



Date of occurrence: September 23, 2013

Employee Name: Parking Operations Manager Elinor Joseph, Parking Enforcement Officer Alain Acosta, Parking Enforcement Officer Angel Melendez, Parking Enforcement Officer Josue Castro, Parking Enforcement Officer William Perez, and Public Service Aide Andrea Smith-Bustillo.

Unit/Division: Parking

Award/Commendation type and recommendations: Letter of Commendation

Narrative:

I would like to recognize Parking Operations Manager Elinor Joseph, Parking Enforcement Officers Alain Acosta, Angel Melendez, Josue Castro, William Perez, and PSA Andrea Smith-Bustillo for their outstanding effort and professionalism during the month of September 2013.

The Town recently changed from a four hour parking limit to a two hour time limit in the business district. Parking officers now enforce the two hour limit daily. The parking lots are closed every morning and monitored for construction vehicles. The cars and trucks are chalked daily and cited.

The lack of available parking is a problem and frustrates the visitors, customers, residents, and employees of the business district. Consequently the frustration is taken out on the Parking Enforcement Officers. Despite dealing with this on a daily basis, the team still remains professional, continues their daily assignments, helps maintain the Pay Stations, directs traffic, and runs errands without complaining.

Over the past several months parking in the business district has been a very delicate subject in Surfside. The above listed individuals have been in the front line of all the problems we have endured. They went above and beyond to help the patrons and the employees of business district. The positive temperament and the willingness to help others they show daily are remarkable. They also are willing to change their schedule to help with unexpected issues.

The Parking Enforcement team is commended for their professionalism and commitment for the month of September 2013.