



# WAYNE SCOTT

## Connect with Wayne Scott:

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Wayne Scott spent the majority of his career in law enforcement, not private business.

Starting from Patrolman, he worked his way up to Chief of Police in Greensboro, NC, where he managed 950 employees, a fleet of 600 vehicles, and a budget of \$84.5 million dollars.

Throughout it all, he found himself working with systems that were hampered and made inefficient by failures on the part of the city, the occasional employee taking advantage of the system, and on the part of the systems themselves.

In January of 2020, Wayne retired from the police force to join Extra Duty Solutions. His unique ability to relate to and connect with fellow law enforcement leaders has helped EDS assemble an advisory board team of decorated and established industry advocates.

Wayne's leadership experience in the public safety sector allows him to lead, guide, and mentor EDS's internal sales team and members of its law enforcement liaison program naturally. His organizational and communication skills help EDS promote a sales operations infrastructure that benefits both the organization internally and its service users.

Before Extra Duty Solutions, no service specifically helped law enforcement agencies with their extra duty programs. Founded in 2015 by Rich Milliman and 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:

- Institutional Culture and How to change it
- Public Safety
- Ethical Leadership
- Implementing Public Safety Solutions in Large Towns

## Sample Questions:

1. How does a leader overcome institutional inertia and make real changes to the culture of their organization?
2. How does a private business make inroads with key decision-makers in the public sector?
3. Outsourcing call centers VS keeping it in-house - What's the difference?
4. What does good customer service look like from a 3rd party service partner?
5. What are the differences and similarities between leadership in business and leadership in the public sector?
6. How does a leader lead from their seat in a way that doesn't conflict with their moral compass?
7. What are some of the ethical pros and cons of police extra duty programs?