



City of Taylor

COVID-19 Response | Frequently Asked Questions

What is COVID-19?

The Centers for Disease Control (CDC) is responding to a pandemic of respiratory disease spreading from person-to-person caused by a novel (new) coronavirus. The disease has been named “coronavirus disease 2019” (abbreviated “COVID-19”). This situation poses a serious public health risk. The federal government is working closely with state, local, tribal, and territorial partners, as well as public health partners, to respond to this situation. COVID-19 can cause mild to severe illness. Most severe illness occurs in older adults.

Different parts of the country are seeing different levels of COVID-19 activity. The United States nationally is in the initiation phase of the pandemic. States in which community spread is occurring are in the acceleration phase. The duration and severity of each pandemic phase can vary depending on the characteristics of the virus and the public health response.

Where do I get the latest information on COVID-19?

The City of Taylor is working closely with our County partners and closely monitoring the situation. The City also has been implementing service changes as recommended to prevent the spread and communicating with resident the latest information involving COVID-19.

Regular updates from the City of Taylor, Williamson County, and the State of Texas, as well as real-time updates from the CDC, are posted on the City website at www.taylor.tx.gov. We also regularly post information on our social media pages, and we stay in contact with the local media so we can alert them whenever we have new information to share from the City.

Williamson County posts regular updates on their dedicated COVID-19 page, www.wilco.org/coronavirus.

The Williamson County and Cities Health District (WCCHD) posts regular updates on their website, www.wcchd.org, and also shares information with the City of Taylor on a regular basis.

The State of Texas posts regular updates at dshs.texas.gov/coronavirus.

The CDC posts regular updates on their website at www.cdc.gov.

I own a business and I would like to help are there any assistance programs to help?

LOCALLY:

There is a link for local businesses to find out more about programs available from the US Chamber of Commerce at the Taylor Chamber of Commerce website, www.taylorchamber.org.

STATE OF TEXAS:

You can view recent announcements from the Governor’s Office about help for Texas business owners at gov.texas.gov/business/page/coronavirus.

What is the current status on city facilities and business?

The City works with Williamson County and the WCCHD to make decisions about what city facilities and businesses will be open locally. Updates are posted on our website at www.taylor.tx.gov and on our social media pages.

I own a restaurant. Where can I find information about what I am allowed to do?

You can find current orders from the Governor’s Office online at gov.texas.gov/business/page/coronavirus. You can also sign up for alerts from the Governor’s office on that page.

Is the City Hall building open? If not, how do I reach City Staff?

All City buildings, including City Hall, Public Works, Utility Billing, and Maintenance, will be closed to the public until April 13. Residents will still be able to contact City Hall employees through telephone or email. To contact City Hall, call 512-352-3675.

How do I pay my water bill?

Utility payments can be paid by mail, online, in the dropbox at City Hall, the drive-through, or by phone. Utility billing will waive all fees for credit card payments done online here or by phone by calling 888-630-1666.

Disconnections will be waived through April 13.

Forms for Utility Billing are available in the lobby of City Hall between the hours of 8 a.m. and 5 p.m. and can be submitted in the dropbox located at City Hall.

How do I apply for a permit? If I have questions, who do I call?

Permits for Development Services can be submitted through MyPermit-Now.org. Forms for Development Services are available in the lobby of City Hall between the hours of 8 a.m. and 5 p.m. and can be submitted in the dropbox located at City Hall.

To reach the staff at Development Services, you can call 512-365-3863.

Are the parks still open?

In response to the Stay Home, Stay Safe order issued by Williamson County Judge Bill Gravel on March 24, the City of Taylor is closing the skate park, pavilions, playscapes, volleyball/basketball/tennis court areas, and restrooms in city parks effective at 11:59 p.m. on Tuesday, March 24. City hike and bike trails, park open spaces, sidewalks, and running track will remain open for active use within the current permitted constraints of social and physical distancing.