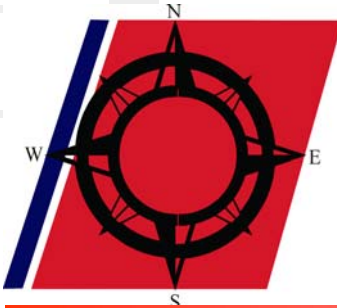


Mariner Licensing and Documentation Program



Performance Update

**December
2008**



National Maritime Center
100 Forbes Drive
Martinsburg, WV 25404

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





Mission and Vision

Mission

- Issue credentials to fully qualified mariners in the most effective and efficient manner possible.

Vision

- We will build the mariner credentialing version of Intuit Inc.'s *TurboTax* to enable mariners to conduct credential transactions on demand from any location in the world.

Mariner-focused goals

- Reduce credential processing time
- Improve customer satisfaction
- Improve consistency

Major Milestones

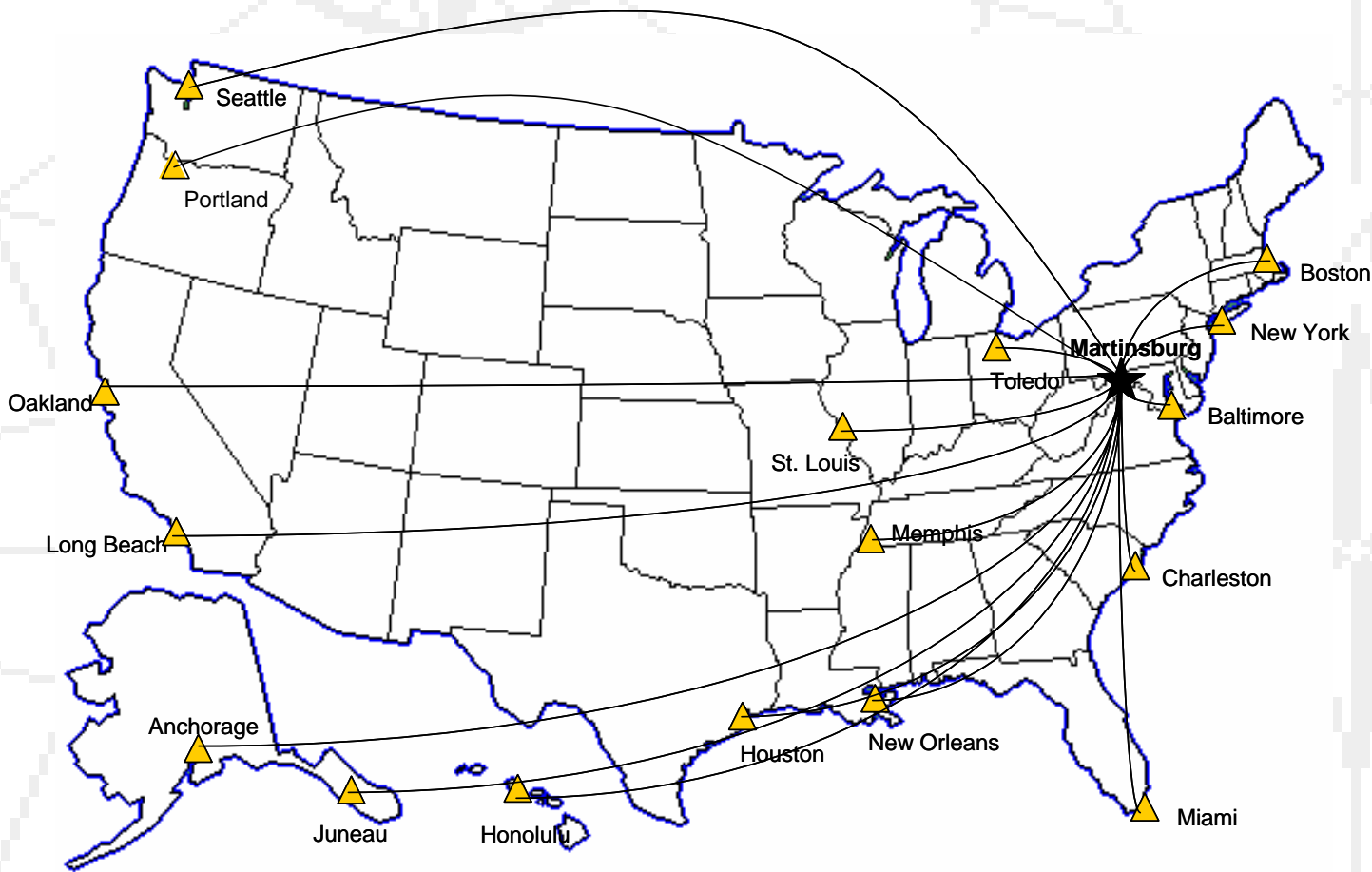
- Transition all RECs to centralized operations
- Standardize MLD policy and procedures
- Modernize MLD processes and operations





REC Transition Done!

All RECs transitioned to centralized operations.



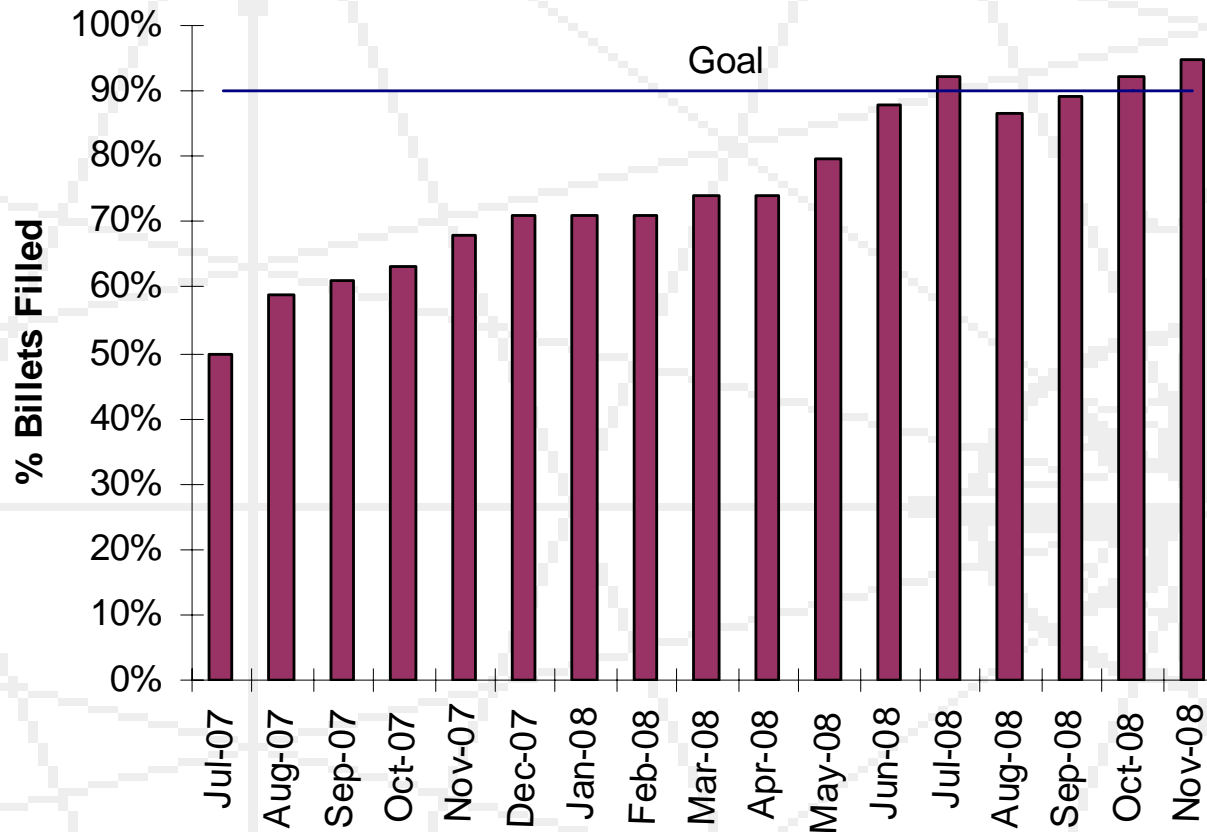
U.S. Department of
Homeland Security
**United States
Coast Guard**

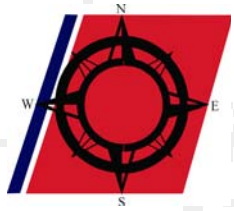




Positions Filled

Positions at NMC/REC filled with talented people.





MMS System in Place

Standardization efforts underway

- Mission Management System in place
- Audits conducted
- ISO 9001:2008 compliance achieved





Modernization Started

**Moving From Paper to Data
Building Electronic Application Capabilities**



Sea service data from owners, unions



NMC Credential Production Center



Course completion data from schools



Medical data from physicians



Security background data from Courts

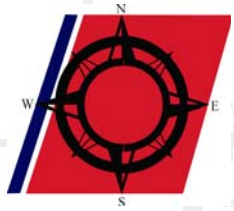


Personal data from mariner



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





Process Improvements

Process improvements in place

- Quality checks at the REC Storefronts
- Performance metrics in use by employees
- MMLD data based improved
- Employees focused on finding process bottlenecks

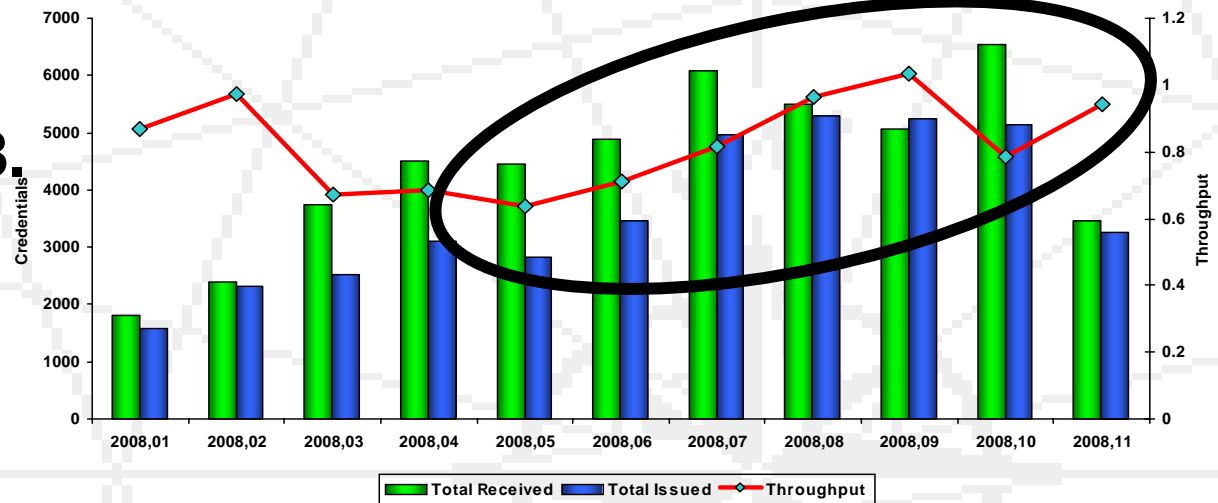




Credential Throughput

- Credentials issued under centralized operations increased by 135% since January 2008.
- Increase due to productivity and process improvements at the RECs and NMC.

Increase Throughput



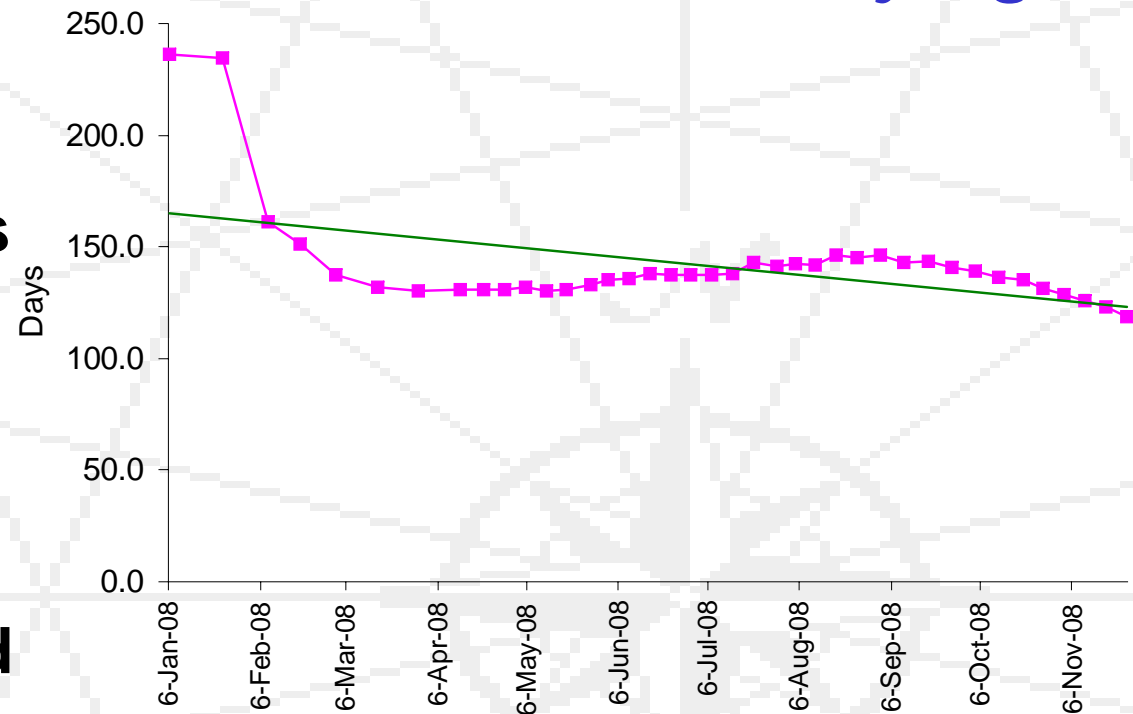


Inventory Age

The production process is becoming more efficient. The average age of mariner credential applications has decreased by 49% since January 2008.

This was a result of aggressive efforts to prioritize workflow and focus on the oldest applications in the inventory.

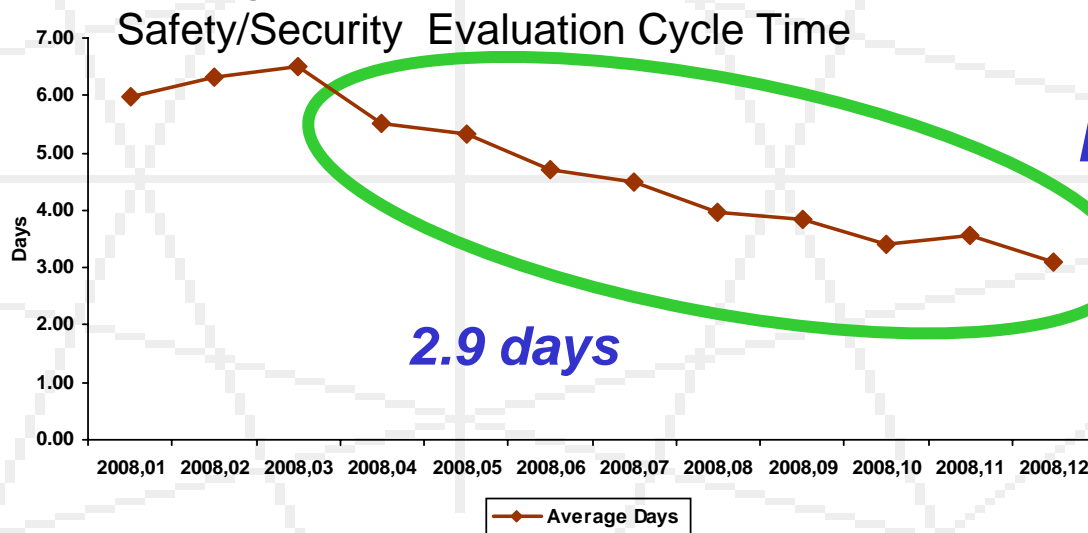
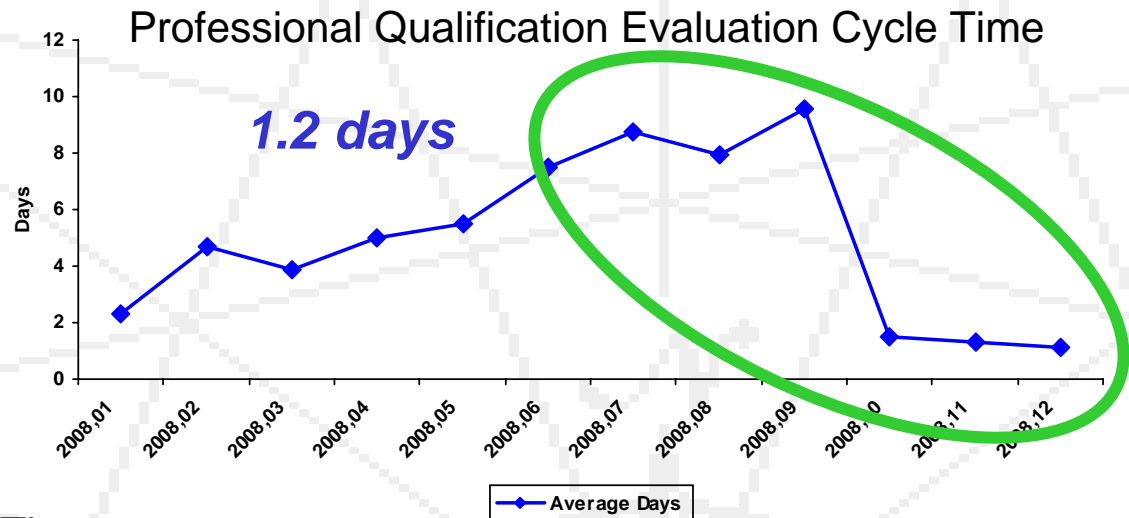
Decrease Inventory Age





Evaluation Cycle Time

The average time to conduct professional and security evaluations of mariners' applications has decreased since January 2008.



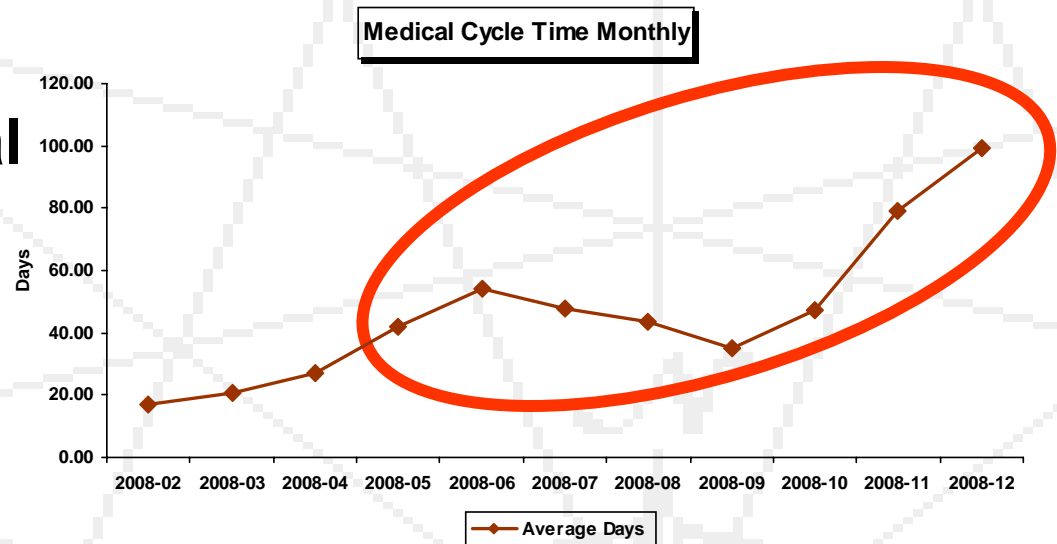
Reduce Cycle Time





Evaluation Cycle Time

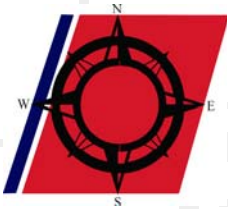
However, the average time to conduct medical evaluations has increased dramatically to an average of **89 days**.



This is due to an increase in the number of physical exam reports submitted by mariners and to a limited number of medically trained staff available to make fitness for duty determinations.

RP submitted to address staffing demands.



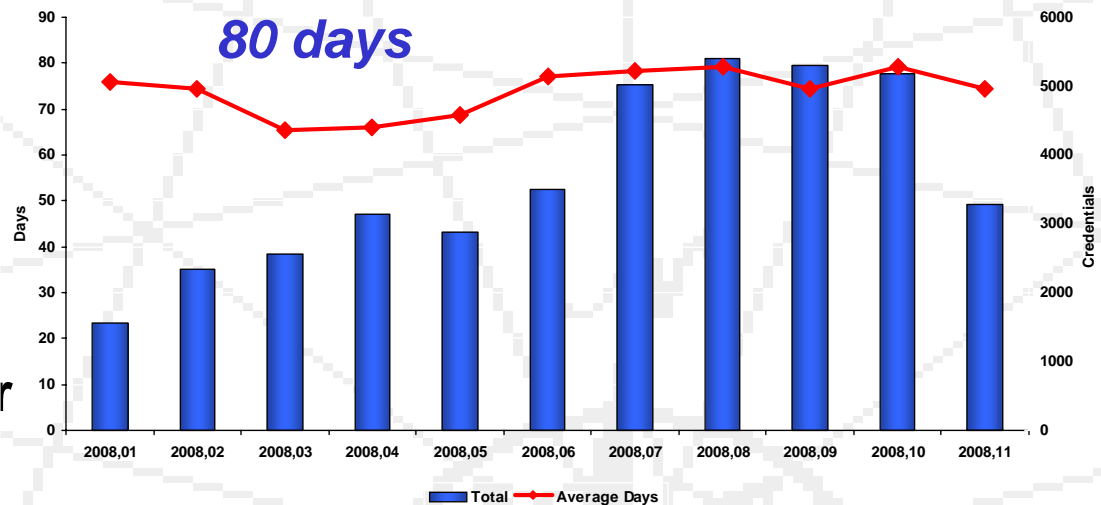


Total Processing Time

Average total processing time remains longer than desired. As we complete older credential applications, the average processing time will begin to decline.

Further, the increased time for medical evaluations is hampering efforts to reduce total processing time.

Total Credential Processing Time



Reduce Total Processing Time

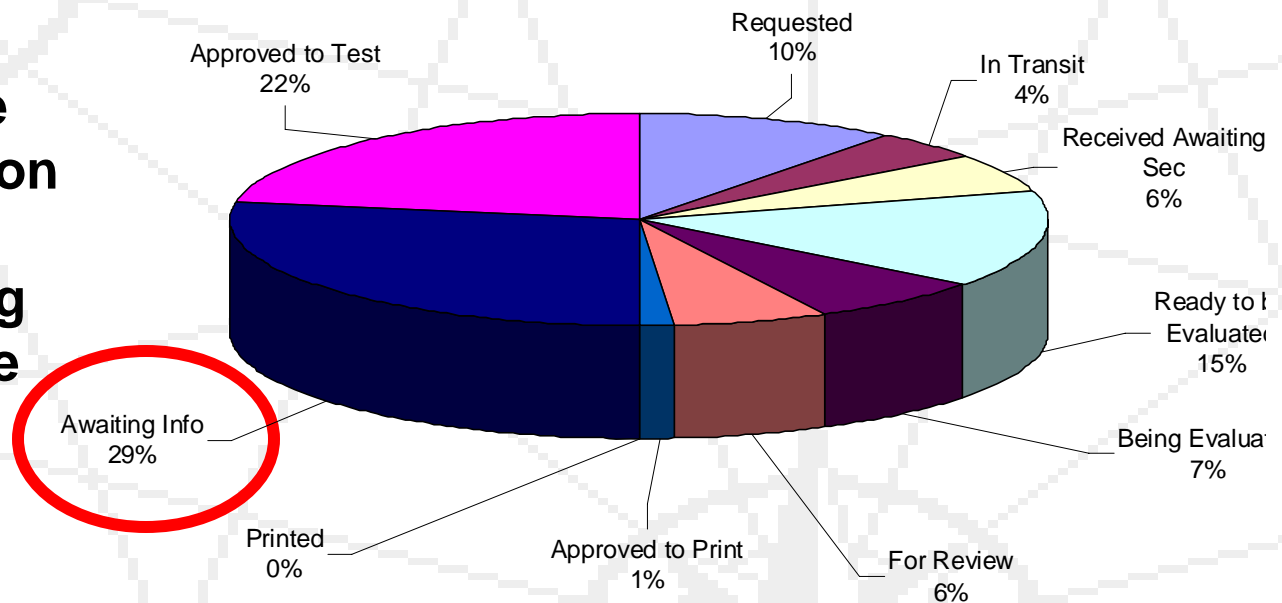




Total Processing Time

Another significant contributor to long processing time is the paper-based application system. Almost 24 days of the processing time on average is due to incomplete applications.

Contributors to Total Processing Time



Electronic applications will address this problem.

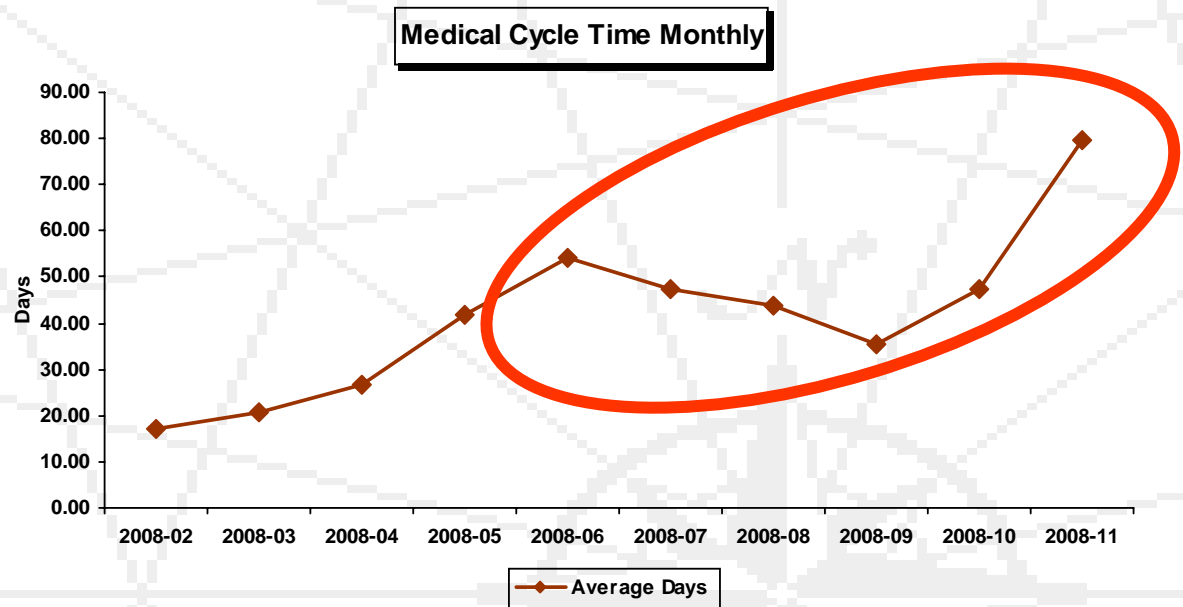
Paper-based system is the bottleneck





Medical Staff Needed

Additional medical staff will ensure delays are eliminated while ensuring fully qualified mariners are issued credentials.



An resource proposal has been submitted to address staffing demands.





Modernization Needed

Electronic credential application capabilities will address the system bottlenecks by helping mariners provide the necessary information when their application is submitted.



**Merchant Mariner
secure electronic application system**

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