

The State of Nevada, Department of Public Safety, Records, Communications and Compliance Division is doing everything possible to mitigate the danger of the COVID-19 virus while still maintaining the Point of Contact (POC) Firearms Program.

The volume of calls received through the Nevada State phone system has increased exponentially due to the COVID-19 situation.

State phone lines include many state entities such as law enforcement agencies, health agencies, the unemployment agency as well as the Point of Contact (POC) Firearms Program.

There is an extremely large volume of calls coming in for all of these resources. In addition the POC Unit is receiving multiple robo-calls that have significantly contributed to locking up the phone system.

The POC Firearms Program, which conducts background checks for firearm transfers, and keeps some federal data bases up to date with Nevada information, has been working diligently to process all requests.

The POC Program is responding to the increased volume of background check requests, and is making every effort to complete the requests in a timely manner, while continuing the priority of conducting thorough and comprehensive background checks for the safety of all Nevadans.

The Department of Public Safety POC Program has all available staff working overtime to assist in conducting the necessary research for each request. The call in line is open from 8 a.m. – 2 p.m., and the staff continues to work daily past the regular 6 p.m. close time to answer all calls on hold. Faxed in requests are also an option and the requests are processed during normal business hours as quickly as possible processing the oldest day first.

These hours will remain in place until further notice, so that the POC staff can conduct the necessary research to process each request.

Additionally, please don't duplicate by faxing multiple times or faxing and calling in the same background checks to avoid duplicate billing.

Changes to the processes are made when necessary to make every attempt to process background checks as efficiently as possible. You can continue to find updates at this website.

The Point of Contact Program staff thanks all FFL gun store owners, their staff and their customers for their continued patience.