



Merchant Mariner Credential (MMC)

- Credential Requests – 74,931
- Issuances: 64,948
 - ❖ MMC – 60,767
 - ❖ STCW – 1,189
 - ❖ Domestic Endorsements – 1,394
 - ❖ Documents of Continuity – 1,598
- Denials: 560
- Approved to Test – 6,334
 - ❖ Examinations Given – 12,131
 - ❖ Modules Given – 23,702
- Safety & Suitability Screenings – 55,814
- Awaiting Information Letters Sent – 33,868
- Average Monthly Net Processing Time – 40.42 days

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





Course, DE, QA Approvals

- Applications Received – 2,117
 - ❖ Course Approval – 789
 - ❖ Designated Examiner (DE) – 1,129
 - ❖ Qualified Assessor (QA) – 199
- Issuances – 1,699
 - ❖ Course Approvals – 496
 - ❖ DE Approvals – 1,066
 - ❖ QA Approvals – 137
- Denials – 73
 - ❖ Courses – 68
 - ❖ DE – 4
 - ❖ QA – 1
- Awaiting Information Letters Sent – 447
 - ❖ For Course Approvals – 412
 - ❖ For DE – 17
 - ❖ For QA – 18
- Average Net Processing Time
 - ❖ Course Approvals – 72 days
 - ❖ DE Approvals – 4.20 days
 - ❖ QA Approvals – 6.51 days

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





CY 2024 Summary Totals

Medical Certificate

- Applications Received – 66,508
- Issuances – 63,239
- Denials – 15
- Waivers Approved – 5,534
- Awaiting Information Letters Sent – 2,838
- Average Monthly Net Processing Time – 11.97 days

Miscellaneous Data

- Outgoing Mail (pieces) – 125,664
- WWII-Related Correspondence – 402
- CSC Contacts – 301,864
 - ❖ Phone Calls – 184,649
 - ❖ Live Chats/Tickets Handled – 50,712
 - ❖ E-mails Handled – 59,655
 - ❖ Voice Mails Handled – 5,499
 - ❖ Applications Mailed – 1,349
- Average Customer Satisfaction – 81%

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





CY 2024 Summary Totals

- 2024 Snapshot totals as of December 31, 2024
 - Unexpired Merchant Mariner Credentials – 203,328
 - Approved Designated Examiners - 3,759
 - Approved Qualified Assessors – 768
 - Approved Course Providers – 221
 - Approved Courses – 1,877
 - Approved Instructors – 22,588

