



MISSING PERSONS USING LOJACK PROGRAM

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I. Purpose:

The Southborough Police Department's Safety Net by LoJack program, is a tool to support and assist in the search and rescue of persons with Alzheimer's, Autism, Down Syndrome and /or other medical or disabling conditions that may cause the person to wander from a caregiver. The program is to be considered a tool to support and assist in the search for persons that may wander and not a replacement of standard operating procedures or directives relating to the search for missing persons.

II. Policy:

It is the policy of the Southborough Police Department to utilize all available resources to locate lost or missing persons. The SafetyNet by LoJack system is to be utilized when a subscriber of this service is reported missing from this Department's jurisdiction.

III. DEFINITIONS

SafetyNet by LoJack is a division of LoJack Corporation which is a world-wide, publicly held company that specializes in tracking and recovering valuable assets and rescuing people at risk.

SafetyNet by LoJack Search and Rescue System is equipment specially designed to track and locate radio frequency transmitters know as Personal Locator Units (PLU).

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Personal Locator Unit (PLU) is a battery operated device that emits a radio frequency that can be tracked by the safetyNet by LoJack Search and Rescue System. Each PLU emits a unique radio signal and is worn on the subject's wrist or ankle.

SafetyNet by LoJack Project Lifesaver Client Management System. An internet-based data base that provides subscriber information and PLU frequencies. The website address is

[**https://www.lojacksafetynet.com/agency**](https://www.lojacksafetynet.com/agency). The Department has a general access logon and password kept by the Program Administrator. The emergency call / support center can be contacted twenty-four hours a day, seven days a week at 877-434-6384. The support center can provide assistance in all aspects of this program.

Program Administrator: The Chief will assign the Program Administrator.

IV. Procedures:

A. Supervisors Shall:

1. Upon receiving information that the missing person is a client of SafetyNet by LoJack will ensure that a trained search operator is dispatched to retrieve the Safety Net by LoJack search equipment located in the Patrol Officer Operations Room and respond to the scene.
2. Shall serve as the Incident Commander and utilize the information obtained by the trained SafetyNet by LoJack search operator to coordinate the search effort.
3. Request additional assistance and resources as deemed necessary. This may include requesting assistance from the State Police helicopter which is equipped with SafetyNet by LoJack system that has a 10 mile search radius.
4. Upon completion of the search/incident, notify the Lieutenant that the SafetyNet by LoJack system was utilized, including the incident number.

B. Police Officer shall:

1. Upon arrival, the assigned officer will verify the enrollment of the missing person and obtain the SafetyNet by LoJack client number and transmitter identification numbers which are provided to family members at the time of registration. This information can also be obtained by accessing the SafetyNet by LoJack Project Lifesaver Client Management System or by contacting the emergency call center at 877-434-6384.
2. Relay the description of the missing person to the Communication Center, location where the person was last seen and any other information that may be helpful during the search.

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- 3.** Upon arrival of the SafetyNet by LoJack equipment, the search will begin in accordance with the training received from SafetyNet by LoJack.
- 4.** Upon completion of the search, a report will be prepared using the secondary UCR code of 4581.

C. Communication Center Personnel shall:

- 1.** When a call of a missing person is received, the call taker will inquire if the subject participates in the SafetyNet by LoJack program and relay all pertinent information to the on-scene supervisor and investigation officers.

D. Program Administrator shall:

- 1.** Ensure that the equipment battery is kept fully charged.
- 2.** Ensure that the equipment is operated only by fully trained personnel and coordinate the necessary training of personnel so that each squad has a sufficient number of trained members to ensure someone is always available that can conduct a search using the SafetyNet by LoJack equipment and website.
- 3.** Ensure that annual testing of equipment is done and that operators are recertified annually in accordance with SafetyNet by LoJack requirements.
- 4.** Upon notification of a SafetyNet by LoJack system search, review the incident report and update the SafetyNet by LoJack Project Lifesaver Client Management System client page with relevant information such as the location of recovery or any other information that will assist in future searches for the subject.

E. Miscellaneous:

- 1.** The Southborough Police Department is a locate only department. We are not responsible for registering customers of SafetyNet by LoJack nor will our Department participate in the installation, maintenance or battery changing for the PLU units.
- 2.** All inquiries regarding the participation and purchase of this service are to be referred to SafetyNet by LoJack at www.lojacksafetynet.com or 1-877-434-6384.
- 3.** All inquiries regarding the installation, maintenance and changing the batteries of the PLU units are to be referred to SafetyNet by LoJack at 1-877-434-6384.
- 4.** This equipment may be utilized outside our jurisdiction to locate SafetyNet by LoJack clients who go missing in our region. Notify the on-duty/on-call Program Administrator in these instances.