

SERVICE KLAHOMA

OKLAHOMANS HELPING OKLAHOMANS

BOOST Launch

In the first days of the BOOST launch, you served more than 38,000 Oklahomans in an average transaction time of 10 minutes! Last week, a total of 21,341 driver license services were completed, with 4,600 of those services completed on a single day. That's all because of your hard work!

We spoke with Business and Integration Analyst Margie Ralston and Road Test Compliance Manager Ed Ward about the differences between the launch of BOOST and the legacy D360 system. They said, "This was a much smoother rollout in regards to tech support. The number of fixes going up every night is mind-blowingly fast."

"Transactions in D360 at the beginning typically took between 40 and 60 minutes. Last week, transaction times were averaging 10 minutes."

Thank you for easing Oklahomans' access to essential government services. Plus, a special shoutout to all the hardware runners, volunteers assisting with customer calls and the Triage Team. Your quick adaptability and teamwork help us better serve customers across the state.

Newsletter Highlights

[BOOST Updates](#)

[Oklahomans Helping Oklahomans](#)

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Project BOOST Update

Project BOOST officially launched on Presidents' Day!

On the first full day of service alone, 4,635 driver service transactions were processed, and 33,561 motor vehicle service transactions were completed.

"I had gone in to renew my Driver License and Amair was really helpful. He was very efficient with the new BOOST system and within no time, I was done with the whole process. I had a great experience here!" - Sheila W., OKC Classen.

One of the many transitions that occurred with BOOST is the changeover from OkCARS to Navigate. Navigate is now the customer's one-stop-shop for online services, from license renewals to tags. The new look and feel of Navigate is based on user feedback and consumer requests.

Let's celebrate this major milestone together!



The first successful BOOST transaction.



Stillwater celebrates with Camp BOOST signs.



Staff at Building 16 at HQ celebrates with Camp BOOST Signs.



HQ welcomes Michael Hays into work as part of a BOOST celebration.



Go-live runner Reba Jones

Go-live Runners Keep Things Moving

Huge shoutout to the BOOST go-live runners! You have been instrumental in keeping things moving by quickly replacing equipment.

A special thank you to **Lisa Merryman, Greg Hoyt, Reba Jones** and **Lance Frerich** for putting in the most miles, but truly, so many of you stepped up to help. Every single one of you showed up with a great attitude, a willingness to jump in and a smile ready for the road.

Your efforts made a direct impact on the success of Service Oklahoma and BOOST. This rollout would not have been possible without your dedication, teamwork and reliability.

Thank you all for going above and beyond!

BOOST Media Report

We have had a busy and exciting past few weeks. From replacing workstations, launching our modernized BOOST platform and working long hours to find solutions in real time. We did all of this as a team and your amazing accomplishments haven't gone unnoticed. We have been mentioned 131 times in local and national media outlets, reaching a combined audience of almost 240 million! Thank you for all that you do.

See the entire media report at the link below:

[MEDIA REPORT](#)



BOOST Gear Shifts

Remember, nearly 40 Gear Shifts are now available on the [intranet](#). They are separated into categories for easy browsing. Gear Shifts are specific changes to our processes, tools or services that recently launched as part of BOOST on Presidents' Day. You can also access our new and updated SOPs [here](#).

Man on The Street

We were able to spend a few moments with Matt Hunt, Director of Partnerships. His team collaborates with licensed operators in all 77 counties, along with supporting third-party examiners, designated examiners, court clerks and more.

We asked him: “What are you most excited about?”

His answer is about the benefits of modernizing government services for customers and Service Oklahoma staff. [Click here](#) to hear what else Matt had to say.



Available BOOST Resources

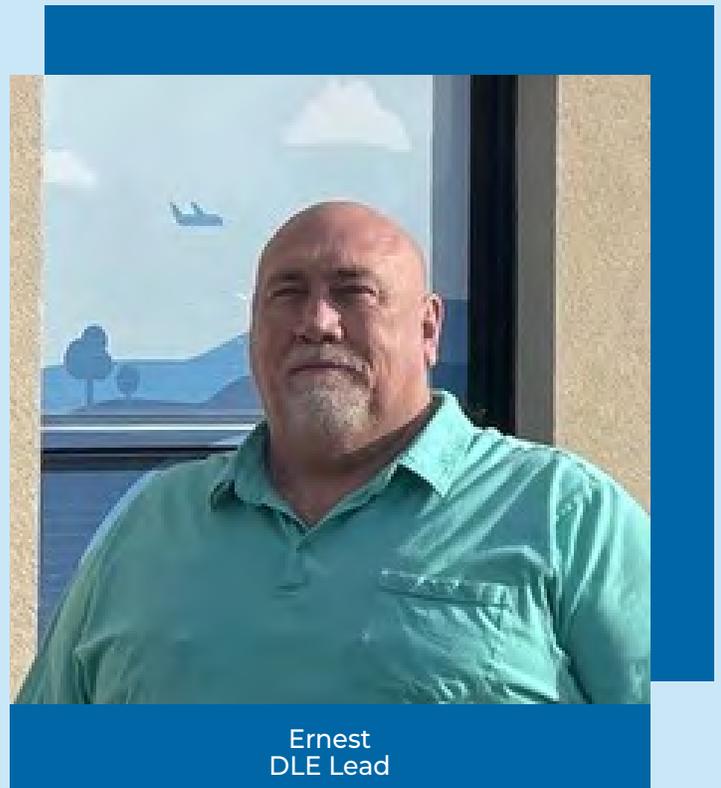
Real-time support is available to you. Check out these additional resources:

- ▶ **Power Users or Supervisor:** They are your frontline, go-to for all things BOOST.
- ▶ **Help Manager:** Easy to access from BOOST, simply click on the Help icon or Help Manager.
- ▶ **Teams Chat:** Access the BOOST Support Teams Channels that have been assigned by user.
- ▶ **Service Oklahoma Training Page:** This [intranet](#) page provides helpful training resources that can be conveniently accessed anytime, anywhere.
- ▶ **Login Support Line:** 1-866-521-2444 or 405-521-2444.
- ▶ **Supervisor Meetings and Resources:** A regular cadence of meetings happens daily for supervisors.
- ▶ **[BOOST Intranet Hub:](#)** Always at your fingertips, a dedicated BOOST intranet Hub remains the place for Gear Shifts, the latest BOOST Bulletins and the ability to connect with your peers across the agency.
- ▶ **[BOOST Wiki:](#)** Full of helpful articles on topics from cashiering to finding a customer, the BOOST wiki page is one more resource available at your fingertips.

Oklahomans Helping Oklahomans

Take a look at 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.

Meet Ernest, Driver License Examiner (DLE) Lead in Muskogee, who is responsible for maintaining an efficient workflow and quality customer service. Ernest has proudly worked in state government in driver license services since 2019 and has been with Service Oklahoma since 2023. Much of what Ernest does involves training new hires, as well as employees from other regions.

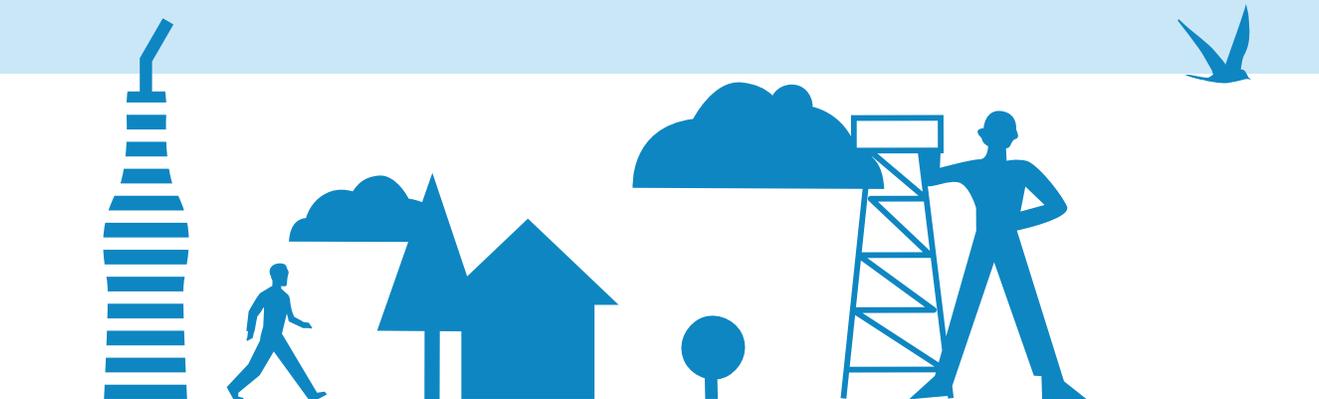


Ernest
DLE Lead

Ernest established a training process for new employees to administer the Class D driving skills test, which has created goals to better assess an employee's progress and ensure they follow the proper procedures. As a DLE Lead, Ernest travels to other locations across the state to help out where and as needed.

When he is not at work, Ernest enjoys cooking and feeding family members. He and his wife also enjoy planting and harvesting their vegetable garden.

We are very proud to have Ernest on our team! His contributions make a difference every day.



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.



Jackie holding her son.



Jack and his grandmother.

A New Year's Arrival

Jackie Warfel, Motor Vehicle Title Consultant, rang in the new year in a big way! Baby Jax Harp arrived on New Year's Day, weighing 7 lbs 6 oz and measuring 21 inches in length. Congratulations to the family on their new addition.

Celebrating a Centenarian

Jack Day, Director of Service Operations and Performance, recently went to Kansas to celebrate his grandmother's 100th birthday! We wish her the happiest of birthdays and many more!

Check Out the Key Contacts Directory

The Service Oklahoma (SOK) Key Contacts Directory is available on [the intranet](#)! This guide is your one-stop-shop for finding key contacts and subject matter experts for your frequently asked questions.

How to Make the Most of the SOK Directory:

- ▶ **Learn Who Does What:** Read brief descriptions for each SOK team to help you understand their roles and confidently reach out for assistance.
- ▶ **Identify the Right Contacts Quickly:** Locate leads, regional managers and other essential contacts for SOK.
- ▶ **Get Answers to Your Questions:** Quickly find the appropriate contacts for legal, operational or Human Resources inquiries.

Connect with colleagues, find the support you need and work more efficiently with the SOK Key Contacts Directory!

KEY CONTACTS DIRECTORY

Welcome to the Team!

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



Jacob Koonce
DLE (Part Time)
OKC DTC



Brianna Berry
MV Lien & Title
Corrections Specialist
OKC - HQ



Johnathan Salome
MV Research Specialist
OKC - HQ



Melissa Carter
MV Research Specialist
OKC - HQ



Nick Chappell
Business Support
Specialist
OKC - HQ



W. Devin Resides
Attorney I
OKC - HQ

Upcoming Anniversaries

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

20 Years

James Alec
DLE
Broken Arrow

15 Years

Jennifer Humphreys
Drive School Examiner
OKC - HQ

10 Years

Elizabeth Dirickson
CDL Auditor
Chickasha

Five Years

Summer Capetillo
MV Lien & Title Correction Lead
OKC - HQ



Employee Store Open

The Employee Store is available online during the first two weeks of each month. Shop for your favorite Service Oklahoma (SOK) gear, including classic T-shirts and cozy sweatshirts, perfect for everyday wear at work or beyond. Extended sizes add \$2 per size. For questions regarding your order status, please reach out to Facilities at 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



VISIT THE STORE

Career Opportunities

Thinking about your next move at Service Oklahoma or know someone who would be a great fit for the team? Discover new opportunities to grow your skills, take on new responsibilities and make a difference in a new role.

Browse job openings:

- ▶ Part-Time Driver License Examiner
- ▶ Driver License Examiner

BROWSE 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!

- May 25 Memorial Day
- July 3 Independence Day
- Sept. 7 Labor Day
- Nov. 11 Veterans Day
- Nov. 26 & 27 Thanksgiving
- Dec. 24 & 25 Christmas



Discount Spotlight

As a state employee, you have access to a variety of perks and discounts that can make everyday moments a little brighter. Whether it's enjoying a night out, catching a live show or treating your family to a fun experience, these savings help you make the most of your free time.

This month, we're spotlighting **StubZero**, a ticket resale site offering access to nearly 100,000 events. State employees can enjoy up to 10% off tickets with no service fees. Just enter discount code **GOV10** at checkout and get ready to enjoy your next concert, sporting event or theater outing for less.

[STUBZERO SITE](#)

[ALL STATE DISCOUNTS](#)

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