

### SUMMARY

Satisfaction Rate ↓ 86% 4% Decrease from MAY 24

Cards Submitted ↓ 318 78% (248) Decrease from MAY 24

Response Requested ↑ 29 (9%) 21% (6) Increase from MAY 24

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	318	86%	308	97%	7	2%	1	0%	2	1%
CMD Group							1	100%	1	50%
CMD Admin	7	83%								
DES	7	43%			2	29%				
DHR	99	93%			2	29%				
DFMWR	173	90%			1	14%				
DPTMS	1	100%								
DPW	20	47%			2	29%				
PAO	1	N/R								
ASA-BS	1	0%								
NSTA	1	N/R								
Command Group MKAB Romania (Bldg. 7001)	1	0%								
Passports/SOFA Cards/Ration Cards - DHR (Smith Barracks, Bldg 8660)	4	100%								
US Customs (BMCOffice), Customer Service Office (B-8747, Rm 7104, Clinic Kaserne, BMC)	2	100%								
US Customs (Kleber Office), Customer Service Office (Kleber Kaserne, Bldg. 3245)	1	100%							1	50

### 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

### ICE Trends

