

**OFFICE OF STATE PARKS
DEPARTMENT OF CULTURE, RECREATION, and TOURISM**

INTRAAGENCY CORRESPONDENCE

FIELD MEMORANDUM #2013-002

TO: All Site Managers

FROM: Kyle Bernis, Chief Law Enforcement Officer

RE: Eviction Procedure

DATE: October 3, 2013

We have been dealing with various patron conduct issues at some of our sites that have caused us to evaluate and create a more effective way to handle such situations. At every step in this process, it cannot be stressed enough that the utilization of good customer service skills is always an agency expectation. You must make sure that excellent (complete and accurate) documentation is prepared prior to escalating the enforcement level to that of an eviction. Customer compliance is our aim; however, non-compliance will necessitate strict adherence to established eviction procedures.


If any customer (whether day use or overnight use) consistently refuses to comply with our rules and regulations, especially where public safety issues are involved, the manager is expected to evict that customer from the facility. In the past, evicted individuals were allowed re-entrance and the same issues would follow. With this policy, the eviction will remain in effect for a period of 365 days from the date of the eviction and apply to all properties operated by the Louisiana Office of State Parks.

The form, which can be found at <P:\Operations\Forms\LE-Safety\Notice of Eviction> is to be completed and a copy hand delivered to the violator, **at the time of the eviction**. In no way can the eviction be served "after the fact." The original Eviction Notice shall be forwarded to the Operations Section of the Administrative Office along with the Enforcement Report for processing. A copy of the Eviction Notice only is also to be sent to the Reservation Center of the Administrative Office for system entry. Once processed, the customer is blocked in our reservation system for the next 365 days. **This form is to be executed either by a manager or a commissioned ranger only** at the direction of the site manager and, when plausible, the involvement of the district manager.

A copy of the Eviction Notice may be faxed to nearby sites in case the evicted patron attempts to register at another site before the eviction is entered into the Central Reservation System.

We want to assure our patrons that we will do all we can to provide a quality stay at our facilities. It is with this in mind that this new procedure will help to improve our site operations. Remember to stress good customer service skills to your staff and to document the activities that will necessitate this level of enforcement.

Approved:


Stuart Johnson, Ph.D., Assistant Secretary



JAY DARDENNE
LIEUTENANT GOVERNOR

State of Louisiana
OFFICE OF THE LIEUTENANT GOVERNOR
DEPARTMENT OF CULTURE, RECREATION & TOURISM
OFFICE OF STATE PARKS

CHARLES R. DAVIS
DEPUTY SECRETARY

STUART JOHNSON, PH.D.
ASSISTANT SECRETARY

Notice of Eviction

Date: _____ Park: _____

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____

Vehicle/Camper License: _____ State: _____

Customer ID Number: _____ Reservation Number: _____

Reason: _____

Overnight _____

Day use _____

This letter is to advise that you are being evicted from this site in accordance with the Louisiana Administrative Code, Title 25:321 which govern fines and enforcement of the rules and regulations on sites that are operated by the Louisiana Office of State Parks. The Louisiana Office of State Parks has the right to deny access and use of their facilities to anyone who has not complied with this statute.

This Notice of Eviction is for all properties that are owned and operated by the Louisiana Office of State Parks and shall remain in effect for a period of one year from the date of issue. Criminal charges, as established under Louisiana Revised Statute Title 14:63.3, will be pursued if you return to any properties that are owned or operated by the Louisiana Office of State Parks during this period of eviction. Violation of this statute carries fines up to \$500.00 and/or imprisonment for up to six months.

Officer

For Office Use Only: Incident Number: _____

Revised 10/3/13