



**HUGH NGUYEN**

**ORANGE COUNTY CLERK-RECORDER**

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Newsletter  
March 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  
APRIL 22**

The Clerk-Recorder Department will once again open its doors to the public on April 22 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)

# COMMUNITY OUTREACH



## CLERK-RECORDER WELCOMES PORTO'S TO ORANGE COUNTY

On March 1, Clerk-Recorder Hugh Nguyen stood before more than 1,500 excited guests to celebrate the grand opening of Porto's Bakery & Café in Buena Park. Clerk-Recorder Nguyen presented Raul Porto Jr. with a certificate of recognition to mark the special event. To add to the excitement of the event, Hollywood star Andy Garcia was on hand for the grand opening and spoke to the crowd.

We welcome Porto's to the Orange County business community and wish them great success in the years to come!



## CLERK-RECORDER SPEAKS AT THE SANTA ANA PREVIEW'S MEETING

On March 8, Clerk-Recorder Hugh Nguyen was invited to speak at The Santa Ana Preview's meeting which was held at Original Mike's in Santa Ana.

The clerk-recorder shared his inspirational story and also spoke to the group about the implementation of auto-indexing technology at his office. This technology allows the public to have access to their recorded documents 48 hours after being submitted for recording.

The Santa Ana Preview is a group of individuals who organize meetings on a weekly basis for realtors, brokers, lenders and affiliates who come together to network and educate each other on their industry.

# 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 - PATRICK

Today I would like to introduce you to Patrick. Patrick is our SECURE Project Manager and part of our Information Systems Unit. Patrick has worked for the County of Orange since 1998, when he was hired as a contract network engineer for the Health Care Agency (HCA). He stayed with HCA for two years, then was hired as network and desktop support at OC Waste and Recycling. In 2008, Patrick joined the Clerk-Recorder Department as our SECURE project manager. In addition to his duties in SECURE, in 2013, Patrick took on the responsibility of overseeing the electronic recording project for the Clerk-Recorder, which he still oversees today.

As part of his work with SECURE, Patrick is responsible for supporting 10 California counties and over 80 submitters to record their documents electronically. The Orange County Clerk Recorder was the first county in the nation to offer this service in 1997, and is currently the lead county for the state certified SECURE electronic recording delivery system.

Patrick is a dedicated employee. His years of diverse experience make him a wonderful asset to our team. He is always willing to learn new ways to improve our system, which helps our County remain a leader in electronic recording throughout the State of California and in the nation.

I am glad to have Patrick on my team.

Patrick 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 Alex Ochoa as the Employee of the Month for March.

Alex is always willing to go the extra mile to assist customers and his co-workers. He displays positive energy the moment he walks into the office. He is reliable and always willing to learn a new skill. Most recently, Alex has taken on additional duties to assist the needs of the department at our North County Branch Office. His can-do attitude and always positive attitude is greatly appreciated by all.

Please join the department in congratulating Alex on his achievement.

## SERVICE ANNIVERSARIES

Congratulations to Phyllis Johnson and Ernesto Trejo on reaching a service milestone in their careers.

This past March, Phyllis reached her 30th year of service with the County of Orange.

Also during March, Ernesto reached his 10th year of service with the County of Orange.

The department would like to thank both Phyllis and Ernesto for their service and dedication to the residents and the County of Orange.

# 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.



**IRWIN W.**  
Costa Mesa, CA  
0 friends  
6 reviews

★★★★★ 4/18/2017

Who said dealing with the City is frustrating. On the contrary, I was fortunate enough to have both Hazel and Rose in the Fictitious Business Name department assist me in a rather complicated application that I had submitted personally. Instead of being sent to the in house computers to correct various discrepancies, these two ladies were not only extremely gracious in assisting me in correcting the issue, but the courteous manner in which they addressed the matter was a revelation and pleasant surprise despite the skeptical impression we may have about dealing with the City. These two ladies are to be complemented and thanked.

This comment was received through our Yelp account from a customer who visited our Central Office in Santa Ana.

We would like to thank Hazel and Rose for their courteous and excellent customer service .

We would like to thank Daniel from our South County Branch Office for providing awesome customer service to this customer!!

South 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"/>

**2. How would you rate our overall service?** (B)  
(Please circle your selection)

Outstanding   
  Good   
  Average   
  Fair   
  Poor

**3. Date of your visit:** 3/20/17

**4. Reason for your visit?**  
Get death certificate

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

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

Great service  
Daniel was Awesome!

# MARCH IN O.C. HISTORY



On March 8, 1952, the first El Toro Marines to return home from the Korean War arrived in Orange County

- March 2, 1857** Surveyor George Hansen was hired as superintendent by the Los Angeles Vineyard Society. He was given the job of locating and purchasing land for the new community which became Anaheim
- March 9, 1952** The Santa Ana Zoo was dedicated at Prentice Park.
- March 12, 1987** Orange County band **No Doubt** played their first gig at Fender's Ballroom in the City of Long Beach.
- March 21, 1929** Dana Point's Post Office was established.

*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.*

[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.



Diana, from our Data Entry Unit, took this shot of the beautiful sky and revived forestry after the recent storms during a family trip to Wrightwood 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)

