

July 31, 2010

Regional Director Pacific West Region  
National Park Service 1111 Jackson Street  
Suite 700 Oakland, CA 94607

Attn: Concession Program Manager

Dear Director:

I am President of Cooper Center Council, and we are responsible for the operations of our County Community Center. David Donald has been keeping our community members advised as to what is happening with the Volcano House Project, and has received overwhelming approval by so many that attend our weekly Farmer's Market and the businesses in the area. He and his wife Ann have worked so hard to put together an approach to benefit the Park and the Community, which to date has been unheard of in our Hawai'i Volcanoes National Park. Not just a big business moving in, and running a hotel with no regard for the surrounding neighbors. Their project looks to enhance and preserve the Hawaiian culture, the surrounding area, and the Community.

We are a relatively tight knit group, and would like to keep things as they are, and with the Donald's proposal this looks as though it could actually happen. Their plans are so comprehensive, covering the running of the facility and training our young people at the same time, providing many programs that are sensitive to the area and the people.

As a representative of our Council and Community Center we strongly support The Volcano Project, and encourage your consideration of this Proposal. It may even end up as a beacon for other National Parks to follow with some of their concessionaires.

Sincerely,

A handwritten signature in black ink, appearing to read "Linda L. Ugalde". The signature is fluid and cursive, with a large initial "L" and "U".

Linda L. Ugalde  
President  
Cooper Center Council