



# AUDITING PUBLIC SAFETY

## **Identify, Measure and Improve Now** **What Needs to be Examined and Improved in Your Agency?**

Internal Affairs cases, damage claims and consent decrees are not the natural consequences of good police work, but they have become the all too frequent consequences. Fortunately, you can do things to mitigate and prevent the performance that brings re-work, frustration and damaged reputations. It's called auditing. Auditing can help your agency avoid the iceberg before impact. 21st century public safety agencies all have the same mission: **identify, measure and improve performance**. Stop the cycle of anxiety and worry that drains resources and keeps your agency from doing its best. Audit your public safety performance before someone else does it for you.

### **Preparation and Prevention First, Not Containment**

*Auditing Public Safety* is a 24-hour seminar intended for public safety managers and concerned staff who want to identify significant performance issues before they become damage control nightmares. By the time a complaint is filed or hits the media, it is often too late. When a cell phone video hits social media, your best opportunity is gone. Public safety is paid to do it right the first time, trained to do it right the first time and expected to provide service right the first time. This course is the roadmap to do just that. We will explore and analyze:

- ♦ *The five red flags of poor performance*
- ♦ *The four elements of culture that drive outcomes*
- ♦ *The three things you can do now to improve morale, protect jobs and build trust with your community*
- ♦ *How to identify agency culture and its consequences*
- ♦ *How to develop an audit scope, methodology and recommendations*
- ♦ *How to write a compelling audit document with strategic direction and hope*

Your instructor is Mark J. Wittenberg. Mark is a veteran public safety manager, independent police auditor and P.O.S.T. team builder with more than three decades of experience facilitating learning, conducting audits and helping agencies create professional processes and standards. Mark's goal is for all students to get the tools and the confidence to assess key performance areas and improve performance.

### **Good Performance Builds Trust**

Course Date: August 19-21, 2024. Hours: 0830 to 1630 hrs.

Location: Community Room B, Brea Civic & Cultural Center, Level 2, #1 Civic Center  
Circle Brea, California 92821

Registration Fee: \$450.00 payable at the door by check or credit card

Contact Mark at 562-619-4545 for more information.

Sign up online via email at: [mark@markjwittenberg.com](mailto:mark@markjwittenberg.com). This is a non-POST reimbursable class.

For more information on hotels, etc. contact Lt. Chris Harvey @[charvey@cityofbrea.net](mailto:charvey@cityofbrea.net)