



## City of High Point

American Rescue Plan Act (ARPA)  
Community Engagement

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# Community Conversations Meeting and Comment Summary

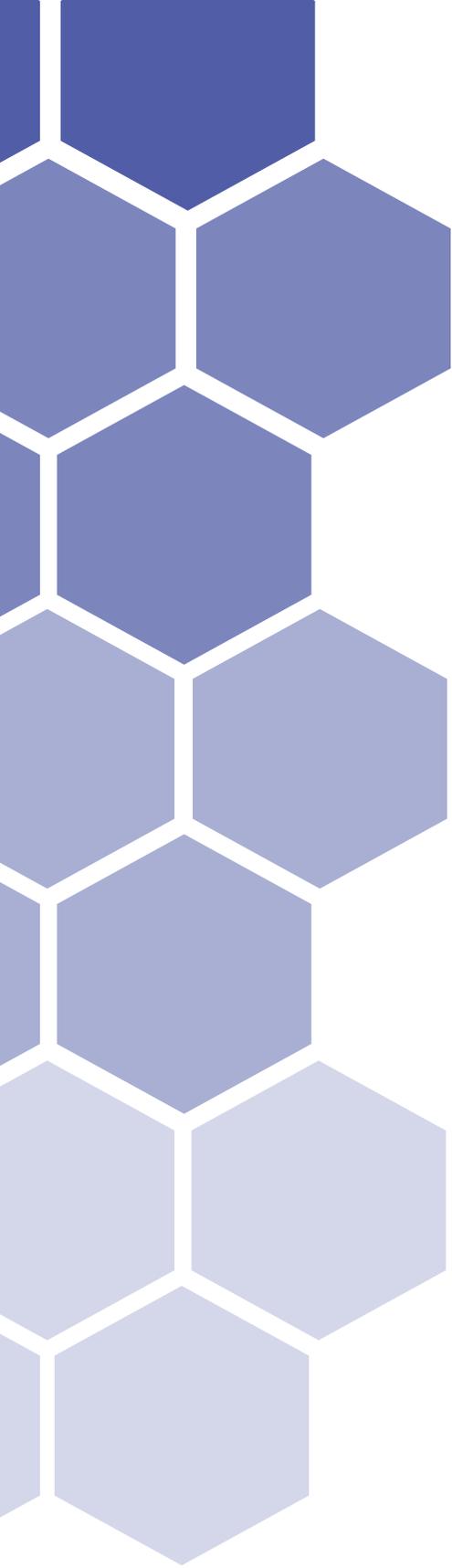
## Overview

The City of High Point hosted two (2) meetings to hear from their community members, residents, non-profit leaders, and business owners about how they would like to use the \$22 million in American Rescue Plan Act (ARPA) funding. These meetings were livestreamed on the City of High Point's YouTube channel to allow participants to attend virtually. The first meeting took place on Tuesday, November 16, 2021 from 6:00 pm to 7:30pm at the High Point Public Library. The second meeting took place on Thursday, November 18, 2021 from 6:00 pm to 7:30pm at the High Point Museum. The meetings were complemented by an online survey available in English and Spanish. This survey went live on November 10, 2021 and remained open until December 3, 2021. Hardcopies of the survey were made available for residents upon request.

## Meeting Notifications

Feedback from the community members of High Point is vital to a successful engagement process and to understanding their needs. To ensure a broad cross section of High Point residents were included in the process, the project team used the following communication methods to advertise the meetings and survey:

- Fliers were created in English and Spanish and emailed to 87 non-profits, religious institutions, and community organizations. A follow up direct email was sent to organizations who did not open the first email, to ensure they received the information.
- The City of High Point was provided with social media graphics for posting on Facebook, Twitter, and Instagram platforms.



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# Meeting Summary

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# Meeting Summary

At the November 16th hybrid virtual and in-person meeting, 18 community members were in attendance. At the November 18th hybrid virtual and in-person meeting, 15 community members were in attendance. Each meeting began with a brief opening statement by the City of High Point, followed by an overview of the purpose of the meeting. A presentation overviewed background information on the ARPA funds including their eligible uses and constraints. Participants were then able to receive answers to questions during a question-and-answer session. The majority of the time was dedicated to a group discussion where attendees were asked five questions about how the ARPA funds can be allocated to mitigate the impacts of COVID-19 and improve High Point communities. The following is a summary of the discussion from each question.

## What Negative Economic Impacts from COVID-19 does the City of High Point need to address?

Participants were asked to share their thoughts on how the City of High Point can address negative economic impacts from COVID-19. The comments ranged broadly and included comments that the ARPA funding should be allocated where the needs are the greatest.

Other participants discussed affordable housing and the need for more of it, as many people are facing evictions and struggling to find a new place to live. An emphasis was placed on “housing that is affordable” rather than affordable housing, and it was noted that higher wages may not keep pace with rental prices.

Another participant discussed the tourism industry and the pandemic’s impact on the revenue it brings to Guilford County. They noted the Piedmont Region does not have

the same types of outdoor recreation other North Carolina communities do, which can make tourism recovery more challenging. It was discovered that youth and amateur sports were recession and pandemic-proof, therefore an investment in recreation centers with artificial turf can make High Point more attractive for these industries.

The creative and arts community were also discussed by several attendees. They shared the challenges of not being able to hold in person performances, and how that impacted their budgets and staffing capacity. The arts and sports were seen as equalizers because they provide recreation and support for everyone. The arts organizations would like to be considered eligible for the ARPA funds during the application process so they may continue to support the community. Other non-profits in High Point struggled as well and requested the ability to apply for ARPA funding. A partnership between High Point and Guilford County was requested, as to allow for collaboration on ARPA funded projects that can lead to a stronger outcome.

The topic of job training and access to those jobs was also discussed. The buses in High Point often do not serve individuals working the second or third shift or do not travel to the location of the well-paying jobs, creating a barrier to entry. While new jobs are coming to High Point, more attention should be paid to training individuals to fit these jobs. This was also true for the immigrant and refugee communities who may have limited access to the workforce due to a lack of transportation, literacy, or other essential skills. It was recommended the services should be brought to the community, rather than asking them to come to the service. Incentives to get people back to work was also mentioned.

## What should the City of High Point focus on regarding water and sewer?

The comments on this topic were varied. Some participants thought the focus should be on aging pipe infrastructure. Others shared they did not think the ARPA funds should be used on this topic. One participant thought by extending new water and sewer to neighborhoods that may need larger pipes or lack infrastructure, we can encourage economic development that could improve communities.

Another respondent shared some concerns about the southwest quadrant of High Point, and noted it is one of the poorest zip codes in the state. They are concerned about clean water and noted Richland Creek, which runs through southwest High Point, is impaired or polluted by fecal contamination. They believe the contamination is due to a leak in a sewer line and by tagging onto past planning along W. Green Drive improvements can be made. This respondent included a proposal for this funding project that was passed on to City staff.

The following questions were asked and answers given during this topic:

### **How is the City of High Point's water and sewer affected by COVID?**

Water and sewer are permitted uses of the ARPA funds, we are discussing the eligible uses at this meeting.

### **Would this include stormwater? In many places in High Point, stormwater (over on Tipton Street) floods backyards when it rains and that can attract rodents.**

Yes, it would.

### **Is there a high amount of lead in the water in that 27260 area?**

The City of High Point's water and sewer staff in the Public Works Department are constantly

working with the infrastructure to make sure it's of a high quality. Often lead is found in pipes of older homes themselves, but the City is constantly testing and monitoring.

## What general government services should the City of High Point focus on?

The topic of education was raised, especially financial literacy for community members. It was also noted that finding quality childcare staff is challenging right now. The lack of childcare is keeping people out of the workforce, and if they can access the care, they often cannot afford it. Another respondent noted about one third of students in the school system are below grade level, because their families lack stable, affordable housing which makes learning even more challenging. Other topics discussed included food insecurity. It was noted that High Point ranked number two in the nation for hunger, and there are about 14 food deserts in the City.

Another participant requested improvements at Oak Hollow Lake, where the annual John Coltrane festival is held. To hold the festival, they bring in a stage and other equipment, and the participant shared that a permanent stage would enhance the festival and the park itself which may be economically advantageous to the City.

On the topic of economic development, quality hotels and motels were also suggested to give visitors a place to stay in the City of High Point. However, transportation can be a challenge for the hotel staff, limiting their ability to get to the jobs. Improvements to the transportation system may help the hospitality industry overall, which in turn may boost the economy. One participant requested the High Point CACs be provided more funding, that they in turn can then distribute to area nonprofits.

## What are some neighborhood improvement projects that can enhance the look and feel of our communities?

The topic of improved streets was discussed, which included more and better sidewalks and roads (specifically on Scientific Street) throughout High Point. Within this topic, one participant noted they see a lot of trash on the streets, and the maintenance staff who mow grass often create more trash when it is run over with maintenance equipment.

One participant noted the core of High Point faces a real challenge of poverty and neglect and that needs to be addressed. Others agreed with this and stated some parts of High Point receive a lot of focus, while other neighborhoods do not.

Affordable housing was discussed, and it was noted that some of the High Point homes are not up to the standard of the City and need upgrading. On that note, one participant shared their idea that rather than demolishing blighted homes, the City should offer loans to help the owner repair and remain in their homes.

Capacity-building for small, women, and minority-owned businesses was mentioned. As data shows these businesses pay big dividends back into the community and are often owned and operated by a single person. By building their capacity, the businesses can in turn provide more jobs and community resources. Specifically, support for Thrive High Point (the minority entrepreneurship program) was discussed.

The arts were also discussed. The High Point Community Theater lost funding during COVID and had to scale back their operations. They not only provide entertainment but also a home for teenagers and kids who participate and gain a lot of benefit from the activity and community. Another participant wanted to

focus on creative ways to support the children in High Point when they're not in school. This included after school and weekend programs; ensuring they have good broadband access for virtual learning; and taking care of their mental health. Another participant felt all the other issues that were previously discussed were neighborhood improvement projects.

Some municipal improvements included safe places for the community to gather that could include parks and green spaces and water and sewer improvements to increase the quality of life for residents. Another respondent requested animal control to operate on the weekends. Burying the powerlines on Washington Street was also requested, as this was not done in the last beautification project for this section.

The topic of food deserts was discussed, as some communities' nearest grocery store is five to ten miles away with no public transportation routes. When the Food Lion moved off Martin Luther King Jr Boulevard, that created a serious situation for the community. Bringing grocery stores back will also help with health. On the topic of health, mental health was discussed for the general citizenry and police response. It was shared that a lot is put on the police, and they're not all trained mental health professionals but are being asked to deal with mental health crises.

## Do you have any questions for us regarding the ARPA funds or allocation process?

Following the presentation, participants were given the opportunity to ask any questions they had about the ARPA funds or allocation process. The following questions were asked during the question-and-answer session of the meeting, and staff responses are summarized below:

### **How does the collaboration between the Guilford County municipalities and the County work?**

All the municipalities that received ARPA funds are coordinating with Guilford County. Public Participation Partners or P3 is also working with the County on their engagement effort. The focus areas for the County look different than what the municipalities are working on. They are working together closely as partners throughout the process so that the meetings in different locations are getting back to the County and vice versa so the funds can reach all communities. This started with the Listening Sessions that the County held that moved into these Listening Sessions, and there will be additional engagement efforts that the County and other municipalities will hold over the next few months to ensure they're hearing from as many people as possible.

### **Will organizations or agencies have a chance to request this money?**

This part of the process is the Listening Session. We have not yet mapped the process out to that level of detail, but that should come out in the future.

### **Since you have received 50% of the 22 million dollars, do you have a plan for distributing the ARPA funds by 2024? Our concern as a non-profit is that we will not have enough time to prepare the application.**

For our process, we're not as far along in

deliberation as Greensboro is. The transparency in decision-making is important, and we intend to have more details to share with you on the website in a reasonable amount of time.

### **What's the website?**

It's the City website: [highpointnc.gov/arpa](http://highpointnc.gov/arpa)

### **Is there a deadline to use the ARPA funds? How long do we have to use them?**

The funds have to be committed by December 31, 2024 and have to be spent by December 31, 2026.

### **What's the process for how these good ideas will be decided on? And how will they be coordinated across the county?**

We don't have a process yet. Hearing from the community is the first step in the process. We will report back the comments and questions we received to the High Point City Council and will build from there. We're still operating under interim rules from the Treasury Department and awaiting confirmed rules. We have a great relationship with Guilford County, and we want to work together to make transformational investments.

### **Are we looking at the same time frame as the Guilford County Commissioners?**

We don't necessarily have a timeframe laid out, but I would expect that to be what the City of High Point follows.

## Does anyone have any final comments or thoughts to share?

The High Point experience was discussed. High Point University is a beautiful campus, but when you step off the campus the experience changes. It was noted that members of the 27620-zip code may have never stepped foot on the campus. The question was asked: how can we get them to have that same high quality High Point experience?

Another respondent noted things the City of High Point has done well, such as the greenway and the baseball stadium. They stated that it's not just about what the City can do, but what they've already done.

One respondent stated they hope the High Point City Assistant City Manager has seen the City of Greensboro's ARPA funding application. They felt that application's questions were laid out intentionally and helped you think through the process. The application platform allowed applicants to upload tables and other attachments to supplement the submittal. The process also encouraged collaboration in every answer. It was also noted that the City of Greensboro is further along in their ARPA funding allocation process, and non-profits are concerned about having enough time to prepare when the City of High Point's ARPA application opens. They would not like this to be a long-drawn-out process that doesn't distribute funding until 2024. Several of the non-profits mentioned a desire to work together on county-wide projects and programming. If they are able to do this, they requested that the application process and reporting efforts be similar across municipalities to provide ease of use.

The following questions were asked during the final comments section of the meeting, and staff responses are summarized below.

**How do we go about getting more people involved? Are you communicating with people around town? I didn't know about this meeting until today, and what if people don't know they can't provide their feedback or comments. I don't want to become like the City of Thomasville where no one goes to the meetings.**

We try to be mindful of reaching people where they are, with this communication strategy we're on social media and online. People in 2021 consume information in so many ways, and we're committed to continuing to get information out to the community in any way we can. If you're concerned about this, chances are people in your community are too and word of mouth is a powerful tool. We have another Listening Session scheduled on Thursday, please tell a friend!

**Have you made any efforts to contact neighborhood associations? To me that's the best way to reach more people in the City of High Point. This group of people is a nice representation, but not a complete representation, and it's important we hear from more than just the people who happened to walk in the room.**

The online survey helps provide another tool for people to engage, and the turnout at today's meeting was great for the material we're covering. The challenge for anything we do to communicate will always be trying to reach as many people as possible. The virtual live stream component of the meeting allows people to view this meeting online and provide feedback through the survey. We have contacted community-based organizations to distribute fliers and invitations.



# Survey Summary

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# Survey Results

## Overview

An online survey in English and Spanish gave residents the opportunity to provide their thoughts and feedback on how the ARPA funding should be used to support COVID-19 mitigation efforts and general neighborhood improvement in High Point. The survey link was shared on all project communications sent out by the project team. Those that preferred a hardcopy of the survey were able to request one and project staff provided those as needed. The survey went live on November 8th, 2021 and remained open until December 3rd, 2021. A total of 137 people participated in the survey during this time.

## Project Questions Summary

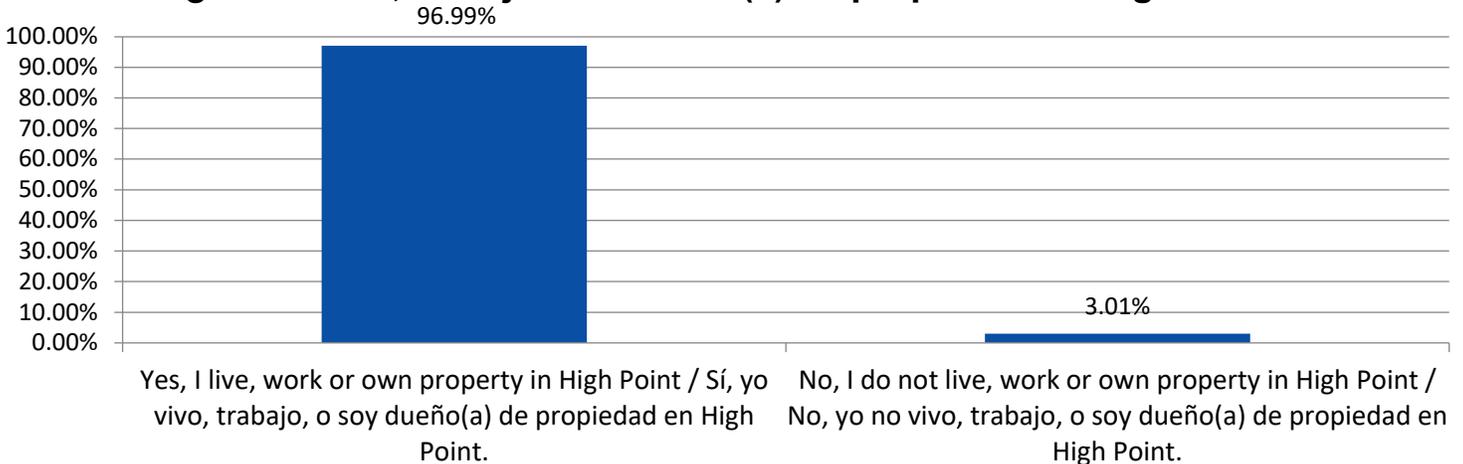
Participants were asked seven project-related questions during the survey. These questions asked if they live in High Point, their zip code, and their visions for how to allocate ARPA funding within three of the eligible funding areas and general neighborhood improvements.

The majority or 96 percent of respondents live, work, or own property in the City of High Point. The remaining four percent do not.

## Which zip code do you live, work or own property in? / ¿En qué código postal vive, trabaja tiene propiedad?

All 137 respondents answered this question about which zip code they live, work or own property in. The most common zip code was 27262-zip code with 57 participants from that area. This is the area generally north of West English Road to just south of East Hartley Drive and as far east as North University Parkway. The second most common zip code was 27265, which received 40 responses. This is generally north High Point, including Oak Hollow Lake and the surrounding areas. The third most common zip code was 27260 which received 28 responses. This area includes southwest High Point and Downtown continuing east until its border with Jamestown. The 27282-zip code received four (4) responses, which is eastern High Point including High Point Lake and surrounding areas. Zip codes 27263 and 27261 each received two (2) responses, which cover southern High Point. The remaining zip codes of 27407, 27406, 27360 and 27272 each received one (1) response.

### Do you live, work or own property in the City of High Point? / ¿Usted vive, trabaja o es dueño(a) de propiedad en High Point?



## What Negative Economic Impacts from COVID-19 does the City of High Point need to address? / ¿Qué impactos económicos negativos de COVID-19 debe abordar la Ciudad de High Point?

A total of 62 respondents provided an answer to this open-ended question about what negative economic impacts from COVID-19 the City of High Point needs to address. The topic of housing that is affordable came up several times, and it was noted that renters are being forced out due to owners taking advantage of the sellers' market. Others shared that the COVID relief funds were not distributed quickly enough to prevent the evictions and utility shutoffs. Non-profits stepped in to help, but landlords ended up in debt due to a lack of process to deliver the funds to those in need. The increase in construction costs may also be exacerbating the problem for both low- and middle-income individuals. Concerns about people experiencing homelessness were also raised.

Economic development and support for small businesses was also raised by several respondents. Their comments ranged from increasing the number of jobs with livable wages, helping Latinos get jobs, supporting entrepreneurs and trade jobs, and recouping lost revenue from the furniture market closures. Another respondent shared the City of High Point should market the amenities and business opportunities it has available. One respondent requested more activities in Downtown High Point.

Several respondents discussed the importance of supporting High Point Youth. This included youth development, more activities, addressing learning loss in schools by providing centers

for students who may have fallen behind, and addressing youth gun violence. On the topic of education, literacy for immigrant adults was brought up.

The topic of food equity and security was raised. Comments focused on increasing access to healthy food for people of all ethnicities, providing fresh, affordable food access, and more grocery stores.

The social wellbeing of High Point residents was another topic that received several comments. This included taking care of the original core community that was noted to be a food, medical, housing, and transportation desert. Participants also expressed a need to address the increasing wealth gap, which makes it difficult for low-income residents and residents experiencing homelessness to access basic needs.

Affordable healthcare was included in this topic. Comments included care for physical wellbeing, as well as mental health care. One respondent mentioned that mask wearing should be regulated. Another suggested community medical clinics can be setup in churches and civic organizations.

Support for non-profits was discussed. This included specific recommendations that arts organizations and the High Point Museum receive funding to support their operations. Others mentioned the assistance non-profits can provide in stemming youth gun violence if given the proper funding.

A handful of comments were about infrastructure. This included general infrastructure and maintaining roads, sidewalks, and neglected public spaces. Other topics included a desire for broadband internet access for all people, with an emphasis on students and families.

## What should the City of High Point focus on regarding Water and Sewer? / ¿En qué debería enfocarse la ciudad de High Point con respecto al agua y el alcantarillado?

A total of 61 respondents answered this open-ended question on what the City of High Point should focus on with regards to water and sewer. Most of the comments were about upgrading aging sewer and water infrastructure, particularly in underserved and low-income communities. Comments also included concerns about proper water filtration and wanting improved water quality. Participants noted a need to ensure there are no lead pipes in older homes or schools. One respondent was concerned the manhole covers in the roads were not properly installed flat against the road and may damage vehicles.

The other common theme that arose is lower water rates and reducing water bills for lower income people who may be experiencing hardship. One respondent mentioned the East Side Wastewater Treatment Plant (W/WTP) and stated the PTF, aeration basin, and UV systems need attention. Another respondent requested the first three blocks of W. Green Drive from S. Main to W. Russell be transformed into a “green street” using the US EPA guidelines. They also noted this street is in a poor area, where ARPA funds seek to emphasize investment.

Respondents also shared a desire to hire adequate staff, increase their pay, and perform more routine checks, repairs, and maintenance on aging sewer lines.

Alternatively, a couple of respondents shared they did not think the ARPA funds should be used for this type of project unless it's a matter of health and safety. Another stated the infrastructure bill that passed will provide funds to cover this expense.

The remaining responses did not fall into a particular category. They included a desire to help poor people get off the streets as to not impact the sewer system, as well as a request to assist nonprofits who serve marginalized residents in the poorest zip codes.

## What general government services should the City of High Point focus on? / ¿En qué servicios del gobierno en general debería centrarse la ciudad de High Point?

A total of 63 respondents answered this open-ended question about what general government services the City of High Point should focus on. The most common topic was City infrastructure, which included repaving streets, adding new sidewalks and bike lanes, stormwater management planning, recycling, and weatherization. The topic of lowering utility bills was also discussed. On the topic of City services, police and community relationships and addressing crime, violence, and the drug trade were also discussed.

General social infrastructure that would help residents get their basic needs met were also a common topic. These included housing that is affordable, medical care, mental health care, access to fresh food, childcare, well-paying jobs, a universal basic income, and generally improving living conditions. Some specific recommendations on this topic included the library providing community computer access locations where kids can hang out after school to do their homework perhaps in partnership with existing non-profits. Another respondent shared accessibility for persons with disabilities would be helpful.

Economic development was another popular topic. Respondents would like to activate southwest High Point through innovation and support for small businesses. Others mentioned

general small business and entrepreneurship support as well as redeveloping arts and entertainment venues.

Improvements to City services such as extended polling hours during elections to allow more people to participate and higher compensation for poll workers were shared. Participants recommended making more people aware of City Council meetings. Another respondent shared all City employees should have living wages.

Other City service requests included more and improved parks as well as improved neighborhood monitoring of code enforcement and animal control. Public transportation and expanding the bus route on Sundays was also mentioned.

Support for High Point's youth was another theme that arose. This included providing more employment opportunities, additional year-round programming and activities, and funding for education and Title 1 schools. Another respondent shared the former police station should be used to support the BRIDGE project, which helps youth with job skills training. Job training and support was also requested for adults.

## What are some neighborhood improvement projects that can enhance the look and feel of our communities? / ¿Cuáles son algunos proyectos de mejoramiento en los vecindarios que pueden mejorar la apariencia y la percepción de nuestras comunidades?

A total of 68 respondents answered this open-ended question about what neighborhood improvement projects can enhance the look and feel of High Point communities. The most common topic was providing more and improved sidewalks throughout High Point, specifically in lower income neighborhoods and leading to parks and grocery stores. The next most common topic was the appearance and feel of High Point, and ensuring the streets are free of trash. Multiple respondents shared concerns about boarded-up homes, and do not like the way they make High Point look and feel and would like additional restrictions or code enforcement to address this or assistance to the owners. A need for repair services for homeowners, or a loan program that can help homeowners update their properties was also suggested.

On the topic of supporting High Point's most vulnerable communities, respondents stated that the City should focus on one core City neighborhood to increase affordable housing and access to resources. Another shared that it is difficult to think about "enhancements" when basic needs are not being met. Multiple respondents wanted affordable housing, and upgrades to low-income housing.

Adult literacy and public transportation were also noted as important considerations. One

respondent was concerned that High Point University is receiving funding that should be allocated to communities in need. They went on to share that knocking down the walls at the University may open it up to the surrounding communities. Another respondent would like to extend the University's seasonal decorations to surrounding communities.

Community gardens and food resources also came up and were generally included with comments about infrastructure upgrades. These upgrades included fully assessable playgrounds, more and upgraded community centers, funding for computer labs, access to remote instruction for adults, fixing the front of the library and the bridge project in Burns Hill.

More parks and greenways were another popular topic. Respondents would like to see the southwest greenway completed, and noted it is in an opportunity zone and will provide an economic opportunity in a poor area. The southwest greenway may also help with stormwater management and cleaning of the impaired creek. A couple of respondents requested upgraded playgrounds, a splash park for kids, and a skatepark. Enrichment activities for youth were desirable, as well as family activities and festivals.

Some comments did not fall into a specific category. These included:

- A concern about the smell from the Ingleside Compost Facility, and noted surrounding neighborhoods are negatively impacted.
- A request for speed bumps on residential roads and the removal of abandoned cars.
- Better routes to the highway from the York Avenue neighborhood.
- Slowing down commercial development while there are existing empty buildings and improving downtown and retail spaces.

## Is there any additional information on ARPA funding or this engagement process that would be helpful to you? / ¿Hay alguna información adicional acerca de los fondos de ARPA o de este proceso de participación que pueda ser útil para usted?

A total of 42 respondents answered this open-ended question about what additional information on the ARPA funding engagement process would be helpful to them. One of the most common questions was about how to apply for funding, the timeline for the application, and how long the funding will be available. This was followed by some questions on eligibility for specific uses, including greenways and housing. One respondent would like to know who will be responsible for ensuring the funds are properly distributed and accounted for. Another asked what ARPA stands for (American Rescue Plan Act).

Many respondents shared the importance of transparency throughout the funding allocation process and would like to have a clear understanding of how the money is being spent. Other suggested there should be public input on the final proposal rankings, so they can rank specific projects and not just the big picture.

Additional responses included comments on how the funding should be allocated. These included mental health services, nonprofit support, support for struggling families and disadvantaged communities, mental health services for students and families, and support for people experiencing homelessness.

A centrally located senior center accessible by transit was requested, as well as structural improvements for public schools. Another respondent shared the focus of the funding should be on the neighborhoods and not just downtown. On the flip side, another respondent would like continued development of community interactions in midtown and uptown as well as more non-sports events at Truist Park.

One respondent requested the funds be used for more community gardens. They also mentioned a desire for a focus on wildlife protection focusing on the displacement of deer and coyotes, and additional spay and neutering programs for dogs and cats.

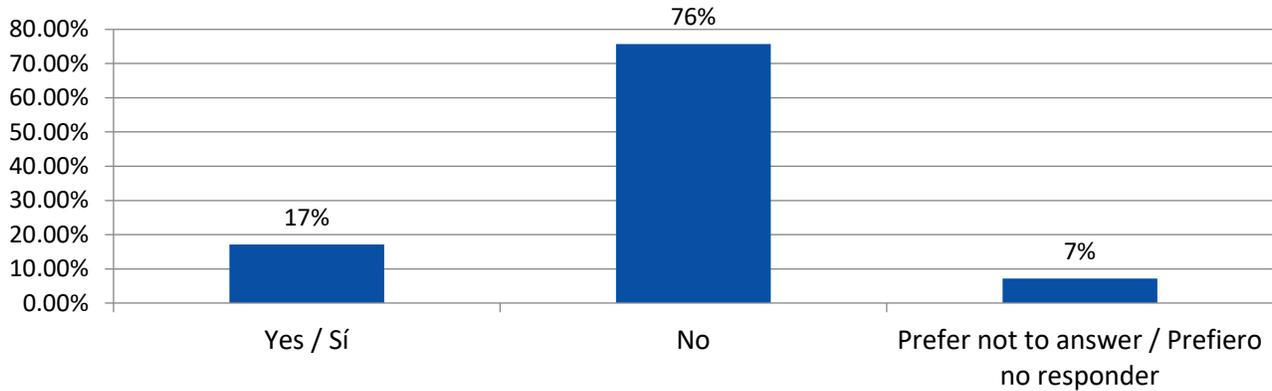
Other comments on funding allocation included a concern that the ARPA funds will be used for the City's "usual expenses" and will not address the root causes of poverty but will be used on tourism or the ballpark. One respondent stated the money should not be given to High Point University.

## Demographic Questions Summary

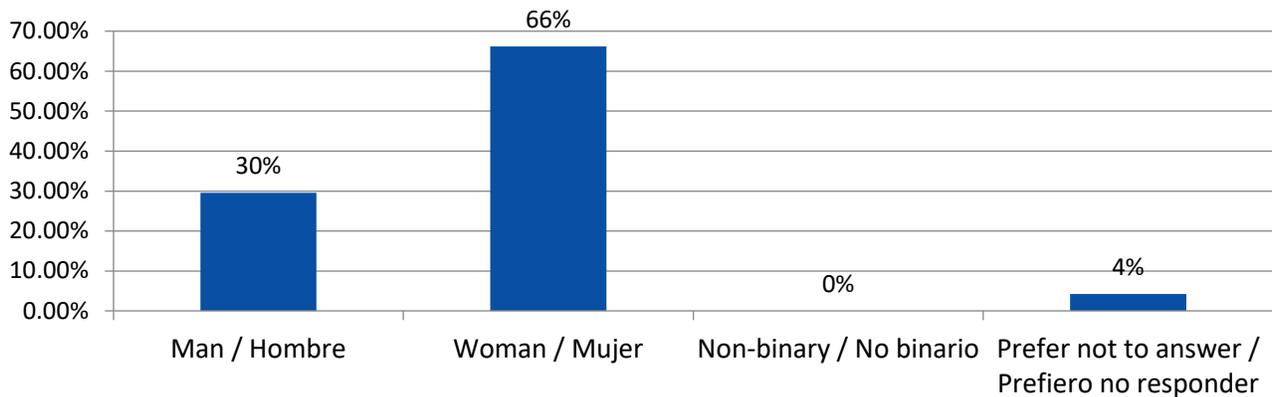
Following the project-related questions, participants were invited to answer voluntary demographic questions. The responses to these questions are used by the project team to gauge who is participating in the project and who is being underrepresented in outreach efforts. Participants were asked seven (7) optional questions. The questions and responses are summarized below:

- 75 percent of respondents do not have a disability.
- 66 percent of respondents identify as a woman.
- 36 percent of respondents are at least 45 years old or older, and 23 percent of respondents are between 18 and 44 years old.
- 80 percent of respondents speak English very well.
- 53 percent of respondents identify as White or Caucasian, and 22 percent of respondents identify as Black or African American.
- 5 percent of respondents reported an annual household income of less than \$12,000, and 11 percent reported an annual household income of \$118,000 or greater.

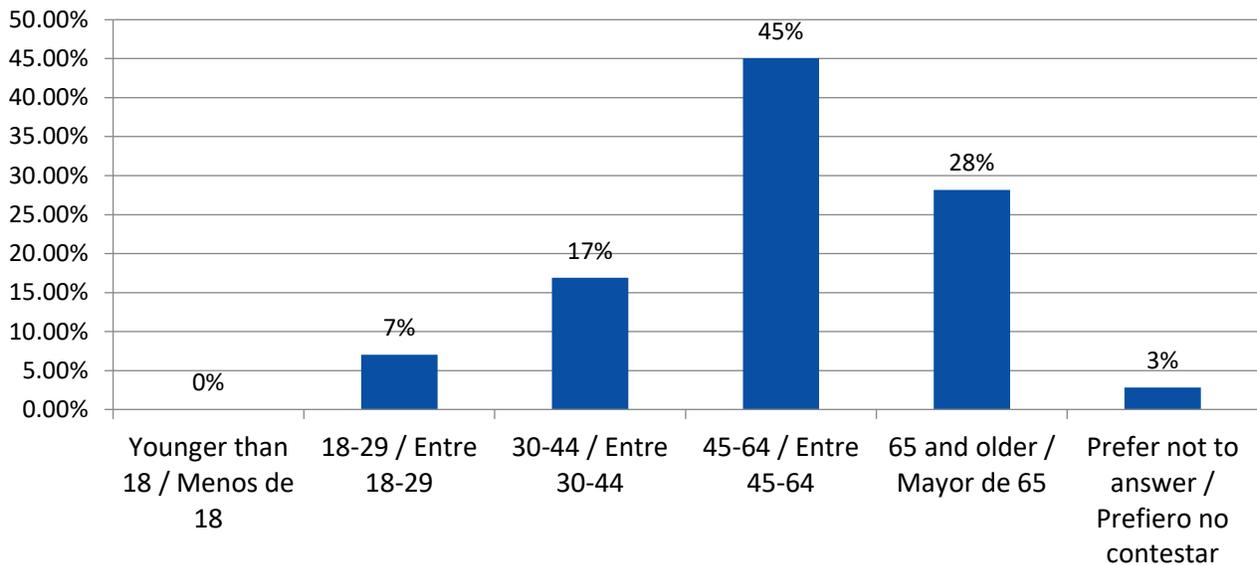
### Do you have a disability? / ¿Está usted en condición de discapacidad?



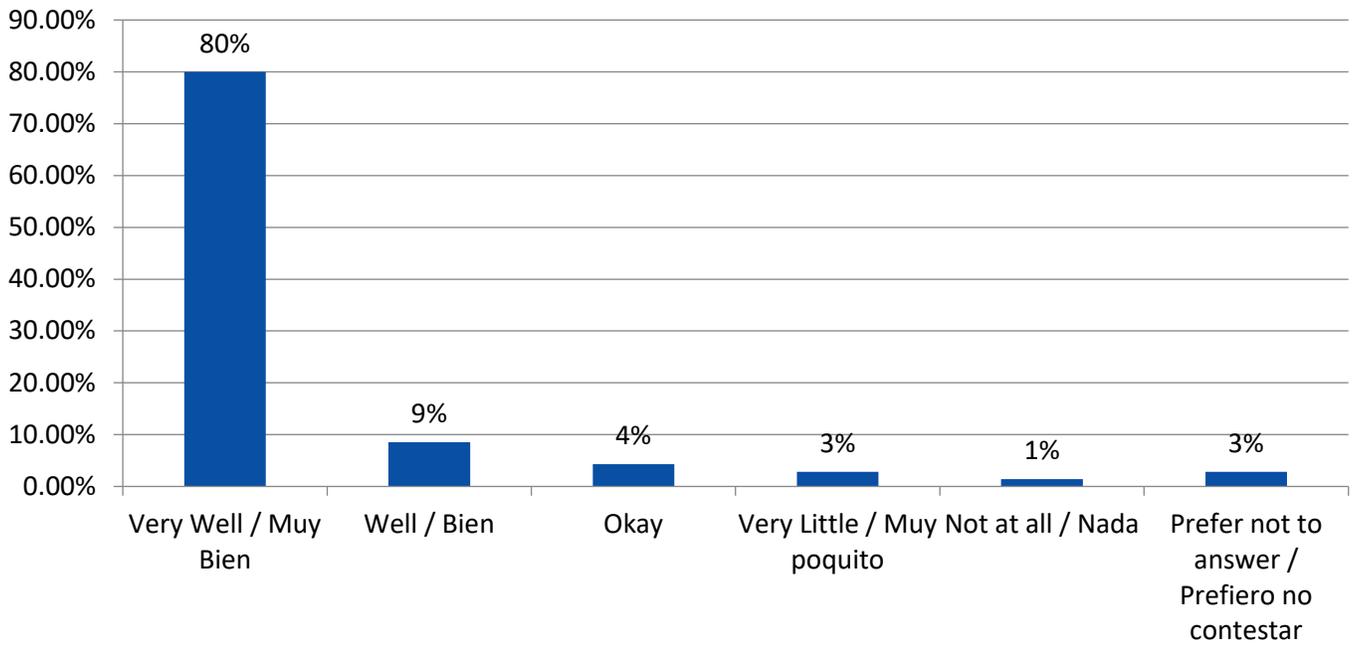
### What is your gender identity? / ¿Cuál es su identidad de género?



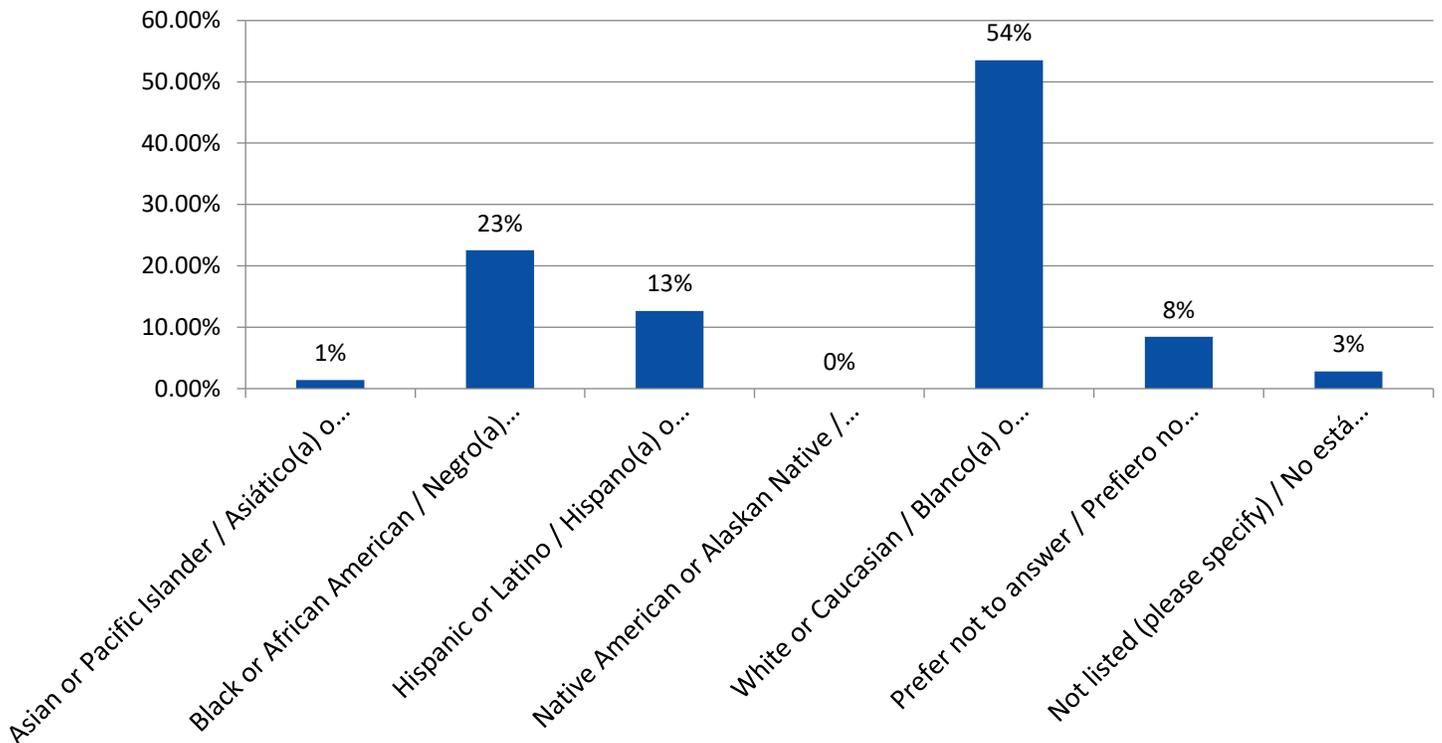
### What is your age? / ¿Cuántos años tiene?



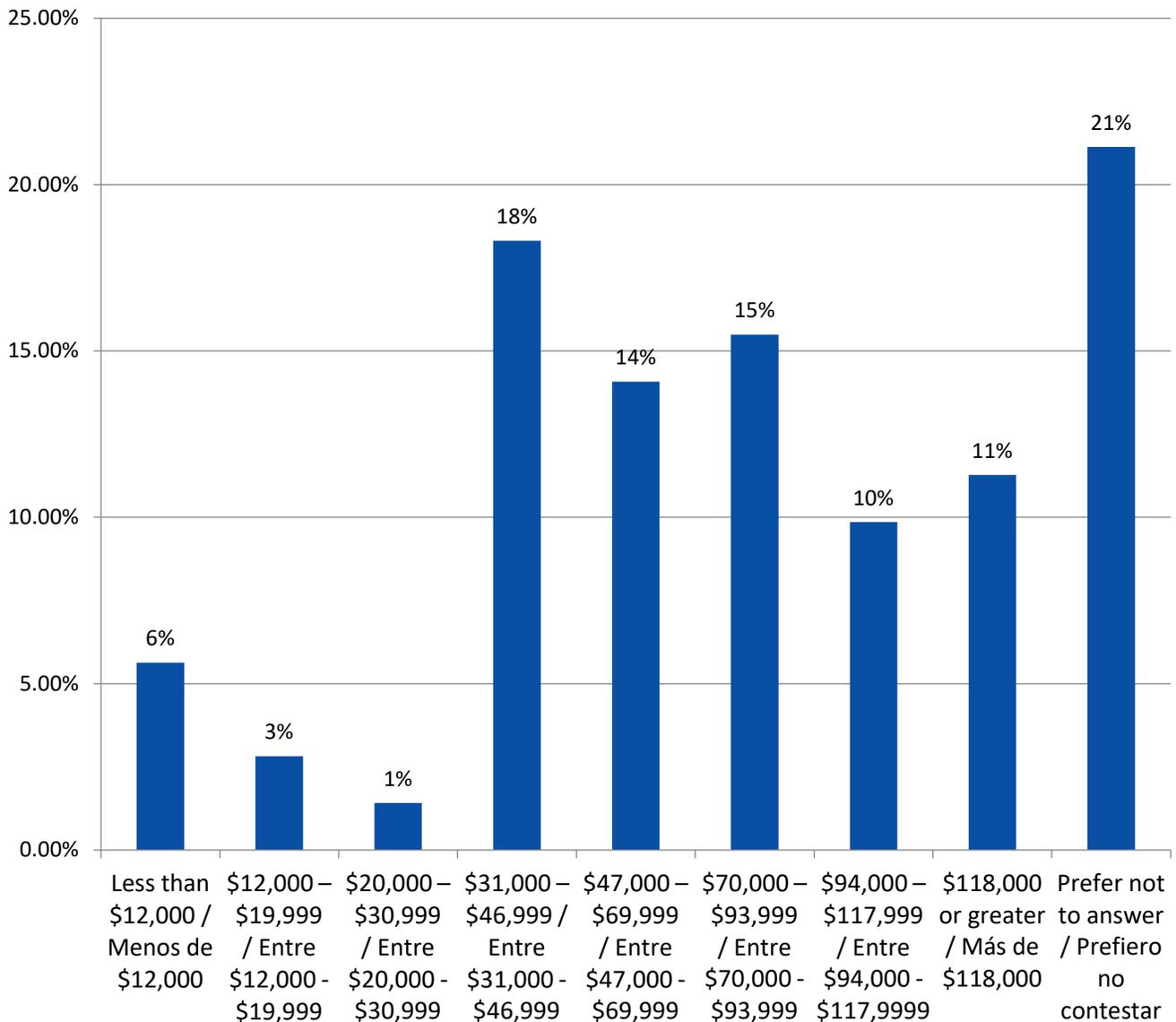
## How well do you speak English? / ¿Qué tan bien habla usted inglés?

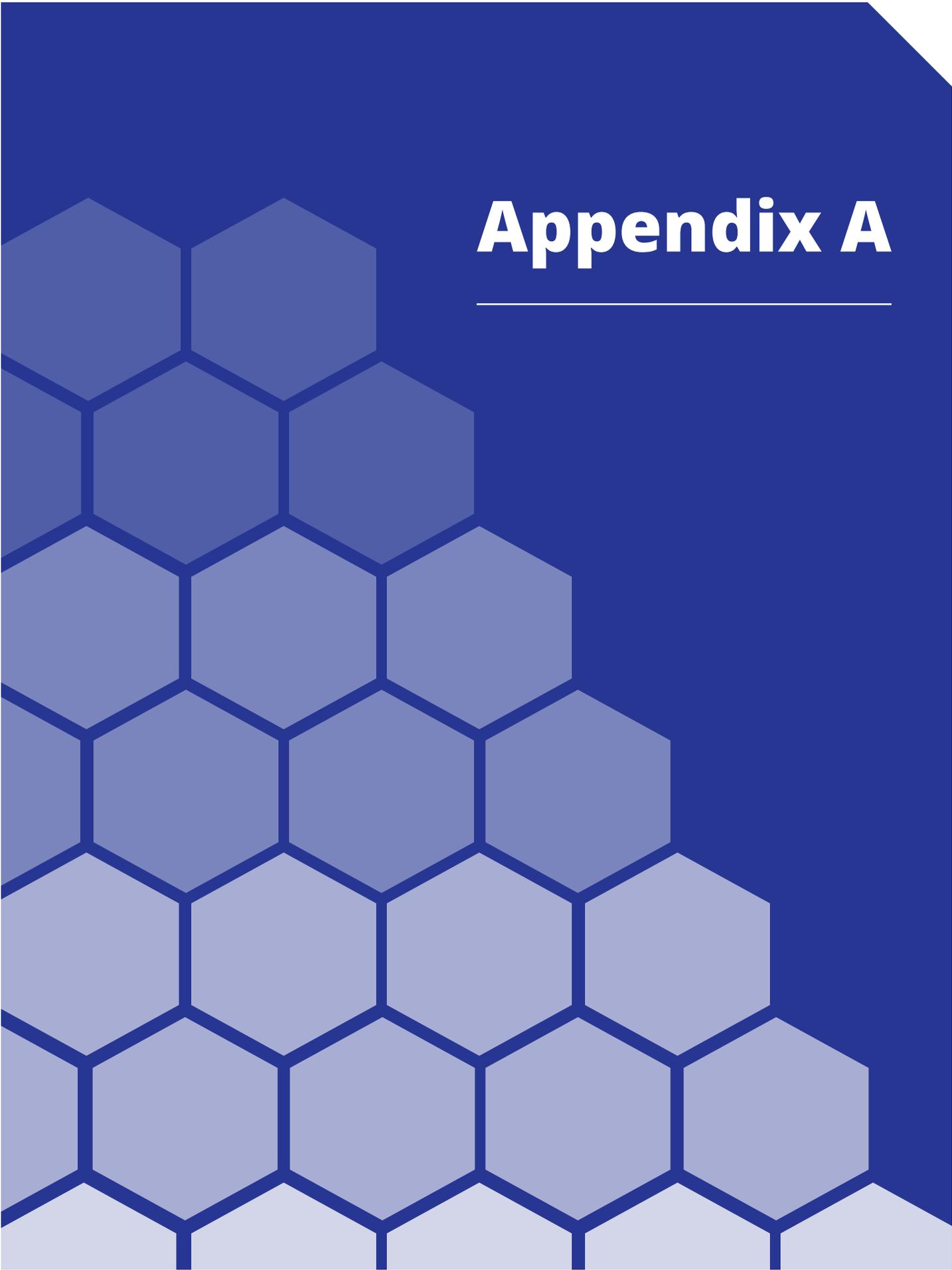


## Which of the following best describes you? / ¿Cuál de las siguientes categorías le describe mejor?



**What is your approximate annual household income?  
/ Aproximadamente, ¿cuál es su ingreso familiar anual?**





# Appendix A

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# Survey Comments

Zip Code	Which zip code do you live, work or own property in? (Number of respondents)
27262	57
27265	40
27260	28
27282	4
27263	2
27261	2
27407	1
27406	1
27360	1
27272	1
<b>Total</b>	<b>137</b>

## What Negative Economic Impacts from COVID-19 does the City of High Point need to address? (Open ended question)

- La poblacion entrenta dificultad dos en el pago de servicios y rente [the population has difficulty paying for services and rent]
- Desempleo a Latinos [Unemployment for Latinos]
- Desempleo [Unemployment]
- Food equity across all ethnicities
- Entrepreneurship and small businesses impacted by lost sales and employees
- Need more job n more things for the young community to do
- Housing that is affordable Job training and development Transportation
- Helping small businesses
- Workforce training -Adult literacy (especially immigrants) -Broadband for all
- Social infrastructure
- Nonprofit organizations and funding for programs

- Nonprofit agencies need funding to help stem the 28% increase in young guns that are shooting each other
- Supporting small business and entrepreneurial efforts as well as special trade jobs
- Lack on internet access for students and families
- The near closure of the High Point Museum would have been a devastating blow to our cities history and the preservation of said history. To better support and help grow this vital part of our city the High Point Museum should be given a budget to hire a member of staff that can focus on growth, activities, and marketing.
- Livable wages, fresh affordable food access and housing.
- Affordable housing
- Food insecurity, broadband access, infrastructure, education
- The impact on our schools and our children's education needs to be addressed. Our teachers are burned out and the schools do not have enough resources to provide the teachers with relief so our children are not being given the best opportunities to grow. I recently went to a play at a lock HS and the stage was in disarray and needed to be upgraded. Funding our schools is important.
- Community Medical Clinics need to be setup in churches and civic organizations.
- Increasing access to healthy food, access to health services. Need to focus on supporting youth development.
- Small businesses suffered, including closures, loss of enough staff to maintain standard business hours, increases in cost of goods, food, and employee wages...
- Increased crime as result of trauma and mental health issues that are directly COVID related.
- Affordable Housing, it seems from postings on a neighborhood app that a lot of renters were forced out of a place to live due to the owners possibly taking advantage of the sellers' market after COVID.

- Lost revenue from closed Furniture Markets
- Employment and livable wages
- Good insecurities
- How to regulate the wearing of masks
- Poverty caused by illness, job loss and inadequate access to affordable health care coverage for many.
- People been struggling with paying their bills cause so much have went up and expensive so just trying to survive day to day paying bills and living
- Internet for all.
- Supporting small business, education to bring people together, activities for youth
- Maintenance of roads
- Bringing business back, economic growth and development
- FOOD AND SCHOOLS AND CRIME, IN THAT ORDER.
- Restaurants going out of business
- The original core community has always been a desert regarding food, medical, housing, and transportation. Neglect over the years has been augmented by Covid-19.
- Marketing and sales development to let people/corporate entities know that the city even exists, and that High Point has a business environment they can thrive in and the types of amenities that make life enjoyable for their employees.
- We need more activities in the downtown area.
- Schools, sidewalks,
- The most serious impacts have been on the poor. The wealth gap has grown and many need help with access to food, housing, and services. Landlords who do not keep up their properties should be addressed.
- Economic Development Delays. Increases in construction pricing effecting affordability of housing for not only low income but middle income as well.
- Declining financial support for arts organizations that are so valuable for enhanced quality of life during these trying times. Also declining financial support for small businesses.
- Poverty in the core city and lack of infrastructure to connect to essential services with access to a vehicle
- Affordable and livable Housing, access to transportation, small business closures
- City employees
- Impact on small, local businesses; access to healthcare; childcare and community programs
- Bad road conditions, narrow road infrastructures.
- House and the loss of jobs that pay a living wage. Less food service jobs and more livable wage jobs.
- Joblessness, lack of income, poor healthcare, housing
- small business, homelessness
- Lack of resources, and places offering help for the houseless population.
- Lost jobs and closed businesses
- Health disparities, food security (few grocery stores); blighted neighborhoods...,provide compensation rental property
- Housing that is affordable. Learning centers/labs for those students who behind. Broadband for internet services.
- Neglect of public spaces
- Food insecurity
- Business closings, school closings, low-income housing disrepair
- Youth Gun violence
- Learning loss in school/childcare, Unemployment/Under employed, Living wages, affordable and safe rental for citizens
- Despite well-meaning Covid relief funds, many of the folks living in low-income housing simply weren't afforded those funds in a timely manner. Nonprofits had to step up to prevent evictions and utility shut offs. Landlords were left with debt. The money was there - there was just a lack of adequate processes to deliver the money to the folks needing help.

## What should the City of High Point focus on regarding Water and Sewer? (Open ended question)

- Sobridios en el servicio de agua y todas las utilidades [Subsidies in water and all utilities]
- Mejor servicio [Better service]
- Replacement of broken or damaged lines, especially in underserved communities.
- N/a
- There are a lot of little streams in high Point that goes through people back yard. If they could help the homeowners figure out a way to better use their property with the stream.
- Provide more for the poor to help them off the street they are messing up our sewer
- Better water, lower rates
- Assisting the nonprofits who serve our marginalized residents -Poorest zip codes residents -Day care, Workforce, ed training
- Removing dangerous or inefficient water and sewer pipes
- Distribute individual filters for each household
- Putting PVC piping in older homes
- N/A
- More routine checks, repairs, and maintenance to keep our city ahead of the ongoing battle against water and sewer line decay. Also adding more members to the maintenance crew who maintain those vitality important parts of our infrastructure as well as making sure they are able to add to their training and giving them fair pay raises (which right now would be about 5.4%).
- Always clean water and recycling.
- Updating piping
- Don't know
- I believe these funds should not be appropriated for this type of project unless it is a matter of health and safety.
- Reducing fees
- Properly maintaining drainage grates on heavily used roads to increase driving safety
- The City should not use APRA funds for water and sewer. These are expenses that are a normal part of City expenses. Plus, there is the infrastructure bill that passed which will provide funds.
- Infrastructure
- Water testing
- The billing doesn't seem fair to have to pay for water going out as well as coming in. When I called to question my bill, I was told since they don't have a sewer water meter they just multiply it with your metered income water. It's like paying 2x
- Aging infrastructure
- Yes
- New pipe structure in low-income areas. Clean streams and water ways.
- Keep up the good work
- Ensure the end of any development along the water sources.
- Billing should not be so high
- Ensuring long term viability / safety
- Upgrading pipes
- Upgrading storm drains, regular litter pick up, more routine street maintenance
- Keeping our infrastructure current
- Upgrade and expand services to encourage growth in the city
- PATCH IT A FEW MORE TIMES. THAT'S ALL WE EVER DO ANYWAY. BEFORE STARTING ANY PROCESS REGARDING THIS FOCUS, MAKE SURE YOU CAN AFFORD TO 'PROPERLY' PAVE THE ROADS AND FIX THE MAN-HOLE COVERS (PERFECTLY LEVEL). YOU CAN DESTROY THE ALIGNMENT OF ANY CAR. GREENSBORO AND WINSTON SALEM DO NOT HAVE THIS PROBLEM. LEVEL WITH THE TOP SURFACE OF THE ROAD-NO DROP.
- The City seems to be so dedicated to the City Project and North HP that they don't pay proper attention to the old pipes that are running throughout the poorer neighborhood.

- Greater filtration and screening of both potable and non-potable water.
- Update the infrastructure.
- Clean water, no lead pipes
- Upgrade utilities
- Just routine as usual- these funds should not be used for ordinary expenses but to make change
- Make sure there are NO lead pipes in town and schools
- Replacing aging pipes.
- Improve Water and Sewer in the Southwest
- First 3 blocks of W. Green Drive from S. Main to W. Russell--and storm water management along this strip too (Jacobs PI project in budget), partnering with county ARPA funding if necessary. Part of this storm water management project should include making W. Green Drive from S. Main to W. Russell a "green street" using US EPA guidelines for green streets. Green streets are eligible under APRA funding, and this location is in a poor area in which APRA funds seek to emphasize investment.
- Updating and cleaning and purifying.
- Hiring adequate staff
- Water quality
- Update the pipelines.
- Clean and filter the water more. We are still filtering water from the Coal-ash spill. I would like to not have to use a Britta for my drinkable water. I didn't have to do this in Philadelphia.
- Reduce bills, people are having hard times out here
- Make it cheaper
- East side W/WTP. There are several areas that need attention including the PTF, Aeration basin, and UV systems.
- Better water
- Testing, Clean it up in all communities and provide pure clean water & sewage drainage
- Being sure our waters remain uncontaminated.
- Renewing old and outdated water and sewer line

- Replacement of seriously aging under street water & sewer lines
- Lead pipes, clean water
- Maintain services

## What general government services should the City of High Point focus on? (Open response question)

- Las calles necesitan recappeteo, pavimento [streets need recapping, pavement]
- Salud [health]
- En haser hermosos parques porque no tenemos [make beautiful parks because we do not have any]
- Parques Areas recreacionales para ninos [parks, and recreation areas for the kids]
- Livable wages for all city employees.
- Small Business and entrepreneurship support
- Weatherization, and the helping ministries
- More jobs and homes
- Water and sewer roads
- Broadband -Transportation Access
- Improving living conditions
- Utilities are too high
- Financial literacy for all High Point residence. Housing Affordability. Education/funding for our Title 1 schools.
- Expanding the bus route
- More voting hours. The polling places in High Point close at 5pm, on average, but that's when most voters are leaving work. If the polls were open until at least 8pm daily and 10pm on the weekends we would be able to invite more eligible voters to cast their ballots. Our poll workers are also severely understaffed and underpaid. They are paid less than poll workers in Forsyth Co. by quite a bit.
- Youth Employment Opportunities
- Public transportation
- Supporting access to broadband for more families, the BRIDGE project for our former police headquarters, more engagement in our schools, more development for downtown

- Providing family services such as food and housing and good paying jobs and childcare for our families so they can go to work.
- Youth programming. year round and/or summer work for youth beginning at age 14...
- Road maintenance Neighborhood police presence in high crime areas (i.e. West End)
- Sidewalks! It's pathetic that there are so few sidewalks in the City.
- The usual - police, fire, utilities, library, senior services, parks...
- Improving access to healthcare thru school-based clinics
- I thought a suggestion in the meeting to offer some kind of small loan to struggling homeowners was a fantastic idea!
- Improved neighborhood monitoring, such as code enforcement & animal control.
- Employment
- Police and Community Relationships, Drug treatment programs, housing, childcare.
- Encourage more businesses to come join High Point
- Job clinics and employment counseling, and the resources people need to even apply for work.
- The low in community streets needs to really be worked on and better places in the community for the youth to have things to do in the city
- Infrastructure. Power, water, sewer, broadband, lighting and safety. Bike lanes.
- Providing more affordable utilities, making more people aware of council agendas
- Public safety and economic development
- OUR STREETS ARE TERRIBLE AND HAVE NOT BEEN PAVED IN YEARS, AND WHEN THEY ARE PAVED, THEY ARE TORN UP IN TWO WEEKS. THINK IN THE ESSENCE OF AT LEAST A YEAR. ANTICIPATE LIKE AN ALLIGATOR!
- More parks and recreation opportunities.
- Since the City has done little to provide grocery stores in the original core city, you need to put in more sidewalks for the people who are walking blocks and miles to get food. Elderly people walking in the worst weather conditions find themselves putting their lives on the line dodging cars and trucks.
- Redevelopment of arts and entertainment venues.
- More police and fire services. Address the exploding drug trade.
- Fair business practices
- Connecting people to services, food access, after school and day-care. Library should have community computer access locations where kids can hang out after school to do their homework perhaps in partnership with existing non-profits.
- Job Training, placement. Small Business loans and incentives.
- Promoting affordable housing.
- Activating the SW area through smart innovations and support for small businesses
- More infrastructure and storm water management planning and emphasize on US Census Tract □ 143 where so much civic planning has occurred. Government should also emphasize a public, private, and civic partnership like the model in inner-city southwest High Point.
- Unknown
- Investing in employees
- Violence in the city.
- Accessibility for individuals with physical disabilities. More programming at HPT that focuses on younger audiences. Increased attraction for young adults. More apartments near ballpark.
- Shelters, food resources.
- Affordable housing for lower income families. Creating stronger mental health network for those who suffer from the stress of losing jobs and Houses during the pandemic.
- High Point needs to address sweeping poverty, and shift funding from HPU and HPD to relieve suffering in the community. A jobs program, a universal basic income, anything. People are hurting.
- Food desert, affordable health and dental care, lower property taxes

- Helping the houseless.
- Job training and more jobs
- Providing nutrition, social services, good health services, affordable housing, parks & greenways
- Improvement of parks
- Recycling
- Better, more mass transportation (Sunday bus service)
- Electricity is too high, especially the \$400 deposit they make you pay when you rent. Telephone monopoly not fair. Landlords like Atlantic Realty, Craven, and Johnson disrespect poor people especially by sending them to court after one late payment.
- Police, Fire, Parks and Recreation Centers, Neighborhood gardens, Youth Development, and Communication. Focus on evidence-based programs.
- There needs to be a focused initiative to build affordable low-income housing ASAP. There are three factors affecting affordable housing. (1) The ballpark and HPU absorbed many low rental properties without adequate other affordable housing available for those families. (2) There is a restrictive number of subsidized housing community vacancies along with a considerable wait list for units. (3) The more recent influx of investors buying up houses/apartment complexes and raising the rent to sky-high levels, means families our nonprofit work with simply can't afford the costs. We aren't going to face a crisis in High Point. We have a crisis right now. With rent going in the range of \$1100-\$1300 per month for houses that would have sold a year ago at \$50,000, there are hundreds of families that are facing homelessness. Rent in that range is equal to many upper middle class home payments. When one combines that with Section 8 vouchers that are not keeping up with rental cost increases, we have a serious issue in High Point. Families with children are forced into their cars or one room hotel stays. Winter is rapidly

approaching. We need an emergency plan for these families. We must do better as the High Point community.

## What are some neighborhood improvement projects that can enhance the look and feel of our communities? (Open ended question)

- Limpieza de areas verdes, demolicion de viejos e dificios [cleaning of green areas, demolition of old and difficult]
- La limpieza [cleaning]
- Lugares para entrenarse en familia [ places to train as a family]
- Parques [parks]
- Invest in repairing and/or restoring underserved communities.
- Continue to improve downtown and retail spaces
- Provide some grant funds to help homeowners to update their homes and property.
- All over needs improvement we what makes the community
- Sidewalks Curb and gutter
- Streetscape refurbish buildings, clean up trash, fix up rundown homes, clean up main thoroughfares
- Funding for computer lab, Access to remote instruction to adults -Gardens -After school Access (children)
- Any project in 27260
- So many homeowners need repair services. They can't afford to upkeep homes - landlords are not holding up their part
- Sidewalks: community centers ways to bring the community back together post covid
- Street cleanups (trash removal)
- Upgrade playgrounds, adult literacy, increase public transportation access
- More side walks

- Sidewalks! We need to give people back their dignity with sidewalks. Most neighbors in High Point are completely unwalkable, save for the more affluent white neighborhoods. People who need to walk to work, or the grocery store should be able to do it safely, but Main Street has almost no usable sidewalks. With the very noticeable missing sidewalks it gives people the impression that High Point is an unwelcoming and harsh community. If we were to add the extremely necessary and useful sidewalks people who were driving through our town for the first time would see a welcoming and healthy community.
- Upgrade rec centers, upgrade library with more technology (people to use broadband, etc.) downtown Wi-Fi, BRIDGE project in Burns Hill
- Upgrade and repair the Greenway surface. Portions of it is bumpy and uneven. Also needs directional signs on Greenway. Also needs blinking lights at cross walks on Greenway.
- Sidewalks are needed in the community in order for residents to travel and be safe. I can't walk on my road because it is narrow and does not have sidewalks.
- Sidewalks, solar lighting, and cameras.
- Placing speed bumps on residential roads with consistent speeding issues Removing abandoned cars that cause a driving hazard on residential streets
- The City should focus on one core city neighborhood to increase affordable housing and access to resources.
- Underground wiring - have you looked at this city objectively? We look pitiful!
- Fully accessible playgrounds and community gardens (particularly on or around school grounds).
- Another great comment during the meeting was the comparison of high Point university campus to surrounding area. Seasonal decorations and festivities is a great start
- There is an awful stench from the Ingleside Compost Facility to surrounding neighborhoods. Can something be done about that?
- Meaningful Revitalization initiatives
- Community food resources and gardens
- More festivals to get High Point back to families
- Slowing down on commercial development while so many buildings are empty.
- Sidewalks in some low income neighborhoods could be fixed on, beautified the lower income areas more
- Bike lanes
- Cut down trees off the power lines before the winter storms and put all power lines underground
- Heavier restrictions for junked, run down properties and vacant houses, abandoned cars
- Keeping our streets clean
- The city needs to increase the pride in neighborhoods and the city in general. There is trash everywhere and a lot of neighborhoods are run down. Trash is alongside all the roads especially on the east side, the whole city needs to take pride in it to attract people and business
- FIX THE FRONT OF OUR LIBRARY. NOT COMPLETE!
- More greenways, places for people to gather outdoors, exercise and spread out.
- Sidewalks. Put forth a major recruiting effort to bring major grocery stores like you have done in other chains like Publix. Two strip malls in 27260 and you can't recruit someone to move into one. We may be black but our money is green!!
- Demolition of any structure 5 or more years in arrears of property taxes.
- Move on older structures and cleanup sections of the city.
- Sidewalks to local parks so neighborhoods have access to them. Personally, sidewalks along Eastchester Dr from Festival Park to Skeet Club/W Wendover.
- More sidewalks, better street lighting, pot hole repair

- Tearing down vacant houses, clearing vacant lots of brush and trees so they can be used for urban agriculture. Greening of neighborhoods has been proven to reduce crime and improve communities.
- Overgrown lots, boarded up housing, junk car removal, sidewalks on major road (Main Street !), improve streetscaping
- Planting more trees.
- Complete the SW greenway
- Southwest High Point Heritage Greenway in an Opportunity Zone which will provide more economic opportunities in a poor area, better public health, community improvements and better storm water management to prevent flooding and help clean the water now impaired and improve air quality determined in need of mitigation.
- Power lines underground, more sidewalks for accessibility and safety all down north main.
- We need to get rid of the awful, boarded up, abandoned housing! The City looks like the ghetto in so many areas!!
- Addition/Expansion of sidewalks on Johnson St. corridor
- The York Avenue neighborhood needs better routes leading to the highway.
- Knock down the walls of HPU. Nido is only highlighting the income disparity of our community as well as on his way to create a food desert- which only impacts low income families. Also- require mandatory community service for HPU students. They walk around our city as if we should be so lucky that they parked their Jeep here. I have only had and heard horror stories of how they treat those who live and work here. I believe if they participate in the betterment of our community then maybe the students will loose their entitled attitude towards the locals.
- Actually address people's needs instead of just pandering to Nido and HPU with every dime. That would truly improve the look and feel, because it's starting to look and feel like Brazil.
- Spotlight local businesses, a splash park for kids would be nice, maybe a skateboarding park for older kids, more venues in the performing arts, expand greenway
- Repairing crumbling bridges opening more community centers to help the less fortunate. More community gardens.
- Stricter enforcement of housing code violations
- Incentives to keep up property, fine when not presentable, Community policing, improved lighting, signage for neighborhood watch, parks & greenways
- Sidewalks and green ways. burying power lines
- More parks. Extend the greenway
- Upgrading low-income housing, more affordable housing
- Equitable rents with beautification incentives
- Downtown Park, The Bridge Project YWCA High Point Phase 3 enhancement to Gatewood Avenue Cultural events
- Enrichment activities for youth looking to live and thrive in High Point. Collaboration with local governments, businesses, and nonprofits to make a priority.
- Right now it is hard to look for "enhancements" when basic needs are not being met.

## Is there any additional information on ARPA funding or this engagement process that would be helpful to you? (Open ended question)

- Mayor informacion! desconzco sobre ARPA [More information! I don't know about ARPA]
- To see if home owners can apply for grants.
- Need more resources to further me and my love ones far and my kids to have and live a better life we need to brighten back up high point and make it the loving place to live and grow from

- How will non-profits be supported through this process
- Better use of land
- How to apply
- No
- How would non profits access the funds?
- Nonprofits are the heart of every community, they need resources
- Mental health services for students and families
- What preliminary plans does the city council have for this money and will they be taking the advise of its citizens under careful consideration?
- How long will it be available.
- Continue to communicate how the money is being spent. Thank you for seeking input
- Detailed spending reports on where every dollar was spent per zip code.
- Not at this time.
- focusing on neighborhoods and not just downtown.
- Yes, what does ARPA stand for?
- A timeline and brief overview of the allocation process itself
- Who will be responsible for being sure the funding is received & accounting for proper allocation? I'd like to be informed throughout the process.
- How the money is actually spent dollar for dollar. Limiting support for HPU related projects, i.e. street closures or redirections.
- Help with the young children walking on the streets alone.
- It should be posted and broke down on city website where the money is spent with full transparency
- You have poured money into a pink elephant called a ballpark to satisfy a few with money and power, now maybe you can spend some money upgrading our museum.
- Everything available on one website.
- Thanks for this opportunity to share.
- It would be a shame of these funds were squandered on the City's usual expenses without addressing the real issues associated with poverty that never seem to change, only get worse. It should not be used for tourism (which means further investment in furniture market) or end up in the pockets of the already well off. It should be spent in ways to invoke change.
- Public Input on final proposal ranking, specific projects, not just big picture
- What can be used on the greenway project
- Stress the funds emphasis on disadvantaged areas and consider partnerships on projects with county funding.
- Unknown
- Continued development of community interactions in midtown and uptown. More non-sports events at Truist park.
- DO NOT GIVE ANY MONEY TO HPU- they have an endowment. The homeless I work with every week DO NOT!
- Address homelessness, housing, and mental health. Especially of the unhoused.
- More community gardens, focus on wildlife protection in some manner (deer, coyotes are becoming displaced out of their own habitats) - they are not pests, man did this, so man should solve it. Spay and neuter
- Pet overpopulation in Guilford County is horrendous.
- Details on how the money is spent published publicly. No money should go to HPU project.
- Assistance for homelessness prevention and services, i.e. additional shelters, mental health resources, and affordable housing
- Build a senior center in a central location accessible by transit
- Hello, our public schools with structural improvement!
- The city being as open as possible with that happens with the funds.
- No
- What is the deadline for submission of applications?
- Help those that need medical/dental services, housing, skills, and hope for the future. Productive services and activities that make positive impact on quality of life in our community.

# What language do you speak at home?

Language Spoken At Home	Number of Respondents
English	47
American	1
Español	1
English and learning Spanish slowly.	1
Grand Total	50