



**Airlines for America®**

*We Connect the World*

May 11, 2020

The Honorable Donovan Dela Cruz  
Chairman, Senate Special Committee on COVID-19  
Hawaii State Capitol, Room 208  
Honolulu, HI 96813

Dear Senator Dela Cruz:

Airlines for America® (A4A)<sup>1</sup> appreciates the opportunity to directly communicate with the Senate Special Committee on COVID-19. Like you, we want to ensure the safety of crewmembers, passengers and the residents of Hawai'i, including the transport of life-saving health care professionals and medical supplies to and between your island state. By way of background, A4A advocates on behalf of its members to shape policies and measures that promote safety, security and a healthy U.S. airline industry. We work collaboratively with airlines, labor, government entities at all levels and other groups to improve aviation for the traveling and shipping public. And, we remain committed to working with the State of Hawai'i as we address the challenges posed by COVID-19.

As I said during Thursday's hearing, this continues to be a rapidly evolving situation, and U.S. airlines remain in close contact with the federal government, public health officials and our industry partners to establish and implement policies that restore the confidence of the traveling public. Last week, a coalition of U.S. travel industry stakeholders submitted guidance to the Administration and governors for travel-related businesses to help keep their customers and employees safe as stay-at-home orders are lifted and the country begins to recover from this global health crisis. We recognize that Hawai'i is focused on a phased opening that starts with residents first, travel between the islands second and finally opening to non-essential travel when appropriate screening is in place.

In your May 8 letter, you asked me to address the below four follow-up issues:

- 1. Airline communications with passengers and crew regarding Hawaii's quarantine order.** As a result of the COVID-19 pandemic, airlines are dealing with a patchwork of executive orders (quarantine and otherwise) not only in Hawai'i but in other states, counties and cities throughout the country. A4A members are communicating with their passengers in a number of different ways about the travel restrictions in the myriad of orders, including the Hawai'i order. These communications include, but are not limited to, regularly updated travel advisories on their websites, advisories during the booking process, email and text message communications in the days prior to departure, pre-board announcements in the gate area and on-board announcements. However, please know that

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<sup>1</sup> The members of the association are Alaska Airlines, Inc.; American Airlines Group, Inc.; Atlas Air, Inc.; Delta Air Lines, Inc.; Federal Express Corporation; Hawaiian Airlines; JetBlue Airways Corp.; Southwest Airlines Co.; United Airlines Holdings, Inc.; and United Parcel Service Co. Air Canada is an associate member.

every A4A member is, at minimum, advising passengers of the quarantine order prior to departure. Please see the attached matrix for a more detailed airline-by-airline explanation.

2. **Airline communication protocols.** I am aware of the attached letter from HVCB that went out to all airlines on April 28. A4A members have confirmed receipt of that letter and are working with the HVCB on their communication protocols (as outlined in the matrix). HDOT has also communicated guidelines for gate and onboard announcements with all of the airlines.
3. **Passengers with flu-like symptoms.** The U.S. Code of Federal Regulations [42 CFR 70.11 and 71.21] contain requirements for reporting death and illness to CDC that occur on domestic flights between U.S. states and territories, and on international flights arriving to the United States. This includes reporting ill travelers with fever, difficulty breathing and persistent cough, among other symptoms. Furthermore, late last week A4A announced the unanimous support of our member airlines for the Transportation Security Administration (TSA) to begin checking the temperature of the traveling public and customer-facing employees as long as necessary during the COVID-19 public health crisis. Having temperature checks performed by the TSA will ensure that procedures are standardized, providing consistency across airports so that travelers can plan appropriately, and will also help to avoid a confusing and inefficient patchwork of regulations from state to state.
4. **Flight crews filling out Hawai'i Agricultural Form.** I have confirmed with our member airlines that their flight crews are instructed to comply with the state's Agricultural Form requirements. We are aware of a problem from several weeks ago, and to the best of our knowledge that has been rectified. Our member airlines have reiterated this requirement with their flight crews, but if you are aware of any subsequent problems with compliance in this area, please contact me directly.

Thank you for allowing me to address the committee's specific concerns. We continue to share your interest in maintaining the health and safety of air travel into the state. In fact, U.S. airlines are complying with all relevant local, state and federal laws, and while there may have been hiccups in recent weeks, I am sure you would agree that an anecdote is not a trend and an example is not the norm. However, we have used these examples to ensure that we are in full compliance and where necessary, have made the needed adjustments. We look forward to continuing to work with you as we get through this crisis together.

Sincerely,



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