

SERVICE KLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

VOLUME 10

FEBRUARY 2024



Service Oklahoma is reviewing our accomplishments over the past year so we can better plan where we are going in the future.

As we look back at our first full year of driver license and motor vehicle services, it's exciting to see all that we have accomplished together. To the left, you will find Service Oklahoma by the numbers, a look at the number of transactions completed, credentials issued and online services conducted in 2023.

Without the dedication, hard work and flexibility of Service Oklahoma employees, none of our accomplishments would be possible!

Service Oklahoma By the Numbers

MOTOR VEHICLE

○ 4,478,875 Total Registrations	○ 126,299 Farm Trucks
○ 3,347,005 Automobiles	○ 127,672 Motorcycles
○ 264,822 Commercial Trailers	○ 86,463 Travel Trailers
○ 142,515 Commercial Trucks	○ 118,046 Boats
○ 89,460 Disabled Veteran	○ 176,593 Other



DRIVER LICENSES

- **3 million +**
Active Credentials
- **1.1 million**
Credentials issued in 2023
- **78%** of 4 Year vs
22% 8 Year
- **1.4 million**
REAL IDs issued as of
January 2, 2024

TRANSACTIONS COMPLETED ONLINE

- **14.5%** of the total
Motor Vehicle
Transactions
- **7.6%** of the total Driver
License Transactions



NEWSLETTER HIGHLIGHTS

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Executive Update

SERVICE
OKLAHOMA



As we prepare for the upcoming legislative session starting next week, we're monitoring over a hundred bills. That number will dwindle down as they move through the legislative process.

We'll be eager to share more towards the end of session in May when we know what measures will truly impact us.

One of the biggest pieces of legislation that will impact the entire agency is the budget bill. In January, we presented our budget proposal to the legislature and shared where and how those funds will be used in our operations.

To provide you with some insight into the budget process, we shared a general overview in the State of the Agency address. Here we would like to share some additional insights into our budget process and how much funding goes towards different buckets in our budget.

Our annual budget comes in at around \$76 million. About 70% of that budget is appropriated from the legislature, meaning funds the state gives us to operate. The other 30% comes from apportionments of the fees we collect for driver license and motor vehicle services.

The largest expenditure in our budget are payroll expenses, meaning we spend about 35% to 40% of our budget on staffing. As was mentioned recently, we are currently budgeted for about 400 full-time staff and about 90% of those positions are presently filled.

The remainder of our expenses can largely be attributed to our driver license and motor vehicle systems of record as well as tech costs in general.

Another large expense are the costs related to mail, including the printing and postage cost for the nearly five million pieces of correspondence we send a year, as well as the cost for license plate production and mailing. Our call center cost, rent and utilities for our over 30 offices around the state, make up another area of significant expense for the organization.

As we move into our second full year of providing services, we're eager to transparently share information with the entire Service Oklahoma team. We hope you had a chance to watch the State of the Agency and we look forward to answering questions and connecting with everyone at our next Town Hall on February 22. ★

Welcome to the Team

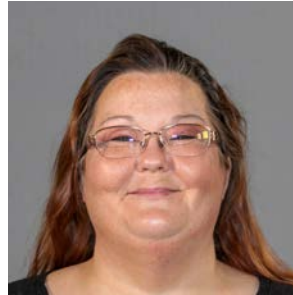
Service Oklahoma continues to grow, and we are excited for what is to come.
Meet our newest team members!



Toby Sheffield
Driver License Examiner
Altus



Michael Cordell
Driver License Examiner
Broken Arrow



Tricia Koch
Driver License Examiner
Broken Arrow



Elizabeth McKenzie
Driver License Examiner,
Claremore



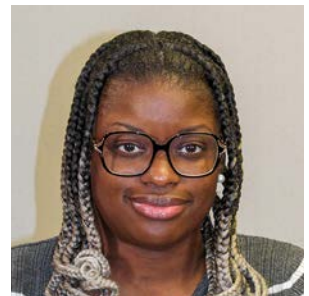
Victoria Baker
Business Programs
Manager
OKC Classen



Jason Holste
Digital Content Creator
OKC Classen



Johnathan Jackson
Business Support
Specialist
OKC Classen



Loretta Jemison
Driver License Examiner
OKC Classen



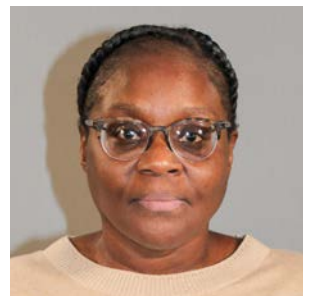
Candace Jordan
Driver License Examiner
Part-Time
OKC Classen



Rachel Muse
Business Systems
Specialist
OKC Classen



Nua Pola
Driver License Examiner
Part-Time
OKC Classen



Chanell Sao
Transactional Auditor
OKC Classen

Welcome to the Team

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



Ron Spilman
Chief Financial Officer
OKC Classen



Monique Nikki Douglas
Driver License Examiner
Part-Time
OKC I-240



Jazmine Johnson
Driver License Examiner
Part-Time
OKC I-240



Patrick Osgood
Driver License Examiner
Part-Time
Tulsa East



Introducing the Service Oklahoma Employee Statement

Last month, 40 agency administrators, managers and supervisors from across the agency worked together to create a Service Oklahoma employee engagement statement that speaks to who we are as a state agency! We're pleased to present the SOK employee statement below.

At Service Oklahoma, we are a team of innovators, trusted partners and empowered agents of positive change. We exceed expectations while respecting each other and the state we proudly serve. We are committed to providing best-in-class service and serving citizens purposefully. Our collaborative approach reflects our commitment to innovation, servant leadership and accountability. We say yes instead of no, removing obstacles whenever possible—striving to create an efficient and trustworthy team that builds strong partnerships within our community. We embrace challenges as opportunities to learn and grow, fostering a culture that values fun and supports each other.

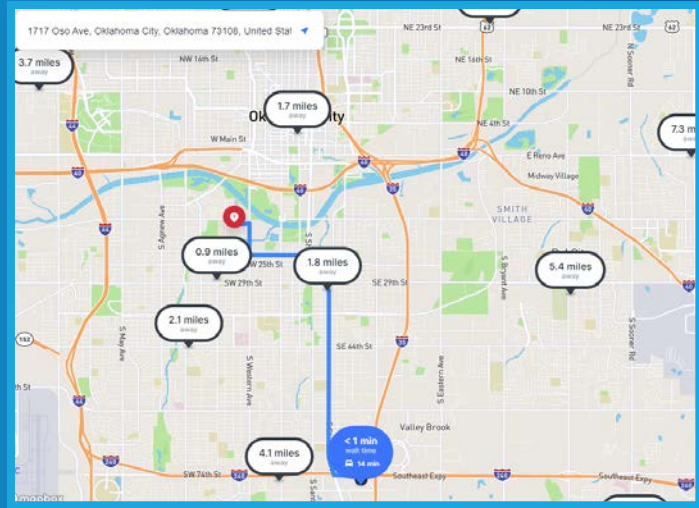
New Live Wait Map

The next step in implementing our new check-in system is here – the live wait time feature is up on service.ok.gov!

Customers can now join the daily waitlist for all Service Oklahoma Licensing and Exam locations online, rather than having to come in person to get in line.

Information from the past few months is being used to calculate wait times at each location based on the number of employees, the number of customers checked in at each location and the services customers are seeking. This provides our customers with real time wait time estimates, allowing them to determine if it's the right time for a visit.

The live wait map also helps naturally balance the flow of customers across all our locations. As the system gathers data it will continue to get better at estimating customer wait times, meaning better service for customers and more efficient processes for our employees. ★



Thrive, the Oklahoma Employee Wellness program is ready for fresh beginnings in the new year!

A [toolkit](#) has been provided by Thrive to help employees set goals for 2024. Thrive is also encouraging employees to join the state's Walking Club! The club started on January 16, but all state employees are encouraged to jump right in, there is no time limit to when someone can join.

Many studies show a loss of motivation to exercise is common since the pandemic began, and the Walking Club hopes to help people get back on track with some fun challenges and group walks.

Stress has also risen since the start of the pandemic. StressStop is designed to help employees manage stress and burnout. ★

New Locations



We're excited about how Service Oklahoma is changing in the new year! We are opening new locations, relocating some services and updating our signage and branding throughout our locations. All of these changes will better help us work together as one team serving all of Oklahoma.

We opened two new Drive Test Centers (DTC) in key metro locations. These pilot programs are operating in Oklahoma City and in Broken Arrow, both near some of our busiest locations. These sites are focused on Learner Permit holders testing for their Intermediate License.

As of this week, we now have an Antlers Service Oklahoma Licensing and Exams location serving the citizens of Pushmataha County. This new site expands the offerings in an area of the state where our customers have historically traveled long distances in order to access services.

To ensure continuity of services in Tahlequah, we began working with the local licensed operator in January to embed Service Oklahoma staff while we look for a new location in the area.

Our teammates in Chickasha and Miami will be moving to new, updated locations next month. Both locations are near the previous offices and relocation should be relatively quick and easy.

New signage is coming to all Service Oklahoma locations in the coming months. This visual update will help guide customers in our stores and provide unity throughout the agency. ★

OKLAHOMA CITY DTC



BROKEN ARROW DTC



ANTLERS



New branding and fresh signage will be brought into different locations across the state, making our sites bright and welcoming to customers and staff.



OKLAHOMA CITY DTC



BROKEN ARROW DTC



ANTLERS



Service Oklahoma Mission, Vision, Values

Mission

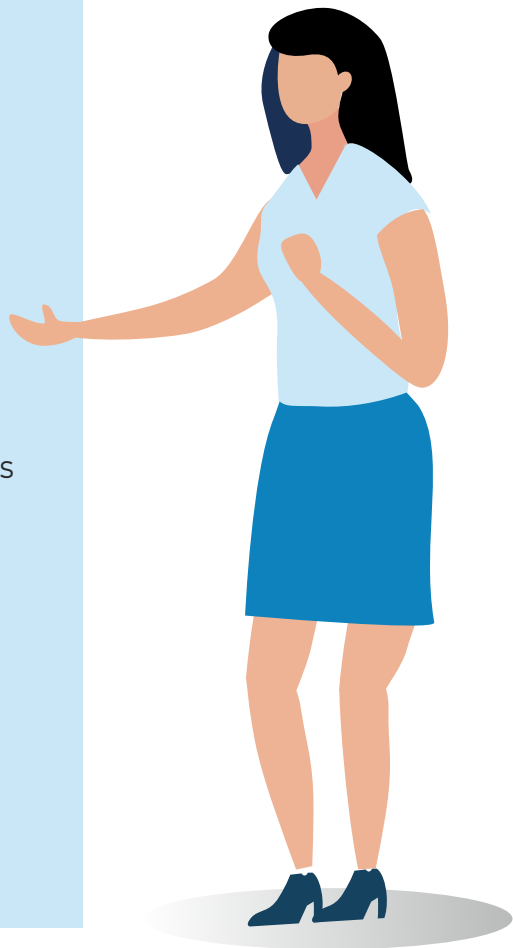
Our mission is to ease the stress in navigating government services by providing a best-in-class customer experience.

Vision

We aspire to become the most customer-centric state in America.

Values

Reliable, Pioneering, Neighborly,
Authentic, A Trusted Teammate.



[CLICK HERE](#)

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

Those wanting an additional Service Oklahoma t-shirt can purchase it 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! Access the employee shirt store at this [link!](#) ★

Highest Volume Service Oklahoma Locations

This month, we're celebrating the locations that saw the highest average volume of customers, relative to the population, in 2023. Cheers to Clinton, Chickasha, Bartlesville, Broken Arrow, their staff and supervisors!



RECENT REVIEW:

"I failed my test and the people were always nice to me. Ended up passing!"

RECENT REVIEW:

"Had absolutely no wait time. The staff was extremely helpful, knowledgeable, and kind. They were warm and welcoming on a dreary day. Top-notch service!"

RECENT REVIEW:

"Here in Bartlesville at the DMV they are the friendliest and most helpful people I have ever seen at a DMV. It is worth the drive to come here to get your drivers license whether its taking a drive test or CDL."

RECENT REVIEW:

"Great instructor, great people all around! Made testing less stressful!"

CLINTON

Average Number of Monthly Transactions: 623

Employees: Bryan Atchley, Cheryl Bermudez, Carol Coutino, Christian Limas, Berenice Zavala-Ramos

CHICKASHA

Average Number of Monthly Transactions: 585

Employees: Rios Bryant, Jobeth Haynes, Delbert McCurley, Shari Moore, Craig Ragsdale, Patricia Simmons, Aldan Smith, Angie Smith, Elizabeth Ward

BARTLESVILLE

Average Number of Monthly Transactions: 711

Employees: Sarah Adams, Evelyn Blackwell, Benjamin Drennan, Trevor Graham, Buffy Smith

BROKEN ARROW

Average Number of Monthly Transactions: 1,294

Employees: Matthew Carlson, Michael Cordell, Kenneth Kaminski, Michelle Knight, Tricia Koch, Julie McClung, Ginger Meeker, Lauren Owens, Buffy Smith

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.

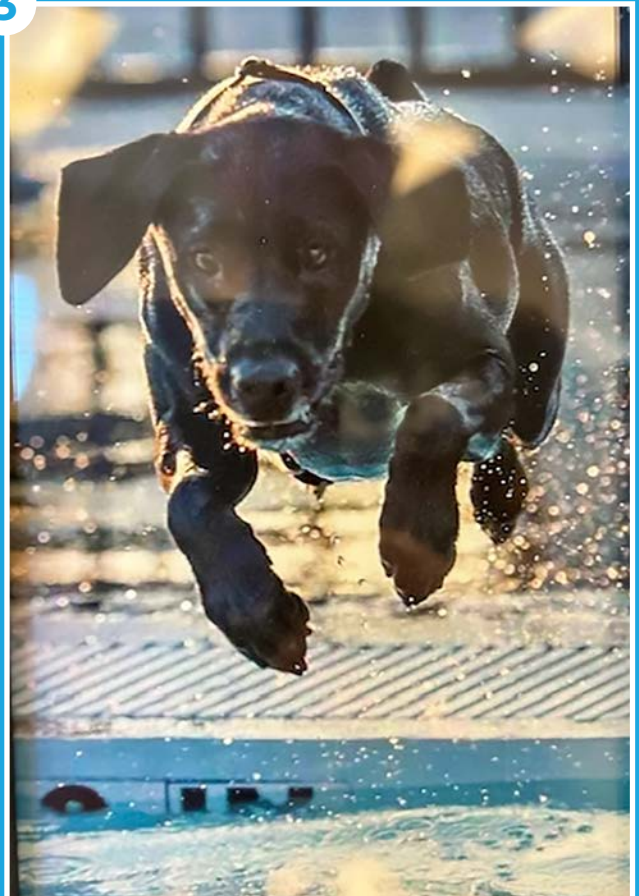
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2



3



1. Prometheus depends on Erika Franklin to keep them happy and warm. Erika is a Driver License Examiner in Edmond.

2. Petunia's person is Katherine Barham. Katherine is a Cash Operations Associate at SOK Headquarters in Oklahoma City.

3. Baxter's best friend is Tommy Foskin. Tommy is Service Oklahoma's Director of Internal Audit.



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 anniversary this month!

Over 5 Years



Trina Young 5 | Feb 11
Driver License Examiner, Lawton

Pathfinder and SoonerSave

Pathfinder and SoonerSave now have a Roth 547 option for employees! Retirement Plan Counselor Chad Guest is offering webinars for employees who would like to learn more about this option!

You can sign up for a webinar session [here](#). Each session is scheduled for an hour and includes a 30 to 45-minute presentation with additional time for questions. After the seminar, you are welcome to schedule an account review [here](#). ★



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.



Mason Dearing, Doug Dearing's son

Once again, we have two pieces of good news from co-workers this month!

First, Doug Dearing's son Mason received an award at his school! Mason is a 5th-grader at Frontier Elementary in Edmond. A group at his school called the 4901 Club, named after the school address, recognizes students for their achievements throughout the year. Mason recently received the Outstanding Character Award!



Michelle Chandler, with her new grandson, Qinton James

Second, Michelle Chandler's family has been blessed with another grandchild! Qinton James, born on January 10, 2024, weighed 8 lb and 14 ounces at birth, and was 23 inches long. Michelle said his big sisters Ashton and Reagan are super excited about their new little brother, and Michelle is enjoying all the snuggles from the abundance of grandbabies.

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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