



County of San Bernardino



Ensen Mason CPA, CFA • Auditor-Controller/Treasurer/Tax Collector

DOLLARS & SENSE

ATC Quarterly Newsletter

Second Quarter, 2019

April—May—June 2019

WELCOME MESSAGE by Ensen Mason

It's important to me to communicate with everybody directly. To that end, I will be distributing newsletters to share changes, thoughts and ideas. I am going to try for quarterly newsletters, but it may be more or less often depending on how much there is to share.

First, I want to talk about hiring and promotion. My biggest priority is to ensure that all hiring and promotions are based on skills, qualifications and merit, and nothing else. I despise nepotism and favoritism and will be working hard to ensure it has no place in this office.

Developing people has always been important to me and something I have spent much of my professional career working on. I want to continue that work here. I want everybody who has the drive to improve themselves to have that opportunity and be able to advance in their career. I am directing all managers to make the WPE process a meaningful tool for improvement.

Starting in May, the Employee of the Quarter will become Employee of the Month. This will give me the opportunity to meet our highest performing employees, to learn where they would most like to move up into and perhaps offer my own perspectives on what can be done to move them forward.

I have been promising a survey so I can hear from everybody. I have been slow to release it because I want to ensure your time is well invested by asking the proper questions. I am still developing my plans and I want to learn more before settling on what the best questions are. Expect to see it in June.

Finally, feel free to email me directly if there is something you feel I should know about.

IN OUR COMMUNITY...

Mr. Mason will be attending the following events in our Community:

April 26 10:00am — Children's Memorial Flag Raising Ceremony at the San Bernardino County Government Center.

May 30 5:30pm — 43rd Annual Law Enforcement Recognition Dinner hosted by the San Bernardino Chamber of Commerce.

To request Ensen Mason attend or speak at your event, please contact the Auditor-Controller/Treasurer/Tax Collector's Office at 909-382-7000.

In This Issue

- Welcome Message
- In Our Community
- Ninety-Day Report
- Fun Fact About Ensen Mason
- Book Club
- ATC Mason Collects Property Taxes For First Time
- Property Tax Distribution and Top Five Cities
- May Tax Sale
- Award For Excellence Honoree — Robert Gordon
- Take Your Child To Work Day—April 25!!

THE FIRST NINETY DAYS

Following his successful and well attended swearing in ceremony on January 7, 2019, new ATC Ensen Mason embarked on an ambitious program to transform the way the Department communicates with the public and to actively promote transparency in ATC operations.

- Mr. Mason published the first ever Annual Report on Fraud, Waste and Abuse, highlighting each of the 86 cases referred by members of the public during 2018 to our Fraud, Waste and Abuse Hotline and informing the public about how these cases were resolved.
- He expanded the use of social media and greatly increased the amount of content on Facebook, Instagram and Twitter. He also established the first ever ATC Yelp account.
- Mr. Mason is now the voice of the Department. When the public calls in to any of our lines, his voice greets them and guides them to the appropriate services within our Department.
- A privacy policy was added to our website to ensure privacy and security to members of the public interacting with us through the Internet.
- All Comment Cards on our service from the public, good and bad, are personally reviewed by Mr. Mason and every one of them is responded to by appropriate Department staff.
- Mr. Mason personally participated in receiving tax payments from the public during the property tax installment period ending April 10, both in the High Desert temporary location and in the ATC building in San Bernardino. He enjoyed interacting with taxpayers and they were appreciative of actually being served personally by their elected tax official.
- Initiated the Department's first ever quarterly newsletter (this one), with information from our ATC and from our employees. Communication is the key to success in teamwork.
- Created a basic brochure putting each of our nine divisions and the ATC himself before the public in an eye-catching, easy to read and understand summary format.
- Participated in several Meet and Greets with staff where the dialogue is open communication in a friendly, comfortable atmosphere. Several more will be scheduled.
- Attended his first State of the County event along with other county leaders, and attended his first SBCera meeting and CACTTC Legislative Day in Sacramento.
- Mr. Mason has also spoken before many groups including Association of Government Accountants, West End Real Estate Group, California Joint Audit Managers' Committee, and the Inland Empire Conservative Republicans of California to name a few.

Fun Fact About ENSEN MASON

Mr. Mason ran the Ragnar 200 mile relay. The relay started Friday, April 12th in Huntington Beach and concluded Sunday, April 14th in San Diego.

Ragnar is the world's largest series of overnight running relays. Teams of 10 participate in the two days and one night event running on pavements, backroads, bike paths, paved trails and hard shoulders. Each participant runs three times, with each "leg" ranging from 3-8 miles on varying difficulty.



BOOK CLUB LAUNCH Recommended Read by ENSEN MASON

ATC Mason is starting a Book Club! If the Book of the Quarter sounds interesting, please check it out and read it.

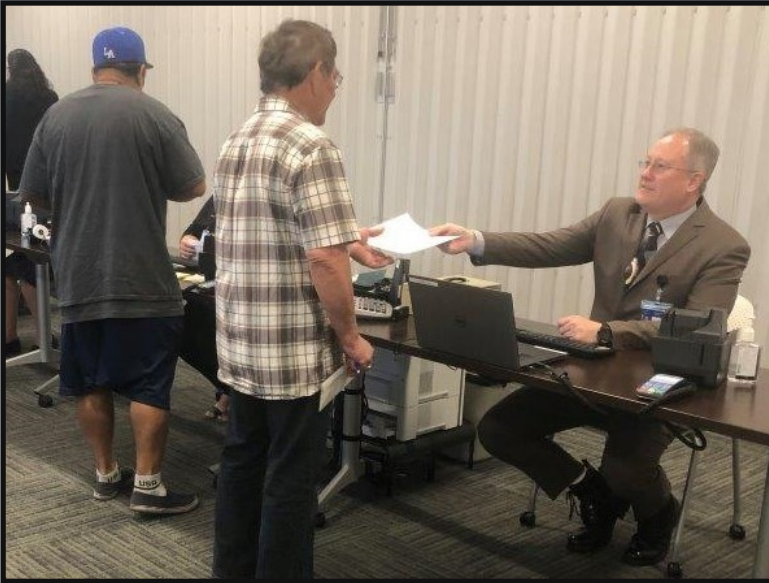
The first book recommended by Mr. Mason is *Finding Gobi: A Little Dog with a Very Big Heart* by Dion Leonard. As a runner, I enjoyed reading his experiences with ultra-marathons, but the real star is Gobi. It's a true story about Gobi, a tag-along dog the author picked up on his race through the Gobi Desert. It turns out transporting a pet from China to the UK is a monumental task, which in this case was met with many complications.

Copies of books will be available for you to borrow for up to 30 days. Please contact Librarian Tracy Calentti for details.

ATC Mason

First Time Collecting Taxes, April 10

On April 10th, ATC Ensen Mason collected property taxes for the first time at two locations during the April installment period. He was at the High Desert Government Center in Hesperia from 10am-Noon and at the ATC office in San Bernardino from 1pm-3pm. He enjoyed meeting and speaking with taxpayers, answering an array of questions as well as getting a hands-on experience for processing payments.



Ensen thanks a taxpayer paying his taxes at the ATC Headquarters building.



Ensen shares a smile with a taxpayer at the High Desert Government Center.

Property Tax Distribution and Top Five Cities in Our County

A large part of what we do is collecting property taxes. Another large part of what we do is distributing the property tax to school districts, special districts, libraries, cities, and RDA successor agencies. Property taxes ultimately fund key public services that enhance the quality of life for our residents, including schools, education, police and fire protection, social and public health services.

Here's a list of the top five cities in our county:

City	General Tax Levy*
Ontario:	\$55,340,666
Rancho Cucamonga:	\$32,259,954
Fontana:	\$22,716,503
Rialto:	\$22,686,743
Redlands:	\$28,344,772

*General Tax Levy amount does not include subsidiaries, special assessments and/or taxes.

Tax Sale Auction Starts May 11

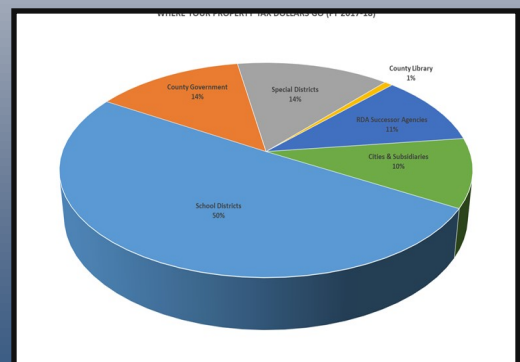
Over 1,700 Properties
Bids start at \$1,000
\$5,000 deposit due by May 3

www.MyTaxCollector.com



Tax Sale Auction

Tax Sale Auction begins May 11th. The ATC office will host an online auction of over 1,700 tax-defaulted properties beginning May 11th. Bids start as low as \$1,000! Deposits are due by May 3rd and you must pre-register to bid. For more information, please go to mytaxcollector.com.



Award For Excellence Honoree – Robert Gordon



San Bernardino County will join federal, state, and local governments in celebrating Public Service Recognition Week, May 5 – 11, 2019.

As part of this nationwide celebration, the County honors selected employees through the Award for Excellence program. Robert Gordon has been selected as the 2018 recipient for ATC. Robert was selected based on his superior customer service by ensuring our workspace is ready to support all 336 of us with lights, air, heat, electricity, and other vital services. He is always willing to help out and has a positive attitude.

Robert will be presented with the Award for Excellence on May 16 at the County Government Center.

Congratulations, Robert!!!

Take Your Child To Work Day

On Thursday, April 25th, the ATC office will host Take Your Child to Work Day. Each year, the department gives ATC employee's participating children or grandchildren a "day in the life" career experience. Kids ranging in age from 8-18 can expect a morning continental breakfast and personal welcome from Mr. Mason followed by tours of each of the nine divisions.

Each division will provide an engaging and interactive presentation as well as real life experience which features some of their daily responsibilities. Kids will also receive lots of giveaway items throughout the event. The day concludes with a certificate presentation and closing message from ATC Mason and CUPCAKES!!!

Social Media

I am excited to announce that ATC's Facebook, Instagram, and Twitter pages are now live. I invite you to like, follow, and share these ATC social media pages online.

The goal is to increase ATC's social media presence by sharing ATC specific content, promoting ATC services, and sharing ATC and County related news and resources. This will include ATC employee news such as selections for our upcoming Employee of the Month program, kudos from our Comment Cards, and promotions.

Please help me grow and share ATC's social media pages by liking, following, and sharing them with your contacts. Please note that this is completely voluntary and optional for ATC employees; any social media usage shall be in accordance with County policy.

- Ensen

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