



## Important Notice for Motor Carriers September 2016

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### **Oversize/Overweight Permit Office Hours**

The Texas Department of Motor Vehicles (TxDMV) is adjusting the hours of its Oversize/Overweight Permits Office to enhance customer service during peak call times.

Effective Monday, October 3, the Permits Office will be open from **7 a.m. to 5 p.m., Monday through Friday.**

The change will allow more permit specialists to be available during the times when most calls are received, resulting in a decrease in hold time for customers. Currently the office receives 98 percent of its calls during these hours.

The Texas Permitting and Routing Optimization System (TxPROS) is available 24-hours a day for customers to order Oversize/Overweight permits that are eligible for self-issuing.

Saturday office hours remain 6 a.m. to 2 p.m.