

Special Operations

Tactical Negotiator Unit



Unit Guidelines
Updated January 1, 2022

TACTICAL NEGOTIATIONS UNIT GUIDELINES

The Tactical Negotiations Unit (TNU) is currently a collateral assignment consisting of sergeants and officers. This manual is written as a general guide.

MISSION

The mission of the Tactical Negotiations Unit (TNU) is to respond to crisis situations where the use of a specially trained negotiator is needed in an attempt to bring the situation to a positive conclusion. TNU's primary goal is to communicate and negotiate through the crisis with the suspect to facilitate the safe release of any person(s) at risk and bring the crisis to a safe resolution.

PURPOSE

The purpose of the Tactical Negotiations Unit (TNU) is to be present at situations that require a trained crisis intervention specialist. Those situations can include but are not limited to the following:

- Barricaded Individuals
- Hostage Situations
- Barricaded Suicidal Subjects
- Terrorist Motivated Situations
- High Risk Search Warrants (upon the request of the MERGE commander)
- Suicidal subjects threatening to harm themselves and are a danger to the public

TACTICAL NEGOTIATIONS UNIT STRUCTURE:

TNU is currently divided into two teams. Each team has a team leader (T/L) who holds the rank of sergeant, and an assistant T/L who may be an officer.

In addition to the two teams, there is an overall unit supervisor (Tactical Negotiations Coordinator) who holds the rank of a sergeant, and an assistant Tactical Negotiations Coordinator who may be an officer.

TNU personnel, while acting in a negotiator capacity, fall within the Bureau of Field Operations / Special Operations chain of command, and are under the functional control of the MERGE Commander.

DESCRIPTION OF DUTIES:

The Tactical Negotiations Unit deploys specially trained officers and sergeants to conduct negotiations with a variety of individuals under complex circumstances. TNU members must be able to perform the following functions:

- Conduct negotiations with individuals under dynamic, stressful, and ever-changing conditions. Continually work toward a positive resolution of the incident.
- Develop a comprehensive negotiations strategy based on the specific circumstances and an assessment of the suspect's mental, emotional, and physical state. Adjust and adapt this strategy as needed.
- Interview witnesses, family members and other individuals who may be able to provide information to assist in negotiations.
- Assist in bringing needed equipment to the scene and be well versed in the use of all equipment.
- Obtain background information on suspects, hostages, victims, witnesses and other individuals as needed.
- Liaison with other personnel on scene of the critical incident including MERGE personnel and command staff. Provide updates on negotiations progress as possible and appropriate.
- Attend a 40 hour Basic Negotiations Course.
- Attend regularly scheduled TNU training.

NEGOTIATION OPERATIONAL CENTER (NOC)

The NEGOTIATION OPERATIONAL CENTER (NOC) exists to support the TACTICAL COMMAND POST (TCP) and the COMMAND POST (CP) in implementing the tactics and strategies to resolve a crisis incident. A NOC will be established when the TACTICAL NEGOTIATIONS UNIT (TNU) team deploys; in keeping with the San Jose Police Policy, the TNU will deploy with MERGE on any mission that potentially involves the need for negotiation resources. The TNU can greatly reduce the risks associated with handling hostage, barricaded subject, kidnap, extortion and/or suicide situations and increase the options available to MERGE in dealing with such events.



[REDACTED]

[REDACTED]

[REDACTED]

In addition to this minimum structure, the NOC may include the following positions: Team Leader, Intelligence, Command Post Liaison assistant, Tactical Command Post Liaison.

The duties and responsibilities of these positions are as follows:

Tactical Negotiations Coordinator – [REDACTED]

1. Overall operational and administrative responsibility for the Tactical Negotiations Unit.
2. Principal advisor to Command Post regarding negotiation matters with access and input to the Command Post equal to that of the tactical advisor.
3. Provide assessment guidance and negotiation strategy recommendations to the Tactical Command Post; devise specific negotiation tactics and strategies to support the Tactical Command Posts overall strategy.
4. Assigns TNU functions and roles, facilitates periodic strategy sessions and ensures production of Negotiation Position Papers and other reports.
5. Maintains communications with Team Leader in NOC and with Tactical Command Post liaison.

Primary Negotiator – [REDACTED]

1. Talks to the subject employing specified techniques in furtherance of overall negotiation strategy.

[REDACTED]

Secondary Negotiator-Coach [REDACTED]

1. Monitors negotiations. Is the only person in direct communication with the primary negotiator.
2. Provides strategy suggestions to the primary.
3. Provides emotional support to the primary
4. Relieves primary negotiator if necessary.

Team Leader (Assistant Tactical Negotiations Coordinator) – [REDACTED]
[REDACTED]

1. Supervises TNU operations in NOC in coordination with Tactical Negotiations Coordinator, supervises overall TNU operations in absence of Tactical Negotiations Coordinator.
2. Monitors negotiations.
3. Facilitates negotiation strategy sessions.
4. Maintains communication with Tactical Negotiations Coordinator.
5. Responsible for production of: negotiation logs (one-line entries), situation reports (summary of each contact with subject), Significant Event Summaries and Negotiation reports as requires.

Intelligence:

1. Maintains situational updates.
2. Maintains direct communication with Tactical Command Post liaison.

[REDACTED]

[REDACTED]

[REDACTED]

Tactical Command Post Liaison:

[REDACTED]

[REDACTED]

3. Monitors negotiations. Provides Tactical Command Post with updates and progress reports regarding the ongoing negotiations.
4. Maintains communication with Command Post Liaison.

Command Post Liaison – [REDACTED]

1. Maintains communication with Tactical Command Post liaison.

3. Assists Tactical Negotiations Coordinator as needed in Command Post.

Reserves- [REDACTED]

1. Monitor video feed if applicable.

3. Relieve other TNU members as needed or qualified.

RESPONSE TO CALL-OUT SITUATIONS

In the event of a call-out, TNU members will receive a text from dispatch. With the receipt of the text, TNU members are required to call their TNU supervisor and advise them of their status. If responding to the scene, the TNU member will advise dispatch of their response and log on to the respective channel.

TNU's primary purpose is to conduct negotiations with a variety of individuals during a variety of circumstances. As such, it is TNU's responsibility to prepare both the scene and its negotiators for this. In order to accomplish this, the following steps should be taken:

- Learn details of the event (barricade or hostage, motivation, number of suspects, number of hostages, etc.)
- Have any demands or deadlines been given

- Bring out TNU van

- Set up TNU equipment

[REDACTED]

[REDACTED]

ON SCENE TNU TEAM LEADER’S RESPONSIBILITIES:

The TNU team leader’s primary responsibility is to ensure that all the necessary steps as suggested above are taken as well as any others that have been identified. This should be accomplished by assigning these duties to the on-scene TNU member(s).

Additionally, the T/L must identify which TNU member is going to act as the primary negotiator, and which member will serve as the back-up or secondary negotiator.

The T/L should report to the TNU supervisor as soon as practical to advise him/her that they are on scene, and provide an approximate ETA for being ready to attempt contact with the subject.

[REDACTED]

TNU OFFICERS’S RESPONSIBILITIES:

[REDACTED]

The TNU member should then identify what needs to be done and take it upon him or herself to accomplish these tasks. As additional members arrive the initial member should brief them as to what had been done and what needs to be done.

[REDACTED]

COMMENCEMENT OF NEGOTIATIONS

[REDACTED]

NEGOTIATIONS PROCESS

The negotiation process varies considerably, and because of a variety of factors not all of the desired steps may be accomplished. However, it should be the goal of TNU personnel to accomplish as many of these steps as possible given the circumstances.

During the negotiation process the following should be done if practical:

- There should be both a primary and secondary negotiator

- [REDACTED]

[REDACTED]

[REDACTED]

The primary and back-up negotiators should [REDACTED] avoid distractions. [REDACTED]

[REDACTED]

[REDACTED]

EQUIPMENT

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Each member will be required to know how to assemble and operate each unit in the event they are called upon to do so at a critical incident.

Any damage or problems with either unit must be reported immediately to the TNU supervisor so that the issue can be addressed as soon as possible.

TNU MEMBERS PERSONAL EQUIPMENT

TNU members are issued a San Jose Police Department raid style tactical vest identifying them as a Police Negotiators. [REDACTED]

In addition, TNU members should possess the following at tactical call-outs:

- Notepad and pen
- Necessary clothing / personal items needed in the event of an extended call-out.
- City issued radio
- City issued gas mask [REDACTED]
- Tactical ballistic vest [REDACTED]

TNU [REDACTED]

To effectively accomplish this, the following actions should be taken:

- [REDACTED]
- Set up the “negotiator” console

• Set up the “commander” console [REDACTED]

OBTAINING STATEMENTS

The Tactical Negotiation Coordinator / Team Leader should assign as many TNU members as needed to locate any of the following to be interviewed [REDACTED] to aid in the negotiation process. These individuals can be but are not limited to the following:

- Family members / Relatives
- Neighbors
- Co-workers
- Associates of the suspect(s) taken into custody
- Other witnesses

[REDACTED]

The Tactical Negotiation Coordinator should be given a synopsis of the information obtained.

[REDACTED]

DOCUMENTATION

TNU is responsible for documenting what actions its members take during a tactical call-out.

Each member is responsible for documenting his or hers own actions at the scene.

The documentation covering the details of the negotiation should be assigned by the Tactical Negotiation Coordinator. [REDACTED] the secondary negotiator [REDACTED] [REDACTED] may be assigned the duty of completing the TNU supplemental report (F-3).

**A TNU sergeant must sign off all TNU reports.*

CIT “HAND-OFFS”

A CIT hand-off occurs when a CIT officer is on-line with the suspect and a TNU member is going to take over.

[REDACTED]

In any event, the MERGE commander, Tactical Negotiation Coordinator and both the primary and secondary negotiators should debrief the CIT officer prior to taking over.

MERGE INTEROPERABILITY & TACTICAL CONSIDERATIONS

MERGE unit personnel and TNU must work closely together to resolve the critical incident. The TNU is subordinate to the Tactical Commander and must support the efforts of a peaceful and safe resolution to any given critical incident. The TNU is committed to working together in every aspect with MERGE – to gain the most positive outcome that can be expected in a critical incident. Members of TNU will adhere to the following guidelines in working with MERGE personnel:

- Constant communication between TNU personnel and the Tactical Command Post is critical and a key to the successful resolution of the critical incident. MERGE operators must be aware of the general state of the negotiation process. Of particular importance for hostage situations is the periodical update of the progress of the negotiation process. This includes the sudden deterioration of the negotiation process that might potentially jeopardize victims and/or suspects.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

NEGOTIATING FOR OUTSIDE AGENCIES

SJPD Tactical Negotiators may only take part in negotiating for an outside agency under the following conditions:

- The on-duty SJPD watch commander is approves the request from an outside agency.
- The MERGE commander is notified and approves the deployment of TNU to an outside agency prior to the deployment.
- A full TNU team call out is initiated and the SJPD TNU team conducts the entire negotiation process (no mixing and matching with outside agencies).

TRAINING

New TNU members will attend the Basic Hostage Negotiation Course prior to be used as a Primary or Secondary Negotiator, Command Post Liaison, Tactical Command Post Liaison or Team Leader on a critical incident.

TNU members are expected to attend the following training:

- Training meetings set up specifically for TNU.
- TNU and MERGE co-training scenarios.

- Update training classes and conferences as they become available.
- Suicide prevention hotline training bi-annually.

TNU members who do not fulfill the training requirements and have excessive absences from training events will be removed from the TNU.

RELATED DUTY MANUAL SECTIONS

L 1402 DISTRICT SUPERVISOR'S RESPONSIBILITIES:

The district supervisor first notified of a hostage situation will respond to the scene immediately. While en route, the following procedures are adhered to:

- Notify Communications of the response and estimated time of arrival.
- Ensure that the area commander is notified and determine the availability of any on-duty Tactical Negotiators. It is important to understand that the call-back of Tactical Negotiators requires the call-back of MERGE, and because of this, it is imperative to first notify the MERGE Commander or a designee.

When at the scene, the following procedures are adhered to:

- Review actions taken and determine if additional officers or resources are needed.
- Establish a temporary command post and advise Communications of the location.
- Advise Communications of the current status of the incident.
- Inform the area commander of the details, actions taken and resources at the scene.
- Take actions indicated by the situation or at the direction of superiors.
- When specialized units report their arrival at the scene, advise such officers, when possible, of the details of the incident.

In any event, the district supervisor will determine that the area is secure and use every verbal and tactical tool to ensure the safety of the hostage and the arrest of the suspect.

L 1403 DEPARTMENT NEGOTIATOR'S RESPONSIBILITIES:

When notified, the officer designated as a "Tactical Negotiator" will adhere to the following procedures:

- Respond to the scene immediately.
- On arrival, report to the on-scene command officer.
- Remain under the functional supervision of the on-scene Commander regardless of the rank of either the negotiator or on-scene Commander until the arrival of the MERGE Commander.

- Obtain the details of the situation from the on-scene Commander as necessary to perform the negotiation function.

Department negotiators will remain available to perform the negotiation function until relieved by the on-scene Commander. Once authority is given to begin the negotiation function, the officer performing the negotiation process is in command of all negotiation officers. In addition, the negotiator will have the authority and responsibility to use any available resources to successfully accomplish the negotiations as long as the area remains secure, officers are not placed in danger and the safety of hostages is not compromised.

- Take actions indicated by the situation or at the direction of superiors.
- When specialized units report their arrival at the scene, advise such officers, when possible, of the details of the incident.

In any event, the district supervisor will determine that the area is secure and use every verbal and tactical tool to ensure the safety of the hostage and the arrest of the suspect.