

IAB Agenda

- **Opening Remarks** (*Tim Baldrige, NASA*)
- **Credentialing Interoperability in DHS Programs** (*Tom Lockwood, DHS*)
- **Backend Attribute Exchange** (*Chris Loudon*)
- **Results of Winter Blast Exercise** (*Craig Wilson, DHS/FEMA*)
- **Status of NASA HSPD-12 Implementation** (*Tim Baldrige, NASA*)
- **TWIC Update** (*Maurine Fanguy, TWIC PM*)
- **SP 800-116 Strategy for use of PIV Credentials in PACS** (*Bill Macgregor, NIST*)
- **Closing Remarks** (*Tim Baldrige, NASA*)



Transportation Security Administration

Transportation Worker Identification
Credential (TWIC)

Interagency Advisory Board Update

March 26, 2008

Status Update

Deployment

90+ Enrollment Centers open nationwide

Mobile enrollment fielded to make start-up more convenient

Enrollment

Nearly 200,000 workers have enrolled

Enrolling 20,000+ workers per week

Continuing to evaluate population estimates to ensure capacity

Customer Service

Card activation appointments available nationwide

Self-service card status check added online

Added more self-service features to help desk

In January, 93% of applicants were satisfied with their overall experience at the TWIC enrollment center





TWIC Dashboard (Page 1 of 2)

March 20, 2008



Explanation of Dashboard

The TWIC Dashboard provides point-in-time program information on:

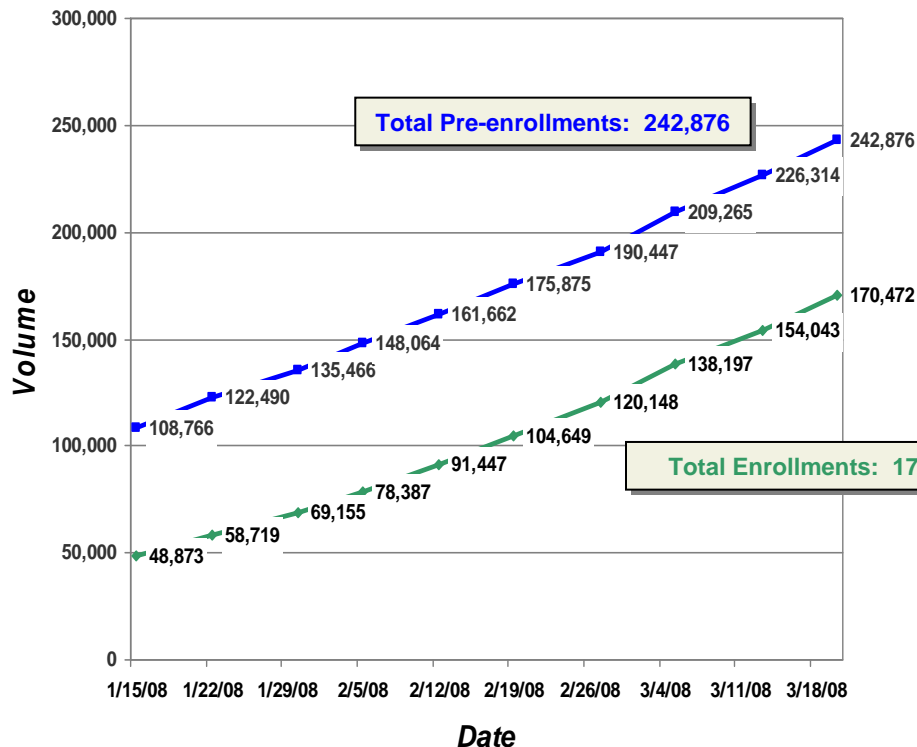
- Enrollment and adjudication-related statistics
- Graph depicting pre-enrollment and enrollment trends
- Contact information for TWIC resources
- Quarterly deployment schedule identifying enrollment center opening dates if formally announced in the Federal Register; current enrollment numbers are included for centers that are operational

Program Statistics

Enrollment/Activation	Measurement (as of 03/19/08)
Pre-Enrollments	242,876
Enrollments (88 enrollment centers operational)	170,472
Cards Printed (as of 3/18)	94,128
Cards Activated	38,234
Average Enrollment Time	9.5 minutes

Security Threat Assessment	Measurement (as of 3/16/08)
Initial Disqualification Letters	2,729
Appeals Requested	1,235
Appeals Granted	1007
Waivers Requested	116
Waivers Granted	99
ALJ Hearings Requested	0
ALJ Hearings Granted	N/A
Final Disqualification Letters	10

Enrollment Trending



TWIC Information and Resources

Help Desk: 1-866-DHS-TWIC (1-866-347-8942) **Website:** www.tsa.gov/twic
 8:00 AM ET - 12:00 AM ET
Email: credentialing@dhs.gov

What's Gone Well

Alignment to PIV Card Edge Specification

- Allows for use of GSA Approved Products

- Controls Cost of Card Stock and Allows Interoperability

Single Workstation Image for all 300+ Units

- Remote Troubleshooting and Image Support

Rapid Repeatable Deployment Process

- Quickly Train and Roll out Ports

Hosted Mobile Deployments

- Perform Enrollments at Customer Locations



What's Gone Well (Cont)

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

Possible Hits Include...

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



Lessons Learned

Modified Capture Process to Allow for Large Hands

Decreases FBI reject rates

Fingerprint Matching Algorithm Must be Optimized

Continuing to work with NIST and TSA to Study Data – Significant Improvements to Date

Card Activation Scheduling is Important

For high-volume applications, walk-in only is not sufficient

Need to Rapidly Adjust Resources to Handle Fluctuating Demand

Regional Differences in Demand

Requirements for Flexible Hours

Self Service Options

Checking Card Status

General Information

Scheduling Appointments

Bottom Line: Study the Data and Take Calculated Action



SAFE Port Act Pilot Test

Pilot Test Requirements:

- o Evaluate technical performance of TWIC card / biometric reader function
- o Evaluate operational and business process impact of conducting biometric verification of identity in various maritime facility and vessel operating scenarios

Participants

- o Ports of NY/NJ; Long Beach; Los Angeles; and, Brownsville
- o Vessel operations: inland river tug/towing operations Vicksburg, MS; and, small passenger vessel operation in Annapolis, MD
- o May add: ocean-going vessel; large passenger ferry; and, Great Lakes facility



Questions



Transportation
Security
Administration