

Item	Comment	Freq	Action	Justification
UAA Web Site - Pittsburgh District	No Problems. Any issue resolved in timely manner. Program runs very well.	4	n/a	n/a
UAA Web Site - Nashville District	Occasionally, the reports section malfunctions and an error message will appear.	1	Reports function is now working. See your IM folks if you continue to have problems.	Contact your Division Rep if you need a report immediately.
UAA Web Site - Detroit District	No Problems.	1	n/a	n/a
UAA Web Site - Louisville District	No Problems reported.	1	n/a	n/a
UAA Web Site - Buffalo District	No Problems.	1	n/a	n/a
UAA Web Site - Huntington District	No Problems. Short cut to quickly access the website worked great. Many thanks.	1	n/a	New address for UAA website is http://uaa.nps.gov
VF Solutions Web Site Pittsburgh District	Suggestion - When new products are introduced, provide guidance as to how the product is to be utilized.	1	Good suggestion.	We will try to put out a memo or an email to all Uniform coordinators with this information.
VF Solutions Web Site Nashville District	Seems to operate slowly, but that could also be our local connection. More detail about the status of orders would be nice.	1	Include your email address for information and you will receive updates when items are shipped.	You must include your email address everytime you order if you wish to receive status reports on your orders.
VF Solutions Web Site Nashville District	Excellent service with website.	1	n/a	n/a
VF Solutions Web Site Detroit District	No problems.	1	n/a	n/a
VF Solutions Web Site Louisville District	Problem logging on (not accepting password). Called for assistance and problem resolved.	1	n/a	n/a
VF Solutions Web Site Buffalo District	No problems.	1	n/a	n/a
VF Solutions Web Site - Huntington District	The news pages are not current.	1	The latest information in on the site.	Please contact your Division Rep.
VF Solutions Web Site - Huntington District	Add ordering history by item so customer can see what size was ordered in the past.	1	It is there now. Be sure that the item has not changed since the last order.	The contractor is looking into the possibility of adding additional information.
VF Solutions Web Site - Huntington District	Measuring Guide Link does not work.	1	You are correct. Notified the contractor. They are repairing this link.	Link has been repaired by contractor.
VF Solutions Web Site - Huntington District	Ordering for Bib coveralls is by waist size. However sizes available are small, medium, large, etc.	1	Will discuss with contractor. Item not on Sizing chart.	Contractor making changes to website.
Uniform Items				
Long Sleeve Duty Shirt - Pittsburgh District	Shirt is cut tighter than the short sleeve shirt. Uncomfortable with fit. Addition of turtleneck makes it more binding. Consider relaxed fit.	1	There has been a change in material in the shirt. You may need to order a larger size.	It would not be an easy thing to do to relax the fit of the shirt. This is the first request we have had for this action.
Long Sleeve Duty Shirt - Pittsburgh District	Material is scratchy. Find more customer friendly fabric. Current fabric is out of stone age.	1	New shirt Fabric now in system.	Contractor introduced a new shirt material with the newly awarded contract.
Short Sleeve Dress - Pittsburgh District	Add this item. NPS had a dress that looked professional, comfortable and certainly not sloppy like the COE skirt and shirt.	1	Uncertain as to what item you are referring to. Please contact your Division Rep.	n/a
Black Turtleneck - Pittsburgh District	Excellent	1	n/a	n/a
Black Underwear Pants Pittsburgh District	Add this item to match the shirt.	1	This is not an authorized item.	The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or raingear. Some of these items may be authorized for purchase with project funds if they are safety related.
Women's Sizes - Pittsburgh District	We need women's sizes back. Unisex sizing does not work.	1	no action	Unisex sizing is a matter of economy. Overall costs are kept lower by not having to stock as much merchandise. If you are having problems with fit, project funds may be available for alterations.
Fleece Outerwear - Pittsburgh District	Request heavier weight fleece outerwear.	1	no action	Our surveys indicate that the vast majority of the uniform wearers are satisfied with the current fleece jacket.

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Jeans - Pittsburgh District	Request true "blue-jean" type (green) trousers.	1	The committee is addressing the pants issue as a whole and are recommending the addition of a Brush Pant for Class C work situations.	Surveys indicate the Cargo Pant by itself does not meet the needs of all wearers for a work pant. Committee recommends addition of Brush Pant for Work Uniform and allowing Cargo Pant to be worn with Daily Duty Uniform.
Sweatshirt - Pittsburgh District	Add this item.	1	The committee recommended against this proposal.	The committee felt that the number of existing outerwear items was sufficient.
Reversible Hat - Pittsburgh District	Add this item. Reversible Hat (Green to F. Orange)	1	no action	Safety Issue. Not a uniform issue.
Windbreaker - Pittsburgh District	This item sucks. Too light, too casual and mine came with an NPS patch.	1	The committee is looking into possible alternatives. If it came with an NPS patch, return it.	There is a need for an inexpensive outerwear item for temporary employees. This item fits that need.
Work Jacket - Pittsburgh District	Good item.	1	n/a	n/a
PFD Cloth or Iron on Badges - Pittsburgh District	Add this item.	1	PFDs come with badge and nameplate holders. Badge holders are also authorized.	Badges are accountable items, therefore we do not issue cloth badges.
Polo Shirt - Pittsburgh District	Add this item. Should have embroidered badges for identification.	1	No embroidered badge due to accountability concerns.	The committee continues to work on the polo shirt.
Jeans - Nashville District	Add back to program. More comfortable than cargo pants. Jeans were also available in more sizes. For example: Size 33	1	The committee is discussing the sizing issue with the contractor.	Surveys indicate the Cargo Pant by itself does not meet the needs of all wearers for a work pant. Committee recommends addition of Brush Pant for Work Uniform and allowing Cargo Pant to be worn with Daily Duty Uniform.
Outerwear Items - Nashville District	Outerwear items would look better in a black color instead of having different shades of green.	1	The contractor has been able to match all the green items	Contractor has been able to match all outerwear "earth green" shades. This took the contractor a great deal of effort and the results are very positive.
Windbreaker - Nashville District	Terrible item. Not worth the money. Cheaply made and does not look professional as previous design.	1	The committee is looking into possible alternatives.	There is a need for an inexpensive outerwear item for temporary employees. This item fits that need.
Cargo Pants - Nashville District	Nice but material wears out quickly and color fades. Similar style should be "rip stop" type fabric like cargo pants is supposed to be.	1	no action	Isolated comment.
Zipper Problem - Nashville District	Zipper on a recently ordered coat that has trouble tracking - it is difficult to get it started.	1	Quality issue. Please contact Customer Service.	Contractor Customer Service 1-800-545-5491
Shades of Green - Nashville District	Maintain the current shade of green.	1	no action	Contractor has been able to match all outerwear "earth green" shades. This took the contractor a great deal of effort and the results are very positive.
Sun Hat - Nashville District	Step in right direction. Suggest wider brim and flap on the back to provide protection to neck and ears.	1	no action	This item has only been in the system a short time. Will continue to evaluate.
Cargo Pants - Nashville District	Make this item the official duty trouser. Can carry a cell phone on one side pocket and small notebook in the other.	1	The committee recommended to allow the wearing of the cargo pants with Class B duty uniform.	Surveys indicate the Cargo Pant by itself does not meet the needs of all wearers for a work pant. Committee recommends addition of Brush Pant for Work Uniform and allowing Cargo Pant to be worn with Daily Duty Uniform.
Cargo Pants - Nashville District	Great addition.	1	n/a	n/a
Work Jacket - Nashville District	Great addition.	1	n/a	n/a
Turtleneck - Nashville District	Great addition.	2	n/a	n/a
Work type shirt - Nashville District	Add this item to go with the cargo pants.	1	no action	A Polo shirt is being designed to fit this need.
Polo Shirt - Nashville District	Add this item with name and badge sewn on it.	1	We will not add an embroidered badge due to accountability concerns.	The committee continues to work on the polo shirt. We hope to have this available this year.
Gloves - Nashville District	Add this item. Different glove choices do not look professional and consistent with the other uniform items.	1	Local purchase of these is authorized.	The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or raingear. Some of these items may be authorized for purchase with project funds if they are safety related.

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Black Underwear Pants Nashville District	Add this item.	1	This is not an authorized item.	The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or raingear. Some of these items may be authorized for purchase with project funds if they are safety related.
Hood on Fleece or Vest Nashville District	Offer fleece jacket or vest with a hood.	1	The committee recommended against this item.	The committee felt that the number of existing outerwear items was sufficient.
Socks - Nashville District	Offer black socks (only required uniform item not provided).	1	The committee recommended against this item.	The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or raingear. Some of these items may be authorized for purchase with project funds if they are safety related.
Fabric of trouser - Nashville District	Look into new fabrics. Polyester blend trousers are awfully hot in the summer.	1	We continue to look at newer and better products.	n/a
Long Back for SS and LS Shirts - Nashville District	Request duty shirts be made available in "Long Back" for tall people.	1	Cut to Order sizes. Will talk to contractor to add this nomenclature to site	"Cut to Order" items are those items for which patterns are available, however are not stocked due to low demand. We have asked the contractor to provide an easier method for employees to identify these sizes, and post it on their website. Like "Made to Measure" these will take 90 days to produce.
Badges - Nashville District	Consider authorizing rangers to be issued a third badge to be worn.	1	no action	Not a uniform committee issue. HQ determines this.
Decision Matrix - Detroit Distrist	Did not find the "Decision Matrix located on the NRM Gateway site". A link would be useful.	1	These are found in Current News.	Will reword next time for ease of locating.
Black Socks - Louisville District	Add to program.	3	The committee recommended against this item.	The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or raingear. Some of these items may be authorized for purchase with project funds if they are safety related.
Gloves - Louisville District	Add to program.	2	The committee recommended against this item.	The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or raingear. Some of these items may be authorized for purchase with project funds if they are safety related.
Sweater Vest - Louisville District	Sleeveless sweater vest add to program.	1	The committee recommended against this item.	The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or raingear. Some of these items may be authorized for purchase with project funds if they are safety related.
Insulated Coveralls - Louisville District	Add to program.	1	The committee recommended against this item.	When the Insulated coveralls were in the system, we found it very difficult to fit everyone due to varying torso lengths. The bibs and jacket do not have that problem.
Button up Sweater - Louisville District	Add to program.	1	The committee recommended against this item.	It was felt we had enough outerwear at this time.
Black Turtleneck - Louisville District	Add Corps emblem to turtleneck.	1	The committee recommended against this item.	Isolated comment.
Sun Hat - Louisville District	Stiffer hat requested. Current hat is floppy.	1	no action	This item has only been in the system a short time. Will continue to evaluate.
Polo Shirt - Louisville District	Add to program.	2	The committee continues to work on the polo shirt.	n/a
Tee Shirt - Louisville District	Add to program.	2	The committee recommended against this item.	The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or raingear. Some of these items may be authorized for purchase with project funds if they are safety related.
Socks - Buffalo District	Add to program.	1	The committee recommended against this item.	The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or raingear. Some of these items may be authorized for purchase with project funds if they are safety related.
Sizing - Buffalo District	Revisit sizes. I have size 14's that are smaller than old old old size 12's	1	no action	The contractor is doing their best to keep sizing the same with their subcontractors. As items are added and/or changed, the sizing may change. Note 30 day return period.

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Cargo Pants - Huntington District	Not suitable for work; disappointed with item; make them a class B item; make them a summer item; should be more like BDU; do not like waist band	5	The committee discussed at length the various trousers in the system.	The committee recommended that the Cargo Pant could be either a duty trouser or a work trouser. In addition, the committee recommended adding the Brush Pant for the work uniform.
Gloves - Huntington District	Add to program.	2	The committee recommended against this item.	The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or raingear. Some of these items may be authorized for purchase with project funds if they are safety related.
Scarf - Huntington District	Add to program.	1	The committee recommended against this item.	The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or raingear. Some of these items may be authorized for purchase with project funds if they are safety related.
Polo shirt - Huntington District	Add to program. One comment to add this item as office situations or informal meeting wear.	2	The polo shirt will be added to the uniform HOWEVER only for use with the work uniform or for boat/beach/bike use. It is not to be worn in for office situations.	The committee continues to work on the polo shirt. We hope to have this available this year.
Tee Shirt - Huntington District	Add to program.(one reponse for C wear and one for D wear)	2	The committee recommended against this item.	The Corps Uniform contract does not supply gloves, scarves, underwear, socks, or raingear. Some of these items may be authorized for purchase with project funds if they are safety related.
Hood to rain wear - Huntington District	Add hood to rain wear.	1	no action	The outershell has a hood. The campaign hat has a rain cover.
Jeans - Huntington District	Bring back the jeans. NPS and FWS still have this item; should be easy to add to our program.	1	The committee discussed at length the various trousers in the system.	The committee recommended that the Cargo Pant could be either a duty trouser or a work trouser. In addition, the committee recommended adding the Brush Pant for the work uniform.
Insulated Coveralls - Huntington District	Bring back this item.	1	The committee recommended against this item.	When the Insulated coveralls were in the system, we found it very difficult to fit everyone due to varying torso lengths. The bibs and jacket do not have that problem.
Vest - Huntington District	Vest needs a tab or hook in order to attach radio microphone near shoulder.	1	no action	Isolated comment.
Insulated Bibs - Huntington District	New insulated bib too loose fitting, needs to be more form fitted.	1	no action	Alterations can be made using project funds if the fit is not correct.
Ball cap - Huntington District	Too ridged.	1	no action	Isolated comment.
Windbreaker - Huntington District	Sleeve length proportionally too short in windbreaker for size of coat M & ML sizes tried.	1	no action	Alterations can be made using project funds if the fit is not correct.
Shades of Green - Huntington District	Likes the green color in new twill pants, matches other greens better.	2	n/a	n/a
Work coat - Huntington District	Likes the new work coat, great to work in and keeps from getting class B items dirty.	2	n/a	n/a
Poor quality overall - Huntington District	Poor quality over all in many items. (female uniform)	1	Division Rep will contact you.	n/a
Ike Jacket - Huntington District	Seldom see anyone wear the duty (Ike Jacket) anymore and this could be discontinued. Update the fit/design of item.	2	This item is utilized for court and ceremonial purposes.	There is a specific need for this item.
Twill trousers - Huntington District	Poor quality and should be replaced with different fabric; look in a Galls catalog to get ideas.	1	no action	Isolated comment.
Duty shirts - Huntington District	Add holes for nameplates.	1	The committee recommended against this item.	If this were added, it would interfere with the magnetic nameplate. Committee felt existing situation was the best option.
Sun Hat - Huntington District	Looks unprofessional and would like to know how many rangers purchased this item.	1	This hat is for protection while out in the sun. Nearly 1200 of these were purchased last year.	The sun hat is provided for specific situations where the campaign hat would not be appropriate, and where the ball cap would not provide enough protection.
Goretex Shell - Huntington District	Add waist length goretex shell. Item is already in NPS program.	1	The committee recommended against this item.	The committee is looking into possible alternatives.
Goretex Shell - Huntington District	Upgrade with Recce Smock.(underarm vents, breast pockets, integral hood, more pockets and adapting fleece as zip in/out)).	1	This would be a major modification to the existing system. Costs outweigh benefits.	The committee is looking into possible alternatives.
Maternity Uniform - Pittsburgh District	No comment or suggestions.	2	n/a	n/a

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Maternity Uniform - Nashville District	No comment or suggestions.	1	n/a	n/a
Maternity Uniform - Detroit District	No comment or suggestions.	1	n/a	n/a
Maternity Uniform - Louisville District	Currently has one employee participating in the loaner program. She said that she received her uniforms promptly and highly recommends the program.	1	n/a	n/a
Maternity Uniform - Buffalo District	No comment or suggestions.	1	n/a	n/a
Maternity Uniform - Huntington District	No comment or suggestions.	1	n/a	n/a
Customer Service - Pittsburgh District	Shipping was prompt;orders filled correctly;on line information on order is handy;ample time to use allotment;quite satisfied,staff is helpful;service is fast;exchanges are very prompt/timely.	6	n/a	n/a
Customer Service - Nashville District	Always have good experiences with customer service.	3	n/a	n/a
Customer Service - Nashville District	Service is okay. Returned item got lost for 2 months. I contacted customer service and received reply within 2 days. The item was shipped 2 days after that.	1	n/a	n/a
Customer Service - Nashville District	30 day return policy should be extended. Factors such as deployment make some returns/exchanges difficult within the time frame. Should be 60-90 days. Exchanges of new items should have no restrictions.	1	no action	30 day period will remain in effect. If deployments interfere with this, contact your Division Rep for assistance in resolving the issue.
Customer Service - Detroit District	Did not deal with customer service this past year.	1	n/a	n/a
Customer Service - Louisville District	One employee ordered a winter hat in Jan. 2005. He received a hat, but had to return it for a larger size that same month. He did not receive another hat until Dec 2005. He had contacted VF multiple times and was given a different delivery date nearly each time.	1	The committee spoke at length with the contractor on this issue.	The winter cap backorders were a result of a number of unforeseen issues encountered by the contractor. These have been resolved. The committee is working with the contractor to prevent this from happening again.
Customer Service - Buffalo District	Did not deal with customer service this past year.	1	n/a	n/a
Customer Service - Huntington District	Good service.	5	n/a	n/a
Customer Service - Huntington District	Wants to be able to order lost buttons from coats, etc. Right now the contractor will not do this.	1	Contacted Division Rep and it was resolved.	n/a
Customer Service - Huntington District	Difficulty in getting back orders.	1	Was this more than the winter cap?	Please contact your Division Rep.
Success Stories - Pittsburgh District	Exchange handled beautifully. I wasn't sure that they'd cover it because I had to return pants that were hemmed to a certain length and they exchanged the pants with no problem. Postal exchange/UPS mailing labels for the order worked well also.	1	n/a	n/a
Success Stories - Detroit District	Uniform selection and order process went well this year.	1	n/a	n/a
Success Stories - Louisville District	Returns have been processed quickly in most cases.	1	n/a	n/a
Success Stories - Huntington District	Increase in replacement allowance much appreciated.	1	n/a	n/a
Success Stories - Huntington District	Quality has improved over last 3 to 4 years in many items. (Male Uniform)	1	n/a	n/a