

Social media is a critical tool for investigations



86% are actively using social media for investigations more than 2-3 times a month



25% are using social media daily for investigations



78% expect to use it even more over the next year

Only 9% of respondents received training on using social media in investigations from their agency, and 16% of respondents don't use social media in their investigations because they don't have the knowledge they need.



Barriers to using social media still exist



67% say social media is a valuable tool in anticipating crimes



73% say information from social media can help solve investigations more quickly



76% say use of social media information as probable cause for a search warrant has never been challenged

47%

don't use social media in investigations because they don't have access during working hours (up from 37% in 2012)

52%

have no formal process in place regarding usage of social media in investigations

The frequency of social media use by law enforcement, while already high, is projected to rise even further in the coming years. Yet, few agencies have adopted formal training, policies or have dedicated staff in place, resulting in barriers to consistent and broad application throughout all of law enforcement.



#### access

Lack of access is the single biggest driver for non-use and has increased from 2012.



#### policies and logistics

Over half of respondents have no formal social media process in place at their agencies



#### knowledge and training

9 out of 10 respondents received no formal social media training from their agency



#### perceptions

Despite an increase in perceived credibility of social media, there has not been an increase in support from leadership since 2012.

Results are based on an online survey conducted in partnership with the PoliceOne.com community in February 2014. A total of 496 law enforcement professionals participated. This survey was a follow-up to a survey conducted in 2012.

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