

August 23, 2022

Contact: Denise Perrin | Community Relations Manager

City of Rowlett | 4000 Main Street | Rowlett, TX 75088
972-412-6192 | dperrin@rowlett.com

City of Rowlett Updates Operating Hours – Effective September 29, 2022

ROWLETT, TEXAS— Operating hours at City of Rowlett offices and some facilities will extend beginning September 29, 2022. As a service organization, adapting to the needs of our customers is paramount. The longer hours will enhance in-person service opportunities for residents who may experience challenges with the traditional 5:00 p.m. closing time. This strategic shift also provides the City a competitive edge to recruit and retain the best and brightest employees in a highly competitive job market.

“Rowlett is ‘THE Place to Live, Work and Play’ and one of our strategic priorities is to ‘Promote Operational Excellence’. We continue to foster a workplace culture that not only retains dedicated city employees but also sets Rowlett apart in candidate recruitment,” Mayor Blake Margolis said. “Unlike some cities throughout the nation that are responding to challenges with unsustainable salary increases, our answer is not only fiscally responsible, it places the needs of our customers at the forefront.”

Hours of operation beginning September 29, 2022, are as follows:

8:00 a.m.-7:00 p.m. on Tuesday

8:00 a.m.-6:00 p.m. Monday, Wednesday and Thursday and closed on Friday

- Utility Billing
- Development Assistance Center
- Action Center
- Police Records

8:00 a.m.-6:00 p.m. Monday-Thursday and closed on Friday

- City Hall
- Human Resources
- Financial Services
- Community Development
- Public Works
- Municipal Court
- Engineering
- Economic Development
- Fire Administration

8:00 a.m.-5:00 p.m. Tuesday-Saturday and closed on Sunday and Monday

- Animal Shelter (Animal Services operates seven days a week - staff is always available to respond to any animal-related concerns.)

Police, Fire and Emergency Services will remain in operation 24 hours a day, seven days a week. Both the Rowlett Public Library and Rowlett Community Centre will continue operating on their current schedules. Trash and recycling services will continue their existing Monday-Friday schedule as well.

The City of Rowlett also offers a robust menu of online opportunities to help our customers conduct business at their convenience. Please visit Rowlett.com for more information.

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