



HUGH NGUYEN

ORANGE COUNTY CLERK-RECORDER

12 CIVIC CENTER PLAZA, ROOM 101, SANTA ANA, CA 92701 (714) 834-2500

Newsletter
January 2016
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OUT AND ABOUT

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 www.ocrecorder.com for more information about the department or the services provided to the public.

Sincerely,
Hugh Nguyen
County Clerk-Recorder



SATURDAY HOURS PLANNED FOR FEBRUARY 25

The Clerk-Recorder Department will once again open its doors to the public on February 25 for its once-a-month Saturday hours. The department's branch offices in Fullerton, Laguna Hills and 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 www.ocrecorder.com

WWW.OCRECORDER.COM
WWW.OCARCHIVES.COM

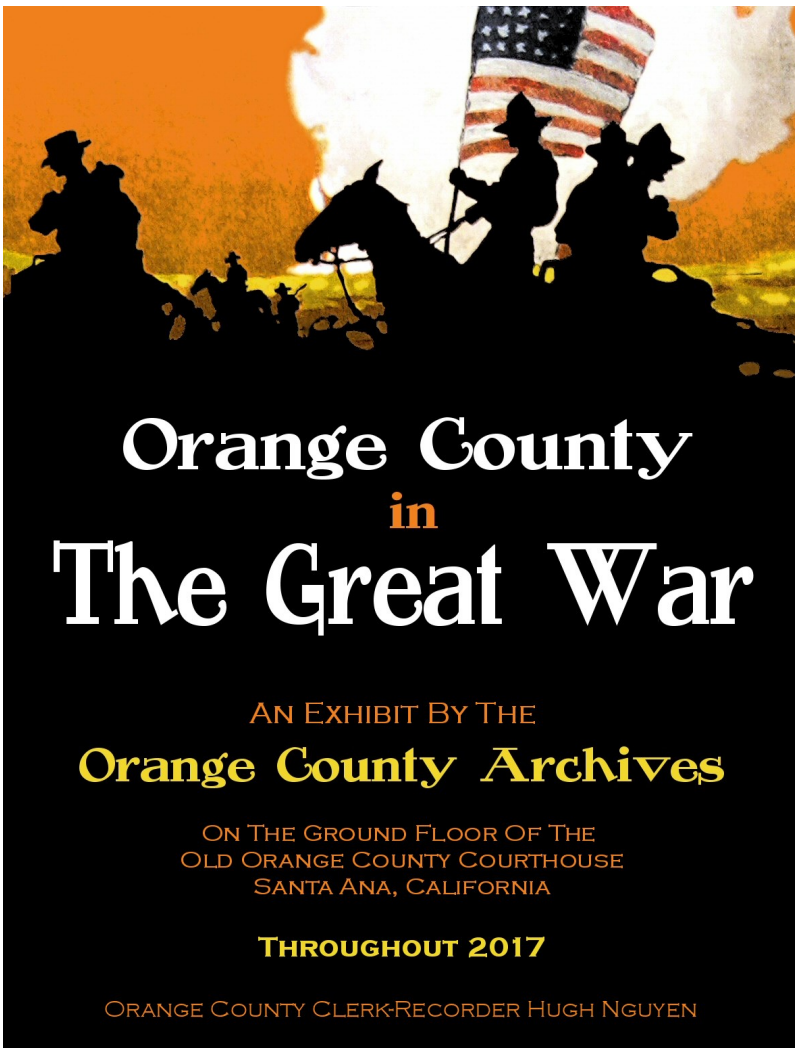
**THERE IS STILL TIME TO TAKE ADVANTAGE OF
OUR EXTENDED VALENTINE'S DAY HOURS!**



For those looking to tie the knot on Valentine's Day, look no further. To accommodate couples, Orange County Clerk-Recorder Hugh Nguyen will be offering extended hours at his offices in Fullerton, Laguna Hills and at the Old County Courthouse in Santa Ana this Valentine's Day. The department will close at 5:30 pm instead of its normal closing hours to issue marriage licenses and perform marriage ceremonies.

Valentine's Day continues to be one of the busiest days of the year for the department and this year will be no exception. Appointments will go fast. Couples are encouraged to make an appointment for a civil marriage ceremony due to the popularity of this day. Couples can make an appointment by visiting our website at www.ocrecorder.com and using the online appointment system. Walk-in couples are welcome and will be accommodated based on availability of ceremony rooms.

To read more, click [here](#).



**ORANGE COUNTY ARCHIVES
PRESENTS NEW EXHIBIT AT
OLD COUNTY COURTHOUSE**

Come learn more about Orange County history and its role during World War II. *Orange County in The Great War* is an exhibit brought to you by the Orange County Archives.

The exhibit is located on the ground floor of the Old County Courthouse and is open to the public. It will run throughout 2017.

To learn more about the Orange County Archives visit us at www.ocarchives.com

A MESSAGE FROM CLERK-RECORDER HUGH NGUYEN



Clerk-Recorder Hugh Nguyen

Hello, my name is Hugh Nguyen. I am honored to serve as your Orange County Clerk-Recorder. As you may know, we offer many services that benefit Orange County residents and families at all four of our convenient locations, including: issuing birth, death and marriage certificates, passport services, registering notaries public and real property recordings.

We were the first county in the nation to record 7 million real property records electronically. We have been offering special Saturday hours for the past three years, for which we received a 2014 Merit Award from the California Association of Counties as well as a 2015 Achievement Award from the National Association of Counties.

I attribute this success to my hard-working staff and I am proud to have the best county employees. I enjoy watching them provide great customer service. They help keep the department's operations running smoothly. Every month I will be introducing some of my staff here and on our Facebook page, so that you may get to know my superstar employees. We are all here to serve you and we are proud to serve our County.



HERE TO SERVE - DANIELA

Today I would like to introduce you to Daniela. Daniela is a supervisor at the Marriage and Passport Services unit, inside the Old County Courthouse in Santa Ana. She began her career with the county in 1997 as a part-time employee while she was still in high school. Upon graduating high school, she was hired full-time as an office assistant, and was later promoted to an office specialist in 2001. During this time, Daniela worked in Clerk Operations where she helped customers with birth, death and marriage certificates, official records,

fictitious business name statements, notary registrations, marriage services and more.

In 2005 Daniela was promoted to an office supervisor position. Daniela has worked in the Clerk Operations unit, as well as our Marriage and Passport Services unit, during her time as an office supervisor. She has also supervised the North County Branch office in Fullerton.

Some of Daniela's daily tasks include; issuing marriage licenses and performing ceremonies, accepting passport applications, providing daily marriage statistics and more. She also trains employees and handles department coverage for her unit, as well as overseeing our Marriage License and Passport Services unit, inside the County Community Service Center in Westminster.

I am grateful to have Daniela as part of my staff.

Daniela is here to serve you.

HERE TO SERVE - CHRISTINA

I would also like to introduce you to Christina. She is a Supervisor at our North County branch office in Fullerton. She began her career with the County over 15 years ago as an Office Specialist in Clerk Operations, where she helped customers with everything from birth, death and marriage certificates, official records, fictitious business name statements, notary registrations and more. Christina was later promoted to a supervisory position in Clerk Operations.



Christina was then tasked with supervising the Marriage Services Unit inside the Old County Courthouse. She was in charge of supervising staff within the unit, issuing marriage licenses, officiating civil wedding ceremonies and accepting passports applications. After several years of working in the Marriage Services Unit, Christina was transferred to supervise our North County branch office in Fullerton.

Our North County branch office issues vital records, official records, marriage licenses, fictitious business name statements and also offers marriage ceremonies, notary public registration and real property document recording. Christina oversees this office and makes sure that everything is running smoothly and efficiently. She also coordinates staff coverage, addresses customers issues and concerns and much more.

Christina is very knowledgeable about Clerk Operations. Whenever an issue regarding Clerk Operations arises, I know I can rely on Christina's experience to help solve the issue.

I am grateful to have her on my team.

Christina is here to serve you.

AWARDS AND RECOGNITIONS



EMPLOYEE OF THE MONTH

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 Angel Cardenas as the Employee of the Month for January.

Angel is always willing to go the extra mile to assist the department in any way possible. He is a dedicated employee and takes pride in learning new skills. He has learned the duties of a document examiner in a very short time. He is remarkably effective and efficient in his new role as a document examiner. Angel has quickly developed great relationships with attorney service providers and customers. His professionalism and courteousness is well recognized and appreciated throughout the department. Angel's can-do attitude and good sense of humor is an asset to the department.

Please join me in congratulating Angel on his achievement!

SERVICE AWARDS

Congratulations to Rachel Garcia, Isabel Dominguez, Matthew Tran and Steven Oftelie on reaching service milestones in their careers.

This past January, Rachel reached her 25th year of service with the County of Orange, while Isabel and Matthew reached their 10th year of service and Steven reached his 5th year of service.

The department would like to thank each of them for their service and dedication to the residents and the County of Orange.



CUSTOMER 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.

Eve 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you Eve and all the staff at our North County Branch Office in Fullerton for the efficient and polite service provided to this customer!!

2. How would you rate our overall service?

(Please circle your selection)

Outstanding Good Average Fair Poor

3. Date of your visit: 1/13/17

4. Reason for your visit?

copy of marriage certificate

5. How long did you wait in line? 10 min minutes

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

No, this was a great visit.
The security guard was helpful.
The staff is courteous, efficient,
very polite. All county offices
should be this pleasant to visit.
Wow, great job!

Please provide the following (optional) information.

Archives

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: 12-6-16

4. Reason for your visit?

Copy of records

5. How long did you wait in line? 0 minutes

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

Wonderful place!
Terrific staff - Susan
& Steve are helpful &
very professional & knowledgeable

Thank you Steve and Susan, from our O.C. Archives, for your professionalism and knowledge!!

JANUARY IN O.C. HISTORY



On January 11, 1949, snow fell throughout Orange County. It also fell on this date in 1882.

Photo: Snow on the tracks at the Irvine Bean & Grain Growers Warehouse, Sand Canyon Rd.

January 1, 1953

Senator, Vice-President-elect, and Yorba Linda native Richard M. Nixon served as Grand Marshall of the Rose Parade in Pasadena

January 5, 1908

The last wild grizzly bear in California was killed in Holy Jim Canyon.

January 17, 1994

Orange County was awakened at 4:30 a.m. by the Northridge Quake, which registered 6.7 on the Richter Scale.

January 22, 1862

The largest flood in O.C.'s recorded history puts most of western O.C. under water.

January 26, 1994

Roger Rabbit's Car Toon Spin ride opens at Disneyland.

This section brought to you courtesy of the Orange County Archives, a function under the Office of Clerk-Recorder Hugh Nguyen.

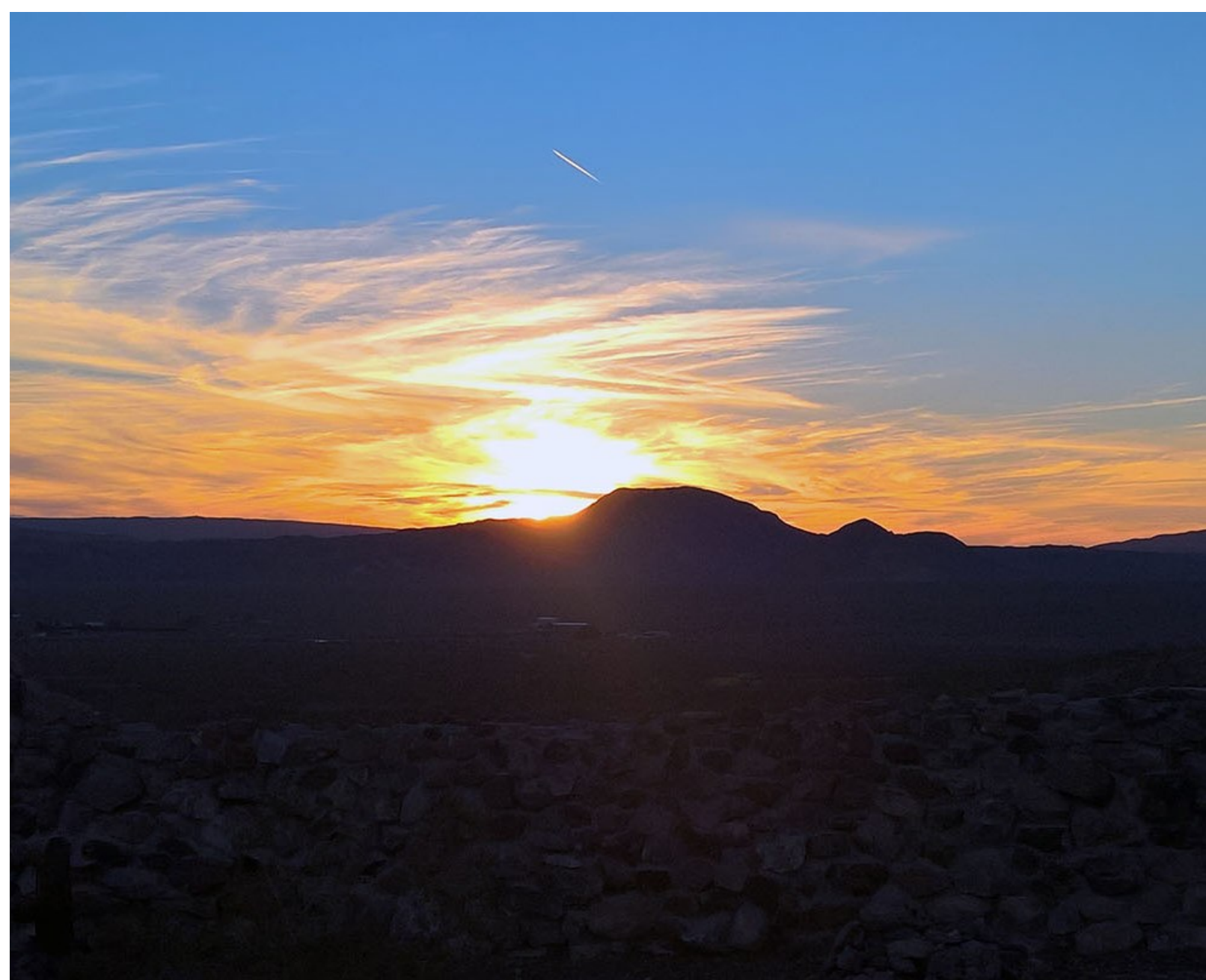
Historical facts provided by Assistant Archivist Chris Jepsen.

Photo credit: Orange County Archives

www.ocarchives.com

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.



David Cabrera, from our Admin Support Unit, captured this sunset from the top of the Calico Ghost Town in Yermo, California. The town was once purchased by the owner of Knott's Berry Farm, Walter Knott, in the 1950's. It is now part of the San Bernardino County Regional Parks system.

Visit our webpage at: www.ocrecorder.com

Follow us on social media

@ocrecorder

For more about the Orange County Archives visit:
www.ocarchives.com

