

Are You HURRICANE Ready?

REMEMBER: TIMELY, ACCURATE INFORMATION IS KEY



During and after an emergency it is crucial to ensure you are receiving information from legitimate sources. Beware of inaccurate information online during emergencies. The following list of services can help keep you informed before, during and after an emergency.

EMERGENCY NOTIFICATION SYSTEM



www.sugarlandtx.gov/eNotify

The emergency alert system is a communication service available to all Sugar Land residents to receive emergency alerts and city notifications. Notifications are available via email, text, and/or phone.

INTELLIGENT TRANSPORTATION SYSTEM (ITS)



its.sugarlandtx.gov

The City's Intelligent Transportation System Website allows residents to view and sign up to receive information about traffic event locations (like traffic hazards, street flooding, etc) throughout the Sugar Land area.



FLOOD WARNING SYSTEM

www.harriscountyfws.org

Sign up to receive alerts that report near real-time rainfall and water levels. This service is provided through a partnership with the Harris County Flood Warning System.



CENTER POINT ENERGY

www.centerpointenergy.com

CenterPoint Energy is responsible for restoring electricity and natural gas. Sign up for their power outage alerts.



CITY OF SUGAR LAND WEBSITE

www.sugarlandtx.gov

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KNOW WHEN TO CALL 9-1-1 and WHEN TO CALL 311



9-1-1: Calls to 9-1-1 for non-emergencies tie up valuable resources and delay service to people who need help right away.

During an emergency, 9-1-1 should be called for any situation that requires immediate assistance from police officers, firefighters and/or paramedics. If you need non-emergency Police dispatch, call 281-275-2020.



311: During times of emergency, the 311 Contact Center is activated to process requests for non-emergency city services.

PHONE: 311 or 281-275-2900

EMAIL: 311@sugarlandtx.gov

MOBILE APP: download the MySugarLand mobile app

WEB: www.sugarlandtx.gov/311



DO YOU HAVE A 9-1-1 EMERGENCY PROFILE?

When you create an emergency profile emergency dispatchers can better help you. A 9-1-1 profile includes information about your family and home. Learn more and create your profile visit www.911.org.

IF HEAVY RAINFALL is EXPECTED



Storm drains function to siphon water off streets and into channels, detention ponds and nearby bodies of water. In the event of heavy rainfall, a storm drain may not have the capacity to divert water fast enough so it would be typical to see street ponding (large puddles) during major rain events.



Prevent blockage of storm drains. If you notice a storm drain that's blocked with debris, please clear the obstruction.



Cars should not be parked on the streets - and definitely not on top of storm drains. Cars should be moved to higher ground, such as a garage or driveway.

IS MY HOME PROTECTED by a LID?



Levee Improvement Districts (LIDs) are political subdivisions of the State of Texas responsible for providing flood protection and storm water management services.



There are nine LIDs that operate over the majority of Sugar Land. It is highly encouraged for residents to be aware of their respective LID and be informed about their activities. During emergency events, such as an extreme rain event, LIDs activate their respective Emergency Action Plans which outline actions to be taken by the LID in response to such emergencies.



CITY OF SUGAR LAND

www.SugarLandTX.gov/EM

