



CITY OF SUGAR LAND

2023

City of Sugar Land, Texas

Resident Satisfaction Survey

Findings Report



ETC
INSTITUTE

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Executive Summary

2023 City of Sugar Land Resident Satisfaction Survey Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Sugar Land during the fall of 2023. The purpose of the survey was to help the City gather opinions and feedback on its programs and services. The information provided will be used to improve and expand existing programs and help the City understand the future needs of residents. Previous resident surveys were conducted in 2020, 2017 and 2015.

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of Sugar Land. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Sugar Land from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 500 residents. This goal was accomplished, with a total of 544 residents completing the survey. The overall results for the sample of 544 households have a precision of at least +/-4.2% at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Sugar Land with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology and major findings.
- Charts showing the overall results for most questions on the survey.
- Trend charts comparing the 2023 results with results from 2020, 2017 and 2015.
- Benchmarking data that show how Sugar Land compares to other U.S. and Texas averages.
- Importance-Satisfaction analysis.
- Tabular Data.
- A copy of the survey instrument.

Overall Perceptions of the City

Seventy-nine percent (79.1%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of services provided by the City of Sugar Land. This is roughly 30% higher than the national average of 49% and the Texas average of 50%. Eighty-eight percent (88.4%) of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of life in their community. City leaders have done an excellent job ensuring that residents of the City of Sugar Land are extremely satisfied with their community and the services provided by the City. Ninety-seven percent (96.6%) of respondents, *who had an opinion*, believe that Sugar Land is either an “excellent” or “good” place to live, 95% believe it is an “excellent” or “good” place to raise children, and 91% believe it is an “excellent” or “good” place they are proud to call home.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the quality of fire and ambulance service (97%), the overall quality of police service (90%), overall efforts by city government in your area to ensure the community is prepared for emergencies (87%), the overall quality of parks and recreation programs and facilities (86%), and the overall quality of garbage and recycling services (85%). 13 out of the 16 major categories of City services that were rated received a majority (60% or more) of “very satisfied” and “satisfied” responses. City leaders have done a great job of ensuring overall satisfaction among residents is very high.

Feelings of Safety

Nearly all (96%) of the respondents, *who had an opinion*, indicated they feel “very safe” or “safe” when walking in their neighborhood during the day. Overall, 89% of respondents, *who had an opinion*, indicated they feel “very safe” or “safe” in their community. 74% of respondents indicated they feel “very safe” or “safe” walking in their neighborhood after dark and walking on City trails/in City parks.

Satisfaction with Specific City Services

- **Police Services.** The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were the overall quality of police protection (89%), how quickly police respond to emergencies (84%), and visibility of police in neighborhoods (75%). Overall, the City of Sugar Land outperformed both the U.S. and Texas averages in all aspects related to City Police Services.
- **Fire/EMS Services.** The highest levels of satisfaction with Fire/EMS services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were the overall quality of fire services (93%), how quickly fire services personnel respond to emergencies (92%), and the quality of ambulance/emergency medical services (91%). Overall, the City of Sugar Land outperformed both the U.S. and Texas averages in all aspects related to City Fire/EMS Services.
- **Public Works.** The highest levels of satisfaction with public works, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were the cleanliness of streets and other public areas (88%), the condition of street signs and traffic signals (85%), and the condition of major streets in Sugar Land (81%).
- **Utility Services.** The highest levels of satisfaction with utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were water service (84%), wastewater services (83%), and water pressure (80%).
- **Environmental and Neighborhood Services.** The highest levels of satisfaction with environmental and neighborhood services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were residential garbage collection services (89%), curbside recycling services (87%), and greenwaste collection services (86%).
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were the maintenance of City parks (89%), the quality of facilities at City parks (85%), and the maintenance and appearance of City community centers (80%).

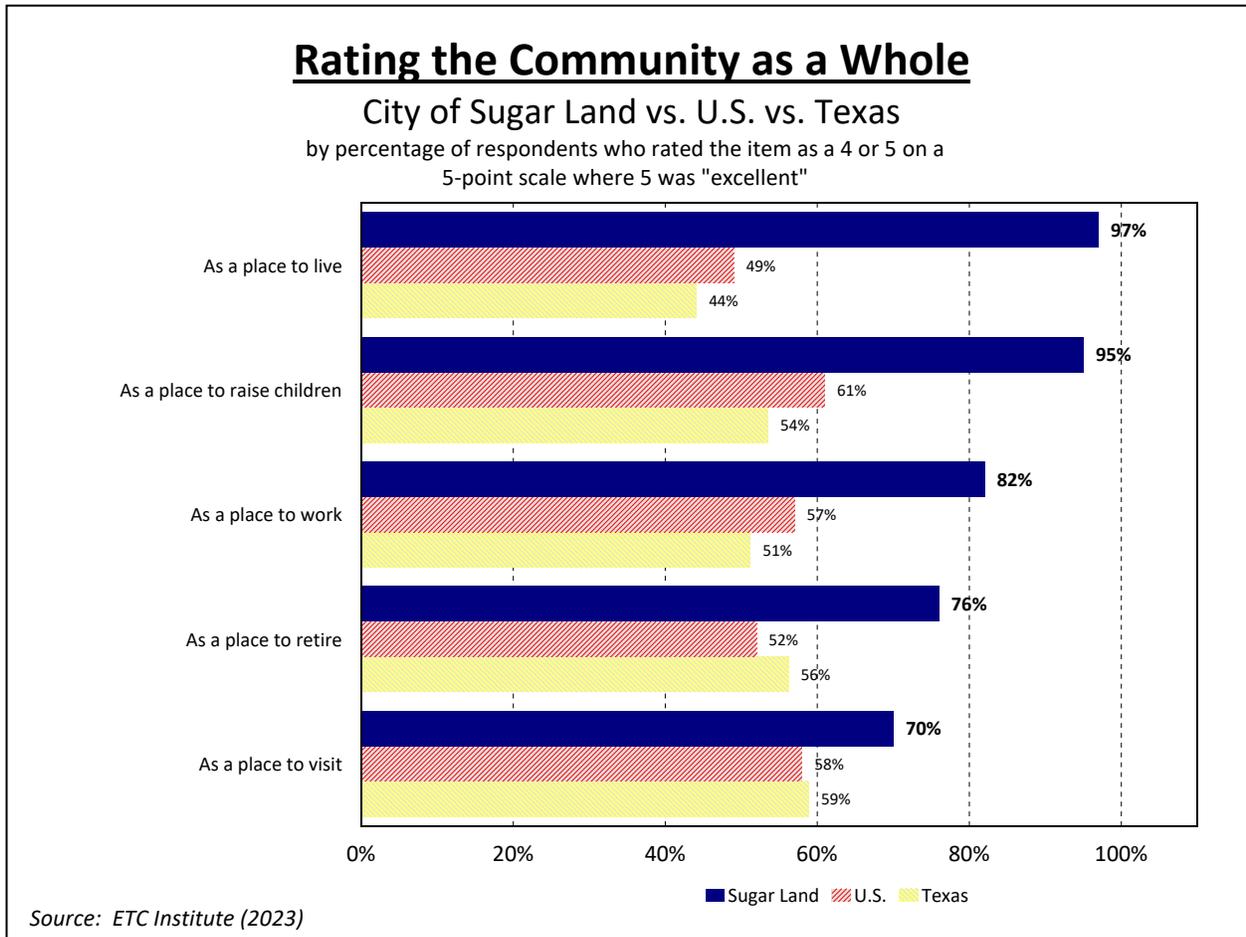
- **Public Information Services.** The highest levels of satisfaction with public information services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were timeliness of information provided by government (65%), availability of information about city governmental services and activities (64%), and the quality of the City website (64%).
 - Forty-nine percent (49%) of respondents use the City website for information about the City, 39% use local newspapers, and 38% get information from their HOA.

Additional Findings

- Thirty-two percent (32%) of respondents are aware of the City’s social media channels. The top social media outlets that respondents use to follow the City of Sugar Land were Facebook (60%), Nextdoor (37%), and Instagram (20%).
- Sixty percent (60%) of respondents have visited the City’s website in the past six months. The top reason for visiting the City website was to understand a specific City service or program. Overall, respondents have a favorable view of the City’s website when they have used it.
- Twenty-eight percent (28%) of respondents have contacted their city government with a question, problem, or complaint during the past year. Of those who have had contact with City employees, 86% were either “very satisfied” or “satisfied” with the courteousness of staff and 77% were either “very satisfied” or “satisfied” with how easy the employee was to contact. Overall, respondents have a favorable view of the city employees with whom they have contacted.
- The highest levels of participation with community engagement and public involvement programs and activities were quarterly HOA meetings (13%), public meeting (11%), and in-person or online town hall (8%). All 11 of the community engagement and public involvement programs and activities that were rated received high ratings of “very satisfied” and “satisfied” responses.
- Based on the sum of “very important” and “somewhat important” responses from respondents *who had an opinion*, safety and security (99%), access to restaurants and entertainment (96%), access to quality shopping (95%), and types of housing (91%) are the most important reasons for living in Sugar Land.

Benchmarking Analysis

The City of Sugar Land performed significantly better than the U.S. and Texas averages in nearly every category. The charts and tables below and on the following pages briefly highlight the comparisons among the 2023 Sugar Land results and the results of a benchmarking survey conducted both nationally and within Texas during the summer of 2023. Further details regarding these surveys can be located in Section 3 of the report along with a full breakdown of every comparison.



How the City of Sugar Land Compares to Other Communities Nationally

Satisfaction ratings for the City of Sugar Land **rated above the U.S. average in all 53 areas** that were assessed. The City of Sugar Land rated significantly higher than the U.S. average (difference of 5% or more) in all 53 of these areas. Listed below are some of the most significant comparisons between the City of Sugar Land and the U.S. average:

City Service	Sugar Land	U.S.	Difference
As a place to live	97%	49%	48%
Efforts to ensure community prepared for emergencies	87%	43%	45%
Curbside recycling services	87%	45%	42%
Effectiveness of communication by City govt.	75%	37%	39%
Quality of parks & rec programs/facilities	86%	49%	37%
Overall quality of City police protection	89%	53%	36%
Cleanliness of streets & other public areas	88%	53%	34%
Overall image of community	87%	53%	33%
As a place to raise children	95%	61%	33%
Value received for City tax/fees	65%	33%	32%
Maintenance of streets/sidewalks/infrastructure	72%	41%	32%
Quality of water utility services	83%	52%	31%
Condition of major streets	81%	50%	31%
Appearance of your community	85%	55%	31%
Quality of wastewater utility services	83%	53%	30%
Quality of City government services	79%	49%	30%
Quality of garbage & recycling services	85%	55%	30%
Police safety awareness education programs	66%	37%	29%
How quickly police respond to emergencies	84%	56%	28%
Quality of drainage system in rainfall events	75%	50%	26%
As a place to work	82%	57%	25%
As a place to retire	76%	52%	25%
Leadership of elected officials	63%	38%	25%
Maintenance & appearance of City community centers	80%	56%	25%
Condition of streets in your neighborhood	74%	49%	25%
Mowing/tree trimming along streets/public areas	78%	55%	23%
Timeliness of info provided by govt	65%	43%	22%
Condition of street signs & traffic signals	85%	63%	22%
Residential garbage collection services	89%	68%	22%
Fire inspection programs in your community	68%	47%	22%
Fire education programs in your community	70%	49%	22%
How quickly ambulance/EMS personnel respond	90%	69%	22%
How quickly fire services personnel respond	93%	72%	21%
Quality of City website	64%	42%	21%
Efforts by City government to prevent crime	70%	49%	21%
Quality of ambulance/emergency medical services	91%	71%	21%

How the City of Sugar Land Compares to the State of Texas

Satisfaction ratings for the City of Sugar Land **rated the same or above the Texas average in all 53 areas** that were assessed. The City of Sugar Land rated significantly higher than this average (difference of 5% or more) in 51 of the 53 areas. Listed below are some of the most significant comparisons between the City of Sugar Land and the Texas averages:

City Service	Sugar Land	Texas	Difference
As a place to live	97%	44%	53%
Efforts to ensure community prepared for emergencies	87%	36%	51%
Effectiveness of communication by City govt.	75%	27%	48%
Maintenance of streets/sidewalks/infrastructure	72%	25%	47%
Overall quality of City police protection	89%	44%	44%
Overall image of community	87%	43%	44%
Quality of parks & rec programs/facilities	86%	43%	43%
As a place to raise children	95%	54%	41%
Appearance of your community	85%	47%	39%
Quality of water utility services	83%	45%	38%
Quality of garbage & recycling services	85%	48%	37%
Quality of wastewater utility services	83%	46%	37%
How quickly ambulance/EMS personnel respond	90%	55%	35%
Quality of drainage system in rainfall events	75%	41%	35%
Value received for City tax/fees	65%	30%	34%
How quickly police respond to emergencies	84%	50%	34%
Police safety awareness education programs	66%	34%	32%
Cleanliness of streets & other public areas	88%	55%	32%
As a place to work	82%	51%	31%
Quality of ambulance/emergency medical services	91%	61%	30%
Overall quality of fire services	93%	64%	29%
Fire education programs in your community	70%	41%	29%
Quality of City government services	79%	50%	29%
Flow of traffic & congestion management	61%	33%	29%
How quickly fire services personnel respond	93%	65%	28%
Condition of major streets	81%	54%	28%
Curbside recycling services	87%	60%	27%
Efforts by City government to prevent crime	70%	44%	25%
Enforcement of City traffic laws	68%	45%	23%
Taste of tap water	73%	51%	22%
Enforcement of local codes & ordinances	57%	36%	21%
Fire inspection programs in your community	68%	48%	21%
Condition of streets in your neighborhood	74%	53%	21%
As a place to retire	76%	56%	20%
Smell of tap water	75%	55%	20%
Condition of pavement markings on streets	69%	50%	20%

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City’s overall satisfaction rating are listed below:

- Flow of traffic and congestion management (IS Rating = 0.1772)
- Maintenance of City streets, sidewalks, and infrastructure (IS Rating = 0.1479)

The table below shows the importance-satisfaction rating for all 16 major categories of City services that were rated.

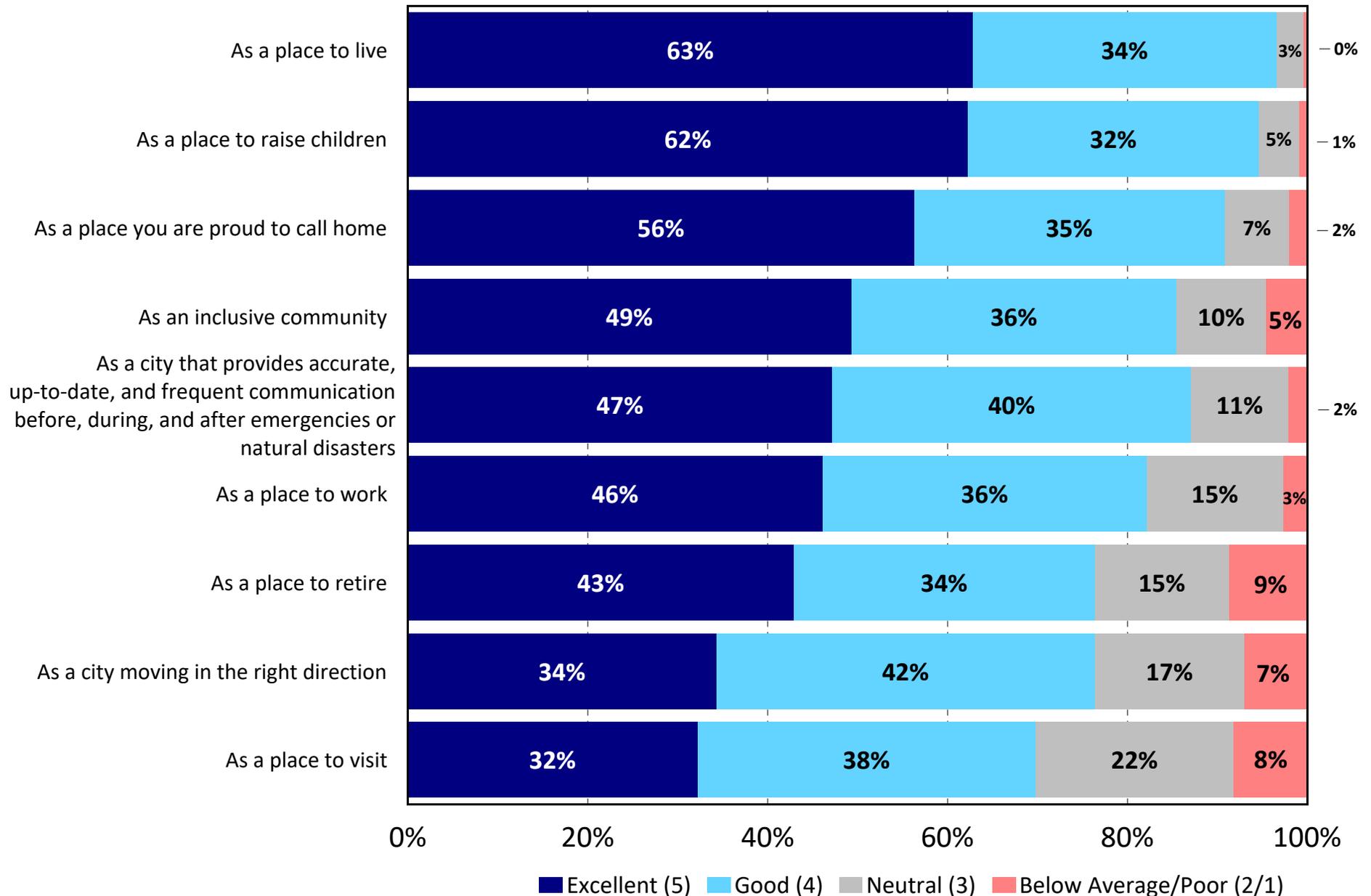
Importance-Satisfaction Rating Sugar Land, Texas Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall flow of traffic and congestion management on streets within the City	46%	2	61%	13	0.1772	1
Overall maintenance of city streets, sidewalks and infrastructure	53%	1	72%	10	0.1479	2
Medium Priority (IS <.10)						
Overall quality of drainage system in rainfall events	28%	4	75%	9	0.0684	3
Enforcement of local codes and ordinances	9%	9	57%	14	0.0377	4
Quality of police service	34%	3	90%	2	0.0343	5
Overall efforts by city government in your area to ensure the community is prepared for emergencies or natural disasters	26%	5	87%	3	0.0330	6
Overall effectiveness of communication by city government in your area	10%	8	75%	8	0.0246	7
Overall quality of parks and recreation programs and facilities	16%	6	86%	4	0.0232	8
Overall quality of water utility services	9%	10	83%	7	0.0146	9
Overall quality of treasury billing customer service	4%	12	68%	12	0.0135	10
Overall quality of garbage and recycling services	7%	11	85%	5	0.0104	11
Overall quality of the permit application process	2%	14	51%	15	0.0079	12
Quality of fire and ambulance service	15%	7	97%	1	0.0052	13
Overall quality of wastewater utility services	2%	13	83%	6	0.0037	14
Overall quality of 311 customer service	1%	15	69%	11	0.0031	15
The open records request process	1%	16	50%	16	0.0030	16



Charts and Graphs

Q1. Ratings of Sugar Land with Regard to Each of the Following:

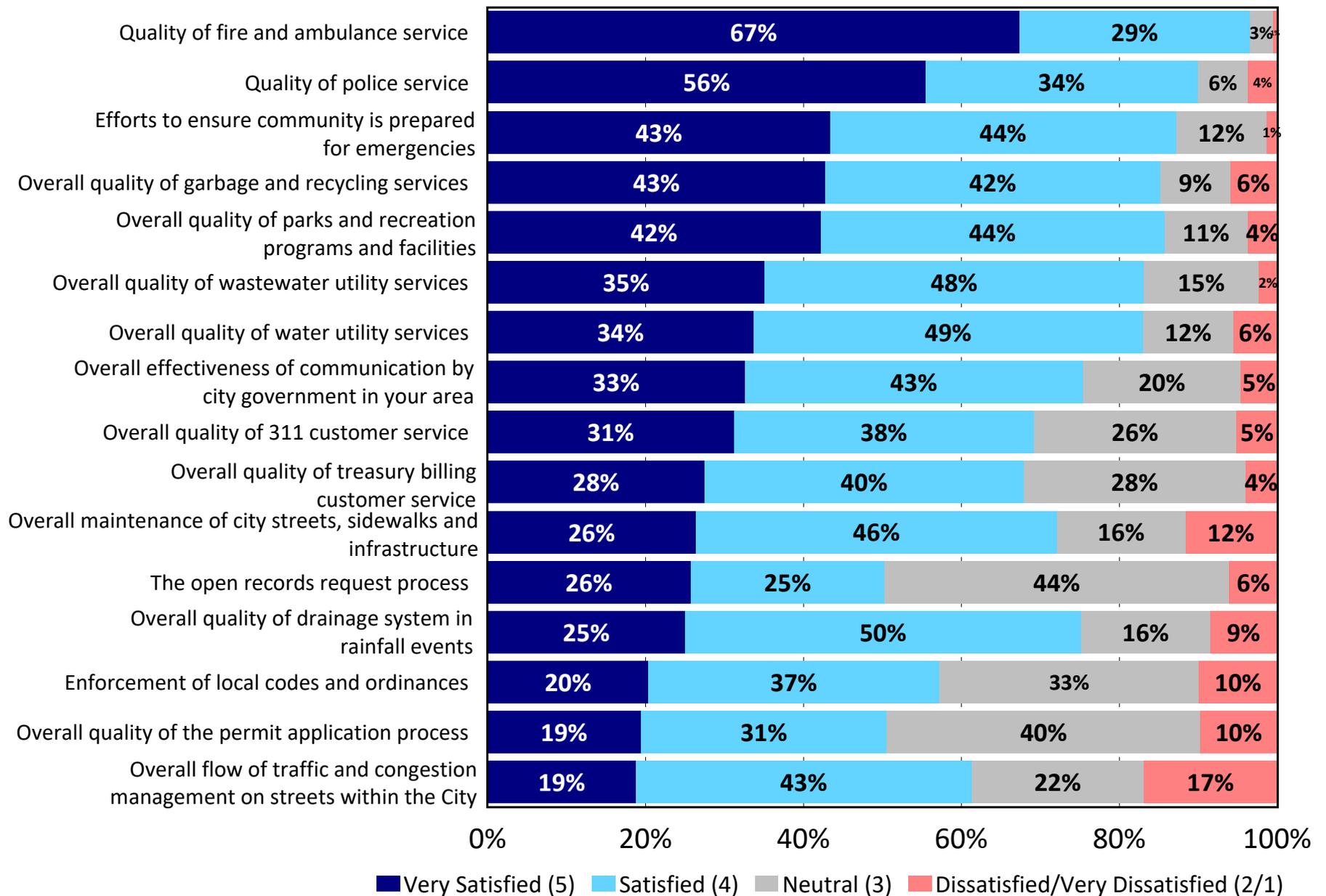
by percentage of households (excluding "don't know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q2. Overall Satisfaction with Major Categories of Service

by percentage of households (excluding "don't know")

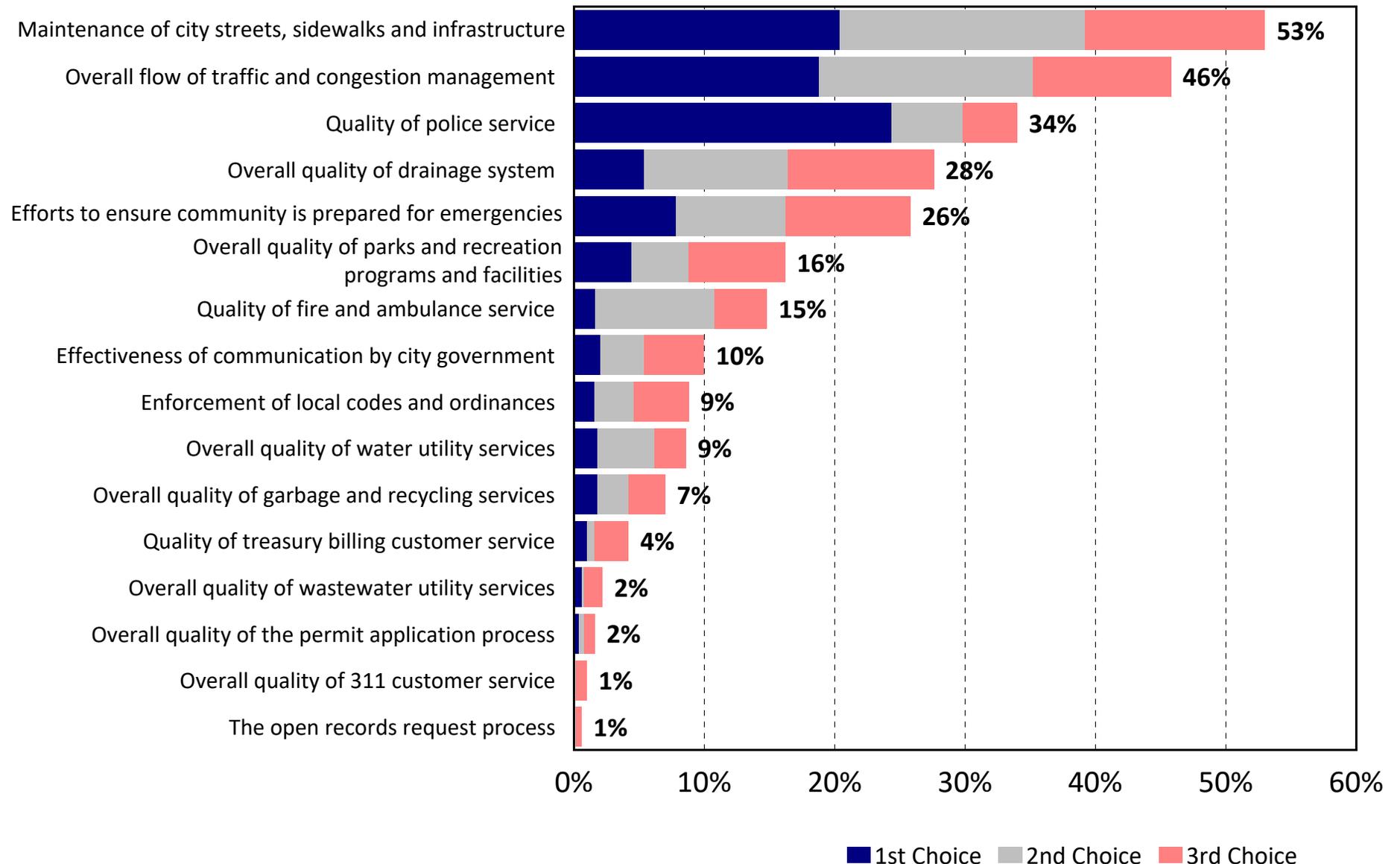


Source: ETC Institute (2023)

ETC Institute (2023)

Q3. THREE Major Categories of Service That Residents Think Should Receive the Most Emphasis Over the Next Two Years

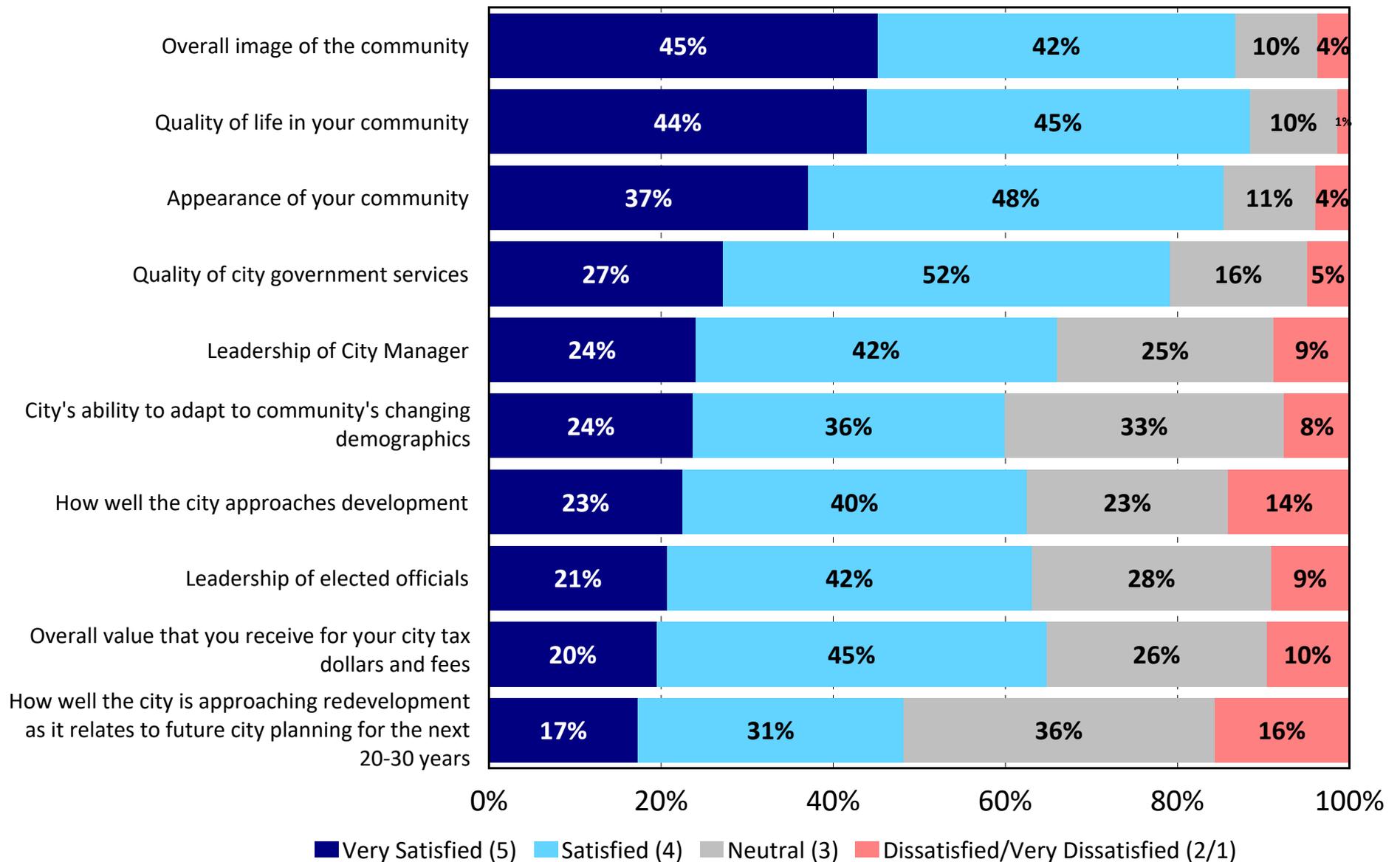
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2023)
ETC Institute (2023)

Q4. Overall Satisfaction with Items that Influence Perceptions of the Community

by percentage of households (excluding "don't know")

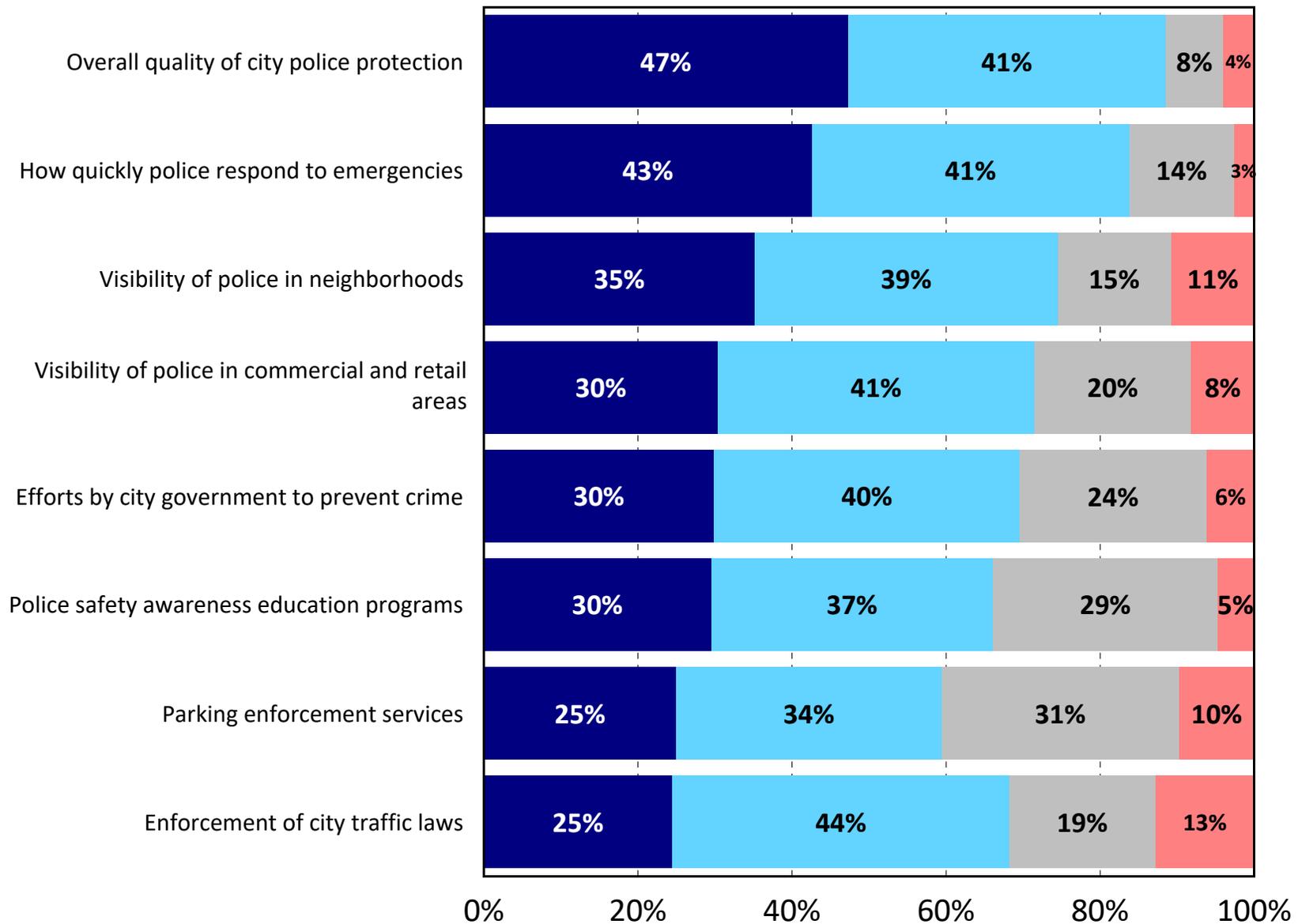


Source: ETC Institute (2023)

ETC Institute (2023)

Q5 [1-8]. Overall Satisfaction with Police Services

by percentage of households (excluding "don't know")

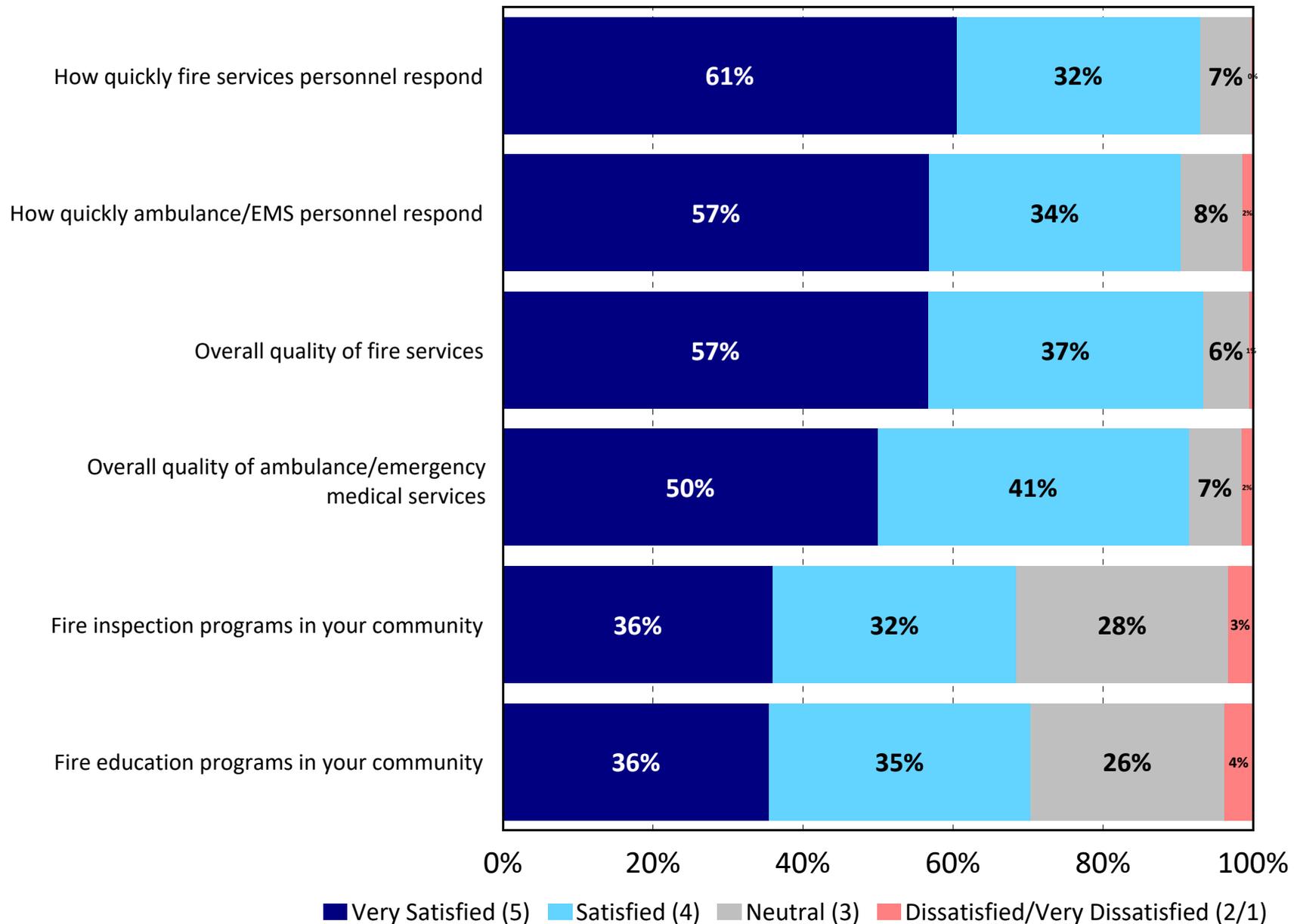


■ Very Satisfied (5)
 ■ Satisfied (4)
 ■ Neutral (3)
 ■ Dissatisfied/Very Dissatisfied (2/1)

Source: ETC Institute (2023)
ETC Institute (2023)

Q5 [9-14]. Overall Satisfaction with Fire/EMS Services

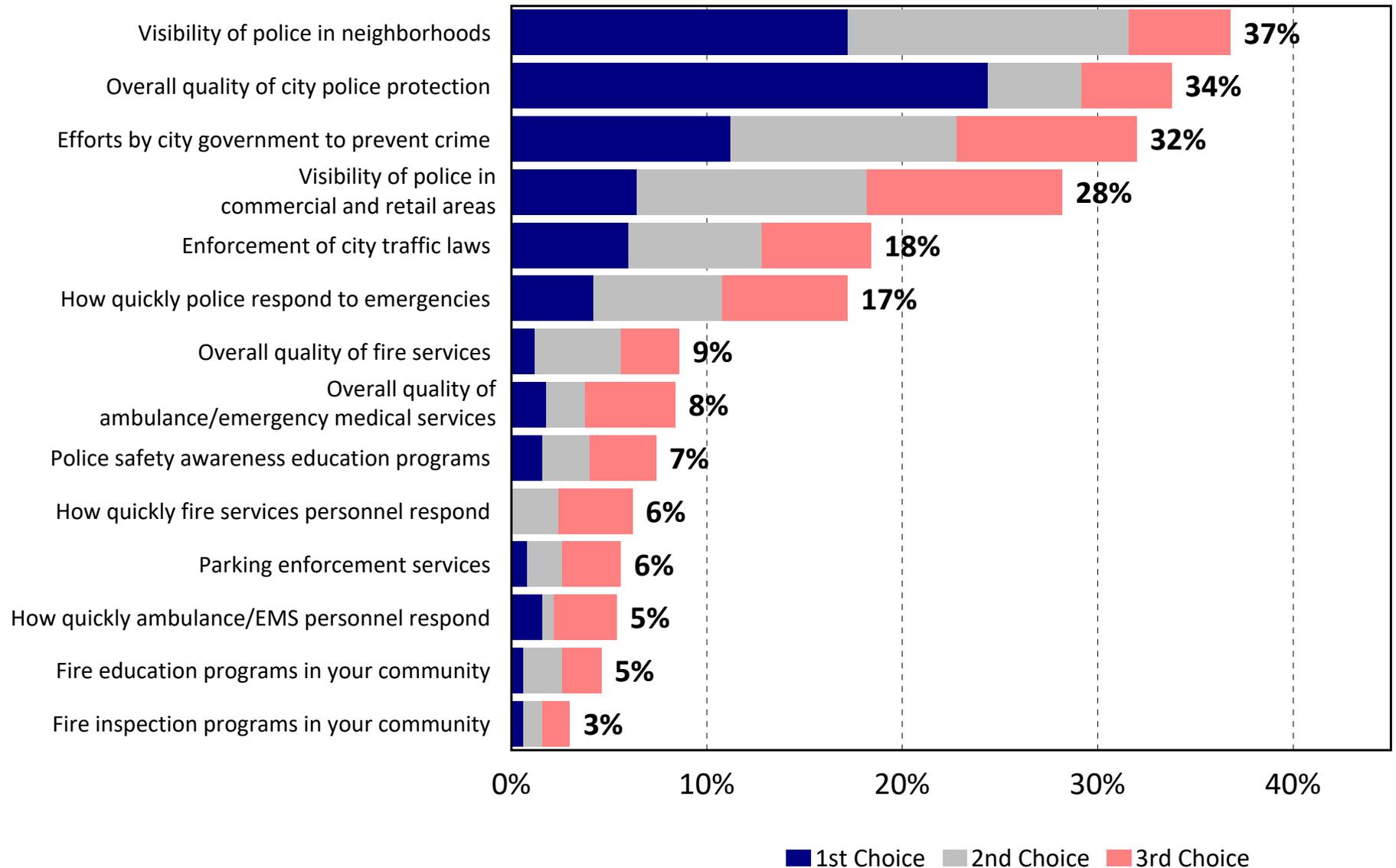
by percentage of households (excluding "don't know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q6. THREE Public Safety Services That Residents Think Should Receive the Most Emphasis Over the Next Two Years

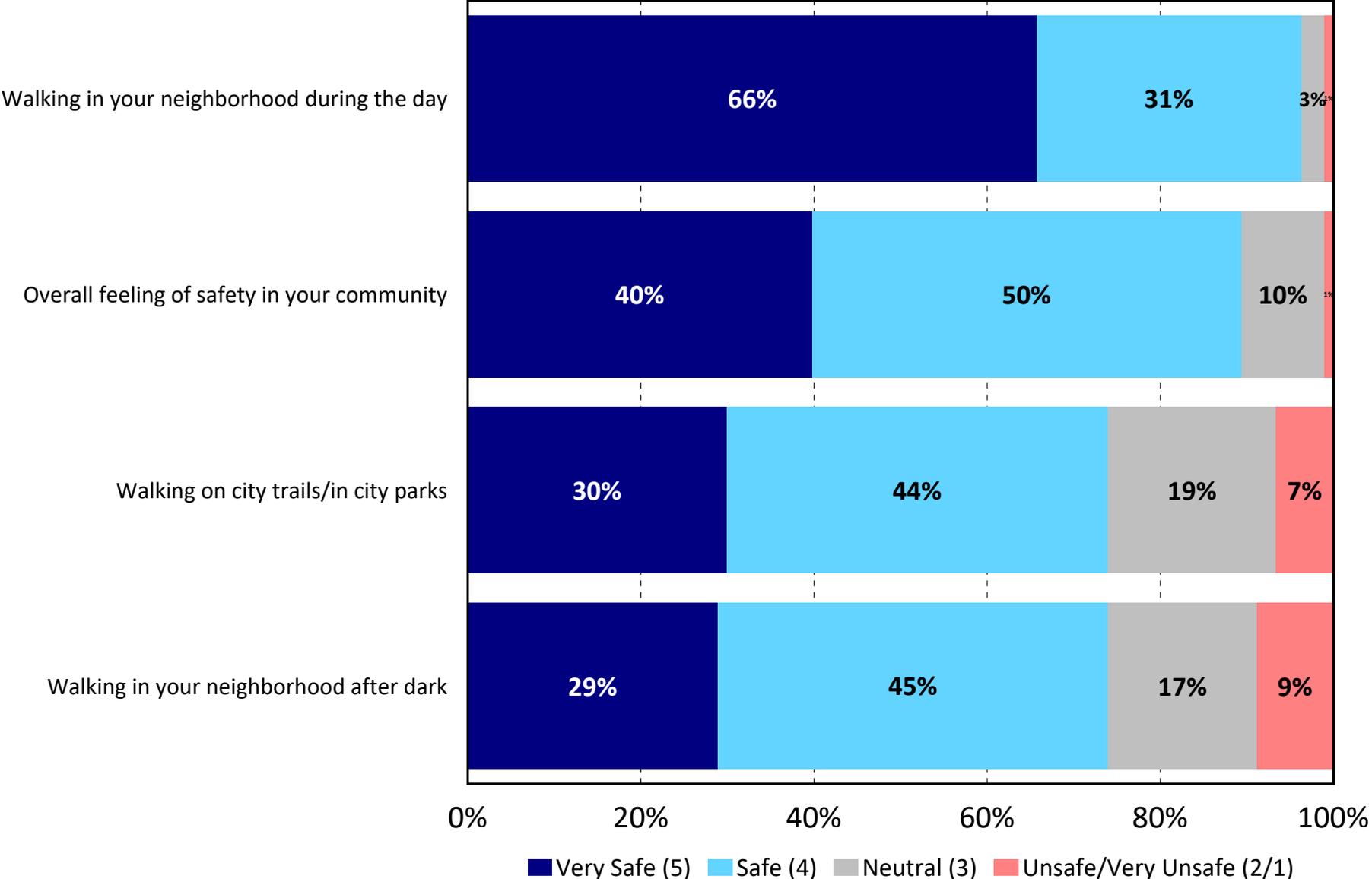
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2023)
ETC Institute (2023)

Q7. Feeling of Safety in Various Situations

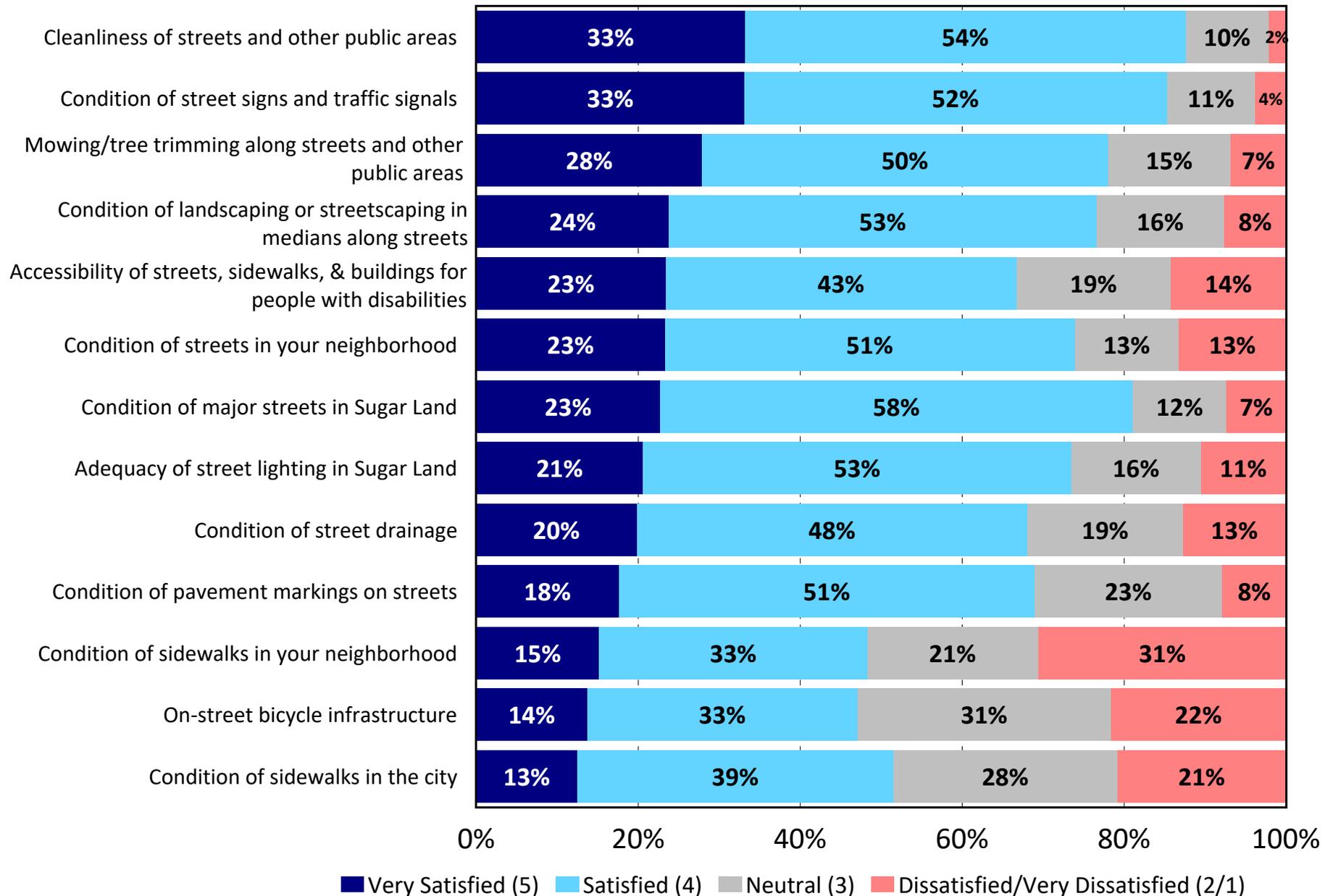
by percentage of households (excluding "don't know")



Source: ETC Institute (2023)

Q8 [1-13]. Overall Satisfaction with Public Works

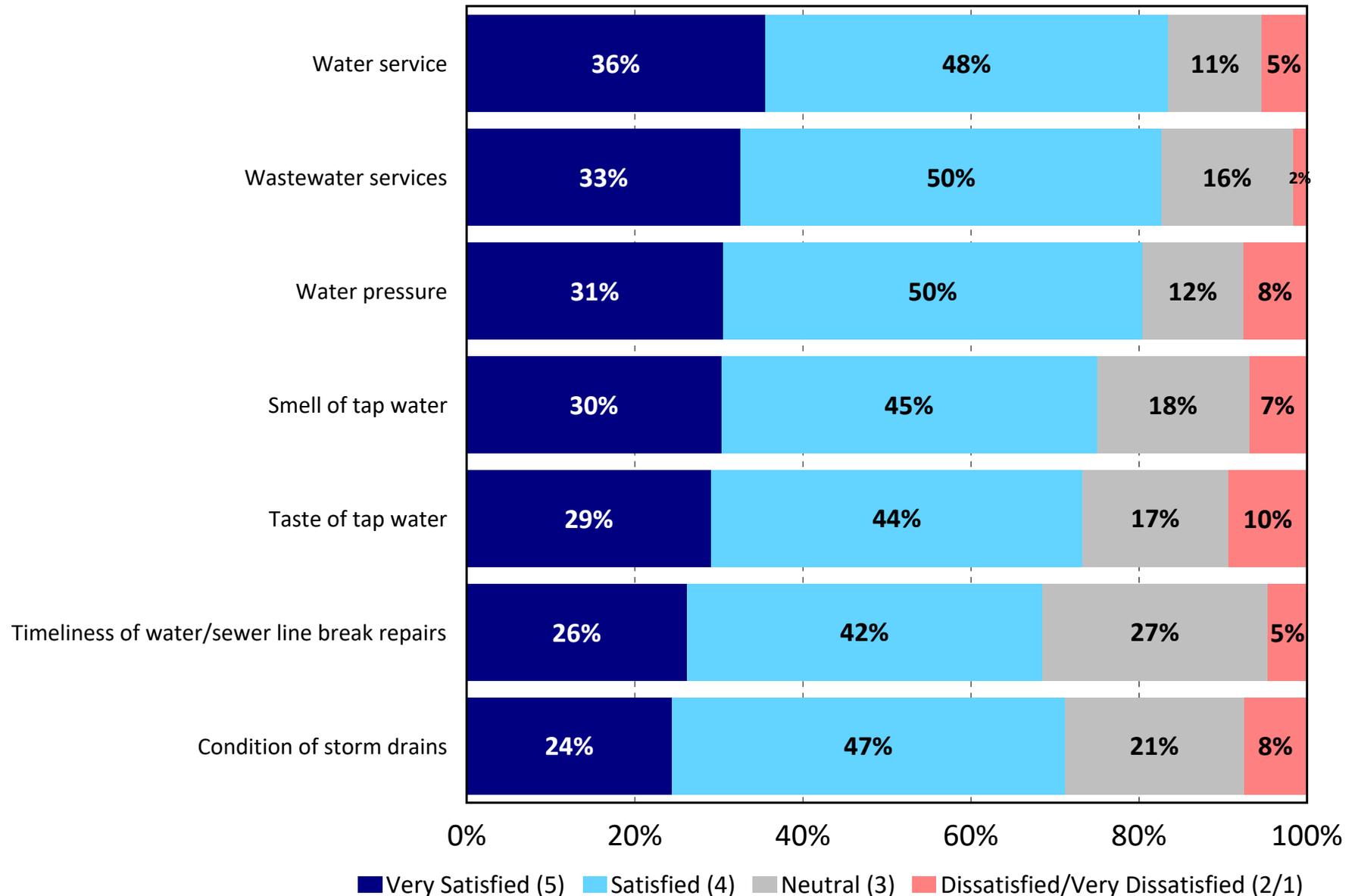
by percentage of households (excluding "don't know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q8 [14-21]. Overall Satisfaction with Utility Services

by percentage of households (excluding "don't know")

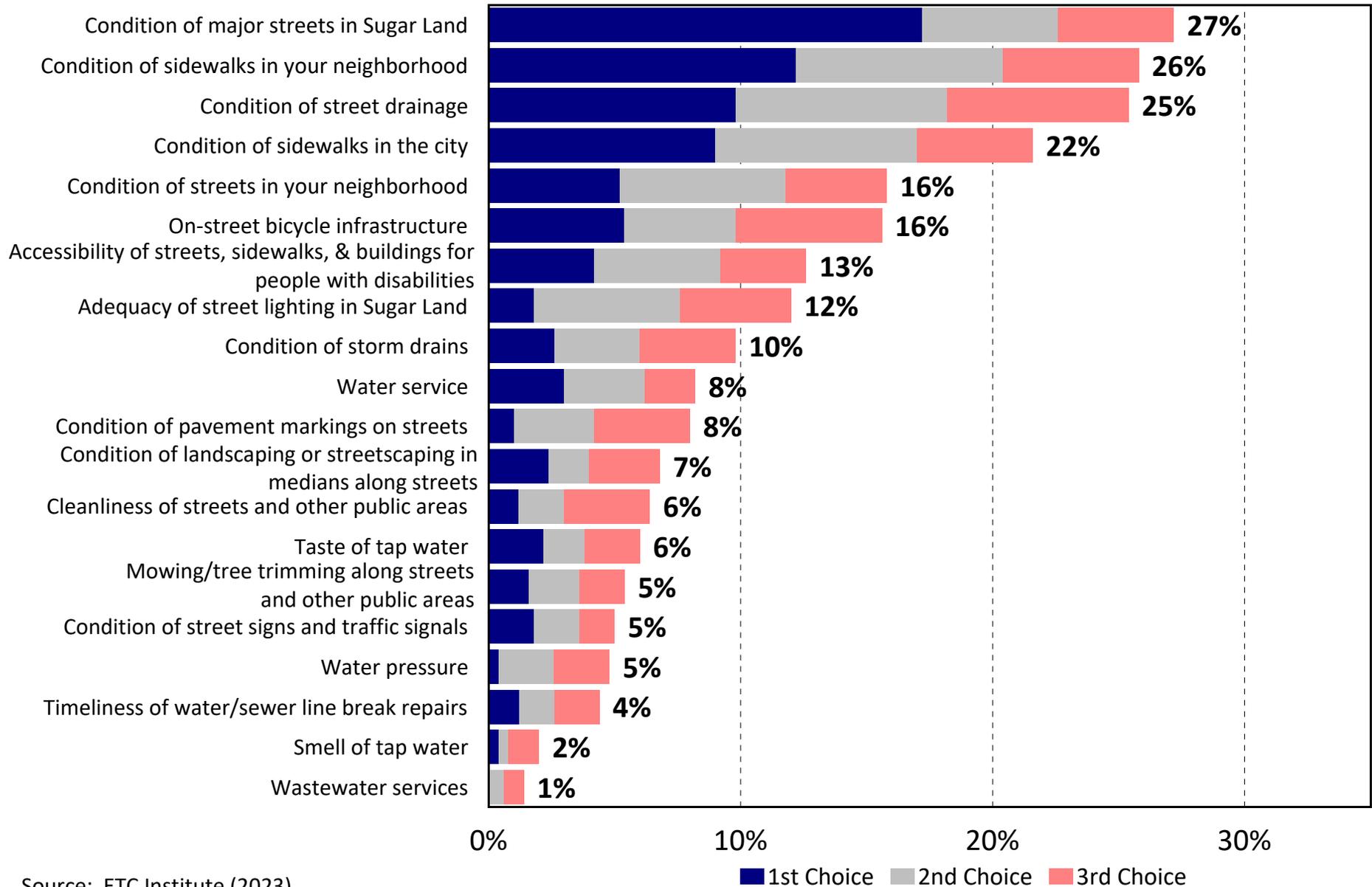


Source: ETC Institute (2023)

ETC Institute (2023)

Q9. THREE Public Works and Utility Services That Residents Think Should Receive the Most Emphasis Over the Next Two Years

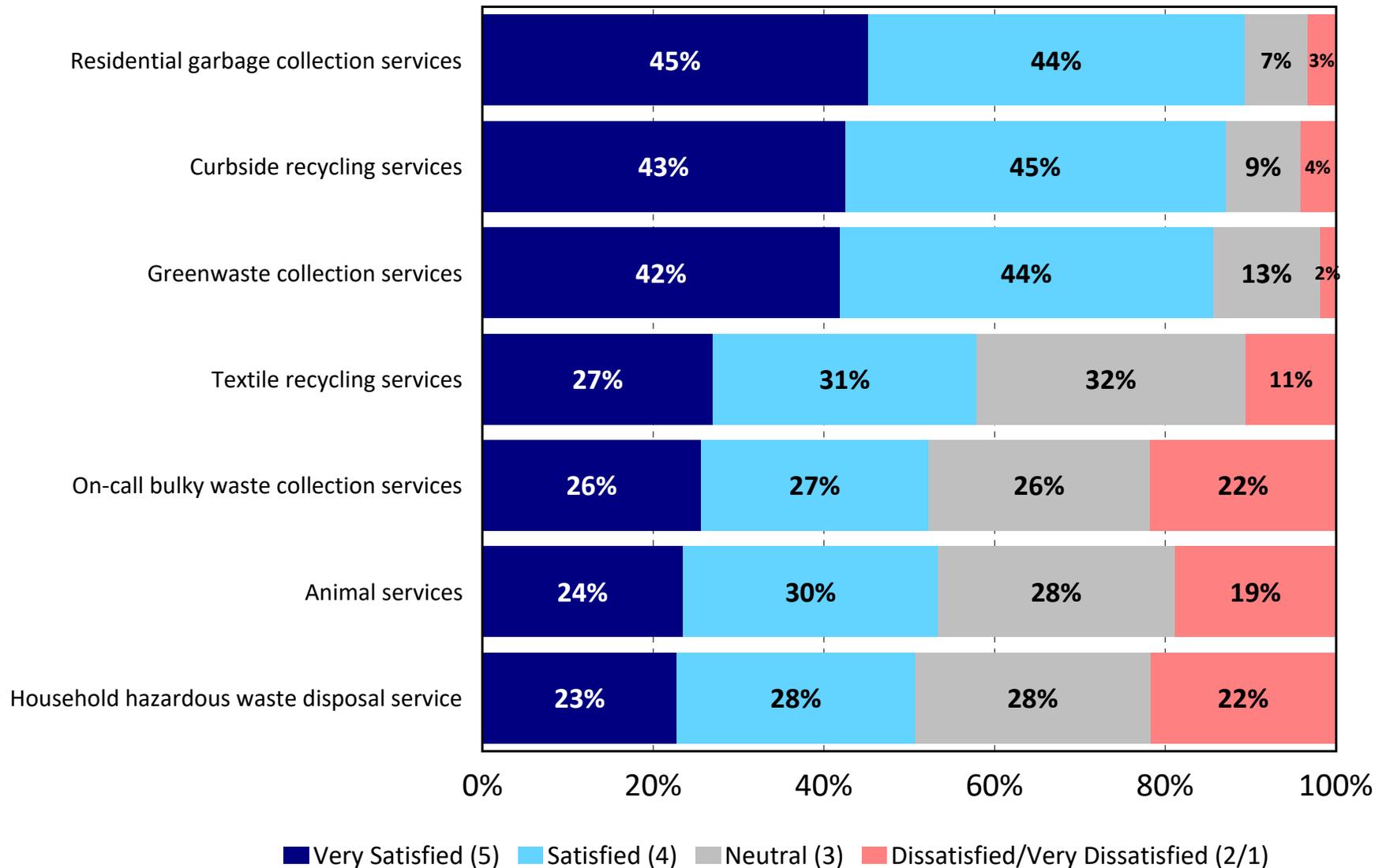
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2023)
ETC Institute (2023)

Q10. Overall Satisfaction with Environmental and Neighborhood Services

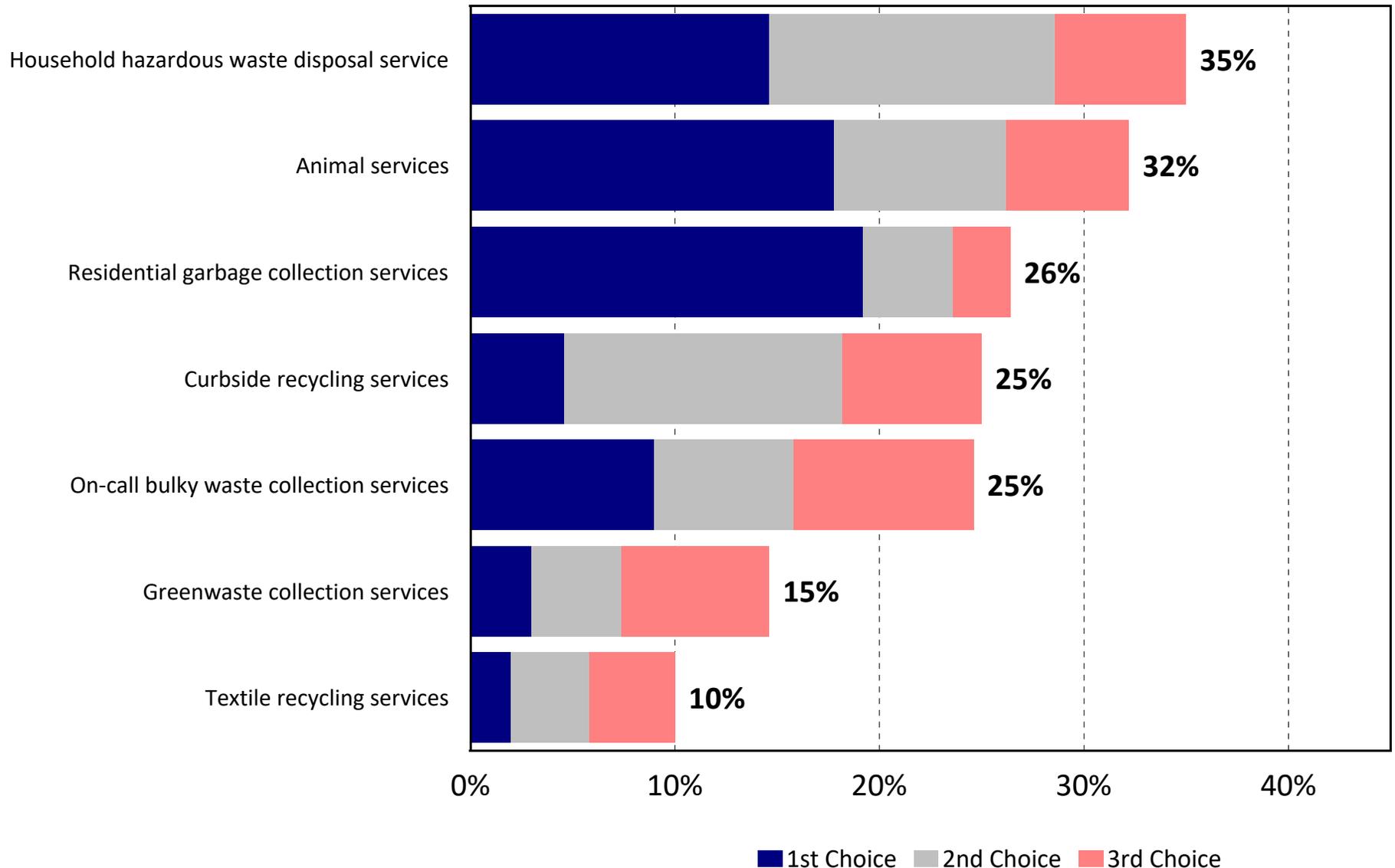
by percentage of households (excluding "don't know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q11. THREE Environmental and Neighborhood Services That Residents Think Should Receive the Most Emphasis Over the Next Two Years

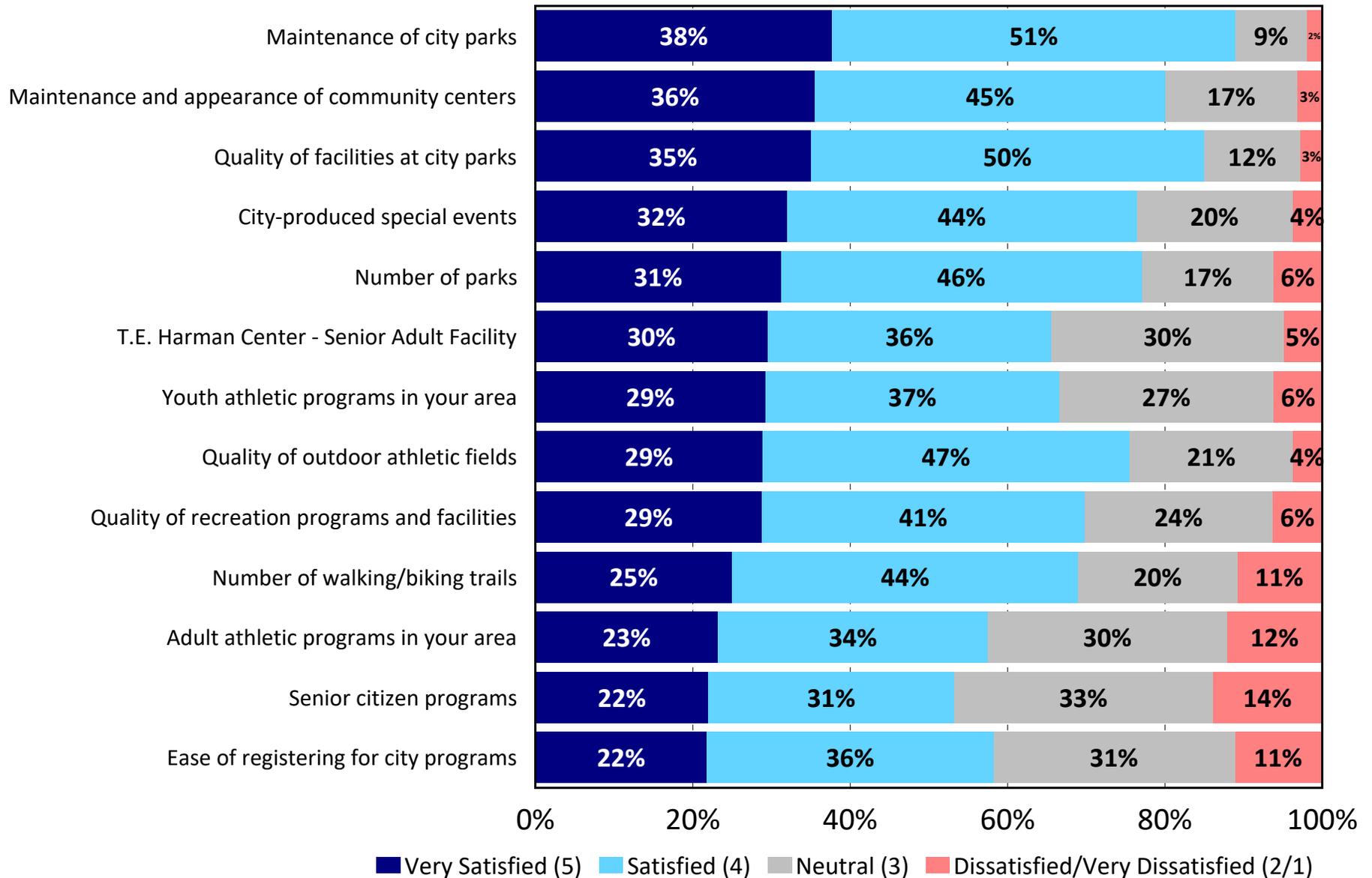
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2023)
ETC Institute (2023)

Q12. Overall Satisfaction with Parks and Recreation

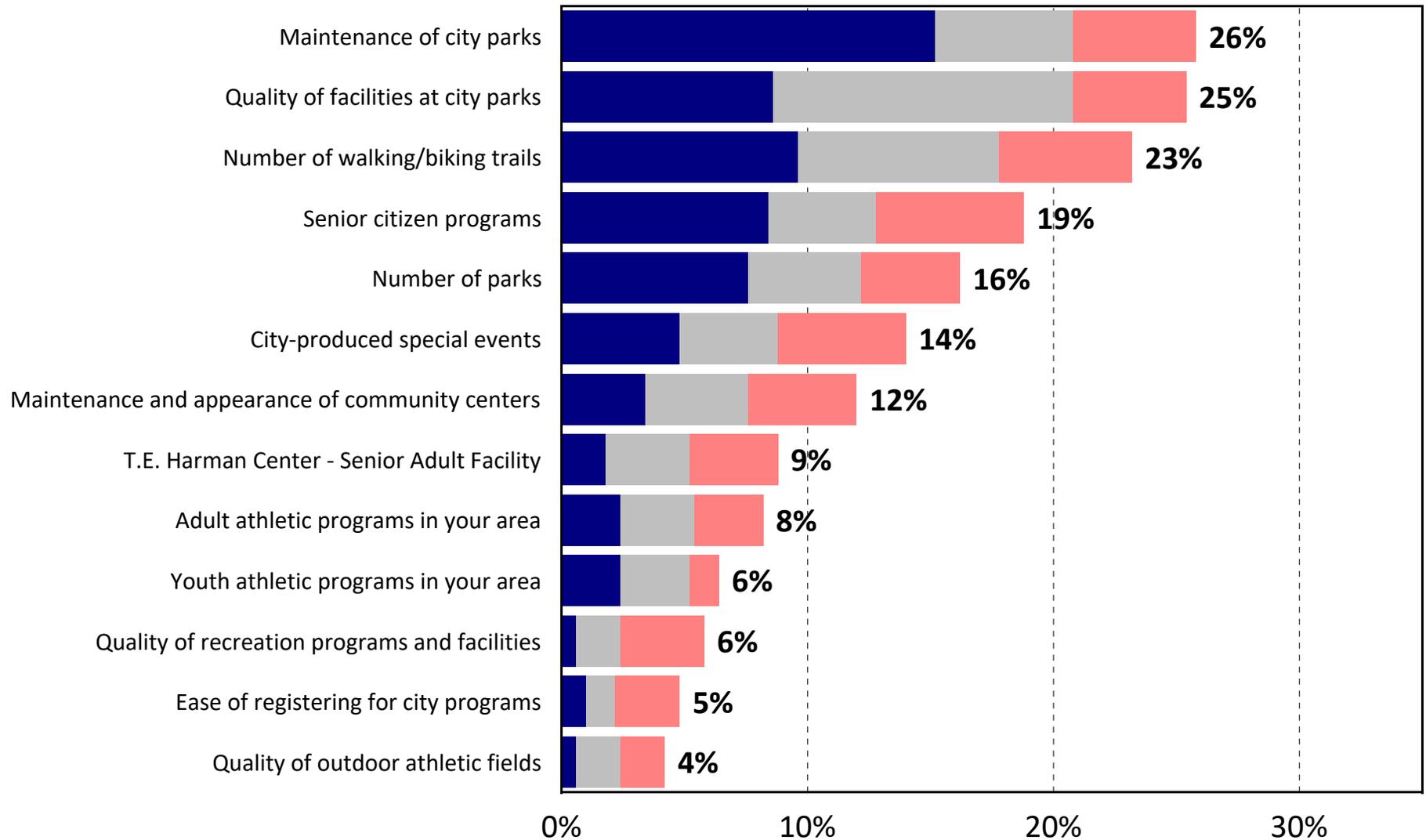
by percentage of households (excluding "don't know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q13. THREE Parks and Recreation Services That Residents Think Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



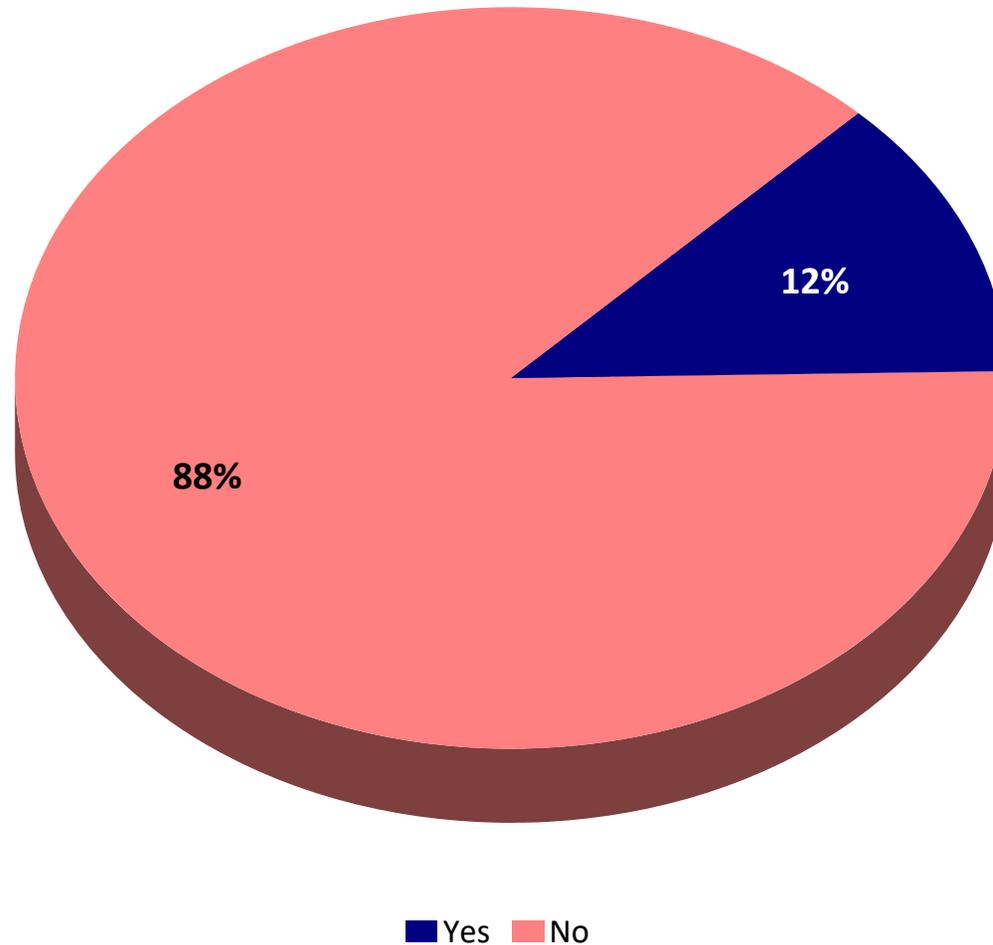
Source: ETC Institute (2023)

ETC Institute (2023)

■ 1st Choice ■ 2nd Choice ■ 3rd Choice

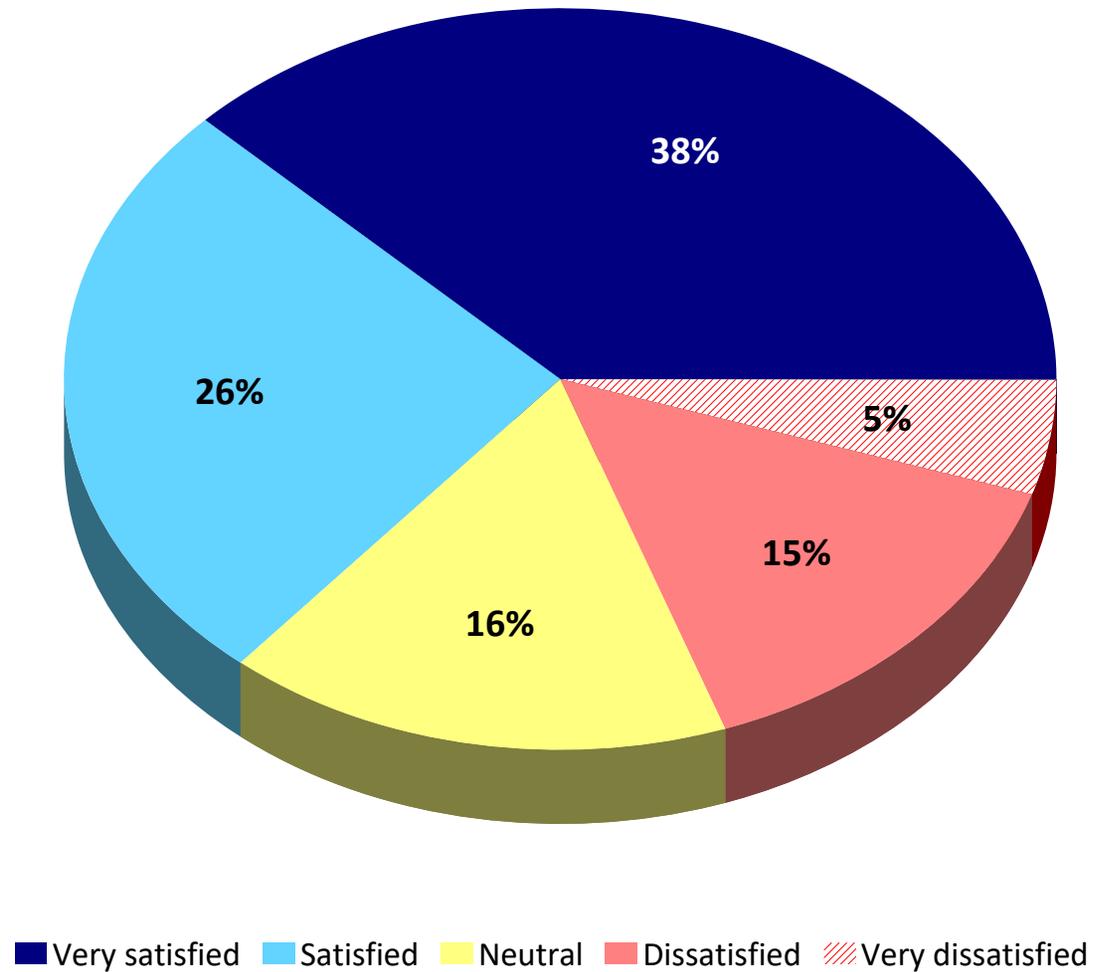
Q14. Have you applied for a permit (building, plumbing, fire, electrical, remodel, commercial, residential, etc.) or been part of a permit process during the past 12 months in the City of Sugar Land?

by percentage of respondents



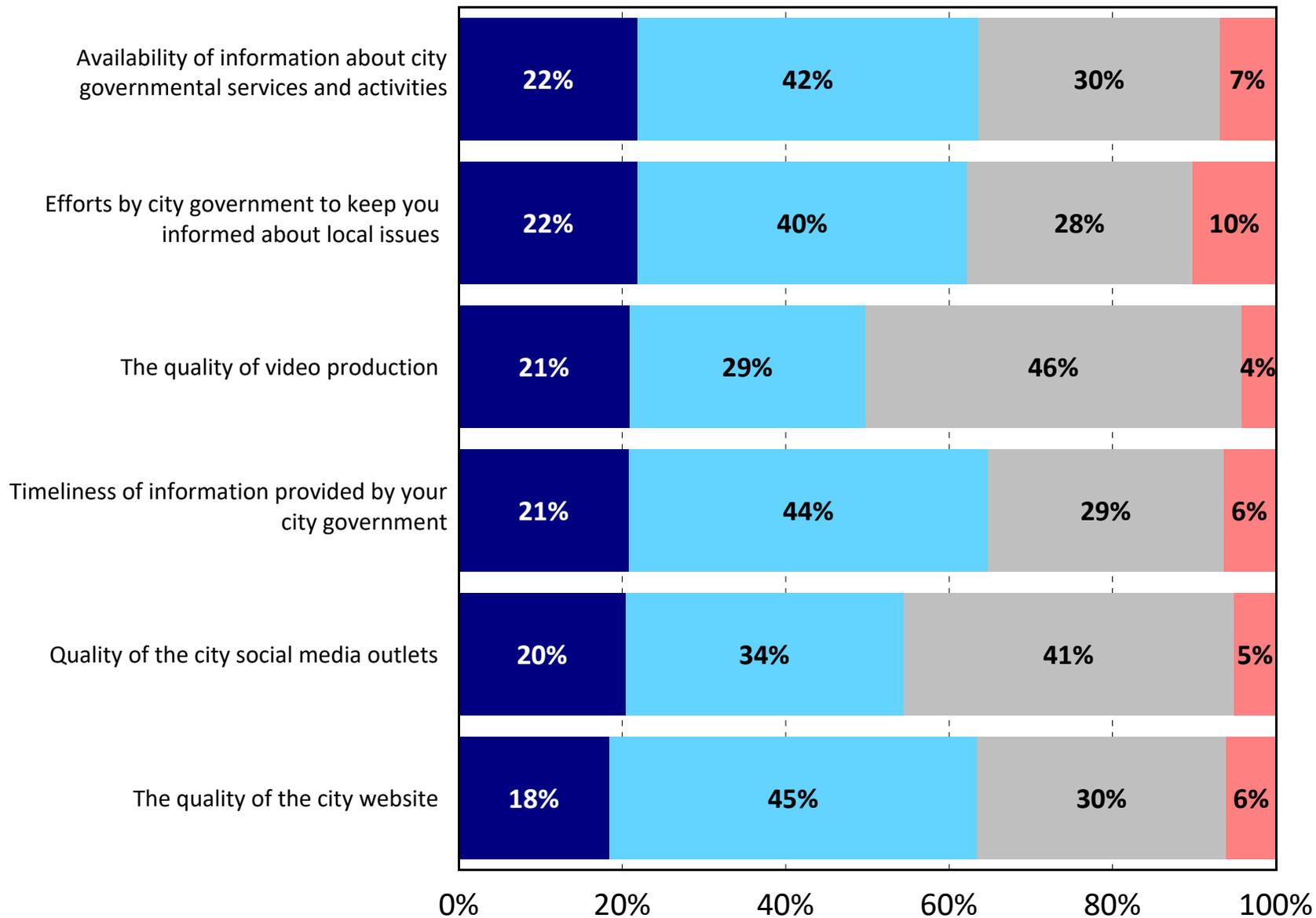
Q14a. How satisfied were you with the ease of obtaining information and materials about the permit process?

by percentage of respondents who have applied for a permit (excluding "don't know")



Q15. Overall Satisfaction with Public Information Services

by percentage of households (excluding "don't know")

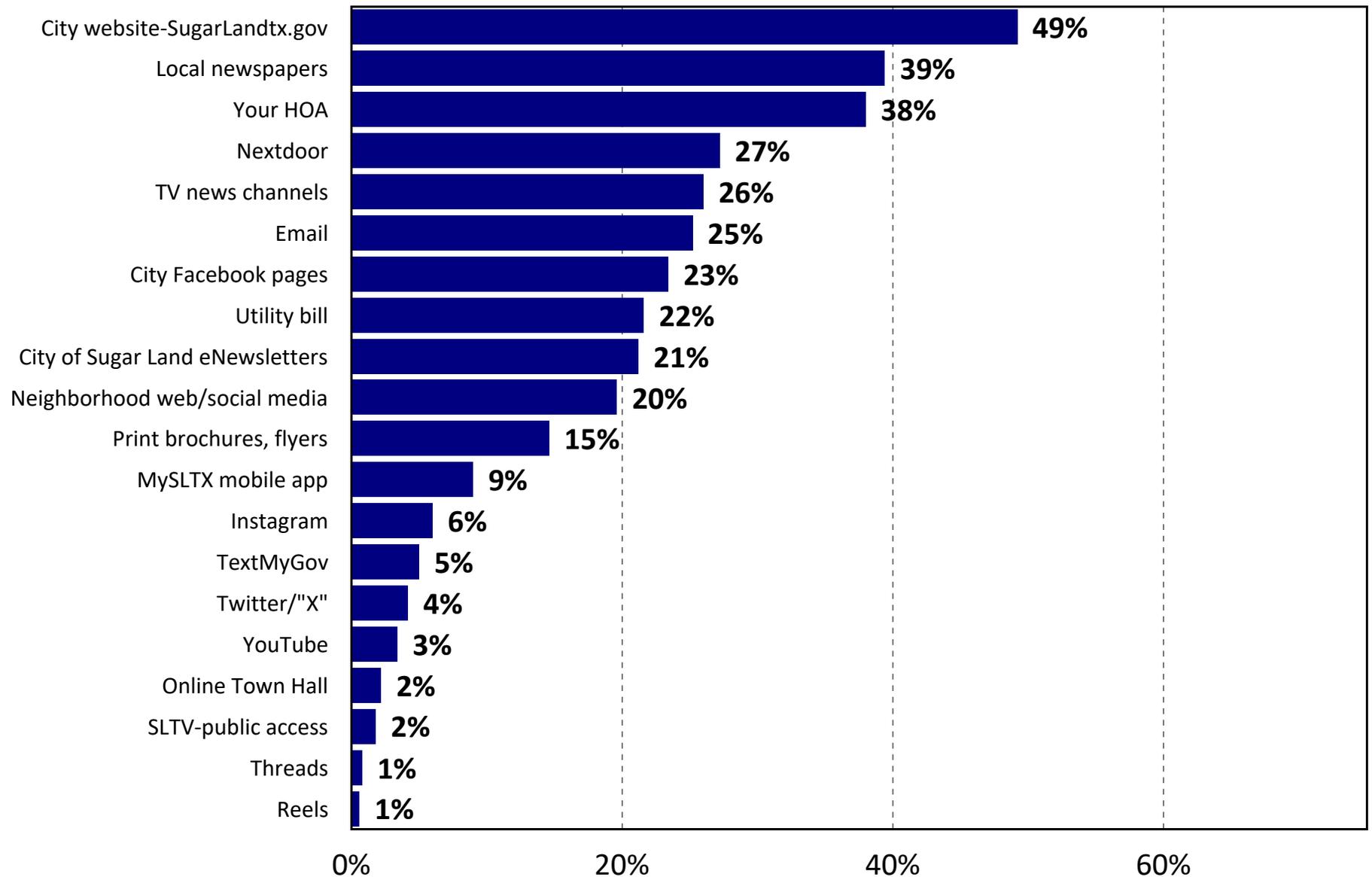


■ Very Satisfied (5)
 ■ Satisfied (4)
 ■ Neutral (3)
 ■ Dissatisfied/Very Dissatisfied (2/1)

Source: ETC Institute (2023)
ETC Institute (2023)

Q16. From which of the following sources do you currently get information about the City of Sugar Land?

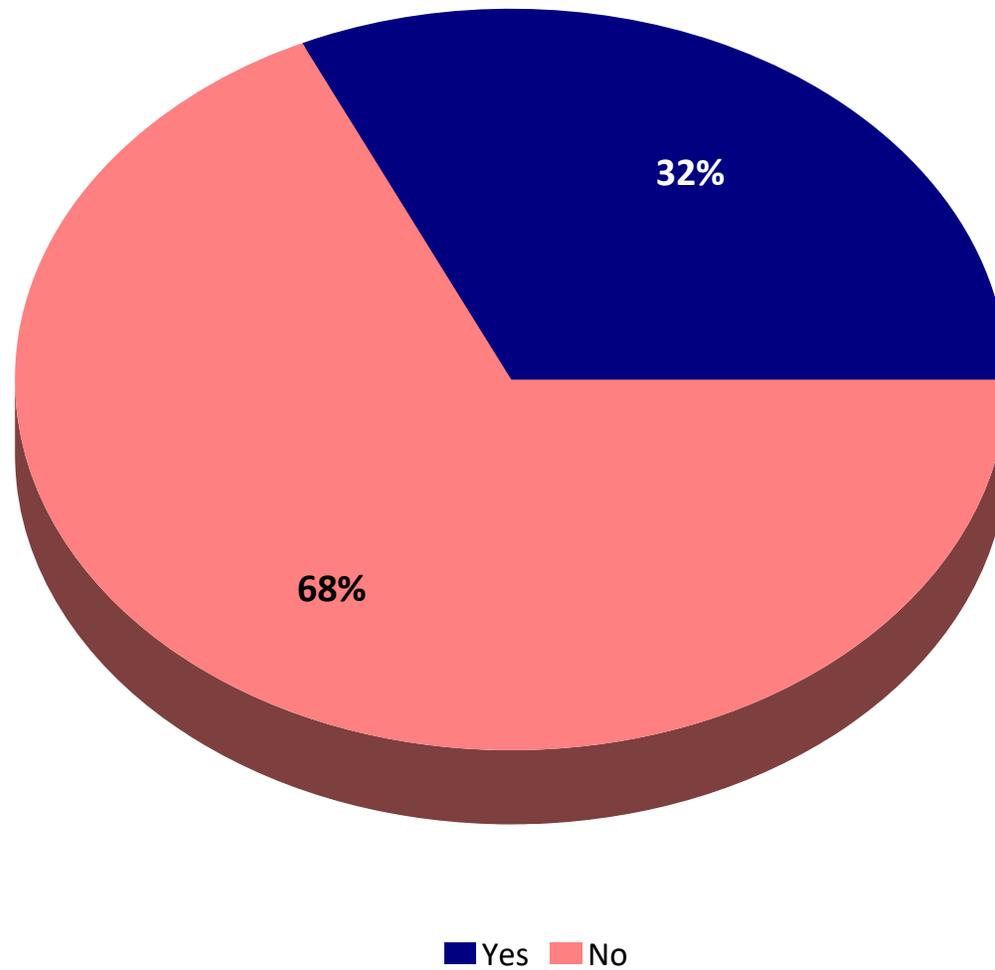
by percentage of respondents



Source: ETC Institute (2023)
ETC Institute (2023)

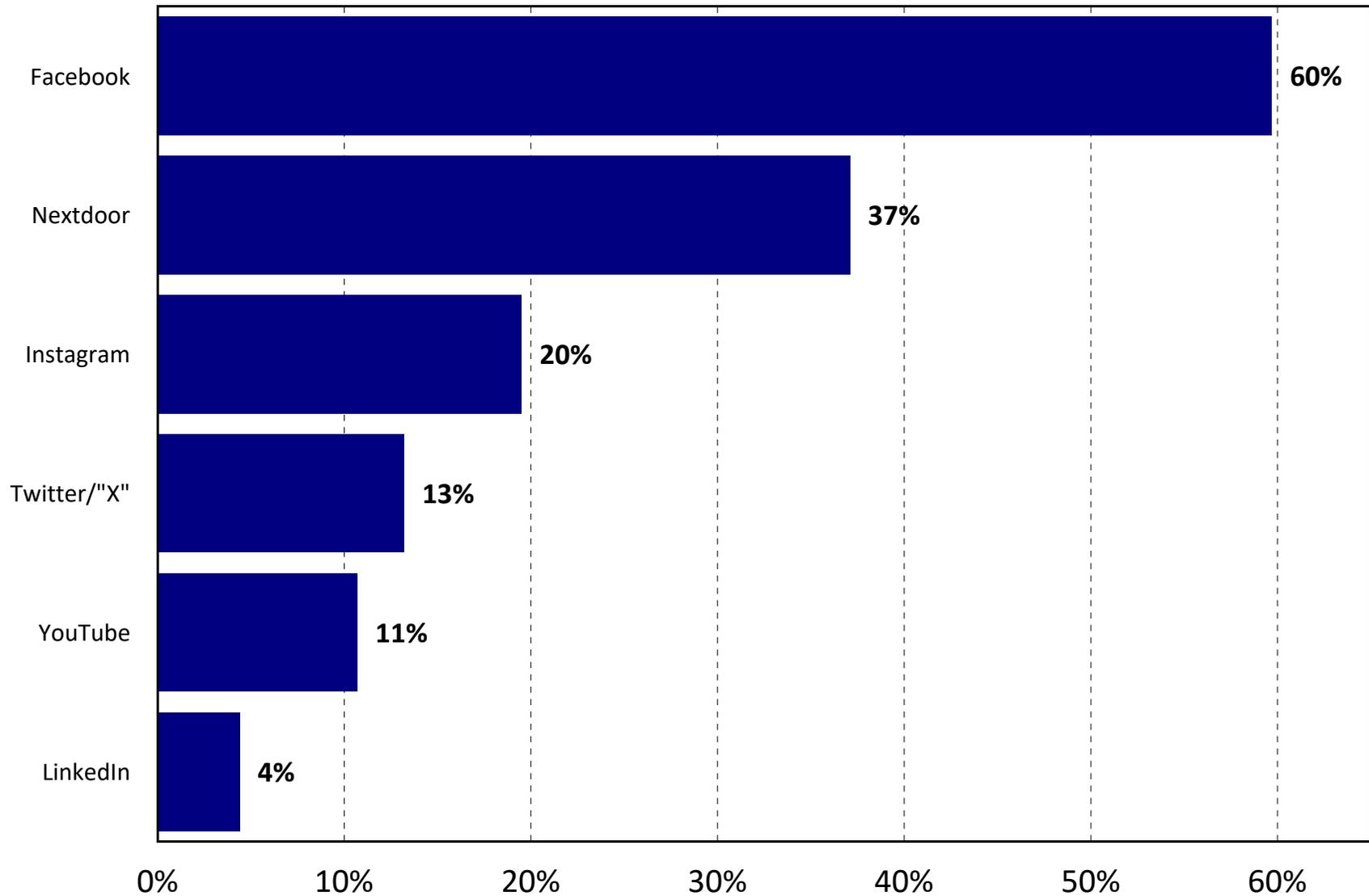
Q17. Are you aware of the City's social media channels?

by percentage of respondents (excluding "not provided")



Q17a. On which of the following social media outlets do you follow the City of Sugar Land?

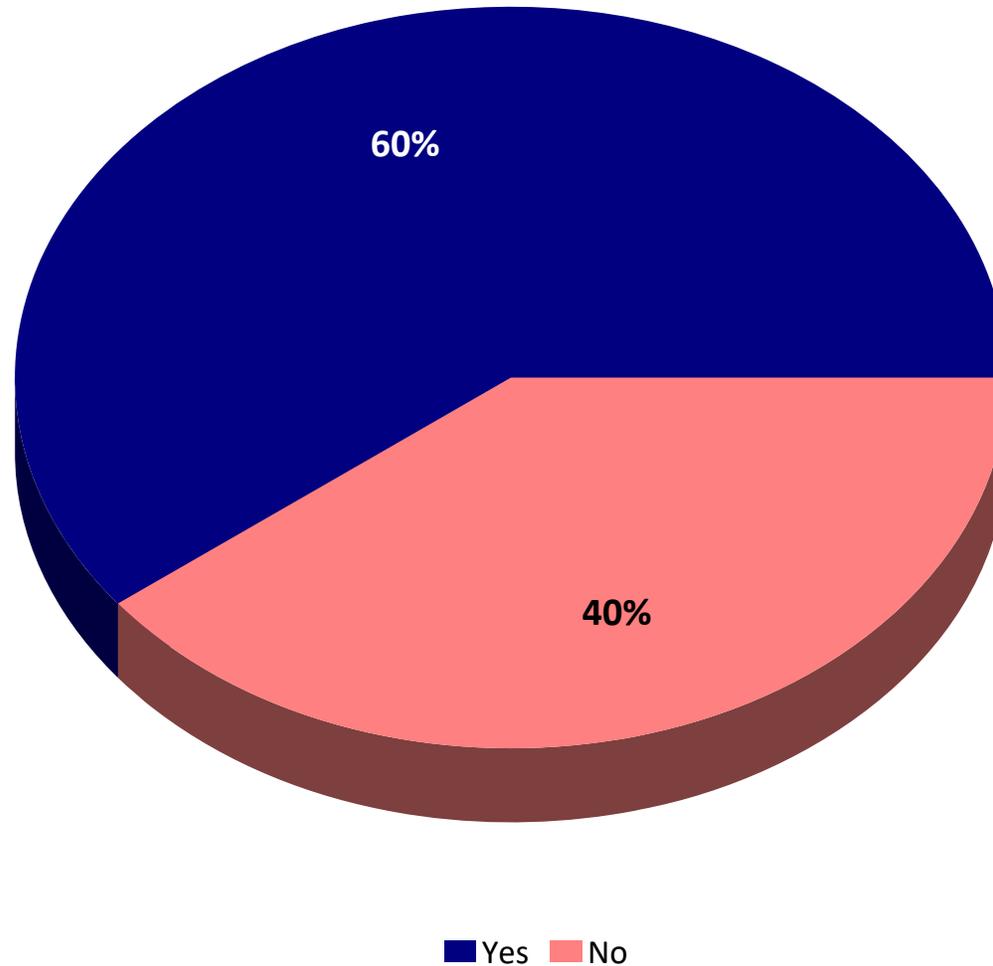
by percentage of respondents who are aware of the City's social media channels (multiple selections could be made)



Source: ETC Institute (2023)
ETC Institute (2023)

Q18. Have you visited the City's website (SugarLandTX.gov) during the past 6 months?

by percentage of respondents (excluding "not provided")

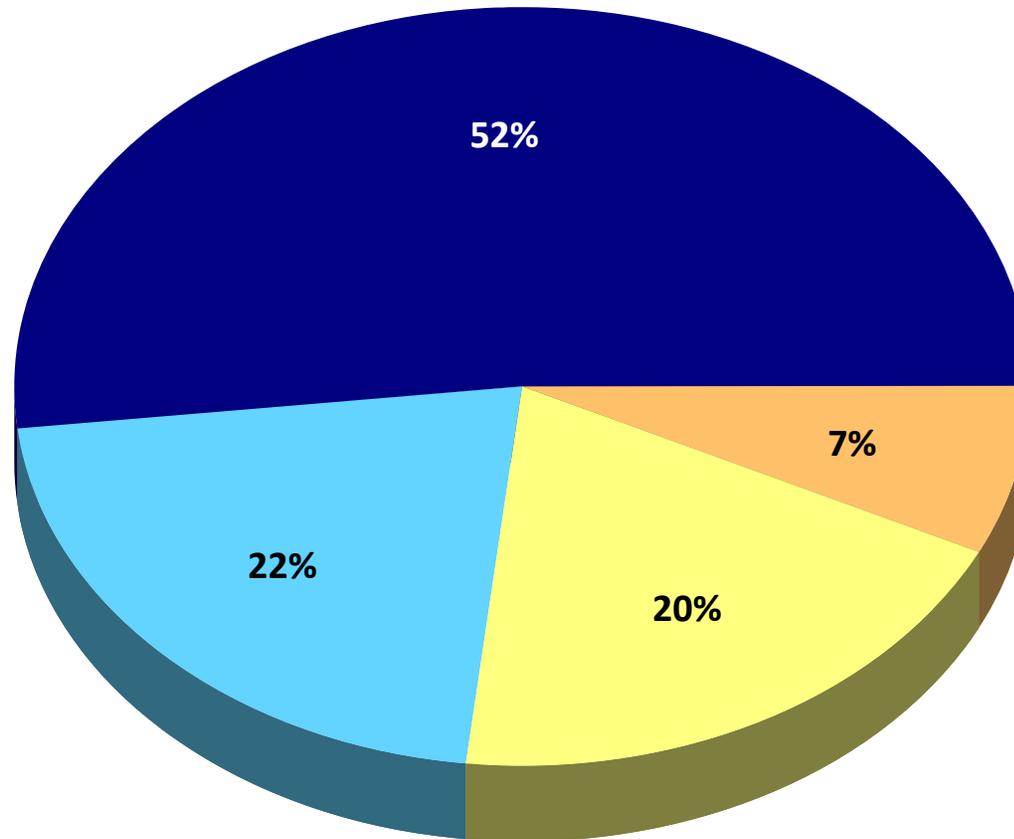


Source: ETC Institute (2023)

ETC Institute (2023)

Q18a. What was the reason for your most recent visit to the City's website?

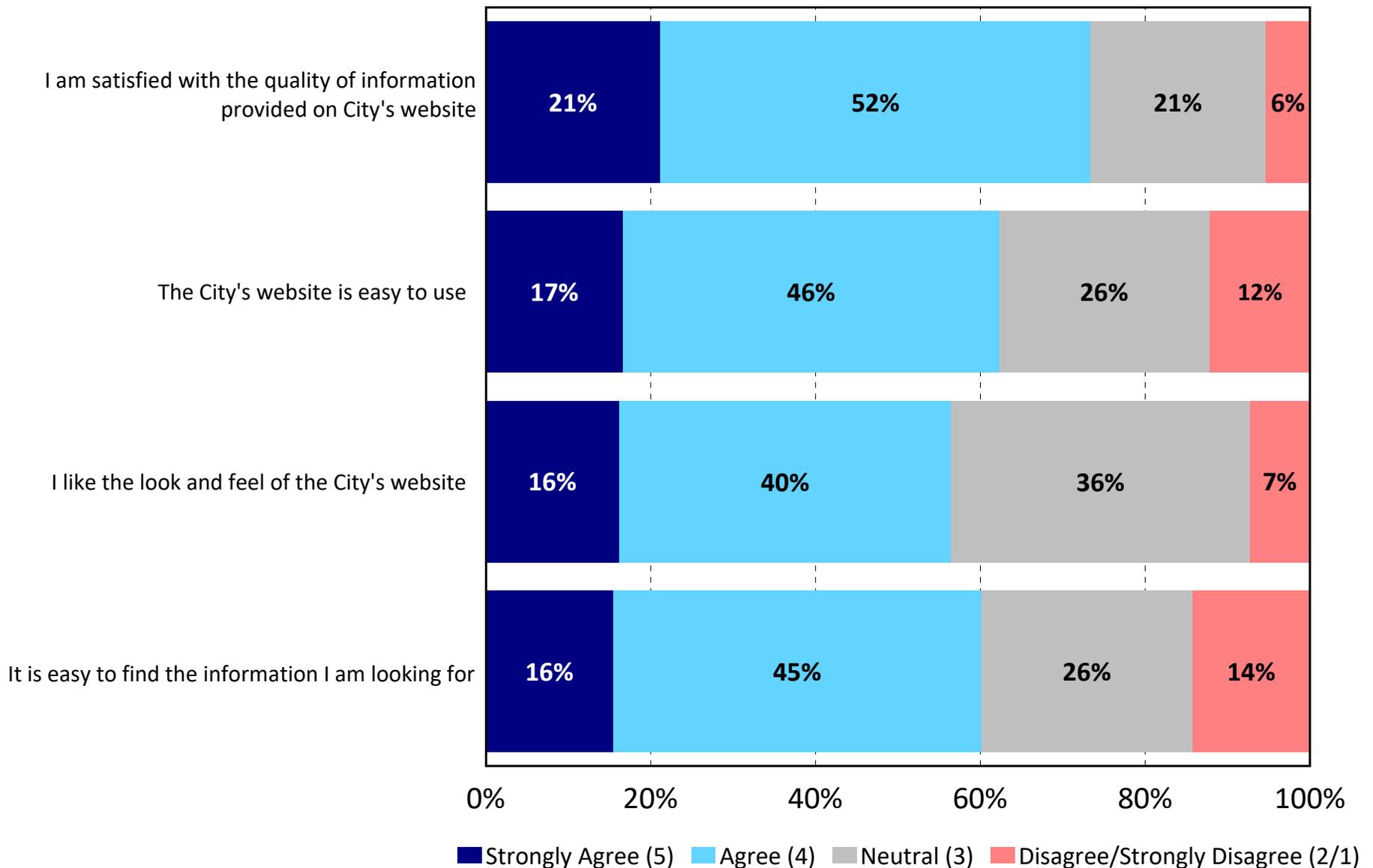
by percentage of respondents who visited the City's website in the past 6 months
(excluding "not provided")



- To understand a specific City service or program
- To look for general information about City
- To pay a bill, see adoptable pets
- Other

Q18b. Agreement with Various Statements About the City's Website

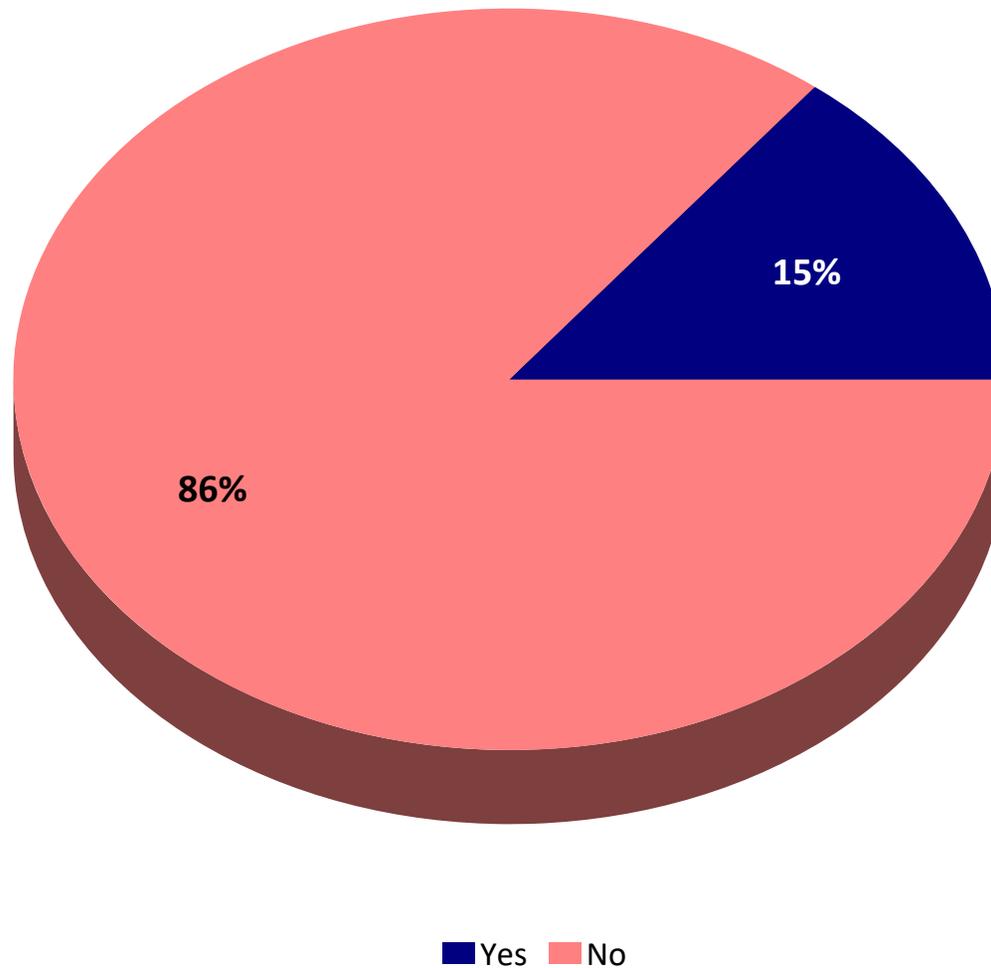
by percentage of respondents who visited the City's website in the past 6 months
(excluding "don't know")



Source: ETC Institute (2023)
ETC Institute (2023)

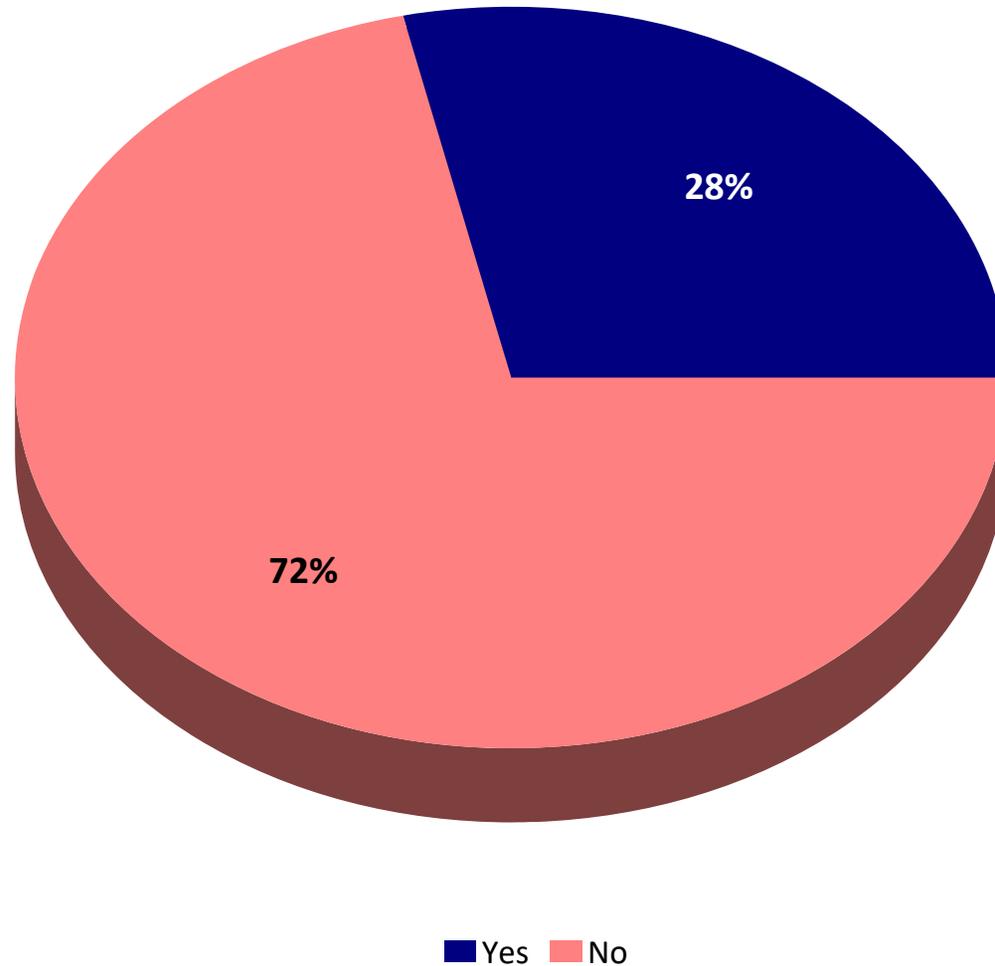
Q18c. Do you ever watch the City's online broadcast of City Council or Planning/Zoning Commission meetings?

by percentage of respondents who visited the City's website in the past 6 months
(excluding "not provided")



Q19. Have you contacted your city government with a question, problem, complaint, or to request service during the past year?

by percentage of respondents

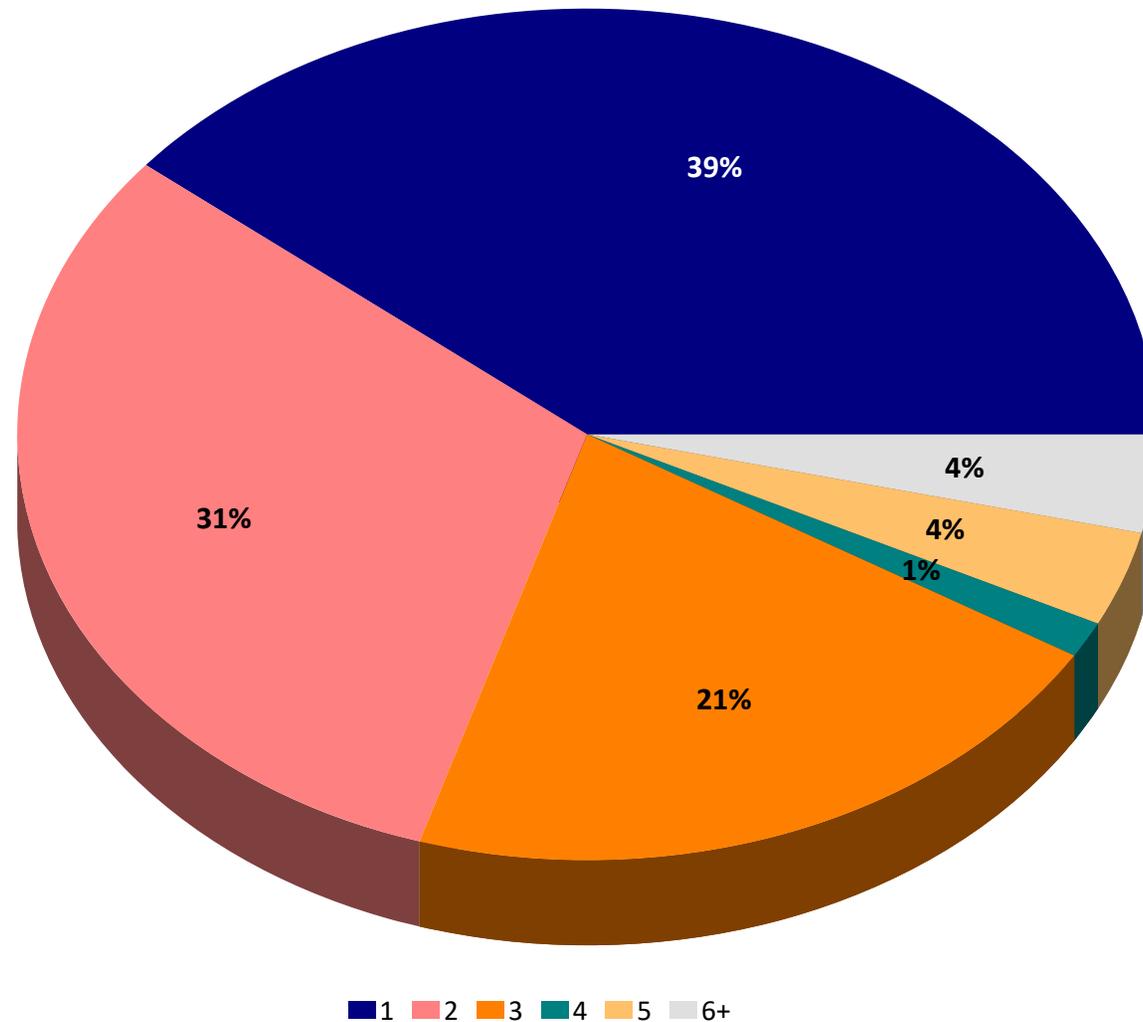


Source: ETC Institute (2023)

ETC Institute (2023)

Q19a. How many times have you contacted the city during the past year?

by percentage of respondents who contacted the City in the past year
(excluding "not provided")

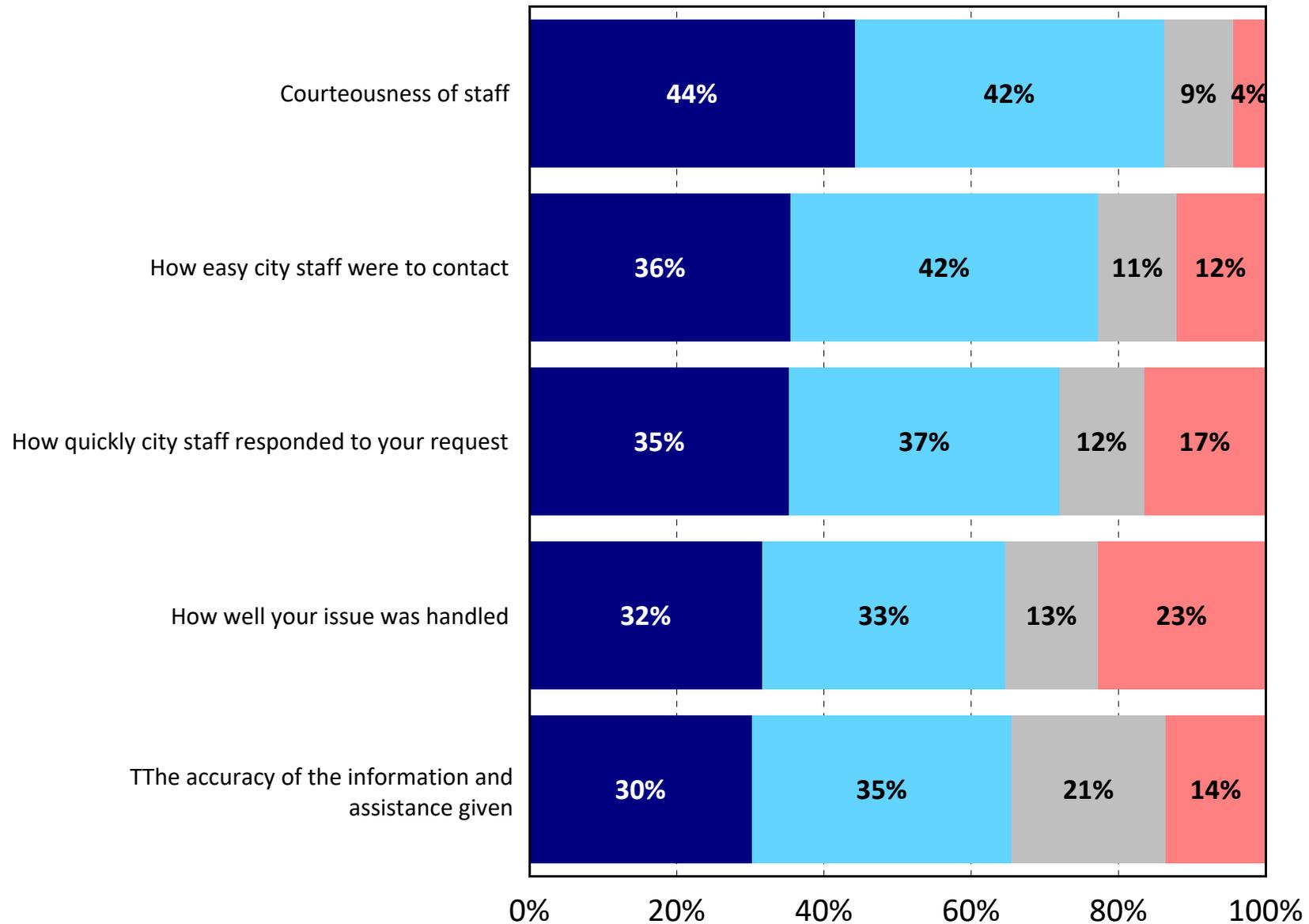


Source: ETC Institute (2023)

ETC Institute (2023)

Q19b. Overall Satisfaction with City Employees

by percentage of respondents who contacted the City in the past year (excluding "don't know")

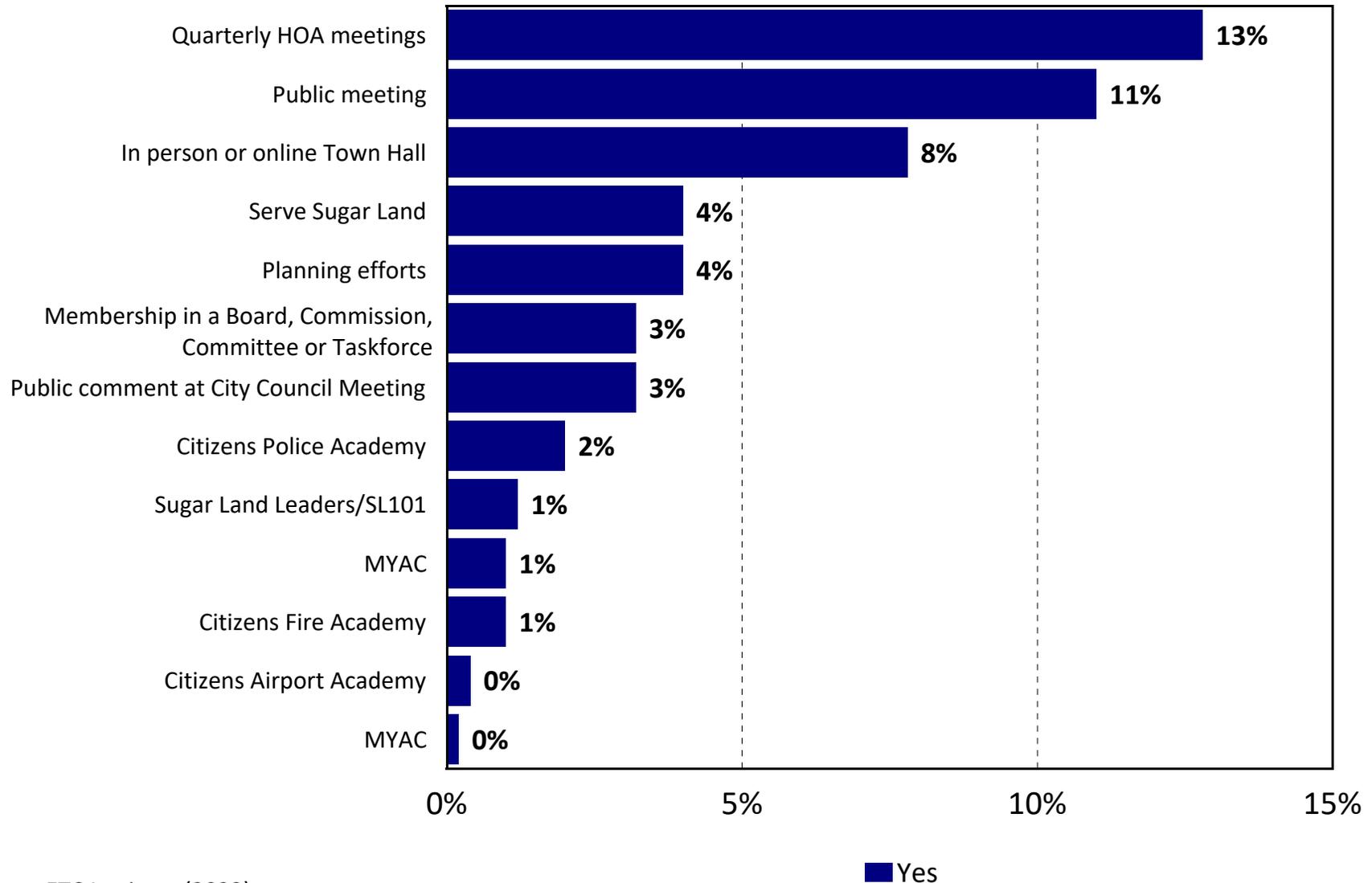


■ Very Satisfied (5)
 ■ Satisfied (4)
 ■ Neutral (3)
 ■ Dissatisfied/Very Dissatisfied (2/1)

Source: ETC Institute (2023)
ETC Institute (2023)

Q20-1. Have you participated in any of the following programs/activities during the past 2 years?

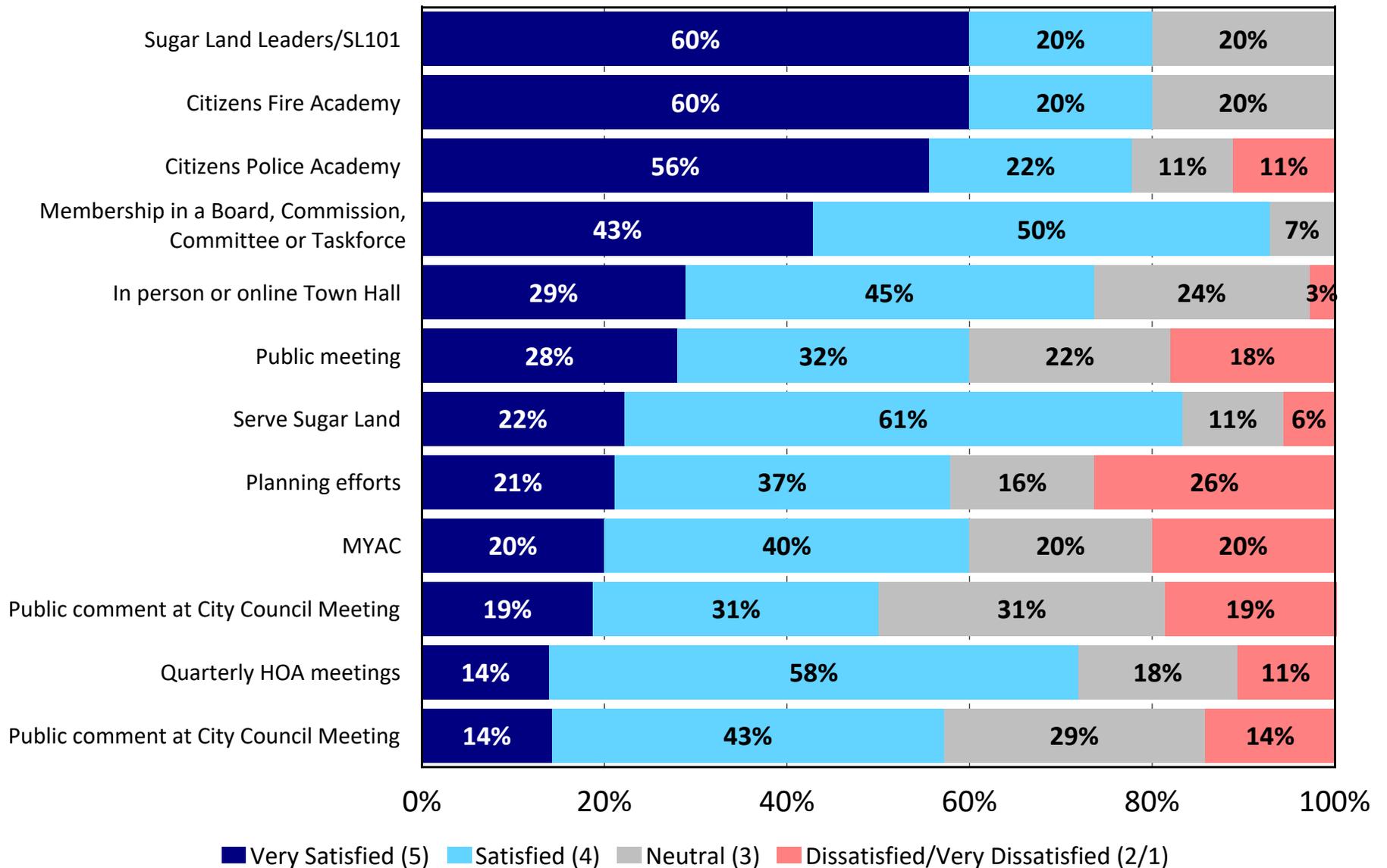
by percentage of respondents who answered "yes"



Source: ETC Institute (2023)
ETC Institute (2023)

Q20-2. Satisfaction with Programs/Activities in Which Respondents Have Participated

by percentage of respondents who participated in the program/activity in the past 2 years (excluding “don’t know”)

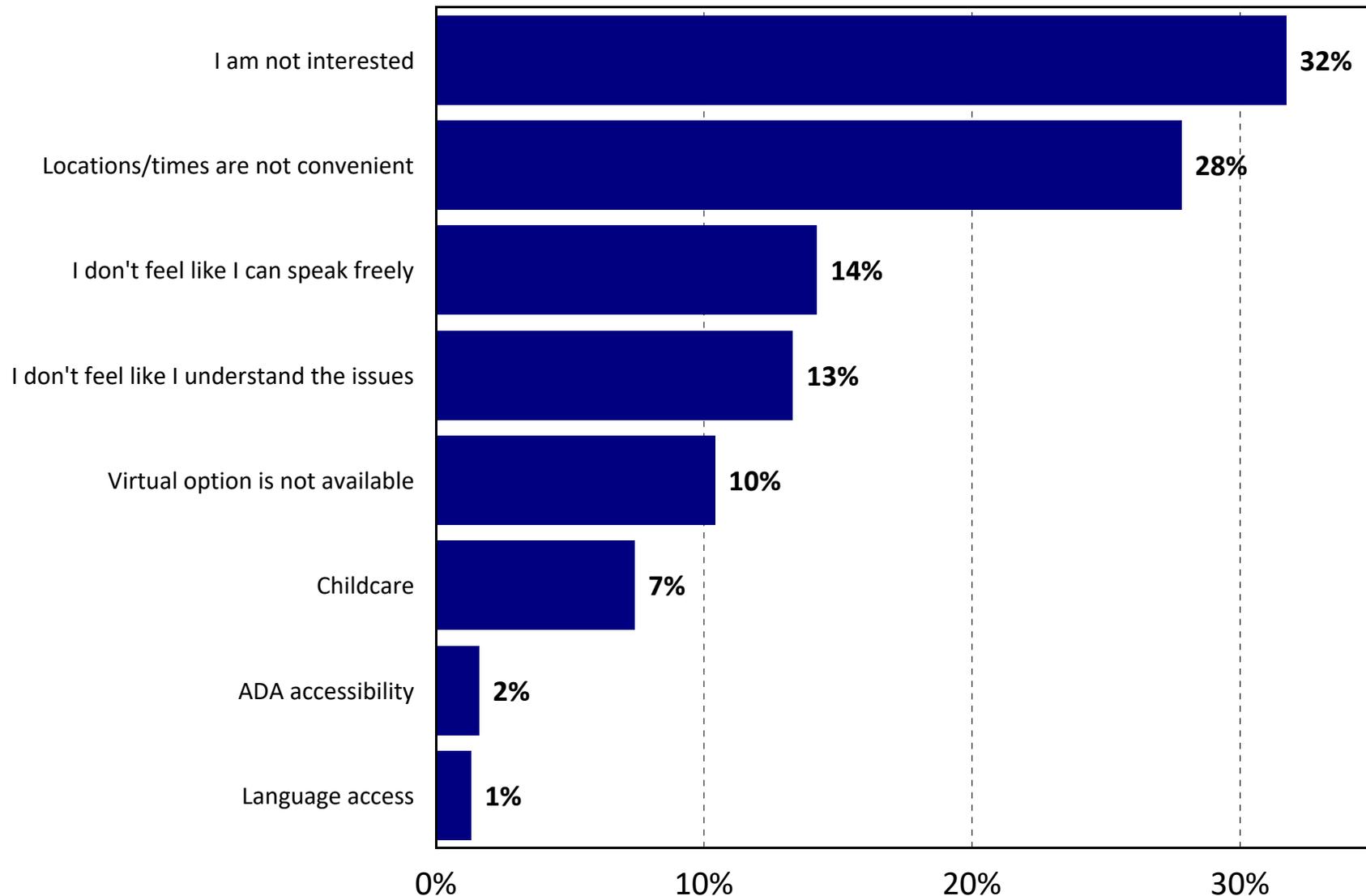


Source: ETC Institute (2023)

ETC Institute (2023)

Q21. Difficulties or Barriers That Keep Respondents from Participating in Activities and Programs

by percentage of respondents who indicated that difficulties/barriers prevent them from participating in activities/programs (multiple selections could be made)

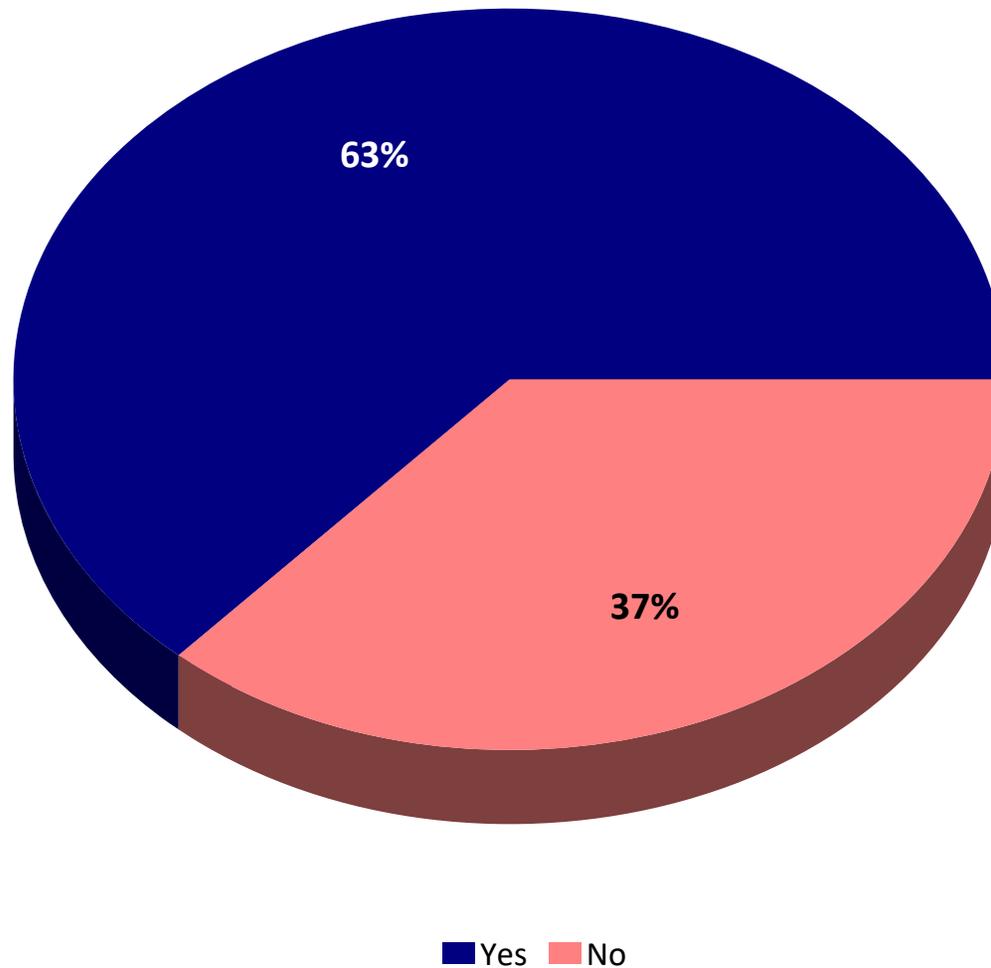


Source: ETC Institute (2023)

ETC Institute (2023)

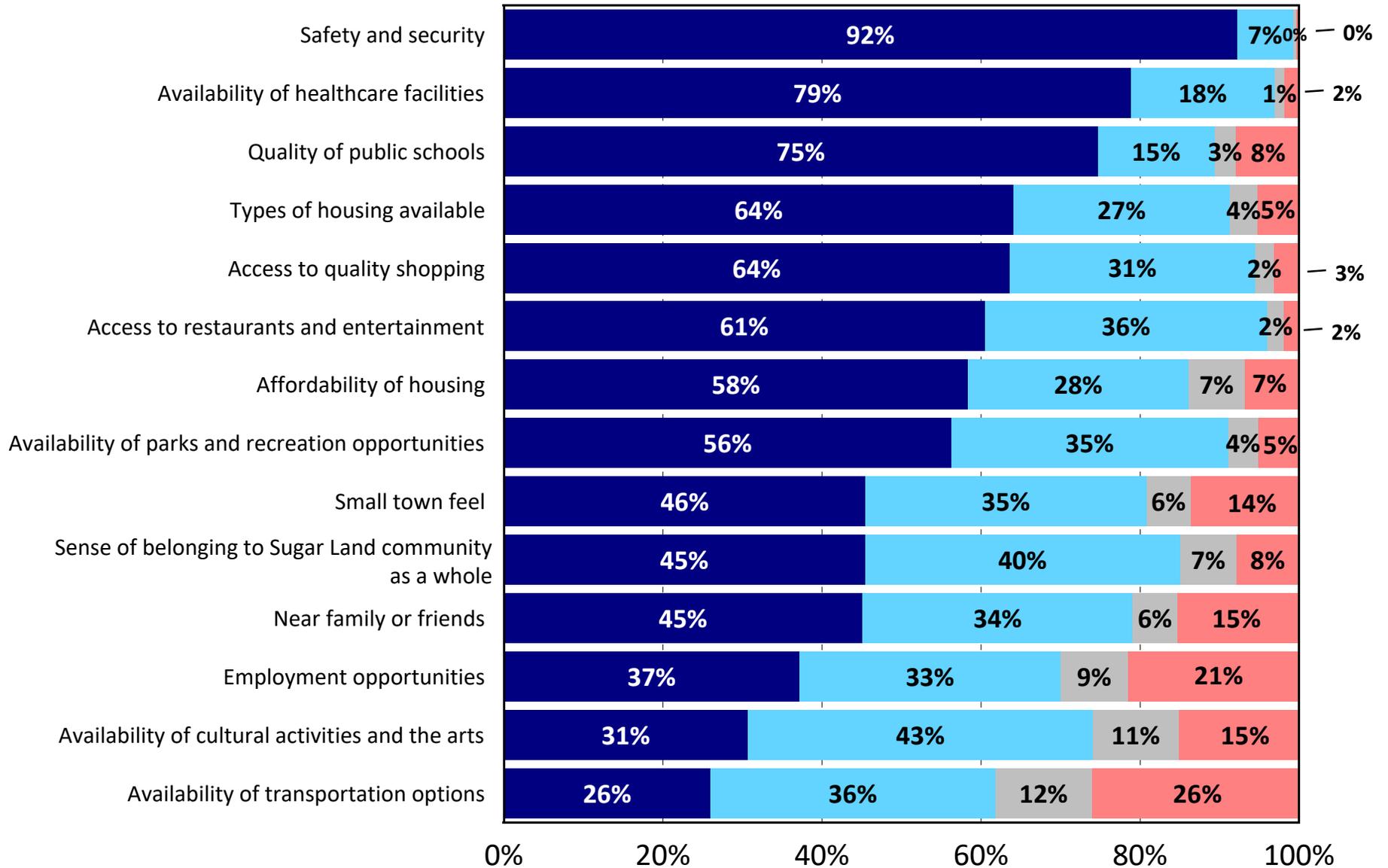
Q22. If the difficulties/barriers were eliminated or reduced, would you be more likely to participate?

by percentage of respondents who indicated that difficulties/barriers prevent them from participating in activities/programs (excluding "don't know")



Q23. Importance of Various Reasons to Live in Sugar Land

by percentage of households (Excluding "Don't Know")



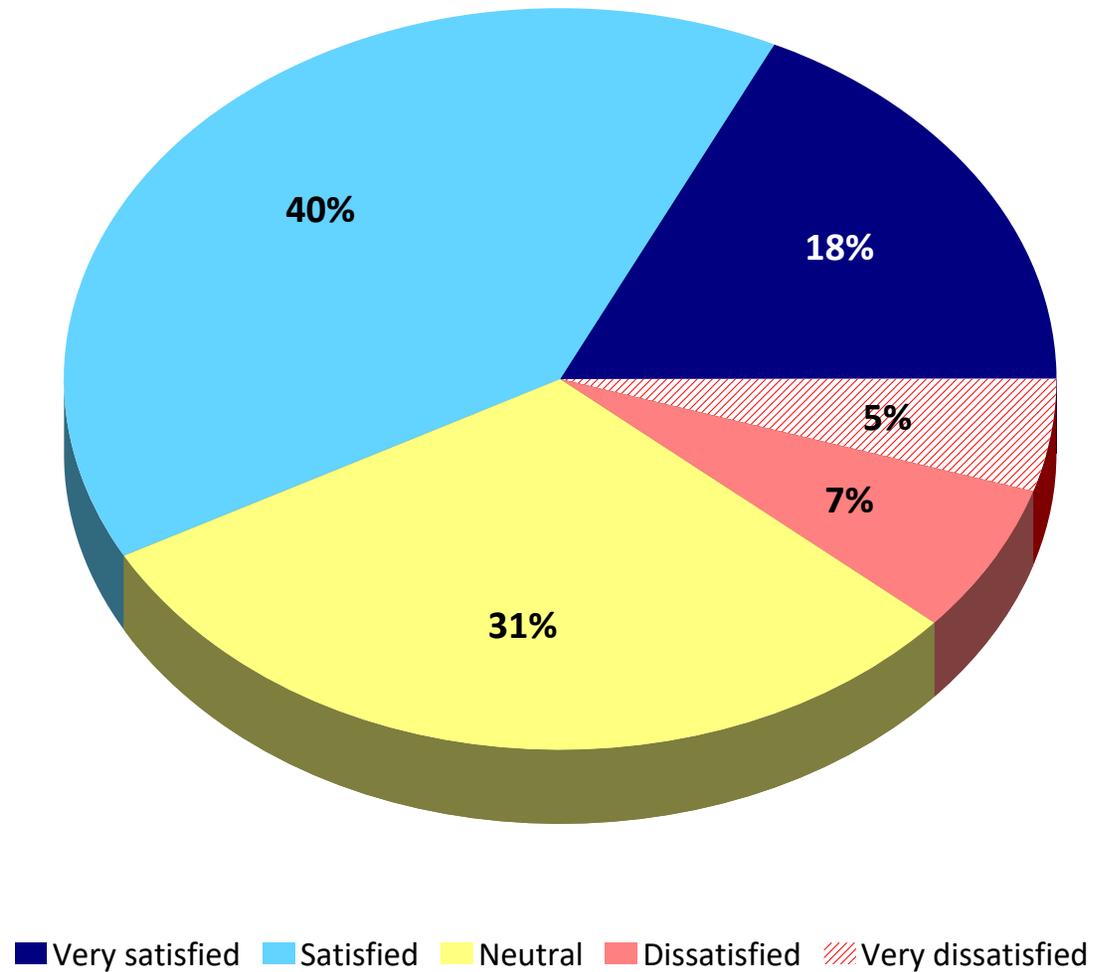
Source: ETC Institute (2023)

ETC Institute (2023)

Very Important (4) Somewhat Important (3) Not Sure (2) Not Important (1)

Q25. Overall, how satisfied are you with how well decision-makers listen to community input?

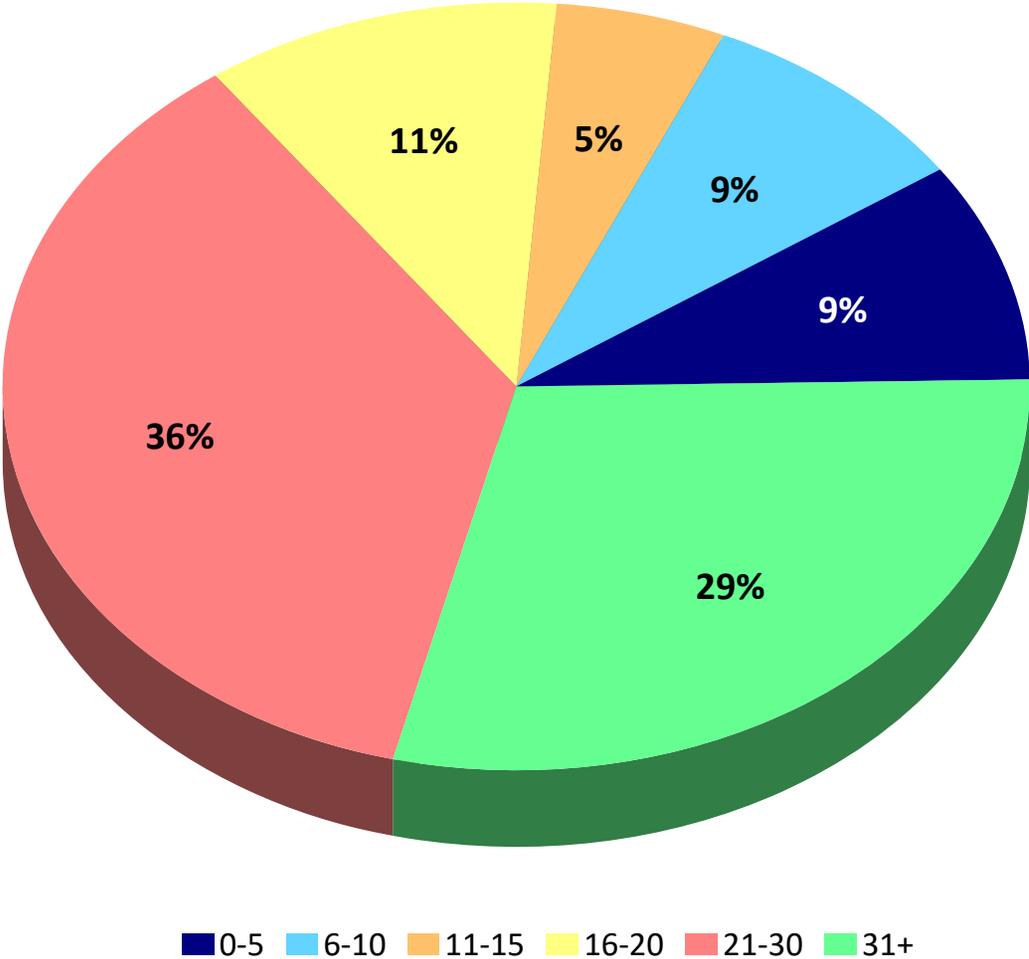
by percentage of respondents (excluding "don't know")



Demographics

Q27. Demographics: Approximately how many years have you lived in Sugar Land?

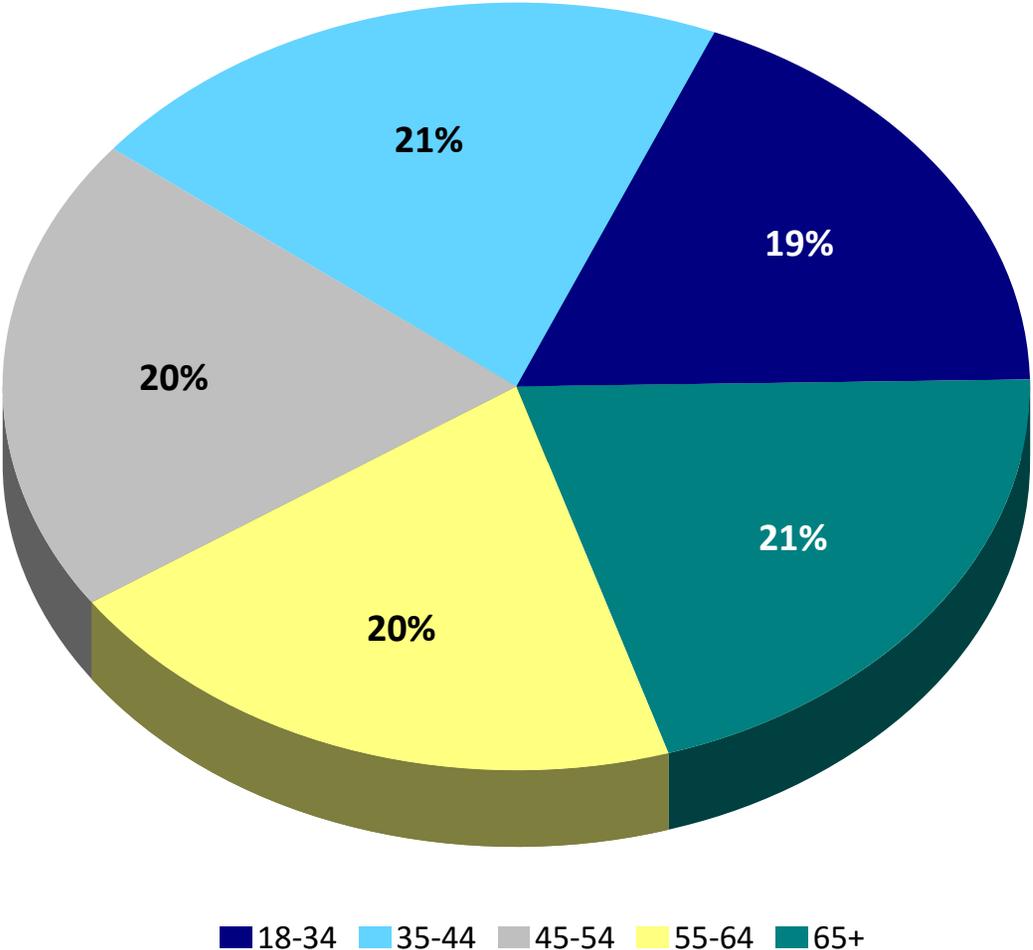
by percentage of respondents



Source: ETC Institute (2023)
ETC Institute (2023)

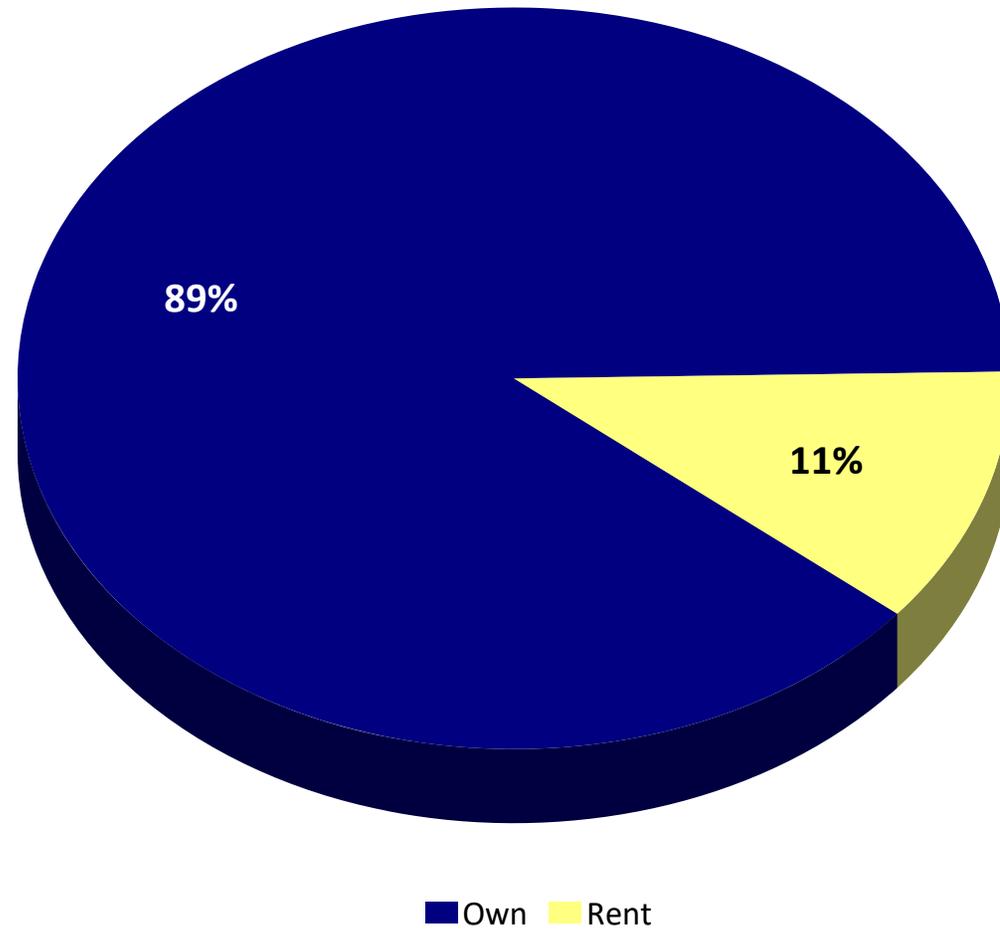
Q28. Demographics: What is your age?

by percentage of respondents

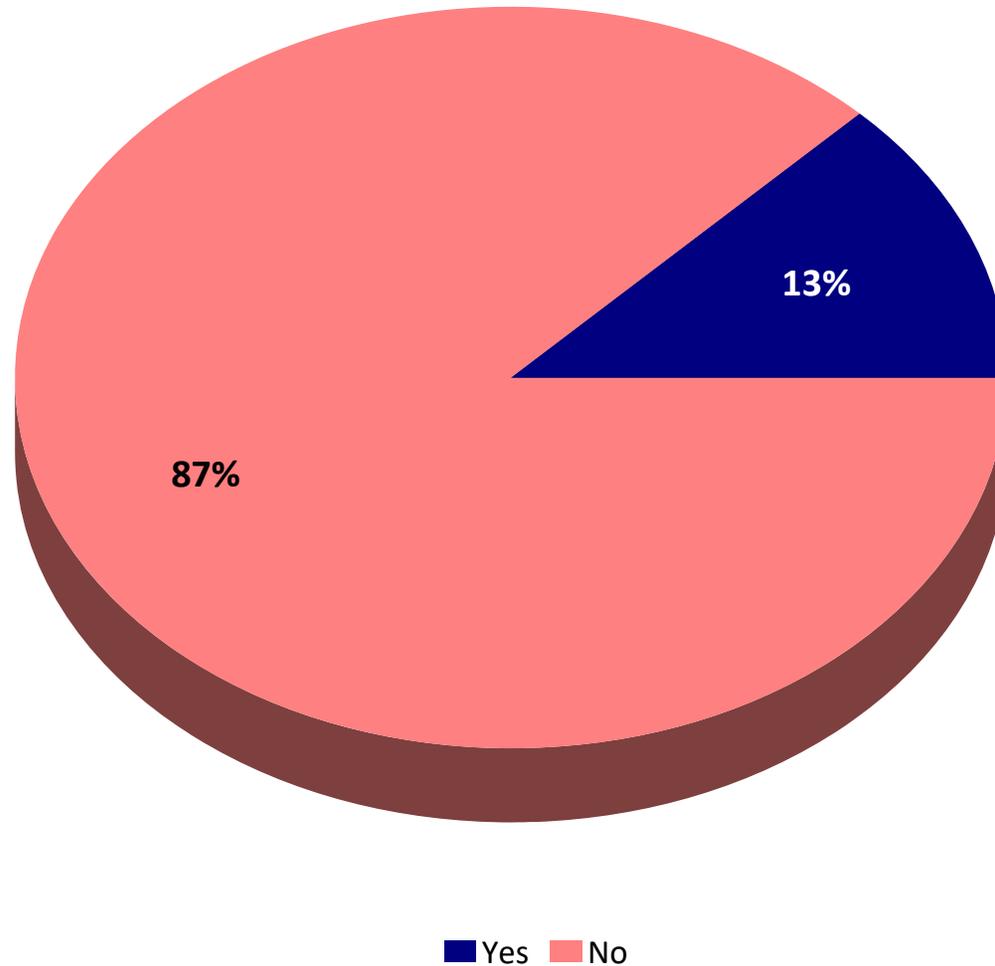


Source: ETC Institute (2023)
ETC Institute (2023)

Q29. Demographics: Do you own or rent your current residence? by percentage of respondents

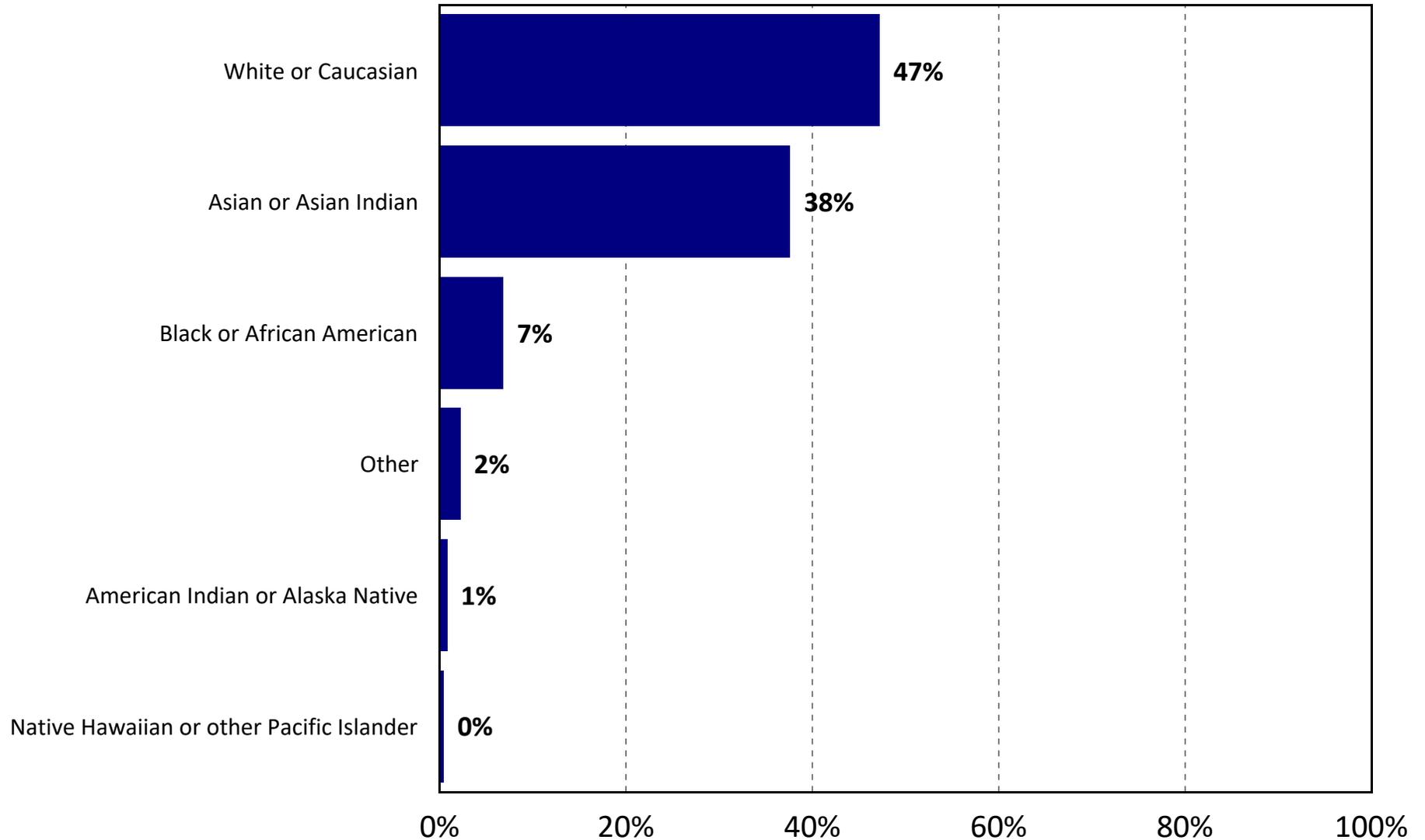


Q30. Demographics: Are you or other members of your household of Hispanic or Latino Ancestry? by percentage of respondents



Q30. Demographics: Which of the following best describes your race/ethnicity?

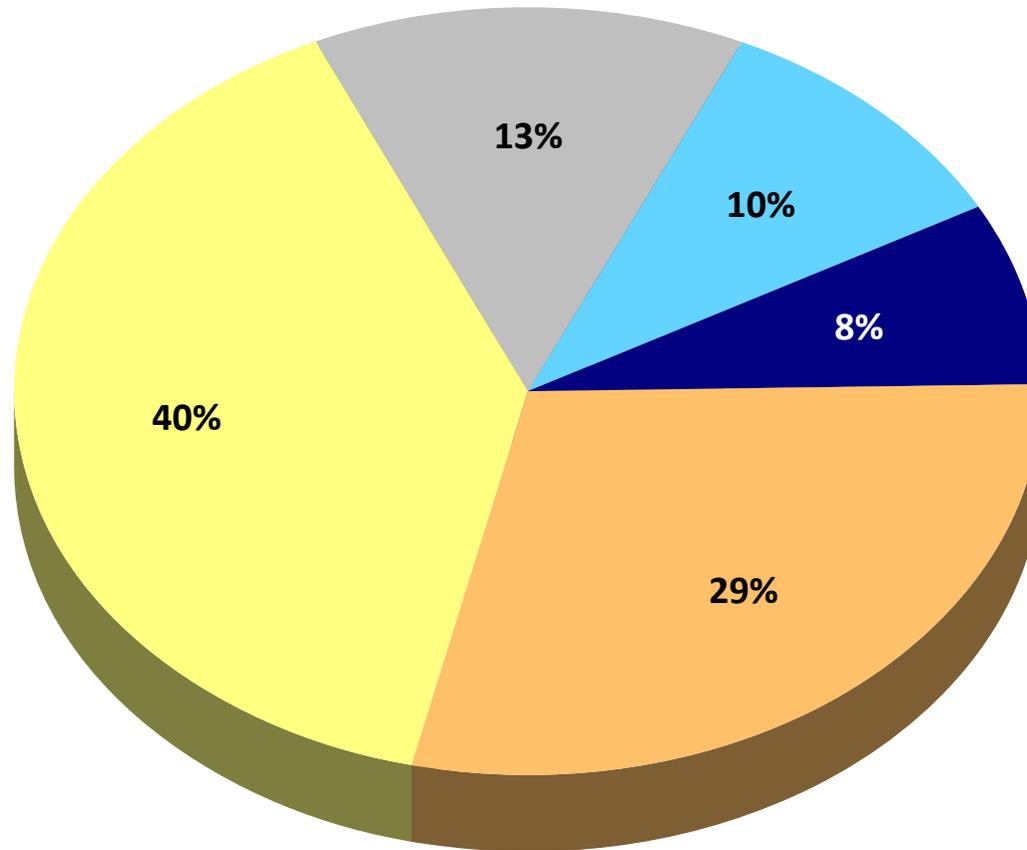
by percentage of households (Excluding "Don't Know")



Source: ETC Institute (2023)
ETC Institute (2023)

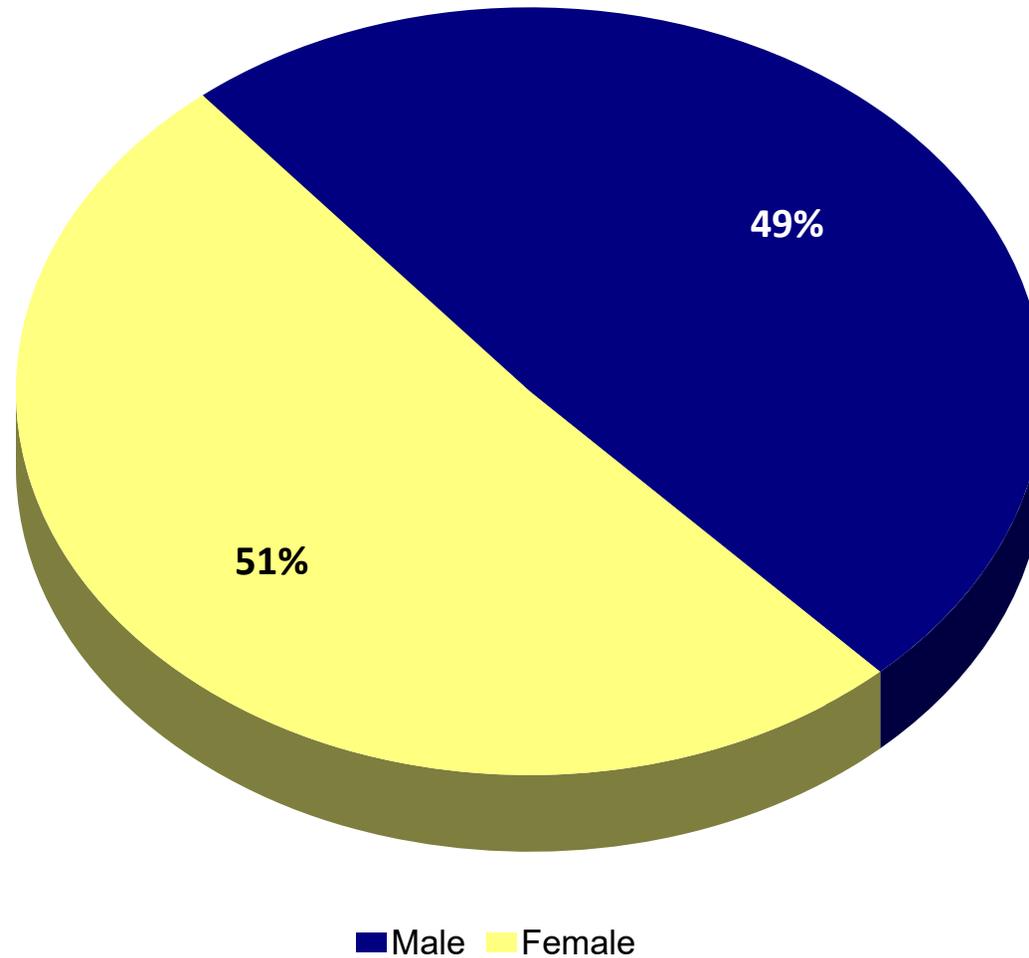
Q32. Demographics: Would you say your total household income is:

by percentage of respondents



■ Under \$30K ■ \$30K to \$59,999 ■ \$60K to \$99,999 ■ \$100K+ ■ Prefer not to respond

Q33. Demographics: Your gender: by percentage of respondents

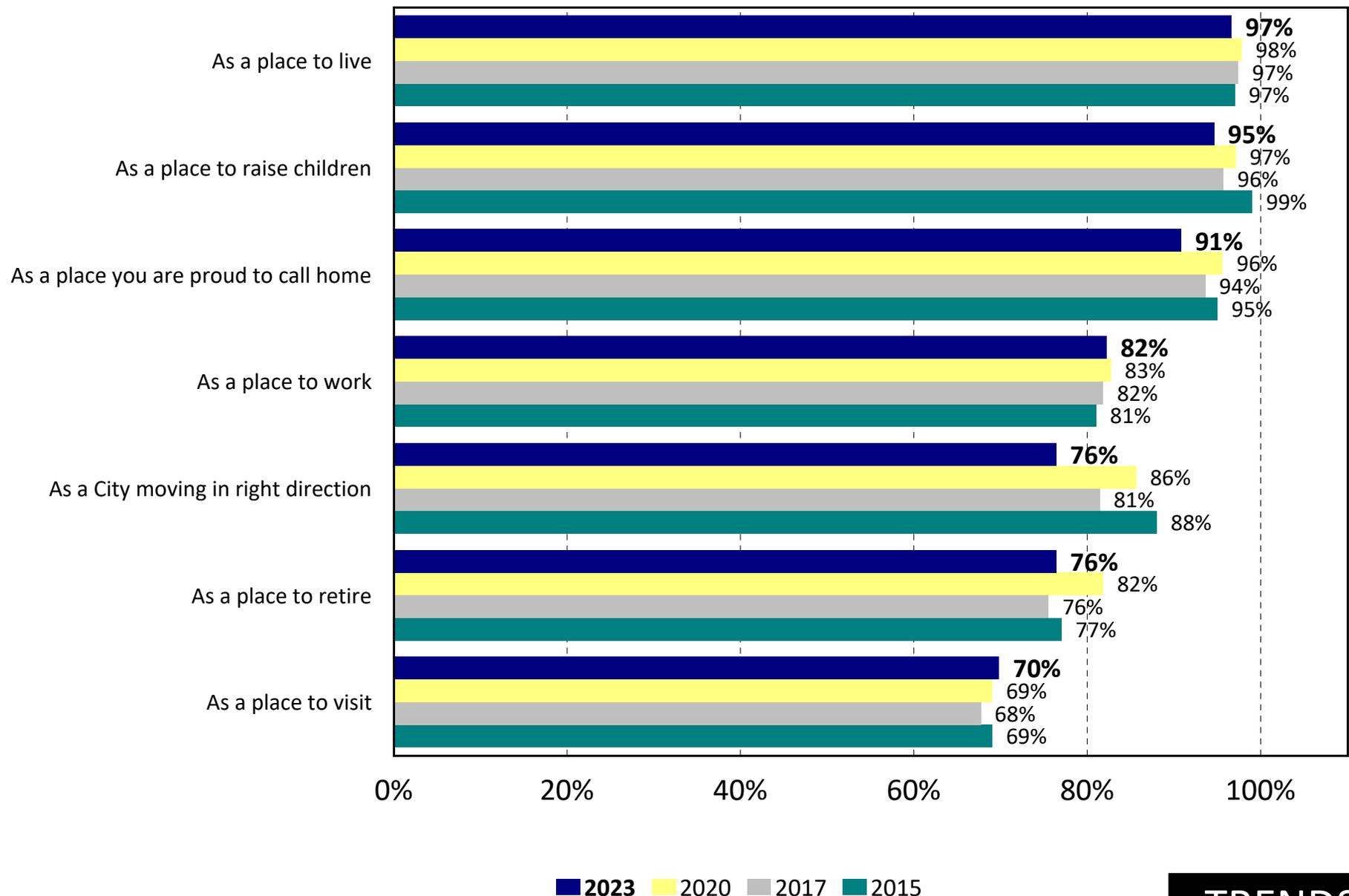


3

Trends

Q1. Rating Sugar Land with Regard to Each of the Following:

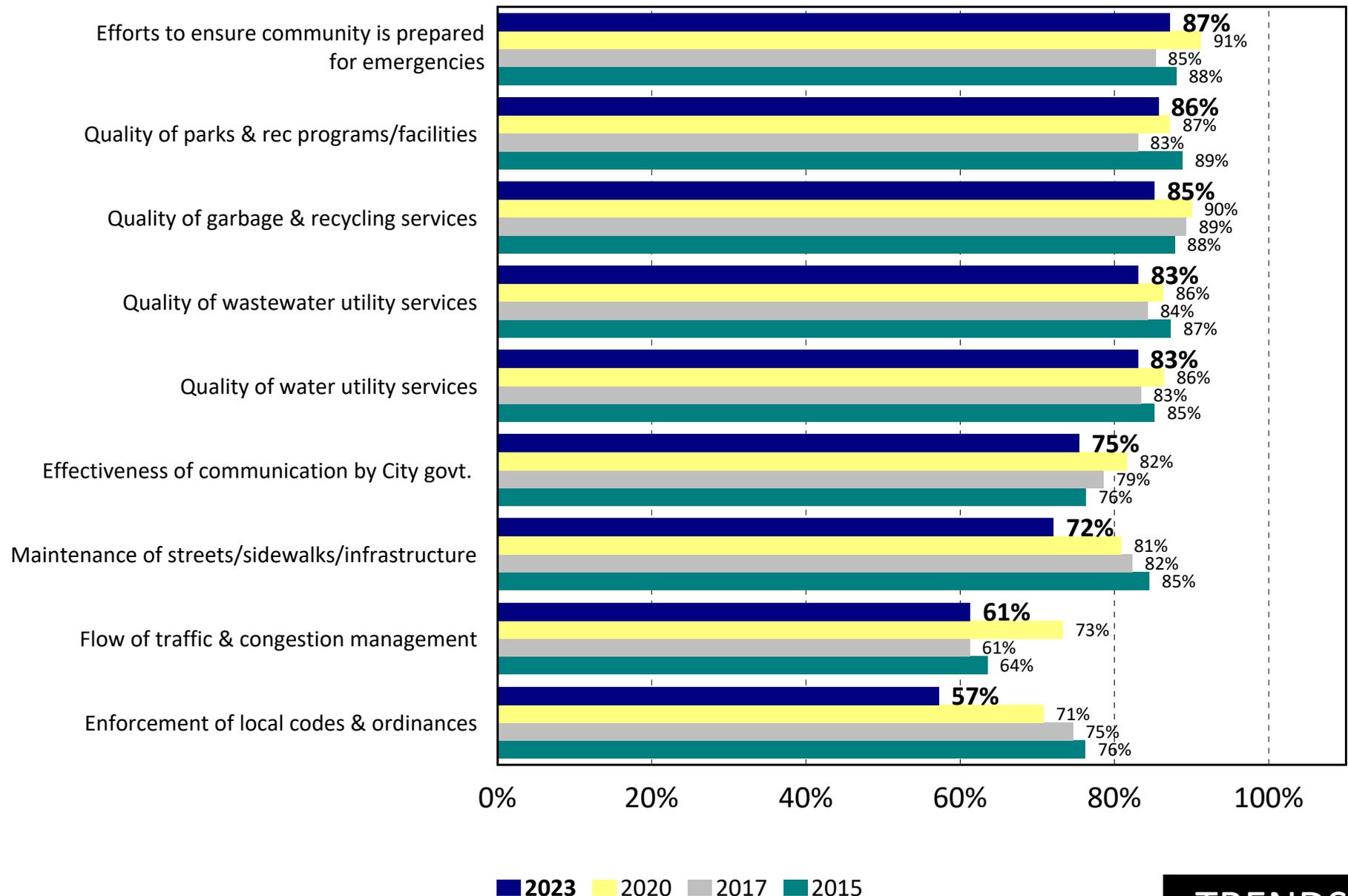
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q2. Overall Satisfaction with Major Categories of Service

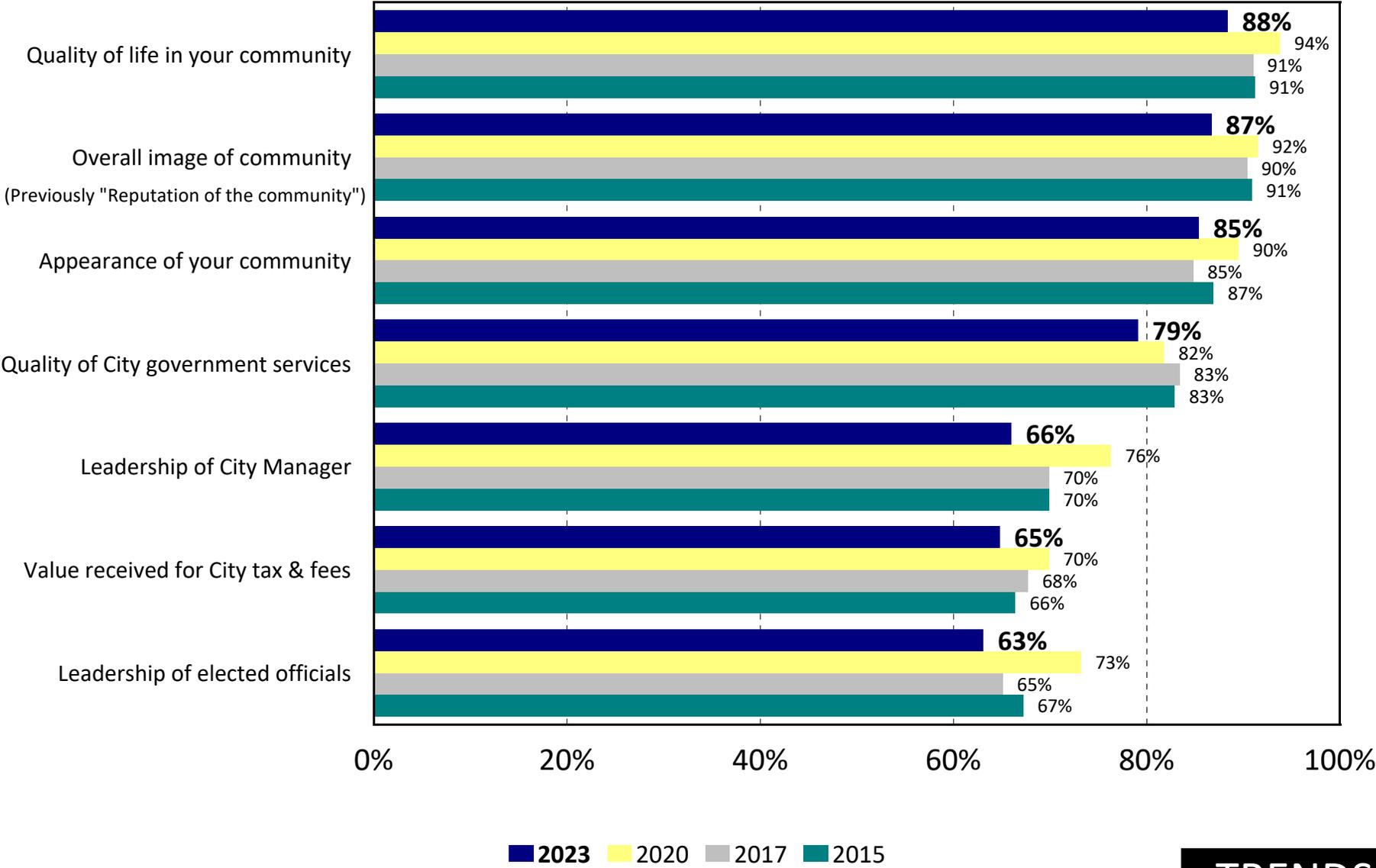
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q4. Overall Satisfaction with Items that Influence Your Perception of the Community

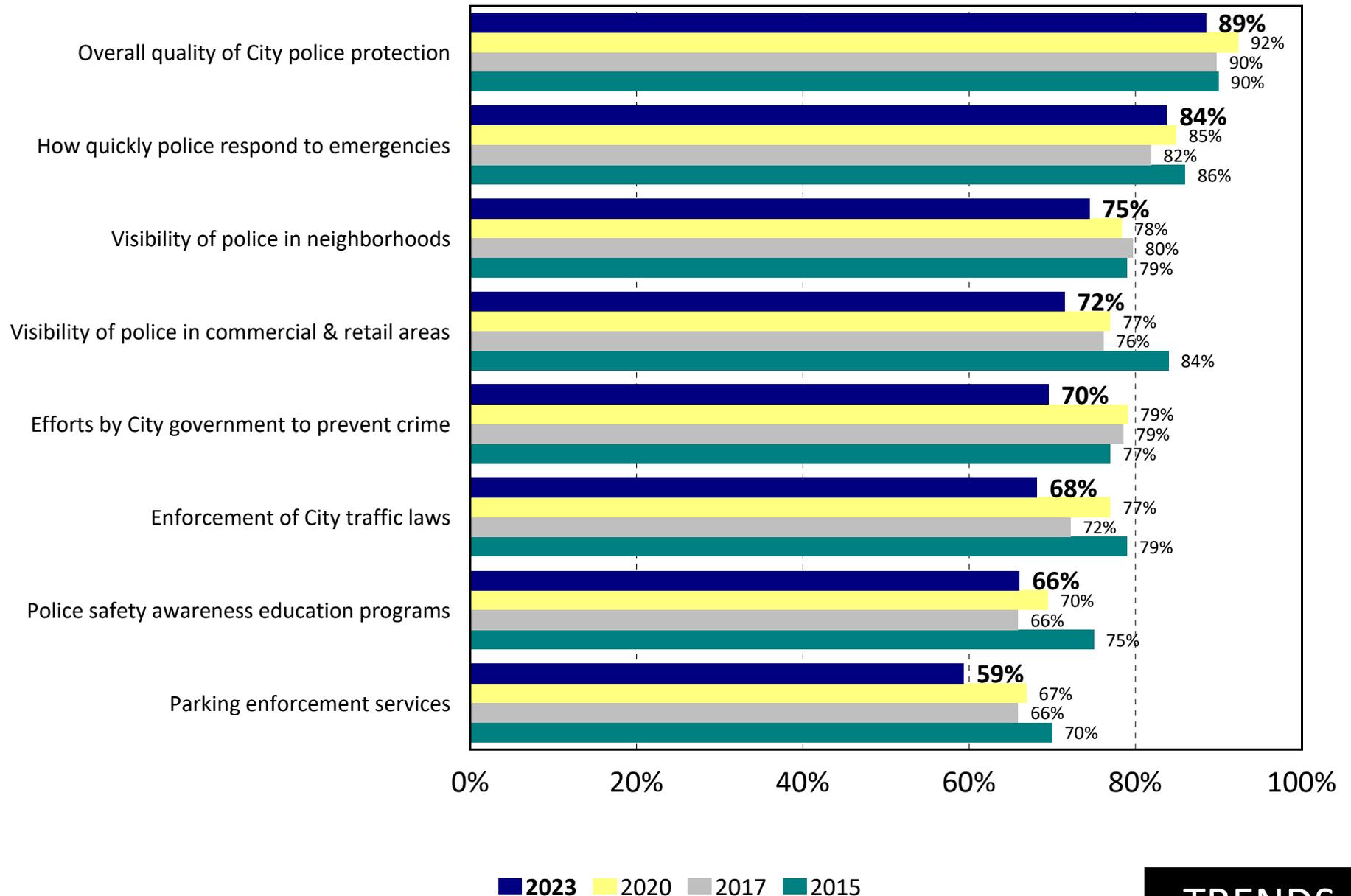
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q5-1. Overall Satisfaction with Police Services

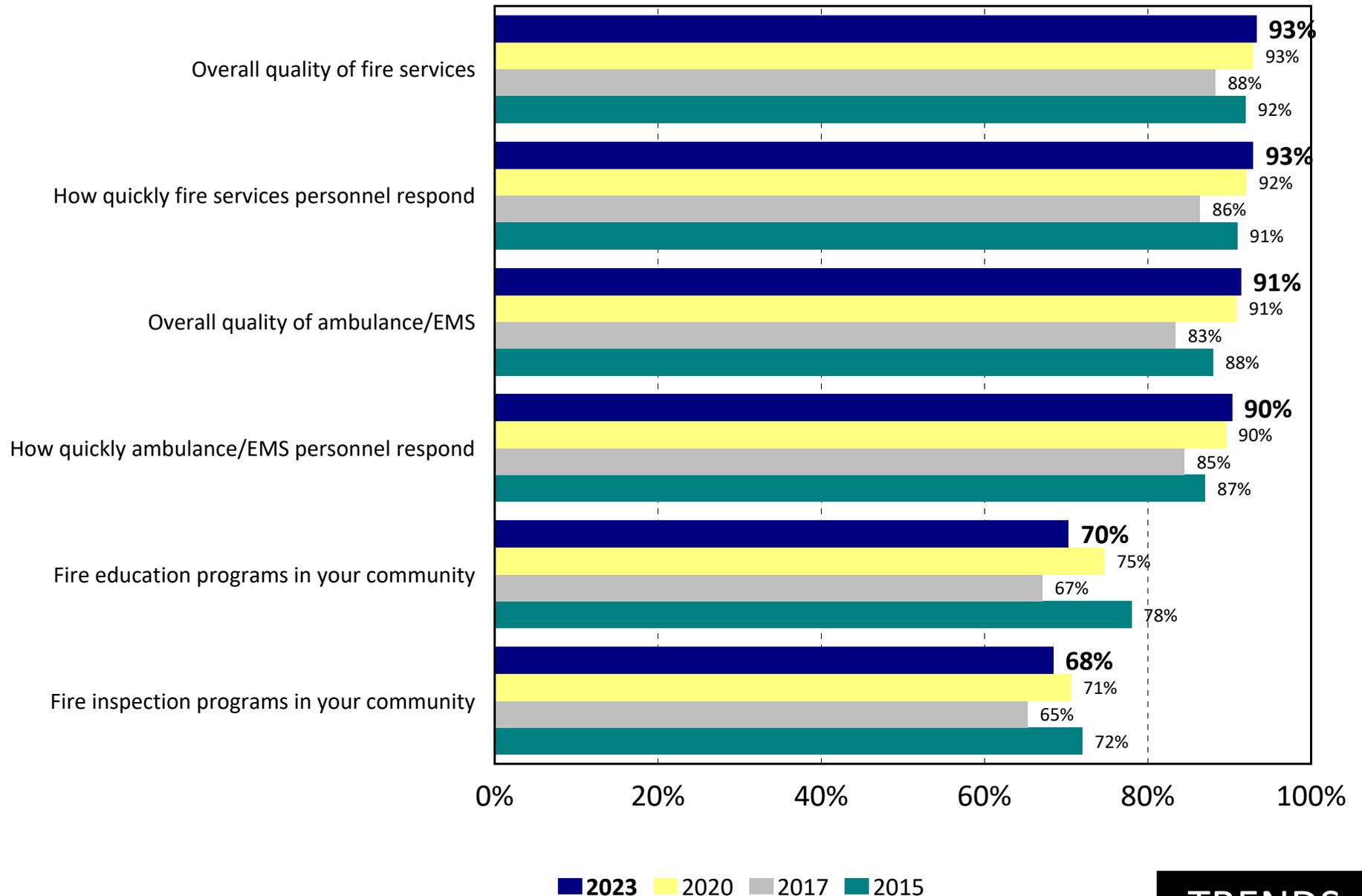
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q5-2. Overall Satisfaction with Fire/EMS Services

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")

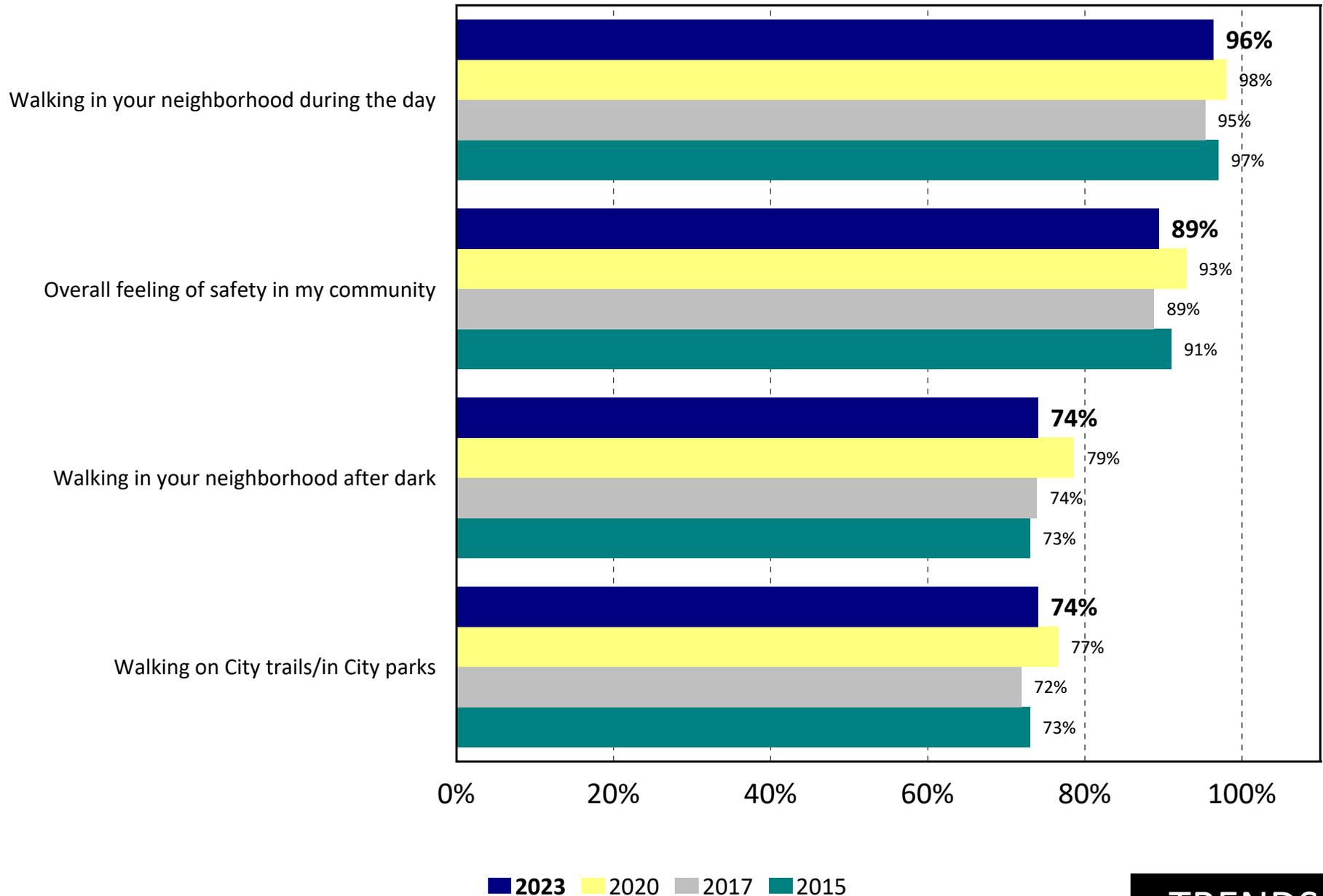


Source: ETC Institute (2023)
ETC Institute (2023)

TRENDS

Q7. Feeling of Safety in Various Situations

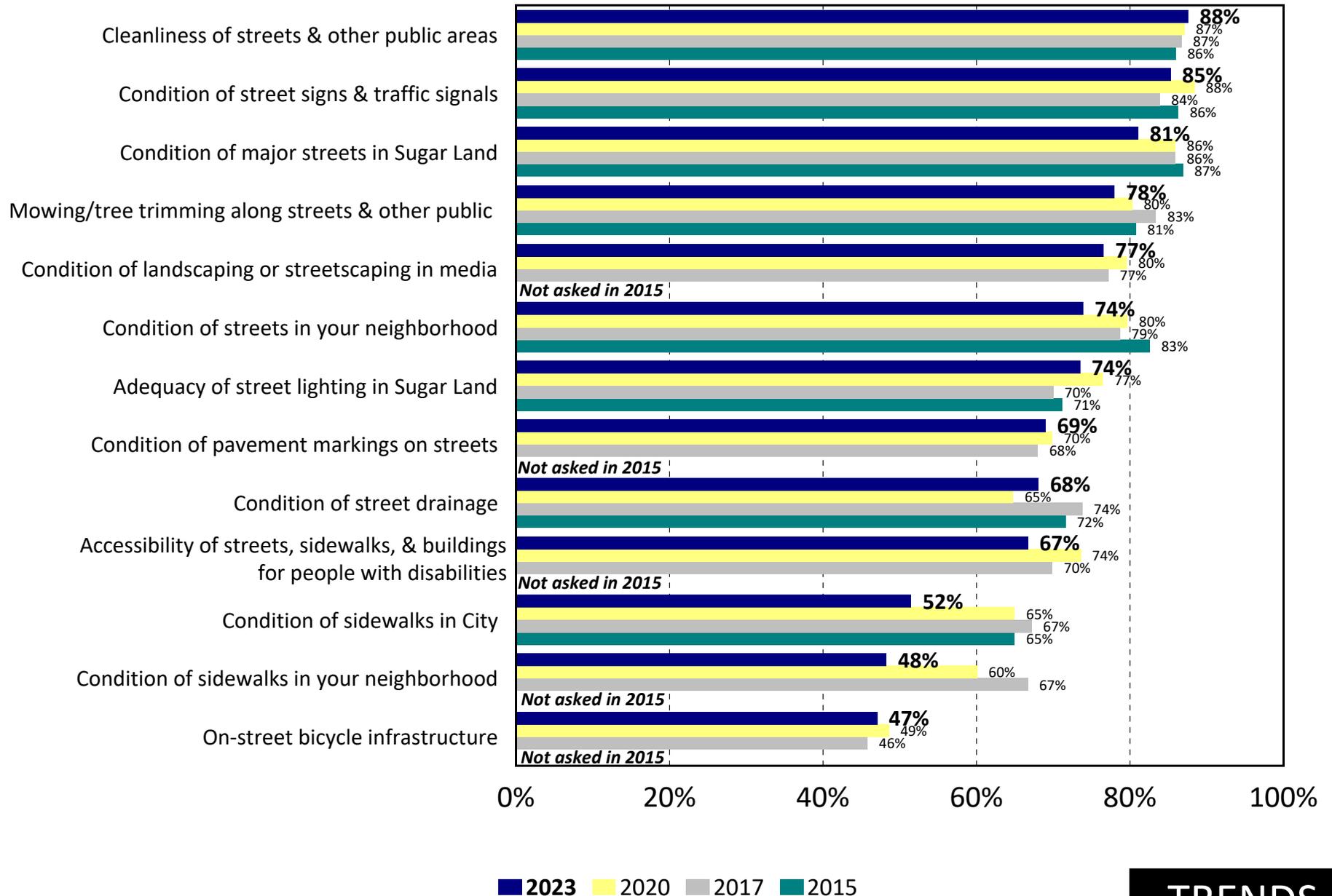
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q8-1. Overall Satisfaction with Public Works

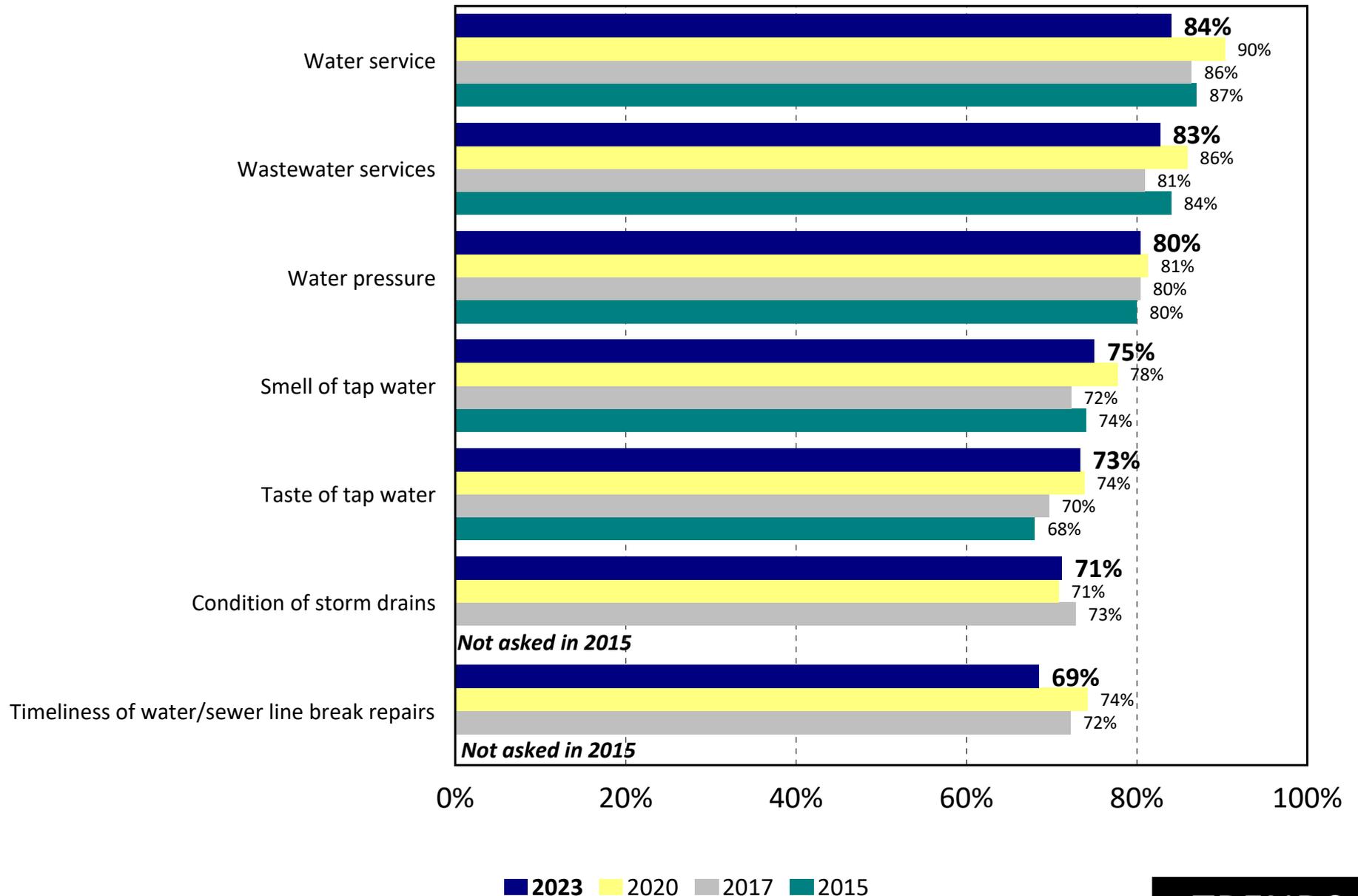
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q8-2. Overall Satisfaction with Utility Services

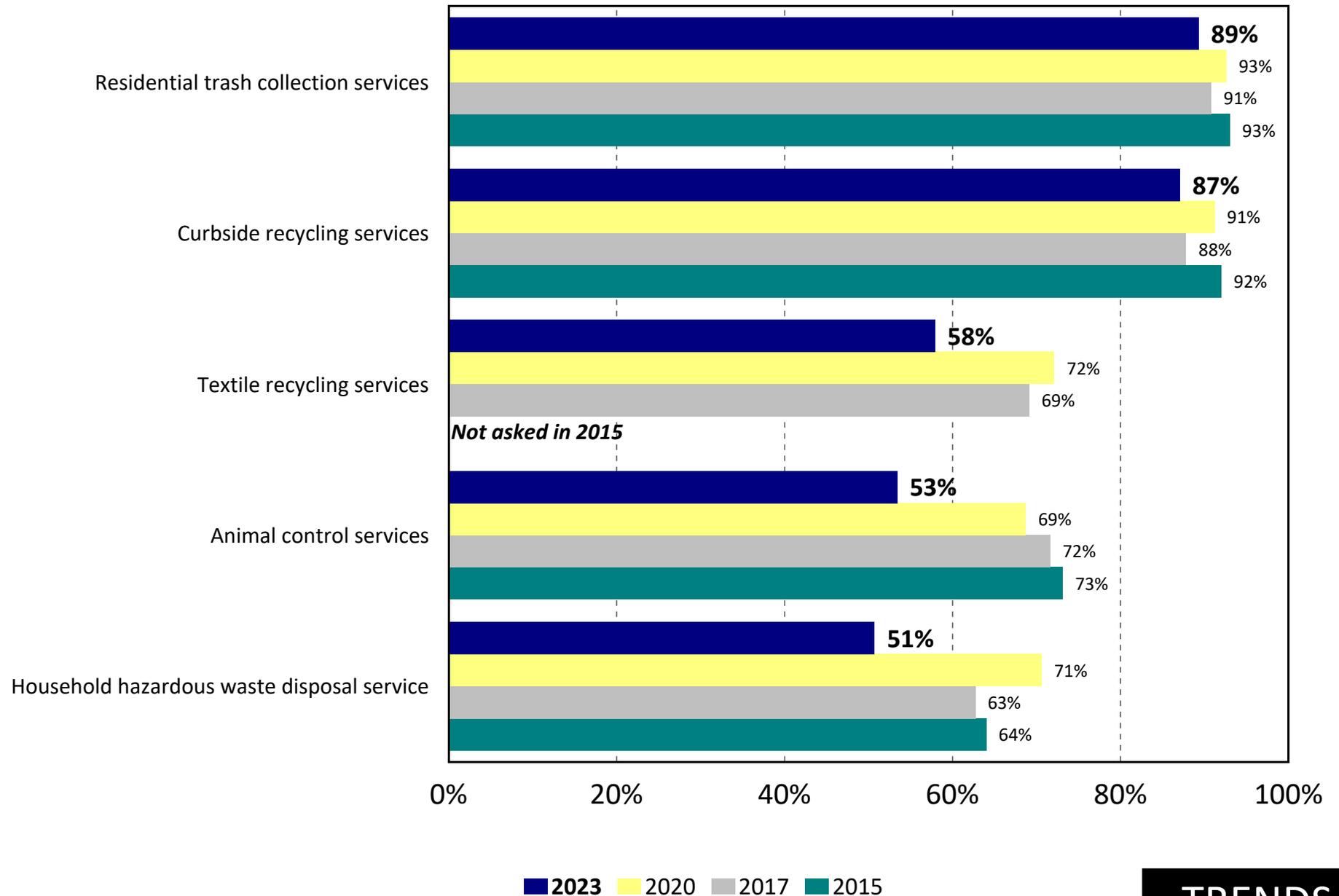
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q10. Overall Satisfaction with Environmental & Neighborhood Services

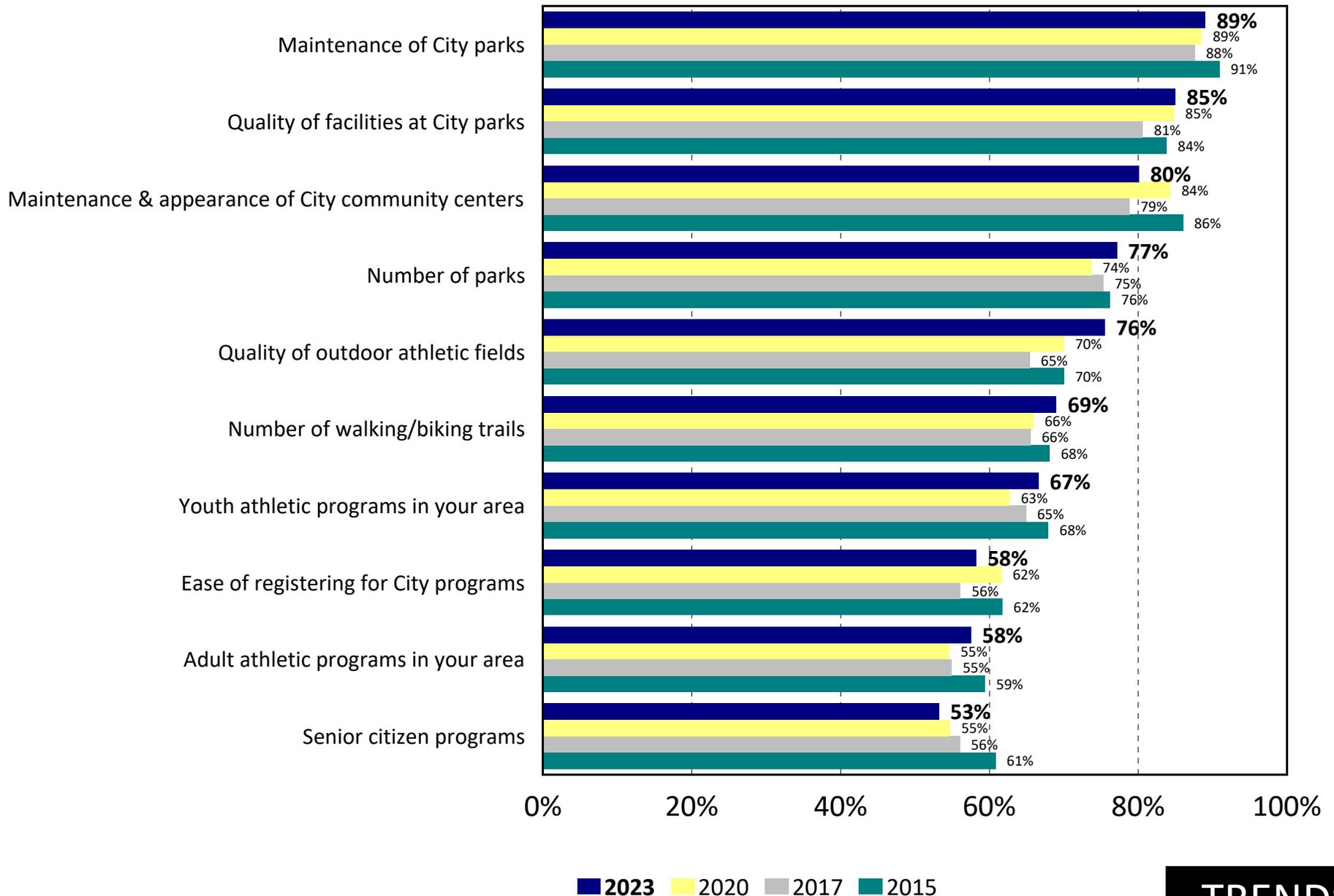
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q12. Overall Satisfaction with Parks and Recreation

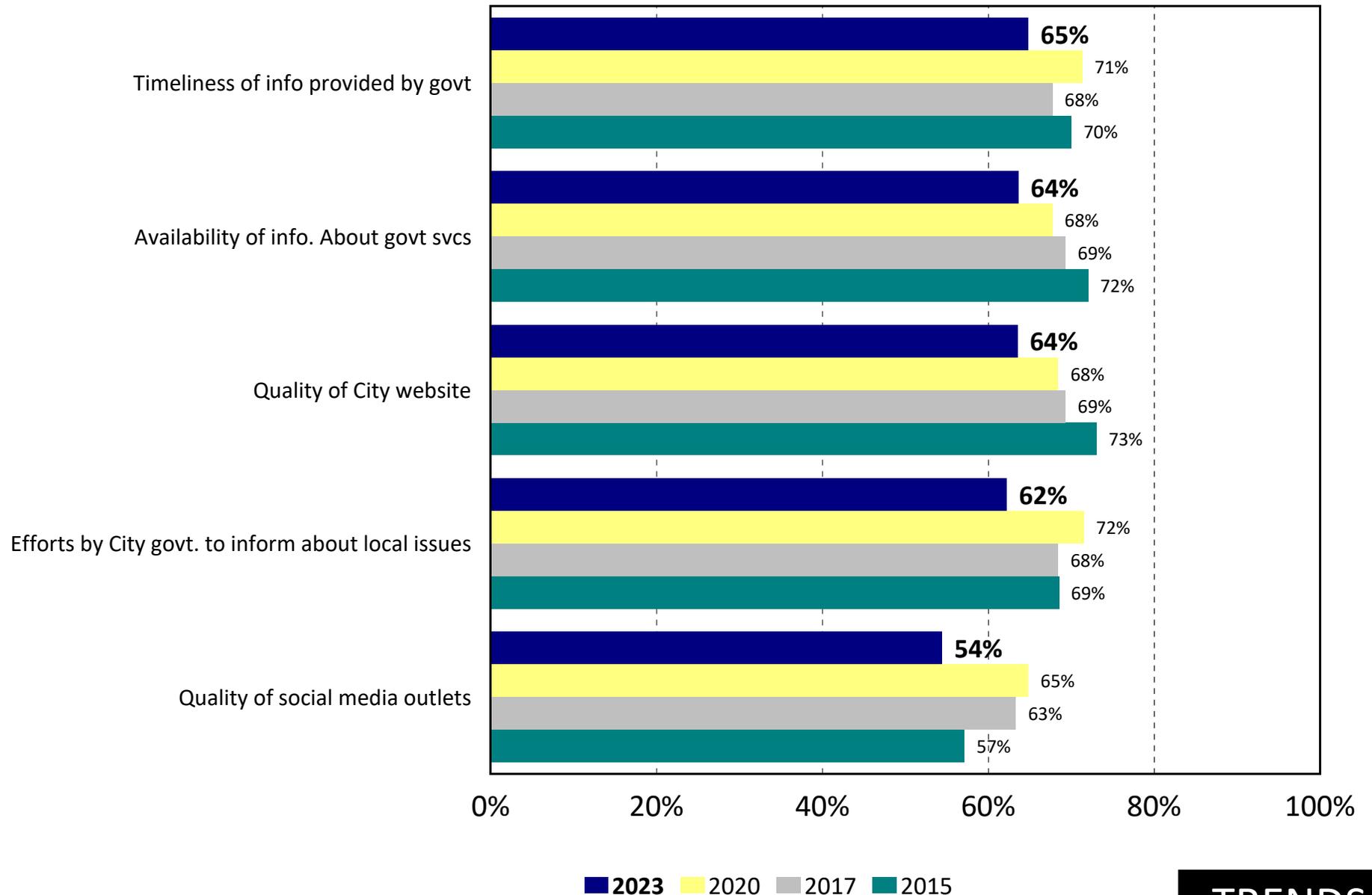
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q15. Overall Satisfaction with Public Information Services

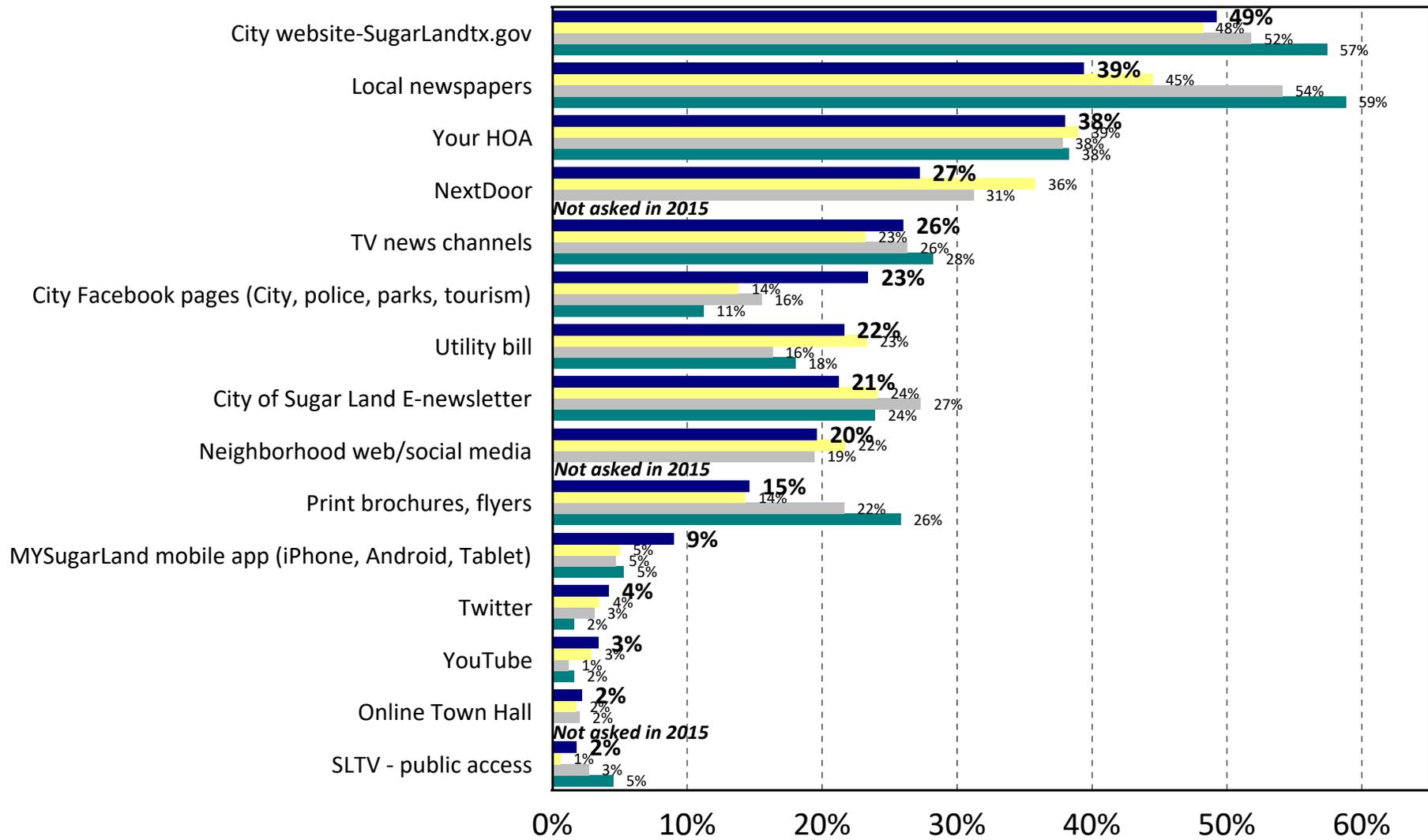
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2023)
ETC Institute (2023)

Q16. From which of the following sources do you currently get information about the City of Sugar Land?

by percentage of respondents



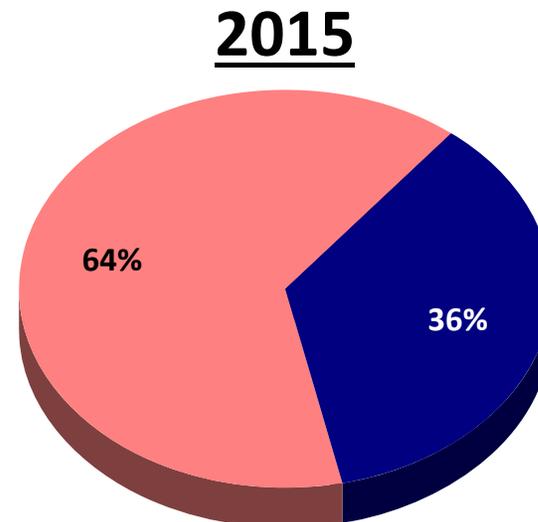
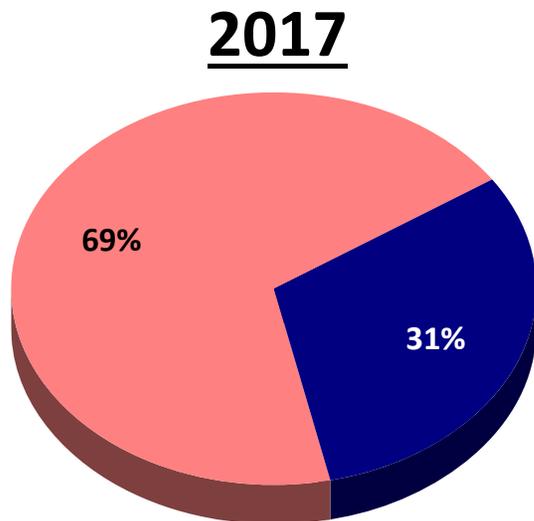
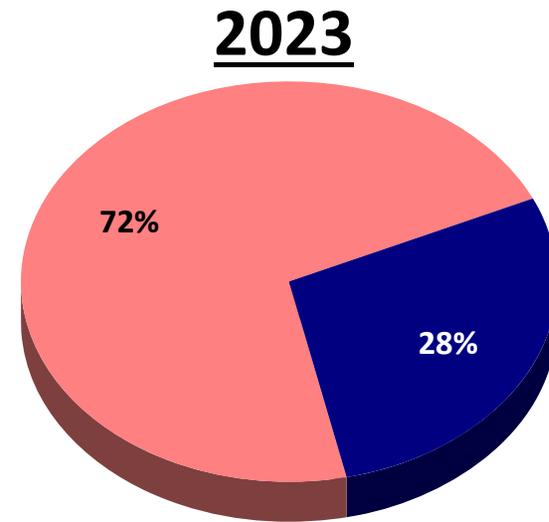
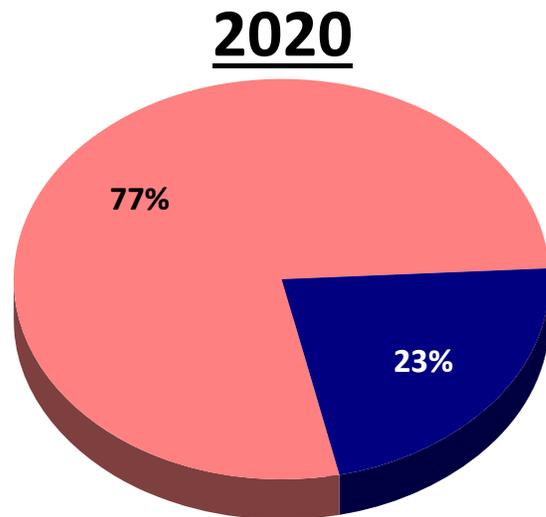
2020 2020 2017 2015

TRENDS

Source: ETC Institute (2023)
ETC Institute (2023)

Q19. Have you contacted your city government with a question, problem, or complaint during the past year?

by percentage of respondents



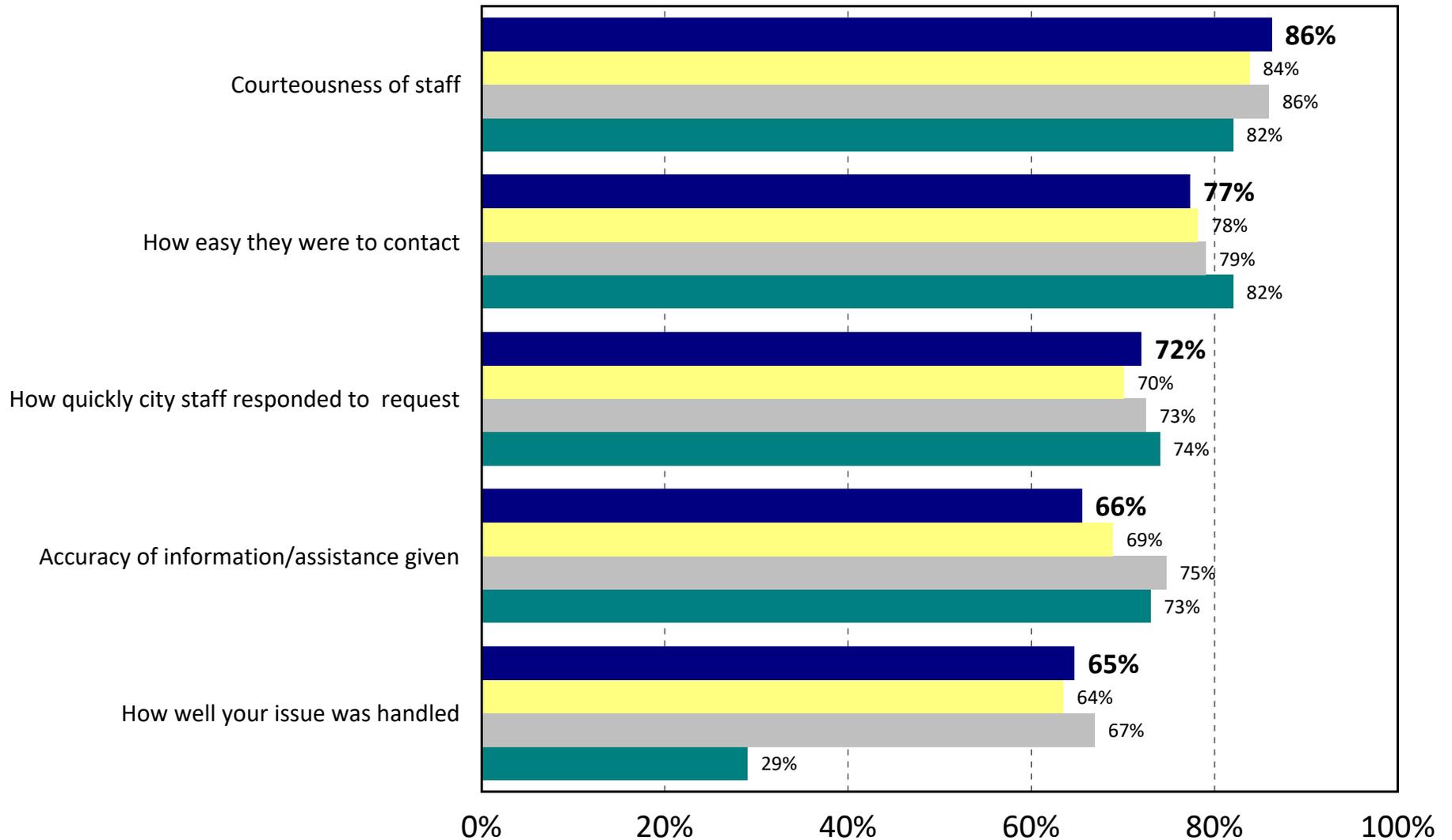
■ Yes ■ No

■ Yes ■ No

Source: ETC Institute (2023)
ETC Institute (2023)

Q19b. Overall Satisfaction with Customer Service Provided by City Employees

by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



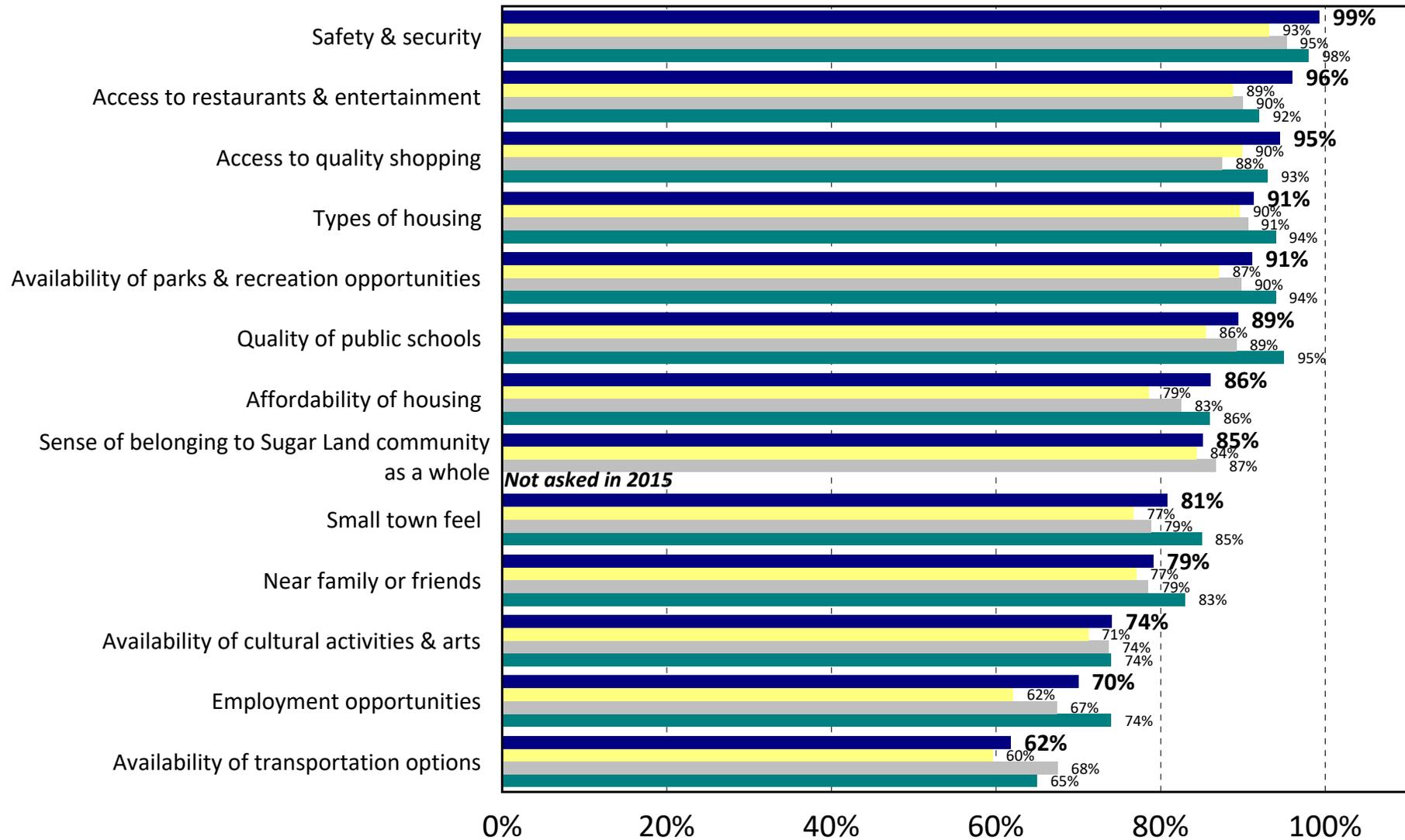
Source: ETC Institute (2023)
ETC Institute (2023)

■ 2023 ■ 2020 ■ 2017 ■ 2015

TRENDS

Q23. Importance of Various Reasons to Live in Sugar Land

by percentage of households who answered with a 3 or 4 on a 4-point scale (Excluding "Don't Know")



■ 2023 ■ 2020 ■ 2017 ■ 2015

TRENDS

Source: ETC Institute (2023)
ETC Institute (2023)

4

Benchmarks

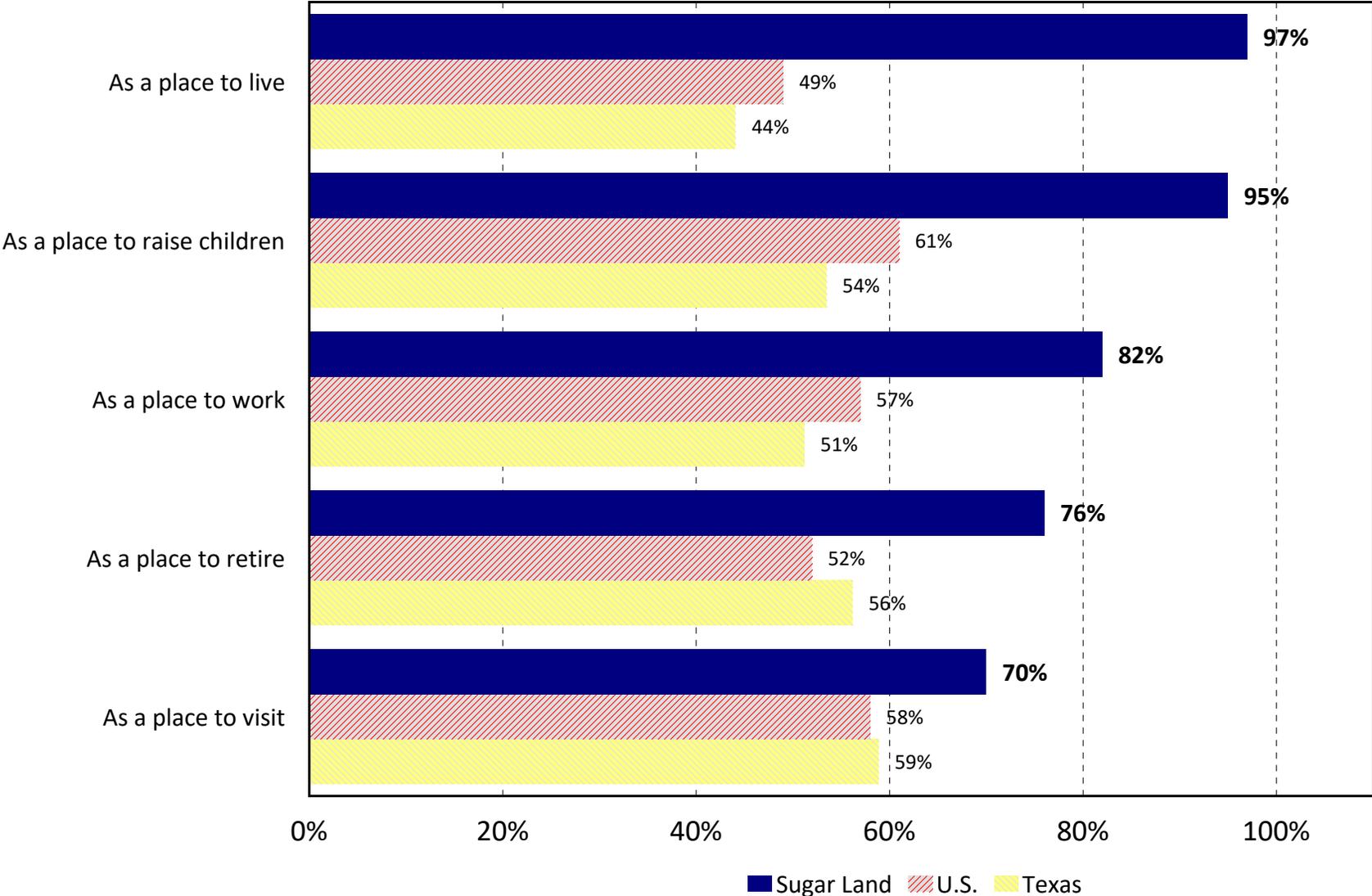
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Sugar Land is not authorized without written consent from ETC Institute.

Rating the Community as a Whole

City of Sugar Land vs. U.S. vs. Texas

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "excellent"

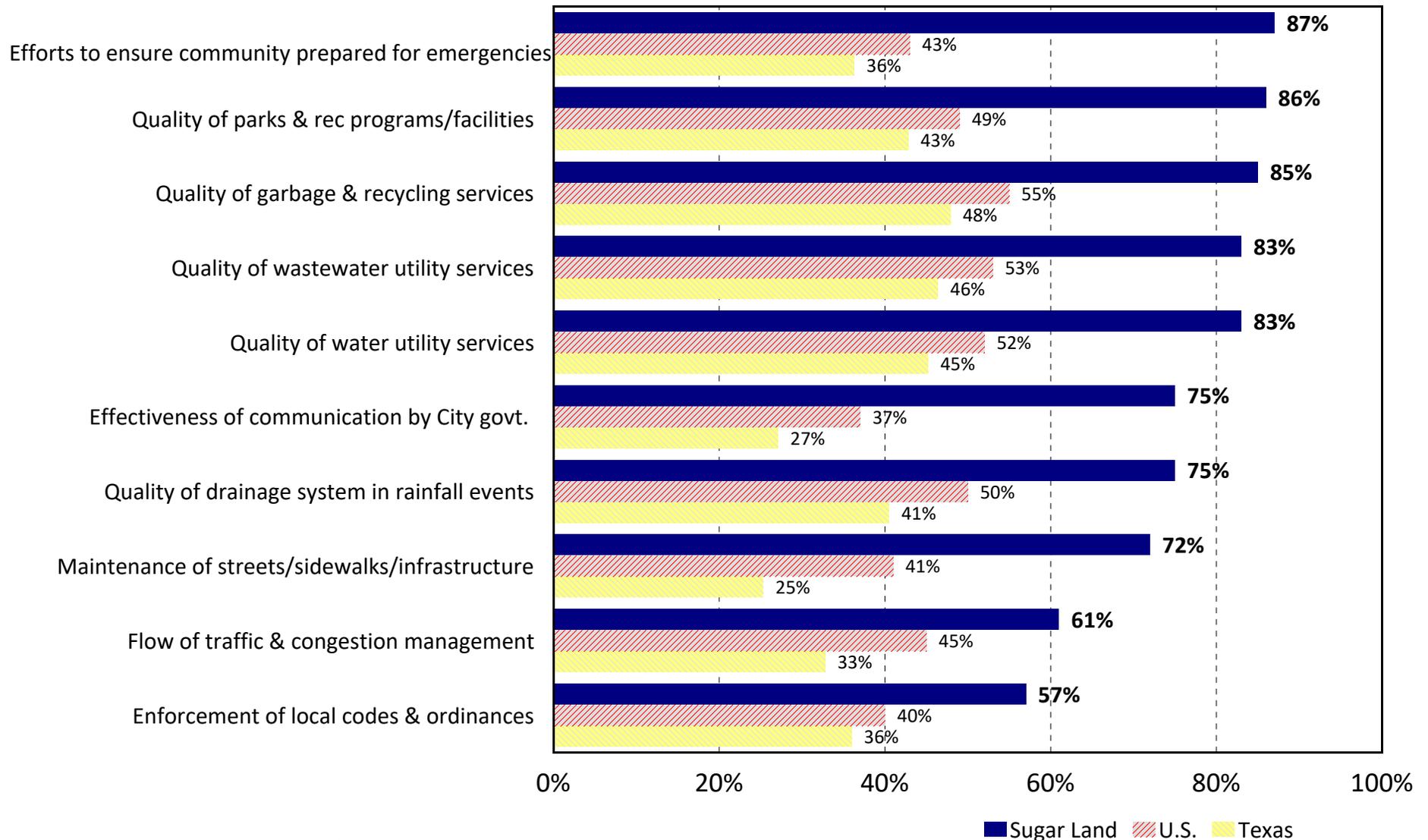


Source: ETC Institute (2023)

ETC Institute (2023)

Major Categories of Services

City of Sugar Land vs. U.S. vs. Texas
by percentage of respondents who rated the item as a 4 or 5 on a
5-point scale where 5 was "very satisfied"



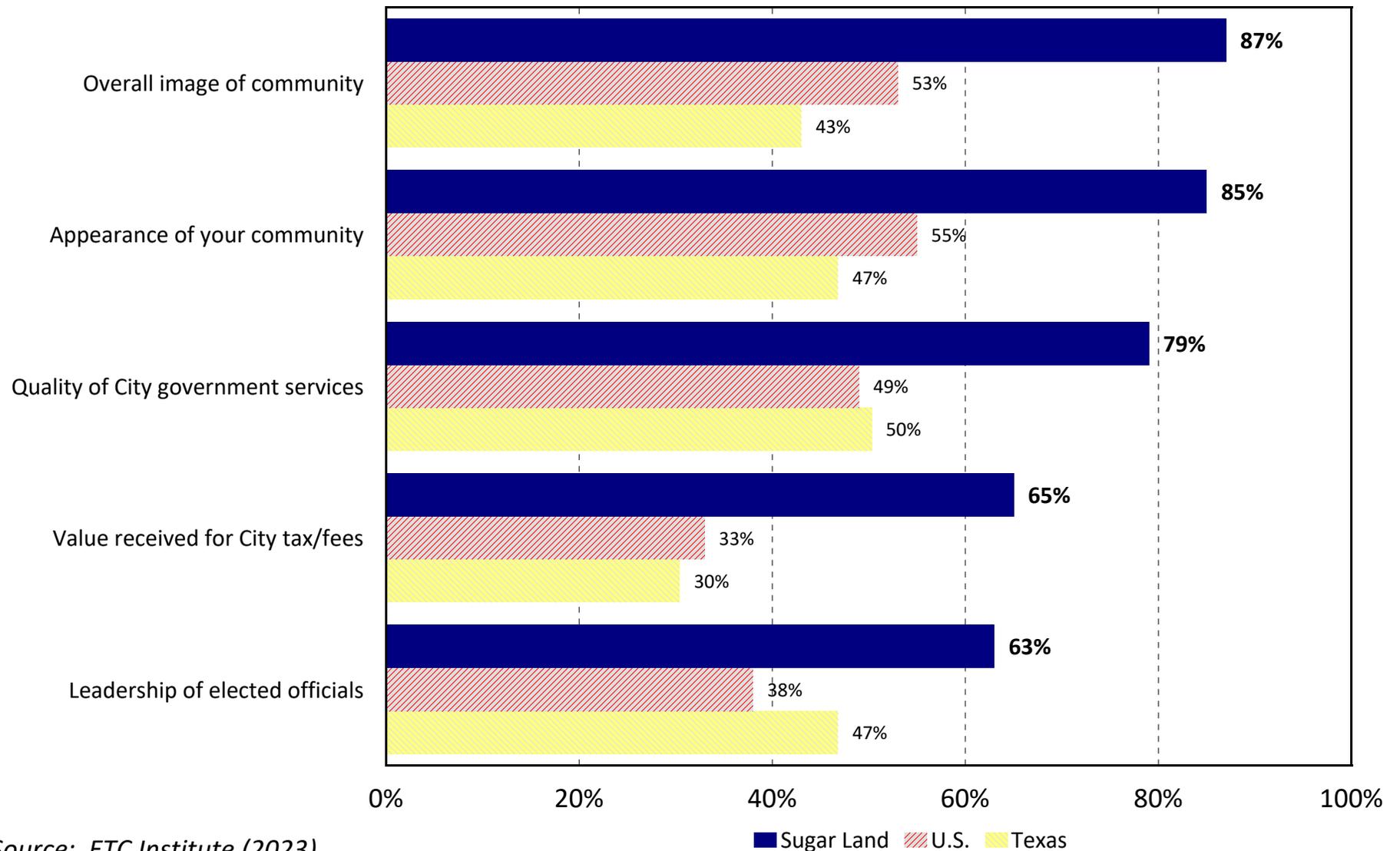
Source: ETC Institute (2023)

ETC Institute (2023)

Perceptions of the Community

City of Sugar Land vs. U.S. vs. Texas

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



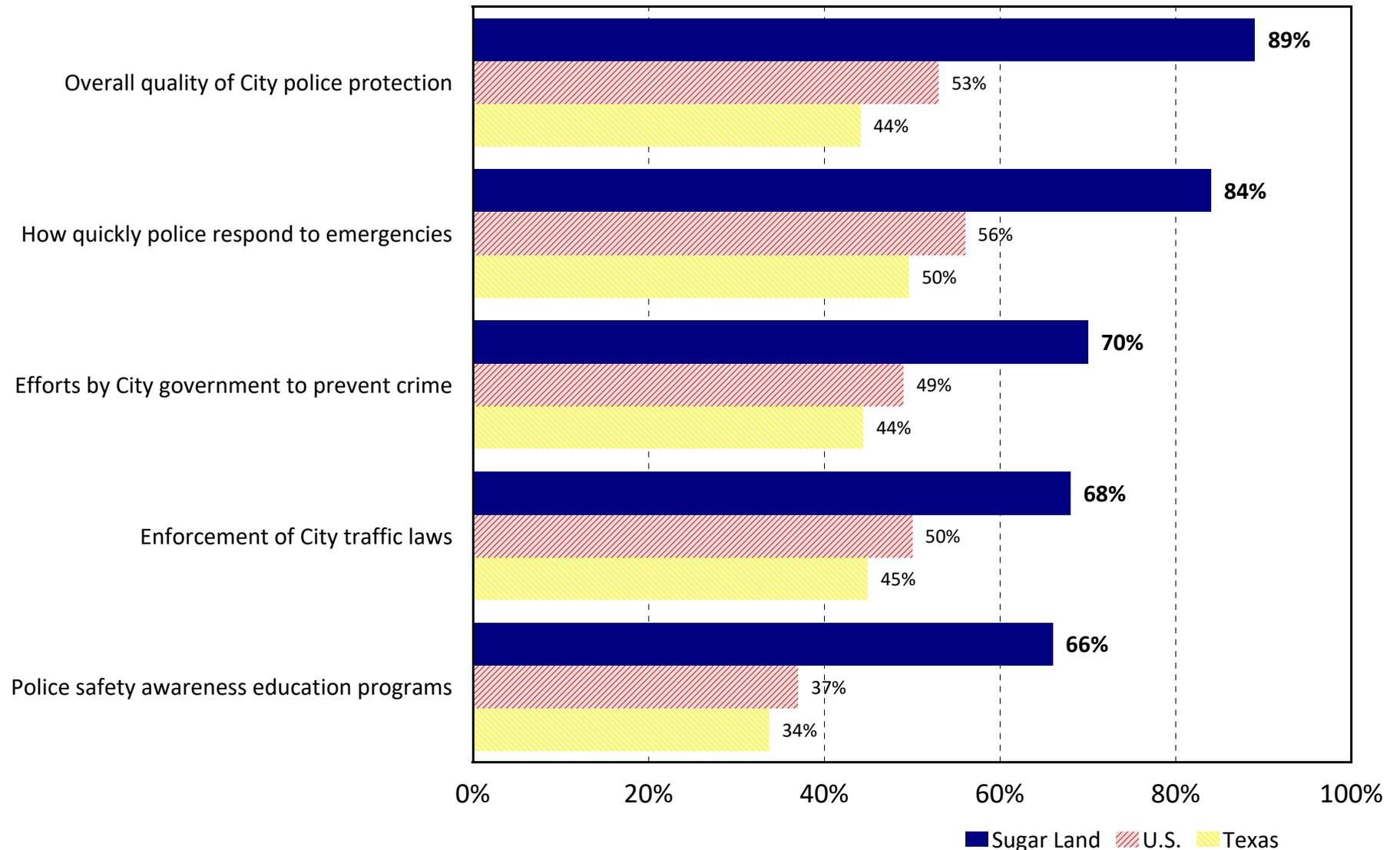
Source: ETC Institute (2023)

ETC Institute (2023)

Public Safety Service - Police Services

City of Sugar Land vs. U.S. vs. Texas

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



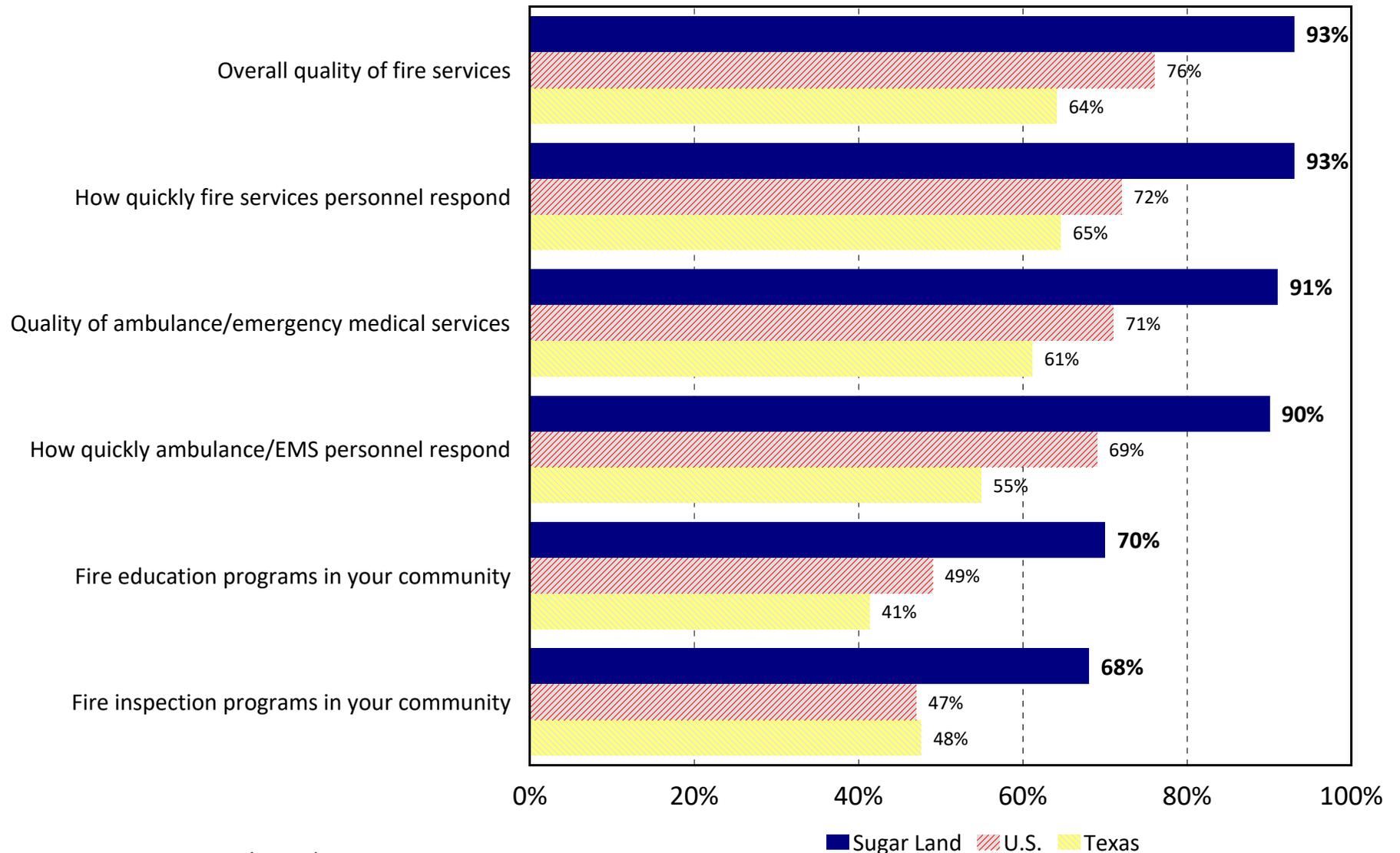
Source: ETC Institute (2023)

ETC Institute (2023)

Public Safety Service - Fire Services

City of Sugar Land vs. U.S. vs. Texas

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



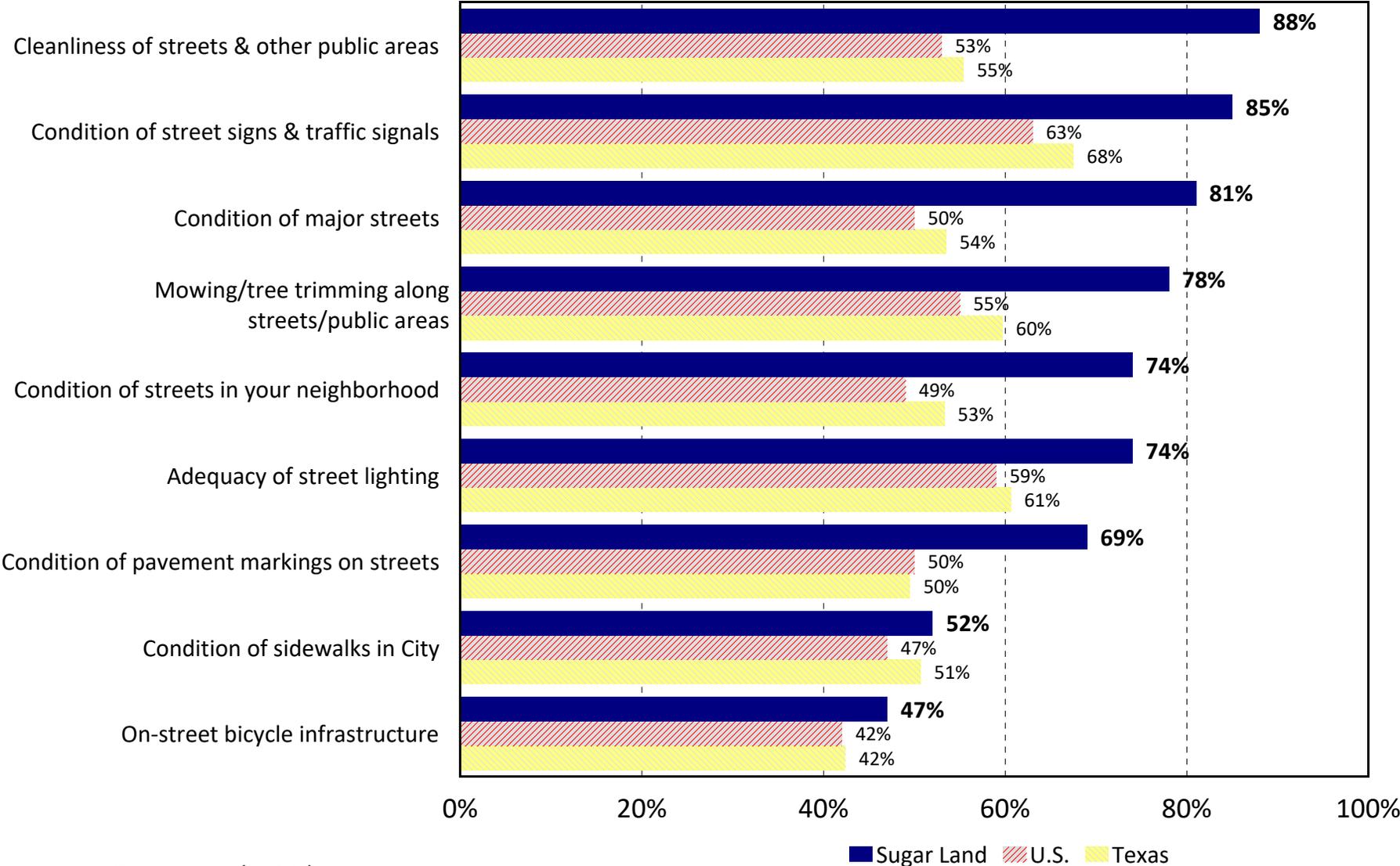
Source: ETC Institute (2023)

ETC Institute (2023)

Public Works

City of Sugar Land vs. U.S. vs. Texas

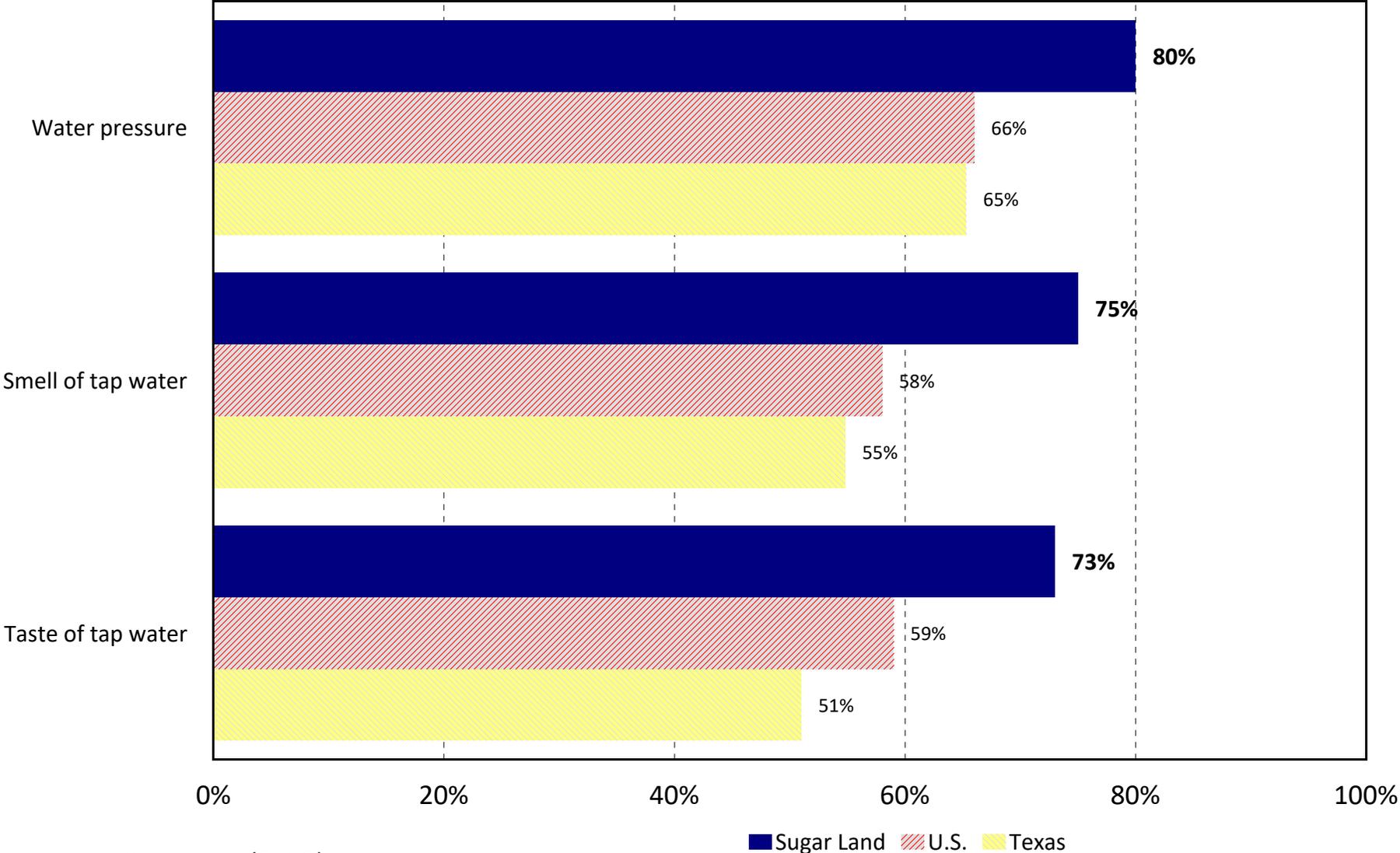
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



Source: ETC Institute (2023)

Utility Services

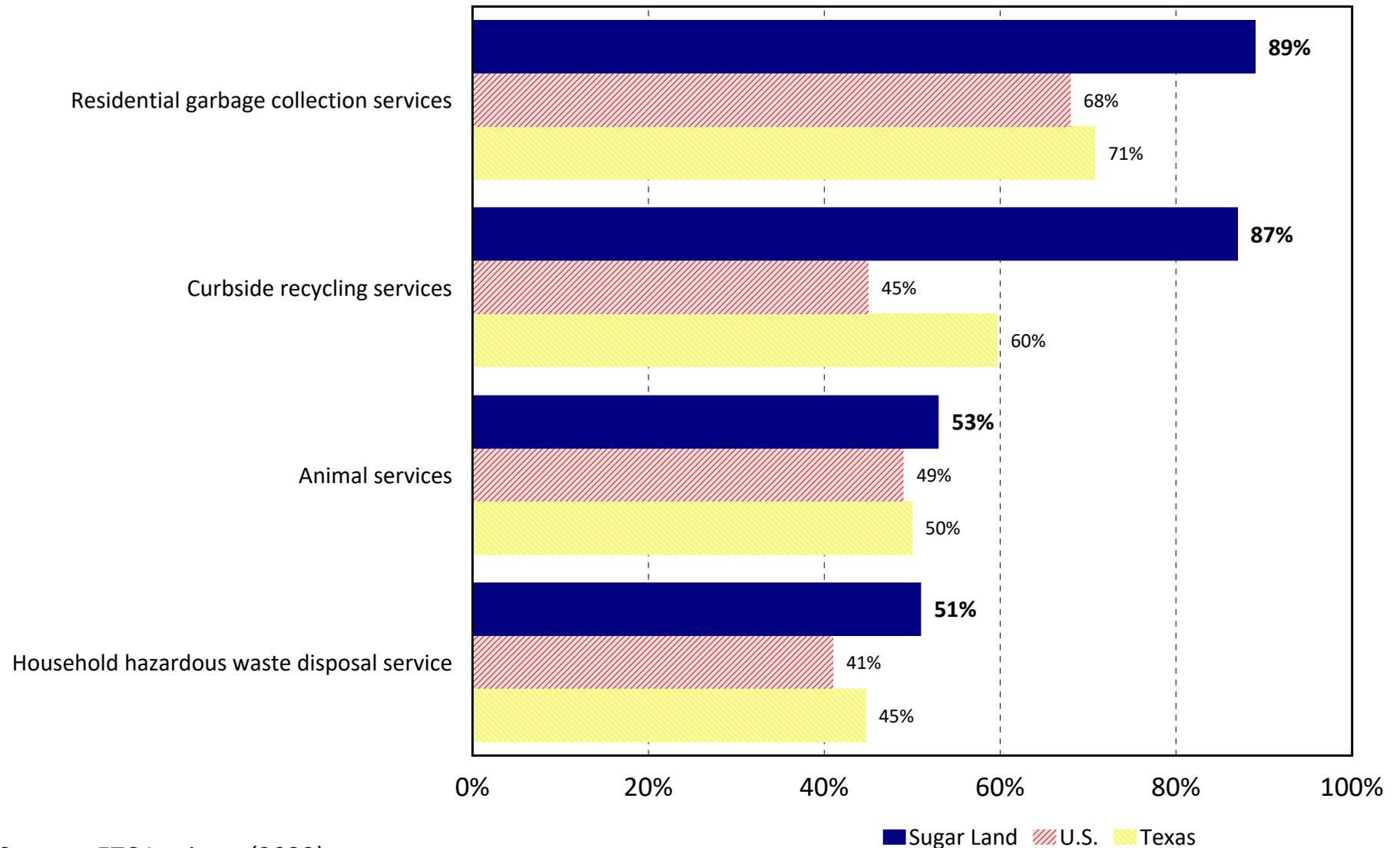
City of Sugar Land vs. U.S. vs. Texas
by percentage of respondents who rated the item as a 4 or 5 on a
5-point scale where 5 was "very satisfied"



Source: ETC Institute (2023)

Environmental and Neighborhood Services

City of Sugar Land vs. U.S. vs. Texas
 by percentage of respondents who rated the item as a 4 or 5 on a
 5-point scale where 5 was "very satisfied"



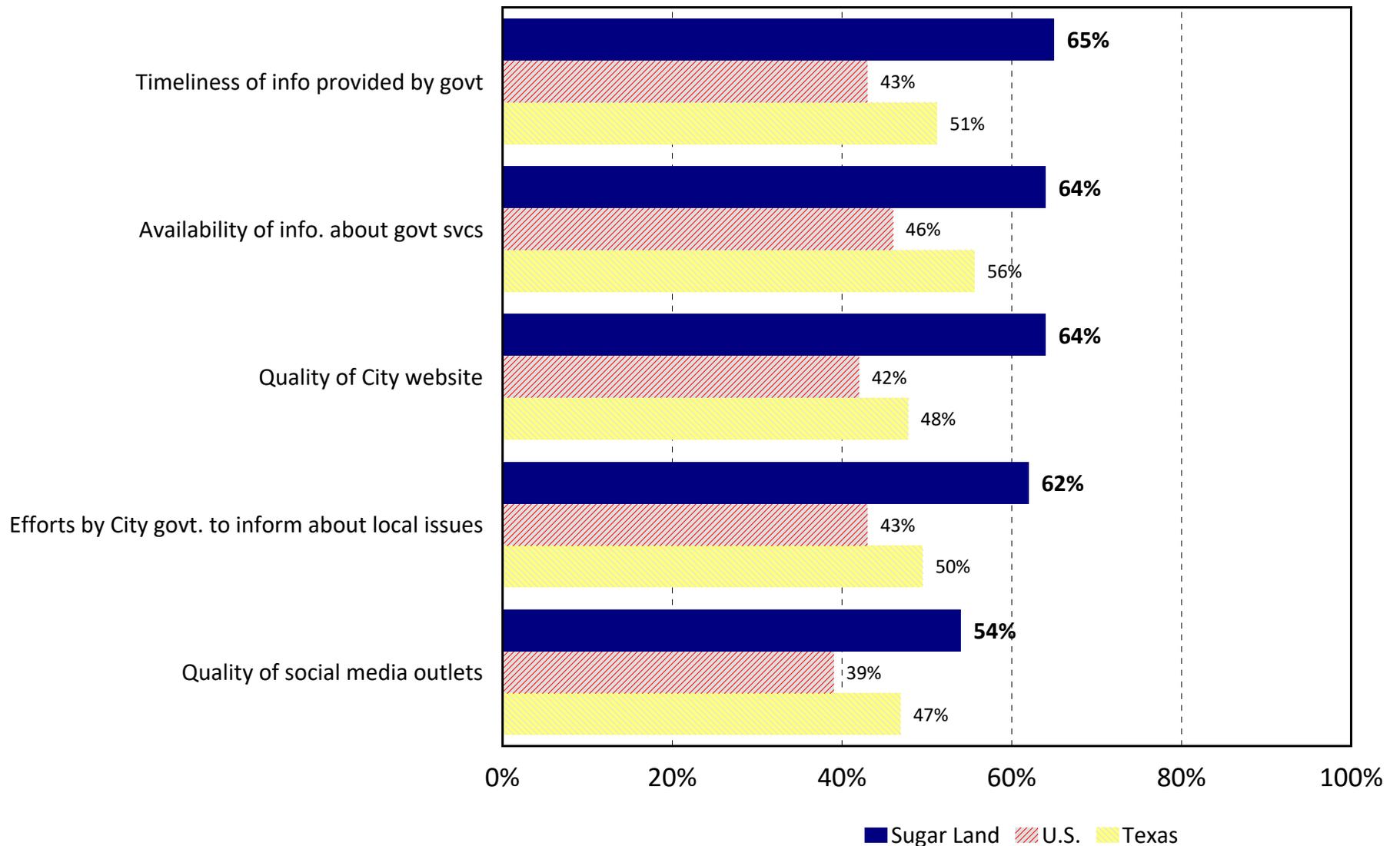
Source: ETC Institute (2023)

ETC Institute (2023)

Public Information Services

City of Sugar Land vs. U.S. vs. Texas

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"



Source: ETC Institute (2023)

ETC Institute (2023)

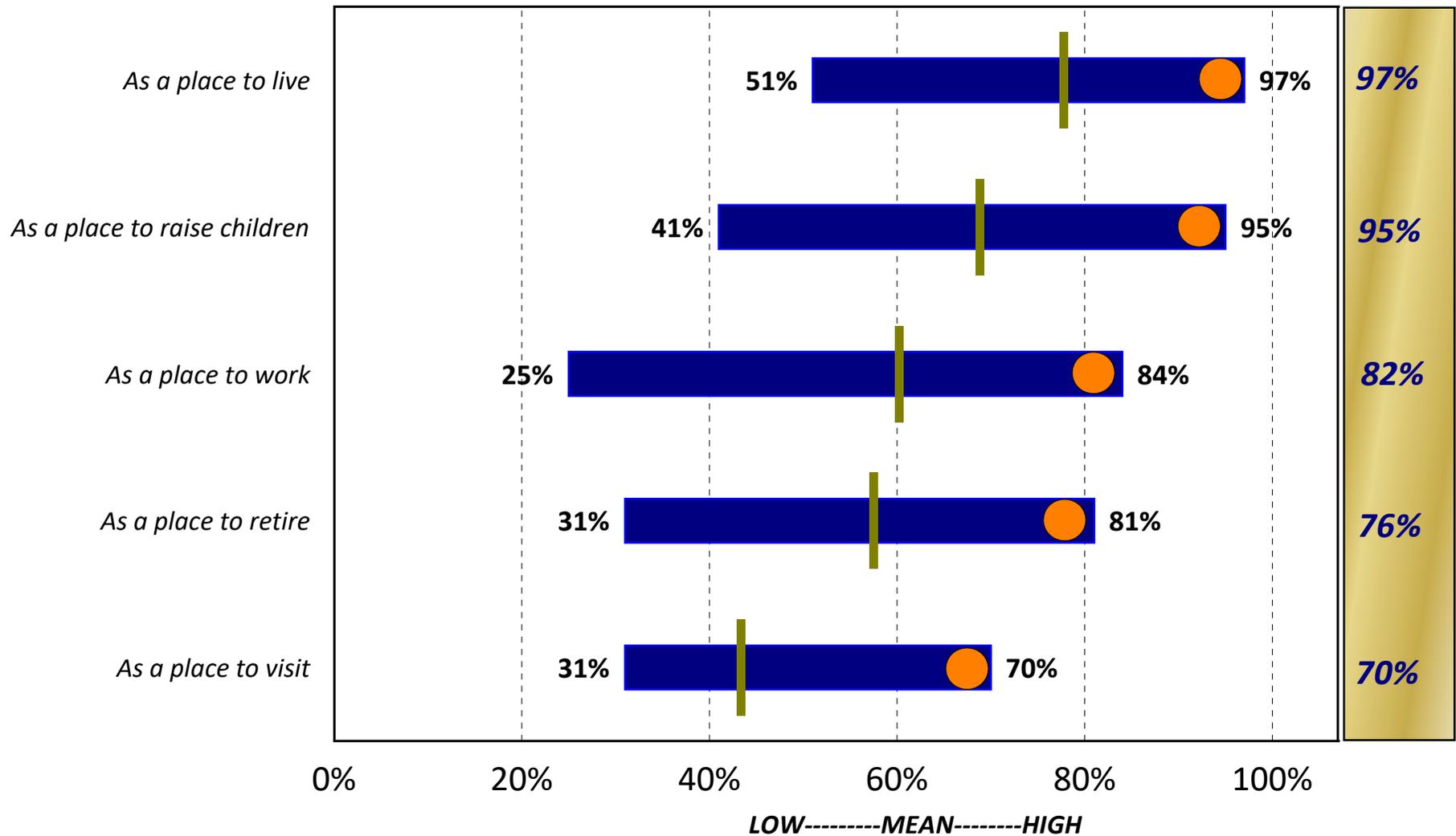
Performance Range Data

Rating the Community as a Whole

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "excellent"

DirectionFinder Benchmarks - Texas Cities Only

 **Sugar Land, TX**



Source: ETC Institute (2023)

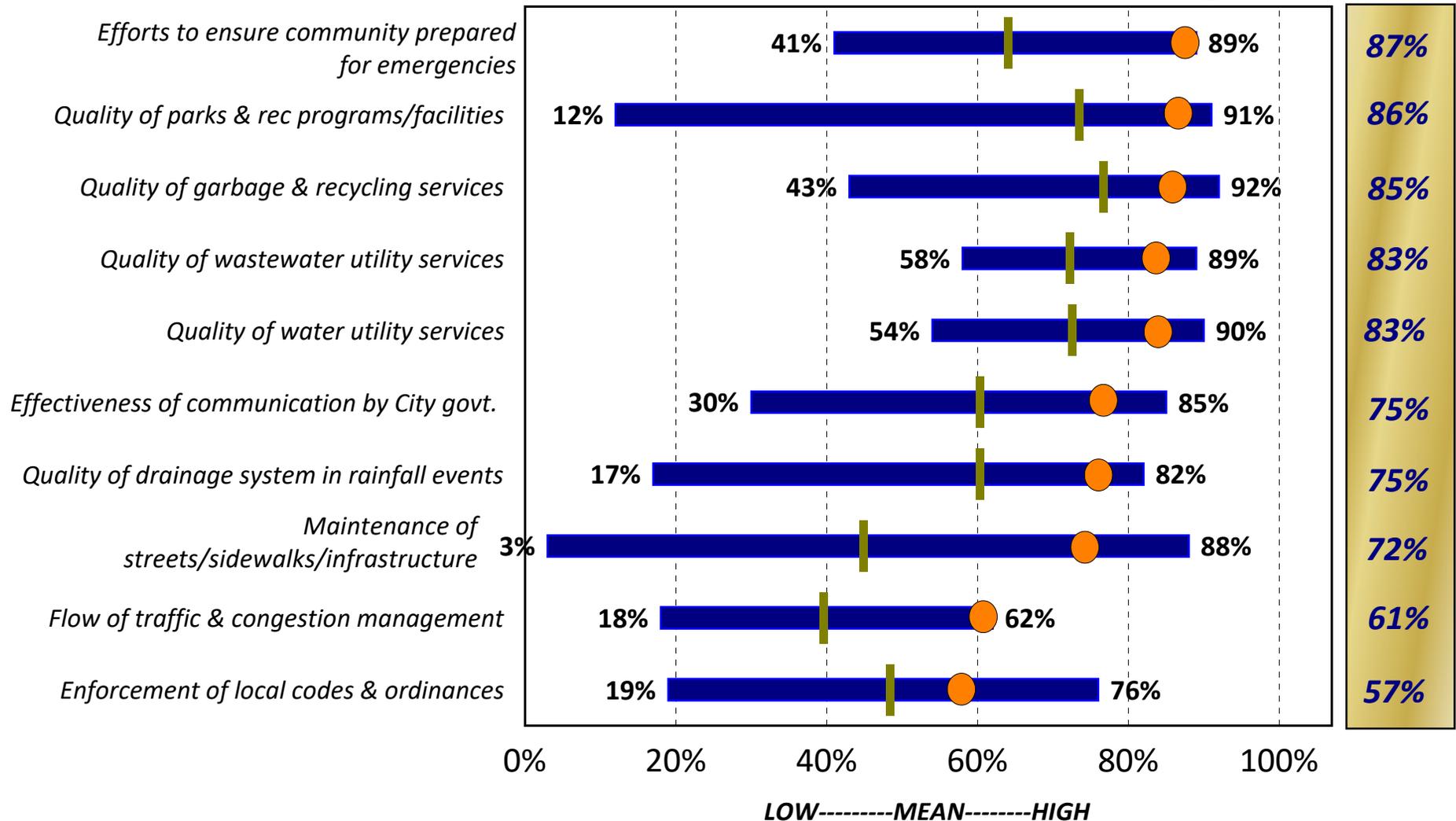
ETC Institute (2023)

Major Categories of Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

DirectionFinder Benchmarks - Texas Cities Only

 **Sugar Land, TX**



Source: ETC Institute (2023)

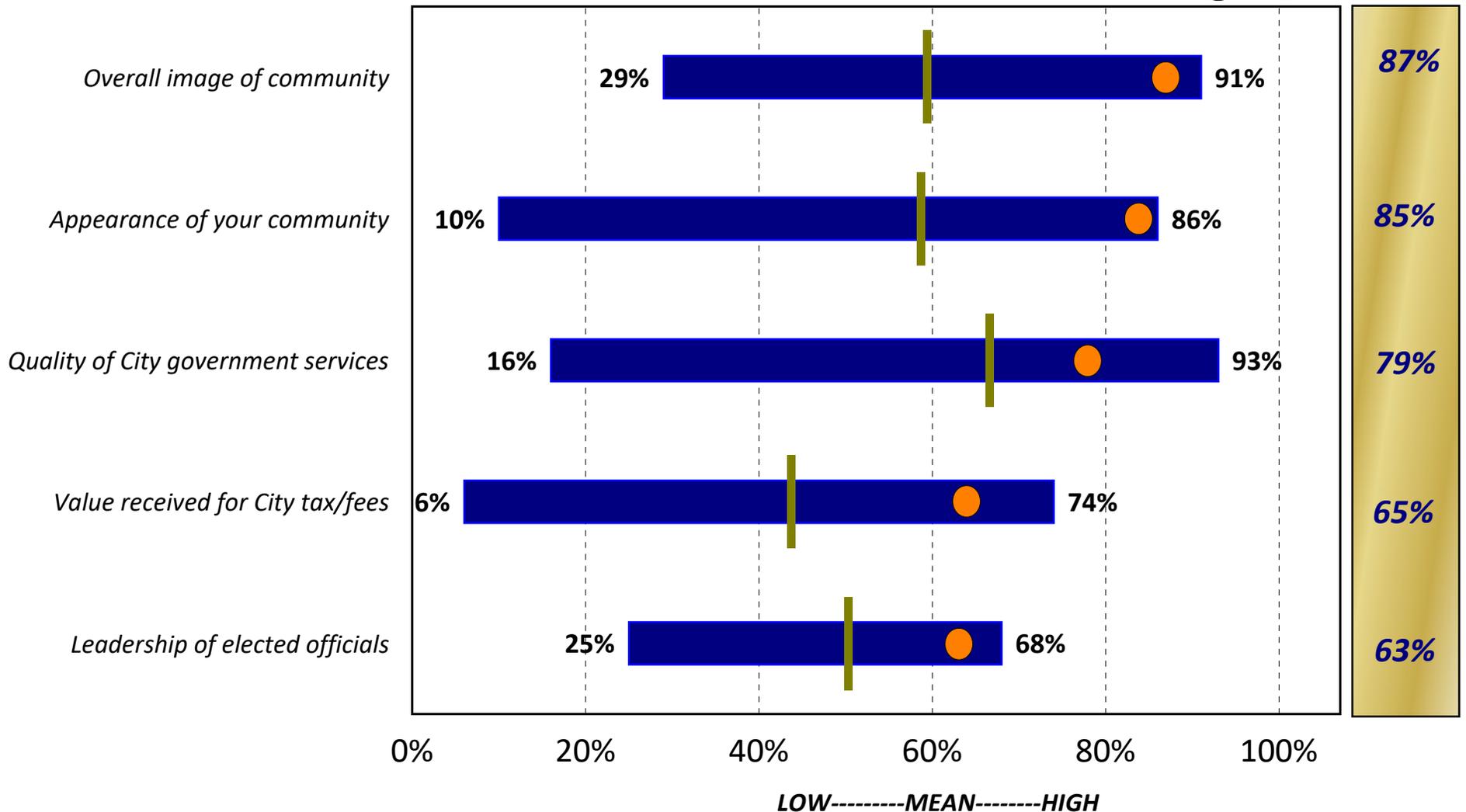
ETC Institute (2023)

Perceptions of the Community

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

DirectionFinder Benchmarks - Texas Cities Only

 **Sugar Land, TX**



Source: ETC Institute (2023)

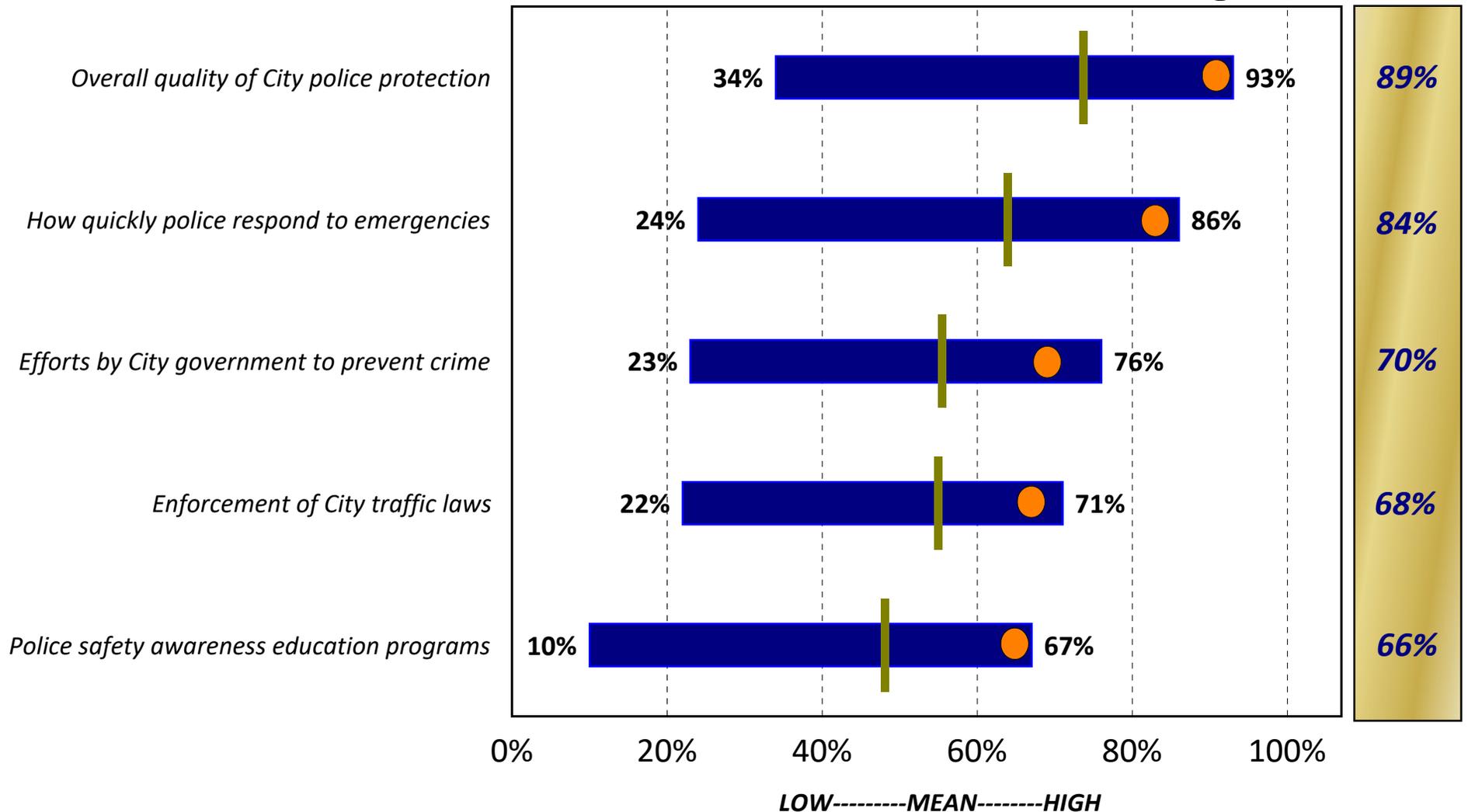
ETC Institute (2023)

Public Safety Services - Police Service

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

DirectionFinder Benchmarks - Texas Cities Only

 **Sugar Land, TX**



Source: ETC Institute (2023)

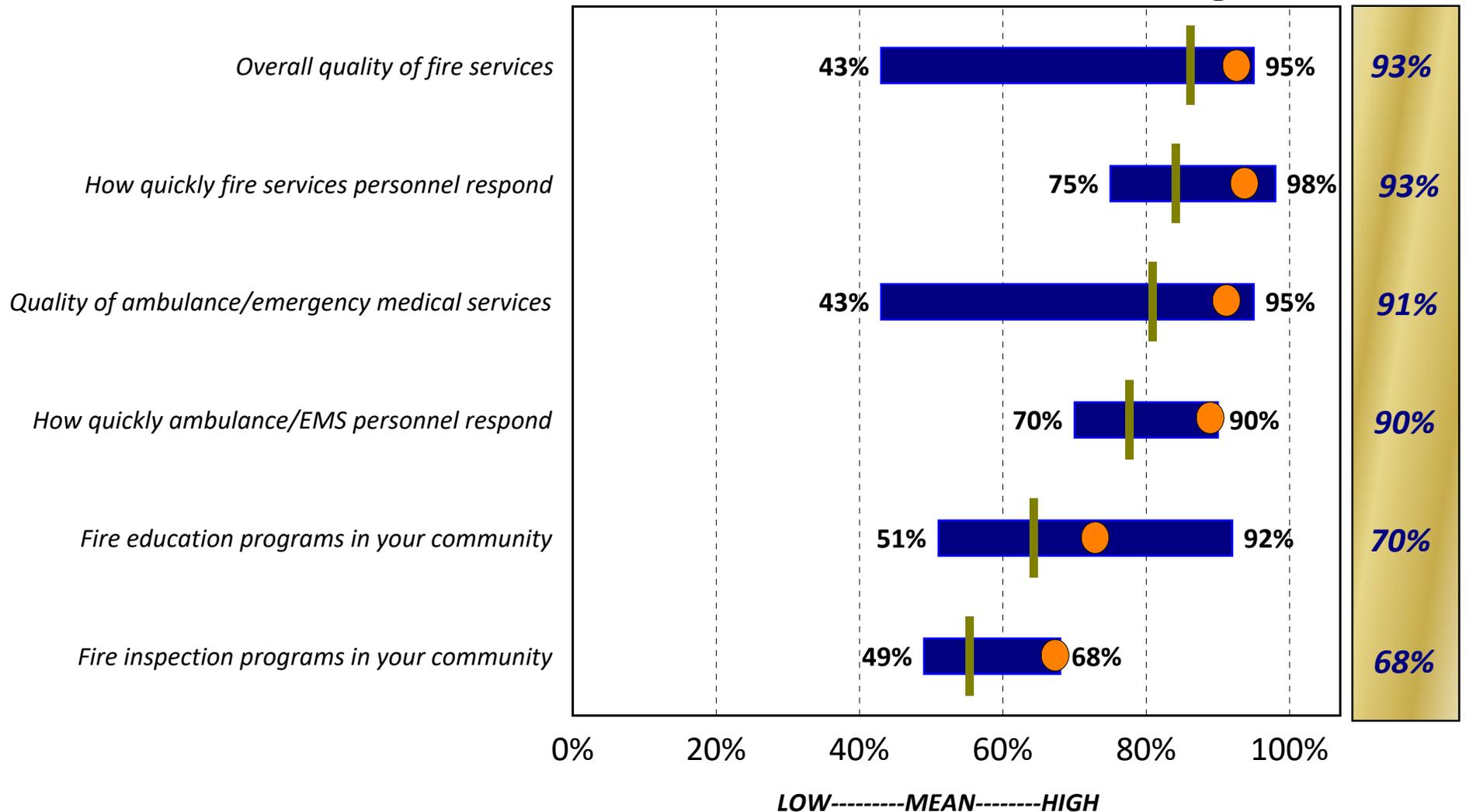
ETC Institute (2023)

Public Safety Services - Fire Service

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

DirectionFinder Benchmarks - Texas Cities Only

 **Sugar Land, TX**



Source: ETC Institute (2023)

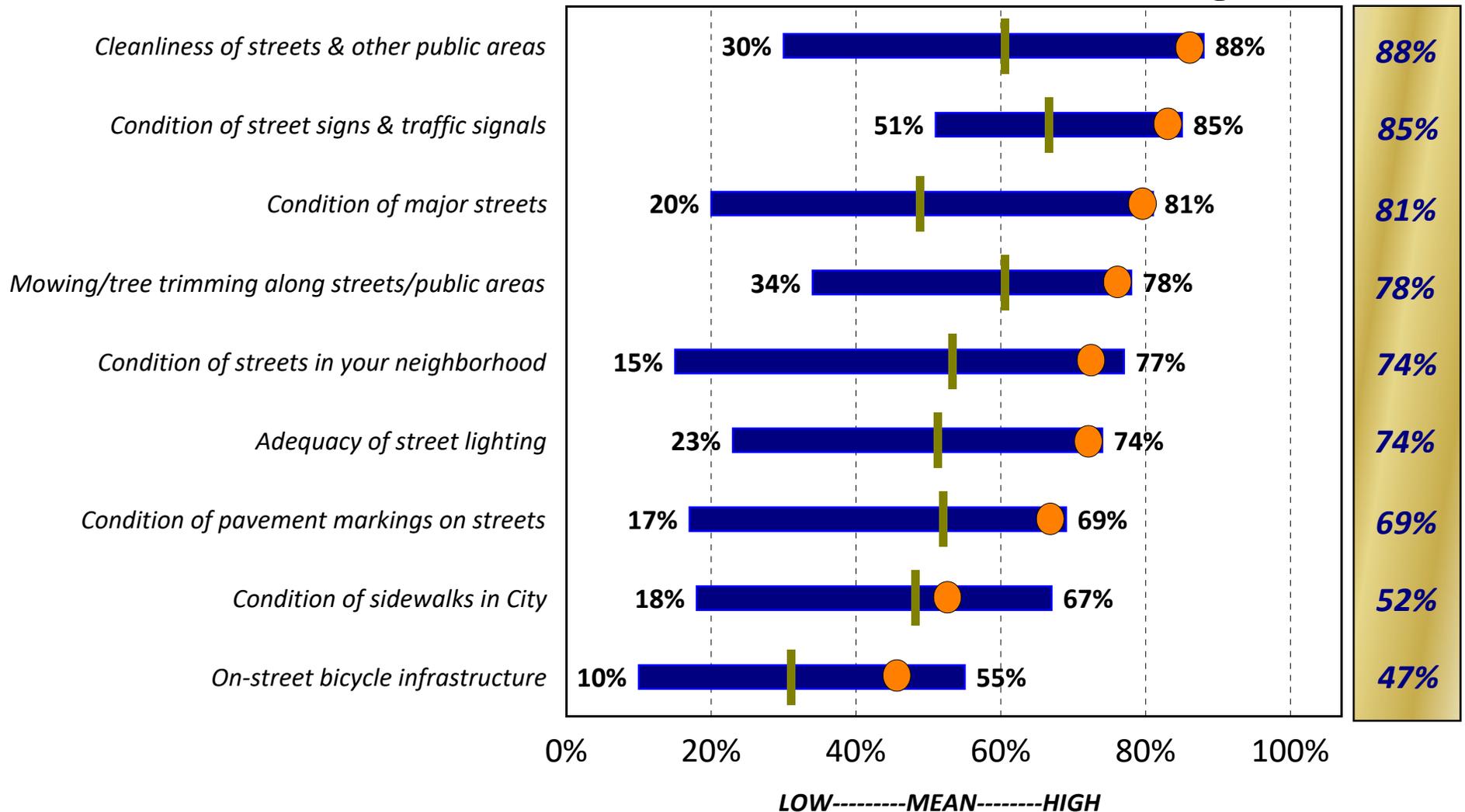
ETC Institute (2023)

Public Works

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

DirectionFinder Benchmarks - Texas Cities Only

 **Sugar Land, TX**



Source: ETC Institute (2023)

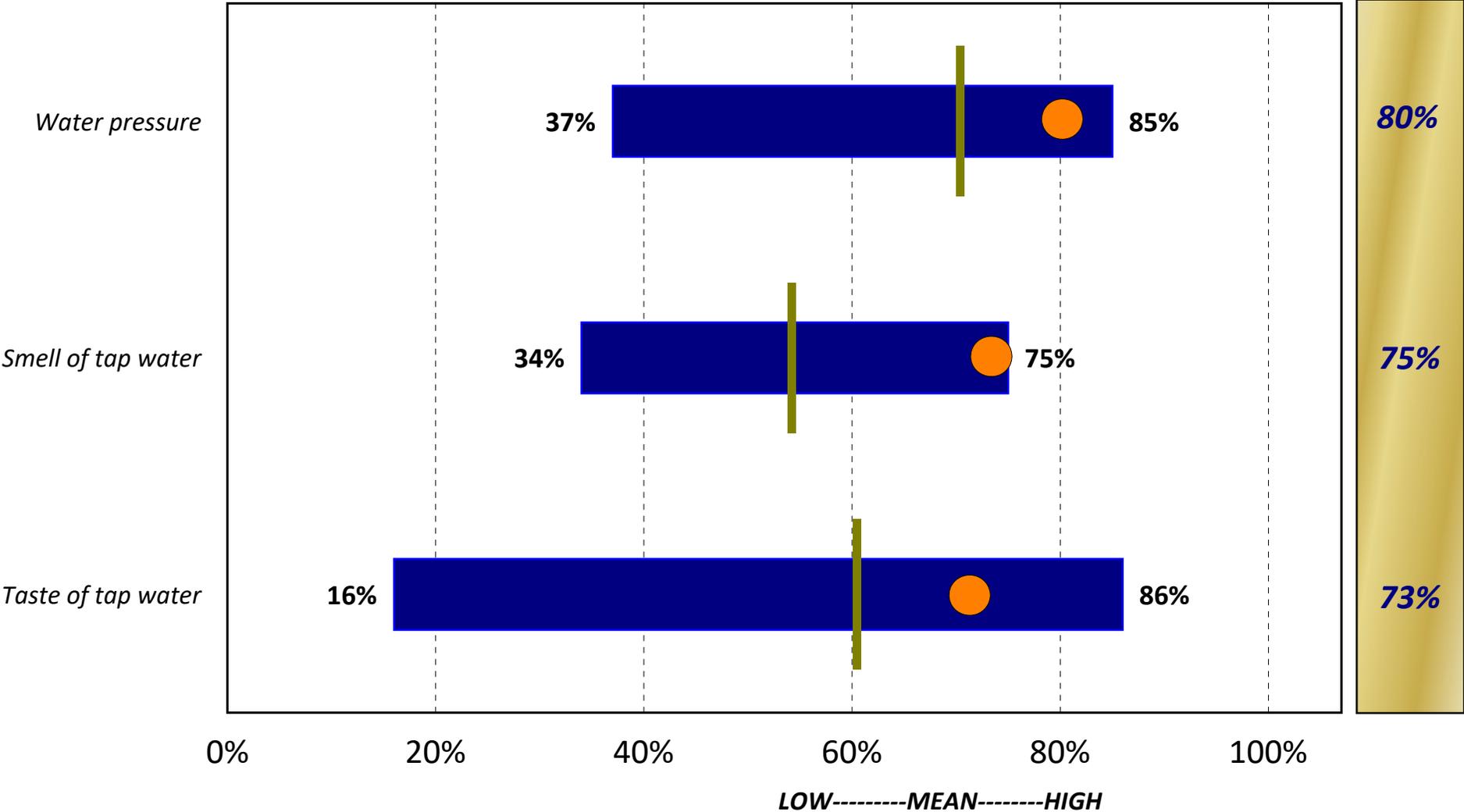
ETC Institute (2023)

Utility Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

DirectionFinder Benchmarks - Texas Cities Only

 **Sugar Land, TX**



Source: ETC Institute (2023)

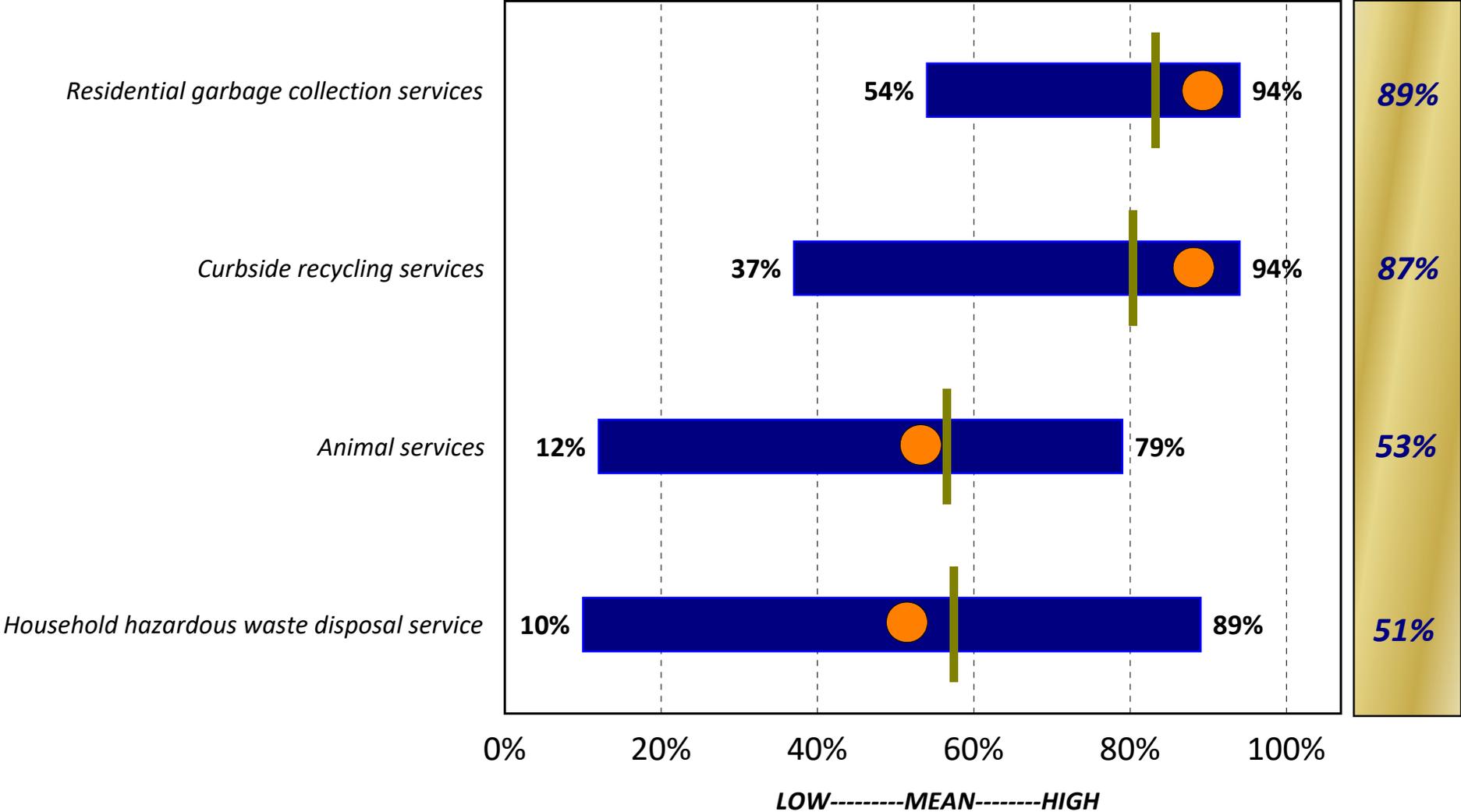
ETC Institute (2023)

Environmental and Neighborhood Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

DirectionFinder Benchmarks - Texas Cities Only

 **Sugar Land, TX**



Source: ETC Institute (2023)

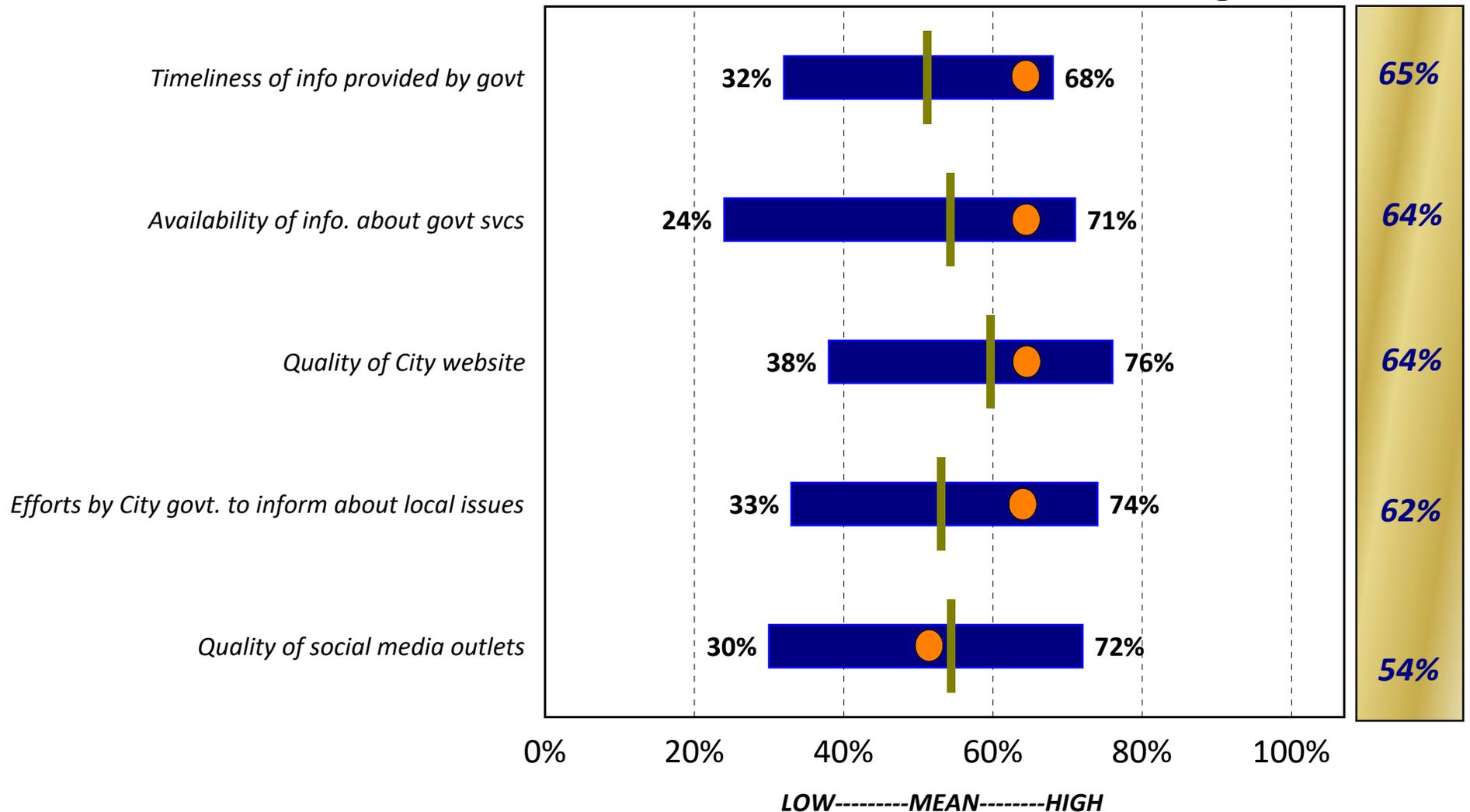
ETC Institute (2023)

Public Information Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied"

DirectionFinder Benchmarks - Texas Cities Only

 **Sugar Land, TX**



Source: ETC Institute (2023)

ETC Institute (2023)

5

Importance- Satisfaction Analysis

Importance-Satisfaction Analysis

Sugar Land, TX

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first and second most important growth and development areas for Palm Beach Gardens. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding “Don’t Know” responses). “Don’t Know” responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the growth and development areas that are most important for the City to emphasize. Over half (52%) of households selected “*streetscapes throughout city*” as one of the most important areas for growth and development.

With regard to satisfaction, 70% of respondents surveyed rated “*streetscapes throughout the city*” as a “4” or “5” on a 5-point scale (where “5” means “Very Satisfied”) excluding “Don’t Know” responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 52% was multiplied by 30% (1-0.70). This calculation yielded an I-S rating of 0.1717, which ranked second out of 6 growth and development areas.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices of importance and 0% indicate they are positively satisfied currently.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the two most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

A table showing the results for the City of Sugar Land is provided on the following pages.

Importance-Satisfaction Rating

Sugar Land, Texas

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall flow of traffic and congestion management on streets within the City	46%	2	61%	13	0.1772	1
Overall maintenance of city streets, sidewalks and infrastructure	53%	1	72%	10	0.1479	2
Medium Priority (IS <.10)						
Overall quality of drainage system in rainfall events	28%	4	75%	9	0.0684	3
Enforcement of local codes and ordinances	9%	9	57%	14	0.0377	4
Quality of police service	34%	3	90%	2	0.0343	5
Overall efforts by city government in your area to ensure the community is prepared for emergencies or natural disasters	26%	5	87%	3	0.0330	6
Overall effectiveness of communication by city government in your area	10%	8	75%	8	0.0246	7
Overall quality of parks and recreation programs and facilities	16%	6	86%	4	0.0232	8
Overall quality of water utility services	9%	10	83%	7	0.0146	9
Overall quality of treasury billing customer service	4%	12	68%	12	0.0135	10
Overall quality of garbage and recycling services	7%	11	85%	5	0.0104	11
Overall quality of the permit application process	2%	14	51%	15	0.0079	12
Quality of fire and ambulance service	15%	7	97%	1	0.0052	13
Overall quality of wastewater utility services	2%	13	83%	6	0.0037	14
Overall quality of 311 customer service	1%	15	69%	11	0.0031	15
The open records request process	1%	16	50%	16	0.0030	16

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Rating

Sugar Land, Texas

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Efforts by city government to prevent crime	32%	3	70%	10	0.0973	1
Visibility of police in neighborhoods	37%	1	75%	7	0.0938	2
Visibility of police in commercial and retail areas	28%	4	72%	8	0.0804	3
Enforcement of city traffic laws	18%	5	68%	12	0.0585	4
Overall quality of city police protection	34%	2	89%	5	0.0389	5
How quickly police respond to emergencies	17%	6	84%	6	0.0279	6
Police safety awareness education programs	7%	9	66%	13	0.0251	7
Parking enforcement services	6%	11	59%	14	0.0227	8
Fire education programs in your community	5%	13	70%	9	0.0137	9
Fire inspection programs in your community	3%	14	68%	11	0.0095	10
Overall quality of ambulance/emergency medical services	8%	8	91%	3	0.0072	11
Overall quality of fire services	9%	7	93%	1	0.0058	12
How quickly ambulance/EMS personnel respond	5%	12	90%	4	0.0052	13
How quickly fire services personnel respond	6%	10	93%	2	0.0044	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Rating

Sugar Land, Texas

Public Works and Utility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Condition of sidewalks in your neighborhood	26%	2	48%	19	0.1334	1
Condition of sidewalks in the city	22%	4	52%	18	0.1048	2
Medium Priority (IS <.10)						
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	16%	6	47%	20	0.0825	3
Condition of street drainage	25%	3	68%	16	0.0810	4
Condition of major streets in Sugar Land	27%	1	81%	5	0.0514	5
Accessibility of streets, sidewalks, and buildings for people with disabilities	13%	7	67%	17	0.0420	6
Condition of streets in your neighborhood	16%	5	74%	10	0.0412	7
Adequacy of street lighting in Sugar Land	12%	8	74%	11	0.0318	8
Condition of storm drains	10%	9	71%	13	0.0282	9
Condition of pavement markings on streets	8%	11	69%	14	0.0248	10
Taste of tap water	6%	14	73%	12	0.0160	11
Condition of landscaping or streetscaping in medians along streets	7%	12	77%	8	0.0159	12
Timeliness of water/sewer line break repairs	4%	18	69%	15	0.0139	13
Water service	8%	10	84%	3	0.0135	14
Mowing/tree trimming along streets and other public areas	5%	15	78%	7	0.0119	15
Water pressure	5%	17	80%	6	0.0094	16
Cleanliness of streets and other public areas	6%	13	88%	1	0.0079	17
Condition of street signs and traffic signals	5%	16	85%	2	0.0074	18
Smell of tap water	2%	19	75%	9	0.0050	19
Wastewater services	1%	20	83%	4	0.0024	20

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Rating

Sugar Land, Texas

Environmental and Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Household hazardous waste disposal service (for oil, paint, etc.)	35%	1	51%	7	0.1726	1
Animal services (adoption/animal control)	32%	2	53%	5	0.1501	2
On-call bulky waste collection services	25%	5	52%	6	0.1173	3
Medium Priority (IS <.10)						
Textile recycling services	10%	7	58%	4	0.0421	4
Curbside recycling services	25%	4	87%	2	0.0323	5
Residential garbage collection services	26%	3	89%	1	0.0282	6
Greenwaste collection services	15%	6	86%	3	0.0210	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Rating

Sugar Land, Texas

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Senior citizen programs	19%	4	53%	13	0.0880	1
Number of walking/biking trails	23%	3	69%	8	0.0719	2
Quality of facilities at city parks (e.g., picnic shelters, playgrounds)	25%	2	85%	2	0.0381	3
Number of parks	16%	5	77%	4	0.0371	4
Adult athletic programs in your area	8%	9	58%	12	0.0349	5
City-produced special events (Parks Events Series, Park(ing) Day, IPRC's Haunted House, Christmas Tree Lighting, etc.)	14%	6	76%	5	0.0330	6
T.E. Harman Center - Senior Adult Facility (overall appearance, quality, location)	9%	8	66%	10	0.0303	7
Maintenance of city parks	26%	1	89%	1	0.0284	8
Maintenance and appearance of City community centers	12%	7	80%	3	0.0239	9
Youth athletic programs in your area	6%	10	67%	9	0.0214	10
Ease of registering for city programs	5%	12	58%	11	0.0201	11
Overall quality of recreation programs and facilities	6%	11	70%	7	0.0175	12
Quality of outdoor athletic fields	4%	13	76%	6	0.0103	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Tabular Data

Q1. Using a scale of 5 to 1, where 5 means "Excellent" and 1 means "Poor," please rate Sugar Land with regard to each of the following.

(N=500)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	62.4%	33.6%	3.0%	0.4%	0.0%	0.6%
Q1-2. As a place to raise children	58.6%	30.4%	4.2%	0.6%	0.2%	6.0%
Q1-3. As a place to work	37.8%	29.6%	12.4%	1.8%	0.4%	18.0%
Q1-4. As a place to retire	40.4%	31.6%	14.0%	6.6%	1.6%	5.8%
Q1-5. As a place to visit	31.0%	36.2%	21.2%	5.4%	2.4%	3.8%
Q1-6. As a City moving in the right direction	33.4%	41.0%	16.2%	4.6%	2.2%	2.6%
Q1-7. As a place you are proud to call home	56.2%	34.4%	7.2%	1.6%	0.4%	0.2%
Q1-8. As an inclusive community	46.8%	34.4%	9.4%	3.0%	1.4%	5.0%
Q1-9. As a City that provides accurate, up-to-date, & frequent communication before, during, & after emergencies or natural disasters	45.4%	38.4%	10.4%	1.4%	0.6%	3.8%

WITHOUT "DON'T KNOW"

Q1. Using a scale of 5 to 1, where 5 means "Excellent" and 1 means "Poor," please rate Sugar Land with regard to each of the following. (without "don't know")

(N=500)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	62.8%	33.8%	3.0%	0.4%	0.0%
Q1-2. As a place to raise children	62.3%	32.3%	4.5%	0.6%	0.2%
Q1-3. As a place to work	46.1%	36.1%	15.1%	2.2%	0.5%
Q1-4. As a place to retire	42.9%	33.5%	14.9%	7.0%	1.7%
Q1-5. As a place to visit	32.2%	37.6%	22.0%	5.6%	2.5%
Q1-6. As a City moving in the right direction	34.3%	42.1%	16.6%	4.7%	2.3%
Q1-7. As a place you are proud to call home	56.3%	34.5%	7.2%	1.6%	0.4%
Q1-8. As an inclusive community	49.3%	36.2%	9.9%	3.2%	1.5%
Q1-9. As a City that provides accurate, up-to-date, & frequent communication before, during, & after emergencies or natural disasters	47.2%	39.9%	10.8%	1.5%	0.6%

Q2. Major categories of services provided by the City of Sugar Land are listed below. Please rate each item using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Quality of police service	54.2%	33.6%	6.2%	3.2%	0.4%	2.4%
Q2-2. Quality of fire & ambulance service	58.0%	25.0%	2.6%	0.4%	0.0%	14.0%
Q2-3. Overall efforts by City government in your area to ensure the community is prepared for emergencies or natural disasters	40.6%	41.0%	10.8%	0.8%	0.4%	6.4%
Q2-4. Overall maintenance of City streets, sidewalks & infrastructure	26.0%	45.0%	16.0%	9.2%	2.2%	1.6%
Q2-5. Overall effectiveness of communication by City government in your area	31.2%	41.0%	19.2%	4.0%	0.4%	4.2%
Q2-6. Overall flow of traffic & congestion management on streets within City	18.6%	42.2%	21.6%	13.2%	3.6%	0.8%
Q2-7. Overall quality of drainage system in rainfall events	24.6%	49.4%	16.0%	7.0%	1.4%	1.6%
Q2-8. Overall quality of water utility services	33.0%	48.2%	11.2%	4.4%	1.0%	2.2%
Q2-9. Overall quality of wastewater utility services	34.0%	46.6%	14.2%	2.0%	0.2%	3.0%
Q2-10. Overall quality of garbage & recycling services	42.4%	42.0%	8.8%	4.8%	1.0%	1.0%
Q2-11. Overall quality of parks & recreation programs & facilities	40.8%	42.0%	10.2%	3.6%	0.0%	3.4%
Q2-12. Overall quality of treasury billing customer service	19.2%	28.2%	19.6%	2.0%	0.8%	30.2%
Q2-13. Overall quality of 311 customer service	16.6%	20.2%	13.6%	1.6%	1.2%	46.8%
Q2-14. Overall quality of permit application process	9.2%	14.8%	18.8%	3.4%	1.2%	52.6%
Q2-15. Enforcement of local codes & ordinances	14.4%	26.0%	23.2%	5.2%	1.8%	29.4%
Q2-16. Open records request process	9.2%	8.8%	15.6%	2.0%	0.2%	64.2%

WITHOUT "DON'T KNOW"

Q2. Major categories of services provided by the City of Sugar Land are listed below. Please rate each item using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Quality of police service	55.5%	34.4%	6.4%	3.3%	0.4%
Q2-2. Quality of fire & ambulance service	67.4%	29.1%	3.0%	0.5%	0.0%
Q2-3. Overall efforts by City government in your area to ensure the community is prepared for emergencies or natural disasters	43.4%	43.8%	11.5%	0.9%	0.4%
Q2-4. Overall maintenance of City streets, sidewalks & infrastructure	26.4%	45.7%	16.3%	9.3%	2.2%
Q2-5. Overall effectiveness of communication by City government in your area	32.6%	42.8%	20.0%	4.2%	0.4%
Q2-6. Overall flow of traffic & congestion management on streets within City	18.8%	42.5%	21.8%	13.3%	3.6%
Q2-7. Overall quality of drainage system in rainfall events	25.0%	50.2%	16.3%	7.1%	1.4%
Q2-8. Overall quality of water utility services	33.7%	49.3%	11.5%	4.5%	1.0%
Q2-9. Overall quality of wastewater utility services	35.1%	48.0%	14.6%	2.1%	0.2%
Q2-10. Overall quality of garbage & recycling services	42.8%	42.4%	8.9%	4.8%	1.0%
Q2-11. Overall quality of parks & recreation programs & facilities	42.2%	43.5%	10.6%	3.7%	0.0%
Q2-12. Overall quality of treasury billing customer service	27.5%	40.4%	28.1%	2.9%	1.1%
Q2-13. Overall quality of 311 customer service	31.2%	38.0%	25.6%	3.0%	2.3%
Q2-14. Overall quality of permit application process	19.4%	31.2%	39.7%	7.2%	2.5%
Q2-15. Enforcement of local codes & ordinances	20.4%	36.8%	32.9%	7.4%	2.5%
Q2-16. Open records request process	25.7%	24.6%	43.6%	5.6%	0.6%

Q3. Which THREE of the major categories of City services from the list in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. Top choice	Number	Percent
Quality of police service	122	24.4 %
Quality of fire & ambulance service	8	1.6 %
Overall efforts by City government in your area to ensure the community is prepared for emergencies or natural disasters	39	7.8 %
Overall maintenance of City streets, sidewalks & infrastructure	102	20.4 %
Overall effectiveness of communication by City government in your area	10	2.0 %
Overall flow of traffic & congestion management on streets within City	94	18.8 %
Overall quality of drainage system in rainfall events	27	5.4 %
Overall quality of water utility services	9	1.8 %
Overall quality of wastewater utility services	3	0.6 %
Overall quality of garbage & recycling services	9	1.8 %
Overall quality of parks & recreation programs & facilities	22	4.4 %
Overall quality of treasury billing customer service	5	1.0 %
Overall quality of permit application process	2	0.4 %
Enforcement of local codes & ordinances	8	1.6 %
None chosen	40	8.0 %
Total	500	100.0 %

Missing Cases = 0

Q3. Which THREE of the major categories of City services from the list in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. 2nd choice	Number	Percent
Quality of police service	27	5.4 %
Quality of fire & ambulance service	46	9.2 %
Overall efforts by City government in your area to ensure the community is prepared for emergencies or natural disasters	42	8.4 %
Overall maintenance of City streets, sidewalks & infrastructure	94	18.8 %
Overall effectiveness of communication by City government in your area	17	3.4 %
Overall flow of traffic & congestion management on streets within City	82	16.4 %
Overall quality of drainage system in rainfall events	55	11.0 %
Overall quality of water utility services	22	4.4 %
Overall quality of wastewater utility services	1	0.2 %
Overall quality of garbage & recycling services	12	2.4 %
Overall quality of parks & recreation programs & facilities	22	4.4 %
Overall quality of treasury billing customer service	3	0.6 %
Overall quality of 311 customer service	1	0.2 %
Overall quality of permit application process	2	0.4 %
Enforcement of local codes & ordinances	15	3.0 %
Open records request process	1	0.2 %
None chosen	58	11.6 %
Total	500	100.0 %

Missing Cases = 0

Q3. Which THREE of the major categories of City services from the list in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. 3rd choice	Number	Percent
Quality of police service	21	4.2 %
Quality of fire & ambulance service	20	4.0 %
Overall efforts by City government in your area to ensure the community is prepared for emergencies or natural disasters	48	9.6 %
Overall maintenance of City streets, sidewalks & infrastructure	69	13.8 %
Overall effectiveness of communication by City government in your area	23	4.6 %
Overall flow of traffic & congestion management on streets within City	53	10.6 %
Overall quality of drainage system in rainfall events	56	11.2 %
Overall quality of water utility services	12	2.4 %
Overall quality of wastewater utility services	7	1.4 %
Overall quality of garbage & recycling services	14	2.8 %
Overall quality of parks & recreation programs & facilities	37	7.4 %
Overall quality of treasury billing customer service	13	2.6 %
Overall quality of 311 customer service	4	0.8 %
Overall quality of permit application process	4	0.8 %
Enforcement of local codes & ordinances	21	4.2 %
Open records request process	2	0.4 %
None chosen	96	19.2 %
Total	500	100.0 %

Missing Cases = 0

TOP THREE

Q3. Which THREE of the major categories of City services from the list in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q3. Top choice	Number	Percent
Quality of police service	170	34.0 %
Quality of fire & ambulance service	74	14.8 %
Overall efforts by City government in your area to ensure the community is prepared for emergencies or natural disasters	129	25.8 %
Overall maintenance of City streets, sidewalks & infrastructure	265	53.0 %
Overall effectiveness of communication by City government in your area	50	10.0 %
Overall flow of traffic & congestion management on streets within City	229	45.8 %
Overall quality of drainage system in rainfall events	138	27.6 %
Overall quality of water utility services	43	8.6 %
Overall quality of wastewater utility services	11	2.2 %
Overall quality of garbage & recycling services	35	7.0 %
Overall quality of parks & recreation programs & facilities	81	16.2 %
Overall quality of treasury billing customer service	21	4.2 %
Overall quality of 311 customer service	5	1.0 %
Overall quality of permit application process	8	1.6 %
Enforcement of local codes & ordinances	44	8.8 %
Open records request process	3	0.6 %
None chosen	40	8.0 %
Total	1346	

Number of Cases = 500

Number of Responses = 1346

Average Number Of Responses Per Case = 2.7

Number Of Cases With At Least One Response = 500

Response Percent = 100.0 %

Q4. Please rate each of the following items that may influence your perception of the community using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall value that you receive for your City tax dollars & fees	18.4%	42.8%	24.2%	6.8%	2.2%	5.6%
Q4-2. Overall image of the community	44.2%	40.6%	9.4%	3.0%	0.6%	2.2%
Q4-3. Quality of City government services	25.8%	49.2%	15.2%	3.8%	0.8%	5.2%
Q4-4. Quality of life in your community	43.0%	43.6%	10.0%	1.0%	0.4%	2.0%
Q4-5. How well City approaches development	20.6%	36.6%	21.4%	10.2%	2.8%	8.4%
Q4-6. Appearance of your community	36.4%	47.4%	10.4%	3.8%	0.2%	1.8%
Q4-7. Leadership of elected officials	18.2%	37.2%	24.4%	4.8%	3.2%	12.2%
Q4-8. Leadership of City Manager	19.4%	34.0%	20.4%	5.2%	2.0%	19.0%
Q4-9. City's ability to adapt to the community's changing demographics	20.4%	31.2%	28.0%	4.4%	2.2%	13.8%
Q4-10. How well City is approaching redevelopment as it relates to future City planning for the next 20-30 years	13.4%	24.0%	28.0%	9.0%	3.2%	22.4%

WITHOUT "DON'T KNOW"**Q4. Please rate each of the following items that may influence your perception of the community using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall value that you receive for your City tax dollars & fees	19.5%	45.3%	25.6%	7.2%	2.3%
Q4-2. Overall image of the community	45.2%	41.5%	9.6%	3.1%	0.6%
Q4-3. Quality of City government services	27.2%	51.9%	16.0%	4.0%	0.8%
Q4-4. Quality of life in your community	43.9%	44.5%	10.2%	1.0%	0.4%
Q4-5. How well City approaches development	22.5%	40.0%	23.4%	11.1%	3.1%
Q4-6. Appearance of your community	37.1%	48.3%	10.6%	3.9%	0.2%
Q4-7. Leadership of elected officials	20.7%	42.4%	27.8%	5.5%	3.6%
Q4-8. Leadership of City Manager	24.0%	42.0%	25.2%	6.4%	2.5%
Q4-9. City's ability to adapt to the community's changing demographics	23.7%	36.2%	32.5%	5.1%	2.6%
Q4-10. How well City is approaching redevelopment as it relates to future City planning for the next 20-30 years	17.3%	30.9%	36.1%	11.6%	4.1%

Q5(1-8). Police Services. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of City police protection	45.2%	39.4%	7.2%	3.0%	0.8%	4.4%
Q5-2. Visibility of police in neighborhoods	34.4%	38.4%	14.4%	8.2%	2.4%	2.2%
Q5-3. Visibility of police in commercial & retail areas	28.8%	39.0%	19.2%	6.6%	1.2%	5.2%
Q5-4. How quickly police respond to emergencies	30.6%	29.6%	9.8%	1.4%	0.4%	28.2%
Q5-5. Efforts by City government to prevent crime	25.0%	33.2%	20.2%	3.6%	1.6%	16.4%
Q5-6. Enforcement of City traffic laws	22.6%	40.4%	17.6%	8.0%	3.8%	7.6%
Q5-7. Police safety awareness education programs	19.0%	23.6%	18.8%	2.2%	0.8%	35.6%
Q5-8. Parking enforcement services	17.0%	23.4%	21.0%	4.6%	2.0%	32.0%

WITHOUT "DON'T KNOW"

Q5(1-8). Public Safety Services. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of City police protection	47.3%	41.2%	7.5%	3.1%	0.8%
Q5-2. Visibility of police in neighborhoods	35.2%	39.3%	14.7%	8.4%	2.5%
Q5-3. Visibility of police in commercial & retail areas	30.4%	41.1%	20.3%	7.0%	1.3%
Q5-4. How quickly police respond to emergencies	42.6%	41.2%	13.6%	1.9%	0.6%
Q5-5. Efforts by City government to prevent crime	29.9%	39.7%	24.2%	4.3%	1.9%
Q5-6. Enforcement of City traffic laws	24.5%	43.7%	19.0%	8.7%	4.1%
Q5-7. Police safety awareness education programs	29.5%	36.6%	29.2%	3.4%	1.2%
Q5-8. Parking enforcement services	25.0%	34.4%	30.9%	6.8%	2.9%

Q5(9-14). Fire/EMS Services. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-9. Overall quality of fire services	45.8%	29.6%	5.0%	0.0%	0.4%	19.2%
Q5-10. How quickly fire services personnel respond	42.2%	22.6%	4.8%	0.0%	0.2%	30.2%
Q5-11. Fire education programs in your community	20.8%	20.4%	15.2%	1.8%	0.4%	41.4%
Q5-12. Fire inspection programs in your community	17.8%	16.0%	14.0%	1.0%	0.6%	50.6%
Q5-13. Overall quality of ambulance/emergency medical services	37.4%	31.0%	5.2%	1.0%	0.2%	25.2%
Q5-14. How quickly ambulance/EMS personnel respond	40.0%	23.6%	5.8%	0.4%	0.6%	29.6%

WITHOUT "DON'T KNOW"

Q5(9-14). Fire/EMS Services. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-9. Overall quality of fire services	56.7%	36.6%	6.2%	0.0%	0.5%
Q5-10. How quickly fire services personnel respond	60.5%	32.4%	6.9%	0.0%	0.3%
Q5-11. Fire education programs in your community	35.5%	34.8%	25.9%	3.1%	0.7%
Q5-12. Fire inspection programs in your community	36.0%	32.4%	28.3%	2.0%	1.2%
Q5-13. Overall quality of ambulance/emergency medical services	50.0%	41.4%	7.0%	1.3%	0.3%
Q5-14. How quickly ambulance/EMS personnel respond	56.8%	33.5%	8.2%	0.6%	0.9%

Q6. From the list of items in Question 5, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. Top choice	Number	Percent
Overall quality of City police protection	122	24.4 %
Visibility of police in neighborhoods	86	17.2 %
Visibility of police in commercial & retail areas	32	6.4 %
How quickly police respond to emergencies	21	4.2 %
Efforts by City government to prevent crime	56	11.2 %
Enforcement of City traffic laws	30	6.0 %
Police safety awareness education programs	8	1.6 %
Parking enforcement services	4	0.8 %
Overall quality of fire services	6	1.2 %
Fire education programs in your community	3	0.6 %
Fire inspection programs in your community	3	0.6 %
Overall quality of ambulance/emergency medical services	9	1.8 %
How quickly ambulance/EMS personnel respond	8	1.6 %
None chosen	112	22.4 %
Total	500	100.0 %

Missing Cases = 0

Q6. From the list of items in Question 5, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 2nd choice	Number	Percent
Overall quality of City police protection	24	4.8 %
Visibility of police in neighborhoods	72	14.4 %
Visibility of police in commercial & retail areas	59	11.8 %
How quickly police respond to emergencies	33	6.6 %
Efforts by City government to prevent crime	58	11.6 %
Enforcement of City traffic laws	34	6.8 %
Police safety awareness education programs	12	2.4 %
Parking enforcement services	9	1.8 %
Overall quality of fire services	22	4.4 %
How quickly fire services personnel respond	12	2.4 %
Fire education programs in your community	10	2.0 %
Fire inspection programs in your community	5	1.0 %
Overall quality of ambulance/emergency medical services	10	2.0 %
How quickly ambulance/EMS personnel respond	3	0.6 %
None chosen	137	27.4 %
Total	500	100.0 %

Missing Cases = 0

Q6. From the list of items in Question 5, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City police protection	23	4.6 %
Visibility of police in neighborhoods	26	5.2 %
Visibility of police in commercial & retail areas	50	10.0 %
How quickly police respond to emergencies	32	6.4 %
Efforts by City government to prevent crime	46	9.2 %
Enforcement of City traffic laws	28	5.6 %
Police safety awareness education programs	17	3.4 %
Parking enforcement services	15	3.0 %
Overall quality of fire services	15	3.0 %
How quickly fire services personnel respond	19	3.8 %
Fire education programs in your community	10	2.0 %
Fire inspection programs in your community	7	1.4 %
Overall quality of ambulance/emergency medical services	23	4.6 %
How quickly ambulance/EMS personnel respond	16	3.2 %
None chosen	173	34.6 %
Total	500	100.0 %

Missing Cases = 0

TOP THREE

Q6. From the list of items in Question 5, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City police protection	169	33.8 %
Visibility of police in neighborhoods	184	36.8 %
Visibility of police in commercial & retail areas	141	28.2 %
How quickly police respond to emergencies	86	17.2 %
Efforts by City government to prevent crime	160	32.0 %
Enforcement of City traffic laws	92	18.4 %
Police safety awareness education programs	37	7.4 %
Parking enforcement services	28	5.6 %
Overall quality of fire services	43	8.6 %
How quickly fire services personnel respond	31	6.2 %
Fire education programs in your community	23	4.6 %
Fire inspection programs in your community	15	3.0 %
Overall quality of ambulance/emergency medical services	42	8.4 %
How quickly ambulance/EMS personnel respond	27	5.4 %
None chosen	112	22.4 %
Total	1190	

Number of Cases = 500

Number of Responses = 1190

Average Number Of Responses Per Case = 2.4

Number Of Cases With At Least One Response = 500

Response Percent = 100.0 %

Q7. Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=500)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Walking in your neighborhood during the day	64.4%	29.8%	2.6%	1.0%	0.0%	2.2%
Q7-2. Walking in your neighborhood after dark	27.6%	43.0%	16.4%	7.2%	1.2%	4.6%
Q7-3. Walking on City trails/in City parks	26.2%	38.6%	17.0%	5.0%	0.8%	12.4%
Q7-4. Overall feeling of safety in your community	38.8%	48.4%	9.4%	1.0%	0.0%	2.4%

WITHOUT "DON'T KNOW"

Q7. Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=500)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Walking in your neighborhood during the day	65.8%	30.5%	2.7%	1.0%	0.0%
Q7-2. Walking in your neighborhood after dark	28.9%	45.1%	17.2%	7.5%	1.3%
Q7-3. Walking on City trails/in City parks	29.9%	44.1%	19.4%	5.7%	0.9%
Q7-4. Overall feeling of safety in your community	39.8%	49.6%	9.6%	1.0%	0.0%

Q8(1-13). Public Works: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Condition of major streets in Sugar Land	22.2%	57.2%	11.4%	5.8%	1.4%	2.0%
Q8-2. Condition of sidewalks in City	12.0%	37.4%	26.6%	15.2%	4.8%	4.0%
Q8-3. Condition of streets in your neighborhood	22.8%	49.6%	12.6%	10.8%	2.2%	2.0%
Q8-4. Condition of sidewalks in your neighborhood	14.4%	31.4%	20.0%	21.2%	8.0%	5.0%
Q8-5. Condition of street drainage	19.0%	46.4%	18.4%	9.2%	3.0%	4.0%
Q8-6. Condition of street signs & traffic signals	32.2%	50.8%	10.6%	3.0%	0.8%	2.6%
Q8-7. Accessibility of streets, sidewalks, & buildings for people with disabilities	17.4%	32.2%	14.2%	7.4%	3.2%	25.6%
Q8-8. On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	11.8%	28.8%	27.0%	12.2%	6.4%	13.8%
Q8-9. Condition of pavement markings on streets	16.4%	48.0%	21.6%	6.6%	0.8%	6.6%
Q8-10. Condition of landscaping or streetscaping in medians along streets	23.2%	51.4%	15.4%	5.8%	1.6%	2.6%
Q8-11. Adequacy of street lighting in Sugar Land	20.0%	51.4%	15.6%	8.4%	1.8%	2.8%
Q8-12. Mowing/tree trimming along streets & other public areas	27.2%	48.8%	14.8%	4.4%	2.2%	2.6%
Q8-13. Cleanliness of streets & other public areas	32.2%	52.8%	10.0%	1.4%	0.6%	3.0%

WITHOUT "DON'T KNOW"**Q8(1-13). Public Works: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Condition of major streets in Sugar Land	22.7%	58.4%	11.6%	5.9%	1.4%
Q8-2. Condition of sidewalks in City	12.5%	39.0%	27.7%	15.8%	5.0%
Q8-3. Condition of streets in your neighborhood	23.3%	50.6%	12.9%	11.0%	2.2%
Q8-4. Condition of sidewalks in your neighborhood	15.2%	33.1%	21.1%	22.3%	8.4%
Q8-5. Condition of street drainage	19.8%	48.3%	19.2%	9.6%	3.1%
Q8-6. Condition of street signs & traffic signals	33.1%	52.2%	10.9%	3.1%	0.8%
Q8-7. Accessibility of streets, sidewalks, & buildings for people with disabilities	23.4%	43.3%	19.1%	9.9%	4.3%
Q8-8. On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	13.7%	33.4%	31.3%	14.2%	7.4%
Q8-9. Condition of pavement markings on streets	17.6%	51.4%	23.1%	7.1%	0.9%
Q8-10. Condition of landscaping or streetscaping in medians along streets	23.8%	52.8%	15.8%	6.0%	1.6%
Q8-11. Adequacy of street lighting in Sugar Land	20.6%	52.9%	16.0%	8.6%	1.9%
Q8-12. Mowing/tree trimming along streets & other public areas	27.9%	50.1%	15.2%	4.5%	2.3%
Q8-13. Cleanliness of streets & other public areas	33.2%	54.4%	10.3%	1.4%	0.6%

Q8(14-21). Utility Services: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-14. Water service	34.6%	46.8%	10.8%	3.6%	1.6%	2.6%
Q8-15. Taste of tap water	27.6%	42.0%	16.4%	5.6%	3.4%	5.0%
Q8-16. Water pressure	29.6%	48.4%	11.6%	5.8%	1.6%	3.0%
Q8-17. Smell of tap water	29.4%	43.4%	17.6%	4.2%	2.4%	3.0%
Q8-18. Wastewater services	30.2%	46.4%	14.4%	1.0%	0.6%	7.4%
Q8-19. Condition of storm drains	22.6%	43.4%	19.8%	5.4%	1.6%	7.2%
Q8-20. Timeliness of water/sewer line break repairs	17.6%	28.4%	18.0%	2.4%	0.8%	32.8%
Q8-21. Other	0.4%	0.4%	1.6%	1.4%	1.8%	94.4%

WITHOUT "DON'T KNOW"

Q8(14-21). Utility Services: Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-14. Water service	35.5%	48.0%	11.1%	3.7%	1.6%
Q8-15. Taste of tap water	29.1%	44.2%	17.3%	5.9%	3.6%
Q8-16. Water pressure	30.5%	49.9%	12.0%	6.0%	1.6%
Q8-17. Smell of tap water	30.3%	44.7%	18.1%	4.3%	2.5%
Q8-18. Wastewater services	32.6%	50.1%	15.6%	1.1%	0.6%
Q8-19. Condition of storm drains	24.4%	46.8%	21.3%	5.8%	1.7%
Q8-20. Timeliness of water/sewer line break repairs	26.2%	42.3%	26.8%	3.6%	1.2%
Q8-21. Other	7.1%	7.1%	28.6%	25.0%	32.1%

Q9. From the list of items in Questions 8, which THREE of the major categories of Public Works and Utilities Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in Sugar Land	86	17.2 %
Condition of sidewalks in City	45	9.0 %
Condition of streets in your neighborhood	26	5.2 %
Condition of sidewalks in your neighborhood	61	12.2 %
Condition of street drainage	49	9.8 %
Condition of street signs & traffic signals	9	1.8 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	21	4.2 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	27	5.4 %
Condition of pavement markings on streets	5	1.0 %
Condition of landscaping or streetscaping in medians along streets	12	2.4 %
Adequacy of street lighting in Sugar Land	9	1.8 %
Mowing/tree trimming along streets & other public areas	8	1.6 %
Cleanliness of streets & other public areas	6	1.2 %
Water service	15	3.0 %
Taste of tap water	11	2.2 %
Water pressure	2	0.4 %
Smell of tap water	2	0.4 %
Condition of storm drains	13	2.6 %
Timeliness of water/sewer line break repairs	6	1.2 %
None chosen	87	17.4 %
Total	500	100.0 %

Missing Cases = 0

Q9. From the list of items in Questions 8, which THREE of the major categories of Public Works and Utilities Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in Sugar Land	27	5.4 %
Condition of sidewalks in City	40	8.0 %
Condition of streets in your neighborhood	33	6.6 %
Condition of sidewalks in your neighborhood	41	8.2 %
Condition of street drainage	42	8.4 %
Condition of street signs & traffic signals	9	1.8 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	25	5.0 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	22	4.4 %
Condition of pavement markings on streets	16	3.2 %
Condition of landscaping or streetscaping in medians along streets	8	1.6 %
Adequacy of street lighting in Sugar Land	29	5.8 %
Mowing/tree trimming along streets & other public areas	10	2.0 %
Cleanliness of streets & other public areas	9	1.8 %
Water service	16	3.2 %
Taste of tap water	8	1.6 %
Water pressure	11	2.2 %
Smell of tap water	2	0.4 %
Wastewater services	3	0.6 %
Condition of storm drains	17	3.4 %
Timeliness of water/sewer line break repairs	7	1.4 %
None chosen	125	25.0 %
Total	500	100.0 %

Missing Cases = 0

Q9. From the list of items in Questions 8, which THREE of the major categories of Public Works and Utilities Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q9. 3rd choice	Number	Percent
Condition of major streets in Sugar Land	23	4.6 %
Condition of sidewalks in City	23	4.6 %
Condition of streets in your neighborhood	20	4.0 %
Condition of sidewalks in your neighborhood	27	5.4 %
Condition of street drainage	36	7.2 %
Condition of street signs & traffic signals	7	1.4 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	17	3.4 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	29	5.8 %
Condition of pavement markings on streets	19	3.8 %
Condition of landscaping or streetscaping in medians along streets	14	2.8 %
Adequacy of street lighting in Sugar Land	22	4.4 %
Mowing/tree trimming along streets & other public areas	9	1.8 %
Cleanliness of streets & other public areas	17	3.4 %
Water service	10	2.0 %
Taste of tap water	11	2.2 %
Water pressure	11	2.2 %
Smell of tap water	6	1.2 %
Wastewater services	4	0.8 %
Condition of storm drains	19	3.8 %
Timeliness of water/sewer line break repairs	9	1.8 %
None chosen	167	33.4 %
Total	500	100.0 %

Missing Cases = 0

TOP THREE**Q9. From the list of items in Questions 8, which THREE of the major categories of Public Works and Utilities Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q9. Top choice	Number	Percent
Condition of major streets in Sugar Land	136	27.2 %
Condition of sidewalks in City	108	21.6 %
Condition of streets in your neighborhood	79	15.8 %
Condition of sidewalks in your neighborhood	129	25.8 %
Condition of street drainage	127	25.4 %
Condition of street signs & traffic signals	25	5.0 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	63	12.6 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	78	15.6 %
Condition of pavement markings on streets	40	8.0 %
Condition of landscaping or streetscaping in medians along streets	34	6.8 %
Adequacy of street lighting in Sugar Land	60	12.0 %
Mowing/tree trimming along streets & other public areas	27	5.4 %
Cleanliness of streets & other public areas	32	6.4 %
Water service	41	8.2 %
Taste of tap water	30	6.0 %
Water pressure	24	4.8 %
Smell of tap water	10	2.0 %
Wastewater services	7	1.4 %
Condition of storm drains	49	9.8 %
Timeliness of water/sewer line break repairs	22	4.4 %
None chosen	87	17.4 %
Total	1208	

Number of Cases = 500

Number of Responses = 1208

Average Number Of Responses Per Case = 2.4

Number Of Cases With At Least One Response = 500

Response Percent = 100.0 %

Q10. Environmental and Neighborhood Services. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Residential garbage collection services	43.8%	42.8%	7.2%	2.2%	1.0%	3.0%
Q10-2. Curbside recycling services	40.4%	42.4%	8.4%	2.4%	1.4%	5.0%
Q10-3. Greenwaste collection services	38.0%	39.6%	11.4%	1.2%	0.4%	9.4%
Q10-4. Household hazardous waste disposal service (for oil, paint, etc.)	16.2%	19.8%	19.6%	11.0%	4.4%	29.0%
Q10-5. Textile recycling services	16.8%	19.2%	19.6%	4.2%	2.4%	37.8%
Q10-6. Animal services (adoption/animal control)	14.6%	18.6%	17.2%	8.2%	3.6%	37.8%
Q10-7. On-call bulky waste collection services	19.2%	20.0%	19.4%	8.6%	7.8%	25.0%
Q10-8. Other	0.2%	0.4%	0.6%	0.8%	0.8%	97.2%

WITHOUT "DON'T KNOW"**Q10. Environmental and Neighborhood Services. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Residential garbage collection services	45.2%	44.1%	7.4%	2.3%	1.0%
Q10-2. Curbside recycling services	42.5%	44.6%	8.8%	2.5%	1.5%
Q10-3. Greenwaste collection services	41.9%	43.7%	12.6%	1.3%	0.4%
Q10-4. Household hazardous waste disposal service (for oil, paint, etc.)	22.8%	27.9%	27.6%	15.5%	6.2%
Q10-5. Textile recycling services	27.0%	30.9%	31.5%	6.8%	3.9%
Q10-6. Animal services (adoption/animal control)	23.5%	29.9%	27.7%	13.2%	5.8%
Q10-7. On-call bulky waste collection services	25.6%	26.7%	25.9%	11.5%	10.4%
Q10-8. Other	7.1%	14.3%	21.4%	28.6%	28.6%

Q11. From the list of items in Question 10, which THREE of the major categories of ENS do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. Top choice	Number	Percent
Residential garbage collection services	96	19.2 %
Curbside recycling services	23	4.6 %
Greenwaste collection services	15	3.0 %
Household hazardous waste disposal service (for oil, paint, etc.)	73	14.6 %
Textile recycling services	10	2.0 %
Animal services (adoption/animal control)	89	17.8 %
On-call bulky waste collection services	45	9.0 %
None chosen	149	29.8 %
Total	500	100.0 %

Missing Cases = 0

Q11. From the list of items in Question 10, which THREE of the major categories of ENS do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 2nd choice	Number	Percent
Residential garbage collection services	22	4.4 %
Curbside recycling services	68	13.6 %
Greenwaste collection services	22	4.4 %
Household hazardous waste disposal service (for oil, paint, etc.)	70	14.0 %
Textile recycling services	19	3.8 %
Animal services (adoption/animal control)	42	8.4 %
On-call bulky waste collection services	34	6.8 %
None chosen	223	44.6 %
Total	500	100.0 %

Missing Cases = 0

Q11. From the list of items in Question 10, which THREE of the major categories of ENS do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 3rd choice	Number	Percent
Residential garbage collection services	14	2.8 %
Curbside recycling services	34	6.8 %
Greenwaste collection services	36	7.2 %
Household hazardous waste disposal service (for oil, paint, etc.)	32	6.4 %
Textile recycling services	21	4.2 %
Animal services (adoption/animal control)	30	6.0 %
On-call bulky waste collection services	44	8.8 %
None chosen	289	57.8 %
Total	500	100.0 %

Missing Cases = 0

TOP THREE**Q11. From the list of items in Question 10, which THREE of the major categories of ENS do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)**

Q11. Top choice	Number	Percent
Residential garbage collection services	132	26.4 %
Curbside recycling services	125	25.0 %
Greenwaste collection services	73	14.6 %
Household hazardous waste disposal service (for oil, paint, etc.)	175	35.0 %
Textile recycling services	50	10.0 %
Animal services (adoption/animal control)	161	32.2 %
On-call bulky waste collection services	123	24.6 %
None chosen	149	29.8 %
Total	988	

Number of Cases = 500

Number of Responses = 988

Average Number Of Responses Per Case = 2.0

Number Of Cases With At Least One Response = 500

Response Percent = 100.0 %

Q12. Parks and Recreation. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of City parks	34.4%	46.8%	8.2%	1.0%	0.8%	8.8%
Q12-2. Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	31.6%	45.2%	11.0%	1.8%	0.8%	9.6%
Q12-3. Number of parks	27.6%	40.6%	14.8%	4.2%	1.2%	11.6%
Q12-4. Maintenance & appearance of City community centers	29.0%	36.4%	13.6%	2.2%	0.4%	18.4%
Q12-5. City-produced special events (Parks Events Series, Park(ing) Day, IPRC's Haunted House, Christmas Tree Lighting, etc.)	26.8%	37.2%	16.6%	1.8%	1.4%	16.2%
Q12-6. Number of walking/biking trails	21.8%	38.4%	17.6%	6.4%	3.0%	12.8%
Q12-7. Quality of outdoor athletic fields	22.2%	35.8%	16.0%	2.0%	0.8%	23.2%
Q12-8. Youth athletic programs in your area	17.8%	22.8%	16.6%	3.4%	0.4%	39.0%
Q12-9. Adult athletic programs in your area	13.4%	19.8%	17.6%	6.0%	1.0%	42.2%
Q12-10. Senior citizen programs	13.0%	18.4%	19.4%	6.2%	2.0%	41.0%
Q12-11. Ease of registering for City programs	12.2%	20.4%	17.2%	4.0%	2.2%	44.0%
Q12-12. Overall quality of recreation programs & facilities	20.2%	28.8%	16.8%	3.2%	1.2%	29.8%
Q12-13. T.E. Harman Center-Senior Adult Facility (overall appearance, quality, location)	13.4%	16.4%	13.4%	1.6%	0.6%	54.6%
Q12-14. Other	0.0%	0.2%	0.2%	1.0%	0.8%	97.8%

WITHOUT "DON'T KNOW"**Q12. Parks and Recreation. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of City parks	37.7%	51.3%	9.0%	1.1%	0.9%
Q12-2. Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	35.0%	50.0%	12.2%	2.0%	0.9%
Q12-3. Number of parks	31.2%	45.9%	16.7%	4.8%	1.4%
Q12-4. Maintenance & appearance of City community centers	35.5%	44.6%	16.7%	2.7%	0.5%
Q12-5. City-produced special events (Parks Events Series, Park(ing) Day, IPRC's Haunted House, Christmas Tree Lighting, etc.)	32.0%	44.4%	19.8%	2.1%	1.7%
Q12-6. Number of walking/biking trails	25.0%	44.0%	20.2%	7.3%	3.4%
Q12-7. Quality of outdoor athletic fields	28.9%	46.6%	20.8%	2.6%	1.0%
Q12-8. Youth athletic programs in your area	29.2%	37.4%	27.2%	5.6%	0.7%
Q12-9. Adult athletic programs in your area	23.2%	34.3%	30.4%	10.4%	1.7%
Q12-10. Senior citizen programs	22.0%	31.2%	32.9%	10.5%	3.4%
Q12-11. Ease of registering for City programs	21.8%	36.4%	30.7%	7.1%	3.9%
Q12-12. Overall quality of recreation programs & facilities	28.8%	41.0%	23.9%	4.6%	1.7%
Q12-13. T.E. Harman Center-Senior Adult Facility (overall appearance, quality, location)	29.5%	36.1%	29.5%	3.5%	1.3%
Q12-14. Other	0.0%	9.1%	9.1%	45.5%	36.4%

Q13. From the list of items in Question 12, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. Top choice	Number	Percent
Maintenance of City parks	76	15.2 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	43	8.6 %
Number of parks	38	7.6 %
Maintenance & appearance of City community centers	17	3.4 %
City-produced special events (Parks Events Series, Park(ing) Day, IPRC's Haunted House, Christmas Tree Lighting, etc.)	24	4.8 %
Number of walking/biking trails	48	9.6 %
Quality of outdoor athletic fields	3	0.6 %
Youth athletic programs in your area	12	2.4 %
Adult athletic programs in your area	12	2.4 %
Senior citizen programs	42	8.4 %
Ease of registering for City programs	5	1.0 %
Overall quality of recreation programs & facilities	3	0.6 %
T.E. Harman Center-Senior Adult Facility (overall appearance, quality, location)	9	1.8 %
None chosen	168	33.6 %
Total	500	100.0 %

Missing Cases = 0

Q13. From the list of items in Question 12, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 2nd choice	Number	Percent
Maintenance of City parks	28	5.6 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	61	12.2 %
Number of parks	23	4.6 %
Maintenance & appearance of City community centers	21	4.2 %
City-produced special events (Parks Events Series, Park(ing) Day, IPRC's Haunted House, Christmas Tree Lighting, etc.)	20	4.0 %
Number of walking/biking trails	41	8.2 %
Quality of outdoor athletic fields	9	1.8 %
Youth athletic programs in your area	14	2.8 %
Adult athletic programs in your area	15	3.0 %
Senior citizen programs	22	4.4 %
Ease of registering for City programs	6	1.2 %
Overall quality of recreation programs & facilities	9	1.8 %
T.E. Harman Center-Senior Adult Facility (overall appearance, quality, location)	17	3.4 %
None chosen	214	42.8 %
Total	500	100.0 %

Missing Cases = 0

Q13. From the list of items in Question 12, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 3rd choice	Number	Percent
Maintenance of City parks	25	5.0 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	23	4.6 %
Number of parks	20	4.0 %
Maintenance & appearance of City community centers	22	4.4 %
City-produced special events (Parks Events Series, Park(ing) Day, IPRC's Haunted House, Christmas Tree Lighting, etc.)	26	5.2 %
Number of walking/biking trails	27	5.4 %
Quality of outdoor athletic fields	9	1.8 %
Youth athletic programs in your area	6	1.2 %
Adult athletic programs in your area	14	2.8 %
Senior citizen programs	30	6.0 %
Ease of registering for City programs	13	2.6 %
Overall quality of recreation programs & facilities	17	3.4 %
T.E. Harman Center-Senior Adult Facility (overall appearance, quality, location)	18	3.6 %
None chosen	250	50.0 %
Total	500	100.0 %

Missing Cases = 0

TOP THREE

Q13. From the list of items in Question 12, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q13. Top choice	Number	Percent
Maintenance of City parks	129	25.8 %
Quality of facilities at City parks (e.g., picnic shelters, playgrounds)	127	25.4 %
Number of parks	81	16.2 %
Maintenance & appearance of City community centers	60	12.0 %
City-produced special events (Parks Events Series, Park(ing) Day, IPRC's Haunted House, Christmas Tree Lighting, etc.)	70	14.0 %
Number of walking/biking trails	116	23.2 %
Quality of outdoor athletic fields	21	4.2 %
Youth athletic programs in your area	32	6.4 %
Adult athletic programs in your area	41	8.2 %
Senior citizen programs	94	18.8 %
Ease of registering for City programs	24	4.8 %
Overall quality of recreation programs & facilities	29	5.8 %
T.E. Harman Center-Senior Adult Facility (overall appearance, quality, location)	44	8.8 %
None chosen	168	33.6 %
Total	1036	

Number of Cases = 500

Number of Responses = 1036

Average Number Of Responses Per Case = 2.1

Number Of Cases With At Least One Response = 500

Response Percent = 100.0 %

Q14. Have you applied for a permit (building, plumbing, fire, electrical, remodel, commercial, residential, etc.) or been part of a permit process during the past 12 months in the City of Sugar Land?

Q14. Have you applied for a permit or been part of a permit process during past 12 months

	Number	Percent
Yes	62	12.4 %
No	438	87.6 %
Total	500	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q14a. How satisfied were you with the ease of obtaining information and materials about the permit process?

Q14a. How satisfied were you with the ease of obtaining information & materials about permit process

	Number	Percent
Very satisfied	23	37.1 %
Satisfied	16	25.8 %
Neutral	10	16.1 %
Dissatisfied	9	14.5 %
Very dissatisfied	3	4.8 %
Don't know	1	1.6 %
Total	62	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "DON'T KNOW"

Q14a. How satisfied were you with the ease of obtaining information and materials about the permit process? (without "don't know")

Q14a. How satisfied were you with the ease of obtaining information & materials about permit process

	Number	Percent
Very satisfied	23	37.7 %
Satisfied	16	26.2 %
Neutral	10	16.4 %
Dissatisfied	9	14.8 %
Very dissatisfied	3	4.9 %
Total	61	100.0 %

Missing Cases = 1

Response Percent = 98.4 %

Q15. Public Information Services. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information about Cty governmental services & activities	18.8%	35.8%	25.4%	5.0%	0.8%	14.2%
Q15-2. Timeliness of information provided by your City government	17.6%	37.2%	24.4%	4.8%	0.6%	15.4%
Q15-3. Efforts by City government to keep you informed about local issues	19.2%	35.4%	24.2%	7.6%	1.4%	12.2%
Q15-4. Quality of video production	10.0%	13.8%	22.0%	1.6%	0.4%	52.2%
Q15-5. Quality of City website	15.0%	36.8%	24.8%	3.8%	1.2%	18.4%
Q15-6. Quality of City social media outlets	12.6%	21.0%	25.0%	2.4%	0.8%	38.2%

WITHOUT "DON'T KNOW"

Q15. Public Information Services. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=500)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information about Cty governmental services & activities	21.9%	41.7%	29.6%	5.8%	0.9%
Q15-2. Timeliness of information provided by your City government	20.8%	44.0%	28.8%	5.7%	0.7%
Q15-3. Efforts by City government to keep you informed about local issues	21.9%	40.3%	27.6%	8.7%	1.6%
Q15-4. Quality of video production	20.9%	28.9%	46.0%	3.3%	0.8%
Q15-5. Quality of City website	18.4%	45.1%	30.4%	4.7%	1.5%
Q15-6. Quality of City social media outlets	20.4%	34.0%	40.5%	3.9%	1.3%

Q16. From which of the following sources do you currently get information about the City of Sugar Land?

Q16. From which following sources do you currently get information about City

	Number	Percent
Local newspapers	197	39.4 %
City website-SugarLandtx.gov	246	49.2 %
City of Sugar Land eNewsletters	106	21.2 %
TV news channels	130	26.0 %
Utility bill	108	21.6 %
City Facebook pages (City, police, parks, tourism)	117	23.4 %
Twitter/"X"	21	4.2 %
YouTube	17	3.4 %
SLTV-public access	9	1.8 %
Print brochures, flyers	73	14.6 %
Your HOA	190	38.0 %
MySLTX mobile app (iPhone, Android, Tablet)	45	9.0 %
Nextdoor	136	27.2 %
Online Town Hall	11	2.2 %
Email	126	25.2 %
Neighborhood web/social media	98	19.6 %
TextMyGov	25	5.0 %
Instagram	30	6.0 %
Threads	4	0.8 %
Reels	3	0.6 %
Other	11	2.2 %
Total	1703	

Number of Cases = 500

Number of Responses = 1703

Average Number Of Responses Per Case = 3.4

Number Of Cases With At Least One Response = 474

Response Percent = 94.8 %

Q17. Are you aware of the city's social media channels?

Q17. Are you aware of City's social media channels	Number	Percent
Yes	159	31.8 %
No	341	68.2 %
Total	500	100.0 %

Missing Cases = 0
 Response Percent = 100.0 %

Q17a. Which of the following social media outlets do you follow the City of Sugar Land on?

Q17a. On which following social media outlets do you follow City

	Number	Percent
Facebook	95	59.7 %
Twitter/"X"	21	13.2 %
Instagram	31	19.5 %
Nextdoor	59	37.1 %
LinkedIn	7	4.4 %
YouTube	17	10.7 %
Total	230	

Number of Cases = 159
 Number of Responses = 230
 Average Number Of Responses Per Case = 1.4
 Number Of Cases With At Least One Response = 137
 Response Percent = 86.2 %

Q18. Have you visited the City's website (SugarLandTX.gov) during the past 6 months?

Q18. Have you visited City's website during past 6 months

	Number	Percent
Yes	302	60.4 %
No	198	39.6 %
Total	500	100.0 %

Missing Cases = 0
 Response Percent = 100.0 %

Q18a. What was the reason for your most recent visit to the City's website?

Q18a. What was the reason for your most recent visit to City's website

	Number	Percent
To look for general information about City	64	21.2 %
To understand a specific City service or program	153	50.7 %
To pay a bill, see adoptable pets (i.e., do business with City)	58	19.2 %
Other	21	7.0 %
Not provided	6	2.0 %
Total	302	100.0 %

Missing Cases = 0
 Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q18a. What was the reason for your most recent visit to the City's website? (without "not provided")**

Q18a. What was the reason for your most recent visit to

City's website	Number	Percent
To look for general information about City	64	21.6 %
To understand a specific City service or program	153	51.7 %
To pay a bill, see adoptable pets (i.e., do business with City)	58	19.6 %
Other	21	7.1 %
Total	296	100.0 %

Missing Cases = 6

Response Percent = 98.0 %

Q18b. City's Website. Please rate each of the following statements using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=302)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q18b-1. I am satisfied with quality of information provided on City's website	20.5%	50.7%	20.5%	4.0%	1.3%	3.0%
Q18b-2. It is easy to find information I am looking for	15.2%	43.7%	25.2%	11.3%	2.6%	2.0%
Q18b-3. City's website is easy to use	16.2%	44.4%	24.8%	9.6%	2.3%	2.6%
Q18b-4. I like the look & feel of City's website	15.6%	38.7%	34.8%	5.0%	2.0%	4.0%

WITHOUT "DON'T KNOW"**Q18b. City's Website. Please rate each of the following statements using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")**

(N=302)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q18b-1. I am satisfied with quality of information provided on City's website	21.2%	52.2%	21.2%	4.1%	1.4%
Q18b-2. It is easy to find information I am looking for	15.5%	44.6%	25.7%	11.5%	2.7%
Q18b-3. City's website is easy to use	16.7%	45.6%	25.5%	9.9%	2.4%
Q18b-4. I like the look & feel of City's website	16.2%	40.3%	36.2%	5.2%	2.1%

Q18c. Do you ever watch the City's online broadcast of City Council or Planning/Zoning Commission meetings?

Q18c. Do you ever watch City's online broadcast of City Council or Planning/Zoning Commission meetings	Number	Percent
Yes	43	14.2 %
No	253	83.8 %
Not provided	6	2.0 %
Total	302	100.0 %

Missing Cases = 0
Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"

Q18c. Do you ever watch the City's online broadcast of City Council or Planning/Zoning Commission meetings? (without "not provided")

Q18c. Do you ever watch City's online broadcast of City Council or Planning/Zoning Commission meetings	Number	Percent
Yes	43	14.5 %
No	253	85.5 %
Total	296	100.0 %

Missing Cases = 6
Response Percent = 98.0 %

Q19. Have you contacted your City government with a question, problem, complaint, or to request service during the past year?

Q19. Have you contacted your City government with a question, problem, complaint, or to request service during past year	Number	Percent
Yes	142	28.4 %
No	358	71.6 %
Total	500	100.0 %

Missing Cases = 0
Response Percent = 100.0 %

Q19a. How many times have you contacted the city during the past year?

Q19a. How many times have you contacted City during past year	Number	Percent
1	54	38.0 %
2	43	30.3 %
3	29	20.4 %
4	2	1.4 %
5	5	3.5 %
6+	5	3.5 %
Not provided	4	2.8 %
Total	142	100.0 %

Missing Cases = 0
Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q19a. How many times have you contacted the city during the past year? (without "not provided")**

Q19a. How many times have you contacted City during
past year

	Number	Percent
1	54	39.1 %
2	43	31.2 %
3	29	21.0 %
4	2	1.4 %
5	5	3.6 %
6+	5	3.6 %
Total	138	100.0 %

Missing Cases = 4

Response Percent = 97.2 %

Q19b. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the City employees you have contacted with regard to each of the following.

(N=142)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19b-1. How easy City staff were to contact	35.2%	41.5%	10.6%	8.5%	3.5%	0.7%
Q19b-2. Courteousness of staff	43.0%	40.8%	9.2%	2.1%	2.1%	2.8%
Q19b-3. Accuracy of information & assistance given	29.6%	34.5%	20.4%	7.7%	5.6%	2.1%
Q19b-4. How quickly City staff responded to your request	34.5%	35.9%	11.3%	11.3%	4.9%	2.1%
Q19b-5. How well your issue was handled	30.3%	31.7%	12.0%	12.7%	9.2%	4.2%

WITHOUT "DON'T KNOW"

Q19b. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the City employees you have contacted with regard to each of the following. (without "don't know")

(N=142)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19b-1. How easy City staff were to contact	35.5%	41.8%	10.6%	8.5%	3.5%
Q19b-2. Courteousness of staff	44.2%	42.0%	9.4%	2.2%	2.2%
Q19b-3. Accuracy of information & assistance given	30.2%	35.3%	20.9%	7.9%	5.8%
Q19b-4. How quickly City staff responded to your request	35.3%	36.7%	11.5%	11.5%	5.0%
Q19b-5. How well your issue was handled	31.6%	33.1%	12.5%	13.2%	9.6%

Q20. Community Engagement/Public Involvement. Have you participated in any of the following programs/activities during the past 2 years.

(N=500)

	Yes	No
Q20-1. Serve Sugar Land (volunteer program)	4.0%	96.0%
Q20-2. Sugar Land Leaders/SL101	1.2%	98.8%
Q20-3. MYAC	1.0%	99.0%
Q20-4. Citizens Police Academy	2.0%	98.0%
Q20-5. Quarterly HOA meetings	12.8%	87.2%
Q20-6. Citizens Fire Academy	1.0%	99.0%
Q20-7. Membership in a Board, Commission, Committee or Taskforce	3.2%	96.8%
Q20-8. In person or online Town Hall	7.8%	92.2%
Q20-9. Public meeting	11.0%	89.0%
Q20-10. Public comment at City Council meeting	3.2%	96.8%
Q20-11. Planning efforts (e.g., master plans, zoning cases)	4.0%	96.0%

Q20. Community Engagement/Public Involvement. For each program/activity you have participated in, please rate your experience using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=127)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Serve Sugar Land (volunteer program)	20.0%	55.0%	10.0%	5.0%	0.0%	10.0%
Q20-2. Sugar Land Leaders/SL101	50.0%	16.7%	16.7%	0.0%	0.0%	16.7%
Q20-3. MYAC	20.0%	40.0%	20.0%	20.0%	0.0%	0.0%
Q20-4. Citizens Police Academy	50.0%	20.0%	10.0%	0.0%	10.0%	10.0%
Q20-5. Quarterly HOA meetings	12.5%	51.6%	15.6%	3.1%	6.3%	10.9%
Q20-6. Citizens Fire Academy	60.0%	20.0%	20.0%	0.0%	0.0%	0.0%
Q20-7. Membership in a Board, Commission, Committee or Taskforce	37.5%	43.8%	6.3%	0.0%	0.0%	12.5%
Q20-8. In person or online Town Hall	28.2%	43.6%	23.1%	2.6%	0.0%	2.6%
Q20-9. Public meeting	25.5%	29.1%	20.0%	14.5%	1.8%	9.1%
Q20-10. Public comment at City Council meeting	18.8%	31.3%	31.3%	12.5%	6.3%	0.0%
Q20-11. Planning efforts (e.g., master plans, zoning cases)	20.0%	35.0%	15.0%	15.0%	10.0%	5.0%

WITHOUT "DON'T KNOW"

Q20. Community Engagement/Public Involvement. For each program/activity you have participated in, please rate your experience using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=127)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Serve Sugar Land (volunteer program)	22.2%	61.1%	11.1%	5.6%	0.0%
Q20-2. Sugar Land Leaders/SL101	60.0%	20.0%	20.0%	0.0%	0.0%
Q20-3. MYAC	20.0%	40.0%	20.0%	20.0%	0.0%
Q20-4. Citizens Police Academy	55.6%	22.2%	11.1%	0.0%	11.1%
Q20-5. Quarterly HOA meetings	14.0%	57.9%	17.5%	3.5%	7.0%
Q20-6. Citizens Fire Academy	60.0%	20.0%	20.0%	0.0%	0.0%
Q20-7. Membership in a Board, Commission, Committee or Taskforce	42.9%	50.0%	7.1%	0.0%	0.0%
Q20-8. In person or online Town Hall	28.9%	44.7%	23.7%	2.6%	0.0%
Q20-9. Public meeting	28.0%	32.0%	22.0%	16.0%	2.0%
Q20-10. Public comment at City Council meeting	18.8%	31.3%	31.3%	12.5%	6.3%
Q20-11. Planning efforts (e.g., master plans, zoning cases)	21.1%	36.8%	15.8%	15.8%	10.5%

Q21. Are there any difficulties or barriers that keep you from participating in the activities and programs listed in Question 20?

Q21. Difficulties or barriers that keep you from participating in activities & programs listed in Question 20	Number	Percent
I don't feel like I can speak freely	44	8.8 %
I don't feel like I understand the issues	41	8.2 %
Locations/times are not convenient	86	17.2 %
ADA accessibility	5	1.0 %
Language access	4	0.8 %
Childcare	23	4.6 %
I am not interested	98	19.6 %
Virtual option is not available	32	6.4 %
Other	58	11.6 %
None selected	191	38.2 %
Total	582	

Number of Cases = 500

Number of Responses = 582

Average Number Of Responses Per Case = 1.2

Number Of Cases With At Least One Response = 497

Response Percent = 99.4 %

WITHOUT "NONE SELECTED"

Q21. Are there any difficulties or barriers that keep you from participating in the activities and programs listed in Question 20? (without "none selected")

Q21. Difficulties or barriers that keep you from participating in activities & programs listed in Question 20	Number	Percent
I don't feel like I can speak freely	44	14.2 %
I don't feel like I understand the issues	41	13.3 %
Locations/times are not convenient	86	27.8 %
ADA accessibility	5	1.6 %
Language access	4	1.3 %
Childcare	23	7.4 %
I am not interested	98	31.7 %
Virtual option is not available	32	10.4 %
Other	58	18.8 %
Total	391	

Number of Cases = 309

Number of Responses = 391

Average Number Of Responses Per Case = 1.3

Number Of Cases With At Least One Response = 306

Response Percent = 99.0 %

Q22. If the difficulties/barriers listed in Question 21 were eliminated or reduced, would you be more likely to participate?

Q22. Would you be more likely to participate	Number	Percent
Yes	128	41.4 %
No	74	23.9 %
Don't know	107	34.6 %
Total	309	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "DON'T KNOW"

Q22. If the difficulties/barriers listed in Question 21 were eliminated or reduced, would you be more likely to participate? (without "don't know")

Q22. Would you be more likely to participate	Number	Percent
Yes	128	63.4 %
No	74	36.6 %
Total	202	100.0 %

Missing Cases = 107

Response Percent = 65.4 %

Q23. Reasons to Live in Sugar Land. Several reasons for deciding where to live are listed below. Using a scale of 4 to 1, with 4 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in Sugar Land.

(N=500)

	Very important	Somewhat important	Not sure	Not important	Not provided
Q23-1. Small town feel	42.2%	32.8%	5.2%	12.6%	7.2%
Q23-2. Quality of public schools	69.0%	13.6%	2.4%	7.4%	7.6%
Q23-3. Employment opportunities	34.0%	30.0%	7.8%	19.6%	8.6%
Q23-4. Types of housing available (single-family, patio/small lot, townhomes/brownstones, multi-family, etc.)	59.4%	25.2%	3.2%	4.8%	7.4%
Q23-5. Affordability of housing	54.0%	25.6%	6.6%	6.2%	7.6%
Q23-6. Access to quality shopping	60.4%	29.4%	2.2%	3.0%	5.0%
Q23-7. Availability of parks & recreation opportunities	53.0%	32.8%	3.6%	4.8%	5.8%
Q23-8. Near family or friends	42.2%	31.8%	5.2%	14.4%	6.4%
Q23-9. Safety & security	88.0%	6.8%	0.4%	0.2%	4.6%
Q23-10. Availability of transportation options	24.2%	33.4%	11.4%	24.2%	6.8%
Q23-11. Availability of cultural activities & arts, including presence of cultural arts	28.4%	40.2%	10.0%	14.0%	7.4%
Q23-12. Access to restaurants & entertainment	57.2%	33.6%	2.0%	1.8%	5.4%
Q23-13. Sense of belonging to Sugar Land community as a whole	42.6%	37.2%	6.6%	7.4%	6.2%
Q23-14. Availability of healthcare facilities	75.4%	17.2%	1.2%	1.8%	4.4%

WITHOUT "DON'T KNOW"

Q23. Reasons to Live in Sugar Land. Several reasons for deciding where to live are listed below. Using a scale of 4 to 1, with 4 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in Sugar Land. (without "not provided")

(N=500)

	Very important	Somewhat important	Not sure	Not important
Q23-1. Small town feel	45.5%	35.3%	5.6%	13.6%
Q23-2. Quality of public schools	74.7%	14.7%	2.6%	8.0%
Q23-3. Employment opportunities	37.2%	32.8%	8.5%	21.4%
Q23-4. Types of housing available (single-family, patio/small lot, townhomes/brownstones, multi-family, etc.)	64.1%	27.2%	3.5%	5.2%
Q23-5. Affordability of housing	58.4%	27.7%	7.1%	6.7%
Q23-6. Access to quality shopping	63.6%	30.9%	2.3%	3.2%
Q23-7. Availability of parks & recreation opportunities	56.3%	34.8%	3.8%	5.1%
Q23-8. Near family or friends	45.1%	34.0%	5.6%	15.4%
Q23-9. Safety & security	92.2%	7.1%	0.4%	0.2%
Q23-10. Availability of transportation options	26.0%	35.8%	12.2%	26.0%
Q23-11. Availability of cultural activities & arts, including presence of cultural arts	30.7%	43.4%	10.8%	15.1%
Q23-12. Access to restaurants & entertainment	60.5%	35.5%	2.1%	1.9%
Q23-13. Sense of belonging to Sugar Land community as a whole	45.4%	39.7%	7.0%	7.9%
Q23-14. Availability of healthcare facilities	78.9%	18.0%	1.3%	1.9%

Q25. Overall, how satisfied are you with how well decision-makers listen to community input?

Q25. How satisfied are you with how well decision-makers listen to community input	Number	Percent
Very satisfied	68	13.6 %
Satisfied	150	30.0 %
Neutral	116	23.2 %
Dissatisfied	25	5.0 %
Very dissatisfied	18	3.6 %
Don't know	123	24.6 %
Total	500	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "DON'T KNOW"**Q25. Overall, how satisfied are you with how well decision-makers listen to community input? (without "don't know")**

Q25. How satisfied are you with how well decision-makers listen to community input	Number	Percent
Very satisfied	68	18.0 %
Satisfied	150	39.8 %
Neutral	116	30.8 %
Dissatisfied	25	6.6 %
Very dissatisfied	18	4.8 %
Total	377	100.0 %

Missing Cases = 123

Response Percent = 75.4 %

DEMOGRAPHICS**Q27. Approximately how many years have you lived in Sugar Land?**

<u>Q27. How many years have you lived in Sugar Land</u>	<u>Number</u>	<u>Percent</u>
0-5	44	8.8 %
6-10	43	8.6 %
11-15	25	5.0 %
16-20	53	10.6 %
21-30	173	34.6 %
31+	138	27.6 %
Not provided	24	4.8 %
Total	500	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q27. Approximately how many years have you lived in Sugar Land? (without "not provided")**

<u>Q27. How many years have you lived in Sugar Land</u>	<u>Number</u>	<u>Percent</u>
0-5	44	9.2 %
6-10	43	9.0 %
11-15	25	5.3 %
16-20	53	11.1 %
21-30	173	36.3 %
31+	138	29.0 %
Total	476	100.0 %

Missing Cases = 24

Response Percent = 95.2 %

Q28. What is your age?

<u>Q28. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	87	17.4 %
35-44	97	19.4 %
45-54	94	18.8 %
55-64	95	19.0 %
65+	97	19.4 %
Not provided	30	6.0 %
Total	500	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q28. What is your age? (without "not provided")**

Q28. Your age	Number	Percent
18-34	87	18.5 %
35-44	97	20.6 %
45-54	94	20.0 %
55-64	95	20.2 %
65+	97	20.6 %
Total	470	100.0 %

Missing Cases = 30

Response Percent = 94.0 %

Q29. Do you own or rent your current residence?

Q29. Do you own or rent your current residence	Number	Percent
Own	435	87.0 %
Rent	55	11.0 %
Not provided	10	2.0 %
Total	500	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q29. Do you own or rent your current residence? (without "not provided")**

Q29. Do you own or rent your current residence	Number	Percent
Own	435	88.8 %
Rent	55	11.2 %
Total	490	100.0 %

Missing Cases = 10

Response Percent = 98.0 %

Q30. Are you or other members of your household of Hispanic or Latino ancestry?

Q30. Are you or other members of your household of Hispanic or Latino ancestry	Number	Percent
Yes	63	12.6 %
No	437	87.4 %
Total	500	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q31. Which of the following best describes your race/ethnicity?

<u>Q31. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	188	37.6 %
Black or African American	34	6.8 %
American Indian or Alaska Native	4	0.8 %
White or Caucasian	236	47.2 %
Native Hawaiian or other Pacific Islander	2	0.4 %
Other	11	2.2 %
Total	475	

Number of Cases = 500

Number of Responses = 475

Average Number Of Responses Per Case = 0.9

Number Of Cases With At Least One Response = 472

Response Percent = 94.4 %

Q31-6. Self-describe your race/ethnicity:

<u>Q31-6. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Mexican	3	27.3 %
Hispanic	2	18.2 %
European	1	9.1 %
Middle Eastern	1	9.1 %
Latina	1	9.1 %
Multi-racial	1	9.1 %
Black/American Indian/Caucasian	1	9.1 %
Mixed	1	9.1 %
Total	11	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

Q32. Would you say your total household income is...

<u>Q32. Your total household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	38	7.6 %
\$30K to \$59,999	52	10.4 %
\$60K to \$99,999	67	13.4 %
\$100K+	199	39.8 %
Not provided	144	28.8 %
Total	500	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q32. Would you say your total household income is... (without "not provided")**

Q32. Your total household income	Number	Percent
Under \$30K	38	10.7 %
\$30K to \$59,999	52	14.6 %
\$60K to \$99,999	67	18.8 %
\$100K+	199	55.9 %
Total	356	100.0 %

Missing Cases = 144

Response Percent = 71.2 %

Q33. Your gender:

Q33. Your gender	Number	Percent
Male	244	48.8 %
Female	254	50.8 %
Not provided	2	0.4 %
Total	500	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT "NOT PROVIDED"**Q33. Your gender: (without "not provided")**

Q33. Your gender	Number	Percent
Male	244	49.0 %
Female	254	51.0 %
Total	498	100.0 %

Missing Cases = 2

Response Percent = 99.6 %

Q34. Would you be willing to participate in future surveys sponsored by the City of Sugar Land?

Q34. Would you be willing to participate in future surveys	Number	Percent
Yes	252	50.4 %
No	248	49.6 %
Total	500	100.0 %

Missing Cases = 0

Response Percent = 100.0 %



Open-Ended Responses

Open-Ended Question Responses

Q3a—"If you selected option 6, "Flow of traffic and congestion management," as one of the top three items in Question 3, are there specific locations where traffic congestion is a concern?":

- 59 and 99
- 59 and Hwy 6
- 90 A west. Brooks. Light on Azalea. Red light cameras
- 90A
- 90A (especially the trip-light at Brook St.) and Hwy 6 through town. Adding more lanes has not resolved the problem and has left the city looking like a sloppy construction zone.
- 90A on ramp to 59.
- 99 and 90 intersection.
- all of Hwy 6 , the railroad crossings on Hwy 90
- along hwy 6, from Settler Way to the mall
- Any of the crossings along Hwy 90 that go over train tracks. It is going to be so much more difficult when the Imperial Sugar Char House area is developed. It was stupid to allow PUMA to build huge rental apartment blocks in that project.
- Anywhere on hwy 6
- Anywhere on Hwy 6, Williams Trace between He6 and 59, Sweetwater from 59 to Austin Parkway
- Around the Town Center. Highway 6 from Brooks Street to Austin Parkway.
- Around Town Center
- Austin Parkway @ commonwealth is horrible at any time of day. Nobody understands how to take turns. Also when schools let out it is very backed up. The light at hwy 6 and Williams Trace needs a longer lane to turn left. When the light turns red and traffic is heavy the green arrow turns with the green light but you can't get to the lane to turn then when you do it turns yellow and you have to wait another light cycle which is about 5 minutes. Hwy 6 at 59 is an area I always try to avoid. I have no solution other than it is heavily congested area. There needs to be more crosswalks in the school zones. Kids are not going to walk a city block to get to the nearest crosswalk which puts them in danger. There needs to be more visibility in the crosswalks and maybe lights flashing to alert drivers to the fact that someone is crossing, if they can look up from their phones long enough. Can we please make people take driver re-education courses, especially for 4 way stops or install more roundabouts in the busier intersections like the one at Commonwealth and LJ Parkway.
- Austin Parkway and Commonwealth in the afternoon. Traffic is stacked up by people trying to get to LJ Parkway
- Austin Parkway and Commonwealth, horrible traffic at rush hour, unsafe for all.
- Austin Parkway in afternoon around Commonwealth and Mesquite, because of school and work traffic.
- Basically everywhere
- Bridges. Overhead passes at major intersections
- Brooks Street needs speed controlled.
- Clements high school and sweetwater blvd and highway 6

- Commonwealth and Austin Parkway
- Commonwealth/Austin Pkwy, Sweetwater/Lexiy?
- Congestion and slow traffic along: West Belfort, West Airport, HWY 6
- Congestion around Hwy 6 - 59, and Grand Pkwy -59 junctions
- Dairy Ashford by the RR track, very bumpy.
- During events at Smart Financial Center on University Blvd left lane on Hwy 6 N between Town Center and Hwy 59 becomes a left lane instead of going straight.
- Eldridge and 90 - a combination of trains and increased traffic. 59 and highway 6 - congestion is always bad and the intersection is overly complex
- Everywhere
- Flu or Daniel project and imperial development.
- Grand Parkway to Hwy 6
- Guenther street meeting Brooks Street; Relevel Williams Trace from Highway 59 to 6.
- Hey 6
- Hey 6 and SW Fwy frontage Rd
- Hey 6 at 59
- Highway 59
- Highway 59 going toward Sugarland.
- Highway 6
- Highway 6 all the time.
- Highway 6 and 59
- Highway 6 and 59 , also hwy 59 between highway 6 and Dairy Ashford
- Highway 6 and 59 feed road, timing at traffic lights.
- Highway 6 and Brooks Street
- Highway 6 and Hwy 59 are often congested
- Highway 6 around 59 especially during lunch hours
- Highway 6 around town center. Highway 90, east of highway 6, especially when trains affect light timing. Highway 90 west of highway 6, especially in the afternoons

- Highway 6 at 59 is so congested that cars on HWY 6 are blocking the vehicles from turning left from Town Center Blvd.
- Highway 6 at I69 area
- Highway 6 between 90a & Williams Trace. 90a from 99 to Stafford.
- Highway 6 from Highway 90 to Missouri City
- highway 6 from hwy 59 to Dulles University blvd from hwy6 to 59
- Highway 6 from Settlers Way thru W Airport. First Colony Blvd and Brooks St
- Highway 6 in general during rush hour and traffic overflow from 59.
- Highway 6 in general.
- Highway 6 near First Colony Mall
- "Highway 6 Town Center area.
- There are people blowing through red lights and running stop signs.
- Also people need to be ticketed for the above and speeding. "
- Highway 6, any hwy 59 intersection, 99&90, 99&59, 90&6, 90&59
- highway 6, Settlers way at Hwy 6. William Trace @ 6.
- Highway 6, University Blvd
- honor roll school in first colony is a for profit business not a public school. As such the patrons should not be allowed to block traffic at school pick up. Sweet water Blvd and Alcorn oaks are
- How 6 is a nightmare. The lights could be better timed to make traffic flow more smoothly. This would work best in a collaboration with Missouri City.
- Hwy 6 at 59, at Williams Trace and at Settlers Way
- Hwy 59
- Hwy 59 and Grand parkway
- Hwy 6
- Hwy 6 , hwy 90 and 99,
- Hwy 6 all the way through Sugar Land has traffic back up at lights. I don't know if timing lights would help or if there needs to be infrastructure expansion or traffic pattern redirection.
- Hwy 6 and 59, Hwy 6 and Settlers way
- hwy 6 and 90
- Hwy 6 and Grand Parkway
- Hwy 6 and SW Freeway
- Hwy 6 and Williams trace
- hwy 6 at 59. @ Town center
- Hwy 6 at 59. Hwy 6 at Flour. Hwy 6 at Brooks. Hwy 90 at Brooks. Hwy 90 at 99. Hwy 59 at University. Williams Trace at Hwy 6.

- Hwy 6 at Flour. Hwy 6 at Lexington. Hwy 6 at Brooks. Hwy 90 at Main. Hwy 90 at Hwy 6. Hwy 59 South Feeder Road from Dairy Ashford to University, Lake Point Blvd at Hwy 59 South feeder Road. Hwy 90 at Hwy 99.
- Hwy 6 at Lexington, Austin parkway and Commonwealth
- Hwy 6 at Town Center Blvd. Traffic often stops and blocks intersection. The left 2 lanes going toward 59 gets backed up. It has been this way for quite some time.
- Hwy 6 between 59 and Austin Pkwy
- hwy 6 between 59 and Williams Trace
- Hwy 6 between Missouri city and 59. Williams Trace between Hwy 6 and Lexington
- Hwy 6 between Settler's Way and I-59.
- Hwy 6 exit for Crabb River Road going south from 59
- Hwy 6 is always congested
- Hwy 6 is so congested. Know it is a state hwy but we try to avoid at all costs. Especially bad around Towne Center area
- Hwy 6 near Mall, Hwy 59 from Hwy 6 to Sugar Creek.
- Hwy 6 near Town Center/Lexington, intersection.
- Hwy 6 Service Rd and 59
- Hwy 6 south especially on the weekends
- Hwy 6, also people running red lights.
- Hwy 6, between Fort Bend and University
- Hwy 6, Hwy 90
- Hwy 6, near the mall - I try to avoid that area during rush hour, not sure if it's possible to improve for rush hour.
- Hwy 6/59 near Town Center and mall - horrible delays.
- hwy 69 at hwy 99 and hwy 6
- Hwy 69 plus exit to the Financial Center when events.
- Hwy 90 at 99
- Hwy 90/99 and 59/99
- Hwy from 59 to Dulles and Austin Parkway at Commonwealth
- in and out of Greatwood.
- In front of my house on Mesquite Dr. when First Colony MS lets out! Seriously though... no specific area... just stay on top of it... there is always room for improvement.
- Intersection of 69 and hwy 6
- Intersection of Commonwealth and Austin Pkwy!
- Intersection of Hwy 6 and 59.
- It's always really busy on Hwy 6 between Hwy 90 and about Williams Trace and people drive like maniacs in that specific stretch.
- Just during rush hour in morning and afternoon
- Keep it moving, particularly when events or construction are planned which require traffic logistics.
- Majority of hwy 6 and the train crossings
- Making left turns off of Settlers Way Blvd to head north on Hwy 6
- More concerned about the future as we continue to grow - Hwy 59 comes to mind.

- More people moving to our neck of the woods necessitates good planning for future traffic concerns. 59 will need to be expanded at some point.
- Lexington @ Austin Pkwy needs a right turn only lane. Traffic backs up magnificently because one inconsiderate moron going straight on Lexington holds up a dozen cars or more trying to turn right. FIX IT! Commonwealth @ Austin Pkwy needs ... something! Probably a traffic light. After school lets out, it feels as bad as 610 @ I10. FIX IT! Why on earth is S Parkway Blvd @ Williams Trace still one way? The county EMS has been gone for years. For crying out loud, restripe it, put a sign up for a week telling folks it's happening, and make it two ways. Total cost is probably under \$1k. Sugar Creek residents and I will love the city forever if you make ONLY that change. FIX IT! And when are y'all fixing the turn around at the Brazos so it can wash away again? Directing festival site traffic down to Crabb River Rd. is almost as bad as the moron holding up all the people trying to make a right turn onto Austin Pkwy @ Lexington. FIX IT.
- Lexington Ave and Williams Trace - turning lanes bow out to the right and then back left. Cut the bowing out and make is straight.
- Movement thru First Colony and on University
- Near the City Center
- Need speed limit signs for 25 mph in the whole community.
- Not terrible, but Hwy 90, between 59 and Hwy 6, during rush hour.
- On Hwy 90 towards Hwy 59/69, many cars drive fast. Hwy 6 is always congested most of the time.
- Palm Royale
- Parking related pickup and drop off at schools
- Right by the police station highway 6 and sweetwater Blvd (the old CVS). Traffic is insane and also to make a left on soldier Blvd. Seen so many accidents and I've seen cops just break rules
- Route 59
- Settlers way and Hwy 6, the left turn is awful, Also Austin pkwy and Hwy 6, lights not timed correctly.
- Settlers Way at Hwy 6 needs a double left turn lane, It needs the same treatment as is going on at First Colony Blvd at Hwy 6. There are esplanades on both sides of Hwy 6 that can be removed and traffic lanes added. This has been needed for 20 years and I have lived here for 40+ years. Vehicles back up for an equivalent of a city block. Also, the intersection of Austin Parkway and Commonwealth is a bottleneck every weekday afternoon. I think a traffic signal would be better than the 3 way stop.
- Some traffic lights take too long to turn.
- South Main
- Speed on frontage roads off 59 between 99 and 90A is out of control. When people are going faster than you are on the highway, they are going too fast!
- State Highway 6
- Sugar Land Town Square area.
- Sugarland, Sweetwater, Riverstone, hwy 6, near local school like Clemente and commonwealth.
- Sweetwater Blvd during school hours
- The 6 intersection with 59

- The amount of non-Sugar Land traffic from Sienna Plantation that flows down Highway 6 and Dulles Avenue to access Highway 59 and vice versa needs to be addressed. Heavy and overweight commercial trucks are destroying our roads and creating potholes.
- The areas around highway 90 are awful and more growth is planned for these areas. Rail road crossings are very difficult to navigate and often close without trains
- The corner of Austin parkway and oil field road. Can't think of the correct street name. Corner where it is 3 way stop and street leads to River stone.
- The length of time for traffic lights on side streets of Highway 6 between West Airport and 59
- The park where the Honeyland event would be better served if the river turnaround and river stabilization project was a higher priority at all levels: city, state and federal,
- The traffic is congested on highway 90 between 59 and highway 6 during rush hour. It's also congested on highway 6 in the same areas. Thanks!
- The traffic is terrible on University Blvd.
- There is no consistency in traffic light timing. Some automatic traffic lights take forever to trip from a side street while others immediately stop traffic on the more major route to let one car out. Other lights do not sense bicycle riders in any lane causing road cyclist to use the pedestrian crossing buttons to cross.
- Timing of the traffic lights going North and South on over 90 are not long enough.
- Too many cars cutting through River Park to get from 59 to 99. Speeding and congestion. Right by our park. It's very dangerous. Summit Creek Drive. Speeding on E Riverpark Dr to get to HEB shopping center from 99. Speed bumps maybe? Too many accidents - some fatal! At E Riverpark Dr @ 99 AND W Riverpark @ 99.
- Town Center area. This place is chaos at times
- Traffic lights are on a cycle whether or not cars are in the cross streets going from neighborhood to main thoroughfare. ex: Plantation Colony at Dulles.
- University Blvd in Teltair
- University from Hwy 6 to LBJ in Sienna/River stone
- We need a stop sign on Rabbs Crossing, it is becoming too dangerous to cross.
- We should consider replacing many 4-way stops with traffic circles, particularly the intersection of Austin Parkway and Commonwealth. ALSO we should not put schools on major streets - they disrupt traffic flow. First with the odd school zone times (each is different), second with the lines of cars to drop-off and pickup kids.
- west airport. I know there was a wreck on it last night but it is always a speedway late at night. I sure wish we still had the red light camera at eldridge
- Williams Trace between Lexington and Hwy 59. Hwy 6 between Williams Trace and Hwy 59
- With the change to accommodate multi-family housing on Hwy 90, the current infrastructure will not be sufficient as it gets congested during rush hour now.

Q8—"Other": Satisfaction with Utility Services

- Allowing our HOA to override City stuff..
- Bayous
- Cost of service.
- Cost of water.
- Had a water leak in front of my house for a month and have called several time but have not heard from anyone
- Hardness of water, terribly hard and needs filtered.
- Hydrant maintenance (rust) flows into house plumbing
- I do not trust the water, it is toxic.
- I want you guys to look to save money/tax payer dollars. I think the bicycle markings on the streets are silly and look tacky. As a bicyclist myself I successfully road for decades without the silliness. The graffiti wrapped traffic control boxes look tacky. There is a real lack of any historical preservation in sugar land. I am really happy that we went back to monthly scheduled heavy trash pickup.
- In the subdivision The Lakes the sidewalks are extremely unsafe because they are uneven. I personally fell because of that and the trees were covering the outside lights. The trees they came to trim but they didn't do a good job
- Inconsistency of tree trimming on both sides of hwy 90.....old Sugar Land vs. new
- More information to residents.
- Not satisfied at all with water bill. I understand it includes other services.... But I am elderly, live alone and have no water leaks however my bill this Sumer was always near \$300! Ridiculous!!
- Our water does not taste good and has lots of sediment in it. I think the water dept tries hard and does the best it can given the quality of the water at the source. BUT at least once a year we get a post card telling us how great our water is. Do you think we are stupid? We know the water does not taste good and has sediment in it. It really pisses me off that you spend tax dollars to send that postcard out.
- Overall satisfied with everything we
- Public officials corruptly collaborating with developers.
- Repair of sidewalks especially with metal cover were not leveled. Reported but still no action for more than a yea.
- return to chlorine for water purification
- Satisfied with services
- Security, landscaping, light needs to be all white, uniformed and bright.
- Shower water smell very bad
- So tired of unpredictable traffic race car (and pick-up) drivers. A threat to safety
- Surprised at the number of pot holes & cracks/shifts in pavement on Sugar Land streets
- The overall feel of the city.
- Timeliness of repair requests. Why isn't anyone checking the sidewalks and streets after such a hot summer? Many are damaged. It should not be taking 18 to 24 months to get a sidewalk or small section of a street repaired after a request is made. I could see a few months, but not years. This is a tripping hazard for people walking on the sidewalk in my neighborhood.
- Too expensive - water bills

- Traffic monitoring is terrible
- tree requirements are not consistent.
- Trim trees in neighborhoods more/increase street lighting in neighborhoods.
- When water repairs on my property are done and no grass replacement

Q10—"Other": Environmental and Neighborhood Services

- Chloramines in the water are very bad for skin and for children with eczema whose parents cannot afford a filtration system the chloramines are disastrous.
- Compared to complaints from other cities I think ours is ok
- Give more information on schedule of #4 and #5.
- I am happy that city went back to routine schedule for monthly heavy trash pickup
- It was better when there was a scheduled bulky waste collection day.
- trash/recycle bins condition
- like scheduled bulk collection every month
- Many things unmeasurable. Parking on streets in neighborhood.
- Recycling is a problem-particularly concerning the incorrect or confused answers to simple questions like what do I do with my batteries? Why can I not shred my personal papers on certain days by city provided services?
- Senior and disabled programs. Lack of dominos tournaments, bingo ,exercise programs, movies. Not everyone needs to be in assisted living centers. Not all of native Sugar Landers are wealthy. Also disappointed in fishing amenities at Memorial Park for the people with disabilities. Only Eldridge is stocked and has Piers. Memorial lakes too shallow to hold good ?? ng
- Street cleaning very poor
- The fact that textile recycling in by appointment only rather than on a scheduled day
- Too many cats running wild and shitting in my yard
- Using native grass and plants.
- Wanted again to mention high water bill. TOO HIGH
- We should have a compost drop off location to reduce our land fill imprint.

Q12—"Other": Parks and Recreation

- A 15 mile bicycle path.
- Heard dog park has bugs...
- HOA rights to claim neighborhood lakes as private when they receive city services and use city amenities. Every fisherman in Sugar Land should have the right to fish anywhere in town if they practice catch and release. Why does the city not develop the lake around Constellation field (corner of Highway 6 and 90) as a fisherman's park?
- Moore, Pickleball courts! More recreational leagues.
- Number of pickleball courts.
- Safety. Lighting. Maintenance
- The guy who teaches yoga yells at his students when they are late and at staff for no given reason. Parks would be better without that hot head.
- There needs to be more facilities, activities, and inclusion for ADULTS with disabilities We need a facility in Sugar Land like the West Gray Multipurpose Center, in Houston.

- Type of entertainment at the smart financial arena
- wildlife, fauna area
- Sugar Land is a very bland city with little to offer in terms of restaurants and shopping. First Colony Mall is sad and low rent as is Town Square. For entertainment, dining and shopping I have to go to La Centerra in Katy, Rice Village, The Heights or City Center in Houston. I don't understand why stores like Sur La Table have abandoned Sugar Land and why the Heights can manage to attract great restaurants but Sugar Land cannot.

Q16—"Other": From which of the following sources do you currently get information about the City of Sugar Land?

- City employees
- Community Impact newspaper
- Community Impact paper mag - excellent
- Community impact publication
- Facebook
- Facebook
- Facebook
- My local city councilman Mr. Kermally Facebook. He is great at letting people know what's going on in sugar land.
- Neighbors
- Town Square
- Word of mouth

Q18a—"Other": What was the reason for your most recent visit to the City's website?

- city council meetings
- Confirm heavy garbage pick up date
- Following disastrous details of Mixed-Use program. Following the city proposals for Lake Pointe and Imperial. Challenging complete disregard of recycling in Sugar Land.
- Garbage services change monthly bulk pickup
- Get information about trees
- Getting info on Lake Pointe and Imperial projects
- I was looking to obtain a permit. Process was very confusing. My contractor took over and took care of it for me
- I was trying to find out why they were tearing up the easement behind my mother's home in Sweetwater.
- Jury service and bulk collection.
- Lawn water restrictions
- Park info
- Permit and construction information.
- register for senior activity
- Report water leak.
- To figure out how to dispose of bulk waste and paint cans.
- to look at the solid waste pickup schedule

- To see my ballot for voting
- to submit an open records request
- too many emails, remove traffic report
- There is a proposal to add a mosque on Alston Road and we already have a busy street with parking along both sides, and the elementary school is even closed at the moment for repair. I am not sure that our little neighborhood can handle the additional traffic and possible flooding after more building occurs in this area. I live on Worthington and during some major rains I have been isolated in the middle of the street since it was flooded at both ends. I do not think water has entered the houses here yet, but it has come close- We do not need any more cement in this area. Thanks for listening

Q21—"Other": Are there any difficulties or barriers that keep you from participating in the activities and programs listed in Question 20?

- all my volunteer activities are thru my church not the government
- busy
- busy
- Covid
- Covid concerns
- Difficulty in sign up
- Disability
- Efforts in the past to apply or register for participation in a academy or boards or to volunteer did not receive a response
- Frequently away
- Full time work competes with times of meetings. Maybe when I retire I can participate.
- Have not been made aware if such !!!
- Health
- Husband has Parkinson's. I am his caregiver and my time is mostly spent taking care of him.
- I a government official with another local agency.
- I already attended SL 101 in 2014
- I am too busy, but I know I should make it a priority. Also, I am generally not aware of the meetings ahead of time.
- I do not know when the meetings are(no communication)
- I have served in the board of my HOA but I've recently lost my husband which is the only reason I've been less active
- "I have to hunt down the info on what when where the meetings happen ----- on a website that I find difficult to navigate. Too many page changes, too many photos that take up space, and not intuitive navigation (except to the people who designed the web of course)
- Most of all - I do not make a practice of checking the city website each week..... if that is required to be informed then I will be ignorant. You need to feed it to me by email or reach out by text."
- I haven't check website for all activities in the City
- I took classes in City Planning in college and I don't like what I see here for the money. I don't like HOA's.

- I tried to volunteer at the animal shelter with my daughter when she was in High school (5 years ago) and I never received an email from them on dates or times to volunteer.
- I'm just very busy
- Just busy with other volunteer work
- Knowing the dates
- lack of information
- Limited personal time and have higher priorities right now.
- My kids are in sports and I work - keeps me busy.
- my schedule
- no info on where and when
- No knowledge of when or where these sources are available
- No time.
- not aware of programs
- Not aware of these functions
- not enough information
- Not sure my voice is needed
- Not usually aware of events/activities/programs
- Other commitments
- Poor health
- priorities
- Rarely hear about them
- Senior citizen
- Signed up to volunteer at Culliman Park and was never contacted.
- The volunteer in charge of the Citizens Police is totally unresponsive. Waymon Brownd needs to be replaced. I have spoken to the two PD reps about this, then they quit responding as well.
- Time
- Time
- Time
- time of day, disability, interest
- Too busy
- Trust in our city leaders
- Unaware
- Very satisfied with city government.
- We have a special needs young adult daughter
- Work and family
- Work schedule
- Work schedule
- Work time conflict
- Workload

Q24—"What do you think are the MOST SIGNIFICANT issues facing Sugar Land in the next 5 years?":

- Representation on the Board and in neighborhoods- fair representation that reflects the community. 2. Traffic congestion 3. Community programs for older residents and young family residents.
- 1.Traffic congestion on streets. Facilities may not keep pace with the rate of growth of the City. 3.Parking problems during Holidays at the mall and shopping centers.
- A very important issue is managing the population growth in the area.
- Accommodate the influx of new residents and the traffic that will continue to grow.
- Adding more restaurants/bars to attract a younger demographic.
- Adjacent jurisdiction spillover crime prevention.
- Advent of more multifamily housing. We do not need to increase our density.
- Affordability of housing, safety and crime prevention
- Affordability will be the biggest issues. Property tax is expensive, water bill is unreal.
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing; Availability of healthcare facilities; Quality of public schools.
- Affordable living
- Affordable property taxes; maintaining a sense of community.
- Aging Baby Boomers increasing need for independent and assisted living and nursing home facilities. Need for adequate number of electric vehicle charging stations. Street and utility line infrastructure modifications to support safe operation of autonomous vehicles and package delivery drones
- Aging of the communities. Not the age of the citizens but the aging of the infrastructure
- Animal Services is chronically over capacity- trying to serve a growing city with a shrinking budget. We need to do better. Also, taxes are too high. Retirees are being taxed out of their homes.
- Apartments
- Attracting better stores and restaurants. We have an awful lot of vacant retail space and several businesses and restaurants have closed. Other neighborhoods seem to be attracting restaurants....even Stafford!....the city needs to step up and do better with economic and neighborhood development.
- Attracting young adults
- Balance urban growth and infrastructure.
- Building to much and not maintaining side walk and streets
- changing demographics that may effect law enforcement
- changing demographics, lack of room to grow, infrastructure maintenance
- Char House development
- Children education
- City is looking older and older.
- Community building. Too much commercial development. Wealthier residents feel too entitled
- Competition over which schools to attend.

- Conditions of city streets and sidewalks
- Continuing to keep ours a safe community. Traffic control, mobility Maintaining the city's status as a desirable place to live
- Control meaningful growth. Better and effective communication that will prompt or promote more participation.
- Controlling growth
- Controlling growth, maintaining quality of life without increasing taxes.
- Cost of living increases making it hard for new families to move in and grow the city.
- Cost of living/housing and lack of space
- County spending
- Creating quality infrastructure so it's attractive to businesses and people. It needs to move away from being just a suburb and having a more holistic community.
- crime
- crime increase
- Crime moving in from other areas
- Crime prevention
- crime rate, traffic congestion
- Crime, traffic, illegals
- Crime, traffic, increase taxes
- Crime. Medical. Keep taxes down
- Dealing with crime issues, safety in general and mobility
- Debt. Spending money you don't have on nonessentials is a bad idea.
- Decline in quality of schools
- Demographics!!!! Foreigners Middle East moving in and taking over. Already happening. THIS is my biggest gripe of Sugar Land. Lots it's small town feeling.
- Develop the Imperial RAC and Char House ASAP, at any cost. Focus on the other RACs as well, but Imperial is a must! SL residents should be able to walk/bike to the center.
- Development plans Cold Imperial Properties. Empty store fronts. Traffic mobility
- Development and corruption.
- Development, Hwy 6 congestion, drainage
- Diversification
- Dominance of the Muslim culture on the rest of the Non-Muslim citizens that will eventually drive business and community away from Sugar Land area. We as a community invite cultural and religious diversity, it is a way of life, but the apparent influx of fundamentalist Islamic extremists is increasing by the month. It is getting scary for the other cultures and religions.
- Drainage
- Drainage
- Drainage, land lock, rapid increase in home values leading to high taxes too fast.
- Drainage, Water
- Easily getting from one side of the town to another. Having Easy crossing of Hwy. 6 or any of the busy streets. It is NOT safe to cross with right on red etc. maybe a pedestrian bridge.
- More one story housing.
- Having a police presence around the busy streets where people run the red lights!!!

- Improve FBISD. All schools should be equal. And no schools have a D/F rating. (especially around Ridgemont area etc.). Not sure the answer but it can be done."
- Education quality in public schools.
- Empty shops, yet they build new ones?
- Encroachment from Houston, added crime, traffic. Trying to be too inclusive, eroding property values.
- Enforcing traffic laws. Increasing police presence. Maintenance of Park facilities and cleanliness of restrooms. Expanding park and green space. Maintaining the historical aspect of the town.
- Erosion of the Brazos River. Please continue maintenance on the banks of the river.
- Expansion without losing the small town feel. Maintaining the quality of security.
- Finish hwy 6
- Flood damage, creek behind Lost Creek Park is stagnant and not moving. Accommodate more.
- getting better occupancy rates in existing commercial buildings. Hate to see rows of empty storefronts. Need quality businesses to move in and stay! Can't just pay an incentive to open, only to move to new, better locations at neighboring cities. Maybe incentivize landlords to not drive out tenants and to update, modernize the strip mall facilities and facade. Need to keep generating tax dollars to maintain city services and appearance.
- Getting citizens to understand that without mid-high-level apartments we won't attract the 25-35-year-olds to move here and become established in Sugar Land, then stay here to raise a family. We need to keep the city moving forward or it will die. We MUST do something about the overgrowth of rental houses. They are destroying the quality of life and beauty of our city. Limit the number of rental permits to no more than 10% of a subdivision. That won't infringe on someone's ability to run a business.
- Getting more cell towers
- Getting something done with Imperial Sugar facility. Providing alternatives to traffic congestion. Continued efforts regarding multicultural facilities/events.
- Growing crime. more car and home break-ins are happening. Expand traffic camera system
- Growing population
- Growing too fast. Congestion along the sides of a major railroad is going to lead to a major accident.
- Growth
- Growth
- Growth and development
- Growth and forecasting its effects.
- Growth and how to deal with it.
- Growth and infrastructure so right people move here.
- Growth and potential flooding issues; lack of available public transportation.
- Growth and quality of life.
- Growth and transportation
- Growth of multi family housing leading to an increase in required city services and therefore a decline in the services we expect and cherish in our city.
- Growth of the city, crime prevention.
- Growth, having infrastructure in place

- Growth, invasiveness of federal government, illegal alien crisis, electrical grid, keeping crime low, maximizing the safety of our citizens, traffic, keeping the small town feel.
- Growth, traffic
- Growth, traffic flow
- Growth. Redevelopment of "older" areas. Police presence.
- High density apartments; crime prevention
- High taxes and being too crowded. Once a "sleepy suburb," SL now feels like Houston.
- High taxes, 59 traffic/congestion
- higher taxes
- Hoping it will be better.
- House prices/tax increases due to unavailability of land for new development.
- Housing - our community is growing and housing is getting more expensive. we may not be able to maintain the 'small town feel.' I worry that housing costs may be a serious problem, especially for lower income families.
- Housing availability
- Housing is getting more expensive. Safety and security
- How to handle population growth for healthcare; lifestyle needs.
- I am concerned for the illegal use of drugs.
- I feel my neighborhood is being bought out for rentals, so the overall look of many homes is neglected, needing repairs and generally ignored. This does not make Colony Bend very attractive to buyers and value declines.
- I find the lack of restaurant diversity a real problem. We often drive to Katy or Fulshear for more restaurant options, particularly healthy options. Katy especially has many, many more choices. I wish Sugar Land had more options, we'd much prefer to keep our money local. We have many friends that feel this same way.
- Illegals
- Inclusivity, accessibility, public education, equity, growth, maintenance
- Increase population
- Increase salary to Fort Bend Police they are the one we need to take care for them to take us. Patrol them more.
- Increased storm intensity and drainage. Maintaining academic excellence in schools particularly in the sciences. Infrastructure maintenance.
- Increasing the sense of security/safety. Increasing the number of law enforcement officers on the streets. Improved traffic enforcement officers everywhere. Increased Litter/trash/ road debris pickup.
- Influx of people from other states and foreigners.
- Infrastructure, mobility, FBISD, growth
- Infrastructure, too many people
- Infrastructure/auto mobile/pedestrian/bike traffic
- It is losing its small town feel.
- It's over crowded, looks run down. The people that live in Sugar now do not care about their homes and neighborhood.
- Keep it safe

- Keep the high quality since many homes/facility/buildings are aging infrastructure. Crime prevention.
- Keeping all the councils diverse in ethnicity and cultural; keep opening up residential participation in city government.
- Keeping crime outside the city. Making best use of tax and bond dollars (especially matching funds from other sources) Looking for grants.
- Keeping it nice where people want to live here.
- Keeping Sugar Land a really nice place to live, while property values go up, but keeping taxes down. I think we pay too much in property taxes and I often wonder if our money is being spent wisely by the government.
- Keeping the animal shelter in SL and building the new one with bond money already approved by voters.
- Keeping the small town feel with the increasing growth.
- Kids mental health; school quality
- Lack of communication, too worried about the real truth and how to handle problems. You all want to be re-elected and you brush things aside. Way too liberal.
- Lack of multi-family housing and the NIMBY/CAVE people who oppose it. I started out life in Sugar Land in an apartment (7 years). I now live in a nearly \$1 million home. I don't know who these people think are going to move into apartments, but the rent was so damn high it kept the riffraff at bay. As a former apartment dweller, I am insulted by their arrogance. Plan for the growth and allow the density to come so we can have destination retailers and dining options (Nordstrom, Herman Miller, CB2, Williams-Sonoma (ahem), Container Store, Trader Joe's, a Michelin starred or James Beard awarded restaurant or two).
- Lack of places to build new homes.
- Lack of public transportation for senior population
- Large companies leaving. aging population, received racism. redevelopment of aging strip mall, outdated housing. Horrible cell service all around. No fiber internet
- Legalized gambling.
- Loss of small town feel.
- Maintaining aging infrastructure. Choose the right opportunities to make the city more attractive.
- Maintaining growth. For example, Katy/Cinco Ranch continue to expand with retail and opportunities to attract young families (like Asia Town). SL is stagnating in comparison. We need mixed use buildings, popular retailers (like Trader Joe's), and exciting commercial spaces (like a foodie restaurant scene) to bring in business and residents of all ages. We feel like the only young people in our neighborhood, whereas most peers are staying in the loop or moving to other suburbs.
- Maintaining the city as an excellent place to live, work and shop. It will require a dedicated vision to do this.
- Maintaining the quality of services in Sugar Land. Feeling safe. Traffic congestion
- Make sure Sugar Land stays a quality place to live as the communities around it continue to grow (Richmond, Rosenberg, etc.). Don't be swallowed up and passed-by. Make sure the infrastructure can handle continued population growth.

- Making Sugar Land more of a shopping, dining and entertainment destination so people don't have to go to other cities on the weekend.
- Managing growth and infrastructure.
- Managing growth to maintain the standard of living we have here.
- Managing growth. Not diluting the high quality of neighborhoods with lower income housing & rental property.
- Managing pace of growth.
- Managing population growth - infrastructure and schools.
- Managing the growth of the City's population which impacts traffic, police & fire service and development of land within the City
- Managing the increase in population
- Many neighborhoods that are older are looking dated and making it hard to compete with all the new construction.
- Migration of crime from Harris county to Fort Bend.
- Mobility, attracting upper-scale residents and businesses.
- mobility, traffic, infrastructure, security
- Mobility. Lack of new housing. HOA/city not holding homeowners accountable for the maintenance/up keep of their homes and yards.
- Money waste
- Mosquito spraying, the chemicals are toxic. Why spray with no bugs in traps?
- Multi-family housing
- Need better public transportation. Property tax rates are way too high. Growth Planning is important.
- Need for more police officers and social services in light of the border crisis and changing demographics.
- Need more non chain restaurants and boutiques
- Need more restaurants or maybe a trader Joe's!
- Neighborhood street improvements and improving the animal shelter. A city the size of Sugar Land should have a much better facility.
- Not all schools in Sugar Land are strong. The north sugar land areas are struggling as are the communities in the area. Crime is becoming more common in those areas. Also, the failure to develop the Imperial Sugar Factory is a disgrace.
- Not being able to keep up with the growth.
- not overbuilding and crowding the schools, this would destroy the reasons many people choose to live here.
- Ongoing general maintenance
- Only having housing extremes; McMansions or apartments aren't for everyone and there are not many affordable options.
- Over crowded, too much traffic, over populated
- Over crowding
- Over crowding, traffic, not up to Sugar Land quality apartment areas, too many freeways, not enough streets!

- Over development of multifamily housing resulting in urban crowding, traffic congestion and lowering feelings of safety in the community. Traffic planning is not effective especially in areas such as Williams Trace between Hwy 6 and Hwy 59 which is encouraged by signage to be a shortcut for northbound traffic. Better coordination between Sugar Land traffic planning office and TexDOT as they interact to effectively move and direct traffic flow and efficiency. Traffic speeds on connector streets in community.
- over population
- Overcrowding
- Overcrowding in certain areas
- Overcrowding our streets and highways. Bringing more crime into the area.
- Overcrowding that destroys our sense of community and overextends our infrastructure.
- Overcrowding, traffic congestion, and aging infrastructure.
- Overcrowding. Destruction of vegetation.
- overgrowth
- Overgrowth of the city with too many people overcrowding it along with too much traffic.
- People moving into our city and flooding our area with woke stuff
- Planned growth. Crime
- Police and fire services; traffic congestion.
- population
- Population growth
- Population growth
- population growth, infrastructure
- Population increase; leading to all the services on this survey
- Preservation of our namesakes property aka Imperial Sugar property. As a native Sugar Lander, our history should be something our children and residents should be able to enjoy . Not sure what the answer is to putting the property to good use. I always liked the idea of a San Antone riverwalk scenario between Char house and Constellation. The Palms is gone , Sugar Land Market property flattened. We need to save something!!!
- Preserving green space, wildlife habitat, nature, benefits for quality of life.
- Property taxes
- Property Taxes are too high.
- Property taxes are way too high.
- public safety
- Quality and dependable utility service. Crime control. Tax increases.
- Quality of Public Education, Affordability of Housing, Tax Assessments and increases, Traffic
- Quality of public schools, ability for FBISD to draw teachers from LCISD and Katy ISD. There are a number of teachers in the community that would rather teach outside of the district. There needs to be a cap on apartment development, medical offices and strip malls.
- Quality of schools, increasing population
- Quality of the schools, real estate value.
- Rapid growth may be challenging
- Rapid growth.

- Rapid growth. Not enough quality shopping (sugar land mall is going downhill). High turn over rate for restaurants. Safety.
- Reconstruction of city streets and sidewalks, especially Austin Parkway. I
- Redevelopment of the city to not include more apartments. Declaring Imperial Sugar as a historic landmark and upkeep of neighborhood streets and sidewalks.
- Redevelopment to insure that the city thrives.
- Re-development, traffic management
- reducing police present drastically
- Republican government mismanagement.
- Rising cost of living
- rising crime, environmental sanitation
- Rising taxes, Loss of historical buildings/destruction of older classic neighborhoods by redevelopment
- Roads and drainage
- Safety
- Safety
- Safety
- Safety
- Safety
- Safety
- Safety and traffic.
- Safety due to influx of unknown illegal immigrants crossing the border.
- Safety, sugar land is an extremely safe place, we need to work on keeping it that way.
- Schools
- security and quality of life
- Service to the disabled community.
- Staff making unaccountable decisions regarding building,
- Stop with the apartment complexes. The apartments will continue to lower our property values. Look at Stafford & Sharpstown; we do not want Sugar Land to go down in value.
- Stores getting older and not as nice - for example Marshall's and Burlington- much nicer stores up 99. Seems like restaurants and stores are not sticking around here as much
- Street repairs, infrastructure maintenance
- Strong, caring leadership, controlling growth, and maintaining/upgrading facilities.
- Sugar Land has not done a good job competing for corporate campuses like what Houston, The Woodlands, Katy and other municipalities have been doing and I believe it will have negative impact on real estate values and attracting people to want to live here. In fact, I believe the population of Sugar Land is already starting to decline.
- Sugar Land's property taxes are obscenely high.
- Taxes & cost of services= everything is going up but you hardly see much coming back down- Inflation is very tough on people with fixed or low incomes
- Taxes are becoming unbearable
- Taxes are too high, especially for senior citizens. Need more senior activities for all seniors.
- The affordability of housing and availability of cultural arts.

- The aging population in SL as fewer area for new developments.
- The city is growing and it feels like the city is only caring about the new subdivisions and ignoring (not on purpose I hope) the older areas
- The city needs to know which houses are rental; and keep tabs on them for multiple families in them; loud cars; neighbors concerns; poor upkeep; HOA indifference.
- The city 's age demographics. Families are moving out to live in newer neighborhoods.
- The cost of living and an average school system. I don't like our HOA. Being in building business, I stopped all projects on my personal home. If I had a choice, I would not live here. It costs too much money to not be able to work on my home and yard with freedom of design.
- The focus should be on upgrading and revamping the city's design, converting the town into a human scale living space, built and designed for human movements, not cars. Many of us are forced to spend at least an hour in cars commuting to Houston. It would be a great improvement to our quality of life if we could spend a bit less time in cars to get basic supplies and food. At every available opportunity, new developments should be walkable mixed-use developments. Char House and Lake Pointe projects are right decisions for the city. Walkability also means safety. Sugar Land is a demographically old city. To my knowledge, it continues to age. There are aging people with diminishing faculties driving. In my neighborhood (Telfair), I often see drivers failing to keep the car in lane or notice a pedestrian approaching a sidewalk. Almost all of the drivers who have done those things were old. Secondly, the new developments should conform to a type of architectural uniformity. ""Sense of belonging to the Sugar Land community as a whole"" is fostered not only through public events and gatherings but also through a sense of place. By sense of place I mean a distinct architectural style that says ""This is Sugar Land."" Copy-paste bland apartment complexes that stretch the meaning of the word ""luxury"" and giant greenhouses they call office buildings are typical of every new development. They lack character. Those styles scream ""this is like every other new development in the South."" Americans spend thousands of dollars to go to Europe and Asia but they pay no attention to what is built at home. Locations like Paris, Barcelona, New York, Boston, etc. are popular because there's a particular style that permeates throughout. Sense of place is built with architecture. I hope new developments in Sugar Land picks a style and sticks with it.
- the traffic flowing through it and encroachment of people from north of W. Bellfort- the unincorporated parts. When they head south through Sugar Land paying attention to traffic laws is not required. Double turning left turn lanes on to W. airport from eldridge. Gee
- There is a risk of moving away from core values, moving to more liberal policies.
- Too many apartments built. Not paying the teachers enough. 03
- Too many autos on neighborhood streets.
- Too many people now. Roads are overloaded with not very good drivers.
- Too many people, not enough room. Homeless issues. Inflation. Diversify more, globalization less. Create a forum for inter religion.
- Too much growth for the current infrastructure,
- Too much growth that benefits corporations, not people. Growth outpacing schools' capacity. Affordable housing availability. Public transportation.
- Traffic
- Traffic
- Traffic

- The most significant issue facing Sugar Land for the next 5 years is the constant assault by the developers to build increasing numbers of multifamily rental apartments. Large areas have been split up and have different developers, the first one gets "first dibs" on the number of apartments and then the next developer demands more. PUMA insisted that they needed more apartments or they "would walk away from the project" and "the Imperial Char House would be lost". The City Staff pushed for a total of 1,200 apartments to be built at one of the most difficult traffic areas in Sugar Land, as there are multiple trains per hour running along Hwy 90. Now the potential developer of Lake Point wants to build 1,100 multifamily rental units on Lake Pointe peninsula. The green spaces on that peninsula should be left green along Brooks Lake, but the developer shows a map which is edge to edge development. The Land Use Plan of 2018 allowed for 3 dwellings per acre, or 444 for that RAC. The new Mixed use code/Lake Pointe development code lists 350 but that is just a bait and switch number as City Staff have no intention of making a developer stick to any number, they just demand a Land Use Amendment for the developers. Building apartments gives the developers higher profits, that is the only reason why they are demanding more. They are using the "post pandemic economic market" as their excuse. But Southlake near Dallas just broke ground on a multiuse development with NO MULTIFAMILY RENTAL UNITS!! That project will have less than 150 single family homes and condos. If Southlake can do it, so can Sugar Land. The City Staff are only listening to the developers. The City Staff want to "urbanize" Sugar Land, they probably don't live near any of the RACs to be developed so they don't care, the citizens will bear the consequences of those drastic changes. The Citizens of Sugar Land have repeatedly, overwhelmingly opposed building any more multifamily rental units, but no one is listening.
- Traffic - keeping small town feel - too many people.
- Traffic - making sidewalks and walkability a priority
- Traffic - more people moving to Sugar Land but roads are not upgraded to accept more cars.
- Traffic - our main thoroughfare (Hwy 6) is a state highway and become a raceway for people going through SL, not to SL. My wife and I predicted this when we moved here in 1991. And the side street traffic is halted by stoplights and 4-way stops, rather than more efficient roundabouts. Often the main side streets (Austin Parkway is an example) have no lights on at night for large sections. Culture - this city needs to take very strong, continual steps to affirm SL as an inclusive city where all are welcome, or else the 'us vs them' mindset of the current culture wars will set in. Police - they need training on how to relate with people who have never been trained on how to relate with police. And the culture needs to be one of integrity, not 'us vs them' or the 'thin blue line' idea. I feel somewhat safe here, because I am white. And yes, I believe the most likely way I would die by gunfire in SL would be from a police officer. It has not happened here (yet) where an over-zealous officer uses deadly force - or at least it has not come to light if it has happened. The gruff, stern, Joe Friday, domineering attitude my wife and I have received in the few times we spoke with the police makes clear their culture of control, dominate the encounter, I would not feel safe if I were black or Latino. I see them pulling over people in traffic - more often than not they are black. We do not want them to 'protect us' by violating the rights of others.
- Traffic and crime control.
- Traffic and safety.
- Traffic and zoning for schools

- Traffic conditions and more business moving to the area.
- Traffic congestion, affordable housing, maintaining a safe community (KEEP FUNDING THE POLICE AND FIRE DEPTS!!!!), politicians getting caught up in woke BS and not using common sense
- Traffic control and flow.
- Traffic control. City response to caring for public areas. Such as medians & sidewalks care.
- Traffic especially on Hwy 6
- Traffic Hwy 6. Need quality shopping.
- Traffic law enforcement and that should apply to SLPD officers, especially when operating a department vehicle. They frequently exceed the speed limit, fail to signal lane changes/turns, fail to come to a complete stop and pull out in front of traffic. They should be setting the example.
- Traffic patterns with growing population. Being priced out of housing for such a good school district.
- Traffic, rental property condition, real estate values, economic pressures, aging communities,
- Traffic, safety
- Traffic, safety and security. access to quality shopping, parks, affordable housing, access to restaurants and entertainment.
- traffic, too few people seem to own land here. Too many apartments, place can become like SW Houston
- Traffic. Crime. Taxation. Recreation. School Overcrowding.
- Transitioning from a "growth" community to a "maintenance" community. Actually limit growth and focus on quality of life... they are not always interchangeable.
- Transportation
- Transportation, schools
- Updating of older school facilities
- Urban spread
- Water drainage in my neighborhood Sugar Creek. Education
- Water, safety, aging infrastructure
- We believe it is only getting better.
- We loved the city when we moved here 25 years ago. Now it feels like we're living in a foreign country where people don't even speak English and a large portion no longer share our cultural values and pride in Texas. Many of our older friends are actively looking at other options that more resemble what Texas used to be. Its only going to get worse in the next 5 years.
- We need big companies to move here.
- We need more multi family
- We need public buses. Transportation system.
- What to do with the imperial sugar factory site. How to continue growing while still providing outstanding service to the community and maintaining low tax rates.
- With increased population the flow of traffic is critical. Public services- ability to handle the city growing
- climate threats, affordable living
- Zoning - not happy about the apts that Sugar Land is allowing near the railroad tracks.
- Zoning and traffic law enforcement

Q26—"Do you have any additional comments you would like to share?"

- Again, stop with the multi- unit housing. Stop with the apartments.
- Animal shelter fiasco was just awful and set the city back a long ways. We need to do much better. City Hall and it's employees lack that professional look.....when in City Hall employees look unprofessional and inappropriately dressed. The City Manager could do better himself....he often is, in my opinion, not properly dressed in professional attire. Lead by example? Also.....either develop the sugar mill or tear it down. The north side of the city is disgraceful and deserves more attention. It has been that way for way too long. Either fix it or let it go.
- As Fluor Corporation leaving the City soon, the City Economic Dev. team should get new Employers and Corporations to fill the void. More high quality jobs needed in the neighborhood.
- At times, it seems like decisions have already made prior to obtaining community input, with community input just a "check in the box".
- Been having problems of late with HOA fusing about having green waste out for pickup because of bags left to be picked up but were not picked up on the scheduled day.
- Best organized city we have lived in.
- Better signage in SL park. Never could figure how to access the zip line. Could see it but couldn't find access to it. No sign.
- Better traffic controls. More 1st responders.
- Can Fort Bend and the city of Sugar Land please fine drivers who drive below the speed limit in the left hand lane?
- City does not follow thru like the connection of bike trails to parks.
- Dent place to live, focus must continue on benefits for residents. Thanks for asking. I appreciate your efforts.
- Disputing property taxes is a joke, you never win.
- Dissatisfaction with decision makers is HOA not City of Sugar Land
- Do not like the random buildings.
- Do something already with the sugar mill. It's an eyesore.
- Enjoy living here, am proud to tell people I live in Sugar Land
- Every hard rain fall, the drainage in front of my house gets overwhelmed - additional drainage should be installed.
- expense!
- Fix pedestrian light on Dearborn Chase where school kids cross. I emailed two times 311 and it was never fixed. also, speeders on University between 59 and LJ Parkway.
- Fund our police department to whatever level it takes to keep our community safe for residents. Moratorium on additional multifamily residential development in eastern Fort Bend County for at least the next 10 years. Population densities are getting out of control.
- glad they are bring back heavy rubbish/waste day
- Great place to live - the city government generally does a great job of involving the residents and planning for the future. Keep it up!
- HOA should allow change to local residents to improve look of community. Like better fencing, front look of houses, etc..
- Good survey... I hope you get some information that helps you make good choices going forward and you don't just end up with a pseudo feather in your cap to share with us in a "dig me" social

media post. You'll notice I offer few "Very satisfied" replies... in my world, "satisfied" is good... because there is ALWAYS room for improvement.

- Hometown, love it.
- I am skeptical about the city media asserting that citizens are asking for more mixed-use development which always gets interpreted into apartment or other high-density housing. NO ONE I know wants that! I think the meetings are not transparent and are unnecessarily complex. It makes decision making unclear, tedious and loses the available attention of the citizen. Street potholes should receive early attention before they deteriorate into large, deep holes. Perhaps the city workers, PD and others can report the early pavement cracks to the Roads Department. I'm satisfied with the Garbage/waste collection but don't know that regular trash needs more than once per week. I would propose a street/sidewalk cleaning/ vacuum of leaves late February through April. And extra green waste services after freeze events. I observe contracted mowing workers blowing lots of cut debris into the roadways (not collecting it) and of course that goes down sewer openings.
- I don't know if city Mayor or congress/senator has open-office day so we meet and talk.
- I don't think decision-makers listen to community input rather they listen to special interest groups.
- I like living, working, shopping and volunteering in Sugar Land. Highly recommend it to friends and family. Was president of Grants Lake Tempos for 7 years and learned a lot.
- I love living here
- I love living in sugar land and am so glad we chose to retire here. I do hope for more acceptance of diverse opinions and beliefs. I think the city, overall does good work in that effort. Sometimes I worry about the "rednecks" and maga conservatives in my neighborhood taking over the community. I also have issues with the acceptance/attitudes towards use of guns in peoples homes and their attitudes about yanking them out at the slightest provocation (I specifically remember comments on our neighborhood Facebook page towards solicitors and people of color: "better not come to my house, locked and loaded" I'm afraid to ring a doorbell for fear of getting shot...that's my neighborhood though, Greatwood, but I do love sugar land overall and can't think of another place I'd rather live. Lots of people in my neighborhood that don't accept differences of political opinion or diversity, so sad.
- I love Sugar Land...there is no equal!
- I think Sugar Land is a great place to live, and I'm proud to live here!
- I wish it were easier to give input. I wish you would look at FBISD and LID#2 - their periodic newspapers are very informative.
- Increasing the assessed value of property is the same as a tax hike
- Keep the community safe.
- KP George has not listened to his constituents at all.
- Looking forward to fiber internet
- Looks like council member do not give much concern to citizens' complaints.
- Lower our property taxes and school taxes.
- I would like to see Sugar Land more bicycle friendly. In my mind, this means wide smooth sidewalks or bike trails NOT dedicated bike lanes. A little white stripe on a road does little to keep a car away. Riding in a bike lane is very scary. It is nice to live in a city so proactive and responsive to the resident's needs. I would like to say Thank you. Keep taxes low. Manage

resources carefully. Keep up with basic services. Regulation and commercial permitting are excessive. Also, crossings of major streets needs to be upgraded. For instance at 59 and Williams Trace. motorists don't see the white pedestrian light and keep right on driving (making a right turn north on 59 from Wms Trace) even with bikes or pedestrians in the crosswalk. There needs to be a big bright red no turns light.

- Maintain the security and quality.
- Management of growth and pressure to diversify, but preserve the high-quality of housing and lifestyles in Sugarland.
- Mayor Zimmerman and CM Goodrum, please continue to lead the charge on the Imperial RAC. Get the Char House renovated and get this thing done!
- Need a poker room here. Tired of driving into Houston.
- Need a safe passage to walk or bike across the Brazos at 69 and near River Park
- Need for innovative, higher density mixed use re-development. Smart development of the tracts around Smart Financial Centre. Finally get the restoration and re-development of the Imperial Sugar site. Sugar Land residents have waited far too long. I have little confidence that the current lead developer has the expertise and financial resources to complete the task and should be replaced. The developer's track record consists of one previous project. Lastly, an intra-city transit option (trolley) should be established to connect hotels, major shopping areas and attractions. Funding should be coordinated with property owners. A system similar to what Arlington Texas has in place.
- Need more playgrounds for the children, especially older children.
- Need more restaurants near sugar factory.
- Need to pay attention to the dead trees.
- Need to reinstate regular bulky waste collection. Need to have periodic hazardous waste collection events.
- Not sure that city council adequately considers the residents of the area. It seems to think that City Council knows what we need and can make many decisions "for our own good". More communication is essential!
- "Other than the current traffic on highway 6 between the police station and FM 1092, the city management has done a very good job of handling our immense growth. I think we need to slow down on issuing new construction projects in order to give us time to plan the next 5, 10, 25 years of growth. More communications to residents on meetings, etc. through messaging which could the direct residents to city website for specific goings on.
- More elderly and disabled programs please!"
- Our family loves living here. We don't want it to change too much.
- Out Police Officers are fantastic and the new Chief is a blessing, we need to get SLPD back to the NO CRIME IN MY TOWN mentality. For the past 10 years, our PD leadership was ok with rising crime rates and the department no longer has the reputation of NOT IN MY HOUSE. That decimated the cop's morale, many great cops quit and those who stayed were no longer motivated to be proactive and responsive. We need to reward our cops for being the best, give bonuses for truly dropping crime rates not just on paper, and get them back to the mindset that kept criminals away.

- Please continue to do traffic surveys. I am not sure that we need to add stop signs all along w. airport in Sugar Land like they have after you pass Highway 6, but at the same time sometimes it is very difficult to leave my neighborhood Barrington Place.
- Please don't increase debt or taxes. Control spending by limiting it to essential things. No new big projects unrelated to infrastructure.
- Please limit the noise from the Festival venue MORE. Not so loud (and vibrating) and not after 9:00pm on a school night. Thanks for changing the silly bulky waste policy back, and for the text reminder because it's hard to remember. I appreciate the ongoing efforts to improve Greatwood's sidewalks. Too many people still seem to feel like walking in the road is better. The road striping could use refreshing. Also I'm still a little amazed that my request to clarify an unusual stop sign arrangement required a traffic study and resulted in zero change. "
- Please make Sugar Land a Bee city- good for bees. no spraying
- Require ' power lines to be buried; ordinance restricting leaf and debris from being deposited on streets. Positive note: pleased bulky trash is back to once a month
- Should have at least one park with at least 2 adult softball fields.
- Single family subdivision similar to Dell Web in Richmond.
- small issue- but dog park was closed for two weeks - just went back - no evidence of improvements or radical cleaning. it's closed every Monday - is that not adequate time to clean it up. also absence of lighting in the area makes it hard to get there after work in this daylight savings time with early dark by 5:30.
- Stop cutting down trees in Cullinan park. Preserve as much green space as possible. Enforce traffic laws. People are blowing through red lights, running stops signs and speeding all over town.
- Stop doing activities that require payment to participate in sugar land town square. Should be free
- Sugar land has turned in the wrong direction. It's has become a Houston and too many Middle Easterners are here.
- Sugar Land is (mostly) a great community. The summer heat/drought wreaked havoc on streets and sidewalks. Fix them. Also, S I understand it, the city insourced landscaping along some major corridors. It's gotten better, but it's still not as nice as when it was handled by a landscape co. Yes. Willing to pay a little more in taxes to beef up that service.
- Sugar Land is great, but after 2 years of retirement I sadly have to move.
- Sugar Land Middle School and Kempner High are on a fast downward trend and we will be seeking private school or moving. The Imperial Sugar Factory has not been developed despite several other local developments being successfully completed in Stafford and Missouri City. It's been over a decade and the development of the city's namesake is still not happening. Disgraceful
- Thank you for providing this survey for citizen input.
- Thank you.
- Thanks for everything you do! Very impressed with the city overall!
- Thanks for the senior center. It is well used and appreciated!
- The 90 corridor is really unattractive. It needs more landscaping. The major highways 59, hwy 6, 90 carve up the city in a way that makes it easier to go into Houston than the other side of the sugar land. If I have to spend 15 minutes in my car anyway, I might as well make it 25 and get

better food. High quality bike and walking infrastructure with and emphasis on safe crossings on the major streets and separated bike paths would immeasurably improve the quality of life here. Sugar Land talks about having a small town feel, but having to drive from strip mall to strip mall seriously undermines that.

- The City of Sugar Land should have a better recycling program. It should have special annual recycling events for specific items that are not included on the weekly collection days.
- The freeway systems are turning beautiful Sugar Land into just a “exit on the freeway” & nothing more. It feels like the end of a beautiful thing??
- The municipal court system is run very efficiently. When new streets are put in neighborhoods they should be looked at after rain for drainage issues. Lakefield for instance. Make it safe to walk around our neighborhood. I am afraid of all the loose dogs. Cats roaming in the evening is a problem.
- The neighborhood of Brookside could use lots of improvement, including sidewalk care and more street lighting. Currently it feels very outdated and even abandoned in terms of city services, especially compared to newer developments.
- They should listen more before making decisions.
- This is way too long. I appreciate the effort but don't have time to answer all of this. Thank you!
- To clarify, my dissatisfaction with police stems from police in general. Policing is at best ineffective and at worst actively upholding systems of inequality on behalf of though in power. It would be amazing if our city looked into alternative forms of protecting public safety. Additionally, as far as landscaping, given climate change, I would like to see our city take care to use landscaping with native species, plants for pollinators, etc., to have a pretty and more natural environment. To that end, other programs like composting or bike lanes and bike rentals and public transport (regularly scheduled not on demand) should be available.
- Too aggressive in cutting down oak trees. no shade, no vegetation.
- Too many automobiles parking on neighborhood streets.
- Tree height requirements are not consistent.
- Trim the trees and fix the streets on Ferry Landing more street lights in residential areas.
- Utilize the population of very well educated, informed and successful business people.
- Very poor city communication.
- We have a lot of older people in my neighborhood. Covington West. People walking dogs, getting outdoors with motorized scooters and walkers find this very difficult with vehicles blocking sidewalks.
- We have lived here since 1984 and it has been a wonderful place to grow a family and work. This is still basically true but I would like some of f the older neighborhoods to have some of the beauty of trees and well kept homes.
- We need better top rated restaurants
- We need services for the disabled and their family caregivers. We also need housing and transportation options for the handicapped community. We need a community CENTER for Disability services.
- We need to keep our town safe.
- we've only lived here for 2 years and are still somewhat unfamiliar with the city and its services.

- Why can't the residents be asked to put forward their opinions on city planning and events? To my knowledge, no resident has been asked his/her opinion about what should be done to rebuild Lake Pointe. No resident, to my knowledge, has been asked if an additional 1,000 apartments are really necessary to make Lake Pointe viable! We have all been told what will be done. The city seems to take the attitude that it will tell the residents what needs to be done and does not want the pesky input from those who live here. Most of city staff does not live in Sugar Land. None of city staff is accountable to the residents. None of the staff will have any responsibility for any unintended or intended consequences of staff decisions.
- Why do you continue to building government buildings on the most expensive land in sugar land
- Why wasn't the public consulted about charging back to one a month bulk waste? Why is the animal shelter always in the news. It is not a top issue.
- Would love to see police patrols inside the neighborhood - through the streets - more often.



Survey Instrument

September 2023

Dear Sugar Land Resident,

The City of Sugar Land is requesting your help and a few minutes of your time. You have been chosen to participate in a survey designed to gather opinions and feedback on city programs and services. The information you provide in this survey will be used to improve and expand existing programs and help us understand the future needs of residents in Sugar Land.

We greatly appreciate your time. We realize your time is valuable, but every question is important. The time you invest in this survey will help us provide the very best city services possible and help influence decisions about the city's future.

A postage-paid envelope addressed to ETC Institute has been provided for your convenience. If you would prefer to take the survey over the web, the address is cityofsugarlandcitizensurvey.org.

The survey data will be compiled and analyzed by ETC Institute, one of the nation's leading firms in the field of local governmental research. Your individual responses to the survey will remain confidential. ETC will present the results to the city this winter. The results will also be posted on our website for your review at www.sugarlandtx.gov once they have been presented to the City Council.

If you have any questions, please contact Communications and Community Engagement Director Doug Adolph at (713) 202-0816 or dadolph@sugarlandtx.gov.

Thank you for helping make the City of Sugar Land the very best place to work, live and raise a family.

Sincerely,

Joe R. Zimmerman
Mayor
City of Sugar Land



2023 City of Sugar Land Resident Survey

Please take a few minutes to complete this resident satisfaction survey. Your input is an important part of the city's on-going effort to involve citizens in long-range planning and decisions. If you have questions, please contact Doug Adolph at (713) 202-0816 or dadolph@sugarlandtx.gov.

1. Using a scale of 5 to 1, where 5 means "Excellent" and 1 means "Poor", please rate Sugar Land with regard to each of the following.

How would you rate your city...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9
4. As a place to retire	5	4	3	2	1	9
5. As a place to visit	5	4	3	2	1	9
6. As a city moving in the right direction	5	4	3	2	1	9
7. As a place you are proud to call home	5	4	3	2	1	9
8. As an inclusive community	5	4	3	2	1	9
9. As a city that provides accurate, up-to-date, and frequent communication before, during, and after emergencies or natural disasters	5	4	3	2	1	9

2. Major categories of services provided by the City of Sugar Land are listed below. Please rate each item using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police service	5	4	3	2	1	9
02. Quality of fire and ambulance service	5	4	3	2	1	9
03. Overall efforts by city government in your area to ensure the community is prepared for emergencies or natural disasters	5	4	3	2	1	9
04. Overall maintenance of city streets, sidewalks and infrastructure	5	4	3	2	1	9
05. Overall effectiveness of communication by city government in your area	5	4	3	2	1	9
06. Overall flow of traffic and congestion management on streets within the City	5	4	3	2	1	9
07. Overall quality of drainage system in rainfall events	5	4	3	2	1	9
08. Overall quality of water utility services	5	4	3	2	1	9
09. Overall quality of wastewater utility services	5	4	3	2	1	9
10. Overall quality of garbage and recycling services	5	4	3	2	1	9
11. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
12. Overall quality of treasury billing customer service	5	4	3	2	1	9
13. Overall quality of 311 customer service	5	4	3	2	1	9
14. Overall quality of the permit application process	5	4	3	2	1	9
15. Enforcement of local codes and ordinances	5	4	3	2	1	9
16. The open records request process	5	4	3	2	1	9

3. Which THREE of the major categories of city services from the list in Question 2 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 2, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

3a. If you selected option 6, "Flow of traffic and congestion management," as one of the top three items in Question 3, are there specific locations where traffic congestion is a concern?

4. Please rate each of the following items that may influence your perception of the community using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
02. Overall image of the community	5	4	3	2	1	9
03. Quality of city government services	5	4	3	2	1	9
04. Quality of life in your community	5	4	3	2	1	9
05. How well the city approaches development	5	4	3	2	1	9
06. Appearance of your community	5	4	3	2	1	9
07. Leadership of elected officials	5	4	3	2	1	9
08. Leadership of City Manager	5	4	3	2	1	9
09. The City's ability to adapt to the community's changing demographics	5	4	3	2	1	9
10. How well the city is approaching redevelopment as it relates to future city planning for the next 20-30 years	5	4	3	2	1	9

5. Public Safety Services. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Police Services:						
01. Overall quality of city police protection	5	4	3	2	1	9
02. Visibility of police in neighborhoods	5	4	3	2	1	9
03. Visibility of police in commercial and retail areas	5	4	3	2	1	9
04. How quickly police respond to emergencies	5	4	3	2	1	9
05. Efforts by city government to prevent crime	5	4	3	2	1	9
06. Enforcement of city traffic laws	5	4	3	2	1	9
07. Police safety awareness education programs	5	4	3	2	1	9
08. Parking enforcement services	5	4	3	2	1	9
Fire/EMS Services:						
09. Overall quality of fire services	5	4	3	2	1	9
10. How quickly fire services personnel respond	5	4	3	2	1	9
11. Fire education programs in your community	5	4	3	2	1	9
12. Fire inspection programs in your community	5	4	3	2	1	9
13. Overall quality of ambulance/emergency medical services	5	4	3	2	1	9
14. How quickly ambulance/EMS personnel respond	5	4	3	2	1	9

6. From the list of items in Question 5, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 5, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

7. Using a scale of 5 to 1, where 5 means "Very Safe" and 1 means "Very Unsafe", please rate how safe you feel in the following situations.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Walking in your neighborhood during the day	5	4	3	2	1	9
2. Walking in your neighborhood after dark	5	4	3	2	1	9
3. Walking on city trails/in city parks	5	4	3	2	1	9
4. Overall feeling of safety in your community	5	4	3	2	1	9

8. Public Works and Utility Services. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Public Works:							
01.	Condition of major streets in Sugar Land	5	4	3	2	1	9
02.	Condition of sidewalks in the city	5	4	3	2	1	9
03.	Condition of streets in your neighborhood	5	4	3	2	1	9
04.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
05.	Condition of street drainage	5	4	3	2	1	9
06.	Condition of street signs and traffic signals	5	4	3	2	1	9
07.	Accessibility of streets, sidewalks, and buildings for people with disabilities	5	4	3	2	1	9
08.	On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	5	4	3	2	1	9
09.	Condition of pavement markings on streets	5	4	3	2	1	9
10.	Condition of landscaping or streetscaping in medians along streets	5	4	3	2	1	9
11.	Adequacy of street lighting in Sugar Land	5	4	3	2	1	9
12.	Mowing/tree trimming along streets and other public areas	5	4	3	2	1	9
13.	Cleanliness of streets and other public areas	5	4	3	2	1	9
Utility Services:							
14.	Water service	5	4	3	2	1	9
15.	Taste of tap water	5	4	3	2	1	9
16.	Water pressure	5	4	3	2	1	9
17.	Smell of tap water	5	4	3	2	1	9
18.	Wastewater services	5	4	3	2	1	9
19.	Condition of storm drains	5	4	3	2	1	9
20.	Timeliness of water/sewer line break repairs	5	4	3	2	1	9
21.	Other: _____	5	4	3	2	1	9

9. From the list of items in Questions 8, which THREE of the major categories of Public Works and Utilities Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 8, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

10. Environmental and Neighborhood Services. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Residential garbage collection services	5	4	3	2	1	9
2.	Curbside recycling services	5	4	3	2	1	9
3.	Greenwaste collection services	5	4	3	2	1	9
4.	Household hazardous waste disposal service (for oil, paint, etc.)	5	4	3	2	1	9
5.	Textile recycling services	5	4	3	2	1	9
6.	Animal services (adoption/animal control)	5	4	3	2	1	9
7.	On-call bulky waste collection services	5	4	3	2	1	9
8.	Other: _____	5	4	3	2	1	9

11. From the list of items in Question 10, which THREE of the major categories of ENS do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

12. Parks and Recreation. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of city parks	5	4	3	2	1	9
02. Quality of facilities at city parks (e.g., picnic shelters, playgrounds)	5	4	3	2	1	9
03. Number of parks	5	4	3	2	1	9
04. Maintenance and appearance of City community centers	5	4	3	2	1	9
05. City-produced special events (Parks Events Series, Park(ing) Day, IPRC's Haunted House, Christmas Tree Lighting, etc.)	5	4	3	2	1	9
06. Number of walking/biking trails	5	4	3	2	1	9
07. Quality of outdoor athletic fields	5	4	3	2	1	9
08. Youth athletic programs in your area	5	4	3	2	1	9
09. Adult athletic programs in your area	5	4	3	2	1	9
10. Senior citizen programs	5	4	3	2	1	9
11. Ease of registering for city programs	5	4	3	2	1	9
12. Overall quality of recreation programs and facilities	5	4	3	2	1	9
13. T.E. Harman Center - Senior Adult Facility (overall appearance, quality, location)	5	4	3	2	1	9
14. Other: _____	5	4	3	2	1	9

13. From the list of items in Question 12, which THREE of the major categories of Parks and Recreation Services do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 12, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

14. Have you applied for a permit (building, plumbing, fire, electrical, remodel, commercial, residential, etc.) or been part of a permit process during the past 12 months in the City of Sugar Land?

____(1) Yes ____ (2) No [Skip to Q15.]

14a. How satisfied were you with the ease of obtaining information and materials about the permit process?

____(5) Very satisfied ____ (3) Neutral ____ (1) Very dissatisfied
 ____ (4) Satisfied ____ (2) Dissatisfied ____ (9) Don't know

15. Public Information Services. Please rate each of the following items using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of information about city governmental services and activities	5	4	3	2	1	9
2. Timeliness of information provided by your city government	5	4	3	2	1	9
3. Efforts by city government to keep you informed about local issues	5	4	3	2	1	9
4. The quality of video production	5	4	3	2	1	9
5. The quality of the city website	5	4	3	2	1	9
6. Quality of the city social media outlets	5	4	3	2	1	9

16. From which of the following sources do you currently get information about the City of Sugar Land? [Check ALL that apply.]

- (01) Local newspapers
- (02) City website-SugarLandtx.gov
- (03) City of Sugar Land E-newsletters
- (04) TV news channels
- (05) Utility bill
- (06) City Facebook pages (city, police, parks, tourism)
- (07) Twitter/"X"
- (08) YouTube
- (09) SLTV - public access
- (10) Print brochures, flyers
- (11) Your HOA
- (12) MySLTX Mobile App (iPhone, Android, Tablet)
- (13) Nextdoor
- (14) Online Town Hall
- (15) E-mail
- (16) Neighborhood web/social media
- (17) TextMyGov
- (18) Instagram
- (19) Threads
- (20) Reels
- (21) Other: _____

17. Are you aware of the city's social media channels? (1) Yes (2) No [Skip to Q18.]

17a. Which of the following social media outlets do you follow the City of Sugar Land on?

- (1) Facebook
- (2) Twitter/"X"
- (3) Instagram
- (4) Nextdoor
- (5) LinkedIn
- (6) YouTube

18. Have you visited the City's website (SugarLandTX.gov) during the past 6 months?

- (1) Yes (2) No [Skip to Q19.]

18a. What was the reason for your most recent visit to the City's website?

- (1) To look for general information about the City
- (2) To understand a specific city service or program
- (3) To pay a bill, see adoptable pets (i.e., do business with the city)
- (4) Other: _____

18b. City's Website. Please rate each of the following statements using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree".

Statements about the City's website		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I am satisfied with the quality of information provided on the City's website	5	4	3	2	1	9
2.	It is easy to find the information I am looking for	5	4	3	2	1	9
3.	The City's website is easy to use	5	4	3	2	1	9
4.	I like the look and feel of the City's website	5	4	3	2	1	9

18c. Do you ever watch the City's online broadcast of City Council or Planning/Zoning Commission meetings? (1) Yes (2) No

19. Have you contacted your city government with a question, problem, complaint, or to request service during the past year? (1) Yes (2) No [Skip to Q20.]

19a. How many times have you contacted the city during the past year? _____

19b. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your level of satisfaction with the city employees you have contacted with regard to each of the following.

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy city staff were to contact	5	4	3	2	1	9
2.	Courteousness of staff	5	4	3	2	1	9
3.	The accuracy of the information and assistance given	5	4	3	2	1	9
4.	How quickly city staff responded to your request	5	4	3	2	1	9
5.	How well your issue was handled	5	4	3	2	1	9

20. Community Engagement/Public Involvement. Have you participated in any of the following programs/activities during the past 2 years. For each program/activity you have participated in, please rate your experience using a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

	Community Engagement and Public Involvement Programs/Activities	Have You Participated?		If "Yes," please rate your experience with the program.					
		Yes	No	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Serve Sugar Land (volunteer program)	Yes	No	5	4	3	2	1	9
02.	Sugar Land Leaders/SL101	Yes	No	5	4	3	2	1	9
03.	MYAC	Yes	No	5	4	3	2	1	9
04.	Citizens Police Academy	Yes	No	5	4	3	2	1	9
05.	Quarterly HOA meetings	Yes	No	5	4	3	2	1	9
06.	Citizens Fire Academy	Yes	No	5	4	3	2	1	9
07.	Membership in a Board, Commission, Committee or Taskforce	Yes	No	5	4	3	2	1	9
08.	In person or online Town Hall	Yes	No	5	4	3	2	1	9
09.	Public meeting	Yes	No	5	4	3	2	1	9
10.	Public comment at City Council Meeting	Yes	No	5	4	3	2	1	9
11.	Planning efforts (e.g., master plans, zoning cases)	Yes	No	5	4	3	2	1	9

21. Are there any difficulties or barriers that keep you from participating in the activities and programs listed in Question 20? [Check ALL that apply.]

- ___(1) I don't feel like I can speak freely
- ___(2) I don't feel like I understand the issues
- ___(3) Locations/times are not convenient
- ___(4) ADA accessibility
- ___(5) Language access
- ___(6) Childcare
- ___(7) I am not interested
- ___(8) Virtual option is not available
- ___(9) Other: _____

22. If the difficulties/barriers listed above were eliminated or reduced, would you be more likely to participate? ___(1) Yes ___(2) No ___(9) Don't know

23. Reasons to Live in Sugar Land. Several reasons for deciding where to live are listed below. Using a scale of 4 to 1, with 4 being "Very Important" and 1 being "Not Important", please rate how important each reason is to your decision to live in Sugar Land.

Reasons to live in Sugar Land	Very Important	Somewhat Important	Not Sure	Not Important
01. Small town feel	4	3	2	1
02. Quality of public schools	4	3	2	1
03. Employment opportunities	4	3	2	1
04. Types of housing available (single-family, patio/small lot, townhomes/brownstones, multi-family, etc.)	4	3	2	1
05. Affordability of housing	4	3	2	1
06. Access to quality shopping	4	3	2	1
07. Availability of parks and recreation opportunities	4	3	2	1
08. Near family or friends	4	3	2	1
09. Safety and security	4	3	2	1
10. Availability of transportation options	4	3	2	1
11. Availability of cultural activities and the arts, including the presence of cultural arts	4	3	2	1
12. Access to restaurants and entertainment	4	3	2	1
13. Sense of belonging to the Sugar Land community as a whole	4	3	2	1
14. Availability of healthcare facilities	4	3	2	1

24. What do you think are the MOST SIGNIFICANT issues facing Sugar Land in the next 5 years?

25. Overall, how satisfied are you with how well decision-makers listen to community input?

- (5) Very satisfied (3) Neutral (1) Very dissatisfied
 (4) Satisfied (2) Dissatisfied (9) Don't know

26. Do you have any additional comments you would like to share?

27. Approximately how many years have you lived in Sugar Land? _____ years

28. What is your age? _____ years

29. Do you own or rent your current residence? _____(1) Own _____(2) Rent

30. Are you or other members of your household of Hispanic or Latino ancestry?

- (1) Yes (2) No

31. Which of the following best describes your race/ethnicity? [Check ALL that apply.]

- (01) Asian or Asian Indian (04) White or Caucasian
 (02) Black or African American (05) Native Hawaiian or other Pacific Islander
 (03) American Indian or Alaska Native (99) Other: _____

32. Would you say your total household income is...

- (1) Under \$30,000 (3) \$60,000 to \$99,999 (5) Prefer not to respond
 (2) \$30,000 to \$59,999 (4) \$100,000 or more

33. Your gender: _____(1) Male _____(2) Female

34. Would you be willing to participate in future surveys sponsored by the City of Sugar Land?

- (1) Yes [Please answer Q34a.] (2) No

34a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed return-reply envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your response will remain completely confidential. The address information to the right will ONLY be used to help identify areas with special interests. Thank you.