



Bulletin #11-09

February 27, 2009

TWIC FAQ'S

Answers provided by United States Coast Guard Sector LA- LB

Will I be able to work after April 14th without a TWIC card?

NO, as port transportation workers ALL longshoremen need a TWIC card as per the Coast Guard.

Can a Foreman escort a group of workers?

A longshore foreman is NOT allowed to escort a group of longshore workers. This is specifically prohibited in Coast Guard policy.

I filed months ago and the enrollment center said, "We'll call you." They never did. What should I do?

If the enrollment center said they would give you a phone call or e-mail a long time ago and that has not happened, go back to the enrollment center in person and check on your status immediately. There are thousands of TWIC cards ready for pickup at the enrollment centers and one of them may be yours.

I got my card before October 21st, because of the power outages on the 21st is my card invalid? Also, what if I forgot my PIN?

NO, YOUR CARD IS STILL VALID. Even if you forgot your PIN, TSA still has all your data in their system, except for your PIN number to unlock the card. You are responsible for remembering your PIN number. The Coast Guard will initially be flexible with TWIC holders who do not remember their PIN. Within a few months of the TWIC requirement date (April 14, 2009) you will need to get a new TWIC from the enrollment center free of charge when you turn in the old one. Again, if you fall in this category, please go sometime after April 14th so as to not delay those still waiting to get their initial card.

I got my card after October 2008 but forgot my PIN. What do I do?

Go to an enrollment center with your card and they can reset your pin number for you. If you make an appointment, that may reduce your wait time. You are responsible for remembering your PIN number. The Coast Guard will initially be flexible with TWIC holders who do not remember their PIN.

My TWIC card is pending. Can I bring my receipt and gain access to the port?

NO. A receipt of initial enrollment, or "Ready for Pick up" are not equal to having the card in hand. If you received a "Ready for pick up" email, go activate your card.

What felonies or crimes will stop me from having a TWIC?

A list of crimes that will permanently disqualify you is found at the TSA TWIC website. Some crimes are only disqualifying if you were convicted in the last 7 years or were incarcerated for them within the last 5. If you are worried, check the list, but bear in mind that waivers can and have been granted. The wait time for an appeal or waiver is significantly longer than the regular enrollment and activation wait period. Do not let an incident in your past effect your future needlessly by delaying enrollment.

I enrolled and was denied a TWIC card. I filed an appeal and have not been heard. Can I work after April 14th?

NO. A TWIC card is still required even if you have filed an appeal.

My appeal was denied! What am I going to do?

You may seek review by an Administrative Law Judge. This will take time and will be coordinated by TSA.

I call the TSA Help Desk and try to go to an enrollment center and have to wait forever. Is there any way to make this go faster?

The entire Coast Guard and TSA are conducting extensive outreach and there are many resources at your disposal to get the answers you need without calling the TSA Help Desk. You can try www.tsa.gov/twic or <http://twic-social.blogspot.com>. If you have not enrolled yet, pre-enroll and it will cut down the time you need to enroll at the center, remember the centers are least busy between 3-5 in the afternoon.

My TWIC card is lost/stolen! What do I do?

This is a multi-step process:

1. Inform TSA immediately. A replacement card will cost you \$60. You do not need to re-enroll. TSA will give you a receipt (or e-mail you a receipt if you call over the phone) for a lost card that may let you work temporarily until your new card shows up. You will have 37 days to get your new card.
2. Notify the FSO, who by Coast Guard regulation will evaluate the circumstances of how you lost your card and verify your information with TSA electronically. It is the FSO's decision whether or not to allow you onto the facility if you lost your card. Losing your card will cause you delays; do not lose your card.

How do I contact TSA?

You can contact TSA either over the phone (1-866-347-8942) or at an enrollment center immediately. If you experience a long wait on the phone go directly to the enrollment center.

What if I am unable to produce my TWIC card when asked by facility personnel or federal officials?

Your TWIC card needs to be readily available for inspection at all times. Some jobs, however, such as unlashng or working as a mechanic are very physical and the possibility of dropping a TWIC card out of your pocket is very real. You are responsible for safeguarding your TWIC card and carry it in a responsible manner to avoid loss.

Do I have to display my TWIC card in a clear plastic holder I see people wearing?

There is no general mandate to display your TWIC card on your person. Some vessels or facilities may have specific requirements in some restricted areas and you should check with facility or vessel personnel about this if you have any questions.

If I have a TWIC card, does that mean I can access any vessel or facility?

No, TWIC is a means of verifying a person's identity and does not guarantee access.

Will I need anything else besides a TWIC card to get onto a facility?

Yes, you will need to follow the facility's rules for entry. These rules are based on regulations that require the facility to confirm a person has a TWIC card and is authorized to be there. This means you will need to show evidence that you are a longshoreman such as a PMA card or a facility issued company ID (if you are a steady).

I have a ton of questions and this FAQ didn't help. Where else can I check for info?

TSA has a great FAQ section on their web site: www.tsa.gov/twic Also, Coast Guard Sector Los Angeles – Long Beach has a web forum at: <http://twic-social.blogspot.com>

I've been procrastinating and still need to get a card. Where are those centers again?

301 E. Ocean Blvd., Suite 500, Long Beach CA, 90802

1001 New Dock Street, San Pedro, CA 90731

251 N. Rice Avenue, Oxnard CA 93030

24-hour Help Desk number is 1-866-347-8942