

## 2010 ICE Customer Comment Analysis

1. A detailed analysis of Customer Comment cards submitted for 2010 was conducted with the following results:

A. **DPTMS** as a directorate received 48% of the total comment cards submitted for the garrison:

1. Of the DPTMS Divisions, the percentage of comments submitted for each division are as follows:

- a. Intelligence and Security Division: 4%
- b. Plans and Operations Division: 23%
- c. Training Division: 73%

2. Of the DPTMS service provider accounts, the top services are as follows:

- a. North Fort Hood Operations
- b. Force Management Branch
- c. Visual Information Services Branch
- d. Installation Security and Intelligence Office
- e. Battle Command Training Branch
- f. Training Support Center Branch

B. **DHR** as a directorate received 13% of the total comment cards submitted for the garrison:

1. Of the DHR Divisions, the percentage of comments submitted for each division are as follows:

- a. Continuing Education Division: 22%
- b. Soldier Services Division: 66%
- c. All Others: 7%

2. Of the DHR service provider accounts, the top services are as follows:

- a. Civilian Personal Advisory Center
- b. ID Cards Office
- c. In-Processing
- d. Soldier Readiness Processing Center
- e. Transition Center
- f. USAG/Reception Detachment

C. **DOL** as a directorate received 13% of the total comment cards submitted for the garrison:

1. Of the DOL Divisions, the percentage of comments submitted for each division are as follows:

- a. Food Service Division: 2%
- b. Supply and Services Division: 74%
- c. Transportation and Deployment Division: 22%
- d. Vehicle Maintenance Division: 1%
- e. Administrative Services Branch: 1%

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2. Of the DOL service provider accounts, the top services are as follows:

- a. Food Service Dining Facilities
- b. Ammunition Supply Point
- c. Central Issue facility
- d. Transportation Motor Pool
- e. Transportation, Personal Property

D. **Family and MWR** as a directorate received **6%** of the total comment cards submitted for the garrison:

1. Of the Family and MWR Divisions, the percentage of comments submitted for each division are as follows:

- a. Army Community Services Division: 16%
- b. Business Operations Division: 11%
- c. Child and Youth School Services Division: 44%
- d. Recreation Division: 29%

2. Of the Family and MWR service provider accounts, the top services are as follows:

- a. Employment Readiness Branch
- b. Phantom Warrior Bowling Lanes
- c. Clear Creek CDC
- d. Comanche CDC
- e. Fort Hood CDC
- f. Kids on Site
- g. Parent Central Services

E. **DPW** as a directorate received **6%** of the total comment cards submitted for the garrison:

1. Of the Family and DPW Divisions, the percentage of comments submitted for each division are as follows:

- a. Business Operations Integration Division: 4%
- b. Engineering Division: 3%
- c. Environment Division: 4%
- d. Housing Division: 33%
- e. Maintenance Division: 54%
- f. Real Property Planning Division: 1%

2. Of the DPW service provider accounts, the top services are as follows:

- a. Work Management Center
- b. Recycle Program
- c. Barracks Management

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- d. On Post family Housing
- e. Facility Maintenance Service

F. **All other garrison directorates and services** received 14% of the total comment cards submitted for the garrison:

1. Of all other garrison directorates and services, the percentage of comments submitted for each are as follows:

- a. Aviation Operations: 9%
- b. Legal: 61%
- c. All Others: 30%

2. Of all other garrison directorates and services service provider accounts, the top services are as follows:

- a. Plans, Analysis and Integration Office
- b. Legal Assistance and Tax Center
- c. MEB Outreach Council Office

G. The following comments are general comments in regards to the content of comments submitted to certain service providers of the directorates and other services offered on Fort Hood:

1. **Directorate of Aviation Operations:** DAO received very few comments for the year. The majority of their comments dealt with the use of simulators and the instruction provided by the instructors. There were quite a few comments that resulted in recommendations to the improvement of the simulators. There were very few negative comments submitted.

2. **Directorate of Emergency Services:** By virtue of their involvement with the community, DES received quite a few negative comments; however, not as much as one might think. The fire department and fire services received some feedback, but most of the feedback was related to police services and force protection. Most of the comments involved situations surrounding the following: traffic enforcement and customer service provided during traffic stops; complaints regarding parking at the SRP site and the lack of enforcement there during the hours of PT (after the Nov 5<sup>th</sup> shooting incident); force protection issues, mostly regarding installation access; the amount of time it takes to get post decals and the customer service provided at those facilities; treatment of folks as they entered in the main gates at T.J. Mills and Clear Creek; parking enforcement at CRDAMC; security of the Army housing areas outside of the installation perimeter; and the lack of patrolling in the housing areas.

3. **Directorate of Human Resources:** The majority of comments submitted to DHR were to the following divisions:

a. **Education Division.** Comments submitted to the Education Division were for long wait times to get in and see a counselor; the online registration process for taking college classes; availability of the staff (more specifically, access to the staff during lunch hours); counselors not being as knowledgeable and helpful as they should be; poor customer service by the counselors; and many different comments in regards to the testing facility. However, the majority of the customers were highly satisfied with

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the service they received at the education center. During the period in which the cleaning contract was an issue, there were numerous comments submitted regarding the cleanliness of the facility, more specifically the restrooms. For a while, there was uproar in regards to being able to eat and drink inside the classrooms.

b. **Soldier's Services Division**. There seemed to be an average number of comment cards submitted to the majority of the services under the Soldier Services Division for the following services: ID cards Office; In-Processing; Out-Processing; Retirement Services; Soldier Readiness Processing Center; Transition Center and the Installation Reassignment Processing Branch. An average of 90% or slightly better of the comments submitted were from customers who were primarily satisfied with the services provided. Most negative comments stemmed from bad customer service experiences, waiting times, and hours of operation. Even with all the issues surrounding the ID Card Office, they still ended up with an 88% overall satisfaction rating for the entire year. Most of their comments stemmed from bad customer service and wait times. Of all the services rated with over 100 cards submitted, the Installation Reassignment Branch is the only one that ended up with less than a 60% satisfaction rating.

4. **Directorate of Logistics**: The majority of comments submitted to DOL was submitted to the Supply and Services Division (Ammunition Supply and CIF) and the Transportation and Deployment Division (Motor Pool and Personal Property), both of which were rated at 90% or higher in satisfaction. The majority of comments submitted to the Supply and Services Division were short and to the point, one-liners, that covered the customer service to the drivers used to pick-up and deliver ammunition to the units and ranges as well as the great customer received out at CIF during issue and pick-up. However, comments submitted for Personal Property were often times extensive and detailed, covering a variety of areas such as the pick-up and delivery of household goods as well as the customer service received from the carriers. The inefficient processing of paperwork (to include DITY moves) and office hours seemed to be a concern throughout the year. Lack of staffing was also addressed sporadically throughout the year.

5. **Family and MWR**: For an organization as large as Family and MWR is, a directorate who provides the majority of services to our Soldier and civilian population, one would think they would have received the majority of comments submitted throughout the year; however, their feedback only resulted in 6% of the total feedback received for the Garrison. Family and MWR hold 37% of the garrison service provider accounts in the ICE Program. The majority of the comments received were for CYSS and of that division, the majority of comments were for Kids on Site (94% satisfaction rating) and Parent Central Services (54% satisfaction rating). Lack of customer service seemed to be a trend across the board throughout Family and MWR; however, there is evidence to indicate that the level of customer service is becoming increasingly better. Comments for Child Development Centers range from lack of care to availability. The Recreation Division recorded a 64% overall satisfaction rating, with Abram's Gym and Skies Unlimited getting most of the feedback. Other than customer service related instances, negative comments were related to a variety of different issues across the directorate. The ACS Division came in as the highest level of satisfaction rating (92%). Their highest performers were Army Emergency Relief, Community Information Services, Employment Readiness Branch, and Mobilization and Deployment Program. There were no specific customer service trends to speak of.

6. **DPTMS**: DPTMS was responsible for the majority (48%) of all comments submitted to the garrison. The Training Division represented 73% of all comments submitted to DPTMS. The Plans and Operations Division represented 23% and the Intelligence and Security Division represented 4%.

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a. **Training Division:** From the Training Division, the majority of comments were submitted to the Battle Command Training Branch (89%) and the Training Support Center Branch (10%). Most of the comments submitted to the Battle Command Training Branch were in regards to how effective and realistic the training simulators were and recommendations to better the simulators and the training scenarios. There were also many comments related to how realistic the training was for the units and how these simulators prepared the units for real world situations in Iraq and Afghanistan. Most comments were short and to the point, without a lot of detail. It's apparent that this service provider promotes the use of the ICE Program for feedback. There were lots of comments in regards to the knowledge and professionalism of the instructors. There were a variety of other comments related to the actual vehicle simulators, visibility, size of the screens, and other issues related to the effectiveness of the simulators. Overall, customers are very satisfied with the services provided by the DPTMS Training Division as they ended up with a 99% satisfaction rating for the year.

b. **Training Support Center Branch:** Although this branch only made up for 10% of the total comments submitted to DPTMS, they received a 100% satisfaction rating. They too received numerous comments that were short and to the point, without much detail. Many comments were in regards to the professionalism the staff displayed as well as the excellent customer service that was provided.

7. **DPW:** Comments submitted to DPW service providers made up of 10% of the total garrison comments submitted. The Maintenance Division and Housing Division made up 87% of all comments submitted to DPW. DPW as a directorate achieved an 88% overall satisfaction rating.

a. **Maintenance Division:** The Maintenance Division received the most comment cards (54%) of all submitted to DPW. Maintenance Division comments covered a variety of issues, stemming from the maintenance required in the older housing areas, to the maintenance of the barracks and unit areas. The Facility Maintenance Work Order Section comments (98% satisfaction rating) covered a variety of different aspects of customer service, ranging from the online work order system to the service received over the phone and in person. Because the work order section covered all aspects of maintenance around the installation, there are no real trends to speak of, except that excellent customer service provided overall.

b. **Housing Division:** The Housing Division came in with 33% of total comments submitted to DPW. 78% of the Housing Division comments were submitted to the On-Post Family Housing service provider account. As one would expect, their satisfaction rating was low at 63%. Comments submitted to this service provider covered a vast area of maintenance issues in the On-Post housing. There are no real trends to speak of other than most maintenance issues arose from the older housing areas. Bad customer service was touched on slightly; however, most all negative comments were related to the timeliness of service calls, not being able to reach anyone by phone (Family Housing Maintenance Call Center), and the effectiveness of the work performed. There was a significant amount of comments submitted about the dilapidated structures and appearance of the older houses. Problems for heating, air-conditioning and leaking water pipes seemed to be the reason for the majority of the maintenance calls. There were a few comments related to housing policies, more specifically bans on different types of pets. There were also many comments relating to utility bills. On a positive note, there were many positive comments in regards to customer service and work quality of many of the maintenance workers. There are a handful of maintenance personnel who continually receive positive comments for the service they provide to their customers. The On-Post Family Housing service provider has gone from a 45% satisfaction rating in 2009 to a 73% satisfaction for 2010. It's apparent that this service provider is taking the necessary steps to achieve and increase success.

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8. The following directorates received very few or no comment cards throughout the year: Equal Employment Opportunity Office (5 for a 40% satisfaction rating); Installation Contracting Office (none); Installation Safety Office (10 for a 44% satisfaction rating); Internal Review and Compliance Office (none); Public Affairs Office (41 for a 47% satisfaction rating); Religious Services Office (37 for a 97% satisfaction rating); and Resource management Office (18 for a 93% satisfaction rating). Note that PAIO received 145 comment cards for a 67% satisfaction rating; however, most all comments submitted to the PAIO service provider account were for comments that did not specifically relate to PAIO operations.

9. Of the remaining service providers across the installation, Legal received 1,402 total comments, resulting in a 95% overall satisfaction rating. 46% of those cards were for Legal Assistance and Tax Center and 53% were for the Medical Evaluation Outreach Council Office. Comments submitted for these service providers were for a variety of reasons and no specific trends were noted.

10. Comments received from AAFES are submitted via the regional office, forwarded to PAIO through the local AAFES office. There are no specific trends to speak of other than sporadic customer service related issues and quality of the products purchased. AAFES also uses another feedback mechanism to capture customer service related information.

11. Comments submitted to DeCA are very few; however, the few that are received are generally related to produce or the lack of stock being maintained in the store.

12. Comments submitted to CRDAMC service provider accounts represented 10% of all comments submitted to Fort Hood and the Veterinary Services and Dental Services represented 2% of all Fort Hood comments. Most all comments submitted to CRDAMC service providers revolved around complaints of bad customer service, availability of appointments and treatment by primary care managers. More specifically, wait times at the pharmacy, attitudes of personnel who work at the service desks, and the extremely long wait times at the emergency room. Surprisingly, the Troop Health Clinics only comprised of 21% of total comments submitted to CRDAMC. Note: CRDAMC also uses two other feedback mechanisms to capture customer service related information.

2. Overall, Fort Hood and more specifically the Garrison has come a long way in regards to improving customer service across the board. With the addition of the Civilian Leadership Development Program, supervisors and employees alike are seeing the importance and relevance of effective customer service. The ICE Program has become increasingly more important with each passing year. There are some service providers that do not promote the ICE Program as robustly as they should. There has been a 36% increase in the amount of feedback we received from 2009 to 2010. With a little more promoting of the ICE Program from those service providers that do not receive a lot of feedback, we can once again increase our customer service to the customers we serve – our Soldiers, their Family members and the civilians who work, live and play on Fort Hood.

3. For additional information, clarification of the information contained in the analysis or for any other information needed, contact the Fort Hood Customer Service Officer at the contact information noted below.