

Sara Gennille

As a part-time employee, Mrs. Sara Gennille started with the Tampa Police Department Communications Bureau just over a year ago. During her short tenure, she has shown that she is able to remain calm in the most stressful of situations. This was evident in the early morning hours of Tuesday, August 30.

“Tampa 9-1-1, what is the address of your emergency?” These are the words that precede numerous calls through out the night. Generally, the caller will begin to explain the issue and why they need police assistance. But, how do you get answers to questions if the person on the line does not feel safe to give them? Mrs. Gennille encountered such a situation. The first sounds she heard were of a crying baby in the background, then a frantic female giving an address and finally, the line disconnecting. After the initial Signal 31 was sent for police service to the address stated, Mrs. Gennille attempted callbacks twice without answer. Finally, on the third try, the original female answered the phone. When several questions were posed to the caller with no response, Mrs. Gennille asked “Are you not able to answer me due to the person you are calling on being right there with you?” The caller responded with a simple “yes”. After this was learned, it took numerous questions to get just the basics of answers and determine the nature of the emergency. Are you in a vehicle? Yes. Are you going northbound on Mac Dill Avenue? Yes. Did the person hurt you? Yes. This line of questioning continued until it was determined that the victim was on her way to Memorial Hospital in a blue sedan with Georgia tags due to her child being hurt, possibly by the same subject driving the vehicle.

After several minutes of gathering details through her continued closed-ended questioning, all necessary remarks were updated by Mrs. Gennille and relayed to responding officers. The units were able to come into contact with the caller and take the suspect into custody without incident. A more tenured employee who was assigned as the dispatcher for this event commended Mrs. Gennille on an outstanding job getting information in such an efficient manner.

For the complete attention she provides to every caller in need of police assistance, Mrs. Gennille is awarded with the Communications Bureau Employee of the Month for August 2011.

*Communications Bureau
Employee of the Month
August 2011*