



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, US ARMY GARRISON, PRESIDIO OF MONTEREY
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AMIM-PMG-ZA (100)

MEMORANDUM FOR USAG Presidio of Monterey

SUBJECT: United States Army Garrison (USAG) Presidio of Monterey (PoM),
Command Policy #5 – Interactive Customer Evaluation (ICE) Program

1. References:

a. Department of Defense (DoD), Washington Headquarters Services, Interactive Customer Evaluation (ICE) System Policy.

b. IMCOM Policy Memorandum - Interactive Customer Evaluation (ICE) Policy.

2. Purpose: To provide guidance to all U.S. Army Garrison, Presidio of Monterey (USAG PoM) leaders, supervisors, managers, and employees on responsibilities regarding the implementation, maintenance, and usage of ICE.

3. Applicability: This policy applies to all personnel assigned to, or under, the operational control of USAG PoM. This supersedes the previous Command Policy Memorandum #7, dated 20 Jul 2020.

4. General: The ICE system is a web-based application for receiving and reporting customer feedback. The ICE system identifies customer satisfaction levels for services provided by USAG PoM and allows customers to submit suggestions for improvement, provide general comments, and identify issues with service performance. The system allows service providers to work with customers to provide the best service possible as well as capturing positive feedback.

5. Policy: It is the policy of DoD, Department of the Army (DA), Installation Management Command (IMCOM), and USAG PoM to maintain a high customer service satisfaction rate for all customers. The ICE system is one of the primary tools at USAG PoM to monitor customer satisfaction rates and suggestions for improvement.

6. Procedures:

a. Employees use the ICE system for collecting and reporting customer feedback to determine customer satisfaction levels. Customers provide feedback electronically via the Internet from any location. The system allows managers to collect customer satisfaction data in a timely manner and in a standardized format and to take immediate

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remedial actions as necessary. The ICE system is the primary and standard forum for all customer feedback at all USAG PoM service facilities.


b. All PoM Directorates will maintain electronic Service Provider Comment Card(s) for the services they provide. This will allow leaders to review ICE reports on a regular basis to assess customer satisfaction and take appropriate action as required. Directors will support ICE usage in their organizations. All employees will provide the link of their respective ICE Service Provider Comment Card in their email signature blocks.

c. The standard for customer follow-up is 100 percent. Upon receipt of an ICE comment report, the appropriate service provider will respond within three (3) working days when the customer has requested a follow-up. If no follow-up is requested, the service provider must provide a response to the comment within the ICE system within five (5) working days.

d. The ICE system is not for employee complaints about management or other employees, or to report a threat, crime, or other misconduct. Employees should use existing avenues (i.e. Chain of Command, Inspector General, Equal Employment Opportunity, or the Union for Bargaining Unit Employees) to report those kinds of issues.

e. Written comments should not include personally identifiable information.

f. Although a customer has the option to make a comment anonymously, it is recommended that a customer provide a name and contact information, to allow for a response to the ICE comment.

g. Access the ICE website by scanning the QR code  or by clicking [here](https://ice.disa.mil/index.cfm?fa=site&site_id=531) or https://ice.disa.mil/index.cfm?fa=site&site_id=531

7. Proponent: The proponent for this policy is the Plans, Analysis, and Integration Office (PAIO) at (520) 691-4408. PAIO will monitor customer satisfaction and customer requested follow-up rates.



Digitally signed by
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Date: 2024.06.25 12:35:00 -0700

DANIEL S. ARTINO
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Commanding