



DIMACS

TWIC - Navigating Deployment Challenges

DIMACS Workshop on Port Security/Safety, Risk Analysis and Modeling

17 November, 2008



UNISYS

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Agenda



- Framing Statistics
- Challenge Spotlight
 - Enrollment
 - Registration
 - Operations
 - Exception Handling
- Parting Considerations
- Questions and Answers

Framing Statistics

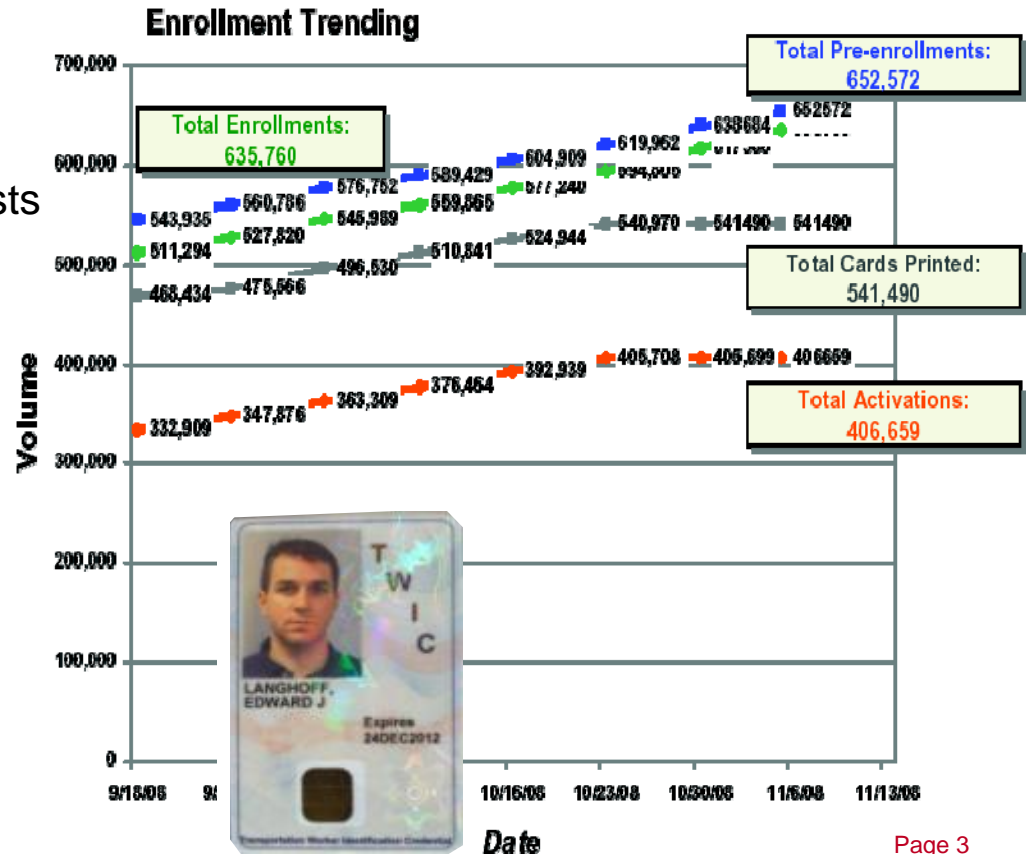
TWIC Basics

- 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

Performance Dashboard			
Population	Daily / Regular	Weekly / Frequent	Occasional / Infrequent
Longshoremen	●	●	●
Admin / Clerks	●	●	●
Truck Drivers	●	●	●
Other	●	●	●

TWIC KPI Statistics												
	Visitors											
	Regular/Daily				Weekly / Frequent				Occasional/Infrequent			
	Total	Activated TWIC	Enrolled	Not	Total	Activated TWIC	Enrolled	Not	Total	Activated TWIC	Enrolled	Not
Total Port Population												
Longshoreman	4,750	30.0%	29.0%	41.0%	150	20%	10%	70.0%	100	1.0%	12.0%	87.0%
Administrative / Clerks	2,700	20.0%	15.3%	64.7%	150	60%	2%	38.0%	150	2.0%	7.0%	91.0%
Truck Drivers	60,000	1.9%	20.0%	78.1%	35,000	0.50%	5.0%	94.5%	5000	5.0%	9.0%	86.0%
Other	18,400	10.0%	0.1%	89.9%	64,400	2%	2%	96.0%	9200	2.0%	5.0%	93.0%
	85,850	3,105	13,791	68,954	99,700	295	1,768	97,637	14,450	254	473	13,724

Challenge Spotlight - Registration

Issue:

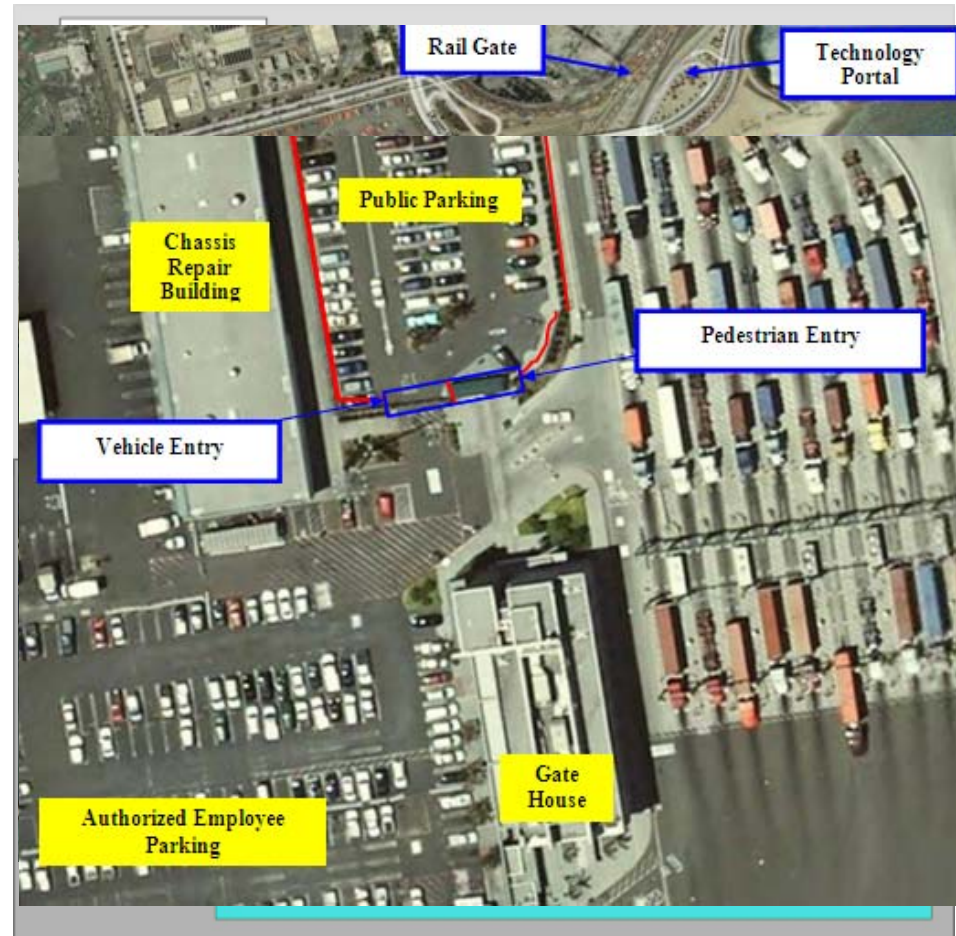
- Transportation workers – 200 to 350K
- 10 to 25 different facilities; and up to 200 MTSA regulated facilities
- 5 to 10 minutes per registration

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:

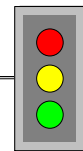
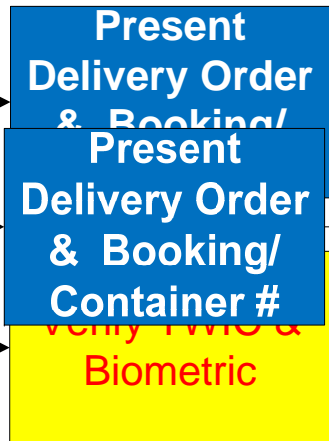
- 250: Est. Number of vehicle and pedestrian access points
- 100%: Biometric verification
- 12 seconds: Additional time to use biometric verification at vehicle gates
- False Positives Vs. False Accept

Key Questions:

- How will TWIC impact pedestrian and vehicle throughput?
- How to minimize interruptions?



Arrive at Port Facility



Receive EIR

Proceed to Pick-up / Drop-off Location

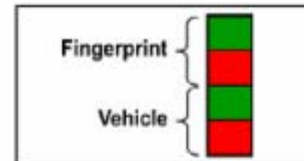
Challenge Spotlight - Operations

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



Light Bar Colors



Vehicle Light Bar:

- GREEN Light:**
Vehicle ID tag match is achieved.
- RED Light:**
Vehicle ID tag match is NOT achieved.

Fingerprint Reader Light Bar:

- GREEN Light:**
Fingerprint match is achieved.
- RED Light:**
Fingerprint match is NOT achieved.

In All Cases:

The Security Guard will inspect your badge before allowing you through the gate..

What If . . .

A Scan Fails:

If you try to scan your enrolled fingerprint three times and still have not received a GREEN light, see the Security Guard.

An Emergency Occurs:

In case there is an emergency situation or abnormal airport operations during the test period, all screening activities will return to existing airport security procedures. See the Security Guard if you have questions.

Name: _____

Enrolled Fingers

Left Hand

Right Hand



Challenge Spotlight – Exception Handling

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



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Thank You

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