



Date of occurrence: 2012

Employee Name: Elinor Joseph

Award/Commendation type and recommendations: Recommendation for Police Civilian of the Year 2102

Narrative:

On April 30, 2012, PSA Elinor Joseph was promoted to a new position, Parking Operations Manager. His new duties include overseeing the Parking Department as well as supervising four Parking Enforcement Officers and one Public Service Aide. He manages the multi-space pay station system, the coin single space and credit card accepting meters, and the eight municipal lots. He is on call 24/7. Joseph also works closely with the Code Compliance Director and issues warnings for violations and he is the administrator of the Property and Evidence Unit which collects and stores all evidence for court or safekeeping.

In May and November 2012, in addition to his regular duties, Joseph was on a selection committee that reviewed hundreds of employment applications for the position of Public Service Aide and Parking Enforcement Officer. The applicants were screened to the most qualified candidates for the positions. The final process resulted with three excellent new Surfside employees.

Under Joseph's leadership, citations and revenue increased in 2012. 15,526 parking citations were issued in 2012. The number of citations in 2011 was 9,073. Citation revenue was \$201,820 for 2012 while in 2011 the citation revenue was \$156,264. The revenue from single space meters and pay stations increased to \$733,536 in 2011 from \$588,395 in 2011.

Joseph was instrumental in selecting 30 new credit card accepting single space meters on a trial basis for the Town. The new meters were a pilot program to provide more parking payment options and for better service and convenience for customers. Revenue from the new meters increased by 130% the first month and over \$200% for the following month. Joseph also directs the Business Parking Permit Program and is assisting with the Parking Garage Feasibility Study.

Joseph's strongest assets are his professionalism and providing quality customer service to the public. He handles numerous complaints on a regular basis from upset people who have received a citation. He is always courteous and respectful and can usually resolve any problems. He is well respected by everyone in Town Hall. Parking Operations Manager Elinor Joseph is recommended for the Police Civilian of Year 2012 for his professionalism and excelling in his new position.

Lieutenant:

Print Name: Richard Williams

Date: January 31, 2013

Chief:

Date: January 31, 2013

Print Name: David Allen