

SERVICE KLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

BOOST Roadshow Success

Thank you for your thoughtful questions, feedback and engagement during the BOOST Roadshow!

BOOST (Bringing Our Operations and Services Together) is launching in February 2026 and will replace both D360 and MVOneLink with a single streamlined system for all driver license and motor vehicle transactions.

In addition to the new system launch, several related initiatives are also underway to support our broader goals including improvements to technology, infrastructure and service delivery. Learn more on page 7.

Newsletter Highlights

[Leadership Update](#)

[Legislative Session Wrap-Up](#)

[Wellness Month](#)

[Welcome to the Team](#)

[Behind the Scenes with BOOST](#)

Leadership Update



This month's Leadership Update comes from Director of Regulatory Services Shelly Patterson.

Before entering state service, I began my

career in the non-profit sector, working at a local mental health facility in Oklahoma City. There, I supported individuals living with severe mental illness as they transitioned from long-term inpatient behavioral health care back into independent living.

Helping them access essential services gave me a firsthand understanding of how difficult it can be to navigate complex government systems. That experience has stayed with me throughout my career and continues to fuel my commitment to improving access to vital services for all Oklahomans.

Public health has always been my passion, and I'm proud to carry that forward at Service Oklahoma. **The work of the Regulatory Services Team is fundamentally about safety**—specifically, ensuring the safety of all Oklahomans on the road. That's a responsibility I take seriously, and I'm excited for the opportunity to lead alongside a dedicated team.

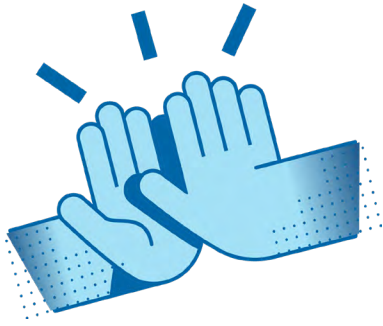
I've quickly come to realize just how much is happening across our agency—and how incredibly busy the Regulatory Services Team stays.

- ▶ **Regulatory** collaborated this summer with the **Product Team** to **update the Driver**

Manual, ensuring content aligns with State Statute and is engaging to users.

- ▶ Our **Commercial Driver License (CDL) team** is actively collaborating with divisions across the agency to prepare for the upcoming **Federal Motor Carrier Safety Administration (FMCSA) Annual Performance Review**. In Sept., SOK will host FMCSA staff for a week-long audit to assess our compliance with federal regulations and policies governing commercial drivers. We're excited to share the progress we've made this past year.
- ▶ The back-to-school season is right around the corner and in preparation public schools across the state are actively seeking bus drivers. **Our CDL team** plays a critical role by providing year-round testing services and traveling throughout the state to administer exams.
- ▶ With the February 2026 launch of Project BOOST, our **Designated Examiner Management Team** is working with **FAST** to ensure that our more than 148 Designated Examiners have a much smoother system for determining eligibility and entering scores for their customers.
- ▶ We are approaching the final stages of testing for the **Driver Control functionality within Project BOOST**. The processes have been carefully refined to ensure precision and efficiency, resulting in a noticeably improved and more structured approach to managing customer records. The updates will improve how we manage customer records, sanctions and compliance—making everything more efficient, accurate and legally sound.

I look forward to what we'll accomplish together as we continue working to make government services more accessible, efficient and responsive for the people of Oklahoma.



Give a High Five

Noticed a teammate going the extra mile? A High Five is an easy way to recognize their hard work and let them know it doesn't go unnoticed. Happiness Happens Day is coming up on Aug. 8 and it's the perfect time to spread a little joy. Sending a High Five is a simple way to make someone's day.

Our ongoing High Five program is a great way to show appreciation and highlight someone's contributions. When you submit a High Five, your recognition is shared with the recipient, their supervisor and our executive team—so your shoutout goes even further.

[GIVE A HIGH FIVE!](#)



After-Hours Event

We're helping Oklahomans check essential driver license services off their list ahead of back-to-school and holiday travel seasons. The Backpacks to Boarding Passes event runs Aug. 11 to 16 with select locations open after hours for REAL ID and other driver services. Visit the REAL ID Hub on the Intranet for details.

[REAL ID HUB](#)



Legislative Session Wrap-Up

With the conclusion of this year's legislative session, there are several new laws that will help shape how we serve Oklahoma. These legislative changes were passed to help support a more streamlined, customer-focused experience and many of them directly support the rollout of BOOST, by clearing the path for innovation. Through these changes, we will be able to better align with national best practices as we modernize how we deliver best-in-class service to Oklahomans.

[LEGISLATIVE UPDATES](#)

Wellness Month



It's **National Wellness Month**! We're taking the opportunity to highlight the tools, resources and small daily habits that support a healthier, more balanced lifestyle.

Get Your Steps In

Our SOK Virtual Walking Club is still going strong, and this month there's a bonus for joining in. **Anyone who submits their steps for August will be entered into a randomized drawing for a gift card.**

Erika Franklin, DLE at Stillwater, shared, "I enjoy the Virtual Walking Club because...I enjoy being able to see that I am not the only one putting in the work, even though I'm all the way in Stillwater."

For **Wayne Gomez**, Business Support Specialist at HQ, said walking always makes him feel better, giving him time to reflect on his day.

Explore Wellness Resources

Wellness goes beyond physical activity, and there are plenty of resources available to support your overall well-being. [The Wellness page](#) on the intranet is a great place to start, with information on everything from mental health to fitness discount.

Thrive Wellness

[The statewide wellness program](#) available to all SOK employees, Thrive offers practical tools, health challenges and resources to help you build healthier habits.

Wellness Discounts

From gym memberships to fitness classes, [Thrive partners with fitness centers](#) across Oklahoma to offer exclusive deals for state employees.

Oklahoma Employee Assistance Program (EAP)

[EAP provides free, confidential support](#) for anything life throws your way, whether you're dealing with stress and burnout, family concerns or financial challenges.

Download the Wellness Crossword

Take a break with our wellness-themed crossword puzzle, available for download on the intranet.

No matter where you are in your wellness journey, we hope you'll take a few moments this month to focus on what keeps you feeling your best.



INTRANET WELLNESS PAGE



Welcome to the Team!

We're excited to welcome our newest teammates who joined us between June 15 and July 10. If your first day was after July 10 you'll be featured in next month's newsletter.



Alexlynn Lambert
Part-Time DLE
Broken Arrow DTC



Kristeen Taylor
Part-Time DLE
Durant



Nicholas Shipman
Part-Time DLE
Durant



Veronica Sjoblom
Part-Time DLE
OKC - Classen



Laura Post
Part-Time DLE
OKC DTC



Tyler Fairbanks
Part-Time DLE
OKC DTC



Melissa Goree
Director of Service
Center Strategy
OKC - HQ



Melissa Sullivan
Part-Time Business
Support Specialist
OKC - HQ



Prakash Philip
Part-Time Business
Support Specialist
OKC - HQ



Shelly Owens
Part-Time Business
Support Specialist
OKC - HQ



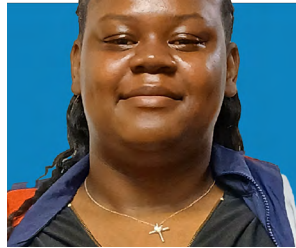
Simone Chandler
MV Supervisor
OKC - HQ



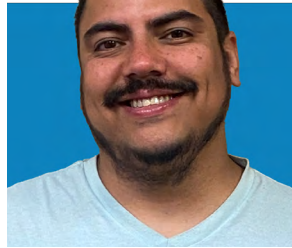
Tiffany Thomas
HR Recruitment &
Onboarding Specialist
OKC - HQ



Penny McCurley
Part-Time DLE
Tulsa - The Farm



Praise Stovall
Part-Time DLE
Tulsa Eastgate



Tudy Valdez
Part-Time DLE
Tulsa Eastgate



Kimberly Lucas
Part-Time DLE
Tulsa West



Check Out the Key Contacts Directory

The updated **Key Contacts Directory** is now live on the Employee Intranet! This quick-reference tool makes it easier to find the right person or team for common questions and requests. Whether you're reaching out to Motor Vehicle, Finance or one of our locations, the directory helps streamline everyday communication and keeps things moving efficiently.

KEY CONTACTS DIRECTORY

Upcoming Anniversaries

Happy anniversary to our Service Oklahoma teammates who will be celebrating milestone anniversaries in August.

15 Years

Shannon Kellison
DLE
Altus

10 Years

Brandon Albers
Compliance Officer
OKC – HQ

5 Years

Matthew Hunt
Director of Customer Experience
OKC – HQ

Upcoming Retirements

Congratulations to Charles for his years of service with the state. We wish him the best in his retirement!

26 Years

Charles Whittington
Central Processing Specialist
OKC – HQ



Behind the Scenes with BOOST

As Project BOOST moves forward, several other projects are supporting go-live and helping modernize our driver license and motor vehicle systems.

Equipment Modernization:

Plans are underway for a full hardware refresh across Service Oklahoma and licensed operator locations. This includes both driver license and motor vehicle equipment. The refresh will be completed before BOOST goes live and will support a more reliable, secure and efficient system through updated IT architecture.

Data Migration:

We're reviewing our current data repositories—Laserfiche and OnBase—to determine the best path for combining them into a single system. This will optimize processes and improve data access and performance.

Cashiering and Payment System Upgrade:

A new payment system will launch with BOOST, streamlining transactions, updating technology and improving reporting across all locations.

New Oklahoma Driver License:

A redesigned physical card is in the works with updated security features that meet or exceed AAMVA's latest standards.

Mobile Driver License (mDL):

Coming in 2026, the mobile Driver License will be securely available through a digital wallet provider. We're beginning with Apple and working with key stakeholders on design, compliance and implementation.

AAMVA Compliance:

BOOST helps ensure we meet the latest AAMVA standards, allowing for nationwide compatibility and improved data exchange.

Fairfax and Check 21 Upgrade:

The team is enhancing back-office tools like Optical Character Recognition (OCR) and introducing bulk check deposit for mail-in payments. These changes will improve how we process mail and streamline data entry.

Technical Governance Structure:

A review is underway to improve how we select and manage enterprise-wide systems, ensuring decisions are more effective and consistent.

MVR Passive Monitoring:

We're building an internal tool to monitor access to Motor Vehicle Records, especially by high-volume users. This will improve security and response time.

None of this would be possible without the insight and effort of the teams driving it forward. These projects are mission-critical to transforming how Service Oklahoma delivers quality service and long-term value.

Want to know more about Project BOOST? Read the latest BOOST Report.

LATEST BOOST REPORT

Tell Me Something Good!

We want to celebrate with you! Submit your positive stories and photos to **Vanessa Spaeth**, Internal Communications Manager, at vanessa.spaeth@service.ok.gov.

Leadership Experience

Ginger Meeker, Service Center Manager at Tulsa Eastgate, is proud to share that her daughter, Chelsie Meeker, a Starbucks Store Manager in Grove, OK, recently joined 14,000 store managers from around the world at the 2025 Leadership Experience in Las Vegas.



Chelsie at the Starbucks 2025 Leadership Experience.

Welcome to the Family

Cassandra Patterson, Director of Administrative Services at HQ, recently welcomed a new addition to her family. Her grandson, Cooper Fitzgerald, was born on June 27.



Baby Cooper's newborn photo.

Reel Fun Birthday Surprise

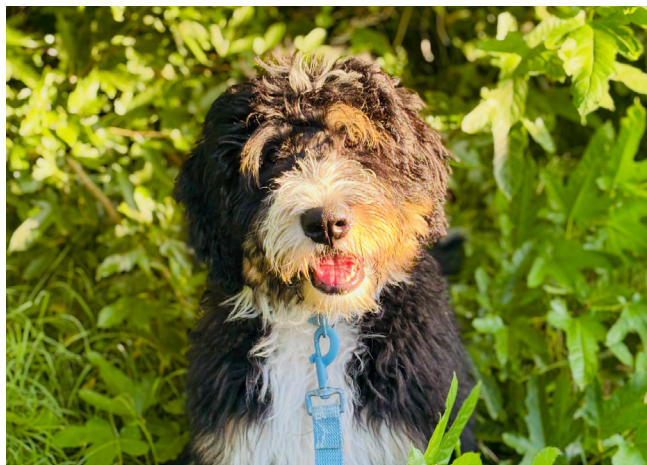
Zone 5 Regional Manager **Lance Frerich** was recently surprised with a birthday party and a Paw Patrol fishing pole—a playful nod to his ongoing struggle to catch anything big enough to need a full-size rod and reel.



Lance laughs while holding a Paw Patrol fishing rod.

Steve's New Puppy

Zone 4 Regional Manager **Steve Hartley** is excited to introduce Olly, his 19-week-old Bernedoodle puppy who is already 40 pounds and super smart!



Olly posing for the camera.



SOK Store

The Service Oklahoma Employee Store is open!

From **August 1–15**, employees can purchase:

- ▶ **Classic t-shirts** – \$9.50
- ▶ **Long-sleeve t-shirts** – \$18.50
- ▶ **Men’s and women’s quarter-zip pullovers** – \$38.00
- ▶ **Crewneck sweatshirts** – \$23.00
- ▶ **REAL ID t-shirts** – \$10

Extended sizes add \$2 per size.



[BUY A SHIRT](#)

Advance Your Career!

If you’re ready for a new challenge or looking to grow your career, take a moment to explore current openings at Service Oklahoma.

Something catch your eye? Don’t hesitate to apply—or share with someone you think would be a great addition to the team.

[VIEW SOK JOBS](#)

2025 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!

Sept. 1, 2025 Labor Day
 Nov. 11, 2025 Veterans Day
 Nov. 27 & 28, 2025 Thanksgiving
 Dec. 24 & 25, 2025 Christmas





Discount Spotlight

Summer is a great time to make memories with the whole family—and your state employee discounts can help make those outings even more affordable. Whether you're planning a day trip or just looking to beat the heat, there are plenty of ways to explore, learn and play without stretching your budget. This month, we're spotlighting local family-friendly museums. If you're looking for a cool (and educational) escape this summer, these museums offer special admission discounts for state employees:



Museum of Osteology – Oklahoma City

With over 450 real skeletons on display—from tiny hummingbirds to massive whales—the museum highlights the diversity of life on Earth. They also offer special events, kids classes, forensic nights and more. Admission is \$10 per person for State of Oklahoma employees. Simply show your work badge or a recent pay stub at the admissions desk. [Learn more about the Museum of Osteology »](#)



Jasmine Moran Children's Museum – Seminole

Packed with hands-on exhibits, Jasmine Moran Children's Museum encourages creativity, curiosity and discovery through interactive play. State employees receive \$1 off admission. Present your badge or a pay stub at the door. [Learn more about Jasmine Moran Children's Museum »](#)

Don't forget to check out the full list of available discounts for even more ways to save this summer!

ALL STATE DISCOUNTS

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