



**Iowa Telecommunications & Technology Commission  
Grimes State Office Building, 1<sup>st</sup> Floor  
400 East 14<sup>th</sup> Street, Des Moines, IA 50319  
Meeting Minutes September 18, 2025**

**FINAL**

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, September 18, at 11:00 a.m. in the Grimes State Office Building, ICN Thompson Conference Room, 400 E. 14<sup>th</sup> 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  
Matt Behrens, Representing the Chief Information Officer, Ex-Officio Member  
John McCormally, Representing the State of Iowa Auditor, Ex-Officio Member

### **Commissioners Absent**

Denise Sturm, Member

### **Iowa Communications Network Staff**

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

### **Guest Attendees**

Scott Golberg, FNS  
David Merchan, Iowa AAG

## **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 August 21, 2025 Meeting Minutes

Chair Olson requested a motion to approve the August 21, 2025, meeting minutes. Commissioner Holz moved to approve the minutes. Commissioner Mason seconded the motion.

The motion passed unanimously.

## Old Business

None.

## New Business

### Agency Updates

#### Contracting Update – Mike Cruise

- DMACC Capitol Center. ICN signed a colocation agreement to stay in that building on Des Moines St.
- Renewed fiber lease in Clinton. We have a circuit that serves Department of Human Services (DHS), Department of Corrections (DOC) and Judicial.
- We renewed our Genset maintenance contract with Baker Electric for the dozens of generators ICN has throughout the State.
- Many other issues and contracts.

#### COMMENTS

None

#### Finance Update – Mike Cruise

The Financial ratios.

- Quick ratio is at 1.77. This raised from 1.68 last month and brings us back over the goal of 1.75. Reminder this is a measure of short-term liquidity.
- Days Cash On Hand (DCOH) – This month was at 38.51, down from 50.28 last month. This number is reflective of timing for when we receive payments from customers.
  - One of our biggest state customers pays quarterly. When they pay, the DCOH will go up 6-7 days in the month. The count comes back down the next two months.
  - We also had a decrease in receipts from non-state customers, attributed to timing.

#### *Statement of Revenues, Expense and Changes in Equity*

Total revenues compared to last August are up 6.2%. Total expenses up 3.9%. Delay further analysis until ICN closes Fiscal Year (FY) 2025.

#### *Budget-to-Actual*

For the month of August, we are looking at an overall operating margin that was negative \$97,452, which was \$6,350 unfavorable to the budget. Recurring revenues were favorable to the budget for the month of \$138,000. The first two months of the FY have both been above budget. Direct expenses were \$122,000 unfavorable. Indirect expenses were \$55,000 favorable.



#### *Year to Date (YTD)*

YTD operating margin is now negative \$428,000, which is \$52,000 unfavorable to budget. Revenue is above the budget by \$179,000. Direct expenses are \$217,000 unfavorable. Indirect expenses are \$131,000 favorable.

#### *FY 2026 Budget*

Currently, our FY 2026 budget is at a positive \$169,000. This was negative \$187,000 last month. We still need to add an equipment budget to finalize it this month. Final FY 2025 budget and financials will be done by the end of September.

#### Other

- The FY 2027 Fall budget is in the State system by the due date.
- Working on other FY 2025 reporting.

#### COMMENTS

None

### **Business Services Update – Stephanie DeVault**

The sales goal per month is \$13,500 and 50 new opportunities.

In August, Business Services closed \$14,533.00 in revenue and 57 opportunities. The team closed \$1,033 more in sales. This is 107% over our sales goal. Our goal of 50 new opportunities was exceeded by 112% with 57 opportunities closed.

#### **Team Updates**

- Our team is working on the DMS upgrade/replacement. Our project managers have recommissioned 11 DMS orders and 22 trunks. We also completed our Part III installations.

#### **Marketing and Communications**

- Our SYBAC session began on September 9. They learned about the year's activities and heard from ICN's Executive Director.
- Our Peer to Career group at the Ottumwa Job Corps heard from MetroNet. They presented to the students a behind-the-scenes look at the company and a "day in the life" of technicians on September 8.
- Assisted Business Services with messaging to customers for the decommission of DMS.

#### COMMENTS

Commissioner Mason asked about the feedback from customers that moved off the DMS?

Stephanie DeVault explained that it has not been a negative experience, most customers are moving with us.

### **Network Services Updates**

## Network Operations & Security Update – Patrick Kazeze

### Aggregation Project

We have AC and DC power units. This has required another order which falls in line with the next quarter purchase. We will be placing an order for another 10 AC units.

### Gigamon Optical Tap

Installation of the new tap continues. The first tap that was installed is now operational. It is capable of ingesting about 60 Gig more than our other taps on the Network that are rated for 40 Gig. We have begun to test this with limited traffic. Then the next new Gigamon install is under way and once complete, we will be able to parse more traffic between the devices on the western path.

### Manage Voice Services (MVS) to Zoom Migration

We are in the final phase of our migration on the Zoom project. We migrated both the NOC and the state operator Interactive Voice Response (IVR's) systems. We are now cleaning up and will have this project completed and closed out by the next time we meet.

### Iowa Communications Alliance (ICA) POI's

We met with the Iowa Communications Alliance. They are a coalition of 116 or so telecommunications providers in the state. The meeting was to determine where they could meet ICN, and we could aggregate their traffic and backhaul the 911 traffic to JFHQ. A proposal was made to look at our Part II sites as potential locations, but there is more to discuss before we commit to this path. The meeting was productive, and another meeting will be scheduled to pick up where we left off.

### COMMENTS

Discussion between the group regarding how ICN provides the critical infrastructure for public safety.

## Facilities and Inside Plant (TAC) Updates – Connor Kuehl

### Increase Revenue

- The leadership and finance teams have prioritized a project to replace the billing and operating support systems. We received and responded to 90 vendor questions and look forward to opening bids on 10/6.

### Decrease Expense

- The team continued to control expenses and deferred several maintenance activities, and canceled others.
- The ICN continues to gracefully migrate our customers to modern and sustainable voice solutions. The project to decommission the DMS is now approximately 26% complete. Kudos to the project team for all their hard work on this.
- We began a deep dive into the past two years of actual expenses to decrease expenses and inform budget planning.



#### Improve Customer Outcomes

- We are working with business services to set up meetings with several customers to seek opportunities to improve outcomes.

#### Make Our Jobs Easier

- We continued to gradually improve our Project Portfolio Management. What is the net impact of our budget for projects?
- We defined a roadmap of Knowledge Management goals. Where do we keep data?

#### COMMENTS

None

## Other Business:

### ITTC Committee Updates – Staff/Commission

#### Finance Committee – Mike Cruise

Meeting Date: September 15, 2025.

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

Topics Covered:

- Brian Clayton provided an update on contracting.
- The FY 2026 budget-to-actual as presented today.
- Discussed the regular financial reports.
- Talked about the FY 2026 proposal adjustments.

#### Customer and Services Committee – Stephanie DeVault

Meeting Date: September 17, 2025.

Attendance: Commissioner Mason, Commissioner Boal, Stephanie DeVault, Patrick Kazeze, Scott Pappan, and Lori Larsen.

Topics Covered:

- Celebrating the sales victories and how we have charted upwards with customers and revenue.

#### Operations Committee – Patrick Kazeze and Connor Kuehl

Meeting Date: September 17, 2025.

Attendance: Commissioner Mason, Commissioner Boal, Stephanie DeVault, Patrick Kazeze, Scott Pappan, and Lori Larsen.

Topics Covered:

- Tenure of employees, and we are looking at a wave of retirements. Looking to see how we make the best use of the talent we have.



## Public Comment

Commissioner Holz asked about the upcoming final DOGE Task Force report. The group discussed what they were aware of in the process.

## Adjournment

The ITTC meeting adjourned at 11:40 AM.

### ATTESTED TO:

A handwritten signature in black ink, appearing to read "Steve Olson". The signature is fluid and cursive.

*Steve Olson – Chair, Iowa Telecommunications and Technology Commission*