

# *Erica Collum*

Often times in a workplace, a positive attitude and willingness to help go a long way. There are employees that go above and beyond the duties asked of them, working behind the scenes in order to better the overall structure of the entire company. The Tampa Police Department Communications Bureau is no different. There are a select few in Communications who seek out additional work; grueling, tedious and challenging tasks that the majority of the bureau may not want to take on. Erica Collum is one person who does not shy away from a challenge.

In order to embrace the ever-changing world of technology that directly affects Communications, a large amount of research and preparation must go into each project before it is set into production. In order to be in compliance with a law recently passed all telecommunicators within the state of Florida will soon require certification through the Department of Health. Communications Training Officers worked closely with Diana Hall, Training Coordinator to develop the curriculum framework outlined by the state and required to ensure the bureau met standards. Establishment of approved internal testing would preclude Communications personnel from having to attend an external school to become certified Telecommunicators. Once the framework was in place, it was apparent from the volume of information being covered that there would need to be targeted training for each area. Seeking extra work as usual, Erica stepped up to the plate, along with another co-worker, to take on the project of creating questions for on-line testing and remedial training. This large-scale project was completed within a week and addressed each point requiring attention.

Versaterm, the company that provides both the records management system and the CAD system in Communications, will be holding their annual conference in Tampa in September of 2011. During the conference, an informational session will be presented to educate the hundreds of attendees of the impact the up and coming "Next Generation 911" technology will have on operational procedures and systematic applications. Volunteering again for extra work, Erica Collum completed research and provided a myriad of information that will be at the core of the presentation. The findings Erica submitted will straightforwardly affect the everyday operations of Communications and 911.

Erica has been employed with Communications since July of 2009. She is proud of her career field and eager to become more involved in all aspects of law enforcement. She never seeks reward or attention for her hard work; she simply wants to better the overall performance of the bureau and is happy to help. Each and every call taken by Erica is thoroughly researched to assist responding officers, which is, at times, difficult to do while also processing back to back calls.

Her hard work, dedication, and genuine demeanor have not gone unnoticed. For her willingness to assist in extra work, enthusiasm towards the job, and the exemplary impression she makes of the department, Erica Collum is recognized as the Communications Bureau Employee of the Month for May 2011.

*Communications Bureau  
Employee of the Month  
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