

# MEMO



## Port of Houston Authority

Port Security & Emergency Operations

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**DATE:** September 26, 2011

**TO:** All Port of Houston Tenant Companies and Stakeholders

**FROM:** Marcus Woodring   
Senior Managing Director, Port Security & Emergency Operations

**SUBJECT:** Turnstile Assistance Requests

Effective immediately, Port Police and Port Security Officers providing assistance to individuals with TWIC issues (i.e. broken antennas) at PHA automated turnstiles will ensure the following steps are taken prior to allowing access:

- Visually inspect the TWIC for signs of tampering and verify security features.
- Compare the picture on the card to the individual.
- Scan the individual's TWIC to the reader and await a response.
- If the card reader "beeps", the antenna in the card is operational. Allow access, and advise the TWIC holder that they must visit the PHA Credentialing Office to have their card registered in the PHA access control system as soon as possible.
- If the TWIC does not beep, then the antenna in the card is not operational. Allow access, and advise the TWIC holder that they must visit the TSA TWIC issuing office and obtain a new TWIC as soon as possible.

PHA designed the turnstiles to be unmanned and to use the technology inherent in the TWIC card. Currently, we are dispatching officers to the turnstiles over 150 times a day to provide access for TWIC holders with broken antennas, totally defeating the purpose of automated gates. Port Security & Emergency Operations will discontinue turnstile assistance by the end of 2011. This will give individuals the opportunity to correct the issues with their TWIC cards. The Credentialing Office is issuing hard cases, free of charge, to prevent future antenna breakage. We request your assistance in advising your workers of the impending change, and encourage them to replace any broken TWIC cards immediately so they may continue to access their workplace.

Please contact the FSO, Jorge Torres, at 713-670-3642, with any relevant concerns. Your assistance and continued support of all matters concerning maritime security are greatly appreciated.