



## City of Clive, Iowa – More Efficient Identification Procedure Means Officers Can Stay on Patrol

### Background:

The city of Clive, population 17,506, is located in Central Iowa near the capital city of Des Moines. A popular suburb, according to Forbes magazine, comparing home costs around the country, Clive is the best address in the Des Moines area. Clive faces the same opportunities and challenges of any fast growing suburb but thanks to a forward thinking administration, it is meeting those challenges head on through continuous evaluation of systems and process improvement.

### Challenge:

Whenever an individual with a Clive arrest warrant was arrested outside the City limits and transported to the local county jail, a Clive police officer was called to the jail to fingerprint the suspect. The responding Clive police officer was often out of service for 90 minutes to 2 hours completing this task. In addition to time away from patrol, travel costs incurred driving back and forth from the county jail weighed on the city's budget.

### Solution:

All employees of the City of Clive have participated in substantial lean trainings through DMACC Business Resources' workplacelean program and have identified a number of inefficiencies that, when corrected, would save the city time and money while improving services to residents.

In this instance, the Police Department identified that requiring its officers to travel to the county jail was a clear waste of time and resources. The City met with the Polk County jail representatives, who agreed that its own county jail deputies could fingerprint Clive warrant arrestees.

### Results:

A simple solution, developed through lean process improvement methods has resulted in extraordinary time and cost savings.

- 90-120 minutes per officer trip has been saved, which means a savings of 108-144 officer hours annually.
- Travel cost savings by cutting out the 38 mile round trip are anticipated at \$4,809- \$6,412 per year.

*“By implementing what we now know about lean process improvement, the Clive Police Department has been able to save money while increasing its level of service to the community. Our officers can now spend more time on the streets ensuring public safety, which is right where they want to be.”*

**- Matt McQuillen, Assistant City Manager, Clive Iowa**

