

San Bernardino County



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

NEWS RELEASE – For Immediate Release

June 27, 2025

Auditor-Controller/Treasurer/Tax Collector Unveils New Cloud-Based Property Tax System and Upgraded Website

San Bernardino, CA — The San Bernardino County Auditor-Controller/Treasurer/Tax Collector (ATC) will officially roll out **TaxSys**, a modern, cloud-based property tax processing system, on **Monday, July 14, 2025, at 10:00 a.m.** This new system will replace the County's nearly 40-year-old legacy platform, marking a major milestone in the modernization of property tax services. With nearly 900,000 parcels and over \$5.5 billion in annual property tax revenues, the County required a solution that could scale, adapt, and modernize its core financial operations. The upcoming system meets that need—offering real-time access, intuitive user tools, and enterprise-level security within a unified digital environment.

"Three years ago, my team and I set an ambitious goal to replace the County's legacy property tax system by July 2025," said Ensen Mason. "At the time, it felt like a distant milestone, but thanks to the hard work and dedication of ATC staff and our vendor, ATC is proud to be implementing the new system on time and on budget. The public will notice many useful improvements when interacting with the system online."

In tandem with the TaxSys launch, ATC will also unveil an upgraded and user-friendly website, enhancing online access to property tax information and services. Both the new system and website will be available at www.SBCountyATC.gov.

As part of the upcoming implementation of TaxSys and the upgraded website, ATC is introducing a range of enhancements designed to improve the taxpayer experience and streamline agency operations. The new system prioritizes accessibility, convenience, and user engagement, offering a modernized digital experience through features such as:

- **Flexible Payment Options** – Taxpayers will be able to make partial payments, schedule future payments, receive digital receipts, and opt into e-billing for paperless service.
- **Smart Digital Tools** – Online submission of forms for penalty waiver requests, unclaimed property refunds, and tax clearance certificates will simplify common processes.
- **User-Centered Design** – A mobile-friendly interface with personalized dashboards and real-time account updates will ensure a seamless experience across all devices.
- **Automation and Self-Service** – Integrated workflows and on-demand reporting will reduce processing times, minimize errors, and improve service accuracy.

Local taxing entities will also benefit from the new system through:

- A centralized portal for efficient management of direct charges
- Automated apportionment tools to streamline revenue distribution
- Enhanced transparency with detailed tax distribution and reporting insights

CONTACT:

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www.MyTaxCollector.com
www.sbcountyatc.gov





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Modern Website Features Will Enhance User Experience

The newly redesigned ATC website is a key component of San Bernardino County's broader digital transformation initiative. Developed with a focus on user experience, accessibility, and responsive service, the site introduces several innovative features designed to better serve residents and stakeholders:

- **24/7 Virtual Chatbot** – Offers around-the-clock assistance for frequently asked questions, website navigation, and access to key services.
- **Live Chat Support** – Available during business hours from select ATC divisions, providing real-time, personalized customer service.
- **Integrated Translation** – Supports over 100 languages, ensuring access for San Bernardino County's diverse population.
- **Enhanced Accessibility** – Includes tools and design improvements to better serve individuals with disabilities, in compliance with ADA standards.

"These enhancements represent our continued commitment to modernizing public services, improving digital access, and increasing operational efficiency," said Ensen Mason. "We've listened to the needs of the taxpayer and designed a platform that makes it easier to find information, access services, and complete essential tasks—from parcel searches to property tax payments—whether at home or on the go."

Temporary Service Outage Notice: Online Services Upgrade

To accommodate these upgrades, ATC's online services—including parcel search, bill lookup, and payment processing—will be **temporarily unavailable** from **Monday, June 30, 2025, at 11:59 p.m.** through **Monday, July 14, 2025, at 10:00 a.m.** To minimize disruptions, commonly used links from the old www.mytaxcollector.com domain will automatically redirect to the new site. However, users are encouraged to update their bookmarks for optimal performance and ease of navigation. A maintenance notice will be posted on both legacy websites during this period.

Alternative Payment Options Will Be Available During This Outage

During the transition, property tax payments can still be made securely:

- **By phone:** (909) 387-8308
- **In person or by mail:**
Tax Collector's Office
268 West Hospitality Lane, First Floor
San Bernardino, CA 92415-0360

After the launch, all traffic to www.mytaxcollector.com will permanently redirect to the new Tax Collector page at www.sbcountyatc.gov/tax-collector. Spanish-language redirect domains such as www.colecciondeimpuestos.com and spanish.mytaxcollector.com will lead users to the updated Spanish-language content.

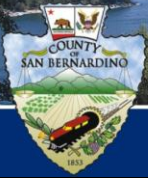
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We appreciate your understanding and apologize for any inconvenience this may cause.

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