



# CY 2023 Summary Totals

## Merchant Mariner Credential (MMC)

- Applications Received – 77,329
- Issuances: 62,923
  - ❖ Booklets – 45,061
  - ❖ STCW – 7,167
  - ❖ Domestic Endorsements – 8,885
  - ❖ Documents of Continuity – 1,810
- Denials: 316
- Approved to Test – 6,976
  - ❖ Examinations Given – 11,909
  - ❖ Modules Given – 23,238
- Safety & Suitability Screenings – 48,342
- Awaiting Information Letters Sent – 33,991
- Average Monthly Net Processing Time – 34.12 days

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





# CY 2023 Summary Totals

## Course, DE, QA Approvals

- Applications Received – 2,123
  - ❖ Course Approval – 694
  - ❖ Designated Examiner (DE) – 1,164
  - ❖ Qualified Assessor (QA) – 265
- Issuances – 1,907
  - ❖ Course Approvals – 552
  - ❖ DE Approvals – 1,138
  - ❖ QA Approvals – 217
- Denials – 67
  - ❖ Courses – 49
  - ❖ DE – 16
  - ❖ QA – 2
- Awaiting Information Letters Sent – 841
  - ❖ For Course Approvals – 330
  - ❖ For DE – 472
  - ❖ For QA – 39
- Average Monthly Net Processing Time
  - ❖ Course Approvals – 76 days
  - ❖ DE Approvals – 13.43 days
  - ❖ QA Approvals – 24.11 days

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





# CY 2023 Summary Totals

## Medical Certificate

- Applications Received – 58,646
- Issuances – 57,343
- Denials – 12
- Waivers Approved – 4,955
- Awaiting Information Letters Sent – 2,649
- Average Monthly Net Processing Time – 7.1 days

## Miscellaneous Data

- Outgoing Mail (pieces) – 126,120
- WWII-Related Correspondence – 344
- CSC Contacts – 324,652
  - ❖ Phone Calls – 168,109
  - ❖ Live Chats/Tickets Handled – 73,663
  - ❖ E-mails Handled – 75,392
  - ❖ Voice Mails Handled – 5,763
  - ❖ Applications Mailed – 1,725
- Average Customer Satisfaction – 88%

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





# CY 2023 Summary Totals

- 2023 Snapshot totals as of December 31, 2023
  - Unexpired Merchant Mariner Credentials – 201,901
  - Approved Designated Examiners - 3,828
  - Approved Qualified Assessors – 855
  - Approved Course Providers – 247
  - Approved Courses – 2,104
  - Approved Instructors – 21,638

