

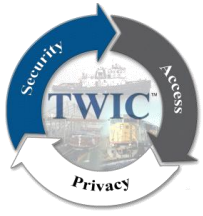
TWIC Program



Transportation
Security
Administration

For Official Use Only

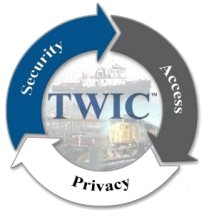




Objectives

By the end of this module, you will be able to:

- Identify the TWIC acronym
- Explain the purpose of the TWIC program
- Identify components of a TWIC card
- Identify the roles and responsibilities of those responsible for the implementation of TWIC
- Identify steps involved in the TWIC process



What is TWIC?

T

Transportation

W

Worker

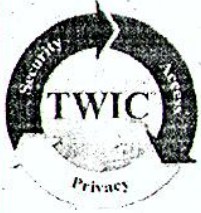
I

Identification

C

Credential





Acronym Overview

TWIC - Transportation Worker Identification Credential

TSA - Transportation Security Administration

USCG - United States Coast Guard

LM (or LMC) - Lockheed Martin (Corporation)

TA - Trusted Agent

FC - Field Coordinator

TW - Transportation Worker

EWS - Enrollment Workstation

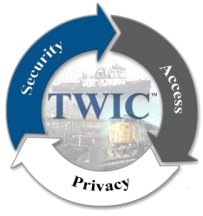
BUE - BioUnique Enrollment

CMS - Card Management System

O&A - Operations and Administration Site

PCX - PayConnexion

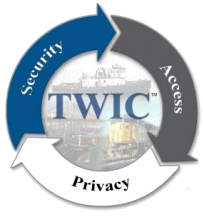
ITMS - Image & Transaction Management System



What, cont'd



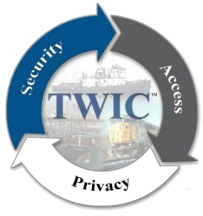
The TWIC program provides an identification credential to maritime workers requiring unescorted access to secure areas of port facilities.



What, cont'd



A TWIC is a tamper-resistant, standardized, biometric “Smart Card” that will be used and accepted across all modes of maritime transportation.



What, cont'd

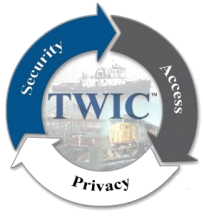
TWIC follows the National Security Agency's secure three factor authentication model:

Something you have?
TWIC Credential



Something you know?
PIN

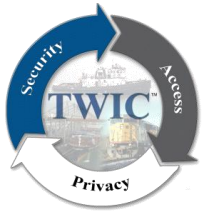
Something you are?
Fingerprint Match



What, cont'd

To obtain a TWIC, an individual must:

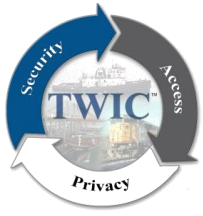
- Provide biographic information
- Provide biometric information such as fingerprint
- Sit for a digital photograph, and
- Successfully pass a security threat assessment conducted by the TSA



WHO is involved with TWIC:

The TWIC program is a Transportation Security Administration and U.S. Coast Guard initiative. The Lockheed Martin Team is contracted to TSA.



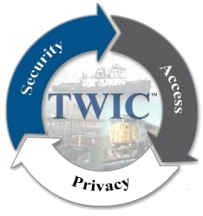


WHO, cont'd



TSA Responsibilities

- Oversight of the TWIC Enrollment Process
- Card Production
- Security threat assessment and adjudication
- Appeal/waiver for TWIC denials
- Technology/ TWIC system management

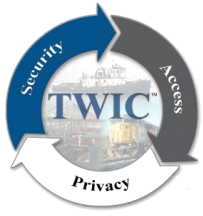


WHO, cont'd



USCG Responsibilities

- Enforcement and compliance of TWIC use
- Captain of the Port (COTP) Coordination
- Port Nomination

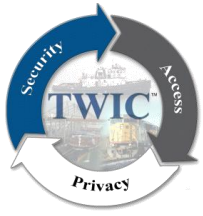


WHO, cont'd



Lockheed Martin Team Responsibilities

- Managing the TWIC Enrollment Process (L-1 ESD)
- Providing software and database development & support
- Assisting with outreach and stakeholder management
- Providing customer service and call center support.



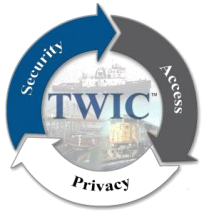
WHO, cont'd

TRANSPORTATION WORKERS

An estimated 1 million individuals will require TWIC cards.

This includes:

- Coast Guard-Credentialed Merchant Mariners
- Port Facility Employees
- Longshoremen
- Truck Drivers
- and others requiring unescorted access to secure areas of maritime facilities and vessels regulated by the Maritime Transportation Security Act.



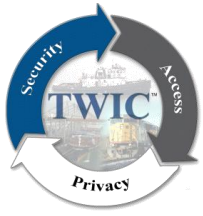
WHY TWIC?

Every day, U.S. Ports move \$5.5 Billion worth of goods in and out of the country.

- *American Association of Port Authorities Home Page*. “America’s Ports Today.” May 2007. American Association of Port Authorities (AAPA). 29 June 2007. <<http://aapa.files.cms-plus.com/PDFs/Americas%5FPorts%5FToday.pdf>>

Port related jobs employ about 5 million workers.

- *American Association of Port Authorities Home Page*. “America’s Ports Today.” May 2007. American Association of Port Authorities (AAPA). 29 June 2007. <<http://aapa.files.cms-plus.com/PDFs/Americas%5FPorts%5FToday.pdf>>

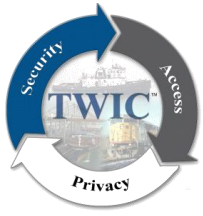


WHY, cont'd

Port security is vital to our nation and its economy.



How do we prevent people from coming in and posing a threat by masquerading as legitimate employees or service personnel?



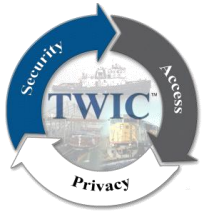
WHY, cont'd



“Well, we’re doing that by developing the Transportation Worker Identification Credential, to make sure those who come into our ports are not a security risk, that they are authorized to do the work there, and that they are not using fraudulent or stolen credentials.”

- Homeland Security Secretary Michael Chertoff

Department of Homeland Security Home Page. “Remarks by Homeland Security Secretary Michael Chertoff to the American Association of Port Authorities” 20 March 2007. Department of Homeland Security (DHS). 2 July 2007. <http://www.dhs.gov/xnews/speeches/sp_1174503082769.shtm>



WHY, cont'd

The TWIC program was established to mitigate the vulnerability of falsified personal identification by workers in the transportation sector.

This universal credential will:



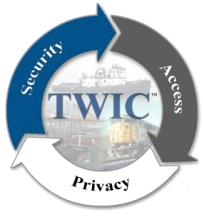
- Manage the identity of individuals requiring unescorted access to secure areas by positively verifying identity.



- Match the individual to the credential, mitigating the security issue of a falsified identification document.

Legislative Foundation was developed by the:
Maritime Transportation Security Act (MTSA)
Aviation and Transportation Security Act (ATSA)
Security and Accountability for Every Port Act (SAFE)



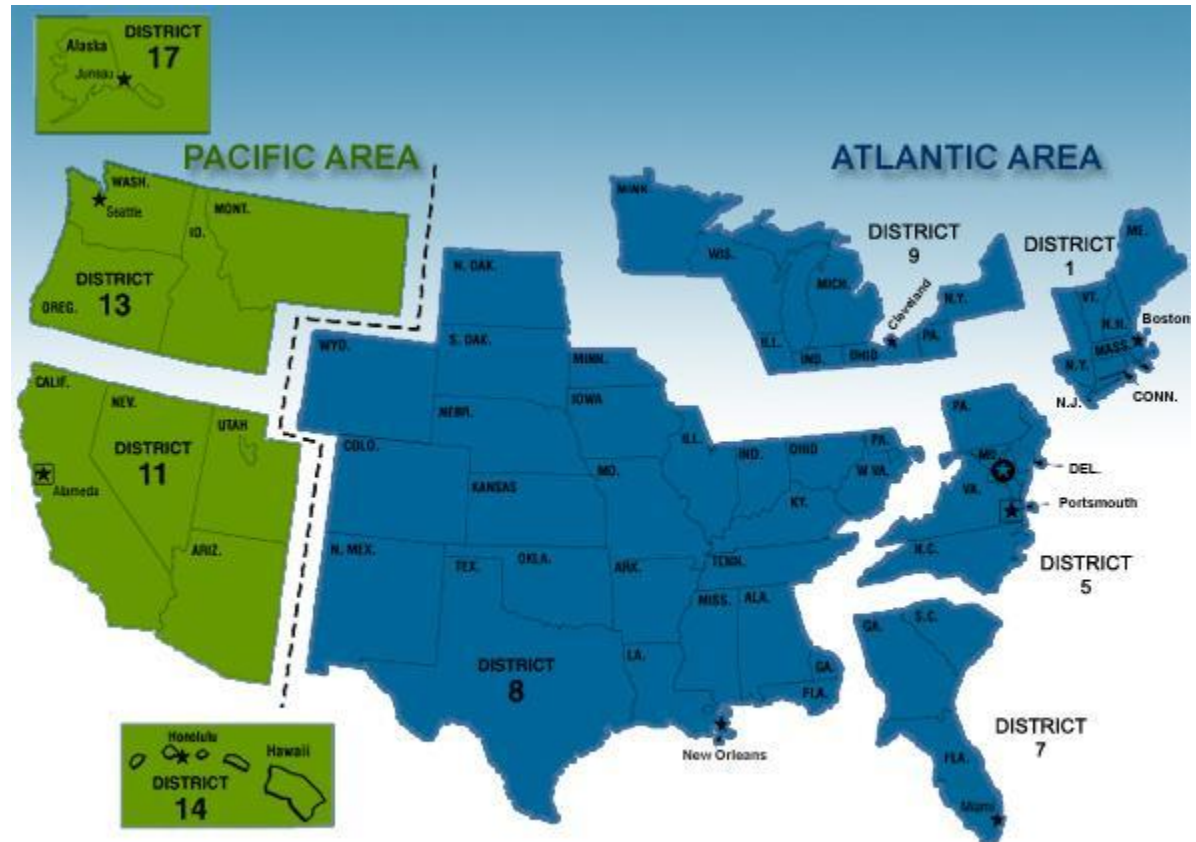


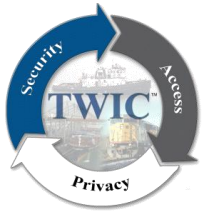
Where is TWIC?

TWIC deployment is defined by U.S. Coast Guard districts.

More than 140 enrollment centers in 9 U.S. Coast Guard Districts will be located throughout the USA and its territories.

Certain enrollment centers will also deploy mobile enrollment stations to further expand accessibility to TWIC enrollment.

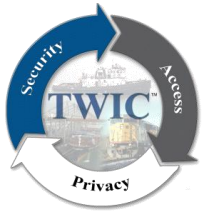




When is TWIC?

TWIC is...

RIGHT NOW!

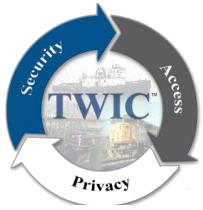


When, cont'd

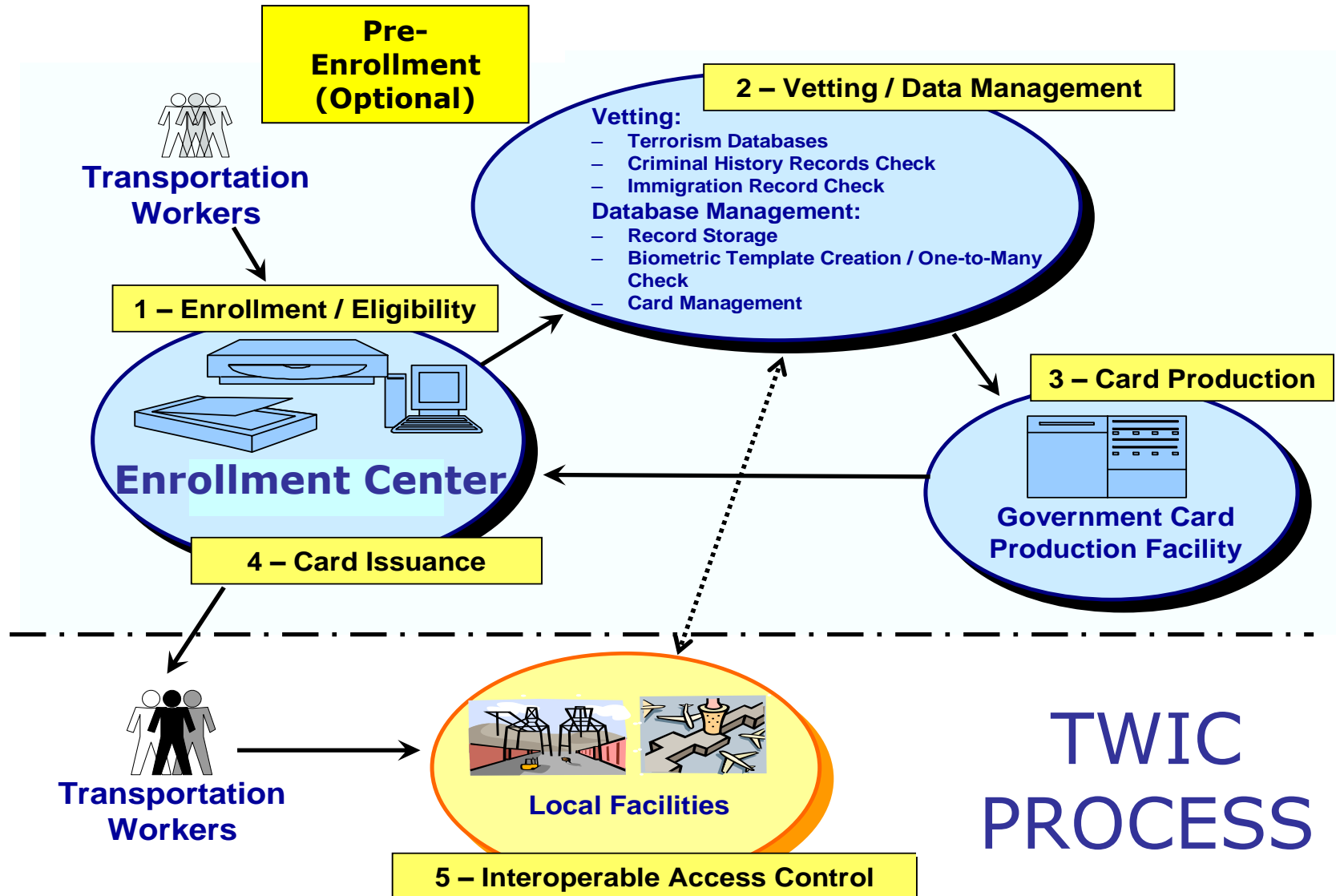
When does a Transportation Worker need to have a TWIC?

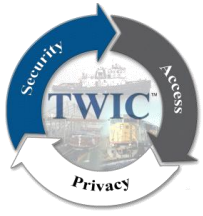


The Coast Guard will publish TWIC compliance dates established by the Captain of the Port in each zone.



How does TWIC Work?





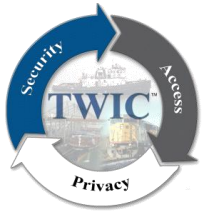
Pre-Enrollment

Pre-Enrollment is **OPTIONAL**
but **STRONGLY ENCOURAGED!**

Benefits of Pre-Enrollment with Appointments:

- Priority Enrollment
- Shortened wait time
- Quicker Enrollment





Pre-Enrollment

1



2



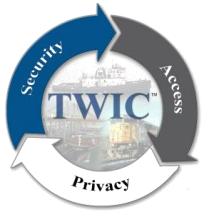
3



4



<https://twicprogram.tsa.dhs.gov/TWICWebApp/>
or call toll-free 1-866-347-8942 (866-DHS-TWIC)



Appointments/TimeTrade

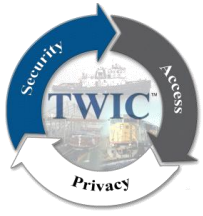
Each center is responsible for running daily appointment reports in TimeTrade.

Appointment Schedule

*Ordered by date
Monday, April 21, 2008
Port of Wilmington, DE
All Programs
All Activities
All Primary Resources*

Apr 21, 2008

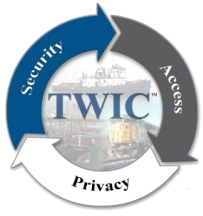
Time	Dur.	Activity	Resource
9:00AM EDT	0:15	Enrollment	Enrollment Workstation 01
9:15AM EDT	0:15	Enrollment	Enrollment Workstation 01
9:45AM EDT	0:15	Enrollment	Enrollment Workstation 01
10:00AM EDT	0:15	Enrollment	Enrollment Workstation 01
10:30AM EDT	0:15	Activation	Enrollment Workstation 01
10:45AM EDT	0:15	Enrollment	Enrollment Workstation 01
11:15AM EDT	0:15	Enrollment	Enrollment Workstation 01



Enrollment

The TWIC Enrollment Process consists of **5** steps:

- 1.** Greeting/Sign In
- 2.** Readiness Check
- 3.** Comparable Threat Assessment Check
- 4.** Payment
- 5.** Enrollment
 - Biographical Information
 - ID Docs/Disclosure Forms Scanned
 - Fingerprints
 - Photograph



Enrollment - Greeting/Sign In

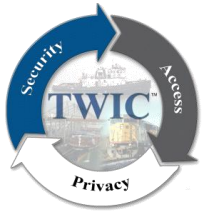
- Each TW will enter the enrollment center and be directed to sign-in.



- Disclosure Forms will be available to fill out while the TW is waiting.

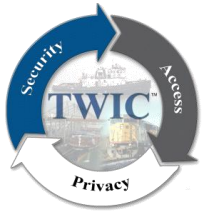


- Appointments will be prioritized at their appointment time over Walk-Ins.



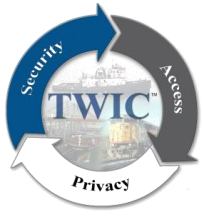
Enrollment - Readiness Check

1. Does the TW have a signed and completely filled out disclosure form?
2. Does the TW have the appropriate form of payment?
3. Does the TW have adequate identity documents?
4. Do not proceed with enrollment unless the answer to each of the above is “YES”.



Enrollment - CTA Check

- Does the TW qualify for a reduced fee due to a Comparable Threat Assessment?
- Does the TW have the documentation to prove the CTA?
- Does the TW understand that if the enrollment is reduced fee, the TWIC Card will expire the same date as the CTA?
- Does the TW wish to proceed with the reduced fee enrollment?



Enrollment - Payment

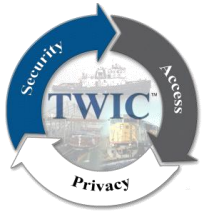
Collect payment prior to enrollment

(*unless bulk payment arrangements have been made by the Field Coordinator)

Standard Fee: \$132.50

Reduced Fee: \$105.25

Replacement Fee: \$60.00



Enrollment - Payment cont'd

Acceptable forms of payment:

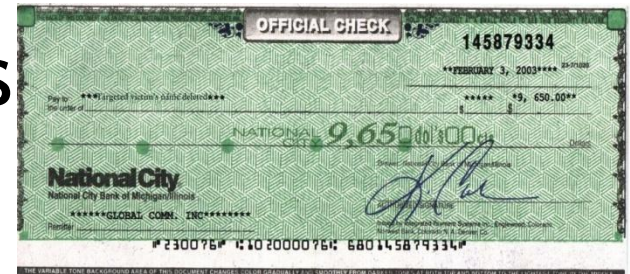
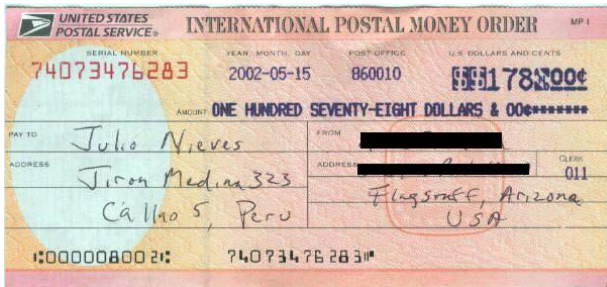
Visa or MasterCard:

Credit, Debit or Pre-paid Cards

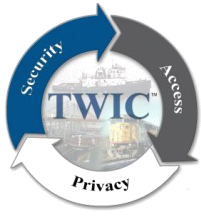


Corporate Checks, Cashier's Checks,

Money Orders



For Official Use Only



Enrollment - Biographical Information

HEWAN ALFRED

Modification | Enrollment Custom | Enrollment Screen | Enrollment Information | Enrollment Information | Enrollment Information

Enrollment Station Demographic Information

Information Demographique De La Station De La Garantie

Today's Date: 08/15/2010

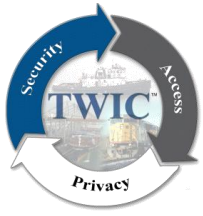
Save As Residence

Street Number / Name Numero de rue et nom de rue	Mailing Street Number / Name Numero de rue et nom de rue
100	100
Apartment / Unit Number Numero de l'appartement ou de l'unit	Mailing Apartment / Unit Number Numero de l'appartement ou de l'unit
City Ville	Mailing City Ville
ARLINGTON	ARLINGTON
State Etat	Mailing State Etat
Virginia	Virginia
Zip Code Code postal	Mailing Zip Code Code postal
12241	12245
Country Pays	Mailing Country Pays
United States	United States

Back | Next

Exit | Cancel Enrollment | Refresh | Reports | Next Tab

10/15/2010 1:07 AM

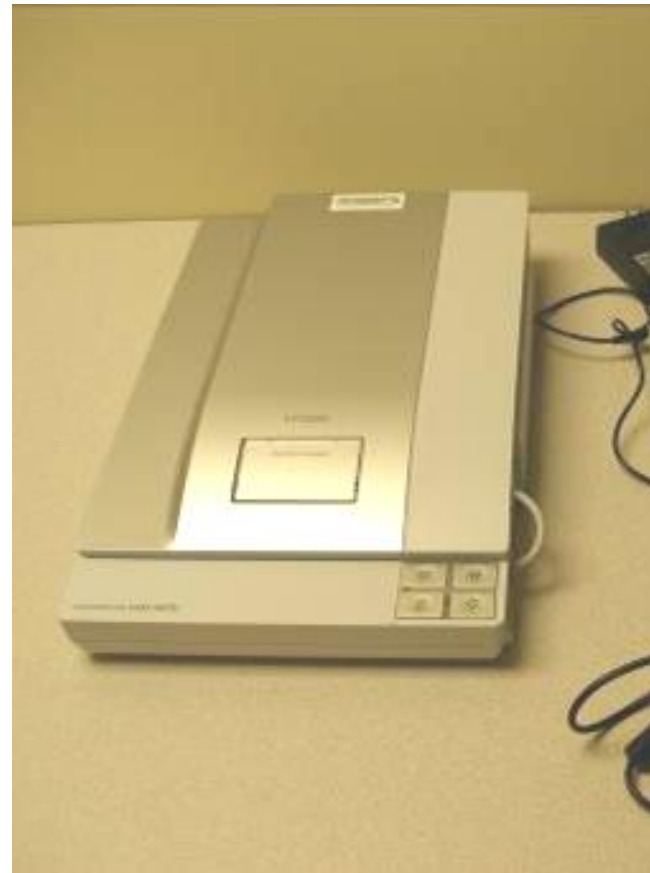


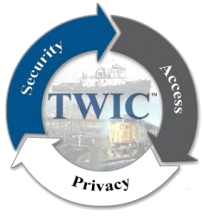
Enrollment - Document Scanning

AssureTec Scanner



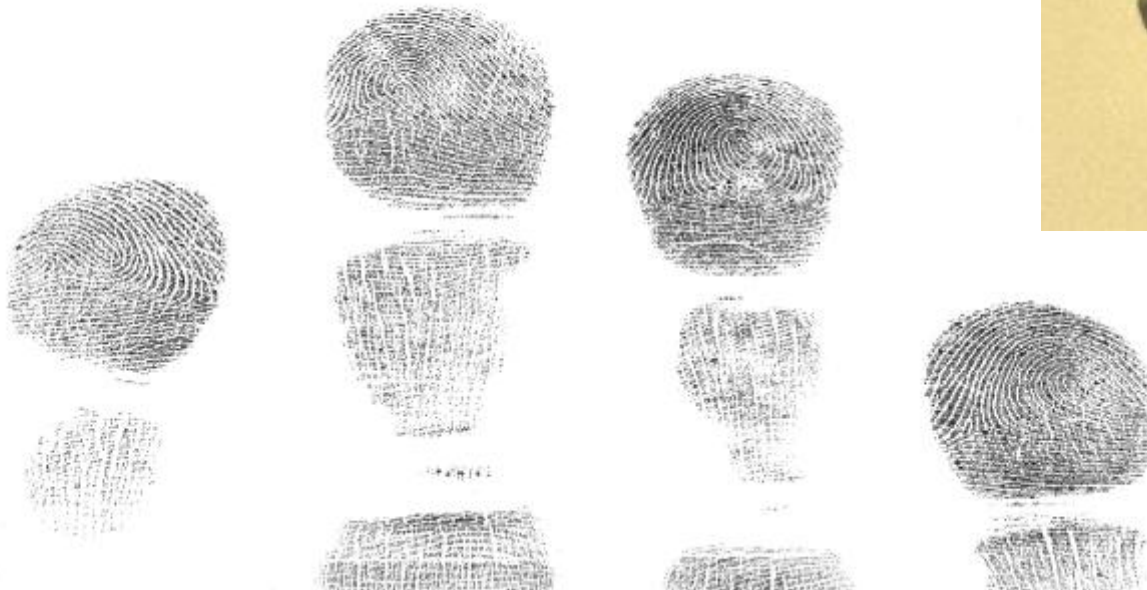
Flatbed Scanner

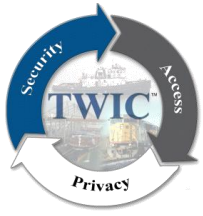




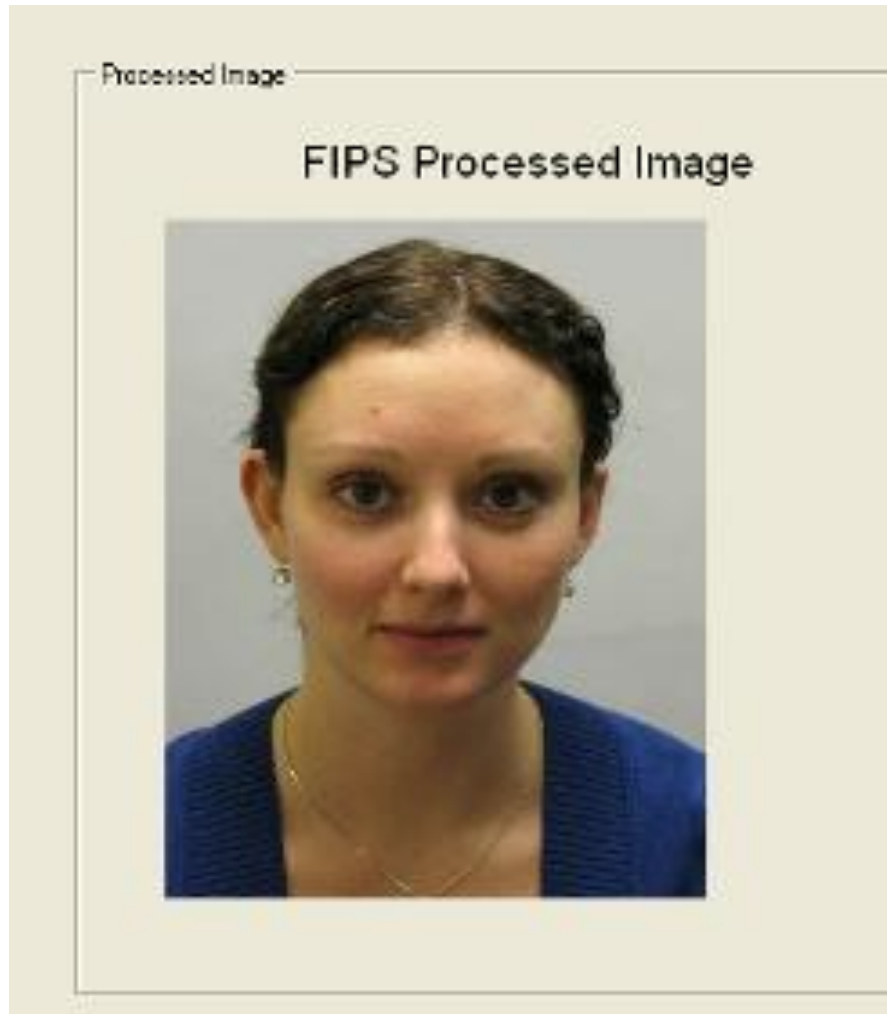
Enrollment - Fingerprints

Fingerprint Scanner

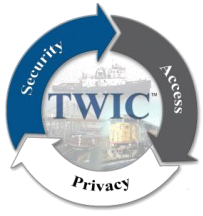




Enrollment - Photograph

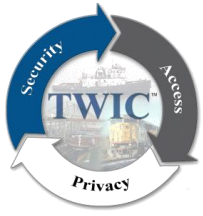


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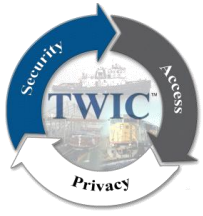
Enrollment - Final Steps

- Trusted Agent “signs” the enrollment package using their PIN # and single digit fingerprint scan.
- Enrollment package is encrypted and sent to the screening gateway for vetting and data management.



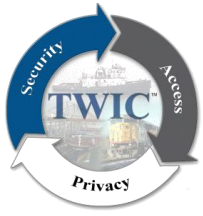
Vetting Process

- If a Transportation Worker is declined, information on applying for a waiver or appeal is sent directly to the TW from TSA.
- No information on the declined status of a TW is available to a TA.



Card Production

- The cards are produced at a government facility in Corbin, Kentucky.
- Completed cards are shipped back to the same location where the Transportation Worker enrolled.



Receiving Card Batches

After batch check in, the TWIC Cards are stored in a GSA approved safe.

Job Information

Job Status: In Transit

BureauBatch for Bureau

Job Initiated by (System Process)
on: Wednesday, September 05, 2007
Identifier: B20070905-000189

Batch Job ID: 15071 items set to status Awaiting response from bureau and progress Awaiting submission to bureau
(Job: 15071, Parent Job: 15070, Status: Awaiting response from bureau, Progress: Awaiting submission to bureau)

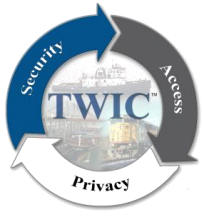
Batch Job ID: 15071 with items created

Close Fail Request Resubmit Reset Request

Received Batch In Transit

Acknowledge receipt of this batch..





Card Activation

When the TW is notified by TSA, they return to the enrollment center, pick up their card, and have it activated.

The process usually only takes a few minutes.

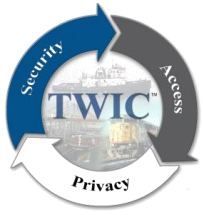
Logon

Card: 7099709900015068



**Shirley Myers, your card requires activation.
Card expires: Monday, September 03, 2012**



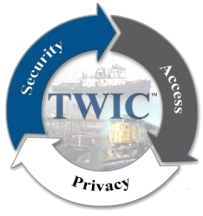


After Issuance

- Having a TWIC Card does not guarantee access to a port facility!



- Access will be granted by local port facility security designated by the U.S. Coast Guard Captain of the Port.



Questions

