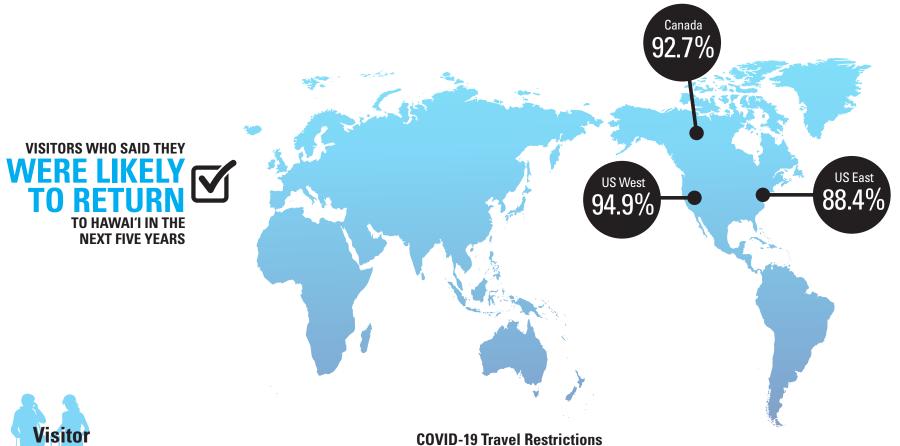


Visitor Satisfaction Survey

First Quarter 2022



Profile by MMA

Average Age	
Affluent Households	
Education	

US West	US East	Canada
52	53	54
26.0% \$200K+	27.5% \$200K+	31.0% \$200K+
37% College Grad	37% College Grad	36% College Grad

Concerns around the continuing COVID-19 pandemic have resulted in significant travel restrictions and limited flights to Hawai'i from China, Japan, Korea and Oceania. Therefore, visitors from those MMAs did not participate in the VSAT survey for this quarter. Resumption of additional flights from Canada enabled a sufficient number of visitors to Hawai'i for that market to be included in this report for the first time since Q1 2020.

The State of Hawai'i's Safe Travels program, which required visitors to the state to provide proof of a negative pre-travel COVID-19 test or show proof of vaccination, ended on March 26, 2022. International visitors were still required to comply with U.S. federal travel guidelines.

- U.S. West 1,588 completed surveys, +/- 2.46% margin of error*
- U.S. East 1,705 completed surveys, +/- 2.37% margin of error*
- Canada 539 completed surveys, +/- 4.22% margin of error*

(*Margins of error shown at 95% level of confidence)

