



London N Breed
Mayor

Department of Emergency Management
1011 Turk Street, San Francisco, CA 94102

Phone: (415) 558-3826
Fax: (415) 558-3869



Mary Ellen Carroll
Executive Director

CUSTODIAN OF RECORDS
REQUEST FOR DISPATCH RECORDS INSTRUCTIONS
(San Francisco Sunshine Ordinance, Administrative Code §67.2.seq.)

Dear Requestor:

On the attached Request for Records Form, fill out each line as applicable. Specifically identify the information you are attempting to obtain in order for your request to be processed.

The following information must be supplied:

- ✓ **Date of your request**
- ✓ **Name, address and contact telephone number**
- ✓ **CAD or police case number (if available)**
- ✓ **Date of the incident**
- ✓ **Location of the incident – if requesting address history, please list the date range**
- ✓ **Any other identifying information (i.e. requests for all calls to a particular location)**

If you do not have all of the above required information, please fill out the form to the greatest extent possible. Incomplete requests may delay our ability to process the request in a timely manner.

We can use a police case number to locate your CAD record; however, we do not have access to San Francisco Police reports. For copies of a police report, contact SFPD – Record Management at www.sanfranciscopolice.org. You may also call 415.575.7232 or email them at sfpd.records@sfgov.org.

If your request requires a payment, we currently accept cash, check, or money order. To avoid delays in receipt of your request, please include payment in the exact amount due with the request form.

WE CANNOT PROVIDE RUSH SERVICE. Requests are processed in the order received. While we process requests as quickly as possible, we have up to 10 calendar days to accept or deny the request. It is not necessary to call for the status of your request.

EFFECTIVE IMMEDIATELY - The lobby is closed to the public in compliance with Mayor London Breed's "shelter in place" order. You may email a completed request to dem.records@sfgov.org.

Please note, we cannot return records by email at this time. We will mail the records to the address you list on the form. You may also fax the form to us at (415) 558-3869 or mail to:

Department of Emergency Management
Attn: Custodian of Records
1011 Turk St
San Francisco, CA 94102



SAN FRANCISCO DEPARTMENT OF EMERGENCY MANAGEMENT

Custodian of Records

Request for Dispatch Records

(San Francisco Sunshine Ordinance, Administrative Code §67.1.seq.)

Date of Request: _____

NOTE: No Same Day Service Available

Requestor Name: _____

Address: _____

City/State/Zip: _____ Telephone: _____

Records Requested: CAD Printout Telephone Audio (\$35 – mail request with payment) Radio Audio (\$35 – mail request with payment)

Other (specify): _____

CAD Number: _____ Case or Incident Number: _____

Date of Incident: _____ Time of Incident: _____

Incident Location: _____

Other identifying information or details (be specific): _____

You may email the completed form to us at dem.records@sfgov.org. (If you are requesting audio files, please mail the request form with exact payment to avoid delay in receipt of the records requested.)

Our lobby is currently closed to the public in compliance with Mayor London Breed’s ‘shelter in place’ order until the order is lifted.

While you my request a CAD by email, **we currently cannot distribute records by email.**

I would like to inspect records, please **mail** the records to the address above. I understand I must pay any applicable fees before the Department will send the records.

Fee Schedule for Non-City & County Entities: (City & County Departments DO NOT use this request form)

Audio = \$35.00 per audio request **(To avoid a delay in receipt of records, please include payment with request)**

Please pay the exact amount due. We cannot make change or accept partial payments.

Other Records = no charge if under 100 pgs.; \$ 0.10 per pg. if greater than 100 pgs.

For Office Use Only

Date Completed: _____ Completed By: _____

Comments: _____
