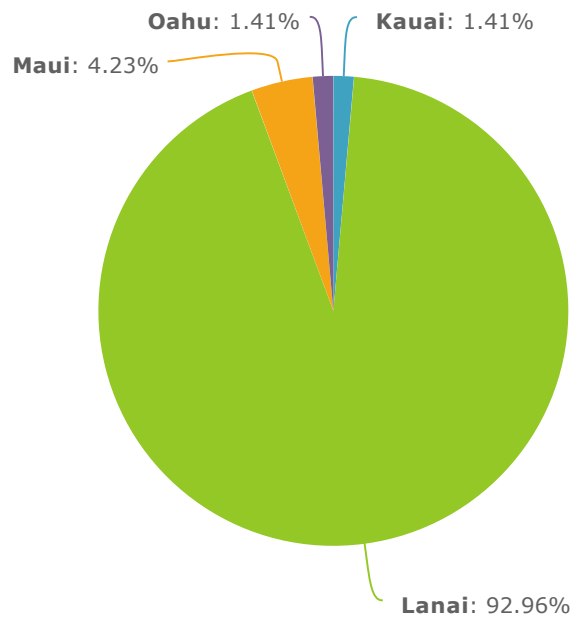


# Summary Report

## Community Input to Lanai Destination Management Action Plan

1. What island do you reside on? Response is required.



Hawaii	0.00%	<div style="width: 0%;"></div>	0
Kauai	1.41%	<div style="width: 1.41%;"></div>	1
Lanai	92.96%	<div style="width: 92.96%;"></div>	66
Maui	4.23%	<div style="width: 4.23%;"></div>	3
Molokai	0.00%	<div style="width: 0%;"></div>	0
Oahu	1.41%	<div style="width: 1.41%;"></div>	1
Total Responses			71
Skipped			11

2. What is your residential zip code? Response is Required.

**Count Response**

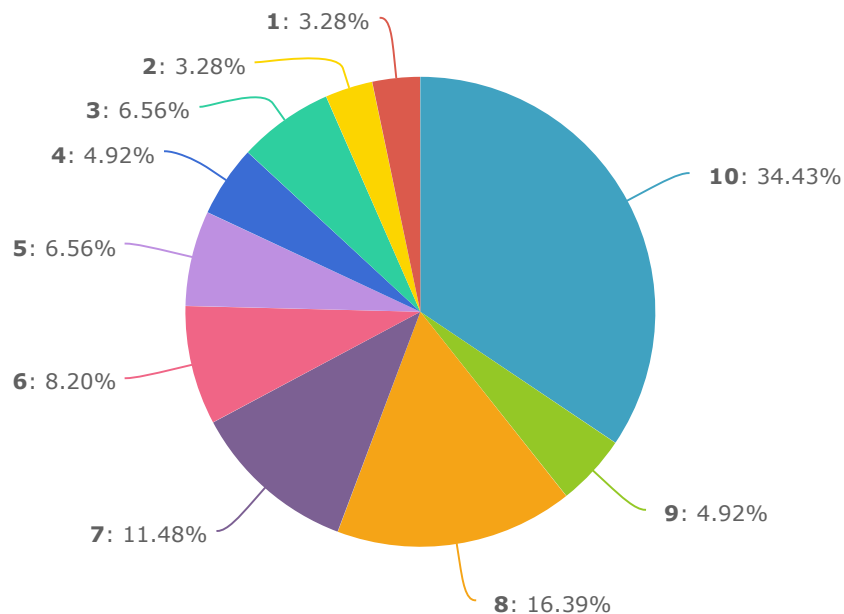
1 96736

61 96763

Total Responses 62









Skipped 20

3. Using a 10-point scale, where **10** means **Completely Agree** and **1** means **Do Not Agree At All**, how much do you agree or disagree that tourism has brought more benefits than problems. Response is Required.

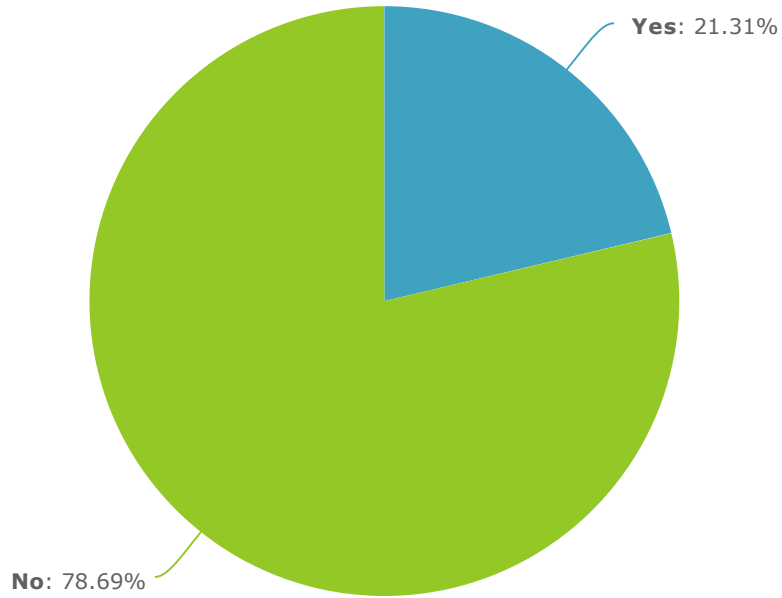




10	34.43%		21
----	--------	--	----

9	4.92%		3
---	-------	--	---

8	16.39%		10
7	11.48%		7
6	8.20%		5
5	6.56%		4
4	4.92%		3
3	6.56%		4
2	3.28%		2
1	3.28%		2
Total Responses			61
Skipped			21

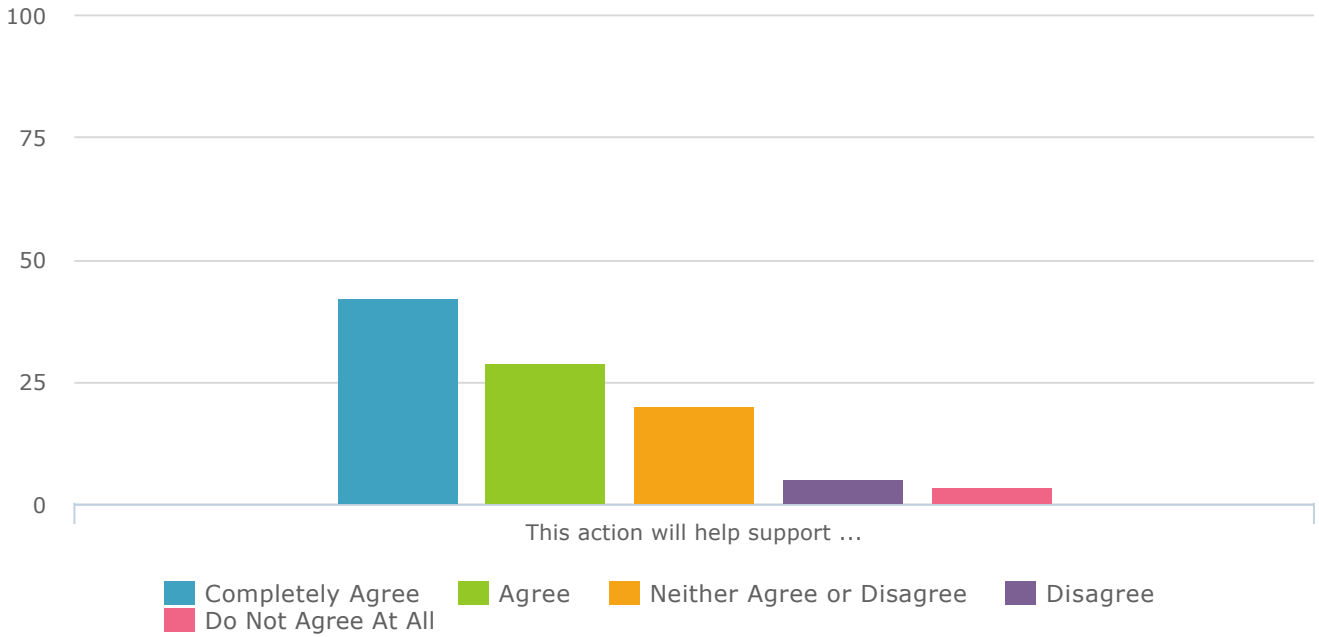
#### 4. Did you attend the Lanai Destination Management Action Plan Community Meeting?



Yes	21.31%		13
No	78.69%		48
Total Responses			61
Skipped			21

5. Develop and implement a process whereby visitors to Lanai acknowledge (pledge) to protect, respect, and learn about Lanai cultural and natural resources, and community during their visit. This could possibly be called a Malama Pledge.

How much do you agree or disagree with the statement below:



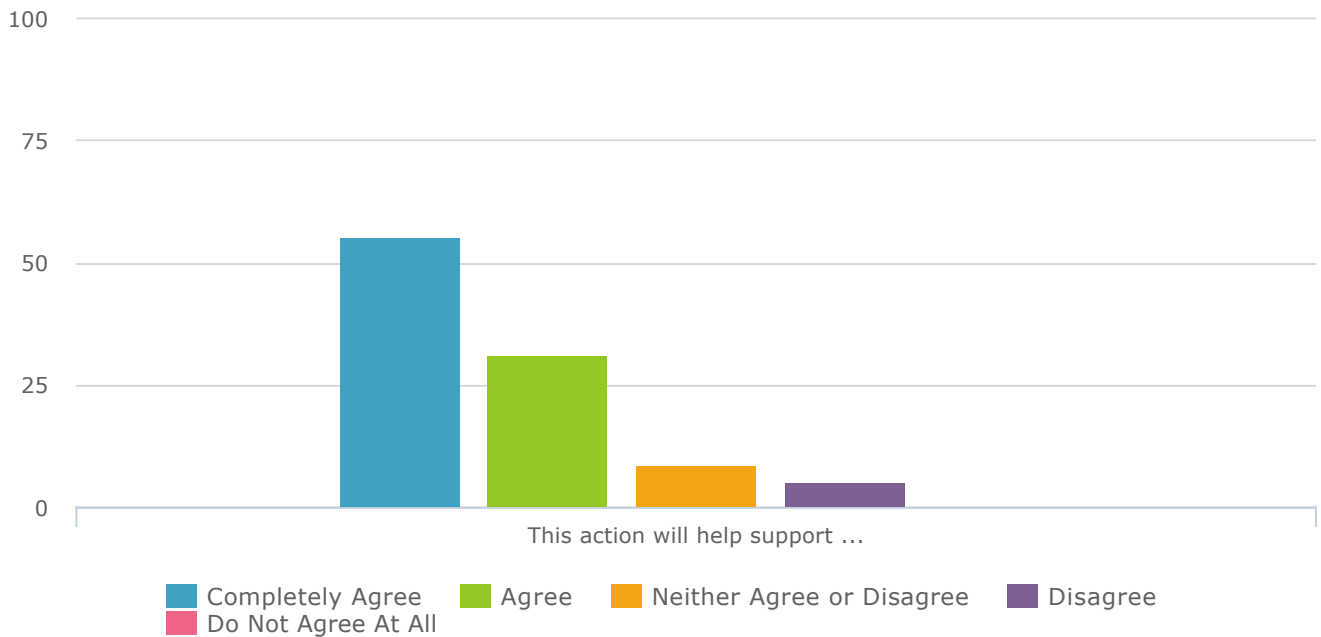
	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	25 42.37%	17 28.81%	12 20.34%	3 5.08%	2 3.39%	59

Total Responses 59

Skipped 23

6. Educate visitors on activities and events available on Lanai focused on cultural and natural resources. These activities could include fishpond restoration, koa tree planting, etc.

How much do you agree or disagree with the statement below:



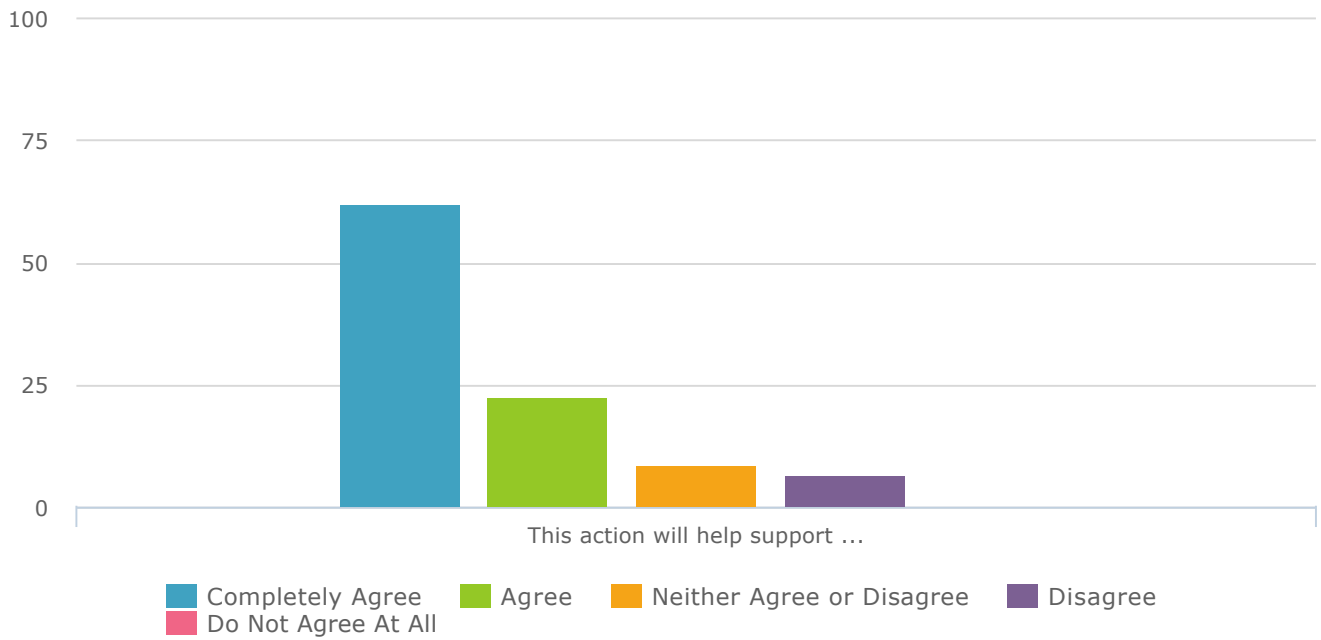
	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	32 55.17%	18 31.03%	5 8.62%	3 5.17%	0 0.00%	58

Total Responses 58

Skipped 24

7. Discourage activity companies from dropping off visitors who use Lanai beaches and use facilities without contributing to maintenance of the beaches and facilities. Identify and implement the best way(s) to discourage this activity.

How much do you agree or disagree with the statement below:

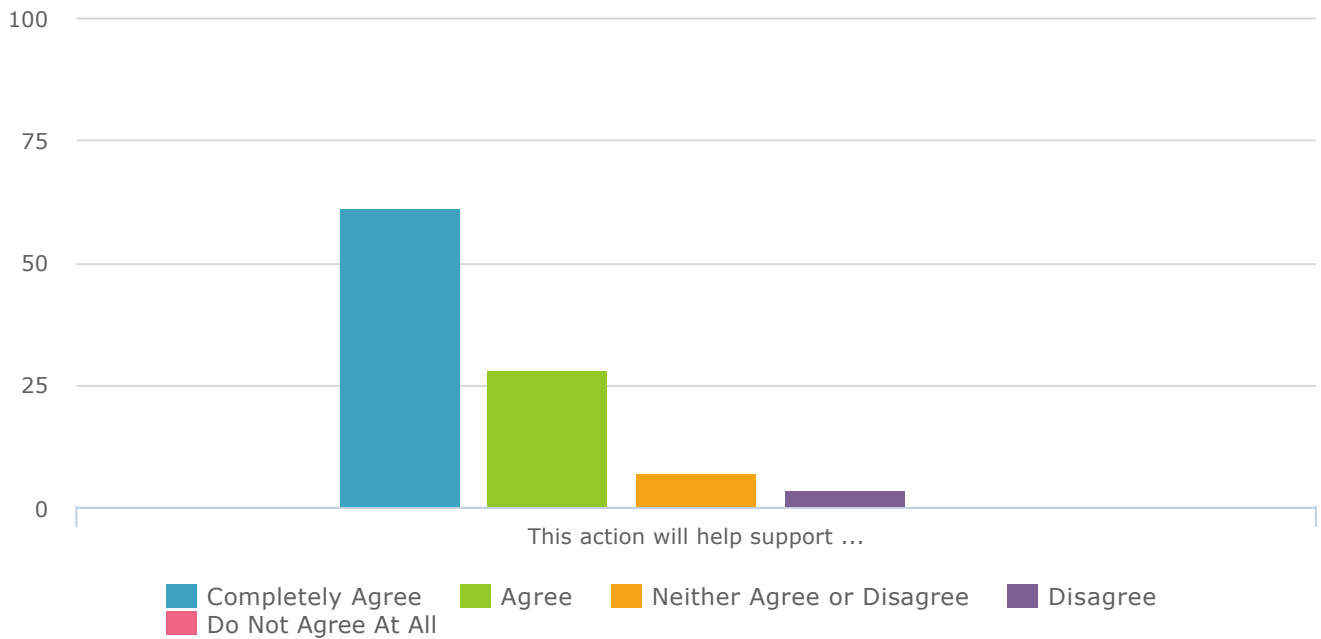


	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	36 62.07%	13 22.41%	5 8.62%	4 6.90%	0 0.00%	58

Total Responses 58

Skipped 24

8. Encourage Sustainable Tourism practices based on best practices for Pacific Islands.  
How much do you agree or disagree with the statement below:



	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	35 61.40%	16 28.07%	4 7.02%	2 3.51%	0 0.00%	57

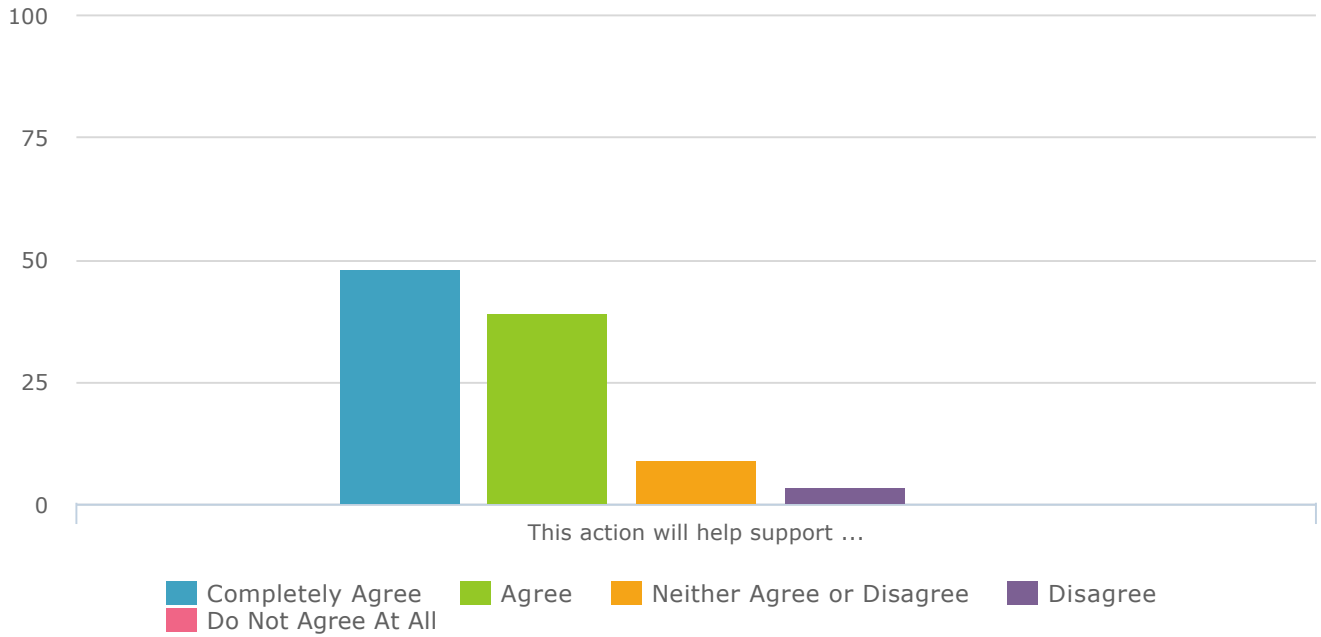
Total Responses 57

Skipped 25



9. Create more educational videos or audio files to be played on ferry, airlines/airport, and hotels for visitors to begin learning about Lanai’s unique history, culture and community.

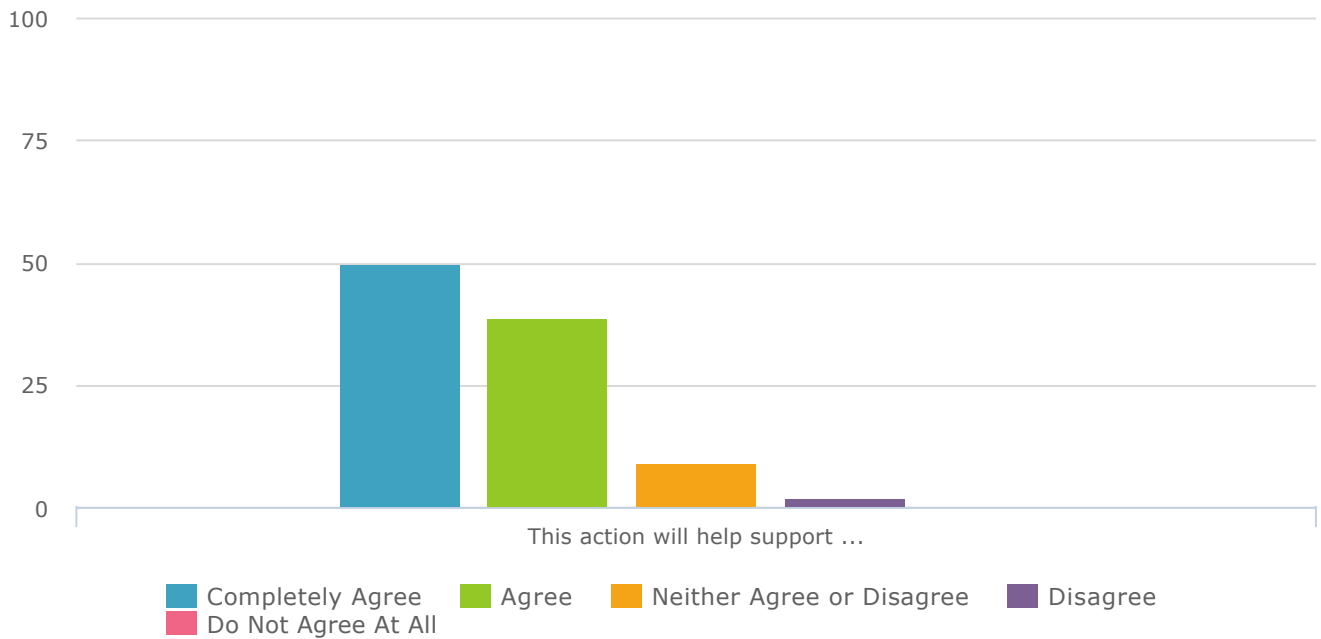
How much do you agree or disagree with the statement below:



	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	27 48.21%	22 39.29%	5 8.93%	2 3.57%	0 0.00%	56

Total Responses	56
Skipped	26

**10.** Support organizations that perpetuate the Hawaiian culture.  
How much do you agree or disagree with the statement below:



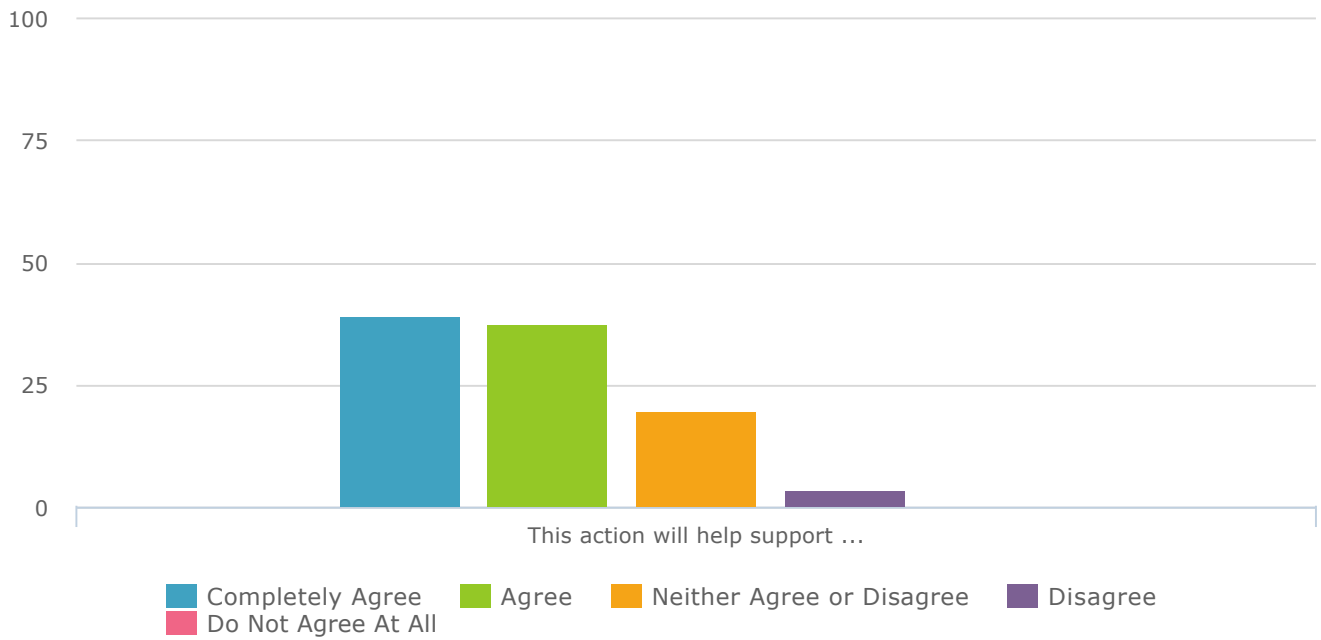
	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	27 50.00%	21 38.89%	5 9.26%	1 1.85%	0 0.00%	54

Total Responses 54

Skipped 28

**11.** Enhance and encourage the use of the Lanai Culture & Heritage Center’s Lanai Guide App as part of the travel protocol for traveling to the island.

How much do you agree or disagree with the statement below:



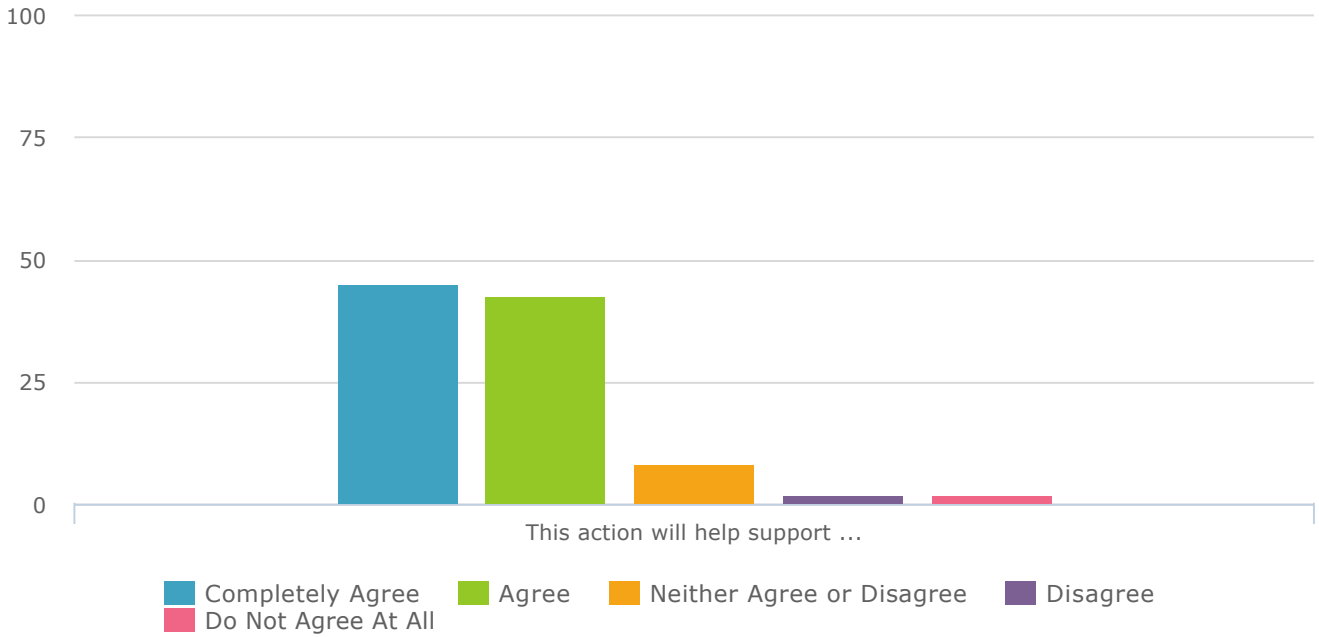
	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	22 39.29%	21 37.50%	11 19.64%	2 3.57%	0 0.00%	56

Total Responses 56

Skipped 26

**12.** Develop and implement programs to help Lanai small businesses during this downturn and how best to recover.

How much do you agree or disagree with the statement below:

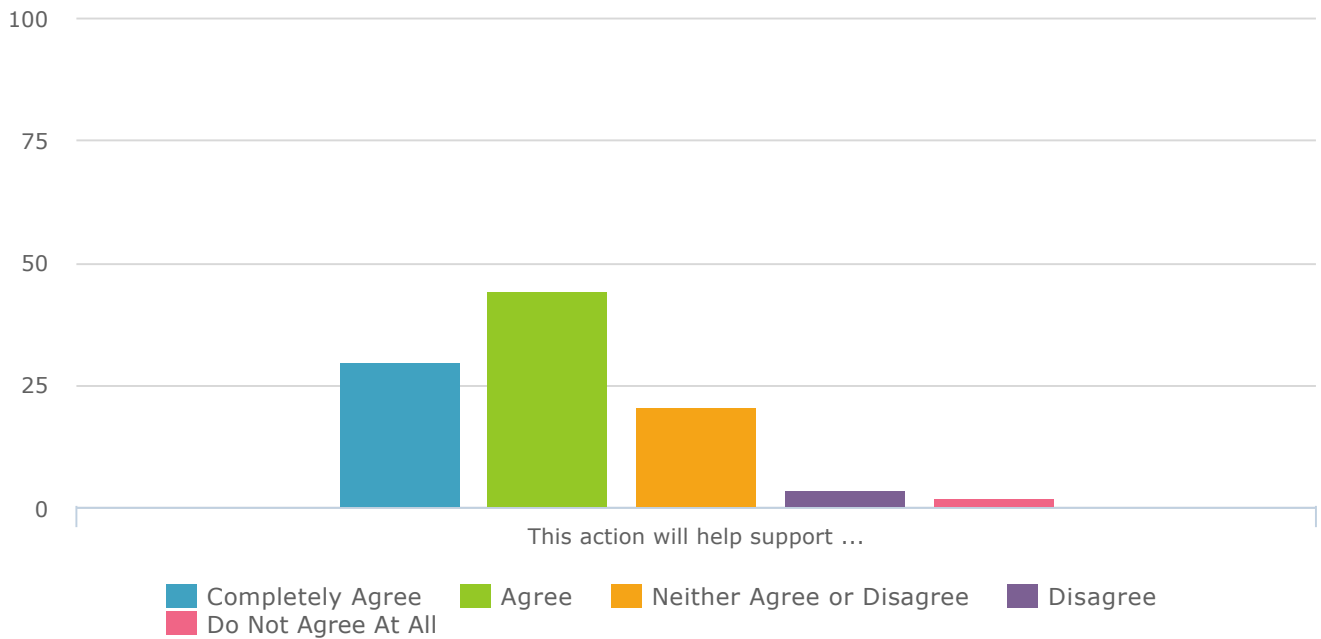


	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	22 44.90%	21 42.86%	4 8.16%	1 2.04%	1 2.04%	49

Total Responses	49
Skipped	33

**13.** Develop and promote niche markets, (such as hunters, historical buffs) to bring visitor dollars directly to residents.

How much do you agree or disagree with the statement below:



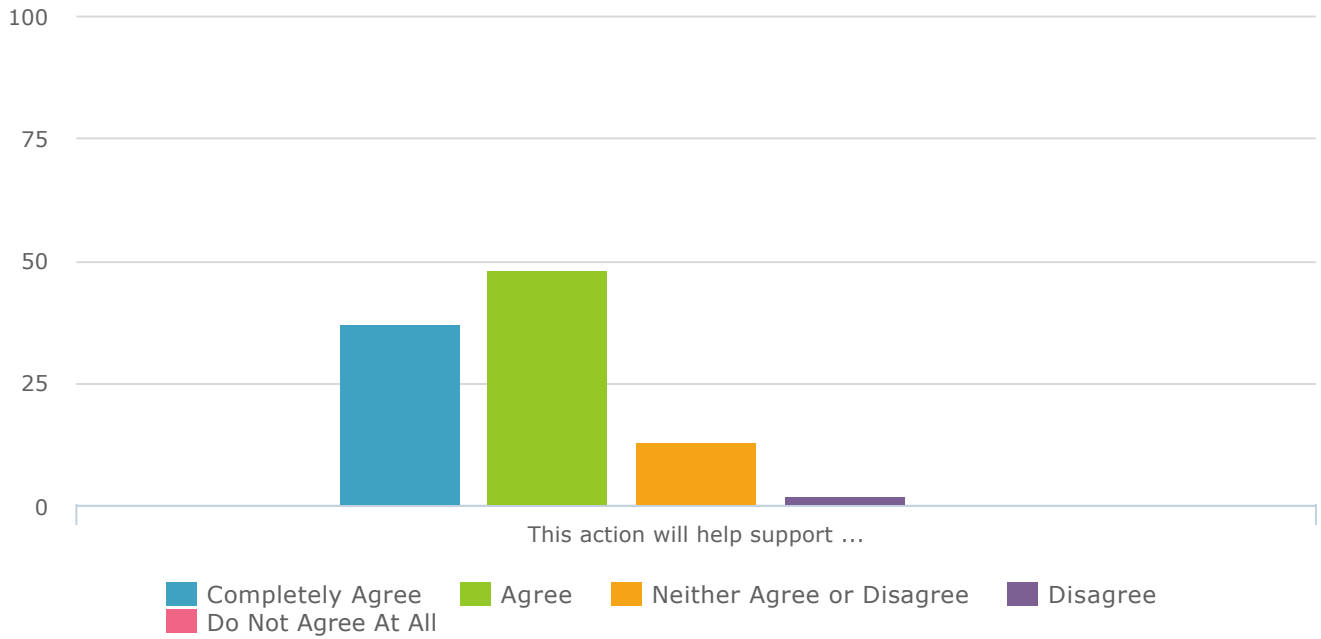
	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	16 29.63%	24 44.44%	11 20.37%	2 3.70%	1 1.85%	54

Total Responses 54

Skipped 28

**14.** Develop partnerships and programs with resorts and other tourism businesses to improve and enhance community relationships.

How much do you agree or disagree with the statement below:



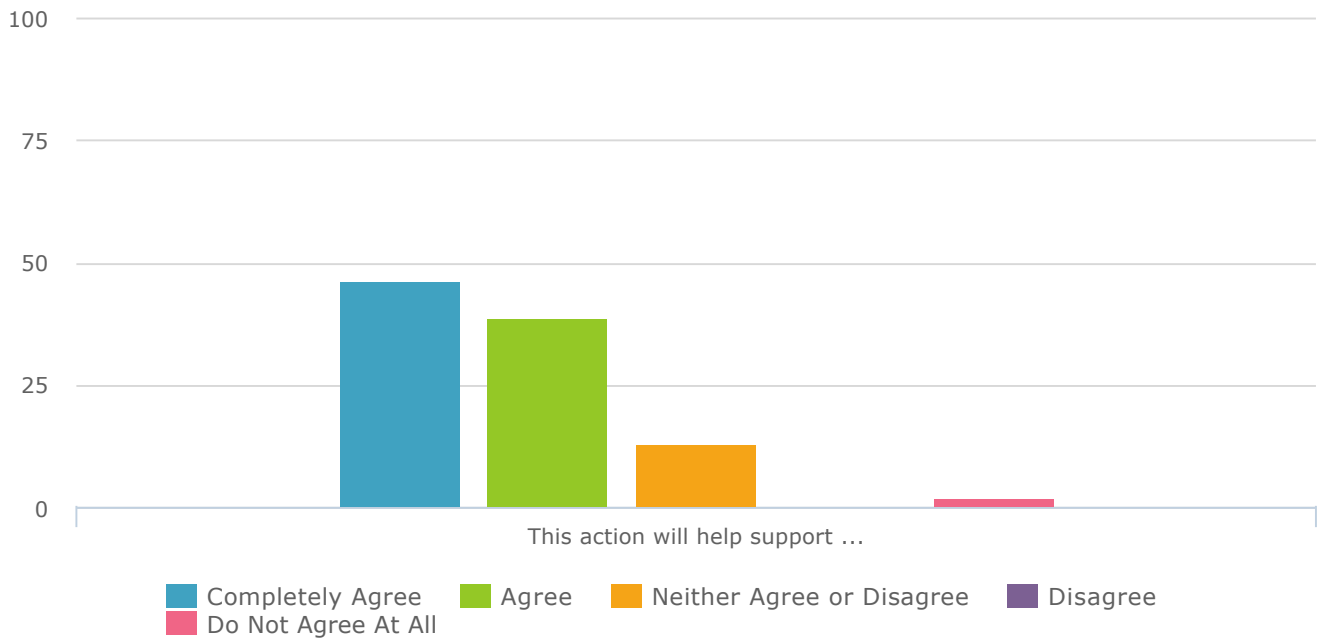
	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	20 37.04%	26 48.15%	7 12.96%	1 1.85%	0 0.00%	54

Total Responses 54

Skipped 28

**15.** Explore ways to improve communications and safety infrastructure for residents and visitors e.g. Wi-Fi hotspots.

How much do you agree or disagree with the statement below:



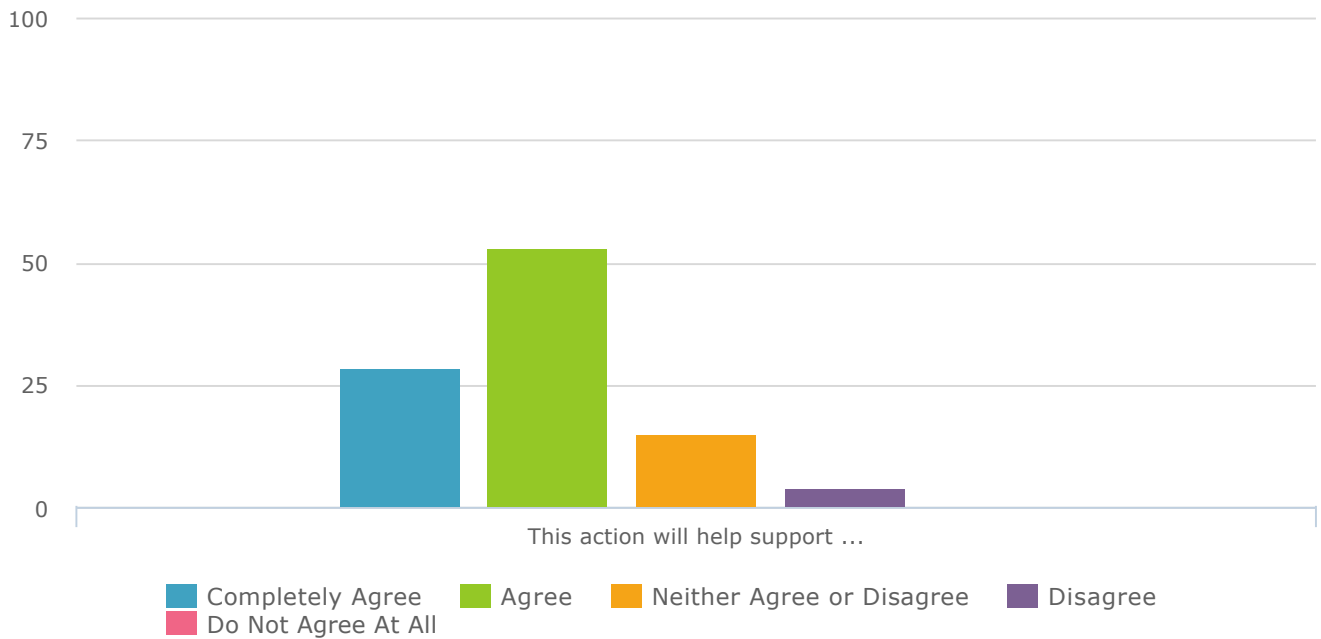
	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	25 46.30%	21 38.89%	7 12.96%	0 0.00%	1 1.85%	54

Total Responses 54

Skipped 28

**16.** Encourage and enable visitors to plan a meaningful daytrip or stay on Lanai prior to arriving on island.

How much do you agree or disagree with the statement below:



	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	15 28.30%	28 52.83%	8 15.09%	2 3.77%	0 0.00%	53

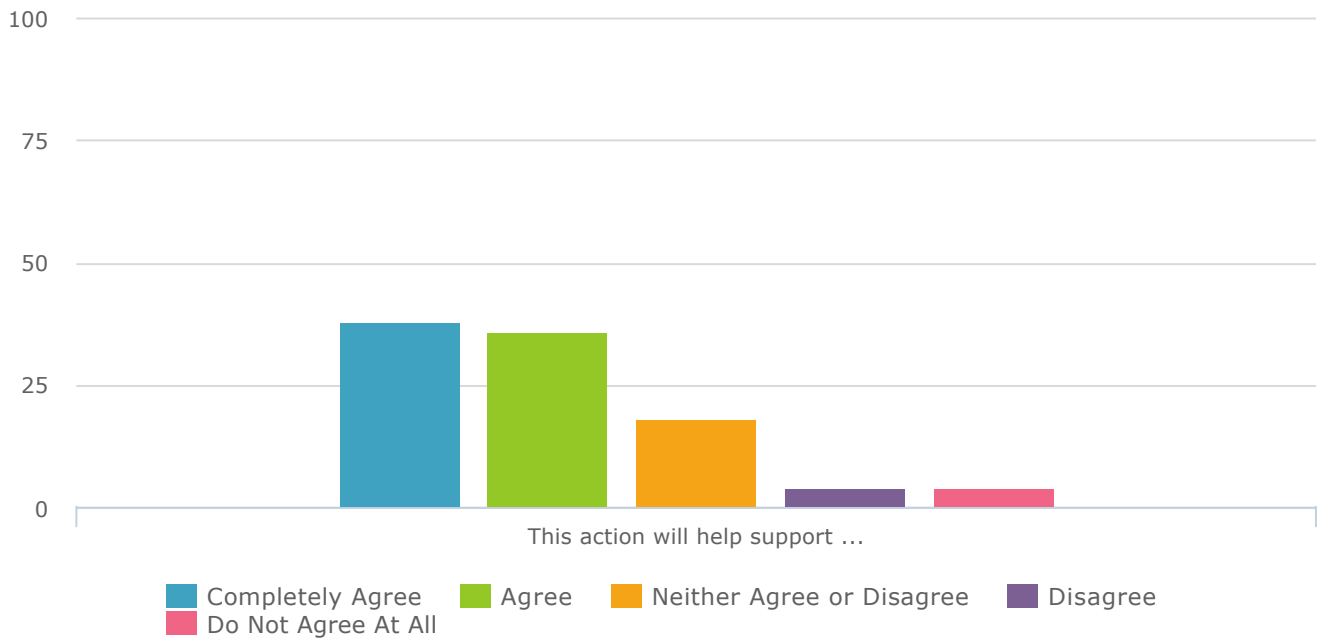
Total Responses 53

Skipped 29



**17.** Explore setting up a visitors' center with a main location in town and potentially branches at the harbor and airport dedicated to providing information for all visitors upon arrival.

How much do you agree or disagree with the statement below:



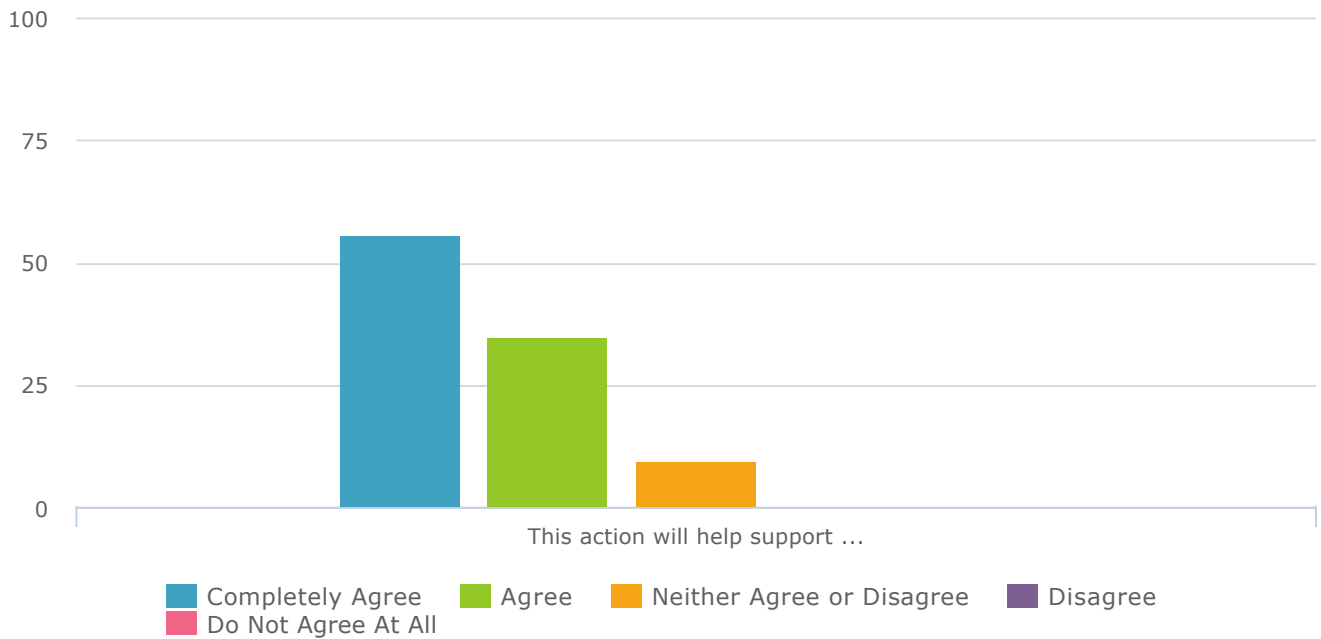
	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	19 38.00%	18 36.00%	9 18.00%	2 4.00%	2 4.00%	50

Total Responses 50

Skipped 32

**18.** Market Lanai City, not just resorts, to increase spending that goes to residents and small businesses.

How much do you agree or disagree with the statement below:



	Completely Agree	Agree	Neither Agree or Disagree	Disagree	Do Not Agree At All	Responses
This action will help support a mutually satisfying resident and visitor experience and preserve or boost economic benefits.	29 55.77%	18 34.62%	5 9.62%	0 0.00%	0 0.00%	52

Total Responses 52

Skipped 30

**19.** What other actions or critical components should be considered for the Lanai section of the Maui Nui Destination Management Action Plan?

## Count Response

- 
- | Count | Response   |
|-------|--|
| 1     | <p>1) We need a large playground for the keiki of Lanai be put up in town, and visitors can enjoy too to immerse themselves with locals. One that has a play area for ALL ages. The 2 playgrounds we have currently are small, falling apart (swing broken, other parts broken and never repaired), and are geared to toddlers. We need more places for the youth of Lanai to enjoy because there isn't alot of do on the island and kids are getting bored with distant learning and no way to get off island due to COVID.</p> <p>2) More festivals that are advertised to Maui residents and tourists are needed to boost Lanai's small businesses, with the bonus of having more activities for Lanai residents as well.</p> |
| 1     | Better transportation options to get from the harbor to Lana'i City and surrounding attractions (e.g. bus). More frequent Ferry runs.  |
| 1     | Cleaning up and maintaining historical sites to enhance cultural development for visitors. More enforcement of islands posted speed limit for visitors utilizing rental vehicles. Promoting local and small businesses on the island.  |
| 1     | <p>Educational programs between visiting youth and our youth. Our students have little interaction with kids from other places. Meaningful relations and practices can be instilled at a younger age for both residents and toursist that can grow adults with a love of Lanai and its culture and practices.</p> <p>Have marine science/natural resources seminars and workshops here that can be attended by residents and tourists to tailor a more educational type of vacation. Many families with young children want these experiences and seek them out on other islands, like museums and aqauriums, we can offer that in our natural enviroment.</p>   |
| 1     | encourage and support individual small ag enterprises that foster sustainability and market it as a destination choice for visitors  |
| 1     | Encourage Community service opportunities or activities.   |
| 1     | Encourage visitors to respect the land, the people, and the lifestyle on Lanai.  |
| 1     | Exercise common sense for the tourism industry, and all facets of Lana'i (including Resorts, Hotel Lanai, permitted short-term rental homes, etc).   |
| 1     | Feature Lanai artists.   |
| 1     | Focus on a pledge from residents as opposed to tourists. There is an assumption in this survey that our Lanai community is intellectually and emotionally connected to the island's aina, history and people — but this is not true. We have a robust immigrant population (primarily Filipino and Micronesian) who do not necessarily consider Lanai home but as more of an intermediary station necessary for economic survival (this is itself a by-product of the tourism). If our own community doesn't know Lanai or feel a responsibility to Lanai then what's the point of spending more time, energy and resources for the tourist to? Again, the tourist   |

benefits more than the community. They would have more knowledge and more of an explicit agreement to protect Lanai than the community would. The focus should be on building community capacity not the tourists' on this subject.

One idea that may work in keeping tourists sensitive and in line with Lanai values would be to train the community on how to observe and guide wayward tourists — for example: we see a tourist about to stack rocks at a cultural site, train us for how we could step in to stop the destructive behavior while at the same time showing compassion to the island visitor. This would be far more helpful and community empowering.

---

1 Focus on improving the overall living conditions for those that live on Lanai-continued improvement in food options, fitness facility, etc

---

1 If we ask for a fee to use facilities at Hulopo'e we are encouraging more visitors to use the park. We don't need more visitors at Hulopo'e. There needs to be a better way of discouraging boats from dropping off people at Mānele Harbor. Trilogy should continue to be the only company legally allowed to use the park. Keep in mind that Hulopo'e Beach Park is owned by Pūlama Lāna'i. The Hulopo'e Beach Park Council is involved in decision-making regarding park activities.

The Lāna'i Guide App should not be used as a "visitor" app. HTA could create its own app including the Mālama Pledge and having the Lāna'i Guide app as a link on it. We should not call attention to sensitive sites or ping folks when they are in a certain area. The Lāna'i Guide app already shares locations that are appropriate to visit. That's all you need. Telling folks about sensitive site may encourage visitors to go there.

---

1 Investigate more ways to help channel more income to small businesses and local start up businesses. It is difficult for local small businesses because all the commercial properties on Lanai are owned by Pulama Lana'i. It is difficult for the small businesses to spend money to maintain and improve the buildings that they rent from Pulama. In effect, they would be investing money to improve property that they do not own. Some of these buildings are very old and in dire need of improvement.

---

1 Malama pledge is a horrible name. Mālama is the correct spelling.

---

1 Many questions contained several actions on a few there were good ideas but then someone would sneak in the Make a Pledge which then resulted in me disagreeing. Remove this pledge idea and there are several good ideas.

---

1 Marketing...Lanai is known as the island with nothing to do I feel unfortunately when this is far from the truth. Get the word out there that Lanai is a hidden gem with much to experience.

---

1 Need funding to explore feasibility and implementation of agreed-upon actions. There is a concern that there are lots of good ideas here that will not be acted upon. Could HTA provide necessary funds to realize these much-needed actions?

---

1 Promotion of art activities

---

1 Regenerative Agriculture to rebuild the islands landscape. Tapping into carbon credit payments.

---

1 Respecting Island Culture. Making sure Lanai resident receive same education

---

- 1 There was discussion in our steering committee meetings about a usage fee for Hulopo'e. I don't agree with this idea, not just because it's largely unenforceable, but even if the present pirate companies agreed to and paid the fee, the island would be overrun with tourists in a matter of days.

We need to brainstorm and come up with solutions that are sustainable and oriented toward protection and preservation of Lanai's natural resources.

The Galapagos Islands placed limits on the numbers of visitors that could be on the island. This was back in the late '90s, so I don't know if this is still the practice. If the numbers were too large for a particular month, say, one could not book a room or air travel. Limiting numbers on Lanai is a practice that makes sense for popular spots, such as Hulopo'e or Kaunolu.

- 1 these are all great ideas. We definitely need to get the hotel workers to volunteer more time in the community. When Four Seasons came to Lanai they were all about giving back to the community and to the keiki of Lanai. Now there are only a handful. We need more then ever to have them more apart of this community.

- 1 We need to find a way to better integrate the constant in/out flow of resort workers with residents, and we need to inform/educate those new "residents" about Lana'i-style (for example, how to drive on dirt roads.)

---

Total Responses 23

---

Skipped 59

## 20. What geographic areas, regions, or sites need to be managed more intentionally?

### Count Response

- |   |  |
|---|--|
| 1 | All areas should be managed for preservation and respect.  |
| 1 | All of Lanai.  |
| 1 | Already Manele and the Munro trail seem to be intentionally managed and that's fine.   |
| 1 | Any trail or road that four wheel drive vehicles use or are suggested to use so visitors don't get stuck or drive around obstacles making the footprint larger than it needs to be |
| 1 | Areas where there is soil or other erosion.  |
| 1 | Beaches  |

- 1 Coast lines Pulama can allocate clean sweeps....

---

- 1 Historic Registered Areas. Culturally sensitive areas,

---

- 1 Hulopoe Bay needs protecting

---

- 1 Hulopoe Beach Park has become overcrowded with tourists. As a resident who grew up here, I rarely go to the beach because it is disappointing to see how many tourists are there with no benefit to the island or community.  
  
The waters around Kaunolu are also being used by many tour boats bringing tourists from Maui to snorkel. That area is not only culturally significant but also a place where many people fish for sustenance. It is upsetting to see so many tourists/tour companies exploiting the resource. No benefits come back to the island.

---

- 1 Hunting areas . Hiking Trails . Beaches and not swimming with the dolphins

---

- 1 Lanai Hale; Kaunolu; Hulopo'e; the petroglyphs in the Keomoku area.

---

- 1 Lanai has numerous sites and areas that are deeply tied to it's culture and history. All should be managed equally to ensure they don't get covered up by nature overgrowth.

---

- 1 Lānaʻi's windward coast

---

- 1 Most if not all of the off-road, out-of-the-town sites. For example, rental jeeps on the road to Shipwreck or Keomoku drive way too fast, throw way too much dust.

---

- 1 Not aware of any such areas on Lanai in need of extra management.

---

- 1 Shipwreck beach has so much trash. We should be giving out a trash bag to each guest/tourist who goes to the Lanai Cultural center so they can pick up a bag of trash. We should be using the tourists to help clean it up because it gives them a sense of accomplishment and feeling of doing good and Im sure they would be happy to do it. We also should have more clean up acitivities managed by the hotels for hotel workers and community. It makes me sad going down to shipwreck because all the beach trash and imagining all the wildlife eating the microplastics.

---

- 1 The ag lands give opportunity to farmers or ranchers.

---

- 1 The island's snorkel and dive sites.

---

- 1 the Keomoku road is a wreck and a liability waiting to happen. it needs to be fixed.

---

- 1 Visitors should stay on paved roads.

---

- 1 Watershed, Keomoku "highway", Kanepuu.

---

Total Responses 22

---

Skipped 60

21. Are there geographic areas, regions, or sites where entry should be restricted and specific requirements should be fulfilled in order to gain access? If so, which areas should be restricted? What should be the requirements for entry?

**Count Response**

1	All areas off road
1	All culturally sensitive areas.
1	All historic sites.
1	Guide with education
1	Hawaiian historical sites, maybe restrict non-resident entry of these areas and allow guided tours.of the site to ensure the site is not vandalized. Guides will be responsible for monitoring and keeping track of visitors during tour to make sure that nothing is removed from the site other than pictures. Have any non-resident visitors be required to fill out a form reminding them not to remove anything from the historical site or be fined.
1	Hulopoe.
1	I have no opinions on this topic. Honestly, less regulation is normally better in my opinion.
1	Kaunolu comes to mind and actually all of Lanai’s wahi pana, as the tourist attraction angle for promoting these sites tend to devalue their significance—the stories of these places jaded to be earned through living here but are now served up to hungry tourist eyes for the sake of a dollar—two very different value systems, and the Western way is allowed to dominate.
1	Kaunolu is a very special, sacred space. Visitors need to be required to learn why and what NOT to do while visiting that area.
1	Lāna‘i Hale is restricted due to restoration activities. Do not enter.
1	Lopa
1	No swimming with the dolphins. Fishing at the harbor. For no over fishing
1	Open access for cultural practice by Lanai families.
	Heiau
1	Restrictions should be placed on hunters who dump gut piles in areas visited or traveled through. Nothing like the smell of dead animals when hiking or driving

around

- 
- 1 see above and the entire Keomoku coastline. Mandatory education before visitors allowed.
- 
- 1 Stop this open is best....
- 
- 1 The resorts should be able to restrict access to the public for some areas but for registered guests only. Hunting areas have pretty clear signage.
- 
- 1 The 'ua'u and their burrows at the Hale need to be restricted, as well as areas where the Conservation dept. is trying to protect the wild gardenia. I don't know exactly where this area is. We'd need to work with Pulama Lanai's conservation dept. to identify and protect these fragile sites.
- 
- 1 To go to shipwreck you should have to pick up a bag full of trash/plastics. Please see my response to question 20.

---

Total Responses 19

---

Skipped 63

## 22. Any other comments?

### **Count Response**

- 
- 1 don't hold your meetings over the dinner hour.
- 
- 1 Funding where to go?
- 
- 1 I do hope that this plan is earnest and not a covert way of simply attracting more tourists. Building a stronger, unified, and committed community is vital for responsible tourism to exist. I also want to not that the definition of Lanai community extends beyond the hotel workers or Pulama Lanai employees, a minority of the Lanai's population are employed elsewhere but they are also a part of this community and should be folded into any plan meant to advance or benefit Lanai.
- 
- 1 I think educating visitors about our culture on Lana'i is paramount. It isn't a monolithic culture, either. We have the plantation culture, and the culture of the island, which are unique and different from the other islands.
- 
- 1 I think to establish good relations between tourism and the local populous it must first start with the resort enforcing local laws. So many times guest have lashed out to employees for simply requesting they wear their masks. But the hotel is so focused on the guest "experience" that the management team doesn't enforce anything. When the guest complain we just offer them upgrades and free services. Even when guest lash out at employees for requesting they abide by the rules, they



are given compensation for ruining their experience. That tells us as employees we don't matter. The employees see this daily yet we, as the local populous, still have regulations that prohibits us in our own lives. If the people who do all the work on this island see that management allows the guests to do as they please in fear of bad guest experiences, how is are these relationships supposed to form trust? Our children should also be allowed to return to school full time and I don't say that as a parent who needs a babysitter. My child deserves to get an education that doesn't hinder his progression anymore than this state does by removing education funding. How are we allowing tourism, but not allowing our kids to be in school? Maybe we deserve answers to a lot more then we are being asked here. With all that said I have no problem with tourism but Lana'i officials should crack down on the resort and have them enforce the rules instead of compensate people who knew there would be rules before coming. Set an example and continue to crack down on the local populous as well. Rules are rules, everyone should fall under the same umbrella. Private flights at night should be regulated the same as public day flights. No exceptions. If we do our part in this way we could be safer and be able to bring back the 5th Fridays and other such activities but it starts at the top.

---

1 Lanai is a special place and maybe we can move towards less direction from Maui and on island community groups could use resources to promote programs good for all and not pet projects that favor some or require a pledge.

---

1 Lanai needs help desperately after COVID 19. We need more playgrounds for kids of all ages. We need childcare programs for children under 3 years old. We need more housing available. If tourism can help with any of those areas, that is what we should be focusing on.

---

1 Most of the earlier questions ask about educational / cultural / etc. benefits AND economic benefits. The economics is irrelevant in many questions but important in others. This questionnaire should have been worded much differently to better address concerns.

---

1 No

---

1 None

---

1 Thank you for working with the community to lift up the island. A visitor center is needed. More emphasis needs to be put on visiting the city. No one needs to visit Keahiakewelo or drive along shipwreck coast. It's possible to have an epic day trip without off roading. Too many ppl are told it's essential to off road. The perfect day trip should focus on slowing down and seeing the town and experiencing Hulopo'e.

---

1 Thank you!

---

1 Thank you.

---

1 Thanks for working on this.

---

1 We are paid by one employer, then turn around and pay (PULAMA LANAI) rent and food cost> (% of income)> going back to said employer seem very HIGH. When and how is the future sustainable might never happen with such low wages (Hinders paying it forward) and low population? So be careful of what we ask for.

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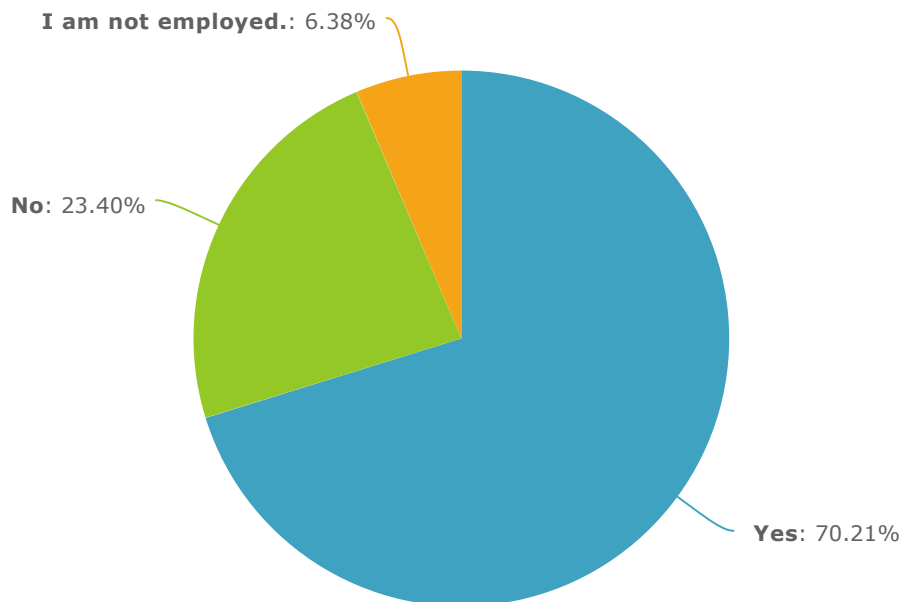
1 We need to get youth involved in the community projects with adults. If the parents don't come out and help the keiki won't.

Total Responses 16

Skipped 66

23. Let's define the "visitor industry" as any business depending mostly on tourists or depending on other businesses working with tourists.

Is your current job part of the visitor industry?



Yes	70.21%		33
No	23.40%		11
I am not employed.	6.38%		3
		Total Responses	47
		Skipped	35

24. If you are answering on behalf of an organization or business, please list its name.

**Count Response**

1	Drone services hawaii
1	Four Season Manele
1	Four seasons
2	Four Seasons
1	Four Seasons Manele Bay
1	LHES Foundation
1	Mike Carroll Gallery
1	N/A
1	no
1	No
1	Pulama

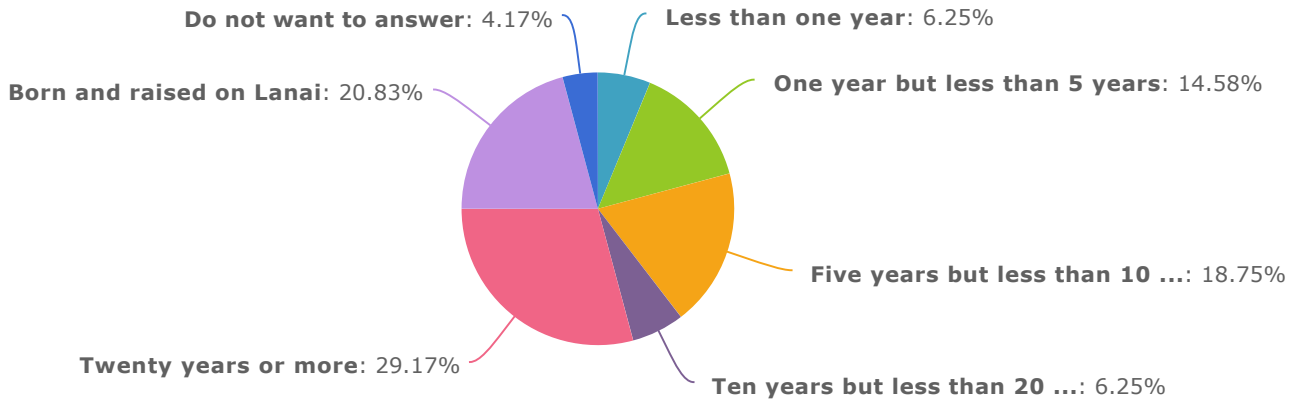
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Total Responses 12

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Skipped 70

## 25. How many years have you lived in Lanai?



Less than one year	6.25%		3
One year but less than 5 years	14.58%		7
Five years but less than 10 years	18.75%		9
Ten years but less than 20 years	6.25%		3
Twenty years or more	29.17%		14
Born and raised on Lanai	20.83%		10
Don't know	0.00%		0
Do not want to answer	4.17%		2
Total Responses			48
Skipped			34