



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
Committee Members:
Council Member Chris Williams
Council Member Dr. Patrick Harman
Council Member Britt Moore

Cyril Jefferson, Mayor (Alternate)
Mayor Pro Tempore Monica Peters (Alternate)

Wednesday, May 20, 2026

9:00 AM

Council Chambers

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

CALL TO ORDER

PRESENTATION OF ITEMS

- 2026-170 **Update on Community Engagement Initiatives**
Staff will provide an update on community engagement initiatives.

- 2026-167 **hpCollects Application and Web Browser Update**
Staff will provide an update regarding the hpCollects Application and Web Browser for the High Point Environmental Services Customers.

- 2026-169 **Advanced Metering Infrastructure Update**
Staff will provide an update regarding Advanced Metering Infrastructure and customer outreach and engagement efforts.

- 2026-168 **2024-2027 Strategic Plan Update**
Staff will provide a presentation regarding the 2024-2027 Strategic Plan Update.

ADJOURNMENT

CITY OF HIGH POINT

AGENDA ITEM



TITLE: Update on Community Engagement Initiatives

FROM:
Jeron Hollis
Managing Director

MEETING DATE:
May 20, 2026

PUBLIC HEARING:
No

ADVERTISED DATE/BY:
N/A

ATTACHMENTS:
None

PURPOSE: To provide updates on current community engagement initiatives and review progress from post-launch of the HP Merchandise store.

BACKGROUND: Staff will provide a brief update on the High Point Merchandise Store, ADA website updates and the “HP Collects” app.

BUDGET IMPACT: N/A

RECOMMENDED ACTION REQUESTED: Information Only.

CITY OF HIGH POINT

AGENDA ITEM



TITLE: hpCollects Application and Web Browser Update

FROM:
Robby Stone
Public Services Director

MEETING DATE:
May 20, 2026

PUBLIC HEARING:
No

ADVERTISED DATE/BY:
N/A

ATTACHMENTS:
None

PURPOSE: Staff will demonstrate the hpCollects app and web browser for City of High Point Environmental Services Customers.

BACKGROUND: The City of High Point has partnered with Recycle Coach to provide an app to keep customers informed with reminders, service alerts, and recycling tips. The app offers multiple opportunities for consistent and frequent updates along with educational opportunities for customers. Some highlights offered through the app are:

- Users can input their address and receive weekly reminders regarding their day of service and what services will be provided.
- The city can send out notifications to all service areas or specific areas regarding service issues or changes.
- Notify customers of promotional events such as Christmas Tree pick up or recycling opportunities such as HHW events.
- Subscribers can search for materials to know proper disposal requirements.
- Subscribers can report issues such as missed collection or a damaged cart in lieu of calling customer service directly.
- City of High Point Environmental Services Website - <https://www.highpointnc.gov/516/Environmental-Services>

BUDGET IMPACT: N/A

RECOMMENDED ACTION REQUESTED: Information only.

CITY OF HIGH POINT

AGENDA ITEM



TITLE: Advanced Metering Infrastructure Update

FROM:
Jeremy Coble
Customer Service Director

MEETING DATE:
May 20, 2026

PUBLIC HEARING:
No

ADVERTISED DATE/BY:
N/A

ATTACHMENTS:
1. AMI Presentation

PURPOSE: To hear a presentation regarding the Advanced Metering Infrastructure project update and related customer outreach and engagement efforts.

BACKGROUND: The City of High Point's Advanced Metering Infrastructure initiative is a coordinated, cross-departmental effort to modernize utility operations, improve service delivery, and provide customers with greater access to timely utility information.

As AMI deployment continues, the project is moving from infrastructure installation toward operational optimization and customer-facing value, including early operational benefits, water loss and leak detection efforts, the new customer portal, text messaging, website updates, accessible online forms, multilingual communication, and ongoing feedback mechanisms. Together, these efforts support a more transparent, efficient, and responsive utility experience for High Point residents.

BUDGET IMPACT: N/A

RECOMMENDED ACTION REQUESTED: Information Only



AMI PROJECT AND CUSTOMER OUTREACH AND ENGAGEMENT UPDATE

Presented By:

**Jeremy Coble, Customer Service
Director**



Where we are ::::

- Electric AMI deployment: 99% complete
- Water AMI deployment: over 60% complete
- More than 53% of water accounts now provide hourly usage data
- AMI is giving staff and customers better visibility into utility usage



Project Timeline: From Deployment to Optimization

- Continue remaining water AMI deployment
- Refine data quality and system workflows
- Continue building standard operating procedures
- Expand automation where appropriate
- Shift from installation focus to optimization focus



Operational Wins

- 3,220+ automated leak alerts
- 16,308 remote disconnects/reconnections
- Reduced field visits and manual effort
- Faster identification of unusual usage
- Better tools for staff when responding to customer questions



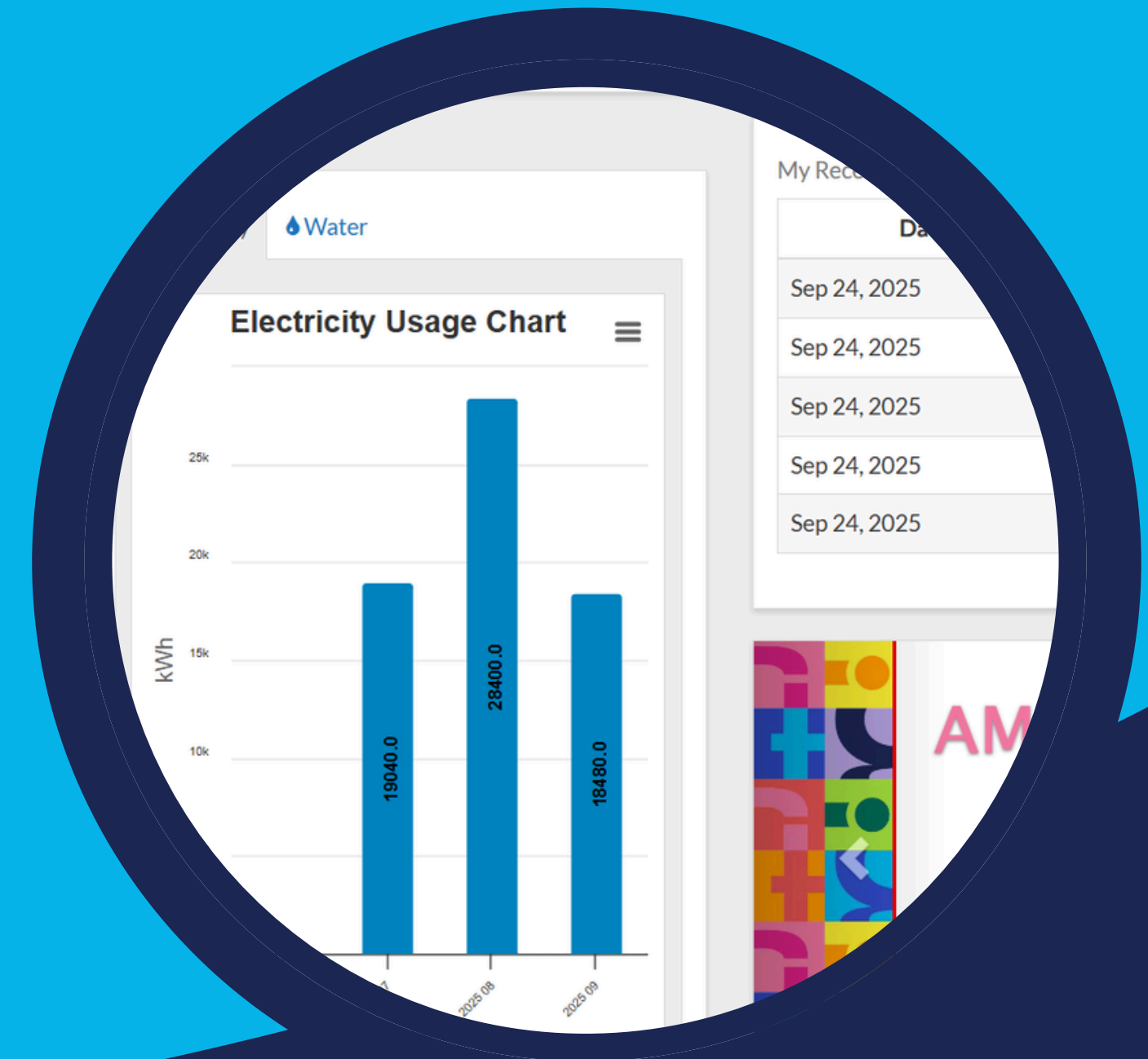
Water Loss Program: Using AMI Data to Find Problems Faster

- AMI helps identify continuous usage, high consumption, and potential leaks sooner
- Hourly data allows staff to investigate issues before they become larger problems
- Early detection can reduce water loss, limit customer bill impact, and prevent property damage
- Leak data helps improve internal workflows and customer communication



From AMI Data to Customer Tools

- AMI data supports:
 - Customer portal usage information
 - Leak and high-usage alerts
 - Better billing conversations
 - Water loss reduction efforts
 - More proactive service
- Digital communication through text, website, and online tools
- The next challenge is customer awareness and adoption





LFNC & HIGH POINT: YEAR IN REVIEW

Presentation By:

Sailin Barrientos, LFNC Fellow Cohort 7



Lead for NC fellowship ::::

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



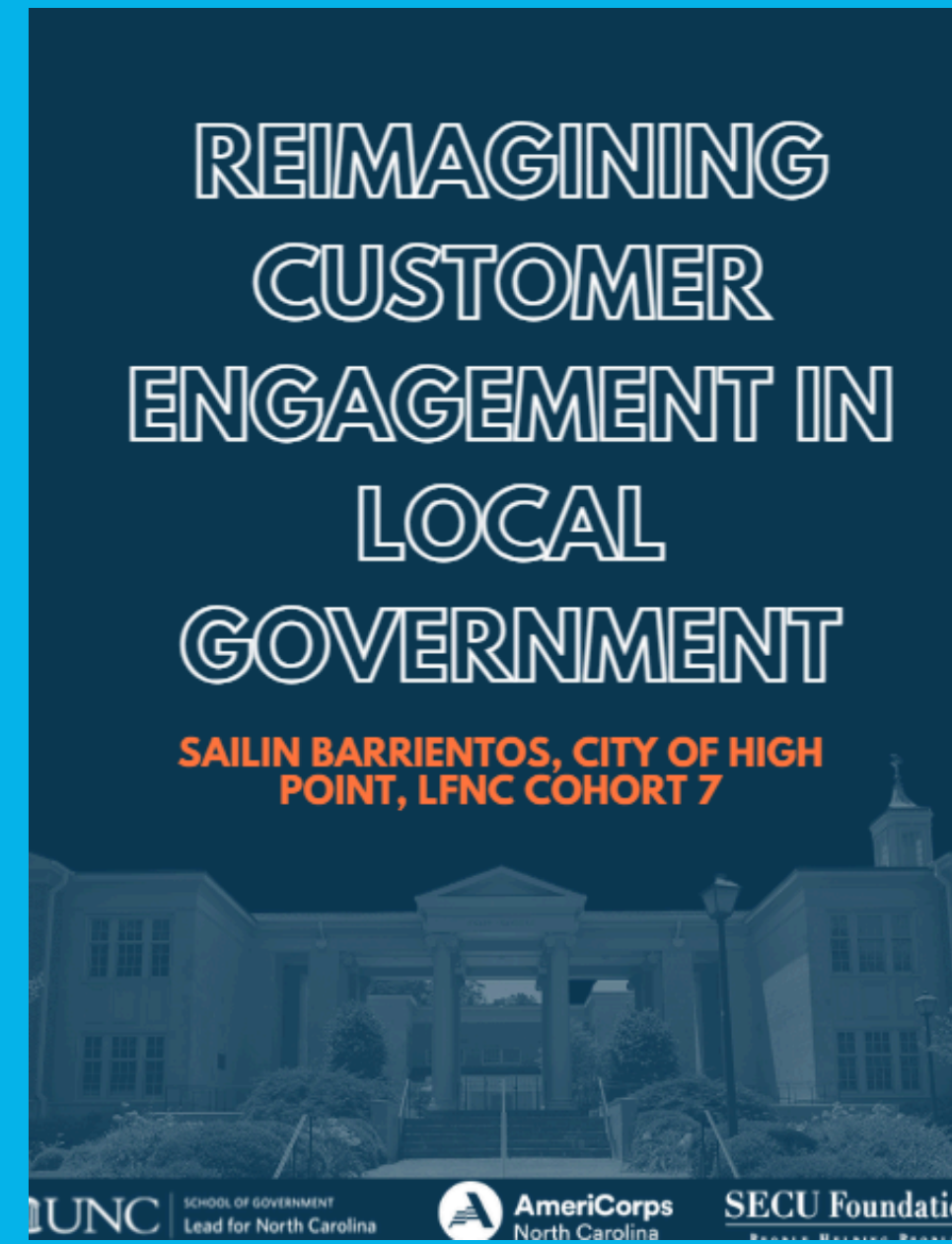
A poster for a community needs assessment. It features the LFNC logo and the City of High Point logo at the top left. The main title is 'COMMUNITY NEEDS ASSESSMENT' in large blue letters. Below it, the name 'SAILIN BARRIENTOS' and 'COHORT 7 2025' are listed. A circular inset image shows a modern building and a bus. At the bottom, contact information is provided: a phone number, address, and email. The poster is decorated with blue and white geometric patterns.

LFNC CITY OF **high point.**

COMMUNITY NEEDS ASSESSMENT

SAILIN BARRIENTOS
COHORT 7
2025

336.883.3208
211 S. Hamilton St. High Point, NC 27260
Sailin.barrientos@highpointnc.gov



A poster with a dark background and white text. The main title is 'REIMAGINING CUSTOMER ENGAGEMENT IN LOCAL GOVERNMENT' in large, outlined letters. Below it, the name 'SAILIN BARRIENTOS, CITY OF HIGH POINT, LFNC COHORT 7' is written in orange. At the bottom, there are logos for UNC School of Government, AmeriCorps North Carolina, and SECU Foundation. The background features a faint image of a classical building.

**REIMAGINING
CUSTOMER
ENGAGEMENT IN
LOCAL
GOVERNMENT**

**SAILIN BARRIENTOS, CITY OF HIGH
POINT, LFNC COHORT 7**

UNC SCHOOL OF GOVERNMENT Lead for North Carolina **AmeriCorps** North Carolina **SECU Foundation**

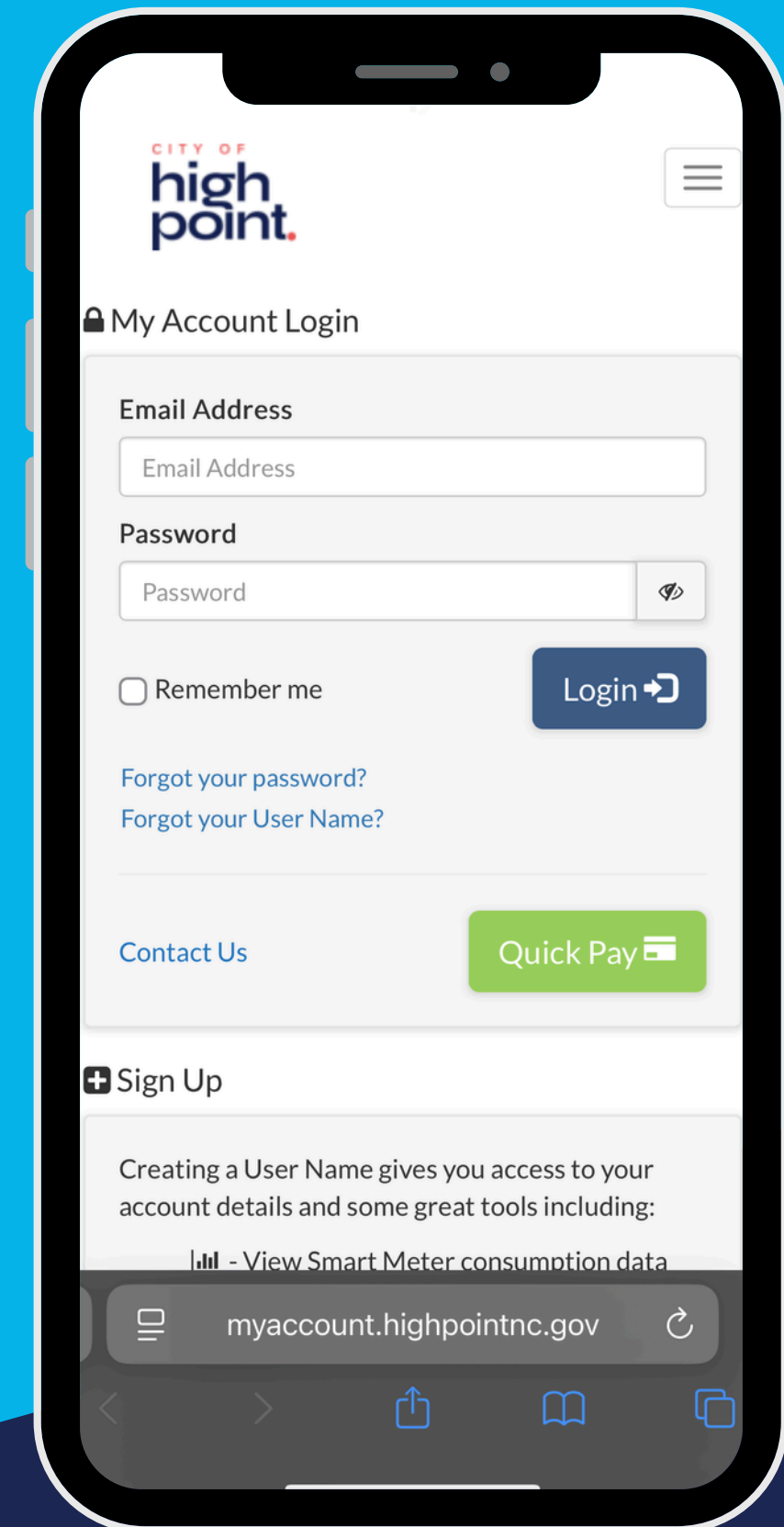
Customer Outreach & Engagement :::

- **Focus on Customer Outreach:**
 - Helping residents understand available utility tools and services
 - Building a stronger presence at community events and outreach activities
- **Focus on Customer Engagement:**
 - Gathering feedback on communication needs
 - Identifying customer challenges and areas of confusion to improve accessibility and communication effectiveness



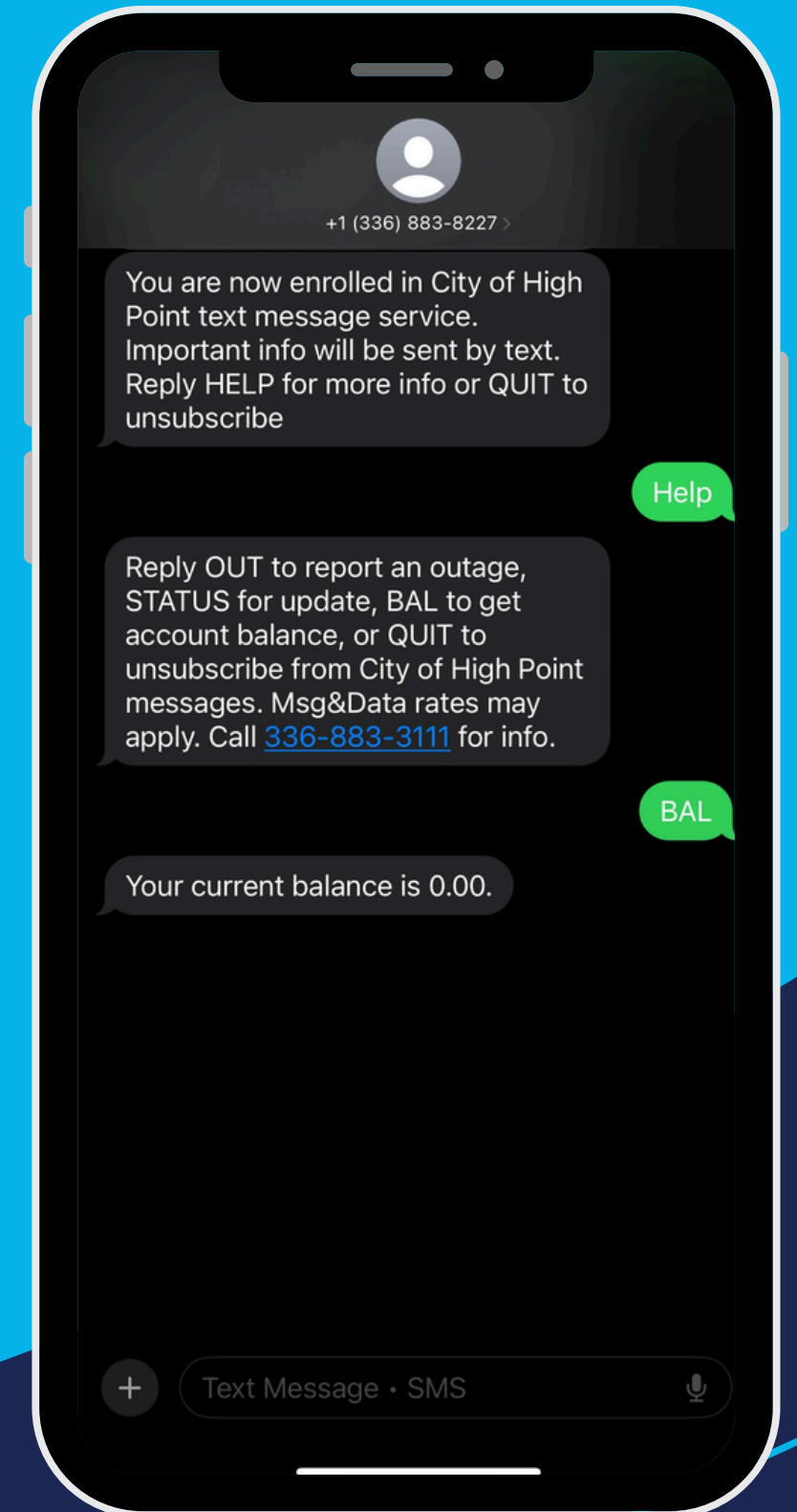
Customer Portal :::

- **Launched March 3rd, 2026**
- **Features:** Online bill payment, account management, real-time utility usage tracking, alerts, and leak detection tools designed to give customers more control and convenience.
- **34% customer registration**
- **83% of payments through digital channels**



Digital Communication ::::

- **Text Messaging:**
 - Outage updates, balance and due date inquiries, and City service information
- **Website Updates:**
 - Clear information on AMI, the customer portal, leak alerts, usage data, and billing changes
- **Accessible Online Forms:**
 - Easier-to-use forms with multilingual accessibility options





Thank You

For Your Attention



CITY OF HIGH POINT

AGENDA ITEM



TITLE: 2024-2027 Strategic Plan Update

FROM:
Meridith Martin
Strategic Initiatives Manager

MEETING DATE:
May 20, 2026

PUBLIC HEARING:
No

ADVERTISED DATE/BY:
N/A

ATTACHMENTS:
1. Strategic Plan Update

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

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.

The accompanying presentation provides a progress update for the third quarter of FY 2025–2026 (January 2026 - March 2026).

BUDGET IMPACT: N/A

RECOMMENDED ACTION REQUESTED: Information Only.

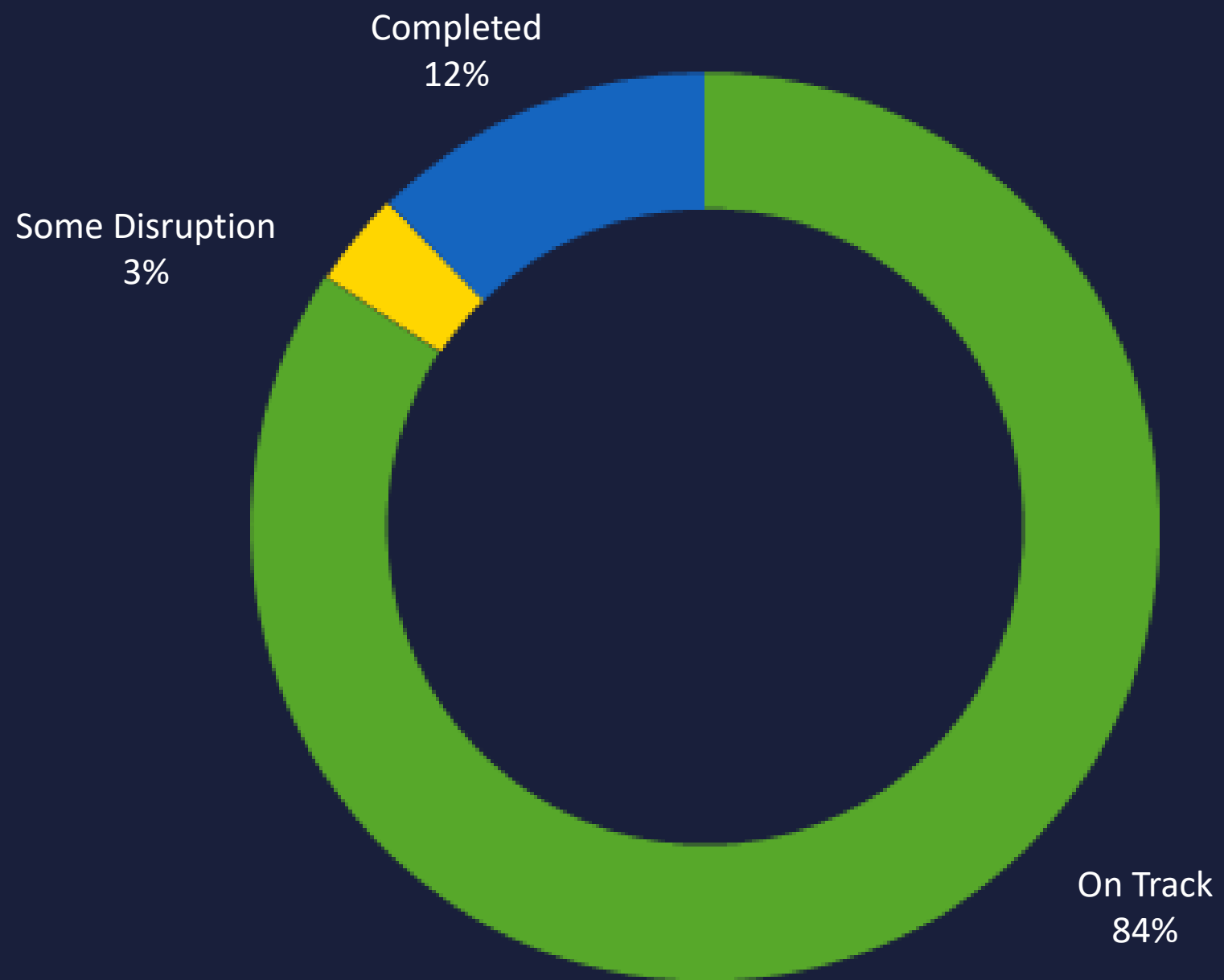
THIRD QUARTER STRATEGIC PLAN UPDATE

Meridith Martin
Strategic Initiatives Manager

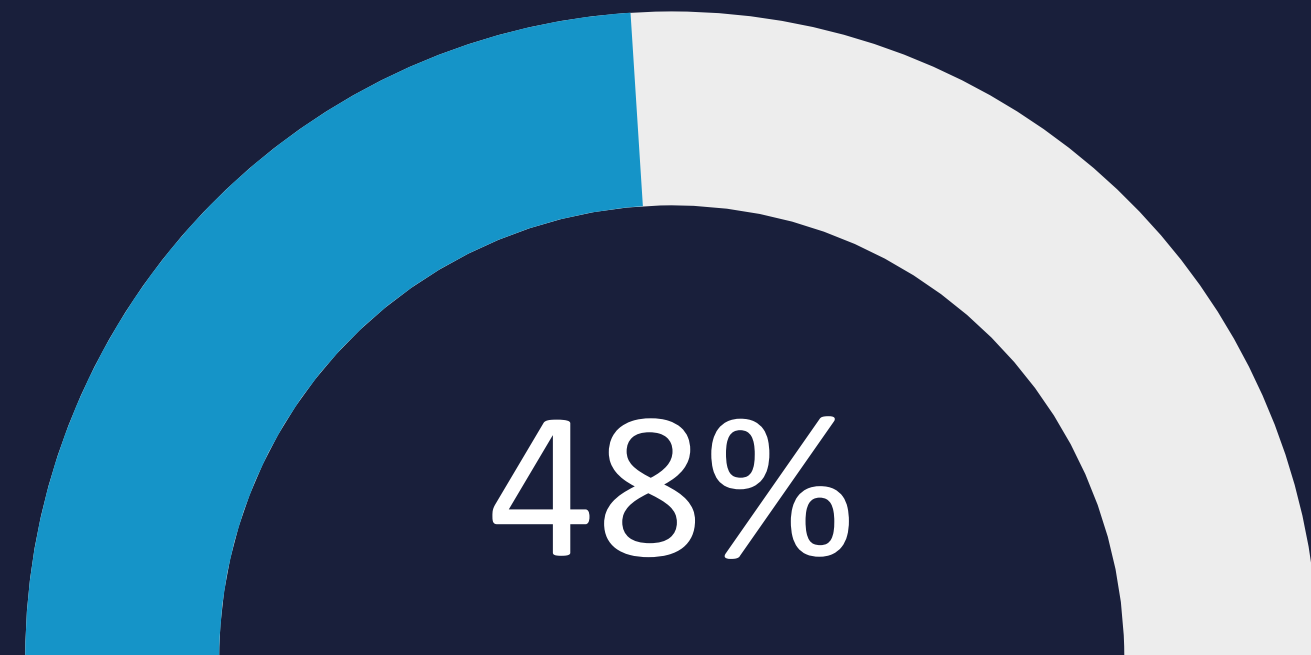


THIRD QUARTER UPDATE

Overall Status



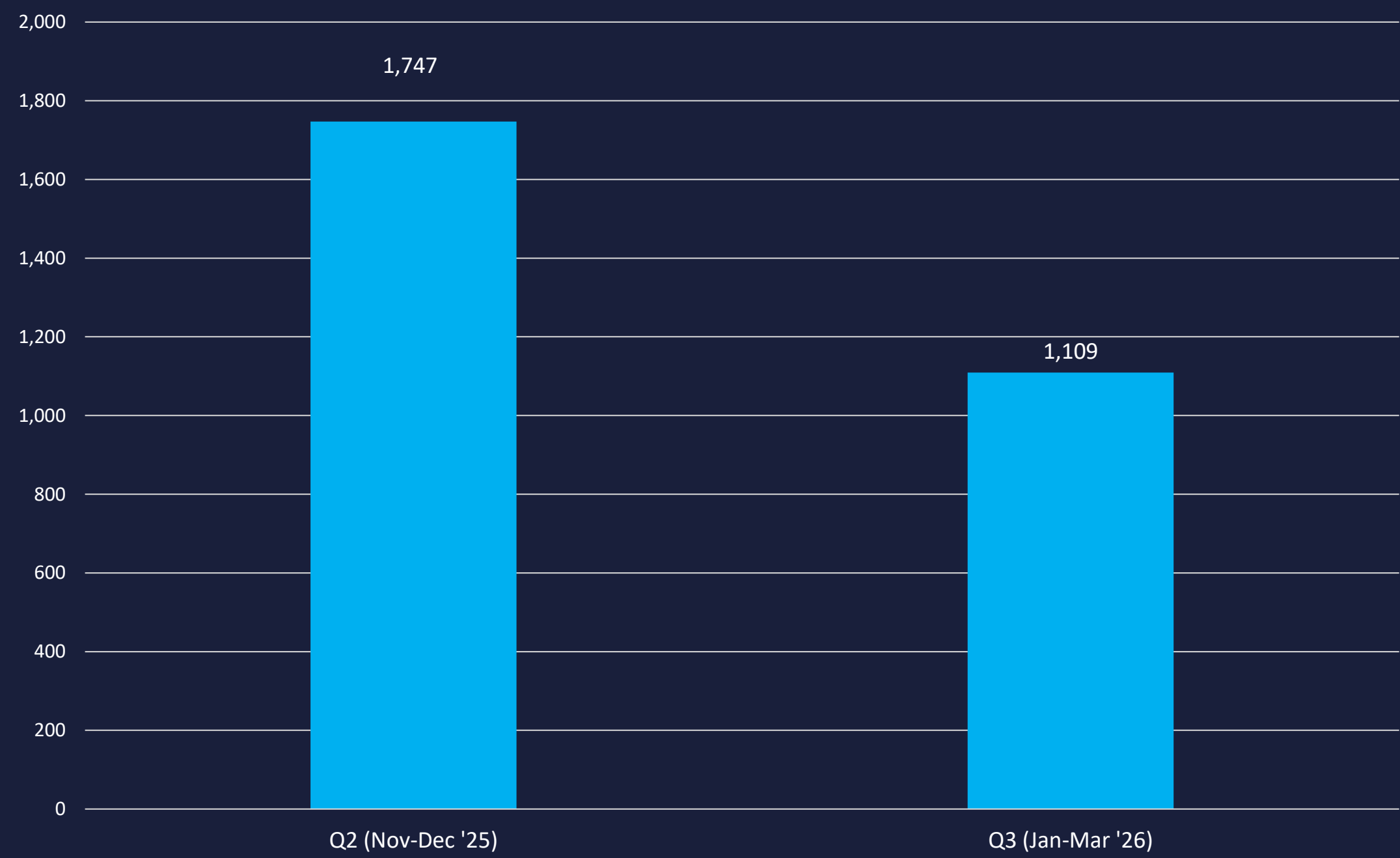
Overall Progress



All updates are current as of the close of the third quarter of FY 2025–26 (January-March 2026)

THIRD QUARTER UPDATE

Dashboard Visits



All updates are current as of the close of the third quarter of FY 2025–26 (January-March 2026)

THIRD QUARTER UPDATE



Key Accomplishments

- Industrial park development
- Private-sector Investments
- Workforce development tours and events

Challenges

- Matching industries with available site utilities
- Development projects are dependent on external factors

Upcoming Priorities

- Catalyst Area activation
- Commercial Shared-Use Kitchen
- Continued updates to development ordinances

GOAL 1: THRIVING ECONOMY



All updates are current as of the close of the third quarter of FY 2025–26 (January-March 2026)

THIRD QUARTER UPDATE



Key Accomplishments

- Four major events this quarter
- Branding initiatives launched

Challenges

- Capital funding for large-scale venues
- Staffing constraints within Communication & Public Engagement

Upcoming Priorities

- Festival Park North Overlook side site plan improvements
- High Point 101 planning for upcoming class

GOAL 2: EFFECTIVE COMMUNICATION & ENGAGEMENT



Future Forward 2026

THIRD QUARTER UPDATE

Key Accomplishments

- BUILD Grant right-of-way coordination
- Sidewalk & bike lane projects
- Plan review efficiencies within 1 day

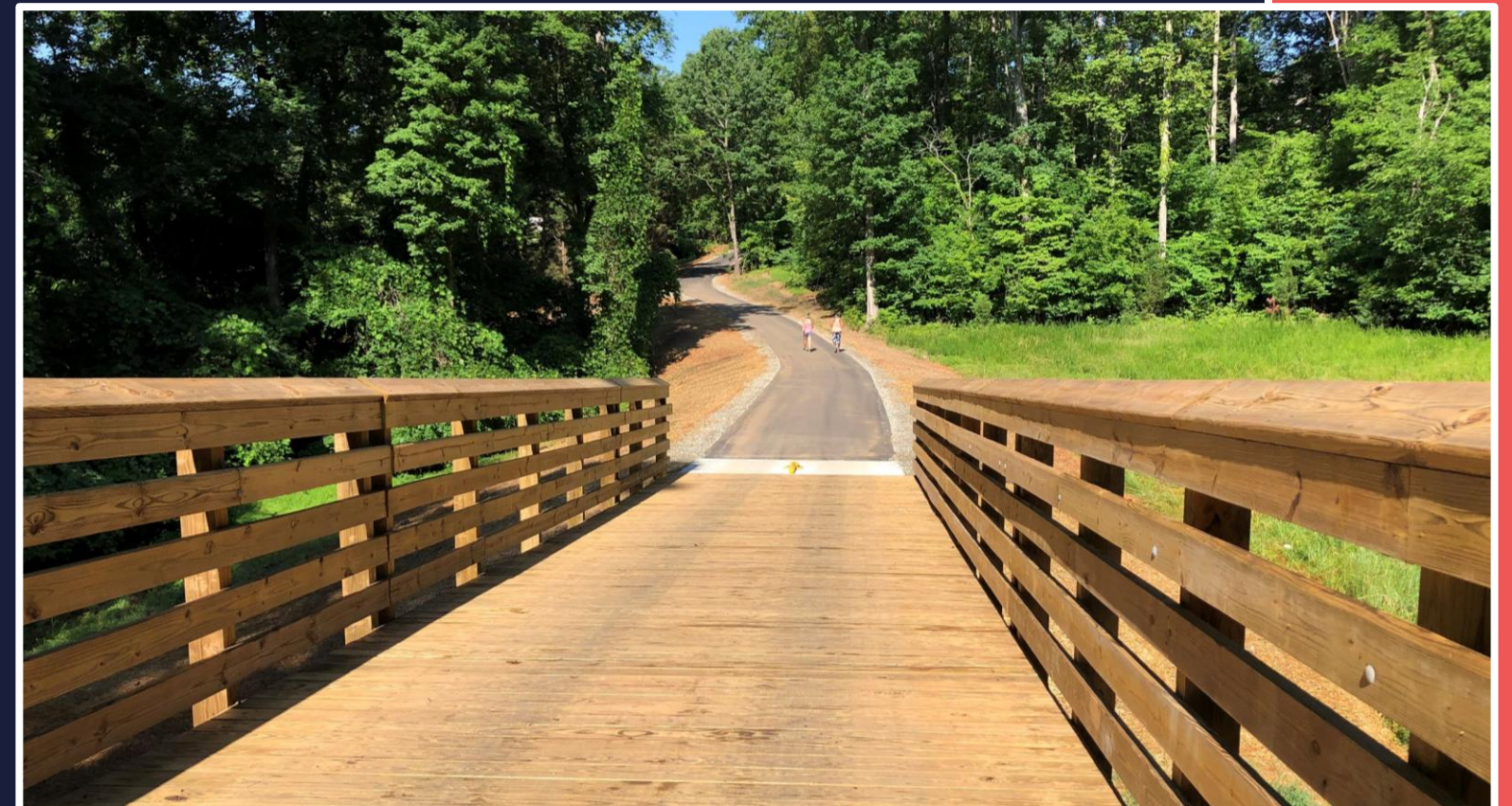
Challenges

- Project partnership coordination – reviews and approvals
- Reduced funding opportunities

Upcoming Priorities

- Bike and pedestrian plan update
- Updated development ordinance

GOAL 3: PROACTIVE URBAN DESIGN & PLANNING



THIRD QUARTER UPDATE



Key Accomplishments

- Code enforcement success
- Property improvement partnerships
- Mental health initiatives

Challenges

- Recruiting efforts for the alternate response team

Upcoming Priorities

- Continued construction on the Center for Active Adults
- Development of programs and policies for the 5x5 Affordable Housing Implementation Strategy

GOAL 4: RESILIENT COMMUNITY



THIRD QUARTER UPDATE

Key Accomplishments

- Bridge inspections completed
- Burton Avenue & Gallimore Dairy Road projects

Challenges

- Congestion with project progress
- Environmental reviews

Upcoming Priorities

- Complete CMAQ sidewalk project reviews
- West Green Stormwater project
- Easement acquisitions for Shadybrook Lift Station

GOAL 5: EFFECTIVE INFRASTRUCTURE & PUBLIC UTILITIES



THIRD QUARTER UPDATE

Key Accomplishments

- New employee on-boarding process
- Compensation/classification findings
- Presented annual audit

Challenges

- Constraints for development opportunities

Upcoming Priorities

- Finalize employee development opportunities
- Implement compensation/classification findings based on budget adoption

GOAL 6: HIGH-PERFORMING ORGANIZATION



THANK YOU

CITY OF
high
point.