MERPAC – Spring 2018

National Maritime Center Update
New Orleans, LA

Captain Kirsten R. Martin
USCG National Maritime Center
The National Maritime Center’s Mission:

To issue credentials to fully qualified mariners in the most effective and efficient manner possible in order to ensure a safe, secure, economically viable, and environmentally sound Marine Transportation System.
Range of Operations

- Credential Production
- Safety/Suitability/Security
- Medical & Professional Evaluations
- Course Approval & Auditing
- Examination Development/Proctoring
- Records Management/Official Correspondence
- Merchant Mariner Database
- Customer Service
Regional Exam Centers (REC)

- Customer Service
- Prescreen Applications
- Administer Exams
- Course Oversight

Sign up for NMC info at: www.uscg.mil/nmc

- Mariner Credentialing
- Program Information
- Mariner Medical Information
- Mariner Courses & Training

20 Storefronts

U.S. Department of Homeland Security
United States Coast Guard
2017 Yearly Totals

**Merchant Mariner Credentials**
- Average NPT: 27.2 days
- Received (MMC): 71,049
- Issued (MMC): 67,373
- Denied (MMC): 194
- Safety & Suitability: 45,901
- Awaiting Info: 37,646
- Approved to Test: 9,834

**Medical Certificates**
- Average NPT: 8.1 days
- Received (Med Cert): 61,422
- Issued (Med Cert): 59,464
- Denied (Med Cert): 82
- Awaiting Info: 21,326
- Waivers Approved: 5,496
Course Oversight & Approvals Program

- Course Approvals: 974
- Designated Examiner: 550
- Instructor Approvals: 2,430
- Qualified Assessor: 773
- Exams Given: 13,833
- Modules Given: 27,807
- Site Approvals: 358
- Course Audits: 30

Other Statistics

- CSC Contacts: 333,274
- Auto-generated E-mails: 900,228
- WWII-Related Correspondence: 2,516
- Overall Customer Satisfaction: 95.4%
- Outgoing Mail: 169,655
As of 13MAR18

MMC Inventory 3,019

Net Processing Time 12.2 days
Merchant Mariner Credentials

- The NMC issued 67,373 MMCs in 2017
- Last January national endorsements were extended until September 30, 2017 – this extension now ended
- Authorized to postdate a new credential up to 8 months to avoid losing validity from the current to new issuance
Merchant Mariner Credentials

Most common reasons for MMC application delays:

• Proof of Citizenship/Permanent Resident/Nationality
• Proof of TWIC application
• Sea Service – form not complete; insufficient time
• Incomplete Applications – blanks, no signature
• Documentation – Training/Course certificates missing
Med Cert Performance Metrics

As of 13MAR18

Medical Cert Inventory
2,054

Net Processing Time
8.2 days
Medical Certificates

• The NMC issued \textbf{59,464} medical certificates in 2017, and has averaged \textbf{\sim 60,000/year}.

• \textbf{March 24, 2019} – All U.S. credentialled mariners must hold a valid medical certificate in order to serve on MMC.

• Extension of national credentials and endorsements last year did not include medical certificates.

• No excess inventory for medical at this time.

• Development of the Designated Medical Examiner Program per the 2015 CGAA.
Medical Evaluations

• Top medical conditions that can delay an application:
  – Cardiovascular Issues
  – Psychiatric Disorders
  – Chronic Use of Impairing Medications
  – Alcohol/Drug Abuse
  – Vision Requirements
  – Diabetic Conditions
  – Sleep Disorders
  – Impaired Hearing
  – Seizures
  – Pulmonary Conditions

• Majority (90%) of physical exam forms (CG-719K) received DO NOT require a detailed evaluation. 10% will trigger further consultation based on the noted diagnosis, condition, and/or medication.
Course Approval Metrics

As of 13MAR18:

Inventory
146

Net Processing Time
74.7 days
Current Approvals

- Course Providers: 330
- Total Active Courses: 2,964
- Active Designated Examiners (DE): 4,118
- Active Qualified Assessors (QA): 1,485
- Instructors: 12,535
**Course Approvals**

**Most common reasons for delay:**

- Renewal content not updated to reflect current regs & NVICs (can include unawareness of new reg/NVIC)
- Submittal not in accordance with 46 CFR Part 10
- Exams — duplicate questions or inadequate topic coverage
- Standards of performance for STCW Assessments (grading criteria) missing
- Instructor resumes not supporting qualification to instruct the particular course (generic, missing detail)
<table>
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## Courses Awaiting Review

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<td>0 (all under 70)</td>
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## Military to Mariner

<table>
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<th>Coast Guard</th>
<th>Army</th>
<th>Navy</th>
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DE/QA Status

**DE/QA Verification**

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**Goal:** Establish public facing tool & safeguarding PII

**Challenge:** New website does not support search function

**Current Status:**
- TS 97 Work Group to provide recommendations
- Researching additional options
Exam Question Review

• Exam Question Working Groups Ongoing
• 27,950 Active Questions
• 3 independent reviews minimum per question
  o Questions reviewed once: 4,201
  o Questions reviewed 3 times: 1,201
  o (does not include Deck session held last week)
• Sample Exams were updated in September 2017
Tow & Western Rivers Info

- Total number of Master of Tow: **23,150**
- Average number of Master of Towing issued by the NMC annually: **4,000**
- An Additional **2,000 “… of Towing”** issued by NMC
- Western Rivers endorsements: **16,279**
- TSAC, MERPAC, MEDMAC
  - Member & Relationship
Definition – Designated Medical Examiner

- Licensed physician, physician’s assistant, or nurse practitioner
- Trained & approved to conduct medical and physical examinations on behalf of the U.S. Coast Guard
- Limited authority to grant waivers
- Limited authority to approve physical/medical suitability for service
Milestones

- Staffing re-organization to form DME Team
- Pilot Program Phase 1: April 2018
  - United States Merchant Marine Academy (USMMA)
- Pilot Program Phase 2: January 2020
  - Union site, State academy, Private practitioner(s)
- Full DME Program by January 2022
  - Pending web-based application development/budget
Process Improvement Starting February 2018

• Mariner Medical Certificate (CG-719K or CG-719K/E)
• E-mail PDF directly to NMC by the Mariner
  ○ MEDAIP@uscg.mil
  ○ Mariner’s full name should be in the subject line
• Mariner Credential Applications (CG-719B) CANNOT be processed by the NMC and must be submitted to an REC.
• **If you don’t have e-mail:** You can submit via fax or mail, but the processing time will be longer because your documents must be scanned.
  – Fax: (304) 433-3407
    
    **NOTE:** Please include full name in the Subject line.
  – United States Postal Service (USPS): National Maritime Center
    Medical Evaluation Division
    100 Forbes Drive
    Martinsburg, WV 25404

• **Amplifying/additional information (AI) can also be submitted directly to the NMC**
  – E-mail: OSC-SMB-NMC-CSC-MEDICAL@uscg.mil
    
    **NOTE:** This is a different e-mail address than the one for medical application submissions.
• **Develop and Post Sample Exams**
  - Completed August 2016 (Annual reboot)

• **Exam Question Review**
  - Joint Industry/CG Working Group
  - Meeting ~6 weeks at NMC
  - Soliciting participants – NMC website

• **Formal Internal Review of Exams (cradle-grave)**
  - HPT team is formed and working
  - World of work, KSA, exams, assessments
  - Anticipate completion in late CY 2018
Mariner applicant completes CG Form 719B applying for MMC & Medical Certificate. REQUESTS HARMONIZATION (OPT IN)

REC processes application & NMC records in IT system mariner request for harmonization.

Medical evaluation is completed with medical certificate approved to print. Document sits idle in system until MMC evaluation is complete.

MMC evaluation is completed with MMC approved to print.

With both documents approved, IT system then prints credentials with matching expiration dates. Deployed: March 2018
MMC & Medical Certificate Expiration Date

- Apps for both MMC (719B) & med cert (719K or K/E) submitted together to an REC in a single package.
- Indicate HARMONIZATION on the 719B
- Applicants can opt out of harmonization at any time
- Available for original and renewal transactions only
- Not available for time-limited medical certificates
- Not eligible for:
  - Postdating or direct application to the NMC
Current and Recent Focus

- Reworking Unit Performance Measures
- IT Systems (website, Homeport 2.0, credential verification, application status)
- CG 2015 Authorization Act Projects
  - Section 304 – Harmonization
  - Section 310 – Designated Medical Examiner
  - Section 315 – Exams
MMLD Replacement Project

- **CASP**
  - Capability Analysis Study Plan (CASP). Documents the credentialing programs intention to identify process gaps and recommend solutions. Submitted to DHS Joint Review Council (JRC) for review and comment. **STATUS: Submitted to JRC November 2017**

- **IPT**
  - Integrated Process Team (IPT) Charter. Formally establishes the team that will participate in this project. Identifies program sponsor (CG-5PS), Project Lead (CG-MMC-1/NMC4), and supporting cast (CG-6, CG-7, CG-8 etc). **STATUS: Submitted to and signed by CG-7 December 2017**

- **CA**
  - Capability Analysis (CA). Conduct interviews with program stakeholders to identify and document system gaps. **Timeline: Jan – May 2018.**

- **CAR**
  - Capability Analysis Report (CAR). Draft formal report which documents system gaps and ties those gaps to program requirements. Completed report submitted to CG-7 (and DHS JRC, if applicable) for review and action, if validated. **Timeline: Jun – Jul 2018.**

- **$$$**
  - Resource Proposal would be drafted based on validated CAR and prioritized by CG-8 for execution.
Merchant Mariner Records Imaging Project

NARA
• NARA Records Disposition Authority allows “For 1968-Present paper records, if the complete file is scanned into MMLD, the paper file may be destroyed upon verification.”

Scan
• Using a ‘Day-Forward’ approach, Records Management staff will image mariner records as they come into the Central File room. Imaged records will be temporarily stored on the network in a shared ‘protected’ folder.

QC
• Records Management staff will conduct quality control checks of imaged records to ensure completeness/quality.

MMLD
• Imaged record will be uploaded to MMLD mariner account and deleted from the network folder. Paper file will be destroyed.

Legacy
• Legacy mariner records already housed in Central Files will continue to be assessed and shipped to FRC Suitland, MD. Central File room will be free of paper records within 1 year from scanning initiation.
• **MERPAC/MEDMAC**
  - Nashville, TN 6-7 March (Just held)
  - New Orleans, LA 20-22 March

• **Continued industry & local partner outreach**
  - STAR Center - Training Needs Conference
  - MAREC - 19 March
  - Sector Industry Days

• **Virtual**
  - CMTS Medical Certification Webinar (Just held)
  - Next schedule pends
• NMC Website: [WWW.USCG.MIL/NMC](WWW.USCG.MIL/NMC)

• Questions specific to individual applications: [IASKNMC@uscg.mil](IASKNMC@uscg.mil) or 1-888-IASK-NMC (427-5662)

• Questions/Feedback on NVICs/Policy: [MMCPolicy@uscg.mil](MMCPolicy@uscg.mil)