

No.	Item	Comment	Freq	Action	Justification
1	UAA Website	No problem - LRL/LRP/LRN/LRH/LRB	5	n/a	n/a
2	UAA Website	Maybe think about coming up with a "getting started" list for new employees. This list would include items a new employee would need the first couple of years of employment. (LRN)	1	In reference to the UAA site, see the Gateway. For a list of uniform items, the local project determines what is needed for their respective projects.	The Gateway site already has instructions on how to fill out UAA forms. Should you need additional assistance, any of the Division Representatives or the Chair of the committee would be glad to assist you.
3	VF Imagewear Website	No problem - LRL/LRP/LRH/LRB	10	n/a	n/a
4	VF Imagewear Website	Make sure photos are available for new items - LRN	1	This will be addressed to the contractor.	Photos are not on the website until the contractor has the item in stock.
5	VF Imagewear Website	Website is great - keep up the great work! - LRN	1	n/a	n/a
6	VF Imagewear Website	The website needs to be updated regularly - LRH	1	The website is updated whenever an item is changed.	If you have examples of when the site was not updated properly, please provide that information to the committee.
7	Uniform Item	Sun Hat needs to be stiffer - LRL	1	No action taken.	This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.
8	Uniform Item	Black cardigan type sweater would be nice - LRL	3	No action taken.	This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.
9	Uniform Item	Request green jeans - LRL/LRN/LRH	3		
10	Uniform Item	I really like the lightweight shirt (65006) and would like to have that become available in long sleeve as well as short sleeve - LRL	1	No action taken.	This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.
11	Uniform Item	Request insulated coveralls - LRN/LRN	2	Not recommended.	The bib overalls and the work jacket were added to the program to replace the insulated coveralls. This was due to the numerous complaints about the coveralls not fitting the majority of the employees. The bibs and work jacket are much more flexible and serve the same purpose as the insulated coveralls.
12	Uniform Item	Back order of Work Jacket too long! - especially XL size - Received work jacket 1 year and 20 days after order placed - LRL	1	The committee discussed this issue with the contractor.	The problem with the Work Jacket backorder was twofold. First, the committee underestimated the demand for the work jacket. Second, the contractor had a problem with the manufacturer not being able to locate a supply of the blanket lining. We do not anticipate a problem like this occurring again.

13	Uniform Item	Please bring back women's sizes for outerwear. Unisex sizing does not work for women - LRP	2	No action taken.	We sincerely doubt that unisex sizing will disappear anytime soon. The number of COE outerwear items sold is not high enough to allow us to carry separate sizes for male and female. The committee is constantly seeking new ways of supplying what the employee needs. Perhaps in the future there may be some economy of scale that will allow separate items for male and female, but that time is not now.
14	Uniform Item	Winter Ball Cap - I liked the old style better - LRP	1	No action taken.	The committee has addressed the issue of baseball caps on numerous occasions. We have seen both high crowned caps and low crowned caps. We have opted for a middle of the road model that will meet the needs of the field personnel without being a slave to fashion.
15	Uniform Item	Sizing needs improvement on the Sun Hat. Seem to run smaller than industry standards - LRP	1	This issue was brought to the attention of the contractor.	The sizing was shown to be correct.
16	Uniform Item	The Corps patch on the front of the winter hat (7167) is too large for the hat. Recommend that it be replaced with a smaller embroidered castle similar to the one on the maintenance ball caps or the one on the new winter fleece hat (7191) - LRP	1	No action taken.	This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.
17	Uniform Item	Unisex length parka (96000) still needs zippered side to accommodate a hip mounted portable radio - LRP	1	Not recommended.	This suggestion has been proposed in previous years. The cost of implementing this on all existing parkas would be prohibitive. It should be noted however that should your manager approve, the uniform item could be modified at the local level and paid for with local funds. Modifications such as this can not be made if local managers disapprove.
18	Uniform Item	I would like to see all of the trousers/pants, with exception perhaps of the wool trousers, with reinforced inside thighs, similar to riding pants. I wear pants out on the inside of the thighs fairly quickly and have to throw out what would otherwise still be usable. - LRP	1	No action taken.	This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.
19	Uniform Item	Too many items needed are not in stock and have to be backordered. - LRP	1	The committee is monitoring the back order issue.	The contractor and the COTRs are trying to reduce backorders as much as possible.
20	Uniform Item	Add non-insulated bibs. - LRP	1	No action taken.	This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.
21	Uniform Item	The ball caps, both summer and winter I feel need some work done on them. I have not seen a "mesh" hat sold in a store in a long time. The leather strap on the winter hat is cumbersome and painful to adjust and wear. Please consider a more relaxed material. - LRP	1	No action taken.	The committee has addressed the issue of baseball caps on numerous occasions. We have seen both high crowned caps and low crowned caps. We have opted for a middle of the road model that will meet the needs of the field personnel without being a slave to fashion.

22	Uniform Item	Experienced shirt sizing inconsistencies from one year to the next. - LRP	1	No action taken.	Please provide more specifics. Are you aware that there was a change in the shirts when the contract was relet?
23	Uniform Item	Polo shirt, remove castle off the back, have sewn Corps badge on front with badge number and Corps patch on sleeve. A castle patch maybe on the left shoulder. - LRN	1	The issue was tabled.	More data is needed. It was not felt that the polo shirt had received a fair wear test at this time. This will be reviewed again in the near future.
24	Uniform Item	Women's items need to be designed same size as the other trousers and have hidden elastic in the waist. - LRN	1	More clarification needed.	The committee is looking into ways to reduce the bulkiness of the women's trousers.
25	Uniform Item	Shorten the length of the shorts just a bit - they look like knickers. Something between the first short design and the current. - LRN	1	Recommended.	The committee has been working on a replacement short.
26	N	Add socks (heavy and light weight) and black pre-tex gloves. - LRN	1	Not recommended.	The committee did feel it in the best interests of all to add these items to the program. Black socks and gloves are available virtually everywhere.
27	Uniform Item	The lightweight jacket/windbreaker looks and wears cheap. - LRN	1	The windbreaker is inexpensive.	The windbreaker fills the need for an outer garment that seasonal temporaries can purchase within their allowance. Meanwhile, the committee continues to search for a replacement.
28	Uniform Item	Nylon re-enforcement to the elbow area of the fleece jacket. Similar to the design of the North Face's Denali jacket. This decreases the appearance of wear, as the elbow area gets compressed and worn looking. - LRN	1	Not recommended.	The fleece jacket is one of the most popular items in the uniform catalog. Modifications would raise the price of this item.
29	Uniform Item	Some work items (coat, brush pants) that are comfortable, durable, and no guilt when you get them nasty, filthy, etc. - LRN	1	No action taken.	The program currently has brush pants and coats available. Not sure what is meant by "no guilt".
30	Uniform Item	Current uniforms are fine, but my trouble was with getting the correct size. Because of my size it is hard to get the right length on pants along with the correct waist size. Ordering clothing specially made takes much longer and they are non-returnable if you make a mistake. - LRN	1	n/a	In order to keep the overall cost of the program within reasonable boundaries, it is not possible to maintain a stock of all sizes. Unfortunately some sizes will have to be Made to Measure. You should note that trousers can be ordered unhemmed.
31	Uniform Item	Shorts were better when they first came out. I don't like their material or fit as much as before. - LRN	1	The committee is working on a replacement short.	The original shorts are no longer manufactured within the requirements of the contract. We are seeking to improve the current pair.
32	Uniform Item	Lightweight summer shirt needs to be improved to be more permanent press and appear more like the duty shirt. - LRN	1	No action taken.	The lightweight shirt is a cotton poplin blend that does not lend itself to permanent press. If starched, it would be hotter and not serve the purpose for which it was designed.
33	Uniform Item	Pants/trousers are too bulky and hot during the spring and summer months. Rangers need a lighter material that is not so hot. - LRN	1	No action taken.	There are five pair of pants currently in the system, not counting shorts.

34	Uniform Item	The maternity wear shirts need to be looked at. The older ones had pleats and were all one length and looked a lot better than the newer ones that I have received. The newer ones just look like a regular shirt only bigger. The short sleeve ones have no pleat in them and just look sloppy. I think a more flattering shirt would be better. The maternity pants are fine; I just wish you could order them with the hem already in them. - LRH	1	No action taken.	The maternity shirt has seen several redesigns. We do our best but can not please everyone. You should note that we have a maternity loaner system that has a couple different styles. This service is at no cost to the employee.
35	Uniform Item	Overalls: Not many variations in length, smallest one still too long. - LRH	1	No action taken.	This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.
36	Uniform Item	Inconsistent sizes, always have to experiment by ordering different sizes, usually in pants. - LRH	1	No action taken.	Sizing charts are available on the web. In addition, Customer Service hours have been extended to evenings and Saturdays to assist you with purchases.
37	Uniform Item	Hard to get seasonal items on time, most of winter to get the new insulated hat. - LRH	1	No action taken.	The new fleece cap backorder was the result of sizing. The small/medium was too small for most. This caused a run on the large. VF is correcting that with the addition of a medium and with a better stock on hand.
38	Uniform Item	New shirts (particularly the long sleeve) don't seem to be "permanently pressed". No real crease down the sleeve sides or down the front where the badge and name tag go. Creases on shirt when new basically disappeared. - LRH	1	No action taken.	We looked at the new duty shirts and found permanent creases down both the front and back of the shirts. It was noted that the new material has a softer feel than the previous models.
39	Uniform Item	Fleece Jacket: great addition to the uniform program but one thing that could make it better would be a windproof fleece. - LRH	1	Recommended.	We have asked the contractor to look into this issue. We do not at this time anticipate an immediate change.
40	Uniform Item	Cargo trousers: the wording for the trousers when we were asked to select between the work jean or a BDU pant was very misleading, the current cargo trousers is not a work pant for physical labor like the work jean. - LRH	2	Results of the survey in 2003/4 were overwhelming for the cargo pants over the work jean. More than 81% of those responding voted for the cargo pants. Of the 37 districts that responded, only 2 voted for the jeans over the cargo pants. LRH was not one of them. It should also be noted that there was no mention of a BDU.	Here is the exact wording from the survey in 2003. The existing Class C Work Uniform trouser is the Work Jean. The committee has received numerous requests over the past few years to provide a cargo style trouser with extra pockets. The uniform contractor has developed such a trouser for the National Park Service. Our question to you, the uniform wearer, is "Would you prefer to have a cargo style trouser, or would you prefer to retain the existing work jean. Photos are shown below. Please check the one you prefer."
41	Uniform Item	Pull over black sweater doesn't fit very well - I'm very broad shouldered! - LRH	1	n/a	This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.
42	Uniform Item	Vests - Please add front pockets and possibly large back snap-up storage for field work. - LRH	1	Not recommended.	This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.

43	Uniform Item	Polo shirts - \$40.00?? I'm aware of the custom embroidery and they look very nice, but it's a shirt used for heavy wear and tear in the field. Lower priced solutions? - LRH	1	We addressed this issue with the contractor.	The committee discussed this with the contractor and were shown the price breakdown. The price was justified.
44	Uniform Item	Can the gore-tex overshell be made more user friendly with the polar fleece jacket being made to zip in and out for layering. More pockets similar to this photo. - LRH	1	Not recommended.	This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.
45	Uniform Item	Can we change the construction of the sweater to a heavier more durable construction (frays, picks and collects lint too bad). - LRH	1	Not recommended.	This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.
46	Uniform Item	Complaint that has been on-going for years is the inconsistency in how items are cut. You can order the same item two different times and they will be different in size even though they ordered the same size. Example: I ordered a size 16 of one pant, 6 months later ordered the same pants. They are different. The first ones are slightly larger (and always were) than the second. If I wash the second pair they won't fit. - LRB	1	n/a	There is an allowable variation in sizing by industry standards. This does affect the fit in some cases. Other things that affect fit include style of trouser, material, and the wearer. NOTE: If you wash an item, you cannot return them unless there is a manufacturing error.
47	Uniform Item	Loops on the rain pants do not solve the problem of the lack of inseam choices. A bib design would allow greater flexibility in adjusting the inseam length, eliminate the premature wear and /or tripping hazard as well as restore my circulation	1	Not recommended.	This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.
48	Uniform Item	Request foul weather gear/cold weather gear that could be worn while doing boundary marking.	1	Not recommended.	Foul weather (safety) gear can be purchased at the projects with local funds.
49	Maternity	I am very dissatisfied with my experience in ordering maternity uniforms this year. I ordered uniforms when I was only 6-7 weeks pregnant hoping that they would arrive by the time that I needed them. I am 5 months pregnant now (completely grown out of my regular uniform) and I still haven't received all of the items that I originally purchased 3 months ago. I ordered 4 short sleeve shirts and 5 long sleeve and I received 9 short sleeve! I sent 5 of the short sleeve shirts back and still haven't received all my long sleeves. They are being sent out to me one at a time. Customer Service was nice and helpful and I have no complaints about them. The loaner program is a good idea and if it wasn't for that I wouldn't have had a uniform to wear for a long time. The only problem I see so far with it is that the inventory of the loaner program could be improved. There are not enough proper sizes to go around to all of the women that are pregnant. The fit and style of the maternity wear is horrible. The shirts just make you look sloppy. They need to look like the older ones and not like yo	1	Some items recommended.	We are increasing the number of items available through the loaner program. You must realize that due to the very small numbers of items ordered, all maternity orders are special orders. They take longer. We established the loaner program specifically to meet this need.

50	Customer Service	Yes, I always get a quick response to my question/ Very positive. - LRL/LRP/LRH	9	We will pass this on to the contractor.	thank you
51	Customer Service	Exchanges made with no problem - LRL	1	n/a	n/a
52	Customer Service	District wide customer service was not used much. This attests to the great quality service that was received. - LRN	1	We will pass this on to the contractor.	thank you
53	Customer Service	One suggestion might be to extend the return policy from 30 to 60 days. We have a lot of employees that go on extended TDY (disaster relief, etc.) and sometimes can't return uniforms in 30 days. - LRN	1	Not recommended.	30 days is an industry standard for returning items. Should the occasion arise where an employee is unable to return the items within the 30 days due to legitimate circumstances, please contact the HQ representative or the uniform committee chair for assistance.
54	Customer Service	Customer service when I actually spoke with someone on the phone was fine. The only problem I have is the fact that my shipments have been messed up on a regular basis. They are correcting this, but slowly. - LRH	1	No action taken.	n/a
55	Success Stories	Nothing particularly but the program works well for me. - LRL	1	n/a	n/a
56	Success Stories	Hat Trap is a good addition to the program. LRP	1	Thank you.	n/a
57	Success Stories	Excellent additional items now available: polo, work jacket, brush pants, fleece cap - LRP	1	Thank you.	n/a
58	Success Stories	Contractor seems to be meeting my expectations/Hope new items continue to be added to the program for evaluation. LRP	2	Thank you.	n/a
59	Success Stories	Appreciate the polo shirt, it has been much needed. LRN	1	Thank you.	n/a
60	Success Stories	Thanks for adding the brush pants - LRN	1	Thank you.	n/a
61	Success Stories	Probably the best I've seen with uniform since I started. Quick/accurate delivery and the colors actually match. Please keep the new green color. The old green looked cheap. A job well done! - LRH	1	We will pass this on to the contractor.	thank you
62	Success Stories	The poster was good and should be useful in illustrating to wearers what items go with what activities. However, there is one item missing and it is the turtle neck. - LRH	1	This will be corrected.	The turtleneck is shown on the Daily Wear under the long sleeve shirt. However we did not list it below the photo. This will be corrected in the future.
63	Success Stories	Better matching of the green colors is definitely a success story!! LRH	1	We will pass this on to the contractor.	thank you
64	Success Stories	Adding the volunteer uniform items purchasing through this contractors website also appears to be another success at least up front. - LRH	1	Thank you.	thank you

65	Other Issues	The contractor is providing too many uniform posters and catalogs. We have 2 NRM employees and we received 15-20 posters and 6-8 catalogs. Seems like a waste of resources. LRL Chris Rapenchuk	1	Recommended	We will be addressing this issue.
66	Other Issues	Received 6 posters and one uniform book. We only need one poster but could use more books. - LRL	1	Recommended	We will be addressing this issue.
67	Other Issues	Projects that have been terminated from the uniform program still receiving posters and catalogs from the contractor. This needs to be corrected before it happens again next year. - LRH	1	Recommended	We will be addressing this issue.
68	Other Issues	VF telling our folks that the Program Coordinator would have to approve an exchange after 30 days. Uniform wearer may believe there is a way around the 30 day return policy.	1	See number 53 above	30 days is an industry standard for returning items. Should the occasion arise where an employee is unable to return the items within the 30 days due to legitimate circumstances, please contact the HQ representative or the uniform committee chair for assistance.