



September 5, 2008

## Mariner Licensing and Documentation (MLD) Quarterly Performance Report

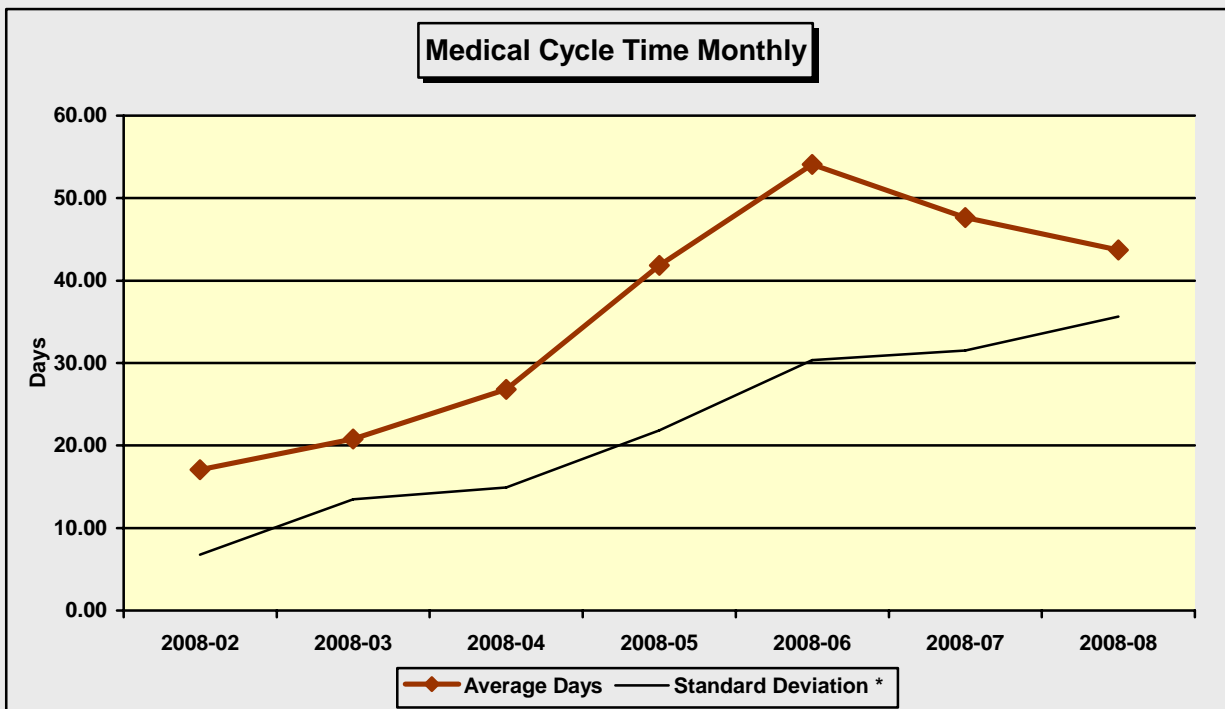
The MLD Quarterly Performance Report is a summary of operational performance at the National Maritime Center (NMC) in Martinsburg, WV. This report covers process performance and volume up through *August 31, 2008*.

- **Medical Evaluations Branch – Cycle Time: 19.3%**



Figure 1 displays the average cycle time for all medical evaluations. This time includes waiting on amplifying information from applicants and/or medical practitioners. During this past quarter we have witnessed a 19.3% decrease in the average time it takes for a medical evaluation to cycle through this process. A recent increase in medical evaluation staff and application work-flow modifications to pre-screen physical examination reports have begun to reduce this processing time. NMC will closely monitor this trend and continue efforts to further reduce medical evaluation processing time.

Figure 1

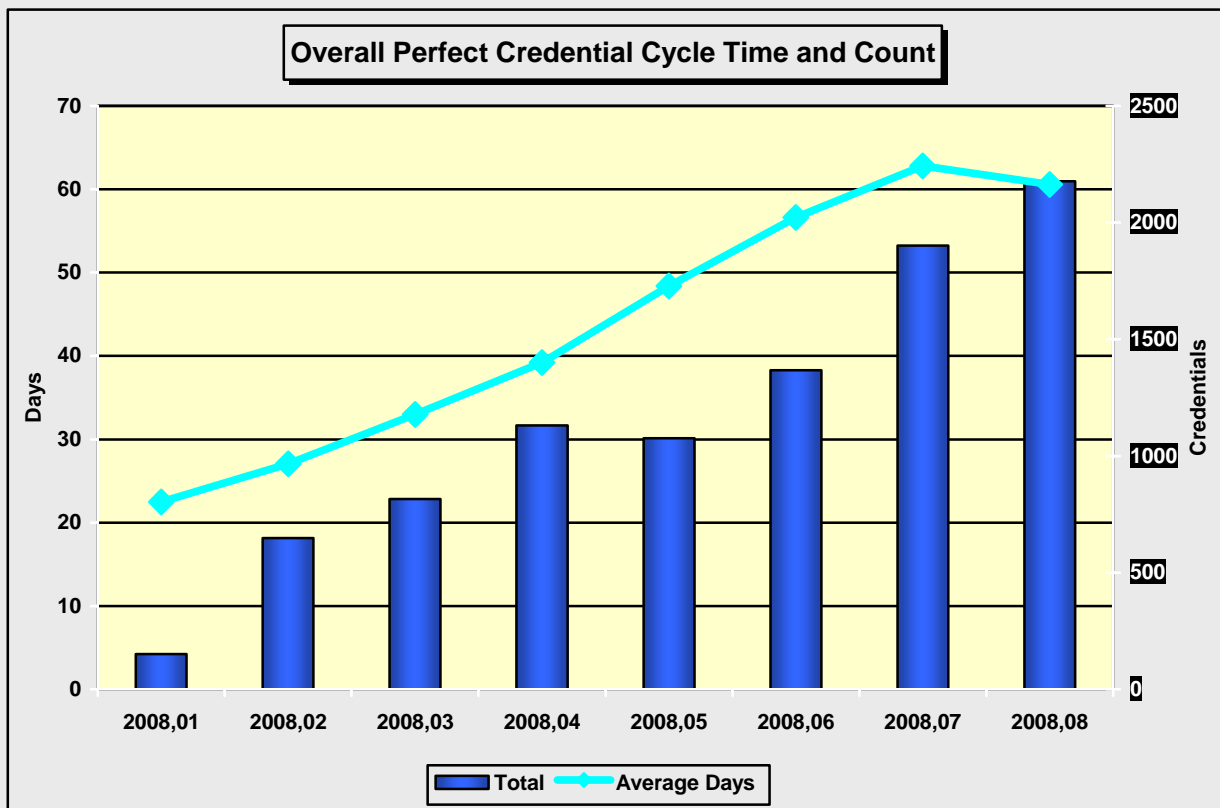


\* In statistics, the **standard deviation** is a measure of the dispersion of a collection of values. If many data points are close to the average then the standard deviation is small; if many data points are far from the average then the standard deviation is large. If all data values are equal then the standard deviation is zero.

**Overall Perfect Credential Processing Time: 6.8 %** 

Figure 2 represents the average overall processing time for a perfect credential; from the point at which it is requested by a mariner applicant at an REC to the point it is issued. Perfect credentials are defined as ones which *do not* have medical/safety/security issues and *do not* require additional information/Coast Guard examinations. During this past quarter we have witnessed a 6.8% increase in the average time it takes for a perfect credential to cycle through the entire process. With our recent indoctrination training efforts for our new staff nearing completion and a full compliment of qualified evaluation personnel now on-hand, drastic reductions in perfect credential processing time is expected. It should be noted that in the last month alone, processing time has been reduced by 3.7%. *NMC's goal is a 50% reduction in perfect credential processing time by March 31, 2009.*

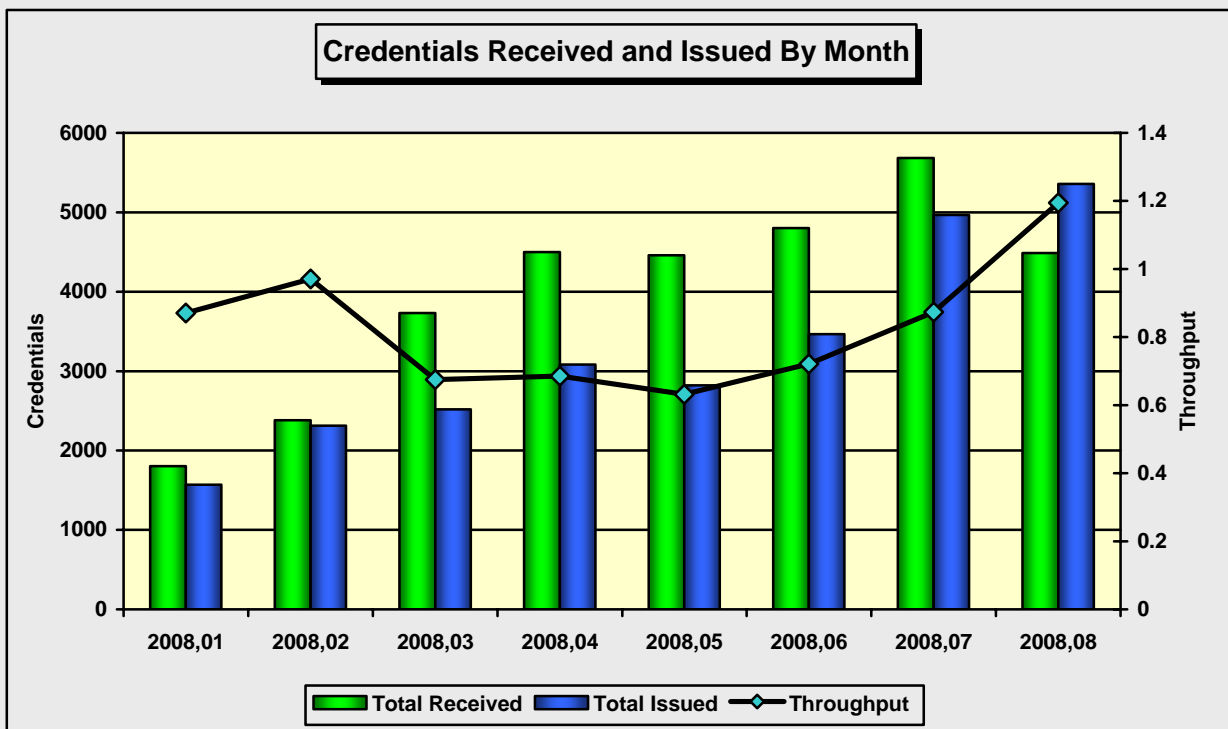
Figure 2



Throughput: **1.2** 

Figure 3 is a representation of credential throughput at the NMC. A throughput ratio of “1.0” would mean that during any given month, for every credential request received a credential was issued. During this past quarter we have witnessed NMC’s throughput increase from 0.7 to 1.2. A throughput of 1.2 means that not only are we issuing more credentials for every one received, but we are also reducing previously received, and aging, credential inventory. This throughput trend may decrease slightly as REC Boston begins sending new applications to the NMC on September 8, 2008. Even after gaining REC Boston’s workload, which comprises approximately 10% of the nation’s volume, our goal is to keep the throughput ratio above one.

Figure 3



*Next MLD Quarterly Performance Report: December 2008*