



December 15, 2008

## Standardized Operational Hours and Appointment Scheduling at the Regional Examination Centers

In an effort to improved customer service, the operating hours of all Regional Examination Centers (RECs) will become standardized. Effective January 5, 2009, all RECs will be open for continuous service Monday through Friday during an eight-hour core operating period as shown in the table below. The RECs will remain open for continuous service during these core operating hours.

### *Regional Exam Center Core Operating Hours (all times local)*

Regional Exam Center	Monday – Friday Core Operating Hours	Regional Exam Center	Monday – Friday Core Operating Hours
Anchorage, AK	7:30AM – 3:30 PM	Miami, FL	8:00AM – 4:00 PM
Baltimore, MD	7:30AM – 3:30 PM	New Orleans, LA	7:30AM – 3:30 PM
Boston, MA	8:00AM – 4:00 PM	New York, NY	7:30AM – 3:30 PM
Charleston, SC	7:30AM – 3:30 PM	Portland, OR	7:30AM – 3:30 PM
Honolulu, HI	7:00AM – 3:00 PM	San Francisco, CA	8:00AM – 4:00 PM
Houston, TX	7:00AM – 3:00 PM	Seattle, WA	7:30AM – 3:30 PM
Juneau, AK	8:00AM – 4:00 PM	St. Louis, MO	7:30AM – 3:30 PM
LA/Long Beach, CA	7:30AM – 3:30 PM	Toledo, OH	7:30AM – 3:30 PM
Memphis, TN	8:00AM – 4:00 PM		

Furthermore, to reduce the time mariners must wait for service, an Internet based appointment system is being established at all RECs. This system will be available for mariners to make an appointment, guaranteeing a specific period in the day to either submit an application or to take an exam. Mariners that don't have an appointment will still receive service. The NMC will test this web-based system with a few selected RECs and then establish a plan to implement these changes at all RECs at a later date.

NMC's mission is to improve service and to issue credentials to fully qualified mariners in the most effective and efficient manner possible. As we continue to improve the Mariner Licensing and Documentation Program, we ask for your patience and welcome your suggestions. Please email your comments and suggestions for improvements to [iasknmc@uscg.mil](mailto:iasknmc@uscg.mil).

Sincerely,

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