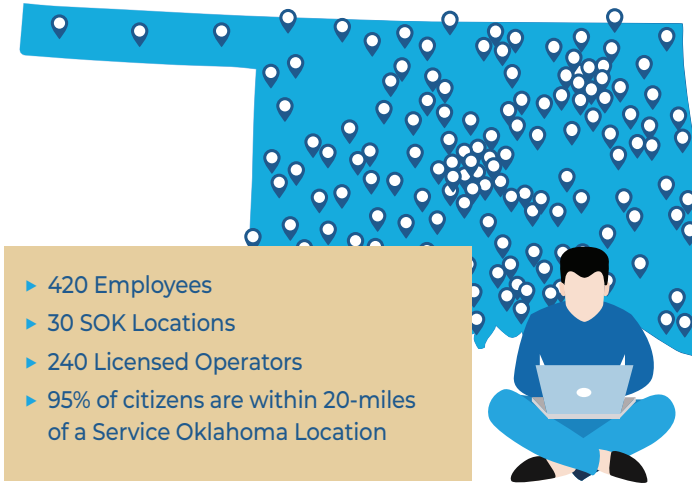


A colorful illustration of a diverse group of people and animals. From left to right: a man in a black and white sailor-style uniform, a woman in a green shirt and grey pants holding a black folder, a woman in a grey dress, a man in a blue shirt and yellow vest holding a rolled-up blueprint, a young boy in a white shirt and grey pants, a woman in a green shirt and blue pants, a man in a dark suit and green tie, a man in a yellow shirt and blue pants sitting in a wheelchair, and a man in a brown shirt and blue pants holding a grey horse. A black and white dog with brown patches is sitting on the left, and a black toolbox is on the ground. The background is a light blue cityscape.



Service Oklahoma's mission is to ease the stress of navigating government services while providing a best-in-class customer experience.

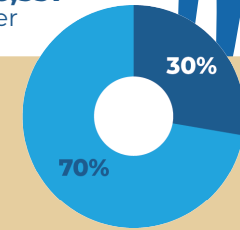
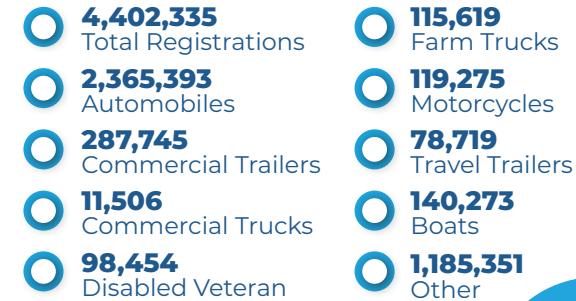


Teens can now get a guaranteed drive test appointment on their 16th birthday, **seven days a week**, at Service Oklahoma's two centrally located Drive Test Centers.

The statewide public awareness campaign works to ensure Oklahomans understand the new, **quick and secure vehicle pre-registration process** under the Mason Treat Act, which resulted in **149,291 pre-registrations** since Sept. 1, 2024.



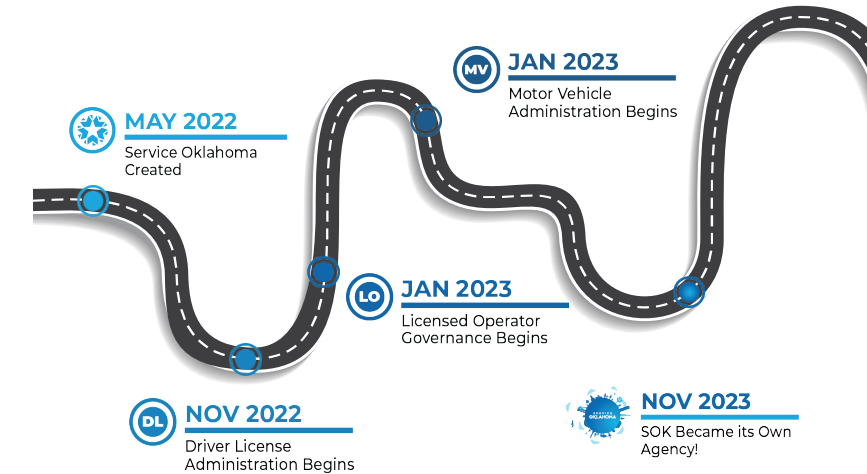
MOTOR VEHICLE



- **3.4 million +**
Active credentials
- **1.2 million +**
Credentials issued in 2024
- **2 million +**
Total REAL IDs issued
- **70.4% of 4 Year vs**
29.6% 8 Year

30% at SOK Locations
70% at Licensed Operators

Class D License — 2,669,465	Intermediate License — 92,489
Commercial Driver License — 133,219	Learner Permit — 74,540
State ID Card — 461,450	



- **2022 NASCA Innovation in State Government Award** for customer experience for our Disability Placard online service.
- **2023 NASCA Innovation in State Government Award** for the transformation of our Customer Service Center at our headquarters in OKC.
- **2024 AAMVA Excellence in Government Partnership Award** for the establishment of the Licensed Operator Advisory Committee to provide input on changes affecting the community.



In-Person Services

Service Oklahoma's partnership with licensed operators (formerly tag agents) provides essential services in all 77 counties. Expanded services in the last year include:

- ▶ Licensed operators can now offer **out-of-state license transfers** and **original driver license issuances**, ensuring these services are available at **270 locations** compared to 30 previously.
- ▶ Added **70 additional driver license terminals** to licensed operators for increased capacity in high volume areas.



75% REDUCTION

in wait times at Service Oklahoma locations in 2024

GOOGLE REVIEWS



4.77/5

Average Google
Review rating for
SOK Locations

4

SOK Locations
with a 5.0 rating
on Google

3,096

Five-star
customer reviews
in 2024

Phone

2024

- **Averaged 43,588** answered calls per month
- **90%** answer rate
- **2.08 minute** average wait time

PRE-SOK

- **Averaged 1,829** answered calls per month
- **6%** answer rate

6/7 CUSTOMER SATISFACTION

Score for our phone lines in 2024

SEASONAL SATURDAYS

From March to September, an extra day of service on Saturdays offers convenience for Oklahoma families needing driver services.



12

Strategically
selected locations



Popular Services

Written tests and
drive tests



14,520

Customers served
in 2024

Online

SERVICE.OK.GOV

Eighteen online services added or improved including:

- ▶ Vehicle registration renewals
- ▶ Disability Placard application
- ▶ Reinstatement of suspended Driver Licenses
- ▶ Driver License, State ID, CDL and REAL ID renewals and replacements
- ▶ Ready, Set, Tag Checklist for buying, selling or transferring a vehicle in the State of Oklahoma
- ▶ Real-time application tracker for license and ID card renewals and replacements
- ▶ DOT Medical Card submission for CDL holders



6.08/7 AVERAGE CUSTOMER SATISFACTION

Score for online services in 2024

VIRTUAL VISITS

Oklahomans with a suspended license can now schedule a virtual visit with no appointment required using free, user friendly virtual meeting technology.

COMMUNITY IMPACT

Virtual visits were also used to support the Barnsdall community as they recovered from severe weather damage in May 2024. Service Oklahoma offered this vulnerable community credential replacement and motor vehicle services.

Service Oklahoma Facts

- **577,450** Phone Calls Received in 2024
- **25.5%** opted for a 2 Year Vehicle Registration in 2024
- **5 Million +** Pieces of Mail Sent in 2024
- **1,987** Farm Driving Permits issued in total in 2024



TOP PLATES IN 2024

Specialty Plates

1. In God We Trust — **12,225**
1. Pioneers of the Prairie — **10,159**
2. OKC Thunder — **5,141**

School Plates

3. Oklahoma State University — **10,870**
4. University of Oklahoma — **9,081**
5. Kansas State University — **323**



66,841 PERSONALIZED PLATES