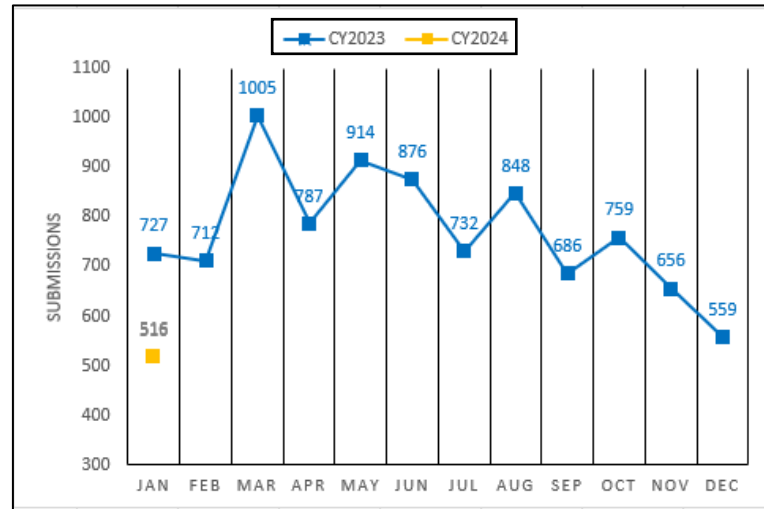
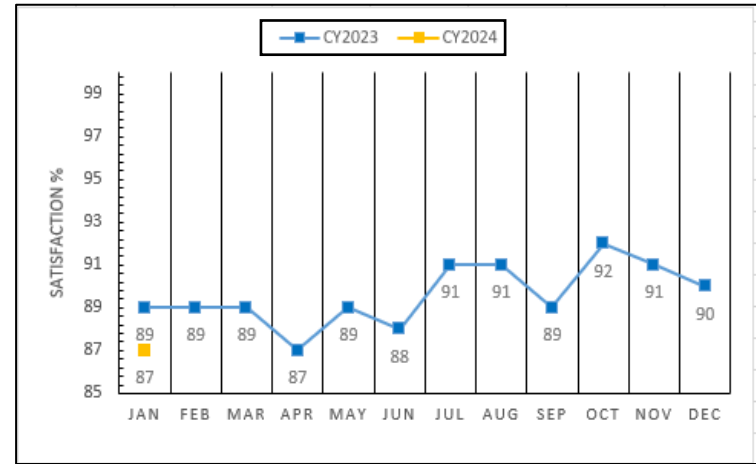


SUMMARY

- Satisfaction Rate ↓ 87% 3% Decrease from DEC 23
- Cards Submitted ↓ 516 8% (43) Decrease from DEC 23
- Response Requested ↑ 33 (6%) 6% (2) Increase from DEC 23

ICE Trends



JAN 2024	Card Submissions	%	Follow-up Status with Response Requested							
			Completed				Pending			
			LTE 3 days		GT 3 days		LTE 3 days		GT 3 days	
#	%	#	%	#	%	#	%			
USAG-RP	516	87%	503	97%	11	2%	0	0%	2	0%
CMD Group					2	18%			1	50%
CMD Admin	10	100%								
ASA-BS	4	100%								
Novo Selo Training Area	1	100%								
DES	8	100%								
DHR	54	88%			6	55%				
DFMWR	144	71%			2	38%				
DPTMS	1	100%								
DPW	254	98%			1	9%				
IMO	1	100%						1	50%	
DES: Physical Security NSTA Bulgaria (Bldg. 5000, Room 113)	1	100%								
DHR: CAC ID Cards, DEERS (MKAB, Bldg. 1306, Room 104 Romania)	1	100%								
DPW: Housing MKAB Romania (Bldg. 7201)	2	100%								
DPW: Housing NSTA Bulgaria (Bldg. 5000)	1	N/R								
DPW: Planning & Facility Management NSTA Bulgaria (-Bldg. 5000)	1	100%								
Passports/SOFA Cards/Ration Cards - DHR (Smith Barracks, Bldg 8660)	4	75%								
Warrior Restaurant, MK (B-2000)	9	75%								
Warrior Restaurant, NSTA (B-3000)	10	100%								
Warrior Restaurant LSA Contingency Meals (Green Tent, MK)	10	70%								

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

