

Improvements to Mariner Licensing and Documentation

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Commanding Officer
USCG National Maritime Center**

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





What You'll Hear Today

- Restructuring & centralization project
- Performance improvements
- Performance results





Opportunities

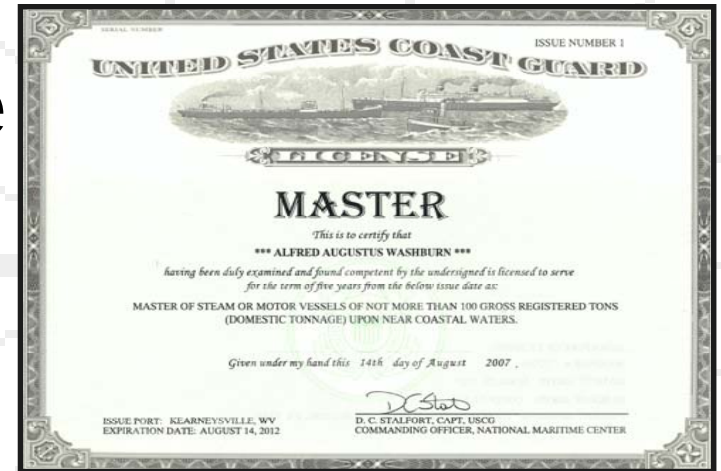
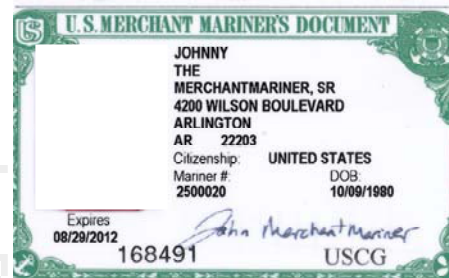
- Set a new focus, new goals
- Reengineer our credentialing processes
- Improve customer service
- Delight mariners





Our Mission

- Issue credentials to qualified mariners
- Effective and efficient manner
- Assure a sound Marine Transportation System.



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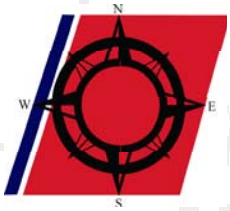


We Value...

- the mariner, respect their experience
- the mariner's time, get it right the first time
- the mariner's personal information
- the mariner's suggestions for improvement

We will find a way to say yes when legally and reasonably possible





Our Vision - Big Audacious Goal

Merchant Mariner Secure Electronic Application System

We will build the mariner credentialing version of Intuit, Inc.'s TurboTax®.



**Merchant Mariner
secure electronic application system**

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Our Goals

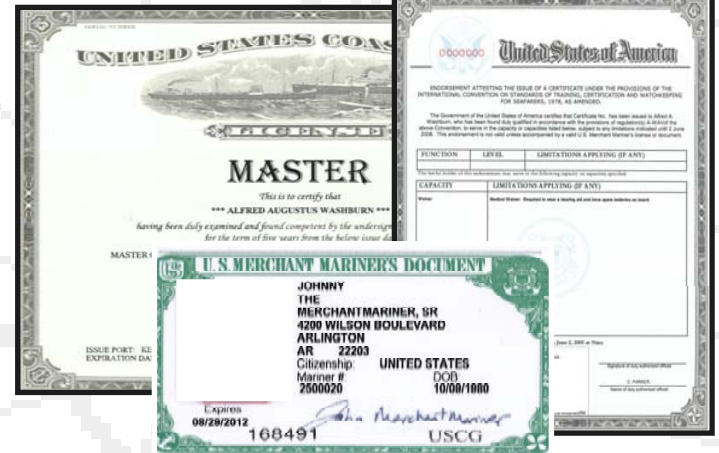
Improve
Customer
Service



Reduce
Processing
Time



Ensure
product
quality

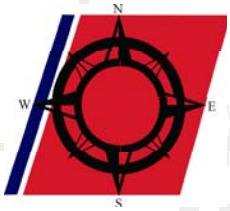




Benefits of Centralization

- Decreased Processing Time
- Consistency of Service
- Improved Customer Service





Project Update

- NMC operating in new building
- 170 people working in West Virginia
- Program / policy office at USCG HQ





Improvements

- Improved processes
- Help Desk
- Simplify application forms
- Online application status tracking
- Online user fees via Pay.gov
- Electronic application forms
- Medical Evaluation Branch

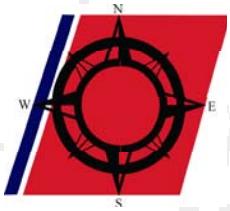




Improvements

- Process performance metrics
- RECs on mariner advocacy
- Bulk applications
- Electronic records
- Eliminating “license creep”
- Sea service calculator





REC Transition

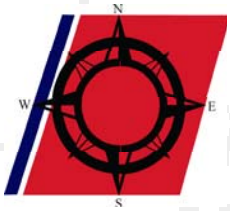
In Transition

- New Orleans
- Juneau
- Anchorage
- Baltimore

Up Next

- St Louis
- Toledo





RECs as Storefronts

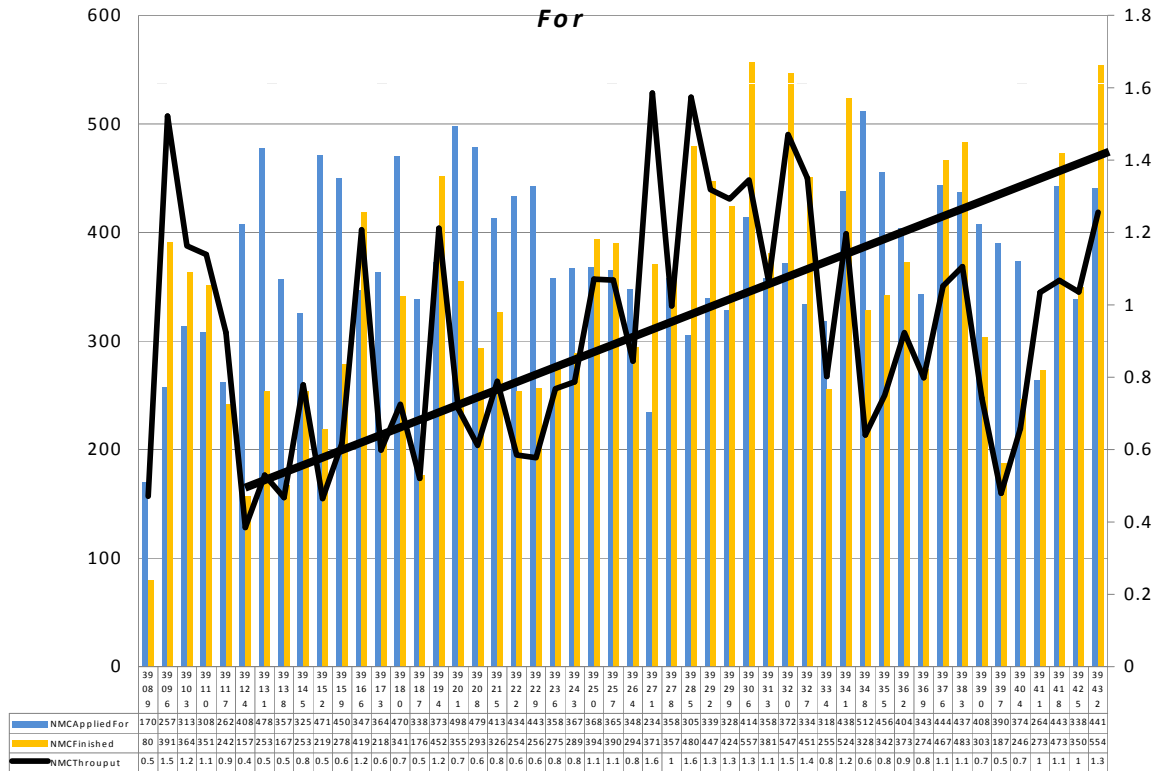
- **face-to-face with mariners**
- **provide examination services to mariners**
- **audit USCG approved training courses**
- **local limited and pilot licenses**



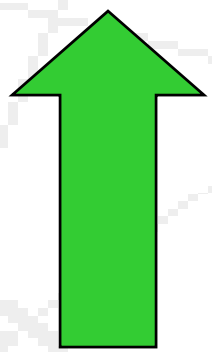


Increase Throughput - More out than In

Transitioned Throughput
Objective: Increase ratio of Credentials Finished to Credentials Applied
For

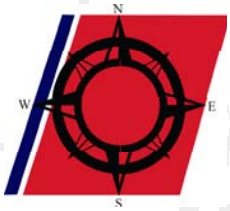


Finished / Applied for

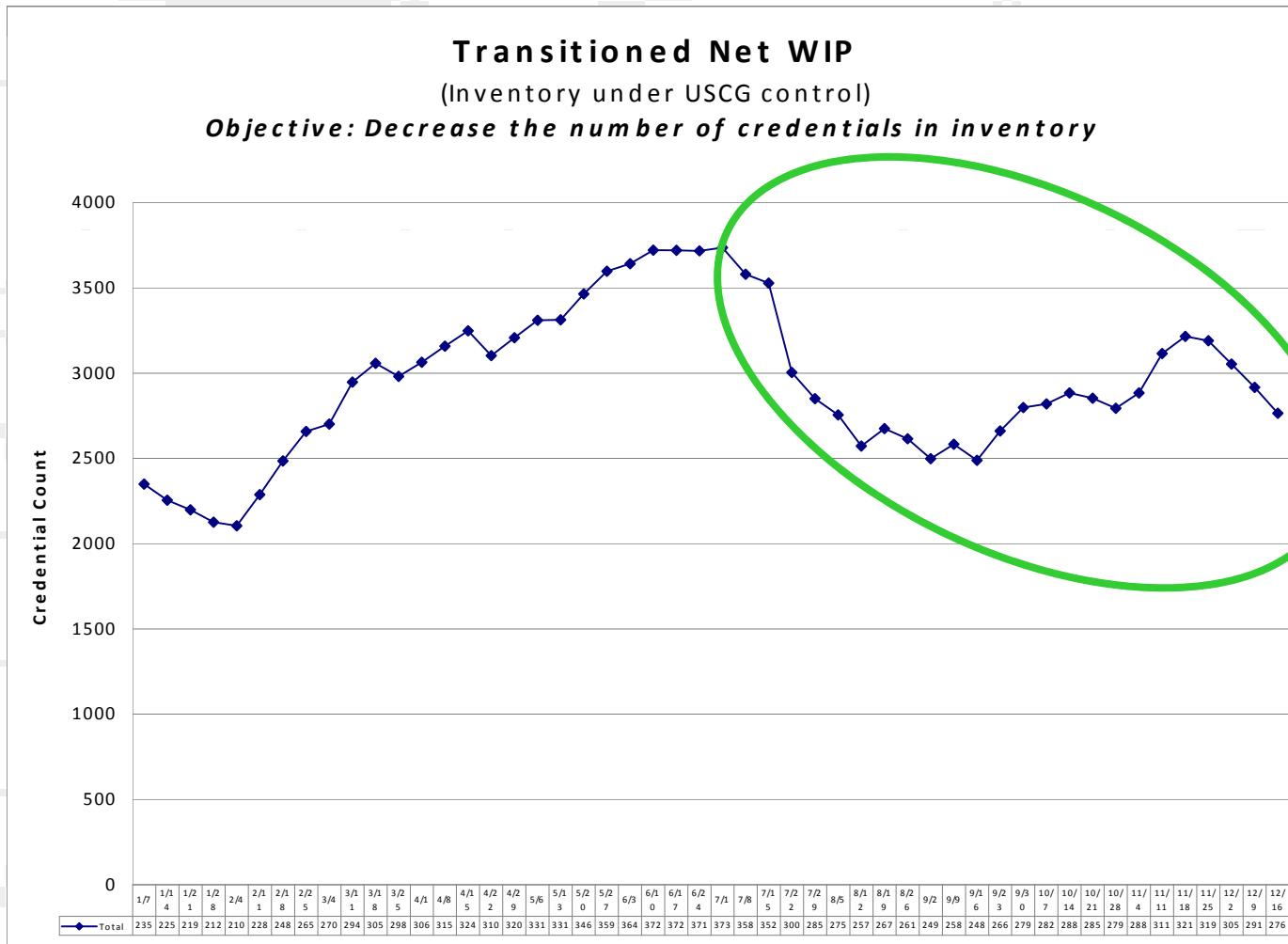


Good Trend

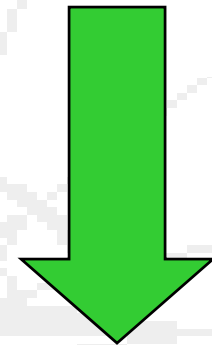




Decrease Application Inventory



Good Trend

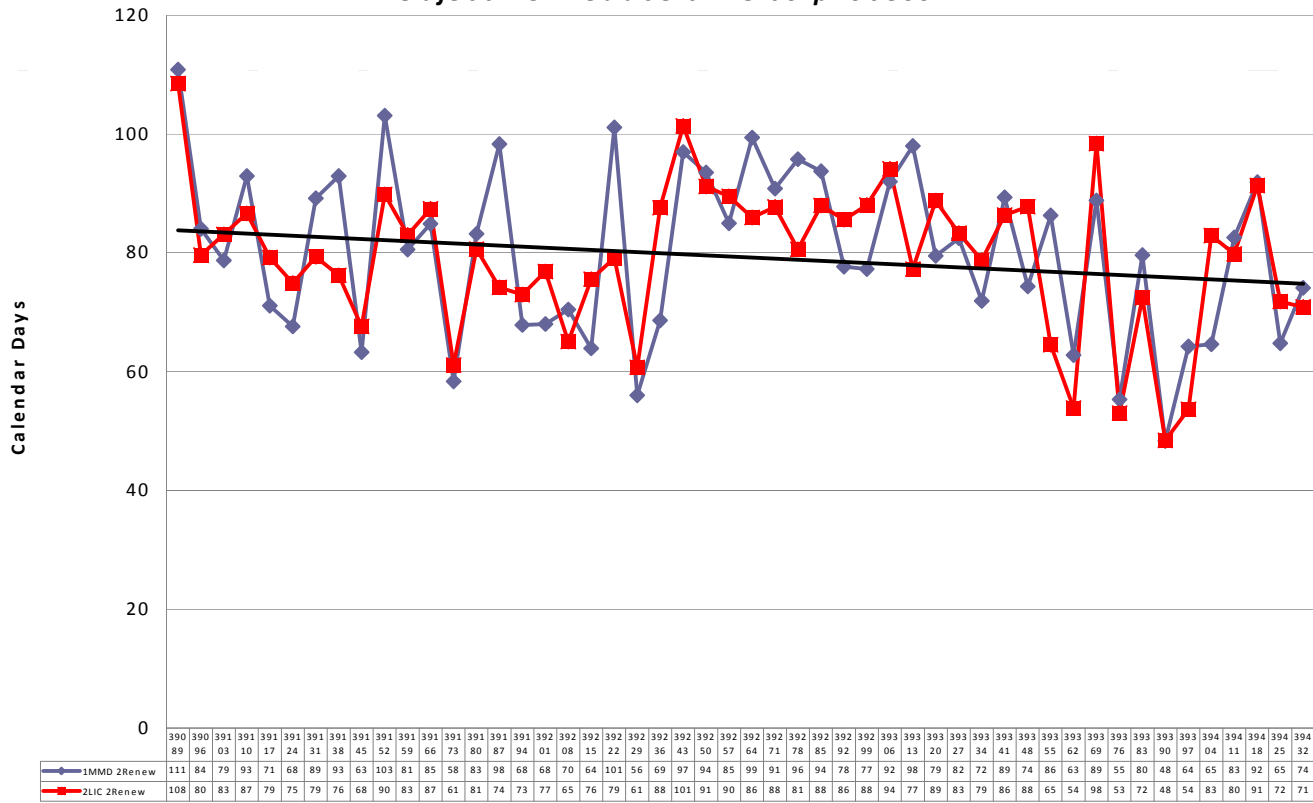




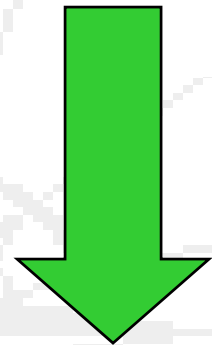
Decrease Processing Time

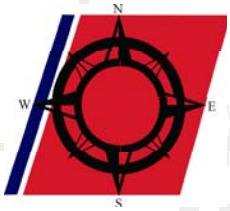
Total Processing Time by Credential/Transaction Type

Objective: Reduce time to process

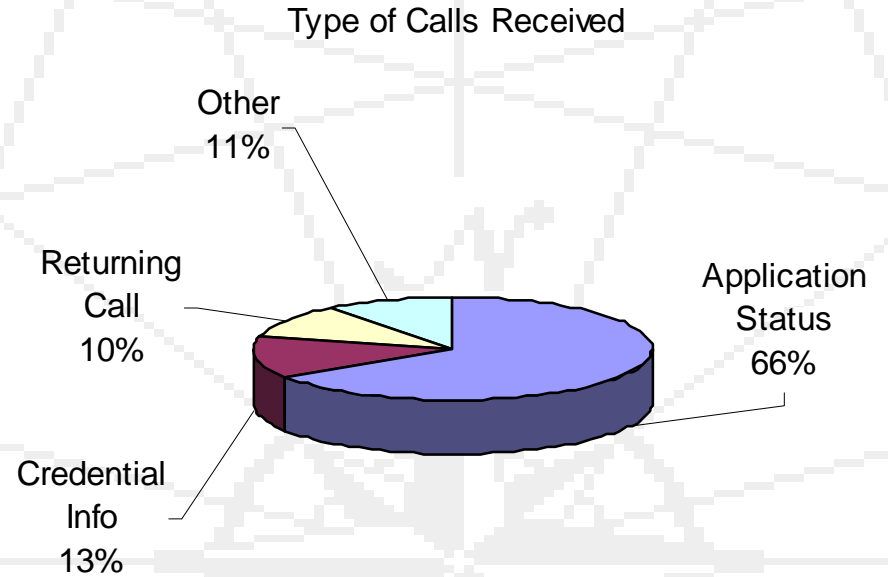
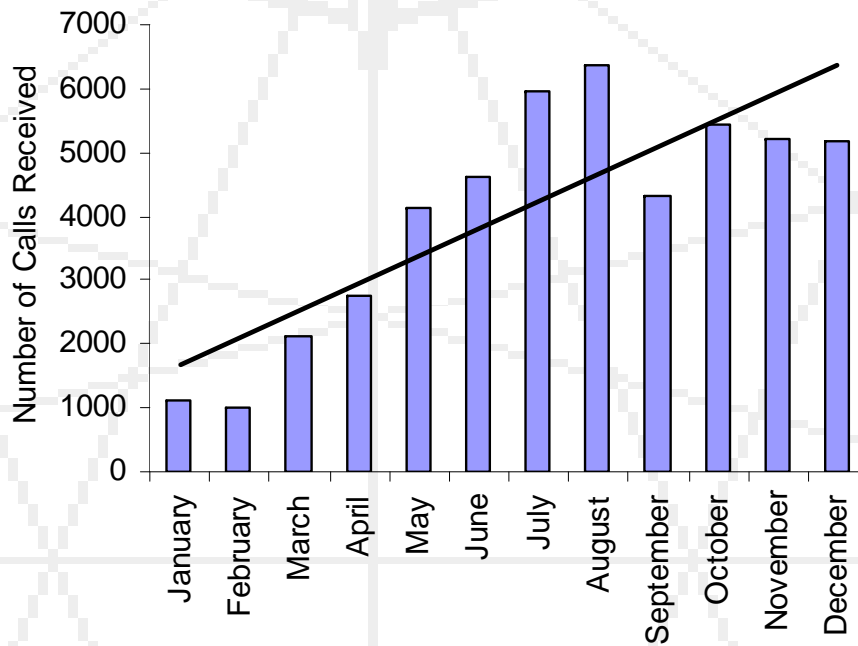


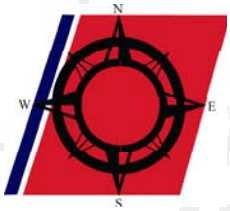
Good Trend





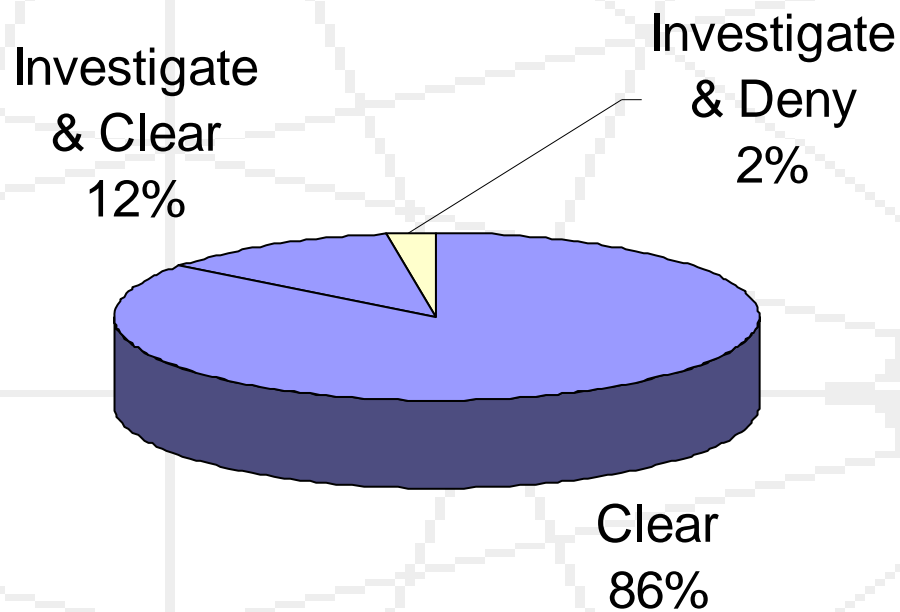
Call Center Activity

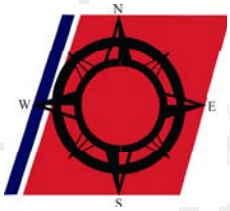




Security Evaluations

98% of all mariners pass security evaluations





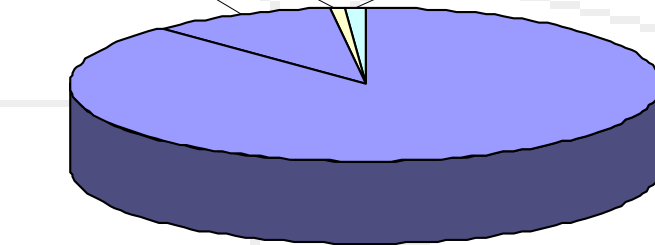
Medical Evaluations

99% of all mariners pass medical evaluations

Second level
review &
cleared
10%

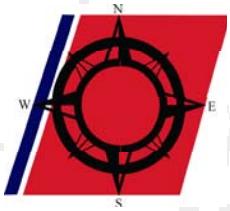
Denied
1%

Expire due to
lack of
information
1%



Cleared
88%





Making it easy to contact the NMC

- 1-888-IASKNMC
- iasknmc@uscg.mil
- uscg.mil/stcw
- homeport.uscg.mil
- 1-304-433-3400
- We will answer the phone!





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