



**Iowa Telecommunications & Technology Commission
Grimes State Office Building, 1st Floor
400 East 14th Street, Des Moines, IA 50319
Meeting Minutes: April 16, 2026**

FINAL

The Iowa Telecommunications and Technology Commission's meeting occurred on Thursday, April 16, 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 Operations
Connor Kuehl, Director of Network
Mike Cruise, Director of Finance
Tyler Smith, Legislative Liaison
Brian Clayton, Executive Officer 2
Lori Larsen, Executive Officer 2 (Recorder)

Guest Attendees

Scott Golberg, FNS
David Merchan, Iowa AAG
Sammie Leo, Iowa AAG

Call to Order:

Chair Olson called the meeting to order at 11:02 a.m. It was noted that a quorum was present.

Approval of the March 19, 2026, Meeting Minutes

Chair Olson requested a motion to approve the March 19, 2026, meeting minutes. Commissioner Sturm moved to approve the March 19, 2026 minutes. Commissioner Holz seconded the motion.

The motion passed unanimously.

Old Business

None.

New Business

Agency Updates

Contracting Update – Mike Cruise

- NG911 SIP: Staff was working with vendors on the four Points of Interface.
- Working on Outside Plant (OSP) services. Analyzing vendors that have submitted bids by zone for prequalification.
- Transport Services Master Agreement - Renewed several vendors for 1 year.
- Many other issues and contracts.

COMMENTS

None.

Finance Update – Mike Cruise

Financial Ratios

- Quick ratio is 1.70. This is up 0.04 from last month. Reminder this is a measure of short-term liquidity.
- Days Cash on Hand (*Current*) is at 43.46, which is down 8.17 days from last month. This is a measure of the agency's ability to meet daily operating expenses with available cash. A decrease was anticipated, and the decrease was close to the gain last month.
- Days of Sales Outstanding is at 40.22 days. Measure of days it takes to collect a payment for our billing. This is up 3.31 days from last month.

Budget-to-Actual

Overall operating margin for the month was negative \$57,521, which was \$86,000 unfavorable to the budget of positive \$28,000. Recurring revenue was unfavorable to the budget for the month by \$189,000. This is the second month of the FY that we have been unfavorable. Voice services are down \$117,000. Managed Voice Services (MVS) is down and there were no new or annual billing for Zoom. Inmate calling is down \$136,000, but that is still being reviewed to ensure call volumes from Aureon are accurate. Internet is down \$36,000, which has been the yearly trend. NRC was a combined \$30,000 unfavorable. Direct expenses were \$55,000 favorable. Indirect expenses were \$78,000 favorable. Spending was down \$132,000.

Year to Date (YTD)

YTD operating margin is now negative \$591,000, which is \$631,000 unfavorable to budget. Recurring revenue is favorable by \$75,000. NRC is favorable by \$153,000. Combined OSP revenue is below budget by \$128,000. Direct expenses are \$1.1M unfavorable. Indirect expenses are \$354,000 favorable.

The comparison to last March and the operating margin is \$5,000 unfavorable. The YTD comparison through March last year and the operating margin is \$1.57M favorable.

Other

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

Responding to USAC questions for our CY2024 filing and we now have CY2025 ready to file, but waiting to file until we receive final response on the CY2024 filing or the deadline, whichever comes first. We will probably see an adjustment on our 499Q USAC filing. The numbers reported on that filing are estimates. Once the 499A is filed, we hopefully will see the adjustment in the 499Q filing, which will be further savings.

COMMENTS

Director Mulhall asked the potential impacts.

- Mike Cruise stated we are paying \$353,000, which will be reduced by 84%, about \$2,500/month instead of \$30,000 range.
- Scott Pappan added that we aren't seeing the true returns yet this year, it will be in next fiscal year that we see the DMS maintenance savings.

Business Services Update – Scott Pappan

In March, Business Services closed with \$16,790 in new revenue and 93 opportunities.

E-Rate Update: We have 55 customers with existing ICN services. There are 62 schools/libraries that will have to file a new 470 for service this year and take the service out to bid. There have been 340 Form 470s filed. Of those, 62 are new services, 117 are biddable, and we have sent 94 bids.

Closed Sales

- We have extended Health and Human Services (HHS) Automatic Call Distribution/Interactive Voice Response (ACD/IVR).
- Kirkwood Community College upgrade.
- A couple of new Ethernet services for healthcare.
- EPIK was completed with Iowa Department of Administrative Services.

DMS Update

- The team has done a phenomenal job.
- Continue to audit Aureon billing.
- Work on PRI and DID inventory for disconnects audit with Lumen and Windstream.

Project Managers Update:

- Eighty-three (83) new orders came with 102 closed tasks. The PMs still have 189 orders that are currently in flight.

Marketing and Communications

- Peer to Career met on April 13 with South Slope as the guest speaker. The students and their instructor will visit the ICN office in June.
- SYBAC Day was held on April 14, with 12 of 15 students attending. They visited the ICN, met with leadership, and toured the LightEdge data center in Altoona. They also toured the Capitol and visited the Secretary of State's office to learn about election security.
- SYBAC applications are now open for the 2026–2027 school year.

COMMENTS

None.

Network Services Updates

Network Operations & Security Update – Patrick Kazeze

Aggregation project: Solid progress over the past month, bringing the number of sites awaiting upgrades down to 43. At the current pace, we expect to meet the targeted completion date by the end of the upcoming fiscal year.

Edge Replacement: Completed the first of four formal vendor demonstration and Q&A sessions. During the session, the vendor remotely connected to a similar device and walked through how the platform works.

Carrier-Grade Lab: We took time to clean up and organize the lab in the Lucas Building, where we validate changes before they go into production. We are in a better position to support testing and validation.

911 Modernization: We have been working on a project to move 911 from legacy copper-based service to SIP. Our role is to coordinate with local carriers, aggregate traffic through Aureon or designated points of interconnect where they can meet us, and backhaul that traffic to the contractor handling call routing. The first phase, identifying points of interconnect and aggregation data centers, is now complete. We expect implementation to begin soon.

Existing Resources: Two additional servers have been configured for the Infoblox replacement. They are ready to be distributed along the east and west paths in Council Bluffs and Bettendorf. This work was completed using existing resources rather than new spending.

Reviewing Tools and Recurring Costs: The team has been reviewing applications that were originally funded through grants or appropriations. For each application, we are asking three questions: do we still need it, can we afford it, and are there lower-cost alternatives?

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 are being loaded onto trucks today.
- We continued several projects to renew or reengineer legacy connections.
- We are starting to dive deeply into the FY27 Operating Budget to identify and reduce expenses.

Increase Revenue

- We are helping develop an opportunity to provide additional services at a Regents university.

Transition to Managed Service Provider

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

Modernize Our Tools & Systems

- We continued our BSS/OSS project. We are doing a deep dive and rebuild of our foundational data model and our end-to-end business processes. This project presents a crucial opportunity to reshape our collective understanding and ability to see the common operating picture.

COMMENTS

Scott Pappan highlighted processes in the agency.

Other Business

Legislative Update – Tyler Smith

House File (HF) 2590 remains on the unfinished business calendar; passage is possible before the scheduled end of the session. We will continue to monitor this bill.

Senate File (SF) 2463 is headed to the Governor's desk, which requires a comprehensive cost-benefit review and re-adoption of all agency rules every five years. This will tie into the Red Tape Review initiative (Executive Order 10) scheduled for discussion next month.

Commissioner Sturm's reappointment was passed unanimously during a full Senate en bloc calendar vote.

COMMENTS

None

ITTC Committee Updates – Staff

Finance Committee

Meeting Date: April 13, 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.

Customer and Services Committee & Operations Committee

Meeting Date: April 15, 2026.

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

Topics Covered:

- Discussed what was presented today.
- Direction of the ICN and how to be successful going forward.
- Technology going forward.
- Network and future strategy.

Personnel Committee

The Personnel Committee did not meet in April.

Director Mulhall added that he would be away for an extended period of time and will return on April 25.

Public Comment

None

Adjournment

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

ATTESTED TO:



Steve Olson – Chair, Iowa Telecommunications and Technology Commission