



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

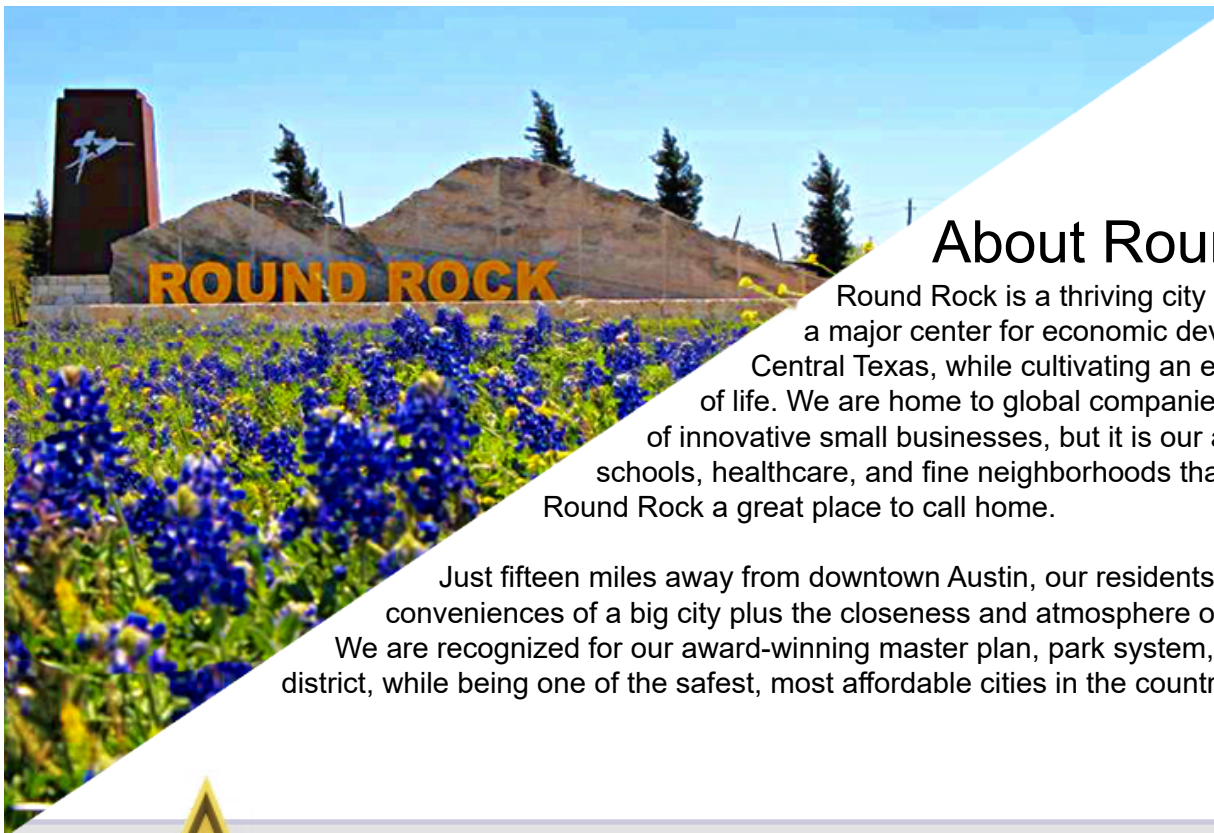
Public Schools
Higher Education

Safety

Police Protection
Fire Prevention

Stay Connected

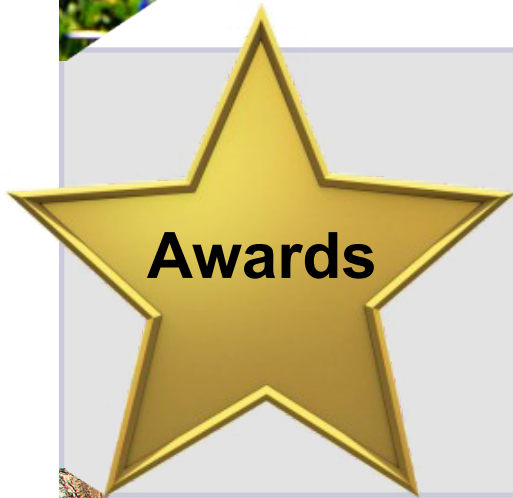
Directory
Social Media



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.



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

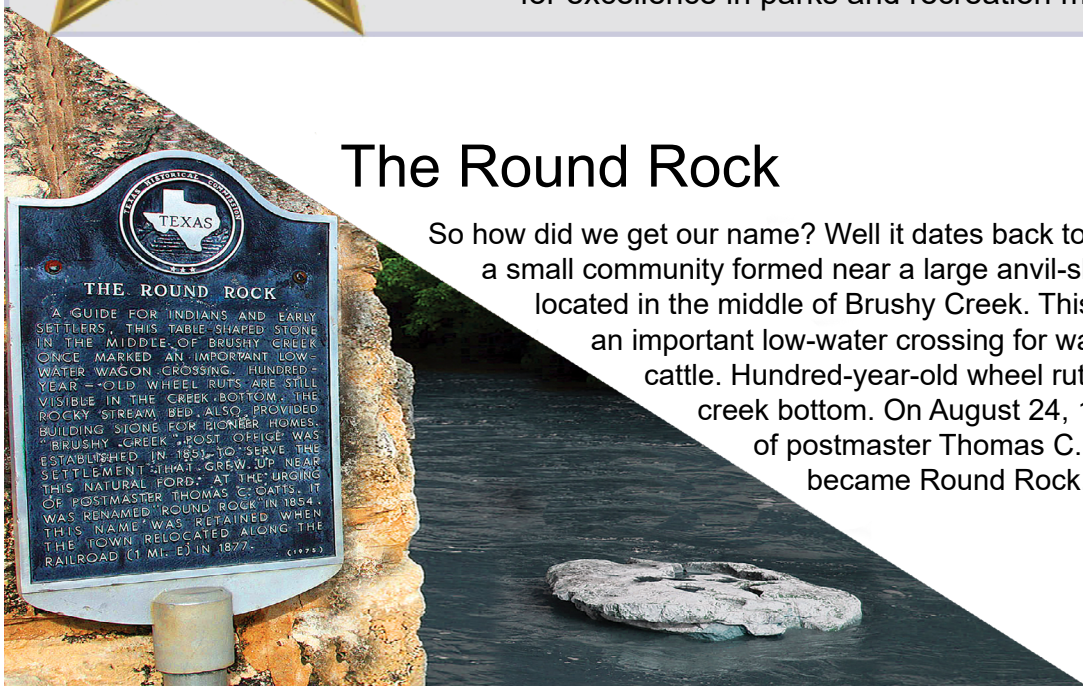
No. 4 Safest City in the United States,
based on crime rate data from the FBI and U.S. Census.

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.



GETTING STARTED

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

[Website](#) | 512-218-5460

Electricity

[Website](#) | 1-866-797-4839

Natural Gas

[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](tel: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.

Effects of an Overflow...

- ✓ Plumbing problems
- ✓ Property damage
- ✓ Expensive cleanup
- ✓ Environmental hazards
- ✓ Health issues

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](tel:512-218-5555).

Learn more at roundrocktexas.gov/wastewaterathome

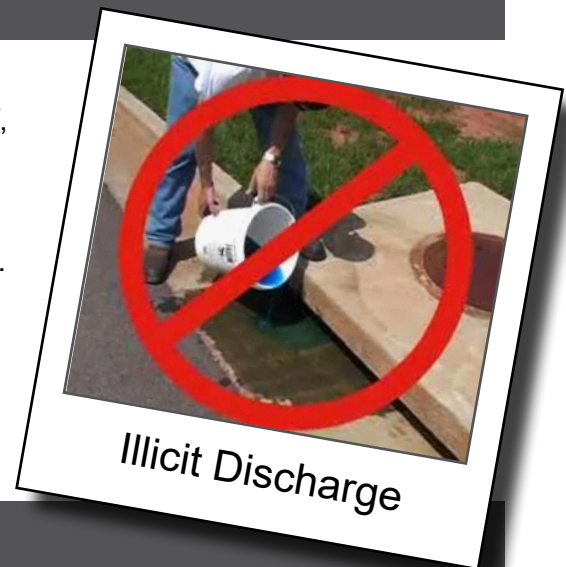
STORMWATER (DRAINAGE)

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](tel:512-218-7046).

For maintenance questions or if valuables fall into the storm drain please contact our Drainage Operations Division at [512-341-3137](tel: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 starting at 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	Curbside ONLY
Aluminum, Tin, Steel Aluminum foil Baking tins Food & beverage cans No paint cans 	Glass Clear or colored jars & bottles Pasta sauce jars Wine, beer, liquor, soda bottles No broken glass 
Cardboard Cereal, pasta, cracker boxes Packaging (toys, electronics) Shipping, moving boxes No pizza boxes No wax coated cartons 	Recycling Center ONLY Appliances (non-freon) Hot water heaters Microwaves, stoves Washers & dryers No freon appliances 
Paper Brochures, flyers Catalogs, magazines Office paper, folders, etc. No laminated paper 	Automotive Waste Antifreeze, gas, oil Brake & transmission fluid Car batteries No tires 
Plastic Beverage bottles Milk jugs Tubs (butter, yogurt, cream) No plastic bags 	Other Items DVDs and CDs Fluorescent light bulbs Propane, helium tanks 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 Saturday Collection

Details at roundrocktexas.gov/hhw

Spring Clean Up

Bulky items such as old furniture and large amounts of trash are accepted curbside on designated Saturdays 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](https://www.roundrocktx.gov/arts), the City's Arts and Culture showcases the work of both emerging and established Central Texas artists.

[roundrocktexas.gov/arts](https://www.roundrocktx.gov/arts)

Downtown Round Rock

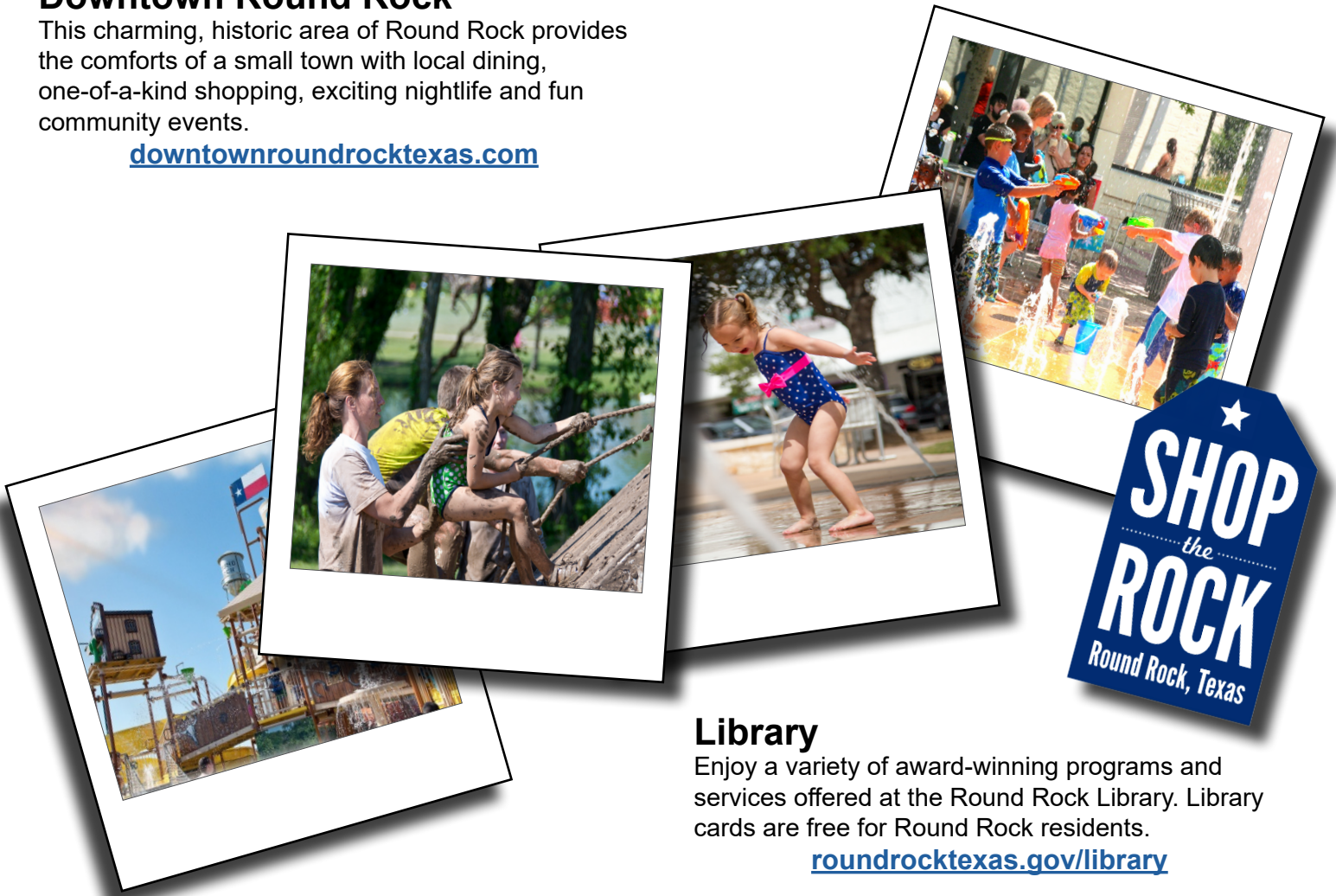
This charming, historic area of Round Rock provides the comforts of a small town with local dining, one-of-a-kind shopping, exciting nightlife and fun community events.

[downtownroundrocktexas.com](https://www.downtownroundrocktexas.com)

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](https://www.roundrocktexas.gov/specialevents)



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](https://www.roundrocktexas.gov/parks)

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](https://www.roundrocktexas.gov/facilities)

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](https://www.roundrocktexas.gov/library)

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](https://www.roundrocktexas.gov/claymadsen) which is open all year.

[roundrocktexas.gov/pools](https://www.roundrocktexas.gov/pools)

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](https://www.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.

Learn more at roundrockisd.org



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.

Get started at austincc.edu

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.

Register today at medicine.tamhsc.edu/admissions



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.

Find out more at rrc.txstate.edu

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](tel: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](tel: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

STAY CONNECTED

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! Connect with us on social media today!



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			

Learn more at roundrocktexas.gov



Register to receive emergency alerts by text, phone call and/or email.



Mobile phones do not provide the caller's address. 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.



Monitor your water usage, pay utility bill, sign up for leak alerts and more.

