

Department of Museums and Cultural Affairs

- Provides information on Museums, Arts and Culture Projects
 - Funding for Art Projects
- 541-4481 Fax: 541-4902 TDD: 541-4356

Municipal Clerk

- Prepares City Council Agendas
 - Provides information about City Council procedures
 - Provides Sign Language Interpreter for Municipal Functions
 - Oversees Municipal Court Operations
- 541-4127 Fax: 541-4306

Department of Community & Human Development

Fair Housing Office

- Education and Outreach for Fair Housing issues
 - Reviews Impediments to Fair Housing
- 541-4639, Fax: 541-4196
Fair Housing Complaint Line
- Investigates and resolves complaints about discrimination in providing housing
- (888) 560-8913, TTY (817) 978-5595

Housing Rehabilitation

- Provides Information & Loans for Home Rehabilitation & Accessibility Modifications
- 541-4639, Fax: 541-4196

Development Services

Building Permits and Inspections

- Construction Inspection
- Plan Review
- Subdivision Review
- Business Licensing

- Texas Accessibility Standards Information
- 541-4787 Fax: 541-4815

Planning

- Long Range & Neighborhood Planning
 - Subdivision Information & Plan Review
 - Zoning Information
- 541-4566 Fax:

El Paso Police Department

Traffic Division

- Issues Accessible Parking Citations
 - Disabled Parking Enforcement
- Volunteers
564-7349; Fax: 564-7354

Human Resources

- Job Testing and Placement
 - Accommodation for Testing and in the Workplace
- 541-4504 Fax: 541-4220 Job line: 541-4094

Parks and Recreation

- Community Recreation Centers
 - Senior Citizen Centers
 - Youth Sports Programs
 - Swimming Pools
- 541-4331 Fax: 541-4355

Environmental Services

Solid Waste Management

- Disability Waivers and Senior Discounts
 - Trash collection
- 621-6716 Fax: 621-6711 Other services 621-6700

Enforcement Division

- Zoning Violations (parking requirements, setbacks, encroachments, etc.)
- Sidewalk obstructions/repair violations
- Illegal removal of Accessible Parking signage

- Building without permit violations
- 541-4386 Fax: 541-4664

Tax Office

- Information on Property Taxes and Exemptions
- 541-4054; Fax: 541-4116

Public Transit

Transit Service

- Provides Information on Fixed route Bus Service

Information 533-3333 Fax: 534-5816

Lift - Para Transit Service

- Provide portal to portal transportation for individuals with disabilities

Information 534-5854

Request Line 544-2514

Cancellation of Ride 533-9335

Where is my ride 1-800-704-7050

Street Department

- Street Repair
 - Graffiti Removal
 - Street Sign Replacement
- 621-6750; Fax: 621-6772

County Tax Assessor/Collector

- Issues Disabled Parking Placards and/or License Plates
- 546-2140 Fax: 546-8100

Texas Department of Licensing and Regulation

Architectural Barriers Section

- Provides Information on the Texas Accessibility Standards (TAS)
 - Investigates Complaints about Accessibility in Relation to the TAS
 - Enforces the TAS
- P. O. Box 12157

Austin, TX 78711
(877) 278-0999 (Toll Free in Texas)
(512) 463-3211 (Austin)
(512) 475-2886 (Fax)
(800) 735-2989 (Relay Texas – TDD)
(800) 735-2988 (Relay Texas – Voice)

Department of Justice

- Provides Information on the Americans with Disabilities Act
 - Enforces of the Americans with Disabilities Act
- (800) 514-0301
(800) 524-0383 (TDD)

United States Access Board

- Published ABA and ADA Accessibility Guidelines and updated Guidelines
- (800) 872-2253 TTY (800) 993-2822

Equal Opportunity Employment Commission

- Technical assistance concerning employment provisions of the ADA
- (800) 669-4000 TTY (800) 669-6820

U. S. Department of Transportation Federal Transit Administration

- Transportation Requirements Information and complaints
- (888) 446-4511 (voice/relay)

**DISABILITY RELATED
SERVICES
DIRECTORY**



The City of El Paso has a population of 508,931, 5 years of age and older according to the U. S. Bureau of the Census, Census 2000. 103,187 individuals or approximately 20 % of the population of the City have some form of disability. The City of El Paso has put this service directory together for the use and benefit of the citizens of El Paso. These are the most common phone numbers for disability services, information, or complaints. If there is a phone number or a service needed that is not listed, please call the Office of Accessibility and ADA for information at 915-541-4243 (Voice & TDD.)

**General Services Department
Office of Disability Services**
2 Civic Center Plaza 7th Floor
El Paso, TX 79901



CITY OF EL PASO