



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes June 19, 2025**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, June 19, at 11:00 a.m. in the Grimes State Office Building, ICN Thompson Conference Room, 400 E. 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
Bob Holz, Member
Brett Mason, Member
Carmine Boal, Member
Denise Sturm, Member

Commissioners Absent

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

Iowa Communications Network Staff

Ryan Mulhall, Executive Director
Scott Pappan, Chief Operating Officer / Chief Technology Officer
Mike Cruise, Director of Finance
Patrick Kazeze, Director of Networking and Engineering
Stephanie DeVault, Director of Business Services
Connor Kuehl, Director of Facilities
Brian Clayton, Executive Officer 2
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

David Merchan, Iowa AAG
Kacey Krieger, Iowa AAG Intern
Samantha Webb, Iowa AAG Intern
Matthew Briggs, Iowa AAG Intern
Sam Bryson, Iowa AAG Intern
Timothy Wise, Iowa AAG Intern
Ray Warner, Aureon
Scott Golberg, FNS
Mark Siebenburgen, Lumen

Call to Order:

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

Approval of the May 15, 2025 Meeting Minutes

Commissioner Sturm noted a spelling correction on page 4.

Chair Olson requested a motion to approve the May 15, 2025, meeting minutes. Commissioner Boal moved to approve the minutes, as amended. Commissioner Mason seconded the motion, as amended.

The motion passed unanimously.

Old Business

None.

New Business**Agency Updates****Contracting Update – Mike Cruise**

- Colocation in Pocahontas County – Using county fiber to connect between the courthouse and the law enforcement center.
- Colocation in Shenandoah – The army turned the building over to the City. This agreement would allow ICN to stay.
- City of Des Moines, Metronet – Sorting through the agreement. Des Moines Water Works has to use fibers within Metronet.
- Many other issues and contracts.

COMMENTS

None

Finance Update – Mike CruiseGeneral Financials:

- The quick ratio is 1.68. This dropped from 1.79 last month. The goal we have set is to be above 1.5, so we are still above that level.
- Days Cash on Hand: Currently at 47.07, down from 53.18 last month. Now that we've been holding payments between 45-60 days, all of those need to be paid. A long-term, sustained level will only occur after several months of cost-cutting measures where cash is saved, and average daily expenses have a chance to drop.
- Average expenses per day rose. There was receipt of the PO and related maintenance affecting that number.

Statement of Revenues, Expense and Changes in Equity - reminder this is compared to last YTD, not the budget for FY25.

Net assets are down 34.7%, a slight increase as last month it was 35.9%.

Revenues are down \$205,327, improved from last month. Direct expenses are up \$17,692, improved from last month. Indirect operating expenses are up \$713,276.

Budget-to-Actual

The overall operating margin for the month was \$276,059, which was \$484,104, favorable to the budget. Recurring revenue was favorable to the budget for the month by \$490,113. Billed City of Des Moines for ADVA equipment to connect to 1200 Locust that mentioned last month as an increase in expense. All expenses were relatively close to budget.

Year-to-Date Revenues and Expenses:

YTD operating margin is now negative \$2.31M. MRC revenue is above the budget by \$514,000. All revenue is now above budget at \$38,000 favorable. This is the first time this year. Direct expenses are \$356,000 unfavorable. Operating expenses are \$135,000 favorable. OSP and equipment are offset by General and Administrative expenses and payroll.

FY2026 Budget

Currently at negative \$287,152. This was negative \$554,681 in the proposed/approved budget last month. Still making adjustments with negotiations continuing on a few expense items.

Other

The FY2026 Budget Proposal

The proposal needs to be in the State budget system by Monday, June 23.

COMMENTS

Scott Pappan explained our billing cycles.

Mike Cruise added that ICN is removing the Period 13 cycle on the billing side; we will continue to have Period 13 on the payables side.

Business Services Update – Stephanie DeVault

For the month of May:

- The sales goal for the month is \$13,000 in new revenue, and 30 new opportunities.
- Closed \$29,642 in revenue – 56 opportunities. 228% of goal.

Scott Pappan explained the new revenue process.

Commissioner Mason explained the budget and business financials to the interns in the room.

Other Projects

Decommissioning the DMS: The Business Service team continues to contact customers to migrate services.

Project Management Updates

- Three homeland security locations were installed: Dallas County, Polk County Sheriff's Office, and Des Moines Police Department.
- Kicking off Boreas on the project management side.

- Finalizing Part 3 installations and billing with the Department of Education.

Marketing and Communications

- SYBAC applications closed. 19 applications were received.
- Enhancing areas of the website for customer feedback.
- Anamosa State Penitentiary case study – Cable and Voice service.

Stephanie DeVault explained a recent reorganization of the Business Services team. The team went from three territories (West, Central, East), to two territories (West, and East).

COMMENTS

Scott Pappan said the team has done well and explained the three- and five-year contracts for customers.

Commissioner Mason presented information about ICN being a telecommunications provider.

Network Services Updates**Network Operations & Security Update – Patrick Kazeze**

Core Upgrade Completed – There is some clean-up and after-action review, so we can see where we can do better in the process workflows.

Aggregation Project – We now have the right optics and need to do some tweaking before we begin the next wave of 20 devices.

New Denver path – We have an ingress point to the cloud for some of our customers. The new path will provide stability and bring additional bandwidth, taking us from four 10Gb links to a single 100Gb link. Most of the technical work is completed and what remains are administrative items.

BOREAS-NET Agreement – We have the agreement signed. BOREAS stands for the Broadband Optical Research, Education and Sciences Network. This is an Internet2 Network composed of multiple partners, including the following: Iowa State University, University of Iowa, Minnesota, and the University of Wisconsin in Madison. This partnership will bring added network diversity and provide our agency access to an additional 1500+ miles of additional fiber in the state and beyond. An immediate benefit we plan on taking is adding a path to the East to our other ingress point to the cloud in Chicago. We are hopeful that this partnership will yield new opportunities.

Security Team update – Working with a vendor to provide something the ICN needs that is not available in the current software suite. The vendor brought us in to live test their beta software, which has the feature included. It is rare that a company will reach out and invite their customers to help improve their software. This software is on track to go live later this fall.

COMMENTS

None

Facilities and Inside Plant (TAC) Updates – Connor Kuehl

Facilities

The primary focus is reducing expenses.

Increasing Revenue

- Completed rate/pricing review of our cellular backup service.
- Kicking off the project of replacing our billing system.

Decrease Expense

- Facilities group overall continues to review expenses.
- Continue to work with Finance to recoup expenses.
- Migrate customers off of Voice switch.

Improving Customer Outcomes

- Customer satisfaction reviews are up. The vast majority of responses say they are very satisfied.

Making our Jobs Easier

- Continue to hold meetings with small teams on how we deliver services. Increase team leader's involvement to support our book to bill metric.
- Reviewing project portfolio management standards.

COMMENTS

Scott Pappan highlighted Connor's enjoyment of being assigned to special projects.

Commissioner Mason communicated to the interns about the ICN Voice system. Highlighted uptime and customer service strategies.

Chair Olson highlighted the history of the network and current customer sectors.

Other Business:

ITTC Committee Updates – Staff/Commission

Personnel Committee – Executive Director Mulhall

Director Mulhall updated the personnel committee individually to discuss changes in the leadership team.

Finance Committee – Mike Cruise

Meeting Date: June 16, 2025.

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

Topics Covered:

- Brian Clayton gave an update on contracting.
- The FY25 budget-to-actual as presented today.



- Talked about the FY26 proposal adjustments.

Customer and Services Committee – Stephanie DeVault

Meeting Date: June 18, 2025.

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

Topics Covered:

- Presented what was listed today.
- Future growth and future plans.

Public Comment

Executive Director Mulhall commented about the operational and strategic plans. They are currently with the Governor's Office and Department of Management (DOM). Our two main goals are to decrease expenses and increase revenue. When I came in at the end of August, the budget was not great. Now it isn't great, but we have made strides during that time. The amount of relocations and fiber maintenance crushed us this fiscal year. We anticipate that it will slow down with a lot of federal funding projects stopped. I am less concerned now, the message has been heard.

Adjournment

The ITTC meeting adjourned at 11:40 AM.

ATTESTED TO:

Steve Olson – Chair, Iowa Telecommunications and Technology Commission