



HUGH NGUYEN

ORANGE COUNTY CLERK-RECORDER

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WELCOME

Newsletter - March 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:

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



Rose helps a family with their passport applications during one of our special Saturday openings.

SATURDAY HOURS PLANNED FOR APRIL 21

The Clerk-Recorder Department will once again open its doors to the public on April 21, 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.

The Orange County Archives will also be open from 10 am to 3 pm. The Archives are located in the basement of the Old County Courthouse in Santa Ana. For more information, please visit us at:

OCRecorder.com

COMMUNITY OUTREACH

During the month of March:



I had staff attend and present a certificate of recognition to the Association of the Vietnamese Language & Culture Schools of Southern California for another successful year of promoting language and culture to students across Southern California.



Our office was out in the community at the Bride World Expo in Anaheim to inform residents about the services we provide and of our new OC Weddings app.



My team and I went on KVLA TV 57.8 on our weekly 3PM TV show to answer questions from the public about real estate recordings at our offices.

COMMUNITY OUTREACH

During the month of March:



I had the opportunity to speak at a Realtor Preview Meeting at Round Table Pizza in Tustin to talk about our services and answer questions the public had on Senate Bill 2.



My team and I went on KVLA TV 57.8 on our weekly 3pm TV show to answer questions from the public and let people know about our services. We also reminded the public about our Passport Day taking place on April 14, 2018.



My office was invited to the Grand Opening of OC Animal Care's new facility in the City of Tustin.

COMMUNITY OUTREACH

During the month of March:



I had staff attend the grand opening for Macchiato in the City of Santa Ana and presented them with a certificate of recognition to mark the occasion and wish them great success.



My staff was present at the ribbon-cutting ceremony for Grocery Outlet in the City of Huntington Beach. We wish them the very best while serving to the residents of Orange County.



My office attended and congratulated The Orange County Market Place on their grand reopening. A certificate of recognition was presented to them and we wish them the very best!

AWARDS AND RECOGNITIONS

EMPLOYEE
OF THE
MONTH



Javier Vasquez

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 with great pleasure that I announce Javier Vasquez as Employee of the Month for March.

Javier is an excellent employee who goes above and beyond and is always willing to assist when and where needed. He has mastered his duties in all areas of the Clerk Operations unit and can execute working in the mail room, satellite offices, marriages unit, VitalChek desk, and the customer information desk. Javier has demonstrated great commitment to the department with his good attendance and punctuality. He collaborates well with his co-workers and always strives to provide outstanding customer service. His can-do attitude and willingness to assist the department in every way possible makes him a true and valued team player.

Please join me in congratulating Javier on his 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 North County Branch Office in Fullerton. We would like to thank Carmen for providing this customer with great customer service!

Carmen North 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 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: 3/2/18

4. Reason for your visit?
lien recording

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

6. Do you have any suggestions to improve our services?
Carmen was outstanding!
very professional & courteous.
She went above and beyond,
to help me. Need more people
in this world like her.

MARCH IN O.C. HISTORY



Downtown Anaheim during the flood of 1938.

- | | |
|-----------------------|---|
| March 3, 1938 | After weeks of heavy rain, a wall of water rushed out of Santa Ana Canyon, inundating Orange County. |
| March 11, 1919 | Oil was discovered in Placentia. |
| March 15, 1947 | The yacht “Mary E” was dynamited in Newport Harbor, killing two people and leading to the infamous Overell Trial. |
| March 19, 1975 | Laguna Beach’s official Greeter, Eiler Larsen, died at age 84. |
| March 25, 1909 | The Harper Post Office was established. The town’s name changed to Costa Mesa in 1920. |
| March 31, 1946 | Santa Ana Army Air Base was deactivated. |

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 artistic culture from Laguna Beach 's Civic Art District.

Visit our webpage at: OCRecorder.com

Follow us on social media

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

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

