

No.	Item	Comment	Fr	Action	Justification
1	UAA Website	no problems all is fine	5	N/A	
2	UAA Website	would like Omaha District to hold a 1-2 day training on UAA site	1	Please check out the Uniform section of the NRM Gateway . If you need further assistance, contact the SME.	
3	UAA Website	how often is site updated?? Website states the next meeting in Oct 2002 today is 2/6/04!!!	1	Check the date of the memo and/or report. We try to post all uniforms reports there.	Gateway is updated on an as needed basis. We will try to do a better job.
4	VF Website	no problems	12	N/A	
5	VF Website	no need for a color catalog, the extra expense makes the contract costs higher, Everything is on the computer	1	A contract issue which will be revisited in the new contract.	
6	Shorts	Shorts are horrible. Old shorts better these are too long, and material does not stretch, breathe or wear well. Go back to the old supplier	5	No action taken.	The shorts are "industry standard" length. Going back to the old shorts is not an option.
7	Shorts	too long, make them shorter or eliminate pocket so can be hemmed	5	No action taken.	The shorts are "industry standard" length. Going back to the old shorts is not an option.
8	Shorts	people dislike shorts so much they do not wear them	15	No action taken.	The shorts are "industry standard" length. Going back to the old shorts is not an option.
9	uniform items	no need to add or change anything	3	N/A	
10	BDUs	replace BDU pants	1	No action taken.	BDU's are not part of the uniform
11	BDUs	add work jeans. In reviewing the results from last year, the recommendations to change to BDU pants came from every one but NWD. Obviously, I would suspect that divisions with most uniformed employees are probably what carried the vote. It is unfortunate that geographic regions dictate what the whole team will wear	1	No action taken.	The results of the survey were overwhelming for the cargo pants. The ratio was 4 to 1 with over 1300 total voters.

12	women's pants	do not like the continual trend that all women's pants and skirts are made with exaggerated flaired hips. I realize that you need to put somewhat of a hip flair, but I not think the "bubble butt" shape is necessary. If you are going to do that, at least offer a women's pant that has a man's cut	2	No action taken.	Women do have the option of wearing the male trousers for a different fit.
13	women's pants	remove the elastic from the waist of the twills and wools, makes the pants fit like diapers	4	No action taken.	Women do have the option of wearing the male trousers for a different fit.
14	coveralls	bring back insulated coveralls, keep bibs, why not both instead of either or?	1	No action taken.	It is too costly to maintain both items.
15	general comment	on the uniform survey (internet) the only choice is "either - or", why not have a choice of both? Both jeans and cargo pants, both types of trooper hats??! I heard that by keeping choices down we keep prices down, but I would prefer to pay higher prices and have a better selection	1	No action taken.	You are in the minority. In fact the vast majority of uniform wearers do not spend all the money allocated to them each year, much less spend more.
16	General comment	why is it that once a uniform item is changed or added to the program, it takes so long for it to become available? The cargo pants, the polo shirt, the turtleneck? All of these were added last year and the only one available was the turtleneck, but not before it was too hot to wear.	2	N/A	The process is time consuming. The committee recommends changes to HQ. They in turn must approve the changes. Once approved, the contractor must come up with the specifications for the new item. Then a modification to the contract must be made. Finally, the stock must be on hand.
17	General Comment	inconsistent sizing especially in pants. You can order several items in the same size and some will fit and some won't	1	N/A	The contractor does not make all the items. Different manufacturers have different sizing. The contractor is trying to improve this.
18	jeans	front jean pocket too deep	1	No action taken.	Jeans are no longer in the program.

19	gloves	add gloves	1	No action taken.	Gloves, socks, scarves, shoes, T-shirts, and raingear are not uniform items by Army Regulation.
20	polo shirt	add polo shirt	1	We are working on this issue.	The committee is developing a polo shirt for wear with the Class C work and Class D special use uniforms.
21	carhart jacket	add carhart jacket to go with bibs	2	We are exploring this issue.	We are looking at the NPS 10oz Duck jacket as a possible addition for the Class C uniform.
22	Maternity Uniform	have rangers who no longer need their maternity uniforms send them to Carrie Richardson	1	N/A	Uniform items, once purchased belong to the individual. Sending them to Mrs. Richardson is an option should they choose to do so.
23	Customer Service	NA	3	N/A	
24	customer service	satisfactory/good	8	Will pass on to the contractor.	
25	customer service	takes a long time to receive items. Jeans on backorder for most of summer	5	Will pass on to the contractor.	
26	customer service	early spring 2 rangers received coveralls with NPS patches. Coveralls returned 3 times before correct items arrived. Needed to call customer service twice	1	Will pass on to the contractor.	
27	customer service	received jacket with NPS patch instead of COE	1	Will pass on to the contractor.	

28	customer service	name tags ordered in April still not arrived in June E-mailed contractor twice and received automated response that they were looking into it. In July we called customer service who then sent the tags. One set arrived with wrong title. We called customer service and another pair were sent along with a bill. The form was confusing because it showed an amount due when there wasn't. We had to call customer service to clear this up also	1	No action taken.	Nameplates can now be ordered through the individual's uniform account.
29	customer service	difficult to order name tags. Process is not user friendly. Bars arrived for 2 employees with incorrect information. Second order received also with mistakes. District/division reps notified but never heard back.	1	No action taken.	Nameplates can now be ordered through the individual's uniform account.
30	customer service	not as friendly as past contractor	1	No action taken.	This is the same contractor that we have had for the past 10 years.
31	Success stories	none	5		
32	success stories	I was very happy with Kathy who I called when I was selected to do a L & C program and needed some class B slacks within a week. She rushed the order and they arrived quickly and were just right. I called and thanked her and was very impressed with the fast friendly service.	1	Will pass on to the contractor.	