

New plate coming Sept. 1!

Oklahoma's new standard issue license plate, the Iconic Oklahoma Plate, is here! Lt. Governor Matt Pinnell unveiled the new plate at the beginning of August, and it will start to roll out statewide next month.

As a reminder, this is not an automatic reissue for current plateholders. Starting Sept. 1, Service Oklahoma and our licensed operators will begin issuing the Iconic Oklahoma Plate for newly purchased vehicles in instances where the vehicle owner is not transferring an existing metal plate. Oklahomans may also choose to replace their current license plate with the Iconic Oklahoma Plate for \$4 with their annual vehicle registration renewal or \$9 outside of their annual renewal.

NEWSLETTER HIGHLIGHTS

- ▶ [Leadership Update](#)
- ▶ [Welcome to the Team](#)
- ▶ [State Agency Basketball League](#)
- ▶ [Service Oklahoma Job Openings](#)
- ▶ [Ready, Set, Tag!](#)
- ▶ [Legislative Quick Reference Guide](#)
- ▶ [SOK Anniversaries and Retirements](#)
- ▶ [Employee Appreciation Program](#)
- ▶ [Policy Announcement](#)
- ▶ [Remembering Jason Martin](#)
- ▶ [LO of the Month](#)
- ▶ [Tell Me Something Good!](#)





Leadership Update



This month's Leadership Update comes from Caitlin Owen, Service Oklahoma's Chief Development and Support Officer.

Change.

One word carries so much impact, and for our team it is has become an integral part of our daily routine. Transition, process improvements, enacting legislation and refining our structure are a few examples of the change we have seen over the last two years. Embracing it has been pivotal in meeting our mission of providing a best-in-class customer experience.

As we move into August, one of the biggest changes we will undertake is beginning the replacement of our driver license system with FAST Enterprises.

To say I am excited is an understatement. I had the privilege of working with FAST during my time at the Oklahoma Tax Commission. They understand

the subject matter and develop systems that are easy for employees to use and efficient for the customers they serve. We have a unique opportunity for our values to intermingle with the FAST expertise due to their staff coming to work along side us during this development process and I look forward to seeing the trusted teamwork that comes from his endeavor.

When I joined Service Oklahoma in 2021, one of my first tasks was helping with the back-office cutover to D360. That hands-on opportunity to learn the system and see driver license processing has left a lasting impression. The dedication and ingenuity of our employees to provide a seamless experience to customers while experiencing challenges with the system is impressive. You are the backbone of all we do.

Providing a best-in-class experience starts with best-in-class tools for our team. The system replacement and move to a single system log on for driver license and motor vehicles services is a huge leap forward for us. Christmas is my favorite holiday, but Thanksgiving may win in 2025 knowing we are two turkeys away from a unified system and a more united Service Oklahoma!

Welcome to the Team

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



Caitlin McDaniel
Driver License Examiner
Part-Time
Ardmore



Karimah Kiger
Driver License Examiner
Part-Time
Broken Arrow



Jonathan Williams
Driver License Examiner
Part-Time
Edmond



Stephen Beam
Driver License Examiner
OKC-DTC



Cole Simpson
Service Center Manager
OKC-Classen



Brennan Clark
Director of Business
Technology
OKC-HQ



Mackenzie Coin
Transactional Auditor
OKC-HQ



Raquel Mireles
Transactional Auditor
OKC-HQ



Melissa Shinn
Motor Vehicle
Research Specialist
OKC-HQ



Marta Simpson
Motor Vehicle
Research Specialist
OKC-HQ



Alyson Sorenson
CDL Manager
OKC-HQ



Jacqualyne Warfel
Motor Vehicle
Research Specialist
OKC-HQ



Charlie Dorsey
Driver License Examiner
OKC-I-240



Audri Jackson
Driver License Examiner
Part-Time
OKC-I-240



Michele Richards
Driver License Examiner
Part-Time
OKC-I-240



Kristopher Dixon
Business Title Customer
Success Manager
Remote

Welcome to the Team

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



Maria Rodriguez
Driver License Examiner
Part-Time
Tulsa Eastgate



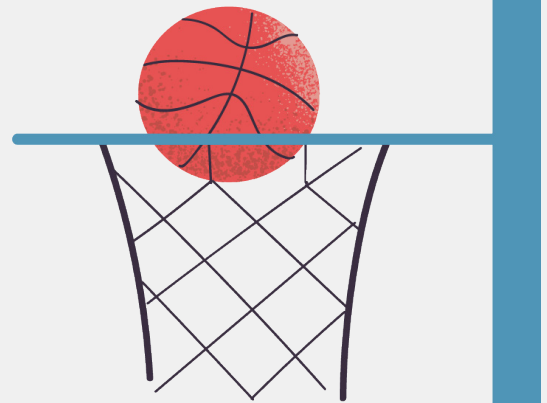
Kathy Roberts
Driver License Examiner
Part-Time
Woodward

State Agency Basketball League

The state agency basketball league just finished its first season since 2019 and is eager to grow by getting more people involved. Service Oklahoma employees are invited to join in on the fun and competition!

LEAGUE DETAILS

Co-ed teams of 8 to 10 people
Ten-week league from Aug. 27 – Nov. 12
Cost is \$700 per team to cover referees, scorekeepers and court rentals.



Employees interested in joining a team or creating a Service Oklahoma team can contact Michael Slade at michael.slade@service.ok.gov.

Job Openings

We're hiring and you might be the perfect fit. Check out a few of our current openings to see if you're ready for your next role at Service Oklahoma! If you or someone you know is interested in one of these exciting opportunities, share the job listings or apply online in Workday.

- ▶ [Business Support Specialist - OKC Classen](#)
- ▶ [Legal Secretay - OKC Classen](#)
- ▶ [Business Support Services Supervisor - OKC Classen](#)

[Click here to see more job postings from across the state!](#)



Ready, Set, Tag!

We have launched ReadySetTag.com, the official website for our public awareness campaign, as a comprehensive guide for Oklahomans to learn more about the upcoming changes to the vehicle registration process in accordance with SB2035, the Mason Treat Act.

Check out [the website](#) and read on to learn more about how the law impacts us and those we serve.

VEHICLES PURCHASED IN OKLAHOMA MUST BE PRE-REGISTERED

Starting Sept. 1, whenever a vehicle is sold in Oklahoma, the dealer or those involved in a private transaction must submit pre-registration

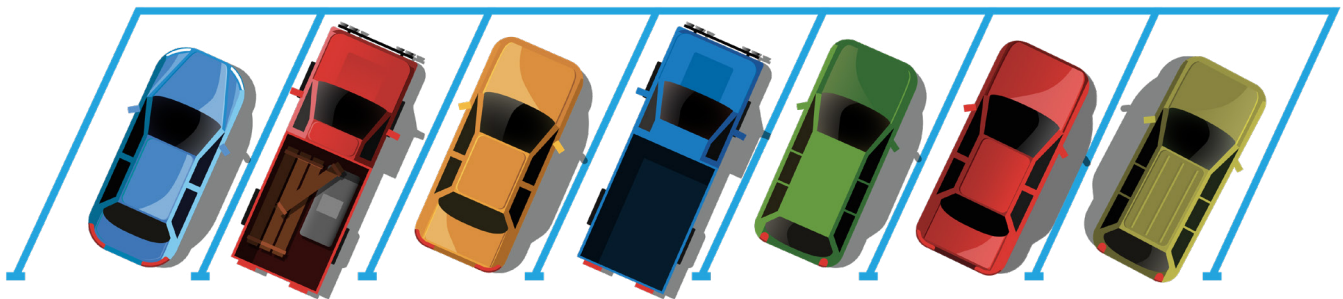
information to the state within two business days of the sale. A licensed operator, selected in the pre-registration process, will then use the information to mail a metal license plate and pre-registration decals to the customer (or just the decals if the customer is transferring an existing plate).

METAL PLATES AND PRE-REGISTRATION DECALS ARE ISSUED WITH PRE-REGISTRATION

If a customer is not transferring an existing plate, they can affix a temporary paper tag to their vehicle that is valid for up to ten days. Customers have ten days from the date of purchase to get the metal license plate with pre-registration decals on their vehicle.

CUSTOMERS STILL HAVE TWO MONTHS TO FULLY REGISTER THEIR VEHICLES

Oklahomans have two months to complete their full registration. Customers will then replace the pre-registration decals on their metal plate with the standard month and year decals.



Legislative Quick Reference Guide

Let's get familiar with all the upcoming legislative changes, including the Mason Treat Act! The 2024 Legislative Quick Reference Guide outlines all of the upcoming laws affecting driver license and motor vehicle services that our teams will be implementing through Nov. 1, 2024.

As the effective dates approach, we'll be sharing more detailed information, including training opportunities for those directly impacted by these legislative changes.

QUICK REFERENCE GUIDE





Anniversaries

Happy anniversary to our Service Oklahoma teammates celebrating a milestone anniversary in August. We're thankful for their years of service with the State of Oklahoma!

5 Years

Ernest Brock

Aug. 5

Driver License Examiner Lead
Muskogee

10 Years

Shiau-Ling Low

Aug. 4

Audit Supervisor
OKC-Classen

20 Years

Kisha Webb

Aug. 9

MV Title Poss Lien Lead
OKC-Classen

20 Years

Jennifer Martin

Aug. 8

Driver License Examiner
Norman

EMPLOYEE OF THE QUARTER

In July, we introduced our exciting [new High Five program](#), a digital peer-to-peer appreciation initiative. We had over 30 submissions last month and it was a thrill to see colleagues being recognized. This initiative empowers each of us to acknowledge fellow employees who exemplify our core values of being pioneering, authentic, reliable, neighborly, and trusted teammates.

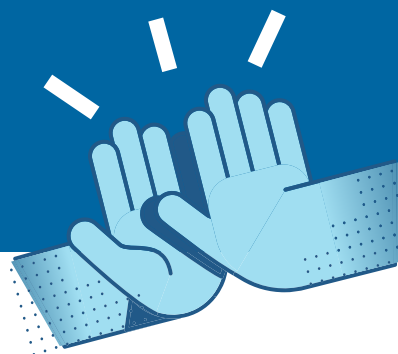
This month, we're excited to announce another recognition initiatives that will further celebrate your outstanding contributions and dedication to Service Oklahoma!

We're launching the Employee of the Quarter program to recognize exceptional performance by SOK staff members.

Employees can submit nominations by completing the form by the last day of the quarter. Winners will be selected and announced at the beginning of the following quarter.

The Employee of the Quarter Program along with our High Five initiative, reflect Service Oklahoma's commitment to fostering a culture of appreciation and recognizing the incredible work you do every day. Nominations for Employee of the Quarter are now being accepted so click the link below to submit your nomination now!

SUBMIT YOUR NOMINATION!



Policy Announcement

Our Policy Committee has been hard at work developing new policies for the agency. Please take time to read through the approved Service Oklahoma policies below and keep an eye out for others as they are approved.

If you have any questions on Service Oklahoma policies, reach out to our Policy Writer, Sarah Ross, at sarah.ross@service.ok.gov.

- ▶ [Policy Writing and Review Process](#)

Facilities

- ▶ [Building Security and ID Badges Policy](#)
- ▶ [Facilities and Parking Policy](#)
- ▶ [State-Owned Mobile Device Management Policy](#)

Human Resources

- ▶ [Work Time and Fair Labor Policy](#)
- ▶ [Secondary Employment Policy](#)
- ▶ [Dress Code Policy](#)
- ▶ [Anti-Harassment and Violence Policy](#)

Communications and Information Technology

- ▶ [Social Media Policy](#)
- ▶ [Computer and Mobile Device Acceptable Use Policy](#)



Remembering Jason Martin

We recently shared the sad news of the passing of Jason Martin, a valued team member and fantastic Driver License Examiner. Jason, who joined Service Oklahoma in October 2023, served first in McAlester and then at the OKC Drive Test Center. He passed away on Sunday, July 21.

Jason was known for his kindness and welcoming nature, with a desire to make a positive impact wherever he went. His loss is deeply felt, and we continue to keep his family and friends, as well as his colleagues in our thoughts during this difficult time.

Jason's impact on our team and our fellow Oklahomans was significant. To honor his memory and showcase the positive influence he had, here are a couple of the heartfelt reviews from customers who experienced Jason's exceptional service firsthand.

"Jason was the BEST instructor. He walked me through [my test] easily and helped calm my nerves."

– Lexi

"What a wonderful experience! Jason and his team made the whole driving test so positive for my sixteen-year-old. We really appreciate how kind and informative the whole team was."

– Jamila

"I came here about 2 weeks ago. Jason was just downright AWESOME. All the hype is true..."!

– Keshia

[Read more about Jason's life in his obituary.](#)

GAYLA JOHNSON



OPERATOR OF THE *Month!*

FEATURING GAYLA'S TAG AGENCY!

This month's licensed operator is Gayla's Tag Agency, owned by Gayla Johnson! Located in Blanchard, Oklahoma, Gayla has been serving this community since 2010. She began her career in the motor vehicle service industry in 1983 at her mother's agency. Continuing the family tradition, Gayla recently welcomed her granddaughter, Ashley, into the business. Gayla's Tag Agency is known for its commitment to building relationships and fostering a welcoming atmosphere for all customers.

Employee Shirt Store Open August 1 – 15!

Employees can purchase as many additional Service Oklahoma shirts as they like while the store is open in August. [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](#)



Tell Me Something Good!

We want to celebrate with you! Have you recently achieved a personal goal, picked up an exciting hobby or experienced a moment of pride? 'Tell Me Something Good' by submitting your positive stories and photos to vanessa.spaeth@service.ok.gov.

Laura Kay, one of our awesome DLEs from the Ardmore office, recently went on a trip to the Bahamas for her first, but not last, cruise with family and friends.

Photo: Laura Kay dances with a dolphin in the Bahamas.



Melissa Walters, DLE Lead in Tulsa, shared that her son, Sutton Walters (age 9) placed 3rd in his recent golf tournament!

Photo: Sutton Walters with medal.

Alicia Merrick, Service Oklahoma's Employee Engagement Manager, was recently selected for the inaugural group of Generation Good: Goodwill's Emerging Leaders Board!

Photo: Alicia Merrick with Goodwill's Generation Good logo.



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