

2009 UNIFORM QUESTIONNAIRE SPREADSHEET		
VF Imagewear Web Site	Comments	Response or Action
Were there any problems with the Contractors web site	The site works better than it ever has thanks SAJ	Thank you for your feedback.
	* No problems. On the rare occasion I need personal assistance staff is always helpful SAW	Thank you for your feedback.
	* I ordered a hat, to be told months later that the price had gone up and to get the hat I would need to pay the new price (I didn't have the money in my account and couldn't get the hat) SAW	If you have the specifics on this issue, contact your Division Rep.
	* On one of the women's long sleeve duty shirts the sizing chart was for the MEN'S long sleeve shirt, other items didn't even have sizing charts or the links didn't work SAW	We are correcting this issue with the contractor.
Customer Service Satisfaction	Personel are great and want to help SAJ	Thank you for your feedback.
	* Shipping is not fast SAW	Please provide specifics.
	* I ordered a work coat last September and did not receive it untl the following April after the winter had ended. SAW	I here was a back log of work jackets caused by a subcontractor. The manufacturer of the lining discontinued the fabric and a new fabric had to be located, approved and purchased before the jacket could be manufactured.
	* I had to call 3 times to fix a prolem with the name and email on my account SAW	Contacting your Division Rep will get quicker results.
UNIFORM ITEMS		

Duty Shirt, LS	very comfortable but sun fades them quick SAJ	Can you provide a more succinct estimate of time?
	* Neck is very tight when buttoned on womens (and I have a small neck) SAW	We are addressing the sizing on the women's shirts.
	* Wrist sizes are way too small! SAW	We are addressing the sizing on the women's shirts.
	* I have noticed a huge difference in sizing in the past 20 years. I have remained the same size, yet the shirts get boxier and baggier as time goes on. Tailor the shirts, plz. SAW	The shirt can be tailored if necessary, however this needs to be cleared with your supervisor first.
	* The sleeves are too tight SAW	We are addressing the sizing on the women's shirts.
	* Would love to see some Lycra added into the fabric for a more comfortable fit, the women's shirt isn't long enough and needs an additional button, wrists are way to light, would like to see Petite sizing and in larger sizes SAW	We agree with the need for an extra button. We will be discussing this with the contractor.
Duty Shirt, SS	*Well made, had no problems with customer service. Pocket holes for pens on female shirts are too small. SAD	The pockets on the female shirts are smaller so as to be in proportion with the shirt. We will see if we can get the pocket hole to be larger.
	* The womens shirst are too short, they will not stay tucked in SAW	We will be discussing this with the contractor.
	* Would love to see some Lycra added into the fabric for a more comfortable fit, the women's shirt isn't long enough and needs an additional button, would like to see Petite sizing and in larger sizes SAW	We agree with the need for an extra button. We will be discussing this with the contractor.
Shirt, Lightweight	*Cheaply made, loses buttons off shirt all the time. SAD	This shirt is an inexpensive, lightweight shirt provided to meet a specific need. We understand it wrinkles easily. Suggest you wear the regular duty shirt.
	very comfortable but sun fades them quick SAJ	This shirt is an inexpensive, lightweight shirt provided to meet a specific need. We understand it wrinkles easily. Suggest you wear the regular duty shirt. The shirt is also 35% cotton which, although cooler, does not hold color well.

	* Thread holding button on came undone on 2 of the 5 shirts I ordered SAW	We will discuss this quality issue with the contractor.
	* Like the option with this one. SAW	Thank you for your feedback.
	* Bottoms come off easily SAW	We will discuss this quality issue with the contractor.
	* Would love to see some Lycra added into the fabric for a more comfortable fit, the women's shirt isn't long enough and needs an additional button, the fabric is very uncomfortable, would like to see Petite sizing and in larger sizes SAW	We agree with the need for an extra button. We will be discussing this with the contractor.
Turtleneck Shirt	* The sleeves are too short and the torso area is too big. SAW	We think you might have one of the older turtlenecks. The newer ones are better fitting.
	* They need to be more fitted to go under the uniform SAW	We think you might have one of the older turtlenecks. The newer ones are better fitting.
	* We need womens sizing, SAW	This is the only comment we received concerning sizing of the turtleneck.
	* Please replace the current turtleneck with the Elbeco brand turtleneck that was used in 2007, the current model is an inferior brand. SAW	Isolated comment.
	* Love the addition to the uniform! SAW	Thank you for your feedback.
	* Too expensive SAW	Considering that the turtleneck is furnished as part of the uniform program, purchasing a different black mock turtleneck would be in violation of contract law. Besides, you are given an allowance with which to purchase the item, so it doesn't come out of your pocket.
Mock Turtleneck	nice garment - good addition - please continue to make available. Improvement over the old turtleneck, good job committee. Dislike the material the turtle neck is made of - too "SLINKY" and wrists are too tight. Would like to suggest somethingmade of a high cotton, softer and more breathable.Need "Dickie" version of the turtle neck with no sleeves or body for the warmer climates. SAD	Cotton does not hold color well. This shirt is for warmth and has wicking capacities. The "Dickie" is not necessary. If it is too warm to wear the turtleneck, wear the tie.

	* What happened to the short sleeve sizes? Why only medium and 2x? And why only unisex? SAW	We have never had a short sleeve mock turtleneck. This would be paramount to a tee shirt.
	* We need womens sizing. SAW	This is the only comment we received concerning sizing of the mock turtleneck.
	* A nice addition to our uniforms SAW	Thank you for your feedback.
	* Not tried yet, will order this year. SAW	Thank you for your feedback.
	* too expensive. SAW	Considering that the turtleneck is furnished as part of the uniform program, purchasing a different black mock turtleneck would be in violation of contract law. Besides, you are given an allowance with which to purchase the item, so it doesn't come out of your pocket.
Polo Shirt	*Need a pocket on the sleeve for wearer ink pin/pencil. Can large castle be removed from the back of the shirt, its unattractive.Place small castle on front sleeve similar to duty shirts.Well made, had no problems with customer service. SAD	We will soon have a new polo shirt that should address these issues.
	Great very comfortable SAJ	We will soon have a new polo shirt that should address these issues.
	* Anxious to see the back logo removed SAW	We will soon have a new polo shirt that should address these issues.
	* Womens sizing and petite sizing SAW	We will soon have a new polo shirt that should address these issues. They will still be unisex but will fit better.
	* Need to take off the bulls eye castle on the back SAW	We will soon have a new polo shirt that should address these issues.
	* Take the large castle off the back of the shirt, it gets very hot in the summer. SAW	We will soon have a new polo shirt that should address these issues.
	* Shrunk just right, so now it fits! SAW	Thank you for your feedback.
	* Remove the castle on the back. SAW	We will soon have a new polo shirt that should address these issues.
	* Should be a lighter weight material.	We will soon have a new polo shirt that should address these issues.

	* Women's sizes, no castle on back, more breathable fabric possibly something with wicking SAW	We will soon have a new polo shirt that should address these issues. They will still be unisex but will fit better.
Duty Trousers, Warm Weather	*Why does warm weather trouser have wool. Wool in the southeast in summer months is not a comfortable material, especially for park rangers working outdoors. Polyester blend for warm weather would be a possible substitution. SAD	You are mistaken in thinking that all wool trousers are hot. In reality polyester is hotter in that it doesn't breath.
	Great very comfortable SAJ	Thank you for your feedback.
Duty Trousers, Cool Weather	*Well made, had no problems with customer service SAD	Thank you for your feedback.
	* Would love to see some Lycra added into the fabric for a more comfortable fit, larger Petite sizing, better women's sizing it has too much fabric in the hips and a small waist we're not all Barbie, would like a more relax fit at the ankle SAW	The contractor is working on a new cut for the womens trousers.
Twill Trousers	*Good daily wear trouser - cost is low - do not keep a crease very long - last approximately one year with regular weekly wear.Well made, had no problems with customer service SAD	Thank you for your feedback.
	Great very comfortable SAJ	Thank you for your feedback.
	* Petite sizing is horrible--still too long in the length. SAW	The contractor is working on a new cut for the womens trousers.
	* Too much room in hips and legs--too small in waist--I don't need room in the crotch area either! SAW	Have you considered wearing the men's trousers? Many women of slim build prefer the fit of the mens trousers.
	* Please develop "slim line" for women. Pants have too much extra fabric in seat & thighs. SAW	Have you considered wearing the men's trousers? Many women of slim build prefer the fit of the mens trousers.
Cargo Trousers	*Waistband little to thick. No problems with customer service. Hem length varies even when ordering three of the same size. Needs more room in thighs. SAD	Thank you for your feedback.

	* Cargo pocket ripped on 1 of the 3 pair I ordered. SAW	Please provide more information. How long had you had these? Do you see this as an isolated quality issue or something more prevalent?
	* None of the women's pants are cut to fit. Every female ranger at this project orders the mens pants in order to find pants that will fit in the waist and in the hips. SAW	We try to provide alternatives for all employees. Many women like the womens trousers, while others prefer the mens.
	* The women's pants are too tight in the waist but way to baggy in the hips area. SAW	The contractor is working on a new cut for the womens trousers.
	* Petite sizing is horrible- still to long in the length.	The contractor is working on a new cut for the womens trousers.
	* Too much room in hips and legs- too small in waist- I don't need room in the crotch area either!	The contractor is working on a new cut for the womens trousers.
	* Please develop "slim line" for women. Pants have too much extra fabric in seat & thighs.	The contractor is working on a new cut for the womens trousers.
	* Poor stitching in the crotch	This quality issue has been addressed with the contractor.
	* would love to see some Lycra added into the fabric for a more comfortable fit, larger Petite sizing, better women's sizing it has to much fabric in the hips and a small waist we're not all Barbie, would like a more relax fit at the ankle, zippers in the cargo pockets started coming off after only one washing SAW	The contractor is working on a new cut for the womens trousers.
Brush Pants	*Fades Rapidly. Well made, had no problems with customer service. Great item. Very useful in forestry applicationso in thick brush. Fades quickly. SAD	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.
	* Relocate front pockets, when you have on the duty belt, unable to get your hands in the pockets to get anything SAW	We can see your point. As we look to improve these trousers, we will request slash pockets instead of the jean style.

		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.
Shorts	*Too Long. Recommend lengthening inseam. Well made, had no problems with customer service. SAD	
	comfortable SAJ	Thank you for your feedback.
	* I don't know anyone that wears these SAW	Thank you for your feedback.
	* Needs to be cut in better in women's size, very box cut and the legs are much to wide to be comfortable SAW	This style fits a greater majority of our employees than one with narrower legs.
Skirt, Warm Weather	* I like the skirts, may be the only female that owns one. SAW	Thank you for your feedback.
Skirt, Cool Weather	N/A	N/A
Belt	*Well made, had no problems with customer service SAD	Thank you for your feedback.
	Great very comfortable SAJ	Thank you for your feedback.
	* Color wears and chips off easily. SAW	The contractor has been made aware of this issue and is working with the subcontractor to address it.
Sweater	* Please have the sweaters made so the body of the sweater is LONGER. SAW	The sweater can be ordered in a long version.
	* I don't think the quality is as good as the old gray "commando" sweater. Bring that back in black and that would be terrific! SAW	The gray sweater was notorious for pilling and sagging out of shape. We have had very few complaints, and numerous compliments about the current sweater. No change.
	* Womens sizing, sizing chart on website, pre-shrunk SAW	Unsure of your comment. The sizing chart is on the website.
Vest	* We need womens sizing SAW	Tailoring is an option. Consult with your supervisor for permission.
	* Womens vests are too short SAW	The vest is not designed to cover the waist. It is a layering item that still permits the wearer to access those items carried on the belt.
	* I like these SAW	Thank you for your feedback.

	* Womens sizing, I had to order really large to fit my chest SAW	Tailoring is an option. Consult with your supervisor for permission.
Fleece Jacket	*Very comfortable jacket.Color does not match other uniform items.Discolored. Should be green instead it's brown.Great item. SAD	A new fleece jacket with wind stopper has been added to the system. The color issue has been corrected.
	* Not offered when I ordered uniforms for winter. SAW	A new fleece jacket with wind stopper has been added to the system. The color issue has been corrected.
	* I tried to order a fleece jacket but it was no longer on the website. SAW	A new fleece jacket with wind stopper has been added to the system. The color issue has been corrected.
	* Need to bring this item back SAW	A new fleece jacket with wind stopper has been added to the system. The color issue has been corrected.
	* Very nice. SAW	Thank you for your feedback.
	* Has been removed from the site, hope to see the new one soon. SAW	A new fleece jacket with wind stopper has been added to the system. The color issue has been corrected.
Windbreaker	* Preferred the old style with the brass buttons, was a good jacket SAW	That jacket was discontinued by the manufacturer. We have just received permission for a new windbreaker which you should see in the system soon.
Duty Jacket	good SAJ	Thank you for your feedback.
	* I ordered an 8 long duty jacket and the sleeves were still 4 or 5 inches too short and the jacket was 4 or 5 inches too short. There was a gap between the bottom of the jacket and the top of my pants. SAW	Whenever ordered a Made to Measure item, we strongly suggest going to a professional tailor and having them measure you for the fit. Take the catalog with you to show them what you are being measured for.
	* With many women wearing the mens pants, which sit lower on the hips. we are unable to wear the womens duty jacket in that it is too short SAW	The contractor is working on a new cut for the womens trousers.
	* Please make more breathable I can't stop sweating when I wear it, and it's very uncormforable to wear possibly needs a style adjustment SAW	Isolated comment.
Parka, Waist Length	*Well made, had no problems with customer service SAD	Thank you for your feedback.
	Great very comfortable SAJ	Thank you for your feedback.

Parka, Hip Length	Great very comfortable SAJ	Thank you for your feedback.
Overshell Jacket	* Womens sizing? SAW	Unisex items are the result of negotiations between the Corps and the contractor several years ago. The cost of the program of keeping both men's and women's sizes was exorbitant. Unisex reduces the amount of inventory necessary and maintains fresh stock as items are changed or improved.
	* Nice, but need one with goretex and thinsulate SAW	The overshell is gore tex. The fleece vest or jacket worn underneath provides warmth.
	* Women's sizing, had to order larger to fit my chest, but is way to big everywhere else, maybe even Petite sizes??, would like to see one with thinsulate SAW	Unisex items are the result of negotiations between the Corps and the contractor several years ago. The cost of the program of keeping both men's and women's sizes was exorbitant. Unisex reduces the amount of inventory necessary and maintains fresh stock as items are changed or improved.
Hood, Insulated	*Color does not always match Gore-Tex overshell jacket SAD	We are exploring the concept of selling the jackets with the hoods.
Hood, Uninsulated	*Well made, had no problems with customer service SAD	Thank you for your feedback.
	* My head is swimming in this. SAW	Thank you for your feedback.
Rain/Wind Pants	*Great items. SAD	Thank you for your feedback.
	good but havnt used yet SAJ	Thank you for your feedback.
	* great. Still have my original pair from when they first came out over 10 years ago. SAW	Thank you for your feedback.
Rain Coat	Great very comfortable SAJ	Thank you for your feedback.
	* It's okay but would be better with a hood hidden in the collar. SAW	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.
	* Would like a thicker more waterproof version SAW	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	*Bring back winter coveralls with liner. Product ok, no problems with customer service. SAD	When the insulated coveralls were in the system, we had problems fitting a large number of employees. Either the torso was too long or too short. By switching to bibs and work jacket we can still provide the needed protection and fit more employees.
Work Jacket	N/A	N/A
Bib Overalls	*Zippers fail/break easily. Only offer Medium and Large in extra long lengths. Need to offer XL to 2XL in extra long lengths. SAD	The demand for these sizes is small. You can acquire them through the Made to Measure program.
Maternity Shirt	N/A	N/A
Maternity Pants	N/A	N/A
Campaign Hat, Felt	N/A	N/A
Campaign Hat, Straw	N/A	N/A
Hat Band	N/A	N/A
Chin Strap	N/A	N/A
Hat Castle	*Make a better hat castle, cheap looking, needs to be made of heavier material SAD	Isolated comment.
Rain Hat Cover	N/A	N/A
Sun Hat	*Well made, had no problems with customer service. Great item. SAD	Thank you for your feedback.
	good SAJ	Thank you for your feedback.
	* Size too small for a comfortable fit. Additionally, it shrinks when it gets wet. Otherwise the style and overall appearance is good, just not the hat. SAW	We are looking for a suitable replacement.
	* Please redesign this hat in colors that coordinate with our uniform. SAW	We are looking for a suitable replacement.

Winter Hat	* Do away with this hat, I have one and would never wear it, looks unprofessional SAW	The winter hat serves a purpose.
	* Need a different design, looks horrible SAW	The winter hat serves a purpose.
Ball Cap, Winter	*Corps logo "castle" not a good design. Well made, no problems with customer service. SAD	The new logo on the ball cap meets the criteria of the Corps signature.
	Great very comfortable SAJ	Thank you for your feedback.
	* Needs to have velcro back, the current leather strap and hook digs into your head SAW	We will discuss this with the contractor.
	* Like the change. SAW	Thank you for your feedback.
	* Womens size hat, the mens is just to large SAW	
Ball Cap, Mesh	*Corps logo "castle" not a good design. Well made, no problems with customer service. SAD	The new logo on the ball cap meets the criteria of the Corps signature.
	Great very comfortable SAJ	Thank you for your feedback.
Fleece Cap	* I order a medium and it is too big and I order a small and I can't even pull it on, it's too little. SAW	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)	*Need larger sizes. Well made, no problems with customer service. Very helpful on cold days. SAD	We asked the contractor to supply a sizing chart.
Ties, Clip-On	*Well made, had no problems with customer service SAD	Thank you for your feedback.
Tie, Four-In-Hand	N/A	N/A
Tie, Cross	*Well made, had no problems with customer service SAD	Thank you for your feedback.
Tie Tack	N/A	N/A
Tie Bar	*Well made, had no problems with customer service SAD	Thank you for your feedback.
Name Plate	*Well made, had no problems with customer service SAD	Thank you for your feedback.
	good SAJ	Thank you for your feedback.
Socks	*Too expensive. Great addition. Help SAD	The price was considered reasonable.

	Great very comfortable. I am glad that socks have been added, the only problem I have found is the thin socks turn feet green until washed about 6 times. They fit great though. SAJ	The socks need to be washed before being worn. This will greatly reduce any residual dye.
	* Very glad to see socks on the website and looking forward to ordering. SAW	Thank you for your feedback.
	* Nice	Thank you for your feedback.
	* I would like to see a uniform sock that is over the calf-thin sock- black. SAW	There is not enough demand to justify adding an additional sock.
	* Thanks for adding these. SAW	Thank you for your feedback.
	* Way too tight around the calf! SAW	We have discovered that the Cool Pro-Lite socks are tighter than the Volleys. You may wish to try the Volleys.
Additional Items	*Light weight outerwear for cool days (100% cotton or cotton blend) cardigan/sweater open front with buttons. Gloves, Windstopper Lined Fleece Hat, Mock Turtleneck Dickey. SAD	The committee feels we have an adequate number of outerwear items. The new fleece and the new windbreaker will fit the demand. Gloves, and dickie were not approved.
	*Thermal long johns would be an excellent addition for extremem cold conditions possibly same material as the turtlenecks or the Under Armor material. SAD	It is not the purpose of the uniform program to supply items of underwear. Thank you for the compliment on the website.
	I recommend changing the lightweight ss duty shirt to a more breathable material similar to the Performance Fishing Gear (PFG) shirts. The light weight pants need to be more breathable as well. For those of us in the South, we work in 90+ degree weather six months out of the year. I also would like to see quality undershirts that wick sweat from the skin offered. SAJ	For the purposes of the National uniform program, we did not feel changing the material on the lightweight shirt was needed.
	* Long sleeve polo shirt. SAW	The committee did not recommend this.

	* Would like better sizing and fit for women- the small of some items are still too large and the hip length jackets need more hip room. SAW	Unisex items are the result of negotiations between the Corps and the contractor several years ago. The cost of the program of keeping both men's and women's sizes was exorbitant. Unisex reduces the amount of inventory necessary and maintains fresh stock as items are changed or improved.
	* Gloves	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.
	* A coat that is both gore-tex & thinsulate would be great. Warm and dry at the same time. This is not a new concept. These coats are readily available. SAW	They may be readily available, but are they available in the color of our uniform? This is not as easy as you might imagine.
	* Gloves, t-shirts for the boat, bike and beach patrol SAW	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. It is not the purpose of the uniform program to supply items of underwear.
	* I would suggest in adding boots to the list and raising our allowance to cover this, that way all footwear would be somewhat uniform instead we have mix and match. Also suggest adding court shoes black for public appearances that would be uniform. SAW	We have the best of two worlds in the boot arena. The Corps will buy safety boots. The cost does not come out of your pocket, nor out of your uniform allowance. We have seen the NPS and USFWS struggle with finding American made boots for their programs. The USFWS boot cost \$270+.
	* Insulate waterproof jacket, BDU style cargo pants, gloves SAW	We have the overshell and raincoat for water protection. BDUs do not coincide with the Ranger image. Gloves are safety items.
General Comments	*Overall, the uniform items provided are to my satisfaction. SAD	Thank you for your feedback.

	*Would like a vented shirt - Columbia makes a shirt that MS game/fish uses that looks good. SAD	The committee did not recommend this.
	Most of the ones marked N/A I havnt ordered in long time so could not answer SAJ	N/A
	Need to revamp the entire uniform system and pull us out of the 70's. SAS	Please be more specific.
	Consider real cargo pants and modern shirts like DNR. SAS	If you like DNR uniforms join DNR.
	* I experienced no problems with the website, orders or uniform items. SAW	Thank you for your feedback.
	* Other employees experienced long backorder times. SAW	With all the unanticipated ARRA hires, we did experience some long backorder issues.
	* What happened to the new fleece jacket (windproof exterior, fleece interior) that was recommended for adoption by the nation uniform committee in December 2008? SAW	It is now on the website.
	* Go back to the winter Fur Trooper Hat. SAW	By a 4 to 1 margin, the winter hat was preferred over the Trooper hat.
	* A coat that is both gore-tex and thinsulate would be great. SAW	We have the overshell and raincoat for water protection.
	* Returns and exchanges take a very long time SAW	If you experience delays, contact your Division Rep.

	<p>more women's sized items and more Petite sized items and larger Petite sized items, when they cut off the Petite sized pants a size before me it is very frustrating, also when they do have the Petite size when it comes it doesn't feel like a Petite, the Petite pants still have a crotch that comes halfway down my thigh or if I pull the pants up all the way the waist band is practically under my breasts, also most of the women's pants have so much extra fabric in the hips they feel like parachute pants, I think an overhaul in the women's sizing/ style would do wonders for the women in feeling better wearing a uniform SAW</p>	<p>Unisex items are the result of negotiations between the Corps and the contractor several years ago. The cost of the program of keeping both men's and women's sizes was exorbitant. Unisex reduces the amount of inventory necessary and maintains fresh stock as items are changed or improved.</p>
Draft Uniform ER/EP Comments		