

PORT OF LOS ANGELES

TWIC LESSONS LEARNED

Port of LA TWIC Field Test Sites



NuStar Energy

Port of LA HS

Cruise Center

APL

American President's Line



- 292 Acres
- Cargo Container Terminal
- Moves more than 1 million containers (1.65 million TEUs) annually
- L1 Fixed Readers
- Datastrip Handheld Readers
- Transaction times of approximately 10 seconds in biometric mode
- All cards being read through contact interface

Nustar



- 5.8 Acres
- Liquid Bulk Terminal
- Total capacity of 600,000 barrels
- TopTech Fixed Readers
 - Transaction times between 5 and 10 seconds depending on TWIC Mode of Operation
 - All cards being read through contact-less interface

Nustar



- Datastrip Handheld Readers running Codebench PIVCheck software
 - Transaction times between 5 and 10 seconds depending on TWIC Mode
 - All transactions are utilizing contact interface

World Cruise Terminal



- 18 Acres
- Passenger Terminal
- Largest and busiest facility of its kind on the West Coast
- 2 Veridit Fixed Readers using CoreStreet software
- Contact/contactless

World Cruise Terminal



- 25 MaxID handheld readers running CoreStreet PIVMAN software
 - Transaction times are between 1 and 11 seconds depending on TWIC Mode
 - All transactions are utilizing contact interface

Lessons Learned - Policy

- Facilities desire specific guidance and rules on how to handle TWIC verification failure scenarios.
- Seaport facilities require guidance and accommodation for certain non-standard entry scenarios such as frequent, repetitive entry into the same secure area by a TWIC cardholder.

Lessons Learned - Process

- Facilities should conduct a comprehensive analysis of entry operations, stakeholder groups, and their existing infrastructure to assist them in determining what kind of TWIC process(es) and solutions are appropriate for them.
- Implementation of a seaport TWIC program includes policy, process, people, and technology aspects, which should be undertaken by a cross-functional team – it is not simply a project for IT or the FSO.

Lessons Learned - Process

- Mobile readers are a useful tool for redundancy at fixed reader locations and registration locations.
- The learning curve for TWIC cardholders must be considered during roll-out and continuing operations.
- Video monitoring/surveillance at TWIC fixed reader points can support and enhance the access control process.

Lessons Learned - Technology

- Verifying TWIC cards through the contact interface may be the best approach for facilities requiring flexibility or with uncertain concepts of operations.
- There is no “one size fits all” TWIC solution technology for seaport facilities.
- There are very few robust solutions that integrate both fixed and mobile TWIC card reading into a single solution platform for efficient management and reporting.

Lessons Learned - Training

- Facilities in close proximity to one another who are utilizing different TWIC readers can cause confusion for TWIC cardholders.
- Those responsible for verifying TWIC cards should be trained in the use of the technology as well as regulations and how to handle exceptions.
- FSOs have responsibilities for knowing and enforcing TWIC policies and delineating TWIC from access control.

Thank You

Jill Taylor, Deputy Director
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