



Transportation Security Administration

Transportation Worker Identification Credential (TWIC) Program Briefing

AAPA Operations & Technology Seminar

June 7, 2011

Program Statistics

Item	Number (as of 3-Jun-11)
Enrollments	1.89M
Cards Activated	1.72M
Total Applicants Denied* (2%)	36,000
Number of Enrollment Centers	135

* Denied appeals; denied waivers; cases closed due to applicant's failure to provide sufficient documents; or, failure to respond.



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TWIC Pilot Sites



★ Major Test Site—with Multiple Facilities

● Single Facility Test Site



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Pilot Participant and Reader Statistics

- 23 individual facilities or vessel operations participated
- 156 readers used in pilot test
- 33,000 TWIC holders (potential pilot population)

TWIC Reader Types In Pilot Testing			
Participant Type	Fixed	Portable	Total Readers
Container Terminals	60	13	73
Large Passenger Vessels/Terminals	2	25	27
Petroleum Facilities	21	4	25
Break-Bulk Terminals	12	6	18
Small Passenger Vessels/Towboats	0	6	6
Other	5	2	7
Total	78	56	156



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Pilot Highlights and Status

- Reader laboratory testing is complete— included:
 - Functional testing: conformance to TWIC specification
 - Environmental testing: ability to withstand conditions anticipated to be encountered at maritime facilities (heat; cold; rain/snow; salt spray; dust; solar radiation; vibration; etc.)
- Field reader tests were completed May 31st — still collecting and reviewing final data collection at several large facilities
- Reader certification—will provide formal TWIC reader certification process; anticipate reader rule to require use of certified readers
- Pilot Report: delivery to congress early summer



Pilot Results / Challenges

- System design and integration of readers and physical access control systems (PACS) with facility or vessel operational profile is key
- Dedicated fixed systems were easier to install and operate than those integrated with other business-related systems; portable (handheld) readers offered flexibility at manned access points, or where credentials required checks absent an access point (i.e., vessel operations; spot checks; etc.)
- Operator and worker training with readers and PACSs was critical to smooth operations
- Registration of cards into PACSs was time-consuming for large facilities or those with a high number of truckers
- When reader systems are well-planned; properly installed; operated by knowledgeable personnel; and, TWICs are presented by users familiar reader operations, access point throughput is maintained with manageable impact to business operations.



Card Failures

- TWIC Program Office is aware cards are failing at unexpectedly high rates.
 - Failure rates first noticed as cards in service aged
 - Introduction of readers recently at high-traffic pilot sites exposed scope of problem
- Failures primarily impact ability of the card to be read “contactlessly” via close-range radio-frequency data exchanges with “contactless” readers.
- Other failures involve: the integrated circuit chip (ICC); de-lamination of the holographic security film; and, fading.
- PMO is investigating failures:
 - Completed a forensic analysis of contactless failures by independent laboratory
 - Sampled and tested cards at multiple maritime facilities
 - Continue to communicate with stakeholders; receive and evaluate card failures reported from owner/operators and security officials
- PMO is developing a plan of action and will follow up with members and stakeholders
- In the interim: Within 60 days enrollment centers will begin providing plastic cardholders and card handling instructions with every card activated



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BACKUP SLIDES



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Coast Guard Authorization Act - TWIC

- Coast Guard Authorization Act of 2010 contains some changes for ports and facilities
 - As CG reviews these requirements, we will follow the required notice and comment process, and ensure that CG offices are aware of these changes.
- Eight sections involve TWIC provisions:
 - **Sec. 802: Transportation Worker Identification Credential (pilot report)**
 - **Sec. 808: Pilot Program for fingerprinting of maritime worker**
 - Sec. 809: Transportation security cards on vessels
 - Sec. 814: Use of secondary authentication for transportation security cards
 - **Sec. 815: Assessment of transportation security card enrollment sites**
 - Sec. 818: Transportation security cards; access pending issuance; deadlines for processing; receipt
 - **Sec. 819: Harmonizing security card and MMD expirations**
 - **Sec. 823: Transportation security card activations at any MTSA facility**



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Reader Requirements Rulemaking

Notice of Proposed Rulemaking (NPRM):

- NPRM under development
 - Comments from the Advanced NPRM which published 27 March 2009
 - Initial Technical Testing & Preliminary pilot data
- NPRM & regulatory impact assessment will be informed by complete pilot data
 - Publish NPRM after the final pilot report is presented to Congress, anticipated late CY2011

Final Rule:

- Anticipated late CY2012
 - Will incorporate comments received in response to NPRM

Final Implementation

- Anticipate 6 – 12 months



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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) – **Completed**
 - Planned duration: 11 weeks at each site
 - 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) – **Completed (except at several LA/LB sites)**
 - Planned duration: 16 weeks at each site
 - 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



Pilot Delays

- Start-Up Delays:
 - TSA: In response to maritime stakeholder demands for readers capable of conducting a biometric match without PIN entry and without inserting the card into a reader (i.e., read the TWIC contactlessly) TSA developed a TWIC card and reader specification—a nine-month effort
 - Industry: Reader vendors then developed readers based on the new specification; first ICE list issued October 2008

- Execution Delays:
 - Ports & Terminals: The voluntary nature of the pilot allowed each participant to proceed at their own pace—timelines set by government are unenforceable (See Table 1)
 - Ports: Expressed concerns by ports regarding grant fund issues—waiver of matching funds; sufficiency of funds
 - Ports & Terminals: Slow pace of reader plan development; submission of grant supporting documents; and contract awards
 - Terminals: Impact of recession on commercial terminal operators—reduced staffs and financial reserves
 - Technical: Complexity of some installations—linkage to other databases; reader and physical access control system interface issues

