ROUND ROCK
TEXAS

NOV
2026

ROCK BEATS

MONTHLY EMPLOYEE NEWSLETTER



YOUR MONTHLY PULSE ON
WHAT'S HAPPENING
AT THE CITY OF ROUND ROCK

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ON THE COVER

On the Cover: Neighborhood Services Coordinators **Grayson Roberts** (left) and **Devin Taylor** (right) show off equipment available through Round Rock's Tool Depot. The award-winning program gives residents free access to more than 100 lawn care and home maintenance tools, helping neighbors tackle projects without the expense of buying their own equipment.

Customer Service Week 2026 Recap

City of Round Rock employees came together last month to celebrate **National Customer Service Week** and the everyday efforts that make exceptional service possible. This year's theme, "The Extra Mile," highlighted how employees go above and beyond for residents, businesses and one another, often through small actions that make a big difference. From daily acts of service to our Employee Celebration and Luncheon, the week recognized the dedication and teamwork that make Round Rock exceptional!











Service Excellence Award Winners

Administration
Cynthia Mouser

Community and Neighborhood Services
George Rosenkrans

Communications and Marketing
Catondra Thomas

Finance
Amanda Crowell

Fire
Austin Simpson
Charlie Papenhausen

General Services*
Junard Gabrieles
Nora Vinasco

Human Resources*
Hoeun Amareth

Information Technology
Jillian Arthur

Library
Mary Martinez

Parks and Recreation
Esme Cruz
Jack McLean

Planning and Development Services
Caitlyn Reeves
Parker Hall

Police
Gregory Dwayne Riley
Melanie Forcier

Public Works
Natalie Abitago
Steven Thorpe
Thomas Copeland

Sports Management and Tourism
Rochelle Earls

*** General Services** and **Human Resources** also received department awards.

Customer Service Week 2026 Recap

Employee Celebration and Luncheon















View the entire photo gallery on EmployeeNet!















THE HR HUB

Make the Most of Your Vision Benefits

If you're enrolled in the vision plan, remember to use your available eyewear allowance before it resets! Our plan ends **December 31**, so take advantage of your benefits before they expire.

New Medicare & Retirement Resources

Planning for retirement or navigating Medicare? We have new resources available to help you understand your options.

The City's benefits consultant, Gallagher, now offers free, personalized health insurance guidance to Round Rock employees, their families and friends. Licensed advisors can help compare Medicare plans, COBRA alternatives, individual and family health coverage, and supplemental insurance options, with no obligation to enroll. During Medicare's Annual Enrollment Period, which runs through December 7, Medicare-eligible employees can connect with a licensed advisor for assistance. Visit **Gallagher's Round Rock Resource Page** or call **833-730-7133** to explore your options.

Coming This Month: Circle of Gratitude

Take a moment to slow down, recharge and focus on the good! Human Resources and Parks and Recreation are teaming up to launch Circle of Gratitude, a new wellness program combining gratitude, mindfulness and gentle movement through Qigong. Stay tuned for dates and registration details!

New Employee Discount Alert — Base Power

City of Round Rock employees and retirees can take advantage of a special offer from Base Power, a home battery backup service that automatically provides power during outages. The offer includes a waived $695 installation fee for a 39.2 kWh whole-home battery system, with lifetime maintenance included. Monthly membership costs $0 or $19, depending on your utility, and some customers may need to switch electricity providers. Visit **basepowercompany.com/cityofroundrock** and enter your ZIP code to check eligibility and plan details.

Get Up to $45 Back on an Uber, Lyft or Taxi Ride!

Need a safe ride home this holiday season? Your AllOne Employee Assistance Program (EAP) offers Take the High Road, providing reimbursement of up to $45 for one qualifying Uber, Lyft or taxi ride per year. **How to use it:** Arrange a ride, save your receipt and call AllOne at **888-993-7650** or **fill out the online form for reimbursement**.

WEAR PINK DAY

On Friday, October 23, City employees wore pink in support of Breast Cancer Awareness.



Human Resources


General Services



Library



Planning and Development Services

View the entire photo gallery on EmployeeNet!

EMPLOYEE EVENTS

Tuesday, November 10

Veterans Day Luncheon – 11:30 a.m.-1 p.m. | Police Department, 2701 N. Mays St. | All City employees are invited to honor those who served with food, raffles and music! Food service begins at 11:45 a.m. **Sign up here**

Tuesday, November 10

Texas Watershed Steward Workshop – 1-5 p.m. | Bob Bennett Building, 3400 Sunrise Road | Learn about the Brushy Creek watershed, local conservation efforts and ways to protect water quality at this free workshop. Open to the public and a great training opportunity for employees, with continuing education credits available. Questions? Contact Cam Chapman at 737-349-2653 or **cchapman@roundrocktexas.gov**.

Thursday, November 19

Diabetes Awareness Lunch & Learn – Noon-1 p.m. | HR Training Room/Virtual | Join our on-site clinic nurse practitioner, Crystal, for a conversation about diabetes prevention, management and emerging approaches to improving metabolic health.

City Holidays in November

- **Wednesday, November 11** - Veterans Day
- **Thursday, November 26** - Thanksgiving
- **Friday, November 27** - Day After Thanksgiving

Learn about these events and more on the Employee Event Calendar:

employees.roundrocktexas.gov/events

Preserving Pages at the Library

Over the past nine months, library assistants **Laura Del Villaggio** (left) and **Rehana Vohra** (right) have repaired an impressive 3,000 books and 460 audiovisual items, saving the City an estimated $70,000! Their work extends the life of library materials, including many that are no longer in print, keeping these valuable resources available to the community for years to come.



COMMUNITY EVENTS

Tuesdays and Thursdays through Nov. 19

Hometown Lunchtime Parklet Shows – 11:30 a.m.-1 p.m. | Downtown Round Rock | Take your lunch break outside with free live music at parklets throughout Downtown. Grab lunch or an iced coffee from a Downtown business, or bring your own, and enjoy a mid-day music break.

Wednesdays through Nov. 18

Music on Main – 7-9 p.m. | Prete Plaza, 221 E. Main St. | Music on Main is back for the fall! Bring a lawn chair or blanket, grab dinner Downtown and enjoy free live music every Wednesday night.

Wednesday, Nov. 11

Veterans Day Celebration – 11 a.m.-1:30 p.m. | Lakeview Pavilion, 1301 Harrell Pkwy | The ceremony will honor veterans with a presentation of colors, military salutes, a flyover and musical performances by local students and vocalist Michaela Watson.

Saturday, Nov. 21

Mainly Art – 10 a.m.-3 p.m. | Downtown Round Rock | Stroll Main Street and shop original work from local visual artists during this free outdoor celebration of creativity.

Friday, Dec. 4 and Saturday, Dec. 5

Light Up the Lake – 6-10 p.m. nightly | Old Settlers Park, 3300 E. Palm Valley Blvd. | Celebrate the holiday season at this free, two-night festival featuring dazzling light shows over Bright Lake, giant glowing balloons, live music at the Lakeview Stage, festive displays, visits with Santa, holiday crafts, family activities and plenty of food and treats.



Lunchtime Parklet Show


Mainly Art


Music on Main


Light Up the Lake

Learn about these events and more on the City Event Calendar:

roundrocktexas.gov/events

EMPLOYEES ON THE MOVE

NEW HIRES

COMMUNITY AND NEIGHBORHOOD SERVICES
MICHAEL KUROWSKI

GENERAL SERVICES
DULCE DEHEZA

PARKS AND RECREATION
JOEL CAMARILLO
CHRISTOPHER COLLINS
CEDRIC LLOYD
ARACELI RAMIREZ

PLANNING AND DEVELOPMENT SERVICES
ANA JAIMES-LEAL
RUDY MULAMBA

PUBLIC WORKS
AVERY BOYER
LARRY DIAMOND
ROMAN GUTIERREZ
DANIEL LIZCANO SAMUELSON
RICARDO LOPEZ
SEBASTIAN SANCHEZ

PROMOTIONS

GENERAL SERVICES
TRISTEN ADAMS — PROMOTED TO SUPERINTENDENT - FACILITY

PARKS AND RECREATION
EMILY JONES — PROMOTED TO RECREATION ASSISTANT

POLICE
ADRIAN CRUZ — PROMOTED TO POLICE OFFICER
CODY BAERMANN — PROMOTED TO POLICE OFFICER
CALIXTE DEFAY — PROMOTED TO POLICE OFFICER
GIDEON DEN HARDER — PROMOTED TO POLICE OFFICER
JUSTIN GLASS — PROMOTED TO POLICE OFFICER
JAMOR JAMES — PROMOTED TO POLICE OFFICER
MITCHELL JENSEN — PROMOTED TO POLICE OFFICER
KYLE KELLY — PROMOTED TO POLICE OFFICER
ANDREW RIVERA — PROMOTED TO SERGEANT
MELISSA WILLIAMS — PROMOTED TO POLICE OFFICER
MASON WHITE — PROMOTED TO POLICE OFFICER
KATELYN YOUNG — PROMOTED TO POLICE OFFICER

PUBLIC WORKS
NICHOLAS DEARMAN — PROMOTED TO SYSTEMS MECHANIC - SENIOR
JEREMY COTE — PROMOTED TO SIGNS & MARKINGS TECHNICIAN - SENIOR

SM&T
LEXI MARTIN — PROMOTED TO SUPERVISOR - SPORTS PROGRAMS

SERVICE ANNIVERSARIES

ADMINISTRATION
MONIQUE ADAMS (27)

ARTS AND CULTURE
CHRISTINA RUDOFSKY (6)

COMMUNICATIONS
CATONDRA THOMAS (4)

COMMUNITY AND NEIGHBORHOOD SERVICES
REBECCA CORTEZ BOLANOS (5)

FINANCE
KATHY WHITE-WILLIAMS (4)
JORGE VILLEGAS (6)
RENEE CORTEZ (8)

FIRE
NATHANAEL SUTTON (2)
ZACHARY BREHM (11)
WILLIAM FRITZINGER (11)
JOHN PATENAUDE (11)
BENJAMIN JIRASEK (15)
TROY SMISCHNEY (15)
JOSHUA SHEREK (15)
JOHN WILKINS (15)
GREGORY ANDRES (18)
JARED LADNER (18)
JOEL MACE (18)
JONATHON WHITE (18)
BRADLEY CLOPTON (20)
COLE CLOSS (20)
KELLY LOESSIN (20)
DYLAN MILSTEAD (20)
PHILLIP PETERSON (20)
GARY PIETZSCH (20)
JAIME RODRIGUEZ (22)

GENERAL SERVICES
CEDRICK BURTON (1)
LUIS JOVEL (1)
JACOB DELA CRUZ (3)
PATRICK SCHILLER (4)
JOSE GUTIERREZ-SANCHEZ (5)
GREGORIO HERNANDEZ-GONZALES (6)

INFORMATION TECHNOLOGY
ALEXANDER GOULD (2)
MELISSA STERNENBERG (2)

LIBRARY
MARIE HERRADA (8)
CHARLES HADLEY (35)

PARKS AND RECREATION
DAMIAN KING (1)
MARCUS AYALA (1)
JOSE NUNEZ MENDEZ (1)
CARLOS GUINEA (3)
CHRISTAL ACOSTA (3)
BRANDON TAYLOR (4)
MELANIE EUBANK (6)
SIMON MONTEMAYOR (22)

PLANNING AND DEVELOPMENT SERVICES
ROGELIO GONZALEZ (1)
ARNOLD CASTRO LOPEZ (2)
BRADLEY DUSHKIN (15)

POLICE
GRANT GOLDEN (1)
CHRISTINE MERSIOSKY (1)
ANGEL GOMEZ (2)
PREETY GAJJAR (2)
JACE KEMPERS (2)
MESHA MOORE (2)
ANDRES PADILLA COLON (2)
KERAGAHN SCOTT (2)
FOREST CLARK (9)
RYAN HOVIS (9)
SONNY KUO (9)
RICHARD MAIO (9)
MARC MCCALISTER (9)
LEONARDO QUINTANA (9)
DILLON RIZZO (9)
DENIS RYAN (9)
TIMOTHY CHANCELLOR (17)
NOAH MONCIVAIS (17)
STANLEY PALK (17)
AMBER PEARSON (17)
DON HOLLAND (18)
BRIAN QUICK (26)

PUBLIC WORKS
JEREMY WILSON (1)
JOHN SHRADER (1)
LUIS JOVEL (1)
MAZIAR MOKRI (1)
APOLONIO GARCIA (2)
JOSEPH NAPLES (2)
GLEN TROXELL (2)
ALEXANDER DORSEY (3)
DEANNA HOLDER (3)
MAURICIO GONZALEZ (3)
DONAVAN RAMIREZ (3)
SAM ROBERTS (3)
JERED MARBURGER (3)
PATRICK WOELKE (3)
RAYMOND FONSECA (5)
RAYMOND RIOS (5)
CRISTOBAL DE LEON (6)
THOMAS COPELAND (7)
JAMES COMBS (12)
MATTHEW FITZGERALD (16)
DAVID MORALES (25)
CODY OFFIELD (11)

UTILITIES AND ENVIRONMENTAL SERVICES
JASON ALBRITTON-SEVERIN (2)
DAMIR RADIC (8)



MEET YOUR COWORKER

★ Meghann Nowak ★

Human Resources Generalist

Human Resources

How long have you worked for the City of Round Rock?
10 months...since December 2025.

What do you do for the City?
A typical day for me as an HR Generalist for the City starts with coffee and a quick scan of my emails to see what needs attention first. There's usually a mix of employee questions, manager requests, and the occasional curveball to keep things interesting. Most of my day is spent supporting supervisors, answering policy questions, and helping employees navigate whatever situation they're dealing with. I'm balancing documentation, onboarding tasks, follow-ups, and making sure everyone gets clear, practical guidance.

What do you enjoy most about your job?
No two days look the same and that's what I enjoy. I like helping employees, providing guidance, solving puzzles, and keeping things moving smoothly for everyone.

What's your favorite food?
Brunch...all of it.

What's your favorite movie or TV show?
I love all movies and TV shows, but the ones I can watch repeatedly are Schitt's Creek and Parks & Rec. But I'm also a HUGE Harry Potter and Star Wars fan!

What does a typical weekend look like for you?
Recently it's been unpacking and settling into our new Texas home but mostly it's shuttling my kids to and from their activities. We try to fit in something that we can all attend and get us out to explore Austin.

What's something your coworkers might be surprised to learn about you?
My husband and I used to brew our own beer. My creme ale even won a Bronze medal at the Arizona Homebrewers competition. Now, I roast my own coffee beans which takes way less time than brewing beer.

PETS of the MONTH

Name: Andi
Owner: Joshua Wilcox, Human Resources
Age: 2.5 years
Breed: Mini Schnauzer

Andi is mostly a lap dog who loves cuddles and will happily sit on your lap all day. But she can get very excited and vocal when she thinks it's time for her walk, someone comes to the front door or when she sees a squirrel. Squirrels are her nemesis! She loves playing tug-of-war or fetch and mostly lets our 4-year-old daughter dress her up.





Name: Willow
Owner: Sara Bustilloz, Communications and Marketing Director
Age: 11 years
Breed: Chihuahua Terrier Mix

Meet Willow! She's got the heart of a puppy and zero respect for personal space. She's endlessly patient with her 6-year-old human sister and still enjoys a good case of the zoomies. She's exceptionally great at flying on airplanes, but her true happy place is riding in someone's lap in the car, where her humans are conveniently trapped and available for cuddles. She's an Olympic-level blanket burrower who will aggressively tunnel under any available cover.

Want to submit your pet to be featured?

Email cthomas@roundrocktexas.gov
or use the QR code on the back page!

Halloween 2026 Recap


Planning


Finance


General Services


Library

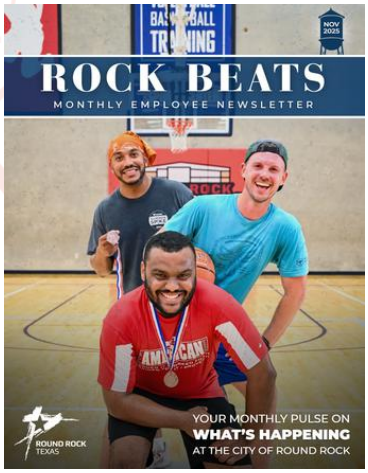
View the entire photo gallery on EmployeeNet!

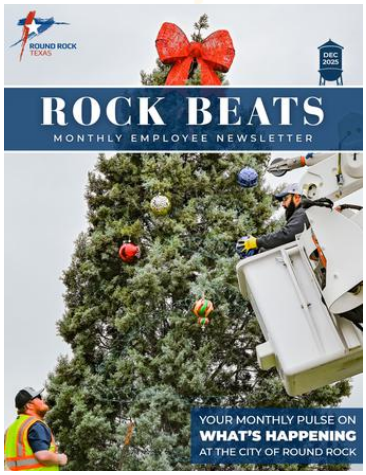

Communications and IT

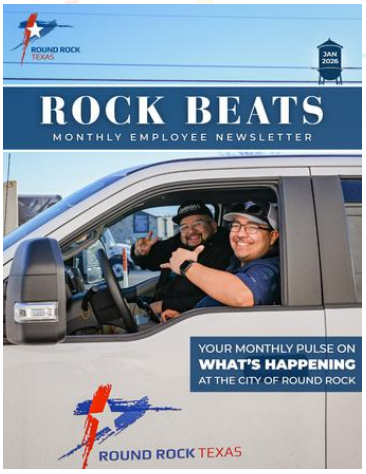

Arts and Culture

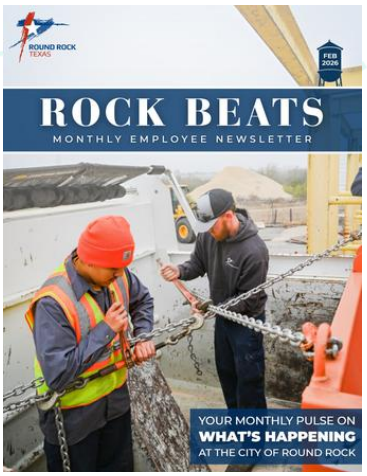
Celebrating
ONE YEAR OF ROCK BEATS!

Since relaunching in November 2025, Rock Beats has celebrated our awesome City employees across 12 issues and more than 8,000 views! Thanks for reading and sharing your stories! Have ideas for the year ahead? Share with us at sbustilloz@roundrocktexas.gov!

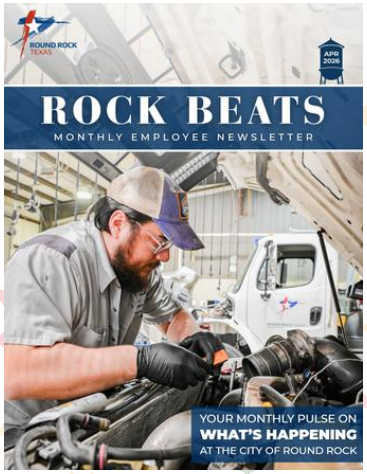


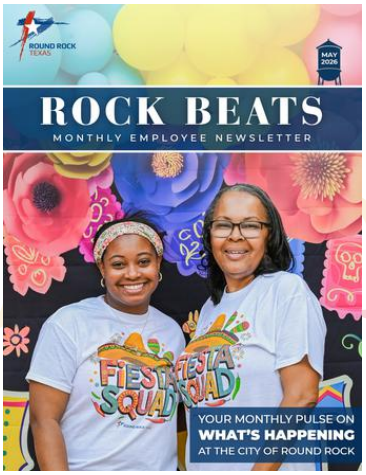


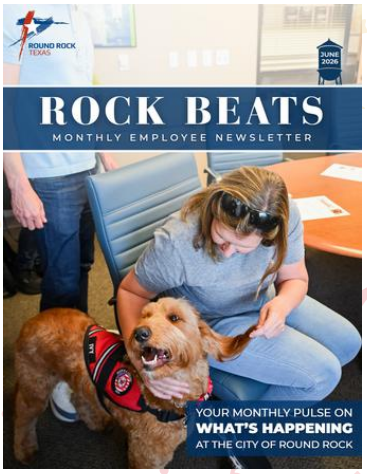


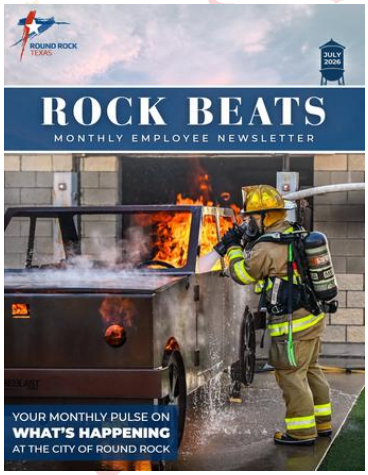


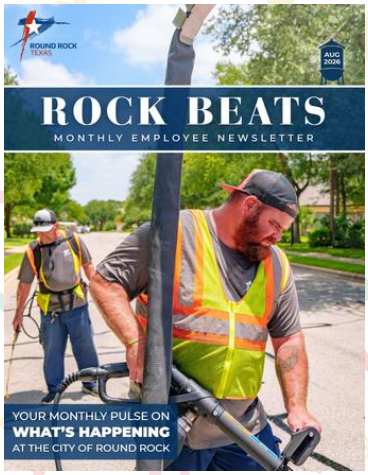


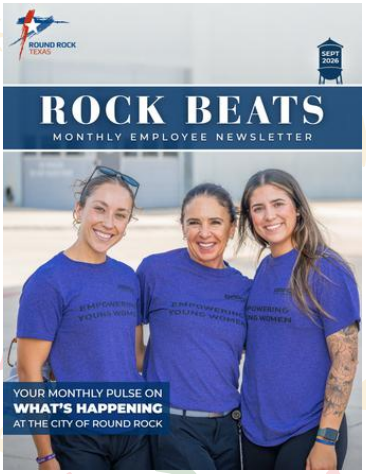


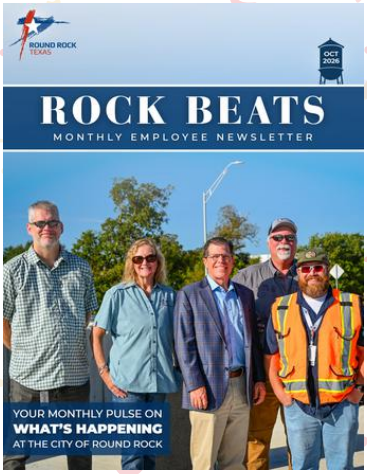












Want to submit info to be included in future issues?

Submit a story or shoutout by using this QR code or by emailing **cthomas@roundrocktexas.gov**.

