

SERVICE OKLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

VOLUME 12

APRIL 2024



In March, we kicked off Seasonal Saturdays at select locations across the state!

Thanks to flexibility of our front-line staff, we served nearly 1,500 customers on Saturdays in March. As we work to provide our customers with more options for in-person services during the week, we can also accommodate the increase demand that naturally comes this time of year.

Peak season has certainly arrived, and we are already on track to serve more customers than we served last year during this time. During Spring Break, we completed 12,962 transactions across the state, marking one of the busiest weeks ever for in-person services.



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Facility Update



This month's Leadership Update comes from April Gonzalez, Service Oklahoma's Director of Administrative Services.

April showers bring May flowers and hopefully no tornadoes.

Being a part of the facility services team comes with the privilege of working with all Service Oklahoma locations and employees across the agency.

Our approach to managing the more than 30 Service Oklahoma facilities is an involved process. It starts with an assessment of each location for a better understanding of the office and surrounding community. We dive into lease agreements to educate ourselves on the terms and meet with landlords and their maintenance teams to learn their preferred protocol for working together. When we open a new location, we're tasked with setting up processes and managing new agreements.

As we build those relationships, we can better serve the interests of Service Oklahoma and our teammates. Discussions with landlords and facility employees should always funnel through the Facilities Division

to track the progress and document concerns for future lease adjustments. This helps develop a solid foundation for continued improvements to the office.

While it's taking longer than we'd like, finding the perfect location to reopen the Shawnee office is at the top of our list. We're working to ensure the new space is economically sound while serving the surrounding community without infringing on current licensed operators. Ardmore, Claremore, Norman, Tahlequah, and Woodward facilities are also being evaluated along with other locations.

We've been on the road the last several weeks visiting all our locations for a second and, in some cases for a third and fourth time. These visits are used to develop a plan to incorporate the Service Oklahoma brand into the space, create floor plans and determine whether the location is the best place to meet the needs of its constituents and most importantly our employees.

During our visits, we are listening to employees and taking notes. We are working on improvements and will share plans as they are approved for implementation. Thank you for talking and sharing with us. If you have questions or need assistance, please don't hesitate to reach out on Teams or through email at april.gonzalez@service.ok.gov. ★

Welcome to the Team

Service Oklahoma is excited to welcome our newest employees to the team!



Yonghong Chen
Accounts Payable
Technician
OKC Classen



Danae Harris
Business Systems
Specialist
OKC Classen



Joshua Slocum
MV Title Consultant
OKC Classen



Chequila Thompson
Business Systems
Specialist
OKC Classen



Kenneth Hamman
Driver License Examiner
Part-Time
Norman



Katlynn Wingate
Driver License Examiner
Part-Time
Norman



Dylan Sullivan
Driver License Examiner
OKC Drive Test Center



Julie Eskridge
CDL Driver License
Examiner
Tulsa West



Of Course We Are Oklahomans Helping Oklahomans

Service Oklahoma jumped on the trend and was thrilled to feature employees from across the agency in a recent social media video. [Watch the video now and share on Facebook!](#)



Working Advantage Employee Discount Program



Service Oklahoma is now enrolled with Working Advantage, an employee discount program available to all full and part-time employees.

Work-life balance and general well-being are as important as the work you contribute. That's why we're excited to offer the Working Advantage Discount Program, a one-stop shop for exclusive and convenient savings on various products, services and experiences.

Visit the [Working Advantage website](#) to enroll for free. Use code SERVICEOKLAHOMA to begin receiving discounts on:

- ▶ Electronics
- ▶ Appliances
- ▶ Theme Parks
- ▶ Hotels, Flights, & Cruises
- ▶ Movie Tickets
- ▶ Rental Cars
- ▶ Gift Cards
- ▶ Apparel
- ▶ Cars
- ▶ Flowers
- ▶ Fitness Memberships
- ▶ Groceries
- ▶ Special Events
- ▶ And more!



2024 Oklahoma State Employee Engagement Survey

All Service Oklahoma employees are encouraged to participate in an employee engagement survey designed to solicit feedback from state employees about their work environment. This is an opportunity for you to express your views on what the agency is doing well and what could be done better. The survey is designed to be completely confidential.

The [OKSEES survey](#) can be accessed here and should take around 20 minutes to complete. Employees are asked to complete the survey by Friday, April 12. ★

[Take the survey now!](#)

ANGELA MARLOW



OPERATOR OF THE *Month!*

FEATURING SERVICE OKLAHOMA BRISTOW

The newest Licensed Operator of the Month is Angela Marlow at Service Oklahoma Bristow! We're thrilled to feature the first licensed operator in the state to fully incorporate Service Oklahoma's branding.

With six years of service as a licensed operator, Angela recently opened her new location in Bristow, adding to her existing location in Drumright. The town of Bristow warmly welcomed Angela and is delighted to now have the convenience of a nearby licensed operator. ★

HQ Parking Reminders



As our peak season ramps up, we must make every effort to ensure customers visiting our OKC Classen location have available parking. The front parking lot outside of Building 4 is reserved for customers. Employees should not park in the front lot during customer operating hours including those with fleet vehicles.

All employees working in or visiting Building 4 should park in Garage 2, including those driving fleet vehicles. As a reminder, employees who work or visit HQ must register their vehicles with Chesapeake, including applicable disability parking placard information.

If you need a parking decal for your vehicle or have questions regarding parking at HQ, please reach out to April Gonzalez or Cassandra Patterson at sokfacilities@service.ok.gov. ★

March Media Madness



With the Antlers Licensing and Exam location opening, our online live wait map, and Seasonal Saturdays making the news in March, the hard work and dedication of our team hasn't gone unnoticed. Congratulations to all Service Oklahoma employees for contributing to these noteworthy media mentions! ★

Antlers Licensing and Exam Location Grand Opening

Featured in:

- ▶ Hugo Daily News Front Page
- ▶ Antlers American Newspaper
- ▶ Both Tex-lahoma News Channels: KTEN & KXII
- ▶ Live broadcast on local area radio stations
- ▶ AMMVA This Week



Live Wait Map Launch

Featured in:

- ▶ 5 Live Broadcast News Stations and aired 7 times
- ▶ Yahoo News



Seasonal Saturdays Launch

Featured in:

- ▶ 4 Live Broadcast News Stations
- ▶ Yahoo News



New Operating Hours Across the State



After analyzing customer patterns over the last year, we have updated operating hours at all of our locations to accommodate the visiting patterns of our customers in each area. Hours have been adjusted at all Service Oklahoma Licensing and Exam and Drive Test Center locations to be consistent and more accessible to Oklahomans in each community.

Ada

M-F 8:00 a.m. – 5:30 p.m.

Altus

M-F 8:00 a.m. – 5:30 p.m.

Antlers

M-Th 8:00 a.m. – 5:30 p.m.
F 8:00 a.m. – 3:00 p.m.

Ardmore

M-F 8:00 a.m. – 5:30 p.m.

Bartlesville

M-F 8:00 a.m. – 5:30 p.m.

Broken Arrow

M-F 7:00 a.m. – 5:30 p.m.
Sat 8:00 a.m. – 1:00 p.m. (Mar-Sept)

Broken Arrow Drive Test Center

M-F 7:00 a.m. – 5:30 p.m.
Sat 8:00 a.m. – 1:00 p.m. (Mar-Sept)

Chickasha

M-F 8:00 a.m. – 5:30 p.m.

Claremore

M-F 8:00 a.m. – 5:30 p.m.

Clinton

M-Th 8:00 a.m. – 5:30 p.m.
F 8:00 a.m. – 3:00 p.m.

Durant

M-F 7:00 a.m. – 5:30 p.m.
Sat 8:00 a.m. – 1:00 p.m. (Mar-Sept)

Edmond

M-F 7:00 a.m. – 5:30 p.m.
Sat 8:00 a.m. – 1:00 p.m. (Mar-Sept)

Enid

M-F 7:00 a.m. – 5:30 p.m.
Sat 8:00 a.m. – 1:00 p.m. (Mar-Sept)

Guymon

M-Th 8:00 a.m. – 5:30 p.m.
F 8:00 a.m. – 3:00 p.m.

Hinton

M-Th 8:00 a.m. – 5:30 p.m.
F 8:00 a.m. – 3:00 p.m.

Idabel

M-Th 8:00 a.m. – 5:30 p.m.
F 8:00 a.m. – 3:00 p.m.

Lawton

M-F 7:00 a.m. – 5:30 p.m.
Sat 8:00 a.m. – 1:00 p.m. (Mar-Sept)

McAlester

M-F 8:00 a.m. – 5:30 p.m.

Miami

M-Th 8:00 a.m. – 5:30 p.m.
F 8:00 a.m. – 3:00 p.m.

Muskogee

M-F 8:00 a.m. – 5:30 p.m.

Norman

M-F 7:00 a.m. – 5:30 p.m.
Sat 8:00 a.m. – 1:00 p.m. (Mar-Sept)

OKC Classen

M-F 7:00 a.m. – 5:30 p.m.
Sat 8:00 a.m. – 1:00 p.m. (Mar-Sept)

OKC Drive Test Center

M-F 7:00 a.m. – 5:30 p.m.
Sat 8:00 a.m. – 1:00 p.m. (Mar-Sept)

OKC I-240

M-F 7:00 a.m. – 5:30 p.m.
Sat 8:00 a.m. – 1:00 p.m. (Mar-Sept)

Ponca City

M-F 8:00 a.m. – 5:30 p.m.

Poteau

M-Th 8:00 a.m. – 5:30 p.m.
F 8:00 a.m. – 3:00 p.m.

Sallisaw

M-Th 8:00 a.m. – 5:30 p.m.
F 8:00 a.m. – 3:00 p.m.

Stillwater

M-F 7:00 a.m. – 5:30 p.m.
Sat 8:00 a.m. – 1:00 p.m. (Mar-Sept)

Tulsa Eastgate

M-F 7:00 a.m. – 5:30 p.m.
Sat 8:00 a.m. – 1:00 p.m. (Mar-Sept)

Tulsa West

M-F 7:00 a.m. – 5:30 p.m.

Woodward

M-Th 8:00 a.m. – 5:30 p.m.
F 8:00 a.m. – 3:00 p.m.



Happy Anniversaries

Happy anniversary to our Service Oklahoma teammates who are celebrating milestone anniversaries in April. Thanks to the following employees for their years of service with the State of Oklahoma!

Over 20 Years



Janice Marsh 20 | Apr 1
Business Support Specialist,
OKC Classen

Tommy Foskin 20 | Apr 1
Director of Internal Audit,
OKC Classen

Over 10 Years



James Bate 10 | Apr 7
MV Research Specialist, OKC HQ

Grahm Baccus 10 | Apr 8
MV Supervisor, OKC HQ

AAMVA 2024 Workshop & Law Institute

Several Service Oklahoma staff members from the Motor Vehicle, Driver License, Operations, Product, Legal and Partnerships & Policy divisions attended the AAMVA 2024 Workshop & Law Institute in Oklahoma City last month. The two-day conference included sessions on identity management, vehicle titling and operations.



During the AAMVA conference, CEO Jay Doyle served on the 'Designing Our Agencies for the Future' panel to speak about the work we do at Service Oklahoma. He shared our vision for providing in-person and online service options, how we work to deliver excellent service to our customers, and ways we have addressed front and back-end processes to better serve our employees and our fellow Oklahomans. ★

Driver License Examiner Leads



We're pleased to announce the following Driver License Examiner (DLE) Leads for Service Oklahoma locations around the state. DLE Leads help ensure we're providing best-in-class customer service and serve as a resource to employees in the field. Join us in congratulating our DLE Leads!

- ▶ Nicholas Davis – Ada
- ▶ Shannon Kellison – Altus
- ▶ Ginger Kennemer – Antlers
- ▶ TBD – Ardmore
- ▶ Sarah Adams – Bartlesville
- ▶ Ginger Meeker – Broken Arrow (BA)
- ▶ TBD – BA Drive Test Center
- ▶ Craig Ragsdale – Chickasha
- ▶ TBD – Claremore
- ▶ Berenice Zavala-Ramos – Clinton
- ▶ TBD – Durant
- ▶ Dakari Turner – Edmond
- ▶ Harold Moore – Enid
- ▶ Vanezza Martinez – Guymon
- ▶ Dixie Whitman – Hinton
- ▶ Kelly Mead – Idabel
- ▶ Trina Young – Lawton
- ▶ Robin Talbert – McAlester
- ▶ Heather Thompson – Miami
- ▶ Ernest Brock – Muskogee
- ▶ Cecil Dooley – Norman
- ▶ Raymond Minst – OKC Classen
- ▶ Christine Napier – OKC Drive Test Center
- ▶ Kevin Redus – OKC I-240
- ▶ Rebecca Thompson – Ponca City
- ▶ Carrie Baier – Poteau
- ▶ Jeri Thomason – Sallisaw
- ▶ Jaisha Rimer – Stillwater
- ▶ Terry Pendergrass – Tahlequah
- ▶ Melissa Walters – Tulsa Eastgate
- ▶ Deborah Everett – Tulsa West
- ▶ TBD – Wooward

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