

# How to Order a Special Duty Officer

To place an order for a special duty officer with the State of Hawaii Department of Law Enforcement (DLE) you must first have an account with us. To establish an account, you must submit a request for special duty with RollKall at <https://go.rollkall.com/hawaii-pd-hire-an-officer> or if you have any questions you can email us at [dle.specialduty@hawaii.gov](mailto:dle.specialduty@hawaii.gov).

DLE Law Enforcement Officers (LEOs) on Special Duty assignments are primarily hired to maintain order, provide security, traffic flow, and if necessary take action against violations of the law.

If you would like to hire an LEO for a Special Duty assignment, please place your order with RollKall at least ten (10) working days prior to your event. Requests made less than 10 days prior to your event may require the premium rate. **You must follow up with RollKall to find out if your request was filled at 855-765-5525.**

-Disclaimer- Your ability to hire off-duty LEOs is at the sole discretion of the DLE. We also reserve the right to decline job requests that may be deemed inappropriate for Law Enforcement officers or any actual or potential conflict of interest between the Department and the outside employer.

We reserve the right to decline requests if the requestor does not agree to hire the appropriate staffing for the request.

**\*\* Your request does not guarantee that the request will be filled.**

Subsequent requests

Once your account has been established you must contact RollKall to submit your request.

Amending requests

Any amendments to the initial job request must be made with RollKall directly and will be reviewed for sufficient staffing, and we may make recommendations.

Late Submissions

There are limitations to when a job can be received in order to put it into the system. Job requests may be denied if they are submitted too late. Please contact our staff for more information.

### Cancellation

Please see the Cancellation Policy page for information on how to cancel a request during

**You must make cancellations with RollKall at 855-765-5525.**

### Supervisory requirements

Requests must include the hiring of supervisors as follows:

- For every four (4) officers requested – 1 sergeant is required
- For every three (3) sergeants requested – 1 lieutenant is required

Supervisory staffing requirements will be reviewed and may be adjusted by Special Duty Coordinator.

See Special Events, Concerts and Permits, in the “Services” tab, for additional information.

### Falsifying requests

Filing false information on a special duty request form may result in the request being declined. Future requests from the requester may be declined as well.

## Types of Off-Duty Services

### Security

Providing security and maintaining order at various events and businesses.

### Traffic Control

Directing and facilitating traffic flow at various sites or events.

### Prohibitions

Special duty assignments will not be performed:

- On behalf of an employer or union involved in a labor dispute or other dispute of a civil or criminal nature;
- At any union gathering;

- To provide body guard services;
- Where performance implies participation in partisan politics;
- At establishments where the primary business is the sale or consumption of alcoholic beverages;
- At any other assignment conflicting with established Department of Law Enforcement policies.

## **Large Events, Concerts, and Permits**

### **Large Events**

Large events are defined as events that require ten (10) or more officers in a single day. At the discretion of the Special Duty Coordinator, the requestor may be required to hire an administrative special duty officer or sergeant in addition to any supervisory personnel requested to oversee the event. This is to ensure the proper coordination of the special duty assignments at the event.

### **Concerts**

The Department of Law Enforcement reserves the right to increase the number of officers needed for such an event based on the size, nature, and venue of the event.

### **Permits**

Requestors / vendors are responsible for obtaining any permits or other forms of approval required by law for holding events or jobs. Special duty officers will be required to enforce these requirements and to close down any unauthorized or illegal jobs and events in conjunction with on DLE supervisors and or the Special Duty Coordinator.

# **Job Cancellation Policy**

**You must make cancellations with RollKall at 855-765-5525.**

All job cancellations must be made directly with RollKall twenty-four (24) hours in advance of the job's start time. The cancellation notification time will be recorded by RollKall. In the event a job is cancelled with less than 24 hour's notice, a minimum fee equivalent to four (4) hours for General Security and two (2) hours for Traffic Control, per deputy, will be assessed to the requestor, along with any Administrative fees.

- If your call is not answered, please leave your full name, company name, job number, location, date and time of the event, a callback phone number, and state that the job is being cancelled.

## **Requestor / Vendor Complaints**

For complaints regarding the performance of special duty officers during a job that is in progress, inform the ranking officer assigned to the job of your concerns. If no ranking officers are assigned to the job, you may call or email the Special Duty Coordinator at (808)766-4763 or [dle.specialduty@hawaii.gov](mailto:dle.specialduty@hawaii.gov).

If concerns arise after your event, you may call or email the Special Duty Coordinator at (808)766-4763 or [dle.specialduty@hawaii.gov](mailto:dle.specialduty@hawaii.gov).