



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes October 16, 2025**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, October 16, 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
Denise Sturm, 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, Chief Operating Officer / Chief Technology Officer
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Ray Warner, Aureon
David Merchan, Iowa AAG
Ben Tullis, ICN intern
Joey Lovan, LSA

Call to Order:

Chair Olson called the meeting to order at 11:03 AM. It was noted that a quorum was present.

Approval of the September 18, 2025 Meeting Minutes

Chair Olson requested a motion to approve the September 18, 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 – Executive Director Mulhall

- 25-019 BSS / OSS (Business Support System / Operational Support System) – Received eight bids, individual evaluations done and the team is meeting to arrive at consensus scores. Two to four vendor demos will happen next week.
- Indianola Community School District Collocation – The school provided a revised draft. The main topic is the background check information. The school requirements for the ICN exceed those of the school employees identified in the Iowa Code. We are seeking AAG input before responding.
 - School also is seeking the opportunity for additional bandwidth at each renewal period.
- 25-028 Part III for 11 sites that end in FY27. Bids were released on 10/3, and are due on 11/24.

COMMENTS

None

Finance Update – Executive Director Mulhall

FY2025 Close Out

For the fiscal year ending June 30, 2025, ICN reports a final operating margin of -\$1,959,365. While this represents a significant loss, performance was \$483,051 favorable to the budgeted loss of -2,442,416. We started to make great strides having been handed the giant loss, closing the gap by almost a half-million dollars. Even with some bad luck of an outlier year: in outside plant relocations adding almost \$700,000, cost overruns on the Lucas HVAC project of \$500,000, as well as some unneeded software purchases, we would've been much closer to the \$0 budget we strive for.

We will continue our top priority of reducing expenses and understanding our cost of services sold, by moving to activity-based costing to get a truer picture of where our service lines are performing, but we now consider FY25 closed.

The financial ratios.

- Quick ratio is 1.60. This is down from 1.77 last month and brings us below the goal of 1.75. Reminder that this is a measure of short-term liquidity. A major factor was the booking on the current liability of capital leases that was recorded in the final entries for fiscal year-end 2025. This amount will be amortized over the 12 months for FY26, so it will improve the ratio each month.
- Days Cash On Hand - is at 39.00 up from 38.51 last month. This number is reflective of timing for when we receive payments from customers.
 - Cash is up \$40,000, accounts receivable are down \$308,000, accounts payable are down \$191,000.
 - Average daily expenses remained around \$87,000.

Budget-to-Actual

For the month of September, operating margin of negative \$165,969 against a budgeted amount of negative \$97,160. This is unfavorable by \$68,809. We continue to see growth in recurring revenue, and outside plant new builds, and cost recovery continue to lag behind projections.

Scott Pappan added that each year during the first quarter our maintenance cost is due.

Commissioner Sturm said we have expenses reflected in the month that we have not billed yet, so revenue is not reflected yet.

Year to Date (YTD)

The YTD operating margin of -\$593,861. This performance is \$119,796, unfavorable to the budget of negative \$474,065.

FY 2026 Budget Projection

The final budget projection for FY 2026 has been completed to where we are projecting a net cash position of \$0 for the fiscal year. We have included capital projects back into the projection and have started funding the aggregation project. We will continue to cut expenses and add more back in as necessary.

COMMENTS

Scott Pappan highlighted the Aureon partnership with long distance.

Business Services Update – Executive Director Mulhall

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

In September, Business Services closed with \$20,130 in revenue and 57 opportunities. The Business Services team closed \$6,630 more in sales. This is 149% over our sales goal. Our goal of 50 new opportunities was exceeded by 116% with 58 opportunities closed.

E-rate period is open. We are starting to see some opportunities to bid on for category 2.

Project Manager Side

- City of Des Moines colocation project at JFHQ. We hosted Des Moines City Manager and the Assistant City Manager at JFHQ.
- DAS solution to replace the communications systems of fire panels, elevators, and emergency telephones next locations: 7 of 17 locations were completed. This helps modernize and have more reliable communications for the important critical services.
- BOREAS Network: A lot more work with fiber builds and tie-in. We will hear more about the strategic partnership going forward.

Marketing and Communications

- SYBAC students met with security professionals from ICN and Procircular on October 14. They talked about risk and provided career advice.
- Peer to Career met on October 6 with Ron Tischer presenting about his company RHT Technologies and his structured cabling jobs and customer base.

- For social media, we are working with Iowa Homeland Security and Emergency Management for educational posts highlighting cybersecurity awareness month.
- An article about our BOREAS collaboration was highlighted in Broadband Communities.
- Planning to release critical infrastructure messaging in November.

COMMENTS

Commissioner Mason asked about the elevator project. Is that revenue neutral?

Scott Pappan described past outages by a certain provider. DAS asked for help and we are assisting them.

Network Services Updates

Network Operations & Security Update – Scott Pappan

Aggregation: 86 completed of the 156 total. We have hit a threshold in the aggregation project where we need to order more hardware. We have close to 80 devices installed. This project is now officially over 50% complete.

New Path to Denver: The new 100gig path to Denver is now taking on a little traffic. We have one peering partner as we continue to test and will increase peering slowly over the next few months. Eventually, we will swing all of our traffic from the 4X10 gigs we have today to this one 100-gig route, giving us a significant increase in available bandwidth and more stability on the western path.

Engineering: Engineering has been working on the Wallace State Office Building and the City Armory. Engineering is working on 12+ installations of aggregation. We are also testing new edge devices.

COMMENTS

Highlighted the Gigamon taps on the East side. We provide security services for DOM DoIT, and we provide traffic for their security tools.

Facilities and Inside Plant (TAC) Updates – Scott Pappan

Increase Revenue: We received eight vendor bids for our BSS/OSS RFP and scored them.

Decrease Expense: The team continued to control expenses and deferred several maintenance activities, and canceled others.

Improve Customer Outcomes: We worked with a large carrier to proactively troubleshoot connections to Chicago.

Make Our Jobs Easier:

- We continued to improve our project portfolio management.
- We began working on our roadmap of knowledge management goals, starting with records retention and data backup procedures.

Project Updates

- TAC/Inside Cabling – Working with Iowa Workforce Development, Governor's residents, with Department of Management on moving of five cameras have been completed. They are also working on Iowa Public Radio with Granite and currently working with Jessie Parker Building.
 - New projects: Cooper infrastructure with Health and Human Service, Lucas building and Jessie Parker Building.
 - FirstNet – TAC is working on relocating Dubuque County Communications Center.
- Outside Plant: 22 projects opened last month. FY 22: 251 projects, FY23: 253 projects, FY24: 251 projects. In the first quarter they had 71 projects. Their work is not slowing down. Cost recovery numbers: \$2,000 recovered, \$95,000 outstanding, \$102,000 pending, and no write-offs.

COMMENTS

Commissioner Mason asked how did we do when looking back to Mt Pleasant?

Executive Director Mulhall explained the work is all complete. We did have to write off some money that they owned.

Scott Pappan highlighted unplanned projects that have occurred.

Other Business:**2026 Meeting Schedule – Chair Steve Olson**

There is a copy of the 2026 meeting schedule. Everyone was good with the dates and times.

Chair Olson requested a motion to approve the 2026 ITTC meeting schedule. Commissioner Boal moved to approve the 2026 ITTC meeting schedule. Commissioner Holz seconded the motion.

The motion passed unanimously.

FY 2025 Maintenance Contract Report – Executive Director Mulhall

This is a report that is due to the legislature every year explaining our maintenance providers at our core and aggregation locations, which is FNS that we contract maintenance for. We renewed last year for a new 5-year term which commenced on January 1, 2025. We did complete one amendment to that contract to help identify telecom spend and savings, along with another one to reduce expense and optimize services that FNS provides us. On our edge services contracts (part III sites), we have 11 out for bid, and we continue to bid for those as they come up. There are no other issues with any other contracts.

ICN would ask that the Commission adopt the FY 2025 Maintenance Contract Report and files it.

Chair Olson requested a motion to approve the FY 2025 Maintenance Contract Report. Commissioner Mason moved to approve the FY 2025 Maintenance Contract Report. Commissioner Sturm seconded the motion.

Roll Call Vote

- Commissioner Boal – Yes
- Commissioner Holz – Yes
- Commissioner Mason – Yes

- Commissioner Sturm –Yes
- Chair Olson – Yes

The motion passed unanimously.

ITTC Committee Updates – Executive Director Mulhall

Finance Committee

Meeting Date: October 13, 2025.

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

Topics Covered:

- We discussed the three items presented today in greater detail and highlighted some of the areas where we are making improvements and identified more KPI's and ratios that Commissioner Sturm would like to see.

Customer and Services Committee

Meeting Date: No meeting for October due to BSS/OSS evaluations.

Commissioner Mason checked in with the ICN leadership involved in the meeting about the status for October.

Operations Committee

Meeting Date: No meeting for October due to BSS/OSS evaluations.

Commissioner Mason checked in with the ICN leadership involved in the meeting about the status for October.

Personnel Committee

No meeting for October. We do have one personnel note. Ben Tullis who joined us today, is our Marketing and Communications intern. He is studying at Iowa State University, where he is majoring in Journalism and Mass Communications with a minor in sustainability. He will be helping our marketing team as well as doing some research projects.

Public Comment

None.

Adjournment

The ITTC meeting adjourned at 11:46 AM.

ATTESTED TO:



Steve Olson – Chair, Iowa Telecommunications and Technology Commission