



**HUGH NGUYEN**  
CLERK-RECORDER

## **NEWS RELEASE**

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ORANGE COUNTY ARCHIVES

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### **Demand for Passport Services at Clerk-Recorder Department Continues to Surge**

The Orange County Clerk-Recorder Department experienced a 128% increase in the number of passport applications accepted by the department's passport units between calendar years 2013 and 2015. In 2013, the department accepted 2,807 passport applications, 3,085 passport applications in 2014 and 6,391 passport applications in 2015.

The increase can be attributed to the efforts that Clerk-Recorder Hugh Nguyen has made to make his offices more accessible. In October 2014, he opened a passport services unit at the County Community Service Center in Westminster and in November of the same year he opened a passport services unit at the department's South County Branch Office in Laguna Hills. He has also opened his branch offices and the Old County Courthouse in Santa Ana for one Saturday per month since taking over the department back in April 2013.

**"It has been my ultimate goal as Clerk-Recorder to make our services more accessible to the public," says Clerk-Recorder Hugh Nguyen. "I would also like to thank all of the passport agents in the department for the great work they are doing."**

Since the opening of the new passport units, the demand for passport services has steadily increased. When Clerk-Recorder Nguyen took charge of his office in 2013, the department only had one passport services unit inside the Old County Courthouse. That year, the department accepted 2,807 passport applications. But the increase in demand for passport services transpired after he opened the passport units in Westminster and Laguna Hills.

Most recently, the department's passport unit in Laguna Hills successfully passed an audit. The report indicated that the passport agent at the facility is knowledgeable and provides excellent customer service. The department has a low rate of return which means that customers can rest assured that once our passport agents accept their applications, they rarely get rejected by the Department of State which means minimal delays for our customers.

To take advantage of the department's passport services or to learn more about other services available to the public, please visit [www.ocrecorder.com](http://www.ocrecorder.com).

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NORTH COUNTY BRANCH OFFICE  
HISTORIC DOWNTOWN FULLERTON  
201 N. HARBOR BOULEVARD  
FULLERTON, CALIFORNIA 92832

ORANGE COUNTY  
HALL OF RECORDS  
12 CIVIC CENTER PLAZA, ROOM 101  
SANTA ANA, CALIFORNIA 92701

SOUTH COUNTY BRANCH OFFICE  
LAGUNA HILLS CIVIC CENTER  
24031 EL TORO ROAD  
LAGUNA HILLS, CALIFORNIA 92653