



Year in Review

As the year comes to a close, let's take a moment to [celebrate the remarkable progress](#) we've made together this year! From the swift implementation of SB2035 to the launch of Project BOOST, your dedication continues to transform how we serve Oklahomans, making government services more accessible and efficient.

This season is a busy time for everyone, so we encourage you to take a moment to celebrate all you've accomplished and enjoy time with loved ones. To mark the holidays, Service Oklahoma offices will be closed on Dec. 24, Dec. 25 and Jan. 1, with the Classen and Tulsa Eastgate locations also closed on Saturday, Dec. 28.

Thank you for the passion, creativity and commitment you bring to our mission every day. Together, we're building an agency we can all be proud of. We wish you a happy holiday season!

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Leadership Update



This month's Leadership Update comes from Jaclyn McDuffey, Service Oklahoma's Chief Product and Experience Officer

We have a lot to be proud of in 2024. From launching new initiatives like the Sweet Sixteen Guarantee to adding Seasonal Saturdays, our teams have worked tirelessly to deliver exceptional service and meet Oklahomans wherever they are.

As we celebrate these achievements, I'm looking forward to a remarkable year ahead and the upcoming launch of our brand-new driver license system. This new platform is not just a technological upgrade; it's an investment in our team and the important work you do every day. BOOST will be a paradigm shift in the experience for our staff as it supports the services we provide to customers.

Your input—whether shared through surveys or your Booster Club representatives—has led to real-time adjustments to the system's functionality, our communication strategies and our training plans. It's been inspiring to see our subject matter experts partner closely with the FAST team to shape this system. In addition to reviewing feedback from surveys I've had ongoing conversations with team members who use the system every day.

This feedback along with insights from our incredible Booster Club has helped us evaluate our customer-facing processes and explore future improvements. Together we're not just building a tool for you—we're building it with you.

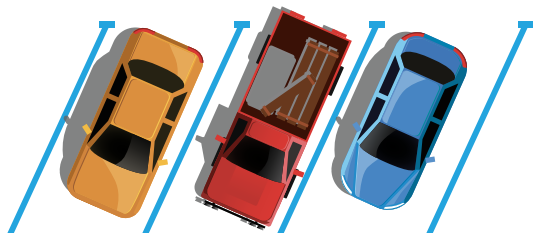
If you haven't already, I encourage you to review the [BOOST Reports](#) paying special attention to the "BOOST Ups." These highlights showcase exciting features like streamlined single-page data entry, early background checks and more intuitive workflows. I'm confident these improvements will enhance your daily operations, and I hope you're as eager as I am to see them in action next year.

As we continue Project BOOST in the new year, please keep sharing your thoughts and ideas. You can reach me directly at jaclyn.mcduffey@service.ok.gov, or one of the BOOST Project Directors: Caitlin Owen at caitlin.owen@service.ok.gov or Brennen Clark at brennen.clark@service.ok.gov.

Your perspective will help us fine-tune this system ensuring every transaction, interaction and outcome is truly best-in-class for our customers and our team. I look forward to celebrating a new driver license system we have built together!

2024 SOK Highlights

We're looking back at some big wins in 2024 and hearing from some of the staff members who helped bring these initiatives, campaigns and achievements to life. These wins and stories reflect the heart, commitment and purpose behind our mission to ease the stress of navigating government services while providing a best-in-class customer experience.



ReadySetTag.com

Within the first three months since implementation, over 107,095 vehicles have been pre-registered under the new Mason Treat Act.

Community Impact

After severe weather hit in the Barnsdall community in May, Service Oklahoma was able to offer credential replacement and motor vehicle services to local residents through virtual visit technology.

Google Ratings

We now have a 4.77 out of 5 year-to-date average Google rating, with 2,945 five-star reviews in 2024.



Phone Center

Through our call center, 90% of the 46,870 calls received each month are answered. Significant updates to our phone lines have helped reduce our average wait time to 2.1 minutes.

Drive Test Centers

Our centrally located, dedicated Drive Test Centers in Broken Arrow and Oklahoma City offer a quick, convenient experience for new drivers.

Seasonal Saturdays

In 2024, Seasonal Saturdays served 12,304 customers, offering enhanced convenience and accessibility.

"Ordering and issuing special plates is so much fun—seeing the different backgrounds and words the customer creates on a plate, sending those out to our customers and **hearing how excited they are to receive something they created.** I think that is rewarding. Plus, I can look on the road and spot those plates that came from our office. LOVE IT!"

Ebony Mitchell, MV Services



Sweet Sixteen Guarantee

Teens can now get a guaranteed drive test appointment on their 16th birthday, 7 days a week, at our Drive Test Centers.

Virtual Visits

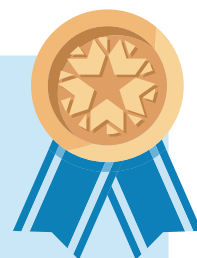
Oklahomans with a suspended license can now schedule a virtual visit with no appointment required using free, user friendly virtual meeting technology.

2024 Center for Government Project Award

Service Oklahoma was recognized for the Digital Disability Placard Program, which simplified processes and reduced wait times for Oklahomans needing disability placards.

2024 AAMVA Excellence in Government Partnership Award

Service Oklahoma was recognized for the establishment of the Licensed Operator Advisory Committee to provide input on changes affecting the community.



“One of the things I most enjoyed this year as a driver license examiner was **witnessing the sense of accomplishment** and pride in the faces of individuals who passed their driving tests. Helping people achieve such an important milestone in their lives is truly fulfilling. Whether it was seeing a nervous teenager finally gain confidence behind the wheel or an adult who had been working hard to pass their test after multiple attempts, the positive impact I had on their journey was something I really valued. **It’s rewarding to be a part of these life-changing moments**, and it makes each day as a driver license examiner meaningful.”

Leatrice Cooksey, Edmond Driver License Examiner

Wait Times

Service Oklahoma has seen a 74% reduction in wait times in 2024.

Licensed Operator Partnership Expansion

By training LOs to complete original driver license issuances, we’ve expanded those services from 30 to 270 locations statewide.

“I’m new and started working for Service Oklahoma in July 2024. What I have enjoyed most this year is coming to work each and every day. Randy Balthazar trained me and did an amazing job. His attention to detail and extensive knowledge is something that I strive to gain years down the road. Kimberley Owen is our manager and her constant support and attention makes this a happy experience. **All of our teams work well together and support each other in a way that makes this a great place to work.**”

Paul Pennington, Buisness Support Specialist



Welcome to the Team!



Patricia Welch
DLE I PT
Antlers



Samuel Thornburg
DLE I PT
Guymon



Annie Nestell
Scheduling Assistant PT
OKC – HQ B4



Chastin Counts
HR Coordinator
OKC – HQ B4



Hilary Elliot
MV Research Specialist I
OKC – HQ B16



Nadia Taylor
Central Processing
Specialist
HQ B16



Sohail Amair
DLE I PT
Norman



Ashley Hall
DLE I PT
OKC - Classen



Ashley Morgan
DLE I PT
OKC - Classen



Lynn Fields
DLE I PT
OKC - Classen



Oz Lopez
Business Support
Specialist I
OKC - Classen



Theo Gay
DLE
OKC I-240



Carlos Reyes
DL Concierge
Tulsa West





Anniversaries

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

15 Years

James Cofer
CDL Examiner
Ada

25 Years

Taei Hodge
MV Processing
Specialist I
OKC – HQ

Retirements

We are pleased to celebrate Carol's years of service with the State and wish her the very best in retirement!

37 Years

Carol Mahaffy
December
Compliance Officer
OKC – Classen



Last Chance for Employee of the Quarter Nominations!

Time is running out to recognize a colleague for their outstanding contributions this quarter! Nominations for the Employee of the Quarter program, including self-nominations, are due by the end of the day on Tuesday, Dec. 31.

This program is a meaningful way to honor team members who consistently go above and beyond, embodying the spirit of Service Oklahoma's mission and core values. Whether it's delivering a best-in-class customer experience, supporting teammates or making a positive impact, your nomination can help shine a spotlight on their exceptional efforts.

Take a moment to reflect on who has inspired you this quarter and submit your nomination today. Let's celebrate the dedication, hard work and teamwork that make Service Oklahoma such a special place to work!

NOMINATE A COLLEAGUE



Cherokee Nation Compact

We're excited to share a significant development between the State of Oklahoma and the Cherokee Nation. After months of negotiations, a new motor vehicle tag compact was finalized.

This 10-year agreement, effective Jan. 1, 2025, introduces driver data sharing between the Cherokee Nation and the Oklahoma Turnpike Authority, supported by funding from the tribe. Consistent with the previous compact, the Cherokee Nation will continue sharing registration information with the Oklahoma Law Enforcement Telecommunications System (OLETS).

The compact also expands registration flexibility for motor vehicle services. The Cherokee Nation will continue operating its tag offices for tribal citizens. Tribal citizens living outside the Cherokee Nation will have the option to use a Service Oklahoma licensed operator location or a Cherokee Nation tag office.

Counties with portions outside the Cherokee Nation – Tulsa, Wagoner, Rogers, Muskogee and Mayes Counties – will move to a new at-large compact model. For the next four years, all at-large vehicles tagged under the previous compact in these counties may continue registering their vehicles with the Cherokee Nation. After that, at-large Cherokee citizens will have the option to renew vehicle registrations at a Service Oklahoma licensed operator location or a Cherokee Nation tag office.

As Service Oklahoma plays a key role in delivering these services, we're already working on the rollout of the compact's details. We're in communication with partner groups to ensure a smooth and seamless transition. If this compact impacts your role, we'll provide training resources and materials as needed, with updates shared along the way.

Thank you for your continued dedication to providing best-in-class service. If you have questions about these changes, please reach out to your supervisor.

Door Decoration Winners

This year's Door Decorating Contest filled our spaces with holiday cheer and creativity! It's been such a joy seeing the effort and imagination everyone put into their decorations—thank you for making this holiday season brighter for the whole team!



From left to right:

Tahlequah

Courtney McCoy and
Terry Pendergrass

Business Support Specialists:

Sushma Eeda, Geogia
Steele, Wayne Gomez,
Debra King and
Tammy Wrice

LO Support

Terri Applegate, Matt
Jones and Justin Ahhaitty



Santa visits SOK

Santa Claus made a special visit to the OKC-Classen location on Saturday, Dec. 7! Families from across the agency joined us for free photos with Santa, festive drinks, and delicious treats. It was a heartwarming event filled with holiday cheer—thank you to everyone who came out to celebrate with us!

SEE MORE PHOTOS ON INSTAGRAM



Santa (Ed Ward) with Vanessa Spaeth's dog, Snow.



Caitlin Owen and her family with Santa.



Jamie Nance with his daughter Madison and their dog Hershey visiting Santa.

Virtual Potluck and Holiday Cards

Take a look at the holiday cards, family photos and festive recipes your coworkers have shared—[check them out on the Intranet!](#) Want to join the fun? It's not too late! Send your holiday card, family photo or favorite recipe to sokcommunications@service.ok.gov and help spread the holiday cheer!

SOP Initiative

Building the Framework for Consistency

We're excited to share an update on the **Standard Operating Procedures (SOP) initiative**, a project shaped by the valuable feedback we received during this fall's Pulse Check Survey. The survey highlighted that while many of us feel connected to Service Oklahoma's mission, there is a strong need for comprehensive procedure manuals to better support daily operations.

To address this, we partnered with an outside vendor to conduct a needs assessment. This evaluation has helped identify gaps in our current documentation and provided a roadmap for developing SOPs to enhance efficiency and clarity across the agency.

What We've Learned

The assessment revealed several areas requiring SOP development, with the driver license team identified as a high-priority focus. While SOPs will be created or refined across all areas, driver license services were highlighted as a place where new documentation can have the most immediate impact.

Our Approach Moving Forward

To ensure teams have the resources they need, we are taking a phased approach to SOP development for driver services:

- ▶ **Immediate Focus:** Draft high-priority SOPs now to provide foundational materials and support teams in the short term.
- ▶ **Refinement Phase:** Revisit and update these documents in July to align with the finalized processes within BOOST, ensuring long-term accuracy and usability.

This approach allows us to deliver immediate support while maintaining the flexibility to adapt to evolving systems and workflows.

Thank you for your input and support in shaping this initiative. Your feedback has been instrumental in helping us prioritize and plan. We look forward to continuing this work together to build tools that strengthen our operations and enhance our ability to serve Oklahomans.

SOK Key Contacts Directory

The Service Oklahoma Directory is here! This new resource is designed to help you quickly and easily connect with others at the agency. The directory highlights key contacts including staff member locations, teams, titles and a summary of responsibilities to guide you in finding the support or information you need.

The directory will be printed and distributed to all staff for easy reference with updates made throughout the year to ensure it stays current. For added convenience the directory will also be accessible anytime [on the Intranet](#).

We hope you find it useful and look forward to hearing your feedback!

[VIEW THE NEW DIRECTORY](#)

Stay Informed During Severe Weather

Winter weather is here! Don't forget to sign up for **Statewide Weather Notifications** to stay updated on closures or service reductions. Choose text or email updates through the Department of Public Safety (DPS). If you're registering for the first time, you'll need to create an account and select "Statewide Weather Notifications" before submitting.

STATEWIDE WEATHER ALERTS



Watch: Employee Town Hall

Did you catch the last Town Hall of the year? [Click here](#) to check out the recording!



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.



Toys for Tots Drive

Our Broken Arrow location hosted a Toys for Tots toy drive! Thanks to their incredible efforts, they collected an amazing assortment of toys to bring joy to children who might otherwise go without Christmas gifts. Thank you to everyone who participated—your generosity and community spirit are making a real difference this holiday season!



Graduation

Jack Day, SOK's Performance and Scheduling Manager, recently graduated from Louisiana State University in Shreveport, LA with his MBA!

Congratulations on this achievement Jack!

Employee Shirt Store

The t-shirt store will reopen the first two weeks of January! Employees can purchase Service Oklahoma shirts from Jan. 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](#)



2024 State Holidays and Closures

Service Oklahoma will be closed on the following dates:

Dec. 24 & 25, 2024.....Christmas
Jan. 1, 2025 New Years Day

Tulsa Eastgate and OKC – Classen will also be closed on Saturday, Dec. 28.



Discount Spotlight

As a valued employee of the State of Oklahoma, you have access to a wide array of exclusive discounts designed to enhance your personal and professional life. From homebuyer assistance to health and fitness resources, these benefits are crafted to support your well-being and financial goals.

This Month's Discount Spotlight: Apple Products!

We're excited to highlight a fantastic opportunity for employees this month—special pricing on select Apple products! As part of our commitment to providing valuable benefits, state and local government employees can enjoy discounts ranging from 4% to 7% on eligible Apple products and services for personal use. Please note that this offer excludes iPhones and Bose products.

We're Hiring!

Service Oklahoma is excited to offer opportunities for internal candidates to join our team in driver license services, business support services and motor vehicle services. If you're ready for a fresh challenge or know someone who'd excel in one of these roles, now's the perfect time to explore what's available. Check out the current openings in Workday and take the first step toward your next career move. Don't miss this chance to grow with us—apply today!

[VIEW STATEWIDE JOBS](#)

[VIEW APPLE PRODUCTS](#)

[SEE MORE STATE DISCOUNTS](#)

Oklahomans Helping Oklahomans

If you haven't checked out [our social media series](#) spotlighting SOK employees, now is the perfect time to check it out! Each month, we feature a team member from across the agency, showcasing their unique role in removing the stress of navigating government services. These dedicated individuals make a lasting impact on the lives of Oklahomans by delivering a best-in-class customer experience. We're excited to share their stories and celebrate the people who make our mission possible! Here are their stories and celebrate the people who make our mission possible!



This month, meet Ryan Pope, a CDL Lead at Service Oklahoma. With five years of experience, Ryan supports new drivers and oversees examiners in Tulsa, Stillwater, Enid, Hinton and Woodward. His passion lies in helping future truck drivers start their careers while ensuring his team provides top-notch service to Oklahomans.

Recently, Ryan played a key role in improving CDL testing scheduling through a collaboration with the product team, simplifying the process for drivers and schools alike. His involvement in a new federal CDL testing project further demonstrates his dedication to advancing the industry.

Ryan sees Oklahoma as a place defined by its hospitality, and his work reflects that spirit. Thank you, Ryan, for your continued commitment and leadership!

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