

USAG Rheinland-Pfalz ICE: JUN25

SUMMARY

Satisfaction Rate

1

94%

1% Increase from MAY 25

Cards Submitted

736

1% (7) Increase from MAY 25

Response Requested

1

27 (4%) 15% (4) Decrease from MAY 25

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|---|---------------------|----------------|--|-----|-----------|----|------------|----|-----------|----|
| JUN 2025 | | % Satisfied | Follow-up Status with Response Requested | | | | | | | |
| | Card Submissions | | Completed | | | | Pending | | | |
| | | | LTE 3 days | | GT 3 days | | LTE 3 days | | GT 3 days | |
| | | | # | % | # | % | # | % | # | % |
| USAG-RP | 736 | 94% | 688 | 93% | 32 | 4% | 5 | 1% | 11 | 1% |
| CMD Group | | | | | | | | | 1 | |
| CMD Admin | 4 | 0% | | | | | | | | |
| DES | 22 | 68% | | | 6 | | | | | |
| DHR | 98 | 95% | | | | | 1 | | | |
| DFMWR | 124 | 83% | | | 5 | | 4 | | 1 | |
| DPTMS | 2 | 100% | | | | | | | | |
| DPW | 475 | 98% | | | 21 | | | | | |
| PAO | 1 | 100% | | | | | | | 1 | |
| GSO | 1 | 0% | | | | | | | 1 | |
| IMO / S6 | 6 | 100% | | | | | | | 6 | |
| Passports/SOFA Cards/Ration Cards - DHR (Smith | 1 | 100% | | | | | | | | |
| Barracks, Bldg 8660) | | | | | | | | | | |
| US Customs (Baumholder Office), Customer | | | | | | | | | | |
| Service Office (Bldg 8747, Rm 7104, Health Clinic | 1 | 100% | | | | | | | | |
| Kaserne, Baumholder) | | | | | | | | | | |
| US Customs (Kleber Office), Customer Service | 1 | 100% | | | | | | | 1 | |
| Office (Kleber Kaserne, Bldg. 3245) | | | | | | | | | 1 | |

NOTES

IMCOM Standard for overall customer satisfaction: IMCOM Standard for Follow-up: 100-90%

89-65%

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- 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





