



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes March 19, 2026**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, March 19, 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
Bob Holz, 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, Deputy Director / Chief Operating Officer
Patrick Kazeze, Director of Networking
Connor Kuehl, Director of Facilities
Mike Cruise, Director of Finance
Tyler Smith, Legislative Liaison
Brian Clayton, Executive Officer 2
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Ray Warner, Aureon
Scott Golberg, FNS
David Merchan, Iowa AAG
Sammie Leo, Iowa AAG

Call to Order:

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

Approval of the February 19, 2026, Meeting Minutes

Chair Olson requested a motion to approve the February 19, 2026, 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

- NG911 SIP: Staff is working with vendors on the four Points of Interface.
- Security equipment vendors: Staff is working on agreements with two vendors for ongoing maintenance.
- Cedar Falls Utilities: We are working on two dark fiber agreements.
- Many other issues and contracts.

COMMENTS

None.

Finance Update – Mike Cruise

Financial Ratios

- Quick ratio is 1.66. This is up 0.01 from last month. This is a measure of short-term liquidity. A major factor was a \$740,000 increase in cash.
- Days Cash on Hand (*Current*) is at 51.63, which is up 8.87 days from last month. This is a measure of the ability to meet daily operating expenses.
- Days of Sales Outstanding is at 36.91 days. Measure of days it takes to collect a payment for our billing. This is down 4.70 days from last month.

Budget-to-Actual

Overall operating margin for the month was positive \$23,739, which was \$204,000 unfavorable to the budget of \$228,000. Recurring revenue was unfavorable to the budget for the month by \$92,000. The first month of the FY we have been unfavorable.

Voice services are down \$37,000. A significant portion of this was estimated for the month as we are still working through some items and establishing the baseline now that we are off the DMS.

Internet is down \$37,000 which has been the yearly trend. Non-recurring costs (NRC) was also favorable by \$8,000. Outside Plant (OSP) cost recovery was down \$54,000, but we have \$61,000 in expenses to bill. OSP new build revenue was unfavorable by \$2,600. Direct expenses were \$88,000 unfavorable. Indirect expenses were \$24,000 favorable.

Year to Date (YTD)

YTD operating margin is now negative \$534,000, which is \$544,000 unfavorable to budget. Recurring revenue is above the budget by \$318,000. NRC is favorable by \$147,000. Combined OSP revenue is below budget by \$93,000. Direct expenses are \$1.1M unfavorable. Indirect expenses are \$275,000 favorable.

The comparison to last February and the operating margin is \$289,000 favorable. The Year-to-Date comparison through February last year and the operating margin is \$1.6M favorable.

Other

We are continuing to work on both the OSS/BSS and FY27 budget.

Filed the adjusted report for the USAC Calendar Year (CY) 2024 499A, which if accepted could mean a \$374,000 adjustment to our contribution. Once we file for CY2025, it would be a similar dollar amount in reduced expense.

COMMENTS

Scott Pappan added the DMS is off and we are making sure that all customers that are migrated are billed directly.

Business Services Update – Scott Pappan

In February, Business Services closed with \$14,704 in new revenue and 58 opportunities.

- E-Rate Update: 470s filed for the State of Iowa. We have 61 existing ICN services, 15 agreements are rebidding existing ICN services. These schools/libraries will have to file a new 470 this year and take the service out to bid. There have been 340 filed 470 forms. Of those 62 are new services, and we have bid on 94 of those.

DMS Update

- The team is auditing Aureon and customer billing regarding the shutting down of the DMS.
- PRI and DID inventory for disconnects audit with Lumen and Windstream.

Project Managers Update:

- 80 new orders came in February of those orders 43 closed in the same month. The PMs still have 172 orders that are currently in flight.
- Iowa Department of Administrative Services (DAS) EPIK-4 locations.
- Iowa Department of Transportation (DOT) upgraded two connections to 10GB.
- Renewed USDA Dark Fiber contract.

Marketing and Communications

- Peer to Career met on March 2 with Webster-Calhoun Cooperative Telephone Association.
- SYBAC met on March 10 with John Deere. We are preparing for the in-person April 14.
- ICN completes Capitol Complex Safety Technology Upgrade, Business Record article.

COMMENTS

None.

Network Services Updates

Network Operations & Security Update – Patrick Kazeze

Provided an update on stabilizing new server cluster. Some technical hurdles delayed initial migration from the HP hardware, but the Networking team has successfully addressed the issues. We will begin the data transfer process soon.

Aggregation Project

Progress is steady by completing installs. We have 49 sites remaining. We've also ordered our next quarterly procurement for additional ACX7024 units.

Edge Replacement

Evaluation of potential edge switch replacements is ongoing. Our team will spend the next several months testing these units in our lab. We are prioritizing a cost-effective, scalable solution to ensure ease of support and a minimal learning curve for our engineers regarding Command Line language structure.

BIND Platform

The team continues to refine our environment. BIND is our replacement for Infoblox that will eventually handle critical functions: DNS: translates website names into IP addresses; DHCP: Assigning IP addresses to individual devices; and IPAM: Maintaining a real-time inventory of all active IPs.

With the DNS transition complete, the team is now optimizing the DHCP module and will move to the IPAM module later this summer. We are deploying two new strategically placed servers to keep network latency at a minimum.

COMMENTS

None.

Facilities and Inside Plant (TAC) Updates – Connor Kuehl

Decrease Expense

- We continued to work with Business Services to decommission the legacy voice switch. All cabinets are turned off, and staff are tearing out equipment.
- With Finance, draft updates to our chart of accounts and are holding team meetings to review coding.
- We continue projects to renew or reengineer legacy connections.
- Dive deeply into the FY27 Operating Budget to identify and reduce expenses.

Increase Revenue

- We are developing an opportunity to provide additional services at a Regent university.

Transition to Managed Service Provider

- We are assisting in the development and deployment of managed services for education customers.
- We are exploring opportunities to provide our solutions as managed services, like GIS.

Modernize Our Tools & Systems

- We completed a small reorganization of teams.
- We continue our BSS/OSS project. This will combine our ServiceNow platform (ticketing system and workflow tool), Billing platform, and customer relationship management (CRM) tool. We are doing a deep dive and rebuilding our foundational data model and our end-to-end Business Processes.

COMMENTS

None.

Other Business:

Legislative Update – Tyler Smith

This week is the second funnel of session. Senate File 2385 passed the Senate floor vote on March 3. The House companion bill, House File 2590, has yet to make it to the floor for debate. We will continue to closely monitor these bills and for any other legislation relating to ICN and the DOGE recommendations.

Commissioner Sturm’s reappointment was assigned to the Senate Technology Committee. The committee voted to advance her reappointment. It has been added to the en bloc calendar with a vote expected soon.

As session moves forward, we will keep the Commission apprised of any changes in activity.

COMMENTS

Commissioner Boal asked if the proposed legislation that allows community colleges to offer four-year Bachelor’s degrees impact us? Director Mulhall said that proposed legislation would not have an impact on us.

Commissioner Mason asked if the House does not take up HF 2590, what does that mean? Director Mulhall added it can be taken up in the following weeks. It could move to the unfinished business calendar. There are multiple avenues where it could stay alive.

ITTC Committee Updates – Staff

Finance Committee

Meeting Date: March 16, 2026.

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

Topics Covered:

- Discussed what was presented today.
- Provided the update from contracting.
- The FY26 budget-to-actual as presented today.

Customer and Services Committee

Meeting Date: March 18, 2026.

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

Topics Covered:

- Discussed what was presented today.
- Projects in the near future.
- Network and future strategy.

Operations Committee

Meeting Date: March 18, 2026.

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

Topics Covered:

- Discussed the potential sale of the ICN and impacts it may have.

Personnel Committee

No meeting for March.


Public Comment

None.

Adjournment

The ITTC meeting adjourned at 11:34 a.m.

ATTESTED TO:



Steve Olson – Chair, Iowa Telecommunications and Technology Commission