

USAG Rheinland-Pfalz Command and Staff

USAG RP ICE: SEP25 SUMMARY

Satisfaction Rate

0% Increase from AUG 25 95%

Cards Submitted



22% (190) Decrease from AUG 25

Response Requested



70 (8%) 57% (40) Increase from AUG 25

SEP 2025	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	878	95%	686	78%	183	21%	2	0%	7	1%
CMD Group					1	1%				
CMD Admin	2	N/R								
DES	17	38%			10	6%			1	14%
DHR	112	92%			3	2%			2	29%
DFMWR	152	87%			8	4%	1	50%		
DPTMS	2	100%					1	50%	1	14%
DPW	585	99%			160	87%				
RSO	4	100%			1	1%				
GSO	2	100%							2	29%
Kaiserslautern Legal Services Center (Building	1	100%							4	1.40/
3210, Kleber Kaserne, Kaiserslautern, Germany)									1	14%
Passports/SOFA Cards/Ration Cards - DHR (Smith Barracks, Bldg 8660)	1	100%								

NOTES 100-90% 89-65% IMCOM Standard for overall customer satisfaction: 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





