



Site Name/Location Search:



Welcome to ICE

ICE allows DoD customers to rate products and services provided by DoD offices and facilities worldwide. Your comment card ratings are used to improve the products and services available to you.

[ICE demo site](#)

Locate sites by branch

| Army | Navy | Air Force | Marine Corps | OSD, Agencies & Activities | National Guard |
|---|---|---|--|--|---|
| <ul style="list-style-type: none"> - CONUS - Europe - Pacific - Other | <ul style="list-style-type: none"> - CONUS - Europe - Pacific - Other | <ul style="list-style-type: none"> - CONUS - Europe - Pacific - Other | <ul style="list-style-type: none"> - CONUS - Pacific | <ul style="list-style-type: none"> - CONUS - Europe - Pacific | <ul style="list-style-type: none"> - CONUS |

Locate sites by geographical drill-down



Alphabetical listing of sites: (click to expand site list)

[Top of Page](#)

Welcome to Fort Drum's ICE Site



Your feedback will provide us with ideas and opportunities for improving our products and services. We are excited to hear about your experiences with our installation facilities! If you are unable to locate the specific service you wish to comment on, please submit your comment using the "Site Suggestion, Questions, Comment" link at the bottom of this page.

[Additional information about this ICE Site](#)

To find a service provider you wish to rate, click on the service category below that best describes the service/product, or enter the name or location in the service provider search field at the top right of the page and click the Go button.

Acquisition & Supply

For example: Contracting, Supply...

Administration

For example: Legal Services, Driver's Licenses, Mail Room...

Communications

For example: Post Office, Phone Service, Graphics Support...

Dining

For example: Clubs, Snack Bars, Dining Halls, Restaurants...

Education & Training

For example: DoDDS Schools, Education Centers, GED Program, Training, Library...

Facility Management

For example: Maintenance, Construction, Environmental Issues, Public Works...

Family

For example: Chaplain, Child and Family Services, Child Care, Youth Services...

Health

For example: Dental Clinic, Health Clinic/Hospital, Social Services, Fitness Center, Vet...

Housing

For example: On Base Housing, Off Base Housing, Housing Maintenance, Housing Referral, Barracks, Lodging...

Information Management

For example: Privacy Protection, Freedom of Information, Government Forms, DoD Information Systems and Websites...

Information Technology

For example: Computer Repair, E-mail Services, Network Access, Help Desk...

Money/Finance

For example: Travel Pay, Military Pay, Civilian Pay, Contractor Invoice Payment, Budget...

Operational Support

For example: Ship Repair, Aviation Maintenance, Equipment & Material Maintenance...

Personnel Services

For example: Military Personnel, Civilian Personnel, Benefits, Spouse Employment, Labor Relations, Equal Employment Opportunity...

Recreation

For example: Rec Centers, Outdoor Rec, Movie Theaters, Arts & Crafts, Hobby Shops, Golf, Bowling...

Safety & Security

For example: Vehicle Registration, Pass & ID, Security, Weapons Registration, Emergency Services, Police...

Shopping & Services

For example: Commissary, Exchange, Shoppette, Book Store, Clothing Sales, Concessions, Beauty Shop, Barber Shop, Laundry, Lodging...

Travel & Transportation

For example: Shuttle Bus, HHG Shipment, POV Shipment, Official Travel (PCS/TDY), Leisure Travel, Flight Passenger Terminal...

[Show all the service providers for Ft Drum](#)

To send a suggestion, question or other comment to the appropriate point of contact for this ICE site, click on the following link: [Site Suggestions, Questions, Comments](#)

[Service Provider Summary Report for Fort Drum](#)

[Top of Page](#)

DOIM, Information Assurance Security Comment Card

 Information about this service provider (FAQs, Events, Contacts, Links)

Type of Customer:

Customer Service:

| | | | | | | | | |
|--|---------------------------------|----------------------------|--------------------------|----------------------------|-----------------------------|--------------------------------------|--------------------------|--------------------------------------|
| Facility Appearance: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input checked="" type="radio"/> N/A | | |
| Employee/Staff Attitude: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input checked="" type="radio"/> N/A | | |
| Timeliness of Service: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input checked="" type="radio"/> N/A | | |
| Hours of Service: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input checked="" type="radio"/> N/A | | |
| Knowledge of Service Provider: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input checked="" type="radio"/> N/A | | |
| Did the product or service meet your needs?: | | | | | | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> N/A |

Satisfaction:

Were you satisfied with your experience at this office / facility?: Yes No N/A

Comments & Recommendations for Improvement: (up to 4000 characters) (optional)

If you would like a response, please check the Response Requested checkbox and enter your name and your phone number and/or your email below. Unless a response is requested, name, phone and email are optional.

Response Requested

Name: (optional)

Phone: (optional)

Email: (optional)

Reference Number: (optional)

Privacy Advisory: The information you provide will be used to improve our service. The contact information, if you provide any, will only be used to respond to your request for information. If you do not provide any contact information, your identity will remain unknown. However, all comments will be reviewed whether or not you identify yourself.

Thank you for taking the time to complete this comment card. Your opinions are very important to us.

OMB 0704-420, expires 31 Aug 2006
RCS DD-DA&M(AR)212-4, expires 30 Apr 2007



Examples of Additional Questions Comment Card

Information about this service provider (FAQs, Events, Contacts, Links)

| | | | | | | |
|--------------------------|---------------------------------|----------------------------|--------------------------|----------------------------|-----------------------------|---------------------------|
| Accuracy of Information: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input type="radio"/> N/A |
| Helpfulness of Staff: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input type="radio"/> N/A |
| Response Time: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input type="radio"/> N/A |
| Customer Focus: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input type="radio"/> N/A |
| Deadline Met: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input type="radio"/> N/A |

Customer Service:

| | | | | | | | | |
|--|---------------------------------|----------------------------|--------------------------|----------------------------|-----------------------------|---------------------------|--------------------------|---------------------------|
| Facility Appearance: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input type="radio"/> N/A | | |
| Employee/Staff Attitude: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input type="radio"/> N/A | | |
| Timeliness of Service: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input type="radio"/> N/A | | |
| Hours of Service: | <input type="radio"/> Excellent | <input type="radio"/> Good | <input type="radio"/> OK | <input type="radio"/> Poor | <input type="radio"/> Awful | <input type="radio"/> N/A | | |
| Did the product or service meet your needs?: | | | | | | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |

| | | | | |
|---|--|--|-------------------------------------|---------------------------|
| Quality of Material: | <input type="radio"/> Perfect | <input type="radio"/> Could Have Been Better | <input type="radio"/> Not Very Good | <input type="radio"/> N/A |
| Knowledge of Service Provider: | <input type="radio"/> Expert | <input type="radio"/> Average | <input type="radio"/> Neophyte | <input type="radio"/> N/A |
| Phone System: | <input type="text" value="N/A"/> | | | |
| Overall Impression of the Level of Service: | <input type="text"/> | | | |
| Would You Recommend the Service Provider to Your Friends: | <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A | | | |

Satisfaction:

| | | | |
|---|---------------------------|--------------------------|---------------------------|
| Were you satisfied with your experience at this office / facility?: | <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
|---|---------------------------|--------------------------|---------------------------|

Comments & Recommendations for Improvement: (up to 4000 characters) (optional)

If you would like a response, please check the Response Requested checkbox and enter your name and your phone number and/or your email below. Unless a response is requested, name, phone and email are optional.

Response Requested

Name: (optional)

Phone: (optional)

Email: (optional)

Reference Number: (optional)

Privacy Advisory: The information you provide will be used to improve our service. The contact information, if you provide any, will only be used to respond to your request for information. If you do not provide any contact information, your identity will remain unknown. However, all comments will be reviewed whether or not you identify yourself.

Thank you for taking the time to complete this comment card. Your opinions are very important to us.

OMB 0704-420, expires 31 Aug 2006
RCS DD-DAR/M(AR)2124, expires 30 Apr 2007