



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes: July 16, 2026**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, July 16, 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
Scott Pappan, Deputy Director
Patrick Kazeze, Director of Operations
Connor Kuehl, Director of Network
Stephanie DeVault, Director of Business Services
Mike Cruise, Director of Finance
Brian Clayton, Executive Officer 2
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Scott Golberg, FNS
Joel Lovan, LSA
David Merchan, AAG

Call to Order:

Commissioner Bob Holz called the meeting to order at 11:00 a.m. It was noted that a quorum was present.

Approval of the June 18, 2026, Meeting Minutes

Commissioner Bob Holz requested a motion to approve the June 18, 2026, meeting minutes. Commissioner Boal moved to approve the June 18, 2026, minutes. Commissioner Mason seconded the motion.

Roll Call vote was taken.

Commissioner Boal, Yes
Commissioner Holz, Yes
Commissioner Mason, Yes
Commissioner Sturm, Yes
Steve Olson, Chair, Yes

The motion passed unanimously.

Old Business

None.

New Business

Agency Updates

Contracting Update – Mike Cruise

- Juniper Products and Services: Contract was executed on July 2. We did gain better discounts moving forward.
- USF Contribution Notice: We drafted vendor notices that ICN is no longer contributing to the Universal Service Fund and will need to amend appropriate contracts.
- Payphone Service Provider (PSP) Reimbursement: Since the DMS has been decommissioned and ICN is no longer a switch-based reseller, we no longer need to compensate payphone service providers for the use of their phones.
 - ICN closed out our account with the firm used to remit PSP payments.
 - ICN will update our website to acknowledge that we are no longer required to compensate PSPs and will remove our prior certification letter.
- Continuing to work on other renewals and projects.

COMMENTS

None.

Finance Update – Mike Cruise

- We will be closing billing no later than July 22. We will have the financials and budget-to-actual out by Monday. This will still be preliminary. Even though billing is closed for the year, we can still do manual bills for fiber cuts, etc. and then we have the hold-open period for payables and expenses until the end of August.
- Highlights: \$30,500 return from Lucas HVAC project; USAC/TRS credits to apply.
- Monthly: \$321,105 margin; YTD was -\$188,215.
- Potential \$919,000 in USAC/TRS refunds.
- Completed year-end inventory. Best result yet for minimal adjustments needed, 0.19%. Nothing was found by auditors when they came to review. Inventory was reduced 21.3% from last year with our disposals.

Other

- Working on allocating the FY27 budget in our system.
- Will be some adjustments in the next month or two.

COMMENTS

Commissioner Holz asked if we will have a positive year.

Mike Cruise said, if all the USAC repayment comes out correctly, that is what we calculate as our refund. We used their percentages of how we calculate our contribution based on how we file.

Commissioner Holz added kudos to our staff for getting us to this position.

Business Services Update – Stephanie DeVault

For the month of June, ICN closed \$15,233.63 in revenue and 51 opportunities. The Business Services team exceeded their monthly target by 14% of the monthly goal. For opportunities, we were 2% over our goal, making us 102% for the month.

For the year the team goal was \$210,000. As of June 17, the team has closed \$222,854. We are over our goal by \$12,854.15, which means we hit our goal. We closed the year at 106%. We were 6% over our goal.

For the DMS project, we are finalizing billing.

Project Managers Update: They had 111 new orders, with 47 closed tasks for the month. The PMs still have 155 orders currently in flight. We are working on some large orders.

An agency is moving towards the Capitol Complex, which is a large project for us. ICN had everything completed by the end of July. The SOW did change. We provisioned all circuits within four days.

We had twelve DPS orders. All E-rate orders are closed.

Finishing dark fiber audit and we are starting to bill customers.

Marketing and Communications

- SYBAC: Waiting for students to return their program involvement acknowledgment forms.
- Peer to Career: Held a session on Monday, July 13, with the Ottumwa Network Cabling students. The session featured a presentation by Greg Witzenburg (IUC) covering safety and One Call investigations.
- Media & Highlights: Critical Communications featured our article highlighting the wireless backup system upgrade at the Iowa National Guard's JFHQ.

COMMENTS

None.

Operations Updates – Patrick Kazeze**Outside Plant Updates:**

Buffer-zone Locates: The recent DOT buffer-zone locate change is already producing measurable savings and efficiency gains. Monthly locate costs dropped from \$9,558 in May to \$6,016 in June, a reduction of \$3,541, driven largely by a 46.75 percent decrease in ticket volume (400 tickets in May vs. 213 in June). Emergency locate requests also decreased slightly (from 5 to 3), while project-based hourly work increased from 74 to 88 hours, indicating a shift toward more focused project work rather than routine locates.

OSP continues to identify new ways to reduce risk and costs associated with fiber damage. In Sioux City, where ICN fiber has been repeatedly hit without compensation, a field technician used pre- and post-damage photos, digitally overlaid, to demonstrate that a vendor had moved a locate flag. This enabled ICN to correctly assign responsibility and avoid an inappropriate claim against USIC. Going forward, combining this imaging approach with the existing HIT Kit photographic documentation tools will strengthen damage investigations, improve accountability, and help reduce uncompensated damage and related claims.

Inside Plant/TAC Updates:

- Installing copper infrastructure for DAS to support five cameras and twelve new workstations for the State Historical Building archive storage project.
- Installing copper infrastructure and extending a circuit to support relocating DAS/Fleet key kiosk to the third floor of the State Parking Structure.
- Developing and submitting a cost estimate (now approved) for the Hoover Print Shop remodel and equipment upgrade, covering approximately 76 Cat6 drops for workstations, wireless access points, printers, cameras, and mail/print equipment, with a request for service in progress.
- Copper infrastructure to support relocation of an IDOM switch as part of a DAS boiler and Siemens equipment upgrade in the Central Energy Plant.

Projects in progress:

- Copper infrastructure to support HHS staff relocation to a new building in Spencer, including 16 workstations.
- DAS project relocating DoIT staff from the Jessie Parker Building is about complete.

FirstNet Updates

- Benton County Sheriff's Office in Vinton will turn-up in August 2026.
- Woodbury County PSAP in Sioux City turn-up is scheduled for October 2026.

COMMENTS

None.

Network Updates – Connor Kuehl**Decreasing Expense**

- We have finalized the DMS-500 sunset project and are monitoring to be closed out.
- We continued several projects to renew or reengineer legacy connections before they become expensive. We are divesting in premium products in favor of higher quality vs. cost options, and bridging small gaps in features ourselves.
- We identified a technical solution for an aging component of our core infrastructure which will reduce the lifecycle project cost by 80%, representing a future savings of two million dollars.

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 developing two managed services, and we continued 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.

COMMENTS

Scott Pappan commented on the strong participation in the BSS/OSS platform, noting that team members respected one another and worked well together to move the project forward.

Other Business

Fiscal Year 2027 Regulatory Plan – Director Ryan Mulhall

This is an informational update, no action from the Commission is needed. The ICN's regulatory focus for the upcoming fiscal year centers entirely on efficiency, modernization, and statutory alignment.

- Completion of Executive Order (EO) 10: The primary initiative for FY27 is the formal adoption and publication of the repeal and re-promulgation of IAC Agency 751, Chapters 1 through 18, ensuring full compliance with Governor Reynolds' Executive Order 10 ahead of the December 31, 2026, deadline.
- Corrective Amendments: We will monitor state and federal legislative updates and may propose minor corrective amendments in FY27 if required to maintain our operational agility.

Our final proposed rules packet achieves a massive reduction in the agency's regulatory footprint. By eliminating obsolete 1990s technology mandates, rescinding unused chapters, and adopting the Governor's Uniform Rules by reference, we have achieved the following results:

- Quantitative examples of this include reducing the total individual rules from 100 to 43, a 60% reduction.
- Total word count is projected to go from ~33,000 to ~4,000, an 88% reduction.
- Restrictive terms were reduced by 82%, dropping from 258 to 46.

We successfully held our first public hearing on July 15 regarding the comprehensive modernization and reduction of the ICN's administrative rules (Iowa Administrative Code Agency 751).

We had one attendee present strictly for monitoring purposes. Zero public comments or objections were recorded.

Comment:

Commissioner Boal asked if this was the first time these rules have been addressed.

Director Mulhall said yes, with the exception of minor changes. There is a new requirement that agencies will be reviewing the administrative rules every five years, which is a statutory code requirement.

ITTC Committee Updates – Staff**Finance Committee**

Meeting Date: July 13, 2026.

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

Topics Covered:

- Brian gave the update from contracting.
- Reviewed information that was presented today.

Customer and Services Committee and Operations Committee

Meeting Date: July 15, 2026.

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

Topics Covered:

- Discussed what was presented today.
- Where we are going and the upcoming audits we will be doing.
- Discussed the HIT Kit that allows ICN to determine fault when we are struck or damaged.
- Demo of the BSS/OSS environment.
- Constructive dialogue about ICN's future state.

Personnel Committee

The Personnel Committee did not meet in July.

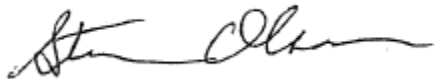
Public Comment

None.

Adjournment

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

ATTESTED TO:



Steve Olson – Chair, Iowa Telecommunications and Technology Commission