

Connecting the Community

The City of El Paso is always working toward developing new and improved ways to be more responsive to community needs. In keeping with this philosophy, the City has implemented a variety of projects as a means of connecting the community to and through City government.

New Look, New Convenience: City of El Paso Website

In order to provide added customer service and convenience, the City of El Paso website has been redeveloped to provide easier access to information on city services. An updated, more user-friendly design has been integrated into the site with the most relevant sections of the website located at the top of the homepage.

New Features:

- The site highlights our beautiful city by showcasing various locations throughout El Paso every time you visit the homepage
- A new **Seniors** page dedicated to offering information to those in our community that are age 65 and up has been added to the website
- The new **Just for Kids** webpage helps educate the youngest in our community on what their City has to offer along with games and safety tips
- The city newsletter *The City Beat*, with the most up-to-date city information, can be read at the click of a button
- The new **“Comments and Concerns”** tab allows users to voice concerns about services, receive specific information or just share their opinions on any city related matter and receive a response in a timely manner

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CITY OF EL PASO

MISSION STATEMENT		HIGHLIGHTS	
Downtown Plan	Just 4 Seniors	City Calendar	City Jobs
Traffic Info	Bids Online	News Releases	Video Events
Sun Metro Routes	Ticket Payments	City Stats	City Forms
Airport Flight Info	El Paso 4 Kids	Sitemap	Related Links
City Newsletter	Extreme Weather	Discover El Paso	En Español

COMMENTS OR CONCERNS?

News & Notices

- City Charter Review Update
- Mayor Cook Releases Music CD
- Important Tax information
- New Leaders for Zoo and Health
- Library Branch Hours to Change
- Curbside Recycling
- Museum of Art Events

[More Info...](#)

How do I? ?

- How do I get to City Hall?
- How do I apply for a position with the City of El Paso?

--More Questions?--

Featured Department: IT

In the City of El Paso, leadership, vision, and direction are provided through the Information Technology (IT) Department, with a staff of 50 dedicated professionals. IT encompasses all forms of technology used to create, store, exchange and use information in its various forms (business data, voice conversations still images, motion pictures, multimedia presentations and other forms including those not yet conceived. The IT Department oversees telecommunications, enterprise computing systems, e-government applications, business planning analysis and strategic Planning.

[Read more...](#)

Web Team



First Floor Customer Service Center

A new customer service center, located on the First Floor of City Hall, has been installed with additional personnel who provide information to citizens visiting City Hall. This area is also responsible for serving as City Hall's main phone line reception, offering added customer service to those residents who may call in with a question or require assistance. Continued upgrades to this area will be made, with the final outcome being a full-service Information Center.

Community Newsletter: Keeping You Informed

In an effort to continue improvements to customer service and better inform the citizens of El Paso, the City of El Paso developed a monthly community newsletter entitled *The City Beat*. Current events, department updates and other articles that contain information that directly affects or is of interest to the community are featured. The City's priority is keeping the community apprised of all that is going on throughout El Paso.

The City offers countless services that are available to the citizens of El Paso, and the community newsletter showcases these new and existing services through each issue of *The City Beat*.

Some of *The City Beat's* features are:

- Information on new Ordinances
- Upcoming City Meetings
- City Initiatives
- Service Upgrades
- Special Events



The City Beat

City of El Paso—Providing you with news you should know.

10/27/2006 Volume 1, Issue 10 [Contact Us](#)

City Manager Selected by National Organization for Prestigious Honor



Joyce A. Wilson, City Manager for El Paso, was recently selected as a Fellow-Elect of the National Academy of Public Administration (NAPA). A 20-year veteran in the Public Administration field, Wilson's merits were recognized not only by the three-member team of current NAPA fellows that submitted her nomination, but through her selection to this prestigious organization. Among the reasons listed, Wilson's commitment to service and citizen empowerment, knowledge of the global political economy, and ability to perform as a dynamic and productive leader, manager and public servant were highlighted.

"It is a tremendous honor to be nominated by my peers as a fellow for the National Academy of Public Administration," said Wilson. "This has been a great year for me both personally and professionally. The NAPA nomination is a great professional achievement."

The National Academy of Public Administration is an independent, non-partisan organization chartered by Congress to assist federal, state and local governments in improving their effectiveness, efficiency and accountability. The Academy's most distinctive feature is its membership of 550 Fellows, which include current and former White House Cabinet officers, members of Congress, Governors, Mayors, state legislators, diplomats, business executives, local public managers, foundation executives and scholars.

Homepage

Current Articles

- Public Safety & Health
- Development & Infrastructure
- Transportation
- Quality of Life

Upcoming Meetings/Events

Newsletter Archive