



## STAFF REPORT

**Report To:** Board of Supervisors      **Meeting Date:** August 21, 2025

**Staff Contact:** Ken Furlong, Sheriff

**Agenda Title:** For Discussion Only: Discussion and presentation by Mission Critical Partners, LLC ("MCP") of a "Workforce Needs Assessment" concerning the Carson City Sheriff's Office ("CCSO"), Communication Division. (Ken Furlong, kfurlong@carson.org)

**Agenda Action:** Other / Presentation      **Time Requested:** 15 minutes

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### **Proposed Motion**

N/A

### **Board's Strategic Goal**

Safety

### **Previous Action**

November 21, 2025 (Item 15.A) - The Board of Supervisors ("Board") approved an amendment to Contract No 2330294 to increase the contract an additional \$24,937 for a new not to exceed amount of \$196,128.

October 15, 2024 (Item 6.A) – The 9-1-1 Surcharge Advisory Committee approved an expenditure of \$24,937 for the increase of the contract.

September 19, 2024 (Item 13.B) – The Board approved Amendment 2 to increase the contract an additional \$6,000 for a new not to exceed amount of \$171,191.

July 3, 2024 (Item 13A) – The Carson City Sheriff's Office presented to the Board an update on the process of seeking a vendor to replace the CAD/RMS/JMS.

June 1, 2023 (Item 7A) - The City's consultant, MCP, presented to the Board an update on the process of seeking a vendor to replace the CAD/RMS/JMS.

March 2, 2023 (Item 8C) - The Board approved the contract with MCP in the amount not to exceed \$165,191.

January 24, 2023 (Item 7) - The 911 Surcharge Advisory Committee approved an expenditure of \$171,220 for MCP consultation services.

### **Background/Issues & Analysis**

MCP has provided CAD system monitoring, on an annual basis since 2019; in Fiscal Year ("FY") 2025

the cost for CAD system monitoring was \$25,660. MCP has also been providing consulting services to the Sheriff's Office for the Tyler replacement project since ("FY") 2024.

For this consulting project involving the Carson City Public Safety Emergency Communications Center ("Dispatch") Dispatch, Carson City retained MCP to review current systems, processes, and policies specific to Dispatch personnel and provide recommendations in the areas of staffing, recruiting, hiring, training, retention and technology. MCP completed a review of data, documentation, a site visit including interviews/focus groups, as well as met with related stakeholders to develop a list of recommendations. These recommendations are intended to help CCSO meet national standards and best practices by improving performance across all levels of staff experience, not just that of the most seasoned personnel. MCP hopes that this report will serve CCSO and the broader community for years to come.

**Applicable Statute, Code, Policy, Rule or Regulation**

NRS 414.090

**Financial Information**

**Is there a fiscal impact?** No

**If yes, account name/number:** N/A

**Is it currently budgeted?** No

**Explanation of Fiscal Impact:**

There are no fiscal requests being made at this time.

**Alternatives**

N/A

**Attachment(s):**

[\(2\)Carson City NV\\_Workforce Needs Assessment\\_08\\_13\\_2025\\_Final.pdf](#)

[August 2025 Carson City Final Presentation\\_Board\\_edited 08132025.pdf](#)

Motion: \_\_\_\_\_

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_

Aye/Nay

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(Vote Recorded By)