



COUNTY OF SONOMA

575 ADMINISTRATION
DRIVE, ROOM 102A
SANTA ROSA, CA 95403

SUMMARY REPORT

Agenda Date: 6/3/2025

To: Sonoma County Board of Supervisors
Department or Agency Name(s): Auditor-Controller-Treasurer-Tax Collector
Staff Name and Phone Number: Erick Roeser 565-3285
Vote Requirement: Majority
Supervisorial District(s): All

Title:

Auditor-Controller-Treasurer-Tax Collector Public Lobby Hours

Recommended Action:

Adopt a resolution modifying the Auditor-Controller-Treasurer-Tax Collector's public lobby hours to 9:00am to 5:00pm, Monday through Friday, effective July 1, 2025.

Executive Summary:

The Auditor-Controller-Treasurer-Tax Collector's public lobby is currently open from 8:00am to 5:00pm, Monday through Friday. This schedule significantly restricts the ability of tax collection staff to have trainings and staff meetings that allow for all members of the team to participate as a group. Additionally, current lobby hours limit the capacity of staff to perform more complicated work tasks and to cross-train without interruption.

The Auditor-Controller-Treasurer-Tax Collector's Office is requesting to change public lobby hours to 9:00am to 5:00pm, Monday through Friday, effective July 1, 2025, reducing total weekly public in-person hours from 45 to 40. This will foster improved collaboration, communication, inclusion, and professional development of Revenue Accounting division staff and will provide dedicated time to complete other mandated responsibilities.

Discussion:

The County of Sonoma has established that County offices shall be open from 8:00am to 5:00pm, Monday through Friday, pursuant to California Government Code section 24260 and Sonoma County Code Section (SCC) 2-2.1a. SCC 2-2.1b reserves the right for the Board of Supervisors to change the regular days and hours of operation by resolution. The Auditor-Controller-Treasurer-Tax Collector is proposing a modified schedule, opening to the public from 9:00am to 5:00pm, Monday through Friday, effective July 1, 2025.

This will provide dedicated time for staff to work on more complicated mandated tasks, catch up on backlogged work, and cross-train without interruption. Additionally, this will allow for regular staff meetings, provide safety and professional development training, team building opportunities, and process improvement planning. The prioritization of providing inclusive opportunities for staff to communicate, collaborate, and learn together is in alignment with department specific feedback received from the countywide employee engagement survey, results of which were presented on May 16.

Staff expects minimal impact to the public resulting from this change in lobby hours. The first hour of the

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morning was selected for closure due to significantly lower in-person activity and to ensure that all taxpayers have access to our lobby until 5:00pm on tax due dates as required by numerous California Revenue and Taxation Code sections. Of the other 57 Tax Collection offices statewide, approximately 45% are open to the public on a modified schedule. Other County Departments, including the Clerk-Recorder-Assessor, Registrar of Voters, and Permit Sonoma utilize alternate schedules as part of their operations.

If the requested modification is approved, the change will be publicly communicated via publication of notice in the Press Democrat, press release, social media, department website, printed tax bills, and signage in the office. □

Strategic Plan:

N/A

Racial Equity:

Was this item identified as an opportunity to apply the Racial Equity Toolkit?

No

Prior Board Actions:

None.

FISCAL SUMMARY

Expenditures	FY23-24 Adopted	FY24-25 Projected	FY25-26 Projected
Budgeted Expenses			
Additional Appropriation Requested			
Total Expenditures			
Funding Sources			
General Fund/WA GF			
State/Federal			
Fees/Other			
Use of Fund Balance			
General Fund Contingencies			
Total Sources			

Narrative Explanation of Fiscal Impacts:

There is no anticipated fiscal impact of requested change to public lobby hours.

Staffing Impacts:			
Position Title (Payroll Classification)	Monthly Salary Range (A-I Step)	Additions (Number)	Deletions (Number)

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Narrative Explanation of Staffing Impacts (If Required):

None.

Attachments:

Resolution Approving a Modification of the Public Lobby Hours of the Auditor-Controller-Treasurer-Tax Collector Office

Related Items “On File” with the Clerk of the Board:

None.