

**A MEETING OF THE BOARD OF PUBLIC WORKS & SAFETY OF THE CIVIL CITY OF NEW ALBANY, INDIANA, WAS HELD IN ROOM 100 AT NEW ALBANY CITY HALL ON TUESDAY, JULY 29, 2025 AT 10:00 A.M.**

**PRESENT:** Cheryl Cotner-Bailey, member, David Brewer, member, and Mickey Thompson, president.

**OTHERS PRESENT:** Fire Chief Juliot, Police Chief Bailey, Phil Aldridge, Brad Fair, Mike Wallace, Sean Payne, Brad Ramsey, Linda Moeller, David Heeke, Sherri Baker, Wendy Byrn, Jessica Campbell, Larry Summers, Councilman Phipps and Vicki Glotzbach

**CALL TO ORDER:**

**Mr. Thompson called the meeting to order at 10:04 a.m.**

**PLEDGE OF ALLEGIANCE:**

**BIDS:**

**NEW BUSINESS:**

**1. Dr. Collin Larson and Dr. James Garland re: Parking at 1109 E. Spring Street**

**Dr. Larson** explained that they own a dental practice at 1109 E. Spring Street and parking is and parking is limited with issues since they opened. He stated that they have a more elderly client base that is growing, so they are running into even more issues, especially with patients that need to be wheeled out to their vehicles. He explained that they have issues with other business coming to service something in the area and parking their vehicles in front of the dentist office, and one of the biggest offenders is HyperCars, who pull up in front of their office to unload their trailers. He added that his partner Dr. Garland worked at another location on Spring Street and they were able to request a few of the spots in front of their office to be dedicated to patient parking during business hours and they are asking to be afforded the same opportunity. He requested to reserve the four spots in front of their office Monday-Thursday from 8:00 a.m. – 5:00 p.m.

**Councilman Greg Phipps** stated that he is their neighbor as well as their council representative. He concurred with the problem with HyperCars, and if they look back to when they were granted their special exception, it was primarily a detailing shop with a limited number of cars on the lot. He added he is more concerned about the unloading of the trailers, stated that observed it on two different times Friday afternoon between 4:00-6:00 p.m. when they were also blocking spaces in front of his residence. He explained that when you try to turn out of 11<sup>th</sup> Street you cannot see westbound traffic coming down Spring Street and this took place during peak rush hour, which makes it a public safety concern. He added that maybe they need a designated loading zone and limits on the hours because they are disrupting residents, businesses and they are posing a safety hazard. He stated that another issue is when people go in to test the cars, they drive them up and down Spring Street and these cars are noisy and fast. He explained that as their neighbor he is absolutely fine with them requesting these spaces because they are a business and we want to encourage more businesses to come to New Albany. He added that the only issue he sees is sweeping day and they would have to let patients know of that restriction.

**Dr. Larson** he stated that he has talked to the city and let them know of their business hours, so when the sweeper comes and patients get tickets, they take care of them. He added that they try to let patients know to not park in the area as much as possible.

**Dr. Garland** stated that they have a shared driveway with their neighbors and they worry about opening that up to patience because it will be conflict with the neighbor. He explained that they have a few people in the area that consistently park in front of their building and leave them there for weeks at a time, so that is another issue on top of everything else that they deal with. He added that they have photographs to share with the board if they would like to review those.

**Police Chief Bailey** stated that if there is a vehicle parking in front of their building for more than 24 hours, they can call the traffic department as there is an ordinance prohibiting this practice. He added that he is sensitive to the parking in the area and asked that they notify the department if they see any other obvious violations. He stated that he has had discussions for a long time about that area and everyone is aware that the HyperCars business is preparing to relocate so hopefully this will alleviate many of the issues.

**Councilman Phipps** stated that he doesn't want to get the business in trouble he just wants to hold them accountable to city ordinances.

**Mr. Brewer moved to take this item under advisement, Mrs. Cotner-Bailey second, motion carries.**

## **2. Sherri Baker re: Request for Temporary Closure**

**Mrs. Baker** presented a request to close the main street sidewalk, pedway and ADA ramp on August 11 from ~7:30-10:00a.m. for the annual fire sprinkler testing.

**Mrs. Cotner-Bailey** asked who is going to notify the businesses.

**Mrs. Baker** stated that she will notify them.

**Mrs. Cotner-Bailey moved to approve, Mr. Brewer second, motion carries.**

## **3. Wayne Holt, Miller Pipeline for CenterPoint Energy re: Encroachment permit request to install gas service to 115 Union Street and 217 Maevi Dr.**

**Mr. Holt** requested the above cuts to install gas service and leak repairs.

**Mr. Thompson** stated that the map shows that the repair is in the grass at 217 Maevi Drive.

**Mr. Brewer moved to approve, Mrs. Cotner-Bailey second, motion carries.**

## **4. Jeff Kriel for CenterPoint Energy re: Encroachment permit request for an emergency repair at 201 E. Elm Street that has been completed**

**Mr. Kriel** requested a permit for the above emergency repair.

**Mr. Thompson** stated that restoration hasn't been completed yet because it was an emergency repair. He asked if this leak was detected by the van that rides around.

**Mr. Kriel** replied yes.

**Mrs. Cotner-Bailey moved to approve, Mr. Brewer second, motion carries.**

## **5. Brian Gullion for AT&T re: Encroachment permit request to bore in underground conduit and fiber to 3920 Payne Koehler Road**

**Mr. Gullion** requested a permit for two road crossings to feed Koehler Woods subdivision. He stated that the crossings are at Blackiston Boulevard and at right at the subdivision.

**Mr. Thompson** stated that when he did his site visit, he didn't realize there were two crossing areas so the permit that was only had photos of one location but he provided photos of the second location before the meeting started.

**Mrs. Cotner-Bailey** asked if the vault is going to be restored.

**Mr. Thompson** stated that the vault is next to the pedestal but he will send Mr. Gullion the photo so he can see the issues.

**Mr. Gullion** thanked Mr. Thompson for letting him know. He explained that locators oftentimes will open these pads and leave them open when they are done.

**Mrs. Cotner-Bailey** asked if there is a way to address that on their end.

**Mr. Gullion** stated they can try but they haven't been successful in the past with this request. He added that they will address that location now that they know about it.

**Mrs. Cotner-Bailey moved to approve, Mr. Brewer second, motion carries.**

**COMMUNICATIONS – PUBLIC:**

**Mr. Ben Ashcraft**, passed out their resubmissions for a solicitor's permit for the board to review. He stated that he knows that this board take resident safety and community trust seriously and he respects the thoroughness of this process. He added that his is not here to push, but to clarify, listen and to earn their trust. He explained that he wanted to make it clear that they are not Lumos and they aren't the construction crews that dig/bore. He stated that they are an independent based marketing team from Kentucky whose job is to simply educate residents about the fiber service offered on the street and then decide if it is a good fit for them. He explained that they do not enter homes, they do not pressure the residents and everything happens on the porch typically under five minutes, adding that they know one bad interaction can ruin trust so they go out of their way to make sure they avoid this. He stated that their model is built around advocating for the customers best interest, educating the customers on what options are available, and moving on without pressure if someone isn't interested. He added that they believe in service over selling and that is what sets their team apart but he does understand where the hesitation comes from. He stated that he knows there has been issues with aggressive sales tactics from others over time in New Albany and the issue with the water line no doubt heightened concern. He explained that they have responded buy building in real safeguard with a porch only policy, background check on every rep, real-time tracking on every visit and they are willing to share logs weekly, a dedicated city hotline, and a dynamic no knock list which means they will not return if someone asks them not to. He stated that they want to be part of restoring that trust, not eroding it and they are asking for a temporary greenlight for 90 days giving them a chance to earn the city's trust by utilizing stick oversight, limited reps and full transparency. He explained that only three reps will be requesting a permit, himself included, and each of them have passed a background check, submitted character reference, and have been trained on ethical outreach/vulnerability awareness/opt-out enforcement.

**Mr. Brewer** asked about the definition of vulnerability awareness.

**Mr. Ashcraft** stated that his would be acting on behalf of the customer and their best interest while assessing if this may be a person who maybe shouldn't be making this decision.

**Mr. Brewer** asked if they visit a home and see someone in the back or to the side of the house would they approach them.

**Mr. Ashcraft** stated that they wouldn't approach them in the back or side but they may wave and say hello.

**Mr. Brewer** stated that this is a big concern of his because if they approach the side or back of a home it could look like they are trying to sneak around the property and it could trigger some resident.

**Mr. Ashcraft** stated that this is why they have the porch only policy to make sure they are only going to the front door.

**Mr. Brewer** asked what times they want to work.

**Mr. Ashcraft** replied 11:00 a.m. until 6:00 p.m. on weekdays.

**Mrs. Cotner-Bailey** asked if he could remind the board who they would be soliciting on behalf of.

**Mr. Ashcraft** replied that it is T-Fiber or T-Mobile Fiber.

**Mrs. Cotner-Bailey** stated that she noticed in the packet that there isn't any contact information for the character references and testimonials.

**Mr. Ashcraft** stated that he would be happy to get her that information.

**Police Chief Bailey** asked who does their background checks.

**Mr. Ashcraft** replied Smply Verified. He explained that they do a local check for the state as well as a nationwide check, and this is done for anyone that comes on to their team as it is important to the culture of their company.

**Police Chief Bailey** asked what the playbook would look like if they knock on a door and the resident says that they aren't interested.

**Mr. Ashcraft** explained that they have maps for every interaction and it would be logged as a "do not return/not interested" and they are taking off the list which is updated every day.

**Mrs. Cotner-Bailey** asked if the resident says that they aren't interested is their response going to be "thank you for your time" or will their representatives keep asking questions.

**Mr. Ashcraft** stated that the response would be "thank you for your time" but they would answer any questions the resident may have.

**Mrs. Cotner-Bailey** asked if there was a merger with the companies.

**Mr. Ashcraft** stated that T-Mobile bought Lumos and they will be offering the service to New Albany with a price lock of ten years.

**Mr. Brewer** asked what they do if there is a "no soliciting" or a "no trespassing" sign.

**Mr. Ashcraft** stated that they pass those properties by.

**Mr. Thompson** asked how many employees they have.

**Mr. Ashcraft** stated that they have ~40 and they don't have any plans beyond asking for the three trial permits because their focus is on building trust with the city.

**Mr. Brewer** thanked them for coming back and putting the effort into this presentation.

**Mr. Thompson** asked if he has been to the county.

**Mr. Ashcraft** stated that they paid for an application and go to a meeting on August 9.

**Mr. Brewer** asked if their safety vest have the company name.

**Mr. Ashcraft** replied yes.

**Mrs. Cotner-Bailey** asked if someone would be available for the hotline during the house they are soliciting or if it is a voicemail.

**Mr. Ashcraft** stated that they will have someone available to answer during their office hours or it can be redirected to the city clerk. He explained that the city hotline is for communication between them and the city.

**Mrs. Cotner-Bailey** stated that the proposal states that the hotline number will be given to city officials and residents.

**Mr. Ashcraft** stated that this number is for leave behinds or for city officials to let them know of any complaints. He explained someone will be available from their company to answer those calls during hours of solicitation and they can have the calls forwarded to their cell phones after hours.

**Mr. Thompson** stated that they would likely want two different numbers for city officials to address concerns and then for potential customers to call for questions about the service.

**Mrs. Cotner-Bailey** stated that this board needs confirmation that any calls about concerns with their representatives will reach a live person during the hours that they are soliciting.

**Mr. Ashcraft** stated that he can set it up to forward to his cell phone.

**Mrs. Cotner-Bailey** asked about the days of the week they want to work.

**Mr. Ashcraft** stated that they typically work Monday-Friday and Saturdays are a great day too but they will work whatever the board is comfortable with.

**Police Chief Bailey** stated that the board needs a specific request to consider.

**Mr. Ashcraft** stated that they would like to work Monday-Friday 11:00 a.m. – 6:00 p.m. He added that they have provided the list of locations and that will change as service is turned on in different locations.

**Mr. Brewer** stated that an aerial map of the locations would be helpful if they can provide that.

**Mr. Ashcraft** stated that they can get those.

**Mrs. Cotner-Bailey** stated that this board will need a list of city addresses as there is nothing for them to consider approval for and they would contact information for the reference.

**Mr. Brewer moved to take this request under advisement, Mrs. Cotner-Bailey second, motion carries.**

#### **UNFINISHED BUSINESS:**

#### **TABLED ITEMS:**

#### **COMMUNICATIONS – CITY OFFICIALS:**

##### **1. Linda Moeller re: Joint Resolution between the Board of Public Works & Safety and the Sewer Board**

**Mrs. Moeller** presented a joint resolution to transfer a 2022 Chevy Silverado from the sewer department (wastewater) to the street department.

**Mrs. Cotner-Bailey moved to approve, Mr. Brewer second, motion carries.**

##### **2. Larry Summers re: Paving Update**

**Mr. Summers** reported that AllTerrain completed the work on the sidewalk next to Scribner, they are currently working on the ramps at State Street and Elm Street, and as this work comes to a conclusion they will move to Grant Line Road. He stated that Libbs is expected to start a drainage repair on Indiana Avenue to fix an issue with standing water and they will be working on the Metal Dynamics driveway off of East 10<sup>th</sup> Street to correct lip work that was covered.

**Mr. Thompson** asked about Charlestown Road and Hedden.

**Mr. Summers** stated that they are still looking at options at this location.

**3. Mickey Thompson re: Emergency sidewalk and parking lane closure at 218 Pearl Street**

**Mr. Thompson** explained that there was an issue with the façade on the building at 218 Pearl Street which required a sidewalk closure and they need a parking lane for a boom lift. He added that they didn't have a timeline because they don't know what the fix will be so he is asking for one week until he gets more information.

**Mrs. Cotner-Bailey** moved to approve, **Mr. Brewer** second, motion carries.

**APPOINTMENTS:**

**CLAIMS:**

**APPROVAL OF MINUTES:**

**Mr. Brewer** moved to approve the Regular Meeting Minutes for July 22, 2025 with corrections, **Mrs. Cotner-Bailey** second, motion carries.

**ADJOURN:**

**There being no further business before the board, the meeting adjourned at 11:03 a.m.**

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Mickey Thompson, President

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Vicki Glotzbach, City Clerk