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

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

Phone: 311 or 281-275-2900
Email: 311@sugarlandtx.gov
Mobile app: download the MySugarLand mobile app
Web: www.sugarlandtx.gov/311

9-1-1: Calls to 9-1-1 for non-emergencies tie up valuable resources and delay service to people who need help right away. During an emergency, 9-1-1 should be called for any situation that requires immediate assistance from police officers, firefighters and/or paramedics. If you need non-emergency Police dispatch, call 281-275-2020.

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

City of Sugar Land Website: www.sugarlandtx.gov
Emergency Notification System: www.sugarlandtx.gov/notify
Emergency Dispatch: Call 9-1-1 for emergencies.
9-1-1: www.harriscountyfws.org

Intelligent Transportation System (ITS)
its.sugarlandtx.gov
The City’s Intelligent Transportation System (ITS) uses precision-based technology to provide real-time intelligent transportation information, traffic data, road conditions, traffic incident notifications, and travel advisories to help keep Sugar Land residents informed.

Flood Warning System
floodwarningtxhhs.org
Sign up to receive alerts that report near real-time rainfall and water levels. The service is provided through a partnership between the Harris County Flood Plain Management Office and Harris County Public Health.

SEALID
sugarlandtx.gov/sealid
Levee Improvement Districts (LIDs) are political subdivisions of the State of Texas responsible for providing flood protection and storm water management services. Prevent blockage of storm drains. If you notice a storm drain that’s blocked with debris, please clear the obstruction.

IF HEAVY RAINFALL IS EXPECTED

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

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

IS MY HOME PROTECTED BY A LID?
Levee Improvement Districts (LIDs) are political subdivisions of the State of Texas responsible for providing flood protection and storm water management services.

Are You Hurricane Ready?
REMEMBER: TIMELY, ACCURATE INFORMATION IS KEY

During and after an emergency it is crucial to ensure you are receiving information from legitimate sources. Remove or trace of inaccurate information online during emergencies.

The following list of services will help keep you informed before, during and after an emergency.

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