

HUGH NGUYEN

Orange County Clerk-Recorder

County Administration South
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WELCOME

Newsletter - April 2020

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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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



Clerk-Recorder Hugh Nguyen answers questions from the media during the official kick off of marriage services at Honda Center in Anaheim.

ORANGE COUNTY CLERK-RECORDER RESUMES MARRIAGE SERVICES AT HONDA CENTER IN ANAHEIM

On Friday, April 17, 2020, the Orange County Clerk-Recorder Department began offering marriage licenses and civil marriage ceremonies to couples whose marriage appointments were postponed due to the COVID-19 lockdown. And on Monday, April, 20, 2020, the department opened up the Marriage Service Hotline (714) 834-2740 to the general public. Couples can now call the hotline to make an appointment to obtain marriage services at Honda Center in Anaheim at 2695 E. Katella Ave, corner of Katella and S. Douglass Road. Service is by appointment only from 8 a.m. to 4:30 p.m., Monday through Friday. The department has been offering 120 appointments per day. To ensure the safety of staff and customers, strict social distancing guidelines as well as other limitations have been put in place.

So far the resumption of marriages services has been a smashing success, warranting visits from all types of foreign and domestic media coverage. During the month of April, the department issued 745 marriage licenses and performed 399 marriage ceremonies. That is a lot of love!!

"I am excited to be able to offer marriage services again during these challenging times," said Clerk-Recorder Hugh Nguyen. "We looked into ways of providing these services in the safest way possible due to the demand and feel that this is a great solution. I would like to thank Honda Center, the Orange County Fairgrounds, the Mayor of Anaheim, the Orange County Sheriff's Department, OC Public Works, OC Community Resources and especially my staff for helping us make this possible."

The Clerk-Recorder's offices were closed to the public initially on March 17, 2020, due to orders from state and local health officials to help slow the spread of the coronavirus.

For those interested in obtaining a marriage license or a marriage ceremony, please visit us at OCRecorder.com or call us at (714) 834-2500, Monday through Friday, from 8 a.m. to 4:30 p.m.

NEWS

**WE ARE HERE FOR YOU
WHILE YOU ARE
SAFE AT HOME!**



Our offices may be closed but please rest assured that we are working hard for you. The services listed below can be easily requested online and mailed via U.S. Postal Service, UPS, or FedEx using the forms and applications available at OCRecorder.com. No over-the-counter service will be available for the following services until further notice:

- 1. Vital Records: Birth, Death and Marriage**
(Download application online and mail completed application to our office with proper fees)
- 2. Fictitious Business Name Statements**
(Complete online application and mail signed, printed statement to our office with proper fees)
- 3. Official Record Copies**
(Download application from our website and mail request to our office with proper fees)
- 4. Notary Public Registrations**
(Mail in two oaths, your bond, and copy of your commission to our office with proper fees)
- 5. Authentications**
(Mail a letter with your request along with documents needing authentication with proper fees)
- 6. Environmental Impact Reports**
(Mail your documentation to our office with proper fees)

At this time, all department employees are in good health and are practicing constant hand washing, frequent disinfecting of hard surfaces and other practices designed to minimize exposure and maintain a sanitary work environment. Employees who are not feeling well will be staying at home.

For more information about obtaining services online or via mail, please visit us at OCRecorder.com or call us at (714) 834-2500. We are here to answer your questions Monday - Friday from 8 a.m. to 4:30 p.m.

[OCRECORDER.COM](http://OCRecorder.com)

WHILE YOU ARE SAFE AT HOME

While you are safe at home during this unprecedented pandemic, the Orange County Clerk-Recorder Department made history by becoming one of the first County Clerk-Recorder offices in the country to resume marriage services to the public. Clerk-Recorder Hugh Nguyen partnered with Honda Center, the O.C. Fairgrounds, the city of Anaheim and OC Public Works to make this possible. The response from the public has been phenomenal and non-stop! We would like to share some of that success with the images below.

Lots of love at Honda Center



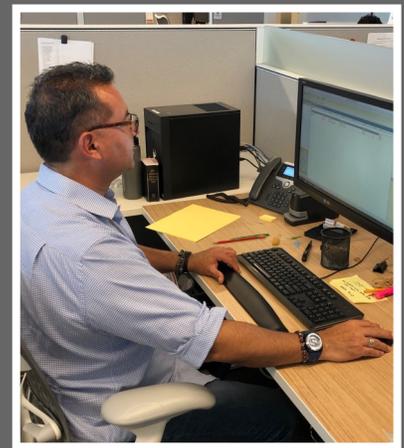
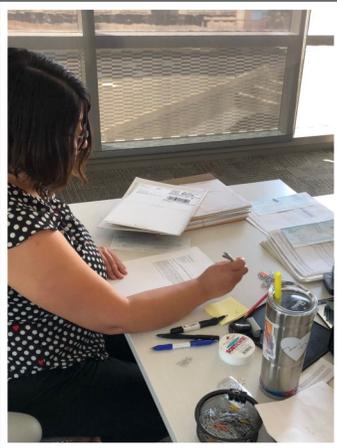
WHILE YOU ARE SAFE AT HOME

While you are safe at home during this unprecedented pandemic, we continue to serve your needs. Our staff is busy answering your questions via our information line, processing your mail requests, recording documents electronically and answering all inquiries received through our social media and AccessOC. We are committed to serving you. We would like to share some images showing our staff working hard for you during this challenging time.

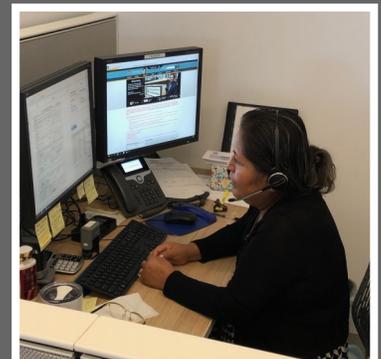
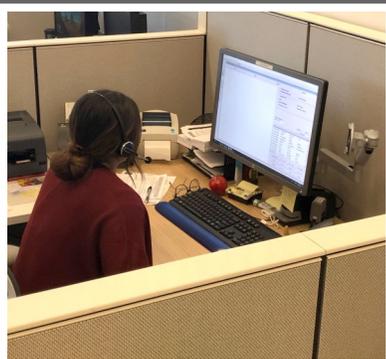
Processing your mailed requests.



Recording your property documents.



Answering your questions at our call center.



AWARDS AND RECOGNITIONS



Orange County Clerk-Recorder *Employee of the Month*



Congratulations!

Susan Evans

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 Susan Evans as Employee of the Month for April.

Since joining the department, Susan has quickly adapted to her role as chief deputy recorder. She had to hit the ground running in her new role, as she played an important role in our transition from our Fullerton office to our current Anaheim location. She then had to dive into moving from Building 12 to our new location at the County Administration South building.

Most recently, Susan spearheaded our efforts to revamp the MOUs for our SECURE electronic recording system. This took a lot of collaboration between Susan, our owner counties, agent users and authorized submitters. She then had to work with several counties counsel to ensure that the MOUs were acceptable to all parties involved. Finally, Susan had to write an intricate agenda staff report to the Board of Supervisors for approval. While this may be a daunting task for many, Susan took it head on and in the end obtained the desired results with approval of the staff report.

Susan has proven to be resourceful, reliable and an effective manager. She is always willing to learn and to take on new challenges. This makes her a valuable member of our executive management team. Her kind demeanor and great ability to listen makes her easy to work with. In the short time Susan has been with the department, she has been able to establish herself in her role and has transformed the Document Recording Unit into an efficient unit. We are happy to have her as part of our team.

Please join me in congratulating Susan on her achievement!

OCRECORDER.COM

CUSTOMERS ARE SAYING...

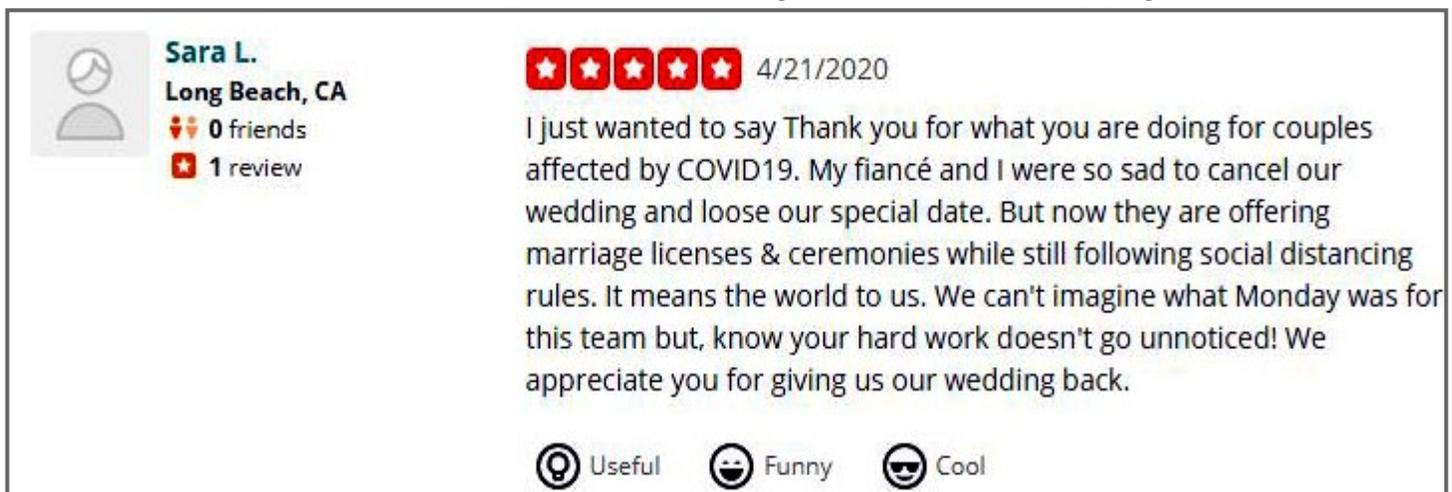
In this section we will share what customers are saying about us. We strive to provide the best customer experience each and every time a customer visits our offices.

Clerk-Recorder Hugh Nguyen would like to thank all staff members for offering great service to the following customers who posted comments on our Facebook and Yelp pages. We strive to go above and beyond what customers expect to ensure they get the answers they need and that they have a positive experience when dealing with a government agency.

A customer who called our information line posted the following comment our Facebook page.



A customer who visited took advantage of our marriage services at Honda center posted the following comment on our Yelp page.



APRIL IN O.C. HISTORY



Marine helicopters in Tustin, around the 1960s.

- April 1, 1951** The Marine Corps' first helicopter transport squadron began operation at the former Navy lighter-than-air base in Tustin.
- April 10, 1988** The America Sings attraction closed at Disneyland. It had opened in 1974, replacing the Carousel of Progress.
- April 11, 1822** The settlers of California took an oath of allegiance to Mexico.
- April 21, 1846** Rancho Trabuco was formally granted to Juan Forster.
- April 28, 1972** A bronze statue of William Henry Dana, sculpted by John Terken, was unveiled at Dana Point Harbor.

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.

OUT AND ABOUT



One of our staff took this shot during a trip to Mexico of the churches in the central plaza of the city of San Miguel de Allende.

Visit our webpage at: OCRecorder.com

Follow us on social media

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

For more information about
the Orange County Archives visit:

OCArchives.com

