



**STATE OF HAWAII**  
**DEPARTMENT OF TRANSPORTATION**  
**AIRPORTS DIVISION**  
400 RODGERS BOULEVARD, SUITE 700  
HONOLULU, HAWAII 96819-1880

JADE T. BUTAY  
DIRECTOR

Deputy Directors  
LYNN A.S. ARAKI-REGAN  
DEREK J. CHOW  
ROSS M. HIGASHI  
EDWIN H. SNIFFEN

IN REPLY REFER TO:

**AIR-A**  
**20.0014**

May 14, 2020

Mr. Sean Williams  
VP, State & Local Government Affairs  
Airlines for America  
1275 Pennsylvania Avenue, NW  
Suite 1300  
Washington, DC 20004

Dear Mr. Williams:

Subject: Senate Committee on COVID-19

I would like to start by expressing my thanks to the Airlines for America (A4A) State and Local Government Affairs Committee (SLAC) for recognizing the importance of air travel to and between the islands of the State of Hawaii, especially during this national health crisis. Our state is uniquely dependent on air transportation to move critical supplies and personnel. However, the transportation of passengers from outside our state also poses serious risks of spreading the deadly COVID-19 infection.

Governor Ige issued two executive orders mandating first that all travelers arriving in Hawaii must undergo a 14-day quarantine and second, mandated the same 14-day quarantine requirements on passengers traveling between the Hawaiian Islands. These orders remain in full force and effect as of this writing and until further notice.

As you know the Senate Committee on COVID-19 is singularly focused on ensuring the health and safety of the people of the State of Hawaii. It is within that spirit that they are interested in ensuring that all travelers into the State are fully aware of the strict enforcement of the mandatory 14-day quarantine directives.

The airport system, along with the Attorney General Clare Connors and Incident Commander Major General Kenneth Hara, are charged with reviewing, adopting and implementing protocols to confirm that we can maintain compliance. Ensuring that travelers are fully aware of the mandate and its strict enforcement PRIOR to departing for Hawaii is a major component of compliance.

Toward that end, the committee has identified what they believe to be an example of effective communication found on the Alaska Airlines site. I have attached it for your review and consideration for use.

Mr. Sean Williams  
May 14, 2020  
Page 2

AIR-A  
20.0014

Thank you for your continued support during these unprecedented and difficult time.

Sincerely,

*Ford N Fuchigami*

FORD N. FUCHIGAMI  
Acting Airports Administrator

Attachment

c: Alaska Airlines, American Airlines, Delta Airlines, Hawaiian Airlines, United Airlines,  
Southwest Airlines

## Travel to Alaska

The State of Alaska requires all arriving guests to self-quarantine for 14 days, regardless of their perceived health until May 19, 2020.

This mandatory self-quarantine applies to both visitors and returning residents coming into the state of Alaska.

If you are unable to comply with this quarantine, you will need to postpone your trip.

For the latest State of Alaska health mandate detail, please visit the [Alaska Department of Health and Social Services website](#). This indicates a link to an external site that may not follow the same accessibility or privacy policies as Alaska Airlines. By selecting a partner link you agree to share your data with these sites.

## Travel within Alaska

All in-state travel between communities is prohibited (whether resident, worker, or visitor) unless travel is to support critical infrastructure, or for critical personal needs.

This mandate is in effect until rescinded.

For additional details on the definitions of acceptable travel for critical personal needs or critical infrastructure, please see the [Alaska Department of Health and Social Services website](#). This indicates a link to an external site that may not follow the same accessibility or privacy policies as Alaska Airlines. By selecting a partner link you agree to share your data with these sites.

## Travel to Canada

Travel that is not considered essential will be restricted and travelers will not be permitted to enter the country. Additionally, the Government of Canada is requiring that all travelers have a removable non-medical mask or face covering large enough to cover their mouth and nose during their travel through Canadian airports and in flight.

Those that meet the following will be allowed to enter on international flights:

- Canadian citizens and permanent residents
- U.S. citizens and foreign nationals traveling on direct flights from the U.S. to Canada (transborder flights) who have not resided anywhere other than the United States and Canada within 14 days prior to flight departure (with an essential reason for travel)
- Foreign nationals connecting to another country via a Canadian airport

All travelers must confirm that they have in their possession the mandatory non-medical mask or face covering during the check-in and/or boarding process otherwise they will not be allowed to continue on their journey. At a minimum, travelers will be asked to wear the non-medical face mask or covering at:

- Airport security checkpoints inside of Canada
- In flight when they cannot physically distance themselves from others, including at all times when they less than 6 ft from another person, except another occupant of the person's private home.
- As directed by an official of Alaska Airlines, the Canadian Air Transport Security Authority, a Canada Border Services Agency officer, or a Canadian public health official.

- Exceptions: Children under the age of 2 years old; passengers with breathing difficulties unrelated to COVID-19.

*Canadian Health department is asking all inbound passengers to Canada to self-isolate unless they have essential business to complete.*

**All other guests will be denied boarding to comply with government mandates.**

We will be asking guests questions at U.S. gateway locations to ensure we're following the rules Canada has issued.

Passengers are encouraged to reach out to the Embassy of Canada for further information prior to travel.

## Travel to Costa Rica

Due to current travel restrictions, we will suspend service to Costa Rica from March 25, 2020, through May 31, 2020.

Only Costa Rican citizens and residents who left the country on or before March 25, 2020 will be allowed to enter Costa Rica. Costa Rican citizens and residents will be placed on a mandatory 14-day self-isolation upon entry into the country.

Residents that leave the country after March 25, 2020 and return prior to May 15, 2020 may have their residency or immigration status rescinded.

**All other guests will be denied boarding to comply with government mandates.**

Passengers are encouraged to reach out to the Embassy of Costa Rica for further information prior to travel.

## Travel to Hawaii

The State of Hawaii is requiring all arriving guests to self-quarantine for 14 days (or the duration of your stay, whichever is shorter) through May 31, 2020.

This mandatory self-quarantine applies to both visitors and returning residents, and is in effect for all islands served by Alaska Airlines.

The State of Hawaii has launched a web application to collect traveler information. Prior to arrival, guests can now enter their information directly on the State's [Safe travels website](#). This indicates a link to an external site that may not follow the same accessibility or privacy policies as Alaska Airlines. By selecting a partner link you agree to share your data with these sites.

For more information, including the enhanced verification process for all arriving passengers, please visit the [Hawaii State Department of Transportation COVID-19 website](#). This indicates a link to an external site that may not follow the same accessibility or privacy policies as Alaska Airlines. By selecting a partner link you agree to share your data with these sites.

## Travel to/from Las Vegas (LAS)

**We've temporarily moved terminals:** Effective April 1, 2020, flights will temporarily operate from the D gates. Check-in and baggage claim remain in place at Terminal 3.

Please note that getting to the D gates requires a tram(train). Please allow additional time to get to your gate.

Sign up to receive [flight notifications](#) and watch your [flight status](#) to see the latest updates on your flight.

## Travel to Montana

The State of Montana requires all arriving guests to self-quarantine for 14 days, regardless of their perceived health.

This mandatory self-quarantine applies to both visitors and returning residents coming into the state of Montana for non-work related purposes.

If you are unable to comply with this quarantine, you will need to postpone your trip.

For the latest State of Montana coronavirus detail, please visit the [State of Montana website](#). This indicates a link to an external site that may not follow the same accessibility or privacy policies as Alaska Airlines. By selecting a partner link you agree to share your data with these sites.

## Travel to/from New York (JFK)

**We've temporarily moved terminals:** Effective March 25, 2020, flights will temporarily operate from gates at Terminal 8. This includes check in, departure gates, and baggage claim.

As part of this change, our operations have gone cashless and only accept credit and debit cards.

Sign up to receive [flight notifications](#) and watch your [flight status](#) to see the latest updates on your flight.

## Travel to/from San Diego (SAN)

Effective May 7, 2020 Alaska Airlines will temporarily operate from gates in Terminal 2 West.

**For flights on or after May 7, 2020:** Alaska Airlines check-in and bag drop-off will temporarily move to Terminal 2 West. Baggage claim will remain at Terminal 2 East. Please allow 10 minutes to walk between terminals.

Sign up to receive [flight notifications](#) and watch your [flight status](#) to see the latest updates on your flight

## Travel to Texas

The State of Texas requires [guests traveling from or through select states](#) to self-quarantine for 14 days, regardless of their perceived health.

This mandatory self-quarantine applies to both visitors and returning residents coming into the state of Texas.

If you are unable to comply with this quarantine, you will need to postpone your trip.

For the latest State of Texas coronavirus detail, please visit the [Texas Department of Public Safety](#). This indicates a link to an external site that may not follow the same accessibility or privacy policies as Alaska Airlines. By selecting a partner link you agree to share your data with these sites.