

No	Item	Comment	Action	Justification
1	UAA Website	No. All questions have been answered courteously and professionally	N/A	
2	UAA Website	It seems that almost every year we have problems getting the logins/passwords for returning summer rangers. Getting the passwords for permanent rangers and new summer hires went well this year but it seems to be a continuing problem with re-hires. I normally wait 4-6 weeks and then email Jim Runkles who has always promptly emailed the passwords to me. I urge the committee to consider having the logins/passwords emailed directly to the UAA coordinator at each project and they can distribute the passwords.	No action taken	Current contract requires the contractor to mail via regular post the account numbers and passwords to the employees. We are exploring changing this in the upcoming contract.
3	UAA Website	The UAA site, to me, is too complicated especially considering that a lot of us are probably only going to it a couple of times a year. I think it could be simplified and made less confusing.	Your suggestions on how to improve it are welcomed. Please forward them to the SME.	
4	UAA Website	Send or email the passwords directly to the UAA coordinator in a timely manner. Waiting several weeks only keeps the new ranger out of uniform for that much longer	No action taken	Current contract requires the contractor to mail via regular post the account numbers and passwords to the employees. We are exploring changing this in the upcoming contract.
5	UAA Website	I haven't had too many difficulties with the UAA website. The only thing I had to do was to call them to inquire where my summer ranger's passwords were. They weren't sent out very quickly.	No action taken	Current contract requires the contractor to mail via regular post the account numbers and passwords to the employees. We are exploring changing this in the upcoming contract.
6	UAA Website	It almost always takes numerous tries on multiple days to access the UAA website. Returning temporary employees are required to be issued a new password to access their account-this should be automatically generated when they are set up- they were not, I had to send emails and make calls and it still took very long	No action taken	Current contract requires the contractor to mail via regular post the account numbers and passwords to the employees. We are exploring changing this in the upcoming contract.

7		No problems, no training needed. Of course I only use this once a year.	N/A	
8	UAA Website	Absolutely no problems, no training necessary	N/A	
9	UAA Website	We have had problems ordering nametags on the UAA website.	No action taken	Nameplates are now available for ordering on the individual's uniform account.
10	VF Solutions website	No problems- easy to figure out how to order and never experienced any computer problems	N/A	
11	VF Solutions website	I have had good luck with ordering, no problems at all	N/A	
12	VF Solutions website	Employee ordered uniform pants listed as available and they were placed on backorder. After seven weeks, we called and they said they probably would never get that particular size in stock. Why list the items or let people order them if they are that rare that they can not be readily procured? He tried to order a replacement size, but they had to be returned because they did not fit. This park ranger went the entire recreation season without uniform pants.	Please notify your Division Rep with details.	
13	VF Solutions website	Website is good	N/A	
14	VF Solutions website	No problems that I know of except for the turtleneck being on the site but not available	Backorders are being addressed.	
15	VF Solutions website	Absolutely no problems	N/A	
16	VF Solutions website	Website frequently down when trying to order uniforms	No action taken	The amount of downtime last year was very little. Are you certain it was not a server issue in the field?
17	VF Solutions website	Many items seem to be out of stock and placed on back order for extended periods of time	Backorders are being addressed.	
18	VF Solutions website	Frequently receive wrong items	Please notify your Division Rep with details.	
19	VF Solutions website	There have not been any major problems, however it is recommended that the sizing chart be updated	Agreed. Contractor has been notified.	

20	VF Solutions website	Could you send out some type of cardboard with the various hat sizes and shapes (round & oval) cut into them, to the uniform coordinators so that field office personnel could try on different sizes and shapes to find the best fit? This would save time and money by not having to return the straw and felt hats. As it is now the straw and felt hats don't seem to fit the same.	We are seeking this type of tool. Will put information on Gateway when we locate it.	
21	VF Solutions website	I have had problems logging onto the website several times and there have been times that the website would not save my order and it got lost	Please notify your Division Rep with details.	
22	VF Website: ??'s Answered to your satisfaction	Yes	N/A	
23	Pants-sizing	Pants of same waist size never fit the same, especially the work jean; have had the same size of washable trousers in the same order fit differently; received an order where pants were not hemmed equally	Unequally hemmed trousers should be sent back to the contractor as a defective item.	Jeans are no longer in the program.
24	Jeans	The women's jeans fit terribly! Every couple of years I order a new pair of jeans, thinking they'll fit right, and they don't. I order the correct size, it's the style I guess that doesn't work for me.	No action taken	Jeans are no longer in the program.
25	Windbreaker	The new windbreaker they offer is a joke. Very unprofessional looking and cheaply made.	No action taken	New windbreaker is less expensive to fit the needs of the temporary employee. Older style was expensive and is not available anymore.
26	Raincoat	They did away with the reversible orange/green rain coat and went to a non-reversable model. The orange side was great for directing traffic in the rain or use at night for ranger visibility and safety	No action taken	Reversible raincoat was no longer available. For safety use a road vest over the raincoat.

27	Polo shirt	I don't feel that any item needs to be improved. One item that I would like to see added is a polo shirt for rangers that conduct boat patrol activities. This would be cooler and more comfortable to wear when staff are on the water.	We are working on this issue.	We are developing a polo shirt for wear with the Class C Work and Class D Special Purpose Uniform.
28	Jeans	Carhaart jeans should be considered for work pants...though I haven't seen the cargo pants yet.	No action taken	Try the Cargo Pants.
29	Long sleeve shirt	A long sleeve-technical field shirt would be great. It should be similar to the shirts that are readily available through outdoor stores. It should be quick-dry and have venting. The use would be for field work where dense vegetation and poisonous plants preclude	No action taken	The committee did not recommend this item.
30	Shorts	Some sizes of women's shorts are not offered.	No action taken	Items outside the stocked sizes are available as Made to Measure.
31	Shirt-lightweight	Fades quickly	No action taken	Cotton fades.
32	Windbreaker-lightweight	Poor quality	No action taken	New windbreaker is less expensive to fit the needs of the temporary employee. Older style was expensive and is not available anymore.
33	Belts	Replaced frequently due to poor quality	Contactoer notified of quality issue.	
34	Pants-general	Tropical and winter trousers are too expensive	No action taken	Replacement allowance for permanent employees has been increased to \$350.00
35	Pants-general	Many requests to bring back the challenger pants	No action taken	Challengers are no longer
36	Coat- general	Work coat made of heavy material to go along with bib overall needs to be added to program	Committee is exploring this issue.	Looking at the 10 oz. Duck Jacket that the NPS has in their program for an addition to the Class C Work uniform.
37	Shirt- Polo	Polo shirt of breathable material needs to be added for boat patrol; polo shirt with badge	We are working on this issue.	We are developing a polo shirt for wear with the Class C Work and Class D Special Purpose Uniform.
38	Shirt- Polo	Most of our rangers would like the option of ordering a polo type 100% cotton uniform shirt that can be worn as the Class C work uniform	We are working on this issue.	We are developing a polo shirt for wear with the Class C Work and Class D Special Purpose Uniform.

39	Trousers	I think that the trousers with the elastic waist may be comfortable, there needs to still be an option of a better tailored pair of pants that look less sloppy. The old wool pants without the elastic waist looked more professional for conducting public programs etc., any	No action taken	Women have the option of ordering the Male trousers. For some women this provides a better fit.
40	Trousers-Dress	Replace material with non-wool material	No action taken	
41	Turtleneck	I love the new turtleneck idea but it would be better if there were a label around the neck and/or down the sleeves (USACE or a castle maybe). The North Carolina Wildlife Resources Commission has done this with their turtleneck and it looks very professional.	We are exploring this issue with the contractor.	
42	Shirts-general	Pull-over shirts should be made available for boat patrol, foresters and wildlife employees	No action taken	We are developing a polo shirt for wear with the Class C Work and Class D Special Purpose Uniform.
43	Shirt-knit	A knit shirt for the Class C uniform, it would be more comfortable to work in and it would match the cargo pants. Knit pull-over for summer wear and a T-shirt for summer work (forestry and boat patrol)	We are working on this issue.	We are developing a polo shirt for wear with the Class C Work and Class D Special Purpose Uniform. T-shirts are not part of the uniform.
44	Campaign Hat	Hot, uncomfortable and outdated. They need to be improved or replaced with the sheriff's hat. The hats need some type of padded headband to prevent the hat from cutting into your brow after many hours of wear. Summer hats need to be lighter and have more ventilation	No action taken	The committee did not recommend this item.
45	Gloves	Black gloves should be made available to wear with the dress uniform	No action taken	Gloves, socks, scarves, shoes, and T-shirts are not part of the uniform by Army Regulation.
46	Uniform-general	Clothes are not very durable	N/A	
47	Windbreaker	What is the status?	No action taken	Windbreakers are in the program.
48	Shirt-general	Would like to see a larger penholder in the left pocket, to accommodate larger pens	No action taken	

49	Shirt-general	Reinforced hole for nameplates	No action taken	Not recommended by committee
50	Uniform-general	Items are priced too high	No action taken	Replacement allowance for permanent employees has been increased to \$350.00
51	Uniform-general	No comments, main thing was the cargo pants	N/A	
52	Coverall	Need some type of thin coverall for working in mild weather. Also need some type of Carhart material coat to go along with the coveralls. The normal parkas will not stand up to snagging or fire. Personnel working out in the field need pants and coats that are durable and will protect them from the elements.	We are exploring this issue with the contractor.	Coverall are available in the program. We are looking at the 10 oz. Duck jacket currently in the NPS program. Cargo Pants should meet your needs.
53	Insulated bibs and Gore-Tex pants	When working in cold and wet conditions, these two items cause restricted movement. It would be smarter and safer to offer Thinsulate with with goretex bib to augment cold/wet weather work without causing the safety problem of restricted movement.	No action taken	The committee did not recommend this item.
54	Maternity	We have struggled for years to supply a maternity uniform for our rangers. Several factors such as stock levels, costs, and lead-time have led to unsatisfactory results. If you have any ideas, suggestions, comments concerning this issue, we would like to hear them.	No action taken	Maternity uniform is available. You may also contact Carrie.Richardson@usace.army.mil who runs a loaner program for maternity clothing.
55	Maternity	Have the maternity uniforms delivered within nine months because after that they don't have any use. I ordered as soon as I received my maternity uniform allowance and received the uniform a week after having my baby!	No action taken	Maternity uniform is available. You may also contact Carrie.Richardson@usace.army.mil who runs a loaner program for maternity clothing.
56	Nametag	The magnetic nametag is worthless if you are very active or walk in the woods. The single pin style is difficult to align on the uniform. The two pin style is best but isn't stocked.	No action taken	Nameplates are now available for ordering on the individual's uniform account. Single pin has never been in the program.

57	Nametag	I still do not understand the name tag ordering, in last year's matrix it says that they were going to change over to normal ordering by the end of 2004. It has not been done yet.	No action taken	Nameplates are now available for ordering on the individual's uniform account.
58	Windbreaker	They seem to ride up your back. Additions for consideration would be a hooded zippered sweatshirt; add a lightweight sweater when it is unseasonably cool. Something like the old cardigans that are no longer available.	No action taken	The committee did not recommend this item. The cardigan was never part of the Class B uniform.
59	Uniform general	Add socks and gloves	No action taken	Gloves, socks, scarves, shoes, and T-Shirts are not part of the uniform by Army Regulation.
60	Short sleeve shirt	The creases are not consistent in the front, the stitching comes apart, the thread is weak and the shirts have a tendency to fade rather quickly.	Will pass information to contractor.	
61	Polo shirt	I would like to suggest that the committee reevaluate when this shirt can be worn. I feel that this should be part of our daily wear. If it is professional enough for bike/boat/beach patrol, why wouldn't it be professional enough for day to day visitor assistance. Most law enforcement and game wardens have done this and look very professional and have an embroidered badge. A polo shirt without the embroidered badge will not allow the public to see that we are official Park Rangers and I believe this should definitely be added.	No action taken	We are developing a polo shirt for use with the Class C Work and the Class D Special Purpose uniform.
62	Polo shirt	Add a polo style shirt as part of the uniform	No action taken	We are developing a polo shirt for use with the Class C Work and the Class D Special Purpose uniform.
63	Customer Service Satisfactory?	Should not have had to call them as many times as I did...to remind them to send out passwords for temporary employees and to ask where order an order was...only to be told of their unavailability	No action taken	The SME receives a list of all account numbers and passwords every week. If you have not received your passwords in a timely manner, contact him.

64	Customer Service Satisfactory?	Yes, helpful in solving problems with orders	Will pass information to contractor.	
65	Customer Service Satisfactory?	Always polite and helpful	Will pass information to contractor.	
66	Customer Service Satisfactory?	All good	Will pass information to contractor.	
67	Customer Service Satisfactory?	No problems, very professional	Will pass information to contractor.	
68	Customer Service Satisfactory?	Fast service- no problem getting items delivered in a timely manner.	Will pass information to contractor.	
69	Customer Service Satisfactory?	Did not need customer service	N/A	
70	Customer Service Satisfactory?	I had ordered a large/long rain jacket on 10/20/04 that was back ordered for 10 months which I never received and never heard anything from VF solutions about it. I called 3 different times and they would not give me any specifics on it. I finally called and talked to our representative at VF 4 days before that last day to order anything for this fiscal year. I asked her if she could help me with this and she said that she did not know when it would come in, if ever and talked me into trying out the X-large, which I did and found it to fit well enough. I feel a follow-up with an e-mail to people at least once a month to let them know the status of requested uniforms that have not been delivered. Also, they should let us know if something has been discontinued, as was the case with the first raincoat I ordered.	Please notify your Division Rep with details.	
71	Success Stories	Bib overalls very functional	Thank you	
72	Success Stories	Pleased with black sweater	Thank you	

73	Success Stories	looking forward to having cargo pants available	N/A		
74	Success Stories	Everything I've ordered, I received in a timely manner	N/A		
75	Success Stories	All ordered items were shipped promptly and back ordered items were well documented and shipped as they became available.	Will pass information to contractor.		
76	Success Stories	Sizes were correct	Will pass information to contractor.		
77	Success Stories	I really like the fleece jacket and black sweater, I think they were great additions.	Thank you		
78	Success Stories	I don't have concerns or problems with the uniforms	N/A		
79	Success Stories	The jeans are the best jeans I have ever worn, I think the cargos should be an option but not in place of the jeans. I wish the jeans would come back.	No action taken	The results from the survey taken last year had 1300 employees voting 4 to 1 for the cargo pants.	
80	Success Stories	Rangers need to know they may not get everything they want but there has been a vast improvement in the quality and choice of items available now as compared to 15-20 years ago.	Thank you	Replacement allowance for permanent employees has been increased to \$350.00	