

# SERVICE KLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

## Let's Celebrate!

As 2025 comes to a close, it's a great time to look back on everything we've accomplished together. This year, Service Oklahoma made significant strides in improving services for Oklahomans. We launched Miles, our website AI assistant, introduced the online Driver License written test, launched modernized skills testing for a new CDL and opened a new location in Tulsa at The Farm, along with refreshed facilities in Stillwater, Norman and Claremore. We also made significant progress in BOOST testing and began staff and licensed operator training, marking another milestone in modernizing our driver license and motor vehicle systems. We surpassed 51% REAL ID compliance, a major agency achievement. Along the way, we earned four AAMVA (American Association of Motor Vehicle Administrators) awards, the Government Experience Project Award for Miles and November marked our two-year anniversary as a state agency. What a great year, SOK!

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# Executive Leadership Update



As we close out 2025 and look ahead to what's next, we've spent time reflecting not just on the year itself but on the reflections many of you shared throughout this month's newsletter. Reading what this year meant to you and what you're excited about heading into 2026 has been energizing. There's a clear sense of accomplishment, momentum and optimism across Service Oklahoma and it shows.

One of the largest milestones facing the agency this year was the federal REAL ID deadline in May 2025. Oklahoma had a late start compared to other states and the risks were real including increased wait times, customer frustration and concerns about citizens' ability to travel. Because of the work you did, that deadline came and went smoothly. Even with a surge in demand, wait times held steady, customers were served efficiently and Oklahoma stood out nationally at a time when many states struggled. That outcome is a direct reflection of this team's preparation, professionalism and care for the people we serve.

That same adaptability was on full display again as major electronic title changes took effect July 1. Our Motor Vehicle team led the way by listening closely and engaging dealers, lienholders, financial institutions and auction houses, taking in late feedback and adjusting quickly. What could have been a difficult transition became another successful launch because of your willingness to collaborate and respond in real time.

As we reflect on 2025, the theme that stands out most is how consistently teams across the agency came together around big moments. Nothing reflects that more than Project BOOST. From early definition meetings through testing and now training, BOOST has touched nearly every part of Service Oklahoma. Seeing teams across the organization step forward, take ownership and say, "This is ours," has been one of the most meaningful parts of the year.

Beyond the projects and milestones, there's also been a noticeable growth in community. From employee appreciation events across the state to door decorating, ugly sweaters and team potlucks, the connections you've built with one another go well beyond the daily work.

Looking ahead to 2026, the launch of BOOST is a milestone many of you have worked toward for a long time. More than a system launch, it reflects the collective effort behind it and opens the door to new possibilities, greater accessibility and more options for the customers we serve.

Thank you for the dedication, teamwork and pride you brought to 2025. Because of your work, Service Oklahoma enters 2026 setup for another successful year.

Handwritten signatures of Jay and Rachel in black ink.

## 2025 End-of-Year Highlights

Let's take a moment to celebrate all that we've accomplished together in 2025. This year was packed with milestone moments, successful campaigns, new collaborations and plenty of fun-filled employee engagement activities. Check out [this video](#) to look back on our journey and the moments that made this year one for the record books!

Our collective achievements throughout the year highlight the progress and best-in-class service we're proud to deliver. Thank you for your ongoing dedication to serving Oklahomans.



## Employee Reflections and Resolutions

We asked our team to reflect on 2025 and share what they're most looking forward to in the new year.

"One of the most exciting changes this year was the implementation of SB2035, which introduced pre-registration in Oklahoma. This has been a major step forward, giving customers the ability to begin the process earlier and more efficiently. Alongside this, the continued rollout of electronic titling has helped modernize how we serve Oklahomans, reducing paperwork, streamlining workflows and improving turnaround times across the board. These advancements wouldn't have been possible without the leadership and dedication of Tiffany Doane. Her ability to navigate challenges, keep momentum and push critical initiatives forward played a key role in the success of both projects. We're incredibly grateful for her commitment and vision. Looking ahead, I'm most excited to continue building on this momentum—refining electronic titling, supporting further system improvements and finding smarter ways to improve efficiency and service."

- Grahm Baccus, Motor Vehicle Manager

"My favorite thing about this past year was becoming the lead in my office with Service Oklahoma! As well as growing with my family at home and becoming more stable together. I am looking forward to learning BOOST and how it can improve our work system."

- Jason Spencer, Lead DLE (Antlers)

"My favorite thing about this past year has been spending time with the team and keeping things running smoothly day to day. I've really enjoyed working alongside such a supportive group and staying consistent in what I do. I'm looking forward to continuing to grow with Service Oklahoma and contributing to our mission of delivering excellent service. I'm excited to keep building on what I've learned and finding new ways to add value to the team."

– Jabrione Forshee, HelpDesk Examiner

# Oklahomans Helping Oklahomans

Have you seen our [social media series](#) highlighting the people behind our service? Each month, we feature a teammate and the important role they play as we make government services easier to navigate. These spotlights celebrate the individuals who bring our mission to life every day and showcase the people who make a difference for Oklahomans simply by showing up and doing what they do best. We're proud to share their stories and introduce the public to the faces behind the work.

This month, our spotlight features Jaisha Rimer, a Driver License Examiner (DLE) Lead who has spent six years supporting Oklahomans on the road to safe driving. Her role blends customer service, coaching and community connection. She approaches each part of her day with a focus on helping people feel confident and supported. Whether she is evaluating a new driver or answering questions for someone who is nervous about the testing process, she is known for her calm presence and willingness to help.

Jaisha says she enjoys finding small ways to improve a customer's experience, from offering clear guidance to recommending local businesses and services in town. She sees these moments as opportunities to be neighborly and make someone's day a little easier, which is a big part of why she loves what she does.

We're proud to have Jaisha on the team! Her leadership, customer focus and everyday kindness remind us what Oklahomans Helping Oklahomans looks like in action.



**Jaisha Rimer**  
Driver License Examiner Lead

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“My favorite thing about this past year was starting with Service Oklahoma and meeting the amazing people I work with day to day. I am most looking forward to the rollout of BOOST, as well as seeing how Service Oklahoma will adapt and thrive in our increasingly technology-focused world.”

– Amy Thornton, Lead DLE (Broken Arrow DTC)

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# Door Decoration Winners

This year's Door Decorating Contest brought plenty of holiday sparkle and creativity to our spaces! It's been great seeing the effort and imagination everyone put into their decorations. Thank you for making the season brighter for the whole team.



**First Place:** The Legal, HR and Training Teams (incorporated SOK core values)



**Second Place:** Miracle Springs, Motor Vehicle Title Possessory Lien Specialist



**Third Place:** Gayle Curry and Valerie Sharp, Communications Team

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“My favorite thing about this past year was successfully completing our career fairs. It was rewarding to see all the planning and coordination come together and to connect with so many candidates and partners. For the upcoming year, I'm most looking forward to enhancing our onboarding and recruitment processes to attract top talent and ensure new hires have a smooth, welcoming experience. I'm excited to implement strategies that improve efficiency, strengthen candidate engagement and help new employees integrate quickly and confidently.”

– Tiffany Thomas, HR Recruitment & Onboarding Specialist

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## Virtual Potluck and Holiday Cards

Check out the holiday cards, family photos and festive recipes your coworkers have shared on the [intranet](#)! Thank you to all who participated and we hope you found a fun, new holiday favorite.

# 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](mailto:vanessa.spaeth@service.ok.gov).



*Summer and her daughter at a play they saw.*

## Procurement Milestone Achieved

**Summer Thompson**, Procurement Specialist at HQ, recently achieved her Central Purchasing CPO Level 2 certification. This accomplishment marks a major milestone in the procurement field and reflects her dedication to professional growth and excellence at SOK.



*Corey and his wife after the competition.*

## Corey Conquers the Hyrox

Last month, **Corey Robertson**, Public Information and Social Media Manager at HQ, competed in his first Hyrox competition, a global fitness race combining running and functional workouts. Corey placed 20th out of 421 in his age division, finishing in 1:19:04.



## Electronic Tax Reporting Documents

Please note electronic W-2s will be ready by Friday, Jan. 16. Those who have elected to receive both electronic and paper copies for their year-end documents will have them mailed by the required deadline. W-2s are due to employees by Monday, Feb. 2. Electronic versions will also be available by the deadlines. We will announce deadlines soon for 1095-Cs.

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“My favorite part of this past year has been learning about the behind-the-scenes operations of Service Oklahoma. Every day has been a new opportunity to learn something valuable, whether from my own work or from the incredible people around me. The culture and atmosphere here truly stand out and it’s something I’m proud to talk about and be a part of. I’m so excited for all the changes and growth ahead! I’m looking forward to the launch of BOOST and being here to witness the transformation of Service Oklahoma firsthand. I truly believe BOOST will help us reach new heights.”

– Mia Macias, HelpDesk Support Specialist

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# BOOST Updates

BOOST (Bringing Our Operations and Services Together) is on track to launch Presidents' Day weekend! Training continues across the state with staff and partners completing online modules. January is a significant prep and practice month for BOOST before launch on Tuesday, Feb. 17, 2026. Users will have access to the live sandbox for hands-on practice before moving into final testing phases to ensure full readiness. Additionally, the final rounds of data verification will be completed, followed by the installation of any remaining hardware (cameras, scanners, etc.). All teams are hard at work supporting the BOOST rollout, collaborating with partners and ensuring all data discrepancies are resolved to guarantee a smooth, efficient product.

Training is designed to be practical, easy to follow and focused on helping everyone feel confident using the new system. If you're assigned to BOOST training, you already have login instructions and details. For those who will not directly work with BOOST, thank you for supporting your teammates as they complete this important step.

# Weather Closure Notifications

To ensure you're informed of weather-related service reductions or closures, we strongly encourage all employees to sign up for weather closure email notifications from the Oklahoma Department of Public Safety (DPS). These emails will serve as your primary source of information about inclement weather closures, and our agency follows them for our location closures.

To subscribe, visit <https://public.govdelivery.com/accounts/okdps/subscriber/new>, create an account if needed, then confirm "Statewide Weather Notifications" is selected. Notifications are issued statewide, so be sure to watch for updates specific to your location's county. If you have questions about the process, please contact your supervisor. Taking a few minutes to register now helps ensure you receive critical information when winter weather conditions arise.

## Upcoming Anniversaries

Happy anniversary to our Service Oklahoma teammates who will be celebrating milestones.

### 10 Years

**Sharon Martin**

Central Processing Specialist  
OKC – HQ

### 20 Years

**Ginny Patterson**

Compliance Officer  
OKC – HQ

### 30 Years

**Julia Kelly**

MV Title Consultant II  
OKC – HQ

## Upcoming Retirements

Congratulations to Anita Frisbie for her years of service with the state. We wish her the best in her retirement!

### 31 Years

**Anita Frisbie**

Central Processing Specialist  
OKC – HQ

# BOOST Gear Shifts

BOOST (Bringing Our Operations and Services Together) is helping to modernize our driver license and motor vehicle system. It includes items known as Gear Shifts. Gear Shifts are specific changes to our processes, tools or services that will roll out when BOOST launches over Presidents' Day weekend. Each shift represents an improvement we've identified through employee input, customer feedback and system modernization.



You can dive deeper into BOOST with Gear Shifts now available on the [intranet](#). From disability placard applications to exam eligibility, the intranet is the one-stop shop for all things BOOST. Find timelines, process updates and the latest BOOST Reports all in one easy place. Whether you're looking to understand a specific process change or you want to stay ahead of what's coming next, the intranet has you covered.

## Check out some of the latest Gear Shifts:

### Work Items

BOOST will drastically reduce the amount of paper tracking, scanning and manual entry required for many transactions. This includes no more manually entering bail bonds that come through the Court Ordered Suspension (COS) process. A task will be generated in BOOST if the missing required information is not entered for users to resolve.

### Transfer Expired OOS CDL to Class D

In BOOST, if a customer wants to transfer an expired out-of-state (OOS) Commercial Driver License (CDL), they can transfer the Class D portion of the license. BOOST allows direct transfer, without work arounds, saving time and resources. The expired portion must have expired within the past six months to transfer.

### Reprint Credential

Streamlining processes and reducing steps, BOOST allows credentials to be reprinted by reopening the Card Production case and staging it for reprint. Previously, reprinting a credential required multiple steps and was time consuming.

"My favorite part of this past year has been working alongside the CDL Audit Team. They put in long, hard hours and never hesitate to jump in wherever needed. Their dedication, teamwork and willingness to tackle any challenge have been truly inspiring. I'm looking forward to building on that momentum, combining fresh ideas into a clear road map for the future and continuing to bring positive, meaningful changes to the CDL Audit Team."

– Amanda Casebier, CDL Supervisor

# Welcome to the Team!

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



**Charmonique Bradford**  
Business Support  
Services Specialist  
OKC - HQ



**Debbie Munson**  
Certified Procurement  
Officer  
OKC - HQ



**Erika Miller**  
MV Research Specialist  
OKC - HQ



**Jesus Solano**  
Central Processing  
Specialist  
OKC - HQ



**Kasei Corfee**  
Central Processing  
Specialist  
OKC - HQ



**Katelyn LanCaster**  
Executive Liaison and  
Operations Coordinator  
OKC - HQ



**Kortnee Turpin**  
Business Support  
Specialist  
OKC - HQ



**Elizabeth Logan**  
Director of  
Communications  
OKC - HQ



**Nicole Prieto-Johns**  
Business Support  
Services Manager  
OKC - HQ



**Rachel Renkiewicz**  
Central Processing  
Specialist  
OKC - HQ



**Michael Braggs**  
CDL Examiner  
OKC - Reno



## Grab Some SOK Gear

The Employee Store is open the first two weeks of every month. Grab your favorite Service Oklahoma gear, from classic t-shirts to cozy sweatshirts, and stay warm while showing off your SOK pride. Extended sizes add \$2 per size.

- ▶ **Classic t-shirts** – \$9.50
- ▶ **Long-sleeve tees** – \$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** – \$10.00



[BUY A SHIRT](#)

## Career Opportunities

Looking for a new opportunity within Service Oklahoma? Explore current openings and apply to take on different responsibilities or further develop your skills. If a position matches your interests, apply today.

Browse job openings:

- ▶ Driver License Examiner
- ▶ MV Lien and Title Correction Specialist

[VIEW SOK JOBS](#)

## 2026 Holidays

These are the official state holidays when Service Oklahoma offices will be closed in 2026. Please mark your calendars and enjoy your days off!

Jan. 1 .....	New Year's Day
Jan. 19 .....	Martin Luther King Jr. Day
Feb. 16 .....	Presidents' Day
May 25 .....	Memorial Day
July 3 .....	Independence Day
Sept. 7 .....	Labor Day
Nov. 11 .....	Veterans Day
Nov. 26 & 27 .....	Thanksgiving
Dec. 24 & 25 .....	Christmas



Quick Ship Gifts



Best Sellers



Stroller #11

Big Sibling Gifts



Personalized Baby Gift Baskets & More  
Wagons



Corporate Baby Gifts



Nursery Rockers, Decor & More



For the Mom

Personalized



For the Parents

# Discount Spotlight

As a state employee, you have access to a variety of perks and discounts that can make everyday moments a little brighter. From family outings to thoughtful gifts, these savings are a great way to stretch your dollar while supporting businesses that value public service.

If you're shopping for a new arrival, **Simply Unique Baby Gifts** offers 10% off in-store merchandise for all State of Oklahoma employees. Browse their collection of one-of-a-kind baby gift baskets and personalized items, all with free shipping and no minimum purchase required. Just enter the code **okgov10** at checkout to save 10% on your entire order.

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ALL STATE DISCOUNTS

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