



**Airlines for America<sup>®</sup>**

*We Connect the World*

---

## COVID-19: ONGOING CHALLENGES

Air travel continues to be an essential service and we are committed to helping those who need to travel, such as medical professionals, businesspeople and government or military personnel, or residents of Hawai'i returning home, as well as carrying lifesaving supplies and cargo to Hawai'i.

- Our passenger volumes are down 94% overall and 98% to the State of Hawai'i.
- Bookings remain 95% below year-ago levels and net booked revenues (booked minus canceled) are down 101%.
- U.S. airlines are currently burning through \$10 billion of cash per month, with the aim of reducing that figure sharply between now and the end of the year.

---

# COVID-19: ONGOING CHALLENGES

The road to recovery will be a long one.

- Passenger volumes took 3 years to recover from 9/11 and 7 years from the Global Financial Crisis / Great Recession of 2008-2009.
- Once demand does recover, it will take years to retire all of the debt incurred.
- There is no doubt that our industry will emerge from this crisis much smaller than it was going into it.

---

## CURRENT SERVICE TO HAWAI'I

The CARES Act requires that airlines receiving aid continue to provide minimum levels of service to markets they were serving before passage of the Act, as enforced by USDOT through Sept. 30.

In addition to our legal obligation to maintain service, airlines are continuing to fly:

- medical professionals
- patients who need regular care not available in their hometown
- first responders and essential workers
- students returning home
- people visiting relatives
- people conducting essential business
- repatriation of Americans from foreign countries
- federal government civilian and military personnel

# FLIGHTS GRANTED DOT APPROVAL FOR SUSPENSION

Air Carrier	Covered Point	Decision	Effective Dates	Date Filed	Action Date	Supplemental
Hawaiian Airlines, Inc.	Boston, MA	Granted	April 17, 2020 through September 30, 2020	9-Apr-20	17-Apr-20	
Hawaiian Airlines, Inc.	Las Vegas, NV	Granted	April 17, 2020 through September 30, 2020	9-Apr-20	17-Apr-20	
Hawaiian Airlines, Inc.	New York, NY	Granted	April 17, 2020 through September 30, 2020	9-Apr-20	17-Apr-20	
Hawaiian Airlines, Inc.	Phoenix, AZ	Granted	April 17, 2020 through September 30, 2020	9-Apr-20	17-Apr-20	
Hawaiian Airlines, Inc.	Portland, OR	Granted	April 17, 2020 through September 30, 2020	9-Apr-20	17-Apr-20	
Hawaiian Airlines, Inc.	Sacramento, CA	Granted	April 17, 2020 through September 30, 2020	9-Apr-20	17-Apr-20	
Hawaiian Airlines, Inc.	San Diego, CA	Granted	April 17, 2020 through September 30, 2020	9-Apr-20	17-Apr-20	
Hawaiian Airlines, Inc.	Seattle, WA	Granted	April 17, 2020 through September 30, 2020	9-Apr-20	17-Apr-20	
Hawaiian Airlines, Inc.	Lahaina, HI	Granted	April 17, 2020 through September 30, 2020	9-Apr-20	17-Apr-20	
Hawaiian Airlines, Inc.	Pago Pago, AS	Granted	April 17, 2020 through June 1, 2020	9-Apr-20	17-Apr-20	
Alaska Airlines, Inc	Kahului, HI	Granted	April 17, 2020 through September 30, 2020	13-Apr-20	17-Apr-20	
Alaska Airlines, Inc	Kona, HI	Granted	April 17, 2020 through September 30, 2020	13-Apr-20	17-Apr-20	
Alaska Airlines, Inc	Lihue, HI	Granted	April 17, 2020 through September 30, 2020	13-Apr-20	17-Apr-20	
American Airlines, Inc.	Kahului, HI	Granted	April 30, 2020 through August 17, 2020	15-Apr-20	30-Apr-20	17-Apr-20
American Airlines, Inc.	Kona, HI	Granted	April 30, 2020 through August 17, 2020	15-Apr-20	30-Apr-20	17-Apr-20
American Airlines, Inc.	Lihue, HI	Granted	April 30, 2020 through August 17, 2020	15-Apr-20	30-Apr-20	17-Apr-20
Sun Country, Inc.	Honolulu, HI	Granted	April 25, 2020 through June 21, 2020 (Large hubs)	14-Apr-20	25-Apr-20	20-Apr-20
United Airlines, Inc	Hilo, HI	Granted	April 25, 2020 through September 30, 2020	11-Apr-20	25-Apr-20	17-Apr-20
United Airlines, Inc	Kahului, HI	Granted	April 25, 2020 through September 30, 2020	11-Apr-20	25-Apr-20	17-Apr-20
United Airlines, Inc	Kona, HI	Granted	April 25, 2020 through September 30, 2020	11-Apr-20	25-Apr-20	17-Apr-20
United Airlines, Inc	Lihue, HI	Granted	April 25, 2020 through September 30, 2020	11-Apr-20	25-Apr-20	17-Apr-20

---

# CURRENT DEMAND FOR AIR TRAVEL TO HAWAI'I

Demand has dropped by 98% to Hawai'i (compared to a 94% drop nationally).

- Fares are a function of supply and demand. Demand is currently extremely low.
- USDOT has not yet published fare data for any portion of 2020.
- However, internal data provided by one major airline shows that average airfares declined just 5% from the end of April 2019 to the end of April 2020. It is not unreasonable to assume that other airlines are seeing similar data.
- Airlines don't ask passengers their reasons for travel and can't deny boarding to someone simply because they are traveling for leisure. And, we certainly don't want to punish those who *need* to travel, or to cut off the movement of critical goods carried in the belly of passenger aircraft.

---

# AIRLINE COMMUNICATIONS TO PASSENGERS

Hawaii is not the only state with a 14-day quarantine requirement. Airlines and passengers are dealing with a patchwork of executive orders around the country.

Each airline has its own procedures, but as a general matter they are regularly communicating with passengers about travel advisories that affect them including:

- pre-boarding announcements in the gate hold area
- on-board announcements
- regularly updated travel advisories/restrictions on their websites
- direct messages to travelers in the days prior to their scheduled travel

---

# AIRLINE SCHEDULING PRACTICES

What you see in the Official Airline Guide (or other airline schedule publications) is not necessarily what materializes.

- Airlines publish their schedules months in advance in order to make sure there is crew available to fly, and aircraft available to serve. If demand does not materialize, airlines will often consolidate those flights.
- Part of the reason they reserve spots on the schedule is that they need to program and maintain some level of schedule for when demand does in fact return. They can take flights down as needed if the demand remains low.
- Flights have sharply fallen off since around March 26 (when the quarantine was put into place) and have remained bare bones ever since.



# AIRLINE SCHEDULING PRACTICES

## U.S. Passenger Airline Long-Haul Flights to Hawai'i: Scheduled vs. Operated

