



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

WELCOME

Newsletter - December 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*

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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



Big news !

I'm honored to share that Yelp has recognized our Clerk-Recorder offices at County Administration South (CAS) and the historic Old County Courthouse in Santa Ana, as well as our Laguna Hills and Anaheim branches, as some of the highest rated and best reviewed public service offices in 2025!

From marriage licenses and certificates, wedding ceremonies, and vital records to passport services and real property recordings, your positive experiences mean so much to us. We're proud to display these "People Love Us On Yelp!" awards in all four locations.

Customer service is my number one priority. Thank you to our incredible Clerk-Recorder team for the care and professionalism you show every person who walks through our doors, and thank you to our customers for taking the time to share your feedback and reviews.

We'll keep working hard every day to raise the bar, provide the best customer service for Orange County residents, and keep our fees among the lowest in California.

NEWS

Santa Claus visited OC Clerk-Recorder! On December 2, my department hosted our beloved tradition of over a decade-long, our Giving Back to the Community Event.

We were thrilled to have the presence of the children and staff of the Santa Ana Police Athletic & Activity League (SAPAAL) join us for a fun event filled with holiday cheer and presents.

I would like to sincerely thank my staff for their generosity in making the event joyful and memorable for the students. A big thank you to the SAPAAL officers and staff for working with our department yearly.

It is so special to my department to kick off the holiday season by seeing all the bright smiles and laughter from the children. Thank you to SAPAAL for their amazing work helping the youth of Santa Ana thrive through homework assistance, exercise programs, exposure to culture and the arts, and more. I wish SAPAAL continuous success!



NEWS

In Winter Wonderland fashion, our OC Clerk-Recorder department came together for the annual End of Year Staff Meeting. This meeting is a special time to reflect on our accomplishments of the year, celebrate the outstanding work of all staff, and look ahead towards our goals for the new year.

I extend my heartfelt appreciation towards each member of the Clerk-Recorder team for providing outstanding service to our community and demonstrating an unwavering commitment to excellence.

A very special thank you to our amazing team of managers for their generosity in donating raffle opportunity gifts. Their contributions brought joy and made the event so fun and memorable for everyone.

Our OC Clerk-Recorder department is excited to continue serving our community with innovation and excellent customer service in 2026. We are proud to serve you!



NEWS

I was thrilled to take part in the Groundbreaking Ceremony of Main Court Badminton Club in Stanton. It was wonderful to celebrate the start of a new community space and training center dedicated to supporting athletes of all levels. As construction begins, I would like to send my warmest wishes to the founders, coaches, and all future badminton players of Main Court Badminton Club.

This incredible facility will foster connection and promote healthy living through sport. May Main Court Badminton Club thrive for years to come. Congratulations!



NEWS

The magic of the holiday season was here at the County Service Center (CSC) in Santa Ana! On December 11, I had the pleasure of joining county department heads and staff for a festive tree lighting ceremony and a fun holiday survey. All county departments of CSC came together to celebrate the season and recognize the outstanding service our teams provide to the community every single day.

To my dedicated Clerk-Recorder staff, thank you for your dedication, heart, and outstanding work. Your efforts truly shine and make a meaningful impact to all throughout the year.



NEWS

Our department successfully wrapped our final Special Saturday Opening of 2025 on December 13!

These Saturday events are created with our community in mind, especially for those who cannot visit us during the weekdays. Being able to offer this convenience is something I'm deeply proud of.

From the bottom of my heart, thank you to our dedicated staff for going above and beyond and delivering exceptional service. Your commitment and teamwork made today an incredible success.

To everyone who visited us, thank you for trusting us with such important moments. Congratulations to all the newlyweds!

We truly cherish these moments of service and celebration, and I look forward to continuing to serve our community with the same passion and care.



NEWS



Hugh Nguyen
Orange County Clerk-Recorder



Clerk-Recorder on Wheels

Saturday, January 10 , 2026
9AM - 2PM (By Appointment Only)

NEW U.S. PASSPORT SERVICES

Location

Unidos South OC
31341 Los Rios St
San Juan Capistrano, CA 92675



Services

- **Apply for a NEW U.S. Passport**
- **Passport Photos for \$7**

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



Book Your Appointment

Please call **949-441-1090**

Limited appointments available. Book yours today!



OCRecorder.com

COMMUNITY OUTREACH

During the month of December:



Don Churros is opening in the heart of Santa Ana! My team presented this business with a certificate of recognition on this special occasion!

We proudly recognize Don Churros for their outstanding dedication to preserving and sharing their cherished generational recipe of authentic churros and celebrating the Mexican culture with the community. Their commitment to culinary excellence is evident in every hand-made crispy, cinnamon-sugar-coated delight.



On December 5, my staff was proud to be with the community at Anaheim Market Place's Annual Toy Giveaway and Resource Fair.

We answered questions about passport services, vital records, fictitious business names, and more.

Thank you to everyone who stopped by our table to learn how the Clerk-Recorder department can assist you!



My team was at the Latino Health Access Resource Event in Santa Ana. We spoke with attendees on topics including how to obtain vital records such as birth, death, and marriage certificates, how to apply for a new U.S. passport, and more.

It was a pleasure for us to answer questions and let the community know how our OC Clerk-Recorder Department can assist.

Thank you to everyone who stopped by our table! We look forward to assisting you in the future.

AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder *Employee of the Month*



Congratulations!
**Administrative
Support Team**

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 information placed on a recognition plaque.

I am pleased to recognize Anya, Helen, Liliana (Lily), and Pauline from our Administrative Services Team as our December Employee of the Month honorees. Together, they are the quiet engine behind nearly everything our department plans and delivers.

Day in and day out, this team coordinates the administrative work that keeps our operations running smoothly. They work closely with their leadership to support department goals, respond to staff needs across all locations, manage scheduling and logistics, and help ensure that materials, equipment, and information are where they need to be, when they need to be there. Much of this work happens behind the scenes, but it is essential to the customer service experience we provide at every counter and window.

This group is also consistently mindful of staff safety, staffing needs, and the overall staff experience. They help think through traffic flow, security considerations, and coverage needs when we add off-site events, mobile services, and weekend hours. They anticipate issues, resolve problems before they escalate, and communicate early with both internal staff and external partners. Whether it involves a last-minute schedule change, a facility need, or a customer concern, they step up with hesitation and support one another to get the job done.


The professionalism, reliability and teamwork shown by Anya, Helen, Lily, and Pauline reflect the best of our department. Their dedication directly contributes to our ability to service Orange County residents efficiently, courteously, and with the high level of customer service we strive to provide every day.

Please join me in congratulating these members of our Administrative Services Team as our December Employee of the Month honorees and in thanking them for all they do for our staff and community we serve.

CUSTOMERS ARE SAYING...

We received the following customer comment card for our County Administration South Office in Santa Ana. Thank you Supervisor Nancy for your great customer service!

Nancy

 **OC CLERK-RECORDER SURVEY**

Your Name: VICTOR LAPA
Date: 2/15/25 Phone: 909 441-1635
What office location did you visit?
Anaheim Santa Ana Old Courthouse Laguna Hills

1. Reason for your visit
APPOINTMENT

2. How would you rate our overall service
Outstanding Average Needs Improvement

3. Do you have any additional suggestions?
GREAT SERVICE

Thank you for your feedback!


We received the following review for our Call Center in Santa Ana. Thank you Nayeli for providing patient and excellent customer service!

I received a call from Ray Conrad, a Regional Call Center Manager, who wanted to share positive feedback about Nayeli. He said she was extremely patient while answering his many questions and gave her an A+ for her listening skills, product knowledge, and customer service. I wanted to pass this along so she can receive recognition for her excellent work in the call center.

CUSTOMERS ARE SAYING...

We received the following customer comment card for our Document Examining Team at our County Administration South Office in Santa Ana. Thank you Leticia for your great customer service!

Leticia 2
Window 11 ★★★★★



OC CLERK-RECORDER SURVEY

Your Name: Dinah

Date: 12-23-2025 Phone: [REDACTED]

What office location did you visit?
Anaheim Santa Ana Old Courthouse Laguna Hills

1. Reason for your visit
Document Recording

2. How would you rate our overall service
Outstanding Average Needs Improvement

the most organized public office I have ever been to!

3. Do you have any additional suggestions?
No suggestions -
5 stars!!!

Thank you for your feedback!

The following online review was received for our North County Office in Anaheim. Thank you to my staff for providing quick and easy service.

★★★★★ 2 weeks ago

This place is really nice, staff friendly, and no hidden fees like when you try to get online from other sources. I did simple application for certificate on their site then got certified copy right away once I arrived and paid. Super simple!

OCRecorder.com

DECEMBER IN O.C. HISTORY



Irvine Lake in the 1940s. (Photo courtesy O.C. Archives)

- Dec. 10, 1931** The \$600,000 Santiago Dam was completed. Damming Santiago Creek also marked the birth of Irvine Lake.
- Dec. 12, 1952** Famed Olympic gymnast and actress Cathy Rigby was born in Los Alamitos.
- Dec. 5, 1901** Film producer and Disneyland founder Walt Disney was born in Chicago, Illinois.
- Dec. 6, 1925** San Clemente, ("The Spanish Village by the Sea,") was founded by former Seattle Mayor Ole Hanson.
- Dec. 21, 1971** Voters approved the incorporation of the City of Irvine by a 2-to-1 margin.

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



During the holidays, one of my staff took this photo of the Woolly Mammoth sculpture at Mammoth Lakes, California.

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)

