Transportation Worker Identification Credential (TWIC)

AAPA Conference

March 31, 2008
TWIC Overview and Update

Program Overview
Enrollment Update
Program Successes
Lessons Learned
Reader Pilot
Resources
Enrollment Update

Deployment
  90+ Enrollment Centers open nationwide
  Mobile enrollment fielded to make start-up more convenient

Enrollment
  Nearly 200,000 workers have enrolled
  Enrolling 20,000+ workers per week
  Continuing to evaluate population estimates to ensure capacity

Customer Service
  Card activation appointments available nationwide
  Self-service card status check added online
  Added more self-service features to help desk
  In January, 93% of applicants were satisfied with their overall experience at the TWIC enrollment center
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

<table>
<thead>
<tr>
<th>Enrollment/Activation</th>
<th>Measurement (as of 03/26/08)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Enrollments</td>
<td>258,197</td>
</tr>
<tr>
<td>Enrollments (89 enrollment centers operational)</td>
<td>185,213</td>
</tr>
<tr>
<td>Cards Printed</td>
<td>115,823</td>
</tr>
<tr>
<td>Cards Activated</td>
<td>43,174</td>
</tr>
<tr>
<td>Average Enrollment Time</td>
<td>9.4 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Security Threat Assessment</th>
<th>Measurement (as of 3/23/08)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Disqualification Letters</td>
<td>3,014</td>
</tr>
<tr>
<td>Appeals Requested</td>
<td>1,381</td>
</tr>
<tr>
<td>Appeals Granted</td>
<td>1,172</td>
</tr>
<tr>
<td>Waivers Requested</td>
<td>147</td>
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<tr>
<td>Waivers Granted</td>
<td>33</td>
</tr>
<tr>
<td>ALJ Hearings Requested</td>
<td>0</td>
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<tr>
<td>ALJ Hearings Granted</td>
<td>N/A</td>
</tr>
<tr>
<td>Final Disqualification Letters</td>
<td>10</td>
</tr>
</tbody>
</table>

Enrollment Trending

Total Pre-enrollments: 258,197
Total Enrollments: 185,213

TWIC Information and Resources
8:00 AM ET - 12:00 AM ET
Email: credentialing@dhs.gov
Program Successes

Rapid Repeatable Deployment Process
  Quickly Train and Roll out Ports
Hosted Mobile Deployments
  Perform Enrollments at Customer Locations
Pre-enrollment Capability
  Reduces Overall Enrollment Time
Extensive use of Metrics and Dashboard
  Allows objective identification of trends to take corrective actions
Use of 1:1 Biometric Match and Quality Algorithm at Enrollment
  Minimizes FBI Rejects
Lessons Learned

Modified Capture Process to Allow for Large Hands
  Decreases FBI reject rates

Fingerprint Matching Algorithm Must be Optimized
  Continuing to work with NIST and TSA to Study Data – Significant Improvements to Date

Card Activation Scheduling is Important
  For high-volume applications, walk-in only is not sufficient

Need to Rapidly Adjust Resources to Handle Fluctuating Demand
  Regional Differences in Demand
  Requirements for Flexible Hours

Self Service Options
  Checking Card Status
  General Information
  Scheduling Appointments

Bottom Line: Study the Data and Take Calculated Action
SAFE Port Act Pilot Test

Pilot Test Requirements:

- Evaluate technical performance of TWIC card / biometric reader function
- Evaluate operational and business process impact of conducting biometric verification of identity in various maritime facility and vessel operating scenarios

Participants

- Ports of NY/NJ; Long Beach; Los Angeles; and, Brownsville
- Vessel operations: inland river tug/towing operations Vicksburg, MS; and, small passenger vessel operation in Annapolis, MD
- May add: ocean-going vessel; large passenger ferry; and, Great Lakes facility

Maurine Fanguy

March 26, 2008
Test and Evaluation Approach

Test Planning
- Initial Technical Test (ITT)
- Early Operational Assessment (EOA)
- System Test and Evaluation (ST&E)
- ITA is Space and Naval Warfare (SPAWAR) Systems Center Charleston
- Create test plans for ITT, EOA, and ST&E
- Monitor all testing
- Quick look and final reports for all three phases
- Testing covers facilities from ports at 5 geographical locations

Initial Technical Test (ITT)
- Provides information regarding the technical capability of the card readers
- ITT includes environmental and reader specification conformance testing
- Collect data for pre-pilot test plan (EOA Baseline)
- Develop pre-pilot test plan
- Multiple test resources will be leveraged
- Collect, analyze, and report data

Early Operational Assessment (EOA)
- Focuses on collecting early data to support:
  - Card reader suitability and effectiveness
  - Refinement for card reader specifications
- Pre-Pilot data collection – EOA First stage
- Reader Installation
- Data collection
- SPAWAR quick look report after reader installation
- Analyze post installation data

System Test and Evaluation (ST&E)
- Evaluates card reader effectiveness, suitability, and supportability
- Establish protocol for other sites/vessels to evaluate readers before the acquisition stage
- Evaluate full impact of TWIC on facility and vessel operations
- Modifications to current Access Control Systems (ACS)
- Other burdens that face the facility or vessel operators to comply with TWIC
- Finalize reader regulatory requirements
- Card readers will be subjected to normal operations
- Monitoring will continue under normal operations
TWIC Information / Resources

Website: www.tsa.gov/twic

- Link to Pre-enrollment website
  - English and Spanish
- Schedule, press releases, FAQs, rulemaking documents
- Outreach/communication materials
  - Flyers
  - Quick Reference Guides
    - English and Spanish
- Link to Coast Guard Homeport website

TWIC Help Desk: 1-866-DHS-TWIC (1-866-347-8942)

- 8:00 AM ET - 12:00 AM ET
- English and Spanish
Contact Details

Maurine Fanguy
TWIC Program Director
maurine.fanguy@dhs.gov
(571)227-3741