

# SERVICE KLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

## **BOOST Launch**

BOOST (Bringing Our Operations and Services Together) remains on track to launch Presidents' Day weekend! This system represents the most significant initiative undertaken by Service Oklahoma since its creation. Designed to bring our motor vehicle and driver license services together as a single, streamlined system, BOOST will be a huge step forward in how we serve Oklahomans. BOOST will allow us to improve wait times for customers, enable stronger customer satisfaction and create a more efficient, supportive experience for employees and customers alike. Extensive planning, testing and collaboration continue as we work to ensure a smooth launch, and we cannot wait for go-live!

More details, including what to expect after launch, can be found on [page 3](#).

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# Leadership Update



*This Leadership Update is brought to you by Elizabeth Logan, Director of Communications.*

I'm happy to introduce myself and share a little

about the Communications team and the work we're proud to champion across the agency. I recently joined Service Oklahoma after serving as the Director of Communications at Oklahoma Human Services, and I can honestly say it's been energizing to step into an organization with so much momentum, collaboration and heart!

Right now, much of our team's focus is dedicated to BOOST communications, ensuring employees across the agency and our FAST enterprise partners have clear, timely and helpful information as we move toward this major milestone together. Our role is to support the incredible agency-wide effort already underway by helping to make complex updates easier to understand, reinforcing consistency and ensuring everyone feels informed and prepared.

The Office of Communications is a broad and talented team. We strive to bring strategic thought and intentionality to each and every project. Our work includes everything from internal and external constituent communications to social media and media inquiries, as well as public relations, marketing

and the employee intranet. It also includes Employee Engagement, which supports the creation of a welcoming, connected culture through events, themed days and moments that bring teams together while lifting morale. Additionally, behind the scenes, our design team brings it all to life and adds the magic. From thoughtfully designed printed and digital assets, to innovative and creative design solutions, they ensure we're on brand and deliver on time.

In my first few weeks, what's really stood out to me is how deeply people care. You care about your work, about each other and about the Oklahomans we serve. That kind of culture is something I value tremendously, and I'm committed to supporting its growth through authentic, clear and approachable communication.

Outside of work, I enjoy spending time with my husband and family, traveling to new places, tackling a good puzzle, and unwinding with my sweet, elderly dogs. These are the simple things that help to refill my cup and keep me both grounded and energized.

I look forward to sharing all the wonderful stories of our work in communities across the state. I invite you to feel comfortable reaching out to me directly to share your ideas, questions or feedback. You can find me at [elizabeth.logan@service.ok.gov](mailto:elizabeth.logan@service.ok.gov).

Cheers to 2026!

# NAVIGATE

## LICENSING, REGISTRATIONS & MORE

A new feature of BOOST is the transition of [OkCARS](#) and online driver services to Navigate. Navigate will provide Oklahomans with a convenient and easy-to-use one-stop-shop for all motor vehicle and driver license services. This new e-services platform is part of Service Oklahoma's (SOK) digital modernization strategy.

The move to Navigate will officially happen on Tuesday, Feb. 17. Offering a better user experience, Navigate makes it easy for customers to set up a new user account by following the steps on the landing page, and it removes the need to log in to two different systems (OkCARS and online driver services). Customers can access the platform from their phone with mobile-friendly features, which further enables convenient access anytime, anywhere.

Navigate was designed with the highest standards of data protection, ensuring Oklahomans' personal information is safeguarded at every step. It also provides advanced encryption and multi-layer security protocols to protect against unauthorized access and cyber threats to both driver license and motor vehicle services.

We can't wait to see the difference customers experience with Navigate. Thank you to all involved who made Navigate possible!

“

See what the team is saying about Navigate and BOOST overall.

“It (BOOST) streamlines all services for a customer into one central ‘hub,’ as I like to say it. Using BOOST is so much easier than D360. There is a help function you can pin, as well as your frequently used ‘managers.’ That way, it is customized to each user, and you do not have to re-pin items each time you log in. BOOST also allows the user to view, on one screen, what tasks still need to be completed without having to wait until the end of the transaction to see what may be a deficiency.

With the ease of navigation, the incorporation of SAVE, U.S. passport checks and more into one spot, turnaround time should also speed up without sacrificing quality. For my future work, this will help improve wait times, customer satisfaction and employee satisfaction, which sounds like all wins to me.”

– **Ginger Meeker**, Service Center Manager at Tulsa at the Farm

“BOOST will be an important tool for Service Oklahoma to streamline services for the public, and it will make a substantial difference in the work activities of employees. BOOST will allow us to help customers in a more timely fashion with less problems and lower wait times.”

– **Jessica Stanco**, Compliance Lead at Broken Arrow

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## BOOST Gear Shifts

BOOST, launching next month on Presidents' Day weekend, will modernize our driver license and motor vehicle system. Dive deeper into BOOST with nearly 40 Gear Shifts available on the intranet. Gear Shifts were created based on industry best practices and are specific changes to our processes, tools or services.

From learning about how BOOST will enable online disability placard applications to how it will unify exam eligibility, the [intranet](#) is the keeper of all things related to BOOST. Find timelines, process updates and the latest BOOST Reports and BOOST Bulletins 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:

#### Minor Permissions

Multiple forms will no longer be required for minors to receive permission for an ID or license. With BOOST, guardian consent can be provided during the issuance transaction by signing the service tablet. If the guardian is not present, forms will still be required.

#### Exam Eligibility

With BOOST, exam eligibility can be checked before an exam is given. BOOST will notify the examiner if the customer is eligible for the exam or not eligible. This process is streamlined for the examiner as they will no longer be required to complete several steps in the eligibility check process.

#### Online Pre-Application

Through Navigate, customers can start a driver license, permit or ID application online before arriving at a Service Oklahoma or licensed operator location. When the customer arrives, examiners can quickly locate the pre-application in BOOST and continue the transaction with much of the customer's information already pre-populated. This helps reduce data entry, prevents duplicate records and shortens the time needed to complete the in-office transaction.



# Employee Engagement

**Alicia Merrick, Employee Engagement Manager**, is here to support YOU. When she's not busy planning and facilitating employee events and activities, she's popping into offices to say hello and bring a smile to your face. One of Alicia's responsibilities is to support the creation of an interactive and cohesive culture that enables employees to find fulfillment in the work they do.



Here are five ways you can get involved with Employee Engagement and help provide lasting change for Oklahomans:

1. **Send a High Five** – Want to show your appreciation for a teammate? Take part in our online recognition program celebrating employee contributions. When you send a [High Five](#), your appreciation reaches the person you recognized, their supervisor and our executive team!
2. **Attend Upcoming Events** – From blood drives and flu clinics, to bake sales and dress up days, there's always an opportunity to show your support and build camaraderie with your coworkers.
3. **Nominate an Employee of the Quarter** – [Nominate a colleague](#) who has gone above and beyond in their work while living the Service Oklahoma core values and fulfilling our mission.
4. **Participate in Employee Engagement Fundraising** – Employee Engagement is self-sustaining. With your support of Service Oklahoma fundraising events, like bake sales, we can host more enjoyable and engaging employee events throughout the year.
5. **Apply to join the Employee Engagement Committee** – Sign up to volunteer at employee events and more, alongside Alicia Merrick. Applications close at 5 p.m. on Friday, Feb. 27. [Apply today!](#)

However you choose to get involved, Employee Engagement is here to help lead the way. Together, let's continue to support and strengthen the communities where we serve.

## Stay Informed During Inclement Weather!

Sign up for weather closure emails through the Oklahoma Department of Public Safety (DPS) to receive timely updates that may impact your work location and report-to-work time.

To subscribe:

- ▶ Visit the [DPS website](#) and create an account, if needed
- ▶ Select "Statewide Weather Notifications"
- ▶ Watch for updates specific to your location's county

If you have questions about the process, please contact your supervisor. Register now to ensure you receive critical weather updates.

## Upcoming Anniversaries

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

### 20 Years

**Reginald Dodoo**

Central Processing Manager  
OKC – HQ

### 20 Years

**Roxann Donatini**

Designated Examiner Manager  
OKC – HQ

### Five Years

**Vanezza Martinez**

DLE Lead  
Guymon

## Upcoming Retirements

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

### 30 Years

**Julia Kelly**

MV Title Consultant  
OKC – HQ

## Celebrate Random Acts of Kindness Day!

Random Acts of Kindness Day and the launch of BOOST happen on the same day — Tuesday, Feb. 17! This is a perfect reminder that even the smallest gestures can make a big difference. Thank those around you for all of their hard work with BOOST.

Whether it's offering a kind word, lending a helping hand or simply making someone smile, these tokens of generosity help create a positive and empowering workplace. You can thank your teammates and BOOST teams by sending them a kind note or a High Five. Join us in spreading kindness across Service Oklahoma and beyond on Tuesday, Feb. 17. Here are some ways you can show random acts of kindness:

- ▶ Give a [High Five](#)
- ▶ Nominate a teammate for [Employee of the Quarter](#)
- ▶ Leave a positive message on a sticky note for a teammate to find
- ▶ Thank your BOOST Teams for all of their work leading up to go-live
- ▶ Sign up to donate blood

Let's work together to keep the spirit of kindness alive all year long.

## Your Health Plan, Anytime, Anywhere

If you're an iPhone or Android user and enrolled in Blue Cross Blue Shield, CommunityCare or HealthChoice, you can download your plan's mobile app anytime. These apps offer convenient, secure access to your digital ID card, claims, coverage details and more.

- ▶ [BlueCross](#)
- ▶ [CommunityCare](#)
- ▶ [HealthChoice](#)

# Oklahomans Helping Oklahomans

Have you seen our [social media series](#) featuring Service Oklahoma employees? Each month, we highlight a team member whose work helps make government services easier to navigate. These spotlights offer a closer look at the people behind the mission and the care they bring to serving Oklahomans every day.

Mandi Shomo-Adams, Motor Vehicle Research Specialist, has spent 13 years working in government. Her entire career has been focused on motor vehicle services. She currently works in the titles department, where she helps keep title information accurate and up to date. Her work plays an important role in maintaining reliable records and supporting a smooth experience for customers.



Mandi Shomo-Adams,  
Motor Vehicle Research Specialist.

Being a trusted teammate is the Service Oklahoma core value Mandi puts into action every day. She takes pride in supporting her coworkers and contributing to a positive team environment. For Mandi, this means being there to help with daily work and offering encouragement when it's needed. The relationships she has built with her teammates are some of the things she values most about coming to work.

Outside of work, Mandi enjoys relaxing with a good book and spending time in quiet, peaceful spaces. Her favorite moments are those spent with her grandsons, which she says bring her the most joy. When asked to describe Service Oklahoma, Mandi chose a word that reflects both her experience and her approach to work: friendly.





# 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).



*Chanh with coworkers and friends after the performance.*

## From Office to Stage

**Chanh Le**, Training Manager at HQ, recently served as the Narrator for Race Dance Collective's Hip Hop Nutcracker and delivered a phenomenal performance. Bravo to Chanh for all his hard work!



*Cassandra enjoys a quick but meaningful visit with her son.*

## Home for the Holidays

**Cassandra Patterson**, Director of Administrative Services, recently visited her son, who is stationed overseas, so she could hug his neck while he was briefly back in the States for training.



*Dune with his toy elephant.*

## Welcome Home, Dune!

**Vanessa Spaeth**, Internal Communications Manager at HQ, recently brought home a new puppy! Little Dune is growing fast and keeps the family in stitches with his adorable antics.



*Dakari Turner, Kisha Webb and Michael Slade bask in the glow of their victory.*

## SOK Basketball League Takes Silver

Service Oklahoma's All-Staters Basketball team competed in the OMES Recreational Leagues this fall and took home second place in the championship games!



# Recognizing Employee Milestones in Q4 2025

We're recognizing team members who've reached important milestones in their state careers during the last quarter. Let's celebrate those who continue to make a difference year after year.

## Five Year Milestones



### **Judith Bacon - Cash Operations Associate - Five years**

Judith is celebrating five years with the state. She started her career at the Department of Public Safety (DPS) in 2020 and joined Service Oklahoma when it became a state agency. Judith says, "A tip I have for new employees is to find someone you feel comfortable asking questions with. We are always learning new things no matter how long we've been doing something. Being able to ask for help or have a sounding board on a project has been a blessing. I am very thankful for my team, especially Yolanda, who has shown me so many tricks with Excel." Reaching five years in state service is a milestone, and Judith's teamwork and willingness to learn make a positive impact every day.



### **Gregory Hoyt - Field Auditor I - Five years**

Gregory is celebrating five years with the state. He started his career at the Tax Commission in 2020 and joined Service Oklahoma when it became a state agency. Gregory says, "I enjoy my coworkers and all the people I've met working for the state. For new employees, my advice would be to be prepared for things to change and learn to roll with the punches."



### **Michael Knight - Property and Facilities Manager - Five years**

Michael is celebrating five years with the state. He started his career at the Oklahoma Tax Commission in 2020 and joined Service Oklahoma when it became a state agency. Michael says, "I find value in forming relationships with those who are a part of enhancing our state's services. My tip for new state employees: Ask questions, listen to how things work."



**Beverly Rogers - MV Lien and Title Correction Specialist II - Five years**

Beverly is celebrating five years with the state. She started her career at the Tax Commission in 2020 and joined Service Oklahoma when it became a state agency. Beverly says, "By far, the people I work with, and our customers, make it worth coming to work every day. Each day is an adventure, but my team helps make it go by quickly. There is a lot to learn, so take your time, and don't be afraid to ask one of your team members for help. We are all reaching for the same goal: To serve the customer."



**Delton Woods - Driver License Examiner II at Ponca City - 5 years**

Delton is celebrating five years with the state. He started his career at DPS in 2020 and transferred to Service Oklahoma when it became a state agency. Delton says, "The thing I enjoy most about working for the State of Oklahoma is the number of coworkers I've been fortunate to work with over the years. My current team in Ponca City is very helpful, encouraging and ready to do whatever it takes to help you succeed. If I could give any advice to newcomers, it would be to ask as many questions as possible. There is no such thing as a dumb question."

## 10 Year Milestones



**Chance Bates - Training Specialist II - 10 years**

Chance is celebrating 10 years with the state. He started his career at DPS in 2015, transferred to OMES in 2022, and joined Service Oklahoma when it became a state agency. Cassie Fluitt, Director of Training and Learning Pathways, says, "Chance has become a standout partner whose creativity, dedication and steady leadership continue to strengthen our work. He brings thoughtful, innovative ideas to every project and helps make training practical and engaging."



**Brenda Nebhut - Driver License Examiner II at Woodward - 10 years**

Brenda is celebrating 10 years with the state. She began her career at Oklahoma Human Services in 2015, moved to the DPS later that year, and joined Service Oklahoma when it became a state agency. Jamie Nance, Regional Manager, says, "Brenda is a tenured state employee with many years of dedicated public service. Her experience and familiarity with agency processes have been valuable in supporting day-to-day operations."



**Candice Sisson - MV Supervisor - 10 years**

Candice is celebrating 10 years with the state. She began her career at the Oklahoma Tax Commission in 2015 and has been with Service Oklahoma since it became a state agency. Candice says, "I truly enjoy working with my co-workers, who are hardworking, adaptable, and maintain a positive attitude despite many changes over the past few years. Even with staffing shortages, they continue to meet the workload and support one another. Make friends with your co-workers. They can make even the toughest days better."



**Tiffany Swift - Business and Integration Analyst II - 10 years**

Tiffany is celebrating 10 years with the state. She started her career at the Historical Society in 2012, moved to the Tax Commission in 2015 and transferred to Service Oklahoma when it became a state agency. Tiffany says, "I love the people I work with. There are a lot of kind people at the state and with FAST, and they really make my job better. My biggest tip is don't underestimate yourself—there are opportunities for advancement, but you have to throw your hat in the ring. My best memories are in the little day-to-day moments where we connect with each other as people."



**Angela Villarreal - Driver License Examiner II at OKC - Classen - 10 years**

Angela is celebrating 10 years with the state. She started her career at Oklahoma Human Services in 2009, moved to DPS in 2018, and transferred to Service Oklahoma when it became a state agency. Cole Simpson, Service Center Manager, says, "Angela has been a bright, steady presence on our frontline since joining Service Oklahoma. She greets every customer with positivity, helps them navigate our services with clarity and consistently delivers best-in-class service. We're incredibly grateful for the impact she's made and proud to celebrate her 10 years of service to the state."

## 35 Year Milestone



**David Bierbaum - CDL Examiner at Tulsa West - 35 years**

David is celebrating 35 years with the state. He started at DPS in 1990 and joined Service Oklahoma when it became a state agency. Ryan Pope, CDL Supervisor, says, "David is the definition of a trusted teammate—reliable, authentic and neighborly. His positivity, adaptability and willingness to help make him someone you want on your team."

# Welcome to the Team!

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



**Michael Eichholz**  
CDL Examiner  
Chickasha



**Kaitlyn Ross**  
Part-Time DLE  
OKC - Classen



**Wren Fleming**  
Part-Time DLE  
OKC - Classen



**Clifton Reeves**  
MV Lien & Title  
Correction Specialist  
OKC - HQ



**Erica Russell**  
MV Lien & Title  
Correction Specialist  
OKC - HQ



**Greg Buckingham**  
Associate Product  
Manager II  
OKC - HQ



**Jason Kriegel**  
Business and Reporting  
Analyst  
OKC - HQ



**Kellie Reed**  
Product Manager  
OKC - HQ



**Trish Obrien**  
DLE  
OKC - HQ





## Employee Store Open

The Employee Store is open the first two weeks of each month. Grab your favorite Service Oklahoma gear, from classic t-shirts to cozy sweatshirts, and stay warm while showing off your SOK pride. For questions about your order, please reach out to Facilities at [SOKFacilities@service.ok.gov](mailto:SOKFacilities@service.ok.gov).

- ▶ **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 SOME GEAR**

## 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!

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

\*For those launching BOOST, thank you for your work on this holiday.



# Discount Spotlight

As a state employee, you have access to a variety of perks and discounts. From entertainment and events to experiences you can share with family and friends, these offers are a simple way to make the most of your benefits while supporting organizations that value public service.

This month's discount spotlight features a special ticket offer from the **OKC Thunder**, available exclusively to state employees. Discounted tickets are available for select home games throughout the season, with seats located in a variety of areas, including lower-level baseline seats and multiple options in Love's Loud City. Discounts and ticket pricing vary by game, and tickets are available on a first-come, first-served basis. Visit the [ticket page](#) to see a list of games through the upcoming month. It's updated on the fifth day of each month, so be sure to check back regularly when planning your visit.

OKC THUNDER TICKETS

ALL STATE DISCOUNTS

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