



## Merchant Mariner Credential (MMC)

- Applications Received – 48,374
- Issuances: 46,073
  - ❖ Booklets – 35,051
  - ❖ STCW – 3,939
  - ❖ Domestic Endorsements – 5,361
  - ❖ Documents of Continuity – 1,722
- Denials: 105
- Approved to Test – 7,373
  - ❖ Examinations Given – 8,190
  - ❖ Modules Given – 16,436
- Safety & Suitability Screenings – 40,334
- Awaiting Information Letters Sent – 25,262
- Average Monthly Net Processing Time – 28.59 days

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





## Course, DE, QA Approvals

- Applications Received – 1,696
  - ❖ Course Approval - 699
  - ❖ Designated Examiner (DE) - 823
  - ❖ Qualified Assessor (QA) - 174
- Issuances – 1,714
  - ❖ Course Approvals - 764
  - ❖ DE Approvals - 802
  - ❖ QA Approvals - 148
- Denials - 28
  - ❖ Course Approvals - 17
  - ❖ DE Approvals - 8
  - ❖ QA Approvals - 3
- Awaiting Information Letters Sent - 254
  - ❖ For Course Approvals - 180
  - ❖ For DE - 41
  - ❖ For QA - 33
- Average Monthly Net Processing Time
  - ❖ Course Approvals – 54.5 days
  - ❖ DE Approvals – 9.1 days
  - ❖ QA Approvals – 12. days

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





## Medical Certificate

- Applications Received – 48,028
- Issuances – 47,701
- Denials - 11
- Waivers Approved – 4,242
- Awaiting Information Letters Sent – 7,681
- Average Monthly Net Processing Time – 6.88 days

## Miscellaneous Data

- Auto-generated E-mails – 671,784
- Outgoing Mail (pieces) - **164,119**
- WWII-Related Correspondence – 1,204
- CSC Contacts – 292,757
  - ❖ Phone Calls – 123,288
  - ❖ Live Chats Handled – 68,452
  - ❖ E-mails Handled – 90,049
  - ❖ Voice Mails Handled – 8,218
  - ❖ Applications Mailed – 2,750
- Average Customer Satisfaction – 93.8%

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





# CY 2020 Summary Totals

- 2020 Snapshot totals as of January 14, 2021
  - Unexpired Merchant Mariner Credentials – 198,453
  - Approved Designated Examiners - 3,948
  - Approved Qualified Assessors - 2,096
  - Approved Course Providers - 318
  - Approved Courses – 2,915

