

No.	Item	Comment	Action	Justification
1	Name tag	Clear coating on the nametags is flaking off.	Quality Issue. Contact Customer Service	Defective items may be returned to the contractor. If problems arise, contact the Division Representative.
2		We've had recurring problems with Name Tag orders: either not receiving them at all, or not having the correct information on the Name Tags.	No action taken	Nameplate ordering process has been simplified. You can order through your individual account. If you still have problems, contact your Division Representative.
3		Contractor sent a double order of tags and would not take them back or acknowledge any blame.	No action taken	Nameplate ordering process has been simplified. You can order through your individual account. If you still have problems, contact your Division Representative.
4	General Ordering	All orders eventually came through, although there seems to be an usually high percentage of back orders.	No action taken	Backorders are lower this year than last.
5		lengthen the time period, maybe to 45 days, for items to be returned.	No action taken	This is a contract requirement. Will explore in upcoming contract development.
6		New items are placed on the website for ordering and then backordered for several months. I think that if you do not have a stock of them, then you shouldn't even put them on the site until you do. This happened with the bib overalls last year and has happened this year with the black turtleneck undershirts.	Will explore this with the Contractor	
7		I'd like to see all types of one garment (ie pants) posted on one page, WITH descriptions on their use, as our information doesn't always specify which items are appropriate under which conditions	Will explore this with the Contractor.	The Uniform Poster, with descriptions of the uniform items, is part of the website. Will explore with contractor ability to also provide a link to the ER and EP on uniforms.

8	UAA Problems	Employee records were lost and it took 2.5 months to get it worked out were we could order uniforms for our 3-month temps.	Please contact your Division Rep with more information on this issue.	
9		had trouble getting into the web site to add individuals this year. It took a couple of phone calls, however the Corps individuals were extremely helpful.	Please contact your Division Rep with more information on this issue.	
10		continued near impossibility to get summer employees into the system, despite professed assistance of the customer service people	Please contact your Division Rep with more information on this issue.	
11		Need quicker response time for summer hires getting their passwords. Two of Benbrook's summer rangers did not get their passwords until August – just over one month before the end of their tour of duty.	Please contact your Division Rep with more information on this issue.	The SME has a list of all employee accounts and passwords. Contact him at anytime if you have password issues.
12	Polo Shirts	Polo shirt with Corps logo.	No action taken	The committee is working on a polo shirt for the Class C and Class D uniforms.
13		polo shirt	No action taken	The committee is working on a polo shirt for the Class C and Class D uniforms.
14		polo shirt for boat and beach patrol or similar Class C duties would be great.	No action taken	The committee is working on a polo shirt for the Class C and Class D uniforms.
15		would like to see a polo shirt.	No action taken	The committee is working on a polo shirt for the Class C and Class D uniforms.
16		Their needs to be an official Polo type shirt added to the program.	No action taken	The committee is working on a polo shirt for the Class C and Class D uniforms.
17		It would be nice if we had a polo shirt that we could wear with the shorts.	No action taken	The committee is working on a polo shirt for the Class C and Class D uniforms.

18		Polo-style work shirts that can be worn with shorts or the cargo pants. Our local law enforcement folks just went to this kind of shirt, and they look much more professional than I had thought they would look.	No action taken	The committee is working on a polo shirt for the Class C and Class D uniforms.
19	Duty Trousers	What about updating the fit of the lightweight and heavyweight dress trousers?	No action taken	Isolated comment.
20		I think the summer duty trousers are too light in material and do not last as long.	No action taken	Weight of warm weather trousers has not changed.
21		Trousers – Metal clip fasteners do not last – rip out easily. Need a regular button or snap. Metal clips are too hard to repair when they break.	No action taken	Isolated comment.
22		I had ordered some new trousers, and they were constructed differently from the last order. There were only 5 belt loops, which ultimately made wearing my equipment difficult. (They were also higher at the waist - not fitting right at the waist.) I wear five different items on my belt, and depend on the belt loops to keep these items in place. With only 5 belt loops, the equipment shifts, and is not comfortable to wear. Those trousers have been relegated to the back of the closet, and they don't get worn, as they are not functional for me.	No action taken	A Black Nylon Utility Belt is now authorized for wear with the uniform. These may be purchased by the project for the employee's use. This should reduce the need to wear items on the duty belt.
23	Jeans	instead of replacing work jean w/ cargo pant, what about improving work jean and adding cargo pants.	No action taken	Results from last year's survey indicated that 4 out of every 5 employees who voted wanted cargo pants over jeans.

24		There are lots of problems with the uniform jeans and pants. Many of the pants received are unhemmed, of poor quality, have loose threads and don't fit. Pant sizes are not consistent and the fit is not always the same - could be due to multiple alterations on returned items or different suppliers.		Jeans are no longer part of the program. If you ordered hemmed trousers and they came in unhemmed, return them to the contractor within 30 days for replacements. Altered items can not be returned.
25		I RECEIVED WORK JEANS THAT HAD TAGS MADE IN MEXICO. AFTER WASHING THE MATERIAL HAD TINY BALLS OF LINT ON THEM THAT ROLLED UP FROM THE MATERIAL DURING WASHING. MORE WASHING MORE TINY BALLS.]	No action taken	Jeans are no longer part of the program.
26		Work Jeans need more sizes and less generous legs.	No action taken	Jeans are no longer part of the program.
27	Twill Pants	Option to purchase a more comfortable lower rise twill pant for women.	This is available.	Low rise options are available on the website.
28	General Pants	PANTS WEAR OUT AND SEPARATE IN THE CROCHT. THE POCKETS DO NOT LAST LONG, BECAUSE OF KEYS, ETC	Please contact your Division Rep with more information on this issue.	You might consider a Utility belt for keys, etc.
29	Shorts	tweak the uniform policy to allow shorts in the summer season (mid-Mar to Oct) not just for bike, boat or beach patrol, all the time if you choose. Having to switch back and forth from pants to shorts is ridiculous. Some managers make a point to stick to the policy. If we have them, why not let allow us to wear more often.	No action taken	Policy was felt to be sufficient.
30		Threads on the shorts clash with the material	Contractor notified and will investigate.	

31	Summer shirt	Problems with men's short sleeve lightweight shirt - not very wrinkle resistant, buttons pop off easily, collars and stays are not durable and material fades quickly. Also, need to bring back the long-bodied shirt.	No action taken	Lightweight shirt is a cotton blend that requires ironing to remove wrinkles, and will fade due to cotton content. Long bodied shirts are available through Made to Measure.
32		Is there a possibility of procuring a long sleeve version of the lightweight summer shirt? Long periods of exposure to the sun is damaging to skin and one of our employees must keep his arms covered due to outbreaks of skin cancer. Sunscreen provides inadequate protection and I imagine he isn't the only person with this problem.	We are exploring this issue with the contractor.	
33	Outer wear	I would like to see a lower cost set of rain gear added.	No action taken	Committee felt this fell under safety items that the projects could supply.
34		I have really enjoyed the insulated overalls that are now available for outdoor use in winter – I use these a lot as a resource ranger. It would be great to have available some un-insulated coveralls or brush pants for warm weather use. Briars and brush quickly eat up current work jeans, plus cause scratches and puncture wounds on my legs.	No action taken	Uninsulated coveralls are available in the uniform program.
35		Rain gear need to be "waterproof" Gore-Tex. Current items are only water resistant and for the prices we are paying they should be waterproof .	No action taken	Check out the items on website <a href="http://www.nikwax-usa.com">http://www.nikwax-usa.com</a> . They have a spray on water repellent.
36		I would like to see a tougher, heavy duty winter work jacket. A Carhart type (duck material) would be a good choice. When working in the wildlife areas, the nylon and/or fleece jackets tear easily.	Committee exploring the option of adding a work jacket for Class C work that can also be worn with the insulated overalls.	The committee felt that a work jacket was needed. Looking at the NPS 10 oz. Duck jacket.

37		Possibility of having an hood attached to the raincoat.	No action taken	Isolated comment.
38	General Quality	The quality of the shirts and shorts has diminished ... those I received often had many loose threads that needed clipping.	Contractor notified and will investigate.	
39	Misc	I would like to see a T-Shirt that could be part of a Field uniform for those cruising timber, painting boundary lines or other maintenance that causes uniforms to become soiled quickly.	No action taken	Gloves, Socks, Shoes, T-shirts, and Scarves cannot be part of the supplied uniform.
40		Black long sleeves undershirt to be worn under LS Duty shirt will be very useful.	No action taken	Black turtleneck for wear under Class B Daily wear is provided.
41		I would like to add a manager's uniform, whether it is a golf shirt and pants, dress shirt, etc. In addition I feel the items added each year accommodate the cooler states. How about a Docker type pant instead of the wool pants.	No action taken	Class A "Managers" uniform eliminated 5 years ago for various reasons including cost, "non-uniformity" and universal dislike of the "uniform"
42		Quality steel-toe boots/shoes in sizes small enough for the gals (I'm having to wear one size too big because very few manufacturers make women's steel-toe, and fewer make the smaller men's sizes).	No action taken	Safety shoes are not offered through this program, but can be purchased with project funds.
43		I would like to see the American Flag on the right sleeve of the Ranger duty shirts, jackets, etc. Being a veteran, and a lot of us are, I feel it only appropriate that the American Flag be apart of our uniforms.	After much discussion, the decision was made to continue with existing guidance.	The American Flag can be part of your uniform. An American Flag pin is authorized to be worn on the left collar point of your shirt or outerwear.
44		I may be way off base, but it doesn't hurt to ask: can we consider adding a source or option to purchase pepper spray through the uniform website (for those who are authorized to carry)?	No action taken	Not a uniform item.