

Heather Lindsay

On September 4, 2011, Ms. Heather Lindsay was assigned to AMAIN. At 2049 hours, she received a priority one call regarding a domestic situation that involved an intoxicated male armed with two unknown weapons. Ms. Lindsay immediately dispatched units, voicing what little details that were provided by the female caller who was unable to speak freely, and notified the field supervisor. She kept units abreast of updates from the caller as they were being added to the call. First units arrived on scene within two minutes. Ms. Lindsay kept up with all radio traffic and updated remarks as they were given. Units arriving on scene advised that they were going to park down the street and approached the residence on foot. One minute after arriving on scene, Charlie 6 transmitted that shots were fired. Another unit on-scene, "Edward 6", yelled that the suspect had a shotgun and was retreating into the house. "Charlie 6" transmitted for one of the officers to get back and take cover. Ms. Lindsay requested units to respond ASAP while keeping air traffic to a minimum. She raised "Edward 6" to check the status of the situation. He advised that the suspect was at the front door and he had been shot. She quickly updated the call and made sure EMS was en-route. Throughout the chaotic situation, Ms. Lindsay remained composed and attentive at all times and was diligent in responding to the units' requests as well as requests from the on duty shift supervisor. Ms. Lindsay was quick to ascertain from units if we fired the shot or if it was the suspect.

During several recent occasions, Ms. Lindsay has kept her poise under pressure and effectively handled situations from the phone and radio positions. While assigned to 911, Ms. Lindsay took a call regarding a subject being shot. She quickly dispatched a call in the CAD, updating the call with additional details from the caller. She kept the complainant on the line, asking her specific questions describing the vehicle that fled the scene. She reassured the caller that help was on the way while updating the call with additional information being given. Ms. Lindsay was able to calm the caller and control the conversation in order to obtain information needed for responding officers. As she began to transfer the caller to TFR, the caller advised that no one had been shot as initially reported. Ms. Lindsay promptly updated the call and advised the caller that we were en-route. While relieving CMAIN for their lunch break, an off duty unit spotted a stolen vehicle on Nebraska Av/124th Av. Heather quickly ran the tag confirming that the vehicle was stolen out of Kansas City, MO. Heather immediately requested air service, notified the sergeant working that sector, as well as the shift supervisor. Officers continued following the vehicle on I275 while waiting until the ROC units arrived on scene to box it in, Heather entered the updated locations into the call and made sure FHP was notified. The vehicle exited the interstate at Busch Blvd. Once at Busch Blvd and Florida Ave, ROC units attempted to box in the vehicle in which the driver managed to escape the maneuver. Units began pursuing the vehicle Northbound on Florida Avenue passing Bougainvillea. As the unit calling the pursuit provided weather conditions, speed, and traffic, Heather entered this information into the call. She made sure HCSO was notified that the pursuit was heading into their jurisdiction. The suspect continued EB on Fletcher just past 22nd St where he crashed into a pole. Ms. Lindsay held down the air until units advised that the suspect was in custody. She routed the request to have Tampa Fire Rescue respond for the injured suspect. Ms. Lindsay remained poised and in control during the entire pursuit. As in her day to day work, Ms. Lindsay did an awesome job and handled these situations with exactitude and professionalism.

For her attentiveness to duty, willingness to do an exceptional job at all costs, and ability to be the calm voice on the radio and telephone, Heather Lindsay is recognized as the Communications Bureau Employee of the Month for September 2011.

*Communications Bureau
Employee of the Month
September 2011*