



1-96 CRISIS NEGOTIATION TEAM (CNT)

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

1-92 Special Weapons and Tactics (SWAT) (Formerly 6-8) (Currently Specialized Tactical Units)

B. Form(s)

None

C. Other Resource(s)

Crisis Negotiation Team Handbook

D. Rescinded Special Order(s)

None

1-96-1 Purpose

The purpose of the Crisis Negotiation Team (CNT) is to assist in safely resolving tactical activations in a manner that avoids unnecessary risk of harm to the individual of the crisis incident, victims, community, and sworn personnel.

1-96-2 Policy

It is the policy of the Albuquerque Police Department (Department) to attempt de-escalation in tactical activations, high-element suicide events, and situations that go beyond the capabilities of sworn personnel.

1-96-3 Definitions

None

1-96-4 Rules and Responsibilities

A. Composition

1. CNT shall be comprised of supervisors and sworn personnel who serve in a collateral duty capacity. They are specialists who focus on, and employ, verbal de-escalation techniques in an effort to reasonably and safely defuse dangerous, life-threatening situations or specific crisis incidents.



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2. CNT is comprised of a minimum of one (1) CNT Team Leader Lieutenant or Sergeant, Primary Negotiator, Coach, Secondary Negotiator, Scribe, and Equipment Officer.

B. Probationary Status

1. A CNT Team Leader who was shall:

- a. Serve a six (6) month probationary period after selection;
- b. Be placed in a scheduled on-call status;
- c. Respond to CNT activations; and
- d. Complete the assignments and responsibilities of a Team Leader who is not in a probationary status.

2. A CNT Team Member who was shall:

- a. Serve a six-month probationary period after selection;
- b. Be placed on a scheduled on-call status;
- c. Respond to CNT activations as a Team Member in the role of a scribe or information resource officer/intern, as needed; and
- d. Be assigned and expected to perform the responsibilities of a CNT member.
 - i. A CNT Team Member may be assigned by the CNT Team Leader and shall include participation in all required monthly or quarterly training and CNT activation practical exercises.

C. CNT Team Leader Sergeant

1. The CNT Team Leader Sergeant shall:

- a. Develop and implement CNT training curricula and lesson plans;
- b. Coordinate CNT training schedules, including annual, semiannual, and joint training exercises; and
- c. Coordinate and work with crisis negotiating teams from federal, state, and local law enforcement agencies.

D. CNT Sworn Personnel and CNT Team Members

1. CNT sworn personnel and CNT Team Members shall:

- a. Be in a non-probationary status as of the date of application;
- b. Successfully complete enhanced crisis intervention training, or be scheduled to participate in such training during the next scheduled crisis intervention certification course;
 - i. Successful completion of this training course is a prerequisite for final selection as a CNT member.
- c. Successfully complete a term as a scribe or intern;



- i. This requirement does not apply to sworn personnel who have previously served in a CNT capacity.
- d. Upon notification of a tactical activation, respond within one (1) hour to the command post;
- e. Abide by the CNT position responsibilities that are outlined in the CNT Handbook; and
- f. Be authorized to wear the CNT patch on their Department-approved uniform after successful completion of the six (6) month probationary period.

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F. Deployment

1. Trained, on-call CNT personnel shall be deployed to attempt to resolve crisis incidents requiring tactical activation, including, but not limited to:
 - a. Hostage incidents;
 - b. Barricaded individuals that meet the criteria outlined in SOP Hostage Situations, Barricaded Individuals, and Tactical Threat Assessments (refer to SOP Hostage Situations, Barricaded Individuals, and Tactical Threat Assessments for sanction classifications and additional duties);
 - c. Sniper situations;
 - d. Execution of search or arrest warrants in exigent circumstances;
 - e. Major disturbances at jails or detention facilities; and
 - f. Mass civil disturbances or demonstrations.
2. CNT personnel shall be used in conjunction with SWAT whenever SWAT is activated and deployed to respond to a situation.
3. At the discretion of the on-scene supervisor, trained, on-call CNT personnel may also respond to individual(s) who are in crisis at an elevated position (i.e., threatening to jump from a bridge or building or where a full tactical activation would not meet the threat assessment or matrix).
 - a. CNT response shall be approved through the Tactical Commander or Special Operations Division (SOD) Commander only after the Crisis Intervention Unit Detective has been contacted and has responded to the scene.
 - b. CNT response shall consist of a CNT Team Leader, Primary Negotiator, and Coach.
 - c. The on-scene CNT Team Leader shall determine CNT response, procedures, and protocols.
 - d. CNT response shall not be considered a tactical activation but only another resource to assist units in these types of situations.
 - e. Incident command is maintained by the initiating Incident Commander at the scene and not the Tactical Section.

G. Psychological Evaluation



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All CNT personnel shall complete a yearly psychological evaluation with a Behavioral Sciences Section clinician.

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1-962 CRISIS NEGOTIATION TEAM (CNT)

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

1-92 Special Weapons and Tactics (SWAT) (Formerly 6-8) (Currently Specialized Tactical Units)

B. Form(s)

None

C. Other Resource(s)

Crisis Negotiation Team Handbook

D. Rescinded Special Order(s)

None

1-962-1 Purpose

The purpose of the Crisis Negotiation Team (CNT) is to assist in safely resolving tactical activations in a manner that avoids unnecessary risk of harm to the individual of the crisis incident, victims, community, and sworn personnel.

1-962-2 Policy

It is the policy of the Albuquerque Police Department (Department) to attempt de-escalation in tactical activations, high-element suicide events, and situations that are out of the capabilities of APD-sworn personnel.

1-962-3 Definitions

~~A.~~ None

1-962-410 ~~Crisis Negotiation Team (CNT)~~ Rules and Responsibilities

~~A. Purpose~~

~~The purpose of CNT is to assist in safely resolving tactical activations in a manner that avoids unnecessary risk of harm to the individual of the crisis incident, victims, community, and officers/sworn personnel.~~

~~E.A. CNT Composition~~



1. CNT ~~shall be~~ is comprised of ~~supervisors and officers~~ worn personnel who serve in a ~~an~~ collateral duty capacity. They are specialists who focus on, and employ, verbal de-escalation techniques in an effort to reasonably and safely defuse dangerous, life-threatening situations or specific crisis incidents.
2. CNT is comprised of a minimum of one (1) CNT Team Leader Lieutenant or Sergeant, Primary Negotiator, Coach, Secondary Negotiator, Scribe, and Equipment Officer.

B. Team Leaders' Selection and Responsibilities Probationary Status

~~— A CNT Probationary Status for Team Leader~~

~~1. Newly selected Team Leaders who was recently selected shall:~~

- ~~a. Serve a six (6) -month probationary period after selection they have been selected;~~
- ~~b. Newly selected team leaders shall be placed in a scheduled on-call status; and shall r~~
- ~~c. Respond to CNT activations; and~~
- ~~d. Complete the assignments and responsibilities of a Team Leader who is not in a probationary status.~~

~~Newly selected team leaders shall be placed in a scheduled on-call status and shall respond to CNT activations and complete the assignments and responsibilities of a team leader.~~

~~— Team Members' Probationary Status and Selection~~

~~— Probationary Status for CNT Member~~

~~2. A CNT Team Member who was Newly recently selected team members shall:~~

- ~~a. sServe a six-month probationary period after their appointment selection;~~
- ~~b. Newly selected team members shall be placed on a scheduled on-call status; and shall r~~
- ~~c. Respond to CNT activations as a Team Member in the role of a scribe or information resource officer/intern, as needed; and~~
- ~~d. Newly selected team members shall be assigned and expected to perform the responsibilities of a CNT member.~~
 - ~~i. A CNT Team Member These responsibilities may be assigned by the CNT Team Leader and shall include participation in all required monthly or quarterly training and CNT activation practical exercises.~~

F. CNT Members

~~1. The CNT Lieutenant's duties include:~~



- ~~a. Develop and implement CNT training curricula and lesson plans.~~
- ~~b. Coordinate CNT training schedules, including annual, semiannual, and joint training exercises.~~
- ~~c. Coordinate and work with crisis negotiation teams from federal, state and local law enforcement agencies.~~

C. Team Leader Responsibilities CNT Team Leader Sergeant

~~2.1.~~ The CNT Team Leader Sergeant's duties include shall:

- a. Develop and implement CNT training curricula and lesson plans;=
- b. Coordinate CNT training schedules, including annual, semiannual, and joint training exercises; and;
- c. Coordinate and work with crisis negotiating teams from federal, state, and local law enforcement agencies.

D. CNT Sworn Personnel and CNT Sworn Personnel and Team Members

~~3.1.~~ CNT Officers Sworn personnel and CNT Team Members must shall:

- a. Be in a non-probationary status as of the date of application;=
- b. Successfully complete enhanced crisis intervention training, or be scheduled to participate in such training during the next scheduled crisis intervention certification course;=
- ~~b.i.~~ Successful completion of this training course is a prerequisite for final selection as a CNT member;=
- ~~c. Successfully complete oral board interview. The oral board will shall consist of, at a minimum, one CNT supervisor, one primary negotiator, one secondary negotiator and a Tactical Supervisor or team leader.~~
- c. Successfully completed a term as a scribe or intern;=
 - ~~i.~~ This requirement does not apply to officers sworn personnel who have previously served in a CNT capacity.
- d. Upon notification of a tactical activation, respond within one (1) hour to the Command Post; =
- e. Abide by the Detailed CNT position responsibilities that are outlined in the CNT Handbook; and=

~~3. Team Leaders' Selection and Responsibilities~~

- ~~Probationary Status for Team Leader~~
 - ~~Newly selected team leaders will shall serve a six month probationary period after they have been selected.~~
 - ~~Newly selected team leaders will shall be placed in a scheduled on call status and will shall respond to CNT activations and complete the assignments and responsibilities of a team leader.~~



- ~~— Newly selected team leaders willshall perform the responsibilities of a team leader, including participating in all required monthly and quarterly training, as well as CNT practical exercises.~~
- a. ~~Successful Completion of Probationary Period by a Team Leader~~
 - ~~— Upon completion of the six-month probationary period, the CNT board willshall meet and evaluate the newly selected team leader's performance during the CNT training, CNT practical exercises and SWAT activations. This evaluation willshall assess and determine if the newly selected team leader demonstrated the required knowledge, skill and ability to successfully and effectively perform the duties and responsibilities of a team leader.~~
 - ~~— The probationary team leader willshall no longer be considered probationary when the CNT board determines that the probationary team leader has successfully completed the probationary process and that he or she possessthey possess the ability to successfully and effectively perform the responsibilities of a team leader.~~

~~3. Team Members' Probationary Status and Selection~~

- ~~— Probationary Status for CNT Member~~
 - ~~— Newly selected team members willshall serve a six-month probationary period after their appointment.~~
 - ~~— Newly selected team members willshall be placed on a scheduled on-call status and willshall respond to CNT activations as a team member in the role of a scribe, information resource officer/intern, as needed.~~
 - ~~— Newly selected team members willshall be assigned and expected to perform the responsibilities of a CNT member. These responsibilities may be assigned by the team leader and willshall include participation in all required monthly or quarterly training and CNT activation practical exercises.~~
- a. ~~Successful Completion of Probation for Team Member~~
 - ~~xx. The CNT board willshall meet upon the completion of the team member's six-month probationary period to evaluate the team member's performance during the CNT training, CNT practical exercises and SWAT activations. The CNT board evaluation willshall determine if the newly selected team member demonstrated the required knowledge, skill, and abilities to perform the duties and responsibilities of a CNT member.~~
 - ~~xxi. Should the CNT board determine that the newly selected team member successfully completed the probationary process, and as a result possesses the ability to perform the responsibilities of a CNT member, the newly selected team member's status willshall be changed from probationary to non-probationary.~~
- ~~— Unit Patch~~Be
 - f. Is authorized to wear the CNT patch on their Department-approved uniforms after successful completion of the six (6) month probationary period.



~~1. All CNT personnel will shall submit to a yearly psychological evaluation.~~

~~Responsibilities of CNT Members Upon Notification of a Tactical Activation:~~

~~1. Respond within 1 hour to the Command Post.~~

~~E.1. Detailed CNT position responsibilities are outlined in the CNT Handbook.~~

~~0. Team Leader Sergeant responsibilities include:~~

- ~~• Contact on-call CNT members to advise them of the location of a crisis incident;~~
- ~~• Ensure that all CNT members respond to the location of the activation;~~
- ~~• Contact the Tactical Commander or Tactical Sergeant upon arriving to the location of a crisis incident;~~
- ~~• Establish a mobile CNT command post at the scene;~~
- ~~• Contact the Real Time Crime Center (RTCC) to initiate the receipt and dissemination of all information concerning the crisis incident and tactical activation;~~
- ~~• Assign duties and responsibilities to CNT members and ensure completion of assigned duties;~~
- ~~• Monitor and provide the necessary responses to tactical team and Field Services radio transmissions;~~
- ~~• Provide CNT input during joint Field Services Bureau, tactical and CNT debriefing of a crisis incident;~~
- ~~• Provide the Tactical Commander or their representative with the tactical activation sheet, scribe log, reports, photos of the board and all other related paperwork within forty-eight (48) hours of the crisis incident being resolved;~~
- ~~• Maintain primary responsibility for all CNT related activities during the course and scope of the crisis incident activation;~~
- ~~• Provide a self-assessment of CNT activities to the Tactical Lieutenant. The Tactical Lieutenant will shall address any concerns or deficiencies of CNT during the activation in the AAR; and~~
- ~~• In the event that a tactical activation is cancelled prior to CNT arriving, the CNT team leader Sergeant will shall still arrive on scene and meet with the Tactical Commander to be briefed.~~

~~0. Primary Negotiator responsibilities include:~~

- ~~• Responsible for direct communication with the individual in crisis, to include all oral, electronic, or written contact; and~~
- ~~• Coordinate with the team leader Sergeant on appropriate responses to the individual in crisis, negotiate tactics and strategies intended to de-escalate, and diffuse the situation.~~
- ~~• Debrief the individuals involved in the crisis incident.~~

~~0. Secondary Negotiator responsibilities include:~~

- ~~• Gives public announcements from the BearCat;~~



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- ~~• Serves as a highly trained communicator, in the event that the situation develops into a face-to-face negotiation;~~
- ~~• Provides surrounding neighbors/neighborhoods with public service announcements during the course of an activation; and~~
- ~~• Provides public service information to surrounding neighbors and neighborhoods, as appropriate, at the conclusion of an activation.~~

~~0. Coach responsibilities include:~~

- ~~• Trains to the level of a Negotiator;~~
- ~~• Acts as a liaison and facilitator between the Negotiation Team and Primary Negotiator;~~
- ~~• Channels pertinent information, questions, and directionality of the conversation to the Primary Negotiator;~~
- ~~• Assists in the development of communication tactics, and provides moral support for the Primary Negotiator;~~
- ~~• Controls access to the Primary Negotiator during the course of negotiations between the individual in crisis and the primary negotiator;~~
- ~~• Maintains a record of telephonic contacts with the individual(s), as well as a summary of each telephonic communication between the individual(s) in crisis and the primary negotiator; and~~
- ~~• Serves as the liaison between the Primary Negotiator and the CNT.~~

~~0. Scribe responsibilities include:~~

- ~~• Keep a written or electronic record of the negotiations. These records will shall include the date, time, and demands made by the individual(s), any responses to those demands, and other significant negotiation tactics or strategies during the course of a crisis incident;~~
- ~~• Keep a written or electronic record of relevant intelligence information provided to or obtained by the primary and secondary negotiators; and~~
- ~~• Keep written or electronic records that may be used to supplement and/or complete a post activation de-briefing.~~

~~0. Equipment Officer responsibilities include:~~

- ~~• Drive the mobile command post to a crisis incident activation scene;~~
- ~~• Activate and maintain the electronic equipment utilized during the course of a crisis incident activation and any negotiations between the individual of the crisis incident and the primary and secondary negotiators;~~
- ~~• Assist in gathering information and intelligence on the individual(s) involved in the crisis incident, to include the nature, background, or potential cause of the crisis; and~~
- ~~• Assist with interviews of family, friends, witnesses, and any hostages released by the individual in crisis.~~



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~~0. Behavioral Sciences Section (BSS) Mental Health Consultant responsibilities include:~~

- ~~— Provides analysis and on scene consultation to CNT primary and secondary negotiators and CNT members during the course of a crisis incident activation; and~~
- ~~— Provides analysis and on scene consultation to the Tactical Commander during an activation.~~

~~E. Procedures~~

~~0. The CNT will~~shall ~~employ reasonable and safe techniques in an effort to de-escalate crisis situations requiring a tactical activation or responding to individuals who are in crisis in an elevated position (i.e., threatening to jump from a bridge or building where a full tactical activation would not meet the threat assessment or matrix). The techniques will~~shall ~~include, among other things, crisis and individual assessment, verbal de-escalation techniques, crisis/suicide intervention, active listening, and non-threatening, nonjudgmental communication intended to reduce tension, lower rising emotions, and calm the individual(s) and crisis situation.~~

~~NNN~~F. Deployment

1. Trained, on-call CNT personnel ~~will~~shall be deployed to attempt to resolve crisis incidents requiring tactical activation, including, but not limited to:
 - a. Hostage incidents;
 - b. Barricaded individuals that meet the criteria outlined in ~~of~~ SOP 2-20 Hostage Situations, Barricaded Individuals, and Tactical Threat Assessments (refer to SOP Hostage Situations, Barricaded Individuals, and Tactical Threat Assessments for sanction classifications and additional duties);
 - c. Sniper situations;
 - d. Execution of search or arrest warrants in exigent circumstances;
 - e. Major disturbances at jails or detention facilities; and
 - f. Mass civil disturbances or demonstrations.
2. ~~Whenever SWAT is activated and deployed to respond to a situation, CNT~~personnel shall ~~is~~be used in conjunction with SWAT whenever SWAT is activated and deployed to respond to a situation.
3. At the discretion of the on-scene supervisor, trained, on-call CNT personnel may also respond to individual(s) who are in crisis at an elevated position (i.e., threatening to jump from a bridge or building or, where a full tactical activation would not meet the threat assessment or matrix).
 - a. CNT response to this request ~~will~~shall be approved through the Tactical Commander or Special Operations Division (SOD) Commander only after the



Crisis Intervention Unit Detective has been contacted and has responded to the scene.

b. CNT response shall consist of a CNT Team Leader, Primary Negotiator, and Coach.

~~a.c. CNT response, procedures, and protocols shall be determined by the on-scene CNT Team Leader.~~
The on-scene CNT Team Leader shall determine CNT response, procedures, and protocols.

d. CNT response will ~~shall~~ not be considered a tactical activation but only another resource to assist units in these types of situations.

e. Incident command is maintained by the initiating Incident Commander at the scene and not the Tactical Section.

G. Psychological Evaluation

~~All CNT personnel shall submit complete to~~ a yearly psychological evaluation with a Behavioral Sciences Section clinician.

b.

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