



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

WELCOME

Newsletter - April 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 for more information about the department and the services provided to the public.

Sincerely,

*Hugh Nguyen
County Clerk-Recorder*

In This Issue:

[News and Updates](#)

[Community Outreach](#)

[Awards and Recognitions](#)

[Customers are Saying...](#)

[April in O.C. History](#)

[Out and About](#)

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



Clerk-Recorder Celebrates One Year Anniversary of Interactive Chatbot for Instant Customer Support

(Santa Ana, CA) Orange County Clerk-Recorder Hugh Nguyen is proud to mark the one-year anniversary of CRBot, the department's interactive chatbot that has transformed how the public accesses information about essential services. Since its launch on March 21, 2024, CRBot has provided instant, around-the-clock answers to frequently asked questions on topics like birth certificates, marriage licenses, and property records.

In its first year, CRBot served 7,187 users, with 6,651 receiving immediate answers without needing live assistance, helping to reduce call volume and wait times for more complex inquiries. Only 536 users were redirected to a live chat agent during business hours, highlighting the chatbot's effectiveness in resolving routine questions. The program's success reflects the Clerk-Recorder's commitment to modernizing public services and improving the customer experience.

"CRBot has been a game-changer for our office," said Clerk-Recorder Hugh Nguyen. "It reflects our commitment to innovation and to making our services more accessible to the residents of Orange County, anytime, anywhere."

CRBot is available 24/7 at [OCRecorder.com](https://ocrecorder.com) and is fully compatible with smartphones and mobile devices. The chatbot's success stems from its ability to ease staff workload while increasing convenience for users, especially those with busy schedules or urgent questions outside business hours.

Key Milestones in CRBot's First Year:

- 7,187 total users accessed CRBot
- 6,651 resolved their inquiries through the chatbot alone
- 536 required live agent support for more complex matters

To explore CRBot and get instant answers, visit [OCRecorder.com](https://ocrecorder.com). For additional assistance, call the Clerk-Recorder's information line at (714) 834-2500, Monday through Friday from 8:00 a.m. to 4:30 p.m. For media inquiries, please contact Billy Le at (714) 834-2248.

NEWS

Our mobile unit, Clerk-Recorder On Wheels, successfully hit the road at the Garden Grove Unified School District Summer Resources Fair for Families on April 7th.

Bringing our services beyond our office doors and directly to the community is not just a goal, it is our top priority. With Clerk-Recorder On Wheels, we are making vital services more convenient, accessible, and community centered than ever before.

At the fair, we proudly assisted attendees with vital record services, including birth, marriage, and death certificates, issuing these essential documents on the spot. This marks an incredible milestone for our department as Clerk-Recorder On Wheels made its official debut in the community.

I want to extend my deepest gratitude to my dedicated staff, who put in countless hours of testing, training, and preparation behind the scenes to make this launch a success. Your hard work truly made this moment possible.

We are just getting started, and we look forward to bringing Clerk-Recorder On Wheels to cities across Orange County soon!



[OCRecorder.com](https://www.occlerkrecorder.com)

NEWS

We were proud to close another successful Special Saturday Opening with a fantastic turnout! I was able to join my staff and personally thanked them for their hard work as they served the community with marriage licenses, civil ceremonies, passport photos, and new passport services.

This special opening was designed to support couples, families, and individuals who may not be able to visit during the workweek, and we are proud to provide this added convenience.

A heartfelt thank you to our dedicated staff for going above and beyond with professionalism and care. Your contributions made a meaningful impact and helped make this day such a success.

Thank you to everyone who visited our offices in Santa Ana, Anaheim, and Laguna Hills. And congratulations to all the couples who got married on April 12th - it is our honor to be part of your special day. We wish you a lifetime filled with love, joy, and adventure.



NEWS



Hugh Nguyen
Orange County Clerk-Recorder



TRI TA
70TH ASSEMBLY DISTRICT



Clerk-Recorder on Wheels

Thursday, May 8, 2025
2PM - 6PM (by appointment only)

Services

- **Apply for a NEW U.S. Passport**
- **Passport Photos**



Location

70th Assembly District Office
Parking Lot
14361 Beach Blvd, Suite 211
Westminster, CA 92683

To Book Your Appointment
Please call 714-834-2248

View Passport Requirements
[OCRecorder.com/Passport](https://ocrecorder.com/Passport)



OCRecorder.com

NEWS



OC CLERK-RECORDER HUGH NGUYEN

IN PARTNERSHIP WITH CALIFORNIA SECRETARY OF STATE

California Secretary of State

Apostille Pop-Up Shop



**ONE DAY
ONLY!**

MAY 14, 2025
WEDNESDAY: 8AM - 4PM

LOCATION

COUNTY ADMINISTRATION SOUTH BUILDING
601 N. ROSS ST, SANTA ANA, CA 92701

**SCAN TO
LEARN
MORE**



sos.ca.gov/notary/request-apostille

PARKING LOT P4

630 N BROADWAY ST
SANTA ANA, CA 92701

FREE FIRST 30 MINUTES



APOSTILLE PAYMENT

VISA, MASTERCARD,
CHECK OR
MONEY ORDER

NO CASH

**NOTARY PUBLIC SERVICES AVAILABLE ON SITE WITH PAYMENT ACCEPTED
IN CASH OR BY CHECK ONLY, MADE PAYABLE TO THE COUNTY OF ORANGE.**

OCRecorder.com

NEWS

April 30th marked fifty years since the Fall of Saigon. I was honored to stand with the community in Little Saigon to commemorate Black April and pay our deepest respect to the heroic veterans who fought for the freedoms we cherish today. We also remembered those who lost their lives and the immense pain endured by Vietnamese families as they fled their homeland.

This moment forever changed the course of history for America and for so many Vietnamese Americans. My own journey to the United States was made possible by the courageous and compassionate service of those involved in Operation Frequent Wind, including the brave men and women aboard the USS Midway in 1975.

A special thank you to the Captain of the USS Midway, Larry Chambers, and the Air Boss whose leadership saved thousands of lives. We are forever grateful for your service, sacrifice, and humanity.



COMMUNITY OUTREACH

During the month of April:



My staff was proud to join the United Across Borders Foundation's Resource Fair in celebration of their 6th anniversary on April 12th. My team was present during the resource fair to provide information about Clerk-Recorder services and answer questions. It was our pleasure to speak with many attendees and provide them guidance on how to request birth certificates, apply for new U.S. passports, and more.

Thank you to United Across Borders Foundation for hosting such a successful and meaningful event. We commend their tremendous impact on the Orange County community and wish them continuous success on their mission to offer assistance with groceries, diapers, medical supplies and more.



On April 16, I was proud to join my staff at the Supplier Outreach Event at the Anaheim Convention Center!

We connected with attendees to share information about our vital services, including fictitious business name filings, passport applications, and certified copies of birth, death, and marriage records.

Thank you to everyone who stopped by our table, we're honored to serve our community and support local businesses!



Congratulations to The Kickin' Crab on their opening in downtown Santa Ana. It was a pleasure for me to celebrate with the business and present them with a certificate on this special occasion.

I wish them continuous growth and success as they provide the community with vibrant Cajun flavors and fresh seafood.

This lively restaurant will surely be a great setting for families and friends to gather, connect, and enjoy great food.

OCRecorder.com

COMMUNITY OUTREACH

On April 26, Clerk-Recorder On Wheels was in Anaheim and provided quick and convenient services to everyone needing vital records on the spot (birth, marriage, or death certificates). We were proud to be present at Chairman Doug Chaffee's 2025 Children & Family Health Fair.

Thank you to my incredible staff for their enthusiasm, professionalism, and dedication. The success of Clerk-Recorder On Wheels is thanks to the collaborative efforts of our entire team. Together, we made it easy for our community to obtain their vital records!

We look forward to coming to more OC cities soon. Remember to follow us on Facebook and Instagram @OCrecorder or visit [OCrecorder.com](https://www.ocrecorder.com) to see where Clerk-Recorder On Wheels is heading next. OC Clerk-Recorder is bringing our services to YOU one mile at a time!



My team was proud to join the fun and celebrate children, families, and the importance of literacy at Día de Los Niños, Día de Los Libros right behind the Santa Ana Library on April 26.

We were so excited to speak with families on how to obtain their child's birth certificate, how to apply for new passport, and more!



OCRecorder.com

AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder *Employee of the Month*



Congratulations!
Trinity

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 Trinity Dunvan as Employee of the Month for April.

Trinity is an invaluable member of our Clerk unit and has excelled in her role since joining our department. She provides great customer service, shows professionalism through all circumstances, and is an excellent communicator. Trinity treats all customers with respect and warmth, earning her much praise in customer surveys. Supervisors can always count on Trinity to deliver quality work and efficient service. Her attendance and punctuality serve as a great example for all to follow.

Trinity's adaptability and strong work ethic have been instrumental to the success of our initiatives to better serve the community. She regularly works during our Special Saturday Openings. Most recently, Trinity did an excellent job of serving customers from our department's new mobile unit, Clerk-Recorder on Wheels. Her enthusiasm and willingness in supporting our department's diverse needs make her a strong team player.

We thank Trinity for continuously representing our department with professionalism, integrity, and empathy. It is a pleasure to have her on our team.

Please join me in congratulating Trinity on this well-deserved achievement!

OCRecorder.com

CUSTOMERS ARE SAYING...

We received the following Google Business reviews for our County Administration South office in Santa Ana. Thank you to Alexis and my staff for setting a high standard for customer service. Keep up the excellent work!

★★★★★ 3 weeks ago **NEW**

It was one of the best government offices I've been to. I don't mind driving a little more to get here. It's so worth it. Excellent for passport applications and business DBA's. Walk-ins are welcome, and they are usually really fast. Very knowledgeable and kind customer service agents. I would definitely vote for them as one of the top best government offices in OC.

★★★★★ 3 days ago

(Translated by Google) Super service went to process my passport and ALEXIS helped me, very professional, friendly and the service was very fast, 15 minutes and I didn't need an appointment. SUPER ATTENTION (Original) Súper servicio fue a tramitar mi pasaporte y me atendió ALEXIS muy profesional amable y el servicio muy rápido 15 minutos y no necesité cita SÚPER ATENCIÓN

We received the following review for our North County Office in Anaheim. Thank you to Rafael for your professionalism and outstanding customer service.

★★★★★ 13 hours ago **NEW**

I want to express my sincere appreciation for the outstanding service I received from a young male at the County Clerk's Office Anaheim during my passport renewal process. After being turned away at another location simply because I arrived 15 minutes before closing, I was feeling frustrated and discouraged. Thankfully, my experience with the representative completely turned things around. He was professional, kind, and extremely efficient. Although there's a chance I may not receive my passport before my travel date, the exceptional service Hugh provided truly softened the blow.

Thank you, Hugh, for your patience, professionalism, and for making a stressful situation much easier to handle!

CUSTOMERS ARE SAYING...

We received the following customer comment card for our South County Office in Laguna Hills. Thank you Elizabeth for your friendly and excellent customer service.

498 Elizabeth L. 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?
In person and on telephone
personal friendly, helpful.

4. Reason for your visit?
Recording Dr. Date: _____

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

6. How can we improve our services?

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

APRIL IN O.C. HISTORY

Orange County Archives



The Capistrano Hill Climb, April 1919. Much of the "Hill of Thrill" was carved away for the building of the I-5 Freeway, and more has been lost to grading for residential development. The remains can be seen by looking directly west from the parking lot of the San Juan Capistrano Costco.

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|----------------|--|
| April 1, 1957 | The City of Huntington Beach instituted a curfew on beach fires for the first time. Fires had to be out by 12:30 a.m. The idea was to curb wild parties and gang fights. |
| April 6, 1888 | The City of Orange incorporated. It is the third oldest city in Orange County. |
| April 9, 1966 | The first exhibition game was held at Angel Stadium. The San Francisco Giants outscored the California Angels 9 to 3. |
| April 13, 1919 | Approximately 15,000 people witnessed motorcycle legend, Dudley "Dud" Perkins win the famous Capistrano Hill Climb. The annual event would grow to 50,000 spectators by 1923 and had its final year in 1927. |
| April 18, 1957 | An F3D Skynight jet from MCAS El Toro had engine trouble and crashed southeast of San Juan Capistrano, killing the crew: 2nd Lt Terry Neskil and MSgt John Wilcox. |

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 hiking at Chino Hills State Park

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
[@ocrecorder](https://www.instagram.com/ocrecorder)

