

SERVICE OKLAHOMA

OKLAHOMANS HELPING OKLAHOMANS



Meet Miles: Fast Answers, 24/7

Recently launched on several pages at service.ok.gov, Miles is our virtual AI assistant helping customers and staff get fast, reliable answers around the clock. Short for Motorist Information and Licensing Expert System, Miles supports users with questions about REAL ID, license renewals, vehicle registration, disability placards, the written knowledge test and so much more.

Miles is built on the same trusted information our support teams use and doesn't collect personal data or process transactions. Miles' role is to guide, inform and make services feel more approachable.

By answering routine questions 24/7, Miles has helped reduce call volume and allowed staff to focus on more complex or high-touch interactions.

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Leadership Update



*This month's Leadership Update comes from **Melissa Goree**, Director of Service Center Strategy.*

I joined Service Oklahoma in June as the Director of Service Center Strategy, where my focus is on the big-picture work that sets our service centers up for success. I'm here to make sure we have a clear path forward, aligning staffing models, technology and customer experience strategies, so our teams have what they need to deliver the best service possible.

In my first weeks, what's impressed me most is the heart and dedication I've seen across our locations. You show up, adapt, solve problems and take care of Oklahomans every single day. My job is to anticipate what you'll need next, clear the roadblocks and make sure the plans we put in place actually work on the ground.

Right now, I'm focused on:

- ▶ **Planning for the future** – Using data to forecast future staffing, training and location needs so we can grow and adapt without losing sight of service quality.
- ▶ **Preparing for BOOST** – Working with training and product teams to make sure the February 2026 launch feels seamless, not stressful.
- ▶ **Keeping service consistent** – Building a consistent approach to service across all locations, so no matter where someone walks in, they have the same positive experience.
- ▶ **Bringing people together** – Strengthening the connection between service centers and support teams so we can solve problems faster and share successes more widely.

I'm a big believer in relationships. If you've got an idea, concern or something you think we can do better, I want to hear it. My door is always open and I value honest conversations that help us get stronger together. Please email me anytime at melissa.goree@service.ok.gov.

I'm grateful for the warm welcome I've received and for the openness you've shown in sharing your experiences, ideas and challenges. Strategic vision only matters if it works for the people living it every day and I'm looking forward to continuing this work with all of you.



Giving is Groovy!

State Charitable Campaign September 2025 Event Calendar

We're thrilled to participate in the State Charitable Campaign (SCC) again this year and invite YOU to join us in making a difference. Last year, we raised over \$5,000 through pledges, auctions and raffles. This year, we hope to surpass that goal with your help!

What is the State Charitable Campaign?

Since 1989, the SCC has empowered state employees to extend their public service beyond the workplace by supporting communities across Oklahoma. Partnering with the United Way of Central Oklahoma, this campaign allows you to designate funds to one or more charities that have been vetted by the State of Oklahoma's board of directors, made up of fellow state employees. Your contributions help hundreds of organizations that support essential causes.

Save the dates and enjoy this sneak peek of upcoming activities!



CHANGE FOR CHANGE | ALL MONTH LONG

Starting Sept. 8, collect spare change and see which location can raise the most money! The winning team will receive a prize!



DONATION GIVEAWAY | SEPT. 5-12

Donations or pledges made this week will automatically enter you to win a grand prize and earn you a spot on the SOK Recognition Board (all month long). Make your donations via bit.ly/SOKSCC2025.



ONLINE RAFFLE | SEPT. 15-19

Purchase \$1 raffle tickets for major prizes including a \$100 gift card, a premium parking spot at HQ, a chance to lunch with Jay and Diedra or the chance to pie a leader in the face.



BASKET AUCTION | SEPT. 15-26

An online auction of themed baskets including baking essentials, Oklahoma-made products and more!

If you have questions about the campaign or how you can get involved, reach out to our **Employee Engagement Manager Alicia Merrick** at alicia.merrick@service.ok.gov. Together, let's make our second SCC at Service Oklahoma a success and show our community how much we care!

Employees of the Quarter



Please join us in celebrating our Q2 Employees of the Quarter: **Berenice Zavala-Ramos, Brandon Albers, Destiny Prevost, Faten Alebady, Michael Knight and Myra Pearson!**

These outstanding team members have gone above and beyond in their roles, making a lasting impact through their hard work, dedication and service. In recognition of their efforts, each honoree will receive a \$100 bonus.

Know someone who deserves to be recognized? Submit your nominations for Employees of the Quarter!

GIVE A HIGH FIVE

SUBMIT A Q3 NOMINATION



Berenice Zavala-Ramos
DLE Lead in Clinton

Berenice supports initiatives from BOOST training to CDL programs. Her flexibility, leadership and dedication to training make her a respected Zone 3 leader who ensures customers receive excellent service.



Brandon Albers
Compliance Officer

Brandon is a dependable teammate who steps in wherever needed. He helps customers with reinstatements, supports colleagues and is valued for his reliability and dedication.

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APRIL - JULY 2025



Destiny Prevost
Budget Analyst

Destiny is quick to respond with accurate information and solutions. Her dedication, dependability and positive approach make her a trusted teammate who consistently supports staff and contributes to success.



Faten Alebady
Transactional Auditor

Faten is the team's go-to trainer, assisting licensed operators and customers daily. Her caring nature, positivity and commitment make her an essential and valued member of the audit section.



Michael Knight
Property and Facilities Manager

Michael goes above and beyond to support employees and customers. His positivity, reliability and dedication to removing obstacles make him a trusted teammate and asset to Service Oklahoma.



Myra Pearson
CDL Auditor

Myra supports examiners with dedication and follow-through. Known for her kindness and work ethic, she ensures tasks run smoothly and is a valued member of the CDL team.

Employee Engagement

Wellness Month Recap

Thanks to everyone who joined in the fun for Wellness Month! Whether you logged steps with the Virtual Walking Club, sent a teammate a High Five on Happiness Happens Day, completed the wellness-themed crossword or explored new resources through Thrive, we hope you found meaningful ways to get involved and support your well-being.

A big shoutout to Theresa Carter, an AP Accountant at HQ, who is our Virtual Walking Club gift card winner! She took home a \$50 Visa gift card from Employee Engagement just for getting those steps in.

Wondering who topped the leaderboard? Check out the step stats for August on [the intranet](#)—and if you didn't win this time, don't worry! The Virtual Walking Club runs year-round, so there are plenty of chances to climb to the top.

Remember, wellness isn't just for August. Visit the Wellness page anytime for helpful tools, fresh resources and simple ways to feel your best.

[WELLNESS PAGE](#)

[SUBMIT YOUR STEPS](#)



Coming this Fall!

As the seasons change, so do the opportunities to connect, give back and have a little fun around the office. The Employee Engagement team is already planning a full lineup of fall activities to keep you involved and energized as we head into the end of the year.

From health-focused offerings like the blood drive and flu clinic to fun and festive ideas like Trick or Treat Your Teammate and a Virtual Cookbook, there will be plenty of ways to stay engaged this season. And yes—pictures with Santa is making a return as we head into the holiday season.

Keep an eye on the intranet and your inbox for more details!



Backpacks & Boarding Passes

A big thank you to everyone who helped make the recent **Backpacks & Boarding Passes** event a success.

These expanded hours at select locations from Aug. 11–16 enabled us to provide evening and weekend appointments for driver license, REAL ID, written test and drive test services. This extra access helped Oklahomans prepare for back-to-school and fall travel by offering more flexible options outside the standard workday.

Your hard work and dedication made it possible for families to get these important services without disrupting their busy weekday schedules, and it eased demand during regular hours at other locations.



Seasonal Saturdays Update

We're excited to share that, as of Sept. 1, **Seasonal Saturday service** will be transitioning from Tulsa Eastgate to our newest Tulsa metro location, The Farm, for September and October.

Opportunities for Saturday service will continue from 8 a.m. to 1 p.m. through the end of October at the following locations:

- ▶ **OKC Classen** (6015 N Classen Blvd, Building 4)
- ▶ **OKC I-240** (728 E Interstate 240 Service Rd.)
- ▶ **Broken Arrow** (1635 S Main St.)
- ▶ **Tulsa at The Farm** (6570 E 51st St)

Thank you to everyone supporting these extra Saturday hours. Your hard work and energy help thousands of Oklahomans get the services they need when it works best for them.

We appreciate all you do!

Rec Leagues

Thinking about joining one of the State's Employee Recreational Leagues?

We asked **Director of Internal Audit Tommy Foskin** and **Finance Manager Rebecca Thompson**, what they enjoy most about being a part of the recreational league.

What Rebecca enjoys most about being part of the bowling league is meeting fellow league mates—from current colleagues to those who have retired from various state agencies.

"These are people I've gotten to know over four years as well as new people to meet each season," she said.

Rebecca was excited to share that her team, Split Personality, were named the spring 2025 bowling league champions! If you enjoy bowling, Rebecca encourages you to join as a team or an individual!

"This spring was our second season competing together and we continued bowling together

between seasons," she explained. "It might be the extra practice that gave us the edge, but it's more fun to believe the matching classic bowling jerseys we wore each week intimidated the competition."

One of Tommy's favorite things about the golf league is playing golf, of course, and having the opportunity to meet other state employees. He's most proud of the fact that the league has been going strong for the past 7 years and is excited for the years ahead.

"I've met some great people who have become good friends," Tommy began. "It's a great opportunity to get outside and exercise, do something you enjoy, meet new people and build camaraderie."

Learn more about the state rec leagues and how you can get involved.

JOIN A REC LEAGUE



College Colors Day Brought the Team Spirit

Thanks to everyone who joined in on the fun for National College Colors Day! From crimson and cream to orange and black (and everything in between), it was great to see so many of you showing off your school spirit and repping your favorite teams.

Whether you're loyal to OU, OSU, TU, UCO or proudly support another alma mater, your enthusiasm helped kick off college football season in true SOK style.



Central Processing Team



OKC I-240 Team



Tulsa Eastgate Team



Business Support Team



Training Team



Milton Bridges (Durant) & Laura Kay (Ardmore)

Required Documents Checklist Launched Sept. 1

Our new **Required Documents Checklist** is now live for all Service Oklahoma Licensing and Exam locations and Drive Test Centers. This tool is designed to make the customer experience easier by helping people know exactly what documents they'll need before their appointment—plus, it gives them the option to upload those documents ahead of time.

The checklist now has a dedicated webpage, connected email communications and a built-in customer survey to gather feedback. The Product team took input from teams across the agency to make sure this tool supports both our customers and the staff who assist them.

Thank you to everyone who has contributed to building and testing the form. Input has been invaluable, and we're excited to see this launch and make a real difference in how we serve Oklahomans.



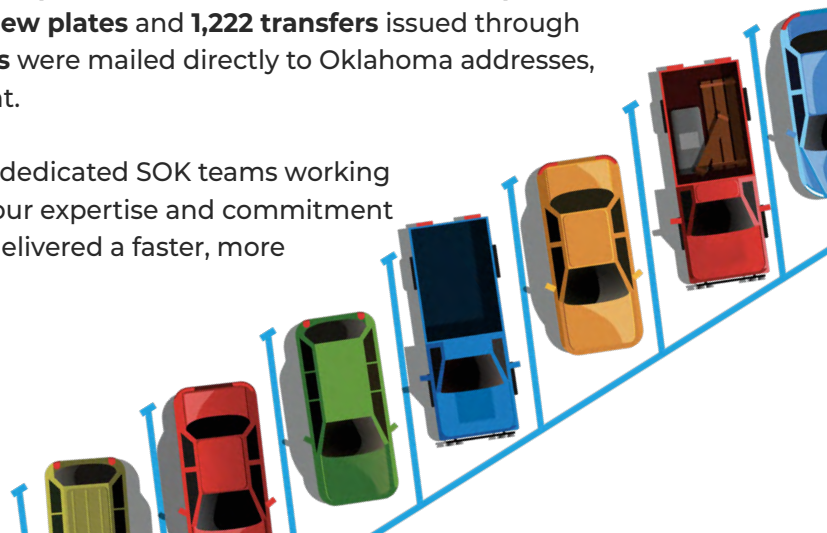
One Year of Ready, Set, Tag!

It's time to celebrate! Sept. 1 marks one year since the **Mason Treat Act** (Senate Bill 2035) went into effect, transforming how Oklahomans register their newly purchased vehicles. This change modernized our processes and launched a statewide effort to get metal license plates to Oklahomans faster and easier than ever before.

In just one year, we've seen incredible results. Since last September, Oklahomans have completed **475,659 pre-registrations**, including **385,113 new auto plates** and **80,858 transferred auto plates**. Even motorcycles got in on the action, with **8,466 new plates** and **1,222 transfers** issued through pre-registration. Of these, more than **427,000 plates** were mailed directly to Oklahoma addresses, making the process simple, convenient and efficient.

None of this would have been possible without the dedicated SOK teams working behind the scenes to ensure a smooth transition. Your expertise and commitment made this milestone possible, and together we've delivered a faster, more streamlined experience for our customers.

Here's to year two of Ready, Set, Tag!



Welcome to the Team!

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



Starlit Long
Part-Time DLE
Claremore



Thomas Anderson
Part-Time DLE
Miami



Cassie Poole
DLE
OKC - Classen



Jaime Holguin
Part-Time DLE
OKC - Classen



Kaitlin Grimland
Part-Time DLE
OKC - Classen



Lesley Reid
Part-Time DLE
OKC - CI



Shalay Stafford
Part-Time DLE
OKC - Classen



Yvonne Esparza
DLE
OKC - Classen



Destiny Darby
Communications
Specialist
OKC - HQ



Ereka Edwards
Business Support
Specialist
OKC - HQ



Heather Hayes
DLE - Online Services
OKC - HQ



Jason Richards
Director of Digital &
Remote Experience
OKC - HQ



Linh Cao
Staff Accountant
OKC - HQ



Maddy Ford
MV LF Review Specialist
OKC - HQ



Nathan Webster
MV Research Specialist
OKC - HQ



Tracey Campbell
Business Support
Specialist
OKC - HQ



Addie Maguire
Part-Time DLE
Tulsa - The Farm



Upcoming Anniversaries

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

10 Years

Patrick Hensley
DLE
Tulsa West

5 Years

Destiny Prevost
Budget Analyst
OKC - HQ

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.

Welcome, Baby Hartman

Big congratulations to Christopher Hartman, DLE at Tulsa Eastgate, on the arrival of his baby boy! He weighed in at 7 lbs 8 oz and measured 20.5 inches long. Welcome to the world, little one!

Christopher's newborn son.



First Catch Success

Caitlin Owen, Chief Development and Support Officer, is one proud mom! Her 3-year-old son Noah recently reeled in his very first fish, and judging by that smile, it won't be his last.

Caitlin's son holding his first fish.

Hello, Baby Bowen

Kimberley Owen, Business Support Services Manager, is celebrating her growing family! Her new grandson, Bowen, was born on July 11. Congratulations to Kimberley and her family!

Kim holding her new grandson.



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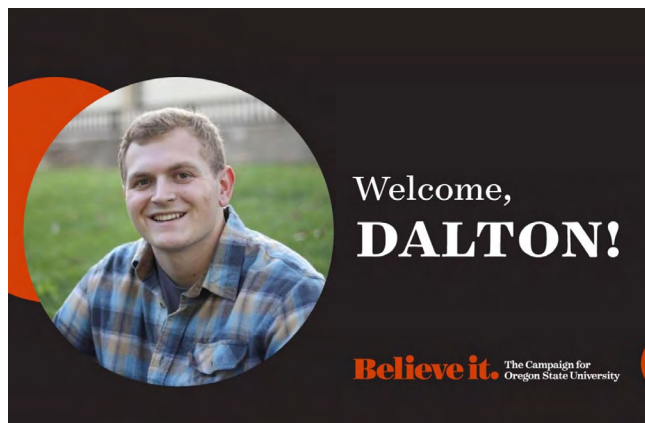
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Proud Mom Moment

Deanna Metzger, DLE at OKC's Drive Test Center, is beaming with pride as her son, Dalton Nichols, who was just hired as Assistant Director of Development at Oregon State University's Carlson College of Veterinary Medicine. Congratulations, Dalton!

Dalton's new role announcement.



Welcome, Wrenlee Jean!

Melissa Alford, DLE at Stillwater, is celebrating the arrival of her new granddaughter! Baby Wrenlee Jean made her debut on Aug. 3, and we couldn't be happier for Melissa and her family.

Baby Wrenlee Jean's newborn photo.

A Return to Neuburg

Cassie Fluitt, Director of Training and Learning Pathways, recently traveled to Neuburg an der Donau, Germany, to reunite with her exchange family and attend Schlossfest—a local castle festival held every other year.

Cassie attending the festival.





New SOK Merch!

The SOK Employee Store is open!

From Sept. 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
- ▶ White and Navy Crewneck sweatshirts – \$23.00
- ▶ New Era Performance Polo – \$36.00
- ▶ Nike Golf Polo – \$46.00
- ▶ REAL ID t-shirts – \$10

Extended sizes add \$2 per size.



[BUY A SHIRT](#)

Advance Your Career!

Are you looking to grow your career, expand your skillset and take on new challenges? Take a look at our current openings to see what new opportunities may await.

Something catch your eye? Go ahead and 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!

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





Discount Spotlight

Fall into your next family-friendly adventure using your state employee discount to make things even sweeter. From indoor staycations to outdoor explorations, make unforgettable memories without breaking the bank.

This month we're spotlighting: **Tickets at Work!** Did you know State of Oklahoma employees receive discounts to theme parks, attractions and shows nationwide? Snag tickets to Frontier City, Six Flags, Disney—even your local movie theater. Whether your next big trip is near or far, you can always take advantage of these savings. Plus, you can earn points and redeem even more savings!

Lock in your discount when you visit TicketsatWork.com and use Company Code: OMES.

ALL STATE DISCOUNTS

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