



HUGH NGUYEN

Orange County Clerk-Recorder

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

WELCOME

Newsletter - November 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

NEWS



Parking Lot P4

**630 North Broadway St,
Santa Ana, CA 92701**
(Entry/Exit at Broadway)
Available Mondays - Fridays

**FIRST 30 MINUTES FREE
& CLOSE TO OUR OFFICES**

CAS Building
601 N Ross St
Santa Ana, CA 92701

Old Orange County Courthouse
211 West Santa Ana Blvd
Santa Ana, CA 92701



If you are planning to visit our Santa Ana locations for wedding services at the historic Old County Courthouse or for any other Clerk-Recorder services we recommend parking in the convenient P4 lot on Broadway, just a short walk from our offices! This lot is open for visitors during our regular business hours, Monday through Friday, from 8 AM to 4:30 PM.

Let us help make your visit smooth and hassle-free. We look forward to serving you!

COMMUNITY OUTREACH



On November 5, my team and I proudly presented a Certificate of Recognition to celebrate OC Credit Union's incredible 86th anniversary milestone. Recognized as one of Orange County's top credit unions by Orange County Register readers, OC Credit Union continues to set people centered banking standards!

Their mission has grown from serving county government employees to creating simple, accessible banking for residents across Orange County and neighboring communities - all while keeping their members at the heart of everything they do.



On November 7, El Aviso Magazine hosted a successful customer service training seminar for retailers.

I would like to thank El Aviso Magazine for the invitation and the opportunity to promote our services among the attendees and merchants! Visitors who stopped by our information table were very interested in learning about the services offered by our department, including fictitious business name registration, vital records and marriage services. We enjoyed the opportunity to connect with everyone and answer questions.

COMMUNITY OUTREACH



On November 14, my team had a fantastic time connecting with the community at the largest indoor swap meet in Orange County - The Anaheim Marketplace! With over 200 specialty shops, it's a unique and vibrant place to shop and learn about our Clerk-Recorder services. Thank you to everyone who stopped by to say hello!



On November 18, my staff and I visited Cancun Juice to celebrate their 2nd Anniversary in the City of Tustin. We congratulated this amazing team for their dedication to serving delicious Mexican treats, fresh natural juices, fruits, and healthy salads. Their commitment to promoting health and wellness in our community is truly commendable. Here's to many more years of success and growth. Thank you for enriching our community with your vibrant flavors and healthy choices!

AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder *Employee of the Month*

Congratulations!

Chantha

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 Chantha Muth as Employee of the Month for November.

Chantha is a Recordable Document Examiner of our Recorder Operations unit. Her strong work ethic, knowledge of policies and procedures, and outstanding performance make her a great asset to our department. Chantha's commitment to delivering the highest quality of service is exemplary and leaves a lasting impression on all customers. She treats everyone with respect and possesses a remarkable ability to find answers and resolve issues for customers promptly. As a result, our department frequently receives positive feedback from satisfied customers who praise Chantha's professionalism, friendliness, and attention to detail.

In addition to her regular duties, Chantha completed special assignments from her supervisors successfully. Chantha recently assisted the department with fee studies and the testing of new cashing software. Additionally, she conducted an informative presentation on the best practices of map recordings for another government agency. The presentation was well received and demonstrated Chantha's excellent communication skills and ability to maintain positive relationships with other agencies.

We warmly thank Chantha for all her positive contributions to our department, and we are proud to have her on our team.

Please join me in congratulating Chantha on this achievement!

OCRecorder.com

CUSTOMERS ARE SAYING...

We received the following online reviews completed by customers that visited our office inside the County Service Center in Santa Ana. Thank you Anthony and Toan for always exceeding customers expectations.



11/14/24



Nice new location. Fairly bright inside with a contemporary vibe. Very organized and fast service. Had already filled out my forms online, prior to going in, so I was just there to pick up the official documents. Only had to walk up to the registration desk to confirm my identity and was then placed in the queue. Didn't wait more than 5 minutes before obtaining assistance. Lots of chairs available in the waiting area; and the place is very spacious and wasn't crowded at all. Some meter parking is available on N Ross Street and then it's a short walk down the OC Walk of Honor to the Recorders office.



11/1/24



I came to drop off my marriage license on a Friday and it was packed! I was helped by Anthony who went above and beyond to make sure I was seen in a timely manner. The check Toan was helpful and efficient!

CUSTOMERS ARE SAYING...

The following comment card was received from a customer that visited our South County branch office in Laguna Hills. Thank you Crystal for consistently giving customers outstanding customer service!

Crystal O. 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 ^{Thursday - 11/14} Saturday services beneficial to you?

So nice! Done by
Crystal - SGA.
was wonderful

4. Reason for your visit?
Just to say thank you Date: 11/15/24

CUSTOMERS ARE SAYING...

Our North County branch office in Anaheim received the following reviews. Thank you Cesar and Paulina for providing excellent and efficient service to our customers!



11/5/24

...

Wowow. Such an amazing experience!! I was in and out within 5 mins. I was dreading this however Cesar was very fast and efficient. The whole process was fast and efficient!!! I walked in, sat at a desk to fill out my information on a computer then waited .025 seconds to be called. Cesar confirmed my information and handed me my birth certificate. \$32 and less than 5 mins later, I'm out of there! This place is faster than Chick-fil-A's drive thru lane!!

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: 11/20/24

4. Reason for your visit?

Birth Certificate

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

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

~~None~~

Service was awesome.
From front desk help to
(Paulina) helping. She was
professional, nice, helpful.
amazing service.

NOVEMBER IN O.C. HISTORY



The raising of bees by apiarists was a key component of Orange County's agricultural economy as early as the 1860s. In this 1946 photo, local farmers attend an apiary management class conducted by the Orange County Agricultural Extension.

- Nov. 2, 1967** The City of Yorba Linda incorporated with a population of about 11,433.
- Nov. 10, 1935** The last rocks were placed on the jetties that helped turn Newport Bay into Newport Harbor.
- Nov. 15, 1935** County Bee Inspector Roy Bishop announced that Orange County had a population of 800 million bees and that they'd produced 250,000 pounds of honey in 1934.
- Nov. 15, 1945** The Santa Ana Army Air Base closed. This World War II Era facility provided ground training for pilots and other air crew. Today, the Orange County Fairgrounds, Orange Coast College and Vanguard University occupy much of the base's old footprint.
- Nov. 22, 1901** Ten attorneys met in the newly completed Orange County Courthouse and founded the Orange County Bar Association.

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 of the Cholla Cactus Garden while visiting Joshua Tree National 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)

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