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# TWIC Update

December 5, 2007

# Overall Metrics (Week of 11/30)

Ports Operational:	24
Pre-Enrollment:	45, 279
Total Enrollments:	10, 560
Card Printed:	6144
Total Activations:	2821
Enrollments on 12/01:	750
Avg. Enrollment Time:	11.77 min
Avg. Wait Times (12/3):	11 min



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# Focus Items

- Update on Challenges Discussed Last Month
- Enhancements Made in the Field
- Enhanced Metrics by Site
- Enrollment Volumes
- Hosted Mobile Deployments at Stakeholder Sites



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# Weekly Site Enrollment Metrics Dashboard

## TWIC Enrollment Dashboard

Status Date  
Data Date Range

**12/4**  
**11/24-11/30**

Major Ports Online	Start Date	Weeks Open	Cum. Enrollmnts	Weekly Capacity	Weekly Enrollmnts	% of Weekly Plan Achieved*	Average Wait Time (min)	Enrllmnt Time	Port Notes
Oakland, CA	11/5	4	736	240	240	100%	31	10.85	Open New Site Lease signed
Corpus Christi, TX	10/29	5	765	240	232	97%	55	10.26	Send Add'l Fixed WKS
Baton Rouge, LA	11/5	4	658	240	223	93%	26	10.82	Mobile Enrollment 12/10
Port Arthur	11/12	3	189	120	91	76%	38	10.37	Addl Workstations
Lake Charles, LA	11/19	2	191	240	139	58%	7	9.64	Significant increase
Honolulu, HI	11/5	4	464	360	185	51%	24	10.92	Improvements from last wk
Savannah, GA	11/12	3	798	600	296	49%	9	10.68	
Houston, TX	11/12	3	1,835	1,440	705	49%	22	11.29	Deploy Mobiles 12/4
Tacoma, WA	11/5	4	768	360	173	48%		8.08	Improvements from last wk
Charleston, SC (S)	11/26	1	147	360	137	38%	12	12.9	
Providence, RI	11/12	3	216	240	80	33%	6	10.16	Enrollment Volume
Beaumont, TX	11/5	4	367	240	78	33%	10	10.98	Enrollment Volume
Chicago/Calumet, IL	11/12	3	215	360	86	24%	4	12.3	Enrollment volume
Wilmington, DE	10/16	7	1,688	960	200	21%	8	11.16	Mobile Enrollments 12/4
Dundalk, MD	11/19	2	339	960	197	21%		12.36	
Port Fourchon, LA	11/26	1	71	360	68	19%	23	12.67	
St. Paul, MN	11/19	2	36	120	15	13%		11.86	
Detriot, MI	11/26	1	30	240	26	11%	13	13.89	
Cleveland, OH	11/26	1	18	240	16	7%	28	13.69	
Boston	11/26	1	63	1,200	56	5%	3	14.64	Enrollment volume
Minneapolis	11/19	2	8	120	5	4%	1	11.8	Enrollment volume
<b>Total</b>			<b>9,602</b>	<b>7,920</b>	<b>3248</b>	<b>41%</b>	<b>18</b>	<b>11.49</b>	



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# National Surge Plan

## Graduated Escalation Plan for Unanticipated Volume

Step 1	1 Day	Extend Hours or Add Shifts with Existing Staff
Step 2	2 Days - 4 Weeks	Additional Shifts and Extended Hours with Additional Staff. Reassign from other Locations (2-5 Days) or Hire (4 Weeks)
Step 3	1-2 Weeks	Additional EWS (Mobile)
Step 4	2 Months	Additional Fixed Facility Space

Deploying Strategy in Baton Rouge and Houston



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# Hosted Mobile Solutions

- Coordinate with Local Facility Coordinator
- Enrollment and Issuance on Site
- Bulk Payment Option
- 50-100 Person Minimum Based on Duration
- Minimum Facility Requirements
- Details Will be Posted on the Web Site



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# Summary

- Addressed Majority of Startup Challenges
- Deploying Approx. 5 Sites Per Week
- Detailed Metrics to Evaluate and Adjust
- Hosted Mobile Deployment/Issuance Available
- **Stakeholder Input, Coordination and Support Required to Optimize Throughput**



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