AAPA TWIC Overview

July 17, 2007
Topics

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

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

Security Threat Assessment

<table>
<thead>
<tr>
<th>Security Threat Assessment</th>
<th>Measurement (as of 7/6/08)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Disqualification Letters</td>
<td>8,305</td>
</tr>
<tr>
<td>Appeals Requested</td>
<td>4,157</td>
</tr>
<tr>
<td>Appeals Granted</td>
<td>2,745</td>
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<tr>
<td>Waivers Requested</td>
<td>660</td>
</tr>
<tr>
<td>Waivers Granted</td>
<td>426</td>
</tr>
<tr>
<td>ALJ Hearings Requested</td>
<td>0</td>
</tr>
<tr>
<td>ALJ Hearings Granted</td>
<td>N/A</td>
</tr>
<tr>
<td>Final Disqualification Letters</td>
<td>18</td>
</tr>
<tr>
<td>Number of Expired IDTAs</td>
<td>1,175</td>
</tr>
</tbody>
</table>

Enrollment Trending

- Total Pre-enrollments: 435,754
- Total Enrollments: 380,348
- Total Activations: 192,448

TWIC Information and Resources

8:00 AM ET - 12:00 AM ET
Email: credentialing@dhs.gov
Deployment Map

Deployed to 141/147 Port Locations
Prepared and Presented by Lockheed Martin
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
## Program / Regional Updates

### TWIC Help Desk
- Significant Reduction in Wait Times
- Increase in Self Service Options
- 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
- Truck Parking in Los Angeles/Long Beach
  - Opened Terminal Island enrollment center 6/23/08
  - Focused outreach & mobile enrollment site initiatives

### Boston and New England Area
- Outreach to trucking population
- Significant Percentage of truckers could produce a TWIC when asked 90 days prior to compliance
- 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
## 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

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Focus on Developing Solutions to Address Local Stakeholder Needs.
Summary

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

• Operations Manager
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    – Phone: 571-480-1964

• Program Manager
  o Alan Bloodgood
    – email: alan.bloodgood@lmco.com
    – Phone: 240-447-9668

• Program Director
  o Jon Rambeau
    – email: jon.rambeau@lmco.com
    – Phone: 703-622-3450