

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

FINAL

October 21, 2009

To ensure the most efficient use of State resources, the October 21, 2009, ITTC meeting was held via conference call pursuant to Iowa Code section 21.8. A conference call also ensured 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.

Commissioners Present

Betsy Brandsgard, Chairperson
Pamela A. Duffy, Member
Michael W. Mahaffey, Member
Robert R. Hardman, Member
Timothy L. Lapointe, Member

Commissioners Absent

David A. Vaudt, Ex-Officio Member

Iowa Communications Network Staff Present

John Gillispie, Executive Director
Joseph Cassis, Deputy Director
Dave Lingren, Service Delivery Administrator
David Marley, Operations Administrator
Kevin Heinzeroth, Finance Director
Vicki Wallis, Engineering Administrator
Tami Fujinaka, Government Relations Manager
Lori Larsen, Administrative Assistant (Recorder)

Guests

Lois Irwin – Department of Education

Call to Order

Commissioner Brandsgard called the meeting to order at 10:33 A.M. It was noted that a quorum of members was present for the meeting.

Approval of 9/24/09 Meeting Minutes

Approval of the September 24 ITTC meeting minutes was informally tabled until the November 23 meeting.

Old Business

ERC/Budget Impact on ICN - John Gillispie/Kevin Heinzeroth

On October 20 the agencies receiving general fund dollars turned in their plans to DOM (Department of Management) to accommodate the 10 percent across the board cut required by Governor Chet Culver. Executive Director Gillispie asked the ICN management to take a close look at ICN's budget, and determine how changes can be made to help alleviate the pain for our customers. ICN's management team was asked to cut controllable expenses by 10 percent. ICN's management team submitted \$1.4 million worth of reductions. At the current time, there are no indications of layoffs for ICN employees. The ICN will not fill retirements, some major projects will not be pursued, and some maintenance contracts will be affected.

Kevin Heinzeroth added ICN reviewed the 2010 budget, and discussed cuts in maintenance, wages, and administrative costs.

ARRA Status –Grants, Board – John Gillispie

Iowa has not received its indication from the NTIA (National Telecommunications Information Administration) regarding its mapping application. NTIA originally indicated that all mapping awards would be awarded by October 1. NTIA has released a total of four mapping awards. NTIA has not indicated any awards for any broadband projects submitted.

The Iowa BDGB (Broadband Deployment Governance Board) sent letters to all federal applicants, with projects in Iowa, informing them of the state program and indicating that the Iowa BDGB would like the entities to show their interest in pursuing the state funds. The Iowa BDGB has received positive responses from entities who wish to pursue state funding. If no federal funding is awarded to the entity, no state funding can be granted.

Iowa BDGB meets next on November 6.

Customer Focus Groups – Joseph Cassis

The ICN is pursuing the customer focus groups to get a pulse on our customer's perspectives regarding ICN services, and ICN's role in helping achieve their objectives. Three vendors responded to an RFP (request for proposal), and the State Public Policy Group (SPPG) was awarded the RFP. SPPG had the best response in line with ICN's envision of a customer focus facilitator. Executive Director Gillispie requested to have SPPG's completed report before or on December 4, and also have a presentation to Commissioners during the December ITTC meeting.

SPPG and ICN identified three focus group areas in the state for state agencies, and four additional focus group sessions throughout the state. Focus groups will begin Monday, October 26, and be completed by Thursday, October 29. ICN staff will not be attending the sessions. SPPG's team will be only taking notes, audio and video recordings will not be included.

ICN sent 1,700 contact names to SPPG. SPPG sent 1,000 invites for the focus groups. SPPG is looking for 105 participants for the sessions. Scripts have been written, so each session will discuss similar issues. There will be a follow-up questionnaire sent to participants.

Focus Group Sites: *Each focus group will be held from 11 AM to 1:30 PM. Lunch provided by vendor.*

- Iowa Cubs Club, Des Moines, IA
- Learning Resource Center, West Des Moines, IA
- Bandana's Bar-B-Q, Conference Room, Ankeny, IA
- Rock Island Depot, Chamber of Commerce, Atlantic, IA
- Tea Room, Storm Lake, IA
- Recreation Center, Mt. Pleasant, IA
- Waterloo Public Library, Waterloo, IA

Q – Will the questions for the focus groups be developed by ICN?

Joseph Cassis indicated that the ICN guided SPPG. SPPG created the script and ICN approved the script. SPPG wants open comments and perceptions in line with the pursuit.

Each invite included background information of the ICN (Iowa Code, services, etc).

Strategic Planning-Performance Metrics – Joseph Cassis

The idea (dashboard effect) is to focus on key indicators as a way to not only identify potential opportunities, but highlight challenges and problems that might be encountered before they happen. The ICN generates a lot of data and information, and reviews the graphical representation of the business in bi-monthly meetings. Preparing the information takes a lot of staff time and analysis. In reality it comes to looking at anomalies and catastrophic

situations, and being prepared prior to that actually occurring or positioning ourselves to take advantage of an opportunity that might come about and know the effect on the agency.

The team put together a transitioning process, identifying graphs and reporting mechanisms. The goal is to have reporting that the staff and Commissioners can review. With this information, communications can be enhanced and action items can help facilitate objectives.

On November 17 the management team will identify key indicators that reflect ICN's agency and mission.

IHA Project Status - Dave Lingren

Dave Swanson and Tony Crandell are leading this project for ICN. They have visited with 27 of the 31 hospitals scheduled to be installed on the new network in 2009. They have had very positive responses. The hospitals are also identifying services (primarily Internet access and some Ethernet activity) to utilize. Some applications have not been fully developed (i.e. radiology and electronic health records). IHA (Iowa Hospital Association) gave a list of 400 clinics that hope to interconnect in the future. ICN has completed a *Memorandum of Understanding* regarding how the ICN receives, stores, and delivers the electronics associated with this project. That memorandum has been given to IHA for their review. All of the core electronics have been received. Swanson and Crandell tagged equipment with IRHTTP decals, and serial numbers have been recorded.

Fiber to the first hospital sites should be completed by the end of November 2009.

Q - After the fiber is connected to the hospitals should the ICN get press?

Dave Lingren said, yes IHA has explained that they would like press, and they would be organizing the effort.

Commissioner Brandsgard said the ICN should correlate that effort with IHA to make sure the ICN's role is properly shown in that initiative.

Rate Adjustment - Dave Lingren

Commissioner Mahaffey moved that the ITTC go into closed session for the purpose of discussing non-video rates. The ICN and ITTC consider non-video rates to be trade secrets. Under Iowa Code 22.7(3), trade secrets are confidential records. Iowa Code 21.5(1) permits a government body to go into closed session to review or discuss confidential records. Commissioner Hardman seconded the motion. A roll call vote was taken and passed, as follows:

Commissioner Duffy – yes
Commissioner Hardman – yes
Commissioner Lapointe – yes
Commissioner Mahaffey – yes
Commissioner Brandsgard – yes

The Chair asked for a motion to adjourn the open meeting to go into closed session.

Commissioner Hardman moved adjournment of the open session. Commissioner Duffy seconded the motion. A roll call vote was taken and passed, as follows:

Commissioner Duffy – yes
Commissioner Hardman – yes
Commissioner Lapointe – yes
Commissioner Mahaffey – yes
Commissioner Brandsgard – yes

NOTE: 1 guest left the open meeting.

The open meeting adjourned at 11 AM.

Following the conclusion of the closed session, guests were invited to rejoin the meeting. The Chair reconvened the public meeting at 11:18 AM and opened the floor to a motion.

NOTE: No guests re-entered the open meeting.

Commissioner Lapointe moved for the Commission to approve a reduction of rates, as discussed in closed session, which would amount to a \$750,000 to \$850,000 reduction, in the aggregate, all subject to final approval by the Rates Sub-committee, with the anticipation of final approval within the next two weeks. Commissioner Hardman seconded the motion. Motion passed.

Commissioner Duffy – yes
Commissioner Hardman – yes
Commissioner Lapointe – yes
Commissioner Mahaffey – yes
Commissioner Brandsgard – yes

New Business

None

Other Business

Staff will send the 2010 ITTC meeting schedule to the Commissioners.

The ITTC meeting scheduled for November 19 will need to be rescheduled. An alternative date is Monday, November 23. The majority of Commissioners are available on Monday, November 23, but ICN staff will also look for an additional alternative date.

Commissioner Brandsgard reminded and encouraged the Commissioners to submit their One Gift letters to Tami Fujinaka by October 30.

Adjournment

There being no further business, the meeting adjourned at 11:30 A.M.

ATTESTED TO:



Betsy Brandsgard, Chair, Iowa Telecommunications and Technology Commission