



DEPARTMENT OF THE ARMY
U.S. ARMY CORPS OF ENGINEERS
441 G STREET NW
WASHINGTON, D.C. 20314-1000

REPLY TO
ATTENTION OF

CECW-CO

MAR 11 2008

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS; CHIEFS,
OPERATIONS DIVISIONS

SUBJECT: Implementation of the Customer Comment Card System for the Corps Recreation Program for 2008 and Beyond

1. This memorandum provides revised guidance regarding implementation of the Customer Comment Card System for the U.S. Army Corps of Engineers Recreation Program for 2008 and beyond. This includes both comment cards administered at Corps operated parks and visitor centers. Details of administering the System and survey results can be found at <http://corpsslakes.usace.army.mil/employees/commentcard/commentcard.html>
2. Beginning in 2008, it will be mandatory to administer the customer comment card system at Corps projects only every three years. During other years, the comment card survey will be optional. Divisions and Districts have the option of making these other year surveys mandatory. The system will be implemented under the following schedule:
 - 2008: optional
 - 2009: optional
 - 2010: mandatory
 - 2011: optional
 - 2012: optional
 - 2013: mandatory
3. The Comment Card System has been implemented in its present form for the past four years and has yielded useful results. The adjustment of system requirements was made to reduce burdens on the field while maintaining the capability to monitor customer satisfaction with the recreation facilities and services we provide. We expect that conducting a comprehensive customer satisfaction survey every three years will allow us to effectively monitor the status of the Recreation Program at a reduced level of effort.
4. We encourage all projects to consider conducting Customer Comment Card surveys as resources will allow. Procedures for scheduling, conducting, and reporting results of the survey this year will be maintained and will be available for your use by 1 May 2008. You will receive further guidance on the use of the System at that time.

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5. Points of contact for this program are Scott Jackson, ERDC, (601) 634-2105 and Pep Persio, CECW-CO, (202) 761-0036.

FOR THE COMMANDER:

for Lawrence A. Long
MICHAEL G. ENSCH
Chief, Operations
Directorate of Civil Works