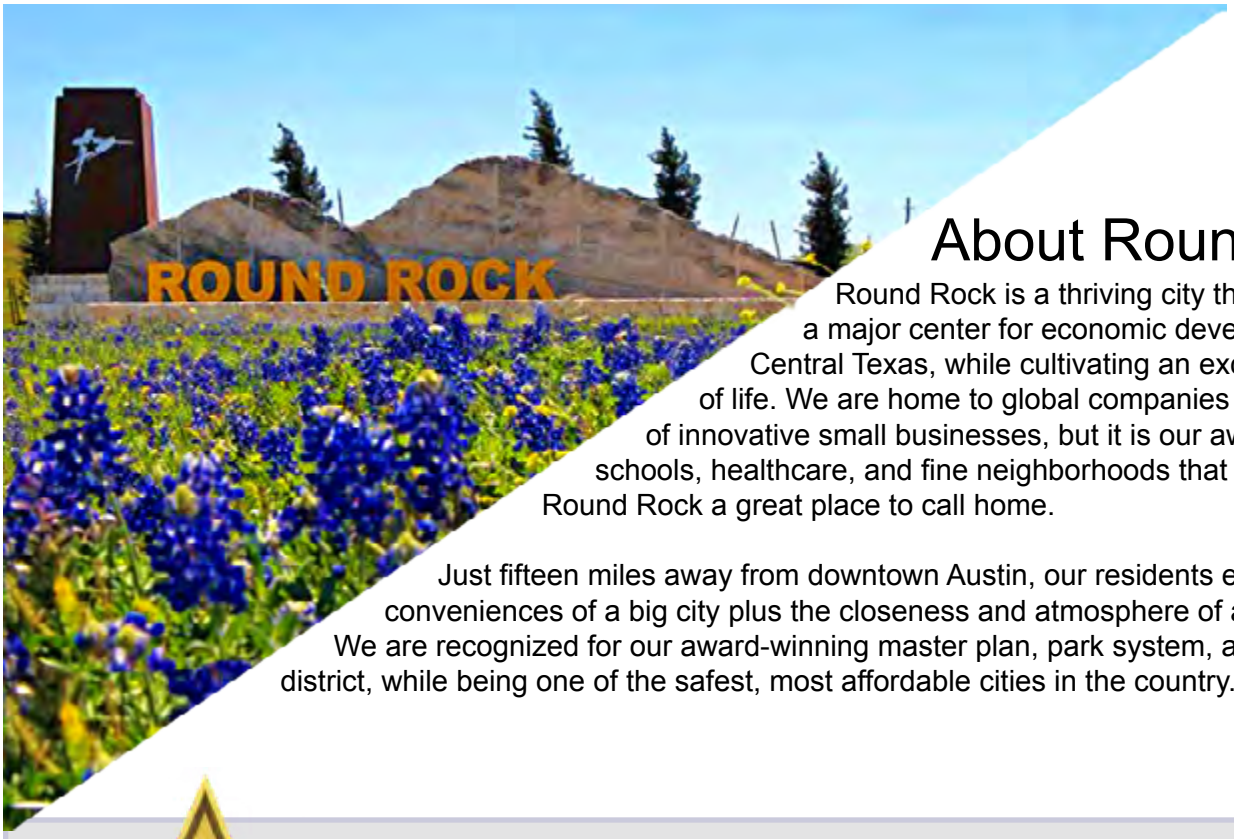
ROUND ROCK TEXAS

WELCOME
TO ROUND ROCK

Getting Started Activate Utilities Address Change	**Utility Services** Water & Sewer Stormwater (Drainage) Garbage & Recycling	**Things to Do & See** Events Parks & Trails Recreation Facilities
Education Public Schools Higher Education	**Safety** Police Protection Fire Prevention	**Stay Connected** Directory Social Media



About Round Rock

Round Rock is a thriving city that has become a major center for economic development in Central Texas, while cultivating an excellent quality of life. We are home to global companies and thousands of innovative small businesses, but it is our award-winning schools, healthcare, and fine neighborhoods that really make Round Rock a great place to call home.

Just fifteen miles away from downtown Austin, our residents enjoy all the conveniences of a big city plus the closeness and atmosphere of a small town. We are recognized for our award-winning master plan, park system, and school district, while being one of the safest, most affordable cities in the country.

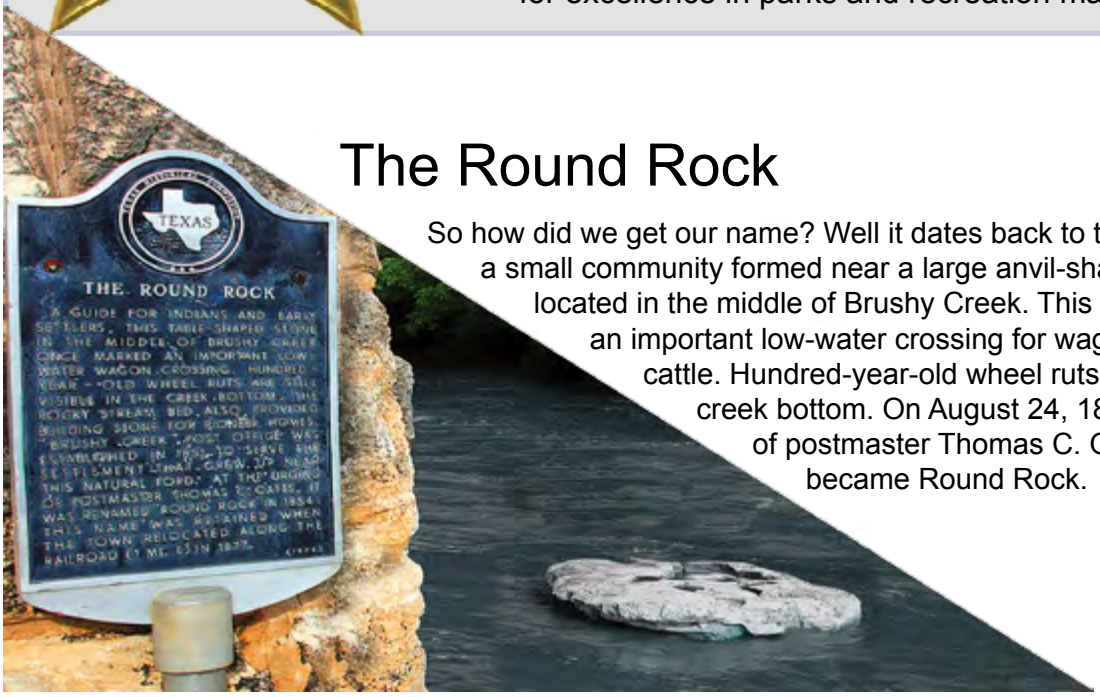
Awards

Best Tasting Drinking Water Award,
from the Texas Water Utilities Association Central Texas Region.

No. 4 Safest City in the United States,
based on crime rate data from the FBI and U.S. Census.

Outstanding Municipal Utility Award,
honors municipal utility systems that are leaders in the industry.

National Gold Medal Award,
for excellence in parks and recreation management.



The Round Rock

So how did we get our name? Well it dates back to the early 1850's when a small community formed near a large anvil-shaped limestone rock located in the middle of Brushy Creek. This now famous rock marked an important low-water crossing for wagons, horses, and cattle. Hundred-year-old wheel ruts are still visible in the creek bottom. On August 24, 1854, at the suggestion of postmaster Thomas C. Oatts, the town officially became Round Rock.

Welcome Home

Address Change

Post Office
Website | 1-800-275-8777

Driver's License
Website | 1-866-357-3639

Vehicle Registration
Website

Activate Utilities

Water & Garbage
City of Round Rock
Website | 512-218-5460

Electricity
Oncor
Website | 1-866-797-4839

Natural Gas
Atmos Energy
Website | 1-800-460-3030

WATER

Protecting our water supply is vital to the success of our community. As expected in Texas, often Round Rock experiences drought conditions and outdoor water use has to be limited. When the City implements drought restrictions, all customers must comply with the watering schedule for outdoor water use. Customers are encouraged to use water efficiently by following the watering schedule year-round.

Water Smart Tips

- Follow the watering schedule
- Avoid watering during the heat of the day (10 am - 7 pm)
- During cooler temps, turn the irrigation system off
- Schedule a FREE irrigation system evaluation
- Use drought tolerant and/or native plants on landscape
- Install efficient appliances and systems (rebates offered)
- For more visit roundrocktexas.gov/conservation

Watering Schedule	
Odd - Numbered Address	Wednesday/Saturday
Even - Numbered Address	Thursday/Sunday
Commercial, Multifamily	Tuesday/Friday

Water Concerns

Think you have a water leak? Water pressure seem low? Can't find your shut-off valve? Our Waterline Maintenance Division can help! While they can't repair leaks on your side of the meter, they can determine if the leak is on the city's side, which could prevent you from paying unnecessary plumbing costs.
Submit a Service Request online or by calling 512-218-5555.

Conservation Rebates

Free Irrigation Audit

Billing Inquiries

Rain Barrel Sales

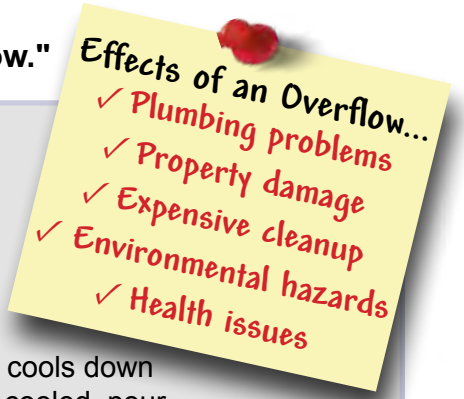
Water Quality

Service Request

Wastewater (Sewer)

The City's wastewater system is designed to dispose of water, toilet paper, and body fluid. When other substances and materials are flushed or poured down the drain, it blocks the flow and causes sewage to overflow... into your home, lawn, nearby creeks and anywhere else it can.

"If it isn't body fluid or toilet paper, It Doesn't Go...Don't Stop the Flow."



Simple ways to prevent an overflow

NO Wipes in the Pipes. Even those labeled "flushable", they are too thick and do not disintegrate easily.

NO Paper Towels, Napkins and Tissues. Designed to absorb moisture and stay together when wet, not break down.

NO Grease, Fats and Oils. Just like in the pan, when grease cools down in the drain, it hardens and becomes a pipe-clogging wax. Once cooled, pour leftover grease and oils in a can then toss in the trash.

Wastewater Concerns

Contact our Wastewater Line Maintenance Division to determine if the problem is a City issue before calling a plumber. If it turns out to be a City problem, a crew will be dispatched immediately to make the repairs. Submit a Service Request online or by calling 512-218-5555.

Learn more at roundrocktexas.gov/wastewaterathome

Stormwater (Drainage)

The City works to prevent pollution of our creeks and rivers from stormwater, urban runoff and illicit discharges. Contrary to popular belief, water that enters the stormdrain, flows directly into the nearest creek... no treatment, no filtration.

Please report illicit discharges to our Stormwater Team at 512-218-7046.

For maintenance questions or if valuables fall into the storm drain please contact our Drainage Operations Division at 512-341-3137.

Learn more at roundrocktexas.gov/stormwater

Garbage & Recycling

Residential curbside collection services are managed by the City and performed by Round Rock Refuse. Garbage is collected once per week and recycling every other week on the same day. Containers may be placed at the curb no earlier than 7 a.m. the day before collection and removed by 7 p.m. the day after collection.

Check your curbside collection day roundrocktexas.gov/recycle

Recycling Round the Rock Guide

Curbside & Recycling Center

Aluminum, Tin, Steel
Aluminum foil
Baking tins
Food & beverage cans

⊘ No paint cans

Cardboard
Cereal, pasta, cracker boxes
Packaging (toys, electronics)
Shipping, moving boxes

⊘ No pizza boxes
⊘ No wax coated cartons

Paper
Brochures, flyers
Catalogs, magazines
Office paper, folders, etc.

⊘ No laminated paper

Plastic
Beverage bottles
Milk jugs
Tubs (butter, yogurt, cream)

⊘ No plastic bags

Curbside ONLY

Glass
Clear or colored jars & bottles
Pasta sauce jars
Wine, beer, liquor, soda bottles

⊘ No broken glass

Recycling Center ONLY

Appliances (non-freon)
Hot water heaters
Microwaves, stoves
Washers & dryers

⊘ No freon appliances

Automotive Waste
Antifreeze, gas, oil
Brake & transmission fluid
Car batteries

⊘ No tires

Electronics
Cable boxes, wires, cords
Computers, copiers, printers
Phones, pagers, chargers

⊘ No TVs

Additional Collection Services

Brush Recycling
The Forestry Division accepts brush at the Recycling Center. Brush is ground into mulch which is used in city parks and free mulch is available to residents.

Details at roundrocktexas.gov/brush

Household Hazardous Waste (HHW)
Properly dispose of cleaners, fertilizers, paint and other chemicals during HHW Collection Events.

- 1st Wednesday from 3 pm to 6 pm
- Spring/Fall Saturday Collection

Details at roundrocktexas.gov/hhw

Spring Clean Up Week
Bulky items such as old furniture and large amounts of trash are accepted curbside during Spring Clean Up Week held in April.

Details at roundrocktexas.gov/springclean

Shred for a Paws Cause
Safely destroy confidential files and hard drives. Events, held in the Spring and Fall, are free with a pet food or cash donation benefiting the Williamson County Regional Animal Shelter.

Details at roundrocktexas.gov/shredday

Curbside Services
Round Rock Refuse
roundrockrefuse.net ◆ 512-255-4980

Recycling Center
Open daily 9:30 am to 6 pm
310 Deepwood Drive ◆ 512-218-5559

Learn more at roundrocktexas.gov/recycle

Things to Do & See (City Fun)

Arts and Culture

In collaboration with Round Rock Arts, the City's Arts and Culture showcases the work of both emerging and established Central Texas artists.

roundrocktexas.gov/arts

Community Events

Don't miss out on the City's most anticipated events from marathons to fireworks to holiday festivities, we have it all.

roundrocktexas.gov/specialevents

Downtown Round Rock

This charming, historic area of Round Rock provides the comforts of a small town with local dining, one-of-a-kind shopping, exciting nightlife and fun community events.

downtownroundrocktexas.com

Library

Enjoy a variety of award-winning programs and services offered at the Round Rock Library. Library cards are free for Round Rock residents.

roundrocktexas.gov/library

Parks & Trails

Round Rock offers over 1700 acres of parks, trails and open spaces for recreational use. From the Dog Park to the Skate Park or the Water Park to the playgrounds, Round Rock has it all.

roundrocktexas.gov/parks

Pools

The City has three outdoor municipal pools open in the summer including a water park, and an indoor pool at the Clay Madsen Recreation Center which is open all year.

roundrocktexas.gov/pools

Recreation Facilities

The City's recreation facilities offers a variety of amenities for all ages, including pools, weight rooms, aerobics classes, senior activities and more.

roundrocktexas.gov/facilities

Shop the Rock

Make it a quick trip or enjoy a whole day of shopping the rock. From large retailers to local mom and pop shops, we know you'll find what you're looking for.

shoptherock.com

EDUCATION

Round Rock Independent School District

The Round Rock Independent School District serves Round Rock, parts of Williamson and Travis County, and parts of Cedar Park and Austin. In some states, City governments administer the school district. In Texas, however, school districts are independent tax entities with their own taxing authority and governing board.

Austin Community College (ACC)

ACC's Round Rock campus offers comprehensive education programs and services to more than 5,000 students. There are plans to expand the campus to serve 11,500 in the future. ACC's Round Rock campus offers core curriculum courses and university transfer degrees, workforce/ technical degrees and certificates, and comprehensive student support services.

Texas A&M Health Science Center

The Round Rock campus is a community-based medical school providing third- and fourth-year clinical training at regional clinical campuses around the state through affiliations through local physicians, clinics and hospitals.

Texas State University

The Round Rock campus offers Junior and Senior level classes in 13 Bachelor's Degrees and 12 Master's Degrees, as well as 13 Certifications. The campus is also home to the St. David's School of Nursing, which offers a Bachelor of Science in Nursing (BSN) Degree and a Master of Science in Nursing (MSN) Degree.

Round Rock Police Department

The Round Rock Police Department takes great pride in protecting and serving while maintaining a positive relationship with our citizens through transparent, accountable, and successful law enforcement.

We acknowledge that our effectiveness depends upon the community's support and involvement. Therefore, we offer many services and programs to encourage community involvement, public safety and a high quality of life.

Police Station
2701 N. Mays Street
Round Rock, Texas 78665
512-218-5500 (non-emergency)

Learn more at roundrocktexas.gov/police

News & Events	About 911	Animal Control
Community Programs	Smart 911	Volunteer Services

Round Rock Fire Department

The Round Rock Fire Department is dedicated to your safety and quality of life by providing emergency fire control, rescue and medical services, and fire prevention through public education and code enforcement.

Round Rock has seven fire stations throughout the City, see Fire Stations for all locations. The Administration and Fire Marshal's office is located at the Central Fire Station.

Central Fire Station
203 Commerce Blvd.
Round Rock, Texas 78664
512-218-5590 (non-emergency)

Learn more at roundrocktexas.gov/fire

911 Tips	Explorer Post 911	Fire Safety
Home Fire Escape Plan	Public Education	Rock Solid Safety Program

We Know... Do You?

Is there a festival this weekend? Are water restrictions in effect? Is a new venue coming to Round Rock? We know... and so can you!

Be the first to know what's happening in the community from the latest news to water savings tips and upcoming festivals to how-to-videos.

The City is active on social media, if you are too, connect with us so you can stay in-the-know!

Common City Services

Animal Control	●			●
Backflow Prevention	●	●		●
Brush Recycling	●	●	●	●
City Management	●		●	●
Code Enforcement	●	●	●	●
Conservation	●	●	●	●
Court	●		●	●
Drought Restrictions	●	●	●	●
Fire (non-emergency)	●		●	●
Floodplain	●	●	●	●
Garbage Collection	●	●	●	●
Household Hazardous Waste	●	●	●	●
Inspections	●	●	●	●
Job Openings	●		●	●
Library	●		●	●
Parks & Recreation	●		●	●
Permits	●	●	●	●
Police (non-emergency)	●		●	●
Recycling Center	●	●	●	●
Recycling (curbside)	●	●		●
Rental Facilities	●		●	●
Stormwater	●	●	●	●
Street/Drainage	●	●	●	●
Traffic Signals	●	●		●
Tree Questions/Concerns	●	●	●	●
Wastewater (Sewer)	●	●	●	●
Water Maintenance	●	●	●	●
Water Quality	●	●		●
Utility Billing	●	●	●	●
Utility Connect/Disconnect	●	●	●	●

Smart911

Mobile phones don't provide an address for the caller. With Smart911, you can add key information about members of your household, including your pets, that would help first responders in the event of an emergency.

RRTX Mobile

Access City news, make a payment, submit and track service requests and more.

tip 411 **Submit anonymous tips to Round Rock Police.**