

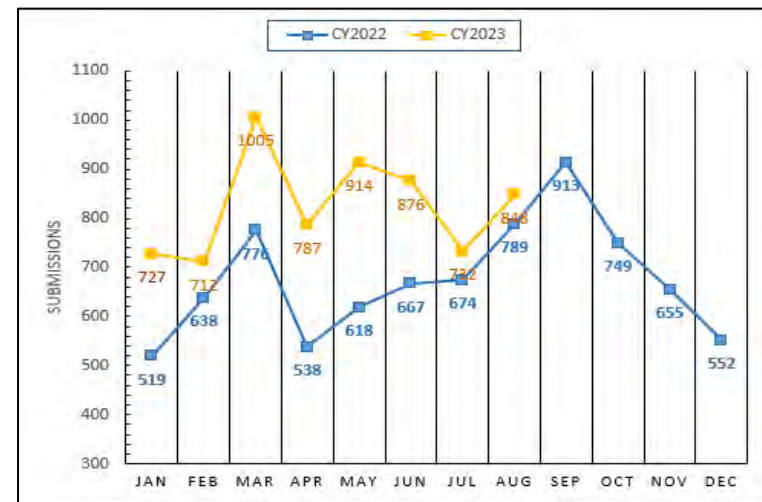
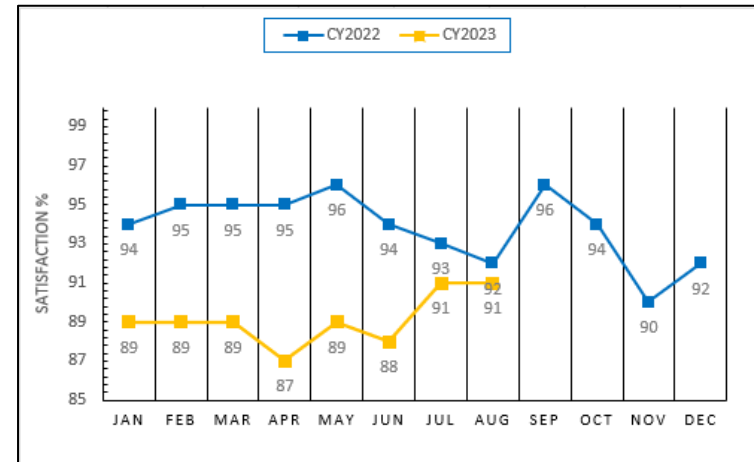
### SUMMARY

Satisfaction Rate ↔ 91% 0% No change from JUL 23

Cards Submitted ↑ 848 14% (116) Increase from JUL 23

Response Requested ↑ 50 (6%) 22% (11) Increase from JUL 23

### ICE Trends



APR2023	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	848	91%	803	95%	27	3%	0	0%	18	2%
CMD Group					2	7%				
CMD Admin	15	36%								
ASA-BS	5	80%								
DES	15	57%			3	11%				
DHR	136	92%			7	26%			3	17%
DFMWR	217	89%			7	26%			1	6%
DPTMS	1	100%								
DPW	390	98%			2	7%				
ISO	1	NR							1	6%
CMD GRP MKAB ROU (B-7001)	4	100%			2	7%				
DPW Housing MKAB (B-7201)	1	100%								
FPMO Laundry Drop Off, NSTA (B-1306)	1	100%			1	4%				
Passports/SOFA Cards/Ration Cards - DHR (Smith Barracks, B-8660)	17	100%								
RSO	1	100%								
US Customs (Kleber Office, B-3245)	1	100%							1	6%
Warrior Restaurant, MK (B-2000)	9	75%								
Warrior Restaurant, NSTA (B-3000)	20	50%			3	11%			12	67%
Warrior Restaurant LSA Contingency Meals (Green Tent, MK)	14	46%								

### 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

