



Colorado Springs Police Department Standard Operating Procedure

DL-301-01 Missing Person Reports

Section 300 – Special Populations

Effective Date: 9/21/2023

Supersedes Date: 6/23/2021

.01 Purpose

The purpose of this directive is to outline missing person reporting requirements and the response process.

.02 Cross Reference

[GO 301 Missing Persons](#)

[GO 302 CBI Alerts Programs](#)

[GO 1050 Juveniles: General Applicability](#)

[DL-1006-10 Pick-Up Procedures](#)

[DL-1841-01 Emergency Notification System](#)

[COM-138 Missing/Found Persons & Runaways](#)

.03 Definitions

Indigenous: C.R.S § 24-33.5-2601, Having descended from people who were living in North America prior to the time people from Europe began settling in North America, being an enrolled member of a federally recognized Indian tribe, or being a lineal descendant of a tribally enrolled parent or guardian. In CSPD's systems, this is recorded as a person who identifies their race as American Indian or Alaska Native.

Juvenile: means a person under 18 years of age

Missing Person: means a person whose whereabouts are unknown and whose safety or welfare is the subject of concern. Runaways are considered missing persons.

.04 Procedure

As described in [GO 301 Missing Persons](#), department members are required to take missing persons reports without delay pursuant to Colorado law. Department members must follow that

policy in determining whether a missing person report will be taken. For department members to take a missing person report, there is no requirement that a person be gone for a specific amount of time or other similar requirements to prove a reporting party's concerns are legitimate.

Receiving Reports

In-Person

When a person comes to the Police Operations Center, Falcon, Gold Hill, Sand Creek, or Stetson Hills Divisions to report a missing person or runaway, the report will be initially be taken by the Community Service Representative (CSR) at the front desk. At any point, if the CSR learns any of the following facts are present in the situation, they will ensure the report is made to the Communications Center without delay:

- Missing juvenile who is 13 years of age or younger; and/or
- Suspicious circumstances or indications of criminal activity

Via Comm Center

Communications Center personnel will process missing persons calls following their protocol and directives, including [COM-138 Missing/Found Persons & Runaways](#).

Response

Anyone missing under circumstances indicating the substantial possibility of foul play will immediately be brought to the attention of the on-duty lieutenant or their designee.

Age Requirements

A report of a missing person 13 years of age or younger will be assigned for a patrol response. The juvenile will not be considered a runaway if under 13 years of age.

A report of a missing person over 13 years of age will be assigned to patrol if criminal acts and/or suspicious circumstances are involved/reported. A juvenile over the age of 13 will only be considered a runaway if the reporting party indicates the child has run away.

Reports involving missing persons over 13 years of age will be assigned to a Community Service Representative (CSR) or the Police Operations Center Duty Desk Officer when no suspicious circumstances, indications of criminal activity, or other extenuating or exigent circumstances are present. CSPD department members will not require a reporting party to make a report in person at a police building to initiate the report and implement this directive.

Entry into CCIC/NCIC and Timelines

In accordance with C.R.S § 16-2.7-102 Missing Persons Reports, there are time limits associated with the entry of the information regarding a missing person into the appropriate database.

Upon receiving a report of a missing person that meets the requirements of this directive and [GO 301 Missing Persons](#), department members must ensure all required information is entered into CCIC/NCIC by specific time limits. The timeframe begins when CSPD first receives the report, not when CSPD is dispatched on the call for service. The time requirements for entry into CCIC/NCIC are:

- Within 2 hours of a call for service reporting a missing juvenile
- Within 8 hours of a call for service reporting a missing adult

The information pertaining to the missing person will be entered into NCIC/CCIC and the police department's computer system by the Records and Identification Section. The CSR or officer must complete and submit the pickup and state form in sufficient time to meet the statutorily mandated timeframes for entry.

Cases involving persons missing from jurisdictions outside the city of Colorado Springs, and reported to the CSPD, will also be documented by completing a report for "*Outside Agency Assist.*" The Records and Identification Section will forward that report to the appropriate agency for action according to applicable department directives.

Reporting Requirements

- Missing person reports will be made on the appropriate Missing Persons/Runaway form. This form will be scanned and attached to the report in Mobile Field Reporting (MFR).
- The CSR or officer will complete the electronic runaway/missing person pick-up form and immediately transmit it to the Records and Identification section.
- Any photos obtained will be attached to the case report in Mobile Field Reporting (MFR).
- The CSR or officer taking the report will ensure the reporting party receives the case report number.
- Upon receipt of the form, the Records and Identification Section will enter the required information into CCIC/NCIC without delay.

Required information in Report

- The department member taking the report is required to gather and document all information listed in the department’s Runaway/Missing Person Report if it is available. The form must be filled out completely.
- Note regarding race of missing individual: Colorado law has specific direction regarding missing Indigenous individuals, and the way systems will recognize someone falls in that category is if the department member correctly chooses the missing person’s race as American Indian or Alaska Native.
- The name of the school the juvenile last attended and/or will be attending will be included under “school name” if it is during summer break.
- If a juvenile is in a foster home or group home, the department member must include the name, phone number, and county of the involved DHS Case Worker in the section of the form where involved parties are listed. This allows the department to meet its statutory obligations.
- In the Runaway/Missing Person Report Narrative, the department member will document relevant details of where and when the missing person was last seen or heard from and the circumstances of the disappearance.

The department member should include any other relevant facts in a report that could help determine next investigative steps. Examples of types of relevant facts include the following.

The missing person:

- Left a note or otherwise made contact indicating they were voluntarily leaving (and haven’t yet returned)
- Failed to perform an important task (e.g., pick up children from a babysitter, failed to pick up a loved one from work)
- Suffers from any mental or cognitive impairment (include how it affects the person’s functioning)
- Is having relationship problems (include the nature of the problems)
- Is having financial or employment problems (include the nature of the problems)
- Is having difficulties at work or school (include the nature of the problems)
- Has expressed suicidal thoughts or plans
- Has belongings that are missing such as clothing and toiletries
- Left behind belongings the reporting party would have expected them to take (e.g., wallet, phone, medications)

Public Notifications

If a missing person meets the criteria for a CBI Alert and a department member believes requesting one is advisable, it will be handled as described in [GO 302 CBI Alert Programs](#). When there is a reasonable belief a child 17 years or younger may have been kidnapped or abducted, officers must consider the criteria in an AMBER Alert as soon as possible.

At-Risk Juveniles and Adults

When missing persons reports do not meet the criteria for a CBI Alert or not enough information has been established to warrant the request for an alert, dissemination of information regarding missing persons will follow these guidelines:

- Applies if report is of missing at-risk adult, missing at-risk juvenile (either 13 and younger or at-risk for a reason not related to age)
- The Public Information Officer (PIO) will release with approval from a patrol lieutenant or supervisor from the Investigations Division after initial patrol search activity is completed.
- Patrol is responsible for providing the PIO with a photograph of the missing person in a digital format. The photograph should be provided by the family/reporting party. The photograph cannot be a photograph created during any booking process, nor a photograph from the Department of Motor Vehicles (DMV).

If the circumstance is a suspected or actual abduction, and there are articulable reasons to believe the person was abducted/kidnapped less than 15 minutes ago, ENS must be sent before taking the steps above. ENS messages will follow the requirements of [DL-1841-01 Emergency Notification System](#) and any applicable Communications Center SOP.

Parental Kidnapping:

Articulable facts of imminent danger to the child – First consider if an AMBER alert is appropriate and follow the procedure under [GO 302 CBI Alerts Program](#) if it is decided an AMBER alert will be utilized. If not, PIO will release with Crimes Against Children’s Unit Supervisor approval after initial patrol response is completed. Patrol is responsible for providing the PIO with a photograph of the missing person in a digital format. The photograph should be provided by the family/reporting party. The photograph cannot be a photograph created during any booking process, nor a photograph from the Department of Motor Vehicles (DMV).

Locating a Missing Person

Cancellation of Missing Person Entries

A record for a missing person that has been entered into NCIC/CCIC should be canceled when one or more of the following occurs:

- The original reporting party contacts the department and makes a credible report that the individual has returned, made contact, or the reporting party has otherwise determined that the individual is no longer believed to be missing or endangered. Verification of the reporting party's identity will be established by the totality of the circumstances.
- The missing person is in contact with the department or other law enforcement agency or other government entity and is determined not to be endangered. Verification of the missing person's identity will be established by the totality of the circumstances.

The department member who receives any of the above information will provide it to the Records and Identification Section to cancel the entry.

Third-party requests to cancel a record by someone other than the reporting party or the missing person will be evaluated case-by-case. The decision of whether to cancel the record in these cases will be determined by the on-duty supervisor utilizing the credibility of the information to determine the totality of the circumstances.

Whenever a record is canceled for any reason, the cancellation will be documented in the case report along with the circumstances of the cancellation.

Once a juvenile runaway has been located or returns on their own, the department member will follow the requirements of [GO 1050 Juveniles – General Applicability](#).