



**Date(s) of Occurrence:** June 2021-October 2021

**Employee Name:** Elinor Joseph  
Alain Acosta  
Cristhian Acosta  
Josue Castro  
William Perez

**Classification:** Parking Operations Manager / Parking Enforcement Officers

**Award/Commendation type and recommendations:** Letter of Commendation and recommendation for October Civilians of the Month

**Narrative:**

The Town of Surfside Parking Division encompasses Parking Operations Manager Elinor Joseph and Parking Enforcement Officers Alain Acosta, Cristhian Acosta, Josue “JC” Castro, and William “Willy” Perez. The outstanding members of this department perform their numerous work responsibilities with integrity and in an exemplary manner.

Parking Operations Manager Joseph oversees and supervises the Parking Enforcement Officers, manages six municipal parking lots and 37 multi-space pay stations. The daily assignments completed by the entire parking department include monitoring and enforcement of the municipal parking lots and residential neighborhood; controlling the flow of traffic; maintenance of the multi-space pay stations; programming the visual messaging board and speed trailer along with relocating them to pertinent areas; and the delivery, set-up and removal of cones and barricades for community events and traffic management.

These admirable and essential employees also provide exceptional service to the Town Hall and Police Department personnel. In addition to their day-to-day duties, they deliver agendas and packages to the elected officials and Town committee members; transporting vehicles in need of repair or detailing to various localities; bring inoperative police radios to the workshop for repair; and assisting as needed with all community events such as the monthly blood drives, the bi-annual Multi-Agency Collection Day, Surf-Bal-Bay Night Out and the Parks and Recreation Department’s Spooky Spectacular. This team of professionals wholeheartedly fulfills any task requested of them.

In the time of crisis, Parking Operations Manager Joseph and Parking Enforcement Officers A. Acosta, C. Acosta, Castro, and Perez were invaluable in the aftermath of the Champlain Towers building collapse. For many days thereafter, they were assigned critical traffic posts performing exceptionally in extreme heat and inclement weather while aiding frustrated motorists. Furthermore, they distributed meals to onsite emergency workers; coordinated parking for first responders; delivery and pick up of necessary equipment and supplies to the command post, traffic posts and perimeters, (cones, barricades, etc.), family reunification center and community center; and provided comprehensive support of all emergency response activities.

Parking Operations Manager Joseph and Parking Enforcement Officers A. Acosta, C. Acosta, Castro, and Perez are commended for their strong work ethic, kindheartedness, highest level of customer service and dedication to the Town of Surfside and the community they proudly serve. All these exceptional gentlemen have proven to be an enormous asset to everyone they assist and graciously accept additional responsibility. They are courteous, optimistic and honorable representatives of the Surfside Police Department. Unequivocally, I am nominating Parking Operations Manager Elinor Joseph and Parking Enforcement Officers Alain Acosta, Cristhian Acosta, Josue Castro, and William Perez for the October Civilian of the Month Award for humbly exemplifying these remarkable qualities and performing these praiseworthy actions on a daily basis.