



**Transportation
Security
Administration**

U.S. Department of
Homeland Security
**United States
Coast Guard**



TWIC Enrollment Port Brief

**Prepared for
U.S. Coast Guard, Captains of the Ports, Port Authorities, Union Leaders & Employers**

**April 2007
Presented by: Lockheed Martin and Deloitte Consulting LLP**



AGENDA

Introductions

- Lockheed Martin, Deloitte Consulting LLP

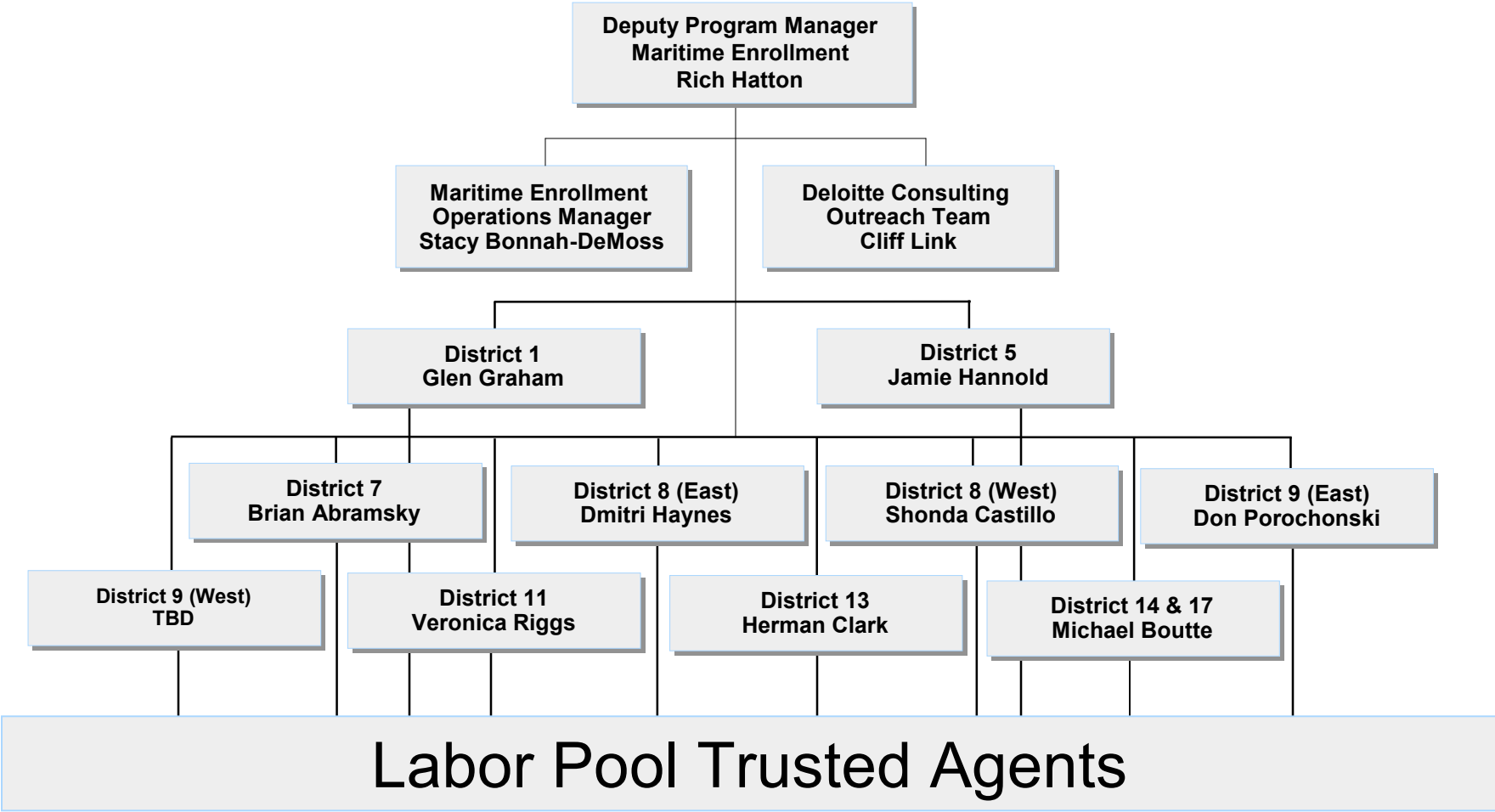
Program Field Organization

Our Mission

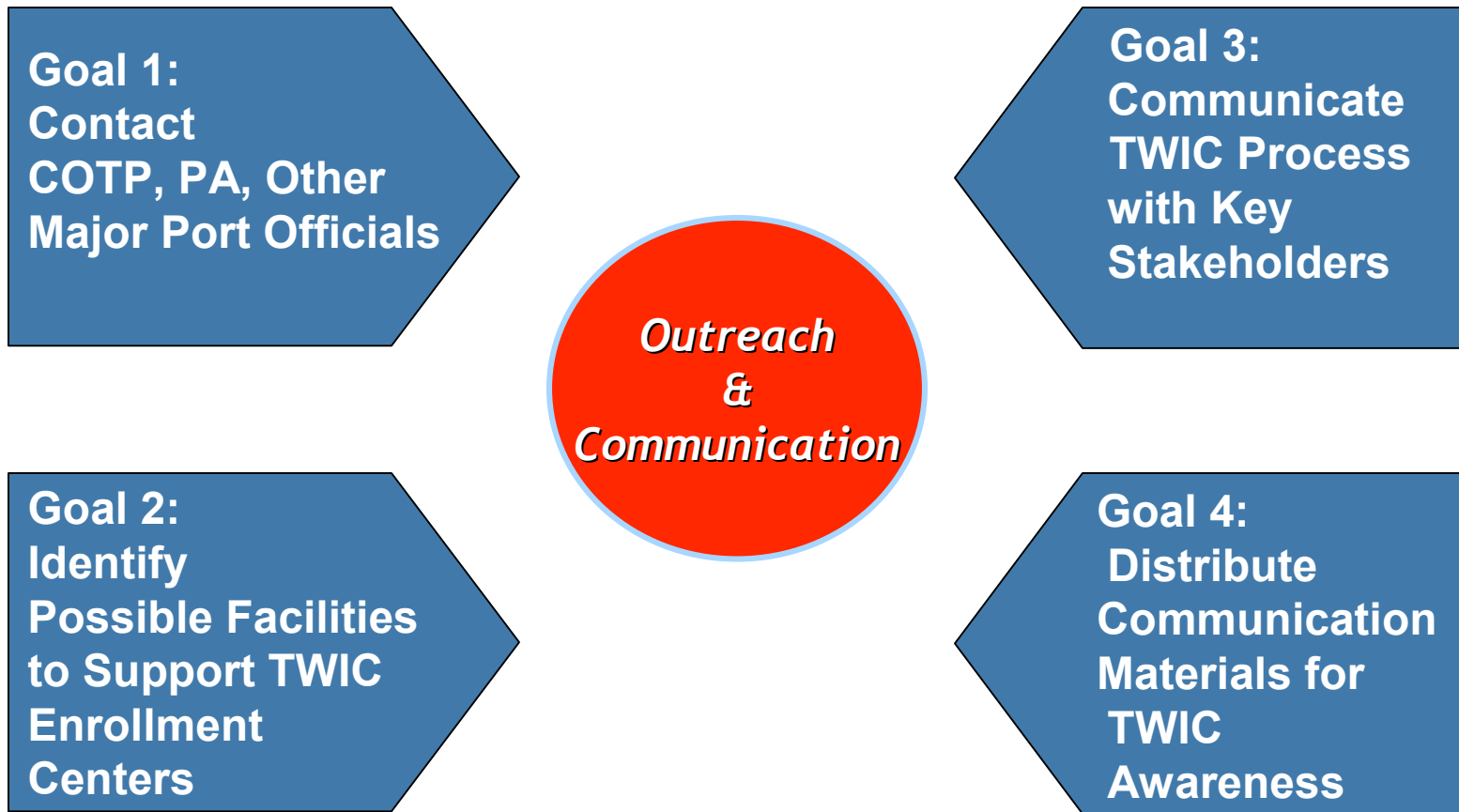
- Outreach and Communications
- Identify and Secure Enrollment Facilities
- Enroll TWIC Applicants and Deliver TWICs

Deployment Approach

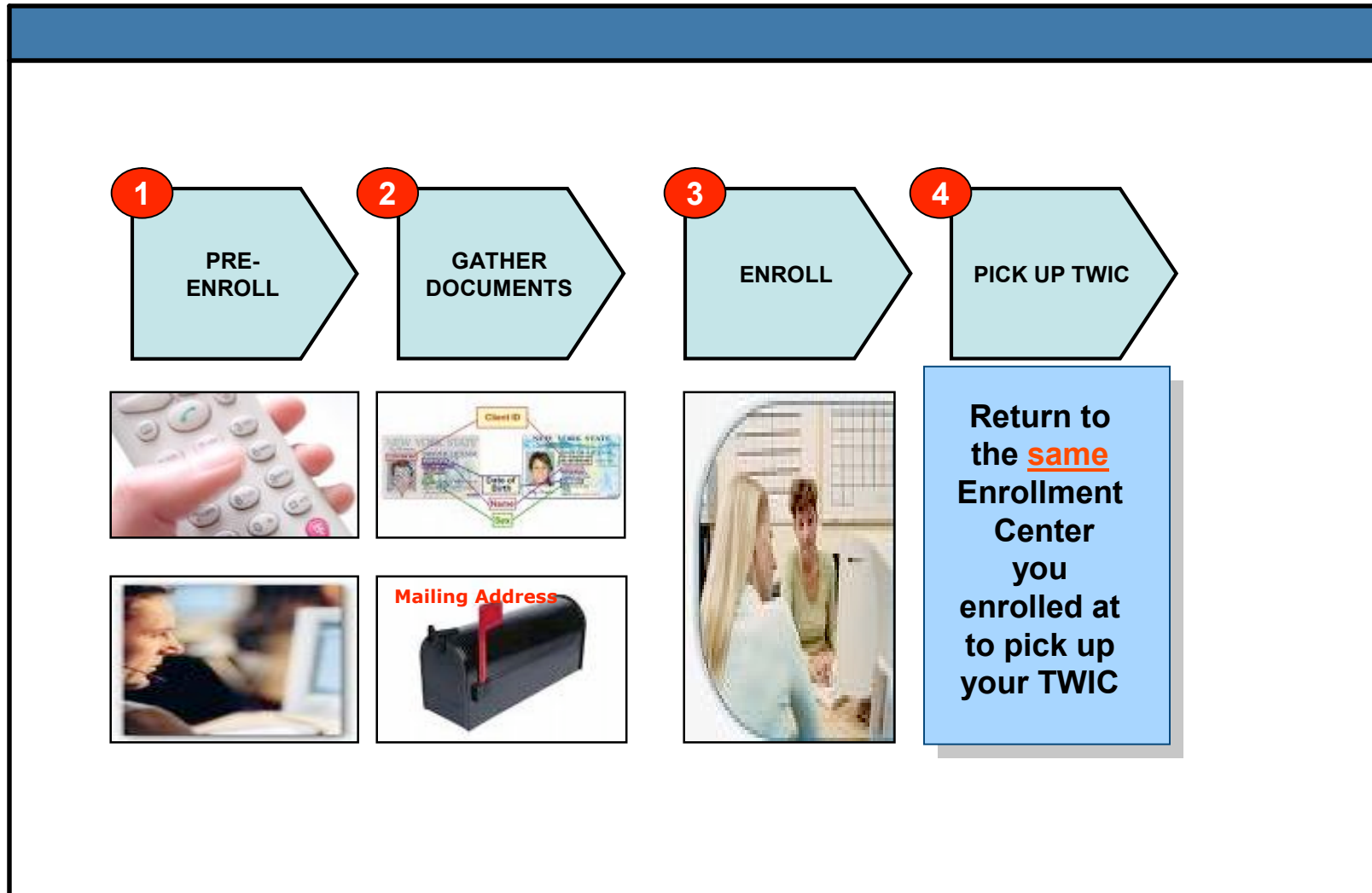
LOCKHEED MARTIN TWIC FIELD ORGANIZATION



OUTREACH & COMMUNICATION



HIGH LEVEL ENROLLMENT PROCESS



PRE-ENROLLMENT

Pre-Enrollment Options

- Web Site
 - www.tsa.gov/twic
- Call Center
 - **1-866-DHS-TWIC** 
- Pre-enrollment capability at larger sites



PRE-ENROLLMENT (continued)

By Pre-enrolling you will:

- Receive an appointment time and avoid lines at the enrollment center
- Provide your personal information ahead of time and in a secure manner
- Save about five minutes at enrollment center
- No payment until you enroll at the Enrollment Center
- The following information will be needed:
 - Name, DOB, Address, Contact information
 - Employment information
 - Current and Previous Mailing Addresses
 - Height, Weight, Hair and Eye Color
 - City, State, Country of Birth
 - Alien Registration Number (If Applicable)
 - State of Application and CDL of any HME held
 - Passport Number (Optional)
 - Social Security Number (Optional)

REQUIRED DOCUMENTATION

At the Enrollment Center applicants **must** provide the appropriate documents in order to verify their identity.

List A (Any 1 of list below)

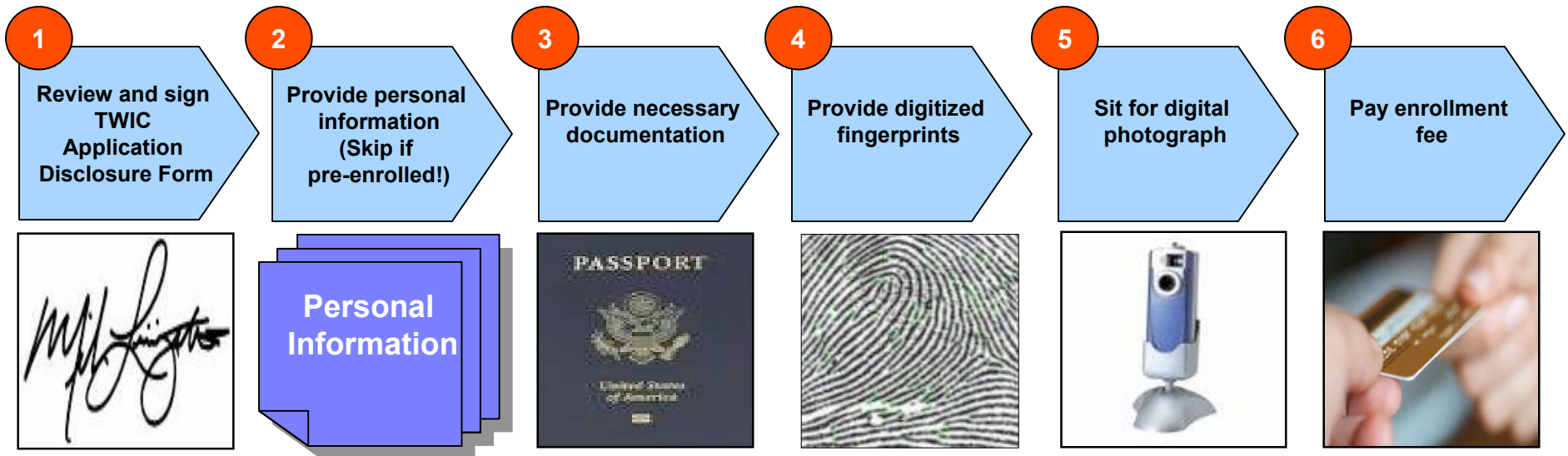
- Unexpired Passport
- Unexpired Permanent Resident card or Unexpired Alien Registration Receipt Card with photograph
- Unexpired Foreign passport with one of the following:
 - I-551 Stamp;
Attached INS Form I-94 indicating unexpired employment authorization;
 - Unexpired employment Authorization Document (I-766);
 - Unexpired Employment Authorization Card (INS-688B);
 - *OR* with one of the following Unexpired Visas: E-1, E-2, E-3, H-1B, H-1B1, L-1, O-1, TN, M-1, C-1/D
- Free and Secure Trade (FAST) Card
- Merchant Mariner Document (MMD)

Or

List B (Need two and one must be a government-issued photo ID)

- U.S. Certificate of Citizenship (N-560,561)
- U.S. Certificate of Naturalization (N-550 or 570)
- Driver's license or ID card issued by a state or outlying possession of the United States
- Original or certified copy of birth certificate issued by a state, county, municipal authority, or outlying possession of the United States bearing an official seal
- Voter's Registration Card
- Consular Report of Birth Abroad
- U. S. Military ID or Retired Military ID
- Military Dependent's Card
- Expired U.S. Passport
- Native American Tribal Document
- U.S. Social Security Card
- U.S. Citizen Card I-197
- U.S. Military Discharge Papers DD-214
- Department of Transportation (DOT) Medical Card
- Civil Marriage Certificate

AT THE ENROLLMENT CENTER



- **Cost:**
 - A TWIC costs \$137.25 or
 - MML, HME or FAST card holders \$105.25
- **Payment:**
 - Credit Card (Visa, MasterCard)
 - Money Order
 - Certified Check
 - Employers/Organizations paying for employees may choose to pay by Corporate Check, or may issue “pre-paid” debit cards to employees
- **No Cash or Personal checks will be accepted**
- **Estimated time: 10 minutes (if pre-enrolled)**

AFTER INITIAL APPLICATION

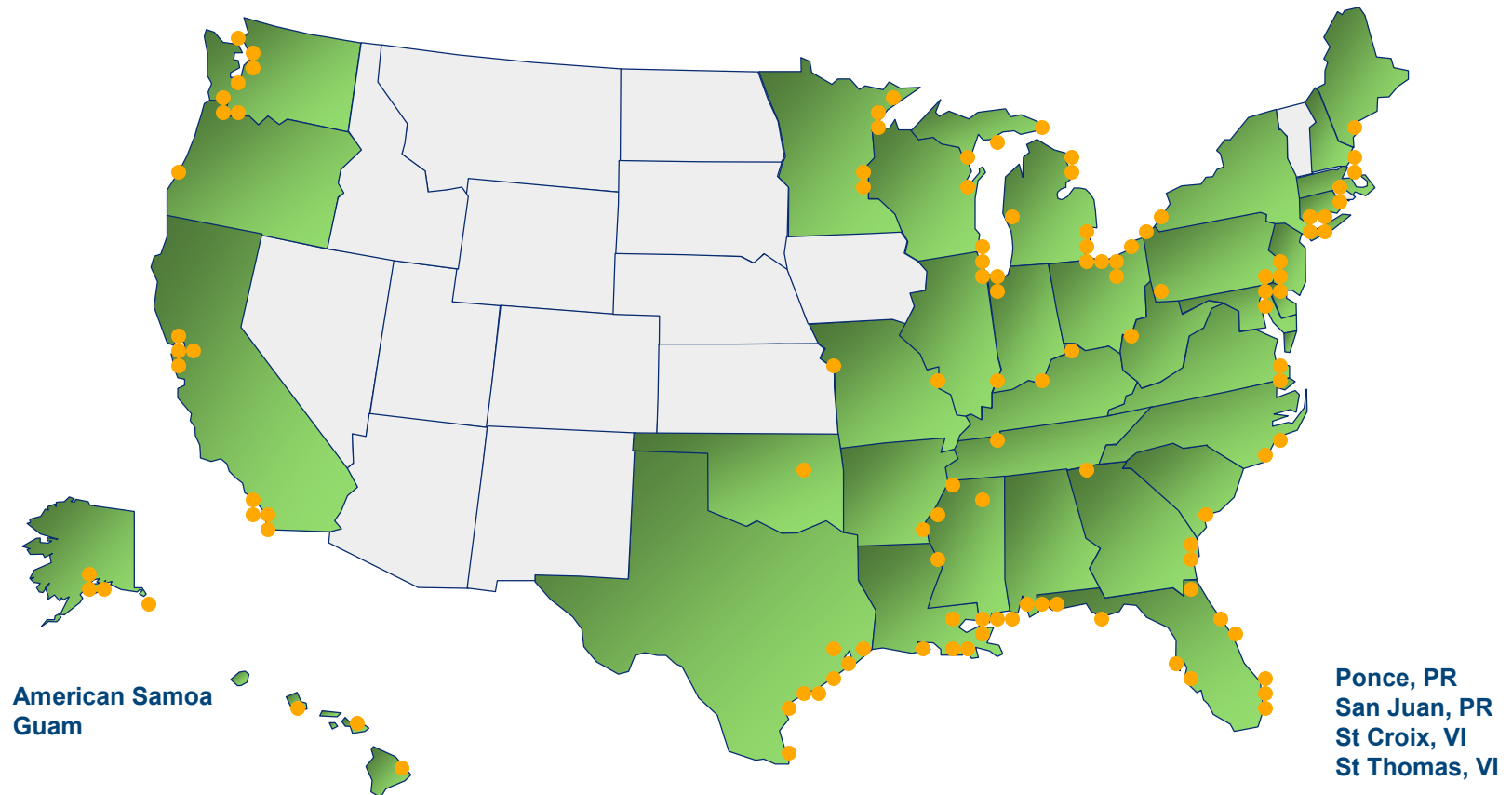
- Applicants will be notified by phone or email when their TWIC is ready.
- Applicants must return to TWIC Enrollment Center to pick up their TWIC.
- If an applicant receives a notice that they have been disqualified, they will also receive information that clarifies the appeal and waiver process.
- In the event of disqualification, the applicant **will** be notified, and the employer **may** be notified, except if TSA has reliable information concerning an imminent threat posed by an applicant. In this case, an employer, facility, vessel owner, or COTP may be notified. On the TWIC Application Disclosure Form, the applicant certifies the following statement in writing:
“I acknowledge that if the Transportation Security Administration determines that I pose a security threat, my employer, as listed on this application, may be notified....”
- Applicants are encouraged to reapply if they are initially disqualified. Applicants will need to understand the nature of the disqualification and the corresponding look-back periods of 5 or 7 years if applicable. Reapplying can occur as long as there are no other disqualifying events.
- Individuals are required to notify TSA if they are convicted of a disqualifying offense (once they are a TWIC holder) or no longer meet the immigration standards.

PICK UP YOUR TWIC

- Return to the **same** Enrollment Center you enrolled at
- Pick up and activate your TWIC
- Don't forget your PIN
- That's it! Estimated time: 5 minutes
- Note: Mobile Enrollment Center applicants will be required to pick up TWIC at nearest fixed Enrollment Center

ENROLLMENT STATIONS

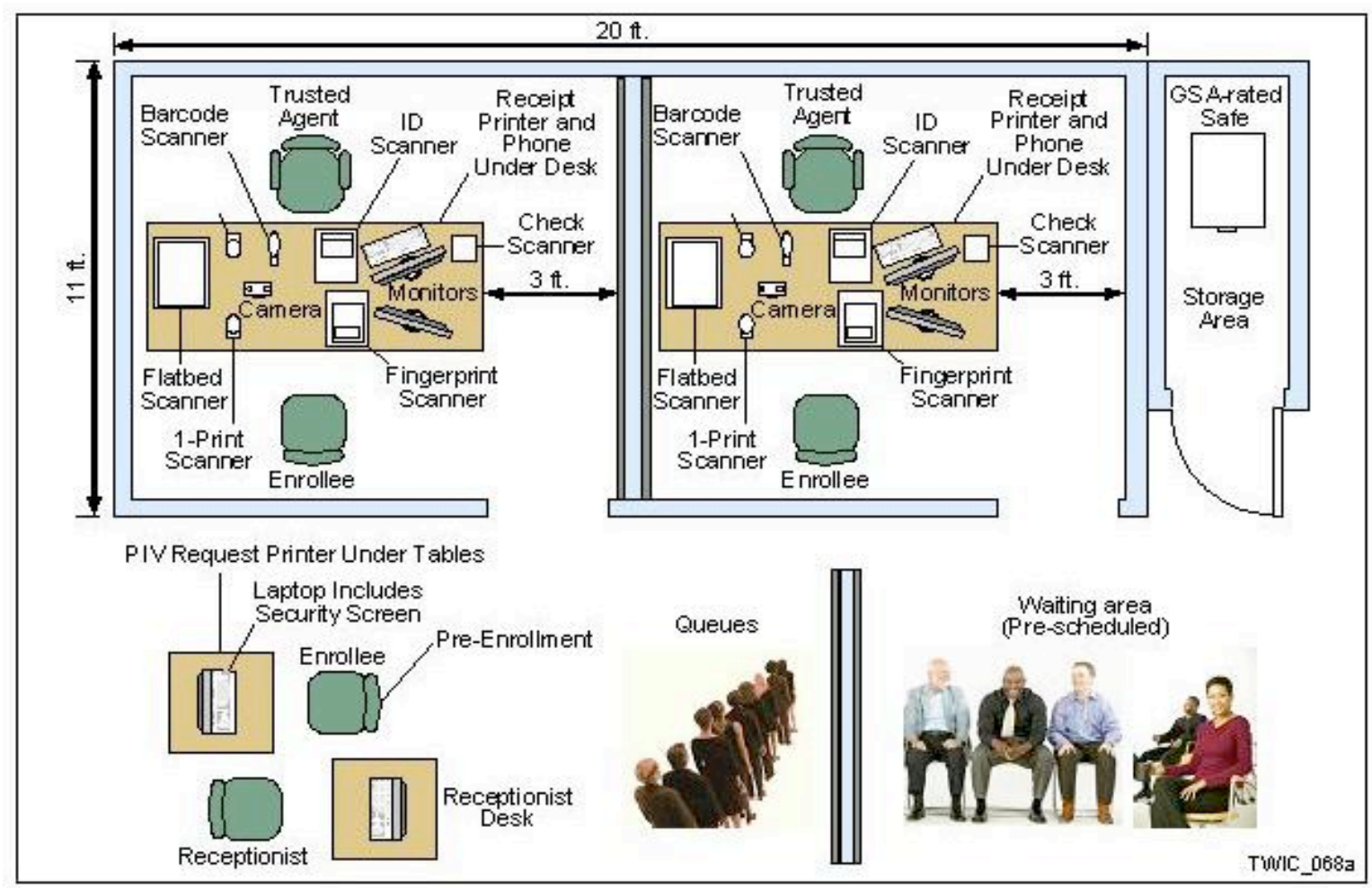
Approximately 130 Enrollment Stations will be located throughout the U.S. and its territories



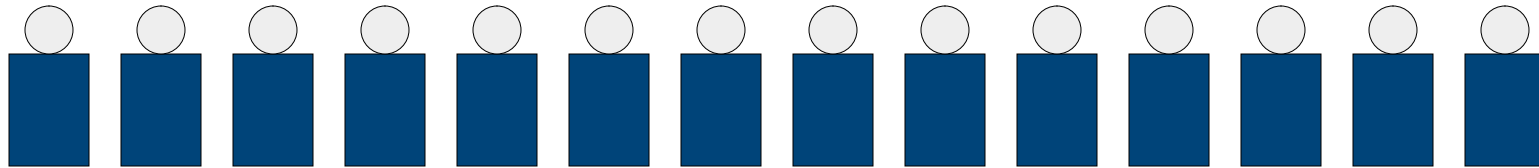
ENROLLMENT STATION TYPES

- **Port Stakeholders are encouraged to immediately nominate potential “Fixed” Enrollment Center locations.**
- **Fixed Enrollment Center Characteristics**
 - Longer term duration (months to years), will possibly remain as an enrollment center through sustainment period (after initial “ramp up” enrollment period).
 - Acts as hub for enrollment in port/ sector.
 - Accessible to all port workers, regardless of employer or job function.
- **Employers and unions are encouraged to request services of “mobile” enrollment stations to facilitate quick enrollment with minimal time away from workplace.**
- **Mobile Enrollment Stations Characteristics**
 - Temporary basis, designed to allow for efficient enrollment of employees/members.
 - Deployed from fixed center to large employers or unions upon request and approval.
 - May be open to an employer to accommodate solely their employees and/or members or all port workers.
 - No additional cost to requesting organization.
 - Prefer internet access, phone line, in private conference room/office.
 - Availability of mobile centers dependent on demand. Requesting organizations will be contacted by Lockheed Martin team prior to port enrollment start date.

TYPICAL ENROLLMENT STATION LAYOUT



ENROLLMENT CENTER STAFFING



Trusted Agents (TAs) & TA Supervisors

- Identification of Candidates recruited locally (when possible)– 2 Month Window
- 5 Weeks for Vetting (when possible)
- One Week On-Site Training
- Enrollment centers will be set up 1 week before enrollment start date
- Threat Assessment/Background Check is more rigorous as TAs are subjected to be vetted as contract employees in addition to being TWIC'd.

FORMAL NOTIFICATION PROTOCOL

- **USCG Notify COTPs of Enrollment Schedule**
- **LM Team Will Contact each site to communicate enrollment details, obtain facility nominations, secure facilities, set up enrollment stations, and commence enrollments.**
- **Public Notification via the Federal Register Notice**

CONCLUSION

The TWIC Team is committed to the successful deployment of the program throughout the maritime transportation sector.

We need your commitment to make the TWIC program a success!

Please forward the following to alinderman@deloitte.com:

- Nominations for TWIC Enrollment facilities (Fixed or Mobile)
- Key Points of Contact (POCs) for Coast Guard, Port Authorities, Employers and Unions operating at port (to facilitate mass communications)
- Feedback on issues, obstacles, and overall activity

Contact Information

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Transportation Security Administration:

- 1-866-DHS-TWIC (1-866-347-8942)
- credentialing@dhs.gov