



News Release

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Teacher Retirement System of Texas Expands Customer Service with First Regional Office in El Paso

El Paso, Texas —Teacher Retirement System of Texas (TRS) is pleased to announce the opening of its first regional office to better provide services to the growing number of our members who live or work in Texas Education Service Center regions 18 (Midland) and 19 (El Paso).

It is important for TRS members to stay in contact with TRS through all stages of their careers for their benefits and health care needs. The regional office is designed to supply a wide range of customer support inside the Education Service Center in El Paso.

Services include:

- Office Visits
- Group Retirement Sessions
- Retirement Benefit Presentations
- Walk-In Services (Document Drop-Off)

"Until now, TRS members in the El Paso region who preferred in-person counseling services would face making a nearly nine-hour drive to TRS' main headquarters in downtown Austin and an overnight stay in the state capital," said **Chief Benefit Officer Barbie Pearson**. "The new regional office eliminates that lengthy journey and ensures educators in far west Texas can instead focus on other daily tasks closer to home and family."

"The new El Paso office is a prime example of how TRS is building on its member-focused approach," said **TRS Executive Director Brian Guthrie**. "This continues to be an important time as we look for new ways to serve the growing number of members across the state. While TRS has offered virtual benefit counseling sessions since 2016, many of our members continue to prefer in-person visits as they make crucial lifelong decisions."

If data shows the new El Paso office is valuable to TRS members, the agency will consider setting up another regional office in a strategic location outside of Austin during the 2024-25 biennium. A 2020 survey of members overwhelmingly supported the creation of regional offices and the Sunset Advisory Commission recommended additional options for receiving counseling by phone or in-person at different locations outside of Austin in its 2020-21 review of TRS.

Background

- [Read an overview and milestones](#) related to TRS' Regional Offices.
- Learn more about TRS' Regional Offices via our [FAQ page](#).

By the Numbers

- **Staff:** 7 (one director, six benefit counselors)
- **Office Size:** 2,687 square feet
- **Location:** 6611 Boeing Drive El Paso, TX 79925
- **Business Hours:** Monday – Friday, 8 a.m. – 5 p.m. MST

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About TRS—Teacher Retirement System of Texas (TRS) is one of the largest retirement systems in the nation. The system's core mission is to make a positive difference in the lives of nearly 1.9 million active and retired Texas educators by prudently investing and managing trust assets and delivering member benefits. As of 6/30/2022, the TRS pension fund had a market value of \$184.4 billion.

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