



**NATIONAL  
MARITIME  
CENTER**

# **NATIONAL MARITIME CENTER – MERPAC Fall 2016**

**Captain Kirsten R. Martin  
Commanding Officer  
USCG National Maritime Center**

10/6/2016

U.S. Department of  
Homeland Security  
**United States  
Coast Guard**





# **The National Maritime Center's Mission:**

Issue professional credentials to mariners who are fully compliant with current regulations, in the most effective and efficient manner possible in order to ensure a safe, secure, economically efficient and environmentally sound Marine Transportation System.





10/6/2016

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U.S. Department of  
Homeland Security  
**United States  
Coast Guard**





# Recent Organizational Updates

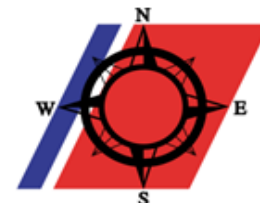
- NMC transitioned from Inspections and Compliance Directorate (5PC) to Commercial Regulations and Standards Directorate (5PS).
- New Director (Mr. Jeff Lantz)
- New MMC Staff (MMC-1 and MMC-2)
- New NMC-4 Division Chief – Mr. Mike Washburn
- New NMC-6 Division Chief – Dr. Laura Torres-Reyes





# National Maritime Center

## Organizational Functions



Director of Commercial Regulations and Standards  
CG-5PS  
Mr. Jeffrey Lantz

CG-5PSd  
Mr. Frank Sturm

**Commanding Officer**  
Captain Kirsten R. Martin

**Deputy Director**  
Mr. Ike Eisentrout

**Command Admin Assistant**  
Karen Quigley  
(304) 433-3400

Merchant Mariner Credentialing (CG-MMC)  
Ms. Mayte Medina (Acting)  
CG-MMC-1 (Regulations)  
Mr. E.J. Terminella (Acting)  
CG-MMC-2 (Policy)  
Mr. Luke Harden

- IMO and ILO
- Policy and Standards
- Program Requirements
- Final Action on Appeals
- Domestic Standards, Regulations and Guidance
- Public Outreach
- FACAs

REC Operations & Oversight Division  
**NMC-1**  
Mr. James Stewart

Mariner Training & Assessment Div  
**NMC-2**  
Mr. Jeff Brandt

Program Support Division  
**NMC-3**  
Mr. Ike Eisentrout (Acting)

Mariner Information Division  
**NMC-4**  
Mr. Mike Washburn

Mariner Evaluation Division  
**NMC-5**  
CDR Gregory Thomas

Medical Evaluation Division  
**NMC-6**  
Dr. Laura Torres-Reyes

- Manage Regional Examination Center (REC) Operations
- Administer Mariner Examinations (REC)
- Coast Guard Approved Course Oversight/Audits (REC)
- 'Ready to be Evaluated' Credential Application Reviews (REC)

- Approve Training Programs
- Approve Training Courses
- Develop Training Standards
- Develop Exam Questions
- Develop Exam Illustrations
- Maintain Exam Results
- Approve Instructors, Assessors and Designated Examiners
- Maintain/Update Exam Guides
- Evaluate Exam Protests

- Financial Management
- Contracts Administration
- Procurement
- Supplies (NMC & RECs)
- Asset & Property Management
- Staffing and Personnel Allowance
- Personnel Management
- Administrative Management
- Physical and Personnel Security
- Facility Management
- Project Management
- Information Technology and Communications Infrastructure Support

- Application Preparation
- Mariner Information Support
- Records Maintenance
- Credential Production
- Work Flow System Management
- Website
- FOIA Requests
- Congressional Inquiries
- DD214 Issuance (WWII Merchant Mariner Veterans Only)
- Certificates of Discharge
- General Correspondence
- Credential Verification
- Customer Service Center

- Safety and Suitability Background Screening
- Professional Qualification Evaluations
- Critical Error Processing
- Reconsiderations/Appeals and Denials
- Referrals for S&R Actions
- Develop/Implement MMS Processes
- Maritime Academy Liaison
- Evaluator Training
- Technical Support

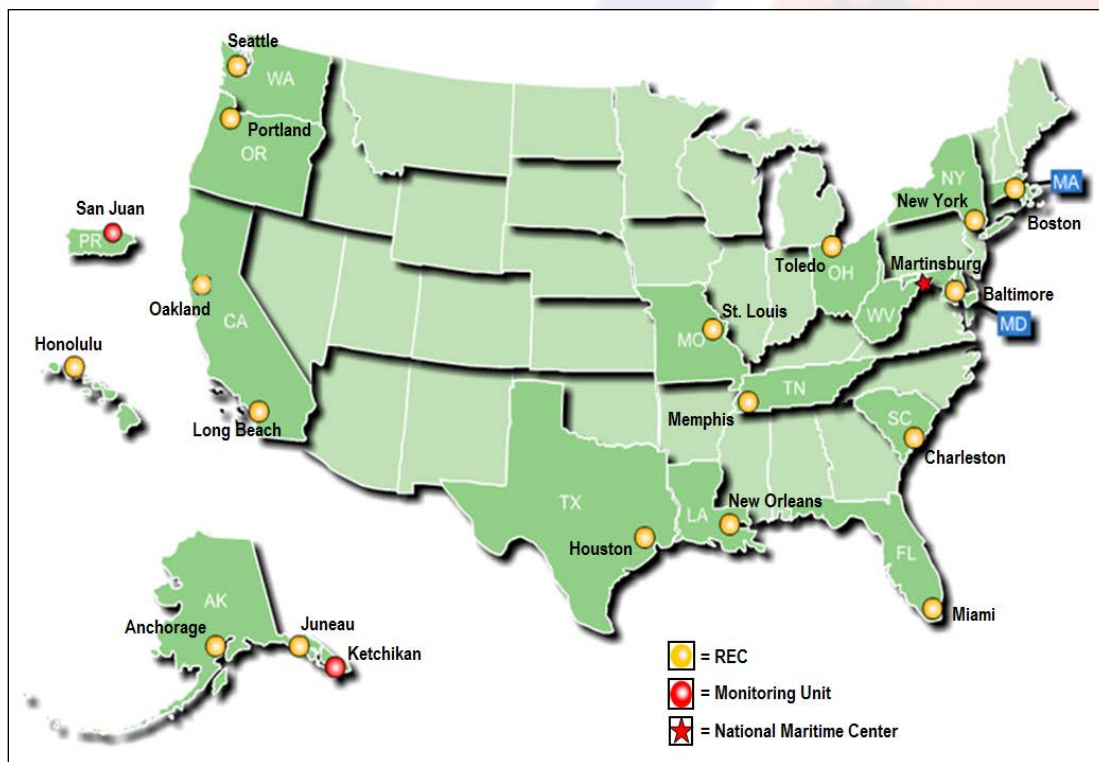
- Medical Evaluations
- Medical Waivers
- Reconsiderations/Appeals & Denials
- Referrals for S & R Actions

August 17 2016





## Regional Exam Centers (REC)



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

**Sign up for NMC info at:**  
[www.uscg.mil/nmc](http://www.uscg.mil/nmc)

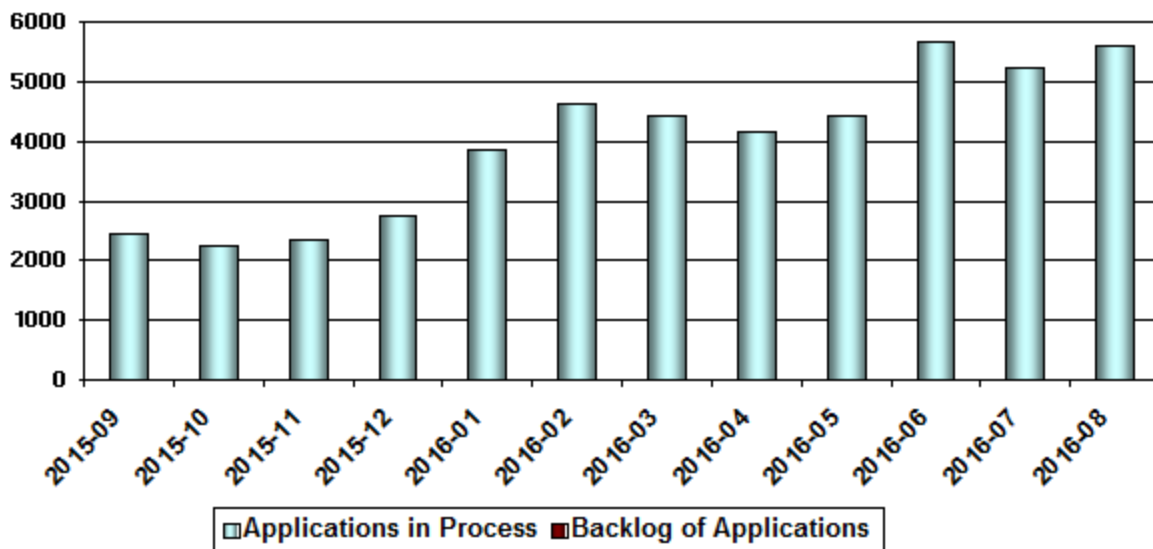
- Mariner Credentialing Program Information
- Mariner Medical Information
- Mariner Courses & Training





## As of 31 AUG 16

**Merchant Mariner Credential Application Inventory**



**Current Inventory = 5582**

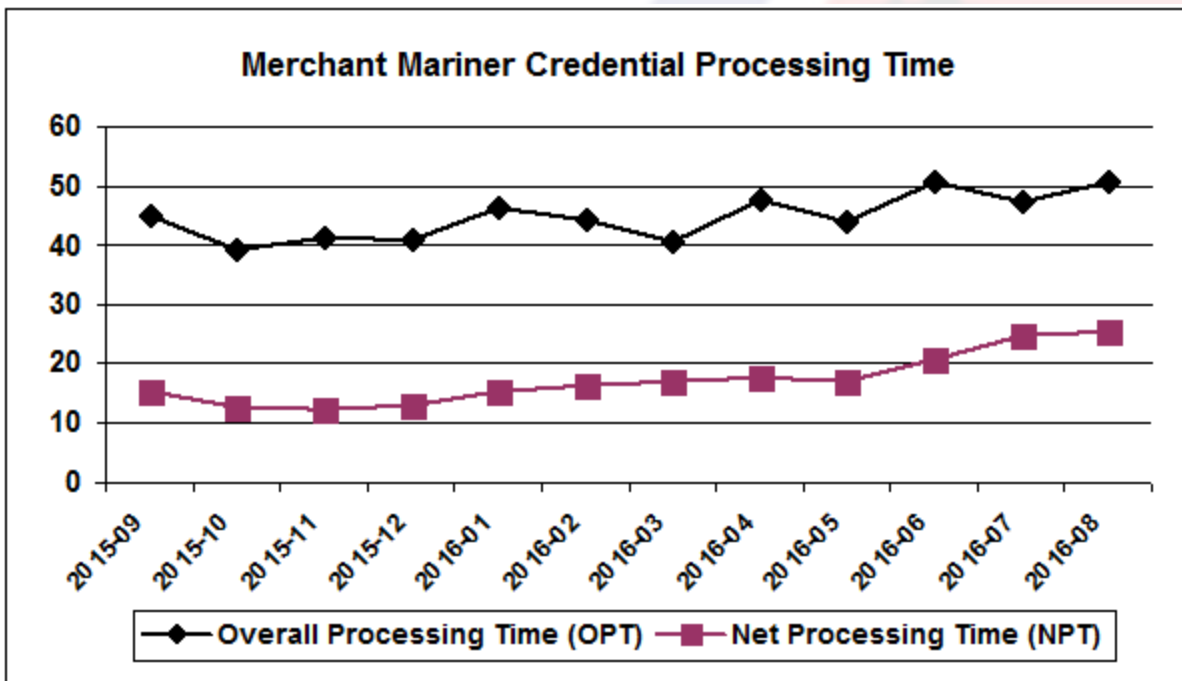
**Mariner Credential Application Inventory is the total number of applications in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 9000 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.**





# MMC Net Processing Time

## As of 31 AUG 16



NPT:  
Coast Guard Time

Current NPT:  
**25.57 days**

NPT Goal:  
30 days or less

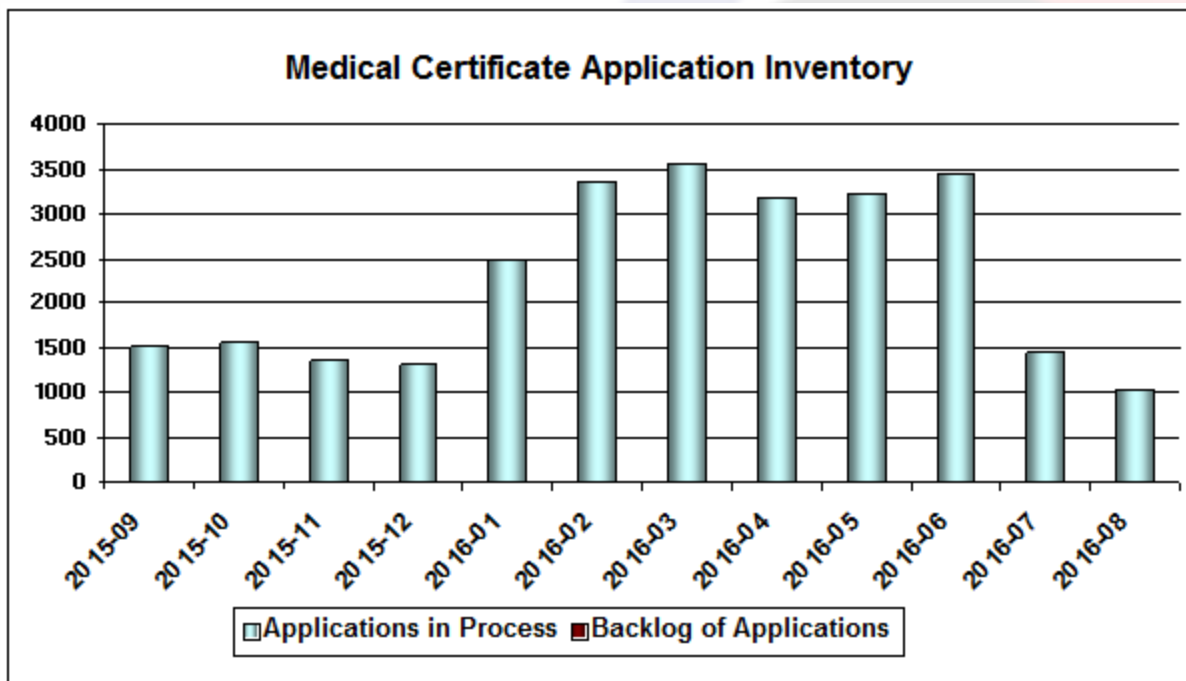
**\*\* 64% of credentials are produced within 30 days NPT. \*\***







# Current Medical Certificate Inventory



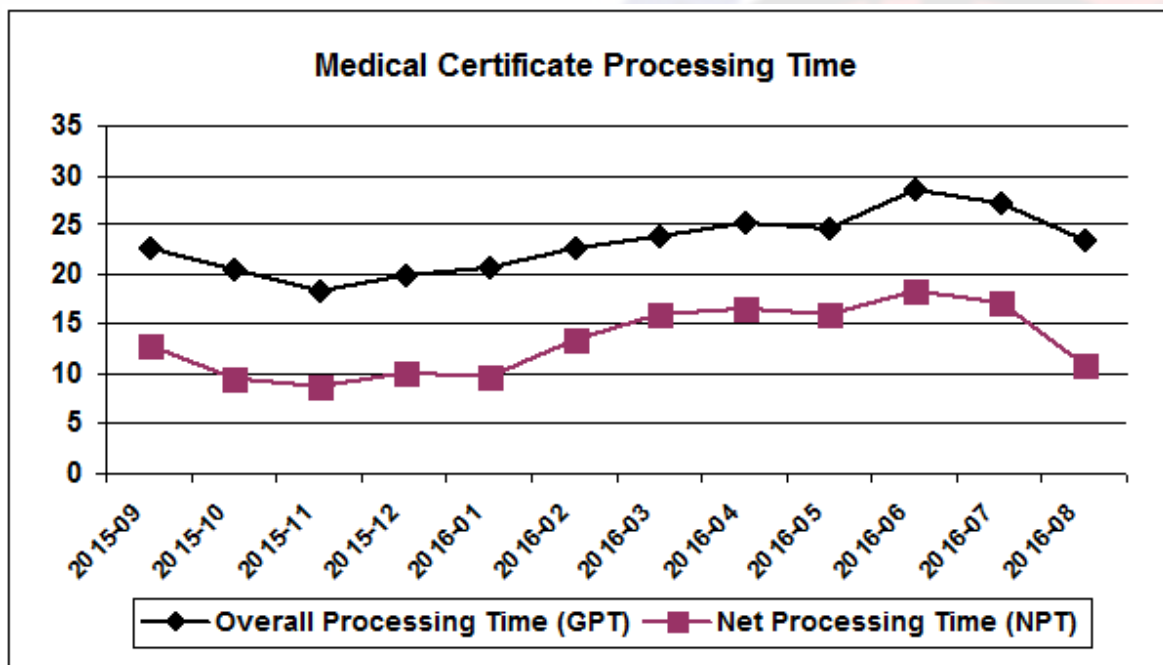
**Current Inventory = 1030**

**Medical Certificate Application Inventory** is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. **Backlog of Applications** refers to the number of applications in excess of that goal.





# Current Medical Certificate Net Processing Time (NPT)



NPT:  
Coast Guard Time

**Current NPT:  
10.88 days**

NPT Goal:  
20 days or less

**\*\* 87% of certificates are produced within 20 days NPT. \*\***





- Credentials: 50,299 / 31,930 (YTD)
- National Endorsements: 6,473 / 5,347 (YTD)
- Int'l Endorsements: 7,995 / 7,906 (YTD)
- Documents of Continuity: 1,512 / 1,066 (YTD)
- Medical Certificates: 63,167 / 41,721 (YTD)
- Customer Contacts: 333,896 / 253,555 (YTD)





# Military to Mariner Efforts

- Issued 174 MMCs to the Coast Guard Academy graduating class
- TOSS Reform (CG)
- Approved courses/programs
- Website
- Credentialing, Certification & Licensing Workgroup (CCLWG)





- Change of Command
- 5PS Visit & Multiple “new” MMC Staff Visits
- SMAs Academy Workshop
- CGA Hotwash & Class of 2017 Planning Meeting
- NMC-5 Boot Camp
- M2M & Fatigue Interessionals
- Published a bulletin and process for mariners who lost credentials due to the Louisiana flooding





# Recent Activities

- Some MMCs given the limitation, “Not Valid After 31 December 2016” in error. These MMCs are being corrected by a Tiger Team effort so that those who are authorized can continue to work after 1 JAN 17.
  - Approximately 5,500 MMCs affected
  - Goal for completion: 1 DEC 2016





# Countdown to Compliance

- For those serving on vessels subject to STCW - compliance of January 1, 2017 rapidly approaching
- New requirements and gap-closing requirements can be found in the following:
  - New regulation
  - NVICs & policy - particularly NVIC 02-14 on grandfathering and transitional provisions
  - NMC website - see bulletin on STCW Gap-Closing Requirements from March 2015





# Questions or Concerns?

- Questions specific to individual applications:  
[IASKNMC@uscg.mil](mailto:IASKNMC@uscg.mil) or 1-888-IASKNMC (427-5662)
- Questions specific to the final rule:  
[STCWASK@uscg.mil](mailto:STCWASK@uscg.mil)
- Questions/Feedback on NVICs/Policy:  
[MMCPolicy@uscg.mil](mailto:MMCPolicy@uscg.mil)

