



# COUNTY OF ORANGE

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Contacts: Molly Nichelson  
Public Information Manager, CEO  
(714) 834-6203  
[ceocom@ocgov.com](mailto:ceocom@ocgov.com)

## County of Orange Celebrates 100,000<sup>th</sup> Customer at County Service Center

**Santa Ana, Calif.** (October 15, 2020) – Today the County Service Center (CSC) proudly served its 100,000<sup>th</sup> customer since opening its doors on September 3, 2019. To commemorate this milestone, Chairwoman Michelle Steel and Vice Chairman Andrew Do presented the 100,000<sup>th</sup> customer with a basket containing promotional items from the CSC departments.

“Over the past year our taxpayers have saved both time and money by no longer having to travel to and park at multiple locations to receive County services. The County Service Desk is a shining example of increased government efficiency,” said Chairwoman Michelle Steel, Second District. “We are pleased to recognize this achievement in service.”

Located in the County Administration South (CAS) building in Santa Ana, the CSC serves all of Orange County’s residents. The CSC provides the public with an array of County services offered by the Clerk-Recorder, OC Public Works, Treasurer-Tax Collector and the County Information Desk. A key goal of the CSC is to connect customers to a full range of County services at one location, whether through in-person assistance or technology.

“The County Administration South Building represents a rethinking of how the County serves our residents,” said Vice Chairman Andrew Do, First District. “The County Service Desk on the first floor serves as a one-stop-shop for residents and business owners to access county services. I’d like to thank all those who have worked so hard this past year in this challenging time to continue operating the County Service Desk and serving our residents.”

In light of the COVID-19 pandemic, the CSC continued to serve customers even during the shut-down via phone, online and mail. Since the re-opening of the CSC on June 10, 2020, these four departments have provided 22 on-site services to an average of 330 customers who visit the CSC each day. Customers can complete their in-person transactions within an average of eight minutes which includes check-in and wait time. With a wide range of services offered at the CSC, customers can receive multiple services in just one visit whether it’s to obtain copies of birth certificates, pay property taxes, process building permits and/or obtain general information about any County services.

For more information about each department’s services, please visit their websites below.

Clerk-Recorder: <http://www.ocgov.com/gov/clerk/>  
Treasurer-Tax Collector: <https://www.ttc.ocgov.com/>  
OC Public Works: <https://www.ocpublicworks.com/gov/pw/ds/>



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*(Left to Right) Hugh Nguyen, Clerk-Recorder; Frank Kim, County Executive Officer, Chairwoman Michelle Steel, Second District Supervisor; Paul Barreto and Kristine Angeles, 100,000th CSC customers; Vice Chairman Andrew Do, First District Supervisor; and Shari Freidenrich, Treasurer-Tax Collector.*

*Paul Barreto and Kristine Angeles came in this morning for their marriage certificate and became the 100,000th customers at the County Service Center. They were presented with a gift basket from Chairwoman Michelle Steel and Vice Chairman Andrew Do.*

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