



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

WELCOME

Newsletter - December 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

NEWS

Our final Special Saturday Opening of 2023, held on December 16, had a large turnout and was a great success across our offices in Anaheim, Laguna Hills, and the Old County Courthouse in Santa Ana for marriage and passport services. Thank you to all who visited us.

Staff issued a total of 136 marriage licenses, performed 126 civil ceremonies, took 24 passport photos, and accepted 24 new U.S. passport applications. I would like to express my sincerest gratitude to my incredibly dedicated, friendly, and professional staff for making our Special Saturday Opening a success. Congratulations to all the couples who tied the knot at our offices.



NEWS

During our Special Saturday Opening on December 16th, the department launched its groundbreaking livestream service making it possible for couples at our South County branch office in Laguna Hills to stream their marriage ceremony and invite their family and friends via Zoom.

A special thank you to Supervisor Katrina Foley for her help with performing livestream ceremonies and representing her Fifth District.

I would also like to extend my heartfelt gratitude to the dedicated staff at the South County branch office. Their unwavering commitment to providing excellent service played a pivotal role in making this event a great success.



NEWS

My management team and I had the pleasure of hosting our Annual Staff Appreciation Luncheon where we embraced a festive cowboy themed Christmas celebration to express our gratitude to our incredible staff who make our department excel.

I want to extend a heartfelt thanks to each and every member of our staff, including my management and supervisor teams, for consistently delivering convenient, efficient, and excellent customer service to the residents of our great county. Your dedication has played a pivotal role in making our Clerk-Recorder Department the best it can be.



NEWS



NEWS



Orange County Clerk-Recorder Hosts Annual Giving Back to the Community Event for the Santa Ana Police Athletic and Activity League

Orange County Clerk-Recorder Hugh Nguyen hosted Giving Back to the Community where 40 children from the Santa Ana Police Athletic & Activity League (SAPAAL) received a wrapped present, treats, and the opportunity to meet and take a photo with Santa Claus. The Clerk-Recorder department delighted in spreading holiday cheer and enjoyed making this festive event possible for the children. Presents were donated by Clerk-Recorder Hugh Nguyen, Supervisor Vicente Sarmiento representing his Second District, and by participating Clerk-Recorder staff volunteers.

Clerk-Recorder Hugh Nguyen would like to thank Supervisor Sarmiento and Clerk-Recorder staff for their generosity in giving back to the community through this meaningful event.

Santa Ana Police Athletic & Activity League is an after school and outreach program for youth in the city. The program provides homework assistance, athletic opportunities, exposure to culture and the arts, and more. Their main goals are to set up the children for success and to create and foster a healthy, positive relationship between the children, community, families, and city police officers.

COMMUNITY OUTREACH

During the month of December:

On December 6, my team attended the Advance Beauty College graduation ceremony to celebrate the 2023 graduates' accomplishments.

We wish the graduates success in their careers in beauty and their future endeavors. We hope for the school's ongoing success in educating and preparing students for their journey into the world as beauty professionals.



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 Kayla Truong as Employee of the Month for December.

Kayla has become an asset to our Marriages and Passports Unit and has made many positive contributions to our department. She possesses excellent customer service skills, has a great work ethic, and is an outstanding team player. Many customers have praised her friendly demeanor and professionalism during their visit for passport and marriage services. This is further supported by the positive feedback referencing Kayla that the department is proud to receive. Supervisors appreciate Kayla's effective communication and task management skills which contribute to efficient service, minimal wait times, and pleasant experiences for customers.

Along with her outstanding job performance, Kayla is reliable and always flexible to assist with the needs of our department. She is willing to help with coverage when asked and has great attendance and punctuality. The department appreciates her eager and helpful attitude. Kayla's great qualities have reflected positively on our department and are exemplary of the quality of service we strive to maintain.

Kayla is a pleasure to work with, and our department is thankful to have her on our team.

Please join me in congratulating Kayla on this achievement!

AWARDS AND RECOGNITIONS



2023 EMPLOYEES OF THE YEAR

Congratulations to Rosa and Christina for receiving the Employee of the Year awards for 2023. Both Rosa and Christina were recognized by staff to have displayed an incredible work ethic, dedication and commitment to the success of the department throughout the year.

Thank you for your exceptional contributions. Congratulations to Rosa and Christina on their accomplishment!!

CUSTOMERS ARE SAYING...

Our North County branch office in Anaheim received the following reviews. Thank you to my wonderful staff for consistently delivering efficient and excellent customer service.

Orange County Clerk-Recorder - North County Branch Office Anaheim

Wells Fargo Building, 222 S. Harbor Blvd., Ste. 110, Anaheim, CA 92805



chanh quach

★★★★★ 7 days ago

Helpful, professional.

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: 12/10/23

4. Reason for your visit?
NOTARY

5. How long did you wait in line? -1 minutes

6. Do you have any suggestions to improve our services?
None, everything's perfect! Roberto was efficient and very thorough! Pleasant appearance.

Please provide the following (optional) information.
Name: M. CRISTOBAL

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: 12/05/2023

4. Reason for your visit?
NOTARY COMMISSION

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

6. Do you have any suggestions to improve our services?
NO COMPLAINTS. GREAT CUSTOMER SRV. LOVE THIS CLERKS OFFICE

Please provide the following (optional) information.
Name: Matala L

CUSTOMERS ARE SAYING...

Our South County branch office in Laguna Hills received the following comment cards from customers that recently visited our office. Thank you Robert, Toan, and Nancy for always going above and beyond while serving our customers.

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: 12/18/23

4. Reason for your visit?
MARFALE Certificate

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

6. Do you have any suggestions to improve our services?
Robert U was
FABULOUS!!

Please provide the following (optional) information.
Name: maey Ann Steiner

South County

- Toan N.

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: 12/4/2023

4. Reason for your visit?
Notary Drop-off

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

6. Do you have any suggestions to improve our services?
Great Service!

Please provide the following (optional) information.
Name: Shelly Schurdtz

South County

Nancy B.

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?
Nancy was so kind & efficient in helping us. She is just lovely

4. Reason for your visit?
DEED Date: 12/27/23

5. How did you hear about our Saturday services?
Attorney

6. How can we improve our services?

Please provide the following (optional) information.
Name: MARGARET A McGovern

CUSTOMERS ARE SAYING...

The following Yelp reviews were received by customers that were assisted inside the County Service Center in Santa Ana for passport services and vital records services. Thank you Billy, Daniel, and Kayla for your exceptional customer service.



12/21/23

...

Thank you Billy and Mr Daniel for helping me find the way fix Birth Certificate of my son. Thank you very much!



12/27/23

...

Thank you Billy and Kayla for providing me with a delightful experience in assisting with passport services! Especially Billy Nguyễn! You are a very kind man and a professional worker!

We received the following Yelp review from a customer that visited the Old County Courthouse in Santa Ana for passport services. I'd like to thank my staff for always providing fantastic and efficient service.



12/14/23

...

Passport Application. Quick, easy, check cashed; should be back in three weeks or less! Super excited

DECEMBER IN O.C. HISTORY



MCAS Tustin's blimp (Lighter-Than-Air) hangars. (Photo courtesy Library of Congress)

Dec. 1, 2023

After burning and smoldering for nearly a month, the O.C. Fire Authority finally declared that the fire that destroyed Tustin's historic Lighter-Than-Air Hangar #1 was fully extinguished.

Dec. 11, 1889

Walter Knott was born in San Bernardino. In late 1920, he and his wife Cordelia would settle south of Buena Park at what became known as Knott's Berry Farm.

Dec. 16, 1912

The "Tomato Springs Bandit" was gunned down after killing Undersheriff Robert Squires and wounding three other posse members in a shootout in the hills of what's now Irvine.

Dec. 17, 1860

Anaheim Township was officially established as part of Los Angeles County.

Dec. 30, 1975

Golfer Tiger Woods was born in Cypress, California.

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 a photo of the Rockefeller Center Christmas Tree during a trip to New York City.

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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