

Missing Persons

6.10.01 PURPOSE

This order establishes policy concerning accepting reports of missing persons, outlines procedures regarding inquiries and the preparation of incident reports, and specifies when immediate continuous searches are required, and provides guidance for handling the initial missing persons investigation.

6.10.02 DEFINITIONS

A. Missing Person

1. Any adult who is reported missing to a law enforcement agency until located or determined to be a voluntarily missing adult.
2. Any child (any person under 18yrs of age) who is reported missing to a law enforcement agency until located.

B. At Risk – Includes, but is not limited to (Penal Code §14215):

1. A victim of a crime or foul play.
2. A person missing and in need of immediate medical attention.
3. A missing person with no pattern of running away or disappearing.
4. A missing person who may be the victim of parental abduction (Penal Code §277 seq.).
5. A mentally impaired missing person, including cognitively impaired or developmentally disabled.

I. 6.10.03 POLICY

Members shall immediately make an incident report in all cases where a concerned individual reports a person missing (including telephonic reports), regardless of the residence address or location of the reportee or missing person, the time reported, the age of the missing person, or the length of absence (Penal Code. §14214(a)).

H. 6.10.04 PROCEDURES

A. Inquiries. Prior to preparing an incident report, check with the County Jail #1, SFGH and the Medical Examiner's Office to determine if any of these facilities have knowledge of the person. If these checks are negative, prepare an incident report (see below). Before the reportee leaves, tell the reportee to contact local hospitals and immediately. Notify the Department if the person is located.

BA. Incident Report Initial Investigation

- 1. Information Checklist** – When preparing an incident report, include the following information Officers conducting the initial investigation should:
 - a. Results of inquiries made to other departments. Confirm the missing person is not currently at:
 - County Jail or Juvenile Justice Center
 - Zuckerberg San Francisco General Hospital or any other hospital the missing person uses.
 - Medical Examiner's Office
 - b. Why the reportee believes Determine whether the person qualifies as a is missing the person, and whether the person may be at risk.
 - c. Circumstances surrounding the person's disappearance Be cognizant of potential crime scene evidence, if applicable.
 - d. Note the Physical description e.g., age, height, weight, eye color, hair color and length, scars, clothing, tattoos, physical impairments, and/or documented identifications (DMV, SFMUG, School ID, etc.) of the missing person.
 - Any identifying numbers e.g., driver license, social security, SFNO, CII, and FBI.
 - Verification of personal information through DMV, CABLE, personal papers, or school records.
 - e. Determine Whether dental or skeletal x-rays of the missing person are available and note the name, address and telephone number contact information of the doctor or dentist.
 - Description of clothing and jewelry.
 - Psychological or physical impairments.
 - f. Locate Possible destinations, and places frequented, schools, addresses of friends and family, and place of employment.
 - g. Gather information regarding the missing person's electronic communications devices such as cell phone number, e-mail address, and social media accounts.
 - h. If available, obtain a current photograph (either an electronic version, hard copy, or social media image) and upload it to the incident report.
 - i. Determine whether a welfare check was conducted of the missing person's residence, business, and/or school and the results of that check.
 - j. Determine their familiarity or frequency of public transportation use.
 - k. Include any relevant information in the report narrative.

The listed steps meet the checklist requirement set forth in Penal Code § 13519.07, for an initial missing persons investigation investigative checklist.

- 2. REPORTS BY TELEPHONE.** Station personnel shall take missing person reports over the telephone. The district nit will make the well being checks

~~when appropriate. If a caller reports that a missing person has returned, a unit shall be dispatched or make a supplemental report.~~

- ~~3. PHOTOGRAPH. When possible, obtain a current photograph of the missing person and write the person's name, date of birth and the incident/case number on the back. Place it in an envelope and forward it to the Missing Person Section.~~
- ~~4. 2. Notification: – Notify Operations center. The Operations Center staff shall enter all missing persons into the MUPS system. The reporting officer shall:~~
 - ~~a. Broadcast a "Be On Look-Out" (BOLO) notification via Dispatch, "on an all," if the person is under 21 years of age or if there is evidence that the missing person is at risk, without delay (Penal Code § 14211(d)).~~
 - ~~b. As soon as practical, notify Department Operations Center (DOC). DOC shall enter the name of the missing person, and all other required information listed above, into the CLETS Missing/Unidentified Persons System (MUPS) as required by the Department of Justice:
 - i. Within two hours for persons under the age of 21 or at risk (Penal Code §14211(e)).
 - ii. Within four hours for persons aged 21 or older after accepting the report.~~
- ~~3. Outside Jurisdictions – Contact the appropriate jurisdiction's law enforcement agency and forward a copy of the missing person report within 24 hours when a missing person report is made in San Francisco but the missing person:~~
 - ~~a. Is known to be outside of San Francisco,~~
 - ~~b. Was last seen outside of San Francisco, or~~
 - ~~c. Resides outside of San Francisco (Penal Code §14211(g)).~~

CB. EXIGENT CIRCUMSTANCES/IMMEDIATE SEARCHES Continuous Searches

- ~~1. Criteria – Certain circumstances are considered "at risk" and exigent and require an immediate and continuous search to be conducted. The following are examples of at risk and exigent circumstances, such as:~~
 - ~~a. The missing person is under the age of 12.
 - ~~i. Infants or children in the company of the missing parent/legal guardian do not meet the criteria unless the officer has there is reason to believe that the safety of the child or infant is in jeopardy.~~~~
 - ~~b. The missing person is over the age of 75. The missing person is a child with no documented or undocumented pattern of running away or disappearing; the disappearance does not appear to be voluntary; and the child has had no contact with the reporting party.~~
 - ~~c. The missing person is not able a dependent adult or lacks the cognitive abilities to care for his/her safety themselves.~~

- d. The missing person ~~requires immediate medical attention~~ is not able to care for their safety based on contemporaneous threats of suicide or self-harm.
 - e. ~~The officer suspects foul play or believes exceptional facts exist~~ The missing person requires immediate medical attention that if left untreated would cause death or serious risk to their health.
 - f. The officer suspects foul play or believes exception facts exist.
2. Documentation – Officers should document the search in a supplemental report, articulating the steps that were taken to locate the missing person.
2. 3. Notification – ~~If exigent circumstances exist, immediately notify your field supervisor. Officers should also contact County Jail #1, SFGH, and the Medical Examiner's Officer and make an inquiry regarding the missing person. If these inquiries prove negative, immediately notify the Missing Person Section during the hours of 0900 to 1700, or Operations Center during any other hours. The officer should immediately notify their supervisor, as well as the Missing Person Unit (MPU) during business hours, or DOC after hours/on the weekends.~~
3. 4. ~~Immediate Continuous Searches Termination~~ – An ~~immediate continuous search shall~~ can be terminated ~~only~~ when the person is located or ~~with the approval of the Officer-in-Charge of the unit~~ ~~making~~ ~~conducting~~ the search receives approval from the Officer-in-Charge of the MPU. If the officer in-charge decides to end the search prior to locating the missing person, he/she shall:
- a. ~~Have officers periodically check with the reportee to determine if the missing person has returned.~~
 - b. ~~Notify the oncoming officer in-charge of the situation.~~
 - c. ~~Ensure that the Missing Person Section or the Operations Center is notified if the subject has not been located by 0800 hrs the next day.~~

D. FOUND PERSONS

1. ~~NOTIFICATION~~. Whenever a missing person (adult or juvenile) is located, notify the Operations Center and make a supplemental incident report. If a listed missing person is arrested or detained, add the title “**FOUND PERSON**” to the report heading and route a copy to Missing Persons. Include the circumstances in the narrative of the report. Operations Center shall remove all entries from the MUPS or NCIC systems once they are notified that the missing person has been located.
2. ~~JUVENILES~~. If the person is a juvenile (under 18 yrs.) and there is no reason for a custodial arrest, you may choose any of the following options:
- a. ~~Return the juvenile to the juvenile's home, if the juvenile resides in the City.~~
 - b. ~~Take the juvenile to the district station business officer for pickup by a relative or guardian, providing the response is from~~

- ~~30 mile or less and can be made within 2 hours (see DGO 7.01, Juvenile Policies and Procedures).~~
- e. ~~If a relative or guardian will not or cannot respond within 2 hours, take the juvenile to Huckleberry House, 1292 Page St. (621-2929).~~
 - 3. ~~RETURNED BEFORE REPORTING. If the missing person returns or is located before you have submitted the report, an incident report is still required. Title the report "Missing Person/Found" and include the circumstances in the narrative.~~

C. Parental Abduction

1. When a parental abduction is reported, the officer shall take a report and notify the District Attorney's Child Abduction Recovery Unit (CARU) for investigation through the DOC.
2. In instances where immediate action is required (e.g., child is in danger; fleeing the country with child), the officer shall take a report and directly contact CARU, the CARU supervisor, or the MPU (if after hours, contact the unit's on-call Investigator).
 - a. The member must make contact with one of the above units (in the order listed), as this is a time sensitive investigation. Contact DOC for contact information.

D. Children Missing from a Foster Care, Family Home or Childcare Institution

1. When a child is reported missing from a foster care family home or a childcare institution, the officer will request DOC to notify the National Center for Missing and Exploited Children (NCMEC) and document the notification in the incident report.

E. Found Persons

1. Notification – ~~A missing person~~ needs to be physically seen and identified prior to a “Found Person” report being completed. Notify DOC to remove all entries from the MUPS/NCIC within 24 hours of the person being found. Notification timelines are outlined in CA Penal Code §14213(a-d).
 - a. If a missing person is arrested or detained, add the title, “Found Person,” to the report heading and route a copy to the Special Victims Unit.
2. Children – If there is no reason for a custodial arrest, the following options may be used:
 - a. If the child resides in San Francisco, return the child to the verified place of residence.
 - b. Take the child to the district station business office for pickup by a relative or guardian providing, the response can be made within two hours (DGO

- 7.01, Policies and Procedures for Youth Non-Psychological Detention, Arrest, and Custody).
- c. If a relative or guardian will not or cannot respond within two hours, take the child to Huckleberry House.
3. Returned Before Reporting – If the missing person returns or is located before the submission of the report, an incident report is still required, title the report “Missing Person” and “Found Person” and include the circumstances in the narrative. If the missing person was a victim of a crime during the time they were missing, a new police report should be made.

6.10.05 AIRPORT BUREAU

Airport Bureau members will adhere to Airport Bureau policies and San Mateo County procedures for reporting missing and found persons.

References

DGO 7.01, *Policies and Procedures for Youth Non-Psychological Detention, Arrest, and Custody*
SFPD FTO Manual – Missing Persons

SUMMARY OF DEPARTMENTAL RESPONSIBILITIES

Missing Persons	Continuous Search	Missing Children	Found Persons	Outside of SF	Departmental Responsibilities	Unit Responsible
X	X	X		X	Check with the County Jail, Juvenile Justice Center, SFGH, & the Medical Examiner's Office for knowledge of missing person prior to creating an incident report	Reporting officer
X	X	X			Conduct initial investigation	Reporting officer
X	X	X		X	Notify DOC as soon as practical	Reporting officer
X	X	X		X	Enter the name and other information about the missing person into MUPS <ul style="list-style-type: none"> - If under 21 or at risk, within 2 hours - If 21 or older, within 4 hours 	DOC
				X	Notify and copy report to departments having jurisdiction over missing person's residence and last sighting within 24 hours	Reporting officer
X					Document the search in a supplemental report	Patrol officer
X					Reassign the search to another unit at the end of the searching member's watch	Station OIC
X					Immediately notify field supervisor, Missing Person Unit (during business hours), DOC	Reporting officer
X					Search termination	Upon locating the missing person or w/ Missing Person Unit approval
	X				Advise DOC to notify the NCMEC if missing child is from a foster home or childcare institution and document.	Reporting officer
		X			Remove all entries from MUPS upon notification from reporting officer that person is found	DOC
		X			If child is found and not arrested, return child to residence, district station for parental pick-up, or Huckleberry House without parental pick-up	Reporting officer
		X			Title report "Missing Person" and "Found Person" with details if the person is located before submission of the initial report.	Reporting officer