



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

## WELCOME

Newsletter - February 2024

*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](http://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](http://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**



## **Orange County Clerk-Recorder's North County Branch Office in Anaheim Celebrates Five Years of Service**

Orange County Clerk-Recorder Hugh Nguyen proudly announced the department's North County branch office's fifth anniversary on March 1, 2024. Located at 222 S. Harbor Blvd., Ste. 110, Anaheim, CA 92805 inside of the Wells Fargo Building, the North County branch office is a convenient spot for the North Orange County residents to receive many essential services and features two beautiful ceremony rooms for couples to tie the knot.

***"I am proud to reach the five-year milestone of our North County branch office as it is a testament to the positive reception from our customers and hard work of our team," said Clerk-Recorder Hugh Nguyen. "We are excited to provide great service for many years to come."***

Over the past five years, the North County branch office provided many services and implemented innovative technologies to enhance efficiency and cultivate excellent customer service. In 2023, the North County branch office issued 5,435 marriage licenses, performed 2,138 marriage ceremonies, issued 42,638 vital records, recorded 4,712 real property documents, filed 3,647 fictitious business name statements, accepted 4,716 passport applications, and took 3,574 passport photos. In January 2022, Clerk-Recorder Nguyen implemented the software, Qtrac, permitting customers at this office to be placed in a digital queue. Customers could opt to receive text message updates on their mobile device confirming their place in line and their turn for service. This technology reduced lines and enabled staff to monitor the queue and optimize efficiency by deploying more resources as needed. The North County branch office was where Clerk-Recorder Nguyen first launched the live stream ceremony service in October 2023. Couples getting married at this location have the option to invite loved ones from anywhere in the world to watch their ceremony in real time using Zoom.

Orange County Clerk-Recorder's North County branch office is located near the Interstate 5 and State Route 91. Customers may find convenient and complimentary parking in the Wells Fargo Building Parking Garage adjacent to the office.

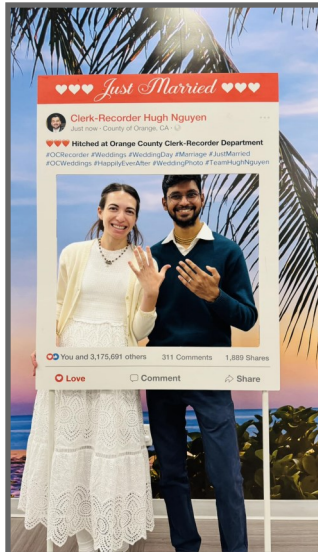
For any questions, please call the department's information line at (714) 834-2500 during normal business hours Monday through Friday from 8:00 a.m. to 4:30 p.m., except holidays. For media inquiries, please contact Billy Le at 714-834-2248.

# NEWS

This Valentine's Day, we offered extended hours to help couples who wanted to get married on the most romantic day of the year.

We're thrilled to announce that we issued 199 marriage licenses and performed 146 ceremonies, all made possible by the incredible support and efforts from our guests and staff.

Thank you to all couples who visited us for marriage license and civil ceremony services. It is our pleasure to assist you on your special milestone. Wishing you endless love and lifelong happiness as you embark on this exciting new chapter.



# NEWS

I would like to extend my sincerest gratitude to our very special guests, Vera Jimenez of KTLA 5, Wild Wing of the Anaheim Ducks, Chairman Donald Wagner, and Vice Chairman Doug Chaffee of the Orange County Board of Supervisors, for joining our department on Valentine's Day to make the day even more beautiful and memorable for couples!

Chairman Wagner and Vera Jimenez helped perform marriage ceremonies at the Old Orange County Courthouse, and Vice Chairman Chaffee performed ceremonies at the North County branch office.

We were also grateful to be featured on the news during a live interview with Vera Jimenez of KTLA 5 covering our Valentine's Day services at the Old Orange County Courthouse.



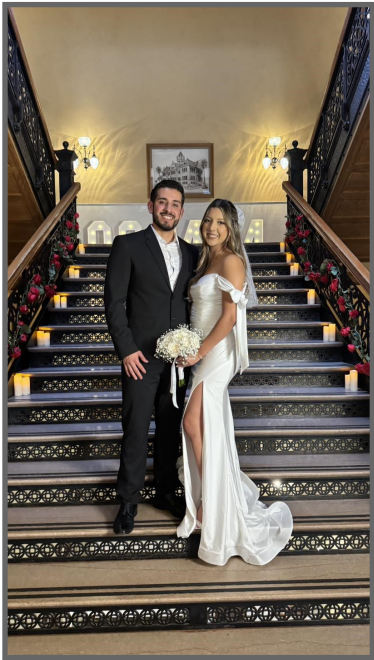
# NEWS

Our office at the Old Orange County Courthouse hosted a Special Saturday opening on 2-24-24 for couples who wished to tie the knot on this special date.

This special date can also be seen as a tribute to the late Kobe Bryant, the legendary basketball player who wore both No. 8 and No. 24 for the Los Angeles Lakers. Many couples chose this date to honor his legacy and celebrate their love. It was a pleasure for me to be there with Supervisor Doug Chaffee and Wild Wing, the Anaheim Ducks' energetic and iconic mascot. Thank you for choosing us to be part of your special day!

As a token of our appreciation, we gave each couple a heart-shaped magnet keepsake with the date of their wedding. We hope this will remind them of their love and happiness for years to come.

I also want to thank our amazing staff for their hard work and dedication. They issued 141 marriage licenses and performed 102 ceremonies on this day, making this a memorable and successful event for all!



# NEWS

On Leap Day, lifelong memories were made as my department wholeheartedly helped couples “leap into love” with marriage licenses and civil ceremony services in Santa Ana, Laguna Hills, and Anaheim.

Thank you to all who joined us on this very meaningful Leap Day. Congratulations to all the newlyweds!

I would like to commend and thank my staff for their dedicated professionalism and commitment to ensuring our day was a success.



# NEWS

I would like to extend my heartfelt gratitude to our very special guests whose presence made Leap Day even more memorable for our couples. Thank you to Chairman Donald Wagner, Vice Chairman Doug Chaffee, Supervisor Andrew Do, Supervisor Vicente Sarmiento, and Supervisor Katrina Foley of the Orange County Board of Supervisors for officiating ceremonies and celebrating with our couples. Thank you to Wild Wing of Anaheim Ducks for bringing smiles along with a fun and energetic spirit to all of our couples.



# NEWS

## Los Angeles Times

CALIFORNIA

Orange County welcomes even the most last-minute leap day weddings



A couple get ready to marry on Feb. 22, 2022 — that is, 2-22-22 — at the Old County Courthouse in Santa Ana. Leap day, which is Thursday, is another wedding day in demand at the historic courthouse. (Gary Coronado / Los Angeles Times)

BY NATHAN SOLIS | STAFF WRITER

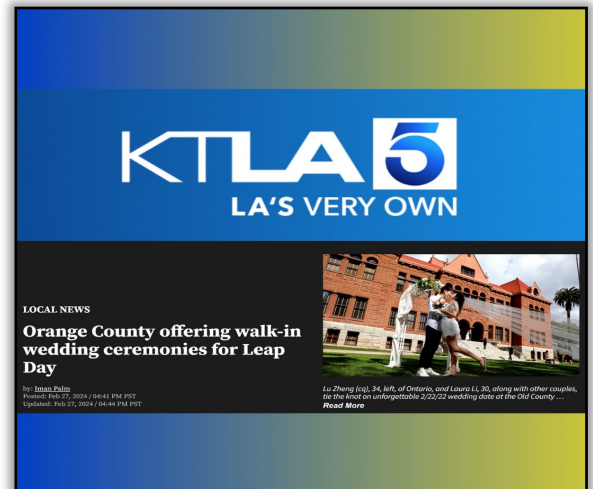
FEB. 28, 2024 5 AM PT

Thank you Los Angeles Times for reporting on our Leap Day services!

Thank you KTLA 5 for covering our Leap Day marriage license and civil ceremony services in Anaheim, Laguna Hills, and Santa Ana.

Thank you Erin Myers and KTLA 5 for your great coverage of our Leap Day marriage license and civil ceremony services!

Thank you CBS News for covering and celebrating with our couples on their special Leap Day!



# NEWS

On February 9, my staff showed their Super Bowl spirit at work by wearing their favorite team jerseys and apparel. I want to thank my staff for their great teamwork and assistance throughout this busy month!



# COMMUNITY OUTREACH

## During the month of February:



On February 10, I celebrated Lunar New Year by attending several special events throughout the day and joined attendees, temple leaders and Supervisor Andrew Do in the countdown to the new year.

Thank you to everyone who made these events possible. It's always a joy to engage with our community and share information about our department's services. Wishing you all a happy, healthy, and prosperous Lunar New Year!



On February 11, I attended Nguoi Viet's 45th Anniversary. From its humble beginnings as a four-page weekly publication in San Diego, California, in December 15, 1978, Nguoi Viet has grown into a trailblazing newspaper. Their remarkable legacy and unwavering commitment to journalism have profoundly impacted communities across many regions. We are grateful for their help in bringing important information from our Clerk-Recorder department to the community. Congratulations to 45 years of excellence.



On February 22, I joined Orange County Sheriff Don Barnes and other dignitaries in celebrating the re-opening of the Orange County Firearms Training Center and the dedication of the Sandra Hutchens Regional Law Enforcement Training Center.

I am proud to support the department and their commitment to providing the best training and resources for our officers and deputies.

# AWARDS AND RECOGNITIONS



## Orange County Clerk-Recorder *Employee of the Month*



**Congratulations!**  
***Rafael***

**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 Rafael Quintero as Employee of the Month for February.

As a passport agent of our department's Clerk unit, Rafael goes above and beyond in demonstrating his strong work ethic, professionalism, friendly demeanor, and great sense of teamwork. He does an outstanding job in accepting passport applications and taking passport photos for our customers. His great attention to detail ensures the passport applications have no errors, and his commitment to providing great service reflects positively on our department. Rafael is proactive in monitoring the supplies for passport services and takes great initiative to notify his supervisors when items need to be replenished. His efforts ensure the office is prepared to meet the needs of customers.

Rafael's strong sense of teamwork and willingness to adapt to the needs of our department are appreciated by his supervisors and colleagues. When needed, Rafael does not hesitate to step in and provide coverage for the office's information desk. Rafael's eagerness to serve the public in many capacities is appreciated by his supervisors. He possesses great attendance and punctuality, serving as an example for all to follow.

Rafael is wonderful to work with, and our department is grateful to have him. All his positive qualities make him an asset to our team.

Please join me in congratulating Rafael on this achievement!

# CUSTOMERS ARE SAYING...

The following e-mail was sent to my department after a couple visited our South County branch office in Laguna Hills for marriage services on Valentine's Day. Thank you to my amazing staff for going above and beyond and making our couple's wedding day so memorable.

Sent: Tuesday, February 27, 2024 12:00 PM

To: Orange County Clerk-Recorder Department <[Recorder.Info@rec.ocgov.com](mailto:Recorder.Info@rec.ocgov.com)>

Subject: Laguna Hills Civic Center

Hi,

My name is Josefina and we got married on 2/14/24. We loved this location. Thank you for making our day special. :)



Our main office in Santa Ana received the following review. I'd like to thank my staff for making outstanding service their priority.

February 20, 2024

Hugh Nguyen  
Orange County Clerk/Recorder  
601 N Ross St  
Santa Ana CA92701

Dear friends,

We recently interacted with your office, and are very pleased with the assistance we received. You all are to be commended; and we appreciate your patience and helpful directions. Thanks!

Sincerely,

Michael and Cecilia

# CUSTOMERS ARE SAYING...

We received the following reviews for staff at the County Service Center in Santa Ana. Thank you Daniel and Cheriffer for your exemplary service. Keep up the great work!

\* Daniel window #10



## County Service Center Survey

Name (Optional): Allison Date: 2/22/24

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

#4930  
Hugh, went above and beyond to assist  
with questions and paperwork. I greatly  
appreciate all your help today. Thank  
you for being patient and kind.

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

☒ Excellent ☐ Good ☐ Fair ☐ Poor



## County Service Center Survey

Name (Optional): Lucia Date: 2/28/24

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

Amazing! Cherry helped us - and  
she was soooo helpful! we couldn't  
have done it without her!

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

☒ Excellent ☐ Good ☐ Fair ☐ Poor

### 4. Comments (Optional)

Cherry was so kind & knowledgeable  
she told us how to complete a  
process step-by-step.  
Thank you!!!

# FEBRUARY IN O.C. HISTORY



*The original entrance to Disney's California Adventure*  
(Photo by Chris Jepsen)

**Feb. 8, 2001**

Disney's California Adventure theme park opened to the public in what had once been Disneyland's parking lot.

**Feb. 15, 1936**

Bowers Museum opened in Santa Ana. The city had been gifted the land and the money to establish a museum by Charles and Ada Bowers.

**Feb. 19, 1916**

The nationally-popular *Saturday Evening Post* magazine featured a full-page "Drink an orange" ad, placed by the Orange County Fruit Exchange. This campaign – beginning with this ad -- helped launch orange juice as an American breakfast staple.

**Feb. 23, 1917**

The City of Brea incorporated (became a city) with a population of 732.

**Feb. 24, 1857**

A group of German immigrants met in San Francisco to form the Los Angeles Vineyard Society. This organization would soon create the vineyard colony of Anaheim in what's now Orange County.

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 while on a trip to  
Punta Sur Isla Mujeres, Quintana Roo, Mexico.

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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