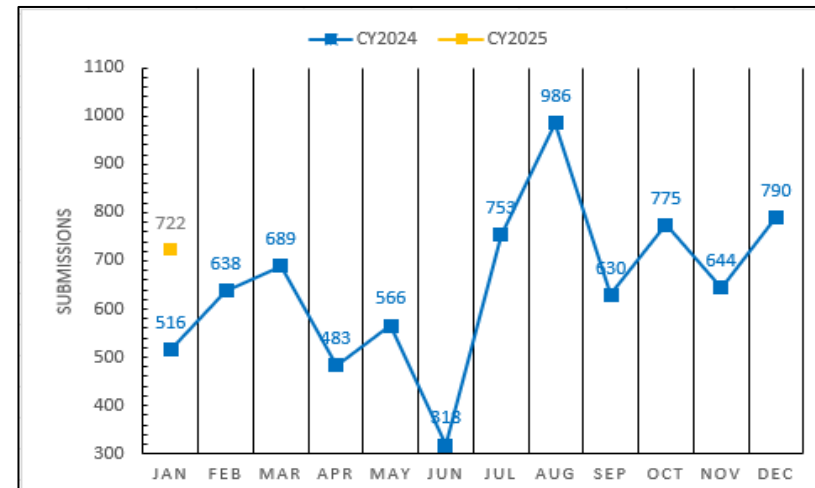
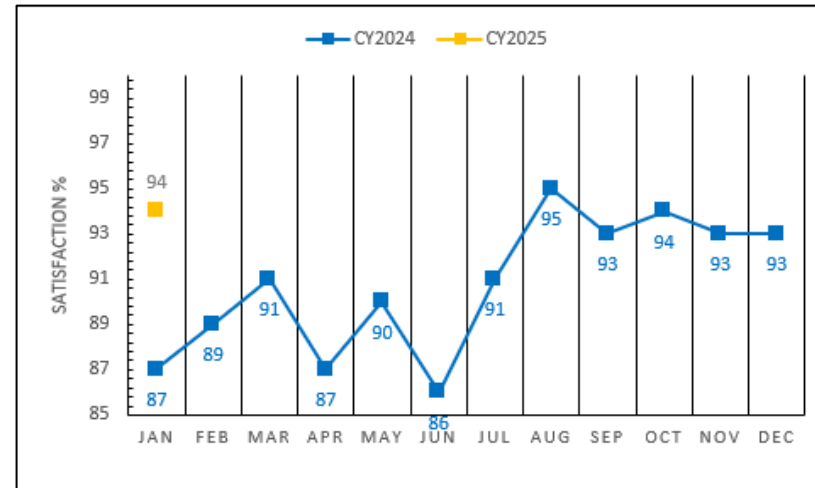


Satisfaction Rate 94% 1% Increase from DEC 24

Cards Submitted 722 9% (68) Decrease from DEC 24

Response Requested 25 (4%) 20% (5) Decrease from DEC 24

### ICE Trends



| JAN 2025  | 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   | 722              | 94%         | 526                                      | 73% | 186       | 26% | 3          | 0%  | 7         | 1%  |
| CMD Group   |                  |             |  |     |           |     | 1          | 33% |           |     |
| CMD Admin   | 4                | 50%         |  |     |           |     |            |     |           |     |
| DES   | 11               | 67%         |  |     |           |     |            |     |           |     |
| DHR   | 97               | 91%         |  |     |           |     | 1          | 33% | 1         | 14% |
| DFMWR   | 216              | 90%         |  |     | 5         | 3%  |            |     | 1         | 14% |
| DPTMS   | 1                | 100%        |  |     |           |     |            |     |           |     |
| DPW   | 378              | 98%         |  |     | 181       | 97% |            |     | 3         | 43% |
| PAO   | 1                | 100%        |  |     |           |     |            |     | 1         | 14% |
| ISO   | 1                | 100%        |  |     |           |     |            |     | 1         | 14% |
| Kaiserslautern Legal Services Center (Building 3210, Kleber Kaserne,  | 4                | 100%        |  |     |           |     |            |     |           |     |
| Passports/SOFA Cards/Ration Cards - DHR (Smith Barracks, Bldg 8660)   | 6                | 83%         |  |     |           |     |            |     |           |     |
| US Customs (Baumholder Office), Customer Service Office (Bldg 8747, Rm 7104, Health Clinic Kaserne, Baumholder) | 2                | 50%         |  |     |           |     |            |     |           |     |
| US Customs (Kleber Office), Customer Service Office (Kleber Kaserne, Bldg. 3245)                                | 1                | 100%        |  |     |           |     | 1          | 33  |           |     |

#### 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

