

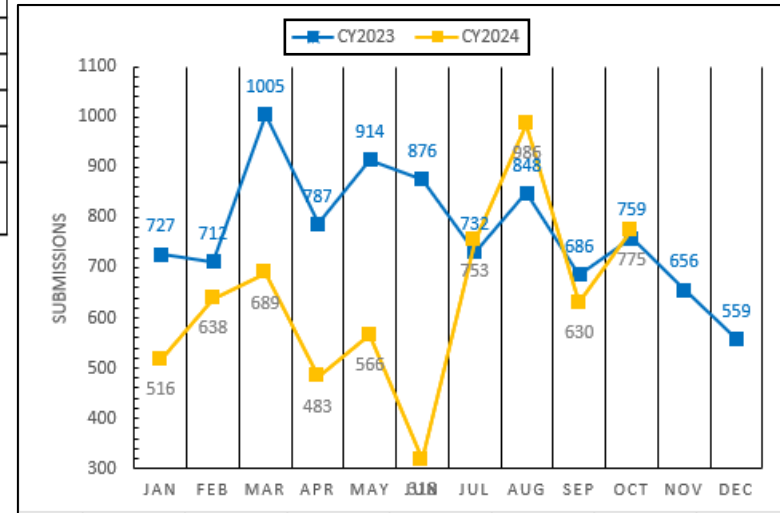
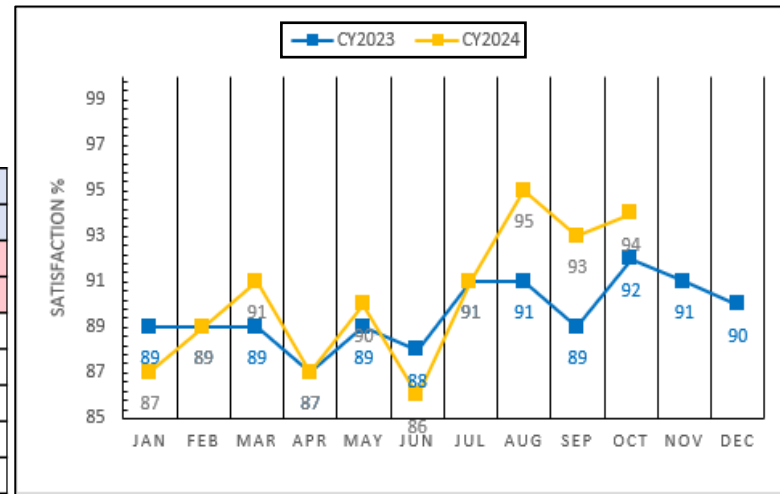
USAG RP ICE: OCT24

SUMMARY

Satisfaction Rate ↑ 94% 1% Increase from SEP 24

Cards Submitted ↑ 775 19% (145) increase from SEP 24

Response Requested ↑ 30 (4%) 13% (4) Increase from SEP 24



JUL 2024	Card Submissions	% Satisfied	Follow-up Status with Response Requested							
			Completed				Pending			
			LTE 3 days		GT 3 days		LTE 3 days		GT 3 days	
			#	%	#	%	#	%	#	%
USAG-RP	775	94%	751	97%	7	1%	9	1%	8	1%
CMD Group					1	14%				
CMD Admin	4	100%								
DES	52	92%			2	29%	8	89		
DHR	103	93%							5	63%
DFMWR	194	85%			3	43%				
DPTMS	1	100%								
DPW	418	98%			1	14%	1	11	2	25%
ISO	1	0%								
IMO / S6	1	NR							1	13%
Passports/SOFA Cards/Ration Cards - DHR (Smith Barracks, Bldg 8660)	1	100%								

NOTES

IMCOM Standard for overall customer satisfaction: 100-90% 89-65% 64-0%

IMCOM Standard for Follow-up:

- Comments w/Response Requested: 100% within "3" working days
- Comments w/o Response Requested: 100% within "5" working days

Column Key:

GT (greater than), LTE (less than or equal to)

Submission Count = total number of submissions matching date range and other custom settings

Completed - LTE 3 days {On-time} = Number (%) of submissions that were followed-up within 3 days of being submitted

Completed - GT 3 days {Late} = Number (%) of submissions that were followed-up after more than 3 days of being submitted

Pending - LTE 3 days {Current} = Number (%) of submissions that have not been followed-up on but 3 or fewer days have passed since submission was made

Pending - GT 3 days {Delinquent} = Number (%) of submissions that have not been followed-up on and more than 3 days have passed since submission was made

