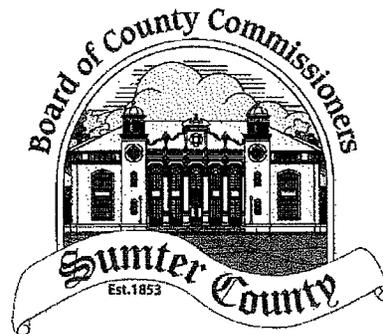


# Division of Community Services

## Sumter County Transit

229 E. Anderson Avenue • Bushnell, FL 33513 • Phone (352) 568-6683 • FAX: (352) 568-6679  
http://sumtercountyfl.gov



## Memo

**To:** Bradley Arnold, County Administrator  
**Via:** Deb Barsell, Community Services Director   
**From:** David Levesque, Transit Manager *DL*  
**Date:** October 14, 2010  
**RE:** Recognition of Exceptional Customer Service

On 10/7/2010, Tonya Mullan – Transit Driver - was running her morning route. She arrived at the home of a frequent passenger in Misty Woods Apartments, Bushnell. Tonya's routine at this home is to knock on the door and then go back and deploy the wheelchair lift, as the woman takes quite some time to make it to the bus. The woman did not come to the door and did not respond to repeated knocking attempts.

Seven to eight minutes elapsed and Tonya was about to leave a no show card. Knowing this behavior was quite unusual for this particular customer, she decided to check one last time and a bit more thoroughly. Tonya placed her ear on the door and knocked again. She heard a barely audible voice. The words she heard were 'help me.' The voice was so faint Tonya at first thought that she was hearing things. Hearing it a second time, she immediately notified Transit dispatch. 911 was contacted and within minutes police, fire, and EMS units were on scene.

Bushnell PD made entry through a window. The woman was found on the bathroom floor with head trauma and profuse bleeding. She was severely hypothermic and only semiconscious. The final disposition was obtained from the woman's daughter. In addition to extreme hypothermia, the woman had a severe head laceration, fractured pelvis, and a neck fracture. The staff of the ICU at LRMC is quite certain that if not for Tonya, the woman would have died from her injuries. She likely would have succumbed within just a few hours at the most.

Tonya Mullan's actions in this situation were a result of good instincts, training, and knowledge of her customers. She is commended for her actions and commitment to exceptional customer service.

**C:** Tonya Mullan  
Personnel File

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