



**Transportation
Security
Administration**

U.S. Department of
Homeland Security
**United States
Coast Guard**



TWIC Enrollment Brief

**Prepared for
American Association of Port Authorities**

**July 19, 2007
Presented by: Jon Rambeau, Lockheed Martin**



AGENDA

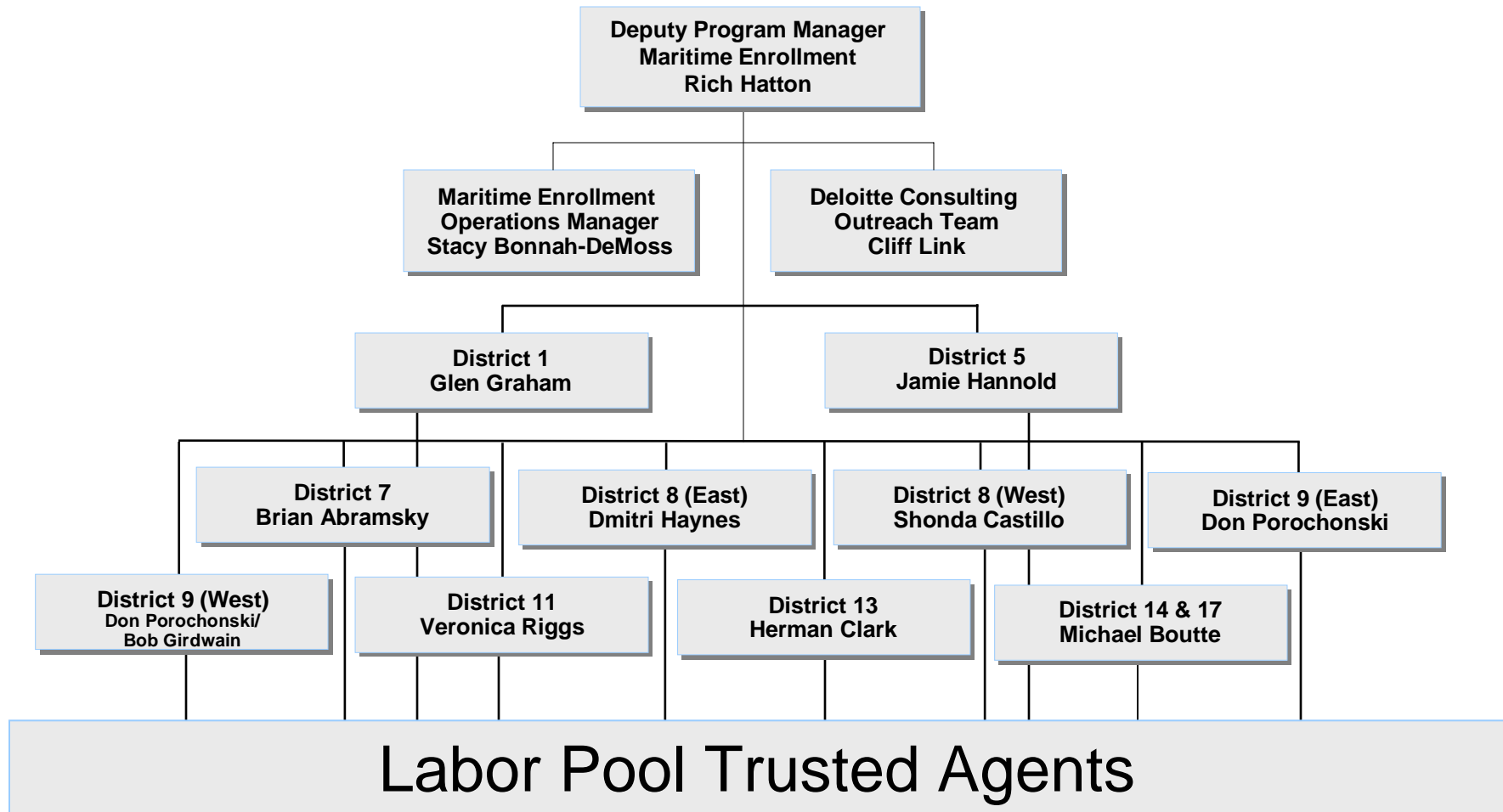
Program Field Organization

Our Mission

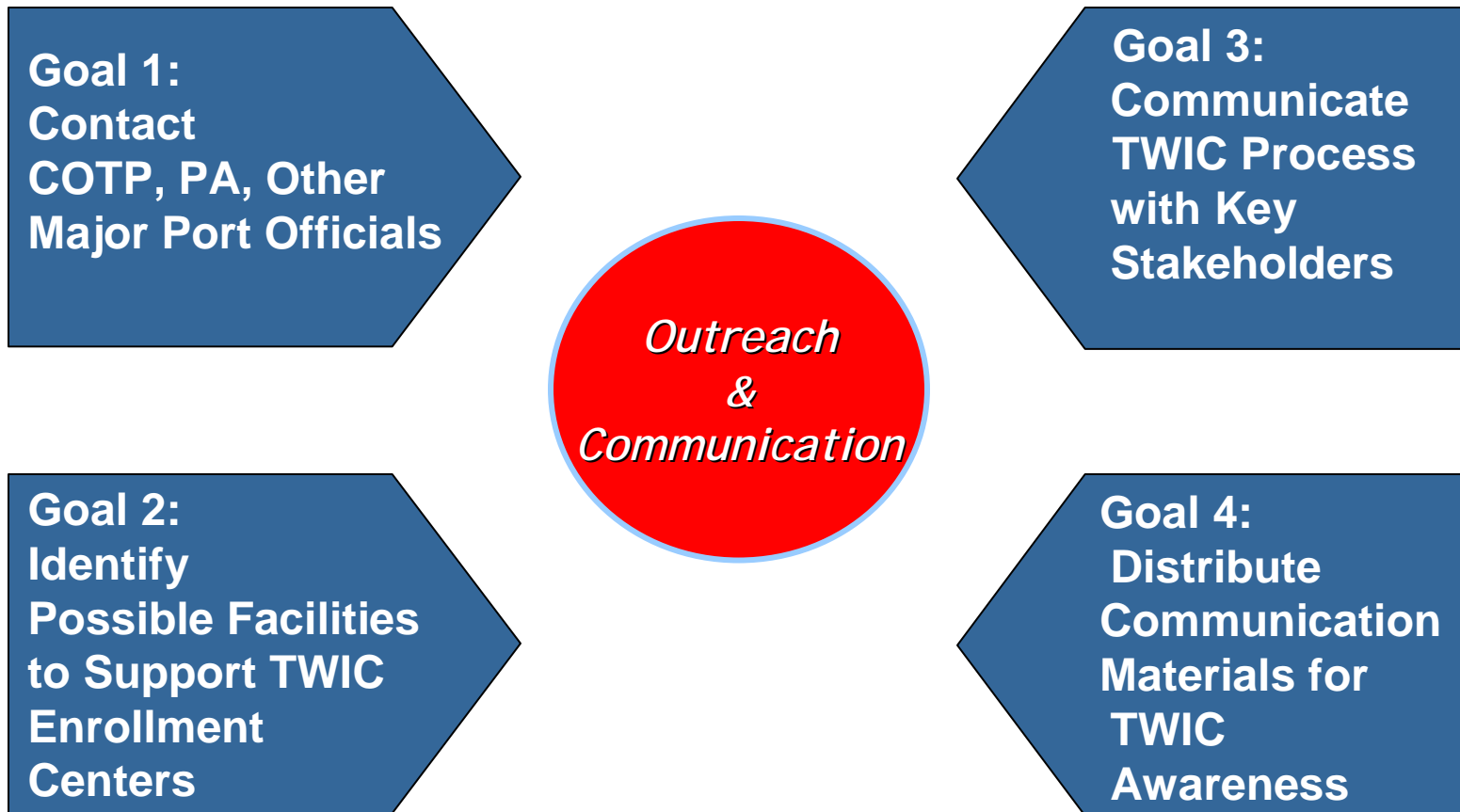
- Outreach and Communications
 - Identify and Secure Enrollment Facilities
 - Enroll TWIC Applicants and Deliver TWICs
-

Deployment Approach

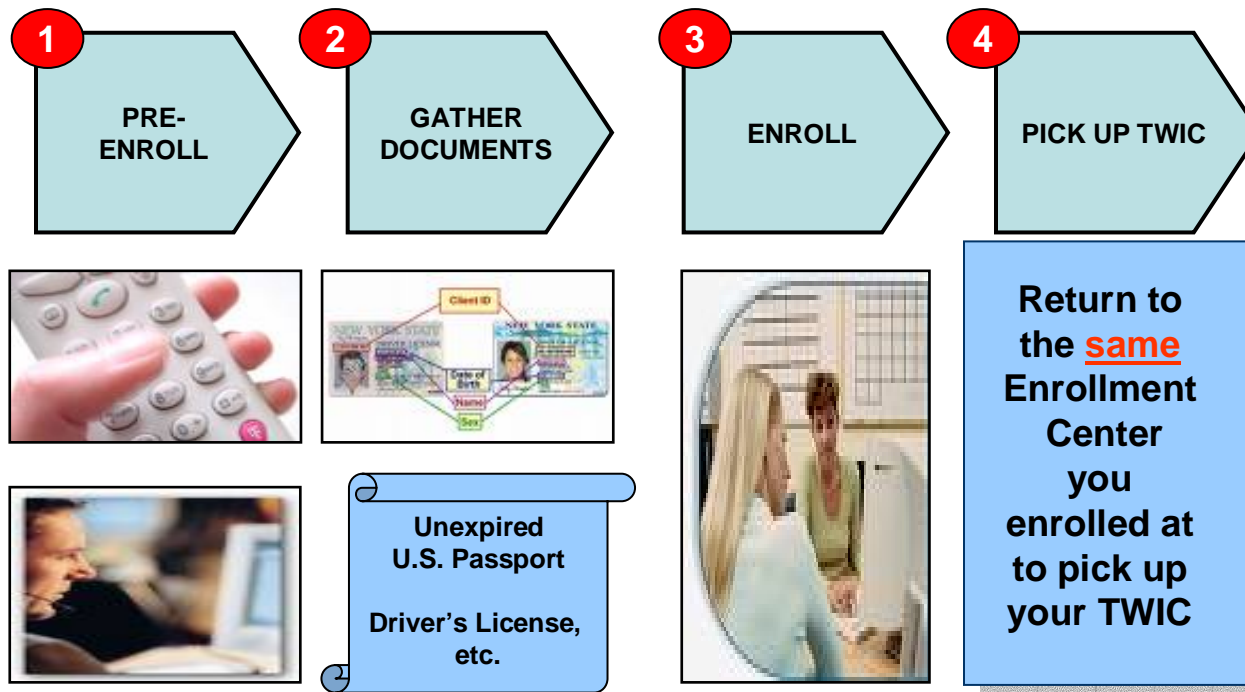
LOCKHEED MARTIN TWIC FIELD ORGANIZATION



OUTREACH & COMMUNICATION



HIGH LEVEL ENROLLMENT PROCESS



PRE-ENROLLMENT

Pre-Enrollment Options

- Web Site
 - **www.tsa.gov/twic**
- Call Center (Hours 7 AM – 11 PM EST)
 - **1- 866 - DHS - TWIC**
1- 866 - 347- 8942
- Pre-enrollment capability at larger sites via laptop kiosks

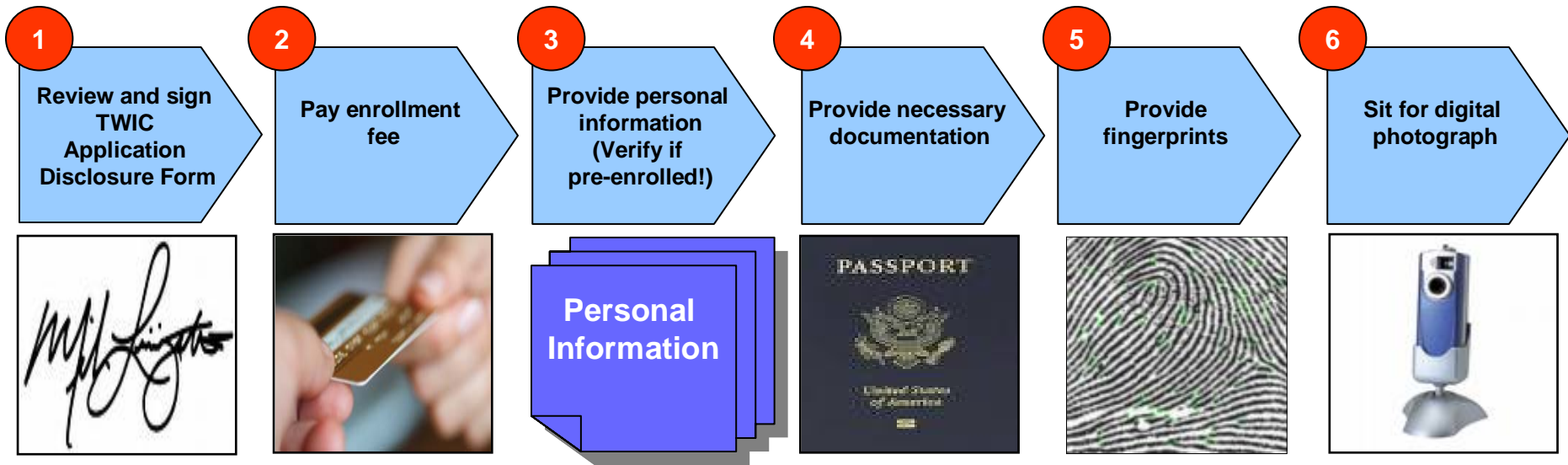


PRE-ENROLLMENT (continued)

By Pre-enrolling applicants will:

- Receive an appointment time and avoid lines at the Enrollment Center
- Provide personal information ahead of time and in a secure manner
- Save about five minutes at Enrollment Center
- Make no payment until visiting the Enrollment Center
- The following information will be needed:
 - Name, DOB, Address, Contact information
 - Employment information
 - Current Mailing Addresses
 - Height, Weight, Hair and Eye Color
 - City, State, Country of Birth
 - Alien Registration Number (If Applicable)
 - CDL and State of Application of any HME held
 - Passport Number (Optional)
 - Social Security Number (Optional but is encouraged to reduce STA turnaround)

AT THE ENROLLMENT CENTER



- **Cost:**
 - A TWIC costs \$137.25 or
 - Current MMD, MML, HME or FAST card holders \$105.25
- **Payment:**
 - Credit Card (Visa, MasterCard)
 - Money Order
 - Certified Check
 - Employers/Organizations paying for employees may choose to pay by Corporate Check, **or may issue “pre-paid” debit card to employees via www.PrepaidSolutions.com**
- **No Cash or Personal checks will be accepted**
- **Estimated time: 10 minutes (if pre-enrolled)**

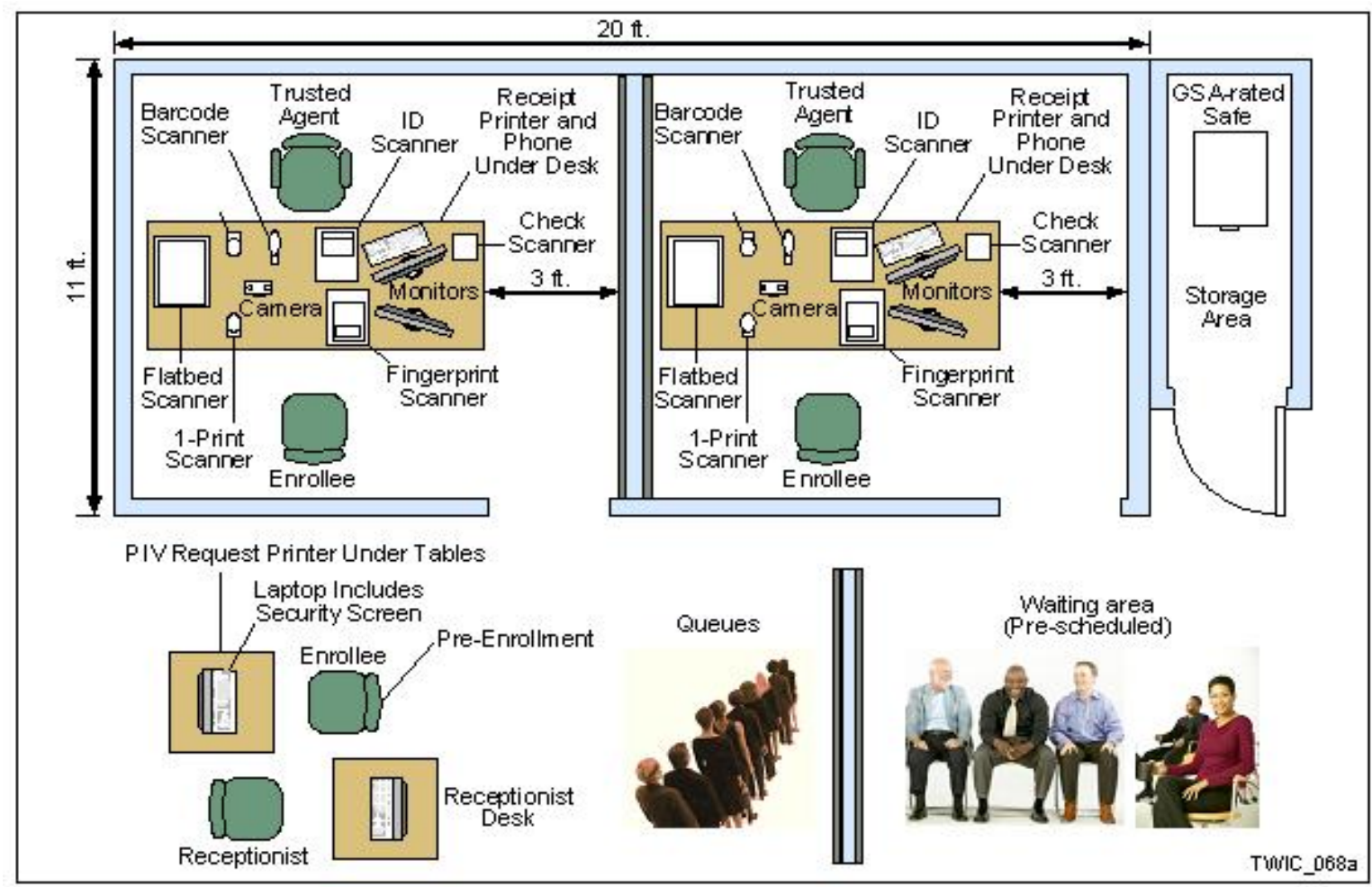
PICKING UP A TWIC

- Applicant must return to the same Enrollment Center at which they enrolled
- Provide photo identification and finger print for match
- Pick up and activate their TWIC
- Select a six digit PIN
- That's it! Estimated time: 5 minutes
- Note: Mobile Enrollment Center applicants will be required to pick up TWIC at nearest Fixed Enrollment Center

ENROLLMENT CENTER TYPES

- **Port Stakeholders are encouraged to immediately nominate potential “Fixed” Enrollment Center locations.**
- **Fixed Enrollment Center Characteristics**
 - Longer term duration (months to years), will possibly remain as an enrollment center through sustainment period (after initial “ramp up” enrollment period).
 - Acts as hub for enrollment in port/ sector.
 - Accessible to all port workers, regardless of employer or job function.
- **Employers and unions are encouraged to request services of “Mobile” Enrollment Centers to facilitate quick enrollment with minimal time away from workplace.**
- **Mobile Enrollment Center Characteristics**
 - Temporary basis, designed to allow for efficient enrollment of employees/members.
 - Deployed from fixed center to large employers or unions upon request and approval.
 - May be open to an employer to accommodate solely their employees and/or members or all port workers.
 - No additional cost to requesting organization.
 - Prefer internet access, phone line, in private conference room/office.
 - Availability of mobile centers dependent on demand. Requesting organizations will be contacted by Lockheed Martin team prior to port enrollment start date.

TYPICAL ENROLLMENT CENTER LAYOUT



HUB AND SPOKE DEPLOYMENT MODEL

- Deployment model focuses on core supporting “hub” sites with nearby “spokes” where appropriate
 - Balances credential cost with convenience
 - Hub locations will vary support to spoke locations depending on demand
 - Can be adjusted over time



ENROLLMENT CENTERS

Approximately 130 Enrollment Centers will be located throughout the U.S. and its territories
(Subject to change)

Port Location

Anchorage, AK
 Juneau, AK
 Nikishka, AK
 Valdez, AK
 Mobile, AL
 Guntersville, AL
 Helena, AR
 Samoa, AS
 Long Beach, CA
 Los Angeles, CA
 Oakland, CA
 Richmond, CA
 San Diego, CA
 San Francisco, CA
 Stockton, CA
 Port Hueneme, CA
 Bridgeport, CT
 New Haven, CT
 New London, CT
 Wilmington, DE
 New Castle, DE
 Jacksonville, FL
 Miami, FL
 Port Everglades, FL
 Tampa, FL

Port Location

Palm Beach, FL
 Panama City, FL
 Pensacola, FL
 Port St. Joe, FL
 Port Canaveral, FL
 Port Manatee, FL
 Savannah, GA
 Brunswick, GA
 Guam, GU
 Honolulu, HI
 Hilo, HI
 Kahului, Maui, HI
 Chicago, IL
 Burns Harbor, IN
 Indiana Harbor, IN
 Gary, IN
 Mt. Vernon, IN
 Louisville, KY
 Baton Rouge, LA
 Lake Charles, LA
 New Orleans, LA
 Plaquemines, LA
 Morgan City LA
 Boston, MA
 Fall River MA

Port Location

Baltimore, MD
 Portland, ME
 Detroit, MI
 Muskegon, MI
 Calcite, MI
 Escanaba, MI
 Marine City, MI
 Port Dolomite, MI
 Port Inland, MI
 St. Claire, MI
 Stoneport, MI
 Minneapolis, MN
 Duluth-Superior, MN
 Two Harbors, MN
 Kansas City MO
 St. Paul MO
 St. Louis, MO
 Vicksburg, MS
 Gulfport, MS
 Pascagoula, MS
 Biloxi, MS
 Greenville MS
 Morehead City, NC
 Portsmouth, NH
 New York/
 New Jersey, NJ

Port Location

Buffalo, NY
 Port Jefferson, LI, NY
 Cleveland, OH
 Ashtabula, OH
 Conneaut, OH
 Lorain, OH
 Marblehead, OH
 Toledo, OH
 Cincinnati, OH
 Fairport Harbor, OH
 Sandusky, OH
 Tulsa, OK
 Portland, OR
 Coos Bay, OR
 Philadelphia, PA
 Pittsburgh, PA
 Chester, PA
 Penn Manor, PA
 Marcus Hook, PA
 Ponce, PR
 San Juan, PR
 Providence, RI
 Charleston, SC
 Memphis, TN
 Nashville, TN

Port Location

Chattanooga, TN
 Beaumont, TX
 Brownsville, TX
 Corpus Christi, TX
 Houston, TX
 Port Arthur, TX
 Texas City, TX
 Victoria, TX
 Freeport, TX
 Galveston, TX
 Matagorda, TX
 Norfolk, VA
 Newport News, VA
 St. Thomas, VI
 St. Croix, VI
 Seattle, WA
 Tacoma, WA
 Anacortes, WA
 Everett, WA
 Kalama, WA
 Longview, WA
 Vancouver, WA
 Milwaukee, WI
 Green Bay, WI
 Huntington, WV

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