



About Our Firm

Resource Management Associates is a management consulting organization that specializes in providing technical assistance and consulting services to state and local units of government. Our staff consists of individuals with a unique combination of practical and consulting experience and specialized training and education in a variety of public sector fields. By virtue of our training and experience, we are sensitive to the particular issues confronting local government officials as they attempt to satisfy the interests and demands of their constituencies.

Our staff includes individuals with extensive experience at the senior police management level who understand police organizations and who are capable of being objective in their evaluation and precise in identifying problems and crafting solutions.

Since 1981, we have established an impressive record of credibility, quality workmanship, and strict attention to professional standards. We consider each project as unique and give full consideration to the particular needs of the client in designing and executing a project work plan.



**Resource
Management
Associates**

17037 South Oak Park Avenue
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Managing Police Services

Ensuring Quality Control



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The Importance of Police Services

Crime prevention, criminal investigation, traffic enforcement and the provision of public services are among the most important services provided by local government. The lives and property of residents, merchants, shoppers and visitors depend upon the readiness, ability, knowledge and dedication of the men and women engaged in law enforcement and public service in our communities.

Although they are not driven by the profit motive, police departments can and should be operated and managed according to commonly-accepted principles of administration. Strategic planning, efficient utilization of resources, sound financial practices, and productivity improvement programs are just as applicable to municipal police departments as they are to organizations in the private sector.



Questions You Should Ask



Local elected officials and administrators often lack the technical expertise to effectively or objectively evaluate the effectiveness with which their police departments are being administered.

For example, do you know ...

- **Is your staffing adequate to meet service demands?**
- **Is your training program thorough and complete?**
- **Are your police officers properly supervised and highly motivated?**
- **Are all resources being managed effectively?**
- **Are fair and equitable promotion procedures in place?**
- **Are citizen complaint procedures in place to ensure responsive and professional police service delivery?**
- **Does the department possess up to date technology to enhance service delivery?**

If you cannot get the answers to these questions, or don't like the answers you receive, perhaps it is time to think about having someone take a good look at your police department.



Our Approach

We recognize the need to be fully sensitive to local conditions and cost constraints. We are also aware that police departments do not operate in a vacuum, but that they are conditioned by environmental, political and geographic variables. Thus, we avoid using simplistic or "textbook" approaches to very real local problems.

For Further Information ...

Please contact one of our staff for more information concerning our services and capabilities.



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