



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)

Wednesday, November 12, 2025

9:00 AM

Council Chambers

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

CALL TO ORDER

PRESENTATION OF ITEMS

2025-459

Presentation of the 2024-2027 Strategic Plan Update and Dashboard

Staff will present the City of High Point 2024-2027 Strategic Plan update and the launch of the public dashboard.

ADJOURNMENT

CITY OF HIGH POINT

AGENDA ITEM



TITLE: Presentation of the 2024-2027 Strategic Plan Update and Dashboard

FROM:
Meridith Martin
Strategic Initiatives Manager

MEETING DATE:
November 12, 2025

PUBLIC HEARING:
No

ADVERTISED DATE/BY:
N/A

ATTACHMENTS:
1. Presentation

PURPOSE: To present the City of High Point 2024-2027 Strategic Plan update and the launch of the public dashboard.

BACKGROUND: True North Performance Group, LLC (TNPG) facilitated the City of High Point's FY 2024–2027 strategic planning process. As part of this effort, the consultant conducted individual interviews with the Mayor and City Council members to gain insight into their priorities and group dynamics in preparation for a two-day strategic retreat held in November 2024. TNPG led the retreat, which focused on discussion, analysis, and confirmation of the City's vision, mission, core values, and strategic goals.

To support ongoing implementation and transparency, the City contracted with Envisio to develop a public-facing strategic plan dashboard. This tool provides residents with an accessible view of City performance across key priorities and demonstrates the City's commitment to transparency, accountability, and results-driven management. The dashboard allows users to track progress on goals, initiatives, and departmental efforts aligned with the strategic plan.

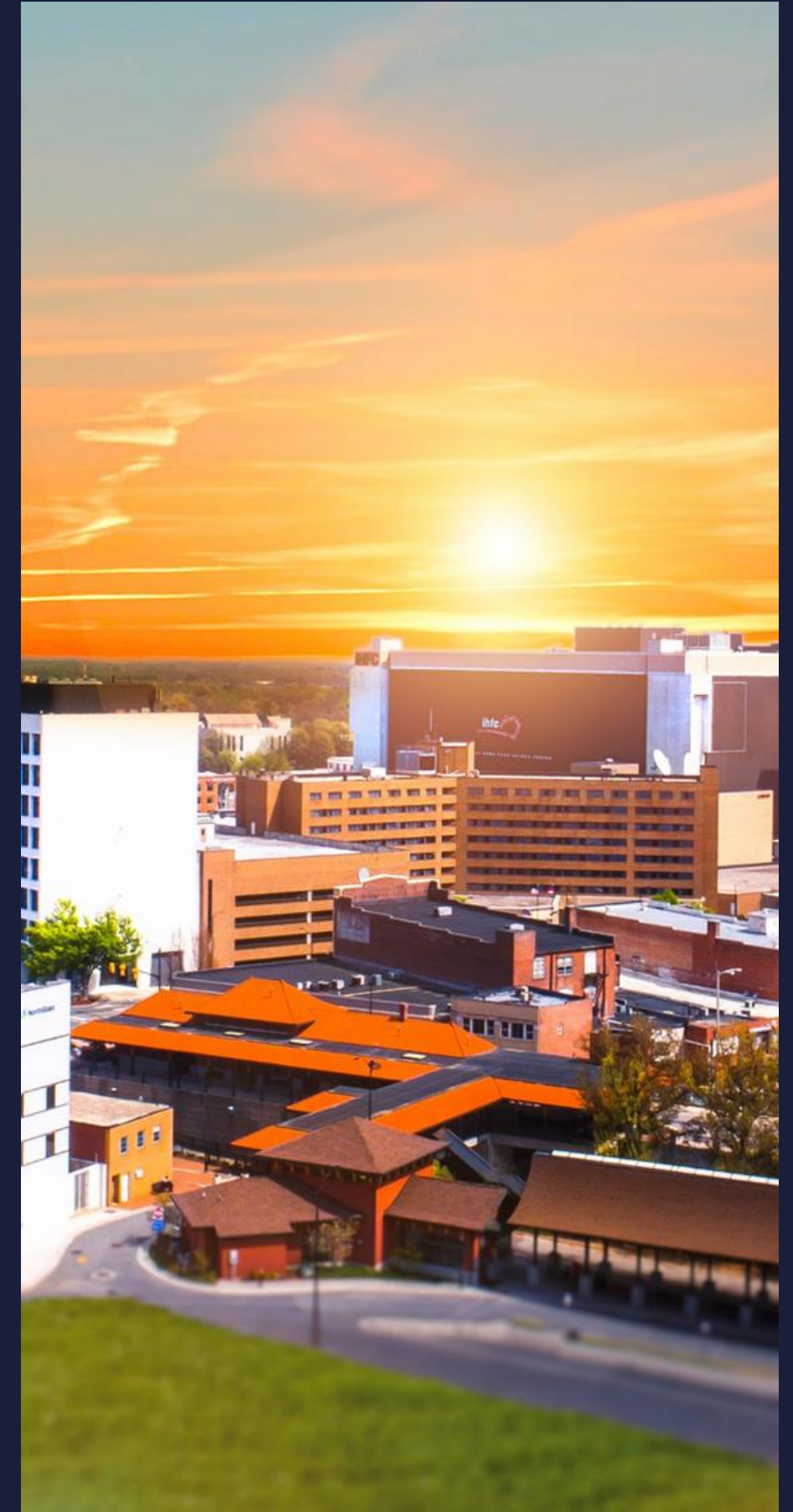
The accompanying presentation provides a progress update for the first quarter of FY 2025–2026 (July–September 2025) and marks the official launch of the City's public strategic plan dashboard.

BUDGET IMPACT: N/A

RECOMMENDED ACTION REQUESTED: This item is for information and discussion.

STRATEGIC PLAN UPDATE

Meridith Martin
Strategic Initiatives Manager





VISION

Creating the single most livable, safe and prosperous community in America.

MISSION

The City will serve as the catalyst for bringing together the community's human, economic and civic resources for the purpose of creating the single most livable, safe and prosperous community in America.

CORE VALUES

Stewardship

Productivity

Welcoming

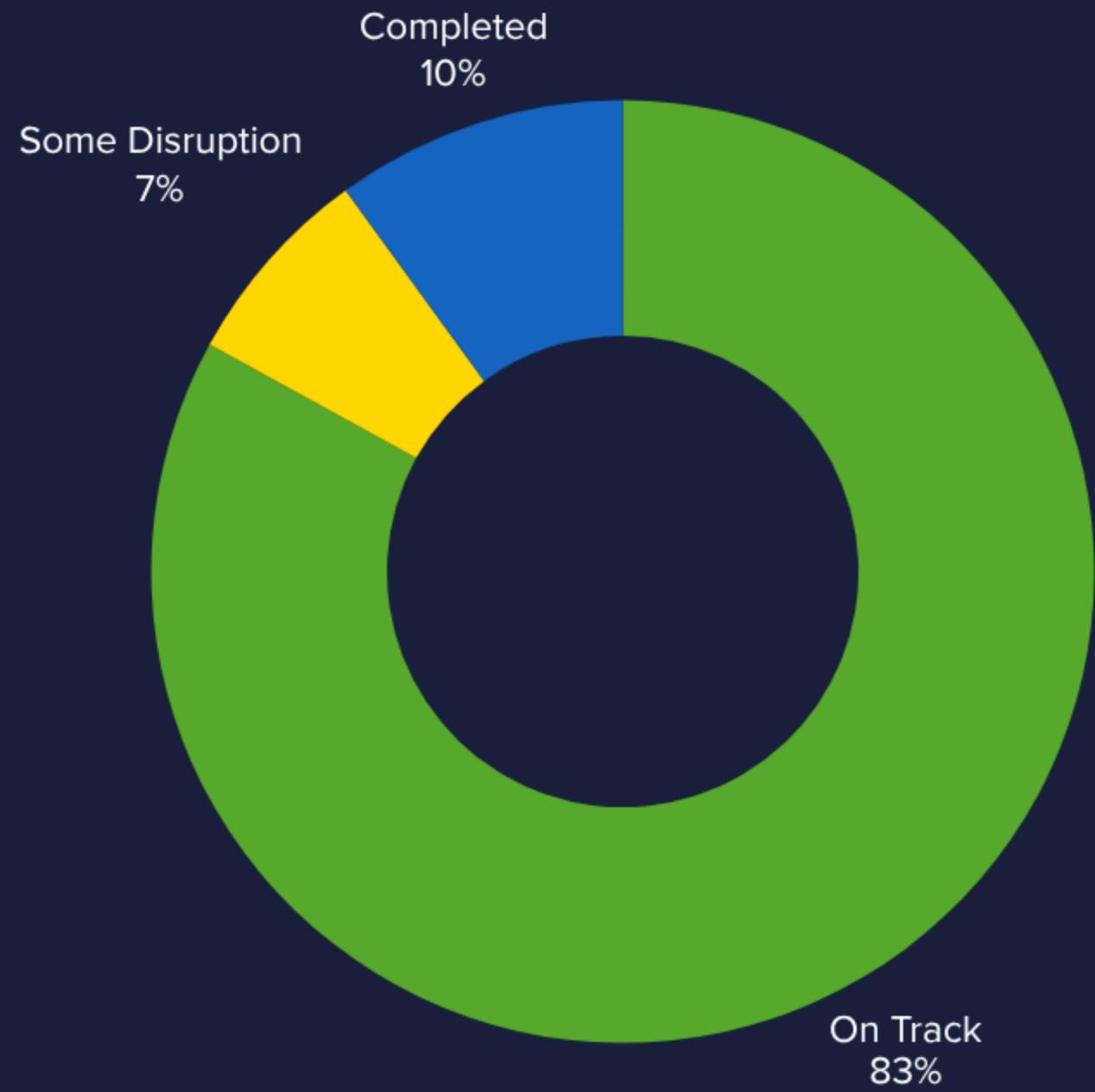
Integrity

STRATEGIC PLAN PROGRESSION

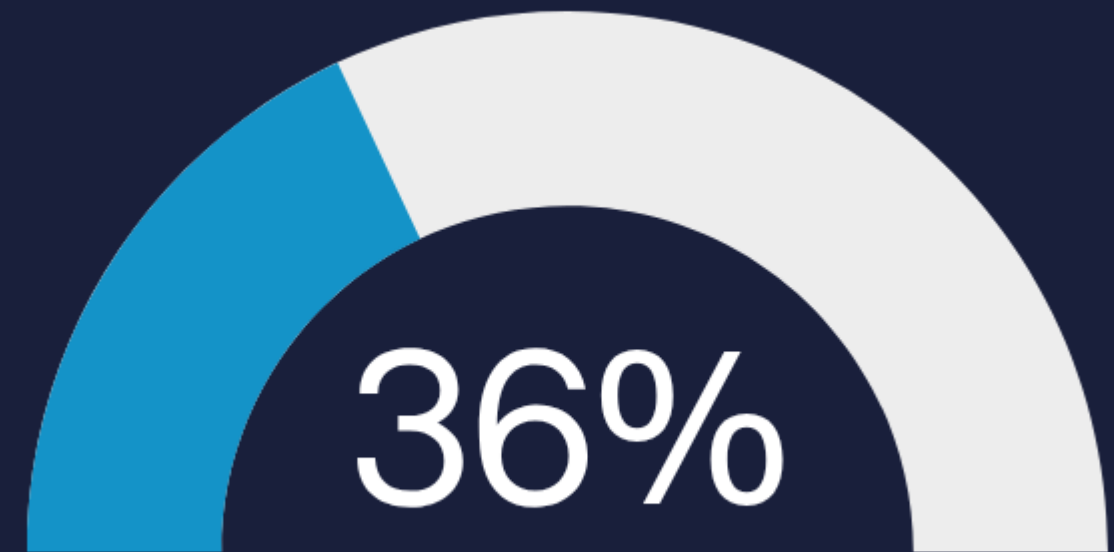


FIRST QUARTER UPDATE

Overall Status



Overall Progress



FIRST QUARTER UPDATE



Key Accomplishments

- Business growth
- Urban infrastructure & revitalization
- Entrepreneurship & small business support

Challenges

- Infrastructure constraints
- Economic conditions

Upcoming Priorities

- Shared-use kitchen
- Downtown & small business engagement

GOAL 1: THRIVING ECONOMY



FIRST QUARTER UPDATE



Key Accomplishments

- Community events & engagement
- Unity & regional connection
- Transparency & outreach

Challenges

- Sustaining equitable engagement
- Staffing gaps

Upcoming Priorities

- Resident education
- Multimedia outreach
- Community branding

GOAL 2: EFFECTIVE COMMUNICATION & ENGAGEMENT



FIRST QUARTER UPDATE

Key Accomplishments

- Commercial plan reviews
- Development ordinance update
- HP2045 implementation

Challenges

- Project partnership coordination
- Microtransit funding

Upcoming Priorities

- BUILD grant
- Transit study engagement
- Short-range transit plan

GOAL 3: PROACTIVE URBAN DESIGN & PLANNING



FIRST QUARTER UPDATE



Key Accomplishments

- Library Sensory Garden completion
- Mental Health Response Team launched
- Fair housing program advancement

Challenges

- Staffing gaps for code enforcement
- Whole home repairs funding

Upcoming Priorities

- Continued construction of New Center for Active Adults
- Fill code enforcement vacancies

GOAL 4: RESILIENT COMMUNITY



FIRST QUARTER UPDATE

Key Accomplishments

- Automated metering infrastructure (AMI) project
- CMAQ sidewalk projects review
- Burton Avenue & Gallimore Dairy Road projects

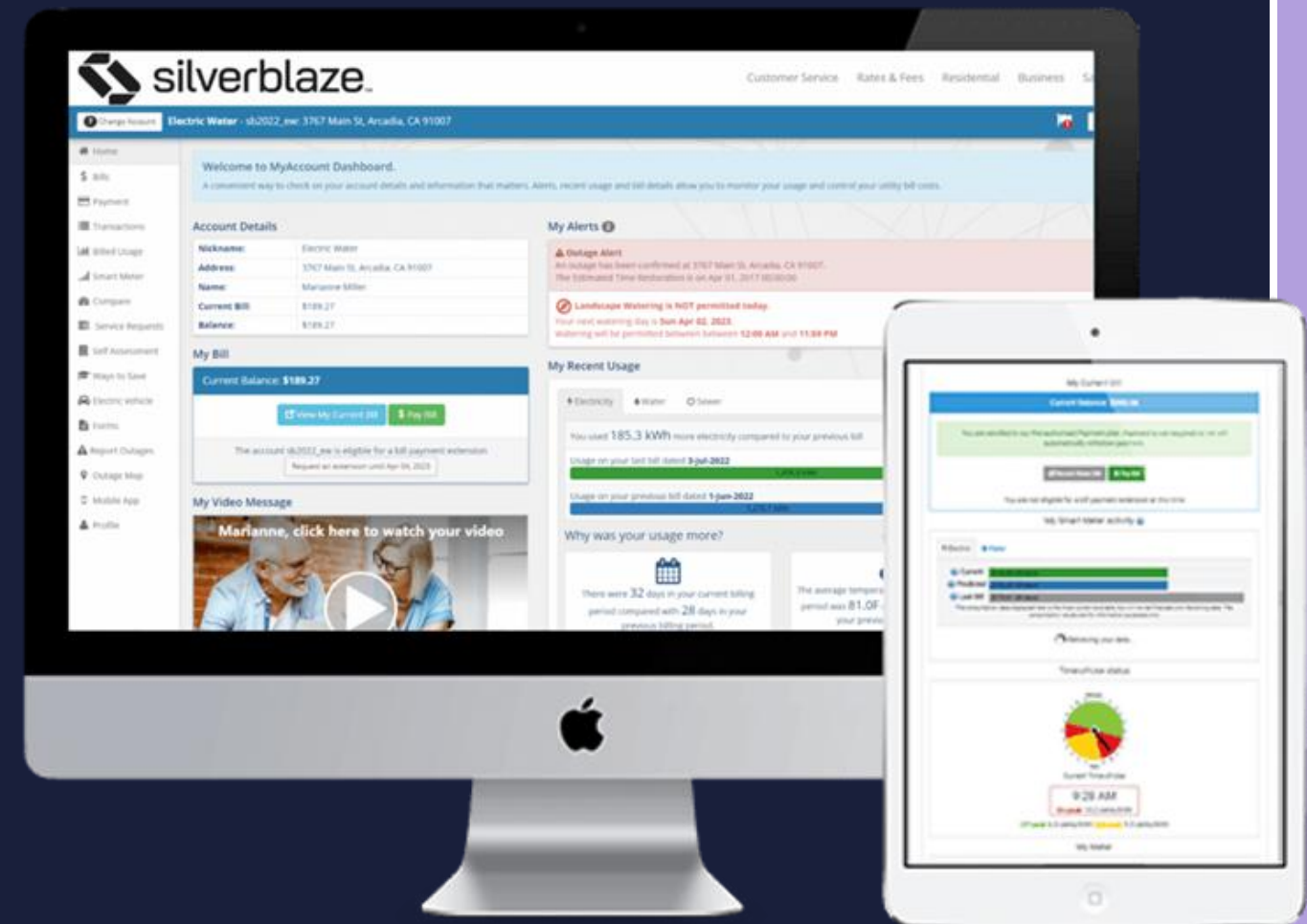
Challenges

- External partner delays with capital projects
- AMI customer portal

Upcoming Priorities

- Preliminary actions for Shadybrook Lift Station
- Continued AMI efforts
- Construction planning for CMAQ and sidewalk projects

GOAL 5: EFFECTIVE INFRASTRUCTURE & PUBLIC UTILITIES



FIRST QUARTER UPDATE



Key Accomplishments

- Workday ERP system launched
- Compensation & classification study - phase 1
- FASTER Fleet management system

Challenges

- Employee development programming delays
- Audit timeline compressed

Upcoming Priorities

- Workday open enrollment and trainings
- Employee recognition events
- Employee engagement committee recommendations

GOAL 6: HIGH-PERFORMING ORGANIZATION



ENGAGEMENT EFFORTS

- Press release
- Social media posts
- Website
- Inside High Point



THANK YOU

CITY OF
**high
point.**