



CY 2019 Summary Totals

- Applications Received

- Merchant Mariner Credential (MMC) - 60,829
- Medical Certificate - 63,034
- Course/Program Approval - 768
- Designated Examiner (DE) - 1,136
- Qualified Assessor (QA) - 299

- Denials

- MMC - 162
- Medical Certificate - 39
- Course/Program Approval - 8
- DE - 10
- QA - 6

- Issuances

- MMC - 61,835
 - ❖ Booklets - 46,489
 - ❖ STCW - 6,015
 - ❖ Domestic Endorsements - 7,472
 - ❖ Documents of Continuity - 1,859
- Medical Certificates - 61,157
- Course/Program Approvals - 1,042
- DE Approvals - 1,205
- QA Approvals - 278

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





CY 2019 Summary Totals

- Approved to Test - 9,660
 - Examinations Given - 12,649
 - Modules Given - 25,095
- Safety & Suitability Screenings - 50,201
- WWII-Related Correspondence - 1,561
- CSC Contacts - 340,937
 - Phone Calls - 170,783
 - Live Chats Handled - 61,034
 - E-mails Sent - 100,938
 - Voice Mails Handled - 4,037
 - Applications Mailed - 4,145
- Awaiting Information - 71,986
- Auto-generated E-mails - 912,520
- Average Customer Satisfaction - 95.5%
- Average Monthly Net Processing Time -
 - MMC - 21.8 days
 - Medical Certificate - 11.7 days
 - Course/Program Approvals - 59.4 days
 - DE Approvals - 8.7 days
 - QA Approvals - 19.1 days





CY 2019 Summary Totals

- 2019 Snapshot totals as of January 3, 2020
 - Active Merchant Mariner Credentials - 206,884
 - Approved Designated Examiners - 3,091
 - Approved Qualified Assessors - 2,081
 - Approved Course Providers - 311
 - Approved Courses - 2,663

