



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

JUN 20 2014

REPLY TO
ATTENTION OF

CECW-CO

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

SUBJECT: Implementation of the Customer Comment Card System for the Corps Recreation Program for 2014 and Beyond

1. This memorandum provides revised guidance regarding implementation of the Customer Comment Card System for the Corps recreation program for 2014 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://corpslakes.usace.army.mil/employees/commentcard/commentcard.html>

2. Beginning in 2008 the program was adjusted to make it mandatory to administer the customer comment card system at Corps projects every three years. During other years, the comment card survey is optional. Divisions and Districts have the option of making the optional year surveys mandatory. The system will be implemented under the following schedule in 2014 and beyond:

2014: optional
2015: optional
2016: mandatory
2017: optional
2018: optional
2019: mandatory

3. The comment card system has been implemented in its present form for the past four years and has yielded useful results. This system reduces burdens on the field while maintaining the capability to monitor customer satisfaction with recreation facilities and services. We expect that this survey schedule will allow us to effectively monitor the status of the recreation program with 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 are being maintained and are currently available for your use.

5. Points of contact for this program are Christine Wibowo, ERDC, (601) 634-4397 and Pep Persio, CECW-CO-N, (202) 761-0036.

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