TWIC - Navigating Deployment Challenges

DIMACS Workshop on Port Security/Safety, Risk Analysis and Modeling
17 November, 2008
Agenda

• Framing Statistics
• Challenge Spotlight
  – Enrollment
  – Registration
  – Operations
  – Exception Handling
• Parting Considerations
• Questions and Answers
TWIC Basics

- Biometric ID card for all transportation workers who require unescorted access to secure areas within a port
- Depending on USCG 2nd phase rule, a TWIC will need to be verified via:
  - Initial “Flash Pass” and spot checks
  - Bio-metric verification and access control
- 5 Field Tests being conducted
- TSA conducting Reader (ICE) Tests

TWIC Population Estimates

- Nationwide: Approximately 1.5 M
- 635K workers have been enrolled
- 406K cards activated
- Enrollment/Activation lead times: 4-6 weeks
- 8 (only 2 fixed readers) Readers / Solutions have been approved by TSA TWIC ICE List
Challenge Spotlight - Enrollment

Issue:
• US Imports: 48K containers / day
• TWIC Card Holders: 27%
• 70/30 Rule: → 9,200 rejections / day

Key Questions:
• How could TWIC enforcement impact operations?
• What is the transportation worker population?
• What percentage of the population have TWIC cards?

Mitigation Alternatives:
• Prepare solid estimates of your TWIC population
• Categorize population
  • By Job Classification
  • By Frequency
• Develop processes to collect data, before enforcement deadlines

<table>
<thead>
<tr>
<th>Population</th>
<th>Performance Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Daily / Regular</td>
</tr>
<tr>
<td>Longshoremen</td>
<td>● ● ● ●</td>
</tr>
<tr>
<td>Admin / Clerks</td>
<td>● ● ● ●</td>
</tr>
<tr>
<td>Truck Drivers</td>
<td>● ● ● ●</td>
</tr>
<tr>
<td>Other</td>
<td>● ● ● ●</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total</th>
<th>Activated TWIC</th>
<th>Enrolled</th>
<th>Net</th>
<th>Total</th>
<th>Activated TWIC</th>
<th>Enrolled</th>
<th>Net</th>
<th>Total</th>
<th>Activated TWIC</th>
<th>Enrolled</th>
<th>Net</th>
</tr>
</thead>
<tbody>
<tr>
<td>Longshoremen</td>
<td>4,750</td>
<td>310%</td>
<td>220%</td>
<td>410%</td>
<td>150</td>
<td>150%</td>
<td>10%</td>
<td>700%</td>
<td>100</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Administrative / Clerks</td>
<td>2,700</td>
<td>20%</td>
<td>18%</td>
<td>64%</td>
<td>150</td>
<td>60%</td>
<td>2%</td>
<td>88%</td>
<td>190</td>
<td>20%</td>
<td>7%</td>
</tr>
<tr>
<td>Truck Drivers</td>
<td>60,000</td>
<td>1%</td>
<td>20%</td>
<td>81%</td>
<td>35,000</td>
<td>60%</td>
<td>5%</td>
<td>50%</td>
<td>500</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>38,600</td>
<td>10%</td>
<td>0%</td>
<td>90%</td>
<td>66,600</td>
<td>2%</td>
<td>2%</td>
<td>98%</td>
<td>9,000</td>
<td>2%</td>
<td>5%</td>
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<tr>
<td></td>
<td>85,850</td>
<td>31.85%</td>
<td>13.79%</td>
<td>68,951</td>
<td>99,700</td>
<td>295%</td>
<td>1,760</td>
<td>97,637</td>
<td>14,150</td>
<td>254%</td>
<td>472%</td>
</tr>
</tbody>
</table>
Challenge Spotlight - Registration

Issue:
- Transportation workers – 200 to 350K
- 10 to 25 different facilities; and up to 200 MTSA regulated facilities
- 5 to 10 minutes per registration

Key Questions:
- Post Enrollment & Activation – Registration
  - In every facility’s Access Control System?
  - Port’s Access Control System?

Alternative Approaches:
- Stand Alone Deployment
- PACS Registration Alternatives
  - Facility registration
  - Port-wide registration
  - Access Point registration
  - Deployment Considerations
  - Stand Alone
  - Hot List integration
  - PACS Registration
  - Card authenticity
Challenge Spotlight - Operations

**Issue:**
- 250: Est. Number of vehicle and pedestrian access points
- 100%: Biometric verification
- 12 seconds: Additional time to use biometric verification at vehicle gates
- False Positives Vs. False Accept

**Key Questions:**
- How will TWIC impact pedestrian and vehicle throughput?
- How to minimize interruptions?
**Challenge Spotlight - Operations**

**Mitigation Alternatives:**
- Analyze and Integrate TWIC/Biometric Verification into Business Processes
- Integrate with existing infrastructure (Kiosks, LPR, OCR, etc.)
- Deploy readers that minimize biometric verification issues
- Effectively communicate to stakeholder community
Issues
• Trade volume is immense and TWIC population is expansive and diverse
• Issues will surface once TWIC enforcement begins
  • 100% enrollment is not realistic
  • Equipment/Card failures will occur
  • Visitor Types will drive issues/solutions

Key Question:
• How will organizations quickly and efficiently address issues caused by TWIC

Mitigation Actions:
• Estimate scope and magnitude
• Analyze and develop procedures
• Communicate to stakeholders
• Allow “time-outs” or back up procedures

“It’s not just him. The whole system’s down.”
Going Forward

• “There is a long way to go, and a short time to get there”…April 15th is 5 months away
• Assess operations and determine impact and points of failure
• Finalize enrollment and registration strategy
• Build sufficient Exception / Problem Capabilities – TWIC ConOps
• Monitor
  • TWIC Compliance Requirements
  • Field test results and lessons learned
• It’s just not about deploying readers