

	2009 UNIFORM QUESTIONNAIRE SPREADSHEET	
VF Imagewear Web Site	Comments	Response or Action
Were there any problems with the Contractors web site	1.No, NWP	Thank you for the feedback.
	2. Easy site. NWP	Thank you for the feedback.
	No NWS	Thank you for the feedback.
	No NWW	Thank you for the feedback.
Customer Service Satisfaction	1. Good NWP	Thank you for the feedback.
	2. Good NWP	Thank you for the feedback.
	good NWS	Thank you for the feedback.
	The fact that we cannot have our orders sent to our home address. We have to try things on and send them back if they don't fit. What does it matter whether it is from our home or office? NWW	This is a matter of accountability. By sending the packages to the field office, we ensure the purchase was legitimate.
UNIFORM ITEMS		
Duty Shirt, LS	Good NWP	Thank you for the feedback.
	Need to taper body of shirt. NWW	The shirt can be tailored if necessary, however this needs to be cleared with your supervisor first. We will discuss the cuff sizes with the contractor.
Duty Shirt, SS	1. Good NWP	Thank you for the feedback.
	2. It would be great if the womens duty shirts had a choice for torso length. I am tall and my shirt comes untucked a lot. NWP	We have asked the contractor to add a sixth button to the female Duty Shirt. If this is still too short, options include the mens shirt or Made to Measure.

	3. Stitching on sleeves, unraveled on 2 of my shirts after initial washing NWP	This is a quality defect. Contact Customer Service. If you have problems, let your Division Representative know.
	Need to taper body of shirt. NWW	The shirt can be tailored if necessary, however this needs to be cleared with your supervisor first. We will discuss the cuff sizes with the contractor.
Shirt, Lightweight	Good NWP	Thank you for the feedback.
	Would like to see larger sizes...NWS	The short sleeve shirt goes to 3XL and the long sleeve goes up to 20 1/2. Sizes beyond that are Made to Measure.
	1. My last order of shirts seemed to get pilly a lot quicker than in the past NWW	Please give greater detail. This could be a defect.
	2. Need to taper body of shirt. Hard to get wrinkles out. NWW	The shirt can be tailored if necessary, however this needs to be cleared with your supervisor first. We will discuss the cuff sizes with the contractor.
Turtleneck Shirt	Good NWP	Thank you for the feedback.
Mock Turtleneck	Good NWP	Thank you for the feedback.
Polo Shirt	1. Tall sizes needed as XXL is too wide for Tall people who are not round NWP	We will soon have a new polo shirt that should address this issue.
	2. Wrong Job title on 2 polo shirts NWP	This is a defect. Return the shirt. Contact your Division Rep if needed.
	Want to see a pocket ! Can't even carry a pen for cripe sakes...NWS	For cripes sakes, you will be able to carry one with the new shirt.
	1. Some rangers report the shirts are not long enough and come un-tucked quite easily (assuming they are suppose to be tucked in). Possibly add a tall option. Pen pockets on the left sleeve and microphone tabs on shoulder or front of the shirts. NWW	We will soon have a new polo shirt that should address this issue.
	2. Get rid of COE castle on back. NWW	We will soon have a new polo shirt that should address this issue.

Duty Trousers, Warm Weather	Good NWP	Thank you for the feedback.
Duty Trousers, Cool Weather	1. Good NWP	Thank you for the feedback.
	2. Poor fit on inseam & back NWP	Please give greater detail. This could be a defect.
Twill Trousers	Good NWP	Thank you for the feedback.
Cargo Trousers	Good NWP	Thank you for the feedback.
	keep the cargo pants NWS	Thank you for the feedback.
	1. these pants are much more of a field level item and less of an office item. More utility in these pants would be nice, like tactical uniform pants on ambulances (useable pockets and still look professional) NWW	This is not the image of the Corps Park Ranger.
	3. Reinforce the crotch of the these pants. They rip-out really easy! Nice pant. However, not very durable when going through stiff spiney plants. Have a tendency to snag up. NWW	We will speak to the contractor about the seams. We suggest you use the brush pants for going through stiff spiney plants.
Brush Pants	Good NWP	Thank you for the feedback.
	Why can't these be made in bigger sizes? NWS	These pants come in sizes up to size 54. Beyond that they are Made to Measure.
	Make them more like the cargo pant with side pockets. These are great for walking through yellow starthistle and other spiney plants. NWW	Brush pants are 100% cotton. Cotton does not retain color well. We continue to seek a new material for the brush pants that would be durable yet still retain its color. If we find this, we may be able to incorporate additional pockets.

Shorts	Longer sizes needed instead of proposed shorter lengths NWP	After many trials, the committee has settled on the current length for the shorts as a reasonable compromise between those who want them longer and those who want them shorter. The shorts are of the same material as the twill trousers providing an economy of scale for the agency.
	1. liked the previous short design with the pockets on the side of the shorts and not on the side. It renders the pockets rather useless and normal movements tend to push the pens out of the pen holders. NWW	After many trials, the committee has settled on the current length for the shorts as a reasonable compromise between those who want them longer and those who want them shorter. The shorts are of the same material as the twill trousers providing an economy of scale for the agency.
	2. Lengthen the shorts a little. NWW	After many trials, the committee has settled on the current length for the shorts as a reasonable compromise between those who want them longer and those who want them shorter. The shorts are of the same material as the twill trousers providing an economy of scale for the agency.
Skirt, Warm Weather	N/A	N/A
Skirt, Cool Weather	N/A	N/A
Belt	1. Good, NWP	Thank you for the feedback.
	2. Losing black finish off leather after only brief use NWP	This has been brought to the attention of the contractor.
	I have ordered three different belts since they all seem to be different sizes even though I ordered the same size as the current one I have. Not very consistent. NWP	You said "seem". Please provide more detailed information.
	why not add a few more holes I am always on the first or last hole. NWW	Please read the Product detail for the belt on the website. They recommend that you order a size 1 to 2 inches greater than your waist size.
Sweater	N/A	N/A
	1. Larger sizes would be most helpful. NWS	These sweaters come in sizes up to 3XL. Sizes beyond that are Made to Measure.

	2. It pills easily NWS	This is the first such comment we have received on this product.
Vest	Tall sizes needed as XXL as is not tall enough for anyone above 6'	XXL is not length but size. The vest is not designed to go beyond the belt as it is a layering item constructed such that it does not block access to items carried on the belt.
Fleece Jacket	Good NWP	Thank you for the feedback.
	Why is the color almost brown and not green anymore? NWS	A new fleece jacket with wind stopper has been added to the system. The color issue has been corrected.
	why does the color not match the color of everything else? NWW	A new fleece jacket with wind stopper has been added to the system. The color issue has been corrected.
Windbreaker	Good NWP	Thank you for the feedback.
	Go back to old style like the Ike Jacket.. NWS	We have finally received authorization to supply a new windbreaker. Expect to see it soon.
Duty Jacket	1. Good	Thank you for the feedback.
	2. Wrong button logo (Dept of Immigration & Naturalization)	This is a defect. Return the jacket. Contact your Division Rep if needed.
Parka, Waist Length	Good NWP	Thank you for the feedback.
Parka, Hip Length	Good NWP	Thank you for the feedback.
Overshell Jacket	Good NWP	Thank you for the feedback.
	Add zippers to the inside of the coat so that the fleece jacket/vest can be zipped into the overshell. A very minor issue that can be incorporated into the existing jackets without needing a totally new system. Make sure all zippers match with potential layering items. NWW	We have studied the zip-in, zip-on issue extensively. It is the opinion of the committee that jackets with liners that zip in are less versatile than our existing system. You can wear the Overshell over any of the other outerwear giving you all types of options. In addition, it is then easier to remove one layer without having to remove the entire outerwear item.
Hood, Insulated	Good NWP	Thank you for the feedback.
	Make it so that the hood automatically comes with the Jacket, but have the option to select insulated or uninsulated. NWW	We are exploring this possibility.

Hood, Uninsulated	Good NWP	Thank you for the feedback.
	Make it so that the hood automatically comes with the Jacket, but have the option to select insulated or uninsulated. NWW	We are exploring this possibility.
Rain/Wind Pants	Good NWP	Thank you for the feedback.
Rain Coat	Not practical for park ranger duties NWP	The existing raincoat is a stop gap item. The original raincoat was no longer available when the manufacturer stopped producing it. We continue to seek a suitable replacement.
Coveralls, Unlined	Good NWP	Thank you for the feedback.
Work Jacket	Good NWP	Thank you for the feedback.
Bib Overalls	Good NWP	Thank you for the feedback.
Maternity Shirt	N/A	N/A
Maternity Pants	N/A	N/A
Campaign Hat, Felt	N/A	N/A
Campaign Hat, Straw	Would like to see a softer and expandable (like foam) head band to make the hat fit my non-symmetrical head - which would keep the sweat from dripping all over my glasses. NWW	We suspect you are wearing an older campaign hat. The current straw campaign hat has a foam headband that should resolve your issue.
Hat Band	N/A	N/A
Chin Strap	N/A	N/A
Hat Castle	N/A	N/A
Rain Hat Cover	N/A	N/A
Sun Hat	N/A	N/A
Winter Hat	Ackward fit and would prefer traditional stocking cap style instead NWP	The fleece cap may meet your needs.

	Please bring back the trooper cap. NWW	There is not room in the system for both the winter cap and the trooper hat. A poll of users was 4 to 1 for the winter cap as opposed to the Trooper Hat.
Ball Cap, Winter	1. Prefer black fitted cap NWP	The committee did not recommend this.
	2. Would like to see the ball caps converted to black. Add flex fit technology in the ball caps, it's long past due. Ball caps should be reconsidered for a daily wear item for patrol. NWP	The committee did not recommend this.
	Offer a "low Rise" hat for us folks that have small heads! NWP	The ball cap has just been redesigned with just the Corps Castle instead of the shoulder patch. Whenever an item is changed, modified, or updated in anyway, some people are satisfied while others are not. We continue to do our best for the program as a whole. This is a great deal of effort for an item with limited authorized use.
	I hate the new ball cap patch and want the old one back NWS	The ball cap has just been redesigned with just the Corps Castle instead of the shoulder patch. Whenever an item is changed, modified, or updated in anyway, some people are satisfied while others are not. We continue to do our best for the program as a whole. This is a great deal of effort for an item with limited authorized use.
Ball Cap, Mesh	1. Sitck up ackwardly at both side from logo NWP	The ball cap has just been redesigned with just the Corps Castle instead of the shoulder patch. Whenever an item is changed, modified, or updated in anyway, some people are satisfied while others are not. We continue to do our best for the program as a whole. This is a great deal of effort for an item with limited authorized use.

	I hate the new ball cap patch and want the old one back NWS	The ball cap has just been redesigned with just the Corps Castle instead of the shoulder patch. Whenever an item is changed, modified, or updated in anyway, some people are satisfied while others are not. We continue to do our best for the program as a whole. This is a great deal of effort for an item with limited authorized use.
	2. Get rid of the mesh ball cap or make it standup better to daily wear & tear. NWP	The ball cap has just been redesigned with just the Corps Castle instead of the shoulder patch. Whenever an item is changed, modified, or updated in anyway, some people are satisfied while others are not. We continue to do our best for the program as a whole. This is a great deal of effort for an item with limited authorized use.
Fleece Cap	1. Ackward fit and would prefer traditional stocking cap style instead NWP	The committee felt the fleece cap was superior to the acrylic or wool stocking cap.
	2.The caps need to be longer. They don't cover the entire ear. NWP	The committee feels the fleece cap is an improvement over the wool or acrylic stocking caps. We are in discussions with the contractor to determine if we can get a more flexible fabric for the fleece cap.
	Glad we have this option. I like this item. NWS	Thank you for the feedback.
	sizing is not consistent. NWW	The committee feels the fleece cap is an improvement over the wool or acrylic stocking caps. We are in discussions with the contractor to determine if we can get a more flexible fabric for the fleece cap.
Gorgonz (Ear Warmers)	Good NWP	Thank you for the feedback.
Ties, Clip-On	Good NWP	Thank you for the feedback.
	Can we get a manufacturer that hides the clip-on part of the tie. I think that takes away from the professional look we are trying to portray with the clip hanging well above the knot. NWP	We looked at the ties in the system and found them to be acceptable. It may be that you have an older version.
Tie, Four-In-Hand	Good NWP	Thank you for the feedback.
Tie, Cross	Good NWP	Thank you for the feedback.
Tie Tack	Good NWP	Thank you for the feedback.

Tie Bar	Good NWP	Thank you for the feedback.
Name Plate	1. Good NWP	Thank you for the feedback.
	2.The pin ones need to stay together better. NWP	We will discuss this with the contractor.
	3.The clasp falls of to easy. NWP	We will discuss this with the contractor.
	4. The backs on the nametags fall off too easily NWP	We will discuss this with the contractor.
	Received 2 with wrong title NWS	This is a defect. Return the item to the contractor. If you need assistance, contact your Division Rep.
Socks	1.Good NWP	Thank you for the feedback.
	2.Thanks for carrying socks! NWP	Thank you for the feedback.
	1. Too expensive. NWS	As for the price, you are given an allowance each year to help defray the cost of the uniform. The percentage of employees that spend any of their own money beyond the allowance is less than one percent.
	2. Love THESE! NWS	Thank you for the feedback.
	wash before you wear or you are going to have black feet for a week. NWW	The socks need to be washed before being worn. This will greatly reduce any residual dye.
Recommended Additional Items	Undershirts (Prefer black) to create uniform color because whites tend to differ dependig on the individual. Black also matches belt and winter gear.Underarmor type would be nice NWP	It is not the purpose of the uniform program to supply items of underwear. Thank you for the compliment on the website.
	1. Thinsolate gloves. NWS	Gloves are not part of the uniform contract. The only stipulation is that they be black. You can find black gloves that meet your specific requirements at virtually any department store. In addition, your project supplies work gloves for those work situations where the color is not a requirement.
	2. SUSPENDERS !!!!!!!!! NWS	NO!!!!!!!!!!
	Black ER Approved Gloves, at least for the winter, but it would be nice to have a couple different options. NWW	Gloves are not part of the uniform contract. The only stipulation is that they be black. You can find black gloves that meet your specific requirements at virtually any department store. In addition, your project supplies work gloves for those work situations where the color is not a requirement.

General Comments	1. In general, the quality of the uniforms seems to be decreasing. NWP	Please provide specifics.
	2 Consistency in green colors seem to be issue with pants, coats, and hoods; they seem to be getting lighter in color again NWP	We are working with the contractor to correct this.
	3. Consider addition of a balaclava vs. the ear warmers, it provides better cold warm protection, works under hard hats, and can be worn over face. NWP	The committee did not recommend this.
	4. Make it black like other accessories. NWP	Assuming you are referring to the balaclava.
	5. This year it has been very slow to get products. I am still waiting on pants that are not now scheduled to ship until January, they were ordered in November. They didn't bother to inform me of this until I e-mailed in asking about them. NWP	We spoke to the contractor about notification on backorders.
	6. I called in needing help with figuring out a chest size for a mens shirt. The lady was down right rude and would not answer me. After several minutes of dancing around the question and saying nastily "I cant tell you that" she finally admitted that she couldnt tell me that BECAUSE HER SYSTEM WAS DOWN. I wish I had gotten her name. NWP	We will bring this to the attention of the Customer Service Supervisor.
	1. It seems like the die color is not right on some of the items. NWS	Which items? Specifics would be a big help.
	2. The fleece jacket looks brown instead of green now and I got a fleece hat recently that was also brown. NWS	The contractor is correcting this issue.
	3. Was this on purpose? NWS	??
	4. Ordered my items less than two weeks ago most of it is here already NWS	Thank you for the feedback.
	It took forever to get my work coat. NWS	The demand was far greater than expected.

	All pants need short rise options in up to 36" inseam. Many rangers have issues with the regular and long rise pants having the crotch stitching failing. Short rise seems to be the answer but they are not available in the longer inseams. NWW	There are a number of trousers with petite rises in the system. It is not possible to maintain a stock of all sizes and all rises in this contract.
	Dye issues between orders of clothing items continue to be an issue particularly with the shirts, pants and outerwear. NWW	We are aware of issues with the outerwear, and the unavoidable fading of the brush pants, but this is the first comment we have received about color issues with the shirt.
	2. Some rangers would like to have an American flag on the right sleeve of the shirts. NWW	We have discussed this at length over the past few years. We explored what it would cost to modify the contract and implement this proposal and it was determined to be too costly.
	All shirts need to have pre stitched holes for pin name tags, just like the badge's. We all wear name tags but not everyone has a badge. NWW	We will discuss this possibility with the contractor
	update sizing sheet information. Sheet is outdated and does not have information on some new items. Example the fleece caps, what head sizes for each size. NWW	We have a number of issues with the sizing charts that we will bring to the contractors attention
	Bring back the fur trooper hat and get rid of the Elmer Fudd winter hat. NWW	There is not room in the system for both the winter cap and the trooper hat. A poll of users was 4 to 1 for the winter cap as opposed to the Trooper Hat.
Draft Uniform ER/EP Comments	1. Lose campaign hat or make black ball cap part of regular wear to match boots and belt so that headwear can be worn in multiple situations. NWP	The Campaign Hat is THE symbol of the Park Ranger. We do not intend to change this.
	2. Support of the personal appearance standards - this is step in the right direction to maintain a positive professional image. NWP	Thank you for the feedback.