



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

WELCOME

Newsletter - March 2023

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



Clerk-Recorder to Host First Special Saturday Opening of 2023

Plan now to take advantage of Clerk-Recorder Hugh Nguyen's first special Saturday opening of this year set for Saturday, April 29, 2023, from 10 a.m. to 3 p.m. at the Old County Courthouse in Santa Ana and at the department's branch offices in Anaheim and Laguna Hills. The department will be offering marriage services at all three locations. Also, passport services will be available at the Old County Courthouse in Santa Ana and at the department's North County branch office in Anaheim. Please note, no passport services will be available at the department's South County branch office in Laguna Hills. Appointments are highly recommended due to the demand for marriage and passport services during these special hours. Walk-ins welcomed. For more information and to complete an online application in advance for a marriage license, a marriage ceremony, or for a passport, please visit us online at [OCRecorder.com](https://www.ocrecorder.com).

“Demand for these special Saturday openings has been increasing,” said Clerk-Recorder Hugh Nguyen. “I am glad that I can make it convenient for busy families and individuals to come to our offices to get the services they need without having to miss work or school.”

Another reason to join us during these special openings, the department has one of the lowest costs for a marriage license and a marriage ceremony in the state. In Orange County, couples can obtain a public marriage license for \$61 and a confidential marriage license for \$66. A civil marriage ceremony can be performed for an additional \$28. Passport photos are available for \$7 - which may be the lowest passport photo fee in the county.

The department processes new passport applications only.

Appointments are highly recommended due to the popularity of these special Saturday openings; however, walk-ins will be served on a first-come-first-served basis. No additional Clerk-Recorder services will be available during this special opening. To save time, marriage license, ceremony, and passport applications can be completed online in advance at [OCRecorder.com](https://www.ocrecorder.com). As an added convenience, passport photos are available on the spot for \$7. **Free parking will be available at all three locations.**

For more detailed information or to learn about the services available at the Clerk-Recorder Department, please visit [OCRecorder.com](https://www.ocrecorder.com).

NEWS

A big thank you to everyone who came to our Passport Day this past March 25 at the Old Orange County Courthouse.

Our staff diligently assisted customers who were submitting new passport applications. We hit record numbers and processed 191 new passport applications and processed 135 passport photos.

I want to thank my staff for going above and beyond to provide excellent customer service.



COMMUNITY OUTREACH

During the month of March:



On March 17, my staff joined the community in Santa Ana to congratulate Tarantino Landscape, Inc. on their open house event.

We warmly welcome Tarantino Landscape, Inc. to the local business community and wish them success as a licensed full service professional landscape company.



On March 18, I had the honor of joining Nguyen's Kitchen team at their grand opening and ribbon cutting of NK Corporate Headquarters.

I wish them continuous growth and success throughout Southern California as they continue to serve simple, fresh food without artificial flavors or fillers.



On March 23, my staff had the pleasure of joining the Mission Viejo Chamber of Commerce in congratulating the US Army Career Center on their ribbon cutting event.

We wish them the very best in their mission while leading our nation forward with their core values as guiding principles as they have been since 1775.

COMMUNITY OUTREACH

During the month of March:



On March 23, my team had the pleasure of joining RL Sports Cards on their ribbon cutting ceremony along with invited guests and members of the Orange County Small Business Development Center.

We welcome RL Sports Cards to the Fullerton business community and wish them success in the industry of sports trading cards.



On March 24, my outreach staff was happy to join representatives from various government agencies and community groups to congratulate Xacalli, a farm to table Mexican restaurant, on their ribbon cutting event in the Silverado business community.

We warmly wish Xacalli success in their mission of bringing people and food together through authentic Mexican dishes.

AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder *Employee of the Month*



Congratulations!

Mark

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 Mark De Leon as Employee of the Month for March.

Since joining our department, Mark has become a valuable asset to our Finance Unit. He is one of our department payroll clerks and is responsible for processing the department's payroll on a biweekly basis always meeting the established deadlines. He consistently demonstrates his vast knowledge, great dedication, and takes accountability for his work.

When the county migrated to its current payroll timekeeping system, OC Time, Mark quickly familiarized himself with the new system and was of tremendous assistance to our department during the transition. He always makes himself available to respond to any questions regarding timesheets and generates any requested reports in a timely manner.

The department's managers, supervisors, HR coordinator, and Mark's colleagues all appreciate his thoroughness, attention-to-detail, and dependability in completing all his tasks in an accurate and efficient manner. In addition, Mark possesses a great sense of team spirit. He never hesitates to help his unit with any tasks including the reconciliation of banknote paper and the preparation of deposits.

Mark's positive contributions to our department are appreciated by all. We are thankful to have him on our team.

Please join me in congratulating Mark on this achievement!

OCRecorder.com

AWARDS AND RECOGNITIONS

On March 3, we celebrated National Employee Appreciation Day. I wanted to thank all my staff for their hard work, dedication and excellent customer service throughout the year. A cart filled with snacks and treats was made available to staff for all to enjoy. Thank you for all you do!



CUSTOMERS ARE SAYING...

Our main office in Santa Ana received the following reviews. Thank you to my staff for your commitment to excellent customer service!



3/1/23



They made it easy and efficient to obtain a certified copy of my birth certificate. I'm getting my passport next, is better than the post office.

Orange County Clerk-Recorder Department [📍](#)

601 N. Ross St., Santa Ana, CA 92701



Nathan Myal

★★★★★ 6 days ago



Flew in from out of state to get a copy of my birth certificate. Luckily I had complex the online application beforehand allowing the entire process, from check in to leaving, to last about 7 minutes. The staff was very nice and helpful and would recommend anyone needing records to visit this office.

Orange County Clerk-Recorder Department [📍](#)

601 N. Ross St., Santa Ana, CA 92701



Joy Noel

★★★★★ 5 weeks ago



Ended up being a super easy process that I was initially dreading. Everyone was helpful. The directions did take me to the wrong place across the street initially but luckily I was in the car with my mom and she saw the right building.

CUSTOMERS ARE SAYING...

Our Passport Services team inside the County Service Center in Santa Ana received the following reviews. Thank you for your fantastic customer service!

Orange County Clerk-Recorder Department [🔗](#)

601 N. Ross St., Santa Ana, CA 92701



Jet Tila

★★★★★ 1 week ago

Had such a positive experience applying for passports for the kids, when I was expecting hours of misery. Was approached by Billy Le who works at the office and helped get us to the right people. So nice and professional! This is one of the few places that is taking walk ins for passports where they are almost impossible. So call and look for passport days and ask for walk in days. It's a little known secret where you can actually get a passport appt. Really nice experience.



Orange County Clerk-Recorder Department [🔗](#)

601 N. Ross St., Santa Ana, CA 92701



Tammy Tran

★★★★★ 3 days ago

I was able to get my birth certificate and apply for a passport the same day! The whole process was so easy and extremely fast (around 30 min). Everyone was nice and helpful, and the building interior feels welcoming. Would recommend everyone I know to come here for future paperwork and documents!



Clerk Operations

Supervisor Jorge received the following comment from a customer he assisted via phone at our Santa Ana main office. Thank you Jorge for providing impressive customer service! Keep up the great work!



Gerald Kostecka

Assign conversation ▼




4:40 PM

Hello! I wanted to take a moment to commend one of your employees. His name is George Ramos and he went so far beyond his normal duties that I had to send this message. We recently moved to Florida and my son just learned he may be appearing on a game show where he could win as much as \$1,000,000. The only catch is that the show tapes in Ireland. We had to get a passport for him and thought everything was fine, until we discovered that the abstract birth certificate we submitted to the passport department is no longer accepted and that a certified copy was needed. My son was born in Irvine, so we had to get the birth certificate from your office. There was a huge time issue, but after speaking to George I was able to print out the application, overnight it and he processed it and went out of his way to make sure it went out early enough to get to me by tomorrow. George is a life saver and your office is lucky to have someone like him.



CUSTOMERS ARE SAYING...

Jackie in Clerk Operations received the following comment from a customer she assisted at our Santa Ana main office. Thank you Jackie for your exemplary service! Keep up the great work!

 **County Service Center Survey**

Name (Optional): K. McClain Date: 3/24/23
Phone/Email (Optional): _____

1. What department(s) did you see?

Clerk
*Vital Records (Birth/Death/Marriage/Single-Status),
Property Records, Fictitious Business Name, Notary
Public/Oath Filing, Environmental Impact Report,
Process Server, Legal Document Assistance, Professional
Photo Copier, Unlawful Detainer)*

Information Desk
(General Assistance/Guest Services)

OC Public Works
*(Building Permits, Encroachment Permits, Planning
& Zoning, Inspections, Code Enforcement,
Addressing, Permit Record Research, Map & Parcel
Record Research, Self Service)*

Recorder
*Document Recording, Homestead Declaration,
NOC/NOR, Quitclaim Deeds, Lien Release, Mechanic's
Lien*

Treasurer-Tax Collector
*(Pay Property Tax, Drop-off track map, Request
Mobile Home Tax Clearance Certificate)*

2. How would you rate our Customer Service?

Excellent Good Fair Poor

Jackie is very helpful and Pleasant
made my visit very seamless
and Easy.

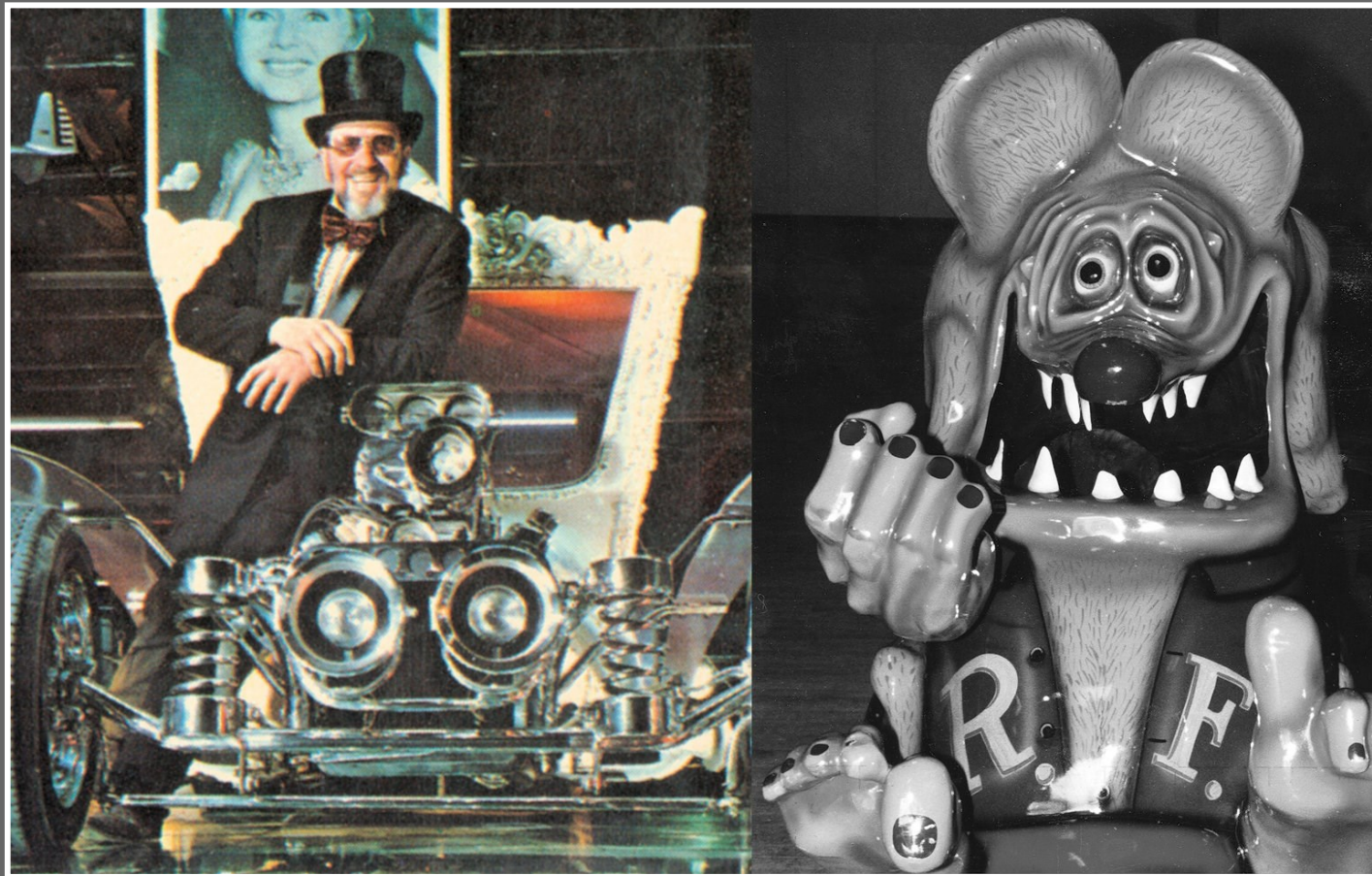
3. How would you rate our Check-In Process?

Excellent Good Fair Poor

4. Comments (Optional)

Didn't take long to be called
to A window.

MARCH IN O.C. HISTORY



Left Photo: Ed Roth at Brucker's Movie World Cars of the Stars Museum, Buena Park, early 1970s.
Right Photo: A hot rod at the museum based on Roth's Rat Fink cartoon character.

Mar. 4, 1932

Cartoonist, pinstriper, and custom car and hot-rod creator Ed "Big Daddy" Roth was born. For a number of years he worked for the Cars of the Stars Museum in Buena Park and then for Knott's Berry Farm.

Mar. 9, 1952

The Santa Ana Zoo was dedicated at Prentice Park.

Mar. 10, 1933

A severe (approximately 6.4 on Richter scale) earthquake hit Orange County at 5:54 p.m. It was centered three and a half miles southwest of Newport Beach. Four Orange County residents were killed and many buildings were damaged or destroyed.

Mar. 11, 1889

Governor Robert Waterman signed a bill allowing the vote that ultimately created the new County of Orange

Mar. 30, 1921

The Orange County Harbor Association was formed at St. Ann's Inn in Santa Ana. This was an early step toward the development of what would become Newport 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 elephant seals at Piedras Blancas Light Station near Cambria, California.

Visit our webpage at: OCRecorder.com

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

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