



Merchant Mariner Credential (MMC)

- Applications Received – 55,237
- Issuances: 57,631
 - ❖ Booklets – 44,502
 - ❖ STCW – 4,358
 - ❖ Domestic Endorsements – 6,676
 - ❖ Documents of Continuity – 2,095
- Denials: 126
- Approved to Test – 9,829
 - ❖ Examinations Given – 4,784
 - ❖ Modules Given – 22,184
- Safety & Suitability Screenings – 46,989
- Awaiting Information Letters Sent – 32,088
- Average Monthly Net Processing Time – 27.38 days

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





Course, DE, QA Approvals

- Applications Received – 1,378
 - ❖ Course Approval - 751
 - ❖ Designated Examiner (DE) - 534
 - ❖ Qualified Assessor (QA) - 93
- Issuances – 828
 - ❖ Course Approvals - 416
 - ❖ DE Approvals - 357
 - ❖ QA Approvals - 55
- Denials - 14
 - ❖ Course Approvals - 7
 - ❖ DE Approvals - 6
 - ❖ QA Approvals - 1
- Awaiting Information Letters Sent - 337
 - ❖ For Course Approvals - 182
 - ❖ For DE - 130
 - ❖ For QA - 25
- Average Monthly Net Processing Time
 - ❖ Course Approvals – 73.9 days
 - ❖ DE Approvals – 25.6 days
 - ❖ QA Approvals – 32.1 days

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





Medical Certificate

- Applications Received – 55,435
- Issuances – 52,597
- Denials - 15
- Waivers Approved – 4,478
- Awaiting Information Letters Sent – 3,672
- Average Monthly Net Processing Time – 11.9 days

Miscellaneous Data

- Auto-generated E-mails – 724,653
- Outgoing Mail (pieces) – 148,989
- WWII-Related Correspondence – 813
- CSC Contacts – 318,008
 - ❖ Phone Calls – 108,944
 - ❖ Live Chats/Tickets Handled – 82,953
 - ❖ E-mails Handled – 114,125
 - ❖ Voice Mails Handled – 3,515
 - ❖ Applications Mailed – 2,830
- Average Customer Satisfaction – 90.5%

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





- 2021 Snapshot totals as of January 3, 2021
 - Unexpired Merchant Mariner Credentials – 198,118
 - Approved Designated Examiners - 3,848
 - Approved Qualified Assessors – 1,855
 - Approved Course Providers - 284
 - Approved Courses – 2,476
 - Approved Instructors – 17,842

