



Transportation Security Administration

Transportation Worker Identification Credential (TWIC)

CTST 2008

May 13, 2008

Program Overview

Purpose:

Ensure that only workers who satisfactorily complete a security threat assessment (STA) gain unescorted access to Secure Areas of the maritime transportation system.

- TSA responsible for: enrollment; completing the STA; issuing credentials; operating the TWIC system
- Coast Guard responsible for: establishing and enforcing access requirements
- All U.S. merchant mariners are also required to obtain a TWIC

TWIC Fee:

- Workers pay for credential
- \$132.50 for a five year card
- \$27.25 discount for current, comparable security threat assessment



Two-Phase Program Implementation

Phase I

- Rule now requires workers to obtain TWIC
- Rule will require facility and vessel operators to visually inspect TWIC once initial enrollment is complete in each port as determined and ordered by Coast Guard Sector Commander

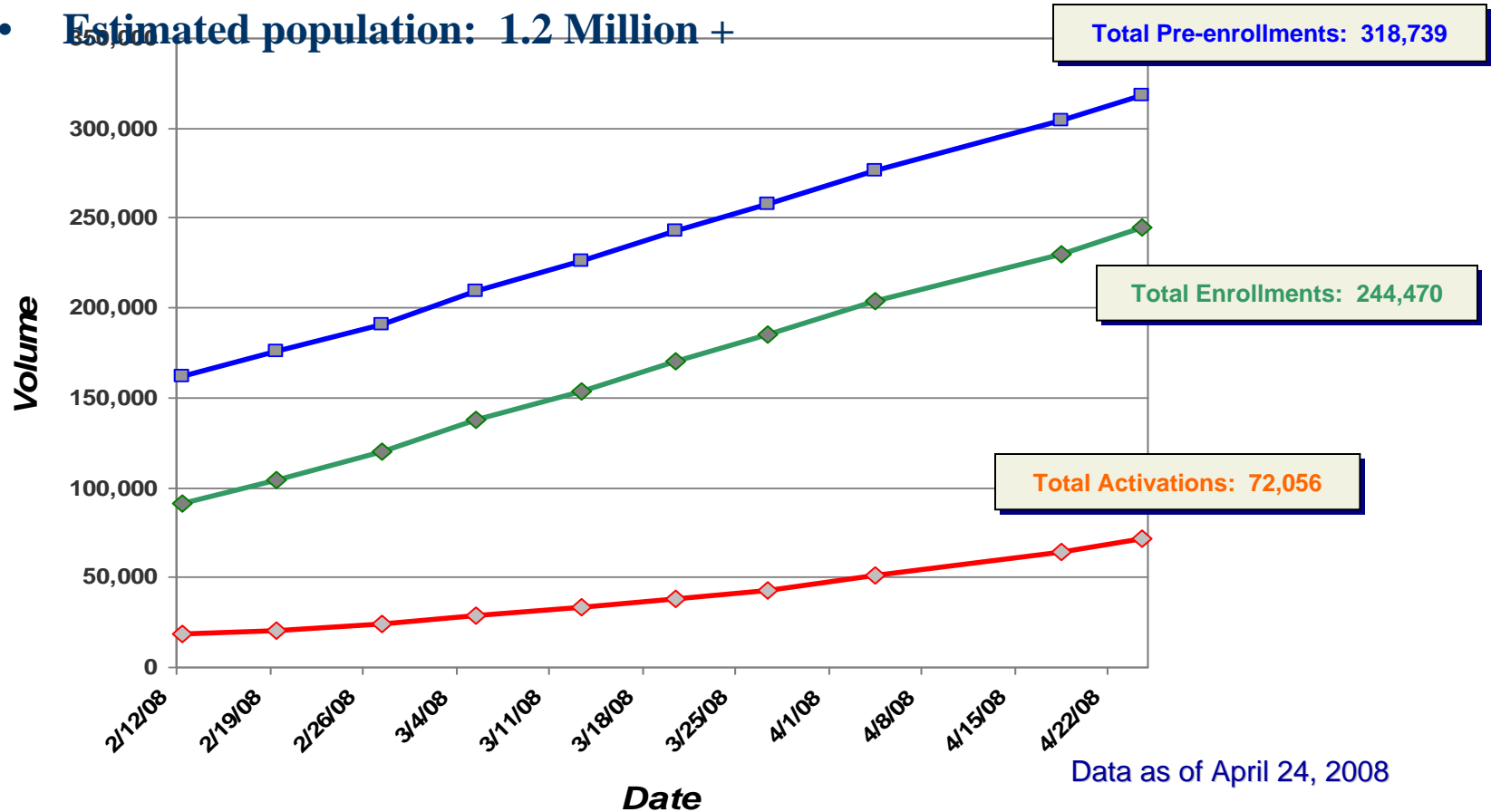
Phase II

- Second TWIC rule will require facility and vessel operators to biometrically verify identity and check that the card has not been revoked
- Operators will be responsible for the purchase and operation of readers and access control systems
- To implement, will require contactless card readers that function in the maritime environment



TWIC Enrollment Metrics

- **100+ Enrollment Centers open nationwide**
- **Estimated population: 1.2 Million +**



Lessons Learned

Modified Capture Process to Allow for Large Hands

- Decreased FBI Reject Rates

Fingerprint Matching Algorithm Must be Optimized

- Made significant improvements in quality; continuing to work with NIST and FBI

Need to Rapidly Adjust Resources to Handle Fluctuating Demand

- Regional demand differences
- Requirements for flexible hours

Self-Service Options:

- Checking Card Status
- General Information
- Scheduling Appointments



Program Successes

- 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
- Biometric Uniqueness Check for all Applicants: Ensures Each Holder has Only One TWIC

Possible Hits Include...

Duplicate Applications, Lost/Stolen Cards, Renewals, False Matches



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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; Brownsville; and, Chicago
- Vessel operations: inland river tug/towing operations Vicksburg, MS; and, small passenger vessel operation in Annapolis, MD



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



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