

Cass County Public Safety Communications Commission

Minutes

February 24th, 2026

Cass County Communications Center – 705 Poplar St., Atlantic, Iowa

Present: Jim Behrens, Atlantic; Shawn Sarsfield, Atlantic; Steve Green, CC BOS
Virtual: Mark O'Brien, CC BOS

Staff present: Mike Kennon, Coordinator; Bobbi Jo Steffensmeier, Dispatch
Supervisor: John Westering, Sheriff

Guests present: None

Vice Chair Shawn Sarsfield called the meeting to order at 5:21pm.

M/S/C Green / Sarsfield to approve the agenda. Carried unanimously.

M/S/C Green / Sarsfield to approve the minutes of the 1-27-2026 meeting. Carried unanimously.

M/S/C Green / Sarsfield to approve January 26 Financial Reports. Carried unanimously.

Dispatch Supervisor's Report

Bobbi Jo reported that there has continued to be sickness throughout the office, other than that, there are no major personnel issues in Dispatch. Steffensmeier praised the staff on their handling of the recent snowstorm while she was out of town and was appreciative that they helped each other cover the busy shifts without being asked. Bobbi Jo also stated that the staff was appreciative of their recently approved raises.

Bobbi provided an update on the recent Shieldware upgrade. The process of the upgrade went well, however there have been a lot of issues that have come up. Most of the issues have been corrected with the help of Shieldware Support, but there are still several complaints regarding the lag of the program, primarily from positions one and three. Bobbi is working with IT to get the computers at those positions updated, as this may be part of the issue. As part of the Shieldware upgrade, the Communications Center is now transferring information to responders through XML files rather than email or text message. This update has seemed to go over well and be more reliable.

Steffensmeier advised that there have been some issues that have come up recently regarding EMS transports and stated there have been numerous times where bordering counties are calling to have our paid service take their patients to the city. Bobbi would like there to be standard practices or policies in place so that dispatchers don't have to make the decision each time. Bobbi is also trying to work with local departments to find a way to know what medics are available day to day, rather than trying to guess each time.

Respectfully Submitted



Bobbi Jo advised there will be Motorola techs in the office on Wednesday to update a Windows software issue on each of the radios in the Communications Center as well as a Max Call Taking upgrade on March 3rd.

911 Services Coordinator's Report:

Kennon discussed the recent legislation proposals that are moving through the Senate. Current legislation includes a 911 Surcharge increase from \$1.00 to \$1.20 but also mentions language that is focused on the consolidation of counties which have more than one PSAP.

Kennon noted that the paint on the outside of the building was peeling and would need to be addressed this summer. There was also a brief group conversation on the removal of the safe in the lower level of the building, removing shelving on the west end, and the potential changing of offices when the current tenants leave this Spring.

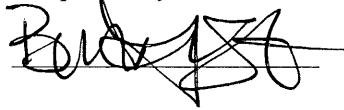
Old Business: None.

New Business: None

Public comments or concerns: None

M/S/C Behrens / Green to adjourn at 6:11pm

Respectfully Submitted

A handwritten signature in black ink, appearing to read "Bobbi Jo", written over a horizontal line.