



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Richard L. Bruner  
CHAIR

Timothy L. Lapointe  
Kelly Dolan Lange

Robert F. Holz  
Robert von Wolffradt

Mary Mosiman

Philip Groner, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

**Iowa Telecommunications & Technology Commission**  
**Grimes State Office Building, 1st Floor**  
**400 E. 14th Street, Des Moines, IA 50319**

**FINAL**  
**September 20, 2018**

To ensure the most efficient use of State resources, the September 20, 2018 ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference also ensured that more Commissioners were able to participate in the meeting and reduced the risk of delays caused by weather or other impediments to travel. The meeting was accessible to members of the public through attendance at the Grimes State Office Building.

● **Roll Call:**

○ **Commissioners Present:**

Richard Bruner, Chair (on-site)  
Kelly Dolan Lange, Member (PEXIP Phone)  
Bob Holz, Member (on-site)  
Timothy Lapointe, Member (on-site)  
Mary Mosiman, Ex-Officio Member (on-site)  
Robert von Wolffradt, Ex-Officio Member (PEXIP Phone)

○ **Commissioners Absent:**

None.

○ **Iowa Communications Network Staff Present:**

Phil Groner, Executive Director  
Mark Johnson, Carrier Services Division Administrator, Chief Operating Officer (COO)  
Randy Goddard, Business Services Bureau Manager  
Mike Cruise, Finance Bureau Manager  
Scott Pappan, Engineering/Operations Bureau Manager  
Ryan Mulhall, Network Services Bureau Manager  
Lori Larsen, Executive Officer 2  
Jontell Harris, Executive Officer 2 (Recorder)

○ **Guest Attendees:**

Alan Nagel, Attorney General's Office  
Joe Coon, Mississippi Bend AEA (Video Stream)  
Sean Cory, CenturyLink  
Gina Miller, CenturyLink  
Mike Myers, CenturyLink  
Ben Gentz, House Republican Staff  
Christin Mechler, Legislative Services Agency (LSA)

● **Call to Order:**

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- Chair Bruner called the meeting to order at 10:30 AM. It was noted that a quorum of members were present for the meeting.

## ● Approval of the August 16, 2018 Meeting Minutes:

- Chair Bruner requested a motion to approve the August 16, 2018 meeting minutes. Commissioner Lapointe moved to approve the minutes. Commissioner Holz seconded the motion. The motion passed unanimously.

Commissioner Holz – Yes  
Commissioner Lange – Yes  
Commissioner Lapointe – Yes  
Commissioner Bruner – Yes

## ● New Business:

### ○ Agency Updates

#### ■ Agency Division Update – Phil Groner

- Contracting
  - A Request for Proposals (RFP) has been issued to aggregate the local carrier 911 traffic to ICN interconnection points. Bids are due November 5, 2018.
  - Bids were evaluated for connectivity to two data centers where Homeland Security and Emergency Management (HSEMD) currently houses Next Generation (NG) 911 equipment. Redundant connectivity was requested, however, the bids received only offered single connectivity. A formal Intent to Bid (ITB) is being re-issued requesting the redundant connectivity needed.
  - Due to the configuration of the data centers where HSEMD stores equipment, the ICN will require rack space to also house equipment. The data centers are chosen by HSEMD because that is where their equipment is stored but the ICN does not have contracts, colocation or rack space with the providers of the two data centers. Since HSEMD already has equipment in the data centers and the ICN needs access due to the network design and HSEMD requirements, the ICN cannot bid for those services. The ICN will need to enter into sole-source agreements with the two providers of the data centers to receive rack space.
- Business Services
  - Randy Goddard and the Account Consultant team are partnering with CenturyLink to visit current CenturyLink Education customers with Private Branch Exchange (PBX's) or key systems that may be coming up for renewal, be

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outdated or need replacement, and can transition to the new ICN Managed Voice Service (MVS).

- The ICN received two new orders for managed voice services from the State Public Defenders offices in Waterloo and Sioux City. Using ICN MVS, during the Marshalltown tornadoes, the State Public Defenders office was able to relocate while still taking calls and conducting business from a remote location.
- ICN Healthcare customers continue to grow. In August, the ICN received nine internet increase requests and four data/Ethernet increases from Healthcare customers. The ICN also initiated orders for two brand new customers and two new sites.
- HSEMD will hold their annual Homeland Security conference in October. ICN staff will attend.
- Federal Emergency Management Agency (FEMA) came to Des Moines to assist with the Marshalltown disaster proclamation. The agency needed to set up remote offices within HSEMD offices but needed separate connectivity. The ICN received the order for services around 4:00 pm on a Friday afternoon and between the Business Services, Network Services and Engineering/Operations Bureaus, internet and voice services were available for FEMA by Saturday morning.
- Business Services will participate in the Iowa Technology & Education Connection (ITEC) K12 Administrators and Technology group conference in October.
- The deadline to process Fiscal Year (FY) 2018 close outs, corrections or carry forwards was September 17, 2018. The Finance team is working to complete the Generally Accepted Accounting Principles (GAAP) package that is due October 1, 2018 and the Statewide Cost Allocation Plan (SWCAP) report that is due October 31, 2018.
- Finance is working on the preliminary budget which is due in August. The Department of Management (DOM) requires a preliminary budget. The ICN submits a status quo budget and, between August and May, the budget is refined for the next FY and presented to the Commission.
- The Auditor's Office is completing the FY 2018 Financial Audit.

**COMMENTS:**

NONE.

■ **Financial Report – Mike Cruise**

- August Fiscal Year (FY) 2019 Budget-to-Actual Report
  - Operating margin for the month of August is -\$21,039.48 or -.85%, favorable to the budgeted amount of -\$269,495.98.

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- Revenue is slightly above budget by \$181,000 and direct expenses are below budget by \$26,000.
- Allocated indirect expenses are a combined \$96,000 below budget.
- Payroll and travel expenses are a combined \$19,000 above budget.
- Equipment expenses are \$36,000 above budget.
- August 2018 Comparison to FY 2018
  - Operating margin for August FY 2019 is -\$374,000, favorable to August 2018. Though revenue is down \$73,000, direct expenses are also down \$186,000. Operating expenses are down \$245,000. The expense decrease is due to the maintenance agreements and licensing that the ICN chose not to renew due to surplus equipment or it was decided that it was not needed for the year.
  - There was a slight reduction in costs for MVS since the per seat price was lowered.
- Year-to-Date through August 2018
  - Total year-to-date margin of \$516,663.24 favorable to the budgeted margin of -\$839,704.96. Revenue has increased \$418,000 and allocated operating expenses have decreased by \$150,000.
  - Voice revenue is improving. Traditional voice – long distance has not changed since last year. Although 70% of MVS customers have been migrated, long distance is still making the same volume of calls.
- Year-to-Date Comparison to FY 2018
  - The FY 2019 margin of -\$516,663.24 is \$273,000 unfavorable to the FY 2018 margin of -\$244,647.95. Revenue have decreased \$126,000 from last year. Equipment expenses have increased \$291,000.
  - No unusual issues to report.

### COMMENTS:

*Commissioner Lapointe:* For clarification, the last column in the budget that is favorable to last year at this time, that is in response to my request that you compare things to the year before? You've been doing that consistently now for the last several months.

*Mike Cruise:* That's correct.

*Commissioner Lapointe:* That's very helpful. I like to see how we're doing with past years. At some point I would like to see a multi-year comparison, perhaps a five year comparison, to see where we are at. Thank you Mike, I appreciate that.

*Chair Bruner:* When Commissioner Holz and I had our committee meeting, we had a status update on the MVS migration. Sounds like we are about 75% complete and should be finished by the end of the year. That has a very positive effect on ICN finances. CenturyLink did reduce the seat price which helped with finances as well. We appreciate that.

### ■ Fiscal Year (FY) 2017 Financial Audit – Mike Cruise

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ICN completed the FY audit on September 5, 2018. There were no significant or material findings. The investigative audit completed in January 2018 was included.

Findings:

1. Timely deposits for Net Plus
  - a. Summary – Cash is required to be deposited within ten (10) days of collection. This requirement was not met.
  - b. Response – The ICN will reinforce procedures to meet the requirement and ensure that backup staff is available to cover personnel absences.
2. Timely inmate calling billings
  - a. Summary – The goal is to have the bill invoice distributed by the end of the following month. This requirement was missed two months in a row due to issues connecting to the third party server that provides the information.
  - b. Response – The ICN will reinforce the procedures to meet the month requirement and ensure that issues causing delays are addressed.
3. Timely payment of procurement cards
  - a. Summary – In relation to the investigative audit, ICN has to ensure that traveling staff provides the proper documentation for travel claims so that travel documents can be completed and the bill can be paid through the procurement card (pcard) holder, USBank.
  - b. Response – The ICN has implemented procedures to meet the required payment timeframe.
4. Segregation of duties over inventory
  - a. Summary – The ICN has two staff in the Warehouse. It is sometimes difficult to separate duties.
  - b. Response – Shipping and receiving duties are being separated amongst the two staff members and cycle counts for inventory are being implemented to keep track of when processes or counts have fallen behind. This will help with accurate updates instead of waiting until the end of the year.
5. Segregation of duties over Net Plus billing rates
  - a. Summary – An effective internal control system provides for internal controls related to ensuring approved rates are utilized for Net Plus billings.
  - b. Response – The ICN has implemented a procedure to have an independent review by a Finance staff member, as well as a Business Service staff member, so that the billing rates that are entered into the billing system match the rates established.
6. Capital assets
  - a. Summary – ICN had several asset citations when the auditors conducted site visits and items were not found at the assigned location due to transfers not being tracked or documented in a timely manner.

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- b. Response – ICN is reinforcing written procedures to reinforce timely records of capital assets to ensure transfers and sales orders are being completed in a timely manner.
7. HRIS timesheets
    - a. Summary – In relation to the investigative audit, some employee time sheets were being approved by a Human Resource employee at the Department of Administrative Services (DAS) rather than a supervisory employee of the ICN.
    - b. Response – The ICN has implemented procedures to ensure that the proper individuals are approving timesheets in accordance to DAS-HRE rules.

**COMMENTS:**

*Commissioner Lapointe:* These issues were brought up and thoroughly reviewed by staff and the Commission when the initial audit came out. Is that correct?

*Mike Cruise:* Correct.

*Commissioner Lapointe:* Is there anything new or surprising included in this audit that has not yet been addressed by staff or reported to the Commission?

*Mike Cruise:* No. We have reported the issues and either implemented or reinforced procedures to address every issue. We have included that information in the comments provided to the Auditor's Office.

*Commissioner Lapointe:* You have consistently reported your updates to the Commission, Phil and others in response to the audit, correct?

*Mike Cruise:* Yes.

*Commissioner Lapointe:* I just wanted to make sure and if anything else comes up please call us as Commissioners or let Chair Bruner know. Thank you.

*Auditor Mosiman:* As Mike was saying, the ICN is a State of Iowa agency and therefore is a part of the State's Comprehensive Annual Financial Report (CAFR). There was nothing in this report that was at the level of significance to be included in the state CAFR internal control document. It is common procedure when there is special review or special investigation for the current fiscal year, to carry forward the report and findings just so nothing is missed. If someone only reads the CAFR, we need to make sure that they have access to all of the information. That is why there is a separate report of recommendation but it is common procedure whenever we have had a special review of some sort.

*Commissioner Lapointe:* I would like to ask Auditor Mosiman, it has been repeated that we appreciate your work on the Commission, your thorough audit and the professional way that you handled that. I would just want to know if there is anything else at this point that you believe we should be doing? If so, we should get that sent out in writing to the staff and Commission.

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*Auditor Mosiman:* We did have double the amount of staff and staff time so the ICN received more attention than what is typical. The auditors, feet on the ground in the state agencies, they are supposed to come forward with professional skepticism. I was very pleased with all of the responses from ICN. Sometimes there is a little push back. Every finding and recommendation was responded to favorably by the ICN so that is very good news to an Auditor. I appreciate that effort.

*Chair Bruner:* Thank you for those comments, Auditor Mosiman. That is good to hear.

*Commissioner Lange:* When it says “conclusion response accepted”, I assume that the Auditor’s office has accepted that response. Is that accurate?

*Auditor Mosiman:* That is accurate. When there is push back usually it will say something along the lines of “response acknowledged but...” then we will rebut it.

*Commissioner Lange:* Thank you.

## ■ ACTION - FY 2020 Video Rates – Randy Goddard

The Commission was asked to set the ICN Video Rates for FY 2020, which will take effect beginning July 1, 2019. ICN completed the sun-setting of MPEG video on June 30, 2018, the end of FY 2018, allowing legacy equipment to be removed as well as the contracts for maintenance to be completed. ICN has implemented a new managed video service. The managed video service utilizes an Internet Protocol (IP) platform. The platform has been fully configured and is in production. The system continues with similar functionality for the users, with an additional feature of a Virtual Meeting Room (VMR). The VMR allows and supports five unscheduled attendees. Typically when a meeting is set-up, certain individuals are designated to attend the meeting and the session is locked. The VMR feature allows other users to join. Potential users of the VMR could be guest instructors and students unable to travel to the video classroom. Streaming and recording services are also available. The system supports IP devices such as computers, tablets and smart devices.

The ICN recommended that the ITTC maintain the IP video rate of \$116.25 per month for each customer subscription in FY 2020. The recommended rate is comparable to rates charged by other IP video service providers and maintains the features that ICN users are familiar with while also incorporating new features.

ICN spoke with five of the Community College regents prior to moving to the new advance scheduling video system. The Community Colleges requested that the ICN continue to support video scheduling and suggested that the colleges split the costs of the service. The video scheduling cost will be divided amongst five community college regional schedulers.

## COMMENTS:

*Chair Bruner:* So that met their need and they are going to share the rate?

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*Randy Goddard:* It allows the community colleges to schedule their classes for the next year. When an instructor walks into the classroom, the video session is up and running when they arrive.

*Commissioner Lapointe:* From a historical perspective, in the 19 years that I've served on the Commission, we have talked about video rates and it started out with heavy cross-subsidization of rates. We had to take from one hand and give to the other primarily to support the video platform in the classrooms that have now been discontinued. Is it fair to say now that the cross-subsidization has diminished substantially to the point where video is almost standing on its own?

*Randy Goddard:* It is. With managed services we moved from a capex model and into an operational model where we are able to better forecast what our expenditures will be allowing us to price out the service accordingly. Therefore we are not having to use other services to subsidize. This is something I know the ICN Executive Team, as well as the Leadership Team, is watching moving forward. There are challenges with video, especially Zoom because many K-12 schools use that service, but we still have a large enough group of subscribers so the cost associated with the new video product is taken care of.

*Commissioner Lapointe:* That's impressive. We have had regular discussions about this, every year at the very least. Video rates continue to go down but you are still making some margin?

*Randy Goddard:* Yes. Rates have continued to go down. Moving Picture Experts Group (MPEG) rates were solely based on per hour but rates are based differently depending on the sector – federal government, administrative, K-12. Based on the customers that we have, the new rates are able to support the product. Scott Pappan can speak more to the Engineering

*Scott Pappan:* The old MPEG was hardware based. With transitioning to the IP enabled based video, we actually pulled a platform that is actually similar to Business Skype. It is all software and virtualized so we have a couple of servers versus managing an entire network of hardware. With it being IP enabled, it is more controllable and allows us to have more features.

*Commissioner Lapointe:* Thank you. I appreciate your ability to adapt and change over the years to get to this point. I think we're in a lot better place than we were a decade ago.

*Chair Bruner:* We also appreciate the fact that you listen to our customers and made an accommodation for them. I'm sure that goes a long way toward customer satisfaction.

Chair Bruner requested a motion to approve the FY 2020 Video rates. Commissioner Holz moved to approve the Video rates. Commissioner Lapointe seconded the motion. The motion passed unanimously.

Commissioner Holz – Yes  
Commissioner Lange – Yes  
Commissioner Lapointe – Yes  
Commissioner Bruner – Yes

- **ICN Carrier Updates**

- **Network Services Update – Ryan Mulhall**

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The ICN continues to work with the new ServiceNow vendor, IntegRhythm. Additional enhancements and features have been submitted. Customer portal improvements have been identified. The next work to be complete will focus on 1.) Non-customer impacting fixes to increase the functionality and efficiency of the application 2.) Fixes with impact on customers such as product name changes as product names are converted back to the old naming scheme. The new internal ServiceNow team has begun work and is inclusive of all areas of the organization. The team is reviewing processes and workflows that are already in place to continue to optimize and build the new system.

A job listing for a Graphic Information System (GIS) Analyst position closed at the end of September. Three candidates have been selected for the first round of interviews. This position is important to the ICN since the position will document the fiber assets in the network across the state. The ICN works with other agencies such as the DOT and the City of Des Moines to make sure there is accurate accounting of fiber assets. This position was previously contracted through another entity. Hiring a new employee will be more cost effective for the ICN.

ICN Healthcare and Security Roadshows will be taking place over the next two months. The ICN will hold events in Council Bluffs, Iowa City, Des Moines, Clear Lake and Cedar Rapids. The agenda will include best practices of securing patient records, healthcare industry instant response, a hacking demo as well as discussions regarding organizing security programs and evaluating vendors. Managed service providers LightEdge and Pratum will be involved with the Roadshows along with manufacturer - Fortinet. Lori Larsen, Dana Richardson and Mike Lauer have been coordinating the events, increasing interest and getting attendees signed up.

#### **COMMENTS:**

*Auditor Mosiman:* I love that you are calling it a Roadshow.

*Chair Bruner:* You are even stopping in Clear Lake.

*Ryan Mulhall:* Yes, do we need to make sure that you receive an invite to that event?

*Chair Bruner:* Yes, thank you. I'll be there.

*Commissioner Lapointe:* I think Commissioners should be invited when you are nearby. I'd appreciate the opportunity to attend.

*Ryan Mulhall:* Excellent.

*Chair Bruner:* Great report Ryan. That is exciting news.

*Commissioner Lapointe:* We would appreciate an update as you continue with the process of the new hire. I don't believe that is something that the ITTC needs to approve but I would like to know how the process is moving along.

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*Ryan Mulhall: Absolutely.*

## ■ Engineering/Operations Update – Scott Pappan

The Engineering and Operations Bureau is working to complete approximately 30 major projects and several strategic projects simultaneously. The strategic projects include the power upgrade, core upgrade, E911, Iowa Rural Health Telecommunications Program (IRHTP) and MVS. The 911 and IRHTP projects are customer initiated projects. The Disaster Recovery location, SP-43/Tiffin, went live on August 26, 2018. The project took a year and a half of planning with 421 fiber splices moved and over 1,000 jumper cables installed within a 15 hour period.

Engineering received requests from the Business Services bureau for strategic services and strategic accounts for both Public Safety and hospitals who did not feel that they could be without services for any period of time due to being 24 hour facilities. There was a push about one month before the cut to reroute those organizations to avoid SP-43/Tiffin to keep services live and to prevent them from being affected by the fiber cut. That reroute went over seamlessly. The assistance from Fiber Network Services (FNS) was excellent. It took two shifts of employees to complete the cut. FNS, ICN Outside Plant and Tim Flickinger did a fantastic job.

The Power upgrade is scheduled to be completed in December of 2018. Power related contracts have all been issued. Contracts from batteries, rectifiers, generators and Heating, Ventilation and Air Conditioning (HVACs) have all been scheduled and delivered to vendors. The core upgrade will follow the power upgrade where facilities have been completed. New core hardware has been installed in the Joint Forces Headquarters (JFHQ), Lucas Building and Boone. The next locations are Creston and Mason City. The ICN will be pulling the older equipment out of these sites to provide spare equipment if needed in the near future. ICN will not have to enter into another maintenance contract if a failure in the network were to occur because the equipment can be replaced with items already in inventory.

The completion of multiple 911 projects is a partnership between the Business Services Bureau, Contracting and the Engineering and Operations Bureau.

IRHTP is a customer initiated project. ICN will begin with the Edge locations when power is upgraded at those sites and will follow with the Core locations. When the power upgrade is completed in December, FNS will assist with installing the core so that the deadline of mid-next year can be met.

Engineering and Operations staff are continuing work on MVS.

### **COMMENTS:**

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*Chair Bruner:* You've had several really big projects, especially the Marshalltown tornadoes, followed immediately by the Tiffin project.

*Scott Pappan:* This all happens with the cooperation of the entire team. The communication between the organizations is fabulous.

*Chair Bruner:* I'm not sure how we get this message to the whole group but maybe Lori Larsen could help us. I think I speak for the whole group when I say that this was really 2-3 major projects that were completed and we never heard a word after, which is the main thing. The projects went well. I talked to Phil the next day and he said that you all did a super job.

*Scott Pappan:* The team has come together well. The planning that was done before hand was spectacular.

*Chair Bruner:* Fantastic job.

*Commissioner Lapointe:* For clarification, when you said we didn't hear a word after, we didn't hear a negative word. We did receive frequent updates from staff. I applaud you again for your quick and efficient response to the crisis, major projects, as well as your thorough reporting to the Commission. We appreciate it.

*Phil Groner:* Just to highlight the partnership that we had with the Department of Transportation (DOT), we actually could not have completed the Tiffin project without the DOT. The DOT actually precipitated the project with the reconstruction of the I-80/I-380 interchange. They granted us the land to put the new hut on, in addition to providing the fiber assets from their intelligent traffic system to coincide with the cut and came into the convergent point. The DOT was instrumental in the ICN completion of the Tiffin project.

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- **Other Business:**

- **ACTION - FY 2019 Regulatory Plan – Mark Johnson**

Communication was received from the Governor's office regarding legislative proposals. Proposals are to be submitted and begin the approval process by October 19, 2018. October 18 is the date of the next Commission meeting. Therefore, prior to the next Commission meeting, one or two items will be sent to the Commission for review and approval.

Last month the issue was brought up of the 2019 ICN Regulatory Plan that was due August 1, 2018. As indicated in the previous Commission meeting, the ICN does not have any Administrative Rule changes that were identified. The plan does not preclude the ICN from submitting rule changes if any are identified going forward. Given the investigative audit, the ICN continues to review the rules to determine if there are ways to adjust or improve. If additional rule changes are identified, they will be brought before the Commission for review.

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The report indicates that the ICN does not expect any changes at this time. With approval, the document will be submitted to the Governor's office.

**COMMENTS:**

*Commissioner Lapointe:* I see at the bottom of this plan it says "no anticipated action with impact on the ITTC". We have talked about the impact of the brief delay in meeting the submission deadline. Have there been any negative consequences that you are aware of?

*Mark Johnson:* I have not been contacted by the Governor's office regarding the absence of this plan. I will make sure that they are aware that I am submitting the plan late.

*Commissioner Lapointe:* The submission will be submitted within one month of the deadline?

*Mark Johnson:* Yes.

*Commissioner Lapointe:* In your opinion, no plan action is anticipated or necessary at this time?

*Mark Johnson:* I think we just want to get the plan submitted. If we receive any communication regarding any concern, we will make sure that the Commission is aware of it. We will look forward to getting it submitted on time in the future.

Chair Bruner requested a motion to approve the FY 2019 Regulatory Plan. Commissioner Lange moved to approve the Regulatory Plan. Commissioner Lapointe seconded the motion. The motion passed unanimously.

Commissioner Holz – Yes  
Commissioner Lange – Yes  
Commissioner Lapointe – Yes  
Commissioner Bruner – Yes

o **Executive Director Appointment – Chair Bruner**

Final interviews for the ICN Executive Director position were conducted on September 18, 2018. The decision was unanimously approved following open and closed meetings that were assisted by Assistant Attorney General (AAG) Alan Nagel. A conditional offer was made to Phil Groner contingent on the completion of a background check.

**COMMENTS:**

*Chair Bruner:* Phil, we are really looking forward to having you lead this organization into the future. We have had so much drama over the last few years that we're looking forward to some calm seas. We are really looking forward to working with you.

*Phil Groner:* Thank you. I am really looking forward to the opportunity. Thank you all.



*Commissioner Lapointe:* I will second that and I've said before, Phil's consistent leadership of many of the divisions of this agency made us all comfortable that we are in good stead going forward. I applaud you for that. You can walk in and do anybody's job here and teach them how to do it better because you've done it at a very high level with professionalism. The way you got us through this last crisis was exemplary and impressive. I'm confident that you will be a great leader going forward.

*Phil Groner:* Thank you Commissioner. I appreciate that. I will also add that not all of that work was mine. We have a tremendous team at the ICN. It's the team and the staff at the ICN that makes the organization perform and look good. Thank you for those comments.

*Chair Bruner:* As I mentioned, we are moving ahead with the paper work. Hopefully we can get that completed expeditiously.

#### **ADDITIONAL COMMENTS:**

*Commissioner Lapointe:* To be responsive to the audit, I had asked that committees be established and that we start working, as we had in the past, to have Commissioners work with staff on some of these committees. Chair Bruner and I got trial by fire. We started immediately on the Personnel committee, held a round of interviews, reviewed 37 applications, and narrowed it to five candidates. One candidate withdrew then we narrowed it down to four. I know Chair Bruner and I have been busy on the personnel committee. I wondered if we can get an update on the other committees and maybe a memo could be distributed in relation to responsibilities going forward?

*Chair Bruner:* I am also participating in the Finance committee. Mark, would you head that up and give an update to the Commission on how the Committees are working?

*Commissioner Lapointe:* We talked about assignments at a previous meeting. I just don't remember who is doing what. I think it would be beneficial for us to know when we need to schedule a meeting in the future.

*Chair Bruner:* Jontell Harris is really good at scheduling the meetings and letting us know in advance when the meetings will be held. We have had 3-4 meetings. It is working but let's get some feedback.

*Commissioner Lapointe:* To be responsive to the audit, I think we need to show our willingness to lead as a Commission. I think we have done that but we haven't always demonstrated that publicly. I think we need to make an effort here and I'm willing to do it. Just a thought. I'm not sure if it would be an action item for the next meeting but I think Commissioners should have regular contact with the new Director. Perhaps a phone call. My thought was initially with Phil himself and then maybe delegating that to other staff if there is a project that someone else is working on so that we're better informed and able to direct staff between meetings.

*Chair Bruner:* Good plan.

*Commissioner Lapointe:* I know that's more work for you.

*Phil Groner:* That's alright.

*Chair Bruner:* I'm sure that Phil has an open door policy.

*Commissioner Lapointe:* Always has.

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*Chair Bruner:* I think this is more a matter of being more involved from the Commissions perspective.

*Commissioner Lapointe:* Yes and making it official rather than informally calling when necessary. The behind the scenes work isn't always known. I think now especially it needs to be. We need to show that as a Commission, we are ready, willing and able to direct the staff when appropriate.

*Phil Groner:* I am more than happy to schedule routine calls with any Commissioner to provide updates. I do have calls with Chair Bruner on a weekly basis but if we need to do that with each Commissioner I am happy to do so. I would certainly encourage if the Commissioners want to speak with any of the employees at the ICN, absolutely feel free to do so. I encourage that. Pick up the phone or come over and talk to anyone. I also encourage this with the leadership team. If they have a need to reach out to the Commission, I encourage and welcome that as well.

*Commissioner Lapointe:* I've said that at previous meetings and I want to follow-up on something you said also Phil. I know that you are in regular contact with Chair Bruner. I know that the Chairman of the ITTC has been in regular contact with the Executive Director, not just you, but previous directors because they report to me. They report to all of us. Chair Bruner has done a great job of letting us know about anything that might be coming up. I'm just thinking that it would be better to have direct contact between all Commissioners and the director as well as all staff working on particular important projects.

*Chair Bruner:* Good point Commissioner Lapointe. We'll see if we can make that happen. Also, the agenda is distributed in plenty of time and if anyone has any input – if there is something that you want on the agenda that isn't on there – let us know because that is very flexible. It's always been that way. We just haven't made a big issue out of it but if any Commissioner has an item that they want to put on the agenda please let Jontell know.

*Alan Nagel:* Also keep in mind that if you want to add things to the agenda, there are time limits. You will need to review quickly when the agenda is sent out because it is sent with plenty of time.

*Chair Bruner:* Good point Alan. If you want to respond, respond right then.

*Auditor Mosiman:* If I understand what you're saying, if the agenda could include when the Finance committee meets, that Finance committee report should be on our agenda for transparency. The whole board will have that information.

*Commissioner Lapointe:* That is what we did for years. Then we got away from that for convenience I guess. It worked well. Then the Commission Liaison made the motion to approve any action items and also gave the report in tandem with the lead staff that they were working with at the time. I don't see any reason why we wouldn't or shouldn't get back to that practice.

*Chair Bruner:* So the committee actually reports back to the full Commission.

*Jontell Harris:* I will get that added to the agenda.

*Phil Groner:* We do have an employee recognition event this afternoon. For Commissioners who are able to attend, instructions have been provided on how to get to the location. Lunch will be provided and we will celebrate years of service awards. It is amazing the amount of time employees have spent working at the ICN. There will also be acknowledgements and team awards as well as team building exercises.

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## Iowa Communications Network

Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319 Phone: 515-725-4692 Fax: 515-725-4727 [www.icn.iowa.gov](http://www.icn.iowa.gov)

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IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

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Robert F. Holz  
Robert von Wolffradt

Mary Mosiman

Philip Groner, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

- **Public Comment:**

None.

- **Adjournment:**

Commissioner Lange moved that the meeting be adjourned. The ITTC meeting adjourned at 11:31 a.m.

**ATTESTED TO:**

A handwritten signature in black ink that reads "Richard L. Bruner". The signature is written in a cursive, flowing style.

**Richard Bruner - Chair, Iowa Telecommunications and Technology Commission**

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