

Introductory Email Text

Concessioners play an important role in our shared goals of resource preservation and protection while facilitating the connections between millions of guests and their National Parks. We invite you to participate in the 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 the administrative procedures for concessions.

Your participation is voluntary and anonymous, and should take only 10 minutes of your time. We will not collect your personal information. Please take a moment to share your experiences, thoughts, and ideas. The law requires competition in the award of a concession contract. However, your ideas in other areas may lead to some changes in the administrative procedures not governed by law.

This link will take you directly to the survey: <http://www.surveymonkey.com/s/Smallcontractsurvey>

Mark only one answer for each statement unless otherwise directed. Your choices include **Strongly Agree**, **Agree**, **Disagree**, and **Strongly Disagree**. You may use the “comments” space to elaborate on your responses to questions or to provide specific comments.

Thank you for participating in the survey.

Sincerely,

Ben Erichsen
Chief, Commercial Services