



DEPARTMENT OF THE ARMY
U.S. ARMY CORPS OF ENGINEERS
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CECW-CO

MEMORANDUM FOR CHIEFS, OPERATIONS, MAJOR SUBORDINATE COMMANDS
AND DISTRICT COMMANDS

SUBJECT: Implementation of the Customer Comment Card System for the USACE
Recreation Program for 2021 and Beyond

1. This memorandum provides revised guidance regarding implementation of the Customer Comment Card System for the USACE Recreation Program for 2021 and beyond. There is no longer a separate process for Visitor Centers.
2. Comment cards have been cleared by OMB with control number #0710-0019 expiring February 2023. Procedures for scheduling, conducting, and reporting results of the survey, as well as existing survey results can be found at:
<https://corpslakes.erdcdren.mil/employees/commentcard/commentcard.cfm>
3. In 2008, the program was adjusted to make it mandatory to administer the customer comment card surveys every three years. The last mandatory year was 2018-19. Due to the COVID-19 pandemic, 2021-22 has been changed to an OPTIONAL year to conduct the comment card survey. Below is the revised schedule for the next six years:

2021-22: Optional
2022-23: Mandatory
2023-24: Optional
2024-25: Optional
2025-26: Mandatory
2026-27: Optional
4. The three-year cycle reduces burden on the field while maintaining the capability to monitor customer satisfaction with recreation facilities and services.
5. My point of contact for this program is Scott Strotman, CECW-CO-N, at james.s.strotman@usace.army.mil or (202) 761-0036.

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