



Small Contract Concessioners' Satisfaction with NPS Administrative Procedures

The National Park Service invites you to participate in this satisfaction survey for small contract concessioners. Please take this opportunity to tell us how we are performing and provide possible suggestions on how to further simplify or otherwise improve our administrative procedures.

Your participation is voluntary and anonymous, and should take only 10 minutes of your time. Please take a moment to share your experiences, thoughts, and ideas. Laws govern some of our administrative procedures, like the requirement for competition in the award of a concession contract. However, your ideas in other areas may lead to some changes in our administrative procedures.

Mark only one answer for each statement unless otherwise directed. Your choices include: Strongly Agree, Agree, Disagree, Strongly Disagree. Use the "comments" space to elaborate on specific questions or statements.

Please click "Done" to submit the survey. When you have finished the survey, you may exit the website by clicking on the red X in the top right-hand corner of the screen.

PAPERWORK REDUCTION ACT STATEMENT: We may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB control number. Your response is voluntary. We estimate that it will take you about 10 minutes to complete the survey. You may send comments on the estimated burden or any other aspect of this information collection to the Information Collection Clearance Officer, National Park Service, 1849 C Street, NW. (2601), Washington, D.C. 20240.

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1. In 2012, my reported gross receipts on my concessioner Annual Financial Report were:

- \$100,000 or less
- More than \$100,000 but less than \$250,000
- More than \$250,000 but less than \$500,000

2. The main services I provide in the park under my concession contract are: (Mark all that apply)

- Recreational Activity
- Lodging
- Retail
- Food and Beverage
- Transportation
- Horse Operations
- Backcountry Guide and Outfitter

3. When submitting a proposal for my concession contract, I found the application process easy to follow.

**Strongly
Disagree**

Disagree

Agree

Stongly Agree

4. Using a video, online tutorial, or handbook on how to apply for a concession contract would help make the process easier to understand.

**Strongly
Disagree**

Disagree

Agree

Strongly Agree

5. As a concessioner with the NPS, I am satisfied with the ease of submitting the required reports, such as Annual Financial Reports.

**Strongly
Disagree**

Disagree

Agree

Strongly Agree

6. Samples or templates of the required NPS reports would make completing and submitting them simpler for me.

**Strongly
Disagree**

Disagree

Agree

Strongly Agree

7. NPS staff at the park in which I operate are available and knowledgeable to help me with my reporting and operational requirements.

**Strongly
Disagree**

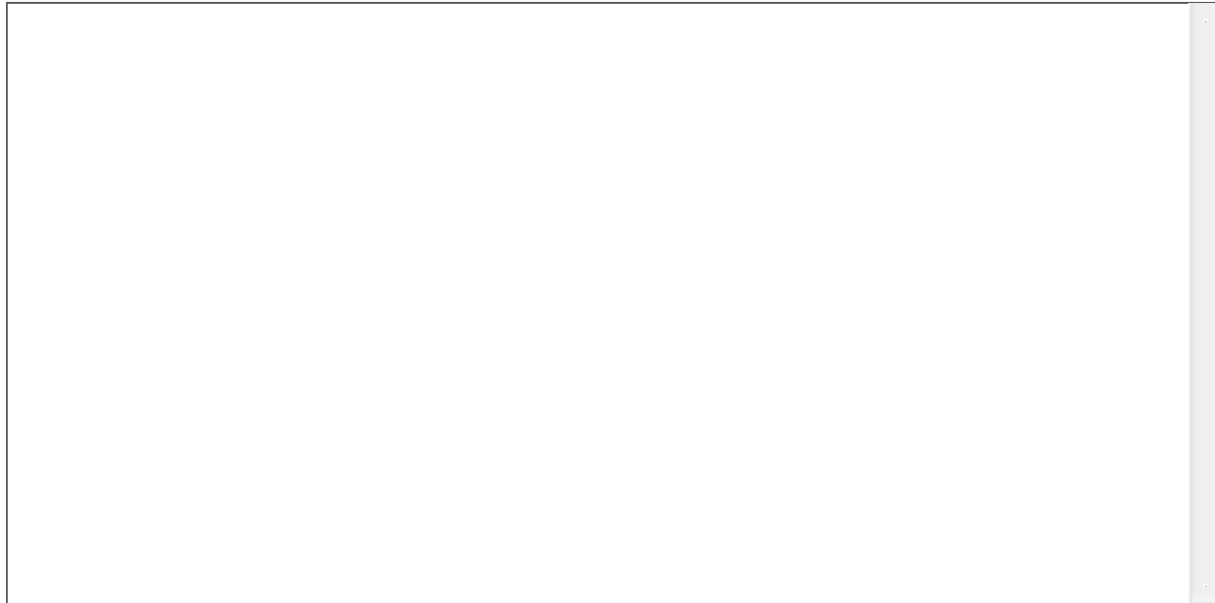
Disagree

Agree

Strongly Agree

8. If the NPS were to change one thing to further simplify or otherwise improve the application process for small contracts, what should it be?

9. Other Comments: Please provide any additional comments or specific suggestions that might further simplify or otherwise improve procedures in any of these categories: applying for a contract, report requirements, rates, maintenance management, and contract management.

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