

Legislative Changes on the Horizon!

With the successful rollout of Senate Bill 2035, the Mason Treat Act, we are entering a new era of required pre-registrations for all vehicles purchased in the state of Oklahoma. We want to extend our appreciation to everyone who worked diligently to ensure a smooth transition. While we take a moment to reflect on this achievement, we're gearing up for other legislative changes coming on Nov. 1, 2024.

For a clear and concise summary of these upcoming changes, please refer to [the 2024 Legislative Guide](#), which will keep you informed and prepared for what lies ahead. Training and resources will be sent out to impacted staff as we get closer to the implementation dates.

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Leadership Update



This month's Leadership Update comes from Brennen Clark, Service Oklahoma's Director of Business Technology and Vendor Relations

Fall is upon us, which means one

thing—football season is back and I'm hoping pistols will be firing! While OU hopes to make a new name for themselves in the SEC this year, Service Oklahoma is making some big plays of our own with legislative changes and a new driver license system on the horizon.

I joined Service Oklahoma in July to support our technology initiatives and jumped right into the implementation of SB2035. This legislation not only impacts those buying vehicles, it marks a significant shift for dealerships as well. Our team has been working closely with dealers, helping them navigate the new pre-registration process that's required for all vehicle purchases in the state and providing essential education, support and guidance throughout the transition.

Over the past few months, our teams have put in extensive work to ensure our partners—both dealers and licensed operators—are prepared for these changes. We've held office hours, hosted town halls, facilitated live training sessions and answered hundreds of emails and phone calls. I want to extend a special shout-out to Tiffany Doane, the motor vehicle team, the training team, and our call center for their dedication to supporting these partners. These touch points have been crucial in maintaining strong connections, answering questions and making every interaction count.

If you've seen some new faces around Building 16, that's our FAST team, who've joined us from across the country to help kick off Project BOOST. Their expertise will help modernize our driver license system and elevate the customer experience for Oklahomans, but it's our collaboration that will drive the success of this transformation.

Since joining this team, I've been impressed by how much is always happening. Juggling multiple projects, legislation and deadlines is no easy task, yet everyone here manages it with resilience and commitment—it's all part of the Service Oklahoma playbook. Here's to another season of teamwork, progress and a few Gundy dances along the way. Go Pokes!

Welcome to the Team!



Teresa Martin
Driver License Examiner
Guymon



Kami Hamman
Driver License Examiner
Part-Time
Lawton



Carmen Diaz
Driver License Examiner
OKC - Classen



Prachi Moond
Driver License Examiner
Part-Time
OKC - Classen



Becki Burton
Deputy General Counsel
OKC - HQ



Ka'Sha Featherstone
Legal Support Specialist
OKC - HQ



Jackie Harrell
Director of External
Education & Partnerships
OKC - HQ



Lorie McCort
MV Title Consultant
OKC - HQ



Ashlei Sanders
Business Support
Specialist
OKC - HQ



Esther Waggoner
Central Processing
Specialist
OKC - HQ



Cherita Wells
Business Support
Specialist
OKC - HQ

State Employee Bowling League

Location: Bowlero Edmond, 3501 S. Blvd., Edmond, OK 73013

League dates: Thursday, Sept. 12-Thursday, Nov. 14 (10 weeks).

Start time: Each night, warm-up bowling starts at 6:30 p.m. League bowling starts at 6:40 p.m.

Deadline (a minimum of four starters) must be registered by **Sept. 5**, in order to guarantee a league spot. League is limited to 14 teams.



[JOIN THE BOWLING LEAGUE](#)

Employee Recognition

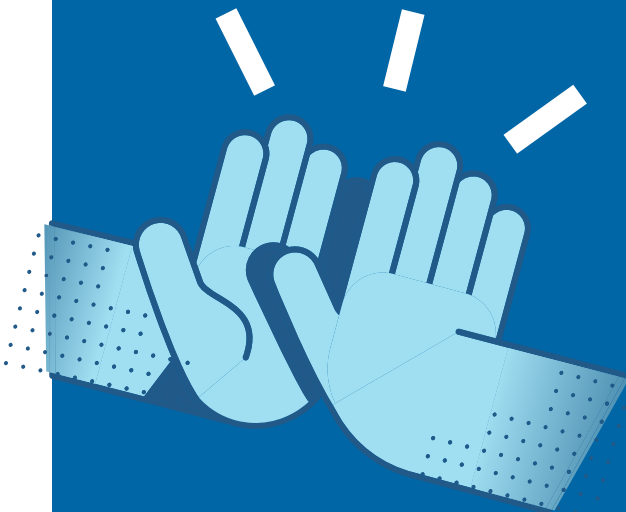
Know someone who embodies one of Service Oklahoma's five core values—pioneering, authentic, reliable, neighborly, or trusted teammate? Or maybe they've gone above and beyond in their work? Show your appreciation by giving them a **High Five** or nominating them for **Employee of the Quarter!**

High Fives are peer-to-peer recognitions that include a congratulatory email to the recipient and their supervisor, letting them know they've done an outstanding job.

[SUBMIT A HIGH FIVE](#)

Each quarter, five employees who have demonstrated excellence in their roles will be selected as **Employees of the Quarter.**

[NOMINATE AN EMPLOYEE](#)





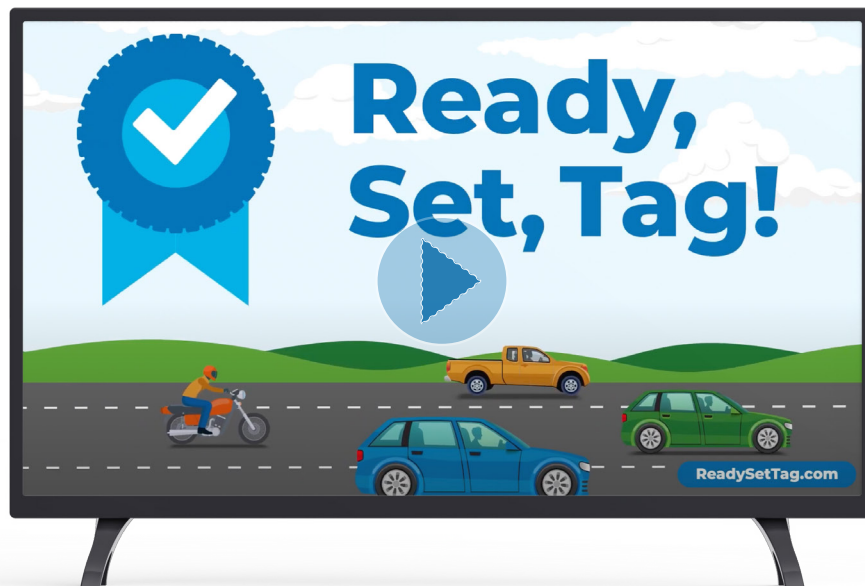
Ready, Set, Tag!

Quick and Secure Vehicle Registration for a Safer Oklahoma

As of Sept. 1, Oklahoma has a new process for issuing metal license plates through the Mason Treat Act, officially making pre-registration a required step for all vehicles purchased in the state. This change means all recently purchased vehicles must be pre-registered within **two business days** of the sale. Oklahomans have **ten days** from the date of purchase to place a metal license plate with pre-registration decals on their vehicle and full registration must be completed within **two months** of the purchase.

Here's a closer look at how we've prepared to implement these changes and how it impacts Service Oklahoma:

- ▶ **Supporting Oklahomans:** In 2023, roughly 700,000 new vehicle registrations would have required pre-registration. This highlights the scope of this change and the impact it will have on our communities, partners and the agency.
- ▶ **Training for Success:** Our training team developed helpful resources including walk-through videos, quick reference guides and hosted live virtual training sessions for over 1,500 licensed operators and dealers across the state. Additionally, Workday training was provided to all Service Oklahoma and licensed operator staff to ensure everyone has awareness about the new pre-registration process.
- ▶ **Engaging Dealers:** Our motor vehicle, technology, and partnership teams came together to support dealers by hosting dealer office hours and town hall sessions to ensure they were ready for the September 1 transition.
- ▶ **Ready, Set, Tag Checklist:** To help Oklahomans navigate the new process, our product team introduced the Ready, Set, Tag Checklist. Much like our REAL ID Checklist, this online tool provides personalized step-by-step guidance for anyone buying, selling or transferring a vehicle in the state. Check out this new digital service at ReadySetTag.com/Checklist.
- ▶ **Statewide Awareness:** Our public awareness campaign for ReadySetTag.com is already in full swing, with ads running across the state to educate the public on the new pre-registration process.





Anniversaries



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



10 Years

Myra Pearson

Sept. 2

CDL Auditor

OKC - HQ

20 Years

Melissa Bass

Sept. 2

Audit Administrative Support

OKC - HQ

Retirements



We are pleased to celebrate Anita for her 35 years of service with the State and we wish her the best in retirement!

35 Years

Anita Mayes

Sept. 1

Administrative Assistant

OKC - HQ



We're Hiring!

Looking to take the next step in your career with Service Oklahoma?

Explore our current openings and discover new career opportunities right here at Service Oklahoma. Whether you're ready for a new challenge or know a colleague who might be interested, we encourage you to check out the job listings and apply through Workday.

[VIEW STATEWIDE JOBS](#)

Employee Shirt Store



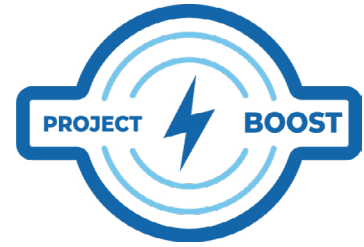
Employees can purchase as many additional Service Oklahoma shirts as they like while the store is open in September 1 - 15.

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.

[BUY A SHIRT](#)



BOOST Report



Last month, we officially launched **Project BOOST**, our initiative to replace the state's driver license system of record, in collaboration with FAST Enterprises. This project represents more than just a technological upgrade—it marks a pivotal shift in how we'll be able to serve Oklahomans and work together as a unified team.

Over the next 15 months, we'll be developing a faster, more user-friendly platform with modern features like digital wallet integration. This all-in-one system will streamline and modernize our delivery of driver license and motor vehicle services, empowering our team to provide even better service to the people of Oklahoma.



Beyond the benefits to citizens, this new system will also bring greater ease, reduce stress and increase efficiency for our staff. The early feedback from our team highlights how this new system will make processes smoother and positively impact our day-to-day operations.

Hear from the SOK Team

“I am looking forward to seeing a new design, as well as a much smoother transactional process for our valued customers, the citizens of Oklahoma.”

“I'm excited to have a system that is nimble enough to change as Oklahoma grows and expands technologically.”

“The thought of speedier processes, boosting the morale of employees and having the vendor onsite makes me excited.”

BOOST UPS

We can't wait to share some of the exciting features in the new driver license system. From streamlined processes to cutting-edge tools, BOOST UPS will give you a sneak peek into the advancements of the new driver license system. The new system will:

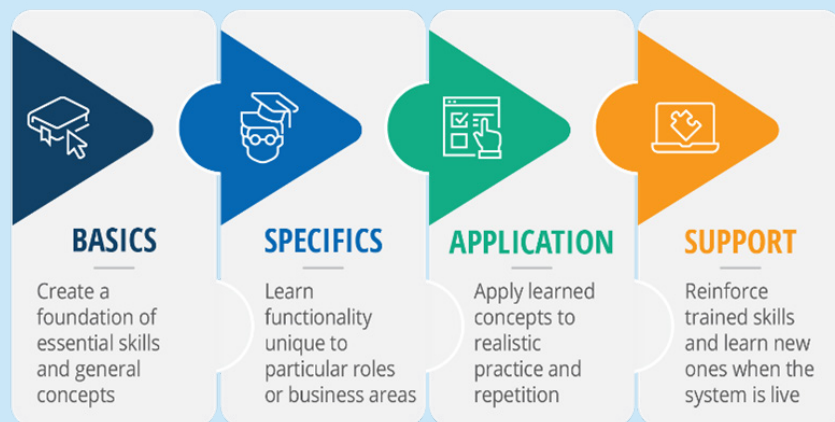
1. Provide the ability to check social security numbers and out-of-state suspensions at the beginning of a transaction.
2. Allow information to be saved, even if something needs to be corrected on a previous screen.
3. Improved address verification integration to ensure we're sending things to the customer correctly.
4. Allow override requests to be done within the system - no need to call the help desk or your supervisor!

Training for the New System

Training for the new system will be essential to the success of Project BOOST, helping us ensure a smooth transition and launch! The new system training program will have four tiers to it, with each step building on the previous one to ensure staff have in-depth knowledge of the system.

To ensure the training works with everyone's unique learning styles, the FAST training team will use a mix of instructor-led training, engaging video modules, online resources, simulated practice scenarios and plenty of hands-on practice opportunities to train staff on the new software. BOOST training is scheduled to begin in mid-to-late summer of 2025 and will continue through the fall.

TRAINING TIERS



Countdown to Dec 1, 2025: 452 Days to Launch!

You can also expect to receive more updates on Project BOOST in an upcoming dedicated newsletter, with feature updates, announcements, opportunities for involvement and more!

Keep an eye out for the first installment of this newsletter in mid-September, where we will be announcing the members of our new Booster Club – a pivotal committee that will help shape the design of the new system, offer feedback and be able to connect with other members of their team to share excitement and awareness.

Share Your Feedback!

Feedback from the entire Service Oklahoma team will be important throughout the 15-month development process! Your feedback will allow us to make real-time adjustments, foster true collaboration and create the best possible outcome for the project.

[SHARE YOUR FEEDBACK!](#)

SOK Wins Award

We are thrilled to announce that Service Oklahoma has been recognized with the **Excellence in Government Partnership Award by the American**



Association of Motor Vehicle Administrators (AAMVA). This prestigious award celebrates our innovative Licensed Operator Advisory Committee, which has transformed the relationship between Service Oklahoma and our licensed operators into a true partnership.

The committee, composed of licensed operators from across the state, has been instrumental in improving communication, driving efficiency, and helping expand services for Oklahoma citizens. This collaboration has led to significant achievements, including an average 15% revenue increase for licensed operators without raising customer fees and the expansion of driver license services to include original issuances and out-of-state transfers.

This national recognition underscores the power of public-private partnerships in enhancing government services. We're proud that our efforts to foster a collaborative relationship with licensed operators are being acknowledged beyond our state borders. We extend our gratitude to all licensed operators and Service Oklahoma staff who have contributed to this success. Together, we're creating a model for effective government-business cooperation that benefits all Oklahomans.

Congratulations to **April Kelso**, former Senior Director of Partnerships and Policy and current General Counsel, as well as our motor vehicle, audit, training, finance, and the greater SOK team for outstanding work in building a genuine partnership between Service Oklahoma and our licensed operators.

Oklahomans Helping Oklahomans

At Service Oklahoma, our success is driven by the dedicated team members who work hard to help Oklahoma become the most customer-centric state in America. To celebrate their contributions, we've launched a new social media series highlighting the individuals that make our mission possible. Each feature will introduce a team member from across the agency and showcase their role in redefining the way Oklahomans engage with government services.

In August, we featured **Thai Robinson**, a Compliance Officer at our OKC-Classen location. For nearly seven years, Thai has been instrumental in helping Oklahomans reinstate their driver licenses and providing clarity on fines, fees and suspensions. She describes Oklahoma as "neighborly," embodying the Oklahoma Standard of supporting one another in both good and challenging times. As a trusted teammate, Thai also steps in as a driver license examiner whenever needed. Outside of work, she enjoys attending music concerts and spending time with family and friends.



LARRY SWAGER



OPERATOR OF THE *Month!*

FEATURING GUYMON TAG AGENCY!

This month's licensed operator is Guymon Tag Agency! Larry Swager has been the licensed operator in Guymon for the last six years. He and his team are dedicated to providing essential services to the community, including vehicle registrations, titles and driver license services. Larry's commitment goes beyond just processing tags and titles. He used to serve on the Guymon City Council and is always lending a helping hand at local events.

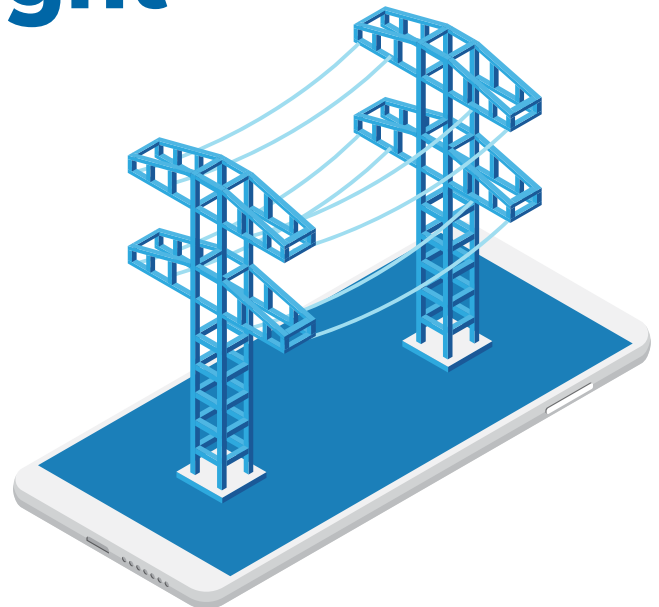
Discount Spotlight

Get ready to score big with these awesome discounts! As a State of Oklahoma employee, you have access to all sorts of amazing discounts. Check out all the awesome deals available to you by [clicking here!](#)

This month's discount spotlight is AT&T! State of Oklahoma Employees save \$10/month per line when you get AT&T Unlimited Elite or save 17% off the AT&T 4GB Plan. Activation and upgrade fees are also waived with select purchases!

Visit the State of Oklahoma Signature Program website for all the details or visit att.com/wireless/stateofok and choose your department.

Need to find your closest AT&T store? Visit www.att.com/find-a-store and mention code 45522 to start saving.





Tell Me Something Good!

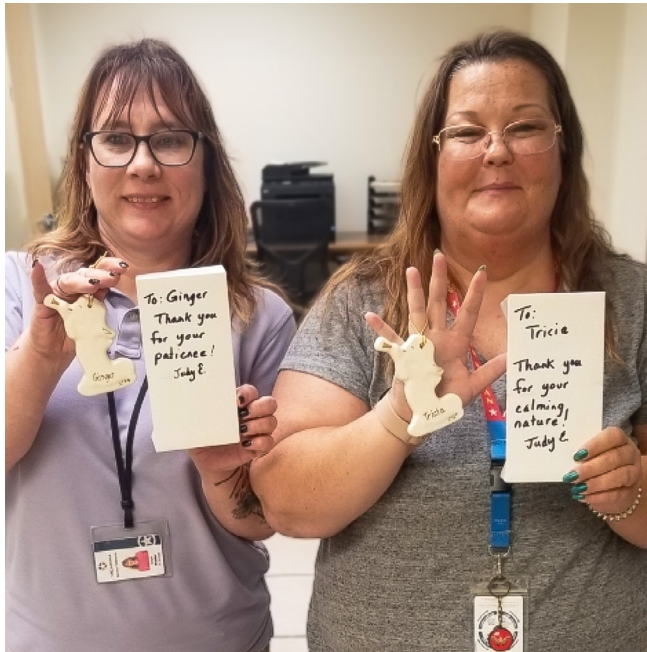
We want to celebrate with you! Have you recently achieved a personal goal, picked up an exciting hobby or experienced a moment of pride? 'Tell Me Something Good' by submitting your positive stories and photos to Vanessa Spaeth, Internal Communications Manager, at vanessa.spaeth@service.ok.gov.

Ginger Meeker and **Tricia Koch** from the Broken Arrow store helped a customer, who came back with cards to thank them for showing her patience. The cards read:

"To Ginger. Thank you for your patience! - Judy E."

"To Tricie. Thank you for your calming nature! - Judy E."

Congratulations to **Khalia Landon**, our HR Recruitment and Personnel Partner, who recently completed her Master of Public Administration (MPA) degree with an emphasis in Public Management! Khalia graduated from Upper Iowa University – Fort Sill.



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