



# HUGH NGUYEN

Orange County Clerk-Recorder

County Administration South  
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## WELCOME

Newsletter - December 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](http://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...](#)

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

[Out and About](#)

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**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



## **Orange County Clerk-Recorder Hosts Annual Giving Back to the Community Event for the Santa Ana Police Athletic and Activity League**

On December 3, my department and I were proud to continue a cherished tradition of over a decade, our Giving Back to the Community event. We hosted 34 children from the Santa Ana Police Athletic & Activity League (SAPAAL) to join us as well as a special guest from the North Pole, Santa Claus, himself!

Thank you to my amazing staff for their heartwarming generosity in making this day so much fun for the children, and thank you to all the staff of SAPAAL for working with us.

I would like to wish SAPAAL continuous success in all of their endeavors as they foster positive connections among Santa Ana's youth, their families, and the police officers who serve our community. It is a pleasure for OC Clerk-Recorder to work with SAPAAL each year. Together, we were able to ring in a magical holiday season for these children!

Santa Ana Police Athletic & Activity League is an after school and outreach program for youth in the city. The program provides homework assistance, athletic opportunities, exposure to culture and the arts, and more. Their main goals are to set up the children for success and to create and foster a healthy, positive relationship between the children, community, families, and city police officers.

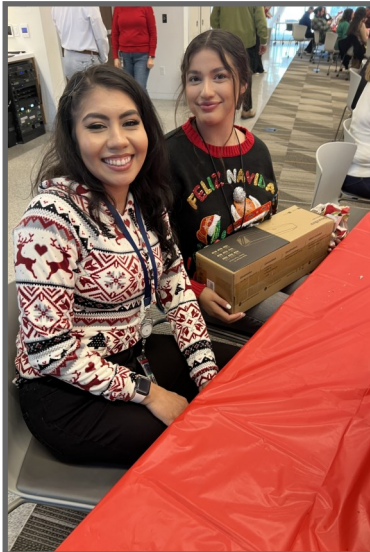


# NEWS

My department held our annual End of the Year Staff Meeting to look back on our accomplishments, recognize staff for their outstanding work, and set goals for our upcoming new year. Everyone on our team played a pivotal role in our success, and I warmly thank all staff for their unwavering dedication and commitment to delivering efficient and excellent customer service.

I would also like to extend my heartfelt gratitude to my incredible team of managers for their generosity in donating raffle opportunity gifts to the staff. Their contributions made the event so memorable and fun for staff.

My department and I look forward to serving our community with continuous excellent customer service and more innovative launches to come in 2025. Wishing everyone a joyous holiday season and the very best new year!





# NEWS

On the morning of December 11, the holiday spirit was truly in the air. I was happy to join department heads and staff at the County Service Center (CSC) in Santa Ana for a festive morning of tree lighting and caroling. It was a great opportunity for us to celebrate the season together and recognize staff across all county departments for their excellent customer service to the public.

A heartfelt thank you to all our dedicated Clerk-Recorder staff for their extraordinary work and unwavering commitment. Your efforts make a significant difference every day.

Thank you to the CSC Hospitality Committee for their organization of this fun event as well as their efforts in putting up beautiful holiday decorations in CSC for visitors and county employees to enjoy.

Wishing everyone a warm and safe holiday season!





# NEWS

Our final OC Clerk-Recorder Special Saturday Opening of 2024, held on December 14, was an incredible turnout across our Anaheim, Laguna Hills, and Santa Ana offices. It was a joy and truly heartwarming to capture some special moments with families of the newlyweds. Through this special event, our goal has been to make passport and marriage services more accessible to the community.

Staff issued a total of 142 marriage licenses, performed 133 wedding ceremonies across our offices, and accepted 33 new U.S. passport applications. Congratulations to all the newlyweds who said "I do" at our offices! We were thrilled to assist you on such an important occasion and share in your celebration. Wishing you unlimited happiness and everlasting love as you begin this new chapter together.

A heartfelt thank you to my dedicated Clerk-Recorder team whose hard work, professionalism, and dedication have made this year's special events possible. Together, we are proud to provide convenient services for Orange County residents.





# NEWS

Just Married

 Clerk-Recorder Hugh Nguyen  
Just now · County of Orange, CA ·

♥♥♥ Hitched at Orange County Clerk-Recorder Department  
#OCRecorder #Weddings #WeddingDay #Marriage #JustMarried #OCWeddings #HappilyEverAfter #WeddingPhoto #TeamHughNg



You and 3,175,691 others 311 Comments 1,889 Shares

Love Comment Share





# COMMUNITY OUTREACH



On Dec 6, my team kicked off the holiday season and was excited to participate at the Anaheim Market Place holiday festivities. The Anaheim Market Place was giving away over 1,000 free toys to children as part of their celebration, with nearly 2,000 attendees expected!

My team enthusiastically shared information about our services on vital records, marriages, passport and other services we offer. Thank you everyone for stopping by and saying hello!



On December 12, I had the opportunity to congratulate El Pollo Norteño of Santa Ana on an incredible anniversary of 43 years serving Mexican style grilled chicken. It was a pleasure for me to present a certificate of recognition to this local business on this special occasion with my team.

Additionally, I want to commend El Pollo Norteño for their generosity in giving back to the community through their contributions of funds and food to educational and non-profit organizations. Their work truly supports a stronger and brighter future for the community.

I warmly wish El Pollo Norteño continuous success and many more years of making a difference!



On December 20, my team congratulated Tulum Cocina Mexicana on their grand opening in the City of Anaheim! My team was excited to celebrate this milestone with the establishment and are excited about the exquisite dining options they offer. Their menu not only caters to the most demanding palates but also beautifully showcases the rich traditions of Mexican culture and cuisine.

We wish Tulum much success and prosperity as you bring the vibrant flavors of Mexico to our community. Here's to many memorable moments and culinary delights at your new location!



# COMMUNITY OUTREACH

On December 21, my team was proud to have been part of United Across Borders Foundation final event of the year, spreading joy to hundreds of children with Christmas gifts and bringing smiles to adults who received prizes, clothing, and groceries.

This heartwarming event showcased the incredible collaboration between community organizations and government agencies like my Orange County Clerk-Recorder's Office, as we shared information about the vital services available to the public.

A huge thank you to everyone who made this magical day possible!





# AWARDS AND RECOGNITIONS



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



# Congratulations!

## Rosa

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 Rosa Tapia as Employee of the Month for December.

Rosa is a part of our Clerk Operations unit. With her dedication, hard work, and excellent customer service skills, Rosa is a strong asset to our team. Her manner of treating each customer with professionalism and kindness do not go unnoticed. At the information desk, Rosa answered questions and guided customers effectively and patiently through all circumstances. Our department is proud to receive positive customer feedback praising her. Supervisors commend her high quality of work and commitment to excellence in every task. Additionally, Rosa's excellent punctuality and attendance serve as an example for all to follow.

Rosa is a great team player, and readily adapts to the department's changing needs. Without hesitation, Rosa provides coverage of our satellite offices when requested and works during our Special Saturday Openings. Her efforts help our operations and special events run smoothly. When new colleagues join the team, Rosa takes initiative to help them learn procedures accurately. Her warm and friendly demeanor towards everyone make her so wonderful to work with.

We thank Rosa for her continuous hard work, and we are grateful to have her on our team.

Please join me in congratulating Rosa on this achievement!

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



# AWARDS AND RECOGNITIONS



We're proud to recognize  
**Orange County Clerk-Recorder**  
as a beloved business on Yelp  
in 2024.

With over 287 million  
cumulative reviews on our  
platform, the people have  
spoken, and you are cherished.

**Orange County Clerk-  
Recorder**

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A handwritten signature in black ink, appearing to be 'JS'.

**Jeremy Stoppelman**  
CEO & Co-founder, Yelp

November 1, 2024

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DATE



My entire team and I are delighted to announce another prestigious accolade from Yelp in 2024 recognizing all four of our facilities.

Our OC Clerk-Recorder offices at the County Administration South Building and Old County Courthouse in Santa Ana and our North and South County Branch Offices are proud to serve the community with a wide range of services such as vital records (birth/death/marriage certificates), passport services, civil ceremonies, fictitious business name filings, real property recording, and more. It is our mission to provide excellent customer service. With over 6 million active claimed business pages and 287 million cumulative reviews, our recognition is more than just a rating - it reflects the valuable feedback from our customers and the hard work of our incredible staff.

We are proud to display our "People Love Us On Yelp" sticker and certificate of authenticity, symbols of our commitment to creating memorable experiences for couples in love.

Thanks to Yelp for this honor, and a huge thank you to everyone who took time to share their experience with our office. It is our pleasure to assist you!

**OCRecorder.com**



# CUSTOMERS ARE SAYING...

The following reviews were received by our customers that were assisted inside the County Service Center in Santa Ana for passport services and fictitious business name services. Thank you April, Helen, and Trinity for going above and beyond and providing 5-star customer service.



12/30/24



Good news to report at the OC county services office.

WebWent to renew my son's passport and much to our surprise the wait was short and the service was terrific. April in passports was awesome- Super friendly and quick. Thank you April - 5 stars to YOU!

Hi my name is Darrew  
and I want to say Helen and  
Trinity are very good at their  
job in customer service they  
walked me through each step  
to get a business name.



# CUSTOMERS ARE SAYING...

Our South County branch office in Laguna Hills received the following comment cards and Yelp review from customers that recently visited our office. Thank you Rene, Nancy, Robert, and my entire staff for always providing fantastic and efficient service while serving our customers.

South County  
*Rene*

**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?**  
*Recording*      Date: *12/2/2024*

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

\_\_\_\_\_

**6. How can we improve our services?**  
*Rene was very helpful*

\_\_\_\_\_

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?**

*NANCY WAS FANTASTIC!*

\_\_\_\_\_

**4. Reason for your visit?**  
*PASSPORT LOSS*      Date: *12/17/24*

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

\_\_\_\_\_

**6. How can we improve our services?**  
*perfect*

\_\_\_\_\_

South County  
*Robert*

**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?**  
*n/a*

\_\_\_\_\_

**4. Reason for your visit?**  
*CERTIFICATES + DOCS*      Date: *12/24/2024*

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

\_\_\_\_\_

**6. How can we improve our services?**  
*Everyone was very helpful & patient explaining how to use system*

\_\_\_\_\_

★★★★★ 12/7/24

I've come to this location twice for marriage and birth certificates. Both times I was in and out in 5 minutes. It's easy to fill out an application online ahead of time (though you can do it on a computer in the waiting room too). You just scan a QR code to check-in when you arrive and it will tell you your place in line. There is plenty of parking and it wasn't crowded either time I visited. Service from the clerks has consistently been friendly and efficient. I find this location much easier to visit than the Santa Ana location. 5 stars from me!



# DECEMBER IN O.C. HISTORY



*A postcard view of Santa Ana's new City Hall in the mid-1930s. (Photo courtesy Orange County Archives.)*

- Dec. 2, 1926** Placentia incorporated as a city with a population of about 800.
- Dec. 3, 1935** A new giant plow, built by Charles R. and Norman R. Post is unveiled. Although remarkably large, it seemed only a "sneak preview" for the world's largest plow, which the Post Brothers would complete in 1937.
- Dec. 3, 1935** The new art-deco Santa Ana City Hall was dedicated. Although no longer used as the City Hall today, it still stands on Main Street at 3<sup>rd</sup> Street.
- Dec. 21, 1958** The first holiday Candlelight Procession event at Disneyland was held.
- Dec. 31, 1923** The tract map for the Mexican-American community of Colonia Independencia (near Stanton) was filed, literally laying the groundwork for a community that continues

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 a photo of a house fully decorated with holiday lights while walking through a neighborhood in the City of Orange.

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

