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Sugar Land gets high marks from residents

Sugar Land reports the results of Sugar Land's 2023 Citizen Satisfaction Survey and it shows that 97 percent of respondents rated the city as an "excellent" or "good" place to live and 95 percent rated the city as "excellent" or "good" place to raise children. And it intends to continue to get high marks from residents as city leaders acknowledged at the 2024 State of the City address on Feb. 23, 2024, presented at the Sugar Land Marriott.

The Citizen Satisfaction Survey measures and assesses citizen satisfaction with the delivery of major city services and helps set community priorities for improved services and long-range planning. Satisfaction ratings for the city of Sugar Land rated above the U.S. average in all 53 areas that were assessed and were the same or above the Texas average in all 53 areas that were assessed.

Excerpts from the survey follow:

• Seventy-nine percent of the residents surveyed indicated they were "very satisfied" or "satisfied" with the overall quality of services provided by the city of Sugar Land. This is roughly 30 percent higher than the national average of 49 percent and the Texas average

of 50 percent.

• Eighty-eight percent of those surveyed indicated they were "very satisfied" or "satisfied" with the overall quality of life in their community.

• Ninety-one percent believe it is an "excellent" or "good" place they are proud to call home.

• Ninety-six percent of the respondents indicated they feel "very safe" or "safe" when walking in their neighborhood during the day. Overall, 89 percent of respondents, who had an opinion, indicated they feel "very safe" or "safe" in their community.

The major categories of city services that had the highest levels of satisfaction were the quality of fire and ambulance service (97 percent), the overall quality of police service (90 percent), overall efforts by city government in your area to ensure the community is prepared for emergencies (87 percent), the overall quality of parks and recreation programs and facilities (86 percent), and the overall quality of garbage and recycling services (85 percent).

• Sixty-five percent indicated they are "very satisfied" or "satisfied" with the value received for city taxes and fees. This was 33 percent above

the state and national averages. When neutral responses are included, the overall satisfaction rating for value received for city taxes and fees increases to 91 percent.

While the survey results were overwhelmingly positive, data suggests the city should focus resources on continued efforts to address "the flow of traffic and congestion management" and "maintenance of streets, sidewalks and infrastructure" -- the only items identified as a high priority in the importance-satisfaction analysis.

At the State of the City address, Mayor Joe Zimmerman touched on the city's citizen satisfaction survey with particular reference to the city's fast growth and the need for it to adapt to market condition to remain attractive to prospective residents and businesses. He said that involves creating new partnerships that will bring new technology. Both he and City Manager Mike Goodrum spoke about a newly announced agreement with California-based Wisk Aero for an air taxi operation out of the Sugar Land Regional Airport to help transport people. It is intended to serve as the foundation for a larger network across the Greater Houston region.

The city's ongoing

achievements impacting citizen satisfaction include plans to redevelop the Imperial and Lake Pointe districts among other efforts relating to the city's development. Lake Pointe Town Center is a 190-acre mixed-use development to include acreage dedicated to civic space for community gathering and entertainment venues, a hotel and conference center, and land for housing options.

Located along Creekbend Drive and Fluor Daniel Drive, the proposed project is moving forward as a result of a recently approved memorandum of understanding between the city and Sugar Land developer Planned Community Developers.

With the citizen satisfaction survey showing 97 percent of respondents saying Sugar Land is an "excellent" place to live, it has to be a city "where innovation is second nature, where creativity is encouraged, and change is embraced," said Goodrum at the State of the City presentation.

View the complete report of the citizen survey at www.sugarlandtx.gov/citizensurvey. For viewing a video of the 2024 State of the City, visit www.sugarlandtx.gov/1340/2024-State-of-the-City.

Emerging engineers



The Destination Imagination Team "7 Extraordinary Engineers" from Cornerstone Elementary - FBISD finished 1st place in the Elementary Level at the Gulf Coast Regional Competition on Feb 17 and advanced to State Competition. The Team Managers are Ravi Katta and Anisa Ali. Team Members (standing from l-r): Saanvi Gadhikar, Ayra Ali, Preyansh Makati, Pia Koka, Mira Bahl, Nikitha Katta, and Vansh Koka (kneeling)