



REPLY TO
ATTENTION OF

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

APR 13 2017

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 2017 and Beyond

1. This memorandum provides revised guidance regarding implementation of the Customer Comment Card System for the Corps Recreation program for 2017 and beyond. This includes comment cards administered at both Corps operated parks and visitor centers.
2. The comment cards have been cleared by OMB with control number 0710-0019, expiring January 2020. Procedures for scheduling, conducting, and reporting results of the survey, as well as existing survey results can be found at:
<https://corpslakes.erd.c.dren.mil/employees/commentcard/commentcard.cfm>
3. 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 in the three year cycle the comment card survey is optional. The last mandatory year was 2010. A mandatory year was scheduled for 2013 but was made optional due to sequestration. Comment cards were not utilized in 2016 due to delays in obtaining clearance from OMB. Divisions and Districts have the option of making any year mandatory, in addition to the mandatory year. The system will be implemented under the following schedule in 2017 and beyond:

2017: optional
2018: mandatory
2019: optional
2020: optional
2021: mandatory
2022: optional
4. The comment card system has been implemented in its present form since 2008 and has yielded useful results. The 3 year cycle reduces burdens on the field while maintaining the capability to monitor customer satisfaction with recreation facilities and services. The cyclic survey schedule allows the recreation program to effectively monitor the status of the recreation program with a minimal level of effort.

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5. We encourage all projects to consider conducting Customer Comment Card surveys as resources will allow outside of the mandatory years.

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



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