



### The Captain's Corner

Centralization brings huge opportunities to improve both customer service and the processes used to produce merchant mariner credentials. We have already implemented many initiatives including the mariner call center, the on-line application status checks via Homeport, and user fee payment through pay.gov. Looking ahead, there are many other opportunities waiting to be seized.

Imagine if mariners could apply for a credential on line. What if much of the evaluation process was automated by "intelligent software applications?" Given the opportunity, how would you streamline the application process and simplify the application form? Imagine the savings we could gain, in dollars and physical space, if we had electronic mariner records, instead of paper files. Moreover, imagine the savings in time if the entire credentialing process was done electronically. What if we could automatically collect data from sources such as mariner training schools, physicians, and employers to help speed up the evaluation process? Why require a license or an MMD to be renewed? Sure, the laws require it but why? Is there a more effective and efficient way to ensure the competency and qualification of mariners without the need to renew their license like the FAA does? Why can't we change the law?

Mariners want consistency, professional services, and quick processing time for their credentials. In fact, some are expecting same day turnaround for license renewals. Some are expecting to be able to renew their license from any location in the world, without having to travel to an REC. To meet these expectations, we must think outside the box and seize new opportunities.

David C. Stalfort

Captain, U. S. Coast Guard Commanding Officer

### Your 2 Cents: Circles of Excellence

In an effort to share valuable corporate knowledge across the organization, leadership would like to know your thoughts on creating "Circles of Excellence." Employees from each area of specialty (medical, security vetting, customer service, course auditing, local pilotage, etc.) would collaborate to exchange ideas, problem solve, and establish "best practices" for the National Maritime Center. You are a critical component of this new organization so let us know where you stand. Please send your responses to [Christina.L.Nohre@uscg.mil](mailto:Christina.L.Nohre@uscg.mil) or call at 202-493-1175.

### Building Updates

Although the building structure is complete, and the floor slabs are poured, the project remains 2-3 weeks behind schedule on the critical path items. The next critical path activity of interior wall framing on the 3<sup>rd</sup> floor is underway and will continue through the month of August. The HVAC (heating, ventilation, and air conditioning), electrical and plumbing systems are approximately 2 weeks ahead of the original schedule. If you would like to see previous GSA updates on the R&C project, please visit: <http://www.gsa-projects.com/ProjectDetails.aspx?id=14>

### iTeam Officially Dissolved

The implementation team, brought in to help expedite the restructuring and centralization of the National Maritime Center (NMC), was officially dissolved at last week's Executive Steering Committee (ESC) meeting. The senior leadership positions at NMC are now staffed to a level where each division has assumed its organizational role. The iTeam is available as needed.

### Staffing Updates

NMC-5 Legal Instruments Examiner (PQE)  
GS 8, Closing: August 23<sup>rd</sup>

NMC-1 Supervisory Program Analyst  
GS 13/14, Closing: August 29<sup>th</sup>

See USA Jobs <http://www.usajobs.gov/>  
Search: Homeland Security, US Coast Guard

**NMC staffing 60% of full strength**

Questions on restructuring and implementation may be sent to  
[Christina.L.Nohre@uscg.mil](mailto:Christina.L.Nohre@uscg.mil).

**We encourage questions from all REC Employees!**