



**HUGH NGUYEN**

**ORANGE COUNTY CLERK-RECORDER**

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# WELCOME

Newsletter - January 2018

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 or the services provided to the public.

Sincerely,

Hugh Nguyen

County Clerk-Recorder

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## Mark Your Calendars:

February 19, 2018 - George Washington's Birthday (closed)

February 24, 2018 - Special Saturday Opening

March 17, 2018 - Special Saturday opening

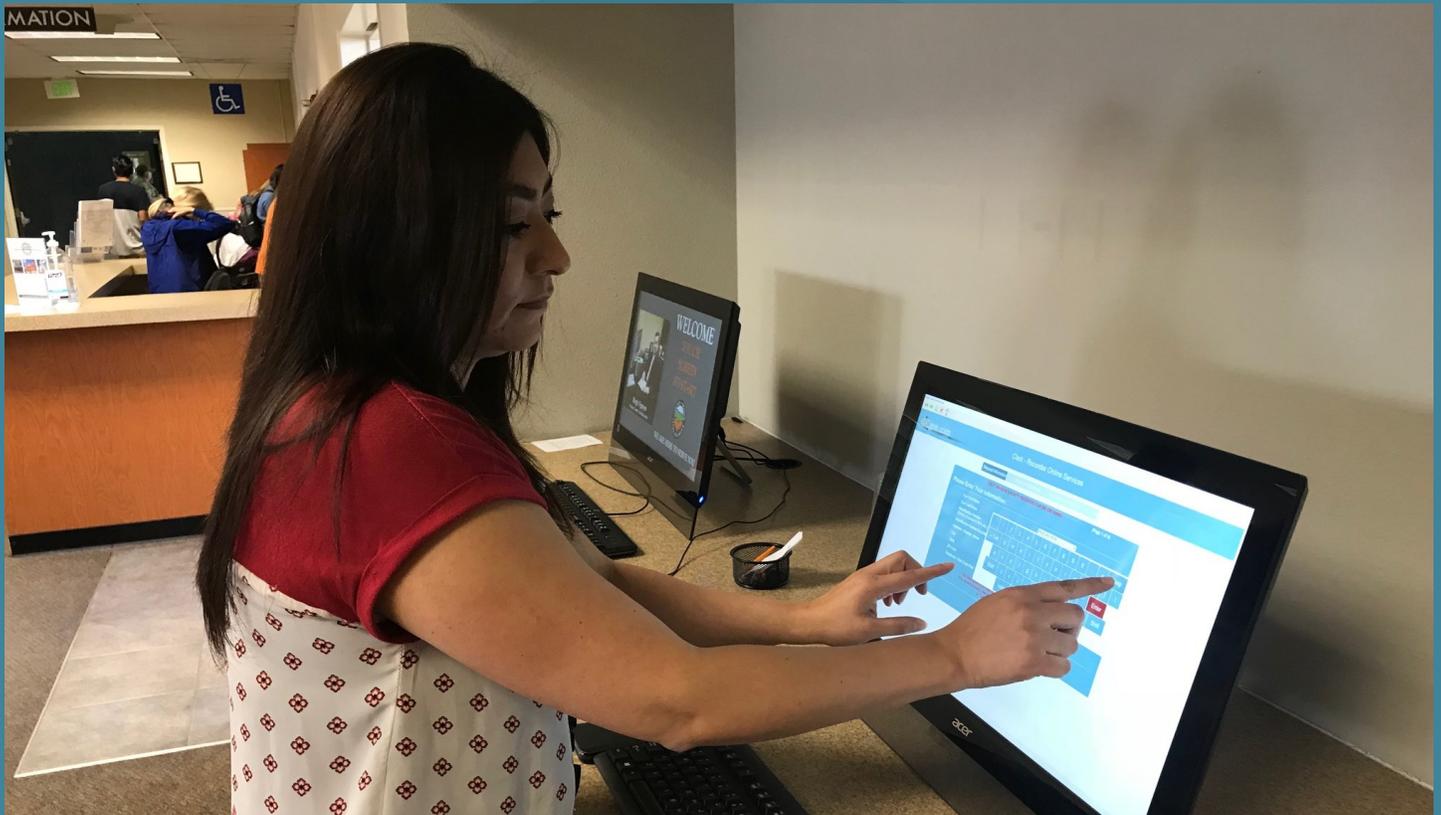
### [OC Weddings Mobile App](#)

The OC Weddings mobile app is now available to download on your phone.



**OCRecorder.com**

# NEWS



## ORANGE COUNTY CLERK-RECORDER LAUNCHES PUBLIC TERMINALS WITH TOUCH SCREEN TECHNOLOGY

Orange County Clerk-Recorder Hugh Nguyen is pleased to announce the launch of public terminals with touch screen technology at all of his office locations. The terminals became available to the public on January 11, 2018. This technology offers significant advantages to the customers - one being an additional option for the public to complete their applications without having to hassle with a keyboard or a mouse.

Customers have the option of using the touch screens or the traditional keyboard and mouse to complete whichever application they choose. With many customers using hand-held devices with touch screen technology, this was a necessary step for the Clerk-Recorder to take. More and more devices are touch dependent, so customers expect the same technology to be available when they visit the Clerk-Recorder's offices.

***"We are always looking for ways to better serve the public by making our office more efficient, making the process easier and more accessible to all by implementing the latest and best technology possible," Clerk-Recorder Hugh Nguyen said. "Touch screen mobile devices are so prevalent in our society today; it only makes sense to move our services in the same direction."***

The implementation of touch screens makes it easier for customers without a computer background to complete their in office requests. The practice of reaching out and touching an icon is a lot easier than having to look for a letter on a keyboard or for the tab key to move from field to field. Navigating the application by simply touching the screen will also save customers time when filling out an application and will speed up the process.

This touch screen technology accommodates customers with physical issues that make using a keyboard or mouse difficult. Some customers may have difficulty manipulating a mouse or even typing, by touching an icon on a screen it will make it possible for customers with these issues to have access to the department's services.

To learn more about the services offered at the Clerk-Recorder Department or to find out where our convenient office locations are, please visit us online at [OCRecorder.com](http://OCRecorder.com)

**OCRecorder.com**

# NEWS



Clerk-Recorder Hugh Nguyen at the ribbon cutting ceremony for his OCWeddings app.

## ORANGE COUNTY CLERK-RECORDER LAUNCHES NEW OC WEDDINGS MOBILE APP

Orange County Clerk-Recorder Hugh Nguyen has launched his department's new O.C. Weddings mobile app. The mobile app will allow customers to both complete a marriage license application and to set an appointment for a civil marriage ceremony, all from the convenience of their mobile devices. A ribbon cutting ceremony was held on January 18, 2018 at the Old County Courthouse in Santa Ana.

This mobile app is believed to be the first of its kind for any Clerk-Recorder Department in the State. The mobile app is available on both Android and Apple platforms as of January 18, 2018. OC Weddings app will make it easier and more convenient for customers to complete their marriage license application and to set up an appointment by offering a user-friendly interface and allowing customers to complete their application before visiting any of our locations. Customers can apply for a marriage license whenever and from wherever they want. All customers need is a mobile device and a cellular or Wi-Fi signal, this will allow customers to begin and complete the process from literally anywhere in the world.

The department will still offer public terminals at all of its locations for those who choose to complete their application in house. For customers' convenience and to reduce wait times, it is recommended that customers complete their application using the new OC Weddings mobile app. To learn more about the services offered at the Clerk-Recorder Department or to find out where our convenient office locations are, please visit us online at:

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

# NEWS



Our North County Branch Office staff was ready to serve the public during last month's special Saturday opening.

## SATURDAY HOURS PLANNED FOR FEBRUARY 24

The Clerk-Recorder Department will once again open its doors to the public on February 24, 2018 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. To find out what services are available at each location, please visit us at [OCRecorder.com](http://OCRecorder.com) for more detailed information.

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](http://OCRecorder.com)

# COMMUNITY OUTREACH

## During the month of January:



I had staff attend the grand opening of Excel Imaging Center to present them with a certificate of recognition to mark the occasion. I wish them great success.



My office attended the ribbon cutting ceremony for Mr Matcha in the City of Garden Grove. I had staff present a certificate of recognition and wish them many years of success.



My office congratulated State Farm for their grand opening in the city of Fountain Valley. I had staff attend the ribbon cutting ceremony to welcome them to the Orange County business community.

# COMMUNITY OUTREACH

## During the month of January:



My office was invited to the ribbon cutting ceremony for Credit Union of Southern California in Costa Mesa.



I joined the Vietnamese-American Chamber of Commerce during their 2018 Board Installation & Business GALA. I congratulated the outgoing 2017 board and welcomed the incoming 2018 board. Congratulations to all!!



I had the opportunity to appear on VNA-TV where I talked about our new OC Weddings Mobile app and the services our office provides.

# COMMUNITY OUTREACH

## During the month of January:



My staff attended the 2018 NAHREP Orange County: Annual Installation Gala and presented the Board of Directors with certificates of recognition. We wish them continuing success!



I had staff attend the grand opening for Eyeglass Store of OC. A certificate of recognition was presented to them and we wished them great success.



Our office was out in the community at the Brea Bridal Show to inform residents about the services we provide and of our new OC Weddings app.

# AWARDS AND RECOGNITIONS

**EMPLOYEE  
OF THE  
MONTH**



## **Christina Pinpin**

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 with great pleasure that I announce Christina Pinpin as Employee of the Month for January 2018.

Christina is an exemplary employee with excellent attendance and exceptionally good work habits which she has displayed during her assignments at the department's Data Entry Unit and in Clerk Operations. She is reliable, on time and always eager to work. Christina's work quality is reflected in her extremely accurate work and by continuously meeting her deadlines. She regularly volunteers to work during our monthly Saturday openings and fills in wherever coverage is needed. Christina's upbeat personality, positive demeanor and her strong work ethic makes her a true asset to the department.

Please join me in congratulating Christina 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.

We received this comment card from a customer who visited our North County Branch Office in Fullerton. We would like to thank Alex for providing this customer with great customer service!

ALEX [REDACTED] North 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?** *OK*  
(Please circle your selection)

Outstanding Good Average Fair Poor

**3. Date of your visit:** 1/25/2018

**4. Reason for your visit?**  
Birth Certificate

**5. How long did you wait in line?** 1 minutes

**6. Do you have any suggestions to improve our services?**  
I love this office.  
Staff is professional.  
Service is always prompt  
and efficient. Thank you  
for making it easy.

# JANUARY IN O.C. HISTORY



First American Corp

On January 27, 1938, rain began to fall in what would ultimately become the great flood of 1938.

- January 6, 1872** At a meeting in what is now Downey, “Orange County” was first suggested as a possible name for a new county.
- January 9, 1913** Richard M. Nixon was born in Yorba Linda.
- January 10, 1969** The new County Courthouse- largely designed by famed architect Richard Neutra- was dedicated in Santa Ana.
- January 11, 2008** Carl’s Jr. founder and noted Anaheim resident Carl Karcher died at age 90.
- January 26, 1886** The Santa Ana, Orange & Tustin Street Railway Co. was formed. It was Orange County’s first horse cart trolley line.
- January 31, 1957** Famed Olympic swimmer Shirley Babashoff - later a Huntington Beach mail carrier - was born in Whittier.

Historical facts and photos provided by Assistant Archivist Chris Jepsen.

Historical photo courtesy of First American Corporation.

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

# 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.



A staff member shared this photo of the retreat garden at the Mission Luis Rey de Francia in Oceanside, CA.

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

Follow us on social media

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

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

