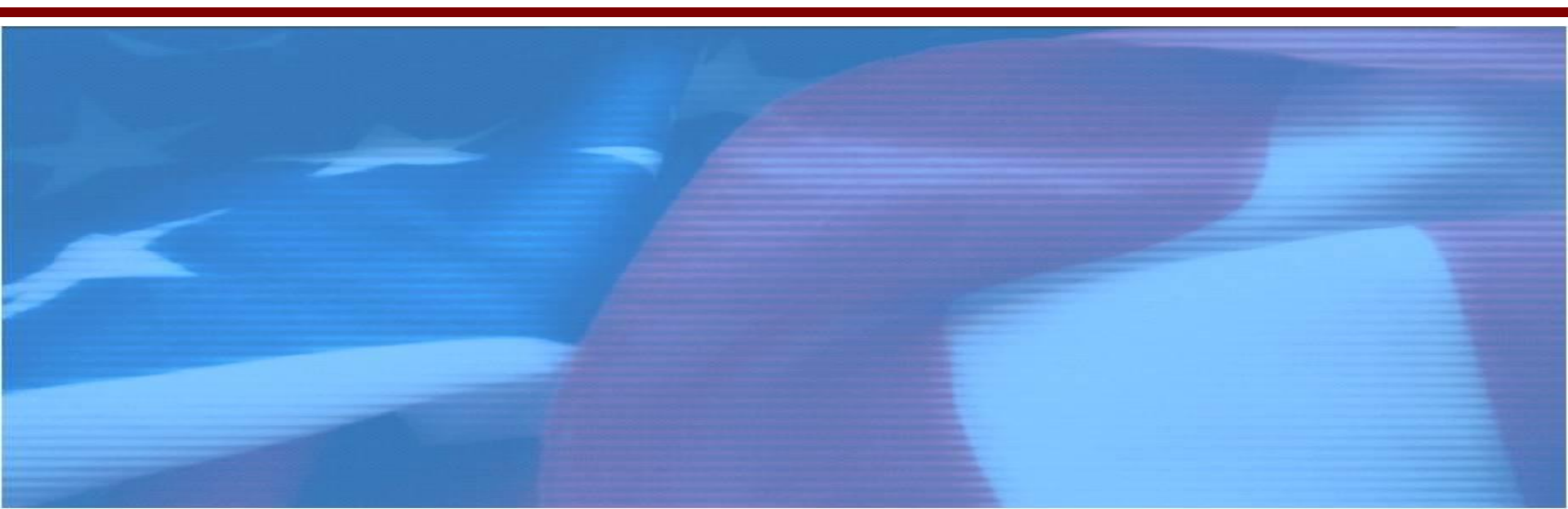# Transportation Worker Identification Credential (TWIC) Program

American Association of Port Authorities

2013 Security Seminar

July 17, 2013

Current Program Statistics

-     2.6M....Total Enrollments

-     2.4M....Total Cards Issued

- 162,000....Extended Expiration Date TWIC Requests

-   51,300...Total Ineligible Applicants

- 136...........Enrollment Centers

- 5.5 Days... Average Time Between EED TWIC Request and Arrival of Card at Enrollment Center

- 5–10 Days.. Average Time Between Full Enrollment and Arrival of Card at Enrollment Center*
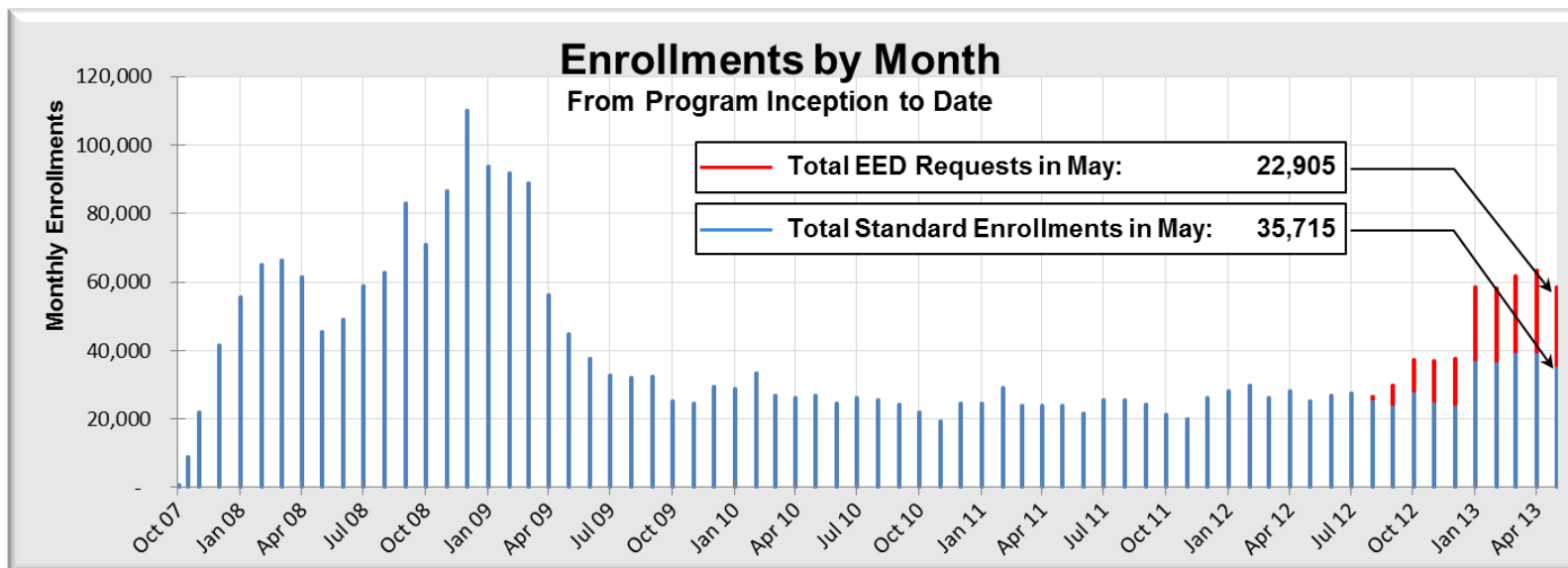
  * With no eligibility issues

Program Dashboard - Current

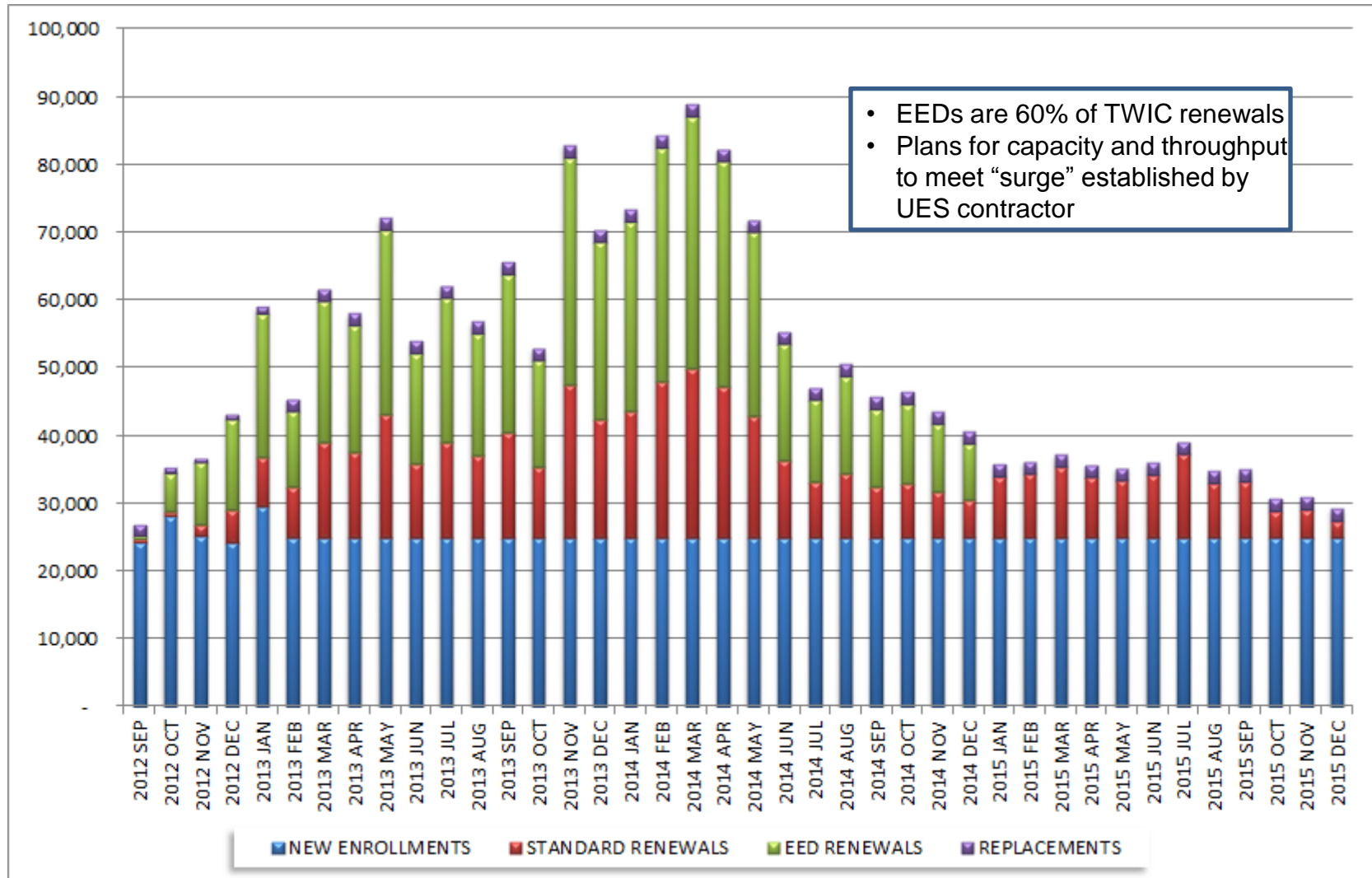| Cumulative Program Statistics from Inception (Oct '07)	Measurement (as of 06/18/13)
Total Enrollments	2,581,436
Active Cards	2,364,255
Extended Expiration Date TWIC Requests	161,192

TWIC Information and Resources	
Help Desk:	1-866-DHS-TWIC (1-866-347-8942) Monday – Friday; 8:00 AM - 7:00 PM Eastern twic.helpdesk@lmbps.com
Website:	TSA Website: www.tsa.gov/twic USCG Website: https://homeport.uscg.mil

Cumulative Security Threat Assessment Statistics from Inception (Oct '07)	Measurement (as of 06/02/13)
Initial Disqualification Letters Issued	120,800
Appeals Requested	54,354
Appeals Granted	52,402
Waivers Requested	14,733
Waivers Granted	12,327
Administrative Law Judge Reviews Requested	278
Final Disqualification Letters Issued	2,780
Number of Expired Initial Determination of Threat Assessment Letters	48,530
Total Applicants Ineligible for a TWIC	51,310

Enrollments by Month
From Program Inception to Date

Total EED Requests in May: 22,905
Total Standard Enrollments in May: 35,715

Projected Enrollment Surge as 5-Year TWICs Expire

- EEDs are 60% of TWIC renewals
- Plans for capacity and throughput to meet "surge" established by UES contractor

Customer Service Initiatives

Increase TWIC Call Center Capacity

- Increased number of Call Center customer service representative four-fold
- Resulted in dramatic reduction in wait times and number of abandoned calls

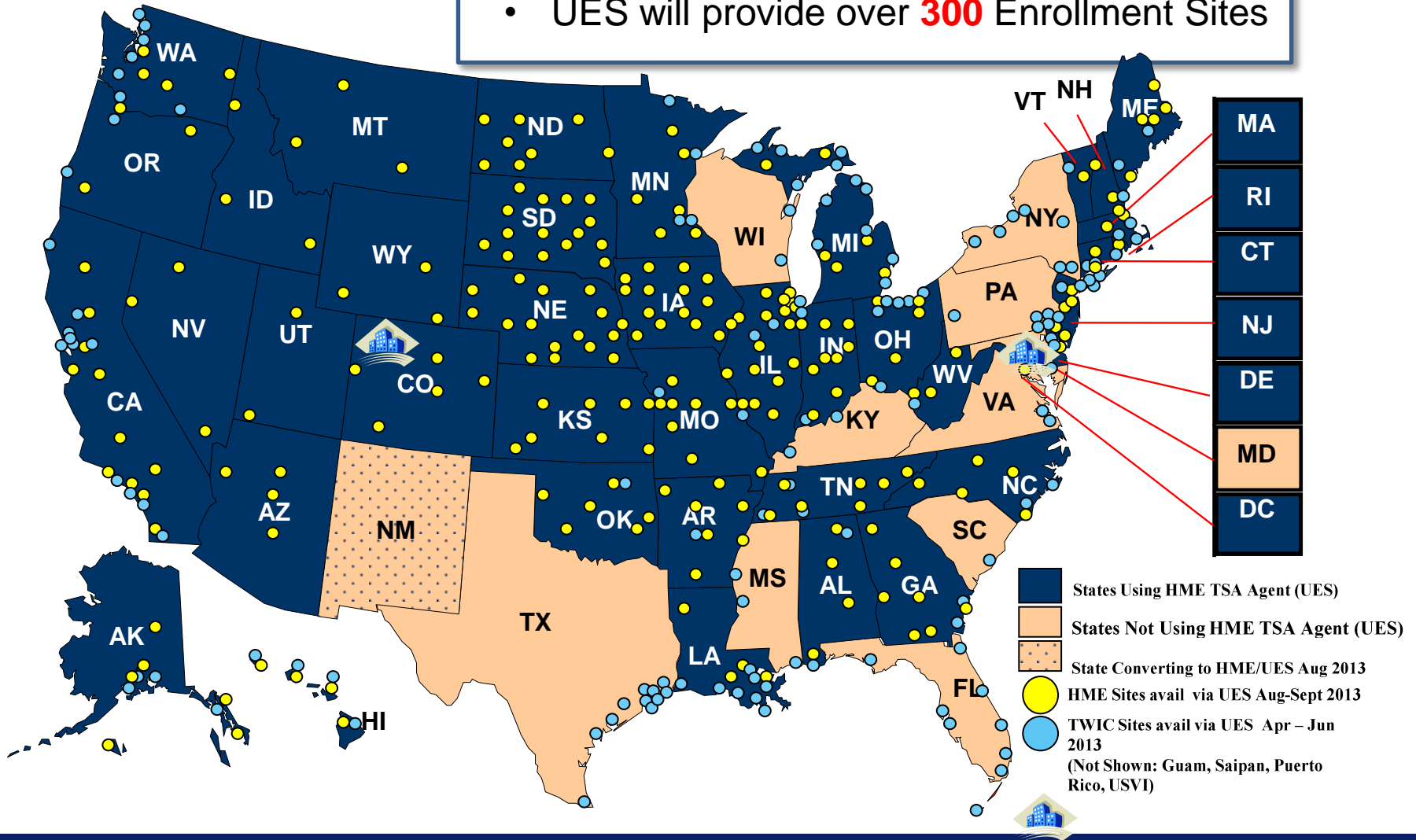**Add Web-Based EED and Replacement Card Request Application**

- Allows workers to request EED TWICs or replacement cards online without having to contact call center
- Requests can be made at any time (24/7)
- Will further ease Call Center call volume

Increase Number of TWIC Enrollment Centers

- Under the new Universal Enrollment Services contract TWIC enrollment services will be offered at as many as 300 centers
- Most UES enrollment centers will offer both TWIC and Hazardous Material Endorsement (HME) services (Map on next slide)

Universal Enrollment Services (UES) Sites

- Current TWIC Enrollment Sites – **136**
- UES will provide over **300** Enrollment Sites

Legend:
- States Using HME TSA Agent (UES)
- States Not Using HME TSA Agent (UES)
- State Converting to HME/UES Aug 2013
- HME Sites avail via UES Aug-Sept 2013
- TWIC Sites avail via UES Apr – Jun 2013

(Not Shown: Guam, Saipan, Puerto Rico, USVI)

State callout list: MA, RI, CT, NJ, DE, MD, DC

Customer Service Initiatives (Continued)

Implement TWIC OneVisit

- Coast Guard Authorization and Maritime Transportation Act of 2012 requires that TSA reform the TWIC processes to allow for one visit to complete the TWIC enrollment process and receive a TWIC

- Once OneVisit is fully implemented all TWIC cards will be mailed directly to workers (home or alternate mailing address)
  - Cards will be activated and ready to use
  - PIN will already be set; sent to worker in separate envelope; worker can have PIN changed at any enrollment center

- OneVisit will be implemented in three phases:
  - Phase 1—Alaska test; manual mailing process
    - Began June 26th in Anchorage
    - Will expand to all enrollment centers in Alaska in July 2013
  - Phase 2—Expansion of Alaska test a second location (late 2013)
  - Phase 3—Nationwide automated mailing (late 2014)

TWIC Card and Reader Technology

TWIC Reader Pilot

- Ended May 2011
- Report to Congress submitted February 2012
- GAO Report published May 2013
- TSA position on results of pilot:

  "...the TWIC reader pilot generated considerable data that proved helpful in evaluating reader performance and assessing the impact of using readers at maritime facilities. Following analysis of the pilot results, TSA concluded that TWIC reader systems function properly when they are designed, installed, and operated in a manner consistent with the characteristics and business needs of the facility or vessel operation."

TWIC Qualified Technology List (QTL)

- Purpose: Provide the public with a list of readers certified to meet the TWIC Card and Reader Hardware Specification (of May 2008); supports reader rule
- Process:
  - Independent, accredited laboratories test readers submitted by reader vendors for compliance with the TWIC specification
  - Adds certified readers to the QTL and publishes the list to the public

- Status: Several readers are in various stages of testing and certification

TWIC Card and Reader Technology (Continued)

Failed Cards

- During the reader pilot, and from reports from workers and stakeholders, TSA learned that many TWICs did not work with readers—particularly with contactless readers

- Forensic testing indicated the primary cause of card failure was detachment of the radio frequency (RF) transmitting antenna from the card's integrated circuit chip

- A recently completed analysis of data collected from field examination of cards held by workers in four geographic regions indicated:
  - High failure rates for TWICs issued prior to September 2009
  - Significantly lower failure rates for TWICs issued after September 2009
  - Likely reason for lower failure rates: change in method of attaching RF antenna to chip independently undertaken by card stock supplier

- Note: All TWIC card stock is drawn from GSA-approved card stock; card stock is the same as that used for Federal smart card credentials

Thank You.

Questions?

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