



The Port of
LONG BEACH

Long Beach TWIC Pilot Program

June 2011



History

5 Tenants participated

- Test focused on overall port operations
 - 2 Container Terminals
 - 1 Bulk
 - 1 Petroleum
 - 1 Special Application
- 3 front-ends were utilized (Hirsh / Lenel / TSN)
- Just a hand full of readers (mobile, fixed {contact – contactless})

Issues of Concerns

- Pilot tests were hardware driven / not incorporated into business processes
- Card failures were and still are an issue
- Reporting capabilities of PAC systems not in tune with test criteria
- Registration an issue (employees vs non-employees)



General Themes

Items raised as concerns

- Unions did not participate
- Registration for access was a problem at the container terminals
- Fear of the TWIC and its impact to business operations
- Each participant's deployment plan varied in its execution

Let's move forward

- 5 tenants did accept the grant funds and conditions
- They did spend it on infra-structure and system improvements
- All did deploy system and readers at their site
- All participated in the data collection phase of the pilot
- Each did identify problems with their roll-out plans



Findings

Cards / Systems

- TWIC cards have a high failure rate
- The first rounds of readers (multiple manufactures) had quality issues
- Front-end software were solid in their operations, but lack some reporting functions
- Long Beach had both fixed insert readers and contactless readers, both had unique problems based on their type.

The Test

- Test plan had structure, but was not linked up with grantees expectations
- The collected test data does not support how the technology will or should be applied.
- Readers & Systems do work (SL/BP). Some additional hardware issues do require addressing
- Better results with contact readers / Need better education on use



Recap

Overall Performance

- Pilot test did test the technology, but the test's outcome is still cloudy
- End users / operators need to come up with a business practice approach for deployment of the TWIC technology
 - Access issues (approved-Registered vs TWIC valid)
 - What happens with a fail / non-valid card
- Need better TWIC cards / quality issue
- Perception is “that this program is going away,” yet more TWIC related grants are in the pipeline.

Questions