



United States Department of the Interior

NATIONAL PARK SERVICE

1849 C Street, N.W.

Washington, D.C. 20240

IN REPLY REFER TO:

DATE HERE

ADDRESS

Dear [concessioner name]

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 enclosed 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 private 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.

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.

Enclosed is a self-addressed envelope that you may use to mail back the survey. No stamp is required, and you can mail the survey back at no cost. Please do not put a return address on the envelope.

Thank you for participating in the survey.

Sincerely,

Ben Erichsen
Chief, Commercial Services