SANTA CRUZ REGIONAL 9-1-1



495 Upper Park Road, Santa Cruz, California 95065 831.471.1000 Fax 831.471.1010 Dennis Kidd, General Manager

COMMUNICATIONS OPERATIONS LAW ENFORCEMENT POLICY

Policy No. 4720 Date Issued:

June 1, 1996

Section:

4700 – Specific Procedures

Date Revised: May 12, 2014

Accreditation Standards:

SUBJECT: MISSING PERSONS

APPROVED:

Chairperson, Law Enforcement Users Subcommittee

APPROVED:

Dennis Kidd, General Manager

1.0 **Policy**

SCR911 will create a dispatch incident and dispatch an officer or CSO on all reports of missing persons. All missing persons will be entered into the CLETS/NCIC missing person file at the request of reporting law enforcement agency. If the missing person is under 21 years of age and/or there is evidence that the missing person is "at risk", the person shall be entered into DOJ Missing Persons System (MPS) within 2 hours by the agency taking the report regardless of the report type.

2.0 Procedure

2.1 **Determining Jurisdiction**

When receiving a report of a missing person, assign the incident to the jurisdiction in which the missing person was last seen, if known. If the reporting party does not know, or can only provide a general area, assign the incident to the Sheriff's Office. The intent is to assign the incident to the law enforcement agency that has the best chance of locating the missing person.

Callers from out of the area should be advised that the local law enforcement agency will require a photograph of the missing person during the course of their investigation.

2.2 Determining Incident Type

Dispatchers, officers or other designated personnel shall give priority to the handling of missing persons cases, including runaways, over reports relating to crimes involving property.

The following incident types will be used to categorize the missing person:

MPRISK

Indicators that the missing adult may be at risk include:

- Elderly
- Injured/Special needs
- Disoriented or having a medical condition
- Special needs
- Victim of crime of foul play

MJRISK

Indicators that the missing juvenile maybe at risk include:

- Under 16 without prior runaway episodes
- Victim of parental abduction
- Injured/Special needs
- Disoriented or having medical condition

• MP (18 years or older)

Any missing adult who does not fit into MPRISK category.

- MJ (under 18 years, including runaways)
 Any missing minor who does not fit into MJRISK category.
- FOUNDJ

For a RP reporting they found a juvenile

MPCAN

For a RP wanting to cancel any MP report

2.3 Procedure

2.3.1 Determine how long the person has been missing, possible destination, locations the subject may frequent, and mental condition. An adult who leaves home by choice is not a missing person, however if the reporting party wants to make a missing person report, a dispatch incident will be initiated for an officer response. Dispatch a CSO or officer, as appropriate.

Ask the reporting party if s/he has attempted to contact any friends, the local hospitals, or the jail.

For at risk incidents, after initiating and dispatching the call in accordance with Policy No. 4701.80 (Creating and Dispatching First Priority Calls for Service), ascertain the following information from the reporting party and relay to the responding officer(s):

- How long has the person been missing?
- Where was the last place the person was seen?

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- Name, age and gender of the person.
- Complete physical description, including clothing.
- Known locations they frequent.
- If a child, has anyone checked the area for the child, including the house? If so, where?
- Any history of mental/medical conditions?
- Any history of running away?
- 2.3.2 If a report is taken by an officer, immediately send a hard copy BOL and broadcast a countywide or local BOL in accordance with Policy No. 4345- Be on the Lookout Broadcasts and Policy No. 4346-Guidelines for Be on the Look Out. Broadcast via radio immediately upon request by the officer or patrol supervisor.

2.4 Cancellations

- 2.4.1 When a caller requests that a missing person case be canceled, the law enforcement agency that took the original missing person report should be dispatched to the cancellation.
- **2.4.2** If the cancellation is received prior the call being dispatched, law enforcement still needs to be dispatched. Dispatchers may not close these calls.

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