



Subject: Support for NPS Concessioner Service Proposal

9/10/20

Dear National Park Service,

Thank you for the opportunity to comment on the proposed modifications to concessioner operations to improve visitor services.

As a gateway town to both Grand Teton National Park and Yellowstone National Park, Jackson Hole relies on the visitors these parks attract year-round. We are very much in support of these updates that will allow the concessioners to diversify their products, provide a level of service our 2020 (and future) visitors expect via interpretation, modernization and technology and operate a business that recognizes and rewards capital investment.

We have seen Xanterra, Forever Resorts and Grand Teton Lodge Company invest substantially in visitor experience via environmental stewardship, product development and outreach with gateway communities, but understand the current regulations are over twenty years old. Many of the proposed changes will enable future improvements in visitor services benefitting not just the Park visitor, but also enhancing our community. We look at these businesses as economic development partners that also thoroughly respect the environment within which they work. The proposed modifications will provide flexibility and opportunity for positive change, which makes sense as we continue to see increased visitation and higher expectations.

We believe these changes will support even better management of concessions in the parks which is a win-win for visitors, the environment, and the economy.

Yours sincerely,

Anna Olson
President/CEO
Jackson Hole Chamber of Commerce

CC:

Alex Klein, Vail Resorts, Grand Teton Lodge Company
Mike Keller, Xanterra, Yellowstone Park Lodges
Bill Butts, Forever Resorts, Signal Mountain Lodge
Gopaul Noojibail, Acting Superintendent, Grand Teton National Park
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