



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

## WELCOME

Newsletter - March 2025

*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**



# NEWS

## Happy Employee Appreciation Day!

Our success as a department is thanks to the valuable contributions of each and every individual on our team. Thank you to all OC Clerk-Recorder staff for their hard work, professionalism, fantastic teamwork, and continuous dedication to excellent customer service.

On March 7, 2025, we had a cart with sweet treats to show appreciation to our staff!

*Happy  
Employee Appreciation  
Day!*





# NEWS



Adventures are on the horizon! Our Special Passport Day on March 15 was a huge success, we were proud to provide our community with efficient and timely passport services. We were especially happy to assist families with busy weekday schedules by offering a convenient weekend option for those balancing school and work.

Our office at the Old Orange County Courthouse was buzzing with excitement, and the turnout was fantastic. It was an honor to help so many travelers take the first step toward their next adventure.

A huge thank you to my amazing staff for their seamless teamwork, dedication, and professionalism, your hard work made passport day possible!





# NEWS

Big Milestone! On our Special Passport Day's on March 15 and March 29, we successfully tested our Clerk-Recorder on Wheels mobile unit helping a few families with our passport services and bringing us one step closer to officially hitting the road!

We're excited about the progress. Stay tuned - we're going the extra van-mile to serve you better!





# NEWS



**Hugh Nguyen**  
Orange County Clerk-Recorder

IN PARTNERSHIP WITH CALIFORNIA SECRETARY OF STATE

*Gave the Date!*

MAY				2025		
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## APOSTILLE POP-UP SHOP

**WEDNESDAY, MAY 14, 2025**  
**8AM - 4PM**

**ONE DAY ONLY IN SANTA ANA!**



County Administration South Building  
601 N Ross St, Santa Ana, CA 92701

[OCRecorder.com](http://OCRecorder.com)



# NEWS

On March 21, our department celebrated the one-year anniversary of CRBot. Here's to a year of increased accessibility and seamless customer service with our virtual assistant that's helped thousands of customers get the answers they need, anytime, anywhere!

Available 24/7 on [OCRecorder.com](https://ocrecorder.com), CRBot has been saving time and simplifying the search for information, even after office hours. Whether it's questions about marriage licenses, vital records, or passport services — CRBot is here to help!

We're proud to offer this powerful tool to make your experience with the Clerk-Recorder's Office easier and more efficient.

## HAPPY 1<sup>ST</sup> ANNIVERSARY CRBOT



ASK YOUR QUESTIONS 24/7 AT  
**OCREORDER.COM**

[OCRecorder.com](https://ocrecorder.com)



# NEWS

On March 29, our department completed our second successful Special Passport Day. Due to the high demand, we added this second Special Passport Day. We were happy to help so many families and individuals apply for new passports. Our goal with Special Passport Day was to make passport services convenient and accessible for those with busy weekday schedules due to school or work.

It was a rewarding day for our department. Our staff was hard at work taking passport photos and reviewing passport applications to ensure everything met the requirements. Customers were efficiently assisted from inside the Old Orange County Courthouse as well as in our Clerk-Recorder On Wheels mobile unit right outside.

Thank you to my staff for their continuous dedication and hard work. Their commitment to excellent customer service made today's special event a success.

Thank you to all who visited us! For anyone needing passport services, visit [OCRecorder.com](https://ocrecorder.com) to book your appointment.



**OCRecorder.com**



# NEWS



**Hugh Nguyen**  
Orange County Clerk-Recorder

## **Clerk-Recorder on Wheels**

**Monday, April 7, 2025**  
**5:30PM - 7PM**

### **Get Vital Records On Spot**

- **Birth Certificates**
- **Marriage Certificates**
- **Death Certificates**

 **Complete application beforehand**  
**[OCRecorder.com/vitalapp](https://ocrecorder.com/vitalapp)**

**Garden Grove Unified School District  
Summer Resources Fair for Families**



**Garden Grove High School Gymnasium**  
11271 Stanford Ave.  
Garden Grove, CA 92840



**[OCRecorder.com](https://ocrecorder.com)**



# COMMUNITY OUTREACH

## During the month of March:



Thanks to everyone who visited us at the California Bridal & Wedding Center in Costa Mesa on March 1. We were so excited for all the couples and families on their wedding planning journey.

My team had the opportunity to speak with several attendees on the marriage license and civil ceremony process. We also enjoyed answering questions about our many other services such as passports, vital records, and more.

We wish all the couples the best as they plan their weddings, and we are excited to assist these couples in our offices soon.



On March 7, I joined La Palma Chamber of Commerce and administered the oaths for their Board Installation Ceremony. Congratulations to the new board members on their appointment. Their leadership and vision will be invaluable in shaping La Palma's business community and supporting the continued prosperity of the city.

I wish the La Palma Chamber of Commerce great success as they foster a vibrant local economy, support businesses, and enhance the community's quality of life.

Thank you to La Palma Chamber of Commerce for inviting me to take part in your special moment and celebrate with you!



On March 8, my team was proud to be at the 22nd Annual Festival de Primavera 2025 (Spring Festival) hosted by Anaheim Market Place.

During the exciting festival, many attendees came to visit our table for information on our passport services, marriage services, vital records, and more!

**OCRecorder.com**



# COMMUNITY OUTREACH

## During the month of March:

I had a fantastic time speaking about our department's services and meeting many passionate business owners and entrepreneurs at the 2025 Genesis Catalyst Business in Newport Beach on March 27. It was a pleasure to join the panel of speakers including Vice Chair Katrina Foley of the OC Board of Supervisors, and Councilmember Melinda Liu.

As your Orange County Clerk-Recorder, my department is proud to support business owners on their successful start with Fictitious Business Name filings.

I warmly wish all the Orange County entrepreneurs and business owners continuous growth, innovation, and success. May your dream business become a reality!



Supporting our community is so important. My staff was grateful for all the valuable conversations with attendees during the Community Healthcare and Social Services Expo on March 29.

We answered many questions and provided guidance on our passport services, vital record requests, and more!

The turnout to the event was fantastic. Thank you to OC Supervisor Janet Nguyen of District One for hosting this event as a great resource for our community!



**OCRecorder.com**



# AWARDS AND RECOGNITIONS



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



**Congratulations!**  
***Lyndsey***

**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 and has their name placed on a recognition plaque.

It gives me great pleasure to announce Lyndsey Irwin as Employee of the Month for March.

Lyndsey is a great asset to our department's Clerk unit, and we are proud to have her on our team. She possesses an outstanding work ethic and exemplifies the excellent quality of customer service our department strives to maintain. Lyndsey always greets her customers with a smile and assists them with professionalism and warmth. Her remarkable ability to manage varying situations with patience and care has earned the trust of our customers. Supervisors have received many positive feedback surveys from customers praising Lyndsey. Lyndsey has excellent attendance and punctuality. Supervisors can always count on her to deliver prompt and efficient service.

Lyndsey is a strong team player who readily supports our department in many ways. Most recently, she helped test new software outside of our normal business hours, and her work contributed to the smooth integration of new systems. Lyndsey also works during our Special Saturday Openings. Her great initiative and reliability have been invaluable to our department.

We thank Lyndsey for her commitment to excellence. Our department is fortunate to have such a hardworking and dedicated individual as part of our team.

Please join me in congratulating Lyndsey on this achievement!



# CUSTOMERS ARE SAYING...

Our County Service Center in Santa Ana received the following Google Business review. Thank you to my amazing staff for setting a high standard for our customers.

★★★★★ a week ago

Unbelievable, out in 3 minutes. Every state and federal agency should adopt this model. Thank you Hugh Nguyen!

Roberto from our North County branch office in Anaheim received the following comment cards. Thank you Roberto for going above and beyond for our customers.

Roberto 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. In what ways were our Saturday services beneficial to you?  
I needed copies for my lawyer

4. Reason for your visit?  
copies of deed Date: 3-5-25

5. How did you hear about our Saturday services?  
N/A

6. How can we improve our services?  
Perfect as is!

North County

1. Please rate our service in the following areas.

	Outstanding	Good	Average	Fair	Poor
Promptness	<input checked="" 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. In what ways were our Saturday services beneficial to you?  
Robert was great and kind to listen to our needs.

4. Reason for your visit?  
marriage certificate Date: 3/26/25

5. How did you hear about our Saturday services?

6. How can we improve our services?  
great service!



# CUSTOMERS ARE SAYING...

We received the following comment cards for our South County branch office in Laguna Hills. Thank you Nayeli and Jackie for your outstanding customer service. Keep up the good work.

Nayeli 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?**

\_\_\_\_\_

\_\_\_\_\_

**4. Reason for your visit?**  
DBA   Date: 3/11/25

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?**

\_\_\_\_\_

\_\_\_\_\_

**4. Reason for your visit?**  
Notary   Date: 3/17/25


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

\_\_\_\_\_

**6. How can we improve our services?**  
Jackie - was great

We received the following Facebook comment from our Passport Day event at the Old County Courthouse in Santa Ana. Thank you to my staff for their commitment to excellent customer service.

Like   Comment   Send   Share

 **Imelda Ramirez Iler**  
It was a very well organized event. All the staff were very helpful, kind and efficient.

1d   Like   Reply   Send message   Hide



# CUSTOMERS ARE SAYING...

We received the following Yelp review for our South County branch office in Laguna Hills. Thank you to my staff for providing quick and efficient service to our customers.



3/27/25

...

I came to get copies of my birth certificate and filled out the application online before hand. I had zero issues while there and there was no line. I was in and out within 3 minutes. I do recommend coming here.

The following Yelp review was received for our North County branch in Anaheim. Thank you to my staff for their dedication in providing quality service.



3/29/25

...

A very organized operation. We went in, clean facility, efficient staff and a clear process for what we went in for. We went to OC due to the very busy LA office. Highly recommend!



# MARCH IN O.C. HISTORY



*Marion Speer at his Western Trails Museum, April 1951.*

- |                |  |
|----------------|--|
| March 2, 1934  | Police radio was used for the first time in Orange County -- broadcast from the County jail.   |
| March 2, 1857  | Surveyor George Hansen was hired as superintendent by the Los Angeles Vineyard Society. He was given the job of locating and purchasing land for the new community which would become Anaheim. |
| March 3, 1939  | Marion Speer, a collector of artifacts of the Old West, opened his Western Trails Museum to the public in Liberty Park (now part of Huntington Beach).   |
| March 8, 1951  | The first El Toro Marines to return home from Korea arrived in Orange County.  |
| March 17, 1955 | The first of six San Francisco Cable Cars arrived at Knott's Berry Farm. The cars would travel through the parking lots and the theme park there until about 1979.                             |

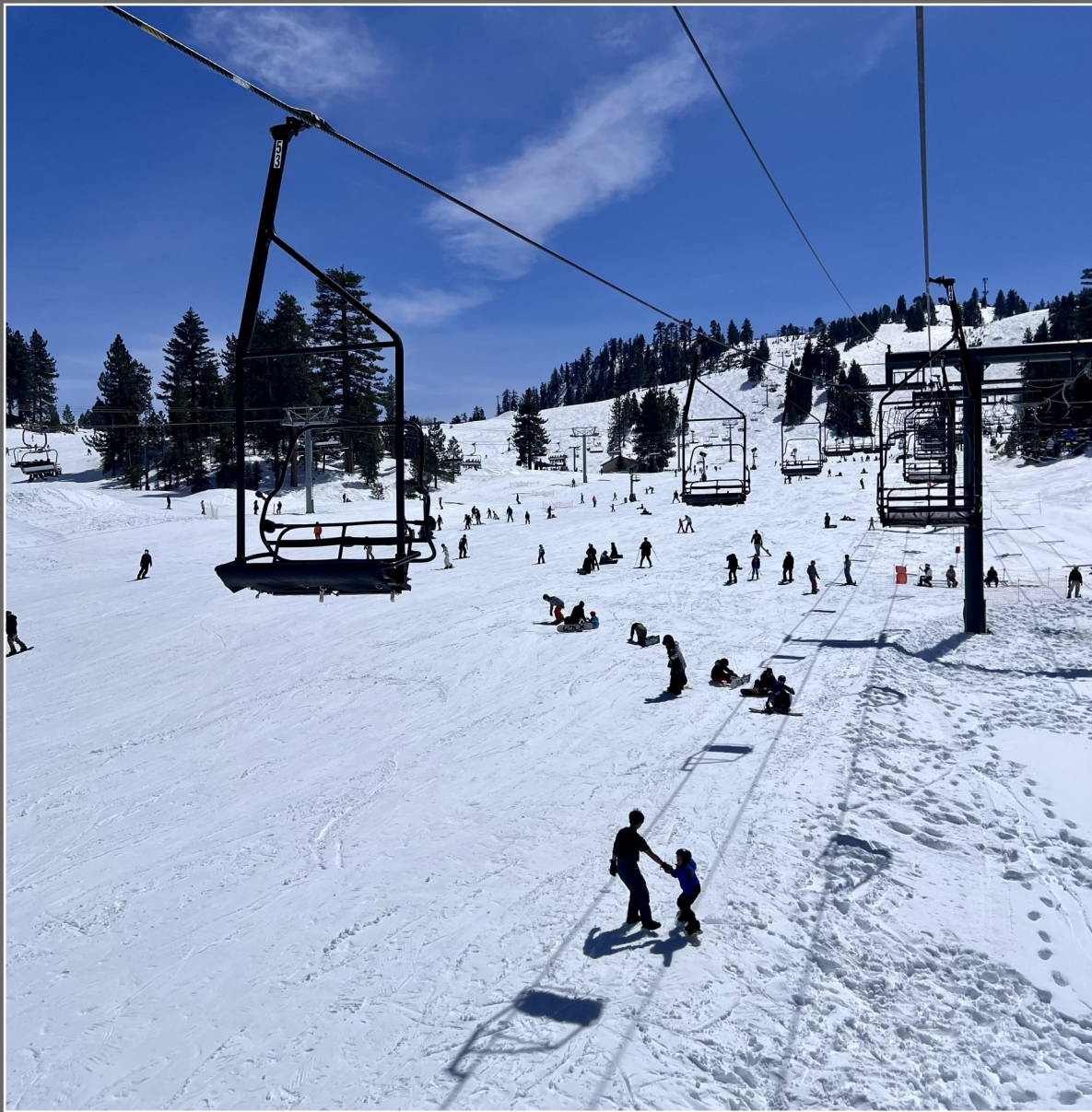
Historical facts provided by Assistant Archivist Chris Jepsen.

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 visiting Big Bear Mountain.

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)

