Sugar Land, TX | Engineering

Results Report

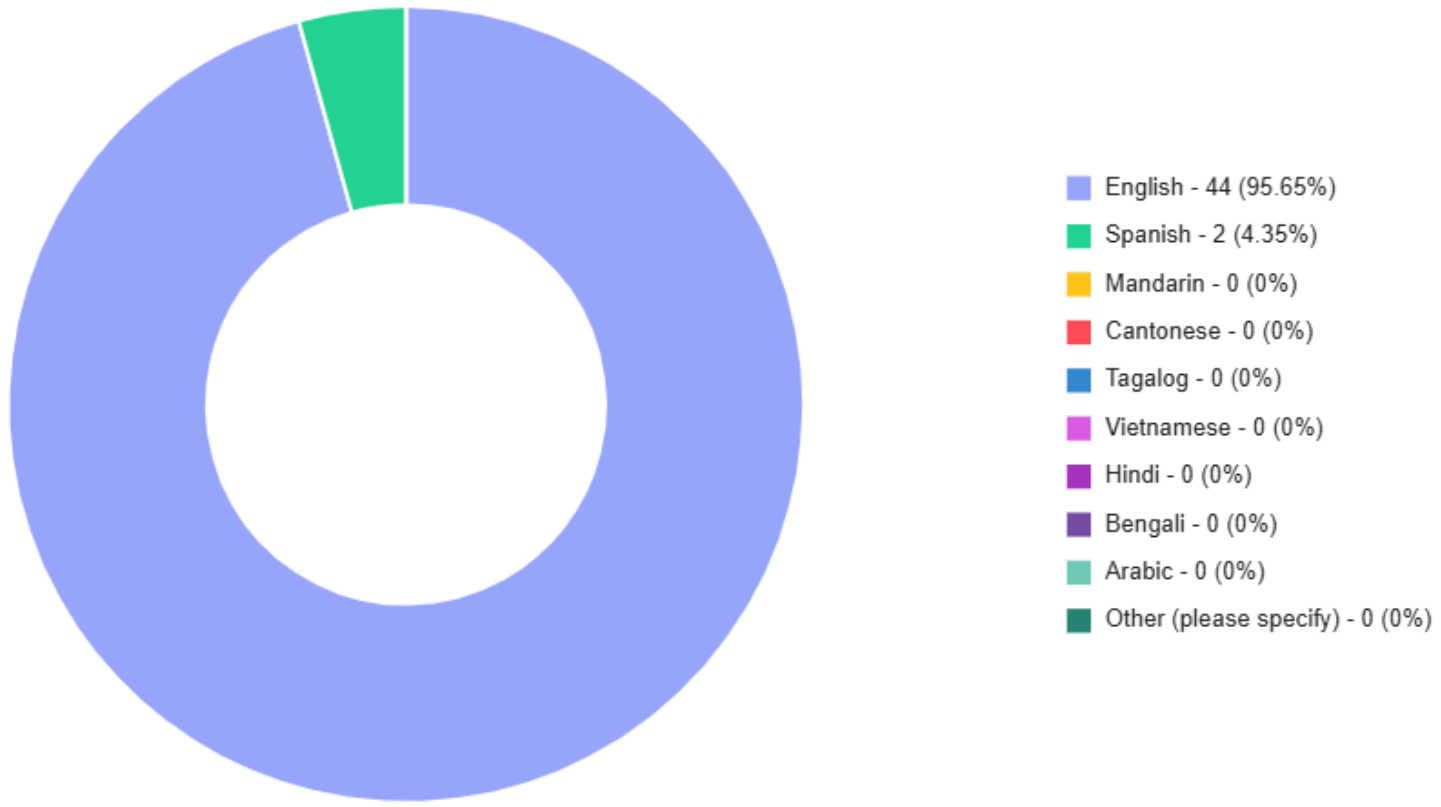
The Accessibility Advancement Survey: Sugar Land TX

Total submissions: **87**

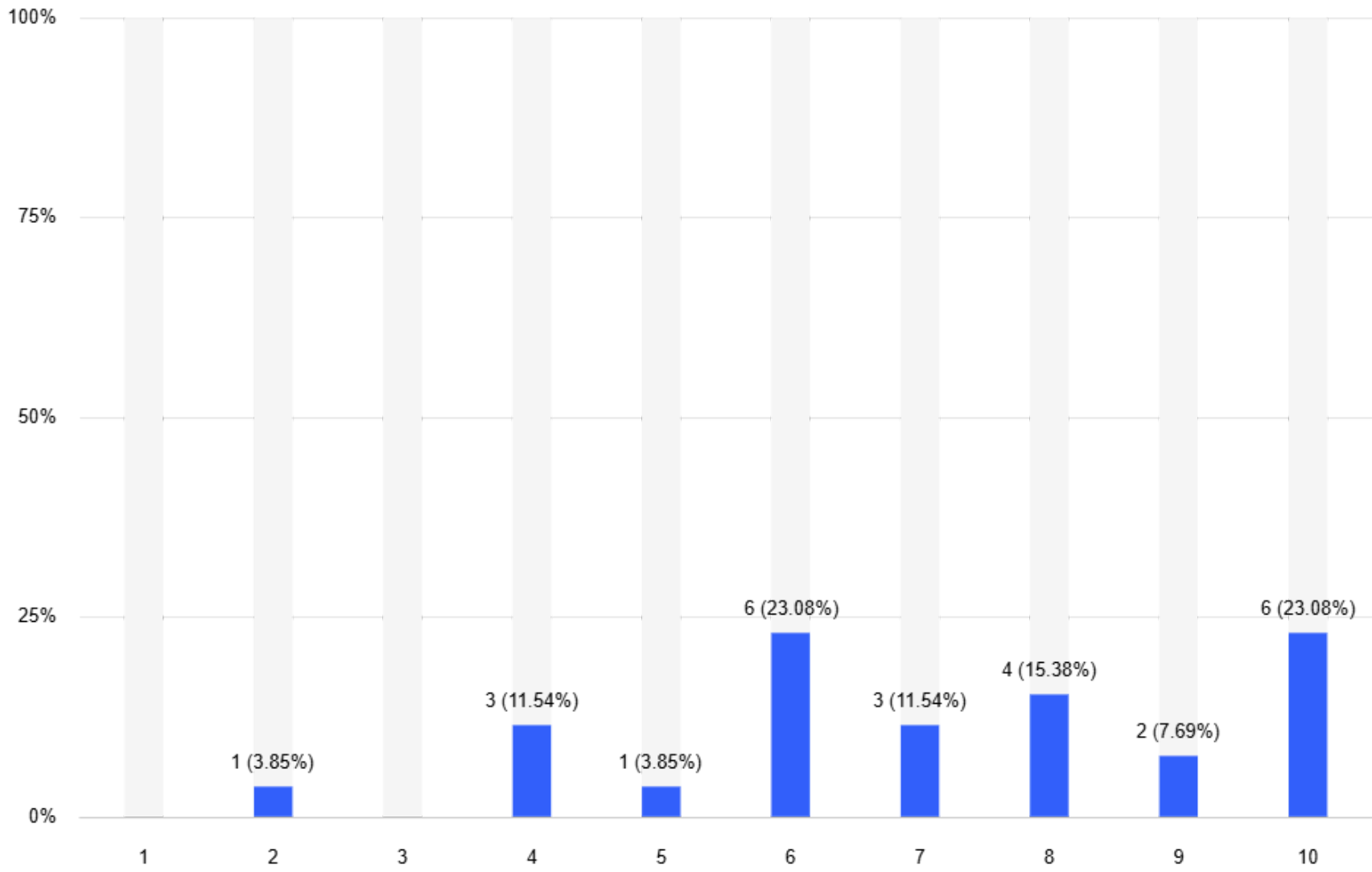
Date range: **Jun 11, 2024-Jul 11, 2025**

Total responses: **224**

In which language would you prefer information from the city?

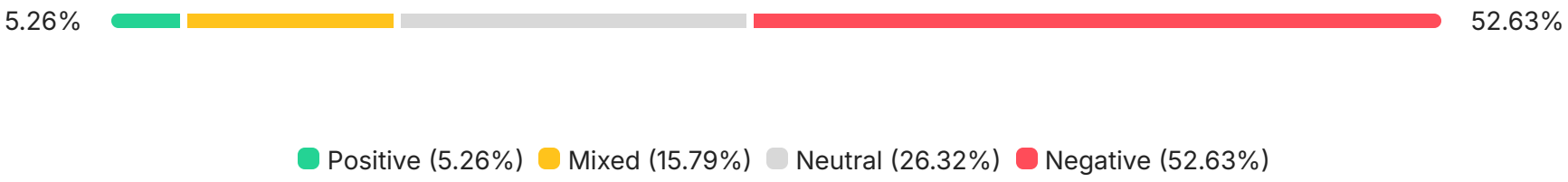


Rate the physical accessibility in your community on a scale of 1-10?



What are the most challenging physical accessibility issues in your community?

Sentiment Analysis



Topic Analysis

No Topics were identified from the responses collected. *

Top Keywords

#	Word/Phrase	Responses	Mentions
1	sidewalks	11	26
2	get	6	12
3	need	6	11
4	fixed	6	9
5	people	5	9
6	walk	5	8
7	way	5	7
8	street	4	8
9	strip	4	7
10	go	4	5

Filters applied reduced participants from 46 to 46 (100%) · 19 of them responded to this question (41%)

Organized Open-Ended Survey Responses

1. Sidewalk Conditions & Repair Process

Uneven Slabs & Safety Hazards:

"Uneven sidewalks and ramps along suburban streets."

"Sidewalks are not level in a lot of areas around my neighborhood."

"I don't have accessibility issues but do notice that some of our sidewalks wouldn't allow someone to go by with a walker or wheelchair easily. Also, when my mom lived with us, I don't think it would have been safe for her to walk down crooked sidewalks."

"Our sidewalks are incredibly dangerous and need fixed. The slabs are offset by huge amounts in many places. The people in my neighborhood (many of them old and some disabled) in New Territory don’t even bother to walk on the sidewalks usually—they walk on the street because of this. Someone is going to get hit by a car."

Inconvenience of the 311 Reporting System & Call for Comprehensive Repairs:

"Sidewalks in our neighborhoods are bad, traffic is getting worse. We need a better way of getting sidewalks fixed. Many people don't know they need to call 311 to get on the list... The piecemeal way of doing the sidewalks is ineffective and expensive. The city needs to come out and walk all sidewalks and report which ones are bad."

"You need to find a better way to fix sidewalks. Our street recently had some sidewalks redone but some houses have 1 to 2 inch bumps that didn’t get fixed... Just fix all the bad sidewalks on a particular street, not 2 out of the 10 bad ones."

"Sidewalks need to be done a different way. The city needs to identify all sidewalks on a street that need repair and fix them all. This piecemeal way of doing it is more expensive and doesn’t solve the sidewalk problems."

"Have a better plan for fixing sidewalks. Not the piecemeal way it is currently being done. All sidewalks that need fixing need to be fixed, not just the people that know to call it in."

"Sidewalks, let’s get the sidewalks fixed before spending $50 million on the Char House development."

2. Accessibility, Pedestrian Safety & Transit

Gaps in Pedestrian Connectivity & Curb Ramps:

"Sidewalks don’t connect."

"Biking under 59 now that path is closed under 59 at Brazos River."

"There is a bridge in front of Walker Station Elementary that has a crosswalk marked but no sloped access to the street. I watch people struggle to get their bikes up over the curb to get to the school and if a disabled individual in a wheelchair or walker needs to cross the street there, they simply can’t."

Pedestrian Safety & Alternative Transit:

"Dangers to pedestrians who wish to (or must) walk to essential locations (e.g., the bank, their place of worship, grocery store, doctor's office). Ride-hailing services, for those on a fixed income, are out of reach... The Fort Bend Transit Service, at least in my experience, falls short of providing acceptable services."

"We don’t need to spend money for research on the gondola. A complete waste of money. Do something that will truly help people... People go to work, grocery stores, schools, church."

"Expand on the Fort Bend Connector vs a stupid gondola."

3. Overdevelopment, Vacancies & Traffic Impact

Commercial Overdevelopment vs. Revitalizing Existing Spaces:

"Too much development, we don’t need a power plant or business park on Hwy 90, there is too much traffic. Give us a park and tennis courts. Businesses need to pay for construction of roads and access, not the city govt."

"Too much construction and building. Let’s use existing empty space before letting developers build more strip centers. No power plant or business park on prison land, build parks."

"Stop building strip centers esp in Telfair/59 area. Fill existing buildings first. Fix New Territory strip center. It’s become a truckers stop."

"Too many strip centers being built in Telfair which is causing congestion. Some have never even been occupied since being built... While other strip centers like in New Territory are deteriorating. Let’s fill and renew the old places before building new stuff."

Traffic Congestion, Event Access & Railroad Concerns:

"Parking availability"

"Getting around when there's an event at the Smart Financial Centre — then our entire neighborhood becomes dangerously inaccessible when accessibility is most crucial."

"Stop the strip mall building in Telfair and Imperial. Too much traffic already on 90. Train must go by at least 25 times per day... The street crossing at railroad tracks are going to be very dangerous with an apartment complex built next to tracks."

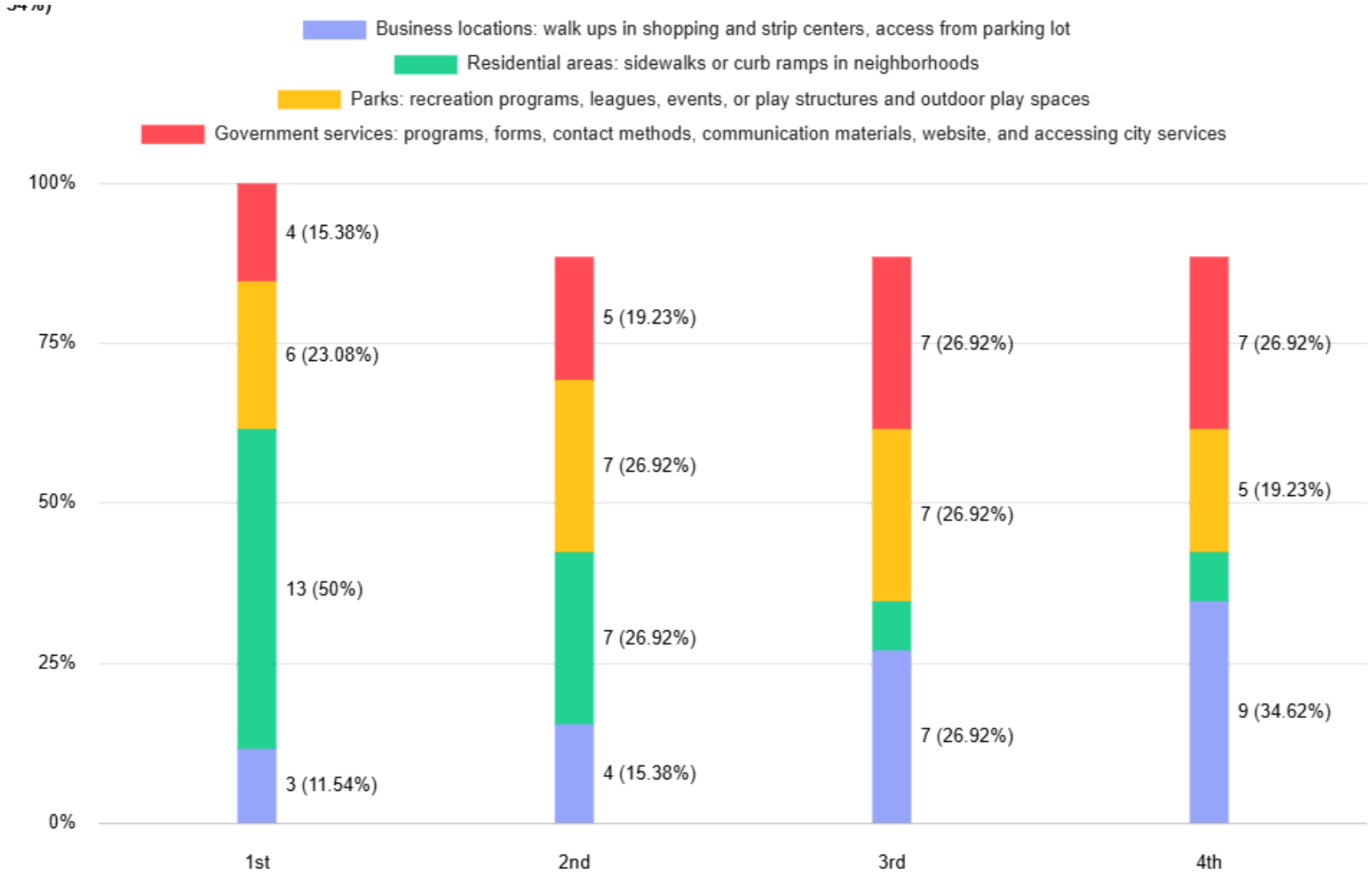
"The proposed apartments at Char House are another traffic nightmare in the future... Please present the traffic flow solutions to the future resident trying to get to their jobs on the other side of the tracks."

4. Alternative Viewpoints

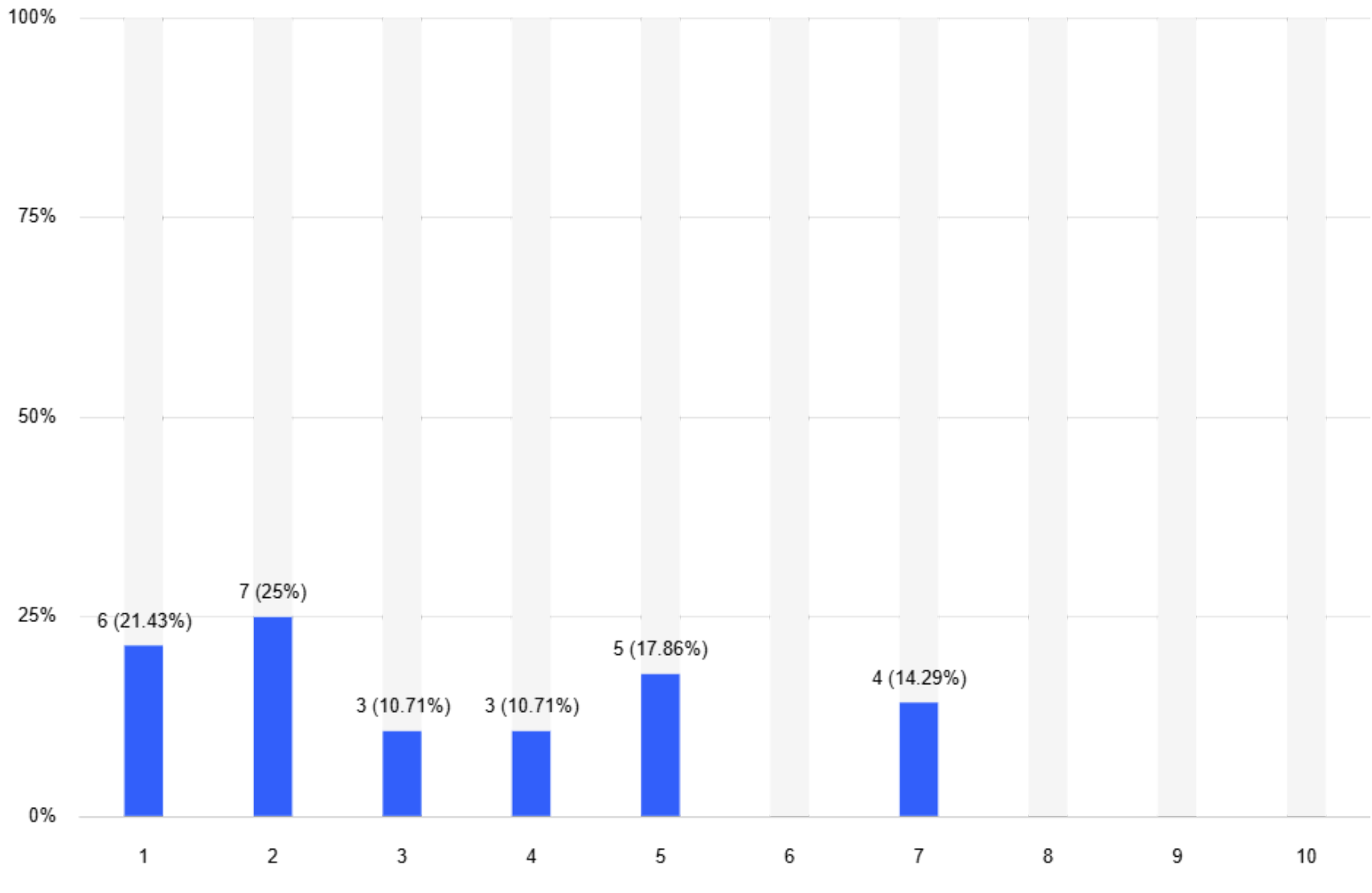
No Major Accessibility Issues Observed:

"There are no challenging physical accessibility issues in Sugar Land."

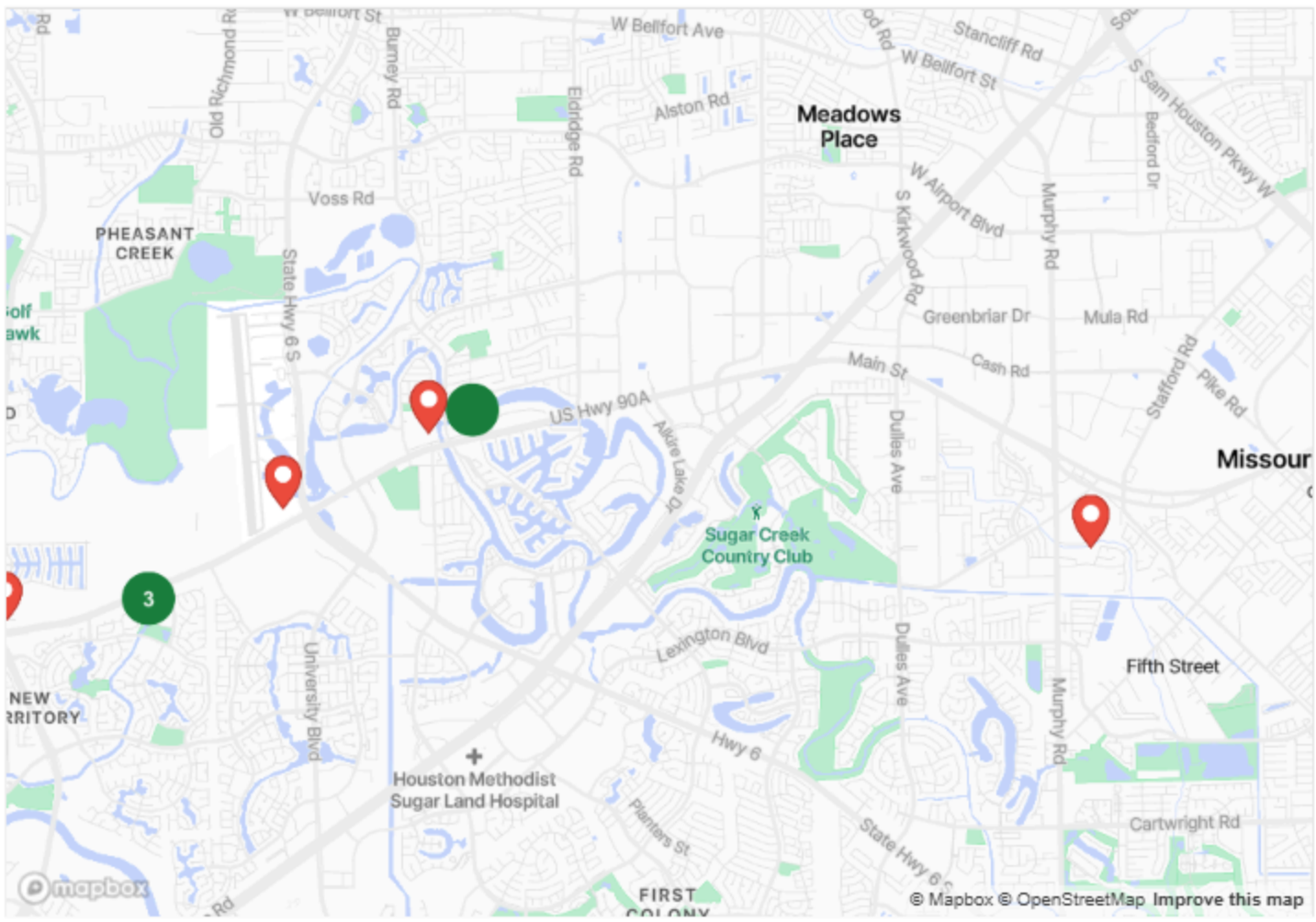
Based on your experiences, rate the following items in order of which is most challenging:



Based on your experiences, how much focus should the City put forth to improve business access issues, such as in shopping centers or retail stores.



Share your accessibility experiences in the City of Sugar Land by dropping a pin and leaving a comment for us!



Total	Count 10	100%

Organized Open-Ended Survey Responses

1. Highway 90 & 99 Traffic Congestion

Intersection & Corridor Gridlock:

"90 and 99 intersection is backed up all the time. No more building power plant or office park on prison property. Too much traffic already."

"Gridlock on 90, stop building strip centers."

"Too much traffic on Hwy 90 to accommodate a business park or power plant. Traffic is already gridlock."

Railway & Signal Impacts:

"Train interferes with lights on 90. No apartments need to be built in Imperial area."

2. Commercial Development & Urban Planning Concerns

Overdevelopment & Vacancies:

"Too much development being done and road will be outdated when construction is complete. Stop building strip centers. Let’s take existing ones and revitalize and fill them."

3. Pedestrian & Bicycle Infrastructure

Sidewalk Gaps & Maintenance:

"This stretch (S to Kempner Street) has a bike lane but no pedestrian sidewalk. The grass is unmanageable between mowings since it harbors fire ants, sand burrs, and animal feces. If that stretch were to have a sidewalk, pedestrians

would be able to extend their walk safely all the way to Kempner Street and beyond."

Crosswalk Accessibility:

"Crosswalks need to be more clearly marked and they need to be sloped to easily access the sidewalk."