

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

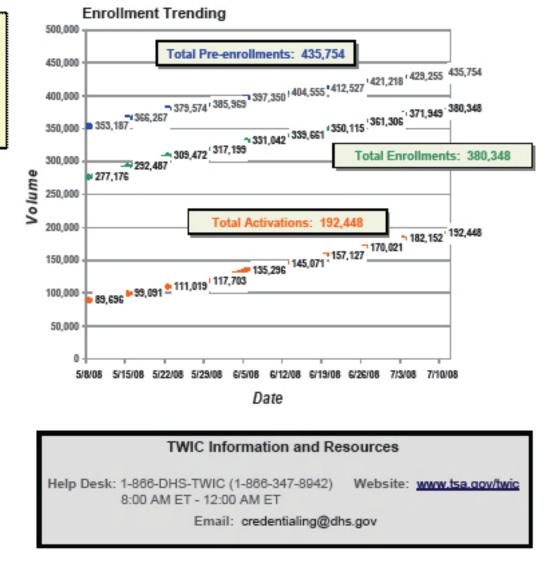
The TWIC Dashboard provides point-in-time program information on:

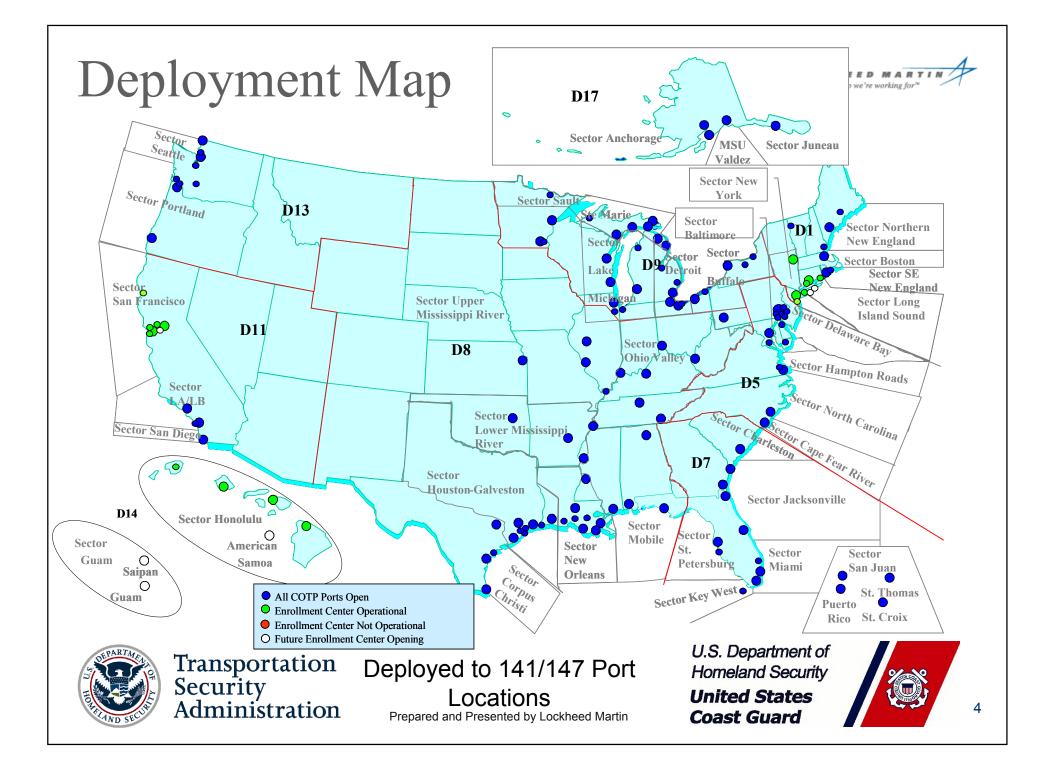
- Enrollment and adjudication-related statistics
- Graph depicting pre-enrollment and enrollment trends
- Contact information for TWIC resources
- Quarterly deployment schedule identifying enrollment center opening dates if formally announced in the Federal Register; current enrollment numbers are included 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	426
ALJ Hearings Requested	0
ALJ Hearings Granted	N/A
Final Disqualification Letters	18
Number of Expired IDTAs	1,175





#### TWIC Communications Team: Trucking Outreach Cock HEED MARTIN

- 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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	Attention	Truck Drivers:		
You may need a TWIC <sup>TM</sup>				
	(Transportation Wor	ker Identification Credential)		
	What is TWIC? TWIC is a common identification credential for al regulated facilities and vessels, and all mariners he tamper-resistant "Smart Card" containing the worl between the card itself and the individual.	personnel requiring unescorted access to secure areas of MTSA- ding Coast Guard-issued credentials. TSA will issue workers a er's biometric (fangerprint template) to allow for a positive link		
	Who needs a TWIC? Merchant mariners and individuals who need unes regulated by the Maritime Transportation Security require this unescorted access to these areas of MJ	corted access to secure areas of ports, facilities, or vessels Act (MTSA) will need to obtain a TWIC. "Truck drivers who SA-regulated ports, facilities, or vessels require a TWIC.		
	How much will the TWIC cost?			
	valid MMD issued after February 3, 2003, MML i	dit Card, Money Order or Certified Check. Those who hold a sweet after Jamuy 13, 2006, HME issued after May 31, 2005, or a nose applicants choosing to pay the reduced fee must present an urollment. If the reduced fee is paid, the TWIC expiration date II., MMD, HME, or FAST card.		
•		on. To save time, you can PRE-ENROLL online at		
	Enrollment dates and locations will be available so	on. To save time, you can PRE-ENROLL online at appointment to ensure limited wait time. When enrollment begins		
	Enrollment dates and locations will be available so introduction for any solution and make an in your area, you must visit an enrollment center to	appointment to ensure limited wait time. When enrollment begins complete enrollment and make payment.		
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#### Program / Regional Updates

TWIC Help Desk				
<ul> <li>Significant Reduction in Wait Times</li> <li>Increase in Self Service Options</li> </ul>	<ul> <li>Reallocation of resources to increase help desk staff</li> <li>Addition of help desk email</li> <li>Self service card status checks on Web site</li> <li>Improvement in wait times to &lt; 1 minute</li> </ul>			
Port of Los Angeles/Long Beach				
•Truck Parking in Los Angeles/Long Beach	<ul> <li>Opened Terminal Island enrollment center 6/23/08</li> <li>Focused outreach &amp; mobile enrollment site initiatives</li> </ul>			
Boston and New England Area				
<ul> <li>Outreach to trucking population</li> <li>Significant Percentage of truckers could produce a TWIC when asked 90 days prior to compliance</li> </ul>	<ul> <li>Distribution of trucker-specific communication materials to local COTP and key stakeholders</li> <li>Port officials and facility owners running spot checks among the trucker population</li> <li>Owners/operators distributing communication materials to truckers who do not possess a TWIC</li> </ul>			



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#### Program / Regional Updates

	Houston
• Increase in capacity to address projected enrollment volumes	<ul> <li>Significant increase in resources to date</li> <li>2nd center opening in late July/ early August</li> <li>Close interaction with stakeholder working group</li> <li>Regional coordinator focused on mobile enrollments</li> <li>Regional rapid response team to address surge</li> </ul>
• Mobile deployments and outreach to address remote population	<ul> <li>Close collaboration with Alaska working group and stakeholders to establish enrollment and outreach plan</li> <li>Mobile deployments to Kodiak, Cordova, Dutch Harbor, Sitka, Petersburg/Wrangell, Prince of Wales, Ketchikan, Haines/Skagway</li> </ul>

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

- Operations Manager
  - o Stephen Foster
    - email: stephen.l.foster@lmco.com
    - Phone: 571-480-1964
- Program Manager
  - o Alan Bloodgood
    - email: <u>alan.bloodgood@lmco.com</u>
    - Phone: 240-447-9668
- Program Director
  - o Jon Rambeau
    - email: jon.rambeau@lmco.com
    - Phone: 703-622-3450



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