



February 20, 2008

Customer Testimonials

The Coast Guard's National Maritime Center is managing a project to centralize and restructure 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 comments below, the improvements being implemented nationwide are working.

- February 5, 2008: U.S.C.G. Baltimore, MD initiated my renewal package and I was impressed on the change they have at the customer service window. Everybody had answered my questions and my application for renewal was completed in a short time. The electronic fingerprinting process also amazed me that it is already directly connected to the NMC in West Virginia. Baltimore's facilities and area are very clean and provided a comfortable place for applicants. Another thing that impressed me was the issuance of my MMD and COR. I was told that it will take 2 to 8 weeks and mine was issued within the time frame. Very impressive processing and very convenient and reliable website to check the status of applications, and which I used to verify my application. I am a very satisfied mariner, so to speak, with regards to my MMD and COR renewal. I hope USCG Baltimore and NMC, West Virginia will continue providing outstanding service.

Cornelia Beriones

- February 5, 2008: Great Service when I arrived, friendly atmosphere and in less than three weeks I had my new license in hand! Thanks

Charles C. Jenkins

- February, 1, 2008: Our members in all regions have commented to me on how impressed they are with your approach to solving the problem and with the very common-sense solutions you are implementing. It gives them great confidence that we are finally on the path toward an enduring solution to the critical problem of issuing mariner credentials effectively and efficiently.

Tom Allegretti, President and Chief Executive Officer, The American Waterway Operators

- February 1, 2008: I submitted my paperwork in Charleston on December 4th and received my license and MMD on February 1st. I think everyone involved did an outstanding job. This is my eighth issue of my license so I speak from experience.

David R. Bell, Relief Captain, Tug Sun Explorer

- December 11, 2007: I have had a license for 32 years. This is the first time I have been treated so well. I have to say the New Orleans office was the worst I had experienced and always dreaded it. This time was a joy. Very, very good. I could not be more pleased. Thank you very much.

David C. Feaghy

- September 13, 2007: I wanted to pass on to you how impressed we were with the changes at the NMC. The progress to date is wonderful and the plans for the future are very exciting. There is really no better way to put this than to repeat the comment I made yesterday that if you keep going at this rate, we will have run out of things to complain about.

Ken Wells, President, Offshore Marine Service Association

- August 18, 2007: Personnel I dealt with at the NMC were always kind, courteous and professional at all times. Your staff should be recognized for a job well done. I would like to take this opportunity to say Thank You very much to the NMC staff for their help and professionalism.

John Pacheco

- May 29, 2007: Having my file transferred out of Miami and over to you has been a great blessing! Your office works 'par' with what we mariners need and wished to have. Your staff is a dream 'come true'. Miami used to ask us to use the postal service ONLY for questions, etc. Your office staff actually answers the phone, and is knowledgeable enough to have answers. What usually takes 6 to 8 months in Miami, only took a couple of weeks with you. Thank you, good work, keep it up!

Capt. Carlos F. Barnes

- April 20, 2007: For whatever reason, these were the nicest, most helpful people I've ever dealt with. I was able to speak with a Human, I received prompt call backs. Everyone I talked to was pleasant and helpful, especially the lady that handled my application. Large government agency's that are responsive are so rare now days; I felt I had to write.

Mike McCall

- March 7, 2007: It is my distinct pleasure to commend you on your unparalleled support in providing direct technical expertise in processing my credentials into becoming a mariner. This recognition is given in acknowledgement of your superior professional performance and quality work standards that you so well exemplify and to which I admire. Through your demonstration of professionalism and outstanding performance, you have earned my admiration and my pleasure to acknowledge your accomplishments. "Well Done!"

A.G. Caachbay

- February 4, 2007: I began the process of receiving my enclosed z-card in January 07 and received the card in March 07. I know it was delayed due to the transfer of my files to the WV facility. The employees of the WV facility were very helpful and kept me informed regarding the status of my application. I even got my originals back as promised. I am very happy my files are with you guys in WV.

Michael Brady

- February 3, 2007: This is the very first time that I have experienced such professional service from any REC in the past. Well done to your facility and Mr. Sheffler, and I look forward to working with you again in the future.

Robert J. Tommaselli, MCPO, USN (RET)

- January 31, 2007: Well pleased with the fast service in getting back my license renewal MMD and the people at the New Orleans REC were very helpful, and really nice people. Very good job! May God Bless!

Stephen Lantier Jr.

- January 15, 2007: The test site in New Orleans could not be any better. I cannot say enough about the ease of convenience and professionalism by your staff there. Especially, CWO David Chapman, he was very professional and a pleasure to deal with.

Robert J. Pilar

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