5-09/410.00 - Telephone Subscriber Information

The following procedure shall be followed whenever, in the course of an official investigation, it becomes necessary for a sworn member of this Department to know:

- The location of a telephone having a known number;
- A telephone number for a known telephone location; and
- The name of a telephone subscriber at a known telephone location or number.

Upon approval from the watch commander, the requester shall call the Sheriff's Headquarters Bureau, and provide whatever pertinent information is known, request the information required and advise the Sheriff's Headquarters Bureau whether the request is emergent or nonemergent. Upon receiving a request, Sheriff's Headquarters Bureau personnel shall initiate an inquiry with the concerned telephone company in the following manner:

- Nonemergent requests shall be submitted to the telephone company by a letter from the Sheriff's Headquarters Bureau. The estimated response time is 3 to 10 days; or
- Emergent requests, e.g., hostage, person pulled away from a telephone, barricaded suspect, small child, etc., shall be made via telephone, 24 hours a day, to the concerned telephone company by the Sheriff's Headquarters Bureau. A follow-up letter shall be sent to the concerned telephone company by the Sheriff's Headquarters Bureau. A 20 to 60-minute response time can be anticipated.

The above procedure shall not apply to members of the Narcotics Bureau or the Major Crimes Bureau, Organized Crime section. These units shall provide the coordination service for their own investigation.