



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 2025 and beyond**

1. This memorandum provides revised guidance regarding implementation of the Customer Comment Card System for the USACE Recreation Program for 2025 and beyond.
2. Procedures for scheduling, conducting, and reporting results of the survey, as well as existing survey results can be found at:
<https://corpslakes.erdc.dren.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 2022-23. Due to the Federal hiring freeze and other manpower issues, 2025-26 has been changed to an OPTIONAL year to conduct the comment card survey. Below is the revised schedule for the next six years:

2025-26: Optional
2026-27: Optional
2027-28: Mandatory
2028-29: Optional
2029-30: Optional
2030-31: Mandatory
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 Ryan Hartwig, CECW-CO-N, at Ryan Hartwig (Ryan.D.Hartwig@usace.army.mil) or 404-275-5589.

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