

<b>SPD MASTER COPY</b>	<b>2009 UNIFORM QUESTIONNAIRE SPREADSHEET</b>	
<b>VF Imagewear Web Site</b>	<b>Comments</b>	<b>Response or Action</b>
<b>Were there any problems with the Contractors web site</b>	1. No	Thank you for your feedback.
	2. Yes, when the new maternity pants were introduced they showed up on the website, but could not be ordered because no sizes were available on the website. It took several calls, and finally a call from Linda Clapp to get it corrected. 3. dumped off site multiple times on different occasions; not posted when feature not working, had to wait for company to respond later in week to find out I needed to fax the order	We are discussing the size charts issue with the contractor. YOU SHOULD NEVER FAX AN ORDER. Faxing orders are contrary to the specifications in the contract. Contact your Division Rep for assistance.
<b>Customer Service Satisfaction</b>	1. Yes	Thank you for your feedback.
	2. OK. When I called, I was told the person who dealt with the Army Corps stuff was unavailable and would have to call me back. That person never did.	This will be relayed to the Customer Service Supervisor.
<b>UNIFORM ITEMS</b>		
<b>Duty Shirt, LS</b>	made to order sizing still did not get me adequate fit	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.

	2. good	Thank you for your feedback.
	3. Add American flag to uniform shoulder.	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.
<b>Duty Shirt, SS</b>	good	Thank you for your feedback.
	2. Add American flag to uniform shoulder.	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.
<b>Shirt, Lightweight</b>	good	Thank you for your feedback.
	2. Add American flag to uniform shoulder.	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.
<b>Turtleneck Shirt</b>	good	Thank you for your feedback.
<b>Mock Turtleneck</b>	good	Thank you for your feedback.
<b>Polo Shirt</b>	1. Too thick, very hot.	We will soon have a new polo shirt that should address this issue.
	2. does not come in small size - 32	We will soon have a new polo shirt that should address this issue.
	3. needs XS	We will soon have a new polo shirt that should address this issue.
	4. Remove castle from back. Smaller name font. Embroider badge like DOI has.	We will soon have a new polo shirt that should address this issue.
<b>Duty Trousers, Warm Weather</b>	good	Thank you for your feedback.
	2. Tropical trousers are EXCELLENT!	Thank you for your feedback.

<b>Duty Trousers, Cool Weather</b>	the inner thighs wear out too fast, I replaced all my pants after 6 months.	We will discuss durability with the contractor.
	2. good	Thank you for your feedback.
<b>Twill Trousers</b>	good	Thank you for your feedback.
	2. Material shows wear too quickly.	We will discuss durability with the contractor.
<b>Cargo Trousers</b>	1. the inner thighs wear out too fast, I replaced all my pants after 6 months.	We will discuss durability with the contractor.
	2. made to order sizing too small (inaccurate)and took so many months had to use anyway until new uniform allowance received	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.
	3. good	Thank you for your feedback.
	4. Rise is too low. Hard to lift knee due to extra material in crotch	There are several options of rise in this pant from petite to long.
	5. two employees at Lake Sonoma report shoddy work on inner thigh seams. give way after 6 to 8 months wear.	We will discuss durability with the contractor.
<b>Brush Pants</b>	bad, not comfortable, ride up	We are sorry you feel that way.
	2. Sizing is not clear due to cotton duck cloth material.	We have asked the contractor to insert a sizing chart.
<b>Shorts</b>	good	Thank you for your feedback.
	2. Nylon quick-dry version needed.	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.
<b>Skirt, Warm Weather</b>	will never wear	Ok.
<b>Skirt, Cool Weather</b>	will never wear	Ok.

<b>Belt</b>	good	Thank you for your feedback.
	2. Where's the duty belt?	On the website.
<b>Sweater</b>	good	Thank you for your feedback.
	2. Add American flag to uniform shoulder.	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.
<b>Vest</b>	good	Thank you for your feedback.
<b>Fleece Jacket</b>	Where is it? I don't see it on the website anymore (I answered the ranger)	This has been replaced by the new fleece, now on the website.
	2. good	Thank you for your feedback.
	3. Not on website when it got cold this year! Add American flag to shoulder.	We were in the process of changing to the new lined fleece jacket.
<b>Windbreaker</b>	needs a lining for more warmth	A new windbreaker will be available soon.
	2. Add American flag to uniform shoulder.	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.
<b>Duty Jacket</b>	good	Thank you for your feedback.
	2. Add American flag to uniform shoulder.	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.
<b>Parka, Waist Length</b>	remove elastic at the waist or install zippers on sides like the longer jacket has. Elastic gets in the way of duty belt/ radio	This is an isolated comment. The committee did not adopt this change.
	2. good	Thank you for your feedback.
<b>Parka, Hip Length</b>	good	Thank you for your feedback.
	2. Copy NPS LE jacket with access to duty belt.	This is an isolated comment. The committee did not adopt this change.
<b>Overshell Jacket</b>	good	Thank you for your feedback.
<b>Hood, Insulated</b>	good	Thank you for your feedback.

<b>Hood, Uninsulated</b>	good	Thank you for your feedback.
<b>Rain/Wind Pants</b>	rain pants are nice	Thank you for your feedback.
	2. need smaller (shorter) size	How short?
<b>Rain Coat</b>	good	Thank you for your feedback.
<b>Coveralls, Unlined</b>	need better material, they fade after one washing	They, like the brush pants, are 100% cotton. Cotton does not hold color well.
<b>Work Jacket</b>	need smaller size	This now comes in an XS size.
<b>Bib Overalls</b>	need smaller size	This now comes in an XS size.
	2. Mmmm warm!	Thank you for your feedback.
<b>Maternity Shirt</b>	will never wear	Ok.
<b>Maternity Pants</b>	The new maternity pants do not work well because only a portion of the waist has elastic and so you have to order a waist size that will fit over your hips. This results in the rest of the pant being huge and baggy on the wearer. Ordering the size "you were prior to pregnancy" did not work for me because the waistline was too tight. I did manage to make two orders of pants, one and then another when the first ones didn't fit, and they both arrived "in time".	We have tried to meet the needs of the maternity uniform wearer. There are many options. Carrie Richardson in Sacramento District maintains a supply of maternity pants for loaning. One of the various styles produced over the years should meet your needs.
<b>Campaign Hat, Felt</b>	good	Thank you for your feedback.
<b>Campaign Hat, Straw</b>	Hat does not come in a size that fits me. Vendor was non supportive and had no suggestions to assist me.	We are working on a method. Linda Clapp will contact you.
	2. good	Thank you for your feedback.
	3. Needs removable foam kit to assist with fit.	Interesting thought. We will explore it.
<b>Hat Band</b>	good	Thank you for your feedback.
<b>Chin Strap</b>	good	Thank you for your feedback.
<b>Hat Castle</b>	good	Thank you for your feedback.

<b>Rain Hat Cover</b>	needs to be thicker plastic	We recently upgraded the plastic cover. If the plastic is too thick, it becomes brittle. We think the ones in the system now are an
	2. Material tears easily.	We suggest you buy several to have on hand.
<b>Sun Hat</b>	good	Thank you for your feedback.
	2. Embroidered castle is not centered.	The committee is looking into replacing the sun hat.
<b>Winter Hat</b>	good	Thank you for your feedback.
<b>Ball Cap, Winter</b>	N/A	N/A
<b>Ball Cap, Mesh</b>	N/A	N/A
<b>Fleece Cap</b>	Awsome!!	Thank you for your feedback.
<b>Gorgonz (Ear Warmers)</b>	These work very well.	Thank you for your feedback.
<b>Ties, Clip-On</b>	N/A	N/A
<b>Tie, Four-In-Hand</b>	N/A	N/A
<b>Tie, Cross</b>	N/A	N/A
<b>Tie Tack</b>	N/A	N/A
<b>Tie Bar</b>	N/A	N/A
<b>Name Plate</b>	Remove Corps emblem from front- way too small. Pin back prongs are too long. Shorten by 1/8th inch.	A new nameplate will soon be added.
<b>Socks</b>	1. Nice to be able to order now, but the lightweight socks are tight on the legs and feel as heavy as the winter ones. The dye may stain your skin!!	We have discovered that the Cool Pro-Lite socks are tighter than the Volleys. You may wish to try the Volleys.
	2. P.S. Always wash before wearing!!	The socks need to be washed before being worn. This will greatly reduce any residual dye.
	3. the socks are great	Thank you for your feedback.
	4. Finally- thanks. Add more wool to blend please.	It was difficult to find a sock made in America that met our requirements.
<b>Additional Items</b>	1. There is no good reason that we should not have a "hooded sweatshirt" ( A HOODIE) for outside park Ranger work/duty!!	The committee did not recommend this.

	2. I like the rain jackets with the side slits like National Park and Police Officers have, so one can access the radio and other utility items while wearing a coat in inclement weather.	The current raincoats have this access.
	3. Change brush pants to ripstop cotton like the Wrangler work pant.	We have asked the contractor to investigate this possibility.
<b>General Comments</b>	1. We should be buying "Made in America" not Mexico, how are we going to support our failing economy if the government doesn't even buy American made products.	Mexico is a NAFTA country and by regulation is a permitted country of manufacture.
	2. sizing needs to accommodate smaller petite individuals	We have asked the contractor to supply XS for as much of the outerwear as possible.
	3. Add an elastic waist like the Dockers Comfort Fit - for after-lunch comfort and bloating. Add American flag to uniform shoulder - please-	The committee did not recommend this.
	frequently dumped off the site while trying to order	This is an IT issue. Contact ACE-IT.
	2. for the most part everything is great just need smaller sizes XS sizes	We have asked the contractor to supply XS for as much of the outerwear as possible.
<b>Draft Uniform ER/EP</b>	These comments were forwarded to Nancy Rogers In June 2009	Thank you for your feedback.