



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes: June 18, 2026**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, June 18, at 11:00 a.m. in the Grimes State Office Building, ICN Thompson Conference Room, 400 East 14th Street, Des Moines, IA. To ensure the most efficient use of State resources, the ITTC meeting also included a video conference connection pursuant to Iowa Code section 21.8. A video conference ensured that more Commissioners, staff, and the public were able to participate in the meeting. The meeting was accessible to members of the public.

Roll Call

Commissioners Present

Steve Olson, Chair
Brett Mason, Member
Denise Sturm, Member
Bob Holz, Member
Carmine Boal, Member

Commissioners Absent

Matt Behrens, Representing the Chief Information Officer, Ex-Officio Member
John McCormally, Representing the State of Iowa Auditor, Ex-Officio Member

Iowa Communications Network Staff

Ryan Mulhall, Executive Director
Patrick Kazeze, Director of Operations
Connor Kuehl, Director of Network
Stephanie DeVault, Director of Business Services
Mike Cruise, Director of Finance
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Scott Golberg, FNS
Joel Lovan, LSA
Sammie Leo, Iowa AAG
Matthew Dinwiddie, Iowa AAG

Call to Order:

Chair Olson called the meeting to order at 11:00 a.m. It was noted that a quorum was present.

Approval of the May 21, 2026, Meeting Minutes

Chair Olson requested a motion to approve the May 21, 2026, meeting minutes. Commissioner Sturm moved to approve the May 21, 2026, minutes. Commissioner Holz seconded the motion.

The motion passed unanimously.

Old Business

None.

New Business

Agency Updates

Contracting Update – Mike Cruise

- NG911 SIP: Staff worked with vendors on the four Points of Interface.
- Aureon is finalizing the renewal for toll/SIP services.
- OSS/BSS: Contracting will begin participating in the User Acceptance Testing (UAT).
- Continue to work on other renewals and projects.

COMMENTS

None.

Finance Update – Mike Cruise

Financial Ratios

- Quick ratio is 1.57. This is down 0.08 from last month.
- Days Cash on Hand (*Current*) is at 49.3 days, which is up 2.83 days from last month.
- Days Sales Outstanding is at 45.42 days. This dropped 2.97 days from April.

Budget-to-Actual

Overall operating margin for the month was \$164,443, which was \$141,000 favorable to the budget of negative \$22,982. Recurring revenue was favorable to the budget for the month by \$61,000. Staff billed 2.5M minutes to the DOC from prior months of calls for inmate calling. This should bring the agency up-to-date for that billing. ICN and the vendor are still looking for minutes that may be classified as local in their system but are in fact intrastate/intraLATA by most perspectives. MVS revenue is down \$50,000. Internet is down \$41,000, which has been the yearly trend.

Outside Plant (OSP) cost recovery is up \$18,000. MRC is down \$19,000. New installs were down \$24,000 for net OSP revenue of \$25,000 unfavorable. Direct expenses were \$47,000 favorable. Indirect expenses were \$34,000 favorable continuing a positive trend of five months.

Year-to-Date (YTD)

YTD operating margin is negative \$509,000, which is \$532,000 unfavorable to a budget of \$22,000. Recurring revenue is back to being favorable by \$6,000. NRC is favorable by \$163,000. Total revenue is \$33,000 unfavorable when factoring in the OSP. Direct expenses are \$1M unfavorable. Indirect expenses are \$521,000 favorable.

Compared to last May, the operating margin is \$112,000 unfavorable.

The YTD comparison through May of last year shows the operating margin was \$1.8M favorable.

Other

Staff continues to work on the OSS/BSS. The billing phase is set for late summer/early August after the completion of billing for FY26.

USAC 499s – Staff is working to obtain the final numbers from both USAC and their TRS contractor on the final amounts of our refunds. Then, these will be booked for FY2026.

COMMENTS

Commissioner Mason asked about the gross margin variance.

Commissioner Sturm explained it was due to increased direct expenses. Mike Cruise said that it was related to expenses that the agency was covering with appropriations in prior years that needed to be renewed. We missed getting them in the budget for this fiscal year. We are adding them to the budget in FY2027.

Commissioner Sturm asked if they were data expenses.

Mike Cruise said yes, a lot of it is data and security services. The agency bought the equipment with appropriated funds, but now some of the ongoing maintenance costs will be applied.

Director Mulhall said that was an oversight by the leadership team that they had not properly accounted for these expenses in the five-year plan. The team will do much better in the future.

Commissioner Sturm noted it was good news that the expenses were added to next year's budget, allowing staff to find room for capital. She added that it was a testament to the cost-cutting measures the team put into place.

Stephanie DeVault said that they have notified customers that ICN will be billing them for the fees, since appropriation funding has run out.

Business Services Update – Stephanie DeVault

For the month of May we closed \$21,167 in revenue and 45 opportunities. The Business Services Team exceeded their goal by 56% of the monthly goal. For the year the team goal was \$210,000. As of June 17, the team has closed \$218,235.

E-Rate Update: All orders that the ICN was awarded have been placed. The orders are in the system and they are turning up service.

Auditing Update: The team is working on a dark fiber audit, DDoS mitigation service audit, USF vendor audit comparing customer invoices, and an E-Rate audit between our customers and vendors.

Project Managers Update: They had 80 new orders, with 52 closed tasks for the month. The PMs still have 157 orders currently in flight.

Marketing and Communications

- SYBAC applications closed on May 28.
- Peer to Career network cabling students attended an in-person session at the ICN office on June 3. The students heard from our Outside Plant team about splicing and fiber color coding, our Inside Plant/TAC team regarding emergency building connectivity, and learned about the equipment FNS field technicians use.
- Media Highlights: [Telecompetitor: ICN offers fiber training to bolster Iowa workforce.](#) [Light Reading & Broadband Communities: ICN Enhances Iowa Broadband Infrastructure with 100G Chicago Route.](#)

COMMENTS

Commissioner Mason clarified that the dark fiber audit compared what the billing system has on record against physical switch usage.

Operations Updates – Patrick Kazeze

Inside Plant/TAC

- Completed a FirstNet CradlePoint installation in Page County; this was a relocation to a new address.
- Scheduled an upcoming FirstNet CradlePoint installation for the Benton County Sheriff, targeted for completion later this summer.
- Initiated a new project with the Department of Homeland Security Emergency Management to install infrastructure supporting a National Warning System. This automated system will deliver FEMA-related alerts such as severe weather, flash flooding, and other national emergencies. Projected completion is March 2027.
- Continued progress on the Jessie Parker building project, which will relocate Iowa Department of Management staff from a leased facility into a state-owned building.
- Completed structured cabling for the Department of Public Safety's Internet Crimes Against Children (ICAC) division, with approximately 40 terminations to support staff relocation.
- Upcoming project to support Iowa Lottery staff relocation to the 5th floor of the Hoover Building.

OSP Updates:

- Seasonal increase in fiber strikes, averaging approximately two incidents per week over the past 30 days; still below historical averages.
- Ongoing challenges with USIC at select locations where fiber strikes occurred despite proper locate procedures being followed. Staff are actively improving internal evidence collection processes to strengthen cost recovery efforts.
- Fiber relocation project underway in Primghar to move infrastructure from a decommissioned clinic (formerly a demarcation point) into a right-of-way to resolve access issues.
- Reviewing relocation requirements in Iowa City due to upcoming bridge demolitions and replacements impacting existing fiber routes; evaluating cost-effective solutions.
- Collaborating with Business Services and Engineering on the Homeland SIP/POI initiative.

NOC Update:

- Nothing significant to report.

COMMENTS

Commissioner Boal asked why the agencies were moving.

Patrick Kazeze said it is part of the governor's initiative to reduce leased assets. Trying to consolidate to bring the agencies back to the Capitol Complex.

Commissioner Mason asked if there is a service update for the expenses for Homeland SIP/POI initiative.

Director Mulhall added it is a federal requirement from the FCC to move everything off legacy TDM network to IP.

Commissioner Mason asked about funding.

Director Mulhall said there has been funding talks in the federal level for years. Here in Iowa, Homeland Security is moving ahead even without the funding. We are going to be able to change it pretty cost effectively compared to what other states are facing. Homeland Security

representatives have been happy with the pricing and plans presented to make the transition happen on their behalf.

Network Updates – Connor Kuehl

Decreasing Expense

- Staff continued to work with Business Service to decommission the legacy DMS-500 voice switch. The project is 99% complete, with staff finalizing minor implementation details.
- We continued several projects to renew or reengineer legacy connections before they become expensive. We are divesting from premium products in favor of higher quality vs. cost options, and bridging small gaps in features ourselves.
- We provided plans in support of the FY27 Operating and Capital Budgets and while we have a way to go, we are pleased with the anticipated results.

Increasing Revenue

- We held a technical brainstorming session to identify tactical and strategic opportunities for our senior technical staff to work on between orders & projects.

Transition to Managed Service Provider

- We are assisting in the development of managed services. We continue exploring several opportunities to provide our solutions as managed services.

Modernize Our Tools & Systems

- We continued our BSS/OSS project. We are wrapping up our deep dive and rebuild of our foundational data model, and we are pivoting to our end-to-end business processes. This project presents a crucial opportunity to reshape our collective understanding and ability to see the common operating picture.
- Incident and change management modules will transition to the new platform in the next month or two. Next is billing and service/order delivery.

COMMENTS

Connor Kuehl explained the type of MSP that the leadership is considering.

Other Business

ITTC Committee Updates – Staff

Finance Committee

Meeting Date: June 15, 2026.

Attendance: Commissioner Holz, Mike Cruise, Brian Clayton, and Director Mulhall.

Topics Covered:

- Brian gave the update from contracting.
- Reviewed the FY26 budget-to-actual report as presented today.

Customer and Services Committee & Operations Committee

Meeting Date: June 17, 2026.

Attendance: Commissioner Mason, Commissioner Boal, Stephanie DeVault, Patrick Kazeze, Connor Kuehl, and Lori Larsen.

Topics Covered:

- Discussed what was presented today.
- Good discussion about the recent communications with the IT happenings across the state.
- Demo of the BSS/OSS environment.
- Discussed other strategic projects.

Personnel Committee

The Personnel Committee did not meet in June.

Public Comment

None.

Adjournment

The ITTC meeting adjourned at 11:38 a.m.

ATTESTED TO:



Steve Olson – Chair, Iowa Telecommunications and Technology Commission