



Date(s) of Occurrence: January 2017-March 2017

Employee Name: **Elinor Joseph**
Alain Acosta
Josue Castro
Willie Perez
Hans Smith

Classification: Parking Operations Manager /
Parking Enforcement Officer

Unit/Division: Support Services

Nominated By: Lieutenant John Bambis

Award/Commendation type and recommendations: Letter of Commendation

Narrative:

Mr. Elinor Joseph is the Parking Operations Manager for the Surfside Police Department and in this position he oversees and supervises four Parking Enforcement Officers, manages 6 municipal parking lots, manages 37 multi-space pay stations, and several electronic single space meters. The lack of parking is a critical problem in Surfside and Mr. Joseph and Parking Enforcement Officers: Alain Acosta, Josue Castro, Willie Perez, and Hans Smith perform their work in an outstanding manner to ensure parking statutes and ordinances are adhered to by the public.

The Parking Enforcement Officers in Surfside have a difficult task in completing their work objectives of issuing citations to parking violators and controlling the flow of traffic, while they are often being confronted by the violators who can be confrontational. The Parking Enforcement Officers have shown great restraint and a professional demeanor during these situations and not one incident has led to an investigation or discipline against any of the Parking Enforcement Officers in the past several years. The

Parking Enforcement Officers have averaged approximately 1,000 parking citations per month during 2017.

Parking Operations Manager Joseph in addition to his duties overseeing the Parking Enforcement Officers he has been involved in or completed the following tasks and projects:

- The full pay-by-phone system implementation
- The business parking permit program
- Overseeing the valet vendor program
- The Town overnight parking program
- Procurement and installation of 29 upgraded Pay Stations to replace the older model Pay Stations
- Procurement and installation of 8 new Pay Stations to eliminate the need for individual single space meters

In addition to his Parking Operations Manager duties, Mr. Joseph is also the Property and Evidence Unit administrator who oversees the intake, processing, storage, and disposition of all evidence and property for court or safekeeping. Mr. Joseph has handled this crucial function of the Police Department in a meticulous and accurate manner. Regular audits of the Property and Evidence Unit were conducted and everything has been accounted for and the high standards of the Commission for Florida Law Enforcement Accreditation (CFA) have been attained. Finally, Mr. Joseph is also a trained communications operator who fills in at yet another vital role when needed or short staffed.

Parking Operations Manager Joseph and Parking Enforcement Officers: Alain Acosta, Josue Castro, Willie Perez, and Hans Smith possess the strong work ethic and high customer service levels that warrant the admiration of the Town of Surfside, the Police Department, the community residents, the business owners, and visitors. They are professional, and respectful to all and have been able to resolve all work related challenges and projects. They have provided an outstanding and exemplary work product and I am proud to formally document their efforts in this Letter of Commendation.