

TWIC PROGRAM

The Transportation Worker Identification Credential (TWIC) is a vital security measure that will ensure individuals who pose a threat do not gain unescorted access to secure areas of the nation's maritime transportation system.

TWIC was established by Congress through the Maritime Transportation Security Act (MTSA) and is administered by the Transportation Security Administration (TSA) and U.S. Coast Guard. TWICs are tamper-resistant biometric credentials that will be issued to workers who require unescorted access to secure areas of ports, vessels, outer continental shelf facilities and all credentialed merchant mariners. It is anticipated that more than 1 million workers including longshoremen, truckers, port employees and others will be required to obtain a TWIC.

Enrollment and issuance began at the Port of Wilmington, Delaware October 16, 2007 and will continue through calendar year 2008 and part of 2009. Enrollment began at the Oxnard Harbor District during the Spring of 2008 and to date more than 3,000 individuals have applied for TWICs. To obtain a TWIC, an individual must provide biographic and biometric information such as fingerprints, sit for a digital photograph and successfully pass a security threat assessment conducted by TSA. Pre-enrollment is recommended as it is designed to save applicants time by enabling them to provide their biographical information and make an appointment for in-person enrollment.

Currently, there are no regulatory requirements pertaining to the use of TWIC readers. However, initial testing and evaluation of TWIC readers began in calendar year 2008 as part of the pilot testing phase.

- ❖ **Ventura County's enrollment center is located at 674 County Square Drive Suite 106 A/B Ventura, CA 93003-5454. Tractor Trailers are not allowed to park along County Square Drive, however, temporary parking is available in the rear of lot F at the Ventura County Government Center (800 S. Victoria Ave.) A foot tunnel runs under Victoria Avenue from the Government Center to County Square Drive (sign are posted). Additional information can be obtained by calling 1 (866) DHS-TWIC (347-8942) or at the Transportation Security Agency web site at www.tsa.gov/twic**

- When will I be required to have a TWIC?

The Port of Hueneme will initiate TWIC compliance for entry on Tuesday April 14, 2009.

- How do I get access to the Port if I do not have a TWIC?
 - Anybody with business at the Port and without a TWIC must arrange for a trained escort through either the facility to be visited or through an escort for hire service **BEFORE** arriving at the Port. Escorts for hire at the Port of Hueneme are available by contacting:

- 1) San Pedro Forklift Inc, Port Services
SPF/Port Services office: (805) 986-1000
Fax: (805) 986-2000
After hours/Emergency: (805) 415-7604
Email: twicescort@aol.com

Anticipated Fee Schedule: **Monday thru Friday 8 am to 5 pm** - \$80 for the first two hours; all additional hours or portion thereof will be at the rate of \$30 per hour. During non-regular

hours, including nights, weekends, and Holidays, there will be a surcharge of \$30 in addition to any applicable rates. Bulk rates for visitors/tours are available.

- 2) Channel Islands Logistics
Chris Carr: (805) 488-3435 ext. *812
Don Coombs: (805) 981-8001 ext. *811
Web site: www.chillogistics.com/contact.php

Anticipated Fee Schedule: **Monday thru Friday 8 am to 5 pm** - \$60 per hour. Channel Islands Logistics provides optional Pick up, Transfer, Cold Storage and Cross Docking services for \$275.

*** Prices quoted above are subject to change without notice, individuals applying for escort services are advised to reconfirm prices with escort at time of application.**

General

- **What is TWIC?**
 - TWIC is a common identification credential for all personnel requiring unescorted access to secure areas of [MTSA](#)-regulated facilities and vessels, and all mariners holding Coast Guard-issued credentials. Individuals who meet TWIC eligibility requirements will be issued a tamper-resistant credential containing the worker's biometric (fingerprint template) to allow for a positive link between the card and the individual.
- **How will the TWIC be used?**
 - During the initial rollout, TWIC will be used for visual identity checks. TWIC holders will present their cards to authorized personnel, who will compare the holder to his or her photo, inspect security features on the TWIC and evaluate the card for signs of tampering. The Coast Guard will conduct vessel and facility inspections and use hand-held readers during spot checks to ensure credentials are valid and identity is verified. A second rulemaking will establish access control requirements, including the use of electronic readers by certain vessel and facility owners and operators.
- **Who must get a TWIC?**
 - We anticipate that over 1.2 million individuals will apply for a TWIC. This includes Coast Guard-credentialed merchant mariners, port facility employees, long shore workers, truck drivers, and others requiring unescorted access to secure areas of maritime facilities and vessels regulated by [MTSA](#).
- **Where do I go for 'official' TWIC enrollment information and services?**
 - TWIC information and resources are available on the official TWIC Program web site (www.tsa.gov/twic) and through the TWIC help desk (1-866-DHS-TWIC), at no additional cost to the enrollment fee. All information about the TWIC Program, including the enrollment process, can be found at this web site, which was recently revamped based on stakeholder feedback, and the official TWIC help desk. These resources enable applicants to pre-enroll, schedule appointments for both enrollment and activation, locate a convenient enrollment center, and access comprehensive frequently asked questions – all at no additional cost, with minimal effort and time. We encourage applicants to take advantage of these resources in order to save time and to provide you with the official information on the TWIC Program.
- **How will I be notified to get a TWIC?**
 - Facility and vessel owners/operators are required to notify employees of their responsibility to possess a TWIC based on their need to have unescorted access to secure areas of vessels and facilities. Owners/operators are encouraged to provide this same information to personnel who are not facility or vessel employees (e.g. contractors, truck drivers). Coast Guard Captains of the Port (COTP) will also be working with the local

Area Maritime Security Committees (AMSC) to inform individuals of TWIC requirements and compliance dates.

- **Can contractors apply for a TWIC if they anticipate bidding on or receiving a contract that would require unescorted access to secure areas of MTSA-regulated vessels or facilities?**

- Contractors (or individuals who are not direct employees of a port owner or operator, but rather are 'contract' employees) can apply for a TWIC as long as they meet the TWIC eligibility requirements and, at a minimum, are expecting to pursue contracts at MTSA-regulated vessels and facilities where the owners or operators have determined a need for unescorted access in secure areas.

- **Can a TWIC be confiscated, or taken from an individual, by an employer?**

- Per the Code of Federal Regulations 49 CFR 1572.19(c), the TWIC™ is the property of the Transportation Security Administration (TSA), and held by the individual to whom the card was issued. The TWIC allows an individual worker to gain employment with any company that requires access to secure areas within a Maritime Transportation Security Act (MTSA) of 2002 regulated facility, and should not be taken from the worker. There is one exception to this standard: an employer must retrieve a TWIC from an alien who is working pursuant to a visa listed in 49 CFR 1572.105(a)(7) when the visa expires or when the work authorized by the visa expires. In this case, the employer must return the TWIC to TSA.

- **How long is the TWIC card valid?**

TWICs remain valid for five years, unless the expiration date was based on a comparable credential (Free and Secure Trade (FAST) card, Merchant Mariner Document/ License, or Hazmat Endorsement). TWIC holders are responsible for knowing when to begin the renewal process.

- **When will I be required to have a TWIC?**

The Port of Hueneme will initiate TWIC compliance for entry on Tuesday April 14, 2009.

- **Where can I find TWIC documents translated in other languages?**

- The TWIC program provides communications materials in Spanish and English for the following areas:
 - **Pre-enrollment** <https://twicprogram.tsa.dhs.gov/TWICWebApp/>
 - **Help desk** (1-866-347-8942)
 - **The TWIC Disclosure and Certification Form** has been translated into 13 languages and also accommodates the use of a translator in order to assist applicants.
 - **General fact sheets and informational flyers**
http://twicinformatio.n.tsa.dhs.gov/twicinfo/twic_information.jsp
 - **Port-specific materials**
<http://twicinformatio.n.tsa.dhs.gov/twicinfo/schedule.jsp>
- **TWIC background check and applicant's rights to an appeals and waivers process.** Please note: other translations can be found on the NELP site at http://www.nelp.org/nwp/second_chance_labor_project/.
 - Note: the accuracy of these translations has not been confirmed by TSA and it is important to note that they do not replace or amend the TWIC appeal and waiver process in any way. TSA is providing the link to the NELP translations for your information.

- **Will these rules affect all Merchant Mariners?**

- Yes. All credentialed U.S. merchant mariners must obtain a TWIC. This includes all persons holding a Coast Guard-issued merchant mariner's license, merchant mariner's document (MMD), Operator of Uninspected Passenger Vessels (OUPV), Standards of Training, Certification and Watchkeeping (STCW) Certificate, or certificate of registry

(COR). With the implementation of TWIC, the Coast Guard MMD would primarily serve as proof of professional qualifications. The Coast Guard has drafted a supplementary proposed rule (published in the same Federal Register edition as the TWIC final rule) that proposes to combine the elements of all four current merchant mariner professional credentials into one certificate called the Merchant Mariner Credential (MMC). The Coast Guard and TSA are streamlining the process for the two credentials to reduce costs, duplication of effort and processing time for mariners. If the MMC proposed rulemaking is finalized as currently written, the Coast Guard would begin issuing the MMC in September of 2008 and would phase in the replacement of mariner's current credentials over a period of five years. Mariners would be issued their credential in the form of an MMC at the time they renew their current credential, or when applying for a new credential. The proposed rulemaking would not affect the validity of a mariner's current credential.

- **How do I know my personal information is safeguarded?**
 - Privacy and the security of your personal information are critical to the TWIC program. To ensure privacy is protected, applicant data is encrypted and stored at a secure government facility using methods that protect the information from unauthorized retrieval or use.

- **Is TWIC an acceptable form of ID at an airport screening checkpoint?**
 - Yes, the TWIC card is an approved government issued photo ID.

- **Who can I contact to get more information on TWIC?**
 - Web site: www.tsa.gov/twic
 - TWIC Program Help Desk: 1-866-DHS-TWIC (1-866-347-8942) Monday through Friday from 8 a.m. - 12 a.m. EST.
 - Please visit homeport.uscg.mil/twic for answers relating to Coast Guard enforcement and TWIC implementation.
 - Owners/operators/FSOs/VSOs/CSOs are encouraged to seek guidance directly from their local Captain of the Port TWIC action officer.

Replacement Card Process

- **How can I request a replacement card?**
 - We have now added the capability to process lost/stolen or damaged cards with a Visa® or Master Card® credit card over the phone via the TWIC Help Desk at 1-866-DHS-TWIC (1-866-347-8942). Lost/stolen/damaged replacement cards are \$60.00. If you report your card lost/stolen or damaged to the Help Desk, they will initiate the replacement and email you a payment receipt with the payment confirmation number immediately upon confirmation. If you do not have access to email, it is recommended that you still go to your nearest Enrollment Center to report your card lost/stolen and purchase your replacement card in order to secure your receipt.

Whether you report your card at an Enrollment Center or via the TWIC Help Desk, please ensure that you are given a receipt for payment (in person or via email) as well as a ticket number, which is a record of your transaction. Please note that your replacement card will be shipped to the enrollment center where you initially enrolled. You should allow up to two weeks to receive an automated notification about the availability of their new card. If you need your card to go to another location once the new card is available, please call the TWIC Help Desk at, 1-866- DHS-TWIC (1-866-347-8942) and request a card transfer.

Once you have reported your card lost or stolen, you may have 7 days of unescorted access to a facility, at the facility's discretion, if you meet the below requirements:

- The facility's security staff knows that you had a valid TWIC
- You have previously been given unescorted access
- You have reported your card lost or stolen to TSA (which occurs when you receive your ticket number when ordering your replacement card)

Additionally, U.S. Coast Guard Policy Advisory Council (PAC) 03-09 guidance allows the owner/operator of a facility or vessel to authorize an additional 30 days of unescorted access if your replacement TWIC is not received within 7 days. This authority remains in effect until July 15, 2009. For any questions about PAC 03-09, please contact your local Coast Guard contact.

ELIGIBILITY

- **What are the eligibility requirements for a TWIC?**
 - An individual must be a U.S. citizen or fall into an eligible immigration category and can not have been convicted of certain crimes. In addition, individuals cannot be connected to terrorist activity or lack mental capacity.
- **What if I do not meet the eligibility requirements?**
 - Applicants who are denied a TWIC will be sent a letter explaining the reason for denial and instructed on how to apply for an appeal or waiver. Once issued a TWIC, the applicant has an obligation to inform TSA if they are no longer eligible to hold a TWIC.

Disqualification

- **What can disqualify me from getting a TWIC?**
 - An individual who lacks lawful presence and certain immigration status in the United States, has a connection to terrorist activity, has been determined to lack mental capacity or was convicted of certain crimes will be ineligible for a TWIC.

Waivers and Appeals

- **What options are available to me if I am denied a TWIC?**
 - Applicants who are initially determined to be ineligible for a Transportation Worker Identification Credential (TWIC) will be provided with TSA's justification for denial, and instruction for how to apply for an appeal or waiver. The process is straight forward, and no legal knowledge is needed, nor is legal representation necessary. Requests may be typed or handwritten.
 - Appeal -- If you believe you that you should not have been determined to be ineligible for a TWIC (i.e. you may think the decision was based on incorrect court records or incorrect information provided at enrollment), you may request an appeal. You may request copies of the materials that TSA used to make the determination to assist you in deciding whether a correction must be made to your court records and/or what information must be provided to justify your appeal.

ENROLLMENT

- **What is the process for obtaining a TWIC?**



- Applicants can save time by [pre-enrolling online](#) or via phone 1 (866) 347-8942

- During pre-enrollment, applicants will:

- Enter biographic information required for the security threat assessment

- Make an appointment at the enrollment center

- Applicants are required to bring identity documents to the enrollment center. The latest listing of acceptable documents (to include those documents required to prove immigration status if not born in the U.S.) can be found at TSA web site at: www.tsa.gov/twic.

- Applicants must visit the TSA enrollment center located at 105 E. Port Hueneme Road, Port Hueneme, CA 93041:

- Complete a TWIC Disclosure and Certification Form

- Pay the enrollment fee

- Provide biographic information (if applicant did not pre-enroll) and a complete set of fingerprints

- Sit for a digital photograph

- Applicants will be notified by email or phone, as specified during enrollment, when their TWIC is available at the enrollment center

- Applicants must return to the center at which they enrolled to pick up their TWIC

- TWICs will be issued to workers 3 – 4 weeks after enrollment

- **The Port Hueneme enrollment center is located adjacent to the Port entrance at 105 Port Hueneme Road, Port Hueneme CA. 93041. Additional information can be obtained by calling 1 (866) DHS-TWIC (347-8942) or at the Transportation Security Agency web site at www.tsa.gov/twic**

- **Are appointments required for enrolling?**

- No. Appointments are encouraged to save applicants time, but are not required and walk-ins are welcome.

- **Are photographs required for TWIC enrollment?**

- Since the TWIC serves as a form of visual identification, a photograph is required for all applicants.

- **What identity documentation is required for a TWIC?**

- TWIC applicants are required to provide identity verification documents to complete the enrollment process. The attached document covers U.S. citizens born within the United States, as well as U.S. citizens born abroad. Applicants are required to present acceptable documentation from this list at the time of enrollment.

- **What if I do not have the required forms of identification or do not wish to sign the [TWIC Disclosure and Certification Form](#)?**
 - You will not be able to enroll or obtain a TWIC.

- **How much does a TWIC cost?**
 - The fee for TWIC is \$132.50 and is valid for five years. The cost of a replacement TWIC, if the original is lost, stolen, or damaged, is \$60.

- **What are the methods of payment?**
 - Payment must be made with credit card (Visa® or MasterCard® only), money order, or certified/cashier's check. Checks should be made payable to Lockheed Martin. An additional option has been provided through the use of company purchased pre-paid debit cards. For companies choosing to use the pre-paid option, please visit <http://www.twiccard.com>.

In all cases, payment will be made at the enrollment center at the beginning of the enrollment process.

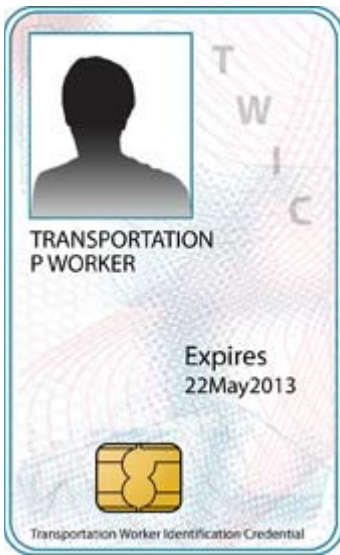
- **What is the fee for a replacement card?**
 - The card replacement fee (for lost, stolen, or damaged TWICs) is \$60.

- **How can employers purchase TWIC cards for their employees?**
 - This method of payment is a prepaid Visa® card and is intended for employers who wish to purchase TWICs for their employees. They may be purchased in bulk and are redeemable at any TWIC enrollment center. The website for additional information or purchasing them is at: <http://www.twiccard.com>.

- **How will the cards be issued?**
 - The applicant will be notified by email or phone, as specified during enrollment, when his/her credential is available at the enrollment center. The applicant must return to the same enrollment center to pick up his/her TWIC.

- **How long does it take to receive a TWIC?**
 - Currently, there is typically three to four week turnaround from enrollment until card activation. Eligibility issues or insufficient paperwork may increase the turnaround time.

Card Technology and Durability



- **What technologies are being used on the TWIC?**
 - The TWIC is a Smart Card (i.e., a card with a small integrated circuit chip embedded in the card) and contains the following technologies:
 - Dual Interface Integrated Circuit Chips (ICC) - a small computer chip that can be read by either inserting the card in a slot in a "contact" card reader; or, holding the card within 10 centimeters of a "contactless" card reader
 - Magnetic Stripe - commonly found on the back of credit cards; read by "swiping" the card through a magnetic stripe card reader
 - Linear Bar Code - commonly used to quickly identify items by scanning the codes with an optical reader—i.e. scanning grocery items at a checkout counter.

- **How durable is the TWIC?**
 - In general, while TWIC holders should treat their cards with care, they were created to be durable in the maritime operational environment. The durability of the TWIC is based on the [FIPS 201-1](#) and ANSI 322 card durability requirements and testing conditions (refer to paragraph 4.1.3 Physical Characteristics and Durability in FIPS 201, page 16). These tests include: card flexure, U/V exposure, humidity, surface abrasion, fading, and a "laundry test."

- **Can a hole be punched in a TWIC in order to hang it on a lanyard?**
 - Punching a hole in a TWIC card will likely break the antenna that resides at the edge of the card (the antenna is used for the contact-less mode of the card when using with access control systems). Punching a hole in a TWIC card should be strongly discouraged since it would affect the usefulness of the card.

- **When will I be required to have a TWIC?**
 - Workers will be required to possess a TWIC by the compliance date set for their specific Captain of the Port (COTP) zone.
 - Below is the latest schedule for COTP zone compliance. All compliance announcements will be made in the Federal Register at least 90 days in advance.

Date	COTP Zone(s)
October 15, 2008	Northern New England Boston Southeastern New England
November 28, 2008	Corpus Christi North Carolina Cape Fear River

December 01, 2008	Long Island Sound Charleston Savannah Jacksonville Buffalo Duluth Detroit Lake Michigan Sault Ste. Marie
December 30, 2008	Baltimore Delaware Bay Mobile Pittsburgh Ohio Valley Lower Mississippi River San Diego
January 13, 2009	Hampton Roads Morgan City New Orleans Upper Mississippi River Miami Key West St. Petersburg
February 12, 2009	Honolulu South East Alaska Prince William Sound Western Alaska
February 28, 2009	Puget Sound Portland(OR) San Francisco Bay
March 23, 2009	New York
April 14, 2009	Guam Houston/Galveston Los Angeles/Long Beach San Juan Port Arthur

- **Does TWIC apply to mutual aid, first responders, etc. in the event of an emergency?**
 - State and local emergency responders are exempt from the requirement to have a TWIC when they are responding to an emergency. Additional guidance has been included in the [U.S. Coast Guard Navigation and Vessel Inspection Circular](#) (NVIC).