



OKLAHOMANS HELPING OKLAHOMANS

VOLUME 21

JANUARY 2025

Online Written Tests

We're excited to introduce KnowTo Drive, a modern, online written knowledge exam platform launching on Feb. 11, 2025. This system will replace the legacy AutoTest platform, allowing customers the flexibility to take their exams online from home, or at a Service Oklahoma location or one of our participating partners.

KnowTo Drive is designed to enhance the testing experience with features like advanced security, instant results, study resources and ADA-compliant accessibility. By reducing in-office traffic, the platform benefits both customers and our team.

This innovative system reflects our commitment to delivering secure and efficient best-in-class service. Stay tuned for updates as we prepare for this exciting transition!

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State of the Agency

In 2024, we made significant strides in enhancing services for Oklahomans. From implementing the Mason Treat Act in just 90 days to launching virtual reinstatement visits, introducing the Sweet Sixteen Guarantee, expanding access with seasonal Saturday service and more, our team has been committed to delivering modern, innovative best-in-class service.

None of this would have been possible without the dedication and hard work of our incredible team members across the state. From Poteau to Shawnee, Woodward to Chickasha and everywhere in between, you have all played a vital role in making these improvements a reality.

Looking ahead to 2025, we're focused on building even better solutions for Oklahomans. With the development of our new driver license system of record, the motor vehicle system core upgrade, the rollout of electronic liens, titles and registrations, and the launch of the standard operating procedures initiative, we're excited about what's next and the impact we're making together.

We covered all this and more in the State of the Agency– watch it below!



Hear it yourself!

Did you miss this year's State of the Agency? [Click here to watch the recording!](#)





Welcome to the Team!



Jordan Gilbert
DLE
Broken Arrow



Darvis Mitchell
DLE
Durant



Karen Hayden
DLE
Edmond



Ashley Wyrick
DLE
Miami



Tonya Hardin
DLE
Muskogee



Destini Ogans
DLE
OKC - Classen



Rachel Diaz
DLE
OKC - Classen



**Sienna Valentine
Haupu-Sagiao**
DLE
OKC - Classen



Dillon Bertholf
Business Support
Specialist
OKC - HQ



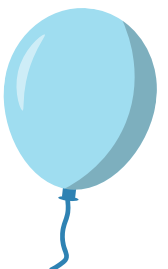
Cait Chapman
Help Desk Support
Specialist
OKC - HQ



Kelsey-Jo Watson
Video & Production
Manager
OKC - HQ



Lizzetsh Brimmer
DLE
OKC I-240





Yana DiCesare

DLE
OKC I-240



Cody Krebs

DLE
Poteau



**Savannah
Giessmann**

DLE
Poteau



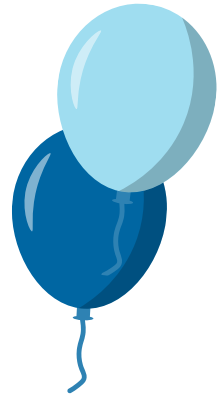
Alyssa Hutton

DLE
Tulsa Eastgate



**Christopher
Hartman**

DLE
Tulsa Eastgate



Random Acts of Kindness Day



Feb. 17 is Random Act of Kindness Day, a perfect opportunity to brighten someone's day with a thoughtful gesture. With Service Oklahoma closed in observance of President's Day, it's a great time to spread kindness in your own way. Small acts, like holding the door open, writing a kind note or simply offering a genuine compliment, can make a big difference.

Kindness isn't just about how we treat others—it's also about how we treat ourselves. A long weekend is the perfect chance to slow down, rest or do something you enjoy.

However you choose to participate, Random Acts of Kindness Day is a great reminder that a little thoughtfulness goes a long way, both for those around us and for ourselves.

Spring Forward at SOK

At Service Oklahoma, we're always looking ahead, finding new ways to enhance our services and make a difference for Oklahomans. Here's what's coming up in the next few months:



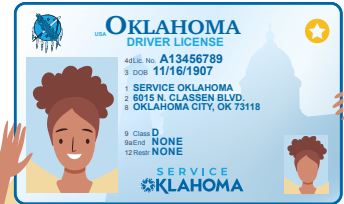
Online Written Test

Oklahomans will soon have the option to take written tests online, reducing office visits and improving convenience for customers.

I'm excited about the Online Written test, which launches soon, and the in-store portion that will launch soon after! **I'm also really looking forward to working on the Ai Chatbot** that will be launching soon."

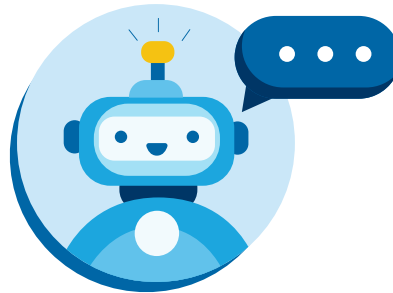
Olivia Ucha

Associate Product Manager at OKC - HQ



REAL ID Compliance

With the May 7 deadline approaching, we're working hard to ensure Oklahomans who choose a REAL ID can get one seamlessly.



AI-powered Chatbot

Our new intuitive chatbot on service.ok.gov will soon offer instant support, answering customer questions online with ease.

"This year I am excited for all the things I will get to learn! The new program [Project Boost] that SOK is moving to **will be a huge step forward** and I can't wait to learn the ins and outs of it! I am mostly excited to be able to help customers in a more timely and efficient manner."

Berenice Zavala-Ramos

Driver License Examiner at Clinton

Electronic Liens and Titles (ELT)

The full implementation of ELT will streamline the titling process, making it more efficient and accessible.

"I am very excited to see the **updates to making things more efficient** when ordering plates and temp tags."

Ebony Mitchell

Motor Vehicle Specialist at OKC - HQ

"I am most excited for BOOST. **I think it will benefit our employees and customers so much.** I'm also excited that I get to be here for the process and launch. D360 existed long before I joined the state, so it's exciting to start from scratch!"

Katie Schaller

Curriculum Developer at OKC - HQ

Employees of the Quarter

Please join us in celebrating our Employees of the Quarter: Justin, Renita, Ginger, Reggie, John and Glenn. Each one has made a remarkable contribution to our mission. Each Employee of the Quarter was awarded a \$100 bonus in recognition of their contributions. Here's a closer look at the positive impact these exceptional team members have had on our agency:



Justin Smith
Driver License Examiner at Sallisaw

Justin has been with Service Oklahoma for nearly two years and is known for his reliability and dedication to the team. Whether he's handling online processing or sharing insights to improve accuracy, Justin's positive attitude never wavers. He consistently goes above and beyond to support his colleagues, making a meaningful impact on the team's success.



Renita Anderson
Legal Secretary at OKC - HQ

With nearly 11 years of state experience, Renita has quickly become an essential part of Service Oklahoma. Her leadership in process improvements and willingness to jump in wherever needed—whether it's during BOOST meetings, ALJ hearings or mentoring new team members—sets her apart. Renita's wealth of knowledge and collaborative nature make her an invaluable asset to the team.



Ginger Meeker
Driver License Examiner Lead at Broken Arrow

Ginger has proven herself to be a natural leader in her first year with Service Oklahoma. Her three years of experience at the Department of Public Safety have prepared her to manage a busy workload with a patient, positive attitude that fosters teamwork and collaboration. Ginger's ability to balance day-to-day tasks while supporting her colleagues makes her a trusted teammate and an integral part of the team.

Continues on Next Page

OCTOBER - DECEMBER 2024



John Thompson
Field Auditor at OKC - HQ

John has been with the State of Oklahoma for nearly three years. After transitioning from the Oklahoma Tax Commission in November 2023, he quickly embraced new challenges - moving from a Transactional Auditor to a Field Auditor, while also serving on the Booster Club for the new driver license system. Whether training new Licensed Operators, conducting field audits or stepping in wherever needed, John's strong work-ethic and reliability make him a trusted teammate.



Reginald Dodoo
Central Processing Manager at OKC - HQ

Reggie has been with the State of Oklahoma for over 19 years. Known for his innovative mindset, Reggie has implemented improvements in mail operations that have saved time and resources while increasing efficiency. His drive to enhance processes, paired with his friendly and helpful approach, makes him a dependable and trusted teammate.



Glenn Mays
MV Title Consultant Lead at OKC - HQ

Glenn has been with the State for more than 25 years. Since transitioning from the Oklahoma Tax Commission in November 2023 he has been a reliable resource for his team, customers, law enforcement and Licensed Operators. Known for his professionalism and willingness to go the extra mile Glenn takes pride in finding solutions and ensuring everyone he helps receives accurate information. His positive attitude and dedication make him an invaluable part of the team.

NOMINATE A COLLEAGUE TODAY!

Inspired to recognize a peer? The Employee of the Quarter program and the High Five appreciation initiative are great ways to celebrate the incredible work happening across Service Oklahoma. Visit the SOK intranet to submit a nomination or send a shout-out to someone who's gone the extra mile.

Thank you for all that you do—let's keep building a supportive, recognition-rich culture together!

GIVE A HIGH FIVE

SUBMIT A Q1 NOMINATION



Anniversaries

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

20 Years

Craig Ragsdale

DLE Lead
Chickasha

15 Years

Dennis Nickel

Compliance Officer
Enid

10 Years

Summer Thompson

Procurement Specialist
OKC – HQ

10 Years

Dixie Whitman

DLE Lead
Hinton

10 Years

Kelly Mead

DLE Lead
Idabel

10 Years

Tonya Overstreet

Central Processing
Supervisor
OKC – HQ

5 Years

Jamie Nance

Zone 1 Regional
Manager
Woodward

5 Years

Christina Sledge

DLE
Norman

5 Years

Chala DeSelm

DLE
Tulsa Eastgate

5 Years

Harold Moore

DLE Lead
Enid

Retirements

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

4 Years

Cynthia Bunch

Central Processing Specialist
OKC – HQ B16

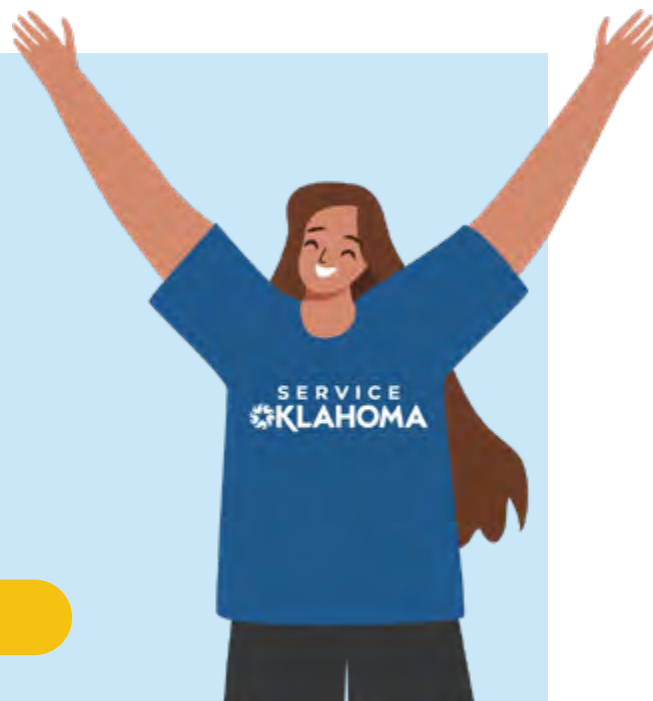


Employee Shirt Store

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



Employee Engagement



**Our
Blood
Institute**

SOK Employees Give Blood

On Tuesday, Jan. 14, Service Oklahoma hosted a successful blood drive at Tulsa Eastgate in partnership with Our Blood Institute (OBI). In recognition of National Blood Donor Month, employees came together to make a meaningful impact, donating life-saving blood to support our community.

OUR BLOOD INSTITUTE WEBSITE

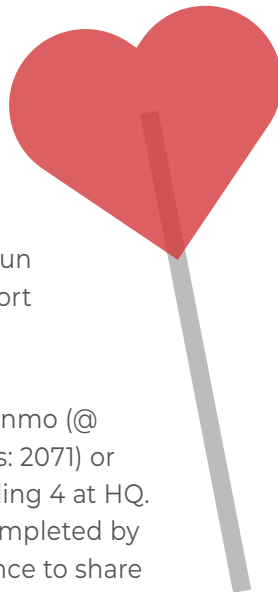


Spread Some Love This Season!

Send a teammate a Valentine
now through Feb. 10!

Valentines are just two for \$1 and each one includes a fun pun and a treat. All proceeds support the Employee Engagement Fund.

Payments can be made via Venmo (@serviceoklahoma – last 4 digits: 2071) or with cash in office #402, Building 4 at HQ. Statewide deliveries will be completed by Feb. 14, so don't miss this chance to share some festive cheer!



SEND A VALENTINE!

Show Your NFL Spirit!

Get ready for the Big Game by joining SOK's NFL Dress Up Day on **Friday, Feb. 7!**

Whether you're backing the Kansas City Chiefs, the Philadelphia Eagles or just excited for game day, show off your team spirit by wearing your favorite gear.

Snap a photo and email it to sokcommunications@service.ok.gov!



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.



New Grandbaby

Jeri Thomason (DLE Lead in Sallisaw) has a new granddaughter! Rivvy Paige Murphy was born on Jan. 2, 2025 weighing 7lbs 9oz and measuring 20.5 inches long! Congratulations!



Returning Home

Cody Krebs (DLE at Poteau) shared his and his friend's journey in the military. Both enlisted out of high school—Cody to the Army in North Carolina and his friend to the Navy in San Diego. As his military service comes to a close, Cody is eagerly anticipating his return home on Feb. 6, 2025. They've already planned many activities and projects celebrate this new chapter.



Vacation to Italy

"In December, we had the incredible opportunity to visit my son in Italy, where he's serving overseas as an active-duty Marine. While distance can be tough, it makes the time together even more precious. My son chose to serve because he believes there's no better way to give back. As a mother, I'm incredibly proud and deeply moved by those who prioritize service to others.

Italy's history is unbelievable, with statues and buildings dating back over 2,000 years. Riding the trains gave us breathtaking views of the countryside, and every city we visited was more beautiful than the last. The friendly people made the experience even better—though dodging vespas definitely kept us on our toes!"

Cassandra Patterson

Director of Administrative Services

Discount Spotlight

Did you know that state employees have access to **Oklahoma Correctional Industries (OCI) Store**? OCI is part of the Oklahoma Department of Corrections and operates without taxpayer funding. It provides offenders with opportunities to build valuable job skills through its 13 locations, 18 factories and partnerships across Oklahoma. These programs not only prepare offenders for successful reintegration into society but also produce high-quality products and services that you can use.

From custom furniture and office supplies to printing and more, OCI offers competitive pricing exclusively to state and local government entities and nonprofits, as well as current and retired state employees. Every purchase supports offender rehabilitation while providing you with reliable and affordable solutions.

If you haven't explored what OCI has to offer, now's the time! Visit OCI's website to see their catalog and discover how this program can meet your needs.



[VIEW OCI'S STORE](#)

[SEE MORE STATE DISCOUNTS](#)

We're Hiring!

Ready for a new challenge? Service Oklahoma is excited to share opportunities in driver license services, business support services and motor vehicle services.

Whether you're looking to grow your career or know someone who'd thrive in one of these roles, now's the time to explore what's available. Check out the current openings in Workday and take the first step toward your next chapter with us.

[VIEW STATEWIDE JOBS](#)

2025 State Holidays

These are the official state holidays when Service Oklahoma offices will be closed in 2025. Please mark your calendars and enjoy your days off!

Feb. 17, 2025 Presidents' Day
May 26, 2025 Memorial Day
July 4, 2025 Independence Day
Sept. 1, 2025 Labor Day
Nov. 11, 2025 Veterans Day
Nov. 27 & 28, 2025 Thanksgiving
Dec. 24 & 25, 2025 Christmas

Oklahomans Helping Oklahomans

If you haven't checked out [our social media series](#) featuring SOK employees, now's a great time to start! Each month, we spotlight a team member, showcasing their role in making government services easier to navigate. These remarkable individuals go above and beyond to deliver a best-in-class customer experience, leaving a meaningful impact on Oklahomans. We're proud to share their stories and celebrate the people who make our mission a reality.



This month, meet **Vanezza Martinez**, Driver Examiner Lead in Guymon! With seven years of experience in driver license services, Vanezza is proud to support the panhandle, serving Texas, Cimarron, and Beaver counties.

Vanezza is known for her ability to connect with customers and work seamlessly with teams across Service Oklahoma. One of her proudest career moments? Playing a key role in developing the driver license system, where her technical expertise truly stood out.

Her top driving tip: Defensive driving and maintaining proper space. "Always stay aware, track other road users, and make sure you can see the tires of the car in front of you at a stop. Keeping your space helps you stay safe!"

Thank you, Vanezza, for your dedication and the positive impact you make at Service Oklahoma!

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