



Department of State Police

General Order

Effective Date:	April 8, 2025	Number:	TOP-03
Subject:	Crisis Negotiation Team		

1. Policy.

The Crisis Negotiation Team is dedicated to managing and resolving critical incidents involving people in crisis. The primary objective is to ensure the safety of everyone involved. This policy provides guidelines for activation and protocols to promote effective and peaceful resolutions.

2. Definitions.

Incident Command Post: A location where members may safely and effectively manage a scene, ideally equipped with a telephone, parking area, rest room, and effective radio communication for team members.

Negotiator: A specially trained member of the Crisis Negotiation Team who utilizes crisis management techniques to stabilize extremely dangerous and volatile circumstances.

3. Utilization of Resources.

The Crisis Negotiations Team is available for:

- a. Crisis, hostage, or barricaded incidents that can potentially be resolved through dialogue; and
 - b. Other special events/incident as assigned by Special Operations Commander or designee.
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4. Operational Protocols.

Crisis Negotiations Team shall:

- a. When requested and approved, assist members from the Department and those from other local, state, and federal agencies;
- b. Develop, under the direction of the Team Commanding Officer, team specific Standard Operating Procedures (SOPs) that shall be created, maintained, and updated in accordance with ADM-07 Written Directives, Schedules, and Forms;
- c. Utilize a philosophy of containment and negotiation;

- d. Assume control of the negotiations process once they arrive on-scene;
- e. Manage any personnel or individuals involved in the negotiations process;
- f. Focus on communication and conflict resolution;
- g. Make recommendations to the Special Tactical Operations Team (STOP);
- h. Refer to TOP-02 Special Tactical Operations Team for tactical decision making authorities; and
- i. Report to and remain operationally accountable to the Incident Commander.

Useful information related to the operational area include:

- a. The layout of the building;
- b. Size and number of rooms/spaces;
- c. Ventilation, food, and water supplies; and
- d. Observation points, approach, and escape routes.

Useful information related to perpetrator(s) and/or hostage(s) include:

- a. Names, number, age, gender, size, and physical condition;
- b. Behavior and emotional state (rational, tolerant, aggressive, ambivalent, etc.);
- c. Criminal record/weapons access/ownership;
- d. Purpose of act (terrorist, criminal, behavioral crisis); and
- e. Any stated plans, demands, or motivation.

5. Additional Response Guidelines.

In addition to the response protocols outlined in TOP-01 Special Operations Command and Control, members shall follow these additional guidelines:

Position	Duties
Incident Commander	<ul style="list-style-type: none"> • Work with the Crisis Negotiation Team; • Attempt to maintain as much control as possible over the movements and behavior of the suspect(s); and • Attempt to defuse the situation while affecting the safe release of any hostages.
Patrol Supervisor	<ul style="list-style-type: none"> • Request through the Troop Duty Officer the Crisis Negotiation Team; • Establish an Incident Command Post and staging area for incoming resources; and • Designate a member to research utility shut-offs, if necessary.
Responding Member	<ul style="list-style-type: none"> • Assess the situation, taking no aggressive action unless there is an immediate danger to others; • Contain and isolate the suspect(s) in the immediate area; • Attempt to slow the pace of events, and open and establish communication with suspect(s); and



	• Gather and report as much tactical information as possible.
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6. Evacuations and Witnesses.

In some instances, it may be necessary to evacuate nearby civilians. Witnesses or those who may provide situational awareness and/or intelligence may be requested to remain at or near the Command Post.

7. References.

- a. ADM-07 Written Directives, Schedules, and Forms; TOP-01 Special Operations Command and Control; TOP-02 Special Tactical Operations Team.
- b. MPAC 46.2.4

Promulgated by:

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