



HUGH NGUYEN

ORANGE COUNTY CLERK-RECORDER

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WELCOME

Newsletter - February 2018

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 or the services provided to the public.

Sincerely,

Hugh Nguyen

County Clerk-Recorder

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Mark Your Calendars:

March 17, 2018 - Special Saturday Opening

April 14, 2018 - Passport Day - Santa Ana

April 21, 2018 - Special Saturday Opening

[OC Weddings Mobile App](#)

Don't forget to download the OC Weddings app.



OCRecorder.com

NEWS



CLERK-RECORDER TO HOST 2nd ANNUAL PASSPORT DAY AT THE OLD COUNTY COURTHOUSE IN SANTA ANA

Clerk-Recorder Hugh Nguyen invites the public to take advantage of Passport Day in Santa Ana to get their passports now and avoid last minute travel delays. For the second year in a row, the Clerk-Recorder's Office will be hosting this special day at the Old County Courthouse in Santa Ana on Saturday April 14, 2018 from 9 am to 3 pm.

Only passport services and birth certificates will be available on this day. These special openings make the passport process easier for parents, as both parents must be present to obtain passports for children younger than 16 years of age. This special opening is also geared towards individuals who can't make it to our offices during normal operating hours due to work, school or other time constraints.

"During Passport Day last year, over 100 busy families and individuals took advantage of these special hours," Clerk-Recorder Hugh Nguyen said. "I encourage the public to take advantage of these special openings in order to avoid any delays in their travel plans. We are here to help make the process easier for everyone and hope to help even more individuals and families during this year's Passport Day."

Appointments for passport applications are recommended but not necessary due to an anticipated increase in demand for services. Walk-ins are welcome. To save time, passport applications can be completed in advance online at OCRecorder.com. **Again, please note, only passport services and birth certificates will be available during this special opening.**

Passports for those age 16 and older cost \$145, made in two separate payments: a check or money order for \$110 made payable to the U.S. Department of State and a separate processing fee of \$35 paid with cash, a credit/debit card or a check or money order payable to the Orange County Clerk-Recorder Department. For those under age 16, the cost is \$115 made in two separate payments: a check or money order for \$80.00 made payable to the U.S. Department of State and a separate processing fee of \$35 paid with cash, a credit/debit card or a check or money order payable to the Orange County Clerk-Recorder Department. As an added convenience, passport photos will be available on the spot for \$10.

For more detailed information or to make an appointment for this upcoming Passport Day, please visit: OCRecorder.com

NEWS



SATURDAY HOURS PLANNED FOR MARCH 17

The Clerk-Recorder Department will once again open its doors to the public on March 17, 2018 for its once-a-month Saturday hours. The department's branch offices in Fullerton and Laguna Hills as well as the Old County Courthouse in Santa Ana, will be open from 10 am to 3 pm. Customers will be able to obtain marriage licenses, have marriage ceremonies performed, submit passport applications, purchase passport photos and obtain vital and official records. To find out what services are available at each location, please visit us at OCRecorder.com for more detailed information.

Please note, the Orange County Archives will not be open during this Saturday opening due to ongoing building maintenance.

For more information, please visit us at:

OCRecorder.com

COMMUNITY OUTREACH

During the month of February:



I was invited to the grand opening of T.P. Food Processing, Inc. and presented them with a certificate of recognition to mark the occasion. I wish them great success.



I had the opportunity to appear on HonViet where I recorded our Lunar New Year's greeting and let the public know about our services and the launch of our OCWeddings mobile app.



My team and I went on KVLA TV 57.8 to field calls from the public live, answer their questions and let them know about the services offered at our offices.

COMMUNITY OUTREACH

During the month of January:



I had the opportunity to speak at a Realty One Group function. I spoke about our services and the new law being implemented relating to our office.



I had staff attend the grand opening for Fairview Commons MBK Senior Living. A certificate of recognition was presented to them and we wished them great success.



My office was present at the ribbon-cutting ceremony for Furniture Ave in the City of Santa Ana. We wish them great success in their efforts with helping Orange County residents create beautiful homes.

AWARDS AND RECOGNITIONS

**EMPLOYEE
OF THE
MONTH**



Rosario Nava

Each month we are recognizing 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, has their name placed on a recognition plaque, uses the special designated parking space and may dress casual during their month of recognition.

It is my pleasure to announce Rosario Nava as the Employee of the Month for February.

Rosario has been an instrumental part in helping the department prepare for several special events and openings. She has volunteered on several occasions to help decorate and organize several outreach events and has made a noticeable difference not only for the public but for our staff as well. She made "Giving Back to the Community" more memorable for the children by using her creativity to help the children feel even more special. She also helped make Valentine's Day a great success, again through the use of her creativity. Her decorations and imagination gave our customers a Valentine's Day to remember.

Rosario also has dual roles in the Marriage Unit as a passport agent and clerk always giving our customers very detailed and friendly service. She is very thorough, has a very low error rate and has received several positive comments on her great customer service. Rosario also volunteers for several of the department's special Saturday openings where again she helps with passports, marriage licenses and performs ceremonies. She is a team player and always represents the department well.

Rosario has also helped with the Department's Holiday Luncheons and several other internal and external events without hesitation. She is always willing to give a helping hand and does so with contagious dose of enthusiasm. We really appreciate her positive attitude, hard work and her willingness to share her creativity with the department.

Please join me in congratulating Rosario on her achievement!

CUSTOMERS ARE SAYING . . .

In this section we will share what customers are saying about us. We strive to provide the best customer experience each and every time a customer visits our offices.

We received this comment card from a customer who visited our South County Branch Office in Laguna Hills. We would like to thank Kimberly for providing this customer with great customer service!

Kimberly 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. Date of your visit: 2/22/19

4. Reason for your visit?
DRF

5. How long did you wait in line? 2 minutes

6. Do you have any suggestions to improve our services?
Wow
Keep ahead's Service
Great Customer

FEBRUARY IN O.C. HISTORY



On February 15, 1936, Bowers Museum opened in Santa Ana.

- February 2, 1848** Orange County, along with the rest of California, was ceded to the United States by Mexico in the Treaty of Guadalupe-Hidalgo.
- February 9, 1990** The tanker American Trader spilled 400,000 gallons of oil off the coast of Huntington Beach.
- February 10, 1941** The Santa Ana Register reported that the first 88 Orange County men had been drafted into military service for World War II.
- February 23, 1917** The City of Brea incorporated with a population of 732.
- February 24, 1857** A group of German immigrants met in San Francisco to form the Los Angeles Vineyard Society, which would later found the community of Anaheim.

Historical facts and photos provided by Assistant Archivist Chris Jepsen.

Historical photo courtesy of First American Corporation.

Courtesy of Orange County Archives, a function under the Office of Clerk-Recorder Hugh Nguyen.

OUT AND ABOUT

This section will feature photos taken by department employees while they were out and about to help close our newsletter on a good visual note.



A staff member shared this photo of the Polar Bear Exhibit at the San Diego Zoo.

Visit our webpage at: OCRecorder.com

Follow us on social media

[@ocrecorder](https://twitter.com/ocrecorder)

For more about the Orange County Archives visit:
OCArchives.com

