

MEMO



Port of Houston Authority

Port Security & Emergency Operations

111 East Loop North

PO Box 2562

Houston, Texas 77029

Houston, Texas 77252-2562

United States of America

www.portofhouston.com

DATE: December 05, 2011

TO: All Port of Houston Tenant Companies and Stakeholders

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

SUBJECT: Turnstile Assistance Requests

Beginning back in September, Port Police and Port Security Officers providing assistance to individuals with TWIC issues (i.e. broken antennas) at PHA automated turnstiles are ensuring the following steps are being 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 individuals 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.

We have reduced the number of people requesting assistance but still are dispatching officers to the turnstiles over 100 times a day to provide access for TWIC holders with broken antennas, totally defeating the purpose of automated gates. **Following a meeting with concerned stakeholders, Port Security & Emergency Operations will postpone the deadline to end turnstile assistance, providing the stakeholders with an opportunity to determine the specific impacts to their workers.** We request your assistance in advising your workers of the impending change, and encourage them to replace any broken TWIC cards immediately with TSA 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.