



CY 2022 Summary Totals

Merchant Mariner Credential (MMC)

- Applications Received – 61,397
- Issuances: 59,638
 - ❖ Booklets – 45,002
 - ❖ STCW – 5,375
 - ❖ Domestic Endorsements – 7,400
 - ❖ Documents of Continuity – 1,861
- Denials: 181
- Approved to Test – 6,498
 - ❖ Examinations Given – 11,677
 - ❖ Modules Given – 23,039
- Safety & Suitability Screenings – 49,106
- Awaiting Information Letters Sent – 32,619
- Average Monthly Net Processing Time – 37.06 days

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





CY 2022 Summary Totals

Course, DE, QA Approvals

- Applications Received – 1,569
 - ❖ Course Approval – 655
 - ❖ Designated Examiner (DE) – 680
 - ❖ Qualified Assessor (QA) – 234
- Issuances – 1,177
 - ❖ Course Approvals – 582
 - ❖ DE Approvals – 461
 - ❖ QA Approvals – 134
- Denials – 113
 - ❖ Course Approvals – 93
 - ❖ DE Approvals – 13
 - ❖ QA Approvals – 7
- Awaiting Information Letters Sent – 446
 - ❖ For Course Approvals – 362
 - ❖ For DE – 65
 - ❖ For QA – 19
- Average Monthly Net Processing Time
 - ❖ Course Approvals – 137.7 days
 - ❖ DE Approvals – 17.99 days
 - ❖ QA Approvals – 21.89 days

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





CY 2022 Summary Totals

Medical Certificate

- Applications Received – 59,106
- Issuances – 59,332
- Denials – 22
- Waivers Approved – 5,947
- Awaiting Information Letters Sent – 2,641
- Average Monthly Net Processing Time – 10.2 days

Miscellaneous Data

- Outgoing Mail (pieces) – 148,880
- WWII-Related Correspondence – 305
- CSC Contacts – 290,058
 - ❖ Phone Calls – 117,051
 - ❖ Live Chats/Tickets Handled – 76,061
 - ❖ E-mails Handled – 89,417
 - ❖ Voice Mails Handled – 5,306
 - ❖ Applications Mailed – 2,223
- Average Customer Satisfaction – 88.18%

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





CY 2022 Summary Totals

- 2022 Snapshot totals as of December 31, 2022
 - Unexpired Merchant Mariner Credentials – 198,855
 - Approved Designated Examiners - 3,776
 - Approved Qualified Assessors – 1,270
 - Approved Course Providers – 276
 - Approved Courses – 2,430
 - Approved Instructors – 20,255

