
ADMINISTRATIVE DIRECTIVE – 111.002
RESPONDING TO MISSING PERSONS

EFFECTIVE DATE: June 16, 1986
AFFECTS: All Personnel

REVISION DATE: December 4, 2024

I. PURPOSE

The purpose of this directive is to establish responsibilities and guidelines for responding to reports of runaways, missing children, and missing persons.

II. POLICY

It is the policy of the department to expeditiously respond to and thoroughly investigate all reports of runaways, missing children, and missing persons. Reports of missing persons are given full consideration and attention by all members of this department. This includes careful recording and investigation of factual circumstances surrounding the disappearance in accordance with this directive. There is no waiting period before a report of a missing person can be filed. Particular care is exercised in instances involving missing children or unidentified children and those who may be mentally or physically impaired, or others who are insufficiently prepared to care for themselves.

III. DEFINITIONS

- A. Missing Child – a person under 18 years of age whose whereabouts are unknown to the child's legal custodian, the child did not voluntarily leave the care of the legal custodian, and/or the child voluntarily left the care of the legal custodian without intent to return.
- B. Legal custodian of a child – a parent of a child if no managing conservator or guardian of the person of the child has been appointed, the managing conservator of a child or a guardian of a child if a managing conservator or guardian has been appointed for the child, a possessory conservator of a child if the child is absent from the possessory conservator of the child at a time when the possessory conservator is entitled to possession of the child and the child is not believed to be with the managing conservator, or any other person who has assumed temporary care and control of a child if at the time of disappearance the child was not living with his parent, guardian, managing conservator, or possessory conservator.
- C. Missing Young Adult - a person who is over 18 years of age and under 21 years of age.
- D. Missing Adult– a person 21 years old or older
- E. Unidentified Found Person: a person who is living and unable to ascertain his/her identify (example: amnesia victim, infant)
- F. Criteria for entry into the National Crime Information Center (NCIC) as a missing child, young adult, or adult:
 - 1. INVOLUNTARY – A person of any age who is missing under circumstances indicating that the disappearance was not voluntary, i.e., abduction or kidnapping
 - 2. DISABLED - A person of any age who is missing and under proven physical/mental disability ~~or is senile~~, thereby subjecting himself/herself or others to personal and immediate danger
 - 3. ENDANGERED - A person of any age who is missing under circumstances indicating that his/her physical safety is in danger
 - 4. CATASTROPHE - A person of any age who is missing after a catastrophe
 - 5. OTHER - A person of any age not meeting the above criteria however there is a reasonable concern for their safety.

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- G. Missing Children and Missing Person Clearinghouse – a central repository of information on missing persons of any age, attempted child abductions and unidentified dead bodies within the state of Texas accessed through NCIC.
- H. National Missing an Unidentified Persons System (NamUs) – a national repository for missing, unidentified, and unclaimed persons' cases that provides a singular resource hub for law enforcement, medical examiners, coroner, and investigative professionals.
- I. High-risk missing person:
 - 1. A person missing as a result of an abduction by a stranger;
 - 2. A person missing under suspicious or unknown circumstances; or
 - 3. A person who has been missing more than 30 days or less than 30 days at the discretion of the investigating agency, if there is reason to believe that the person is in danger or deceased.
- J. Abduct – means to restrain a person with intent to prevent his liberation by: secreting or holding him in a place where he is not likely to be found; or using or threatening to use deadly force (PC 20.01).
- K. Attempted Child Abduction - does not include an attempted abduction in which the actor was a relative for the purposes of the missing person statute (CCP 63.0016).
- L. Missing Persons Checklist (FM603.045) – a checklist to be utilized as a guideline to assist personnel conducting an investigation into a possible missing person.

IV. PROCEDURES

A. Responsibilities

1. Primary Officer

- a. Confirm the child or person is missing. Even if the reporting party states that a search has been made, complete a thorough search of places the person may be trapped, asleep or hiding. Immediately start a search for a child or person with chronic dementia, including Alzheimer's dementia, even if the person went missing in another jurisdiction. With due diligence, start an investigation in order to determine the present location of all other persons reported missing.
- b. Ensure Patrol supervisor is notified of the incident.
- c. Once the responding officer has received information that a child, young adult, or adult is missing and has not been able to locate the person, the officer shall immediately notify the Real Time Information Center and request computer entry into the Clearinghouse and the Alzheimer's Association Safe Return emergency response center (if applicable) within two hours of receiving the minimal data requirements for entry.

(1) Minimum data requirements

- i Name
- ii Race
- iii Sex
- iv Height

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- v Weight
 - vi Hair Color
 - vii Eye Color
 - viii One more piece of identifying information, i.e., Date of Birth, Social Security Number, DL or ID Number, FBI Number or SID Number
 - d. For an Unidentified Found Person, once all resources have been exhausted to identify the found person, the officer shall notify the Real Time Information Center and request computer entry.
 - e. If an attempted child abduction occurs, the officer shall notify the Real Time Information Center and request a clearinghouse entry as soon as practicable, but not later than eight hours after receiving the report.
 - f. Complete an incident report
 - g. Place the NCIC entry number on the incident report.
 - h. Primary officer shall obtain a completed and signed Medical/Dental Release Form from the parent, spouse, adult child, or legal guardian making the report. The officer will provide the form for this purpose.

Note: The judge of any court of record of the State of Texas may, for good cause shown, authorize the release of pertinent medical records of a missing person.
 - i. Utilize the Missing Persons Checklist during the preliminary investigation.
 - j. If circumstances warrant, notify the CAPers Unit of the incident.
 - k. If circumstances warrant, notify the on-duty Watch Commander of the incident to initiate a search operation.
 - l. If the missing person is determined to be a PISD or FISD student the primary officer will notify the School Resource Supervisor.
 - m. A missing person of any age may meet the criteria for implementation of the Texas Alert Network to determine if criteria exist and for guidelines regarding implementation refer to Administrative Directive 103.002. In order to provide the best chance for a successful outcome this protocol should be initiated as early in the investigation as possible.
2. Detective – Case investigation:
- a. If notified of a missing child under the age of 11, the investigator will assist patrol in attempting to locate the child. The investigator will also assist in making all of the necessary notifications to the schools and day cares that the child has attended, in accordance with the Code of Criminal Procedure to ensure the child's records have been flagged. Submit a birth certificate flag request form to the Missing Persons Clearinghouse within five working days. This will accomplish flagging of the child's birth record.
 - b. No later than 48 hours after receiving the report, if not already completed, request the Real Time Information Center to electronically submit the missing person information with any additional information that may help determine the present location of the person to law enforcement agencies within 200-miles.

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- c. Upon starting follow-up investigation, contact the reporting party and inquire about any updates in the status of contact with the missing person. Detectives shall inform the person who filed the missing person report that the information will be entered into the clearinghouse, NCIC, NamUs, the Alzheimer's Association Safe Return emergency response center (if applicable) and shared with other law enforcement agencies within 200 miles of Plano. Instruct the reporting party to contact dispatch if ~~they~~ the missing person is found so that their welfare can be confirmed, and the computer entries removed by a responding officer.
 - d. Complete the forms contained in the DPS Missing Person Packet, if applicable. The detective shall forward complete forms to the Real Time Information Center for supplemental entry.
 - e. Forward a copy of any medical or dental records obtained with the Medical Release Form to the Texas DPS Missing Persons Clearinghouse, if applicable.
 - f. Not later than the 30th day after the date of a report of a missing child or the 60th day for a missing person, the detective shall enter the name of the child into NamUs, with all available identifying features.
 - g. The detective shall inform a parent, or any other person considered appropriate by the department that the person may provide a DNA sample for forensic DNA analysis; or for the purpose of DNA sampling, a personal article belonging to a high-risk person. The lab prefers a DNA family reference sample unless it is 100% certain that the personal article(s) being submitted have been used by the victim and only the victim. These DNA samples can be submitted through the NamUs Family Reference Sample DNA Collection Kit. This shall be done not later than the 30th day after the date of a report of a high-risk missing person is filed.
 - h. When the case is cleared, notify the Real Time Information Center to make the closing entry into the clearinghouse computer files and immediately clear the NCIC entry. If a child is located, notify the school and/or day care. If previously entered into NamUs, make a notification to NamUs of the case disposition.
3. Real Time Information Center
- a. Texas and National Crime Information Center and the Missing Person Clearinghouse
 - (1) The Real Time Information Center shall make entries, updates, and removals of the missing persons when requested.
 - (2) The Real Time Information Center shall maintain the associated dashboards that display active and located missing persons to include disposition information when the missing person is located.
 - (3) No later than 48 hours after receiving a notification of a missing person from officers, electronically submit the missing person information with any additional information that may help determine the present location of the person to law enforcement agencies within 200-miles.
 - (4) The Real Time Information Center shall check for an existing fingerprint card through a criminal history check and if it exists, submit it to the FBI's Next Generation

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Identification database using the “MPR TOT” entry type. Fingerprints that detectives submit to NamUs (which should still happen) are only automatically checked against deceased persons. Adding the MPR TOT entry will alert on the fingerprints if they are checked through other means.

- b. Supplement Report
 - (1) The Real Time Information Center shall create a supplement report based on the request that is made that will include:
 - (a) NIC Number assigned by the National Crime Information Center upon entry
 - (b) Texas Crime Information Center entry
 - (c) Texas Crime Information Center clearance
 - (d) If the missing person is in a vehicle, searches completed for the vehicle's location
 - c. Makes status inquiries of the Clearinghouse system upon request from CISD.
- B. Person with Information
 - 1. The Person with Information file on the Nation Crime Information Center may be utilized to locate possible suspects connected to an active missing person investigation under specific criteria:
 - a. If the missing person was last seen under circumstances that pose a risk to their safety
 - b. There is a substantial likelihood that the suspect has relevant information about the missing person that could result in locating the missing person
 - c. The suspect cannot be located and time is of the essence in the missing person investigation
 - d. The agency must provide the identity of the suspect to the general public through an Amber Alert or other formal notification system used by the agency.
 - 2. Requests for a Person with Information Entry and Removal on the National Crime Information System
 - a. The following personnel may request a Person with Information Entry to be made
 - (1) PSD Lieutenant or above
 - (2) CAPers Lieutenant
 - (3) CAPers Sergeant
 - (4) CAPers Detective
 - b. The Real Time Information Center shall make entries, updates, and removals of the Person with Information when requested.
 - c. The Real Time Information Center shall create a supplement report based on the request that is made that will include:
 - (1) NIC Number assigned by NCIC upon entry
 - (2) NCIC entry

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- d. Once a Person with Information no longer falls within the criteria above, the Real Time Information Center shall remove the Person with Information from the National Crime Information Center and remove the entry from the Records Management System.
- C. Taking Custody of Children Identified as Missing under Chapter 63 of the Code of Criminal Procedure
 - 1. It is the duty of every officer to take possession of a child identified as missing.
 - 2. When taking a child into protective custody, an officer should preserve any possible evidence and arrange for medical care as appropriate.
 - 3. On determining the location of a child, other than a child who is subject to the continuing jurisdiction of a district court, an officer shall take possession of the child and deliver or arrange for the delivery of the child to a person entitled to possession of the child. If the person entitled to possession of the child is not immediately available, the law enforcement officer shall deliver the child to the Department of Family and Protective Services.
 - 4. The child must be continually monitored while in custody of the Police Department. If the child must be held at a Police Department facility, they shall be transported to 800 and placed in an adult interview room.
- D. Bodies
 - 1. All Texas law enforcement agencies are required to enter information about all unidentified bodies into the clearinghouse and the National Crime Information Center not later than the 10th working day after the date the investigation begins.
 - 2. The law enforcement agency shall, as soon as practical, enter all available identifying features of the unidentified body (fingerprints, dental records, any unusual characteristics, and a description of the clothing found on the body) into the clearinghouse.
 - 3. The Real Time Information Center shall make the computer entry upon request.
 - 4. The clearinghouse is responsible for cross checking and attempting to match unidentified bodies with missing children or missing persons.
 - a. When the clearinghouse discovers a possible match between an unidentified body and a missing child or person, the Department of Public Safety shall notify the agency via teletype.
 - b. The Real Time Information Center will attach the teletype notification to the related offense or information report and notify the assigned detective of the possible match notification.
 - c. The law enforcement agency receiving such notification of a possible match shall make arrangements for positive identification and will complete and close out the investigation.
 - 5. Responsibilities
 - a. Primary Officer
 - Generates incident report on the discovery of an unidentified body or body parts.
 - b. Criminal Investigative Services Division

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- (1) The detective is responsible for ensuring the forms provided on the DPS website for unidentified persons is submitted for NCIC entry (the M.E. may make the submission).
 - (2) A copy of the DPS forms and all reports shall be scanned into RMS.
 - (3) When the case is cleared, the detective is responsible for notifying the Real Time Information Center to make a closing computer entry in the clearinghouse files.
- c. Real Time Information Center
Makes initial, supplemental and closing entries into the Clearinghouse system.
- d. Records Division
Records Division personnel are responsible for maintenance and updating of case files.

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APPENDIX “A”

PLANO POLICE DEPARTMENT

909 14th Street Plano, TX 75074
FM603.045 REV. 08/13

- Missing Persons Checklist -

List person as missing on NCIC per guidelines

- ☐ Ensure region and/or statewide broadcast has been sent
- ☐ Send out broadcast/MDC information to patrol ASAP and at each shift change
- ☐ Email BOLO to PPD and surrounding agencies (*Crime Analysis*)
- ☐ Ping phone if exigent circumstances exist

Contact Reporting Party

- ☐ Get cell numbers for victim, email addresses, Facebook and other social media information for missing person. Be sure to get all usernames and passwords.
- ☐ List of possible destinations from family/RP
- ☐ Get all contact information for family, friends, employers and coworkers (include ex spouses or significant other information)
- ☐ Vehicle information (LP) Lo Jack or On Star on vehicle /personal tracker
- ☐ NTTA Toll tag,
LE only 24 hours a day214.224.2203
to fax a Search Warrant972.930.2655
Customer Service972.818.6882
(see if reporting party can access toll tag information online)
- ☐ Financial information-Bank/ATM/ Credit Cards account numbers/information
(See if family or friends can access this information online and check for activity)

PPD Information

- ☐ RMS history
- ☐ Notify the PIO and ensure Staff notification
- ☐ Amber or Silver Alert

Check License Plates

- ☐ Platescan/ALPR
- ☐ Vigilant
- ☐ National-NVLS
- ☐ Recheck ALPR/NVLS
- ☐ Deploy all ALPR vehicles

County Jails

- ☐ CCSO972.547.5100 or 972.547.5200
- ☐ DCSO214.653.2662, 214.653.2601
- ☐ Denton County SO940.349.1700
- ☐ TCSO817.884.1111

Medical Examiner Offices

(Do Not Have the Reporting Party or Family Members Contact These Locations, LE Only)

- ☐ Collin County972.548.3775
(McKinney)/972.424.1460 x3775 (metro)
- ☐ Dallas County214.920.5900
- ☐ Denton County940.349.2870
or972.434.8833
- ☐ Tarrant County817.920.5700

Trains/Buses

- ☐ Amtrak Train1.800.872.7245
Contact: Detective John Clayborne, #206,
214 1st Street SW, Albuquerque, NM 87102.
Office: 505-765-9088; **Fax:** 505-243-0989;
Cell: 505-249-4986; **24-hr dispatch:** 800-331-0008
clay9088@amtrak.com
Detective Clayborne is assigned to the State of Texas for any trains originating in Texas
- ☐ DART (Customer Info.)214.979.1111
- ☐ Greyhound Lines (Customer Assist.)214.849.8966

Hotel/Motel Information

- ☐ Check with motel clerks/parking lots
- ☐ Contact Sgt Pero972.742.2916
or
Det. Waite972.268.1661
to send a FAX to area hotel/motels
- ☐ On-duty patrol units check hotel/motel parking lots frequently

Check TLETS and TDEX.

*The Intelligence Unit is a good resource
for Missing Persons.*

**Provide family members copy of
area hospitals & County Jails.**

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- Contact Information for Family Members to Call -

Hospitals

• **Plano**

Baylor Regional Medical Center469.814.2000
Children's Medical Center469.303.7000
Medical Center of Plano.....972.596.6800
Presbyterian Hospital of Plano.....972.981.8000

• **Allen**

Presbyterian Hospital of Allen972.747.1000

• **Carrollton**

Trinity Medical Center972.492.1010

• **Dallas**

Baylor University Medical Center214.820.0111
Children's Medical Center Dallas.....214.456.7000
Doctor's Hospital (White Rock)214.324.6100
Green Oaks Psychiatric Hospital.....972.991.9504
Medical City.....972.566.7000
Methodist Dallas Medical Center.....214.947.8181
Parkland Health & Hospital214.590.8000
Presbyterian Hospital of Dallas.....214.345.6789
Timberlawn Mental Hospital.....214.381.7181
UT Southwestern Medical Center.....214.648.3111

• **Frisco**

Baylor Medical Center.....214.407.5000
Centennial Medical Center972.963.3333

• **Garland**

Baylor Medical Center Garland972.487.5000

• **Grapevine**

Baylor Medical Center Grapevine817.481.1588

Hospitals

• **Irving**

Baylor Medical Center Irving972.579.8100

• **Lewisville**

Medical Center of Lewisville972.420.1000

• **McKinney**

Medical Center of McKinney972.547.8000

• **Richardson**

Richardson Regional Medical Center.....972.498.4000

County Jails

• CCSO972.547.5100 or 972.547.5200
• DCSO.....214.653.2662, 214.653.2601
• Denton County SO940.349.1700
• TCSO.....817.884.1111

Trains/Buses

• Amtrak Train1.800.872.7245
• DART (Customer Info.).....214.979.1111
• Greyhound Lines (Customer Assist.)214.849.8966

• **Additional Numbers/Info.**

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