



# WELCOME TO ROUND ROCK



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[Utility Services](#)

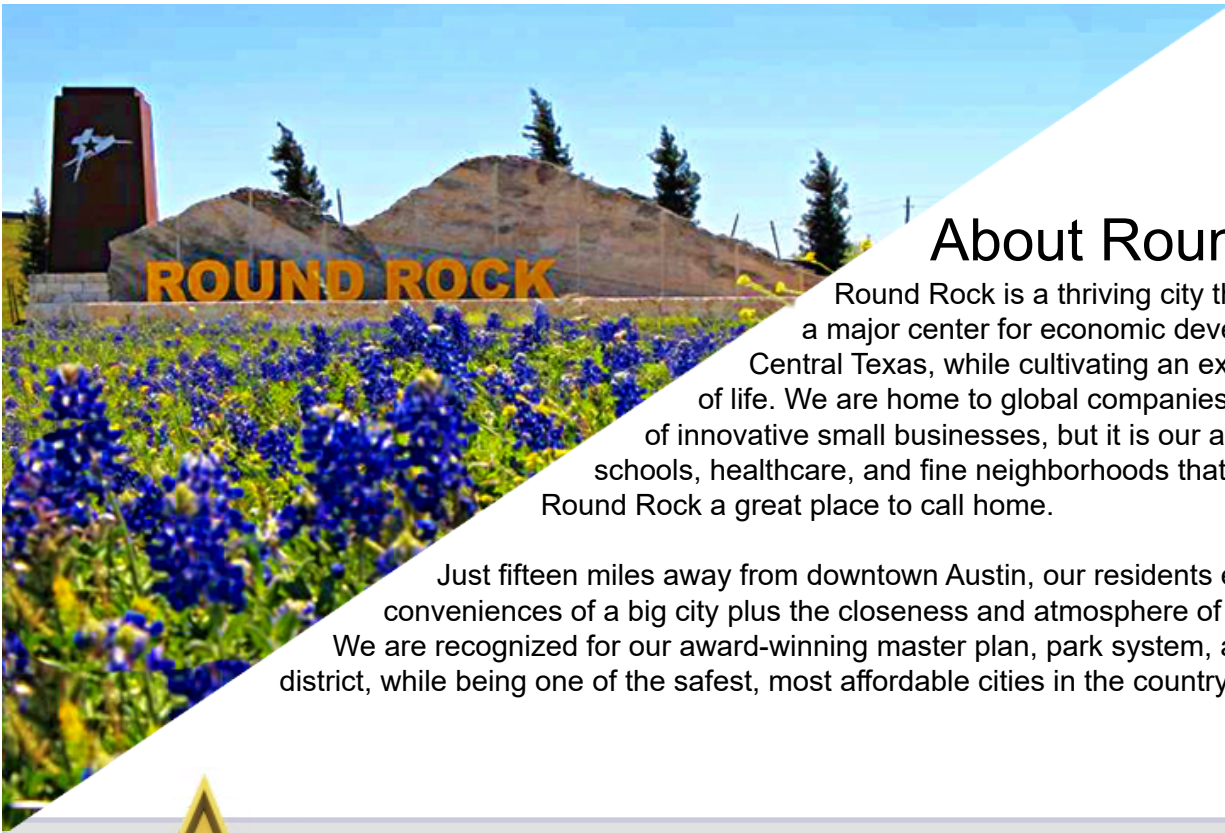
[Things to Do](#)

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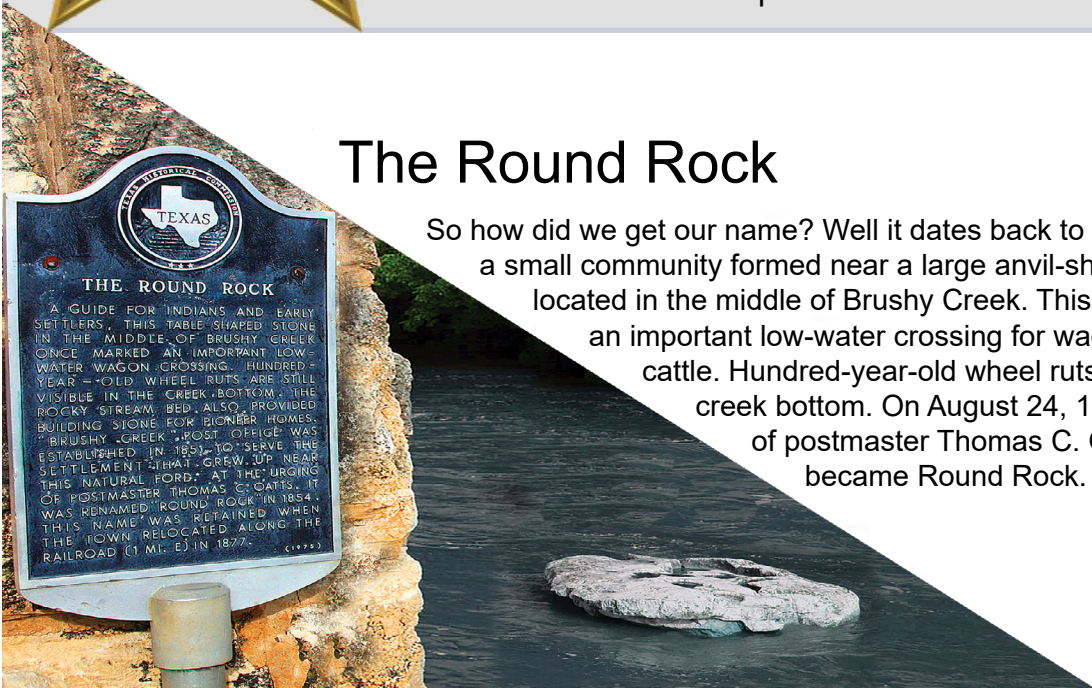
# About Round Rock

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 water restrictions, all customers must comply with the watering schedule for outdoor water use.

## 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](#))
- Monitor water usage and sign up for alerts [rtrxwater.com](http://rtrxwater.com)
- For more visit [roundrocktexas.gov/conservation](http://roundrocktexas.gov/conservation)



Water Wise  
Landscaping

## Watering Schedule

| Address ends in | STAGE 1              | STAGE 2   |
|-----------------|----------------------|-----------|
| 0               | Monday / Thursday    | Thursday  |
| 1               | Wednesday / Saturday | Wednesday |
| 2               | Tuesday / Friday     | Tuesday   |
| 3               | Monday / Thursday    | Monday    |
| 4 or 8          | Sunday / Thursday    | Sunday    |
| 5 or 9          | Wednesday / Saturday | Saturday  |
| 6 or 7          | Tuesday / Friday     | Friday    |

## Water Concerns

Think you have a water leak? Water pressure seem low? Can't find your shut-off valve? Our Water Distribution Team 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

Water Quality

Service Request



## WASTEWATER (SEWER)

Whether you use the toilet or the sink, it all flows through the same pipes in your home. Wastewater treatment technologies are designed to break down bodily waste and toilet paper ONLY. While wipes and grease may “disappear” when flushed or poured down the drain – they do not dissolve fast enough to flow through the system like toilet paper. They build up in pipes and block your sewer line.

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

### NO Wipes in the Pipes.

Even those labeled “flushable,” they are too thick and do not disintegrate easily.

### NO Paper Towels, Napkins or Tissues.

All are designed to absorb moisture and stay intact 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 Collections Team 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](http://roundrocktexas.gov/wastewaterathome)

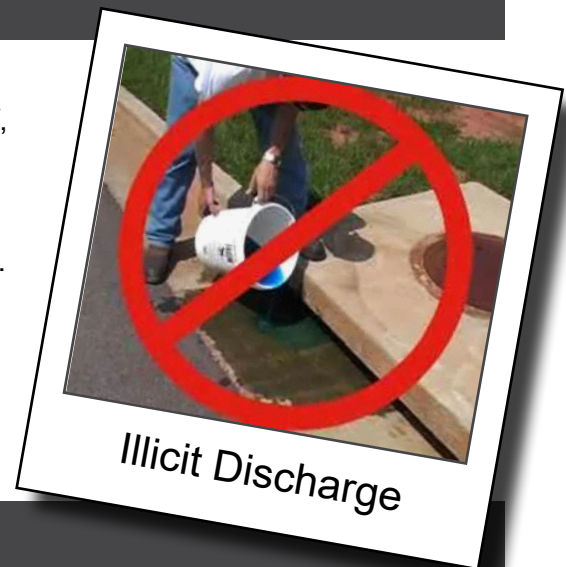
## STORMWATER (DRAINAGE)

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 Stormwater Operations Division at [512-341-3137](tel:512-341-3137).

Learn more at [roundrocktexas.gov/stormwater](http://roundrocktexas.gov/stormwater)



## GARBAGE & RECYCLING

Residential curbside collection services are managed by the City and performed by Central Texas 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 am the day before collection and removed by 7 pm the day after collection.

Check your curbside collection day [roundrocktexas.gov/recycle](http://roundrocktexas.gov/recycle)



# RECYCLING ROUND THE ROCK

## Curbside & Recycling Center

### Aluminum, Tin, Steel

Aluminum foil  
Baking tins  
Food & beverage cans



### Cardboard

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



### Glass

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



### Paper

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



### Plastic

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



## 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



### Styrofoam (Expanded Polystyrene)

"If you can flake it, we can take it!"  
Packaging (furniture, electronics)  
Single-use coolers  
No packing peanuts

### Other Items

DVDs and CDs  
Flourescent 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](http://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

Details at [roundrocktexas.gov/hhw](http://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](http://roundrocktexas.gov/springclean)

### Shred for a Paws Cause

The annual document and hard drive shred event is held in the spring and is FREE with a Paws for the Cause donation. Proceeds go to the Williamson County Regional Animal Shelter.

Details at [roundrocktexas.gov/shredday](http://roundrocktexas.gov/shredday)

Curbside Services  
[centraltexasrefuse.com/CORR](http://centraltexasrefuse.com/CORR)  
512-255-4980



Recycling Center  
Open: Mon-Sat 9:30 am to 6 pm  
310 Deepwood Drive ♦ 512-218-5554

Learn more at [roundrocktexas.gov/recycle](http://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

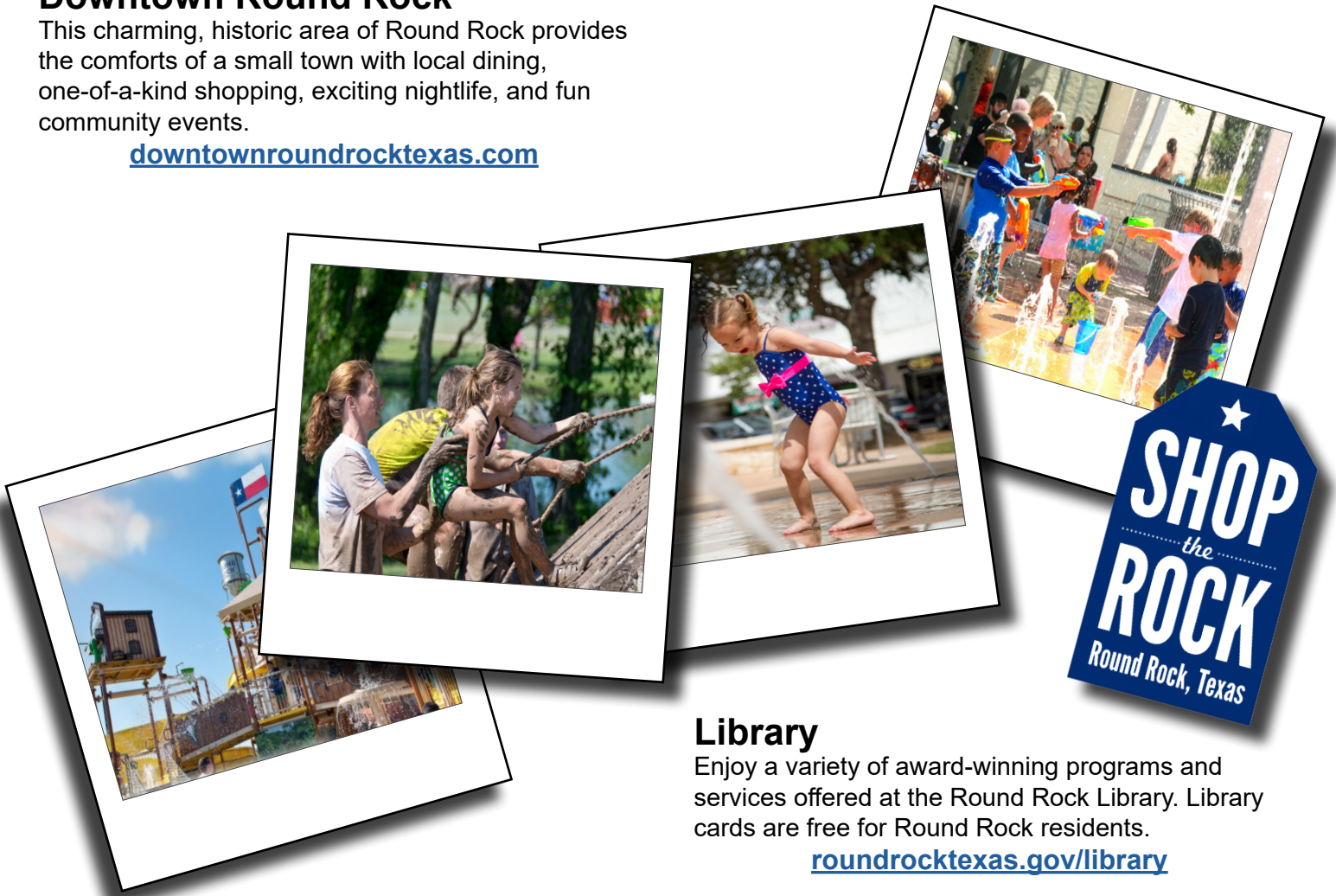
This charming, historic area of Round Rock provides the comforts of a small town with local dining, one-of-a-kind shopping, exciting nightlife, and fun community events.

[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 day out 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](http://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](http://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](http://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](http://rrc.txstate.edu)



# SAFETY

## 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](http://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 nine 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](http://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!

Connect With Us!  
roundrocktexas.gov



### 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](http://roundrocktexas.gov)



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



Mobile phones do not provide 911 operators 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.



Submit anonymous tips to Round Rock Police.