



Albert Uresti, MPA **Office of the Tax Assessor - Collector**

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No More Standing in Line at the Northwest Tax Office!

San Antonio, Texas – Bexar County Tax Assessor-Collector, **Albert Uresti**, continues to make good on his promise to improve customer service and eliminate standing in line at the Tax Office.

“We are delighted to announce that we have installed a queuing system at the Northwest Tax Office located at 8407 Bandera Road. This queuing system coupled with the new seating will increase efficiency by giving customers a number that directs them to the proper help window, and just as importantly, will eliminate the need to stand in line,” said Uresti.

“The new system, which has already been in use at the downtown office for a few months now, has proven to be especially helpful for our Senior Citizens and Disabled Citizens, as well as parents with their children, by eliminating the need to stand in line,” said Uresti.

The improvements to the service received by our Citizens, especially the reduced wait times, have been lauded by the community. “Our second queuing system will further enhance our efforts to provide our taxpayers the best service possible, while remaining mindful that our mission remains the same, *“To Help Keep Families in their Homes”*, with an emphasis on helping our Senior Citizens, our Disabled, our Veterans, and ultimately our Children,” said Albert Uresti.

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