



HUGH NGUYEN
ORANGE COUNTY CLERK-RECORDER
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WELCOME

Newsletter - July 2017

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:

August 26, 2017 - Special Saturday Opening
September 4, 2017 - Labor Day (offices closed)

[SPECIAL NOTICES/ALERTS](#)

For those visiting the Civic Center Plaza in Santa Ana, please note that as of July 26, 2017, the Hall of Administration parking lot is permanently closing. Visit us at OCrecorder.com or click [here](#) for alternate parking options.

The elevator located in the Old County Courthouse is undergoing maintenance and will not be operable starting October 30, 2017 to December 14, 2017. Therefore, access to Marriage and Passport Services on the 2nd floor of the Old County Courthouse during this time period will be limited. For more information, please visit us at:

OCRecorder.com

NEWS



We are getting
better, faster, more accessible

ORANGE COUNTY CLERK-RECORDER REACHES MILESTONE BY SURPASSING 8 MILLION ELECTRONICALLY SUBMITTED DOCUMENTS

This July, the Orange County Clerk-Recorder Department reached a milestone in electronic recording history by surpassing 8.2 million electronically submitted and recorded documents. This milestone achievement maintains the department as a nationwide industry leader and is a testament to the department's commitment to bringing the residents of Orange County fast and efficient services.

The department reached its 7 millionth electronically submitted document back in September 2014. While recording real property documents electronically is a common service today, in 1997 Orange County changed the industry by implementing the first electronic recording delivery system in the nation. Current Orange County Clerk-Recorder Hugh Nguyen was part of the team that implemented the first system.

"People thought that it wouldn't work," Clerk-Recorder Hugh Nguyen said. "Many County Recorders in California couldn't envision how a secure electronic process could be implemented. We worked with title industry leaders, overcame legal barriers and created a secure electronic delivery system. The new process required legislative approval and a lengthy two year process to work with the State on regulations. In 1997, the Orange County system was the pilot program which proved the concept did work and formed the foundation for today's system guidelines and procedures."

Clerk-Recorder Hugh Nguyen attributes much of the success to the vision of the late Gary Granville who was the Clerk-Recorder in 1997.

The electronic recording system has provided efficiencies by reducing delivery expenses and staff time. Currently the department records 64% of all documents submitted for recording electronically. In 2008, the department joined with Los Angeles, Riverside and San Diego Counties to implement the current electronic delivery system known as SECURE. This system allows title, escrow, financial and government institutions to record property documents electronically to multiple counties from one single computer screen.

For more information about the services provided by the Orange County Clerk-Recorder Department or its convenient locations please visit:

OCRecorder.com

NEWS



Kelly and Daniel, during one of our Saturday openings, helped customers obtain marriage and passport services.

SATURDAY HOURS PLANNED FOR AUGUST 26

The Clerk-Recorder Department will once again open its doors to the public on August 26 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 July:



Community Outreach Advisor Crystal Bonham attended the Orange County Business Council's workforce housing committee meeting on behalf of Clerk-Recorder Hugh Nguyen.



Our office took the opportunity to congratulate the Orange County Business Council and the Orange County Realtors Association on winning a 2017 Telly Award. Community Outreach Advisor Crystal Bonham extended the congratulations to both organizations on behalf of Clerk-Recorder Hugh Nguyen.



On behalf of Clerk-Recorder Hugh Nguyen, Outreach Advisor Crystal Bonham presented Optivest with a certificate of recognition to honor their expansion. We wish them the best!

COMMUNITY OUTREACH

During the month of July:



Community Outreach Advisor Billy Le represented Clerk-Recorder Hugh Nguyen at the ribbon cutting ceremony of Nobel Biocare in Yorba Linda. He presented them with a certificate of recognition to mark the event and wished them great success!



Our office attended the ribbon cutting ceremony for the Orangefield Child Development Center in Garden Grove. Community Outreach Advisor Billy Le attended on behalf of Clerk-Recorder Hugh Nguyen and was on hand to present them with a certificate of recognition. We wish them well and thanked them for all they do to serve the community.



Clerk-Recorder Hugh Nguyen was interviewed by President and CEO Carolyn Cavecche of the Orange County Taxpayers Association. He took the opportunity to tell taxpayers everything he is doing to make his department more efficient and to save taxpayer's dollars.

He would like to thank CEO Carolyn Cavecche for the opportunity to interview.

COMMUNITY OUTREACH

During the month of July:



Clerk-Recorder Hugh Nguyen joined with the Chairwoman of the Orange County Board of Supervisors Michelle Steel to write an op-ed opposing SB2 - a bill that would result in a 930% increase in recording fees for certain real property documents. Click [here](#) to read the op-ed.



Our office was represented by Billy Le at the ribbon cutting ceremony for The Polka Dot Sewing Company in the City of Yorba Linda. On behalf of Clerk-Recorder Hugh Nguyen, Billy presented them with a certificate of recognition to honor the event and to wish them great success.



Community Outreach Advisor Billy Le presented a certificate of recognition to San Canyon Urgent Care in the City of Garden Grove at their grand opening ceremony. On behalf of Clerk-Recorder Hugh Nguyen, Billy wished them the best of luck and many years of success.

COMMUNITY OUTREACH

During the month of July:

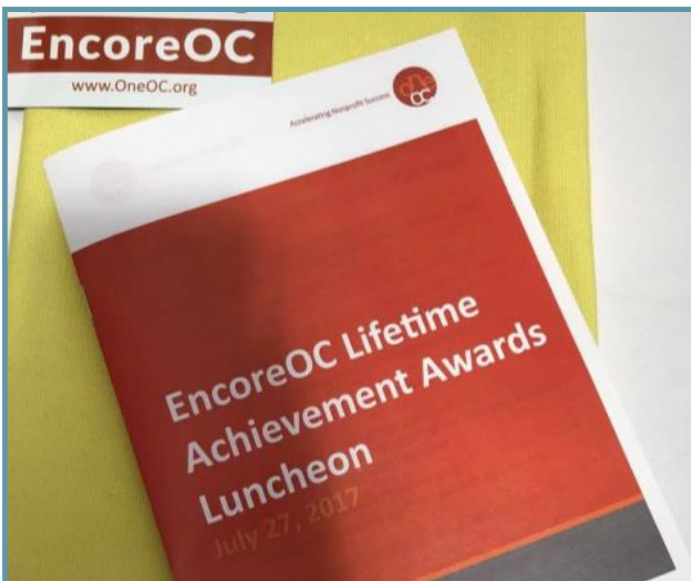


Our office was represented by Community Outreach Advisor Billy Le at the grand opening of Play Live Nation in the City of Brea. On behalf of Clerk-Recorder Hugh Nguyen, he wished them lots of success and presented them a certificate of recognition honoring the event.



Clerk-Recorder Hugh Nguyen spoke to members of the Fountain Valley Chamber of Commerce where he took the opportunity to highlight the services offered by his department and its convenient locations.

He would like to thank the Orange County Association of Realtors for hosting the event at their office in Fountain Valley.



Community Outreach advisor Billy Le attended the EncoreOC Lifetime Achievement Awards Luncheon which was hosted by OneOC. On behalf of Clerk-Recorder Hugh Nguyen, he presented certificates of recognition to volunteers who have dedicated 4000+ hours of service to their communities.

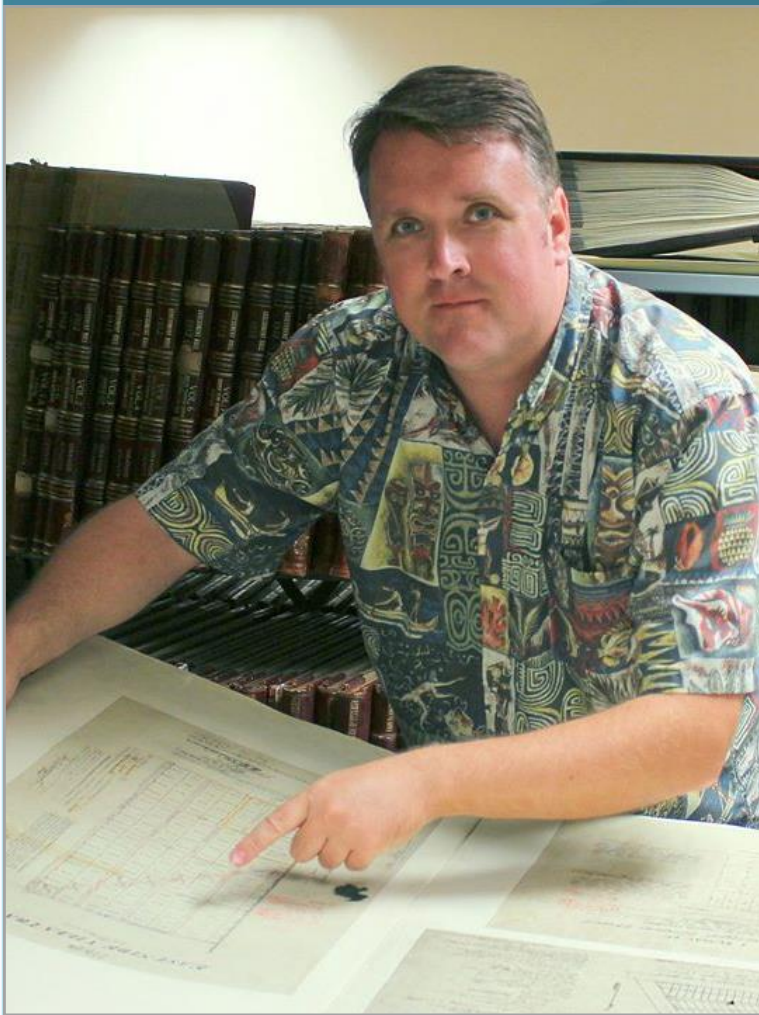
Clerk-Recorder Hugh Nguyen would like to thank every single volunteer for their dedication to their community and the residents of Orange County.

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 8 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 - CHRIS

Today I would like to introduce you to Chris Jepsen. He has been the Orange County Archives' Assistant Archivist since 2003. He's also become something of an unofficial County Historian.

As part of the Archives staff, Chris helps collect, preserve, catalog, and make publicly available historically significant county records and other materials relating to the history of Orange County. Chris' work changes daily, and he enjoys the challenge of creative problem-solving on-the-fly. "I never know who will come through the door or what problem or questions we'll need to help them with," he says. "An attorney may need old maps to solve a property dispute; a city planner or County Supervisors may need background information to better understand a modern project; or a developer may need old photos and directories to see if an environmental hazard once occupied their land. Whatever the challenge, we try to direct them to materials and resources that will help."

Chris also enjoys building relationships with others in the County who assist him in uncovering important materials that require preservation. He often speaks on "How the Archives Can Serve You" to local historical and genealogical groups, and also writes a local history column for the *County Connection* employee newsletter.

I'm thankful to have Chris on my team. Chris 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 Liliana Rincon as the Employee of the Month for July 2017.

Lily consistently goes above and beyond on a daily basis. She quietly completes her duties as executive secretary while at the same time taking on additional duties as needed and often on demand. Not only does she lend support to the administrative unit but also plans several of the department's meetings, events, travel itineraries, and special projects for the whole agency. She has managed to schedule every Saturday opening without any shortages in coverage for more than three years. Basically, Lily has served everyone in the department at one point or another. She is a true asset to the department.

Lily's professionalism, strong work ethic and dedication to her duties are something to be admired. We are all blessed to have a team player like Lily on our team. Her friendly, helpful demeanor and can-do attitude is greatly appreciated by all.

Please join me in congratulating Lily 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.

Central - Room 106

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: 7-27-17 & 7-28-17

4. Reason for your visit?
Research Deeds for Mills Act

5. How long did you wait in line? 2-3 minutes

6. Do you have any suggestions to improve our services?
Your staff is great and so helpful! Made the process so easy for me. I've been at it for 2 days. All your staff deserves a raise

We received this comment card from a customer who visited Room 106 at our Central Office in Santa Ana.

We would like to thank all the staff in Room 106 for providing this customer with great customer service!

JULY IN O.C. HISTORY



On July 24, 1956, Cypress was incorporated under the name Dairy City

- July 4, 1904** The first Pacific Electric Railway "Red Car" arrived in Orange County with the opening of the Huntington Beach line. A big Independence Day parade welcomed the Red Cars - a Huntington Beach Tradition that continues today.
- July 11, 1889** Orange County residents selected Santa Ana as their county seat and elected their first County Supervisors.
- July 17, 1955** Disneyland was dedicated on a live national TV broadcast. Media and celebrities were allowed into the park for a preview day.
- July 19, 1990** Presidents Bush, Reagan, Ford and Nixon attended the dedication of the Richard Nixon Library & Birthplace in Yorba Linda, which opened to the public the next day.

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

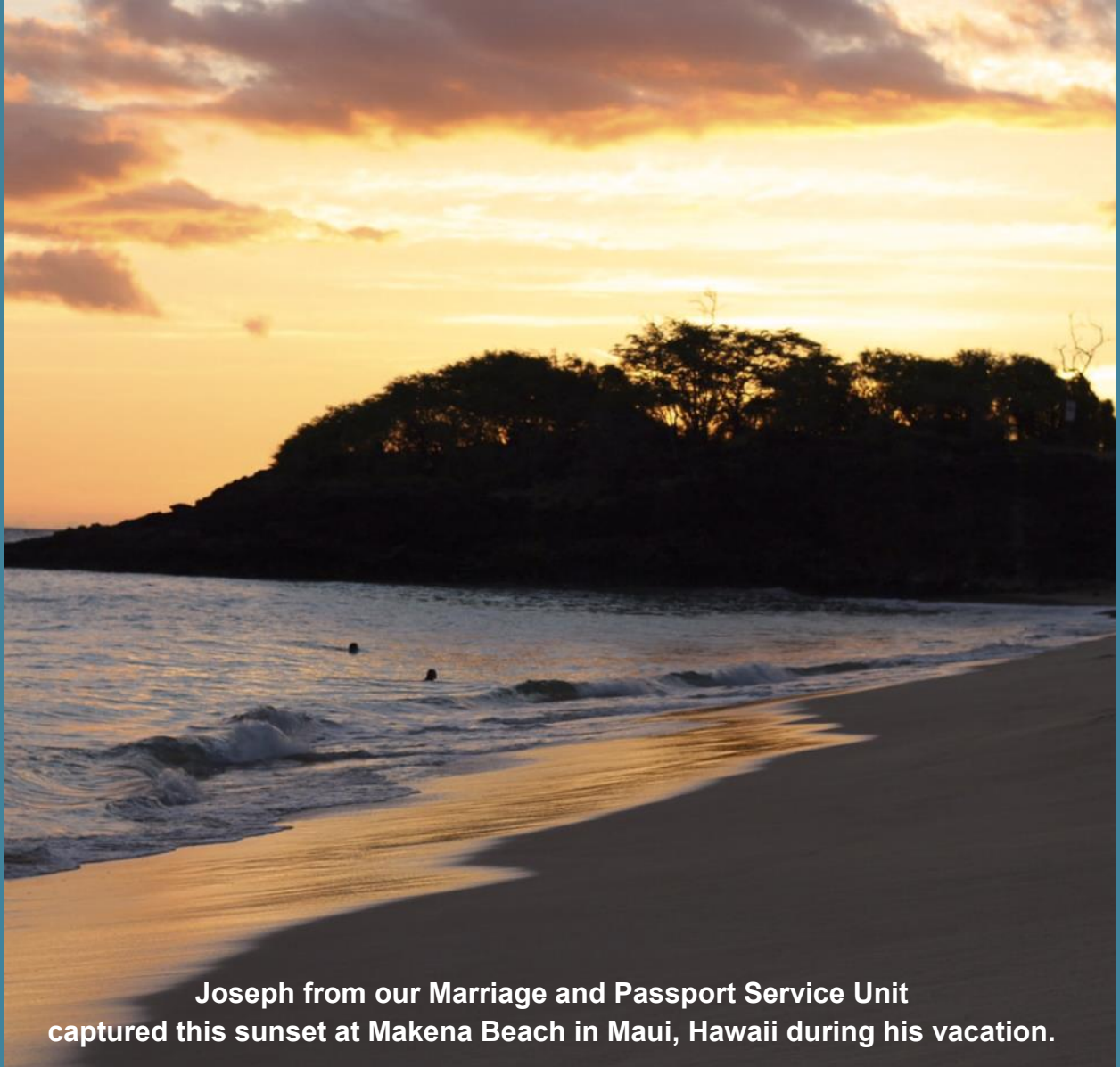
Historical facts provided by Assistant Archivist Chris Jepsen

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.



Joseph from our Marriage and Passport Service Unit captured this sunset at Makena Beach in Maui, Hawaii during his vacation.

Visit our webpage at: www.ocrecorder.com

Follow us on social media

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

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

