



County of San Bernardino



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

NEWS RELEASE – For Immediate Release

June 11, 2020

ATC MASON ANNOUNCES REOPENING TO PUBLIC

San Bernardino, CA — San Bernardino County Auditor-Controller/Treasurer/Tax Collector (ATC) Ensen Mason today announced that his office would reopen to the public beginning on Monday, June 15, 2020. The office has been closed to the public since March 20, 2020, pursuant to state and county health officials' orders to safeguard against the Coronavirus. During this time, Tax Collector employees were available to the public via phone and email, and the website remained active.

"I'm eager to reopen our doors to the public we serve, but must do it in a safe and responsible manner," said Mason. "To safeguard the health of my employees, masks must be worn and social distancing maintained by the public while inside the ATC building. ATC employees are back to work in the office, and looking forward to helping taxpayers transact their county government business quickly and efficiently."

Mason has developed a new appointment system for members of the public transacting business with ATC's Property Tax, Administration, and Central Collections Divisions to prevent crowding in confined spaces. The appointment system is designed to minimize customer wait times, focus staff attention on problem resolution, and enhance the health of both ATC customers and employees.

Those wishing to make an appointment should call the newly established appointments line at (909) 382-7065 between 9 AM and 4 PM, Monday through Friday. Staffers will be available during these times to assist customers in scheduling appointments. Advanced scheduling is encouraged as same day appointments might not be available. If you plan to visit without an appointment, you will be asked to make an appointment and return at your scheduled time.

Taxpayers wishing to visit the Tax Collector's Office on the first floor do not need to make an appointment and may visit anytime between 8 AM and 5 PM, Monday through Friday. All public facing divisions within ATC will transact public business behind glass partitions, and regular cleaning protocols have been established for the health and safety of both ATC employees and the public.

ATC is located at 268 W. Hospitality Lane in San Bernardino. Business hours are 8 AM to 5 PM, Monday through Friday. Please visit www.SBCounty.gov/ATC and follow us on social media, @SanBernardinoCountyATC, for the most up-to-date information.

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