



Butte County Administration

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buttecounty.net/administration

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COUNTY DEPARTMENT STATUS UPDATE

Scientific evidence shows social distancing is one of the most effective approaches to slow the transmission of communicable disease. To that end, the County of Butte is adjusting its public facing operations of various departments. These changes will allow essential services to continue, while protecting the public. If you need to engage with these Departments, it is recommended you do so, remotely, with the correlating contact information. Butte County is committed to serving the community to the fullest extent possible while following recommendations for public safety.

The following shows a list of County Departments whose lobbies are closed. Services at these sites are continuing with a combination of remote staff and on-site staff.

- **County Counsel:** 530.552.4070
- **Human Resources:** 530.552.3552 or personnel@buttecounty.net
- **Information Systems:** 530.552.3200
- **UC Cooperative Extension Butte County:** 530.538.7201 or cebutte.ucanr.edu/contact/
- **Water and Resource Conservation:** BCWater@ButteCounty.net

The following Departments have lobbies that are open to the public. Please practice safe social distancing and adhere to each office's reopening guidelines.

- **Agricultural Commissioner:** Operating with reduced hours, or by appointment. 530.552.4100 or butteag@buttecounty.net
 - Oroville Office: 7:30am-noon
 - Chico Office: 10am-noon
 - Gridley Office: 8am-10am
- **Animal Control of Public Health Department:** Open Monday-Friday 8am-5pm. Clients may email bcanimalcontrol@ButteCounty.net
- **Assessor:** Oroville Office Open Monday-Friday 9am-5pm AssessorsOffice@ButteCounty.net
 - Chico Office: Monday-Friday 10am-1pm
 - General Inquiries: 530.552.3800
 - Change of Address Inquiries: 530.552.3805
 - Inquiries re: Business/personal property/boats & airplanes: 530.552.3810
 - Exemption Inquiries: 530.552.3758
- **Auditor-Controller:** Open Monday-Friday 8am-5pm

- Main Line: 530.552.3600
- Property Tax Inquiries: 530.552.3601
- Accounts Payable Inquiries: 530.552.3609
- Internal Audit: 530.552.3596
- **Behavioral Health:** Outpatient clinics are providing services in-person, via phone and/or video. BCBH's crisis programs are providing on-site services, as well as phone and/or video based services. The psychiatric inpatient unit continues to be closed to visitors. If you are interested in accessing mental health or substance use services, please call 800.334.6622 or 530.891.2810.
- **Butte County Fire Department:** No public access to fire stations for non-emergency business. Fire Department Headquarters Office Lobby is open Monday-Friday 8am-5pm 530.538.7111
- **Child Support Services:** Public Lobby hours are Monday-Friday 8:30am-4:30pm, excluding Holidays, for the following services:
 - One Person Appointments
 - Walk-ins
 - Drop-offs
 - Pick-ups
 - Customer service is available Monday-Friday, 8am-4pm, at 1.866.901.3212, or you may conduct business through cse.ca.gov/CustomerConnect/login
- **Clerk Recorder:** Open Monday-Friday 8am-5pm.
 - Elections/Passports Division – 530-552-3400 – Option 1
 - Records Division – 530-552-3400 -Option 2
 - Archives/Research Division – 530-552-3400 -Option 2
- **County Administration:** Open Monday-Friday 8am-5pm. 530.552.3300
- **Development Services:** Open Monday, Tuesday, Thursday & Friday 8am-4pm, Wednesday 8am-3pm. 530.552.3700
 - Building Division: DSBuilding@ButteCounty.net
 - Planning Division: DSPlanning@ButteCounty.net
 - Code Enforcement Division: DSCodeEnforcement@ButteCounty.net
- **District Attorney:** Open Monday-Friday 8am-5pm. 530.538.7411 or DA@ButteCounty.net
 - Victim Assistance Bureau: 530.538.7340 or VictimWitness@ButteCounty.net
- **Employment and Social Services:** DESS clients are still encouraged to use telephone or online application processes in lieu of in person office visits. Members of the public who come into the office will be directed to phone banks within the lobby. The public is encouraged to call or use the website for benefits assistance. Child Welfare and Adult Services remain operational for investigations. 877.410.8803
- **Environmental Health Division of Public Health:** Lobby open Monday-Friday 8am-4pm, clients encouraged to phone ahead 530.552.3880 or bcenvhealth@ButteCounty.net
- **General Services:** 530.552.3500
- **Library:** Butte County Library Branches are open for limited services. 530.552.5652
 - Chico: Tuesday-Thursday 10am-6pm, Friday & Saturday 10am-5pm
 - Oroville: Tuesday-Saturday 10am-5pm
 - Biggs: Tuesday Noon-6pm and Saturday 10am-4pm
 - Durham: Tuesday-Wednesday Noon-6pm and Thursday-Friday 10am-5pm
 - Gridley: Tuesday-Wednesday Noon-6pm, Thursday-Saturday 10am-4pm
 - Paradise: Tuesday and Thursday 1-6pm and Saturday 11am-4pm
 - buttecounty.net/bclibrary/e-resources.

- **Neal Road Recycling and Waste Facility:** Operating as normal, but asking for credit payments only, no cash. 530.345.4917, <http://www.buttecounty.net/publicworks/Divisions/Solid-Waste>
- **North Complex Fire ROE Center:** Open to the public at 78 Table Mountain Blvd., Oroville. Open M-F 8:00 am to 5:00 pm. 530.552.3210
- **Probation:** Oroville public lobby is open Monday-Friday 8am-4:30pm. 530.538-7661
 - Juvenile Hall: Modified visitation is allowed. 530.538.7311
 - Chico Office: Remains Closed at this time. 530.879.7555
- **Public Health (Environmental Health and Animal Control listed separately):**
 - Public Health Clinics remain open 4 days a week: Chico Monday-Thursday 8am-5pm; Oroville Monday, Tuesday, Wednesday, and Friday 8am-5pm; both clinics are closed for lunch from 11:45am-12:45pm
 - Women, Infants and Children (WIC) Lobbies are closed-clients may call 530.552.4025
 - All other Public Health programs- clients may call 530.552.4000 or phinfo@ButteCounty.net
- **Public Works:** Publicworksdept@buttecounty.net and PWpermits@buttecounty.net
 - General Public Works: 530.538.7681
 - Road Maintenance Requests: 530.538.7606
 - Land Development Requests: 530.538.7266
 - Routine road maintenance requests are best submitted via buttecounty.net/Butte-County-Connect
- **Sheriff-Coroner:**
 - **Records-** The Records Division within the public lobby is open as usual. However, in an effort to comply with social distancing, appointments will be required and persons waiting may be asked to wait outside, or in their vehicle. This includes appointments for live scans, CCWs, vehicle releases and report requests. Appointments can be made by calling the Records Unit at 530.538.7391, or by emailing BCSOrecords@buttecounty.net. Hours: Monday-Friday 9am-4:30pm
 - **Civil Division-** The Civil Division within the public lobby will remain open for in-person processing of civil services. Hours: Monday-Thursday 8am-1pm. Civil Division phone: 530.538.7483.
- **Treasurer-Tax Collector:** Open Monday-Friday 9am-5pm.
 - Property Tax Inquiries: 530.552.3720
 - Collections Inquiries: 530.552.3710
 - Treasurer Inquiries: 530.552.3730
 - Payment Options: www.buttecounty.net/treasurertaxcollector
 - Property tax payments (check and money order) can be placed in the drop box located outside the South entrance of the building.

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