



Thursday, June 20, 2024

Dear Plano businesses and organizations,

The City of Plano takes pride in its excellent public safety and is consistently ranked as one of the safest cities in America, thanks to our outstanding police department. Many of you hire our officers for extra-duty security at your businesses, places of worship, and organizations. To streamline this process, we have contracted Extra Duty Solutions (EDS) to manage the administration of these extra-duty details.

The service will begin July 1, 2024. The following information explains the process.

To request an extra duty detail and/or continue services, please complete the online request form using the link below. If the detail is recurring or will cover multiple days, please document this information in the comments section. An EDS Account Manager will contact you for clarification if needed.

REQUEST FORM: <https://extradutysolutions.com/app/plano-extra-duty-detail-application-gf/>

Please call EDS at 972-290-1281 or email PlanoTX@ExtraDutySolutions.com with any questions. EDS will handle all invoicing. Payment information will accompany all invoices.

Your officer pay rate has been grandfathered in at a flat rate per Officer of \$125. The City of Plano is covering administrative fees as we implement this new service.

Officer Rate (per Officer, flat rate): \$125.00

There are no minimum number of hours required to schedule an Officer.

A cancellation within 48 hours will result in 1 hour paid to each officer. A cancellation within 24 hours will result in 2 hours paid to each officer. If notice of cancellation is given within 2 hours of the event start, or at the event, all officers scheduled will be paid the 4-hour minimum.

Extra duty details are filled on a voluntary basis and there is a potential for some requests to go unfilled.

We look forward to working with you in this new streamlined approach to handling your extra duty needs.

A handwritten signature in cursive script that reads "Ed Drain".

Ed Drain
Chief of Police
Plano Police Department

A handwritten signature in cursive script that reads "Rich Milliman".

Rich Milliman
CEO
Extra Duty Solutions