

U. S. Coast Guard National Maritime Center

Mission and Vision

Our Enduring Ideology – What Will Remain

Core Purpose – Mission

To ensure a safe, secure, and environmentally sound Marine Transportation System, the mission of the National Maritime Center (NMC) is to issue credentials to mariners who are fully compliant with current regulations in the most effective and efficient manner possible.

Core Values

Mariner-focused

Honor

- Honor the mariner and their experience

Respect

- Respect the mariner's time; get it right the first time
- Protect their personal information

Devotion to Duty

- Strive to meet the mariner's needs
- Value the mariner's suggestions for continuous improvement
- Insure compliance with applicable regulations

Employee-focused

Honor

- Value integrity as our standard
- Demonstrate uncompromising ethical conduct and moral behavior
- Be loyal and accountable to the public trust

Respect

- Respect each other for who we are
- Value the diversity of our team

Devotion to Duty

- Be professional to those we serve
- Value a commitment to continuous improvement
- Insure compliance with applicable regulations

Our Envisioned Future – What Will Change

Vision

We envision a Merchant Mariner Secure Electronic Application System that provides a single point of entry for the maritime industry in support of the merchant mariner credentialing process.

Vivid Description

We will build a system that will enable mariners to electronically submit information to the NMC to issue, upgrade or renew their credential. This information will be instantly transmitted to an electronic work flow system at the NMC where it will be processed. The NMC will receive data from the mariner, instead of a paper file, making possible parallel processing through security, medical and professional qualification evaluations. Further, the electronic system will be capable of receiving mariner data, such as sea service, training, course completion and physical exam results from other organizations, which will facilitate the evaluation process. Mariners will also be able to use this system to access and take their professional examinations. Credentials will be issued faster and the level of customer service will exceed the mariner's expectations.

A. S. Lloyd, Captain
Commanding Officer

August 2011