Transportation
Security
Administration

Transportation Worker Identification
Credential (TWIC)

AAPA—Port Operations Seminar

Seattle — June 10, 2009

TWIC Dashboard

TWIC Dashboard Available at www.tsa.gov/twic

National and Local "Snapshot" Metrics

Enrollment/Activation	Measurement (as of 1-Jun-09)
Enrollments	**1,220,000+**
Cards Printed	1,195,000
Cards Activated	1,037,000

Security Threat Assessment	Measurement (as of 7-May-09)
Initial Disqualification Letters	44,000
Appeals Requested	22,000
Appeals Granted	20,000
Waivers Requested	3,300
Waivers Granted	1,600
ALJ Hearings Granted	12
Final Disqualification Letters	171
Number of Expired IDTAs	11,200

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TWIC: Where We Are Now

- As of 14 April 2009 TWIC required for all <u>unescorted access</u> to secure areas of MTSA regulated facilities

- Enforcement rolled out over six-month period prior to April 14th

- Facility and/or vessel owners/operators responsible for visually inspecting TWIC prior to granting unescorted access
  - Compare facial image on TWIC to that of holder
  - Check visual security features on card (public security features)

- Coast Guard conducting random spot checks for compliance; will introduce use of portable readers soon
  - Check card validity
  - Verify identity through fingerprint template match

- Reader rule in beginning stages of rulemaking process

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Lessons Learned

Importance of Pre-Enrollment—significant time-saver
- Ensure accurate personal data capture
- Locate enrollment sites; make appointments
- Advise enrollee documents needed to enroll—avoids return trips to enrollment center

Need to Rapidly Adjust Resources to Handle Fluctuating Demand
- Regional Differences in Demand
- Requirements for Flexible Hours

Card Activation Scheduling is Important
- For high-volume applications, walk-in only is not sufficient

Metrics Dashboard Provides Common View of Data

Self Service On-Line Options
- Check Card Status
- General Information
- Scheduling Appointments

Alignment with NIST/Government/International standards

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Disqualifying Felony Convictions/Permanent

These convictions are disqualifying regardless of when they occurred

(1) Espionage or conspiracy to commit espionage

(2) Sedition or conspiracy to commit sedition

(3) Treason or conspiracy to commit treason

(4) A crime listed in 18 U.S.C. Chapter 113B—Terrorism or conspiracy to commit such crime

(5) A crime involving a TSI (transportation security incident)

(6) Improper transportation of a hazardous material

(7) Unlawful possession, use, sale, distribution, manufacture, purchase…or dealing in an explosive or explosive device

(8) Murder

(9) Threat or maliciously conveying false information knowingly, concerning deliverance, placement, or detonation of an explosive or other lethal device

(10) Certain RICO violations where the predicate act is permanently disqualifying

(11) Conspiracy or attempt to commit the crimes in this paragraph (a)(5)-(a)(10)

Disqualifying Felony Convictions/Interim

Disqualifying if occurred within 7 yrs/release from incarceration within 5 yrs

(1) Unlawful possession, use, sale, purchase, distribution…of firearm or other weapon

(2) Extortion

(3) Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering

(4) Bribery

(5) Smuggling

(6) Immigration violations

(7) Distribution, possession w/ intent to distribute, or importation of a controlled substance

(8) Arson

(9) Kidnapping or hostage taking

(10) Rape or aggravated sexual abuse

(11) Assault with intent to murder

(12) Robbery

(13) Lesser Violations of the Racketeer Influenced and Corrupt Organizations Act

(14) Conspiracy or attempt to commit crimes in this paragraph (b)

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Eligible Immigration Categories

US Nationals and lawful permanent residents

Refugees and asylees

Lawful non-immigrants with unrestricted work authorization, except S-5, S-6, K-1, an K-2 visa holders

Lawful non-immigrants with restricted work authorization who hold B1/OCS, C-1/D, H-1B, H-1B1, E-1, E-2, E-3, L-1, M-1, O-1, and TN visas

Canadian/Mexican commercial drivers admitted to conduct US business or transport hazardous materials

Other comparable authorization that confers legal presence as determined by TSA

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Handling Adjudications

- Approximately 50% of all cases require some type of manual adjudication due to issues related to:
    - Criminal check
    - Immigration check

- Individuals who require manual adjudication, but who <u>do not have disqualifying criminal history or immigration status</u> are being processed in approximately 10-14 days.

- Individuals who require manual adjudication and who <u>are found to have potentially disqualifying crimes or immigration status</u> is taking significantly longer to receive a letter indicating that they may not be eligible.

- We are addressing backlogs in the adjudication process by adding Government and contractor personnel.

TWIC Versions

- There are five versions of TWIC in use at this time—and a sixth, soon to be released

- The subsequent versions from the original included changes to strengthen the "chain of custody" during credential production by adding a:

  - 1-D barcode

  - TWIC trademark—a "TM" next to the T W I C on the front

  - Minor administrative changes to text, fonts, and bar codes on the back of the card.

- The USCIS Fraudulent Document Lab issues change information

PACS Registration

Registration of a Credential into the local PACS

- Best time to fully validate the credential and the cardholder

- Opportunity to capture one or more data elements from the credential for use in the PACS (e.g. portions of the FASC-N)

- Opportunity to add additional card holder specific information (e.g. Business Purpose related data)

PACS Registration Points

PIN and PACS Registration

- **TWIC** is designed for "PIN-less" Operation
- PIN is to access Data from the PIV Application ONLY
  - All Biometrics (Templates for Fingerprints and Facial Image)
  - Printed Information
  - Use of PIV (Cardholder) Authentication Key
  - Use of Digital Signing Key

PACS Registration Points (2)

Alternate Registration Process to minimize PIN Reset:

- TWIC Application Data via the Contact Interface
  - Signed CHUID (FASC-N, Exp. Date, Issuer Cert)
  - TWIC Privacy Key (TPK)
  - Enciphered Biometrics (linked to the TPK)
  - Security Data Object

- If TW knows their PIN
  - then proceed with PIN presentation and retrieval of PIV information

- IF TW does NOT remember their PIN
  - Record name by typing it in the database
  - Capture the Facial Image using local means (camera; store as template)
  - Record the 1D Barcode information by scanning (or typing in)

PIN Resets

1. Only necessary if worker cannot remember PIN
2. Worker should try PINs they think might be correct. If successful; no further action needed.

- Card allows 10 tries before locking and preventing further attempts. (Note: The card tracks the number of tries; not the reader).
- If attempt is unsuccessful, worker is no worse off than before. The card will still be valid and a TWIC reader can still check card validity and perform fingerprint match.

Process for cards activated AFTER 21 October '08 :

- Take card to any enrollment center; request reset
- Card does not need to be replaced; no cost

PIN Resets—Continued

Process for cards activated on or BEFORE 21 October '08:

- Call Help Desk; report that you cannot remember PIN
- Help Desk will order a replacement card
- Worker will be notified when new card is ready for activation at nearest enrollment center
- Worker must go to enrollment center; enter PIN; activate new card; turn in old card.
  - Replacement card is free; $60 lost card fee will apply if worker does not turn in old card.

Note:
1. Currently Help Desk "hotlists" worker's current card at the time a replacement is ordered. However, Coast Guard is provided a list of PIN reset card requests if card is identified as hotlisted during the replacement window.

2. The PIN is only stored on the card; there is no TWIC database record of PINs.

What's Next?

TWIC Reader Pilot

Coast Guard Rulemaking for Readers
- Advance Notice of Proposed Rulemaking—comment period closed May 26th
- Additional public comment period to precede final rule

Ongoing Enrollment

SAFE Port Act Pilot Test

Pilot Test Requirements:

Evaluate **technical performance** of TWIC card / biometric reader function

Evaluate **operational and business process impact** of conducting biometric verification of identity in various maritime facility and vessel operating scenarios

Current Participants

Port Authority of Los Angeles

Port Authority of Long Beach

Port Authority of New York and New Jersey

Port Authority of Brownsville, TX

Watermark Cruises, Annapolis, MD (Tour Boat Operation)

Magnolia Marine, Mississippi (Inland Rivers Towboat Operation)

Staten Island Ferry

Facility / Vessel Mix

Planned mix of test facilities and vessel operations:

Facilities / Docks —

- Container Terminals   7
- Oil Transshipment   4
- Bulk Cargo   6
- Large Passenger   1
- Rail   5

Vessel Operations —

- Ferry (Large and Small)   2
- Towboat (18 Vessels)   1
- Tour / Charter Boat   1

Pilot Test Organizations & Roles

<u>Private Sector</u>:

- Port Authorities—Grant recipients; grant management; planning / execution
- Facility and Vessel Operators—Site plan development as per scenarios; planning; execution of test scenarios; some data collection

<u>Government</u>:

- DHS Screening Coordination Office—Overall oversight
- DHS Science & Technology Office— Test plan approval; testing process oversight
- TSA—Pilot test program management
- Coast Guard—Oversight; test scenarios
- FEMA—Grant management
- SPAWAR (Naval Space & Warfare Center) Charleston, SC— Independent Test Agent
- NAVAIR (Naval Air Research Facility) Patuxent, MD— Conducting environmental tests

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Test Plan—Three Phase Approach

Continuing Phase ➤ Technical / Laboratory Reader Tests—Bench test readers in a controlled setting

Initial Capability Evaluation (ICE Test)—Ongoing reader evaluations

Functional Testing

Environmental Testing

Started April 1st ➤ Early Operational Assessment—technical performance

Limited number of readers

Requires some workers to have TWICs

System Test & Evaluation—operational/business impact

Full test of impact of reader scenarios on business operations

Requires complete biometric access control system and/or sufficient handheld biometric readers

Requires all workers to have TWICs

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Initial Capability Evaluation (ICE) List

As of: 6 January 2009

Vendor	H/W Model	Type	URL
CoreStreet	DAP 3240B	Portable	www.corestreet.com
CoreStreet	BE.U	Portable	www.corestreet.com
CoreStreet	DataStrip DSV2 Plus Turbo	Portable	www.corestreet.com
Cross Match	BE.U SMC-800	Portable	www.crossmatch.com
DataStrip/CodeBench	DSV II SC	Portable	www.datastrip.com
Innometriks	Rhino-XS-TWIC	Fixed	www.innometriksinc.com
Mobilisa	IM2700	Portable	www.icmobil.com
Motorola	MC75	Portable	www.motorola.com/biometrics
Sagem Morpho	Morpho Check	Portable	www.morpho.com
Sagem Morpho	MA120w	Fixed	www.morpho.com
Sagem Morpho	MA521	Fixed	www.morpho.com
Sagem Morpho	OMA521 Outdoor	Fixed	www.morpho.com
TransCore	RMT CE 3240B	Portable	www.transcore.com
Veridt	900W003400	Fixed Contact	www.veridt.com
Veridt	900W009900	Fixed	www.veridt.com

Vendor	H/W Model	Type	URL
Identica	VPII	Fixed	www.indenticacorp.com
TopTech (Fingerprint BIO)	RCU II /w veriFID	Fixed	www.toptech.com

Pilot Test Milestones

Aug '08   Began Initial Technical Test Phase—began conducting initial reader evaluations (ICE tests)

Sep '08   Began posting results of reader evaluations

Apr '09   Began reader field tests in Brownsville, TX (Early Operational Assessment)

May '09   Began vessel field tests in Annapolis and Vicksburg

            Began formal, functional laboratory testing of readers for compliance with the TWIC speicification
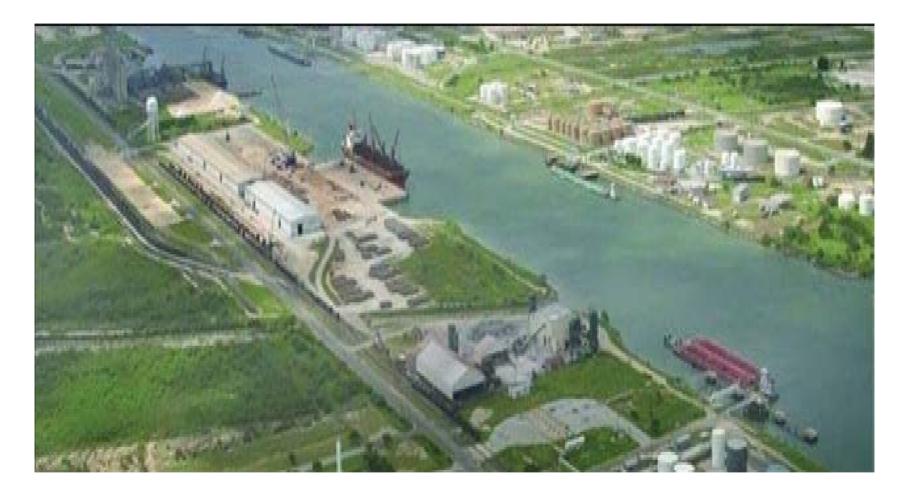
Pilot Test Milestones (continued)

Jun '09   Began testing ability of readers to withstand use in simulated maritime environments (rain; cold/heat; dust; solar radiation; etc.) at Patuxent River Naval Air Station

Summer '09 Begin assessment of reader impacts on business operations (System Test & Evaluation)

2010   Receive pilot test report from SPAWAR (pilot test independent agent)

Port of Brownsville Reader Pilot

Port Overview

Brownsville is a bulk commodity port:

Steel	Aluminum	Bulk Minerals / Ore
Petroleum / LPG	Chemicals	Clay
Fertilizer	Grain	Agriculture Products

Secure and non-secure areas within port boundaries

TWIC infrastructure:

- One PACS
- 12 Fixed Readers
- 2 Portable Readers
- Exposed / dusty / humid reader locations
- Truck / Vehicle / Pedestrian access points

Physical Access Control System (PACS)

Security Office PACS Command Post

Truck-Height Reader Mounts

Extremely Dusty Location

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Oil Transshipment Facility

TWIC Reader

TWIC Information / Resources

Website: www.tsa.gov/twic

- Link to Pre-enrollment website (English/Spanish)
- Online Status Check
- E-mail Help
- Schedules, press releases, FAQs, rulemaking documents
- Port-specific flyers and information
- Outreach/communication materials (English/Spanish)
- Disclosure Statements (13 languages)
- Link to Coast Guard Homeport website

TWIC Help Desk: **1-866-DHS-TWIC** (1-866-347-8942)

8:00 AM ET - 12:00 AM ET

English and Spanish

Issue Escalation: credentialing@dhs.gov

Please provide Help Desk ticket number to speed resolution

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