



The Captain's Corner

The NMC reached a major milestone this week in the Restructuring and Centralization project when we began our move into our new office space in Martinsburg, WV. The Command Staff and three divisions, including the Operations and Oversight Division (NMC-1), Mariner Training & Assessment Division (NMC-2), and the Program Support Division (NMC-3) moved into the new building this week. The Mariner Information Division (NMC-4) and the Mariner Evaluation Division (NMC-5) will move on January 7th.

After the move is complete, our priorities will shift to the transition of the remaining 13 RECs, beginning with RECs Toledo and St. Louis in February, and continuing through 2008. This next major aspect of our plan will be an all-hands evolution involving the Sectors, the RECs, the Districts, the NMC and staffs at Coast Guard Headquarters. The non-transitioned RECs are working hard to reduce their inventory of credential applications, or "work in process". The goal for these RECs is to get their inventory to a "less than 30 days old" level by the end of their transition. The transitioned RECs are fine-tuning their processes to ensure credential applications are "ready for evaluation" before sending the files to the NMC. The NMC staff is working on transition details with the RECs. They are also working with the union schools and the maritime academies to develop bulk processing procedures and establish these organizations as "trusted agents". The Headquarters staff is working on the Operating Facility Change Orders (OFCO) approvals, which will officially transfer the operations of the RECs to the NMC.

As we enter this next phase of our Restructuring and Centralization plan, each of you will play a key role in our success. I'm asking each of you to focus on our core values and vision, keep our customer's interest front and center, provide your thoughts and ideas, and help build a new and improved Mariner Licensing and Documentation program.

Happy holidays to you and your family.

Captain David C. Stalfort
Commanding Officer

Building Updates

To follow the on-going progress, please visit <http://www.gsa-projects.com/ProjectDetails.aspx?id=14>. For specific questions, contact Mr. Brandt at (304) 433-3667 or Jeffrey.Brandt@uscg.mil



New Civilian Employees:

Larry Griffin, NMC-1
Chief, REC Operations Branch

Allan R. Ladd, NMC-2

Welcome to NMC West Virginia

NMC staffing 69% of full strength





RECorner

NMC Address, Applications and Other Communications

The NMC is partially moved; we'll be completely relocated on January 7th. We will remain completely operational, just located at two separate addresses.

Mariner Applications

Continue to deliver all applications to your local REC. The RECs have the expertise to review for completeness and make recommendations as needed. The RECs also provide support for fingerprinting and assist with payment options. The submission of incomplete or questionable applications delays processing. Keeping an application in a single and complete package helps the overall processing and evaluations move quickly and accurately

Other Application-Related Communications

The NMC evaluation process begins immediately when a complete application is accepted at the REC. If a reviewer at the NMC needs additional information or clarification, a letter will be sent to that Mariner. The letter will provide the proper address for further correspondence.

RECs, please help us minimize the impact for all Mariners, employees and departments involved with application processing, and pay close attention to the move dates and addresses:

1st Groups - (NMC- 0, 1, 2, & 3) moved on 14-16 December

2nd Groups - (NMC- 4 & 5) will move on 4-7 January

NMC Address Change

Please make a note and start forwarding all mail intended for the National Maritime Center to the address below. **All applications need to go through your local REC.**

Effective Date: 07 January 2008

**Commanding Officer
United States Coast Guard
National Maritime Center
100 Forbes Drive
Martinsburg, WV 25404**

(304) 433-3400



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