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# Governor Sherrill Announces 300,000 New REAL IDs Issued in First Four Months in Office, Other Common-Sense MVC Reforms

Posted on 06/04/2026

**TRENTON** — Governor Sherrill today visited the Trenton Motor Vehicle Commission (MVC) to highlight new initiatives that are making it easier, faster, and more convenient for New Jerseyans to access services. In only four months, the number of New Jersey residents holding a REAL ID has increased by more than 300,000, growing from approximately 2.2 million to more than 2.5 million residents. That represents a 12.5% increase since the start of the administration, demonstrating significant momentum and an accelerated adoption rate. The Governor also highlighted a new policy allowing customers to present eligible digital documents as proof of address, modernizing the customer experience as part of her ongoing commitment to delivering more accessible, efficient government services.

These changes were achieved through operational improvements, not a new spending initiative, highlighting Governor Sherrill's commitment to making better use of existing resources while remaining fiscally responsible.

"Government should be focused on making life easier for people, and that starts with delivering services efficiently," **said Governor Mikie Sherrill**. "We expanded REAL ID availability and made it easier for residents to verify their address, helping more New Jerseyans get the services they need. These are common-sense improvements that make a real difference for families across our state, and they show what is possible when government focuses on results."

"The best way to build trust in government is to deliver results people can see and feel. Under Governor Sherrill's leadership, we're building a culture across state agencies that is focused on execution, accountability, and continuous improvement," **said Chief Operating Officer Kellie Doucette**. "The progress at MVC shows what can happen when leaders are empowered to identify challenges, use data to drive decisions, and stay relentlessly focused on the resident experience. These changes are saving people time, reducing frustration, and making services easier to access — exactly the kind of practical, measurable results New Jerseyans deserve."

"At the MVC, we're continually enhancing our services and operations," **said Acting MVC Chief Administrator Rosalie Johnson**. "By expanding REAL ID services to four additional agencies and making smart operational changes, like accepting digital proofs of address, we've significantly increased appointment availability and reduced wait times statewide in just a few months. These changes mean faster transactions, more efficient service, and fewer return visits — ultimately saving New Jerseyans time and money, while delivering an improved MVC experience for all."

"Making government services more accessible starts with reducing unnecessary barriers for residents," **said Assemblywoman Verlina Reynolds-Jackson (D-Hunterdon, Mercer)**. "The improvements at MVC are helping more people obtain their REAL ID efficiently while opening additional appointment opportunities for others who need service. These changes are saving New Jerseyans time and making the customer experience more convenient."

The Sherrill Administration has overseen significant progress in expanding access to REAL IDs across New Jersey. As demand for REAL ID continues to grow, the MVC expanded service by adding four additional agencies that issue REAL IDs, which creates more REAL ID appointments while reducing wait time for customers. The percentage of licensed drivers and identification card holders with a REAL ID has increased from approximately 24% at the beginning of the year to nearly 28% today. The MVC issued more than 73,000 REAL IDs in April and more than 100,000 in May, as demand for REAL ID continued to increase.

In April, the MVC also began allowing customers to provide proof of residence electronically as part of the REAL ID process. Since that change was implemented, the percentage of customers required to return for a second appointment, a common complaint amongst New Jerseyans, has fallen from an average of 15 percent to 8 percent. That translates to approximately 279 people per day, or 6,700 fewer transactions each month, allowing thousands more New Jerseyans to complete their transactions without having to make an additional trip to the MVC.

These operational changes reflect Governor Sherrill's commitment to making government services more efficient, accessible, and responsive to the needs of New Jersey residents.



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