

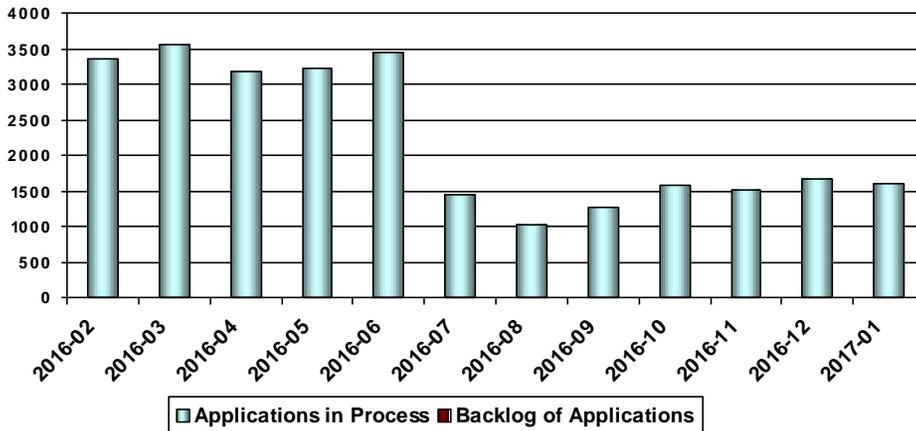


National Maritime Center's Monthly Report on the Performance of the Mariner Credentialing Program: Medical Certificates



Month of Performance [2017-01]

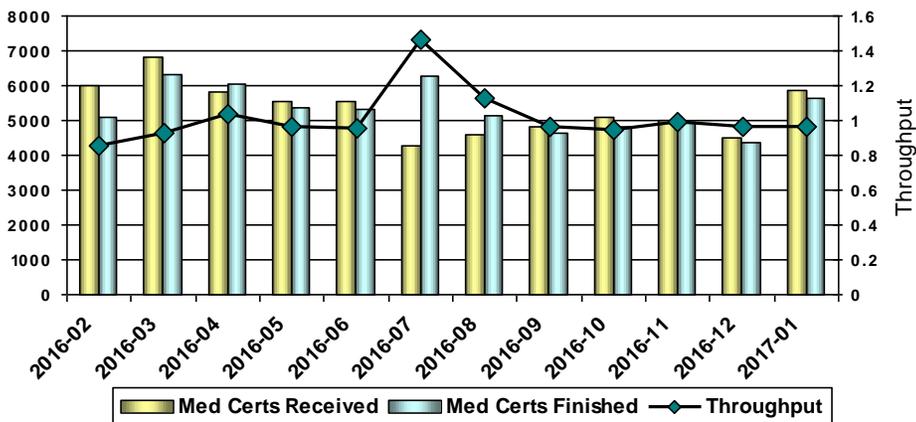
Medical Certificate Application Inventory



Current Inventory = 1598

Medical Certificate Application Inventory is the total number of applications for Medical Certificates in the Mariner Credentialing Program that are currently being processed. The NMC has set a goal of 5500 applications or less in the system at any given time. Backlog of Applications refers to the number of applications in excess of that goal.

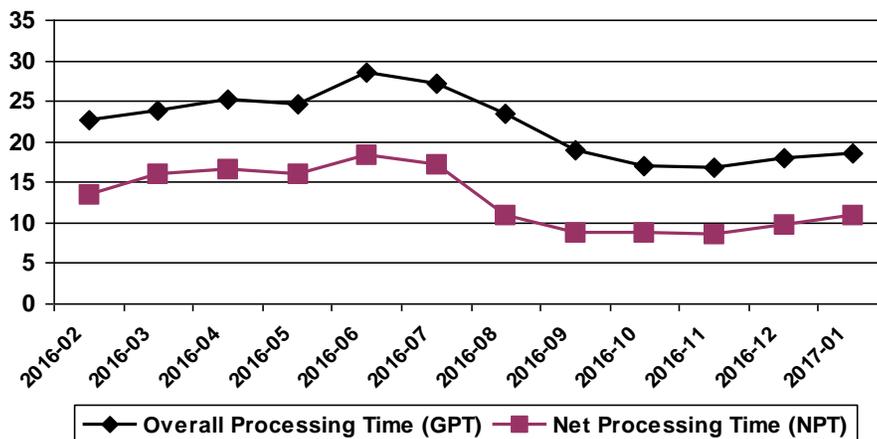
Medical Certificate Application Throughput



Current Throughput = 0.96

Medical Certificate throughput is a ratio of the total number of applications finished divided by the total number of applications received. The NMC has set a throughput goal of 1.0 or greater. The total number of certificate applications received and certificates issued, denied, withdrawn and timed out are included in this measurement.

Medical Certificate Processing Time



Current NPT = 10.93

Medical Certificate processing time is measured in terms of overall processing time (application submitted date to issued date), and net processing time (NPT). NPT is the total time the Coast Guard spends processing the application and does not include the time waiting for information from mariners. The NMC has set a NPT goal of 20 days.

**** 92% of certificates are produced within 20 days NPT. ****