



**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 November 20, 2025**

**FINAL**

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, November 20, 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  
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  
Patrick Kazeze, Director of Networking and Engineering  
Mike Cruise, Director of Finance  
Stephanie DeVault, Director of Business Services  
Brian Clayton, Executive Officer 2  
Lori Larsen, Executive Officer 2 (Recorder)

### **Guest Attendees**

David Merchan, Iowa AAG (11:04 AM)  
Scott Goldberg, FNS  
Joey Lovan, LSA

## **Call to Order:**

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

## Approval of the October 16, 2025 Meeting Minutes

Chair Olson requested a motion to approve the October 16, 2025, meeting minutes. Commissioner Boal moved to approve the minutes. Commissioner Holz seconded the motion.

The motion passed unanimously.

## Old Business

None.

## New Business

### Agency Updates

#### Contracting Update – Mike Cruise

- BSS/OSS RFP – Eight bids were received. After scoring, two vendors were chosen for demonstrations. From those two, a letter of intent was issued on November 14 for the overall high score. Implementation meetings will begin the week after Thanksgiving.
- Hawkeye Land Company – ICN secured an easement to cross a railroad with fiber for the BOREAS project.
- Wavelengths to Denver – The work on four 10GB waves to Denver was replaced by a 100Gb wave and use of a second vendor dark fiber, which will save \$1,150/month.
- Many other issues and contracts.

#### COMMENTS

None

#### Finance Update – Mike Cruise

The financial ratios.

- Quick ratio is 1.56. This is down from 1.60 last month and is below the goal of 1.75. Reminder this is a measure of short-term liquidity. A major factor this month was a decrease in our cash balance of \$331,000.
- Days Cash On Hand-Current is at 35.50, down from 39.00 last month. This number is reflective of timing for when we receive payments from customers.

#### *Budget-to-Actual*

Overall operating margin for the month was negative \$72,393, which was \$9,600 favorable to the budget of negative \$81,998.

- a) This is the first month we have been positive towards the budget.
- b) Recurring revenue was favorable to the budget for the month at \$89,000. All four months of the fiscal year have been above budget.
- c) The NRC was also favorable at \$10,000.
- d) Direct expenses were \$188,000 unfavorable. Approximately \$122,000 will be projects with bill-back revenue.
- e) Indirect expenses were \$120,000 favorable.

*Year to Date (YTD)*

YTD operating margin is negative \$666,000, which is \$109,000 unfavorable to budget.

a. Recurring revenue is above the budget by \$271,000.

1. NRC is favorable by \$80,000.

2. Combined OSP revenue is below budget by \$274,000.

b. Direct expenses are \$526,000 unfavorable. About half of this will be bill-back revenue.

c. Indirect expenses are \$341,000 favorable.

Overall, continue to look at where we can control expenses with the projects underway, watch our spending on capital expenditures, and stay current in billing and collecting accounts receivable.

**COMMENTS**

None.

**Business Services Update – Stephanie DeVault**

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

In October, Business Services closed with \$17,065 in revenue and 52 opportunities. The Business Services team closed \$3,500 more in sales. This is 126% over our sales goal. Our goal of 50 new opportunities was exceeded by 104% with 52 opportunities closed.

The E-rate period is open. We are starting to see opportunities to bid on category 2 services. We have 10 opportunities coming in for E-rate. Of those E-rate customers, we have 61 existing ICN agreements that could go out to bid. Of the 61, 15 of the agreements have been exhausted. Those agreements would need to go back out to get the funding for this year. Of the 44 agreements, they have exhausted their term, but they have options to renew services. We have 10 opportunities we are going after.

Our team is transitioning the trucks and PRIs off the DMS to be decommissioned in the future.

**Marketing and Communications**

- Gained 14 new public safety followers with our joint messaging with Iowa Homeland Security.
- In November, we are focusing on critical infrastructure messaging for our website and on social media. Launched a Critical Infrastructure web page.
- SYBAC's guest was Matt Behrens on November 4. He talked about broadband deployment and grant funding.
- Our Peer to Career guest for the Ottumwa Job Corps session was Dan Whelan on Nov 17.

**Project Managers (PMs)**

- Closed 104 requests between three PMs, with 120 requests coming in.
- City of Des Moines colocation project at JFHQ.
- The Legislative Services Agency (LSA), House, and Senate will be deploying Zoom prior to sessions.
- Zoom phone live at Decorah High School.

**COMMENTS**

Commissioner Boal asked about the legislators using Zoom?

There was additional discussion about Zoom phone. Executive Director Mulhall explained that the Senate has used Zoom for video for the last four or five years. The House of Representatives has used Webex.

## Network Services Updates

### Network Operations & Security Update – Patrick Kazeze

**Aggregation:** We have completed another half a dozen sites, bringing us up to 91 completed and 61 sites to go. We have placed another order with our vendor for more hardware. The most recent sites have been completed span from Algona all the way to Charles City, New Hampton and Decorah.

**Renewals:** A good deal of our software and some hardware is due for license renewal. On the hardware side, ICN remains focused on decreasing expenses and to that end we are extending our normal hardware renewal interval to make the most of the equipment. Unfortunately, the same does not apply to software licenses, we are bound to the vendors' timelines. Where we can, without impact to the network, we are shrinking our footprint. This is allowing us to put some of that hardware to spare and bring our license costs down in the process. We are not sacrificing Network stability and response time, which speaks volumes as to how our network has been engineered over time.

**Dell suite:** We began this year with the purchase of a suite of Dell hardware to replace our legacy HP primary and secondary clusters. Since the arrival of the equipment, we have faced several hurdles in standing up the new primary and secondary suites. We stood up the secondary site first due to ongoing HVAC work in the Lucas Data Center. Work has concluded on the HVAC, and we have completed the installation of the primary Dell cluster. Final configuration is under way, and we will soon be able to begin migrating from the HP servers and on to the Dells.

**Boreas:** You may recall that we have had instability on the east path to Chicago on our 4 x 10Gigs. One of the 100Gig paths that we will be leveraging will take us to Chicago to the Equinix data center. This will not only take us off the Uniti fiber, but increase our bandwidth by almost 150% and save costs as well in the process.

**Denver 100 Gig Path:** We hit a milestone. We fully migrated on to our 100-gig route going west to Denver. Disconnects have been issued for the previous 4x10Gig Uniti path. This will help with the stability of the network.

### COMMENTS

Scott Pappan highlighted Internet2 and Boreas to the group. There was additional discussion regarding Network use and customer base.

### Facilities and Inside Plant (TAC) Updates – Patrick Kazeze

Increase Revenue

- We developed a service proposal to leverage our expertise in GIS.

**Decrease Expense**

- The team continued to control expenses and deferred several maintenance activities, and canceled others.
- With finance, we have drafted a new chart of accounts and have started trial coding expenses using it.

**Improve Customer Outcomes**

- We continued to work with a large carrier to deeply and proactively troubleshoot connections to Chicago.
- We worked with a large customer and started an internal project to update network diagrams of our major subnetworks.

**Make Our Jobs Easier**

- We continued to gradually improve our Project Portfolio Management.
- We completed a Knowledge Management goal (update/define retention policy) and began to define file share structures and clean up digital clutter.

**COMMENTS**

Scott Pappan highlighted that the directors have done a great job in supporting the executive team.

**Other Business:****ITTC Committee Updates – Staff****Finance Committee**

Meeting Date: November 17, 2025.

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

Topics Covered:

- Gave the update from contracting.
- The FY26 budget-to-actual as presented today.
- Discussed the regular financial reports.

**Customer and Services Committee**

Meeting Date: November 19, 2025.

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

Topics Covered:

- Provided updates explaining their projects.

**Operations Committee**

Meeting Date: November 19, 2025.

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

Topics Covered:

- Provided updates explaining their projects.



## Personnel Committee

No meeting for November.

## Public Comment

Commissioner Mason asked Executive Director Mulhall to give a business perspective of how the ICN is doing.

- Executive Director Mulhall said we are on the right path. In the office, conversations are a bit different in regard to what we are focusing on. There is a lot more collaboration. I am proud of the steps we have taken. We are on the right path. We are changing the culture and attitude.

## Adjournment

The ITTC meeting adjourned at 11:42 AM.

### ATTESTED TO:

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

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