

RICH MILLIMAN



BIOGRAPHY

Rich Milliman is the CEO of Extra Duty Solutions, a service that helps law enforcement agencies administer their extra duty programs. Rich's professional background focuses on business services and operations. After serving as a management consultant for McKinsey and Company, Rich ran portfolio marketing and operations at Bank One's credit card unit. He then ran several emerging and mid-sized business services firms for a European family office. Prior to co-founding Extra Duty Solutions, Rich played an active role in operational risk, security, and back-office operations at the world's largest hedge fund.

Before Extra Duty Solutions, no service specifically helped law enforcement agencies with their extra duty programs. In 2015, Rich realized there was an inefficiency in the way extra duty was being administered and started Extra Duty Solutions with his colleague, Adam Bryan. It has grown to the largest extra duty service company in the U.S. and is now active in over 60 departments across the country. These services include handling client interaction, scheduling, client invoicing and collections, officer payment, feedback -- all aspects of the extra-duty program administration. Law enforcement agencies maintain control of all management decisions associated with their program - Extra Duty Solutions does the work and eliminates the financial risk.

INTERVIEW TOPICS:

- Ethics of Extra Duty Programs - What are the pros and cons?
- Establishing business relationships in the public sector
- Customer service best practices and client expectations for vendors serving the public sector
- Understanding the challenges of creating and maintaining police officer work schedules



SAMPLE QUESTIONS:

1. How do you establish trust with key decision-makers in the public sector?
2. Outsourcing call centers VS keeping in-house - What's the difference?
3. What does good customer service look like from a 3rd party service partner?
4. What leadership lessons have you learned by working directly with high-ranked law enforcement officers?
5. What advice would you have for police chiefs, municipal BAs, and CFOs regarding extra duty programs?
6. How can law enforcement agencies avoid officer "burnout"?

CONNECT WITH RICH MILLIMAN:

[HTTPS://EXTRADUTYSOLUTIONS.COM/](https://extradutysolutions.com/) | RMILLIMAN@EXTRADUTYSOLUTIONS.COM | 203-216-9742

 /COMPANY/ EXTRA-DUTY-SOLUTIONS/

 /EXTRADUTYSOLUTIONS/

 @EXTRADUTYSOLVED

 LIVE:4D6BE40D0860EE34