



Volcano Community Association

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August 11, 2009

Ms Cindy Orlando, Superintendent,
Hawaii Volcanoes National Park
Hawaii NP, HI 96718

Aloha, Superintendent Orlando:

We, the Board of Directors of the Volcano Community Association, support the bid of The Volcano Project/The Big Island Learning and Arts Center to manage the Volcano House. Their bid to contract will follow the contract held by the Ken Direction Corporation for the past several years, and we believe TVP will provide a significantly improved operation. We believe the concept that underlies TVP bid is fundamentally supportive of the purpose of the National Park.

We are impressed with TVP aggressive and unusual concept in their bid for this contract. TVP would operate as a not-for-profit concessionaire, as one of their primary purposes is to provide high quality and highly focused training for local Hawaii residents. Indeed, this purpose distinguishes TVP from most other hotel/restaurant concessions in National Parks. It is a feature which we think is worthy of your attention, as it would serve both to address an urgent need for training in hospitality management in the greater Hawaii community, as well as provide high quality service to Park visitors. The not-for-profit basis of this bidder bodes well for its loyalties to Park management, hotel employees, and the community, rather than to corporate shareholders.

We notice TVP would offer high quality and intensive on-site training in culinary arts, hotel management, concierge services, restaurant and housekeeping management, grounds keeping, and would furthermore commit to minimum environmental impact. Volcano House concessionaires in the past have typically provided most of those services, but without particular respect to developing relationships with the community or providing any lasting benefit to their workers and staff. We are struck by TVP intent to change this situation, and hope your selection committee will agree that such a change has potential for creating and sustaining a durable and positive relationship with the local community. Such a change might, as well, provide a model for other NPS concessionaires .

Your bidder, Mr. David Donald, has been actively making contacts in the community, and we understand, among business, insurance, and financial leaders. We understand Mr. Donald has successfully carried out significant enterprises in Canada and France, and has thus demonstrated capability to manage complex business organizations. Mr. Donald would execute operations at the Volcano House through a hierarchy of experienced persons, who would serve both as directors as well as mentors for staff and trainees. We envision a hotel operation that would serve Park visitors in a manner not usually witnessed here, and would develop a healthy bond with people and groups in the community, as well as with your staff. Such a concessionaire would be a welcome change from the often aloof and selfish operation we have witnessed during the past several years.

Building community since 1980

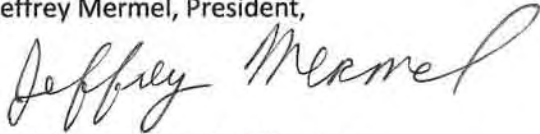


We urge you to seriously consider the bid tendered by TVP.

Sincerely, for the Volcano Community Association, I remain,

Yours sincerely,

Jeffrey Mermel, President,

A handwritten signature in cursive script that reads "Jeffrey Mermel". The signature is written in black ink and is positioned below the typed name.

and the VCA Board of Directors:

David Wallerstein, Vice President

Pat Halpern, Member

Leslie Laird, Member

Hank Banquer, Member

Tom Belcher, Member

Mililani Hughes, Member

Jenny Orr, Member,

Daniel Taylor, Member

Cc : Director, NPS Pacific-West Region; Director of NPS, Wash DC