

No	Item	Comment	Freq	Action
1	UAA Website	I did not experience any serious problems, however, the length of time for back orders is exceptionally long.	1	We have discussed this with the contractor.
2	UAA Website	The dates to verify employees on Jim Runkles' memo of 6 July 2006 were 6-16 September, but the website later said the UAA system would be shutdown on 19 August and back online 16-26 September. I thought the dates to verify got changed and waited until after 16 September, then I couldn't get in until October. I had never missed verifying our employees before and was concerned about what would happen. As it turned out, only our students were affected, and they only had to wait a few days longer before ordering uniforms. This ended up not to be a major problem, but I do suggest that the website dates be accurate in the future.	1	The website dates were accurate.
3	UAA Website	No problems with the website but the approval process is often long and drawn out for no apparent reason.	1	More information needed.
4	VF Website	I have had one password problem and did not receive a timely response to my e-mail asking for help. There is nothing on the website regarding password problems or telling you to contact your uniform rep for resolution. Other than that, the website is user friendly.	1	We will discuss this with the Contractor.
5	VF Website	I have had no problem with ordering from the website.	1	n/a
6	VF Website	When will volunteer items be available and what is the process which would allow contractors/volunteers to order their own uniforms.	1	The volunteer items are available on the website now.
7	Uniform Items	I would like to see increased use of new materials and technologies in the garments. For example, the shorts should be made of a nylon, polypropylene, cotton mix as I am out on the water for long periods of time. I need something that will dry quickly. I would also like to see socks and backpacks offered.	1	No action taken.

8	Uniform Items	I am not at all pleased with the direction the uniform styles are going. We are beginning to look like gas station attendants and golf caddies. The new polo shirt is about as unprofessional as you can get. I hope I'll be retiring before a "tank top" becomes the standard duty shirt just so the wearer can be more comfortable.	1	No action taken.
9	Uniform Items	Make a uniform item similar to the cargo pants which could be converted to shorts using zippers on the legs.	1	Not recommended.
10	Uniform Items	I remain FIRMLY convinced that a USACE "Hoodie" (hooded sweatshirt) with full front zipper --- USACE green with red corps emblem, unisex would be very practical and appropriate for the entire SF/Sacto Districts-- especially all the rangers on duty at the lakes and the Bay Model. P.S. All US colleges/universities/and professional sports teams as well as tourist/vacation areas have such an item-a top seller- and very practical price \$25- \$40.	1	Not recommended.
11	Uniform Items	I still have some problems with the color bleeding out of the shirts.	1	More information needed.
12	Uniform Items	I have noticed that deodorant stains have been an issue for us on our new lightweight, short sleeve duty shirts. There never seemed to be an issue with the older fabric, so I was wondering if anyone has experienced the same problem. Maybe it's the type of deodorant we're wearing. Or maybe we're just working harder and sweating more now that we're here in the Sac District.	1	No action taken.
13	Uniform Items	I would really like to see a nice, semi-dress shirt for both men and women ( a nice polo shirt) with a Corps emblem on the breast only. A variety of colors (such as black, navy, blue, white, etc) would be nice to choose from.	1	Not recommended.
14	Uniform Items	The Corps emblem on the back of the polo shirt should be deleted and replaced with the words "Park Ranger". It looks like a "target" and may reduce breathability. The cost has also been discussed as being too high. Is there anyway we can reduce this to around \$30 without sacrificing quality?	1	This issue is tabled.
15	Uniform Items	I would like to see a shelled jacket essentially the vest with sleeves added, or a windproof fleece jacket.	1	The committee is working with the contractor to find an acceptable replacement for the windbreaker.

16	Uniform Items	I do not believe the female users are getting well served by having unisex outerwear. Unisex means men's sizing and cut, which doesn't fit many women. I don't think we should have to special order our coats to have them fit; male and female sizing would solve the problem. I have had to return rain coats, windbreakers and parkas because the hips are too small or the shoulders too big. It would be really nice to have some sort of softer, more absorbent sweatbands in the flat hats, has that ever been looked into?	1	No action taken.
17	Customer Service	In the past I have had good response to my inquiries. This year when I called the main phone number with a question, there is no way to leave a message for them to get back to you and they didn't answer during what they said were the hours they answer the phone. It seems like poor customer service to not have some sort of message system.	1	More information needed.
18	Customer Service	The only problems that I've ever experienced with Uniform Solutions is an occasional backorder; otherwise great service	1	Thank you
19	Success Stories	Generally speaking, I was pleasantly surprised with the satisfaction and turnaround this year. As usual, there were stocking issues for shorts during the recreation season. Please plan ahead to have a significant inventory for this time frame to avoid backorders.	1	We will pass this along to the contractor.

<b>Justification</b>
There were a couple of situations this past year that resulted in long back orders. The contractor and the COTRs are working together to reduce and eliminate excessive backorders.
The memo from Jim Runkles was inaccurate. Although this did not result in many delays, I will insure that the information I send out next year is accurate. Please accept my apologies. Jim Runkles, NRM Uniform Committee Chair.
By "approval process" are you referring to the time in which it takes to receive an account and password? If so, contact your Division Representative if you have not received this information with 10 days of submitting the UAA.
The Customer Service number is posted on the website, catalog and poster. Customer Service also have extended hours 6 days a week and evenings.
n/a
In order to obtain Volunteer items, you must know your Org Code. This is your account and password. You will be required to use a Credit Card, and the items can only be shipped to the address associated with the Org Code.
The contractor is constantly looking for improved materials and technologies. At the same time, they must stay within the requirements of the contractor to buy from US or NAFTA countries. Socks and backpacks will not be added.

The committee continues to strive to supply both comfortable, and professional uniform items. Rest assured that tank tops will not be part of the uniform.

This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.

This was an isolated comment. The committee did not feel this reflected the majority of the uniform wearers, therefore did not recommend a change.

Please contact your Division Representative with more details so that we can discuss this issue with the contractor.

You must be working harder in Sacramento.

This is not a NRM uniform item. Contact you District employees association for such items.

The polo shirt has not been in the uniform program long enough to evaluate.

The committee is working with the contractor to find an acceptable replacement for the windbreaker.

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.

Please let your Division Representative know when and what number you called. The contractor's hours are 0700 to 2100 Monday through Friday and 0800 to 1400 on Saturday. NOTE: These hours are Central Time

n/a

n/a