



Transportation Security Administration

TWIC Implementation— Issues & Challenges

AAPA Security Seminar

July 21, 2010

Latest Program Statistics

Enrollment/Activation	Measurement (as of 07-15-10)
Enrollments	1,630,000
Cards Printed	1,648,000
Cards Activated	1,495,000

**Weekly TWIC
Dashboard
Available at
www.tsa.gov/twic**



Transportation
Security
Administration

Purpose of the Pilot

- Comply with requirements of SAFE Port Act of 2006
- Provide foundation for TWIC “reader rule”
- Ensure reader/card technology functions to expectations and the TWIC reader specification
- Pilot Requirements as per SAFE Port Act:
 - 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
 - Conduct pilot in “...no fewer than five distinct geographic locations ... include vessels and facilities in a variety of environmental settings.”



Test Plan – Three Phase Approach

- **Initial Technical Testing (ITT) – Completed**
 - Determined if industry-developed biometric card readers met TWIC card-reader specifications;
 - Included functional and environmental laboratory testing of a sampling of TWIC readers

- **Early Operational Assessment (EOA) – Underway at many sites**
 - Provides for start-up learning curve
 - Evaluates the technical performance of TWIC readers at test sites
 - Pilot participants select the readers they plan to test and install, and then use the readers as part of their normal business and operations

- **System Test & Evaluation (ST&E) – Underway at several sites**
 - Evaluates the operational and technical impact of installing and using TWIC readers at a variety of maritime facilities and vessels once readers / users achieve steady-state operation
 - Includes an assessment of reader effectiveness, suitability, and supportability



Facility / Vessel Mix

Mix of test facilities and vessel operations:

Facilities / Docks —

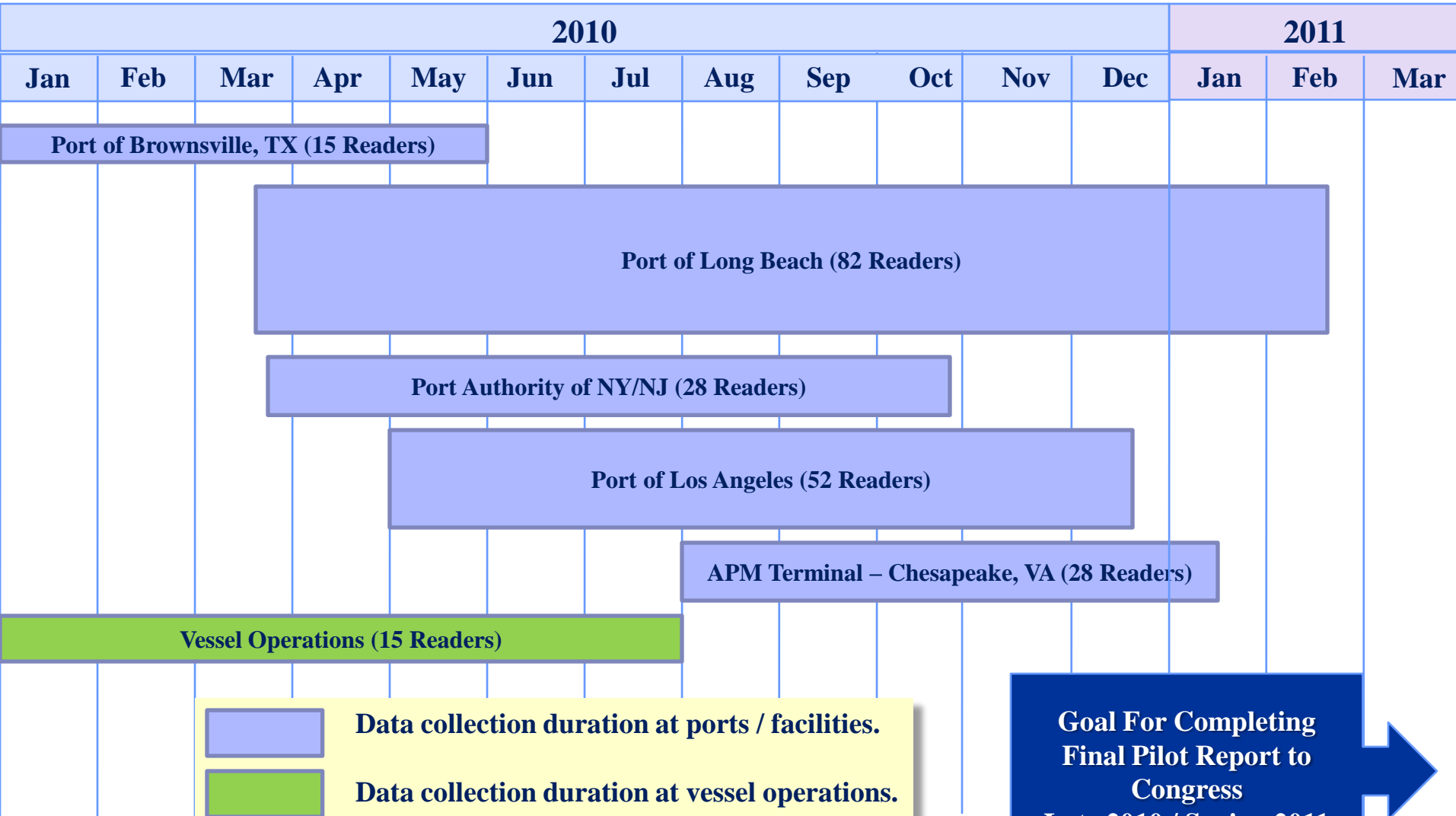
- Container Terminals 8
- Oil Transshipment 5
- Bulk Cargo 5
- Large Passenger 1
- Rail 6

Vessel Operations —

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



Current Pilot Timeline



Data collection duration at ports / facilities.

Data collection duration at vessel operations.

NOTE: Bar heights are proportional to number of readers at the port or facility.

**Goal For Completing Final Pilot Report to Congress
Late 2010 / Spring 2011**



TWIC Pilot Reader Installation Dates--Actual and Estimated

Test Site	Readers Planned			Field Test Start Date
	Fixed	Portable	Total	
Port of Brownsville	13	2	15	1-Apr-09
Watermark Cruises (Tour Boat)	0	2	2	7-May-09
Magnolia Marine (Towboats)	0	2	2	14-May-09
Staten Island Ferry	0	5	5	3-Jun-09
Clipper Navigation (Ferry)	0	1	1	24-Jul-09
BP Terminal (POLB)	11	3	14	18-Mar-10
Metro Stevadore - (POLB)	2	2	4	18-Mar-10
NYNJ Admin. Offices /SeaLink	7	0	7	26-Mar-10
Public Berths 8-12 (NY/NJ)	0	2	2	26-Mar-10
APM Terminal (NY/NJ)	4	3	7	26-Mar-10
Maher (NY/NJ)	5	3	8	26-Mar-10
Atlantic Ave-Terminal (NY/NJ)	2	2	4	26-Mar-10
NuStar Energy (POLA)	6	2	8	28-Apr-10
Hanjin (TTI) (POLB)	29	4	33	11-Jun-10
Readers In Operation Now	79	33	112	July 2010
Pacific Cruise Ship Terminal (POLA)	2	25	27	July-10
APL Eagle Marine (POLA)	15	2	17	July-10
APM Terminal (Chesapeake, VA)	26	0	26	July-10
SSA Terminal - Pier A (POLB)	14	2	16	August-10
Sea Launch (POLB)	9	2	11	August-10
Remaining Readers to be Installed	66	31	97	
Total Planned Readers	145	64	209	

Major container and passenger facilities are highlighted.

•These facilities have the highest pedestrian and vehicle traffic and most intense paces of business operations of all pilot facilities.

65% of all pilot readers will be in use at these facilities.



Challenges & Issues

Program:

- Enrollment Services
- Card Issuance
- New Technology
- Adjudications and Waivers
- Card Renewal

Pilot:

- Technical
- Data Sufficiency
- Data Timeliness--Schedule



Going Forward

Pilot:

- Focus on data collection from largest, highest volume facilities in upcoming months—especially throughput; business impacts
- Wrap up pilot data collection from early starters
- Observe resolution of remaining reader / PACSs issues
- Closely observe hotlist performance / issues
- Obtain detailed feedback from participants

