



City of High Point

Special Meeting Agenda

City Council

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

Cyril Jefferson, Mayor
Monica L. Peters, Mayor Pro Tempore (Ward 3)
Britt W. Moore (At Large), Chris Williams (At Large), Vickie M. McKiver (Ward 1), Tyrone Johnson (Ward 2), Dr. Patrick Harman (Ward 4), Tim Andrew (Ward 5), and Michael Holmes (Ward 6)

Monday, February 16, 2026

4:30 PM

3rd Floor Conference Room #302

CALL TO ORDER

ADOPTION OF AGENDA

PRESENTATION OF ITEMS

- 2026-41 **Municipal Service Districts - Survey Results**
Staff will present survey results on municipal service districts.
- 2026-40 **Closed Session - Attorney Client Privilege**
City Council is requested to go into Closed Session pursuant to N.C.G.S. §143-318.11(a)(3) for Attorney-Client privilege.

ADJOURNMENT

CITY OF HIGH POINT

AGENDA ITEM



TITLE: Municipal Service Districts - Survey Results

FROM:

Stephen Hawryluk
Budget & Performance Director

MEETING DATE:

February 16, 2026

PUBLIC HEARING:

No

ADVERTISED DATE/BY:

N/A

ATTACHMENTS:

1. Downtown High Point Post-Meeting Survey Results
 2. Congdon Yards Tenant Survey Presentation
 3. Presentation
-

PURPOSE: To present survey results on municipal service districts.

BACKGROUND: A municipal service district (MSD) is a defined area within the City where the elected body levies an additional property tax to fund enhanced services that directly benefit the residents and properties within the area. During the discussion and deliberation of the FY 2025-26 budget, preliminary information was provided on municipal service districts in North Carolina.

Staff presentations regarding municipal service districts were provided to the City Council on September 22, 2025, and October 20, 2025. After the October 20, 2025, meeting, City Council requested that Downtown High Point gather information and feedback from those within the proposed district boundaries.

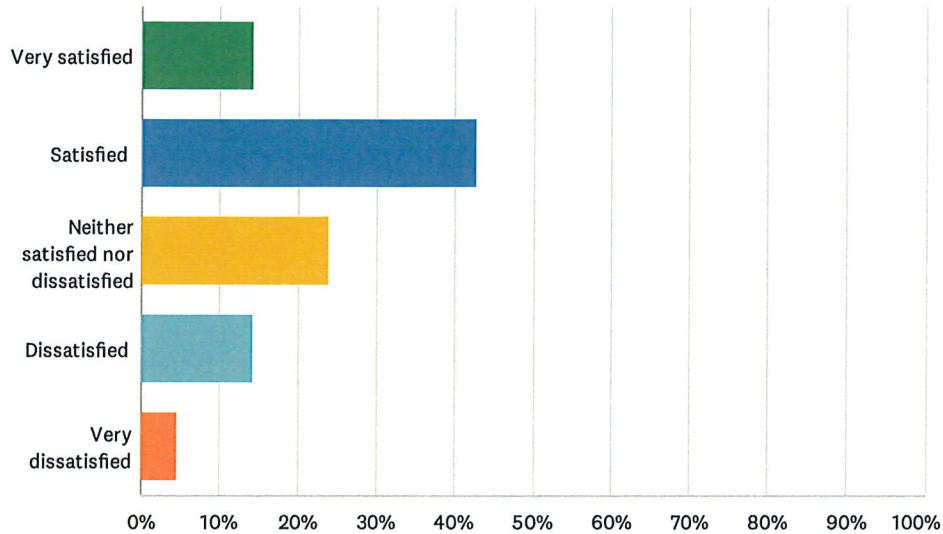
Following these meetings, Business High Point conducted a survey of Congdon Yards tenants on downtown services and possible support of an MSD. Downtown High Point held several MSD informational sessions in December that included a post-meeting survey.

BUDGET IMPACT: N/A

RECOMMENDED ACTION REQUESTED: For Information Only.

Q1 How satisfied are you with the current offerings in Downtown and Uptowne High Point? i.e. number of businesses, diversity, number of events and activities etc.

Answered: 21 Skipped: 0

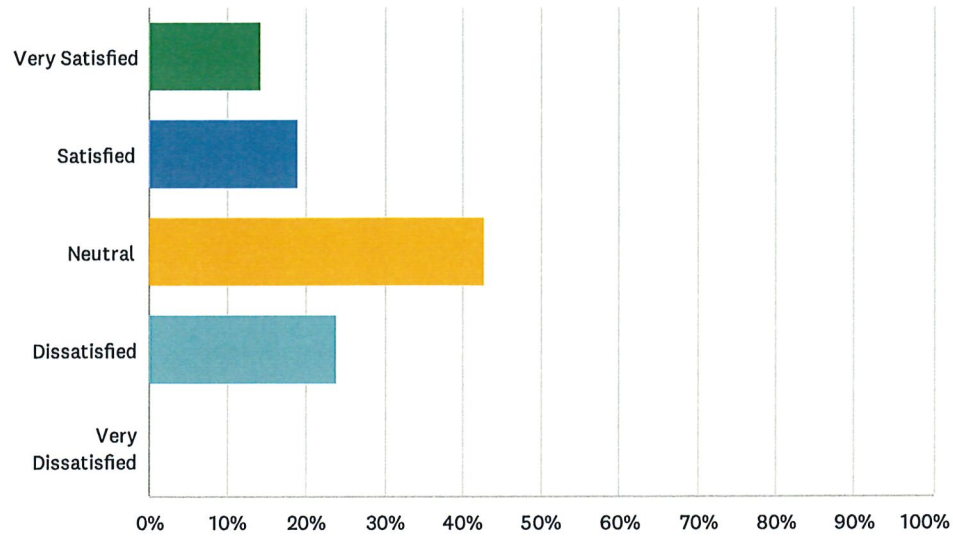


ANSWER CHOICES	RESPONSES	
Very satisfied	14.29%	3
Satisfied	42.86%	9
Neither satisfied nor dissatisfied	23.81%	5
Dissatisfied	14.29%	3
Very dissatisfied	4.76%	1
TOTAL		21

Q2 How satisfied are you with the current services provided to businesses and property owners in downtown High Point?

Answered: 21 Skipped: 0

High Point Municipal Service District Survey

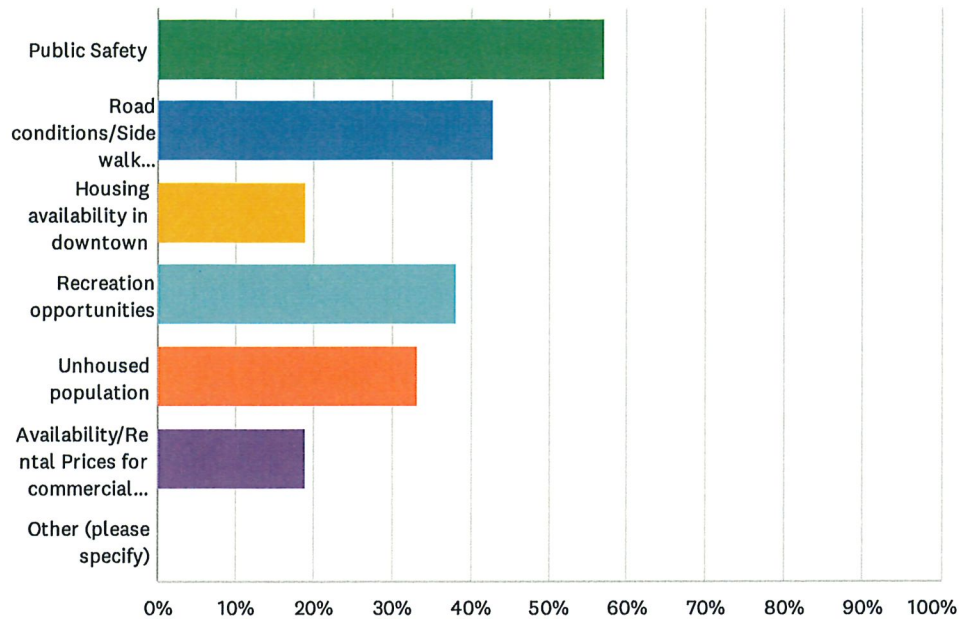


ANSWER CHOICES	RESPONSES	
Very Satisfied	14.29%	3
Satisfied	19.05%	4
Neutral	42.86%	9
Dissatisfied	23.81%	5
Very Dissatisfied	0.00%	0
TOTAL		21

Q3 What local issues affect you the most?

Answered: 21 Skipped: 0

High Point Municipal Service District Survey

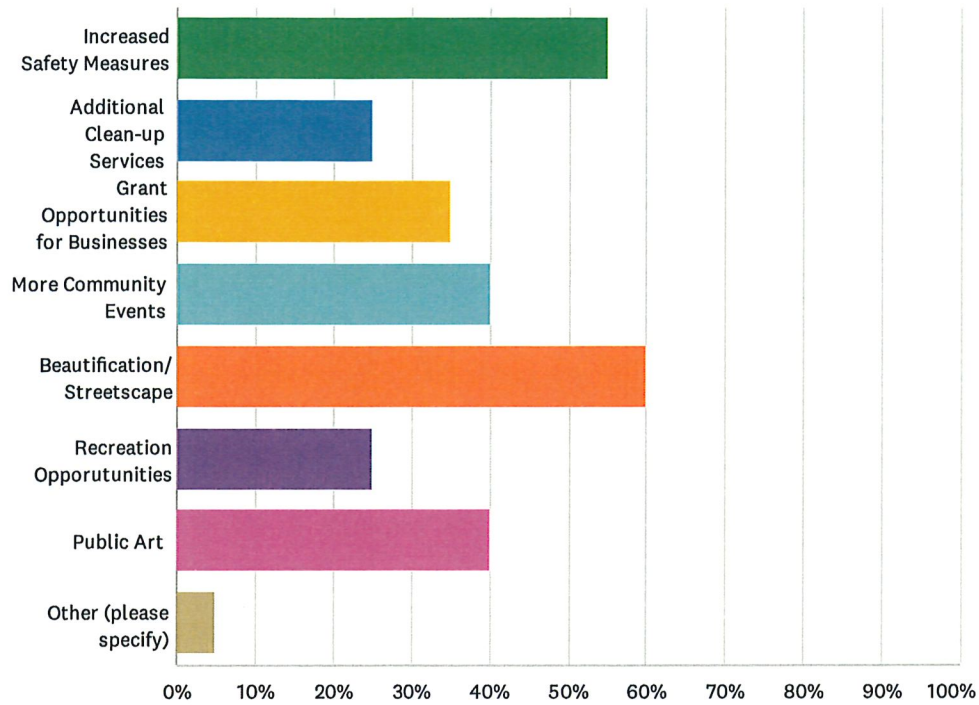


ANSWER CHOICES	RESPONSES	
Public Safety	57.14%	12
Road conditions/Sidewalk conditions/Beautification	42.86%	9
Housing availability in downtown	19.05%	4
Recreation opportunities	38.10%	8
Unhoused population	33.33%	7
Availability/Rental Prices for commercial property	19.05%	4
Other (please specify)	0.00%	0
Total Respondents: 21		

Q4 Which of the following services would you like to see improved or implemented in downtown High Point? Select all that apply.

Answered: 20 Skipped: 1

High Point Municipal Service District Survey

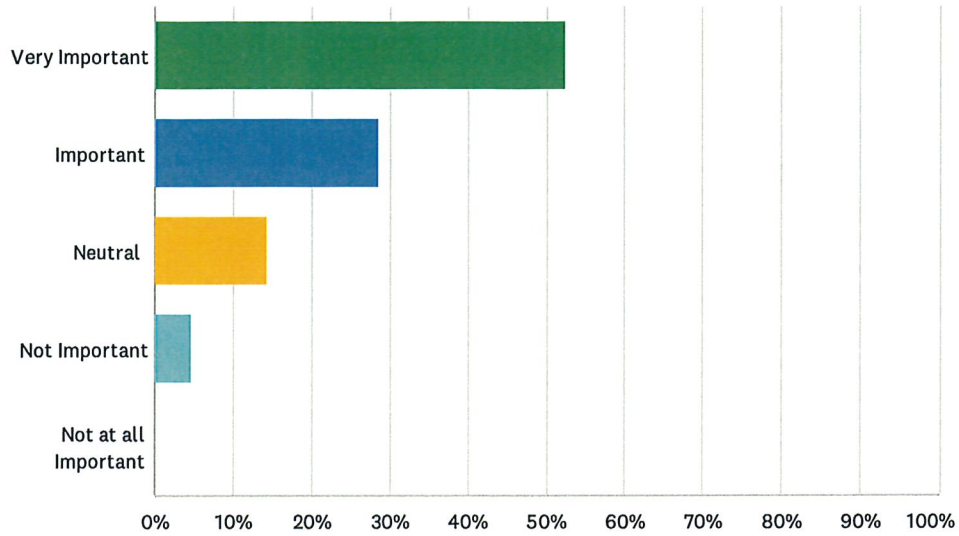


ANSWER CHOICES	RESPONSES	
Increased Safety Measures	55.00%	11
Additional Clean-up Services	25.00%	5
Grant Opportunities for Businesses	35.00%	7
More Community Events	40.00%	8
Beautification/Streetscape	60.00%	12
Recreation Opportunities	25.00%	5
Public Art	40.00%	8
Other (please specify)	5.00%	1
Total Respondents: 20		

Q5 How important is it for you to have increased safety measures in downtown High Point?

Answered: 21 Skipped: 0

High Point Municipal Service District Survey

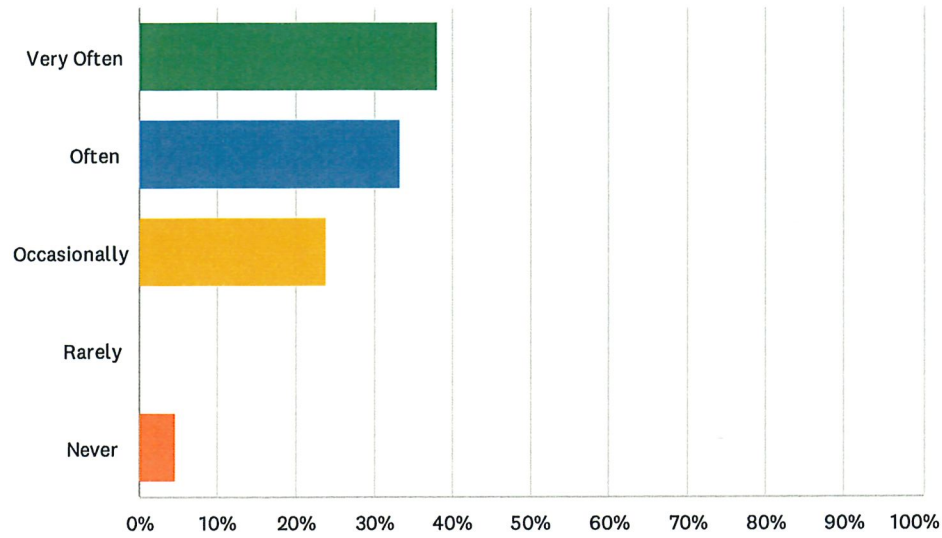


ANSWER CHOICES	RESPONSES	
Very Important	52.38%	11
Important	28.57%	6
Neutral	14.29%	3
Not Important	4.76%	1
Not at all Important	0.00%	0
TOTAL		21

Q6 How often do you currently participate in events held in downtown High Point?

Answered: 21 Skipped: 0

High Point Municipal Service District Survey

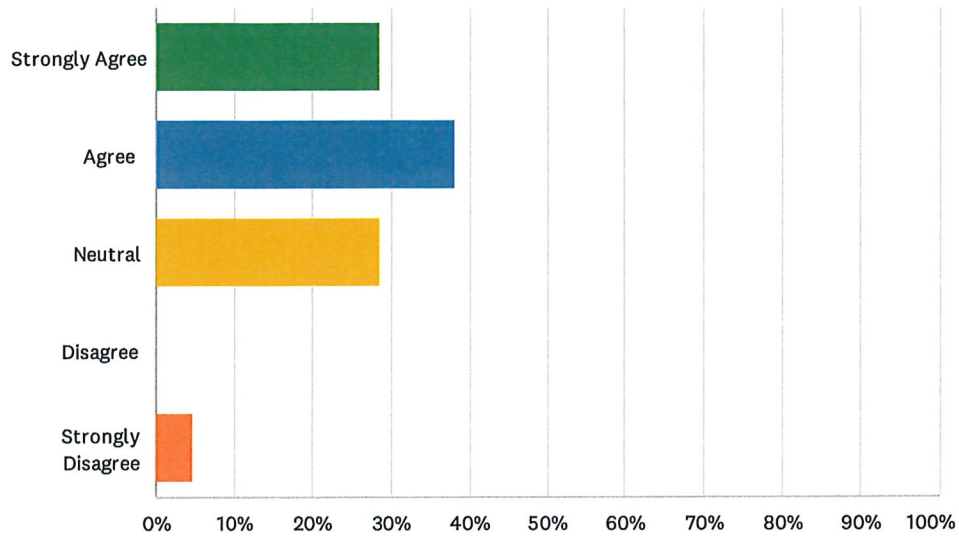


ANSWER CHOICES	RESPONSES	
Very Often	38.10%	8
Often	33.33%	7
Occasionally	23.81%	5
Rarely	0.00%	0
Never	4.76%	1
TOTAL		21

Q7 Do you believe that additional clean-up services would benefit downtown High Point?

Answered: 21 Skipped: 0

High Point Municipal Service District Survey

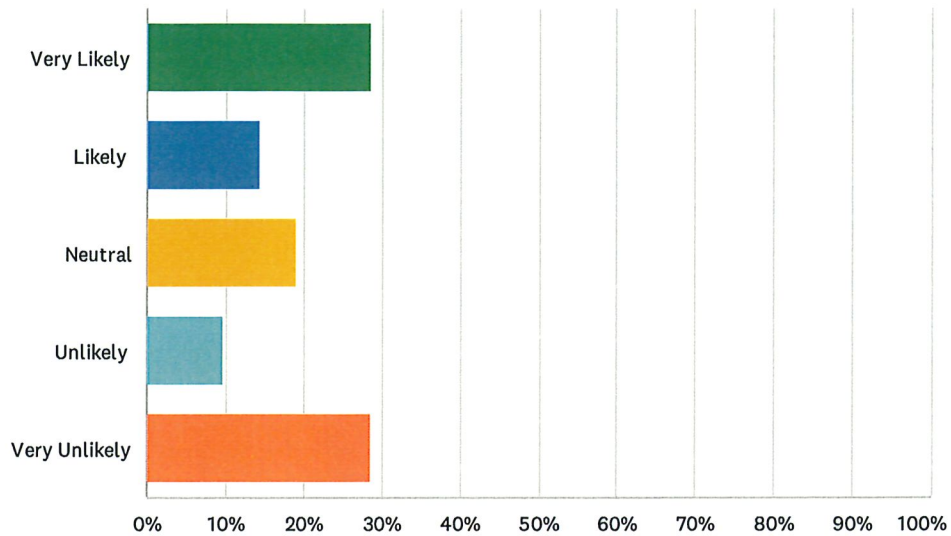


ANSWER CHOICES	RESPONSES	
Strongly Agree	28.57%	6
Agree	38.10%	8
Neutral	28.57%	6
Disagree	0.00%	0
Strongly Disagree	4.76%	1
TOTAL		21

Q8 How likely are you to support the establishment of a municipal service district in downtown High Point?

Answered: 21 Skipped: 0

High Point Municipal Service District Survey



ANSWER CHOICES	RESPONSES	
Very Likely	28.57%	6
Likely	14.29%	3
Neutral	19.05%	4
Unlikely	9.52%	2
Very Unlikely	28.57%	6
TOTAL		21

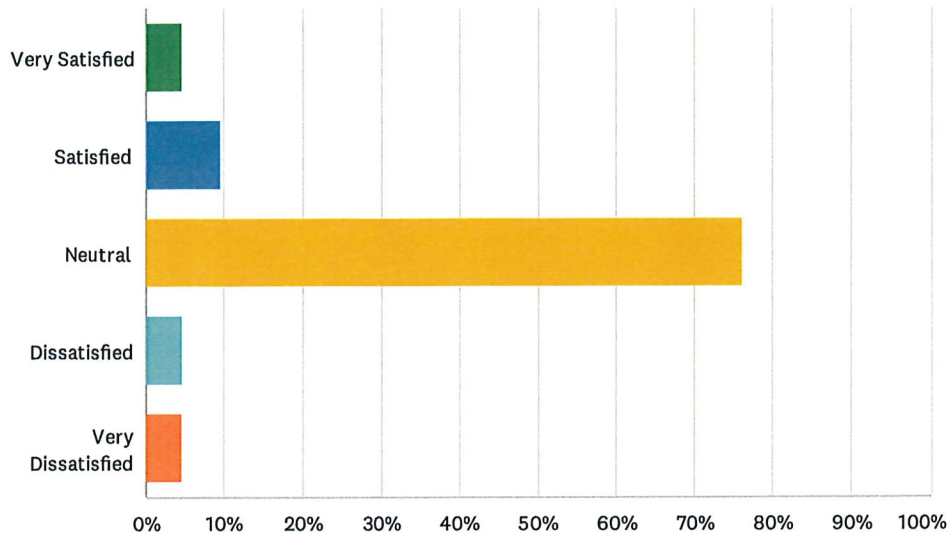
Q9 What other services or improvements would you like to see in downtown High Point?

Answered: 6 Skipped: 15

Q10 How satisfied are you with the grant opportunities currently available for businesses in downtown High Point?

Answered: 21 Skipped: 0

High Point Municipal Service District Survey



ANSWER CHOICES	RESPONSES	
Very Satisfied	4.76%	1
Satisfied	9.52%	2
Neutral	76.19%	16
Dissatisfied	4.76%	1
Very Dissatisfied	4.76%	1
TOTAL		21

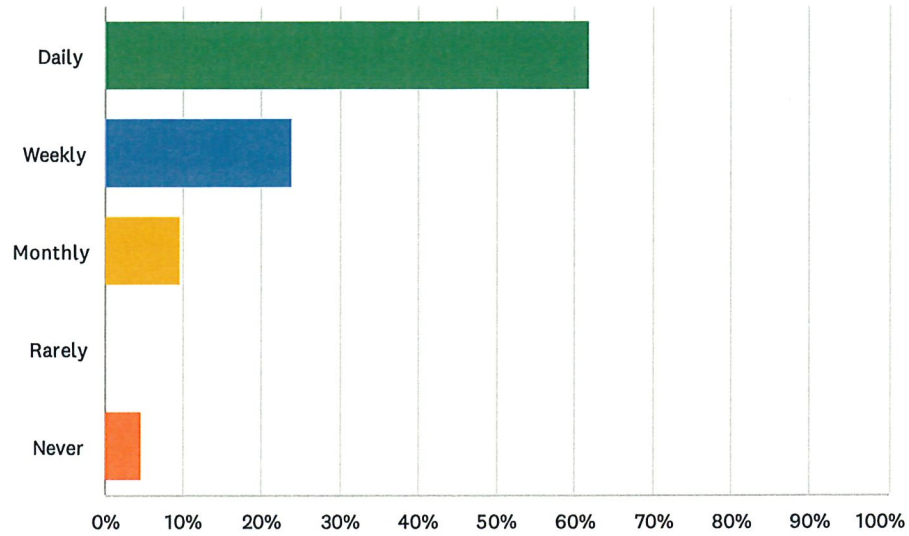
Q11 What do you think are the priorities for Downtown and Uptowne High Point in the next 3-5 years?

Answered: 12 Skipped: 9

Q12 How frequently do you visit downtown High Point for business or leisure?

Answered: 21 Skipped: 0

High Point Municipal Service District Survey

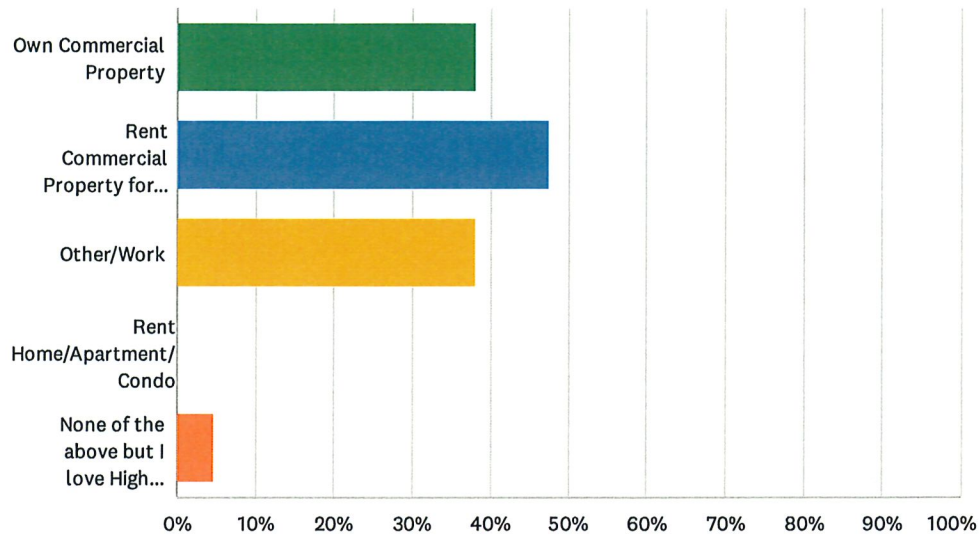


ANSWER CHOICES	RESPONSES	
Daily	61.90%	13
Weekly	23.81%	5
Monthly	9.52%	2
Rarely	0.00%	0
Never	4.76%	1
TOTAL		21

Q13 How are you involved in downtown or Uptowne High Point

Answered: 21 Skipped: 0

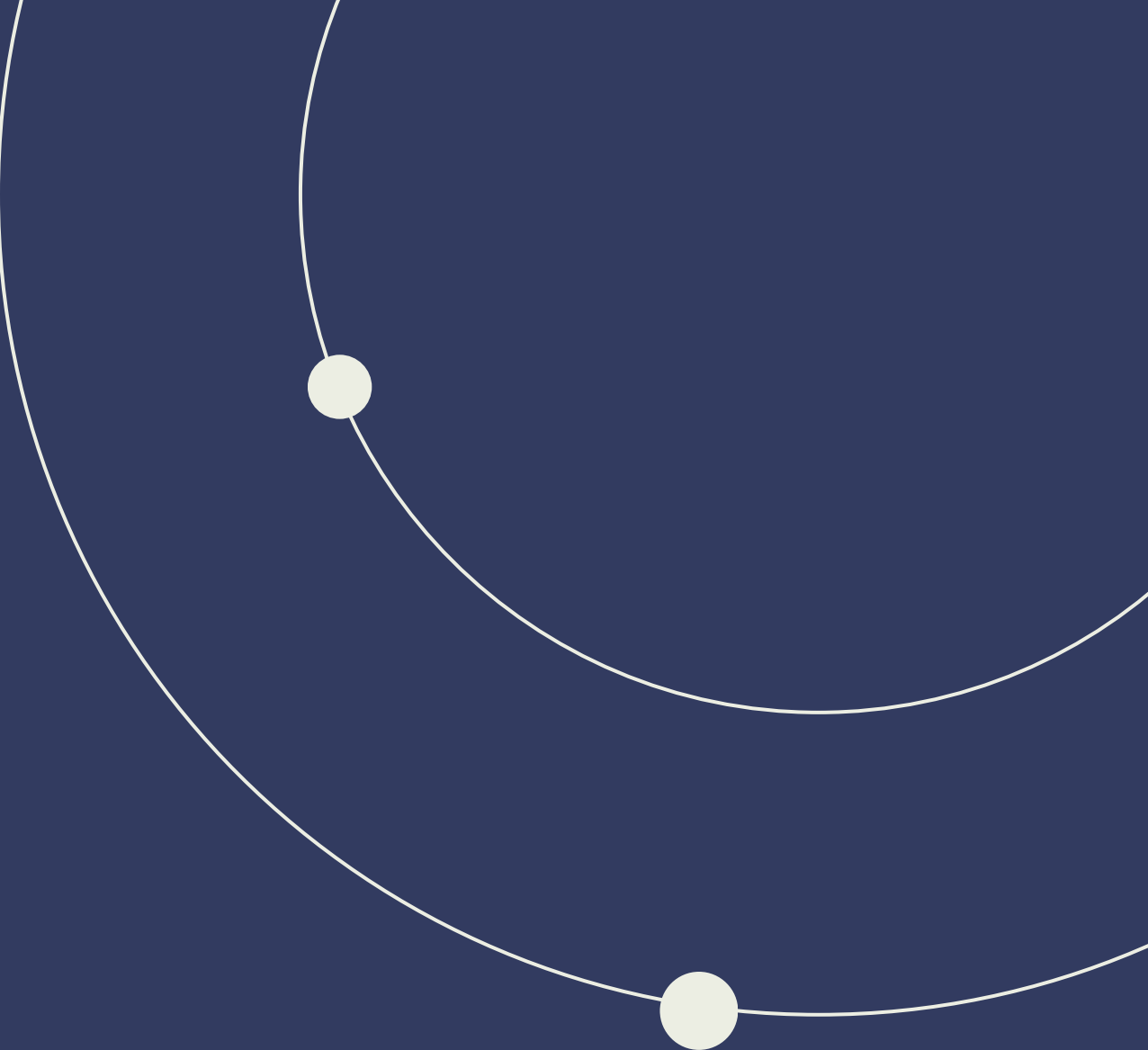
High Point Municipal Service District Survey



ANSWER CHOICES	RESPONSES	
Own Commercial Property	38.10%	8
Rent Commercial Property for a business	47.62%	10
Other/Work	38.10%	8
Rent Home/Apartment/Condo	0.00%	0
None of the above but I love High Point!	4.76%	1
Total Respondents: 21		

Q14 Please provide any additional comments or suggestions regarding the services and activities in downtown High Point.

Answered: 8 Skipped: 13



Congdon Yards MSD Survey Results

**Would you support an
MSD (annual assessment?)**

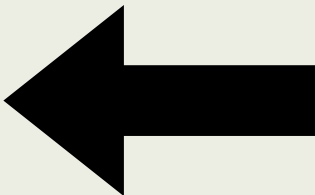
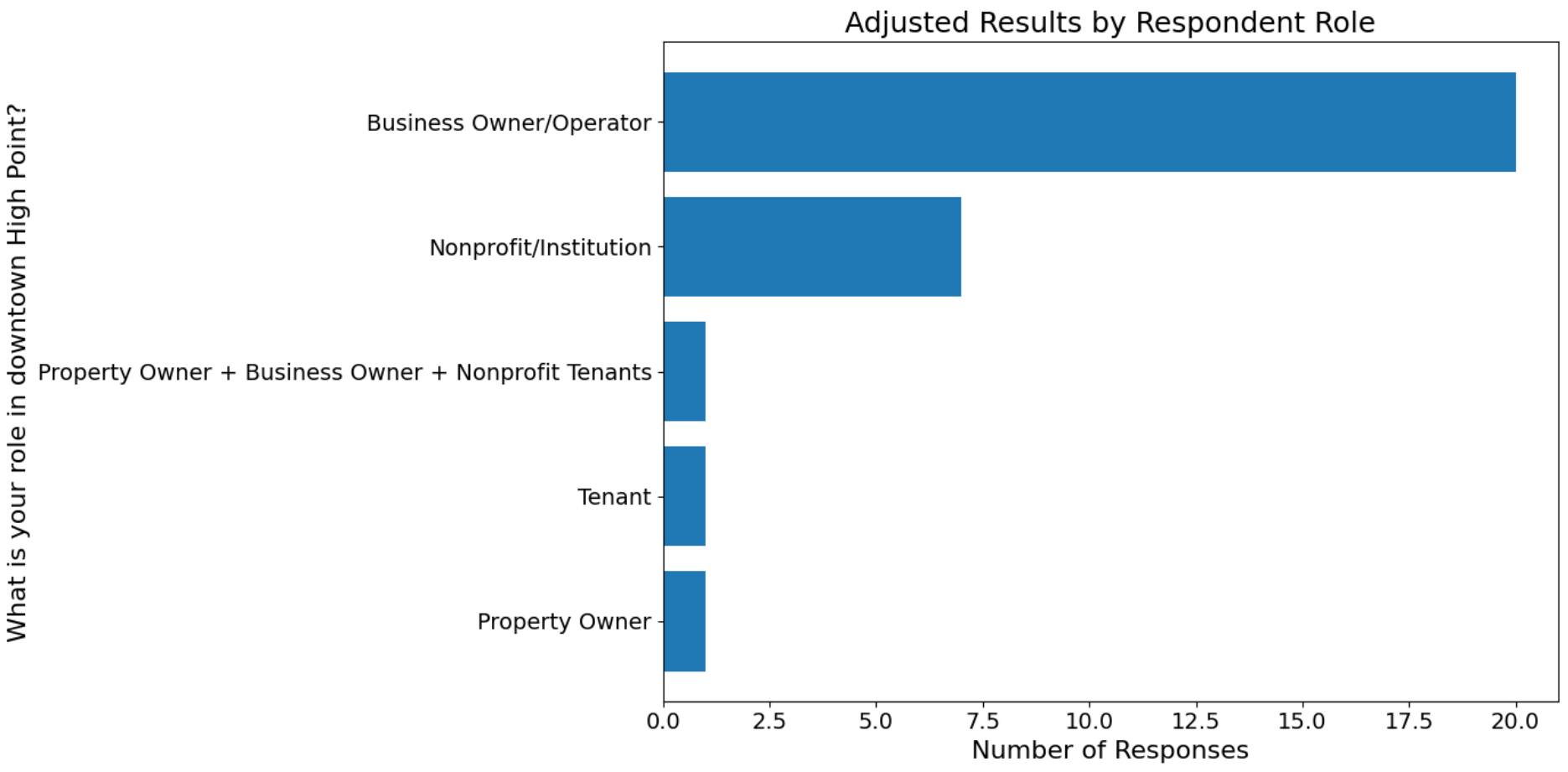
Yes: 10

No: 19

No response: 1

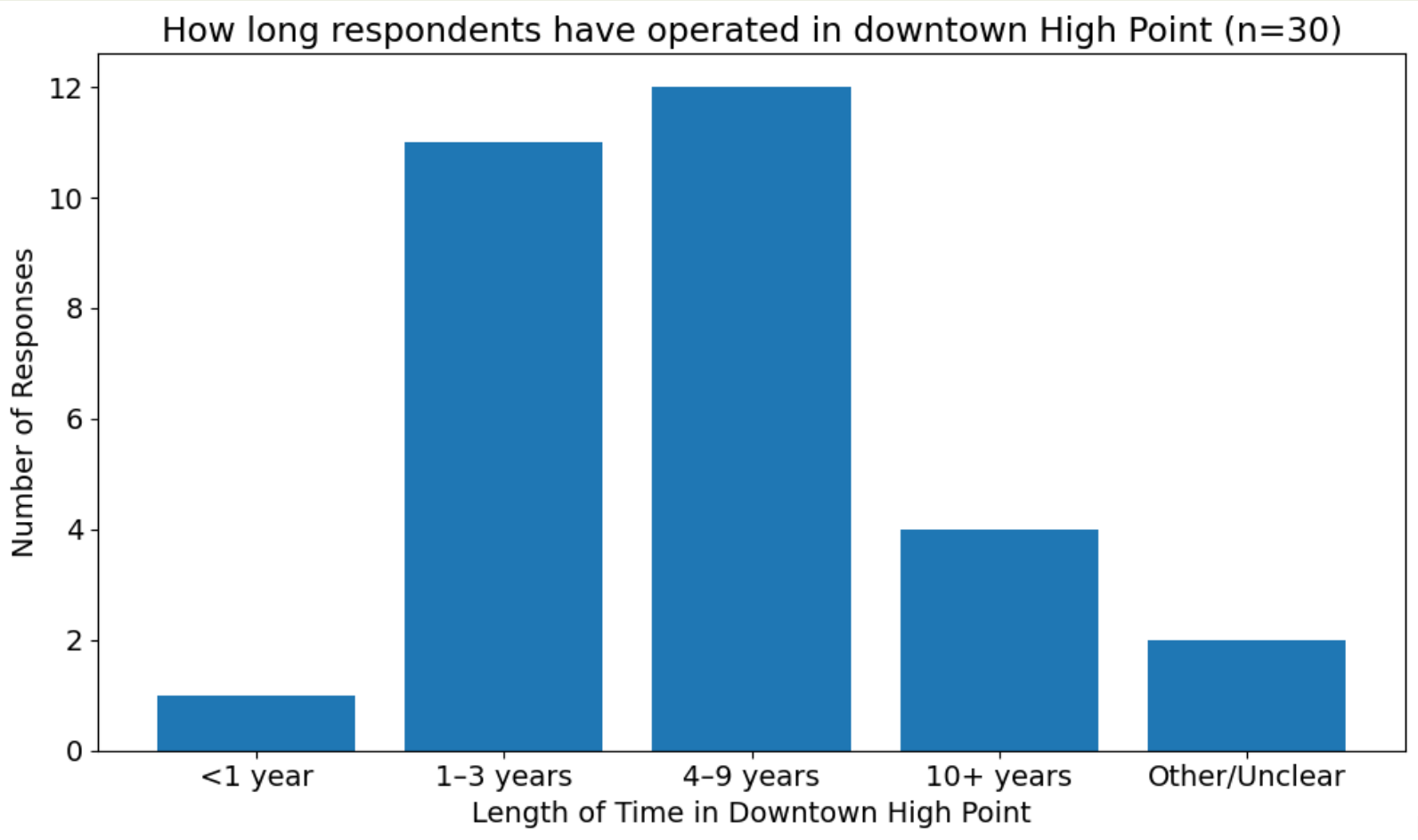
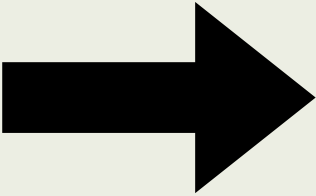
**representing
63%**

Respondent Demographics

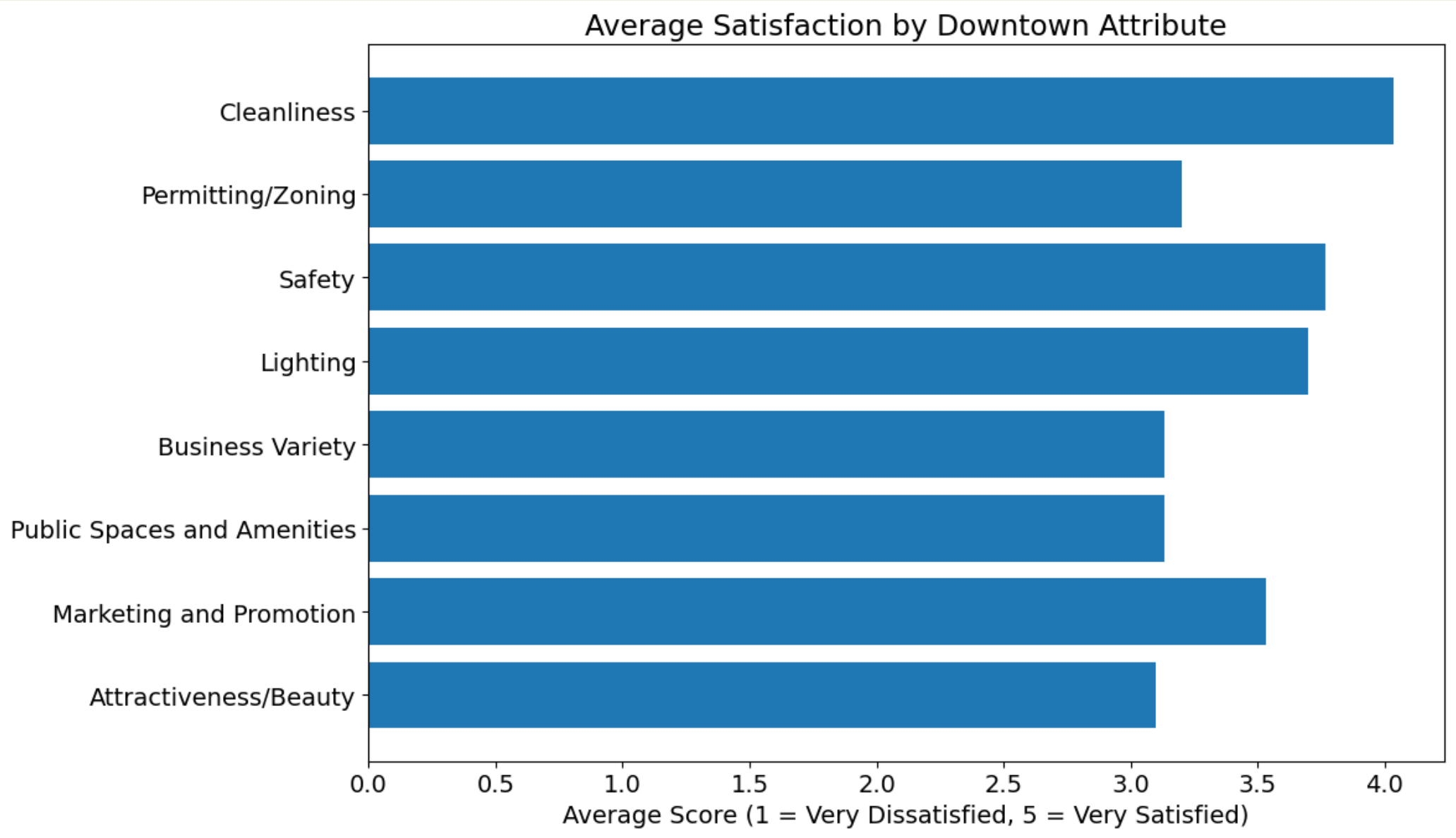


This graph shows the current lack of diversity that exists downtown

This graph shows the downtown's state of infancy

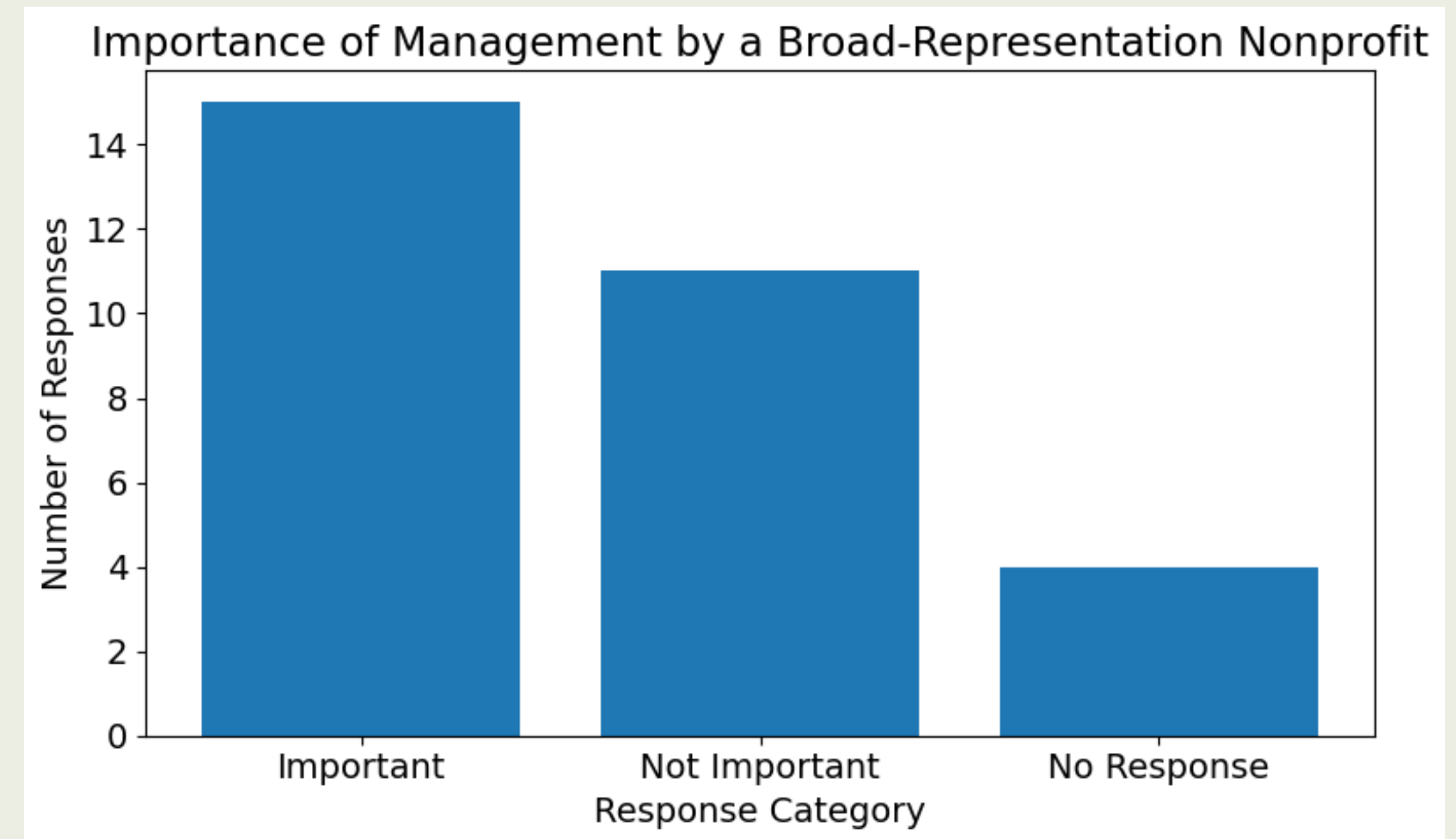


Respondent Insights of Current Downtown Service Satisfaction

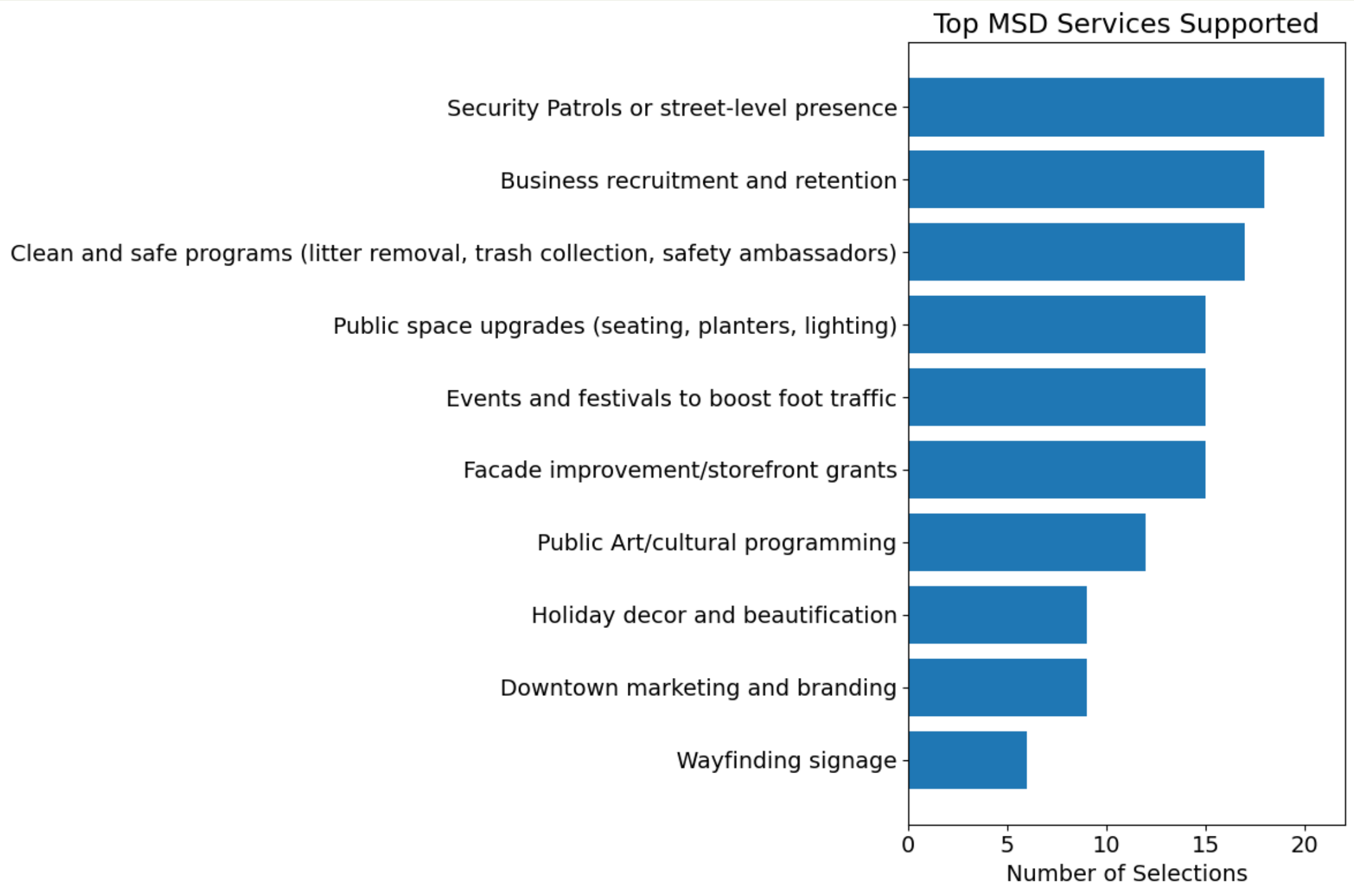


The overarching theme shows that respondents are currently satisfied with the baseline services provided by the City.

**How important is it that
a MSD be managed by
a broad stakeholder
representation entity**

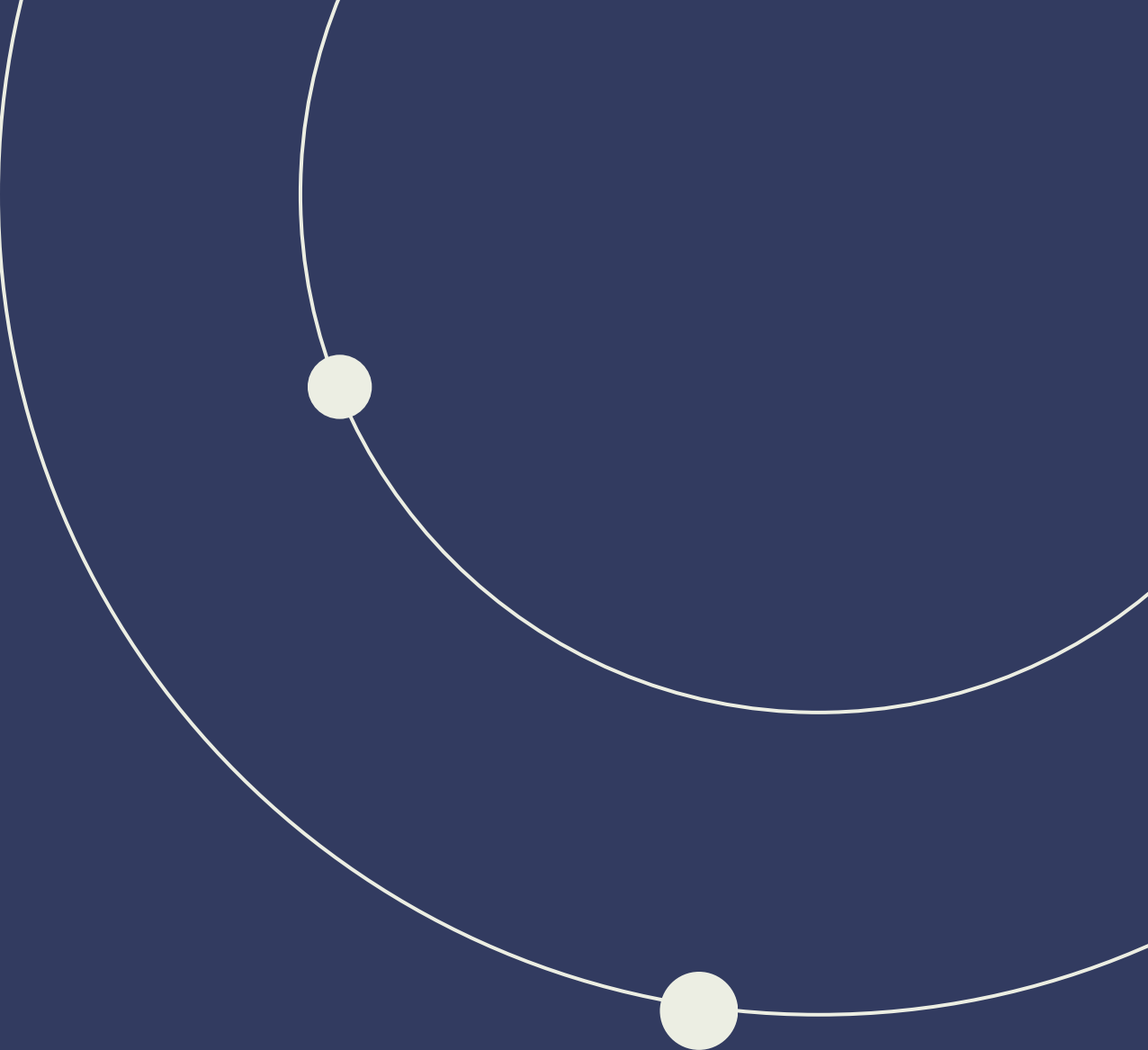


Respondent Top MSD Services Supported



Additional Insights from Tenants

- No New Taxes- Just Getting Started
- Need clear plan, Scope and Accountability
- City –handling core services first
- Need for Governance & Structure Concerns Addressed
- Clarify the Equity, Inclusion, and Community Benefit
- Demonstrated Economic Momentum
- Data and Quantifiable Impact
- Built on a clear plan with measurable outcomes
- Need for RFP for contracts and process to be highly transparent



Triggers to enact MSD

Triggers & Questions to Ask

Baseline Service Readiness:

Trigger: Confirm and publish a City baseline services list and current metrics, including metrics of additional current requested services

>>>>Questions to ask: What are the additional services that have been requested? What are the baseline metrics for the current City Services that are being provided?

Clear Boundaries + Fairness of who pays:

Trigger: Finalize district boundaries using objective criteria (parcel value, benefit area, foot traffic). Publish who pays. Consider relief mechanisms for small businesses if the tax percentage increases

>>>>Questions to ask: What is the real MSD Boundary? Is there a need for multiple MSD segments to meet unique geographical areas?

ROI and performance Metrics:

Trigger: adopt a 12-24 month performance scorecard pre-launch with qtrly reports.

Suggested metrics: vacancy rate (example <10% in 24 months), pedestrian counts, downtown sales tax receipts, reported incidents, cleanliness audits, event attendance, new business openings, private investment leveraged, resident-unit pipeline.

Financial Guardrails:

Trigger: cap the assessment rate initially and require a supermajority or re-auth vote for increases; Create an independent annual audit, publish administrative overhead limits

Governance and representation:

Trigger: governing board seats allocated by stakeholder type (property owners, small and large biz, residents, etc.)

Economic and community conditions worth monitoring:

Sustained vacancy turnover, ground floor stats / Safety perception / parking and access stress / housing pipeline / foot traffic

Sequence Matters (start small, prove value):

Trigger: launch with a narrowed focus; expand only after meeting scorecard targets, public review.

MUNICIPAL SERVICE DISTRICTS – SURVEY RESULTS

Stephen M. Hawryluk
Budget & Performance Director



MUNICIPAL SERVICE DISTRICTS

- **Downtown High Point**
 - MSD Informational Sessions
 - Post-meeting surveys
- **Business High Point**
 - Congdon Yards Tenant Survey





MUNICIPAL SERVICE DISTRICTS

Downtown High Point

- **MSD Stakeholder Meetings**
 - December 9
 - December 10
- **Post-Meeting Survey**
 - Satisfaction with existing services
 - Types of new or improved services
 - Support of an MSD
 - Other



MUNICIPAL SERVICE DISTRICTS

Downtown High Point

- **Post-meeting Survey**

- How satisfied are you with the current offerings in Downtown and Uptowne High Point?

Response	Number	Percentage
Very Satisfied/Satisfied	12	57.1%
Neutral	5	23.8%
Dissatisfied/Very Dissatisfied	4	19.1%



MUNICIPAL SERVICE DISTRICTS

Downtown High Point

- **Post-meeting survey**

- How likely are you to support the establishment of a municipal service district in downtown High Point?

Response	Number	Percentage
Very Likely/Likely	9	42.8%
Neutral	4	19.1%
Unlikely/Very Unlikely	8	38.1%



MUNICIPAL SERVICE DISTRICTS

Business High Point

- **Congdon Yards Tenant Survey**

- Satisfaction with existing services
- Support of an MSD
- Other

- **Would you support an MSD?**

Response	Number	Percentage
Yes	10	33.3%
No	19	63.3%
No Response	1	3.3%



MUNICIPAL SERVICE DISTRICTS

Business High Point

- **Congdon Yards Tenant Survey**

- Average Satisfaction by Downtown Attribute (5 = very satisfied)

Attribute	Satisfaction
Cleanliness	>4.0
Permitting/Zoning	>3.0
Safety	>3.5
Lighting	>3.5
Business Variety	>3.0
Public Spaces and Amenities	>3.0
Marketing and Promotion	>3.5
Attractiveness/Beauty	>3.0



MUNICIPAL SERVICE DISTRICTS

Summary of Feedback

- **Mix of responses regarding support (or lack thereof)**
- **Stakeholders raised questions about proposed boundaries**
- **Participants sought clarity on timeline to establish an MSD**
- **Process allowed for initial conversations around enhanced services that could be provided**

***Full survey responses from Downtown High Point and Business High Point provided as attachments**



CITY OF
high
point.

CITY OF HIGH POINT

AGENDA ITEM



TITLE: Closed Session - Attorney Client Privilege

FROM:
Meghan Maguire
City Attorney

MEETING DATE:
February 16, 2026

PUBLIC HEARING:
No

ADVERTISED DATE/BY:
N/A

ATTACHMENTS:
None

PURPOSE: City Council is requested to go into Closed Session pursuant to N.C.G.S. §143-318.11(a)(3) for Attorney-Client privilege.

BACKGROUND: City Council is requested to go into Closed Session pursuant to N.C.G.S. §143-318.11(a)(3) for Attorney-Client privilege.

BUDGET IMPACT: None

RECOMMENDED ACTION REQUESTED: City Council is requested to go into Closed Session pursuant to N.C.G.S. §143-318.11(a)(3) for Attorney-Client privilege.