

Issue	Description	Entity / Contact Information	Address	Phone Number	Website	Email	Comments
<b>Outside Sources</b>							
Fair Housing Issues	Caller needs to file a fair housing complaint	Region VI - Fort Worth Regional Office of FHED U.S. Department of Housing and Urban Development	801 North Cherry St. Unit 45, Suite 2500 Fort Worth Texas 76102	1-817-978-5900 (p) 1-800-877-8339 (tty) 1-817-978-5876 (f)	<a href="https://www.hud.gov/fairhousing">https://www.hud.gov/fairhousing</a>	TX_Webmanager@hud.gov	Follow link to submit complaint online.
Fair Housing Issues	Caller needs to file a fair housing complaint - State of Texas residents	Texas Workforce Commission (TWC) Civil Rights Division	101 E. 15th St. Guadalupe CRD Austin, TX 78778-0001	1-888-452-4778 (p) 512-463-2442 (p) 512-463-2643 (f)	<a href="https://www.twc.texas.gov/partners/civil-rights-discrimination">https://www.twc.texas.gov/partners/civil-rights-discrimination</a>	HousingComplaint@twc.state.tx.us	Complaint must be filed within one year.
Housing Services	Provides assistance to families seeking assistance to locate low-income housing or housing voucher assistance (within City limits only)	Housing Authority of the City of El Paso (HACEP)	5300 E. Paisano Dr. El Paso, TX 79905	915-849-3742	<a href="http://www.hacep.org">http://www.hacep.org</a>		Housing Properties and Housing Choice Voucher (HCV) Program
Housing, health care, youth services	Provides housing services through affordable housing and homeless services, community health programs, child development, youth recreation activities, substance abuse and other services.	Project Vida Irma Avila - Housing assistance and Fair Housing	3607 Rivera El Paso, TX 79905	915-533-7057	<a href="https://www.pvida.net/">https://www.pvida.net/</a>		Call for information on programs, requirements to apply and to set up appointments.
Legal Advice	Caller needs legal advice on different issues, including fair housing issues or tenant-landlord disputes.	Texas RioGrande Legal Aid (TRLA) Veronica Carbaal - Homeless Prevention	1331 Texas Ave. El Paso, Texas 79901	915-585-5100 (p) 915-544-789 (f)	<a href="https://www.trla.org/el Paso">https://www.trla.org/el Paso</a>	N/A	Cases with a deadline or where clients are in danger to lose shelter through eviction or foreclosure are considered emergencies and are prioritized.
Mediation Services (tenant/landlord cases)	process of mediation. Civil disputes accepted include: Neighbors, Business, Families, Landlord/Tenant, Special Ed Mediation, Probate, Contracts, Personal Injury, Child Welfare Cases, Consumer/Merchant, Threats/Assaults.	Rio Grande Council of Governments - Dispute Resolution Center	8037 Lockheed Dr. Ste. 100 El Paso, TX 79925	915-533-0998 (p)	<a href="https://elPasodrc.org/">https://elPasodrc.org/</a>	marisa@riogc.org	Alternative resolution of disputes prior to, during and in lieu of litigation. Services for residents in all of El Paso County.
Rent or Utility Assistance	Provides assistance to pay for rent, utility bills, prescription medications, and free food for individuals or families facing hardship.	El Paso County General Assistance	6314 Delta Ave. El Paso, TX 79905	915-546-8150 (p)	<a href="https://www.epcounty.com/famcom/generalassistance.htm">https://www.epcounty.com/famcom/generalassistance.htm</a>	CSGA@epcounty.com	Online application available
Utility Assistance	Community Services, weatherization, housing and assistance to pay their utility bills to individuals or families facing hardship.	Community Action Partnership - Project Bravo	Main Office: 2000 Texas Ave. El Paso, Texas 79901	915-307-4951	<a href="http://www.projectbravo.org">http://www.projectbravo.org</a>	aply@projectbravo.org	Six locations throughout the El Paso County
Services for Independent Living and People with Disabilities	Independent living skill training, peer counseling, school advocacy transition, outreach services, individual and systems advocacy, ADA technical consultation, disability etiquette ad sensitivity training, fair-accessible-affordable housing information, employment-seeking support services, home by choice home relocation services, medical equipment lending closet	VOLAR Center For Independent Living (VOLAR CL)	1220 Golden Key Cir El Paso, TX 79925	915-591-0800 (p) (tdd)	<a href="http://www.volarcil.org">www.volarcil.org</a>	volar@volarcil.org	Preferably call for intake appointment, serves EP County
Services for the homeless or those at risk of becoming homeless	Emergency Shelter for individuals and families	El Paso Coalition for the Homeless   El Paso Homeless	6044 Gateway East Suite 211 El Paso, Texas 79905	915-843-2170 (p) 915-843-2184 (f)	<a href="http://www.ephomeless.org">http://www.ephomeless.org</a>	epch@elp.twcbc.com	Referrals to other shelters are made by this provider.
<b>City Departments</b>							
ADA issues	Ensure compliance with state laws and applicable city ordinances	City of El Paso Office of Accessibility & ADA	2281 Fred Wilson Paso, TX 79906	915-212-3000 (p) (tdd) 915-212-0102 (f)	<a href="https://www.elpasotexas.gov/ada">https://www.elpasotexas.gov/ada</a>	perezc@elpasotexas.gov	
Affordable preventative health-dental services, food inspections, WIC	Health and Dental services, preventive services (immunizations, HIV, education, etc.), food inspections, WIC, 211 call center (for information on county-wide services)	City of El Paso Public Health	5115 El Paso Drive El Paso, TX 79905	311 (p) 211 (p) 212-6502	<a href="https://www.elpasotexas.gov/public-health">https://www.elpasotexas.gov/public-health</a>		
Animal Services	Stray and relinquished animal care. Adoptions, low-cost vaccination clinics, lost pets, quarantine/rabies questions	City of El Paso Animal Services	5001 Fred Wilson El Paso, TX 79906	311 (p) 915-212-7297 (p) 915-212-0324 (f)	<a href="https://elpasoanimalservices.org/">https://elpasoanimalservices.org/</a>		
City Employment	City jobs, benefits and services for city employees, training programs for city employees, personnel records.	City of El Paso Human Resources Department	300 N. Campbell El Paso, TX 79901	915-212-0045 (p) Employment verification: 915-212-1258	<a href="https://www.elpasotexas.gov/human-resources">https://www.elpasotexas.gov/human-resources</a>		
Permits, Planning and Building Inspections	Planning and land development, building permits, inspection and safety, business licensing, special event permits and pre-development consultation services, one stop shops	City of El Paso Planning and Inspections	801 Texas Ave Basement El Paso, TX 79901	311 (p) 212-0304 (p)	<a href="http://www.elpasotexas.gov/planning-and-inspections">http://www.elpasotexas.gov/planning-and-inspections</a>		
Cross-border mobility and street parking services, live-traffic cameras	Street parking services. Website provides information on renewals, wait times and other issues affecting bridges and street parking users. Information on live-traffic cameras and traffic volume	City of El Paso International Bridges		915-212-7500 (p) 915-533-0895 (f)	<a href="http://www.elpasotexas.gov/international-bridges">http://www.elpasotexas.gov/international-bridges</a>		
Destination El Paso	Tourism, local hotels, events, visitors' guide, local attractions and excursions	City of El Paso Destination El Paso		915-534-0601	<a href="http://www.vistelpaso.com">http://www.vistelpaso.com</a>		
Emergency services		City of El Paso El Paso Police Department		311 (p - emergency) 915-832-4400 (p - non emergency)	<a href="http://www.elpasotexas.gov/police-department">http://www.elpasotexas.gov/police-department</a>		
Facilities, streets, graffiti, transportation management	Infrastructure maintenance and traffic engineering services, graffiti program	City of El Paso Streets & Maintenance	7968 San Paulo El Paso, TX 79907	311 (p) 915-212-0118 (p)	<a href="https://www.elpasotexas.gov/streets">https://www.elpasotexas.gov/streets</a>		
Fire Department/Inspections	Emergency response, prevention, preparedness, inspections and education services on fire safety and hazards	City of El Paso Fire Department		311 (p) 915-212-5600 (p)	<a href="http://www.elpasotexas.gov/fire-department">http://www.elpasotexas.gov/fire-department</a>		
Indoor/outdoor leisure services, facilities	Parks, recreation centers, senior centers, aquatic, youth events and activities, daycare/after-school activities	City of El Paso Parks and Recreation	801 Texas Ave 2nd floor El Paso, TX 79901	915-212-0092 (p)	<a href="https://www.elpasotexas.gov/parks-and-recreation">https://www.elpasotexas.gov/parks-and-recreation</a>		
International Airport	National/International Flights	City of El Paso El Paso International Airport	6701 Convair El Paso, TX 79925	915-212-0330 (p)	<a href="http://www.elpasointernationalairport.com">http://www.elpasointernationalairport.com</a>		
Mass Transit	Mass transit, bus routes, Brio, Lift, Streetcar	City of El Paso Sun Metro	10151 Montana El Paso, TX 79925	915-212-3333 (p)	<a href="http://www.sunmetro.net">http://www.sunmetro.net</a>		
City Clerk and Court services	Administration of city boards and commissions, city elections, open records requests, citations warrants, jury services, traffic citations/warrants	City of El Paso City Clerk   Municipal Courts	300 N. Campbell El Paso, TX 79901	915-212-0049 (p-clerk) 915-212-0215 (p-court) 915-212-0216 (f)	<a href="https://www.elpasotexas.gov/municipal-clerk">https://www.elpasotexas.gov/municipal-clerk</a>		
Property tax information	Collection of property taxes on behalf of the 39 units of government that levy a tax within El Paso County	City of El Paso Consolidated Tax Office	221 N. Kansas 3rd floor Ste 300 Wells Fargo Plaza El Paso, TX 79901	915-212-0106 (p)	<a href="https://www.elpasotexas.gov/tax-office">https://www.elpasotexas.gov/tax-office</a>	citytaxoffice@elpasotexas.gov	
Quality of life, business growth, local and international development	Business development and services, historic preservation, county and city real estate and economic development	City of El Paso Economic and International Development		915-212-0094 (p)	<a href="https://www.elpasotexas.gov/economic-development">https://www.elpasotexas.gov/economic-development</a>		
Quality of life, public infrastructure	Provides capital project management services to city staff, residents and visitors to El Paso. Quality of life infrastructure, construction oversight and inspections, strategic downtown projects	City of El Paso Capital Improvement Department	218 N. Campbell 2nd Floor El Paso, TX 79901	311 (p) 915-212-0065 (p)	<a href="https://www.elpasotexas.gov/capital-improvement">https://www.elpasotexas.gov/capital-improvement</a>		
Trash Collection/Recycling/Code Compliance/Landfill & Citizen Collection Stations/Clean El Paso/Air Quality	and safety code compliance issues, landfill and citizen collection stations hours of operation and services provided, beautification (property clean-up), City-County air quality monitoring	City of El Paso Environmental Services	7969 San Paulo El Paso, TX 79907	311 (p) 915-212-6000	<a href="https://www.elpasotexas.gov/environmental-services">https://www.elpasotexas.gov/environmental-services</a>		
Purchasing and E-Procurement matters	Purchasing and e-sourcing matters for City departments. Facilitates bidding and contract awarding processes.	City of El Paso Purchasing and Strategic Sourcing	300 N. Campbell El Paso TX 79901	915-212-1189	<a href="http://www.elpasotexas.gov/purchasing">http://www.elpasotexas.gov/purchasing</a>		