



Response to Questions on the 2016 LOBs

Request By: Supervisor Herrity

Relevant LOB(s): LOB #202

Question: What are the wait times for assistance with financial crimes?

Response:

Fairfax County residents can report a financial crime by email, phone or using the Financial Crimes Online Reporting System (FICOR). The average wait time for staff to respond to a crime reported via email or FICOR is approximately four to eight business days depending on staffing and the volume of cases being reported. Phone calls are generally returned within two business days. Following the initial response, it takes approximately four to eight business days for civilian investigators to collect data and for a determination to be made on the appropriate next step. Finally, it takes approximately two days for the complainant to be updated on the status of their case. As a result, the average wait time from making a complaint to receiving formal notification on the status of the case is approximately 8 to 18 business days.

It should be noted that in 2015, a total of approximately 5,000 complaints required review. Of this total, just under 1,000 were assigned to a detective, just over 2,100 required a written report but were not assigned to a detective for further investigation, and no formal action was taken on the remaining 1,900. The process of determining whether a formal action is necessary is based on several factors such as the location of the crime and how credit card information was stolen (online versus a physical establishment). If the Police Department determines that the case will not be prosecuted and/or that an investigation cannot be performed successfully, no formal action is taken and these cases are generally not counted in reported totals as they are not entered into the Department's records management system, I/Leads. The Police Department will be looking to address this situation as it procures a replacement records management system in the near future.

Based on the significant number of cases being reported, and the resulting wait times, the Police Department has requested additional staffing as part of the *FY 2016 – FY 2020 Public Safety Staffing Plan (PSSP)* in the Financial Crimes Division. Currently, this Division is comprised of one Second Lieutenant, 12 detectives and three civilian investigators. One sergeant, one additional detective, and one additional civilian investigator were requested as part of the PSSP. The department believes that this enhanced level of staffing would allow the average wait time to be marginally reduced, as the additional staff would largely be offsetting the increasing number of cases.