

AUTHORITY

HAWAI'I TOURISM Visitor Satisfaction Survey Fourth Quarter 2021



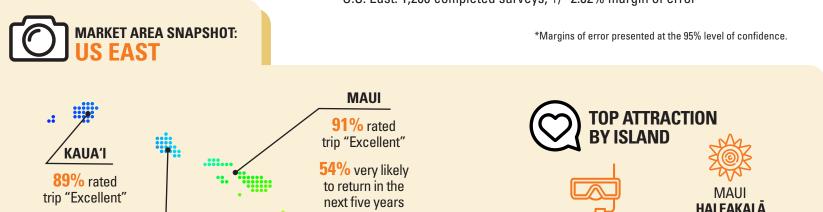
Visitor Profile by MMA	US West	US East
Average Age	52	50
Affluent Households	27.0% \$200K+	28.1% \$200K+
Education	36% College Grad	37% College Grad

COVID-19 TRAVEL RESTRICTIONS

On March 26, 2020, the State of Hawai'i started requiring all visitors and returning residents to Hawai'i to complete a mandatory, 14-day quarantine. On October 15, 2020, the State of Hawai'i Safe Travels program began, which allowed all visitors and returning residents to avoid quarantine by showing negative results of a COVID-19 test from a trusted testing partner taken no more than 72 hours prior to departing the final leg of their trip to Hawai'i. On December 4, 2020, the mandatory quarantine period for all those who did not have a negative test result was reduced from 14 days to 10 days. On July 8, 2021, the State of Hawai'i's quarantine requirement was eliminated altogether for domestic travelers who were fully vaccinated against COVID-19.

Concerns around the virus and related travel restrictions resulted in continued limited arrivals of international visitors during Q4 2021. Therefore, the Visitor Satisfaction and Activity Survey was fielded only among visitors from the U.S. West (Alaska, California, Oregon, Washington, Arizona, Colorado, Idaho, Montana, Nevada, New Mexico, Utah, and Wyoming) and U.S. East (all other states in the Continental U.S.).

- U.S. West: 1,314 completed surveys, +/- 2.70% margin of error*
- U.S. East: 1,206 completed surveys, +/- 2.82% margin of error*



47% very likely to return in the next five years

O'AHU 79% rated trip "Excellent"

53% very likely to return in the next five years

ISLAND OF HAWAI'I 91% rated

> trip "Excellent" **55%** very likely to return in the

next five years

