



November 5, 2008

Customer Testimonials

The Coast Guard's National Maritime Center is continuing to improve the Mariner Licensing and Documentation program. Our goals are to decrease credential processing time, improve customer service, and ensure consistency across the nation. The following is a sampling of the comments we've received from mariners about their experience with a license or MMD transaction. As you can see from the mixed comments below, the improvements being implemented nationwide are working.

- August 5, 2008: I know it is a large task and with the exception of time the Cost Guard does a fantastic job. I also know that I could have had my paperwork in sooner that it was, but it also takes an incredible amount of time putting it together. Again thanks. Job well done.
James Barry Skellie
- August 11, 2008: I was unable to get Homeport.uscg.mil to work to enable me to check the status of my application. Possibly because of my connection speed (connection via cell phone) I was only able to get the STCW section of the website.
Seth Forman
- August 14, 2008: NMC's website is fantastic. Information on processing was great. NMC Staff were very courteous and very helpful – big difference from the REC!
Gregory C. Daly
- August 18, 2008: Being able to transmit information via email would have made the process easier!
Daryl Ross
- August 29, 2008: Very pleased with the NMC website for monitoring status of documents. *Rodger Parcelles*
- September 29, 2008: The process took far too long. I mailed in requested documentation right away every time it was asked for. I wasn't notified of the exam requirement until well into the process. The medical review took too long. I don't think this was done in a timely or careful manner.
Jeffrey V. Janacek
- October 10, 2008: Thank you so much for helping me on this. I have been dealing with you for forty eight years, all good. I have had a splendid career as a Mariner, I have loved my job, and I'm proud to claim the title of Master Mariner. Lots of Aloha!
Captain Anthony Schaeffer, Master Mariner (Retired)
- October 20, 2008: I think you need to provide a better fingerprinting option as it was difficult to find a convenient place and time.
Scott Beard
- October 22, 2008: A personal note of sincere thanks for the exemplary service that was provided to me. I cannot describe the thrill I felt in receiving my renewal docs in such a timely and professional manner! You all are the greatest! All I've ever heard from the maritime industry is horror stories about renewing docs, etc., well, I've a different tale to tell and I can assure you I'll be bending ears about the wonderful, professional timely service I received!
John J. Ryan

The Coast Guard is committed to improving the Mariner Licensing and Documentation Program through the restructuring and centralization project. We thank you for challenging us to improve; we ask for your patience as we do.

Sincerely,
David C. Stalfort
Captain, U. S. Coast Guard