



HUGH NGUYEN

Orange County Clerk-Recorder

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

WELCOME

Newsletter - March 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 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

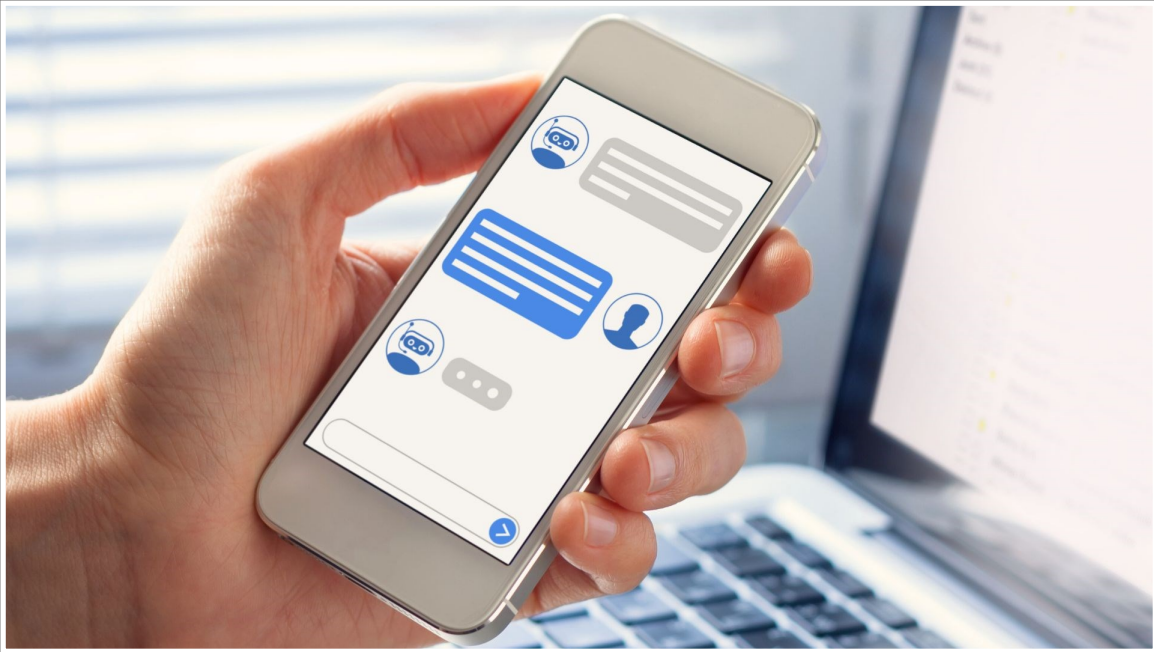


ORANGE COUNTY CLERK-RECORDER

CALL CENTER

**WE ARE HERE TO ANSWER YOUR QUESTIONS
MONDAY TO FRIDAY: 8 A.M. TO 4:30 P.M.**

(714) 834 - 2500



Clerk-Recorder Launches Interactive Chatbot for Instant Customer Support

How do I obtain my birth certificate? What do I bring for my marriage appointment? These are just a few examples of questions that can be answered on your screen right away! Orange County Clerk-Recorder Hugh Nguyen launched a chatbot named CRBot to the Clerk-Recorder website allowing customers to get their questions answered instantly during any hour of the day and seven days a week. On March 21, 2024, customers were able to use this chatbot to input questions about the department's services and receive immediate answers. The launch of CRBot is expected to reduce the number of calls to the department's information line and result in shorter wait times for customers needing to speak with staff on more complex questions.

“CRBot will be a convenient tool for customers who need information about our services and want quick responses without waiting on the phone,” said Clerk-Recorder Hugh Nguyen. “I understand our customers have busy schedules, and I am committed to implementing innovative technologies to make accessing information on our services efficient as possible.”

To experience CRBot, visit OCRecorder.com and tap on the chat bubble icon on the lower right of the screen. A chat window will appear allowing the user to type in their intended question and receive an instant response. CRBot is also mobile device compatible for users accessing our website from their smartphones.

Key features:

- CRBot is knowledgeable of customers' most asked questions regarding department services and is accessible 24/7.
- More complex questions may be directed to a live chat agent who will be available during normal business hours.

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

NEWS

Our annual Passport Day, which was held on March 23 at the Old Orange County Courthouse in Santa Ana, was a success! We were happy for the great turnout.

Staff and I were proud to help many families and individuals apply for their new passports to get ready for their next travel adventure.

Thank you to my staff for their fantastic work in ensuring each customer received great and efficient service.



NEWS

On March 1, my department celebrated National Employee Appreciation Day! We had a cart with sweet treats for staff in appreciation of their outstanding work.

Thank you to my Clerk-Recorder staff for their continuous hard work to ensure we provide great service to every customer. The success of our department is possible thanks to each team member's dedication, professionalism, and collaborative efforts.





HUGH NGUYEN
OC CLERK-RECORDER

2024 SPECIAL SATURDAY OPENINGS

APRIL 20

Services: Marriage Licenses, Civil Ceremonies,
New Passports, and Passport Photos

APPOINTMENTS RECOMMENDED & WALK-INS ACCEPTED



**OLD ORANGE COUNTY
COURTHOUSE**

211 W. SANTA ANA BLVD
SANTA ANA, CA 92701



**NORTH COUNTY
BRANCH OFFICE**

222 S. HARBOR BLVD,
STE 110A & 110B,
ANAHEIM, CA 92805



**SOUTH COUNTY
BRANCH OFFICE**

24031 EL TORO RD STE 160,
LAGUNA HILLS, CA 92653

BOOK YOUR APPOINTMENT

OCRECORDER.COM

QUESTIONS? CALL 714-834-2500

Follow Us !



@OCRecorder

COMMUNITY OUTREACH

During the month of March:



On March 1, my staff had the privilege of attending the Small Business Development Center (SBDC) Eats graduation event in downtown Santa Ana to congratulate the talented food entrepreneurs who recently graduated from the program.

The diversity of businesses on display was truly inspiring and the energy was electric as these passionate individuals showcased their culinary creations and business expertise. We wish all the graduates great success.



On March 1, my staff attended the ribbon cutting event for Mama Roscoe's Pizzeria in Anaheim. Those in attendance also witnessed a heartfelt tribute by Mama Roscoe's team to their late mother, a legacy that lives on through every slice of pizza they serve.

We wish them the very best while making freshly baked pizzas so that everyday is pizza party day.



On March 2, my team had a successful day at the California Bridal & Wedding Expo in Costa Mesa. It was a pleasure answering questions about our marriage license and civil ceremony services and passport services.

Thank you to everyone who visited our table.

AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder
Employee of the Month



Congratulations!
Caleb

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 Caleb Yu as Employee of the Month for March.

Caleb is an information technologist for our SECURE unit and a valuable member of our department. This recognition is well-deserved as Caleb's dedication and commitment to excellence have significantly contributed to SECURE's achievements. Caleb was a key player during the recent cloud migration project. He transitioned necessary data monitoring programs from the data center to the cloud seamlessly. Caleb has a proactive approach on many projects and provides excellent communication with his team. Supervisors commend Caleb's quality of work, his technical abilities, and his eagerness to take on new challenges.

Caleb's excellent attendance and punctuality serve as a great example for all to follow. He is a strong team player who is always willing to lend a helping hand to support his colleagues. During software updates that take place after business hours, Caleb is consistently available to assist. We appreciate his willingness to go above and beyond. His professionalism and positive demeanor through all circumstances help ensure the team's objectives are met.


It is a pleasure to work with Caleb, and our department is grateful to have him on our team.

Please join me in congratulating Caleb on this achievement.

OCRecorder.com

CUSTOMERS ARE SAYING...

Our North County branch office in Anaheim received the following online reviews. Thank you to my staff for always taking care of our customers with outstanding and efficient service! Excellent work!

Orange County Clerk-Recorder - North County Branch Office Anaheim 


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



Saeed

★★★★★ 7 days ago

Fast, efficient, with very positive vibes. The people working there are fantastic

Orange County Clerk-Recorder - North County Branch Office Anaheim 

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



Amanda

★★★★★ 2 days ago

I love it's easy

Our Marriages unit at the Old Orange County Courthouse received the following online review. Thank you to my staff for always coming to work with bright smiles and a fantastic attitude!

★★★★★ 3/27/24 

Great service with a smile everything was done in a timely matter. The facility was well kept and the building has great photo ops!

OCRecorder.com

CUSTOMERS ARE SAYING...

The following comment cards were submitted at our North County branch office in Anaheim for our passport services and clerk services. Thank you Lyndsey, Rafael, Hazel, and Roberto for your dedication to providing quality and friendly customer service everyday!

Lyndsey (Info Desk) 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: 3/12/24

4. Reason for your visit?
DBA

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

6. Do you have any suggestions to improve our services?
NOPE ONLY PROMOTE HER

Please provide the following (optional) information.
Name: Eric

Rafael and Hazel 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: 3/5/2024

4. Reason for your visit?
Passport Application

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

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

Please provide the following (optional) information.
Name: Evan

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: 3/11/24

4. Reason for your visit?
Roberto!!!
Went out on his way to take care of us

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

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

Please provide the following (optional) information.
Name: FERNANDO

CUSTOMERS ARE SAYING...

Jackie and Irania received the following comment cards after assisting customers at our South County branch office in Laguna Hills. Thank you Jackie and Irania for your exceptional service! Keep up the great work.

Jackie N. 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: 3/5/24

4. Reason for your visit?
birth Certs

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

6. Do you have any suggestions to improve our services?
none. great experience

Irania - South Branch. 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: 03/12/2024

4. Reason for your visit?
RECORDING TWO DEEDS.

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

6. Do you have any suggestions to improve our services?
None. She was just amazing. Glad to be here.
BEST SERVICE EVER...

Please provide the following (optional) information.
Name: TONY

MARCH IN O.C. HISTORY



Historic church and school are prepped for their move from the heart of old El Toro to Heritage Hill Historic Park in Lake Forest, 1978

March 5, 1991

Lake Forest voted to incorporate as a city. The measure passed 5,590 to 2,614. Up to this point, the unincorporated community had been known as El Toro since the 1880s.

March 5, 1878

Pioneer, Huntington Beach Mayor, and longtime Orange County Supervisor Thomas B. "Tom" Talbert was born.

March 12, 1876

Fredrich Conrad opened Tivoli Garden in Anaheim – the first amusement park in the Orange County area. It included a bowling alley, shooting gallery, dance pavilion, croquet, and beer gardens.

March 21, 2006

"The Real Housewives of the OC" – a "reality show" set in Coto de Caza, debuted on the Bravo cable network.

March 27, 1955

Rev. Robert Schuller – later known for the Crystal Cathedral and his "Hour of Power" television show – preached his first sermon in Orange County from the roof of a snack bar at Orange Drive-In Theater to a congregation sitting in their cars.

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 shared a photo of the 300 year old Templo de Santo Domingo de Guzman in the city of Oaxaca, 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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