



County Administration South  
601 N. Ross Street, Santa Ana, CA 92701 | (714) 834-2500

## WELCOME

Newsletter - February 2022

*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](http://OCRecorder.com) for more information about the department and the services provided to the public.*

*Sincerely,*

*Hugh Nguyen  
County Clerk-Recorder*

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**ORANGE COUNTY CLERK-RECORDER**

**CALL CENTER**

**WE ARE HERE TO ANSWER YOUR QUESTIONS  
MONDAY TO FRIDAY: 8 A.M. TO 4:30 P.M.**

**(714) 834 - 2500**



## **A RECORD NUMBER OF COUPLES FOUND MARRIAGE BLISS AT THE ORANGE COUNTY CLERK-RECORDER DEPARTMENT ON 2-22-22**

This past Twos Day, better known as Tuesday, February 22, 2022 (2-22-22), Orange County Clerk-Recorder Hugh Nguyen offered extended hours at his offices ready to help couples tie the knot on a once-in-a-lifetime, palindrome and lucky date. Little did he know that he would be hosting one of the busiest days for marriage services in the department's history. The department issued a record-breaking 335 marriage licenses and performed a record setting 327 civil marriage ceremonies. These numbers shattered the previous record, set on Valentine's Day in 2014, of 310 marriage licenses issued and 266 civil marriage ceremonies performed.

***"Couples were choosing 2-22-22 as their day to tie the knot since it is a once-in-a-lifetime date and many also believe it is a lucky date," said Clerk-Recorder Hugh Nguyen. "I knew we would be busy, but it also turned out to be a fun and romantic day for all! Not even a little rain stopped the couples from getting married on this unique day. I would like to thank my staff for all the hard work they put into making this day special for the couples." he added.***

There were many things that made this past Twos Day special. This once-in-a-life time date is considered lucky in some cultures due to its all even numbers. In some Asian cultures, this date is considered an auspicious wedding date which refers to a favorable day for a couple to hold the wedding. It is believed that if you hold the wedding on such a day, you will enjoy a happy and harmonious marriage. It is also a palindromic date, meaning the date can be read the same way backwards and forward in the format mm-dd-yy. This unique date fell on a Tuesday, the second day of the week in many cultures around the world. This has prompted the media to call the day Twos Day.

This was also the second time the department offered candlelit ceremonies inside the courtroom located on the third floor of the Old Orange County Courthouse. This added a sense of allure for couples to choose this date to exchange their vows. Couples were treated to a backdrop of rich woods, an ornate judge's bench, period chandeliers, and high ceilings for their special night. Adding to the appeal, the courthouse has been featured in movies and television shows since 1915. It can be seen in the films *Frances*, *Catch Me If You Can*, and *Legally Blonde* to name a few.

For more information about the Clerk-Recorder Department or about the services offered by the department, please call the information line at (714) 834-2500 or visit [OCRecorder.com](https://www.ocrecorder.com). The department's information line is available M – F, except holidays, from 8 a.m. to 4:30 p.m.



## **CLERK-RECORDER IMPLEMENTS TECHNOLOGY TO HELP INCREASE EFFICIENCY AND IMPROVE CUSTOMER SERVICE EXPERIENCE AT THE DEPARTMENT'S NORTH COUNTY BRANCH OFFICE**

Orange County Clerk-Recorder Hugh Nguyen has implemented Qtrac, a digital queue management software, at the department's North County Branch Office in Anaheim. The technology was implemented to help reduce lines, disperse waiting crowds and decrease wait times allowing staff to focus on helping customers and creating an efficient service experience for all customers. The technology has been in use at the department's office in Santa Ana and has already showed great results.

**"I am always looking for ways to make visits to our office convenient and pleasant for our customers," Clerk-Recorder Hugh Nguyen said. "This technology has already improved service at our main office in Santa Ana and I am looking forward to seeing great results at our office in Anaheim."**

Qtrac allows customers to check-in for service upon arriving at the office. Once they check-in, they are placed on a digital queue and receive a text message on their cell phone to confirm their place in line. When it is a customer's turn, they receive a text message letting them know where to proceed for service. Once a customer is served, they will receive a final text message allowing them to participate in a survey rating their service experience.

This technology allows the department to manage work loads more efficiently by providing live data to managers and supervisors allowing them to deploy resources when needed and during unexpected surges in demand for services. This also helps the department manage social distancing guidelines and restrictions to ensure the safety of customers and staff.

For more information about the services provided by the Orange County Clerk-Recorder Department or its convenient locations, please visit [OCRecorder.com](https://www.ocrecorder.com).

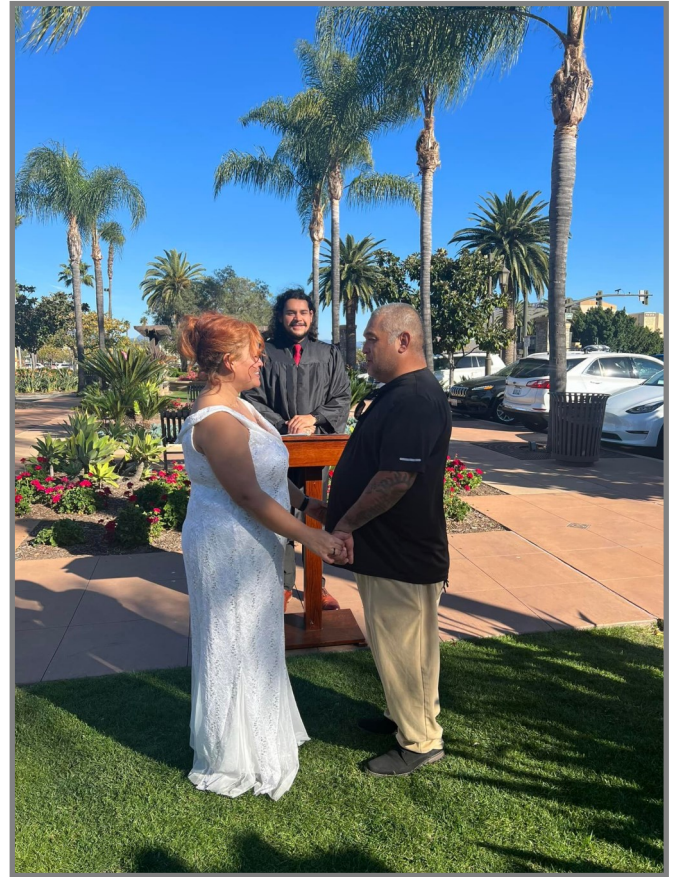
**OCRecorder.com**



# COMMUNITY OUTREACH

## During the month of February:

We offered extended hours this Valentine's Day to help couples who wanted to get married on this special day. Congratulations to the 152 couples who got married along with the additional 222 couples who obtained marriage licenses at our Clerk-Recorder offices.





# COMMUNITY OUTREACH

## During the month of February:

Our offices also held extended hours for “Twos day” (2/22/22). This palindrome date is considered to be lucky in some cultures, and that holding a ceremony on this date will lead to a happy and harmonious marriage. In any case, it was a very special day to get married!

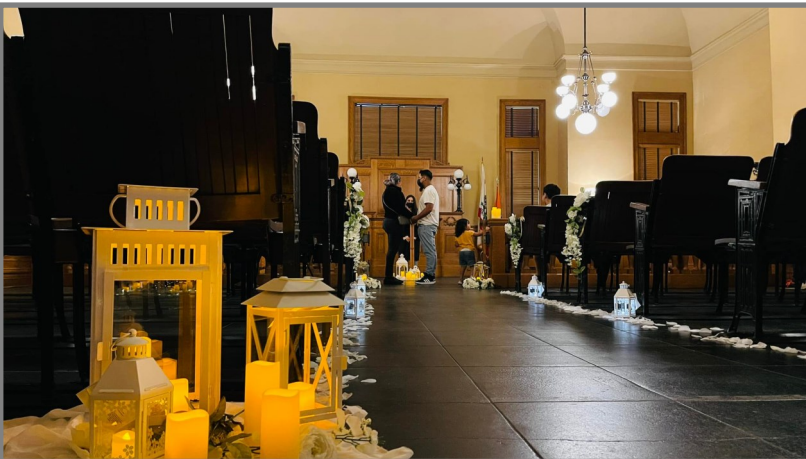




# COMMUNITY OUTREACH

## During the month of February:

For the first time, our office held special candlelit ceremonies from 6 p.m. to 8 p.m. on Valentine's Day and 2/22/22. I want to thank my staff for volunteering to work after hours, and for making these evening events truly special for the couples who attended.





# AWARDS AND RECOGNITIONS



## Orange County Clerk-Recorder *Employee of the Month*



**Congratulations!**  
***Marjan Poorsayyad***

**Dedicated to Providing Excellent Customer Service**

Each month we recognize 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 of recognition, has their name placed on a recognition plaque and may dress casual during their month of recognition.

It gives me great pleasure to announce Marjan Poorsayyad as Employee of the Month for the month of February.

Marjan shows a strong work ethic, is highly motivated, and is always looking to tackle what needs to get done without having to be asked to do so. Her technical knowledge and skills are exemplary. She puts her skills to the test while performing her day-to-day duties. She doesn't give up until she has an answer or solution to any problem. Her perseverance is admirable. Her can-do attitude and her eagerness to learn and apply new skills is showcased by the sheer volume of projects of varying difficulties that she has successfully completed in a timely manner.

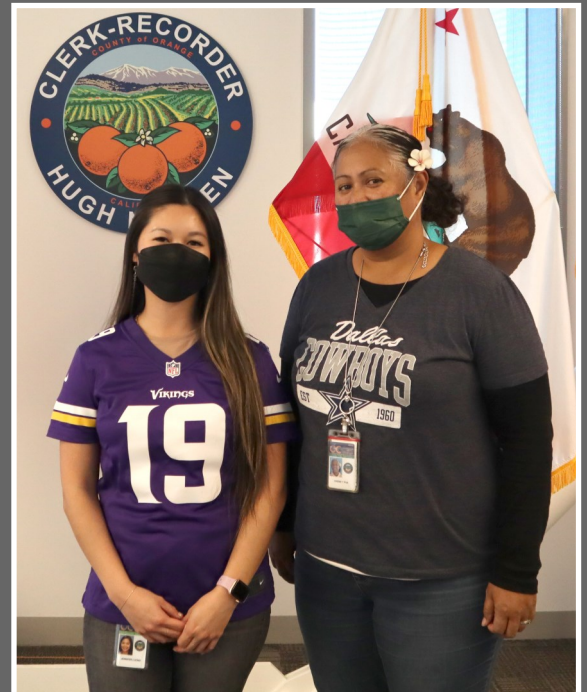
Marjan determinedly demonstrates her ability to multi-task, tackle obstacles, collaborate, and work well with others. Her professionalism and patience while assisting end-users and her co-workers is noted and highly appreciated by all. Her patience and kindness are exemplary. Marjan is a team player, is always willing to assist and always offers solutions. Due to these exceptional qualities, she has become an integral part of the department's I.T. team.

Please join me in congratulating Marjan on her achievement!

**OCRecorder.com**

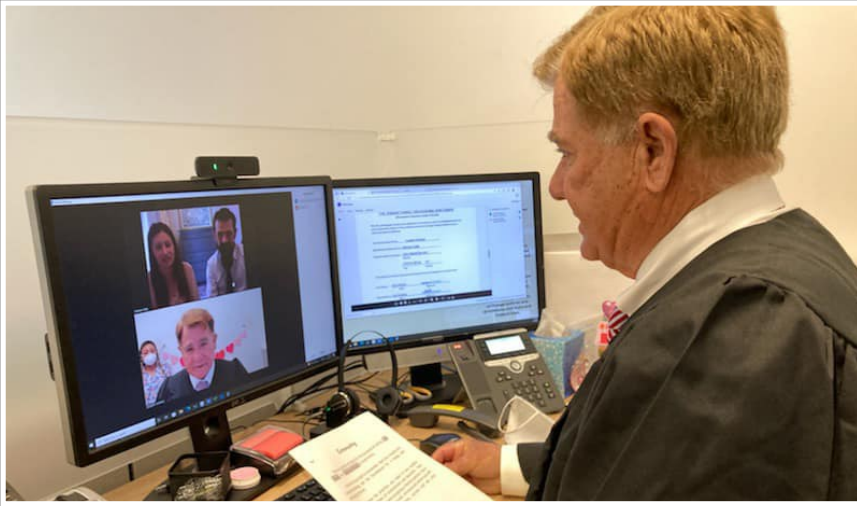
# AWARDS AND RECOGNITIONS

On February 10, my staff was encouraged to show their Super Bowl spirit at work by wearing their favorite team jerseys and apparel. I appreciate your great teamwork and assistance throughout this busy month!





# AWARDS AND RECOGNITIONS



Thank you to Chairman Doug Chaffee, Vice Chairman Don Wagner, and Supervisor Katrina Foley for officiating marriage ceremonies on Valentine's Day. Vice Chairman Wagner and Supervisor Foley helped perform ceremonies at the Old Orange County Courthouse, and Chairman Chaffee performed virtual marriage ceremonies at the County Administration South building.

# AWARDS AND RECOGNITIONS



Thank you to FOX 11 News Los Angeles for visiting the Old Orange County Courthouse on Valentine's Day to showcase our department and the happy couples who received marriage services on this special day. We offered extended hours, outdoor arches for performing ceremonies, a candlelit evening ceremony event, and even ceremonies performed by members of the Orange County Board of Supervisors.

**[OCRecorder.com](http://OCRecorder.com)**



# AWARDS AND RECOGNITIONS



Thank you to CBS 2 News Los Angeles for covering our “Twos Day” marriage services event on 2-22-22. This once in a lifetime date turned out to be the busiest day for marriage services in our department’s history. Though more importantly, it was a fun and romantic day for all, with special decorations, extended hours, and a candlelit ceremony event held in the evening.

**[OCRecorder.com](http://OCRecorder.com)**

# CUSTOMERS ARE SAYING...

Our South County branch office in Laguna Hills received the following review. Thank you for your commitment to customer service!



2/9/22

...

This place absolutely blows me away Everytime I come or call with how friendly they are. Maybe it's a negative stereotype but typically any county office the people are just angry and seem like they hate their jobs. Not this branch. They are all some of the nicest people and the friendliest customer service I've ever received. They made the whole marriage license process so easy and I seriously couldn't have asked for better service. Everyone should take note by the staff here!



# CUSTOMERS ARE SAYING...

Kayla and Sandra at our Santa Ana office received the following letter from a customer. Thank you for providing excellent service!

Dear Sir,

On today occasion with my research at the county recorder office, I received an excellent, and over the call of service, from your staff member Miss Kayla Truong.

She is very patient and guide me step by step in my research. Miss Truong also tell me if i have any question, do not hesitate to ask her.

In the middle of my research, she came without me asking her to enquiry to see if i still need help. when I finished, another staff member, Miss Sandra, came upon to me and guide me again the last steps of going to the court and receive copies. Miss Kayla Truong already informed me of these details.

I really impressed to receive an excellent service with your 2 staff members.

Warm Regards.

Steve Phan

TB . long story. I received the service first with Miss Truong. when I am doing my research, Miss Sandra came to relieve. Miss Truong for break time.

In a token of appreciation, I would recommend Miss Truong and Miss Kayla

# FEBRUARY IN O.C. HISTORY



Looking south on Blue Gum St. in the town of La Jolla (near Placentia) just days after the 1937 flood. What little of La Jolla survived the 1937 flood was largely washed away in the flood of 1938.

- |                      |   |
|----------------------|---|
| <b>Feb. 2, 1848</b>  | Mexico ceded California to the United States in the Treaty of Guadalupe-Hidalgo.  |
| <b>Feb. 7, 1937</b>  | A flood caused about \$500,000 in damages (which would be \$9.7 million today) across Orange County. The rain stopped before total catastrophe ensued. 1938's flood would be worse. |
| <b>Feb. 15, 1936</b> | The Bowers Museum opened in Santa Ana.  |
| <b>Feb. 16, 1903</b> | The golden poppy ( <i>Eschscholtzia</i> ) became California's official state flower.  |
| <b>Feb. 24, 1857</b> | A group of German immigrants met in San Francisco to form the Los Angeles Vineyard Society, which later planned and founded Anaheim.  |

Historical facts provided by Assistant Archivist Chris Jepsen.

Photo: Courtesy of the Orange County Archives.

Courtesy of the Orange County Archives, a function under the Office of Clerk-Recorder Hugh Nguyen.

**OCArchives.com**



# OUT AND ABOUT



One of my staff took this photo while hiking in Rowland Heights, CA.

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

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

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