



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

## WELCOME

Newsletter - September 2021

*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 [OCREORDER.COM](http://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**



## ORANGE COUNTY CLERK-RECORDER DEPARTMENT NOMINATED FOR TWO ORANGE COUNTY BUSINESS COUNCIL AWARD CATEGORIES

The Office of Orange County Clerk-Recorder Hugh Nguyen has been nominated for two Orange County Business Council 11th Annual Turning Red Tape into Red Carpet Awards, honoring innovative programs and local agencies that are cutting red tape and supporting a resilient Orange County.

The department received two nominations for 2021. "Hitched at Honda Center" showcases the department's pandemic marriage services location at Anaheim's Honda Center for the Business Retention and Expansion Award, and "Hitched with Virtual Wedding Services" illustrates the department's virtual marriages program tasked with performing marriage services entirely through videoconference for the Incorporating Innovative Technology Award.

**"I want to thank all of my staff for all their hard work while serving the public, and for making these nominations possible" Clerk-Recorder Hugh Nguyen said. "We accomplished so much over the past year and a half, and I couldn't be more proud."**

The department has remained an unwavering supporter of the Turning Red Tape into Red Carpet Awards for the past five years. In 2020, the department was awarded Honorable Mention for its Hitched at Honda Center program in the Public-Private Partnership award category.

Join us for a virtual happy hour celebration on November 4 by visiting the following link: [11th Annual Turning Red Tape into Red Carpet Awards - Orange County Business Council \(ocbc.org\)](http://11thAnnualTurningRedTapeintoRedCarpetAwards-OrangeCountyBusinessCouncil(ocbc.org))

# Interested in getting a passport?



## ORANGE COUNTY CLERK-RECORDER DEPARTMENT

# PASSPORT SERVICES

**Available By Appointment Only @  
Two Convenient Locations**



North County Branch Office  
Wells Fargo Building  
222 S. Harbor Blvd., Ste. 110  
Anaheim, CA 92805

Available from 9 a.m. to 4 p.m.  
Monday - Friday



Old County Courthouse  
Downtown Santa Ana  
211 Santa Ana, Blvd., Room 201  
Santa Ana, CA 92701

Available from 8 a.m. to 4 p.m.  
Monday - Friday

- *Only new passport applications will be accepted.*
- *No renewal applications will be accepted by our office.*
- *Passport processing times by the U.S. Department of State can take up to 18 weeks from the date of acceptance by our office. Please plan your travel accordingly.*
- *Must complete your application online prior to visiting our office.*
- *Must bring completed hard copy application to appointment.*

For more information and to make an appointment visit:



## OCRECORDER.COM





# COMMUNITY OUTREACH

## During the month of September:



On September 8, my staff joined the Huntington Beach Chamber of Commerce for their ribbon cutting event to welcome Zankou Chicken to the Huntington Beach business community. I wish them great success in creating a healthy Mediterranean dining experience that reflects their dedication to excellence in the food they serve and in the people who serve it.



On September 17, my team joined the Newport Beach Chamber of Commerce for their ribbon cutting event to welcome E3 Solutions to the Newport Beach business community. I wish them great success while engaging, enabling, and empowering people to change the world through the way they choose to live in it.



On September 23, my staff joined the Tustin Chamber of Commerce for their ribbon cutting event welcoming N.M. Law to the Tustin community. We wish them great success while being dedicated exclusively to the fields of trusts & estates and business transactions.



# COMMUNITY OUTREACH

## During the month of September:



This past week I had the honor of presenting a certificate of recognition to Heritage Barbecue in San Juan Capistrano to congratulate them on receiving the Michelin Bib Gourmand Award. According to the *OC Register* and Gwendal Poullennec, the international director of the Michelin guides, Michelin uses the same standards for reviewing restaurants whether they are in Manhattan Beach or Manhattan. They use exactly the same methodology to ensure the value of their ratings. I wish Daniel Castillo, Executive Chef Nicholas Echaore and the rest of the team continued success while serving only the highest quality meals to residents and visitors throughout the County of Orange.



# AWARDS AND RECOGNITIONS



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



**Congratulations!**  
***Aja Tucker***

**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 Aja Tucker as the Employee of the Month for September.

During the month of September, Aja worked tirelessly on projects and work backlogs as part of SECURE Support. Whether it was adding new submitters, guiding new counties, training new users, or testing software, Aja placed her full efforts into all tasks enthusiastically and in the most professional manner! As software tester, Aja keeps the team updated on test results and bugs that required software patches from the development team. This month, she completed the testing of SECURE's new Lights Out recording software. Aja is detail oriented and always thinks ahead as she implements the steps for onboarding new counties and submitters into SECURE. In September, she finalized the IT requirements for Imperial County and worked on collecting the documentation required for adding eleven new G2G submitters.

Aja has become a crucial resource to our SECURE Support team. In addition to her normal work duties, she has been essential to the training of new team members such as David and Helen. Aja trained them in many administrative procedures making them productive members of the team. Aja has many excellent qualities that make her an essential asset to the Department and the SECURE Support Team. She maintains a great attitude no matter the circumstances, and she is someone we can count on to get the job done!

Please join me in congratulating Aja on her achievement!

**OCRecorder.com**

# CUSTOMERS ARE SAYING...

**Our customers wrote the following reviews for my staff in the County Service Center. Thank you for your hard work!**

**The following review was received through the department's Google Business Account:**

Alexander Olson

★★★★★ 3 days ago

Went in at 8AM on a Tuesday to get a certified copy of my birth certificate and was out in about 15 minutes. The check in process was quick and easy and I was helped within a few minutes. It was simple and efficient. They suggest filling out the online application for records as that speeds things up a bit; however, they also have many computers there to fill out the application.

**The following review was received through the department's Yelp account:**

★★★★★ 9/18/2021

...

Quick and fast service .They moved to a new building and I was there for a birth certificate. I was out in five minutes  
Parking is limited but ample public parking nearby.

**OCRecorder.com**



# CUSTOMERS ARE SAYING...

One of our customers sent the following complementary letter for Cam and Leticia regarding their assistance with recordable documents. Thank you both for providing exemplary service!

Monday, September 20, 2021

Orange County Clerk-Recorder  
Attn. Hugh Nguyễn, Clerk-Recorder  
County Administration South Building  
601 N. Ross Street  
Santa Ana, CA 92701

**Re: Letter of Commendation For Cam AND Leticia**

Dear Mr. Nguyen,

The purpose of this letter is to tell you about two of your staff members, Cam Bui ("Cam") and Leticia Siller ("Leticia"), that **embodies the qualities of what public service should be all about**. But before I commend them, I want to briefly explain my experiences, so you can better appreciate the great customer service they provided for me.

On Thursday, September 16th, I came to the Recorder's Office to record a Grant Deed. I was directed to Leticia's window. I have had her assist me in the past, and she has always been very polite and courteous to me. My experience with her was very efficient, and because of her, I was in and out of your Office in about five minutes. She was very helpful.

On Friday, September 17th, I again came to your Office to record a Deed. Before I was called to a window, I noticed that the full name of the Grantee was missing. I only had her first name. When I came to Cam's window, I told her I needed her help and explained the mistake and asked her how I could cure the error. She was very helpful and instructed me how to make the Deed valid again. I was so fortunate that she was able to help me rather than telling me I had to get a new Deed.

I think you should know that I believe both Leticia and Ca are **perfect exemplars and models** for your office. Both are valuable assets to your Office and you should be very proud of both of them. I am certain that they provides the same excellent customer service to each and every public member they daily assist.

I just wanted to thank both of them for helping me..



# CUSTOMERS ARE SAYING...

One of our customers sent the following complementary letter for Aja Tucker regarding her assistance with recordable documents.  
Thank you Aja for providing exemplary service!

Wednesday, September 22, 2021

Orange County Clerk-Recorder  
Attn. Hugh Nguyễn, Clerk-Recorder  
County Administration South Building  
601 N. Ross Street  
Santa Ana, CA 92701

**Re: Letter of Commendation For Aja Tucker**

Dear Mr. Nguyen,

The purpose of this letter is to tell you about one of your staff members, Aja Tucker, that **embodies the qualities of what public service should be all about**. But before I commend her, I want to briefly explain my experiences, so you can better appreciate the great customer service she provided for me.

On several occasions, I have had specific questions about Deeds that I didn't know the answers to. I have either e-mailed Aja or called her to ask for help and assistance, and on every occasion, she has promptly answered my e-mail or called me back on the phone with the answers. I just wanted to tell you that Aja is always very polite, courteous and very professional with me. Rather than just blowing me off, or stating she can not help me, she readily listens to me and always has been willing to help me.

I think you should know that I believe Aja is a **perfect exemplar and model** for all of your staff to mimic and imitate. She is a valuable asset to your Office and you should be very proud of her. I am certain that she provides this same excellent customer service to each and every public member she daily deals with in person or the phone.

I know and understand how important it is for County employees to provide the very best customer service. I just wanted you to be aware of Aja's excellent effort and professionalism, and I wanted to thank her. I also know that she most likely doesn't hear it often enough how good of a job she does from the public, but I wanted you to know I observed this first-hand and wanted to tell you and her in writing.

# SEPTEMBER IN O.C. HISTORY



With the sand washed away by the big storm of September 1939, homes fall into the sea at Sunset Beach (now part of Huntington Beach).

Photo courtesy of the Orange County Archives.

- Sept. 19, 1967** Angels pitcher Jim Abbott was born in Flint, Michigan.
- Sept. 21, 1927** Tustin incorporated as a city. At the time, it had a population of 500.
- Sept. 24-25, 1939** Orange County was hit by a major hurricane (a.k.a. chubasco). Many structures were damaged, including beach cottages, hangars at Martin's Airport, and many piers and wharfs along the coast.
- Sept. 28, 1977** The Brea Mall held its grand opening ceremonies.
- Sept. 29, 1776** After an abandoned first attempt in 1775, Fr. Junipero Serra received permission to establish Mission San Juan Capistrano.
- Sept. 30, 1963** Orange County's population reached 1,000,000.

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 at Point Lobos State Natural Reserve on a recent trip to Carmel, CA.

Visit our webpage at: [OCRecorder.com](http://OCRecorder.com)

For more information about  
the Orange County Archives visit:  
[OCArchives.com](http://OCArchives.com)

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