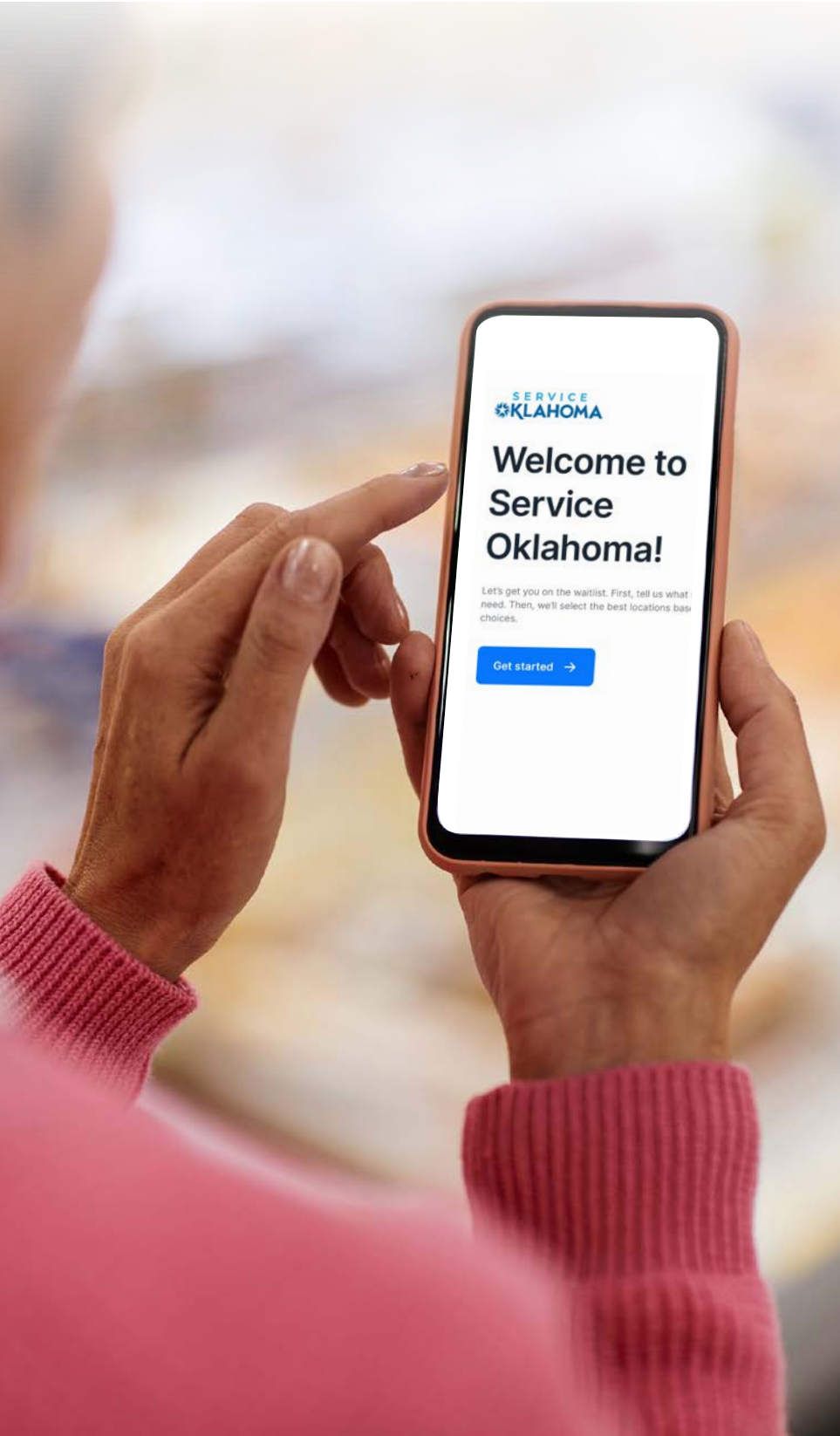


SERVICE KLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

VOLUME 11

MARCH 2024



Service Oklahoma is already celebrating big wins in 2024! Thanks to the incredible frontline staff, our new live wait map and the dedication of our entire team, Oklahomans have seen a dramatic decrease in their wait times at Service Oklahoma locations.

In January, our customers saw an average wait time of 14 minutes across the state. Together with increased staffing and more online service options, we've been able to decrease the average wait time by 86% compared to January 2023.

[See page 7](#) for the Service Oklahoma locations with the current shortest wait times relative to their customer volume.



NEWSLETTER HIGHLIGHTS

- ▶ [Executive Update](#)
- ▶ [Welcome to the Team](#)
- ▶ [SOK in the News](#)
- ▶ [Licensed Operator](#)
- ▶ [Honoring Lenora Madkins](#)
- ▶ [Seasonal Saturdays](#)
- ▶ [Shortest Wait Times](#)
- ▶ [Employee Anniversaries](#)
- ▶ [Retirements](#)
- ▶ [Thrive Windy Cup Golf Tournament](#)

Executive Update

SERVICE
OKLAHOMA



Antlers Grand Opening

On Friday, March 1 Service Oklahoma celebrated the opening of the Antlers Licensing and Exam location with a ribbon cutting ceremony. We celebrated with staff, legislators, county officials and the citizens of Pushmataha County, honoring the partnerships that made the opening of this location possible.

For years, the Antlers community and its officials have been working to bring essential driver license services to this part of the state. Prior to the Service Oklahoma Antlers opening at the end of January, citizens had to drive over an hour to take a written or drive test.

With the opening of this new location, we're reminded of the public partnerships that allow Service Oklahoma to achieve our mission. The support of the legislature as well as city and county officials are essential to our success. We're grateful for their commitment to helping us serve our fellow Oklahomans.

Peak Season

Now we look ahead to the arrival of our peak season. We learned a lot of lessons in our first year of administering driver license and motor vehicles services and we're eager to put those learnings into action in 2024.

As you'll see on [page 6](#), we are announcing Seasonal Saturdays at select locations beginning Saturday, March 9. Seasonal Saturdays during peak season will allow us to better meet the demand and give citizens more in-person service options that align with their busy schedules.

We are continually grateful for this team for bringing an innovative approach to our mission. We are making positive changes in the state and you can see that firsthand when you read some of the recent reviews from customers across the state. We look forward to seeing this momentum continue into peak season! ★

Welcome to the Team

As Service Oklahoma continues to grow, we are excited to welcome our newest employees to the team!



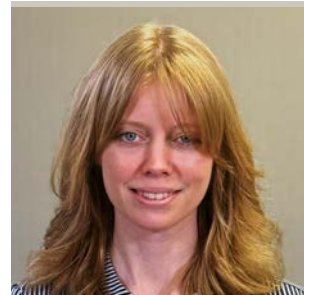
Jeffrey "J.P." Vaile
Driver License Examiner
Ardmore



Steve Hartley
Regional Manager



Chloe Huereca
Social Media Manager
OKC Classen



Maeve Lindsey
Attorney
OKC Classen



Randall Phillips
Training Specialist
OKC Classen



Debra Wojtek
Sr. Advisor for
Legislative Affairs
OKC Classen



Cherish Winchester
Driver License
Examiner Part Time
OKC Drive Test Center



Mayce Gibson
Driver License
Examiner Part Time
Stillwater



Sommer Taylor
Driver License Examiner
Part Time
Tulsa West

Service Oklahoma in the News



We've been thrilled to see the recent press showcasing Service Oklahoma's commitment to providing a best-in-class customer experience while easing the stress of navigating government services. Congratulations to everyone for the hard work and dedication that's been featured in these noteworthy media mentions!

Broken Arrow Drive Test Center featured on the front page of Tulsa World newspaper

- ▶ Driver Test Site Opens for Teens in Broken Arrow
- ▶ Tulsa World Newspaper front page story and online article
- ▶ February 14, 2024



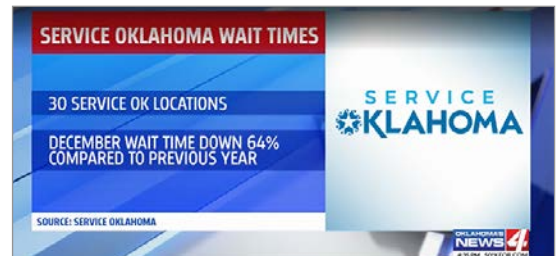
Oklahoma City Drive Test Center featured on KFOR Newschannel 4

- ▶ Service Oklahoma drive test center opens for teen drivers hungry for licenses
- ▶ KFOR Newschannel 4 – Broadcast News at 6pm and 6:30pm
- ▶ February 3, 2024



Service Oklahoma's new check-in system featured in 10+ media outlets across the state

- ▶ Service Oklahoma's new check-in system leads to 64% decrease in wait times
- ▶ KFOR and KWTW broadcasts, Yahoo News homepage and multiple digital outlets
- ▶ January 4 – 9, 2024



Service Oklahoma's one year anniversary of services featured by AAMVA

- ▶ This Week in Review: Service Oklahoma's First Anniversary Data Shows Major Achievements for Oklahomans
- ▶ American Association of Motor Vehicle Administrators
- ▶ January 30, 2024



STEPHANIE NOVOTNY



OPERATOR OF THE *Month!*

FEATURING NOVOTNY TAG AGENCY

The Service Oklahoma communications team is excited to hit the road again in 2024 and visit licensed operators around the state! In February, we visited Stephanie Novotny at the Novotny Tag Agency in Anadarko.

With four years of dedicated service under her belt, Stephanie has become a beloved figure in her town, known for her warmth, efficiency, and a certain four-legged companion that adds an extra dash of delight to the agency. Customers say, visiting the Novotny Tag Agency isn't just about licenses and registrations – it's about feeling like a valued member of their town.

Honoring Lenora Madkins



Former Driver License Examiner Lenora Madkins passed away peacefully surrounded by family on February 18, 2024. Services were held in her honor last Tuesday at Bethlehem Star Baptist Church in Oklahoma City.

Lenora served with distinction as a Driver License Examiner and Helpdesk Examiner for 19 years with dependability and dedication. She was known as “Big Momma” and for her sense of humor, kindness, energy and generosity. Everyone who had the privilege of working with Lenora knew she would treat you like family.

Please join us in [remembering the life of Lenora](#) and her commitment to the state of Oklahoma and her fellow Oklahomans. ★

SEASONAL SATURDAYS

WITH EXTENDED HOURS



Service Oklahoma's peak season begins with the arrival of Spring. After analyzing customer visit patterns over the last year, we are excited to begin Seasonal Saturdays this Saturday, March 9. Opening on Saturdays at select locations will allow us to meet the higher demand of peak season and provide a best-in-class customer experience by giving citizens more options to fit into their busy schedules. We expect Seasonal Saturdays to run March through September.

Broken Arrow (BA)

Sat 8:00 a.m. – 1:00 p.m.

Edmond

Sat 8:00 a.m. – 1:00 p.m.

Norman

Sat 8:00 a.m. – 1:00 p.m.

BA Drive Test Center

Sat 8:00 a.m. – 1:00 p.m.

Enid

Sat 8:00 a.m. – 1:00 p.m.

OKC Drive Test Center

Sat 8:00 a.m. – 1:00 p.m.

Classen

Sat 8:00 a.m. – 1:00 p.m.

I-240

Sat 8:00 a.m. – 1:00 p.m.

Stillwater

Sat 8:00 a.m. – 1:00 p.m.

Durant

Sat 8:00 a.m. – 1:00 p.m.

Lawton

Sat 8:00 a.m. – 1:00 p.m.

Tulsa Eastgate

Sat 8:00 a.m. – 1:00 p.m.

Service Oklahoma Locations with the Shortest Wait Times

This month, we're celebrating the locations whose customers experienced the shortest wait times so far in 2024, relative to the average number of customers seen in a week. Congratulations to the staff and supervisors in Clinton, Sallisaw, Bartlesville and Classen.



RECENT REVIEW:

"Had a road test here. Everything was extremely efficient. Bernice was absolutely wonderful. If you come prepared with everything you are supposed to, it will be easy... I really can't say [enough] how impressed I was with Bernice."

RECENT REVIEW:

"The staff was so kind and forgiving! I came in the first time after a root canal and had forgotten everything! They were so patient as I found emails and searched for insurance! They are kind and I want to thank them for all they do!!!"

RECENT REVIEW:

"I took my drivers test for the first time here, and it was so quick and simple! The employees were very kind, and my instructor, Andy, was extremely kind and made sure I wasn't nervous throughout the test. Great experience!"

RECENT REVIEW:

"Very fast moving. I wish everywhere else could be the same! Walk in is the best. No time was wasted. Thanks again for your service, workers was very respectful and helpful."

CLINTON

Market Size: Small

Current Average

Wait Time: 5 minutes, 16 seconds

SALLISAW

Market Size: Medium

Current Average

Wait Time: 9 minutes, 27 seconds

BARTLESVILLE

Market Size: Large

Current Average

Wait Time: 11 minutes, 20 seconds

CLASSEN

Market Size: Extra Large

Current Average

Wait Time: 20 minutes, 54 seconds



Happy Anniversaries

Happy anniversary to the following Service Oklahoma team members who are celebrating milestone anniversaries with the state in March!

Over 15 Years ★ ★ ★	Over 10 Years ★ ★	Over 5 Years ★
Coy Jones 15 Mar 2 Driver License Examiner Lead, Ardmore	Renita Anderson 10 Mar 11 Legal Support Specialist, OKC HQ Biji Chacko 10 Mar 16 Transactional Auditor, OKC HQ	Terry Pendergrass 5 Mar 18 Driver License Examiner, Tahlequah Lindy Hart 5 Mar 18 Transactional Auditor, OKC HQ

Retirements

We are pleased to celebrate Coy Jones for her many years of service with the state and we wish her the best in retirement!

Coy Jones
 ★ ★ ★
15 YEARS OF SERVICE
 Ardmore



Service Oklahoma employees are invited to join Thrive's 2024 Windy Cup Tour golf tournament!





[**Register Here**](#)

Thrive, the state of Oklahoma Employee Wellness program is gearing up for spring with the first of many activities. The Windy Cup Tour is a series of golf tournaments taking place at different sites across the state from March 16 to August 17.

Employees and their family members are invited to sign up for any of the tournaments on the Windy Cup Tour. Sign up in a four-person team or sign up individually and you'll be placed on a team for the scramble format tour. Fees for each tournament include green fee, cart and tax. ★

<p>March 16 LAKE MURRAY 2673 Lodge Rd. Ardmore, OK 73401 1 p.m. Shotgun \$45</p>	<p>May 18 CEDAR CREEK 3650 Golf Course Rd. Broken Bow, OK 74728 8:30 a.m. Tee Time \$40 WITH RANGE BALLS</p>	<p>July 13 BOILING SPRINGS 5283 State Highway 34C Woodward, OK 73801 8 a.m. Tee Time \$50</p>
<p>April 6 KICKINGBIRD 1600 E. Danforth Rd. Edmond, OK 73034 1 p.m. Tee Time \$70.50 WITH RANGE BALLS & GIFT CARD</p>	<p>June 8 BATTLE CREEK 3200 N. Battle Creek Dr. Broken Arrow, OK 74012 11 a.m. Tee Time \$40 WITH RANGE BALLS</p>	<p>August 17 LAKESIDE MEMORIAL 5201 N. Washington St. Stillwater, OK 74075 9 a.m. Tee Time \$50</p>

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