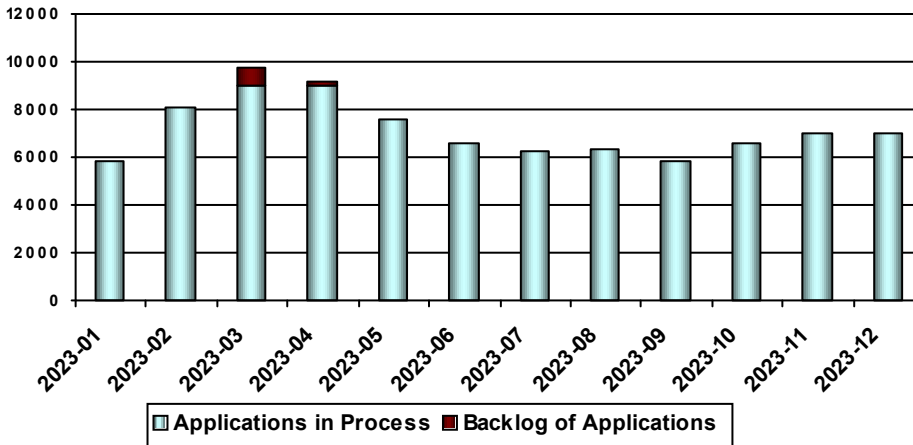**National Maritime Center's (NMC) Monthly Report on the Performance of the Mariner Credentialing Program: Merchant Mariner Credentials**

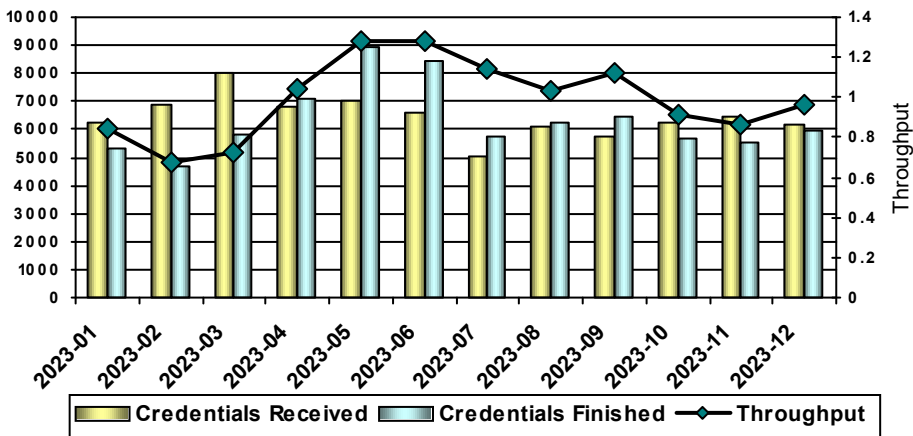**Month of Performance [2023-12]**

Merchant Mariner Credential Application Inventory

Applications in Process   Backlog of Applications

Current Inventory = 7024

Mariner Credential Application Inventory is the total number of applications in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 9000 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
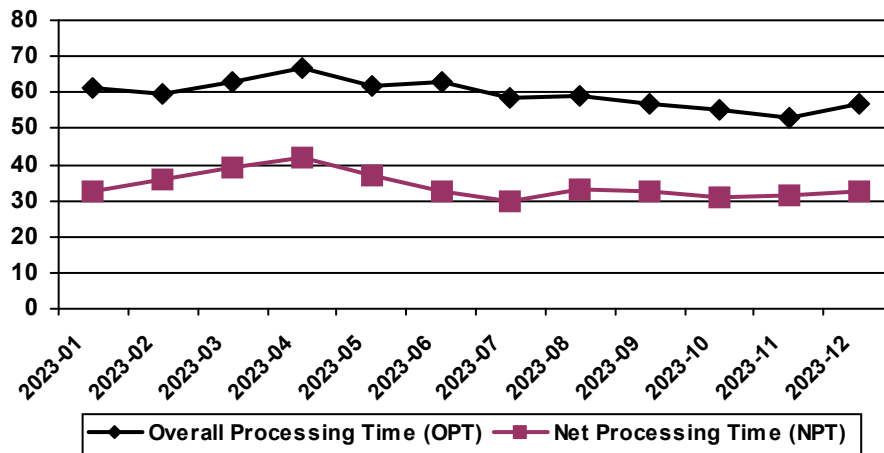
Merchant Mariner Credential Application Throughput

Credentials Received   Credentials Finished   Throughput

Current Throughput = 0.97

Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

Merchant Mariner Credential Processing Time

Overall Processing Time (OPT)   Net Processing Time (NPT)

Current NPT = 32.45

Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date) and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a net processing goal of 30 days.

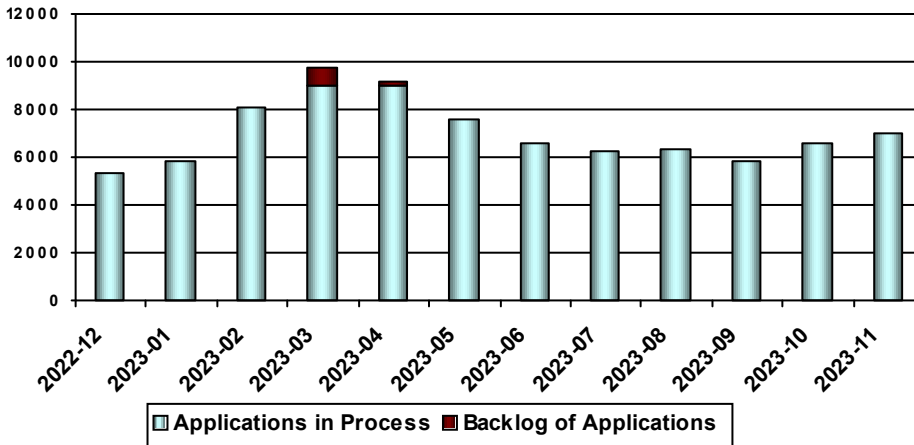## ** 35% of credentials are produced within 30 days NPT. **

National Maritime Center's (NMC) Monthly Report on the Performance of the Mariner Credentialing Program: Merchant Mariner Credentials
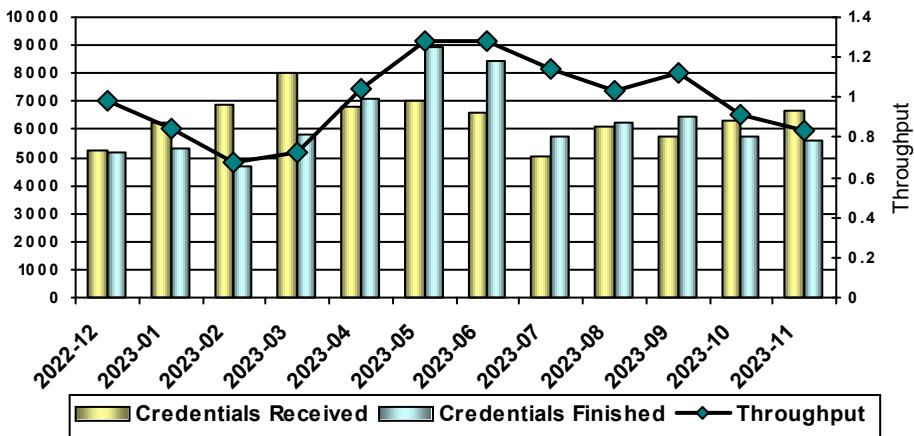
Month of Performance [2023-11]

Merchant Mariner Credential Application Inventory

Legend: □ Applications in Process ■ Backlog of Applications

Current Inventory = 7033

Mariner Credential Application Inventory is the total number of applications in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 9000 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
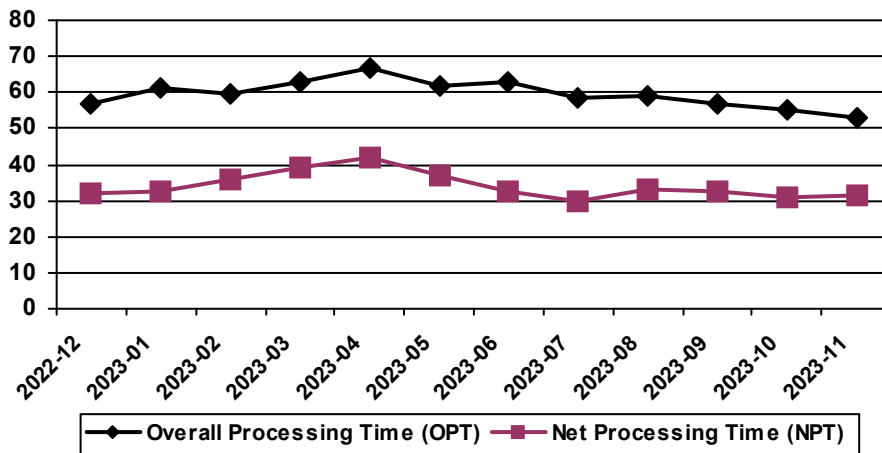

Merchant Mariner Credential Application Throughput

Legend: ▨ Credentials Received ▧ Credentials Finished ◆ Throughput

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Current Throughput = 0.84

Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

Merchant Mariner Credential Processing Time

Legend: ◆ Overall Processing Time (OPT) ■ Net Processing Time (NPT)

Current NPT = 31.39

Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date) and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a net processing goal of 30 days.

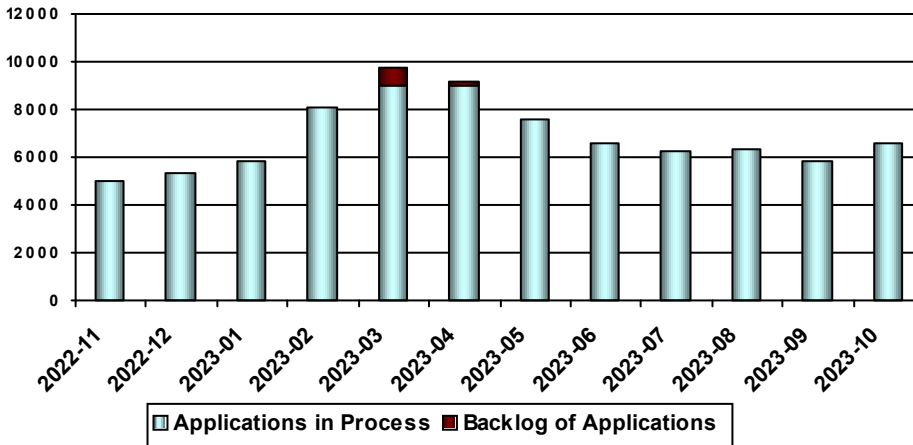## ** *39% of credentials are produced within 30 days NPT.* **

National Maritime Center's (NMC) Monthly Report on the Performance of the Mariner Credentialing Program: Merchant Mariner Credentials
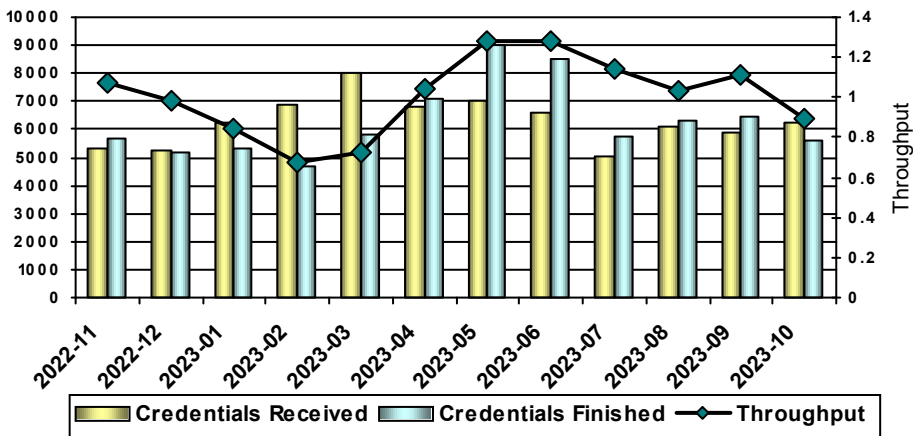
Month of Performance [2023-10]

Merchant Mariner Credential Application Inventory

Legend: Applications in Process | Backlog of Applications

Current Inventory = 6574

Mariner Credential Application Inventory is the total number of applications in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 9000 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
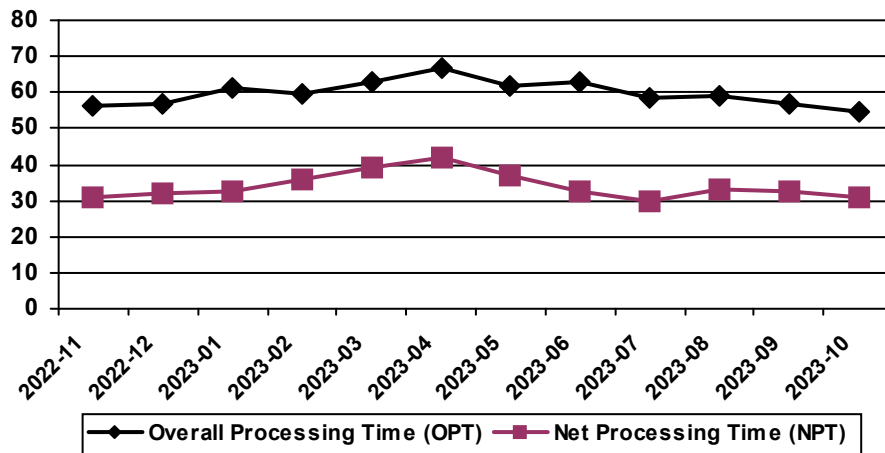
Merchant Mariner Credential Application Throughput

Legend: Credentials Received | Credentials Finished | Throughput

Current Throughput = 0.90

Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

Merchant Mariner Credential Processing Time

Legend: Overall Processing Time (OPT) | Net Processing Time (NPT)

Current NPT = 30.65

Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date) and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a net processing goal of 30 days.

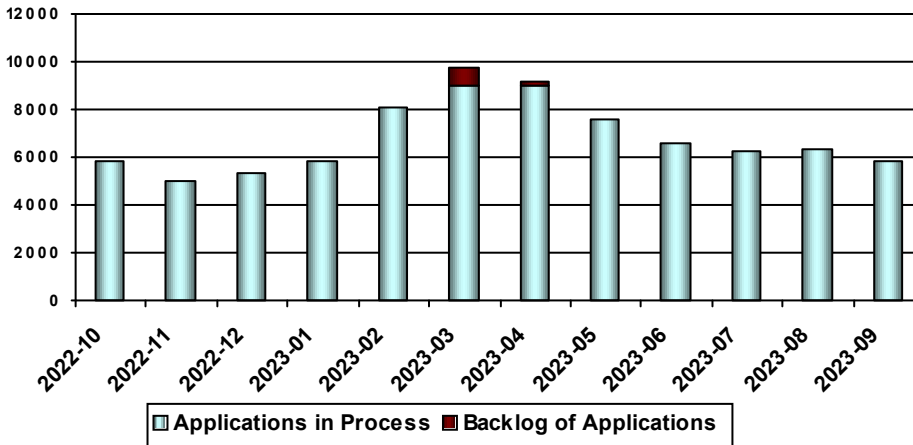## ** 34% of credentials are produced within 30 days NPT. **

National Maritime Center's (NMC) Monthly Report on the Performance of the Mariner Credentialing Program: Merchant Mariner Credentials
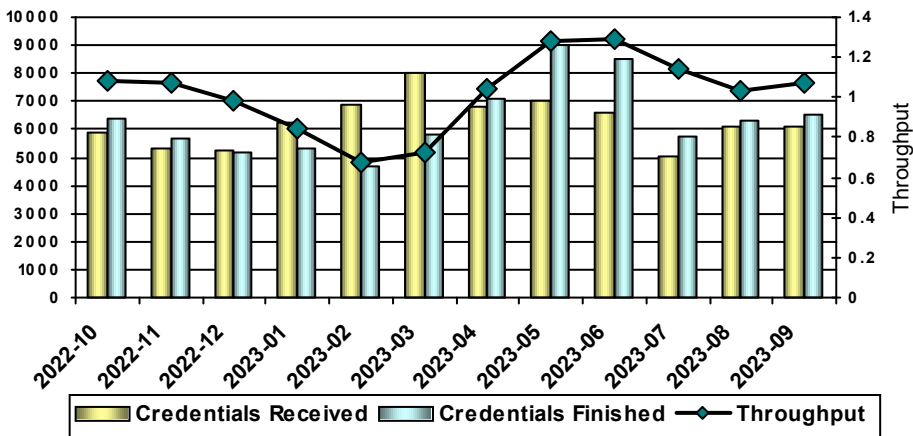
Month of Performance [2023-09]

Merchant Mariner Credential Application Inventory

Legend: Applications in Process | Backlog of Applications

Current Inventory = 5864

Mariner Credential Application Inventory is the total number of applications in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 9000 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
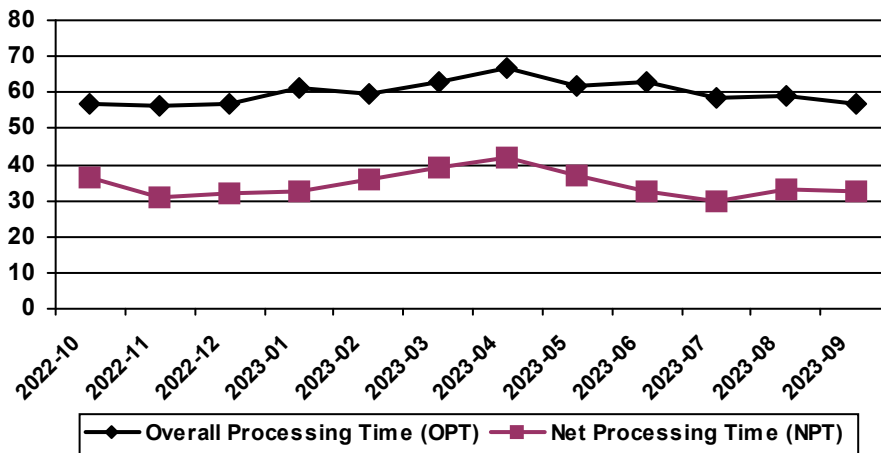
Merchant Mariner Credential Application Throughput

Legend: Credentials Received | Credentials Finished | Throughput

Current Throughput = 1.07

Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

Merchant Mariner Credential Processing Time

Legend: Overall Processing Time (OPT) | Net Processing Time (NPT)

Current NPT = 32.37

Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date) and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a net processing goal of 30 days.

** 31% of credentials are produced within 30 days NPT. **

National Maritime Center's (NMC) Monthly Report on the Performance of the Mariner Credentialing Program: Merchant Mariner Credentials

Month of Performance [2023-08]

Merchant Mariner Credential Application Inventory

Legend: ☐ Applications in Process ■ Backlog of Applications

Current Inventory = 6370

Mariner Credential Application Inventory is the total number of applications in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 9000 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.

Merchant Mariner Credential Application Throughput

Legend: ☐ Credentials Received ☐ Credentials Finished ◆ Throughput

Current Throughput = 1.01

Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

Merchant Mariner Credential Processing Time

Legend: ◆ Overall Processing Time (OPT) ■ Net Processing Time (NPT)

Current NPT = 33.13

Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date) and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a net processing goal of 30 days.

** 33% of credentials are produced within 30 days NPT. **

"Keep 'Em Safe, Keep 'Em Sailing"
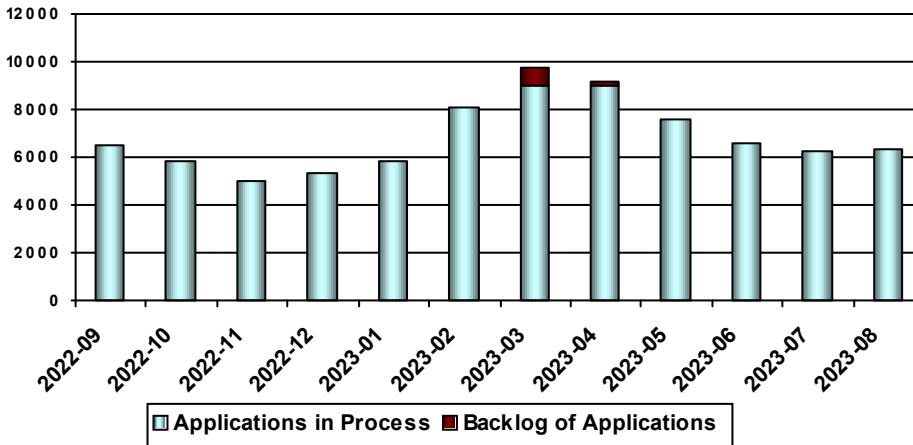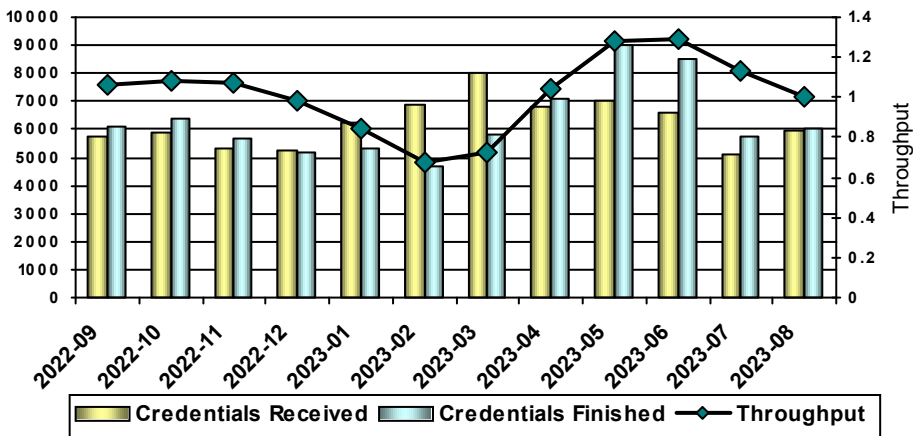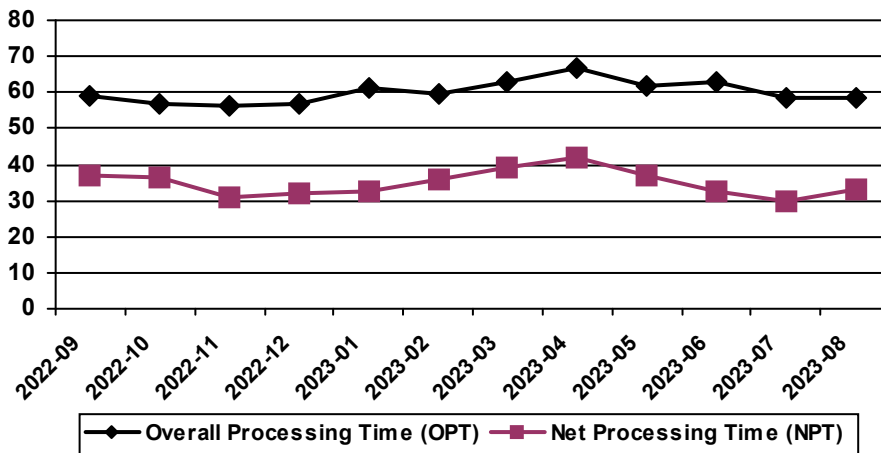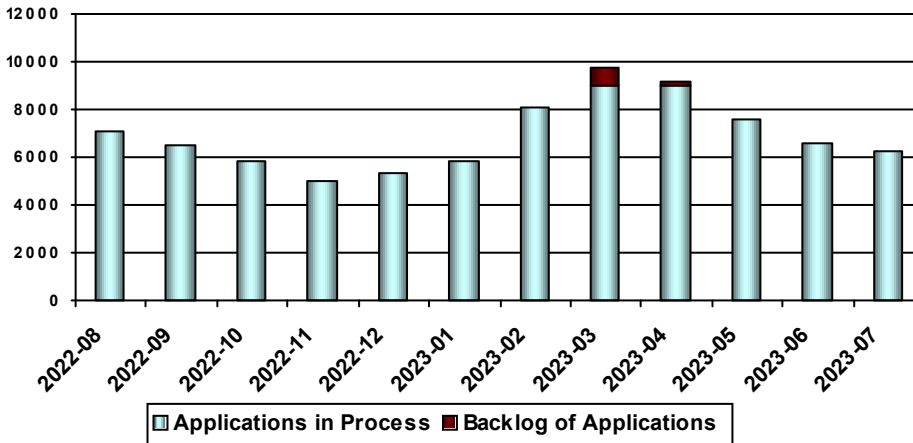*For More information on improvements to the Mariner Credentialing Program, visit* http:www.uscg.mil/nmc

National Maritime Center's (NMC) Monthly Report on the Performance of the Mariner Credentialing Program: Merchant Mariner Credentials
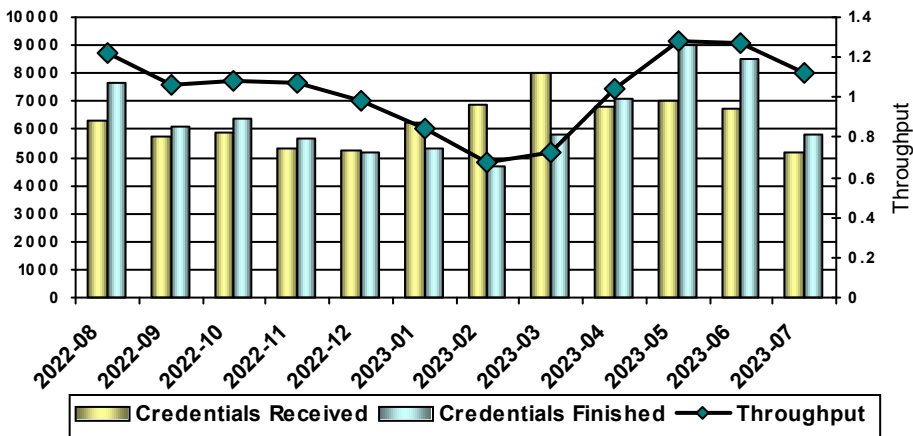
Month of Performance [2023-07]

Merchant Mariner Credential Application Inventory

Legend: Applications in Process ■ Backlog of Applications

Current Inventory = 6248

Mariner Credential Application Inventory is the total number of applications in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 9000 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
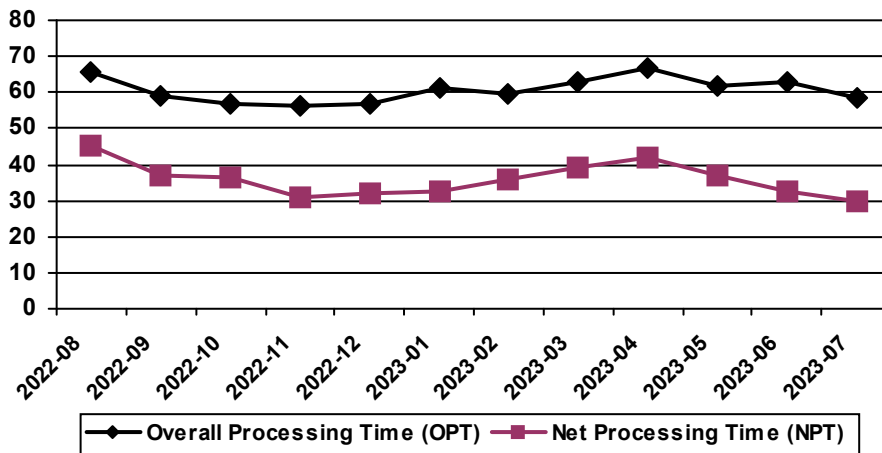
Merchant Mariner Credential Application Throughput

Legend: Credentials Received ▢ Credentials Finished ◆ Throughput

Current Throughput = 1.12

Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

Merchant Mariner Credential Processing Time

Legend: ◆ Overall Processing Time (OPT) ■ Net Processing Time (NPT)

Current NPT = 29.66

Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date) and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a net processing goal of 30 days.

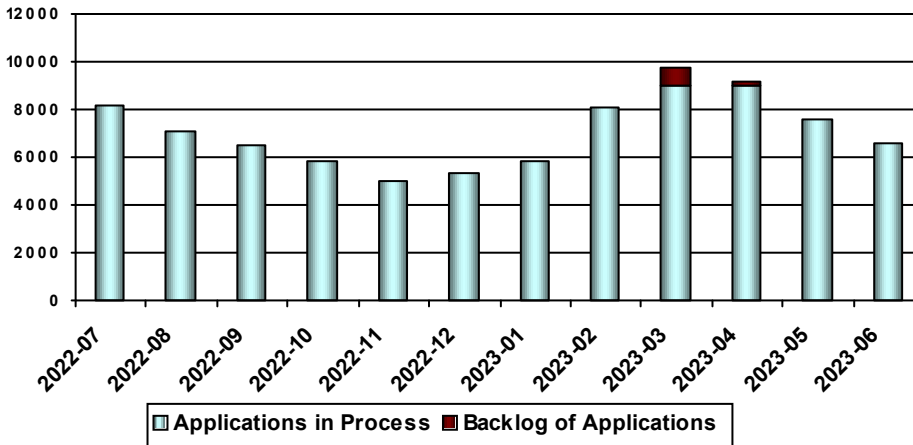## ** 37% of credentials are produced within 30 days NPT. **

National Maritime Center's (NMC) Monthly Report on the Performance of the Mariner Credentialing Program: Merchant Mariner Credentials
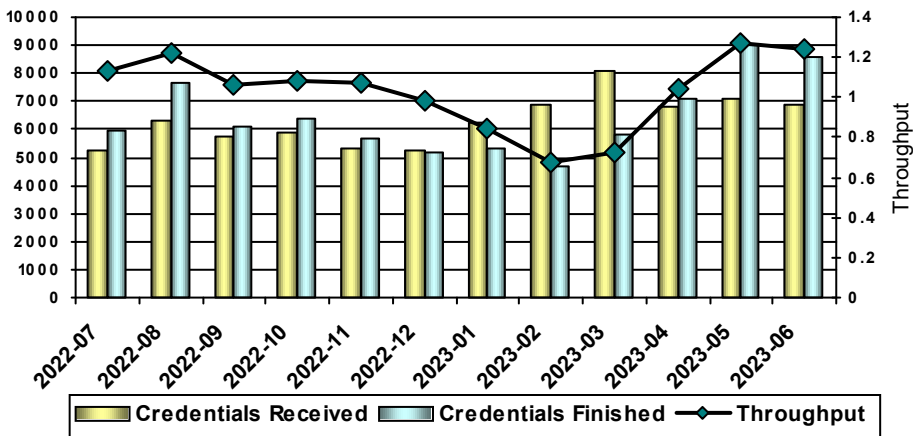
Month of Performance [2023-06]

Merchant Mariner Credential Application Inventory

Legend: ☐ Applications in Process ■ Backlog of Applications

Current Inventory = 6543

Mariner Credential Application Inventory is the total number of applications in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 9000 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
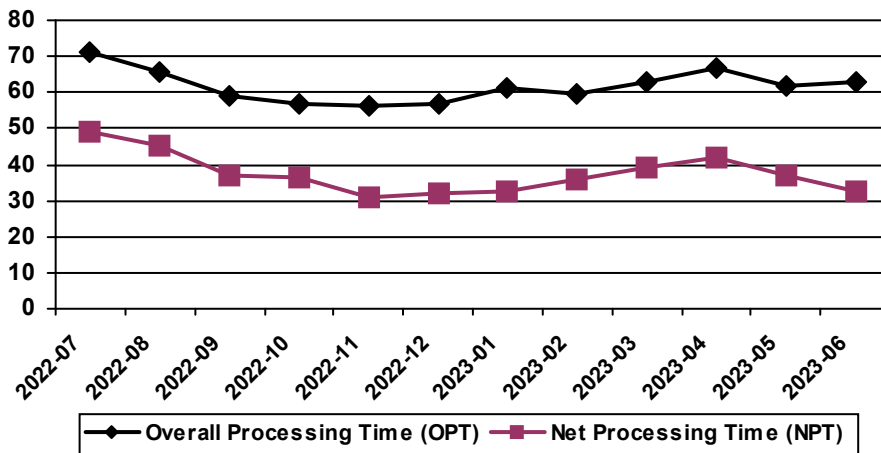
Merchant Mariner Credential Application Throughput

Legend: ☐ Credentials Received ☐ Credentials Finished ◆ Throughput

Current Throughput = 1.24

Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

Merchant Mariner Credential Processing Time

Legend: ◆ Overall Processing Time (OPT) ■ Net Processing Time (NPT)

Current NPT = 32.78

Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date) and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a net processing goal of 30 days.

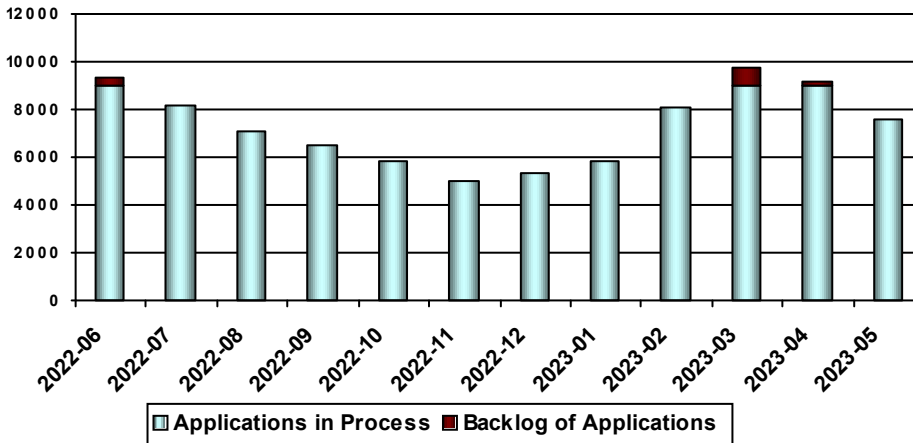## ** 45% of credentials are produced within 30 days NPT. **

National Maritime Center's (NMC) Monthly Report on the Performance of the Mariner Credentialing Program: Merchant Mariner Credentials
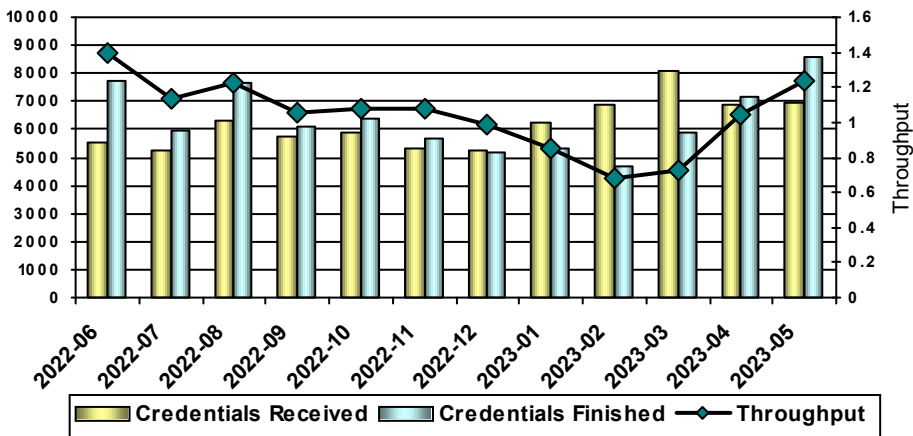
Month of Performance [2023-05]

Merchant Mariner Credential Application Inventory

Legend: Applications in Process | Backlog of Applications

Current Inventory = 7582

Mariner Credential Application Inventory is the total number of applications in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 9000 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
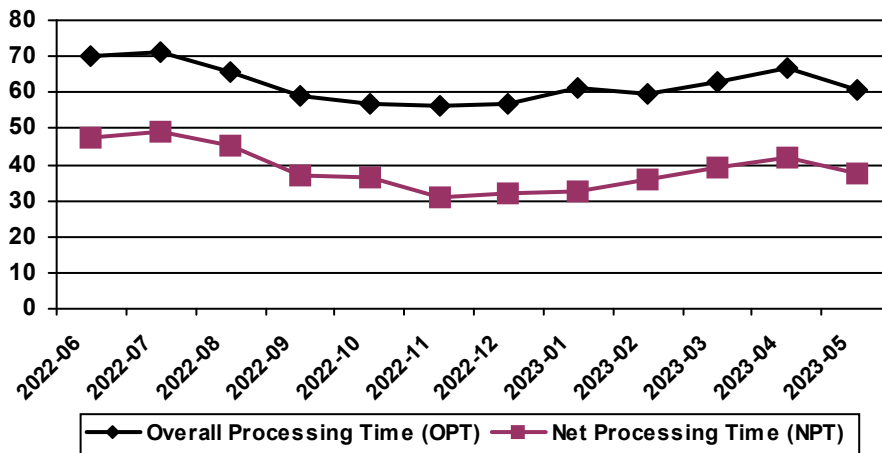
Merchant Mariner Credential Application Throughput

Legend: Credentials Received | Credentials Finished | Throughput

Current Throughput = 1.23

Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

Merchant Mariner Credential Processing Time

Legend: Overall Processing Time (OPT) | Net Processing Time (NPT)

Current NPT = 37.49

Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date) and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a net processing goal of 30 days.

** 23% of credentials are produced within 30 days NPT. **

National Maritime Center's (NMC) Monthly Report on the Performance of the Mariner Credentialing Program: Merchant Mariner Credentials

Month of Performance [2023-04]

Merchant Mariner Credential Application Inventory

Legend: Applications in Process | Backlog of Applications

Current Inventory = 9146

Mariner Credential Application Inventory is the total number of applications in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 9000 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.

Merchant Mariner Credential Application Throughput

Legend: Credentials Received | Credentials Finished | Throughput

Current Throughput = 0.96

Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

Merchant Mariner Credential Processing Time

Legend: Overall Processing Time (OPT) | Net Processing Time (NPT)

Current NPT = 42.55

Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date) and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a net processing goal of 30 days.

** 17% of credentials are produced within 30 days NPT. **

"Keep 'Em Safe, Keep 'Em Sailing"
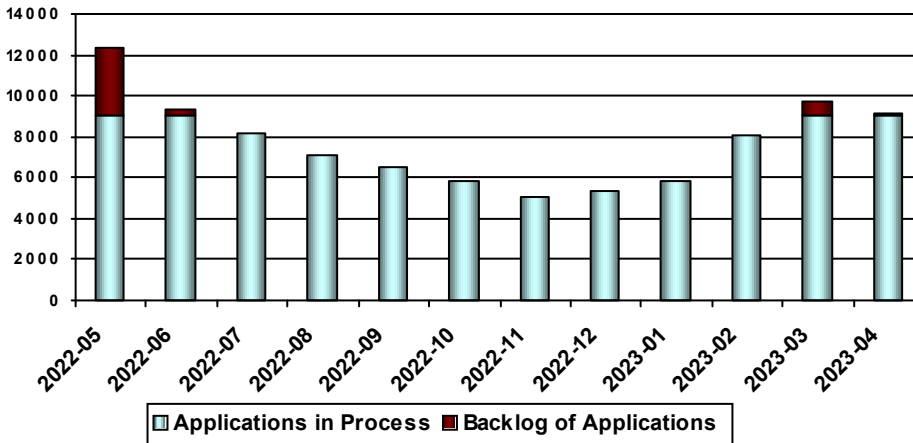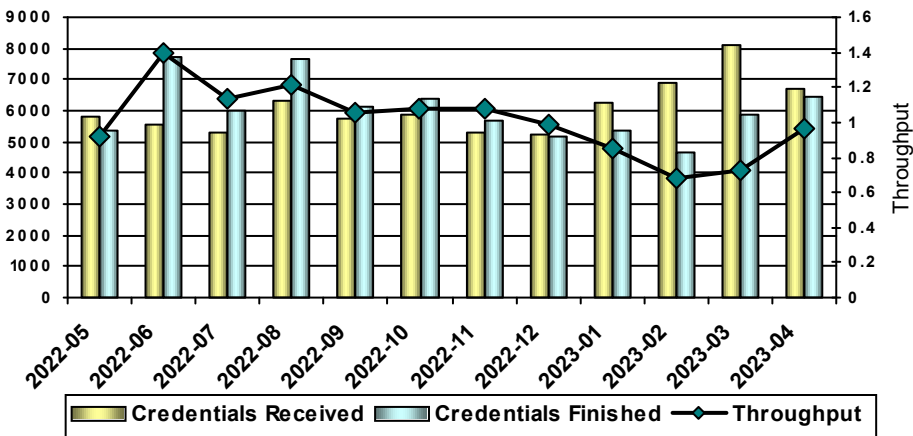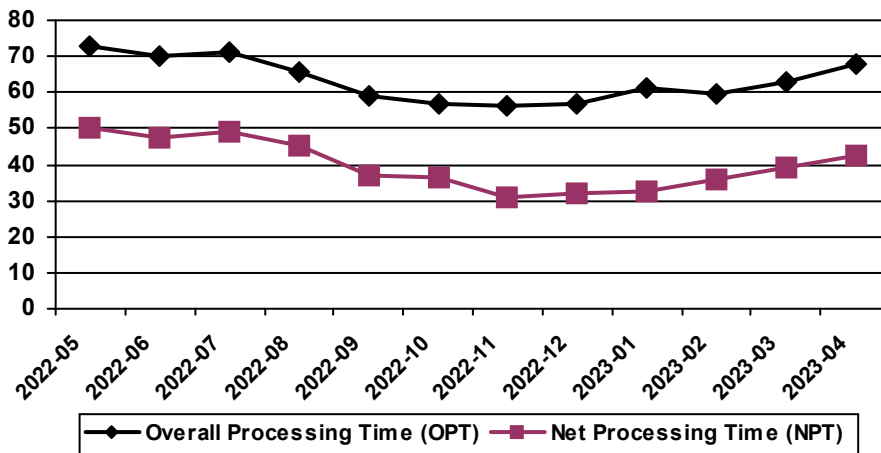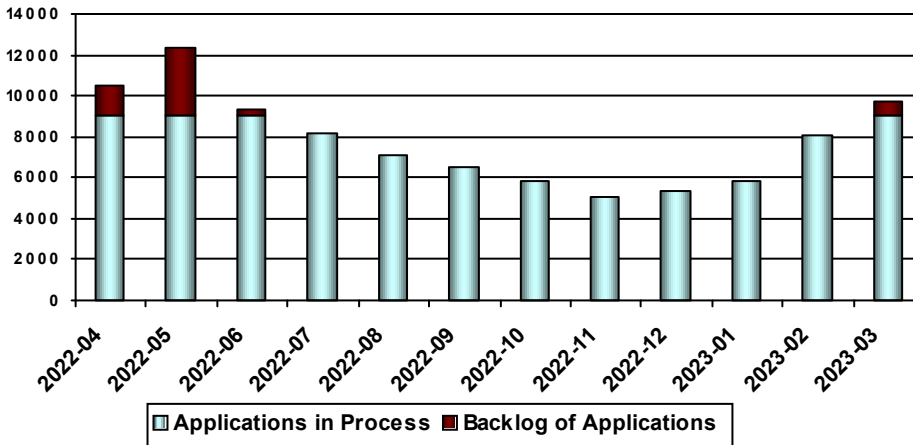*For More information on improvements to the Mariner Credentialing Program, visit* http:www.uscg.mil/nmc

National Maritime Center's (NMC) Monthly Report on the Performance of the Mariner Credentialing Program: Merchant Mariner Credentials
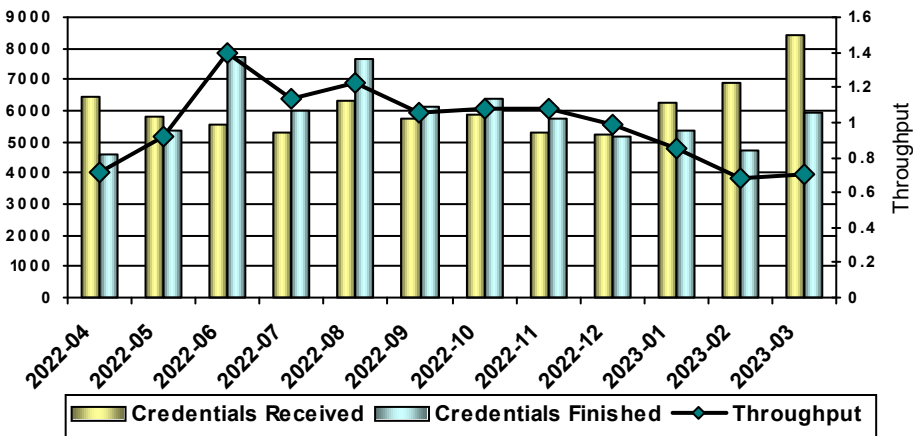
Month of Performance [2023-03]

Merchant Mariner Credential Application Inventory

Legend: Applications in Process ▪ Backlog of Applications

Current Inventory = 9745

Mariner Credential Application Inventory is the total number of applications in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 9000 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.
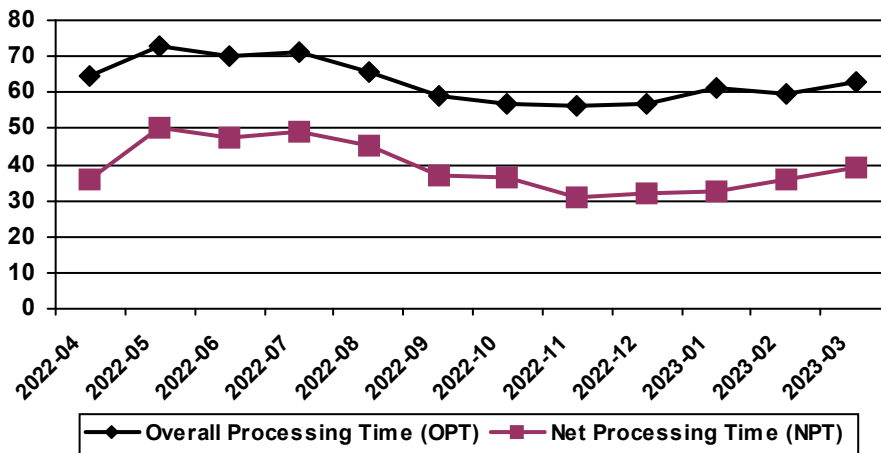
Merchant Mariner Credential Application Throughput

Legend: Credentials Received ▪ Credentials Finished ▪ Throughput

Current Throughput = 0.70

Mariner Credential Throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of credentials received and credentials issued, denied, withdrawn, and timed out are included in this measurement.

Merchant Mariner Credential Processing Time

Legend: Overall Processing Time (OPT) ▪ Net Processing Time (NPT)

Current NPT = 39.41

Mariner Credential Processing time is measured in terms of overall processing time (application submitted date to issued date) and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include time waiting for information from mariners. The NMC has set a net processing goal of 30 days.

** 18% of credentials are produced within 30 days NPT. **