

SERVICE OKLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

VOLUME 09

JANUARY 2024

We know weather in Oklahoma is unpredictable. While we may know a winter storm is on its way, we won't know what kind of impact snow, ice and freezing winds will have on roads, utilities and buildings until the storm has passed.

Service Oklahoma encourages all employees to sign up for severe weather updates from the [Oklahoma Department of Public Safety here](#). You can choose to select text or email updates. If it's your first time to sign up for DPS notifications, you'll need to create an account and a password. After you have created an account, confirm "Statewide Weather Notifications" is selected, then click submit. When DPS reports state services are closed in a particular area, Service Oklahoma locations in that area will also be closed. Employees working at affected offices will need to stay home from work.

After signing up for the weather updates, please discuss a remote work plan with your supervisor as we prepare for potential severe weather this winter.



NEWSLETTER HIGHLIGHTS

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Oklahoma Department
Of Public Safety

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Executive Update

SERVICE
OKLAHOMA



Happy 2024, Service Oklahoma team! We've accomplished a lot together in our first year and we couldn't be more excited about all that is to come in the new year.

We made significant progress last year and we are committed to making ongoing improvements and introducing new initiatives to help us drive the Service Oklahoma mission forward.

We're taking the next step with our new check-in system by launching the live wait map on our website. As we move away from the old appointment system, the new check-in process has allowed customers to save their place in line by scanning a QR code at Service Oklahoma locations on the day of their visit. By February 2024, customers will have the ability to see live wait times and check-in online!

In 2024 our motor vehicle team will work to implement legislation that makes the Electronic Lien and Title (ELT) process more accessible. Working with other divisions and key stakeholders, including the Dealer Advisory committee made up of different automotive dealerships and dealer

associations, they will add important functionality to the ELT system.

A big initiative that will have a massive impact on our ability to serve Oklahomans is the selection of a new driver license system. As you may remember, we've been working through the state procurement process for a full replacement of the state's driver license system of record. We know this has been a pain point for anyone on the driver license team and a new system will better align with our needs and processes. We hope to have a vendor selected soon and we anticipate the new driver license system will be implemented over the next year.

Those are just a few of the key initiatives we'll be working on this year to help us provide a best-in-class customer experience while easing the stress of navigating government services.

As we work to become the most customer-centric state in America, it's going to take each one of us to make that vision a reality. We're stepping into the new year with a renewed dedication to our mission and to our fellow Oklahomans! ★

Welcome to the Team

Service Oklahoma continues to grow, and we are excited for what is to come.
Meet some of our newest team members!



Codi Critchlow
Driver License Examiner
Antlers



Ginger Kennermer
Driver License Examiner
Antlers



Angela Hinds
Part-time Driver License
Examiner, Claremore



Grayson Kitchens
Part-time Driver
License Examiner
Durant



Robbie Hampton
Driver License Examiner
Durant



Bethany McCormack
Part-time Driver
License Examiner
Durant



Dylan Sullivan
Part-time Driver
License Examiner
Norman



Jennifer Bray
Business Support
Services Manager
OKC Classen



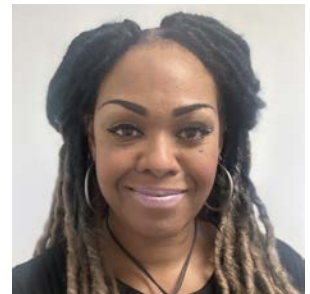
Brianna Coker
Part-time Driver
License Examiner
OKC Classen



Sarah Mae Ross
Policy Writer
OKC Classen



David Welch
Driver License Examiner
OKC Classen



Teneca Morgan
Part-time Driver
License Examiner
OKC I-240

Welcome to the Team

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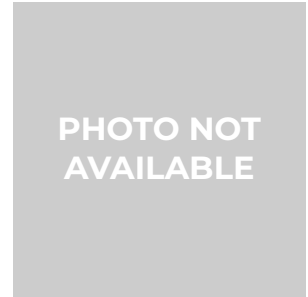
Stacey Ambrose
Part-time Driver
License Examiner
Poteau



Nathaniel Lott White
Part-time Driver
License Examiner
Tulsa Eastgate



Dyllan Pilot
Driver License Examiner
Stillwater



Melody Culp
Part-time Driver
License Examiner
Woodward

Congratulations

Caitlin Owen selected for AAMVA Leadership Academy

Service Oklahoma's Chief Development and Support Officer, Caitlin Owen, was selected to participate in the American Association of Motor Vehicle Administrators (AAMVA) Leadership Academy.

Each year AAMVA selects 20 leaders across the nation to participate in this intense training opportunity focused on the unique characteristics of leading and managing a motor vehicle agency. We're excited for Caitlin to participate and bring back new knowledge and skills to Service Oklahoma. ★



Santa Claus Photos

Service Oklahoma employees and their loved ones had a great time with Santa Claus and the Grinch on December 16! Teammates from multiple locations shared hot cocoa and had fun getting to know one another's families. Here are a few pictures from the event.



Thank You

TO OUR VERY OWN SANTA, ED WARD AND THE GRINCH, SAMIE HARLEY.

Holiday Sweater Contest

Thank you to everyone who participated in Service Oklahoma's holiday Sweater Contest! This year's winners are Sarah Adams-Bartlesville, Jasmine Burton-Tulsa Eastgate, and Judith Bacon-HQ Finance.



FIRST PLACE
Sarah Adams, Bartlesville



SECOND PLACE
Jasmine Burton, Tulsa Eastgate



THIRD PLACE
Judith Bacon, left, HQ Finance



SOK through the Year!

As we kick off another wonderful year at Service Oklahoma, let's look back at our first year working together to better serve our fellow Oklahomans.



SOK through the Year!

Service Oklahoma has had a very memorable year!
Let's look back at our first year working together to better serve our fellow Oklahomans.





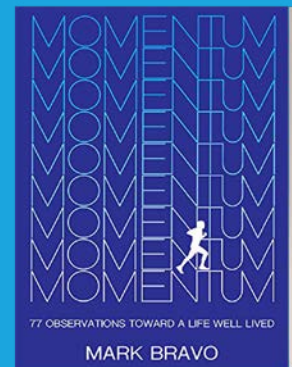
State of the Agency

Save the date for Service Oklahoma's first State of the Agency on Tuesday, January 23 at 2 p.m.

Our Chief Executive Officer Jay Doyle and Chief Strategy & Operating Officer Diedra O'Neil will share a look-back at our first year and our goals moving forward. You will receive more information about the virtual address later this January.

Dine and Discover Well-Being Series

Join Thrive, the state's employee wellness program, for a presentation from Mark Bravo, a veteran runner, commentator and coach. He is also the author of *MOMENTUM: 77 Observations Toward A Life Well Lived*.



Date: Tuesday, Jan. 9, 2024.
Time: 11:30 a.m.-12:30 p.m.
Where: Lincoln Data Center – 2nd Floor,
Green Couch area
3115 N. Lincoln Blvd.,

Register to attend in person or on Teams at [this link](#). The deadline to register is 4:30 p.m., Friday, January 5.



JOIN THE JOURNEY

**FULL &
PART-TIME
AVAILABLE!**

We have full and part-time positions open across the state! Click below to find the next big opportunity for you or someone you know.

[Apply Now!](#)

The Service Oklahoma employee store is open for the next two weeks!

For those who want to purchase an additional Service Oklahoma t-shirt, they can be purchased for \$9.50 plus tax. Sizes 2X and up will incur a \$2 increment charge per size up to 6X.

Employees can purchase as many shirts as they like!

The store is open the first two weeks of each month. Orders are processed and printed during the second two weeks of the month. If there are not enough orders for a bulk order, orders will roll into the next month.

Shirts will be delivered directly to employees within 4 to 8 weeks of their order. Administrative Services will coordinate delivery to the workplace of the employees. Access the employee shirt store at this [link!](#) ★



Retirements

We want to acknowledge and celebrate the following team member for their years of service with the state. We wish Darla the best in retirement!

Darla Gibbs



25 YEARS OF SERVICE

Service Oklahoma Headquarters



Happy Anniversaries

Happy anniversary to our Service Oklahoma teammates and thanks for the many years of service in state government. We are celebrating the following milestone anniversaries this month!

Over 15 Years ★ ★ ★	Over 10 Years ★ ★	Over 5 Years ★
Douglas Dearing 15 Jan 4 Associate Product Manager, OKC HQ	Summer Thompson 10 Jan 13 Procurement Specialist, OKC HQ Kelly Mead 10 Jan 21 Driver License Examiner, Idabel Dixie Whitman 10 Jan 21 Driver License Examiner, Hinton	Harold Moore 5 Jan 22 Driver License Examiner, Enid

LO of the Month

Brenda Qualls

We continue to travel around the state visiting licensed operators. Last month we featured Brenda Qualls of the Haskell Tag Agency.

Brenda has been serving the people of Haskell, Oklahoma and the surrounding areas for 16 years.

[Click here](#) or the photo to the right to watch this month's feature. ★



SOK Pets

Here are this month's featured pets!

Service Oklahoma staff have shared pictures of their furred, feathered and scaled loved ones. Want to share your pet? Send us a picture of your pet, your pet's name, your name and your Service Oklahoma office to Sidney Lee at sidney.lee@service.ok.gov.



1. 3PO and R2D2's person is Jason Martin. Jason is a Driver's License Examiner at the McAlester office.

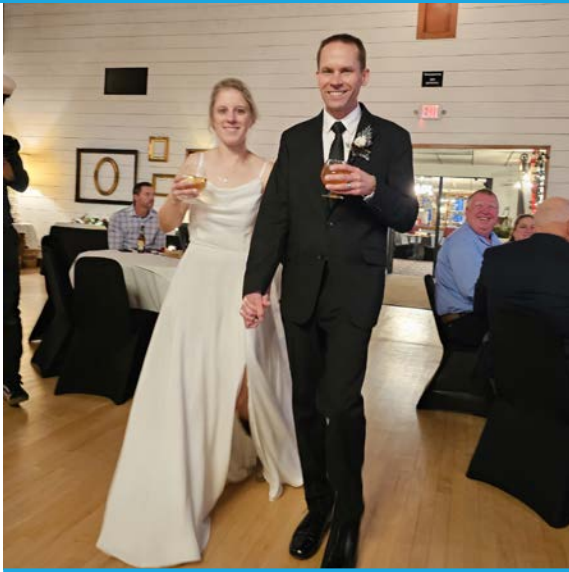
2. Miss Maddie and Geo are Ann Hamaker's girls. Ann is a Service Center Supervisor at SOK Headquarters in OKC.

3. Charlie's driver, also pictured is David Robinson. David is a Driver's License Examiner at the Claremore office.

4. Deimos and Phobia's person is Vanezza Martinez. Vanezza works as a Driver License Examiner at the Guymon office.

Tell Me Something Good

“Tell Me Something Good” is a recurring section of the SOK Employee Newsletter dedicated to the good things going on in your life and the lives of your co-workers.



Stephanie Hamaker and Craig Kyammen



Michelle Chandler, with her new granddaughter, Hensy Jo Bowman

We have two pieces of good news from co-workers this month!

First, Ann Hamakers’ family just got bigger! Stephanie, Ann’s daughter, married Craig Kvammen in Wisconsin earlier this December.

Second, Michelle Chandler’s family welcomed her new granddaughter last month. Hensy Jo Bowman, born on November 16, 2023, weight 5 lb and 9 ounces at birth.

Please share your good news by emailing Sidney Lee at sidney.lee@service.ok.gov with “Something Good” as the subject line. ★

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