



SERVICE OKLAHOMA OPERATOR BOARD

OCTOBER 8, 2025, MEETING MINUTES

Notice of the Service Oklahoma Operator Board meeting was posted with the Oklahoma Secretary of State on Nov. 27, 2024, and posted on the door of 6015 N. Classen Blvd., Oklahoma City, OK 73118 on September 8, at 8:30 a.m.

1. The Service Oklahoma Operator Board meeting was Called to Order at 3:34 p.m.
2. After taking roll of the members present, it was determined that a quorum was present. The following members were in attendance:

Amber Brock
Diedra O'Neil

Baxter Lewallen
Lauren Toppins

Jeff Mize
Lex Gaylord

The following members were absent:

Meloney Brown
Todd Currie

3. A motion to approve Sept. 10, 2025, Regular Meeting Minutes was made by Baxter Lewallen, seconded by Lex Gaylord, and approved unanimously by the Board.
4. Diedra O'Neil presented the Service Oklahoma Report.
5. Jeff Mize moved to approve the timeline on the 2026 licensed operator contract renewal process. As there are no changes to the LO contract, it will automatically renew on January 1, 2026, for LOs in good standing. The motion was seconded by Diedra O'Neil and the Board approved unanimously.
 - November 10, 2025, Send notification of no change to contract.
 - November 10, 2025: Notification to LOs in good standing, as there are no changes to the contract, no action is required and renewals will be automatic.
 - November 10, 2025: Non-compliant operators will receive guidance on achieving compliance and will be monitored. If still non-compliant, they will be recommended to the board for action.

- December 2, 2025: Deadline for LOs in good standing to submit termination notices (20 business days before end of year, excluding holidays)
 - January 14, 2026: The board will decide on actions against operators not in good standing.
6. Baxter Lewallen moved to define "in good standing" as follows: all licensed operator accounts are current and up to date, the licensed operator does not have any outstanding balances owed to the State, the licensed operator's errors and omissions is current, and there are no outstanding audit or compliance issues. The Motion was seconded by Lex Gaylord and the Board approved unanimously.
7. Discussion was held to discuss the 2025 meeting schedule. The motion was made by Baxter Lewallen, seconded by Lex Gaylord, and the Board unanimously approved the following schedule:

January 14, 2026, at 3:30 pm

February 11, 2026, at 3:30 pm

March 11, 2026, at 3:30 pm

April 8, 2026, at 3:30 pm

May 13, 2026, at 3:30 pm

June 10, 2026, at 3:30 pm

July 8, 2026, at 3:30 pm

August 12, 2026 at 3:30 pm

September 9, 2026, at 3:30 pm

October 14, 2026, at 3:30 pm

November 11, 2026, at 3:30 pm

December 9, 2026, at 3:30 pm

8. Baxter Lewallen moved to approve Jeff Mize, LO #6921, for temporary relocation of office while remodeling the current office to brand standards. Lauren Toppins seconded the motion and the Board approved unanimously.
 - Jeff Mize recused himself from the topic.
 - Jeff Mize abstained from the vote.
9. Seeing no other business, a motion to adjourn was made by Baxter Lewallen, seconded by Diedra O'Neil, and approved unanimously in favor by the Board.
10. The meeting adjourned at 3:47 p.m.