



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

WELCOME

Newsletter - May 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*

In This Issue:

[News and Updates](#)

[Community Outreach](#)

[Awards and Recognitions](#)

[Customers are Saying...](#)

[May in O.C. History](#)

[Out and About](#)

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



GRAND OPENING AND RIBBON CUTTING CEREMONY HELD FOR CLERK-RECORDER'S PASSPORT SERVICES AT SOUTH COUNTY OFFICE

Orange County Clerk-Recorder Hugh Nguyen conducted a ribbon cutting ceremony this past Friday, May 26, 2023, in the Laguna Hills Civic Center to mark the grand opening of passport services inside the department's newly expanded Suite 160. Several civic leaders attended, and the public was invited to attend.

"With travel demand on the rise, this is the perfect time to offer South County residents convenient and easily accessible passport services," said Clerk-Recorder Hugh Nguyen. "This location is basically a one-stop shop for passports, even offering passport photos for a low cost of \$7," he added.

The Passport Services is located inside the department's new expansion suite. Customers will be able to apply and submit their applications for a passport and obtain their passport photos. Applicants born in Orange County will have the ability to obtain their birth certificates, needed for their application, in Suite 150. Customers will save time and money by not having to travel far from their homes to obtain passport services. The Laguna Hills office also offers free and convenient parking.

Only new passport applications will be accepted at this location. Renewal applications will not be accepted. Due to demand, appointments are highly recommended; however, walk-ins are welcomed. All applicants must bring a completed and unsigned passport application prior to visiting the office. To complete an online application and to make an appointment for passport services, please visit us online at [OCRecorder.com](https://www.ocrecorder.com). Appointments will be available starting Monday, May 15, 2023.

Passport application fees must be paid by check or money order and are made out to the U.S. Department of State. A Clerk-Recorder Department processing fee of \$35 can be paid using any form of payment. As an added convenience, passport photos are available on the spot for the low cost of \$7. For complete fee information, please visit this link: <https://www.ocrecorder.com/passport>

For more information about all the services available at the Orange County Clerk-Recorder Department, please visit us at [OCRecorder.com](https://www.ocrecorder.com).



ORANGE COUNTY CLERK-RECORDER EARNS NATIONAL ACHIEVEMENT AWARD FOR COSTS REDUCING AND EFFICIENT PASSPORT PROGRAM

The Orange County Clerk-Recorder Department has been recognized with an Achievement Award from the National Association of Counties (NACo) for its Reducing Costs and Increasing Efficiency: The Orange County Passport Program in the County Administration and Management category. The awards honor innovative, effective county government programs that strengthen services for residents.

In May 2021, The Orange County Clerk-Recorder department launched an efficient passport acceptance program to address long wait times and difficulty securing appointments at passport acceptance facilities due to the surge in demand. The department trained and certified staff as passport agents, opened offices strategically to best serve the public, offered appointments and accepted walk-in customers. Initially, the department offered two passport acceptance facilities and has added more since the implementation of the program.

“Once again, I am honored and humbled by this award,” said Clerk-Recorder Hugh Nguyen “We wouldn’t be able to celebrate this achievement if it wasn’t in large part due to the dedication and professionalism of my staff. Their dedication to serving the public and giving them their best day after day is truly admirable.”

Each year, NACo’s Achievement Awards are given in 18 categories that reflect the vast, comprehensive services counties provide. The categories include children and youth, criminal justice and public safety, county administration, information technology, health, civic engagement and more. Launched in 1970, the program is designed to recognize innovation in county government. Each nominated program is judged on its own merits and not against other applications.

“The Achievement Awards demonstrate excellence in county government and the commitment to serve our residents every day,” said NACo President Denise Winfrey. “This year’s winners represent some of the most innovative and collaborative efforts we have seen in over 50 years of presenting these awards.”

For more information about the Clerk-Recorder Department, please visit - [OCRecorder.com](https://ocrecorder.com).

For more information about NACo’s Achievement Awards, click [here](#).

NEWS



Hugh Nguyen

Orange County Clerk-Recorder

2023 SPECIAL SATURDAY OPENINGS

June 10, August 19, October 21, December 16

10 AM to 3 PM

Appointments & Free Parking Available



Old Orange County Courthouse

211 W. Santa Ana Blvd., Rm 202,
Santa Ana, CA 92701

Services available:

- ✓ marriage license
- ✓ civil ceremony
- ✓ new passport
- ✓ passport photo



North County Branch Office

222 S. Harbor Blvd.,
Ste. 110A & 110B,
Anaheim, CA 92805

Services available:

- ✓ marriage license
- ✓ civil ceremony
- ✓ new passport
- ✓ passport photo



South County Branch Office

24031 El Toro Rd., Ste. 160,
Laguna Hills, CA 92653

Services available:

- ✓ marriage license
- ✓ civil ceremony
- ✓ new passport
- ✓ passport photo

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NEWS

Following our successful grand opening on May 26, passport services are now available at our South County Branch Office at Laguna Hills Civic Center.

I would like to express my genuine appreciation to the civic leaders, representatives, and everyone who attended the grand opening of passport services in South County. Your presence and enthusiasm in sharing the word about our passport services helps contribute to our success.

Additionally, I want to thank and commend my dedicated staff for their commitment to providing excellent service to the public.

With this grand opening, I am pleased to provide convenient and easily accessible passport services to everyone.



COMMUNITY OUTREACH

During the month of May:



On May 3, my staff had the pleasure of joining Avatar Machine in Fountain Valley to congratulate them on being honored by NASA and Lockheed Martin for their involvement with the Artemis Space Program and positive contributions to deep space exploration systems. I wish Avatar Machine continuous success.



On May 11, my staff and I had a fantastic time joining the County of Orange Vendor Outreach event at Mile Square Park in Fountain Valley. We were able to provide information on our services and answer questions from the public. Thank you to everyone who stopped by our table.



On May 19, I had the pleasure of appearing on THISDAY with Lisa Hart to share information about our Passport Services' Grand Opening at our South County Branch Office. Thank you to the Laguna Woods Village Community Television and Lisa for this opportunity.

COMMUNITY OUTREACH

During the month of May:



On May 19, I had the pleasure of attending the 2nd Annual Asian Pacific Food Fest by South Coast Plaza and in collaboration with the Pacific Community Fund to celebrate Asian Pacific Heritage Month. Asian-owned and operated restaurants showcased their signature dishes through this great event. I warmly wish all these businesses great success.



On May 26, I was honored to attend the Strawberry Cake Cutting Ceremony during this year's 63rd Annual Strawberry Festival. Congratulations to the Garden Grove Strawberry Festival Association for organizing such a successful four-day festival and for bringing together our local communities.



On May 27, I took part in the 63rd Annual Garden Grove Strawberry Festival's parade to represent the department and inform the public about our services. Thank you to the Garden Grove Strawberry Festival Association for the invitation to this great event.

AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder *Employee of the Month*



Congratulations!
Gladys

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 Gladys Salazar as Employee of the Month for May.

Since joining our department, Gladys has proven herself to be an asset and an incredibly reliable member of our team. Gladys consistently demonstrates her excellent customer service skills, delivery of high-quality work, and clear understanding of our department's policies and procedures.

As one of the passport agents at our North County Branch Office, Gladys assists our customers with taking passport photos and accepting passport applications in a knowledgeable, efficient, and professional manner. These positive qualities that Gladys brings to our department exemplify the type of customer service we strive to maintain and provide to the public.

In addition to her fantastic work, Gladys is also great at training new staff in the responsibilities and duties of a passport agent. Staff trained by Gladys have praised her high level of organization, enthusiasm, attention to detail, and the way she makes them feel comfortable and confident in learning the process.

Gladys's outstanding performance in her job, positive attitude, and great teamwork make her a pleasure to work with. We are thankful to have her on our team.

Please join me in congratulating Gladys on this achievement!

OCRecorder.com

AWARDS AND RECOGNITIONS

On May 5, I surprised my staff with Cinco de Mayo treats in appreciation of their positive contributions to the department and dedication to excellent customer service. A cart filled with traditional Mexican treats and candy was made available to staff to enjoy. I appreciate all the great work you do!



CUSTOMERS ARE SAYING...

We received great feedback from customers who visited our location at the County Service Center in Santa Ana. Thank you to my staff for their fantastic work.



Racheal Salas

5 reviews · 11 photos

★★★★★ a month ago

The staff was really helpful with getting my daughters birth certificate. I felt like the process was fast and efficient. I paid \$32.00 for a Birth certificate, all you need is a valid identification, and cash or card (debit or credit is good). The new buildings look great!



5/8/23

...

The staff that assisted me was super friendly and very kind the process was quick. And the building was amazing.



afreen mirza

Local Guide · 261 reviews · 169 photos

★★★★★ a month ago

Wow! Amazing office and so professional! The staff is friendly, courteous and so efficient! I was feeling a little overwhelmed at the prospect of a walk in Passport office, but wow.....

CUSTOMERS ARE SAYING...

We received positive feedback from a customer who was assisted with passport services by staff member, Alexxis. Thank you for providing such excellent service to the public, Alexxis!



Juan C Sanchez

15 reviews · 3 photos



5 days ago

NEW

(Translated by Google) Super service went to process my passport and ALEXIS attended me very professional friendly and the service very fast 15 minutes and I did not need an appointment SUPER ATTENTION

(Original)

Súper servicio fue a tramitar mi pasaporte y me atendió ALEXIS muy profesional amable y el servicio muy rápido 15 minutos y no necesité cita SÚPER ATENCIÓN

Our passport services team and staff member, Billy Le, at the County Service Center in Santa Ana received praise for the great service they provided. Thank you for your dedication to serving the public. Please keep up the great work!



5/13/23

...

I came to do my daughter passport yesterday and everyone was very nice. Billy helped me get all my forms sorted and made the process super quick and easy. Especially thanks to Billy Le, he was super helpful & friendly

CUSTOMERS ARE SAYING...

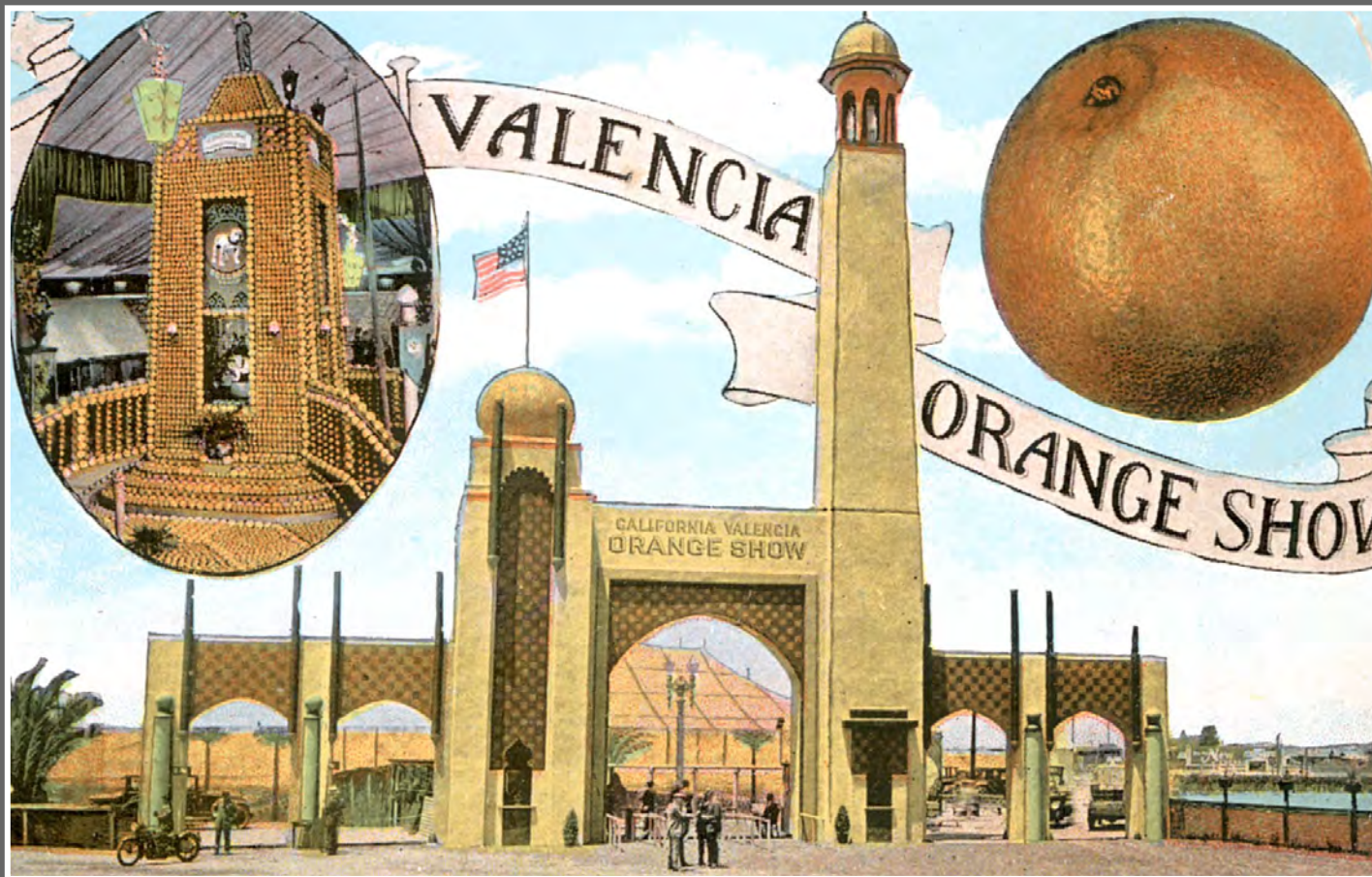
Staff member, Richard, received the following letter from a customer who was assisted at our office inside the County Service Center in Santa Ana. I would like to thank Richard for his exemplary service to the public.

Richard, 5/24/23

You are a kind
man and an answered
prayer for helping me
as you did.

It means so much
how you care.
Thank you, MarieLoring

MAY IN O.C. HISTORY



The Valencia Orange Show – an annual exposition for and about the citrus industry – grew in size and public popularity with each year. This postcard shows the entrance to the 1926 Valencia Orange Show, which was again held in Anaheim.

May 1, 1935

The *Santa Ana Journal* published its first issue, competing with the *Santa Ana Register*. The *Journal* only continued publication through the end of 1938.

May 3, 1842

The Rancho Canada de Los Alisos was granted to Jose Serrano by the Mexican governor of California. The Serrano family home is now part of the OC Parks' Heritage Hill Historical Park in Lake Forest.

May 10, 1974

The one-millionth telephone in Orange County was installed in a home in Anaheim.

May 17, 1921

The first Valencia Orange Show opened in Anaheim with a long-distance telephone call from President Warren G. Harding. Receiving the call were "Father of the Valencia Orange Industry" C. C. Chapman, Anaheim Mayor William Stark, and Harding's sister: Mrs. E. E. Remsberg of Santa Ana.

May 24, 1920

Oil was discovered in Huntington Beach, launching a local economic boom.

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 members took this photo of the famous clock, Big Ben, during their visit to London, England.

Visit our webpage at:

OCRecorder.com

For more information about
the Orange County Archives visit:

OCArchives.com

Follow us on social
media **@ocreorder**

