



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

WELCOME

Newsletter - November 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 OCREORDER.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



Celebrating Love Knows No Distance: Orange County Clerk-Recorder Allows Couples to Invite Civil Ceremony Guests Virtually

Orange County Clerk-Recorder is bringing together loved ones from all over the world to share in the joy of couples' marriage ceremonies. Starting Saturday, December 16, 2023, 10 a.m. to 3 p.m., Clerk-Recorder Hugh Nguyen is making it possible for couples at our South County branch office in Laguna Hills to privately live stream their marriage ceremony and invite their family and friends via Zoom. Those invited will be able to view the marriage ceremony from anywhere using their electronic devices after receiving a secure Zoom link to the ceremony from the couple. This live stream option is already a success at the department's North County Branch Office in Anaheim and will be expanded to its South County branch office located at 24031 El Toro Road, Suite 160 Laguna Hills, CA 92653. 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).

"Our live stream option is a wonderful way for couples to invite loved ones from anywhere in the world to join their marriage ceremony in real time," said Clerk-Recorder Hugh Nguyen. "I am excited to expand this service to our South County branch office to create unforgettable moments for couples and those dearest to them, regardless of the physical distance."

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.



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

On U.S. National Jersey Friday, our department was full of spirit donning some of their favorite teams jerseys.



COMMUNITY OUTREACH

During the month of November:



On November 4, my team participated at the Senior Resource Fair hosted by Office of U.S. Representative Michelle Steel.

We enjoyed providing information to all attendees on the many essential services our department provides to the community such as real property records, passport services, vital records and so much more.



On November 13, my staff joined other dignitaries and congratulated graduates on completing the 2023 OC MADE program hosted by America's SBDC.

The MADE program aims to empower and support startup businesses and concepts with guidance on planning, marketing, and finance.

We wish these business owners success and may all their entrepreneurial dreams become a reality.



On November 17, my team was excited to join a special event, Asian Business Association of Orange County Gala & Awards Night to recognize and celebrate the awardees for their great contributions to the advancement of the business community.

We wish the awardees continuous success in all their endeavors.

COMMUNITY OUTREACH

During the month of November:



On November 20, my team and I were thrilled to announce the grand opening of Baskin Robbins in Tustin. We were introduced to their modern yet nostalgic space by Brent and Fred Bahari.

This delightful spot features energy-saving practices, earth-friendly vibes, and daily fresh treats made for display, bringing joy and delightful treats to residents across Orange County.



AWARDS AND RECOGNITIONS



It gives me great pleasure to announce Alexxis Ponce as Employee of the Month for November.

Alexxis is a great asset to our department. As a valued member of our Clerk Operations, Alexxis consistently demonstrates a strong understanding of department policies and procedures, outstanding work ethic, and great initiative in taking on tasks to support her supervisors and colleagues. She also possesses excellent customer service skills and assists each customer with great care and professionalism. Supervisors note that customers Alexxis assists are always extremely satisfied and grateful for the quality of service they receive from her.

Alexxis's keen sense of teamwork and her positivity through all circumstances are commendable. She is very knowledgeable and has successfully trained new staff on department procedures. Alexxis is a pleasure to work with and her colleagues can always rely on her to answer questions and assist when needed.

We are grateful to have Alexxis on our team and appreciate her commitment to going above and beyond on behalf of the department.

Please join me in congratulating Alexxis on this achievement!

AWARDS AND RECOGNITIONS

The Orange County Clerk-Recorder is thrilled to share that all four of our facilities have received Yelp Awards in 2023! From the prestigious Old County Courthouse and County Administration South building to the North County and South County Branch Offices, each facility has clinched these coveted awards, a testament to our dedication to outstanding customer service and positive community impact.

Recognized as one of Yelp's highest-rated and best-reviewed businesses among 6 million active claimed business pages with an impressive 265 million cumulative reviews, our commitment to excellence shines brightly in every location.


Clerk Recorder Hugh Nguyen's number one goal is customer service, and he wants to extend his heartfelt gratitude to the incredible support from the community and to his dedicated staff. This support propels the department's mission to connect people with exceptional local services.

Let's revel in the success of all four of our facilities receiving the Yelp Award and continue our journey towards unparalleled service excellence! Thank you for being an integral part of our vibrant community.



CUSTOMERS ARE SAYING...

Cheriffer and Jackie in Clerk Operations received the following survey completed by a customer they assisted at our office inside the County Service Center in Santa Ana. Thank you Cheriffer and Jackie for consistently giving our customers an excellent customer service experience.

 **County Service Center Survey**

Name (Optional): JEREMY MCNEIL Date: 11/2/2023

Phone/Email (Optional): [REDACTED]

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

CHERI AND JACKIE ASSISTED ME
IN HAVING MY PAPERWORK IN
ORDER. THE CHECK-IN PROCESS
WAS QUICK & SIMPLE - NO COMPLAINTS

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

☒ Excellent ☐ Good ☐ Fair ☐ Poor

4. Comments (Optional)

I JUST WANT TO RECOGNIZE THE
EXCELLENCE OF THESE 2 EMPLOYEES.
ALEJANDRO WAS ALSO SUPERB.
THERE ARE 3 PEOPLE WHO
REPRESENT THE GREAT THINGS
I ALSO LOOK FOR IN MY OWN
STATE - SMILES AND SKILLS. →

THIS IS MY 3RD VISIT TO THE
COUNTY AND IT HAS NEVER
BEEN LESS THAN A HIGHLIGHT
TO MY DAY.

CHERI'S SMILE AND WILLINGNESS
TO HELP ME REMINDED ME
WHY IT IS IMPORTANT TO PUT
PEOPLE FIRST. SHE RENEWED
MY FAITH THAT ALL COUNTIES
CAN BE LIKE ORANGE COUNTY.

PLEASE, PLEASE, PLEASE
CONSIDER HAVING CHERI &
JACKIE GIVE TRAINING TO
SHOW OTHER EMPLOYEES HOW
TO DO CUSTOMER SERVICE!!!
RIGHT. THEY ARE ASSETS...

SINCERELY,
JEREMY MCNEIL

CUSTOMERS ARE SAYING...

The following comment cards were received from customers that visited our South County branch office in Laguna Hills. Thank you Nancy, Sandra, and Jacqueline for providing outstanding customer service as you serve our customers.

South County

Nancy Bailon

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: 11/21/23

4. Reason for your visit?
COPY OF US PENDING

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

6. Do you have any suggestions to improve our services?
NO

South County

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input type="checkbox"/>	<input checked="" 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: NOV 17, 2023

4. Reason for your visit?
NOTARY REGISTRATION

5. How long did you wait in line? 3 minutes

6. Do you have any suggestions to improve our services?
AWESOME

SANDRA WAS EXCELLENT
WAY TO GO O.C

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: 11/2/2023

4. Reason for your visit?
PASSPORT FOR CHILD

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

6. Do you have any suggestions to improve our services?
NONE

- Jacqueline Negrete

CUSTOMERS ARE SAYING...

Our South County branch office in Laguna Hills received the following reviews. Thank you to my amazing staff for your excellent work ethic and exceeding our customers expectations.



11/28/23

...

I went here to register my business. It was a quick and easy process, and all the employees are extremely helpful and friendly. You sign in at a kiosk, then you get a text when it's your turn telling you which station to go to. This is great because you don't have to stand in line waiting. I went on a Tuesday evening right before close, so there were no lines anyway. They offer a whole array of services here, but you have to fill out applications online BEFORE visiting.

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

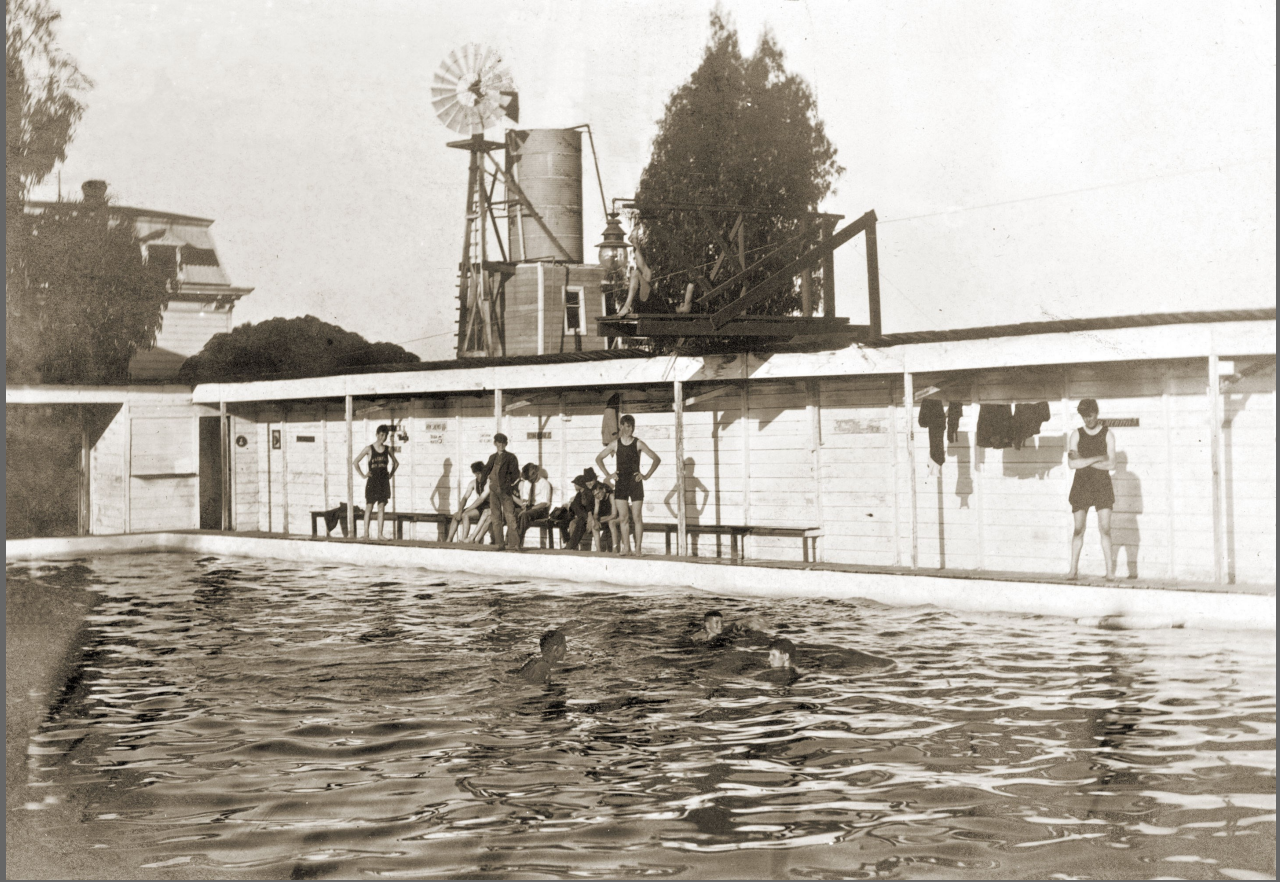
3. Date of your visit: 11/8/2023

4. Reason for your visit?
Birth Certificates

5. How long did you wait in line? < 3 minutes

6. Do you have any suggestions to improve our services?
Keep up the great work!

NOVEMBER IN O.C. HISTORY



The plunge (a.k.a. pool) at Fairview Hot Springs resort, 1909. These springs were located on what's now the campus of Orange Coast College. The resort closed after being damaged by an earthquake in 1918.

- Nov. 1, 1776** Mission San Juan Capistrano was founded by Father Junipero Serra. An earlier attempt to establish this mission in 1775 only lasted a week until the soldiers and priests were reassigned to San Diego after a native uprising destroyed Mission San Diego de Alcalá.
- Nov. 6, 1887** Legendary baseball pitcher Walter "Big Train" Johnson -- who spent his formative years in Olinda (Brea) and Fullerton -- was born in Kansas.
- Nov. 10, 1887** The tract map for the Town of Fairview, now part of Costa Mesa, was filed with the County of Los Angeles. (Orange County didn't exist until 1889.) Fairview was centered around what's now the intersection of Harbor Blvd and Adams Ave.
- Nov. 11, 1926** The Spanish-American War monument in Irvine Park was dedicated. It includes metal taken from the U.S.S. Maine. The sinking of the Maine in Cuba in 1898 helped trigger the war's beginning.
- Nov. 13, 1849** The first California state officials were elected and the state constitution was ratified. This was almost a year before California actually became a state. The constitution was published in both English and Spanish.

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 from Ortega Highway Lookout Point showing Lake Elsinore during low cloud conditions.

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)

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