



# City of High Point

## Meeting Agenda

### Transparency, Engagement, & Communication Committee

Municipal Office Building  
211 S. Hamilton Street  
High Point, NC 27260

Council Member Michael Holmes, Chair  
Council Member Amanda Cook  
Council Member Dr. Patrick Harman  
Mayor Pro Tempore Britt Moore  
Cyril Jefferson, Mayor (Alternate)

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Wednesday, May 21, 2025

9:00 AM

Council Chambers

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#### Transparency, Engagement, and Communications Committee - Council Member Michael Holmes, Chair

#### CALL TO ORDER

#### PRESENTATION OF ITEMS

- 2025-207     **Advanced Metering Infrastructure Presentation**  
Staff will provide a presentation regarding Advanced Metering Infrastructure.
  
- 2025-208     **Lead for North Carolina Fellowship Program Update**  
Staff will provide an update regarding the Lead for the North Carolina Fellowship Program.
  
- 2025-209     **Update on the City of High Point Store**  
Staff will provide an update on the City of High Point merchandise store plans.

#### ADJOURNMENT

# CITY OF HIGH POINT

## AGENDA ITEM



**TITLE:** Advanced Metering Infrastructure Presentation

**FROM:**  
Jeremy Coble  
Customer Service Director

**MEETING DATE:**  
May 21, 2025

**PUBLIC HEARING:**  
No

**ADVERTISED DATE/BY:**  
N/A

**ATTACHMENTS:**  
1. Presentation

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**PURPOSE:** Staff will provide a presentation regarding Advanced Metering Infrastructure.

**BACKGROUND:** The City of High Point’s Advanced Metering Infrastructure (AMI) initiative is a coordinated effort across multiple departments to modernize utility operations and enhance customer service. This strategic investment supports a more resilient, efficient, and responsive infrastructure—empowering residents with greater transparency, timely data, and improved service delivery. Through cross-departmental collaboration, High Point is building a smarter, more connected future.

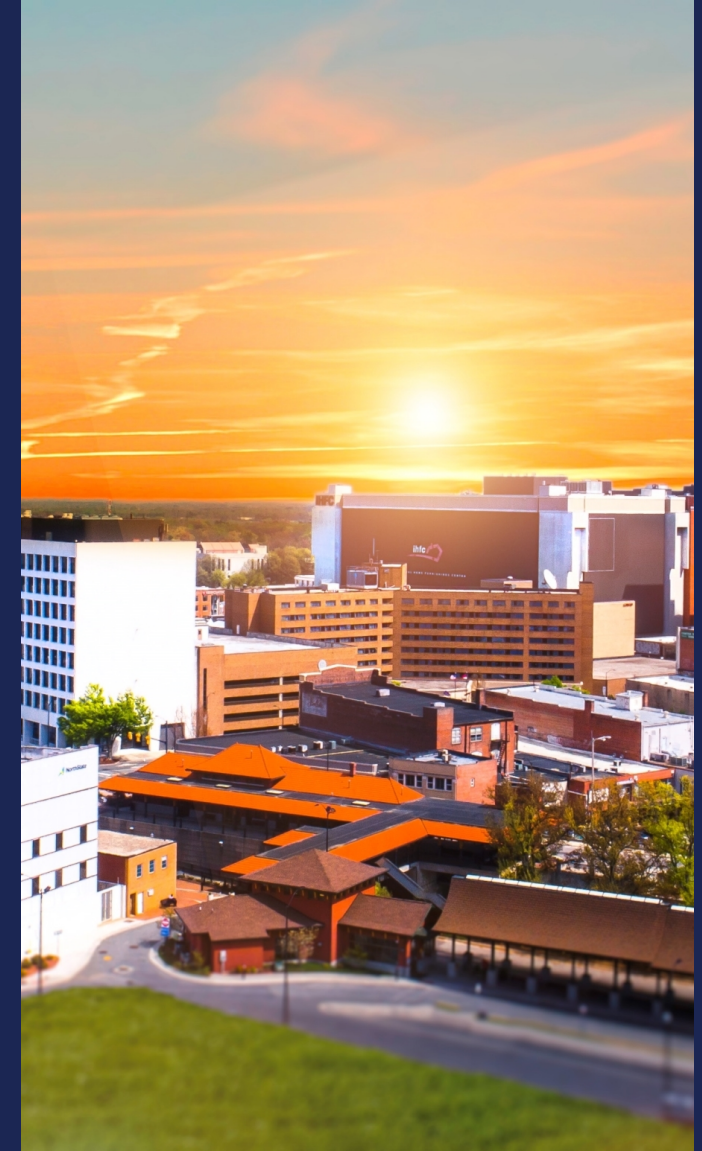
**BUDGET IMPACT:** N/A

**RECOMMENDED ACTION REQUESTED:** Information only.



# Transparency, Engagement & Communication Committee

Advanced Metering Infrastructure (AMI)



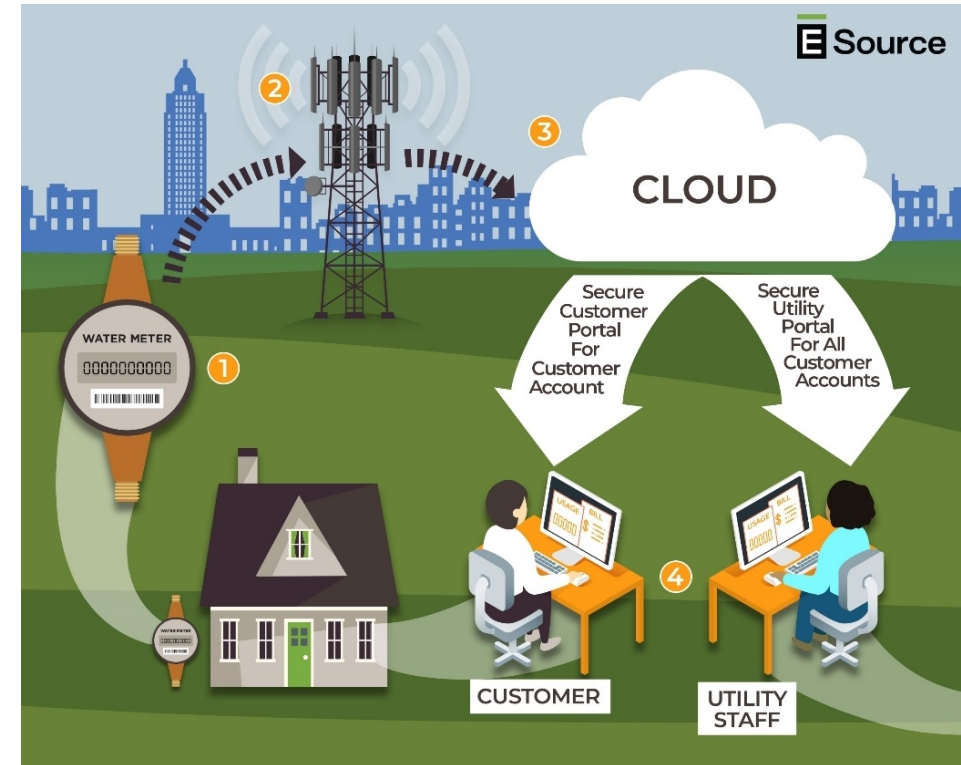
# What is Advanced Metering Infrastructure (AMI)?

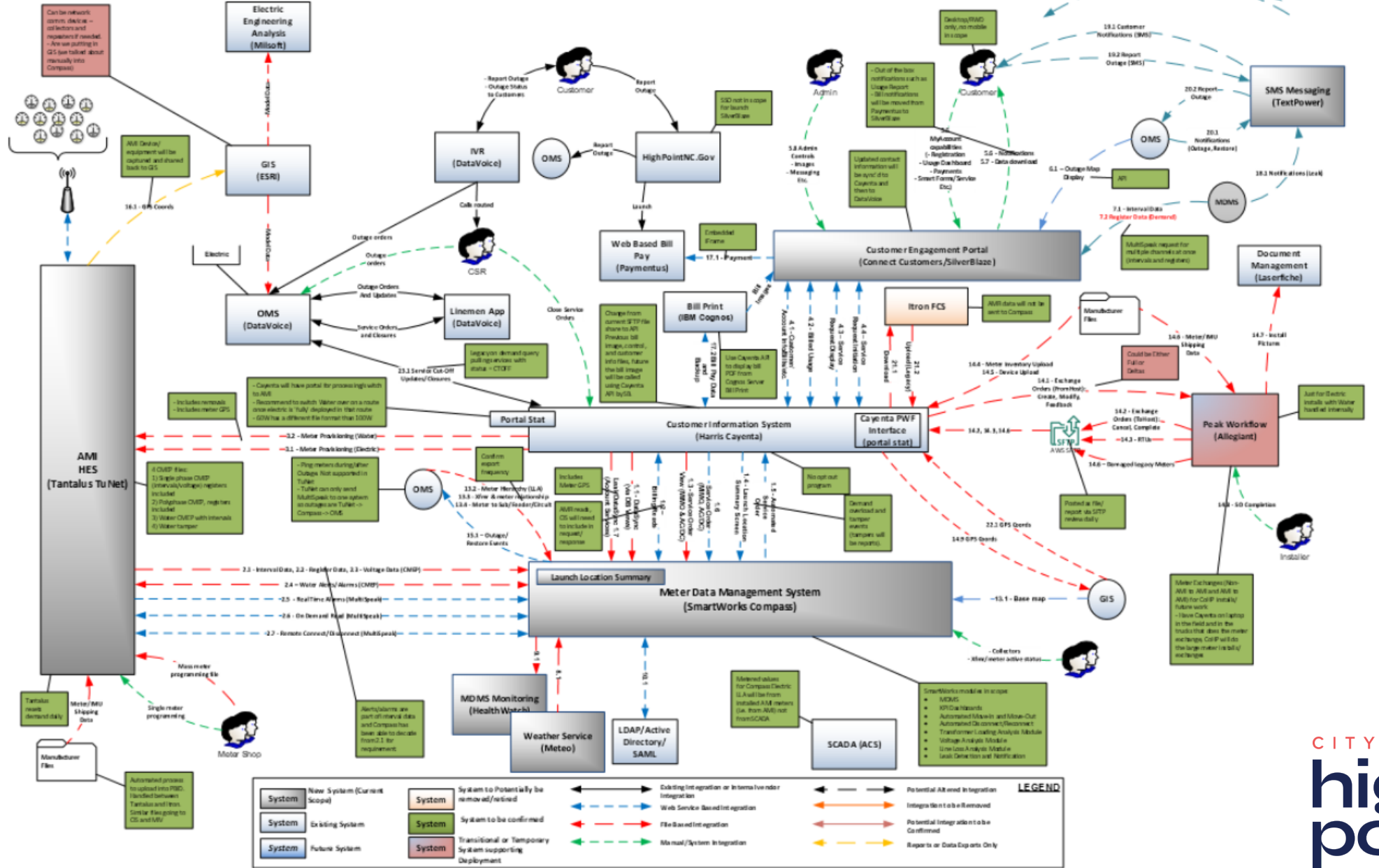


Communications network



It allows two-way communication between a customer's meter and the City information systems.







# Customer Service Enhancements



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CALL CENTER STAFF EQUIPPED WITH USAGE DASHBOARDS

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IMPROVED FIRST-CONTACT RESOLUTION WITH METER DATA

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TAILORED ALERTS BY CUSTOMER PREFERENCE (LEAKS, THRESHOLD ALERTS, ETC.)

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AUTOMATED CUT-ON/OFF

# Customer Portal

Near real-time water and electric usage

Daily and hourly consumption graphs

High usage alerts and leak detection



## Text Communications

Text for outages

Text to inquire about  
balance and due date

Other information  
regarding city  
services



35,851 current users

# Questions

Jeremy Coble

[jeremy.coble@highpointnc.gov](mailto:jeremy.coble@highpointnc.gov)

# CITY OF HIGH POINT

## AGENDA ITEM



**TITLE:** Lead for North Carolina Fellowship Program Update

**FROM:**  
Eric Olmedo  
Assistant City Manager

**MEETING DATE:**  
May 21, 2025

**PUBLIC HEARING:**  
No

**ADVERTISED DATE/BY:**  
N/A

**ATTACHMENTS:**  
1. Presentation

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**PURPOSE:** Provide an update on the work that the Lead for North Carolina Fellow has provided to the City.

**BACKGROUND:** The City of High Point is participating in the Lead for North Carolina Fellowship program. Lead for North Carolina connects promising young leaders with our state's local governments. This innovative fellowship program supports communities and strengthens public institutions, while creating a new generation of extraordinary public servants.

**BUDGET IMPACT:** N/A

**RECOMMENDED ACTION REQUESTED:** Information only.

# LFNC & HIGH POINT: YEAR IN REVIEW

Carla Huggins, Lead for NC Fellow



# LEAD FOR NC

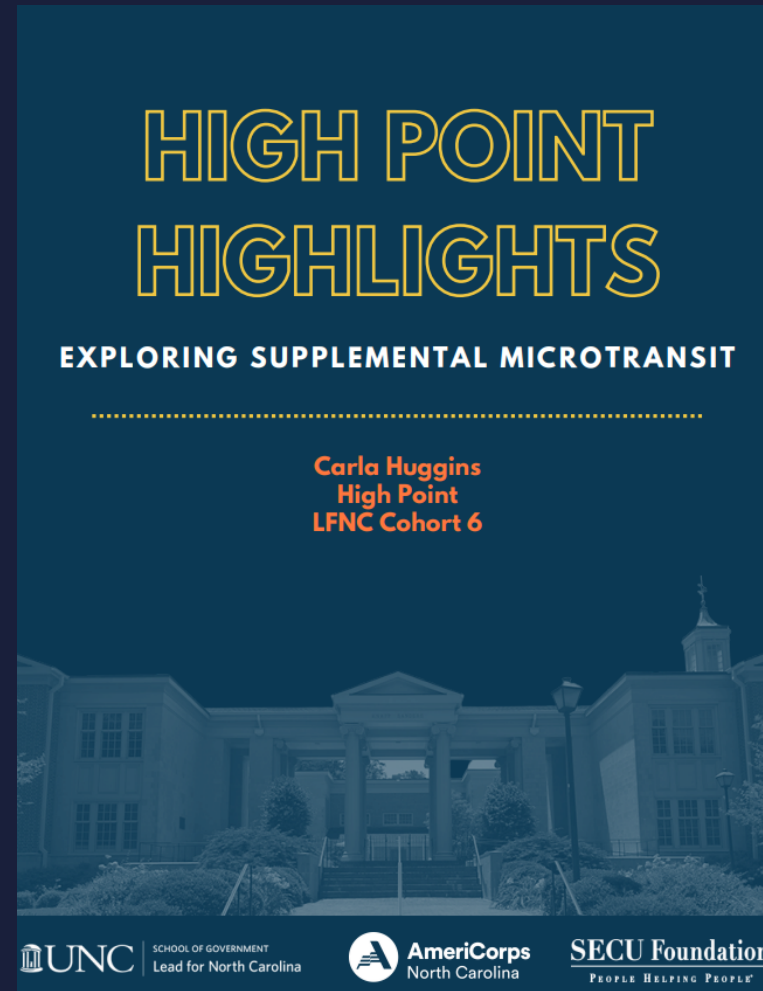
*“Lead for North Carolina connects promising young leaders with our state’s local governments. This innovative fellowship program supports communities and strengthens public institutions, while creating a new generation of extraordinary public servants.”*







# PROGRAM OUTPUTS



# HIGH POINT 101

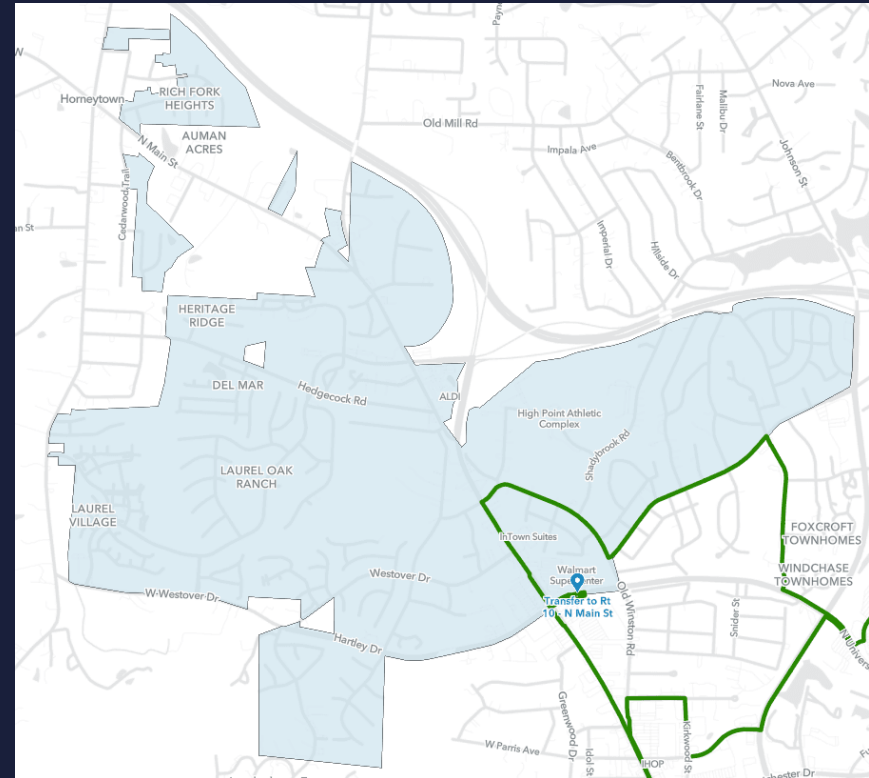
- Months-long research and benchmarking
  - Application/selection packets, session materials, activities, etc.
- Coordination and workshopping with participating City departments since January
- Launching September 2025
  - 8 weeks long; 20 participants; 13 departments



The screenshot shows the UNC School of Government website. The header includes the UNC logo and navigation links: About, Public Officials, Topics, Courses, Publications, Blogs, Resources, Giving, Knapp Library, and MPA Degree. A search bar is located in the top right. The main content area features a large image of classical columns and the title "Citizens Academies". Below the image, there is a "MICROSITE" section with a sub-header "Citizens Academies" and a list of links: Overview, Contributors, and Roles / Topics. A paragraph of text describes citizens academies as educational programs. Below the text is a photo of a group of people, with a caption that reads "Alumni of Chatham County, NC, Citizens College". On the right side of the page, there is a sidebar titled "CITIZENS ACADEMIES" with a list of links: About Citizens Academies, The Citizens Academy Handbook: Building Capacity for Local Civic Engagement, Component Guide, Scheduling, Sessions & Topics, Recruitment & Advertising, Enrollment & Selection, Fees & Cost, Graduation, Evaluations, Other Aspects, Case Studies, Catawba County, NC, Town of Cary, NC, Town of Davidson, NC, City-County of Durham, NC, Town of Aberdeen, NC, City of Hickory, NC, Monroe County, IN, Redwood City, CA, and City of Gainesville, FL.

# HPTSGO!

- Helped benchmark comparable microtransit programs across the state
- Drafted FAQs on the webpage
- Attended biweekly meetings with Transit and Transportation staff
- Service launched April 1st, 2025



# BLOOMBERG HARVARD CITY LEADERSHIP INITIATIVE

- Our team has participated in several classes, interviews, ideation sessions, research sprints, and workshops over the past seven months
- AIM Statement: By 2030, we will increase year-round economic opportunities for High Point residents by becoming the world's home for furniture and design.





# PROJECT PARTICIPATION

Public Art Policy

Customer Service Policies

Water Resources Department

Popular Annual Financial Report

Revenue Manual

Housing Specialist Position

Opioid Settlement Funds

Special Events Policy

Business Improvement District

Feasibility Studies

Software Updates

Commercial Shared-Use Kitchen

Department Tours

Facade Improvement Grant

Credit Rating Presentations

Budget Reviews / Work Sessions

Climate Action Plan

Energy Rebate Policy

Strategic Plan Retreats

NLC, NCLGBA, & NCCCMA  
Conferences

THANK YOU

CITY OF  
high  
point.

# CITY OF HIGH POINT

## AGENDA ITEM



**TITLE:** Update on the City of High Point Store

**FROM:**  
Jeron Hollis  
Managing Director

**MEETING DATE:**  
May 21, 2025

**PUBLIC HEARING:**  
No

**ADVERTISED DATE/BY:**  
N/A

**ATTACHMENTS:**  
None

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**PURPOSE:** To provide an update on the City's merchandise store plans.

**BACKGROUND:** As part of the City of High Point's ongoing branding initiative, the new city logo has become increasingly visible—appearing on city buildings, assets, and merchandise. This visual identity has generated enthusiasm in the community, and there has been growing interest from residents in purchasing City-branded items featuring the secondary mark (h.).

Currently, branded apparel is obtained through various on-demand vendors for internal and limited public use. In response to community interest, marketing staff — working in coordination with the Legal and Finance departments — are exploring a pilot program with a third-party vendor to allow public purchase of select merchandise.

This initiative is being approached as a pilot project, with a goal of launching an online storefront in the third quarter of this year. Vendor selection and item offerings are still being finalized.

**BUDGET IMPACT:** N/A

**RECOMMENDED ACTION REQUESTED:** For Information Only.