



TWIC Stakeholder Communication Committee Meeting Minutes

Meeting Logistics

Meeting Name	TWIC Stakeholder Communication Committee Meeting	Dial In Number	1-877-771-7176 code 703207
Start and End Date/Time	June 17, 2008 1:00 pm – 3:00 pm	Physical Location	TWIC IV Program Office Bell Street Office 1240 Arlington, Virginia 22202
Facilitator	Deloitte Consulting, LLP	Scribe	Megan Schumann, Deloitte Consulting, LLP

Participants

If your information is incomplete or incorrect, please email meschumann@deloitte.com. Megan Schumann will update the distribution list.

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Meeting Minutes

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1.	Remote attendees dial-in and Welcome	<ul style="list-style-type: none"> • Introductions made and noted on Participant List
2.	Opening Remarks (Maurine Fanguy, TSA) (CDR Gautier)	<ul style="list-style-type: none"> • Maurine: This past week there was an update of Help Desk; if anyone has called in the last few days it is excellent • CDR. Gautier: Regarding Coast Guard updates on compliance, right now what's important is creative ideas to drive numbers so we're ready in 4 months, and are prepared for the 10-month mark • The numbers are plugging along, with the gap between enrollment and activation shortening. 98% of adjudications not requiring an IDTA are completed in less than a week
3.	General Updates (Alan Bloodgood)	<ul style="list-style-type: none"> ○ Alan: As far as Help Desk progress is concerned, the majority of phone requests are handled in under 3 min, and now many even under 30 sec. This is made possible by additional staffing, as well as restructuring of the help desk to make calls work more efficiently. In addition, email support was added. That e-mail address can be found on the "Contact Us" tab – we would appreciate any feedback ○ The other thing we're starting to do is reduce backlog between enrollment and activations. However, right now there are a significant number of TWICs still waiting to be picked up. To reduce that, we will start issuing reminders to those whose cards have not been picked up for 60 days. ○ Right now, we see that about 50% of people pick up their cards before receiving notification ○ A question voiced: Is every applicant getting an e-mail or call when their TWIC is ready? – Yes. – It was raised that some people are not getting the notification. Alan requests specific names to make sure those affected are taken care of. ○ Discussion of Dashboard: As of this past week we have surpassed the 350,000 mark in enrollments, with the number of activations coming up dramatically. Those that are in still in need of TWICs but prevented from obtaining one because they are at sea or have other extenuating circumstances should make that known so that those cases can be handled. ○ Some areas like Houston in particular have seen a huge reduction in wait time from a month ago. Wait time last week was 8.2 minutes, whereas it had been much higher until more resources were added. Vicksburg has also had strong improvement as well ○ Voiced concern regarding New England – Beth Gedney attended a meeting in New England and heard that many still did not have TWIC, probably since they were reached out to around the time of extension. Cliff: 2 announcements regarding the compliance extension have been pushed through the 6800 members in the stakeholder database 3 weeks ago. – Beth: I was there end of



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		<p>May and still little progress has been made, especially among truck drivers – Cliff: We just pushed out trucker-specific materials to NY/NJ, Kansas City, St. Louis, LA/LB – Many repeat desire for those materials.</p> <ul style="list-style-type: none"> ○ Question from Chuck: Is there a 90 day requirement for COTP to show secure areas and who will need to access those areas? – CDR Gautier: we are using New England as the trial, with Coast Guard requesting terminal owners/operators to provide Coast Guard feedback on an individual terminal basis – how many of those that need it are enrolled so far, how many have cards, etc – we will roll-up that data by Coast Guard districts so we know which areas to focus on and status of each. For stakeholders here, we appreciate your support by helping get feedback back to us. – But we do have regulatory obligation? – That’s right; there is an obligation to notify. We could remind COTP of that, especially since it will be needed in July [when the first ports start having their 90-day countdown to compliance] -- we recently had an internal Coast Guard MTSA/TWIC workshop. From that, we got specific feedback that outreach has been aggressive, and by now enlisting help of facility owners & operators, we hope to become even more effective <p>Question about the deadline, and when COTP is supposed to send out the alert, is it 90 or 30 days? Answer: The TWIC Final Rule, published on January 25, 2007, provided direction to Owner/Operators of MTSA regulated facilities and vessels of their responsibility to notify employees of the TWIC requirements. Specifically, The TWIC Final Rule on page (72 FR 3509) stipulates that:</p> <p>DHS will publish a notice in the Federal Register indicating when enrollment at a specific location will begin. Once DHS has published that notice, facility and vessels owner/operators must notify workers of their responsibility to enroll into the TWIC program during the enrollment period.</p> <p>In addition, once DHS has announced compliance dates for all facilities within a given Captain of the Port (COTP) Zone, owner/operators are required to inform their employees of the compliance date.</p> <p>After a compliance date is announced, owner/operators must give individuals at least 60 days notice to begin the enrollment process.</p> <p>Lastly, 33 CFR 105.200(b)(14) requires owner/operators of MTSA regulated facilities to: "Inform facility personnel of their responsibility to apply for and maintain a TWIC, including the deadlines and methods for such applications, and of their obligation to inform TSA of any event that would render them ineligible for a TWIC, or which would invalidate their existing TWIC."</p> <ul style="list-style-type: none"> – When will we have the national compliance date schedule? – [CDR Gautier] soon. ○ Coming up: TWIC compliance checks at port points of access, a question about the MTSA requirement... Rather than just asking for this, they will also be checking for TWIC at each facility to help refine estimates of enrollment needs and the number of those still needing to enroll. ○ Maurine: This is a very mobile population. In places like New England, our current estimates may be off. We need more clarity to narrow the discrepancy between estimated population size and those enrolled.



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		<ul style="list-style-type: none"> ○ Request made for the schedule of compliance for ports to be evaluated by the TSSC committee. CDR Gautier expresses disaccord. When that schedule is released, it would be a small date-range rather than specific compliance details for each port, which is better for accuracy purposes. It should be broken down by port, and if it is done by COTP zone, many state that it must be clearer, since many are unfamiliar with the boundaries of COTP zones. One idea presented is to make maps available to stakeholders of a specific port of the COTP zone of which their port falls into, to spread awareness. CDR Brennan: I apologize for not bringing it today, but we have that map ready, we took every enroll center for TWIC and put it with its COTP zone and captain – Many comment that this is great to hear. One quandary: there are some areas where people could go to one of three zones – Coast Guard will provide maps to help, but any information about those that fall into the “grey areas” would help in clarifying those areas. ○ Need for specific compliance messaging soon is acknowledged by many
4.	<p>Overall Enrollment Status/Schedule Update</p> <ul style="list-style-type: none"> ○ TSA – Maurine Fanguy ○ USCG CDR Gautier <p>Compliance update</p>	<ul style="list-style-type: none"> ○ Question for Maurine: I’m getting from the Trucker Association and industry that they don’t want wasted time on TWIC cards, especially with the deadline pushed back. How should this be handled? – Maurine: The TWIC final rule allowed 18 months for enrollment and the new compliance date supports the full 18 month timeline, as requested by many maritime stakeholders. ○ Ideas for raising awareness about compliance: a routine check-your-TWIC day once a month, and we’ve just got to do more of partnering together to raise awareness. We also want to hear feedback on how they are finding out and going through the process, and we want to hear it all, good and bad. ○ It helps us all, not just from Coast Guard/TSA perspective. No one wants to impact commerce; operators should recognize this and take action. That will hopefully help ensure people are marketed to more and realize that this is the real deal. ○ There was confusion after the compliance press release and subsequent e-mail that all mariners would face compliance starting in October. Justin: we sent a clarifying e-mail stating that it is April 2009, and that has been handled. ○ 7 more port enrollment centers are opening this week. ○ Question (to everyone): How have we picked one region that doesn’t have all enrollment centers even open yet as one of the 1st up for enforcement? Answer: That last enrollment center (Burlington) is small, and doesn’t affect many people, about 200 ○ Looking at wait times, wait times are going pretty well. Some spikes are seen and are being addressed with additional resources in places such as Morgan City. ○ Question: What precisely is meant by “wait time”? Answer: How long an individual waits once he/she signs in. If you have an appointment, it’s the time from when the appointment is to when you are helped. ○ Concerning capacity issues, some enrollment centers are at less than 25% capacity, so at some places we are adding or reducing hours to put resources in the right places.



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		<ul style="list-style-type: none"> ○ Lockheed has done a great job in making sure we have the assets and you see that on the reduced wait times. ○ For the 3 sectors, we are looking at detailed metrics every week. In Bourne we have had to revise the population estimate up a lot. Alan says we have pulled out some mobiles from Boston to reach those people ○ Northern New England and Southeast New England look to be tracking pretty well as an aggregate ○ Regarding estimates, many in the meeting want to know, has 10% of the estimate or 90% so far been reached for specific ports. They want it in terms of a %, not just hard #s. One thing that complicates the estimates is the fact that some go to a different enrollment center, since in certain places they charge for parking, such as Miami.
5.	<p>Enrollment Status for Deployed Sites Alan Bloodgood, LM TWIC IV Program Manager</p>	<ul style="list-style-type: none"> ○ For the HelpDesk, we are getting closer to having 30 seconds be a normal wait time. ○ In areas such as Houston, Baton Rouge, Long Beach and Oakland we are adding resources. ○ Out of Anchorage and Juneau we have roving units available for the public; we are working with the Alaska Maritime Group to identify good locations. We have done Kodiak, next week and this one they will be in Cordova, and then in two weeks the mobile units will be in Dutch Harbor, beginning in July. Maurine: that local partnership is really good; it would be great to do more of that. – Alan: they help us publicize, we should be done in August – Maurine: Are you seeing turnout you wanted in that area? – Alan: Yes, we are seeing a lot of interest! ○ Maurine: Although there has been recent news on card printing, card printing overall is going well and we have not seen significant delays in card production. We decided to upgrade our printers in anticipation of a big surge later in the program. ○ Question to Maurine: What is the time between enrollment and activation of the TWICs? Answer: 30 days generally, sometimes less (the website needs to be updated down from 60 days). If there is an issue that has prevented someone who has enrolled from getting a TWIC, they have 60 days to respond, and they will be dealt with in a more variable time range since some cases are more complex than others. A number of people have info that will merely be re-submitted if there was a more minor issue. ○ A problem mentioned to Maurine and Alan: Some people complain that for fingerprint reasons (or other minor issues), their TWIC seems not to have gone through, but they have not heard back anything. Alan: we have sent out notifications to people with fingerprint issues. We have also started re-notifying people who have not picked up their card in 60 days. We are trying to respond to those we hear about, and we are glad to hear them directly. They can email credentialing@dhs.gov or helpdesk. Right now we need to push out more publicity that Help Desk has been fixed. ○ Beth Gedney question: We at the hearings voiced that while less than 30 days is good, it really need to be closer to 7 – we would love to get it back in as little time as possible. Maureen: we know we need to get it closer to 10 days.



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		We are not done w/ optimizing all the pieces of the process
6.	Open Discussion Topics	<ul style="list-style-type: none"> ○ Question: With enrollment centers moving around, is there any phone contact system for those w/ appointments? – Alan: Yes, we contact those with appointments that have provided their numbers and notification info. A problem: not all have provided that. We are thinking of making the forms they fill out have address and phone number as required fields to reduce this problem. ○ Goal: By next month to list mobile site activation numbers on these slides too ○ Question: Is it possible to get just an activation mobile? – Maurine: Right now we're really not structured to allow people who enroll in one site to receive an activation mobile, i.e. the card in the system setup. The folks at Lockheed have been flexible about doing the mobile activations, but only for those who they have on record for enrolling at that mobile. ○ Minimum number of individuals required to receive a mobile: generally 100, and if there are less than that it is done on a case-by-case basis. At certain places we have done special extended hours for a group at the fixed location. ○ Kevin Crick e-mailed in a question: Some walk-ins are going before people with appointments. – Alan: That should not be happening. We have addressed it in the field, but please notify us of cases so we can reinforce that. ○ Maurine: We need to know about those anomalies to fix them. I check my e-mail a lot, and really want to stay on top of these specific issues. ○ CDR Gautier: Regarding sending a flyer to Coast Guard-licensed or documented mariners, it was posted on the web site this week, and we will be mailing these out soon (we postponed mailing until the national compliance date was changed). ○ CDR Gautier: We encourage stakeholders to fill out polls regarding the 3 data points of our survey, the more data the better ○ Maurine: CDR Gautier and I recently talked to a national communications group for telecom, and they let us know that there are still industries not reached, i.e AT&T. It is estimated there are a number of people from these industries who maintain telephone lines who still have not enrolled. ○ (Maurine) Positive news: We have some more commitment from the rail side, particularly with Norfolk Southern and American Shortline regional rail lines. The Coast Guard is committed to rail outreach. – What is the timeline? – About six weeks hopefully. We reached out to NMSAC with a list of questions on rail access and should have feedback soon to help inform a PAC decision/policy on rail. We also intend on writing PAC decisions on: non-gov emergency responders, security staff at MARSEC's 2 and 3, and TWIC enforcement for merchant mariners. ○ Question: What type of training is required for those that will be an escort in those secure zones? Is there a certification to be an escort? – This is first discussed in the context of a few groups that have volunteered to be escorts, which is followed up by Maurine: I think it would be helpful to go through NMSAC or an equal type of organization, rather than just having a group that



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		<p>says they are experts in training.</p> <ul style="list-style-type: none">○ Walter – TSA posted an update this morning regarding TWIC readers, Version 1.1 with an amendment. That specification is a living document, so we get updates it is adjusted.<ul style="list-style-type: none">○ (http://www.tsa.gov/assets/pdf/twic_reader_card_app_spec.pdf)○ Announcement: CDR Peter Gautier is no longer going to be sitting on the TWIC project, and his replacement is coming to the next meeting, Captain David Murk, COTP Savannah.○ Next meeting scheduled for Tuesday, July 15 at 1 pm