



Transportation
Security
Administration

*U.S. Department of
Homeland Security*
**United States
Coast Guard**



AAPA TWIC Overview

July 17, 2007

Prepared and Presented by Lockheed Martin

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Topics

- Overall Status
- Deployment Overview
- Outreach Updates
- Program/Regional Updates



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TWIC Dashboard (Page 1 of 3)

July 10, 2008



Explanation of Dashboard

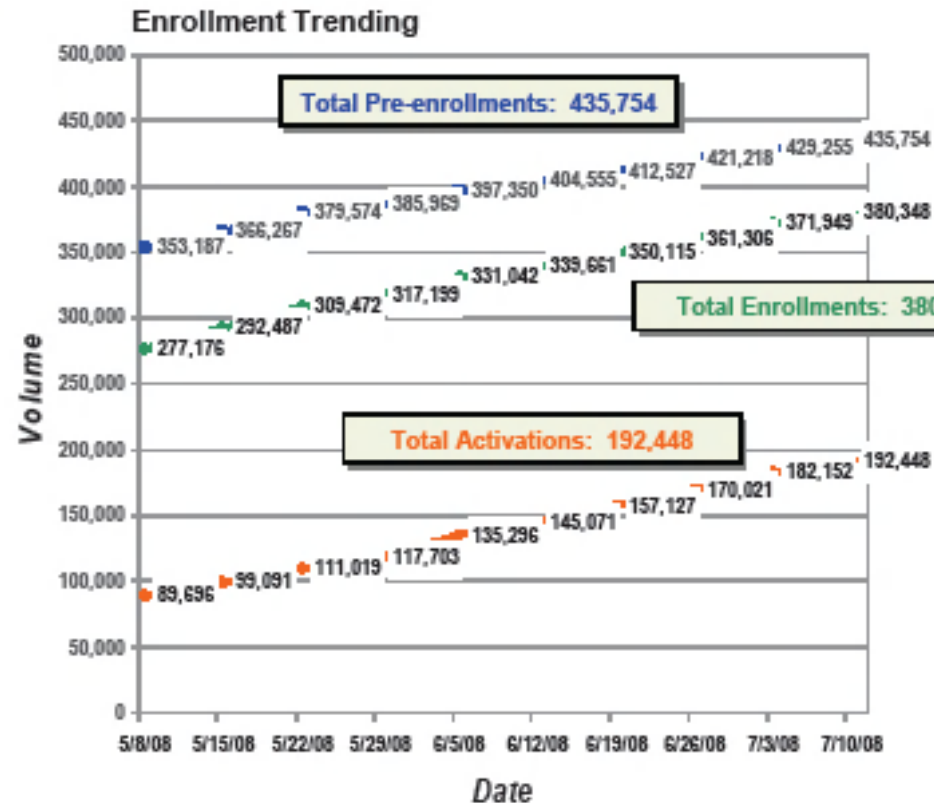
The TWIC Dashboard provides point-in-time program information on:

- Enrollment and adjudication-related statistics
- Graph depicting pre-enrollment and enrollment trends
- Contact information for TWIC resources
- Quarterly deployment schedule identifying enrollment center opening dates if formally announced in the Federal Register; current enrollment numbers are included for centers that are operational

Program Statistics

Enrollment/Activation	Measurement (as of 7/9/08)
Pre-Enrollments	435,754
Enrollments (140 enrollment centers operational)	380,348
Cards Printed	325,607
Cards Activated	192,448
Average Enrollment Time	9.07 minutes

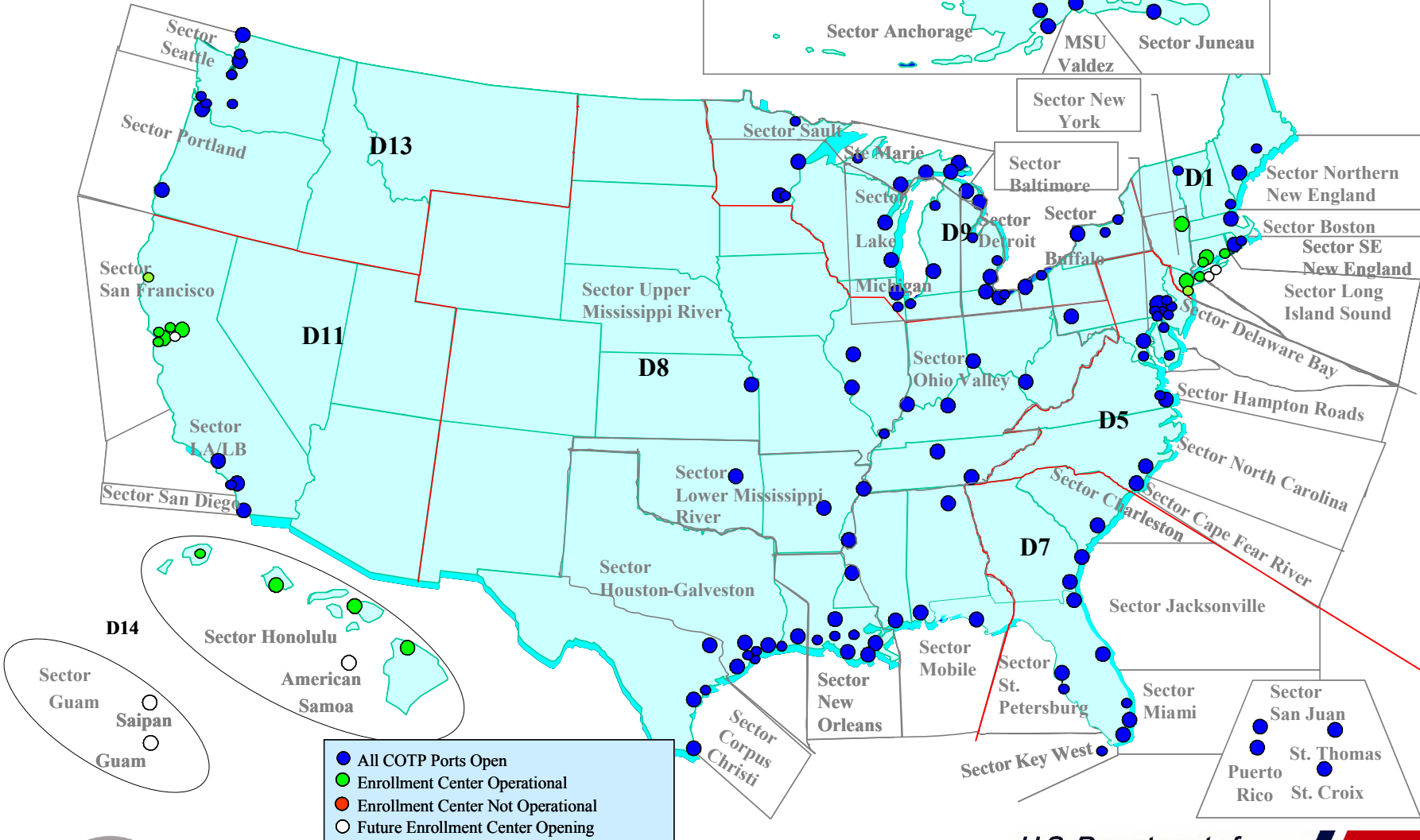
Security Threat Assessment	Measurement (as of 7/6/08)
Initial Disqualification Letters	8,305
Appeals Requested	4,157
Appeals Granted	2,745
Waivers Requested	660
Waivers Granted	428
ALJ Hearings Requested	0
ALJ Hearings Granted	N/A
Final Disqualification Letters	18
Number of Expired IDTAs	1,175



TWIC Information and Resources

Help Desk: 1-866-DHS-TWIC (1-866-347-8942) Website: www.tsa.gov/twic
 8:00 AM ET - 12:00 AM ET
 Email: credentialing@dhs.gov

Deployment Map



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Deployed to 141/147 Port Locations

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TWIC Communications Team: Trucking Outreach



- National outreach efforts:

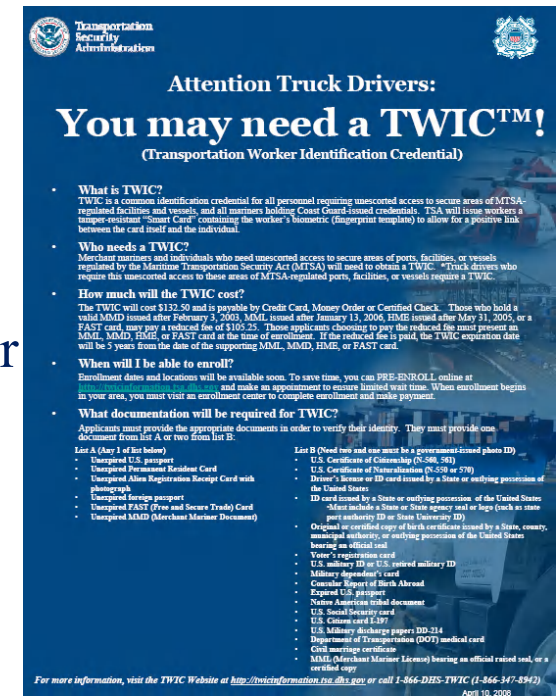
- American Truckers Association (ATA) and Independent Drivers Association, Inc are members of TSCC
- XM Radio broadcast participation

- Regional outreach efforts:

- Live outreach visits with Regional Associations (e.g New Jersey Motor Truck Association)
- Field Coordinators attendance at local Motor Carrier Association meetings

- Communication Materials

- Development and distribution of trucker-specific communication materials
- Distribution of flyers at ports to trucker without a TWIC



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Program / Regional Updates

TWIC Help Desk

- | | |
|--|--|
| <ul style="list-style-type: none">• Significant Reduction in Wait Times• Increase in Self Service Options | <ul style="list-style-type: none">- Reallocation of resources to increase help desk staff- Addition of help desk email- Self service card status checks on Web site- Improvement in wait times to < 1 minute |
|--|--|

Port of Los Angeles/Long Beach

- | | |
|---|--|
| <ul style="list-style-type: none">• Truck Parking in Los Angeles/Long Beach | <ul style="list-style-type: none">- Opened Terminal Island enrollment center 6/23/08- Focused outreach & mobile enrollment site initiatives |
|---|--|

Boston and New England Area

- | | |
|--|---|
| <ul style="list-style-type: none">• Outreach to trucking population• Significant Percentage of truckers could produce a TWIC when asked 90 days prior to compliance | <ul style="list-style-type: none">- Distribution of trucker-specific communication materials to local COTP and key stakeholders- Port officials and facility owners running spot checks among the trucker population- Owners/operators distributing communication materials to truckers who do not possess a TWIC |
|--|---|



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Program / Regional Updates

Houston

- Increase in capacity to address projected enrollment volumes

- Significant increase in resources to date
- 2nd center opening in late July/ early August
- Close interaction with stakeholder working group
- Regional coordinator focused on mobile enrollments
- Regional rapid response team to address surge

Alaska

- Mobile deployments and outreach to address remote population

- Close collaboration with Alaska working group and stakeholders to establish enrollment and outreach plan
- Mobile deployments to Kodiak, Cordova, Dutch Harbor, Sitka, Petersburg/Wrangell, Prince of Wales, Ketchikan, Haines/Skagway

Focus on Developing Solutions to Address Local Stakeholder Needs.



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Summary

- Deployment Complete to 141/147 Sites
- Focused Outreach by Region & Population
- Utilizing Regional Specific Solutions
- Active Regional Working Group Involvement



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Points of Contact

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