



SACRAMENTO POLICE DEPARTMENT

OFFICE OF INVESTIGATIONS



560.03

TELEPHONE SUBSCRIBER INFORMATION

3-19-20

PURPOSE

The purpose of this order is to establish procedures for obtaining telephone subscriber information or call detail records (CDRs) for investigative purposes.

POLICY

It shall be the policy of the Sacramento Police Department to comply with current regulations governing the release of subscriber information from telephone companies and to ensure the continued cooperation between the telephone companies and this department.

PROCEDURE

A. CONTACTING TELEPHONE COMPANIES

1. To obtain subscriber information, employees shall first refer to telephone, reverse directories and directory assistance available through the phone company's toll-free numbers, internet services, or e-mail.
2. Credible online services can also be utilized to obtain subscriber information.
3. When information is not available from published sources, the employee shall obtain a search warrant.
4. Information on non-published numbers can only be obtained when the information is critical to police response based on exigent circumstances, "Life or Death" incidents, kidnappings / hostage situations, etc.
 - a. Cellular phones and Voice-Over Internet Protocol (VOIP) account for a high volume of the numbers the department encounters. Each cellular phone and VOIP company have a process for obtaining subscriber and/or location information under exigent circumstances: direct phone call and/or via email.
 - b. Obtaining a court order or search warrant following the exigent circumstances request will help ensure the information's admissibility in court.

B. CALL DETAIL RECORDS (CDRs)

1. Call records can only be obtained with a signed search warrant.
2. Identify the appropriate phone company and prepare a search warrant.
 - a. The phone company will need the telephone number and time period.
 - b. The time frame for return of information varies between phone companies.
3. The telephone companies will forward the requested records via email to the requesting officer/detective once it becomes available.