



MAYOR
Renard U. Johnson

CITY MANAGER
Dionne Mack

CITY COUNCIL

District 1
Alejandra Chávez

District 2
Dr. Josh Acevedo

District 3
Deanna M. Rocha

District 4
Cynthia Boyar Trejo

District 5
Ivan Niño

District 6
Art Fierro

District 7
Lily Limón

District 8
Chris Canales

**NEWS
RELEASE**

08/ 26/ 2026

City of El Paso and WestStar Resolve Contract Compliance Concerns

Corrective Actions Address Issues Related to Title Services Contract

EL PASO, Texas—The City of El Paso confirms that WestStar Bank Holding Company, Inc. and Subsidiaries dba WestStar Title, LLC has satisfactorily addressed concerns related to its title services contract and is in good standing with the City.

The City found that WestStar had taken actions on the City's behalf that required prior authorization. Because of those concerns, City staff initially recommended ending the contract and preventing WestStar from competing for City contracts for three years.

WestStar subsequently worked with City staff to address the concerns and submitted action plan to correct performance deficiencies. Following its review, the City determined that WestStar's plan adequately establishes clear mechanisms and processes to perform title services in accordance with its contract and also clearer expectations moving forward.

"The City takes compliance with its contracts seriously, and we appreciate WestStar's willingness to respond directly and constructively to our concerns," said Purchasing & Strategic Sourcing Director Claudia A. Garcia. "WestStar demonstrated its commitment to correcting the issues, and we are pleased that the matter has been resolved."

As a result, the City will not pursue the proposed termination or disqualification. WestStar remains in good standing, and its title services contract with the City remains in effect.

###



Good Governance
Leadership that is responsive + reliable

Media Contact: Laura Cruz Acosta
Strategic Communications Director
Cruz-AcostaLA@elpasotexas.gov
915.491.0758