

# City of Sugar Land Resident Survey

## Findings Report

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# 2020

**Submitted to the City of Sugar Land, Texas**

by:  
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**November 2020**



**ETC**  
INSTITUTE

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# 2020 City of Sugar Land Resident Satisfaction Survey Executive Summary

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## Purpose and Methodology

ETC Institute administered a survey to residents of the City of Sugar Land during the fall of 2020. 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 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 for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- trend charts comparing the 2020 results with results from 2017 and 2015,
- benchmarking data that show how the results for Sugar Land compare to other U.S. and Texas averages,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

## Overall Perceptions of the City

Eighty-two percent (82%) 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. Nationally, only 48% of respondents were either “very satisfied” or “satisfied” with the overall quality of the services provided by their local government. The City of Sugar Land also saw ratings significantly above the Texas average of 46%. Ninety-four percent (94%) of those surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of life in their community, a figure well above the U.S. and Texas averages. 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-eight percent (98%) of respondents, *who had an opinion*, believe that Sugar Land is either an “excellent” or “good” place to live, 97% believe it is an “excellent” or “good” place to raise children, and 95% 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 (93%), overall efforts by city government in your area to ensure the community is prepared for emergencies (91%), the overall quality of garbage and recycling services (90%), and the overall quality of parks and recreation programs and facilities (87%). All 17 of the 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 (98%) of the respondents, *who had an opinion*, indicated they feel “very safe” or “safe” when walking in their neighborhood during the day. Overall, 93% of respondents, *who had an opinion*, indicated they feel “very safe” or “safe” in their community.

## Satisfaction with Specific City Services

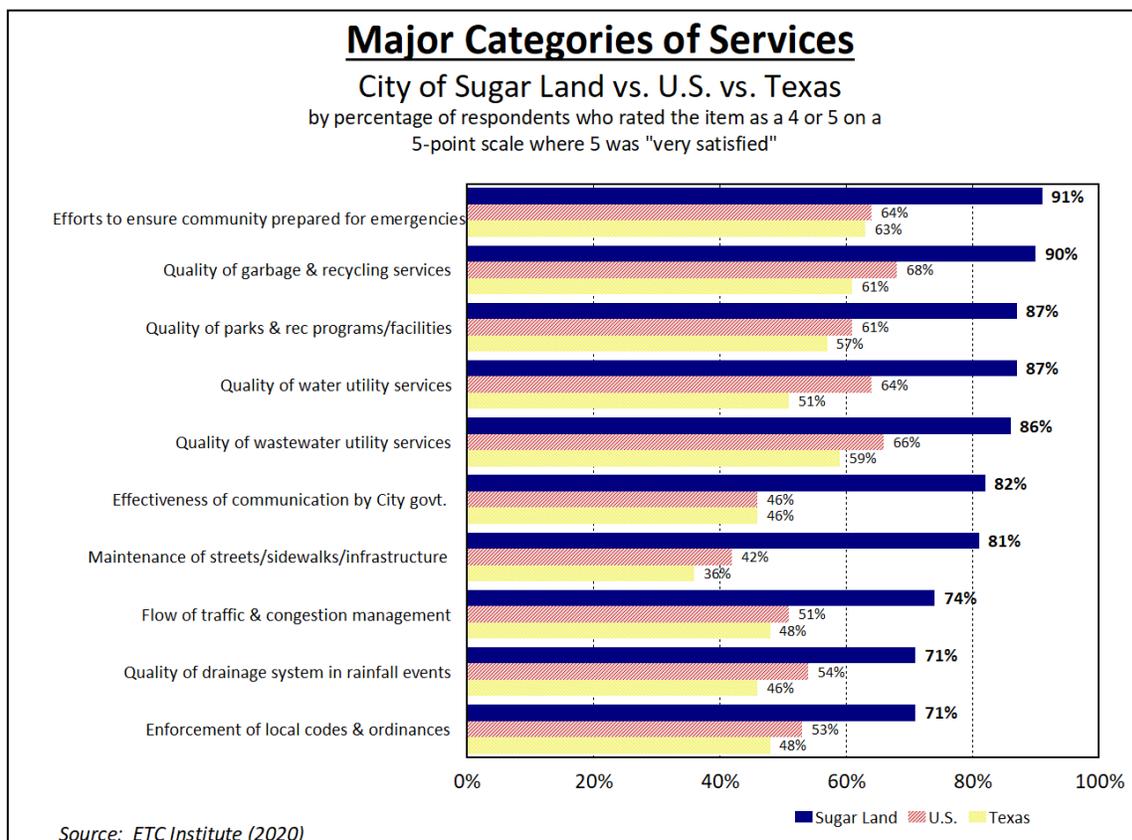
- **Police Services.** The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of police protection (92%), how quickly police respond to emergencies (85%), and efforts by City government to prevent crime (79%). 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%).
- **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 condition of street signs and traffic signals (89%), the cleanliness of streets and other public areas (87%), and the condition of major streets in Sugar Land (86%).
- **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 (90%), wastewater services (86%), and water pressure (82%).
- **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 (93%), curbside recycling services (91%), and greenwaste collection services (89%).
- **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 (88%), the quality of facilities at City parks (84%), and the maintenance and appearance of City community centers (84%).
- **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: efforts by the City government to inform residents about local issues (71%), timeliness of information provided by government (71%), and the quality of the City website (69%).
  - Forty-eight percent (48%) of respondents use the City website for information about the City, 45% use local newspapers, and 39% get information from their HOA.

## Additional Findings

- Twenty-three percent (23%) 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, 84% were either “very satisfied” or “satisfied” with the courteousness of staff and 78% 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.
- Based on the sum of “very important” and “somewhat important” responses from respondents *who had an opinion*, safety and security (93%), access to quality shopping (90%), types of housing (90%), and access to restaurants and entertainment (89%) 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 2020 Sugar Land results and the results of a benchmarking survey conducted both nationally and within Texas during the summer of 2019. 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 the same as or above the U.S. average in 79 of the 80 areas** that were assessed. The City of Sugar Land rated significantly higher than the U.S. average (difference of 5% or more) in 76 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	Category
Water service	90%	47%	43%	Utility Services
Leadership of City Manager	77%	36%	41%	Perceptions of the Community
Maintenance of streets/sidewalks/infrastructure	81%	42%	39%	Major Categories of City Services
Condition of major streets	86%	48%	38%	Public Works
As a community that is moving in the right direction	85%	48%	37%	Overall Ratings of the Community
Effectiveness of communication by City govt.	82%	46%	36%	Major Categories of City Services
Condition of streets in your neighborhood	80%	45%	35%	Public Works
Leadership of elected officials	73%	38%	35%	Perceptions of the Community
Quality of City government services	82%	48%	34%	Perceptions of the Community
Value received for City tax/fees	70%	37%	33%	Perceptions of the Community
Overall image of community	92%	61%	31%	Perceptions of the Community
Condition of landscaping in medians and along streets	80%	50%	30%	Public Works
Mowing/tree trimming along streets/public areas	81%	52%	29%	Public Works
As a place to work	83%	54%	29%	Overall Ratings of the Community
Cleanliness of streets & other public areas	87%	59%	28%	Public Works
Efforts by City govt. to inform about local issues	71%	43%	28%	Public Information Services
As a place to live	98%	71%	27%	Overall Ratings of the Community
As a place to raise children	97%	70%	27%	Overall Ratings of the Community
Efforts to ensure community prepared for emergencies	91%	64%	27%	Major Categories of City Services
Condition of storm drains	71%	44%	27%	Utility Services
Availability of info. about govt svcs	68%	42%	26%	Public Information Services
Quality of parks & rec programs/facilities	87%	61%	26%	Major Categories of City Services
As a place to retire	82%	56%	26%	Overall Ratings of the Community
Appearance of your community	89%	64%	25%	Perceptions of the Community
Parking enforcement services	67%	43%	24%	Police Services
Overall quality of City police protection	92%	68%	24%	Police Services
Efforts by City government to prevent crime	79%	55%	24%	Police Services
Condition of sidewalks in City	66%	43%	23%	Public Works
Quality of water utility services	87%	64%	23%	Major Categories of City Services
Flow of traffic & congestion management	74%	51%	23%	Major Categories of City Services
How quickly police respond to emergencies	85%	62%	23%	Police Services
Condition of pavement markings on streets	70%	47%	23%	Public Works
Curbside recycling services	91%	69%	22%	Environmental & Neighborhood Services
Quality of garbage & recycling services	90%	68%	22%	Major Categories of City Services
Quality of life in your community	94%	72%	22%	Perceptions of the Community
Visibility of police in neighborhoods	78%	56%	22%	Police Services
Condition of sidewalks in your neighborhood	60%	38%	22%	Public Works
Timeliness of water/sewer line break repairs	74%	52%	22%	Utility Services
Quality of facilities at City parks	84%	62%	22%	Parks and Recreation
Timeliness of info provided by govt	71%	49%	22%	Public Information Services
Residential garbage collection services	93%	72%	21%	Environmental & Neighborhood Services
Condition of street signs & traffic signals	89%	68%	21%	Public Works
Quality of wastewater utility services	86%	66%	20%	Major Categories of City Services

## 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 77 of the 80 areas** that were assessed. The City of Sugar Land rated significantly higher than this average (difference of 5% or more) in 75 of these 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	Category
Maintenance of streets/sidewalks/infrastructure	81%	36%	45%	Major Categories of City Services
Water service	90%	46%	44%	Utility Services
Value received for City tax/fees	70%	30%	40%	Perceptions of the Community
Mowing/tree trimming along streets/public areas	81%	42%	39%	Public Works
Leadership of City Manager	77%	38%	39%	Perceptions of the Community
Condition of major streets	86%	48%	38%	Public Works
Condition of landscaping in medians and along streets	80%	44%	36%	Public Works
As a place to raise children	97%	61%	36%	Overall Ratings of the Community
Quality of water utility services	87%	51%	36%	Major Categories of City Services
Effectiveness of communication by City govt.	82%	46%	36%	Major Categories of City Services
Quality of City government services	82%	46%	36%	Perceptions of the Community
Availability of info. about govt svcs	68%	36%	32%	Public Information Services
Leadership of elected officials	73%	41%	32%	Perceptions of the Community
As a place to live	98%	67%	31%	Overall Ratings of the Community
Quality of parks & rec programs/facilities	87%	57%	30%	Major Categories of City Services
Appearance of your community	89%	59%	30%	Perceptions of the Community
Overall quality of City police protection	92%	62%	30%	Police Services
Efforts by City government to prevent crime	79%	49%	30%	Police Services
Condition of street signs & traffic signals	89%	59%	30%	Public Works
Condition of storm drains	71%	41%	30%	Utility Services
As a community that is moving in the right direction	85%	55%	30%	Overall Ratings of the Community
As a place to retire	82%	52%	30%	Overall Ratings of the Community
Quality of garbage & recycling services	90%	61%	29%	Major Categories of City Services
Overall image of community	92%	63%	29%	Perceptions of the Community
Efforts to ensure community prepared for emergencies	91%	63%	28%	Major Categories of City Services
Quality of wastewater utility services	86%	59%	27%	Major Categories of City Services
Condition of sidewalks in City	66%	39%	27%	Public Works
Maintenance of City parks	88%	61%	27%	Parks and Recreation
Courteousness of staff	84%	57%	27%	Customer Service from City Employees
Efforts by City govt. to inform about local issues	71%	44%	27%	Public Information Services
Quality of life in your community	94%	67%	27%	Perceptions of the Community
As a place to work	83%	57%	26%	Overall Ratings of the Community
Flow of traffic & congestion management	74%	48%	26%	Major Categories of City Services
Condition of streets in your neighborhood	80%	54%	26%	Public Works
Parking enforcement services	67%	42%	25%	Police Services
Visibility of police in neighborhoods	78%	53%	25%	Police Services
Cleanliness of streets & other public areas	87%	62%	25%	Public Works
Timeliness of water/sewer line break repairs	74%	49%	25%	Utility Services
Quality of drainage system in rainfall events	71%	46%	25%	Major Categories of City Services
Timeliness of info provided by govt	71%	46%	25%	Public Information Services
Enforcement of local codes & ordinances	71%	48%	23%	Major Categories of City Services
Visibility of police in commercial & retail areas	77%	54%	23%	Police Services
Condition of pavement markings on streets	70%	47%	23%	Public Works
Residential garbage collection services	93%	71%	22%	Environmental & Neighborhood Services
How quickly police respond to emergencies	85%	63%	22%	Police Services
Fire inspection programs in your community	71%	49%	22%	Fire Services
Curbside recycling services	91%	70%	21%	Environmental & Neighborhood Services
How easy they were to contact	78%	57%	21%	Customer Service from City Employees
Fire education programs in your community	75%	54%	21%	Fire Services
Police safety awareness education programs	69%	49%	20%	Police Services
Adequacy of street lighting	76%	56%	20%	Public Works
Wastewater services	86%	66%	20%	Utility Services

## 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:

- Quality of drainage system in rainfall events (IS Rating = 0.1177)
- Flow of traffic and congestion management (IS Rating = 0.1012)

The table below shows the importance-satisfaction rating for all 17 major categories of City services that were rated.

2020 Importance-Satisfaction Rating City of Sugar Land Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Quality of drainage system in rainfall events	41%	1	71%	13	0.1177	1
Flow of traffic & congestion management	38%	3	73%	12	0.1012	2
<b>Medium Priority (IS &lt;.10)</b>						
Maintenance of streets/sidewalks/infrastructure	39%	2	81%	9	0.0739	3
Efforts to ensure community is prepared for emergencies	23%	5	91%	3	0.0201	4
Quality of police service	30%	4	94%	2	0.0196	5
Quality of parks & rec programs/facilities	13%	6	87%	5	0.0160	6
Effectiveness of communication by City govt.	8%	9	82%	8	0.0151	7
Enforcement of local codes & ordinances	5%	11	71%	14	0.0140	8
Quality of water utility services	9%	8	86%	6	0.0120	9
Quality of permit application process	2%	14	61%	17	0.0081	10
Quality of treasury billing customer service	3%	13	76%	10	0.0077	11
Quality of garbage & recycling services	6%	10	90%	4	0.0062	12
Satisfaction with permitting & inspection process	2%	15	63%	16	0.0055	13
Quality of wastewater utility services	4%	12	86%	7	0.0051	14
Quality of fire and ambulance service	10%	7	96%	1	0.0037	15
Open records request process	1%	17	64%	15	0.0022	16
Quality of 311 customer service	1%	16	74%	11	0.0021	17

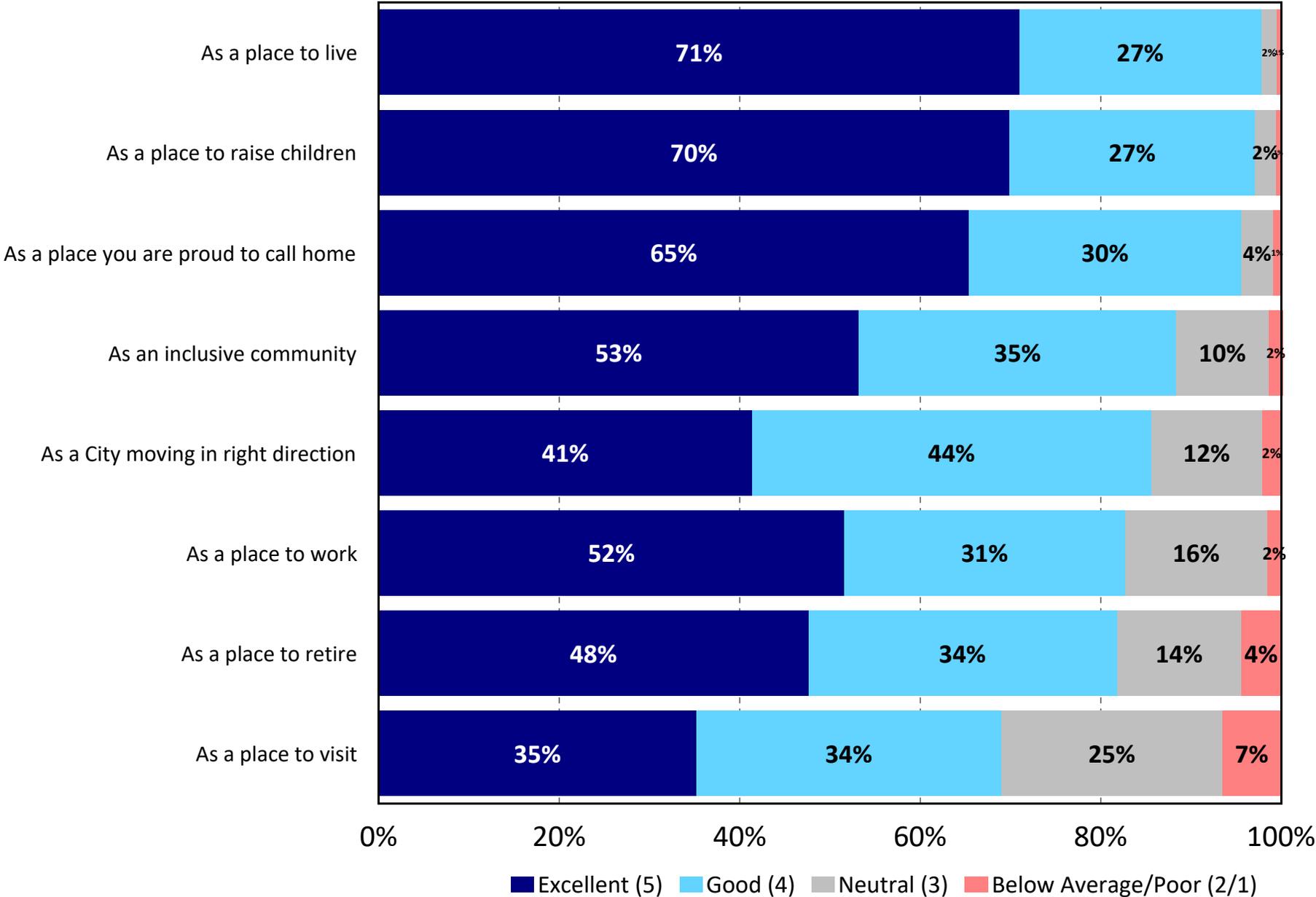
# **Section 1**

## ***Charts and Graphs***

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

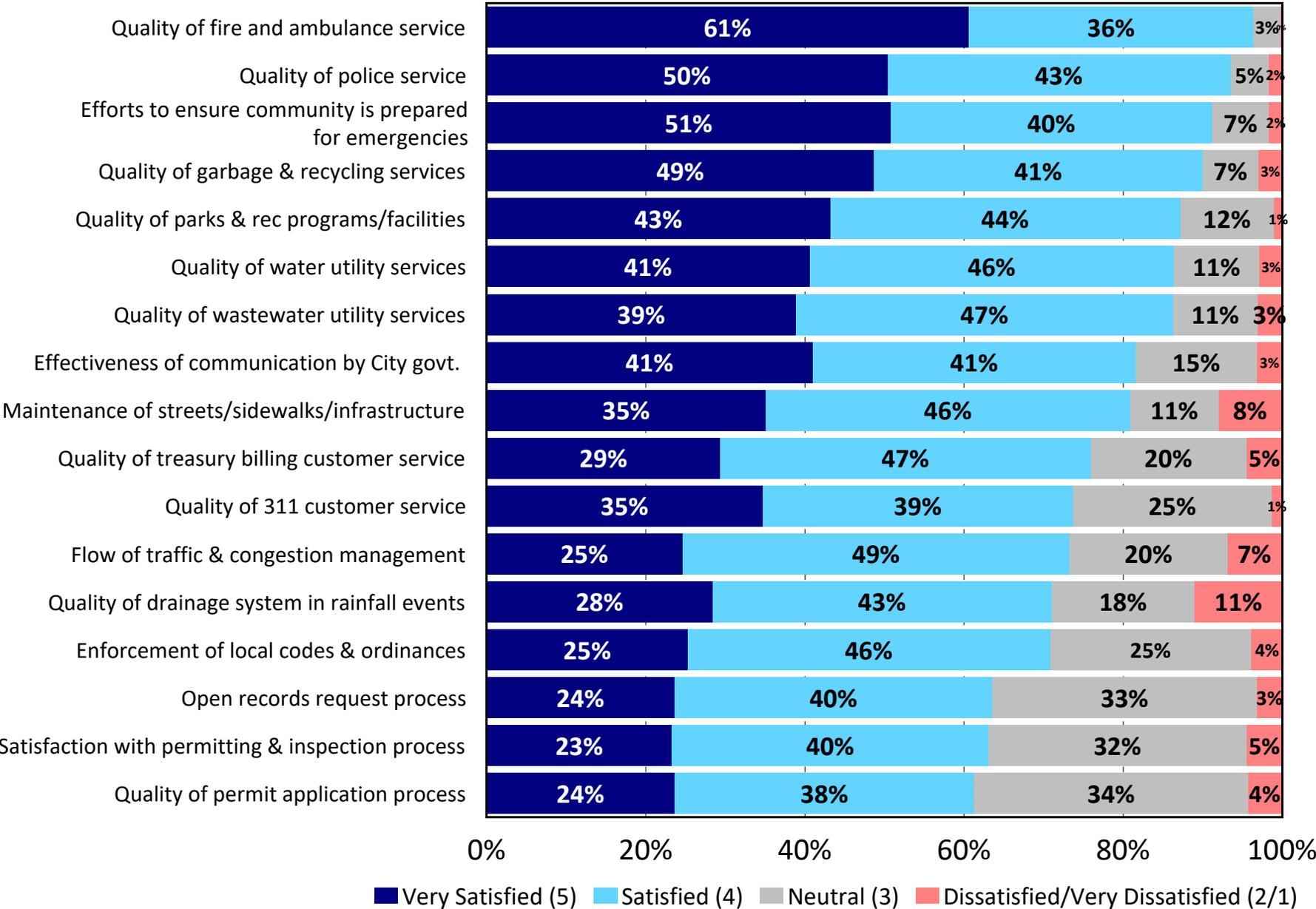
by percentage of households (excluding "don't know")



Source: ETC Institute (2020)

# Q2. Overall Satisfaction with Major Categories of Service

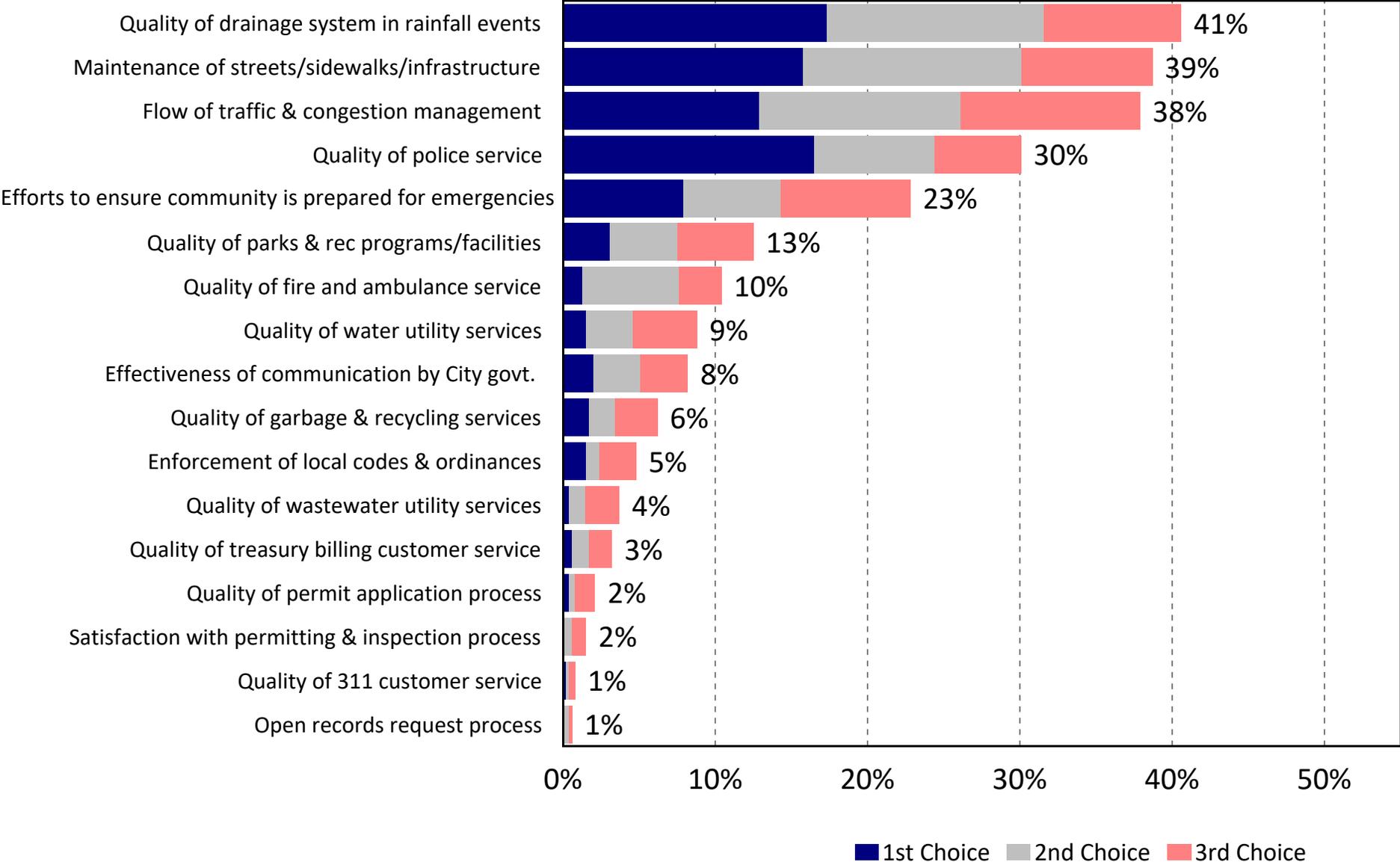
by percentage of households (excluding "don't know")



Source: ETC Institute (2020)

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

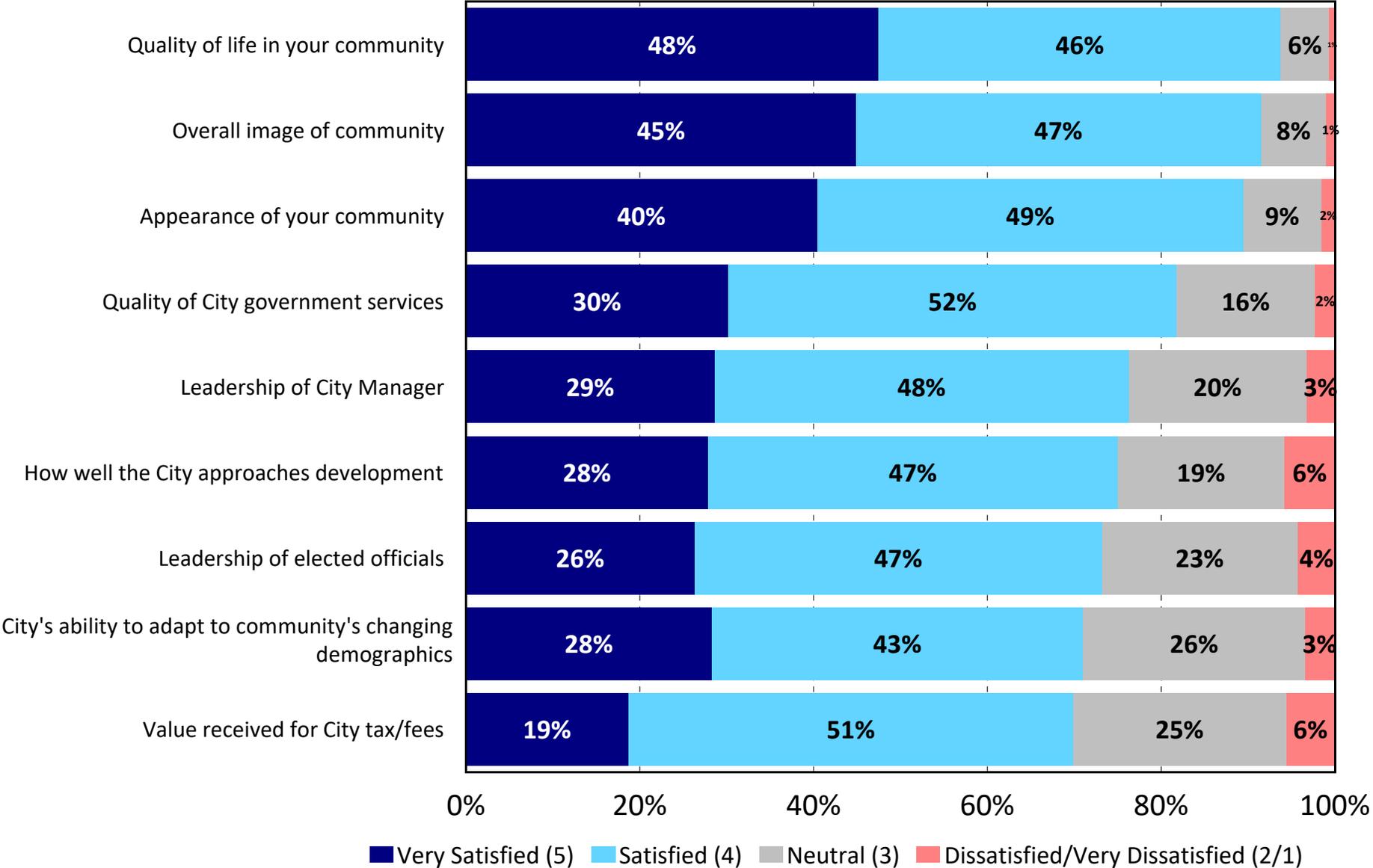
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

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

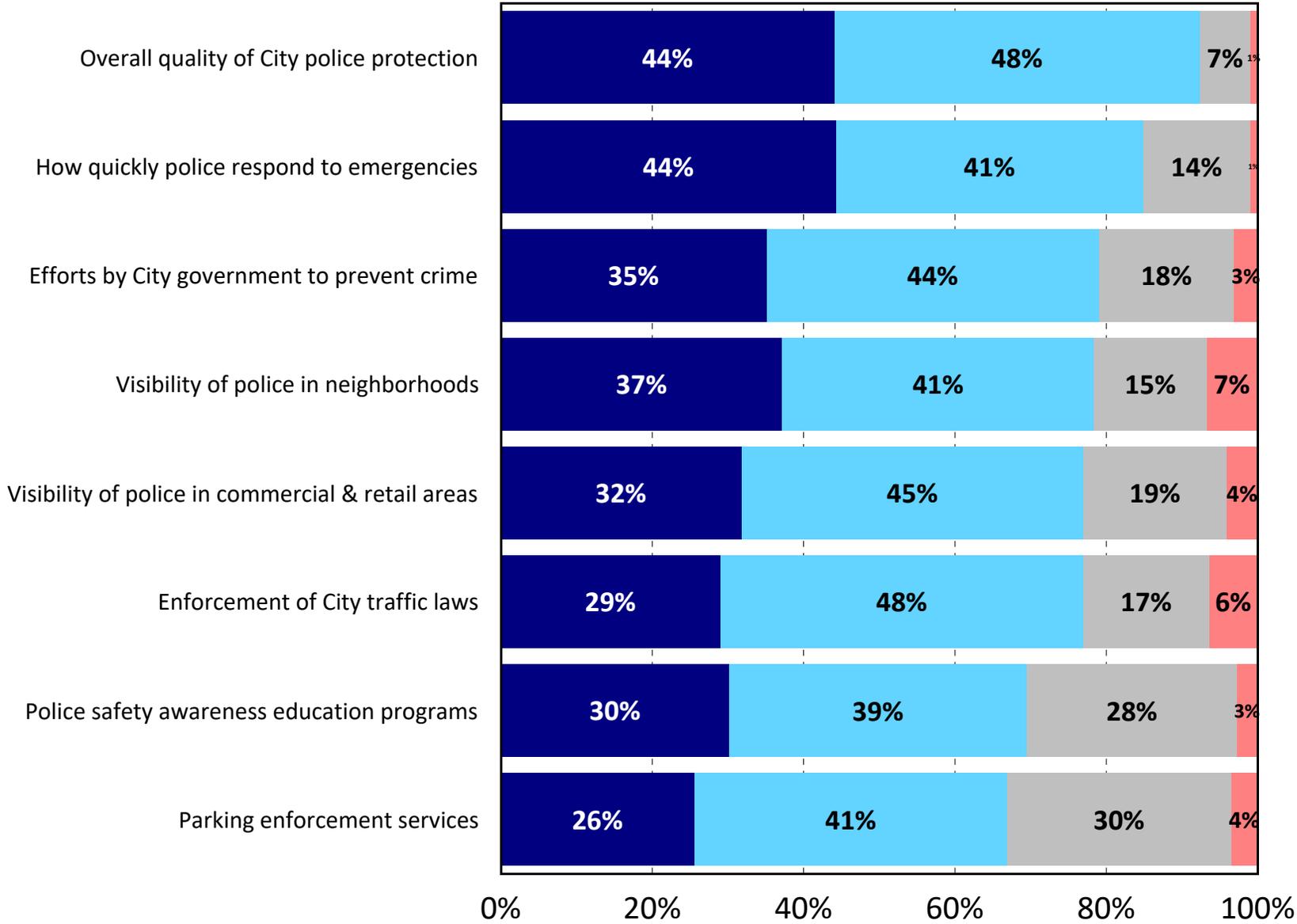
by percentage of households (excluding "don't know")



Source: ETC Institute (2020)

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

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

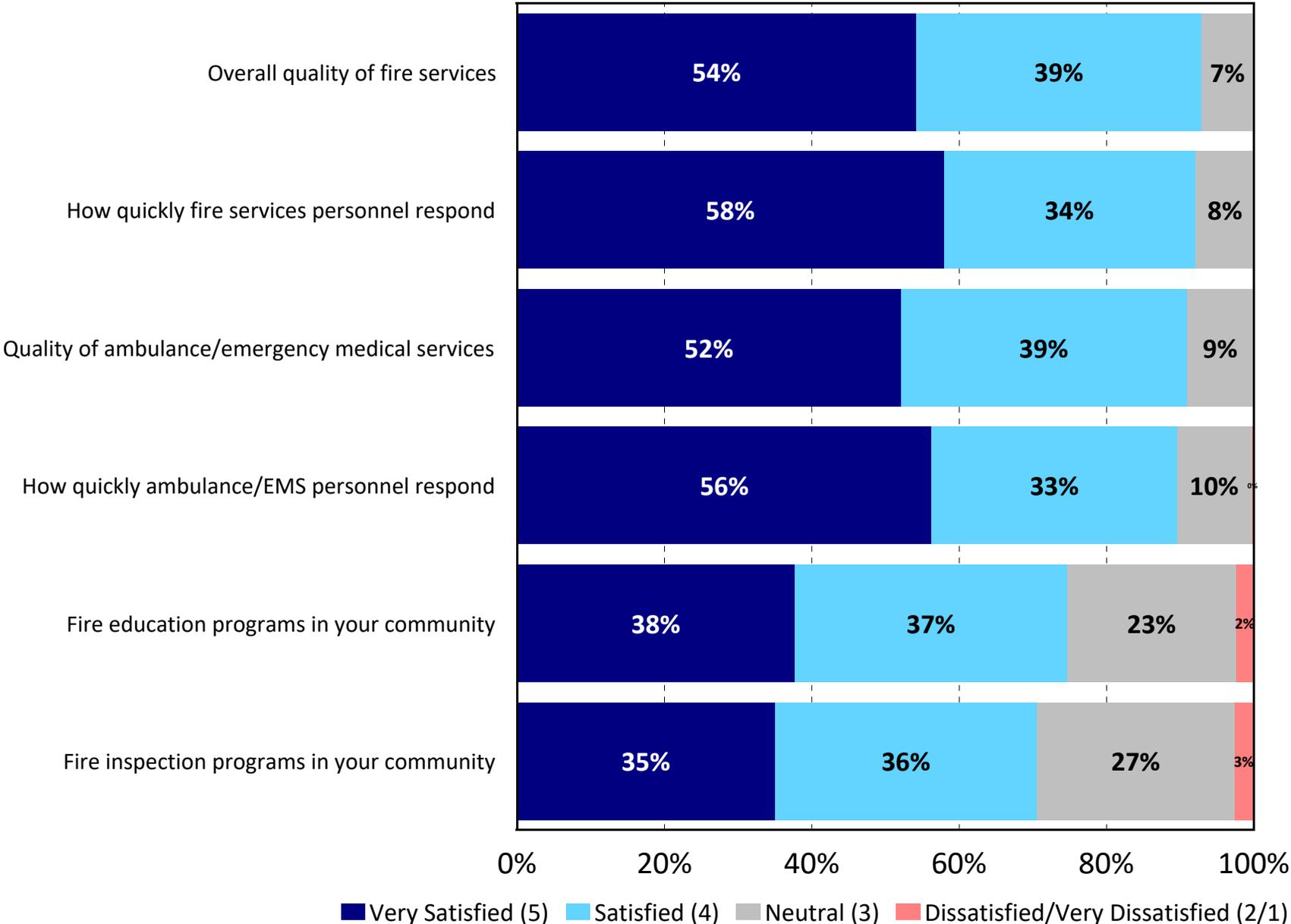


Source: ETC Institute (2020)

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

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

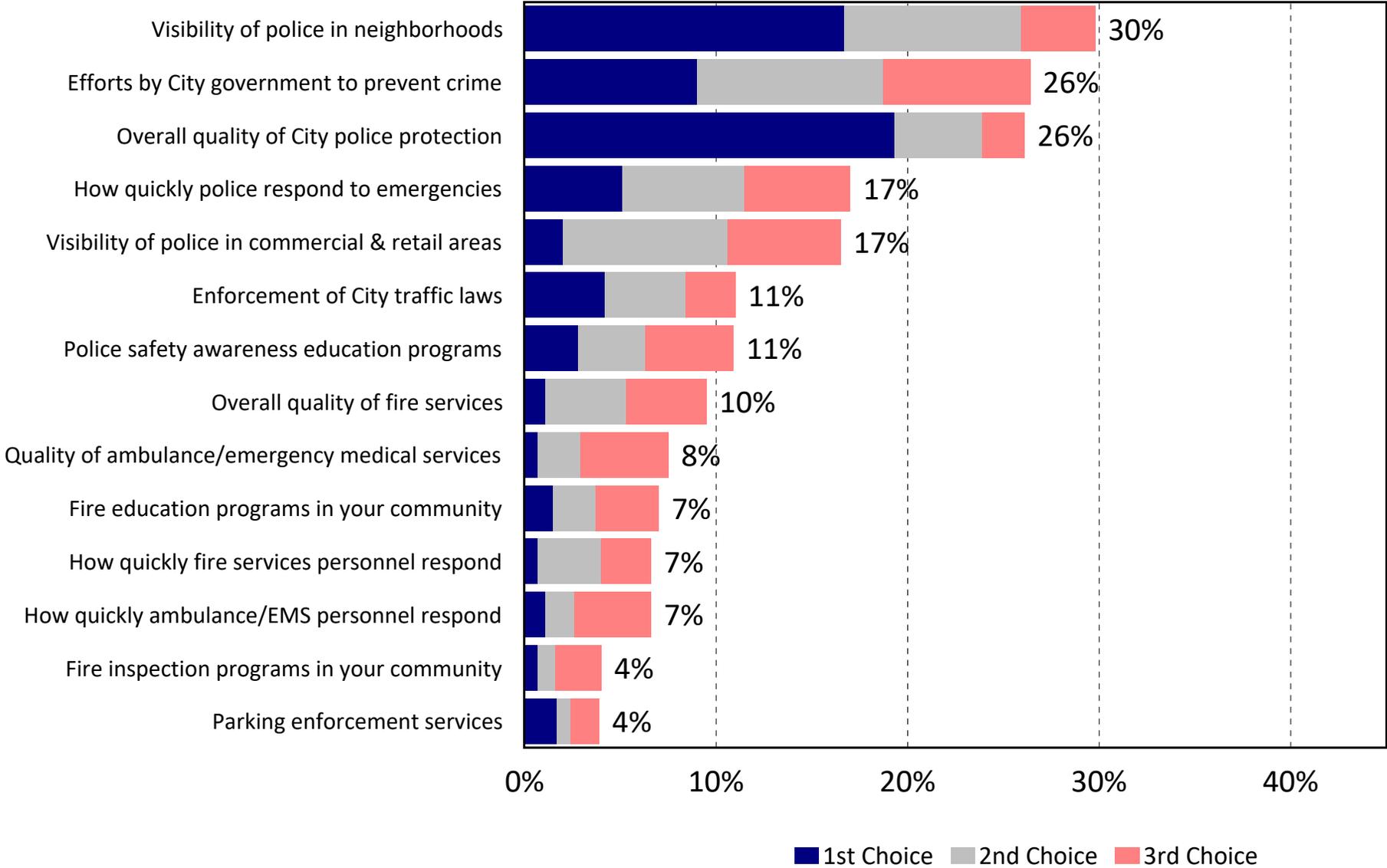
by percentage of households (excluding "don't know")



Source: ETC Institute (2020)

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

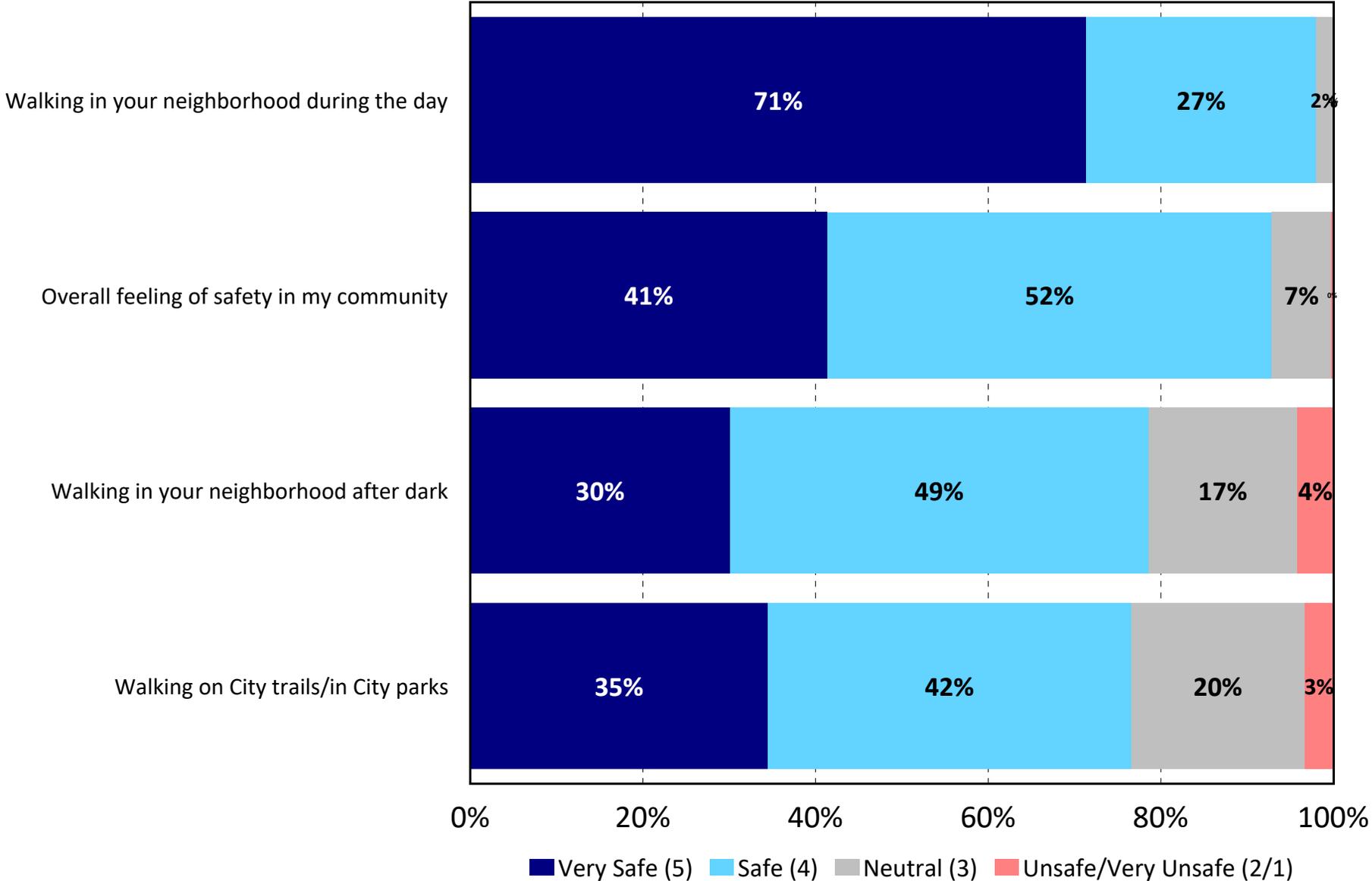
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

# Q7. Feeling of Safety in Various Situations

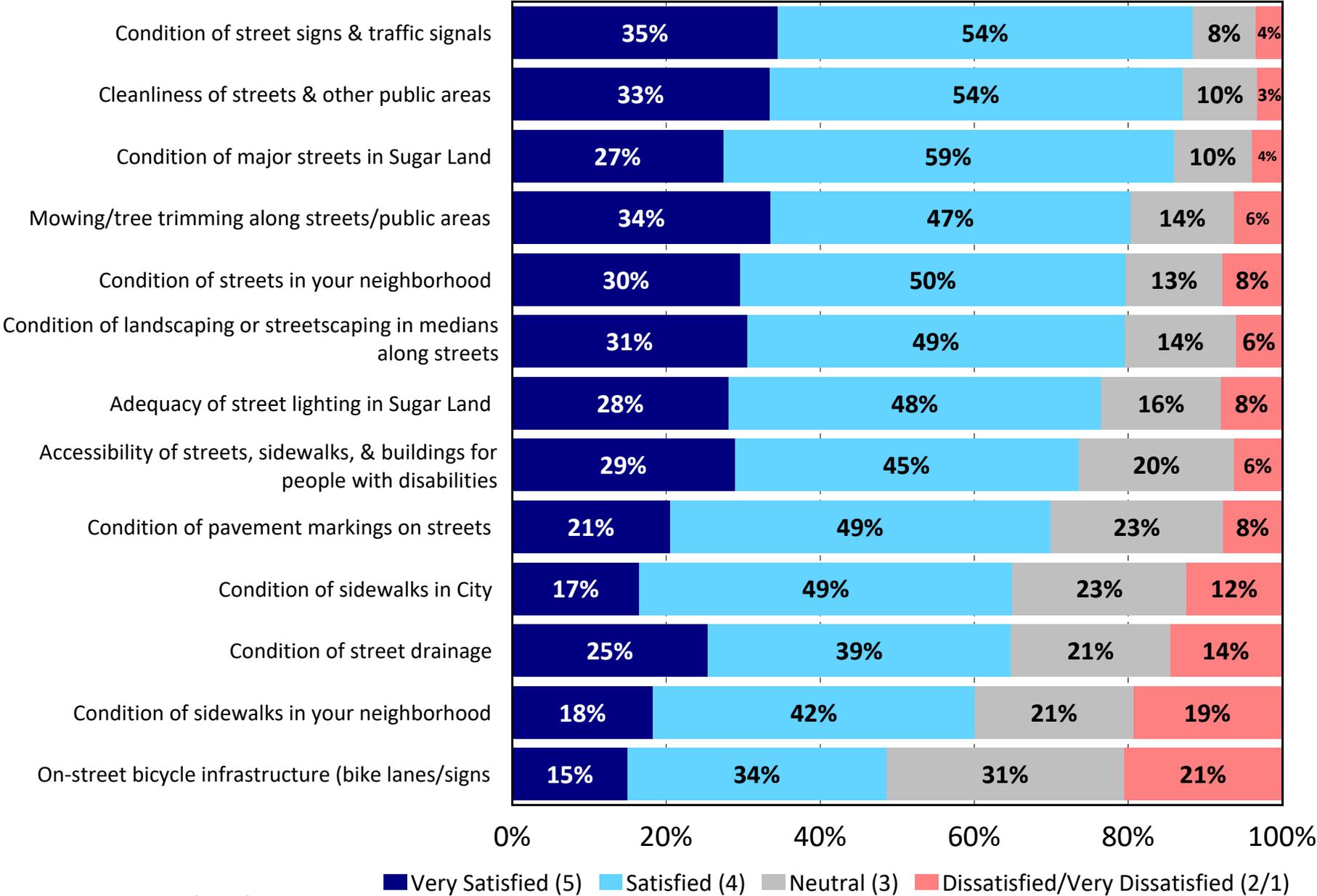
by percentage of households (excluding "don't know")



Source: ETC Institute (2020)

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

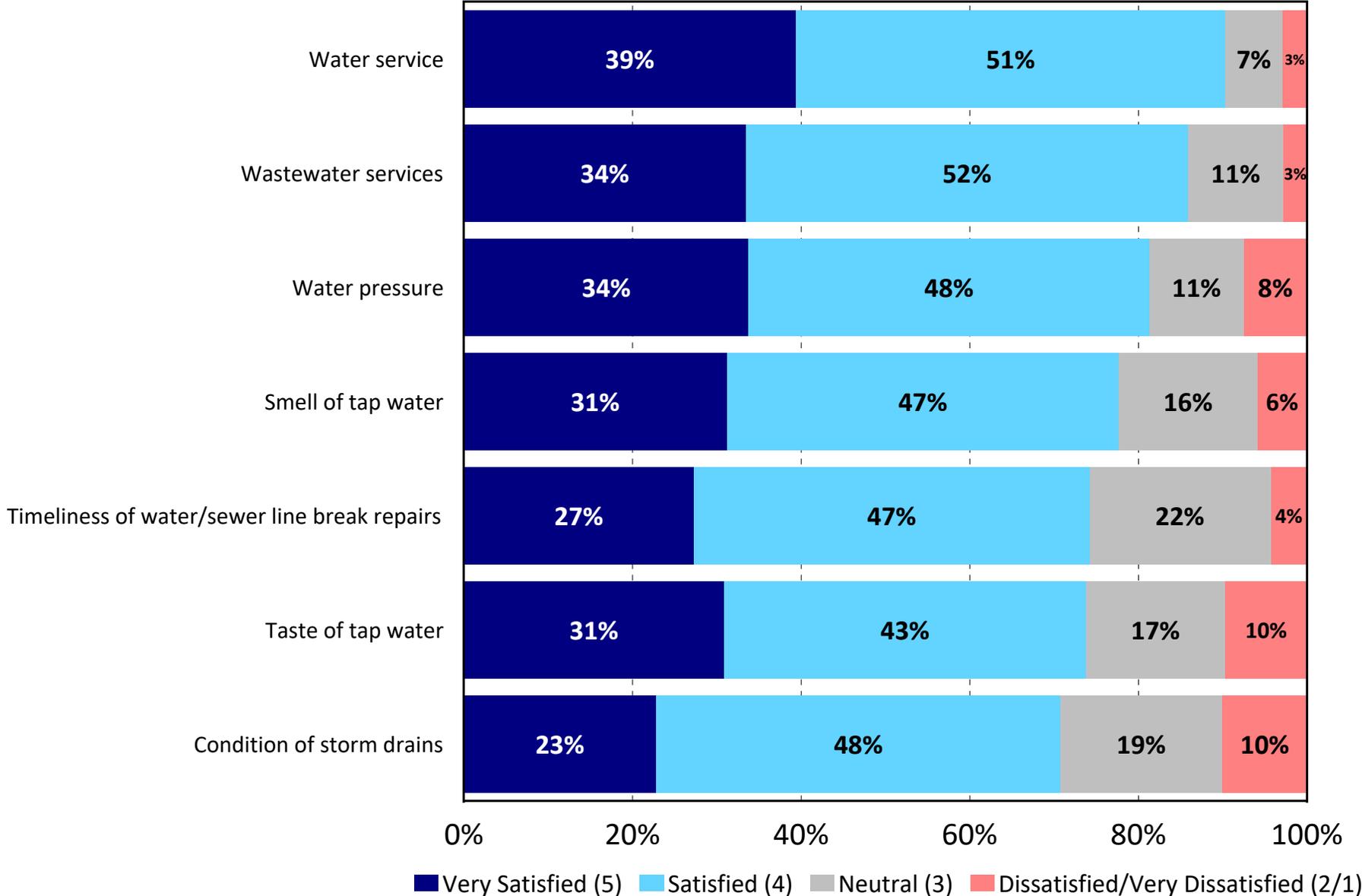
by percentage of households (excluding "don't know")



Source: ETC Institute (2020)

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

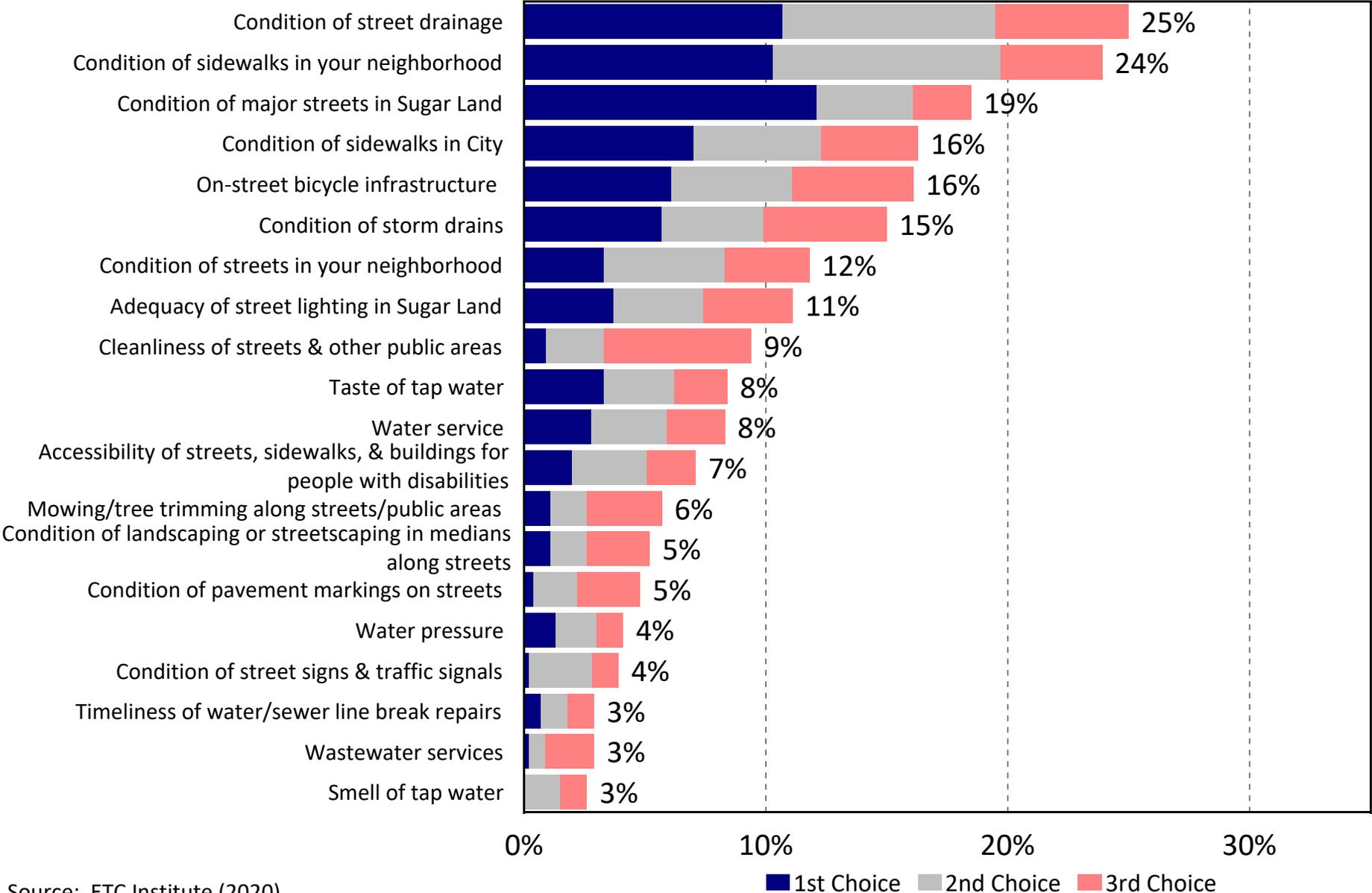
by percentage of households (excluding "don't know")



Source: ETC Institute (2020)

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

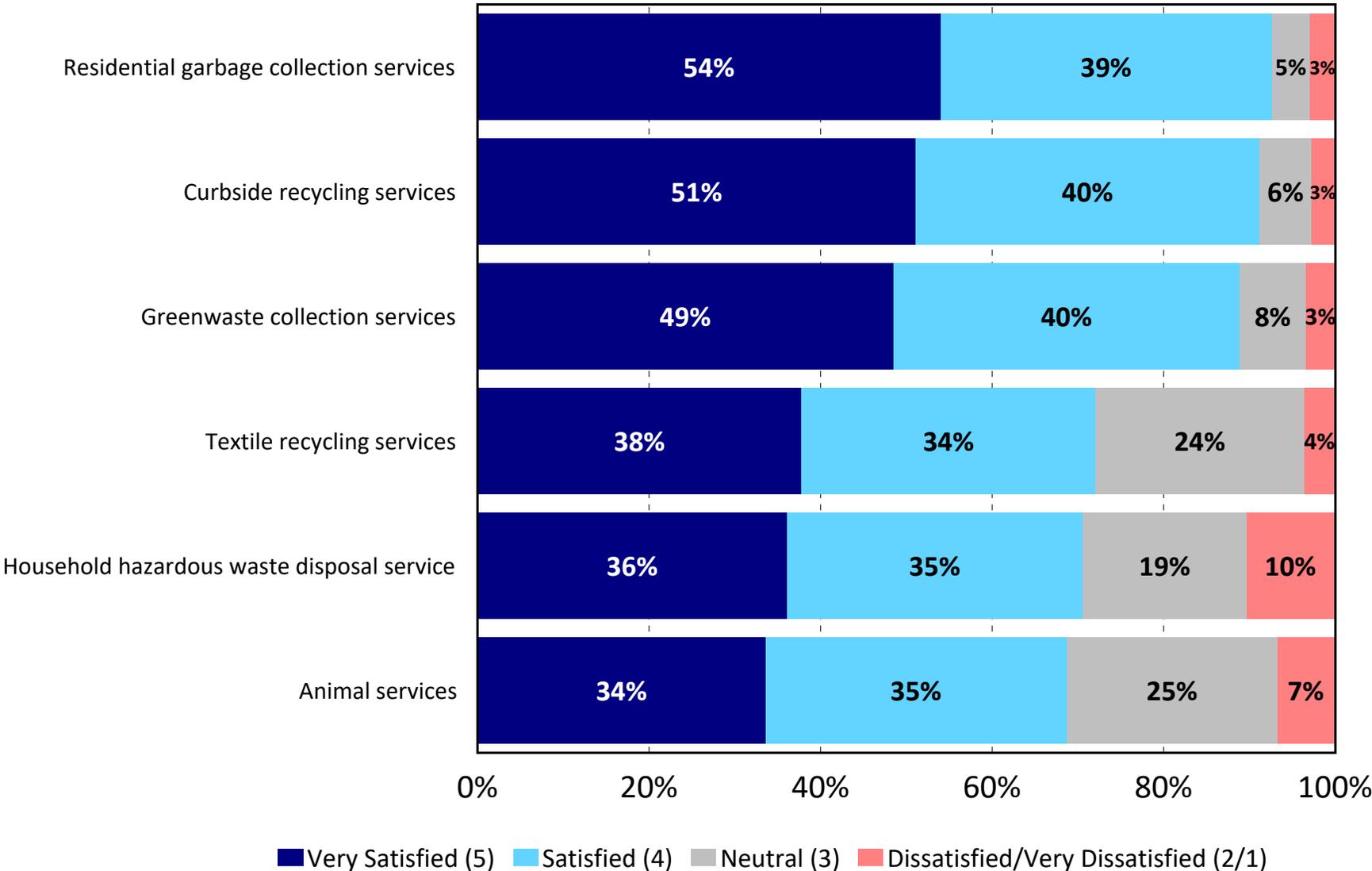
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

# Q10. Overall Satisfaction with Environmental and Neighborhood Services

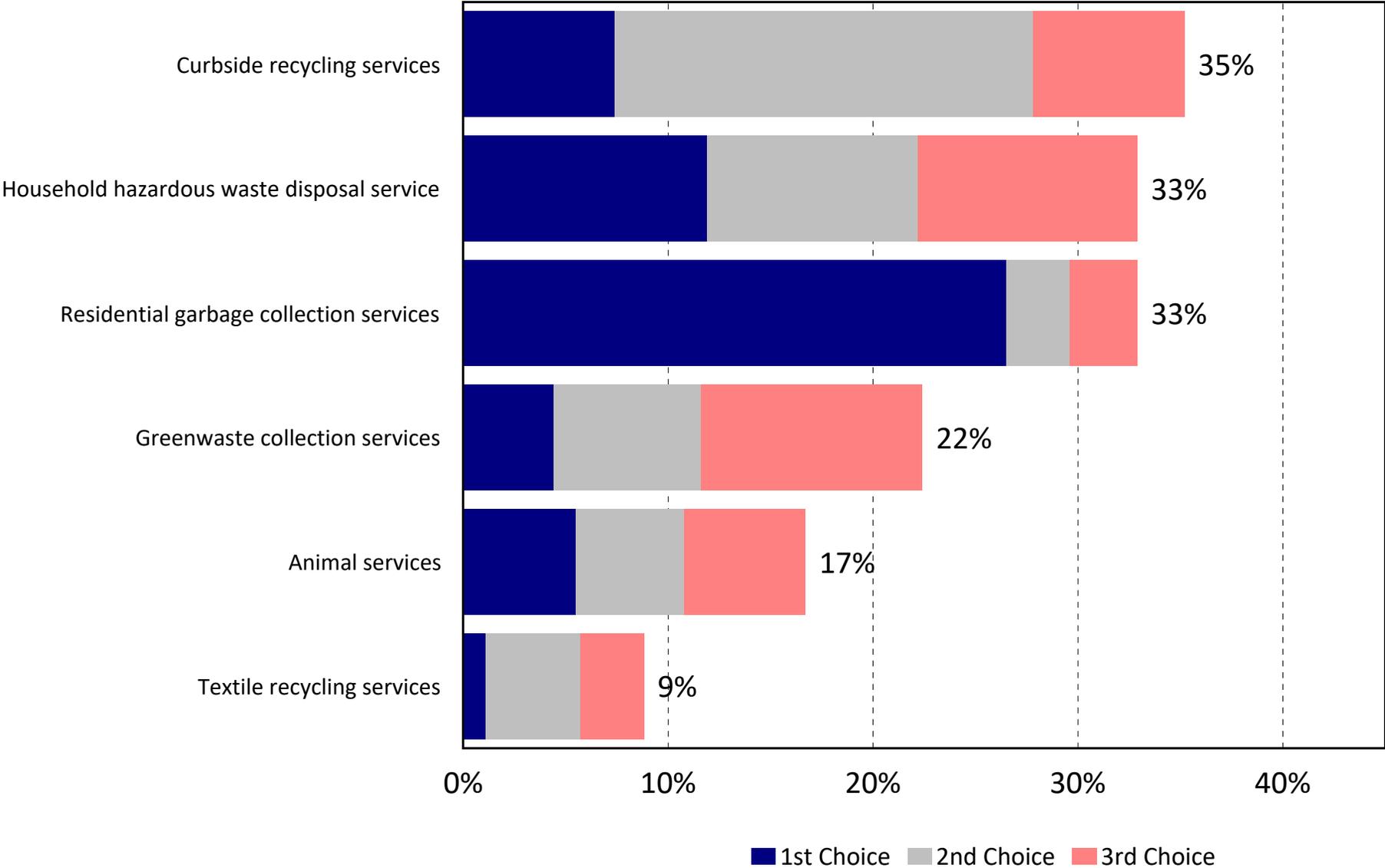
by percentage of households (excluding "don't know")



Source: ETC Institute (2020)

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

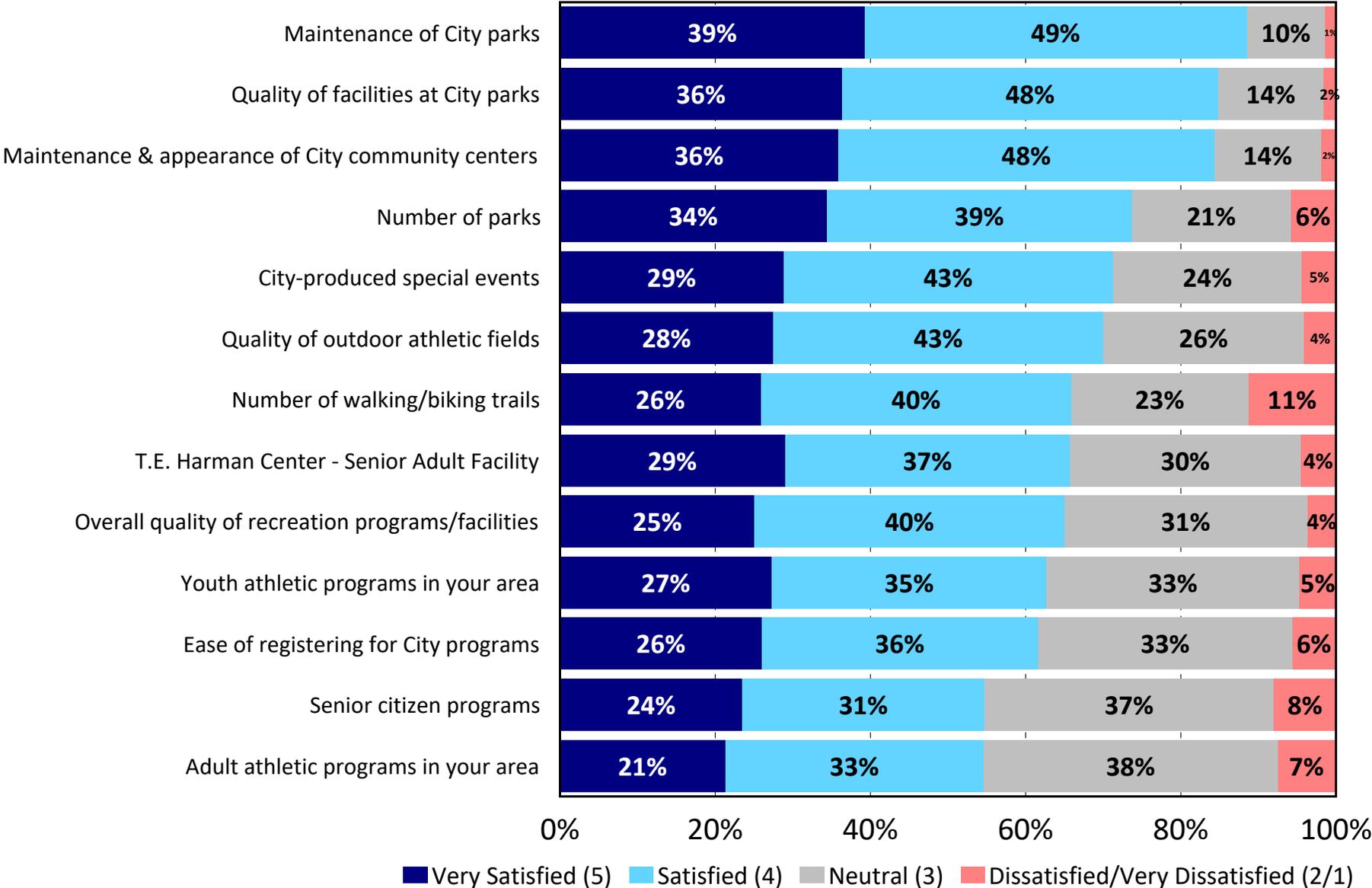
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

# Q12. Overall Satisfaction with Parks and Recreation

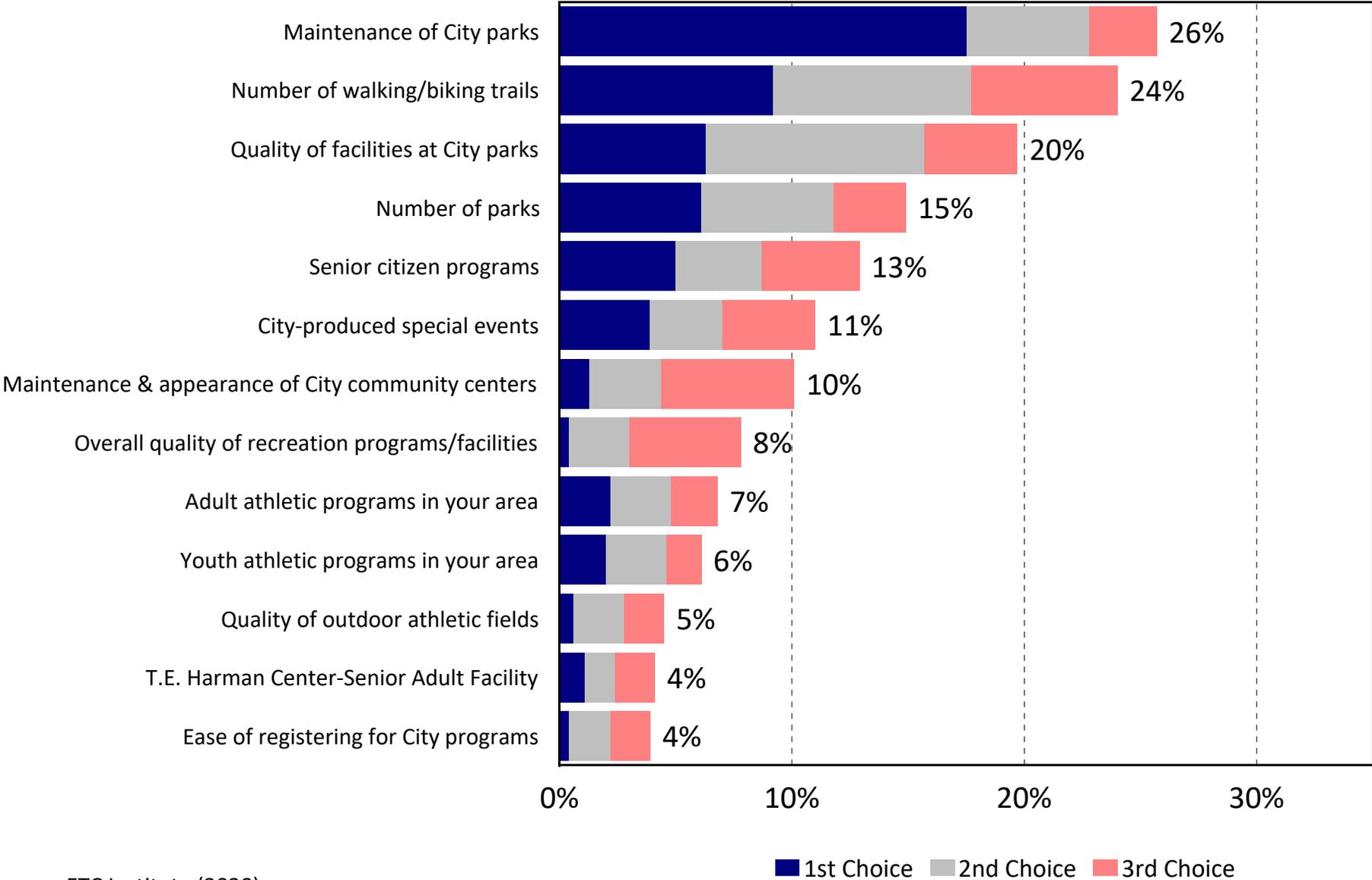
by percentage of households (excluding "don't know")



Source: ETC Institute (2020)

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

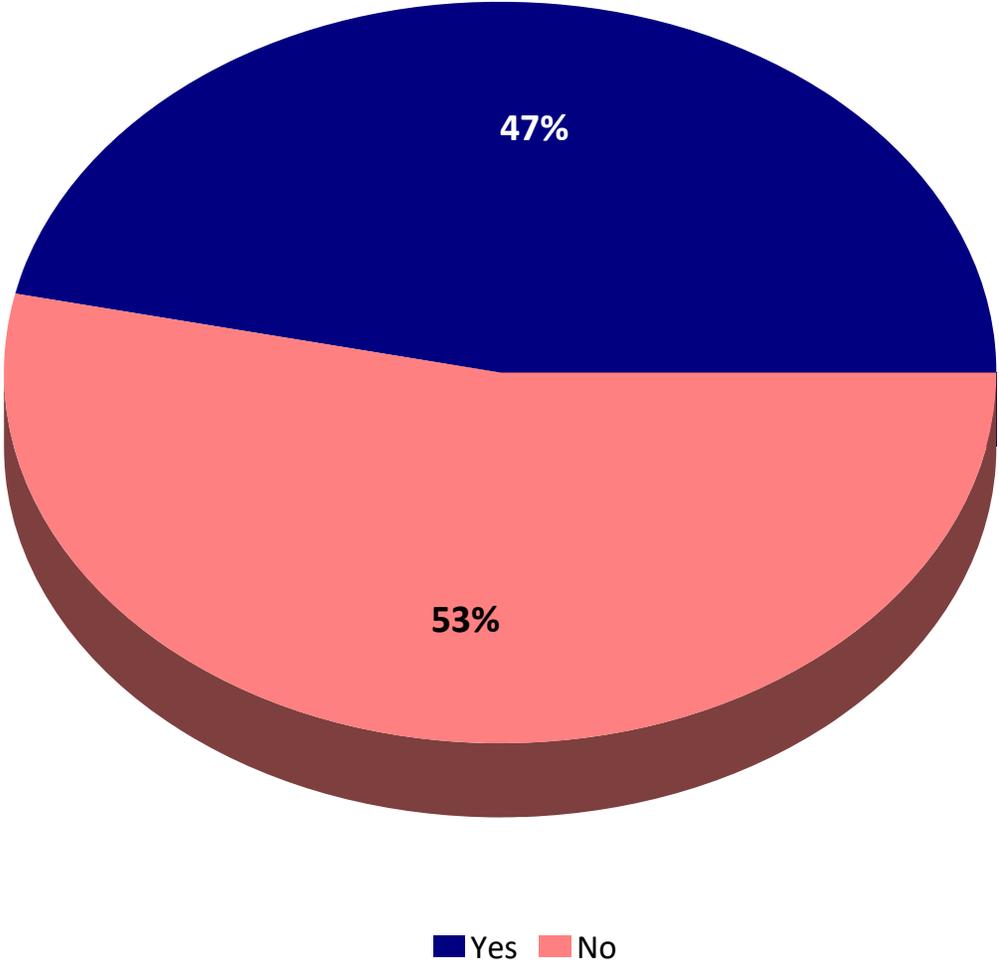
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

# Are you under the age of 50?

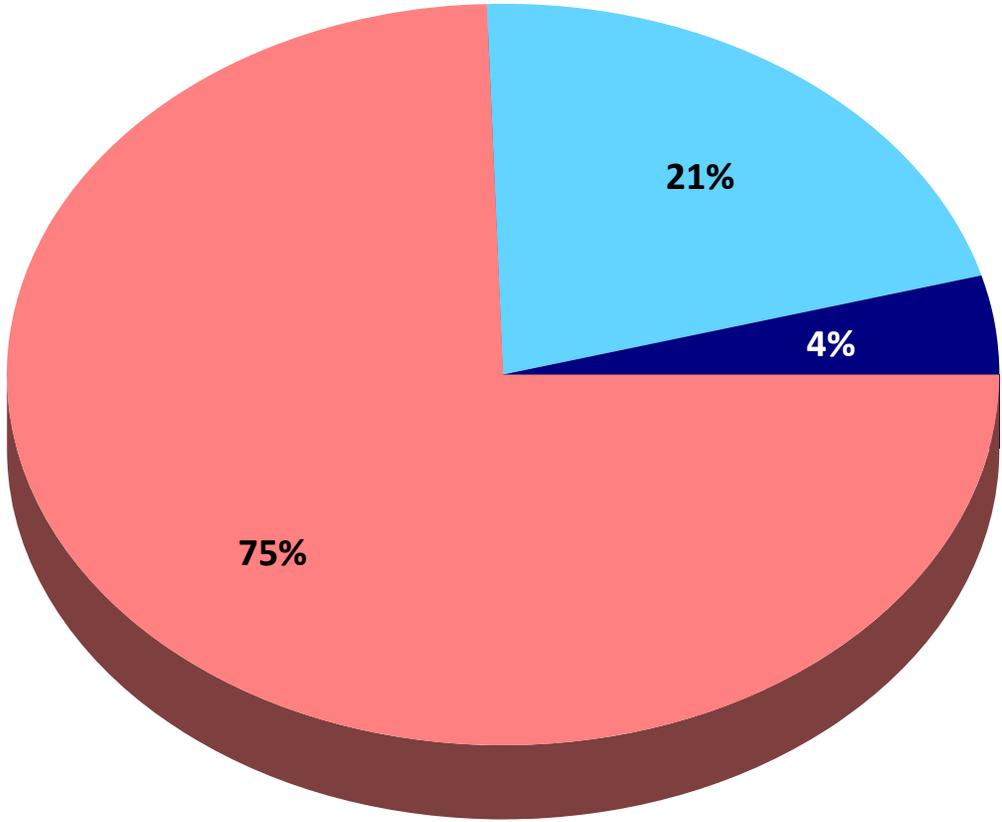
by percentage of respondents



Source: ETC Institute (2020)

# Q14. Do you ever visit the T.E. Harman Senior Center?

by percentage of respondents who are age 50+ (excluding "not provided")

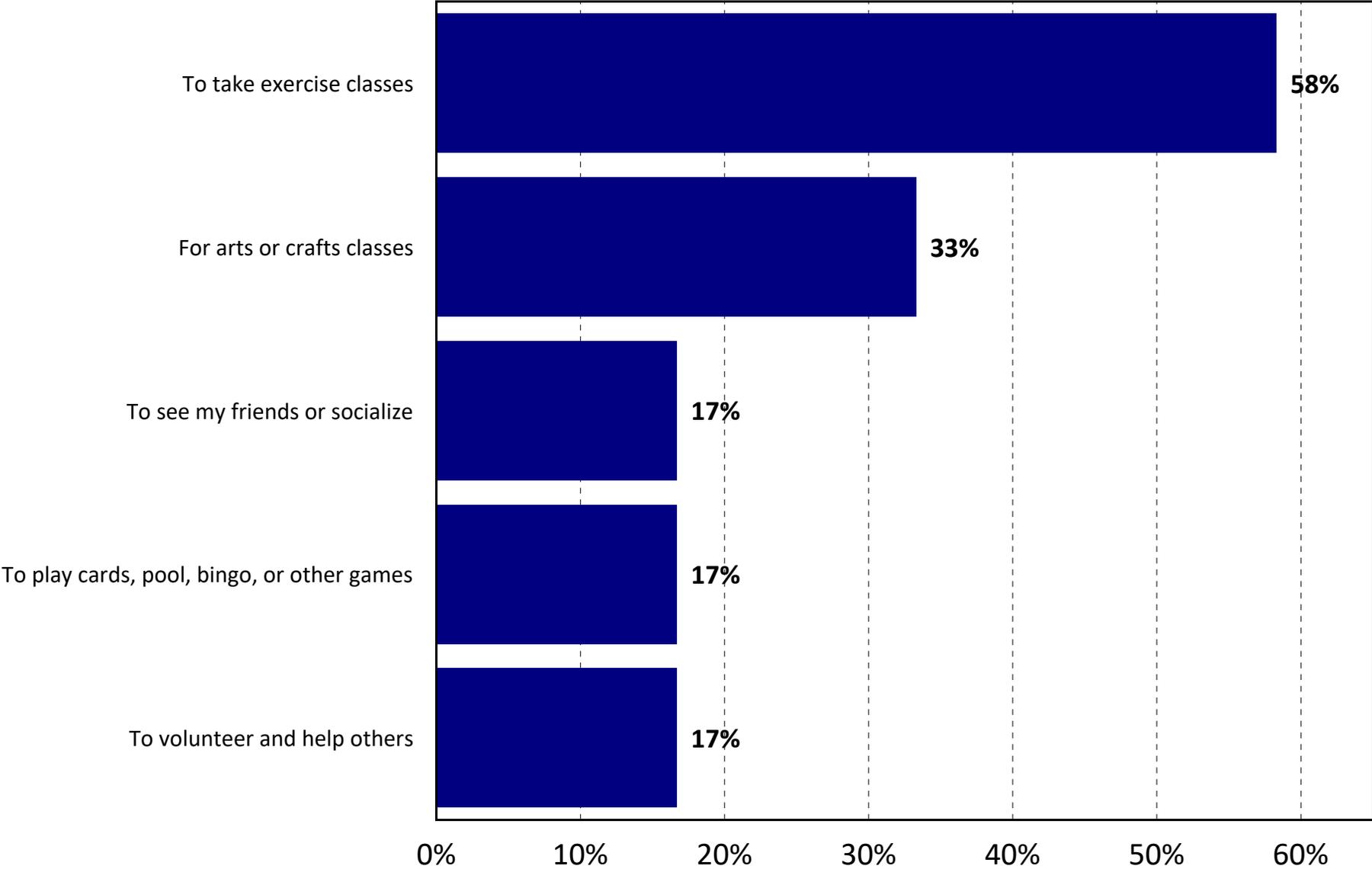


■ Yes, I visit the Center regularly   ■ Yes, I've been there a few times   ■ No, I've never been there

Source: ETC Institute (2020)

# Q14a. What are the main reasons you visit the Center regularly?

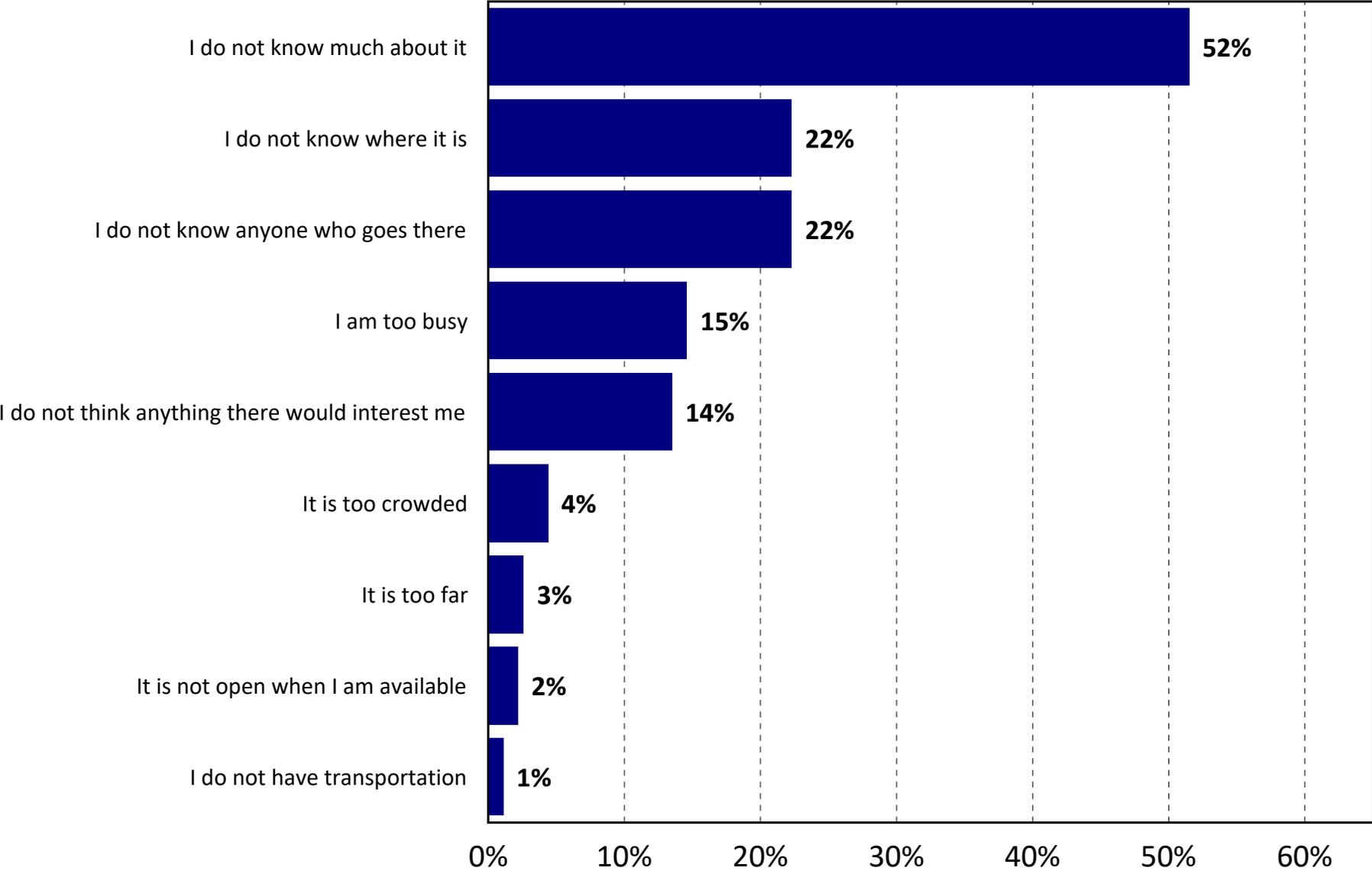
by percentage of respondents who visit T.E. Harman Senior Center regularly (multiple selections could be made)



Source: ETC Institute (2020)

# Q15. What are the main reasons that you don't visit the Center, or don't visit more regularly?

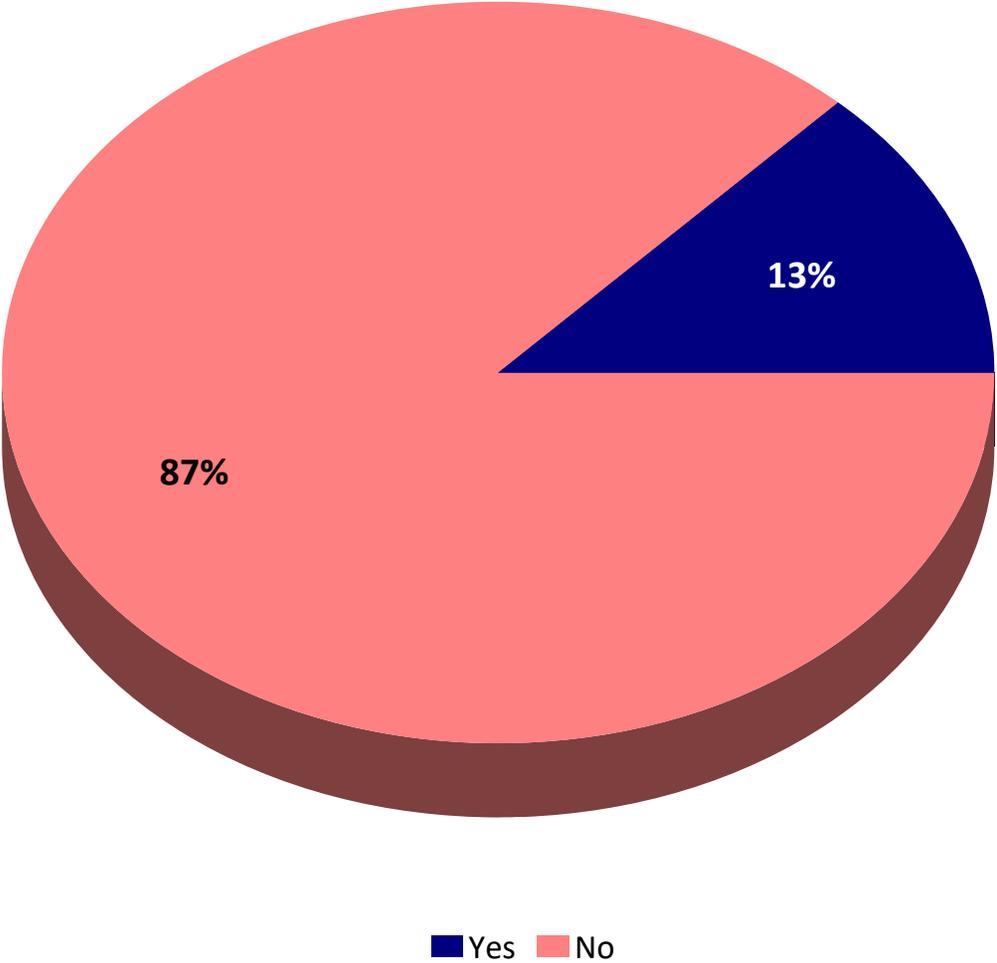
by percentage of respondents who do not visit T.E. Harman Senior Center regularly or at all (multiple selections could be made)



Source: ETC Institute (2020)

# Q18. Have you applied for a permit or been part of a permit process during the past 12 months in the City of Sugar Land?

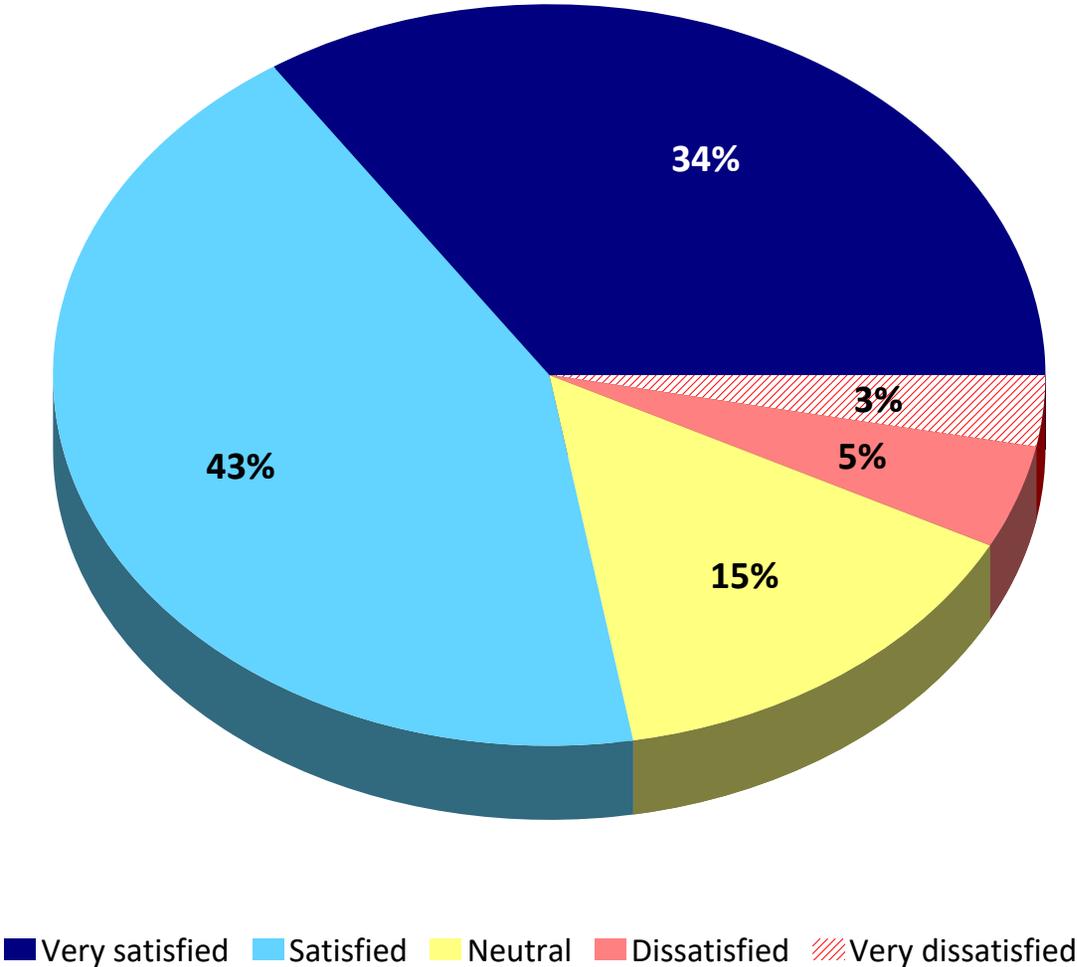
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2020)

# Q18a. How satisfied were you with the ease of obtaining information and materials about the permit process?

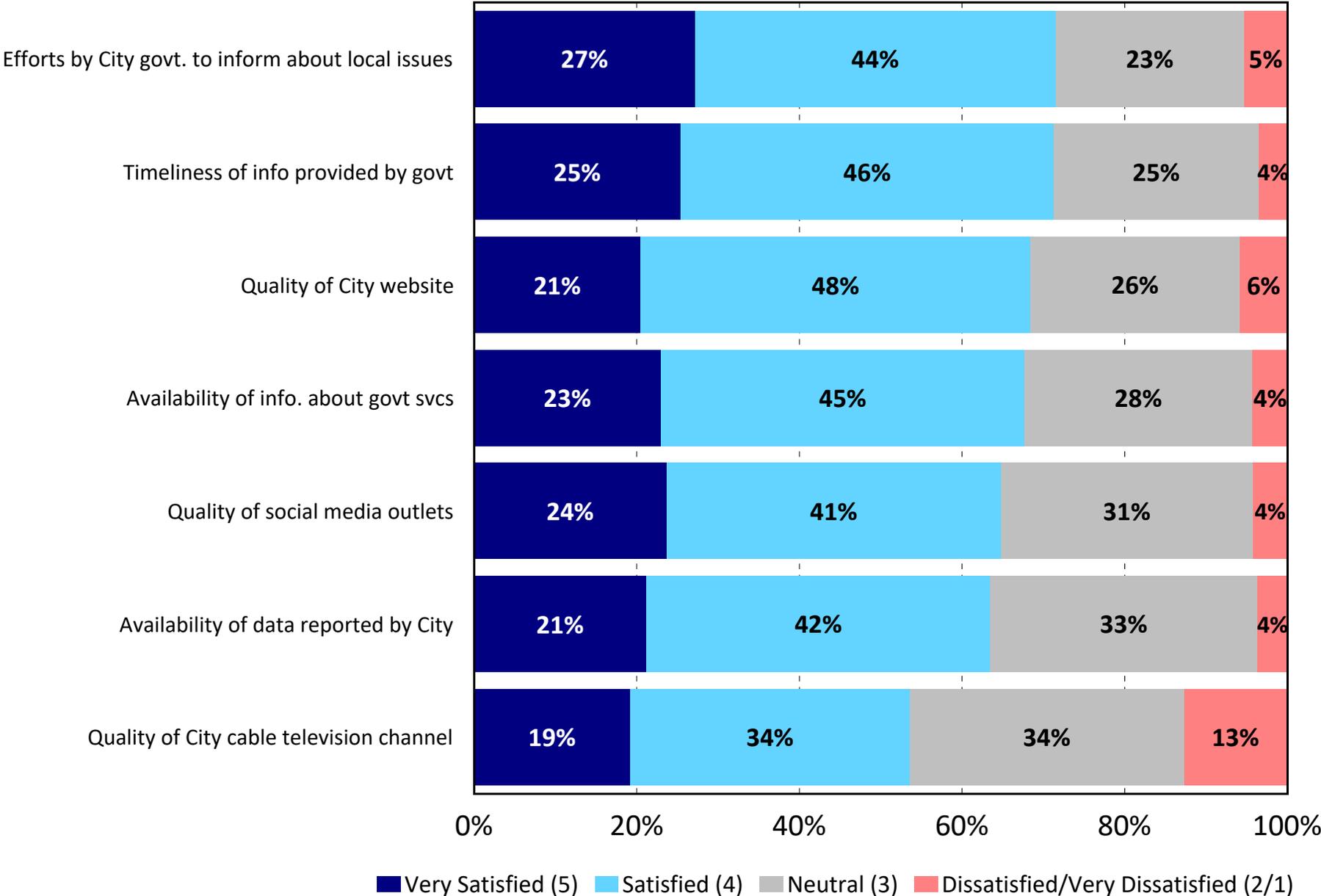
by percentage of respondents who applied for a permit or were part of the permit process in the past 12 months (excluding "don't know")



Source: ETC Institute (2020)

# Q19. Overall Satisfaction with Public Information Services

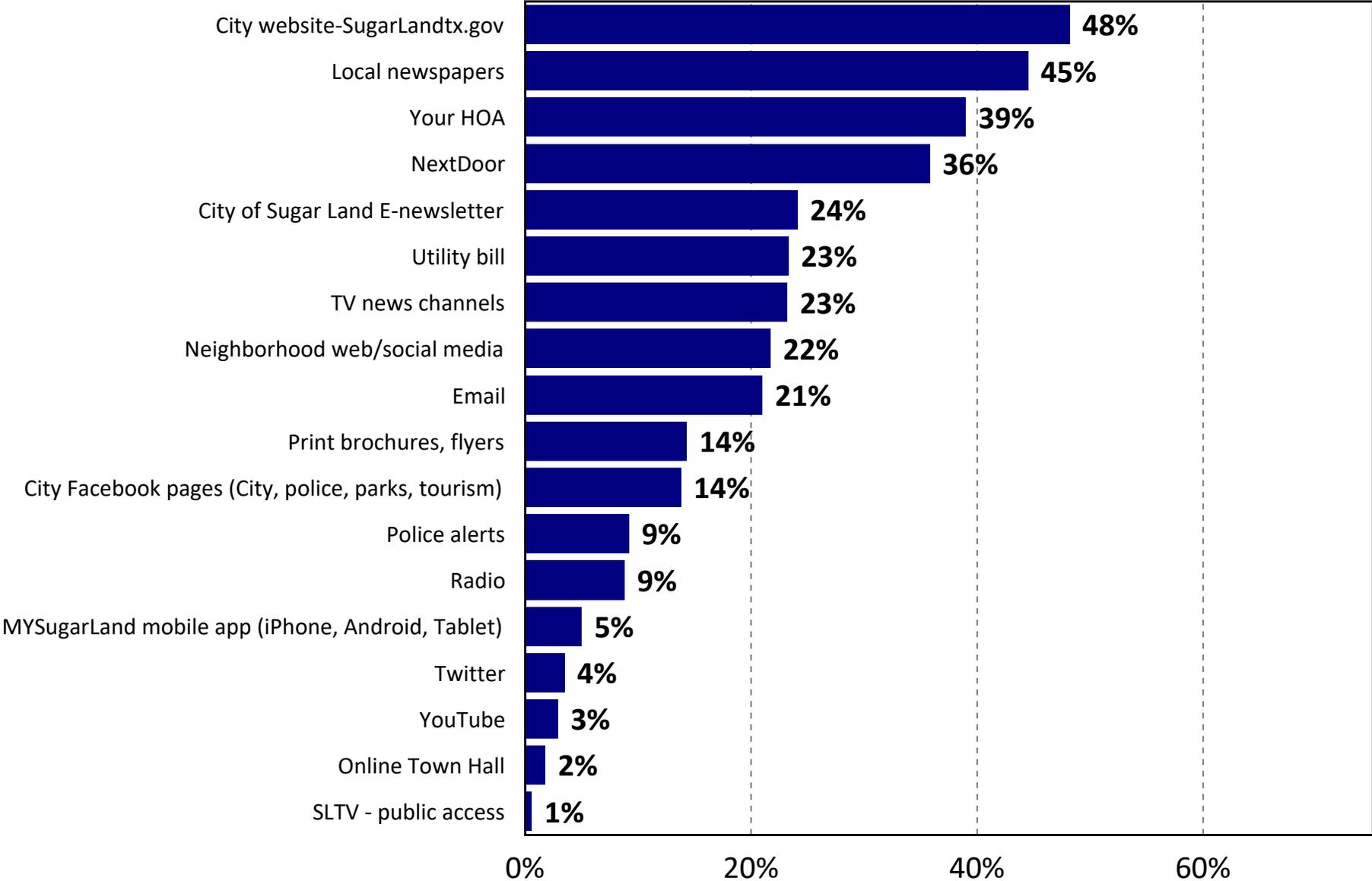
by percentage of respondents (excluding “don’t know”)



Source: ETC Institute (2020)

# Q20. From which of the following sources do you currently get information about the City of Sugar Land?

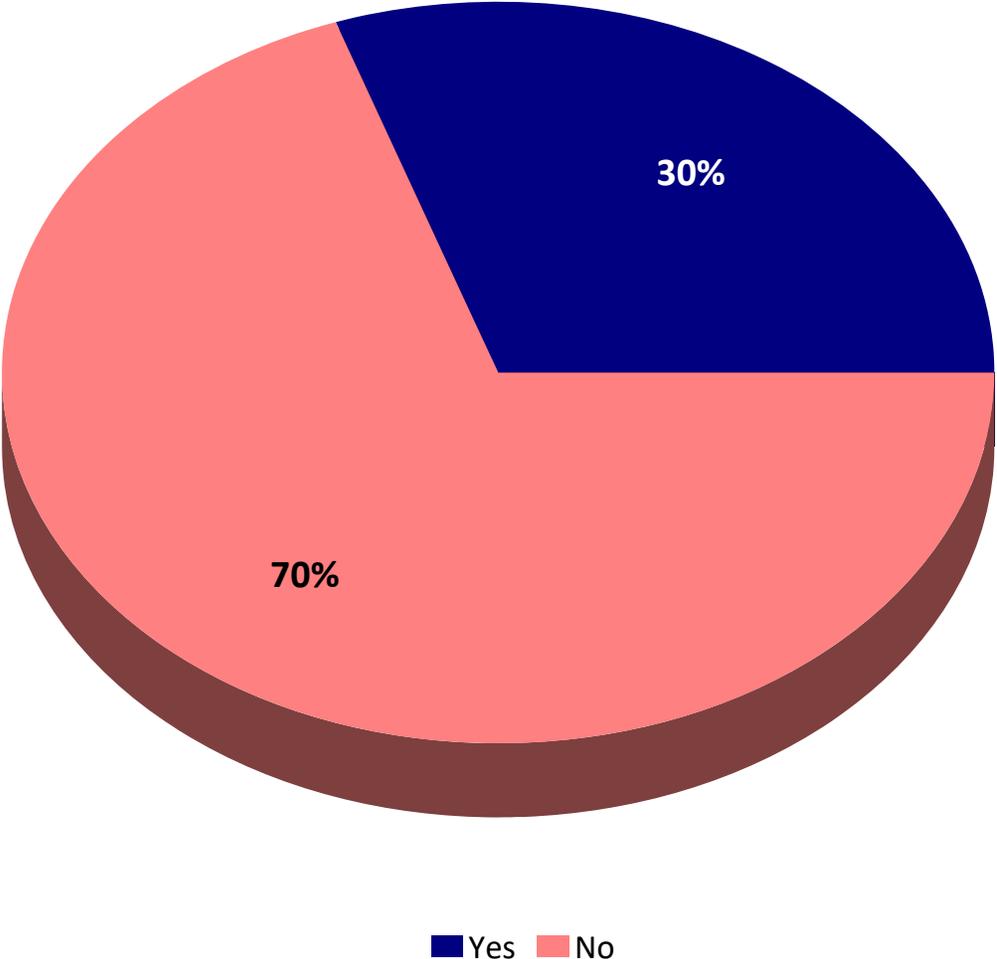
by percentage of respondents



Source: ETC Institute (2020)

# Q21. Are you aware of the City's social media channels?

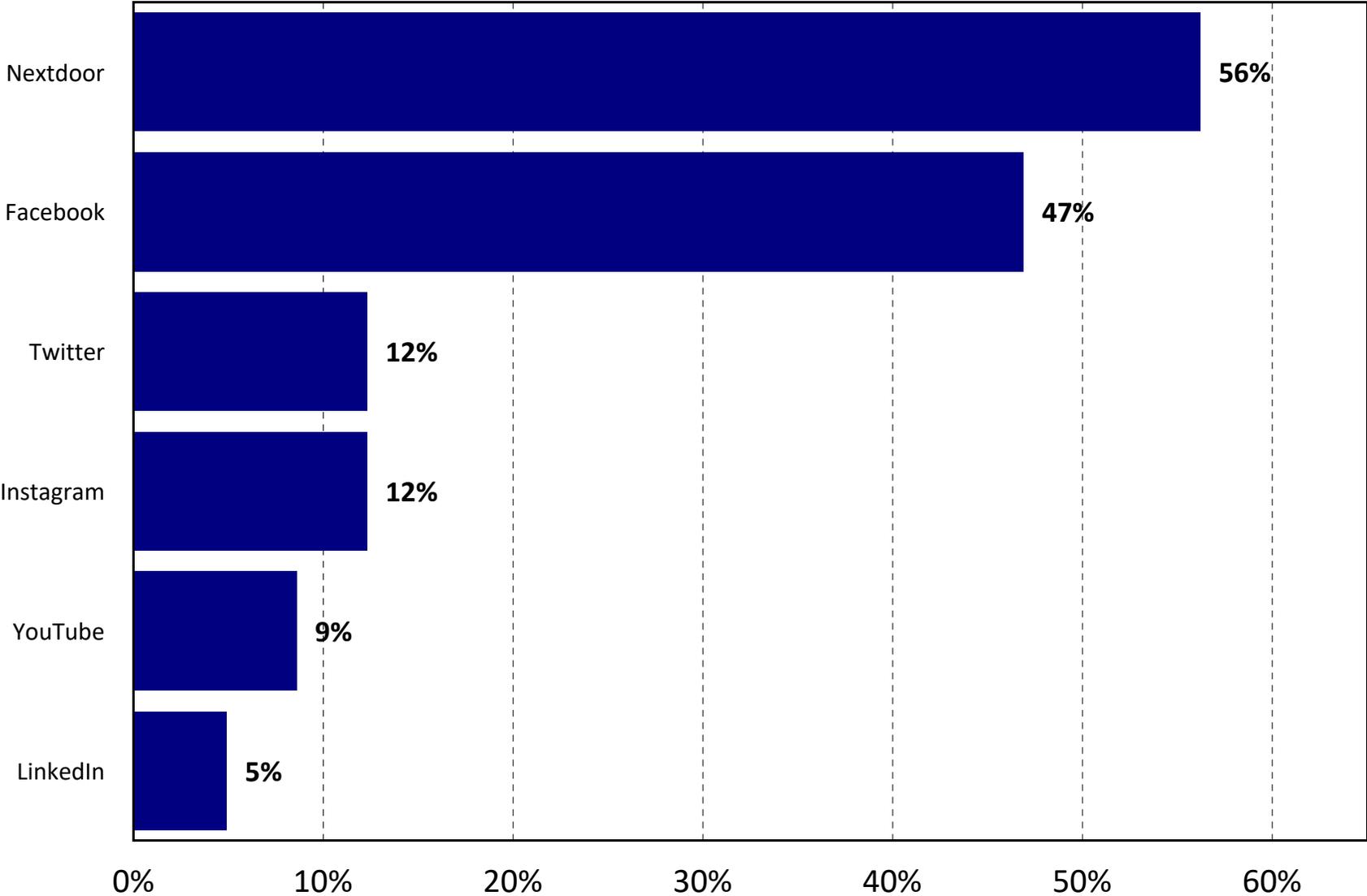
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2020)

# Q21a. On which of the following social media outlets do you follow the City of Sugar Land?

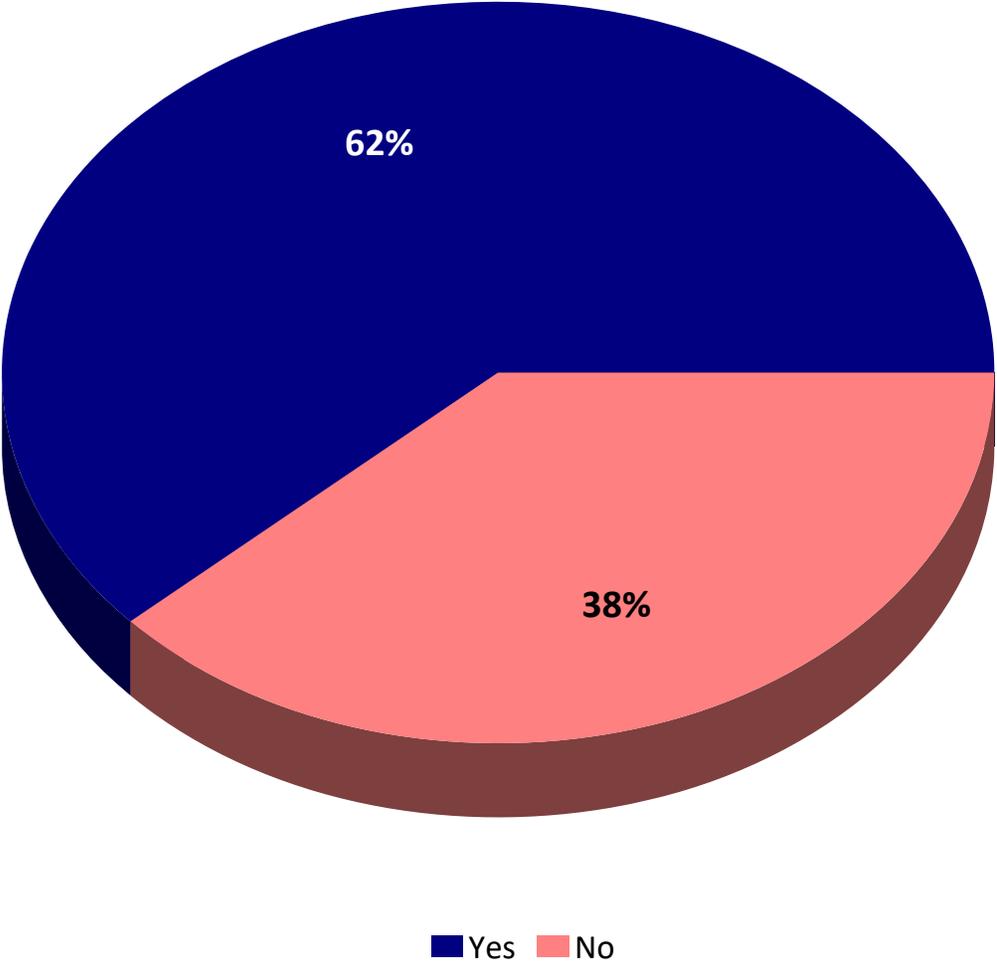
by percentage of respondents who are aware of the City’s social media channels (multiple selections could be made)



Source: ETC Institute (2020)

# Q22. Have you visited the City’s website (SugarLandTX.gov) during the past 6 months?

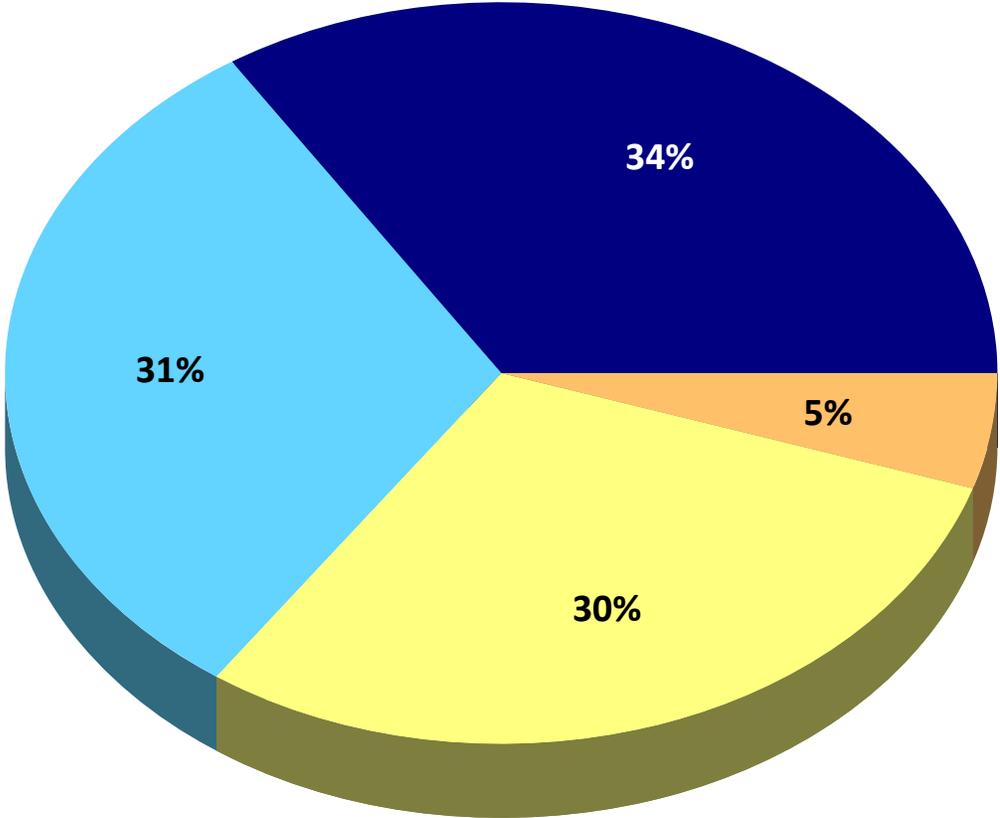
by percentage of respondents (excluding “not provided”)



Source: ETC Institute (2020)

# Q22a. 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”)

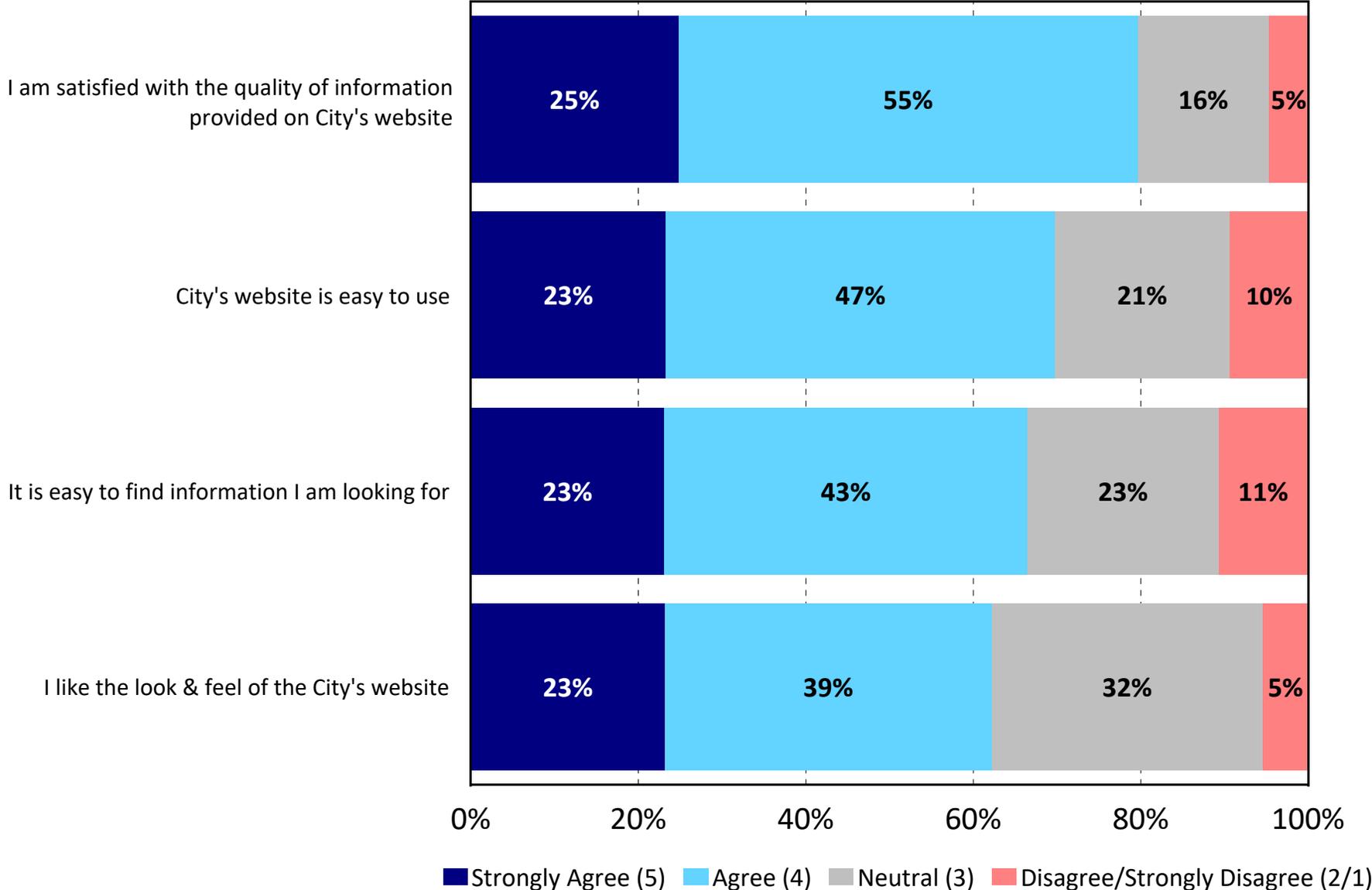


■ To understand a specific service/program    ■ To look for general information about the City  
■ To pay a bill, renew vehicle    ■ Other

Source: ETC Institute (2020)

# Q22b. Agreement with Various Statements About the City's Website

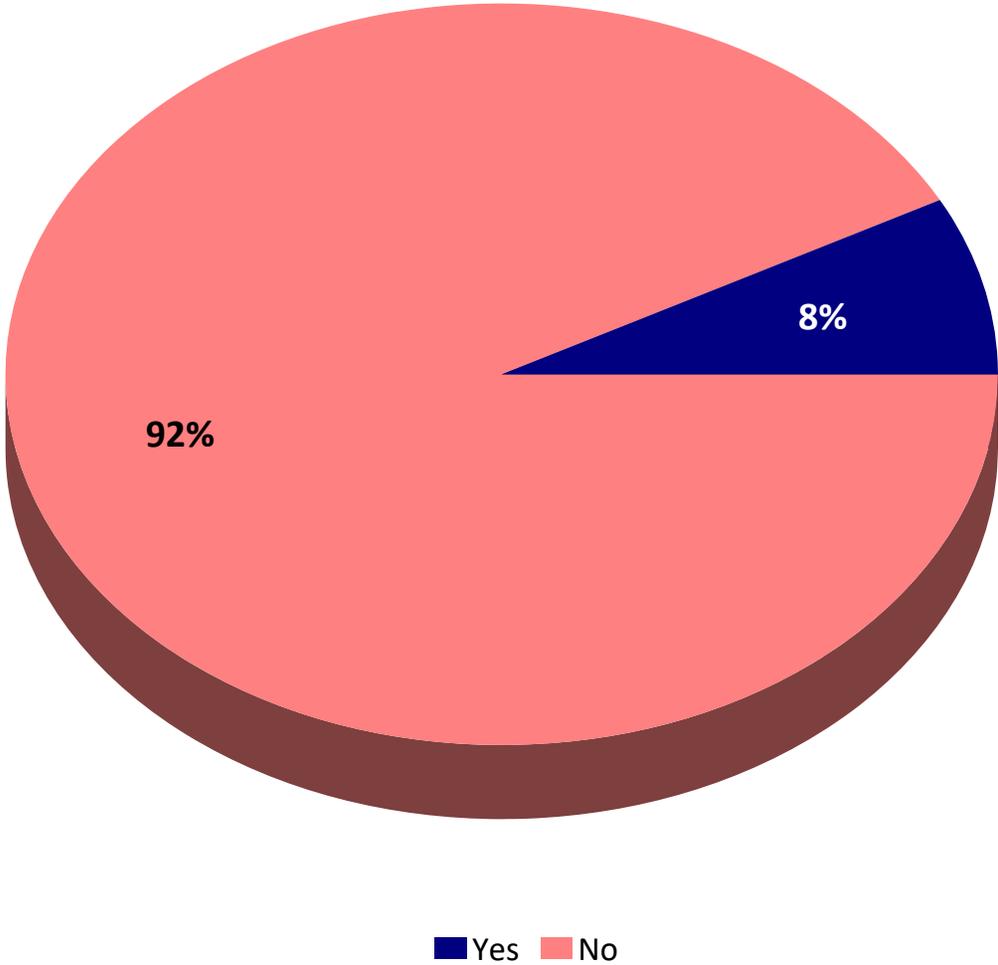
by percentage of respondents who visited the City's website in the past 6 months  
(excluding "don't know")



Source: ETC Institute (2020)

# Q22c. Do you ever watch the City’s online broadcast of City Council or Planning/Zoning Commission meetings?

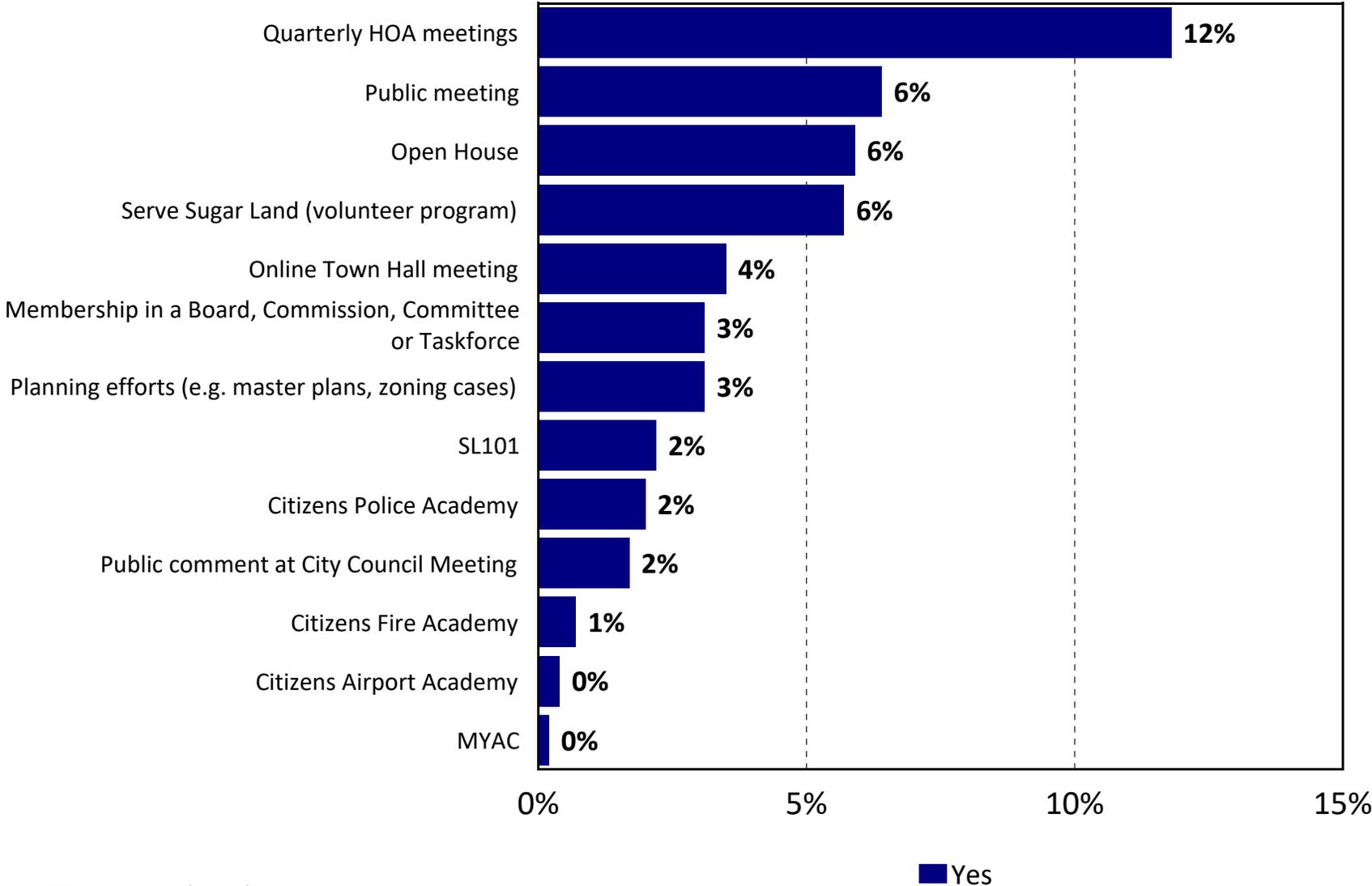
by percentage of respondents who visited the City’s website in the past 6 months  
(excluding “not provided”)



Source: ETC Institute (2020)

# Q23-1. Have you participated in any of the following programs/activities during the past 2 years?

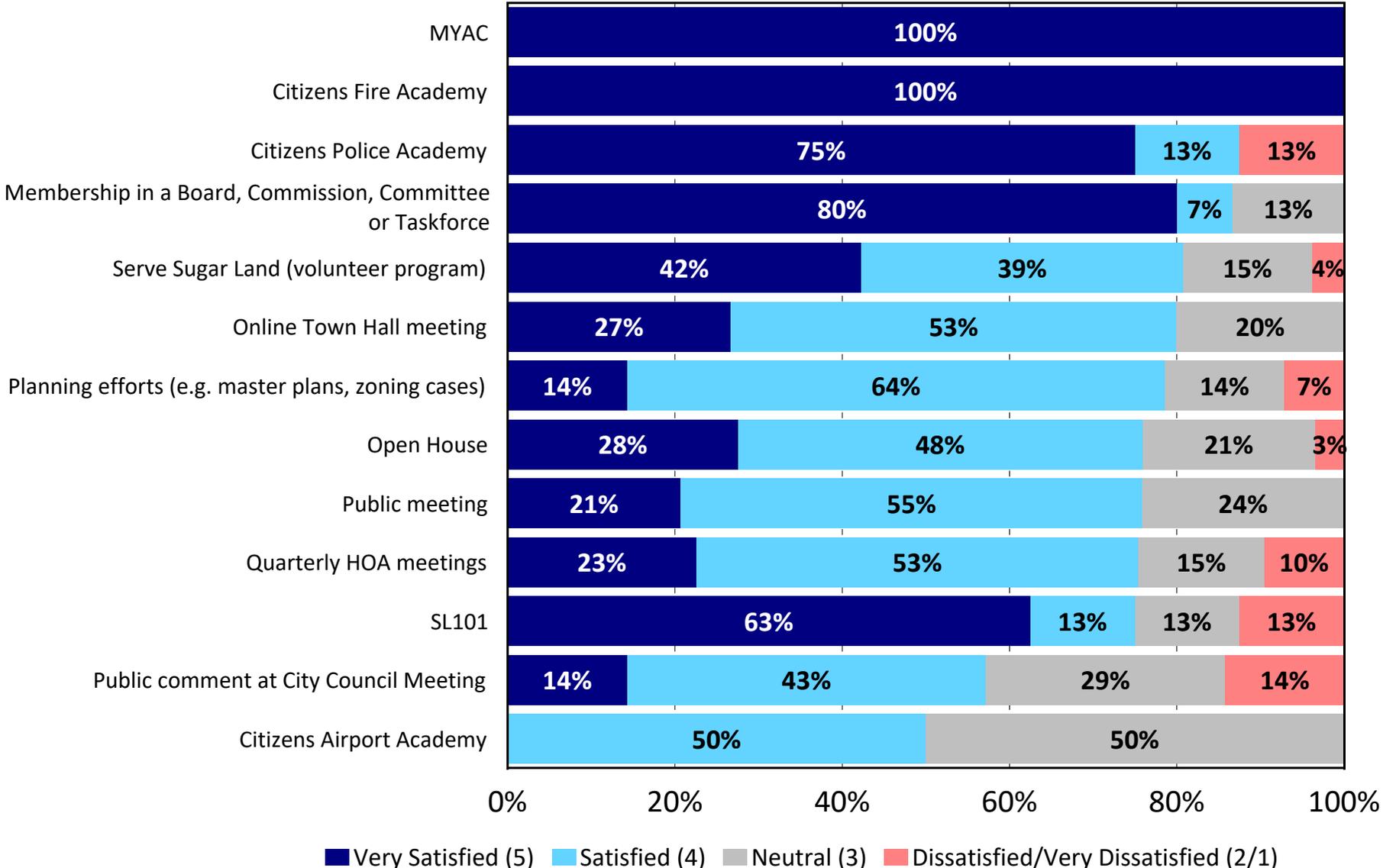
by percentage of respondents who answered "yes"



Source: ETC Institute (2020)

# Q23-2. Satisfaction with Programs/Activities in Which Respondents Have Participated

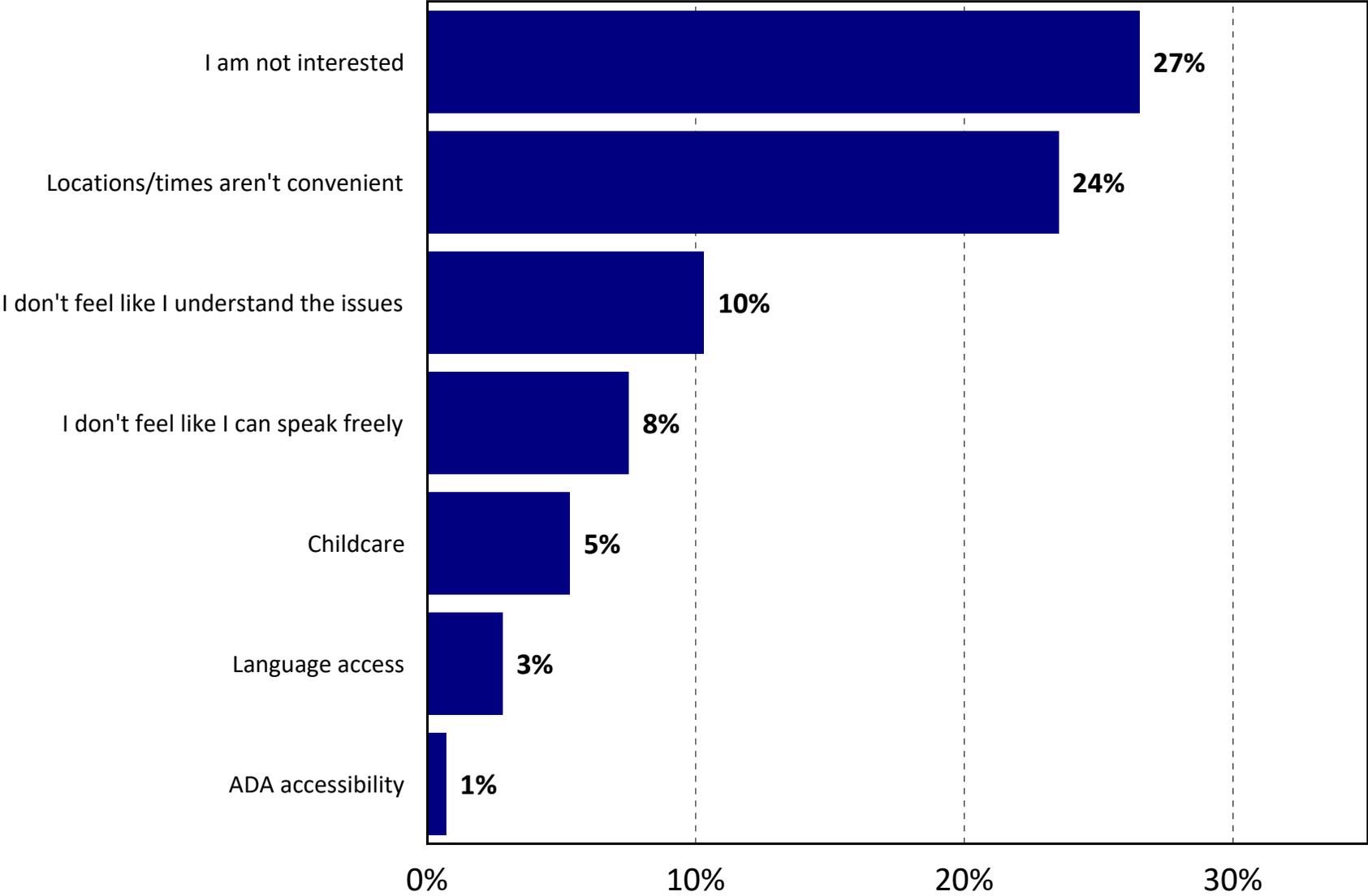
by percentage of respondents who participated in the program/activity in the past 2 years (excluding “don’t know”)



Source: ETC Institute (2020)

# Q24. Difficulties or Barriers That Keep Respondents from Participating in Activities and Programs

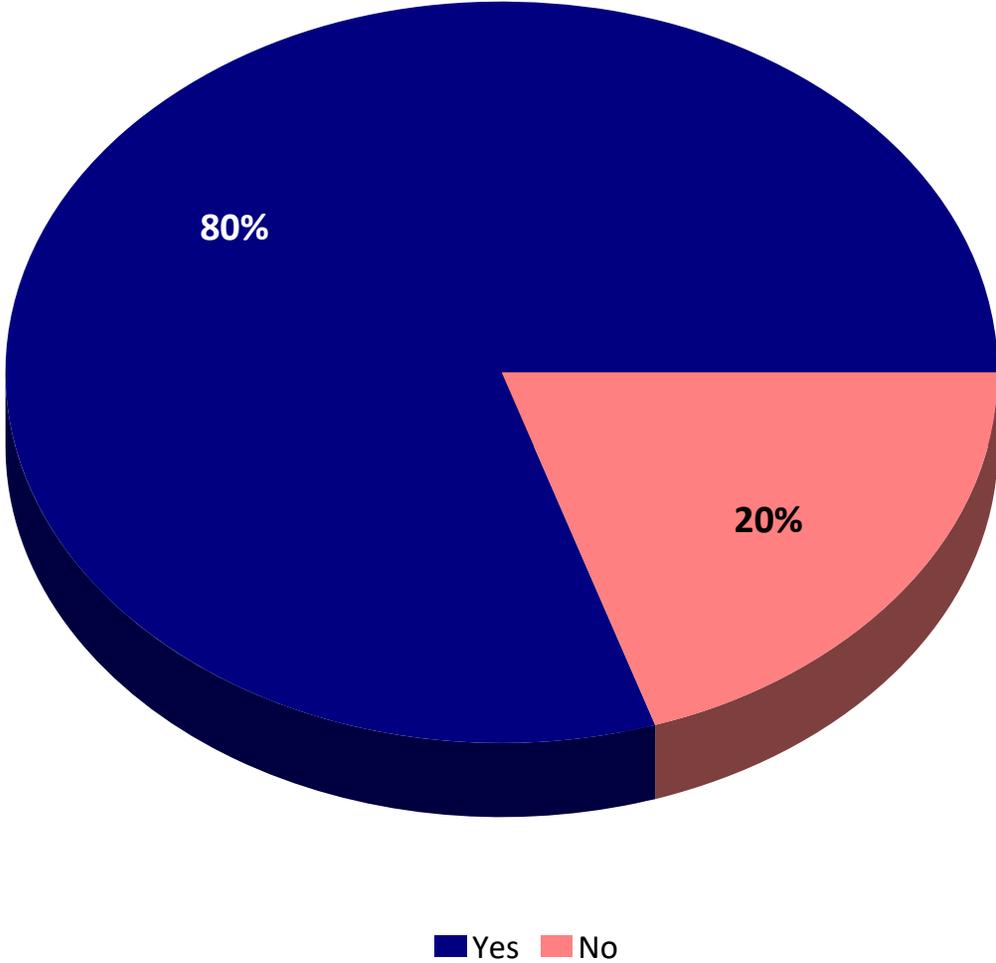
by percentage of respondents who indicated that difficulties/barriers prevent them from participating in activities/programs (multiple selections could be made)



Source: ETC Institute (2020)

# Q25. If the difficulties/barriers were eliminated or reduced, would you be more likely to participate?

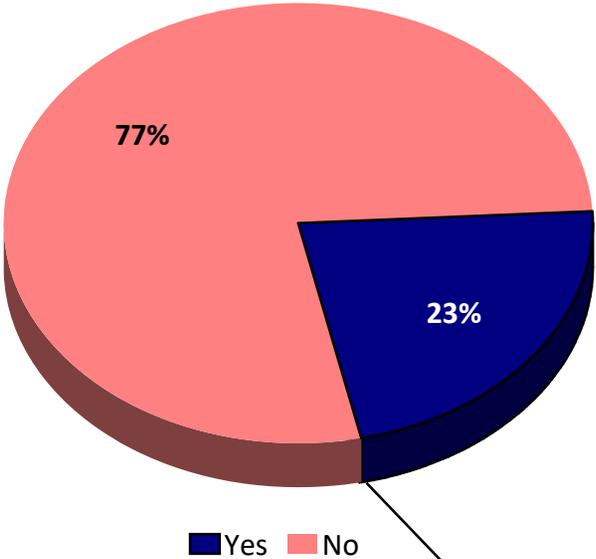
by percentage of respondents who indicated that difficulties/barriers prevent them from participating in activities/programs (excluding “don’t know”)



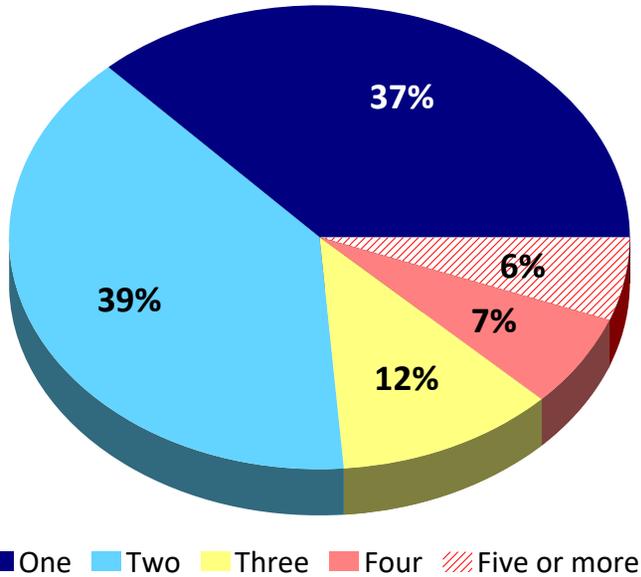
Source: ETC Institute (2020)

# Q26. Have you contacted your City government with a question, problem, or complaint during the past year?

by percentage of respondents



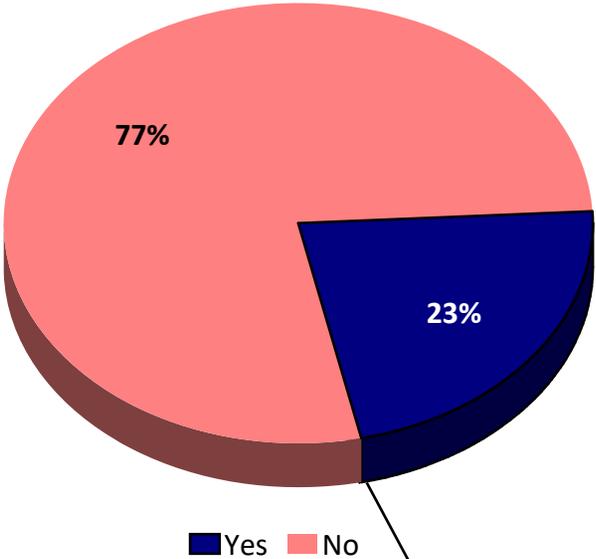
## Q26a. How many times have you contacted the City during the past year?



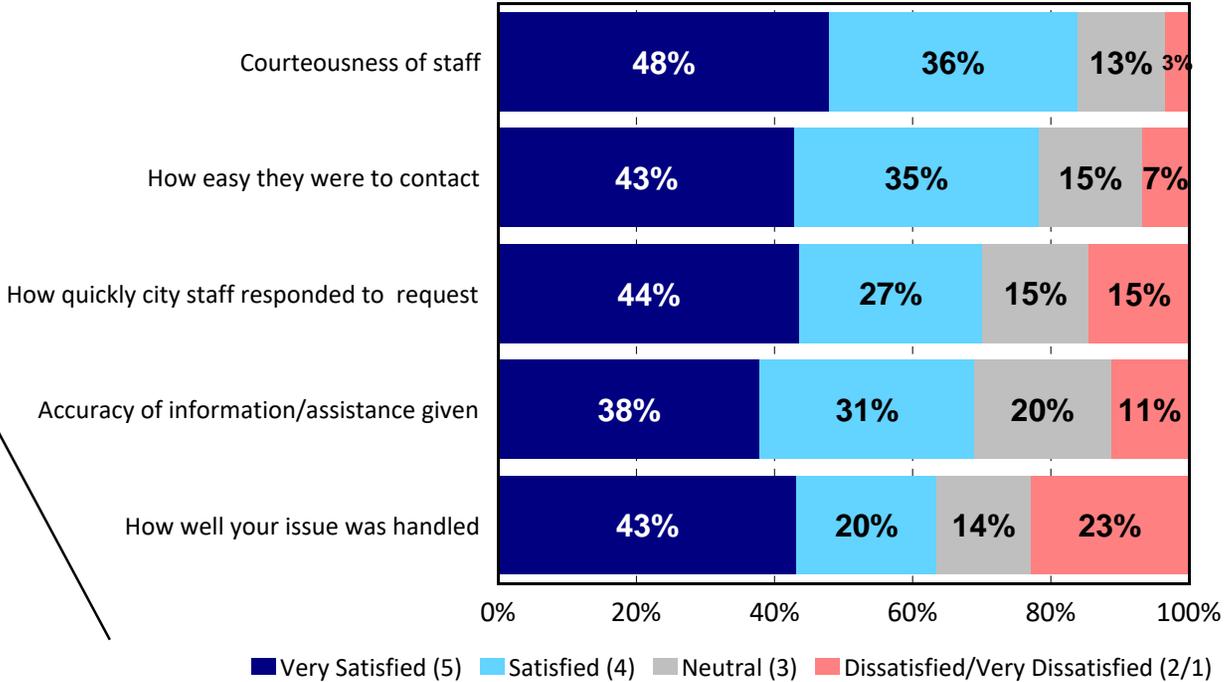
Source: ETC Institute (2020)

# Q26. Have you contacted your City government with a question, problem, or complaint during the past year?

by percentage of respondents



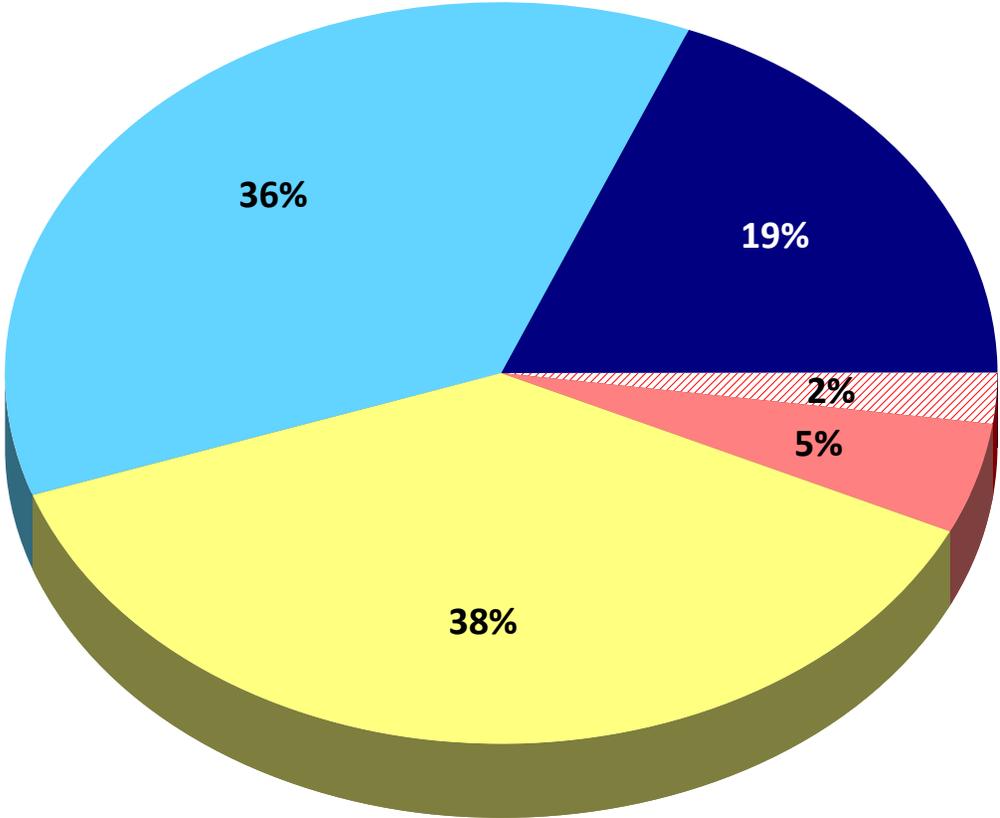
## Q26b. Overall Satisfaction with Customer Service Provided by City Employees



Source: ETC Institute (2020)

# Q27. Overall, how satisfied are you with how well decision-makers listen to community input?

by percentage of respondents (excluding “don’t know”)

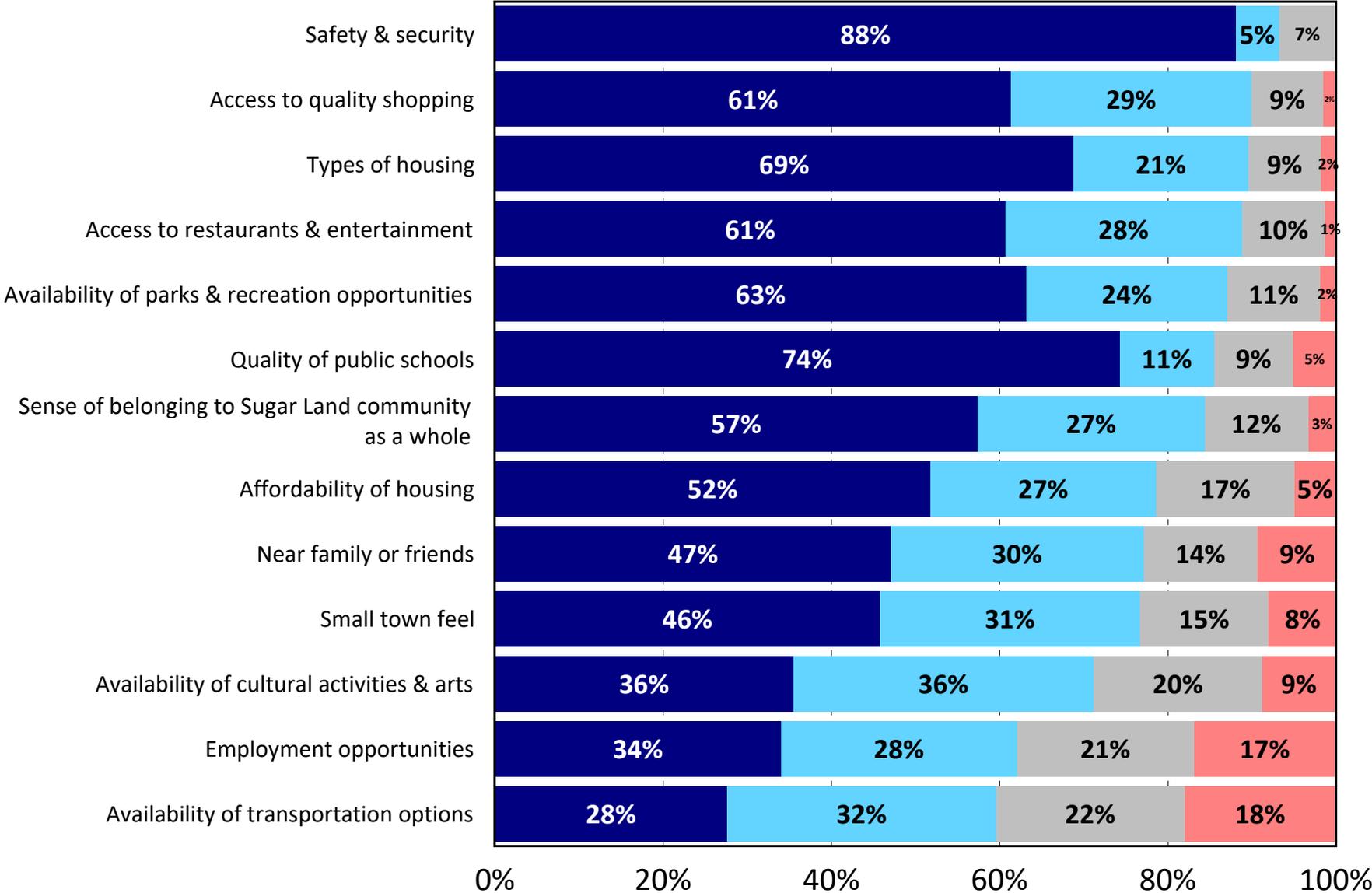


Very satisfied Satisfied Neutral Dissatisfied Very dissatisfied

Source: ETC Institute (2020)

# Q29. Importance of Various Reasons to Live in Sugar Land

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



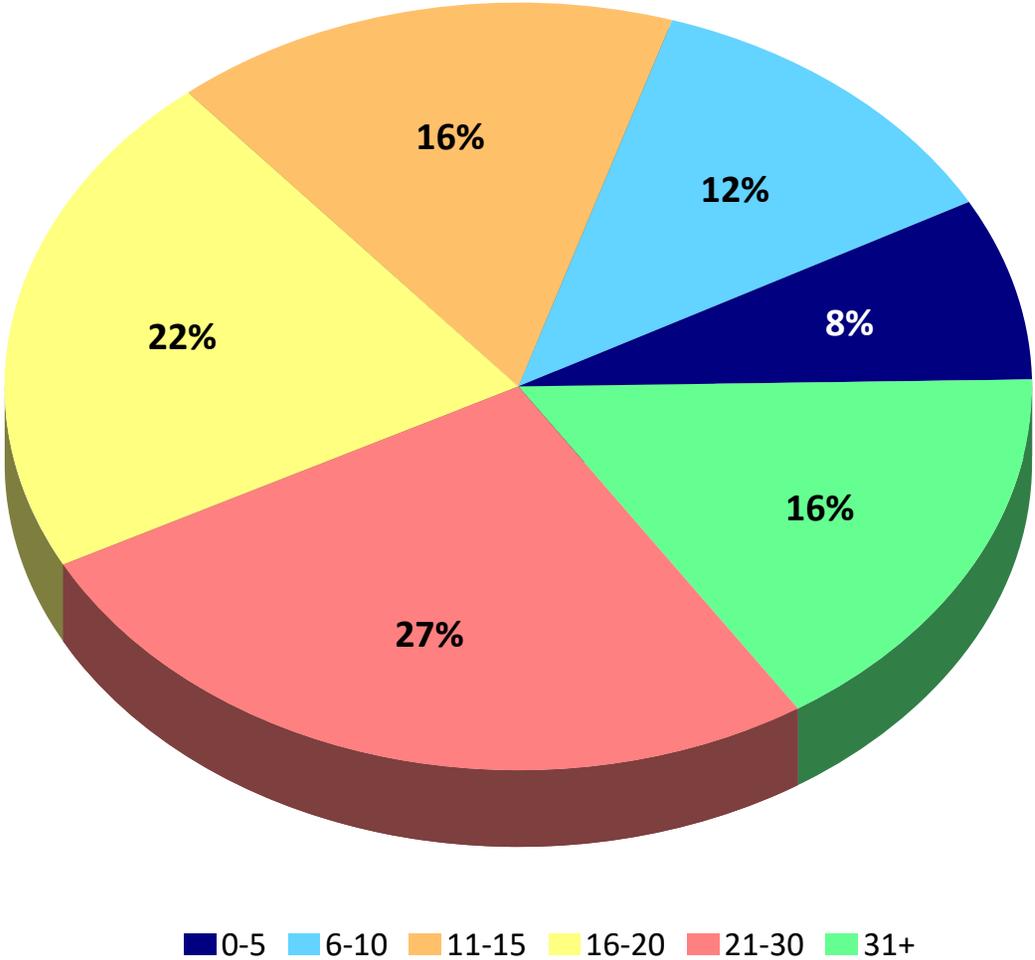
Source: ETC Institute (2020)

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

# Demographics

# Q31. Demographics: Approximately how many years have you lived in Sugar Land?

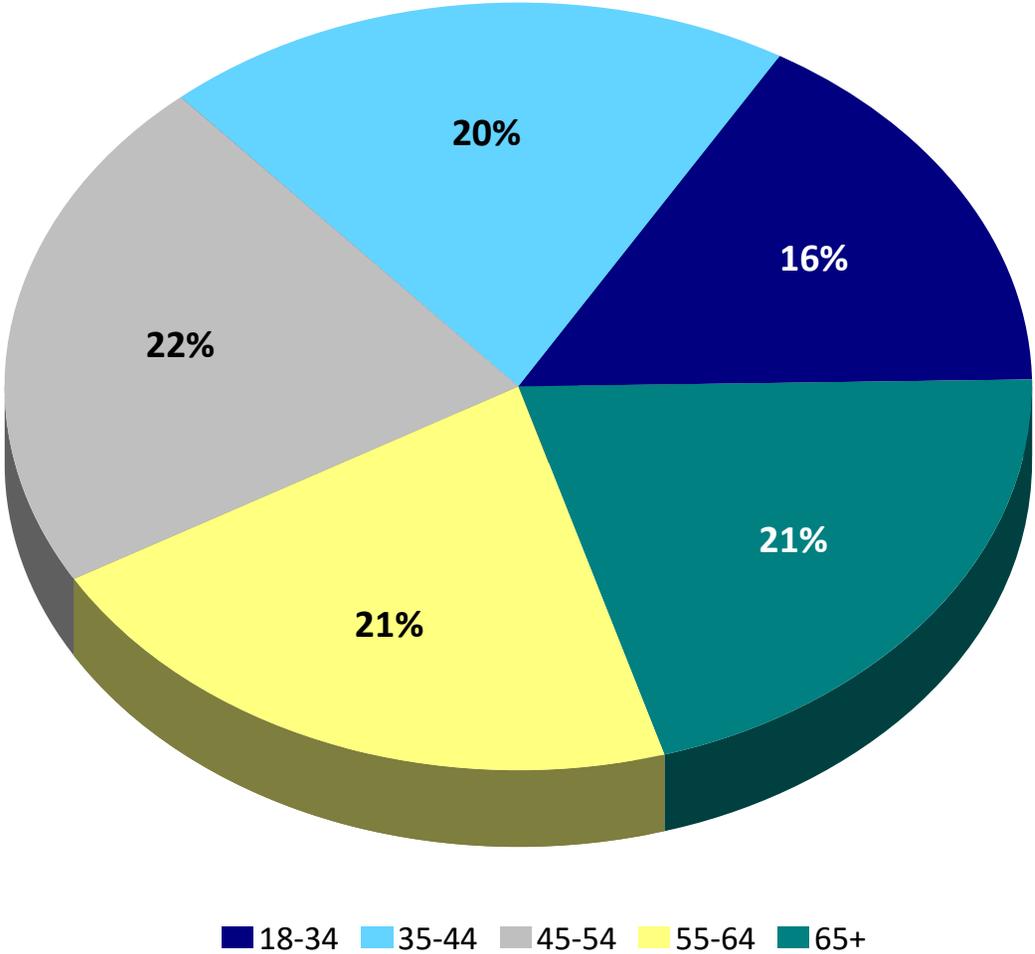
by percentage of respondents



Source: ETC Institute (2020)

# Q32. Demographics: What is your age?

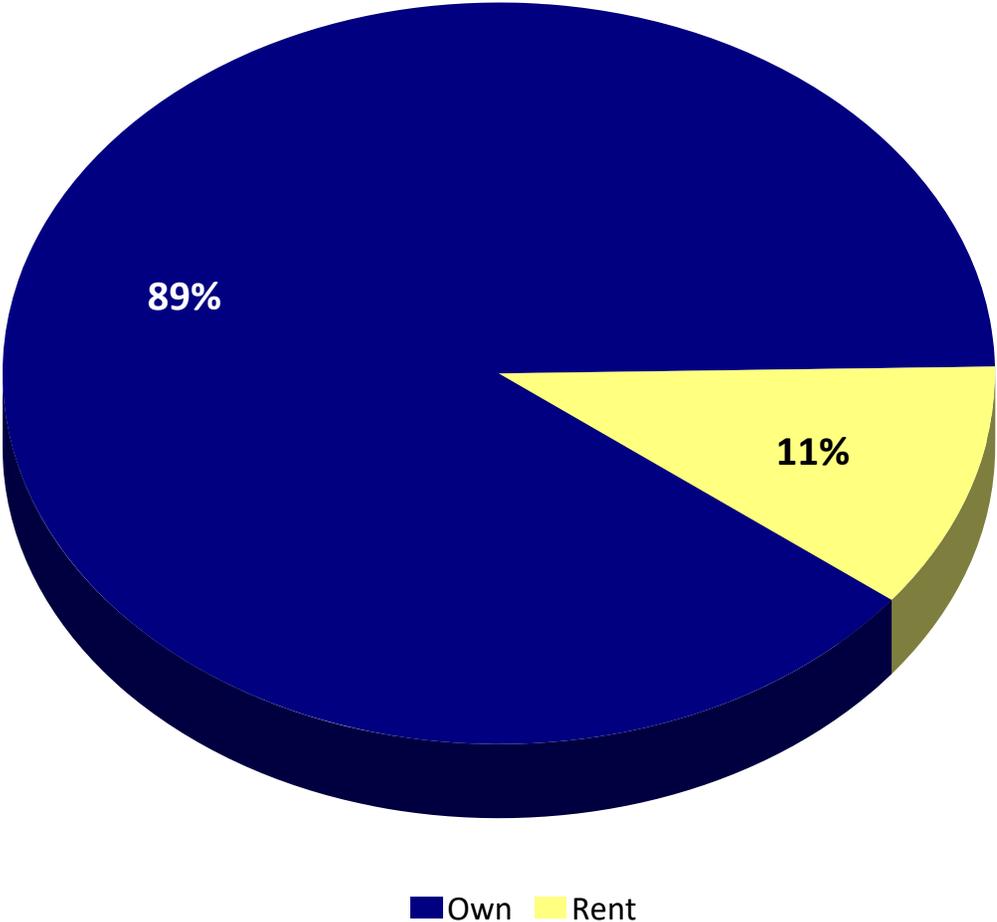
by percentage of respondents



Source: ETC Institute (2020)

### Q33. Demographics: Do you own or rent your current residence?

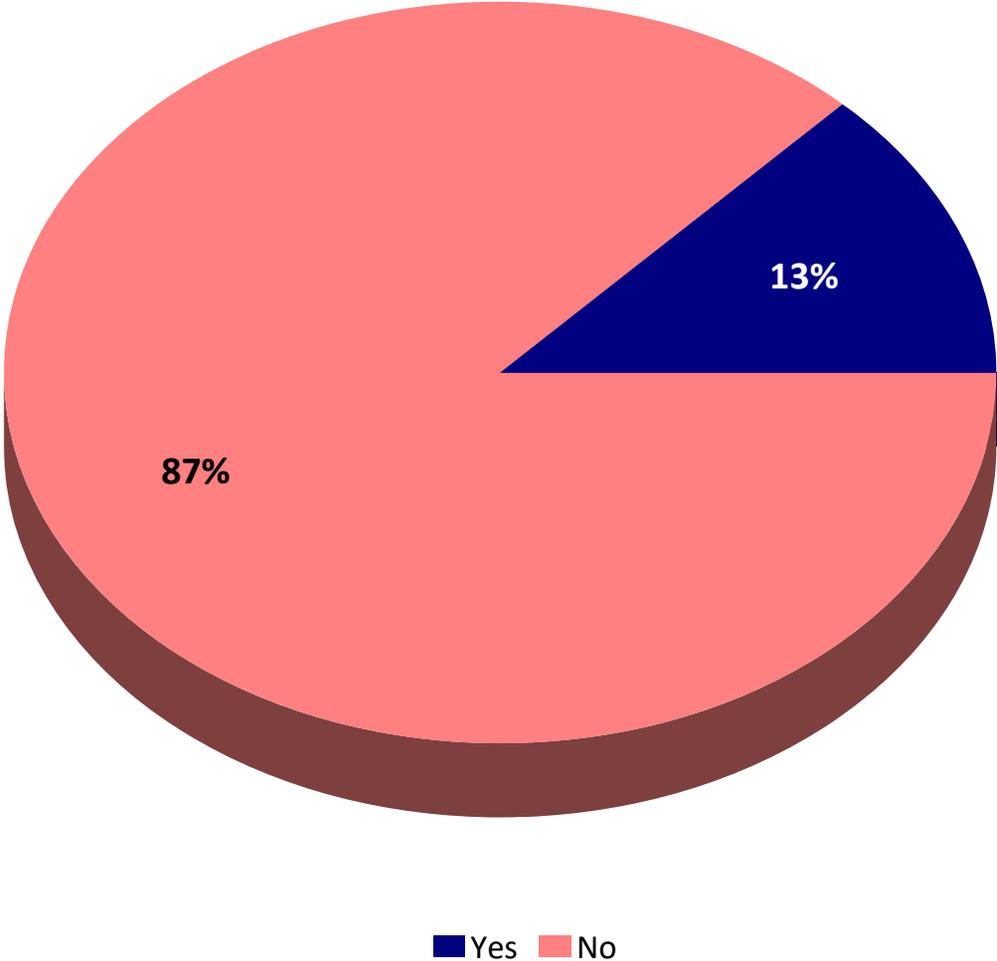
by percentage of respondents



Source: ETC Institute (2020)

### Q34. Demographics: Are you or other members of your household of Hispanic or Latino Ancestry?

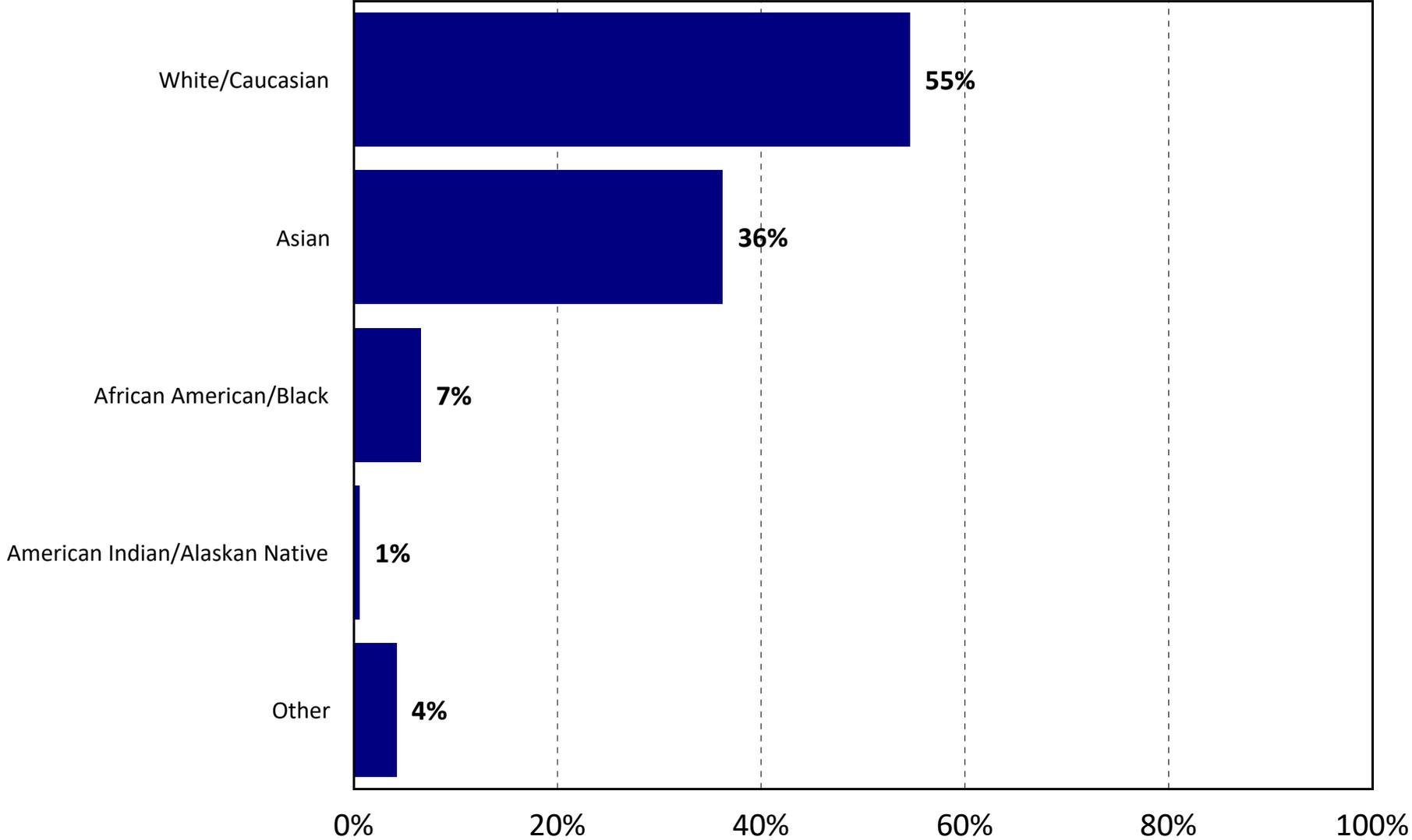
by percentage of respondents



Source: ETC Institute (2020)

# Q35. Demographics: Which of the following best describes your race/ethnicity?

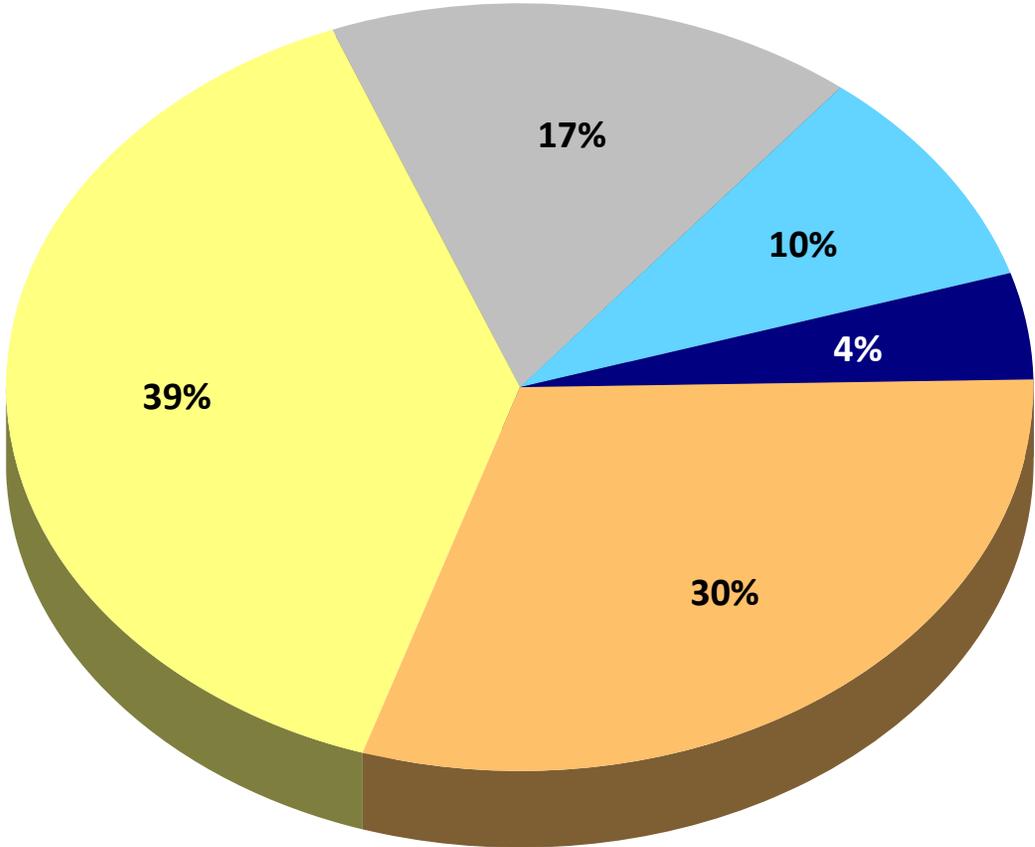
by percentage of households (Excluding "Don't Know")



Source: ETC Institute (2020)

# Q36. Demographics: Would you say your total household income is:

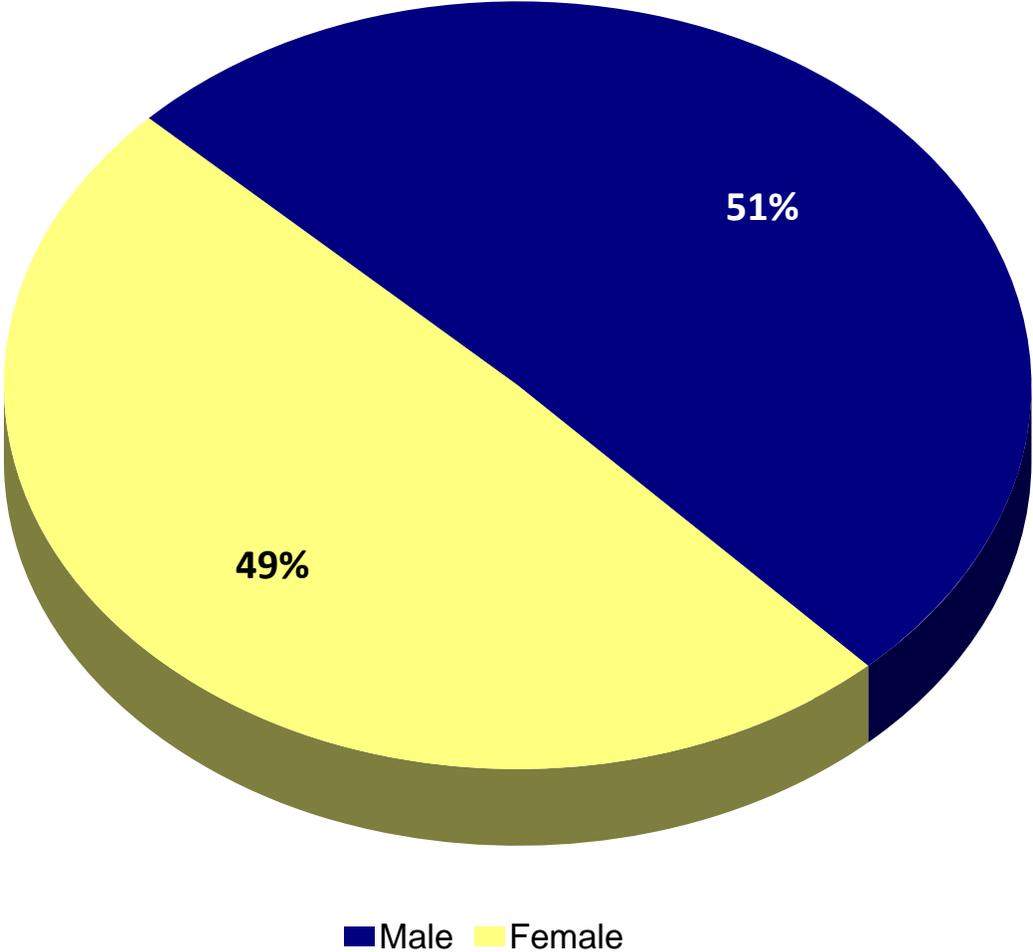
by percentage of respondents



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

Source: ETC Institute (2020)

### Q37. Demographics: Your gender: by percentage of respondents



Source: ETC Institute (2020)

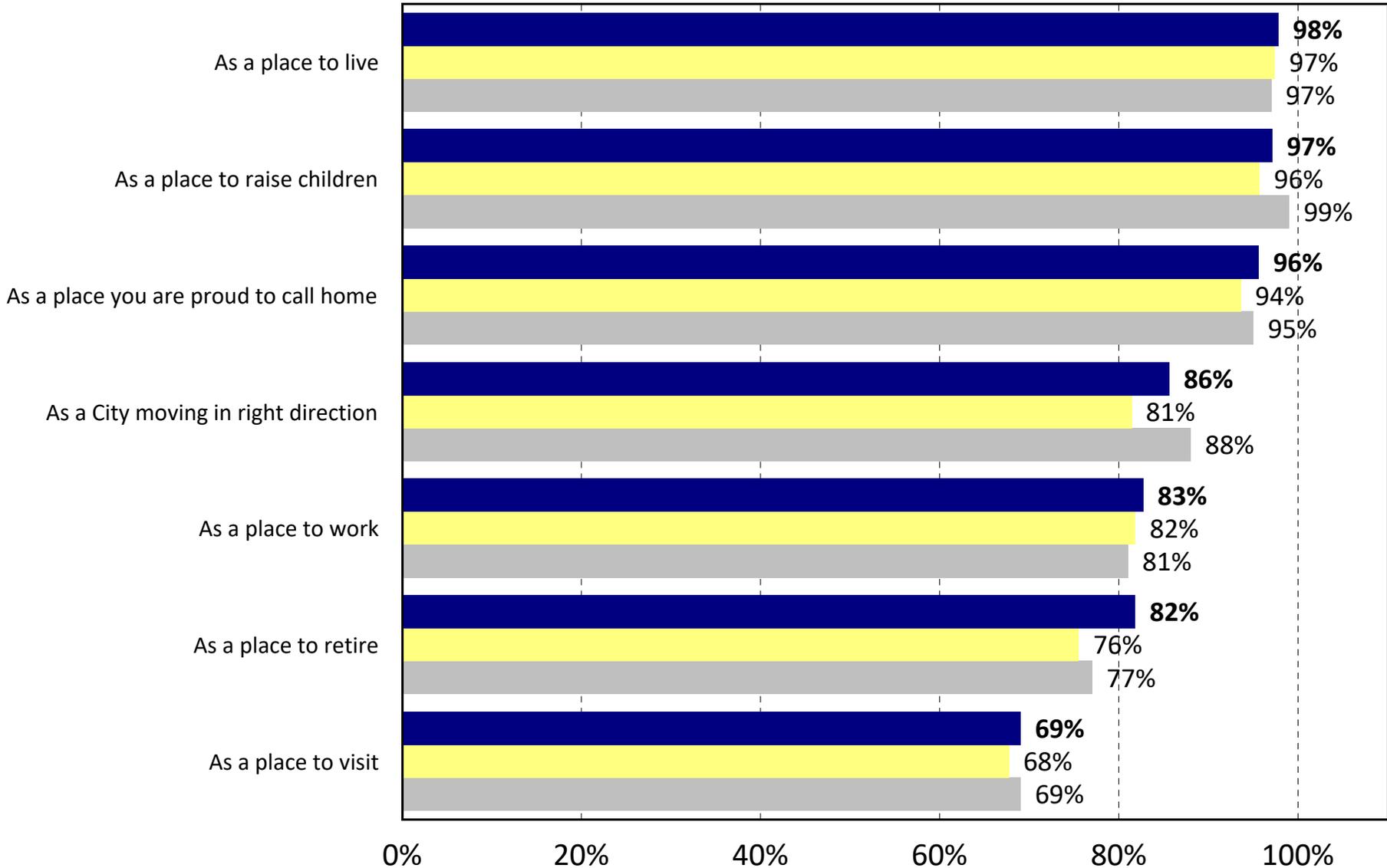
## **Section 2**

### ***Trend Charts***

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

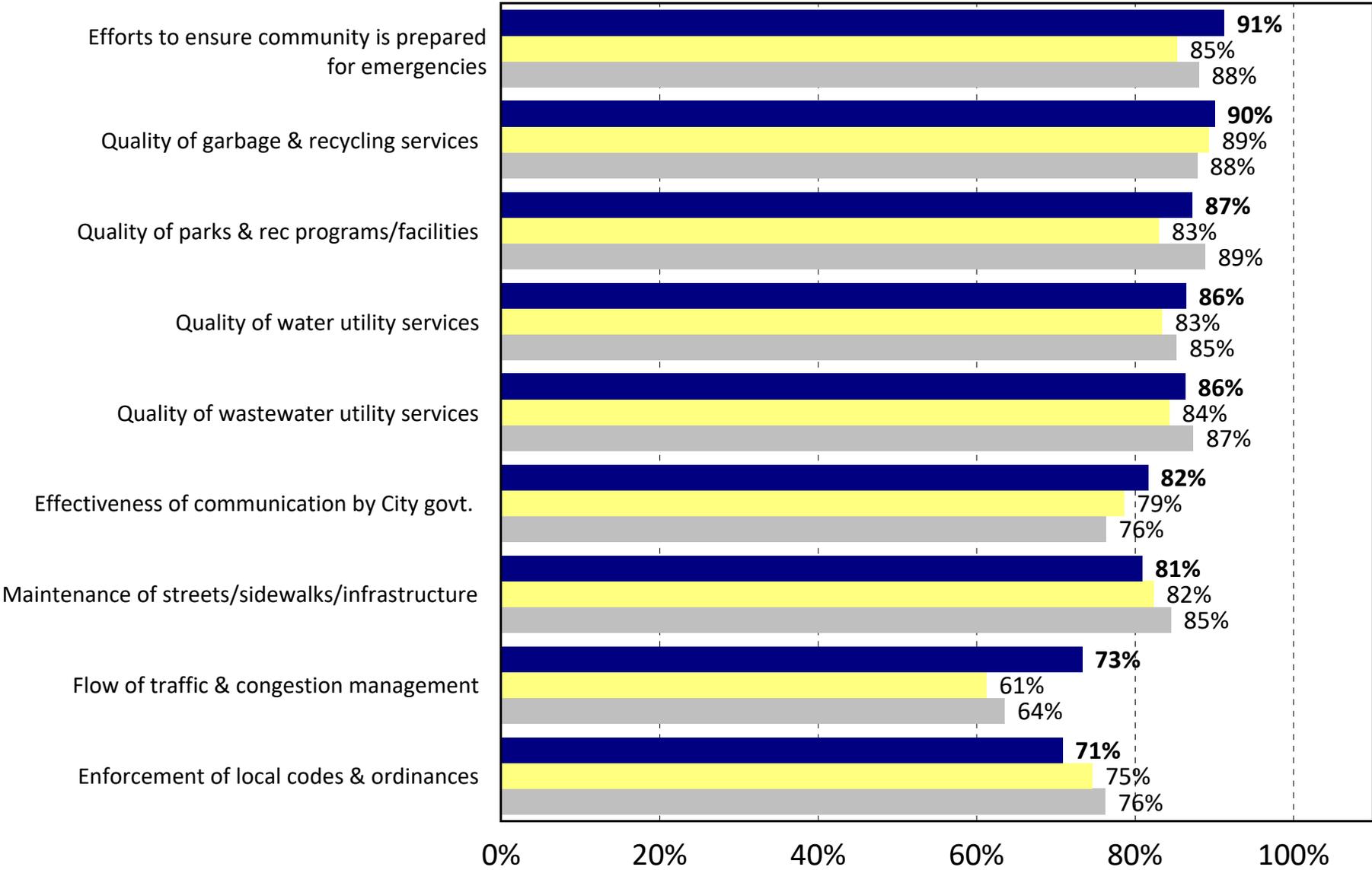
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2020)

# Q2. Overall Satisfaction with Major Categories of Service

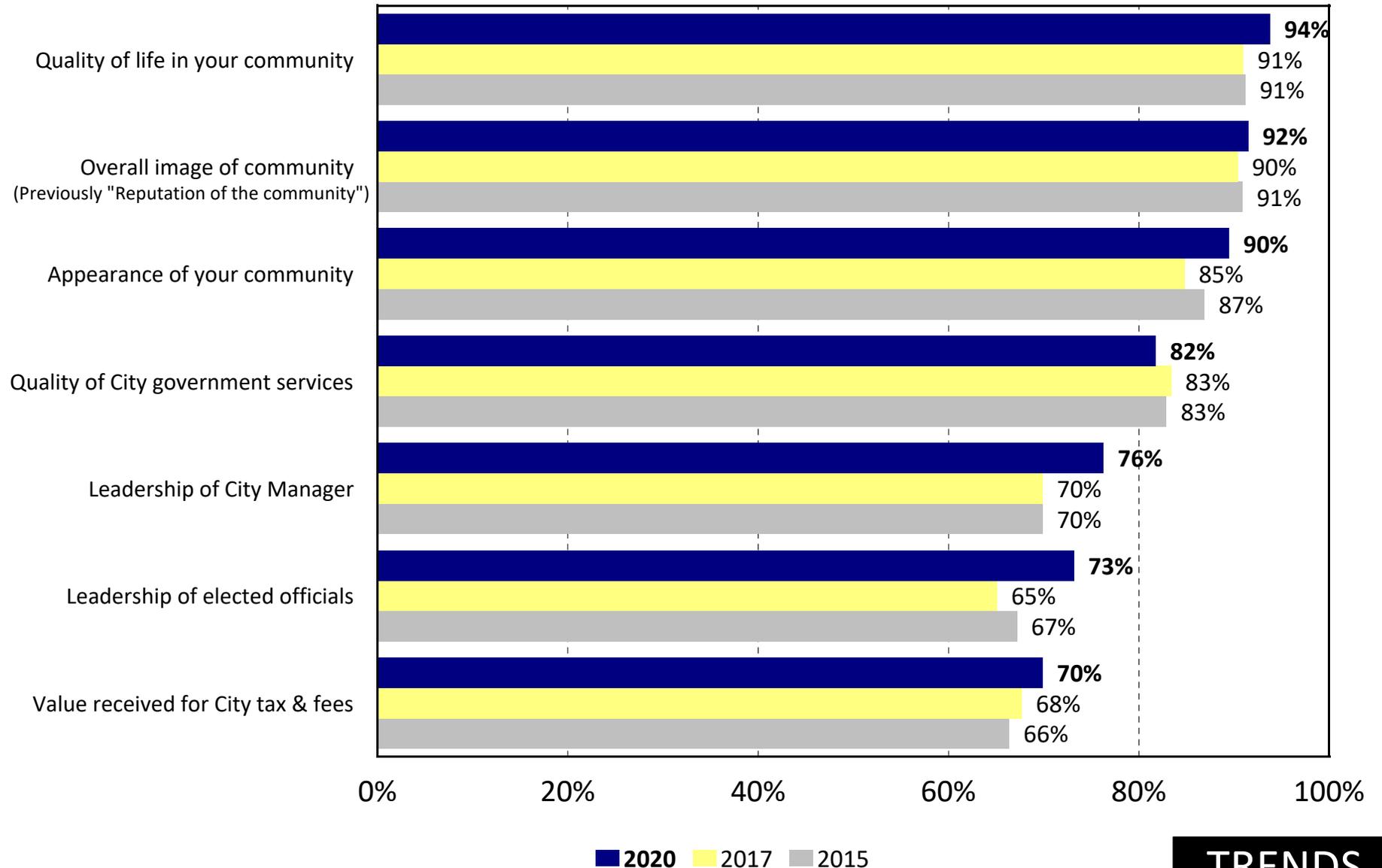
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2020)

## 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")



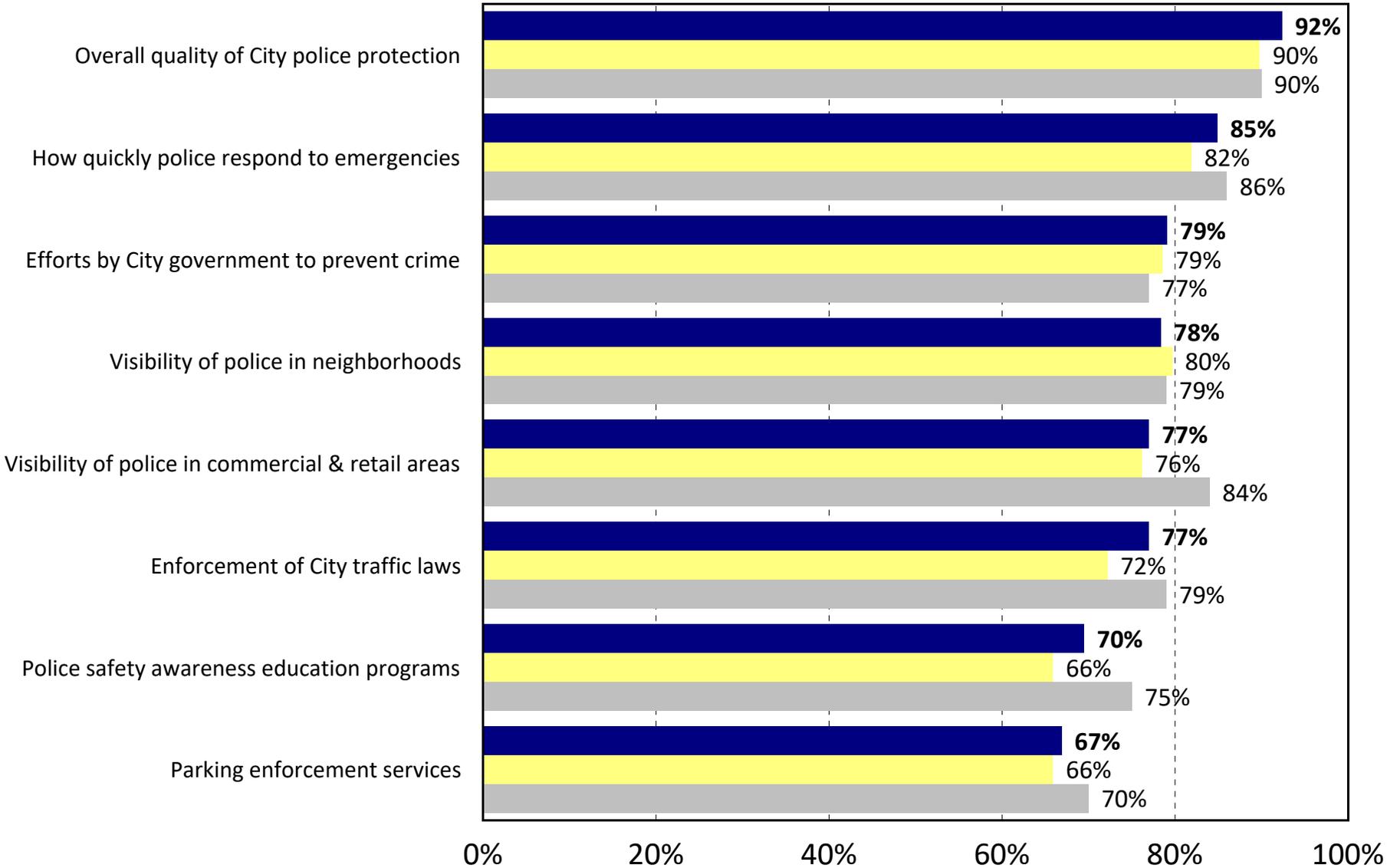
Source: ETC Institute (2020)

ETC Institute (2020)

**TRENDS**

# Q5-1. Overall Satisfaction with Police Services

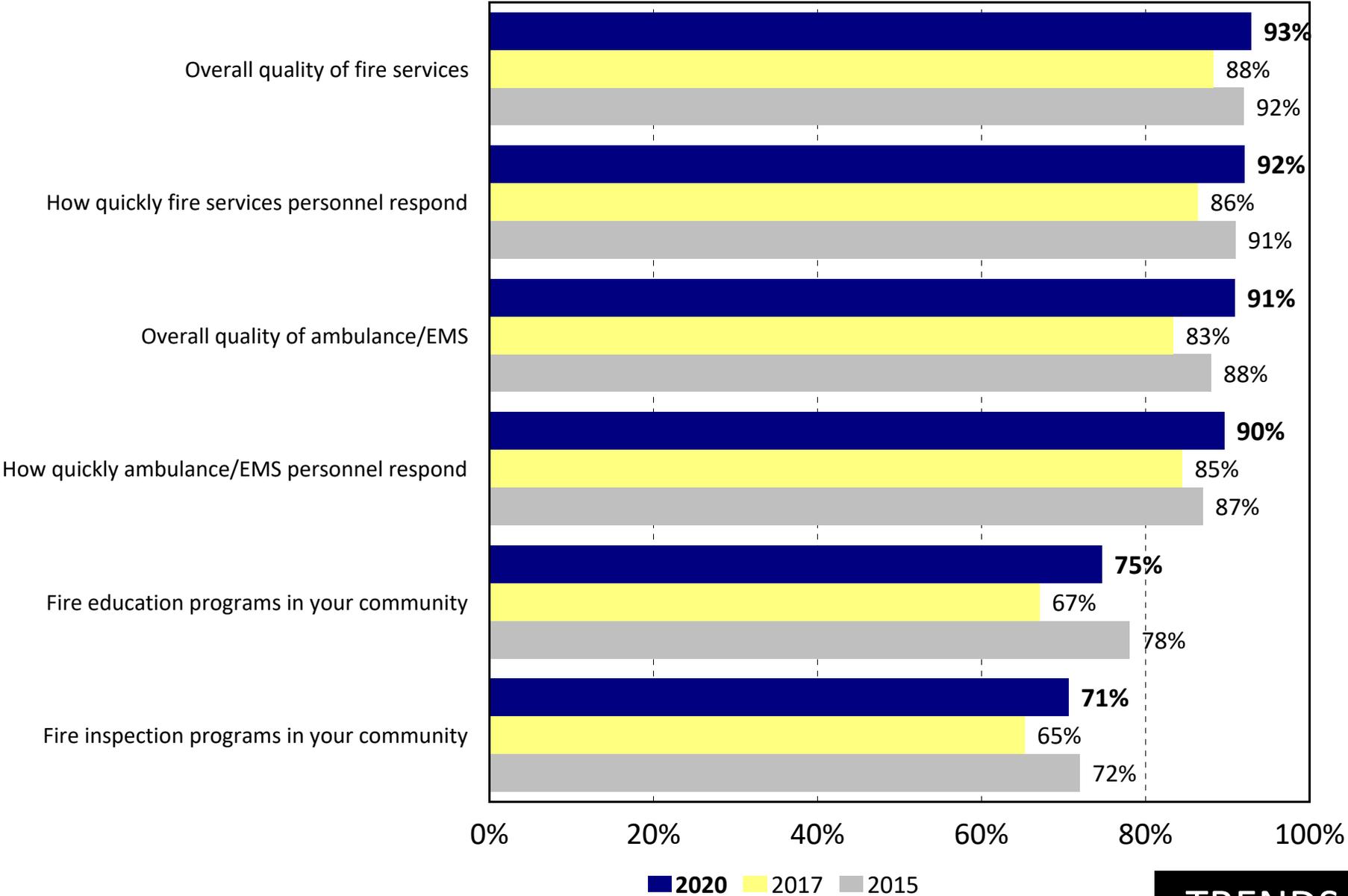
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2020)

## Q5-2. Overall Satisfaction with Fire/EMS Services

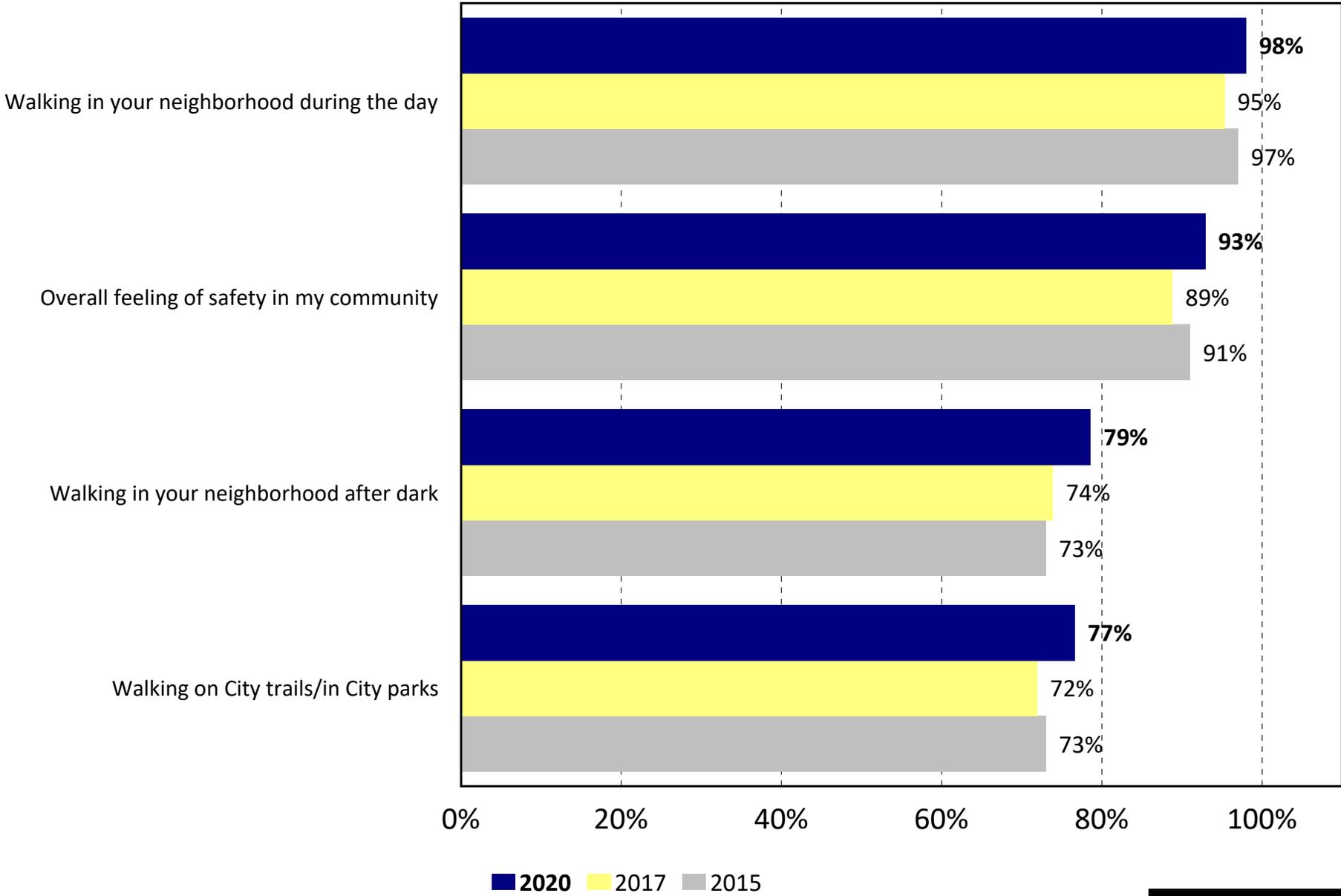
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2020)

# Q7. Feeling of Safety in Various Situations

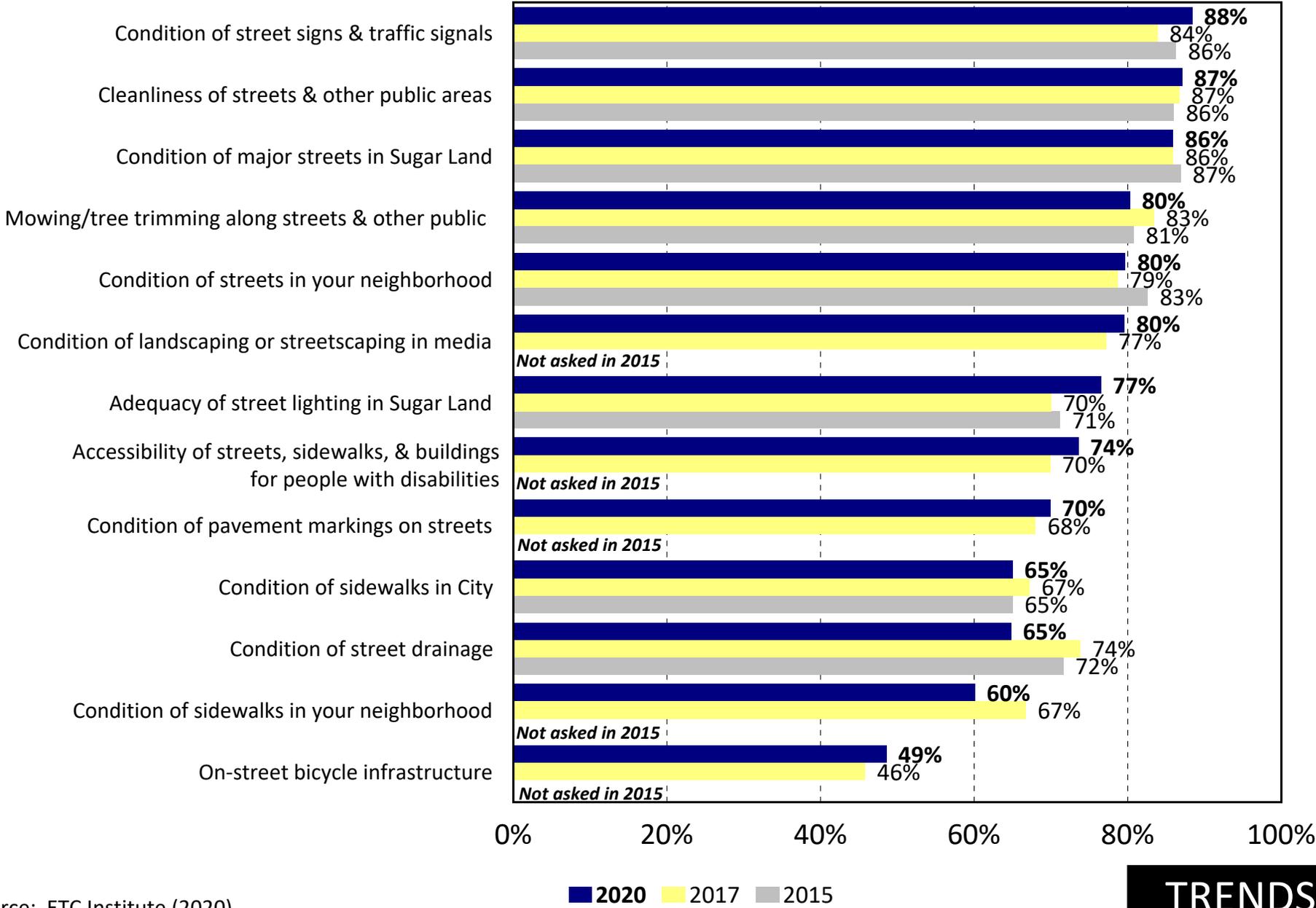
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2020)

# Q8-1. Overall Satisfaction with Public Works

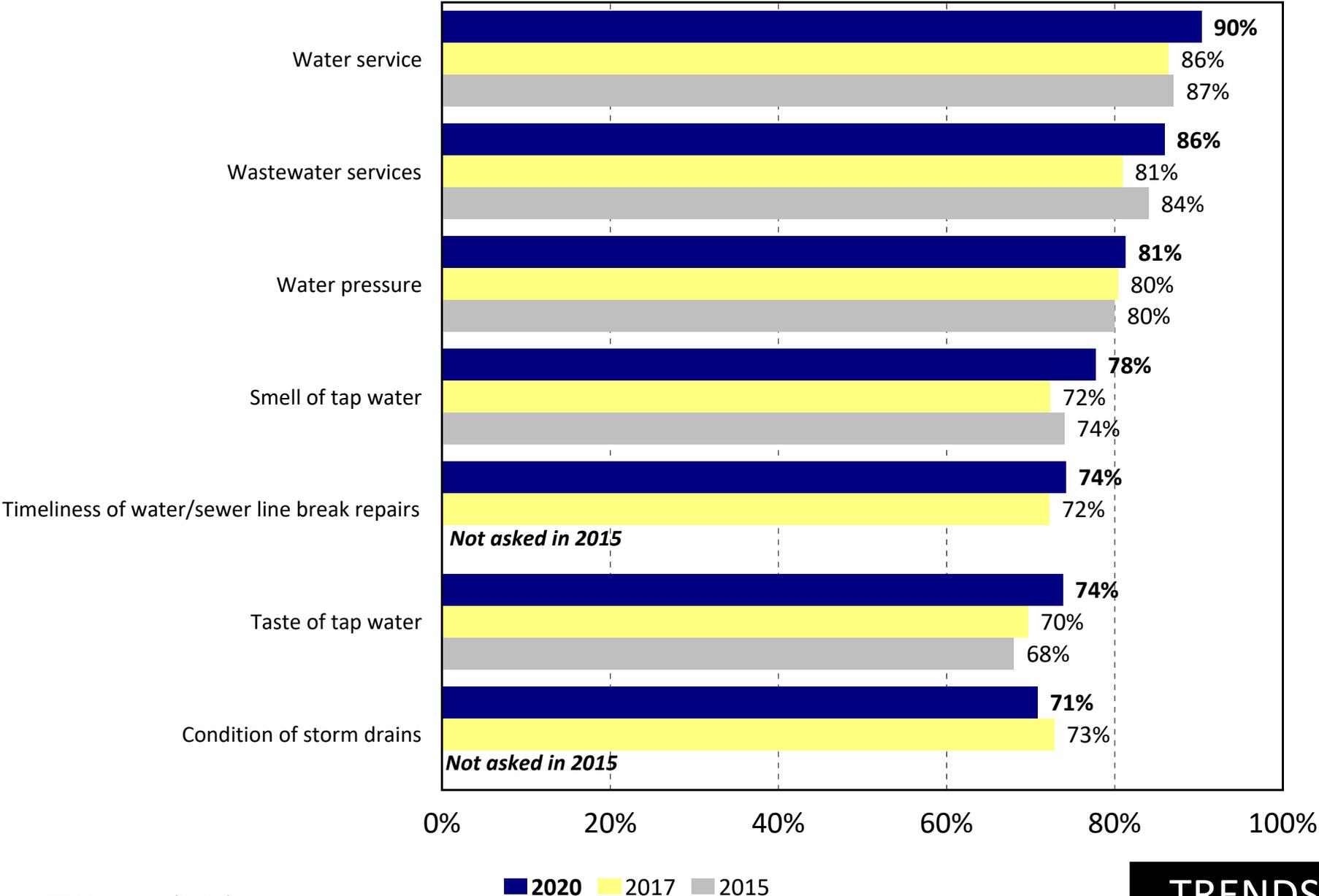
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2020)

# Q8-2. Overall Satisfaction with Utility Services

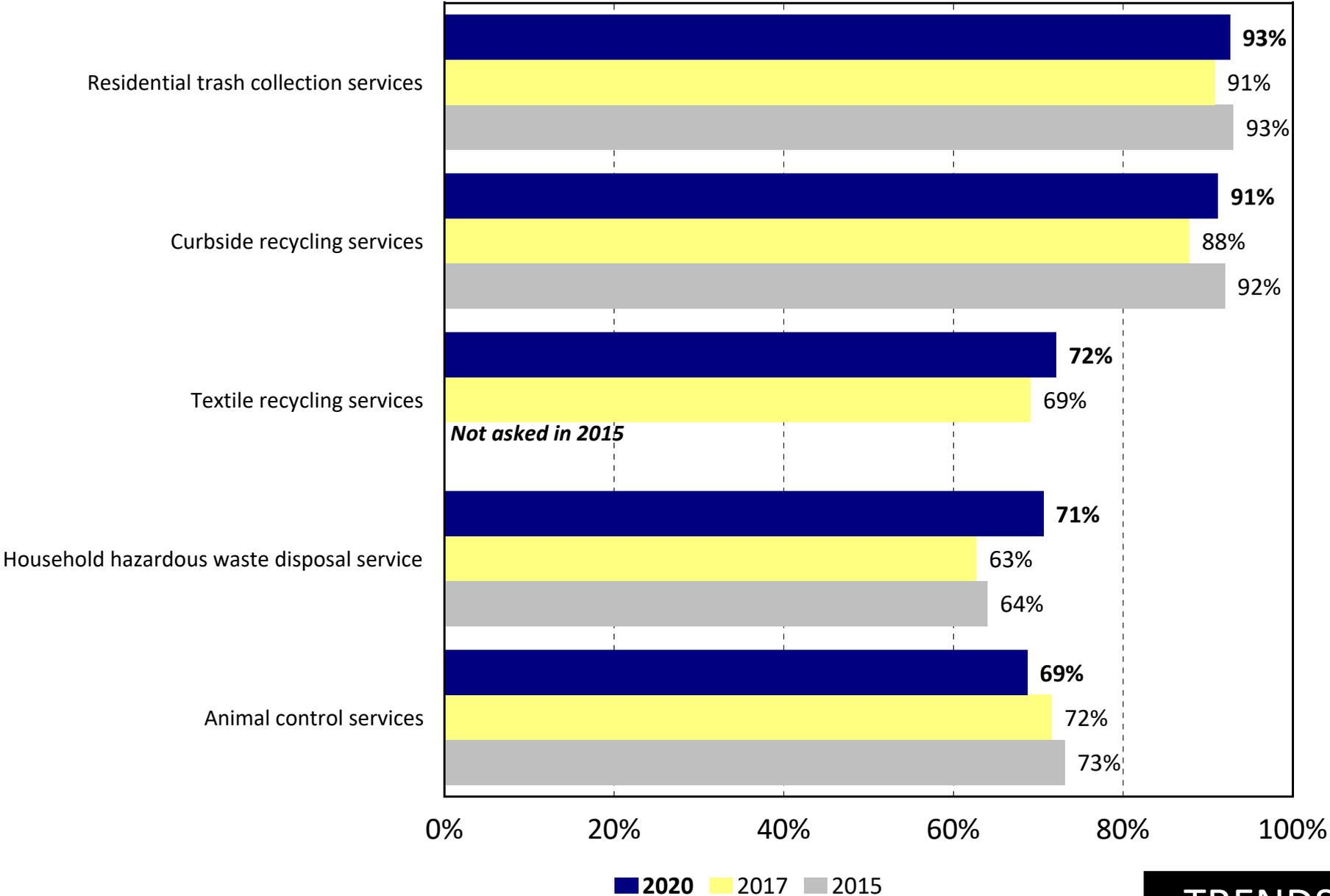
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2020)

# Q10. Overall Satisfaction with Environmental & Neighborhood Services

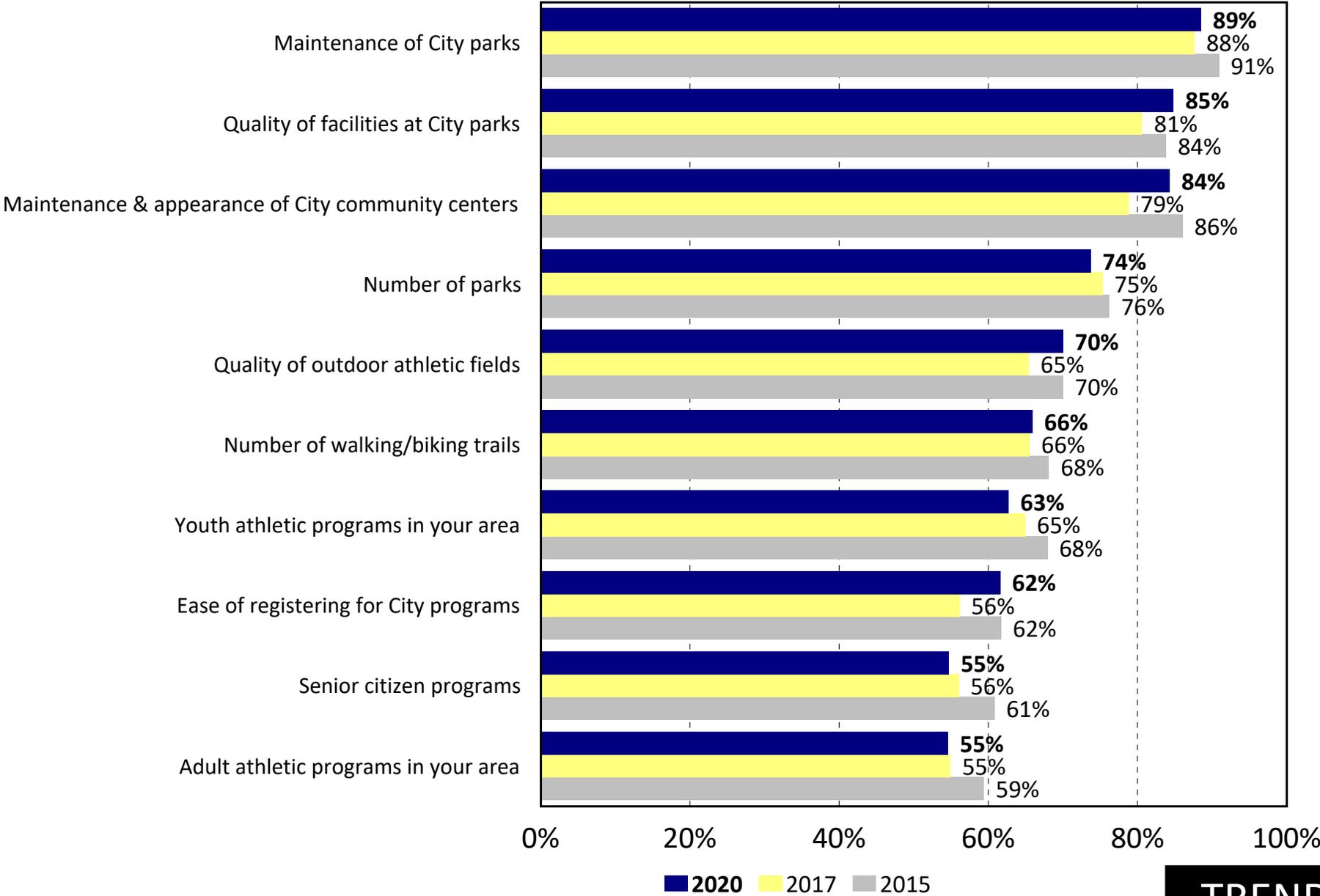
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2020)

# Q12. Overall Satisfaction with Parks and Recreation

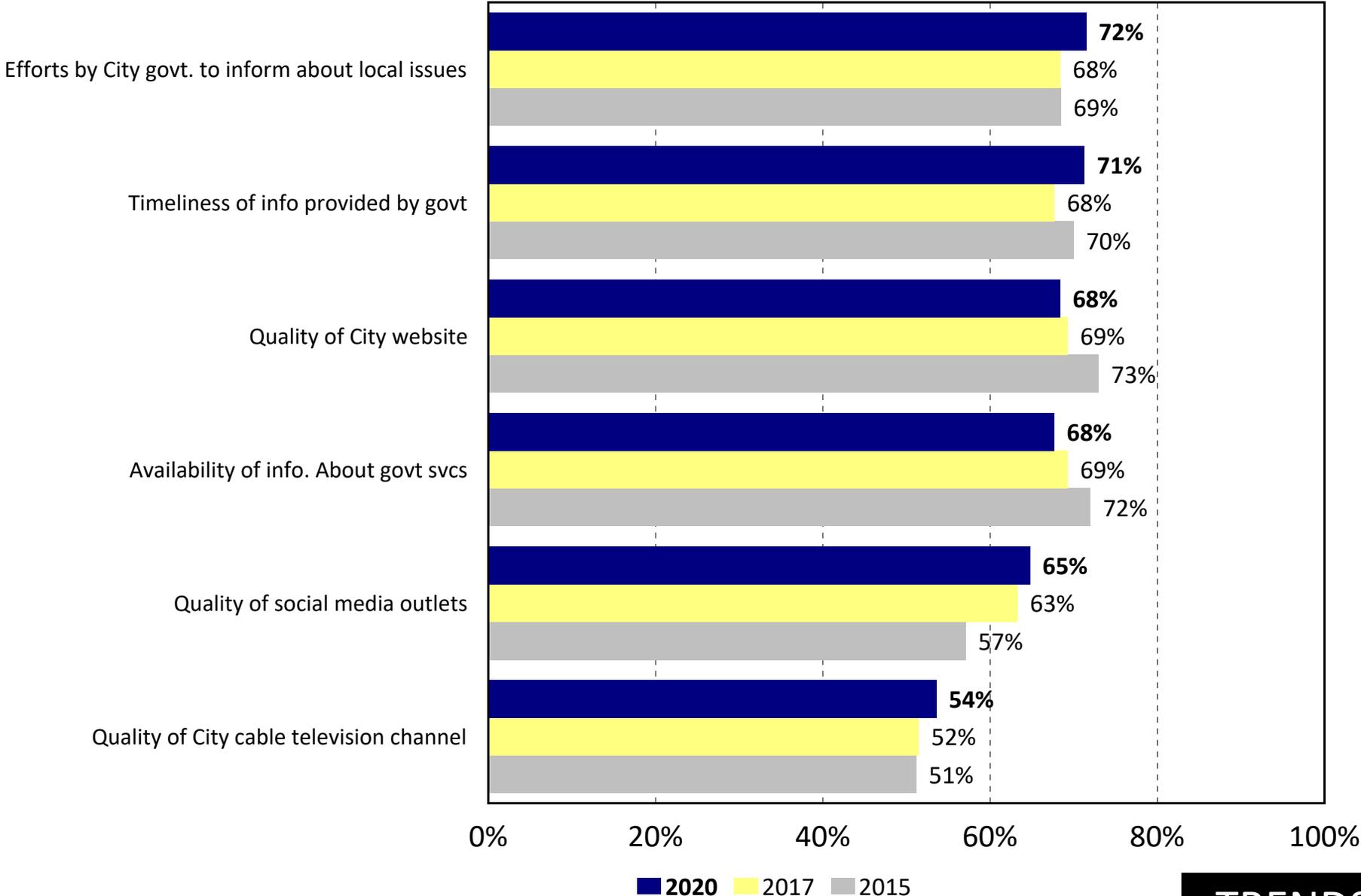
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2020)

# Q19. Overall Satisfaction with Public Information Services

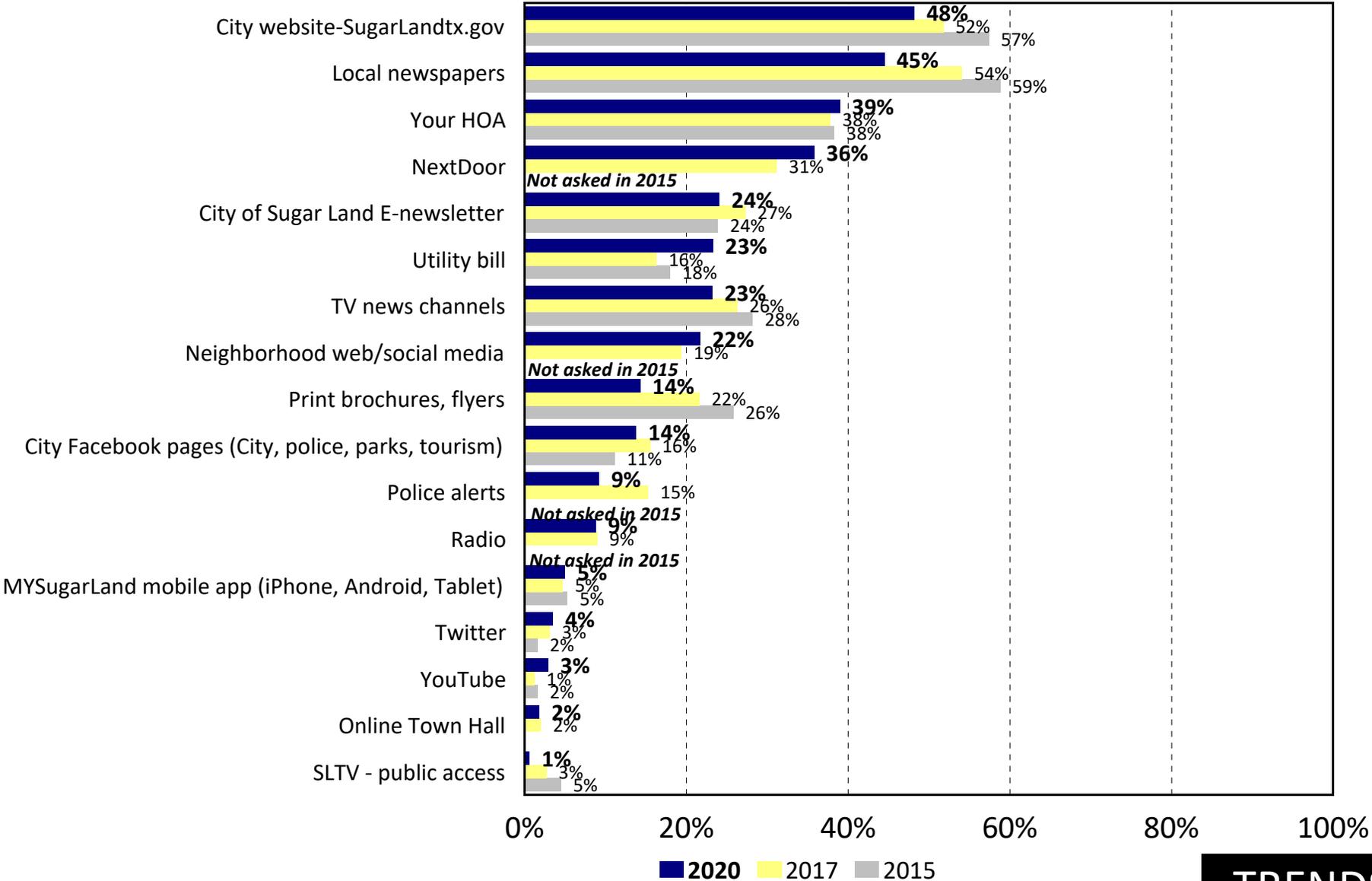
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2020)

# Q20. From which of the following sources do you currently get information about the City of Sugar Land?

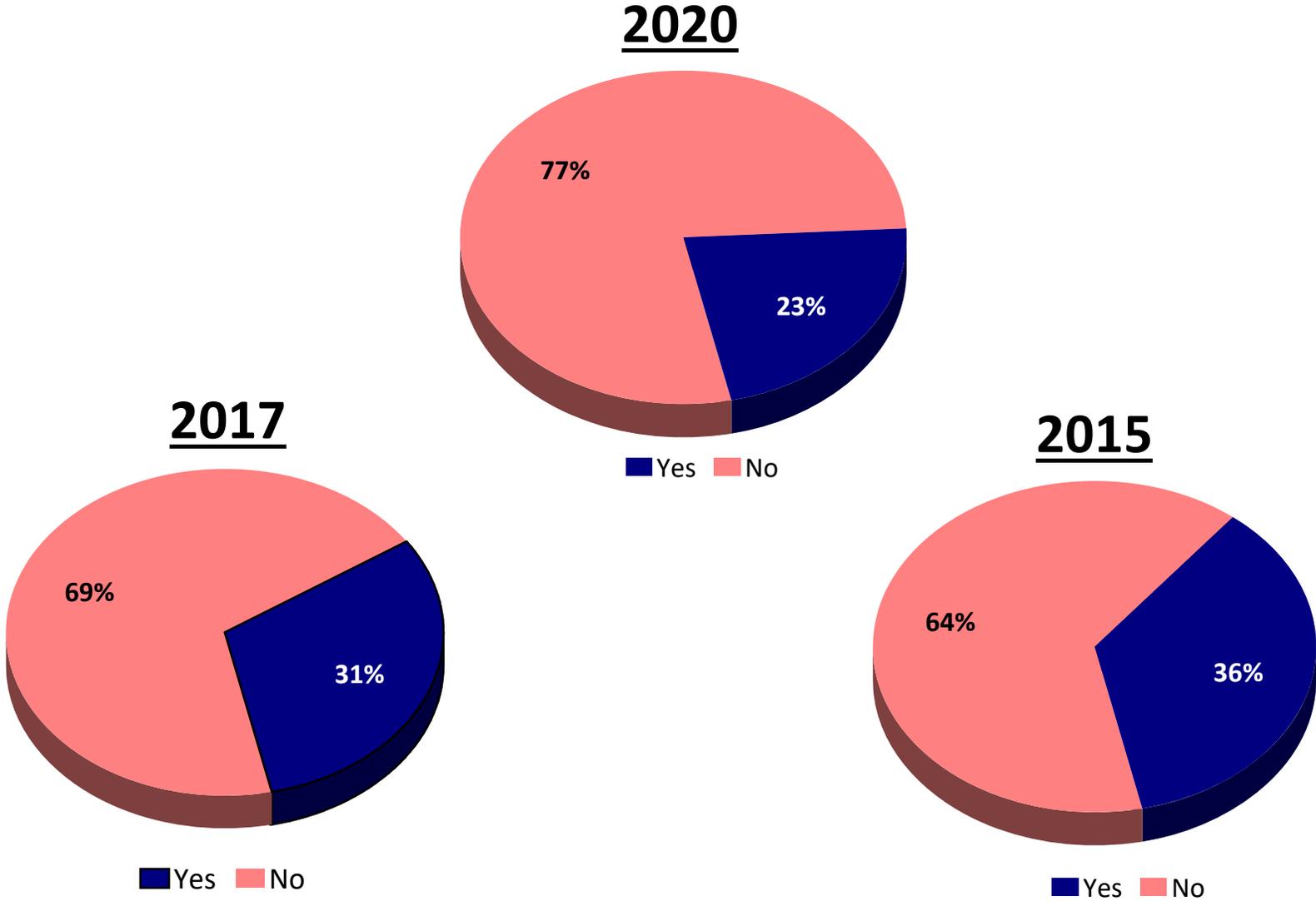
by percentage of respondents



Source: ETC Institute (2020)

# Q26. Have you contacted your city government with a question, problem, or complaint during the past year?

by percentage of respondents

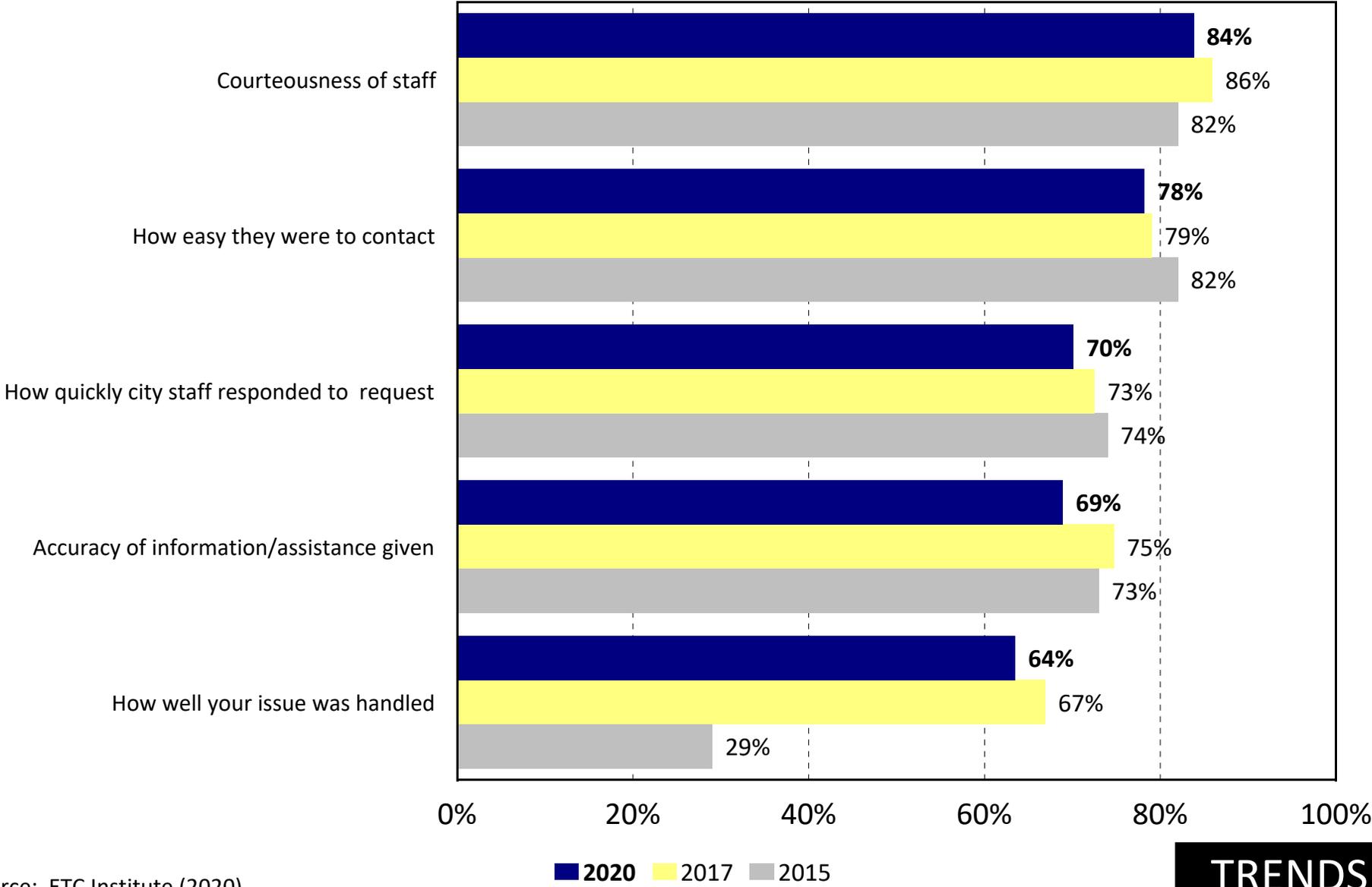


Source: ETC Institute (2020)

ETC Institute (2020)

# Q26b. Overall Satisfaction with Customer Service Provided by City Employees

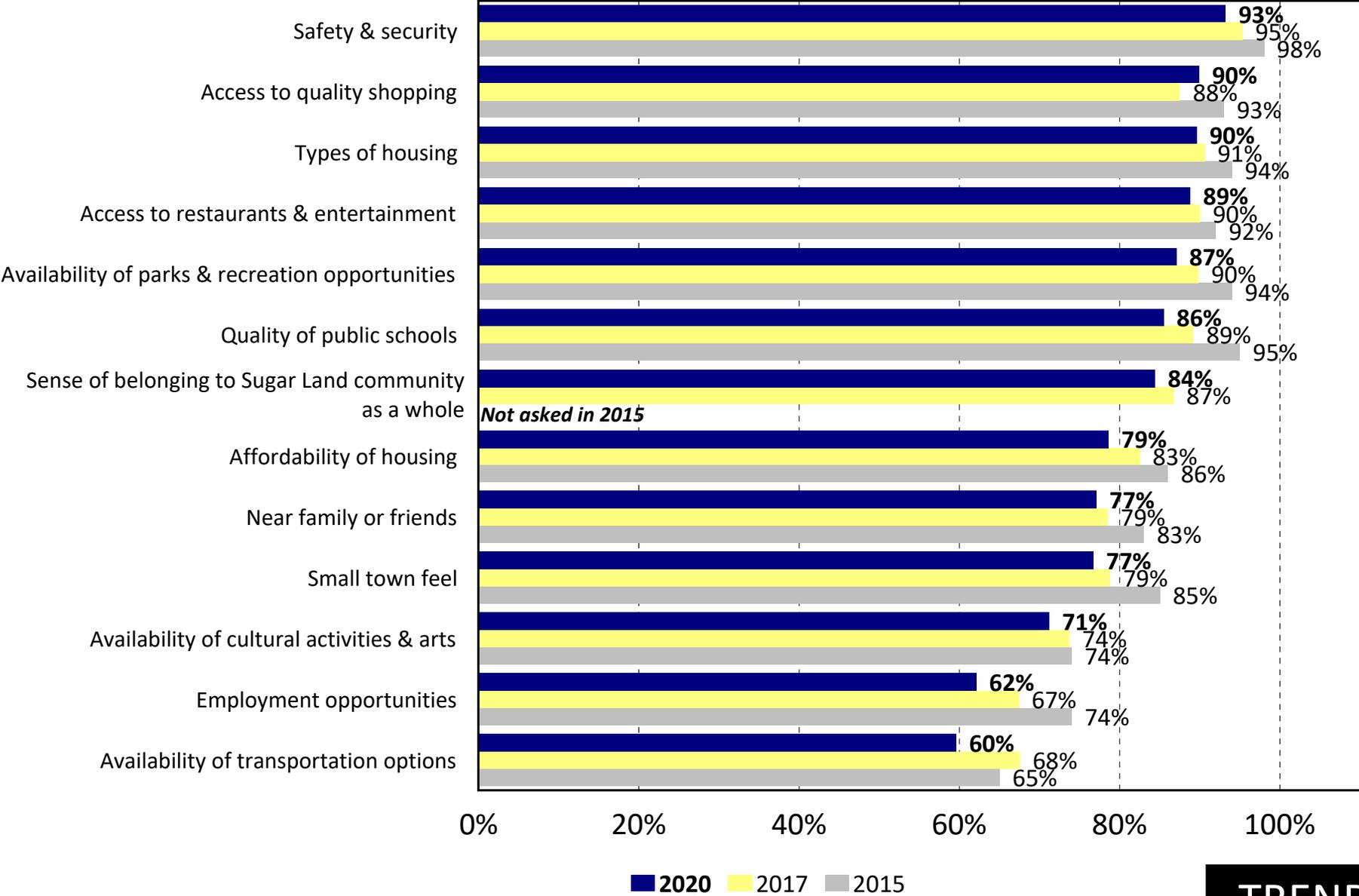
by percentage of households who answered with a 5 or 4 on a 5-point scale (Excluding "Don't Know")



Source: ETC Institute (2020)

# Q29. 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")



Source: ETC Institute (2020)

## **Section 3**

# ***Benchmarking Analysis***

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# Benchmarking Summary Report

## City of Sugar Land, Texas

### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of more than 4,000 residents across the United States, (2) a survey administered to over 300 residents living in Texas during the summer of 2019, and (3) from individual community surveys that were administered in 17 Texas cities over the past two years.

### Interpreting the Charts

The first set of charts on the following pages show how the overall results for Sugar Land compare to the United States national and regional averages based on the results of the 2019 survey that was administered by ETC institute to a random sample of over 4,000 residents across the United States, and the survey administered to over 300 residents living in Texas. Sugar Land's results are shown in blue, the United States averages are shown in red, and the Texas averages are shown in yellow.

The second set of charts show performance range comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents of 17 Texas communities that have participated in ETC Institute's *DirectionFinder*® survey during the past two years. The 17 cities in this analysis include the following:

Addison	El Paso	Plano
Austin	Fort Worth	Round Rock
Baytown	League City	San Antonio
Cedar Hill	McAllen	Schertz
Dallas	Mesquite	Tyler
DeSoto	Missouri City	

The lowest and highest satisfaction ratings are listed to the left and right of each bar. The orange dot on each bar shows how the results for Sugar Land compare to the Texas average, which is shown as a vertical bar in the middle of each horizontal bar. If the orange dot is located to the right of the vertical bar, the City rated above the average for communities in ETC Institute's *DirectionFinder*® database for Texas communities. If the orange dot is located to the left of the vertical bar, the City rated below the Texas average.

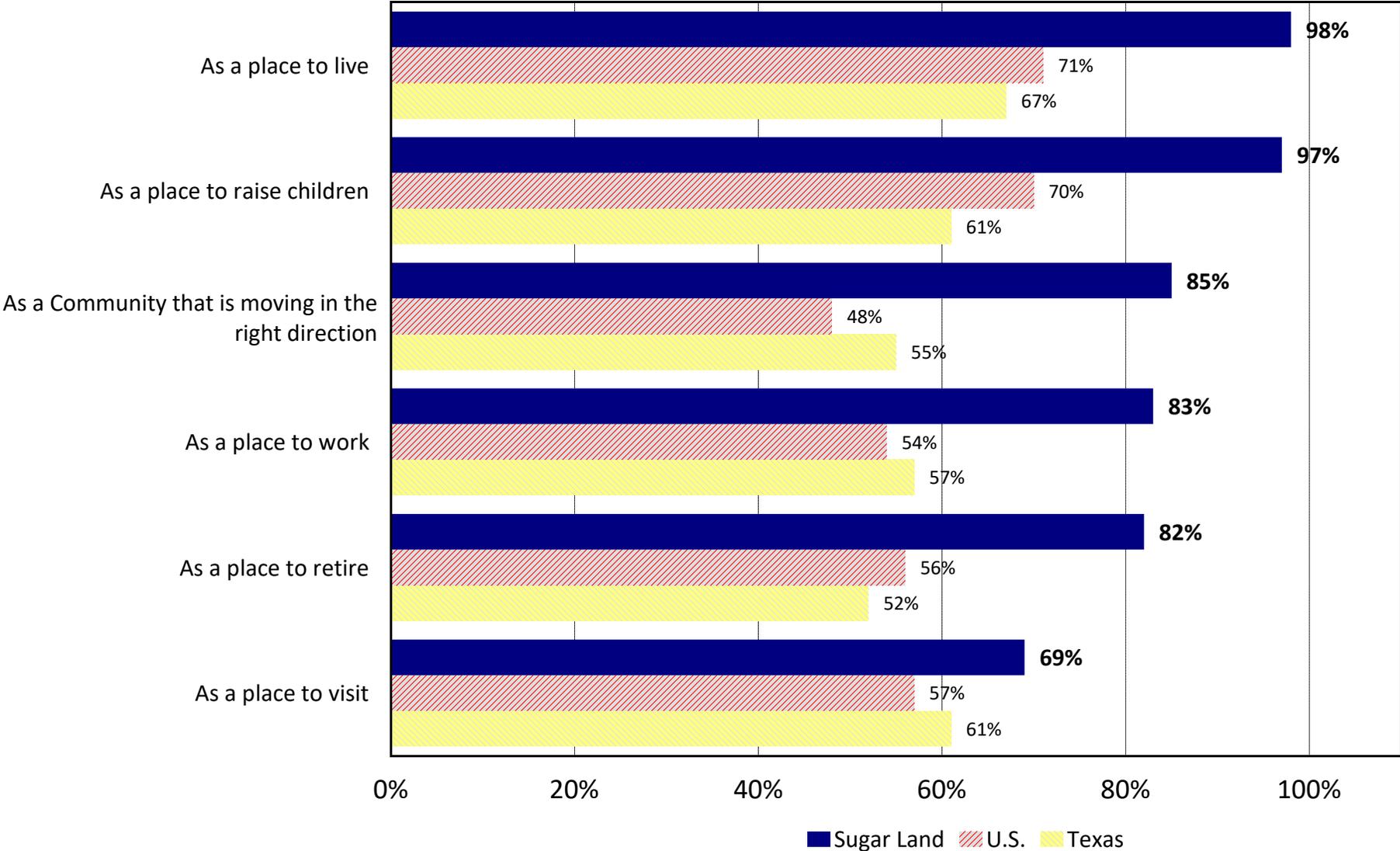
# National Benchmarks

**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

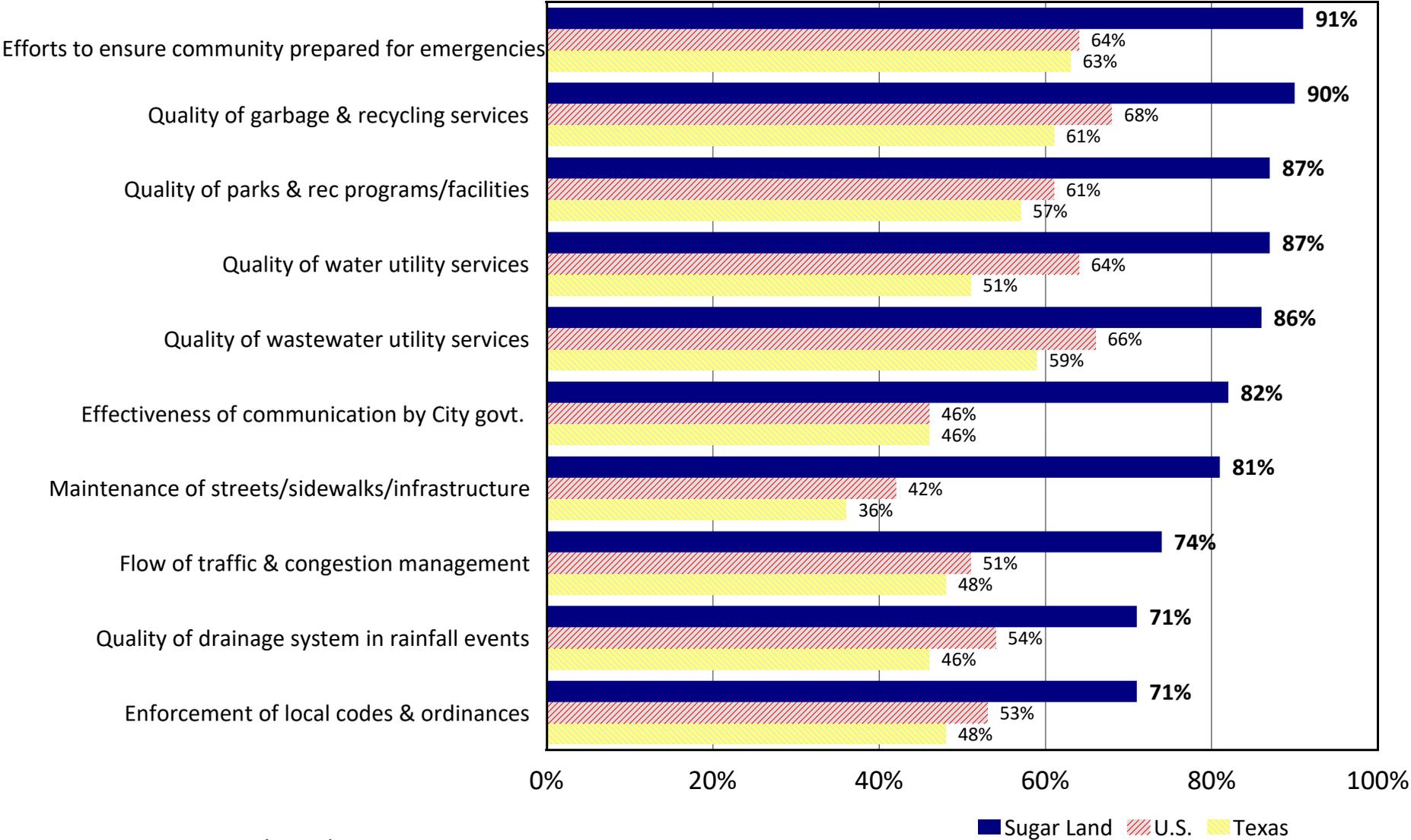
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "excellent"



Source: ETC Institute (2020)

# 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"

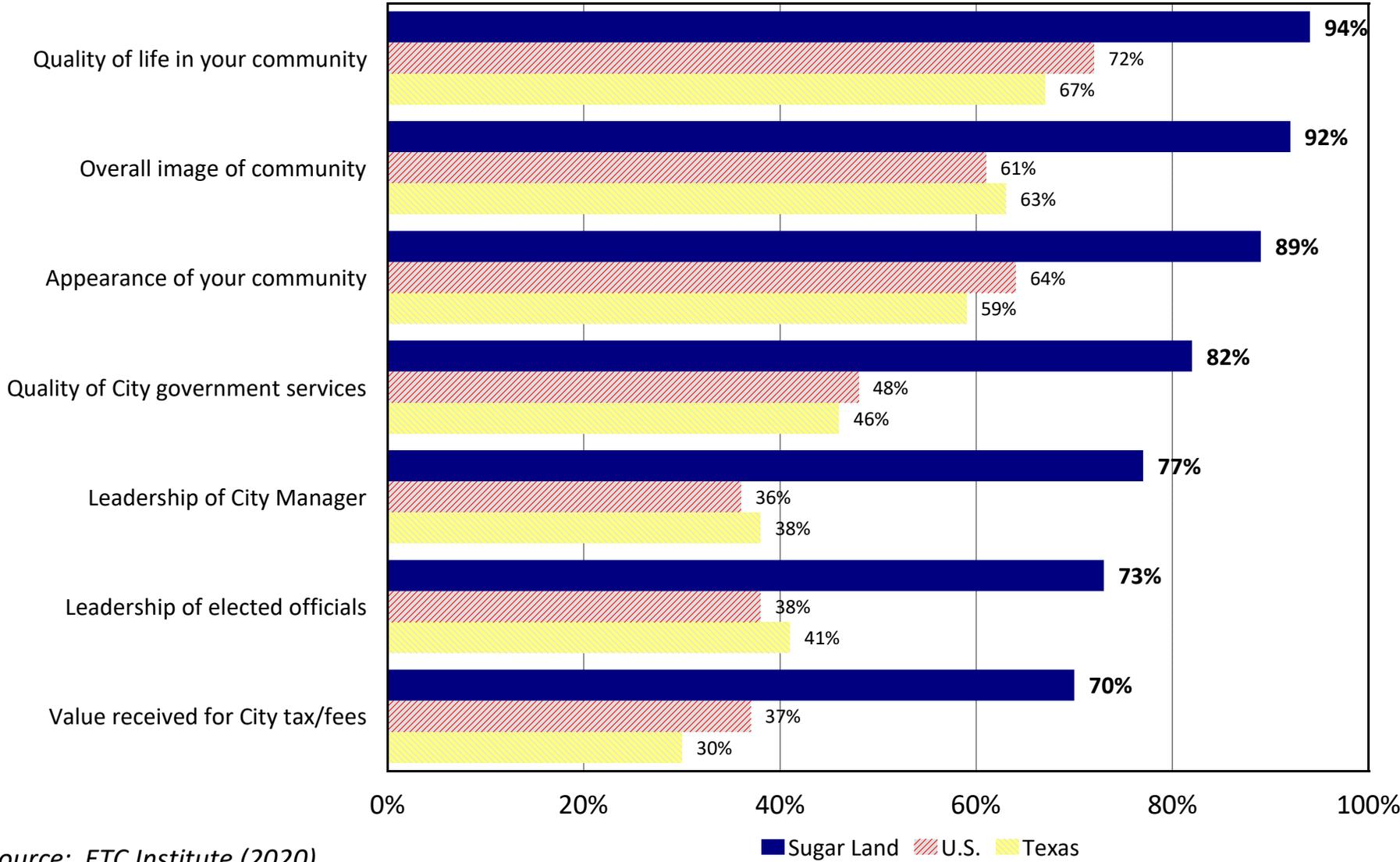


Source: ETC Institute (2020)

# 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"

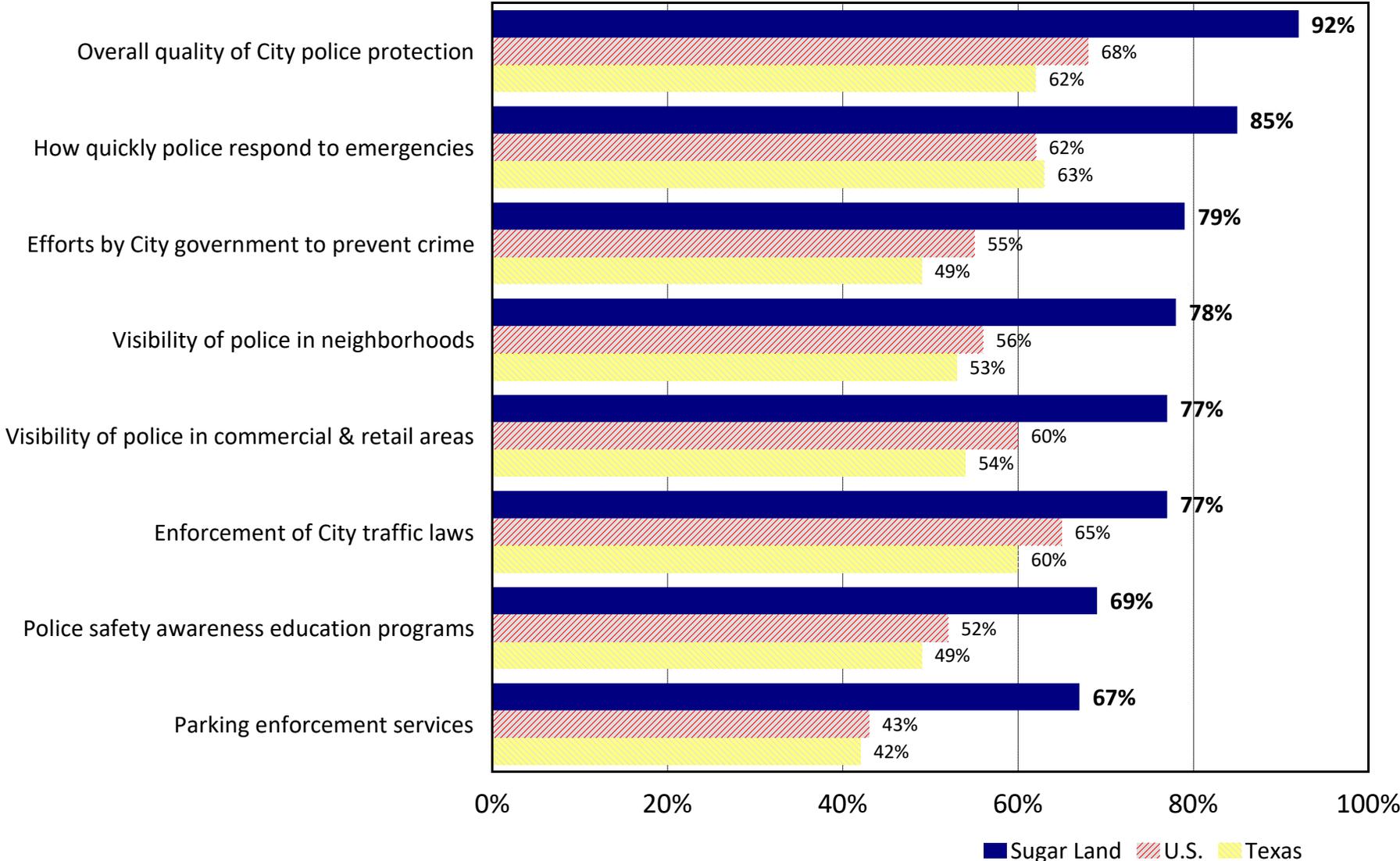


Source: ETC Institute (2020)

# 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"

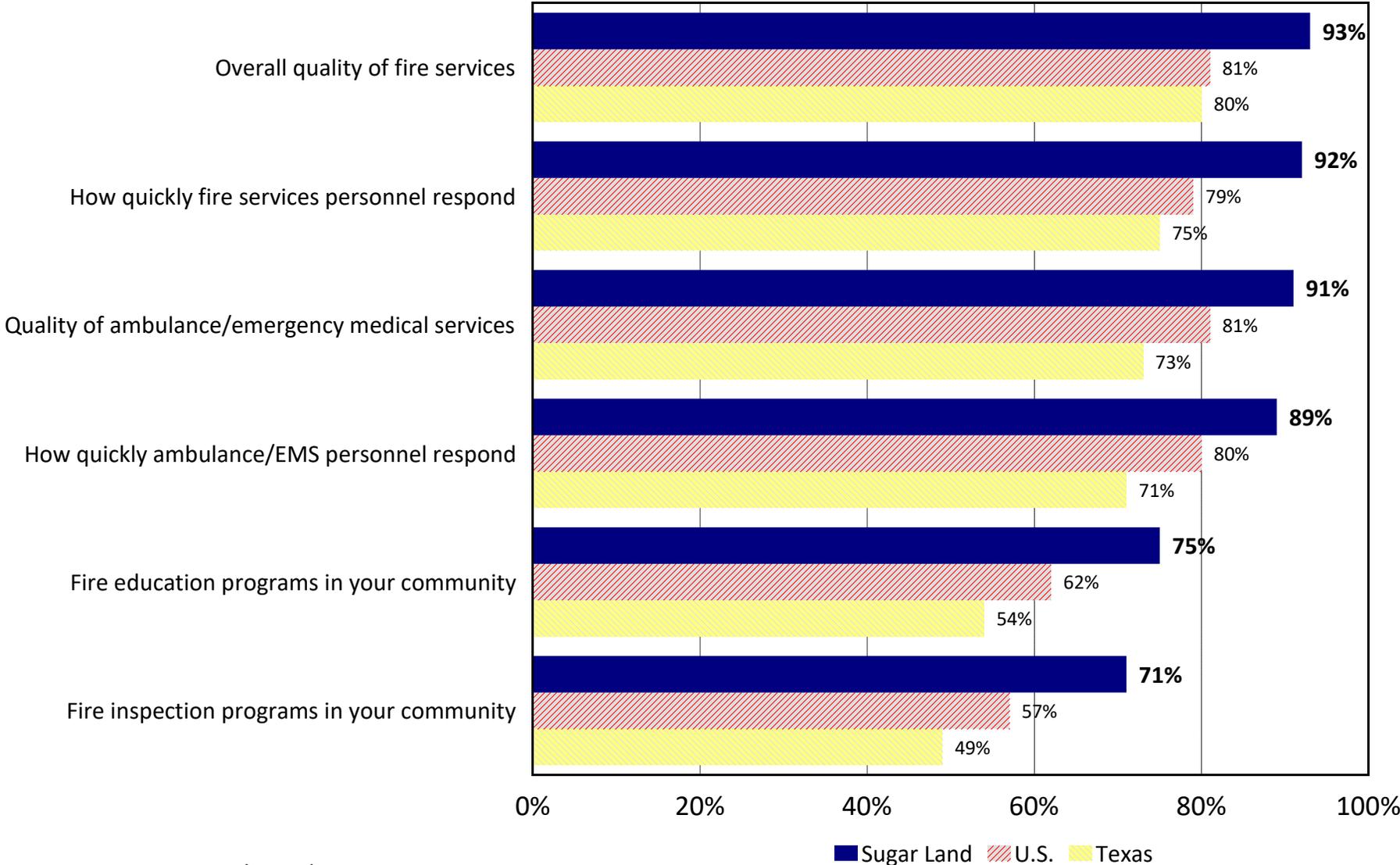


Source: ETC Institute (2020)

# 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"

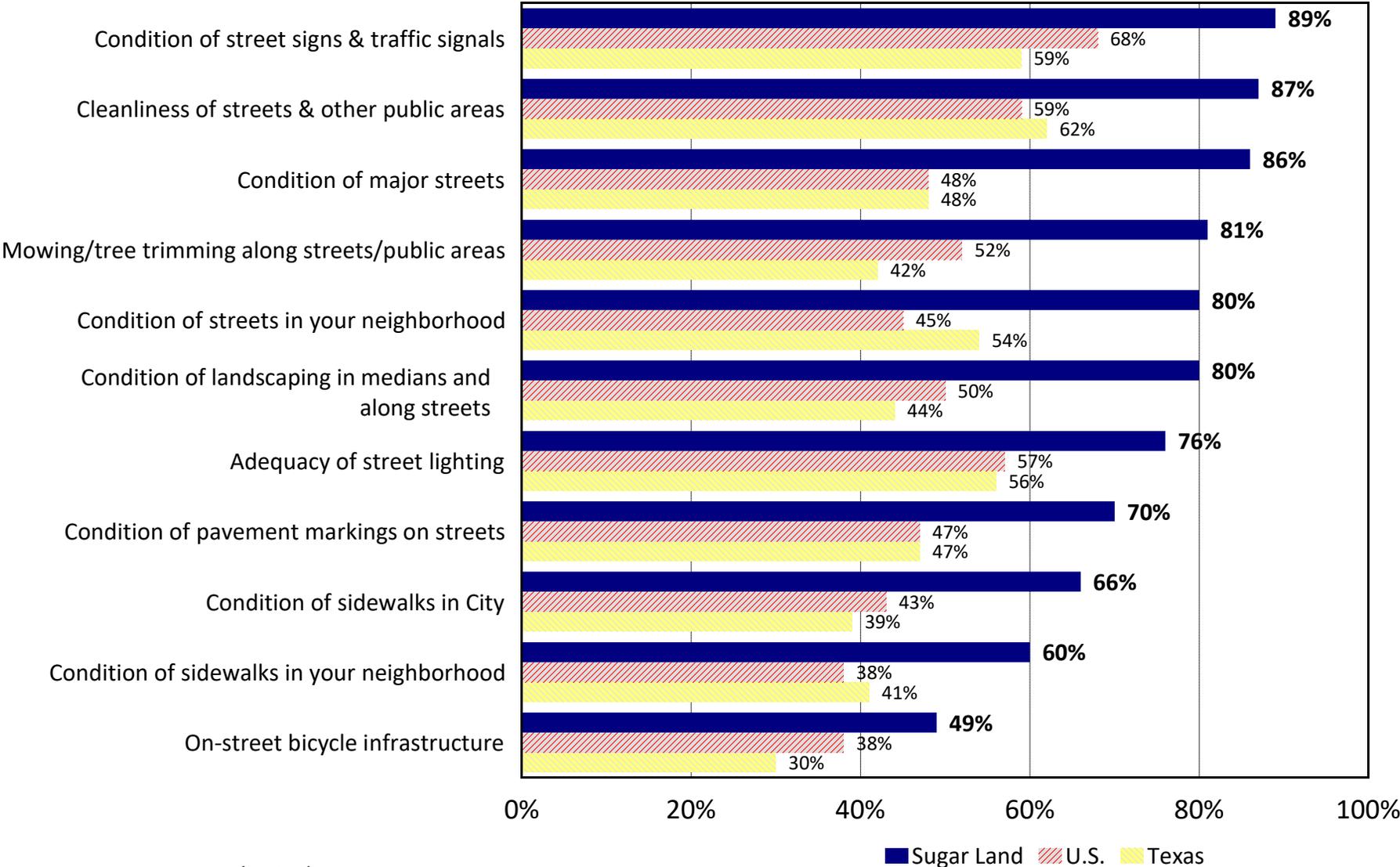


Source: ETC Institute (2020)

# 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"

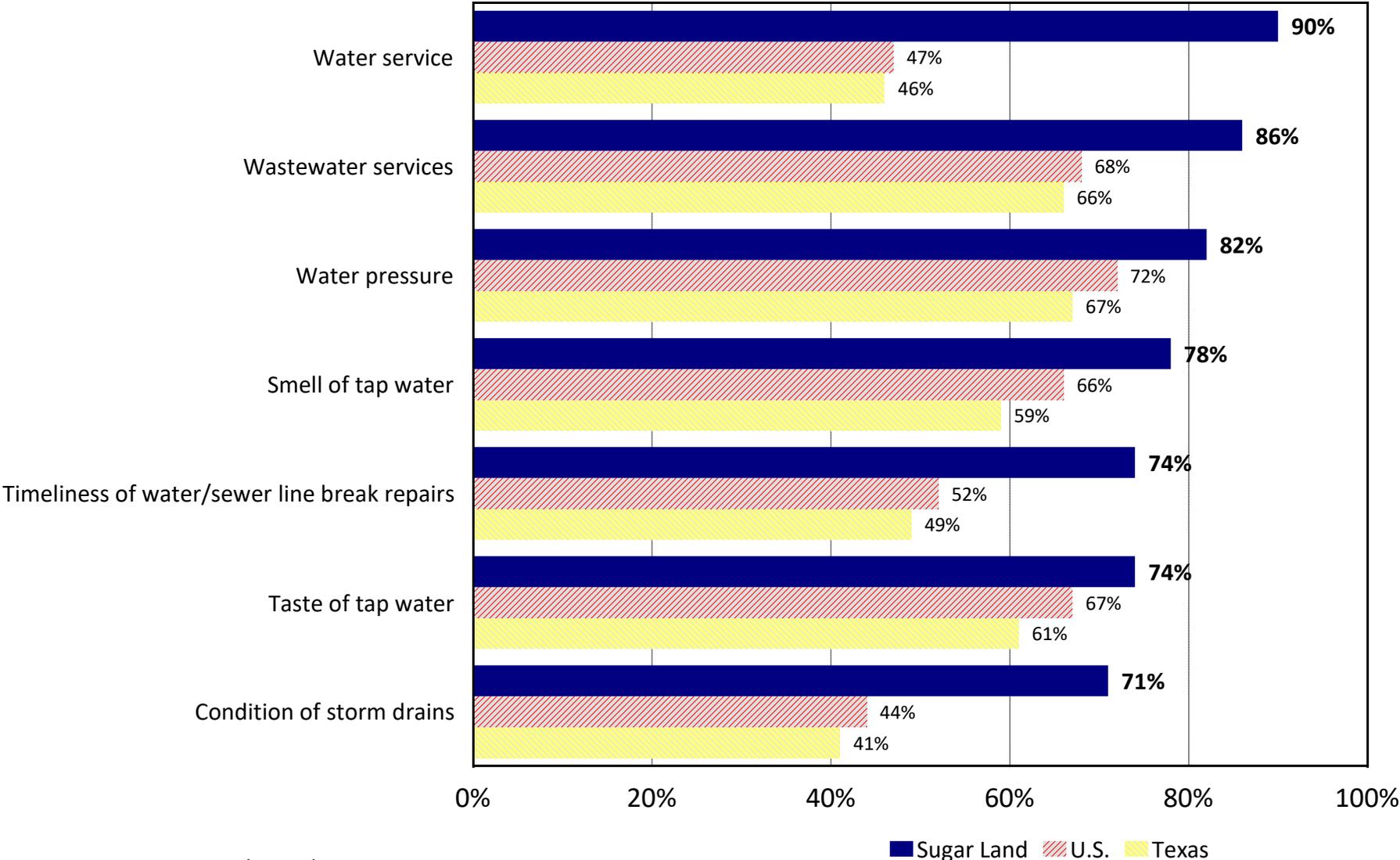


Source: ETC Institute (2020)

# 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"

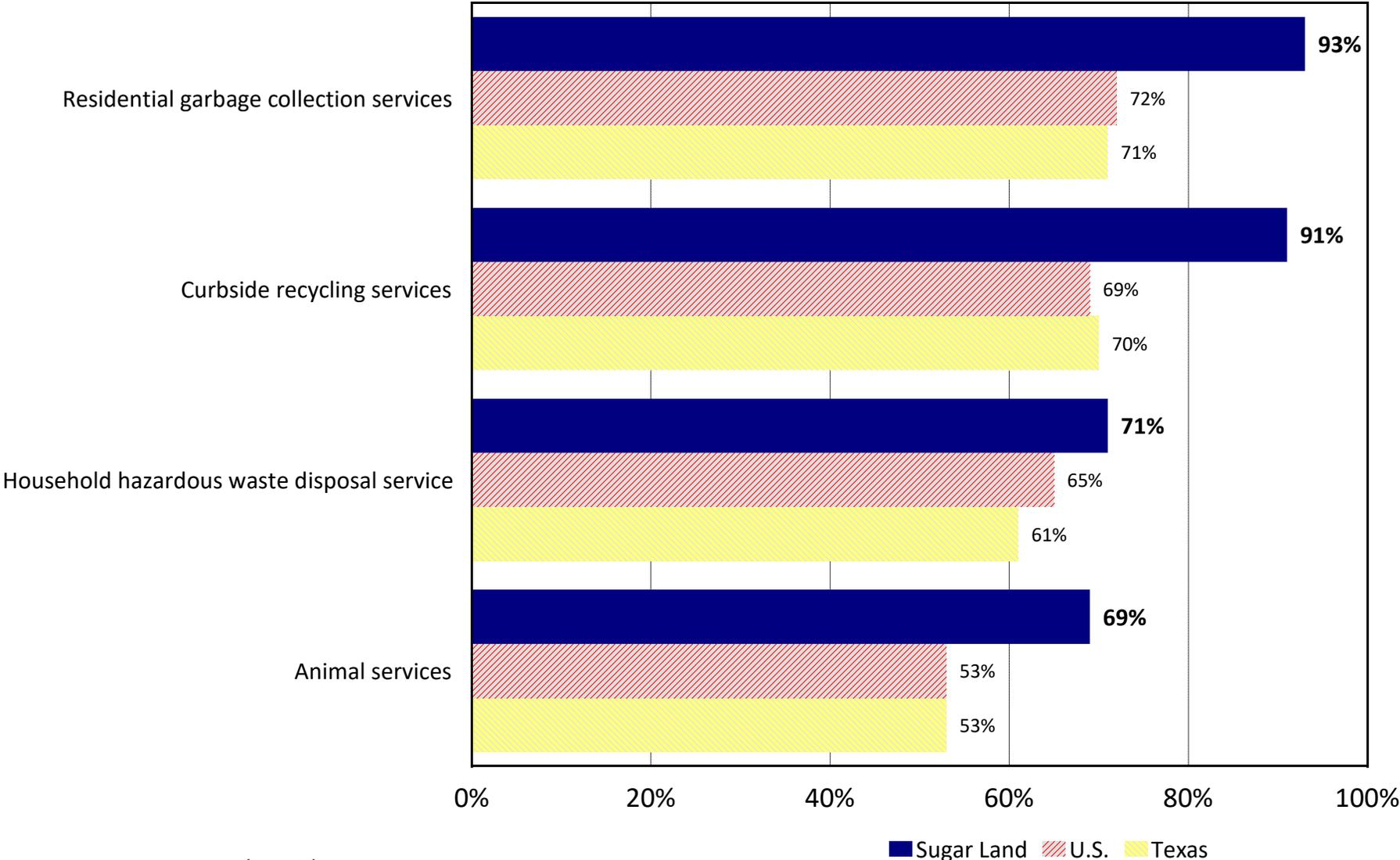


Source: ETC Institute (2020)

# 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"

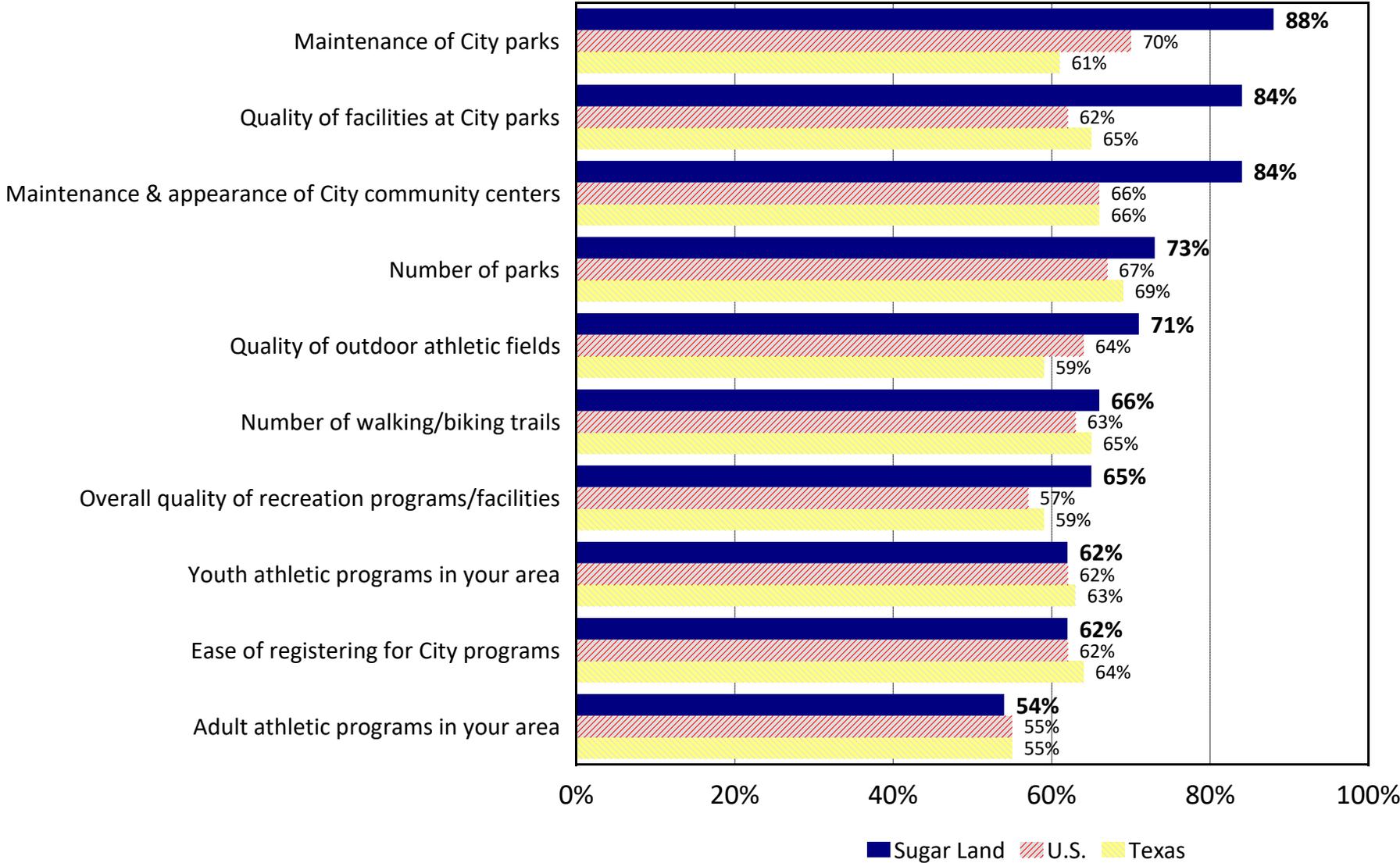


Source: ETC Institute (2020)

# Parks and Recreation

## 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"

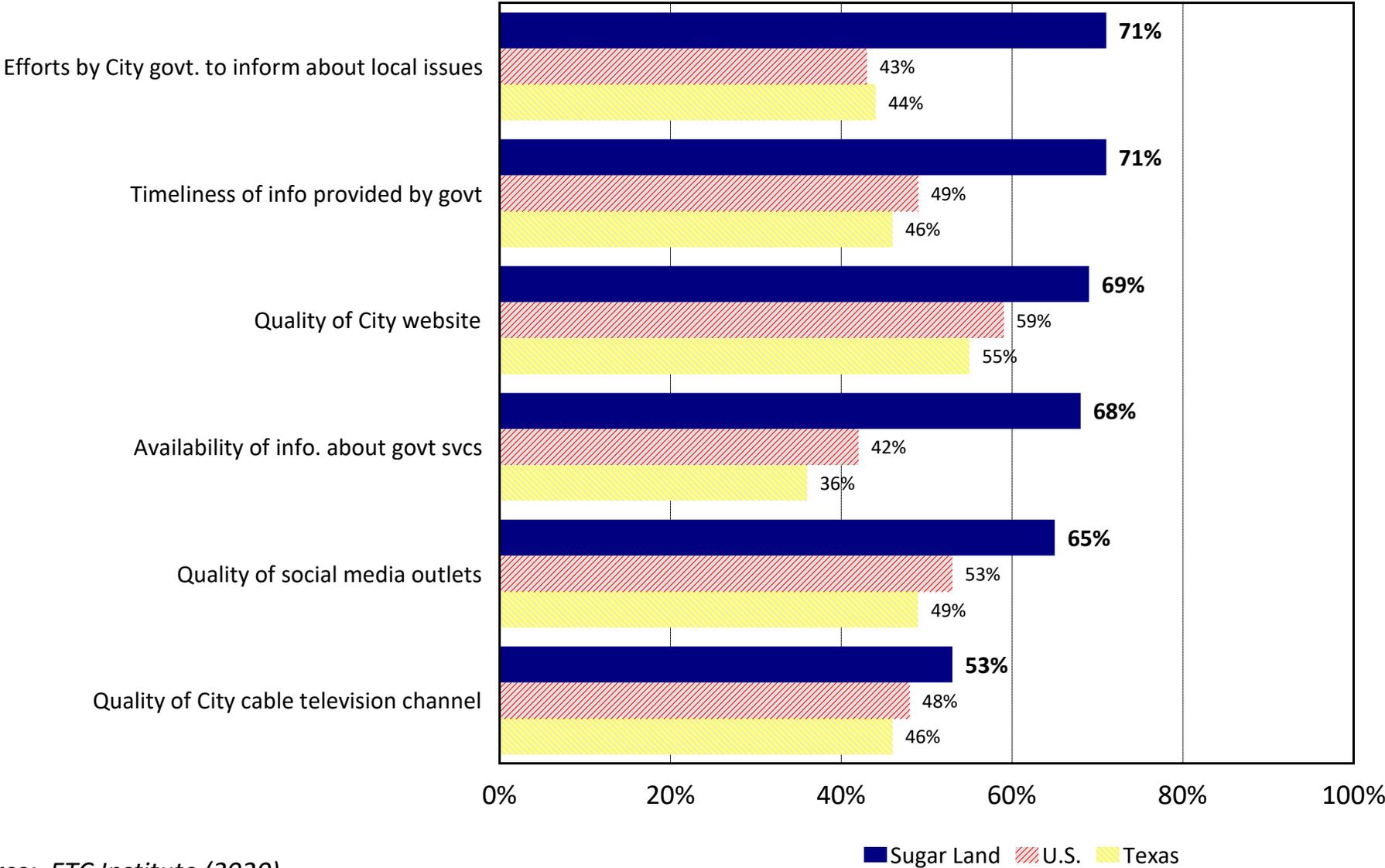


Source: ETC Institute (2020)

# 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"

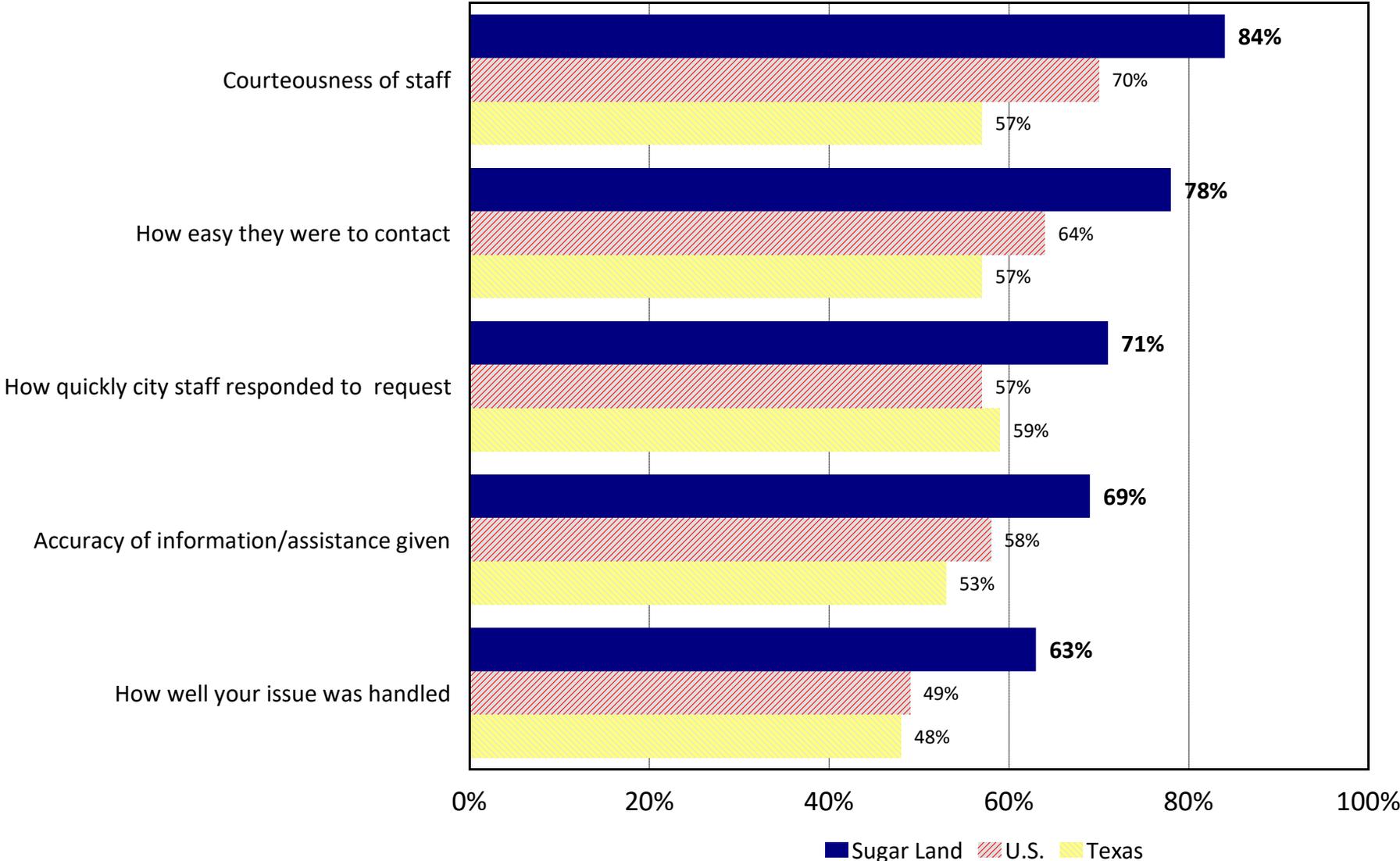


Source: ETC Institute (2020)

# Customer Service

## 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 (2020)

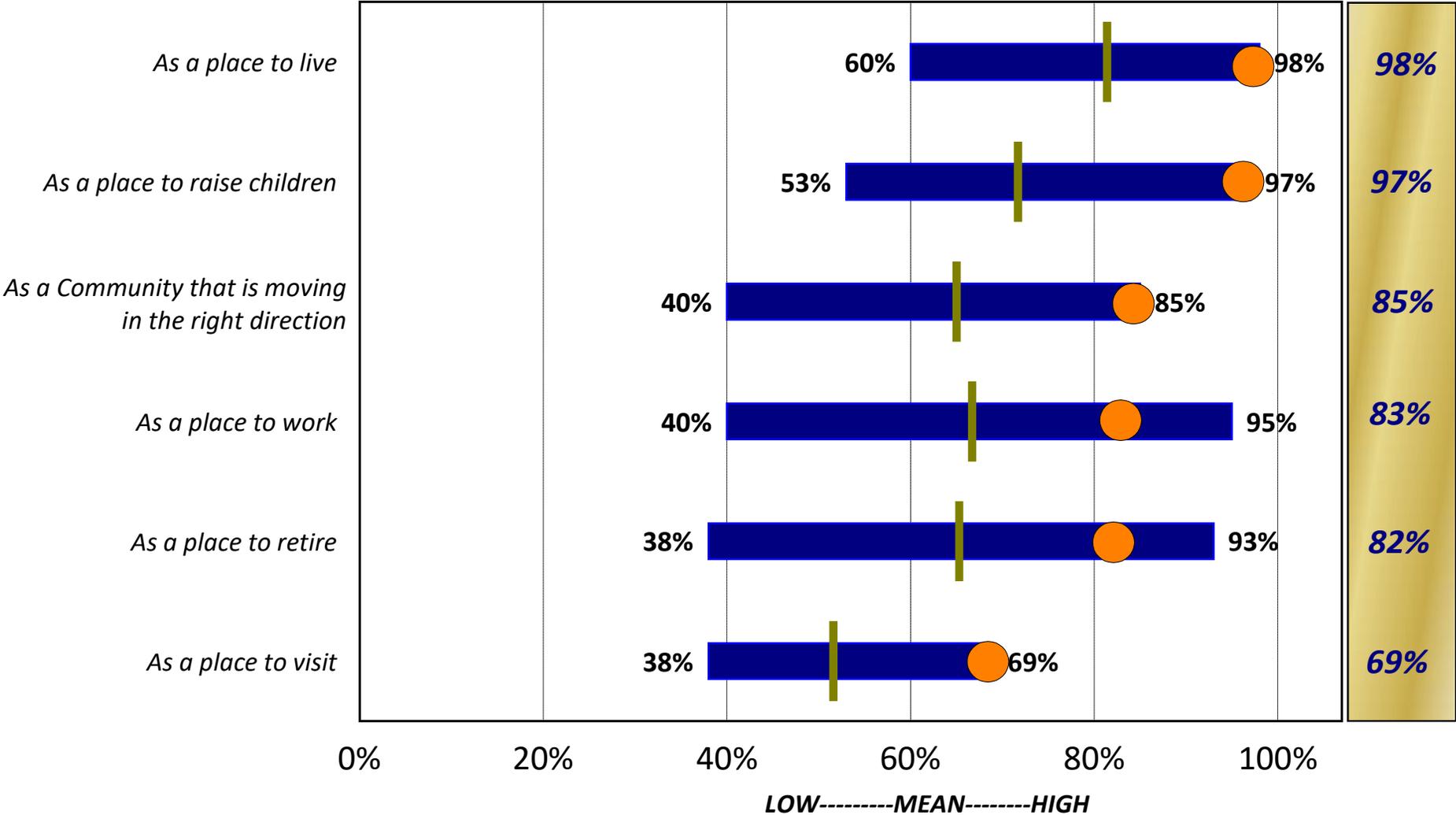
# Performance Range Data

# 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**



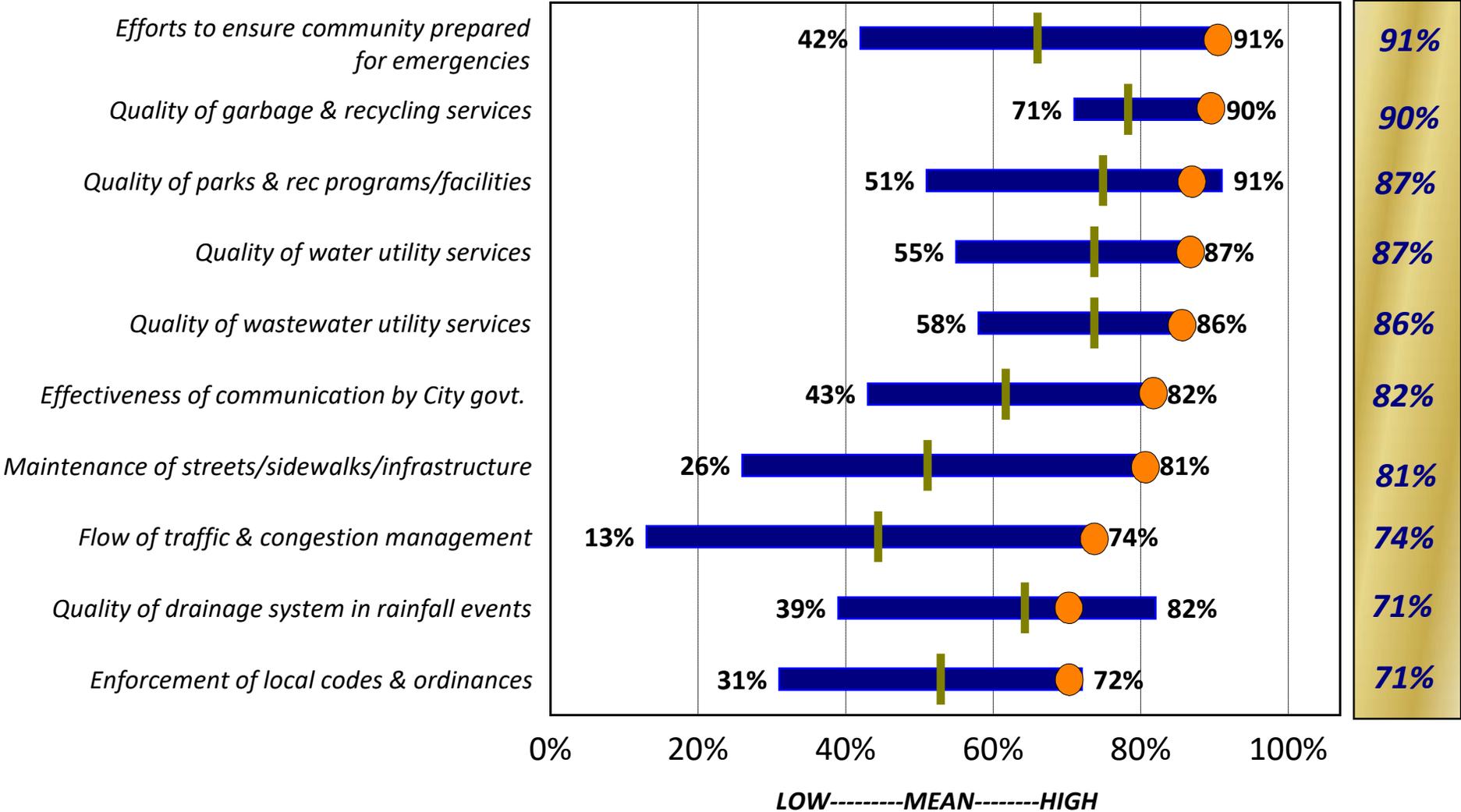
Source: ETC Institute (2020)

# 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**



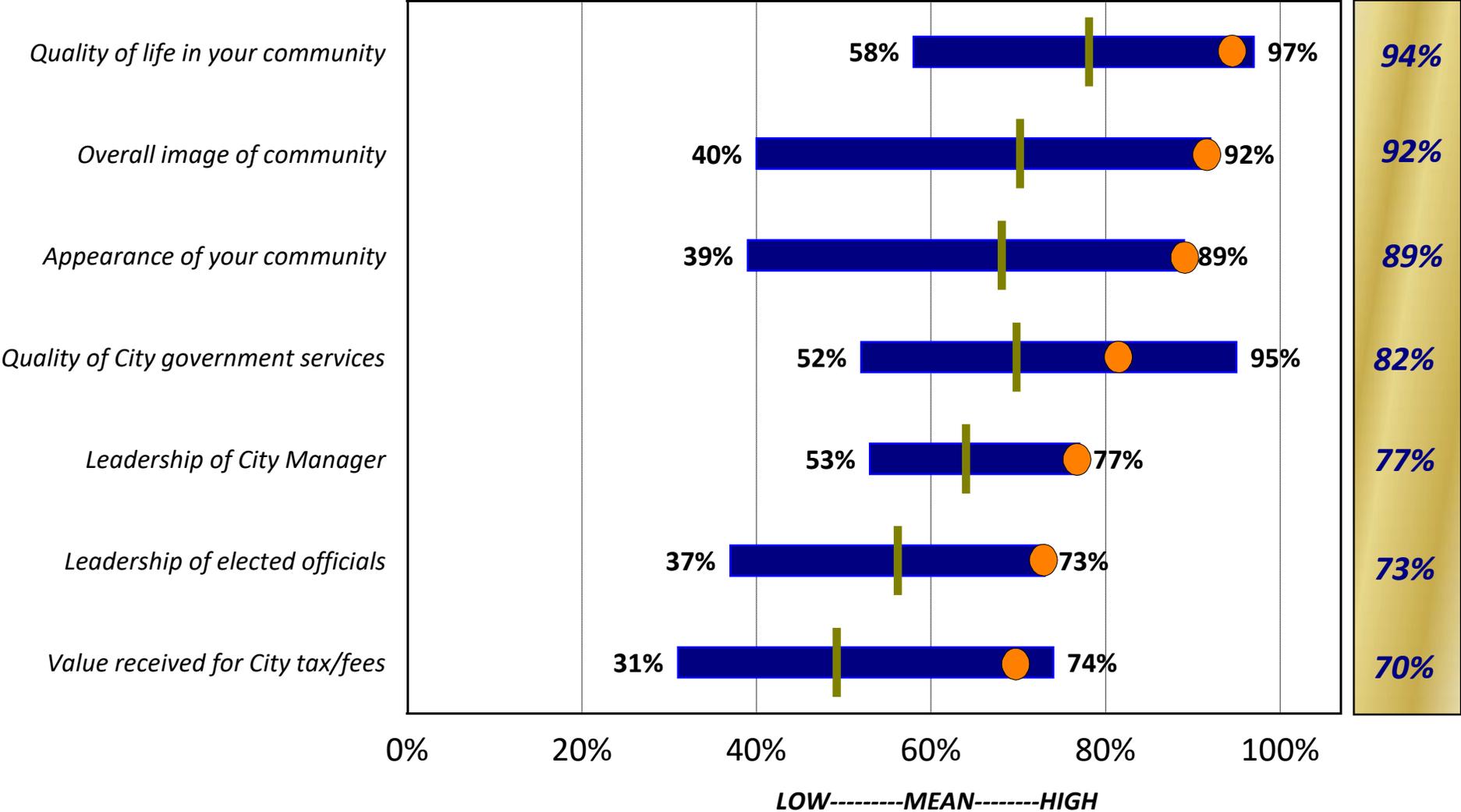
Source: ETC Institute (2020)

# 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**



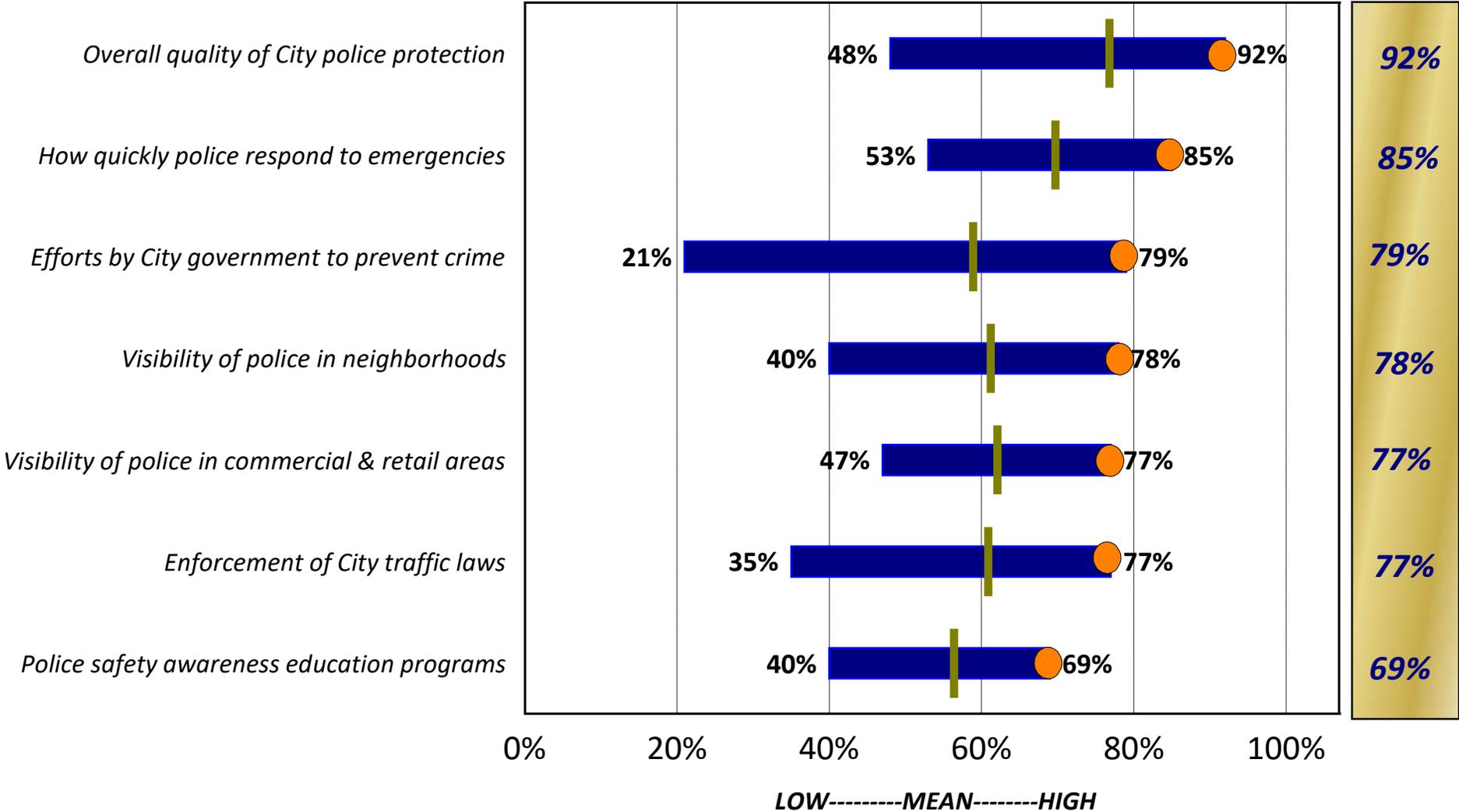
Source: ETC Institute (2020)

# 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**



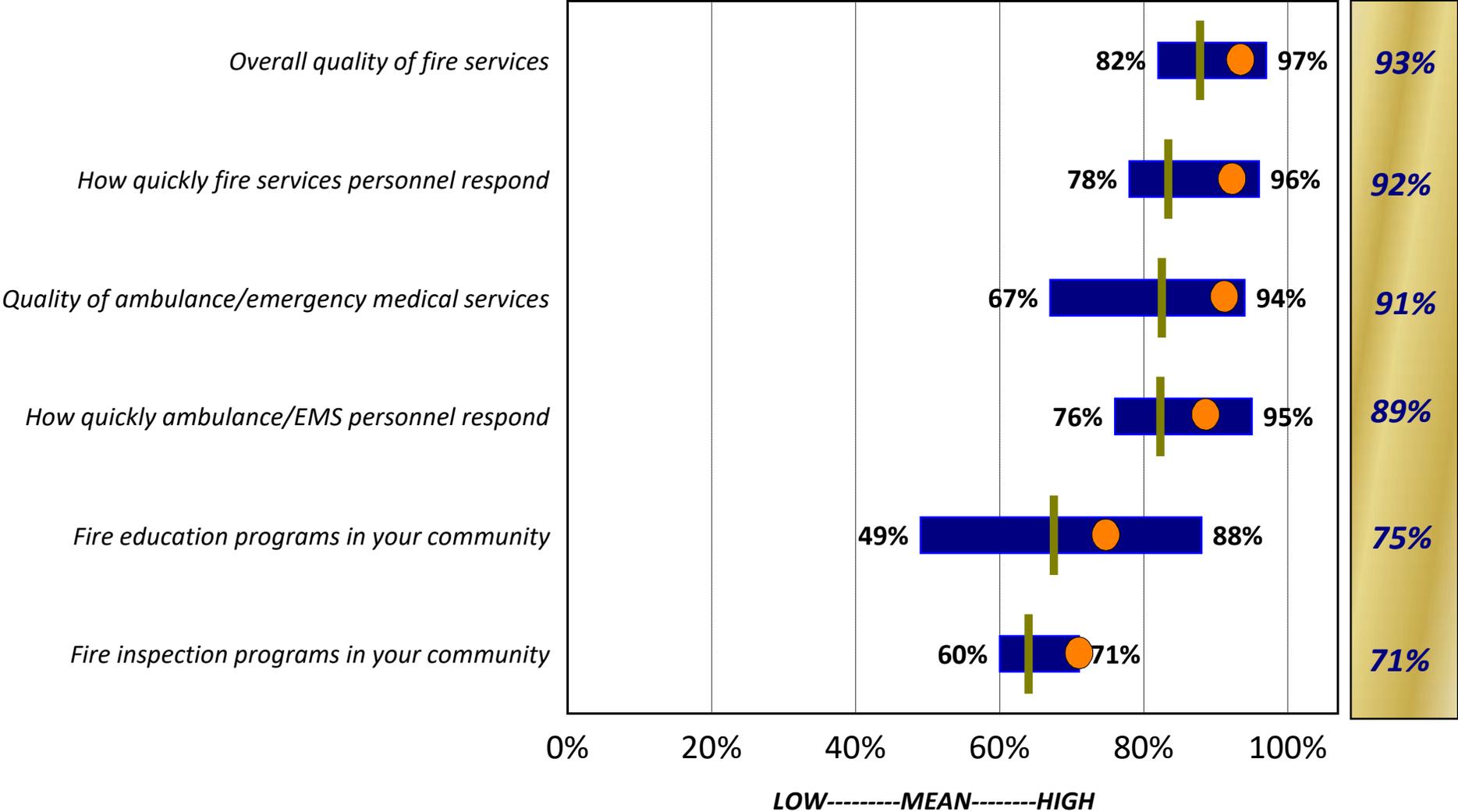
Source: ETC Institute (2020)

# 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**



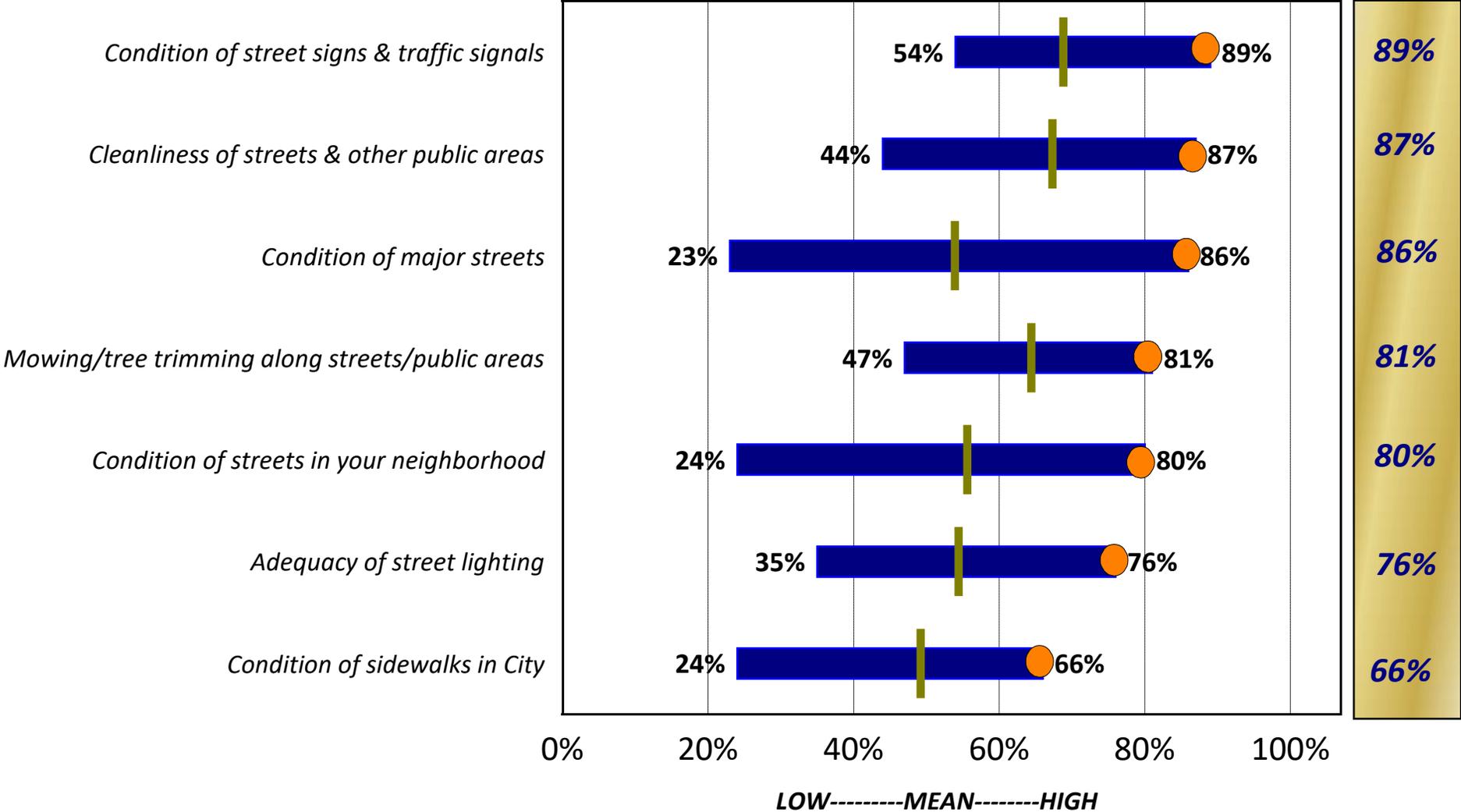
Source: ETC Institute (2020)

# 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**



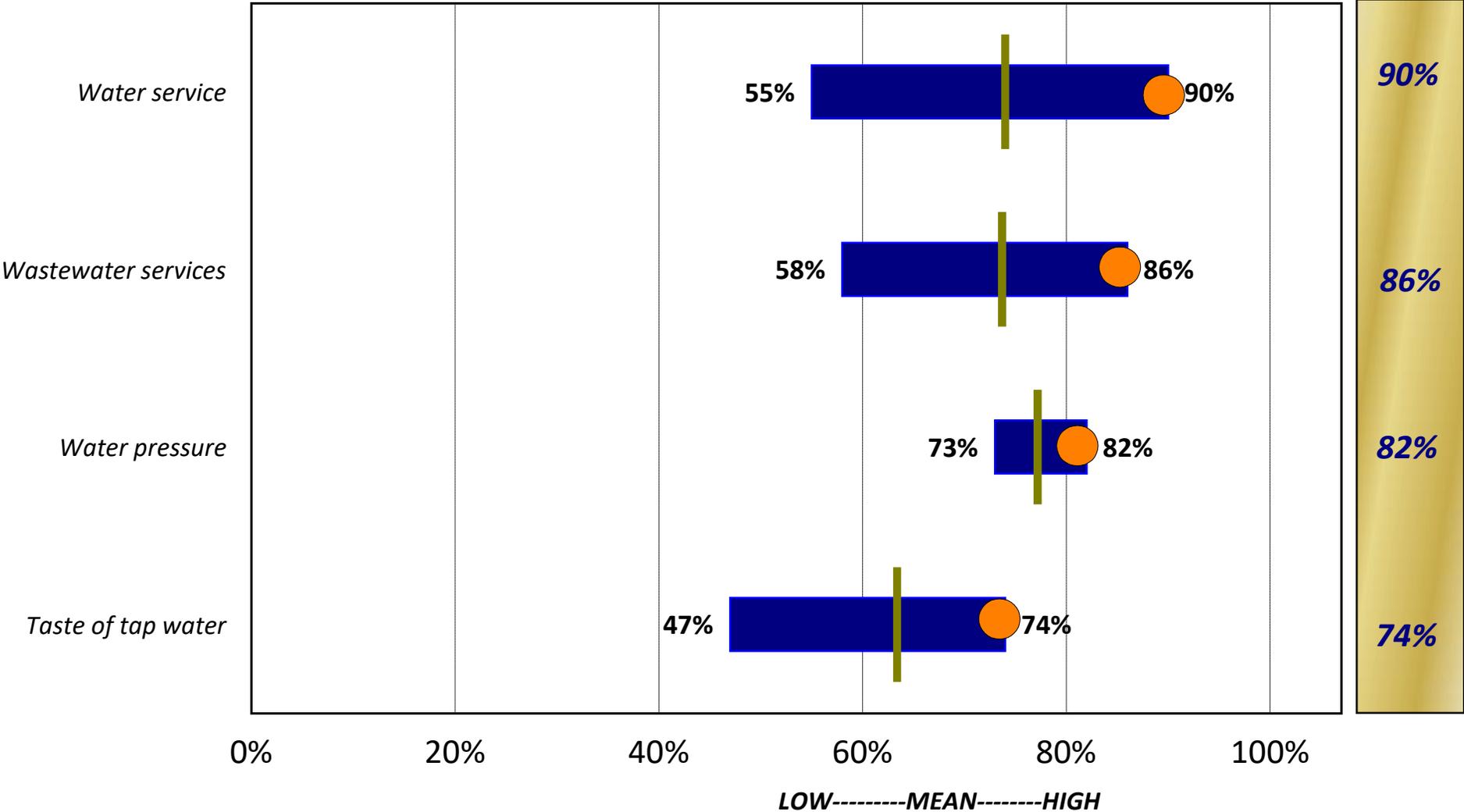
Source: ETC Institute (2020)

# 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**



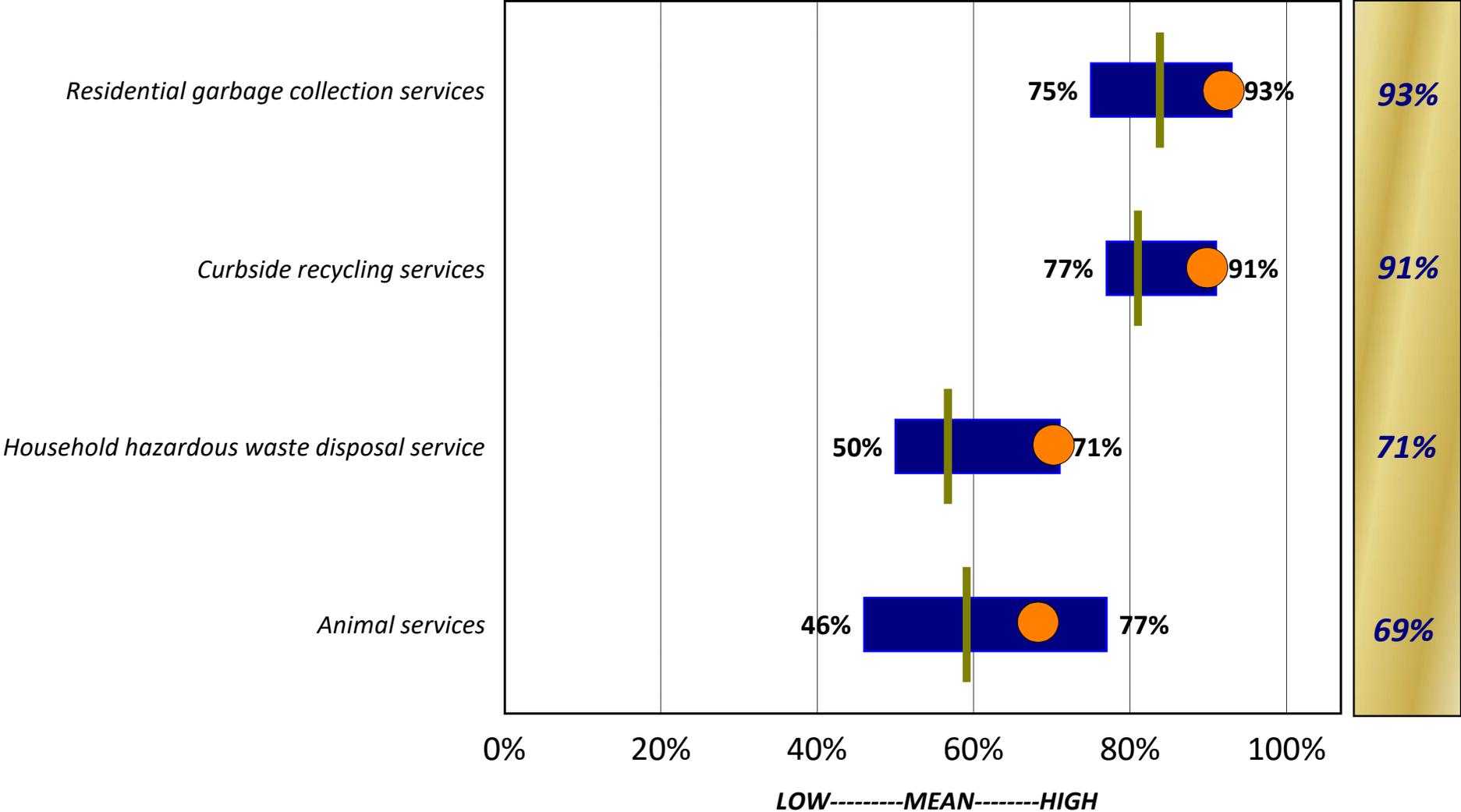
Source: ETC Institute (2020)

# 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**



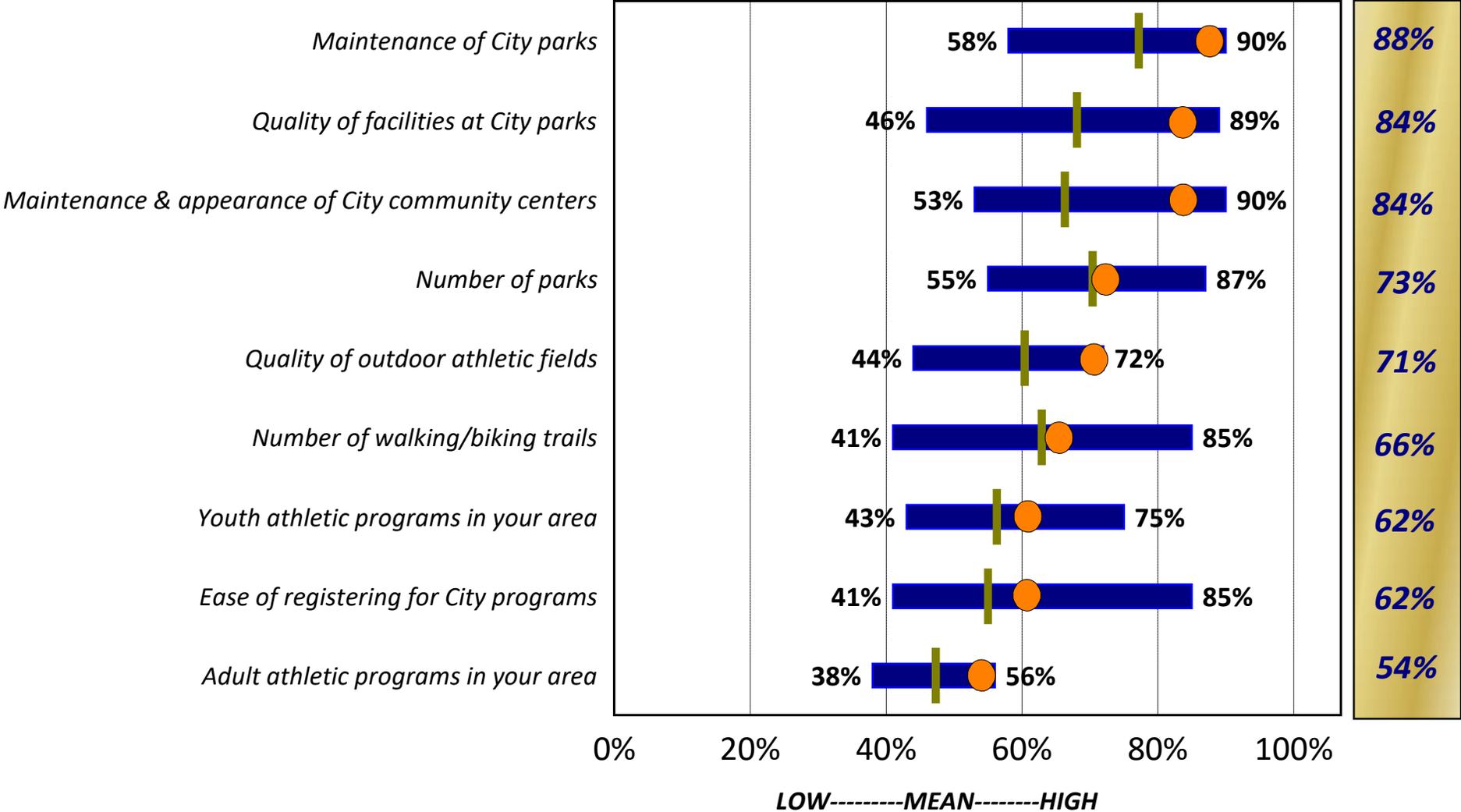
Source: ETC Institute (2020)

# Parks and Recreation

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**



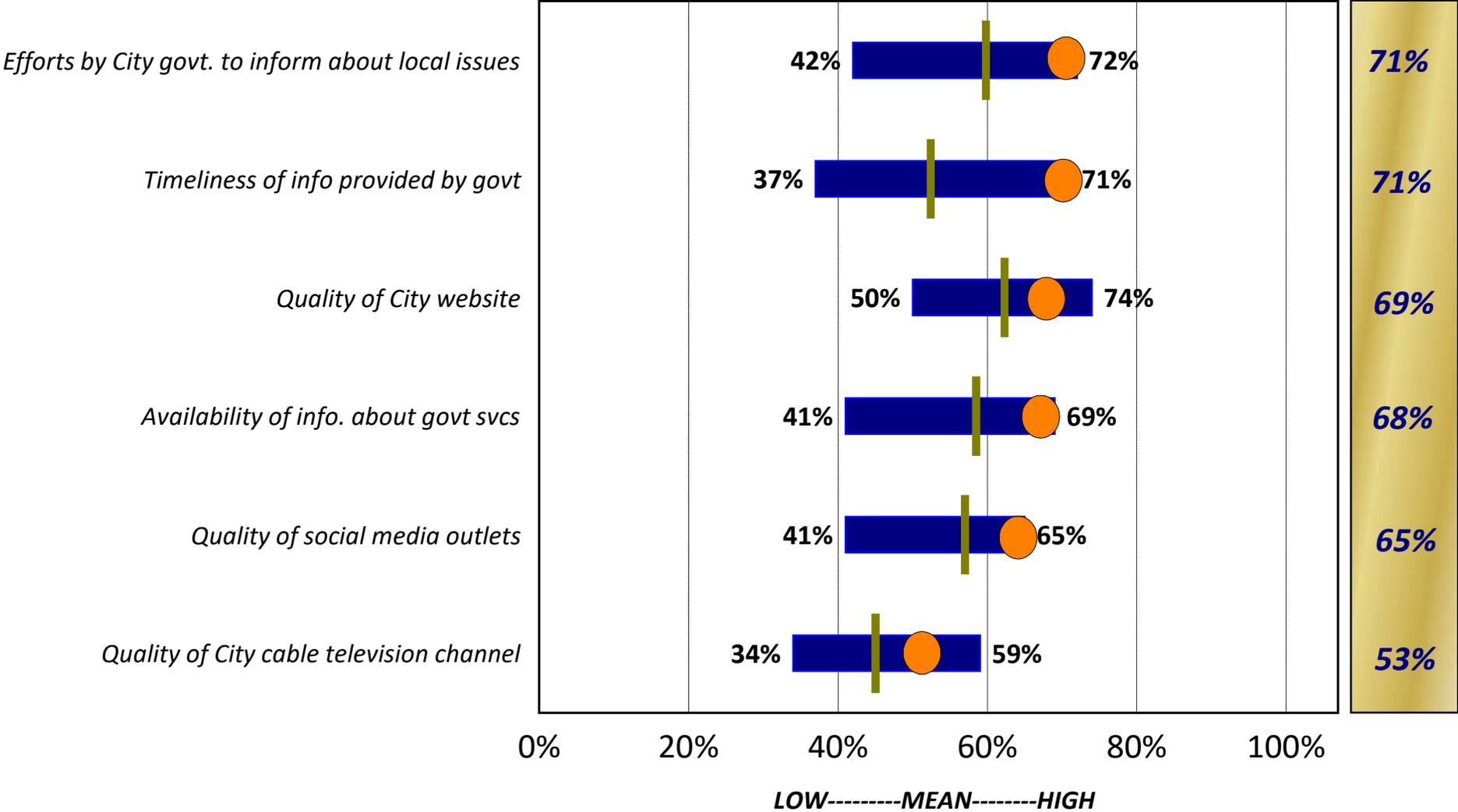
Source: ETC Institute (2020)

# 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**



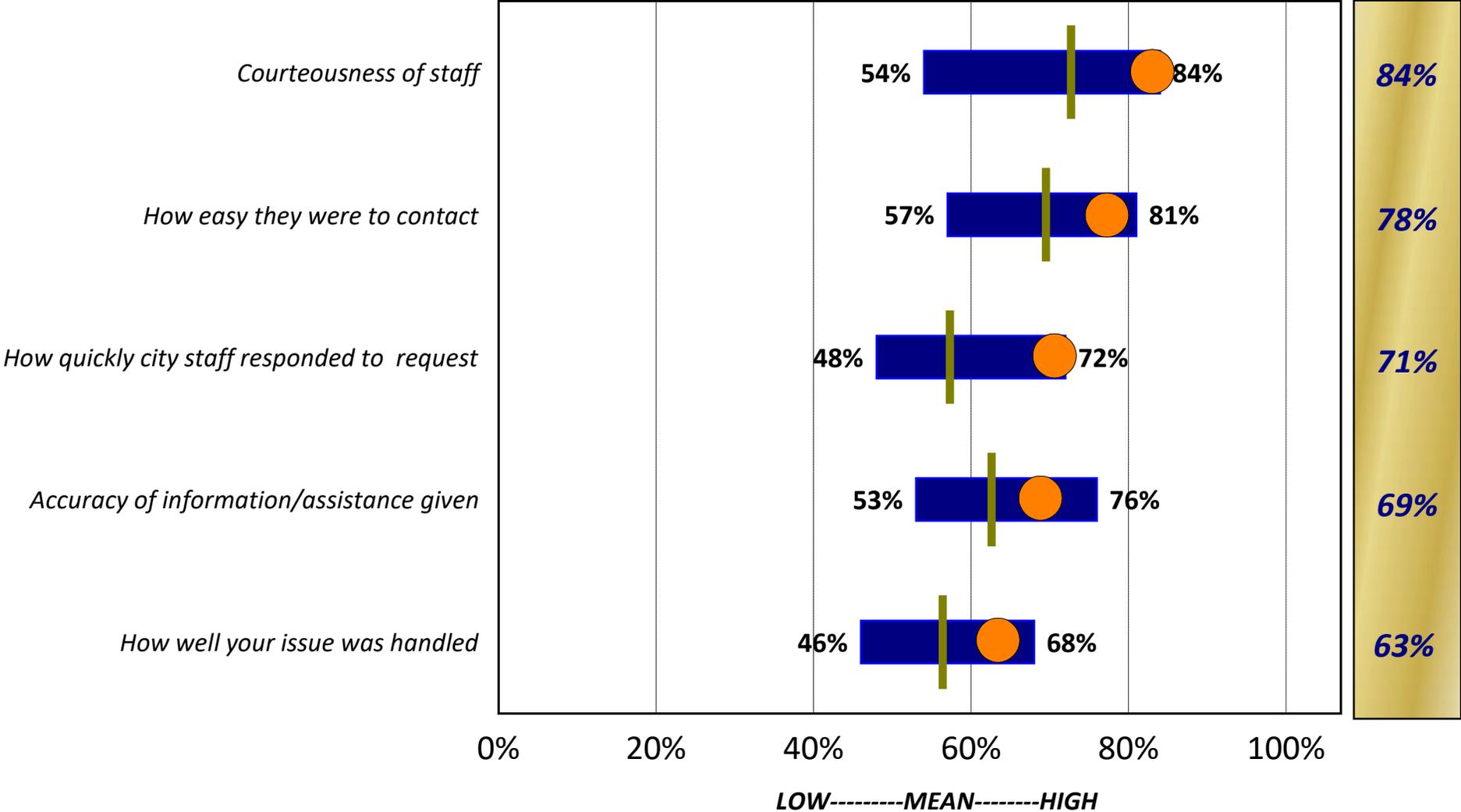
Source: ETC Institute (2020)

# Customer 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 (2020)

## **Section 4**

# ***Importance-Satisfaction Analysis***

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# Importance-Satisfaction Analysis

## City of Sugar Land, Texas

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### Overview

Today, City officials 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 (IS) 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 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.

### Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's 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. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation:** Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Forty-one percent (40.6%) of respondents selected *quality of drainage system in rainfall events* as one of the most important services for the City to provide.

With regard to satisfaction, 71% of respondents surveyed rated the City's overall performance in the *quality of drainage system in rainfall events* 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 1 minus the sum of the satisfaction percentages. In this example, 40.6% was multiplied by 29% (1-0.71). This calculation yielded an I-S rating of 0.1177, which ranked first out of 17 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

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 for the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. 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* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The results for the City of Sugar Land are provided on the following pages.

## 2020 Importance-Satisfaction Rating

### City of Sugar Land

### Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Quality of drainage system in rainfall events	41%	1	71%	13	0.1177	1
Flow of traffic & congestion management	38%	3	73%	12	0.1012	2
<b>Medium Priority (IS &lt;.10)</b>						
Maintenance of streets/sidewalks/infrastructure	39%	2	81%	9	0.0739	3
Efforts to ensure community is prepared for emergencies	23%	5	91%	3	0.0201	4
Quality of police service	30%	4	94%	2	0.0196	5
Quality of parks & rec programs/facilities	13%	6	87%	5	0.0160	6
Effectiveness of communication by City govt.	8%	9	82%	8	0.0151	7
Enforcement of local codes & ordinances	5%	11	71%	14	0.0140	8
Quality of water utility services	9%	8	86%	6	0.0120	9
Quality of permit application process	2%	14	61%	17	0.0081	10
Quality of treasury billing customer service	3%	13	76%	10	0.0077	11
Quality of garbage & recycling services	6%	10	90%	4	0.0062	12
Satisfaction with permitting & inspection process	2%	15	63%	16	0.0055	13
Quality of wastewater utility services	4%	12	86%	7	0.0051	14
Quality of fire and ambulance service	10%	7	96%	1	0.0037	15
Open records request process	1%	17	64%	15	0.0022	16
Quality of 311 customer service	1%	16	74%	11	0.0021	17

**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 items they thought should receive the most emphasis 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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## 2020 Importance-Satisfaction Rating

### City of Sugar Land

### Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Visibility of police in neighborhoods	30%	1	78%	8	0.0644	1
Efforts by City government to prevent crime	26%	2	79%	7	0.0552	2
Visibility of police in commercial & retail areas	17%	5	77%	9	0.0380	3
Police safety awareness education programs	11%	7	70%	13	0.0332	4
How quickly police respond to emergencies	17%	4	85%	6	0.0257	5
Enforcement of City traffic laws	11%	6	77%	10	0.0253	6
Overall quality of City police protection	26%	3	92%	2	0.0198	7
Fire education programs in your community	7%	10	75%	11	0.0177	8
Parking enforcement services	4%	14	67%	14	0.0129	9
Fire inspection programs in your community	4%	13	71%	12	0.0118	10
How quickly ambulance/EMS personnel respond	7%	12	90%	5	0.0069	11
Quality of ambulance/emergency medical services	8%	9	91%	4	0.0068	12
Overall quality of fire services	10%	8	93%	1	0.0067	13
How quickly fire services personnel respond	7%	11	92%	3	0.0052	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 items they thought should receive the most emphasis 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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## 2020 Importance-Satisfaction Rating

### City of Sugar Land

### Public Works and Utility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Condition of sidewalks in your neighborhood	24%	2	60%	19	0.0954	1
Condition of street drainage	25%	1	65%	18	0.0880	2
On-street bicycle infrastructure (bike lanes/signs/sharrows)	16%	5	49%	20	0.0828	3
Condition of sidewalks in City	16%	4	65%	17	0.0571	4
Condition of storm drains	15%	6	71%	15	0.0438	5
Condition of major streets in Sugar Land	19%	3	86%	4	0.0261	6
Adequacy of street lighting in Sugar Land	11%	8	77%	11	0.0261	7
Condition of streets in your neighborhood	12%	7	80%	8	0.0240	8
Taste of tap water	8%	10	74%	13	0.0220	9
Accessibility of streets, sidewalks, & buildings for people with disabilities	7%	12	74%	14	0.0187	10
Condition of pavement markings on streets	5%	15	70%	16	0.0144	11
Cleanliness of streets & other public areas	9%	9	87%	3	0.0121	12
Mowing/tree trimming along streets/public areas	6%	13	80%	7	0.0112	13
Condition of landscaping or streetscaping in medians along streets	5%	14	80%	9	0.0106	14
Water service	8%	11	90%	1	0.0081	15
Water pressure	4%	16	81%	6	0.0077	16
Timeliness of water/sewer line break repairs	3%	18	74%	12	0.0075	17
Smell of tap water	3%	20	78%	10	0.0058	18
Condition of street signs & traffic signals	4%	17	88%	2	0.0045	19
Wastewater services	3%	19	86%	5	0.0041	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 items they thought should receive the most emphasis 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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## 2020 Importance-Satisfaction Rating

### City of Sugar Land

### Environmental and Neighborhood Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Household hazardous waste disposal service	33%	2	71%	5	0.0967	1
Animal services	17%	5	69%	6	0.0523	2
Curbside recycling services	35%	1	91%	2	0.0310	3
Greenwaste collection services	22%	4	89%	3	0.0249	4
Textile recycling services	9%	6	72%	4	0.0246	5
Residential garbage collection services	33%	3	93%	1	0.0243	6

**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 items they thought should receive the most emphasis 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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## 2020 Importance-Satisfaction Rating

### City of Sugar Land

### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Number of walking/biking trails	24%	2	66%	7	0.0818	1
Senior citizen programs	13%	5	55%	12	0.0584	2
Number of parks	15%	4	74%	4	0.0392	3
City-produced special events	11%	6	71%	5	0.0316	4
Adult athletic programs in your area	7%	9	55%	13	0.0309	5
Quality of facilities at City parks	20%	3	85%	2	0.0299	6
Maintenance of City parks	26%	1	89%	1	0.0296	7
Overall quality of recreation programs/facilities	8%	8	65%	9	0.0273	8
Youth athletic programs in your area	6%	10	63%	10	0.0228	9
Maintenance & appearance of City community centers	10%	7	84%	3	0.0159	10
Ease of registering for City programs	4%	13	62%	11	0.0150	11
T.E. Harman Center - Senior Adult Facility	4%	12	66%	8	0.0141	12
Quality of outdoor athletic fields	5%	11	70%	6	0.0135	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 items they thought should receive the most emphasis 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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## **Section 5**

### ***Tabular Data***

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**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=544)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q1-1. As a place to live	70.6%	26.7%	1.7%	0.4%	0.2%	0.6%
Q1-2. As a place to raise children	66.2%	25.7%	2.2%	0.2%	0.4%	5.3%
Q1-3. As a place to work	43.4%	26.1%	13.2%	1.1%	0.2%	16.0%
Q1-4. As a place to retire	43.2%	31.1%	12.5%	2.8%	1.3%	9.2%
Q1-5. As a place to visit	33.8%	32.5%	23.5%	5.3%	0.9%	3.9%
Q1-6. As a City moving in the right direction	40.1%	42.8%	11.9%	0.7%	1.3%	3.1%
Q1-7. As a place you are proud to call home	64.9%	30.0%	3.5%	0.2%	0.7%	0.7%
Q1-8. As an inclusive community	52.0%	34.4%	9.9%	0.7%	0.7%	2.2%

**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=544)

	Excellent	Good	Neutral	Below average	Poor
Q1-1. As a place to live	71.0%	26.8%	1.7%	0.4%	0.2%
Q1-2. As a place to raise children	69.9%	27.2%	2.3%	0.2%	0.4%
Q1-3. As a place to work	51.6%	31.1%	15.8%	1.3%	0.2%
Q1-4. As a place to retire	47.6%	34.2%	13.8%	3.0%	1.4%
Q1-5. As a place to visit	35.2%	33.8%	24.5%	5.5%	1.0%
Q1-6. As a City moving in the right direction	41.4%	44.2%	12.3%	0.8%	1.3%
Q1-7. As a place you are proud to call home	65.4%	30.2%	3.5%	0.2%	0.7%
Q1-8. As an inclusive community	53.2%	35.2%	10.2%	0.8%	0.8%

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Quality of police service	48.5%	41.5%	4.6%	1.3%	0.4%	3.7%
Q2-2. Quality of fire & ambulance service	52.2%	30.9%	2.9%	0.2%	0.0%	13.8%
Q2-3. Overall efforts by City government in your area to ensure community is prepared for emergencies	48.5%	38.6%	6.8%	0.9%	0.7%	4.4%
Q2-4. Overall maintenance of City streets, sidewalks & infrastructure	34.9%	45.6%	11.0%	5.9%	2.0%	0.6%
Q2-5. Overall effectiveness of communication by City government in your area	40.3%	39.9%	14.9%	2.0%	1.1%	1.8%
Q2-6. Overall flow of traffic & congestion management on streets in City of Sugar Land	24.4%	48.3%	19.7%	4.8%	2.0%	0.7%
Q2-7. Overall quality of drainage system in rainfall events	28.1%	42.1%	17.8%	8.5%	2.4%	1.1%
Q2-8. Overall quality of water utility services	39.9%	45.0%	10.5%	1.5%	1.5%	1.7%
Q2-9. Overall quality of wastewater utility services	37.7%	46.0%	10.3%	1.7%	1.3%	3.1%
Q2-10. Overall quality of garbage & recycling services	48.3%	41.0%	7.0%	1.8%	1.1%	0.7%
Q2-11. Overall quality of parks & recreation programs & facilities	41.5%	42.3%	11.2%	0.7%	0.4%	3.9%
Q2-12. Overall quality of treasury billing customer service	23.2%	36.6%	15.4%	2.6%	0.9%	21.3%
Q2-13. Overall quality of 311 customer service	19.7%	22.1%	14.2%	0.6%	0.2%	43.4%
Q2-14. Overall quality of permit application process	13.2%	21.1%	19.3%	1.5%	0.9%	43.9%

**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."**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-15. Overall satisfaction with permitting & inspection process	13.2%	22.6%	18.4%	1.7%	0.9%	43.2%
Q2-16. Enforcement of local codes & ordinances	18.4%	33.1%	18.4%	2.2%	0.7%	27.2%
Q2-17. The open records request process	10.8%	18.4%	15.3%	0.9%	0.6%	54.0%

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Quality of police service	50.4%	43.1%	4.8%	1.3%	0.4%
Q2-2. Quality of fire & ambulance service	60.6%	35.8%	3.4%	0.2%	0.0%
Q2-3. Overall efforts by City government in your area to ensure community is prepared for emergencies	50.8%	40.4%	7.1%	1.0%	0.8%
Q2-4. Overall maintenance of City streets, sidewalks & infrastructure	35.1%	45.8%	11.1%	5.9%	2.0%
Q2-5. Overall effectiveness of communication by City government in your area	41.0%	40.6%	15.2%	2.1%	1.1%
Q2-6. Overall flow of traffic & congestion management on streets in City of Sugar Land	24.6%	48.7%	19.8%	4.8%	2.0%
Q2-7. Overall quality of drainage system in rainfall events	28.4%	42.6%	18.0%	8.6%	2.4%
Q2-8. Overall quality of water utility services	40.6%	45.8%	10.7%	1.5%	1.5%
Q2-9. Overall quality of wastewater utility services	38.9%	47.4%	10.6%	1.7%	1.3%
Q2-10. Overall quality of garbage & recycling services	48.7%	41.3%	7.0%	1.9%	1.1%
Q2-11. Overall quality of parks & recreation programs & facilities	43.2%	44.0%	11.7%	0.8%	0.4%
Q2-12. Overall quality of treasury billing customer service	29.4%	46.5%	19.6%	3.3%	1.2%
Q2-13. Overall quality of 311 customer service	34.7%	39.0%	25.0%	1.0%	0.3%
Q2-14. Overall quality of permit application process	23.6%	37.7%	34.4%	2.6%	1.6%
Q2-15. Overall satisfaction with permitting & inspection process	23.3%	39.8%	32.4%	2.9%	1.6%
Q2-16. Enforcement of local codes & ordinances	25.3%	45.5%	25.3%	3.0%	1.0%
Q2-17. The open records request process	23.6%	40.0%	33.2%	2.0%	1.2%

**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?**

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	90	16.5 %
Quality of fire & ambulance service	7	1.3 %
Overall efforts by City government in your area to ensure community is prepared for emergencies	43	7.9 %
Overall maintenance of City streets, sidewalks & infrastructure	86	15.8 %
Overall effectiveness of communication by City government in your area	11	2.0 %
Overall flow of traffic & congestion management on streets in City of Sugar Land	70	12.9 %
Overall quality of drainage system in rainfall events	94	17.3 %
Overall quality of water utility services	8	1.5 %
Overall quality of wastewater utility services	2	0.4 %
Overall quality of garbage & recycling services	9	1.7 %
Overall quality of parks & recreation programs & facilities	17	3.1 %
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	8	1.5 %
<u>None chosen</u>	<u>93</u>	<u>17.1 %</u>
Total	544	100.0 %

**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	43	7.9 %
Quality of fire & ambulance service	34	6.3 %
Overall efforts by City government in your area to ensure community is prepared for emergencies	35	6.4 %
Overall maintenance of City streets, sidewalks & infrastructure	78	14.3 %
Overall effectiveness of communication by City government in your area	17	3.1 %
Overall flow of traffic & congestion management on streets in City of Sugar Land	72	13.2 %
Overall quality of drainage system in rainfall events	78	14.3 %
Overall quality of water utility services	17	3.1 %
Overall quality of wastewater utility services	6	1.1 %
Overall quality of garbage & recycling services	9	1.7 %
Overall quality of parks & recreation programs & facilities	24	4.4 %
Overall quality of treasury billing customer service	6	1.1 %
Overall quality of 311 customer service	1	0.2 %
Overall quality of permit application process	2	0.4 %
Overall satisfaction with permitting & inspection process	3	0.6 %
Enforcement of local codes & ordinances	5	0.9 %
The open records request process	2	0.4 %
None chosen	112	20.6 %
Total	544	100.0 %

**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?**

<u>Q3. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	31	5.7 %
Quality of fire & ambulance service	15	2.8 %
Overall efforts by City government in your area to ensure community is prepared for emergencies	46	8.5 %
Overall maintenance of City streets, sidewalks & infrastructure	47	8.6 %
Overall effectiveness of communication by City government in your area	17	3.1 %
Overall flow of traffic & congestion management on streets in City of Sugar Land	64	11.8 %
Overall quality of drainage system in rainfall events	49	9.0 %
Overall quality of water utility services	23	4.2 %
Overall quality of wastewater utility services	12	2.2 %
Overall quality of garbage & recycling services	15	2.8 %
Overall quality of parks & recreation programs & facilities	27	5.0 %
Overall quality of treasury billing customer service	8	1.5 %
Overall quality of 311 customer service	2	0.4 %
Overall quality of permit application process	7	1.3 %
Overall satisfaction with permitting & inspection process	5	0.9 %
Enforcement of local codes & ordinances	13	2.4 %
The open records request process	1	0.2 %
<u>None chosen</u>	<u>162</u>	<u>29.8 %</u>
Total	544	100.0 %

**SUM OF TOP 3 CHOICES****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)**

<u>Q3. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of police service	164	30.1 %
Quality of fire & ambulance service	56	10.3 %
Overall efforts by City government in your area to ensure community is prepared for emergencies	124	22.8 %
Overall maintenance of City streets, sidewalks & infrastructure	211	38.8 %
Overall effectiveness of communication by City government in your area	45	8.3 %
Overall flow of traffic & congestion management on streets in City of Sugar Land	206	37.9 %
Overall quality of drainage system in rainfall events	221	40.6 %
Overall quality of water utility services	48	8.8 %
Overall quality of wastewater utility services	20	3.7 %
Overall quality of garbage & recycling services	33	6.1 %
Overall quality of parks & recreation programs & facilities	68	12.5 %
Overall quality of treasury billing customer service	17	3.1 %
Overall quality of 311 customer service	4	0.7 %
Overall quality of permit application process	11	2.0 %
Overall satisfaction with permitting & inspection process	8	1.5 %
Enforcement of local codes & ordinances	26	4.8 %
The open records request process	3	0.6 %
None chosen	93	17.1 %
Total	1358	

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall value that you receive for your City tax dollars & fees	17.8%	48.7%	23.3%	3.7%	1.7%	4.8%
Q4-2. Overall image of the community	43.8%	45.4%	7.4%	0.6%	0.4%	2.6%
Q4-3. Quality of City government services	28.3%	48.3%	14.9%	1.8%	0.4%	6.3%
Q4-4. Quality of life in your community	46.3%	45.2%	5.3%	0.4%	0.4%	2.4%
Q4-5. How well City approaches development	25.7%	43.4%	17.6%	3.9%	1.5%	7.9%
Q4-6. Appearance of your community	39.3%	47.8%	8.6%	1.3%	0.4%	2.6%
Q4-7. Leadership of elected officials	23.2%	41.4%	19.9%	2.8%	1.1%	11.8%
Q4-8. Leadership of City Manager	24.3%	40.4%	17.3%	2.0%	0.7%	15.3%
Q4-9. City's ability to adapt to community's changing demographics	25.0%	37.7%	22.6%	2.4%	0.6%	11.8%

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall value that you receive for your City tax dollars & fees	18.7%	51.2%	24.5%	3.9%	1.7%
Q4-2. Overall image of the community	44.9%	46.6%	7.5%	0.6%	0.4%
Q4-3. Quality of City government services	30.2%	51.6%	15.9%	2.0%	0.4%
Q4-4. Quality of life in your community	47.5%	46.3%	5.5%	0.4%	0.4%
Q4-5. How well City approaches development	27.9%	47.1%	19.2%	4.2%	1.6%
Q4-6. Appearance of your community	40.4%	49.1%	8.9%	1.3%	0.4%
Q4-7. Leadership of elected officials	26.3%	46.9%	22.5%	3.1%	1.3%
Q4-8. Leadership of City Manager	28.6%	47.7%	20.4%	2.4%	0.9%
Q4-9. City's ability to adapt to community's changing demographics	28.3%	42.7%	25.6%	2.7%	0.6%

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of City police protection	41.7%	45.8%	6.3%	0.7%	0.2%	5.3%
Q5-2. Visibility of police in neighborhoods	36.2%	40.1%	14.5%	6.3%	0.2%	2.8%
Q5-3. Visibility of police in commercial & retail areas	29.6%	42.1%	17.6%	3.5%	0.4%	6.8%
Q5-4. How quickly police respond to emergencies	33.5%	30.7%	10.7%	0.6%	0.2%	24.4%
Q5-5. Efforts by City government to prevent crime	31.1%	39.0%	15.8%	2.0%	0.7%	11.4%
Q5-6. Enforcement of City traffic laws	26.7%	44.1%	15.3%	4.8%	1.1%	8.1%
Q5-7. Police safety awareness education programs	20.8%	27.0%	19.1%	1.5%	0.4%	31.3%
Q5-8. Parking enforcement services	18.9%	30.5%	21.9%	1.8%	0.7%	26.1%

**WITHOUT "DON'T KNOW"**

**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." (without "don't know")**

(N=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of City police protection	44.1%	48.3%	6.6%	0.8%	0.2%
Q5-2. Visibility of police in neighborhoods	37.2%	41.2%	14.9%	6.4%	0.2%
Q5-3. Visibility of police in commercial & retail areas	31.8%	45.2%	18.9%	3.7%	0.4%
Q5-4. How quickly police respond to emergencies	44.3%	40.6%	14.1%	0.7%	0.2%
Q5-5. Efforts by City government to prevent crime	35.1%	44.0%	17.8%	2.3%	0.8%
Q5-6. Enforcement of City traffic laws	29.0%	48.0%	16.6%	5.2%	1.2%
Q5-7. Police safety awareness education programs	30.2%	39.3%	27.8%	2.1%	0.5%
Q5-8. Parking enforcement services	25.6%	41.3%	29.6%	2.5%	1.0%

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-9. Overall quality of fire services	42.3%	30.1%	5.5%	0.0%	0.0%	22.1%
Q5-10. How quickly fire services personnel respond	38.6%	22.8%	5.3%	0.0%	0.0%	33.3%
Q5-11. Fire education programs in your community	23.0%	22.6%	14.0%	1.3%	0.2%	39.0%
Q5-12. Fire inspection programs in your community	20.4%	20.8%	15.6%	1.3%	0.2%	41.7%
Q5-13. Overall quality of ambulance/emergency medical services	38.1%	28.3%	6.6%	0.0%	0.0%	27.0%
Q5-14. How quickly ambulance/EMS personnel respond	38.8%	23.0%	7.0%	0.2%	0.0%	31.1%

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-9. Overall quality of fire services	54.2%	38.7%	7.1%	0.0%	0.0%
Q5-10. How quickly fire services personnel respond	57.9%	34.2%	8.0%	0.0%	0.0%
Q5-11. Fire education programs in your community	37.7%	37.0%	22.9%	2.1%	0.3%
Q5-12. Fire inspection programs in your community	35.0%	35.6%	26.8%	2.2%	0.3%
Q5-13. Overall quality of ambulance/emergency medical services	52.1%	38.8%	9.1%	0.0%	0.0%
Q5-14. How quickly ambulance/EMS personnel respond	56.3%	33.3%	10.1%	0.3%	0.0%

**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. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City police protection	105	19.3 %
Visibility of police in neighborhoods	91	16.7 %
Visibility of police in commercial & retail areas	11	2.0 %
How quickly police respond to emergencies	28	5.1 %
Efforts by City government to prevent crime	49	9.0 %
Enforcement of City traffic laws	23	4.2 %
Police safety awareness education programs	15	2.8 %
Parking enforcement services	9	1.7 %
Overall quality of fire services	6	1.1 %
How quickly fire services personnel respond	4	0.7 %
Fire education programs in your community	8	1.5 %
Fire inspection programs in your community	4	0.7 %
Overall quality of ambulance/emergency medical services	4	0.7 %
How quickly ambulance/EMS personnel respond	6	1.1 %
None chosen	181	33.3 %
Total	544	100.0 %

**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. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City police protection	25	4.6 %
Visibility of police in neighborhoods	50	9.2 %
Visibility of police in commercial & retail areas	47	8.6 %
How quickly police respond to emergencies	35	6.4 %
Efforts by City government to prevent crime	53	9.7 %
Enforcement of City traffic laws	23	4.2 %
Police safety awareness education programs	19	3.5 %
Parking enforcement services	4	0.7 %
Overall quality of fire services	23	4.2 %
How quickly fire services personnel respond	18	3.3 %
Fire education programs in your community	12	2.2 %
Fire inspection programs in your community	5	0.9 %
Overall quality of ambulance/emergency medical services	12	2.2 %
How quickly ambulance/EMS personnel respond	8	1.5 %
None chosen	210	38.6 %
Total	544	100.0 %

**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. 3rd choice	Number	Percent
Overall quality of City police protection	12	2.2 %
Visibility of police in neighborhoods	21	3.9 %
Visibility of police in commercial & retail areas	32	5.9 %
How quickly police respond to emergencies	30	5.5 %
Efforts by City government to prevent crime	42	7.7 %
Enforcement of City traffic laws	14	2.6 %
Police safety awareness education programs	25	4.6 %
Parking enforcement services	8	1.5 %
Overall quality of fire services	23	4.2 %
How quickly fire services personnel respond	14	2.6 %
Fire education programs in your community	18	3.3 %
Fire inspection programs in your community	13	2.4 %
Overall quality of ambulance/emergency medical services	25	4.6 %
How quickly ambulance/EMS personnel respond	22	4.0 %
None chosen	245	45.0 %
Total	544	100.0 %

**SUM OF TOP 3 CHOICES**

**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)**

Q6. Sum of top 3 choices	Number	Percent
Overall quality of City police protection	142	26.1 %
Visibility of police in neighborhoods	162	29.8 %
Visibility of police in commercial & retail areas	90	16.5 %
How quickly police respond to emergencies	93	17.1 %
Efforts by City government to prevent crime	144	26.5 %
Enforcement of City traffic laws	60	11.0 %
Police safety awareness education programs	59	10.8 %
Parking enforcement services	21	3.9 %
Overall quality of fire services	52	9.6 %
How quickly fire services personnel respond	36	6.6 %
Fire education programs in your community	38	7.0 %
Fire inspection programs in your community	22	4.0 %
Overall quality of ambulance/emergency medical services	41	7.5 %
How quickly ambulance/EMS personnel respond	36	6.6 %
None chosen	181	33.3 %
Total	1177	

**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=544)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Walking in your neighborhood during the day	70.6%	26.3%	1.8%	0.2%	0.0%	1.1%
Q7-2. Walking in your neighborhood after dark	28.7%	46.1%	16.4%	3.5%	0.6%	4.8%
Q7-3. Walking on City trails/in City parks	30.3%	36.9%	17.6%	2.8%	0.2%	12.1%
Q7-4. Overall feeling of safety in your community	41.0%	50.9%	6.8%	0.2%	0.0%	1.1%

**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=544)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Walking in your neighborhood during the day	71.4%	26.6%	1.9%	0.2%	0.0%
Q7-2. Walking in your neighborhood after dark	30.1%	48.5%	17.2%	3.7%	0.6%
Q7-3. Walking on City trails/in City parks	34.5%	42.1%	20.1%	3.1%	0.2%
Q7-4. Overall feeling of safety in your community	41.4%	51.5%	6.9%	0.2%	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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Condition of major streets in Sugar Land	26.8%	57.2%	9.9%	3.5%	0.4%	2.2%
Q8-2. Condition of sidewalks in City	15.8%	46.5%	21.7%	8.6%	3.3%	4.0%
Q8-3. Condition of streets in your neighborhood	29.0%	49.1%	12.3%	5.3%	2.2%	2.0%
Q8-4. Condition of sidewalks in your neighborhood	17.6%	40.3%	19.9%	13.2%	5.3%	3.7%
Q8-5. Condition of street drainage	25.0%	38.8%	20.4%	11.4%	2.8%	1.7%
Q8-6. Condition of street signs & traffic signals	33.3%	52.0%	7.9%	2.6%	0.7%	3.5%
Q8-7. Accessibility of streets, sidewalks, & buildings for people with disabilities	22.6%	34.9%	15.8%	3.3%	1.5%	21.9%
Q8-8. On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	13.4%	30.1%	27.8%	13.6%	4.8%	10.3%
Q8-9. Condition of pavement markings on streets	19.5%	46.9%	21.3%	5.9%	1.3%	5.1%
Q8-10. Condition of landscaping or streetscaping in medians along streets	30.0%	48.2%	14.2%	4.8%	1.1%	1.8%
Q8-11. Adequacy of street lighting in Sugar Land	27.6%	47.4%	15.3%	5.9%	1.8%	2.0%
Q8-12. Mowing/tree trimming along streets & other public areas	33.1%	46.0%	13.2%	5.3%	0.7%	1.7%
Q8-13. Cleanliness of streets & other public areas	32.9%	52.9%	9.6%	2.6%	0.6%	1.5%

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Condition of major streets in Sugar Land	27.4%	58.5%	10.2%	3.6%	0.4%
Q8-2. Condition of sidewalks in City	16.5%	48.5%	22.6%	9.0%	3.4%
Q8-3. Condition of streets in your neighborhood	29.6%	50.1%	12.6%	5.4%	2.3%
Q8-4. Condition of sidewalks in your neighborhood	18.3%	41.8%	20.6%	13.7%	5.5%
Q8-5. Condition of street drainage	25.4%	39.4%	20.7%	11.6%	2.8%
Q8-6. Condition of street signs & traffic signals	34.5%	53.9%	8.2%	2.7%	0.8%
Q8-7. Accessibility of streets, sidewalks, & buildings for people with disabilities	28.9%	44.7%	20.2%	4.2%	1.9%
Q8-8. On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	15.0%	33.6%	30.9%	15.2%	5.3%
Q8-9. Condition of pavement markings on streets	20.5%	49.4%	22.5%	6.2%	1.4%
Q8-10. Condition of landscaping or streetscaping in medians along streets	30.5%	49.1%	14.4%	4.9%	1.1%
Q8-11. Adequacy of street lighting in Sugar Land	28.1%	48.4%	15.6%	6.0%	1.9%
Q8-12. Mowing/tree trimming along streets & other public areas	33.6%	46.7%	13.5%	5.4%	0.7%
Q8-13. Cleanliness of streets & other public areas	33.4%	53.7%	9.7%	2.6%	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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-14. Water service	38.4%	49.6%	6.6%	2.0%	0.7%	2.6%
Q8-15. Taste of tap water	29.2%	40.6%	15.6%	7.2%	2.0%	5.3%
Q8-16. Water pressure	33.3%	46.7%	11.0%	5.7%	1.7%	1.7%
Q8-17. Smell of tap water	30.0%	44.7%	15.8%	4.2%	1.5%	3.9%
Q8-18. Wastewater services	31.6%	49.4%	10.7%	1.7%	0.9%	5.7%
Q8-19. Condition of storm drains	21.9%	46.1%	18.4%	7.2%	2.6%	3.9%
Q8-20. Timeliness of water/sewer line break repairs	18.9%	32.5%	14.9%	1.7%	1.3%	30.7%
Q8-21. Other	8.3%	0.0%	0.0%	33.3%	41.7%	16.7%

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-14. Water service	39.4%	50.9%	6.8%	2.1%	0.8%
Q8-15. Taste of tap water	30.9%	42.9%	16.5%	7.6%	2.1%
Q8-16. Water pressure	33.8%	47.5%	11.2%	5.8%	1.7%
Q8-17. Smell of tap water	31.2%	46.5%	16.4%	4.4%	1.5%
Q8-18. Wastewater services	33.5%	52.4%	11.3%	1.8%	1.0%
Q8-19. Condition of storm drains	22.8%	48.0%	19.1%	7.5%	2.7%
Q8-20. Timeliness of water/sewer line break repairs	27.3%	46.9%	21.5%	2.4%	1.9%
Q8-21. Other	10.0%	0.0%	0.0%	40.0%	50.0%

**Q8-21. Other**

<u>Q8-21. Other</u>	<u>Number</u>	<u>Percent</u>
We were getting so much sand and small rocks in our pipes	1	8.3 %
BILLING, WATER	1	8.3 %
Flooding streets	1	8.3 %
Mosquito spraying	1	8.3 %
Water cost has increased too much	1	8.3 %
Floods on Dairy Ashford and Alston Rd	1	8.3 %
SHARED BIKE LANES WITH AUTOS IS VERY DANGEROUS	1	8.3 %
I feel that the water meter may not be read monthly as it should be	1	8.3 %
I feel like we could do better job taking rain water and reuse and recycle it	1	8.3 %
Improve water hardness	1	8.3 %
General maintenance in the city feels very well kept	1	8.3 %
<u>Clear definition of who repairs sidewalks in front of homes</u>	<u>1</u>	<u>8.3 %</u>
Total	12	100.0 %

**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. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in Sugar Land	66	12.1 %
Condition of sidewalks in City	38	7.0 %
Condition of streets in your neighborhood	18	3.3 %
Condition of sidewalks in your neighborhood	56	10.3 %
Condition of street drainage	58	10.7 %
Condition of street signs & traffic signals	1	0.2 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	11	2.0 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	33	6.1 %
Condition of pavement markings on streets	2	0.4 %
Condition of landscaping or streetscaping in medians along streets	6	1.1 %
Adequacy of street lighting in Sugar Land	20	3.7 %
Mowing/tree trimming along streets & other public areas	6	1.1 %
Cleanliness of streets & other public areas	5	0.9 %
Water service	15	2.8 %
Taste of tap water	18	3.3 %
Water pressure	7	1.3 %
Wastewater services	1	0.2 %
Condition of storm drains	31	5.7 %
Timeliness of water/sewer line break repairs	4	0.7 %
Other	6	1.1 %
<u>None chosen</u>	<u>142</u>	<u>26.1 %</u>
Total	544	100.0 %

**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	22	4.0 %
Condition of sidewalks in City	29	5.3 %
Condition of streets in your neighborhood	27	5.0 %
Condition of sidewalks in your neighborhood	51	9.4 %
Condition of street drainage	48	8.8 %
Condition of street signs & traffic signals	14	2.6 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	17	3.1 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	27	5.0 %
Condition of pavement markings on streets	10	1.8 %
Condition of landscaping or streetscaping in medians along streets	8	1.5 %
Adequacy of street lighting in Sugar Land	20	3.7 %
Mowing/tree trimming along streets & other public areas	8	1.5 %
Cleanliness of streets & other public areas	13	2.4 %
Water service	17	3.1 %
Taste of tap water	16	2.9 %
Water pressure	9	1.7 %
Smell of tap water	8	1.5 %
Wastewater services	4	0.7 %
Condition of storm drains	23	4.2 %
Timeliness of water/sewer line break repairs	6	1.1 %
<u>None chosen</u>	<u>167</u>	<u>30.7 %</u>
Total	544	100.0 %

**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. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in Sugar Land	13	2.4 %
Condition of sidewalks in City	22	4.0 %
Condition of streets in your neighborhood	19	3.5 %
Condition of sidewalks in your neighborhood	23	4.2 %
Condition of street drainage	30	5.5 %
Condition of street signs & traffic signals	6	1.1 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	11	2.0 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	27	5.0 %
Condition of pavement markings on streets	14	2.6 %
Condition of landscaping or streetscaping in medians along streets	14	2.6 %
Adequacy of street lighting in Sugar Land	20	3.7 %
Mowing/tree trimming along streets & other public areas	17	3.1 %
Cleanliness of streets & other public areas	33	6.1 %
Water service	13	2.4 %
Taste of tap water	12	2.2 %
Water pressure	6	1.1 %
Smell of tap water	6	1.1 %
Wastewater services	11	2.0 %
Condition of storm drains	28	5.1 %
Timeliness of water/sewer line break repairs	6	1.1 %
Other	3	0.6 %
<u>None chosen</u>	<u>210</u>	<u>38.6 %</u>
Total	544	100.0 %

**SUM OF TOP 3 CHOICES**

**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)**

<u>Q9. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets in Sugar Land	101	18.6 %
Condition of sidewalks in City	89	16.4 %
Condition of streets in your neighborhood	64	11.8 %
Condition of sidewalks in your neighborhood	130	23.9 %
Condition of street drainage	136	25.0 %
Condition of street signs & traffic signals	21	3.9 %
Accessibility of streets, sidewalks, & buildings for people with disabilities	39	7.2 %
On-street bicycle infrastructure (bike lanes/signs/shared lane markings)	87	16.0 %
Condition of pavement markings on streets	26	4.8 %
Condition of landscaping or streetscaping in medians along streets	28	5.1 %
Adequacy of street lighting in Sugar Land	60	11.0 %
Mowing/tree trimming along streets & other public areas	31	5.7 %
Cleanliness of streets & other public areas	51	9.4 %
Water service	45	8.3 %
Taste of tap water	46	8.5 %
Water pressure	22	4.0 %
Smell of tap water	14	2.6 %
Wastewater services	16	2.9 %
Condition of storm drains	82	15.1 %
Timeliness of water/sewer line break repairs	16	2.9 %
Other	9	1.7 %
None chosen	142	26.1 %
Total	1255	

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Residential garbage collection services	52.8%	37.7%	4.4%	2.0%	0.7%	2.4%
Q10-2. Curbside recycling services	49.4%	38.8%	5.9%	1.5%	1.1%	3.3%
Q10-3. Greenwaste collection services	45.2%	37.7%	7.2%	2.4%	0.7%	6.8%
Q10-4. Household hazardous waste disposal service (for oil, paint, etc.)	28.5%	27.2%	15.1%	6.3%	1.8%	21.1%
Q10-5. Textile recycling services	27.8%	25.2%	17.8%	1.7%	0.9%	26.7%
Q10-6. Animal services (adoption/animal control)	20.6%	21.5%	15.1%	2.8%	1.3%	38.8%
Q10-7. Other	10.0%	0.0%	10.0%	20.0%	60.0%	0.0%

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Residential garbage collection services	54.0%	38.6%	4.5%	2.1%	0.8%
Q10-2. Curbside recycling services	51.1%	40.1%	6.1%	1.5%	1.1%
Q10-3. Greenwaste collection services	48.5%	40.4%	7.7%	2.6%	0.8%
Q10-4. Household hazardous waste disposal service (for oil, paint, etc.)	36.1%	34.5%	19.1%	7.9%	2.3%
Q10-5. Textile recycling services	37.8%	34.3%	24.3%	2.3%	1.3%
Q10-6. Animal services (adoption/animal control)	33.6%	35.1%	24.6%	4.5%	2.1%
Q10-7. Other	10.0%	0.0%	10.0%	20.0%	60.0%

**Q10-7. Other**

Q10-7. Other	Number	Percent
HEAVY TRASH DAY	1	10.0 %
Large/bulk waste collection	1	10.0 %
Recycling electronics	1	10.0 %
After storms, trash preparation	1	10.0 %
HEAVY HAUL TRASH	1	10.0 %
Picking up damaged trash containers	1	10.0 %
Stray cats	1	10.0 %
CITY CONTRACTORS LEAVE TRASH IN WORK AREAS	1	10.0 %
Unleashed dogs in the community are dangerous	1	10.0 %
I feel that we see that our tax dollars are spent well	1	10.0 %
Total	10	100.0 %

**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. Top choice	Number	Percent
Residential garbage collection services	144	26.5 %
Curbside recycling services	40	7.4 %
Greenwaste collection services	24	4.4 %
Household hazardous waste disposal service (for oil, paint, etc.)	65	11.9 %
Textile recycling services	6	1.1 %
Animal services (adoption/animal control)	30	5.5 %
Other	6	1.1 %
None chosen	229	42.1 %
Total	544	100.0 %

**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	17	3.1 %
Curbside recycling services	111	20.4 %
Greenwaste collection services	39	7.2 %
Household hazardous waste disposal service (for oil, paint, etc.)	56	10.3 %
Textile recycling services	25	4.6 %
Animal services (adoption/animal control)	29	5.3 %
Other	3	0.6 %
None chosen	264	48.5 %
Total	544	100.0 %

**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?**

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Residential garbage collection services	18	3.3 %
Curbside recycling services	40	7.4 %
Greenwaste collection services	59	10.8 %
Household hazardous waste disposal service (for oil, paint, etc.)	58	10.7 %
Textile recycling services	17	3.1 %
Animal services (adoption/animal control)	32	5.9 %
Other	6	1.1 %
None chosen	314	57.7 %
Total	544	100.0 %

**SUM OF TOP 3 CHOICES**

**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)**

<u>Q11. Sum of top 3 choice</u>	<u>Number</u>	<u>Percent</u>
Residential garbage collection services	179	32.9 %
Curbside recycling services	191	35.1 %
Greenwaste collection services	122	22.4 %
Household hazardous waste disposal service (for oil, paint, etc.)	179	32.9 %
Textile recycling services	48	8.8 %
Animal services (adoption/animal control)	91	16.7 %
Other	15	2.8 %
None chosen	229	42.1 %
Total	1054	

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of City parks	35.7%	44.7%	9.2%	1.1%	0.2%	9.2%
Q12-2. Quality of facilities at City parks (e.g. picnic shelters, playgrounds)	33.1%	43.9%	12.3%	1.5%	0.0%	9.2%
Q12-3. Number of parks	30.9%	35.3%	18.4%	4.6%	0.6%	10.3%
Q12-4. Maintenance & appearance of City community centers	30.1%	40.6%	11.6%	1.3%	0.4%	16.0%
Q12-5. City-produced special events	23.5%	34.7%	19.9%	2.9%	0.7%	18.2%
Q12-6. Number of walking/biking trails	22.8%	35.1%	20.0%	8.5%	1.5%	12.1%
Q12-7. Quality of outdoor athletic fields	21.9%	33.8%	20.6%	2.6%	0.7%	20.4%
Q12-8. Youth athletic programs in your area	18.2%	23.5%	21.7%	2.4%	0.7%	33.5%
Q12-9. Adult athletic programs in your area	13.6%	21.3%	24.3%	3.9%	0.9%	36.0%
Q12-10. Senior citizen programs	13.4%	17.8%	21.3%	3.5%	1.1%	42.8%
Q12-11. Ease of registering for City programs	15.4%	21.1%	19.5%	2.6%	0.7%	40.6%
Q12-12. Overall quality of recreation programs & facilities	18.8%	29.8%	23.3%	1.8%	0.9%	25.4%
Q12-13. T.E. Harman Center-Senior Adult Facility (overall appearance, quality, location)	13.2%	16.7%	13.6%	1.1%	0.9%	54.4%
Q12-14. Other	0.0%	0.0%	11.1%	22.2%	44.4%	22.2%

**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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of City parks	39.3%	49.2%	10.1%	1.2%	0.2%
Q12-2. Quality of facilities at City parks (e.g. picnic shelters, playgrounds)	36.4%	48.4%	13.6%	1.6%	0.0%
Q12-3. Number of parks	34.4%	39.3%	20.5%	5.1%	0.6%
Q12-4. Maintenance & appearance of City community centers	35.9%	48.4%	13.8%	1.5%	0.4%
Q12-5. City-produced special events	28.8%	42.5%	24.3%	3.6%	0.9%
Q12-6. Number of walking/biking trails	25.9%	40.0%	22.8%	9.6%	1.7%
Q12-7. Quality of outdoor athletic fields	27.5%	42.5%	25.9%	3.2%	0.9%
Q12-8. Youth athletic programs in your area	27.3%	35.4%	32.6%	3.6%	1.1%
Q12-9. Adult athletic programs in your area	21.3%	33.3%	37.9%	6.0%	1.4%
Q12-10. Senior citizen programs	23.5%	31.2%	37.3%	6.1%	1.9%
Q12-11. Ease of registering for City programs	26.0%	35.6%	32.8%	4.3%	1.2%
Q12-12. Overall quality of recreation programs & facilities	25.1%	39.9%	31.3%	2.5%	1.2%
Q12-13. T.E. Harman Center-Senior Adult Facility (overall appearance, quality, location)	29.0%	36.7%	29.8%	2.4%	2.0%
Q12-14. Other	0.0%	0.0%	14.3%	28.6%	57.1%

**Q12-14. Other**

<u>Q12-14. Other</u>	<u>Number</u>	<u>Percent</u>
Cleanliness/conditions of public restrooms in the parks	1	11.1 %
Overnight trips for seniors	1	11.1 %
Senior transportation	1	11.1 %
MORE LAND RESERVED FOR WILDLIFE	1	11.1 %
Restrooms at Lost Creek	1	11.1 %
Skate park	1	11.1 %
Public meeting space	1	11.1 %
Native trees and shrubs should be planted in the city park	1	11.1 %
<u>POLICE PRESENCE IN THE PARK</u>	<u>1</u>	<u>11.1 %</u>
Total	9	100.0 %

**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?**

<u>Q13. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	95	17.5 %
Quality of facilities at City parks (e.g. picnic shelters, playgrounds)	34	6.3 %
Number of parks	33	6.1 %
Maintenance & appearance of City community centers	7	1.3 %
City-produced special events	21	3.9 %
Number of walking/biking trails	50	9.2 %
Quality of outdoor athletic fields	3	0.6 %
Youth athletic programs in your area	11	2.0 %
Adult athletic programs in your area	12	2.2 %
Senior citizen programs	27	5.0 %
Ease of registering for City programs	2	0.4 %
Overall quality of recreation programs & facilities	2	0.4 %
T.E. Harman Center-Senior Adult Facility (overall appearance, quality, location)	6	1.1 %
Other	7	1.3 %
<u>None chosen</u>	<u>234</u>	<u>43.0 %</u>
Total	544	100.0 %

**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	29	5.3 %
Quality of facilities at City parks (e.g. picnic shelters, playgrounds)	51	9.4 %
Number of parks	31	5.7 %
Maintenance & appearance of City community centers	17	3.1 %
City-produced special events	17	3.1 %
Number of walking/biking trails	46	8.5 %
Quality of outdoor athletic fields	12	2.2 %
Youth athletic programs in your area	14	2.6 %
Adult athletic programs in your area	14	2.6 %
Senior citizen programs	20	3.7 %
Ease of registering for City programs	10	1.8 %
Overall quality of recreation programs & facilities	14	2.6 %
T.E. Harman Center-Senior Adult Facility (overall appearance, quality, location)	7	1.3 %
Other	3	0.6 %
None chosen	259	47.6 %
Total	544	100.0 %

**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	16	2.9 %
Quality of facilities at City parks (e.g. picnic shelters, playgrounds)	22	4.0 %
Number of parks	17	3.1 %
Maintenance & appearance of City community centers	31	5.7 %
City-produced special events	22	4.0 %
Number of walking/biking trails	34	6.3 %
Quality of outdoor athletic fields	9	1.7 %
Youth athletic programs in your area	8	1.5 %
Adult athletic programs in your area	11	2.0 %
Senior citizen programs	23	4.2 %
Ease of registering for City programs	9	1.7 %
Overall quality of recreation programs & facilities	26	4.8 %
T.E. Harman Center-Senior Adult Facility (overall appearance, quality, location)	9	1.7 %
None chosen	307	56.4 %
Total	544	100.0 %

**SUM OF TOP 3 CHOICES**

**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)**

<u>Q13. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	140	25.7 %
Quality of facilities at City parks (e.g. picnic shelters, playgrounds)	107	19.7 %
Number of parks	81	14.9 %
Maintenance & appearance of City community centers	55	10.1 %
City-produced special events	60	11.0 %
Number of walking/biking trails	130	23.9 %
Quality of outdoor athletic fields	24	4.4 %
Youth athletic programs in your area	33	6.1 %
Adult athletic programs in your area	37	6.8 %
Senior citizen programs	70	12.9 %
Ease of registering for City programs	21	3.9 %
Overall quality of recreation programs & facilities	42	7.7 %
T.E. Harman Center-Senior Adult Facility (overall appearance, quality, location)	22	4.0 %
Other	10	1.8 %
None chosen	234	43.0 %
Total	1066	

**Are you under the age of 50?**

<u>Are you under age 50</u>	<u>Number</u>	<u>Percent</u>
Yes	254	46.7 %
No	290	53.3 %
Total	544	100.0 %

**Q14. Do you ever visit the T.E. Harman Senior Center?**

Q14. Do you ever visit T.E. Harman Senior Center	Number	Percent
Yes, I visit the Center regularly	12	4.1 %
Yes, I've been there a few times	61	21.0 %
No, I've never been there	213	73.4 %
Not provided	4	1.4 %
Total	290	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q14. Do you ever visit the T.E. Harman Senior Center? (without "not provided")**

Q14. Do you ever visit T.E. Harman Senior Center	Number	Percent
Yes, I visit the Center regularly	12	4.2 %
Yes, I've been there a few times	61	21.3 %
No, I've never been there	213	74.5 %
Total	286	100.0 %

**Q14a. What are the main reasons that you visit the Center regularly?**

Q14a. What are main reasons you visit the Center regularly	Number	Percent
To see my friends or socialize	2	16.7 %
For arts or crafts classes	4	33.3 %
To take exercise classes	7	58.3 %
To play cards, pool, bingo, or other games	2	16.7 %
To volunteer & help others	2	16.7 %
Total	17	

**Q15. What are the main reasons that you don't visit the Center, or you don't visit more regularly?**

Q15. What are main reasons you don't visit the Center or you don't visit it more regularly	Number	Percent
I do not know much about it	141	51.5 %
I do not know where it is	61	22.3 %
I do not have transportation	3	1.1 %
I do not know anyone who goes there	61	22.3 %
I do not think anything there would interest me	37	13.5 %
It is too crowded	12	4.4 %
It is too far	7	2.6 %
I am too busy	40	14.6 %
It is not open when I am available	6	2.2 %
Other	26	9.5 %
Total	394	

**Q15-10. Other**

Q15-10. Other	Number	Percent
COVID 19	7	25.9 %
No need	2	7.4 %
Health issues	2	7.4 %
I am working and unable to find time to go to TE Herman Senior Center	1	3.7 %
Eye operation	1	3.7 %
I WORK	1	3.7 %
Hurt my knee	1	3.7 %
Not open due to COVID-19	1	3.7 %
Caregiver to husband	1	3.7 %
I USE PRIVATE GYMS	1	3.7 %
I walk 6 miles 5 days/week, use weights, Bosu ball, resistance bands, and etc.	1	3.7 %
Covid-19 and didn't need it yet	1	3.7 %
New to the area	1	3.7 %
Difficult to register, as classes fill up before you can get to it	1	3.7 %
No need to go there	1	3.7 %
Never heard of it	1	3.7 %
Not enough fitness programs and facilities for seniors	1	3.7 %
My age	1	3.7 %
CROWDED FACILITY	1	3.7 %
Total	27	100.0 %

**Q18. 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?**

Q18. Have you applied for a permit or been part of a permit process during past 12 months	Number	Percent
Yes	70	12.9 %
No	470	86.4 %
Not provided	4	0.7 %
Total	544	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q18. 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? (without "not provided")**

Q18. Have you applied for a permit or been part of a permit process during past 12 months	Number	Percent
Yes	70	13.0 %
No	470	87.0 %
Total	540	100.0 %

**Q18a. How satisfied were you with the ease of obtaining information and materials about the permit process?**

Q18a. How satisfied were you with ease of obtaining information & materials about permit process	Number	Percent
Very satisfied	23	32.9 %
Satisfied	29	41.4 %
Neutral	10	14.3 %
Dissatisfied	3	4.3 %
Very dissatisfied	2	2.9 %
Don't know	3	4.3 %
Total	70	100.0 %

**WITHOUT "DON'T KNOW"**

**Q18a. How satisfied were you with the ease of obtaining information and materials about the permit process? (without "don't know")**

Q18a. How satisfied were you with ease of obtaining information & materials about permit process	Number	Percent
Very satisfied	23	34.3 %
Satisfied	29	43.3 %
Neutral	10	14.9 %
Dissatisfied	3	4.5 %
Very dissatisfied	2	3.0 %
Total	67	100.0 %

**Q19. 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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Availability of information about City governmental services & activities	19.5%	37.9%	23.7%	2.8%	0.9%	15.3%
Q19-2. Timeliness of information provided by your City government	21.5%	38.8%	21.3%	2.0%	0.9%	15.4%
Q19-3. Efforts by City government to keep you informed about local issues	23.7%	38.6%	20.2%	2.8%	1.8%	12.9%
Q19-4. Quality of your City cable television channel	11.4%	20.4%	20.0%	5.0%	2.6%	40.6%
Q19-5. Quality of City website	16.9%	39.5%	21.3%	3.9%	0.9%	17.5%
Q19-6. Quality of social media outlets (Facebook, Twitter, Instagram, YouTube, NextDoor, etc.)	15.6%	27.0%	20.4%	1.5%	1.3%	34.2%
Q19-7. Availability of data reported by City	14.7%	29.4%	22.8%	1.3%	1.3%	30.5%

**WITHOUT "DON'T KNOW"**

**Q19. 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=544)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Availability of information about City governmental services & activities	23.0%	44.7%	28.0%	3.3%	1.1%
Q19-2. Timeliness of information provided by your City government	25.4%	45.9%	25.2%	2.4%	1.1%
Q19-3. Efforts by City government to keep you informed about local issues	27.2%	44.3%	23.2%	3.2%	2.1%
Q19-4. Quality of your City cable television channel	19.2%	34.4%	33.7%	8.4%	4.3%
Q19-5. Quality of City website	20.5%	47.9%	25.8%	4.7%	1.1%
Q19-6. Quality of social media outlets (Facebook, Twitter, Instagram, YouTube, NextDoor, etc.)	23.7%	41.1%	31.0%	2.2%	2.0%
Q19-7. Availability of data reported by City	21.2%	42.3%	32.8%	1.9%	1.9%

**Q20. From which of the following sources do you currently get information about the City of Sugar Land?**

Q20. What sources do you currently get City information from	Number	Percent
Local newspapers	242	44.5 %
City website-SugarLandtx.gov	262	48.2 %
Radio	48	8.8 %
City of Sugar Land E-newsletter	131	24.1 %
TV news channels	126	23.2 %
Utility bill	127	23.3 %
City Facebook pages (City, police, parks, tourism)	75	13.8 %
Twitter	19	3.5 %
YouTube	16	2.9 %
SLTV–public access	3	0.6 %
Police alerts	50	9.2 %
Your HOA	212	39.0 %
MYSugarLand mobile app (iPhone, Android, Tablet)	27	5.0 %
Print brochures, flyers	78	14.3 %
NextDoor	195	35.8 %
Online Town Hall	10	1.8 %
Email	114	21.0 %
Neighborhood web/social media	118	21.7 %
Other	10	1.8 %
Total	1863	

**Q20-19. Other**

Q20-19. Other	Number	Percent
Instagram, Reddit	1	10.0 %
Glen Laurel HOA Newsletter	1	10.0 %
Computer	1	10.0 %
Directly from Mayor Joe	1	10.0 %
FAMILY AND FRIENDS	1	10.0 %
Online newspapers	1	10.0 %
Own observation	1	10.0 %
PHONE MESSAGES/ALERTS	1	10.0 %
INSTAGRAM	1	10.0 %
HOA MONTHLY NEWSLETTER	1	10.0 %
Total	10	100.0 %

**Q21. Are you aware of the city's social media channels?**

<u>Q21. Are you aware of City's social media channels</u>	<u>Number</u>	<u>Percent</u>
Yes	162	29.8 %
No	375	68.9 %
Not provided	7	1.3 %
Total	544	100.0 %

**WITHOUT "NOT PROVIDED"****Q21. Are you aware of the city's social media channels? (without "not provided")**

<u>Q21. Are you aware of City's social media channels</u>	<u>Number</u>	<u>Percent</u>
Yes	162	30.2 %
No	375	69.8 %
Total	537	100.0 %

**Q21a. Which of the following social media outlets do you follow the City of Sugar Land on?**

<u>Q21a. What social media outlets do you follow City on</u>	<u>Number</u>	<u>Percent</u>
Facebook	76	46.9 %
Twitter	20	12.3 %
Instagram	20	12.3 %
Nextdoor	91	56.2 %
LinkedIn	8	4.9 %
YouTube	14	8.6 %
Total	229	

**Q22. Have you visited the City's website (SugarLandTX.gov) during the past 6 months?**

Q22. Have you visited City's website during past 6 months	Number	Percent
Yes	330	60.7 %
No	205	37.7 %
Not provided	9	1.7 %
Total	544	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q22. Have you visited the City's website (SugarLandTX.gov) during the past 6 months? (without "not provided")**

Q22. Have you visited City's website during past 6 months	Number	Percent
Yes	330	61.7 %
No	205	38.3 %
Total	535	100.0 %

**Q22a. What was the reason for your most recent visit to the City's website?**

Q22a. What was the reason for your most recent visit to City's website	Number	Percent
To look for general information about City	102	30.9 %
To understand a specific City service or program	111	33.6 %
To pay a bill, renew vehicle (i.e. do business with City)	97	29.4 %
Other	16	4.8 %
Not provided	4	1.2 %
Total	330	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q22a. What was the reason for your most recent visit to the City's website? (without "not provided")**

Q22a. What was the reason for your most recent visit to City's website	Number	Percent
To look for general information about City	102	31.3 %
To understand a specific City service or program	111	34.0 %
To pay a bill, renew vehicle (i.e. do business with City)	97	29.8 %
Other	16	4.9 %
Total	326	100.0 %

**Q22a-4. Other**

Q22a-4. Other	Number	Percent
Tax rates	1	6.3 %
Information about COVID	1	6.3 %
Recycle/garbage schedule	1	6.3 %
New water bill service	1	6.3 %
To get information about emergency alerts, i.e. weather, water etc.	1	6.3 %
To look for voting locations which I could not find	1	6.3 %
Local early voting locations	1	6.3 %
To know about new commercial development projects	1	6.3 %
Check special events	1	6.3 %
Senior citizen information-Harman Center	1	6.3 %
Meeting agendas, minutes, water service	1	6.3 %
Bulk pickup dates	1	6.3 %
The date the garbage/recycling date would change	1	6.3 %
Update on my over a year request for curb/sidewalk inspection/repair	1	6.3 %
VOLUNTEER	1	6.3 %
HALLOWEEN EVENT INFO, THINGS TO DO IN SUGAR LAND	1	6.3 %
<b>Total</b>	<b>16</b>	<b>100.0 %</b>

**Q22b. 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=330)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q22b-1. I am satisfied with quality of information provided on City's website	23.6%	52.4%	14.8%	3.6%	0.9%	4.5%
Q22b-2. It is easy to find information I am looking for	22.1%	41.5%	21.8%	9.4%	0.9%	4.2%
Q22b-3. City's website is easy to use	22.4%	44.8%	20.0%	7.6%	1.5%	3.6%
Q22b-4. I like look & feel of City's website	22.1%	37.3%	30.9%	4.2%	0.9%	4.5%

**WITHOUT "DON'T KNOW"**

**Q22b. 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=330)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q22b-1. I am satisfied with quality of information provided on City's website	24.8%	54.9%	15.6%	3.8%	1.0%
Q22b-2. It is easy to find information I am looking for	23.1%	43.4%	22.8%	9.8%	0.9%
Q22b-3. City's website is easy to use	23.3%	46.5%	20.8%	7.9%	1.6%
Q22b-4. I like look & feel of City's website	23.2%	39.0%	32.4%	4.4%	1.0%

**Q22c. Do you ever watch the City's online broadcast of City Council or Planning/Zoning Commission meetings?**

Q22c. Do you watch City's online broadcast of City Council or Planning/Zoning Commission meetings	Number	Percent
Yes	25	7.6 %
No	301	91.2 %
Not provided	4	1.2 %
Total	330	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q22c. Do you ever watch the City's online broadcast of City Council or Planning/Zoning Commission meetings? (without "not provided")**

Q22c. Do you watch City's online broadcast of City Council or Planning/Zoning Commission meetings	Number	Percent
Yes	25	7.7 %
No	301	92.3 %
Total	326	100.0 %

**Q23. Community Engagement/Public Involvement. Have you participated in any of the following programs/activities during the past 2 years.**

(N=544)

	Yes	No
Q23-1. Serve Sugar Land (volunteer program)	5.7%	94.3%
Q23-2. SL101	2.2%	97.8%
Q23-3. MYAC	0.2%	99.8%
Q23-4. Citizens Police Academy	2.0%	98.0%
Q23-5. Quarterly HOA meetings	11.8%	88.2%
Q23-6. Open House	5.9%	94.1%
Q23-7. Citizens Airport Academy	0.4%	99.6%
Q23-8. Citizens Fire Academy	0.7%	99.3%
Q23-9. Membership in a Board, Commission, Committee or Taskforce	3.1%	96.9%
Q23-10. Online Town Hall meeting	3.5%	96.5%
Q23-11. Public meeting	6.4%	93.6%
Q23-12. Public comment at City Council Meeting	1.7%	98.3%
Q23-13. Planning efforts (e.g. master plans, zoning cases)	3.1%	96.9%

**Q23. 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=148)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Serve Sugar Land (volunteer program)	42.3%	38.5%	15.4%	3.8%	0.0%
Q23-2. SL101	62.5%	12.5%	12.5%	12.5%	0.0%
Q23-3. MYAC	100.0%	0.0%	0.0%	0.0%	0.0%
Q23-4. Citizens Police Academy	75.0%	12.5%	0.0%	0.0%	12.5%
Q23-5. Quarterly HOA meetings	22.6%	52.8%	15.1%	3.8%	5.7%
Q23-6. Open House	27.6%	48.3%	20.7%	3.4%	0.0%
Q23-7. Citizens Airport Academy	0.0%	50.0%	50.0%	0.0%	0.0%
Q23-8. Citizens Fire Academy	100.0%	0.0%	0.0%	0.0%	0.0%
Q23-9. Membership in a Board, Commission, Committee or Taskforce	80.0%	6.7%	13.3%	0.0%	0.0%
Q23-10. Online Town Hall meeting	26.7%	53.3%	20.0%	0.0%	0.0%
Q23-11. Public meeting	20.7%	55.2%	24.1%	0.0%	0.0%
Q23-12. Public comment at City Council Meeting	14.3%	42.9%	28.6%	14.3%	0.0%
Q23-13. Planning efforts (e.g. master plans, zoning cases)	14.3%	64.3%	14.3%	7.1%	0.0%

**Q24. Are there any difficulties or barriers that keep you from participating in the activities and programs listed in Question 23?**

Q24. What are difficulties or barriers that keep you from participating in activities & programs	Number	Percent
I don't feel like I can speak freely	41	7.5 %
I don't feel like I understand the issues	56	10.3 %
Locations/times aren't convenient	128	23.5 %
ADA accessibility	4	0.7 %
Language access	15	2.8 %
Childcare	29	5.3 %
I am not interested	144	26.5 %
Other	68	12.5 %
Total	485	

**Q25. If the difficulties/barriers listed above were eliminated or reduced, would you be more likely to participate?**

Q25. Would you be more likely to participate if difficulties/barriers were eliminated or reduced	Number	Percent
Yes	155	39.6 %
No	39	10.0 %
Don't know	197	50.4 %
Total	391	100.0 %

**WITHOUT "DON'T KNOW"**

**Q25. If the difficulties/barriers listed above were eliminated or reduced, would you be more likely to participate? (without "don't know")**

Q25. Would you be more likely to participate if difficulties/barriers were eliminated or reduced	Number	Percent
Yes	155	79.9 %
No	39	20.1 %
Total	194	100.0 %

**Q26. Have you contacted your City government with a question, problem, complaint, or to request service during the past year?**

Q26. Have you contacted your City government during past year	Number	Percent
Yes	122	22.4 %
No	420	77.2 %
Not provided	2	0.4 %
Total	544	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q26. Have you contacted your City government with a question, problem, complaint, or to request service during the past year? (without "not provided")**

Q26. Have you contacted your City government during past year	Number	Percent
Yes	122	22.5 %
No	420	77.5 %
Total	542	100.0 %

**Q26a. How many times have you contacted the city during the past year?**

Q26a. How many times have you contacted City during past year	Number	Percent
1	45	36.9 %
2	48	39.3 %
3	14	11.5 %
4	8	6.6 %
5+	7	5.7 %
Total	122	100.0 %

**Q26b. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the government employees you have contacted with regard to each of the following.**

(N=122)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26b-1. How easy they were to contact	41.8%	34.4%	14.8%	5.7%	0.8%	2.5%
Q26b-2. Courteousness of staff	45.9%	34.4%	12.3%	3.3%	0.0%	4.1%
Q26b-3. Accuracy of information & assistance given	36.1%	29.5%	18.9%	9.0%	1.6%	4.9%
Q26b-4. How quickly City staff responded to your request	41.8%	25.4%	14.8%	9.8%	4.1%	4.1%
Q26b-5. How well your issue was handled	41.8%	19.7%	13.1%	13.9%	8.2%	3.3%

**WITHOUT "DON'T KNOW"**

**Q26b. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your level of satisfaction with the government employees you have contacted with regard to each of the following. (without "don't know")**

(N=122)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26b-1. How easy they were to contact	42.9%	35.3%	15.1%	5.9%	0.8%
Q26b-2. Courteousness of staff	47.9%	35.9%	12.8%	3.4%	0.0%
Q26b-3. Accuracy of information & assistance given	37.9%	31.0%	19.8%	9.5%	1.7%
Q26b-4. How quickly City staff responded to your request	43.6%	26.5%	15.4%	10.3%	4.3%
Q26b-5. How well your issue was handled	43.2%	20.3%	13.6%	14.4%	8.5%

**Q27. Overall, how satisfied are you with how well decision-makers listen to community input?**

Q27. How satisfied are you with how well decision-makers listen to community input	Number	Percent
Very satisfied	71	13.1 %
Satisfied	136	25.0 %
Neutral	142	26.1 %
Dissatisfied	18	3.3 %
Very dissatisfied	8	1.5 %
Don't know	169	31.1 %
Total	544	100.0 %

**WITHOUT "DON'T KNOW"**

**Q27. Overall, how satisfied are you with how well decision-makers listen to community input? (without "don't know")**

Q27. How satisfied are you with how well decision-makers listen to community input	Number	Percent
Very satisfied	71	18.9 %
Satisfied	136	36.3 %
Neutral	142	37.9 %
Dissatisfied	18	4.8 %
Very dissatisfied	8	2.1 %
Total	375	100.0 %

**Q29. 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=544)

	Very important	Somewhat important	Not sure	Not important
Q29-1. Small town feel	45.8%	30.9%	15.3%	8.1%
Q29-2. Quality of public schools	74.3%	11.2%	9.4%	5.1%
Q29-3. Employment opportunities	34.0%	28.1%	21.0%	16.9%
Q29-4. Types of housing	68.8%	20.8%	8.6%	1.8%
Q29-5. Affordability of housing	51.8%	26.8%	16.5%	4.8%
Q29-6. Access to quality shopping	61.4%	28.5%	8.6%	1.5%
Q29-7. Availability of parks & recreation opportunities	63.2%	23.9%	11.0%	1.8%
Q29-8. Near family or friends	47.1%	30.0%	13.6%	9.4%
Q29-9. Safety & security	88.1%	5.1%	6.8%	0.0%
Q29-10. Availability of transportation options	27.6%	32.0%	22.4%	18.0%
Q29-11. Availability of cultural activities & arts, including presence of cultural arts	35.5%	35.7%	20.0%	8.8%
Q29-12. Access to restaurants & entertainment	60.7%	28.1%	9.9%	1.3%
Q29-13. Sense of belonging to Sugar Land community as a whole	57.4%	27.0%	12.3%	3.3%

**Q31. Approximately how many years have you lived in Sugar Land?**

<u>Q31. How many years have you lived in Sugar Land</u>	<u>Number</u>	<u>Percent</u>
0-5	40	7.4 %
6-10	65	11.9 %
11-15	83	15.3 %
16-20	113	20.8 %
21-30	139	25.6 %
31+	85	15.6 %
Not provided	19	3.5 %
Total	544	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q31. Approximately how many years have you lived in Sugar Land? (without "not provided")**

<u>Q31. How many years have you lived in Sugar Land</u>	<u>Number</u>	<u>Percent</u>
0-5	40	7.6 %
6-10	65	12.4 %
11-15	83	15.8 %
16-20	113	21.5 %
21-30	139	26.5 %
31+	85	16.2 %
Total	525	100.0 %

**Q32. What is your age?**

<u>Q32. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	84	15.4 %
35-44	102	18.8 %
45-54	113	20.8 %
55-64	109	20.0 %
65+	107	19.7 %
Not provided	29	5.3 %
Total	544	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q32. What is your age? (without "not provided")**

<u>Q32. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	84	16.3 %
35-44	102	19.8 %
45-54	113	21.9 %
55-64	109	21.2 %
65+	107	20.8 %
Total	515	100.0 %

**Q33. Do you own or rent your current residence?**

<u>Q33. Do you own or rent your current residence?</u>	<u>Number</u>	<u>Percent</u>
Own	478	87.9 %
Rent	57	10.5 %
Not provided	9	1.7 %
Total	544	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q33. Do you own or rent your current residence? (without "not provided")**

<u>Q33. Do you own or rent your current residence?</u>	<u>Number</u>	<u>Percent</u>
Own	478	89.3 %
Rent	57	10.7 %
Total	535	100.0 %

**Q34. Are you or other members of your household of Hispanic or Latino ancestry?**

<u>Q34. Are you of Hispanic or Latino ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	70	12.9 %
No	472	86.8 %
Not provided	2	0.4 %
Total	544	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q34. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")**

<u>Q34. Are you of Hispanic or Latino ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	70	12.9 %
No	472	87.1 %
Total	542	100.0 %

**Q35. Which of the following best describes your race/ethnicity?**

<u>Q35. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
African American/Black	36	6.6 %
American Indian/Alaskan Native	3	0.6 %
White/Caucasian	297	54.6 %
Asian	197	36.2 %
Other	23	4.2 %
Total	556	

**Q35-5. Other**

<u>Q35-5. Other</u>	<u>Number</u>	<u>Percent</u>
South Asian	4	17.4 %
Filipino	3	13.0 %
Pakistani	2	8.7 %
Indian	2	8.7 %
Hispanic	2	8.7 %
Central Asian & South Asian	1	4.3 %
Multi-racial	1	4.3 %
Turkish	1	4.3 %
Asian Indian	1	4.3 %
Mixed	1	4.3 %
Latin	1	4.3 %
East African Indian	1	4.3 %
Mexican American	1	4.3 %
Native Central America	1	4.3 %
African/Nigeria	1	4.3 %
Total	23	100.0 %

**Q36. Would you say your total household income is...**

Q36. Your total household income	Number	Percent
Under \$30K	24	4.4 %
\$30K to \$59,999	52	9.6 %
\$60K to \$99,999	90	16.5 %
\$100K+	214	39.3 %
Prefer not to respond	164	30.1 %
Total	544	100.0 %

**WITHOUT "PREFER NOT TO RESPOND"**

**Q36. Would you say your total household income is... (without "prefer not to respond")**

Q36. Your total household income	Number	Percent
Under \$30K	24	6.3 %
\$30K to \$59,999	52	13.7 %
\$60K to \$99,999	90	23.7 %
\$100K+	214	56.3 %
Total	380	100.0 %

**Q37. Your gender:**

Q37. Your gender	Number	Percent
Male	275	50.6 %
Female	266	48.9 %
Not provided	3	0.6 %
Total	544	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q37. Your gender: (without "not provided")**

Q37. Your gender	Number	Percent
Male	275	50.8 %
Female	266	49.2 %
Total	541	100.0 %

## **Section 6**

# ***Survey Instrument***

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## CITY OF SUGAR LAND

September 2020

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 [www.cityofsugarlandcitizensurvey.org](http://www.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](http://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](mailto: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



# 2020 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](mailto: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

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	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 in the City of Sugar Land	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 permit application process	5	4	3	2	1	9
15. Overall satisfaction with the permitting and inspection process	5	4	3	2	1	9
16. Enforcement of local codes and ordinances	5	4	3	2	1	9
17. 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?

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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
1. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
2. Overall image of the community	5	4	3	2	1	9
3. Quality of city government services	5	4	3	2	1	9
4. Quality of life in your community	5	4	3	2	1	9
5. How well the city approaches development	5	4	3	2	1	9
6. Appearance of your community	5	4	3	2	1	9
7. Leadership of elected officials	5	4	3	2	1	9
8. Leadership of City Manager	5	4	3	2	1	9
9. The City's ability to adapt to the community's changing demographics	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
<b>Police Services:</b>						
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
<b>Fire/EMS Services:</b>						
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
<b>Public Works:</b>							
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
<b>Utility Services:</b>							
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.	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	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

**IF YOU ARE UNDER THE AGE OF 50 PLEASE SKIP TO QUESTION 19**

14. Do you ever visit the T.E. Harman Senior Center?

- \_\_\_\_(1) Yes, I visit the center regularly [Answer Q14a.]      \_\_\_\_ (3) No, I've never been there [Skip to Q15.]  
 \_\_\_\_ (2) Yes, I've been there a few times [Skip to Q15.]

14a. What are the main reasons that you visit the Center regularly? [Check ALL that apply.]

- \_\_\_\_ (1) To see my friends or socialize      \_\_\_\_ (4) To play cards, pool, bingo, or other games  
 \_\_\_\_ (2) For arts or crafts classes      \_\_\_\_ (5) To volunteer and help others  
 \_\_\_\_ (3) To take exercise classes      \_\_\_\_ (6) Other: \_\_\_\_\_

15. What are the main reasons that you don't visit the Center, or you don't visit more regularly? [Check ALL that apply.]

- \_\_\_\_ (01) I do not know much about it      \_\_\_\_ (06) It is too crowded  
 \_\_\_\_ (02) I do not know where it is      \_\_\_\_ (07) It is too far  
 \_\_\_\_ (03) I do not have transportation      \_\_\_\_ (08) I am too busy  
 \_\_\_\_ (04) I do not know anyone who goes there      \_\_\_\_ (09) It is not open when I am available  
 \_\_\_\_ (05) I do not think anything there would interest me      \_\_\_\_ (10) Other: \_\_\_\_\_

16. Do you have any suggestions for new activities at the T.E. Harman Senior Center that you would like to see?

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17. Do you have any suggestions to make the T.E. Harman Senior Center better? If you do not visit the Center, is there something the Center could offer to make you want to come?

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18. **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 Q19.]*

18a. **How satisfied were you with the ease of obtaining information and materials about the permit process?**

\_\_\_(1) Very Satisfied     \_\_\_(3) Neutral     \_\_\_(5) Very Dissatisfied  
 \_\_\_(2) Satisfied     \_\_\_(4) Dissatisfied     \_\_\_(9) Don't Know

19. **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 your city cable television channel	5	4	3	2	1	9
5. The quality of the city website	5	4	3	2	1	9
6. Quality of social media outlets (Facebook, Twitter, Instagram, YouTube, NextDoor, etc.)	5	4	3	2	1	9
7. The availability of data reported by the city	5	4	3	2	1	9

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

- |  |  |
|--|--|
| ___(01) Local newspapers                                   | ___(11) Police alerts                                    |
| ___(02) City website-SugarLandtx.gov                       | ___(12) Your HOA   |
| ___(03) Radio  | ___(13) MYSugarLand mobile app (iPhone, Android, Tablet) |
| ___(04) City of Sugar Land E-newsletter                    | ___(14) Print brochures, flyers                          |
| ___(05) TV news channels                                   | ___(15) NextDoor   |
| ___(06) Utility bill                                       | ___(16) Online Town Hall                                 |
| ___(07) City Facebook pages (city, police, parks, tourism) | ___(17) E-mail   |
| ___(08) Twitter  | ___(18) Neighborhood web/social media                    |
| ___(09) YouTube  | ___(19) Other: _____                                     |
| ___(10) SLTV – public access                               |  |

21. **Are you aware of the city's social media channels?**     \_\_\_(1) Yes     \_\_\_(2) No *[Skip to Q22.]*

21a. **Which of the following social media outlets do you follow the City of Sugar Land on?**

\_\_\_(1) Facebook     \_\_\_(3) Instagram     \_\_\_(5) LinkedIn  
 \_\_\_(2) Twitter     \_\_\_(4) Nextdoor     \_\_\_(6) YouTube

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

\_\_\_(1) Yes     \_\_\_(2) No *[Skip to Q23.]*

22a. **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, renew vehicle (i.e. do business with the city)  
 \_\_\_(4) Other: \_\_\_\_\_

22b. **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

**22c. Do you ever watch the City's online broadcast of City Council or Planning/Zoning Commission meetings?**

\_\_\_(1) Yes \_\_\_(2) No

**23. 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. 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. Open House	Yes	No	5	4	3	2	1	9	
07. Citizens Airport Academy	Yes	No	5	4	3	2	1	9	
08. Citizens Fire Academy	Yes	No	5	4	3	2	1	9	
09. Membership in a Board, Commission, Committee or Taskforce	Yes	No	5	4	3	2	1	9	
10. Online Town Hall meeting	Yes	No	5	4	3	2	1	9	
11. Public meeting	Yes	No	5	4	3	2	1	9	
12. Public comment at City Council Meeting	Yes	No	5	4	3	2	1	9	
13. Planning efforts (e.g. master plans, zoning cases)	Yes	No	5	4	3	2	1	9	

**24. Are there any difficulties or barriers that keep you from participating in the activities and programs listed in Question 23? [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 aren't convenient
- \_\_\_(4) ADA accessibility
- \_\_\_(5) Language access
- \_\_\_(6) Childcare
- \_\_\_(7) I am not interested
- \_\_\_(8) Other: \_\_\_\_\_

**25. 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

**26. 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 Q27.]

**26a. How many times have you contacted the city during the past year? \_\_\_\_\_**

**26b. Using a 5-point scale, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your level of satisfaction with the government 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 they 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

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

\_\_\_\_(1) Very Satisfied      \_\_\_\_ (3) Neutral      \_\_\_\_ (5) Very Dissatisfied  
 \_\_\_\_ (2) Satisfied      \_\_\_\_ (4) Dissatisfied      \_\_\_\_ (9) Don't Know

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

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29. **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	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

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

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31. Approximately how many years have you lived in Sugar Land? \_\_\_\_\_ years

32. What is your age? \_\_\_\_\_ years

33. Do you own or rent your current residence? \_\_\_\_ (1) Own \_\_\_\_ (2) Rent

34. Are you or other members of your household of Hispanic or Latino ancestry?  
 \_\_\_\_ (1) Yes \_\_\_\_ (2) No

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

\_\_\_\_ (1) African American/Black      \_\_\_\_ (3) White/Caucasian      \_\_\_\_ (5) Other: \_\_\_\_\_  
 \_\_\_\_ (2) American Indian/Alaskan Native      \_\_\_\_ (4) Asian

36. 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

37. Your gender: \_\_\_\_ (1) Male \_\_\_\_ (2) Female

**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.