

No	Item	Comment	Freq	Action	Justification
1	UAA Website	I had no problems using the site, but rangers don't always receive their account info without me following up on it.	1	This issue has been addressed with the contractor.	As a backup measure, if employees do not receive their account information within 10 days of creating the UAA, the uniform coordinator can contact the Chair of the uniform committee for the information.
2	UAA Website	No problems. However, I need to order more this next year, due to not ordering enough to cover the past two years.	1	n/a	n/a
3	UAA Website	It's good, simple and easy to use, no problems.	1	Thank you.	Will pass this onto the website managers.
4	UAA Website	Very brief training for new employees may be helpful. Training can be handled in-house with COE personnel	1	Check the Gateway website.	Instructions for filling out the UAA are listed on the Gateway. Further assistance can be gotten by contacting your Division Rep, or the Uniform committee chairman.
5	UAA Website	A pretty efficient site. A brief training may be necessary for new Uniform Managers or if changes are made in the site—but for now, it's easy to use.	1	Check the Gateway website.	Instructions for filling out the UAA are listed on the Gateway. Further assistance can be gotten by contacting your Division Rep, or the Uniform committee chairman.
6	UAA Website	(NWW does have a Uniform training program. Attachments were sent in an Email to the NWD Division Rep.)	1	This can also be placed on the Gateway.	Forwarded to the committee chair.
7	VF Website	The website has improved. Just a couple of things that would help a lot. The images are tiny - can we have a tool to enlarge them to see detail. It might save a lot of shipping costs. Also, the page numbers that you click to go to another page are way too small. Hard to see and they don't tell you anything. They should at least have an identifier that says "next page" or something.	1	The committee discussed this with the contractor.	The contractor is in the process of upgrading the website and will consider enlarging the images.
8	VF Website	No problems that were not dealt with promptly. Some sizes were left off of the woman's pants and they were put back in to the web site by the next day.	1	n/a	n/a
9	VF Website	I have had no problems the last two years.	1	n/a	n/a
10	VF Website	No problems	1	n/a	n/a
11	VF Website	The Web site functions fine	1	n/a	n/a
12	VF Website	The Uniform website is very user friendly	1	n/a	n/a
13	VF Website	I thought it was strange that the "Volunteer" section had more items available in it besides just volunteer items (hat trap carrier, maternity items)	1	No action taken.	The volunteer items are listed on the Special Purchase side of the website. This side is not just for volunteer items, but is the location for items that can be purchased via credit card. This does not include the normal uniform items.
14	VF Website	Thanks for the volunteer clothing section addition, very nice and helpful	1	n/a	n/a

15	VF Website	Working great	1	n/a	n/a
16	VF Website	Performance was acceptable on the VF Imagewear site	1	n/a	n/a
17	Uniform Items	Add a rain hat similar to the sunhat to be worn with the Class C and D uniform.	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.
18	Uniform Items	Add socks	1	Not recommended.	Socks, gloves, scarves, t-shirts and shoes are not provided in this contract. Black socks can be acquired from a multitude of sources.
19	Uniform Items	The ball cap and stocking hat need to be black. I'm sure the fashion world would and uniform world would agree with me. Everything does not need to be green.	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.
20	Uniform Items	It seems the twill and cargo pant seams have always had an issue with separating at the groin area. For some reason the contractor has not improved this in their products. Maybe it is because it takes about a year for it to happen. I believe the method used to construct this area can be modified to help the pants last much longer. It happens to everyone.	1	No change recommended.	Please provide additional information and specifics that can be taken to the contractor for consideration.
21	Uniform Items	Can't we go to a more law enforcement/military style cargo pant - the rip stop style that last forever? Again, I think it would save money.	1	Not recommended.	We are not part of law enforcement, nor are we military. This uniform is for Natural Resource Management professionals.
22	Uniform Items	The pocket flaps on the brush pants need to go. Useless and impossible to maintain.	1	We will pass this information on to the contractor for future consideration.	n/a
23	Uniform Items	In the 24 years I have been wearing the uniform I have never had such poor quality shirts and pants. The shirts are so heavily starched that it takes weeks of washing to prevent them from wrinkling. The button holes gather, the threads across the button holes prevent the buttons from coming out and when you pull the thread the entire shirt has a pull in it. The shirts are cold when they are put on due to the starch. The sleeves are so tight that if you close both buttons you can not wear a watch. The old shirts had horizontal buttons allowing you to select the hole the new shirts have vertical buttons. The cargo pants are comfortable but every seam fades immediately upon washing and the slightest rub such as a belt puts a permanent wear mark on the pants. I am almost embarrassed to wear the uniform it looks so unprofessional.	1	You have listed multiple issues. We will try to address them. The issue of the button hole threads, and the sleeve buttons have been discussed with the contractor. The issue of the cargo pants fading appears to be an isolated one as we heard no other comment about it.	Feel free to take your comments directly to the contractor by way of the comment section on the website.

24	Uniform Items	I have found that the women's uniform sizing keeps getting wider yet not all of us are wide people. I would appreciate "tall's" in smaller sizes such as size 4 in pants. Shirts in a narrow size would be nice too.	1	No action taken	The sizes listed on the drop down list are those sizes that are most often needed. We understand that this does not cover all employees. That is why made to measure items are available. The scope of the program just doesn't allow us to cover all size options.
25	Uniform Items	I would like to see walking shorts in the same style as the new trousers (with all the pockets included)	1	This issue is tabled.	The committee is working on a new short.
26	Uniform Items	The more we can gain more breathable and wicking fabrics, the more comfortable the rangers will be during extreme hot and cold climates, while on duty. The polyester pants create heat storage, rashes and hives, due to un-breathable; no air cooling circulation or evaporation of perspiration.	1	Agreed.	The committee continues to work with the contractor to seek new and better materials. This is not as easy as it may appear. The contractor must meet the requirements of the contract (buy American/NAFTA, etc.) and find the material for the life of the contract in the colors specified.
27	Uniform Items	I have experienced a few problems with the zipper on several pairs of "Cargo Pants". It gets increasingly difficult to use. I actually had to use pliers on one pair to get them zipped up.	1	Please contact Customer Service. They may be able to provide guidance.	n/a
28	Uniform Items	I like the "Brush Pants", however, the front pocket seems to get obscured and difficult to use when wearing a leatherman and key clip on the side.	1	No action taken	This is an isolated comment. The committee did not feel this represented the majority of uniform wearers and therefore did not recommend a change.
29	Uniform Items	The new "NPS Brush" style jeans are very comfortable, but I spend at least 5 minutes on every pair getting all the loose threads and fabric ends trimmed.	1	This issue was discussed with the contractor.	n/a
30	Uniform Items	The women's long sleeve shirts need to have a bigger cuff	1	This issue was discussed with the contractor.	The contractor is looking into a possible modification for this.
31	Uniform Items	There need's to be another button added to the bottom of all the women's shirts to close them. The last button to close the shirt stops above the belly button. Not appropriate when your stomach is exposed	1	No action taken	This is an isolated comment. The committee did not feel this represented the majority of uniform wearers and therefore did not recommend a change.
32	Uniform Items	A lighter weight black turtleneck, possibly a silk weight turtleneck, along with the turtleneck that we have. The one we have available now is great for working outdoors, but a little warm for working indoors	1	Not recommended.	The committee adopted a better turtleneck shirt last year. You may see some improvement in this.
33	Uniform Items	The dye on the new belts flakes off to easily. The same with the hat bands. I had a problem with the dye staining my winter hat, it has been taken care of by the Uniform vendor, and my hat has been replaced.	1	This issue was discussed with the contractor.	The contractor is discussing this with their supplier. Quality issues like this should be taken directly to customer service. For defective items, you have up to one year to return the item.

34	Uniform Items	I have seen some of the ball caps that have embroidered patches are crooked. You can't realign the patches yourself because they are sewn right into the hat.	1	This is a quality issue.	Please contact Customer Service to return this hat for a replacement.
35	Uniform Items	I asked for larger pockets in the women's shirts because you can hardly fit a small notepad in the pocket that has the pen slot	1	We will discuss this with the contractor.	n/a
36	Uniform Items	Request they carry sock and gloves (like the National Park Service did)	1	Not recommended.	Socks, gloves, scarves, t-shirts and shoes are not provided in this contract. Black socks can be acquired from a multitude of sources.
37	Uniform Items	The new brush pants are awesome. Great for cold weather months.	1	Thank you.	n/a
38	Uniform Items	We still very much need a light weight cargo pant for summer field work. The new cargo pant was supposed to replace the summer work jean and it does a poor job in doing that. It's way to hot for summer wear and does not have the properties of a cargo pant. It's simply a regular pant with side pockets. It needs to be more like a military cargo pant, light weight, loose fitting, and have the side pockets. In order to adequately perform the duties of my job I am required to hike in steep terrain in sometimes 100 degree weather through forestland and through brush. Nothing currently available allows for the comfort and durability needed. Please address this issue.	1	Not recommended.	You are describing a military BDU style pant. This does not fit the professional Park Ranger image.
39	Uniform Items	Bring back the trooper Winter Hat, or make it an optional item for wear in place of Winter Hat#7167.	1	Not recommended.	Employee voted 3 to 1 to replace the Trooper Hat with the Winter Hat. The fleece cap is also available for winter wear.
40	Uniform Items	Make a Winter Ball Cap #3405 out of cotton or material other than polyester – my body chemistry reacts unfavorably to polyester such that it smells as if I have a dead raccoon on my head	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.
41	Uniform Items	Make the sleeves a little more roomy on the Unisex Waist and Hip Length Parkas #95000 and 96000 – they tend to be a little snug, especially after repeated washings	1	No action taken	This is an isolated comment. The committee did not feel this represented the majority of uniform wearers and therefore did not recommend a change.
42	Uniform Items	Make a softer, more adjustable head band for the straw Campaign Hat for those of use with non-symmetrical heads	1	No action taken	The specification for the hatband inside the campaign hat was recently changed to a foam hatband. This is much softer than the former leather hatbands.

43	Uniform Items	Class C Workpants are a great improvement. However, from my experience; there is not good consistency between buttons and Velcro on order received from time to time. For example, my first order of the pants had a metal pant button and Velcro closures on the pockets. The next time, I had a plastic pant button and plastic buttons on the pockets; this was not an improvement from the previous design (what I'm trying to say is that I like the metal pant button and the Velcro pocket closures much better than the plastic buttons)	1	No action taken	You happened to receive two brush pants that had undergone a specification change. The Corps adopted these pants from the National Park Service.
44	Maternity Wear	Ranger ordered short sleeve maternity shirts in June and they were on backorder until end of Sept. She suggests keeping more in stock.	1	Keeping the maternity shirt in stock is not an economically viable option.	The Corps has established a maternity loaner program. Maternity shirts have been purchased and stored with Park Ranger Carrie Richardson in CA. She will ship you maternity wear that you can use while awaiting your order.
45	Maternity Wear	I think the loaner program was a good start to make the maternity uniform effective and workable. In talking with rangers who have needed the maternity uniforms; they have had to schedule many alterations. Perhaps we need an alterations allowance for the maternity line of uniforms.	1	n/a	Alterations can be funded by regulation with local funds. See ER 1130-2-550, chapter 8.
46	Customer Service	Yes. However, things are on back order still way too long!	1	Agreed.	The contractor and the COTRs are working together to try and remedy this situation. Every effort is being made to reduce backorders.
47	Customer Service	They were very friendly and helpful.	1	We will pass this on to the contractor.	n/a
48	Customer Service	Excellent, but back orders still are not arriving until months following the orders, that are needed during recreation seasons.	1	Agreed.	The contractor and the COTRs are working together to try and remedy this situation. Every effort is being made to reduce backorders.
49	Customer Service	No Problems over the past year	1	n/a	n/a
50	Customer Service	Whenever I call Customer Service I get friendly and helpful folks	1	We will pass this on to the contractor.	n/a
51	Customer Service	I ordered two polo shirts over 2-months ago and haven't heard a word. WUZ UP (2)?	2	The polo shirts are coming. When first offered, the website did not have a space for the title. This has been remedied.	You will see them soon.
52	Customer Service	Experiences with Customer Service satisfaction is positive	1	We will pass this on to the contractor.	n/a
53	Customer Service	I encountered no problems in dealing with Customer Service – satisfied.	1	We will pass this on to the contractor.	n/a

54	Customer Service	Very good Customer Service from VF and the Uniform Committee thanks for listening and taking the time to make our work environment better. Job well done.	1	Thank you	n/a
55	Success Stories	I'm very happy with the direction the uniform program is going. I think we can still keep our ranger image while improving the materials we use	1	Thank you	n/a
56	Success Stories	None. I have plenty to comment on but none are success stories other then the addition of the petite sizes to the pants as stated above.	1	n/a	n/a
57	Success Stories	I have had no problems with any aspect of this program (web content, ordering, approving, customer service). I am very pleased with how the program is working. I have no negative findings or suggestions for improvements. Still think the long sleeve shirt should be worn with the tie but that's how I came up in the system and nothing precludes me from putting one .	1	n/a	The long sleeve shirt can be worn with a tie. Local management has the option of requiring the tie with the long sleeve shirt.
58	Success Stories	I like that the uniforms are fuller in the hips and thighs, with elastic inserts, for woman rangers. This makes for a more comfortable and professional fit and allows for the freedom of movement while working in the outdoors, during different seasons of the year. I would like to see all polyester disappear for a more breathable uniform.	1	Thank you	n/a
59	Success Stories	The program is doing ok.	1	n/a	n/a