

September 17, 2011

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

To whom it may Concern:

I am writing this "Letter of Support" on behalf of David Howard Donald and Anne Lee of the Volcano Project, a 501(c)3 non-profit group that is bidding for the Volcano House concession management contract, and whom I know personally regarding their proposal.

What I do know about David and Anne is they have put forth an absolutely exceptional effort in planning for the bidding of the Volcano House concession. Their attention to detail, initiative, and creative thinking surpasses all. They are meticulous in preparation and coordination with all other agencies in their efforts to win this management contract. David possesses specific knowledge and skills required for the success of this concession. He not only possesses the management skills for this project, David also possesses the highest ethical standards in business and in all professions dealing with all agencies. David and Anne's commitment for this project is unquestionably unparalleled with any other organization today. They have left no stone unturned in their effort to secure this project.

David and Anne have resided in this community for 4 years and in this short time have become known for their tenacity in their innovative approach for this concession. Additionally, David has become a one man authority as to the history, past operation, construction of Volcano House and is committed to its successful operation with one of the strongest, world-class team of hospitality industry experts that can be found anywhere.

There is no question as to their firm resolve, steadfastness and unquestionable driving force to be successful if awarded the Volcano House Concession Management Contract.

It is with great enthusiasm that my wife Jeanne and I support The Volcano Project for the Volcano House concession contract and we urge you to recognize that the Service, the Park, and our community needs, and deserves a better solution than what current corporate Park concessioners offer.

The Volcano Project's bid offers the best solution for all.

Frank E Box

Major USMC Retired