



ORLEANS PARISH COMMUNICATION DISTRICT
9-1-1/3-1-1

EMERGENCY DIRECTIVE

DIRECTIVE NUMBER: 20-04
SUBJECT: Illegal Evictions
DATE ISSUED/REVISED: 04/14/2020

RELATIVE REFERENCE(S):
ACCREDITATION STANDARD(S): CALEA 3.6.2.

APPROVED BY *Joyce T. Morris*
Executive Director, OPCD

DATE 04/14/2020

PURPOSE: As the City of New Orleans responds to the impacts of COVID-19 and under the authority of an emergency declaration issued by Mayor LaToya Cantrell, it is now unlawful to evict anyone from their place of residence; permanent or temporary. To ensure a swift and coordinated response to reports of illegal evictions, OPCD will route these reports to the Constables that service Orleans Parish for immediate response. The New Orleans Police Department will provide support to the agents of the Constables office should the need arise.

DIRECTIVE: Citizens have been asked to dial 3-1-1 to report illegal evictions. If the illegal eviction is **IN PROGRESS**, the call taker will create an incident in the Computed Aided Dispatch (CAD) system for response from the Constable's Office. If the illegal eviction is planned to take place in the future, the call taker shall enter a 3-1-1 service request which will be routed to the Office of Community and Economic Development.

I. GUIDELINES

1. An illegal eviction is defined where a landlord has asked a tenant to vacate the premises. This includes all places of residence (homes, apartments, hotels, motel, ect.)
2. If a landlord calls for assistance with evicting a tenant, then they shall contact the appropriate Constable's Office **via their website**. No response shall be generated to assist landlords with evictions.
3. If at any time the call taker believes the situation on scene is escalating and threatens the safety of any party, then the appropriate police protocol shall be launched and call for service generated.
4. This emergency directive remains in place until rescinded by the issuing authority.

II. PROCEDURE

1. If a TENANT is reporting an illegal eviction that meets the guidelines above, then the call taker shall create an incident in CAD using the incident type “EVICT”. The call taker must ensure to collect the following information:
 - i. Caller’s Name
 - ii. Caller’s Phone Number
 - iii. Location
 - iv. Inquire if weapons are involved or mentioned
 - v. Description of parties on scene
 - vi. Brief summary of what is occurring
2. All Deputy Constables shall monitor NP-DISP9 and will be hailed by the Auxiliary Dispatcher. Agents shall have the following unit numbers:
 - i. 8100 Series – Constable of New Orleans (West Bank)
 - ii. CON(Unit #) – Constable of New Orleans (East Bank)
3. The Auxiliary Dispatcher shall dispatch the unit on the incident and track their enroute, arrival and clear time. All incidents shall be marked up “NAT” to the Constable unit number.

III. CONTACT INFORMATION

Should the appropriate Constable agent does not respond to dispatch on the radio, the following contact information shall be used to secure an appropriate resource to respond.

West Bank Constable (NOPD 4th District ONLY)	East Bank Constable
Constable Edwin Shortly, Jr 225 Morgan St, Room 209 New Orleans, LA 70114 (504) 598-5365 Office www.algiersconstable.com EVICTION CONTACT Deputy Constable Bruce Thomas (504) 913-8632 mobile-NOT PUBLIC Brucetho2002@yahoo.com	Constable Lambert Boissiere, Jr. 421 Loyola Ave, Suite 208 New Orleans, LA 70112 (504) 523-3258 Office www.orleansconstable.org EVICTION CONTACT Chief Deputy Kristi August (504) 931-6018 mobile-NOT PUBLIC kaugust@orleansconstable.com