

October 7, 2011

Regional Director Pacific West Region
National Park Service 1111 Jackson Street,
Suite 700 Oakland, California 94607
Attention: Concession Program Manager

Dear Director:

On behalf of the Big Island Learning and Arts Center (BILAC), I wholeheartedly encourage the selection of The Volcano Project to be the next operator of the Volcano House and related facilities in Hawai'i Volcanoes National Park.

BILAC is based just outside the park in Volcano Village, Hawai'i. As close neighbors to Hawai'i Volcanoes National Park, we have a natural concern for the operation of Volcano House, and we believe that The Volcano Project offers unparalleled potential for success in such an important and special endeavor. Of course, their commitment to the broader community is immediately attractive to our organization, and it will most assuredly be of great advantage to the Park, its guests, and the island and state of Hawai'i. But beyond that, the incredible value that they place on sustainability, and the innovative technology that they will be able to utilize in this area, will benefit the entire planet and all that live on it. Furthermore, they have assembled a management team of highly accomplished individuals who will be able to lead Volcano House to a level of world-class excellence as a center of hospitality.

More than any of these, however, we believe that The Volcano Project is your best choice because of the way that the Project's focus is turned outward, rather than toward anyone's pocketbook. Their commitment to dedicate profits to training of at-risk young people for successful careers, to continued restoration and enhancement of park facilities, and to preservation and nurture of Hawaiian culture places them head and shoulders above any other candidate.

In closing, we strongly encourage you to give serious consideration to the innovative proposal presented by The Volcano Project; we believe it can establish an outstanding model for National Park facilities across the country.

Sincerely,

A handwritten signature in blue ink, appearing to read "George DeCosta", written in a cursive style.

Reverend George DeCosta
President, BILAC Board of Directors