

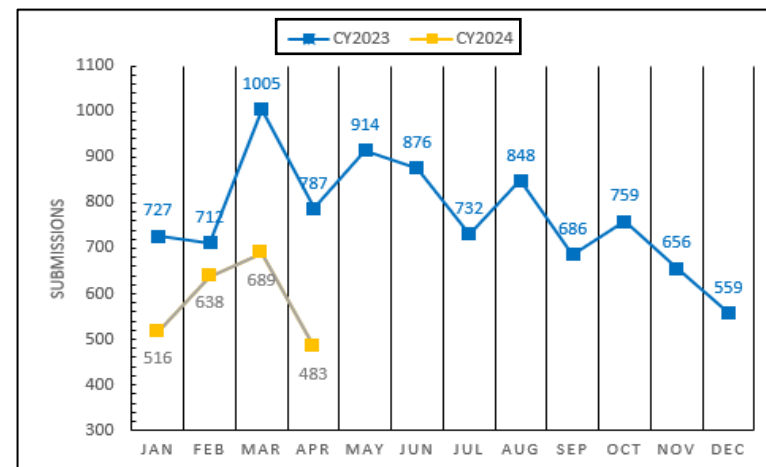
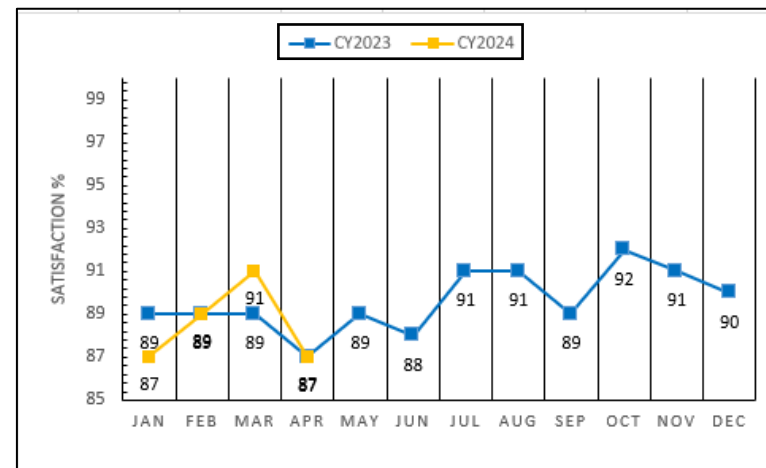
SUMMARY

Satisfaction Rate ↓ 87% 4% Decrease from MAR 24

Cards Submitted ↓ 483 7% (206) Decrease from MAR 24

Response Requested ↑ 45 (9%) 50% (15) Increase from MAR 24

ICE Trends



MAR 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	483	87%	438	91%	36	7%			9	2%
CMD Group					3	8%			2	22%
CMD Admin	8	50%								
DES	13	27%			1	3%			1	11%
DHR	122	90%			8	22%			3	33%
DFMWR	217	87%			12	33%				
DPTMS	2	100%			1	3%				
DPW	95	93%			10	28%				
ISO	1	100%							1	11%
RSO	1	100%							1	11%
Command Group MKAB Romania (Bldg. 7001)	1	0%								
Army Support Activity Black Sea	1	0%								
US Customs (Baumholder Office), Customer Service Office (Bldg 8747, Rm 7104, Health Clinic Kaserne, Baumholder)	1	100%								
US Customs (Kleber Office), Customer Service Office (Kleber Kaserne, Bldg. 3245)	1	100%			1	3%			1	11%
Passports/SOFA Cards/Ration Cards - DHR (Smith Barracks, Bldg 8660)	7	86%								
Kaiserslautern Legal Services Center (Building 3210, Kleber Kaserne,	5	100%								
Warrior Restaurant, MK (B-2000)	2	50%								
Warrior Restaurant LSA Contingency Meals (Green Tent, MK)	6	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

