



County Administration South
601 N. Ross Street, Santa Ana, CA 92701 | (714) 834-2500

WELCOME

Newsletter - August 2021

Thank you for your interest in the Orange County Clerk-Recorder Department's newsletter. We will be bringing you periodic updates on the latest news, information and events affecting the department. I am honored and privileged to serve as your County Clerk-Recorder. Please contact my office at (714) 834-2500 or visit us at OCRecorder.com for more information about the department and the services provided to the public.

Sincerely,

*Hugh Nguyen
County Clerk-Recorder*

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Visit us at OCRECORDER.COM



ORANGE COUNTY CLERK-RECORDER

CALL CENTER

**WE ARE HERE TO ANSWER YOUR QUESTIONS
MONDAY TO FRIDAY: 8 A.M. TO 4:30 P.M.**

(714) 834 - 2500

SECURE

ORANGE COUNTY CLERK-RECORDER DEPARTMENT SEES UNPRECEDENTED GROWTH IN 2020 FOR ELECTRONIC RECORDING OF REAL PROPERTY DOCUMENTS

New Department of Justice regulations which took effect on January 1, 2020, combined with the need to reduce contact due to the COVID-19 pandemic has led to a 19% expansion in the number of documents recorded electronically with our department, increasing from 68% in 2019 to 87% in 2020. In addition, SECURE - our electronic recording program – has approved 800 new authorized submitters since 2020 and anticipates having 20 partner counties by the end of August.

“I am extremely proud of our SECURE team,” Clerk-Recorder Hugh Nguyen said. “Electronic recording has come a long way since 1997 and I am looking forward to reaching our goal of 90% electronically submitted documents by 2022.”

For the past 24 years, the Orange County Clerk-Recorder Department continues to be the nationwide leader in electronic document recording. Traditionally, only hard copy property documents were accepted until Orange County Clerk-Recorder Gary Granville pioneered and implemented the nation’s first electronic document recording system in 1997. Ten years later, our department entered into an agreement as owners with Los Angeles, Riverside, and San Diego counties to create SECURE, our award-winning statewide electronic recording delivery system, based on the original system. SECURE allows title, escrow, and financial companies to record property documents electronically to multiple counties from a single computer screen, providing efficiency by reducing delivery expense and staff time, and allowing quicker confirmation times. SECURE has seen steady growth since the program’s inception, though the past year has been unprecedented. To date, the department has recorded more than nine million documents electronically and is on pace to reach 10 million electronically recorded documents during 2021, the most in the nation.

Interested in getting a passport?



ORANGE COUNTY CLERK-RECORDER DEPARTMENT

PASSPORT SERVICES

**Available By Appointment Only @
Two Convenient Locations**



North County Branch Office
Wells Fargo Building
222 S. Harbor Blvd., Ste. 110
Anaheim, CA 92805

Available from 9 a.m. to 4 p.m.
Monday - Friday



Old County Courthouse
Downtown Santa Ana
211 Santa Ana, Blvd., Room 201
Santa Ana, CA 92701

Available from 8 a.m. to 4 p.m.
Monday - Friday

- *Only new passport applications will be accepted.*
- *No renewal applications will be accepted by our office.*
- *Passport processing times by the U.S. Department of State can take up to 18 weeks from the date of acceptance by our office. Please plan your travel accordingly.*
- *Must complete your application online prior to visiting our office.*
- *Must bring completed hard copy application to appointment.*

For more information and to make an appointment visit:



OCRECORDER.COM



COMMUNITY OUTREACH

During the month of August:



On August 9, I had my team host an informational booth at this year's Bride World Expo in Brea to help communicate our services to the public. My knowledgeable staff helped guide couples through the marriage license and ceremony process to ensure there are no issues on their wedding day.



On August 13, I had staff attend the ribbon cutting event for Infinite Life Chiropractic in the City of Santa Ana. I wish Dr. Kris Nguyen and team great success providing clients with insight and information about the importance of developing a lifestyle of health and wellness while using one of their specialties, the Blair upper cervical technique.



On August 18, I had staff attend the ribbon cutting for Supreme Art in the City of Mission Viejo to congratulate them on their grand opening. I wish Rochelle Quinney and her team great success on their new endeavor selling and renting the best pieces from their vast collection of artwork to Orange County residents.

COMMUNITY OUTREACH

During the month of August:



On August 20, my team had the pleasure of congratulating Andrade's Barbershop on their ribbon cutting in the Garden Grove business community. I wish their team continued success while helping Orange County residents look and feel good.



Congratulations to the graduates of Advance Beauty College - Garden Grove class of 2021! My team was honored to join in the festivities at their graduation ceremony along with many business leaders. My team was also on hand to help recognize all the students and their accomplishments. Advance Beauty College has graduated over 50,000 students through their programs since 1987. I wish the graduating class all the best. I am excited to see what the future has in store for each and every one of you!



On August 23, my team had the pleasure of attending a ribbon cutting in the City of Santa Ana to congratulate Gerardo Navarro and his team on their opening of a new Farmers Insurance office. I wish them great success while providing industry-leading products and first-rate services to their customers throughout the County of Orange.

COMMUNITY OUTREACH

During the month of August:



On August 24, I had staff attend an event in San Juan Capistrano to congratulate Dr. Gregory Smith and his team on their ribbon cutting for Aspire Dental. I wish them great success in offering high-quality dental care and addressing any questions and concerns to help patients enjoy their visit.



On August 25, my team joined the Tustin Chamber of Commerce for their ribbon cutting event to welcome Jinya Ramen Bar to the business community. I wish them great success in making food that features authentic, award-winning tonkotsu ramen that has bold flavors and a wide variety of customizable options.



On August 26, my staff joined other dignitaries representing the area and the Irvine Chamber of Commerce to congratulate StretchLab on their one year anniversary and ribbon cutting. I wish them continued success while improving flexibility, enhancing movement, reducing pain and improving the quality of life for residents living throughout Orange County.

COMMUNITY OUTREACH

During the month of August:



Congratulations to the Orange Chamber of Commerce on its milestone centennial anniversary in the City of Orange. It was an honor to be invited to this wonderful event where I was able to present a certificate of recognition to mark this special occasion. I also got the opportunity to congratulate Olympic Volleyball Gold Medalist Annie Drews, who happens to be an Orange resident, on her Olympic success!



AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder *Employee of the Month*



Congratulations!
Jaclyn Day

Dedicated to Providing Excellent Customer Service

Each month we recognize an employee who goes above and beyond their normal duties and offers excellent service to our customers. The Employee of the Month receives a certificate of recognition, has their name placed on a recognition plaque and may dress casual during their month of recognition.

It gives me great pleasure to announce Jaclyn Day as the Employee of the Month for August.

Since joining the department, Jaclyn has successfully become well-rounded in Clerk Operations. Jaclyn is a great worker, is always on time, and shows up with a can-do attitude every day. She adapts quickly to different tasks and situations. More importantly, she is the first person customers see when entering the department's main office in Santa Ana, where she always greets them with the friendliest "WELCOME".

On short notice, Jaclyn was asked to become a passport agent and quickly completed her training. She was able to become one of the first agents to serve the public as the department re-opened for passport services. She became efficient at accepting passport applications and accurately taking passport photos. She is well organized and prioritizes her tasks efficiently and effectively. She has a clear understanding of department policies and procedures and is always willing to volunteer and take on new tasks without any reluctance.

Most recently, Jaclyn volunteered for the department's first community outreach event since the pandemic closures. During the Bride World Expo outreach event, Jaclyn greeted and informed participants on the services offered by the department. She provided accurate information in a clear and simple manner. She is an excellent team player and has become a great asset to the department's marriage and passport services unit at the central office location.

Please join me in congratulating Jaclyn on her achievement!

OCRecorder.com

CUSTOMERS ARE SAYING...

Our customers wrote the following reviews for my staff in the County Service Center. Thank you for your hard work!

Lanyi Chang

★★★★★ 2 days ago

Love the new place, and I'm sure it will be much better after all the nearby construction are done. Parking used to be a challenge, when I used their Ross street address as destination. I was like where is the parking? This time I used the public parking garage on Santa Ana street from Google map is much easier. The white building was right cross of the street on the left hand side. Basically, you are walking into the office from the back of the building through the "delivery " zone. I've been there twice, and seems fine for us to walk around the area. Grab a ticket when you drive through, the charges are \$1 per 15 mins, up to \$20. Seems experience, but only took me 20 mins to finish recording a document which includes walking to/from my car. Sweet! The new place is clean friendly, convenient, and comfortable and have public restrictions , drinking fountain on your right when you walk in. I do not need an appointment for recording records, but never knew the fee was a killer \$88 . LOL. Consider the time I've been saved, it's worth it. Keep up the good work, thank you.

Dawn Bracy

★★★★★ Yesterday

This place was great. Had to get a birth certificate. Was in and out in no time. Everyone was pleasant and helpful.

CUSTOMERS ARE SAYING...

Our customers wrote the following reviews for my staff in our North County branch office in Anaheim. Keep up the great work!



8/24/2021



I came here to get my DBA a few weeks ago and it was a very good experience. The staffs are friendly and helpful. I came in and left in a very short time period. I recommend anyone who needs to help with any recordings come here.



8/9/2021



Went here to get a birth certificate. It only took me 10-15 minutes. Service was fast and staffs are nice. The lady guard was friendly and helpful. Place is very clean.

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AUGUST IN O.C. HISTORY



A large crowd gathers on the beach for the dedication and groundbreaking for Dana Point Harbor in 1966.

- Aug. 7, 1848** Mexico's formal cession of California to the U.S. is announced.
- Aug. 10, 1909** Inventor Leo Fender (of Fender guitar fame) is born in Santa Ana.
- Aug. 20, 1892** A mob breaks into Santa Ana's makeshift jail and hangs accused murderer Francisco Torres at the corner of 4th St. and Sycamore.
- Aug. 27, 1878** The Silverado Post Office is established during Silverado Canyon's brief silver mining boom.
- Aug. 29, 1966** Ground is broken for Dana Point Harbor.

Historical facts provided by Assistant Archivist Chris Jepsen.

Photo: Courtesy of the Orange County Archives.

Courtesy of the Orange County Archives, a function under the Office of Clerk-Recorder Hugh Nguyen.

OUT AND ABOUT



One of my staff took this photo of the Sanctuaire Notre-Dame de Lourdes on a recent trip to France.

Visit our webpage at: OCRecorder.com

For more information about
the Orange County Archives visit:
OCArchives.com

Follow us on social media
[@ocreorder](https://twitter.com/ocreorder)

