



# SACRAMENTO POLICE DEPARTMENT GENERAL ORDERS



## 532.09 CRISIS NEGOTIATION TEAM (CNT) 05-15-2025

### PURPOSE

The purpose of this general order is to identify the roles, responsibilities, duties, and call-out procedures of the Crisis Negotiation Team (CNT).

### POLICY

It shall be the policy of the Sacramento Police Department to maintain a group of specially trained crisis negotiators qualified to respond to critical incidents involving, but not limited to, people in crisis, suicidal subjects, high-risk warrant service, barricaded subjects, and hostage situations.

### PROCEDURE

#### A. GENERAL

1. In the event of critical incidents involving people in crisis, suicidal subjects, barricaded subjects, hostages, or need for the service of a high-risk warrant, the techniques employed by the CNT enable the department to respond to crisis situations with professional expertise.
2. The CNT shall respond to crisis situations in an effort to de-escalate and preserve life, while avoiding unnecessary risk to suspects, the community, and officers by utilizing communication strategies to encourage behavioral change and progression towards peaceful resolution.
3. As part of any CNT deployment, incident commanders (IC) should consider appropriate resources and not limited to:
  - a. Special Weapons and Tactics (SWAT).
  - b. Canine Unit (K9).
  - c. Explosive Ordinance Disposal (EOD).
  - d. Uncrewed Aerial Systems (UAS).

#### B. CNT RESOURCES

1. The department shall maintain multiple CNTs to ensure that adequate on-call coverage is available.
2. A CNT consists of:
  - a. Team leader
  - b. Crisis negotiators whose roles include:
    - (1) Assistant team leader.
    - (2) Primary negotiator.
    - (3) Secondary negotiator.
    - (4) Intelligence officers.
    - (5) Forward negotiators.
    - (6) Managing situation boards.
    - (7) Managing equipment and technology.
  - c. If a CNT is not fully staffed, the duties and responsibilities of each member shall be assumed by the members present.
3. The specific assignments and duties of the responding negotiators shall be the responsibility of the team leader upon arrival at the scene.

#### C. CNT TEAM COMMANDER

1. The lieutenants in charge of the CNT shall be known as the CNT commanders.
2. The CNT commanders, or their designees:
  - a. Serve as the negotiation advisor to the IC.
  - b. Communicate directives from the IC to the CNT team leader.
  - c. Relay CNT requests and suggestions to the IC for consideration.
  - d. Approve and facilitate the acquisition of resources and equipment utilized by the CNT.
  - e. Approve proposed CNT training.



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### D. CNT TEAM LEADER

1. Each CNT shall have a sergeant, or designated officer, assigned as a team leader.
2. The CNT team leader is under the direct command of the CNT commander.
3. Each CNT team leader:
  - a. Identifies and manages assignments during a callout.
  - b. Identifies and coordinates negotiation strategies and intelligence needs.
  - c. Ensure on-call CNT negotiators receive notifications and respond to any callout.
  - d. Coordinates team activities with the CNT commander during any callout.
  - e. Directly supervises negotiators, making necessary corrections, and commands when appropriate.
  - f. Reports negotiation progress.
  - g. Manages on-call scheduling.

### E. CNT NEGOTIATORS

1. Crisis negotiators shall:
  - a. Successfully complete the Basic Crisis Negotiator Course within six months of assignment to the CNT.
  - b. At a minimum, participate in 40 hours of CNT training annually.
  - c. Maintain a participatory and cooperative demeanor as outlined in General Order 210.04 (General and Professional Conduct) during training exercises and tactical deployments.
  - d. Maintain all assigned equipment.

### F. USE OF CNT

1. The first CNT negotiator to arrive on scene shall assume the role of team leader and contact the IC for a briefing. The negotiator shall direct the activities of the CNT until relieved by the CNT leader.
2. Each CNT member shall report to the command post upon arrival unless otherwise directed by the team leader.
3. The CNT team leader shall deploy CNT personnel and equipment as the situation dictates.

### G. CNT CALLOUT

1. A CNT callout shall only be initiated by the on-duty watch commander or IC.
2. The on-call CNT commander will assist in determining what resources are needed.
3. Available on-duty CNT personnel should be directed to report to a CNT callout from the following assignments, in the following order:
  - a. Any specialty unit assignment (e.g., POP, VCR, OOI, etc.).
  - b. Patrol.
4. If any CNT personnel are not on-duty, they shall be called out via the Communications Division.
5. If any SPD CNT personnel are unavailable, the watch commander may utilize an outside agency's CNT.

### H. ON-CALL STATUS

1. A CNT commander and a CNT shall maintain an on-call status at all times.
2. The procedure for the on-call rotation shall be determined by the CNT team leaders.
3. On-call CNT negotiators shall be available to respond within a reasonable amount of time to any CNT callout.