



New Jersey “REAL ID” Fact Sheet

REALIDNJ.com

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1. Starting **October 1, 2020**, you must have a **REAL ID** compliant driver license/ID to fly within the U.S., unless you use a U.S. passport or another federally approved form of identification. **NOTE: No one in NJ will be required to get REAL ID**; the standard ID/license will remain available.
2. New Jersey has submitted our compliance package to DHS, since we are now meeting all requirements. We are fully operational in Trenton Regional, and are currently testing in five additional locations.
 - We will be offering **REAL ID** by appointment only. This will minimize customer wait times.
 - We will be rolling out in phases.
 - When we start testing in each agency, we will open one appointment station only to testers, to allow us to pressure-test the system and improve employee proficiency.
 - **Once validated**, we will upgrade that agency to full appointments at multiple stations.
3. Many states that are noted as “compliant” on the TSA website have had serious issues, ranging from 6-hour wait times, to closing agencies for re-training, to recalling thousands of **REAL IDs**. We’ve learned from this and have done the following in preparation for **REAL ID**.
 - a. Upgraded our systems, with a new front-end portal, new servers, new payment systems, and new driver-testing software in all agencies, replacing systems that were slow, unreliable, and in some cases at end-of-life. (11/18-7/19)
 - b. We’re installing a “take-a-ticket” queuing system and appointments capability in every agency in advance of **REAL ID**. (piloted 7/19; queuing currently in 18 of 39 agencies).
 - c. We’ve hired over 300 additional staff, to increase our staffing of agency windows from the current average of 60% to 100%. (7-9/19)
 - d. We added the ability to renew your standard license, or replace a lost license or registration, online – without a trip to the agency. (4/19)
4. We’ve hit bumps in the road, but we’re managing them aggressively.
 - a. Scanners purchased by the previous administration for the **REAL ID** scanning requirement proved on beta-testing to be unable to handle a modern passport. We already secured forty flatbed scanners and are rapid-procuring the rest.
 - b. The **REAL ID** IT architecture built and tested in the last administration was tested in-house and did not take into account renewals and replacements. In the field, we discovered that over 80% of our existing computer stations lacked the memory to fully process **REAL ID**. We are accelerating an upgrade to fix.
5. We are focused on meeting our two goals:
 - a. Customers who want **REAL ID** are able to get it before they need it.
 - b. Customers are satisfied with MVC customer service and overall performance.

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