



# CY 2018 Summary Totals

- Applications Received

- Merchant Mariner Credential (MMC) - 57,814
- Medical Certificate - 60,857
- Course/Program Approval - 944
- Designated Examiner (DE) - 1,129
- Qualified Assessor (QA) - 636

- Denials

- MMC - 142
- Medical Certificate - 51
- Course/Program Approval - 19
- DE - 16
- QA - 68

- Issuances

- MMC - 60,988
  - ❖ Booklets - 44,071
  - ❖ STCW - 6,975
  - ❖ Domestic Endorsements - 8,397
  - ❖ Documents of Continuity - 1,545
- Medical Certificates - 59,994
- Course/Program Approvals - 780
- DE Approvals - 1,093
- QA Approvals - 587

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





# CY 2018 Summary Totals

- Approved to Test - 8,412
  - Examinations Given - 13,114
  - Modules Given - 25,970
- Safety & Suitability Screenings - 46,877
- WWII-Related Correspondence - 2,376
- CSC Contacts - 316,709
  - Phone Calls - 165,712
  - Live Chats Handled - 54,319
  - E-mails Sent - 87,438
  - Voice Mails Handled - 4,892
  - Applications Mailed - 4,348
- Awaiting Information - 53,408
- Auto-generated E-mails - 840,754
- Average Customer Satisfaction - 96.6%
- Average Monthly Net Processing Time -
  - MMC - 14.0 days
  - Medical Certificate - 10.3 days
  - Course/Program Approvals - 54.6 days
  - DE Approvals - 3.9 days
  - QA Approvals - 8.85 days





# CY 2018 Summary Totals

- 2018 Snapshot totals as of January 2019
  - Merchant Mariners with Active Credentials - 208,880
  - Approved Designated Examiners - 4,072
  - Approved Qualified Assessors - 1,328
  - Approved Course Providers - 333
  - Approved Courses - 3,141

