



Sugar Land Today

October-November 2004

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City Partners With TxDOT With an Eye to the Future

For many years, the City of Sugar Land has worked closely with the Texas Department of Transportation to develop a cooperative and productive working relationship. Over time, the results of this partnership are impressive, resulting in safer, cost-effective roadways that will efficiently move City residents well into the future.

Perhaps the best example of this cooperation is TxDOT's recently completed expansion of U.S. 59, which extended

eight main lanes through State Highway 6. Sugar Land participated heavily in the project from its early design phases and the City's involvement had a great effect on the project's success.

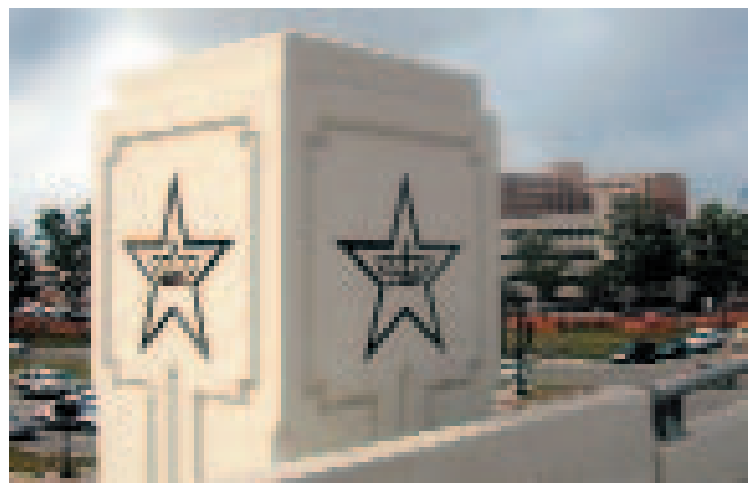
Sugar Land's impact on the U.S. 59 expansion varied from the visible, such as numerous aesthetic and landscaping improvements, to the more subtle aspects of proper planning for safety and future capacity needs for this corridor so vital to the City. Wherever necessary,

the City stepped up to the plate and provided funding for specific improvements. This funding is often critical in making enhancements possible.

"Longtime Sugar Land residents might know that cooperation between TxDOT and Sugar Land began long before the U.S. 59 expansion. TxDOT's expansion of Eldridge Road (F.M. 1876) in the 1990s, for example, was widely considered to be very successful," said City Engineer Dale Rudick.

"It resulted in a landscaped, curb-and-gutter roadway with an 18-foot median in many places. This expansion set the stage for further partnerships, and became the precedent for how the City would work with

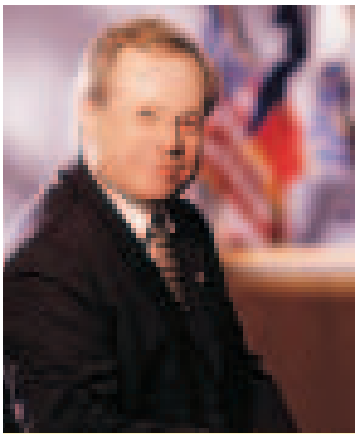
continue TxDot page 3



Sugar Land has established aesthetic themes for highways and City roads.



DEAR RESIDENTS



Allen Bogard
City Manager

I am impressed by the number of Sugar Land residents who actively participate in the many opportunities available to engage with City Council, City personnel and other residents. Because we value your participation so much, we have implemented several innovative programs that offer new and expanded opportunities for communication between the City and residents. We call this **Connectivity**.

This expanded community newsletter, **Sugar Land Today**, is one of those innovations. Its new look signifies Sugar Land's strength and economic vitality. To more effectively communicate with residents, the City has merged several publications you previously had received into an expanded citizen newsletter. Parks and Recreation class schedules, U.S.

59 updates and more will be included in future issues. Look for it every two months in your mailbox.

Sugar Land 101 is a free, 10-week course that teaches Sugar Land residents about the structure, function and purpose of City government. It's especially valuable for anyone interested in taking a leadership role in the community. Applications are being taken for the next class that begins in January (see page 15). It will be held in our new City Hall (see page 4).

Council members from Sugar Land's four districts hosted **District Town Hall** meetings this past summer to bring government closer to residents. Citizens learned about City services in general and issues important to their district. An "open mike" session gave residents immediate response to their questions. Attendees said they appreciate this innovative approach to involving citizens in their local government. Stay tuned for the dates of the 2005 meetings.

Speaking of staying tuned, residents who are Time Warner Cable subscribers can learn about City services 24 hours a day by watching **SLtv 16**. And if you can't make it to City Hall for City Council meetings, they are rebroadcast several times a day. Look for the schedule on www.sugarlandtx.gov. Click on the **SLtv 16** link in the middle of the page.



The **Community Action Center** is your first stop for questions and comments about City services and more. Read how to utilize the CAC's updated customer service system on page 14.

Sincerely,
Allen Bogard

Residents attending District Town Hall meetings learned about City services and issues planned for their districts.

SUGAR LAND GOALS 2004-2009

- A well planned community**
- Safest city in the area**
- Strong local economy**
- Responsible city government**
- Mobility for people**
- Livable neighborhoods**

CITY COUNCIL

- David G. Wallace**
Mayor
- Thomas Abraham**
At-Large Position One
- Daniel O. Wong**
At-Large Position Two
- Dennis C. Parmer**
Single Member District One
- Cyril Hosley**
Single Member District Two
Mayor Pro Tem
- Russell C. Jones**
Single Member District Three
- Michael S. Schiff**
Single Member District Four

CITY MANAGEMENT

- Allen Bogard**
City Manager
- David Ellison**
Assistant City Manager
- Paul A. Hofmann**
Assistant City Manager

Sugar Land Today is published bimonthly by the City of Sugar Land. Address your comments to editor@sugarlandtx.gov.

Contributors

- Jodi Bienek, Matt Fielder, Karen Glynn, Claire Manthei, Dorothy Painter, Heather Pasat, Adam Smith, Raul Trevino, Patrick Walsh.



MOBILITY

TxDOT *from page 1*

TxDOT for future projects." The Eldridge expansion was the first State highway expansion in Sugar Land to include upgraded ornamental "nostalgia" signal and illumination poles. These poles, which are fluted and powder coated black, have become more familiar to many residents since their inclusion in the City's Urban Beautification Policy. Examples of these poles can now be seen on U.S. 59, U.S. 90A and State Highway 6, as well as a few other locations within the City.

The City continued the emphasis on beautification on the completed U.S. 59 expansion. City-initiated, and in many cases City-funded, improvements included on U.S. 59 include:

- Bridge monument columns and upgraded overhead sign columns, both topped with the star and crown symbols
- Upgraded bridge support columns with a vertical-line "rustication" theme consistent with the monument and sign columns
- Ashlar stone retaining walls and sound walls
- Continuous concrete patterned rail along the main lanes, allowing for landscaping between frontage roads and main lanes

These beneficial partnerships between Sugar Land and TxDOT will continue into the future.

The second expansion of U.S. 59, which will continue similar improvements to the Grand Parkway (State Highway 99), and the proposed State Highway 6 overpasses over University Boulevard, U.S. 90A and the railroad tracks, have now been awarded to contractors. Construction is already underway on the U.S. 59 expansion and will begin on State Highway 6 in the coming months. An expansion of U.S. 90A from U.S. 59 to State Highway 6 is nearly designed and construction is expected to begin in 2005.

"Residents can be assured that consistent aesthetic themes will be continued on these projects as well," Rudick said.

Sugar Land's involvement in State projects goes beyond aesthetics, however. Active participation from Sugar Land's engineers and traffic operations staff has had an impact on a variety of safety and mobility issues. These include minimizing driveways and other access management practices, adding turn lanes where warranted, implementing Intelligent Traffic Systems (ITS), increasing median widths allowing for dual left turn lanes and green space, and planning for future City needs regarding the ever-increasing railroad traffic along U.S. 90A.

Additionally, the City has successfully worked with TxDOT on expansions

THREE AREAS OF CONSTRUCTION

Three Texas Department of Transportation projects on the major highways through Sugar Land are scheduled to be under construction by early 2005. The City of Sugar Land asks that motorists watch for heavy equipment on the roads and be patient with delays. An expanded story about these projects will appear in the December issue of Sugar Land Today.

U.S. 59 EXPANSION - PHASE II will continue improvements that were recently completed on the section of U.S. 59 between U.S. 90A and State Highway 6. Phase II will extend the improvements, which include eight lanes, two diamond/HOV lanes and continuous frontage roads, from State Highway 6 to north of the Grand Parkway (State Highway 99). Construction began in August and is anticipated to take approximately four years to complete.

STATE HIGHWAY 6/U.S. 90A EXPANSION: TxDOT will expand State Highway 6 from First Colony Boulevard/Brooks Street to north of U.S. 90A. Main lanes of State Highway 6 will pass over University Boulevard, U.S. 90A and the railroad tracks, with frontage roads at ground level. Construction is expected to begin this fall and is anticipated to take approximately three years.

U.S. 90A EXPANSION: TxDOT will expand U.S. 90A from four to eight lanes from U.S. 59 to State Highway 6. Pending any unforeseen delays, construction is expected to begin in early 2005.

of City streets. The City received federal funding for West Airport Boulevard, Dairy Ashford Road and University Boulevard. These road projects were built through a combination of federal, City and County funds, and were constructed by TxDOT. This practice creates upgraded City roadways at a fraction of the cost.

"The City's long history of partnering with TxDOT has contributed greatly

toward the safe, efficient and cost-effective highway and roadway network our citizens enjoy today," Rudick said. "As each expansion project arises, the City becomes involved early in the design phase, allowing us to have the most influence on the project and to plan for the safety and mobility needs for the City today as well as decades into the future."



New City Hall to Open November 2004

On Nov. 22 at noon, City Hall offices will open to the public after relocating from 10405 Corporate Drive to 2700 Town Center Boulevard North. This Sugar Land Town Square address offers a more central location for serving residents during the City's continued growth.

The new City Hall is on schedule, within budget and a quality, best-value construction. The total budget of \$17.8 million includes design and engineering, building construction, construction management, parking, furniture, fixtures and equipment.

Initially, 70,000 square feet of the three-story City Hall will be used to accommodate a population of 75,000.

The approximately 12,000 remaining square feet will be built-out when it is needed to serve the City's projected ultimate population of 200,000.

City services and offices that are relocating to the new City Hall:

- Mayor and City Council Offices
- City Manager and Assistant City Managers
- City Council Chamber
- City Attorney
- City Secretary
- Communications
- Development Services: Building Official, Permits, Inspections, Health Department,



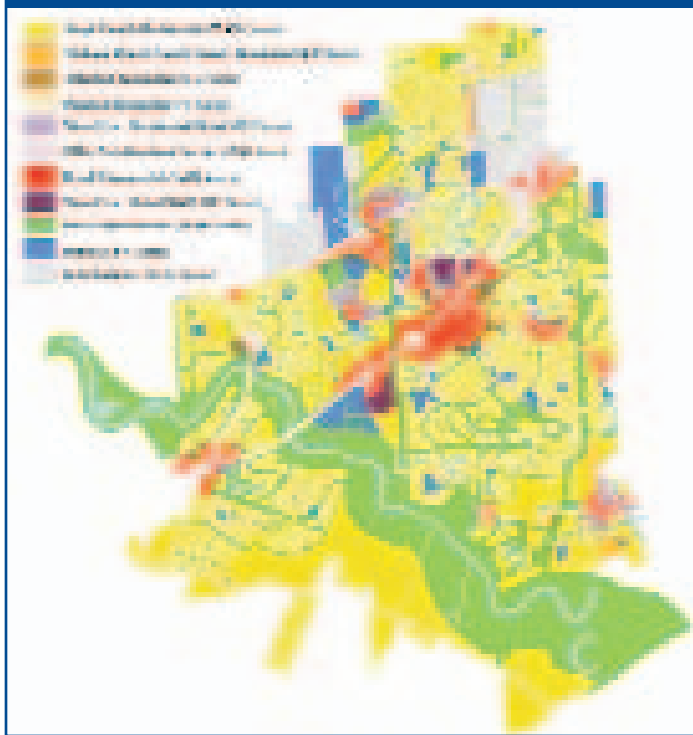
Code Enforcement, Planning

- Economic Development
- Engineering
- Finance Administration: Accounting, Budget and Purchasing Revenue (water service startup and payments, property tax payments)
- Human Resources
- Information Systems

You're Invited

Please join us for the new City Hall's dedication ceremony Jan. 7, 2005. More details will follow in the next edition of Sugar Land Today, on our Web site (www.sugarlandtx.gov) and on SLtv16 on Time Warner Cable.

The next issue of Sugar Land Today will report on the proposed Land Use Map to be considered by City Council in November.



Airport Improvements Changing Physical and Economic Landscape

Current and upcoming capital improvement projects at the Sugar Land Regional Airport will significantly enhance the quality of services and physical accommodations for already satisfied customers.

"Although the Sugar Land Regional Airport is a vital contributor to the City's economy," Philip Savko, aviation director, said, "we will retain our commitment to the community to be a good neighbor at all times. We are improving Airport facilities and services without altering our emphasis on general and corporate aviation."

Looking west on State Highway 6 adjacent to the Airport, residents can now see two oxbow lakes previously hidden by thick underbrush. As part of a \$20 million general aviation improvement project, the underbrush was cleared to locate two taxiway bridges over the lakes, making the lakes into a backdrop to the facility. Wetlands mitigation in conjunction with the new construction will create 22 acres of wetlands at Brazos Bend State Park.

The general aviation project holds the honor of being the largest project undertaken by the Texas Department of

Transportation Aviation Division. TxDOT Aviation is funding 90 percent of the estimated total project cost of \$18 million through federal Airport Improvement Program block grants. The Airport will pay a ten percent local share (approximately \$1.8 million) through Airport revenues.

"The general aviation improvements will consolidate all general aviation-related businesses from the west and north parts of the field to a central location. The flight school, avionics shop and aircraft maintenance facility will be relocated there, along with almost 100 new airplane storage hangars, called t-hangars, to replace the 70 aging ones we currently have," Savko said.

"The consolidation of businesses to one location improves Airport user safety and also enhances our security features."

For aviation enthusiasts, the general aviation center project also includes a public park where airplanes can safely be viewed.

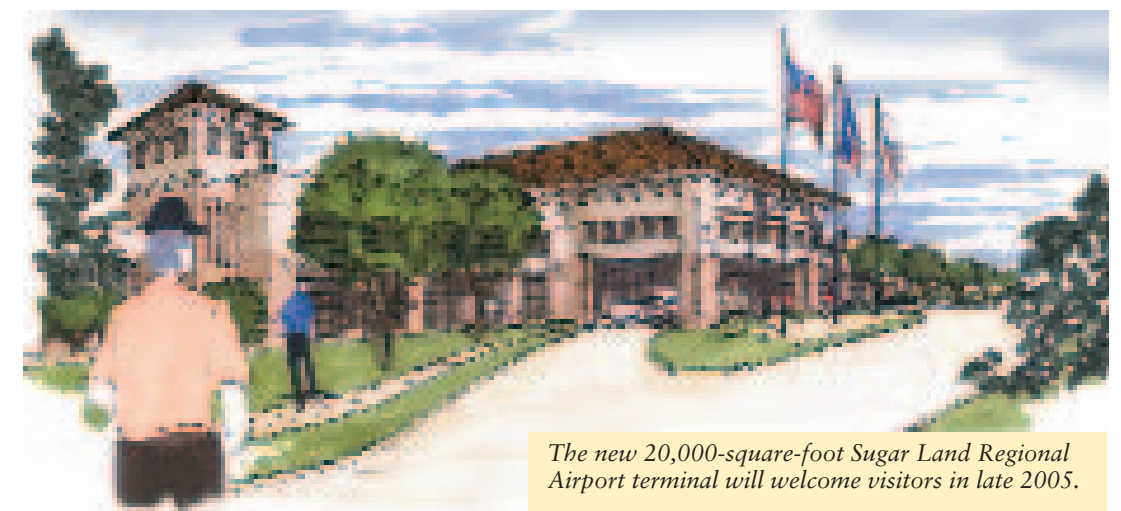
Later this year, groundbreaking for the new, \$5 million Airport terminal will begin. The larger structure, which is designed to resemble a Texas ranch house, will welcome visitors to Sugar Land by October 2005. With more than 20,000 square feet, the facility will offer enhanced amenities to serve the needs of the facility's growing number of corporate aviation users. The new terminal will provide an executive lounge, conference rooms, rental cars and retail space. Pilot amenities will include private offices, a snooze room, and a facility for weather briefing and flight planning.

The need for improved services at the Airport

became evident during Super Bowl XXXVIII held in Houston last January.

"During the Super Bowl, over 235 aircraft came through the Airport in a four-day period. This exposure to our Airport was beneficial because many of the Super Bowl clients who used our facilities for the first time have stayed on as new customers. With continued growth, especially of corporate clients, Airport facilities need to meet the growing demand," Savko said.

The City of Sugar Land has owned the airport since 1991. It is self-sustaining, using no taxpayer dollars. The Airport generates money for its budget from fuel sales, hangar rentals and land leases, contributing about \$350,000 per year to the City budget for its support services. Airport projects are funded by local, state and federal airport improvement funds.



The new 20,000-square-foot Sugar Land Regional Airport terminal will welcome visitors in late 2005.



COMMERCE

Medical Facilities Part of a Healthy Economy

Sugar Land is quickly becoming one of the Houston region's major medical markets outside of the Texas Medical Center. First-class medical facilities are important because they not only bring jobs, but they are a significant contributor to our community's overall quality of life.

Most residents are familiar with Methodist Sugar Land Hospital,

which opened its doors in 1997. Sugar Land is about to see significant growth in its facilities and services at the U.S. 59 and Sweetwater Boulevard intersection over the next few years as Methodist Hospital embarks on a long-term expansion program to create a first-tier major medical facility.

Another important addition to Sugar Land's medical community is

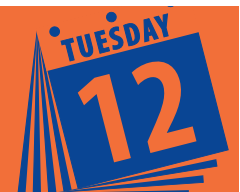
Memorial Hermann's expansion, with plans to open a full-service hospital at the northwest corner of Grand Parkway and U.S. 59. This facility is scheduled to open in 2006.

Sugar Land is also home to several major clinical and medical office facilities offering diverse and comprehensive medical care opportunities. These include cancer treatment facilities, long-term care, emergency

medical treatment and diagnostics centers.

Other major medical facilities are Sugar Land Medical Center and Triumph Hospital Southwest. Kelsey-Seybold is scheduled to open a second facility in 2005.

With continuing growth in medical facilities, Sugar Land residents are afforded an unprecedented level of medical care and many new job opportunities.



CALENDAR

	DATE	EVENT	TIME	LOCATION
OCTOBER	5 • 19 • 26	City Council	5:30 p.m.	City Hall
	9	Crime Prevention Fair	9 a.m.-1 p.m.	Highlands Elementary
	12 • 28	Planning & Zoning Commission	7 p.m.	City Hall
	21	Citywide Neighborhood/HOA Representatives	6:30 p.m.	City Hall
	30	Boo Bash	5-9 p.m.	Sugar Land Community Center
	31	Senior Monster Mash	4-7 p.m.	Sugar Land Community Center
NOVEMBER	2	Election Day (federal, state & county)	7 a.m.-7 p.m.	
	2 • 16 • 23	City Council	5:30 p.m.	City Hall
	8	55 Alive Mature Driving Course	9 a.m-1 p.m.	Police and Municipal Court Facility
	9	Planning & Zoning Commission	7 p.m.	City Hall
22	New City Hall Opens	Noon	Sugar Land Town Square	
DECEMBER	2	Holiday in the Plaza (annual tree lighting)	6:30 p.m. <small>(photos with Santa 4-6:30 p.m.)</small>	Town Plaza
	7 • 21 • 28	City Council	5:30 p.m.	City Hall
	8	Share Your Holiday Food Drive	7 a.m.-7 p.m.	Sugar Land Community Center
	9	Senior Holiday Gala	Noon-3 p.m.	Sugar Land Community Center
	14 • 30	Planning & Zoning Commission	7 p.m.	City Hall



SAFETY

Sugar Land to Upgrade Public Safety Communications

Radio communications equipment used by Sugar Land's public safety personnel is being upgraded to allow our first responders to communicate with others in our area. The city's current single radio tower system will be integrated into the Harris County Smart Zone communications system used by Harris County, Fort Bend County and almost 100 other entities in a 13-county region. The system's use of standardized equipment not only improves day-to-day radio communications but also enhances the numerous users' ability to coordinate efforts during emergencies.

More than \$603,608 in federal grants accepted by the Sugar Land City Council is available for the improvements that are expected to be completed by early 2005.

"The grant funds allow our Police, Fire and Public Works departments to communicate on the same channels as Fort Bend County and others in the Smart Zone region, giving us the interoperability we currently lack," said Raul Trevino, Emergency Management coordinator.

The grants are being used to increase the number of radio frequencies

the tower can receive, to upgrade radio consoles, and to purchase equipment such as portable and mobile radios. Having standardized equipment across the region is crucial for the reliable coordination of first response emergency operations, according to Trevino.

"Communications interoperability is one of our nation's top homeland security priorities for public safety entities. It ensures that first responders are able to directly communicate with each other when responding to an emergency event," he said.

OCTOBER IS NATIONAL FIRE SAFETY MONTH

For the safety of your family, one of your most important tasks is to properly install, maintain and test smoke alarms on each floor of your home, outside each sleeping area and in each bedroom.

HANDY TIP: Remember to change your smoke alarm batteries when you change your clocks in April and October. Daylight Savings Time ends Oct. 31 so be prepared by purchasing new batteries for all your smoke alarms.

FOR MORE FIRE SAFETY INFORMATION VISIT:
www.sugarlandtx.gov/content/Fire_-_Fire-Safety_Information.htm

Sugar Land's first responders will soon be tied into a radio communications system used by almost 100 entities in a 13-county region.





Sugar Land's 2004-2005 Budget Benefits Residents

After an extensive series of public budget workshops during the late summer, Sugar Land City Council adopted a \$116.5 million budget for fiscal year 2004-2005 on Sept. 7. The budget reduces the property tax rate to 32.568 cents, increases the over-age and disabled persons exemptions, preserves existing service levels, funds new and enhanced services, and funds an aggressive capital improvement program to maintain and develop infrastructure.

The City meets increased demands for services through effective use of all funding sources, reallocating existing resources, new tax base growth and sound fiscal management practices.

The budget process furthers the City's six goals: Well Planned Community, Safest City in the Area, Strong Local Economy, Responsible City Government, Mobility for People and Livable Neighborhoods. Budget highlights furthering these goals include:

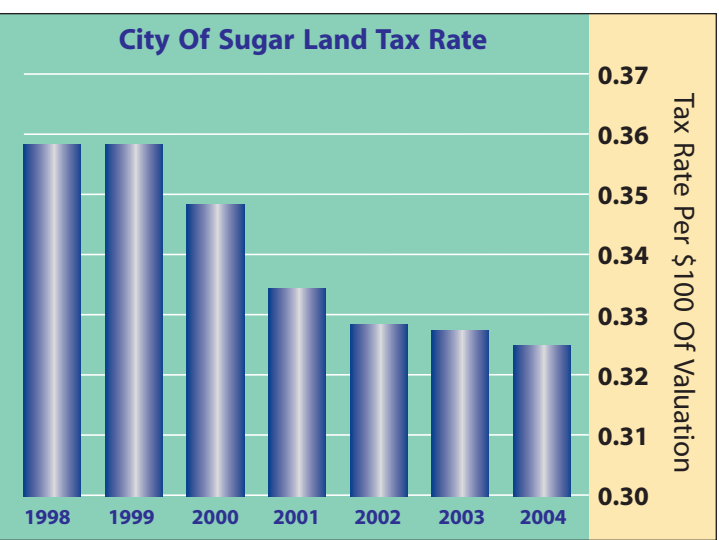
- The Police budget funds an additional 11 positions, including five working supervisors, three support positions, and three management positions to improve

operational training, support, supervision, accountability and management.

- Drainage Management sets aside a penny of the existing tax rate to support drainage identified within the City, including \$1.6 million in capital improvements.
- The 2005 Capital Improvement Program totals \$25.7 million. Major projects include the widening of U.S. Highway 90A, a grade-separated interchange at State Highway 6 and U.S. Highway 90A, a new airport terminal, ground storage tank replacement, wastewater treatment plant rehabilitation and pavement/sidewalk replacement.

- Increases to other services include expansion of emergency medical services, increased street sweeping to maintain streets, the addition of U.S. Customs Service at the airport to sustain economic development and planning for future water needs, including the groundwater reduction plan to provide for adequate infrastructure.

Tax Rate and Tax Bill
The budget reflects the City's commitment to provide Sugar Land resi-



dents quality public services plus key capital improvements with minimal impact to the taxpayer. The 2004 property tax rate is 32.568 cents per \$100 assessed valuation, a decrease of 0.272 cents from the City's 2003 tax rate. The tax rate represents a 1.28 percent increase over the effective tax rate, which is the tax rate needed to generate the same amount of property tax revenues on the same properties in the preceding year. Based on a Texas Municipal League survey response Sugar Land has the second lowest tax rate in the state among cities with populations between 56,223 and 114,934.

Taxpayers have benefited from increasing levels of service at mini-

mal impact. Since 1993, the City has lowered the tax rate 17.432 cents or 35 percent while adding or enhancing services, including new fire stations, parks and right-of-way management. The lowered tax rate is mostly due to increasing sales tax receipts from explosive retail construction over the same period.

For most Sugar Land property owners, City taxes represent only 13 percent of their total tax bill. City property owners receive tax bills from a number of jurisdictions, including Sugar Land, Fort Bend County and the Fort Bend Independent School District.

Depending on where you live, you may also receive tax bills from Levee Improvement

District #2 and in-city municipal utility districts.

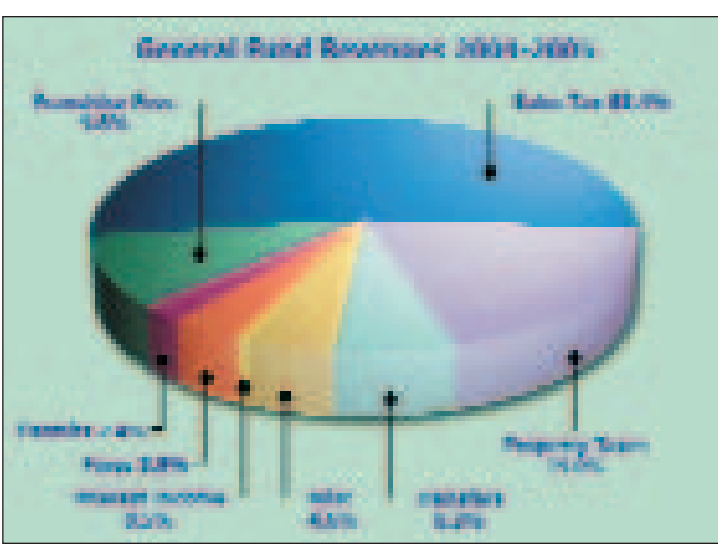
Based on the average residential valuation of \$199,962, the average residential tax bill of \$635 represents a daily cost of \$1.74, less than the cost of a Sunday newspaper.

Over-Age and Disabled Persons Exemption

The City of Sugar Land works to see that citizens in need of assistance will receive tax exemption benefits where possible. The City offers four types of residential exemptions—homestead, over-age (65), disabled persons and disabled veterans. Each exemption has calculation guidelines approved by City Council.

Except for the disabled veteran exemption, Texas cities are not mandated to grant these exemptions. A qualified Sugar Land property owner can receive a maximum of three exemptions: homestead and disabled veteran exemptions, plus either the disabled person or over-age exemptions.

Out of concern for homeowners who may be on a fixed income or who may be unable to generate an income, City Council recently increased the disabled persons and the over-age exemptions. In May 2004, City Council approved an increase in the disabled persons exemption from \$10,000



to \$62,754—the same amount offered to the over-age at that time. In August, City Council approved an increase in both exemptions from \$62,754 to \$64,870.

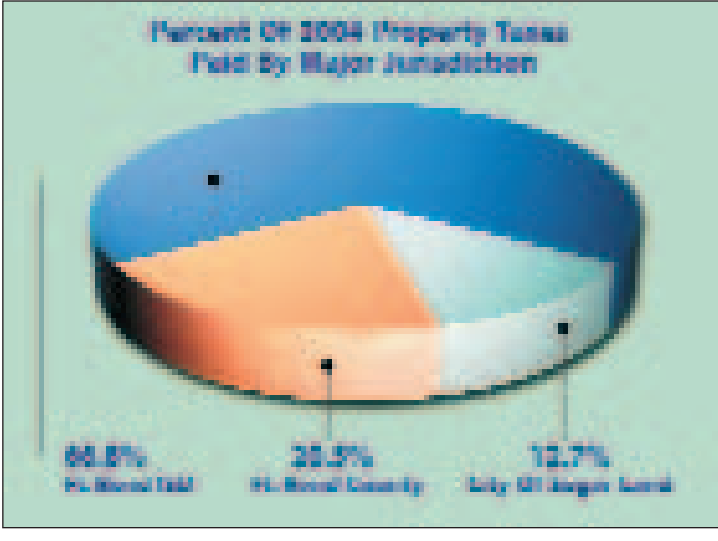
These exemptions, coupled with the homestead exemption, result in a decrease of \$228 to the tax bill of eligible persons. The disabled person exemption will be reflected for the first time in the 2004 tax bill.

Approximately 2,400 homeowners qualify for the over-age and disabled

persons exemptions, and approximately 88 of them will pay no taxes at all.

Where Does the City Get its \$\$\$?

The City's General Fund is the chief operating fund. Through it, the City provides services, such as maintaining and lighting streets and rights-of-way; fighting crime, fires and mosquitoes; providing and maintaining parks; and delivering emergency medical technician (EMT) services. These services



cost money, so, where does Sugar Land get the funding?

Sales tax is the leading source of City revenues—54 percent of the General Fund revenues. It is elastic, subject to economic fluctuations. Sales tax revenue can be used for any purpose except payment of debt. The sales tax in Sugar Land is 8.25 percent, and 6.25 percent of that goes to the State. The tax is collected by businesses on their sales and is paid to the State Comptroller on a monthly, quarterly or annual basis. The State distributes the City's share within 40 days following the period in which the tax was collected by the business.

Property taxes account for 19 percent of General Fund revenues. They are levied each October on a property's assessed value as certified by the Fort Bend Central Appraisal District. The property taxes are due by Jan. 31 and are considered delinquent after Feb. 1. City property taxes make up a fraction of a property owner's total property tax bill. State law says residential valuations cannot increase more than 10 percent annually, unless the property is improved or sold.

The City maintains non-exclusive franchise agreements with utilities, which use the City's

continue Budget page 10



FINANCE

Budget from page 9

right-of-way to distribute their services. Besides defining the responsibilities of the utilities to maintain their assets, the agreements contain a rental fee, also known as franchise fees, to compensate for use of public property. Franchise fees are calculated by various methods, depending on the utility type. Cities may collect fees for permits issued for building construction, environmental regulation and other services. Permit fees are tied to

the cost of providing the service. The Municipal Court imposes fines for violations of traffic laws and city ordinances. Traffic fines are set by the state and city ordinance fines are set by City Council. Fine revenues offset the direct cost of court operation as well as a minimal offset to law enforcement costs. The City invests its funds according to the Public Funds Investment Act and the City's Investment Policy. Because safety of principal is the most important

factor in investing the City's funds, interest income is a relatively small source of revenue, usually less than one percent. Other miscellaneous revenue sources include charges for some services, including parks and recreation programs, planning and zoning. Transfers in: The General Fund provides funding for services to City departments.

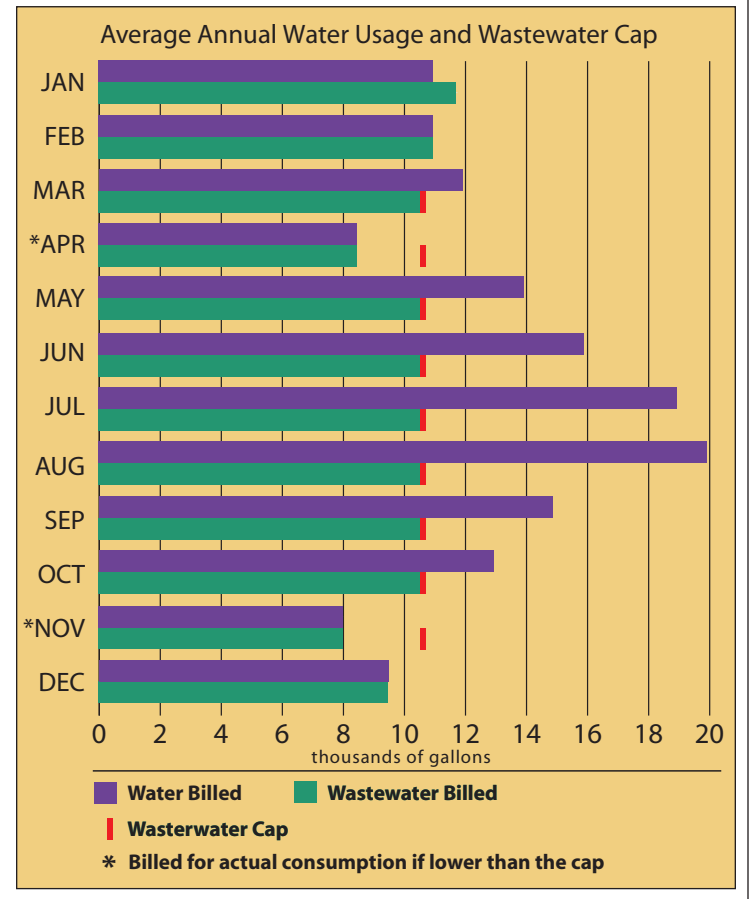
How does the City of Sugar Land spend its money? How is the Capital Improvements Program developed? Upcoming issues of Sugar Land Today will give the details on these and other topics of financial interest.

Lower Your Residential Wastewater Charges

Every drip counts: fix your leaking water valves and faucets and save \$\$\$.

Sugar Land residents can save money on their wastewater charges by repairing leaks and monitoring their water usage during the winter quarter (December-February). Residential wastewater charges are calculated based on the average water consumption of December, January and February billings. The average consumption serves as the cap for wastewater charges during the remainder of the billing months (March-November), regardless of the amount of water used.

The City allows for a residential wastewater cap as a way of deducting water used on landscaping from wastewater charges since this usage does not go into the wastewater system. Recalculating the wastewater cap during the winter months when residents decrease landscape watering results in a more accurate household wastewater use. Even a small leak can cause higher water and wastewater charges. Prompt detection and repair will conserve water and control costs, especially during the winter quarter when the wastewater cap is being recalculated.



SERVICES

2004-2005 Garbage and Recycling Information

Curbside Recycling Have you "Bin" thinking about recycling? More than 62 percent of residents use Sugar Land's curbside recycling program. BFI Waste Services collects recyclables once a week and provides each home with one free 18-gallon blue bin. To get your recycling bin, call 281-275-2450 or email solidwaste@sugarlandtx.gov.



Set out bulky trash and appliances on the second collection day.

- OK in the Bin
• Newspapers, phone books, mail, magazines and envelopes. Secure paper in brown grocery bags or bundle and tie to prevent it from blowing away.
• Aluminum and bi-metal (tin). No need to remove labels, but please rinse.
• Code 1 and code 2 plastics, like milk containers. Labels, caps and lids are okay, but please rinse.

- Not OK in the Bin
• All plastic other than code 1 and code 2, including grocery bags, toys, dishes and buckets
• Plastic containers that held oil, antifreeze, pesticides or other household hazardous waste
• Styrofoam
• Cardboard
• Medical waste
• Aluminum foil, pie tins and scrap metal
• Glass (see info on recycling glass at Sugar Land Recycling Center on page 12)

Note: If you see BFI personnel dumping recyclables into the trucks without sorting them, be assured that they are sorted after collection.

Talkin' Trash: Helpful Tips About Garbage Collection
• Place garbage containers (cans and bags) and

recycling bins out for collection no later than 7 a.m. on collection day and no earlier than 6 p.m. the evening prior. Trash put out after the collection has occurred on your street cannot be collected that day.
• Remove garbage cans from the curb no later than 8 a.m. on the morning

- following collection.
• Garbage containers must be no less than 20 gallons and no more than 40 gallons. BFI can refuse to pick up extra-large garbage cans or poly-carts due to their bulk and added weight.
• Place garbage and recycling no farther than 6 feet from the curb and not on the street or sidewalk.
• Garbage containers together with their contents must weigh 60 pounds or less.
• Refrigerators and freezers must have the doors removed before being placed at the curb for collection.
• Be a good neighbor - please bag your trash to keep it from littering the neighborhood.

281-275-2450 ANSWERS IT ALL

WHAT IS PUBLIC WORKS? It's all about public streets; traffic control devices; sidewalks and bridges; drainage; water and wastewater utilities; capital improvement projects; solid waste and recycling; and city vehicles, equipment and buildings. How can you find out more?
• Visit www.sugarlandtx.gov, click on "City Services" and then on "Public Works."
• Call 281-275-2450:
• For general questions about services or to report a street light outage, call Monday-Thursday from 7 a.m. to 5 p.m. and Friday from 8 a.m. to 5 p.m. Before calling about a street light outage, locate the six-digit pole number that faces the street.
• Call anytime day or night with emergencies, such as a traffic signal malfunction, a water main break or a sanitary sewer backup.

Frequently Asked Questions
Q: How can I properly dispose of paint?
Wet paint cannot be collected curbside. Dry paint will be collected if the lid is off the can. Please make sure the paint is completely dry so that it will not splatter onto the street or parked cars when placed in the truck. To dry your leftover paint, mix cat litter or other absorbent with the wet paint and allow it to dry until solid. To properly dispose of wet paint, take your leftover

continue Garbage page 12



SERVICES

Garbage *from page 12*

paint to the Fort Bend County Recycling Environmental Center (www.co.fort-bend.tx.us/County_Services/Engineering/recycle_hhwaste.htm).

Q: How do I properly dispose of tree limbs and brush?

Bulky items such as yard trimmings and tree limbs are collected on both collection days. Limbs must be less than 4 inches in diameter and less than 4 feet in length. It's helpful to tie or bundle limbs.

Q: What can I do with my grass clippings?

Leave them on the lawn! Up to 25 percent of your lawn's total fertilizer needs are supplied by clippings left on the lawn. Clippings contain 80 percent water and decompose quickly. You may also bag your clippings and place them at the curb for garbage collection.

Don't blow your clippings down the storm drains, this can negatively affect the quality of our waterways.

Q: When is heavy/bulky trash and appliance pickup?

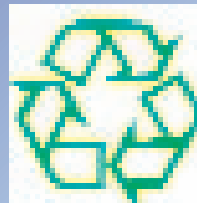
These are picked up curbside on both collection days. However, residents are encouraged to use the second collection day of the week. Doors must be removed from refrigerators and freezers before placing them out for collection. BFI has 24 hours to remove appliances with coolants. Some large or unusually heavy items are not collected curbside. Call 281-275-2450 with questions.

Q: What items are not accepted in the trash?

BFI will not pick up the following items: automobile parts, tree stumps and logs larger than 4 feet in length or greater

than 4 inches in diameter, dirt, construction debris, concrete, bricks, rocks, roofing materials, metal poles, trampoline frames, hazardous chemicals, lead batteries, motor oil, tires, gasoline, paint, landscape timbers over 2 feet long or fence pickets with nails.

CITY OF SUGAR LAND RECYCLING CENTER



The recycling center is open 24 hours, 7 days a week.

113 Gillingham Lane
281-275-2450

ACCEPTED ITEMS

- Paper and cardboard items (no pizza boxes)
- Brown and clear glass (no lids or foil labels)
- Tires (maximum of 4, no rims), drop off at 111 Gillingham Lane during business hours

TRASH AND RECYCLING HOLIDAY SCHEDULE

In observance of Thanksgiving Day, trash and recycling pickup service will not occur on **Thursday, Nov. 25.**

Thursday's regularly scheduled pickup will roll to **Friday, Nov. 26.**

Friday's regularly scheduled pickup will occur **Saturday, Nov. 27.**

Sugar Land Recycling Center at 113 Gillingham Lane.



RECREATION

Celebrations and Holiday Events Are Coming

Mark your calendars for these Parks and Recreation events. Call 281-275-2885 or stop by the Parks and Rec office at 200 Matlage Way for more information or to make reservations.

Boo Bash

Oct. 30, 5-9 p.m., Sugar Land Community Center
Ghosts and goblins of all ages are invited to a costume party with a variety of events and booths. Costume contest begins at 5:30 p.m. Entry to the event is free, with a small charge for games and refreshments.

Senior Monster Mash

Oct. 31, 4-7 p.m., Sugar Land Community Center
Join the costume contest or just dance the night away to the big band sounds of Johnny Dyson and the Bank Notes. Get advanced tickets at the Parks and Rec office or pay at the door.

Holiday in the Plaza

Dec. 2, 6:30 p.m., Town Plaza in Sugar Land Town Square
Sugar Land's second annual tree lighting will bring the holiday spirit to the heart of the city with thousands of twinkling lights and the sounds of the Fort Bend Boys Choir. Children can visit Santa and pose for a photo from 4-6:30 p.m.



Town Plaza will be dazzling with the holiday glow during the second annual tree lighting ceremony.

Share Your Holiday Food Drive

Dec. 8, 7 a.m.-7 p.m., Sugar Land Community Center
Help a needy neighbor by donating non-perishable food and baby items. Cash donations and checks made payable to the East Fort Bend Human Needs Ministry will also be accepted. All donations stay in the Fort Bend area.

Senior Holiday Gala
Dec. 9, noon - 3 p.m., Sugar Land Community Center

The highlight of the senior social season, this free event offers a great luncheon and dancing, or just listening, to Johnny Dyson and the Bank Notes. Sugar Land residents can make reservations in person at the Parks and Rec office or by phone beginning Nov. 8, and nonresidents can reserve a spot beginning Nov. 22. Reservation deadline is Dec. 3. Guests are asked to bring non-perishable food items for local food banks.



The Sugar Land Community Center will come alive with all kinds of characters during the October 30th Boo Bash.



Your Direct Link to the City

Does your neighborhood have water leaks, roaming dogs or sidewalks that need repair? Do you need information on City history, relocating or local events?

Just ask the Community Action Center in the City Manager's office. The CAC was created to provide Sugar Land's citizens with immediate, hassle-free responses to their questions on City services. It handles any type of resident concern, whether delivered by phone, through the mail or email, via the City's Web site or in person.

Through the CAC, residents can request City services, make general inquiries and register complaints, according to Heather Pasat, CAC coordinator.

"We are proud to offer this one-stop customer service center that can be accessed by residents in so many different ways. We recently upgraded our ability to serve residents with a new customer response management system, utilized by every department," Pasat said. "Resident issues are entered and tracked through one database. This gives the CAC a more consistent way of handling, logging and responding to residents, no matter how

they contacted us."

The new system also includes an online, self-service feature that allows residents to enter and track their inquiry or request through the City's Web site. After registering for a login ID and password, residents can enter the system to see the results of their query, enter a new query and see a history of their contacts with the City. Citizens should contact the CAC to obtain their login ID and system instructions. "Residents who use the self-service feature will receive automatic e-mails when calls are opened and resolved," Pasat said. "We will also continue to respond by phone or letter as needed."

The CAC monitors all queries and creates comprehensive reports to be used to address neighborhood issues and identify potential areas of concern. It all adds up to better communication with the public.

In addition to the new tracking system, the Community Action Center has developed service standards for all City departments, such as how to respond and the response time. All queries to the City should be acknowledged, if not completely answered, within 24 hours.

"The goal of the Community Action Center is to meet the needs of our residents and provide an exceptional level of customer support," Pasat said.

To contact the Community Action Center:

Email:
askcity@sugarlandtx.gov

Visit:
www.sugarlandtx.gov and click on "Ask City" (listed under "Sugar Land features" on the lower right)

Call the CAC at:
281-ASK-CITY
(281-275-2489)



Heather Pasat, Community Action Center coordinator

WE NEED YOUR HELP

In November, Sugar Land is conducting its every-other-year citizen satisfaction survey. The results are important to your City in determining if we are meeting your needs in public safety, recreation, capital improvements and other services. If you receive a call from a research firm who identifies themselves as working for the City of Sugar Land, please take the time to talk with them and answer their questions about City services. We need your input! Results will be published in the February-March 2005 newsletter.

The City Needs Your Leadership and Service

Sugar Land 101's mission is to familiarize citizens with the structure, function and purpose of City of Sugar Land government, and to equip and encourage class members to assume a leadership role within the community. Applicants must currently reside in the City of Sugar Land.

Want to gain knowledge about Sugar Land government that will help you assume a leadership role in our community? Sugar Land 101 is a unique course that will familiarize you with the structure, function and purpose of City government. The course includes 10 weekly sessions offered in the evening and two citywide tours.

Participants will be introduced to over 15 different City departments and learn first hand how each serves the community, current topics and challenges that the City faces. Equipped with this overall knowledge and understanding, participants can better serve the community through involvement on City boards, commissions and committees, as well as homeowner associations and other civic groups.



Sugar Land 101 Inaugural Class of 2004 pictured left to right: Janet Golian, Judy Chong, Greg Golian, Deborah Wilkins, Scott Valby, Cristina Mascarenhas, Sapan Shah, Aftab Ghesani, Alfred Aguilar, Virginia Aguilar, John Niemand, Susan Johnston, Joyce Roberta Miller-Alper, Tremon McGrath and Margaret Hall. Not pictured: Jennifer Jones.

Many participants in Sugar Land 101's inaugural class that met this past spring are active in their homeowners associations. Scott Valby served on the 2004 Runoff Election Recount Committee in June. John Niemand was recently appointed to the 2004 Citizens Ethical Standards Task Force.

The next class will be held at the new City Hall from 6:00-9:00 p.m. on Thursdays, Feb. 3 through April 14, 2005. Participants are asked to attend all sessions. Class graduation will include recognition at the April 19 City Council meeting.

Sugar Land 101 is free and open to all residents who have resided in the City for at least one year, are registered voters and

who are not currently holding nor running for any elected City, County, State or Federal position. Click on the Sugar Land 101 "Hot Topics" link on www.sugarlandtx.gov for a course schedule, the course application and instructions on how to apply. Applications are also available at City Hall and Parks and Recreation (200 Matlage Way). Enrollment is limited.

Applications are due by Nov. 15 and participants will be notified by Dec. 31. For more information on this leadership opportunity, call Karen Glynn at 281-275-2710.

TOWN SQUARE UPDATE

Sugar Land Marriott opened almost one year ago in Town Square and here is the progress today:

- 300-room hotel and 56,000-square-foot conference center open
- 49,657 square feet of office space constructed over retail and almost all occupied
- 87,028 square feet retail constructed and 84 percent occupied
- 166 residential units under construction



Retail tenants in Sugar Land Town Square:

- Albert Luiz Day Spa
- Ann Taylor Loft
- Annabelle's/Merle Norman Cosmetics
- Baker Street Pub & Grille
- Bath Junkie
- Ben & Jerry's
- Bombay
- Bombay Kids
- Burning Pear
- Café Express
- Elizabeth Boutique
- Jamba Juice
- Japaneiro's Sushi
- JoS. A. Bank
- Marriott
- Perry's Grille & Steakhouse
- P.F. Chang's
- Sharper Image
- Starbucks Coffee
- Town Square Eye Associates

Office Building J:

- Charter Title
- SLTS Management
- Stuart Rhimes, D.D.S.
- UBS
- Planned Community Developers
- Lazard Group
- Deerwood Homes

Office Building N2:

- Houstonian Lite
- Loader Design
- Heritage Texas Properties

For more shopping opportunities in Sugar Land, visit www.shopsugarland.com.

City of Sugar Land
 P.O. Box 110
 Sugar Land, TX 77487-0010

City of Sugar Land offices will be closed Nov. 25-26 for the Thanksgiving holiday. See page 12 for the solid waste collection schedule.

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