

# INTERACTIVE CUSTOMER EVALUATION (ICE)

- ❑ ICE is the Department of Defense's (DoD) system of record for customer feedback. It can be used regardless of which branch of service or a customer's geographical location.
- ❑ Customers may submit feedback to dozens of on-post service providers. The feedback may be submitted anonymously, but we do encourage customers to provide their contact information to enable us to better address their concerns.
- ❑ The ICE system can be used to submit both positive and negative feedback.
- ❑ ICE MUST NOT be used for any of the following purposes: gathering data that is un-related to the products or services which that organization provides, conducting employee surveys, conducting organizational assessments, rating or ranking employees, determining salary and employment actions, or determining contract compliance.
- ❑ There are three ways in which ICE can be accessed and/or cards submitted:
  - ✓ 1. Using the link located on the bottom of Fort Carson's official website: <https://carson.army.mil>
  - ✓ 2. Visiting <https://ICE.DISA.mil>
  - ✓ 3. Asking service providers for a paper ICE comment card



# ICE ROADBLOCKS

- Lack of awareness/misinformation about ICE
- Misuse of the ICE system
- personnel “venting” internal or unit issues
- customers submitting the same comment to multiple areas within ICE
- ICE managers not completing the follow-up as required and/or not doing so correctly
- Widespread misconception that ICE is only for negative feedback



# Examples of Poor Comments

09 Aug 23 07:20 PM CT	<a href="#">Soldier Readiness Processing Site (SRP)</a> <a href="#">(Building 1525)</a>	No	No	10 Aug 23	<input type="button" value="Followup Details"/> <input type="button" value="Move Submission"/>
<b>Comment:</b> This organization needs to be shutdown. Soldiers need to be covered by the Union.					
<b>Follow-Up Notes :</b> Auto-Completed					
<b>Follow-Up Manager:</b> Kimberly Henry					
<b>Date Follow-Up Entered:</b> 10 Aug 23 <b>Reason Contact Unsuccessful or Not Performed:</b> Contact information not available <b>Date of last Follow-Up Action:</b> 10 Aug 23					

24 Feb 23 09:40 AM CT	<a href="#">DES Security and Access Control Division</a> <a href="#">(Building 2757 Mod 1)</a>	No	No	24 Feb 23	<input type="button" value="Followup Details"/> <input type="button" value="Move Submission"/>
<b>Comment:</b> Complaint is regarding confiscation of Common Access Card: Service member is active duty, stationed on fort Carson, not flagged, recently promoted, and recently renewed CAC. Service member had CAC confiscated at gate 5 on 23 FEB 2023 and was told by Military Police that "his card is showing as expired" even through expiry date was in 2025 on the CAC. Service member received NO explanation whatsoever as to how his card had an issue, and was told to obtain 14-day pass from visitor center and obtain new card from DEERS office. Once service member arrived at DEERS, he was told he required an MFR from the MPO about the confiscation - he was NOT informed he needed to obtain this prior to waiting 2 hours at DEERS. This incident led to severe degradation of training and operations by his unit. RECOMMENDATION: ALL gate personnel should be informed of protocol for CAC confiscation. Personnel who have CAC confiscated should be 1) informed PLAINLY AND CLEARLY of why their CAC is confiscated, and 2 [more...]					
<b>Customer Name:</b> <span style="background-color: orange;">CONCERNED COMMANDER</span>					
<b>Follow-Up Notes :</b> Response: (Customer did not provide contact info) Thank you for letting us know of this potential issue. We take every ICE comment seriously and want you to know that your concerns will be investigated to ensure that we take appropriate corrective actions. After a thorough review of the records, we found that our system returned the ID in question as terminated by DEERS. Policy and procedures dictate that when a DoD ID has been terminated, we are required to confiscate and issue a confisca [more...]					
<b>Follow-Up Manager:</b> Christopher Wall <b>Date Follow-Up Entered:</b> 24 Feb 23 <b>Reason Contact Unsuccessful or Not Performed:</b> Contact information not available <b>Date of last Follow-Up Action:</b> 24 Feb 23					



# Example of a Good Comment

21 Jul 23 02:18 PM CT	<a href="#">DHR Casualty Assistance Center (1625 Ellis Street, Building 1218, Room 309)</a>	Yes	Yes	24 Jul 23	Followup Details	Move Submission
<p><b>Comment:</b> I wanted to write you a thank you note for the beautiful ceremony given for my Dad and Mom at Pikes Peak National Cemetery on July 20th, 2023. There are no word's to express my gratitude and let you know how much it meant to me. Everyone was amazing.. They nailed it sir or ma'am! I really regret not arranging to have the ceremony recorded. It was so beautiful. The volunteers at the cemetery told me that the ceremony was one of the best they'd ever been privileged to witness. I couldn't agree more. All of them were absolutely incredible, and I can't say thank you enough. God bless each of them and God bless America ????</p> <p>Customer Name: [REDACTED] Customer Email: [REDACTED]@gmail.com</p> <p>Customer Phone: 719 [REDACTED]</p> <p><b>Follow-Up Notes :</b> Customer contacted based on her below comment.</p> <p><b>Follow-Up Manager:</b> Kimberly Henry <b>Type of Customer Contact:</b> Telephone</p> <p><b>Date Follow-Up Entered:</b> 24 Jul 23</p> <p><b>Latest Follow-up Action:</b> Contacted Customer <b>Date of last Follow-Up Action:</b> 24 Jul 23</p>						





# ICE

The ICE site can be accessed by visiting the Fort Carson website, using the QR Code on this page or visiting:

<https://ice.disa.mil>



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**U.S. ARMY INSTALLATION  
MANAGEMENT COMMAND**

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FORT CARSON FORMS  
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**Welcome to ICE!**  
*LET YOUR VOICE BE HEARD*

Search for the Base, State, or Country where you received services

The Interactive Customer Evaluation (ICE) application enables customers to find information about services offered by DoD offices and facilities or rate your experiences with services you have received.

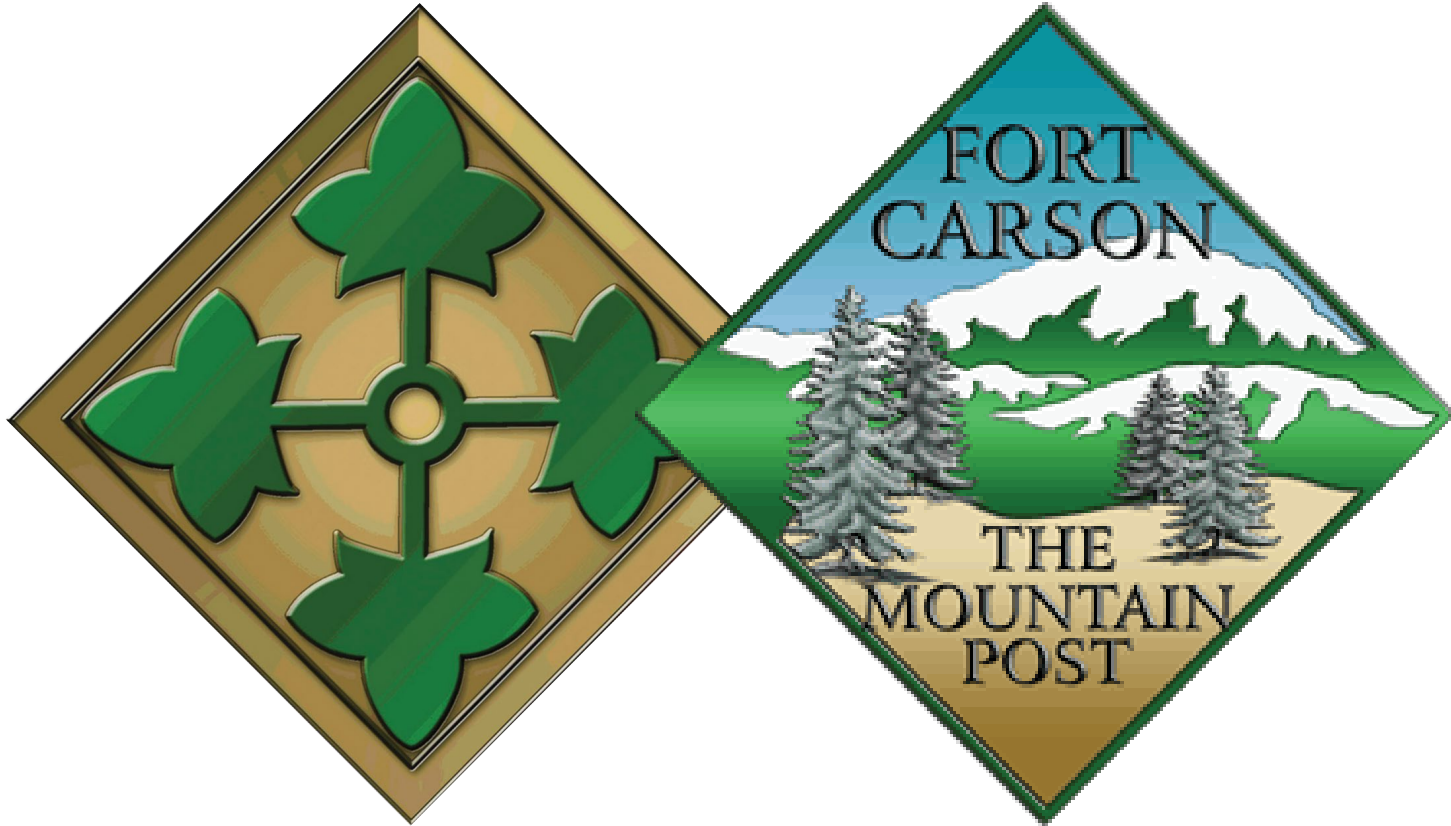
Your feedback and ratings are used to improve the products and services available to you.







# Questions and Discussion



WE ARE THE ARMY'S HOME

**Fort Carson Installation Vision**

*Lead in modernizing and innovating to be the Army's premier installation to work, live, train, and thrive.*

*Mountain Post **READY!***