

## Justification for No Material/Nonsubstantive Change

OMB No. 1652-0047, Transportation Worker Identification Credential (TWIC) Program

The change request (OMB 83-C) documents an option the Transportation Security Administration (TSA) plans to provide to existing TWIC holders who wish to order an Extended Expiration Date (EED) TWIC. In the currently approved collection, TWIC holders call the TSA Help Desk, provide limited biographic information, and pay for the EED TWIC. Due to the large number of telephone orders, applicants have experienced delays. Individuals require the TWIC to work and the delays are putting individuals at risk of losing employment because they may be unable to request and receive an EED TWIC before their current TWICs expire. To reduce the delays caused from the large volumes of calls to the call center and to lessen the burden on applicants, TSA is implementing a temporary web-based process where TWIC holders can order an EED providing the same information currently provided by telephone.

There is no change to time or monetary burden to the public.

- The existing phone option in the approved submission will continue to be available to persons requesting EEDs.
- There are no changes to the information being collected.
- TSA published a 60-day notice in the *Federal Register* to initiate renewal/revision of the currently approved ICR on May 30, 2013.
- The on-line TWIC EED effort has the strong support of DHS and TSA leadership, key Members of Congress and Congressional committees, and industry partners.