



# United States Department of the Interior



## BUREAU OF LAND MANAGEMENT

El Centro Field Office  
1661 South Fourth Street  
El Centro, CA 92243  
[www.ca.blm.gov/elcentro](http://www.ca.blm.gov/elcentro)

In Reply Refer To:  
9260 (CA-670) P

Dear Sir or Madam:

The staff of Bureau of Land Management (BLM) El Centro Field Office Law Enforcement Program is constantly striving to provide the highest quality service in a courteous and professional manner. Those that we serve are an important source of information and feedback about the quality of our service. Also, unfortunately, in the course of law enforcement operations, conflicts or misunderstandings arise between BLM Law Enforcement Rangers and public land visitors. Recognizing this fact, I have established a mechanism that permits public land users to report BLM Law Enforcement Ranger (LE Ranger) conduct that they feel is exemplary or unprofessional. If you feel that a BLM LE Ranger acted in a commendable manner or has acted improperly, I encourage you to write a letter providing details of your commendation or concern to the BLM El Centro Field Office. You may also use this mechanism to offer a general comment or constructive criticism regarding the BLM El Centro Field Office Law Enforcement Program.

The purpose for requesting written correspondence is two-fold. First, I wish to give public land visitors an opportunity to document their appreciation for the efforts of the BLM LE Rangers. All commendations will be relayed to the receiving BLM LE Ranger(s) and may be used as a basis for Performance Recognition. Secondly, this is a method to monitor BLM LE Ranger conduct and to take corrective action when the circumstances justify such action. **Correspondence will not be used as a means for reducing or dropping a criminal or traffic charge.** It is a mechanism to insure public land visitors are treated properly and are receiving superior service.

Additionally, I encourage public land visitors to request the BLM LE Ranger contact his/her Supervisor at the time of occurrence of a negative encounter. Many times in negative encounters, a BLM LE Supervisor can provide information which explains what occurred to the satisfaction of the involved person(s). Please keep in mind the BLM El Centro Field Office administers 1.4 million acres of public lands located within Imperial and San Diego Counties, therefore a BLM LE Supervisor may not always be readily available to respond to an incident scene to address your concerns. If you do not wish to write a letter, you may also call the commendation/complaint hotline at (760) 337-4471 or visit our website and click *Contact us* to send an e-mail commendation/concern. Thank you in advance for insuring the BLM El Centro Field Office Law Enforcement Program provides the highest quality service in a courteous and professional manner.

Sincerely,

Kynan L. Barrios  
Chief Area Ranger