

# 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