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## TxDMV San Antonio Regional Office moves, opens for business at new location today

AUSTIN – The Texas Department of Motor Vehicles (TxDMV) Regional Office in San Antonio opened Monday, Aug. 30, inside the TransGuide Building, 3500 NW Loop 410 (near the intersection of Loop 410 and Interstate 10).

The TxDMV office serves more than 60,000 walk-in customers each year, including many military personnel, and the new facility is designed to improve customer service.

"We value your time," said Ginny Booton, the TxDMV director who oversees the agency's 16 regional offices statewide. "We know it's unlikely any of our customers say, "Honey, you want to go the movies this afternoon or the TxDMV office? They both sound fun.'

"You come to us because you need to and our job is to get you in and out fast without sacrificing personal attention," Booton said. "We will answer all your questions, help you understand state law, and assist you to complete your task."

Investigators from the TxDMV's enforcement and motor carrier divisions will also be housed in the new office, allowing the agency to offer both customer and consumer protection services in the same facility.

"Since beginning operations as a new state agency in November, the TxDMV has been assessing its statewide operations, looking for opportunities to consolidate our services to create synergy among staff and efficiency for taxpayers," said TxDMV Executive Director Ed Serna.

The TxDMV San Antonio Regional Office provides support to 17 county tax offices (Bexar, Val Verde, Edwards, Kerr, Kendall, Real, Bandera, Kinney, Uvalde, Medina, Maverick, Zavala, Dimmit, Frio, Atascosa, La Salle, Wilson) where customers register and title their vehicles. Regional office staff helps customers who lose their vehicle titles, need a Vehicle Identification Number, and require registration accounts for interstate trucking. Last year, the regional office issued more than 35,000 duplicate titles, and answered more than 44,000 telephone inquiries.

The TxDMV's regional office's previous location, which was located at the Texas Department of Transportation's San Antonio District Office, is now closed. Customers can contact the TxDMV regional office at (210) 615-1776. More information on regional office services is available at www.TxDMV.gov.

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The Texas Department of Motor Vehicles (TxDMV) is charged with overseeing the state's motor vehicle services that provide consumer protection, assist motor vehicle-related businesses and raise revenue for the state. For every \$1 it spends, the TxDMV returns \$10 to build and maintain highways, roads and bridges and provide needed services to Texans. Each year the agency registers more than 21 million vehicles; regulates more than 27,000 vehicle dealers; credentials buses and big trucks for intrastate and interstate commerce; and awards grants to law enforcement agencies to reduce vehicle burglaries and thefts.