

No	Item	Comment	Freq	Action	Justification
1	Men's Trousers (LRL)	Too tight across top of thighs, at the point where the bottom of the pocket opening meets the outer seam of the leg, hard to put one's hand in the pocket, uncomfortable when sitting, seems to me to be the size and shape of the pocket opening, and how the seams are sewn together at the bottom of the pocket opening	1	No action taken	Suggest you order a larger size.
2	Winter Ski Caps (LRL) (LRH)	Too small – one size fits all Replace knit ski cap with new type head gator, or balaclava type head gear.	2	No action taken	Winter Cap was has been added to the program.
3	Light Weight Duty Shirt (LRL)	May be lighter in weight but the weave is so tight they actually feel hotter – don't breathe.	1	No action taken	
4	Trousers (Twill & Warm Weather) (LRL)	Holes formed in the seat of the last pair I bought after one washing. I usually don't get very much use out of each pair before having to mend or toss in the trash can.	1	Please get with your Division Representative to determine if this is an isolated issue or a quality issue.	
5	Badges (LRL)	Request additional badges.	1	No action taken	HQUSACE has set the limit at 2 badges per person.
6	Customer Service (LRL) (LRH) (LRN) (LRP)13	Ordered wrong size, noticed this right after I had placed order, contacted web site and immediately sent a correction, contractor wrote back that there was nothing they could do except send the wrong order and then exchange it. It seems if you have a web site address and you electronically contact them immediately there should be an internal process for corrections prior to shipping.	13 total	In the future, should you have this problem, contact your Division Rep immediately. He/she may be able to assist you.	

		Satisfactory service.		Thank you	
		Had a hip length parka that came apart at the seams on the inside, up around the collar and on the outside, on the back of the arm. VF replaced the parka with no problems.		No action taken	
		Everything in customer service is great. The VF solution employees work hard to provide the service needed to the customer. The uniforms do not always fit properly, but you can send the item back. It may take several exchanges until the item fits correctly. The sizing chart should be updated for each item.		Thank you	
		I have had good experiences with my orders. I have had only one bad experience. I had to send back a pair of coveralls twice because they came in with NPS logo. I finally kept the third pair and just took off the logo.		Will bring this to the contractors attention	
		They were a little slow on exchanges. Waited all summer on a pair of shorts. Backorders are a pain.		No action taken	
		Excellent customer service.		Will pass this on	
		Only one problem – new style coveralls had a NPS patch, problem was corrected.		Will bring this to the contractors attention	
7	Success Story (LRL) (LRH)	The Uniform program is better now than it ever has been before.	5 total	Thank you	

		Very pleased with the newer, cooler, cotton blend summer shirt. Easy to care for and at present the most comfortable and practical shirt we have.		Thank you	
		Actually get clothes that fit....actually get that on occasion.		Thank you	
		Received prompt service and/or information pertaining to the personal actions.		Thank you	
		Glad to hear we are getting the cargo pant and turtle neck to our options. I think these articles of clothing will better serve us when we are in the field.		Thank you	
8	VF Web Site (LRL) (LRH) (LRB) (LRN)	No problem, I like using the web site. I think the website works fine.	17 total	Thank you	
		It is a hassle to order nameplates. Need more than one blank to input name and title.		Process has been revised.	Nameplates can now be ordered with the individual uniform account.
		When trying to order twill trousers, the website does not allow you to pick an inseam longer than 32" when ordering short rise trousers. This has been a problem for the past year. I have informed VF of this issue, but it is still not corrected.		Contact your Division Representative.	Inseams longer than 32" with short rise are available, dependent upon waist size. You may need a Made to Measure item.

		During the past year, I had many problems with the VF website. The most specific problem that I can recall is the inability to choose sizes for whatever item you were ordering. It seemed to be some type of technical problem with the website but it was not fixed for weeks which made ordering very frustrating. Another problem that I had was that after I was able to order the correct size the trousers that I received in the mail were not what I ordered on line.		Contact your Division Representative.	
9	UAA Web Site (LRL) (LRB) (LRN) (LRP) 6	No problem – a training course to cover all aspects of the site (adding new employees, taking them out, etc.) would be good, especially for those just learning as I am.	6 total	Check out the "Uniform" section of the NRM Gateway. If you need additional information, contact the SME.	
		No problem.		No action taken	
		No problem – No training is necessary.		No action taken	
10	Add Work Jacket to Insulated Bibs (LRH) 5	The insulated work bibs need a matching work jacket. Not practical to wear parka or any other jacket/coat now in the program	5	Committee is investigating this issue	Committee is looking at the 10 oz. Duck jacket currently part of the NPS uniform.
11	Removable Hood (LRH) (LRN)	Add to trench coat type rain jacket Request a raincoat with a hood.	3	No action taken	The committee recommended against this item.
12	Made to Measure (LRH)	Needs to be quicker – 60 days is too long to wait for a pair of trousers	1	This is a contract issue. Will look into this for the	
13	Ike Jacket (LRH)	Easily outgrown, too expensive for the little use.	1	No action taken	
14	Polo Shirt (LRH)	Add to program.	1	No action taken	The committee is currently developing a polo shirt for wear with the Class C Work and Class D Special Use uniform.

15	Insulated Coveralls (LRH) (LRP)	Bring back the insulated coveralls	2	No action taken	There were too many problems with the insulated coveralls.
16	Tee Shirts (LRH) 4	Would be very practical when doing hot work. Also for boundary work. Could have COE logo.	4	The committee recommended against this item.	Gloves, socks, scarves, T-Shirts, shoes, and rain gear are not part of the uniform program by Army Regulation.
17	Cargo Type Shirt (LRH) 3	Add cargo type shirt to match cargo trousers. Shirt could also be worn w/ shorts.	3	No action taken	The committee recommended against this item.
18	Stitched holes (LRH) 2	Add stitched holes to name plate area on shirts Name plate does not hold firm once holes are rounded out on shirt leaving name plate hanging loosely and there is a problem with uniformity as far as where the name plate specifically goes – Place stitching similar to badge area above name plate breast pocket.	2	No action taken	EP 1130-2-550, Chapter 8 specifies where the nameplate is to be placed. Stitching would interfere with the magnetic nameplate, and is felt by the committee to be unnecessary.
19	Service Pin (LRH) 3	Should be able to wear service pin on right collar also. One pin on one side looks odd. I have had several people to ask me if I was missing one – Either add two pins one to each side of collar or relocate the one pin perhaps to above name plate.	3	No action taken	Only one pin is currently permitted.
20	Utility Belt (LRH)	Black nylon or leather	1	No action taken	Black Nylon Utility belts have been approved for wear with the uniform
21	Optional gold with black lettered embossed name tags (LRH)	On selected items at increased cost, items such as sweaters and pullovers that don't have tag flaps and are of thick material, make securing & positioning name tags difficult	1	No action taken	Clutch back pins are available in the program.

22	Zip down feature – Zipper (LRH)	Add to fleece pull over.	1	No action taken	The committee recommended against this item.
23	Challenger Pants (LRH)	Bring them back	1	No action taken	The committee recommended against this item.
24	Add feature to conceal keys on twill trouser (LRH)	Need to add feature to all pants offered to enable concealing keys from view while clipped to side belt loop.	1	No action taken	This is an option that can be worn on the Utility belt
25	“Tall” Sizes for outerwear (LRH)	Would like to see “tall” sizes re-introduced in the line of outerwear.	1	No action taken	Due to costs of inventory stock, tall sizes are available through Made to Measure, but are not stocked.
26	Badge eyelets on outer wear (LRH)	Badge eyelets on outer wear allows badge to sag or tilt from side to side and looks sloppy and unprofessional – Add stitched eyelets similar to duty shirts which are independent of inner lining as not to jeopardize integrity of water resistant proof garments. Stitched badge emblem would work on outer wear would look nice and more practical. Do the same for all outer wear name plate locations which have similar design.	1	No action taken	The committee did not feel this option was necessary.
27	Creases on Shirts (LRH)	Class B duty shirts have preformed creases on shirts and look very professional – Would suggest adding these creases to sleeves of both SS & LS duty shirts and in pants as well.	1	No action taken	Duty shirts already have creases.
28	Black Turtle Neck (LRH) (LRP) 2	Add black turtle neck to the winter uniform. The turtle neck shirts are good, high quality item.	2	No action taken	Turtleneck is in program for wear as a layering item under the long sleeve shirt in the Class B Daily and Class C Work uniforms

29	Shirt pockets (LRH)	The shirts are produced as one size fits all....pockets are too big, and should be tapered to fit like the old Flying Cross Brand shirts.	1	Pockets are not all the same size. Need more information.	
30	Women's Pants (LRB)	Never fit quite right and make us look like we are wearing japers (sp.) – Why do they have to be so high wasted and then so huge in the legs?	1	No action taken	An option open to women is to order the male trousers. This works for some women.
31	Name Tags (LRB)	Look attractive but tend to come off when putting jackets on and off. Easily knocked off and can't be worn on jackets very well. Need the pin type back again.	1	No action taken	Clutch back pins are available in the program.
32	Pockets in Women's Shirts (LRN)	The last few women's shirts ordered, the pockets have been smaller, which makes carrying an address book and small notepad difficult.	1	No action taken	
33	Trousers (LRN)	Request wrinkle free and stain resistant trousers.	1	No action taken	The committee felt this option was too costly to implement at this time.
34	Nameplates (LRN)	Nameplates should be added to allowance.	1	Done	Nameplates can now be ordered with the individual uniform account.
35	Black Socks, Winter gloves, and polo shirts. (LRN) (LRP) 3	These items should be added to uniform program. The AR's need to some hoe change with the times. The maintenance program supplies socks and gloves.	3	No action taken	Gloves, socks, scarves, T-Shirts, shoes, and rain gear are not part of the uniform program by Army Regulation.

36	Golf style pullover shirt (LRN)	A golf style pullover shirt for use under certain circumstances such as beach/boat patrol, water safety inspections, etc. It should be available with an embroidered badge and place for name tag. We very much need a product that will put out visitors at more ease because our current Class B uniform portrays "Law Enforcement". Pullover shirt could be worn in tandem with cargo pants to make for a more comfortable and less threatening uniform that would serve both the ranger and public.	1	In progress.	The committee is currently developing a polo shirt for wear with the Class C Work and Class D Special Use uniform.
37	Sweat Shirt (LRP)	Add a sweat shirt type product for seasonal work activities.	1	No action taken	The committee recommended against this item.
38	Jeans (LRP)	Still like a "blue jean cut" pant better than the cargo, hopefully the cargo will be superior to the green jean design.	1	No action taken	
39	Sizing (LRP)	There needs to be a larger variety of sizes of pants so that people of different shapes and sizes can have trousers that fit. Even when I order a trouser with a low/short rise they are still too long in the rise causing me to have chaffing and discomfort b/c the pants hang down in the crouch and when I sweat there is no material to protect my skin. Another downfall with the design of these trousers is that when the rise or crouch hangs too low the pants have a habit of tearing in that area which is where some of the other complaints may be coming from about having weak seams in the crouch.	1	No action taken	If you are having problems with fit, suggest you print out the Made to Measure form from the website, and be professionally measured, then order Made to Measure trousers.

40	Volunteer Shirts and Hats (LRP)	Volunteer shirts and hats with appropriate patches would make it easier to assure consistency coast to coast by providing a single source for these items.	1	No action taken	These are not part of the NRM uniform.
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