



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
- **Development Services:** 530.552.3700
 - Building Division: DSBuilding@ButteCounty.net
 - Planning Division: DSPlanning@ButteCounty.net
 - Code Enforcement Division: DSCodeEnforcement@ButteCounty.net
- **General Services:** 530.552.3500
- **Hazard Tree Removal Program:** Forms to enroll in a Hazard Tree Removal Programs are accepted by mail at 205 Mira Loma, Suite 50 in Oroville Attn: Tree Removal Processing Center or by email: TREEROE@ButteCounty.net.
- **Human Resources:** 530.552.3552 or personnel@buttecounty.net
- **Information Systems:** 530.552.3200
- **Probation:** Public lobby is locked, but available for those with urgent business pending (generally Court related matters) and appointments that cannot otherwise be rescheduled or handled from a distance. Modified visitation is allowed at Juvenile Hall. 530.538.7661 for Oroville or 530.879.7555 for Chico
- **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
- **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:** Open Monday-Friday 9am-1pm AssessorsOffice@ButteCounty.net
 - 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 currently providing services via phone and/or video, only. BCBH's crisis programs are providing limited on-site services, as well as phone and/or video based services. 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.
 - Passports – 530-552-3400 – Option 1
 - Marriage Ceremonies – 530-552-3400 -Option 2 (Marriage ceremonies suspended until further notice. Marriage licenses can be issued.)
 - Archives/Research – 530-552-3400 -Option 2
- **County Administration:** Open Monday-Friday 8am-5pm. 530.552.3300
- **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
- **Library:** Butte County Library Branches are open for limited services. 530.552.5652
 - Chico and Oroville: Tuesday-Saturday 10am-4pm
 - Biggs: Tuesday Noon-6pm and Saturday 10am-4pm
 - Durham: Tuesday-Wednesday Noon-6pm and Thursday-Friday 10am-5pm (Branch will close at 5pm on November 25 and December 23)
 - Gridley: Tuesday-Wednesday Noon-6pm, Thursday and Saturday 10am-4pm (Branch will close at 5pm on November 25 and December 23)
 - Paradise: Tuesday and Thursday 1-6pm and Saturday 11am-4pm (Branch will close at 5pm on December 31)
 - 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
- **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
- **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 BCSRecords@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-1pm.
 - 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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