROY D., SV OPERATIONS
JACK H., MC OPERATIONS

SUNSHINE AWARDS

RAQUEL B., ACCOUNTING
YARIEL B., MEARS CONNECT

TEAM PLAYERS / BRIDGE BUILDERS

BIANCA J., CALL CENTER/DISPATCH
CARMEN D., ACCOUNTING
EARLE F., CALL CENTER/DISPATCH
ERIK H., MC OPERATIONS
EVATOR T., ACCOUNTING
NATASHA L., CALL CENTER
PAMELA W., ACCOUNTING