



**NATIONAL
MARITIME
CENTER**

NMERPAC

September 2024

**NATIONAL MARITIME CENTER
REPORT**

**CAPT Bradley Clare
USCG National Maritime Center**

8/23/2024

1

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





Annual Summary Totals

CY summary totals	As of 12 Aug 24				
	2020	2021	2022	2023	2024
Mariner Population	198,453	198,118	198,855	201,901	201,634
MMC's Issued	46,073	57,631	59,638	62,923	39,312
Med Certs Issued	47,701	52,597	59,332	57,343	37,256
Approved Course Providers	318	284	276	247	237
Approved Courses	2,915	2,476	2,430	2,104	1,995
Approved DEs	3,948	3,848	3,776	3,828	3,835
Approved QAs	2,096	1,855	1,270	855	805
CSC Contacts	292,757	318,008	290,058	324,652	189,249





Recently:

- New Credential Paper
- Customer Service Center Chatbot
- Centralized email with auto-generated response
- Call center dashboard

Coming soon:

- MMC applications required to be complete
- Exams incorporating NOAA electronic Tides and Currents
- Fire fighting
- Doctor Laura Torres-Reyes retiring
Doctor Cynthia Sikorski fleeing up





Merchant Mariner Credentials

- Inventory: 10,668 applications (in NMC control)
- Overall Processing Time: 70.2 days
- Net Processing Time (NPT): 50.9 days
- NPT Goal is 30 days
- Overall Processing Time reflects mariners' experience
- 6,840 applications outside of NMC control (not included in inventory above)
 - ❖ 3,602 Awaiting Information (AI)
 - ❖ 3,238 Approved to Test
- MMCs issued in August – 63% were in AI at one point





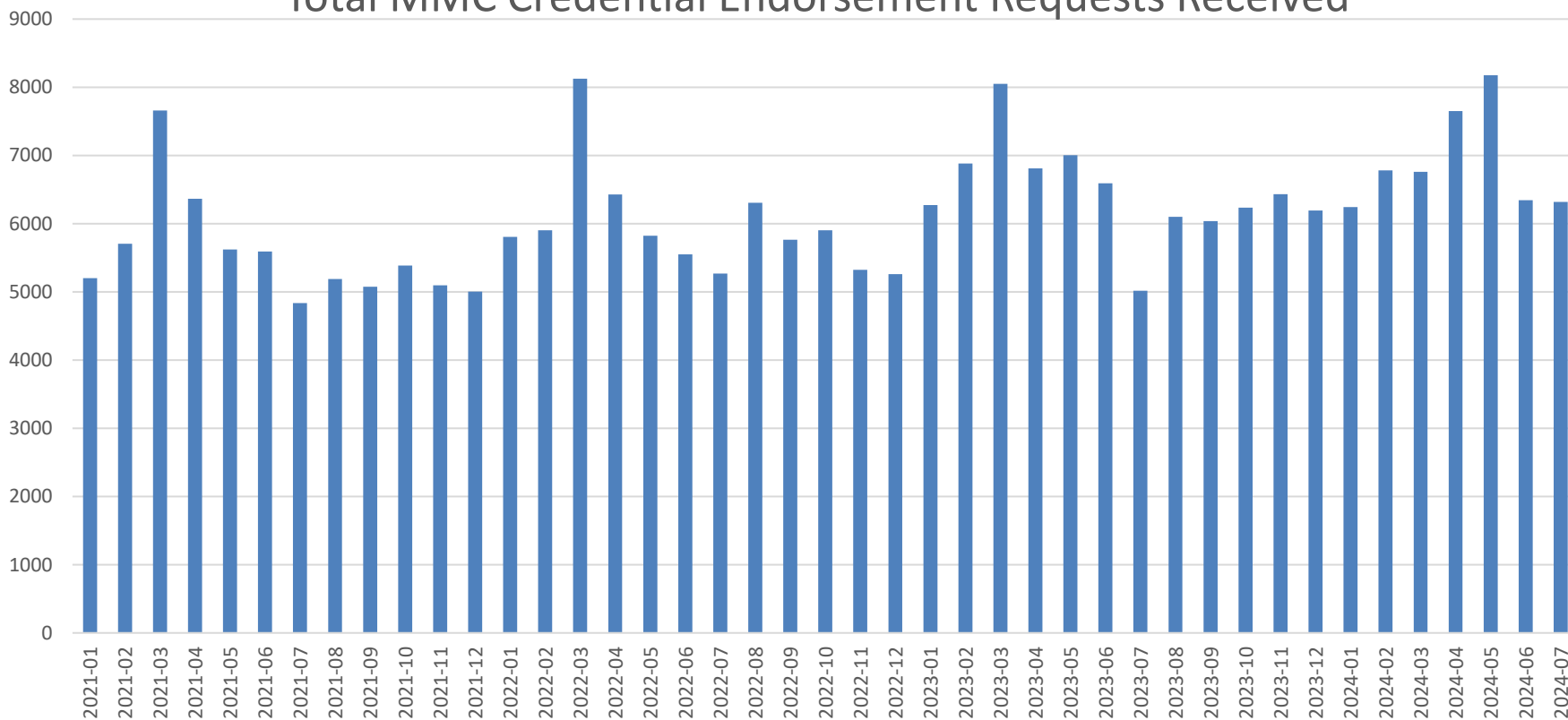
Merchant Mariner Credential (MMC)

- Credential Requests Received – 48,271
 - Outpacing 2023 by 1,650
- Issuances: 37,993
 - ❖ MMC – 34,386
 - ❖ International Endorsements – 1,189
 - ❖ Domestic Endorsements – 1,394
 - ❖ Documents of Continuity – 1,024
- Denials: 384
- Approved to Test - 4,010
 - ❖ Examinations Given – 8,383
 - ❖ Modules Given – 16,345
- Safety & Suitability Screenings – 32,391
- **Awaiting Information Emails Sent – 19,564**
- Average Monthly Net Processing Time - 34.06 days
- End of July Inventory -10,698



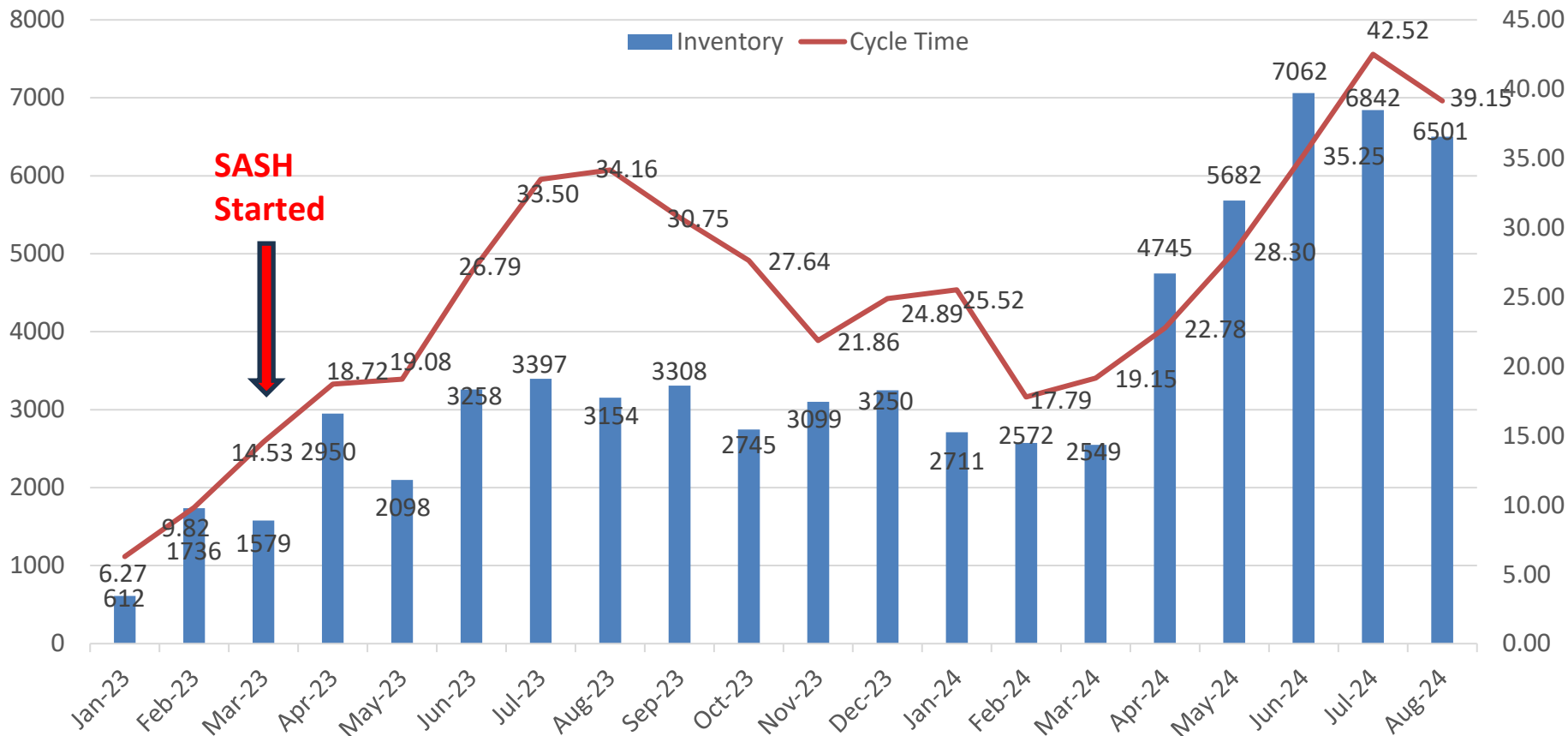


Total MMC Credential Endorsement Requests Received





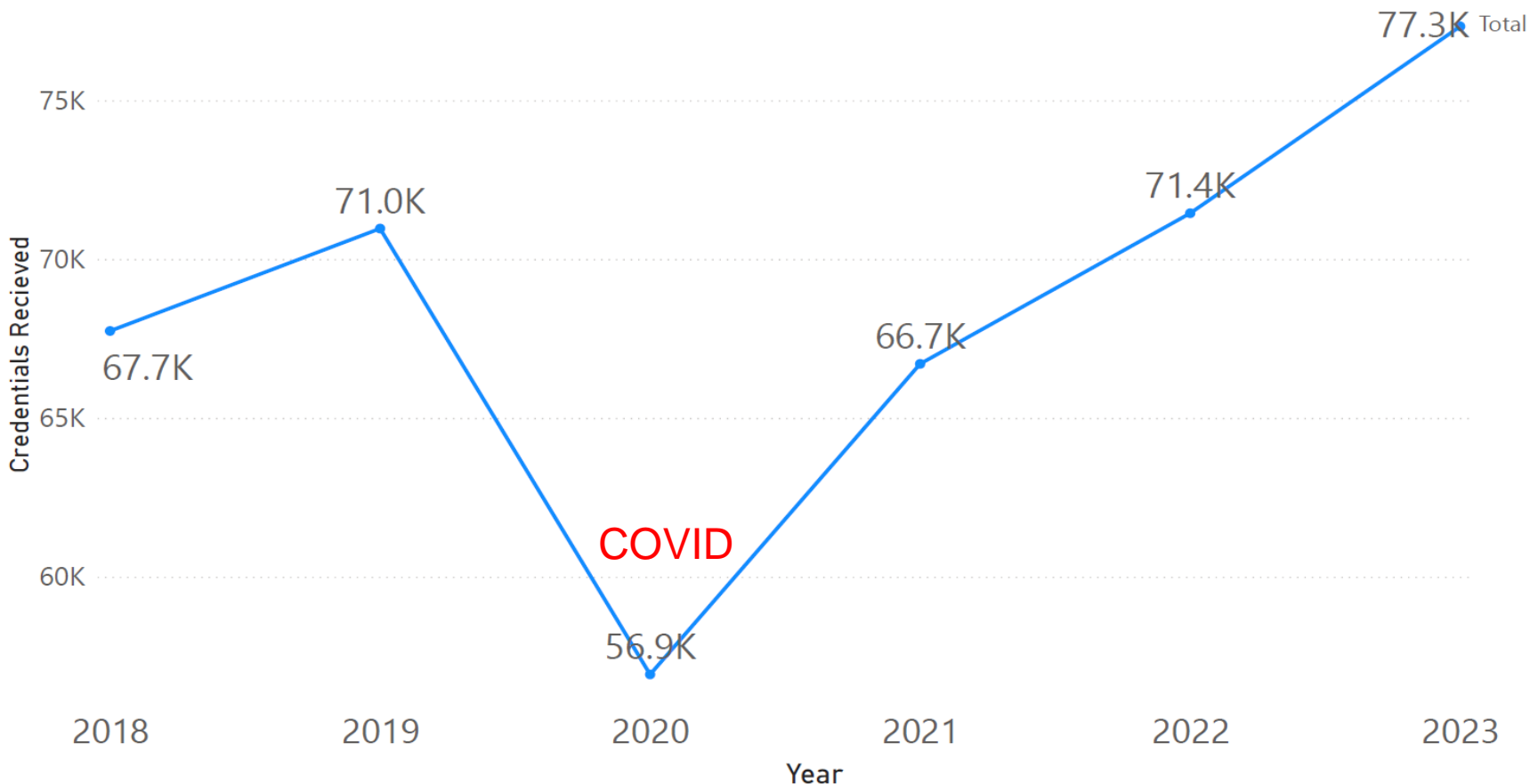
SSEB Inventory and State Cycle Time by Month





MMC Endorsements By Year

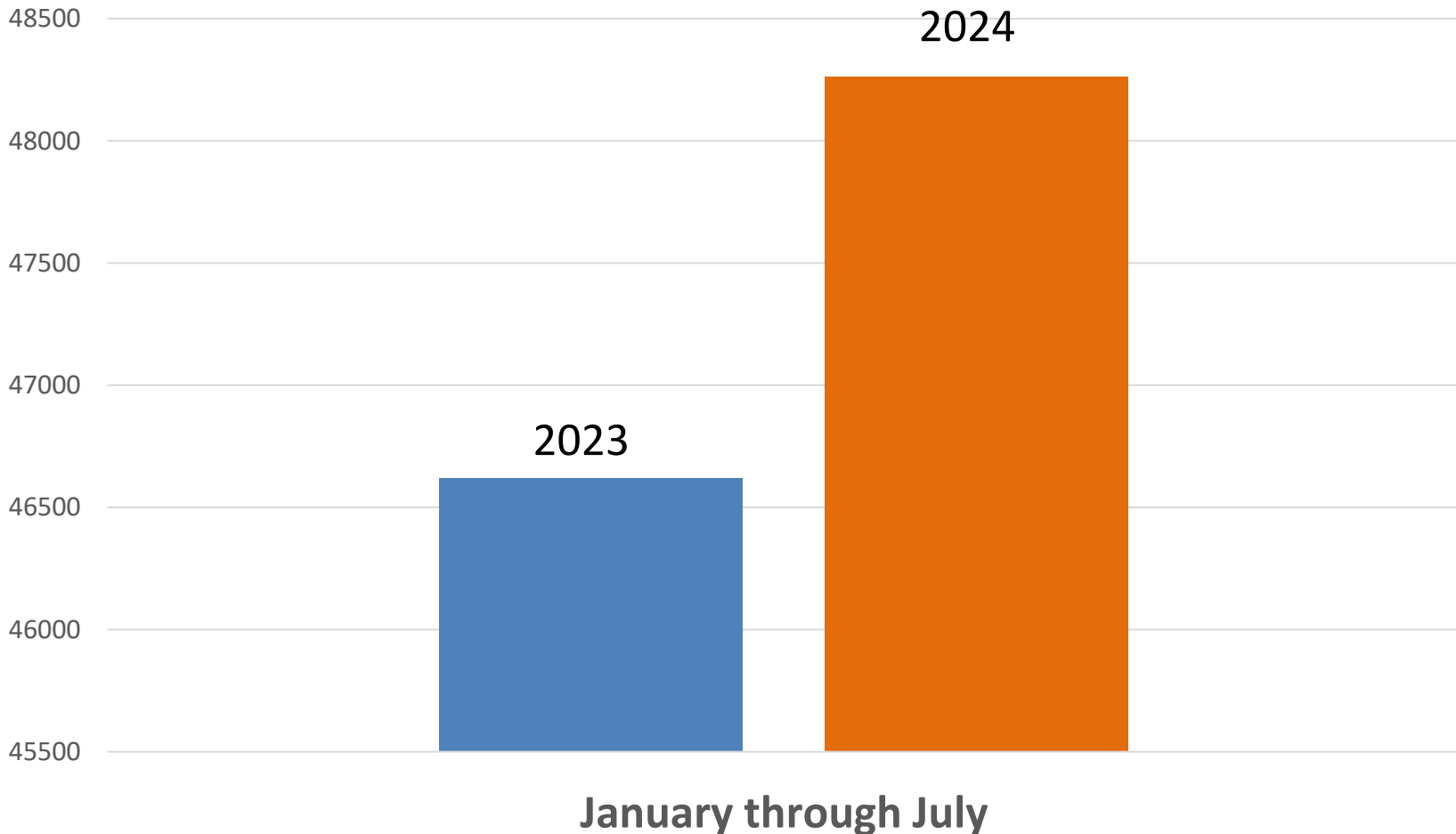
Total MMC Credential Endorsements Received by Year





MMC Endorsements Received

Endorsement Requests Received





Medical Certificates

Metrics below do not reflect unrecorded time and volume before entry to MMLD

- Inventory: 3,356
- Overall Processing Time: 14.1 days
- Net Processing Time: 12.4 days
- NMC Goal is 20 days
- 563 Beyond NMC control in Awaiting Information (not included in inventory above)

United States Coast Guard
Medical Certificate
Seafarer Name: MERCHANTMARINER, CHRISTINA THE
Gender: Female Nationality: US DOB: 10-OCT-1989
STCW Exp Date: 25-MAR-2017 Natural Exp Date: 26-MAR-2020 Prev Exp Date: 26-MAR-2017

Bradley Claw
KRISTIN S. MARTIN, CAPT, USCG
OFFICER IN CHARGE, MARINE INSPECTION

DRAFT

DRAFT DOC - DO NOT ISSUE

Seafarer Signature: _____ Ref Num: 2024279

Mariner is free from any medical condition likely to be aggravated by service at sea or to render the seafarer unfit for such service or to endanger the health of other persons on board.

Date of Examination: _____
Last Color Vision Test Date: _____
Hearing (IAW STCW A-6): _____ 26-MAR-2015
Visual Acuity (IAW STCW A-6): _____ 26-MAR-2015
Color Vision (IAW STCW A-6): _____
Fit for Lock-out duties: _____
Unaided Hearing Satisfactory: _____
Identification Checked at Examination: _____
No Limitations/Restrictions: N
1) Waiver: _____
2) Acknowledge & will comply with waiver conditions: _____

DRAFT DOC - DO NOT ISSUE CO-4816A (Rev. 0812) Ref Num: 2024279





Medical Certificate

- Applications Received – 38,149*
- Issuances – 35,709
- Denials – 7
- Waivers Approved – 3,077
- Awaiting Information Letters Sent – 1,506
- Average Monthly Net Processing Time - 7.77 days *
- End of July Medical Certificate Inventory: 2,850 *

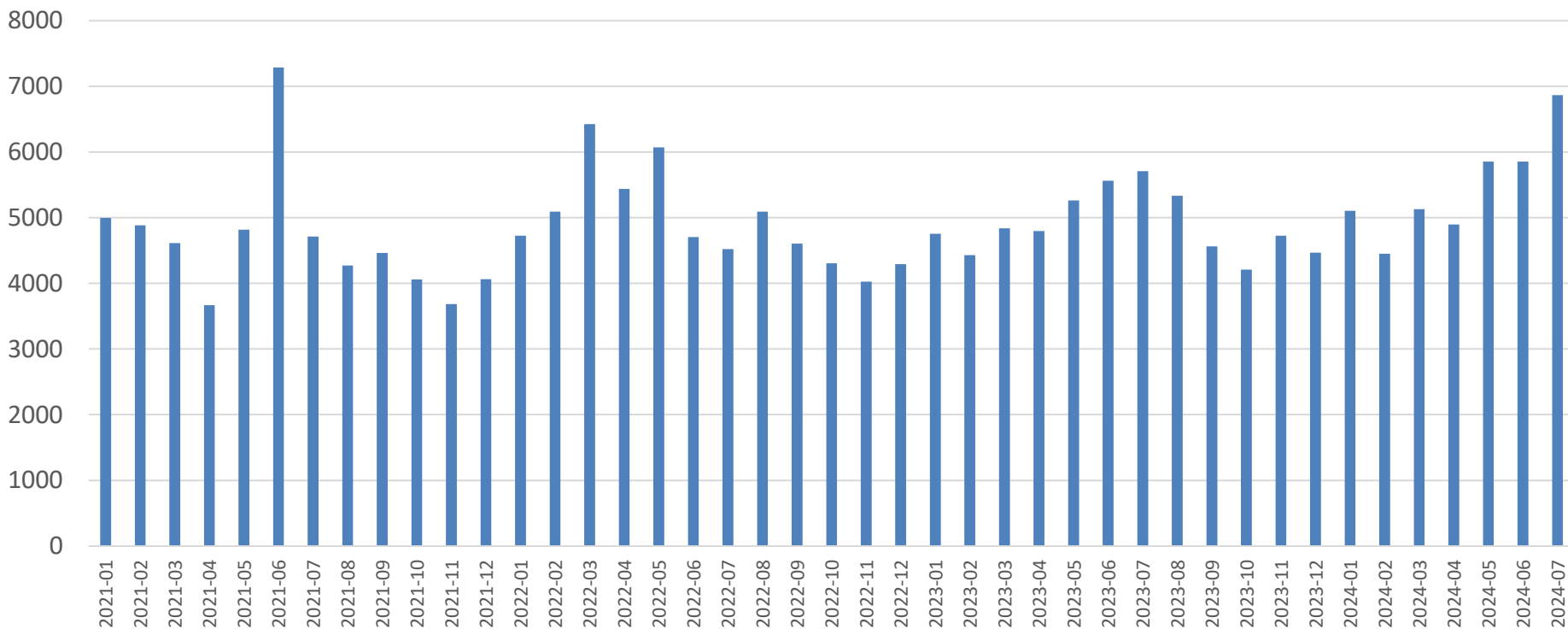
*Metrics do not reflect unrecorded time and volume before entry to MMLD





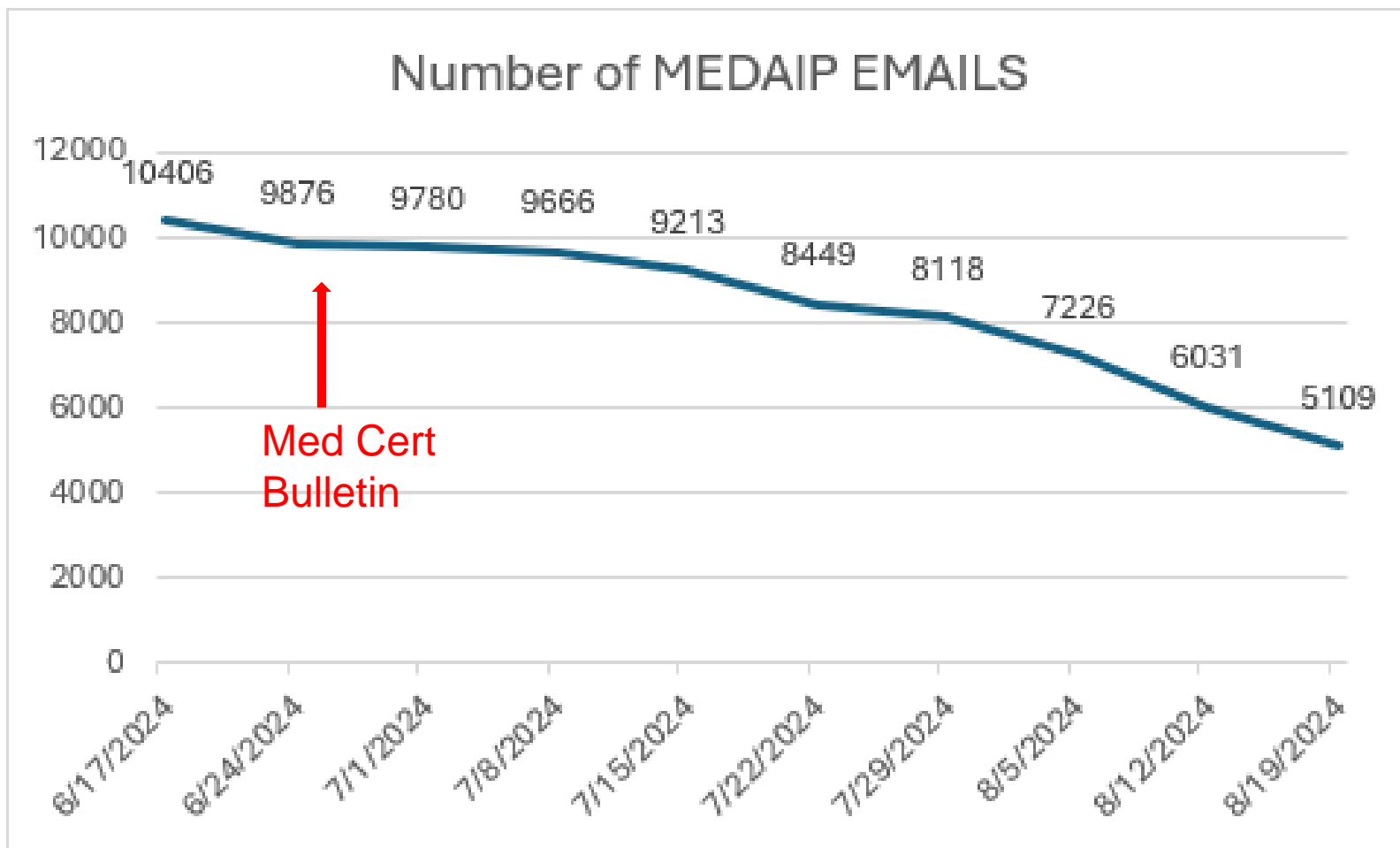
Med Cert Processing

Total Med Cert Applications Received





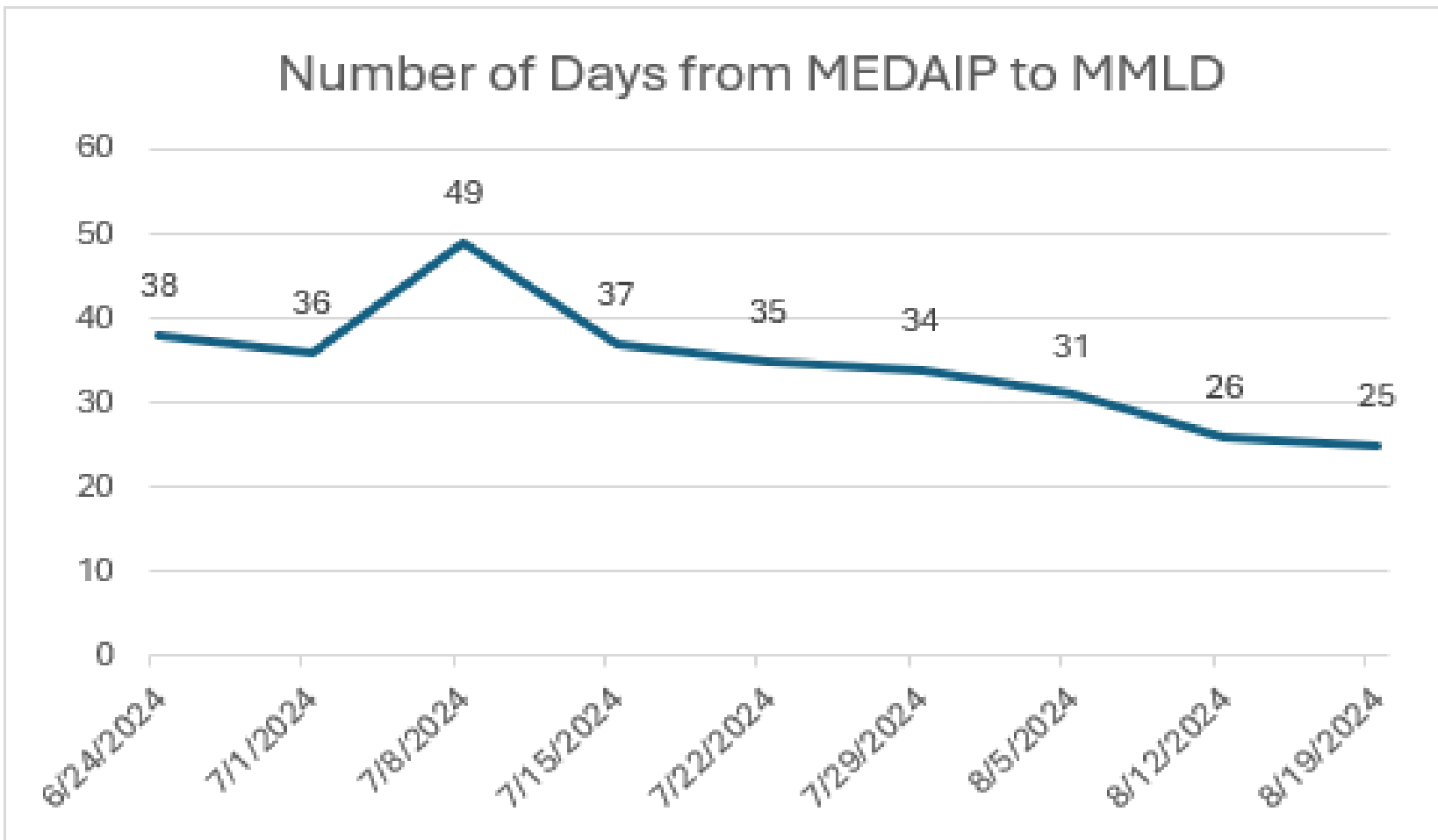
Med Cert Processing





Med Cert Processing

Number of Days from MEDAIP to MMLD





- Processing times increased due to large e-mail volume
 - Multiple emails for same app create delays
 - 25% of emails were duplicates
 - 9% of applications were incomplete and rejected

- Email Med Cert apps to MEDAIP@uscg.mil
 - Subject line: LAST NAME_FIRST NAME_MRN
 - Name PDF the same

- Submit as one PDF – other formats not accepted





https://www.dco.uscg.mil/nmc/medical_certificate/



NATIONAL MARITIME CENTER

ATTENTION* Apply for your Medical Certificate at least 90 days in advance.

NMC HOME

[ABOUT US / EMPLOYMENT OPPORTUNITIES](#)

[START WITH A CHECKLIST](#)

[APPLY FOR A MERCHANT MARINER CREDENTIAL](#)

[APPLY FOR A MEDICAL CERTIFICATE](#)

[MAKE A PAYMENT](#)

[REC: SCHEDULE EXAM\(S\) OR SUBMIT YOUR APP](#)

[CHECK YOUR APPLICATION STATUS](#)

[EXAMINATIONS](#)

[COURSE PROVIDER / DE / QA INFO](#)

[FORMS & INSTRUCTIONS](#)

[GET YOUR RECORDS](#)

[POLICY & REGULATIONS](#)

[ADDITIONAL RESOURCES](#)

Medical Division

The Medical Division is responsible for determining the medical fitness for mariners to serve in the capacities specified by the domestic and international endorsements for which they apply.

To qualify for a medical certificate, a mariner must provide evidence of meeting the medical and physical standards on a CG-719-K or CG-719-K/E, as appropriate.

Medical Certificate

The medical certificate is a document that serves as proof that a mariner meets the [required medical and physical standards](#). In order to receive a Merchant Mariner Credential or Medical Certificate you will need to complete the correct applications.

For additional details on medical certificates, including Duplicate Medical Certificate Requests:

[Fullscreen Video Guide to Filling Out Application Form CG-719K](#)

[Medical Certificates FAQ](#)

[Click to subscribe for updates](#)





Course Approvals

- ❖ Course Inventory: 193
- ❖ Net Processing Time: 90.4 days
- ❖ Course Providers: 237
- ❖ Total Active Courses: 1,995
- ❖ Active Designated Examiners (DE):
3,835
- ❖ Active Qualified Assessors (QA): 805
- ❖ Instructors: 22,382
- ❖ 96 Beyond NMC control in Awaiting
Info (not included in inventory above)





Course, DE, QA Approvals

- Applications Received – 1,218
 - ❖ Course Approval – 453
 - ❖ Designated Examiner (DE) – 665
 - ❖ Qualified Assessor (QA) – 100
- Issuances – 990
 - ❖ Course Approvals – 283
 - ❖ DE Approvals – 636
 - ❖ QA Approvals – 71
- Denials – 52
 - ❖ Courses – 48
 - ❖ DE – 4
 - ❖ QA – 0
- Awaiting Information Letters Sent – 278
 - ❖ For Course Approvals – 247
 - ❖ For DE – 27
 - ❖ For QA – 4
- Average Monthly Net Processing Time
 - ❖ Course Approvals – 69.7 days
 - ❖ DE Approvals – 4.42 days
 - ❖ QA Approvals – 7.4 days

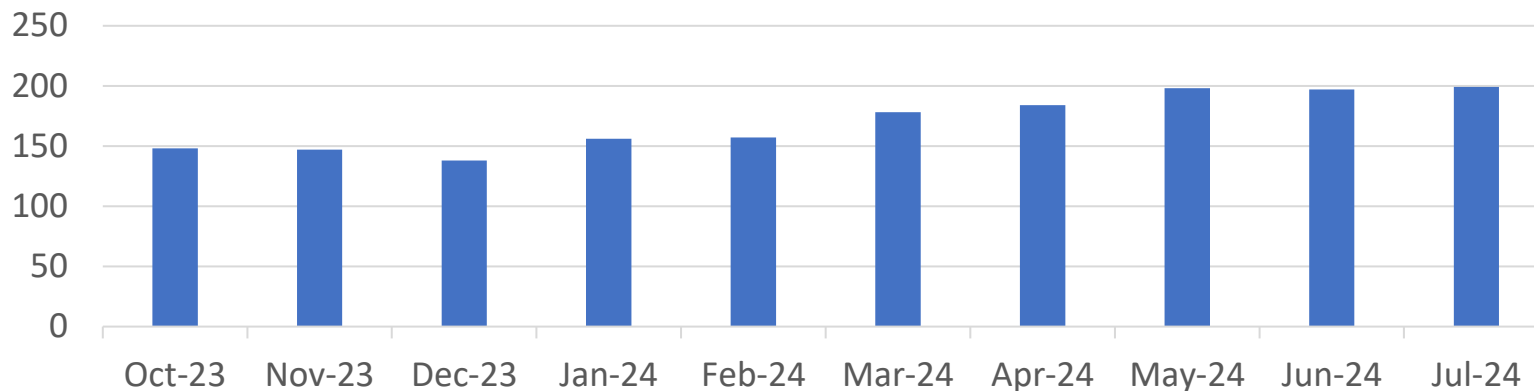
Note: There may be more issuances/denials than applications received due to end of year cross-over.



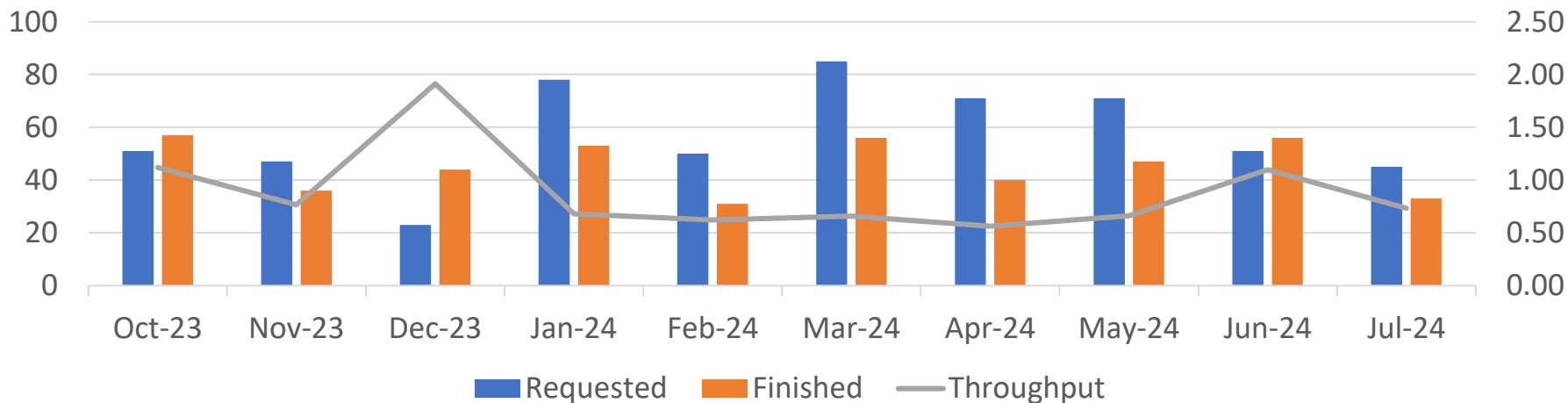


Course Approval Processing

Inventory



Application Throughput





- Fraud = something in the application was submitted that was verified not truthful
- Non-compliance = the mariner served in a vessel position without the proper endorsement

	2023	2024*
Total Cases	172	217
Fraud or Non-compliance	39	25

* As of 10 Aug 24





Top 5 reasons apps sent to CIT

- Duties do not match endorsement
- DE/QA not approved for the task
- Vsl ownership not proven when attesting to service
- Change from previous SS letter
- No breakdown of service

Frequent Fraud/Non-compliance Cases Proven

- Falsifying SS records
- Falsifying TOAR sign-offs
- Forging Course Certificates
- Working in positions not authorized
- SS doesn't comply with COI requirements





External Audit Program

Program Focus

- Compliance w/ approved course curricula
- Practical assessment execution
- Availability and condition of approved equipment
- Instructors and sites are approved and sufficient
- Timely correction of non- conformities





Actions Resulting from Audits

1 Jan – 17 Aug 2024:

- 34 Courses moved to Intent to Suspend (3 Training Providers)
- 35 Courses Administratively Withdrawn (3 Training providers)

Fiscal Year	Audits Conducted	Non-Conformities
2024*	148	340
2023	101	218
2022	123	358

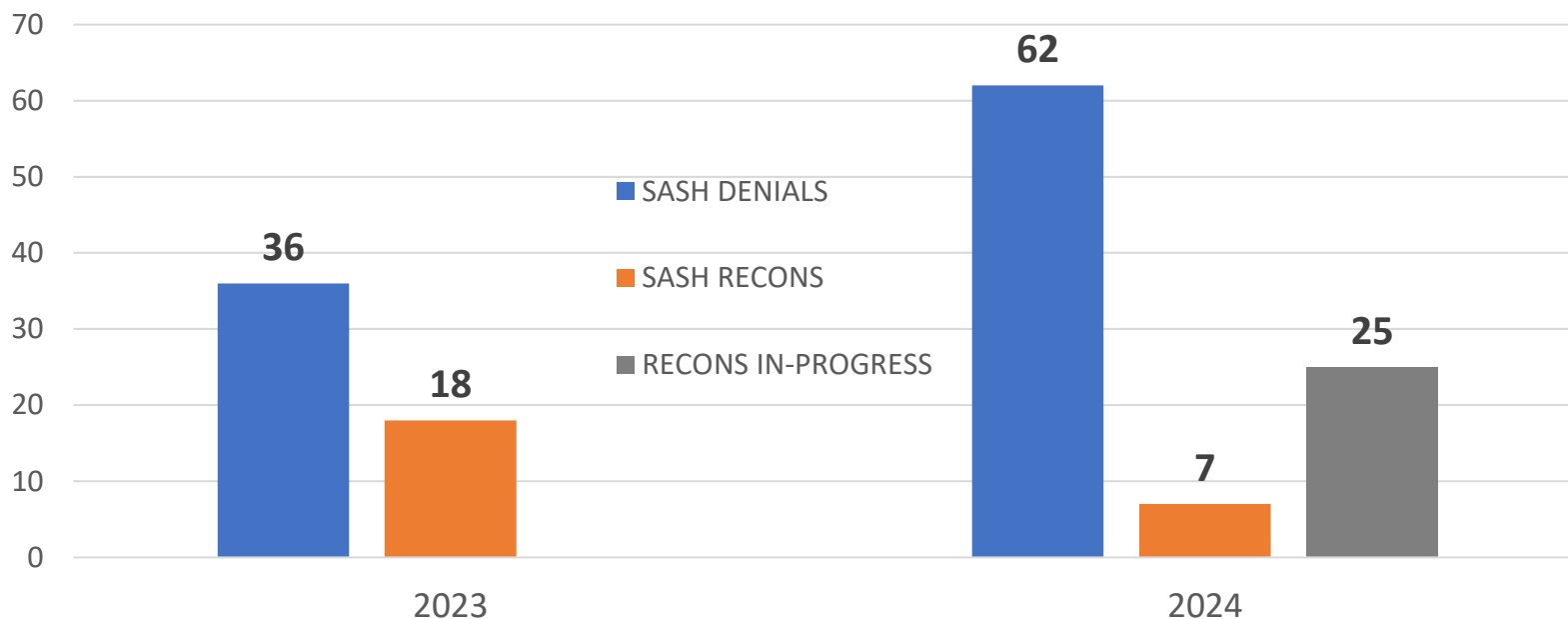
*25 audits scheduled but not yet completed as of 18Aug24.





SASH Denials and RECONS

	2023	2024
SASH DENIALS	36	62
SASH RECONS	18	7
RECONS IN-PROGRESS		25





Truncation Update

- Jan 2015 – Dec 2019: Mid-Atlantic Maritime Academy offered unapproved courses
- Mariners holding resulting endorsements were notified of options to retain them
- Applications from non-compliant mariners are rejected
- As of 20 Aug 2024:
- More information is available at [Mid-Atlantic Maritime Academy Course \(uscg.mil\)](https://uscg.mil)

Truncation Status		
Action	Current Numbers	Remaining Numbers
Affidavits/certifications received	292	308
Affidavits/certifications requiring return for revision	15	
Course retests	18	
Course retaken	6	
Mariner requested course credit removal	36	
Expired/No MMC request to remove course credit	3	

Notes: Only individuals with valid MMCs and those that expired in 2023 are included in rows 1-6. The USCG test and course retests columns have been combined





Exam Working Groups

- All currently scheduled at NMC - dates & location subject to change based on attendees
 - Engine
 - 22-24 Oct 2024
 - 18-20 Mar 2025
 - 24-26 Jun 2025
 - 21-23 Oct 2025
 - Deck
 - 17-19 Sep 2024
 - 04-06 Feb 2025
 - 06-08 May 2025
 - 16-18 Sep 2025
- Schedule & process on NMC website Exams page





- NMC Website:
WWW.USCG.MIL/NMC
- Questions specific to individual applications:
IASKNMC@uscg.mil or 1-888-IASKNMC (427-5662)
- Questions/Feedback on NVICs/Policy:
MMCPolicy@uscg.mil





Miscellaneous Data

- Outgoing Mail (pieces) – 71,829
- WWII-Related Correspondence – 176
- CSC Contacts – 181,469
 - ❖ Phone Calls – 110,831
 - ❖ Live Chats Handled – 27,393
 - ❖ E-mails Handled – 39,023
 - ❖ Voice Mails Handled – 3,369
 - ❖ Applications Mailed – 853
- Average Customer Satisfaction – 82%





Military Course Approvals

	Coast Guard	Army	Navy	MSC	NOAA
Approvals	38	30	15	16	2
Awaiting Info	0	3	2	0	0
Waiting Eval	0	0	0	1	0

As of 9 AUG 2024





- Polar Code endorsements (CG-MMC PL 02-18)
 - 158 Advanced & Basic
 - 139 Basic only
- IGF Code Ops endorsements (CG-MMC PL 01-21)
 - 109 Advanced
 - 1691 Basic only

