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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Incident Information | | | | | | | | | |
| **Incident Name** | [Title] | | | | | | | | |
| **Incident Type** | Choose an item. | **Other** |  | Enter Other Type or N/A | | **Affected Counties** | Hawaii County Maui County  C&C Honolulu Kauai County | | |
| **Reporting Period** | Date Time to Date Time | | | | **Info Current As Of** | **[Publish Date/Time]** | | **Next Report** | Date Time |

This report is compiled by the HTA using information collected from industry stakeholders and state and county EOCs. Information provided is limited to what was available at the end of the reporting period. Data may be missing or incomplete.

The intent of this report is to provide situational awareness for the visitor industry and state and county EOCs to help inform operational decisions and anticipate issues. The report IS NOT intended to be a public information tool, though recipients may choose to share relevant information to their guests or clients.

| Messaging/Instructions to Visitors |
| --- |
| The following are sourced from emergency officials and/or reports submitted by industry stakeholders to HTA. |
| Key Messages to All Visitors |
|  |
| Key Messages to Foreign Visitors |
|  |
| Key Messages/Instructions related Airport or Airlines Operations |
|  |
| Key Messages/Instructions Regarding Return of Rental Cars and/or ground transportation |
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| Key Messages to Cruise Ship Passengers |
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| Emergency Operations Centers (EOC) | | | |
| *\*Note: Emergency Operations Centers may be extremely busy with life-saving and life sustaining operations. Whenever possible, look at official websites for incident information before calling.* | | | |
| **Website** | **Phone** | **Link to Register for Emergency Notifications** | **Twitter** |
| [State EOC](http://dod.hawaii.gov/hiema/) | (808) 733-4301 | N/A | @Hawaii\_ema |
| [Hawaii County EOC](http://www.hawaiicounty.gov/civil-defense/) | (808) 935-0031 | [Hawaii County Emergency Notification System Registration](http://www.hawaiicounty.gov/active-alert) | @HawaiiCounty |
| [Maui County EOC](http://www.co.maui.hi.us/70/Emergency-Management-Agency) | (808) 270-7285 | [Maui County Emergency Notification System](https://www.mauicounty.gov/983/Active-Advisories-Watches-Notification-S) | @CountyofMaui |
| [Oahu EOC](http://www.honolulu.gov/dem) | (808) 723-8960 | [HNL Info Registration](https://hnl.info/) | @Oahu\_DEM @HonoluluGov |
| [Kauai EOC](http://www.kauai.gov/kema) | (808) 241-1800 | [Kauai Emergency Notification System Registration](https://countyofkauai.bbcportal.com/) | N/A |
| [HTA Operations Center](http://www.hawaiitourismauthority.org/) | (808) 973-9430 | [HTA Alert Page](https://www.hawaiitourismauthority.org/news/alerts/) | @HawaiiHTA @gohawaii |

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| Helpful Forecast Links and Warning Information | | |
| [**Weather Forecasts**](http://www.prh.noaa.gov/hnl/) | [**Hurricane Forecasts**](https://www.nhc.noaa.gov/?cpac) | [**Hawaii Volcano Observatory**](https://volcanoes.usgs.gov/observatories/hvo/) |
| [**Tsunami Watch, Warning and Advisory Information**](http://ptwc.weather.gov/) | [**Tsunami Evacuation Areas**](http://apps.pdc.org/tsunami/?from=/tsunami) | [**Tsunami Address Lookup**](https://tsunami.coast.noaa.gov/#/) |

| Utilities | | | |
| --- | --- | --- | --- |
| *\*Obtain from State Emergency Support Function #2 – Communications in the SEOC or from the County Visitor Bureau representative.* | | | |
| **County** | **Power** | **Phone Banks; Charging Stations; Cell on Wheels** | **Water** |
| **Hawaii County** | [HELCO](https://www.hawaiielectriclight.com/safety-and-outages/power-outages) | Enter location, N/A or Not Reported | [Click here to view water safety notices](https://eha-cloud.doh.hawaii.gov/cwb/#!/landing) Or visit county web sites. |
| **Maui County** | [MECO](https://www.mauielectric.com/safety-and-outages/power-outages) | Enter location, N/A or Not Reported |
| **City & County** | [HECO](https://www.hawaiianelectric.com/safety-and-outages/power-outages/outage-map) | Enter location, N/A or Not Reported |
| **Kauai County** | [KIUC](http://website.kiuc.coop/content/welcome) | Enter location, N/A or Not Reported |

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| Fuel |
| Visit <http://tracker.gasbuddy.com> for the status of gas stations. This information is reported by the public. |

| Emergency Access for Essential Employees | | | |
| --- | --- | --- | --- |
| **County** | **Airports** | **Harbors** | **Hotel Areas** |
| **Hawaii County** | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| **Maui County** | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| **City & County** | Requires AOA Badge | Requires TWIC card | Click or tap here to enter text. |
| **Kauai County** | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

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| Lodging | |
| Public Shelter Locations | [Click here to view open shelters.](http://www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter) |

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| Hotels | | | |  |  |
| *\*Obtain hotel information from County Visitor Bureau representative.* | | | |  |  |
| **COUNTY** | **TOTAL #SHELTERED IN HOTELS** | **# HOTELS REPORTING** | **# DESTROYED HOTELS** | **# MAJOR DAMAGE** | **# MINOR DAMAGE** |
| **Hawaii County** | Enter # | Enter # | Enter # | Enter # | Enter # |
| **Maui County** | Enter # | Enter # | Enter # | Enter # | Enter # |
| **City & Count**y | Enter # | Enter # | Enter # | Enter # | Enter # |
| **Kauai County** | Enter # | Enter # | Enter # | Enter # | Enter # |

| Cruise Lines | | |
| --- | --- | --- |
| **Company** | **Contact** | **Remarks** |
| [**Carnival Cruises**](https://www.carnival.com/) | 800-764-7419 |  |
| [**Holland America**](https://www.hollandamerica.com/) | 877–932–4259 |  |
| [**Norwegian Cruise Lines**](https://www.ncl.com/) | 866-234-7350 |  |
| [**Oceania Cruises**](https://www.oceaniacruises.com/) | 855-310-3164 |  |
| [**Princess Cruises**](https://www.princess.com/) | 844-315-6234 |  |
| [**Royal Caribbean**](https://www.royalcaribbean.com/) | 866-562-7625 |  |
| **Latest Schedules and location of inbound/outbound ships posted to** <http://hawaii.portcall.com/>  **State and County EOCs: Contact cruise line Port Agents for questions/coordination. Port agent POCs available through HDOT Harbors.** | | |

| Attraction/Event Closures and Cancellations | | | | |
| --- | --- | --- | --- | --- |
| **County** | **Major Event Cancellations** | **County Parks** | **State Parks** | **National Parks** |
| **Hawaii County** | Enter closure or N/A | [Hawaii County Parks](http://www.hawaiicounty.gov/parks-and-recreation/) | [State Park Announcements](http://dlnr.hawaii.gov/dsp/announcements/) | [Hawaii National Parks Current Conditions](https://www.nps.gov/alka/planyourvisit/conditions.htm) |
| **Maui County** | Enter closure or N/A | [Maui County Parks](http://www.mauicounty.gov/287/Maui-County-Parks) |
| **City & County** | Enter closure or N/A | [Oahu Parks](https://www.honolulu.gov/parks/default/park-locations/182-site-dpr-cat/25187-1111-park-closures-updates-1111.html) |
| **Kauai County** | Enter closure or N/A | [Kauai Parks](http://www.kauai.gov/Parks) |

| Transportation Closures | | | |
| --- | --- | --- | --- |
| **County** | **Road Closures - @DOTHawaii** | **Public Transportation** | **Sea Ports** |
| **Hawaii County** | [Hawaii County Road Closures](http://traffic.hawaiicounty.gov/) | [Hele-On Bus](http://heleonbus.org/) | [**Refer to U.S. Coast Guard Port Status Info**](https://homeport.uscg.mil/mycg/portal/ep/programView.do?channelId=&programId=260468&programPage=&ptltid=260467.260468.16440&pageTypeId=16440&portletId=260467&BV_SessionID=@@@@0828660920.1504931958@@@@&BV_EngineID=ccccadhdhmfhhhecefecfindfkldfgg.0) |
| **Maui County** | [Maui County Road Closures](http://www.co.maui.hi.us/AlertCenter.aspx) Twitter: @MauiPD | [Maui Bus](http://www.mauicounty.gov/605/Bus-Service-Information) |
| **City & County** | [Oahu Road Closures](http://www.goakamai.org/icx/pages/incidentlist.aspx) Twitter: @hpbtraffic | [The Bus](http://www.thebus.org/) |
| **Kauai County** | [Kauai Road Closures](http://hidot.hawaii.gov/highways/roadwork/kauai/) | [Kauai Bus](http://www.kauai.gov/BusSchedules) |



| Airport/Airline Information | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *\*Obtain this information from the Department of Transportation Situation Report.* | | | | | | | | | | |
| **Airport Status Key** | **Operational**  **(Green)** | | **Degraded Capability**  **(Yellow)** | | **Military Flights Only**  **(Orange)** | | | **Not Operational**  **(Red)** | | **Not Reported (Grey)** |
|  | **HNL** | **LIH** | | **OGG** | | **HNM** | **MKK** | **LNY** | **KOA** | **ITO** |
| **Overall Airport Status** | Select. | Select. | | Select. | | Select. | Select. | Select. | Select. | Select. |
| **Estimated Number of Passengers at Airport** | Enter Number | Enter Number | | Enter Number | | Enter Number | Enter Number | Enter Number | Enter Number | Enter Number |
| **Comments on Airport Status** |  |  | |  | |  |  |  |  |  |

| **Status =** | | **Normal Operations (Green)**  **Reduced Operations (Yellow)** | | | | **Outbound Flights Only (Orange)**  **All Flights Cancelled (Red)** | | | | | | | **Not Reported (Grey)**  **N/A** | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Airline** | **Reservation #** | | **Change Fees Waived** | **HNL** | **LIH** | | **OGG** | **HNM** | **MKK** | **LNY** | **KOA** | **ITO** | | **Remarks** |
| [Air Canada](https://www.aircanada.com/us/en/aco/home.html?&s_kwcid=AL!5182!3!188649859425!e!!!!air%20canada&ef_id=WVjjwQAAAPufDTdU:20170921173539:s) | 888-247-2262 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Air China](https://www.airchina.us/US/GB/Home/?cid=BR-US-GB-CoreBrandExact:20160527:SEM:Google:USGB:000002424) | 800-882-8122  808-839-6833 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Air New Zealand](https://www.airchina.us/US/GB/Home/?cid=BR-US-GB-CoreBrandExact:20160527:SEM:Google:USGB:000002424) | 800-262-1234 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [AirAsia X](https://www.airasia.com/en/home.page?gclid=CjwKCAjwxo3OBRBpEiwAS7X62f323JxyOTPbDmqOdtFIXL1I8lMn78TW_OAAuiBDTRFkW78sJwf86xoCzioQAvD_BwE&gclsrc=aw.ds&dclid=CPKnubnpttYCFdVmwQodTxcLpg) | 844-727-4588 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Alaska Air](https://www.alaskaair.com/?semid=315690fe-8b0c-4a12-8cea-15725e1a3725::19528058::||Evergreen||&gclid=CjwKCAjwxo3OBRBpEiwAS7X62VVesFFsY7zPmh6WH-DHXcHB2QmW-R4hU7SUZQafcKpZdOjwmfSHqhoCGkAQAvD_BwE) | 800-252-7522 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Allegiant Air](https://www.allegiantair.com/?gclid=CjwKCAjwxo3OBRBpEiwAS7X62R3AIfTQwyfLu1uzlW0N4vvWeqTQCLEMR4LXQb1zAwKuZbX_UCaf7xoCjwQQAvD_BwE) | 702-505-8888 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [American Airlines](https://www.aa.com/homePage.do) | 800-433-7300 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [ANA](http://www.ana.co.jp/asw/wws/us/e/?cid=GGL201704120811&gclid=CjwKCAjwxo3OBRBpEiwAS7X62ZEWwl8ANnPcNedSjr5iB2P-dVU2pO5801N4yhvEUj2E34RUiQjXMRoC-DAQAvD_BwE#190882065021) | 800-235-9262 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Asiana](http://us.flyasiana.com/C/en/main.do) | 800-836-1742 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [China Airlines](https://www.airchina.us/US/GB/Home/?cid=CP-US-GB-CompetitorExact:20160601:SEM:Google:USGB:000015248) | 800-227-5118 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [China Eastern](http://us.ceair.com/en/?gclid=CjwKCAjwxo3OBRBpEiwAS7X62S4l0JObBeFQZZKqK_EMHHvc6X2K_X7tVukTnqXuGipp3HvD2BMa8BoCC4IQAvD_BwE) | 855-589-5530 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Delta](https://www.delta.com/?Log=1&mkcpgn=SEzzzGGrduCSpriBD&clickid=315690fe-8b0c-4a12-8cea-15725e1a3725&tracking_id=284x4173551&s_kwcid=TC|8489|delta||S|e|217330387397) | 800 221-1212 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Fiji Airways](https://www.fijiairways.com/) | 800-227-4446 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Hawaiian Air](https://www.hawaiianairlines.com/) | 800-367-5320 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Japan Airlines](http://www.ar.jal.com/arl/en/?yk=11_00000&sl=11_0001&gclid=CjwKCAjwxo3OBRBpEiwAS7X62RQZKqVxWxkI7gCI-rk3NEVPZpfbUYY6kWh3bFDlX47LTosFx3GpDRoCkCoQAvD_BwE) | 800-525-3663 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [JetStar](http://us.jetcost.com/en/airlines/jetstar+airways/?gclid=CjwKCAjwxo3OBRBpEiwAS7X62fJYYq5HgI2empIV93Hoy3MI2HizfoN3RE3zqzXkqXzrTQAkU8OJ0hoC-pUQAvD_BwE&gclsrc=aw.ds&dclid=CLXUrKTrttYCFYhqwQodOskDXA) | 866-397-8170 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Jin Air](http://www.jinair.com/Language/ENG/) | 808- 834-5847 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Korean Air](https://www.koreanair.com/global/en.html) | 800-438-5000 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Makani Kai Air](https://www.makanikaiair.com/) | 808-834-1111 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Mokulele](https://www.mokuleleairlines.com/) | 866-260-7070 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Omni Air Intl](https://www.oai.aero/) | (808) 834-4557 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Philippines Air](https://www.philippineairlines.com/en) | 800-435-9725 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Qantas](https://www.qantas.com/us/en.html?alt_cam=us:re:blue449ex:sem:gg:Qantas+Only%7CBranded+E-:n:n:Typical+Generic+-+Qantas+E-:qantas&gclid=CjwKCAjwxo3OBRBpEiwAS7X62cUM3n469k3SOWUaeE_MaGnTsOAE6O701K-SJqDzeNw8HnqIpjFWNxoCBskQAvD_BwE&gclsrc=aw.ds) | 800-227-4500 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Southwest](https://www.southwest.com) | 800-435-9792 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [United](https://www.united.com/ual/en/us/) | 800-864-8331 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Virgin America](https://www.virginamerica.com/) | 877-359-8474 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |
| [Westjet](https://www.westjet.com/en-ca/index) | 888-937-8538 | | Select | Select. | Select. | | Select. | Select. | Select. | Select. | Select. | Select. | | Click or tap here to enter text. |

| Rental Car Information | | | |
| --- | --- | --- | --- |
| **County Instructions Apply To** | **Rental Company** | **Contact #** | **Instructions to Customers** |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |
| Choose an item. | Enter Company Name. | Enter Company # | Click or tap here to enter text. |

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| --- |
| Other Information/Comments |
|  |