

*U. S. Coast Guard
National Maritime Center
Mission and Vision*

Our Enduring Ideology – What Will Remain

Core Values

Honor

- The mariner and their experience.

Respect

- The mariner's time, get it right the first time.
- The mariner's personal information.

Devotion to Duty

- Value the mariner's suggestions for continuous improvement.

Core Purpose – Mission

The mission of the National Maritime Center is to issue credentials to fully qualified mariners in the most effective and efficient manner possible in order to assure a safe, secure, economically efficient and environmentally sound Marine Transportation System.

We will find a way to say yes,
whenever legally and reasonably possible.

Our Envisioned Future – What Will Change

Big Audacious Goal - Vision

We will build the mariner credentialing version of Intuit, Inc.'s *TurboTax*[®]. One day mariners will be able to upgrade or renew their credential on demand from any location in the world, much like you can access your bank account and withdraw cash from an ATM, or pay your taxes on line.

Vivid Description

We will build a system that will enable mariners, industry and other data providers to electronically submit information, such as sea service, training, course completion, and physical exam results, to the NMC to issue, upgrade, or renew an individual's credential from anywhere in the world, anytime. This information will be instantly transmitted to an electronic work flow system at the NMC where it will be processed. The NMC will receive electronic data from the mariner instead of a paper file, initiating a parallel work flow process through security, medical and professional qualification evaluations. Mariners will also be able to use this system to access and take their professional examinations. The system will also produce information so mariners can see the status of their application as it is evaluated.

When we're finished, mariners will be delighted by the service they receive. Credentials will be issued faster and the level of customer service will exceed the mariner's expectations.



D. C. Stalfort, Captain
Commanding Officer