

No.	Item	Comment	Freq	Action	Justification
1	UAA Website	New login much better	1	n/a	n/a
2	UAA Website	I had no problems with the web site and I don't recall asking them any questions either. I don't believe any training is necessary to use the web site.	2	n/a	n/a
3	VF Solutions Website	No problems	7	n/a	n/a
4	Uniform Items	The cargo pants need to be altered so that the inseam is not so long. The crotch of my cargo pants is way to low which makes for an uncomfortable everyday pant. Also remove the black elastic around the waist, I do not like that I have to wear my pants up past my bellybutton because of this elastic.	1	No action taken.	This appears to be an issue of incorrect ordering. The cargo pants come in several different rises. Perhaps you need a shorter rise.
5	Uniform Items	The unlined coveralls need to remain consistent each year in size. Last year I ordered a XXL and I can barely fit into it, so this year I ordered a XXL tall and I can fit about 2 other people in them with me.	1	No action taken	Sizing changes do occur as new items are phased into the program. Remember you can return any item within 30 days as long as it is not worn or washed.
6	Uniform Items	On a positive note I do like the look of the new stocking hat.	1	Thank you	n/a
7	Uniform Items	Prefer jeans to the Cargo Pants	1	No action taken	Have you tried the Brush Pants?
8	Uniform Items	Duty trousers are still of poor quality	1	?	Need more specific information.
9	Uniform Items	Add dark grey undershirt with the Corps emblem for boat patrol and field work	1	Not recommended.	The polo shirt was designed for this purpose.
10	Uniform Items	Add black socks for both winter and summer wear of similar quality you find at Cabela's	1	Not recommended.	Socks come in multiple styles. You can purchase them from whomever you wish as long as they are black.
11	Uniform Items	The duty pants belt loops are out of line of the old duty pants. It is especially noticeable when you are wearing a radio or pepper spray. It makes them sit further back than previously.	1	More information needed. Is this the cool or warm weather trousers? Male or female?	With more information we can address the issue with the contractor. You can also address this to Customer Service or through the comment card on the VF website.
12	Uniform Items	Improve Gore-Tex outer wear – these repel water for a while but soon absorb water.	1	We will be distributing more information on proper care of Gore-Tex garments.	See VF Web site for proper care and laundering of gore tex. Improper laundering of these items may lead to the appearance of leaking.
13	Uniform Items	Offer good rainwear with attached hat, something that could serve Class B and C wear.	1	Not recommended.	This is an isolated comment. The committee did not feel this represented the majority of uniform wearers and therefore did not recommend a change.
14	Uniform Items	I don't like the high setting ball caps we have again. They were good for a couple years now they are crap again.	1	No action taken	The ball caps have not changed in the past several years. Same contractor and same specifications.
15	Uniform Items	Why did we get rid of the acrylic ski cap? I liked those and they were cheap. I think I will like the new fleece one but just like the others also.	1	The committee opted to replace the acrylic and wool caps with the fleece cap.	It was not felt in the best interest of the government to carry three stocking style caps.

16	Uniform Items	I wish we had the old work jeans again. I think the brush pants will be great but I think they might be a little hot in the summer.	1	Not recommended.	The committee wishes to evaluate the serviceability of the brush pants.
17	Uniform Items	Some items, like the work jacket, have been on order for MORE than one (1) year.	1	We addressed this with the contractor.	The work jacket backorders were the result of a combination of factors. First, the committee underestimated the demand for the work jacket. Second, the contractor had problems with the manufacturer of the jacket lining. It is hoped that this will not occur again on this scale.
18	Uniform Items	The baseball caps should be able to be ordered for smaller sizes – 1 size does not fit all. Winter gloves should be added. Some type of approved water shoes for boat patrol would be nice to have added.	1	No action taken	There are currently two sizes available in the ball cap. Gloves and shoes are items that can be purchased by the project as safety items.
19	Uniform Items	I like the style of shorts from a couple years ago better than the current style.	1	The committee is working on a replacement for the shorts.	The original shorts were no longer manufactured in a country that met the requirements of the contract.
20	Uniform Items	Like the black sweaters	1	Thank you	n/a
21	Uniform Items	Our only issue was with women's sizing. A staff member ordered the same size she has before, they did not fit. Thinking they were sized incorrectly, she returned them to exchange for the correct size and got the <u>exact</u> same pair back. Twice. She contacted customer service and was told the pants were within the range of measurements allowed for the size. Ordering a different size would not help, since the size she needed is what was sent. Customer service told her to return them, wait a month and then re-order. That way, somebody else would get the pair she returned and she could get different ones, it worked. Curious that she got the exact same pair back a couple of times. We know this because she marked the tag before sending them back the second time, and the pair received in exchange had the special mark on the size tag.	1	No action taken	The contractor ships out the stock that is available. Unless there is a manufacturing problem with the item, when it is returned it is placed back in the bins for reshipment. You ordered the same size, they shipped the same size. You should also note that there is a slight variance permitted in the sizing. The Customer Service rep gave you good advice.
22	Uniform Items	I am not at all happy with the Unisex sizing of the outerwear. I do not like the closure being from the left and the pockets are very difficult to get your hand into them because the flaps are facing to the front! I usually reach into the pocket with the hand that is on that side and I am fumbling around trying to access the pocket from the back until I realize I have to reach around from the front. Needless to say, it is very awkward and some idiot must have designed it!.	1	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.

23	Uniform Items	The style/cut of the Gore-Tex outer shell is not as nice as it used to be either. It is just too boxy which I assume is because again they are leaning toward the male figure-again! One more thing, when I pin my badge in the designated location, it's under my armpit when I put the coat on! I thought we had finally established that men and women are just not built alike and a unisex sizing is really stupid!	1	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.
24	Uniform Items	The newer "chill chaser" jacket is not of the same quality as before either. I really liked the fabric of the previous model. I'm not sure what that fabric was, but it just looked so much richer than the one now.	1	The older style windbreaker was no longer being manufactured.	The committee adopted the windbreaker used by the National Park Service. We continue to seek a replacement.
25	Uniform Items	The new long raincoat is just ridiculous. I don't know how else to describe it, but I will absolutely not be seen in public wearing such a garment.	1	The older style raincoat was no longer being manufactured.	The committee adopted the raincoat used by the National Park Service. We continue to seek a replacement.
26	Uniform Items	I really like the cargo pants and the prior problems with the black turtle necks unraveling at the seams has been corrected.	1	Thank you	n/a
27	Uniform Items	I was happy with the uniform items I ordered the past year	1	Thank you	n/a
28	Uniform Items	Turtleneck shirts unravel where sewn under the arms	1	The committee adopted a new turtleneck of a higher quality.	You should no longer have this problem.
29	Uniform Items	Legs of cargo pants unravel	1	Will address this with the contractor.	Please provide more specific information. Where do they unravel? Seams? Hems? Pocket?
30	Uniform Items	The price on the Polo Shirt seems high	1	No action taken	The committee discussed this with the contractor and were shown the price breakdown. The price was justified.
31	Uniform Items	The turtleneck shirts tend to shrink	1	The committee adopted a new turtleneck of a higher quality.	You should no longer have this problem.
32	Uniform Items	Would like to see a different style turtleneck	1	The committee adopted a new turtleneck of a higher quality.	The style is similar, however the quality has been approved.
33	Maternity Uniform	No comments	1	n/a	n/a
34	Customer Service	No problems	1	Will pass on to the contractor	They appreciate the compliment
35	Customer Service	Always very helpful	1	Will pass on to the contractor	They appreciate the compliment
36	Customer Service	Yes, they allowed me to return an unused item after 30 days and sent me a pair of pants the fit better.	1	Returns after 30 days are only permissible if the item was incorrectly shipped, or if mitigating circumstances can be demonstrated to the HQ COTR.	They appreciate the compliment

37	Success Stories	All orders filled successfully	1	n/a	n/a
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