



County of San Bernardino



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

NEWS RELEASE – For Immediate Release

December 2, 2020

GROUNDBREAKING ATC INNOVATIONS SPEED CUSTOMER SERVICE AND SAFETY

San Bernardino, CA — San Bernardino County Auditor-Controller/Treasurer/Tax Collector (ATC) Ensen Mason today announced major upgrades in customer service for property taxpayers at his office. The first installment property tax payment deadline is December 10 at 5:00 PM, and thousands of taxpayers are expected at the ATC building in the next eight days.

“I’m pleased to offer more ways than ever before for San Bernardino County taxpayers to safely and conveniently pay their property taxes on time and without processing delays,” said Mason. “We have always encouraged payment by mail, phone, and especially online for ease and convenience of payment. Now with COVID-19, we are emphasizing remote payment even more, while taking important new steps in onsite customer service for those who desire to pay their property taxes in person. We have invented computerized customer self-service kiosks and placed them outside our building. Taxpayers can look up their tax status, print a duplicate bill, pay it electronically on the spot, and then have the option of completing a customer service questionnaire at the end to rate our service and make suggestions for improvement, all on the kiosks outside of our building, with instant and contactless service. We also have an express line so taxpayers whose payments are ready to go can simply place them in a drop box staffed by one of our customer service ambassadors without even getting out of their cars.”

Mason has embarked on an ambitious program of updating and modernizing ATC since his swearing-in ceremony on January 7, 2019. The Department has won seven major awards since then, and development of these property taxpayer self-service kiosks in response to COVID-19 is sure to make it eight. Other counties are inquiring about these high-tech, contactless kiosks and they will probably be seen soon in some form throughout the state.

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.MyTaxCollector.com and follow us on social media, @SanBernardinoCountyATC, for the most up-to-date information.

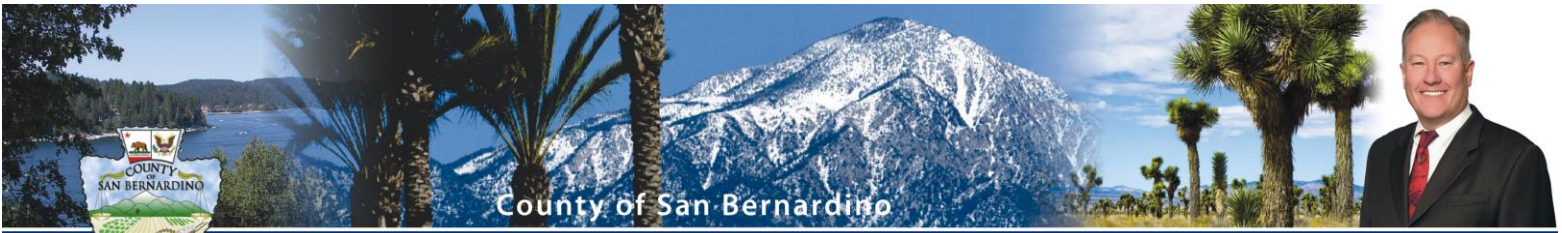
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Chief Deputy Tax Collector Diana Atkeson is ready to direct taxpayer traffic. Drive-through express drop box is in background.



Calculators, single-use pens, and sanitizer ready for taxpayer use.



ATC public entrance is ready with self-service kiosks and printers, along with friendly staff ambassadors.



ATC Ensen Mason pays his own personal property taxes using our new self-service kiosks as Chief Deputy Tax Collector Diana Atkeson and IT Division Chief Don Le observe.



ATC invented these self-service property tax payment kiosks. They are contactless, speed up processing times, and promote social distancing.



ATC Ensen Mason inspects the new drive-through taxpayer service drop box.

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