



July 15, 2026

Dear Valued Customer,

Beginning August 1, 2026, Extra Duty Solutions (EDS) will administer extra duty details for the Davidson County Sheriff's Department.

As part of this partnership, EDS provides customers with access to our online Customer Portal, which streamlines the entire process from requesting deputies to payment of invoices. Additionally, EDS maintains a robust insurance program designed to protect against claims arising out of the assignment of off-duty personnel acting in a security capacity.

All customer requests and payments will be managed exclusively through the EDS Customer Portal. The portal provides a single location where you can:

- **Submit deputies requests**
- **Track the status of requests**
- **Review and pay invoices**

The portal is designed to make the process of hiring a deputy easier, faster, and more accurate for everyone involved.

Our Account Management team is available 24/7/365 to assist with cancellations, inquiries, and any account management requests. EDS also handles all officer scheduling and facilitates customer payments through the portal.

Account Team Contact Information for the Davidson County Sheriff's Department

Phone #: 336-790-0699

Email: DavidsonCoNC@extradutysolutions.com

Please register as a new customer in the portal by scanning the QR code or visiting us online at <https://portal.extradutysolutions.com>.



Please note: If you already have an account with Extra Duty Solutions from hiring officers, troopers, or fire personnel through another agency, do not attempt to register a new account. Instead, call the account team listed above, and they will assist you in connecting your existing account to the new agency.



A member of the account management team will review each submission and contact you if clarification is needed or if adjustments are required to meet the department's extra duty rules.

For guidance on using the portal, please refer to the 'Registering as a New EDS Customer' section within the site.

Please don't hesitate to reach out with any questions. We look forward to working with you and supporting your extra duty needs.



Davidson County Sheriff's Office, North Carolina - Rates and Terms

Deputy rates are listed below and include any associated fees. Rates below are per hour unless otherwise mentioned.

Standard Deputy Rate: \$51.75

Supervisor Rate: \$57.50

Highway Projects Rate: \$63.25

*Fees include, but are not limited to, agency administration fees, scheduling fees, workers' comp, etc.

***Please be advised that displayed hourly rates are system-generated and may reflect minor rounding differences (typically no more than \$0.03) due to the division of total compensation by hours worked. It is our practice not to revise invoices due to these rounding effects.*

Minimums:

- There is a three (3) hour minimum required to schedule.
- Partial hours worked will be rounded up in 15-minute increments.

Cancellation Policy: Cancellations received with less than three (3) hours' notice will be charged the agency's 3-hour minimum for each assigned deputy. Weather-related cancellations may be reviewed on a case-by-case basis.

Special Provisions:

- A supervisor is required when 5 or more deputies are assigned.
- Deputies may not work assignments where alcohol is served or where gambling activities are conducted.
- The Davidson County Sheriff's Office will determine the proper staffing requirements.
- The Davidson County Sheriff's Office will approve all requests before scheduling can begin.
- Please note that coverage is not guaranteed. These requests are secondary employment and are subject to officer availability and interest.
- Rates are subject to change at the discretion of the Davidson County Sheriff's Office.