



**COUNTY OF SANTA BARBARA PROGRAMS AND SERVICES
TEMPORARY CHANGES IN SERVICE DUE TO COVID-19 PANDEMIC
As of April 8, 2020**

County public counters are closed until further notice. However, most departments have online, mail, fax, phone and drop boxes for the public to continue accessing programs and services. Please see below for details or visit the department websites that are each linked below.

- **[Agricultural Commissioner/Weights & Measures Department](#)**: Public service counters in Santa Barbara, Santa Maria, Buellton and Carpinteria offices are closed until further notice. A drop box is located at the front entrance of each office. Staff is utilizing remote communication tools to provide as many essential services and documents electronically. Call the offices regarding permits, registrations and other necessary agriculture or weights & measures business. Upon receiving a call, staff will discuss various options on how to address needs with the goal of minimizing contact to help slow the spread of COVID-19. Check the [website](#) for necessary forms and contact information.
- **[Auditor](#)**: The Auditor-Controller's Office is operating and will continue to respond to phone calls and emails. To contact the office, please call (805) 568-2100 or email auditor@co.santa-barbara.ca.us. A drop box is located in the lobby of the Santa Barbara Administration building for the public to submit documents and other items.
- **[Behavioral Wellness](#)**: Non-essential services are temporarily suspended to limit the volume of in-person services. The Psychiatric Health Facility remains open, but closed to visitors. In-person services will continue for crisis response and are available 24/7. All clinics will remain open with minimal staffing and clients will be encouraged to schedule appointments via telehealth. The 24/7 Access Line at (888) 868-1649 is available for questions, crisis needs or linkage to alcohol and drug or mental health services.
- **[Board of Supervisors](#)**: Based on guidance from the California Department of Public Health and the California Governor's Stay at Home Executive Order N-33-20 issued on March 19 to protect the health and well-being of all Californians and to establish consistency across the state in order to slow the spread of COVID-19, the Santa Barbara County Board of Supervisors meetings will **no longer provide in-person participation.**

Alternative methods of participation in the Santa Barbara County Board of Supervisors meetings have been implemented, pursuant to the California Governor's Executive Order N-29-20 that states:

- Providing an opportunity to “observe and address” telephonically or otherwise electronically, alone, meets the requirement; and
- Removing the former requirement from Executive Order N-25-20 of having “at least one publicly accessible” location from which the public may observe and offer comment. Executive Order N-29-20 now states expressly, “Such a body need not make available any physical location from which members of the public may observe the meeting and offer public comment.”

The following alternative methods of participation are available to the public:

1. You may observe the live stream of the Board of Supervisors meetings via:
 - Television at local cable channel 20
 - Online at <http://www.countyofsb.org/ceo/csbtv/livestream.sbc>
 - YouTube at <https://www.youtube.com/user/CSBTV20>
2. If you wish to make a general public comment or to comment on a specific agenda item, the following methods are available:
 - a. **Distribution to the Board of Supervisors** - Submit your comment via email prior to 5 p.m. on the Monday prior to the Board meeting. Please submit your comment to the Clerk of the Board at sbcob@countyofsb.org. Your comment will be placed into the record and distributed appropriately.
 - b. **Read into the record at the meeting** – Submit your comment via email prior to the close of an agenda item, limited to 250 words or less, to the Clerk of the Board at sbcob@countyofsb.org. Please state in your email that you would like this “read into the record.” Every effort will be made to read your comment into the record, but some comments may not be read due to time limitations. Comments received after an agenda item will be placed into record and distributed appropriately.
 - c. **By phone** - If you would like to make a comment by phone, please call (805) 568-2240 and state your name, phone number and which item you would like to speak on. The clerk will call you at the appropriate time. Please make every effort to be available and mute all streaming devices once it is your turn to speak.

Please note: To participate in our public process for Board meetings, please review the guidelines at www.countyofsb.org/ceo/cob.sbc. You can find agendas for the Board of Supervisors meetings <https://santabarbara.legistar.com/Calendar.aspx#current>.

- **Clerk-Recorder-Assessor**: Public service counters at all offices of the Clerk-Recorder-Assessor including the Elections Division are closed until further notice. Many services will continue to be provided by phone, online, by mail, or by

fax. To determine services available for Assessor and Elections, visit www.sbcvote.com. [Clerk-Recorder](#) services are available by mail including official record recording, fictitious business names; and birth, death, and marriage certificates. Service requests are accepted by mail or fax. Call (805) 568-2250 or send email to Clk-RecHelpDesk@co.santa-barbara.ca.us. Drop boxes to request services are available 8 a.m.-4:30 p.m. Monday-Friday. Mail will be picked up throughout the day. For all matters with the Clerk-Recorder, please check the [website](#) for information.

- **[Child Support Services](#)**: Public service counters are closed until April 3 at the Santa Barbara and Santa Maria locations, however services continue through electronic inquiry (e.g. direct inquiry via our Child Support Enforcement (CSE) computer system, fax, e-mail) or by phone. Please check the [website](#) for information.
- **[Community Services / County Parks](#)**: / **[County Parks/Housing and Community Development \(HCD\)](#)**: The Santa Barbara Veterans building is closed. County day-use parks are open, including restrooms. Camping parks, i.e. Cachuma Lake and Jalama Beach are open for day-use, but closed to overnight camping as of Friday, March 20. Scheduled events of 10 or more people, including courthouse weddings, are canceled. Check www.sbparks.org for latest updates. The Housing and Community Development Division has an updated webpage for service providers on Covid-19 response at <http://countyofsb.org/housing/homlessassistance/covid-19.sbc>.
- **[County Executive Office/Clerk of the Board](#)** The Clerk of the Board's public counter is closed until further notice. The public can submit claims, assessment appeals, and other documents electronically via regular mail (with postmark) or through a physical drop box located in the lobby of the County Administration Building. Please enter from the main doors at 105 E. Anapamu.
- **[District Attorney](#)**: The D.A. Office is serving the public via telephone, e-mail, and scheduled onsite appointments using social distancing protocols. The following onsite services are available via scheduled appointment: victim services, discovery pickup, and restitution payments. Please check the [website](#) for information. The District Attorney's Office will continue to represent the People in open Arraignment and Juvenile Courts in Santa Barbara and Santa Maria.
- **[Fire](#)**: Emergency response will not change; stations are fully staffed and able to respond to any emergencies. The department headquarters remains operational during normal business hours.
 - To contact headquarters staff, call (805) 681-5500 or go to "Contact Us" at www.SBCfire.com to submit a question
 - Solvang Fire Prevention: (805) 686-5077

- Planning and Engineering, and Inspection Services: Virtual inspections will be conducted on large facilities; Fire Protection Certificates will be reviewed remotely
 - The Solvang Fire Prevention office is closed to the public, but available by phone and scheduled appointments
 - Fire stations are closed to the public. Notices are posted on the front door of each station directing visitors to call the station to conduct business. An exception will be made for any medical emergency that would require member(s) of the public to enter a station for treatment.
 - Fire stations will remain available for the Safe Surrender program.
 - Effective immediately all engine company business safety inspections will be discontinued until further notice
- **First 5:** There are no closure plans and meetings are being held through teleconference.
 - **Human Resources:** The Human Resources building reception counter is closed to the public. For general HR questions, please call (805) 568- 2800 Monday through Friday 8-5 p.m., or visit the website at www.sbcountyhr.org. The Employees' University (EU) building is closed and many of the in-classroom programs and onsite services have been suspended.
 - **Parks:** Please refer to Community Services listed above.
 - **Planning & Development:** Public services will continue through means other than the public service counters in Santa Barbara and Santa Maria that are closed through April 3. Materials may be submitted electronically via e-mail and digital platforms, such as Box.com. The public counter contact information is available on the [website](#). Responses to voicemails and email inquiries will be provided within one business day. Leave voice messages using the numbers below. Inquiries and electronic documents will be accepted at the email addresses below.

Santa Barbara-South County

Zoning Counter: (805) 568-2090, front@countyofsb.org

Building Counter: (805) 568-3030, padbuild@countyofsb.org

Santa Maria-North County

Zoning Counter: (805) 934-6251, nocounte@countyofsb.org

Building Counter: (805) 934-6397, ncbuild@countyofsb.org

**Building electronic plans can be emailed to epc@countyofsb.org*

- **Probation Department:** The Santa Barbara Juvenile Services site at 4500 Hollister and Santa Maria Juvenile Court Services Unit at 4251 California Blvd., are closed to

walk-ins. The two Probation Report and Resources Centers (PRRC) located at 4500 Hollister Avenue, Santa Barbara and 124 Carmen Lane Suite K, Santa Maria are closed. Telehealth treatment services for clients are continuing through contracted community based organizations. All other sites remain open. Applications for community service work sites are being accepted, however, all assignments will be postponed until further notice. For information on services and programming availability, contact Probation at sbprobation@co.santa-barbara.ca.us.

- **Public Defender**: Staff is servicing clients and employing social distancing and following preventative hygiene recommendations.
- **Public Health Department**: Non-essential visits at the health centers are temporarily suspended to protect both patients and providers from virus spread. In-person services will continue for those who are ill at all locations. Clients wishing to receive services should call their clinics in advance. Patients will be triaged at the front door of the centers and those exhibiting COVID-19 symptoms will be routed appropriately in the clinic. Arrangements are also being made to conduct virtual visits both by tele-health and by phone.

Emergency Medical Services (EMS) is limiting certification appointments for EMTs. To schedule an appointment related to EMT certification, call (805) 681-5274 (opt. 1).

Environmental Health Services (EHS) north and south county offices continue to accept materials (applications, payments, etc.) via drop-boxes and are manning the phone lines. Office doors to the public have closed. Normal business operations continue with EHS staff, conducting complaint, and other specific-need or high-need, inspections as needed.

The Office of Vital Records is currently open to the public, with no restrictions. Walk-in customers must go through a screening process by clinic staff prior to entering the building. Customers pay applicable fees and fill out an application to receive their requested documents.

- **Public Works**: All public permitting counters are closed. To submit permit applications, plans, and payments:

County Surveyor:

Mail initial project submittals to County Surveyor, 123 E. Anapamu St., Suite 222, Santa Barbara, CA 93101. Subsequent submittals should be mailed to the address above or email to countysurveyor@cosbpw.net. Project reviews will be sent via mail or email. Spatial indexes and map scans are available through the Surveyor Information System (Web GIS) at <http://www.countyofsb.org/pwd/surveyor.sbc>. Contact [staff at](#) (805) 568-3020.

Water Resources:

Plans for Development Review plan check services and payments will accepted at the Water Resources window, Santa Barbara County Flood Control & Water Conservation District, Naomi Schwartz Building, 130 E. Victoria Street, Suite 200, Santa Barbara, CA 93101. Contact staff at fccontact@cosbpw.net or (805) 568-3440

Transportation:

Road Permit applications and plans are accepted electronically at pwrpermit@cosbpw.net. The road encroachment permit application can be found at www.countyofsb.org/pwd/asset.c/218. North county permits can be placed in the drop-off box; south county permits can be dropped off through the mail slot in the door.

Mail applications to either office:

North County Road Permit Office:

Attention: Road Permits, 620 W. Foster Road, Santa Maria, CA 93455
(805) 803-8750

South County Road Permit Office:

4417 Cathedral Oaks Road, Santa Barbara, CA 93110
(805) 681-4990.

Resource Recovery & Waste Management Division

The Community Hazardous Waste Collection Center at UCSB is temporarily closed through at least the end of March. We'll continue to post updates about the closure through social media and on our waste reduction website at www.LessIsMore.org. For questions or concerns, please e-mail us at jrundle@cosbpw.net or call (805) 882-3602.

Our transfer stations and landfill are currently operating as normal, but we encourage customers to minimize the use of these facilities by delaying disposal of non-essential materials, until social distancing mandates are lifted. These non-essential materials would include anything that could be retained without causing a health and sanitation concern.

We are also encouraging customers to utilize non-cash payment methods. Both transfer stations accept major credit cards and debit cards, as well as checks. Business customers may also set up an account with Public Works by contacting our Accounting Department at (805) 568-3129 or by email at kyhouch@cosbpw.net.

Laguna County Sanitation:

Mail or drop off plans for development review, plan check services and construction bids at the North County Public Works office drop box, 620 W. Foster Road, Santa Maria, CA 93455.

To schedule an appointment for fee and charge payments, call (805) 803-8750 or (805) 803-8756. Submit documents and plans electronically to Kevin Thompson at kethomp@cosbpw.net.

Contacts:

-District Manager Marty Wilder, mwilder@cosbpw.net, (805) 803-8750, (805) 803-8755, or (805) 803-8756.

-Chief Plant Operator Jeremy Chaja, jchaja@cosbpw.net, (805) 934-6282

-Supervisor Jesse Padfield, jpadfie@cosbpw.net

- **Sheriff-Coroner:** Emergency response will not change. The department is operational and staffed.

- **Social Services:** All services are available, however reception areas are closed. Clients are asked to use the phones in the lobby to call reception to be linked with a staff member. They will be seen in person as needed using social distancing and measures to prevent spread of the disease. All online services are available.

- **Superior Court:**
 - Until further notice, all clerks offices are closed and jury service is suspended
 - The Santa Barbara Historic Courthouse is closed to the public until further notice
 - Online Payment options for criminal and traffic fines:
<https://portal.sbcourts.org/CASBPORTAL/>
 - Jury Duty Rescheduling:
South County: 805-882-4530
North County: (805) 614-6464; or online at
<https://www.sbcourts.org/dv/juryreporting.shtm>
 - File Civil, Family, or Probate documents with the Court electronically: <http://www.odysseyefileca.com/service-providers.htm>
 - Records requests:
South County (805) 882-4778
North County: (805) 614-6414
 - Telephonic Appearances for Civil Law and Motion or Case Management Conference hearings: call (888) 882-6878 or online at <https://courtcall.com>
 - Find your Court date: <https://www.sbcourts.org/os/cal/>
 - Self-Help Legal Resource List: <https://www.sbcourts.org/sh/index.shtm>

- **Treasurer-Tax Collector (TCC):** The public counters are closed*, however the public can make property tax payments via mail, phone and online. For Veteran's services or more information, please refer to the website.
 - **Property Tax Payment Policies**
ONLINE: Credit card and ACH(echeck) payments may be made online by visiting our Online Property Tax System website.

BY PHONE: Credit card and electronic check payments may be made by phone using an automated interactive voice response system. Dial toll free (877) 399-8089 or local (805) 724-3008.

BY MAIL: Send tax payments to Harry E. Hagen, Treasurer-Tax Collector, P.O. Box 579, Santa Barbara, CA 93102. Payments made by mail must be U.S. Postmarked by the delinquent date to avoid late penalties.

NOTE: Neither the Board of Supervisors nor the Treasurer-Tax Collector has authority to modify the property tax delinquency date. Only the State has the authority to extend it. However, given the current circumstances, the Treasurer-Tax Collector is prepared to cancel penalties related to the COVID-19 pandemic or any other valid statutory reason after the delinquency date.

***Update – April 1, 2020:**

Due to the COVID-19 emergency, after April 10 the Treasurer-Tax Collector's office will consider written requests for penalty cancellations on a case-by-case basis.

Secured Taxes are Delinquent after April 10, 2020: The second installment of the 2019-2020 Annual Secured property tax bill is due as of February 1 will become delinquent if not paid on or before April 10. The Treasurer-Tax Collector's Office does not have the authority to extend the payment delinquency date of April 10 and all payments received after this date will be assessed late penalties and costs as required by law.

Property owners who can pay their property taxes on time are encouraged to do so. Property taxes are a critical source of revenue that helps keep the government running and provides vital services the public relies on, including emergency response, public health, public works, and schools.

Penalty Waivers After April 10: After April 10, the Treasurer-Tax Collector's office will consider written requests for penalty cancellations on a case-by-case basis. The Cancellation of Penalty form will be available on the [website](#) after April 10.

Office Hours and Locations: To support social distancing, the TTC strongly encourages remote payments. Effective April 1, 2020 and until further notice, the TTC public counters will be open 8 a.m. to 5 p.m. Monday through Friday in Santa Barbara at 105 E Anapamu St., Room 109; and in Santa Maria at 511 E Lakeside Pkwy.

Ways to Pay: At this time, the secured tax information for Fiscal Year 2019-2020 is available online for inquiry or payments. Payments can be made by the methods below:

- **Online and Phone**— Payments may be made online at www.sbtaxes.org with a credit card (Visa, Mastercard, American Express, Discover), electronic check, or by phone at (805) 724-3008 or Toll Free (877) 399-8089. The TTC does not charge a fee for submitting via electronic check, however the credit card processor will

charge a convenience fee for credit card transactions.

- **USPS Postmarked Mail** – Payments should be remitted to PO Box 579, Santa Barbara, CA 93102-0579. Check, cashier's checks and money orders are accepted. A U.S. Postal Service cancellation mark of April 10, 2020 or prior will be timely.