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**NEWS
RELEASE**
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Planning and Inspections Notice

City Departments Take Precautions Amid Coronavirus Concerns

El Paso, TEXAS - In light of the “Stay Home, Work Safe” Order the Planning and Inspections Department, is taking a series of measures to protect employees and customers.

The department is temporarily limiting in-person interactions with customers to minimize the spread of the highly contagious disease. **Effective immediately the One-Stop Shop will temporarily close to walk-in customers.**

Staff will continue to be available to receive and return calls, make appointments, and respond to emails. All contractor registrations expiring between now and April 30, 2020 will be automatically extended without penalty, provided bond and general liability documentation or up-to-date or are submitted via email.

Planning and Inspections will be accepting and processing applications and other development related documents by email and/or regular mail or electronic submittal via <https://epermits.elpasotexas.gov/CitizenAccess/>. Meetings will be conducted via conference calls and/or webex/skype.

Customers are encouraged to visit <http://www.elpasotexas.gov/planning-and-inspections> to pay online or submit plans, or to learn how to use these online services. Customers may also use the Build El Paso Inspection App, available for iOS or Android users, or IVR to schedule inspections by calling (915)-313-6100.

For a list of all service information see attachment.

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Media Contact: Soraya Ayub Palacios
Lead Public Affairs Coordinator
(915) 915.212.1040
(915) 915.781.4386



Customers may call the numbers below for the following services:

Payment by Phone

915-212-0104

Business License/Registrations OSS

915-212-0104

oss-help@elpasotexas.gov

General Planning

915-212-1643

GarciaR1@elpasotexas.gov

Zoning

915-212-1814

GuayanteAM@elpasotexas.gov

Subdivision

915-212-1606

OrizNX@elpasotexas.gov

Plans Review

915-212-1587 or 915-474-9309

chavirad1@elpasotexas.gov

Customized Plan Review by Appointments

915-212-1509 or 915-478-7515

nelighmp@elpasotexas.gov

Health Department

915-212-6610

<http://www.elpasotexas.gov/public-health/services/food-inspection>

Water Department- FOG (Fats, Oils and Grease)

915-594-5729

www.epwater.org/our_water/wastewater/f_o_g___fats___oils___and___grease_

Inspections – City APP and IVR

915-212-1555 or 915-474-7500

Guerreroll@elpasotexas.gov

Land Development Permits

915-212-1560 or 915-820-5845

dallokf@elpasotexas.gov

Land Development Inspections

915-346-6616 or 915-212-1628

soueidanok@elpasotexas.gov

Historic Preservation

915-212-1567

velazquezpx@elpasotexas.gov

Special Events

915-212-1544

mijareskx@elpasotexas.gov

specialevents@elpasotexas.gov

Fire Plan Review

915-212-1635

FD-FPDPlanReview@elpasotexas.gov

Landscape Plan Review

915-472-5970

KaniaDJ@elpasotexas.gov

Additional online links to One-Stop Shop services:

Public GIS viewer:

www.gis.elpasotexas.gov/planning/index.html

Health Department

www.elpasotexas.gov/public-health/services/food-inspection/

El Paso Water

www.epwater.org/our_water/wastewater/f_o_g___fats___oils___and___grease_

915-594-5729

Accela Citizen Access (ACA)

www.eppermits.elpasotexas.gov/CitizenAccess/