



CY 2017 Summary Totals

- Applications Received

- Merchant Mariner Credential (MMC) - 58,943
- Medical Certificate - 60,227
- Course/Program Approval - 1143
- Designated Examiner (DE) - 595
- Qualified Assessor (QA) - 789

- Denials

- MMC - 211
- Medical Certificate - 67
- Course/Program Approval - 78
- DE - 39
- QA - 100

- Issuances

- MMC - 67,373
 - ❖ Booklets - 48,716
 - ❖ STCW - 8,836
 - ❖ Domestic Endorsements - 8,242
 - ❖ Documents of Continuity - 1,579
- Medical Certificates - 59,464
- Course/Program Approvals - 973
- DE Approvals - 550
- QA Approvals - 773

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





CY 2017 Summary Totals

- Approved to Test - 9,834
 - Exams Given - 13,833
 - Modules Given - 27,807
- Safety & Suitability Screenings - 45,901
- WWII-Related Correspondence - 2,516
- CSC Contacts - 316,709
 - Phone Calls - 185,644
 - Live Chats Handled - 46,772
 - E-mails Sent - 90,566
 - Voice Mails Handled - 5,047
 - Applications Mailed - 4,885
- Awaiting Information - 58,972
- Auto-generated E-mails - 900,228
- Average Customer Satisfaction - 95.1%
- Average Monthly Net Processing Time -
 - MMC - 27.2 days
 - Medical Certificate - 8.1 days
 - Course/Program Approvals - 47.1 days
 - DE Approvals - 2.3 days
 - QA Approvals - 28.1 days





CY 2017 Summary Totals

- 2017 Snapshot totals as of January 2018
 - Merchant Mariners with Active Credentials - 209,684
 - Approved Designated Examiners - 4,009
 - Approved Qualified Assessors - 583
 - Approved Course Providers - 328
 - Approved Courses - 3,071

