



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes: August 20, 2026**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, August 20, 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
Carmine Boal, Member
Matt Behrens, Representing the Chief Information Officer, Ex-Officio Member

Commissioners Absent

Bob Holz, 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
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
Ray Warner, Aureon
Daniel Stalder, Iowa Communications Alliance

Call to Order

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

Approval of the July 16, 2026, Meeting Minutes

Commissioner Mason requested a motion to approve the July 16, 2026, meeting minutes. Commissioner Sturm moved to approve the July 16, 2026, minutes. Commissioner Boal seconded the motion.

A Roll Call vote was taken.

Commissioner Boal, 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

- Changing our terms and conditions to notify customers that we will start charging/passing through all telecom fees we receive from vendors.
- Managed Voice Service with Lumen – This service is being phased out by the vendor. Current contracts will be fulfilled, but no renewals going forward. ICN is considering a few alternatives.
- Colocation with Ames Community School District. We are working on a renewal we've had contracted since 2020.
- Continuing to work on other renewals and projects.

COMMENTS

None.

Finance Update – Mike Cruise

Financial Ratios

- Quick ratio is 1.98. This is up 0.16 from the initial preliminary figure from last month, but is down 0.30 from the new preliminary amount from FY26. This will fluctuate until we close FY26 in mid-September.
- Days Cash-on-Hand is currently at 35.67, which is down 14.61 from the first June reports and down 9.05 from the current figures. We expect this to decrease at the end of the year as we complete payments for the final FY26 expenses.
- Days of sales outstanding are at 56.06, which increased 14.84. Accounts receivable increased \$500,000 and June billing is larger than usual as we finalize that for FY26.

Budget-to-Actual

- The operating margin for July was a negative \$402,141, which is \$203,558 unfavorable to the budget of negative \$198,583.
- As usual, we have a large negative amount budgeted to July due to the increased amounts of renewals that are due July 1. Adding to this total was the \$168,466 due to OpenGov for the contract settlement that was due for FY27. This amount is not yet in the FY27 budget as presented.

- Voice: There is a customer credit for \$13,000 with the July billing cycle, which we will move to FY26 in August. We also have \$3,800 in expenses for tech labor that needs to be adjusted to a data expense.
- Data: Ethernet revenue is down \$30,000. We will continue to track in August.
- Outside Plant: We will change the formatting for the OSP cost recovery amounts billed out, so that the revenue shows below the gross margin line and acts as more of an offset to indirect OSP expenses.
- All other revenues and expenses did not vary significantly from budget.
- Compared to last fiscal year, July only had an operating margin variance of \$33,999.

Other

- We continue to work on closing FY26 with a mid-September due date. Along with that are still the final USAC/TRS credits to be applied so I don't have updated information from all of those. However, we did receive \$199,000 from USAC for the calendar year 2024 filing.
- In September we will adjust the FY27 budget from the adjusted totals from some of the network equipment maintenance renewals and other items for which we now have actual totals.

COMMENTS

The group discussed OpenGov and the new credit process.

Business Services Update – Stephanie DeVault

For the month of July, we closed \$18,470 in revenue and 29 opportunities. The Business Services team exceeded its monthly revenue goal by 37%. For opportunities, we were 42% below our goal.

For the DMS project, we are finalizing the billing audit and long-distance audit.

Project Managers Update: In July, 141 new orders were received; 119 of these closed within the same month. The PMs still have 127 orders in flight.

The Business Services team completed phase one of the Lottery move, and we are working on phase 2. We are working on the Department of Corrections connections for Voice.

Completed orders included: Yankee Doodle Pops, and HSEMD Woodbury shared and FirstNet services.

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

Marketing and Communications

- SYBAC students are returning their forms, and we are working on the format and speakers.
- Peer to Career met with RHT Technology on August 10.
- Released a Poster Contest for students in grades K-8: Be Cyber Safe!
- Media & Highlights - Broadband Communities News: [ICN partners with MCL Systems Limited to modernize operations](#)
- Continue working on social media.

COMMENTS

Scott Pappan added that the Lottery circuits came through within a week.

Operations Updates – Patrick Kazeze

Inside Plant/TAC

Supporting agency moves and Capitol complex-wide upgrades. The Iowa Lottery is preparing to move to the Hoover building. Installing copper infrastructure to support 16 cameras, 10 access points, 3 telephones, and 136 workstation data cables.

Progress on the Department of Administrative Services (DAS) Print Room renovation continues. Installing 76 Cat6 cable ports to support wireless access points, workstations, security cameras, and specialized mail and printing hardware.

Supporting DAS elevator upgrade by installing Cat6 copper cabling for two elevators to support the RATH system. The cabling connects the emergency button, which alerts the Iowa State Patrol at Post 16 who then dispatches EMS and all related personnel to assist.

Installing copper and fiber for the Department of Homeland Security and Emergency Management Joint Forces Headquarters in Johnston to support new National Warning System equipment.

Outside Plant (OSP) Updates

Modest uptick in incidents, highlighted by a late-July outage in Dodgeville that prompted a strict review of vendor performance. On a more positive note, an in-person review with locate contractor USIC confirmed a noticeable drop in locate requests over the past two months, demonstrating that ICN's smaller buffer zones are effectively reducing unnecessary field workload. We also shared with USIC our new method of collecting evidence when our fiber is hit, illustrating the evidence overlay process, which will help keep USIC and other vendors accountable regarding who is at fault.

ICN is finalizing a resource-sharing agreement with the University of Iowa to exchange labor and fiber assets across Iowa City and the Des Moines metro. This initiative is expected to save ICN several hundred thousand dollars in avoided construction, resolve right-of-way issues affected by upcoming bridge projects, and connect the University to the Ankeny Crime Lab via new fiber at DMACC.

Network Operations Center (NOC)

Voice modernization efforts are shifting into higher gear. Lumen has officially announced it is stepping away from supporting Managed Voice Support (MVS). ICN is actively encouraging customers to transition away from legacy MVS and migrate to Zoom. ICN is upskilling the NOC so it can provide frontline basic Zoom support to clients.

COMMENTS

Discussed any upcoming agency moves.

Commissioner Mason asked how many agencies still use PBX.

Patrick Kazeze said we are reviewing how many customers are out there. There is an opportunity for us.

Network Updates – Patrick Kazeze

Decreasing Expense

- We continued several projects to reengineer legacy connections before they become expensive. We also began outlining the work ahead as Lumen has sunset its voice business.
- We are divesting from premium products in favor of higher quality vs. cost options, and bridging small gaps in features ourselves.
- We began procuring equipment to replace the transponders in our core infrastructure. Due to research by the Operations team, this project will reduce the lifecycle project cost by 80%.

Increasing Revenue

- We reviewed our technical notes and assigned resources to continue developing ideas.

Transition to Managed Service Provider

- We are developing two managed services, leveraging a new manufacturer partnership. We have developed the technical solution for both and are now working on pricing and positioning.
- Working with Business Services to find customers.

Modernize Our Tools and Systems

- We continued our BSS/OSS project. We are wrapping up our Incident and Change forms and workflows, in parallel with the Finance team wrapping up the first features of Billing. We are starting to work through our Service Request or Order process, and then we will transition to CRM.

COMMENTS

Scott Pappan added that Connor Kuehl is working with Mike Cruise and Director Mulhall to understand our costs better.

The group discussed lifecycle management and replacing hardware and appliances.

Other Business

ITTC Committee Updates – Staff

Finance Committee

Meeting Date: August 17, 2026.

Attendance: Commissioner Sturm, Brian Clayton, and Director Mulhall.

Topics Covered:

- A deeper dive into contracts from Brian Clayton.
- Presented the July 2026 numbers and highlighted efforts in moving FY26 to a formal close in mid-September.
- Reviewed information that was presented today.

Customer and Services Committee and Operations Committee

Meeting Date: August 19, 2026.

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

Topics Covered:

- Discussed what was presented today.



- Sales growth and additional audits.
- Challenges we are facing when working with vendors.

Personnel Committee

The Personnel Committee did not meet in August.

Public Comment

Chair Olson provided a health update.

Adjournment

The ITTC meeting adjourned at 11:42 a.m.

ATTESTED TO:

A handwritten signature in black ink, appearing to read "Steve Olson".

Steve Olson – Chair, Iowa Telecommunications and Technology Commission