

SERVICE OKLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

VOLUME 14

JUNE 2024



Spring in Oklahoma can be a tumultuous time due to the severe weather that affects our state. We continue to keep our Bartlesville, Clinton, Miami and Claremore team members in our thoughts as they experienced challenges from severe weather and tornadoes over the last month.

While we are relieved to report all employees are safe, we recognize the immense toll that taking shelter, dealing with recovery and having their homes and property damaged can take. We are deeply grateful for all that was done to keep our customers safe and to ensure these locations were back up and running quickly to provide essential driver services. These employees exemplified Service Oklahoma's core values, acting as true neighbors to the residents in their communities!



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Partnerships and Policy Update



Another busy Oklahoma legislative session has recently ended and many of the Service Oklahoma teams are already working towards implementing new pieces of legislation that impact Service Oklahoma, our customers and our partners!

Shortly after the first of the year, we started tracking approximately 150 pieces of relevant legislation. Now that session has concluded, that list has been reduced down to about 20 bills. More information will be provided throughout the coming weeks, but we wanted to give everyone a quick update on some of the bills that passed this year.

The bill with perhaps the biggest impact to Service Oklahoma is SB2035, the Mason Treat Act. This bill overhauls the way license plates are issued in the state of Oklahoma beginning September 1, 2024. The intent is to increase safety for drivers and law enforcement officers and assist the Oklahoma Turnpike Authority's Plate Pay system by allowing access to vehicle owner information quicker. Turn to [page 6](#) for more on SB2035.

Another exciting change this legislative session relates to the Graduated Driver License Program. 15-year olds can now apply for a Learner Permit so long as they are either enrolled in or have completed Driver Education! Teens will still have to wait until 16 to get an Intermediate License, but now have the option of getting their Learner Permit earlier.

It wouldn't be a legislative session if we did not have more specialty plates to add to the catalog. The Honorary Consul Plate has been removed and there may be a Broken Arrow Public Schools specialty plate coming soon.

While not a change from this legislative session but a previous one, beginning July 1, 2024, Service Oklahoma will be the home of aircraft registration services. In addition to onboarding these services, we have also created a new online option for aircraft registration.

You can expect to see biweekly legislative updates and training opportunities throughout the summer and into the fall. If you have any questions about these or any other pieces of legislation, please feel free reach out to me at april.kelso@service.ok.gov! ★

Welcome to the Team

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



Krista Vernon
Driver License Examiner
Part-Time
Enid



Carmen Diaz
Driver License Examiner
Part-Time
I-240



Andi Danie
Driver License Examiner
Part-Time
Norman



Akwe Trevillion
Driver License Examiner
Part-Time
OKC-Classen



Chantel Telken
Cash Operations
Associate
OKC-Classen



Ebony Mitchell
Motor Vehicle Processing
Specialist
OKC-Classen



Tot Fae
Central Processing
Specialist
OKC-Classen



Teji Gandy
Driver License
Examiner Part-Time
OKC Drive Test Center



Shaw Thao
Driver License Examiner
Part-Time
Tulsa Eastgate



Steve Landsberry
Driver License Examiner
Part-Time
Tulsa West

Employee Appreciation Week



From visiting with employees across the state to our Annual Picnic Lunch, we had a blast celebrating Employee Appreciation Week in May! Click here to see the [Employee Appreciation Week video!](#)



Team Photo Contest

We had an overwhelming response to the Employee Appreciation Week Team Photo Contest! Thanks to all the teams, coworkers and officemates that came together to represent Service Oklahoma's core values.

With over 30 incredible submissions, we couldn't pick just one winner. We were excited to surprise three winning teams with pizza party lunches, including the Ardmore office, members of the regulatory and compliance teams as well as motor vehicle division team members. Check out all the submissions as we celebrate this incredible team of pioneering, authentic, reliable, neighborly, trusted teammates! ★



Regulatory Team representing Reliable and Trusted Teammates!



Ardmore Office representing Pioneering!



Motor Vehicle Team Members representing Neighborly!

Contest Submissions!





New License Plate Issuance Process Starting September 1



The Mason Treat Act, SB2035, is groundbreaking legislation that transforms the way license plates are issued in the state of Oklahoma. The bill was recently signed into law by the Governor and signifies a fundamental shift in the license plate issuance process starting on September 1, 2024.

SB2035 was named the Mason Treat Act after Senate Pro Tempore Greg Treat's son was critically injured in January during a routine traffic stop. The goal of the bill is to improve road safety for drivers and law enforcement officers by limiting the amount of time temporary paper tags are on vehicles.

Starting September 1, 2024, license plate information will be input into Service Oklahoma's system within two business days of a vehicle sale or transfer. Dealers, sellers and/or buyers will be required to submit pre-registration vehicle information either online through OkCars or in person at a licensed operator or the Service Oklahoma OKC-Classen location. This change in process will assist the Oklahoma Turnpike Authority's Plate Pay system by allowing quicker access to vehicle owner information.

To reduce the amount of time paper temporary tags are on vehicles, metal license plates will be issued within ten days of a vehicle purchase and new temporary decals will be affixed on all license plates until the customer completes their vehicle registration.

Process for Individuals Transferring an Existing License Plate

- ▶ Within ten days, those transferring an existing license plate to a newly purchased vehicle will be issued temporary decals by their selected licensed operator. The customer will affix the temporary decals to the existing license plate indicating the vehicle isn't fully registered.

Process for Individuals Not Transferring an Existing License Plate

- ▶ Within ten days, those not transferring an existing license plate to their newly purchased vehicle will be issued a metal standard license plate with temporary decals by their selected licensed operator. The temporary decals will indicate the vehicle isn't yet fully registered.
- ▶ A paper temporary tag will be provided to affix on the vehicle for up to ten days (the window of time before the metal standard plate arrives). If the vehicle is purchased from a dealer, the dealer will provide a paper temporary tag. If the vehicle is purchased in a private sale, the buyer will have the option to download a paper tag or obtain their permanent metal plate in person from a licensed operator.

Oklahomans will still have two months from the date of purchase to register their vehicle and will then replace their temporary decals with the standard month and year decals.

It will be important for all Service Oklahoma employees to be aware of these changes as we work to implement this new legislation on September 1, 2024. We are working on a statewide public awareness campaign to ensure Oklahomans understand the shift in the way license plates are issued and the steps they will need to take when purchasing a new vehicle. We will also provide additional resources and training sessions for front-line staff. ★



We're about to take flight

On Monday, July 1, Service Oklahoma will begin offering aircraft registration services! SB773 (2023) transferred the registration of aircrafts and aircraft dealers from the Oklahoma Tax Commission to Service Oklahoma with the effective date of July 1, 2024. Beginning this summer, we're excited to offer Oklahomans the opportunity to complete aircraft registrations online at okcars.service.ok.gov. ★



Save the Date for Upcoming Employee Town Hall



Join Jay and Diedra for an Employee Town Hall on June 19 to discuss legislative changes, agency updates and more!

Employee Town Hall
Wednesday, June 19
2:00 p.m.



Remembering Nathaniel Lott-White

Driver Licensed Examiner, Nathaniel Lott-White, passed away on Monday, May 13. Nathan joined our team in December at the Tulsa Eastgate location.

Please join us in [remembering the life of Nathan](#). He is remembered by all as a friendly, joyful addition to the Service Oklahoma team. We are keeping his family, friends and Eastgate co-workers in our thoughts during this difficult time.

While Nathan's time with Service Oklahoma may have been short, we are honored to have called him a member of our team. Nathan will be greatly missed! ★



Severe Weather Response in Barnsdall

In mid-May, Service Oklahoma staff was onsite in Barnsdall, OK serving the local community as they recovered from severe weather damage. Working with the Oklahoma Department of Emergency Management on disaster assistance, our team provided driver license and motor vehicle services to residents including replacing credentials and assisting customers in obtaining online motor vehicle services.

Thanks to the following employees for working the three-day event. We had staff serving customers onsite and working remotely to provide real-time virtual assistance.

- ▶ Brandon Albers
- ▶ Savana Black
- ▶ Matt Carlson
- ▶ Leatrice Cooksey
- ▶ Tiffany Doane
- ▶ Brittany Doll
- ▶ Ben Drennan
- ▶ Charlene Melton
- ▶ Kyla Moss
- ▶ Stormy Parks
- ▶ Buffy Smith
- ▶ Raul Uria
- ▶ Faith Walker
- ▶ Tyler Worsham



LEX GAYLORD



PERATOR OF THE *Month!*

FEATURING SERVICE OKLAHOMA CATOOSA!

[This month's Licensed Operator of the Month is Catoosa!](#)

Lex Gaylord and his wife Cindy recently opened Service Oklahoma Catoosa just outside the Tulsa metro. Lex and Cindy love being a part of the Catoosa community and aim to provide a central place where neighbors can connect and get their needed driver license and motor vehicle services.

Employee Shirt Store Open June 1 – 15!

Employees can purchase as many additional Service Oklahoma shirts as they like while the store is open in June. [Access the employee shirt store at this link!](#)

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. ★



[CLICK HERE](#)



Happy Anniversaries

Happy anniversary to our Service Oklahoma teammates who are celebrating milestone anniversaries with the State in June!

5 Years



Ashley Bechtold 5 | Jun 6
Legal Secretary, OKC-Classen

Sarah Adams 5 | Jun 24
DL Examiner Lead, Bartlesville

10, 25 Years



Todd Hladik 10 | Jun 16
DL License Examiner II, Enid

Dawn Stuart 25 | Jun 15
Transactional Auditor III, OKC-Classen



Roth 457 Seminar Series

Retirement Plan Counselor, Chad Guest, is hosting more online seminars for employees that wish to learn about Roth 457. Each session is scheduled for an hour and includes a 30 to 45-minute presentation with time for questions and answers.

Seminars are branded for each plan, but the information is applicable to participants in either plan. Employees are encouraged to register prior to the call to ensure you have the login information ahead of the meeting.

[Click here for the SoonerSave & Pathfinder Roth 457 Seminar Series!](#)

If you would like to schedule a review of your individual plan, [click here to schedule a virtual or in-person 1:1 meeting with Chad](#). In-person meetings will take place at the OPERS location at 5400 N Grand Blvd in OKC or The Strata Tower at Oklahoma Commons at 123 Robert S Kerr in OKC. ★



CHAD GUEST
Retirement Plan Counselor
chad.guest@empower.com
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Sweet Sixteen Guarantee

At the end of May, Service Oklahoma officially launched a new online service and in-store experience campaign called the [Sweet Sixteen Guarantee!](#)

We now offer a guaranteed drive test appointment at one of our Drive Test Centers on a teen's 16th birthday or the first day they're eligible to take the test. This new program is an opportunity for us ensure a customer's first experience with government services is easy and fun.

How the Sweet Sixteen Guarantee Works

Teens can request a birthday drive test appointment as soon as they get their Learner Permit. Teens will confirm their eligibility and request an appointment at one of our two Drive Test Centers by visiting service.ok.gov/birthday.

Sweet Sixteen Guarantee Eligibility

We'll guarantee a drive test on a customer's 16th birthday seven days a week, except on State Holidays. If a teen is not eligible to take their test on their actual birthday, we'll guarantee a drive test appointment on or after their first date of eligibility. Teens will still need to have held their Learner Permit for 180 days and receive no traffic convictions within 180 days in order to take their drive test.

The Birthday Drive Test Experience

Teens obtaining their Learner Permit at a Service Oklahoma location will be given a birthday card, walking them through the steps they need to take to secure a birthday drive test appointment. Then, every teen taking their birthday drive test will be met with fun, personalized signage!

The Sweet Sixteen Guarantee, along with recent legislation allowing teens to obtain their Learner Permit at 15, means we're making teen drive tests more convenient and accessible than ever. Thanks to staff across the agency, especially those directly serving Oklahoma teens and their families, for making the Sweet Sixteen Guarantee possible! ★



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