

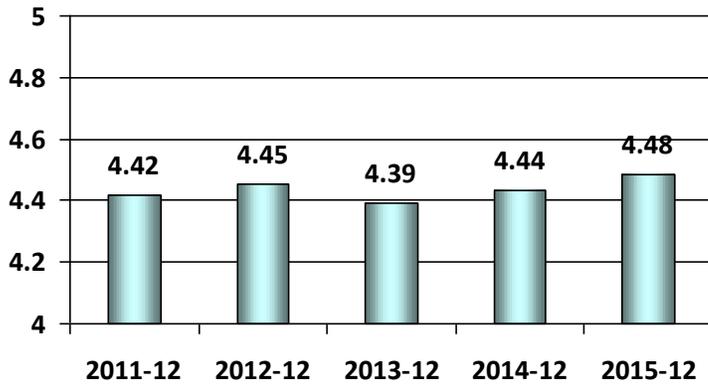


National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

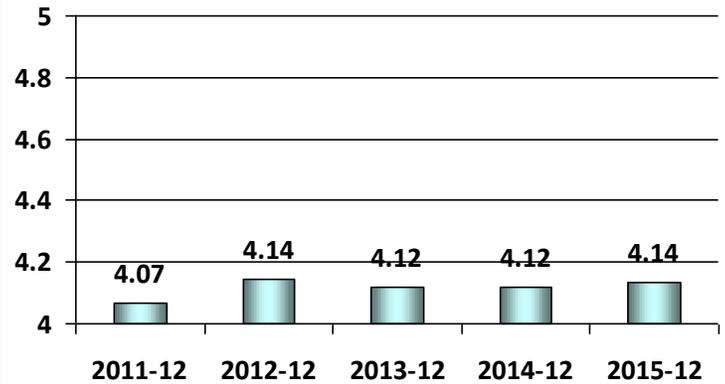


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

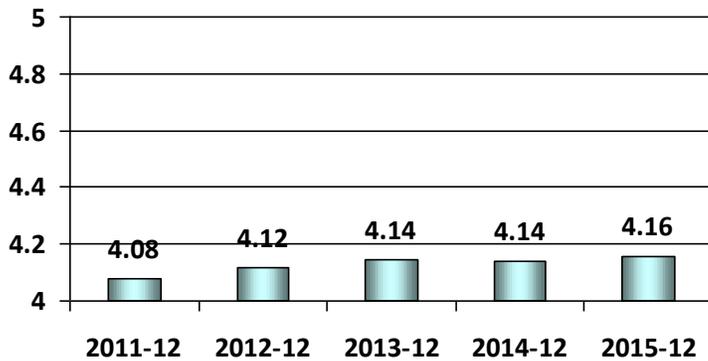
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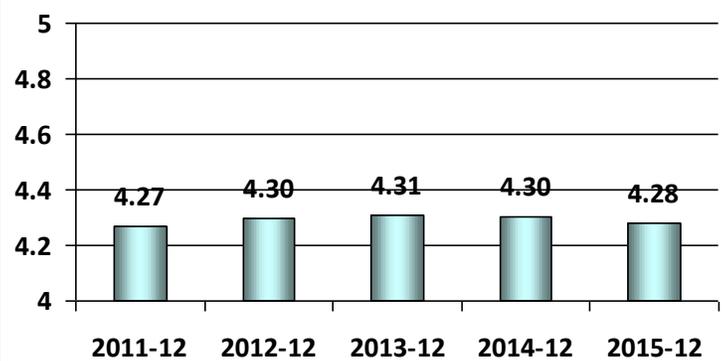
The NMC website provided accurate information and was easy to navigate.



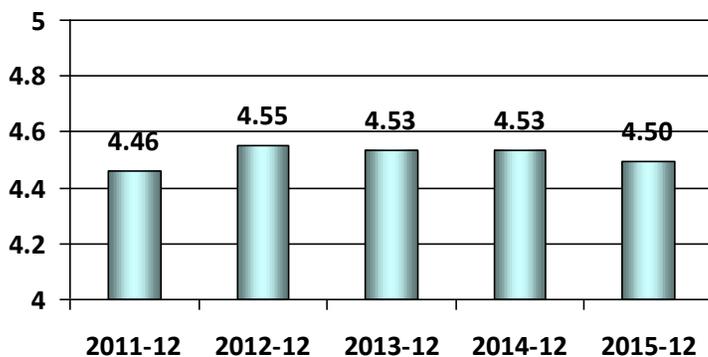
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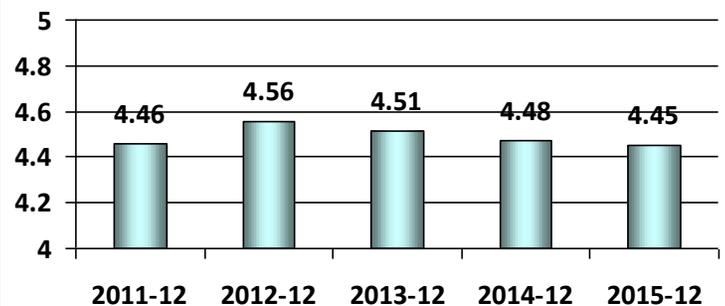
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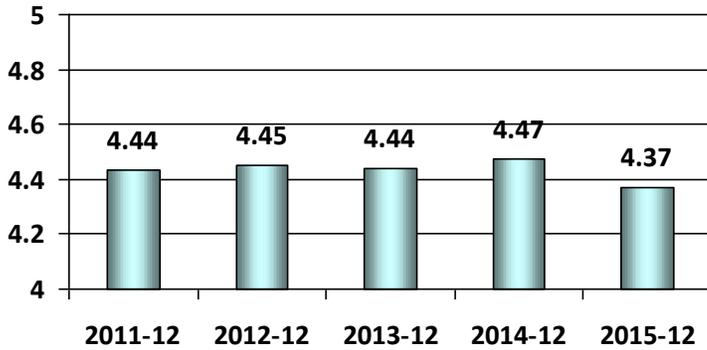


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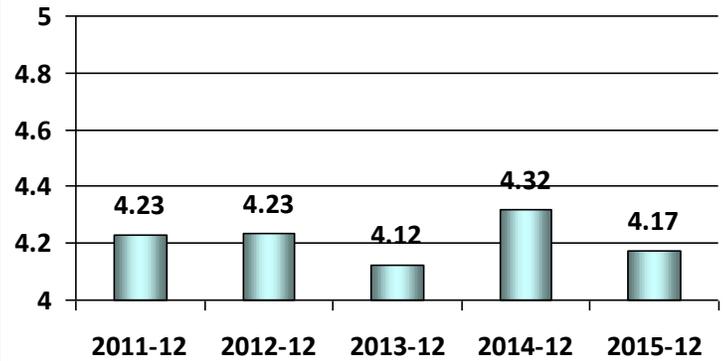


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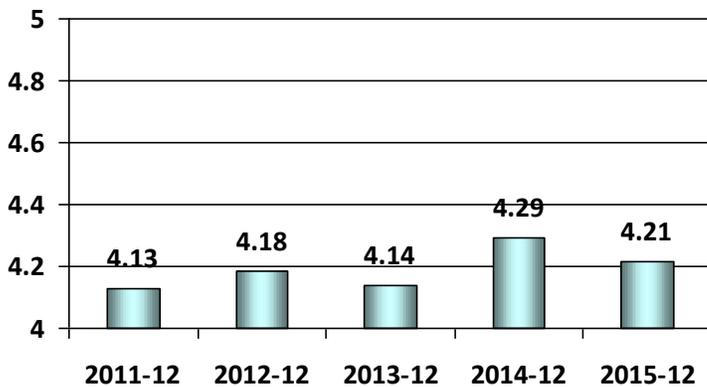
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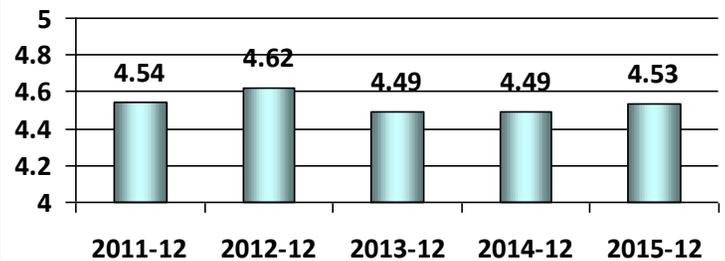
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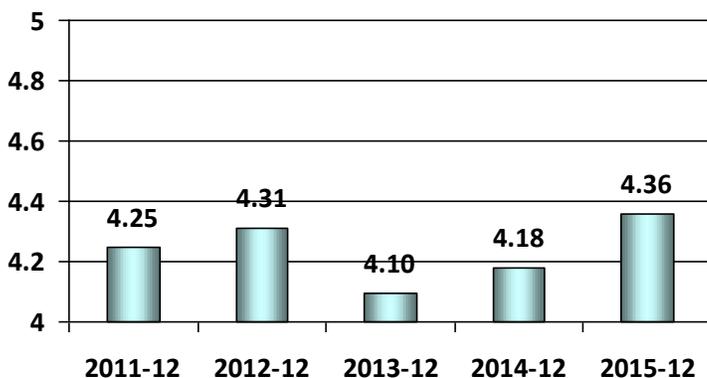
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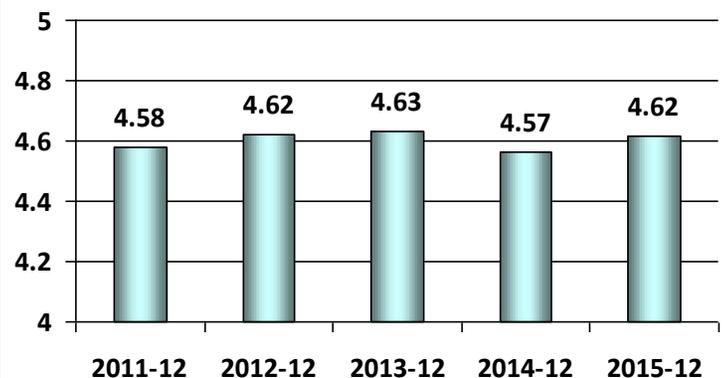
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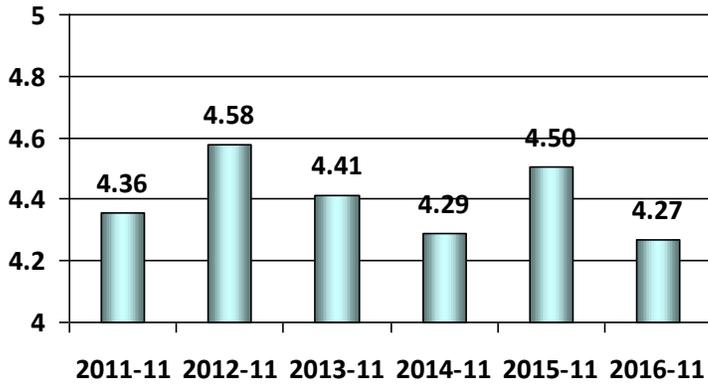


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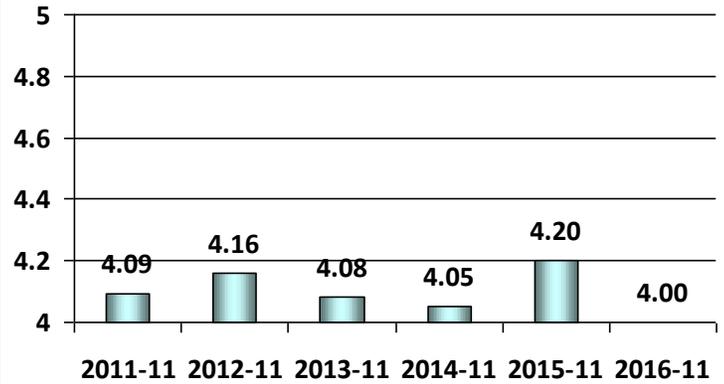


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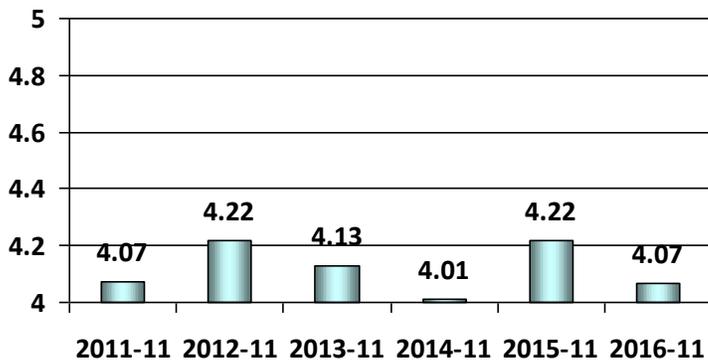
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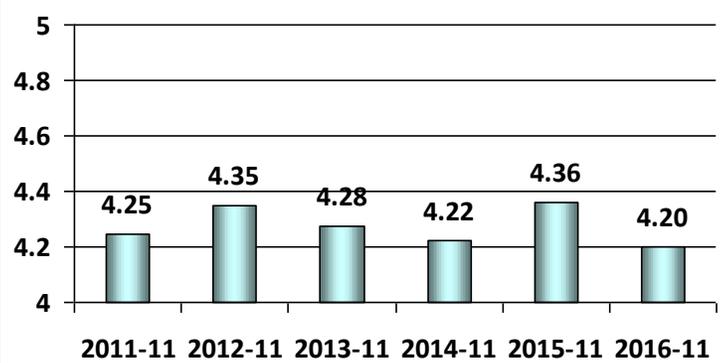
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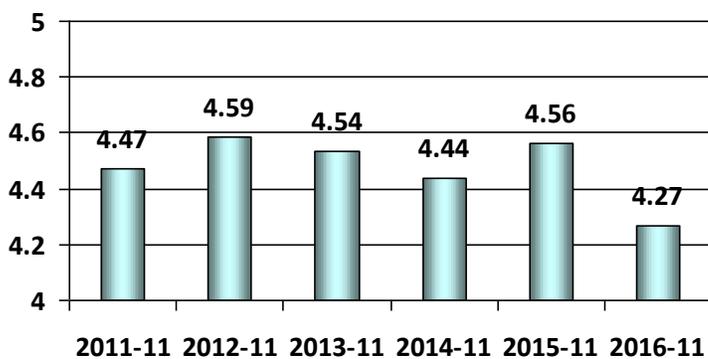
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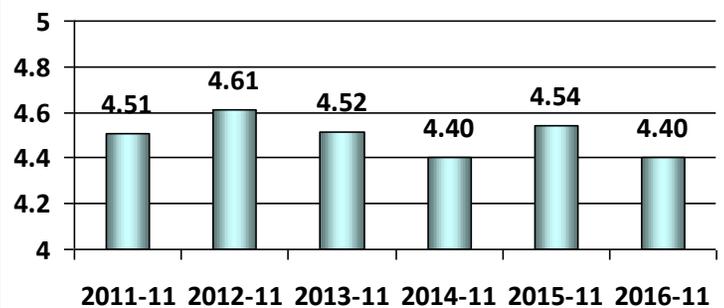
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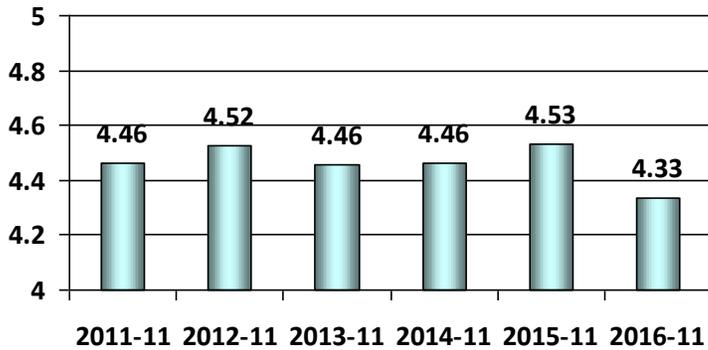


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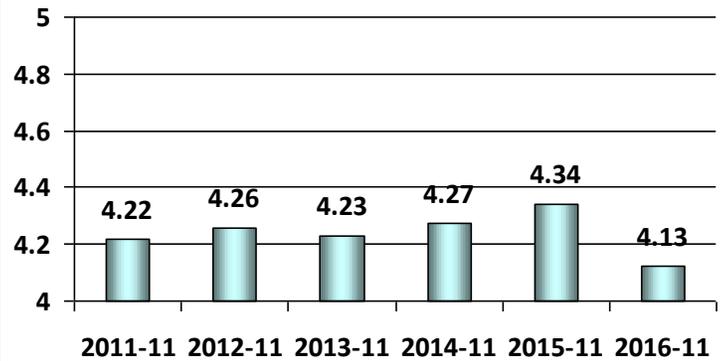


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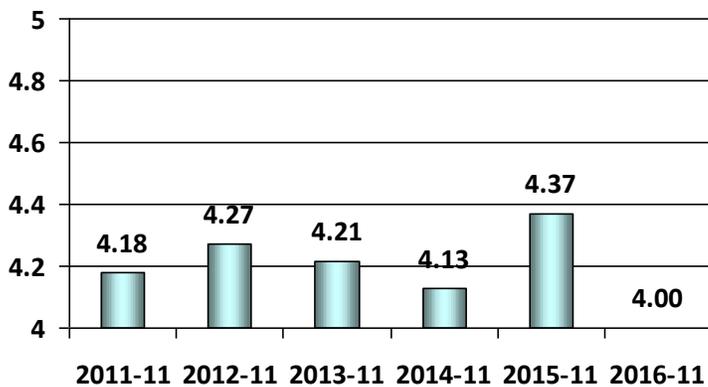
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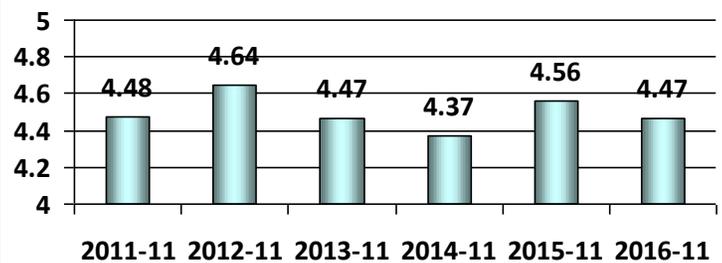
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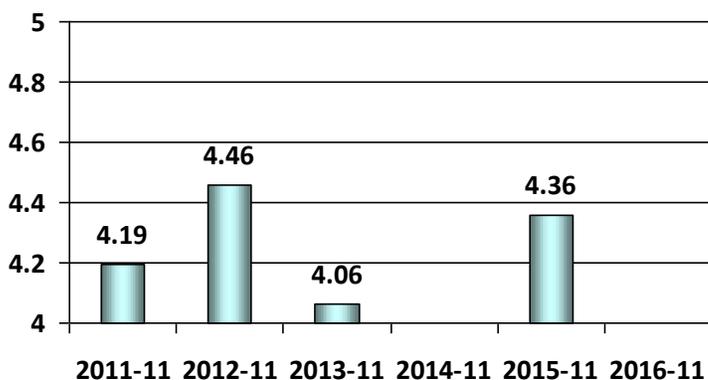
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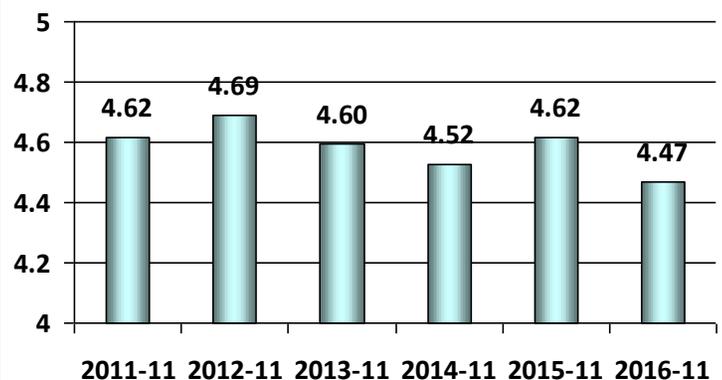
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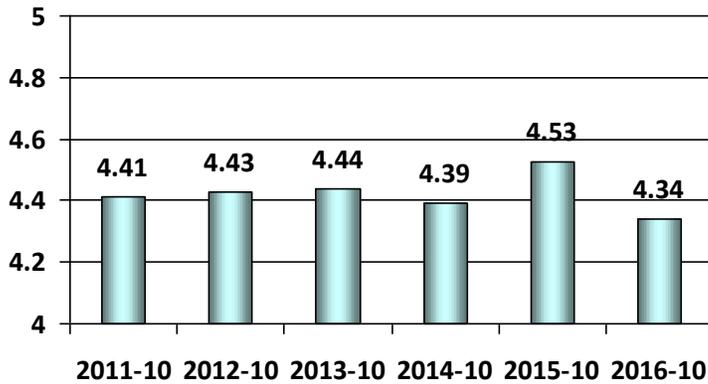


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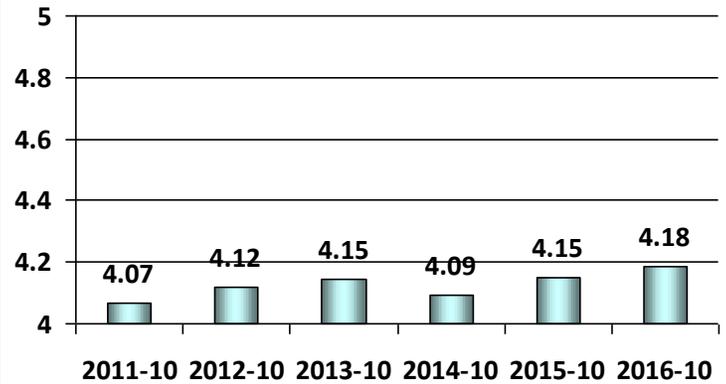


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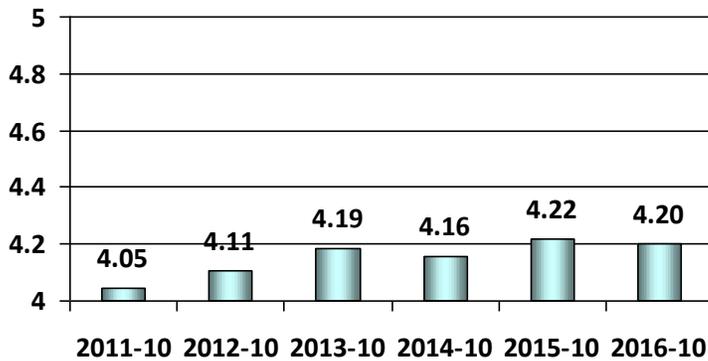
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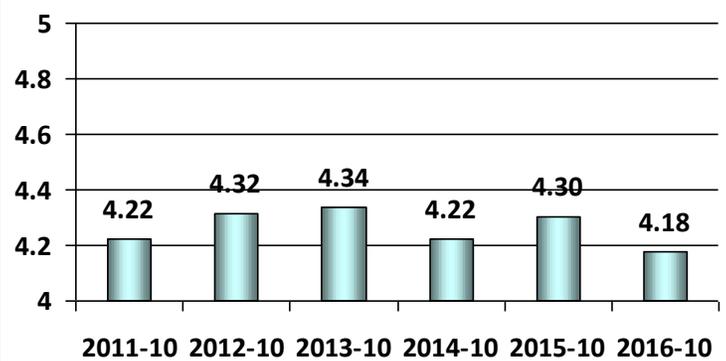
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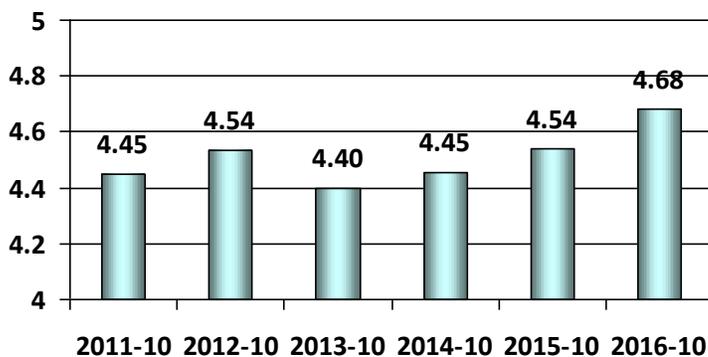
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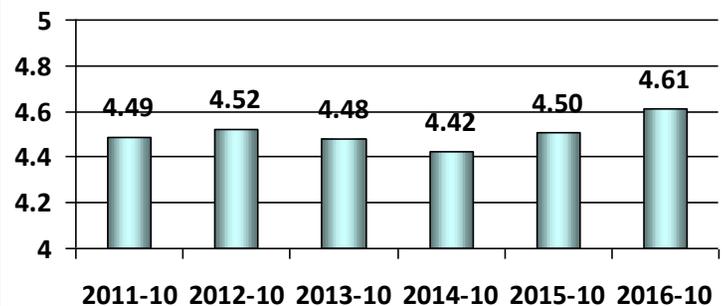
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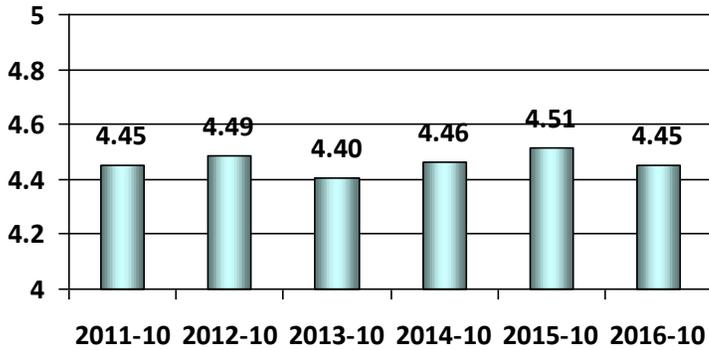


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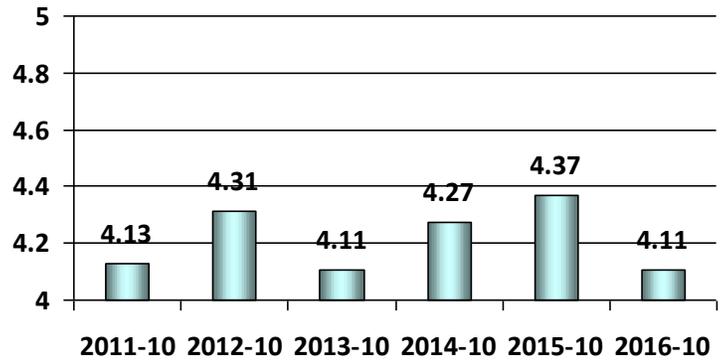


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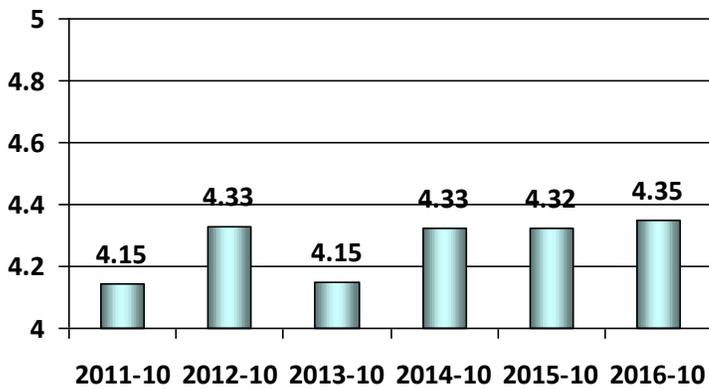
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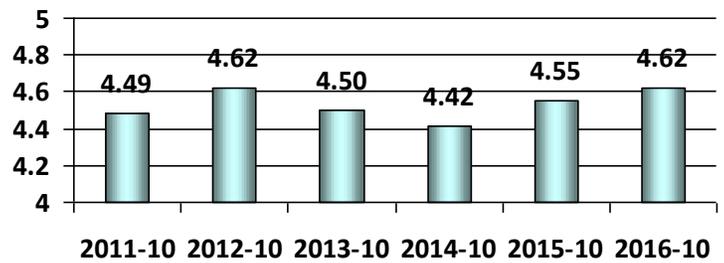
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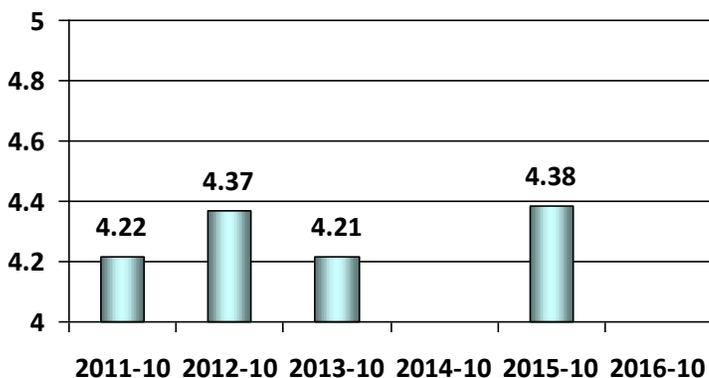
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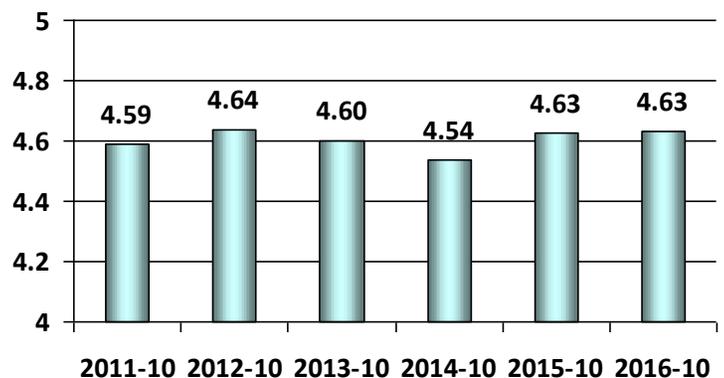
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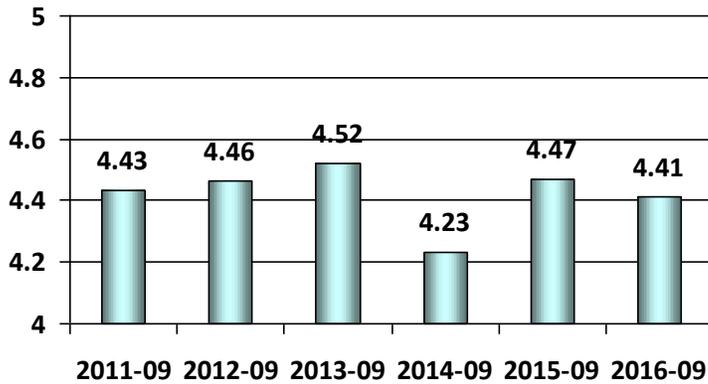


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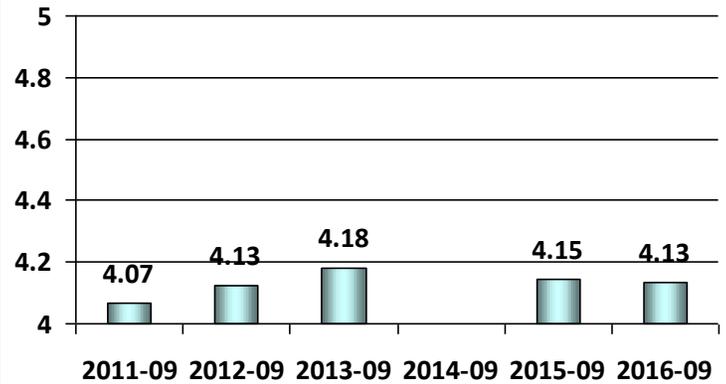


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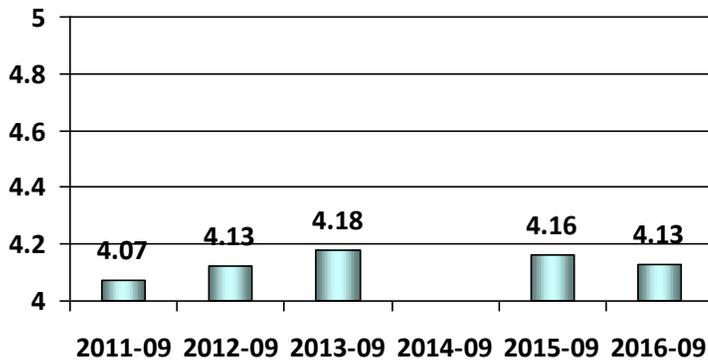
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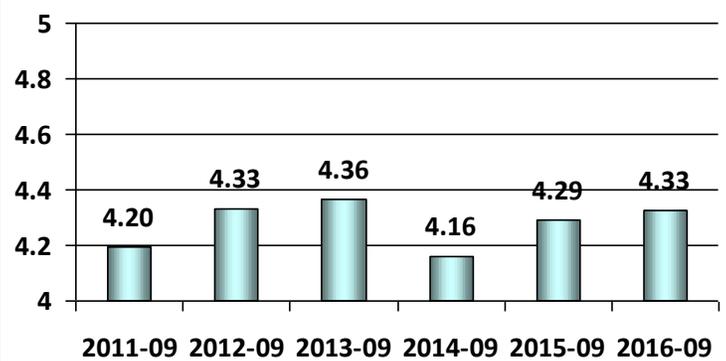
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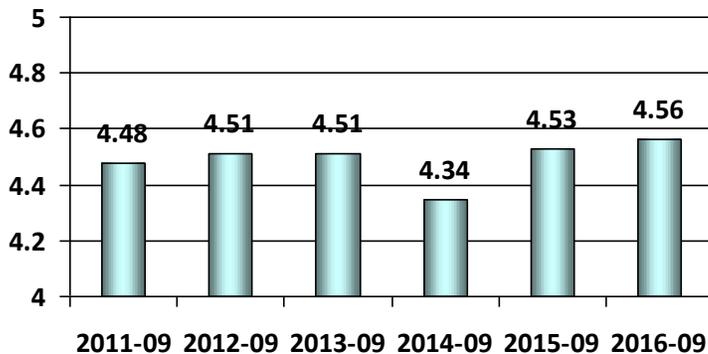
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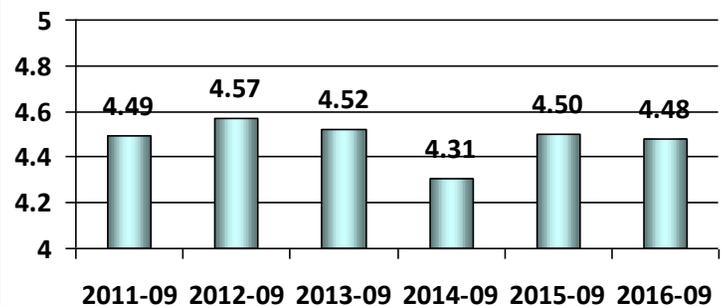
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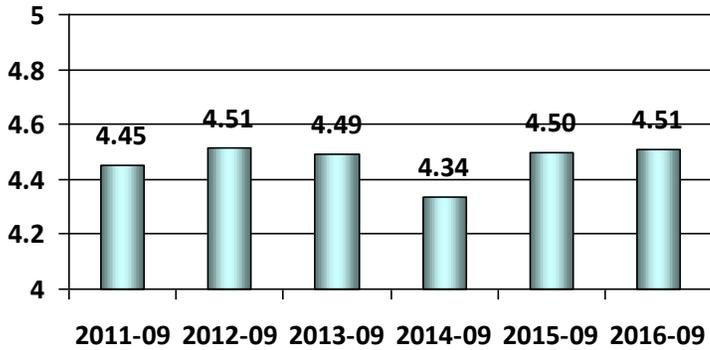


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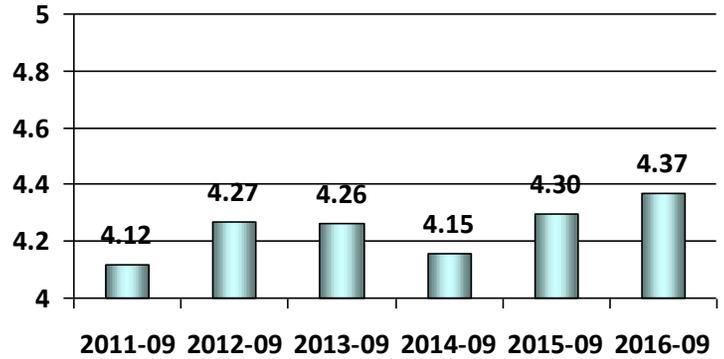


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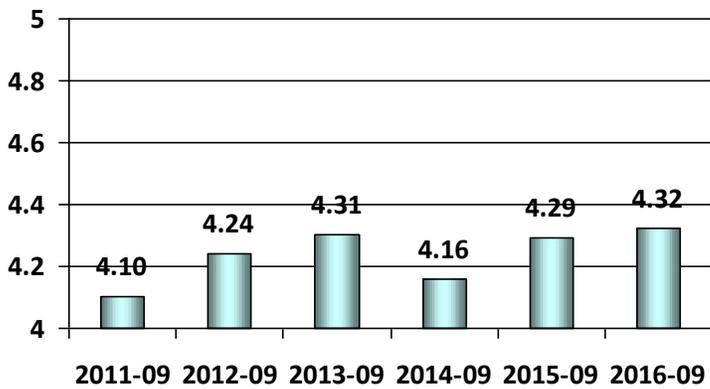
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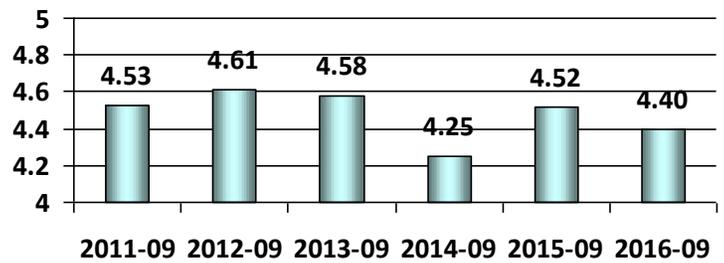
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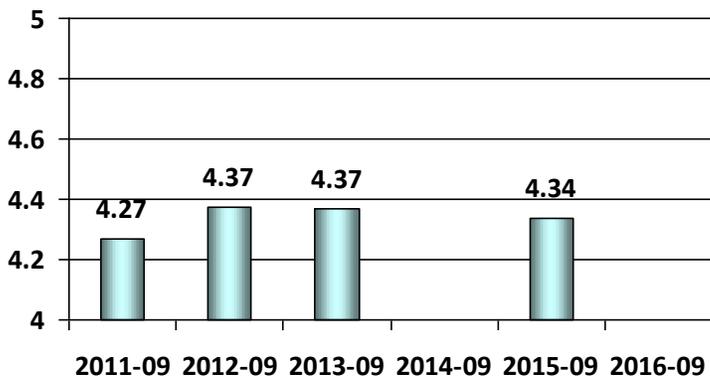
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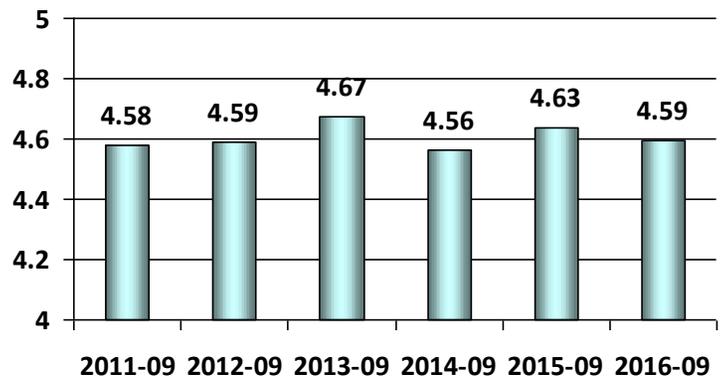
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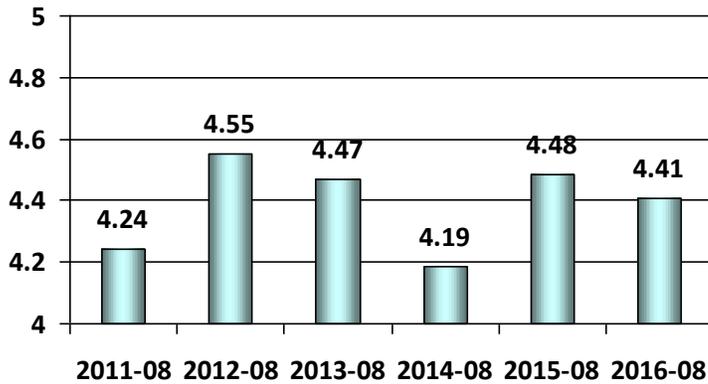


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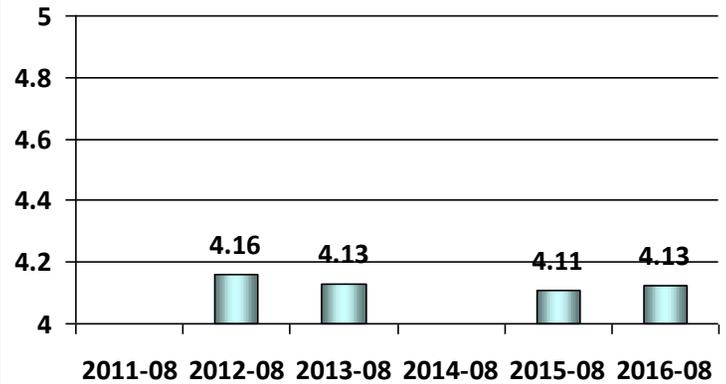


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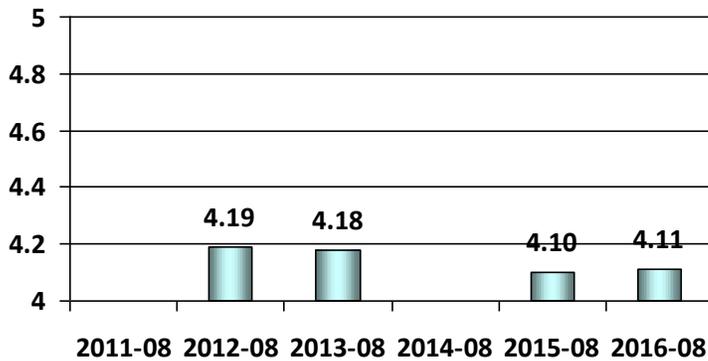
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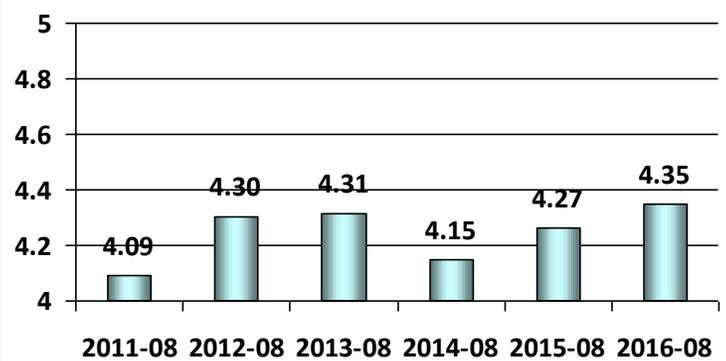
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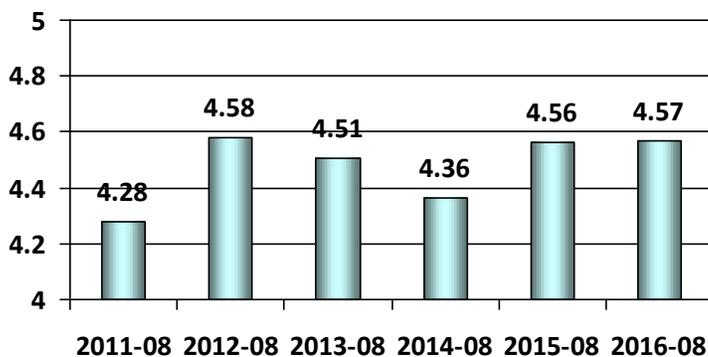
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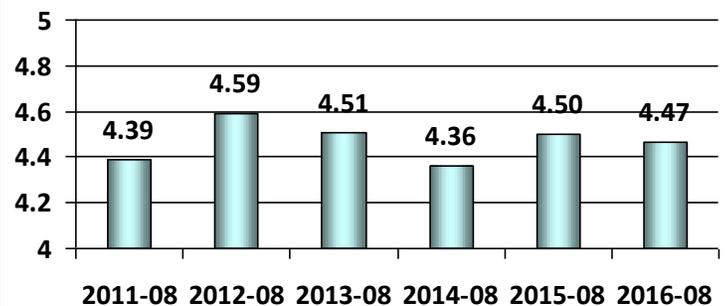
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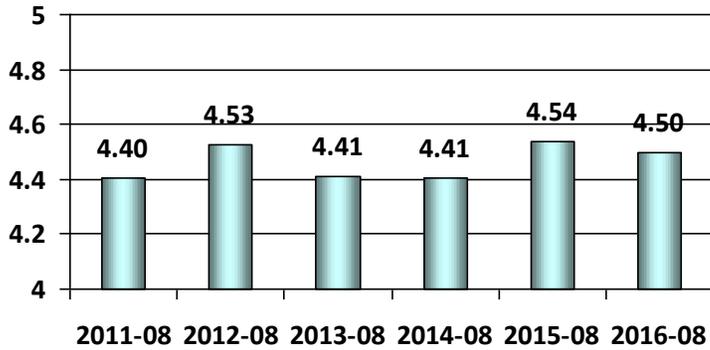


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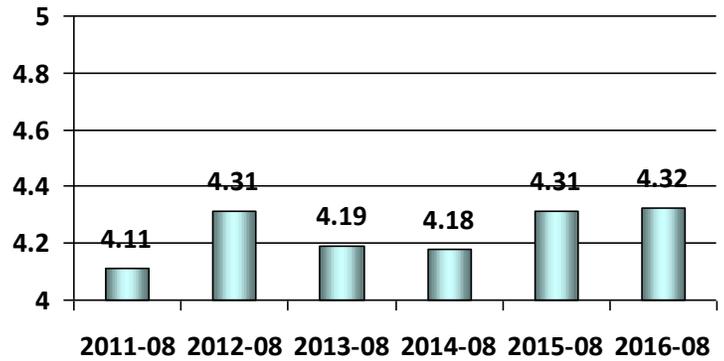


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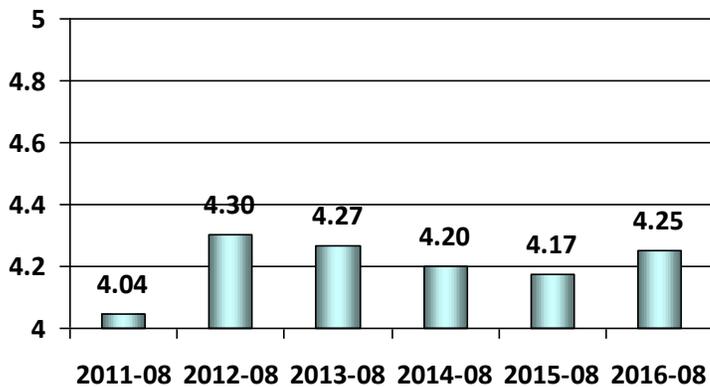
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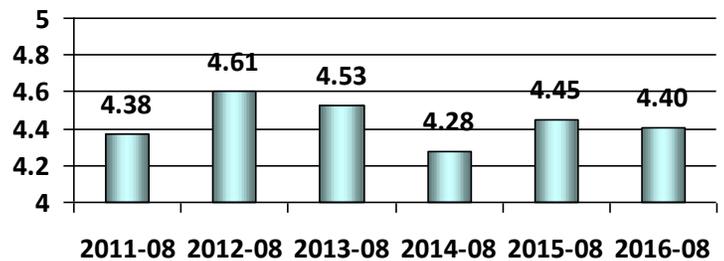
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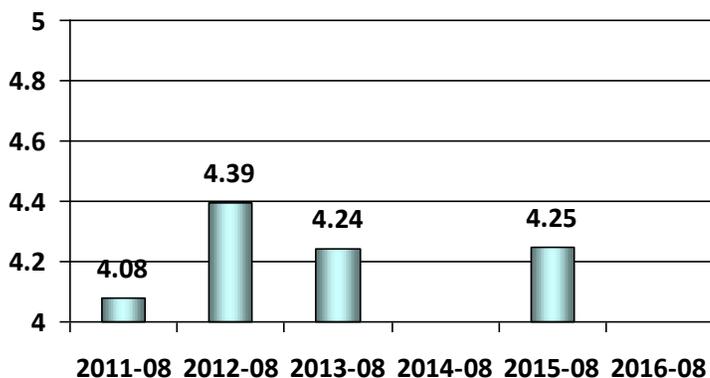
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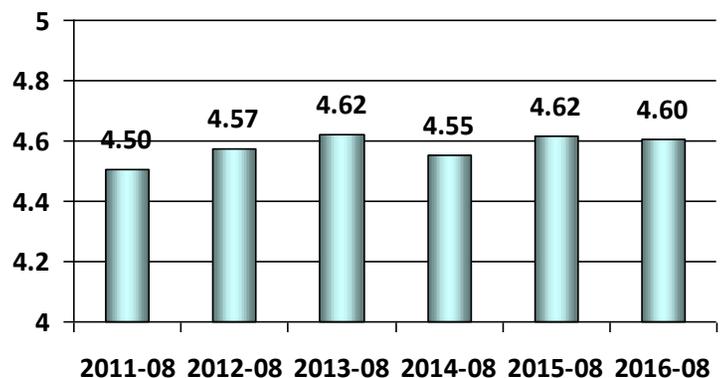
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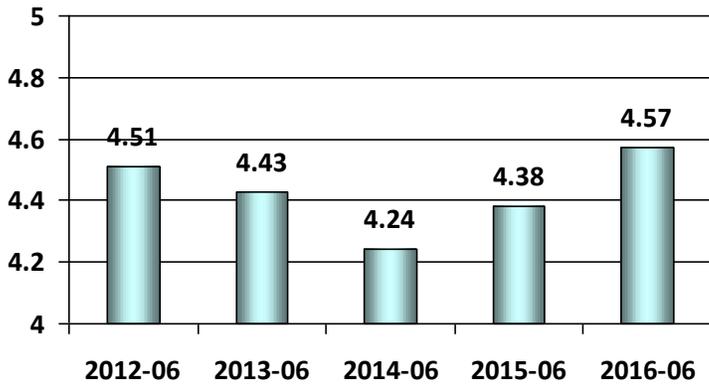


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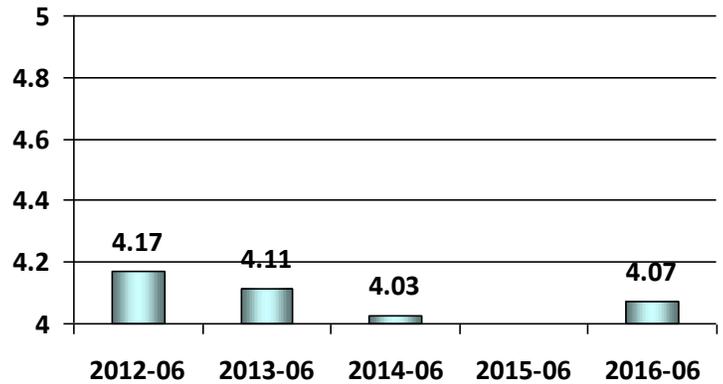


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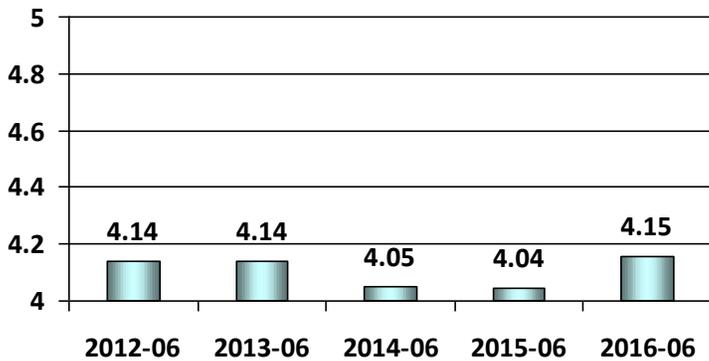
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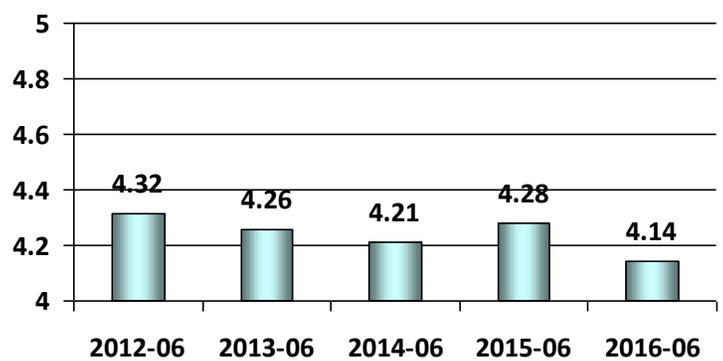
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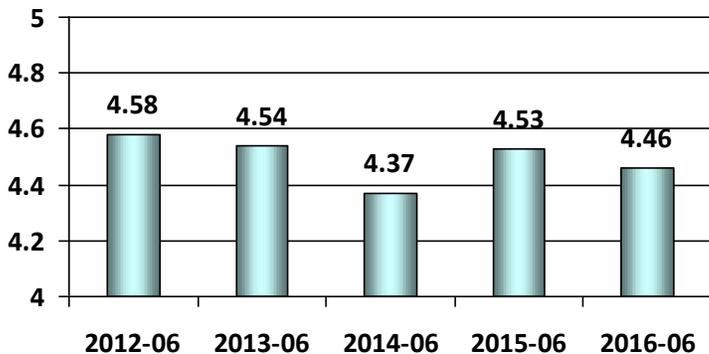
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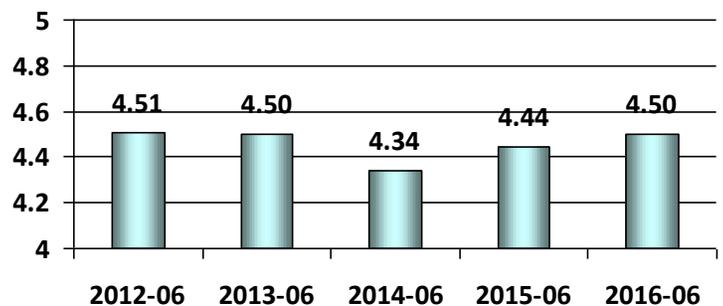
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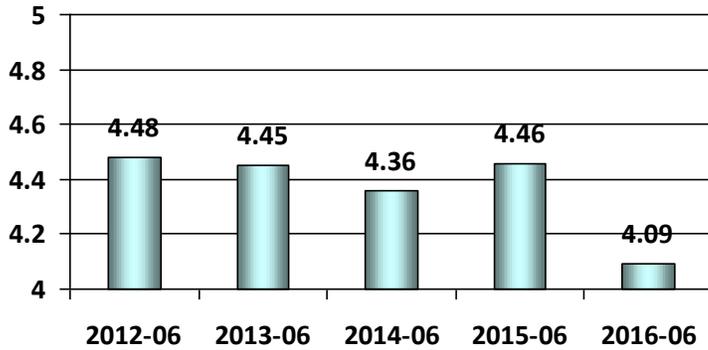


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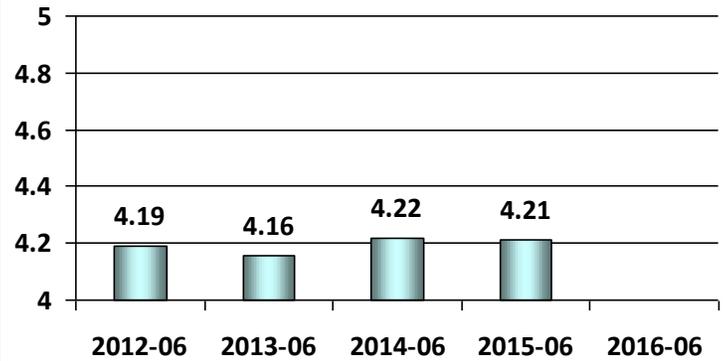


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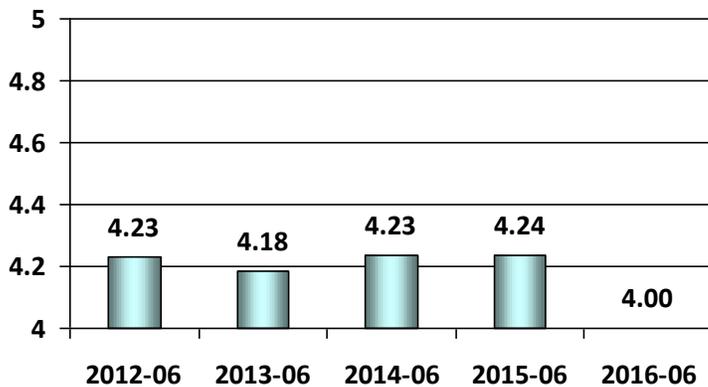
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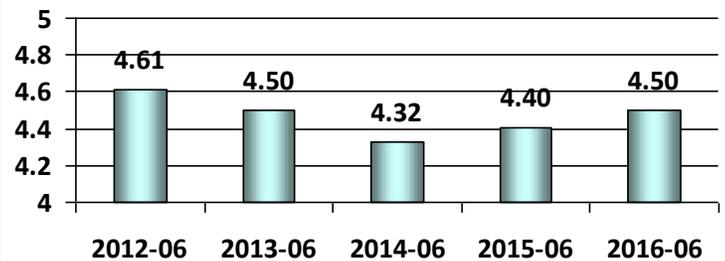
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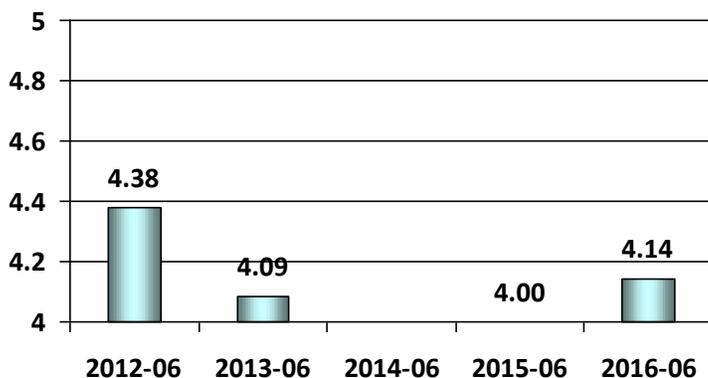
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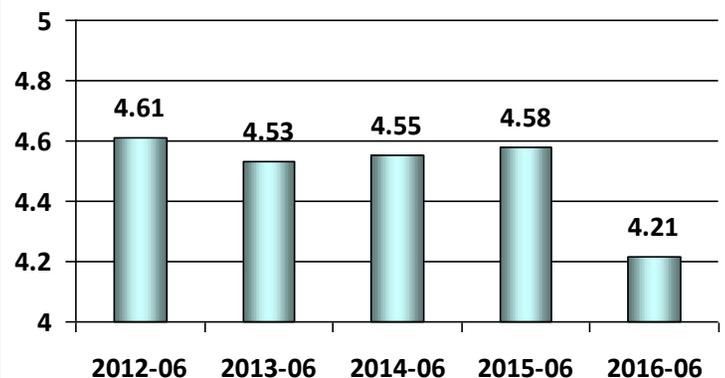
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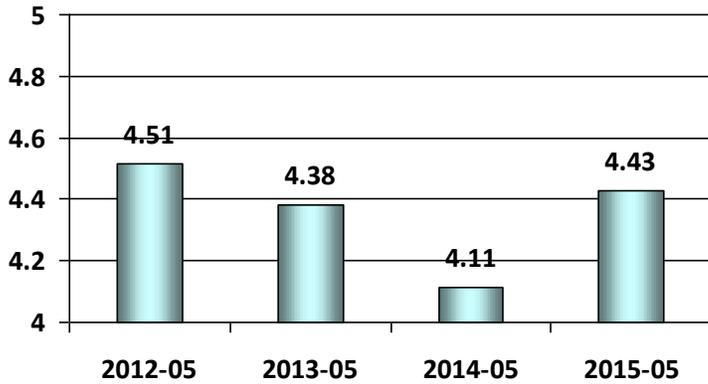


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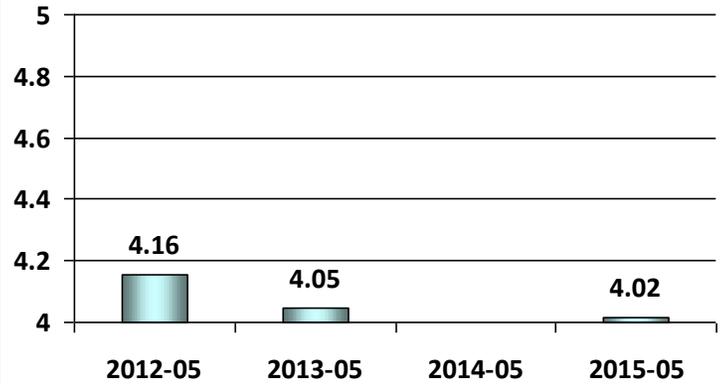


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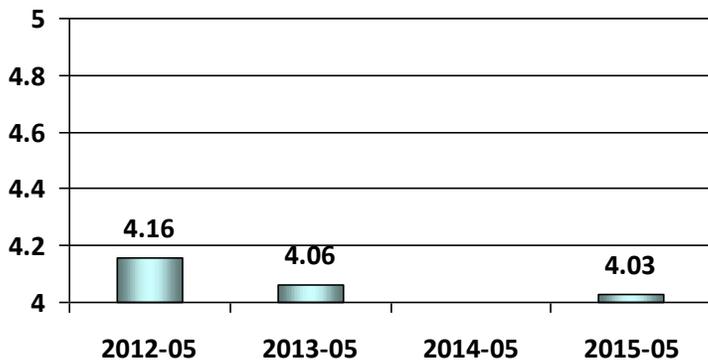
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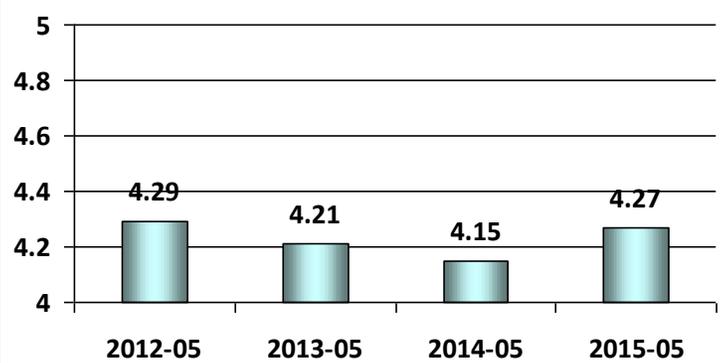
The NMC website provided accurate information and was easy to navigate.



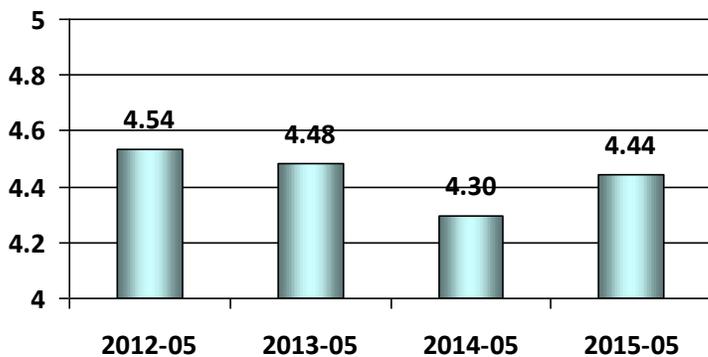
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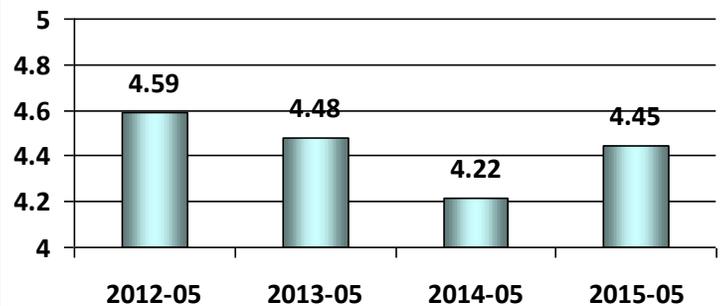
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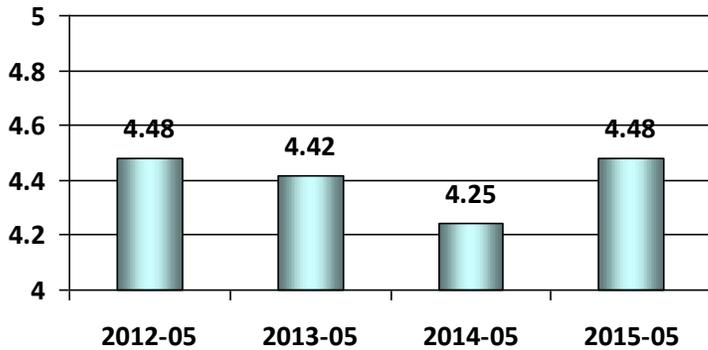


National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

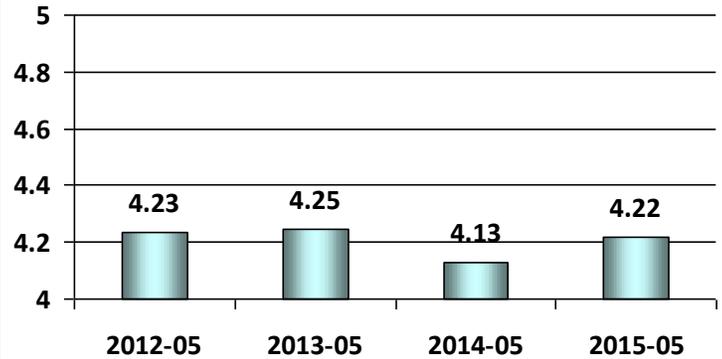


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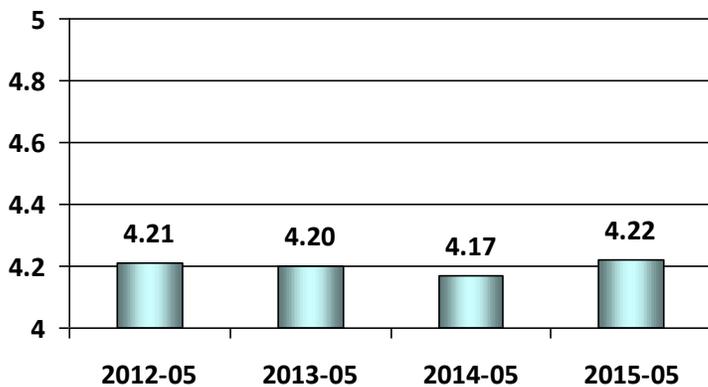
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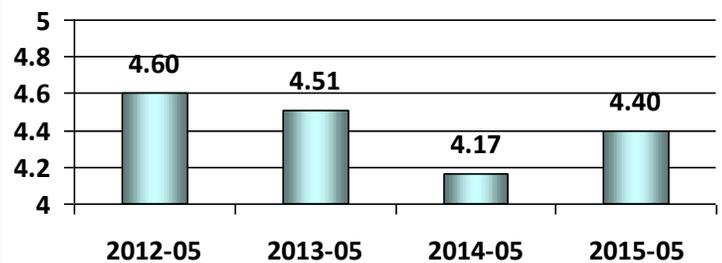
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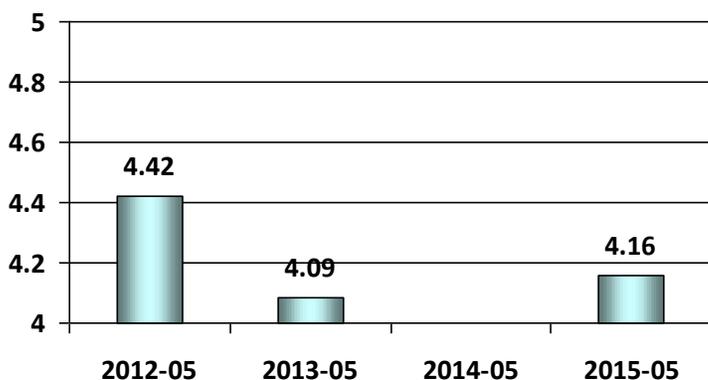
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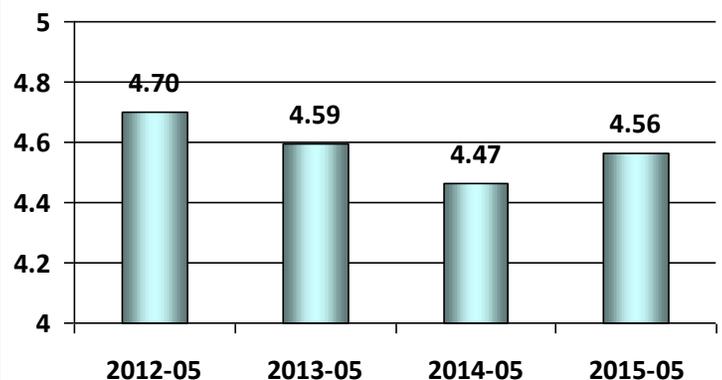
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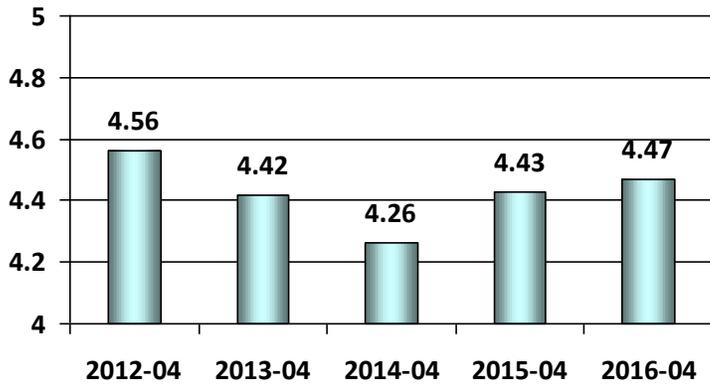


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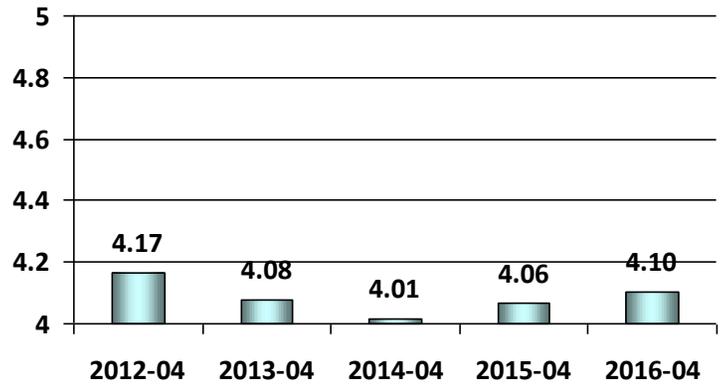


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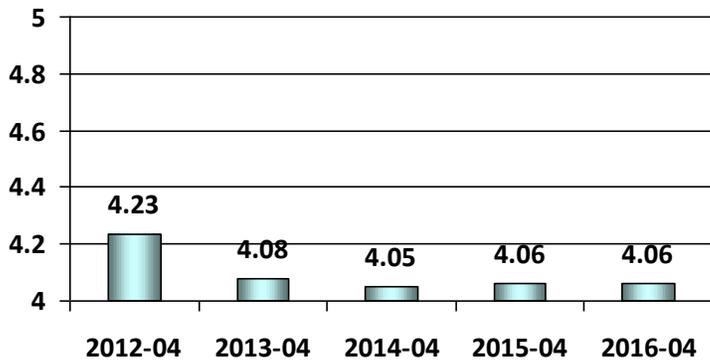
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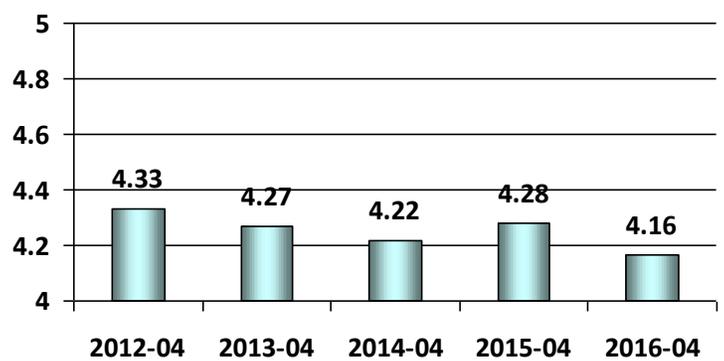
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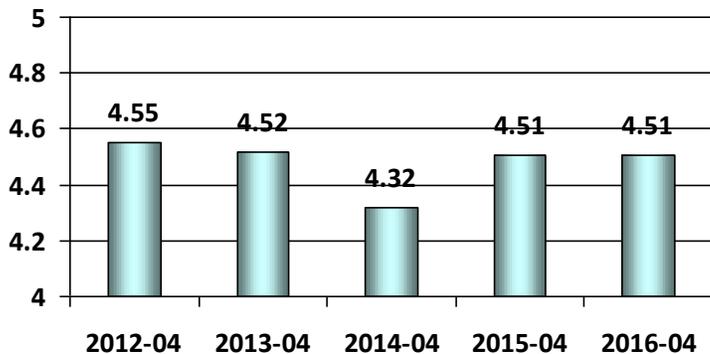
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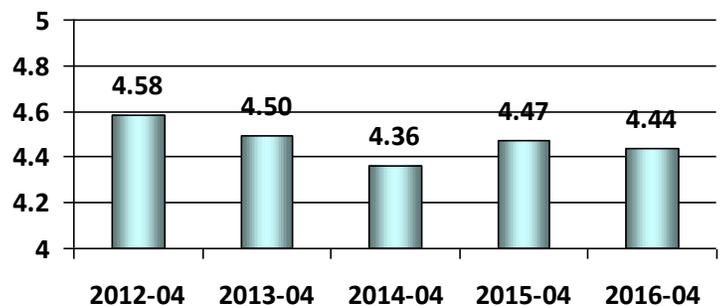
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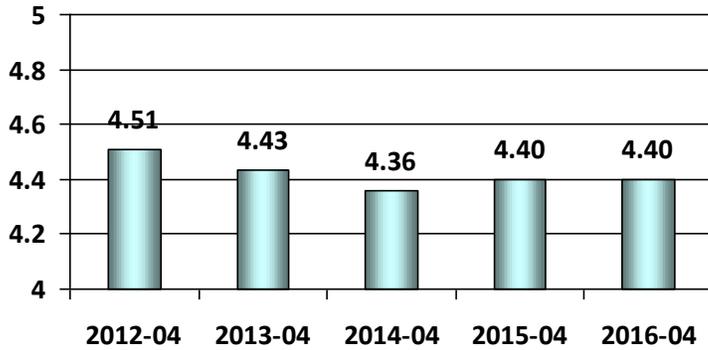


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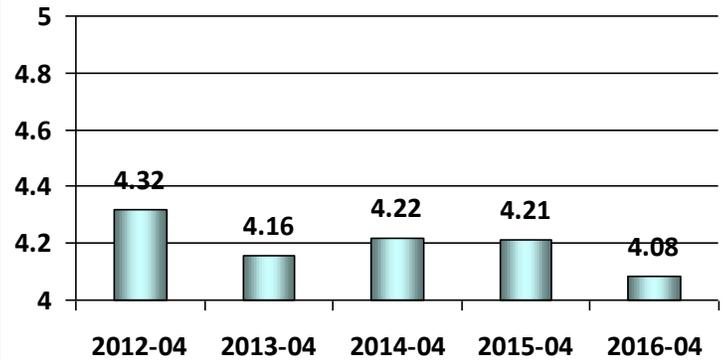


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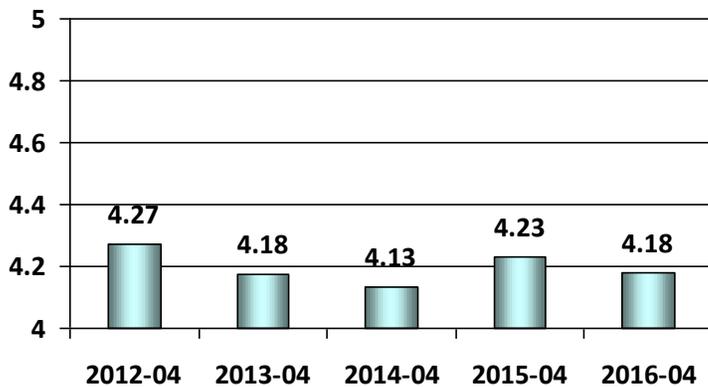
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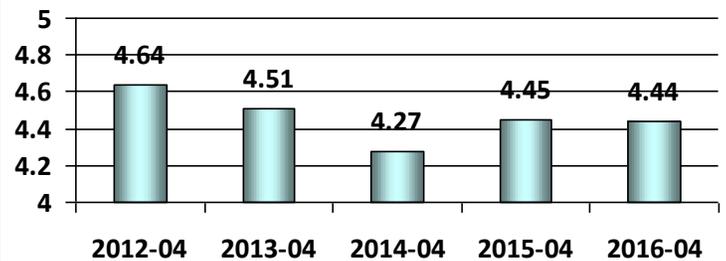
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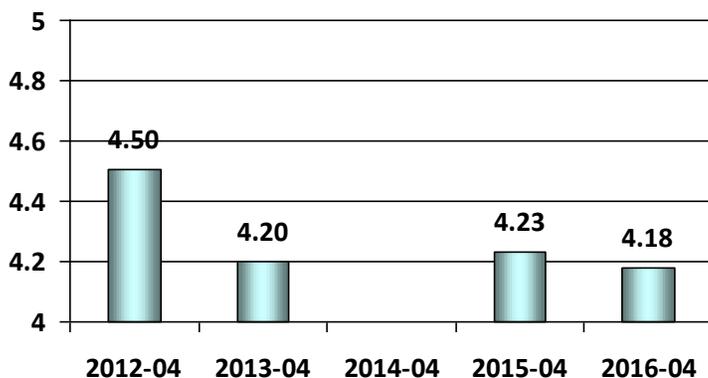
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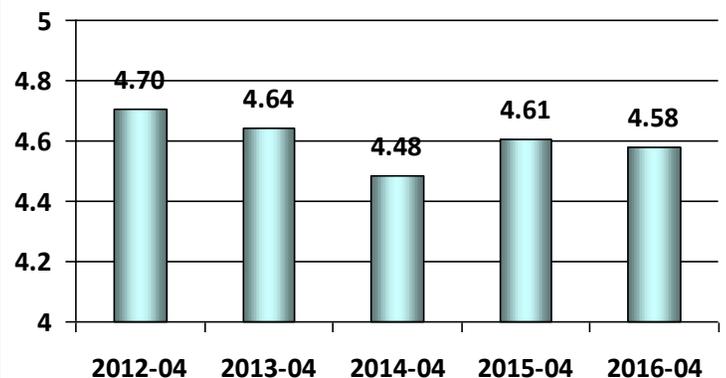
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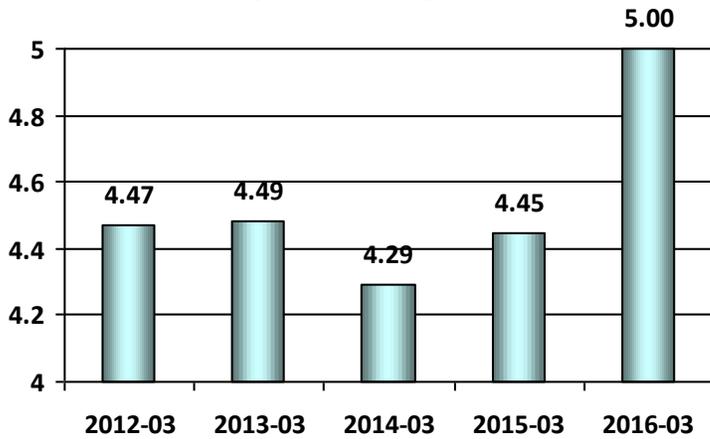


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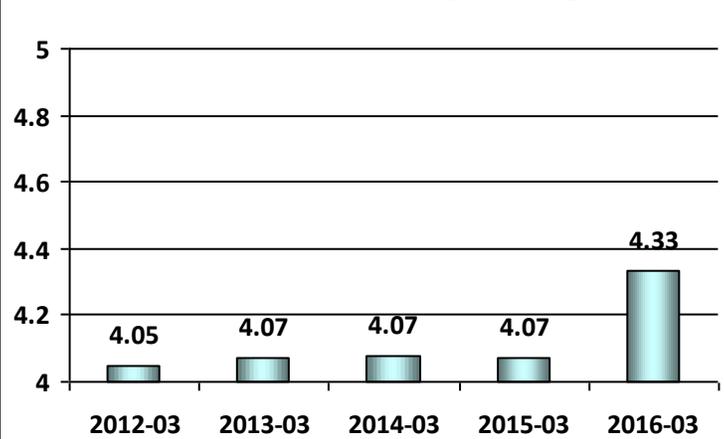


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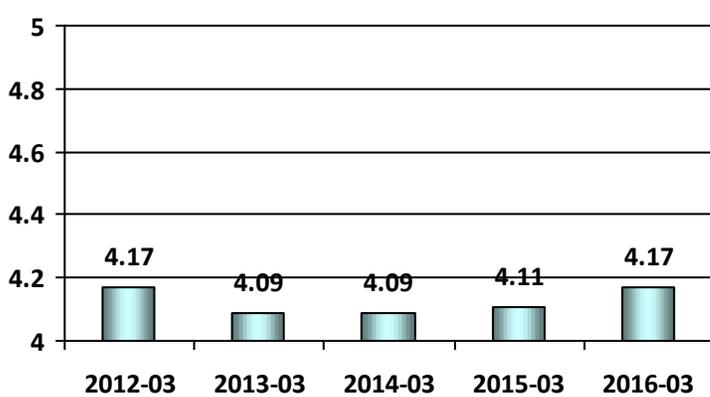
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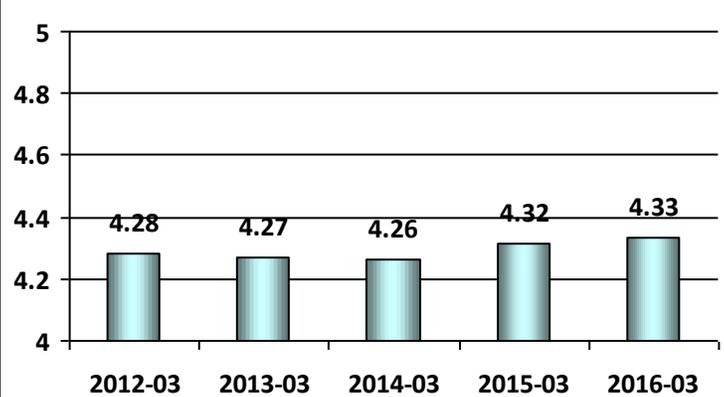
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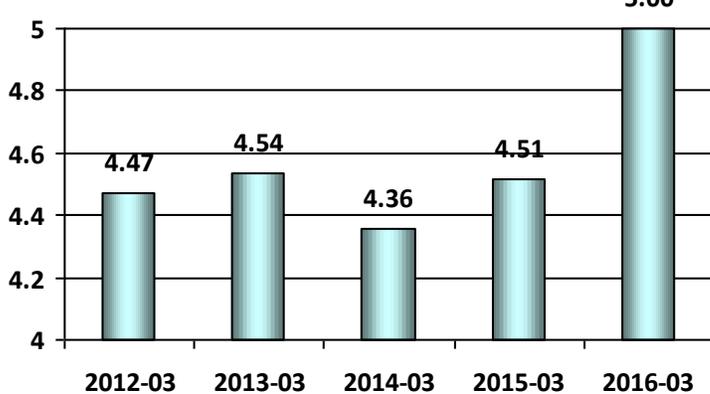
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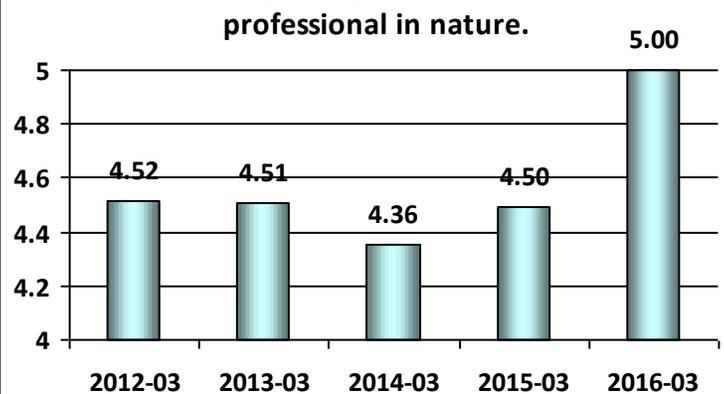
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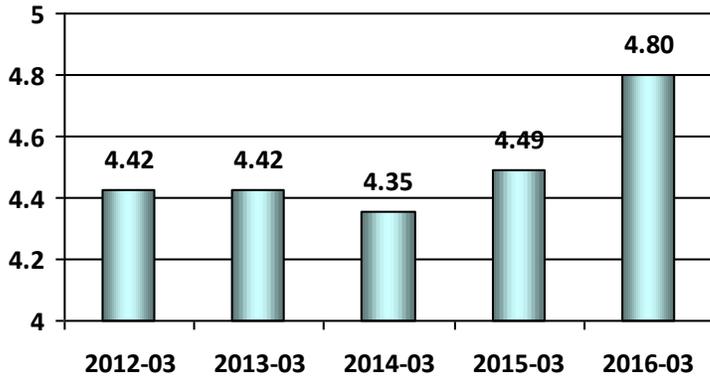


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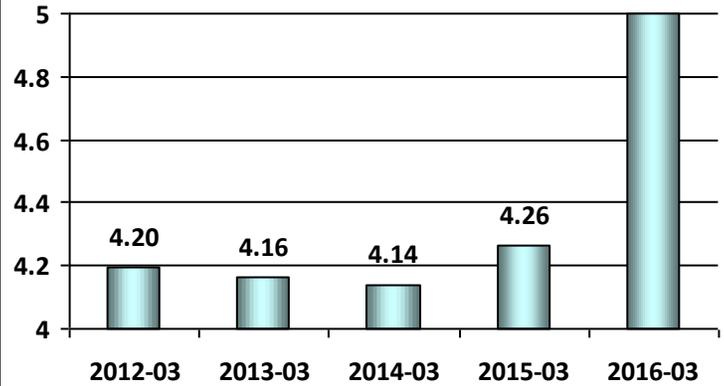


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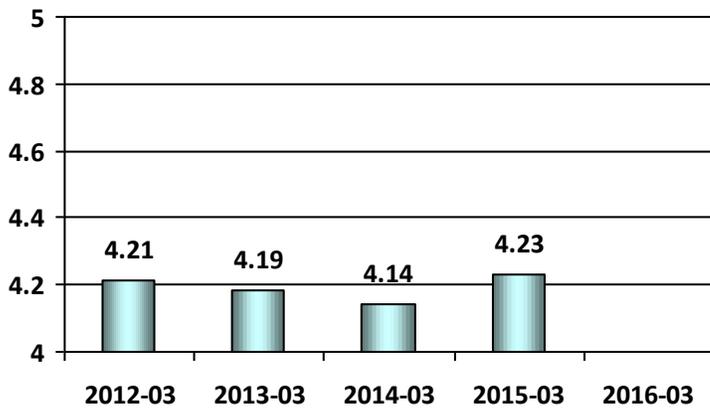
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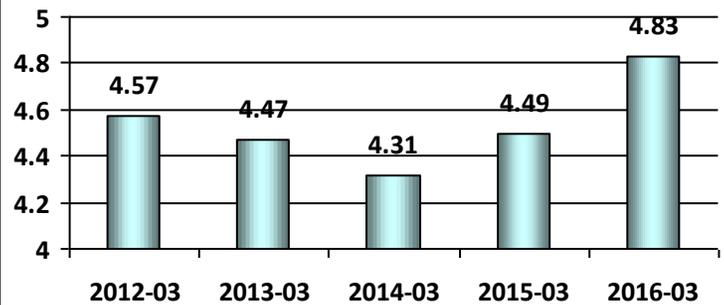
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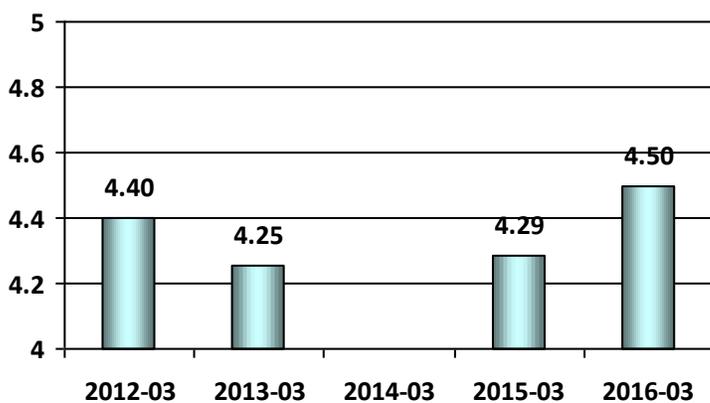
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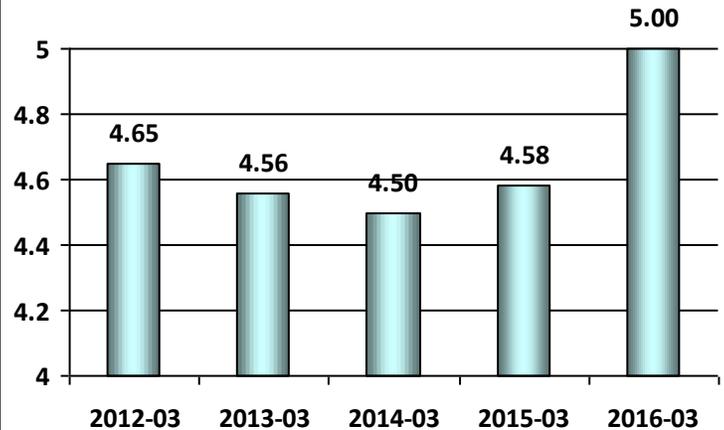
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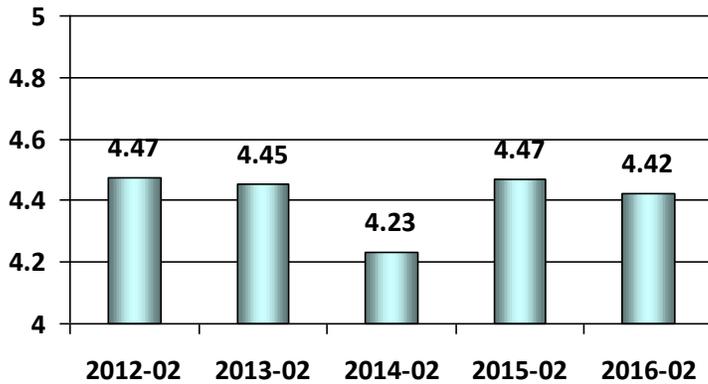


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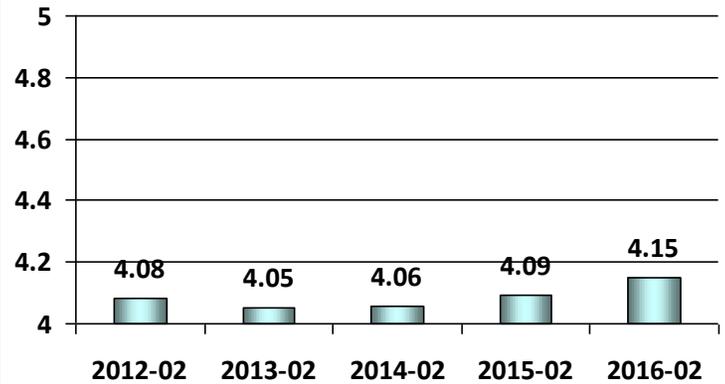


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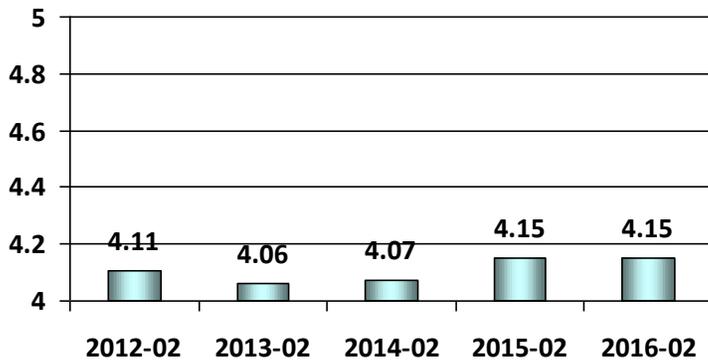
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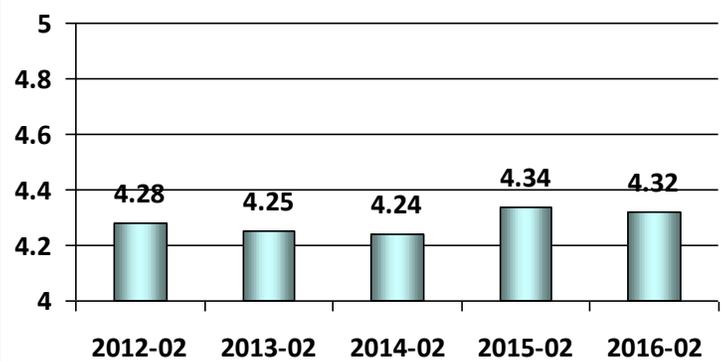
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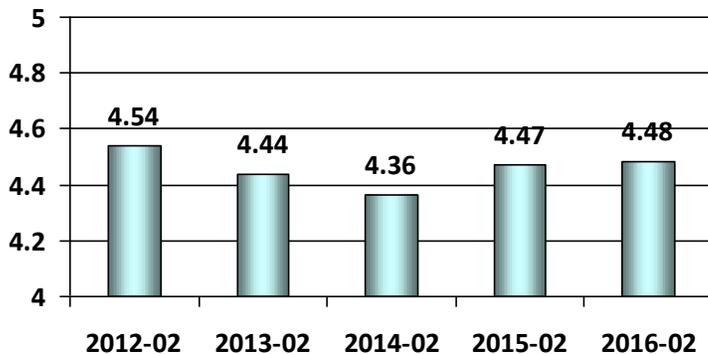
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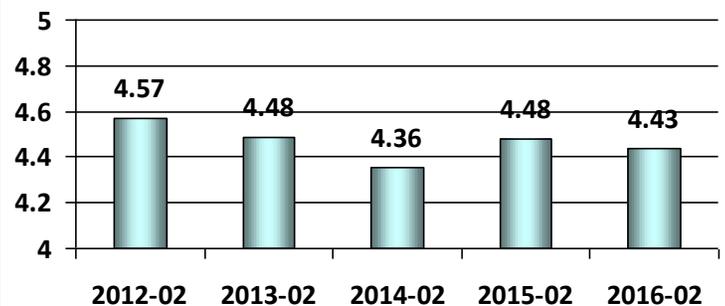
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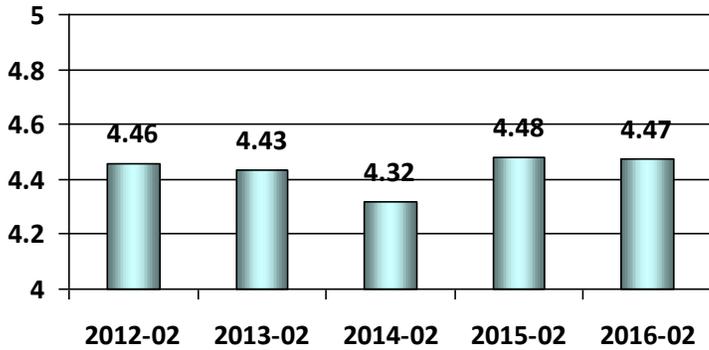


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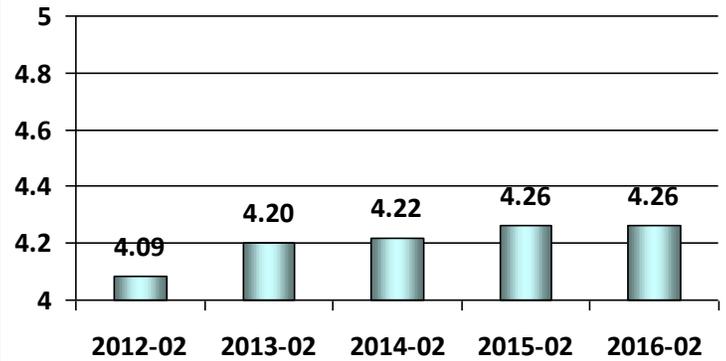


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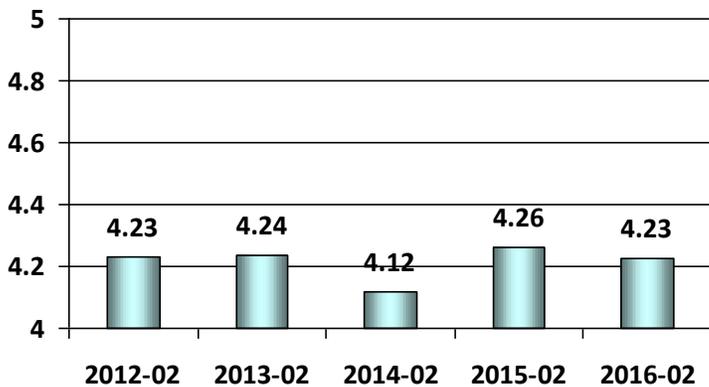
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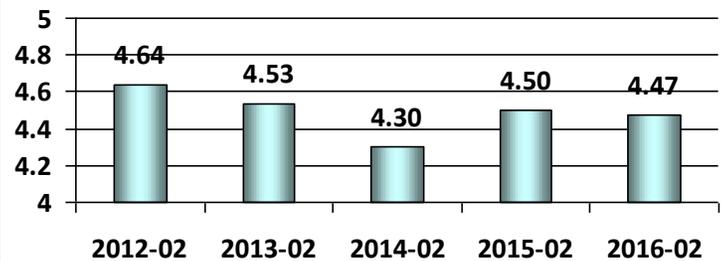
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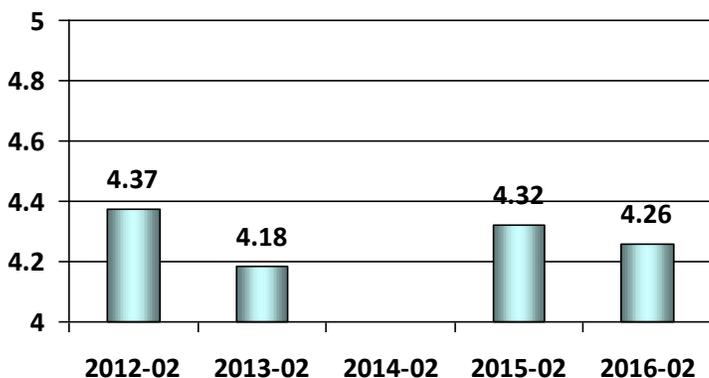
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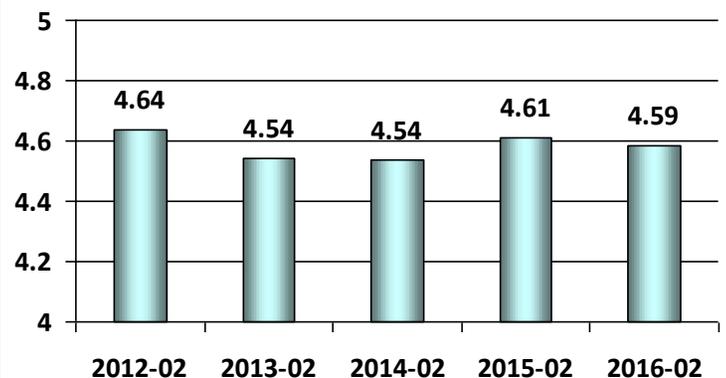
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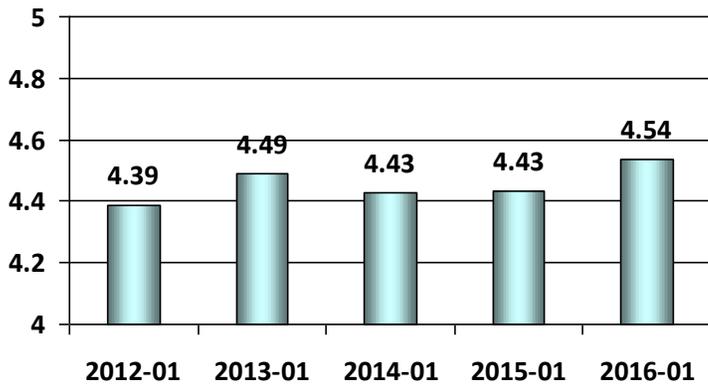


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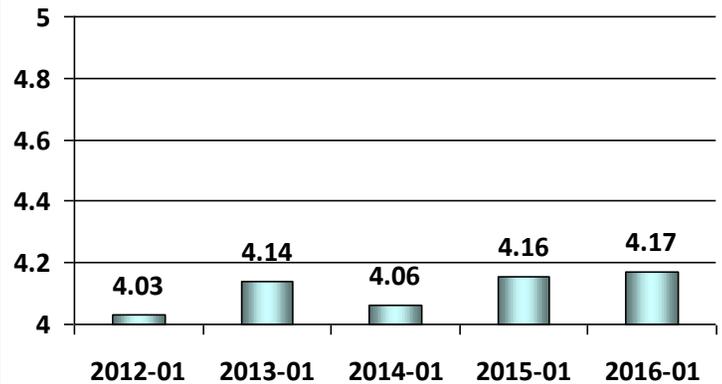


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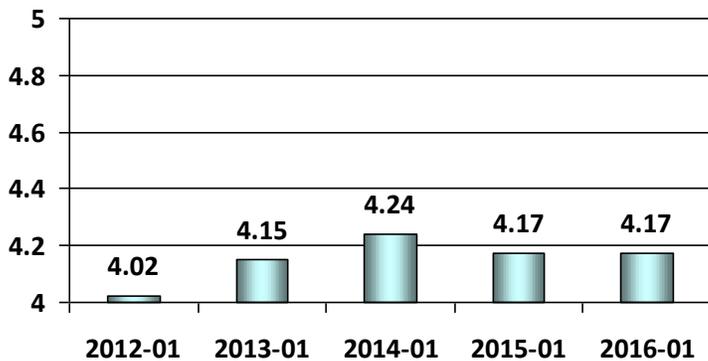
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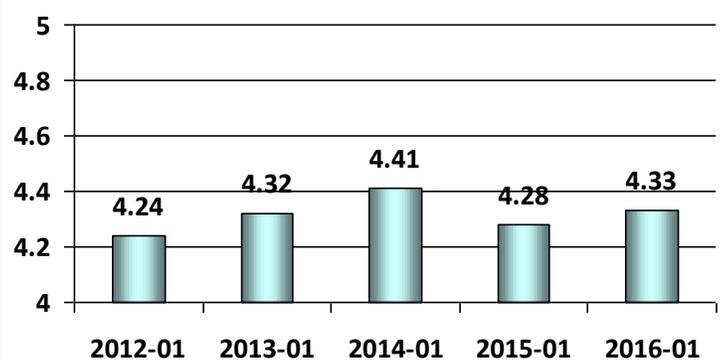
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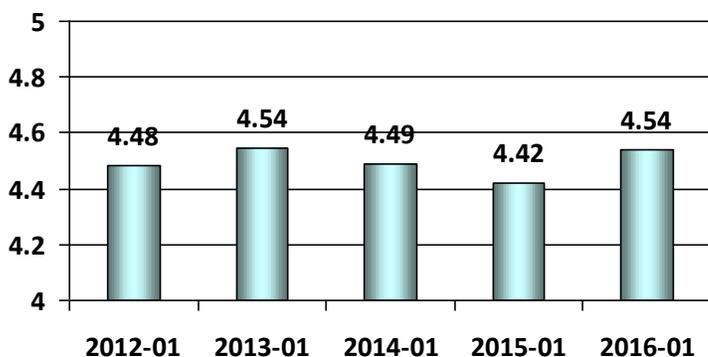
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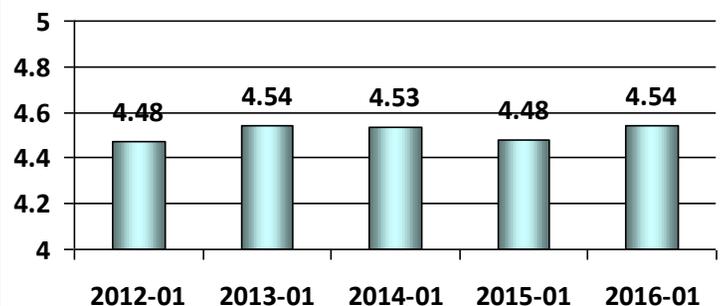
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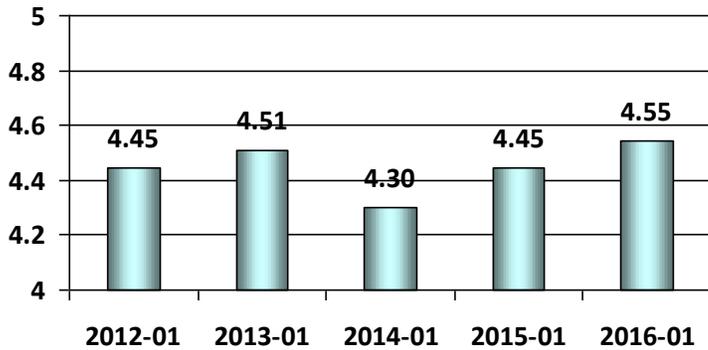


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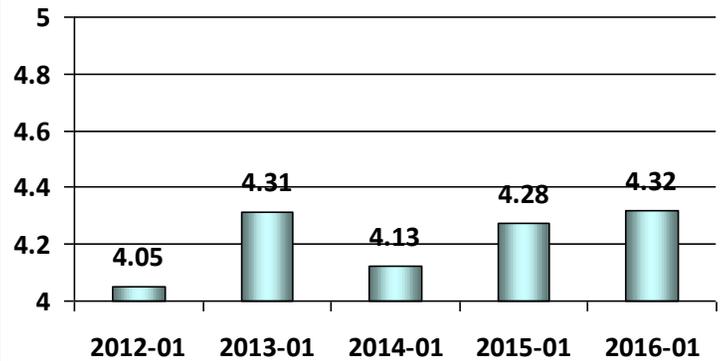


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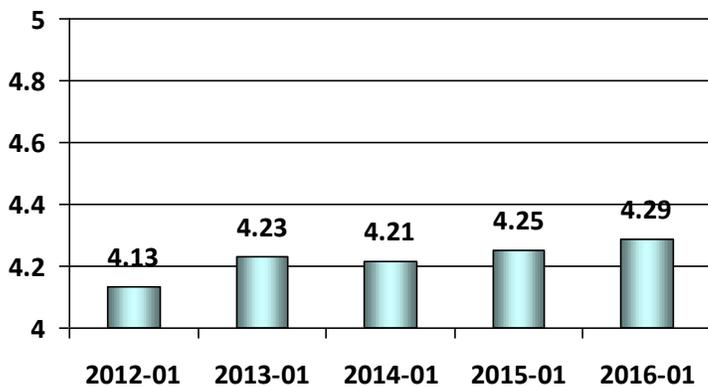
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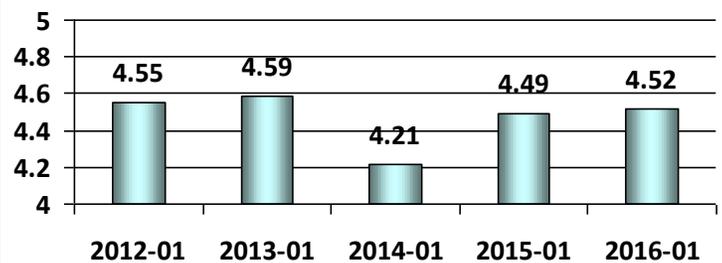
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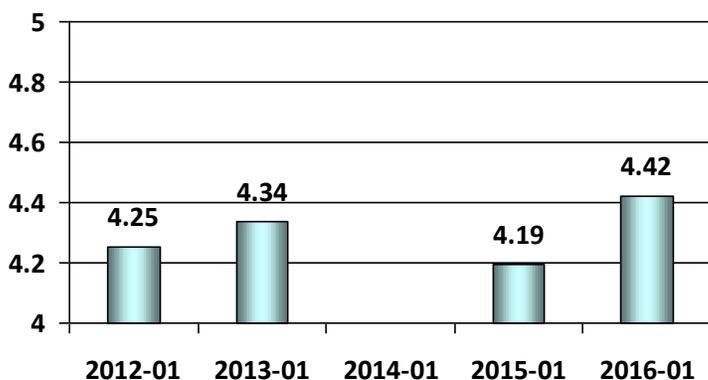
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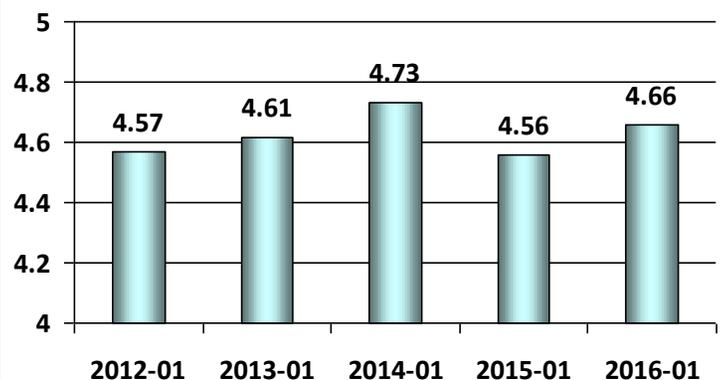
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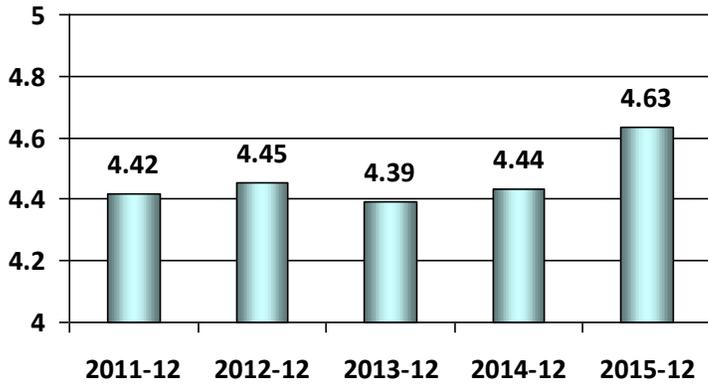


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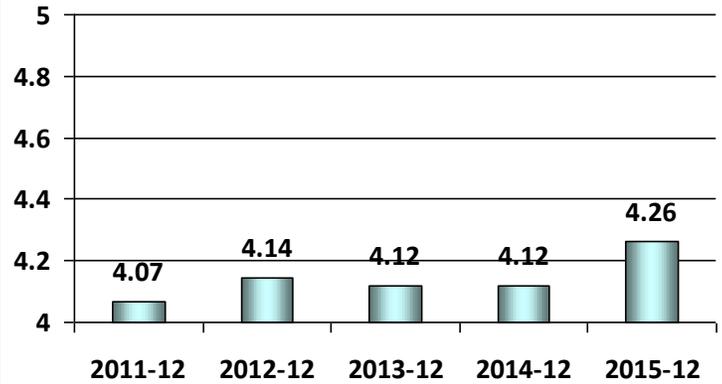


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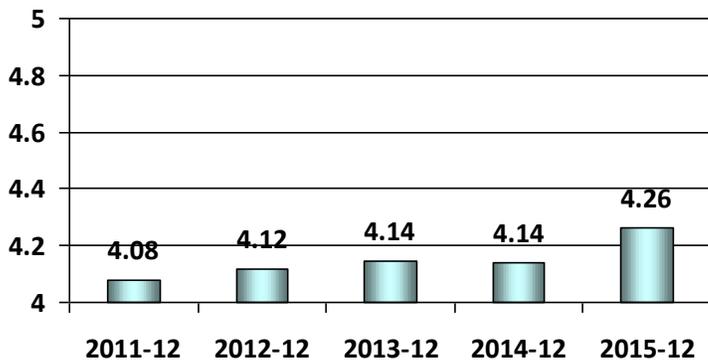
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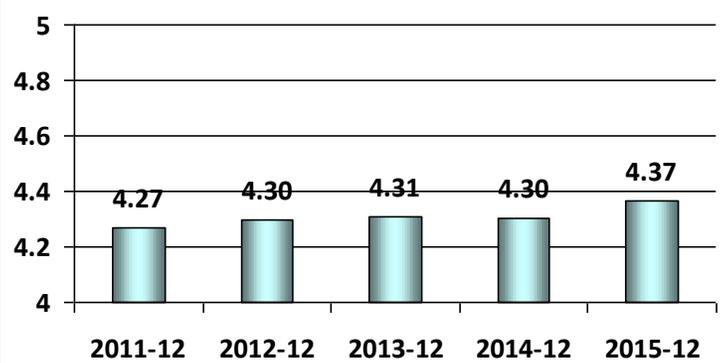
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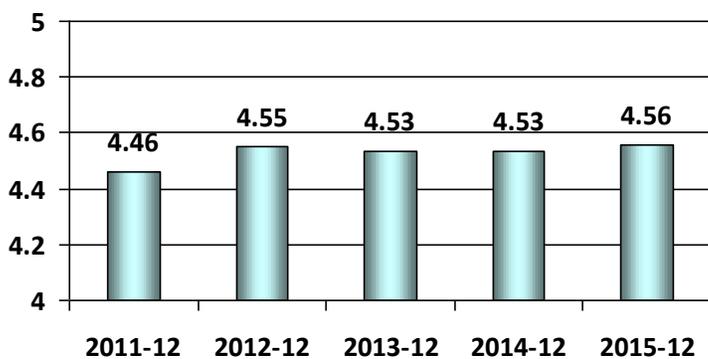
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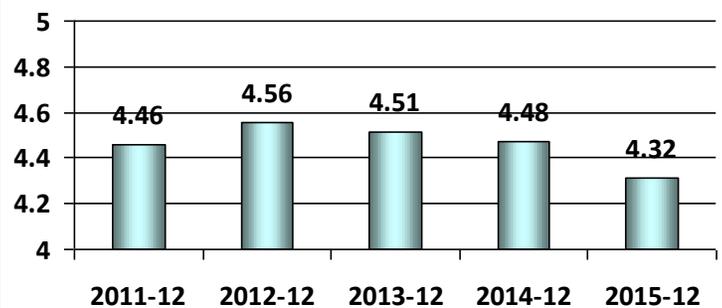
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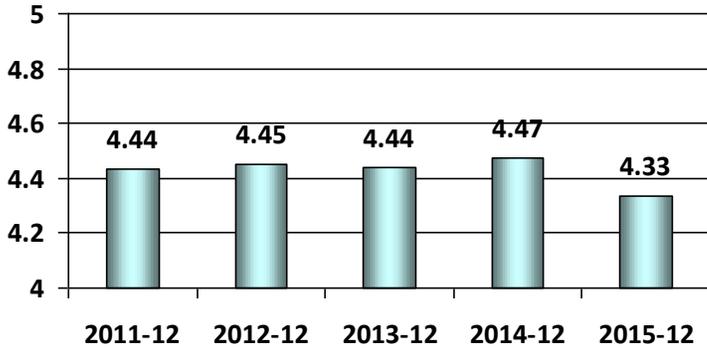


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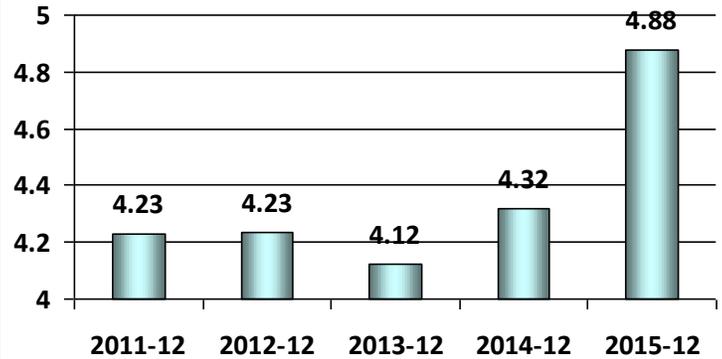


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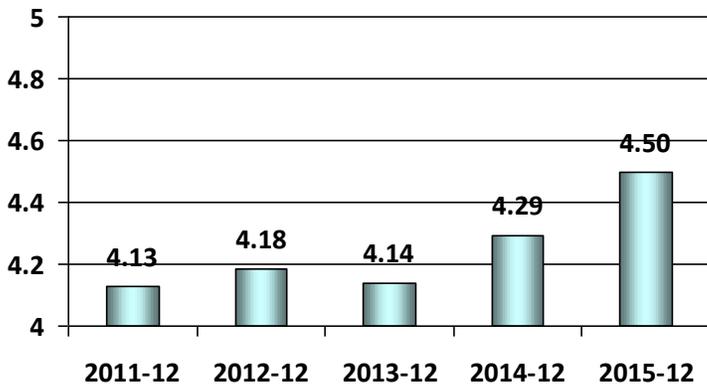
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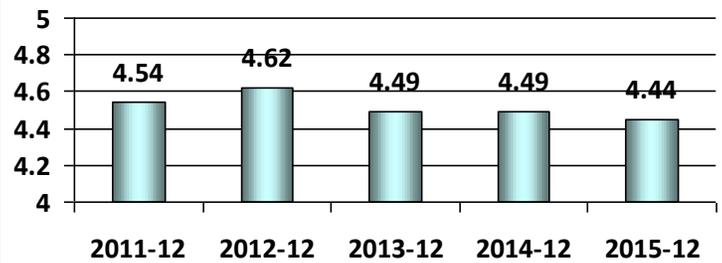
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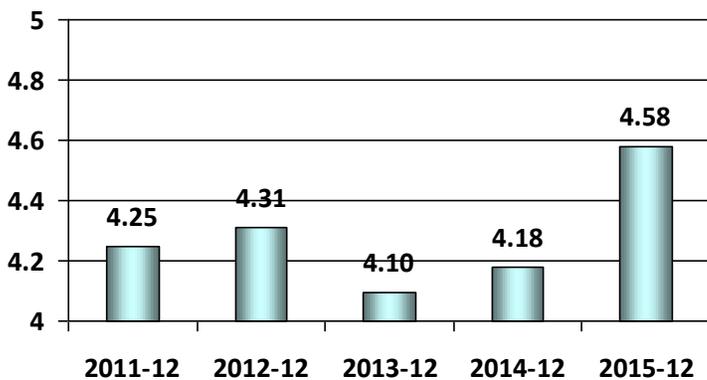
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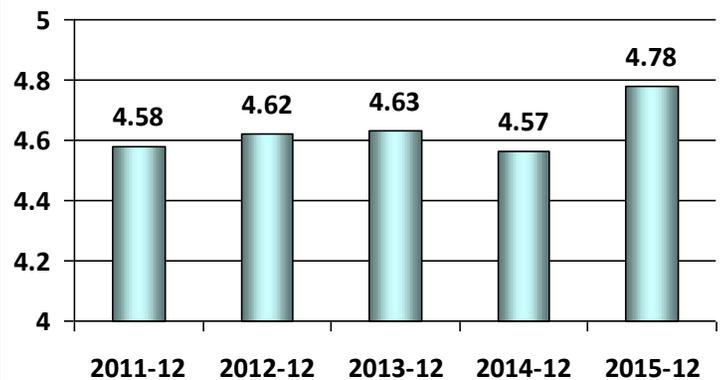
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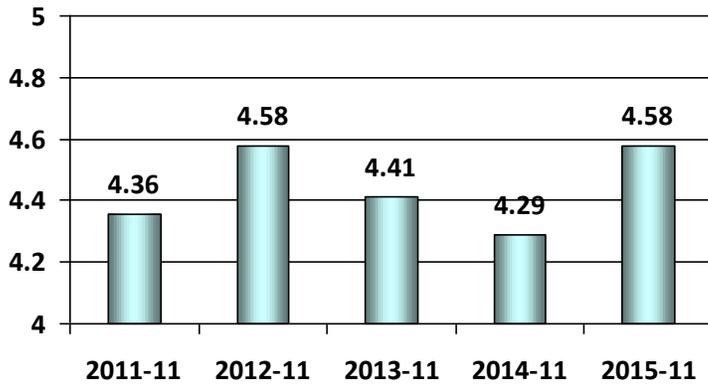


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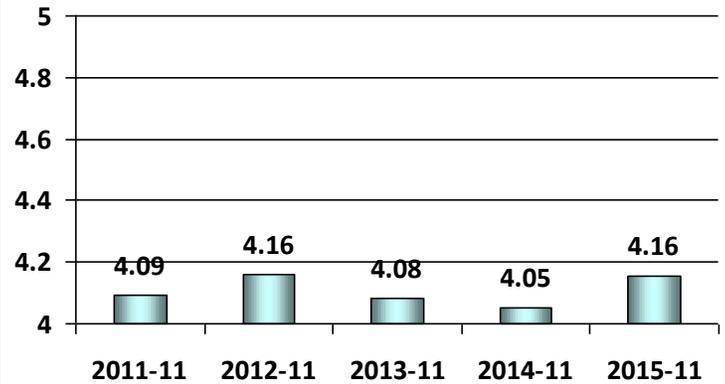


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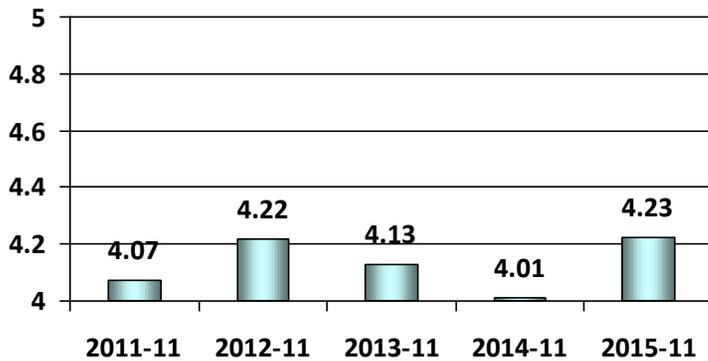
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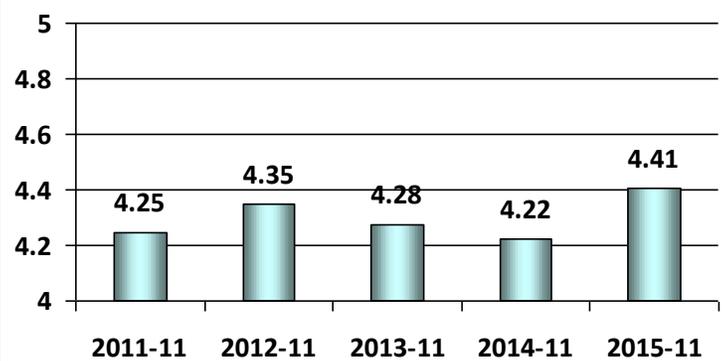
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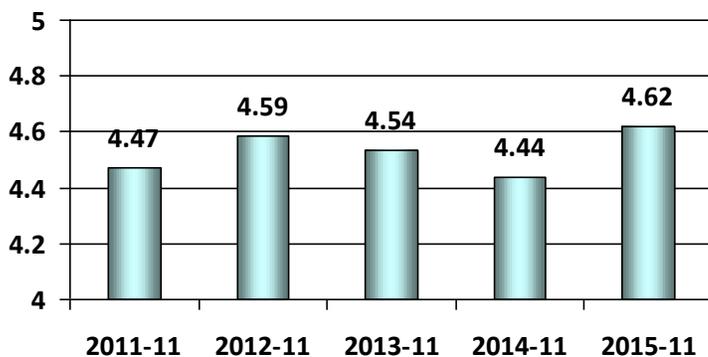
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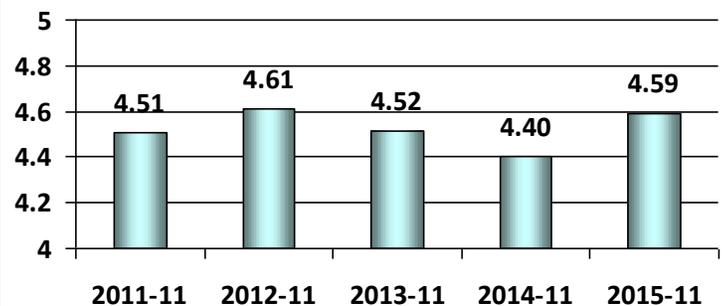
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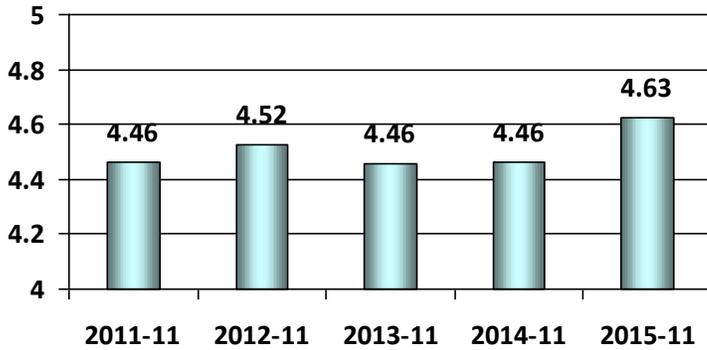


National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

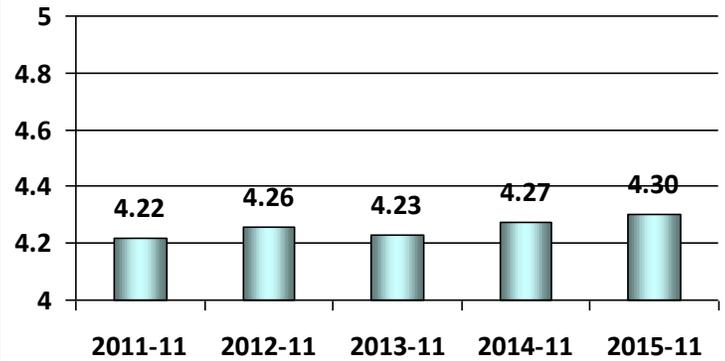


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

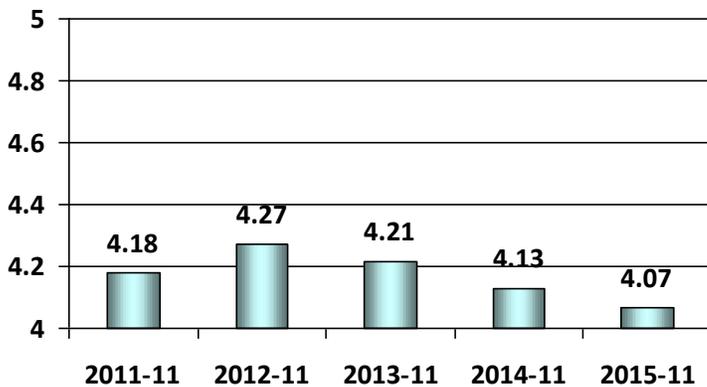
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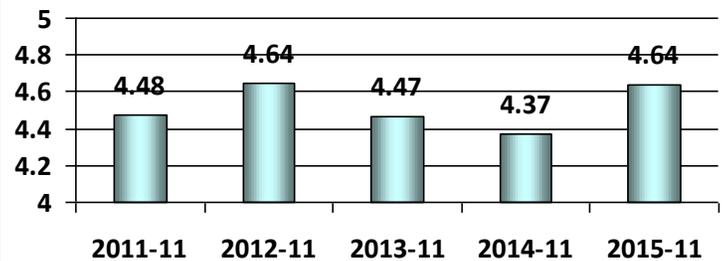
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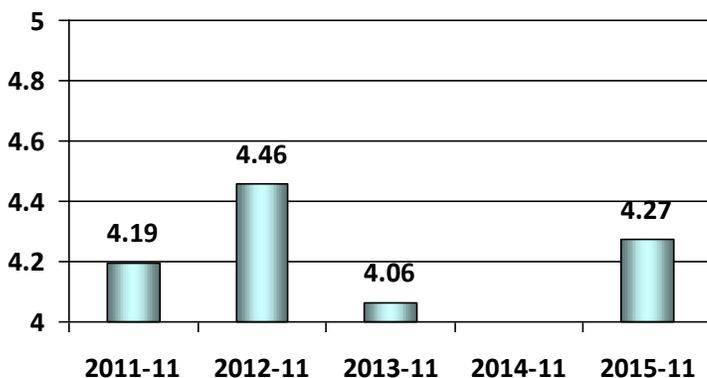
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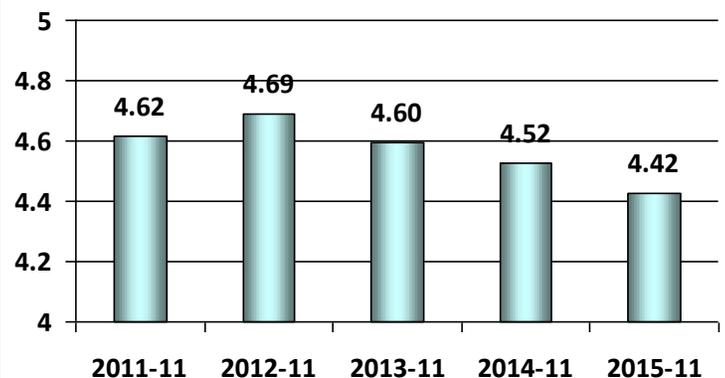
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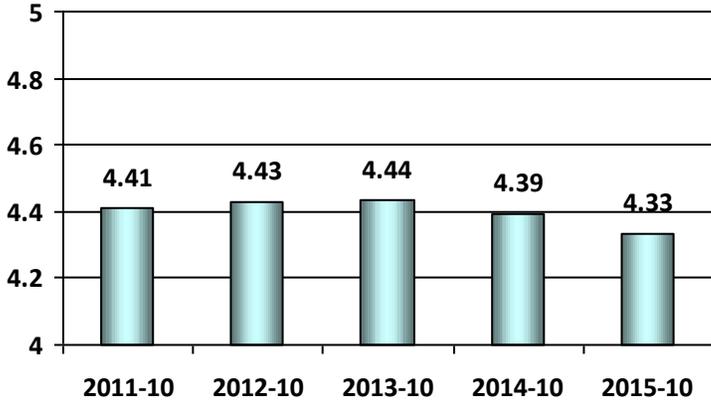


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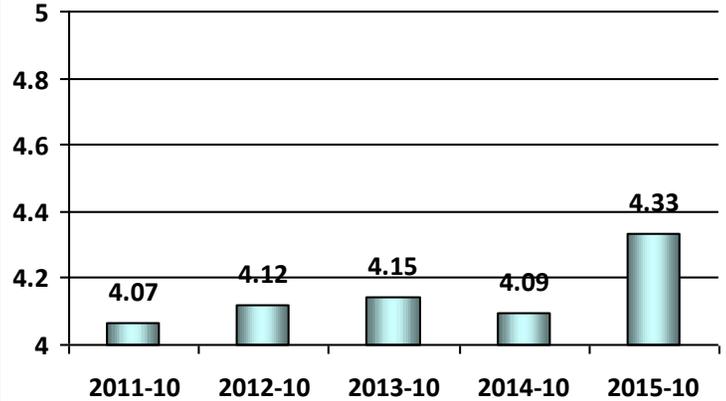


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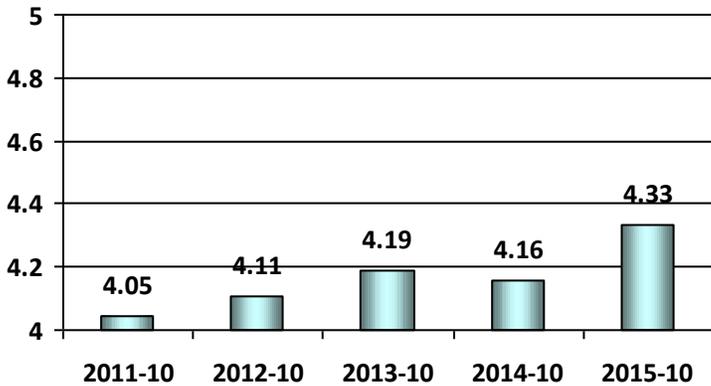
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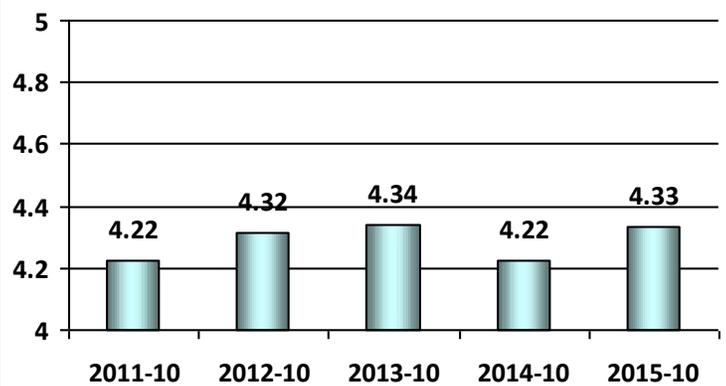
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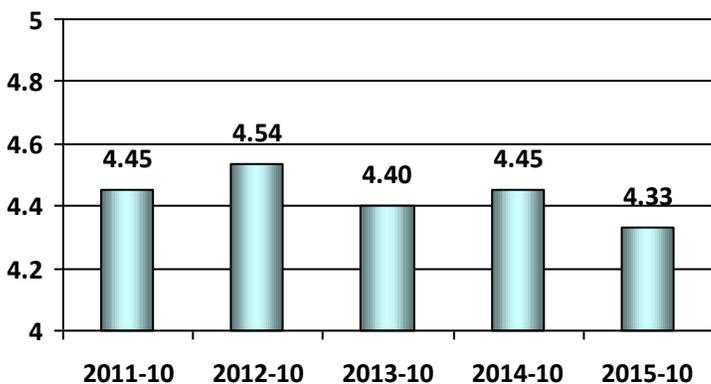
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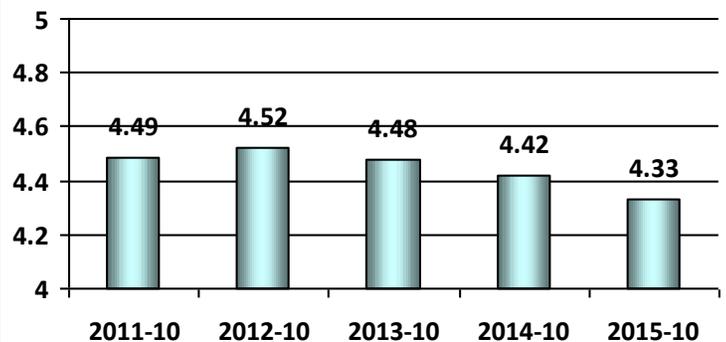
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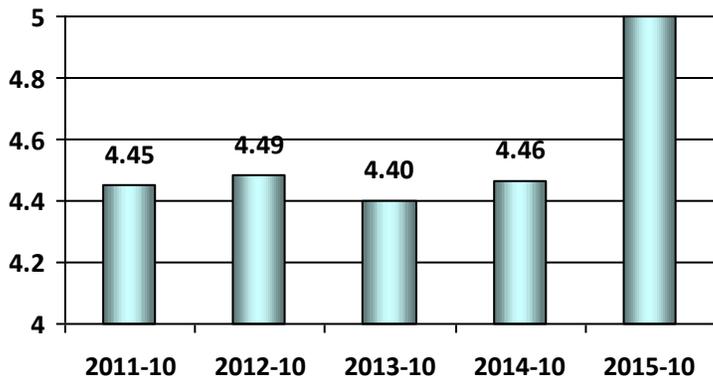


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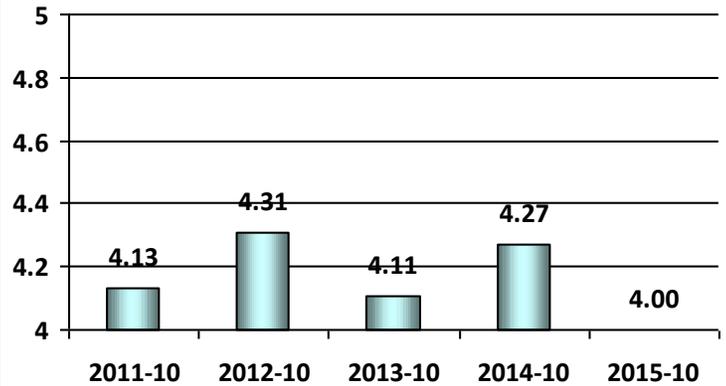


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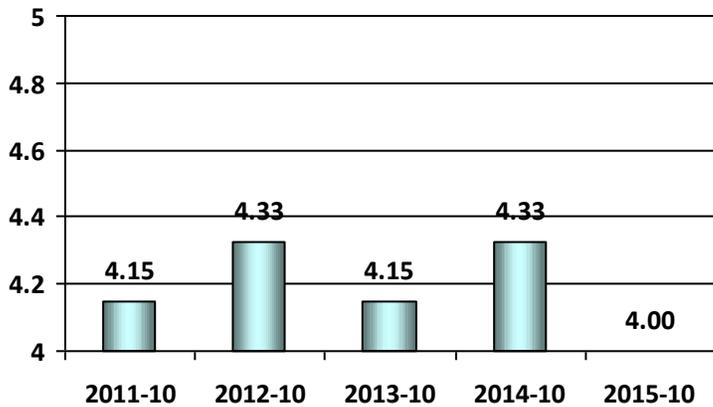
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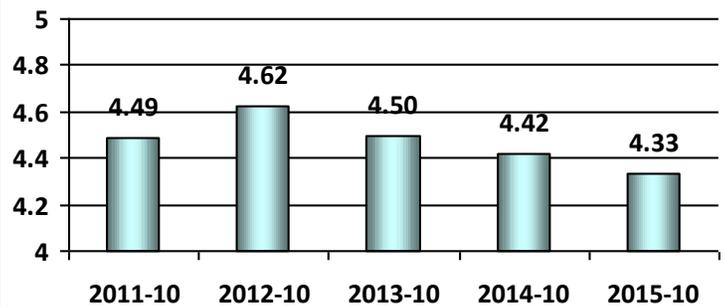
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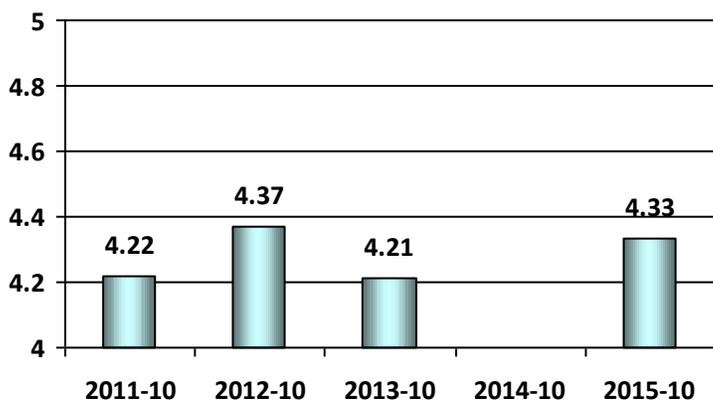
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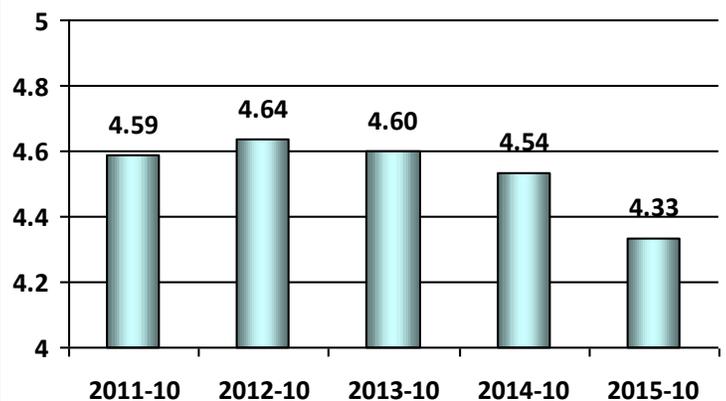
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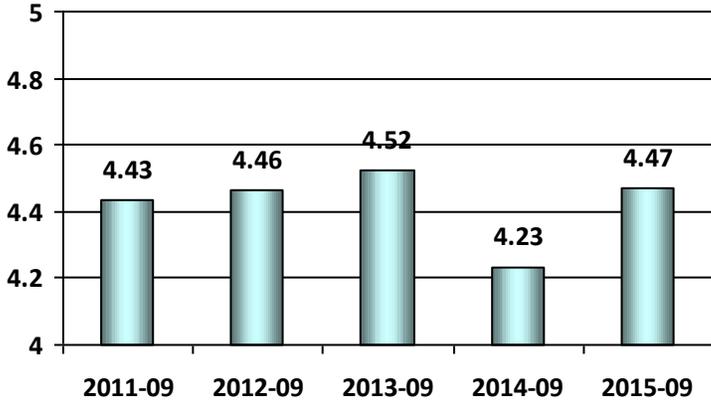


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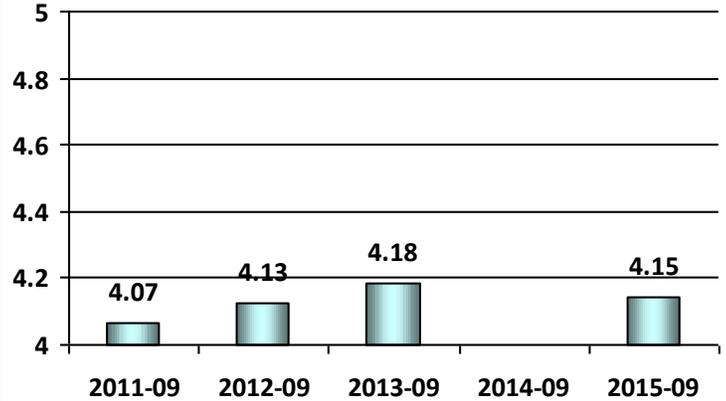


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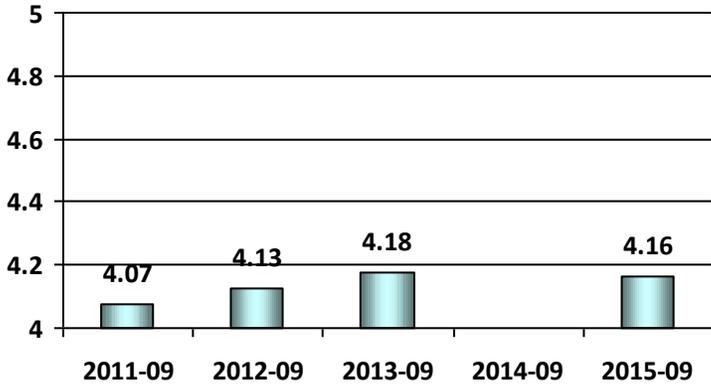
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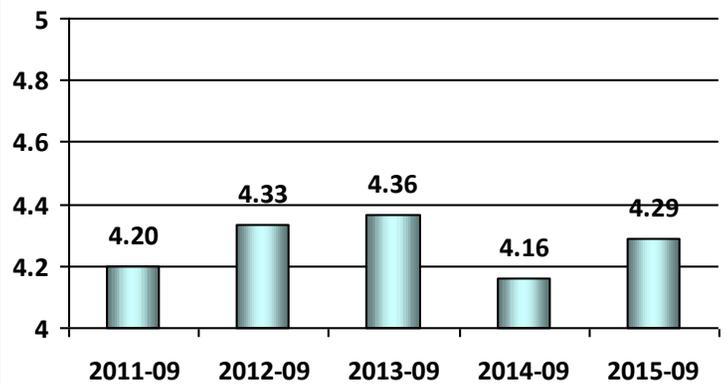
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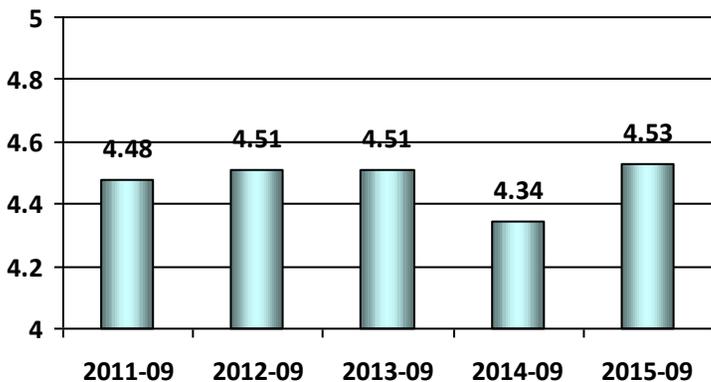
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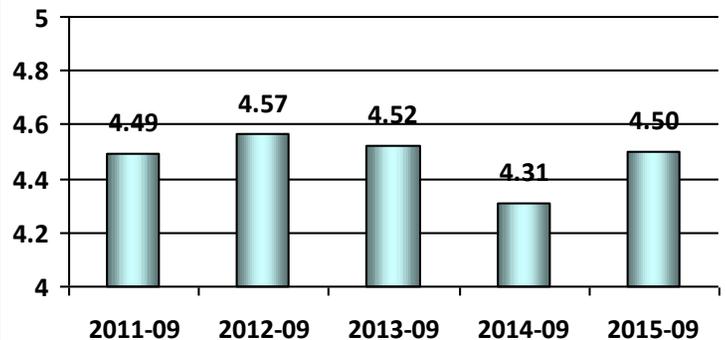
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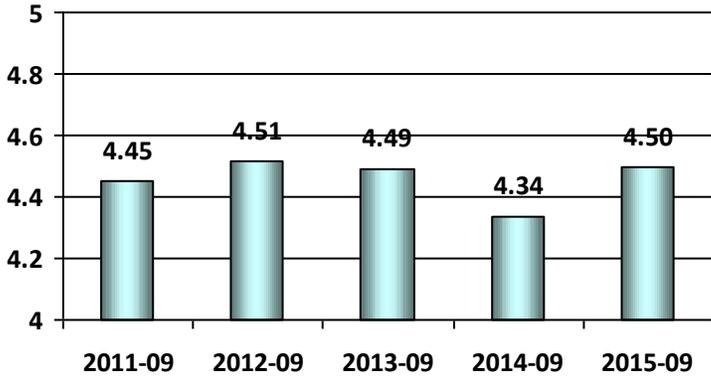


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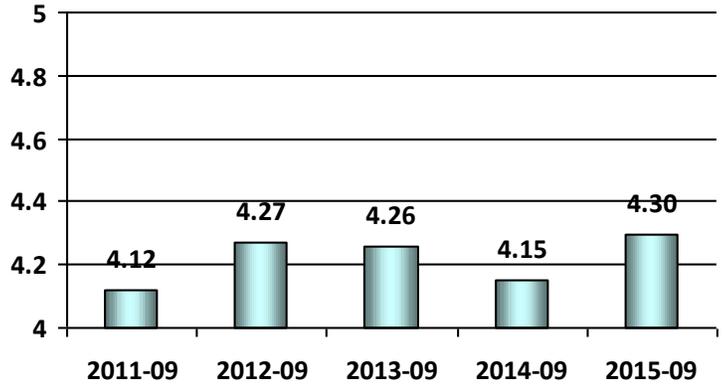


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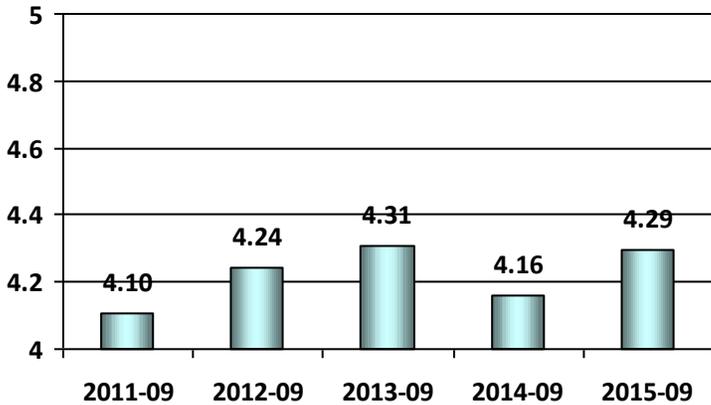
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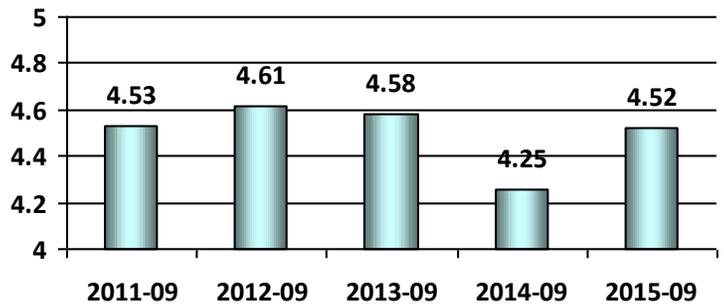
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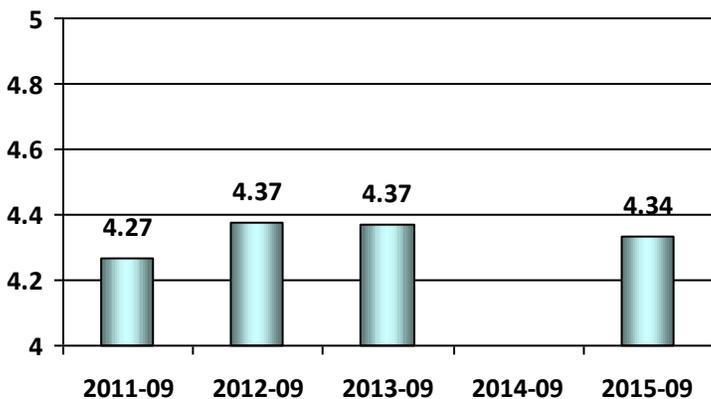
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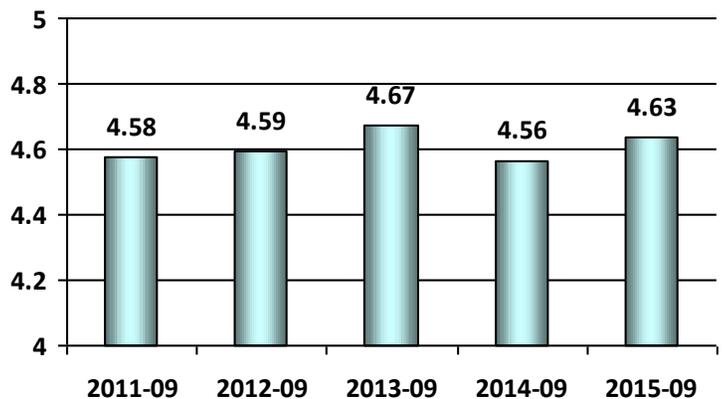
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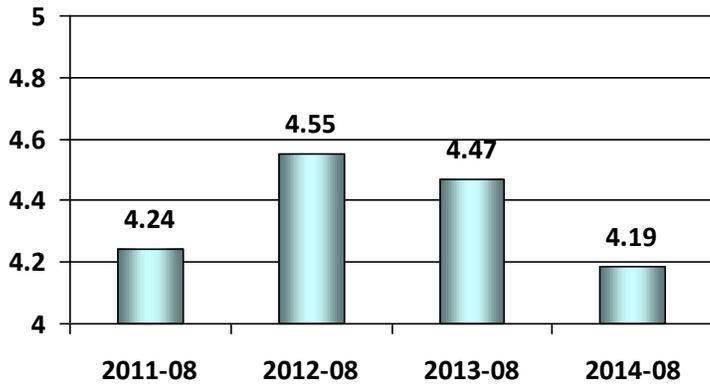


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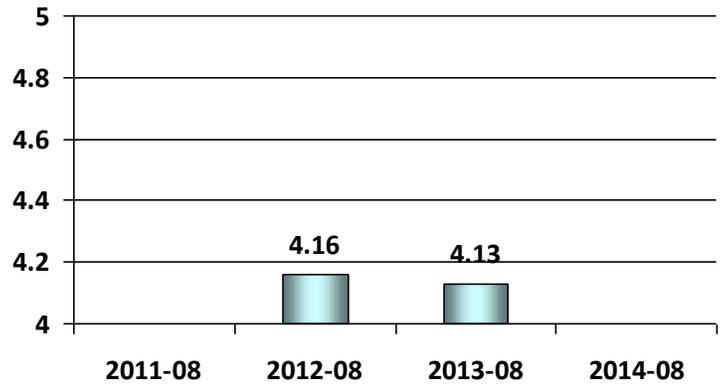


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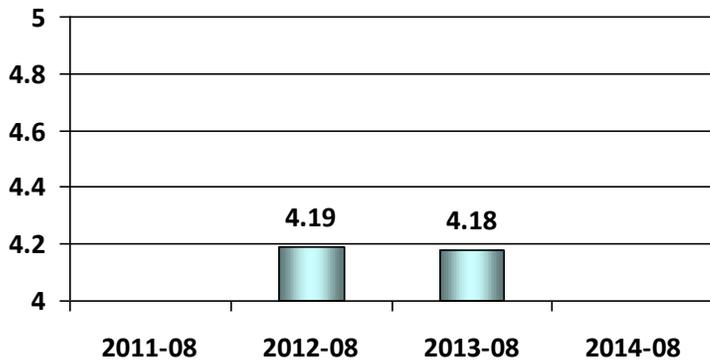
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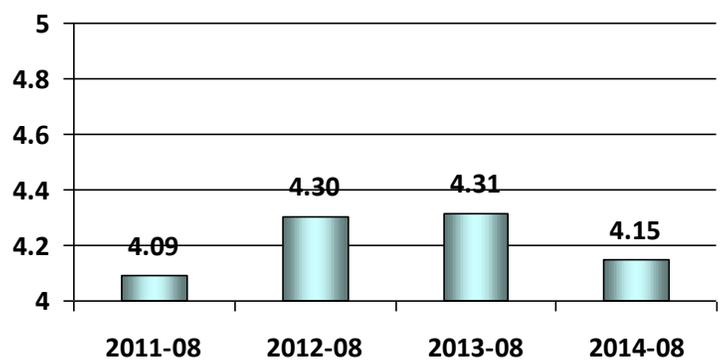
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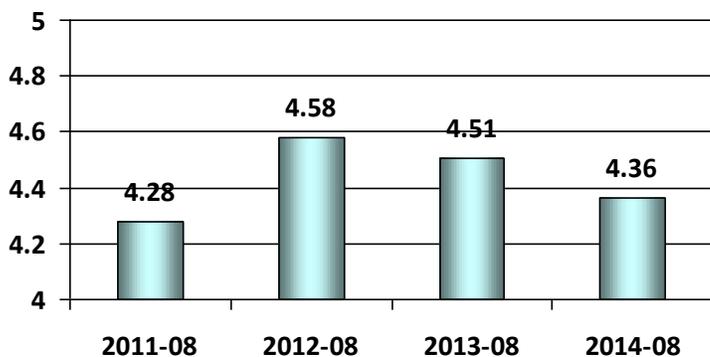
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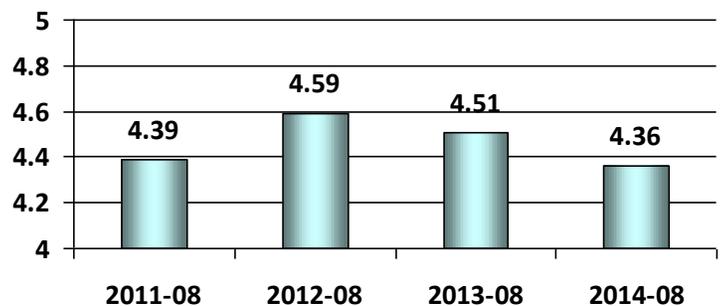
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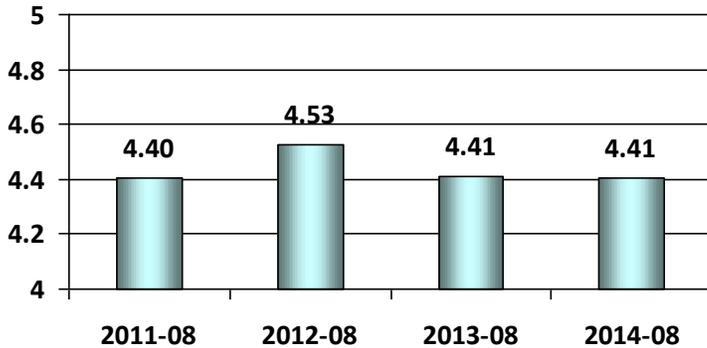


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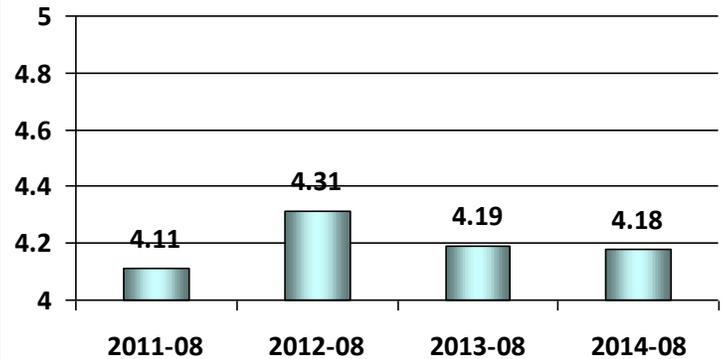


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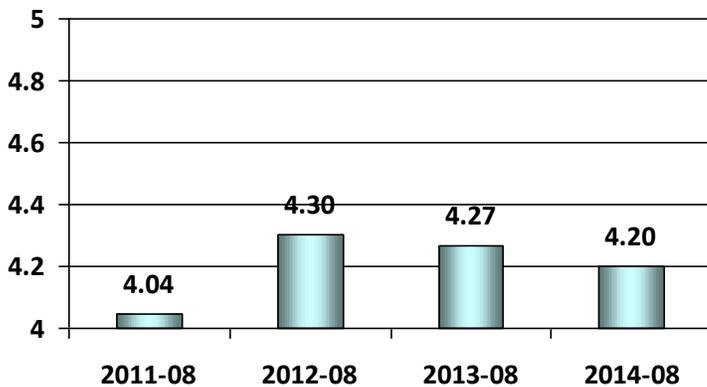
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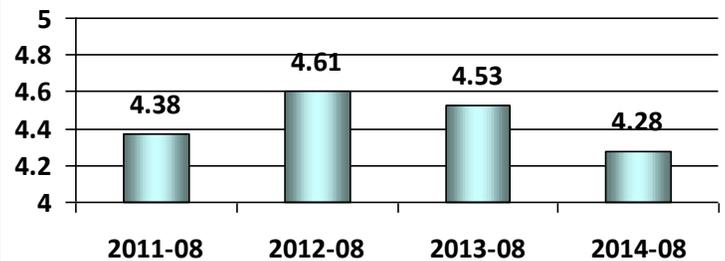
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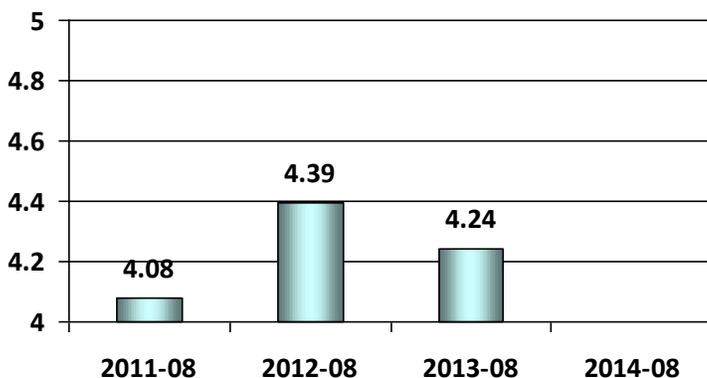
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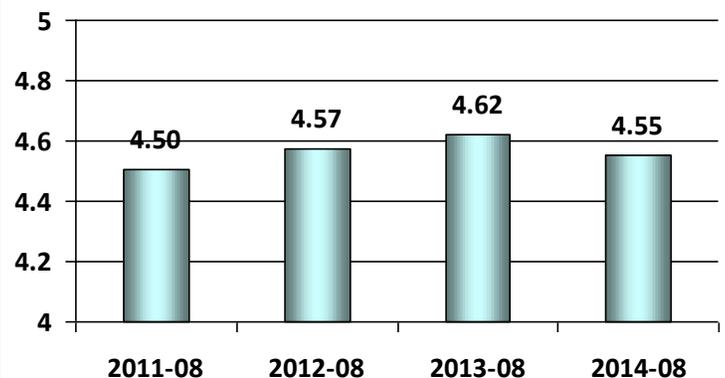
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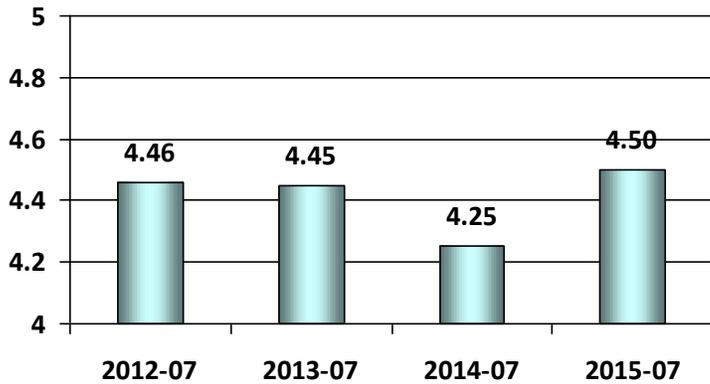


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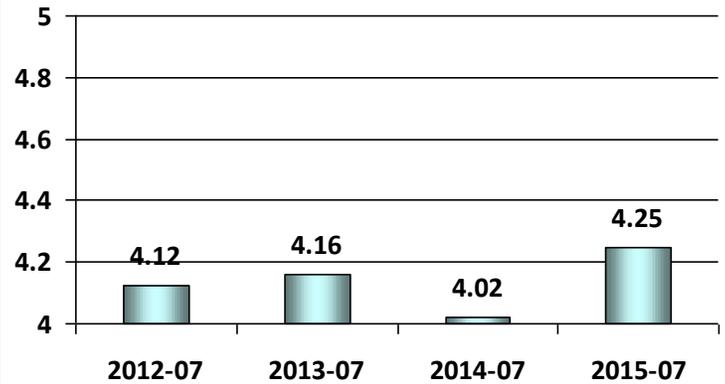


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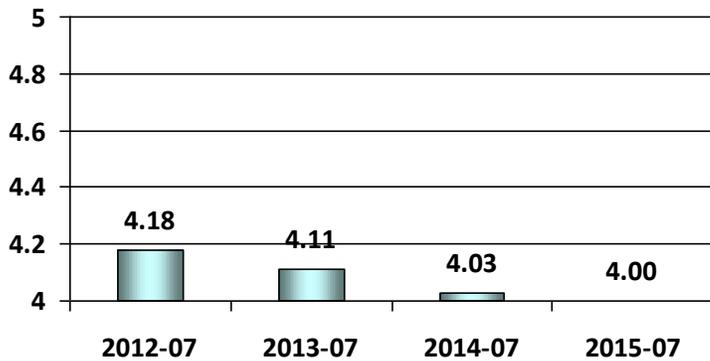
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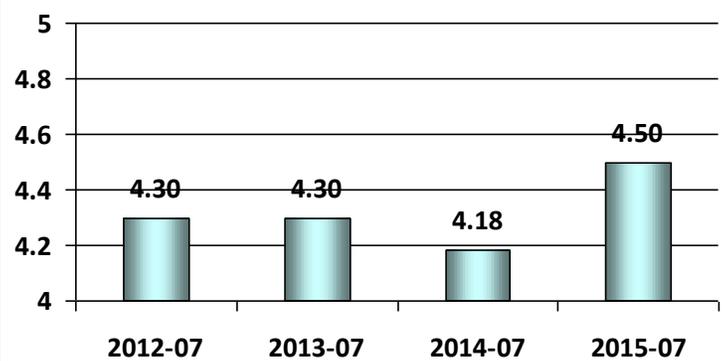
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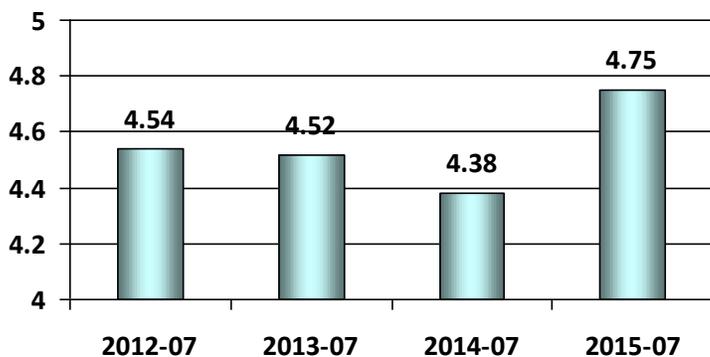
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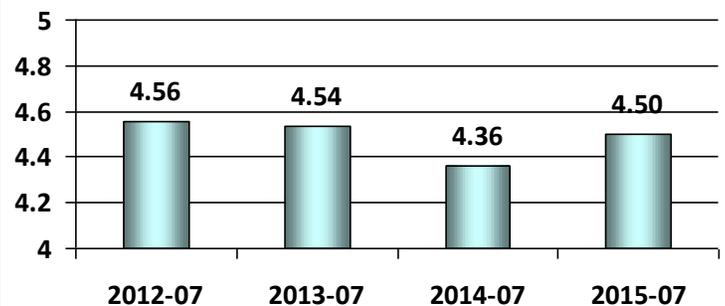
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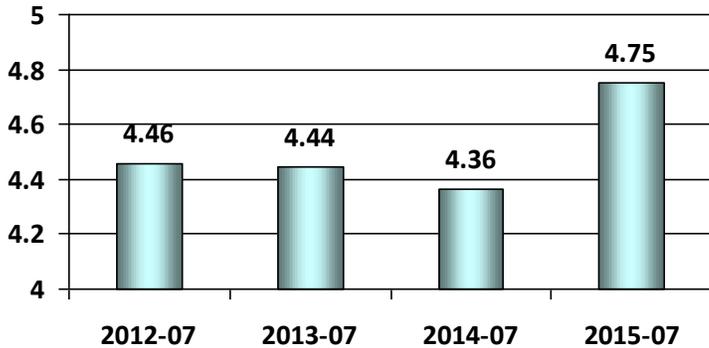


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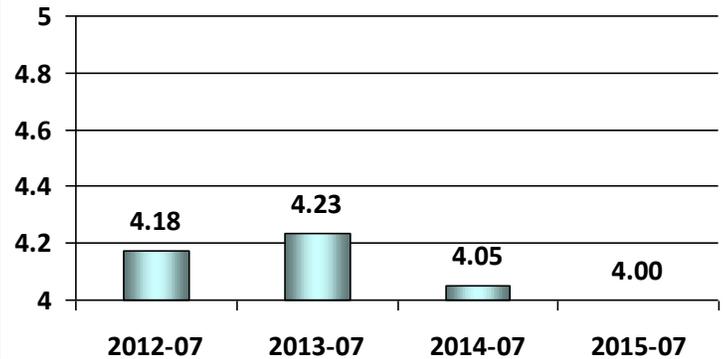


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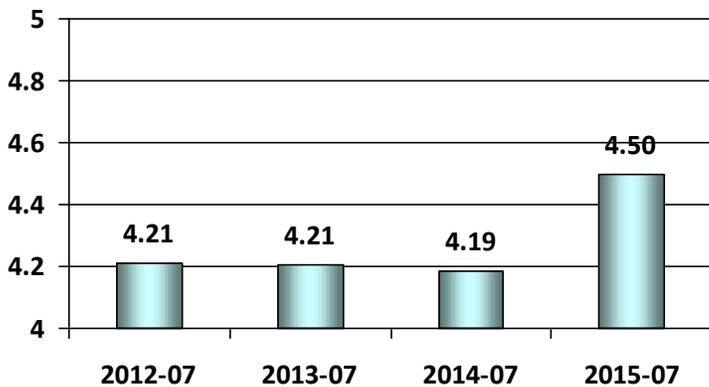
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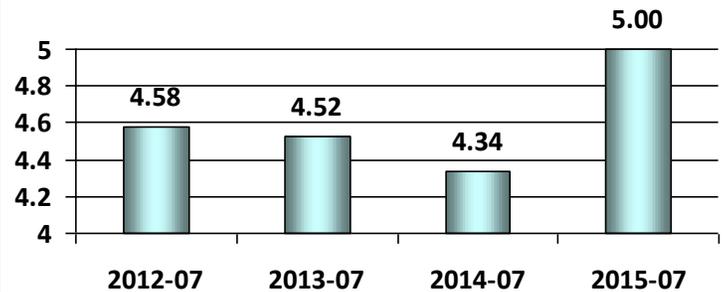
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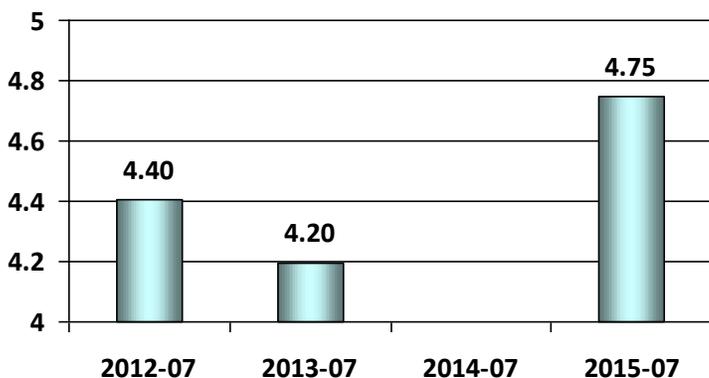
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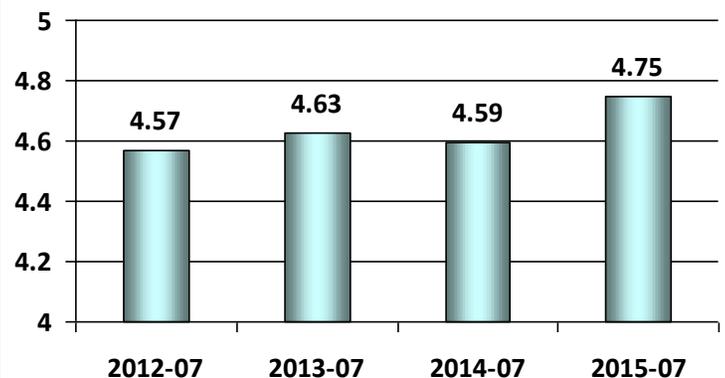
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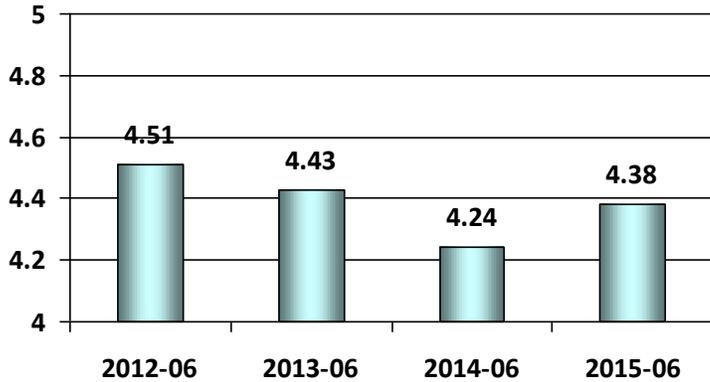


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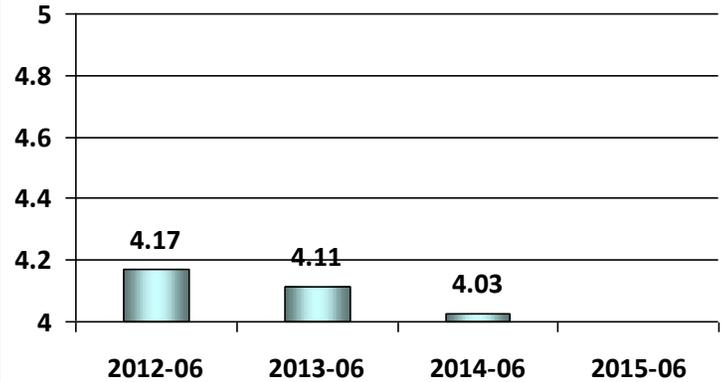


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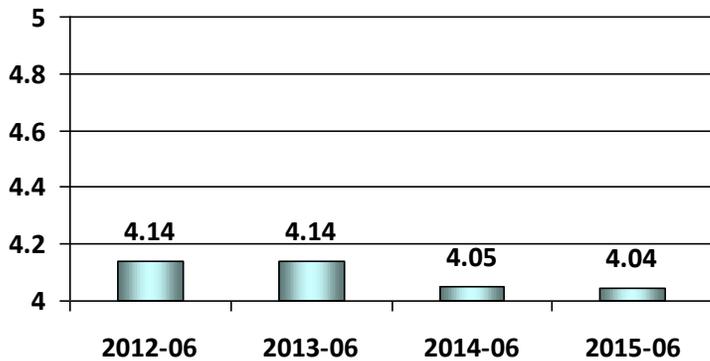
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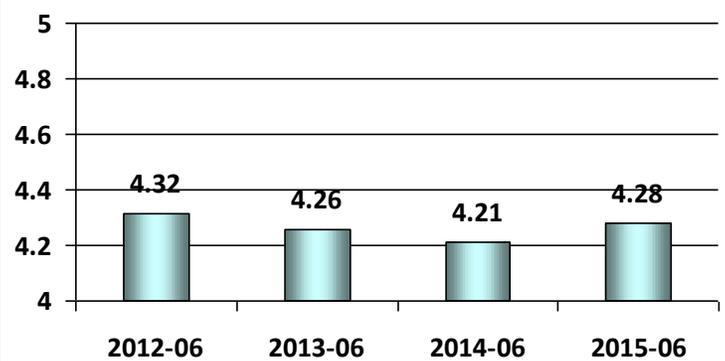
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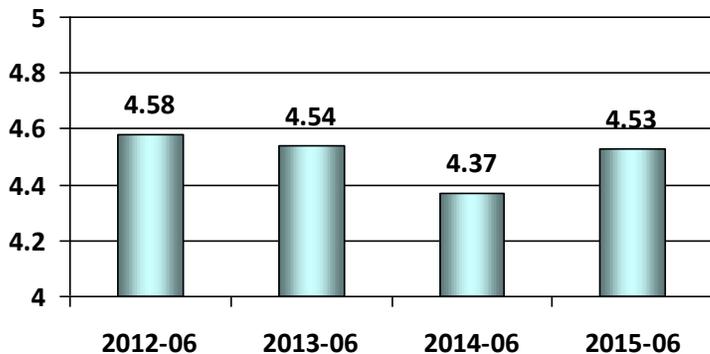
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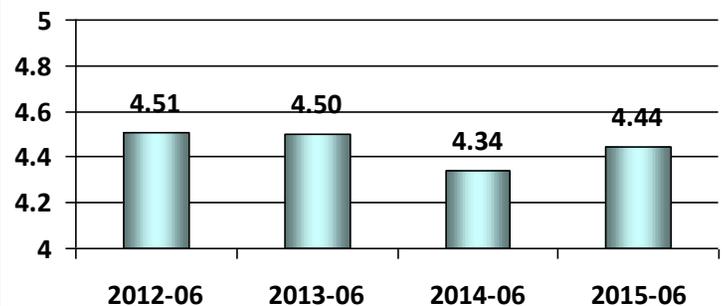
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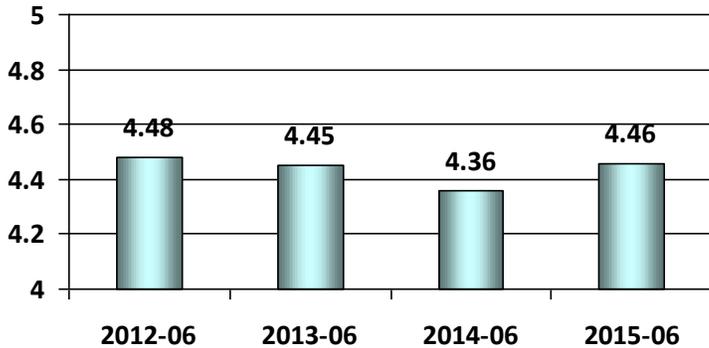


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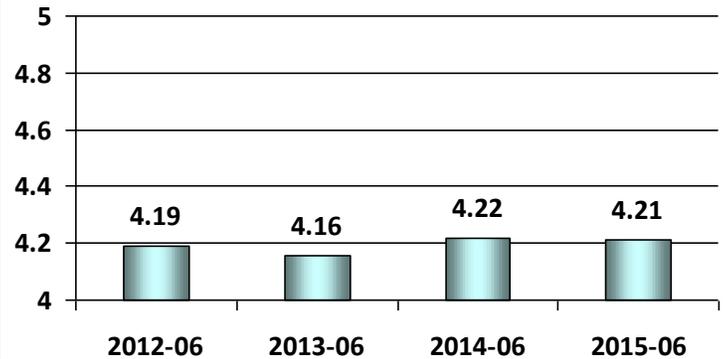


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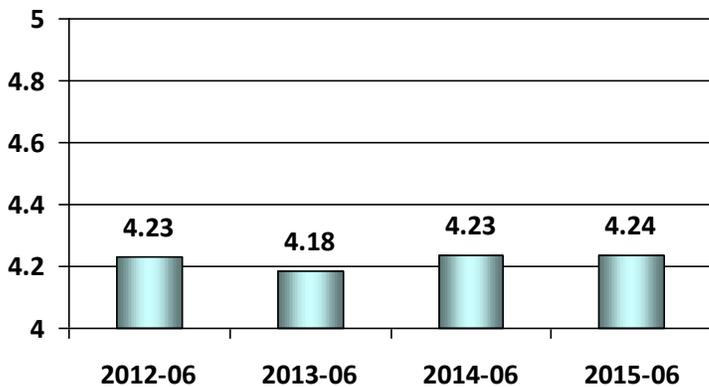
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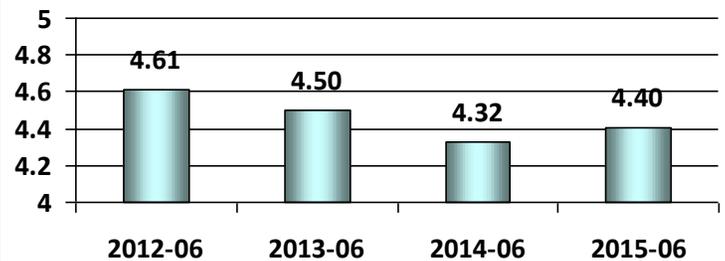
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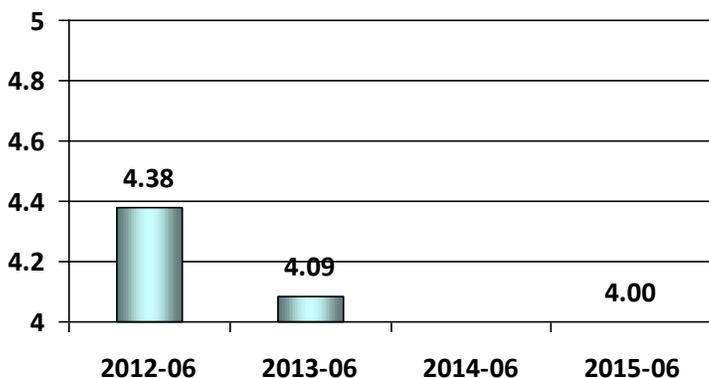
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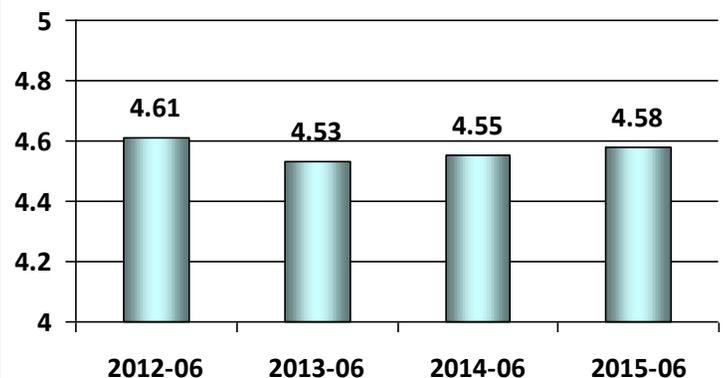
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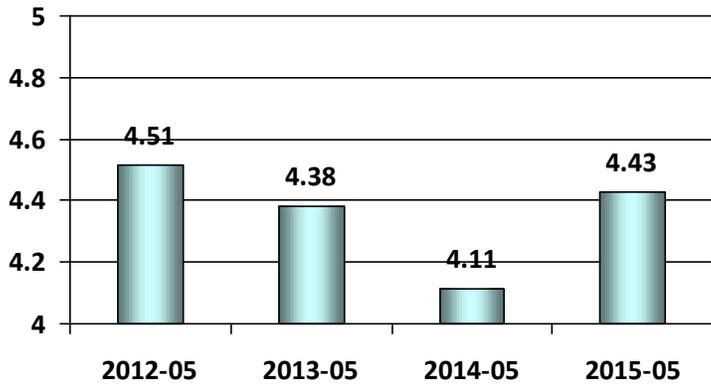


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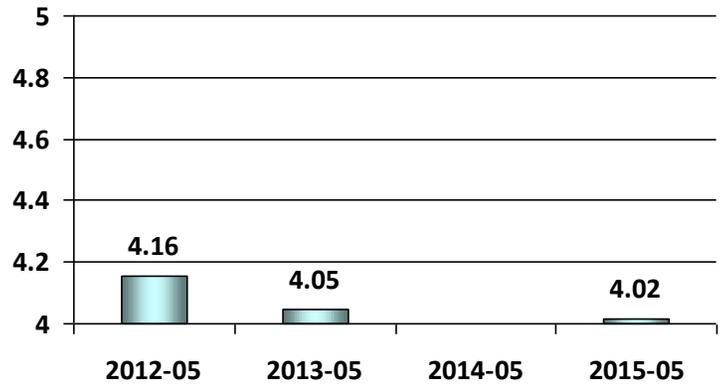


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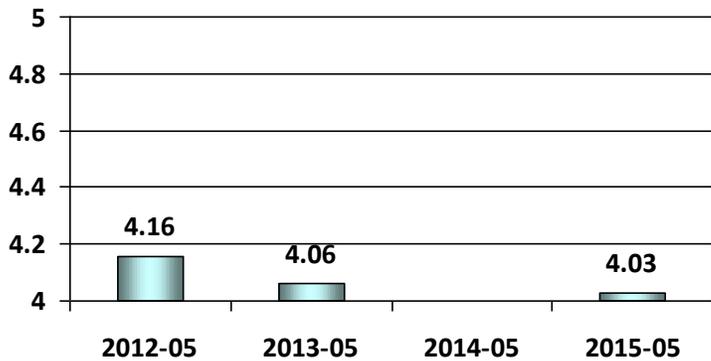
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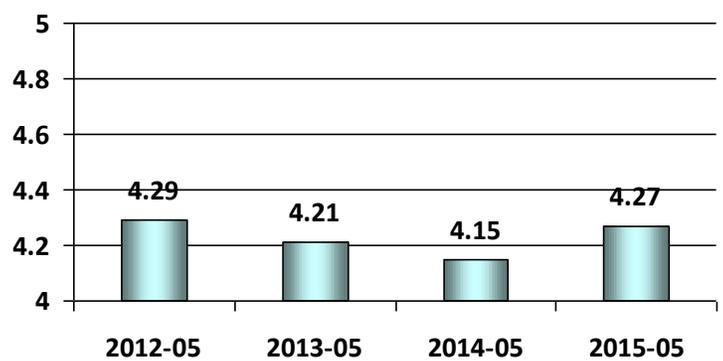
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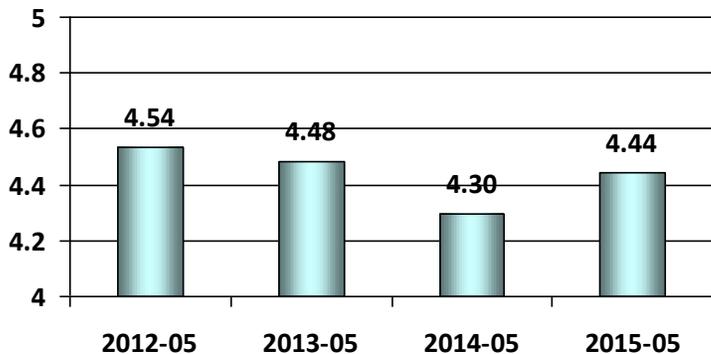
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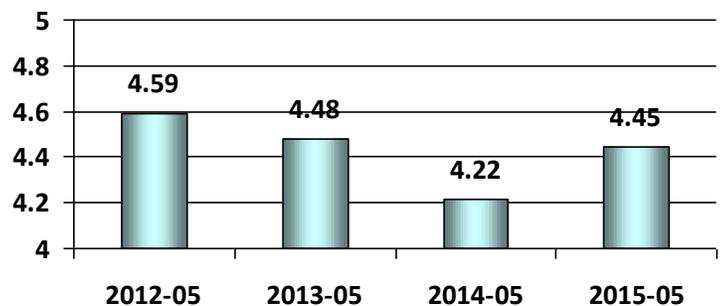
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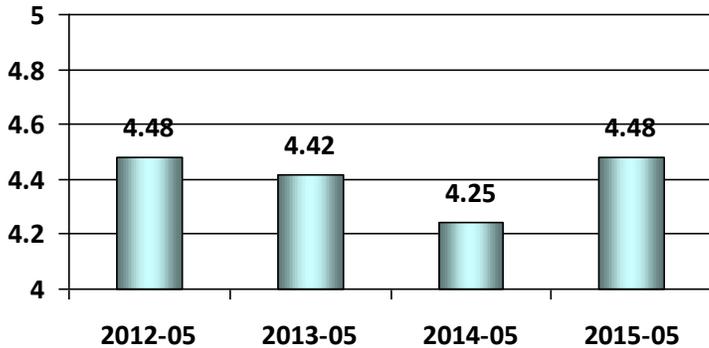


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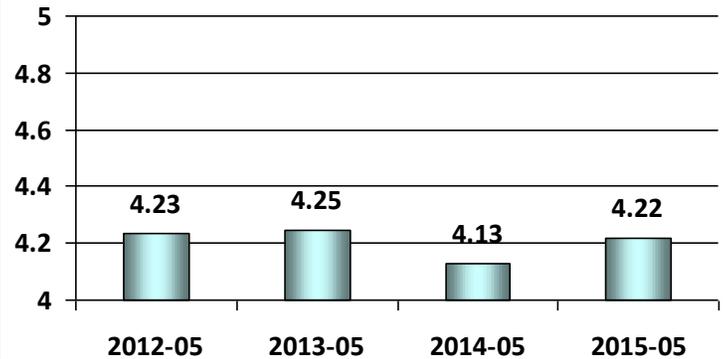


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

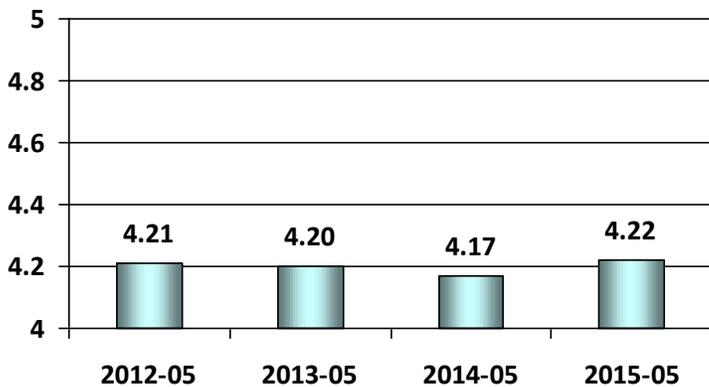
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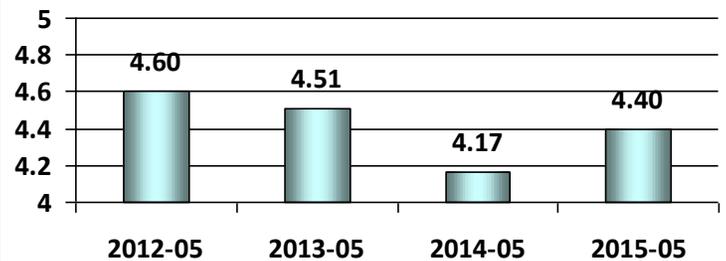
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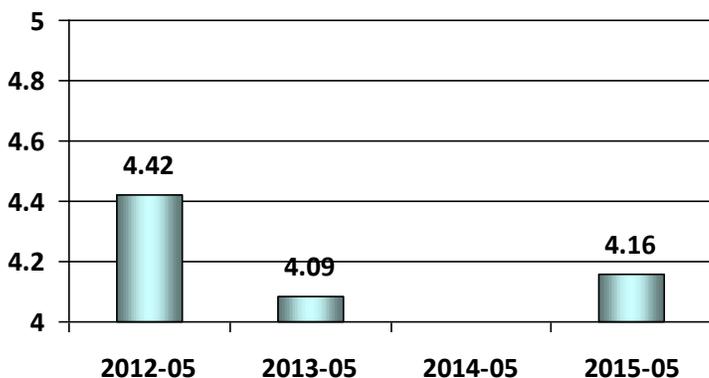
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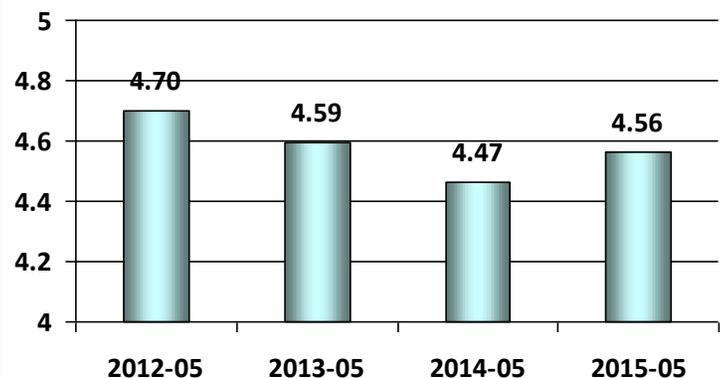
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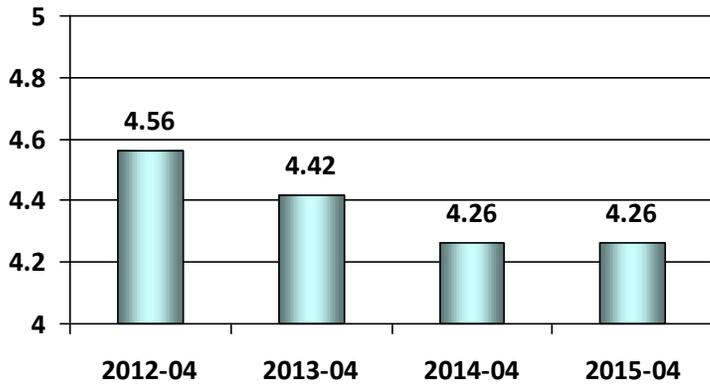


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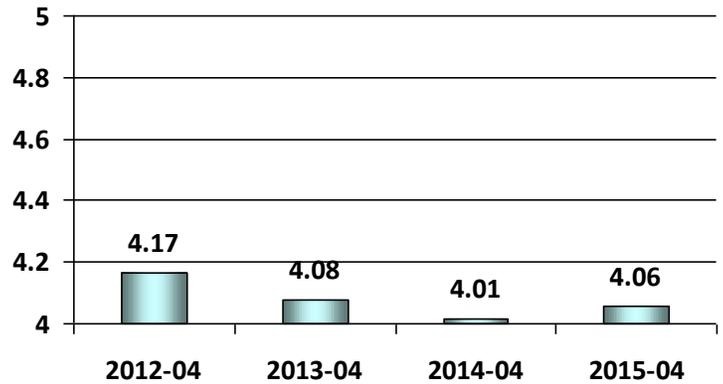


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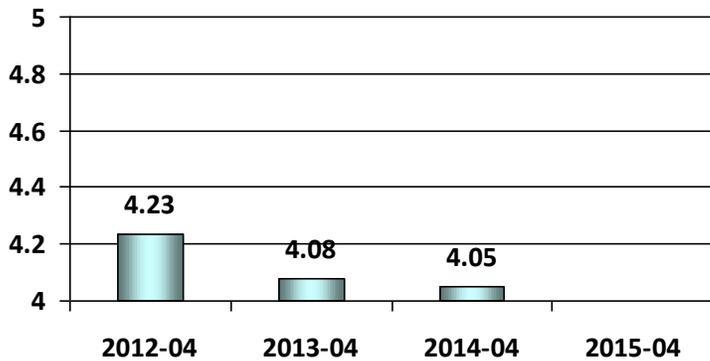
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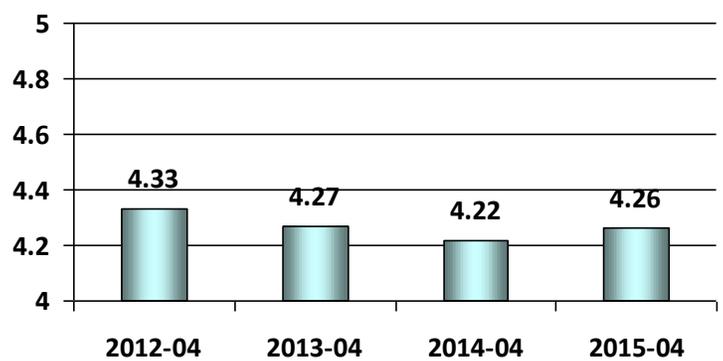
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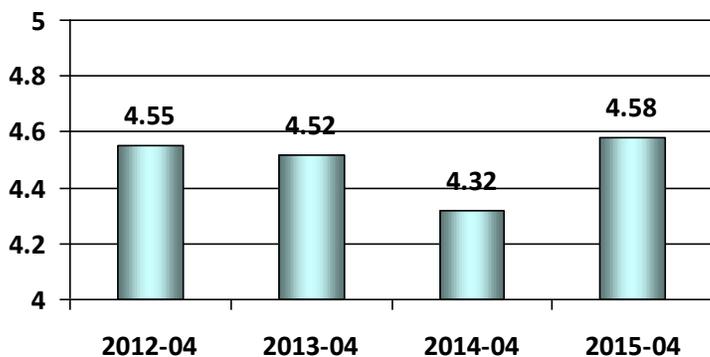
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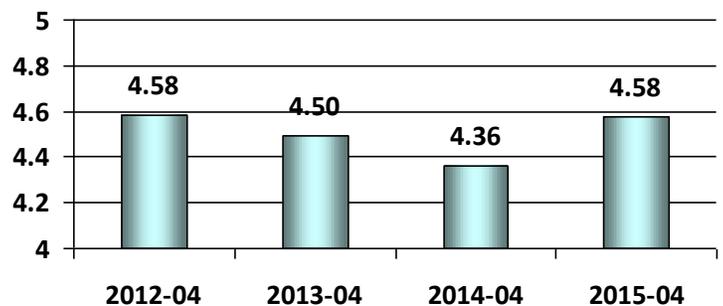
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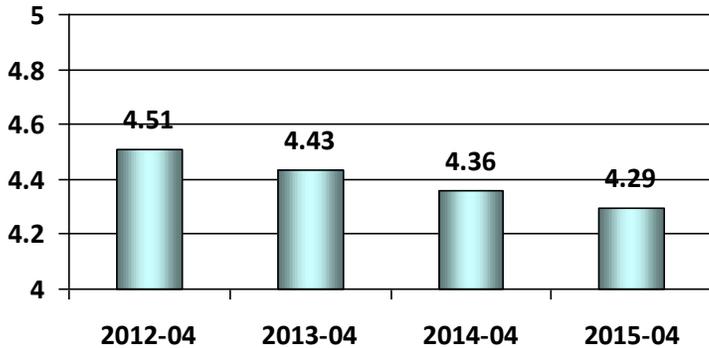


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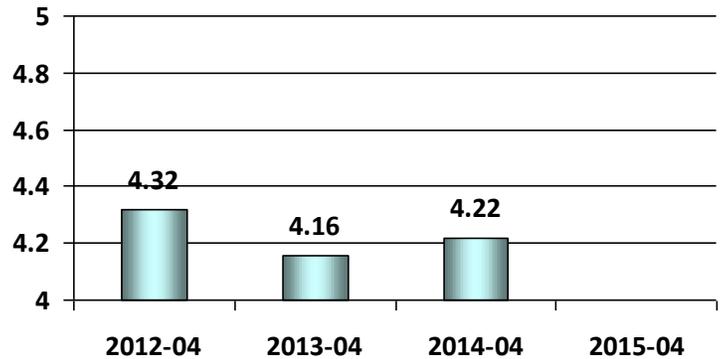


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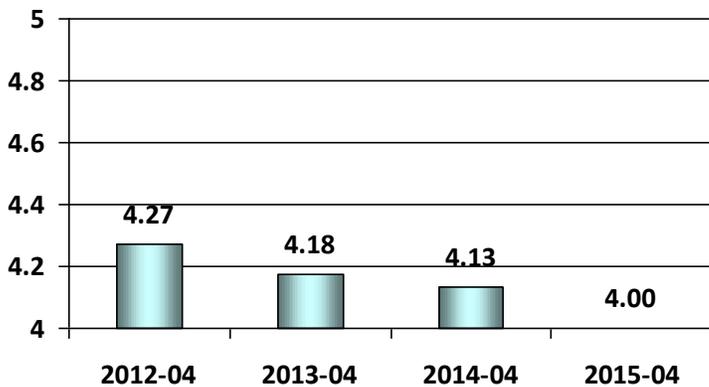
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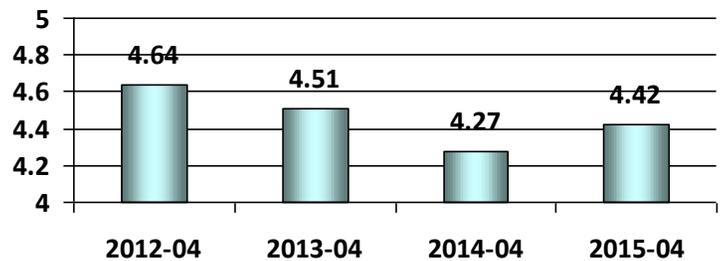
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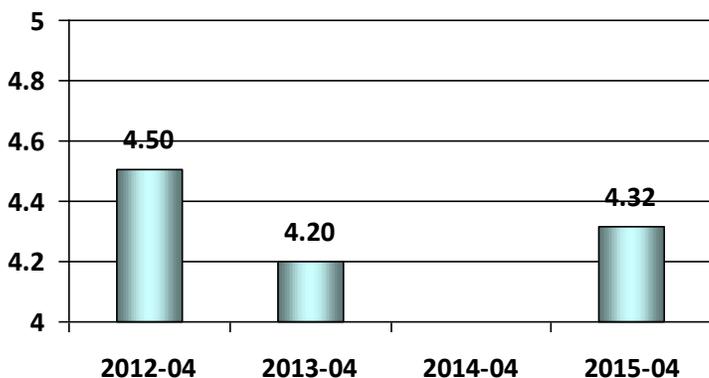
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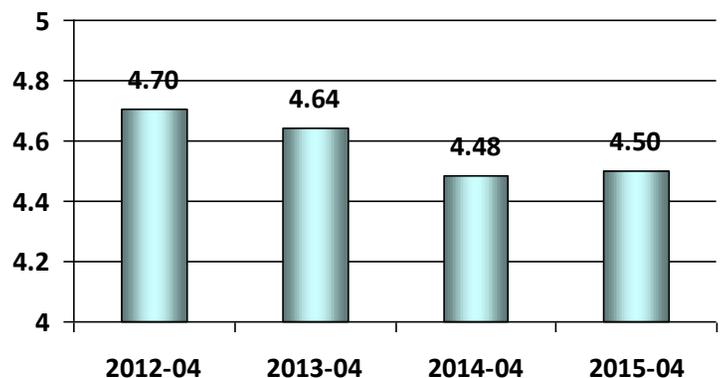
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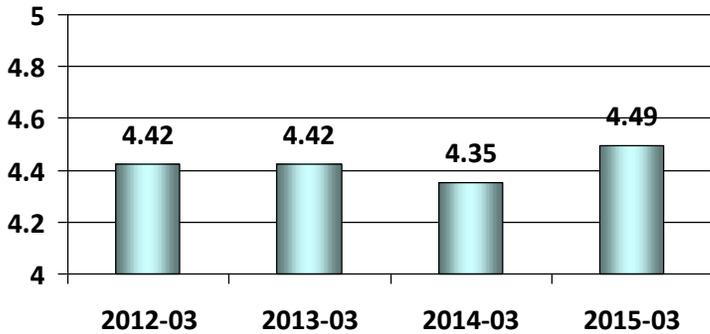


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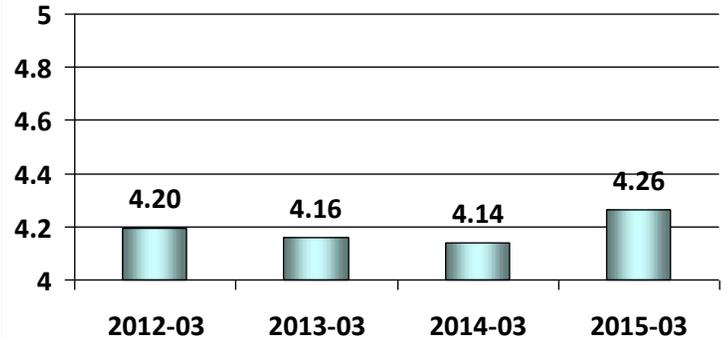


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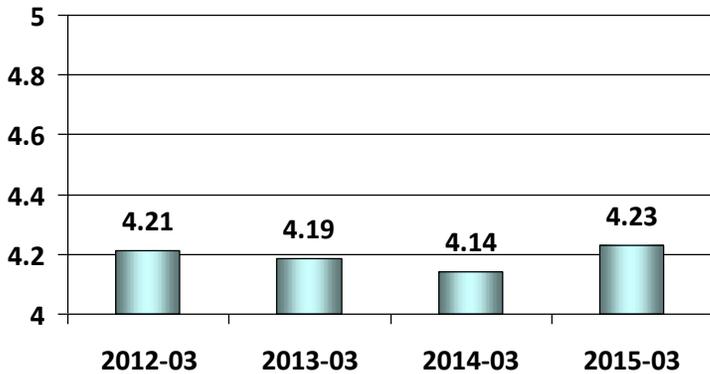
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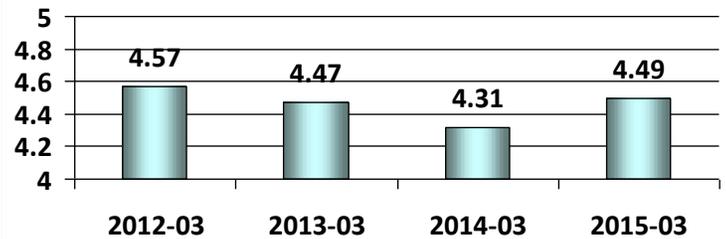
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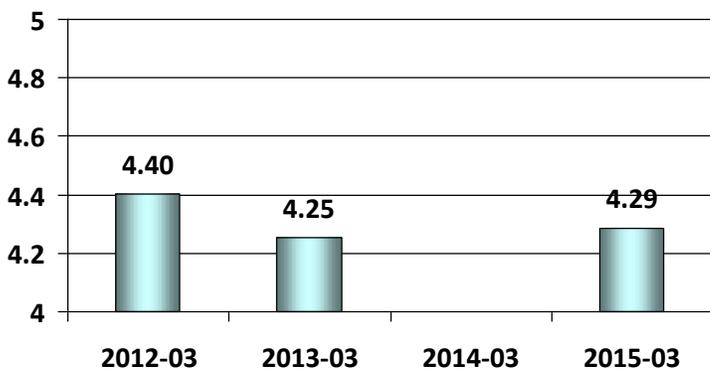
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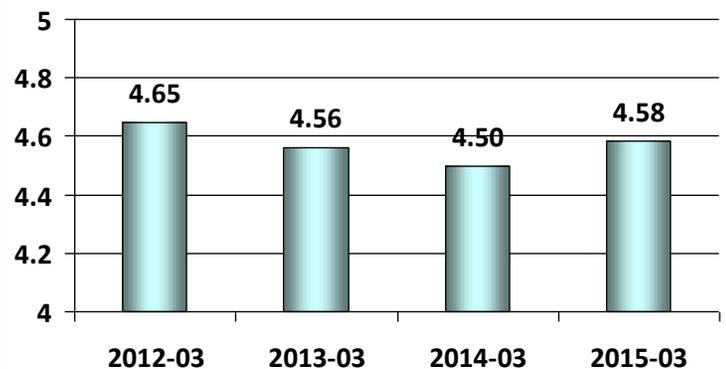
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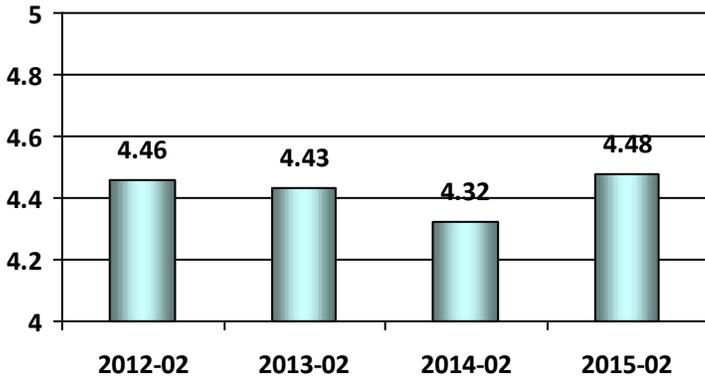


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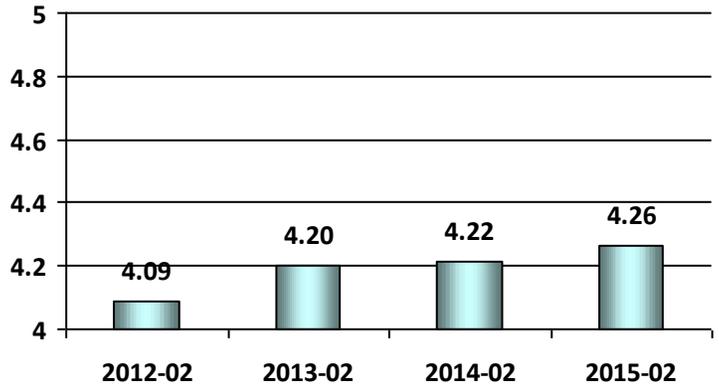


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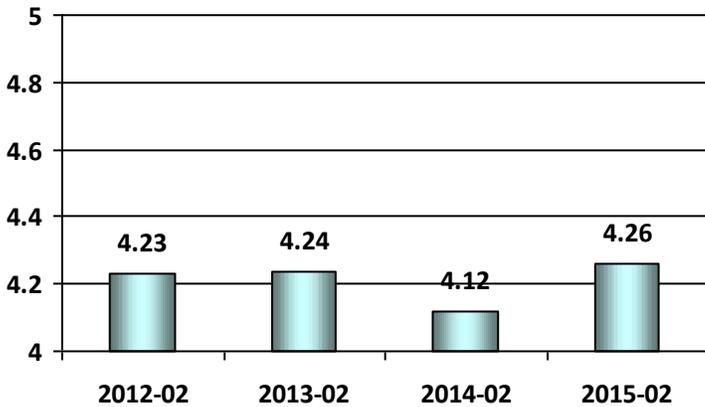
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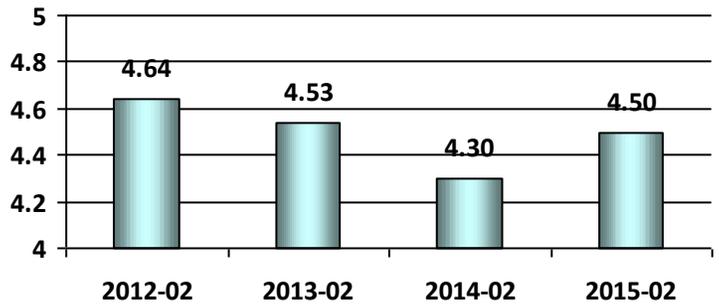
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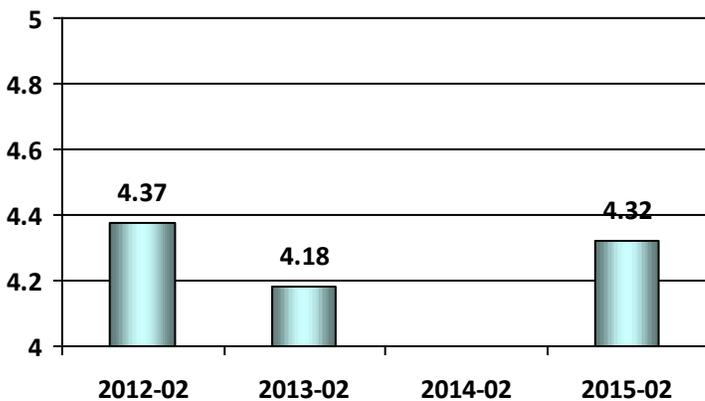
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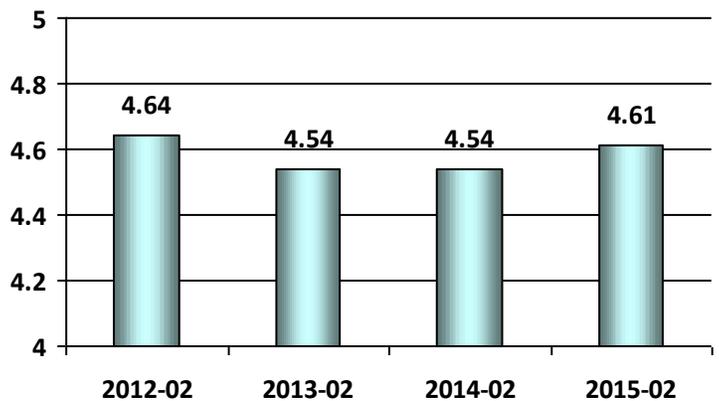
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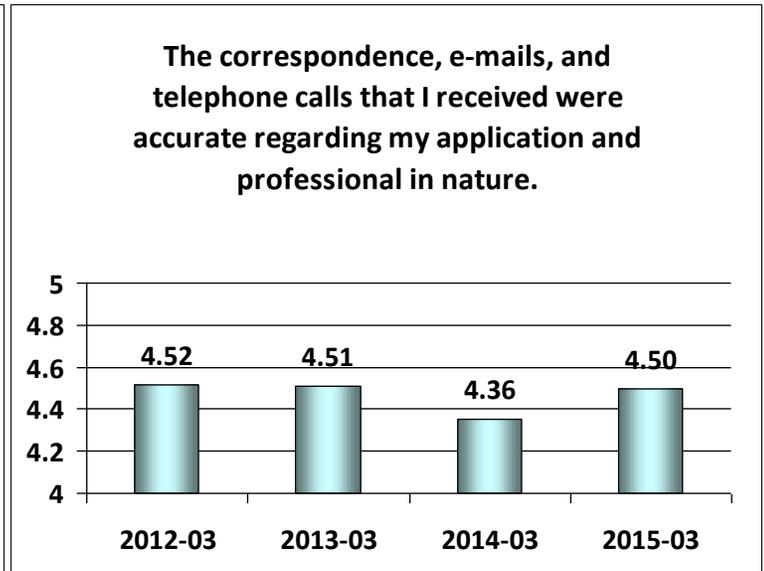
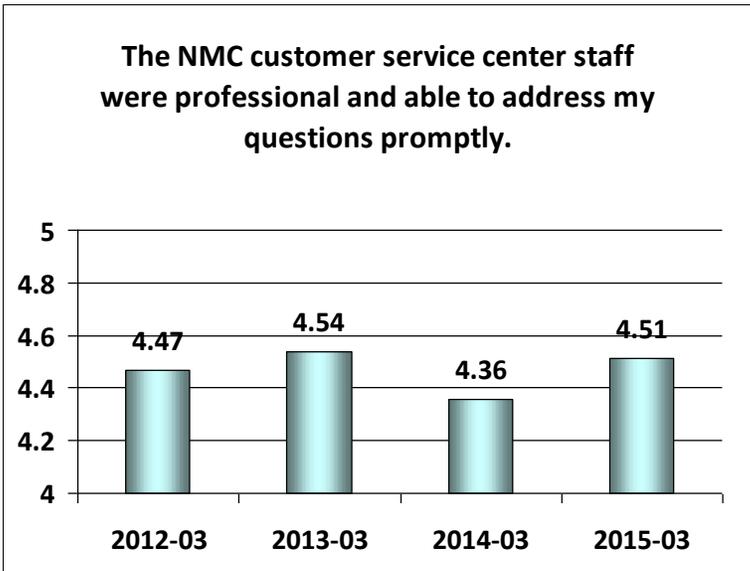
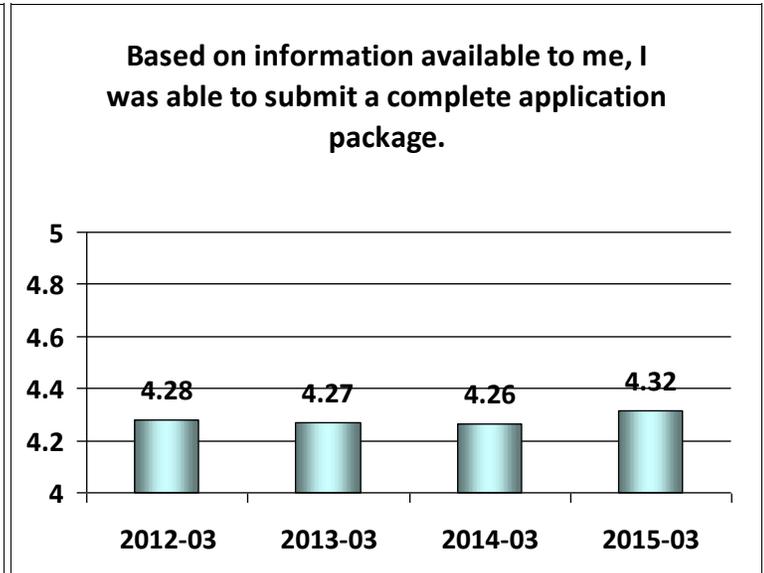
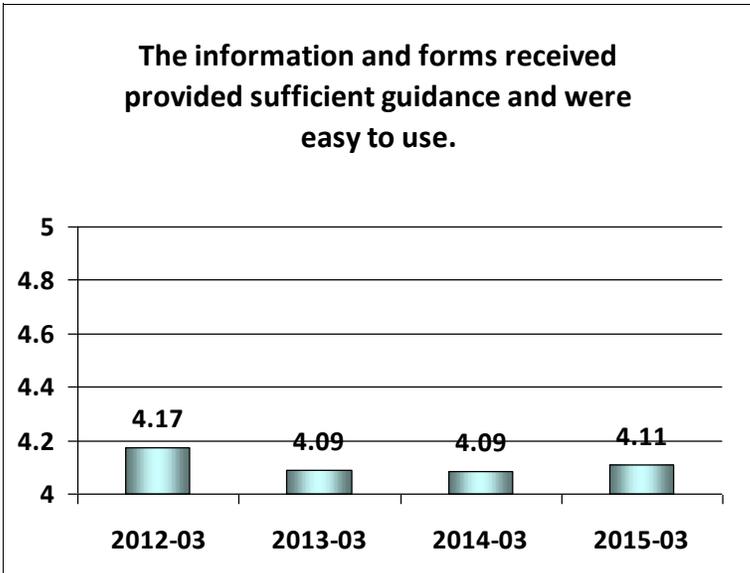
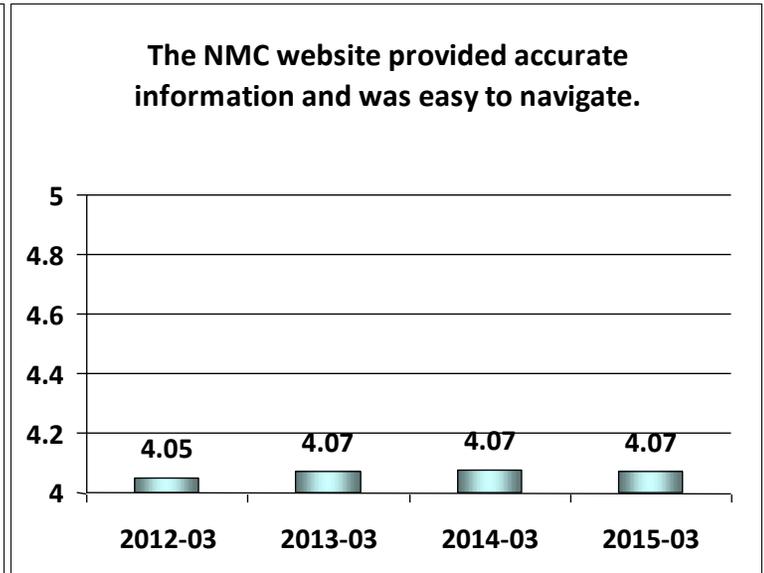
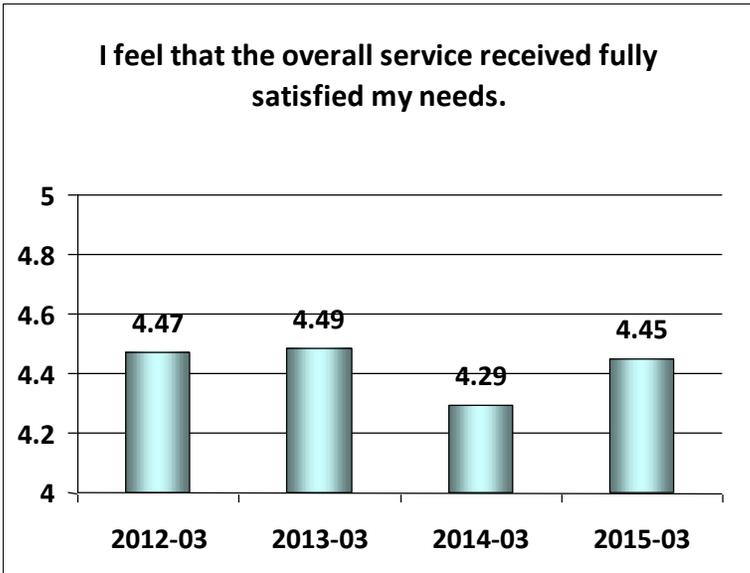




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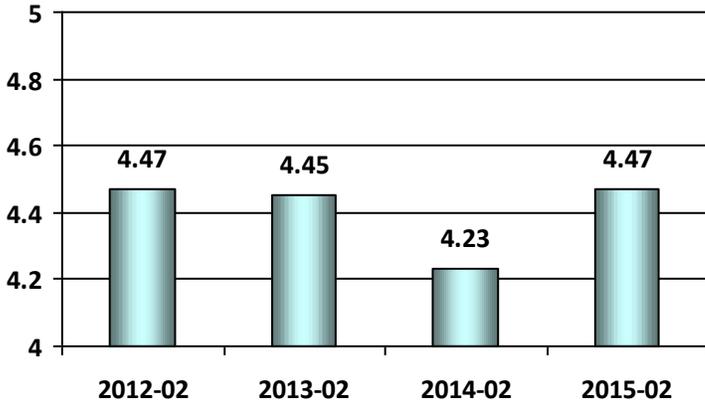


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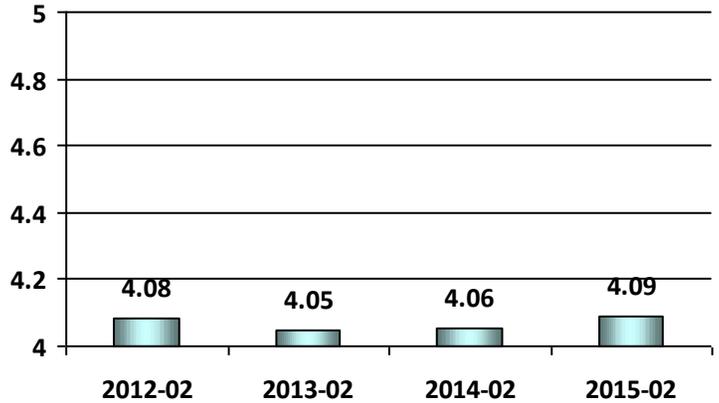


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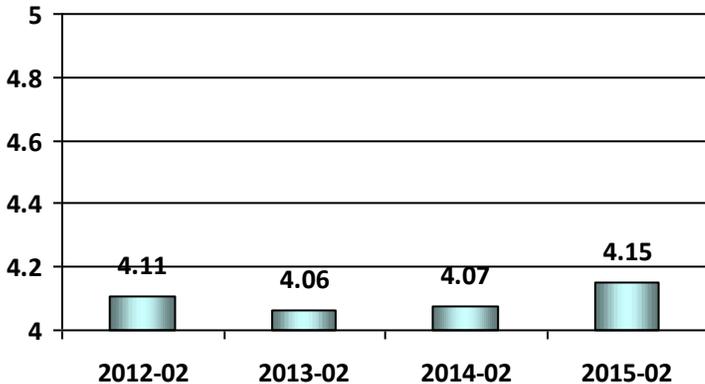
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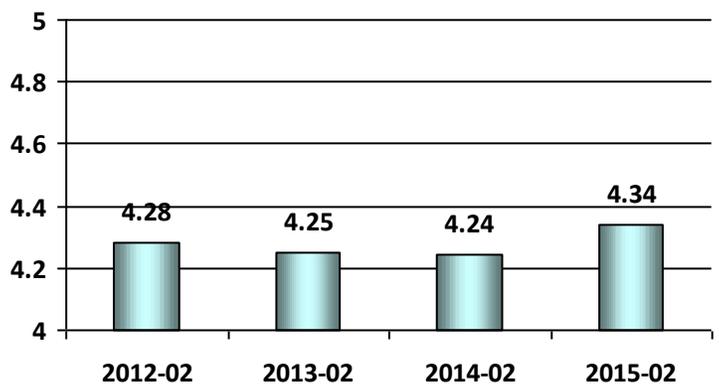
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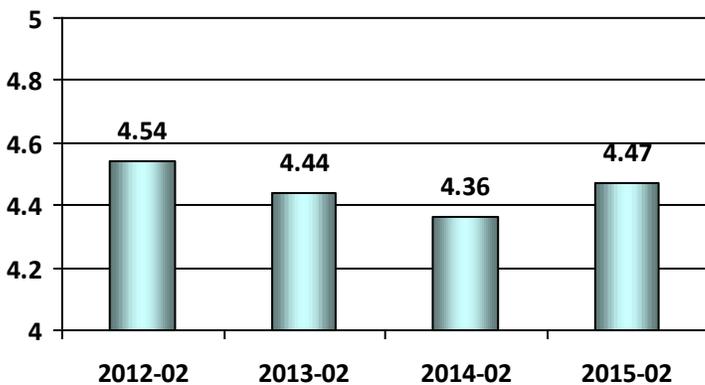
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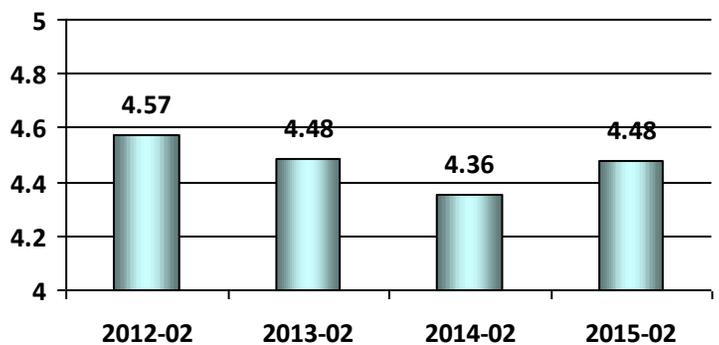
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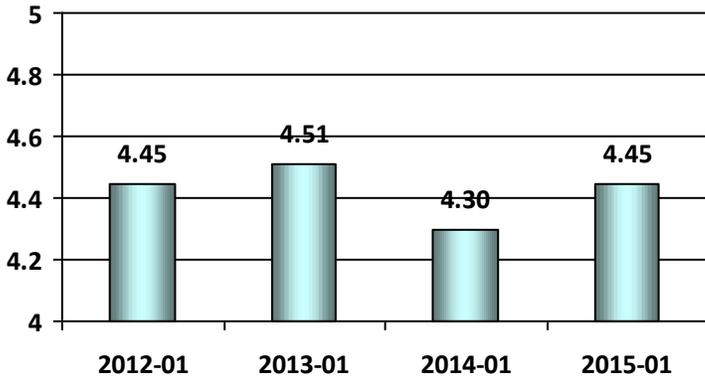


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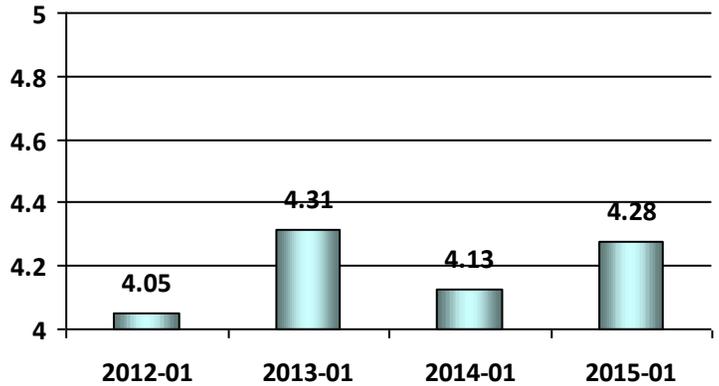


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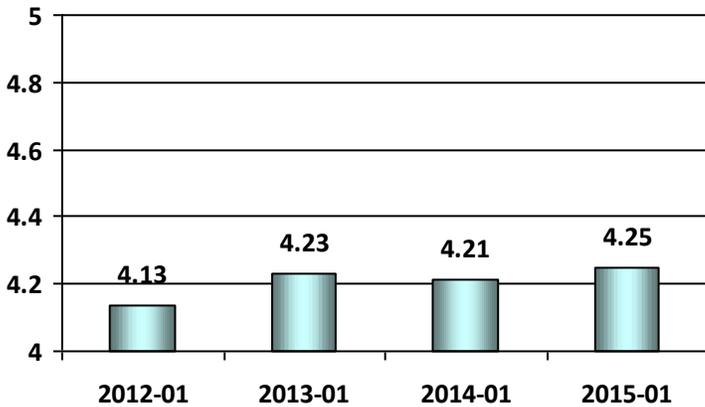
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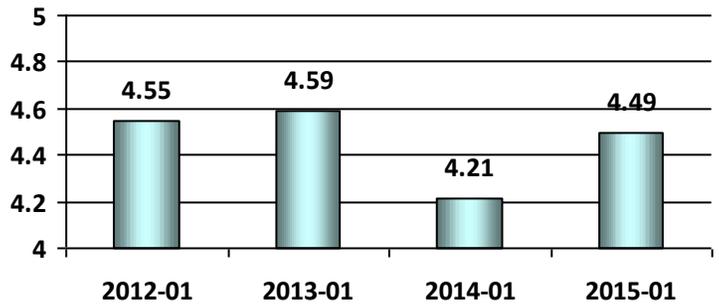
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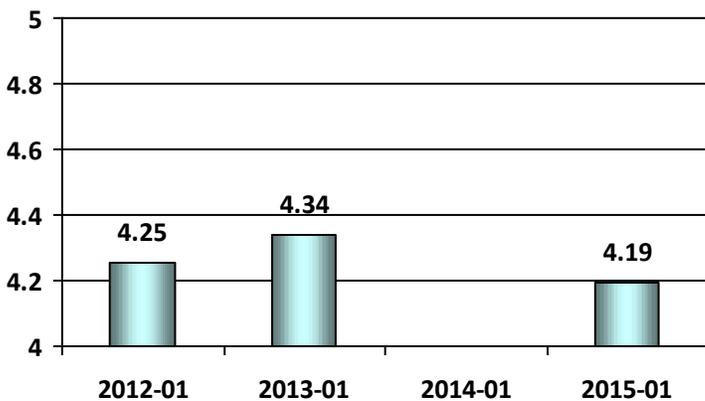
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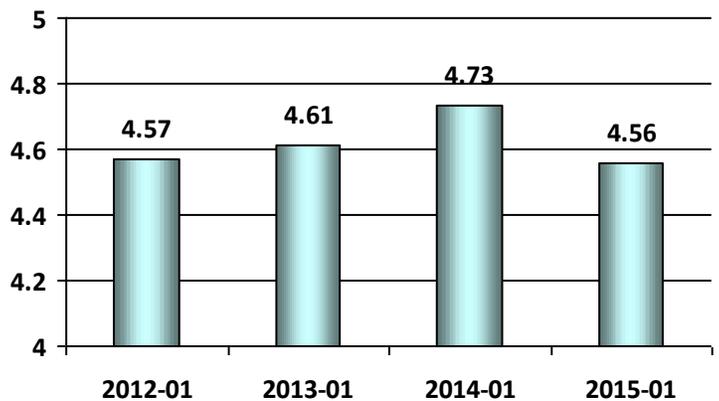
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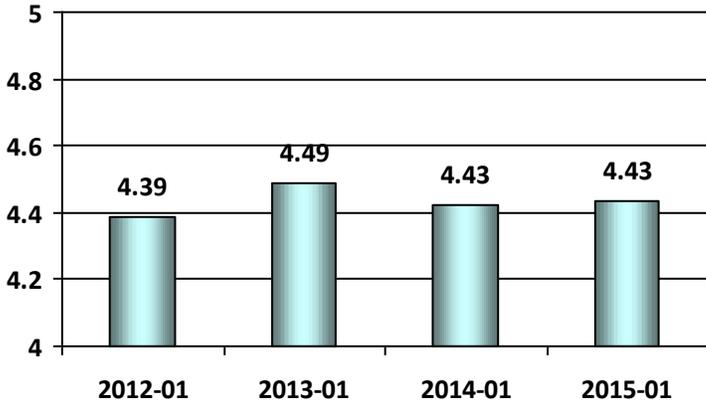


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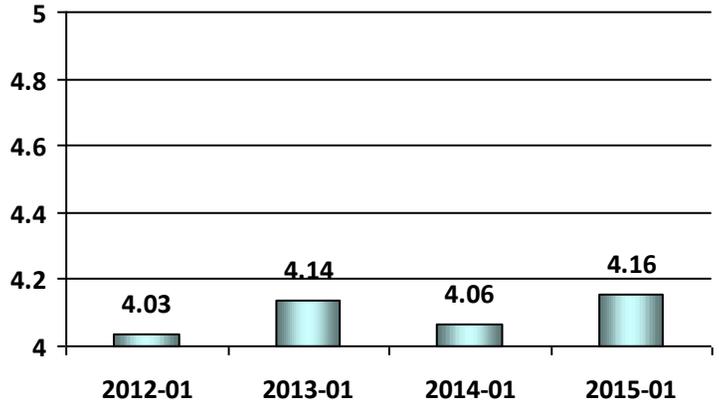


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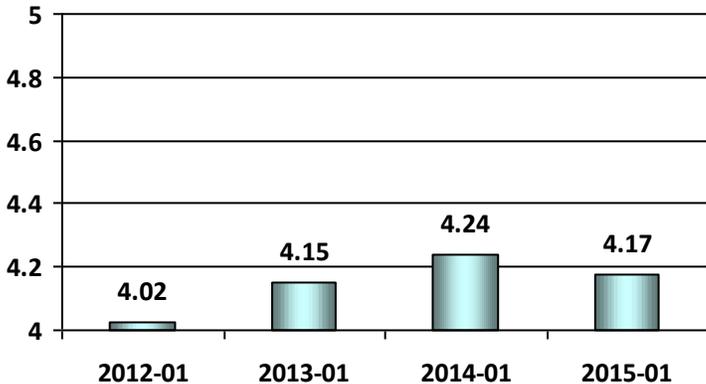
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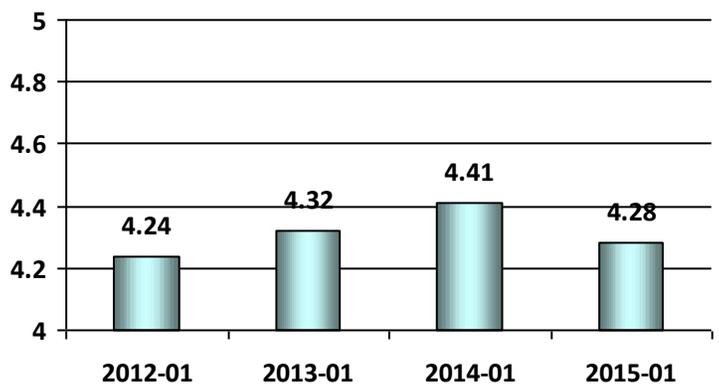
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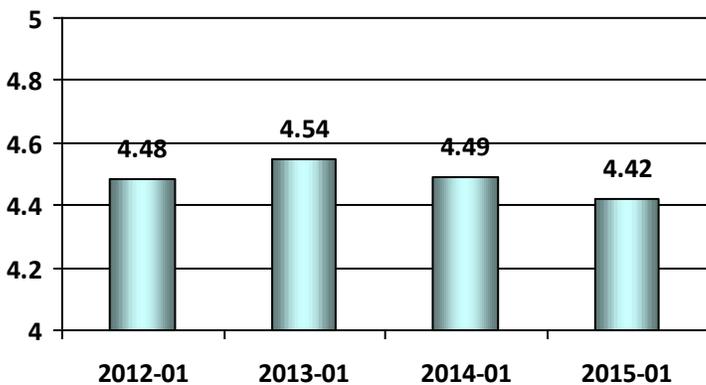
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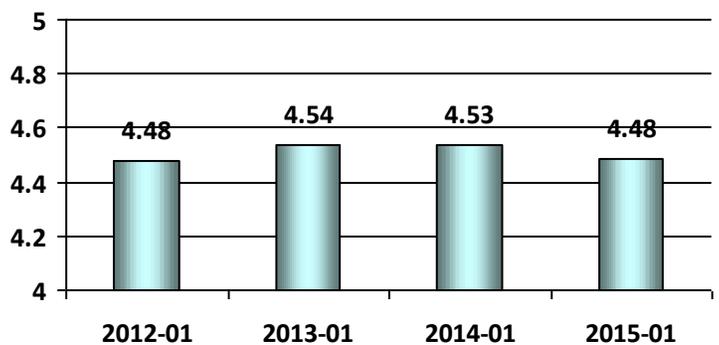
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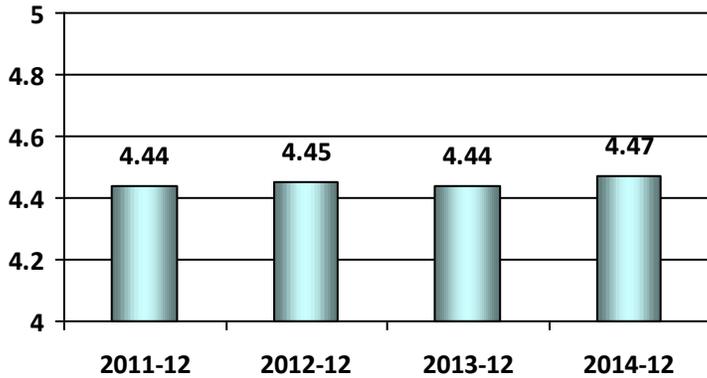


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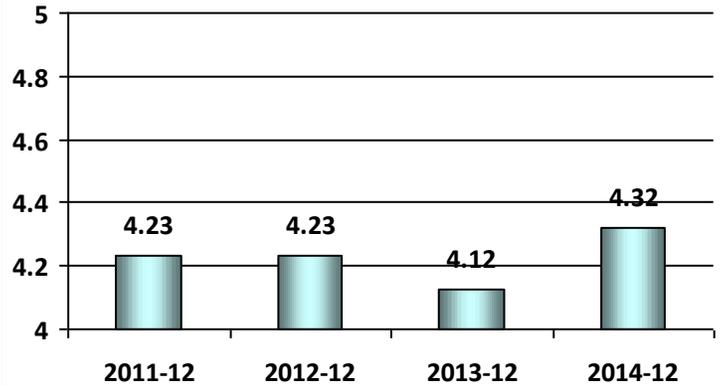


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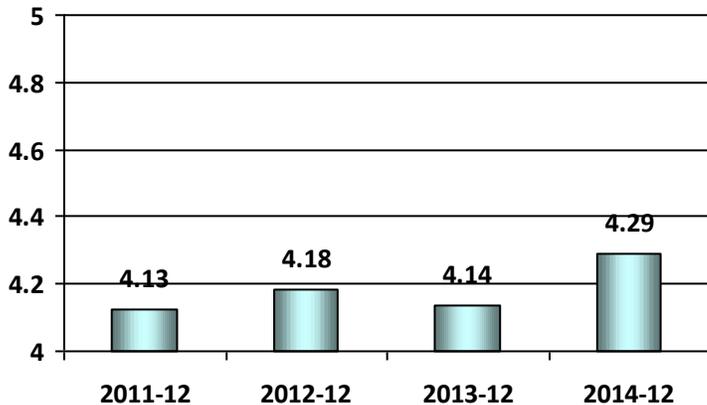
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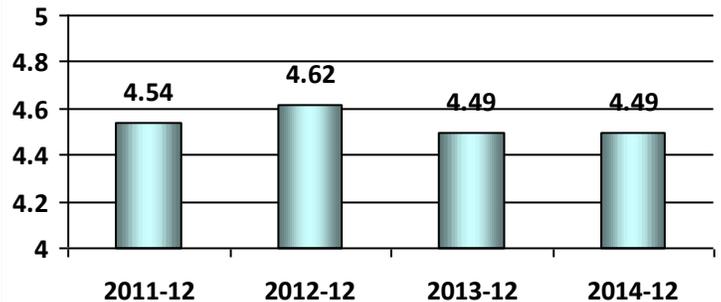
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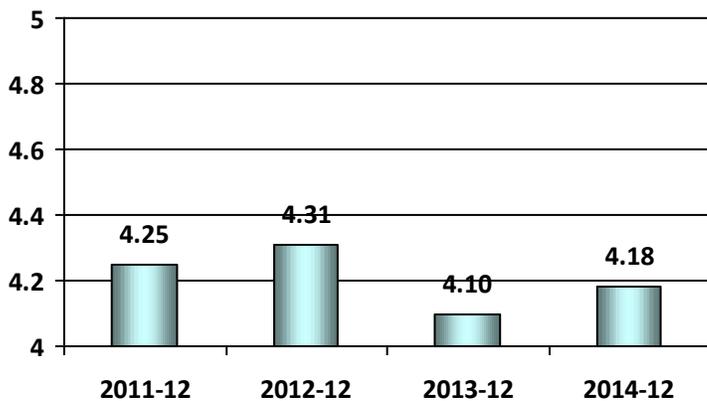
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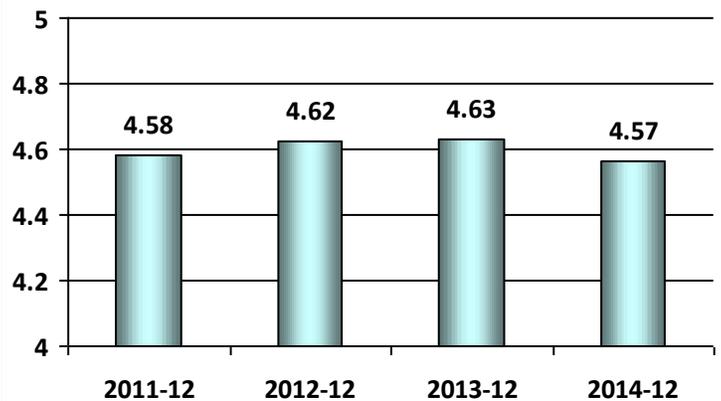
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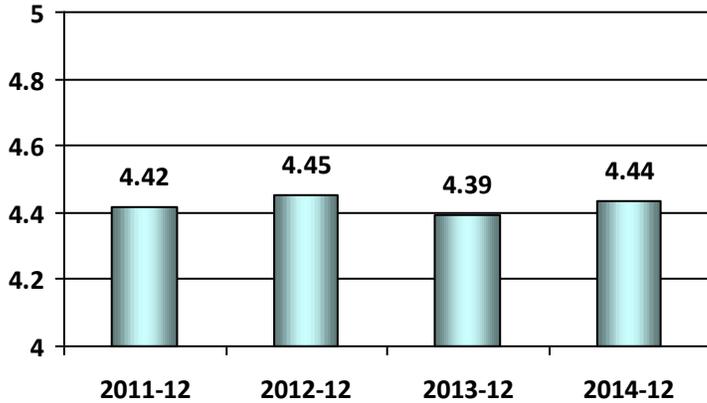


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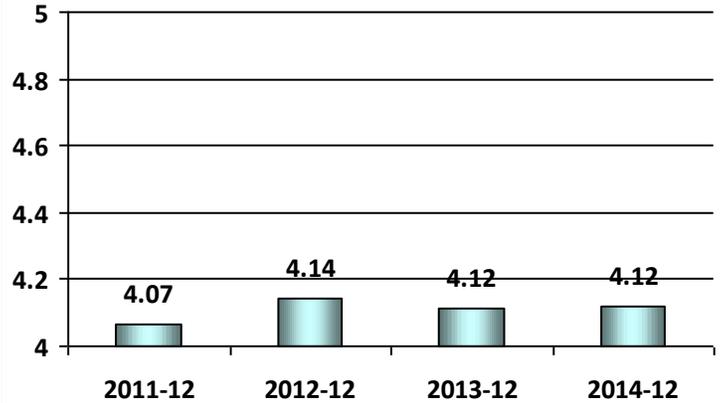


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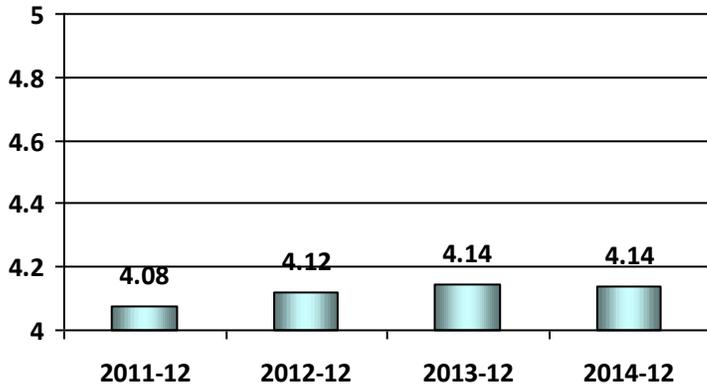
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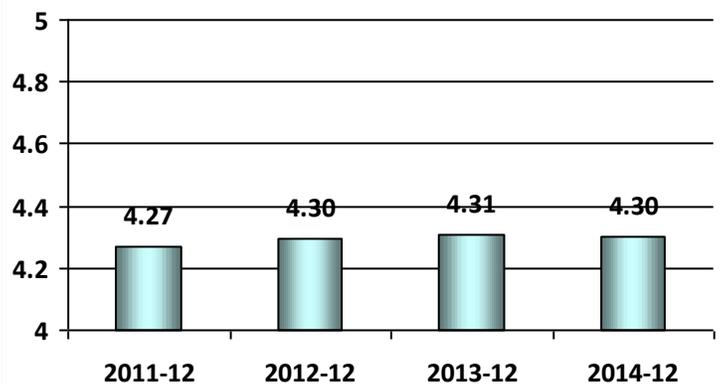
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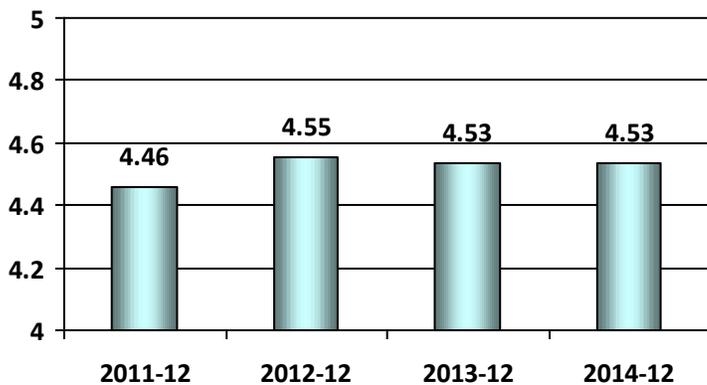
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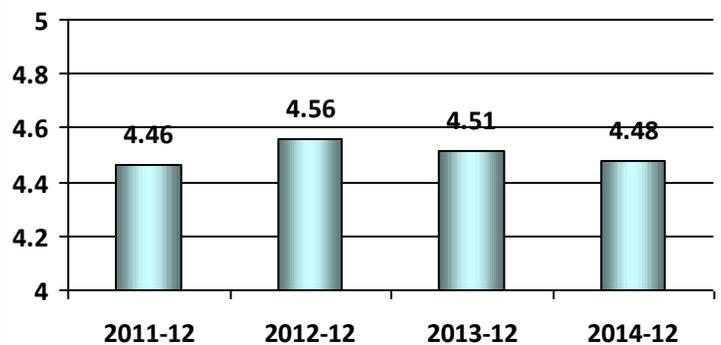
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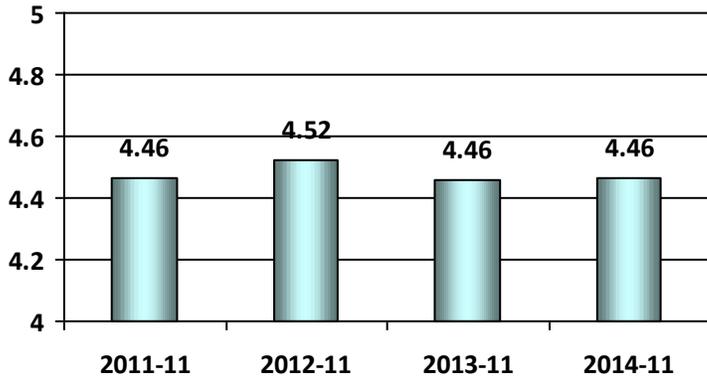


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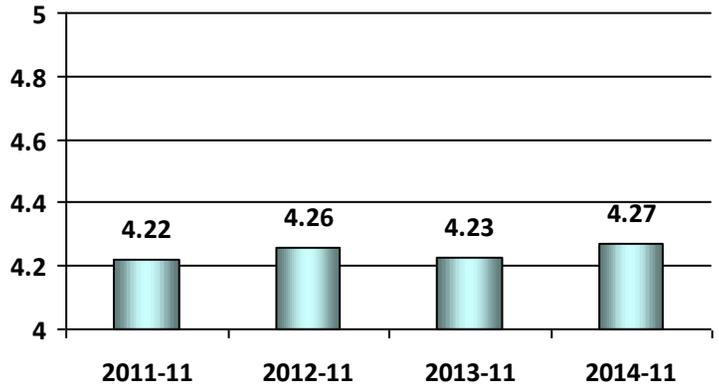


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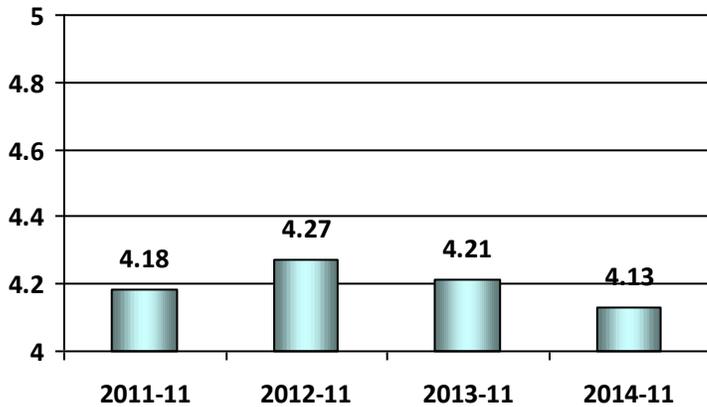
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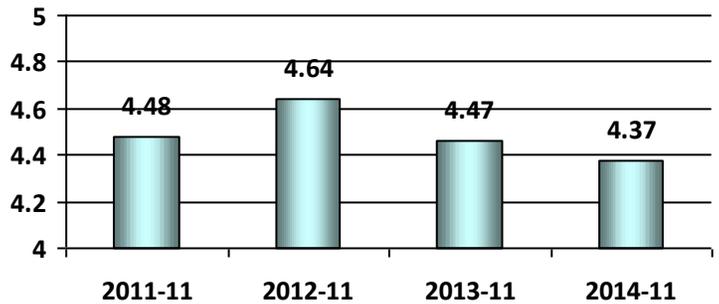
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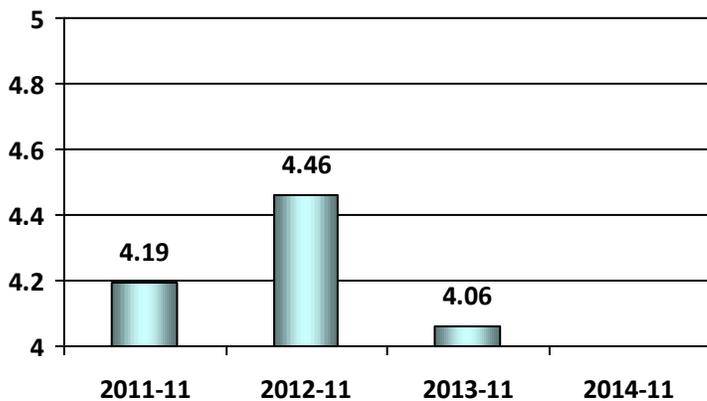
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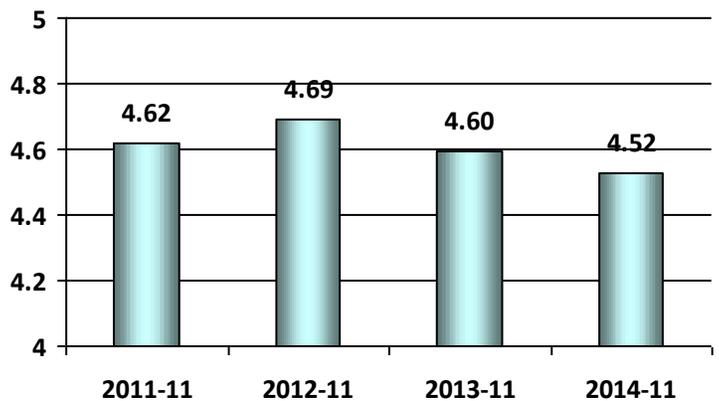
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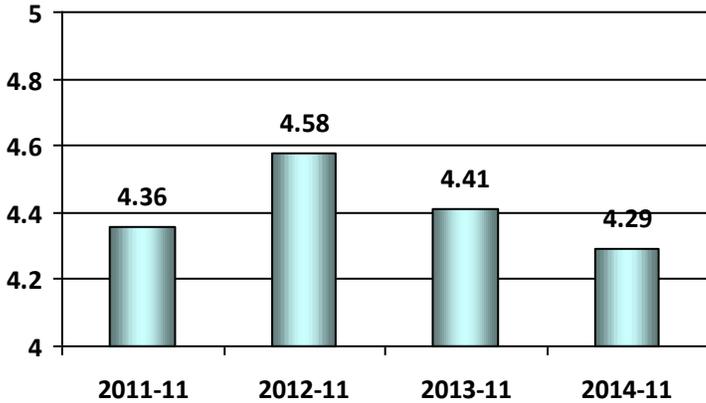


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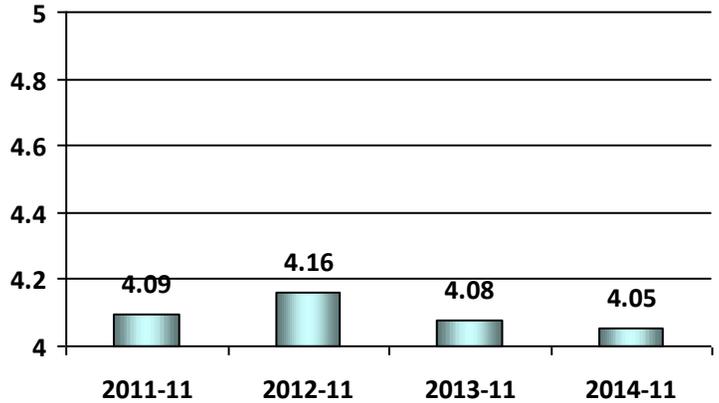


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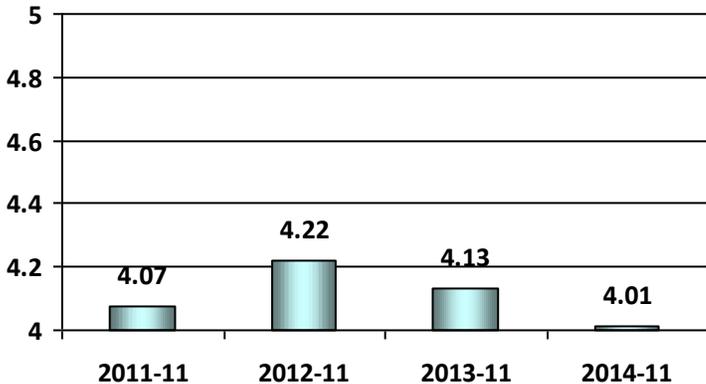
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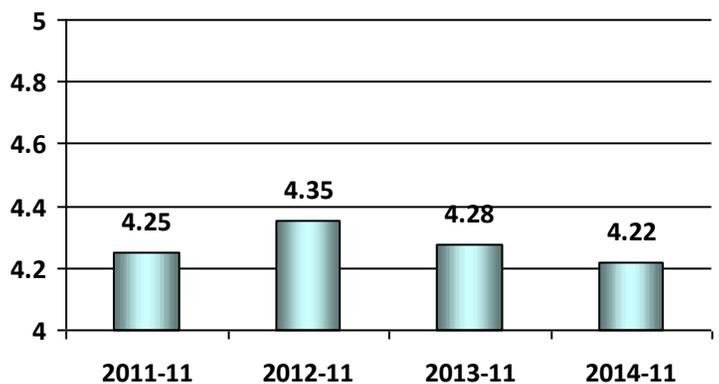
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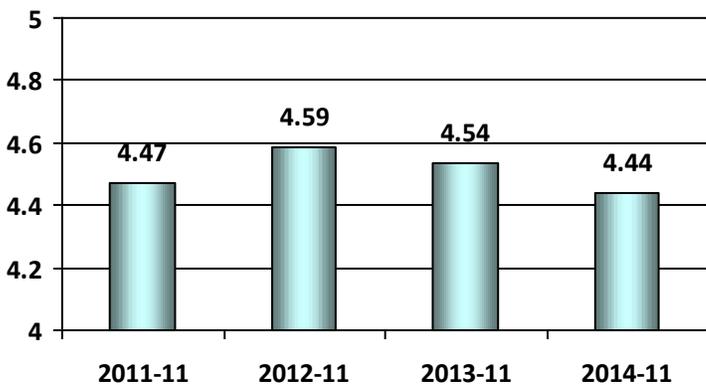
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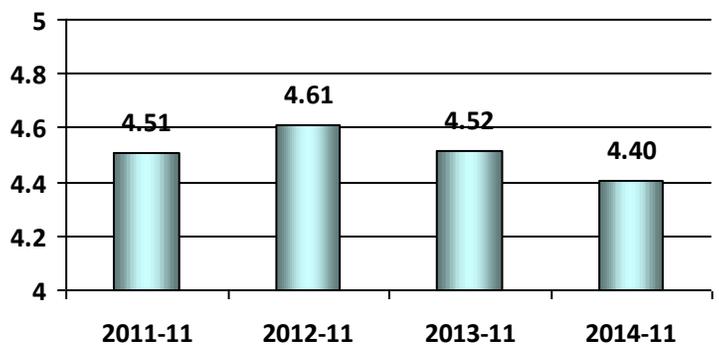
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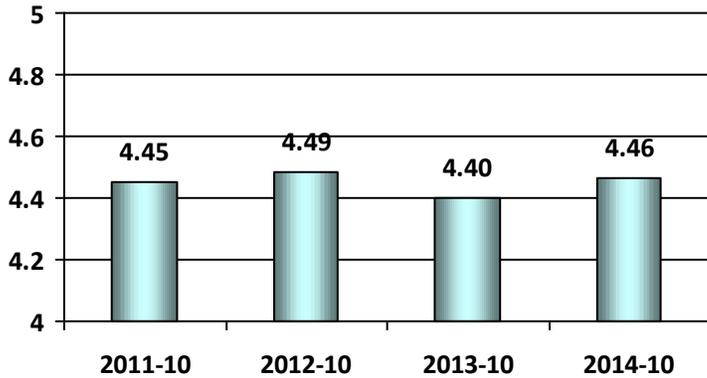


National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

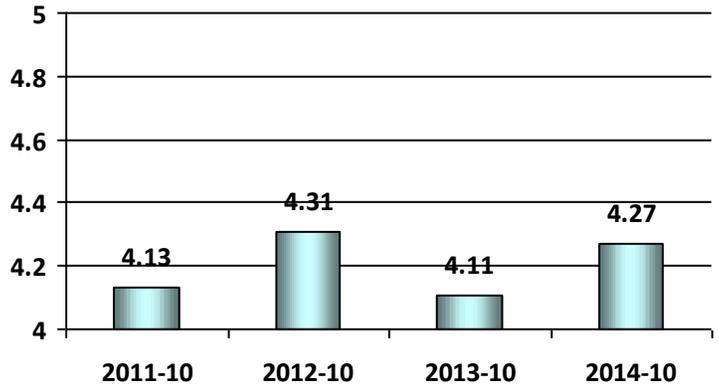


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

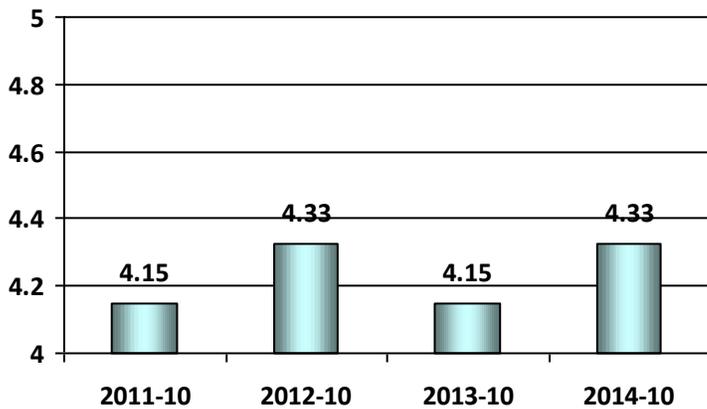
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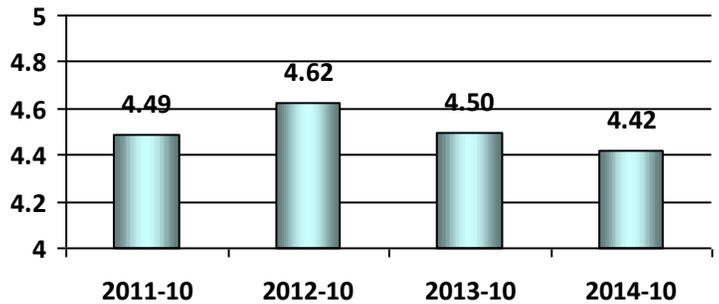
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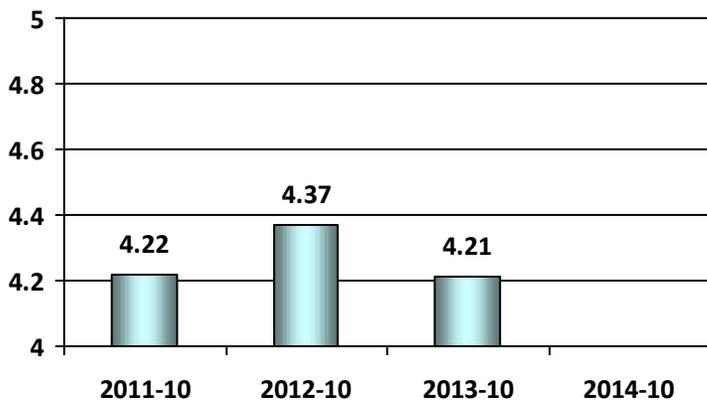
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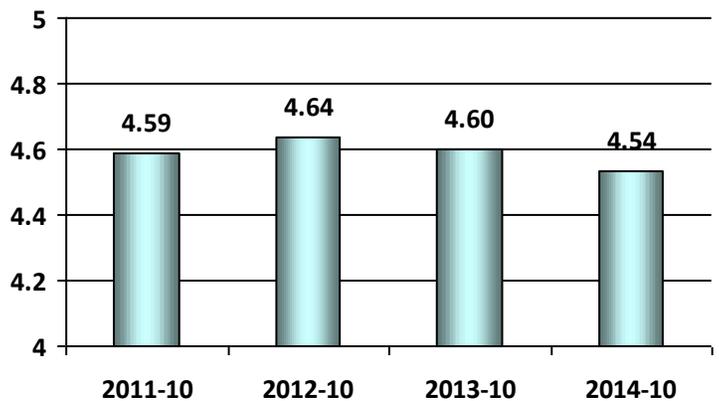
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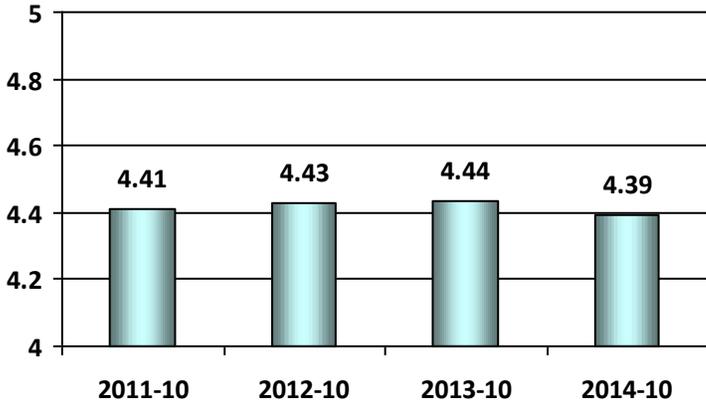


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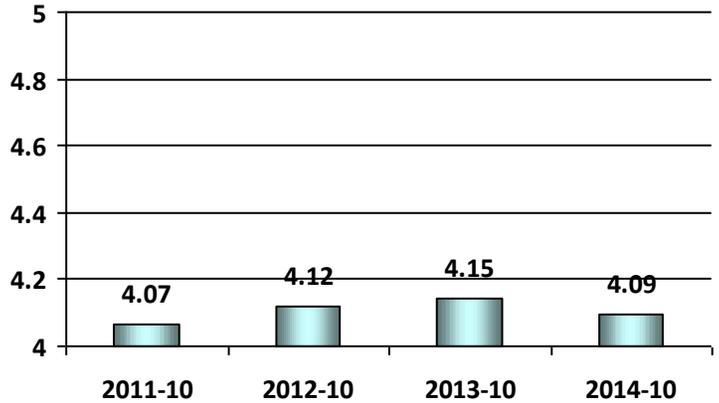


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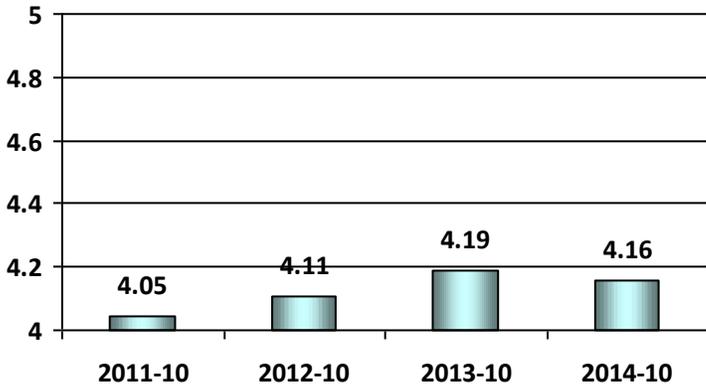
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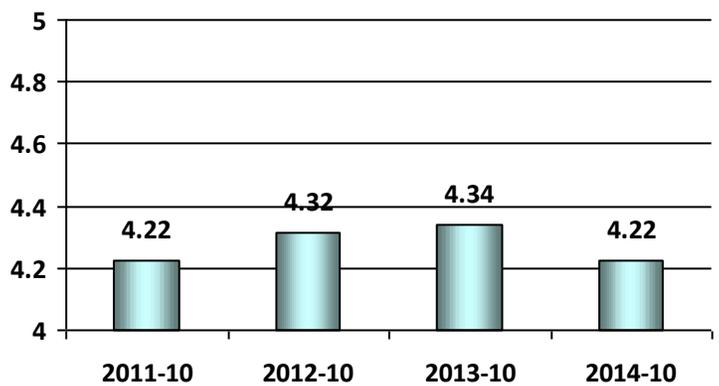
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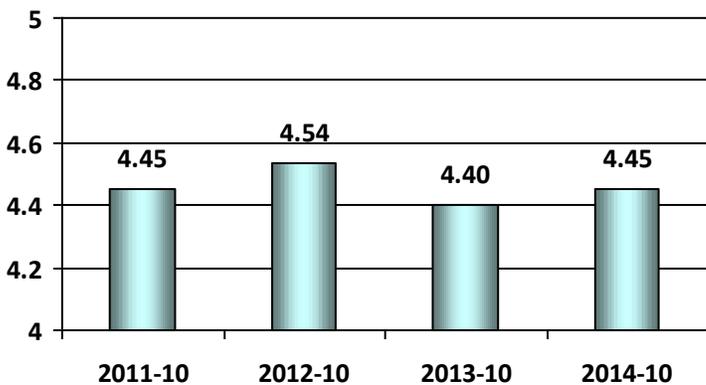
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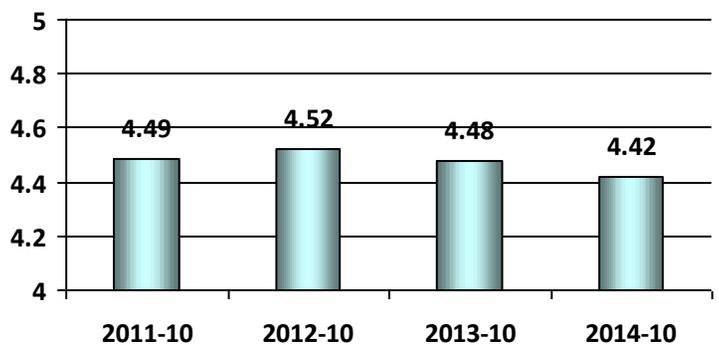
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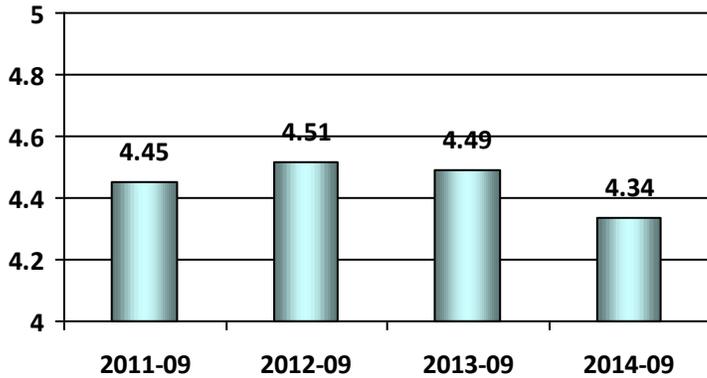


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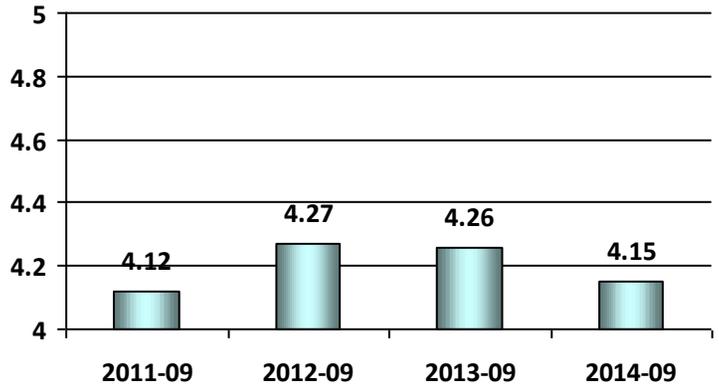


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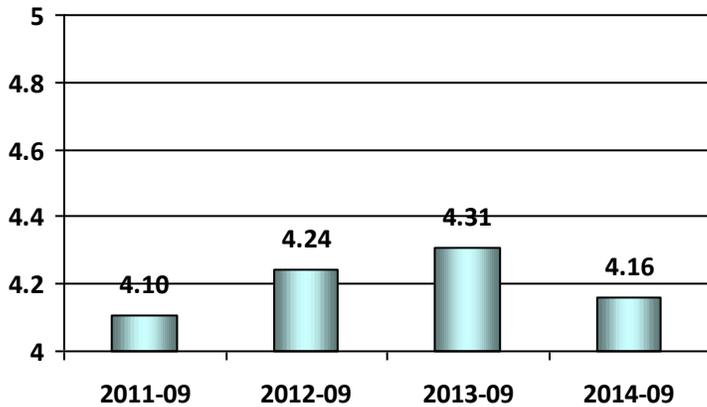
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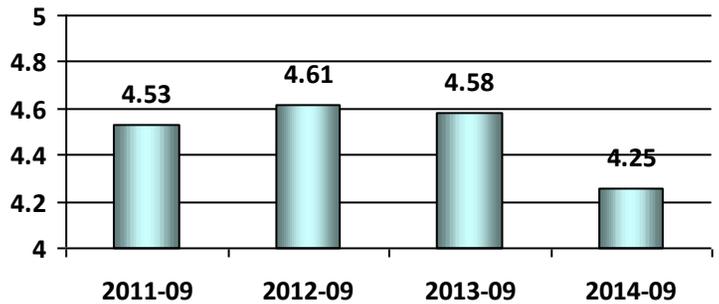
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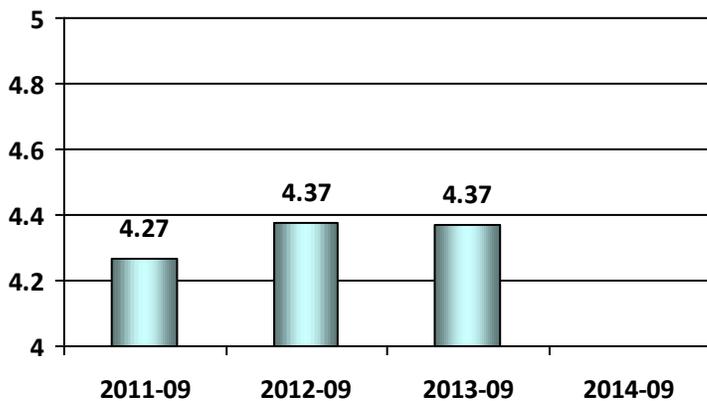
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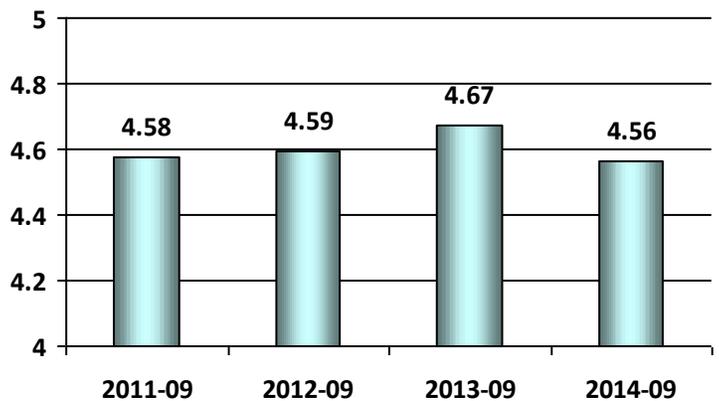
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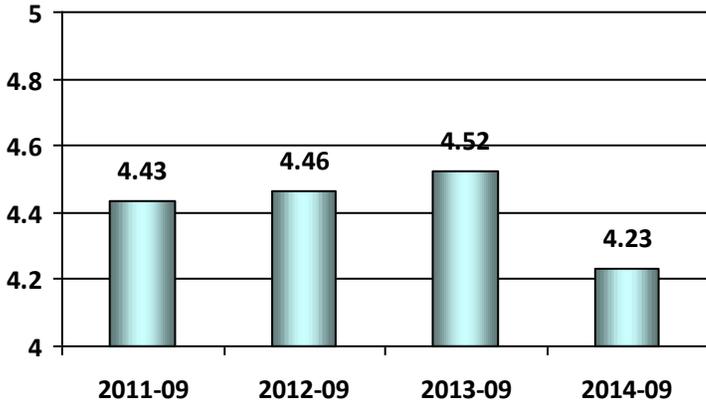


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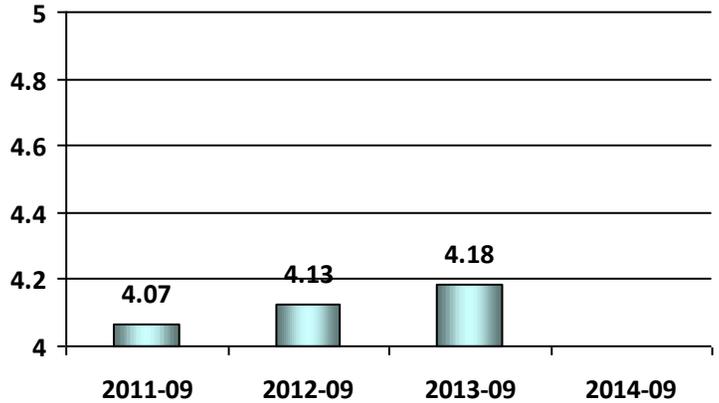


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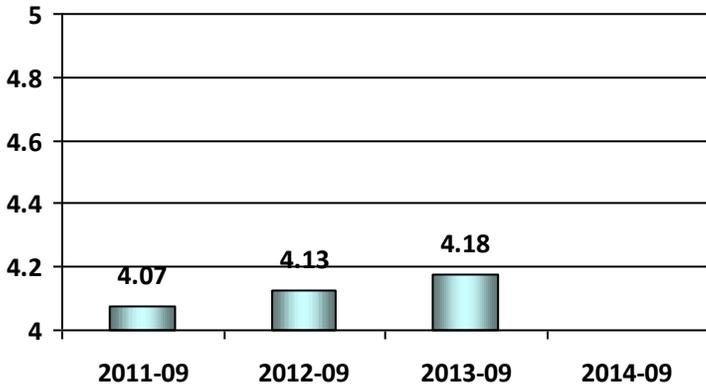
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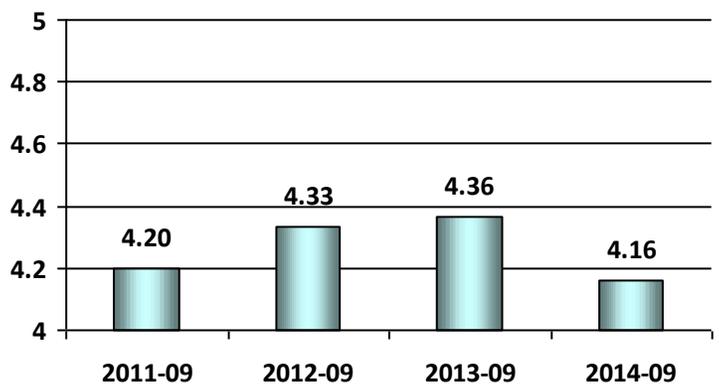
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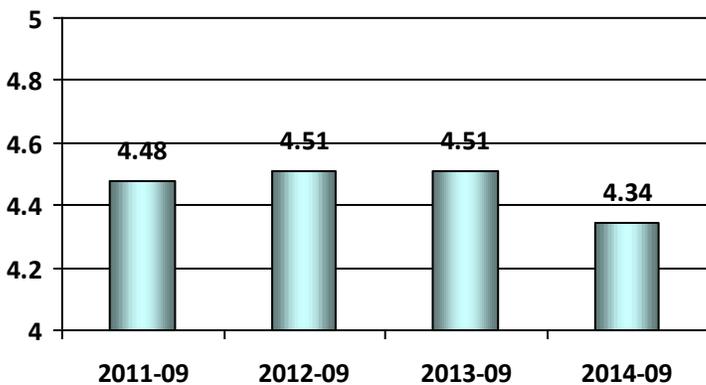
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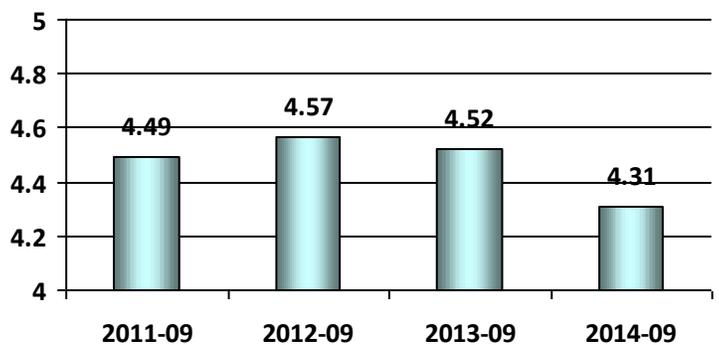
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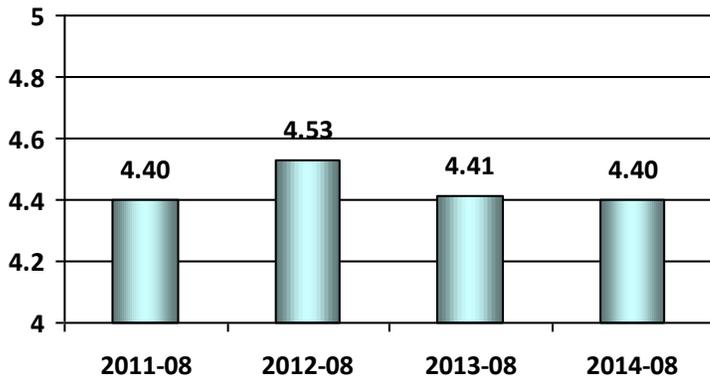


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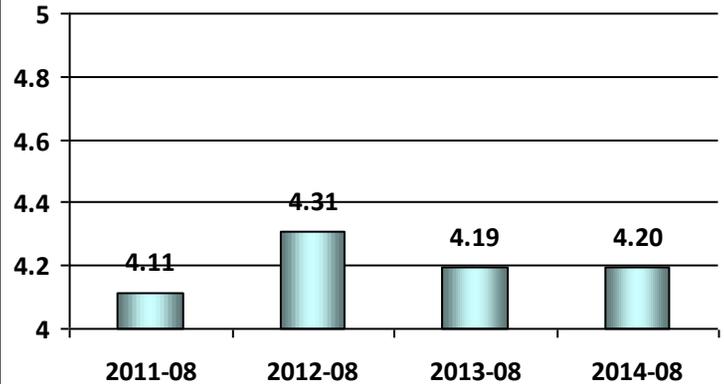


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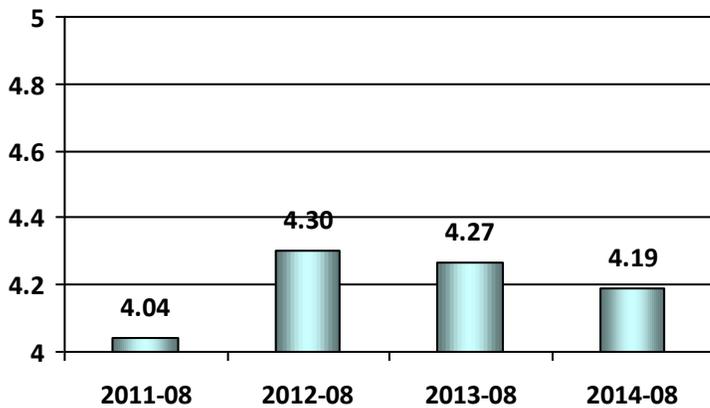
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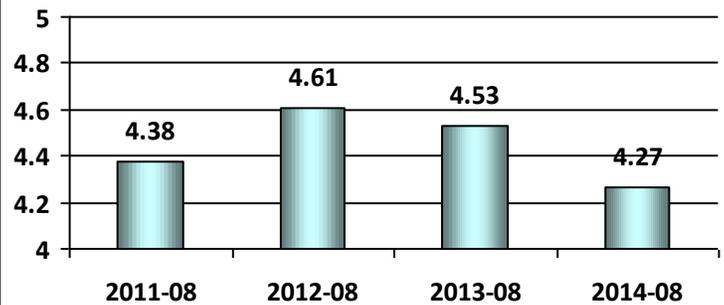
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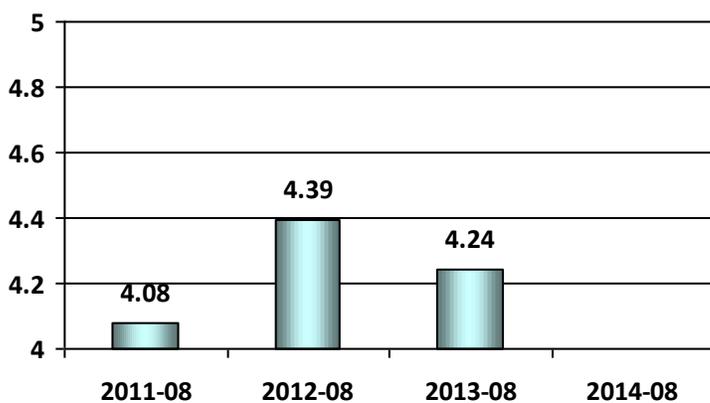
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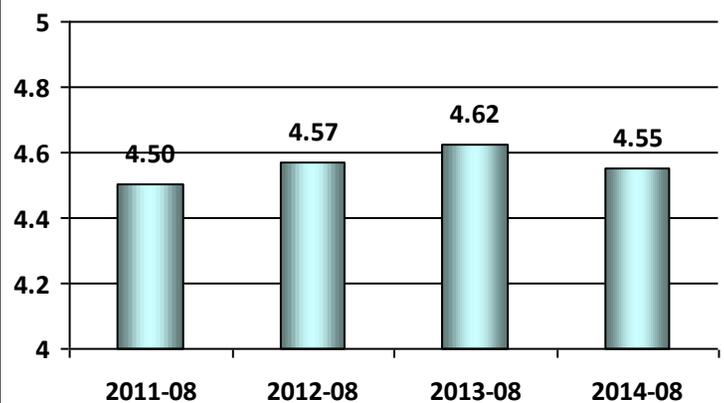
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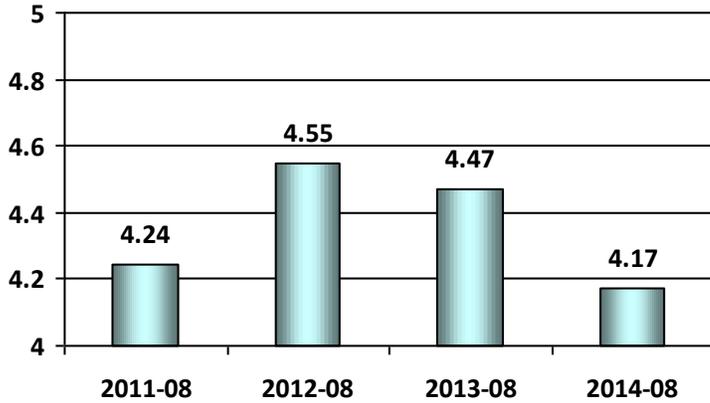


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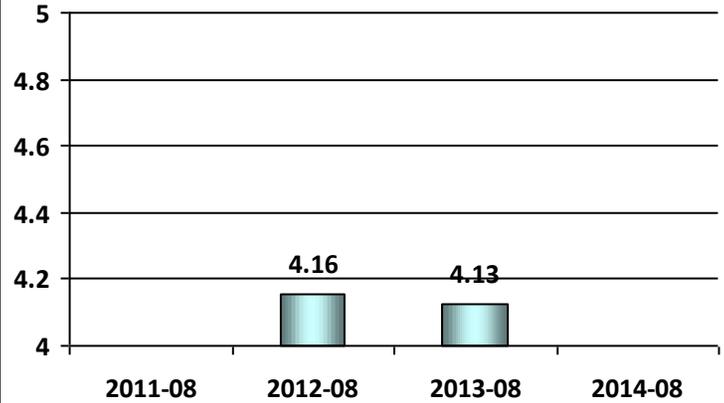


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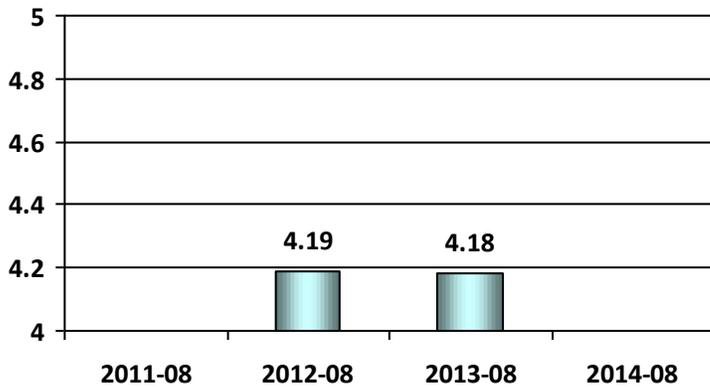
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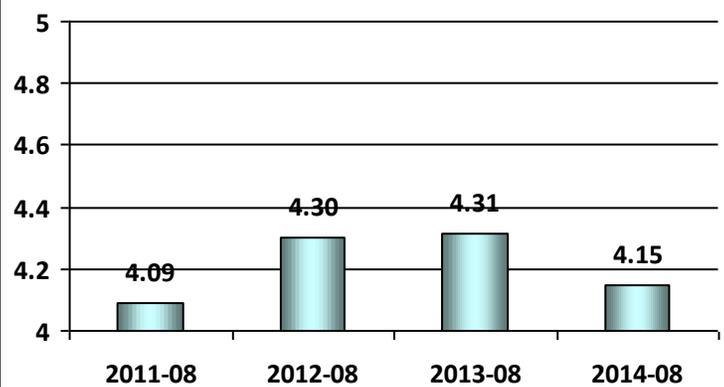
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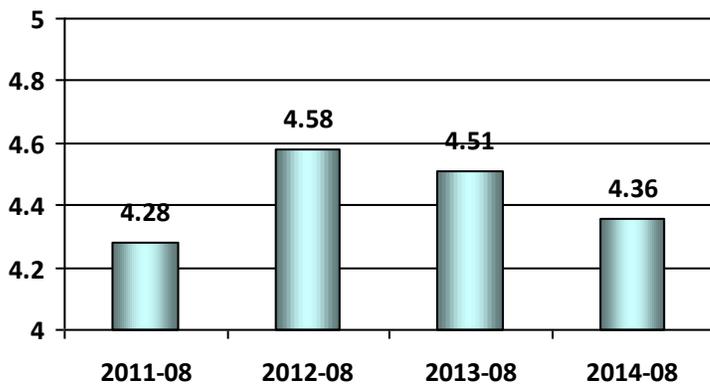
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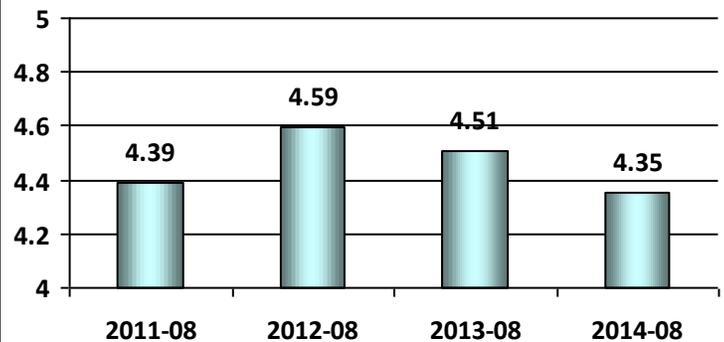
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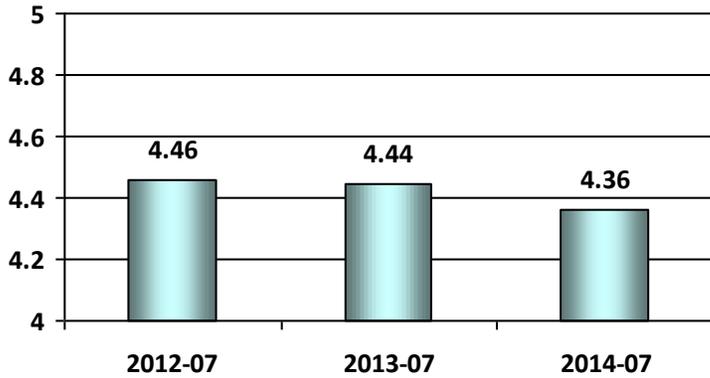


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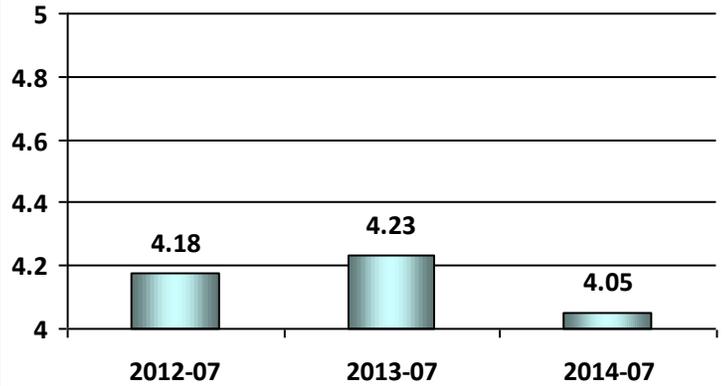


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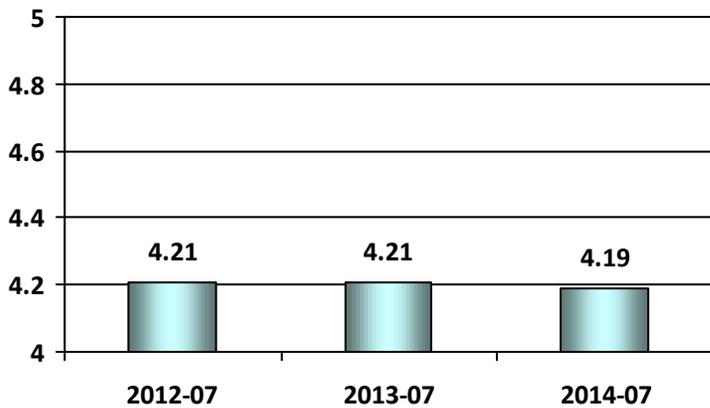
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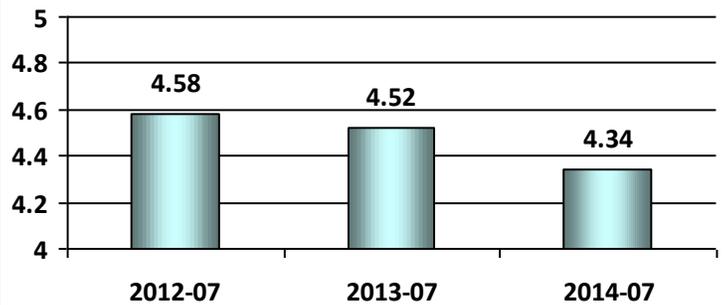
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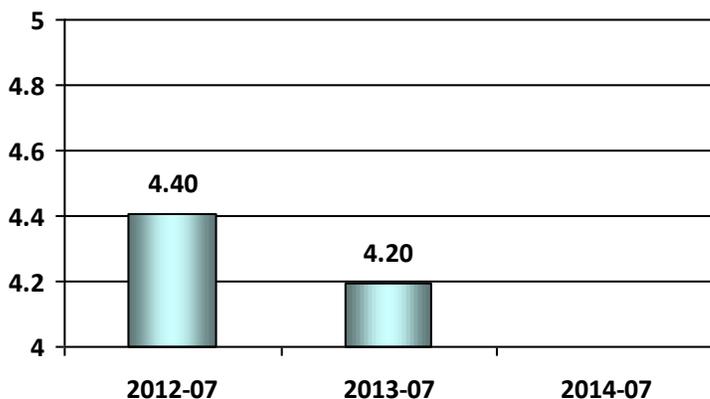
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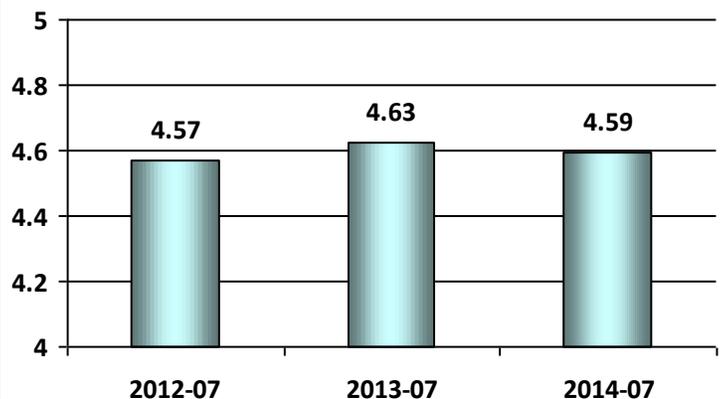
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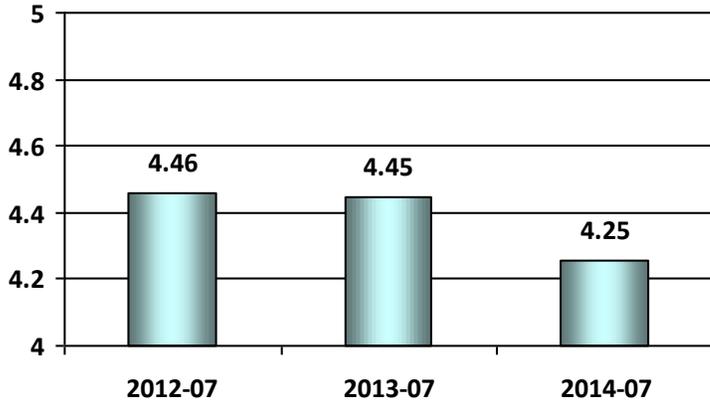


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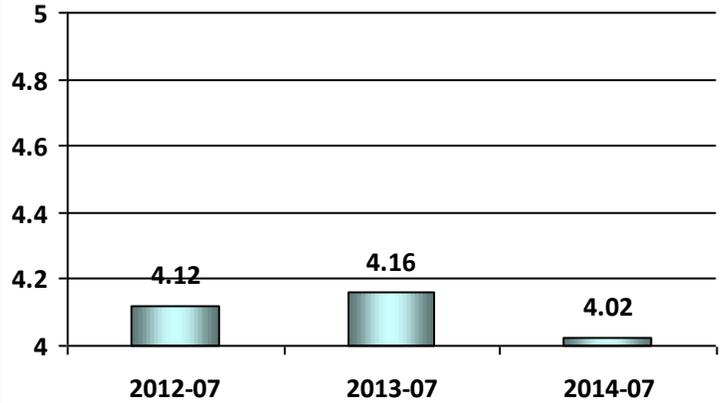


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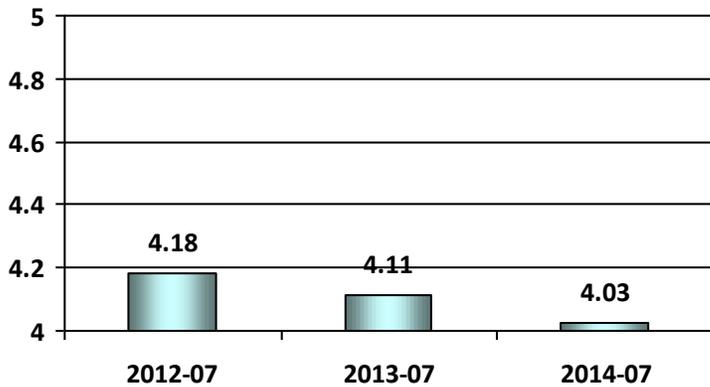
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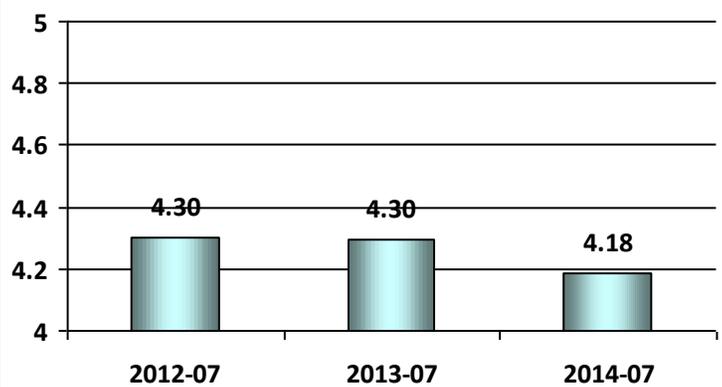
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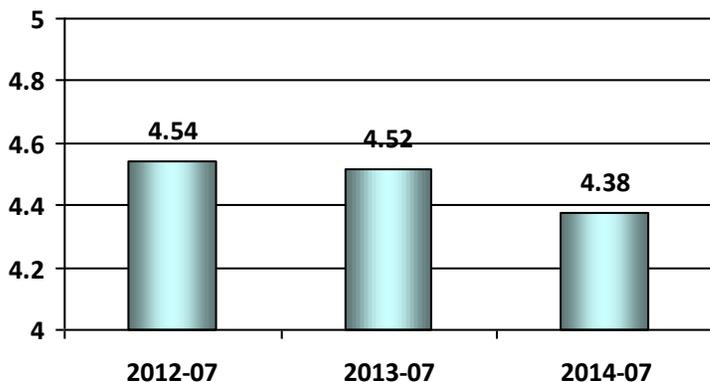
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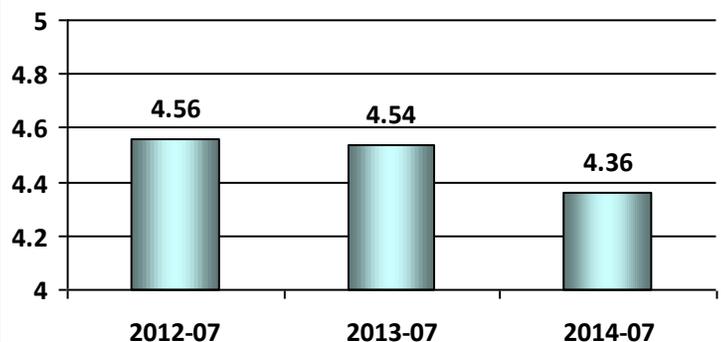
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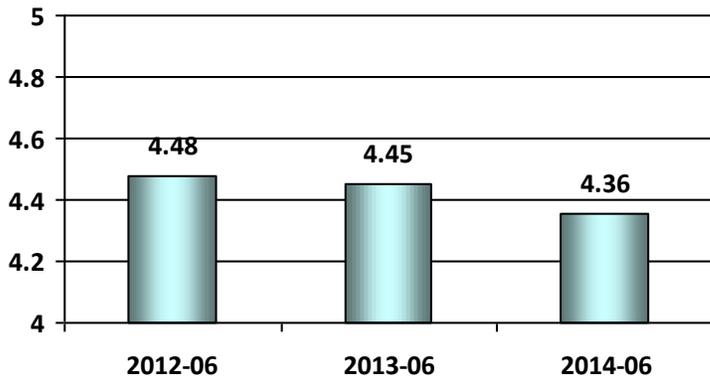


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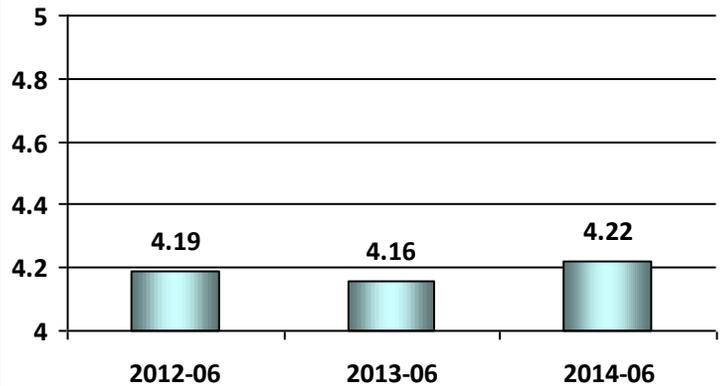


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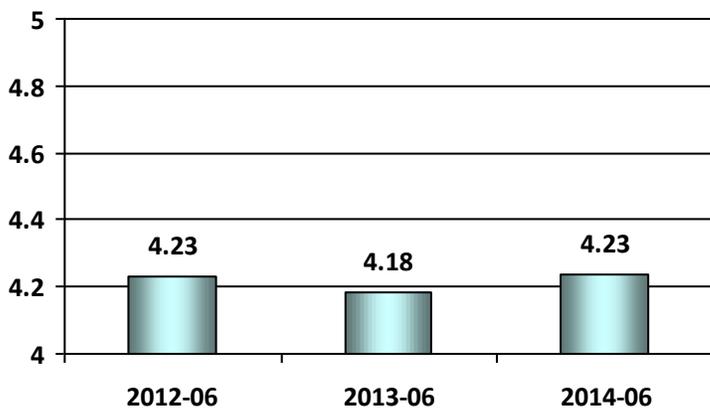
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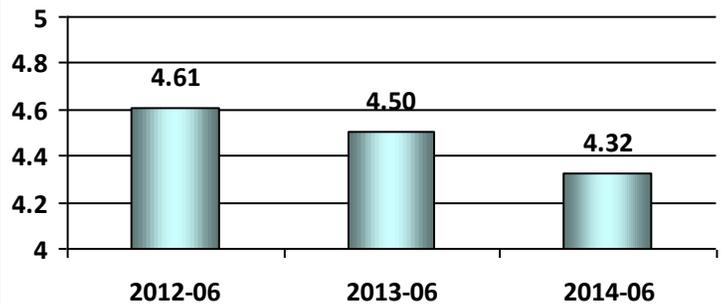
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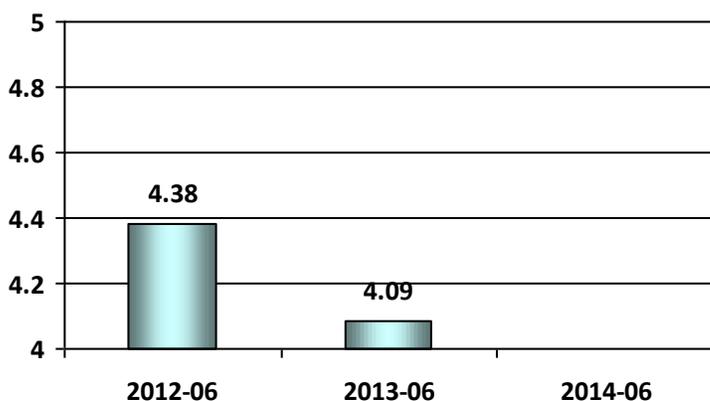
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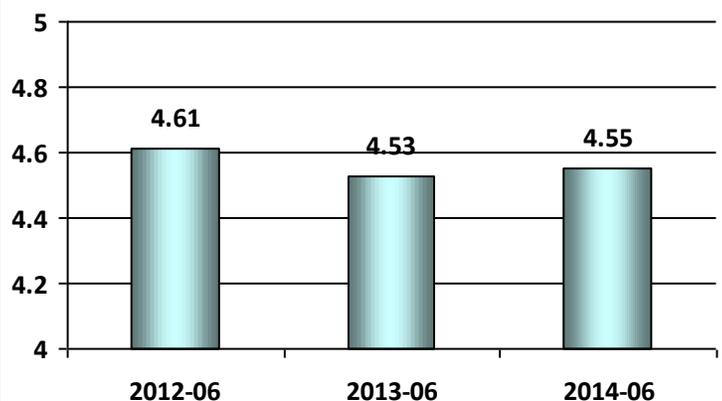
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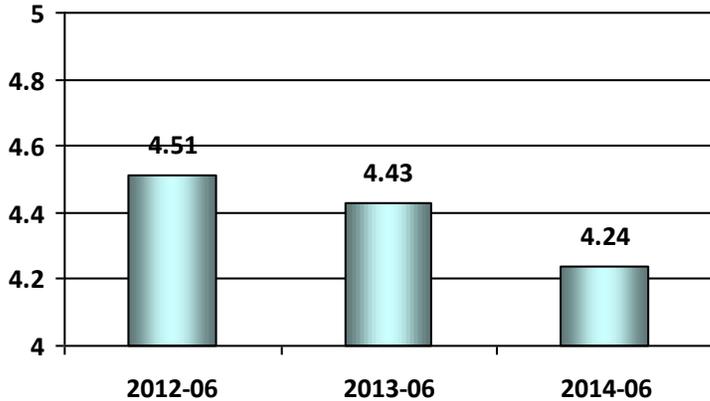


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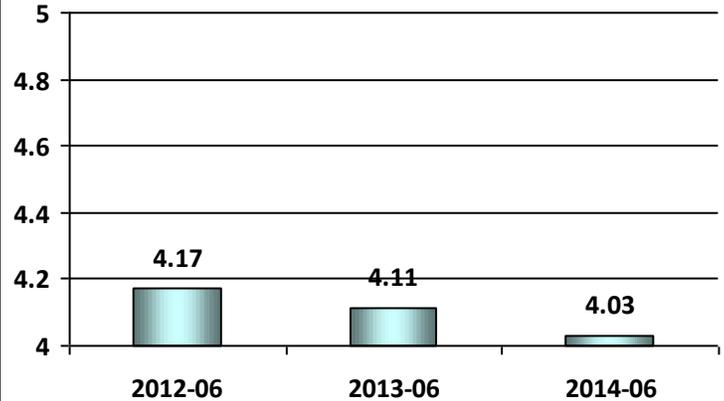


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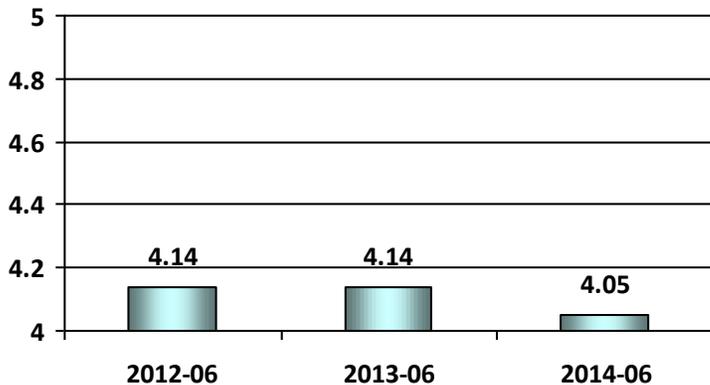
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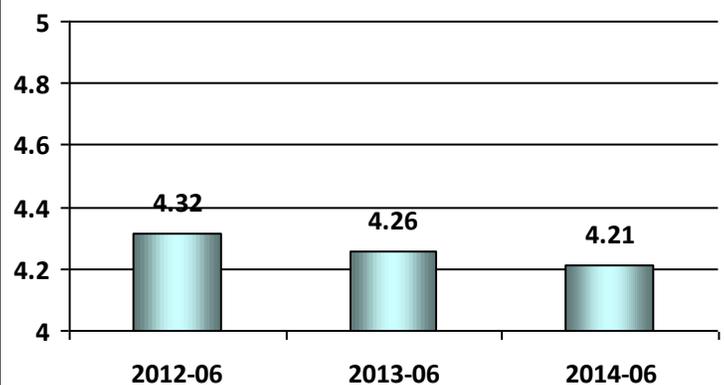
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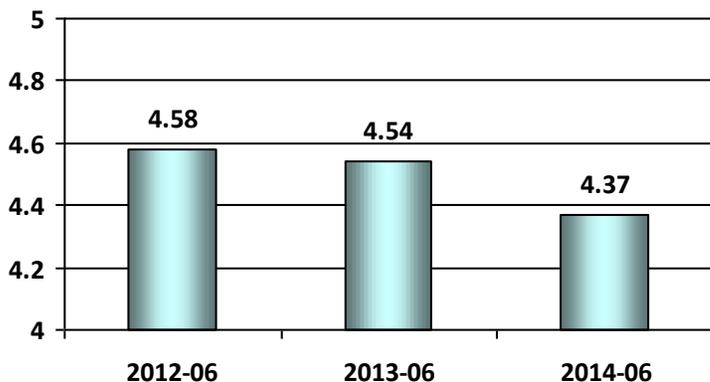
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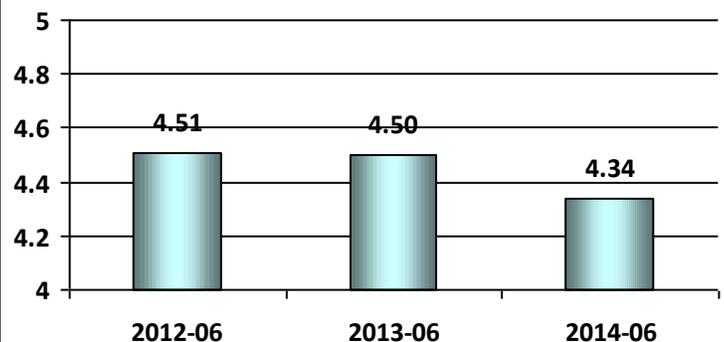
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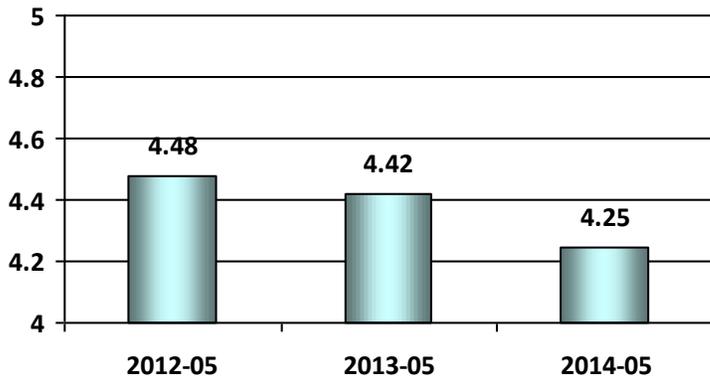


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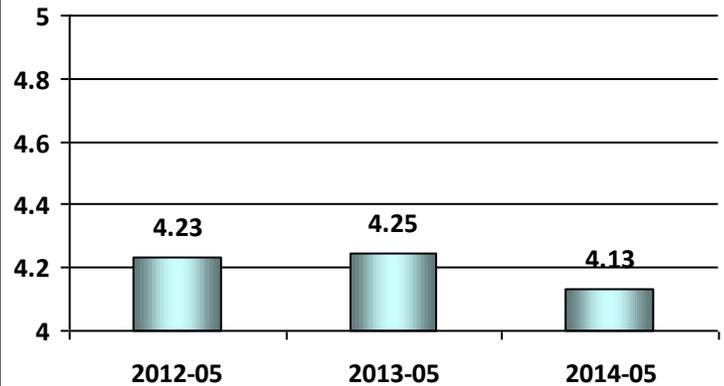


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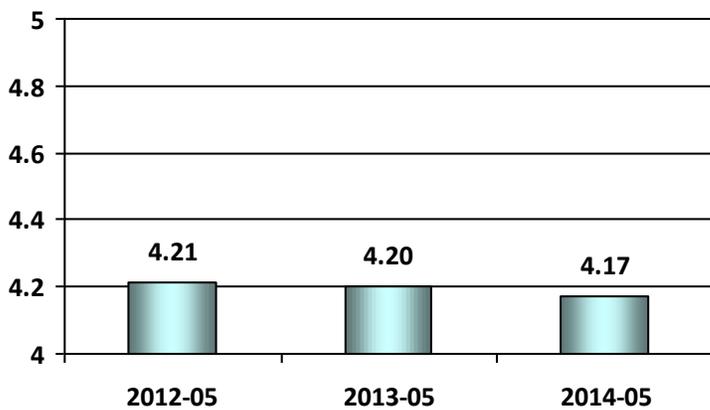
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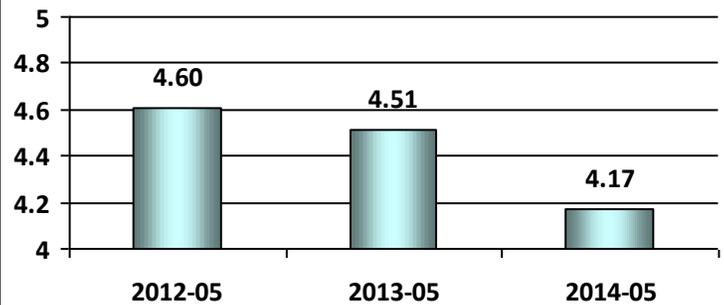
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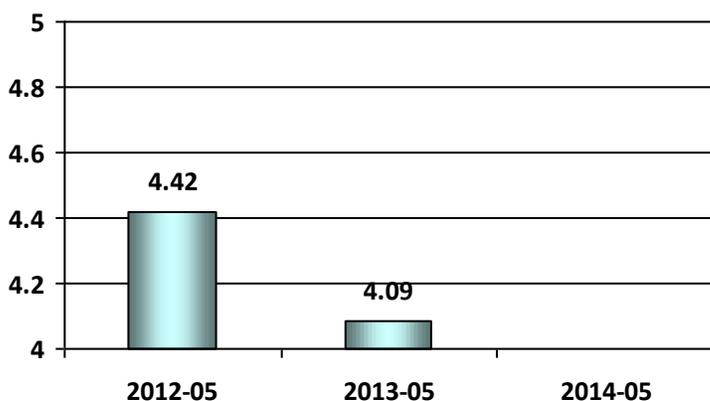
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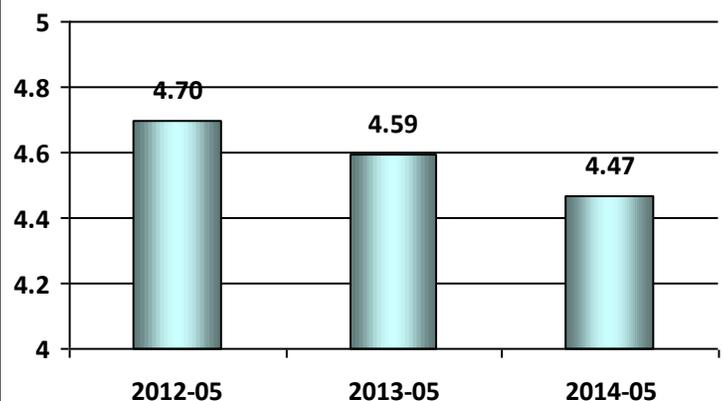
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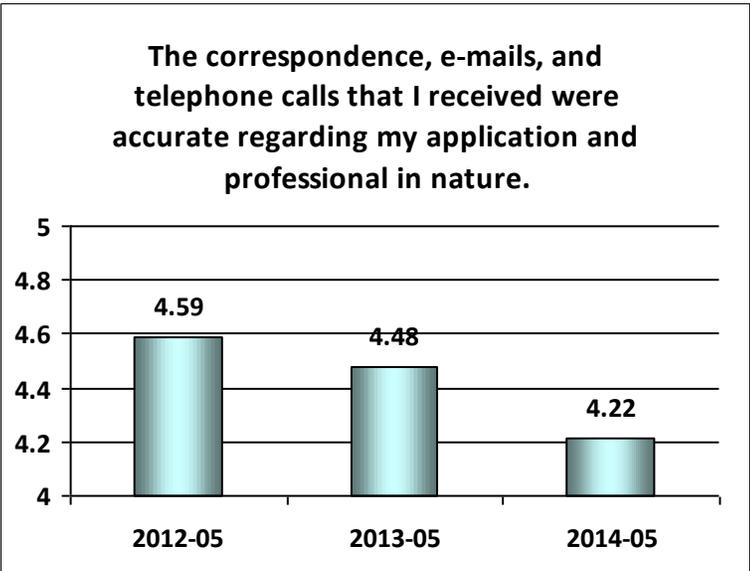
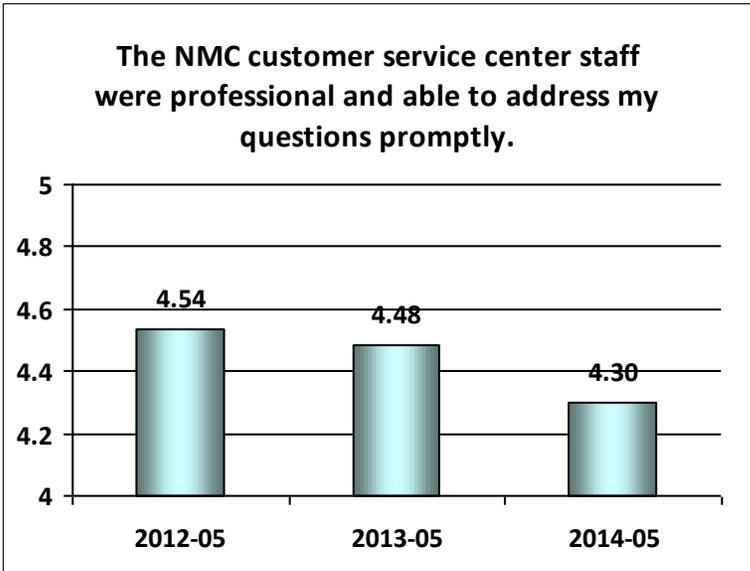
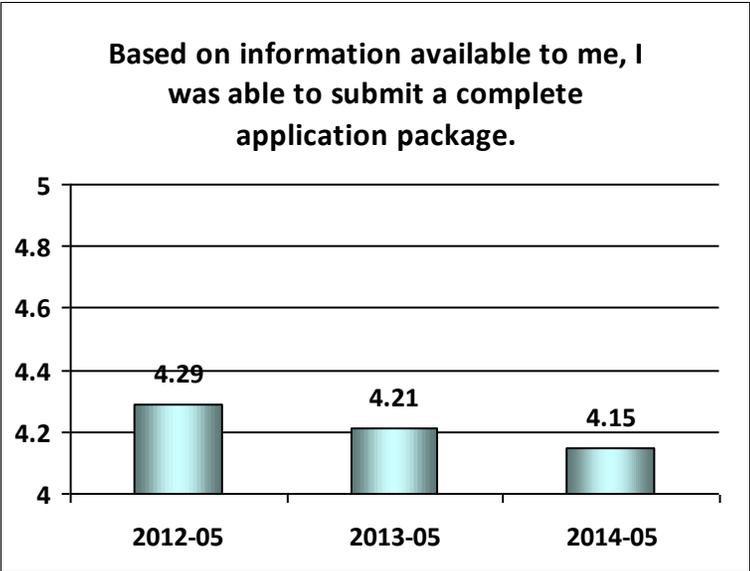
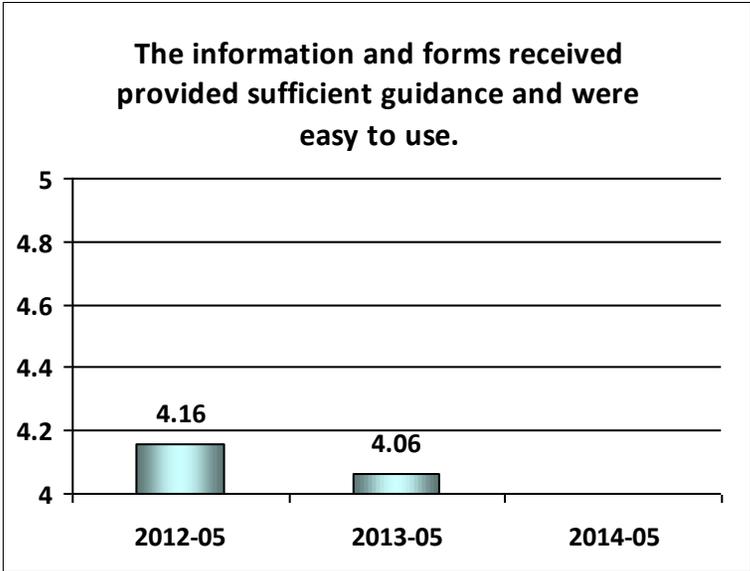
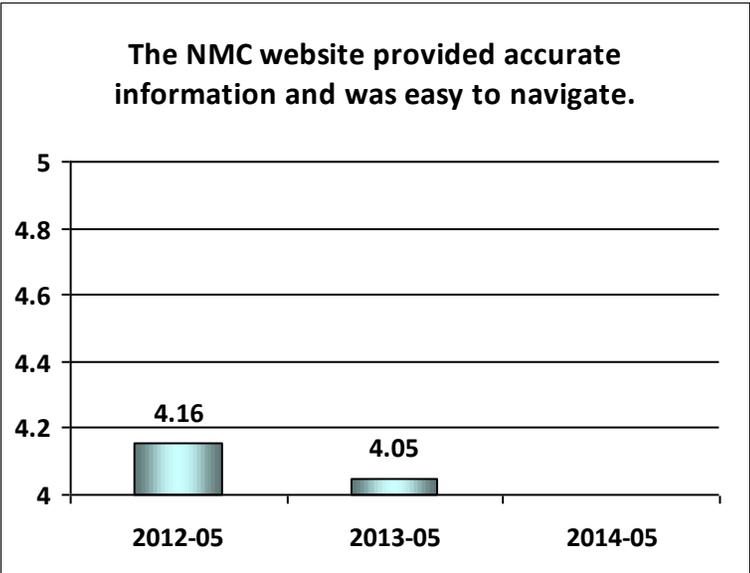
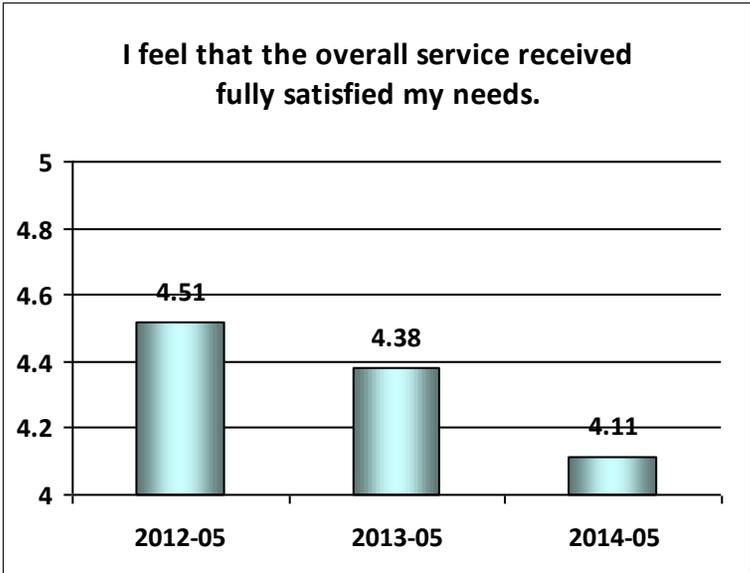




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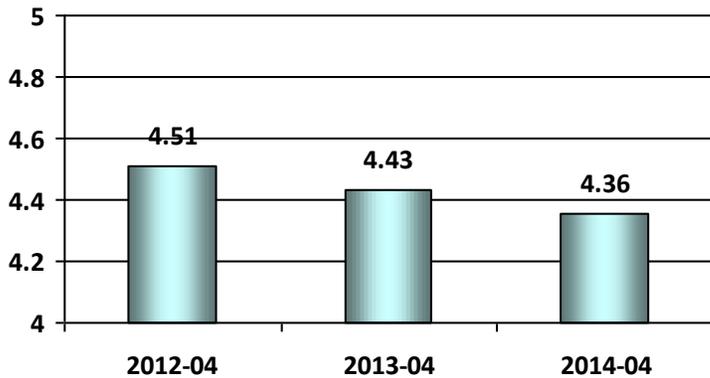


National Maritime Center's Average Customer Response by Question on the Performance of the Mariner Credentialing Program

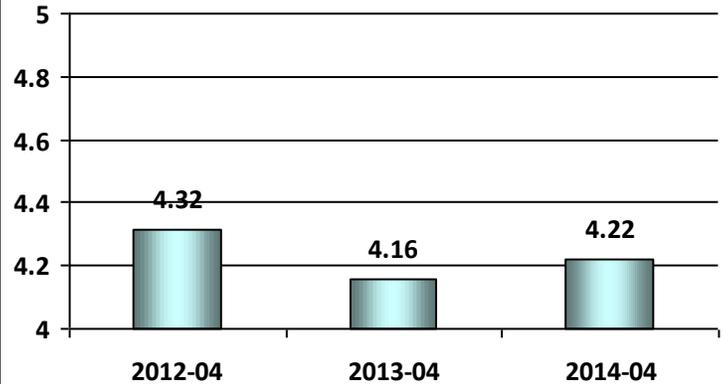


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

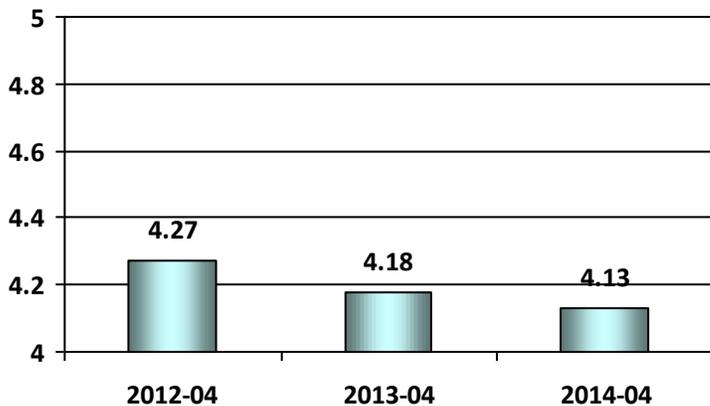
The Regional Examination Center (REC) staff were professional and able to assist with my application processing questions.



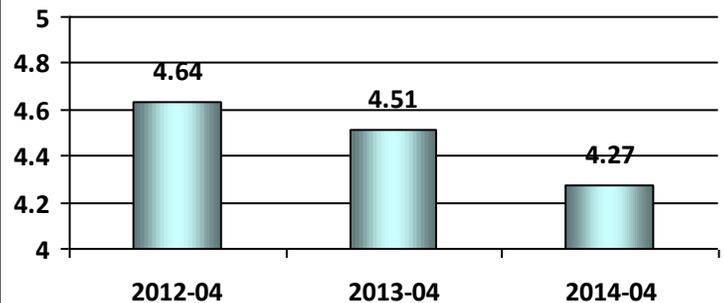
The REC examination facilities were suitable for testing and the appropriate materials were available.



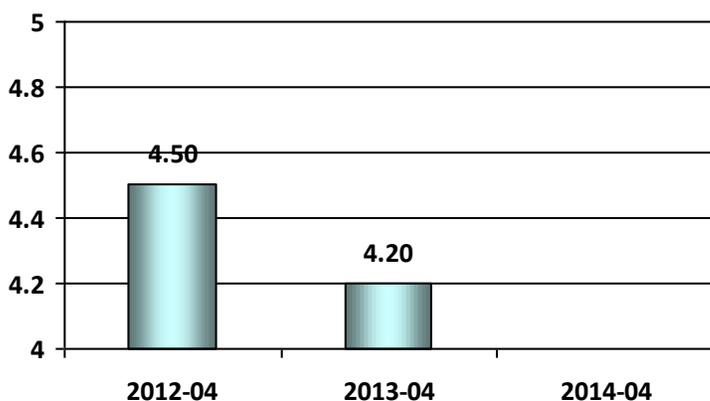
The examinations were appropriate to the credential for which I applied.



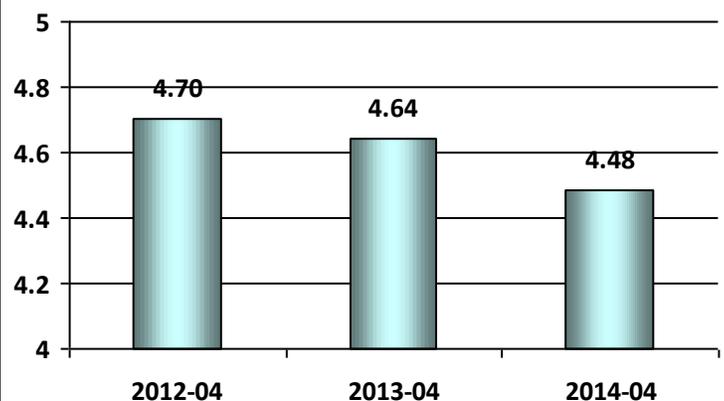
I was kept sufficiently informed as to the processing status of my application using the Coast Guard's Homeport website and/or receipt of system generated e-mail notifications.



The time to process my application and issue my credential met my expectations.



The credential I received was accurate and in good physical condition.



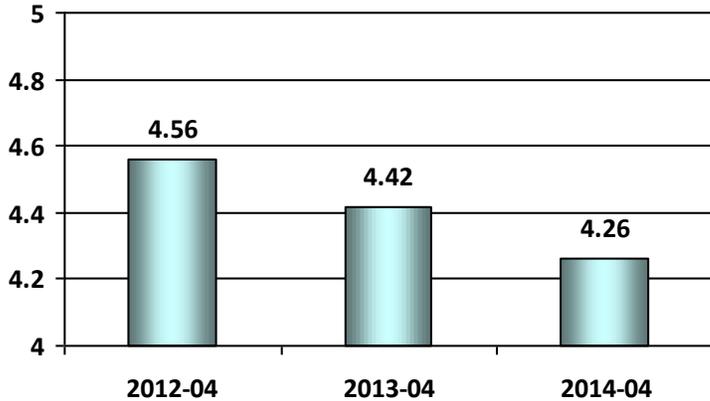


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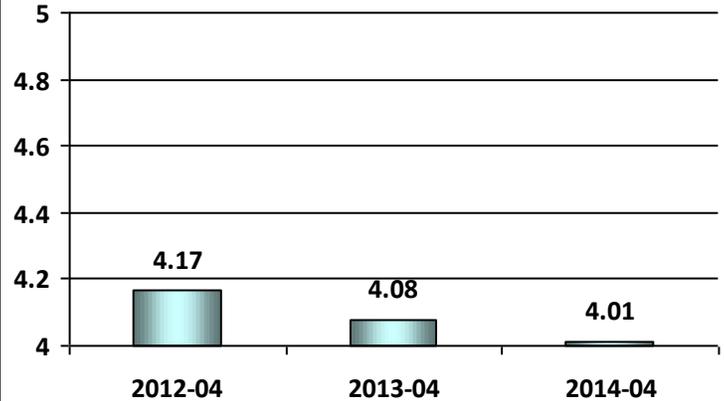


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

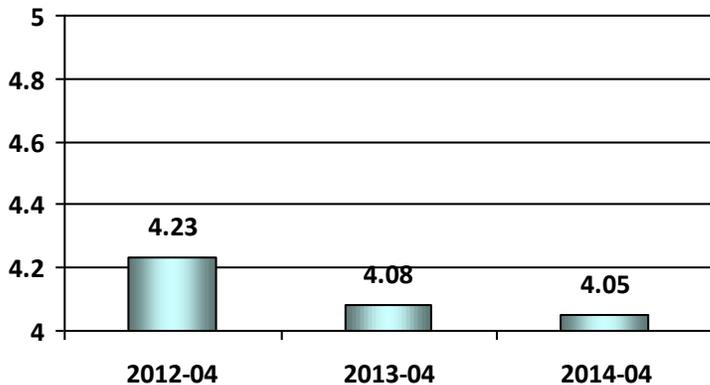
I feel that the overall service received fully satisfied my needs.



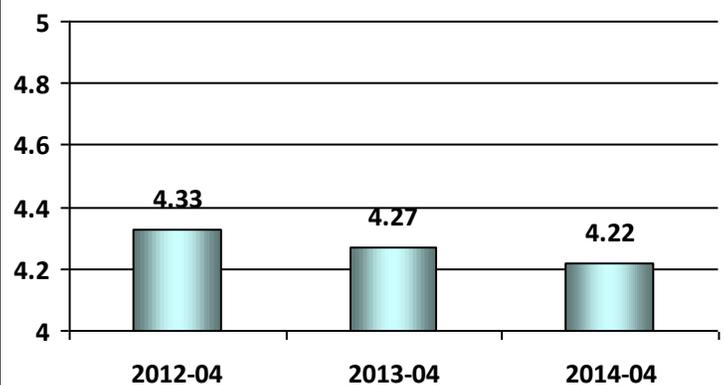
The NMC website provided accurate information and was easy to navigate.



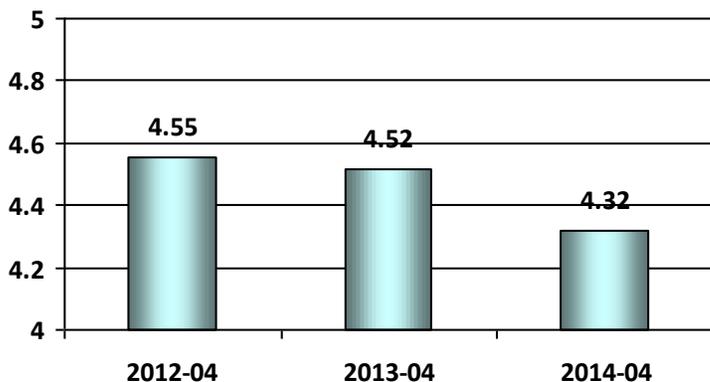
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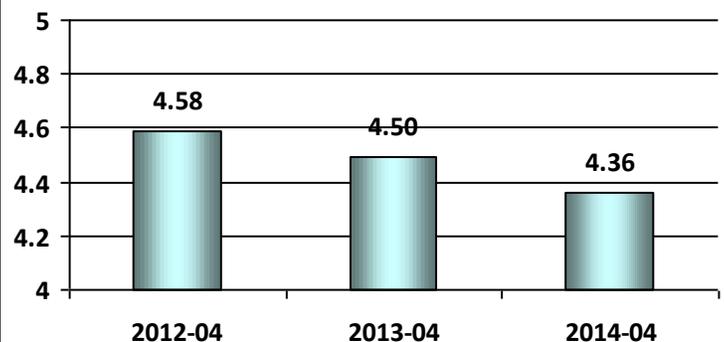
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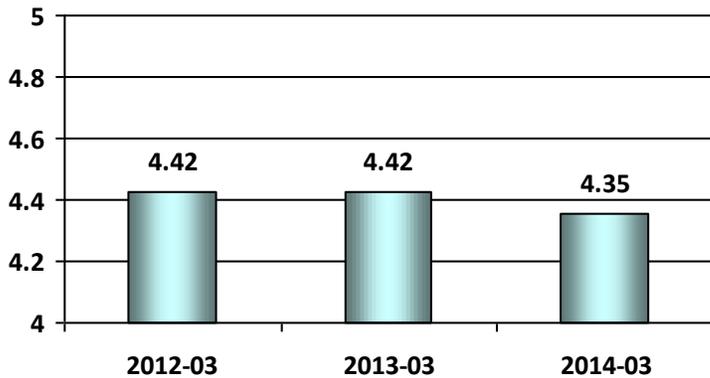


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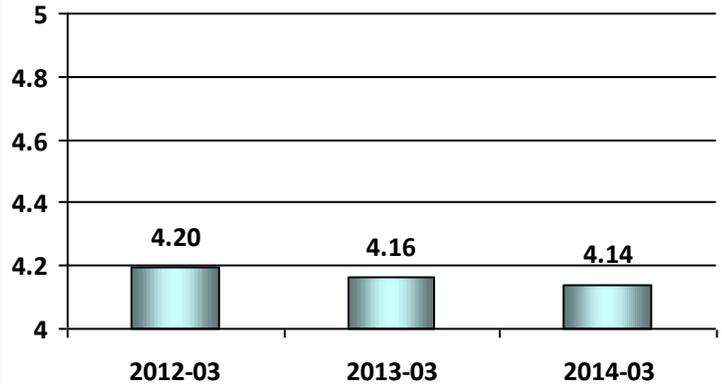


1- Strongly Disagree, 2-Disagree, 3-Neutral, 4-Agree, and 5-Strongly Agree

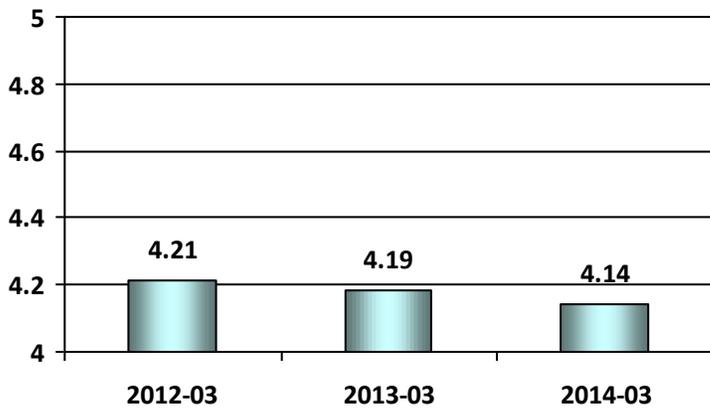
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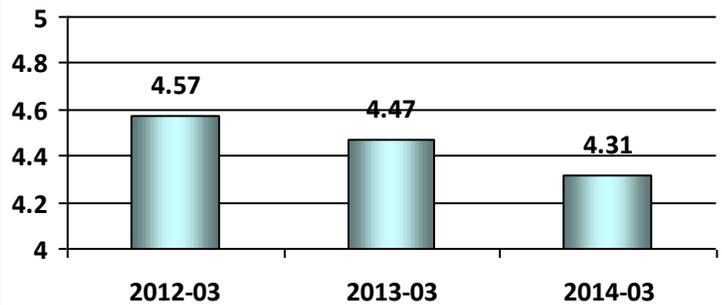
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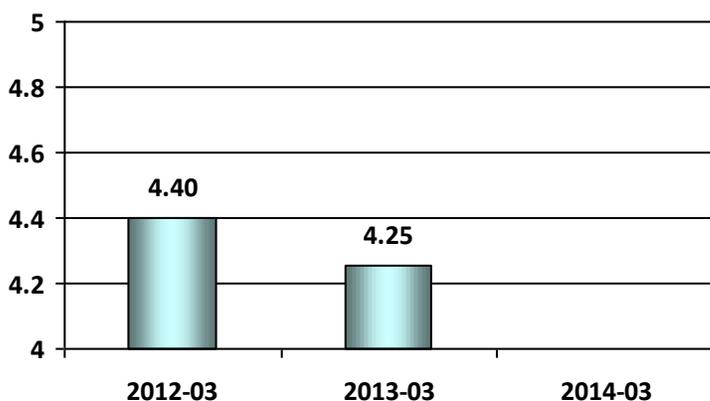
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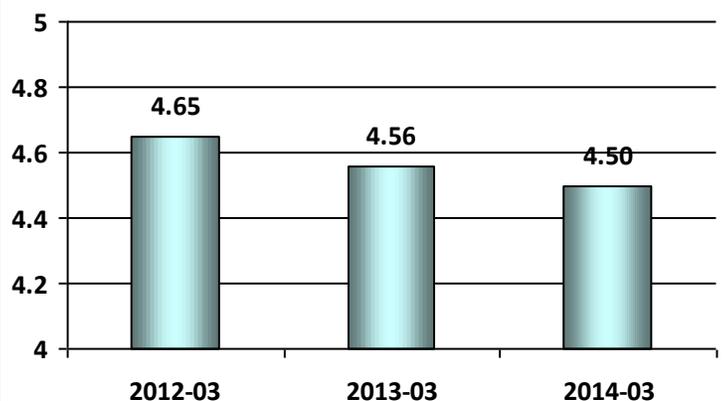
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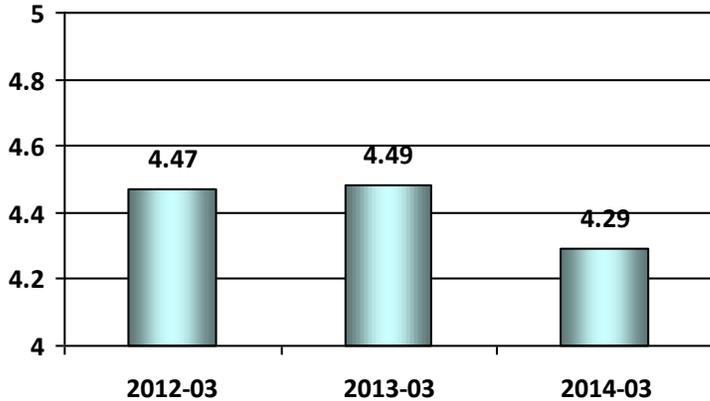


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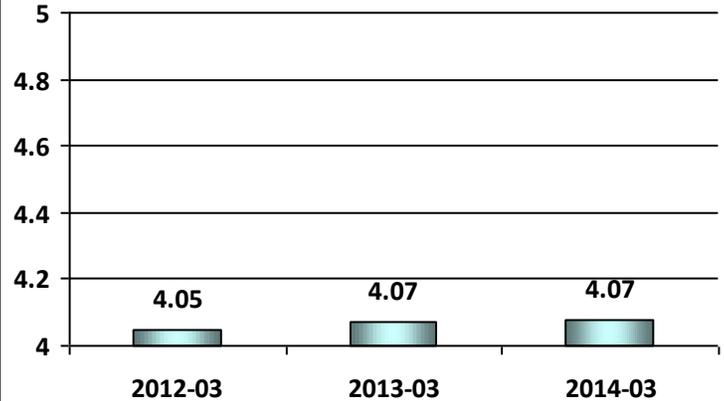


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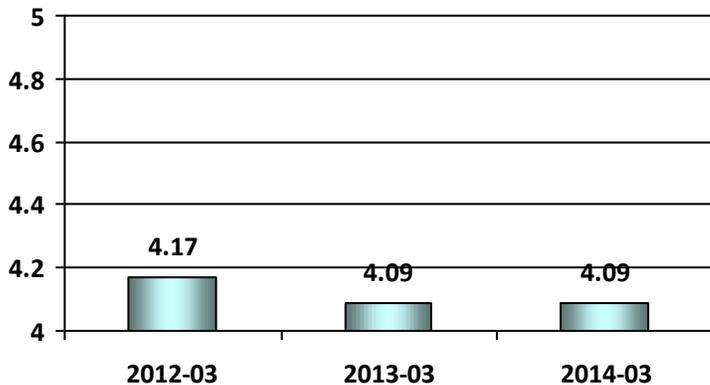
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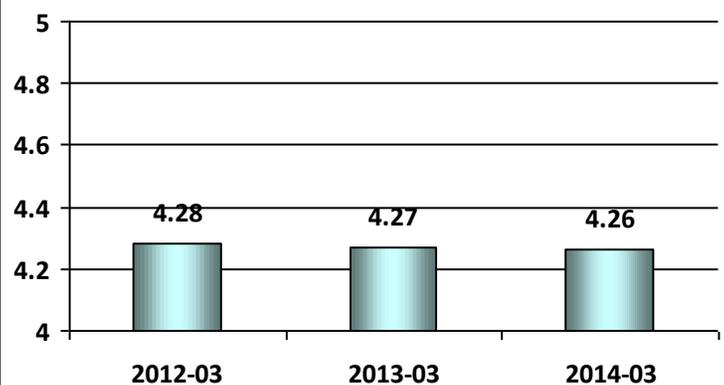
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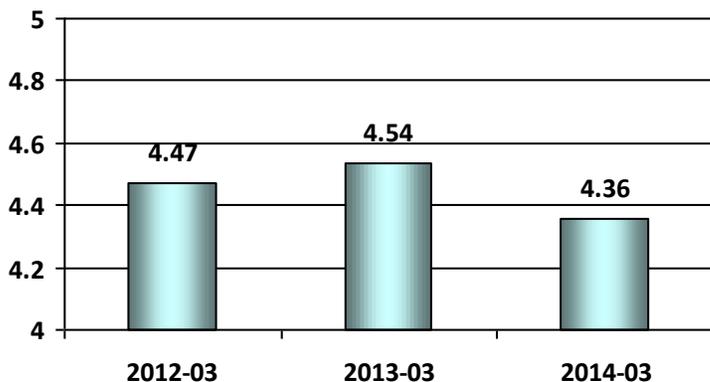
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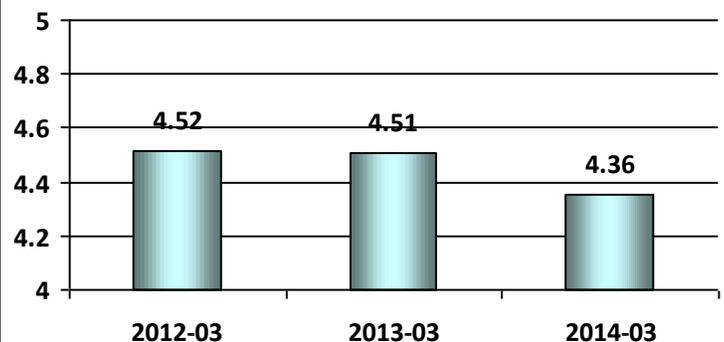
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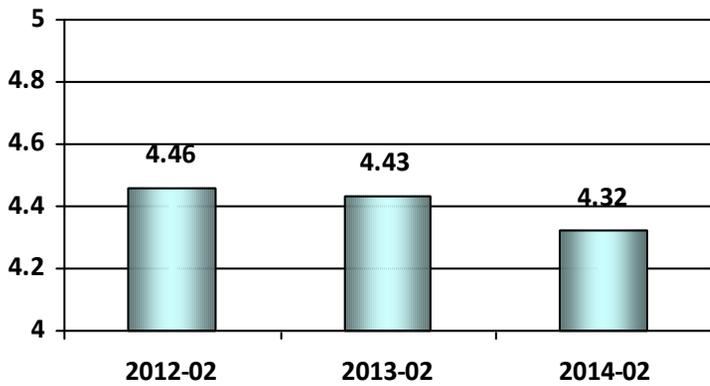


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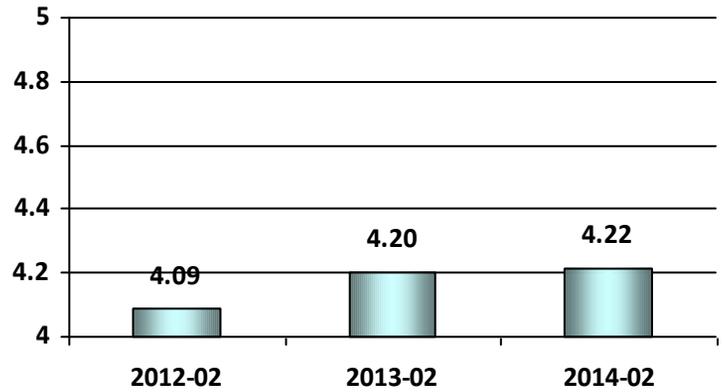


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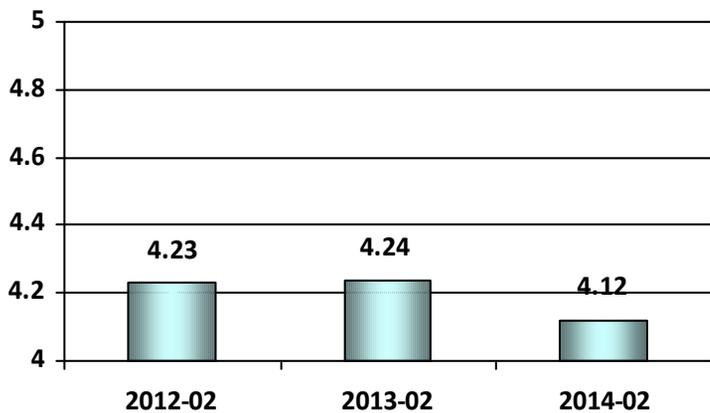
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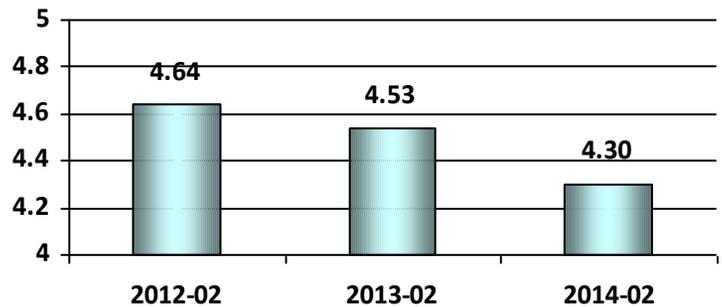
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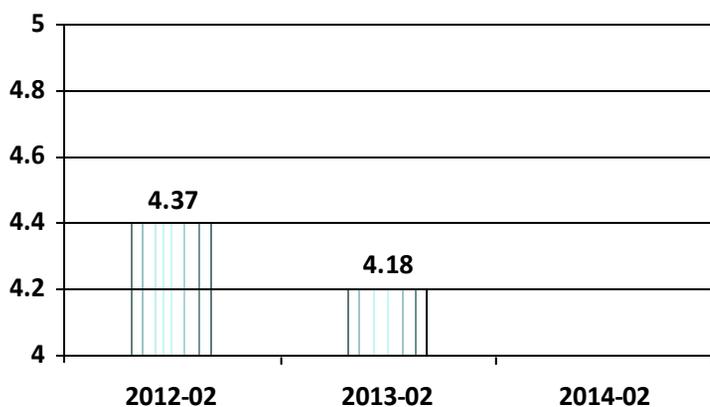
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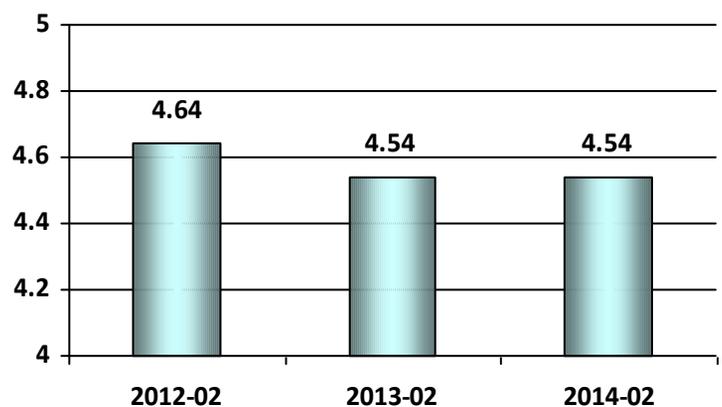
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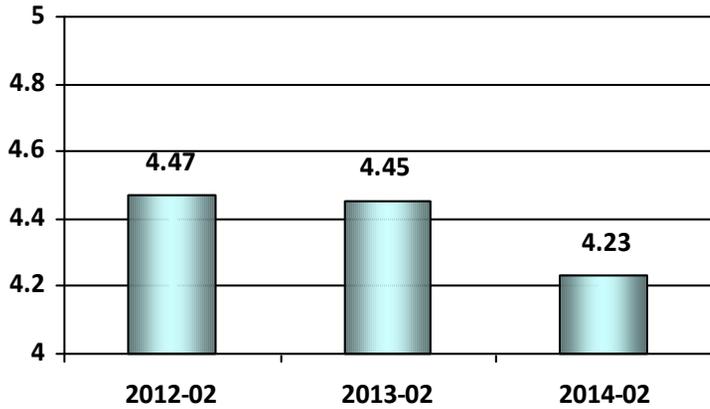


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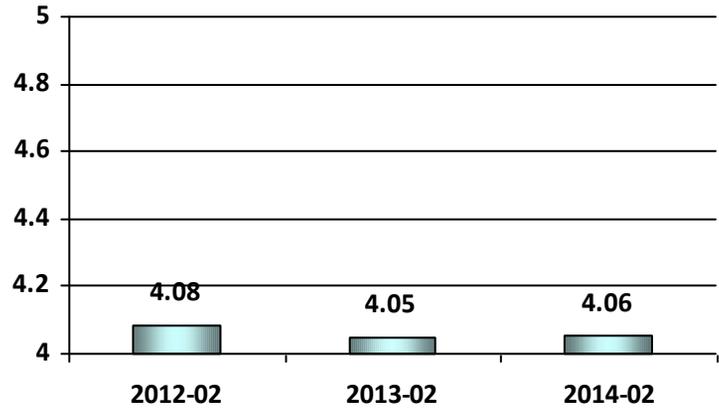


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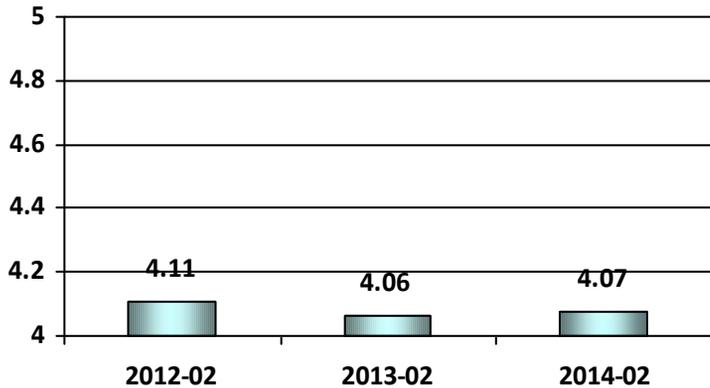
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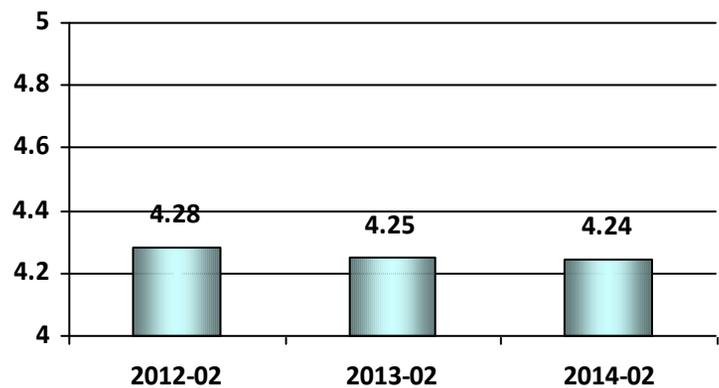
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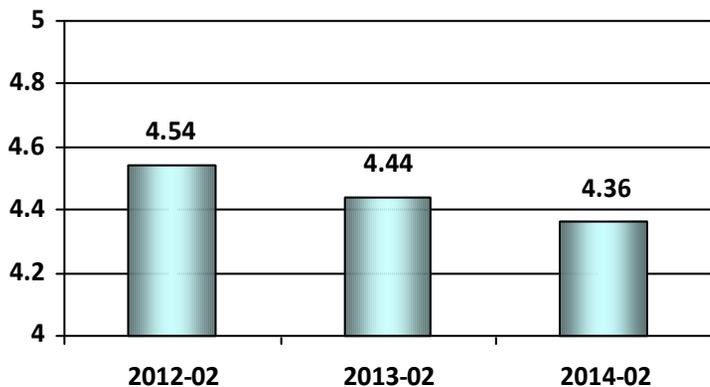
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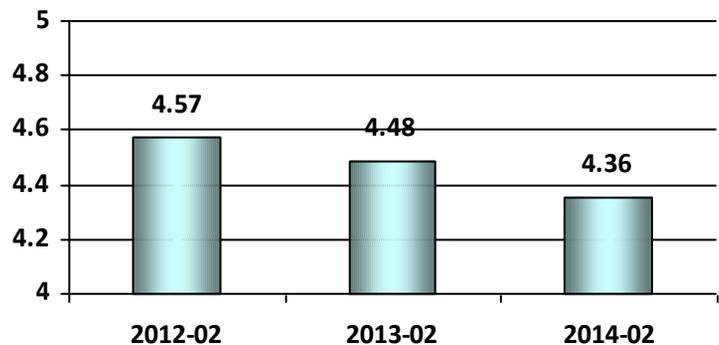
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January 2014 National Maritime Center Customer Satisfaction Response by Question

Due to technical issues, our monthly feedback for January did not contain a large enough sample to depict a satisfaction percent for this month. Responses received will be rolled into February and posted in early March.