



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

WELCOME

Newsletter - October 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](#)

[In the News](#)

[Community Outreach](#)

[Awards and Recognitions](#)

[Halloween Spirit](#)

[Customers are Saying...](#)

[October 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



Hugh Nguyen
Orange County Clerk-Recorder

2023 SPECIAL SATURDAY OPENING

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

OCRecorder.com | 714-834-2500

OCRecorder.com

NEWS



Orange County Clerk-Recorder Hosts Annual Trick-or-Treat Event for Local Pre-School

Orange County Clerk-Recorder Hugh Nguyen hosted Hands-Together, a local pre-school, and treated the students to a safe and fun trick-or-treating experience. Approximately 85 preschoolers took part in the trick-or-treating at the County Administration South (CAS) building in Santa Ana. The fun was spearheaded by the Clerk-Recorder department and was joined by staff from several other County departments. Staff volunteered their time and candy and enjoyed the opportunity to connect with the local community. The children, teachers, and parents wore their Halloween costumes and trick-or-treated throughout the CAS building as staff handed out candy.

Clerk-Recorder Hugh Nguyen would like to thank his staff and all the other participating County departments who volunteered their time to make this a special day for the children and also to those employees who escorted the children as they trick-or-treated throughout the office.

Hands-Together is a public charity group whose goal is to promote academic excellence among preschoolers and prepares them for elementary school.



Orange County Clerk-Recorder Now Hosting Virtual Guests in Ceremony Rooms

Have you checked your e-mail or text messages? Someone is getting married, and you're invited! Can't make it? No problem! On October 21, 2023, Clerk-Recorder Hugh Nguyen made it possible for families and friends to join couples during their marriage ceremony online. Couples visiting the department's North County branch office in Anaheim now have the option to live stream their marriage ceremony and invite their family and friends via Zoom. Friends and family members are able to join from anywhere using their electronic devices after receiving a secure Zoom link to the ceremony from the couple. This is a pilot program, so this service is only available at the department's North County branch office, located at 222 S. Harbor Blvd., Ste. 110A in Anaheim, CA 92805. For more information or details, please call the department's information line at (714) 834-2500 or visit us at [OCRecorder.com](https://www.ocrecorder.com).

"I am excited and looking forward to offering this option to couples," said Clerk-Recorder Hugh Nguyen. "Zoom makes it easier for couples to plan their special day without having to worry that someone is being left out because a loved one can't travel or simply can't make it to the ceremony for a variety of reasons."

Once a couple completes the marriage license process, department staff will ask the couple if they wish to live stream their ceremony. If they do, a password protected link will be given to the couple to share with whomever they wish to invite via e-mail or text message. Those invited to the private live stream feed must have an internet connection and the Zoom app downloaded on their device. There is no additional cost to the couple for this service, however, guests should check with their internet or cellular providers for data rates and charges they may incur by joining the live feed. The live feed is private and will not be recorded, so once the ceremony is completed, the department will not be able to retrieve the feed.

There are a few advantages to live streaming a ceremony on Zoom. First, family and friends from near and far away can be part of the ceremony. This is a great option for those who can't travel because of health concerns or physical limitations. Second, couples can get married and share the moment live with anyone from anywhere in the world and to as many people as they wish. Finally, Zoom is incredibly user friendly, all anyone needs is an internet connection, a device with the Zoom app installed and a link sent out by the couple to join.

For more detailed information, please call the department's information line at (714) 834-2500 or visit [OCRecorder.com](https://www.ocrecorder.com). The information line is available Monday through Friday, from 8:00 a.m. to 4:30 p.m. except holidays.

IN THE NEWS



Thank you to NBC 4 News and Telemundo 52 News for visiting our North County Branch Office in Anaheim to cover our latest effort to bring families and loved ones closer together by making it possible for guest to join their loved ones virtually online from anywhere in the world to witness their I do moment.

We are happy for the opportunity to share our new service with the public.

Thank you Telemundo and NBC for helping us get the word out!

OCRecorder.com

COMMUNITY OUTREACH

During the month of October:



On October 1, my team attended the Orange County Children's Book Festival which was held at Orange Coast College. Many families were able to learn about our passport services and how to request birth certificates for children born in Orange County.

We want to thank everyone who stopped by our booth. We look forward to helping you in our offices soon!



On October 19, my staff congratulate Taboon on their grand opening and ribbon cutting ceremony!

It was a pleasure to share in this special occasion and welcome this restaurant to the city of Garden Grove. We are excited to see Taboon flourish and wish this business incredible success as they bring the delicious taste of authentic Mediterranean cuisine to the Orange County community.

COMMUNITY OUTREACH

During the month of October:



On October 19, my staff attended the Pro Athletics grand opening in the city of Garden Grove. We were thrilled to join the Pro Athletics team on this special milestone.

We wish Pro Athletics great success in their endeavors as they nurture and support the youth of our community with a safe and state-of-the-art training facility to become the next generation of athletes!



On October 27, my team attended the Senior Summit which was held at the Soka University Performing Arts Center in Aliso Viejo.

The summit is a great resource in the community to help seniors as well as their families and caretakers.

Thank you to Supervisor Katrina Foley for inviting our department to be part of this meaningful event!

AWARDS AND RECOGNITIONS



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 Nancy Miranda as Employee of the Month for October.

Nancy is an incredible asset to our Clerk Unit. Her strong understanding of our department's policies and procedures, her commitment to excellent customer service, and willingness to take initiative on tasks that would benefit her team make Nancy so wonderful to work with. Supervisors commend Nancy for her clear communication skills as well as her friendly and professional demeanor. Nancy has received praise from many customers, especially from those who were helped with civil ceremony services. We are proud to know Nancy leaves such a positive impression on all the customers she assists at our South County Branch Office.

Nancy is a strong team player. She thoughtfully trains new coworkers on office procedures and never hesitates to help everyone around her. Nancy's reliability is exemplary. She completes her duties with great care and accuracy while maintaining outstanding punctuality and attendance.

We are grateful to have Nancy on our team and appreciate all of her positive contributions to our department.

Please join me in congratulating Nancy on this achievement!

AWARDS AND RECOGNITIONS



We would like to share that the Orange County Clerk-Recorder Department has been nominated for an Orange County Business Council (OCBC) 13th Annual Turning Red Tape Into Red Carpet Award.

The department was nominated for its Reducing Costs and Increasing Efficiency: The County of Orange Clerk-Recorder Passport Program.

Our top priority is to make it easy, convenient and cost effective for all to obtain a new U.S. passport.

We would like to thank the OCBC for this opportunity to be recognized!

OCRecorder.com

HALLOWEEN SPIRIT

I hope everyone had a safe and happy Halloween!



HALLOWEEN SPIRIT



CUSTOMERS ARE SAYING...

We received the following online reviews from customers who recently visited our main office in Santa Ana. I would like to thank my staff for always providing exceptional service!

Tim Kostner

Local Guide · 39 reviews



★★★★★ a week ago **NEW**

Everything was well organized, a modern building with fast, courteous service. The female clerk was very friendly and professional. It was the perfect place for me to get sworn in for my next 4 years of Notary.

Mary O

Local Guide · 85 reviews · 3,313 photos



★★★★★ 4 weeks ago

Fast, and great services

★★★★★ 10/4/23



Thank you Billy and the two assistants at the office this afternoon for helping me and my son completed the passport application process. You are very enthusiastic and cheerful. We appreciate.
Van Nguyen

CUSTOMERS ARE SAYING...

Document Examiner Leticia, from our South County branch office in Laguna Hills, received the following comment cards from several customers who she assisted. Thank you Leticia for making each interaction with our customers a success.

South County

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How would you rate our overall service?
(Please circle your selection)

Outstanding Good Average Fair Poor

3. Date of your visit: 10/30/2023

4. Reason for your visit?
submitting property documents

5. How long did you wait in line? 0 minutes

6. Do you have any suggestions to improve our services?
none, leticia was incredible and helped me fix and submit my documents quickly and efficiently!

South County

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How would you rate our overall service?
(Please circle your selection)

Outstanding Good Average Fair Poor

3. Date of your visit: 10/31/21

4. Reason for your visit?
TRUST

5. How long did you wait in line? 5 minutes

6. Do you have any suggestions to improve our services?
Leticia noticed me that I'm trying to figure out what to do & she came approached me in a smiling face & she asked if I need help & she helped me all the way

South County

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How would you rate our overall service?
(Please circle your selection)

Outstanding Good Average Fair Poor

3. In what ways were our Saturday services beneficial to you?
LETICIA MILLER PROVIDES GREAT SERVICE AND WAS EXCEPTIONAL SUPER!!!

4. Reason for your visit?
Recording Date: 10/20/23

CUSTOMERS ARE SAYING...

Document Examiner Rene, from our South County branch office in Laguna Hills, received the following comment cards from some of the customers he assisted. Thank you Rene for your commitment to providing excellent customer service.

South County

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How would you rate our overall service?

(Please circle your selection)

Outstanding Good Average Fair Poor

3. In what ways were our Saturday services beneficial to you?

N/A yet

4. Reason for your visit?

Deed

Date: 10/13/23

5. How did you hear about our Saturday services?

County Clerk of Hills

6. How can we improve our services?

more people like
Rene Hermosillo
Ver good

South County

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How would you rate our overall service?

(Please circle your selection)

Outstanding Good Average Fair Poor

3. In what ways were our Saturday services beneficial to you?

N/A Rene is a
N/A Keeper, & he was
so helpful & patient with me.

4. Reason for your visit?

Property Records/Lien? Date: 10/24/2023

5. How did you hear about our Saturday services?

N/A

6. How can we improve our services?

With employees like
Rene Hermosillo,
there is nothing to improve.

CUSTOMERS ARE SAYING...

Passport Agent Gladys, from our North County branch office in Anaheim, received the following comment card from a customer she assisted. Thank you Gladys for providing exceptional customer service.

North County

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How would you rate our overall service?
(Please circle your selection)

☒ Outstanding ☐ Good ☐ Average ☐ Fair ☐ Poor

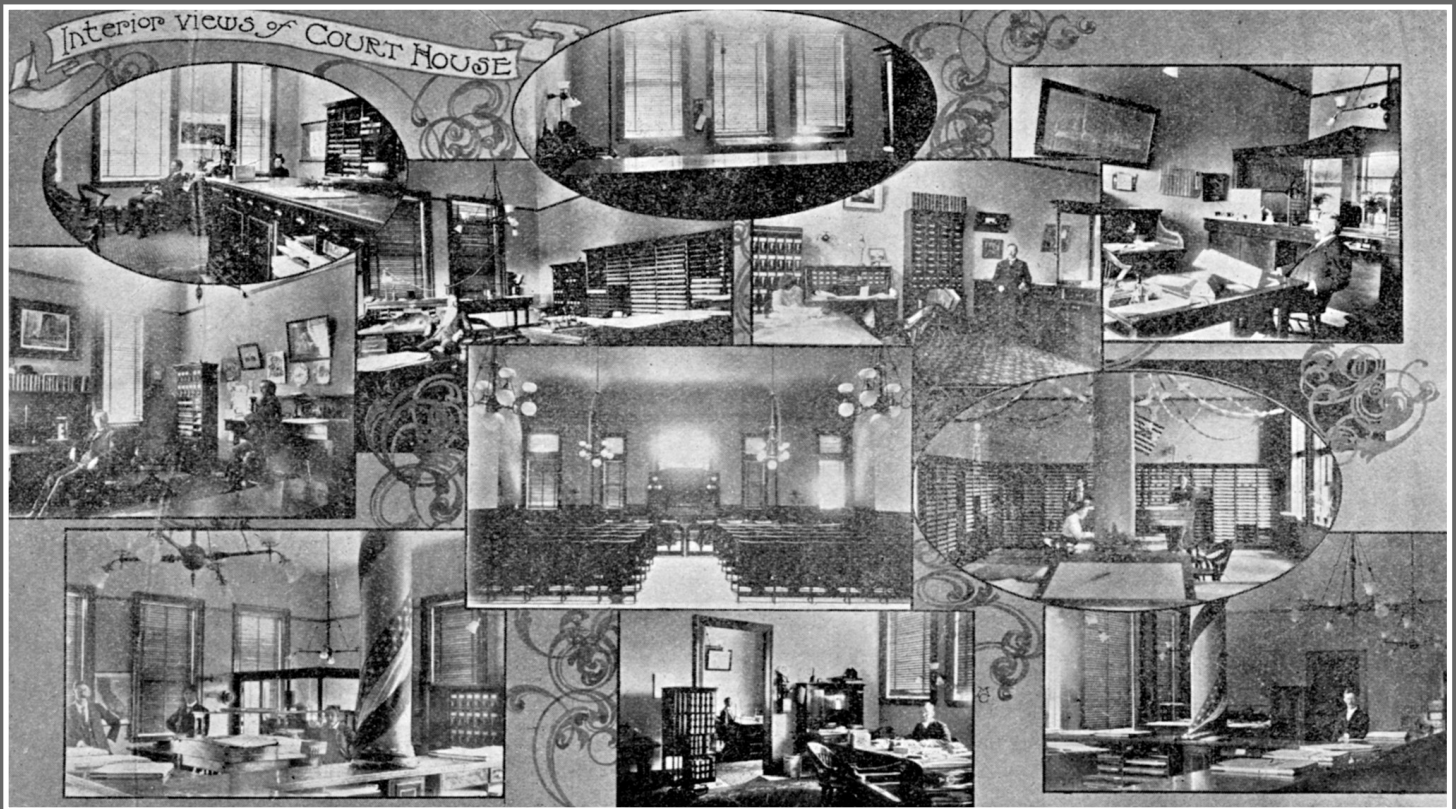
3. Date of your visit: 10/21/2023

4. Reason for your visit?
do passport

5. How long did you wait in line? 10 minutes

6. Do you have any suggestions to improve our services?
No
Gladys is soo awesome
I wish give her
10 stars 10 ✱

OCTOBER IN O.C. HISTORY



Interior views of the Orange County Courthouse, about a year after it opened.

- Oct. 1, 1901** County staff first moved into the newly completed Orange County Courthouse and the building opened for business.
- Oct. 1, 1945** California Angel and Baseball Hall-of-Famer Rod Carew was born in Panama.
- Oct. 7, 1890** The first Orange County Fair opened in Santa Ana.
- Oct. 7, 1920** Harriett M. Wieder, the first female member of the Orange County Board of Supervisors, was born in Toronto.
- Oct. 30, 1775** Construction began on the first attempt to build Mission San Juan Capistrano. Significant construction was delayed until 1776.

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.

OCArchives.com

OUT AND ABOUT



One of my staff took this photo of Havasu Falls while on a backpacking trip to Havasupai, Arizona.

Visit our webpage at: [OCRecorder.com](https://www.OCRecorder.com)

For more information about
the Orange County Archives visit:
[OCArchives.com](https://www.OCArchives.com)

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

