



**HUGH NGUYEN**  
**ORANGE COUNTY CLERK-RECORDER**  
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Newsletter  
 APRIL 2017  
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# WELCOME

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](http://www.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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**SATURDAY HOURS  
 PLANNED FOR  
 MAY 20**

The Clerk-Recorder Department will once again open its doors to the public on May 20 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](http://www.ocrecorder.com)

[WWW.OCRECORDER.COM](http://WWW.OCRECORDER.COM)  
[WWW.OCARCHIVES.COM](http://WWW.OCARCHIVES.COM)

# NEWS



Don't miss this opportunity for you or your family to obtain passports without having to take time off from work or miss school. Clerk-Recorder Hugh Nguyen will be hosting his first annual Passport Day at his South County Branch Office in Laguna Hills from 9 a.m. to 3 p.m. on Saturday, June 3, 2017. The office is located at 24031 El Toro Road, Laguna Hills, 92653.

Passport applicants will be able to submit their applications and also obtain passport photos during the event. This Passport Day is geared towards individuals and families who can't make it to our offices during normal operating hours due to work, school or other time constraints. Clerk-Recorder Nguyen is hoping to make the passport process easier for parents, as both parents must be present to obtain passports for children younger than 16 years of age.

*"We have been experiencing a surge in demand for passport services since the beginning of the year," Clerk-Recorder Hugh Nguyen said. "I encourage the public to take advantage of this Passport Day in order to avoid any delays in their travel plans. We are here to help make the process easier for everyone."*

Passports for those age 16 and older cost \$135, 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 \$25 paid to the Clerk-Recorder Department using a separate form of payment. For those under age 16, the cost is \$105 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 \$25 paid to the Clerk-Recorder Department using a separate form of payment. As an added convenience, passport photos are available on the spot for \$10. To download a passport checklist click [here](#).

Appointments for passport applications are recommended due to an anticipated increase in demand for services and the fast approaching summer travel season. To save time, passport applications can be completed in advance online at [www.ocrecorder.com](http://www.ocrecorder.com)

# COMMUNITY OUTREACH

## During the month of April:



Clerk-Recorder Hugh Nguyen attended several events in the City of Westminster on April 30, 2017. Events included the dedication of a street sign on Bolsa, the Commemoration of the Boat Refugees and the 42nd Commemoration of the Fall of Saigon.



Clerk-Recorder Hugh Nguyen supported the 2017 Donate Life Run/Walk event in the City of Fullerton. Clerk-Recorder Nguyen was present to show his support for the community and to inform the community about the services available at the department's North County Branch Office in Downtown Fullerton.



Clerk-Recorder Hugh Nguyen attended the grand opening and ribbon-cutting ceremony for Nationwide Real Estate's new office in Laguna Hills. Clerk-Recorder Nguyen would like to thank Nationwide Real Estate for the invitation to participate in the grand opening ceremony.

# COMMUNITY OUTREACH

## During the month of April :



On behalf of OC Clerk-Recorder Hugh Nguyen, Crystal presented a certificate Congratulating Dickey's BBQ on their grand opening in Rancho Santa Margarita. Welcome to the Orange County business community!

On behalf of Clerk-Recorder Hugh Nguyen, our Community Outreach Advisor Crystal Bonham attended the grand opening and ribbon-cutting ceremony for Dickey's Barbecue Pit in the City of Rancho Santa Margarita. Clerk-Recorder Hugh Nguyen would like to welcome Dickey's to the Orange County business community and to wish everyone involved with the business great success during 2017.



Clerk-Recorder Hugh Nguyen was invited to lead the moment of silence during this year's Orange County Victims' Rights Rally. It was an honor for Clerk-Recorder Nguyen to lead the moment of silence. He would like to thank everyone involved with making the annual event possible.



Orange County Clerk-Recorder Hugh Nguyen congratulates the Fountain Valley Boys & Girls Club on their new playground and thanks all of the volunteers who helped make it happen!

Clerk Hugh Nguyen attended the opening of the Fountain Valley Boys and Girls Club's new playground. Clerk-Recorder Nguyen was on hand to thank all the volunteers who worked on the project and all those who volunteered.

# A MESSAGE FROM CLERK-RECORDER HUGH NGUYEN

Hello, my name is Hugh Nguyen. I am honored to serve as your 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 almost four 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. 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 - ZAFAR

Today I would like to introduce you to Zafar. Zafar is a senior technologist in my department's IT Unit. He has worked with the County for over 18 years and started here at the Clerk-Recorder as a systems analyst I. He was later promoted to systems analyst II and then to his current position as senior technologist.

Some of Zafar's daily tasks include: supporting the department's cashing system, land records systems, the email system exchange software, department cell phones and other software used by the department. He also maintains a number of electronic recording programs that he coded himself. These programs are used to process the County's liens/releases as well as liens from a number of State agencies. In addition, Zafar has developed a set of utility tools that supplement some of our systems and helps increase user productivity. Zafar also helps with the IT support ticket queue and assists staff members by troubleshooting any systems issues.

Zafar is a dependable staff member who is always willing to go the extra mile in order to make sure that all department systems are running efficiently. He enjoys being part of such a hard-working team and is always proud to serve the residents of Orange County.

I am happy to have Zafar on my team.

Zafar 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 Rose Solorio as the Employee of the Month for April.

Rose is extremely knowledgeable of the codes and regulations that affect Clerk Operations and is always ready to assist and share her knowledge as issues arise. She is always willing to train new employees and ensures that they learn to carry out their duties in an efficient and accurate manner. Rose continuously receives positive feedback from customers for her outstanding customer service. She always maintains a positive attitude and makes the office a brighter place to work. We appreciate Rose's professionalism and dedication to our department.

Please join the department in congratulating Rose 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.

April 24, 2017

Orange County Clerk – Recorder Department  
12 Civic Center Plaza  
Room 106  
Santa Ana, California 92701

ATTN: Vital Statistics

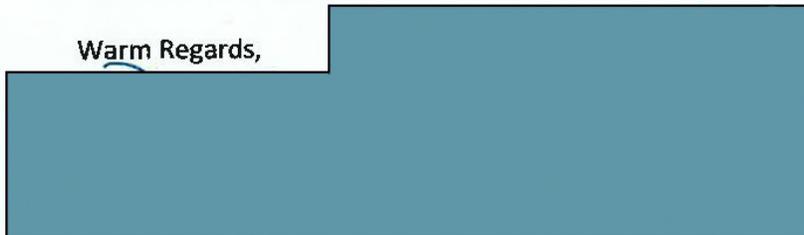
To Whom It May Concern,

I wanted to take a few minutes to thank the staff in the Recorders' Office for an excellent job done in helping my husband and I obtain certified copies of our birth certificates.

I booked our very first cruise for my husband and I to celebrate our 23<sup>rd</sup> wedding anniversary, departing on May 5, 2017, headed for the Caribbean. The agent for the cruise ship told us that because we were leaving from a USA port and returning to a USA port, that we did not need a passport. Well, when I went online to register for our Seapass to board the ship, it said we did in fact need a passport. In a panic, I rush to the Passport Office and send them the paperwork and our only original copies of our birth certificates. The office tells me that there is a good chance that our passports will not get to us in time, even after expedited service. I immediately called the cruise ship company and tell them my dilemma. They tell me to just bring our driver's licenses and certified copies of our birth certificates...WHAT!!! I just sent our birth certificates to Seattle, Washington for our passports. GREAT.....I immediately sent our information and paperwork to your office, paying for overnight services in hopes to get my birth certificates in time.

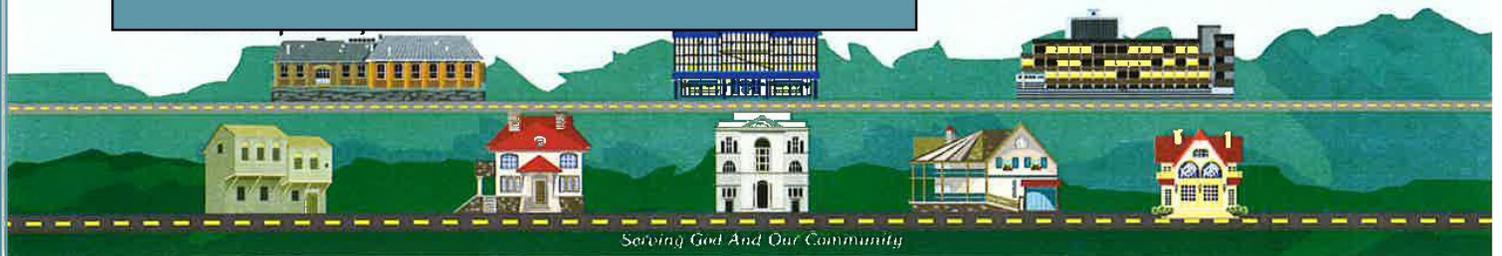
To my surprise, I received our certified copies the very next day. I can't tell you how much we appreciate your hard work and diligence in getting us our birth certificates to us so quickly, you saved our trip! In a world where everyone is in a hurry and hard work, care and great customer service often go unnoticed, I wanted to say THANK YOU, what you all are doing, is making a difference in the lives you touch. KEEP UP THE GREAT JOB!!!!

Warm Regards,



We received this letter from a customer who was definitely in need of some efficient service.

We would like to thank our staff for recognizing the quick response that this customer needed and for going above and beyond to ensure that this customer was able to make it to their cruise.



# APRIL IN O.C. HISTORY



On April 13, 1919, approximately 15,000 people witnessed Motorcycle Legend, Dudley “Dud” Perkins win the Capistrano Hill Climb.

- April 6, 1888** The City of Orange incorporates, making it the third oldest city in Orange County.
- April 9, 1966** The first exhibition game is held at Angel Stadium. The San Francisco Giants outscored the California Angels 9 to 3.
- April 19, 1966** The first regular season game is played ten days later on April 19, with the Angels losing to the Chicago White Sox 3-1
- April 27, 1994** Five Presidents, (Bill Clinton, George H.W. Bush, Ronald Reagan, Jimmy Carter and Gerald Ford) attend the funeral of President Richard Nixon in Yorba Linda.

*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 Office Specialist Steve Oftelie  
Photo Credit: The Orange County Archives*

[www.ocarchives.com](http://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.



Cherie, from our Purchasing Unit, took this photo of her daughter Kolopa-Joey (#12) and her daughter's teammate Eve (#13) who both play for Team Heartbreakers in the Fullerton Hills Girls Softball League. Eve's father, Steve, is also part of the Clerk-Recorder family. He currently works at the Orange County Archives. We hope the Heartbreakers have a great season!!

Lily, our executive secretary, took this shot of the Hearst Castle during her visit to San Simeon in California.



Visit our webpage at: [www.ocrecorder.com](http://www.ocrecorder.com)

Follow us on social media

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

For more about the Orange County Archives visit:  
[www.ocarchives.com](http://www.ocarchives.com)

