



COUNTY OF ORANGE

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County Service Center celebrates its Fifth Year Anniversary

Santa Ana, Calif. (September 9, 2024) — Today the [County Service Center \(CSC\)](#) celebrates its five-year anniversary.

“The County Service Center has been very well received by the public. We have made it easier for everyone to do business with the county and access county services for items such as building permits and birth certificates,” said Chairman Donald P. Wagner, Third District.

In 2016, the Board of Supervisors voted to update the Civic Center, including development of a “one-stop shop” for County services. The County Service Center, this single-entry point into all County services would address the needs of the Orange County residents in an efficient and customer service friendly manner.

“The County Service Center offers residents a convenient and streamlined process to access County services in one spot, eliminating the stress of contacting multiple departments to address their needs,” said Vice Chairman Doug Chaffee, Fourth District.

The CSC opened its doors on September 3, 2019, to provide the public with an array of County services from the Clerk-Recorder, OC Public Works and Treasurer-Tax Collector. The County Executive Office established the County Information Desk within the County Service Center to support the delivery of services from these transactional counters.

“The County Service Center is a great model and asset for all of Orange County’s residents and I applaud them for their five-year anniversary,” said Supervisor Vincente Sarmiento, Second District.

Since its inception, the County Service Center has served close to 463,000 customers with an average wait time of three to four minutes and service time of six to seven minutes on average. Customers receive a survey at the end of their transactions to provide feedback and results have indicated an average of 95 percent excellent rating for customer service based on a four-point rating scale.

“Congratulations to the County Services Center (CSC) on five years of commitment to excellence in providing a one-stop shop for an array of essential County services. According to County surveys of our customers, 95% of the over 463,000



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residents served at our CSC report excellent service. Thank you for providing friendly, efficient support for our community,” said Supervisor Katrina Foley, Fifth District.

The role of this Information Desk is to provide excellent customer services with the “No Wrong Door” philosophy by connecting the public to information and services needed to navigate the County of Orange.

A list of all the services that may be found at the County Service Center may be found by [clicking here](#).

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