

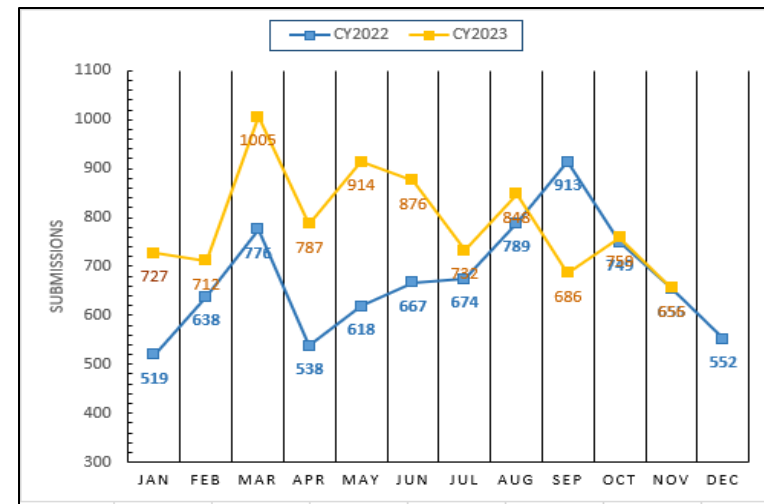
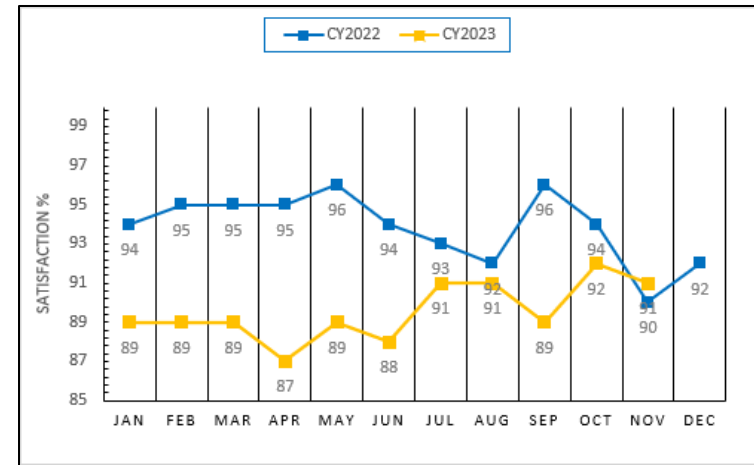
### SUMMARY

Satisfaction Rate ↓ 91% 1% Decrease from OCT 23

Cards Submitted ↓ 656 16% (103) Decrease from OCT 23

Response Requested ↓ 33 (5%) 2% (11) Decrease from OCT 23

### ICE Trends



NOV2023	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	656	91%	632	96%	18	3%	0	0%	6	1%
CMD Group					7	39%			1	17%
CMD Admin	10	63%								
ASA-B5	1	100%								
Novo Selo Training Area	1	100%								
DES	9	20%			1	6%			1	17%
DHR	89	89%							2	33%
DFMWR	170	87%			5	28%				
DPW	322	97%			1	6%				
RSO	1	N/R							1	17%
IMO	1	100%							1	17%
ISO	2	N/R								
CMD GRP MKAB ROU (B-7001)	2	100%								
Directorate of Public Works Housing MKAB Romania (Bldg. 7201)	1	N/R								
Directorate of Public Works Planning & Facility Management MKAB Romania (Bldg. 7201)	1	N/R								
FPMD Laundry Drop Off NSTA Bulgaria (Bldg. 5006)	3	50%			1	6%				
Passports/SOFA Cards/Ration Cards - DHR (Smith Barracks, B-8660)	1	100%								
US Customs (BMC Office, B-8747)	1	100%			1	6%				
US Customs (Kleber Office, B-3245)	1	0%								
Warrior Restaurant, MK (B-2000)	13	85%								
Warrior Restaurant, NSTA (B-3000)	11	82%								
Warrior Restaurant LSA Contingency Meals (Green Tent, MK)	16	79%			2	11%				

### 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

