

Item	Comment	Freq	Action	Justification
UAA Website	I recommend keeping the new one password system for entering the UAA web site. In the past, I have had numerous problems entering the site under the old two password system. When entering the second password, I would often be taken back to the first password log-in page very frustrating.		No action	Memo sent out last summer with new Website address for UAAs. Address is http://uaa.nps.gov
UAA Website	No problems	5	n/a	n/a
UAA Website	No training necessary		n/a	n/a
UAA Website	The system has always worked well for me		n/a	n/a
UAA Website	No problems with the website. No training is necessary other than a step by step instruction list to refer to for folks new in using the site		n/a	n/a
UAA Website	Generally, no problems. However at times it is difficult to login to the site which can be frustrating.		no action	If logging in is a problem, you may need to contact your IM technicians.
VF Solutions Website	No problems with the website	15	n/a	n/a
VF Solutions Website	I think it would be helpful to actually have items in stock at the appropriate seasons. For example, not ordering shorts in May and receiving them in September.		We will talk to contractor about this issue.	Contractor performance in new contract will be evaluated on factors including backorders.
VF Solutions Website	When new items first become available for order, such as the new winter cap have them readily available to ship when we need them, it seems like they are always on back order for a while.		We will talk to contractor about this issue.	Contractor performance in new contract will be evaluated on factors including backorders.
VF Solutions Website	I sent an item back and marked exchange on the form and indicated the size I wanted to exchange it for- however I never received the item and according to the website it was only returned.		Please contact your Division Rep for resolution of this issue.	n/a
VF Solutions Website	The uniform contractor's website worked very well.		n/a	n/a
VF Solutions Website	I have no problems with the website.	2	n/a	n/a
VF Solutions Website	All my stuff came in fine- little back ordering		n/a	n/a
VF Solutions Website	This is an easy web site to navigate and works fine. I don't need to see the survey questions at the end of each use.		n/a	n/a
Uniform Items	Gray cotton Corps logo T-shirt that can be worn during extremely hot/humid work conditions in the field that require informal contact with the public.		The committee recommended against this item.	The Corps Uniform program does not provide scarves, gloves, underwear, or raingear. Some of these items may be purchased with project funds if safety related.
Uniform Items	I just believe that the overall quality has really gone down. For example, now when they hem the pants they just do a 1/2 inch or so double fold and straight stitch (kind of like how the jeans are hemmed). I think this is a shabby hem job.		no action	The committee and the contractor received numerour complaints about the hems tearing out of the duty trousers. Employees' boot "hooks" were tearing out the hidden hem, therefore the contractor changed the hem to this newer style.

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Uniform Items	I realize most of the employees who use the uniforms are park rangers who rarely encounter adverse environmental working conditions, but someone, somewhere needs to know that there are a few folks who work under more adverse conditions than rangers typically work. I'm not sure all uniform administrators realize that foresters and biologists encounter extremely difficult environmental conditions (briars, brush, green briars, etc.) during timber cruising, timber marking, tree planting, food plot planting, prescribed burning, wildlife population surveys, etc. that warrant the use of much tougher clothing items than are offered by the current uniform program. As a forester, I would like to see a tougher fabric/material used for pants/jeans. We need a material similar to the Carhart brand of clothing which is a 12 oz. cotton duck cloth. I would also like to see an overall (not a coverall) type garment offered. This would offer chest/upper body protection when "brush busting" in thick cover. These garments could also have a "double knee" or extra layer of material in the front part of the leg for more durability and protection.		Rangers around the country also perform these kind of duties. The committee is trying to meet this need.	The committee has looked at the trouser program as a whole. The cargo pant introduced last year has not met the need we thought it would. Therefore the committee made the following recommendations to HQ. We would add the Cargo Pant into the Duty uniform for daily wear (not formal or Court). We also are adding the Brush Pant along with the Cargo Pant for the Work Uniform.
Uniform Items	Heavier duck material is needed for un-insulated coveralls		no action	Isolated comment
Uniform Items	Add winter gloves to the program	5	no action	The Corps Uniform program does not provide scarves, gloves, underwear, or raingear. Some of these items may be purchased with project funds if safety related.
Uniform Items	The pockets on the cargo pants need to be improved. It is very difficult to get your hands into the pockets let alone any other items. The pockets could be pleated or bloused to keep same size but allow for expansion.		The committee recommended against this item.	Bulging "blousing" pockets are not considered an acceptable professional appearance. The ER also states that bulging, overstuffed pockets are unacceptable.
Uniform Items	The cargo pants have a zipper on each leg that is very hard to operate without minimal fuss. It could be redesigned using a plastic zipper or the zipper could be replaced with Velcro. The pocket is useless without some type of closure and what is presently being used just doesn't work very well.		These comments will be passed on to the contractor for possible action.	n/a
Uniform Items	The shorts are a joke, nothing like the old ones. Everyone hates to wear them, I understand we lost the supplier, but why can't the new supplier make them like the old. I know you will have a lot of comments about these.		The committee has asked the contractor to seek an alternative to the current shorts.	n/a
Uniform Items	The regulations should change so that shorts can be worn when working. I know that you have no control on this.		The committee recommended against this item.	Shorts were added to the program for specific situations. Permission to wear the shorts in other situations has not been granted by HQ.
Uniform Items	The cargo pants could be improved. I request the uniform committee look into changing the style of these pants to the same pants worn by the military. The military contractor offers these in olive drab color that would match our uniforms. The material on the military trousers holds up a lot better and offers more room for movement during working activities. Also, these military trousers are offered in summer wear and winter wear (thicker material). The current cargo pants are hot during summer months and military trousers would be a lot cooler. Also, the military trousers has larger cargo pockets for carrying field items.		The committee recommended against this item.	The military style pant does not fit the Professional Park Ranger image.
Uniform Items	No problems	2	n/a	n/a

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Uniform Items	As in the past, I would like to see t-shirts or polo shirts added to the class B and C daily wear uniform. The summer class B shirts do not cool effectively and do not dry from sweat quickly. Rangers' duties constantly require them to perform duties in an outdoor setting during hot summer months in antiquated apparel that is uncomfortable. It is my opinion that a "Professional-looking" alternative could be made available. I would also like to see the cargo pant be made part of the class B daily wear uniform. The cargo pant does not detract from the professional image we are trying to put forth and they are very handy for the jobs we must perform as rangers.		The committee recommended against the t-shirt. The polo shirt is being designed. The Cargo Pants are being recommended by the committee to be available for both Class B daily and Class C work uniforms.	The committee has looked at the trouser program as a whole. The cargo pant introduced last year has not met the need we thought it would. Therefore the committee made the following recommendations to HQ. We would add the Cargo Pant into the Duty uniform for daily wear (not formal or Court). We also are adding the Brush Pant along with the Cargo Pant for the Work Uniform.
Uniform Items	As a female uniformed ranger, I would prefer to wear a shirt that can be worn on the outside of my uniform pants for several reasons. 1) The amount of shirt that has to be tucked in is excessive and causes a bulky appearance. 2) The area where the shirt and pants overlap is extremely warm and causes heavy sweating during hot weather - especially the hot temperatures we experience here in the South. 3) It is a neater (and might I add, more feminine) appearance for female rangers. I am not ruling out the shirts that are presently being used, but I am asking for an alternative for those of us who would like to be cooler and to have a bit sharper appearance. The alternate style of shirt would help us to keep our identity as both park rangers and women. The style of shirt that I am referring to is also the shirt worn by females in the Armed Services, so it should not require the design process.		The committee recommended against this item.	The committee felt that the military style female shirt would not allow for the use of the utility belt with the uniform.
Uniform Items	As a side note - I actually liked the female trousers before the elastic was added. The trousers are like "grandma" pants now. Due to the elastic in addition to the female body shape, these pants want to wear higher than our natural waist lines. I understand the men's pants are an option. But, it is not a very good option in that men and women's shapes are so different to purchase the male trouser would require alterations causing untimely shipping or an additional expense for the customer.		no action	This style trouser resolved more problems than it created. Wearing the men's trousers is an option.
Uniform Items	Finally, I believe these changes might help to attract young, fashion-conscious females into the Corps of Engineers' ranger program. The uniform overall is antiquated-looking. If you were to take a photo of rangers from the 1980s and put it alongside a photo of rangers today, the only change would be the hat. Surely we can find a compromise that will ensure a professional as well as a 21 st Century appearance. The Corps' future lies with the youth of today. At some point, I think, we are going to have to start listening to their suggestions.		The committee reads and listens to every suggestion and/or comment sent to them.	Many changes have occurred since the early 1980s that have improved the uniform program. At the same time, the uniform provides a consistent professional image that the public recognizes.
Uniform Items	Add a line of eye wear such as sunglasses so all field personnel will be more uniform		The committee recommended against this item.	Isolated comment
Uniform Items	My only comment is that the new cargo pants is a welcome addition to the uniform and the cargo pants should be classified as a Class B uniform. They look and feel better than the twill trousers.	8	The committee agreed to include the Cargo Pant into Class B daily and Class C work uniforms.	The committee has looked at the trouser program as a whole. The cargo pant introduced last year has not met the need we thought it would. Therefore the committee made the following recommendations to HQ. We would add the Cargo Pant into the Duty uniform for daily wear (not formal or Court). We also are adding the Brush Pant along with the Cargo Pant for the Work Uniform.

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Uniform Items	I would like to show my support for putting the American Flag on the sleeve of our uniform shirts. "Just do it", it's the right thing to do.		The committee recommended against this item.	After much debate, the committee recommended that we continue with the American Flag Pin on the left collar point for shirts and outerwear. The cost of implementing a complete changeover to include an American Flag patch on the uniform shirt and outerwear was considered too high.
Uniform Items	Add summer/winter duty socks		The committee recommended against this item.	The Corps Uniform program does not provide scarves, gloves, underwear, or raingear. Some of these items may be purchased with project funds if safety related.
Uniform Items	Add better fitting and better looking windbreakers		The committee is looking into alternatives.	There is a need in the uniform program for an inexpensive outerwear item for temporary employees. This item fits that need.
Uniform Items	Allow more instances to wear the cargo trousers		The committee agreed to include the Cargo Pant into Class B daily and Class C work uniforms.	The committee has looked at the trouser program as a whole. The cargo pant introduced last year has not met the need we thought it would. Therefore the committee made the following recommendations to HQ. We would add the Cargo Pant into the Duty uniform for daily wear (not formal or Court). We also are adding the Brush Pant along with the Cargo Pant for the Work Uniform.
Uniform Items	Windbreaker is cheaply made and has no liner. We need a nice light weight jacket, not the fleece jacket		The committee is looking into alternatives.	There is a need in the uniform program for an inexpensive outerwear item for temporary employees. This item fits that need.
Uniform Items	I wish there was a bib overall with insulate and Goretex such as offered by Columbia Sportswear. This garment would eliminate the bulk of wearing the wind/rain Goretex pants over the "bulky" insulated bibs currently offered. The current bibs are not suited for outdoor work in wet conditions such as removing buoys late in fall (Cold, windy and wet)		The committee recommended against this item.	The Corps Uniform program does not provide scarves, gloves, underwear, or raingear. Some of these items may be purchased with project funds if safety related.
Uniform Items	Current offering is good		n/a	n/a
Uniform Items	Add jeans back into the program		The committee recommended against this item.	The committee has looked at the trouser program as a whole. The cargo pant introduced last year has not met the need we thought it would. Therefore the committee made the following recommendations to HQ. We would add the Cargo Pant into the Duty uniform for daily wear (not formal or Court). We also are adding the Brush Pant along with the Cargo Pant for the Work Uniform.
Uniform Items	Add a polo shirt and cardigan sweater		The committee recommended against the cardigan sweater.	The committee continues to work on the polo shirt. We hope to have this available this fiscal year.
Uniform Items	A lot of larger size items always seem to be on backorder		The contractor is evaluated upon their performance in many categories, including backorders.	The contractor lists those sizes that are kept in stock on the website. Many larger sizes, which are infrequently ordered, fall into the Cut to Order category and take 90 to 120 days to manufacture.
Uniform Items	I don't like the new winter hat		The committee is looking into alternatives.	The committee is looking into the addition of a fleece skull cap to replace the two stocking caps currently in the system.

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Uniform Items	It would be nice if they had sizes for taller people so that you don't have to special order all the time. It took me two months to get cargo pants and then they were the wrong size. It was another couple of months before I finally got pants that fit, after the field season was mostly over.		no action	The contractor lists those sizes that are kept in stock on the website. Many larger sizes, which are infrequently ordered, fall into the Cut to Order category and take 90 to 120 days to manufacture.
Uniform Items	Black turtle necks are of poor quality, the seams come apart after 3 or 4 washings		The committee is looking into alternatives.	n/a
Uniform Items	The new windbreaker is very poor quality, cheap!		The committee is looking into alternatives.	
Uniform Items	Light weight long sleeve shirt comparable to cotton short sleeve shirt for southern temperate zones when transitioning between summer and winter uniform to abide by dress code.		no action	The duty shirt is of a new fabric that may suffice for this need.
Uniform Items	Polo shirt for boat patrol to be worn with cargo pants		The committee continues to work on the polo shirt.	We hope to have this available this fiscal year.
Uniform Items	Colored T-shirt for field work (forester, biologist, etc.) and could be worn under duty shirt.		The committee recommended against this item.	The Corps Uniform program does not provide scarves, gloves, underwear, or raingear. Some of these items may be purchased with project funds if safety related.
Uniform Items	Some uniforms items do not match up color-wise, i.e. differing shades of green.		The contractor has solved this issue.	The contractor put a great deal of effort into matching all the greens to the "earth green" color. This has been achieved.
Uniform Items	Add black leather gloves for winter wear	3	The committee recommended against this item.	The Corps Uniform program does not provide scarves, gloves, underwear, or raingear. Some of these items may be purchased with project funds if safety related.
Uniform Items	The current long sleeve duty shirt becomes frayed around the collar with minimum use		no action	The shirt fabric has changed with the new contract.
Uniform Items	The summer duty trousers are also poor quality		no action	More details needed.
Uniform Items	No problem with the current uniform		n/a	n/a
Uniform Items	I am a forester and do not believe my requirements have been taken into account as far as the selection of uniform items is concerned. The new cargo pant is too thin. The old work jeans were too thin. I do like the added pockets on the cargo pant; however, the thin material is not much different than the pants I wear to church. They don't hold up to the thick undergrowth of our forests, especially in the summer time. I go through pants like they are disposable and my legs pay the price. I recommend adding the option of pants with at least 12 oz. duck cloth or thicker material on the front of the legs. Carhart and Dickies are some manufacturers that provide the type pants that are more desirable for my line of work. I realize I am in the minority when it comes to uniform wearers, but I ask that you please consider my suggestion.		The committee is looking into alternatives.	The committee has looked at the trouser program as a whole. The cargo pant introduced last year has not met the need we thought it would. Therefore the committee made the following recommendations to HQ. We would add the Cargo Pant into the Duty uniform for daily wear (not formal or Court). We also are adding the Brush Pant along with the Cargo Pant for the Work Uniform.
Uniform Items	The female pants and shorts do not fit! The waist is too small and the hips are enormous making us look goofy. When you order a bigger size the waist is still small and the hip area just gets wider. I also do not like the female pants having elastic-we all wear belts with our uniforms!		no action	The style of the female pants has solved more problems than it has created. For some females, the male trouser is an option.
Uniform Items	It is time to re-think the Class B, C designation and get with the times. The cargo pants should be daily wear and fits in well with our line of work as rangers	2	The committee is working the "class" issue.	The committee recommended the Cargo Pants be allowed in both Class B daily (not court or formal) and Class C work uniforms.

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Uniform Items	The winter coveralls need to be made larger, I received a 3X and it still was not as large as a 3X should be		no action	Sizing charts are being revised on the website for the overalls.
Uniform Items	Provide winter gloves and scarfs to NRM employees. Stocking hats, coats, coveralls, turtle necks are provided- why not gloves? Rangers look silly dressed in green uniform wear and their own personal gloves of whatever color they have...very unprofessional.		The committee recommended against this item.	The Corps Uniform program does not provide scarves, gloves, underwear, or raingear. Some of these items may be purchased with project funds if safety related.
Uniform Items	The fleece lined vests are too short and shrink terribly after one year of use.		no action	Isolated comment
Uniform Items	The turtle necks are not sewn together well. They tear under the armpits		The committee is looking into alternatives.	n/a
Uniform Items	The twill pants are not of good quality. They show wear very quickly		no action	Isolated comment
Uniform Items	The turtle necks seems to shrink over time as it is washed		The committee is looking into alternatives.	n/a
Uniform Items	Add gloves		The committee recommended against this item.	The Corps Uniform program does not provide scarves, gloves, underwear, or raingear. Some of these items may be purchased with project funds if safety related.
Uniform Items	Add a mock style turtle neck to lessen some of the bulky layers		The committee recommended against this item.	Isolated comment
Uniform Items	A T-shirt with a Corps logo		The committee recommended against this item.	The Corps Uniform program does not provide scarves, gloves, underwear, or raingear. Some of these items may be purchased with project funds if safety related.
Uniform Items	Please add a polo shirt		The committee continues to work on the polo shirt.	We hope to have this available this fiscal year.
Uniform Items	Would like to see the jeans re-introduced for natural resource managers. All other pant materials are not very resistant to penetration in the field.		The committee recommended against this item.	The committee has looked at the trouser program as a whole. The cargo pant introduced last year has not met the need we thought it would. Therefore the committee made the following recommendations to HQ. We would add the Cargo Pant into the Duty uniform for daily wear (not formal or Court). We also are adding the Brush Pant along with the Cargo Pant for the Work Uniform.
Maternity Uniform	I had fairly good luck with the maternity uniforms. My order came within 2 weeks. My only problem was with 2 winter shirts. I ordered 4 shirts, two were fine and the other 2 were missing the tie string and button holes. I sent them back twice and was sent back the same shirts.		Please contact your Division Rep for resolution of this issue.	n/a
Customer Service	After the first round of returns with the maternity uniforms, I contacted customer service who told me what I felt were defective shirts were just an older style which is why they sent the same shirts back to me. The representative was helpful. However, I'm not sure the information was accurate as the shirts don't button below my waist and have 2 perfectly spaced buttons with no holes.		Please contact your Division Rep for resolution of this issue.	n/a
Customer Service	I have had no problems with customer service.	2	n/a	n/a
Customer Service	Yes it was satisfactory. I did not utilize customer service personnel but as of 11/14/2005, I'm still waiting for a back-ordered item from FY05		n/a	n/a

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Customer Service	The only problem I had with the uniform contract was that I ordered a winter hat last December and tried again in March and both times they were back ordered and never sent out. I did call them and they were aware of the situation but they never did fill my order.		Please contact your Division Rep for resolution of this issue.	n/a
Customer Service	Did not use customer service		n/a	n/a
Customer Service	The people are always polite, but filling special orders is extremely slow		n/a	n/a
Customer Service	I try not have any dealings with customer service. I really can't recall the last time I dealt with them.		n/a	n/a
Customer Service	The only problems I have had were with the length of time it takes to receive my order. I did call into customer service one time and they sent my order out the next day.		n/a	n/a
Customer Service	Service was good and questions were answered appropriately and timely.		n/a	n/a
Customer Service	All dealings with customer service were adequate and prompt.		n/a	n/a
Customer Service	Yes service was satisfactory		n/a	n/a
Customer Service	I could not get a straw hat that fits; customer service did try to fit me, but was not successful		Has this been resolved? Please contact your Division Rep.	n/a
Customer Service	I have not needed to use customer service yet.		n/a	n/a
Customer Service	Delivery of uniform items is very timely- most of the time items arrive within a week. Also, the order is always correct		n/a	n/a
Customer Service	The shipping and delivery time for cargo pants was very long, around 4-6 months. Shipments should be more timely.		Were these Made to Measure? Please contact your Division Rep,	n/a
Customer Service	Most experiences with customer service were satisfactory however; one employee had problems getting the proper uniform item sent to him. He ordered a name tag and received one with the US Forest Service emblem. He then re-ordered and received a name tag with only a first initial, last name and no emblem.		Has this been resolved? Please contact your Division Rep.	n/a
Customer Service	The customer service is very helpful.		n/a	n/a
Customer Service	I feel the return policy is too short. Also back orders seem to be ever increasing both in frequency and duration.		The 30 return policy is in the contract. If you have problems due to deployment contact your Division Rep.	n/a
Customer Service	One ranger had difficulty having alterations done to pants that he had ordered. When he received the pants the first time, the pants were labeled as if no alterations had been done. He did not try them on and sent them back to have the alterations done. The second time he received them, they still were not labled with the altered size. This time he tried them on to find out that they had been altered, but not labeled correctly. It appears that the pants were probably altered the first time, but because they were mislabeled, they were sent back. If alterations were labeled properly, a lot of time and money would have been saved. He had called customer service after receiving the pants the first time and second times and had a difficult time working with customer service to resolve the matter. He was not called back numerous times when promised by customer service agents ref. order status and alteration questions.		no action	Alterations can also be performed with project funds.
Success Stories	My orders went exactly how they should...good job (except for the back ordered item)		n/a	n/a
Success Stories	Keep up the good work, thanks		n/a	n/a
Success Stories	Everything works for me and I haven't had any problems with service		n/a	n/a
Success Stories	The year went well		n/a	n/a
Success Stories	Cargo pants are very comfortable		n/a	n/a

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Success Stories	Love the new cargo pants, it would be nice if we could wear them as Class B too!!		The committee agreed to include the Cargo Pant into Class B daily and Class C work uniforms.	The committee has looked at the trouser program as a whole. The cargo pant introduced last year has not met the need we thought it would. Therefore the committee made the following recommendations to HQ. We would add the Cargo Pant into the Duty uniform for daily wear (not formal or Court). We also are adding the Brush Pant along with the Cargo Pant for the Work Uniform.
Success Stories	I have worn Corps Ranger uniforms for over 30 years and the quality, appearance and level of service have made significant improvements. Thank you to the various employees that have served on the uniform committee over the years to make such a difference.		n/a	n/a